



Country Opinion Surveys

FY 2023 São Tomé and Príncipe Country Opinion Survey Report

Acknowledgements

The São Tomé and Príncipe (STP) 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 São Tomé and Príncipe perceive the WBG. The survey explored the following questions:

- 1. Overall Context:** How do stakeholders perceive the country's direction? How familiar are they with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinions do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with São Tomé and Príncipe'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 four years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** What do key stakeholders value the most and the least when it comes to the WBG's work in São Tomé and Príncipe? How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions to improve WBG's effectiveness?
- 6. 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?
- 7. 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 April 2023 through May 2023

- 243 potential participants were asked to complete a mostly quantitative survey
- Respondents completed the questionnaire online, via email, or they received the questionnaire by courier and returned it accordingly
- A list of names was provided by the WBG country team and supplemented by the fielding agency
- Process managed on the ground by an independent fielding agency

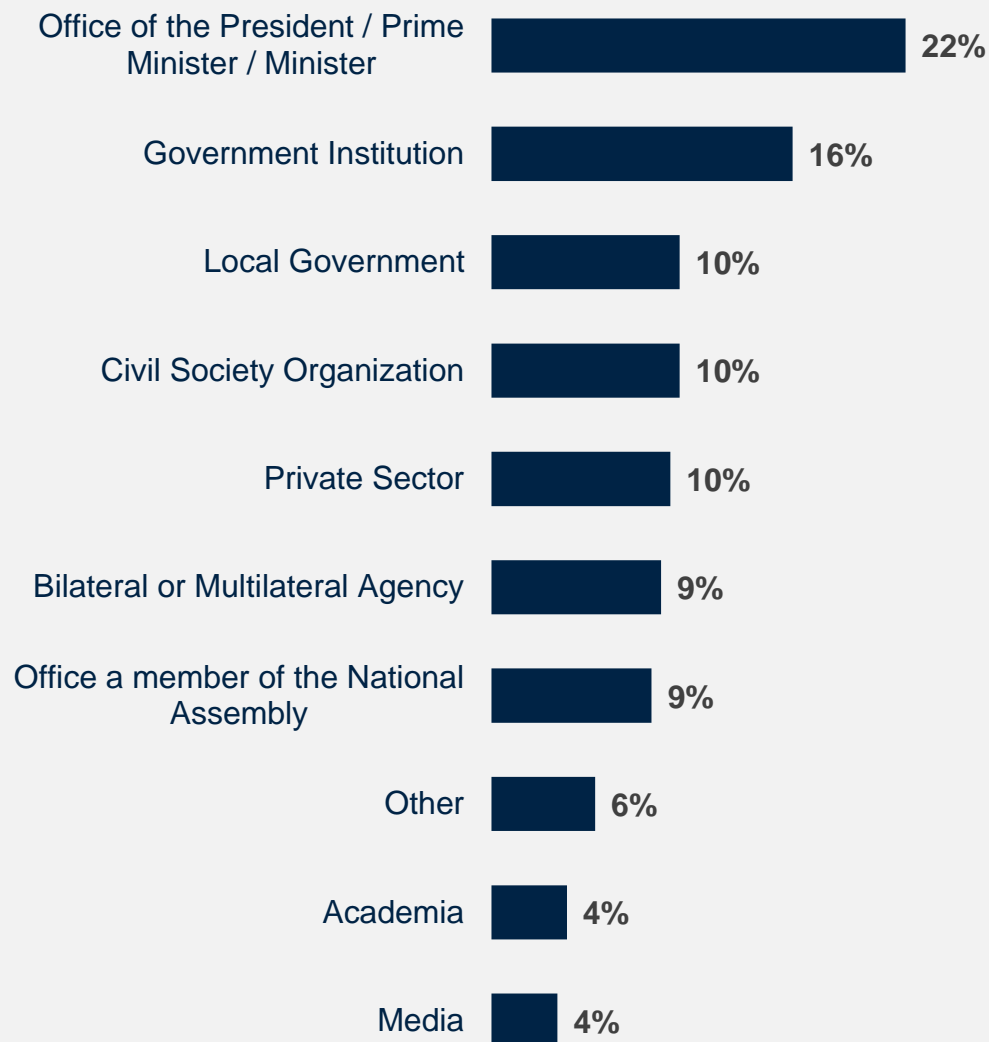
■ 202 participants (83% response rate)

- 91% from São Tomé
- 15% currently collaborate with the WBG

■ Compared to FY19 Country Survey

- 351 participants (95% response rate)
- Surveys completed with a representative from a local fielding agency
- 20% collaborated with the WBG

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



Overall Context

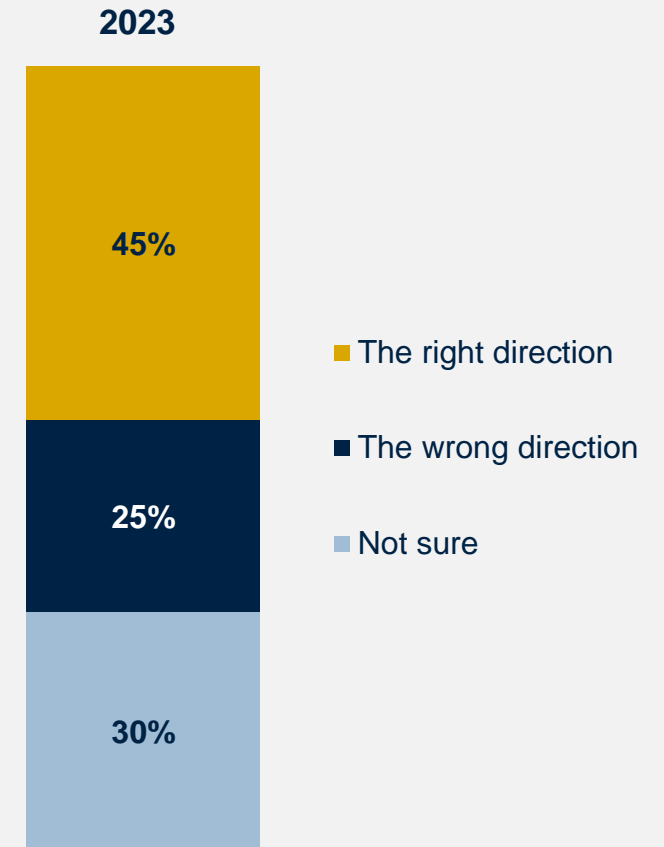


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Respondents are Split over the Country's General Direction

Just under half of the respondents in STP believe that the country is headed in the right direction. A quarter of respondents indicated that the country is headed in the wrong direction.

- **Respondents in STP express more uncertainty this year.** By comparison, in the FY19 Country Survey, about two-thirds of respondents indicated that they were “very optimistic” (15%) or “somewhat optimistic” (50%) about the future, and only 10% were not sure.



Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey reported the same level of familiarity with the WBG as in FY19:

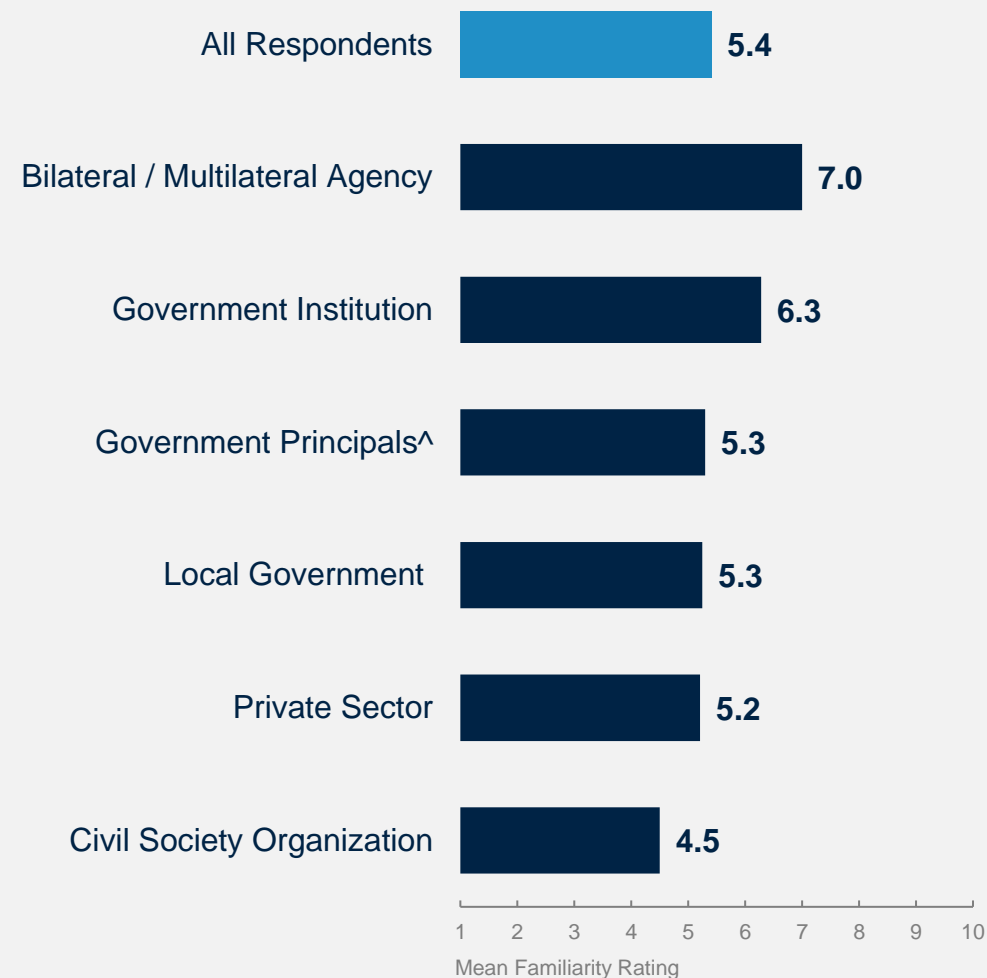
Mean familiarity: **FY23 = 5.4**

FY19 = 5.4

- **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 = 7.2**

Do not collaborate = 5.1



The World Bank Group is among the Most Trusted Institutions in São Tomé and Príncipe

Respondents gave the highest ratings of trust for the UN and the WBG, followed by the regional development banks and the IMF. The National Assembly, the media, and local governments in STP were considered significantly less trusted among the institutions on the list.

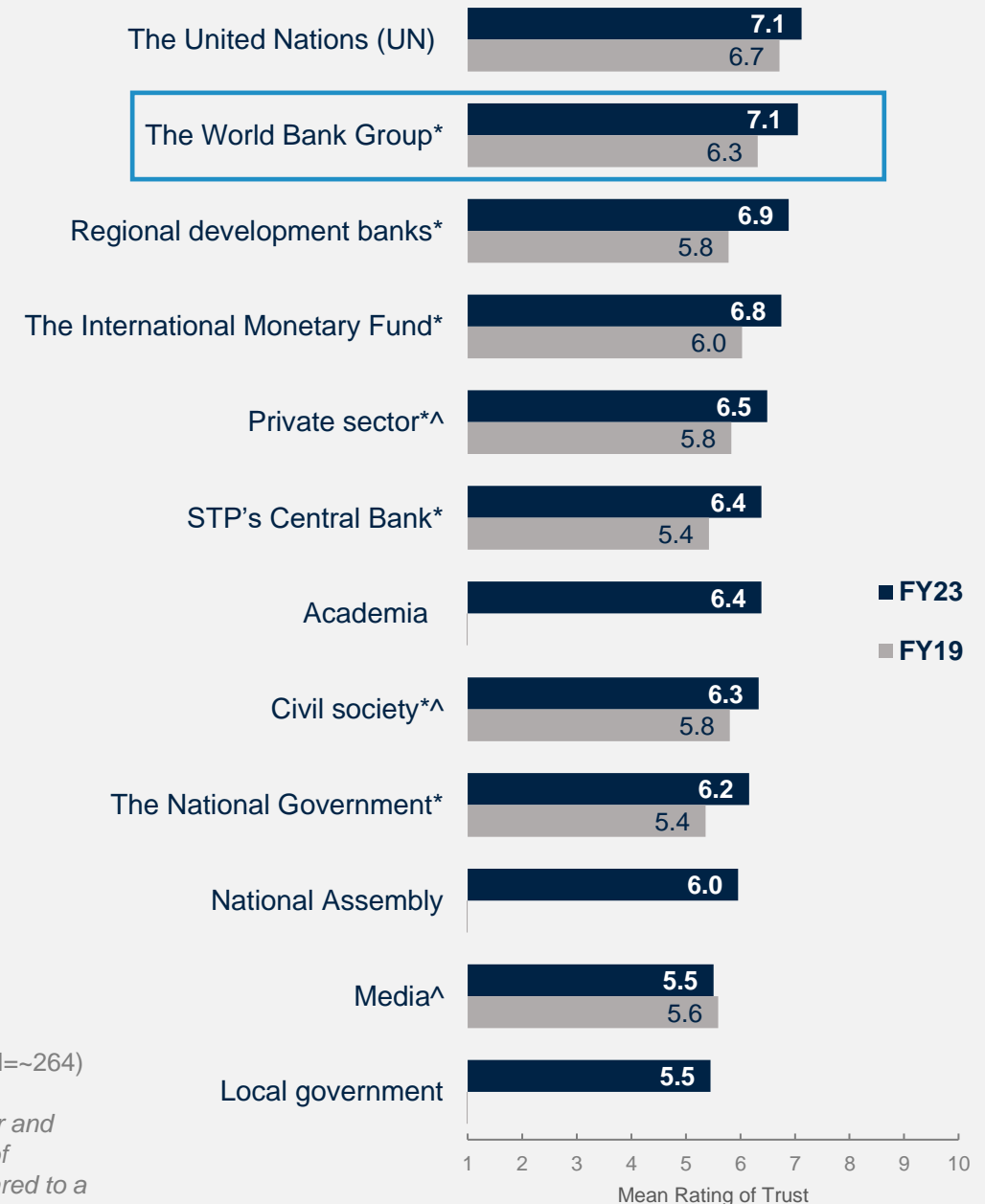
- Ratings of trust in the WBG, regional development banks, the IMF, the private sector, the STP's Central Bank, civil society, and the national government were significantly higher in FY23 than in the FY19 survey.
- In FY23, respondents from the local government reported the highest levels of trust in the WBG (mean = 8.1), while respondents from the private sector and civil society had lower levels of trust in the WBG (mean = 6.4 and 6.6, respectively).



