



CountryOpinionSurveys

FY 2023 Cabo Verde Country Opinion Survey Report

Acknowledgements

Cabo Verde Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Cabo Verde perceive the WBG. The survey explored the following questions:

- 1. Overall Context:** How familiar are they with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Cabo Verde's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Communication and Outreach:** What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?
- 6. Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?



Methodology Overview

■ Fielded May 2023 through August 2023

- 266 potential participants were invited to complete a mostly quantitative survey
- Respondents completed the questionnaires online
- The list of names was provided by the WBG country team
- Process managed on the ground by an independent fielding consultant
- The online survey platform was monitored and managed by the COS team

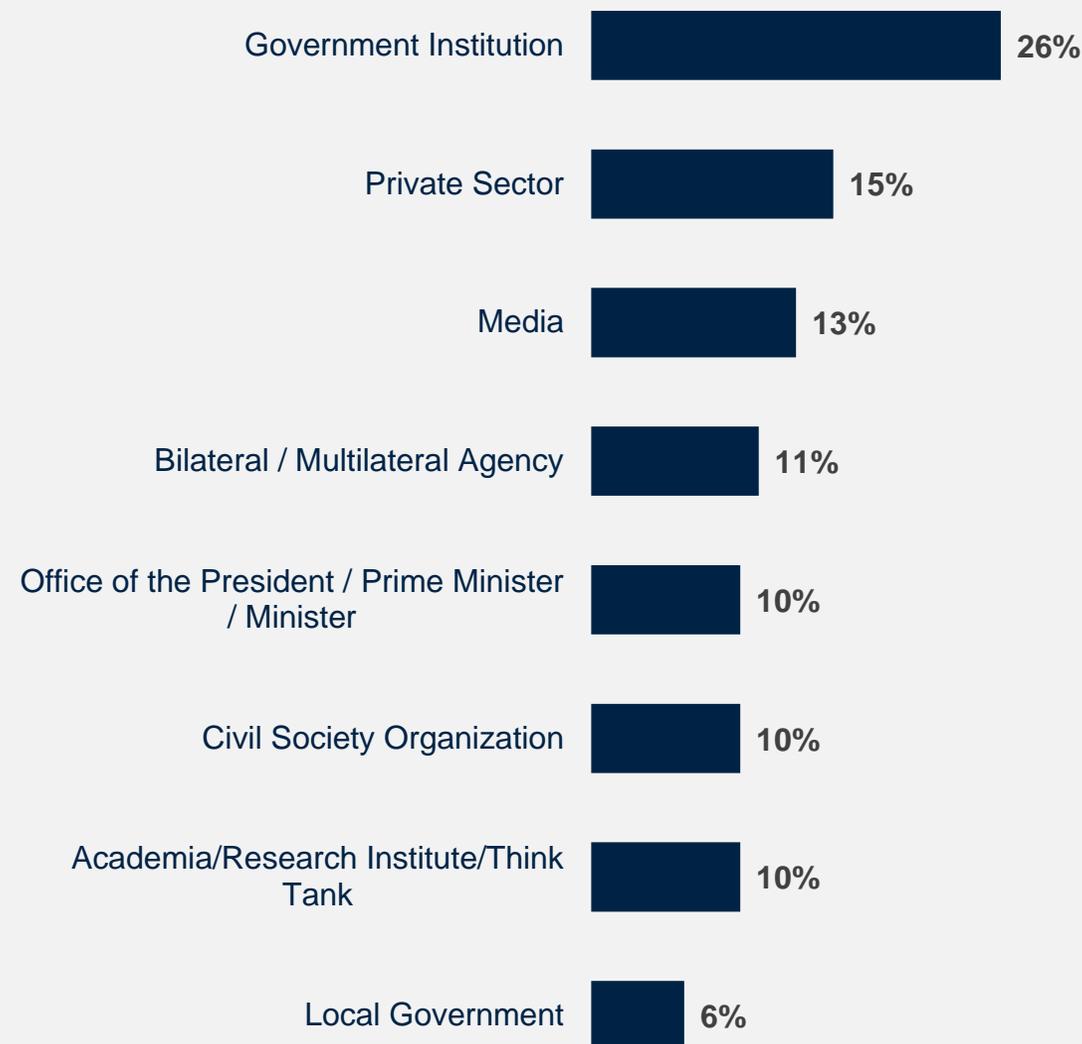
■ 84 participants (32% response rate)

- 30% currently collaborate with the WBG

■ Compared to FY20 Country Survey

- 141 participants (42% response rate)
- Respondents completed the questionnaire face to face with a representative, received the questionnaire via email, and returned it accordingly, or they filled out the online questionnaire.
- 26% collaborated with the WBG

Click [here](#) for details of the Sample Demographics and Methodology



Which of the following best describes your current affiliation?
(Select only 1 response) (Percentage of Respondents, N=84)

Overall Context



Familiarity with the World Bank Varied Across Stakeholder Groups

- **Year comparison:** Respondents in this year’s Country Survey reported statistically similar levels of familiarity with the WBG as in FY20:

Mean familiarity: **FY23 = 6.3**
 FY20 = 6.8

- **Collaboration with the WBG:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the institution’s work:

Mean familiarity: **Collaborate with WBG = 7.6**
 Do not collaborate = 5.8

- **Stakeholder Analysis:** Respondents from the Office of the President / Prime Minister / Minister reported the highest levels of familiarity (mean = 7.9), whereas civil society respondents indicated significantly lower levels of familiarity (mean = 3.4).



Note: Government Organizations included respondents from the Office of the President, Prime Minister, Minister, government institutions, and local government offices. Non-government Organizations included respondents from Bilateral or Multilateral Agencies, civil society organizations, the private sector, and academia.
 No respondents were from Office of a Parliamentarian (National Assembly, Legislative body)

 How familiar are you with the work of the World Bank Group in Cabo Verde?
 Scale: 1 Not familiar at all – 10 Extremely familiar (N=84)
 Significantly different between stakeholder groups

The World Bank is Among Top Trusted Institutions in Cabo Verde

While bilateral and international organizations, along with the UN were considered the most trusted institutions in Cabo Verde, the WBG followed closely. Stakeholders reported significantly lower levels of trust in the domestic civil society, domestic private sector, and domestic media.

- Of note, ratings of trust for all institutions were significantly higher in FY23 than in the FY20 survey, except for the national government.



