



## World Bank Group Country Survey FY 2024 – Lesotho

The World Bank Group seeks your insights regarding our engagement and activities in Lesotho. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in Lesotho but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

**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.**

## BACKGROUND INFORMATION

1. What is your primary professional affiliation? (Select only 1 response)	
1	<b>Office of the President, Prime Minister, Minister</b>
2	<b>Office of a Parliamentarian</b>
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) / Judiciary / State-Owned Enterprise
4	<b>Local Government</b> Office or Staff
5	<b>Bilateral or Multilateral Agency</b> (e.g., embassy, development organization, development bank, UN Agency)
6	<b>Civil Society Organization:</b> local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	<b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank
8	<b>Academia / Research Centers</b>
9	<b>Media</b>
10	<b>Other</b> (please specify): _____

2. How familiar are you with the work of these organizations in Lesotho?		Not familiar at all										Very familiar
		1	2	3	4	5	6	7	8	9	10	
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	
3	United Nations	1	2	3	4	5	6	7	8	9	10	
4	European Union	1	2	3	4	5	6	7	8	9	10	
5	African Union	1	2	3	4	5	6	7	8	9	10	
6	African Development Bank (AfDB)	1	2	3	4	5	6	7	8	9	10	

3. Do you collaborate/work with the World Bank Group (WBG) in Lesotho?	
1	Yes
2	No

4. Which of the following WBG agencies do you collaborate/work with in Lesotho? (Select ALL that apply)	
1	World Bank (IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

## SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN LESOTHO

<b>A1. How much do you trust each of the following institutions to do what is right for Lesotho?</b>		Not at all										Very much	Don't know
1	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	Central Bank of Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development banks and organizations (e.g., African Union, African Development Bank (AfDB))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	United Nations	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 / research centers	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>A2. How effective is the World Bank Group (WBG) in helping Lesotho achieve development results?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effective at all									Very effective			Don't know

<b>A3. How significant a contribution do you believe the WBG's <u>knowledge work</u> make to development results in Lesotho?</b>												
<i>Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.</i>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant			Don't know

<b>To what extent do you agree with the following statements?</b>													
		Strongly disagree										Strongly agree	Don't know
<b>A4</b>	The WBG currently plays a relevant role in development in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A5</b>	The WBG's work is aligned with what I consider the development priorities for Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A6</b>	The WBG has a positive influence on shaping development policy in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A7</b>	The WBG's work helps end poverty in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LESOTHO

<b>B1. Which WBG instruments do you VALUE the most in Lesotho? (Select up to 2)</b>	
1	Mobilizing third party financial resources (incl. both public and private)
2	Development partner coordination
3	Capacity development and training
4	Knowledge and analytical products (e.g., data, reports, policy notes)
5	Financial resources (e.g., budget support, investment lending, grants, trust funds)
6	Technical assistance and implementation support (incl. project design and implementation)
7	Convening / bringing together different groups of stakeholders
8	Other (please specify): _____

<b>B2. Which areas should the WBG prioritize to have the most impact on development results in Lesotho? (Select up to 5)</b>			
1	Social protection	14	Digital infrastructure development
2	Macroeconomic stability	15	Trade
3	Water / sanitation	16	Private sector development
4	Health / pandemic preparedness	17	Debt management
5	Youth development	18	Tourism development
6	Financial markets development	19	Disaster risk management
7	Social inclusion	20	Gender equity
8	Agriculture / food security	21	Regional integration
9	Transport infrastructure	22	Urban development
10	Public sector governance	23	Jobs
11	Environment / natural resource management	24	Energy
12	Education	25	Other (please specify): _____
13	Climate change		

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LESOTHO

Listed below are development areas where the WBG is engaged in Lesotho, organized by major thematic clusters.

How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>human development</b> in Lesotho? <i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i>		Not effective at all										Very effective	Don't know
<b>B3. Human Development:</b>													
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 / nutrition:</b> universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases; improved nutrition system	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>Social inclusion:</b> increasing opportunities for marginalized people to participate fully in markets, services, technologies, and society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	<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>infrastructure</b> in Lesotho? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>		Not effective at all										Very effective	Don't know
<b>B4. Infrastructure:</b>													
1	<b>Transport:</b> roads, bridges, sustainable transportation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	<b>Water supply and sanitation</b> infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	<b>Digital development:</b> digital infrastructure, digital services, digital skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	<b>Energy / extractives:</b> access to energy, transition to cleaner energy sources; governance of oil, gas, and mineral resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LESOTHO

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **finance / institutions / economic growth** in Lesotho?

