

# FY15 Mauritius Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



June 2015

Public Disclosure Authorized

Public Disclosure Authorized

Public Disclosure Authorized

Public Disclosure Authorized



## Acknowledgements

The Mauritius Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Mauritius country team and the local fielding agency DCDM Research. In particular, PORG is grateful for the support from Rafael Saute (Senior Communications Officer) who coordinated all survey related activities from Maputo, Mozambique.



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Mauritius .....	8
V. Overall Attitudes toward the World Bank Group.....	13
VI. Sectoral Importance and Effectiveness.....	21
VII. How the World Bank Group Operates .....	26
VIII. World Bank Group’s Knowledge and Instruments .....	33
IX. The Future Role of the World Bank Group in Mauritius.....	37
X. Communication and Outreach .....	42
XI. Appendices.....	49





## I. Objectives

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

- *General Issues Facing Mauritius*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Mauritius*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From March to May 2015, 250 stakeholders of the WBG in Mauritius were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBO); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 130 stakeholders participated in the survey (52% response rate).

Some respondents filled out the questionnaire with a representative of the fielding agency in person or on the phone, and others received and returned the questionnaires via post or email. Respondents were asked about: general issues facing Mauritius; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Mauritius; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

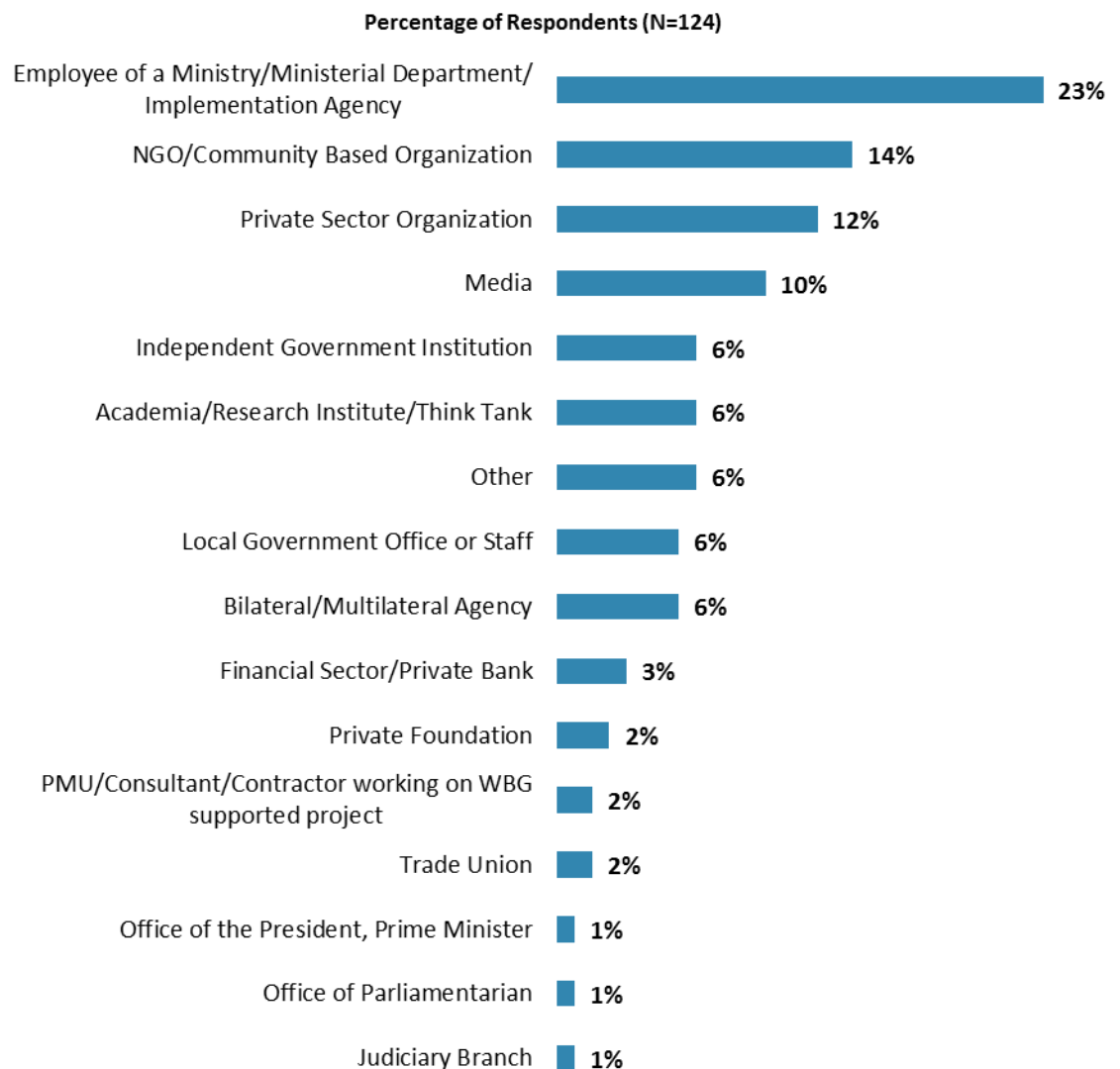
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 50%, N=153). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, E, G, and H. For the weighted stakeholder breakdown and year comparison results, please see appendix F (page 130).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/CBOs, private foundations, and trade unions were combined in the “CSO” category. Few respondents from the office of the President, Prime Minister, office of parliamentarian, and the judiciary branch were included in the “Other” category. Note that there were no respondents from office of minister, faith-based groups, and youth groups.

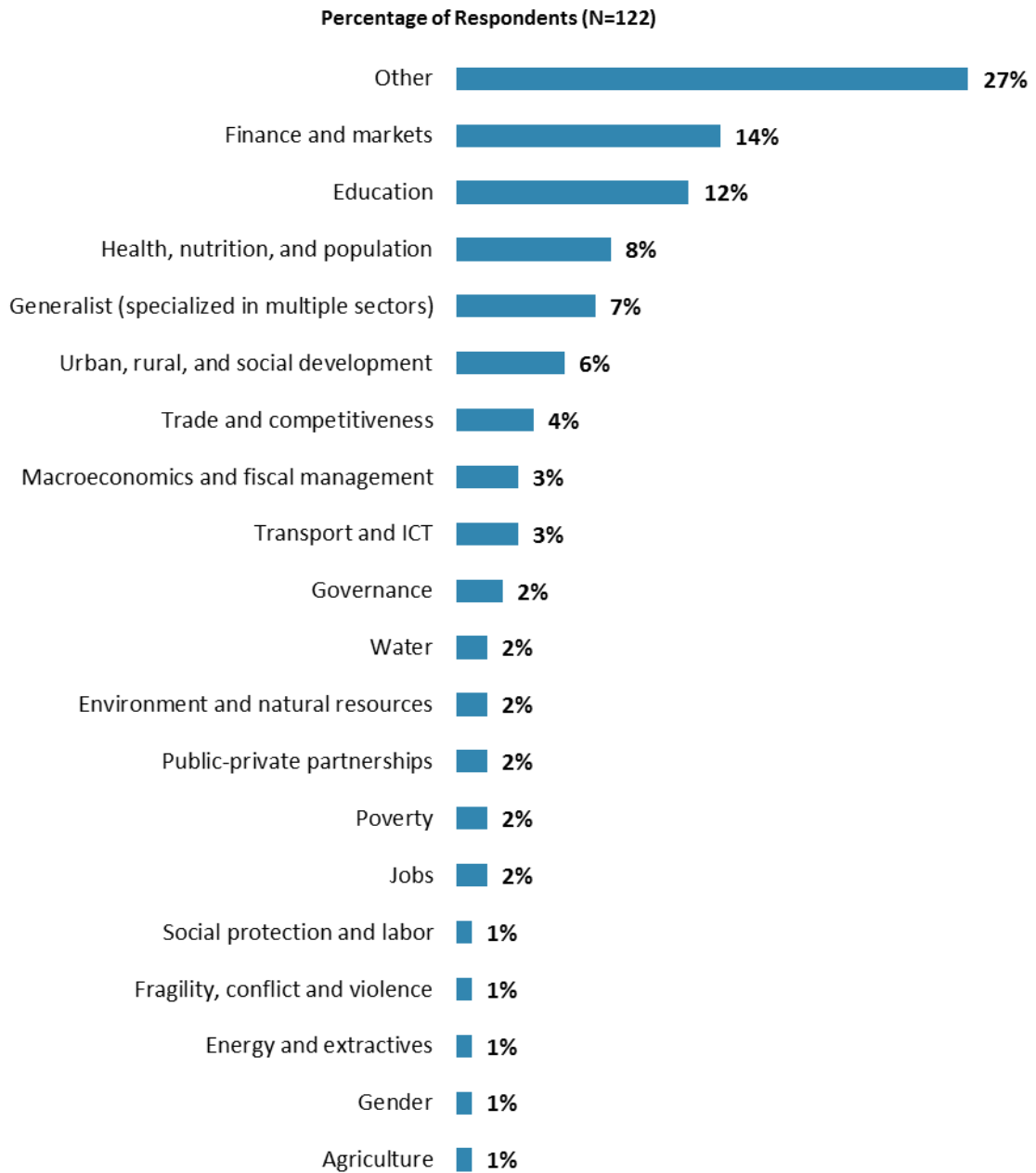


“Which of the following best describes your current position?” (Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



**“Please identify the primary specialization of your work.” (Respondents chose from a list.)**

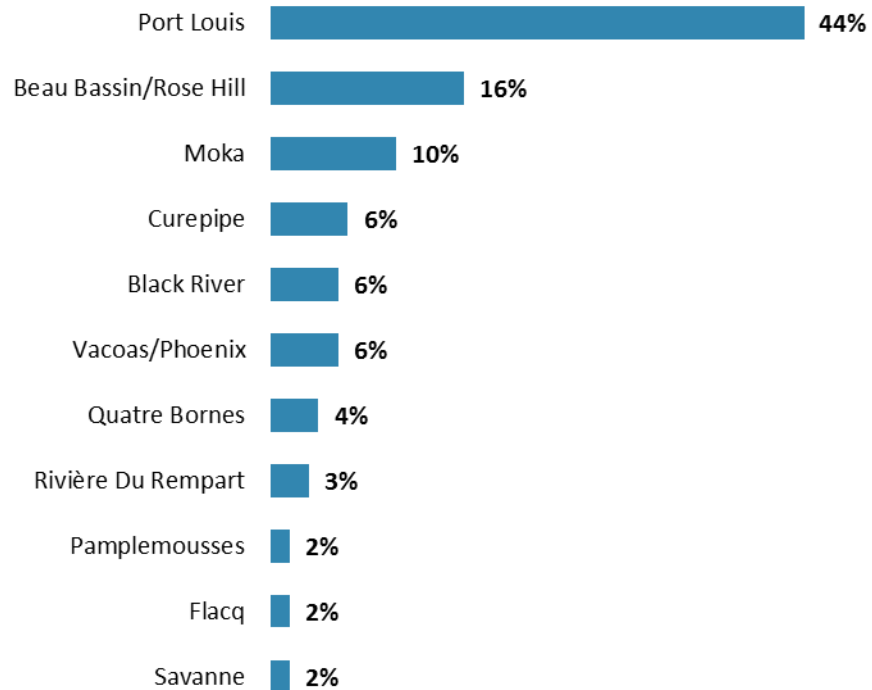


### III. Demographics of the Sample (continued)

#### Geographic Location

- Because of the small number of respondents from areas other than Port Louis, these areas were combined into the “Other” category. Only significant geographic location differences in ratings on indicator questions will be discussed in the body of this report. All comparisons can be found in Appendix C (see page 88).

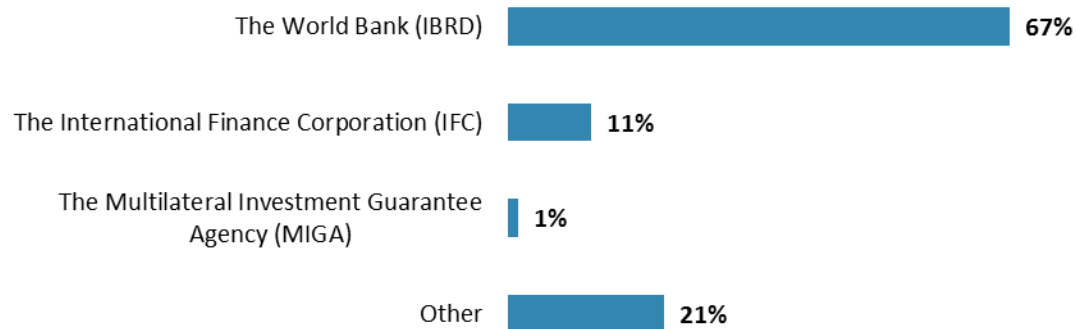
Percentage of Respondents (N=125)



“Which best represents your geographic location?” (Respondents chose from a list.)

#### Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=72)



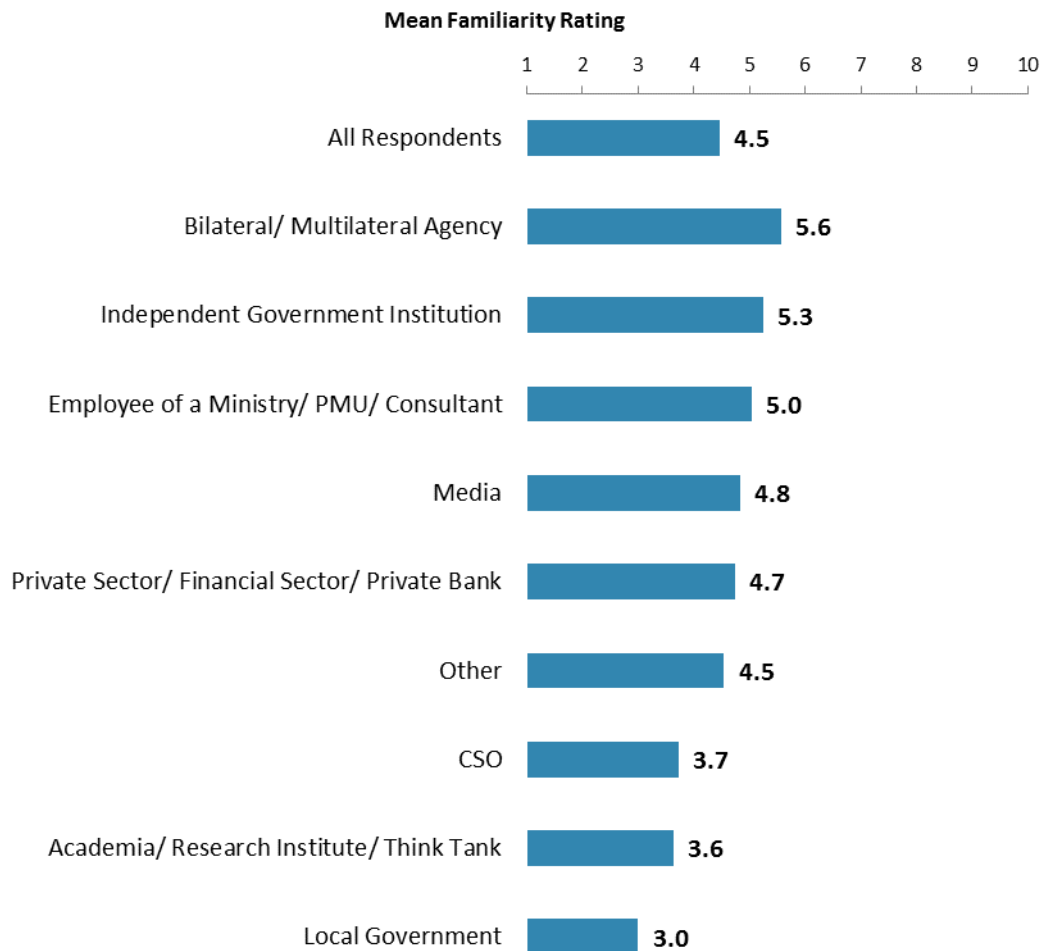
“Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius?” (Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey had significantly lower ratings of familiarity with the WBG compared to respondents from the FY '12 country survey (weighted mean in FY'15 = 4.7; weighted mean in FY'12 = 5.8)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Mauritius.



**"How familiar are you with the work of the World Bank Group in Mauritius?"**  
(1 - "Not familiar at all", 10 - "Extremely familiar")

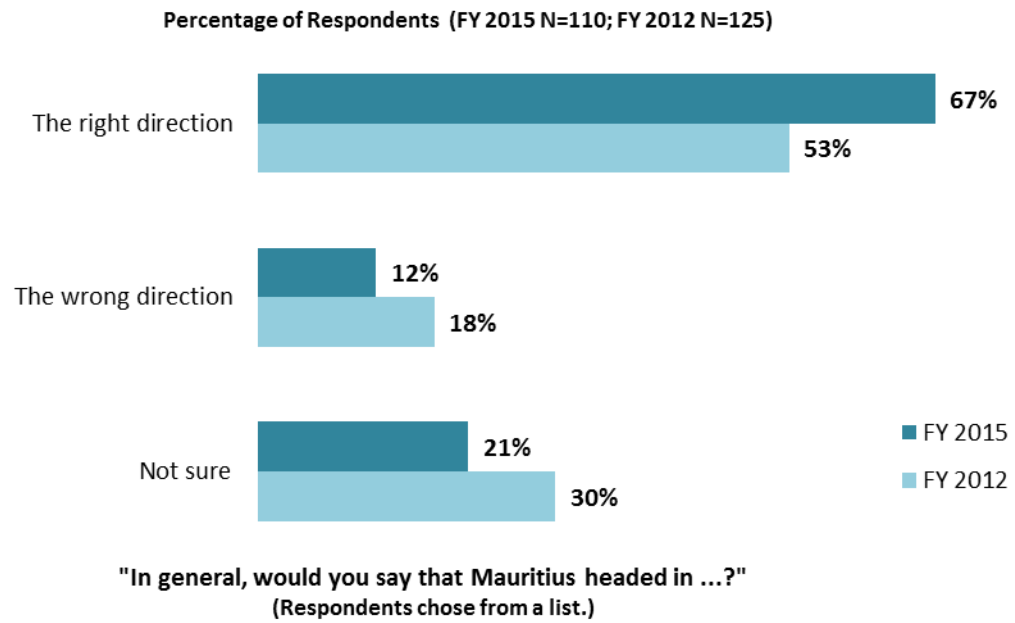
<sup>1</sup> Please refer to Appendix F for more details on weighting. The means in the chart were calculated based on un-weighted data.





## IV. General Issues Facing Mauritius

### Headed in the Right Direction<sup>2</sup>



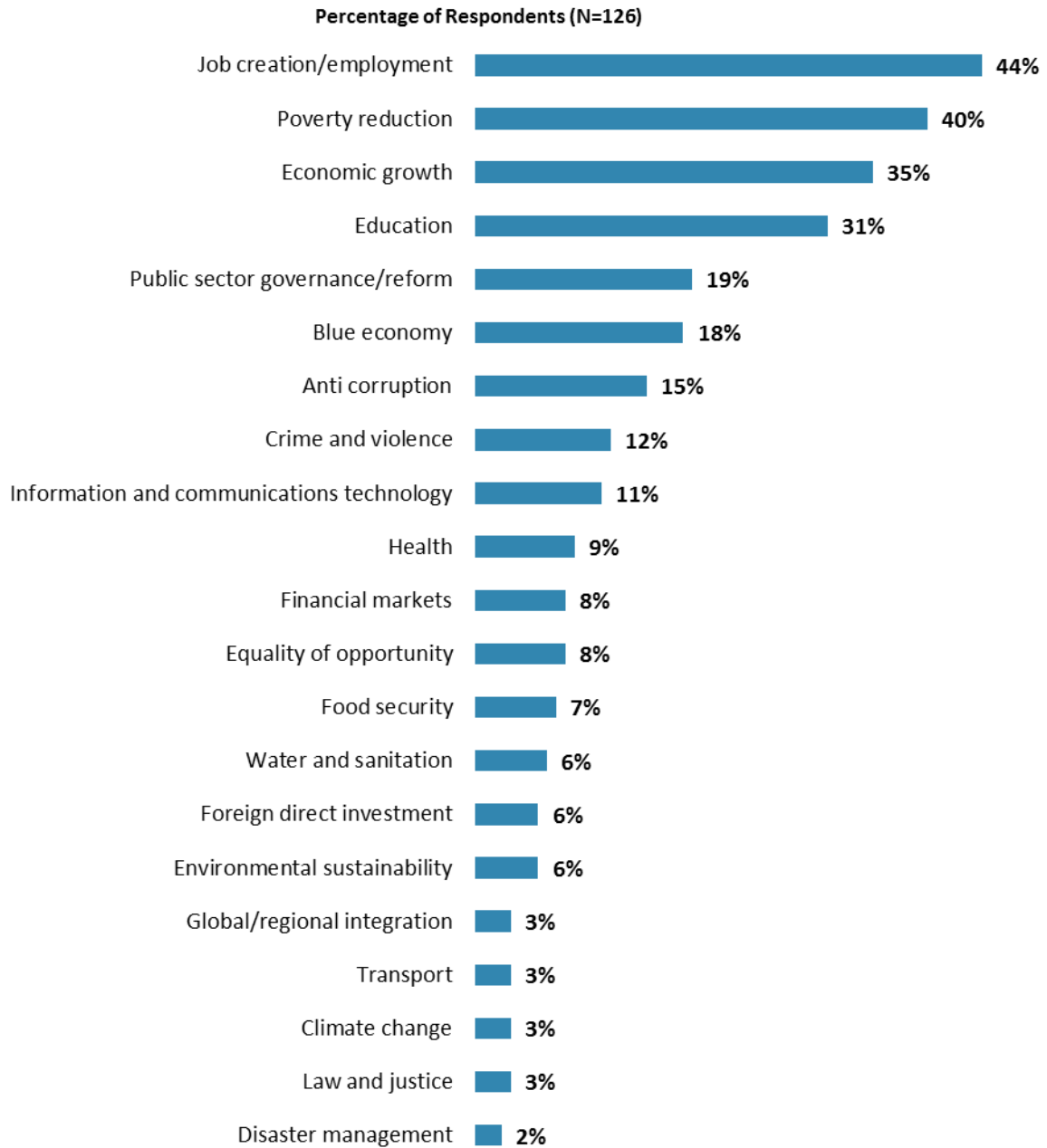
<sup>2</sup>All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix F for more details on weighting.



## IV. General Issues Facing Mauritius (continued)

### Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Mauritius were “*economic growth*” (45%) and “*education*” (42%).



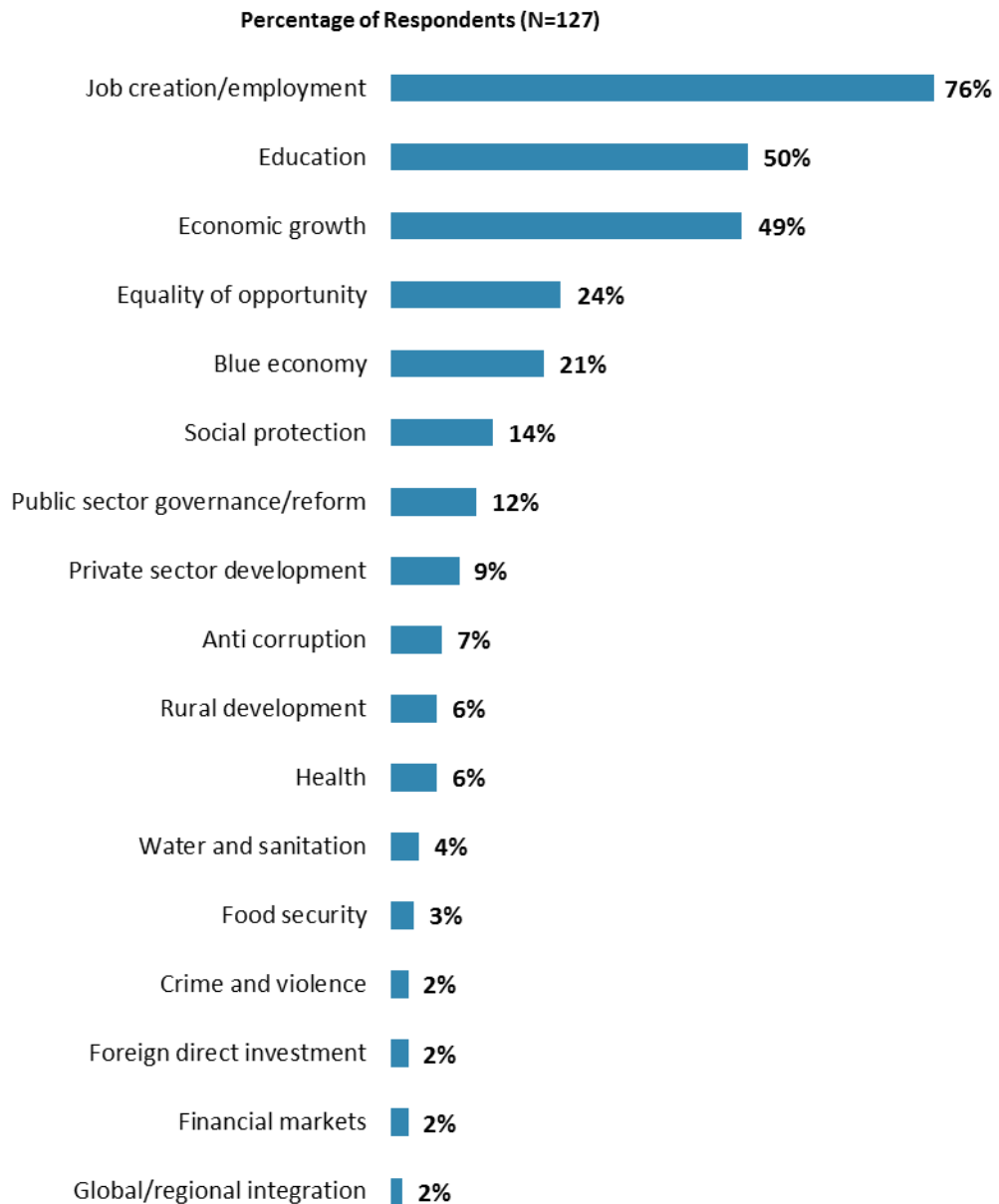
"Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Mauritius (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Mauritius were “*education*” (70%), “*job creation/employment*” (59%), and “*economic growth*” (49%).

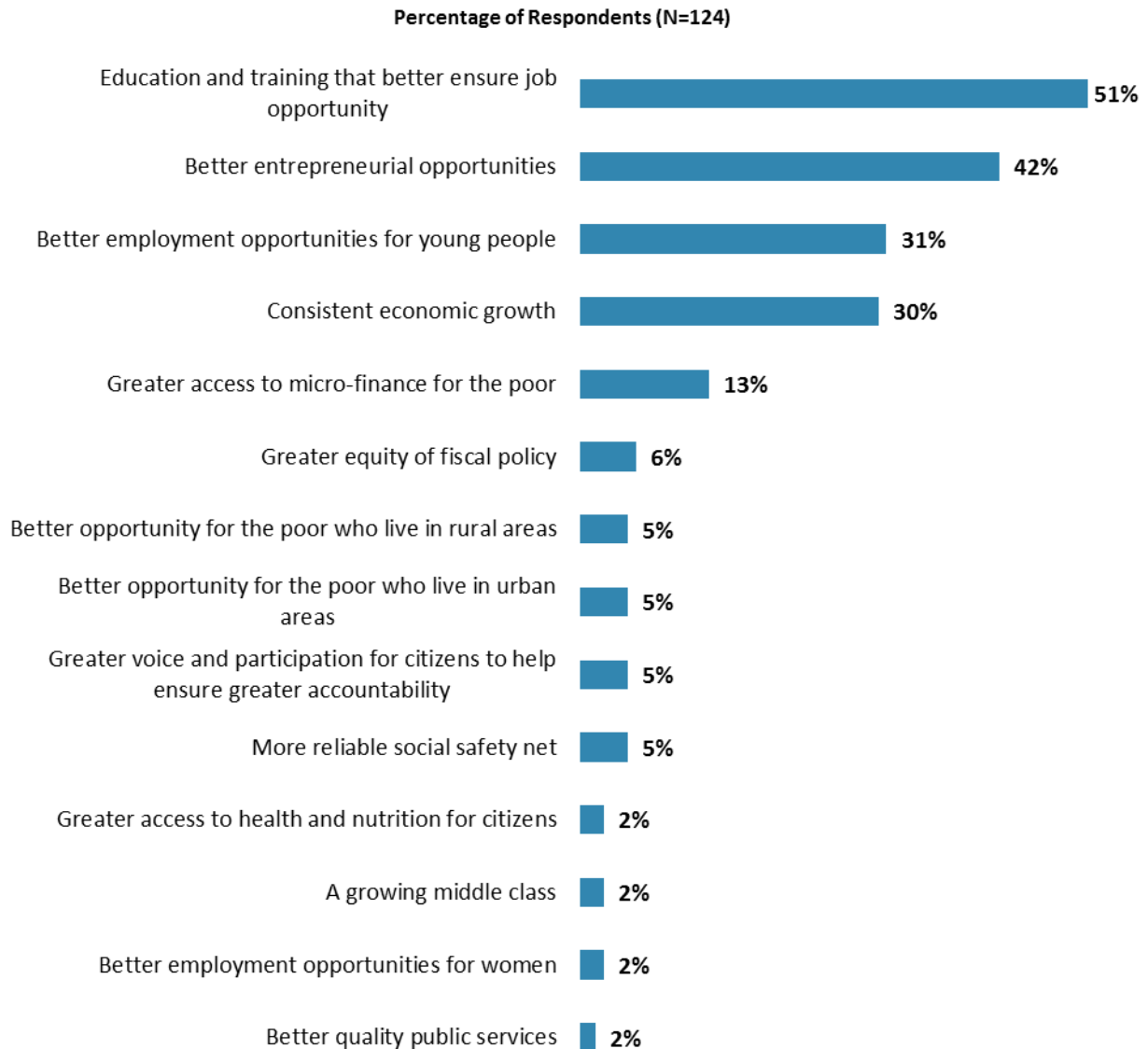


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius?" (Respondents chose from a list. Responses combined.)**



## IV. General Issues Facing Mauritius (continued)

### Factors Contributing to “Shared Prosperity”



**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)"**

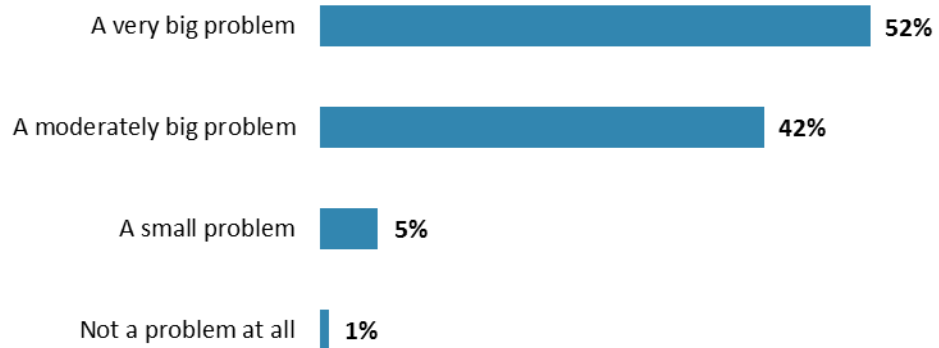
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Mauritius (continued)

### Assessing the Gap between the Rich and the Poor in Mauritius

Percentage of Respondents (N=129)

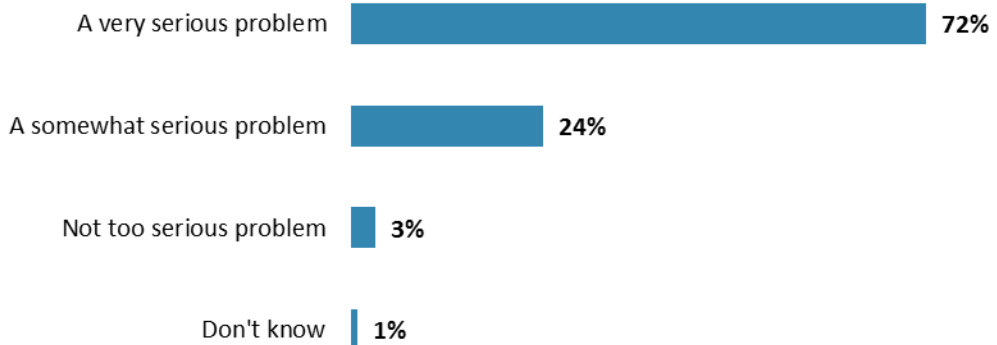


"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius?" (Respondents chose from a list.)

---

### Assessing the Global Climate Change

Percentage of Respondents (N=129)



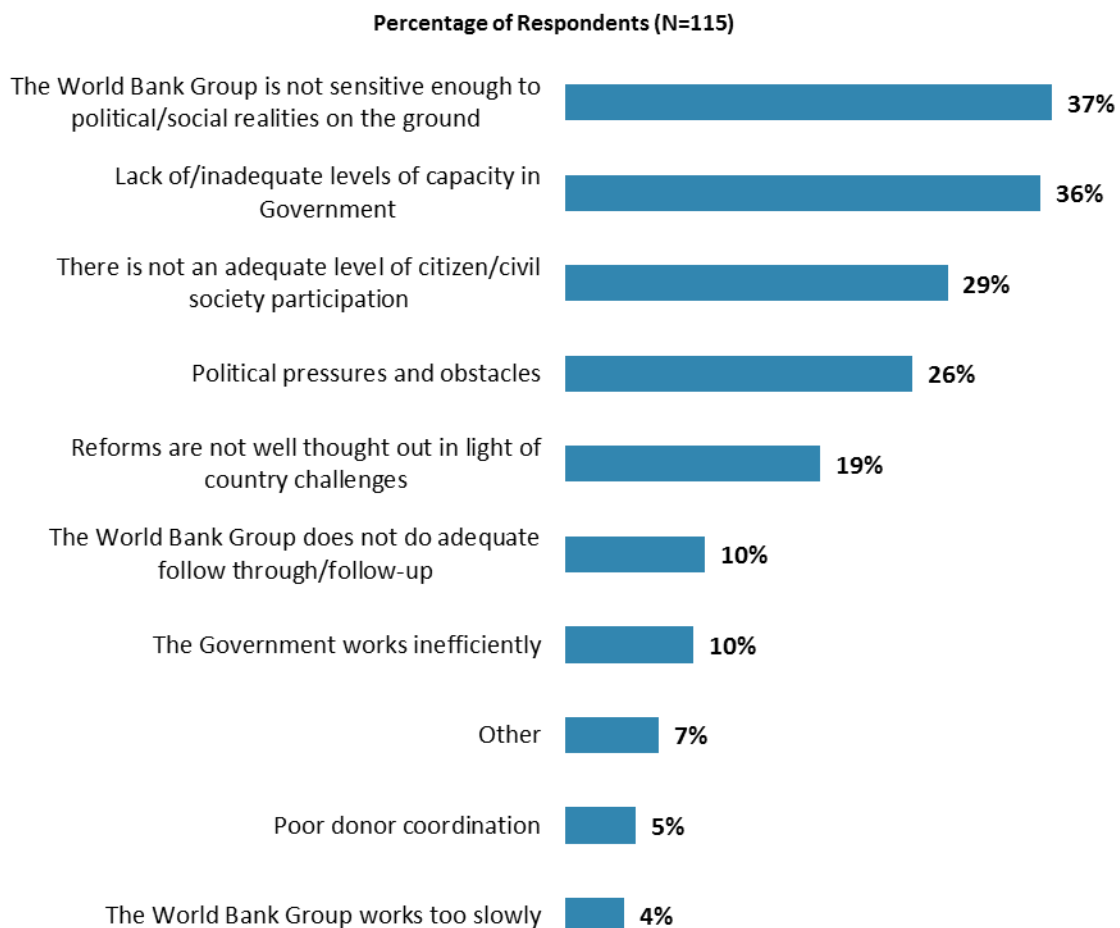
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list. )



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to “*political pressures and obstacles*” (37%) and “*lack of/inadequate levels of capacity in Government*” (34%).
- **Stakeholder groups:** Among this year’s respondents, respondents from CSOs and the private sector were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.