Overall Attitudes toward the World Bank Group

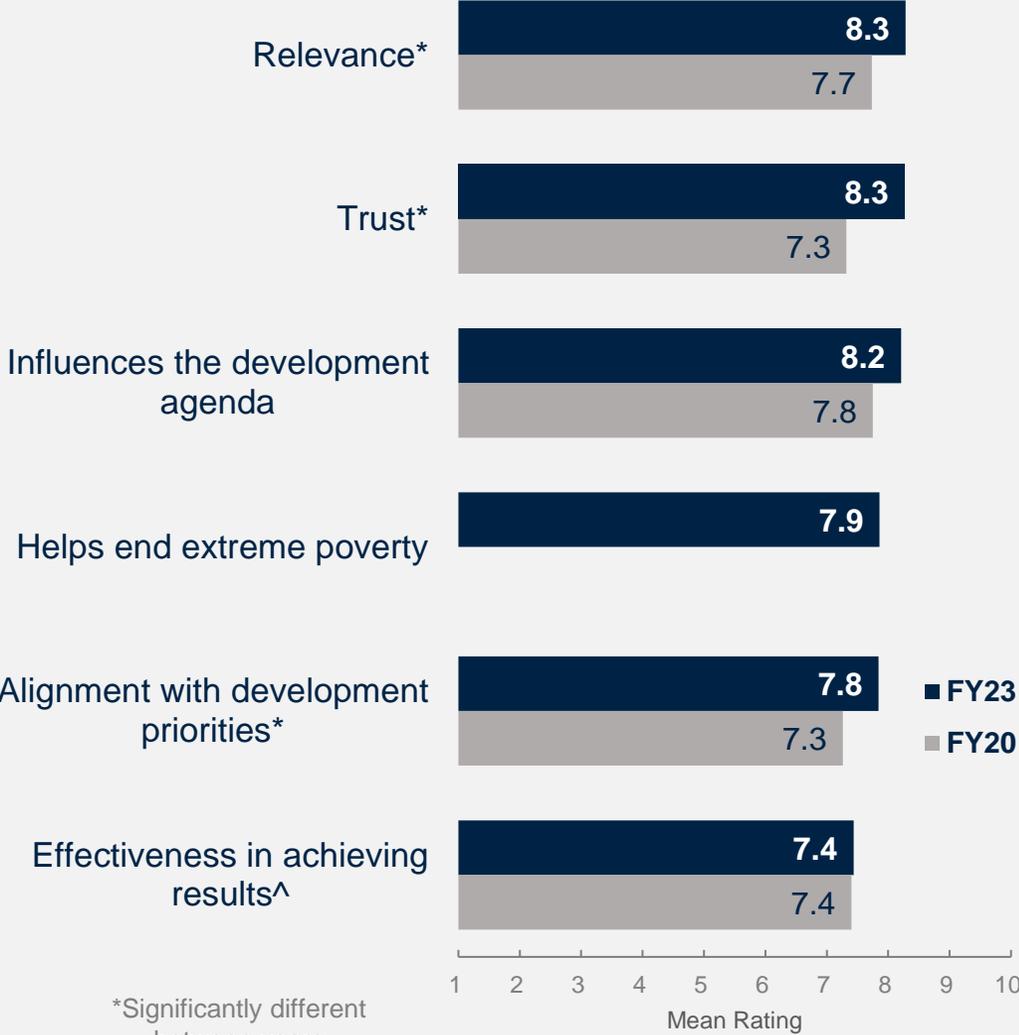


Key Performance Indicators Improved Compared to FY20

In FY23, there was not only an increase in the trust levels towards the WBG, but stakeholders also perceived a significant improvement in the WBG’s **relevance** to the country’s needs over the past three years. Ratings of the WBG’s **alignment** with the development priorities in Cabo Verde have also increased significantly compared to FY20.



The WBG currently plays a relevant role in the development of Cabo Verde.
 Scale: 1 Strongly disagree – 10 Strongly agree
 To what extent do you trust the WBG to do what is right?
 Scale: 1 To no degree at all – 10 To a very significant degree
 To what extent does the WBG influence the development agenda in Cabo Verde?
 Scale: 1 To no degree at all – 10 To a very significant degree
 The World Bank Group’s work helps end extreme poverty in Cabo Verde.
 Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG’s work is aligned with what I consider the development priorities for Cabo Verde. Scale: 1 Strongly disagree – 10 Strongly agree
 How effective has the WBG been in achieving development results in Cabo Verde?
 Scale: 1 Not effective at all – 10 Very effective
 ^Compared to a mean score of the two questions asked in FY20: "Overall, please rate your impression of the WBG’s effectiveness in Cabo Verde.
 Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG’s work help to achieve development results in Cabo Verde?
 Scale: 1 To no degree at all – 10 To a very significant degree



Government Stakeholders Reported More Positive Perceptions of WBG's Key Performance

Respondents from government institutions reported significantly higher levels of **trust** in the WBG and had significantly higher ratings of the WBG's **relevance**, its **alignment** with the development priorities, and **effectiveness** in achieving results on the ground. In contrast, respondents from non-government organizations gave significantly lower ratings.



The WBG currently plays a relevant role in the development of Cabo Verde

Scale: 1 Strongly disagree – 10 Strongly agree

To what extent do you trust the WBG to do what is right?

Scale: 1 To no degree at all – 10 To a very significant degree

The World Bank Group's work helps end extreme poverty in Cabo Verde.

Scale: 1 Strongly disagree – 10 Strongly agree

The WBG's work is aligned with what I consider the development priorities for Cabo Verde. Scale: 1 Strongly disagree – 10 Strongly agree

To what extent does the WBG influence the development agenda in Cabo Verde?

Scale: 1 To no degree at all – 10 To a very significant degree

How effective has the WBG been in achieving development results in Cabo Verde?