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

<b>B5. 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>Job creation / employment:</b> labor policies, skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	<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"/>	
7	<b>Regional integration:</b> promote common physical and institutional infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

<b>B6. Environmental Sustainability:</b>		Not effective at all										Very effective	Don't know
1	<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"/>	
2	<b>Climate change:</b> transition to 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"/>	

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN LESOTHO

<b>C1. To what extent is the WBG an effective development partner in terms of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
1	Responsiveness to needs in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C2. To what extent is the WBG an effective development partner in Lesotho, in terms of collaborating with the following groups?</b>												
		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	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament of Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Other development partners (African Union, African Development Bank; UN Agencies, European Union, IMF; bilateral agencies of the US, UK, Germany, Japan, China, and Republic of South Africa)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Lesotho? (Select up to 2)</b>	
1	Central Bank of Lesotho
2	Parliament of Lesotho
3	Academia / research centers
4	Private sector
5	Civil society (e.g., NGOs, CBOs)
6	Media
7	Other development partners (African Union, African Development Bank; UN Agencies, European Union, IMF; bilateral agencies of the US, UK, Germany, Japan, China, and Republic of South Africa)
8	Youth organizations
9	Local government
10	Other (please specify): _____

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN LESOTHO

The following questions ask about **the WBG's financial support to Lesotho**.

<b>C4. To what extent do you agree with the following statements?</b>													
<i>(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")</i>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
1	The WBG's financial instruments (i.e., loans, credits, grants, trust funds) <b>meet the needs</b> of Lesotho	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	The conditions of the WBG's financing are <b>competitive</b> compared to markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	The WBG provides financial support in a <b>timely</b> manner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	The WBG's conditions on its lending are <b>reasonable</b>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	The WBG <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"/>
6	The WBG's <b>Environmental and Social Framework</b> requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	The WBG effectively <b>monitors and evaluates</b> the projects it supports in Lesotho	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

The following questions ask about **the WBG's knowledge work in Lesotho**.

***Knowledge work** is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.*

<b>C5. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?</b>	
1	Yes
2	No

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN LESOTHO

C6. To what extent do you agree with the following statements? (If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")													
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Lesotho	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The WBG's knowledge work is <b>timely</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Working with the WBG <b>increases</b> Lesotho's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG brings <b>global expertise</b> to Lesotho as part of its knowledge work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The WBG's knowledge work is <b>tailored</b> to Lesotho's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The WBG's publications are <b>adequately disseminated</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	When I need to consult the WBG's knowledge work, I <b>know how to find it</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	I <b>anticipate using</b> the WBG's knowledge work <b>in the future</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION D: THE WORLD BANK GROUP IN LESOTHO GOING FORWARD

D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Lesotho? (Please be specific)												

## SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

<b>E1. How would you prefer to receive communication from the WBG? (Select up to 2)</b>			
1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, Twitter)	6	Other (please specify): _____

<b>E2. Do you recall seeing or hearing anything about the WBG recently?</b>	
1	Yes
2	No

<b>E3. Where do you recall seeing or hearing this information? (Select ALL that apply)</b>			
1	Television (TV)	7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	8	Blogs
3	Newspapers (print or online)	9	Podcasts
4	Event / conference / seminar (in person or online)	10	e-Newsletters
5	WBG websites	11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
6	Social media	12	Other (please specify): _____

## SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

<b>E4. What topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)</b>	
1	Climate change
2	Pandemic preparedness
3	Job creation / employment
4	Human capital
5	Food security
6	Digital economy
7	Women empowerment
8	Youth development
9	Debt relief for developing countries
10	Ending poverty in developing countries
11	WBG economic forecasts
12	Changes to the WBG financial and operational model
13	Other (please specify): _____

<b>E5. How concerned are you about the following potential impacts of climate change in Lesotho?</b>						
		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	More frequent and intense wild fires	<input type="checkbox"/>				
2	Decreased crop yields / increased food insecurity	<input type="checkbox"/>				
3	Climate-driven migration	<input type="checkbox"/>				
4	More frequent and severe floods	<input type="checkbox"/>				
5	More frequent and severe droughts	<input type="checkbox"/>				
6	More frequent and severe heatwaves	<input type="checkbox"/>				
7	Air pollution	<input type="checkbox"/>				
8	Extinction of plant / animal species	<input type="checkbox"/>				
9	Land and forest degradation	<input type="checkbox"/>				
10	Loss of jobs	<input type="checkbox"/>				
11	Increased erosion of shoreline	<input type="checkbox"/>				
12	Coastal flooding due to sea level rise	<input type="checkbox"/>				
13	Decreased water availability / quality	<input type="checkbox"/>				

## SECTION F: ADDITIONAL BACKGROUND INFORMATION

<b>F1. What is the primary specialization of your work? (Select only 1 response)</b>			
1	Education	10	Macroeconomics, fiscal / debt management
2	Health / pandemic preparedness	11	Private sector development / trade
3	Social protection	12	Environment / natural resource management
4	Gender equity	13	Climate change
5	Transport	14	Agriculture and food security
6	Water / sanitation	15	Urban development
7	Digital development	16	Legal / human rights
8	Energy	17	Generalist (specialize in multiple sectors)
9	Public sector governance	18	Other (please specify): _____

<b>F2. What is your gender?</b>	
1	Female
2	Male
3	Other
4	Prefer not to specify

<b>F3. What is your age?</b>	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

<b>F4. Which best represents your geographic location?</b>	
1	Berea
2	Butha-Buthe
3	Leribe
4	Mafeteng
5	Maseru
6	Mohale's Hoek
7	Mokholong
8	Qacha's Nek
9	Quthing
10	Thaba-Tseka

**Thank you for completing this survey!**