

FY 2021 Eswatini Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



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Acknowledgements

The Eswatini 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 Eswatini country team and independent fielding agency INTERDEM Consulting. In particular, Strategic Insights Group is grateful for the support from Nonhlahla Memorial Zindela (Communications Officer), who coordinated the survey related activities from Mbabane, Eswatini.

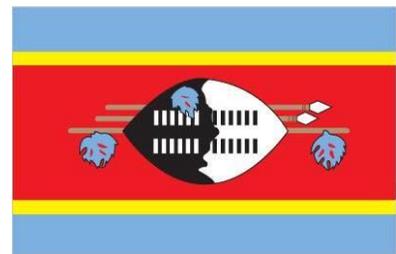




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I. Objectives

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

II. Methodology

From March to July 2021, 350 stakeholders of the WBG in Eswatini 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 Prime Minister; offices of Ministers; offices of Parliamentarians; 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 judiciary; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector and private banks; private foundations; NGOs and community-based organizations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 226 stakeholders participated in the survey (65% response rate). Respondents received the questionnaire via post/courier or email and returned it accordingly and some completed the questionnaire via the online platform (Qualtrics).

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

Note that the body of the report presents data on selected questions of the survey. 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 73%, N=160). 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. In FY'21 the increased outreach and subsequent number of survey respondents from a broader range of stakeholders outside of government institutions is to be commended; however, it makes the two respondent samples sufficiently different that weighting them for stakeholder equivalence across both years is not recommended. Hence, some differences in years comparisons analyses may be a result of differences in the stakeholder compositions, not just changes over time. The original respondent samples from the FY'18 and FY'21 Country Surveys used in the year comparisons analyses are listed in the table below.

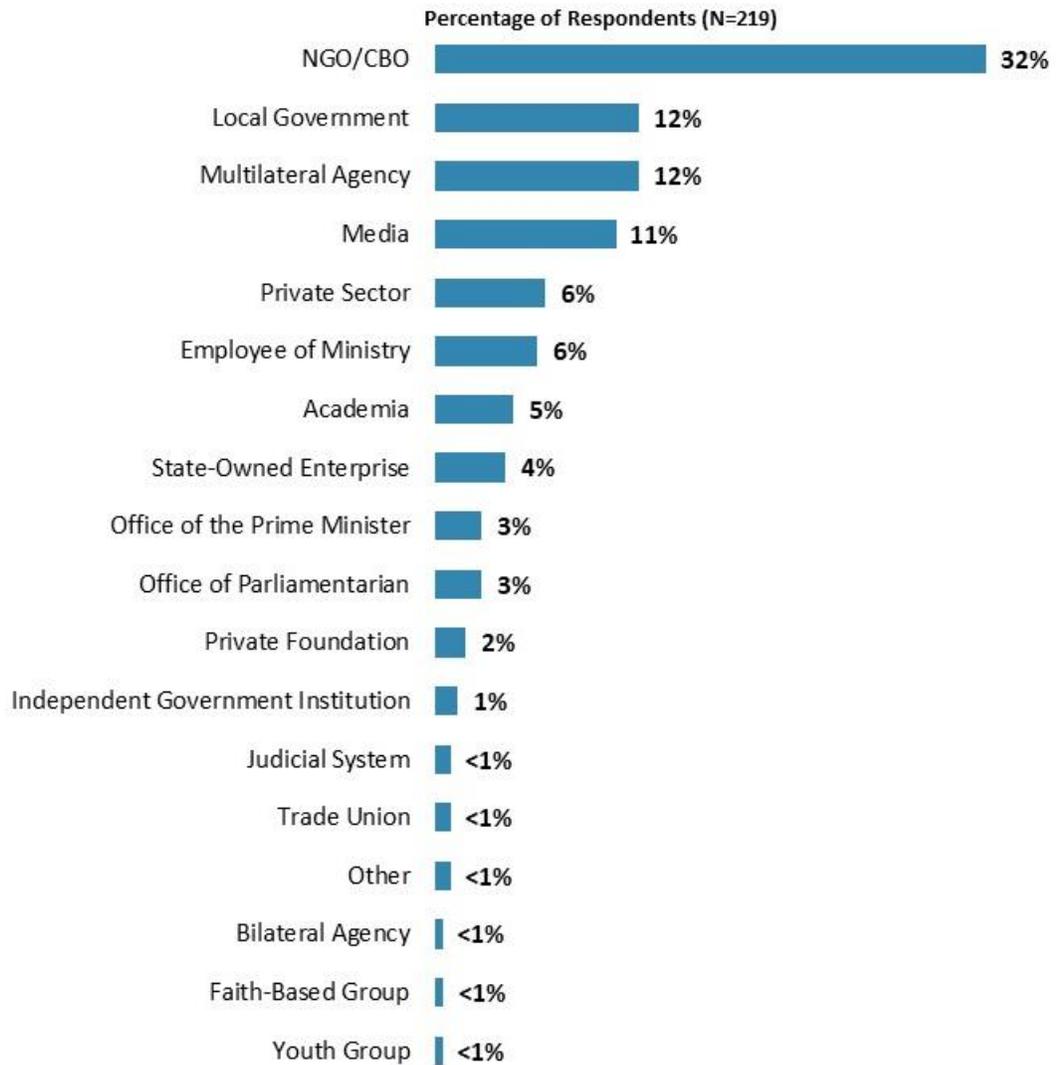
Percentage of Respondents	FY'18	FY'21
Office of the Prime Minister/Minister	1.9%	2.7%
Government Institutions (Office of Parliamentarian, Employee of Ministry, PMUs for WBG project/Consultant on WBG project, Independent Government Institution, State-Owned Enterprise)	46.9%	14.6%
Local Government	11.9%	11.5%
Bilateral/Multilateral Agency	1.9%	11.9%
Civil Society (Private Foundation, NGO/Community-Based Organization, Trade Union, Faith-Based Group, Youth Group)	11.9%	34.5%
Private Sector (Private Sector Organizations, Financial Sector, Private Banks)	9.4%	6.2%
Academia/Research Institute/Think Tank	3.1%	4.4%
Media	2.5%	10.2%
Other	4.4%	0.9%
Did not answer to the stakeholder question	6.3%	3.1%
Total Number of Respondents	160	226



III. Demographics of the Sample

Current Position

- Note that for subsequent analyses, some respondent groups were combined¹.



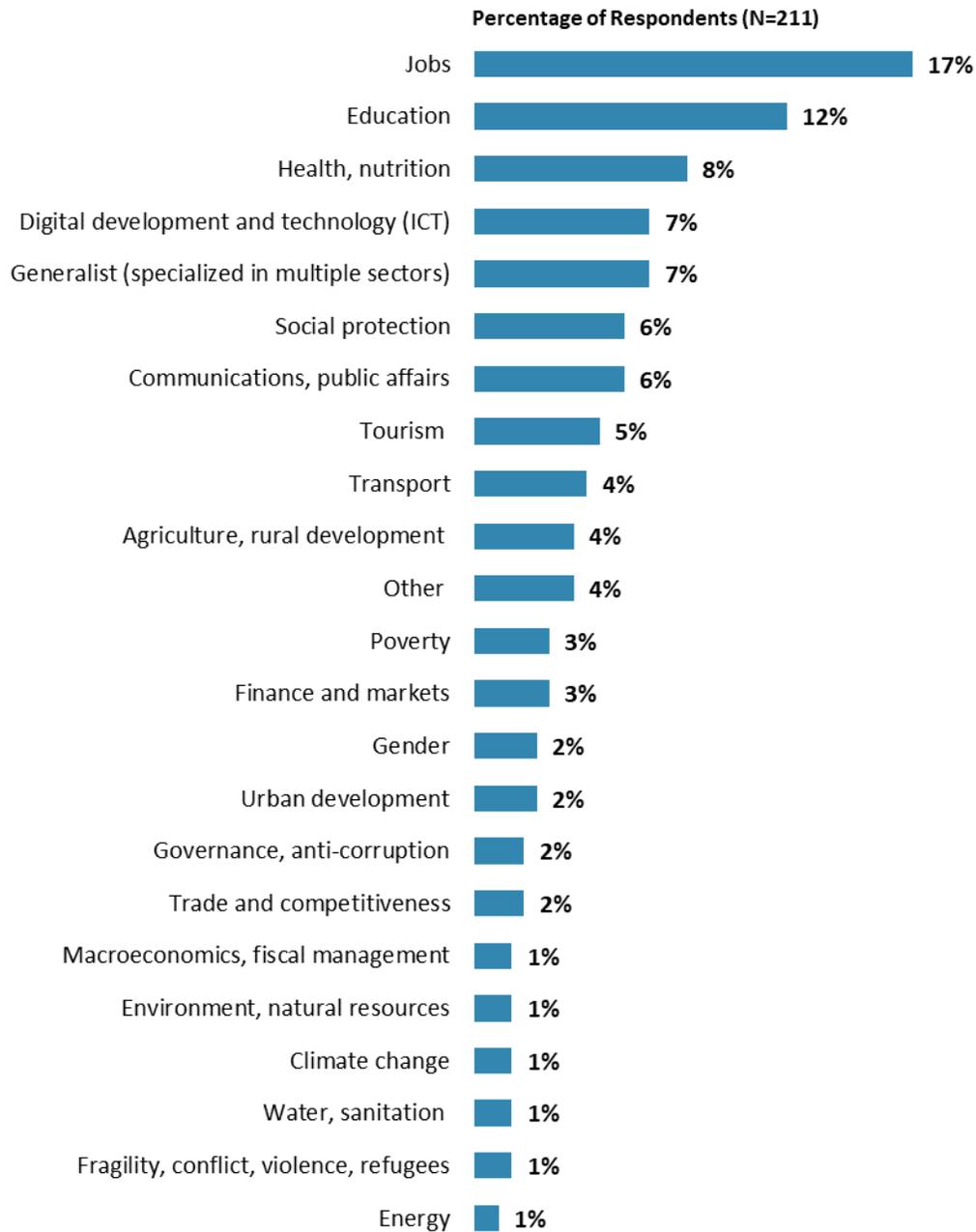
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the Prime Minister were combined with those from office of Parliamentarian; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from independent government institutions, judicial system, and state-owned enterprises were combined to create an “Other Government Institutions” category; and respondents from private foundations, NGO/CBOs, trade unions, faith-based groups and youth groups were combined into a “CSO” (Civil Society Organization) category. There were no respondents from the Office of a Minister, PMU/Consultants working on a WBG supported project, or financial sector/private bank.



III. Demographics of the Sample (continued)

Area of Primary Specialization

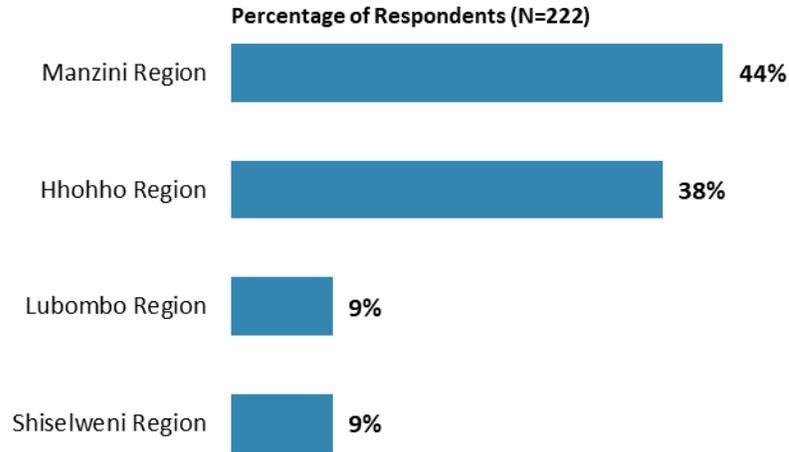


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



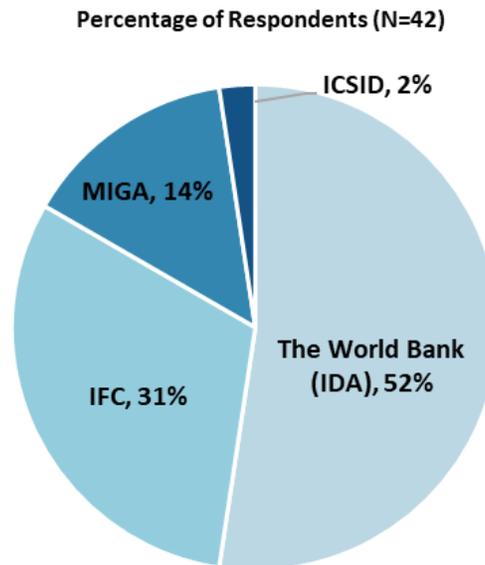
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



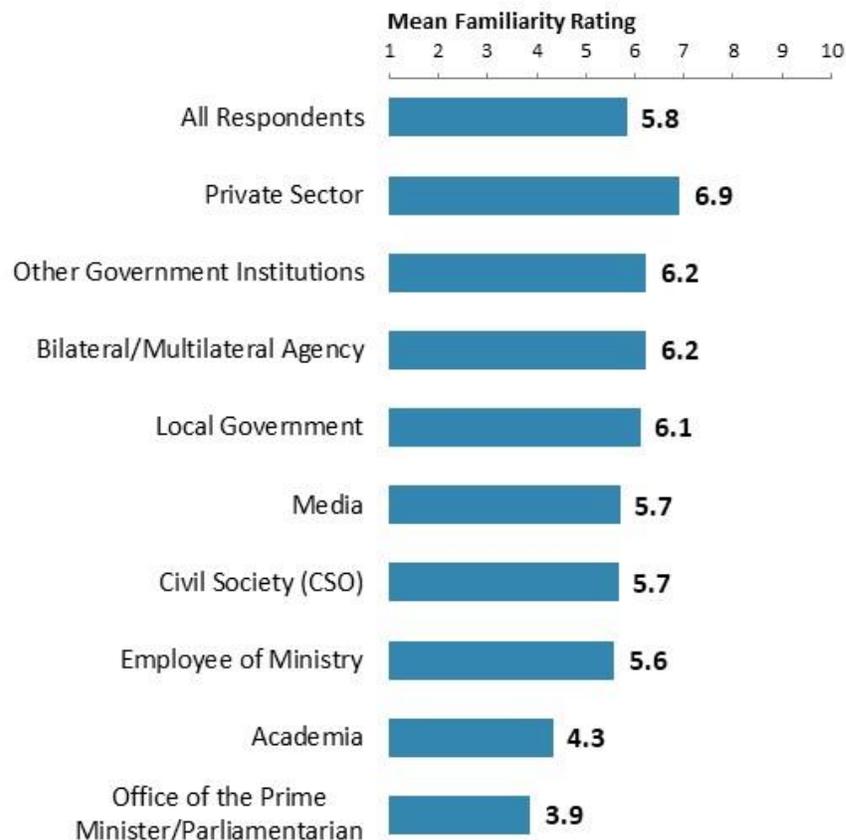
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Eswatini?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank²

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WB compared to respondents in the FY'18 Country Survey (mean rating in FY'21 = 5.8; mean rating in FY'18 = 5.7).
- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher levels of familiarity with the WBG compared to respondents who do not collaborate (mean rating of collaborators = 6.8; mean rating non-collaborators = 5.4).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WB (IDA) were significantly, moderately correlated with their ratings of the WB's overall effectiveness in Eswatini, ratings of their agreement that the WBG plays a relevant role in Eswatini's development, and the extent to which the WBG's work helps achieve development results in Eswatini.



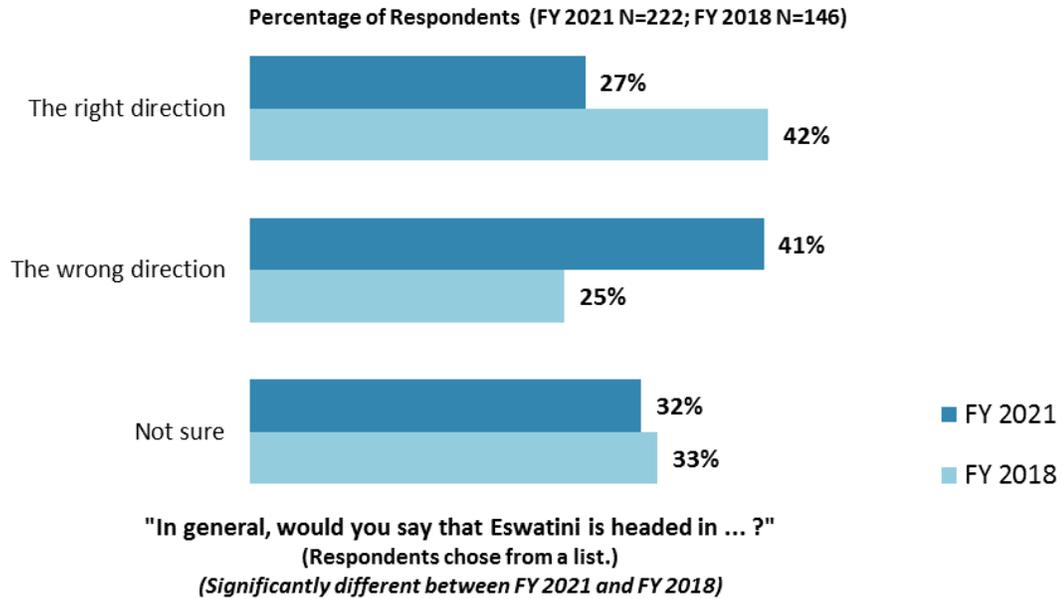
"How familiar are you with the work of the World Bank (IDA) in Eswatini?"
(1- "Not familiar at all", 10- "Extremely familiar")
Statistically similar across stakeholder groups

² In FY21, the question about familiarity was asked separately about the World Bank (IDA) and IFC. Only ratings of familiarity for the World Bank (IDA) were used in these analyses.