Scale: 1 Not effective at all – 10 Very effective



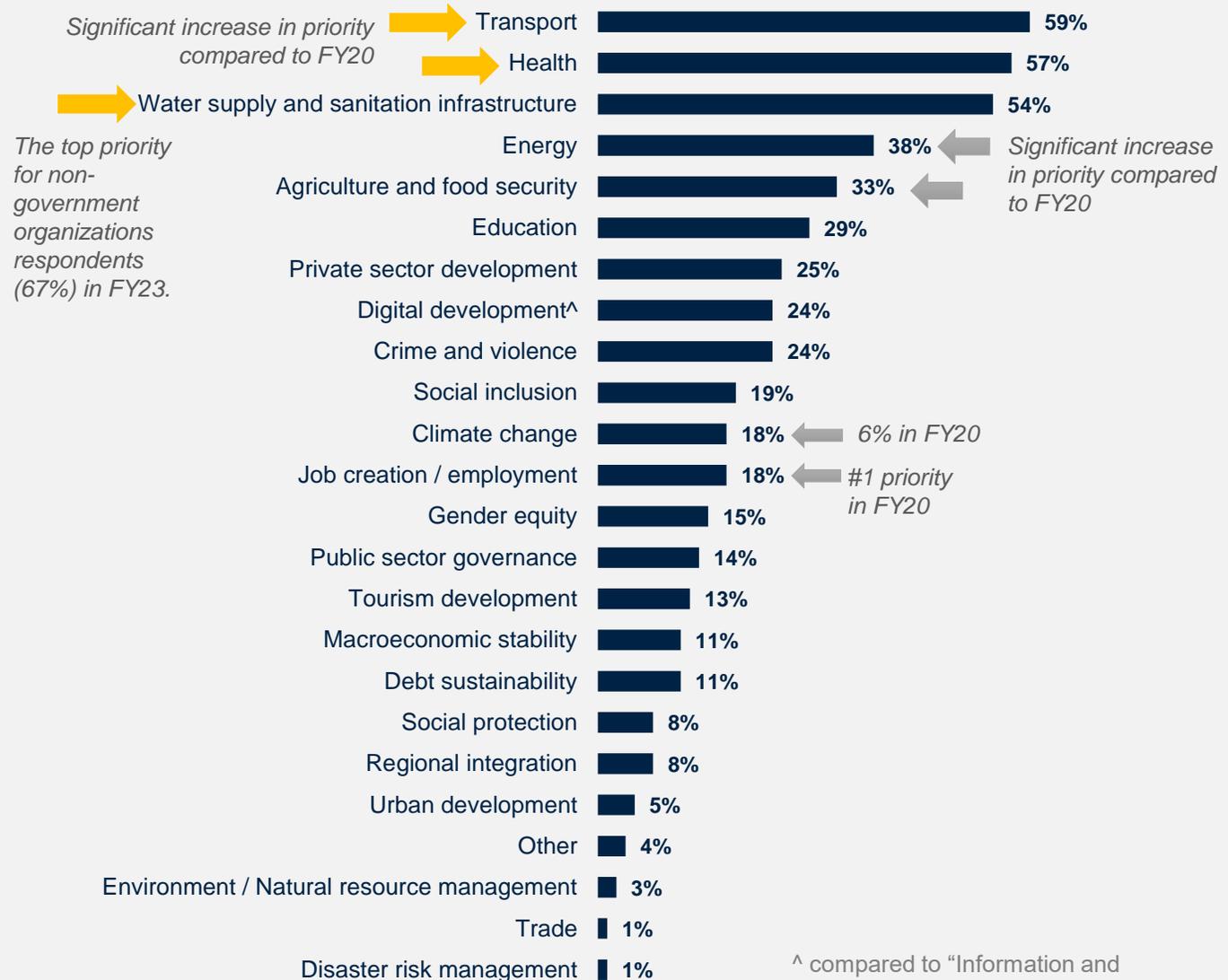
World Bank's Support in Development Areas



Development Areas for WBG Focus

Transport, health, water supply and sanitation infrastructure were identified as the top areas where stakeholders would like the WBG to focus its resources. In addition, the percentages of respondents emphasizing the importance of WBG support in these top sectors have increased significantly compared to FY20 (FY20 = 21%, 13%, and 19%, respectively).

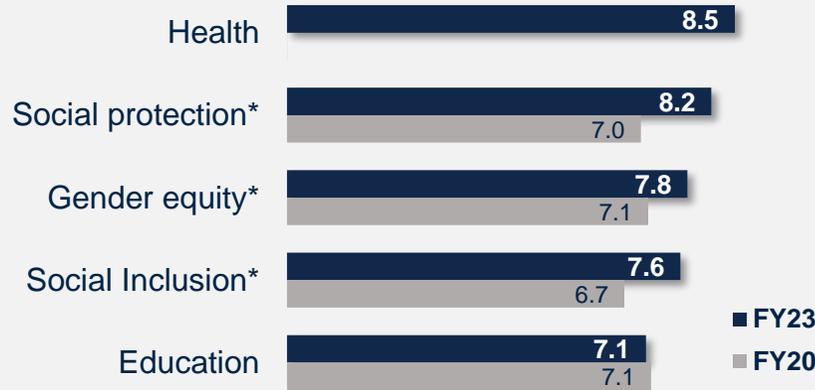
Of note, the percentages of stakeholders emphasizing **energy, agriculture, and climate change** as key priorities have also increased substantially, rising from 7%, 15%, and 6%, respectively, in FY20.



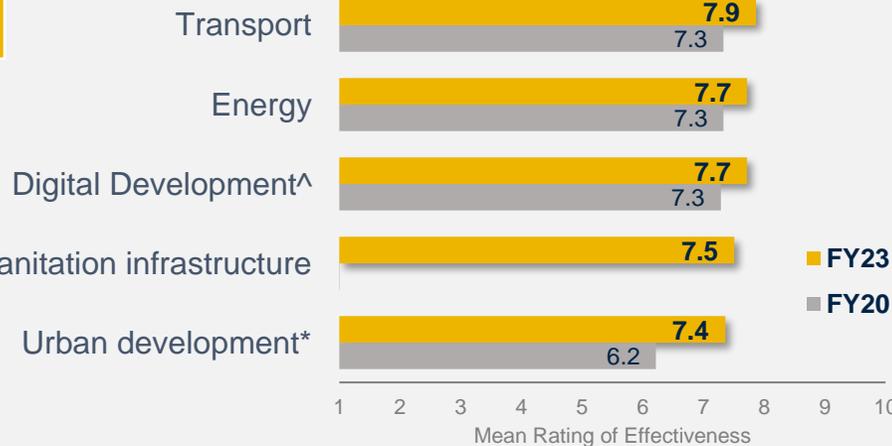
Effectiveness of WBG's Support in Sectoral Areas

The WBG's work in **health** received the highest ratings of effectiveness across sectoral areas in Cabo Verde. Ratings of the WBG's work in several sectors significantly increased this year compared to FY20.