To what extent do you trust each of the following groups to do what is right?
Scale: 1 To no degree at all – 10 To a very significant degree (FY23 N=~159; FY19 N=~264)

*Significantly different between years

^ The private sector was compared to a mean score of the international private sector and domestic private sector asked in FY19; civil society was compared to a mean score of international civil society and domestic civil society asked in FY19; media was compared to a mean score of domestic traditional media and their web presence, international media and their web presence, and web-based media.



Overall Attitudes toward the World Bank Group



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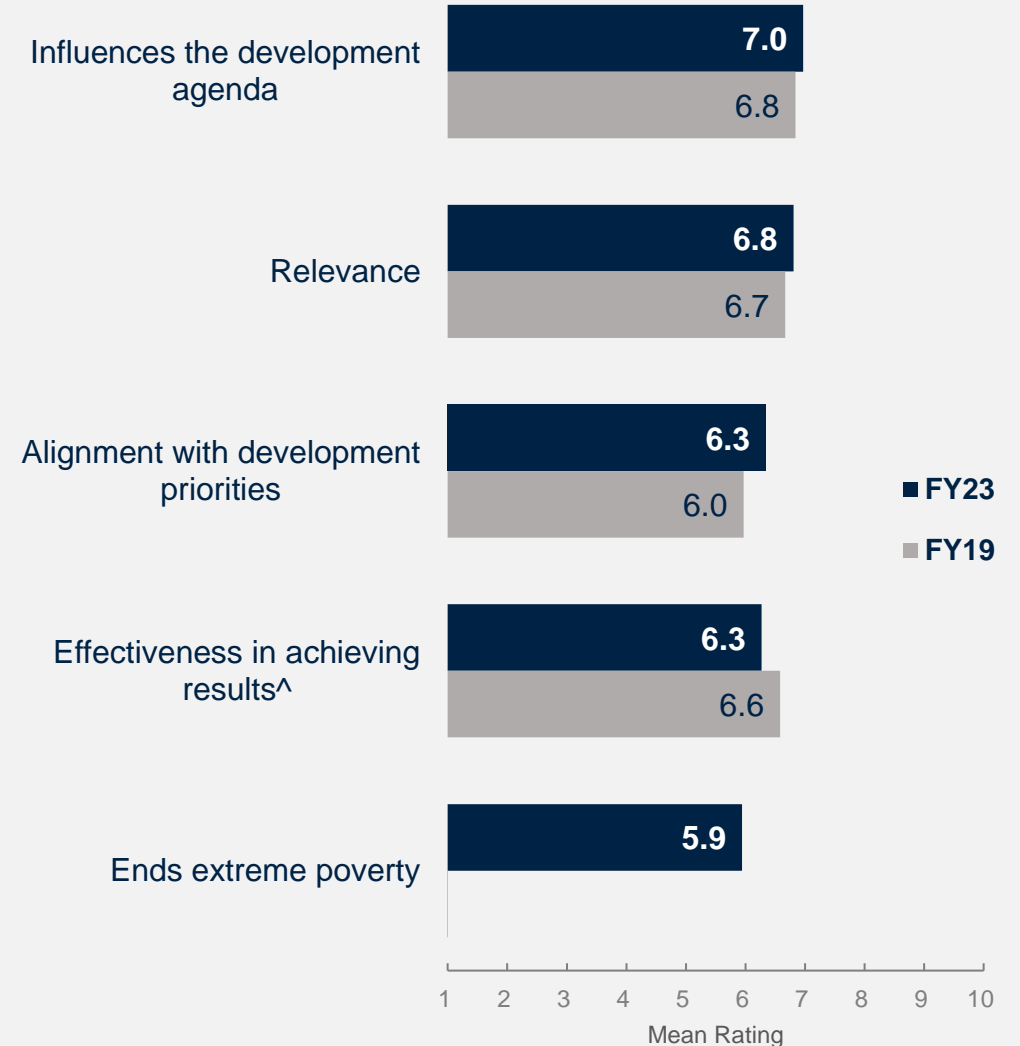
Key Performance Indicators Remain Similar to FY19

In FY23, respondents' perceptions regarding the WBG's **influence** on the development agenda, **relevance** to development in STP, **alignment** with the country's development priorities, and **effectiveness in achieving results** remained statistically similar to the FY19 findings.

- Respondents from **local government** were most positive about the WBG's work (mean across all questions = 7.6), while respondents from the **private sector** gave significantly lower ratings (mean across all questions = 5.4).



To what extent does the WBG influence the development agenda in São Tomé and Príncipe? Scale: 1 To no degree at all – 10 To a very significant degree
 The WBG currently plays a relevant role in development in São Tomé and Príncipe. Scale: 1 Strongly disagree – 10 Strongly agree
 How effective has the WBG been in achieving development results in São Tomé and Príncipe? Scale: 1 Not effective at all – 10 Very effective
 The WBG's work is aligned with what I consider the development priorities for São Tomé and Príncipe. Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG's work helps end extreme poverty in São Tomé and Príncipe. Scale: 1 Strongly disagree – 10 Strongly agree
 ^Compared to a mean score of the two questions asked in FY19: "Overall, please rate your impression of the WBG's effectiveness in São Tomé and Príncipe. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in São Tomé and Príncipe? Scale: 1 To no degree at all – 10 To a very significant degree"



Local Government Stakeholders Have More Positive Perceptions of the WBG

When comparing ratings of key performance indicators among stakeholder groups, clear patterns emerge in their perceptions of the WBG and its work. **Local government** respondents tended to have the most positive perceptions of the WBG and its work, while the private sector respondents were significantly less positive regarding the WBG's **effectiveness in achieving results**, its **relevance**, and its **alignment** with the country's development priorities.



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 São Tomé and Príncipe?

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

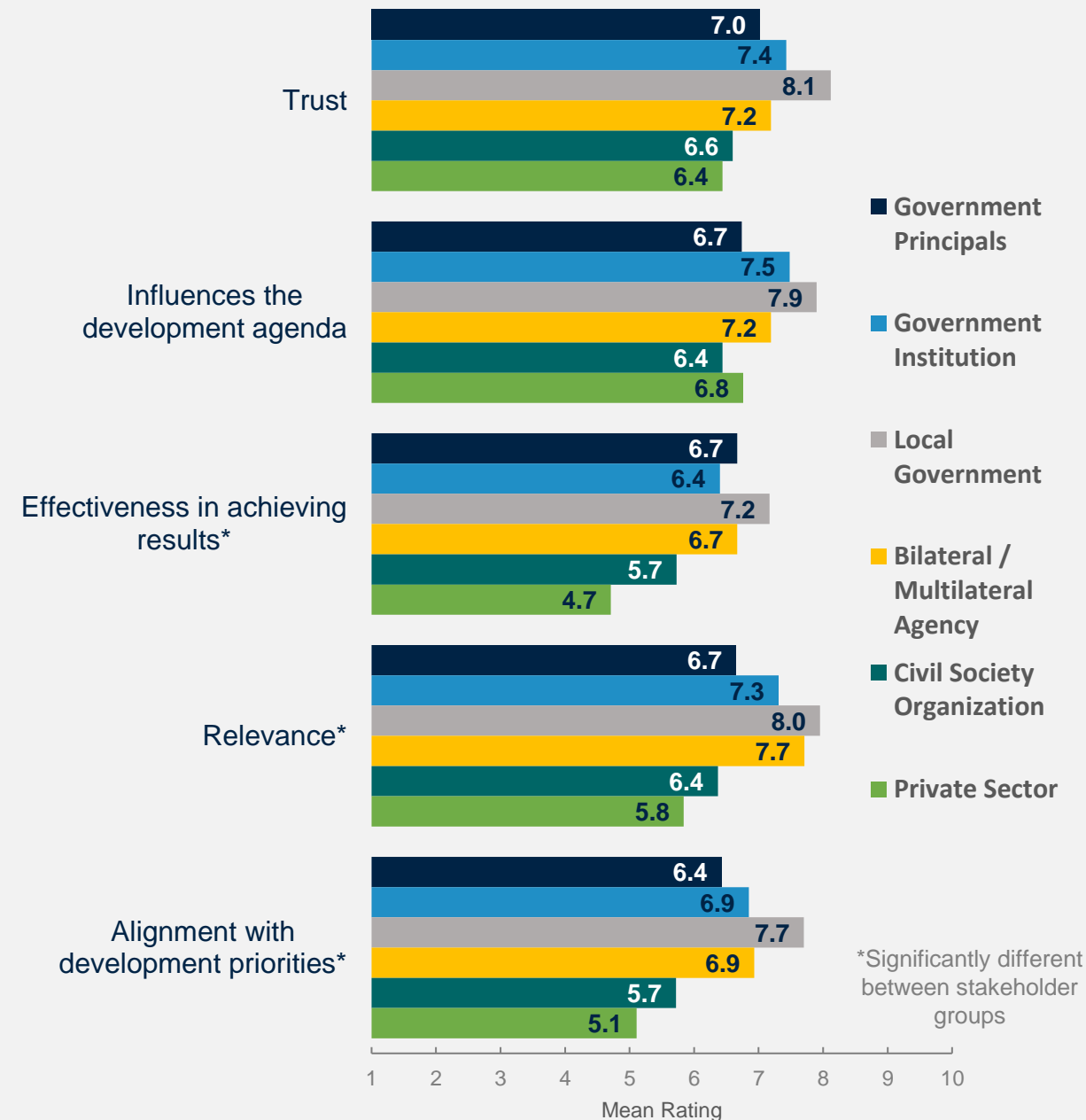
How effective has the WBG been in achieving development results in São Tomé and Príncipe?

Scale: 1 Not effective at all – 10 Very effective

The WBG currently plays a relevant role in development in São Tomé and Príncipe.

Scale: 1 Strongly disagree – 10 Strongly agree

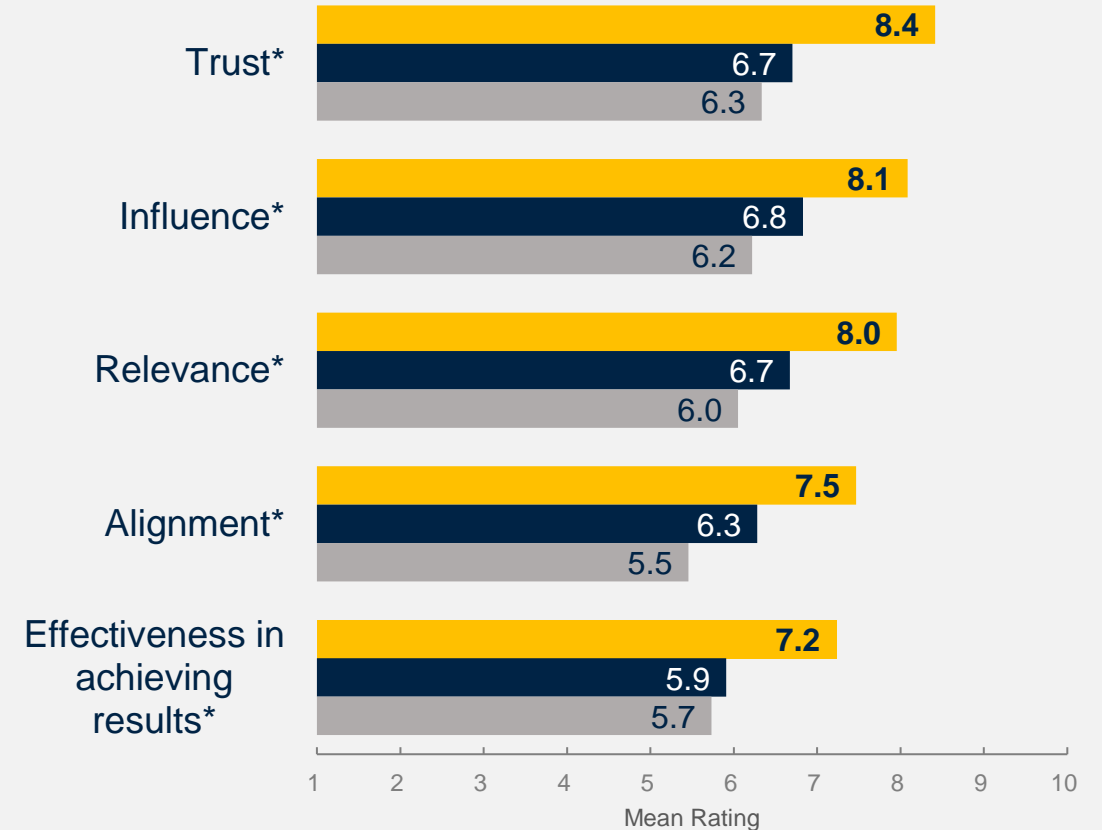
The WBG's work is aligned with what I consider the development priorities for São Tomé and Príncipe. Scale: 1 Strongly disagree – 10 Strongly agree



Familiarity Leads to More Positive Perceptions

Comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), we can see that the more familiar stakeholders are with the WBG, the more positive perceptions they have of the WBG and its work.

Meaningful engagement and outreach can increase positive perceptions.



■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

How familiar are you with the work of the WBG in São Tomé and Príncipe?