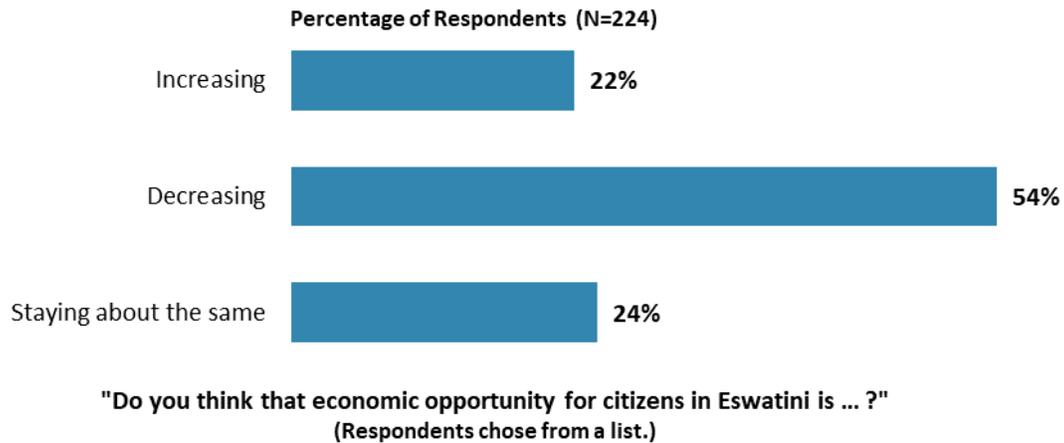


IV. Overall Context

Headed in the Right Direction



Perceptions of Economic Opportunity

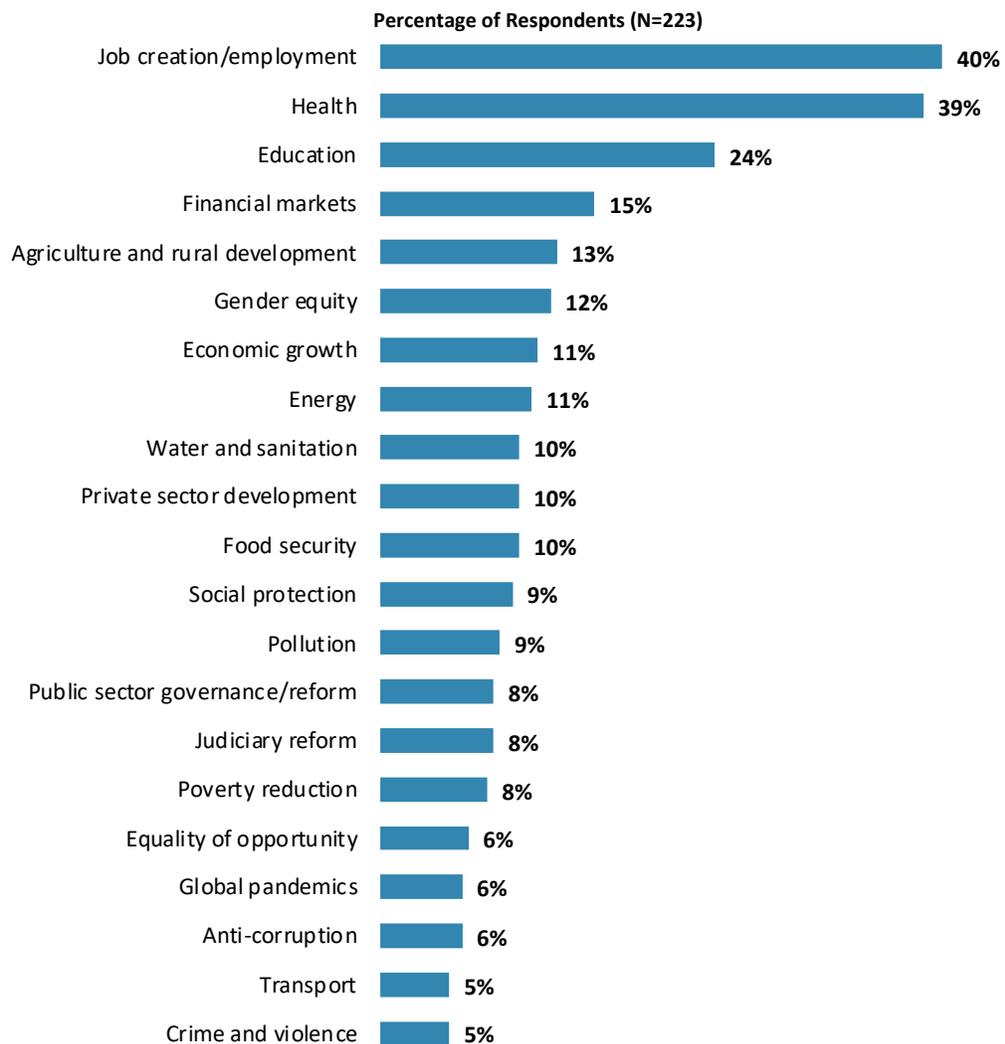




IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the most important development priorities in Eswatini were “*health*” (50%) and “*economic growth*” (39%), followed by “*job creation/employment*” (26%), and “*education*” (22%). Of note, “*financial markets*” was selected by just 3% of respondents in FY'18, but 15% selected it as top priority in FY'21.
- **Specialization³:** Respondents who identified their primary specialization of work as “*jobs*” (17% of the sample) were significantly *more* likely to indicate that “*job creation/employment*” was the most important development priority in Eswatini, compared to the rest of the respondents (jobs specialists = 63%; others = 34%).



"Listed below are a number of development priorities in Eswatini. Please identify which of the following you consider the most important development priorities in Eswatini. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 21 of 30 response options shown)

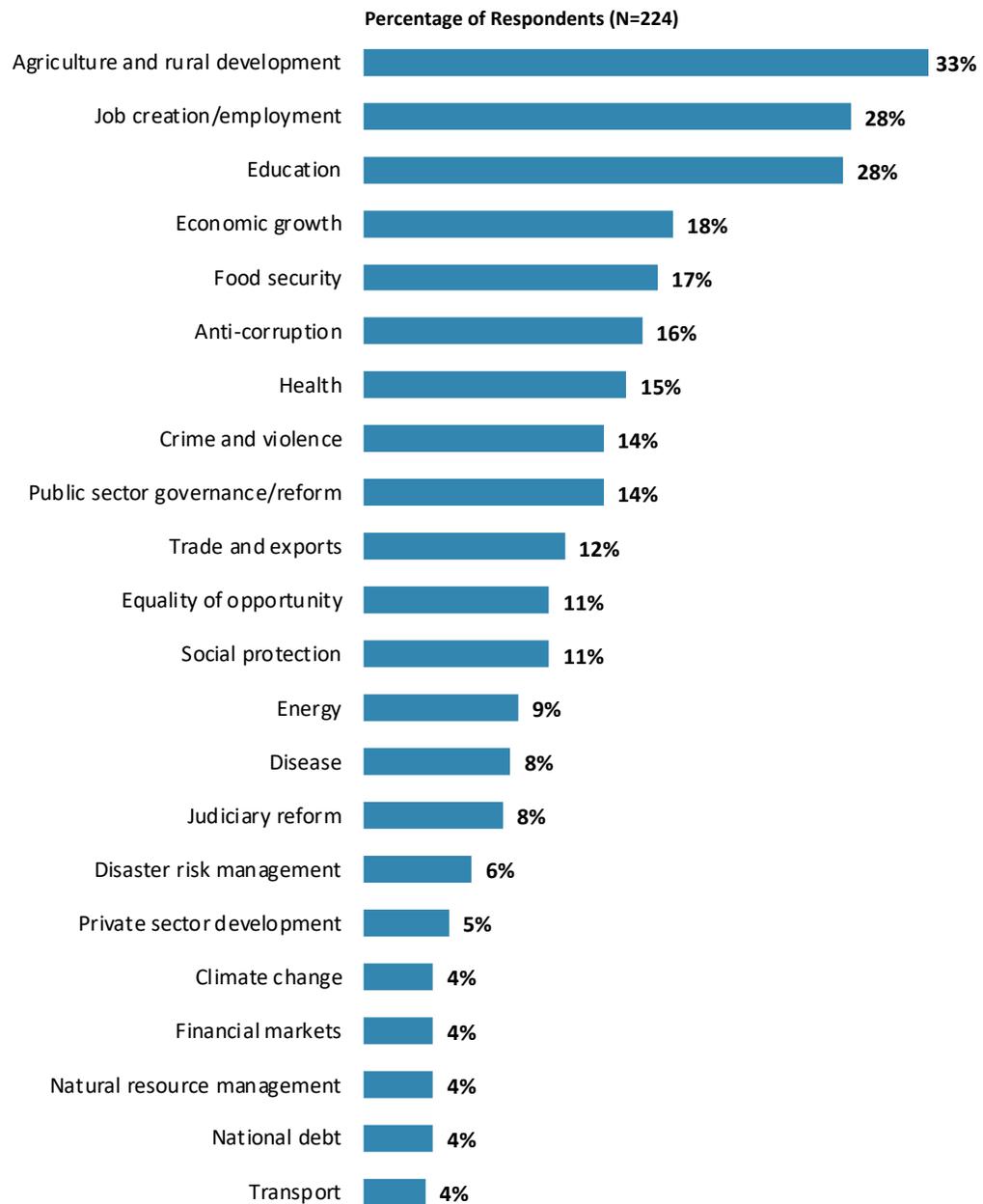
³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the biggest contributors to poverty reduction in Eswatini were “*job creation/employment*” (53%), “*economic growth*” (50%), and “*agriculture and rural development*” (44%), followed by “*education*” (23%), and “*public sector governance/reform*” (21%).

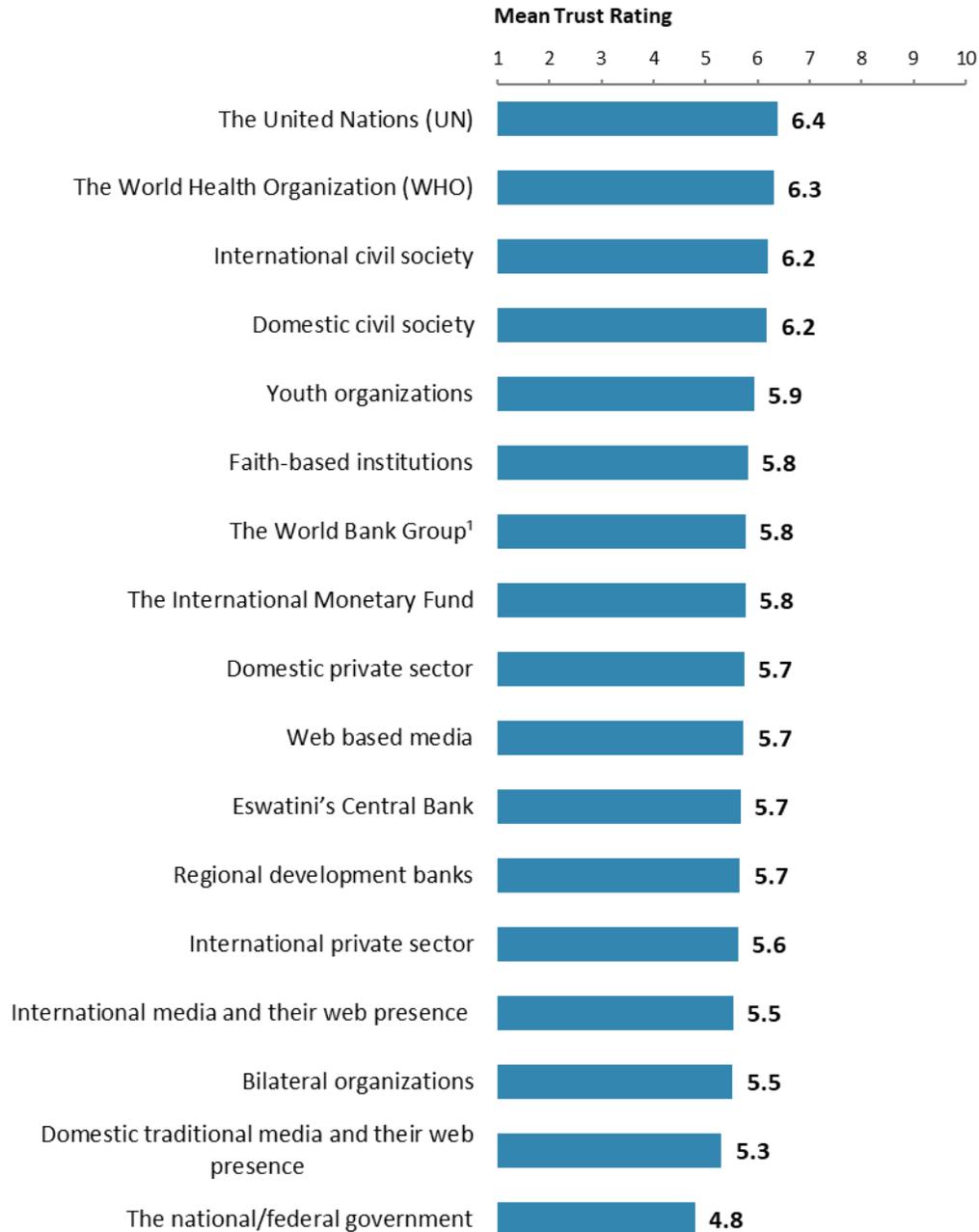


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Eswatini? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 28 response options shown)



IV. Overall Context (continued)

Trust in Institutions



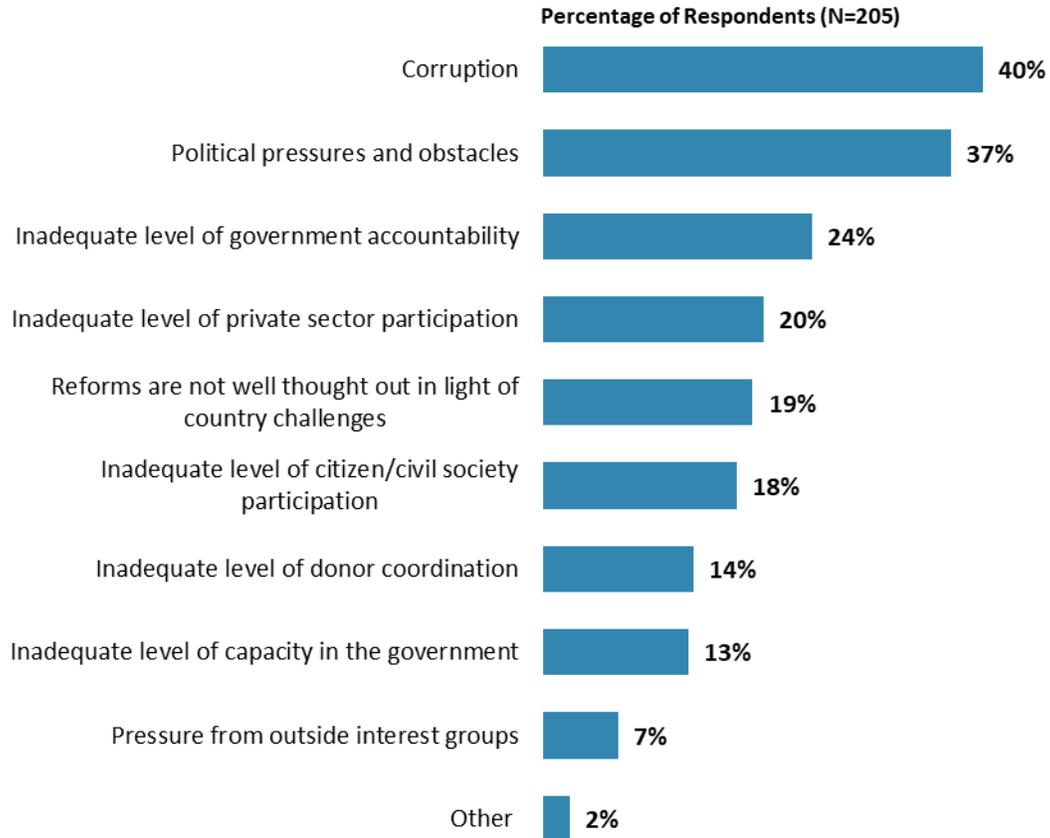
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Attributing Failed/Slow Reform Efforts

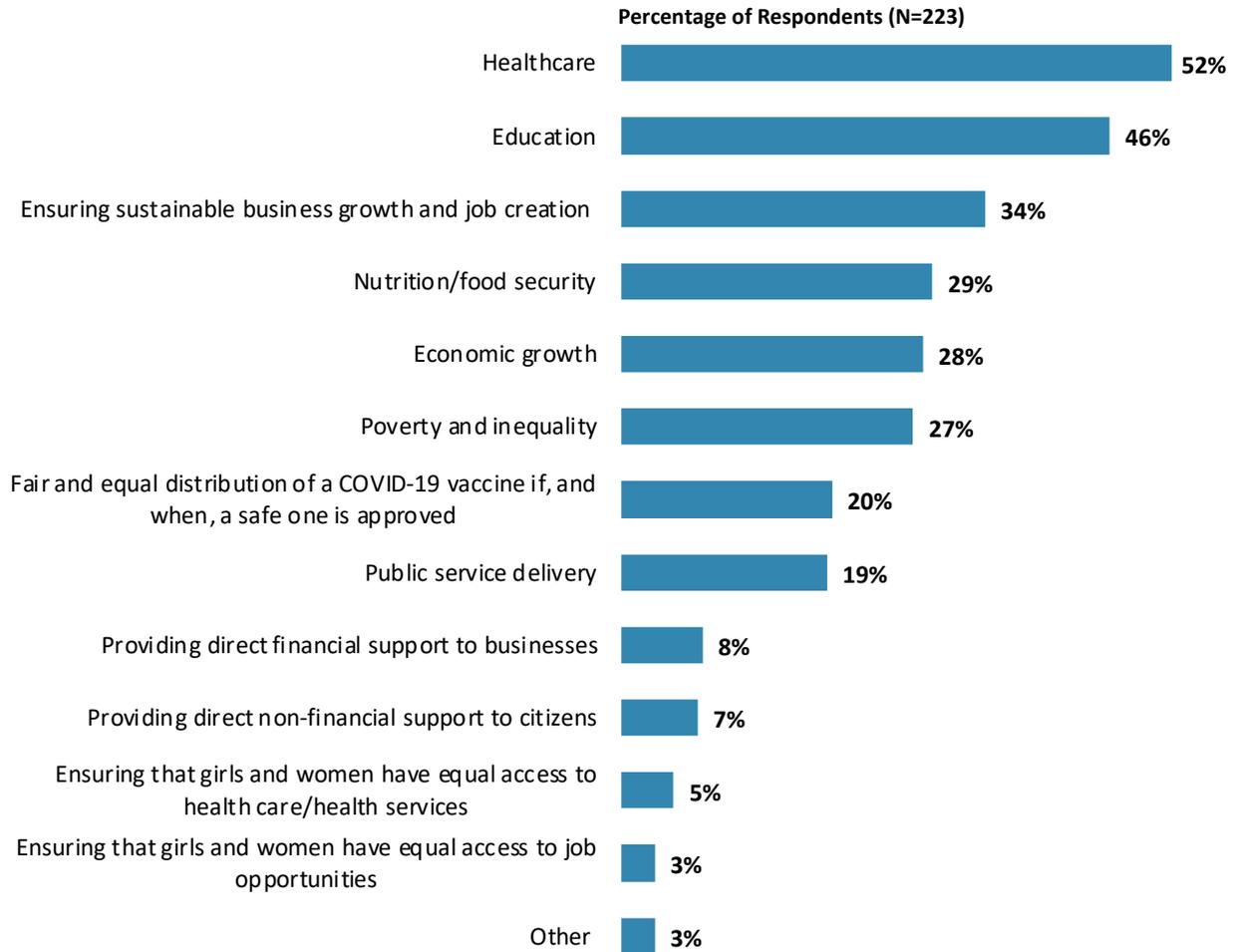


"When economic and/or social reform efforts fail or are slow to take place in Eswatini, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Preferred Areas for Government Focus during COVID-19 Pandemic