**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group (continued)

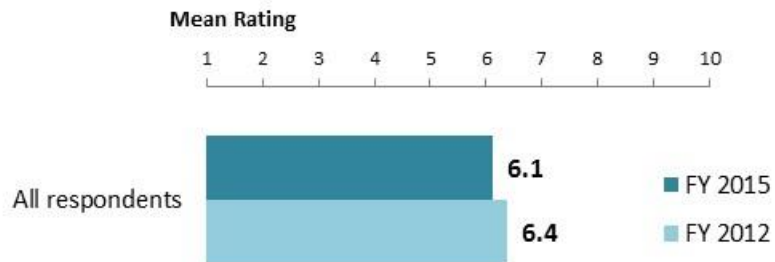
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

### The World Bank Group’s Overall Effectiveness<sup>3</sup> (Indicator Question)



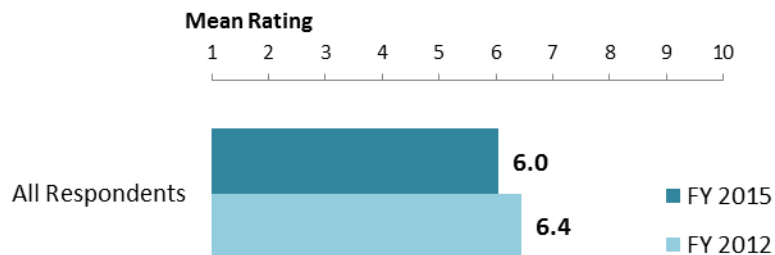
**"Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius."**  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (Indicator Question)



**"To what extent does the World Bank Group's work help to achieve development results in Mauritius?"** (1-"To no degree at all", 10-"To a very significant degree")

### WBG Staff Preparedness



**"To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")

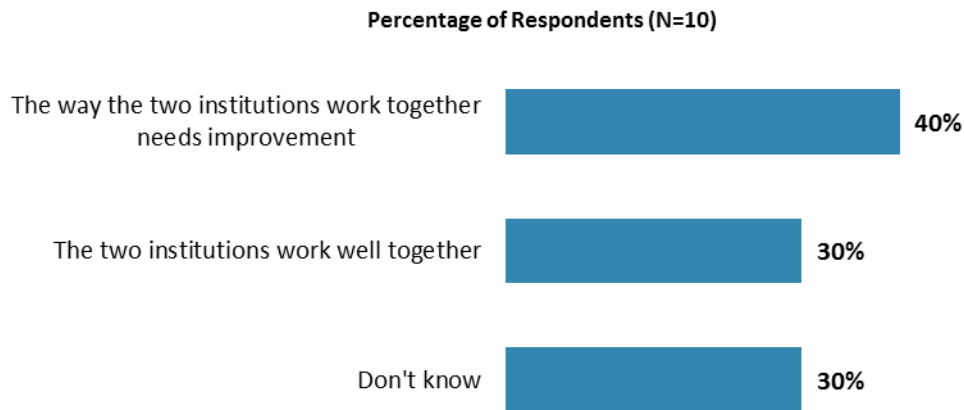
<sup>3</sup>All means presented in the charts on this page were calculated based on weighted data from FY'15 and FY'12.



## V. Overall Attitudes toward the World Bank Group (continued)

### World Bank and IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and IFC?*” provided their views on the working relationship between the World Bank and the IFC.



**“If your projects involve both the World Bank and the IFC, what was your view on the two institutions working together in Mauritius?” (Respondents chose from a list.)**

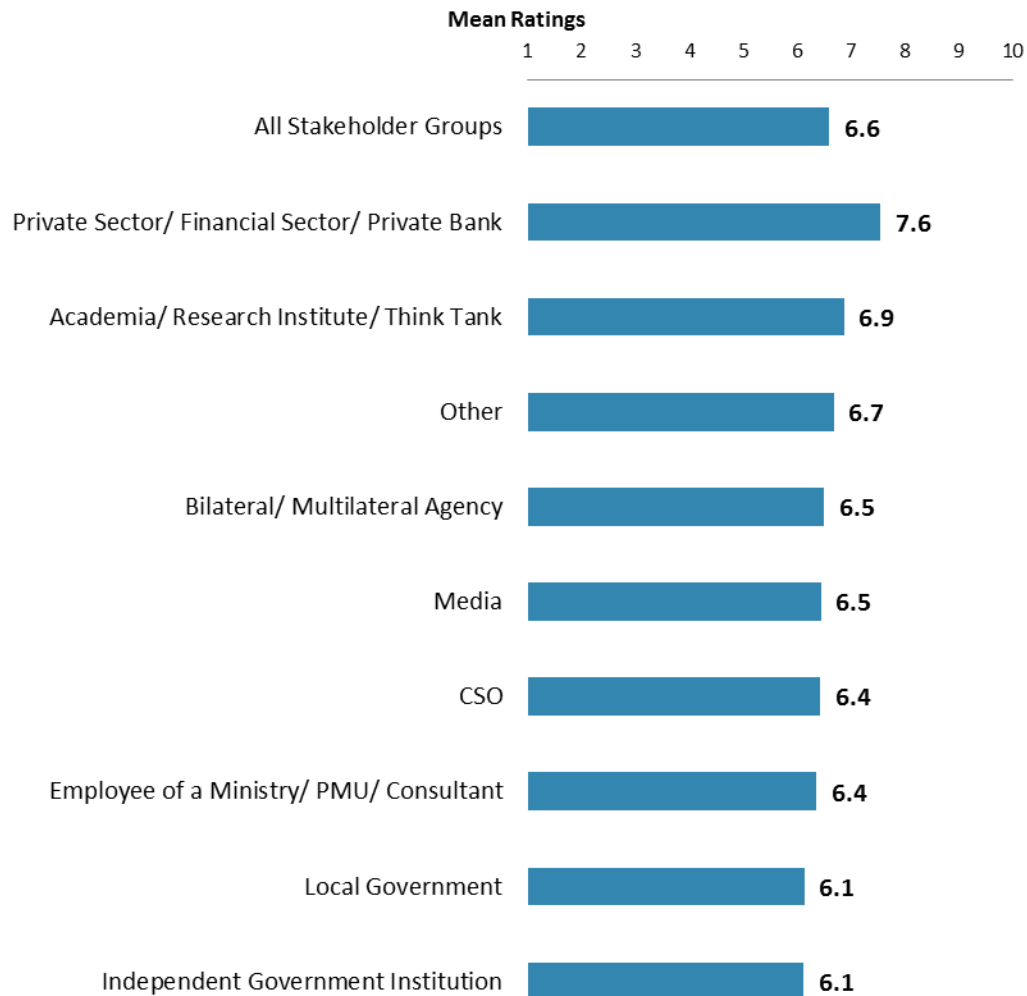




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- **Stakeholder groups:** There were no significant differences across stakeholder groups in their aggregated responses to twenty five indicator questions.
- Responses to individual indicator questions by stakeholder groups can be found in Appendix H (page 136).



#### Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

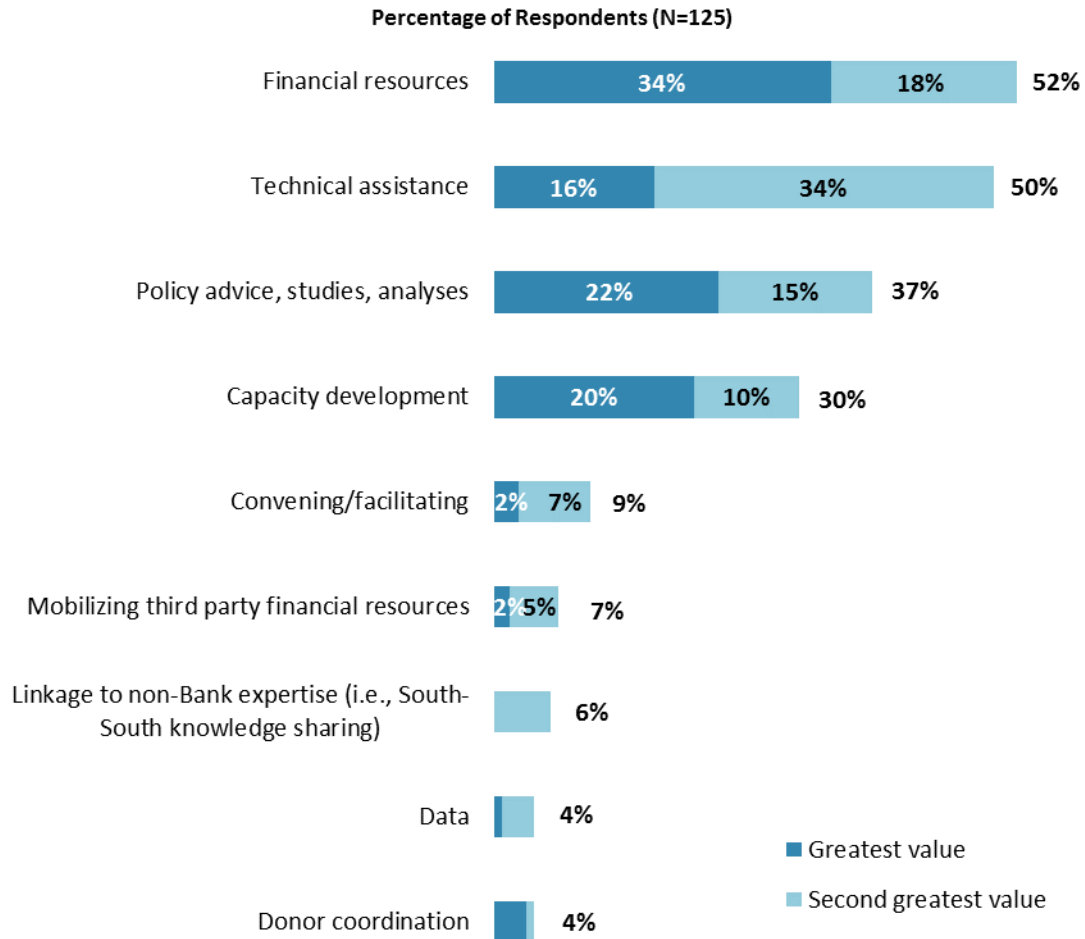
\* Responses to all twenty five indicator questions can be found in Appendices G and H.



## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest values to Mauritius were its "*financial resources*" (51%) and "*technical assistance*" (46%).



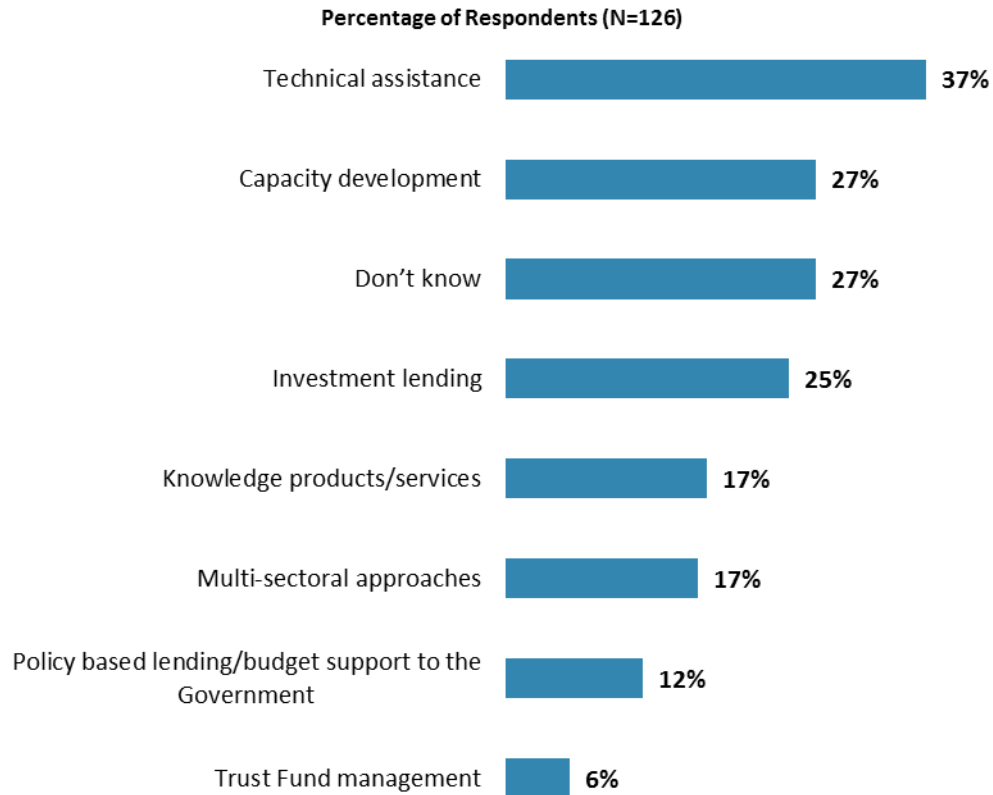
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?"**  
(Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group (continued)

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey also indicated that the most effective World Bank's instrument in reducing poverty in Mauritius was “*technical assistance*” (45%).

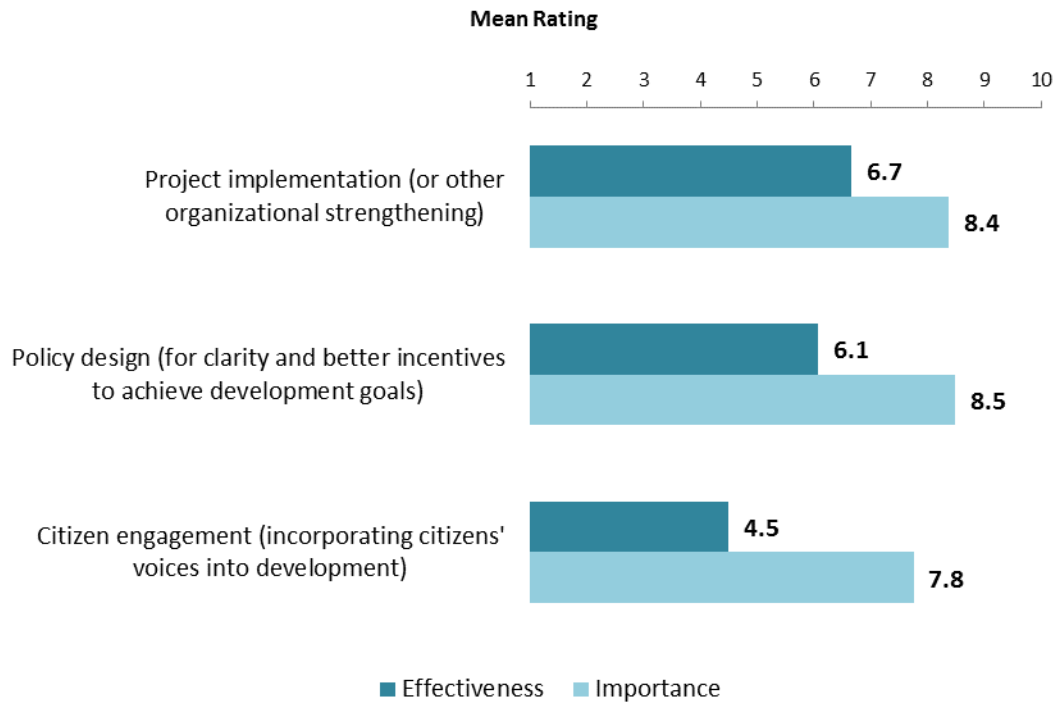


**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group (continued)

### Importance and Effectiveness of WBG's Capacity Building Work



**"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius?"**  
(1 - "Not effective at all", 10 - "Very effective")

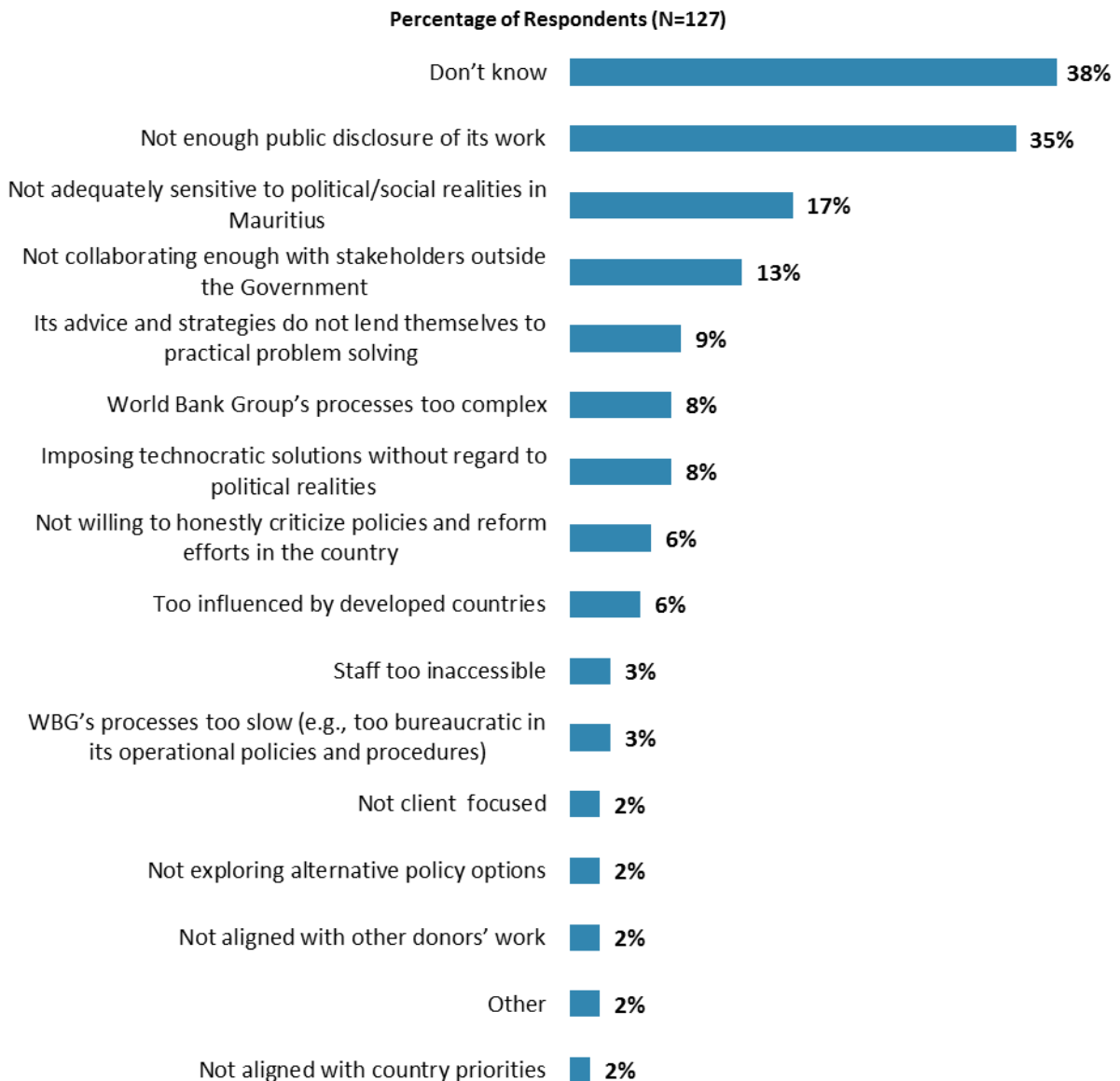
**"When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"**  
(1 - "Not important at all", 10 - "Very important")



## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Mauritius were "*not enough public disclosure of its work*" (27%) and "*not adequately sensitive to political/social realities in Mauritius*" (26%).

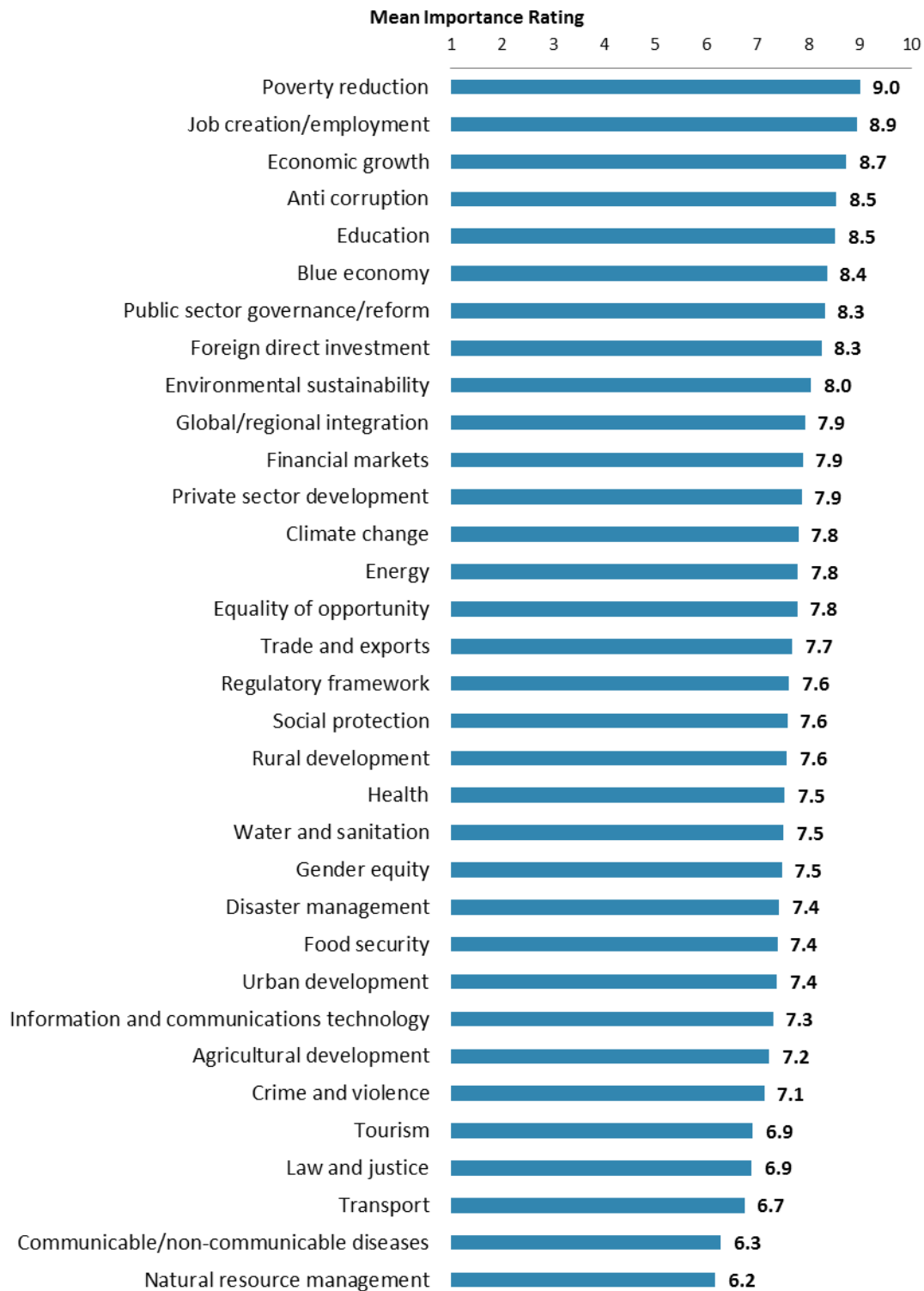


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas

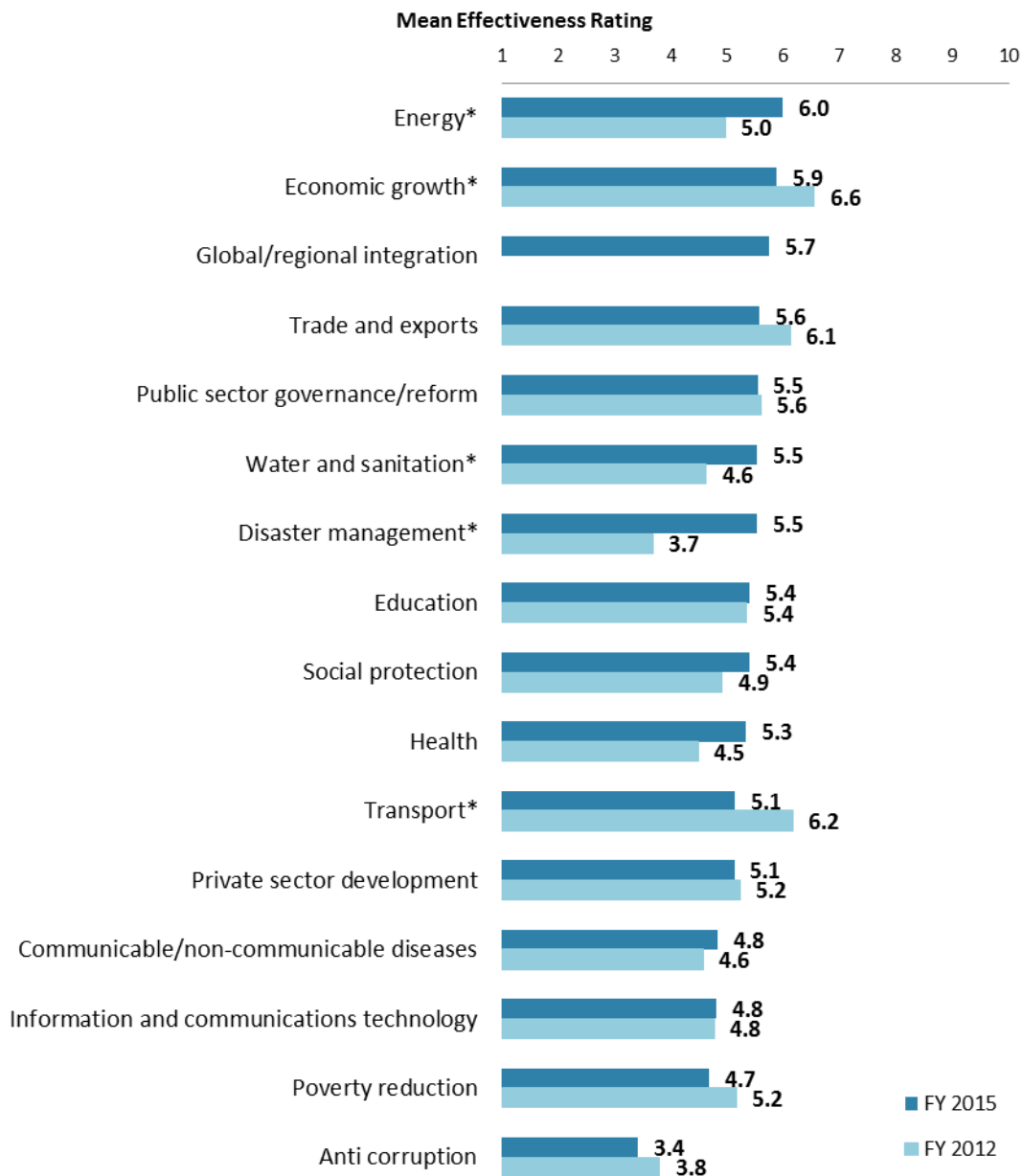


"In your opinion, how **IMPORTANT** is it for the World Bank Group to be involved in the following areas of development in Mauritius?" (1-"Not important at all", 10-"important")



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>4</sup>



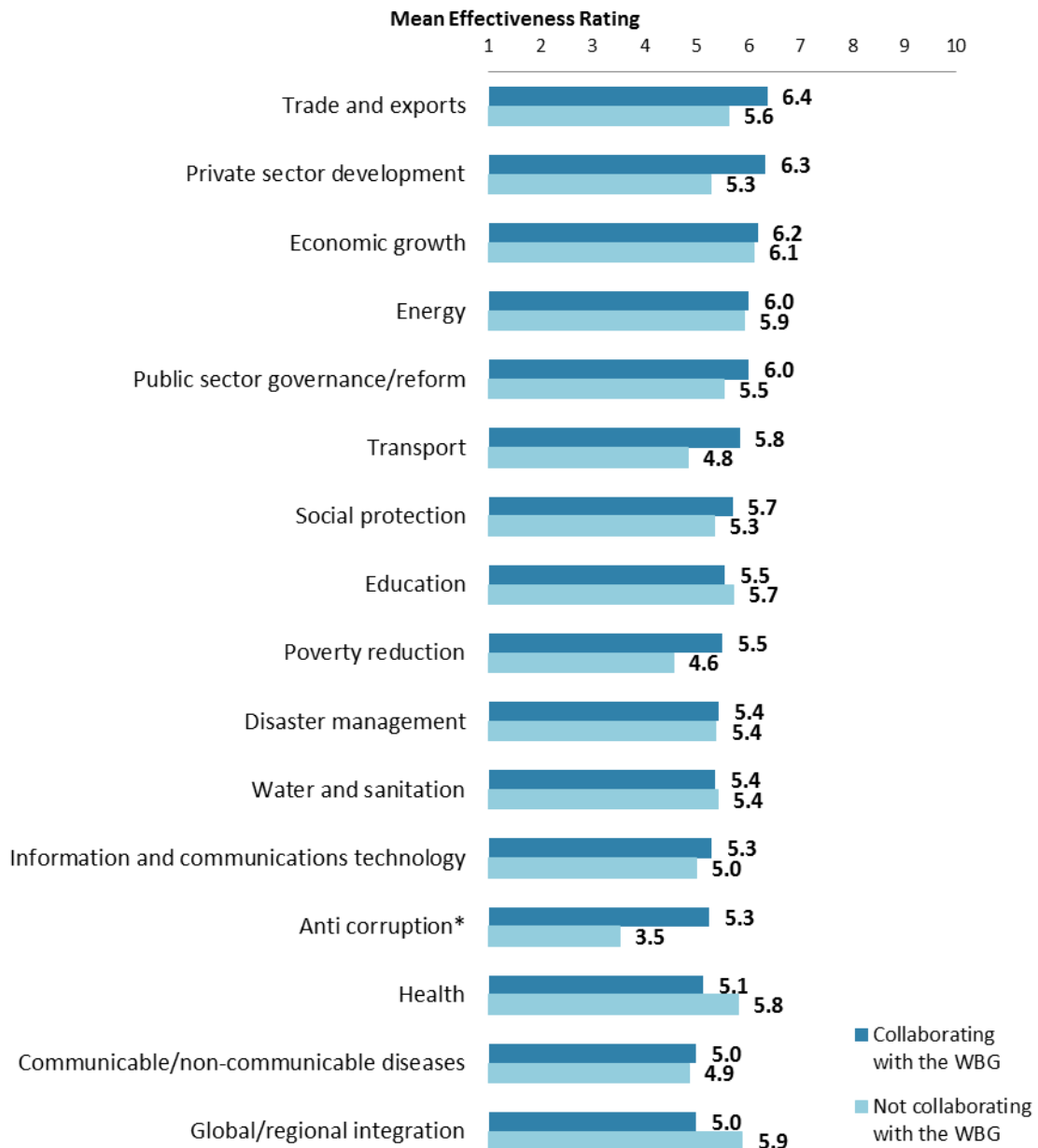
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2015 and FY 2012)

<sup>4</sup>All means presented in this chart are calculated based on weighted data. See Appendix F for details.



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>5</sup>



**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators with the WBG)*

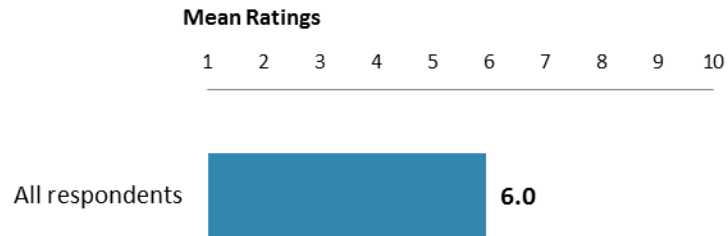
<sup>5</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 60) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.





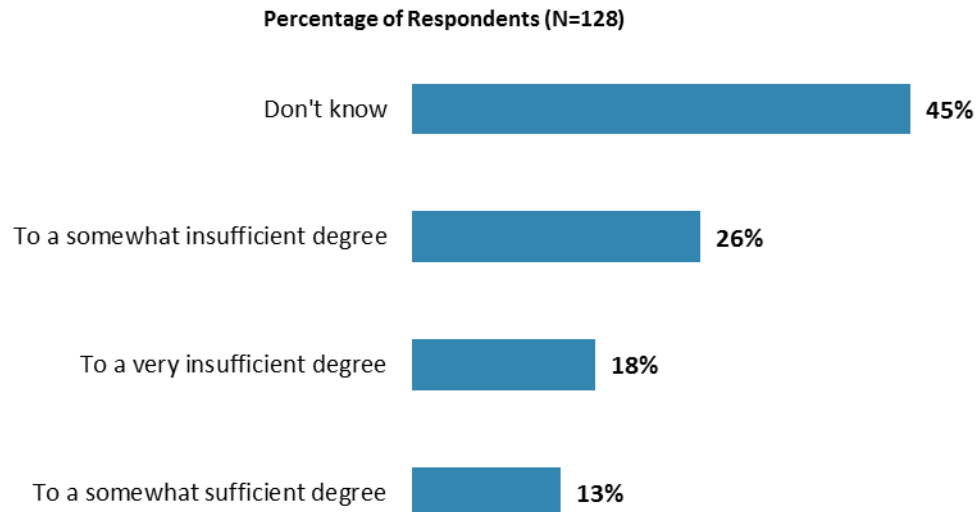
## VI. Sectoral Importance and Effectiveness (continued)

### WBG Promoting Private Public Partnerships



**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius?"**  
*(1-"to no degree at all", 10-"To a very significant degree")*

### Helping the Poorest



**"To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius?"** (Respondents chose from a list.)



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Mauritius, bivariate correlational analyses were conducted using respondents' ratings of the nineteen specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank Group's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

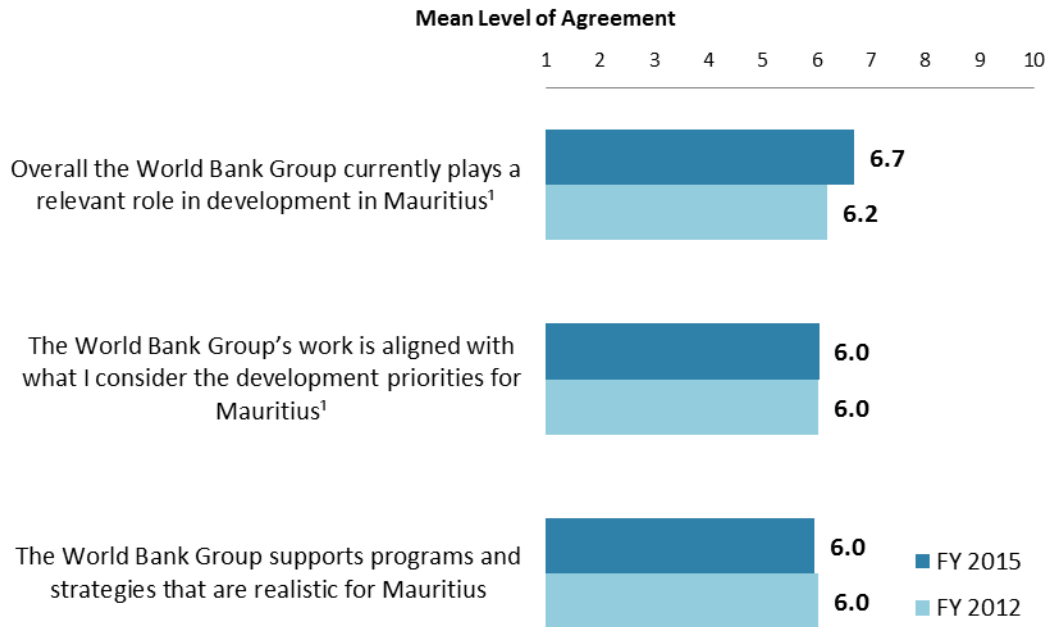
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Mauritius. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at transport;
  - The WBG's effectiveness at water and sanitation; and
  - The WBG's effectiveness at education.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Mauritius, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at public sector governance/reform;
  - The WBG's effectiveness at disaster management; and
  - The WBG's effectiveness at social protection.