*Significantly different between levels of familiarity

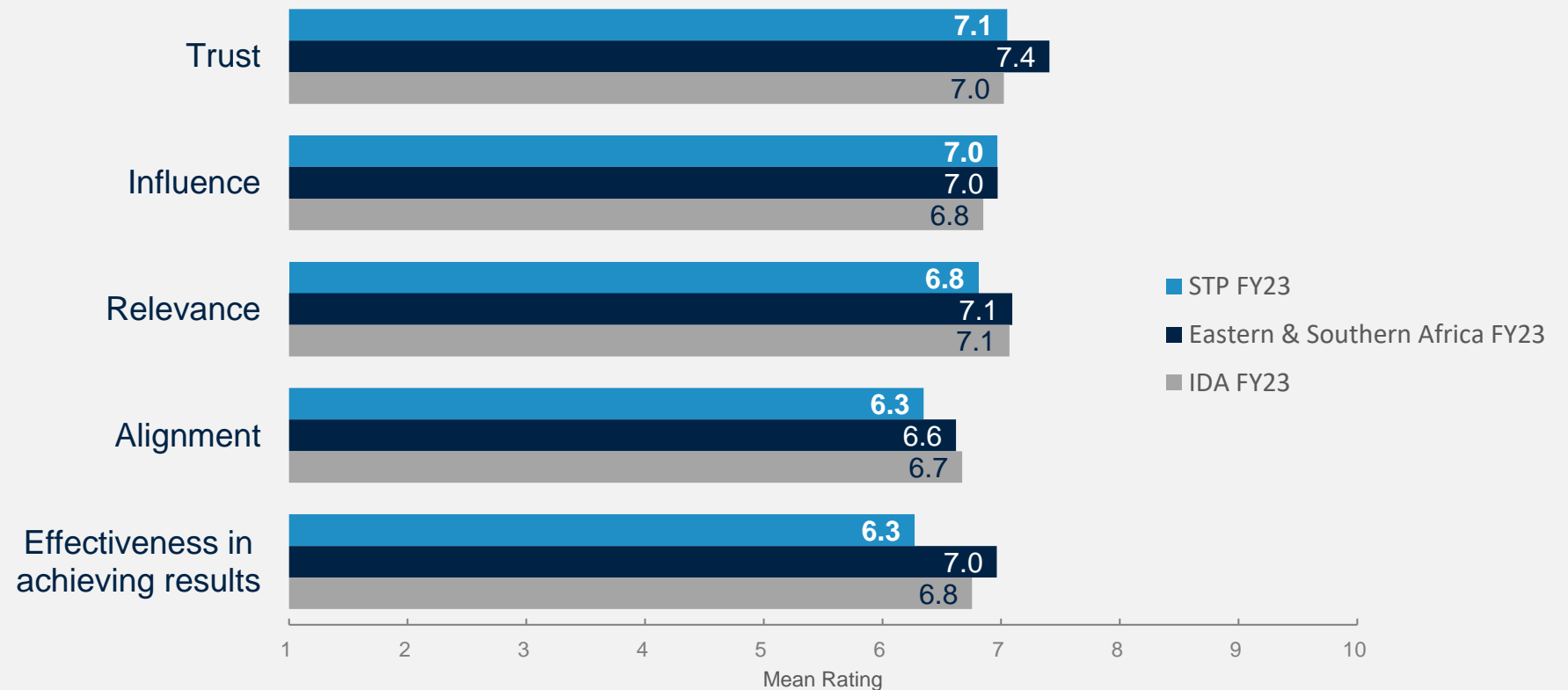


To what extent do you trust the WBG to do what is right? Scale: 1 To no degree at all – 10 To a very significant degree
To what extent does the WBG influence the development agenda in São Tomé and Príncipe? Scale: 1 To no degree at all – 10 To a very significant degree
The WBG currently plays a relevant role in development in São Tomé and Príncipe. Scale: 1 Strongly disagree – 10 Strongly agree
The WBG's work is aligned with what I consider the development priorities for São Tomé and Príncipe. Scale: 1 Strongly disagree – 10 Strongly agree
How effective has the WBG been in achieving development results in São Tomé and Príncipe? Scale: 1 Not effective at all – 10 Very effective



STP Rated Lower than other Eastern and Southern Africa and IDA Countries on Most Key Performance Indicators

Notably, ratings of **trust** in STP were on par with other International Development Association (IDA) countries** and ratings of **influence** were on par with those of other Eastern and Southern Africa countries surveyed in FY23*.



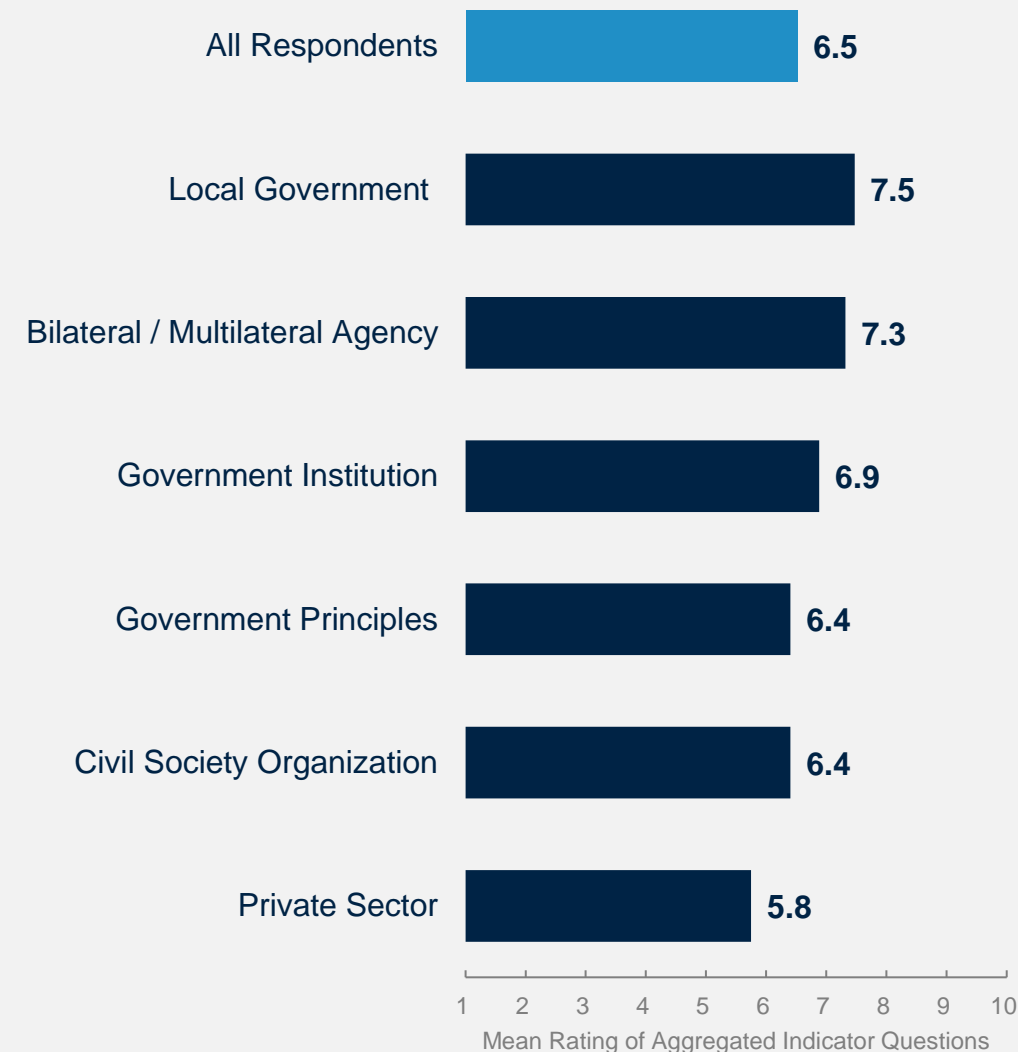
Stakeholder Trends Across Performance Indicators

Respondents from **local government** and **bilateral / multilateral agencies** had the highest mean ratings across the aggregated responses to the seventeen COS indicator questions whereas respondents from the **private sector** had significantly lower ratings (they also had significantly lower ratings of familiarity with the WBG).

- **Collaboration with the WBG:** Respondents who collaborate with the WBG gave significantly higher ratings across all indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating: **Collaborate with WBG = 7.5**

Do not collaborate = 6.3



World Bank Group's Support in Development Areas



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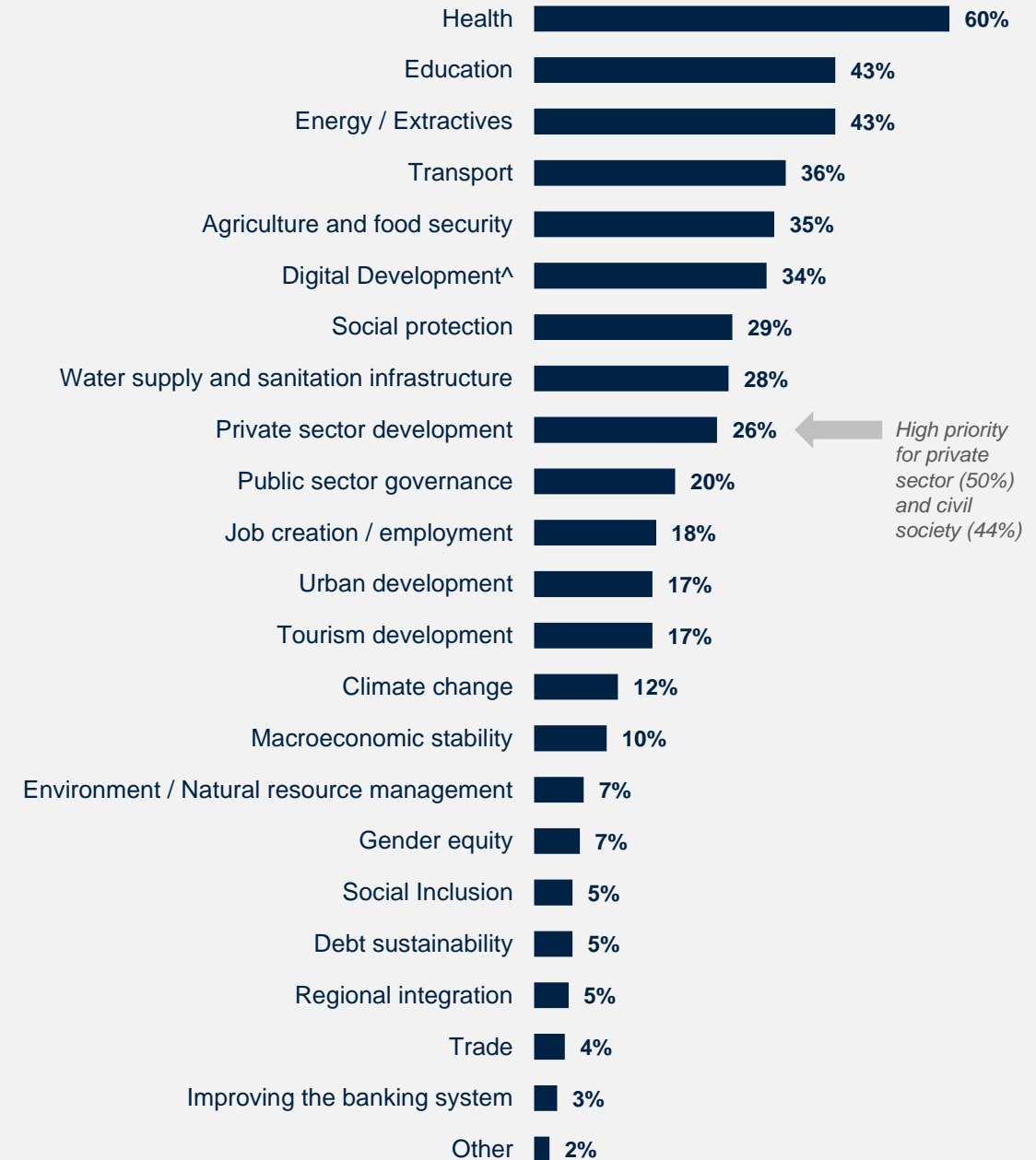
Development Areas for WBG Focus

Health, education, and energy / extractives were identified as the top areas where stakeholders would like the WBG to focus its resources going forward.

Transport, digital development, social protection, and climate change have grown in prominence significantly in FY23 (from under 6% of respondents selecting these sectoral areas in FY19).

Private sector development was an area of high priority for respondents from the private sector (50%) and civil society (44%).

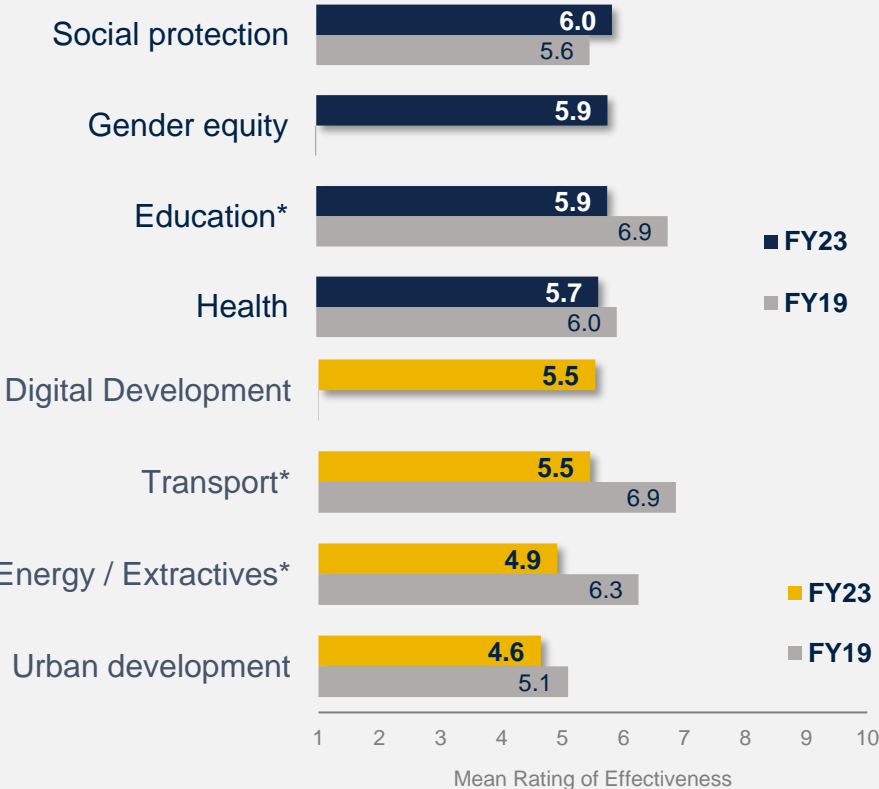
Notably, **job creation** and **public sector governance** were the second and third-most important priorities in FY19, while this year fewer respondents identified them as their top priorities for the WBG focus.