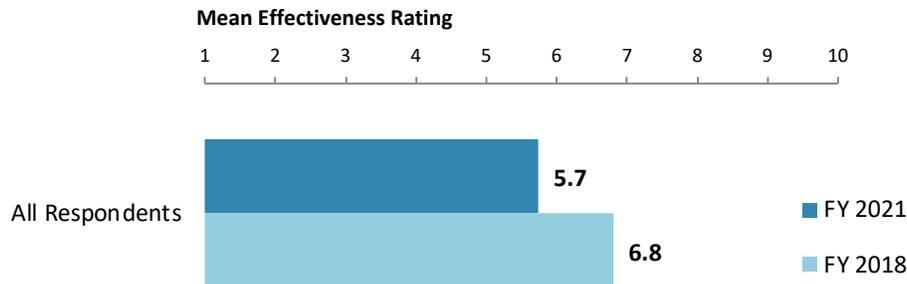


"The COVID-19 pandemic has stressed many aspects of Eswatini's growth and development. In which areas would you like to see the Eswatini government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"
(Respondents chose from a list.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



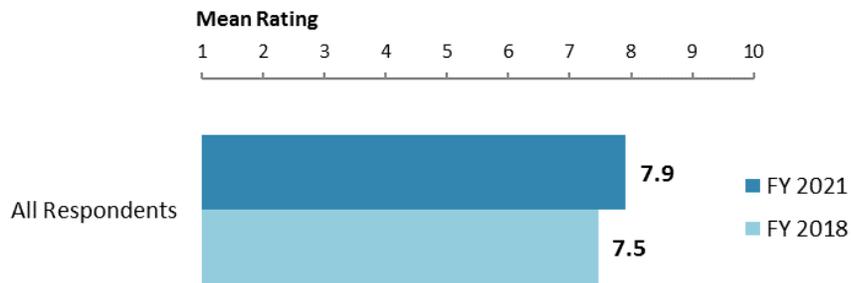
V. Overall Attitudes toward the World Bank Group

The World Bank's Overall Effectiveness⁴ (Indicator Question)



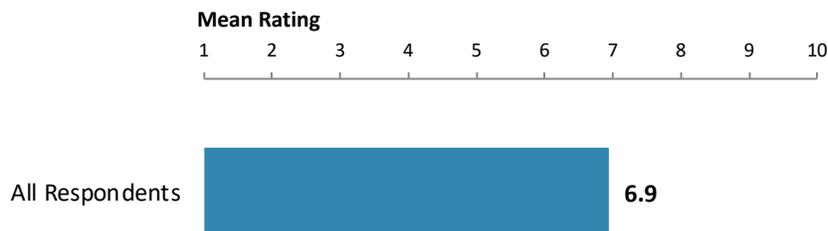
"Overall, please rate your impression of the effectiveness of these organizations in Eswatini." (1-"Not effective at all", 10-"Very effective")
(Significantly different between FY 2021 and FY 2018)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Eswatini?" (1-"To no degree at all", 10-"To a very significant degree")
(Statistically similar between FY 2021 and FY 2018)

Influence on Eswatini's Development Agenda (Indicator Question)



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

⁴ In FY21, the question about effectiveness was asked separately about the World Bank (IDA) and the IFC. Only ratings of effectiveness for the World Bank (IDA) were used in these analyses.



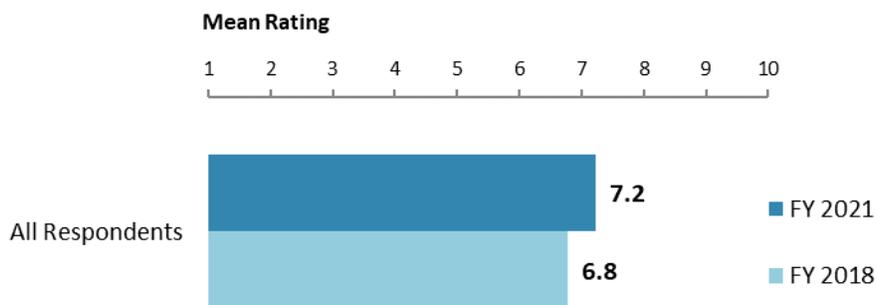
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Eswatini



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

WBG Staff preparedness



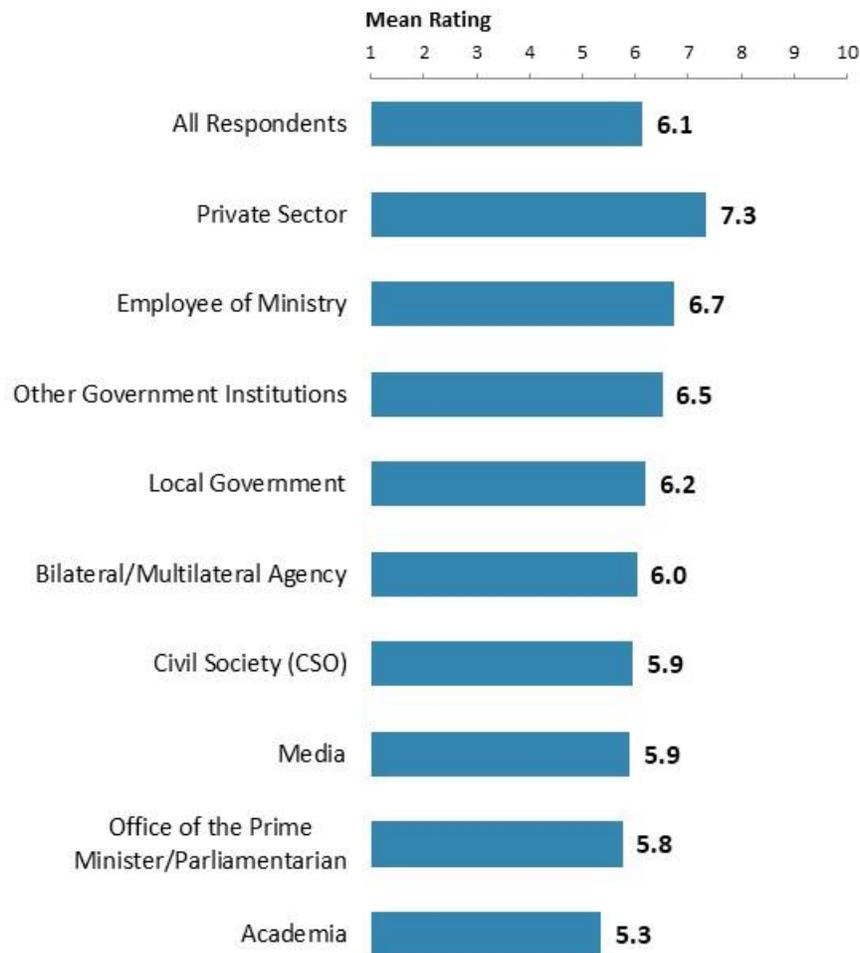
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Eswatini solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(Statistically similar between FY 2021 and FY 2018)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 6.7) compared to respondents who reported that they do not collaborate with the WBG (mean rating = 5.9).
- **Stakeholder groups:** The respondents from the private sector had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions whereas respondents from academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 55).



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 FY'18 Country Survey indicated that the WBG's greatest values to Eswatini were "*financial resources*" (53%) "*capacity development related to WBG supported projects*" (39%), "*policy advice studies, analyses*" (25%), and "*implementation support*" (21%). Of note, respondents were much more likely to indicate "*data and statistics*" in FY'21 (25%) compared to respondents in FY'18 (6%).



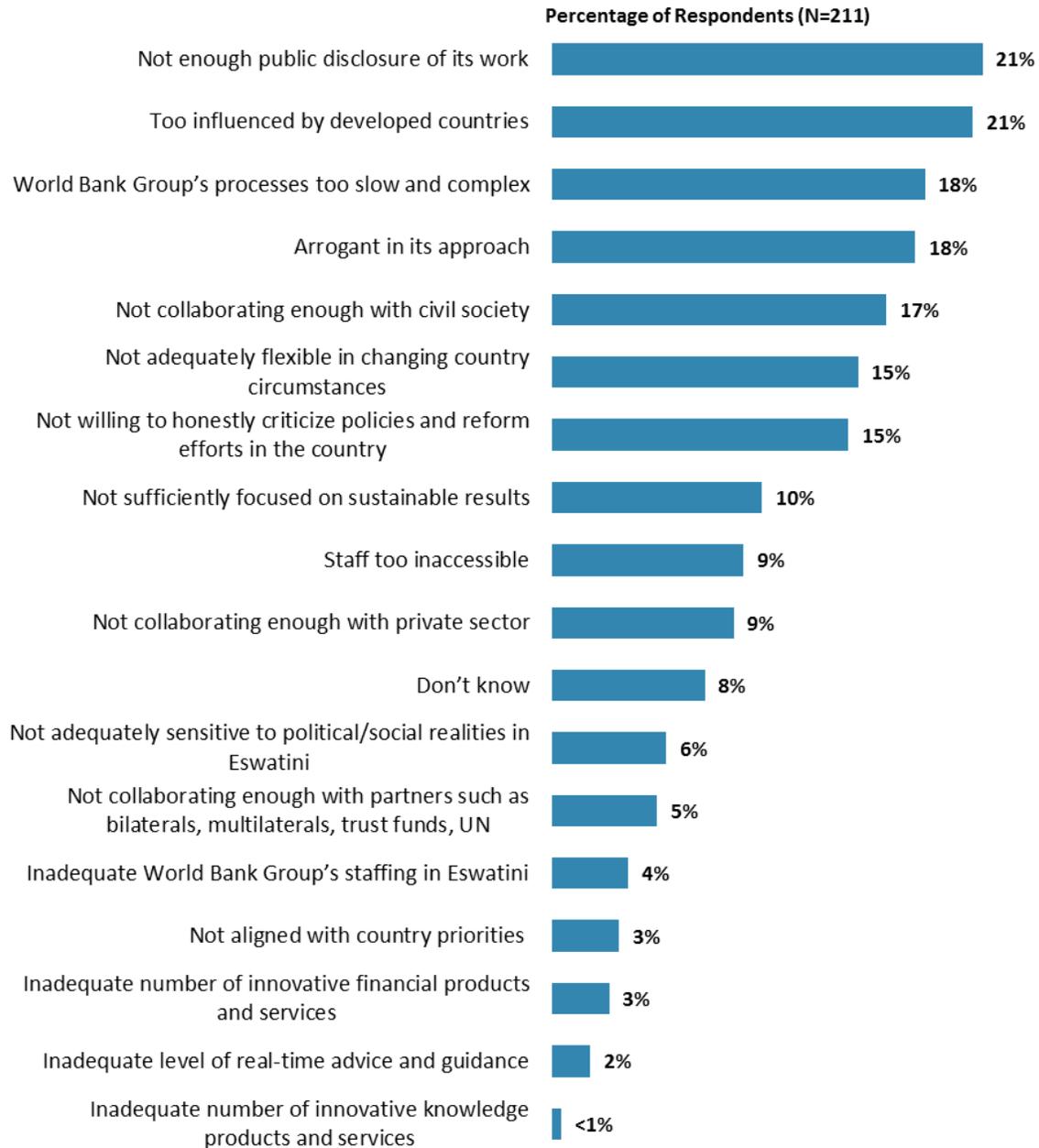
"When thinking about the World Bank Group's role in Eswatini, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Eswatini were *"WBG's processes too complex"* (19%), *"too influenced by developed countries"* (19%), *"not enough public disclosure of its work"* (18%), *"WBG's processes too slow"* (16%), and *"not willing to honestly criticize policies and reform efforts in the country"* (16%).

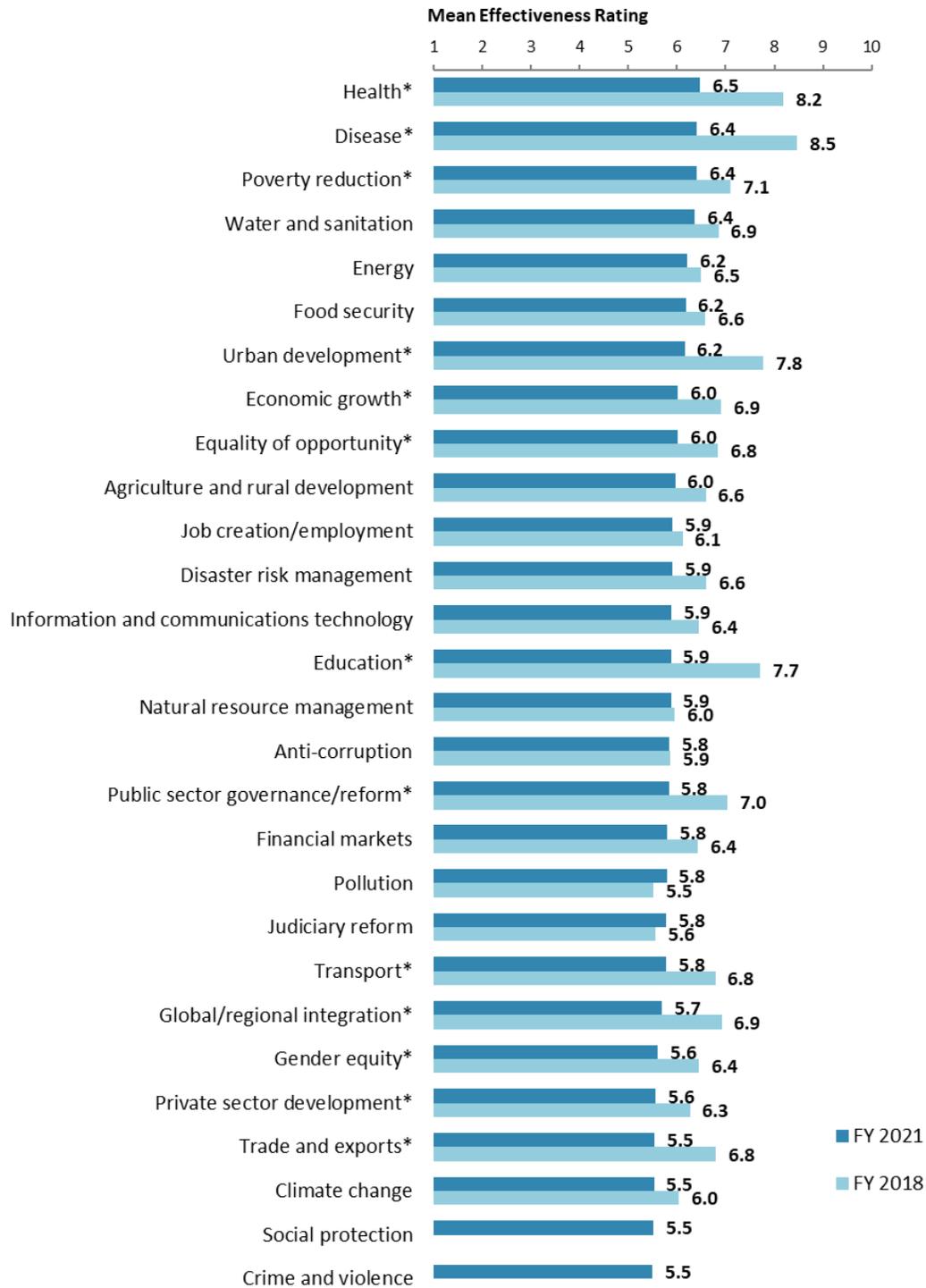


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Eswatini? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas



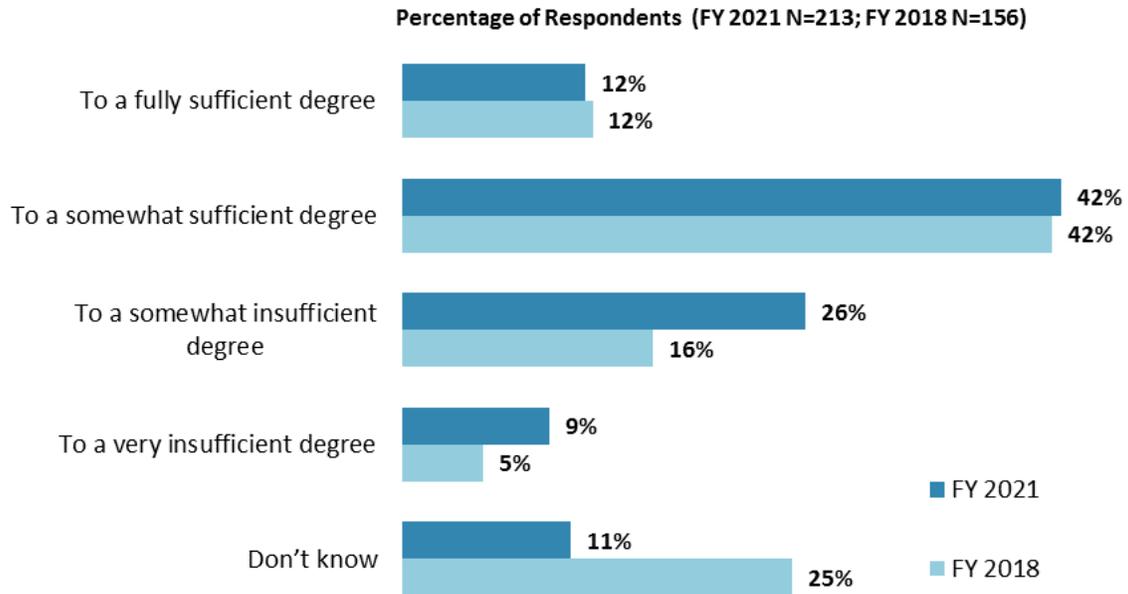
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Eswatini?" (1-"Not effective at all", 10-"Very effective")

(*Significantly different between FY 2021 and FY 2018)



