



## World Bank Group Country Survey FY 2023 – Zimbabwe

The World Bank Group is interested in gauging your views as someone involved in development in Zimbabwe. The following survey will give us greater insight into how the Bank's work is perceived by its clients, partners, opinion leaders, and decision makers in Zimbabwe.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. None of the results will be attributable to a specific individual. We hope you'll be candid. If you feel that you do not have enough information on a subject to answer a question, please select "Don't know".

If you have any questions about this survey, please contact us at:  
[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

**PLEASE NOTE: If a question asks for a specific number of responses, please do not choose more than the requested number. If you select more than the requested number, your responses for that question will be deleted.**

<b>1. Which of the following best describes your current affiliation? (Select only 1 response)</b>	
1	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian (National Assembly, Legislative body)
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Local Government Office or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia / Research Institute / Think Tank
9	Media
10	Other (please specify)

<b>2. How familiar are you with the work of the World Bank Group in Zimbabwe?</b>									
1	2	3	4	5	6	7	8	9	10
<b>Not familiar at all</b>									<b>Extremely familiar</b>

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

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

## SECTION A: OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK GROUP IN ZIMBABWE

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

<b>A2. To what extent, do you trust each of the following groups to do what is right?</b>													
		To no degree at all					To a very significant degree					Don't know	
1	The national Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Reserve Bank of Zimbabwe	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regional development banks (e.g., African Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Academia / think tanks / research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>A3. How effective has the World Bank Group been in achieving development results in Zimbabwe?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

**SECTION A: OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK GROUP IN ZIMBABWE**

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Zimbabwe?													
		Strongly disagree										Strongly agree	Don't know
<b>A4</b>	The World Bank Group currently plays a relevant role in development in Zimbabwe.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A5</b>	The World Bank Group's work is well aligned with what I consider the development priorities for Zimbabwe.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A6</b>	The World Bank Group's work helps end extreme poverty in Zimbabwe.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A7. To what extent does the World Bank Group influence the development agenda in Zimbabwe?													
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	

A8. How significant a contribution do you believe the World Bank Group's <u>knowledge work</u> and activities make to development results in Zimbabwe?													
<i>Knowledge work includes analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. This may be delivered as part of ongoing WBG operations or through Reimbursable Advisory Services (RAS).</i>													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not significant at all									Very significant			Don't know	

## SECTION B: DEVELOPMENT PRIORITIES IN ZIMBABWE

<b>B1. Which areas should the World Bank Group prioritize in its work in Zimbabwe to have the most impact on development results in the country? (Choose no more than 5)</b>	
1	<b>Digital Development:</b> digital infrastructure, digital services, digital skills development
2	<b>Macroeconomic stability:</b> sustainable fiscal policy, effective tax administration, monetary policy
3	<b>Water supply and sanitation infrastructure</b>
4	<b>Transport:</b> roads, bridges, sustainable transportation
5	<b>Energy / Extractives:</b> access to energy, transition to cleaner energy sources; governance of oil, gas, and mineral resources
6	<b>Public sector governance:</b> efficiency, effectiveness, accountability, and transparency of government institutions
7	<b>Tourism development</b>
8	<b>Regional integration:</b> promote common physical and institutional infrastructure
9	<b>Debt sustainability:</b> management, relief, financing, and transparency
10	<b>Climate change:</b> mitigation, adaptation, and transition to a low-carbon economy
11	<b>Disaster Risk Management:</b> risk assessments, risk reduction, preparedness, recovery, and reconstruction
12	<b>Trade:</b> access to markets, tariffs, customs
13	<b>Job creation / employment:</b> labor policies, skills development
14	<b>Health:</b> universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases
15	<b>Private sector development:</b> business regulation, access to finance, improved competitiveness
16	<b>Environment / Natural resource management:</b> air/water quality, sustainable land and aquatic resource management, biodiversity
17	<b>Urban development:</b> urban planning, services, and institutions
18	<b>Education: more resilient and equitable education systems</b>
19	<b>Social protection:</b> pensions, social assistance, social safety nets
20	<b>Gender equity:</b> close gender gaps in health, education, social protection, economic opportunities, and voice and agency
21	<b>Social Inclusion:</b> increasing opportunities for marginalized people to participate fully in markets, services, and society
22	<b>Agriculture and food security: sustainable agriculture, inclusive and efficient food systems</b>
23	Other (please specify): _____

## SECTION B: DEVELOPMENT PRIORITIES IN ZIMBABWE

Listed below are development areas where the World Bank Group is engaged in Zimbabwe, divided by major themes. Please tell us how effective you think the World Bank Group has been at achieving development results in each of these areas.