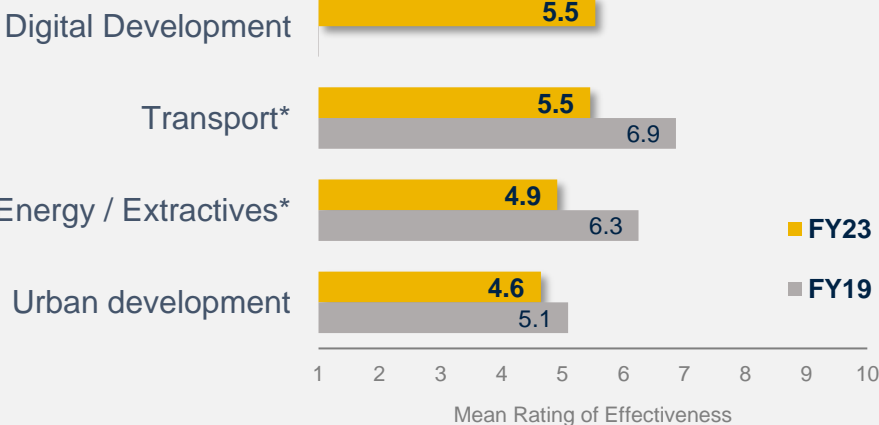
Effectiveness of WBG's Support in Sectoral Areas

The WBG’s work in **social protection** and **improving the banking system** received the highest ratings of effectiveness in STP. However, ratings for the WBG’s work in several sectors significantly declined this year compared to FY19, including in top priority areas such as **education**, **transport**, and **energy / extractives**.

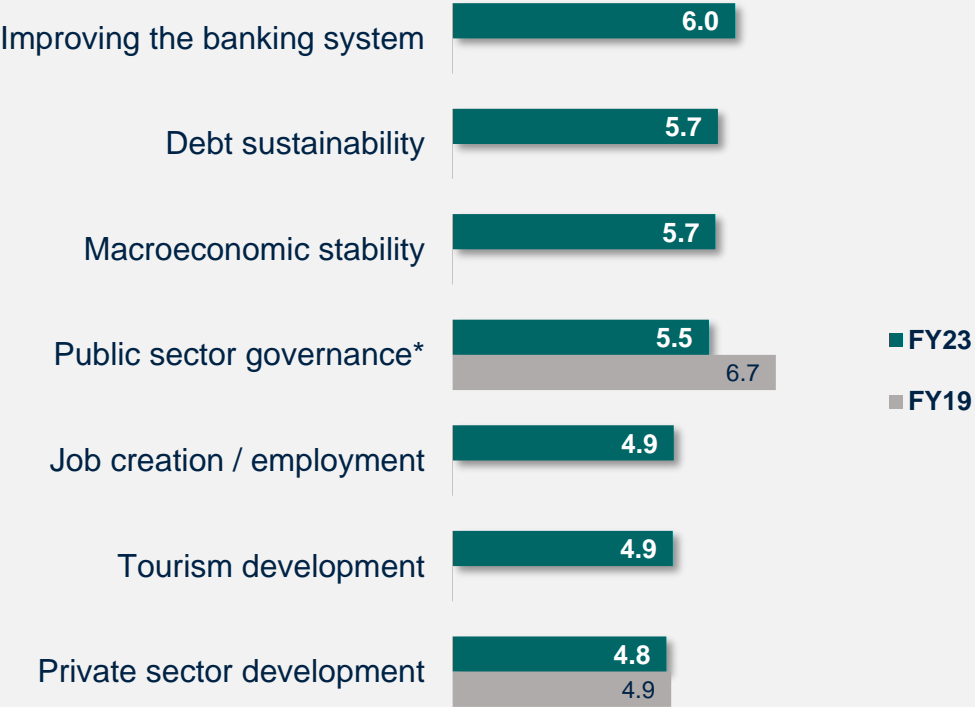
Human Development



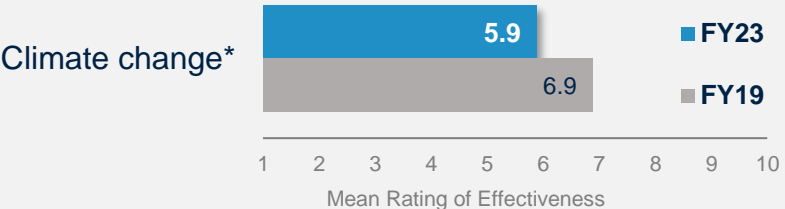
Infrastructure



Finance / Institutions / Economic Growth



Environmental Sustainability



World Bank Group's Work and Engagement on the Ground

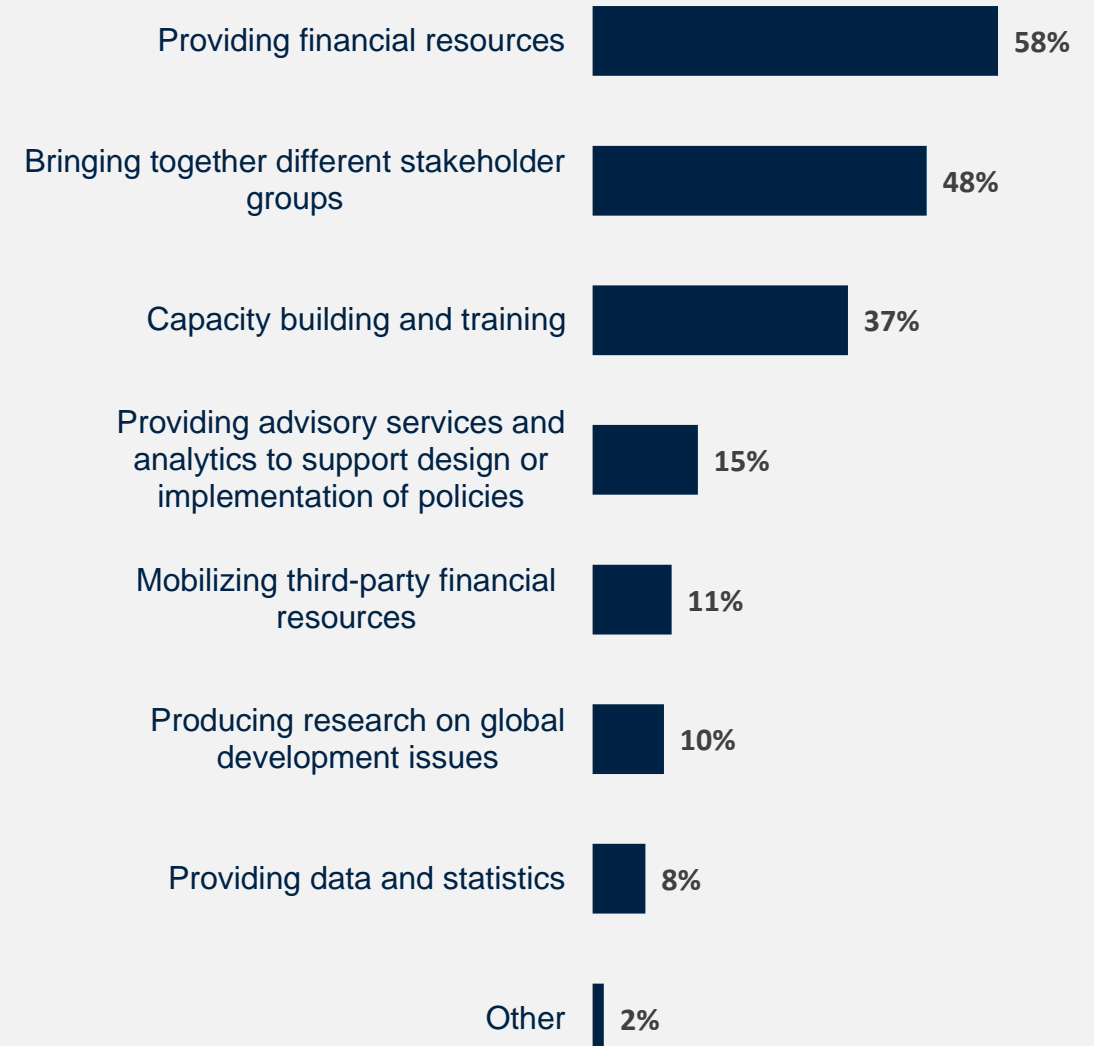


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Financial Resources are the Bank's Greatest Value

Financial resources were considered the WBG's greatest value to STP by respondents in FY23, increasing significantly from 34% in FY19. Capacity development related to the WBG-supported projects was the most valued activity in FY19.

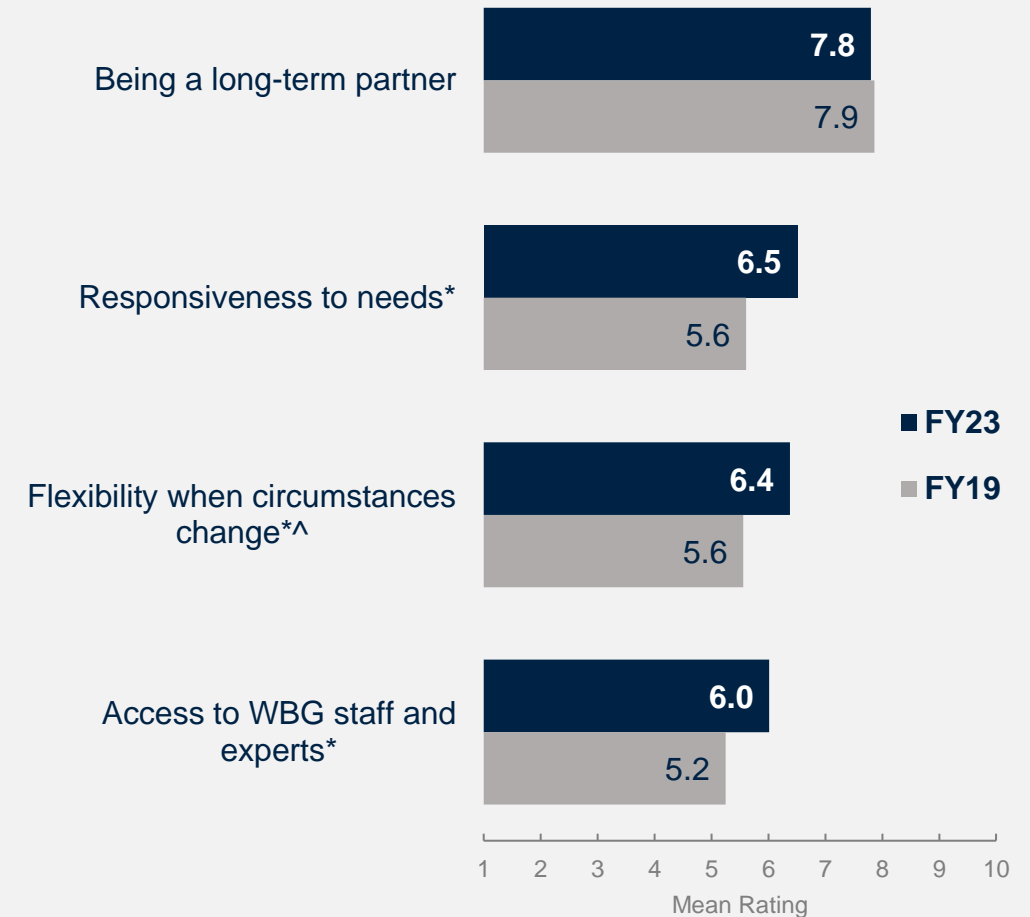
In addition, respondents in this year's survey considered the WBG's ability to **bring together different stakeholder groups** of much greater value, and they identified it as the second most-valued activity this year, up from just 7% in FY19.



Perceptions of the WBG's Responsiveness, Flexibility, and Accessibility Improved

In FY23, respondents reported significantly more positive perceptions regarding the WBG's **responsiveness to needs**, **flexibility when circumstances change**, and **staff accessibility**. Perceptions of the WBG as a **long-term development partner** remained consistently high.

- Respondents from bilateral / multilateral agencies gave the highest ratings of the WBG's **responsiveness to needs** (mean = 7.7), whereas respondents from the private sector gave significantly lower ratings (mean = 5.9).



To what extent is the WBG an effective development partner in São Tomé and Príncipe, in terms of each of the following?

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

^ Compared to the mean of institutional flexibility and flexibility to changes in the country context asked in FY19.