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

Helping the Poorest

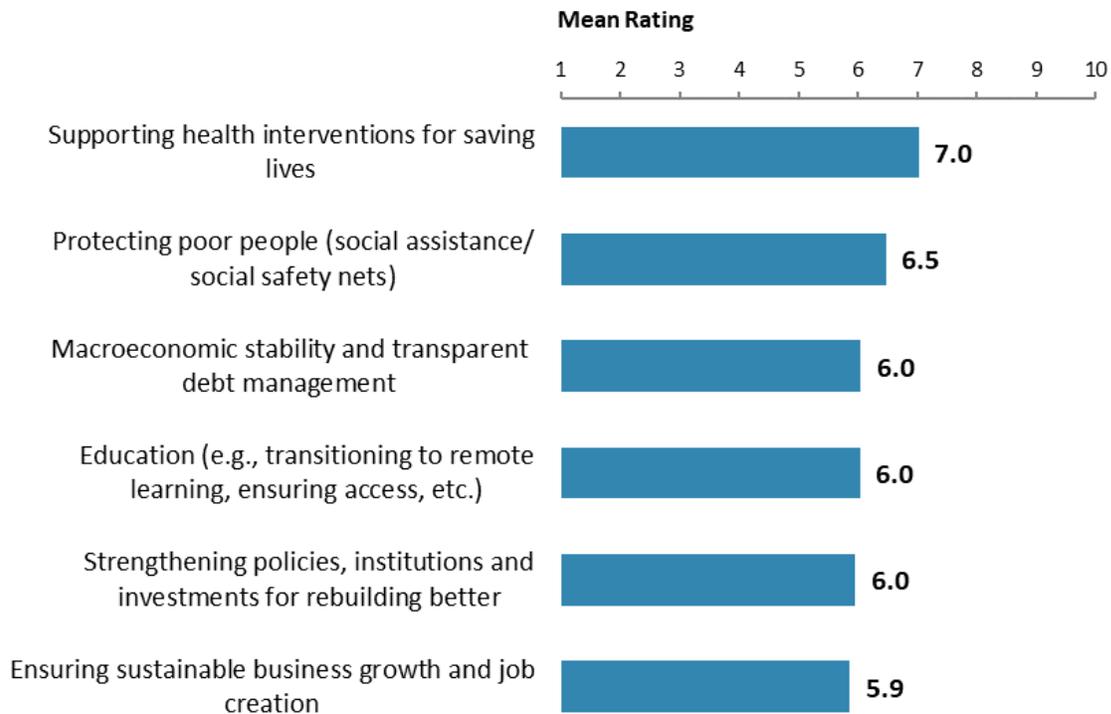


"To what extent do you believe that the World Bank Group's work and support help the poorest in Eswatini?" (Respondents chose from a list.)
(Significantly different between FY 2021 and FY 2018)



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

Fast Track COVID-19 Support

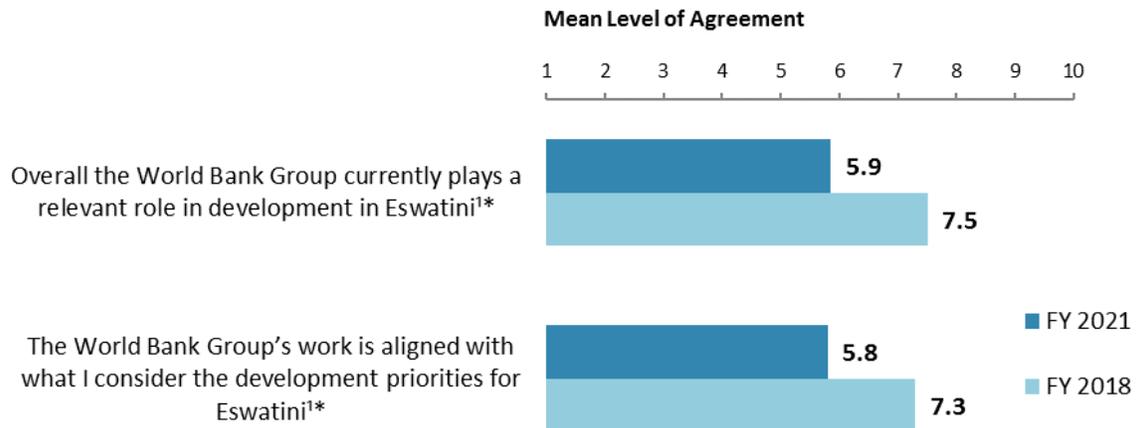


"The World Bank Group has provided fast track support to Eswatini related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:" (1 - "Not effective at all",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



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

The World Bank Group's Work in Eswatini



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

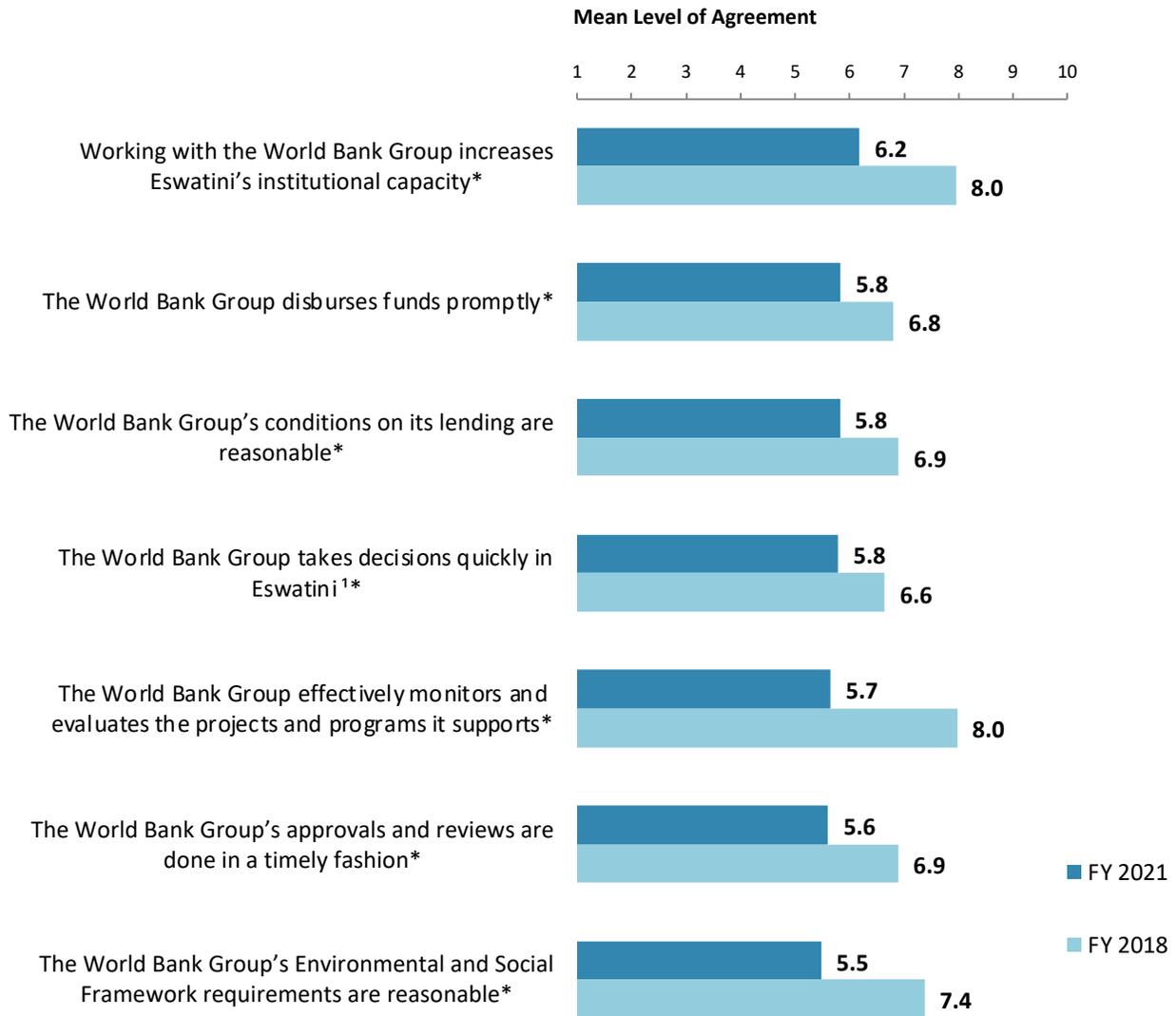
Indicator Question

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



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

Overall Perceptions



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

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

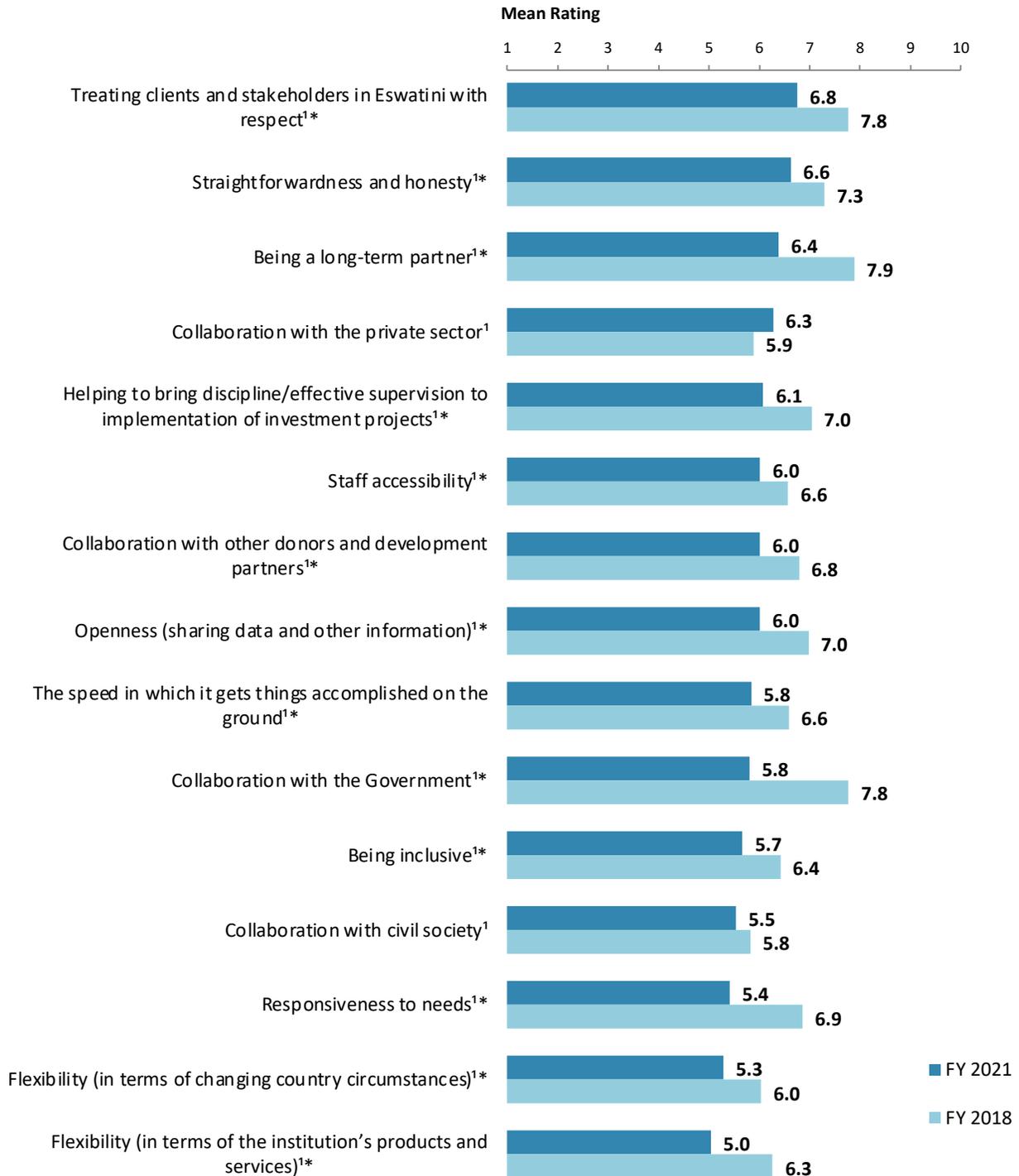
¹Indicator Question

(*Significantly different between FY 2021 and FY 2018)



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

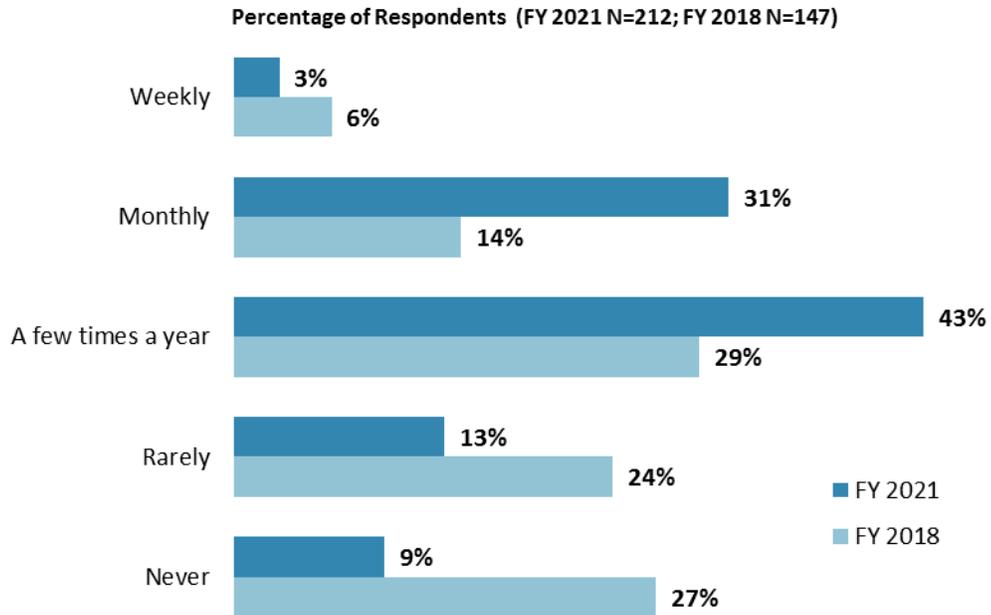
¹Indicator Question

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



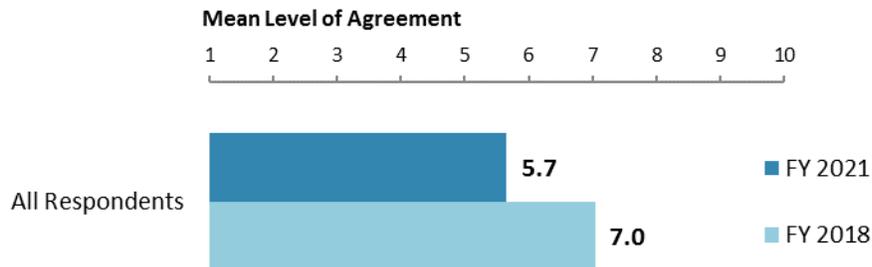
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)
(Significantly different between FY 2021 and FY 2018)

Meeting Eswatini's Knowledge Needs (Indicator Question)

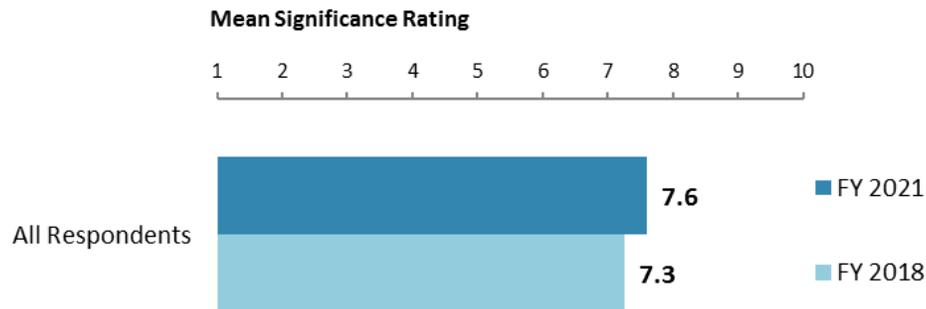


"The World Bank Group meets Eswatini's needs for knowledge services (e.g., research, analysis, data, technical assistance)". (1-"Strongly disagree", 10-"Strongly agree")
(Significantly different between FY 2021 and FY 2018)



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")
(Statistically similar between FY 2021 and FY 2018)

Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)



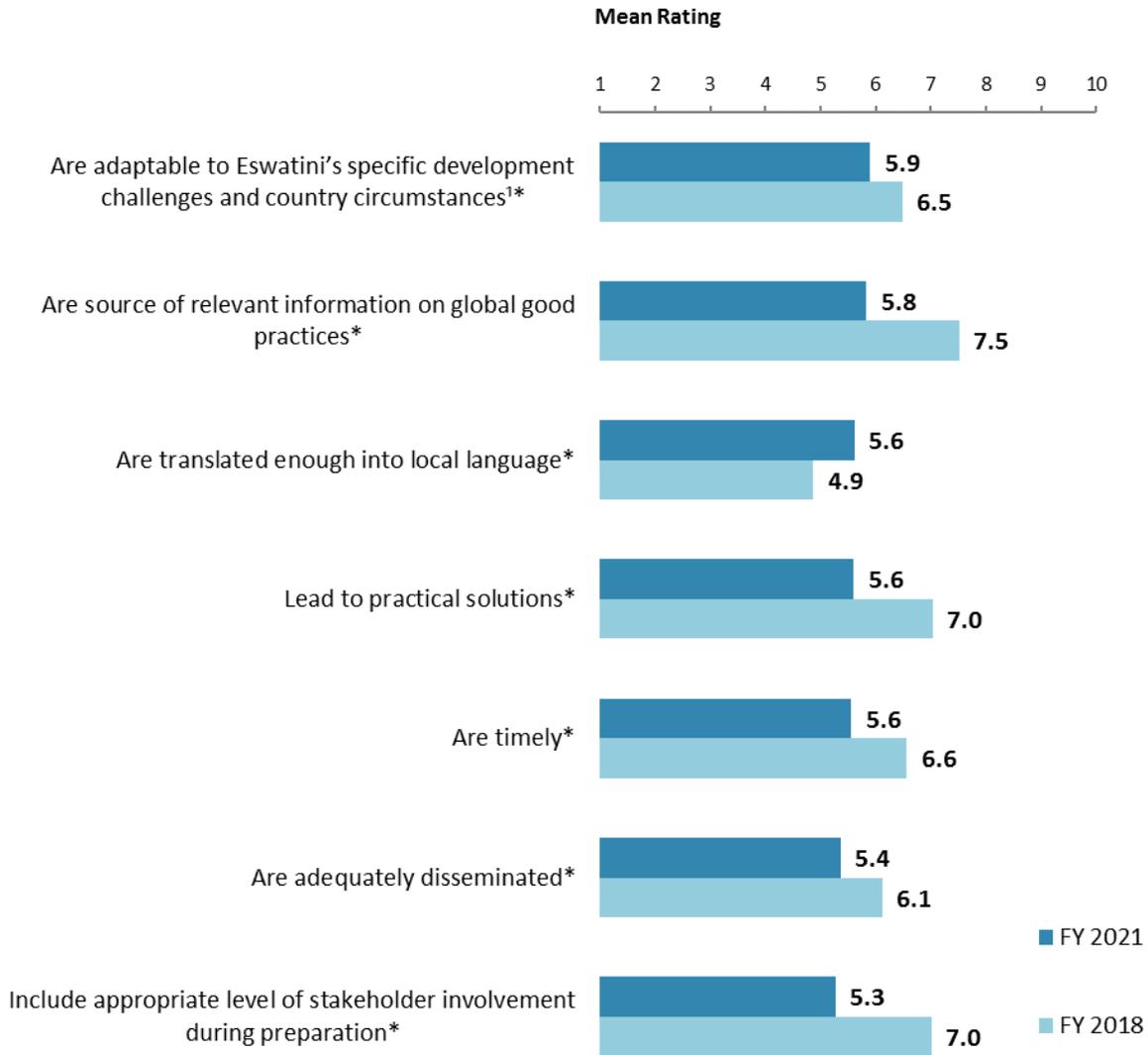
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