Human Development

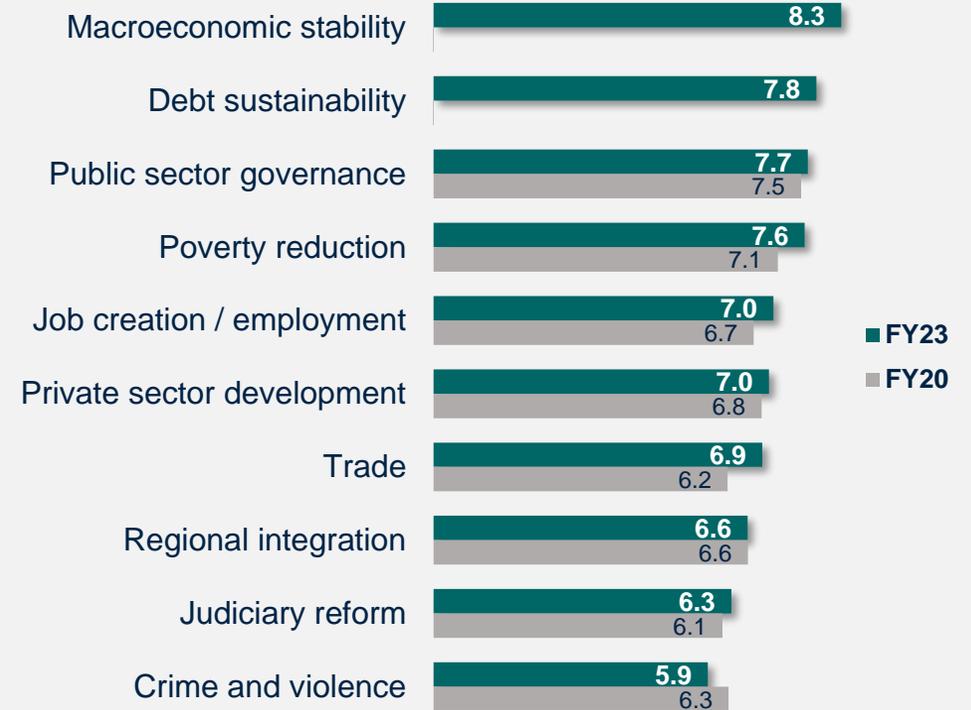


Infrastructure

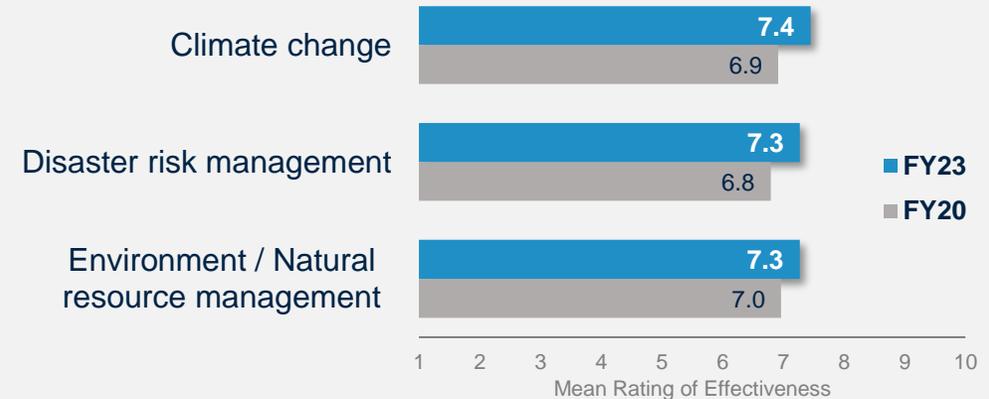


*Significantly different between years

Finance / Institutions / Economic Growth



Environmental Sustainability



How **effective** do you believe the WBG is in terms of the work it does in the following areas of development in Cabo Verde? Scale: 1 Not effective at all – 10 Very effective (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”) ^ compared to “Information and communications technology” in FY20.

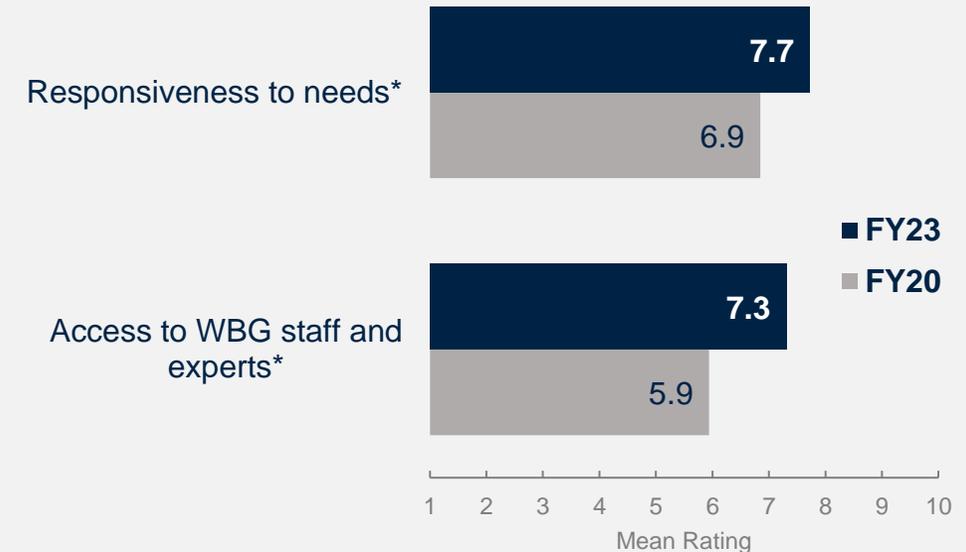
World Bank Group's Work and Engagement on the Ground



Perceptions of WBG Responsiveness and Accessibility Improved

In FY23, respondents reported significantly more positive perceptions of the WBG's **responsiveness to country needs** and **accessibility of WBG staff and experts** than in FY20.

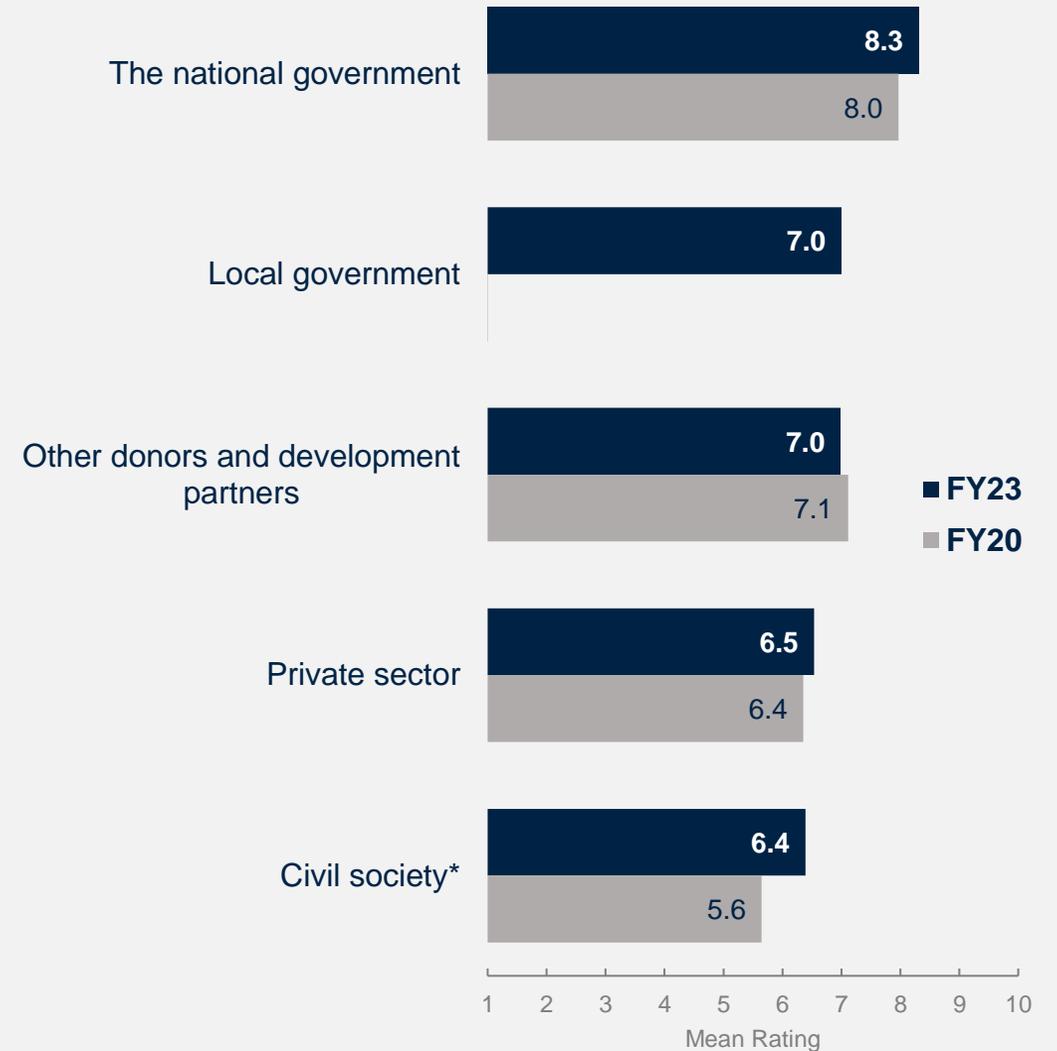
- Respondents from government organizations gave significantly higher ratings for the WBG's responsiveness to needs and accessibility to WBG staff (mean = 8.6 and 8.0) compared to non-government organizations respondents (mean = 7.1 and 6.8).