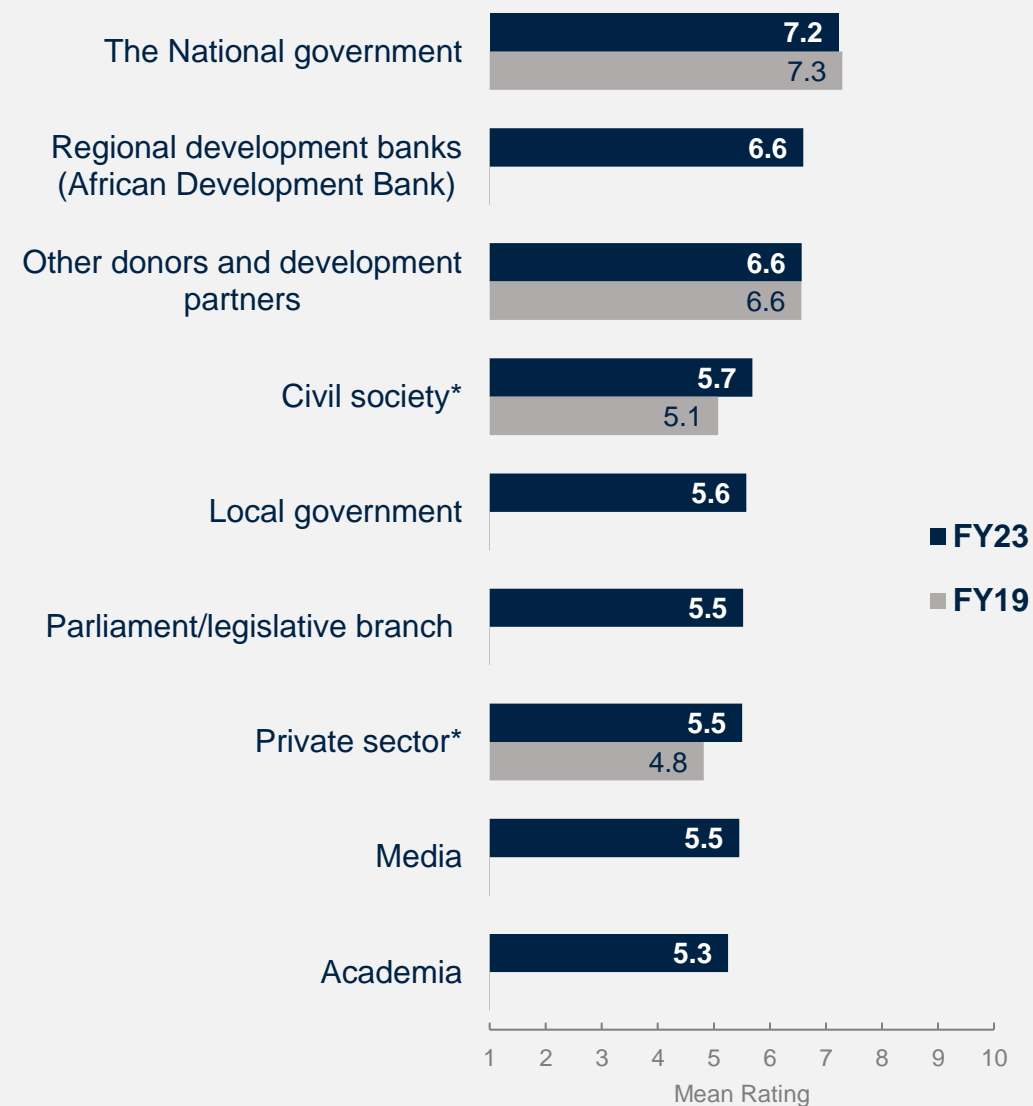
* Significantly different between years

WBG as a Development Partner: Collaborating with Various Stakeholder Groups

In FY23, the WBG received the highest mean ratings for its collaboration with **the national government, regional development banks, and other donors and development partners**. These perceptions were consistent with the FY19 findings.

Ratings for collaboration with other stakeholder groups were somewhat lower, although perceptions of collaboration with **civil society** and the **private sector** have improved significantly compared to FY19.

- Respondents from the **private sector** gave the lowest ratings for the WBG's collaboration with various stakeholder groups (mean=4.9 across all groups). They gave the lowest rating for the WBG's collaboration with the private sector (mean=3.9).



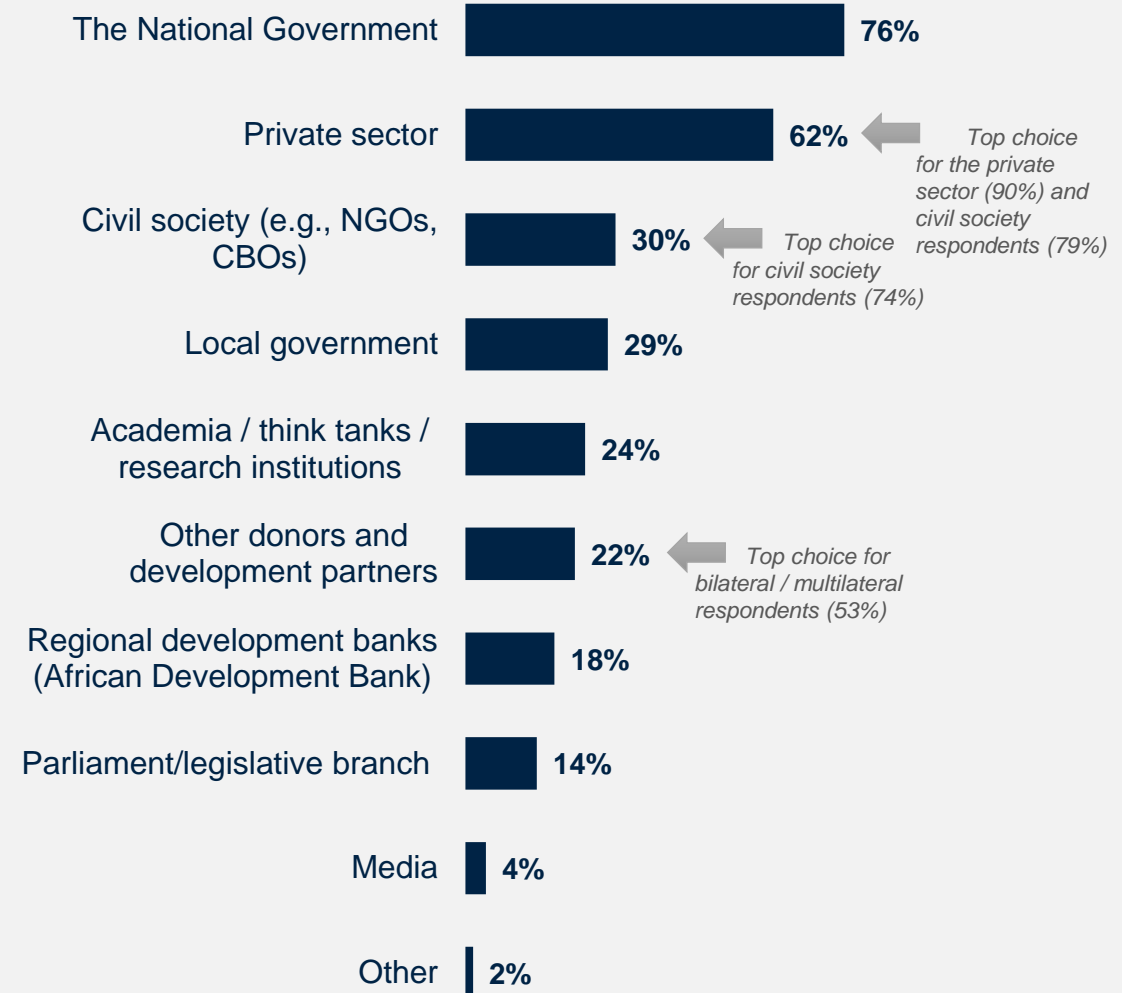
To what extent is the WBG an effective development partner in São Tomé and Príncipe, in terms of collaborating with the following groups? Scale: 1 To no degree at all – 10 To a very significant degree

*Significantly different between years

Stakeholders want the Bank to Collaborate More with the National Governments and the Private Sector

A majority of respondents in this year's survey indicated that the WBG should collaborate more with the **national government** and the **private sector**.

In FY19, collaboration with the private sector was also the top priority for respondents (57%). A targeted outreach to this group would be advisable as they hold some of the most critical views of the WBG.



World Bank Group's Knowledge Work and Activities

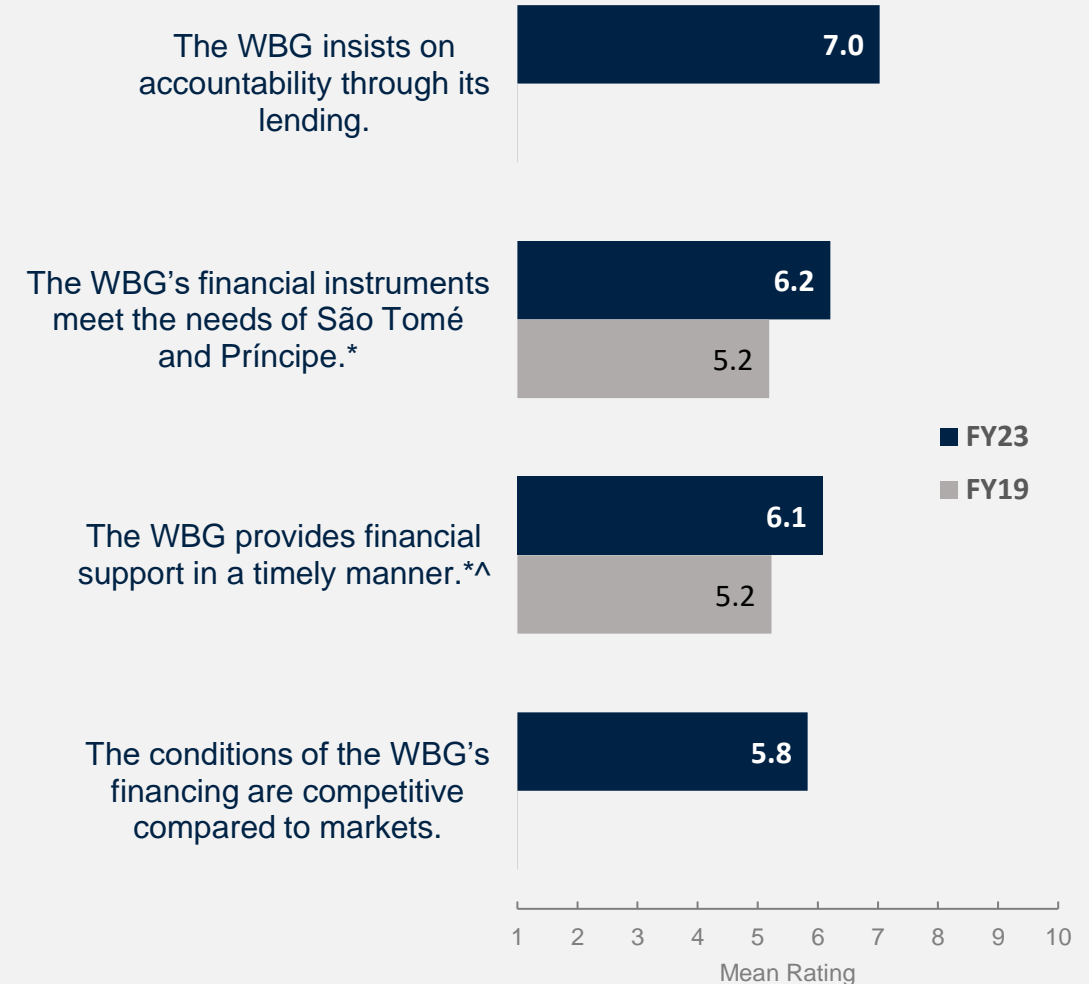


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Respondents Believe the WBG Insists on Accountability Through its Lending

Respondents gave the highest ratings for the WBG **insisting on accountability through its lending**. Ratings for the WBG's instruments meeting the needs of STP and for the timeliness of its financial support were significantly higher in FY23 than in FY19.

- As in other questions, respondents from the **private sector** tended to give somewhat lower rankings for the WBG's financial instruments, particularly for their competitiveness and for their meeting the country's needs (mean = 4.7).



To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

^Compared to "The World Bank Group disburses funds promptly" asked in FY19.

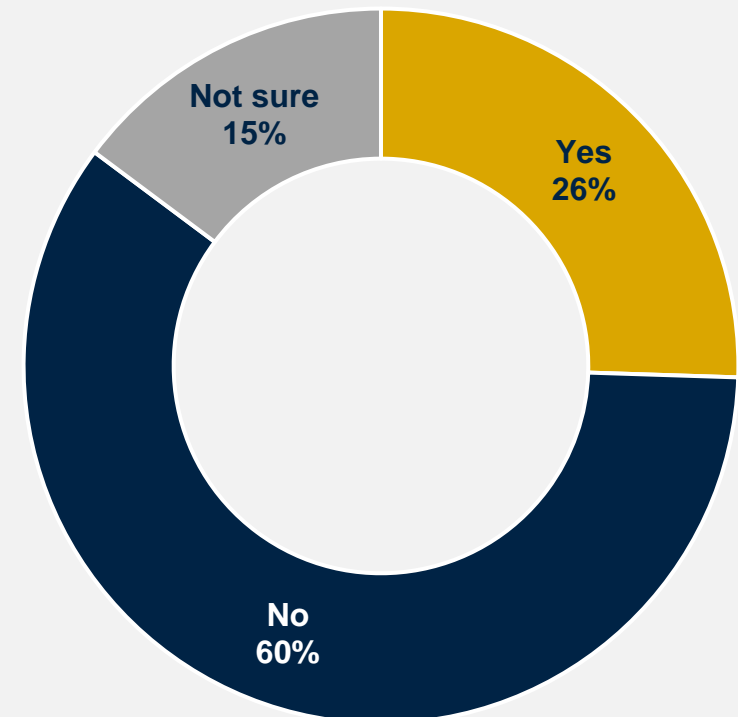
*Significantly different between years

Most Respondents Have Not Used the WBG's Knowledge Work

Only about **26%** of the respondents reported using the WBG's advisory services and analytical work (knowledge work) in the past.