(1-"Very low technical quality", 10-"Very high technical quality")
(Significantly different between FY 2021 and FY 2018)



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

Qualities of the WBG's Knowledge Work and Activities



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

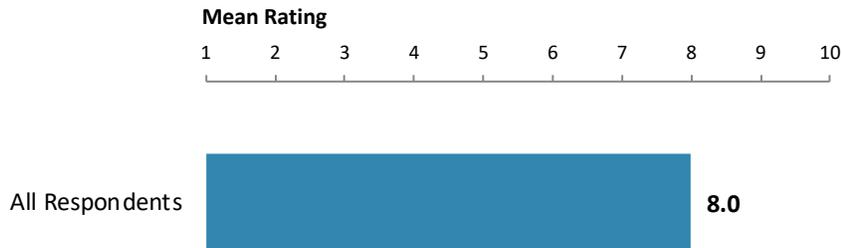
'Indicator Question

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



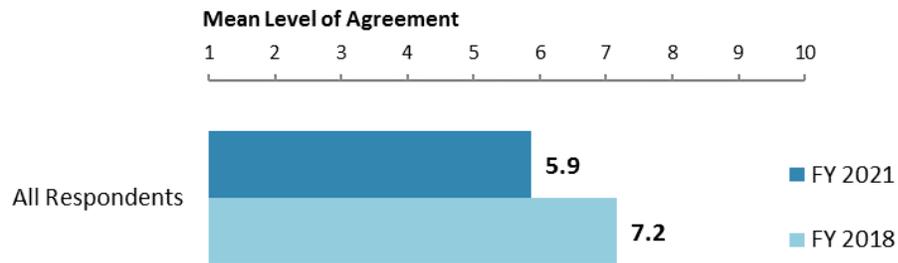
VIII. World Bank Group’s Knowledge and Instruments (continued)

Usefulness of COVID-19 “Approach Paper”



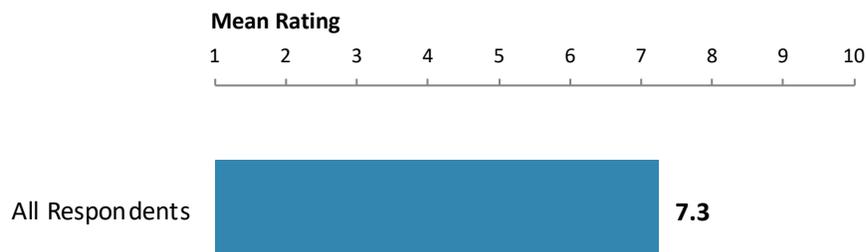
"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 “Approach Paper” published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers)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

Meeting Eswatini’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 Eswatini" (1-"Strongly disagree", 10-"Strongly agree")
(Significantly different between FY 2021 and FY 2018)

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



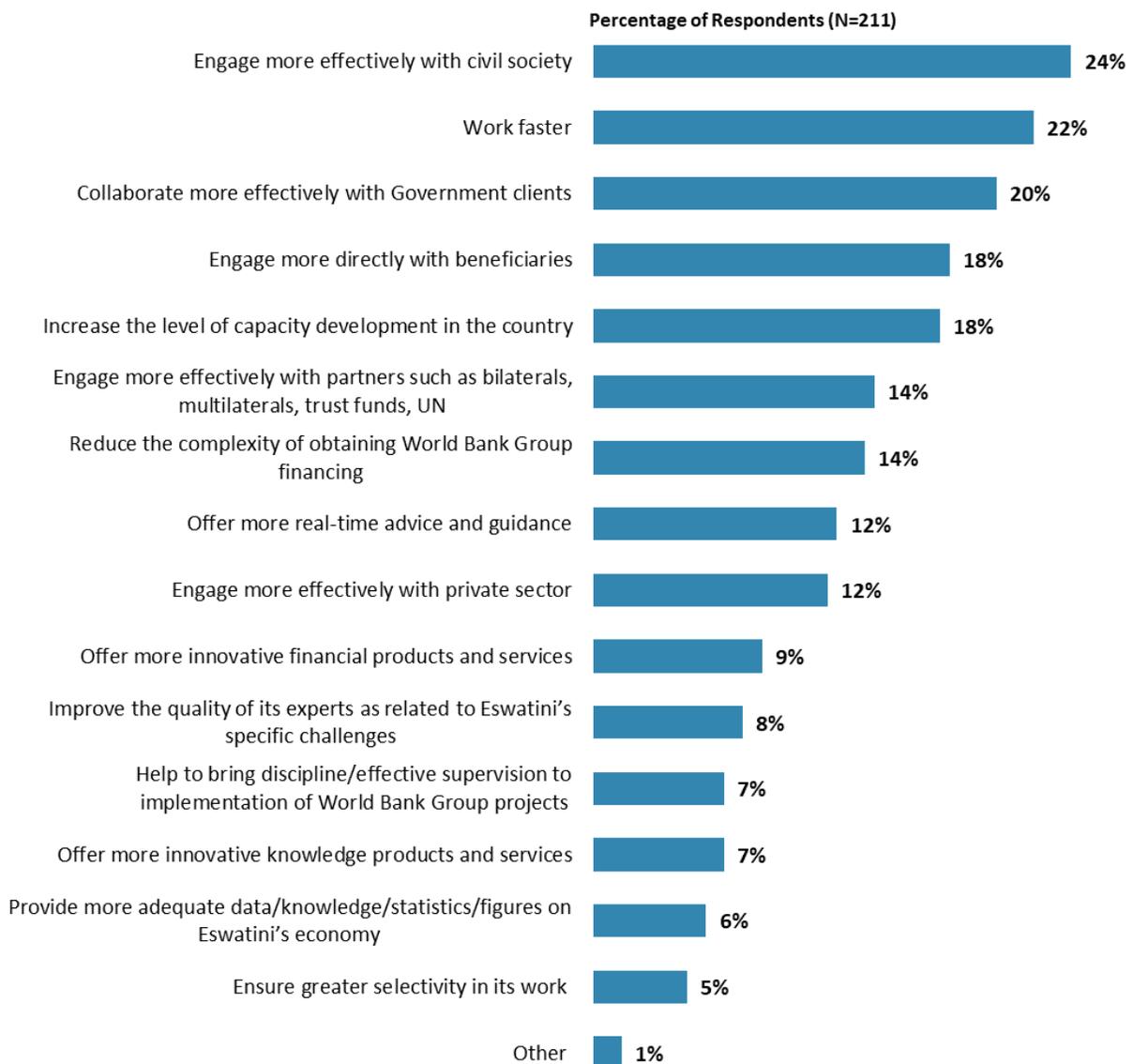
"How important is the World Bank Group’s global advocacy role in areas such as climate, health, gender, and debt?" (1-"Not important at all", 10-"Very important")



IX. The Future Role of the World Bank Group in Eswatini

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (33%), “*reach out more to groups outside of Government*” (32%), “*reduce the complexity of obtaining WBG financing*” (26%), and “*collaborate more effectively with Government clients*” (24%) to make itself of greater value in Eswatini. Of note, respondents were much more likely to indicate that the WBG should “*work faster*” in FY'21 (22%) compared to respondents in FY'18 (5%).



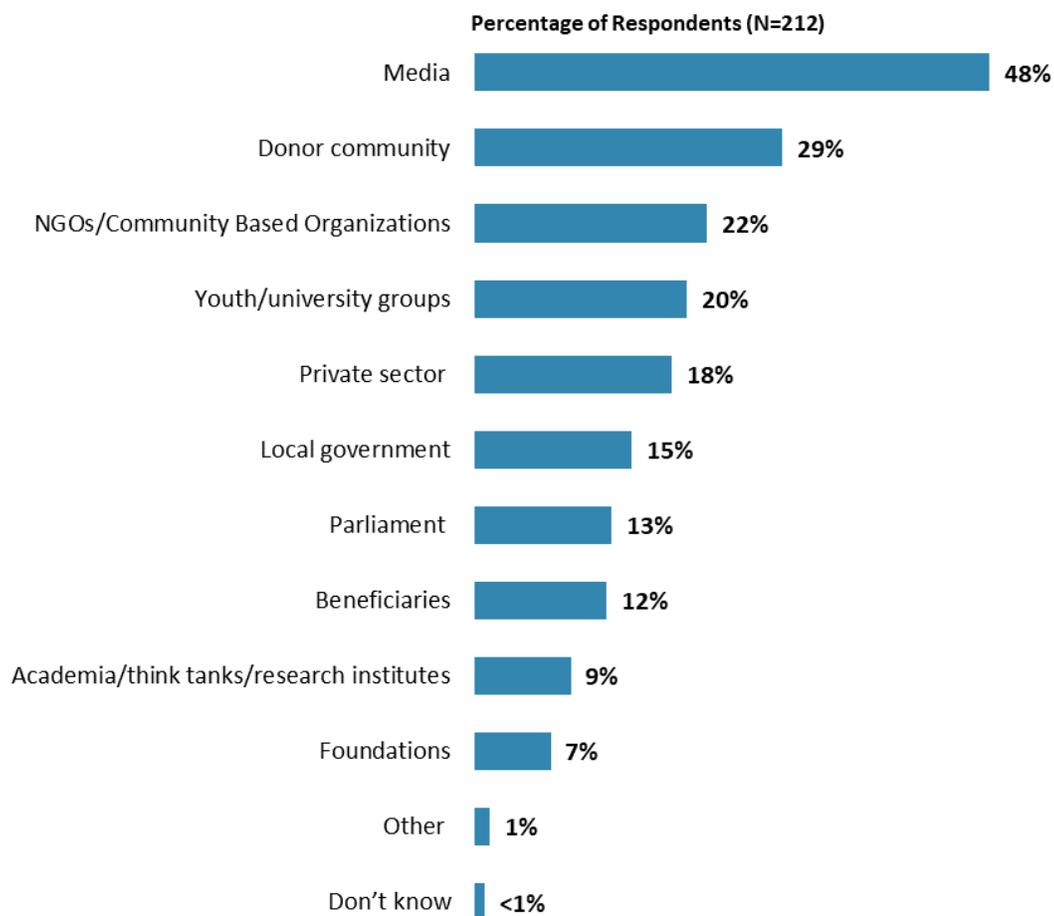
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Eswatini? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Eswatini (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 “*local government*” (34%), “*NGOs/Community-based organizations*” (31%), “*youth/university groups*” (28%), and “*academia/think tanks/research institutes*” (28%) to ensure better development results in Eswatini. Of note, respondents were much more likely to indicate that the WBG should “*media*” in FY'21 (48%) compared to respondents in FY'18 (5%). Additionally, respondents were much more likely to indicate that the WBG should “*donor community*” in FY'21 (29%) compared to respondents in FY'18 (9%).



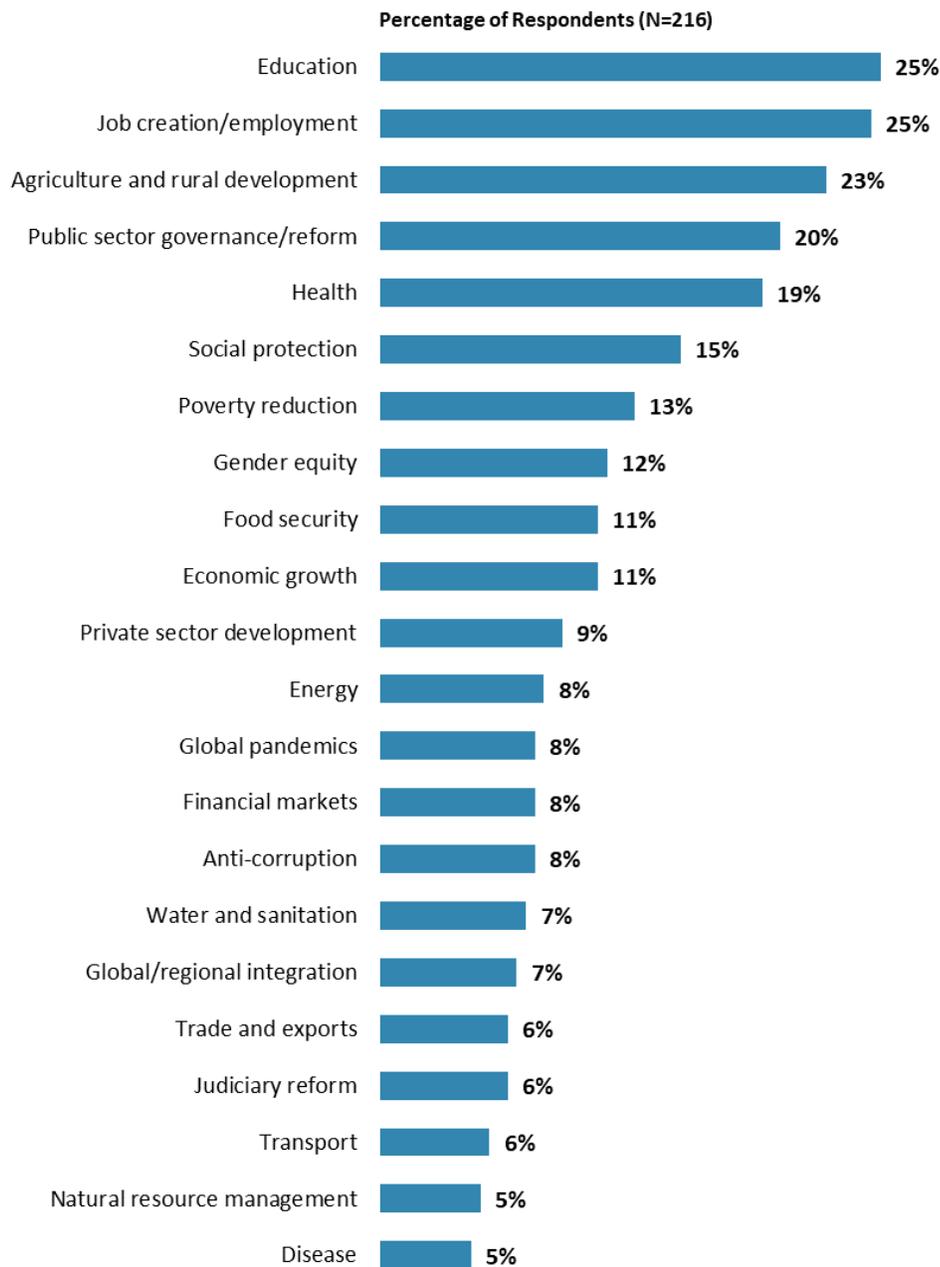
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (33%), “*education*” (30%), “*economic growth*” (29%), “*agriculture and rural development*” (27%), “*public sector governance/reform*” (24%), “*health*” (23%), and “*poverty reduction*” (21%).



“When thinking about how the World Bank Group can have the most impact on development results in Eswatini, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Eswatini? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 22 of 30 response options shown)

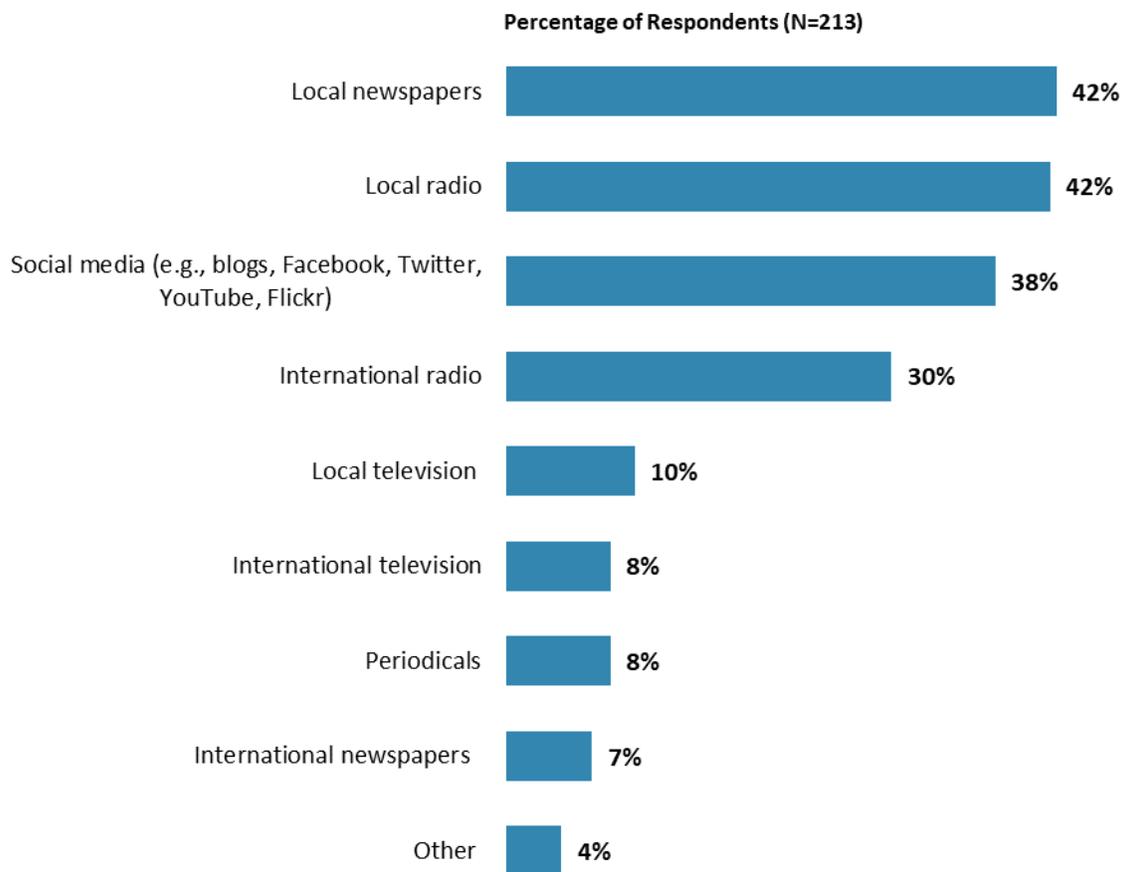


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for selected responses by stakeholder groups.

