



## **World Bank Group Country Survey FY 2023 – South Africa**

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

Ipsos South Africa 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".

The survey should take 15 minutes or less to complete.

If you have any questions about this survey, please contact us at:

[countriesurveys@worldbankgroup.org](mailto:countriesurveys@worldbankgroup.org)

Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

*\*The World Bank (IBRD); The International Finance Corporation (IFC); The Multilateral Investment Guarantee Agency (MIGA); International Centre for Settlement of Investment Disputes (ICSID)*

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

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

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in South Africa?</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 South Africa? (Select only 1 response)</b>	
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 AND ATTITUDES TOWARD THE WORLD BANK GROUP IN SOUTH AFRICA

### A1. In general, would you say that South Africa is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

### A2. 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	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Provincial government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	South African Reserve Bank (Central Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Regional development banks (e.g., DBSA, NDB, AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Private sector (e.g., Chambers of Commerce, Business Unity South Africa (BUSA))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Academia / think tanks / research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

### A3. How effective has the World Bank Group been in achieving development results in South Africa?

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 SOUTH AFRICA

To what extent do you agree/disagree with the following statements about the World Bank Group's work in South Africa?														
		Strongly disagree										Strongly agree		Don't know
<b>A4</b>	The World Bank Group currently plays a relevant role in development in South Africa.	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 South Africa.	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 South Africa.	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 South Africa?											
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 South Africa?											
<i><b>Knowledge work</b> includes analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. This may be delivered as part of ongoing World Bank Group 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 SOUTH AFRICA

<b>B1. Which areas should the World Bank Group prioritize in its work in South Africa to have the most impact on development results in the country? (Choose up to 5)</b>	
1	<b>Gender equity:</b> close gender gaps in health, education, social protection, economic opportunities, and voice and agency
2	<b>Water</b> supply and <b>sanitation infrastructure</b>
3	<b>Health:</b> universal health coverage, including addressing communicable and non-communicable diseases, nutrition, etc.; strengthening overall health systems; health financing, including national health insurance and pandemic preparedness and response
4	<b>Transport:</b> roads, bridges, sustainable transportation
5	<b>Energy:</b> access to energy, transition to cleaner energy sources
6	<b>Public sector governance:</b> efficiency, effectiveness, accountability, anti-corruption, and transparency of government institutions
7	<b>Agriculture and food security:</b> sustainable agriculture, inclusive and efficient food systems
8	<b>Education:</b> better, more resilient and equitable education systems
9	<b>Climate change:</b> mitigation, adaptation, and transition to a low-carbon economy
10	<b>Digital Development:</b> digital infrastructure, digital services, digital skills development
11	<b>Macroeconomic stability &amp; Debt sustainability:</b> sustainable fiscal policy, effective tax administration, monetary policy, management, relief, financing, and transparency
12	<b>Social Inclusion:</b> increasing opportunities for marginalized people to participate fully in markets, services, and society
13	<b>Crime and violence:</b> violence prevention and law enforcement
14	<b>Private sector development:</b> Improved competition and business environment, lowering cost of doing business; strengthening the ecosystem for Micro Small & Medium Enterprises creation and growth
15	<b>Environment / Natural resource management:</b> air/water quality, sustainable land and aquatic resource management, biodiversity
16	<b>Urban development:</b> urban planning, services, and institutions
17	<b>Trade:</b> regional trade facilitation, development of value chains
18	<b>Social protection:</b> pensions, social assistance, social safety nets
19	<b>Job creation / employment:</b> labor policies, skills development
20	<b>Regional integration:</b> promote trade facilitation and common physical and institutional infrastructure
21	Other (please specify): _____

## SECTION B: DEVELOPMENT PRIORITIES IN SOUTH AFRICA

Listed below are the overarching goals, strategic focus areas, and objectives of the World Bank Group's strategic partnership with South Africa. **Please tell us how effective you think the World Bank Group has been in supporting South African government to achieve development results in these areas.**

How <b>EFFECTIVE</b> has the World Bank Group been in achieving development results in each of these areas of <b>human development</b> in South Africa? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
<b>B2. Human Development:</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
1	<b>Health:</b> COVID-19 pandemic preparedness and response	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Gender equity:</b> Close the gender gap on economic opportunities, social support, and political representation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Youth issues:</b> Employment and economic opportunities, social support, education, and training	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Skills development:</b> Strengthening skills development and employment services to support job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: DEVELOPMENT PRIORITIES IN SOUTH AFRICA

How **EFFECTIVE** has the World Bank Group been in achieving development results in each of these areas of **infrastructure** in South Africa?