The WBG is Seen as Effective Development Partner

The WBG's collaboration with the national government received the highest ratings from respondents, consistent with FY20.

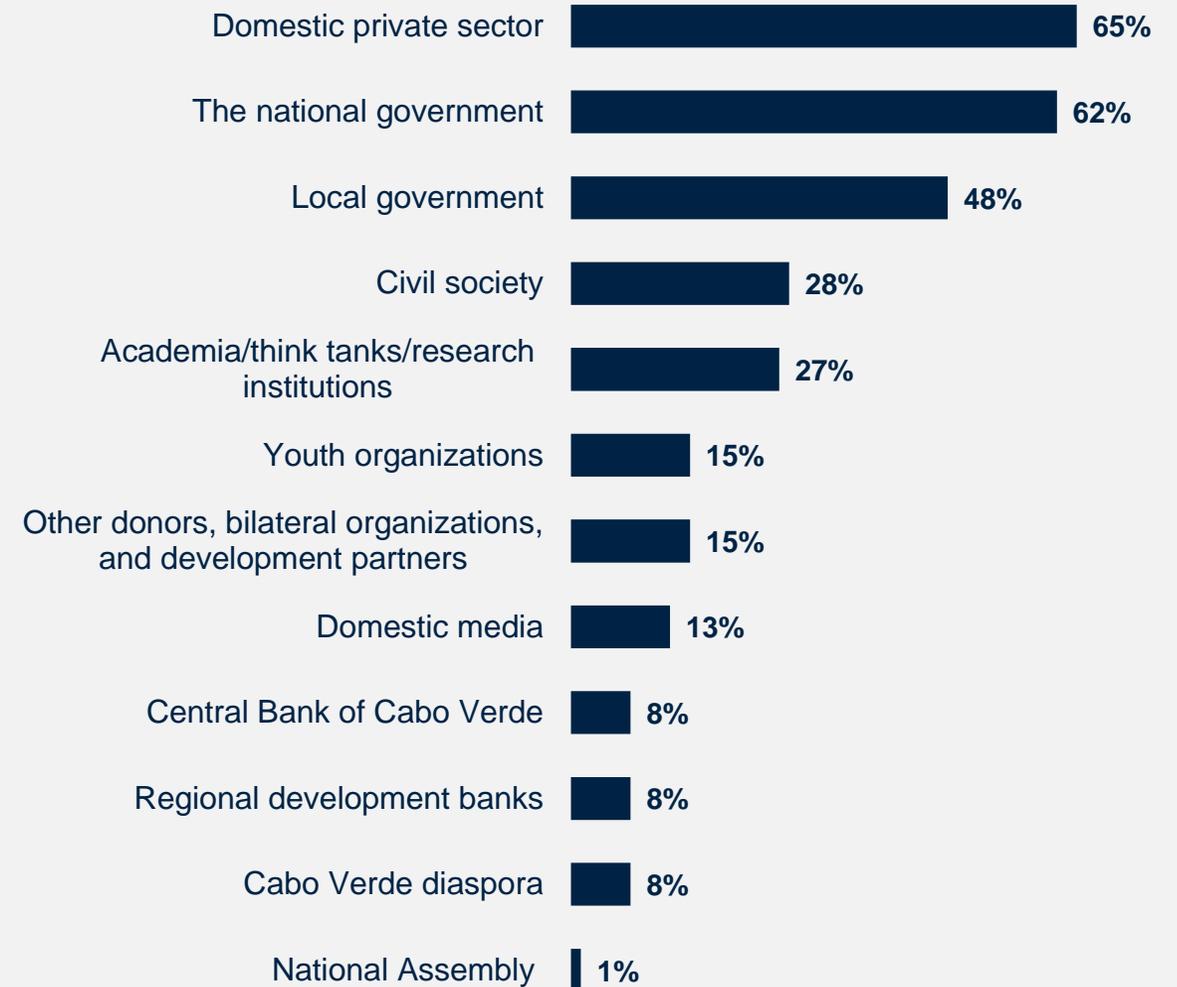
In FY23, respondents perceived the WBG as collaborating significantly more effectively with **civil society** than in FY20.



Stakeholders Want the Bank to Collaborate More with the Domestic Private Sector

Respondents in this year's survey indicated that the WBG should collaborate more with **the domestic private sector** and **the national government**.

Stakeholders also prioritize increased collaboration with the **local government** (48% in FY23 compared to 25% in FY20).