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Mauritius: Year Comparison<sup>6</sup>

- **Year comparison:** Respondents in the FY'12 Country Survey and this year's Country Survey did not differ significantly in their views on the following statements about the WBG's work in Mauritius.



**"To what extent do you agree with the following statements about the World Bank Group's work in Mauritius?" (1-"Strongly disagree", 10-"Strongly agree")**

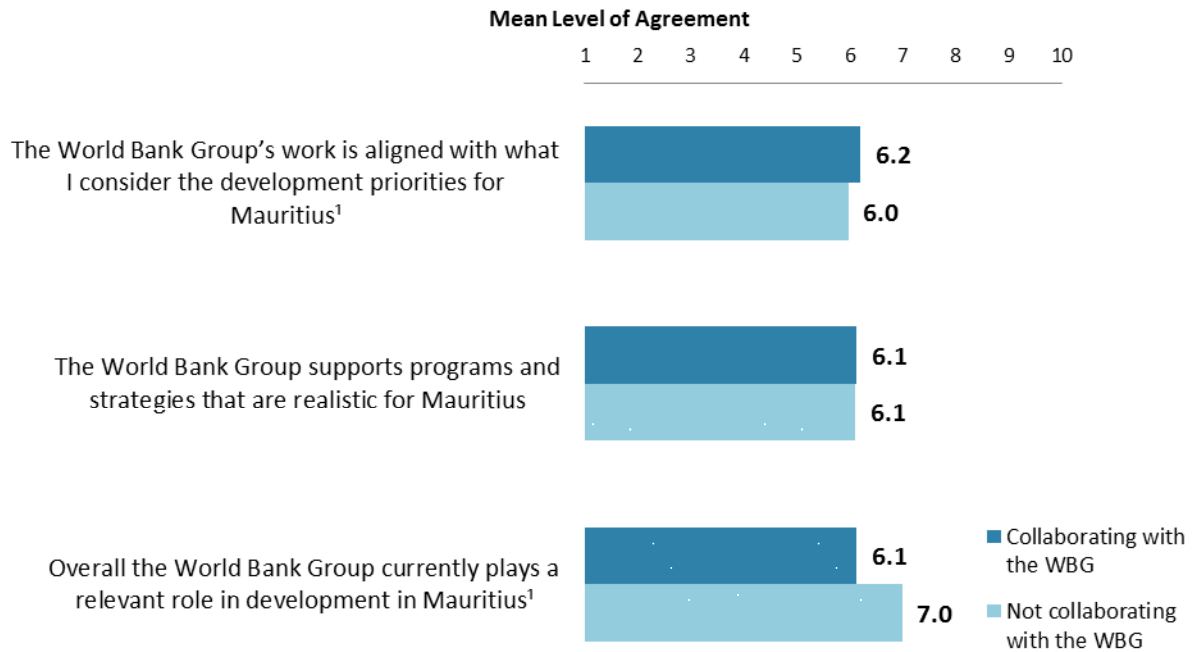
*<sup>1</sup>Indicator Question*

<sup>6</sup> Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix F.



## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Work in Mauritius: Collaboration



"To what extent do you agree with the following statements about the World Bank Group's work in

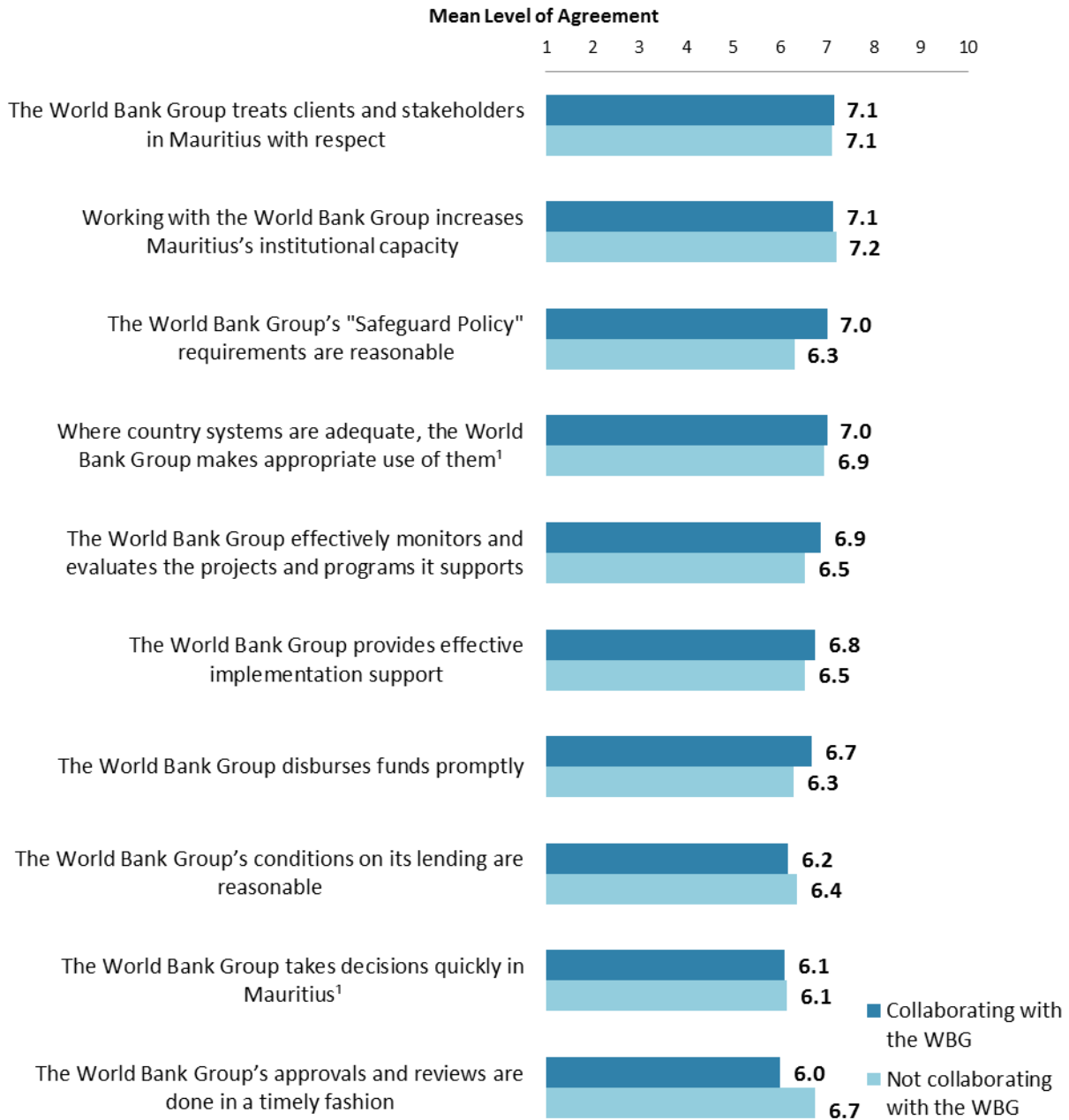
1. The data is based on the survey results.





## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Collaboration



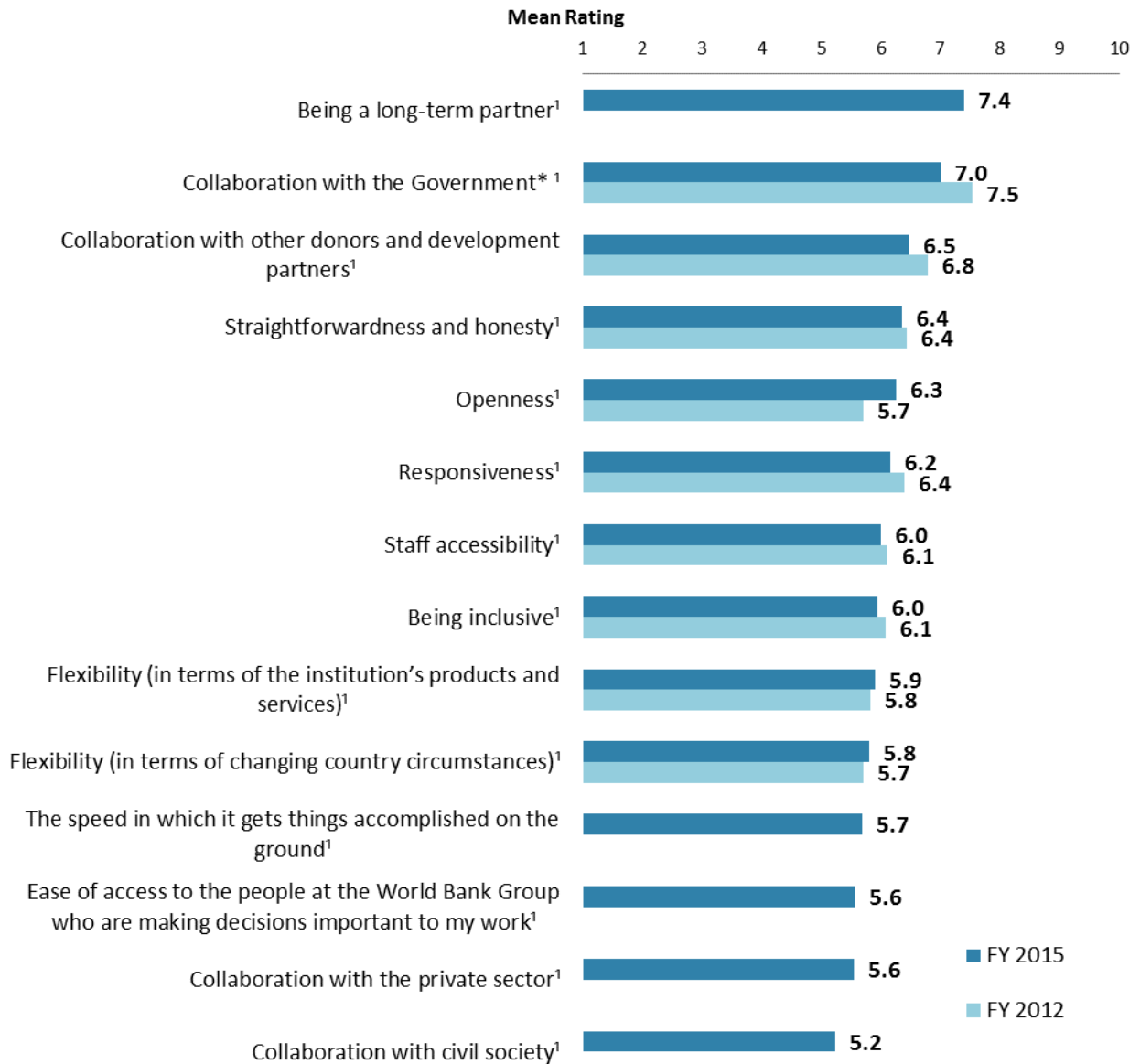
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
*Indicator Question*



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG's collaboration with the Government compared to respondents in the FY'12 Country Survey.



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

(\*Significantly different between FY2015 and FY2012)

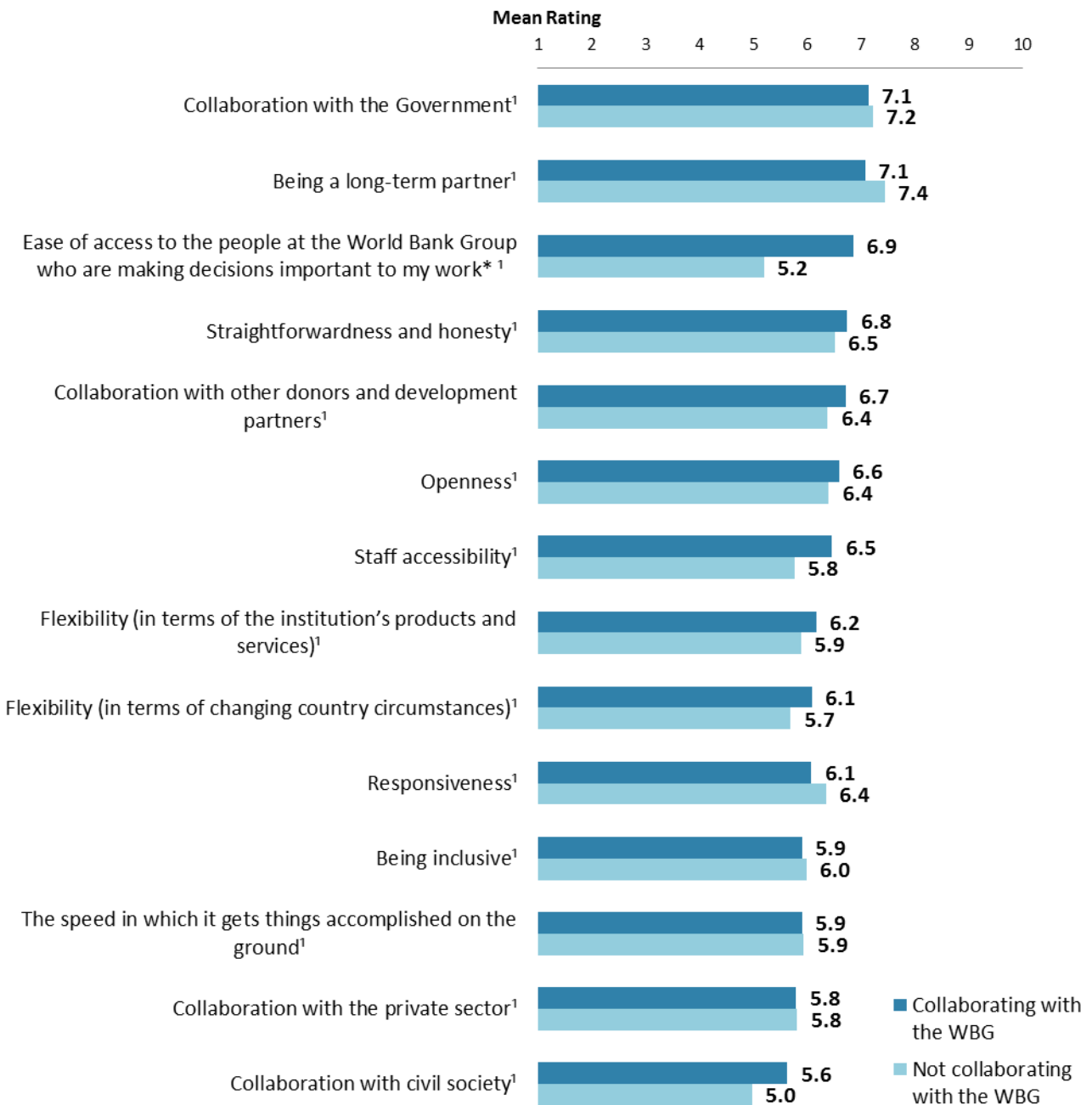
<sup>1</sup>Indicator Question

<sup>8</sup> All means in this chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Collaboration



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

(\*Significantly different between collaborators and non-collaborators with the WBG)

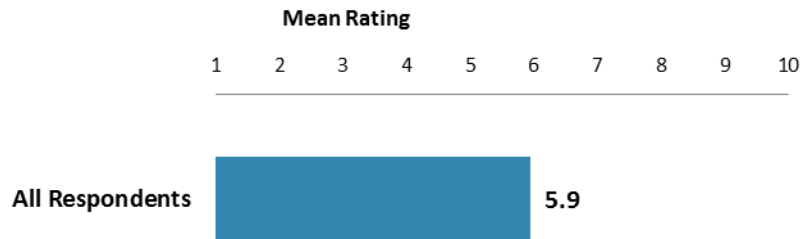
<sup>1</sup>Indicator Question





## VII. How the World Bank Group Operates (continued)

### Internal Measuring and Monitoring



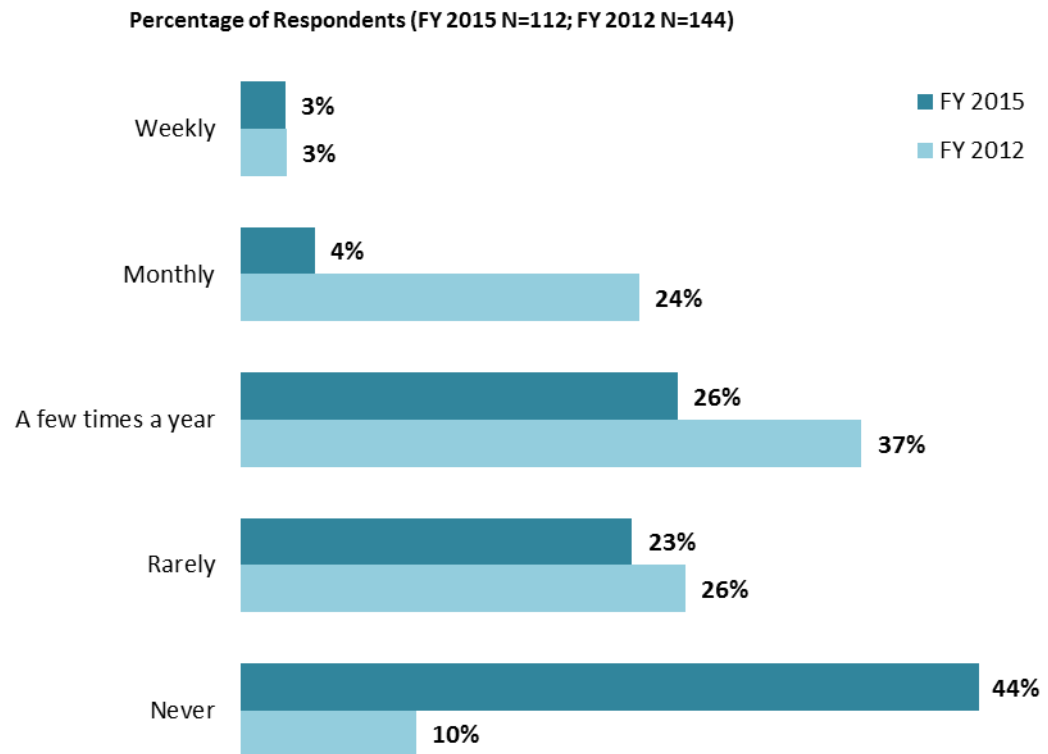
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius?" (1-"To no degree at all", 10-"To a very significant degree")



## VIII. World Bank Group’s Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities<sup>9</sup>

- **Year comparison:** Respondents in this year’s Country Survey were significantly less likely to indicate that they consult WBG’s knowledge work and activities “*monthly*” or “*a few times a year*” compared to respondents in the FY’12 Country Survey.



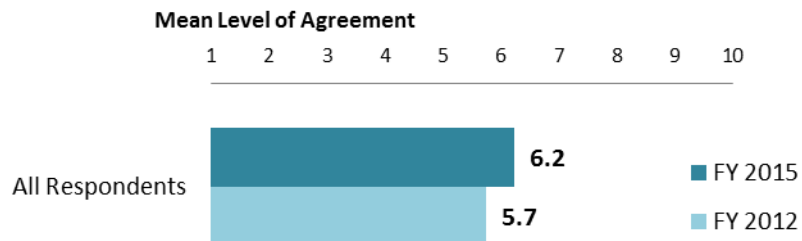
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

<sup>9</sup>All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix F for more details on weighting.



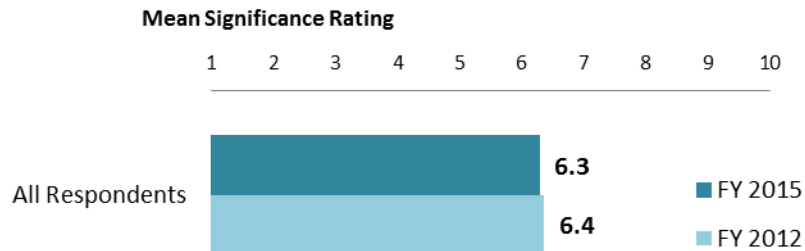
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Mauritius's Knowledge Needs<sup>10</sup> (Indicator Question)



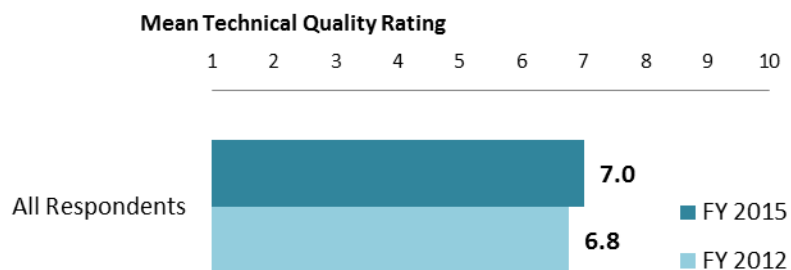
"The World Bank Group meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

### Contribution of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")

### Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

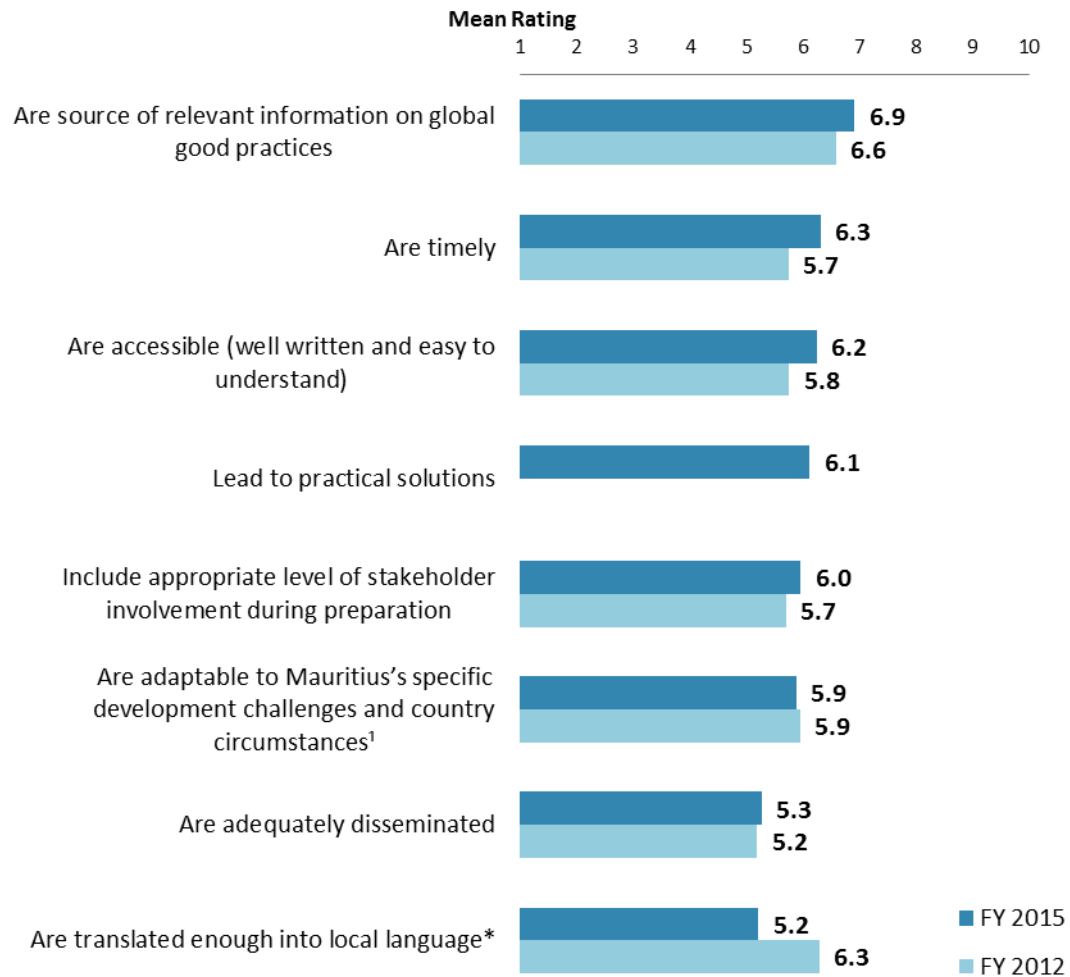
<sup>10</sup>All means in the charts on this page were calculated based on weighted data.



## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities<sup>11</sup>

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG's knowledge work and activities being "translated enough into local language" compared to respondents in the FY'12 Country Survey.



**"In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:"** (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY 2015 and FY 2012)  
<sup>1</sup>Indicator Question

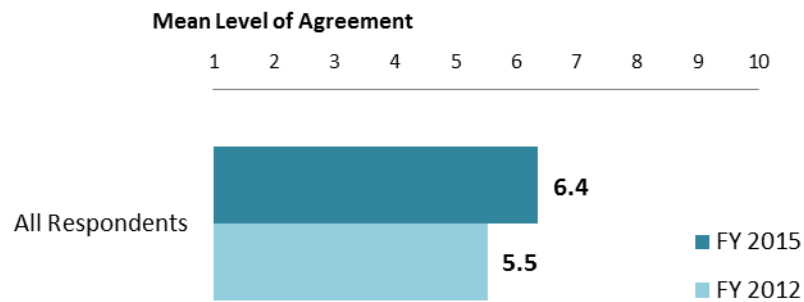
<sup>11</sup>All means in this chart were calculated based on weighted data.



## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting Mauritius’s Needs for Financial Instruments<sup>12</sup> (*Indicator Question*)

- **Year comparison:** Respondents in this year’s Country Surveys had significantly higher levels of agreement that the World Bank Group’s financial instruments meet Mauritius’s needs compared to respondents in the FY’12 Country Survey.



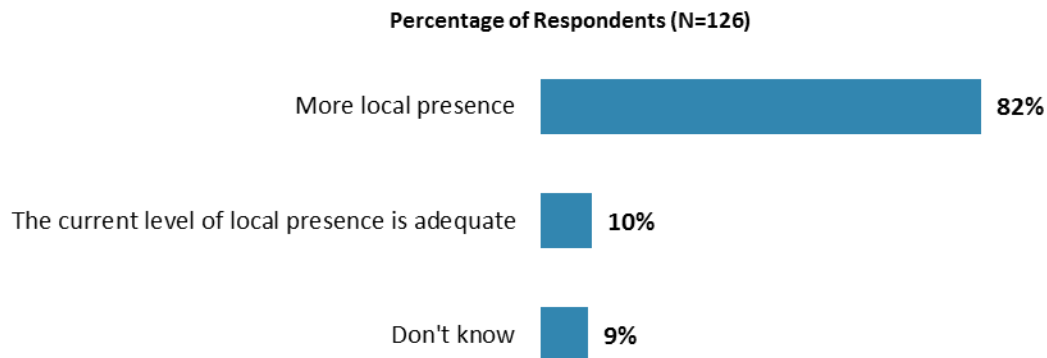
**"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mauritius"**  
*(1-"Strongly disagree", 10-"Strongly agree")*

<sup>12</sup> Means in this chart were calculated based on weighted data.



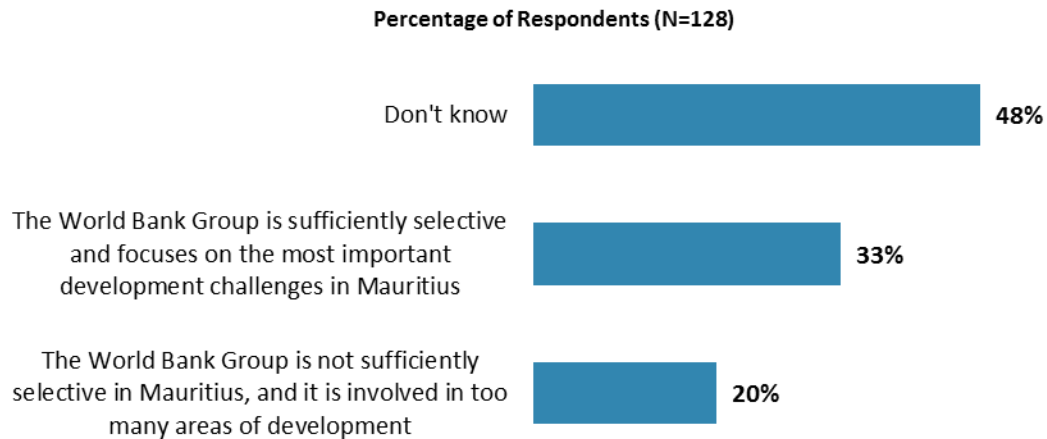
## IX. The Future Role of the World Bank Group in Mauritius

### The World Bank Group's Local Presence in Mauritius



**“To be a more effective development partner in Mauritius, do you believe that the World Bank Group should have...?” (Respondents chose from a list.)**

### Selectivity of the World Bank Group's Support



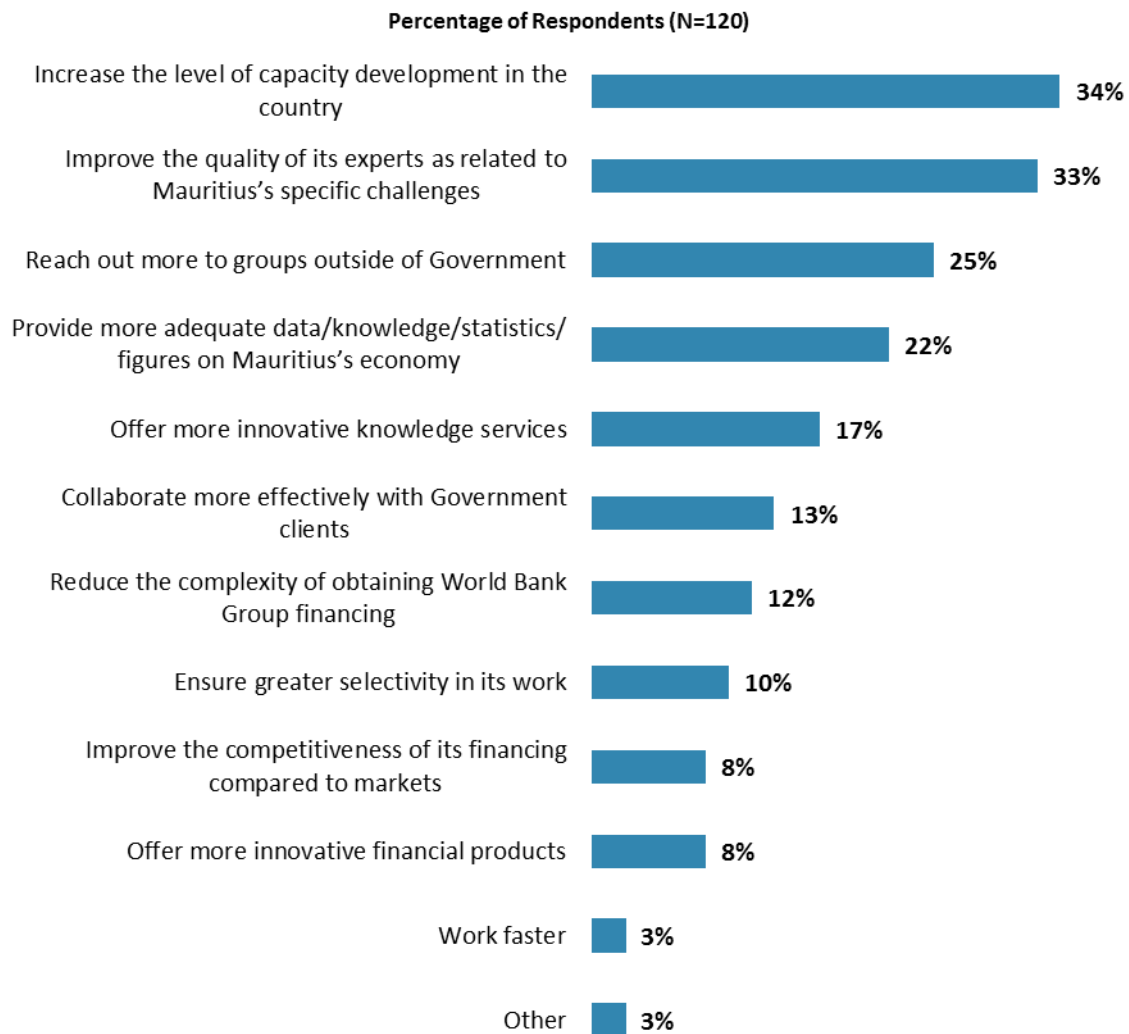
**“Which of the following best describes the World Bank Group's support in Mauritius?” (Respondents chose from a list.)**



## IX. The Future Role of the WBG in Mauritius (continued)

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*improve the quality of its experts as related to Mauritius’s specific challenges*” (36%) to make itself of greater value in Mauritius.
- **Collaboration:** This year’s respondents who currently collaborate with the WBG were significantly more likely to indicate that the WBG should “*increase the level of capacity development in the country*” compared to those respondents who do not collaborate with the WBG.
- **Stakeholder groups:** It is worth mentioning that respondents from CSOs and the private sector were significantly more likely to indicate that the WBG should “*reach out more to groups outside of Government*” than respondents from other stakeholder groups.