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

<b>B3. Infrastructure:</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
1	<b>Transport:</b> Improved infrastructure services by selected State-Owned Enterprises (e.g., Prasa, Transnet)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Energy:</b> transition to cleaner energy sources, including support for battery storage systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Water supply and sanitation infrastructure</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Urban development:</b> Improved planning and delivery of infrastructure services in 8 Metropolitan Municipalities*  <i>*Buffalo City (East London); City of Cape Town; Ekurhuleni Metropolitan Municipality (East Rand); City of eThekweni (Durban); City of Johannesburg; Mangaung Municipality (Bloemfontein); Nelson Mandela Bay Metropolitan Municipality (Gqeberha); City of Tshwane (Pretoria)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	<b>Digital Development:</b> access, innovation, skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: DEVELOPMENT PRIORITIES IN SOUTH AFRICA

How **EFFECTIVE** has the World Bank Group been in achieving development results in each of these areas of ***finance/institutions/economic growth*** in South Africa?

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

<b><u>B4. Finance / Institutions / Economic growth:</u></b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
1	<b>Public sector governance:</b> institutional strengthening, capacity building, promoting inclusion, citizen engagement, and quality of services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Private sector development:</b> Improved competition and business environment, lowering cost of doing business	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Trade / Regional integration:</b> promote trade facilitation and common physical and institutional infrastructure; development of value chains with strong job-creating potential (includes product markets, e.g., agriculture/agribusiness, automotive sector, renewable energy, climate-smart mining, transport, tourism, and digital products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Micro Small &amp; Medium Enterprises (MSME) development:</b> strengthened ecosystem for MSME creation and growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	<b>Job creation / employment:</b> strengthened employment and skills development services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

How **EFFECTIVE** has the World Bank Group been in achieving development results in the following area of ***environmental sustainability*** in South Africa?

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

<b><u>B5. Environmental Sustainability:</u></b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
1	<b>Climate change:</b> greater resilience to climate change and environmentally sustainable investments	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Environment / Natural resource management:</b> air/water quality, sustainable land and aquatic resource management, biodiversity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



## SECTION B: DEVELOPMENT PRIORITIES IN SOUTH AFRICA

The next set of questions refers to the **Eskom Just Energy Transition Project (EJETP)**, which will support the public energy utility, Eskom, to decommission the 56-year-old Komati coal-fired power plant, repurpose the project area with renewable energy and batteries, and create opportunities for workers and communities.

*(If you are unfamiliar with the Eskom Just Energy Transition Project, please respond “Don’t know”, or skip this question)*

B6. To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
1	Eskom Just Energy Transition Project will have a positive impact on sustainable economic development in South Africa	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The kind of support that the World Bank Group is providing to the Eskom Just Energy Transition Project would be very beneficial to large infrastructure projects in South Africa in the future	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The World Bank Group’s support for the Eskom Just Energy Transition Project & renewables project will be beneficial for the long-term carbon mitigation strategy of South Africa and for the diversification of the sources of energy generation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	There is no value added in South Africa, from the World Bank Group involvement in large infrastructure projects such as Eskom Just Energy Transition Project	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B7. In your opinion, what is the most important thing the World Bank Group could do to help increase its effectiveness in South Africa? <i>(Please be specific)</i>	

## SECTION B: DEVELOPMENT PRIORITIES IN SOUTH AFRICA

B8. What is your level of concern for each of the potential impacts of climate change as it affects South Africa?					
		Not concerned at all	A little concerned	Somewhat concerned	Very concerned
1	Forest / bush fires	<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	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	More frequent and severe droughts / heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Effects on public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Air pollution	<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	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Increase in natural disasters (e.g., cyclones)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Increase erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Unsafe drinking water	<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"/>
15	Social dimensions of climate change (e.g., impact of climate change on vulnerable groups, locally led climate actions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

### C1. When thinking about the World Bank Group's role in South Africa, which activity or activities do you VALUE the most? (Choose no more than 2)

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

### To what extent is the World Bank Group an effective development partner in South Africa, 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 World Bank Group staff and experts											<input type="checkbox"/>
<b>C4</b>	Leveraging country systems where appropriate (e.g., procurement, Environment and Social Governance, Environment and Social Framework)											<input type="checkbox"/>
<b>C5</b>	Flexibility when circumstances change											<input type="checkbox"/>
<b>C6</b>	Being a long-term partner											<input type="checkbox"/>

### C7. Which THREE of the following groups should the World Bank Group collaborate with more in South Africa? (Choose no more than 3)

1	National government
2	Provincial government
3	Local government
4	Parliament
5	Regional development banks (e.g., DBSA, NDB, AfDB)
6	Private sector
7	Civil society (e.g., NGOs, CBOs)
8	Other donors and development partners
9	Academia/think tanks/research institutions
10	Media
11	Other (please specify): _____

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

### C8. To what extent is the World Bank Group an effective development partner in South Africa, 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	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Provincial government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Regional development banks (e.g., DBSA, NDB, AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Academia/think tanks/research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

The following questions ask about **the World Bank Group's financial support to South Africa**. If you have NO exposure to, or experience with, the World Bank Group's financing – please respond “Don't know”