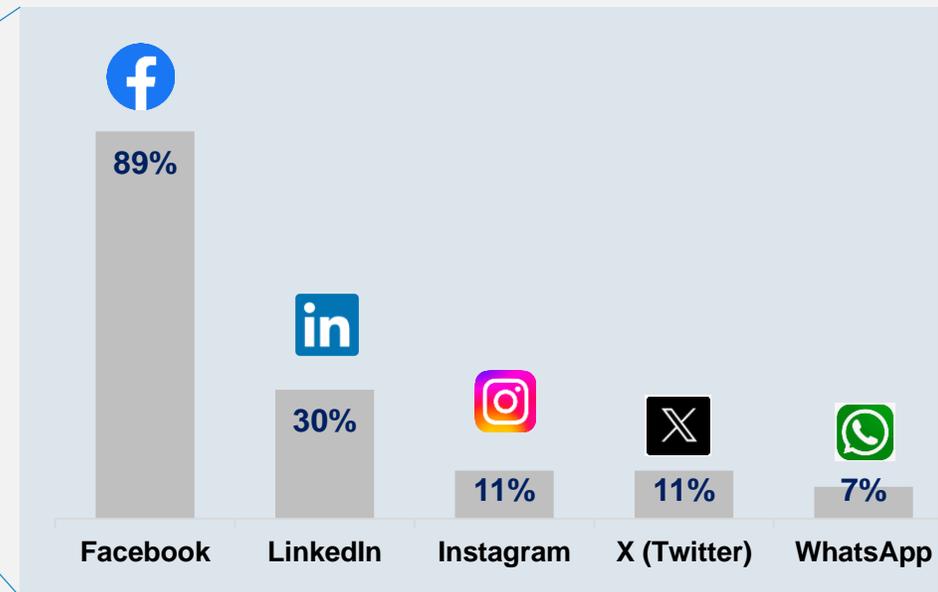
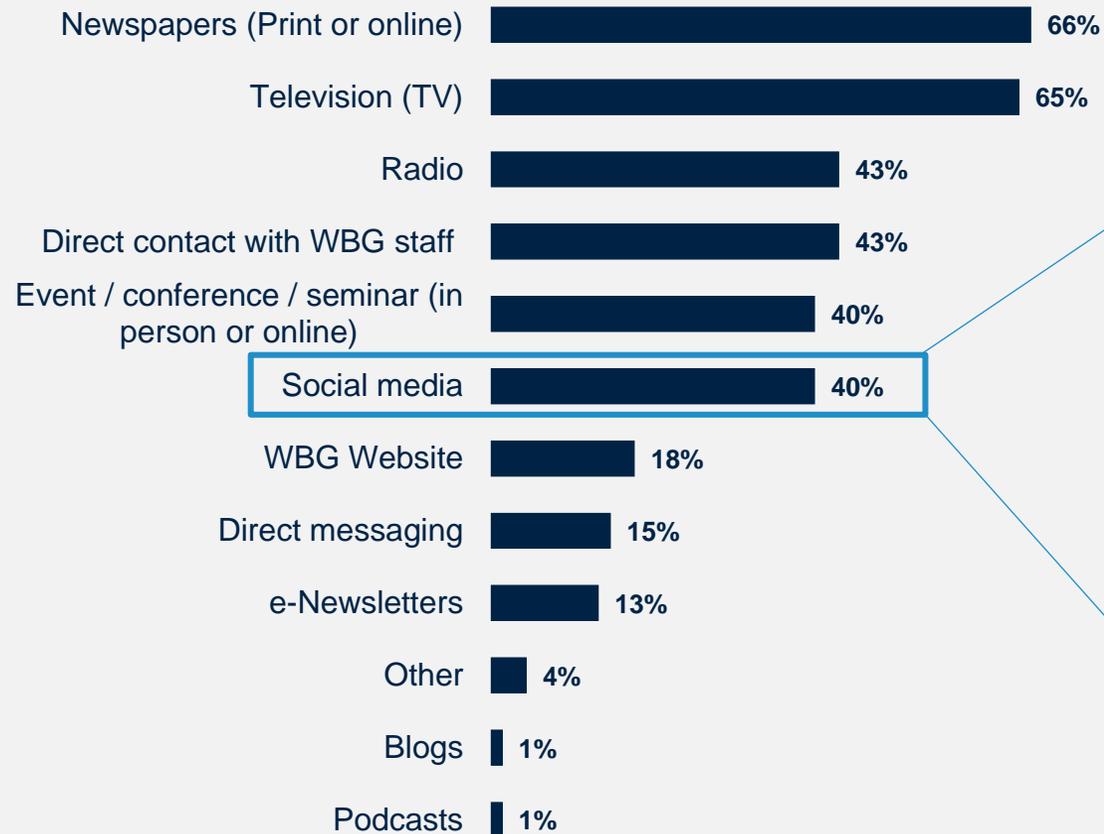
Communication and Outreach



Nearly 9 in 10 Respondents Engaged with the WBG in the Last 30 Days

86% of respondents recalled hearing or seeing something about the WBG in the last 30 days.

About two-thirds of respondents reported obtaining this information through **newspapers** and **television**. Among respondents who selected “Social media”, the most used platform was **Facebook**.



Do you recall seeing or hearing anything about the WBG in the last 30 days? (N=79)
 Where do you recall seeing or hearing this information? (Check all that apply) (Percentage of Respondents, N=68)
 What social media platforms do you recall seeing this information on? (Check all that apply) (Percentage of Respondents, N=27)

The WBG's Global Economic Forecasts were Most Commonly Recalled by Stakeholders

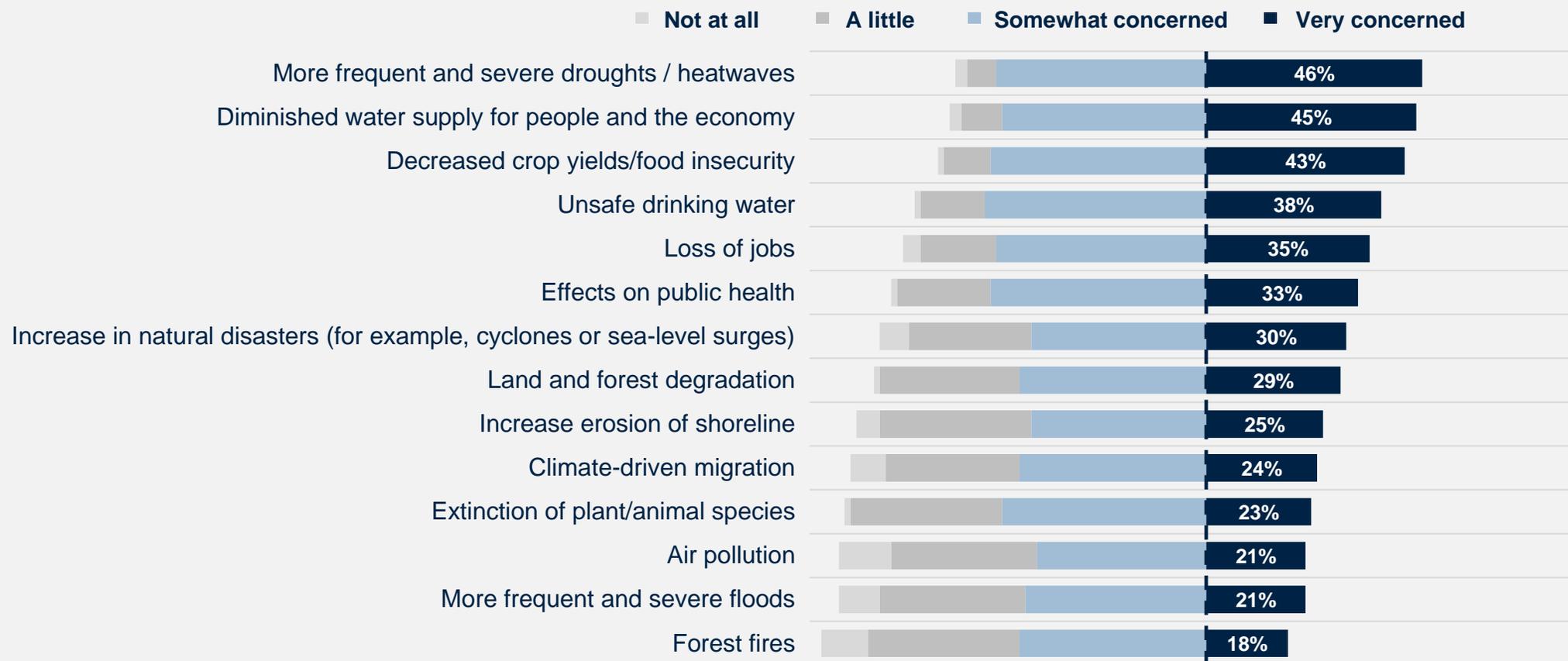
Respondents most frequently recalled seeing/hearing information about the WBG's **global economic forecasts** and its work to help **alleviate the impacts of the COVID-19 pandemic** and **debt relief**, followed by the WBG's work and research related to **climate change** and **human capital**.