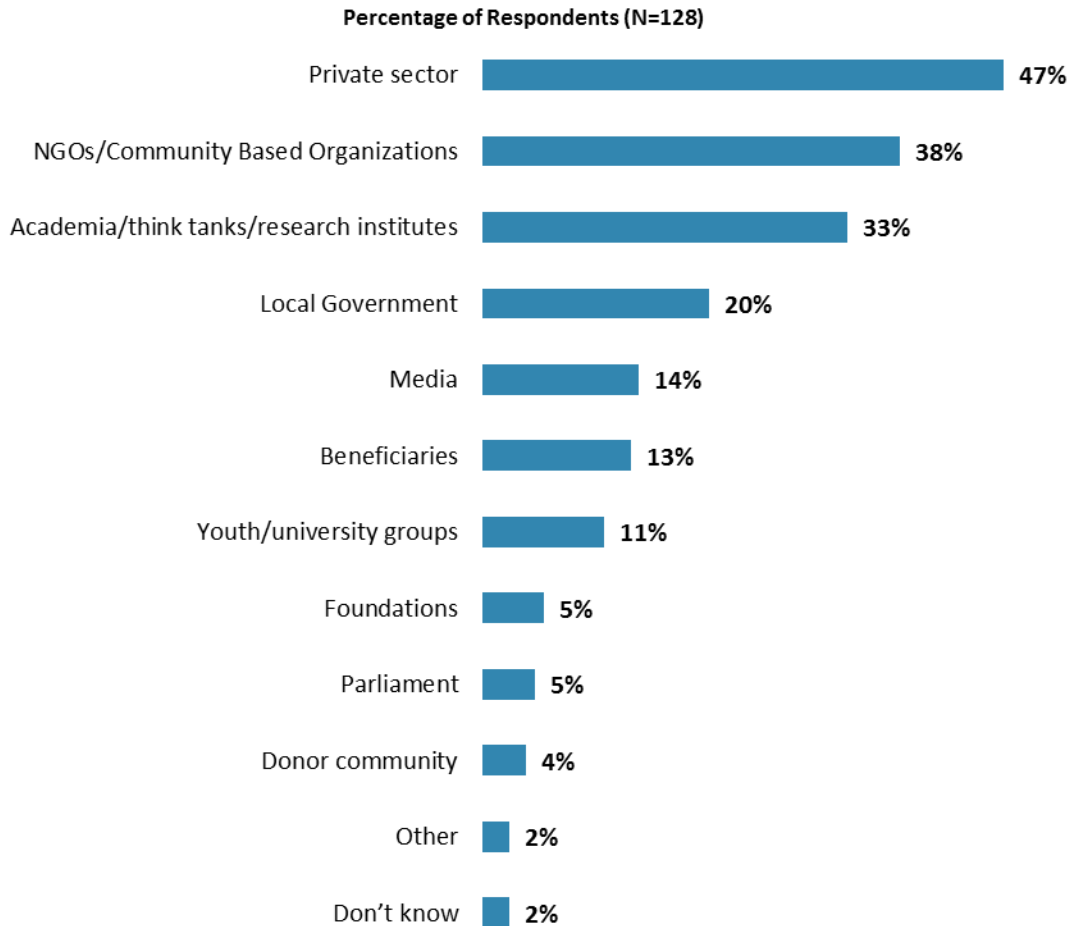
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Mauritius (continued)

### World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*private sector*” (61%) to ensure better development results in Mauritius.



**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country ?"**  
(Respondents chose from a list. Responses combined.)

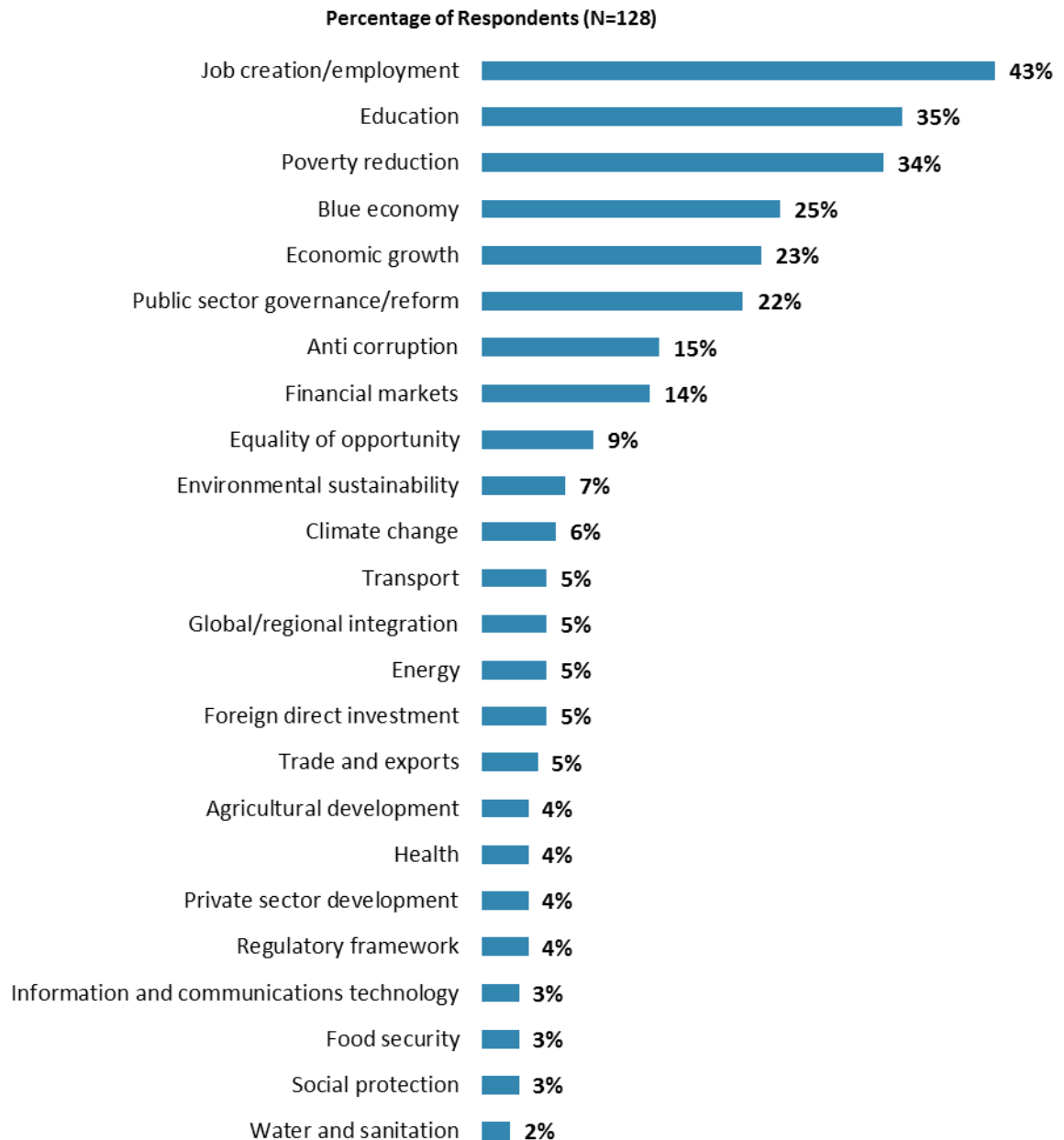




## IX. The Future Role of the WBG in Mauritius (continued)

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “*education*” (37%) and “*economic growth*” (30%).

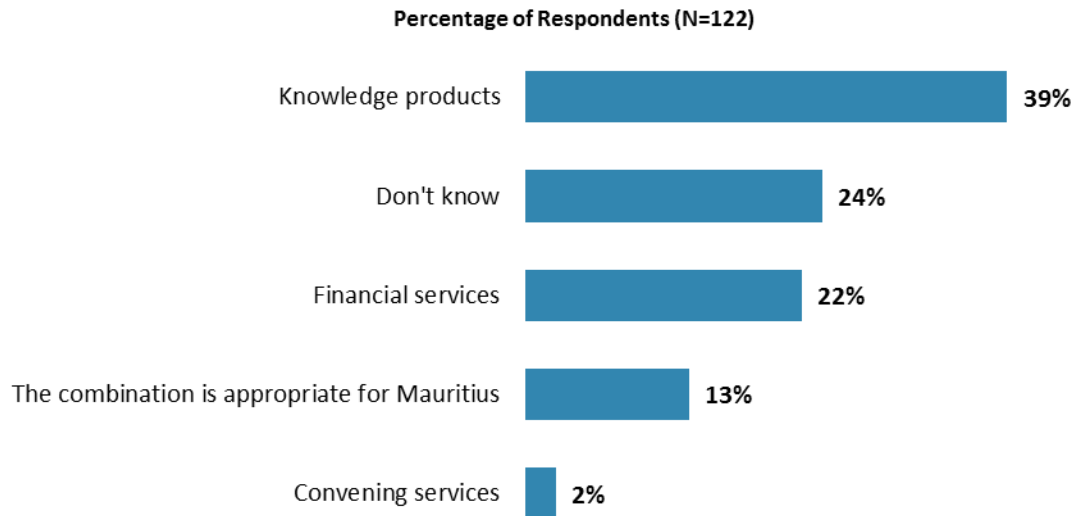


**“When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the WBG should focus most of its attention and resources in Mauritius? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Mauritius (continued)

### Future Combination of the WBG services



**"When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius?"**  
(Respondents chose from a list.)

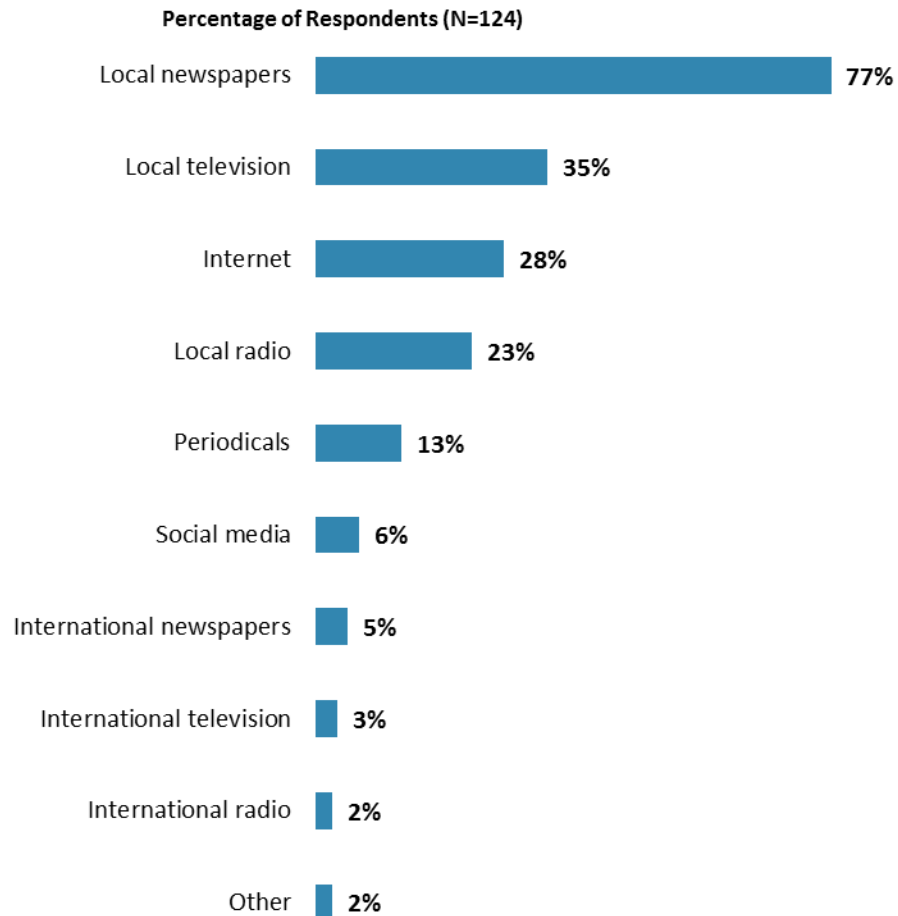


## X. Communication and Outreach

**Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.**

### General Information Sources

- **Year comparison:** Respondents in the FY’12 Country Survey indicated that they got most of their information about economic and social development issues in Mauritius from “*local newspapers*” (75%).



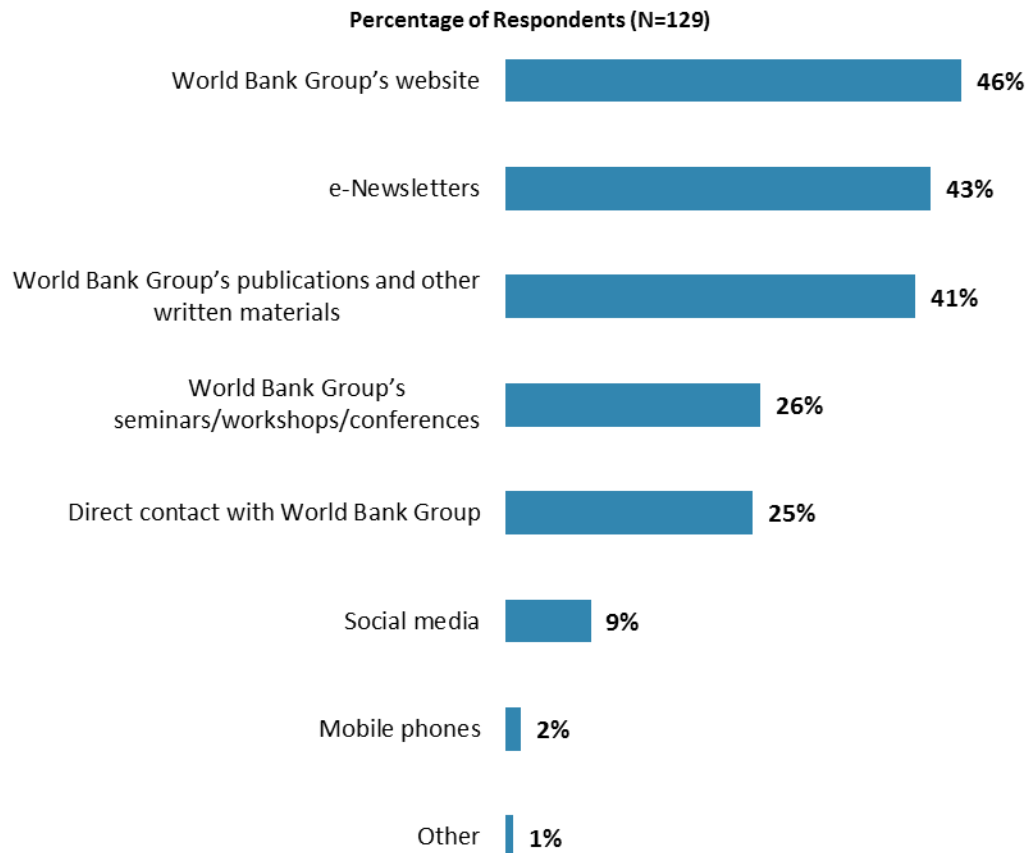
**"How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*e-Newsletters*” (58%) and “*World Bank website*” (45%).

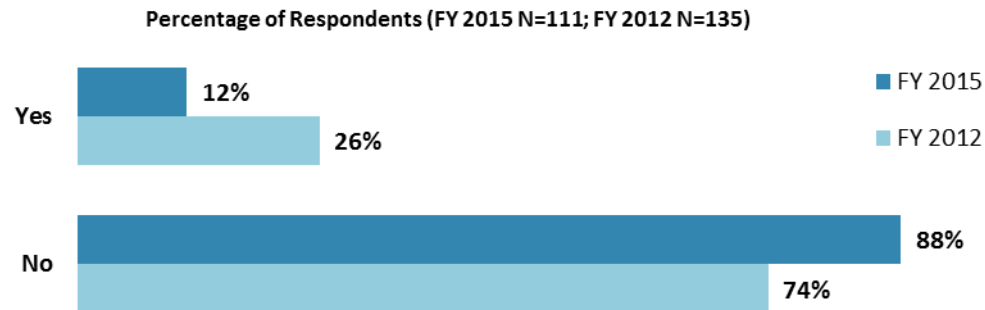


"How would you prefer to obtain information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

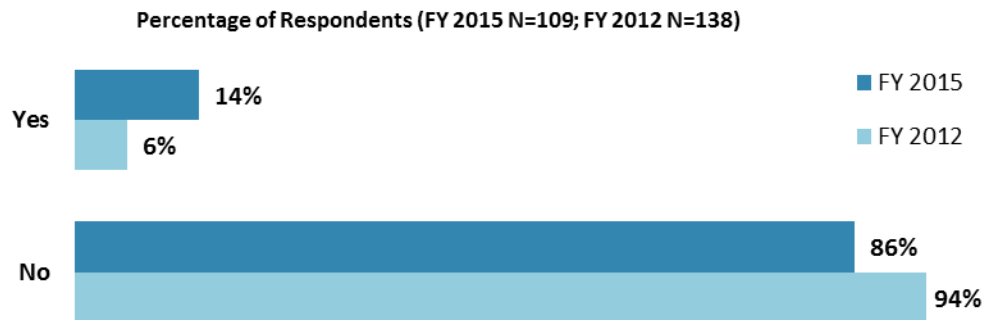
### Access to Information<sup>13</sup>



"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

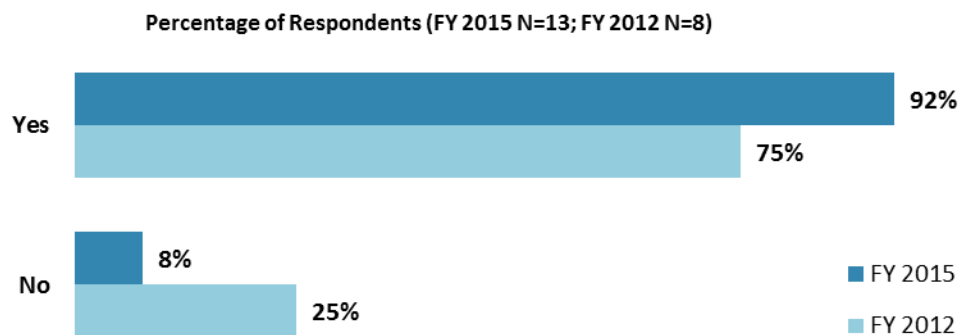
(\*Significantly different between FY 2015 and FY 2012)

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies were significantly more likely to request information from the WBG on its activities in the past year than respondents from other stakeholder groups.



"Have you requested information from the World Bank Group on its activities in the past year?"

(\*Significantly different between FY 2015 and FY 2012)



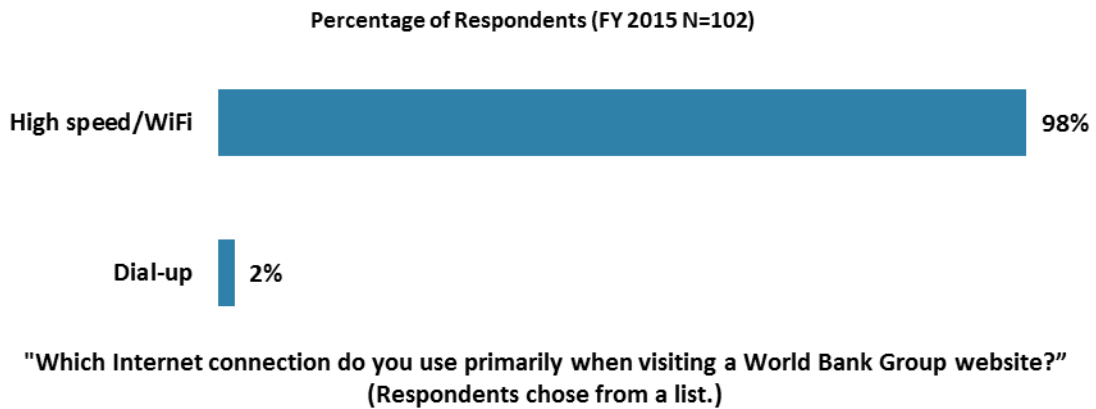
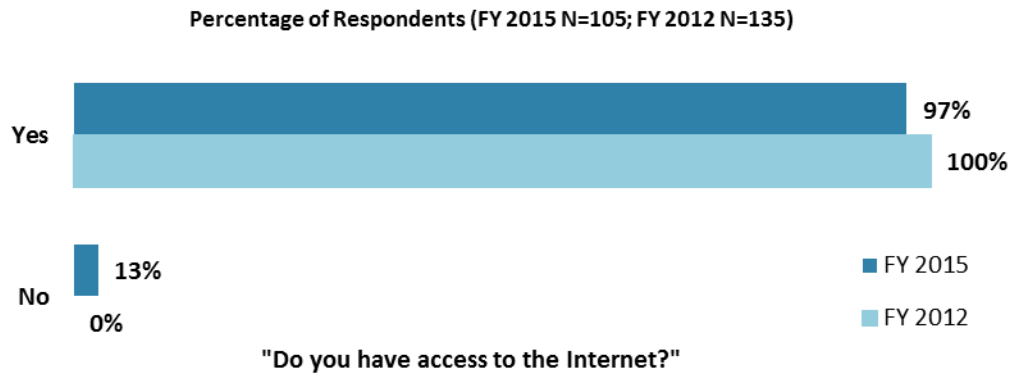
"Were you able to obtain this information?"

<sup>13</sup>All percentages presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Access to the Internet<sup>14</sup>



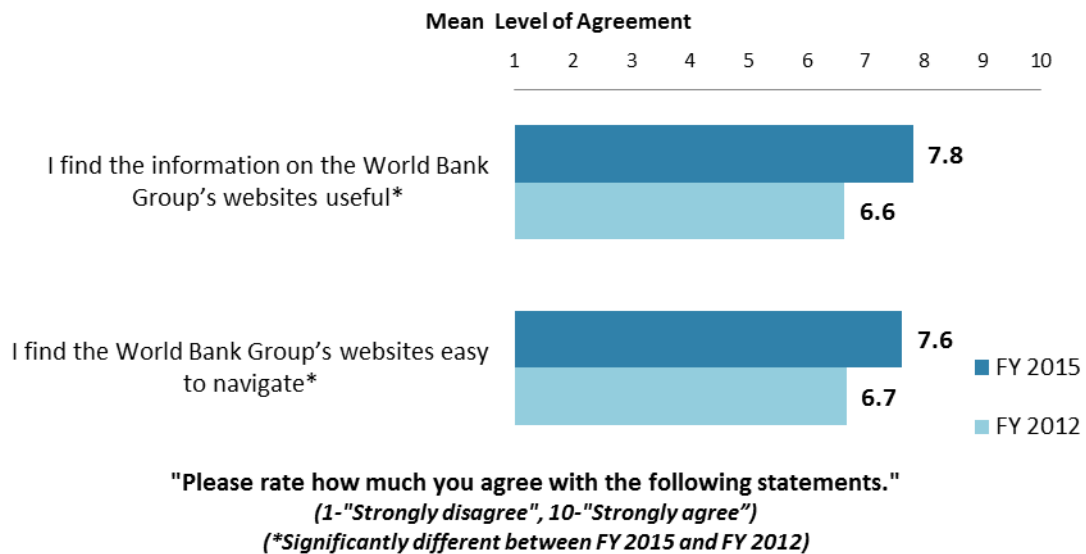
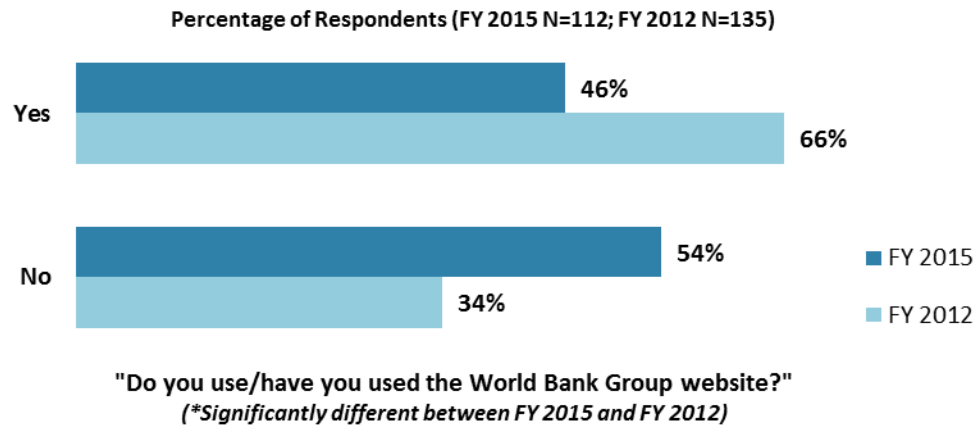
<sup>14</sup> Percentages presented in this chart were calculated based on weighted data.



## X. Communication and Outreach (continued)

### WBG Website Usage<sup>15</sup>

- **Stakeholder groups:** Employees of ministries/PMUs/consultants working on WBG-supported projects and respondents from bilateral/multilateral agencies were significantly more likely to use the WBG website than respondents from other stakeholder groups.



<sup>15</sup> All percentages and means presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=127)

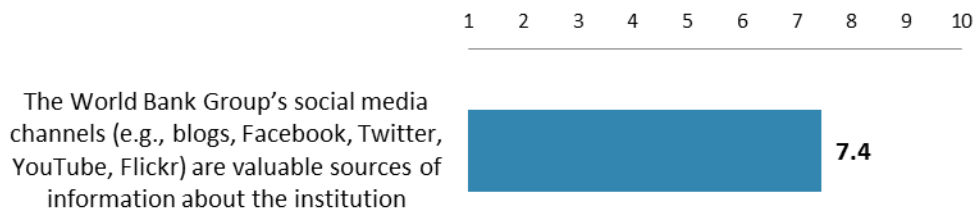


"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

---

### Evaluation of the WBG's Social Media Channels

Mean Level of Agreement (FY 2015 N = 27)



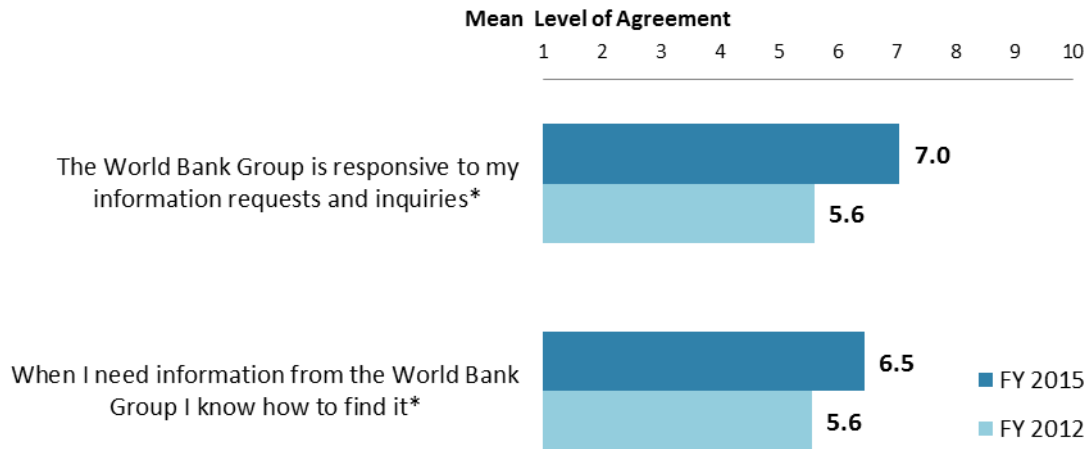
"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")





## X. Communication and Outreach (continued)

### Information Sharing<sup>16</sup>



"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2015 and FY 2012)

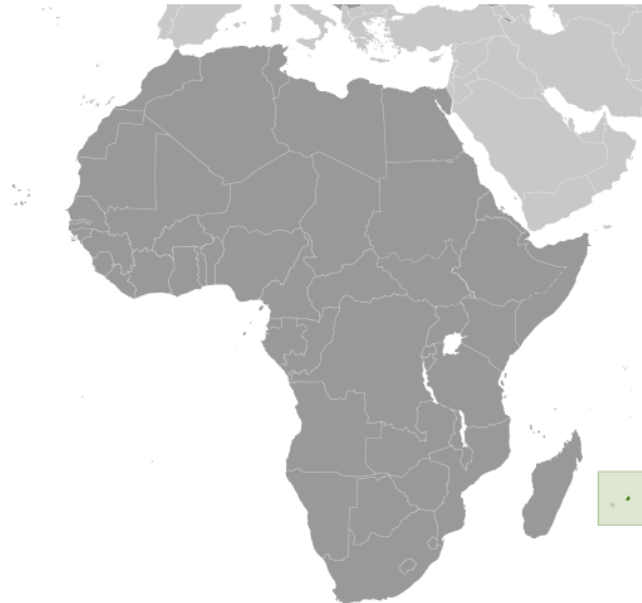
<sup>16</sup> Means in the chart were calculated based on weighted data.



## XI. Appendices

A. Responses to All Questions across All Respondents.....	50
B. Responses to All Questions by Stakeholder Groups.....	65
C. Responses to All Questions by Geographic Location.....	86
D. Responses to All Questions by Level of Collaboration with WBG	100
E. Responses to All Questions by Gender .....	114
F. Responses to All Questions by Year .....	128
G. Indicator Questions as a Function of Exposure to the WBG .....	133
H. Indicator Questions by Stakeholder Groups .....	134
I. WBG Country Opinion Survey FY15 – Mauritius Questionnaire .	135

**Mauritius**





## Appendix A: Responses to All Questions across All Respondents (N=130)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Mauritius

1. In general would you say that Mauritius is headed in ... ?	Percentage of Respondents (N=125)
The right direction	68.0%
The wrong direction	12.0%
Not sure	20.0%

2. Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=126)
Job creation/employment	44.4%
Poverty reduction	39.7%
Economic growth	34.9%
Education	31.0%
Public sector governance/reform	19.0%
Blue economy	18.3%
Anti corruption	15.1%
Crime and violence	11.9%
Information and communications technology	11.1%
Health	8.7%
Financial markets	7.9%
Equality of opportunity	7.9%
Food security	7.1%
Water and sanitation	6.3%
Foreign direct investment	5.6%
Environmental sustainability	5.6%
Global/regional integration	3.2%
Transport	3.2%
Climate change	3.2%
Law and justice	3.2%
Disaster management	2.4%
Private sector development	1.6%
Tourism	1.6%
Energy	1.6%
Agricultural development	1.6%
Social protection	1.6%
Regulatory framework	0.8%
Communicable/non-communicable diseases	0.8%
Gender equity	0.0%
Urban development	0.0%
Rural development	0.0%
Trade and exports	0.0%
Natural resource management	0.0%

**A. General Issues Facing Mauritius (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=127)</b>
Job creation/employment	75.6%
Education	49.6%
Economic growth	48.8%
Equality of opportunity	23.6%
Blue economy	21.3%
Social protection	14.2%
Public sector governance/reform	11.8%
Private sector development	9.4%
Anti corruption	7.1%
Rural development	6.3%
Health	6.3%
Water and sanitation	3.9%
Food security	3.1%
Crime and violence	2.4%
Foreign direct investment	2.4%
Financial markets	2.4%
Global/regional integration	1.6%
Gender equity	0.8%
Urban development	0.8%
Information and communications technology	0.8%
Regulatory framework	0.8%
Natural resource management	0.8%
Energy	0.8%
Tourism	0.8%
Agricultural development	0.8%
Climate change	0.0%
Law and justice	0.0%
Transport	0.0%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%
Disaster management	0.0%
Trade and exports	0.0%

**A. General Issues Facing Mauritius (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=124)
Education and training that better ensure job opportunity	50.8%
Better entrepreneurial opportunities	41.9%
Better employment opportunities for young people	30.6%
Consistent economic growth	29.8%
Greater access to micro-finance for the poor	12.9%
Greater equity of fiscal policy	5.6%
Better opportunity for the poor who live in rural areas	4.8%
Better opportunity for the poor who live in urban areas	4.8%
Greater voice and participation for citizens to help ensure greater accountability	4.8%
More reliable social safety net	4.8%
Greater access to health and nutrition for citizens	2.4%
A growing middle class	2.4%
Better employment opportunities for women	2.4%
Better quality public services	1.6%
Other	0.0%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius? (Select only ONE response)	Percentage of Respondents (N=129)
A very big problem	51.9%
A moderately big problem	41.9%
A small problem	5.4%
Not a problem at all	0.8%
Don't know	0.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=129)
A very serious problem	72.1%
A somewhat serious problem	24.0%
Not too serious problem	3.1%
Not a problem	0.0%
Don't know	0.8%

**B. Overall Attitudes toward the World Bank Group**

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Mauritius? (1-Not familiar at all, 10-Extremely familiar)	128	0	4.47	2.33

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius? (1-Not effective at all, 10-Very effective)	76	52	6.30	1.62

**B. Overall Attitudes toward the World Bank Group (continued)**

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mauritius solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	61	67	6.31	1.80

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=128)</b>
Job creation/employment	43.0%
Education	35.2%
Poverty reduction	33.6%
Blue economy	25.0%
Economic growth	23.4%
Public sector governance/reform	21.9%
Anti corruption	14.8%
Financial markets	14.1%
Equality of opportunity	9.4%
Environmental sustainability	7.0%
Climate change	6.3%
Transport	5.5%
Global/regional integration	5.5%
Energy	5.5%
Foreign direct investment	5.5%
Trade and exports	4.7%
Agricultural development	3.9%
Health	3.9%
Private sector development	3.9%
Regulatory framework	3.9%
Information and communications technology	3.1%
Food security	3.1%
Social protection	3.1%
Water and sanitation	2.3%
Disaster management	1.6%
Crime and violence	1.6%
Urban development	1.6%
Gender equity	0.8%
Rural development	0.8%
Tourism	0.8%
Law and justice	0.8%
Communicable/non-communicable diseases	0.0%
Natural resource management	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?	Percentage of Respondents (N=125)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	33.6%	18.5%	52.1%
Technical assistance	16.0%	33.9%	49.9%
Policy advice, studies, analyses	22.4%	15.3%	37.7%
Capacity development	20.0%	10.5%	30.5%
Convening/facilitating	2.4%	7.3%	9.7%
Mobilizing third party financial resources	1.6%	4.8%	6.4%
Linkage to non-Bank expertise (South-South knowledge sharing)	0.0%	5.6%	5.6%
Data	0.8%	3.2%	4.0%
Donor coordination	3.2%	0.8%	4.0%
Other	0.0%	0.0%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	77	53	6.66	1.96
7. Citizen engagement (incorporating citizens' voices into development)	54	76	4.50	1.86
8. Policy design (for clarity and better incentives to achieve development goals)	57	73	6.07	1.53

When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	89	40	8.38	1.72
10. Citizen engagement (incorporating citizens' voices into development)	81	49	7.75	2.12
11. Policy design (for clarity and better incentives to achieve development goals)	91	39	8.48	1.46

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=127)
Don't know	37.8%
Not enough public disclosure of its work	34.6%
Not adequately sensitive to political/social realities in Mauritius	17.3%
Not collaborating enough with stakeholders outside the Government	13.4%
Its advice and strategies do not lend themselves to practical problem solving	8.7%
World Bank Group's processes too complex	7.9%
Imposing technocratic solutions without regard to political realities	7.9%
Not willing to honestly criticize policies and reform efforts in the country	6.3%
Too influenced by developed countries	5.5%
Staff too inaccessible	3.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	3.1%
Not client focused	2.4%
Not exploring alternative policy options	2.4%
Not aligned with other donors' work	2.4%
Other	2.4%
Not aligned with country priorities	1.6%
Arrogant in its approach	0.0%
The credibility of its knowledge/data	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