### C9. 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	
1	The World Bank Group's financial instruments <b>meet the needs</b> of South Africa (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results).	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The conditions of the World Bank Group's financing <b>are competitive</b> compared to markets.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group <b>insists on accountability</b> 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"/>
4	The World Bank Group provides financial support in a <b>timely</b> manner.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

The following questions ask about **the World Bank Group's advisory services and analytical (knowledge) work in South Africa.**

***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).*

### C10. Have you used the World Bank Group's advisory services and analytics in the past?

1	Yes
2	No
3	Not sure

### C11. To what extent do you agree/disagree with the following statements?

*(If you have NO exposure to, or experience with, the World Bank Group's advisory services and analytical work – please respond "Don't know")*

		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the <b>quality</b> of the World Bank Group's advisory services and analytical work in South Africa.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	The World Bank Group'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 World Bank Group's advisory services and analytical work include <b>appropriate level of stakeholder involvement</b> during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	The World Bank Group brings <b>global expertise</b> to South Africa as part of its advisory services and analytical work.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	The World Bank Group's analytical products are <b>adequately disseminated</b>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	The World Bank Group's advice and recommendations are <b>tailored</b> to South Africa's context.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	I <b>anticipate using</b> the World Bank Group's advisory services and analytical work <b>in the future</b> .	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 South Africa? (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 (e.g., Facebook, Twitter, LinkedIn)	9	Direct messaging (e.g., WhatsApp, SMS, Telegram)
5	Research papers / Official statistics	10	Other (please specify): _____

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

1	e-Newsletters	7	Direct messaging (e.g., WhatsApp, SMS, Telegram)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	8	Event/conference/ seminar/workshop (in person or online)
3	Blogs	9	Interviews and press conferences
4	Social media (e.g., Facebook, Twitter, LinkedIn)	10	Broadcast media (radio & TV)
5	Podcasts	11	Other (please specify): _____
6	Website		

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

1	Yes
2	No

### D4. 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	World Bank Group Website
6	Social media
7	Direct contact with World Bank Group 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. On what social media or messaging 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. What topics were included in what you saw or heard? (Check all that apply)

1	World Bank Group work or research on <b>climate change</b> (mitigation, adaptation)
2	World Bank Group work or research on <b>food insecurity</b>
3	World Bank Group work to provide <b>debt relief</b> for developing countries
4	World Bank Group <b>global economic forecasts</b>
5	World Bank Group research or work in support <b>urban development, service delivery, and infrastructure</b>
6	World Bank Group work or research on <b>energy</b> (increasing energy supply, reducing dependence of fossil fuels, just transition)
7	World Bank Group work or research on <b>human capital</b> (improving health care, nutrition, education, social protection, jobs and skills)
8	World Bank Group work or research to improve <b>gender equity</b> and empowerment of women and girls
9	World Bank Group work or research on <b>pandemic prevention, preparedness, and response</b>
10	World Bank Group work or research on <b>the environment</b> (conservation, biodiversity economy, recycling)
11	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	The World Bank Group helps address <b>the current food crisis</b> and enables greater preparedness <b>to future food security crises</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The World Bank Group supports countries to ensure transition to more <b>diversified and cleaner sources of energy</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group helps countries <b>boost climate resilience</b> and mitigate the effects of <b>climate challenge</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group is committed to comprehensive <b>debt solutions</b> that bring significant benefits to people in poor countries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The World Bank Group supports countries to strengthen their <b>human capital</b> through improving health care, nutrition, education, jobs, and skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Bank Group is improving <b>gender equity</b> and inclusion for <b>women and girls</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	World Bank Group supports South Africa to improve <b>urban management, infrastructure, and service delivery</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	World Bank Group helps improve South Africa's natural <b>environment</b> through support for conservation, biodiversity, and recycling projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The World Bank Group supports South Africa to address the health impacts of the <b>COVID-19 pandemic and increase vaccination rates</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



## SECTION D: COMMUNICATION AND INFORMATION SHARING

**D8. Over the past SIX MONTHS, how often did you engage with the World Bank Group in any of the following ways?**

		Every few <b>DAYS</b>	Every few <b>WEEKS</b>	Every few <b>MONTHS</b>	Not at all
1	Read or heard a story about the World Bank Group 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 World Bank Group in international media (newspaper, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Read a World Bank Group post / tweet on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a World Bank Group website (e.g., read a blog, used its data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended a World Bank Group 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 World Bank Group research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Had an exchange with World Bank Group staff, in person, virtually, or by phone/email/text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Read a World Bank Group 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, Nutrition, and Population	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
3	Non-binary
4	Prefer not to disclose

### E4. What's your age?

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

<b>E5. Which best represents your geographic location?</b>	
1	Northern Cape
2	Western Cape
3	North West
4	KwaZulu-Natal
5	Gauteng
6	Limpopo
7	Mpumalanga
8	Eastern Cape
9	Free State

**Thank you for completing this survey!**