The World Bank Group's...



Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns

Approximately half of respondents were very concerned about **more frequent and severe droughts / heatwaves** when it comes to the potential impacts of climate change in Cabo Verde. They were also very concerned about **diminished water supply** and **decreased crop yields / food insecurity**. These key areas of concern should be taken into consideration to make communications about climate change more impactful in Cabo Verde.

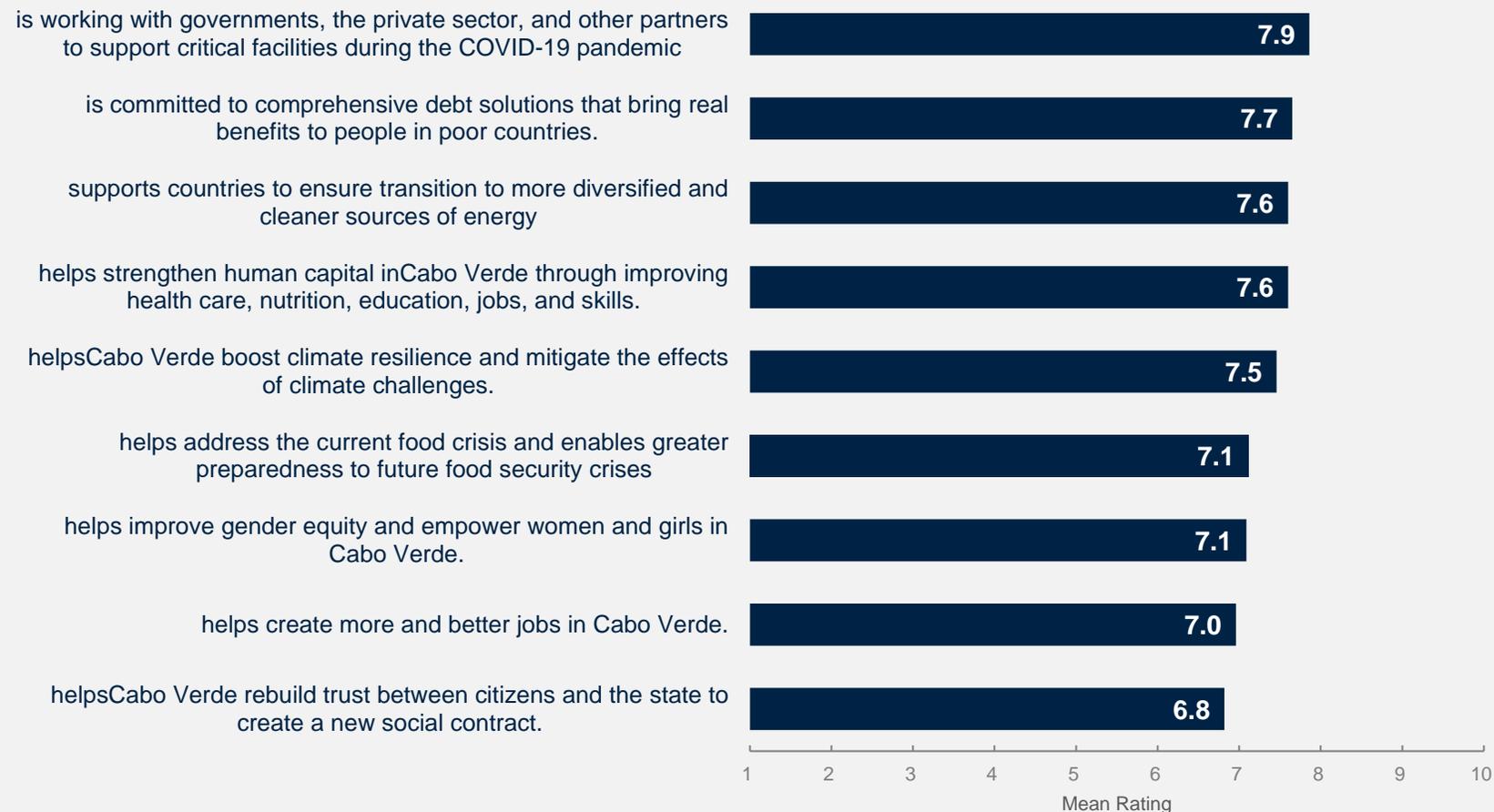


What is your level of concern for each of the potential impacts of climate change as it affects your country? (Percentage of Respondents, N = 80)

Message Recall

In terms of the WBG's key messages, respondents reported the highest levels of agreement with the statement that the WBG is **working with government, private sector, and other partners to support critical facilities during the COVID-19 pandemic.**

The World Bank Group...