<b>13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=126)</b>
Technical assistance	36.5%
Capacity development	27.0%
Don't know	27.0%
Investment lending	24.6%
Knowledge products/services	17.5%
Multi-sectoral approaches	16.7%
Policy based lending/budget support to the Government	11.9%
Trust Fund management	5.6%
Other	0.0%

<b>14. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Choose only ONE response)</b>	<b>Percentage of Respondents (N=128)</b>
To a fully sufficient degree	0.0%
To a somewhat sufficient degree	13.3%
To a somewhat insufficient degree	25.8%
To a very insufficient degree	16.4%
Don't know	44.5%

<b>15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=128)</b>
Private sector	46.9%
NGOs/Community Based Organizations	37.5%
Academia/think tanks/research institutes	32.8%
Local Government	20.3%
Media	14.1%
Beneficiaries	13.3%
Youth/university groups	10.9%
Foundations	5.5%
Parliament	4.7%
Donor community	3.9%
Other	2.3%
Don't know	2.3%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Mauritius? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
16. Overall the World Bank Group currently plays a relevant role in development in Mauritius*	98	30	6.78	2.06
17. The World Bank Group's work is aligned with what I consider the development priorities for Mauritius*	68	60	6.01	1.76
18. The World Bank Group supports programs and strategies that are realistic for Mauritius	71	57	6.10	1.93
19. The World Bank Group treats clients and stakeholders in Mauritius with respect	61	68	7.10	1.58



**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in Mauritius, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	61	66	6.25	1.65
21. Flexibility (in terms of the institution's products and services)*	58	69	5.86	1.76
22. Flexibility (in terms of changing country circumstances)*	58	69	5.78	1.85
23. Being inclusive*	53	74	5.98	1.79
24. Openness (sharing data and other information)*	65	61	6.45	1.81
25. Staff accessibility	61	67	5.97	1.97
26. Straightforwardness and honesty*	52	71	6.54	1.75
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	57	70	5.58	2.09
28. Collaboration with civil society*	54	74	5.11	1.79
29. Collaboration with the Government*	67	61	7.12	1.69
30. Collaboration with other donors and development partners*	54	74	6.39	1.76
31. Collaboration with the private sector*	52	73	5.83	1.87
32. The speed in which it gets things accomplished on the ground*	50	75	5.84	1.58
33. Being a long-term partner*	64	64	7.27	1.62

34. To be a more effective development partner in Mauritius, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=126)
More local presence	81.7%
The current level of local presence is adequate	9.5%
Less local presence	0.0%
Don't know	8.7%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=115)
The World Bank Group is not sensitive enough to political/social realities on the ground	36.5%
Lack of/inadequate levels of capacity in Government	35.7%
There is not an adequate level of citizen/civil society participation	28.7%
Political pressures and obstacles	26.1%
Reforms are not well thought out in light of country challenges	19.1%
The World Bank Group does not do adequate follow through/follow-up	10.4%
The Government works inefficiently	9.6%
Other	7.0%
Poor donor coordination	5.2%
The World Bank Group works too slowly	4.3%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mauritius? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	121	4	8.54	1.91
2. Information and communications technology	123	2	7.30	2.06
3. Transport	122	3	6.75	2.16
4. Crime and violence	115	6	7.13	2.14
5. Law and justice	114	6	6.89	2.27
6. Urban development	120	2	7.38	1.87
7. Environmental sustainability	122	3	8.04	1.59
8. Regulatory framework	115	6	7.62	1.84
9. Communicable/non-communicable diseases	120	4	6.28	2.29
10. Poverty reduction	121	2	9.01	1.20
11. Gender equity	119	2	7.48	2.00
12. Private sector development	119	6	7.87	1.81
13. Foreign direct investment	116	5	8.25	1.54
14. Water and sanitation	123	3	7.51	1.90
15. Trade and exports	118	5	7.68	1.78
16. Economic growth	124	3	8.73	1.44
17. Energy	119	2	7.79	1.69
18. Disaster management	123	4	7.42	1.89
19. Public sector governance/reform	122	3	8.31	1.66
20. Job creation/employment	124	2	8.94	1.46
21. Financial markets	116	7	7.88	1.84
22. Equality of opportunity	119	4	7.77	1.83
23. Health	118	6	7.53	1.83
24. Rural development	120	3	7.58	1.86
25. Global/regional integration	116	7	7.92	1.60
26. Food security	118	6	7.39	1.90
27. Education	124	2	8.52	1.52
28. Social protection	119	8	7.58	1.82
29. Climate change	123	4	7.80	1.57
30. Agricultural development	118	5	7.23	1.85
31. Natural resource management	106	14	6.18	2.58
32. Tourism	121	3	6.90	1.97
33. Blue economy	123	2	8.36	1.56

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	39	85	3.74	2.09
2. Information and communications technology	38	85	5.11	2.05
3. Transport	39	84	5.18	1.93
4. Communicable/non-communicable diseases	30	93	4.93	2.39
5. Poverty reduction	56	68	4.75	2.31
6. Private sector development	45	79	5.51	1.63
7. Water and sanitation	38	85	5.39	1.85
8. Trade and exports	41	81	5.83	1.66
9. Economic growth	54	68	6.11	1.81
10. Energy	39	83	5.95	1.86
11. Disaster management	29	92	5.41	2.20
12. Public sector governance/reform	49	72	5.67	1.75
13. Health	35	88	5.66	1.81
14. Global/regional integration	34	89	5.71	1.88
15. Education	50	73	5.68	2.06
16. Social protection	46	76	5.46	1.73

3. Where are the World Bank Group's decisions made primarily that support the program in Mauritius? (Select only ONE response)	Percentage of Respondents (N=125)
At the Headquarters (in Washington D.C.)	44.8%
In the country	10.4%
Don't know	44.8%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Mauritius? (1-To no degree at all, 10-To a very significant degree)	79	50	6.25	1.65

To what extent do you agree with the following statements about the World Bank Group in Mauritius? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mauritius*	83	47	6.41	2.26
6. The World Bank Group meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	82	48	6.35	1.89

Measuring and Correcting Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius? (1-To no degree at all, 10-To a very significant degree)	57	72	5.95	1.49

**D. The World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=125)
Weekly	2.4%
Monthly	8.0%
A few times a year	24.8%
Rarely	21.6%
Never	43.2%

**D. The World Bank Group's Knowledge Work and Activities (continued)**

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	50	74	6.06	1.49
3. Include appropriate level of stakeholder involvement during preparation	49	75	5.90	1.64
4. Lead to practical solutions	57	65	6.00	1.66
5. Are accessible (well written and easy to understand)	58	66	6.31	1.95
6. Are source of relevant information on global good practices	55	69	6.80	1.54
7. Are adequately disseminated	56	68	5.41	1.88
8. Are translated enough into local language	50	71	5.10	2.53
9. Are adaptable to Mauritius's specific development challenges and country circumstances*	61	61	6.00	1.73

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	79	46	6.35	1.65
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	75	50	7.12	1.59

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	50	78	6.30	1.67
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	68	60	6.51	1.66
3. The World Bank Group's approvals and reviews are done in a timely fashion	51	77	6.55	1.39
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	43	85	6.47	1.49
5. The World Bank Group's conditions on its lending are reasonable	50	78	6.24	1.80
6. The World Bank Group takes decisions quickly in Mauritius*	45	81	6.11	1.71
7. Working with the World Bank Group increases Mauritius's institutional capacity	68	59	7.07	1.69
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	50	78	6.90	1.45
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	58	70	6.47	1.64

WBG Promoting PPP in Mauritius	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius? <i>(1-To no degree at all, 10-To a very significant degree)</i>	69	60	5.96	1.86

11. Which of the following best describes the way the World Bank Group operates in Mauritius? (Select only one response)	Percentage of Respondents (N=129)
The World Bank Group takes too much risk in Mauritius	0.0%
The World Bank Group does not take enough risk in Mauritius	19.4%
The World Bank Group's approach to risk is appropriate	32.6%
Don't know	48.1%

**E. Working with the World Bank Group (continued)**

12. Which of the following best describes the World Bank Group's support in Mauritius? (Select only one response)	Percentage of Respondents (N=128)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Mauritius	32.8%
The World Bank Group is not sufficiently selective in Mauritius, and it is involved in too many areas of development	19.5%
Don't know	47.7%

**F. The Future Role of the World Bank Group in Mauritius**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=120)
Increase the level of capacity development in the country	34.2%
Improve the quality of its experts as related to Mauritius's specific challenges	32.5%
Reach out more to groups outside of Government	25.0%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	21.7%
Offer more innovative knowledge services	16.7%
Collaborate more effectively with Government clients	13.3%
Reduce the complexity of obtaining World Bank Group financing	11.7%
Ensure greater selectivity in its work	10.0%
Improve the competitiveness of its financing compared to markets	8.3%
Offer more innovative financial products	8.3%
Work faster	2.5%
Other	2.5%

2. When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius? (Select only ONE response)	Percentage of Respondents (N=122)
Knowledge products	38.5%
Don't know	23.8%
Financial services	22.1%
The combination is appropriate for Mauritius	13.1%
Convening services	2.5%
None of the above	0.0%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=124)
Local newspapers	77.4%
Local television	34.7%
Internet	28.2%
Local radio	23.4%
Periodicals	12.9%
Social media	6.5%
International newspapers	4.8%
International television	3.2%
International radio	2.4%
Other	2.4%

**G. Communication and Information Sharing (continued)**

<b>2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=129)</b>
World Bank Group's website	45.7%
e-Newsletters	42.6%
World Bank Group's publications and other written materials	41.1%
World Bank Group's seminars/workshops/conferences	25.6%
Direct contact with World Bank Group	24.8%
Social media	8.5%
Mobile phones	1.6%
Other	0.8%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=126)</b>
Yes	11.9%
No	88.1%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=123)</b>
Yes	13.0%
No	87.0%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=15)</b>
Yes	86.7%
No	13.3%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=126)</b>
Yes	97.6%
No	2.4%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=127)</b>
Yes	47.2%
No	52.8%

<b>8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?</b>	<b>Percentage of Respondents (N=127)</b>
Yes	9.4%
No	90.6%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=102)</b>
High speed/WiFi	98.0%
Dial-up	2.0%

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	78	47	7.60	1.38
11. I find the information on the World Bank Group's websites useful	77	45	7.73	1.38
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	27	96	7.44	1.53
13. When I need information from the World Bank Group I know how to find it	59	65	6.64	2.23
14. The World Bank Group is responsive to my information requests and inquiries	39	85	7.03	1.66

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=124)
Employee of a Ministry/Ministerial Department/Implementation Agency	22.6%
NGO/Community Based Organization	13.7%
Private Sector Organization	12.1%
Media	9.7%
Independent Government Institution	6.5%
Academia/Research Institute/Think Tank	6.5%
Other	6.5%
Local Government Office or Staff	5.6%
Bilateral/Multilateral Agency	5.6%
Financial Sector/Private Bank	3.2%
Private Foundation	2.4%
PMU/Consultant/Contractor working on WBG supported project	1.6%
Trade Union	1.6%
Office of the President, Prime Minister	0.8%
Office of Parliamentarian	0.8%
Judiciary Branch	0.8%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=122)</b>
Other	27.0%
Finance and markets	13.9%
Education	12.3%
Health, nutrition, and population	8.2%
Generalist (specialized in multiple sectors)	7.4%
Urban, rural, and social development	5.7%
Trade and competitiveness	4.1%
Macroeconomics and fiscal management	3.3%
Transport and ICT	3.3%
Governance	2.5%
Water	1.6%
Environment and natural resources	1.6%
Public-private partnerships	1.6%
Poverty	1.6%
Jobs	1.6%
Social protection and labor	0.8%
Fragility, conflict and violence	0.8%
Energy and extractives	0.8%
Gender	0.8%
Agriculture	0.8%

<b>3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=124)</b>
I have never collaborated with the World Bank Group	64.5%
I have previously collaborated with the World Bank Group	23.4%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	6.5%
I currently collaborate with the World Bank Group	5.6%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius? (Select only ONE response)</b>	<b>Percentage of Respondents (N=72)</b>
The World Bank (IBRD)	66.7%
The International Finance Corporation (IFC)	11.1%
The Multilateral Investment Guarantee Agency (MIGA)	1.4%
Other	20.8%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=119)</b>
Yes	7.6%
No	92.4%

<b>6. If yes, what was your view of how the two institutions work together in Mauritius? (Select only ONE response)</b>	<b>Percentage of Respondents (N=10)</b>
The two institutions work well together	30.0%
The way the two institutions work together needs improvement	40.0%
The two institutions do not work well together	0.0%
Don't know	30.0%



**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Mauritius? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=114)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	45.6%
Collaborate as part of my professional duties	31.6%
Use World Bank Group website for information, data, research, etc.	23.7%
Use World Bank Group reports/data	22.8%
Engage in World Bank Group related/sponsored events/activities	12.3%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=130)</b>
Female	32.3%
Male	67.7%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=125)</b>
Port Louis	44.0%
Beau Bassin/Rose Hill	16.0%
Moka	10.4%
Curepipe	6.4%
Black River	5.6%
Vacoas/Phoenix	5.6%
Quatre Bornes	4.0%
Rivière Du Rempart	3.2%
Pamplemousses	1.6%
Flacq	1.6%
Savanne	1.6%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>17</sup>

Employee of a Ministry/PMU/Consultant on WBG-supported Project N=30 ● Local Government N=7 ● Bilateral/Multilateral Agency N=7 ● Private Sector/Financial Sector/Private Bank N=19 ● CSO N=22 ● Media N=12 ● Independent Government Institution N=8 ● Academia/Research Institute/Think Tank N=8 ● Other N=11

### A. General Issues facing Mauritius

In general, would you say that Mauritius is headed in...?\*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
The right direction	79.3%	80.0%	57.1%	38.9%	68.2%	58.3%	62.5%	75.0%	100.0%
The wrong direction	0.0%	0.0%	0.0%	27.8%	13.6%	33.3%	12.5%	25.0%	0.0%
Not sure	20.7%	20.0%	42.9%	33.3%	18.2%	8.3%	25.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<sup>17</sup> Only 124 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Mauritius (continued)**

Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius?

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Information and communications technology	16.7%	0.0%	14.3%	5.3%	9.1%	0.0%	12.5%	12.5%	20.0%
Food security	6.7%	16.7%	14.3%	0.0%	9.1%	0.0%	0.0%	12.5%	0.0%
Public sector governance/reform	30.0%	0.0%	28.6%	10.5%	22.7%	16.7%	0.0%	0.0%	40.0%
Global/regional integration	0.0%	0.0%	0.0%	5.3%	4.5%	0.0%	0.0%	25.0%	0.0%
Financial markets*	10.0%	0.0%	0.0%	5.3%	4.5%	0.0%	62.5%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Equality of opportunity	16.7%	0.0%	0.0%	0.0%	13.6%	8.3%	0.0%	0.0%	10.0%
Foreign direct investment	3.3%	16.7%	14.3%	5.3%	0.0%	8.3%	12.5%	12.5%	0.0%
Water and sanitation	6.7%	0.0%	14.3%	0.0%	9.1%	0.0%	0.0%	12.5%	10.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	10.0%	0.0%	0.0%	31.6%	13.6%	25.0%	12.5%	25.0%	10.0%
Environmental sustainability	13.3%	0.0%	0.0%	5.3%	9.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	50.0%	33.3%	57.1%	57.9%	31.8%	25.0%	75.0%	50.0%	40.0%
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	10.0%	33.3%	0.0%	0.0%	13.6%	8.3%	0.0%	0.0%	0.0%
Tourism	3.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	33.3%	66.7%	57.1%	26.3%	22.7%	41.7%	37.5%	50.0%	40.0%
Poverty reduction	23.3%	50.0%	28.6%	57.9%	36.4%	58.3%	62.5%	25.0%	40.0%
Blue economy	16.7%	16.7%	0.0%	21.1%	31.8%	16.7%	0.0%	12.5%	20.0%
Energy	3.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Climate change	6.7%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	10.0%
Disaster management	6.7%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Crime and violence	13.3%	16.7%	14.3%	10.5%	4.5%	33.3%	0.0%	0.0%	20.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	16.7%	16.7%	28.6%	42.1%	36.4%	50.0%	12.5%	50.0%	20.0%
Law and justice	0.0%	0.0%	0.0%	5.3%	9.1%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	12.5%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Mauritius (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Rural development	10.0%	0.0%	0.0%	10.5%	0.0%	0.0%	12.5%	0.0%	20.0%
Water and sanitation	3.3%	14.3%	0.0%	0.0%	4.5%	8.3%	0.0%	0.0%	10.0%
Equality of opportunity	23.3%	42.9%	28.6%	10.5%	31.8%	33.3%	12.5%	12.5%	20.0%
Social protection	26.7%	0.0%	14.3%	10.5%	13.6%	0.0%	12.5%	0.0%	30.0%
Economic growth	50.0%	71.4%	57.1%	47.4%	31.8%	58.3%	62.5%	37.5%	40.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	12.5%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	12.5%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Blue economy	10.0%	0.0%	28.6%	36.8%	31.8%	8.3%	12.5%	25.0%	30.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Information and communications technology	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	10.0%	28.6%	0.0%	5.3%	4.5%	0.0%	0.0%	25.0%	0.0%
Private sector development	10.0%	14.3%	14.3%	10.5%	9.1%	0.0%	0.0%	25.0%	10.0%
Health	10.0%	14.3%	0.0%	0.0%	0.0%	8.3%	12.5%	12.5%	0.0%
Foreign direct investment	3.3%	0.0%	0.0%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%
Education	46.7%	28.6%	57.1%	52.6%	54.5%	41.7%	62.5%	75.0%	30.0%
Energy	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	4.5%	8.3%	12.5%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Public sector governance/reform	6.7%	0.0%	14.3%	15.8%	18.2%	25.0%	0.0%	12.5%	10.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	6.7%	0.0%	0.0%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	66.7%	85.7%	71.4%	78.9%	77.3%	91.7%	87.5%	62.5%	70.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Mauritius (continued)**

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Greater access to health and nutrition for citizens	3.4%	0.0%	0.0%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%
Better entrepreneurial opportunities	34.5%	40.0%	42.9%	68.4%	40.9%	58.3%	42.9%	37.5%	10.0%
A growing middle class*	0.0%	40.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	0.0%	20.0%	0.0%	10.5%	0.0%	8.3%	14.3%	0.0%	10.0%
Better opportunity for the poor who live in urban areas	0.0%	20.0%	0.0%	5.3%	4.5%	0.0%	14.3%	0.0%	20.0%
Better employment opportunities for young people	34.5%	0.0%	42.9%	15.8%	22.7%	25.0%	28.6%	50.0%	40.0%
Better employment opportunities for women	6.9%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	17.2%	20.0%	14.3%	15.8%	13.6%	8.3%	0.0%	0.0%	20.0%
Greater voice and participation for citizens to help ensure greater accountability	3.4%	0.0%	14.3%	5.3%	9.1%	8.3%	0.0%	0.0%	0.0%
Consistent economic growth	37.9%	20.0%	28.6%	26.3%	27.3%	25.0%	42.9%	12.5%	30.0%
More reliable social safety net	10.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Greater equity of fiscal policy	6.9%	0.0%	14.3%	5.3%	4.5%	0.0%	0.0%	25.0%	0.0%
Education and training that better ensure job opportunity	41.4%	20.0%	28.6%	42.1%	63.6%	66.7%	57.1%	75.0%	60.0%
Better quality public services	3.4%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius?\*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
A very big problem	30.0%	50.0%	57.1%	73.7%	59.1%	83.3%	75.0%	37.5%	9.1%
A moderately big problem	60.0%	50.0%	14.3%	26.3%	40.9%	16.7%	25.0%	50.0%	72.7%
A small problem	6.7%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%	12.5%	18.2%
Not a problem at all	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
A very serious problem	73.3%	66.7%	85.7%	89.5%	59.1%	83.3%	75.0%	75.0%	54.5%
A somewhat serious problem	26.7%	33.3%	14.3%	5.3%	31.8%	16.7%	25.0%	12.5%	45.5%
Not too serious problem	0.0%	0.0%	0.0%	5.3%	9.1%	0.0%	0.0%	12.5%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**B. Overall Attitudes toward the World Bank Group**

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?	30	5.03	2.19	7	3.00	2.08	7	5.57	1.51	19	4.74	2.42	22	3.73	1.80	12	4.83	2.41	8	5.25	3.01	8	3.63	2.33	11	4.55	3.08

*(1-Not familiar at all, 10-Extremely familiar)*

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	22	6.05	1.89	4	7.25	0.96	6	6.67	1.03	10	6.80	1.14	10	6.60	1.35	8	5.75	1.49	5	5.20	2.17	3	5.67	1.15	7	7.14	1.86

*(1-Not effective at all, 10-Very effective)*

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?	19	6.32	2.00	4	6.75	0.96	3	5.67	2.52	7	6.29	1.50	6	6.17	1.47	7	6.14	1.68	3	6.00	2.65	3	6.67	2.08	7	6.43	1.90

*(1-To no degree at all, 10-To a very significant degree)*

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Disaster management	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education	33.3%	14.3%	28.6%	42.1%	45.5%	41.7%	25.0%	25.0%	18.2%
Crime and violence	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	9.1%
Transport	3.3%	14.3%	14.3%	5.3%	4.5%	0.0%	0.0%	0.0%	18.2%
Agricultural development	3.3%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	9.1%
Global/regional integration	0.0%	0.0%	14.3%	5.3%	9.1%	0.0%	12.5%	25.0%	0.0%
Energy	3.3%	28.6%	14.3%	10.5%	0.0%	0.0%	0.0%	0.0%	9.1%
Gender equity	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	6.7%	14.3%	0.0%	0.0%	4.5%	0.0%	12.5%	12.5%	9.1%
Public sector governance/reform	30.0%	14.3%	28.6%	21.1%	9.1%	25.0%	12.5%	25.0%	27.3%
Trade and exports	3.3%	28.6%	14.3%	0.0%	4.5%	0.0%	0.0%	12.5%	0.0%
Health	3.3%	14.3%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	9.1%
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Tourism*	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	16.7%	0.0%	14.3%	26.3%	13.6%	16.7%	25.0%	0.0%	0.0%
Environmental sustainability	10.0%	0.0%	0.0%	5.3%	9.1%	16.7%	0.0%	0.0%	9.1%
Equality of opportunity	13.3%	0.0%	0.0%	5.3%	13.6%	8.3%	12.5%	12.5%	9.1%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	0.0%	0.0%	14.3%	10.5%	4.5%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	6.7%	0.0%	0.0%	5.3%	4.5%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	6.7%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Food security	6.7%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	9.1%
Climate change	16.7%	0.0%	0.0%	0.0%	4.5%	0.0%	12.5%	0.0%	9.1%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	13.3%	42.9%	14.3%	57.9%	36.4%	58.3%	50.0%	12.5%	18.2%
Regulatory framework*	6.7%	0.0%	28.6%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Blue economy	20.0%	0.0%	28.6%	36.8%	31.8%	16.7%	0.0%	25.0%	45.5%
Job creation/employment	30.0%	57.1%	57.1%	42.1%	31.8%	75.0%	62.5%	75.0%	27.3%
Economic growth	30.0%	42.9%	28.6%	10.5%	13.6%	25.0%	50.0%	12.5%	18.2%
Law and justice	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	23.3%	0.0%	0.0%	10.5%	13.6%	8.3%	12.5%	25.0%	27.3%
Social protection	3.3%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	9.1%

\*Significantly different between stakeholder groups



**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Convening/facilitating	6.7%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Data*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	50.0%	0.0%	28.6%	10.5%	13.6%	20.0%	14.3%	12.5%	10.0%
Financial resources*	10.0%	83.3%	42.9%	63.2%	36.4%	50.0%	28.6%	12.5%	10.0%
Capacity development	13.3%	0.0%	14.3%	5.3%	22.7%	30.0%	28.6%	37.5%	50.0%
Technical assistance	13.3%	0.0%	14.3%	15.8%	18.2%	0.0%	14.3%	37.5%	30.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	6.7%	0.0%	0.0%	0.0%	4.5%	0.0%	14.3%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Convening/facilitating	0.0%	0.0%	28.6%	0.0%	18.2%	10.0%	14.3%	12.5%	0.0%
Data	0.0%	0.0%	14.3%	5.6%	0.0%	20.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	16.7%	16.7%	0.0%	16.7%	9.1%	10.0%	14.3%	25.0%	30.0%
Financial resources	26.7%	0.0%	28.6%	11.1%	22.7%	0.0%	28.6%	12.5%	20.0%
Capacity development	16.7%	33.3%	0.0%	5.6%	4.5%	10.0%	14.3%	12.5%	0.0%
Technical assistance	26.7%	50.0%	28.6%	61.1%	22.7%	30.0%	28.6%	25.0%	40.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	9.1%	10.0%	0.0%	12.5%	10.0%
Donor coordination	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	10.0%	0.0%	0.0%	0.0%	13.6%	10.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius? (1-Not effective at all, 10-Very effective)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	19	6.32	1.70	3	7.67	1.15	5	6.40	1.95	12	8.17	1.75	10	7.10	1.20	9	7.11	1.83	5	4.40	1.95	5	5.00	2.55	7	6.86	2.04
Citizen engagement	17	4.29	2.31	2	4.50	0.71	4	4.25	1.50	2	6.00	0.00	7	5.00	1.29	6	4.83	1.72	4	4.00	2.94	5	4.00	1.58	5	4.80	2.17
Policy design	18	5.83	1.47	3	6.00	1.00	4	6.25	0.96	3	7.00	1.00	7	6.43	1.27	6	6.50	1.52	3	5.33	2.08	5	5.40	2.79	6	6.50	1.52

\*Significantly different between stakeholder groups





**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	23	8.65	1.58	4	9.50	1.00	5	8.00	3.46	11	8.82	0.98	14	7.57	1.83	12	8.67	1.07	5	8.20	0.45	5	7.40	2.19	9	8.78	1.92
Citizen engagement	19	7.53	2.74	3	7.33	2.52	5	9.40	0.89	11	8.55	1.21	13	7.69	1.84	12	7.58	2.54	5	7.20	1.92	3	7.00	0.00	7	7.43	1.90
Policy design	23	8.61	1.62	4	9.50	1.00	6	9.17	1.33	11	8.45	1.29	14	8.29	1.20	12	8.75	1.22	4	7.75	2.63	5	8.40	1.14	9	7.78	1.64

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	14.3%	0.0%	0.0%	0.0%	8.3%	0.0%	12.5%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	17.2%	0.0%	0.0%	0.0%	4.5%	8.3%	25.0%	0.0%	9.1%
Not willing to honestly criticize policies and reform efforts in the country	10.3%	14.3%	0.0%	5.3%	4.5%	0.0%	0.0%	25.0%	0.0%
Staff too inaccessible*	0.0%	0.0%	0.0%	0.0%	4.5%	25.0%	0.0%	0.0%	0.0%
Not exploring alternative policy options	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	6.9%	0.0%	0.0%	15.8%	31.8%	25.0%	0.0%	12.5%	9.1%
Its advice and strategies do not lend themselves to practical problem solving	20.7%	0.0%	14.3%	10.5%	0.0%	0.0%	0.0%	0.0%	18.2%
Not enough public disclosure of its work	31.0%	42.9%	14.3%	21.1%	40.9%	58.3%	37.5%	37.5%	36.4%
Too influenced by developed countries	3.4%	14.3%	14.3%	10.5%	9.1%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	10.3%	14.3%	14.3%	0.0%	4.5%	8.3%	0.0%	12.5%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	3.4%	14.3%	0.0%	5.3%	0.0%	8.3%	0.0%	0.0%	0.0%
Not aligned with other donors' work*	0.0%	0.0%	42.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	9.1%
Not adequately sensitive to political/social realities in Mauritius	27.6%	28.6%	14.3%	5.3%	18.2%	8.3%	0.0%	25.0%	18.2%
Other	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	12.5%	0.0%	9.1%
Don't know	24.1%	28.6%	42.9%	63.2%	40.9%	25.0%	50.0%	25.0%	36.4%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Trust Fund management	3.4%	14.3%	28.6%	0.0%	9.1%	8.3%	0.0%	0.0%	0.0%
Knowledge products/services	17.2%	0.0%	28.6%	15.8%	22.7%	16.7%	0.0%	42.9%	9.1%
Investment lending*	24.1%	0.0%	14.3%	10.5%	36.4%	16.7%	75.0%	28.6%	18.2%
Technical assistance	51.7%	28.6%	28.6%	31.6%	22.7%	41.7%	37.5%	42.9%	45.5%
Capacity development	31.0%	28.6%	28.6%	10.5%	18.2%	33.3%	37.5%	14.3%	45.5%
Policy based lending/budget support to the Government	10.3%	14.3%	0.0%	10.5%	13.6%	8.3%	25.0%	14.3%	9.1%
Multi-sectoral approaches	24.1%	28.6%	42.9%	5.3%	13.6%	8.3%	12.5%	14.3%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know*	17.2%	42.9%	0.0%	57.9%	27.3%	33.3%	0.0%	14.3%	27.3%

\*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	26.7%	28.6%	0.0%	5.3%	4.5%	8.3%	0.0%	12.5%	18.2%
To a somewhat insufficient degree	30.0%	28.6%	42.9%	10.5%	22.7%	16.7%	25.0%	37.5%	36.4%
To a very insufficient degree	10.0%	0.0%	42.9%	15.8%	22.7%	33.3%	12.5%	25.0%	0.0%
Don't know	33.3%	42.9%	14.3%	68.4%	50.0%	41.7%	62.5%	25.0%	45.5%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Academia/think tanks/research institutes*	30.0%	33.3%	14.3%	42.1%	22.7%	8.3%	37.5%	100.0%	36.4%
Donor community*	0.0%	0.0%	0.0%	0.0%	4.5%	8.3%	0.0%	0.0%	27.3%
Media*	13.3%	0.0%	0.0%	5.3%	4.5%	66.7%	12.5%	0.0%	9.1%
Local Government	16.7%	33.3%	42.9%	26.3%	18.2%	0.0%	50.0%	14.3%	9.1%
Private sector*	50.0%	16.7%	71.4%	78.9%	18.2%	41.7%	50.0%	57.1%	54.5%
Parliament	10.0%	16.7%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	9.1%
NGOs/Community Based Organizations*	30.0%	66.7%	28.6%	26.3%	81.8%	25.0%	12.5%	0.0%	27.3%
Youth/university groups	6.7%	16.7%	14.3%	0.0%	9.1%	25.0%	12.5%	28.6%	9.1%
Beneficiaries	13.3%	16.7%	0.0%	0.0%	27.3%	16.7%	12.5%	0.0%	18.2%
Foundations	0.0%	0.0%	14.3%	10.5%	13.6%	0.0%	12.5%	0.0%	0.0%
Other	6.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Mauritius? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius	27	6.11	1.65	4	5.00	2.94	5	7.00	1.58	14	8.21	1.97	13	7.08	1.66	11	6.82	2.79	6	6.50	2.43	5	7.60	1.52	9	6.22	1.79
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	24	6.21	2.04	3	6.33	1.15	5	6.80	0.84	5	5.80	1.30	6	5.33	1.37	6	5.50	1.38	4	5.00	2.45	5	6.80	1.30	6	5.33	1.21
The World Bank Group supports programs and strategies that are realistic for Mauritius	25	6.52	2.18	3	6.33	2.31	5	6.20	1.64	5	5.80	0.84	7	5.43	1.51	6	5.67	0.82	5	4.60	2.51	4	6.25	2.06	7	6.29	1.70
The World Bank Group treats clients and stakeholders in Mauritius with respect	22	6.86	1.64	3	8.00	2.00	3	7.67	1.15	4	7.00	1.41	6	6.00	1.10	6	7.33	1.21	3	8.33	1.15	3	8.00	1.73	7	7.00	1.41

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

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	20	6.25	1.62	4	6.25	1.50	5	7.00	2.00	3	5.67	2.31	8	6.25	1.49	5	6.20	1.79	4	6.25	2.87	3	5.67	1.15	5	6.40	1.14
Flexibility (in terms of the institution's products and services)	18	6.00	2.09	4	6.00	2.45	3	6.33	2.08	3	5.33	1.15	9	5.78	1.30	5	6.00	1.73	4	6.50	1.73	3	6.33	1.53	5	4.40	1.14
Flexibility (in terms of changing country circumstances)	18	5.83	2.04	3	5.67	1.15	4	6.25	2.87	3	5.33	1.53	9	5.67	1.50	5	6.20	2.17	4	4.75	2.50	3	7.33	1.15	5	5.00	1.00
Being inclusive	15	5.87	1.88	3	6.67	1.53	4	6.75	2.63	3	5.67	2.52	8	5.75	1.28	5	6.20	1.64	4	5.25	3.20	2	6.50	0.71	5	5.80	0.84
Openness	21	6.00	2.10	2	8.00	2.83	6	6.50	2.07	4	7.00	1.41	10	6.40	1.43	5	6.20	1.92	4	6.75	2.22	2	5.50	0.71	7	7.29	1.38
Staff accessibility	22	6.27	1.80	2	6.50	2.12	6	7.17	2.79	4	6.25	1.50	7	5.00	1.29	6	4.50	1.76	2	5.50	3.54	3	6.00	1.73	5	6.40	2.19
Straightforwardness and honesty	15	5.87	2.03	3	6.33	3.51	4	7.25	0.96	3	7.33	0.58	8	5.75	1.16	5	6.60	1.14	4	7.75	0.50	3	7.67	1.53	5	7.20	2.17
Ease of access to the people at the WBG who are making decisions important to my work*	20	6.10	2.07	3	4.67	0.58	4	8.00	0.82	3	5.67	0.58	9	4.22	1.92	5	4.80	1.92	3	7.33	1.15	3	4.33	3.06	5	5.80	2.17
Collaboration with civil society	17	5.24	1.86	4	6.50	1.73	3	5.67	2.08	5	4.60	1.52	8	4.25	2.05	5	4.40	0.55	1	3.00		3	6.67	2.08	5	5.40	1.52
Collaboration with the Government	23	7.22	1.70	4	6.25	1.71	4	5.75	2.63	5	7.40	0.89	8	6.75	1.28	6	7.17	1.60	3	6.67	1.53	3	8.00	2.65	7	7.86	1.35
Collaboration with other donors and development partners	16	7.00	1.55	3	6.00	1.00	6	6.33	2.73	5	5.40	1.82	6	5.50	1.87	5	5.60	1.14	2	6.50	2.12	2	7.00	1.41	6	7.33	1.75
Collaboration with the private sector	16	5.75	1.95	2	7.00	2.83	5	6.20	2.77	5	5.80	1.79	7	5.29	1.11	5	6.00	1.22	3	5.33	2.08	2	6.50	2.12	4	5.75	2.63
The speed in which it gets things accomplished on the ground	19	6.21	1.65	4	5.25	2.06	1	6.00		3	5.67	2.31	6	5.50	1.05	5	6.20	1.30	4	5.50	2.08	2	5.50	0.71	3	6.00	1.00
Being a long-term partner	22	7.41	1.53	4	7.00	1.83	4	8.50	1.29	5	7.20	1.10	8	6.38	1.06	5	7.80	1.30	4	7.00	2.71	3	7.67	2.52	6	7.33	1.51

