

World Bank Group Country Survey FY 2022 – Mauritius

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

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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

BACKGROUND INFORMATION

**Which of the following best describes your current affiliation?
(Select only 1 response)**

1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of a member of Parliament/Legislative body	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	Professional/Trade association
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)		

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)

1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mauritius? (Select only 1 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 A: OVERALL CONTEXT

A1. In general, would you say that Mauritius is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Mauritius is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

A3. Please identify which of the following development priorities you consider the most important in Mauritius. (Choose no more than 5)

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

SECTION A: OVERALL CONTEXT

A4. When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than 2)

1	Inadequate private sector participation
2	Reforms are not well thought out in light of country challenges
3	Inadequate donor coordination
4	Inadequate capacity in the government
5	Inadequate citizen/civil society participation
6	Political pressures and obstacles
7	Pressure from outside interest groups (e.g., private sector, unions)
8	Corruption
9	Inadequate government accountability
10	Other (please specify): _____

A5. 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	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The Bank of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Web based media (i.e., blogs, social media, other web-based news, and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Mauritius?											
		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 Mauritius?												
		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 Mauritius											<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Mauritius											<input type="checkbox"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in Mauritius.												
		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/IDA)											<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 Mauritius?												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know	
												<input type="checkbox"/>

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only 1 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 Mauritius, which activity do you VALUE the most? (Choose no more than 2)

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

B9. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mauritius? (Choose no more than 5)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B10. What do you immediately think of when you hear about the IFC?
(Choose no more than 3)**

1	Innovation and entrepreneurship	9	Asset manager
2	World Bank	10	Multi-lateral financial institution
3	Public-private partnerships	11	Financial advisory solutions
4	Development institution	12	Impact investor
5	Investment bank	13	None of the above
6	Private sector solutions	14	Don't know
7	Thought leader	15	Other (please specify): _____
8	Venture capital		

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 Mauritius solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all										To a very significant degree		Don't know

To what extent is the World Bank Group an effective development partner in Mauritius, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Responsiveness to needs	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	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Treating clients and stakeholders in Mauritius with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Openness (sharing data and other information)	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"/>

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
C14	The World Bank Group takes decisions quickly in Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	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"/>	
C16	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	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"/>	
C19	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Working with the World Bank Group increases the institutional capacity of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statement about the World Bank Group in Mauritius?													
		Strongly disagree										Strongly agree	Don't know
C22	The World Bank Group meets Mauritius' needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C23. To what extent do you believe that Mauritius received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all										To a very significant degree	Don't know	

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

D1. How significant a contribution does the World Bank Group's knowledge work and activities in the following sectors have on development results in Mauritius?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not significant at all										Very significant	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Public sector governance/reform (including support for the Ministry of Finance in development of a sector planning function)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Non-communicable diseases (diabetes, cardiovascular)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Education (including support for the government's nine-year continuous education reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Agriculture (including the assessment of the sugar cane sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Financial markets (including support to the central bank on financial soundness and to the Ministry for Financial Services on financial integrity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water (support on improving service delivery of water supply)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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

In Mauritius, 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	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Mauritius' specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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

E9. 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 MAURITIUS

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Mauritius? (Choose no more than 3)

1	Provide more adequate data/knowledge/statistics on your country's economy
2	Increase emphasis on capacity development
3	Be more sensitive toward political and social realities
4	Increase the level of country specific expertise
5	More public disclosure of its work
6	Be more willing to criticize government policies and reform efforts
7	Provide more real-time advice and guidance
8	Be less influenced by developed countries and their priorities
9	Incorporate more innovative technologies into its work and support
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Mauritius? (Choose no more than 3)

1	Media	8	Academia/think tanks/research institutes
2	NGOs/Community Based Organizations	9	Youth/university groups
3	Private sector associations and entities	10	Donor community
4	Local government	11	Private foundations
5	Faith-based organizations	12	Other (please specify): _____
6	Parliament	13	Don't know
7	The executive branch		

F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Mauritius has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)

1	Support the distribution of vaccines
2	Help to strengthen health systems
3	Support community and stakeholder engagement to address misinformation and stigma
4	Assess country's readiness for vaccine distribution
5	Training health workers
6	Support the purchase of vaccines
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Which would you say are your MAIN sources of news about economic and social development issues in Mauritius? (Choose no more than 3)

1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the media in Mauritius
5	World Bank Group's social media		

G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	High speed/WiFi
2	Dial-up

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. 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	Attended/participated in 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. Please identify the primary specialization of your work. (Select only 1 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): _____

H2. What's your gender?

1	Female
2	Male

H3. Within your organization, would you describe yourself as

1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?

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

H5. Which best represents your geographic location?

1	Port Louis
2	Ebene/Moka
3	Rodrigues
4	Other

Thank you for completing the survey!