- Respondents from **bilateral / multilateral agencies** were by far most likely to have used the WBG's knowledge work (75%) compared to respondents from all other stakeholder groups (under 30%). Respondents from **Civil Society** were the least likely to use WBG's knowledge work (16%).

Have you used the WBG's advisory services and analytics in the past?

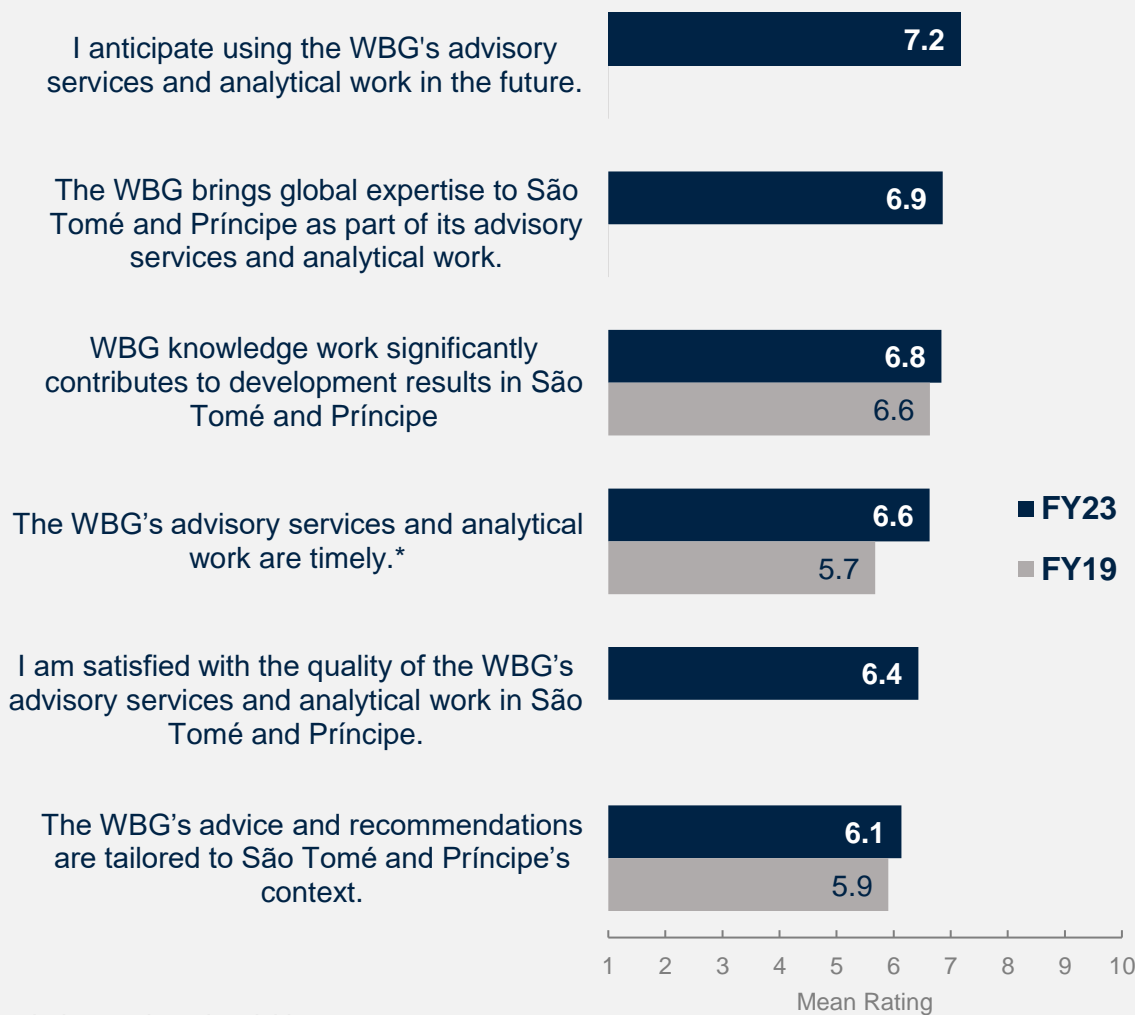


Stakeholders Anticipate Using WBG Knowledge Work

In terms of the WBG's knowledge work, respondents had the highest levels of agreement that they **anticipate using the WBG's advisory services and analytic work** in the future. In addition, respondents had significantly higher levels of agreement that the WBG's advisory services and analytical work are **timely** than respondents in FY19.

However, the WBG received somewhat lower ratings for its recommendations being **tailored** to the country's context, and this year's rating was statistically similar to the one in FY19.

Respondents who had used the WBG's knowledge work in the past had significantly higher levels of agreement that the WBG brings **global expertise** to São Tomé and Príncipe compared to respondents who had not used it. Their satisfaction with the **quality** of the WBG's advisory services and analytical work was also significantly higher.



How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in São Tomé and Príncipe? Scale: 1 Not significant at all – 10 Very significant
To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree
^Compared to "Are a source of relevant information on global good practices" and "Are adaptable to São Tomé and Príncipe's specific development challenges and country circumstances", respectively, asked in FY19. *Significantly different between years

Communication and Outreach



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TV was the Most Common Information Source

Respondents most relied on **television** to get information about economic and social development issues. However, respondents from bilateral / multilateral agencies reported relying more on **research papers / official statistics** than other stakeholder groups, while respondents from local governments were more likely to use **radio** and **social media**.

Top 2 Information Sources

	All Respondents	Government Principals	Government Institution	Local Government	Bilateral / Multilateral Agency	Civil Society	Private Sector
Television*	80%	85%	77%	95%	47%	75%	83%
Radio	52%	56%	52%	70%	24%	50%	39%
Social media	48%	46%	39%	70%	29%	60%	39%
Newspapers (Print or online)	42%	44%	55%	25%	41%	40%	50%
Research papers / Official statistics*	33%	28%	45%	15%	76%	35%	39%
e-Newsletters	6%	6%	10%	0%	6%	0%	17%
Other	5%	2%	6%	10%	12%	5%	0%
Blogs	2%	2%	0%	0%	0%	5%	6%
Podcasts	1%	2%	0%	0%	0%	0%	0%



How do you get most of your information about economic and social development issues in São Tomé and Príncipe? (Choose no more than 3) (Percentage of Respondents, N=192)

*Significantly different between stakeholder groups



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Events, WBG Website, and Direct Contact were the Most Preferred for Obtaining WBG Information

Respondents reported using a variety of sources to obtain information from the WBG, but most preferred **WBG events**, the WBG **website**, and **direct contact** with the WBG staff. Respondents from the private sector and bilateral / multilateral agencies preferred **e-newsletters** significantly more than other groups.

**Preferred
WBG Channels**

	All Respondents	Government Principals	Government Institution	Local Government	Bilateral / Multilateral Agency	Civil Society	Private Sector
Event/conference/ seminar/workshop (in person or online)	56%	53%	56%	75%	59%	42%	61%
WBG Website	53%	56%	47%	40%	59%	58%	78%
Direct contact with staff (e.g., in person, virtually, phone, email)*	49%	40%	50%	70%	59%	63%	17%
Social media	32%	35%	22%	40%	24%	47%	22%
e-Newsletters*	25%	24%	25%	0%	53%	26%	56%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	24%	20%	34%	20%	12%	21%	17%
Interviews and press conferences	17%	15%	22%	35%	0%	21%	6%
Blogs	3%	2%	6%	0%	0%	5%	0%
Podcasts	3%	4%	3%	5%	0%	0%	6%
Other	1%	0%	3%	0%	0%	0%	0%



How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3) (Percentage of Respondents, N=191)

*Significantly different between stakeholder groups

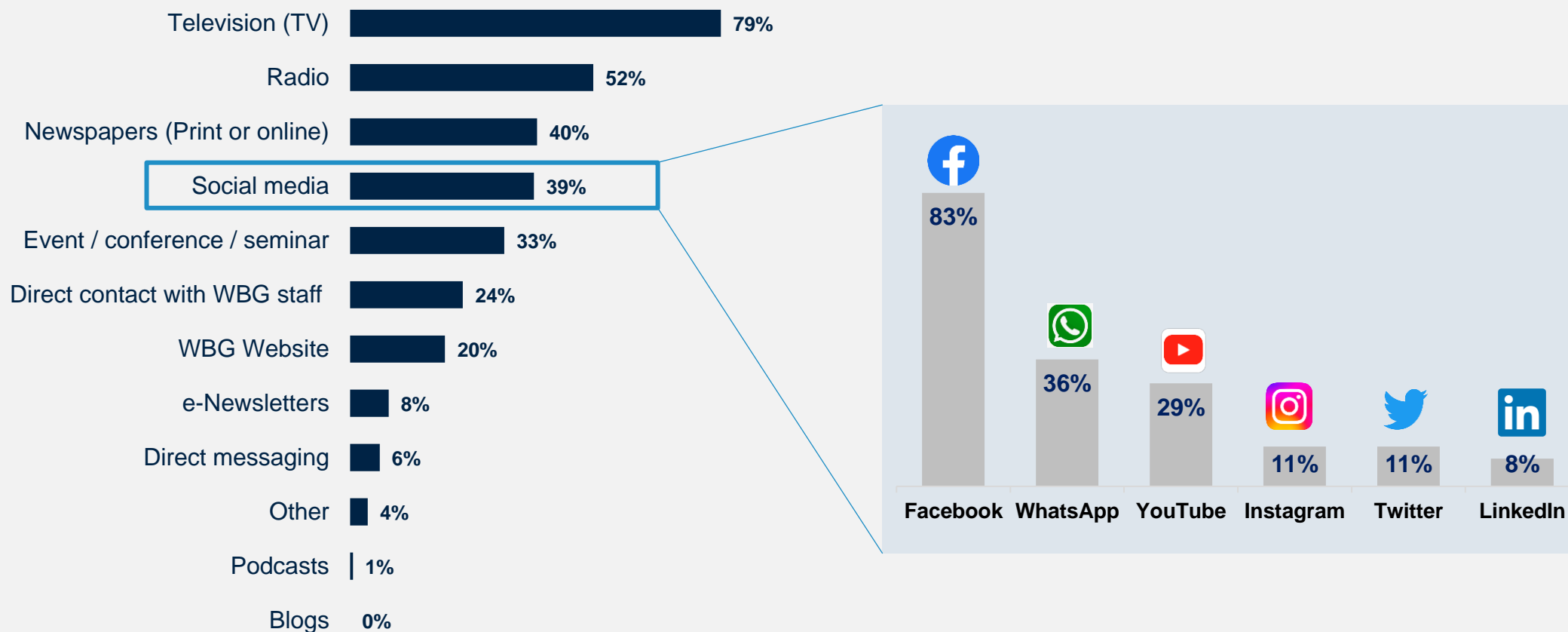


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8 in 10 Engaged with the WBG in the Last 30 Days

82% of respondents recalled hearing or seeing something about the WBG in the last 30 days. Respondents from the private sector were the most likely to recall something (100%) whereas respondents from civil society were significantly less likely to do so (60%).

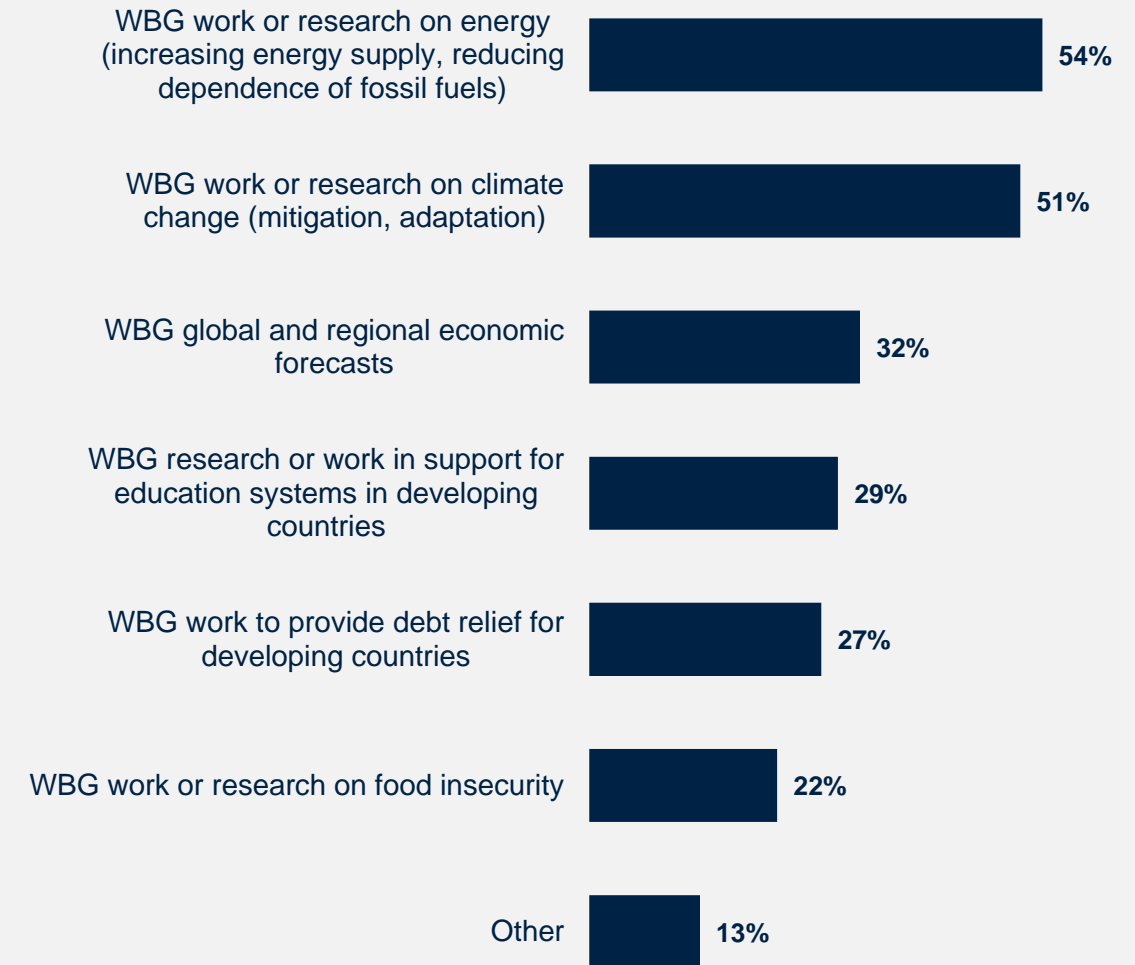
Respondents reported seeing that information most often on **television**, **radio**, and in **newspapers**. Among respondents who selected “Social media”, the majority reported seeing something on **Facebook**.