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)**

To be more effective development partner in Mauritius, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
More local presence	70.0%	100.0%	85.7%	94.7%	81.8%	83.3%	87.5%	87.5%	70.0%
The current level of local presence is adequate	20.0%	0.0%	14.3%	0.0%	4.5%	8.3%	0.0%	0.0%	30.0%
Less local presence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	10.0%	0.0%	0.0%	5.3%	13.6%	8.3%	12.5%	12.5%	0.0%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up	17.9%	0.0%	0.0%	6.7%	10.5%	8.3%	12.5%	0.0%	22.2%
Poor donor coordination	3.6%	0.0%	33.3%	0.0%	10.5%	0.0%	0.0%	14.3%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	42.9%	42.9%	16.7%	33.3%	26.3%	41.7%	50.0%	28.6%	44.4%
Lack of/inadequate levels of capacity in Government	28.6%	42.9%	33.3%	66.7%	42.1%	25.0%	25.0%	28.6%	33.3%
There is not an adequate level of citizen/civil society participation*	17.9%	0.0%	33.3%	53.3%	52.6%	33.3%	12.5%	28.6%	0.0%
The World Bank Group works too slowly	3.6%	0.0%	0.0%	6.7%	0.0%	8.3%	12.5%	0.0%	11.1%
The Government works inefficiently	7.1%	0.0%	33.3%	6.7%	10.5%	16.7%	0.0%	0.0%	11.1%
Political pressures and obstacles	21.4%	42.9%	33.3%	13.3%	15.8%	25.0%	25.0%	42.9%	33.3%
Reforms are not well thought out in light of country challenges*	42.9%	14.3%	16.7%	6.7%	5.3%	8.3%	37.5%	0.0%	11.1%
Other	7.1%	14.3%	0.0%	0.0%	10.5%	8.3%	0.0%	14.3%	11.1%

\*Significantly different between stakeholder groups



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mauritius? (1-Not important at all, 10-Very important)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	27	8.30	2.15	7	7.29	4.03	5	9.00	1.00	18	9.11	1.18	21	9.14	.96	12	8.25	2.56	7	8.43	1.72	8	8.13	2.17	11	8.18	.98
Information and communications technology	27	7.85	1.79	7	6.86	3.53	7	7.86	1.95	18	7.72	.96	21	6.24	2.02	12	7.83	1.34	7	6.00	3.32	8	7.63	2.07	11	7.64	1.29
Transport*	27	7.48	1.74	7	5.57	3.87	7	8.14	1.57	18	6.78	1.86	20	6.15	1.60	12	6.58	2.15	7	4.43	2.88	8	7.38	1.69	11	7.27	1.68
Crime and violence	24	7.33	2.12	6	6.50	3.51	5	7.00	3.67	18	7.89	1.41	21	7.14	1.53	12	6.92	2.78	7	7.43	1.27	7	7.00	2.16	11	5.55	2.16
Law and justice	23	7.48	2.00	7	5.57	3.46	5	6.60	3.65	17	7.76	1.56	20	7.35	1.66	12	6.58	2.43	7	5.86	1.95	8	6.38	2.50	11	5.64	2.54
Urban development	28	7.07	2.36	7	6.14	2.79	7	7.57	1.99	17	8.24	1.25	21	7.29	.96	12	7.83	1.47	7	8.43	.53	8	7.50	2.45	8	6.88	1.55
Environmental sustainability	27	8.33	1.88	7	7.43	1.90	7	8.14	1.35	18	8.56	1.15	21	8.05	1.24	12	7.83	1.27	6	6.83	.98	8	7.00	2.51	11	8.18	1.54
Regulatory framework*	26	8.19	2.10	7	6.00	2.94	6	8.67	1.03	18	7.89	1.37	19	7.21	1.55	11	6.64	2.16	7	7.43	1.13	7	8.14	1.07	10	8.10	1.66
Communicable/non-communicable diseases	26	7.15	2.41	7	5.86	2.79	6	5.67	3.01	18	6.17	2.18	21	6.24	1.84	12	5.83	2.66	7	4.57	2.37	8	6.63	1.77	10	5.70	2.16
Poverty reduction	28	8.68	1.52	7	8.86	1.21	6	9.17	.98	17	9.47	.94	21	9.14	.96	12	9.08	1.31	7	9.29	.76	8	9.38	.92	10	8.70	1.42
Gender equity	28	7.14	2.32	7	5.71	3.04	5	9.00	.71	17	8.59	1.00	20	7.60	1.43	12	7.33	2.53	7	7.14	2.04	8	7.88	1.25	10	7.30	2.06
Private sector development	27	8.00	1.82	7	8.14	1.68	7	8.43	.79	17	8.41	1.18	20	7.35	2.11	12	7.25	2.26	7	7.43	1.40	7	8.86	1.57	10	7.60	2.37
Foreign direct investment	24	8.46	1.35	7	8.00	2.52	6	9.33	.52	17	8.53	1.74	20	7.65	1.23	12	8.33	1.23	7	8.57	.53	8	9.00	1.51	10	7.60	1.96
Water and sanitation	28	8.00	1.83	7	8.43	1.90	7	7.43	1.99	18	7.83	1.29	20	6.95	1.99	12	7.00	1.76	7	6.43	1.90	8	6.88	2.03	11	7.82	2.68
Trade and exports	24	7.67	1.76	7	7.71	2.69	7	8.57	.98	18	8.33	1.28	20	6.80	1.67	12	7.75	1.86	7	8.14	.90	8	8.75	1.39	10	6.90	2.51
Economic growth	30	9.00	1.23	7	8.14	2.85	6	8.67	1.86	18	9.00	1.14	20	8.40	1.43	12	8.92	1.00	7	9.00	.58	8	9.50	.93	11	8.00	1.90
Energy	27	8.11	1.55	6	7.50	3.27	6	7.83	1.83	18	8.50	.99	21	7.48	1.47	12	7.08	2.27	7	7.14	1.35	7	7.57	1.81	10	7.80	1.75
Disaster management	29	7.76	2.23	7	5.86	3.29	6	7.83	1.72	18	7.67	1.24	21	7.19	1.50	12	6.83	2.08	6	7.83	1.17	8	7.38	1.41	11	7.27	1.90
Public sector governance/reform*	27	8.85	1.41	7	6.29	3.30	7	8.57	.98	18	8.50	.99	21	8.14	1.49	11	7.36	2.38	7	8.43	1.13	8	8.25	.89	11	9.00	.89
Job creation/employment	30	8.67	1.90	6	9.17	.98	7	9.57	.53	18	9.33	1.14	21	8.76	1.45	12	8.83	1.53	7	9.14	.69	8	9.25	1.39	10	8.50	1.65
Financial markets	26	8.00	1.96	7	6.57	2.94	6	8.33	.82	17	8.29	1.40	21	7.90	1.48	11	7.18	1.72	7	8.57	.98	6	9.00	1.67	10	7.00	2.54
Equality of opportunity	27	8.04	1.81	6	6.83	1.94	5	8.20	2.39	18	8.28	1.07	21	8.19	1.72	12	7.33	1.50	7	6.71	2.93	8	8.13	1.89	10	6.80	2.10
Health	27	7.41	2.19	7	7.57	2.64	6	6.83	3.13	15	8.13	1.36	21	7.57	1.57	12	7.42	1.62	7	8.29	.76	8	7.25	1.75	10	7.00	1.70
Rural development	27	7.56	2.15	7	8.00	1.91	6	7.17	2.93	18	8.39	1.20	20	7.05	1.76	12	8.00	1.54	7	7.71	2.14	8	7.50	1.77	10	7.10	1.97
Global/regional integration	24	8.13	1.51	7	7.00	2.38	7	8.71	.76	18	8.50	1.34	19	7.74	1.59	11	8.09	1.64	7	8.29	.95	8	8.38	1.51	10	6.70	1.70
Food security	28	7.71	2.03	7	6.43	2.94	6	7.83	1.72	15	8.13	1.46	21	7.29	1.38	12	6.92	2.27	6	7.00	1.55	8	7.13	1.89	10	7.20	2.25
Education	28	8.46	1.69	7	7.14	2.48	7	8.57	.98	18	9.00	.77	21	8.57	1.40	12	8.33	1.44	7	9.14	.38	8	8.88	1.64	11	8.09	1.70
Social protection	29	7.55	2.28	7	8.14	1.86	6	8.17	1.17	15	8.33	1.29	20	7.65	1.46	12	7.58	1.78	7	6.86	2.27	7	7.00	1.29	11	7.00	2.19
Climate change	29	8.24	1.70	7	7.14	2.34	6	7.33	2.16	18	7.83	1.38	21	7.62	1.32	12	7.67	1.23	7	6.86	1.57	8	7.50	1.69	10	8.30	1.42
Agricultural development	27	7.70	2.07	7	6.43	3.31	6	7.00	2.00	16	7.63	1.54	20	7.35	1.42	12	6.50	1.78	7	7.29	1.60	8	7.00	1.69	10	6.80	1.93
Natural resource management	24	5.96	3.09	5	5.40	2.61	5	5.80	3.03	14	6.71	2.23	18	5.89	2.32	12	6.00	2.17	6	5.17	3.92	8	7.25	3.06	10	6.80	1.87
Tourism	27	7.41	1.91	7	6.43	2.70	7	5.86	3.24	18	7.39	1.58	20	6.90	1.83	12	6.67	1.61	7	6.71	1.38	8	7.00	1.51	10	6.50	2.59
Blue economy	29	8.31	2.21	6	9.00	1.10	7	8.14	1.21	18	8.28	1.56	20	8.10	1.37	12	8.25	1.14	7	8.57	1.27	8	9.25	1.04	11	8.27	1.35

\*Significantly different between stakeholder groups



**C. World Bank Group's Effectiveness and Results (continued)**

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)**

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	9	5.78	1.72	1	1.00		2	1.50	.71	7	2.57	1.81	4	4.50	1.29	7	3.29	1.89	3	3.00	1.73	3	2.67	2.08	3	4.67	1.53
Information and communications technology*	11	6.36	1.21	2	4.50	.71	1	1.00		3	3.33	2.52	7	5.57	1.72	6	5.17	2.32	3	2.33	.58	2	4.00	1.41	3	6.33	1.53
Transport	13	5.77	1.48	2	5.50	2.12	2	5.00	1.41	3	4.67	3.21	5	5.60	1.52	5	4.60	2.07	3	2.33	.58	1	5.00		4	5.50	2.89
Communicable/non-communicable diseases	8	6.00	1.85	1	6.00		2	2.00	.00	1	6.00		4	5.75	.96	5	5.00	3.32	3	1.67	.58	3	5.33	3.51	2	4.00	.00
Poverty reduction*	18	5.67	1.68	2	5.00	.00	2	3.00	1.41	7	2.29	2.14	10	4.90	1.73	7	3.71	2.63	2	3.00	1.41	2	7.50	2.12	5	5.80	3.11
Private sector development	15	5.53	1.41	1	6.00		2	4.00	1.41	5	5.00	1.22	6	6.00	1.26	5	4.60	1.95	2	6.00	1.41	3	6.33	2.31	5	5.60	2.51
Water and sanitation	12	5.83	1.59	2	8.00	2.83	2	4.00	1.41	2	6.50	.71	5	6.20	1.48	4	4.25	2.22	2	3.00	1.41	4	4.75	1.26	4	4.50	1.73
Trade and exports	12	6.08	1.56	1	6.00		3	5.00	2.00	3	6.00	1.00	4	6.75	.96	5	5.60	2.30	2	4.50	.71	4	5.00	1.63	6	5.83	2.14
Economic growth	16	6.75	1.61	1	5.00		4	5.00	.82	6	5.17	1.60	8	6.88	1.55	6	5.67	1.97	3	4.33	2.52	3	6.33	1.53	6	6.00	2.19
Energy	16	6.13	1.50	2	7.50	3.54	1	3.00		2	6.50	.71	5	6.20	2.05	4	6.25	1.89	3	4.67	2.52	3	5.67	1.15	2	3.50	.71
Disaster management	8	5.88	1.96	2	6.00	.00	1	6.00		1	6.00		5	4.40	2.30	4	6.00	2.16	2	1.50	.71	3	7.00	2.00	2	4.50	3.54
Public sector governance/reform	19	5.68	1.25	3	7.00	1.73	1	5.00		3	6.33	.58	6	5.50	1.76	4	4.75	1.26	2	2.50	.71	3	5.33	4.04	7	6.43	1.90
Health	13	5.77	1.42	2	5.50	.71	1	2.00		1	6.00		5	5.40	1.95	4	6.75	2.50	2	2.50	.71	2	6.50	2.12	4	6.25	1.26
Global/regional integration	10	5.80	1.23				2	4.50	3.54	2	7.50	.71	6	5.83	2.04	4	5.75	1.71	2	3.00	1.41	3	7.67	1.53	4	4.50	1.91
Education	18	6.28	1.53	2	6.00	.00	1	2.00		2	7.50	.71	10	5.50	1.84	4	5.25	1.50	2	3.50	2.12	5	4.40	3.44	5	6.00	2.83
Social protection	20	5.80	1.47	2	5.50	.71	1	2.00		2	7.00	1.41	7	5.57	2.07	5	5.40	1.52	2	3.00	1.41	1	6.00		5	4.60	2.07

\*Significantly different between stakeholder groups

**Where are the World Bank Group's decisions made primarily that support the program in Mauritius? (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
At the Headquarters (in Washington D.C.)	42.9%	14.3%	66.7%	42.1%	45.5%	50.0%	87.5%	37.5%	36.4%
In the country	10.7%	14.3%	0.0%	0.0%	18.2%	16.7%	0.0%	25.0%	0.0%
Don't know	46.4%	71.4%	33.3%	57.9%	36.4%	33.3%	12.5%	37.5%	63.6%

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	23	6.48	1.59	4	6.75	0.96	5	5.60	2.30	9	6.00	0.87	10	6.00	1.15	10	6.30	2.06	4	5.00	2.94	4	7.00	1.15	7	6.71	2.06

(1-To no degree at all, 10-To a very significant degree)



**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Mauritius? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius	23	6.09	2.07	4	6.25	3.86	6	5.50	2.07	9	7.56	1.74	10	7.10	2.28	11	6.45	2.62	5	6.00	2.74	4	7.25	1.50	7	6.14	2.48
The World Bank Group meets Mauritius's needs for knowledge services	25	5.64	1.85	4	6.75	1.71	6	6.00	2.19	9	7.89	1.05	8	6.13	2.03	11	6.82	2.09	4	6.25	2.36	4	6.50	1.73	7	6.57	1.90

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius?	14	5.79	1.81	2	6.00	0.00	4	6.50	1.73	5	6.40	0.55	8	5.63	1.41	7	5.71	0.95	3	4.33	1.53	4	7.00	1.83	6	6.50	1.05

(1-To no degree at all, 10-To a very significant degree)

**D. The World Bank Group's Knowledge Work and Activities**

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Weekly	0.0%	0.0%	14.3%	0.0%	0.0%	8.3%	14.3%	0.0%	0.0%
Monthly	14.3%	0.0%	0.0%	10.5%	0.0%	8.3%	0.0%	0.0%	27.3%
A few times a year	32.1%	28.6%	57.1%	15.8%	9.1%	16.7%	28.6%	50.0%	18.2%
Rarely	28.6%	14.3%	28.6%	10.5%	22.7%	8.3%	28.6%	50.0%	18.2%
Never	25.0%	57.1%	0.0%	63.2%	68.2%	58.3%	28.6%	0.0%	36.4%

\*Significantly different between stakeholder groups

**D. The World Bank Group's Knowledge Work and Activities (continued)**

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	16	5.56	1.26	1	6.00		5	7.60	0.55	5	6.20	0.84	5	5.60	1.67	5	6.00	1.22	3	5.00	2.65	4	7.50	1.29	5	5.80	1.92
Include appropriate level of stakeholder involvement during preparation	16	5.81	1.64	2	4.00	2.83	3	6.67	1.15	6	6.67	0.52	5	4.80	1.48	5	5.80	1.48	3	5.33	2.89	4	7.50	1.73	4	5.75	0.96
Lead to practical solutions	19	5.84	1.54	3	6.67	1.53	4	6.00	2.31	6	6.17	0.75	7	5.29	1.50	5	6.00	1.87	3	5.67	3.21	4	7.75	1.89	5	5.80	1.64
Are accessible (well written and easy to understand)	20	6.85	1.95	3	5.33	1.15	5	5.80	1.92	5	6.40	1.95	6	5.17	1.72	5	5.40	2.97	3	5.67	2.31	4	7.75	1.89	6	6.67	1.21
Are source of relevant information on global good practices	18	6.56	1.72	3	8.33	1.53	5	6.40	2.19	5	7.20	1.30	7	6.57	1.27	5	5.60	1.34	3	7.00	1.00	4	8.00	1.15	4	7.25	0.50
Are adequately disseminated	18	5.67	1.46	3	5.33	0.58	4	5.00	3.46	5	5.60	1.95	6	5.50	2.74	5	5.00	1.87	3	6.00	2.65	5	4.60	2.51	6	5.33	1.21
Are translated enough into local language	17	4.35	2.62	3	6.67	2.89	3	4.67	3.51	5	5.40	2.70	6	5.17	2.40	7	4.86	3.18	3	6.67	0.58	2	6.50	0.71	3	5.00	2.00
Are adaptable to Mauritius's specific development challenges and country circumstances	20	6.15	1.66	4	6.25	1.50	4	6.50	1.29	5	6.60	1.52	7	5.43	1.99	7	5.86	1.35	3	5.33	2.89	4	5.25	2.50	6	5.83	2.14

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	23	6.35	1.40	4	8.25	1.71	7	5.57	2.23	7	6.43	0.79	11	6.82	1.47	10	6.10	1.66	4	4.75	2.87	5	6.40	1.14	6	6.17	1.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	22	6.68	1.52	4	7.25	1.50	7	6.86	1.46	6	7.67	0.52	10	7.60	1.65	10	7.20	1.55	3	6.33	3.79	5	8.20	1.64	6	6.67	1.37

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)





**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	19	6.26	1.52	4	5.25	2.06	3	6.33	1.53	4	6.75	2.06	6	6.00	2.61	5	6.20	1.10	3	8.00	1.73	1	6.00		2	6.50	0.71
The World Bank Group effectively monitors and evaluates the projects and programs it supports	23	6.65	1.47	5	6.00	2.45	3	5.33	2.08	6	7.50	1.05	9	6.22	1.20	7	5.86	2.12	3	6.00	3.00	2	8.50	0.71	6	7.00	1.26
The World Bank Group's approvals and reviews are done in a timely fashion	20	6.20	1.67	4	6.50	1.00	2	7.50	0.71	5	7.20	0.84	6	7.17	1.17	5	6.20	0.84	3	6.33	2.31	1	6.00		1	8.00	
The World Bank Group's "Safeguard Policy" requirements are reasonable	17	6.53	1.66	3	6.67	0.58	1	8.00		4	7.50	1.00	5	6.00	0.71	4	5.75	0.96	3	7.33	2.08	1	5.00		2	4.00	1.41
The World Bank Group's conditions on its lending are reasonable	17	6.41	1.80	4	6.25	2.75	2	4.50	3.54	4	7.75	0.96	8	6.00	1.69	4	6.25	0.96	3	5.67	0.58	1	5.00		4	5.50	2.65
The World Bank Group takes decisions quickly in Mauritius	18	6.44	1.82	4	5.75	1.71	2	7.00	1.41	4	6.50	1.73	6	6.00	1.55	4	5.50	1.29	2	3.00	1.41	1	7.00		1	5.00	
Working with the World Bank Group increases Mauritius's institutional capacity	23	6.52	1.86	5	7.20	2.17	2	8.50	0.71	6	7.33	1.03	9	6.44	1.01	6	6.83	1.72	3	7.67	1.53	3	8.67	1.53	8	8.38	1.19
Where country systems are adequate, the World Bank Group makes appropriate use of them	14	6.79	1.19	4	7.50	2.38	2	7.50	0.71	4	8.00	0.82	7	5.86	1.68	6	6.33	1.03	3	6.67	2.31	1	8.00		6	7.67	1.21
The World Bank Group provides effective implementation support	20	6.45	1.54	3	5.33	2.08	2	8.00	0.00	5	7.00	1.87	8	6.25	0.71	7	5.71	1.70	3	7.00	2.00	2	7.00	1.41	4	7.50	2.52

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius?	17	6.18	1.33	3	6.33	3.51	7	6.43	2.37	8	5.25	1.49	9	6.33	1.87	8	5.63	1.06	2	5.00	4.24	4	5.00	2.45	6	6.50	1.76

(1-To no degree at all, 10-To a very significant degree)

Which of the following best describes the way the World Bank Group operates in Mauritius? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
The World Bank Group takes too much risk in Mauritius	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Mauritius	13.3%	57.1%	42.9%	5.3%	22.7%	25.0%	14.3%	12.5%	9.1%
The World Bank Group's approach to risk is appropriate	36.7%	0.0%	28.6%	36.8%	36.4%	33.3%	28.6%	25.0%	36.4%
Don't know	50.0%	42.9%	28.6%	57.9%	40.9%	41.7%	57.1%	62.5%	54.5%

**E. Working with the World Bank Group (continued)**

Which of the following best describes the World Bank Group's support in Mauritius?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Mauritius	60.0%	42.9%	42.9%	15.8%	18.2%	25.0%	0.0%	25.0%	36.4%
The World Bank Group is not sufficiently selective in Mauritius, and it is involved in too many areas of development	10.0%	14.3%	28.6%	36.8%	13.6%	50.0%	16.7%	25.0%	0.0%
Don't know	30.0%	42.9%	28.6%	47.4%	68.2%	25.0%	83.3%	50.0%	63.6%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Mauritius**

Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Improve the competitiveness of its financing compared to markets	21.4%	14.3%	0.0%	0.0%	4.5%	0.0%	0.0%	12.5%	9.1%
Ensure greater selectivity in its work	7.1%	0.0%	14.3%	21.4%	4.5%	8.3%	25.0%	12.5%	9.1%
Offer more innovative financial products	14.3%	14.3%	0.0%	0.0%	9.1%	8.3%	12.5%	0.0%	0.0%
Reach out more to groups outside of Government*	3.6%	14.3%	28.6%	50.0%	40.9%	33.3%	12.5%	25.0%	27.3%
Work faster	0.0%	14.3%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	9.1%
Improve the quality of its experts as related to Mauritius's specific challenges	32.1%	14.3%	57.1%	35.7%	31.8%	41.7%	37.5%	25.0%	27.3%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	17.9%	14.3%	14.3%	35.7%	27.3%	33.3%	0.0%	25.0%	9.1%
Offer more innovative knowledge services	32.1%	14.3%	0.0%	7.1%	13.6%	16.7%	25.0%	12.5%	9.1%
Collaborate more effectively with Government clients	10.7%	28.6%	14.3%	7.1%	13.6%	16.7%	12.5%	12.5%	9.1%
Increase the level of capacity development in the country	50.0%	28.6%	42.9%	28.6%	36.4%	8.3%	12.5%	25.0%	54.5%
Reduce the complexity of obtaining World Bank Group financing	7.1%	28.6%	14.3%	7.1%	4.5%	0.0%	37.5%	25.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.5%	16.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Financial services	17.9%	42.9%	0.0%	22.2%	31.8%	8.3%	37.5%	0.0%	27.3%
Knowledge products	50.0%	28.6%	57.1%	22.2%	31.8%	58.3%	37.5%	50.0%	18.2%
Convening services	7.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Mauritius	10.7%	14.3%	42.9%	0.0%	13.6%	16.7%	12.5%	0.0%	27.3%
Don't know	14.3%	14.3%	0.0%	55.6%	18.2%	16.7%	12.5%	50.0%	27.3%

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Periodicals*	13.3%	60.0%	0.0%	11.1%	4.8%	0.0%	0.0%	25.0%	27.3%
International newspapers	3.3%	0.0%	16.7%	5.6%	0.0%	8.3%	0.0%	12.5%	9.1%
Local radio	23.3%	20.0%	16.7%	5.6%	33.3%	8.3%	37.5%	25.0%	18.2%
International radio*	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	25.0%	0.0%
Local television	33.3%	20.0%	33.3%	55.6%	23.8%	41.7%	37.5%	37.5%	27.3%
International television	3.3%	0.0%	0.0%	5.6%	4.8%	0.0%	0.0%	12.5%	0.0%
Local newspapers*	83.3%	100.0%	83.3%	77.8%	90.5%	83.3%	87.5%	37.5%	54.5%
Internet	20.0%	0.0%	33.3%	33.3%	28.6%	41.7%	25.0%	25.0%	36.4%
Social media	13.3%	0.0%	0.0%	5.6%	9.5%	8.3%	0.0%	0.0%	0.0%
Other	3.3%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	9.1%

\*Significantly different between stakeholder groups

How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Direct contact with World Bank Group*	26.7%	33.3%	42.9%	0.0%	31.8%	50.0%	0.0%	12.5%	36.4%
e-Newsletters	40.0%	50.0%	28.6%	52.6%	22.7%	41.7%	75.0%	50.0%	45.5%
World Bank Group's seminars/workshops/conferences*	23.3%	33.3%	14.3%	26.3%	59.1%	0.0%	12.5%	25.0%	9.1%
World Bank Group's publications and other written materials*	53.3%	16.7%	42.9%	31.6%	22.7%	25.0%	87.5%	87.5%	36.4%
World Bank Group's website*	36.7%	33.3%	71.4%	78.9%	27.3%	50.0%	25.0%	25.0%	54.5%
Social media	6.7%	16.7%	0.0%	0.0%	22.7%	25.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	10.0%	0.0%	14.3%	10.5%	18.2%	27.3%	25.0%	0.0%	0.0%
No	90.0%	100.0%	85.7%	89.5%	81.8%	72.7%	75.0%	100.0%	100.0%

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Govern- ment	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	13.3%	0.0%	57.1%	11.1%	0.0%	27.3%	37.5%	0.0%	0.0%
No	86.7%	100.0%	42.9%	88.9%	100.0%	72.7%	62.5%	100.0%	100.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Were you able to obtain this information?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	100.0%	0.0%	100.0%	100.0%	0.0%	33.3%	100.0%	0.0%	0.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%

**Do you have access to the Internet?\***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	100.0%	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%
No	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%

\*Significantly different between stakeholder groups

**Do you use/have used the World Bank Group website?\***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	63.3%	40.0%	57.1%	36.8%	18.2%	50.0%	50.0%	37.5%	80.0%
No	36.7%	60.0%	42.9%	63.2%	81.8%	50.0%	50.0%	62.5%	20.0%

\*Significantly different between stakeholder groups

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	6.7%	0.0%	14.3%	10.5%	4.5%	16.7%	12.5%	12.5%	20.0%
No	93.3%	100.0%	85.7%	89.5%	95.5%	83.3%	87.5%	87.5%	80.0%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
High speed/WiFi	96.2%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%
Dial-up	3.8%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%



**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	21	7.81	1.60	1	7.00		5	7.40	2.07	16	7.50	1.51	8	8.00	0.93	9	7.89	0.93	4	8.25	0.50	5	7.00	1.22	7	7.00	1.41
I find the information on the World Bank Group's websites useful	21	7.71	1.59	1	8.00		4	8.00	0.82	16	7.88	1.67	8	8.00	0.93	9	7.89	1.17	4	7.50	1.29	5	7.60	1.67	7	7.29	1.11
The World Bank Group's social media channels are valuable sources of information about the institution	6	8.17	1.33	1	10.00		3	6.67	2.31	2	7.50	2.12	4	6.25	1.71	3	7.33	0.58	2	7.50	0.71	1	7.00		3	7.33	0.58
When I need information from the World Bank Group I know how to find it	19	6.95	1.84	1	5.00		5	6.00	2.83	6	6.83	1.83	7	6.86	1.77	5	5.60	3.13	2	8.50	0.71	4	5.25	3.30	6	6.83	2.99
The World Bank Group is responsive to my information requests and inquiries	12	7.17	1.27	1	5.00		4	8.00	0.82	4	6.50	1.91	4	6.75	1.26	3	4.67	3.21	2	8.00	0.00	2	7.50	2.12	5	7.40	1.14

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
I currently collaborate with the World Bank Group	6.7%	0.0%	14.3%	0.0%	4.5%	0.0%	12.5%	0.0%	18.2%
I have previously collaborated with the World Bank Group	20.0%	20.0%	71.4%	16.7%	9.1%	18.2%	37.5%	37.5%	27.3%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	23.3%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%
I have never collaborated with the World Bank Group	50.0%	80.0%	14.3%	77.8%	86.4%	81.8%	50.0%	62.5%	54.5%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
The World Bank (IBRD)	89.5%	80.0%	66.7%	71.4%	33.3%	57.1%	100.0%	66.7%	42.9%
The International Finance Corporation (IFC)	0.0%	0.0%	16.7%	14.3%	22.2%	14.3%	0.0%	16.7%	28.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	16.7%		0.0%	0.0%	0.0%	0.0%	0.0%
Other	10.5%	20.0%	0.0%	14.3%	44.4%	28.6%	0.0%	16.7%	28.6%

**H. Background Information (continued)**

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Yes	3.7%	0.0%	14.3%	5.3%	0.0%	0.0%	42.9%	12.5%	12.5%
No	96.3%	100.0%	85.7%	94.7%	100.0%	100.0%	57.1%	87.5%	87.5%

\*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Mauritius? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
The two institutions work well together	100.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	100.0%
The way the two institutions work together needs improvement	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	100.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	28.6%	60.0%	14.3%	72.2%	58.8%	54.5%	42.9%	37.5%	33.3%
Use World Bank Group reports/data	32.1%	0.0%	28.6%	16.7%	29.4%	18.2%	14.3%	25.0%	11.1%
Engage in World Bank Group related/sponsored events/activities	14.3%	20.0%	14.3%	5.6%	11.8%	0.0%	14.3%	12.5%	22.2%
Collaborate as part of my professional duties*	46.4%	40.0%	71.4%	0.0%	11.8%	18.2%	57.1%	37.5%	44.4%
Use World Bank Group website for information, data, research, etc.	28.6%	20.0%	0.0%	27.8%	11.8%	45.5%	0.0%	25.0%	22.2%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research/ Think tank	Other
Female	33.3%	28.6%	42.9%	5.3%	50.0%	16.7%	25.0%	37.5%	45.5%
Male	66.7%	71.4%	57.1%	94.7%	50.0%	83.3%	75.0%	62.5%	54.5%



## Appendix C: Responses to All Questions by Geographical Locations<sup>18</sup>

Port Louis N=55 ● Other N=70

### A. General Issues facing Mauritius

In general, would you say that Mauritius is headed in...?

Percentage of Respondents	Port Louis	Other
The right direction	62.3%	73.5%
The wrong direction	13.2%	11.8%
Not sure	24.5%	14.7%

Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius?

Percentage of Respondents (Responses combined)	Port Louis	Other
Information and communications technology	10.9%	10.6%
Food security*	1.8%	12.1%
Public sector governance/reform	20.0%	16.7%
Global/regional integration	1.8%	4.5%
Financial markets	10.9%	3.0%
Gender equity	0.0%	0.0%
Private sector development	3.6%	0.0%
Equality of opportunity	9.1%	7.6%
Foreign direct investment	5.5%	6.1%
Water and sanitation	3.6%	9.1%
Urban development	0.0%	0.0%
Anti corruption	18.2%	13.6%
Environmental sustainability	3.6%	7.6%
Job creation/employment	50.9%	40.9%
Rural development	0.0%	0.0%
Health*	1.8%	13.6%
Tourism	0.0%	0.0%
Economic growth	32.7%	34.8%
Poverty reduction*	52.7%	31.8%
Blue economy	12.7%	22.7%
Energy	0.0%	3.0%
Regulatory framework	0.0%	1.5%
Transport	3.6%	3.0%
Climate change	5.5%	1.5%
Disaster management	1.8%	3.0%
Agricultural development	0.0%	1.5%
Trade and exports	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	1.5%
Crime and violence	16.4%	9.1%
Natural resource management	0.0%	0.0%
Education	23.6%	37.9%
Law and justice	3.6%	3.0%
Social protection	3.6%	0.0%

\*Significantly different between geographic locations

<sup>18</sup> Only 125 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix. Please note that due to a small number of respondents from Black River, Pamplemousses, Rivière Du Rempart, Flacq, Moka, Savanne, Beau Bassin/Rose Hill, Quatre, Bornes, Vacoas/Phoenix, and Curepipe, these geographic locations were included in the "Other" category for further analyses. There were no respondents from Grand Port.

**A. General Issues facing Mauritius (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Port Louis	Other
Rural development	5.5%	7.5%
Water and sanitation	1.8%	6.0%
Equality of opportunity	21.8%	26.9%
Social protection	14.5%	13.4%
Economic growth	54.5%	41.8%
Climate change	0.0%	0.0%
Global/regional integration	1.8%	1.5%
Crime and violence	3.6%	1.5%
Gender equity	0.0%	1.5%
Blue economy	21.8%	19.4%
Urban development	1.8%	0.0%
Information and communications technology	0.0%	1.5%
Regulatory framework	1.8%	0.0%
Law and justice	0.0%	0.0%
Transport	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	1.8%	0.0%
Anti corruption	7.3%	7.5%
Private sector development	5.5%	10.4%
Health	3.6%	9.0%
Foreign direct investment	0.0%	4.5%
Education	47.3%	53.7%
Energy	1.8%	0.0%
Financial markets	1.8%	3.0%
Tourism	0.0%	1.5%
Public sector governance/reform	14.5%	10.4%
Environmental sustainability	0.0%	0.0%
Food security	0.0%	6.0%
Disaster management	0.0%	0.0%
Agricultural development	0.0%	0.0%
Job creation/employment	83.6%	68.7%
Trade and exports	0.0%	0.0%

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Greater access to health and nutrition for citizens	1.9%	2.9%
Better entrepreneurial opportunities*	51.9%	33.8%
A growing middle class	0.0%	4.4%
Better opportunity for the poor who live in rural areas	5.8%	4.4%
Better opportunity for the poor who live in urban areas	5.8%	4.4%
Better employment opportunities for young people	26.9%	32.4%
Better employment opportunities for women	0.0%	4.4%
Greater access to micro-finance for the poor	17.3%	10.3%
Greater voice and participation for citizens to help ensure greater accountability	5.8%	4.4%
Consistent economic growth	30.8%	27.9%
More reliable social safety net	1.9%	7.4%
Greater equity of fiscal policy	5.8%	4.4%
Education and training that better ensure job opportunity	46.2%	55.9%
Better quality public services	0.0%	2.9%
Other	0.0%	0.0%

\*Significantly different between geographic locations



**A. General Issues facing Mauritius (continued)**

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius?