How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>human development</b> in Zimbabwe? <i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i>													
<b>B2. Human Development:</b>		Not effective at all										Very effective	Don't know
1	<b>Education:</b> more resilient and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Health:</b> universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Social protection:</b> pensions, social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Gender equity:</b> close gender gaps in health, education, social protection, economic opportunities, and voice and agency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>finance/institutions/economic growth</b> in Zimbabwe? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>													
<b>B3. Finance / Institutions / Economic growth:</b>		Not effective at all										Very effective	Don't know
1	<b>Public sector governance:</b> efficiency, effectiveness, accountability, and transparency of the government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Debt sustainability:</b> management, relief, financing, and transparency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Trade:</b> access to markets, tariffs, customs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Private sector development:</b> business regulation, access to finance, improved competitiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	<b>Macroeconomic stability:</b> sustainable fiscal policy, effective tax administration, monetary policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	<b>Tourism development</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: DEVELOPMENT PRIORITIES IN ZIMBABWE

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **environmental sustainability** in Zimbabwe?

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

<b>B4. Environmental Sustainability:</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
1	<b>Environment / Natural resource management:</b> air/water quality, sustainable land management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Climate change:</b> mitigation, adaptation, and transition to a low-carbon economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Agriculture and food security:</b> sustainable agriculture, inclusive and efficient food systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

### **B5. What is your level of concern for each of the potential impacts of climate change as it affects your country?**

		<b>Not concerned at all</b>	<b>A little concerned</b>	<b>Somewhat concerned</b>	<b>Very concerned</b>
1	Unsafe drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Decreased crop yields/food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Increase erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	More frequent and severe droughts / heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Effects on public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Extinction of plant/animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Increase in natural disasters (for example, cyclones or sea-level surges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Forest fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Diminished water supply for people and the economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN ZIMBABWE**

**C1. When thinking about the WBG’s role in Zimbabwe, which activity or activities do you VALUE the most? (Choose no more than 2)**

1	Providing advisory services and analytics to support design or implementation of policies
2	Capacity building and training
3	Providing data and statistics
4	Producing research on global development issues (e.g., reports, publications, research papers)
5	Providing financial resources (i.e., Trust Funds)
6	Bringing together different stakeholder groups (including other development agencies and donors) to support Zimbabwe’s development efforts
7	Mobilizing third-party financial resources
8	Other (please specify): _____

**To what extent is the WBG an effective development partner in Zimbabwe, in terms of each of the following?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C2</b>	Responsiveness to needs											<input type="checkbox"/>
<b>C3</b>	Access to WBG staff and experts											<input type="checkbox"/>
<b>C4</b>	Flexibility when circumstances change											<input type="checkbox"/>
<b>C5</b>	Being a long-term partner											<input type="checkbox"/>

**C6. Which THREE of the following groups should the WBG collaborate with more in Zimbabwe? (Choose no more than 3)**

1	Regional development banks (e.g., African Development Bank)
2	Media
3	Local government
4	Parliament/legislative branch
5	Other donors and development partners
6	Civil society (e.g., NGOs, CBOs)
7	The national Government
8	Academia / think tanks / research institutions
9	Private sector
10	Other (please specify): _____

**SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN ZIMBABWE**

**C7. To what extent is the WBG an effective development partner in Zimbabwe, in terms of collaborating with the following groups:**

		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 Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Regional development banks (e.g., African Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Academia / think tanks / research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN ZIMBABWE

The following questions ask about **the WBG’s advisory services and analytical (knowledge) work in Zimbabwe.**

***Advisory services and analytics** are non-lending activities that help clients or audiences advance a development objective. These may include analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. Advisory services and analytics may be delivered as part of ongoing World Bank Group operations or through Reimbursable Advisory Services (RAS).*

<b>C8. Have you used the WBG’s advisory services and analytics in the past?</b>	
1	Yes
2	No
3	Not sure

<b>C9. To what extent do you agree/disagree with the following statements?</b>												
<i>(If you have NO exposure to, or experience with, the World Bank Group’s advisory services and analytical work – please respond “Don’t know”)</i>												
		Strongly disagree								Strongly agree		Don't know
1	I am satisfied with the <b>quality</b> of the WBG’s advisory services and analytical work in Zimbabwe.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The WBG’s advisory services and analytical work are <b>timely</b> .	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The WBG brings <b>global expertise</b> to Zimbabwe as part of its advisory services and analytical work.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The WBG’s advice and recommendations are <b>tailored</b> to Zimbabwe’s context.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	I anticipate using the WBG's advisory services and analytical work in the future.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION D: COMMUNICATION AND INFORMATION SHARING