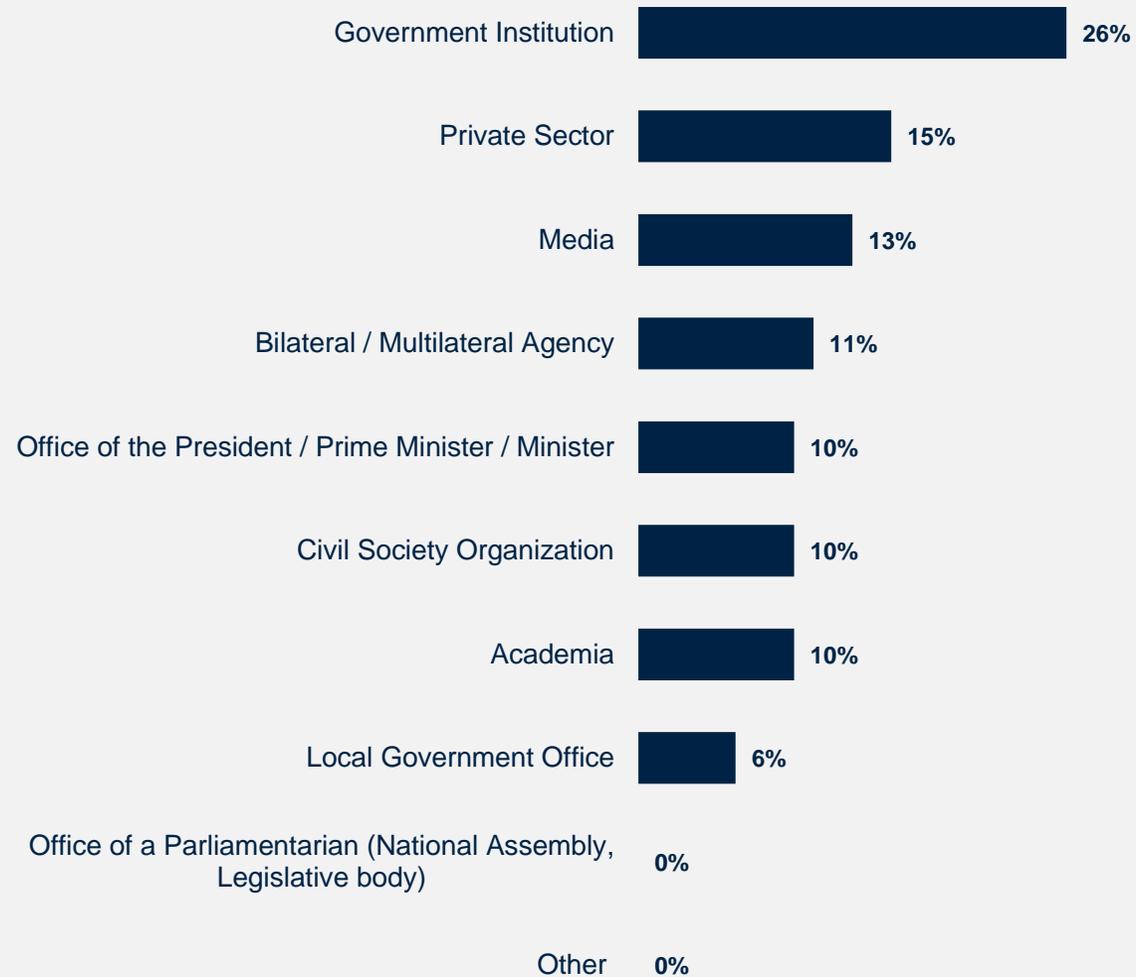


Sample Demographics and Detailed Methodology



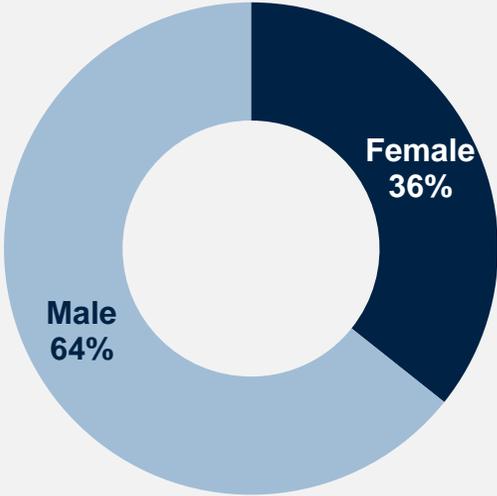
Sample Demographics

Which of the following best describes your current affiliation? (N=84)

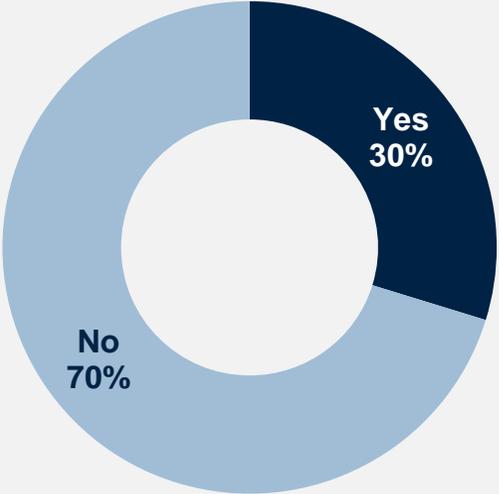


Sample Demographics

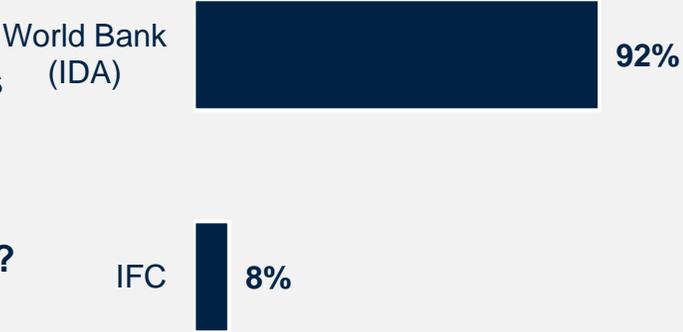
What's your gender?
(N=84)



Currently, do you professionally collaborate/ work with the WBG in your country? (N=84)



Which of the following agencies of the WBG do you primarily collaborate/work with in Cabo Verde? (N=25)



Detailed Methodology

From **May 2023 to August 2023**, a total of **266** stakeholders of the WBG in Cabo Verde were invited to provide their opinions about the WBG’s work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the Office of the President, Prime Minister, Minister, Office of a Parliamentarian (National Assembly, Legislative body), Government Institutions, Local Governments, Bilateral/ Multilateral Agencies, Private Sector, Civil Society, Academia, and the Media.

A total of **84 stakeholders participated in the survey (32% response rate)**. Respondents completed the questionnaire via an online platform.

The results of this year’s survey were compared to the FY20 COS Survey with a response rate of 42% (N=141).

Comparing responses across Country Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, 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. Additionally, this year, the COS project utilized the Pulse Survey format, which is a shorter version conducted online by the COS team. The list of respondents was identified and provided solely by the country team, which indicates a shift in the stakeholder composition compared to FY20. In the previous survey, up to 20% of the respondents were provided by a local fielding agency. These differences in stakeholder composition between the two years should be taken into consideration when interpreting the results of the past-year comparison analyses.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Cabo Verde COS FY23 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2020	FY 2023
Government Principals: Office of the President, Prime Minister, Minister; Office of a Parliamentarian (National Assembly, Legislative body)	12%	10%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	27%	26%
Local Government	3%	6%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	11%	11%
Civil Society: NGOs, Community-Based Organization, Private Foundation, Professional / Trade Association, Faith-Based Group, Youth Group	8%	10%
Private Sector: Private Company, Financial Sector Organization, Private Bank	11%	15%
Academia/Research Institute/Think Tank	15%	10%
Media	5%	13%
Other	8%	0%
Total Number of Respondents	135	84

Indicator Questions

A1_3. To what extent do you trust the World Bank Group to do what is right? Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)

A2. How effective has the World Bank Group been in achieving development results in Cabo Verde?

A3. The World Bank Group currently plays a relevant role in development in Cabo Verde, Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)

A4. The World Bank Group's work is aligned with what I consider the development priorities for Cabo Verde, Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)

A6. To what extent does the World Bank Group influence the development agenda in Cabo Verde? Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)

A7. How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? Scale: 1-10 (1: Not significant at all – 10: Very significant)

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

B1. Responsiveness to needs, B2. Access to WBG staff and experts,

To what extent is the WBG an effective development partner in Cabo Verde, in terms of collaborating with the following groups: – Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)

B3. Collaboration with the national government

B4. Collaboration with the private sector

B5. Collaboration with civil society

B6. Collaboration with other donor and development partners

Note: Corporate Score Cabo Verde questions are highlighted in **RED**





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Thank you

*For more information about this report
or the Country Opinion Survey program,
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