Percentage of Respondents	Port Louis	Other
A very big problem	65.5%	44.3%
A moderately big problem	30.9%	50.0%
A small problem	1.8%	5.7%
Not a problem at all	1.8%	0.0%
Don't know	0.0%	0.0%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Port Louis	Other
A very serious problem	78.2%	68.6%
A somewhat serious problem	21.8%	24.3%
Not too serious problem	0.0%	5.7%
Not a problem	0.0%	0.0%
Don't know	0.0%	1.4%

**B. Overall Attitudes toward the World Bank Group**

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?	55	4.78	2.51	68	4.15	2.16

(1-Not familiar at all, 10-Extremely familiar)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	32	6.16	1.65	39	6.21	1.56

(1-Not effective at all, 10-Very effective)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?	29	5.97	1.66	29	6.59	1.86

(1-To no degree at all, 10-To a very significant degree)

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the WBG should focus most of its resources in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Port Louis	Other
Disaster management	0.0%	2.9%
Education*	25.5%	42.6%
Crime and violence	3.6%	0.0%
Urban development	1.8%	1.5%
Transport	5.5%	4.4%
Agricultural development	1.8%	4.4%
Global/regional integration	3.6%	7.4%
Energy	7.3%	4.4%
Gender equity	0.0%	1.5%
Foreign direct investment	5.5%	5.9%
Public sector governance/reform*	30.9%	14.7%
Trade and exports*	0.0%	7.4%
Health	1.8%	5.9%
Rural development	1.8%	0.0%
Tourism	0.0%	0.0%
Financial markets	16.4%	10.3%
Environmental sustainability	3.6%	10.3%
Equality of opportunity	12.7%	7.4%
Communicable/non-communicable diseases	0.0%	0.0%
Private sector development	3.6%	2.9%
Information and communications technology	1.8%	4.4%
Water and sanitation	0.0%	4.4%
Food security	1.8%	2.9%
Climate change	5.5%	7.4%
Natural resource management	0.0%	0.0%
Poverty reduction	40.0%	30.9%
Regulatory framework	3.6%	2.9%
Blue economy	29.1%	22.1%
Job creation/employment	45.5%	42.6%
Economic growth	25.5%	22.1%
Law and justice	1.8%	0.0%
Anti corruption	14.5%	16.2%
Social protection	3.6%	2.9%

\*Significantly different between geographic locations

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

Greatest Value Percentage of Respondents	Port Louis	Other
Convening/facilitating	0.0%	3.0%
Data	0.0%	1.5%
Policy advice, studies, analyses	20.8%	22.4%
Financial resources	41.5%	28.4%
Capacity development	22.6%	17.9%
Technical assistance	9.4%	22.4%
Mobilizing third party financial resources	0.0%	3.0%
Donor coordination	5.7%	1.5%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	0.0%	0.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Port Louis	Other
Convening/facilitating	5.7%	9.1%
Data	3.8%	3.0%
Policy advice, studies, analyses	17.0%	15.2%
Financial resources	11.3%	24.2%
Capacity development	11.3%	9.1%
Technical assistance	37.7%	30.3%
Mobilizing third party financial resources	5.7%	4.5%
Donor coordination	1.9%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	5.7%	4.5%
Other	0.0%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius? (1-Not effective at all, 10-Very effective)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	38	6.92	2.03	36	6.47	1.92
Citizen engagement	25	4.20	1.83	26	4.77	1.99
Policy design	25	6.08	1.44	29	6.07	1.69

When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Project implementation	42	8.60	1.38	43	8.37	1.75
Citizen engagement	40	8.03	1.99	37	7.65	1.93
Policy design	42	8.52	1.45	45	8.47	1.44

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Arrogant in its approach	0.0%	0.0%
Not client focused	0.0%	3.0%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	7.3%	9.0%
Not willing to honestly criticize policies and reform efforts in the country	5.5%	7.5%
Staff too inaccessible	5.5%	1.5%
Not exploring alternative policy options	1.8%	1.5%
Not collaborating enough with stakeholders outside the Government	18.2%	9.0%
Its advice and strategies do not lend themselves to practical problem solving	10.9%	6.0%
Not enough public disclosure of its work	32.7%	37.3%
Too influenced by developed countries	1.8%	7.5%
Imposing technocratic solutions without regard to political realities	5.5%	9.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	1.8%	4.5%
Not aligned with other donors' work	1.8%	1.5%
Not aligned with country priorities	0.0%	3.0%
Not adequately sensitive to political/social realities in Mauritius	14.5%	19.4%
Other	3.6%	1.5%
Don't know	41.8%	37.3%

**B. Overall Attitudes toward the World Bank Group (continued)**

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Trust Fund management	5.6%	4.5%
Knowledge products/services	16.7%	19.4%
Investment lending	18.5%	28.4%
Technical assistance	31.5%	38.8%
Capacity development	29.6%	25.4%
Policy based lending/budget support to the Government	13.0%	10.4%
Multi-sectoral approaches	18.5%	13.4%
Other	0.0%	0.0%
Don't know	29.6%	26.9%

To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius?  
(Select only ONE response)

Percentage of Respondents	Port Louis	Other
To a fully sufficient degree	0.0%	0.0%
To a somewhat sufficient degree	9.1%	16.2%
To a somewhat insufficient degree	23.6%	27.9%
To a very insufficient degree	18.2%	14.7%
Don't know	49.1%	41.2%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Academia/think tanks/research institutes	29.1%	36.2%
Donor community	7.3%	1.4%
Media*	21.8%	8.7%
Local Government	21.8%	18.8%
Private sector*	58.2%	37.7%
Parliament	3.6%	5.8%
NGOs/Community Based Organizations*	23.6%	47.8%
Youth/university groups	9.1%	13.0%
Beneficiaries	12.7%	14.5%
Foundations	3.6%	5.8%
Other	1.8%	1.4%
Don't know	1.8%	2.9%

\*Significantly different between geographic locations

To what extent do you agree with the following statements about the World Bank Group's work in Mauritius?  
(1-Strongly disagree, 10-Strongly agree)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius	44	7.09	2.03	50	6.42	2.08
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	28	5.61	1.73	36	6.14	1.69
The World Bank Group supports programs and strategies that are realistic for Mauritius	29	5.55	1.78	38	6.37	1.94
The World Bank Group treats clients and stakeholders in Mauritius with respect	24	7.25	1.42	34	6.94	1.67

**B. Overall Attitudes toward the World Bank Group (continued)**

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

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	23	6.22	1.83	33	6.12	1.47
Flexibility (in terms of the institution's products and services)	23	5.70	1.82	32	5.97	1.58
Flexibility (in terms of changing country circumstances)	24	5.54	2.00	31	5.84	1.63
Being inclusive	20	5.85	2.13	29	5.86	1.43
Openness	27	6.41	1.99	34	6.29	1.59
Staff accessibility	24	6.00	2.25	32	5.72	1.69
Straightforwardness and honesty	23	6.61	1.75	25	6.56	1.61
Ease of access to the people at the World Bank Group who are making decisions important to my work	23	5.70	2.40	30	5.43	1.91
Collaboration with civil society	19	4.63	1.50	32	5.47	1.95
Collaboration with the Government	25	7.28	1.57	37	7.05	1.75
Collaboration with other donors and development partners	21	6.76	1.73	29	6.24	1.70
Collaboration with the private sector	20	5.95	1.61	29	5.69	2.04
The speed in which it gets things accomplished on the ground	18	5.61	1.54	27	5.89	1.45
Being a long-term partner	25	7.60	1.73	34	7.00	1.50

To be more effective development partner in Mauritius, do you believe that the World Bank Group should have ... ?  
(Select only ONE response)

Percentage of Respondents	Port Louis	Other
More local presence	78.2%	83.6%
The current level of local presence is adequate	12.7%	7.5%
Less local presence	0.0%	0.0%
Don't know	9.1%	9.0%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
The World Bank Group does not do adequate follow through/follow-up	5.9%	13.6%
Poor donor coordination*	0.0%	8.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	39.2%	37.3%
Lack of/inadequate levels of capacity in Government	33.3%	35.6%
There is not an adequate level of citizen/civil society participation	31.4%	27.1%
The World Bank Group works too slowly	7.8%	1.7%
The Government works inefficiently	15.7%	5.1%
Political pressures and obstacles	29.4%	23.7%
Reforms are not well thought out in light of country challenges	15.7%	23.7%
Other	3.9%	6.8%

\*Significantly different between geographic locations



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mauritius? (1-Not important at all, 10-Very important)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption	51	8.73	1.46	65	8.54	2.03
Information and communications technology	53	7.28	1.92	65	7.31	2.15
Transport	53	6.87	1.99	65	6.69	2.34
Crime and violence	52	6.83	2.31	61	7.39	1.99
Law and justice	51	6.86	2.34	60	6.88	2.28
Urban development	51	7.75	1.92	64	7.28	1.73
Environmental sustainability	51	8.24	1.46	66	7.89	1.70
Regulatory framework	50	7.72	1.73	60	7.53	1.92
Communicable/non-communicable diseases*	51	5.75	2.36	65	6.65	2.15
Poverty reduction	51	9.10	1.30	65	9.00	1.12
Gender equity*	51	7.92	1.90	64	7.17	1.93
Private sector development	51	7.63	1.96	63	8.06	1.69
Foreign direct investment	47	8.09	1.69	64	8.41	1.35
Water and sanitation	53	7.38	1.87	65	7.69	1.90
Trade and exports	51	7.63	1.73	62	7.77	1.78
Economic growth	52	8.77	1.13	67	8.76	1.45
Energy	51	7.92	1.38	64	7.64	1.92
Disaster management	51	7.45	1.76	67	7.46	1.93
Public sector governance/reform	52	8.56	1.26	65	8.15	1.84
Job creation/employment	52	8.94	1.56	68	8.94	1.40
Financial markets	49	7.63	2.05	62	8.10	1.51
Equality of opportunity	49	7.76	1.93	66	7.86	1.64
Health	48	7.35	1.79	65	7.83	1.60
Rural development	51	7.61	2.04	64	7.63	1.61
Global/regional integration	49	8.06	1.42	62	7.82	1.69
Food security	47	7.32	1.82	66	7.41	1.98
Education	53	8.38	1.52	66	8.65	1.44
Social protection	49	7.35	2.04	65	7.78	1.68
Climate change	50	8.06	1.39	68	7.74	1.58
Agricultural development	49	7.29	1.55	64	7.19	1.94
Natural resource management	44	6.20	2.70	59	6.14	2.47
Tourism*	51	6.41	2.17	65	7.31	1.64
Blue economy	53	8.06	1.78	66	8.58	1.34

\*Significantly different between geographic locations

**C. World Bank Group's Effectiveness and Results (continued)**

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Anti corruption*	20	2.85	1.76	18	4.67	2.09
Information and communications technology	15	4.60	1.99	21	5.52	1.83
Transport	17	5.00	2.21	20	5.35	1.79
Communicable/non-communicable diseases	13	4.31	2.72	15	5.53	1.96
Poverty reduction*	24	3.58	2.34	29	5.59	1.94
Private sector development	21	5.29	1.82	21	5.57	1.43
Water and sanitation	18	5.06	1.80	18	5.72	1.81
Trade and exports	20	5.70	1.81	19	5.89	1.52
Economic growth	26	5.88	2.16	25	6.32	1.44
Energy	16	6.38	2.06	21	5.67	1.59
Disaster management	11	4.91	2.43	16	5.63	2.16
Public sector governance/reform	18	5.67	1.78	28	5.75	1.82
Health	12	5.83	2.04	21	5.62	1.53
Global/regional integration	13	5.31	2.02	19	6.16	1.64
Education	16	5.31	1.89	31	6.00	2.10
Social protection	19	5.26	1.88	24	5.71	1.55

\*Significantly different between geographic locations

Where are the World Bank Group's decisions made primarily that support the program in Mauritius?

(Select only ONE response)

Percentage of Respondents	Port Louis	Other
At the Headquarters (in Washington D.C.)	44.4%	44.8%
In the country	5.6%	13.4%
Don't know	50.0%	41.8%

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	33	6.21	1.82	41	6.27	1.60

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius	34	6.65	2.12	45	6.22	2.32
The World Bank Group meets Mauritius's needs for knowledge services	34	6.74	1.96	44	6.20	1.66

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius?	21	6.10	1.34	36	5.86	1.59

(1-To no degree at all, 10-To a very significant degree)

**D. The World Bank Group's Knowledge Work and Activities**

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

(Select only ONE response)

Percentage of Respondents	Port Louis	Other
Weekly	3.8%	0.0%
Monthly	7.5%	7.5%
A few times a year	26.4%	25.4%
Rarely	17.0%	25.4%
Never	45.3%	41.8%

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Are timely	22	5.91	1.72	26	6.08	1.29
Include appropriate level of stakeholder involvement during preparation	21	5.71	1.65	24	6.04	1.60
Lead to practical solutions	22	5.86	1.75	31	6.13	1.59
Are accessible (well written and easy to understand)	24	5.92	2.00	30	6.43	1.85
Are source of relevant information on global good practices	23	6.78	1.54	29	6.83	1.54
Are adequately disseminated	22	5.45	1.92	31	5.29	1.68
Are translated enough into local language	21	4.86	2.56	28	5.21	2.56
Are adaptable to Mauritius's specific development challenges and country circumstances	23	6.09	1.68	34	5.79	1.72

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	33	6.06	1.64	42	6.50	1.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	33	7.00	1.58	37	7.19	1.68

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	21	6.43	1.54	26	6.23	1.68
The World Bank Group effectively monitors and evaluates the projects and programs it supports	25	6.80	1.63	38	6.34	1.63
The World Bank Group's approvals and reviews are done in a timely fashion	19	6.37	1.50	28	6.54	1.26
The World Bank Group's "Safeguard Policy" requirements are reasonable	18	6.50	1.86	23	6.30	1.11
The World Bank Group's conditions on its lending are reasonable	18	6.06	1.73	28	6.46	1.53
The World Bank Group takes decisions quickly in Mauritius	15	5.80	2.11	27	6.22	1.31
Working with the World Bank Group increases Mauritius's institutional capacity	25	6.96	1.81	38	7.08	1.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	21	7.00	1.14	26	6.81	1.67
The World Bank Group provides effective implementation support	22	6.36	1.79	32	6.47	1.37



**E. Working with the World Bank Group (continued)**

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius?	27	5.70	1.81	37	6.22	1.84

(1-To no degree at all, 10-To a very significant degree)

**Which of the following best describes the way the World Bank Group operates in Mauritius? (Select only ONE response)**

Percentage of Respondents	Port Louis	Other
The World Bank Group takes too much risk in Mauritius	0.0%	0.0%
The World Bank Group does not take enough risk in Mauritius	11.1%	22.9%
The World Bank Group's approach to risk is appropriate	37.0%	30.0%
Don't know	51.9%	47.1%

**Which of the following best describes the World Bank Group's support in Mauritius? (Select only ONE response)**

Percentage of Respondents	Port Louis	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Mauritius	26.4%	34.3%
The World Bank Group is not sufficiently selective in Mauritius, and it is involved in too many areas of development	26.4%	14.3%
Don't know	47.2%	51.4%

**F. The Future Role of the World Bank Group in Mauritius****Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius?**

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Improve the competitiveness of its financing compared to markets*	2.0%	12.5%
Ensure greater selectivity in its work	9.8%	10.9%
Offer more innovative financial products	7.8%	9.4%
Reach out more to groups outside of Government	31.4%	20.3%
Work faster	2.0%	3.1%
Improve the quality of its experts as related to Mauritius's specific challenges	37.3%	28.1%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	21.6%	23.4%
Offer more innovative knowledge services	11.8%	17.2%
Collaborate more effectively with Government clients	11.8%	15.6%
Increase the level of capacity development in the country	35.3%	31.3%
Reduce the complexity of obtaining World Bank Group financing	11.8%	12.5%
Other	3.9%	1.6%

\*Significantly different between geographic locations

**When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius? (Select only ONE response)**

Percentage of Respondents	Port Louis	Other
Financial services	20.8%	25.0%
Knowledge products	35.8%	40.6%
Convening services	0.0%	4.7%
None of the above	0.0%	0.0%
The combination is appropriate for Mauritius	17.0%	7.8%
Don't know	26.4%	21.9%

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Mauritius?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Periodicals	13.5%	13.4%
International newspapers	5.8%	3.0%
Local radio	17.3%	26.9%
International radio	1.9%	3.0%
Local television	40.4%	31.3%
International television	1.9%	4.5%
Local newspapers	76.9%	77.6%
Internet	30.8%	26.9%
Social media	3.8%	7.5%
Other	3.8%	1.5%

How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Direct contact with World Bank Group*	32.7%	15.9%
e-Newsletters	45.5%	40.6%
World Bank Group's seminars/workshops/conferences	18.2%	31.9%
World Bank Group's publications and other written materials	40.0%	43.5%
World Bank Group's website	52.7%	40.6%
Social media	5.5%	10.1%
Mobile phones	0.0%	2.9%
Other	0.0%	1.4%

\*Significantly different between geographic locations

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	Port Louis	Other
Yes	18.2%	6.0%
No	81.8%	94.0%

\*Significantly different between geographic locations

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	Port Louis	Other
Yes	21.8%	3.1%
No	78.2%	96.9%

\*Significantly different between geographic locations

Were you able to obtain this information?

Percentage of Respondents	Port Louis	Other
Yes	90.9%	50.0%
No	9.1%	50.0%

Do you have access to the Internet?

Percentage of Respondents	Port Louis	Other
Yes	98.2%	97.0%
No	1.8%	3.0%

Do you use/have used the World Bank Group website?

Percentage of Respondents	Port Louis	Other
Yes	50.9%	41.2%
No	49.1%	58.8%

**G. Communication and Information Sharing (continued)**

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Port Louis	Other
Yes	10.9%	8.8%
No	89.1%	91.2%

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Port Louis	Other
High speed/WiFi	100.0%	96.4%
Dial-up	0.0%	3.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Port Louis			Other		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	38	7.61	1.42	36	7.56	1.36
I find the information on the World Bank Group's websites useful	38	7.68	1.44	35	7.66	1.35
The World Bank Group's social media channels are valuable sources of information about the institution	10	7.40	1.35	16	7.31	1.58
When I need information from the World Bank Group I know how to find it	22	6.73	2.37	34	6.56	2.22
The World Bank Group is responsive to my information requests and inquiries	18	6.94	1.92	19	7.11	1.52

**H. Background Information**Which one of the following best describes your level of interaction with the World Bank Group in your country?  
(Select only ONE response)

Percentage of Respondents	Port Louis	Other
I currently collaborate with the World Bank Group	7.4%	3.0%
I have previously collaborated with the World Bank Group	24.1%	22.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	9.3%	4.5%
I have never collaborated with the World Bank Group	59.3%	69.7%

Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius?  
(Select only ONE response)

Percentage of Respondents	Port Louis	Other
The World Bank (IBRD)	75.0%	60.0%
The International Finance Corporation (IFC)	10.7%	12.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	2.5%
Other	14.3%	25.0%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Port Louis	Other
Yes	10.2%	6.1%
No	89.8%	93.9%

**H. Background Information (continued)**

If yes, what was your view of how the two institutions work together in Mauritius? (Select only ONE response)

Percentage of Respondents	Port Louis	Other
The two institutions work well together	16.7%	50.0%
The way the two institutions work together needs improvement	50.0%	25.0%
The two institutions do not work well together	0.0%	0.0%
Don't know	33.3%	25.0%

Which of the following describes most of your exposure to the World Bank Group in Mauritius?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Port Louis	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	49.0%	42.6%
Use World Bank Group reports/data	18.4%	26.2%
Engage in World Bank Group related/sponsored events/activities	10.2%	11.5%
Collaborate as part of my professional duties	30.6%	32.8%
Use World Bank Group website for information, data, research, etc.	20.4%	24.6%

What's your gender?\*

Percentage of Respondents	Port Louis	Other
Female	23.6%	40.0%
Male	76.4%	60.0%

\*Significantly different between geographic locations



## Appendix D: Responses to All Questions by Level of Collaboration with the WBG<sup>19</sup>

Collaborating with the WBG N=15 ● Not collaborating with the WBG N=109

### A. General Issues facing Mauritius

In general, would you say that Mauritius is headed in...?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The right direction	73.3%	65.7%
The wrong direction	0.0%	14.3%
Not sure	26.7%	20.0%

Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius?

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Information and communications technology*	26.7%	9.3%
Food security	6.7%	7.5%
Public sector governance/reform*	40.0%	16.8%
Global/regional integration	0.0%	3.7%
Financial markets	0.0%	9.3%
Gender equity	0.0%	0.0%
Private sector development	0.0%	1.9%
Equality of opportunity	6.7%	7.5%
Foreign direct investment	0.0%	6.5%
Water and sanitation	0.0%	7.5%
Urban development	0.0%	0.0%
Anti corruption	20.0%	15.0%
Environmental sustainability	6.7%	4.7%
Job creation/employment*	73.3%	39.3%
Rural development	0.0%	0.0%
Health	0.0%	9.3%
Tourism	0.0%	0.9%
Economic growth	46.7%	32.7%
Poverty reduction	20.0%	42.1%
Blue economy	13.3%	19.6%
Energy	0.0%	1.9%
Regulatory framework	0.0%	0.9%
Transport	6.7%	2.8%
Climate change*	20.0%	0.9%
Disaster management	0.0%	2.8%
Agricultural development	0.0%	1.9%
Trade and exports	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.9%
Crime and violence	0.0%	14.0%
Natural resource management	0.0%	0.0%
Education*	6.7%	34.6%
Law and justice	0.0%	3.7%
Social protection	6.7%	0.9%

\*Significantly different between collaborators and non-collaborators

<sup>19</sup> Only 124 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

**A. General Issues facing Mauritius (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Rural development*	20.0%	4.6%
Water and sanitation	0.0%	3.7%
Equality of opportunity	26.7%	23.1%
Social protection*	33.3%	11.1%
Economic growth*	73.3%	45.4%
Climate change	0.0%	0.0%
Global/regional integration	0.0%	1.9%
Crime and violence	0.0%	2.8%
Gender equity	0.0%	0.9%
Blue economy*	0.0%	25.0%
Urban development	0.0%	0.9%
Information and communications technology	0.0%	0.9%
Regulatory framework*	6.7%	0.0%
Law and justice	0.0%	0.0%
Transport	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	0.9%
Anti corruption	6.7%	7.4%
Private sector development	6.7%	8.3%
Health	6.7%	6.5%
Foreign direct investment	0.0%	2.8%
Education*	26.7%	53.7%
Energy*	6.7%	0.0%
Financial markets	0.0%	2.8%
Tourism	0.0%	0.9%
Public sector governance/reform	6.7%	13.0%
Environmental sustainability	0.0%	0.0%
Food security	0.0%	3.7%
Disaster management	0.0%	0.0%
Agricultural development	0.0%	0.9%
Job creation/employment	80.0%	75.0%
Trade and exports	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Greater access to health and nutrition for citizens	6.7%	1.9%
Better entrepreneurial opportunities	53.3%	39.4%
A growing middle class	0.0%	2.9%
Better opportunity for the poor who live in rural areas	0.0%	5.8%
Better opportunity for the poor who live in urban areas	0.0%	5.8%
Better employment opportunities for young people	33.3%	29.8%
Better employment opportunities for women	6.7%	1.9%
Greater access to micro-finance for the poor	0.0%	15.4%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	5.8%
Consistent economic growth*	53.3%	26.9%
More reliable social safety net	13.3%	2.9%
Greater equity of fiscal policy	0.0%	6.7%
Education and training that better ensure job opportunity	33.3%	52.9%
Better quality public services	0.0%	1.9%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

**A. General Issues facing Mauritius (continued)**

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
A very big problem	20.0%	56.0%
A moderately big problem	66.7%	38.5%
A small problem	6.7%	5.5%
Not a problem at all	6.7%	0.0%
Don't know	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
A very serious problem	80.0%	70.6%
A somewhat serious problem	20.0%	24.8%
Not too serious problem	0.0%	3.7%
Not a problem	0.0%	0.0%
Don't know	0.0%	0.9%

**B. Overall Attitudes toward the World Bank Group**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?*	15	7.13	2.00	109	4.15	2.15

(1-Not familiar at all, 10-Extremely familiar)

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	12	6.83	2.04	62	6.16	1.54

(1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?	11	6.73	1.85	48	6.21	1.83

(1-To no degree at all, 10-To a very significant degree)

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the WBG should focus most of its resources in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Disaster management	0.0%	1.8%
Education	33.3%	34.9%
Crime and violence	0.0%	1.8%
Urban development	6.7%	0.9%
Transport*	20.0%	2.8%
Agricultural development	0.0%	4.6%
Global/regional integration	6.7%	5.5%
Energy	13.3%	4.6%
Gender equity	0.0%	0.9%
Foreign direct investment	6.7%	5.5%
Public sector governance/reform	26.7%	22.0%
Trade and exports	0.0%	4.6%
Health	0.0%	4.6%
Rural development	0.0%	0.9%
Tourism	0.0%	0.0%
Financial markets	6.7%	15.6%
Environmental sustainability	6.7%	7.3%
Equality of opportunity	6.7%	9.2%
Communicable/non-communicable diseases	0.0%	0.0%
Private sector development	6.7%	3.7%
Information and communications technology*	13.3%	1.8%
Water and sanitation	0.0%	2.8%
Food security	6.7%	2.8%
Climate change	6.7%	6.4%
Natural resource management	0.0%	0.0%
Poverty reduction*	0.0%	37.6%
Regulatory framework*	26.7%	0.9%
Blue economy	20.0%	26.6%
Job creation/employment	26.7%	44.0%
Economic growth*	46.7%	21.1%
Law and justice	0.0%	0.9%
Anti corruption	13.3%	15.6%
Social protection	0.0%	3.7%

\*Significantly different between collaborators and non-collaborators

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

Greatest Value Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	6.7%	1.9%
Data	0.0%	1.0%
Policy advice, studies, analyses*	53.3%	18.1%
Financial resources*	6.7%	37.1%
Capacity development	13.3%	21.0%
Technical assistance	20.0%	15.2%
Mobilizing third party financial resources	0.0%	1.9%
Donor coordination	0.0%	3.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators



**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	0.0%	8.7%
Data	0.0%	2.9%
Policy advice, studies, analyses*	33.3%	13.5%
Financial resources	20.0%	18.3%
Capacity development	13.3%	9.6%
Technical assistance	20.0%	35.6%
Mobilizing third party financial resources	0.0%	5.8%
Donor coordination	0.0%	1.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	13.3%	4.8%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	12	6.33	1.87	63	6.75	2.00
Citizen engagement	10	5.40	2.01	42	4.24	1.78
Policy design	12	6.33	1.56	43	6.02	1.54

When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

(1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	14	8.14	2.38	73	8.41	1.59
Citizen engagement	12	7.67	1.67	66	7.85	2.16
Policy design	14	8.43	1.60	74	8.50	1.45

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	0.0%	0.0%
Not client focused	0.0%	0.9%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex*	21.4%	5.5%
Not willing to honestly criticize policies and reform efforts in the country	7.1%	6.4%
Staff too inaccessible	7.1%	2.8%
Not exploring alternative policy options	7.1%	1.8%
Not collaborating enough with stakeholders outside the Government	14.3%	13.8%
Its advice and strategies do not lend themselves to practical problem solving	14.3%	8.3%
Not enough public disclosure of its work	28.6%	35.8%
Too influenced by developed countries	0.0%	5.5%
Imposing technocratic solutions without regard to political realities	7.1%	8.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	7.1%	1.8%
Not aligned with other donors' work	7.1%	1.8%
Not aligned with country priorities	0.0%	1.8%
Not adequately sensitive to political/social realities in Mauritius	35.7%	15.6%
Other*	14.3%	0.9%
Don't know*	7.1%	42.2%

\*Significantly different between collaborators and non-collaborators

**B. Overall Attitudes toward the World Bank Group (continued)**

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Trust Fund management	13.3%	4.7%
Knowledge products/services	6.7%	19.6%
Investment lending	26.7%	25.2%
Technical assistance	53.3%	32.7%
Capacity development	26.7%	26.2%
Policy based lending/budget support to the Government	13.3%	11.2%
Multi-sectoral approaches	33.3%	15.0%
Other	0.0%	0.0%
Don't know	6.7%	29.9%

To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius?\*(  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	0.0%	0.0%
To a somewhat sufficient degree	33.3%	9.2%
To a somewhat insufficient degree	40.0%	24.8%
To a very insufficient degree	13.3%	17.4%
Don't know	13.3%	48.6%

\*Significantly different between collaborators and non-collaborators

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Academia/think tanks/research institutes	26.7%	34.3%
Donor community	6.7%	3.7%
Media	20.0%	13.0%
Local Government	20.0%	21.3%
Private sector	66.7%	44.4%
Parliament	0.0%	5.6%
NGOs/Community Based Organizations	26.7%	38.0%
Youth/university groups	0.0%	12.0%
Beneficiaries	13.3%	13.9%
Foundations	6.7%	5.6%
Other	0.0%	2.8%
Don't know	6.7%	1.9%

To what extent do you agree with the following statements about the World Bank Group's work in Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius	15	6.13	1.46	79	6.99	2.09
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	15	6.20	1.47	50	5.98	1.82
The World Bank Group supports programs and strategies that are realistic for Mauritius	15	6.13	1.68	53	6.11	2.00
The World Bank Group treats clients and stakeholders in Mauritius with respect	14	7.14	1.41	44	7.11	1.60

**B. Overall Attitudes toward the World Bank Group (continued)**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	12	6.08	1.83	45	6.36	1.60
Flexibility (in terms of the institution's products and services)	11	6.18	1.94	43	5.88	1.69
Flexibility (in terms of changing country circumstances)	11	6.09	1.92	43	5.70	1.87
Being inclusive	12	5.92	1.78	37	6.00	1.81
Openness	15	6.60	1.59	47	6.40	1.90
Staff accessibility	15	6.47	1.88	42	5.76	1.97
Straightforwardness and honesty	12	6.75	1.91	37	6.51	1.68
Ease of access to the people at the World Bank Group who are making decisions important to my work*	14	6.86	1.83	40	5.20	2.05
Collaboration with civil society	11	5.64	1.75	39	4.97	1.83
Collaboration with the Government	14	7.14	1.56	49	7.22	1.69
Collaboration with other donors and development partners	11	6.73	1.95	39	6.38	1.76
Collaboration with the private sector	10	5.80	1.81	39	5.82	1.88
The speed in which it gets things accomplished on the ground	12	5.92	1.73	34	5.94	1.39
Being a long-term partner	13	7.08	1.71	47	7.45	1.50

\*Significantly different between collaborators and non-collaborators

To be more effective development partner in Mauritius, do you believe that the World Bank Group should have ... ?\*  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
More local presence	60.0%	84.3%
The current level of local presence is adequate	26.7%	7.4%
Less local presence	0.0%	0.0%
Don't know	13.3%	8.3%

\*Significantly different between collaborators and non-collaborators

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group does not do adequate follow through/follow-up	0.0%	12.5%
Poor donor coordination	13.3%	4.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	40.0%	36.5%
Lack of/inadequate levels of capacity in Government	33.3%	35.4%
There is not an adequate level of citizen/civil society participation	33.3%	28.1%
The World Bank Group works too slowly	13.3%	3.1%
The Government works inefficiently	13.3%	8.3%
Political pressures and obstacles	20.0%	26.0%
Reforms are not well thought out in light of country challenges	20.0%	19.8%
Other	0.0%	8.3%



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mauritius? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	13	8.54	1.45	102	8.66	1.74
Information and communications technology	13	7.85	1.57	104	7.22	2.09
Transport	13	7.62	1.98	103	6.71	2.14
Crime and violence	11	6.18	1.94	99	7.29	2.10
Law and justice	11	6.45	2.21	97	7.03	2.25
Urban development	12	7.50	1.88	102	7.43	1.86
Environmental sustainability	12	8.67	1.23	104	8.03	1.62
Regulatory framework	13	8.23	1.88	96	7.66	1.73
Communicable/non-communicable diseases	11	6.36	2.01	103	6.27	2.30
Poverty reduction*	12	8.08	1.73	103	9.16	1.09
Gender equity	12	7.33	2.19	101	7.60	1.90
Private sector development	13	8.46	1.39	100	7.87	1.83
Foreign direct investment	10	7.80	1.62	100	8.39	1.45
Water and sanitation	13	7.77	2.13	104	7.47	1.91
Trade and exports	11	7.73	1.49	101	7.74	1.78
Economic growth	15	8.87	1.19	103	8.80	1.34
Energy	12	8.42	1.16	102	7.78	1.64
Disaster management	15	7.93	1.75	102	7.46	1.77
Public sector governance/reform	13	8.77	1.36	103	8.38	1.50
Job creation/employment	14	9.00	1.18	105	8.93	1.51
Financial markets	11	8.09	1.30	99	7.98	1.80
Equality of opportunity	12	7.17	2.52	102	7.92	1.73
Health	11	7.36	1.91	101	7.59	1.77
Rural development	11	7.09	2.39	103	7.64	1.82
Global/regional integration	12	7.58	1.44	98	8.03	1.56
Food security	11	8.09	1.04	101	7.42	1.88
Education	13	8.38	1.04	105	8.59	1.49
Social protection	15	8.13	1.36	98	7.51	1.89
Climate change	14	8.21	1.81	103	7.82	1.51
Agricultural development	12	7.58	1.78	100	7.32	1.74
Natural resource management	11	6.18	3.76	91	6.25	2.41
Tourism	12	7.17	1.75	103	6.95	1.96
Blue economy	15	8.53	1.19	103	8.37	1.63

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption*	4	5.25	2.50	34	3.53	2.02
Information and communications technology	10	5.30	2.26	27	5.00	2.04
Transport	12	5.83	1.75	26	4.85	1.99
Communicable/non-communicable diseases	7	5.00	2.31	22	4.86	2.51
Poverty reduction	10	5.50	1.65	45	4.56	2.44
Private sector development	9	6.33	1.22	35	5.29	1.69
Water and sanitation	11	5.36	1.69	26	5.42	1.98
Trade and exports	11	6.36	1.29	29	5.62	1.78
Economic growth	11	6.18	1.83	42	6.10	1.85
Energy	12	6.00	2.00	26	5.92	1.87
Disaster management	7	5.43	1.90	21	5.38	2.38
Public sector governance/reform	14	6.00	1.57	34	5.53	1.85
Health	8	5.13	2.17	26	5.81	1.74
Global/regional integration	7	5.00	2.31	26	5.88	1.80
Education	11	5.55	2.25	38	5.71	2.07
Social protection	13	5.69	2.02	32	5.34	1.66

\*Significantly different between collaborators and non-collaborators

Where are the World Bank Group's decisions made primarily that support the program in Mauritius?