WBG Work on Energy and Climate Change were Most Commonly Recalled Topics

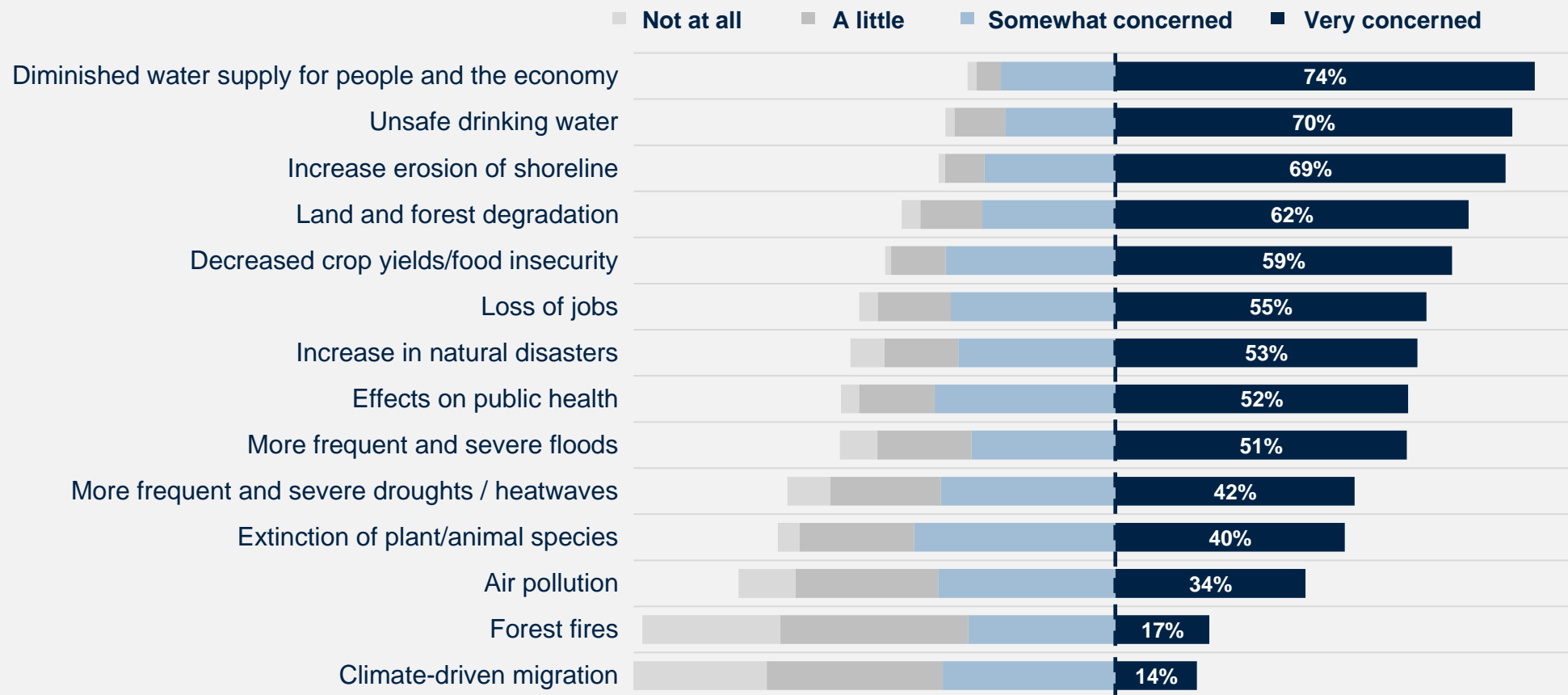
Respondents most frequently recalled WBG work or research on **energy** and **climate change**.

- Respondents from bilateral / multilateral agencies were significantly less likely to recall WBG work on climate change (21%) whereas respondents from civil society were more likely to do so (75%)



Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concern: Diminished Water Supply

About three-quarters of respondents were very concerned about **diminished water supply for people and the economy** when it comes to the potential impacts of climate change in STP. **Unsafe drinking water** as well as **increasing erosion of shoreline** were also of great concern to respondents. These key areas of concern should be taken into consideration to make communications about climate change more impactful in STP.



Message Recall Leads to More Positive Perceptions of the WBG

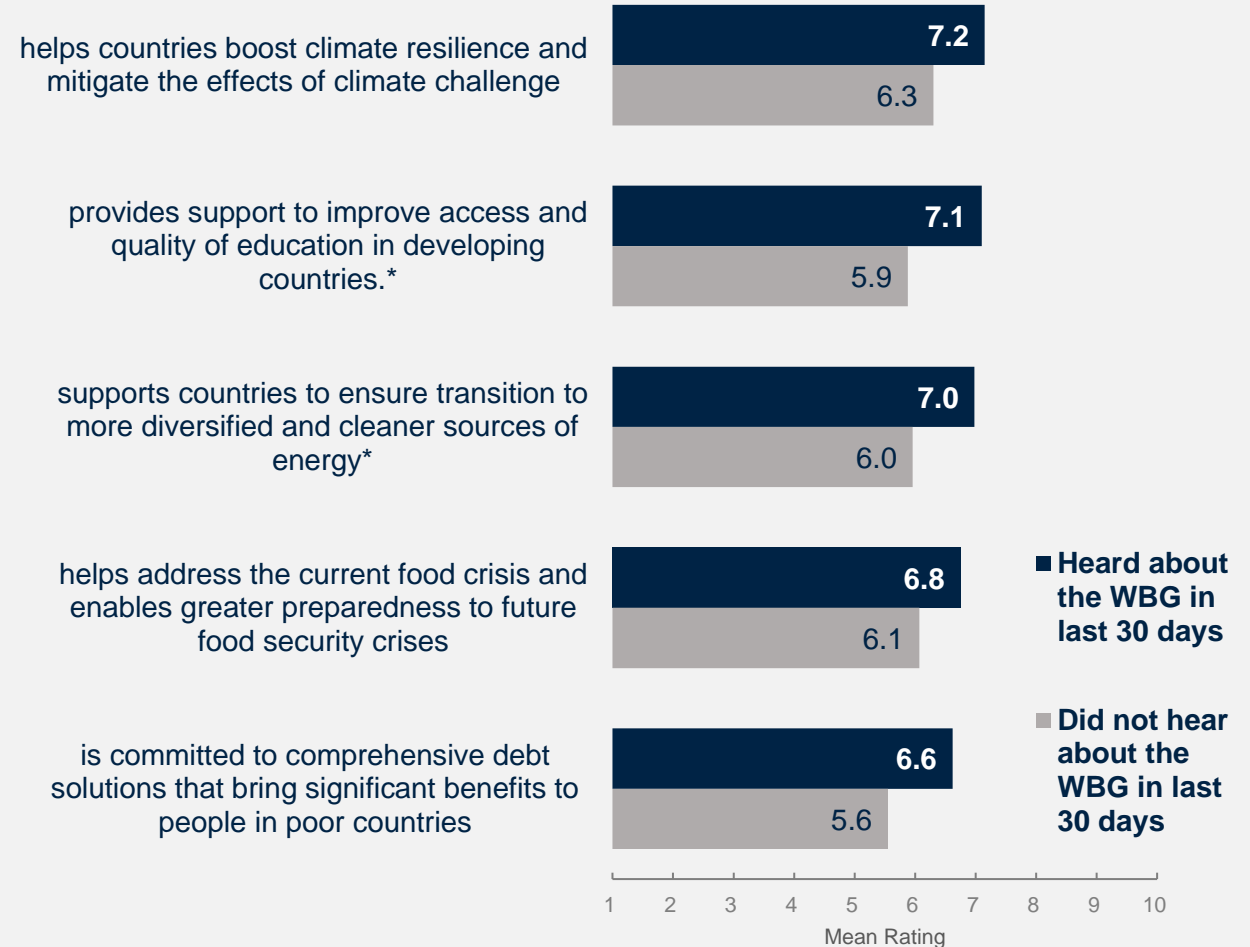
Respondents who recalled seeing or hearing something about the WBG in the last 30 days **gave higher ratings on all key messages** regarding the WBG's work.

Respondents who recalled seeing or hearing something about the WBG recently also reported significantly **higher levels of familiarity** with the WBG's work (mean=5.6 vs 4.3 of those who do not recall WBG-related messages).

In addition, respondents who recalled WBG-related messages gave significantly higher ratings for the WBG's **effectiveness** (mean=6.5), **relevance** (mean=7.0), **alignment** (mean=6.7), and **influence** (mean=7.2) compared to those who reported not hearing or seeing anything about the WBG recently (means=4.9, 5.6, 4.6, and 6.0, respectively).

These findings suggest that respondents who are more frequently exposed to information about the WBG, or who actively engage with WBG staff and knowledge work (read research papers, etc.) are also more likely to hold more positive views about the WBG's work.

The World Bank Group...



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

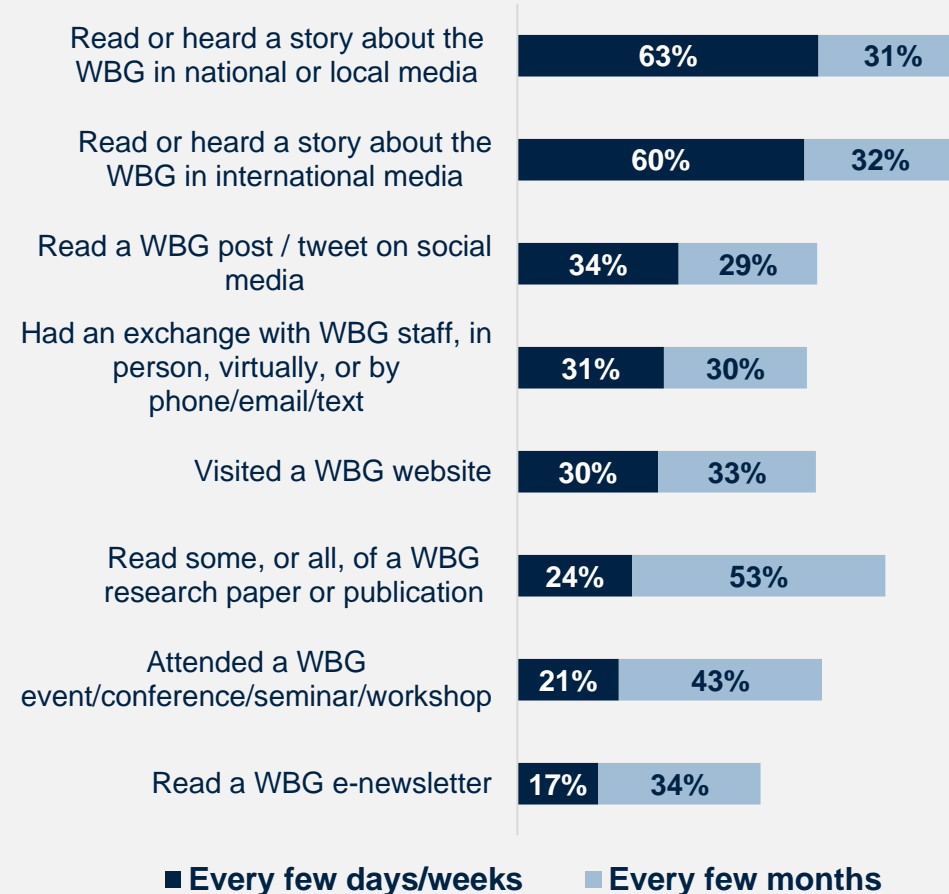
To what extent do you agree with the following statements: Scale: 1 To no degree at all – 10 To a very significant degree

*Significantly different between recall yes/no

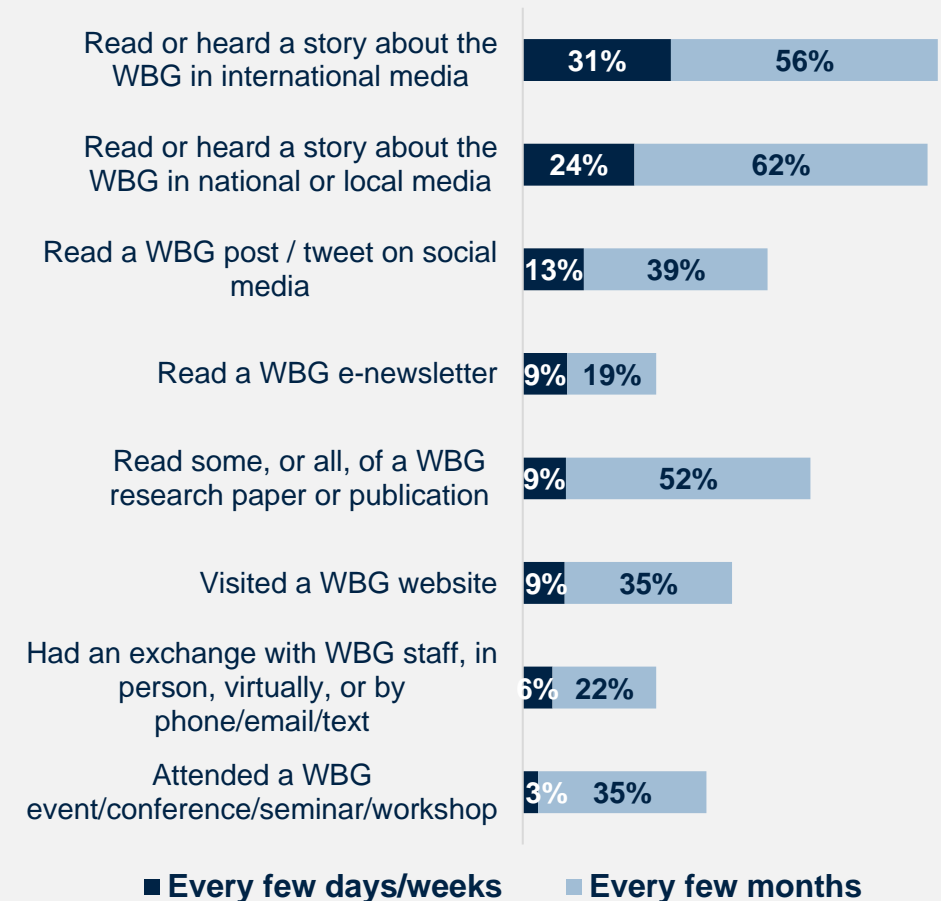
More Frequent Engagement → More Message Recall

Respondents who recalled hearing something about the WBG in the last 30 days had significantly more frequent interactions with the institution **across all channels**.