Information Sources for Economic and Social Development Issues

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that they got most of their information about economic and social development issues through the “*local newspapers*” (67%), followed by “*local radio*” (32%), and “*internet*” (32%). Of note, respondents were much more likely to indicate “*social media*” in FY'21 (38%) compared to respondents in FY'18 (9%). Additionally, respondents were much more likely to indicate “*international radio*” in FY'21 (30%) compared to respondents in FY'18 (1%).



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

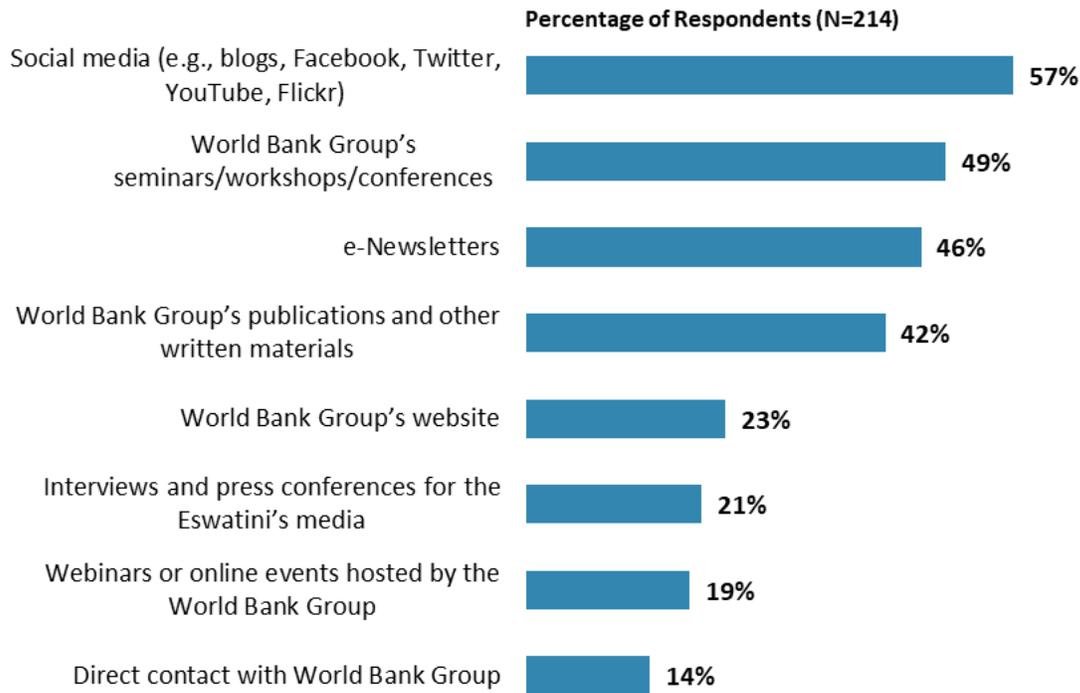


X. Communication and Outreach (continued)

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.

Preferred Information Sources

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG's publications and other written materials*” (36%), “*WBG's website*” (35%), “*WBG's seminars/workshops/conferences*” (34%), and “*e-Newsletters*” (34%). Of note, respondents were much more likely to indicate “*social media*” in FY'21 (57%) compared to respondents in FY'18 (18%).

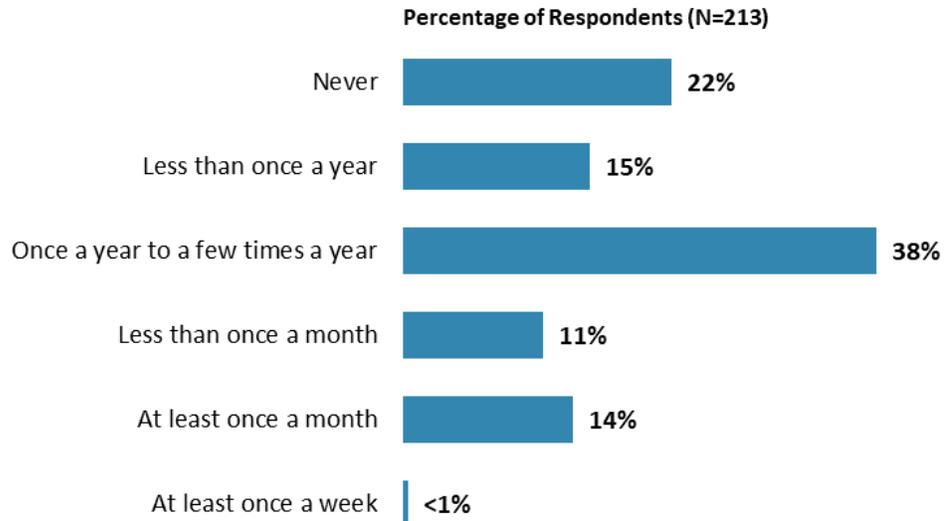


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than THREE)"**
(Respondents chose from a list. Responses combined.)



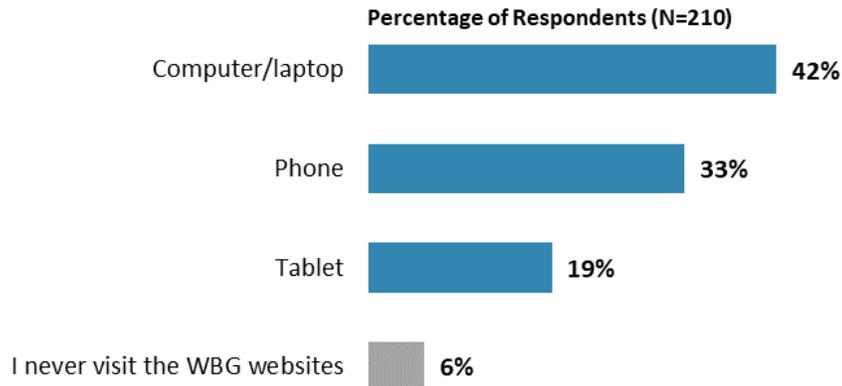
X. Communication and Outreach (continued)

WBG Interaction Frequency



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

Devices used to access WBG website



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



XI. Appendices

A. Responses to All Questions Across All Respondents	37
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ESWATINI





Appendix A: Responses to All Questions across All Respondents (N=225)

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

In general, would you say that Eswatini is headed in ... ?	Percentage of Respondents (N=222)
The right direction	27.0%
The wrong direction	41.4%
Not sure	31.5%

Do you think that economic opportunity for citizens in Eswatini is ... ?	Percentage of Respondents (N=224)
Increasing	21.9%
Decreasing	54.5%
Staying about the same	23.7%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Eswatini. Please identify which of the following you consider the most important development priorities in Eswatini. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=223)
Job creation/employment	39.9%
Health	38.6%
Education	23.8%
Financial markets	15.2%
Agriculture and rural development	12.6%
Gender equity (closing the gap between women and men, and boys and girls)	12.1%
Economic growth	11.2%
Energy	10.8%
Water and sanitation	9.9%
Private sector development	9.9%
Food security	9.9%
Social protection (e.g., pensions, targeted social assistance)	9.4%
Pollution	8.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	8.1%
Judiciary reform	8.1%
Poverty reduction	7.6%
Equality of opportunity (i.e., social inclusion)	6.3%
Global pandemics (e.g., COVID-19)	5.8%
Anti-corruption	5.8%
Transport (e.g., roads, bridges, transportation)	4.9%
Crime and violence	4.9%
Disaster risk management	4.0%
Disease (i.e., HIV/AIDS and TB)	4.0%
Global/regional integration	3.1%
Natural resource management (renewable and non-renewable)	3.1%
Trade and exports	2.7%
Information and communications technology	2.2%
Climate change (e.g., mitigation, adaptation)	2.2%
Urban development	1.8%
National debt	0.4%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Eswatini? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=224)
Agriculture and rural development	32.6%
Job creation/employment	28.1%
Education	27.7%
Economic growth	17.9%
Food security	17.0%
Anti-corruption	16.1%
Health	15.2%
Crime and violence	13.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.8%
Trade and exports	11.6%
Equality of opportunity (i.e., social inclusion)	10.7%
Social protection (e.g., pensions, targeted social assistance)	10.7%
Energy	8.9%
Disease (i.e., HIV/AIDS and TB)	8.5%
Judiciary reform	8.0%
Disaster risk management	6.3%
Private sector development	4.9%
Climate change (e.g., mitigation, adaptation)	4.0%
Financial markets	4.0%
Natural resource management (renewable and non-renewable)	4.0%
National debt	4.0%
Transport (e.g., roads, bridges, transportation)	3.6%
Pollution	3.1%
Information and communications technology	2.7%
Global/regional integration	2.7%
Gender equity (closing the gap between women and men, and boys and girls)	2.2%
Urban development	2.2%
Water and sanitation	1.8%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of Eswatini's growth and development. In which areas would you like to see the Eswatini 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)	Percentage of Respondents (Responses Combined; N=223)
Healthcare	51.6%
Education	45.7%
Ensuring sustainable business growth and job creation	34.1%
Nutrition/food security	29.1%
Economic growth	28.3%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	27.4%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	19.7%
Public service delivery (e.g., strengthening policies, institutions)	19.3%
Providing direct financial support to businesses (business support packages)	7.6%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	7.2%
Ensuring that girls and women have equal access to health care/health services	4.9%
Ensuring that girls and women have equal access to job opportunities	3.1%
Other	3.1%

6. When economic and/or social reform efforts fail or are slow to take place in Eswatini, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=205)
Corruption	40.0%
Political pressures and obstacles	37.1%
Inadequate level of government accountability	24.4%
Inadequate level of private sector participation	20.0%
Reforms are not well thought out in light of country challenges	19.0%
Inadequate level of citizen/civil society participation	17.6%
Inadequate level of donor coordination	13.7%
Inadequate level of capacity in the government	13.2%
Pressure from outside interest groups (e.g., private sector, unions)	6.8%
Other	2.4%

**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 national/federal government	195	15	4.80	2.72
2. Bilateral organizations (e.g., USAID)	195	11	5.52	2.31
3. The World Bank Group	197	13	5.77	2.41
4. The International Monetary Fund	196	15	5.77	2.25
5. The United Nations (UN)	204	9	6.39	2.34
6. The World Health Organization (WHO)	207	8	6.32	2.39
7. Regional development banks (e.g., AfDB)	187	24	5.66	2.31
8. Eswatini's Central Bank	200	12	5.67	2.16
9. International private sector	191	17	5.63	2.14
10. Domestic private sector	196	15	5.74	1.91
11. International civil society (e.g., NGOs, CBOs)	203	10	6.19	2.02
12. Domestic civil society (e.g., NGOs, CBOs)	204	7	6.18	2.10
13. Youth organizations	195	12	5.94	2.32
14. Faith-based institutions	199	15	5.81	2.38
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	198	16	5.31	2.30
16. International media and their web presence	196	18	5.53	2.20
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	199	17	5.73	2.28

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Eswatini? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	216	-	5.84	2.45
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	211	-	5.02	2.36

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Eswatini? (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 Eswatini*	199	15	5.86	2.31
3. The World Bank Group's work is aligned with what I consider the development priorities for Eswatini*	192	19	5.80	2.40

4. Overall, please rate your impression of the effectiveness of these organizations in Eswatini. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	189	25	5.74	2.25
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	170	39	5.54	2.20

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

	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Eswatini?* (1-To no degree at all, 10-To a very significant degree)	198	18	7.92	2.04

	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Eswatini?* (1-To no degree at all, 10-To a very significant degree)	192	20	6.94	2.12

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Eswatini? (Select only ONE response)	Percentage of Respondents (N=213)
To a fully sufficient degree	11.7%
To a somewhat sufficient degree	42.3%
To a somewhat insufficient degree	25.8%
To a very insufficient degree	9.4%
Don't know	10.8%

8. When thinking about the World Bank Group's role in Eswatini, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=208)
Financial resources	37.5%
Data and statistics	25.5%
Donor coordination	24.5%
Capacity development related to World Bank Group supported projects	15.9%
Technical assistance	15.4%
Implementation support	14.9%
Mobilizing third party financial resources	13.9%
Promoting knowledge sharing	12.5%
Bringing together different groups of stakeholders	11.1%
Formal policy advice, studies, analyses	8.2%
Global advocacy	7.2%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	3.4%
Other	1.4%

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

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Eswatini? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=211)
Not enough public disclosure of its work	21.3%
Too influenced by developed countries	20.9%
World Bank Group's processes too slow and complex	18.5%
Arrogant in its approach	18.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	16.6%
Not adequately flexible in changing country circumstances	15.2%
Not willing to honestly criticize policies and reform efforts in the country	14.7%
Not sufficiently focused on sustainable results	10.4%
Staff too inaccessible	9.5%
Not collaborating enough with private sector	9.0%
Don't know	7.6%
Not adequately sensitive to political/social realities in Eswatini	5.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.2%
Inadequate World Bank Group's staffing in Eswatini	3.8%
Not aligned with country priorities	3.3%
Inadequate number of innovative financial products and services	2.8%
Inadequate level of real-time advice and guidance	1.9%
Inadequate number of innovative knowledge products and services	0.5%
Other	0.5%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Eswatini, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Eswatini? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=216)
Education	25.5%
Job creation/employment	25.0%
Agriculture and rural development	22.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.4%
Health	19.4%
Social protection (e.g., pensions, targeted social assistance)	15.3%
Poverty reduction	13.0%
Gender equity (closing the gap between women and men, and boys and girls)	11.6%
Food security	11.1%
Economic growth	11.1%
Private sector development	9.3%
Energy	8.3%
Global pandemics (e.g., COVID-19)	7.9%
Financial markets	7.9%
Anti-corruption	7.9%
Water and sanitation	7.4%
Global/regional integration	6.9%
Trade and exports	6.5%
Judiciary reform	6.5%
Transport (e.g., roads, bridges, transportation)	5.6%
Natural resource management (renewable and non-renewable)	5.1%
Disease (i.e., HIV/AIDS and TB)	4.6%
Information and communications technology	4.2%
Urban development	3.7%
Pollution	3.7%
Disaster risk management	2.8%
National debt	2.3%
Equality of opportunity (i.e., social inclusion)	1.4%
Climate change (e.g., mitigation, adaptation)	0.9%
Crime and violence	0.9%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=213)
Financial Advisory Solutions	44.6%
Thought leader	43.7%
Asset Manager	27.7%
Impact Investor	21.1%
Private Sector Solutions	20.7%
Development institution	19.2%
None of these	18.3%
Investment Bank	17.4%
Public-private partnerships	16.0%
Multi-lateral financial institution	14.1%
Venture Capital	14.1%
Innovation and Entrepreneurship	11.7%
World Bank	8.9%
Other	3.3%
Do not have enough information to say	0.0%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Eswatini solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	194	16	7.22	2.14

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Eswatini? (1-To no degree at all, 10-To a very significant degree)	186	24	6.03	2.17

To what extent is the World Bank Group an effective development partner in Eswatini, 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*	187	20	5.41	2.61
4. Flexibility (in terms of the institution's products and services)*	187	21	5.04	2.10
5. Flexibility (in terms of changing country circumstances)*	182	24	5.29	2.06
6. Being inclusive*	183	24	5.67	2.22
7. Openness (sharing data and other information) *	193	15	6.01	2.22
8. Collaboration with the Government*	185	21	5.80	2.15
9. The speed in which it gets things accomplished on the ground*	178	31	5.84	2.16
10. Helping to bring discipline/effective supervision to implementation of investment projects*	186	24	6.08	2.01
11. Collaboration with civil society*	175	30	5.54	2.18
12. Staff accessibility*	189	20	6.02	2.03
13. Collaboration with other donors and development partners*	179	28	6.01	2.19
14. Collaboration with the private sector*	171	39	6.27	2.02
15. Straightforwardness and honesty*	183	24	6.62	2.26
16. Treating clients and stakeholders in Eswatini with respect*	189	24	6.75	2.26
17. Being a long-term partner*	175	38	6.38	2.26

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
18. The World Bank Group disburses funds promptly	166	44	5.84	2.37
19. The World Bank Group effectively monitors and evaluates the projects and programs it supports	178	28	5.65	2.15
20. The World Bank Group's approvals and reviews are done in a timely fashion	168	39	5.61	1.93
21. The World Bank Group's Environmental and Social Framework requirements are reasonable	163	45	5.48	1.97
22. The World Bank Group's conditions on its lending are reasonable	161	44	5.82	1.98
23. The World Bank Group takes decisions quickly in Eswatini*	177	31	5.79	2.09
24. Working with the World Bank Group increases Eswatini's institutional capacity	184	27	6.18	2.33

**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 Eswatini? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
25. The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Eswatini *	178	30	5.87	2.32
26. The World Bank Group meets Eswatini’s needs for knowledge services (e.g., research, analysis, data, technical assistance)*	183	23	5.65	2.18

COVID-19 “Approach Paper”	N	DK	Mean	SD
27. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 “Approach Paper” published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Eswatini government’s efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	176	28	7.99	1.72

Global role of advocacy	N	DK	Mean	SD
28. 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)	188	18	7.25	1.88