### D1. How do you get most of your information about economic and social development issues in Zimbabwe? (Choose no more than 3)

1	Television (TV)	6	Blogs
2	Radio	7	Podcasts
3	Newspapers (Print or online)	8	e-Newsletters
4	Social media	9	Other (please specify): _____
5	Research papers / Official statistics		

### D2. How would you prefer to obtain information from the WBG? (Choose no more than 3)

1	e-Newsletters	6	Website
2	Direct contact with staff (e.g., in person, virtually, phone, email)	7	Direct messaging (e.g., WhatsApp, Telegram, Viber)
3	Blogs	8	Event/conference/ seminar/workshop (in person or online)
4	Social media (e.g., Facebook, Twitter)	9	Interviews and press conferences
5	Podcasts	10	Other (please specify): _____

### D3. Do you recall seeing or hearing anything about the WBG in the last 30 days?

1	Yes
2	No (please skip to D7)

### D4. If you answered "Yes" for D3, where do you recall seeing or hearing this information? (Check all that apply)

1	Television (TV)
2	Radio
3	Newspapers (Print or online)
4	Event / conference / seminar (in person or online)
5	WBG Website
6	Social media
7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
8	Blogs
9	Podcasts
10	e-Newsletters
11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
12	Other (please specify): _____

## SECTION D: COMMUNICATION AND INFORMATION SHARING

**D5. If you answered “Social media” for D4, on what social media platforms do you recall seeing this information? (Check all that apply)**

1	Facebook
2	Instagram
3	Twitter
4	LinkedIn
5	YouTube
6	WhatsApp
7	Other (please specify): _____

**D6. If you answered “Yes” for D3, what topics were included in what you saw or heard? (Check all that apply)**

1	WBG work or research on energy (increasing energy supply, reducing dependence of fossil fuels)
2	WBG global economic forecasts
3	WBG work or research on food insecurity
4	WBG work to provide debt relief for developing countries
5	WBG work or research on climate change (mitigation, adaptation)
6	WBG work to strengthen human capital through improving health care, nutrition, education, jobs, and skills
7	Other (please specify): _____

## SECTION D: COMMUNICATION AND INFORMATION SHARING

D7. To what extent do you agree with the following statements:												
		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 WBG helps address <b>the current food crisis</b> and enables greater preparedness <b>to future food security crises</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
2	The WBG supports countries to ensure transition to more <b>diversified and cleaner sources of energy</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
3	The WBG helps countries <b>boost climate resilience</b> and mitigate the effects of <b>climate challenge</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
4	The WBG supports countries to strengthen their <b>human capital</b> through improving health care, nutrition, education, jobs, and skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
5	The WBG is committed to comprehensive <b>debt solutions</b> that bring significant benefits to people in poor countries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

D8. Over the past SIX MONTHS, how often did you engage with the WBG in any of the following ways?					
		Every few DAYS	Every few WEEKS	Every few MONTHS	Not at all
1	Read or heard a story about the WBG in national or local media (newspaper, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read or heard a story about the WBG in international media (newspaper, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Read a WBG post / tweet on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used its data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended a WBG event/conference/seminar/workshop (in person or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Read some, or all, of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Had an exchange with WBG staff, in person, virtually, or by phone/email/text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION E: BACKGROUND INFORMATION

**E1. Which, if any, of the following is the primary specialization of your work?  
(Select only 1 response)**

1	Education	11	Trade
2	Health	12	Environment / Natural resource management
3	Social protection, labor policies, jobs	13	Climate change
4	Gender	14	Agriculture and food security
5	Transport	15	Urban development
6	Water, sanitation	16	Disaster risk management
7	Digital development	17	Finance and markets
8	Energy / Extractives	18	Generalist (specialize in multiple sectors)
9	Public sector governance, anti-corruption	19	Other (please specify): _____
10	Macroeconomics, fiscal management	20	None of the above

**E2. Within your organization, would you describe yourself as ....**

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

**E3. What's your gender?**

1	Female
2	Male

**E4. What's your age?**

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

**E5. Which best represents your geographic location?**

1	Harare
2	Outside Harare

**Thank you for completing this survey!**