Yes – Recalled seeing/hearing something about the WBG in last 30 days



No – Did not recall seeing/hearing something about the WBG in last 30 days

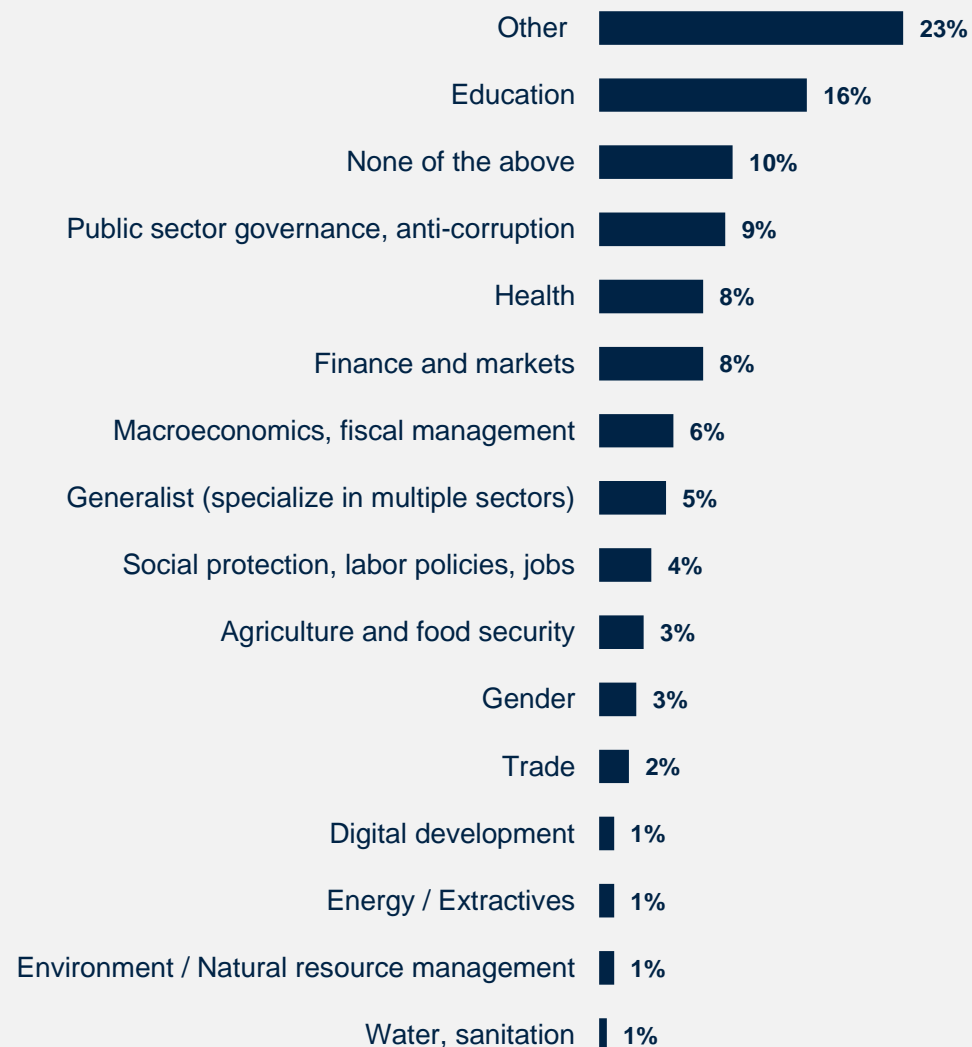


Sample Demographics and Detailed Methodology



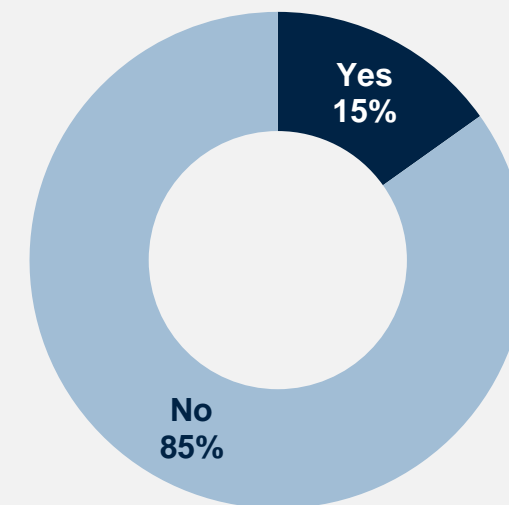
Sample Demographics

Which of the following is the primary specialization of your work? (N=180)

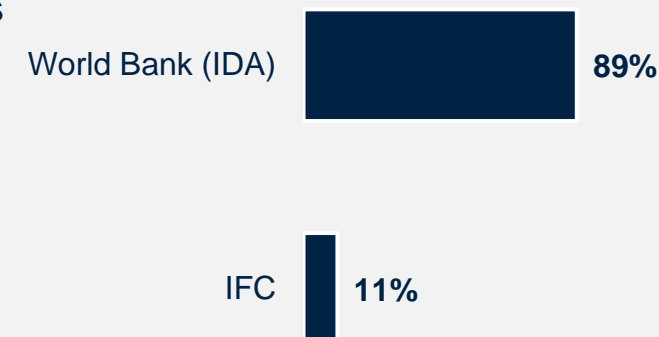


Currently, do you professionally collaborate/ work with the WBG in your country? (N=198)

Respondents from bilateral/multilateral agencies were significantly more likely to indicate that they collaborate with the WBG (44%) compared to respondents from other stakeholder groups.

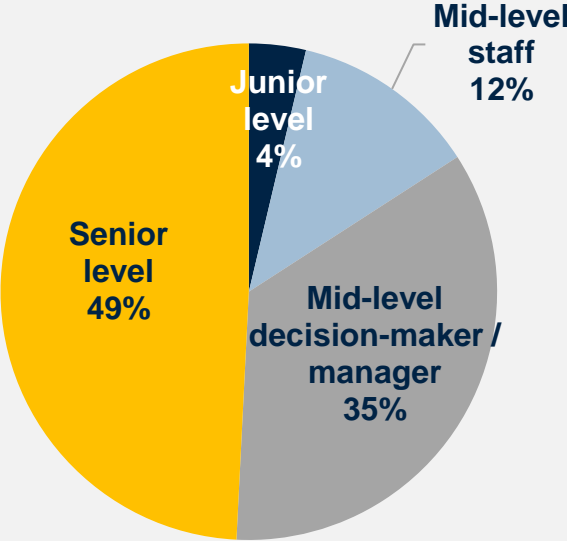


Which of the following agencies of the WBG do you primarily collaborate/work with in São Tomé and Príncipe? (N=27)

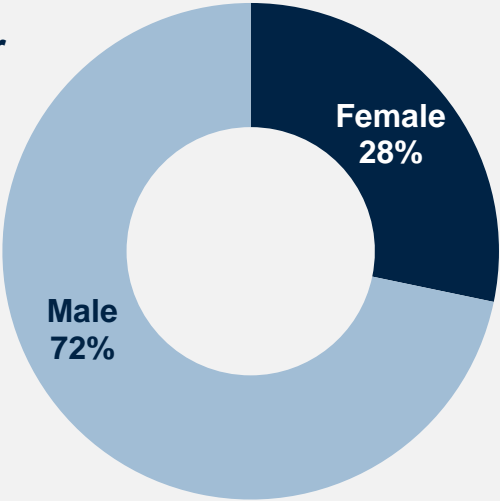


Sample Demographics

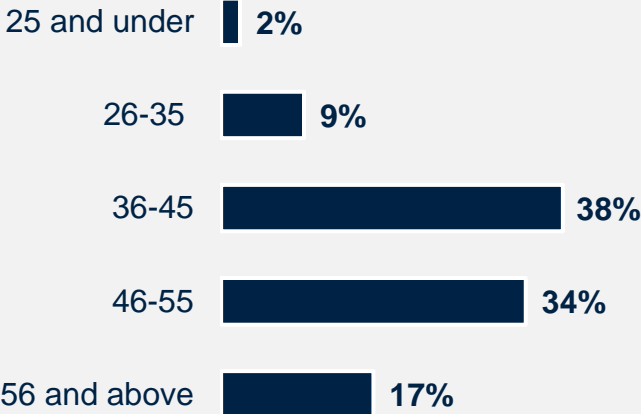
Within your organization, would you describe yourself as... ?
(N=189)



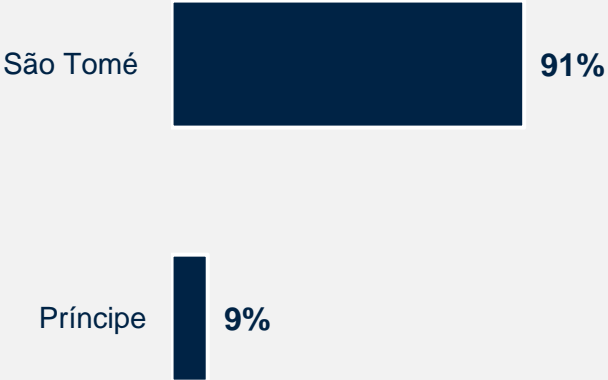
What's your gender?
(N=191)



What's your age?
(N=195)



Which best represents your geographic location?
(N=193)



Detailed Methodology

From **April 2023** to **May 2023**, a total of **243** stakeholders of the WBG in STP 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 member of the National Assembly, Government Institutions, Local Governments, Bilateral/ Multilateral Agencies, Private Sector, Civil Society, Academia, and the Media.

A total of **202 stakeholders participated in the survey (83% response rate)**. Respondents received the questionnaires via courier and returned them accordingly or they completed the questionnaires online.

The results of this year's survey were compared to the FY19 COS Survey with a response rate of 95% (N=334).

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. This year's survey saw an increased outreach to and/or response from government principals and bilateral / multilateral agencies, but decreased responses from government institutions, civil society, and the private sector. 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 "São Tomé and Príncipe 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 2019	FY 2023
Government Principals: Office of the President, Prime Minister, Minister, Office of a member of the National Assembly	19%	31%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	26%	16%
Local Government	11%	10%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	3%	9%
Civil Society: NGOs, Community-Based Organization, Private Foundation, Professional / Trade Association, Faith-Based Group, Youth Group	15%	10%
Private Sector: Private Company, Financial Sector Organization, Private Bank	14%	10%
Academia/Research Institute/Think Tank	2%	4%
Media	6%	4%
Other	4%	6%
Total Number of Respondents	325	196

Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in red below.

A2_5. To what extent do you trust the World Bank Group to do what is right? Scale: 1 To no degree at all – 10 To a very significant degree

A3. How effective has the World Bank Group been in achieving development results in São Tomé and Príncipe? Scale: 1 Not effective at all – 10 Very effective

To what extent do you agree/disagree with the following statements about the WBG's work in São Tomé and Príncipe? Scale: 1 Strongly disagree – 10 Strongly agree

A4. The World Bank Group currently plays a relevant role in development in São Tomé and Príncipe.

A5. The World Bank Group's work is aligned with what I consider the development priorities for São Tomé and Príncipe.

A7. To what extent does the World Bank Group influence the development agenda in São Tomé and Príncipe? Scale: 1 To no degree at all – 10 To a very significant degree

A8. 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 Not significant at all – 10 Very significant

To what extent is the World Bank Group an effective development partner in São Tomé and Príncipe, in terms of each of the following? Scale: 1 To no degree at all – 10 To a very significant degree

C2. Responsiveness to needs

C3. Access to WBG staff and experts

C4. Flexibility when circumstances change

C5. Being a long-term partner

To what extent is the WBG an effective development partner in São Tomé and Príncipe, in terms of collaborating with the following groups? Scale: 1 To no degree at all – 10 To a very significant degree

C7_1. Collaboration with the national government

C7_5. Collaboration with the private sector

C7_6. Collaboration with civil society

C7_7. Collaboration with other donor and development partners

To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

C8_1. The WBG's financial instruments meet the needs of São Tomé and Príncipe (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results).

C10_1. I am satisfied with the quality of the WBG's advisory services and analytical work in São Tomé and Príncipe.

C10_4. The WBG's advice and recommendations are tailored to São Tomé and Príncipe's context.





Country Opinion Surveys

Thank you

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