**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 Eswatini? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	160	44	5.52	2.65
2. Gender equity (closing the gap between women and men, and boys and girls)	165	37	5.60	2.05
3. Private sector development	158	39	5.56	2.15
4. Education	162	30	5.88	2.14
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	169	34	5.83	1.99
6. Global/regional integration	145	47	5.69	2.19
7. Food security	166	34	6.18	2.21
8. Urban development	156	41	6.16	1.92
9. Energy	162	40	6.21	2.01
10. Water and sanitation	159	40	6.36	2.08
11. Pollution	148	49	5.79	2.15
12. Job creation/employment	171	27	5.91	2.12
13. Health	174	22	6.47	2.38
14. Financial markets	165	36	5.80	2.08
15. Transport (e.g., roads, bridges, transportation)	155	43	5.77	2.13
16. Agriculture and rural development	166	35	5.96	2.10
17. Trade and exports	158	40	5.54	2.07
18. Crime and violence	147	55	5.50	2.35
19. Natural resource management (renewable and non-renewable)	152	49	5.88	2.14
20. Climate change (e.g., mitigation, adaptation)	152	49	5.53	2.33
21. Poverty reduction	168	31	6.41	2.22
22. Anti-corruption	160	46	5.84	2.16
23. Judiciary reform	148	53	5.78	2.14
24. Economic growth	170	29	6.02	2.21
25. Disaster risk management	156	44	5.90	2.20
26. Equality of opportunity (i.e., social inclusion)	176	28	6.02	2.21
27. Disease (i.e., HIV/AIDS and TB)	175	26	6.41	2.40
28. Information and communications technology	175	30	5.88	2.31

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

2. The World Bank Group has provided fast track support to Eswatini 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	170	13	27	7.02	2.26
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	165	8	35	6.03	2.08
3. Protecting poor people (social assistance/ social safety nets)	175	3	32	6.47	2.29
4. Ensuring sustainable business growth and job creation	172	1	35	5.86	2.03
5. Strengthening policies, institutions and investments for rebuilding better	166	3	38	5.95	1.98
6. Macroeconomic stability and transparent debt management	171	0	37	6.04	2.13

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=212)
Weekly	2.8%
Monthly	31.1%
A few times a year	43.4%
Rarely	13.2%
Never	9.4%

In Eswatini, 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	176	34	5.56	2.69
3. Include appropriate level of stakeholder involvement during preparation	179	31	5.27	2.17
4. Lead to practical solutions	185	27	5.60	2.04
5. Are source of relevant information on global good practices	186	24	5.83	2.14
6. Are adequately disseminated	172	38	5.37	2.13
7. Are translated enough into local language	177	34	5.61	2.17
8. Are adaptable to Eswatini's specific development challenges and country circumstances*	186	25	5.90	2.07

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)	197	15	7.59	2.09
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)	194	18	6.82	2.01

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Eswatini? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=211)
Engage more effectively with civil society (e.g., NGOs, CBOs)	24.2%
Work faster	22.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	20.4%
Engage more directly with beneficiaries	18.0%
Increase the level of capacity development in the country	17.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	14.2%
Reduce the complexity of obtaining World Bank Group financing	13.7%
Offer more real-time advice and guidance	12.3%
Engage more effectively with private sector	11.8%
Offer more innovative financial products and services	8.5%
Improve the quality of its experts as related to Eswatini's specific challenges	7.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.6%
Offer more innovative knowledge products and services	6.6%
Provide more adequate data/knowledge/statistics/figures on Eswatini's economy	5.7%
Ensure greater selectivity in its work	4.7%
Other	1.4%

2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=212)
Media	48.1%
Donor community	28.8%
NGOs/Community Based Organizations	21.7%
Youth/university groups	19.8%
Private sector	18.4%
Local government	14.6%
Parliament	12.7%
Beneficiaries	12.3%
Academia/think tanks/research institutes	9.0%
Foundations	7.1%
Other	1.4%
Don't know	0.9%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Eswatini?	Percentage of Respondents (N=213)
Never	21.6%
Less than once a year	15.0%
Once a year to a few times a year	38.0%
Less than once a month	11.3%
At least once a month	13.6%
At least once a week	0.5%

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

2. How do you get most of your information about economic and social development issues in Eswatini? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=213)
Local newspapers	42.3%
Local radio	41.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	37.6%
International radio	29.6%
Local television	9.9%
International television	8.0%
Periodicals	8.0%
International newspapers	6.6%
Other	4.2%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=214)
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	57.0%
World Bank Group's seminars/workshops/conferences	49.1%
e-Newsletters	46.3%
World Bank Group's publications and other written materials	42.1%
World Bank Group's website	23.4%
Interviews and press conferences for the Eswatini's media	20.6%
Webinars or online events hosted by the World Bank Group	19.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	14.5%

4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=201)
High speed/WiFi	66.7%
Dial-up	33.3%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=210)
Computer/laptop	42.4%
Phone	32.9%
Tablet	19.0%
I never visit the WBG websites	5.7%

**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)	205	19.5%	26.3%	34.6%	19.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	207	10.1%	35.3%	44.4%	10.1%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	204	13.7%	23.5%	40.7%	22.1%
Visited a WBG website (e.g., read a blog, used data)	205	12.2%	21.5%	45.4%	21.0%
Attended an event/conference hosted by the WBG	198	9.6%	20.2%	39.9%	30.3%
Watched a webinar or online event hosted by the WBG	203	3.9%	20.7%	46.8%	28.6%
Read some or all of a WBG research paper or publication	203	9.9%	19.2%	52.7%	18.2%
Met professionally with WBG staff	202	3.5%	16.3%	36.1%	44.1%
Read a WBG e-newsletter	204	8.8%	19.6%	49.0%	22.5%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=219)
NGO/Community Based Organization	32.0%
Local Government Office or Staff	11.9%
Multilateral Agency (UN, regional development bank)	11.9%
Media (press, radio, TV, web, etc.)	10.5%
Private Sector Organization	6.4%
Employee of Ministry, Ministerial Department, Implementation Agency	5.9%
Academia/Research Institute/Think Tank	4.6%
State-Owned Enterprise	4.1%
Office of the President, Prime Minister	2.7%
Office of Parliamentarian	2.7%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.8%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	1.4%
Judicial System (e.g., courts)	0.9%
Trade Union	0.9%
Other	0.9%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.5%
Faith-Based Group	0.5%
Youth Group	0.5%
Office of Minister	0.0%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	0.0%
Financial Sector/Private Bank	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=211)
Jobs	16.6%
Education	11.8%
Health, nutrition	8.1%
Digital development and technology (ICT)	6.6%
Generalist (specialized in multiple sectors)	6.6%
Social protection	5.7%
Communications, public affairs	5.7%
Tourism	4.7%
Transport	4.3%
Agriculture, rural development	3.8%
Other	3.8%
Poverty	2.8%
Finance and markets	2.8%
Gender	2.4%
Urban development	2.4%
Governance, anti-corruption	1.9%
Trade and competitiveness	1.9%
Macroeconomics, fiscal management	1.4%
Environment, natural resources	1.4%
Climate change	1.4%
Water, sanitation	1.4%
Fragility, conflict, violence, refugees	1.4%
Energy	0.9%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=208)
Yes	22.1%
No	77.9%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Eswatini? (Select only 1 response)	Percentage of Respondents (N=42)
The World Bank (IDA)	52.4%
The International Finance Corporation (IFC)	31.0%
The Multilateral Investment Guarantee Agency (MIGA)	14.3%
International Centre for Settlement of Investment Disputes (ICSID)	2.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=170)
Yes	31.2%
No	68.8%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Eswatini? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
Use World Bank Group reports/data	36.7%
Use World Bank Group website for information, data, research, etc.	32.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	30.5%
Engage in World Bank Group related/sponsored events/activities	27.1%
Collaborate as part of my professional duties	27.1%

7. What's your gender?	Percentage of Respondents (N=219)
Female	42.9%
Male	57.1%

8. What's your age?	Percentage of Respondents (N=220)
25 and under	10.9%
26-35	21.4%
36-45	28.6%
46-55	28.2%
56 and above	10.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=222)
Manzini Region	43.7%
Hhohho Region	38.3%
Lubombo Region	9.0%
Shiselweni Region	9.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁵

- Office of Prime Minister/Parliamentarian N=12 ● Employee of a Ministry N=13 ● Local Government N=26 ● Other Government Institutions/Organizations N=14
- Bilateral/Multilateral Agency N=27 ● Private Sector N=14 ● Private Foundation/NGO/CBO/Trade Union/Faith-Based Group/Youth Group (CSO) N=78
- Academia/Research Institute/Think Tank (Academia) N=10 ● Media N=23

A. Overall Context

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

Percentage of Respondents	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
The right direction	41.7%	23.1%	19.2%	28.6%	37.0%	38.5%	22.1%	30.0%	26.1%
The wrong direction	33.3%	38.5%	42.3%	35.7%	37.0%	38.5%	42.9%	50.0%	47.8%
Not sure	25.0%	38.5%	38.5%	35.7%	25.9%	23.1%	35.1%	20.0%	26.1%

⁵ Only 217 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix. There were no respondents from Office of Minister, PMU/Consultant on WBG Project, or financial sector/private bank.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Energy	0.0%	27.3%	3.8%	14.3%	11.1%	14.3%	15.4%	0.0%	4.3%
Water and sanitation*	16.7%	9.1%	0.0%	7.1%	11.1%	0.0%	19.2%	0.0%	0.0%
Pollution	0.0%	0.0%	7.7%	0.0%	14.8%	7.1%	7.7%	20.0%	13.0%
Job creation/employment*	16.7%	36.4%	15.4%	35.7%	51.9%	28.6%	43.6%	50.0%	56.5%
Health*	33.3%	27.3%	19.2%	7.1%	40.7%	21.4%	52.6%	20.0%	65.2%
Financial markets*	25.0%	0.0%	7.7%	0.0%	33.3%	0.0%	14.1%	10.0%	30.4%
Social protection*	0.0%	0.0%	7.7%	0.0%	18.5%	0.0%	9.0%	0.0%	30.4%
Gender equity	0.0%	9.1%	11.5%	7.1%	11.1%	14.3%	10.3%	40.0%	17.4%
Private sector development	16.7%	9.1%	15.4%	7.1%	11.1%	14.3%	3.8%	0.0%	26.1%
Education	41.7%	9.1%	34.6%	35.7%	18.5%	21.4%	25.6%	0.0%	21.7%
Public sector governance/reform*	16.7%	18.2%	11.5%	7.1%	3.7%	7.1%	3.8%	30.0%	0.0%
Global/regional integration*	0.0%	0.0%	15.4%	0.0%	3.7%	0.0%	1.3%	0.0%	0.0%
Food security*	8.3%	36.4%	34.6%	7.1%	3.7%	7.1%	2.6%	10.0%	8.7%
Urban development*	0.0%	0.0%	11.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Global pandemics*	8.3%	0.0%	30.8%	7.1%	0.0%	0.0%	1.3%	10.0%	4.3%
Judiciary reform	25.0%	18.2%	3.8%	7.1%	0.0%	7.1%	10.3%	20.0%	0.0%
Economic growth*	33.3%	27.3%	7.7%	14.3%	7.4%	21.4%	6.4%	30.0%	0.0%
Disaster risk management	0.0%	0.0%	3.8%	7.1%	3.7%	14.3%	3.8%	0.0%	0.0%
Equality of opportunity	0.0%	18.2%	0.0%	14.3%	0.0%	14.3%	5.1%	10.0%	4.3%
Disease	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	6.4%	10.0%	0.0%
Information and communications technology	8.3%	9.1%	0.0%	0.0%	0.0%	7.1%	1.3%	0.0%	0.0%
Transport	8.3%	0.0%	3.8%	14.3%	3.7%	7.1%	6.4%	0.0%	0.0%
Agriculture and rural development*	8.3%	9.1%	11.5%	14.3%	3.7%	50.0%	10.3%	0.0%	4.3%
Trade and exports*	0.0%	0.0%	15.4%	0.0%	3.7%	0.0%	1.3%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	19.2%	7.1%	0.0%	14.3%	3.8%	0.0%	0.0%
Natural resource management	0.0%	0.0%	3.8%	7.1%	3.7%	0.0%	5.1%	0.0%	0.0%
Climate change*	8.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Poverty reduction*	0.0%	27.3%	0.0%	28.6%	7.4%	14.3%	5.1%	10.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%
Anti-corruption	8.3%	0.0%	3.8%	14.3%	11.1%	7.1%	6.4%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Ensuring sustainable business growth and job creation*	66.7%	58.3%	7.7%	64.3%	25.9%	42.9%	33.8%	40.0%	17.4%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved*	58.3%	33.3%	3.8%	28.6%	14.8%	14.3%	16.9%	70.0%	4.3%
Healthcare	83.3%	41.7%	42.3%	50.0%	51.9%	42.9%	57.1%	20.0%	60.9%
Poverty and inequality	8.3%	41.7%	23.1%	42.9%	29.6%	21.4%	24.7%	40.0%	21.7%
Education*	25.0%	25.0%	46.2%	21.4%	70.4%	28.6%	49.4%	10.0%	82.6%
Nutrition/food security	8.3%	16.7%	38.5%	7.1%	37.0%	21.4%	33.8%	10.0%	47.8%
Public service delivery	16.7%	8.3%	34.6%	21.4%	18.5%	28.6%	11.7%	10.0%	21.7%
Economic growth	16.7%	50.0%	30.8%	21.4%	11.1%	35.7%	27.3%	40.0%	30.4%
Providing direct financial support to businesses	0.0%	0.0%	15.4%	14.3%	7.4%	14.3%	3.9%	20.0%	4.3%
Providing direct non-financial support to citizens*	16.7%	16.7%	19.2%	7.1%	3.7%	7.1%	2.6%	0.0%	0.0%
Ensuring that girls and women have equal access to health care/health services	0.0%	0.0%	15.4%	0.0%	0.0%	7.1%	7.8%	0.0%	0.0%
Ensuring that girls and women have equal access to job opportunities	0.0%	0.0%	11.5%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%
Other	66.7%	58.3%	7.7%	64.3%	25.9%	42.9%	33.8%	40.0%	17.4%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Inadequate level of donor coordination*	11.1%		0.0%		3.8%		16.7%		3.8%		27.3%		25.7%		0.0%		4.5%	
Reforms are not well thought out in light of country challenges*	77.8%		0.0%		3.8%		25.0%		7.7%		18.2%		25.7%		0.0%		18.2%	
Corruption*	66.7%		40.0%		19.2%		33.3%		23.1%		54.5%		48.6%		75.0%		22.7%	
Political pressures and obstacles	33.3%		20.0%		26.9%		50.0%		42.3%		18.2%		39.2%		62.5%		45.5%	
Inadequate level of private sector participation*	0.0%		20.0%		34.6%		16.7%		38.5%		9.1%		6.8%		0.0%		54.5%	
Inadequate level of citizen/civil society participation*	11.1%		40.0%		38.5%		8.3%		11.5%		0.0%		8.1%		25.0%		36.4%	
Inadequate level of government accountability*	0.0%		50.0%		26.9%		33.3%		26.9%		54.5%		17.6%		12.5%		9.1%	
Inadequate level of capacity in the government*	11.1%		0.0%		30.8%		8.3%		23.1%		0.0%		12.2%		0.0%		4.5%	
Pressure from outside interest groups	0.0%		0.0%		11.5%		0.0%		15.4%		18.2%		5.4%		0.0%		4.5%	
Other*	0.0%		20.0%		0.0%		0.0%		0.0%		0.0%		4.1%		0.0%		0.0%	

*Significantly different between stakeholder groups

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?*	7	5.00	11	7.18	26	5.69	12	7.25	26	5.00	12	8.58	67	5.22	7	6.86	23	4.96

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank	8	3.88	12	5.58	26	6.12	13	6.23	27	6.22	13	6.92	78	5.67	9	4.33	23	5.70
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	8	3.38	12	4.58	26	5.65	13	3.31	27	5.78	9	5.11	78	4.95	8	4.00	23	5.22

*Significantly different between stakeholder groups



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

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	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 Eswatini*	7	5.14	11	7.55	26	6.38	12	6.58	26	5.81	10	6.90	71	5.21	8	4.13	21	5.81
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini*	6	4.67	11	7.00	25	6.08	11	6.73	25	5.84	10	7.60	70	5.01	7	4.00	21	6.38

*Significantly different between stakeholder groups

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank*	7	5.14	11	7.18	26	5.58	12	7.08	25	5.60	11	7.82	62	5.19	8	4.50	21	5.52
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	7	5.00	8	6.63	22	6.23	9	5.22	20	5.05	7	8.29	65	5.18	7	3.86	20	5.75

*Significantly different between stakeholder groups

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	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 Eswatini?*	7	5.71	10	7.30	26	8.65	9	7.89	26	8.58	12	7.83	72	7.51	8	5.63	21	9.43

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	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 Eswatini?*	7	5.29	10	6.70	24	7.88	12	6.08	24	7.58	12	7.33	68	6.49	8	5.13	21	8.48

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

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

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Social protection*	0.0%	20.0%	0.0%	7.7%	7.4%	21.4%	32.1%	0.0%	0.0%
Gender equity *	0.0%	10.0%	0.0%	0.0%	7.4%	14.3%	21.8%	30.0%	0.0%
Private sector development	12.5%	20.0%	0.0%	15.4%	7.4%	28.6%	9.0%	10.0%	0.0%
Education*	0.0%	20.0%	3.8%	46.2%	22.2%	14.3%	39.7%	20.0%	13.0%
Public sector governance/reform	37.5%	30.0%	11.5%	38.5%	29.6%	7.1%	15.4%	30.0%	13.0%
Global/regional integration	0.0%	10.0%	19.2%	0.0%	7.4%	0.0%	5.1%	0.0%	13.0%
Global pandemics	0.0%	0.0%	0.0%	7.7%	7.4%	21.4%	10.3%	0.0%	13.0%
Urban development	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	2.6%	20.0%	8.7%
Energy	0.0%	0.0%	23.1%	15.4%	11.1%	0.0%	5.1%	10.0%	8.7%
Water and sanitation	0.0%	0.0%	7.7%	7.7%	7.4%	0.0%	9.0%	0.0%	13.0%
Pollution	0.0%	0.0%	7.7%	0.0%	11.1%	0.0%	0.0%	0.0%	8.7%
Job creation/employment	25.0%	60.0%	26.9%	15.4%	25.9%	35.7%	20.5%	20.0%	30.4%
Health	0.0%	0.0%	30.8%	0.0%	18.5%	35.7%	21.8%	20.0%	21.7%
Financial markets	0.0%	0.0%	19.2%	0.0%	14.8%	0.0%	5.1%	10.0%	13.0%
Food security*	12.5%	10.0%	30.8%	0.0%	11.1%	7.1%	3.8%	0.0%	30.4%
Transport*	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	12.8%	0.0%	0.0%
Agriculture and rural development	0.0%	30.0%	3.8%	30.8%	22.2%	14.3%	29.5%	10.0%	26.1%
Trade and exports	12.5%	0.0%	3.8%	7.7%	7.4%	14.3%	5.1%	10.0%	8.7%
Disease	0.0%	0.0%	3.8%	7.7%	7.4%	0.0%	3.8%	0.0%	13.0%
Natural resource management	0.0%	0.0%	11.5%	0.0%	3.7%	0.0%	3.8%	10.0%	13.0%
Climate change	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	4.3%
Poverty reduction*	37.5%	40.0%	19.2%	0.0%	7.4%	14.3%	11.5%	20.0%	4.3%
Anti-corruption*	50.0%	0.0%	3.8%	0.0%	3.7%	0.0%	6.4%	10.0%	17.4%
Judiciary reform*	0.0%	0.0%	23.1%	7.7%	0.0%	0.0%	3.8%	10.0%	8.7%
Economic growth	37.5%	10.0%	11.5%	30.8%	14.8%	14.3%	3.8%	10.0%	13.0%
Disaster risk management	0.0%	0.0%	7.7%	0.0%	3.7%	7.1%	1.3%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	3.8%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	3.8%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%
National debt	12.5%	0.0%	3.8%	0.0%	0.0%	0.0%	2.6%	10.0%	0.0%
Information and communications technology	25.0%	0.0%	0.0%	7.7%	7.4%	7.1%	3.8%	0.0%	0.0%

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	7	6.29	9	5.56	26	5.19	12	6.50	25	4.68	11	7.45	63	5.38	7	4.86	21	4.43
Flexibility (in terms of the institution's products and services)	7	5.86	9	6.33	26	5.12	12	5.33	24	4.13	11	5.64	63	4.84	7	4.86	21	4.67
Flexibility (in terms of changing country circumstances)	7	6.14	8	5.63	24	6.04	10	5.40	24	4.79	10	6.10	64	5.11	5	6.20	23	4.57
Being inclusive	7	6.29	8	7.50	25	5.64	11	6.09	25	4.96	10	6.70	63	5.35	7	5.14	20	5.35
Openness*	8	5.38	10	7.10	25	5.56	10	7.50	24	5.88	11	7.73	68	5.87	8	5.38	23	4.91
Collaboration with the Government*	8	6.13	10	7.70	23	4.83	11	6.73	23	6.00	9	5.67	69	5.62	5	4.80	21	5.29
The speed in which it gets things accomplished on the ground*	8	5.13	8	6.00	25	6.60	8	4.63	23	6.52	7	6.00	66	5.68	6	3.67	21	5.33
Helping to bring discipline/effective supervision to implementation of investment projects	8	5.50	6	5.50	25	6.40	9	7.33	23	5.78	11	7.00	69	6.09	6	4.50	22	5.36
Collaboration with civil society	8	5.63	9	5.67	24	5.50	8	5.25	20	5.90	9	6.67	62	5.40	5	3.20	23	5.57
Staff accessibility	8	5.13	8	7.00	25	5.36	9	6.11	24	6.38	12	6.50	68	5.97	6	5.67	22	5.73
Collaboration with other donors and development partners	7	6.71	9	6.67	26	5.77	8	5.75	24	6.25	9	7.44	64	5.80	6	5.00	20	5.75
Collaboration with the private sector*	6	5.50	7	7.00	26	6.23	7	5.29	22	7.05	7	7.86	63	6.33	5	2.80	22	6.23
Straightforwardness and honesty	6	7.33	8	7.88	25	6.36	10	7.60	20	6.35	11	8.36	67	6.30	7	6.00	23	6.35
Treating clients and stakeholders in Eswatini with respect*	6	8.17	10	7.60	24	5.96	10	8.10	22	7.50	12	9.00	69	6.03	7	6.00	23	6.57
Being a long-term partner*	6	8.33	10	7.50	25	6.00	7	7.71	21	7.05	8	7.75	66	5.82	5	3.80	22	6.32

*Significantly different between stakeholder groups

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	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 Eswatini	6	4.67	7	6.71	24	5.50	9	4.89	25	5.40	9	6.56	67	5.88	4	7.25	22	5.68



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 Eswatini? (1- Strongly disagree, 10- Strongly agree)

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	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 Eswatini*	5	5.60	7	5.57	23	5.78	9	6.78	24	5.96	11	8.36	68	5.54	3	6.00	22	4.91
The World Bank Group meets Eswatini's needs for knowledge services	6	6.33	9	6.78	23	5.43	11	6.91	25	5.00	10	6.10	67	5.45	4	6.25	22	5.18

*Significantly different between stakeholder groups

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	6	8.00	10	7.50	23	7.78	12	7.08	24	7.33	10	8.10	72	6.74	6	8.17	19	7.53

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

E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Weekly	0.0%	9.1%	0.0%	0.0%	0.0%	15.4%	3.9%	0.0%	0.0%
Monthly*	0.0%	27.3%	38.5%	16.7%	66.7%	15.4%	15.6%	10.0%	68.2%
A few times a year*	50.0%	9.1%	53.8%	58.3%	22.2%	46.2%	57.1%	20.0%	27.3%
Rarely	25.0%	36.4%	3.8%	16.7%	11.1%	7.7%	14.3%	30.0%	4.5%
Never*	25.0%	18.2%	3.8%	8.3%	0.0%	15.4%	9.1%	40.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Eswatini's specific development challenges and country circumstances	5	6.80	9	5.56	24	5.96	12	6.67	26	5.31	11	7.64	66	5.65	6	6.17	22	5.64

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

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

	Office of PM/ Parliamentarian		Employee of Ministry		Local Government		Other Gov-t Institutions/ Organizations		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media	
	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?*	6	6.83	10	7.40	26	8.77	11	6.36	26	8.27	12	7.75	71	7.30	7	4.86	22	8.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6	8.00	8	7.00	26	7.73	12	6.92	25	7.08	12	7.00	70	6.40	7	5.43	22	6.68

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



F. The Future Role of The World Bank Group in Eswatini

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	0.0%	20.0%	8.0%	15.4%	14.8%	16.7%	21.8%	0.0%	4.5%
Engage more directly with beneficiaries	25.0%	30.0%	8.0%	15.4%	11.1%	8.3%	24.4%	30.0%	9.1%
Engage more effectively with private sector	0.0%	10.0%	12.0%	7.7%	14.8%	16.7%	10.3%	0.0%	27.3%
Engage more effectively with civil society*	37.5%	40.0%	12.0%	15.4%	48.1%	8.3%	17.9%	30.0%	36.4%
Collaborate more effectively with Government clients	50.0%	10.0%	12.0%	7.7%	25.9%	16.7%	21.8%	10.0%	18.2%
Work faster*	0.0%	0.0%	24.0%	23.1%	33.3%	0.0%	30.8%	0.0%	22.7%
Reduce the complexity of obtaining World Bank Group financing	0.0%	20.0%	24.0%	7.7%	11.1%	8.3%	10.3%	0.0%	27.3%
Offer more real-time advice and guidance	12.5%	10.0%	20.0%	15.4%	7.4%	8.3%	10.3%	10.0%	22.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	0.0%	4.0%	0.0%	3.7%	8.3%	10.3%	10.0%	9.1%
Offer more innovative financial products and services	0.0%	0.0%	4.0%	23.1%	3.7%	16.7%	7.7%	30.0%	9.1%
Increase the level of capacity development in the country	37.5%	30.0%	24.0%	30.8%	11.1%	16.7%	10.3%	20.0%	9.1%
Offer more innovative knowledge products and services	0.0%	10.0%	12.0%	0.0%	3.7%	16.7%	5.1%	0.0%	4.5%
Ensure greater selectivity in its work*	0.0%	0.0%	20.0%	7.7%	0.0%	8.3%	3.8%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Eswatini's economy*	25.0%	20.0%	4.0%	15.4%	0.0%	16.7%	1.3%	20.0%	0.0%
Improve the quality of its experts as related to Eswatini's specific challenges*	12.5%	0.0%	4.0%	15.4%	3.7%	33.3%	6.4%	20.0%	0.0%
Other	0.0%	0.0%	4.0%	0.0%	3.7%	0.0%	1.3%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Eswatini (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 PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Media*	44.4%	18.2%	28.0%	23.1%	77.8%	38.5%	60.3%	30.0%	35.0%
Donor community*	11.1%	9.1%	24.0%	15.4%	59.3%	0.0%	29.5%	0.0%	55.0%
Foundations*	0.0%	0.0%	16.0%	7.7%	11.1%	7.7%	0.0%	10.0%	25.0%
Youth/university groups*	22.2%	27.3%	20.0%	30.8%	7.4%	53.8%	19.2%	10.0%	10.0%
NGOs/Community Based Organizations	11.1%	45.5%	12.0%	23.1%	11.1%	30.8%	28.2%	30.0%	10.0%
Academia/think tanks/research institutes*	22.2%	36.4%	8.0%	15.4%	0.0%	7.7%	5.1%	30.0%	5.0%
Private sector	11.1%	27.3%	24.0%	23.1%	11.1%	53.8%	15.4%	10.0%	15.0%
Parliament*	33.3%	0.0%	32.0%	7.7%	11.1%	0.0%	6.4%	0.0%	25.0%
Local government*	44.4%	18.2%	20.0%	23.1%	0.0%	0.0%	14.1%	30.0%	10.0%
Beneficiaries	0.0%	9.1%	8.0%	23.1%	3.7%	7.7%	12.8%	40.0%	10.0%
Other	0.0%	9.1%	8.0%	23.1%	3.7%	7.7%	12.8%	40.0%	10.0%
Don't know	0.0%	9.1%	8.0%	23.1%	3.7%	7.7%	12.8%	40.0%	10.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Never*	44.4%	27.3%	11.5%	30.8%	0.0%	50.0%	23.4%	22.2%	5.0%
Less than once a year*	11.1%	27.3%	0.0%	0.0%	29.6%	7.1%	16.9%	44.4%	10.0%
Once a year to a few times a year	33.3%	27.3%	53.8%	38.5%	22.2%	14.3%	48.1%	22.2%	30.0%
Less than once a month*	0.0%	0.0%	7.7%	0.0%	33.3%	7.1%	6.5%	11.1%	30.0%
At least once a month*	11.1%	9.1%	26.9%	30.8%	14.8%	21.4%	5.2%	0.0%	25.0%
At least once a week*	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Local radio*	55.6%	10.0%	26.9%	30.8%	51.9%	21.4%	55.3%	30.0%	36.4%
International radio*	0.0%	0.0%	46.2%	7.7%	55.6%	0.0%	30.3%	0.0%	45.5%
Local newspapers*	88.9%	60.0%	50.0%	76.9%	33.3%	50.0%	36.8%	10.0%	36.4%
International newspapers	0.0%	10.0%	11.5%	7.7%	7.4%	7.1%	2.6%	30.0%	4.5%
Local television	11.1%	10.0%	23.1%	7.7%	7.4%	7.1%	7.9%	0.0%	13.6%
International television	0.0%	20.0%	7.7%	15.4%	3.7%	0.0%	10.5%	0.0%	9.1%
Periodicals	22.2%	20.0%	11.5%	0.0%	3.7%	7.1%	5.3%	0.0%	4.5%
Social media*	22.2%	50.0%	19.2%	38.5%	18.5%	78.6%	40.8%	60.0%	40.9%
Other	0.0%	10.0%	0.0%	15.4%	3.7%	0.0%	2.6%	10.0%	0.0%

*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 PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
World Bank Group's publications and other written materials*	88.9%	30.0%	19.2%	66.7%	33.3%	42.9%	44.9%	20.0%	50.0%
e-Newsletters*	33.3%	60.0%	46.2%	33.3%	74.1%	35.7%	39.7%	20.0%	59.1%
World Bank Group's seminars/workshops/conferences*	77.8%	50.0%	65.4%	50.0%	66.7%	14.3%	39.7%	30.0%	59.1%
Social media*	44.4%	30.0%	88.5%	41.7%	51.9%	35.7%	55.1%	70.0%	77.3%
Direct contact with World Bank Group	11.1%	10.0%	11.5%	16.7%	7.4%	28.6%	19.2%	20.0%	4.5%
World Bank Group's website*	22.2%	40.0%	11.5%	33.3%	11.1%	35.7%	21.8%	60.0%	18.2%
Webinars or online events hosted by the World Bank Group*	0.0%	40.0%	7.7%	25.0%	18.5%	42.9%	23.1%	20.0%	4.5%
Interviews and press conferences for the Eswatini's media*	11.1%	0.0%	38.5%	8.3%	11.1%	28.6%	28.2%	10.0%	9.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
High speed/WiFi	100.0%	90.9%	32.0%	81.8%	46.2%	92.3%	75.7%	80.0%	50.0%
Dial-up	0.0%	9.1%	68.0%	18.2%	53.8%	7.7%	24.3%	20.0%	50.0%

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Yes	33.3%	46.2%	28.0%	28.6%	33.3%	8.3%	11.4%	0.0%	14.3%
No	66.7%	53.8%	72.0%	71.4%	66.7%	91.7%	88.6%	100.0%	85.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
The World Bank (IBRD)	100.0%	83.3%	42.9%	75.0%	33.3%	100.0%	28.6%	0.0%	33.3%
The International Finance Corporation (IFC)	0.0%	16.7%	57.1%	25.0%	33.3%	0.0%	28.6%	0.0%	66.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	28.6%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.00%	0.0%

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

Percentage of Respondents (Responses combined)	Office of PM/ Parliamentarian	Employee of Ministry	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media
Observer*	45.5%	16.7%	7.7%	21.4%	11.1%	63.6%	48.6%	40.0%	13.0%
Use World Bank Group reports/data*	0.0%	33.3%	53.8%	42.9%	33.3%	9.1%	47.2%	30.0%	17.4%
Engage in World Bank Group related/sponsored events/activities	45.5%	41.7%	23.1%	14.3%	33.3%	18.2%	25.0%	10.0%	39.1%
Collaborate as part of my professional duties*	9.1%	41.7%	46.2%	28.6%	33.3%	9.1%	11.1%	20.0%	47.8%
Use World Bank Group website for information, data, research, etc.	9.1%	25.0%	23.1%	64.3%	22.2%	45.5%	36.1%	50.0%	30.4%

*Significantly different between stakeholder groups



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	5.68	6.15
Overall the World Bank Group currently plays a relevant role in development in Eswatini	5.49	6.69
The World Bank Group's work is aligned with what I consider the development priorities for Eswatini	5.50	6.63
Overall, please rate your impression of the World Bank's effectiveness in Eswatini.	5.31	6.93
Overall, please rate your impression of the IFC's effectiveness in Eswatini.	5.21	6.22
To what extent does the World Bank Group's work help to achieve development results in Eswatini?	7.67	8.46
To what extent does the World Bank Group influence the development agenda in Eswatini?	6.79	7.30
Responsiveness to needs	4.88	6.40
Flexibility (in terms of the institution's products and services)	4.77	5.52
Flexibility (in terms of changing country circumstances)	5.17	5.43
Being inclusive	5.54	6.07
Openness (sharing data and other information)	5.73	6.73
Collaboration with the Government	5.59	6.38
The speed in which it gets things accomplished on the ground	5.65	6.55
Helping to bring discipline/effective supervision to implementation of investment projects	5.95	6.41
Collaboration with civil society	5.38	6.13
Staff accessibility	5.90	6.20
Collaboration with other donors and development partners	6.00	5.88
Collaboration with the private sector	6.16	6.53
Straightforwardness and honesty	6.52	6.56
Treating clients and stakeholders in Eswatini with respect	6.59	7.44
Being a long-term partner	6.19	6.84
The World Bank Group takes decisions quickly in Eswatini	5.75	6.08
The World Bank Group's financial instruments meet the needs of Eswatini	5.52	6.38
The World Bank Group meets Eswatini's needs for knowledge services	5.30	6.90
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	7.18	7.55
In Eswatini, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Eswatini's specific development challenges and country circumstances	5.62	6.43
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.27	8.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.57	7.60

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Eswatini FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Eswatini

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

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 Eswatini is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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

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

**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 Eswatini? (Choose no more than THREE)			
1	Crime and violence	15	Education
2	Climate change (e.g., mitigation, adaptation)	16	Global/regional integration
3	Transport (e.g., roads, bridges, transportation)	17	Food security
4	Economic growth	18	Water and sanitation
5	Disaster risk management	19	Pollution
6	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
7	Disease (i.e., HIV/AIDS and TB)	21	Health
8	Information and communications technology	22	Financial markets
9	Social protection (e.g., pensions, targeted social assistance)	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
10	Agriculture and rural development	24	Gender equity (closing the gap between women and men, and boys and girls)
11	Trade and exports	25	Private sector development
12	Energy	26	Urban development
13	Anti-corruption	27	Natural resource management (renewable and non-renewable)
14	Judiciary reform	28	National debt

A5. The COVID-19 pandemic has stressed many aspects of Eswatini's growth and development. In which areas would you like to see the Eswatini 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	Ensuring sustainable business growth and job creation
2	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
3	Healthcare
4	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
5	Education
6	Nutrition/food security
7	Public service delivery (e.g., strengthening policies, institutions)
8	Economic growth
9	Providing direct financial support to businesses (business support packages)
10	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
11	Ensuring that girls and women have equal access to health care/health services
12	Ensuring that girls and women have equal access to job opportunities
13	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A6. When economic and/or social reform efforts fail or are slow to take place in Eswatini, which of the following would you attribute this to? (Choose no more than TWO)	
1	Inadequate level of donor coordination
2	Reforms are not well thought out in light of country challenges
3	Corruption
4	Political pressures and obstacles
5	Inadequate level of private sector participation
6	Inadequate level of citizen/civil society participation
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Pressure from outside interest groups (e.g., private sector, unions)
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 national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	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 (e.g., AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Eswatini's Central Bank	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	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	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"/>
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

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

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

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

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

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

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

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

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

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

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

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 these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

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

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

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

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

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C18	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	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"/>	
C20	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"/>	
C21	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"/>	
C22	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	The World Bank Group takes decisions quickly in Eswatini	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Working with the World Bank Group increases Eswatini'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 Eswatini?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Eswatini	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group meets Eswatini'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"/>	

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

C28. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not important at all										Very important	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 Eswatini? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Natural resource management (renewable and non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Disease (i.e., HIV/AIDS and TB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	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 Eswatini 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 Eswatini, to what extent do you believe that the World Bank Group's knowledge work and activities:		To no degree at all					To a very significant degree					Don't know
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Eswatini's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

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

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

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

F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Eswatini's media

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

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

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

H6. Which of the following describes most of your exposure to the World Bank Group in Eswatini? (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	Hhohho Region
2	Manzini Region
3	Lubombo Region
4	Shiselweni Region

Thank you for completing the survey!