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
At the Headquarters (in Washington D.C.)	53.3%	43.4%
In the country	6.7%	10.4%
Don't know	40.0%	46.2%

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	13	6.54	1.90	63	6.22	1.62

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius	13	6.46	1.98	66	6.56	2.24
The World Bank Group meets Mauritius's needs for knowledge services	14	6.00	2.08	64	6.48	1.89

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius?	9	6.67	1.41	45	5.87	1.46

(1-To no degree at all, 10-To a very significant degree)

**D. The World Bank Group's Knowledge Work and Activities**

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? \*  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Weekly	13.3%	0.9%
Monthly	33.3%	4.7%
A few times a year	33.3%	22.6%
Rarely	20.0%	22.6%
Never	0.0%	49.1%

\*Significantly different between collaborators and non-collaborators

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	13	5.92	1.98	35	6.09	1.34
Include appropriate level of stakeholder involvement during preparation	11	5.64	1.91	36	5.94	1.60
Lead to practical solutions	14	5.50	1.79	41	6.20	1.63
Are accessible (well written and easy to understand)	14	6.50	1.91	42	6.31	1.96
Are source of relevant information on global good practices	13	6.69	1.80	40	6.80	1.51
Are adequately disseminated	13	5.46	1.94	41	5.41	1.87
Are translated enough into local language	12	5.00	2.86	35	5.03	2.41
Are adaptable to Mauritius's specific development challenges and country circumstances	13	5.77	1.83	45	6.07	1.76

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	14	6.14	2.03	62	6.37	1.59
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	14	6.64	1.86	58	7.21	1.54

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	12	6.67	1.72	34	6.29	1.64
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	6.87	1.55	47	6.53	1.67
The World Bank Group's approvals and reviews are done in a timely fashion	11	6.00	1.55	35	6.74	1.36
The World Bank Group's "Safeguard Policy" requirements are reasonable	9	7.00	1.87	30	6.30	1.44
The World Bank Group's conditions on its lending are reasonable	12	6.17	1.99	34	6.35	1.77
The World Bank Group takes decisions quickly in Mauritius	11	6.09	2.26	29	6.14	1.55
Working with the World Bank Group increases Mauritius's institutional capacity	15	7.13	1.73	47	7.19	1.70
Where country systems are adequate, the World Bank Group makes appropriate use of them	12	7.00	1.48	34	6.94	1.48
The World Bank Group provides effective implementation support	12	6.75	1.60	41	6.54	1.55

**E. Working with the World Bank Group (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius?	8	6.38	2.00	56	5.98	1.87

(1-To no degree at all, 10-To a very significant degree)

**Which of the following best describes the way the World Bank Group operates in Mauritius? (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group takes too much risk in Mauritius	0.0%	0.0%
The World Bank Group does not take enough risk in Mauritius	33.3%	15.7%
The World Bank Group's approach to risk is appropriate	40.0%	30.6%
Don't know	26.7%	53.7%

**Which of the following best describes the World Bank Group's support in Mauritius? \* (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Mauritius	78.6%	25.9%
The World Bank Group is not sufficiently selective in Mauritius, and it is involved in too many areas of development	7.1%	21.3%
Don't know	14.3%	52.8%

\*Significantly different between collaborators and non-collaborators

**F. The Future Role of the World Bank Group in Mauritius****Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the competitiveness of its financing compared to markets	20.0%	6.9%
Ensure greater selectivity in its work	0.0%	11.9%
Offer more innovative financial products	13.3%	7.9%
Reach out more to groups outside of Government	26.7%	24.8%
Work faster	0.0%	3.0%
Improve the quality of its experts as related to Mauritius's specific challenges	33.3%	32.7%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy*	0.0%	24.8%
Offer more innovative knowledge services	20.0%	15.8%
Collaborate more effectively with Government clients	0.0%	14.9%
Increase the level of capacity development in the country*	60.0%	29.7%
Reduce the complexity of obtaining World Bank Group financing	20.0%	10.9%
Other	0.0%	3.0%

\*Significantly different between collaborators and non-collaborators

**When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius? (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Financial services	13.3%	23.3%
Knowledge products	40.0%	37.9%
Convening services	6.7%	1.9%
None of the above	0.0%	0.0%
The combination is appropriate for Mauritius	26.7%	11.7%
Don't know	13.3%	25.2%

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Mauritius?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Periodicals	6.7%	13.6%
International newspapers*	20.0%	2.9%
Local radio	20.0%	22.3%
International radio	0.0%	2.9%
Local television	26.7%	37.9%
International television	0.0%	3.9%
Local newspapers	66.7%	78.6%
Internet	40.0%	25.2%
Social media	0.0%	7.8%
Other	6.7%	1.9%

*\*Significantly different between collaborators and non-collaborators*

How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Direct contact with World Bank Group	33.3%	23.1%
e-Newsletters	26.7%	42.6%
World Bank Group's seminars/workshops/conferences	40.0%	23.1%
World Bank Group's publications and other written materials	40.0%	42.6%
World Bank Group's website	46.7%	47.2%
Social media	0.0%	9.3%
Mobile phones	0.0%	1.9%
Other	0.0%	0.9%

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	13.3%	12.1%
No	86.7%	87.9%

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	33.3%	9.5%
No	66.7%	90.5%

*\*Significantly different between collaborators and non-collaborators*

Were you able to obtain this information?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	100.0%	88.9%
No	0.0%	11.1%

Do you have access to the Internet?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	100.0%	98.1%
No	0.0%	1.9%



**G. Communication and Information Sharing (continued)**

Do you use/have used the World Bank Group website?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	93.3%	40.2%
No	6.7%	59.8%

\*Significantly different between collaborators and non-collaborators

Do you currently consult the World Bank Group social media sites?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	26.7%	7.5%
No	73.3%	92.5%

\*Significantly different between collaborators and non-collaborators

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
High speed/WiFi	100.0%	97.6%
Dial-up	0.0%	2.4%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	13	7.85	1.07	61	7.59	1.46
I find the information on the World Bank Group's websites useful	13	7.92	1.04	60	7.73	1.45
The World Bank Group's social media channels are valuable sources of information about the institution	6	8.17	0.75	19	7.26	1.69
When I need information from the World Bank Group I know how to find it	13	7.69	1.60	42	6.36	2.40
The World Bank Group is responsive to my information requests and inquiries	11	7.36	1.43	25	6.96	1.84

**H. Background Information**

Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius?

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank (IBRD)	86.7%	60.4%
The International Finance Corporation (IFC)	0.0%	15.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	1.9%
Other	13.3%	22.6%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	13.3%	7.0%
No	86.7%	93.0%

**H. Background Information (continued)**

If yes, what was your view of how the two institutions work together in Mauritius? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The two institutions work well together	50.0%	25.0%
The way the two institutions work together needs improvement	50.0%	37.5%
The two institutions do not work well together	0.0%	0.0%
Don't know	0.0%	37.5%

Which of the following describes most of your exposure to the World Bank Group in Mauritius?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	6.7%	52.1%
Use World Bank Group reports/data	40.0%	20.2%
Engage in World Bank Group related/sponsored events/activities*	33.3%	9.6%
Collaborate as part of my professional duties*	66.7%	26.6%
Use World Bank Group website for information, data, research, etc.	33.3%	20.2%

\*Significantly different between collaborators and non-collaborators

What's your gender?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Female	40.0%	31.2%
Male	60.0%	68.8%



## Appendix E: Responses to All Questions by Gender<sup>20</sup>

Female N=42 ● Male N=88

### A. General Issues facing Mauritius

In general, would you say that Mauritius is headed in...?

Percentage of Respondents	Female	Male
The right direction	70.7%	66.7%
The wrong direction	4.9%	15.5%
Not sure	24.4%	17.9%

Listed below are a number of development priorities in Mauritius. Please identify which of the following you consider the most important development priorities in Mauritius?

Percentage of Respondents (Responses combined)	Female	Male
Information and communications technology	9.8%	11.8%
Food security	9.8%	5.9%
Public sector governance/reform	17.1%	20.0%
Global/regional integration	4.9%	2.4%
Financial markets	4.9%	9.4%
Gender equity	0.0%	0.0%
Private sector development	2.4%	1.2%
Equality of opportunity	9.8%	7.1%
Foreign direct investment	2.4%	7.1%
Water and sanitation	12.2%	3.5%
Urban development	0.0%	0.0%
Anti corruption	7.3%	18.8%
Environmental sustainability	2.4%	7.1%
Job creation/employment	41.5%	45.9%
Rural development	0.0%	0.0%
Health	14.6%	5.9%
Tourism	2.4%	1.2%
Economic growth	26.8%	38.8%
Poverty reduction	43.9%	37.6%
Blue economy	19.5%	17.6%
Energy	0.0%	2.4%
Regulatory framework	0.0%	1.2%
Transport	7.3%	1.2%
Climate change	4.9%	2.4%
Disaster management	0.0%	3.5%
Agricultural development	2.4%	1.2%
Trade and exports	0.0%	0.0%
Communicable/non-communicable diseases	2.4%	0.0%
Crime and violence	7.3%	14.1%
Natural resource management	0.0%	0.0%
Education	36.6%	28.2%
Law and justice	2.4%	3.5%
Social protection	2.4%	1.2%

<sup>20</sup> All 130 respondents provided their demographic information about gender and were included in the comparisons presented in this appendix.

**A. General Issues facing Mauritius (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Rural development*	0.0%	9.3%
Water and sanitation	7.3%	2.3%
Equality of opportunity	31.7%	19.8%
Social protection	22.0%	10.5%
Economic growth	39.0%	53.5%
Climate change	0.0%	0.0%
Global/regional integration	0.0%	2.3%
Crime and violence	0.0%	3.5%
Gender equity	2.4%	0.0%
Blue economy	22.0%	20.9%
Urban development	0.0%	1.2%
Information and communications technology	0.0%	1.2%
Regulatory framework	0.0%	1.2%
Law and justice	0.0%	0.0%
Transport	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	1.2%
Anti corruption	7.3%	7.0%
Private sector development	9.8%	9.3%
Health	7.3%	5.8%
Foreign direct investment	2.4%	2.3%
Education	53.7%	47.7%
Energy	0.0%	1.2%
Financial markets	2.4%	2.3%
Tourism	2.4%	0.0%
Public sector governance/reform	14.6%	10.5%
Environmental sustainability	0.0%	0.0%
Food security	0.0%	4.7%
Disaster management	0.0%	0.0%
Agricultural development	0.0%	1.2%
Job creation/employment	73.2%	76.7%
Trade and exports	0.0%	0.0%

\*Significantly different between women and men

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Greater access to health and nutrition for citizens	2.4%	2.4%
Better entrepreneurial opportunities	31.7%	47.0%
A growing middle class	2.4%	2.4%
Better opportunity for the poor who live in rural areas	7.3%	3.6%
Better opportunity for the poor who live in urban areas	7.3%	3.6%
Better employment opportunities for young people	26.8%	32.5%
Better employment opportunities for women	2.4%	2.4%
Greater access to micro-finance for the poor*	22.0%	8.4%
Greater voice and participation for citizens to help ensure greater accountability	9.8%	2.4%
Consistent economic growth	22.0%	33.7%
More reliable social safety net	7.3%	3.6%
Greater equity of fiscal policy	4.9%	6.0%
Education and training that better ensure job opportunity	48.8%	51.8%
Better quality public services*	4.9%	0.0%
Other	0.0%	0.0%

\*Significantly different between women and men

**A. General Issues facing Mauritius (continued)**

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius?

Percentage of Respondents	Female	Male
A very big problem	52.4%	51.7%
A moderately big problem	42.9%	41.4%
A small problem	4.8%	5.7%
Not a problem at all	0.0%	1.1%
Don't know	0.0%	0.0%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?\*

Percentage of Respondents	Female	Male
A very serious problem	54.8%	80.5%
A somewhat serious problem	40.5%	16.1%
Not too serious problem	4.8%	2.3%
Not a problem	0.0%	0.0%
Don't know	0.0%	1.1%

\*Significantly different between women and men

**B. Overall Attitudes toward the World Bank Group**

	Female			Male		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?	41	4.24	2.22	87	4.57	2.39

(1-Not familiar at all, 10-Extremely familiar)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	24	6.25	2.01	52	6.33	1.44

(1-Not effective at all, 10-Very effective)

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?	19	6.11	2.00	42	6.40	1.73

(1-To no degree at all, 10-To a very significant degree)

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the WBG should focus most of its resources in Mauritius? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Disaster management	0.0%	2.3%
Education	39.0%	33.3%
Crime and violence	2.4%	1.1%
Urban development	2.4%	1.1%
Transport	4.9%	5.7%
Agricultural development	2.4%	4.6%
Global/regional integration	7.3%	4.6%
Energy	2.4%	6.9%
Gender equity	2.4%	0.0%
Foreign direct investment	7.3%	4.6%
Public sector governance/reform	12.2%	26.4%
Trade and exports	7.3%	3.4%
Health	7.3%	2.3%
Rural development	0.0%	1.1%
Tourism	0.0%	1.1%
Financial markets	14.6%	13.8%
Environmental sustainability	4.9%	8.0%
Equality of opportunity	12.2%	8.0%
Communicable/non-communicable diseases	0.0%	0.0%
Private sector development	4.9%	3.4%
Information and communications technology	4.9%	2.3%
Water and sanitation	2.4%	2.3%
Food security	4.9%	2.3%
Climate change	7.3%	5.7%
Natural resource management	0.0%	0.0%
Poverty reduction	36.6%	32.2%
Regulatory framework	2.4%	4.6%
Blue economy	17.1%	28.7%
Job creation/employment	43.9%	42.5%
Economic growth	19.5%	25.3%
Law and justice	0.0%	1.1%
Anti corruption	14.6%	14.9%
Social protection	7.3%	1.1%

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

Greatest Value Percentage of Respondents	Female	Male
Convening/facilitating*	7.5%	0.0%
Data	2.5%	0.0%
Policy advice, studies, analyses	20.0%	23.5%
Financial resources	27.5%	36.5%
Capacity development	15.0%	22.4%
Technical assistance	20.0%	14.1%
Mobilizing third party financial resources	2.5%	1.2%
Donor coordination	5.0%	2.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between women and men

**B. Overall Attitudes toward the World Bank Group (continued)**

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Female	Male
Convening/facilitating	7.5%	7.1%
Data	0.0%	4.8%
Policy advice, studies, analyses*	25.0%	10.7%
Financial resources	15.0%	20.2%
Capacity development	17.5%	7.1%
Technical assistance	22.5%	39.3%
Mobilizing third party financial resources	5.0%	4.8%
Donor coordination	0.0%	1.2%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	7.5%	4.8%
Other	0.0%	0.0%

\*Significantly different between women and men

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius? (1-Not effective at all, 10-Very effective)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation	22	6.55	1.97	55	6.71	1.97
Citizen engagement	18	4.33	2.14	36	4.58	1.73
Policy design	18	6.39	1.65	39	5.92	1.48

When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation	28	8.71	1.94	61	8.23	1.60
Citizen engagement*	23	8.52	1.56	58	7.45	2.24
Policy design*	29	9.21	1.11	62	8.15	1.48

\*Significantly different between women and men

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Arrogant in its approach	0.0%	0.0%
Not client focused	2.4%	2.3%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	4.9%	9.3%
Not willing to honestly criticize policies and reform efforts in the country	12.2%	3.5%
Staff too inaccessible	0.0%	4.7%
Not exploring alternative policy options	2.4%	2.3%
Not collaborating enough with stakeholders outside the Government	14.6%	12.8%
Its advice and strategies do not lend themselves to practical problem solving	12.2%	7.0%
Not enough public disclosure of its work	46.3%	29.1%
Too influenced by developed countries	2.4%	7.0%
Imposing technocratic solutions without regard to political realities	4.9%	9.3%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	4.9%	2.3%
Not aligned with other donors' work	2.4%	2.3%
Not aligned with country priorities	0.0%	2.3%
Not adequately sensitive to political/social realities in Mauritius	19.5%	16.3%
Other	4.9%	1.2%
Don't know	29.3%	41.9%

**B. Overall Attitudes toward the World Bank Group (continued)**

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Trust Fund management	9.8%	3.5%
Knowledge products/services	14.6%	18.8%
Investment lending	24.4%	24.7%
Technical assistance*	22.0%	43.5%
Capacity development	31.7%	24.7%
Policy based lending/budget support to the Government	9.8%	12.9%
Multi-sectoral approaches	24.4%	12.9%
Other	0.0%	0.0%
Don't know	24.4%	28.2%

\*Significantly different between women and men

To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only ONE response)

Percentage of Respondents	Female	Male
To a fully sufficient degree	0.0%	0.0%
To a somewhat sufficient degree	14.6%	12.6%
To a somewhat insufficient degree	31.7%	23.0%
To a very insufficient degree	17.1%	16.1%
Don't know	36.6%	48.3%

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Academia/think tanks/research institutes	35.7%	31.4%
Donor community	4.8%	3.5%
Media	7.1%	17.4%
Local Government	11.9%	24.4%
Private sector*	28.6%	55.8%
Parliament	4.8%	4.7%
NGOs/Community Based Organizations*	54.8%	29.1%
Youth/university groups	9.5%	11.6%
Beneficiaries	21.4%	9.3%
Foundations	7.1%	4.7%
Other	2.4%	2.3%
Don't know	4.8%	1.2%

\*Significantly different between women and men

To what extent do you agree with the following statements about the World Bank Group's work in Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius	29	6.48	2.26	69	6.90	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	22	5.91	2.14	46	6.07	1.57
The World Bank Group supports programs and strategies that are realistic for Mauritius	23	6.04	2.25	48	6.13	1.78
The World Bank Group treats clients and stakeholders in Mauritius with respect*	22	7.68	1.62	39	6.77	1.48

\*Significantly different between women and men



**B. Overall Attitudes toward the World Bank Group (continued)**

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

	Female			Male		
	N	Mean	SD	N	Mean	SD
Responsiveness	24	6.25	2.03	37	6.24	1.38
Flexibility (in terms of the institution's products and services)	22	6.09	2.11	36	5.72	1.52
Flexibility (in terms of changing country circumstances)	22	6.14	2.21	36	5.56	1.59
Being inclusive	20	6.10	2.10	33	5.91	1.61
Openness	25	6.96	2.09	40	6.13	1.56
Staff accessibility	21	6.10	2.26	40	5.90	1.82
Straightforwardness and honesty*	19	7.47	1.68	33	6.00	1.58
Ease of access to the people at the World Bank Group who are making decisions important to my work	21	5.71	2.70	36	5.50	1.66
Collaboration with civil society	22	5.32	2.23	32	4.97	1.43
Collaboration with the Government*	25	7.68	2.06	42	6.79	1.35
Collaboration with other donors and development partners*	21	7.19	1.72	33	5.88	1.62
Collaboration with the private sector	19	6.16	2.27	33	5.64	1.60
The speed in which it gets things accomplished on the ground*	16	6.56	1.90	34	5.50	1.31
Being a long-term partner*	23	7.83	1.92	41	6.95	1.34

\*Significantly different between women and men

To be more effective development partner in Mauritius, do you believe that the World Bank Group should have ... ?  
(Select only ONE response)

Percentage of Respondents	Female	Male
More local presence	75.0%	84.9%
The current level of local presence is adequate	10.0%	9.3%
Less local presence	0.0%	0.0%
Don't know	15.0%	5.8%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
The World Bank Group does not do adequate follow through/follow-up	5.3%	13.0%
Poor donor coordination	7.9%	3.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.9%	40.3%
Lack of/inadequate levels of capacity in Government	34.2%	36.4%
There is not an adequate level of citizen/civil society participation	36.8%	24.7%
The World Bank Group works too slowly	2.6%	5.2%
The Government works inefficiently	5.3%	11.7%
Political pressures and obstacles	34.2%	22.1%
Reforms are not well thought out in light of country challenges*	7.9%	24.7%
Other	7.9%	6.5%

\*Significantly different between women and men

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mauritius? (1-Not important at all, 10-Very important)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption	41	8.46	2.28	80	8.58	1.70
Information and communications technology	41	7.00	2.55	82	7.45	1.77
Transport	40	6.30	2.59	82	6.96	1.90
Crime and violence*	37	6.54	2.27	78	7.41	2.03
Law and justice	38	6.37	2.68	76	7.14	2.00
Urban development	40	7.28	2.23	80	7.44	1.68
Environmental sustainability	39	7.97	1.80	83	8.07	1.49
Regulatory framework	35	7.46	2.47	80	7.69	1.50
Communicable/non-communicable diseases	40	6.58	2.36	80	6.14	2.25
Poverty reduction	41	9.02	1.19	80	9.00	1.21
Gender equity	40	7.28	2.30	79	7.58	1.84
Private sector development	37	8.03	1.76	82	7.79	1.84
Foreign direct investment	37	8.19	1.58	79	8.28	1.53
Water and sanitation	40	7.85	1.92	83	7.35	1.88
Trade and exports	37	7.65	1.89	81	7.69	1.74
Economic growth	40	8.50	1.62	84	8.85	1.34
Energy	41	7.49	2.30	78	7.95	1.25
Disaster management	41	7.15	2.34	82	7.56	1.62
Public sector governance/reform	40	8.18	2.18	82	8.38	1.34
Job creation/employment	41	8.78	1.62	83	9.01	1.37
Financial markets	39	7.79	1.81	77	7.92	1.87
Equality of opportunity	40	7.75	1.71	79	7.78	1.91
Health	40	7.70	1.64	78	7.44	1.92
Rural development	39	7.59	2.04	81	7.57	1.79
Global/regional integration	38	8.13	1.46	78	7.82	1.67
Food security*	40	6.85	2.32	78	7.67	1.60
Education	41	8.41	1.66	83	8.57	1.45
Social protection	39	7.79	1.98	80	7.48	1.74
Climate change	40	7.63	1.50	83	7.88	1.60
Agricultural development	40	6.88	2.20	78	7.41	1.63
Natural resource management	37	6.19	3.12	69	6.17	2.27
Tourism	39	6.54	2.04	82	7.07	1.93
Blue economy	40	8.15	1.89	83	8.46	1.37

\*Significantly different between women and men

**C. World Bank Group's Effectiveness and Results (continued)**

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption	7	4.00	2.31	32	3.69	2.07
Information and communications technology	8	6.13	2.23	30	4.83	1.95
Transport	9	5.89	2.20	30	4.97	1.83
Communicable/non-communicable diseases	8	5.63	2.56	22	4.68	2.34
Poverty reduction	17	5.53	2.50	39	4.41	2.17
Private sector development	13	5.92	1.50	32	5.34	1.68
Water and sanitation	12	5.75	2.14	26	5.23	1.73
Trade and exports	13	6.15	1.82	28	5.68	1.59
Economic growth*	19	6.79	2.10	35	5.74	1.54
Energy	14	6.36	2.44	25	5.72	1.46
Disaster management	10	5.80	3.01	19	5.21	1.69
Public sector governance/reform	14	6.36	1.98	35	5.40	1.59
Health	12	5.92	2.19	23	5.52	1.62
Global/regional integration	12	6.08	2.02	22	5.50	1.82
Education	17	5.65	2.26	33	5.70	1.99
Social protection	16	5.31	1.70	30	5.53	1.78

\*Significantly different between women and men

Where are the World Bank Group's decisions made primarily that support the program in Mauritius? (Select only ONE response)

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	42.5%	45.9%
In the country	5.0%	12.9%
Don't know	52.5%	41.2%

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	24	6.38	2.02	55	6.20	1.48

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Mauritius? (1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius	26	6.35	2.68	57	6.44	2.06
The World Bank Group meets Mauritius's needs for knowledge services	26	6.54	1.88	56	6.27	1.91

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius?	18	6.11	1.49	39	5.87	1.51

(1-To no degree at all, 10-To a very significant degree)

**D. The World Bank Group's Knowledge Work and Activities**

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?  
(Select only ONE response)

Percentage of Respondents	Female	Male
Weekly	2.6%	2.3%
Monthly	7.7%	8.1%
A few times a year	17.9%	27.9%
Rarely	25.6%	19.8%
Never	46.2%	41.9%

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Are timely	15	6.33	1.95	35	5.94	1.26
Include appropriate level of stakeholder involvement during preparation	17	6.35	1.93	32	5.66	1.43
Lead to practical solutions	21	6.48	1.78	36	5.72	1.54
Are accessible (well written and easy to understand)	20	6.55	1.88	38	6.18	2.00
Are source of relevant information on global good practices*	17	7.41	1.42	38	6.53	1.54
Are adequately disseminated	19	5.21	2.25	37	5.51	1.68
Are translated enough into local language*	17	6.18	2.67	33	4.55	2.29
Are adaptable to Mauritius's specific development challenges and country circumstances	23	6.35	2.06	38	5.79	1.49

\*Significantly different between women and men

	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	24	6.63	2.10	55	6.24	1.41
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	23	7.09	1.90	52	7.13	1.44

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	17	6.82	1.55	33	6.03	1.69
The World Bank Group effectively monitors and evaluates the projects and programs it supports	24	6.96	2.01	44	6.27	1.40
The World Bank Group's approvals and reviews are done in a timely fashion*	15	7.20	1.47	36	6.28	1.28
The World Bank Group's "Safeguard Policy" requirements are reasonable	14	6.79	1.89	29	6.31	1.26
The World Bank Group's conditions on its lending are reasonable	15	6.80	2.18	35	6.00	1.59
The World Bank Group takes decisions quickly in Mauritius	14	6.79	2.12	31	5.81	1.42
Working with the World Bank Group increases Mauritius's institutional capacity	24	7.50	1.69	44	6.84	1.66
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	6.93	1.44	35	6.89	1.47
The World Bank Group provides effective implementation support	18	6.83	1.69	40	6.30	1.60

\*Significantly different between women and men

**E. Working with the World Bank Group (continued)**

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius?	19	6.16	1.74	50	5.88	1.91

(1-To no degree at all, 10-To a very significant degree)

**Which of the following best describes the way the World Bank Group operates in Mauritius? (Select only ONE response)**

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Mauritius	0.0%	0.0%
The World Bank Group does not take enough risk in Mauritius	16.7%	20.7%
The World Bank Group's approach to risk is appropriate	33.3%	32.2%
Don't know	50.0%	47.1%

**Which of the following best describes the World Bank Group's support in Mauritius? (Select only ONE response)**

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Mauritius	36.6%	31.0%
The World Bank Group is not sufficiently selective in Mauritius, and it is involved in too many areas of development	14.6%	21.8%
Don't know	48.8%	47.1%

**F. The Future Role of the World Bank Group in Mauritius****Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius?**

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Improve the competitiveness of its financing compared to markets	7.7%	8.6%
Ensure greater selectivity in its work	7.7%	11.1%
Offer more innovative financial products	7.7%	8.6%
Reach out more to groups outside of Government	33.3%	21.0%
Work faster	2.6%	2.5%
Improve the quality of its experts as related to Mauritius's specific challenges	30.8%	33.3%
Provide more adequate data/knowledge/statistics/figures on Mauritius's economy	15.4%	24.7%
Offer more innovative knowledge services	12.8%	18.5%
Collaborate more effectively with Government clients	17.9%	11.1%
Increase the level of capacity development in the country	33.3%	34.6%
Reduce the complexity of obtaining World Bank Group financing	15.4%	9.9%
Other	2.6%	2.5%

**When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius? (Select only ONE response)**

Percentage of Respondents	Female	Male
Financial services	23.7%	21.4%
Knowledge products	36.8%	39.3%
Convening services	2.6%	2.4%
None of the above	0.0%	0.0%
The combination is appropriate for Mauritius	10.5%	14.3%
Don't know	26.3%	22.6%

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Mauritius?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	15.4%	11.8%
International newspapers	2.6%	5.9%
Local radio	25.6%	22.4%
International radio	5.1%	1.2%
Local television	28.2%	37.6%
International television	2.6%	3.5%
Local newspapers	71.8%	80.0%
Internet	30.8%	27.1%
Social media	10.3%	4.7%
Other	0.0%	3.5%

How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group	26.2%	24.1%
e-Newsletters	35.7%	46.0%
World Bank Group's seminars/workshops/conferences	31.0%	23.0%
World Bank Group's publications and other written materials	35.7%	43.7%
World Bank Group's website	42.9%	47.1%
Social media*	16.7%	4.6%
Mobile phones	0.0%	2.3%
Other	2.4%	0.0%

\*Significantly different between women and men

Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Female	Male
Yes	12.2%	11.8%
No	87.8%	88.2%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	Female	Male
Yes	7.9%	15.3%
No	92.1%	84.7%

Were you able to obtain this information?

Percentage of Respondents	Female	Male
Yes	100.0%	83.3%
No	0.0%	16.7%

Do you have access to the Internet?

Percentage of Respondents	Female	Male
Yes	95.1%	98.8%
No	4.9%	1.2%

Do you use/have used the World Bank Group website?

Percentage of Respondents	Female	Male
Yes	48.8%	46.5%
No	51.2%	53.5%

**G. Communication and Information Sharing (continued)**

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Female	Male
Yes	14.6%	7.0%
No	85.4%	93.0%

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Female	Male
High speed/WiFi	97.2%	98.5%
Dial-up	2.8%	1.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	22	7.55	1.57	56	7.63	1.32
I find the information on the World Bank Group's websites useful	21	7.67	1.65	56	7.75	1.28
The World Bank Group's social media channels are valuable sources of information about the institution	10	7.90	1.20	17	7.18	1.67
When I need information from the World Bank Group I know how to find it	18	6.33	2.68	41	6.78	2.02
The World Bank Group is responsive to my information requests and inquiries	11	7.36	1.03	28	6.89	1.85

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?

(Select only ONE response)

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	5.0%	6.0%
I have previously collaborated with the World Bank Group	22.5%	23.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	10.0%	4.8%
I have never collaborated with the World Bank Group	62.5%	65.5%

Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius? \*

(Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank (IBRD)	57.1%	72.7%
The International Finance Corporation (IFC)	3.6%	15.9%
The Multilateral Investment Guarantee Agency (MIGA)	3.6%	0.0%
Other	35.7%	11.4%

\*Significantly different between women and men

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Female	Male
Yes	5.0%	8.9%
No	95.0%	91.1%

**H. Background Information (continued)****If yes, what was your view of how the two institutions work together in Mauritius? (Select only ONE response)**

Percentage of Respondents	Female	Male
The two institutions work well together		37.5%
The way the two institutions work together needs improvement	50.0%	37.5%
The two institutions do not work well together	0.0%	0.0%
Don't know	50.0%	25.0%

**Which of the following describes most of your exposure to the World Bank Group in Mauritius?****(Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Female	Male
Observer (i.e., follow in media, discuss in informal conversations, etc.)	48.6%	44.3%
Use World Bank Group reports/data	17.1%	25.3%
Engage in World Bank Group related/sponsored events/activities	8.6%	13.9%
Collaborate as part of my professional duties	31.4%	31.6%
Use World Bank Group website for information, data, research, etc.	28.6%	21.5%





## Appendix F: Responses to All Questions by Year<sup>21</sup>

\*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

**FY '12 Number of comparable respondents = 143 • FY '15 Number of comparable respondents = 115**

By weighting, FY 2012 and FY 2015 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	5%	5%
Government institutions	25%	25%
Local Government	10%	10%
Bilateral/multilateral agencies	10%	10%
Civil society	20%	20%
Private sector	15%	15%
Academia	10%	10%
Media	5%	5%

### A. General Issues facing Mauritius

In general, would you say that Mauritius is headed in...?

Percentage of Respondents	FY 2012	FY 2015
The right direction	52.8%	67.3%
The wrong direction	17.6%	11.8%
Not sure	29.6%	20.9%

### B. Overall Attitudes toward the World Bank Group

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mauritius?*	143	5.80	2.22	115	4.67	2.50

(1-Not familiar at all, 10-Extremely familiar)

\*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.	120	6.09	1.47	70	6.34	1.43

(1-Not effective at all, 10-Very effective)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mauritius solve its most complicated development challenges?	113	6.45	1.62	54	6.05	1.76

(1-To no degree at all, 10-To a very significant degree)

<sup>21</sup> Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent do you agree with the following statements about the World Bank Group's work in Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mauritius	132	6.19	2.00	84	6.69	2.04
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	127	6.02	2.02	60	6.04	1.57
The World Bank Group supports programs and strategies that are realistic for Mauritius	126	6.04	1.77	61	5.96	1.80
The World Bank Group treats clients and stakeholders in Mauritius with respect	118	7.03	2.03	51	6.93	1.61

To what extent is the World Bank Group an effective development partner in Mauritius in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness	110	6.39	1.51	56	6.16	1.62
Flexibility (in terms of the institution's products and services)	108	5.83	1.66	52	5.90	1.67
Flexibility (in terms of changing country circumstances)	101	5.71	1.68	52	5.80	1.80
Being inclusive	99	6.08	1.83	48	5.95	1.77
Openness	111	5.71	1.76	57	6.26	1.81
Staff accessibility	111	6.11	2.29	55	6.01	1.92
Straightforwardness and honesty	104	6.43	1.72	49	6.37	1.74
Ease of access to the people at the World Bank Group who are making decisions important to my work				53	5.58	2.02
Collaboration with civil society				50	5.25	1.79
Collaboration with the Government*	121	7.54	1.25	58	7.00	1.71
Collaboration with other donors and development partners	93	6.78	1.63	50	6.47	1.82
Collaboration with the private sector				48	5.56	2.02
The speed in which it gets things accomplished on the ground				45	5.69	1.47
Being a long-term partner				58	7.39	1.53

\*Significantly different between FY2015 and FY2012



### C. World Bank Group's Effectiveness and Results

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (1-Not effective at all, 10-Very effective)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption	112	3.80	2.32	32	3.42	2.12
Information and communications technology	109	4.78	2.18	31	4.81	2.06
Transport*	115	6.16	1.48	30	5.15	1.77
Communicable/non-communicable diseases	97	4.59	2.49	25	4.83	2.44
Poverty reduction	111	5.17	1.81	50	4.68	2.07
Private sector development	103	5.23	1.62	41	5.13	1.65
Water and sanitation*	103	4.63	2.39	32	5.54	1.90
Trade and exports	109	6.13	1.54	38	5.58	1.44
Economic growth*	116	6.55	1.82	49	5.89	1.61
Energy*	96	4.98	1.94	32	5.99	1.87
Disaster management*	89	3.69	2.11	25	5.54	2.09
Public sector governance/reform	117	5.61	1.74	43	5.55	1.74
Health	103	4.49	2.37	33	5.34	1.70
Global/regional integration				32	5.75	1.84
Education	110	5.35	1.82	47	5.41	2.03
Social protection	106	4.92	1.72	40	5.40	1.62

\*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	134	6.38	1.95	70	6.12	1.55

(1-To no degree at all, 10-To a very significant degree)

To what extent do you agree with the following statements about the World Bank Group in Mauritius?

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mauritius*	114	5.53	1.38	72	6.36	2.23
The World Bank Group meets Mauritius's needs for knowledge services	130	5.75	2.02	71	6.24	1.85

\*Significantly different between FY2015 and FY2012

### D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\*

(Select only ONE response)

Percentage of Respondents	FY 2012	FY 2015
Weekly	2.8%	2.7%
Monthly	23.6%	4.5%
A few times a year	36.8%	25.9%
Rarely	26.4%	23.2%
Never	10.4%	43.8%

\*Significantly different between FY2015 and FY2012

**D. The World Bank Group's Knowledge Work and Activities (continued)**

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely	112	5.74	1.94	42	6.32	1.48
Include appropriate level of stakeholder involvement during preparation	115	5.71	2.29	41	5.96	1.78
Lead to practical solutions				49	6.13	1.73
Are accessible (well written and easy to understand)	125	5.75	2.03	49	6.25	1.97
Are source of relevant information on global good practices	124	6.59	1.89	49	6.92	1.65
Are adequately disseminated	124	5.19	2.34	54	5.28	1.96
Are translated enough into local language*	108	6.29	2.08	42	5.21	2.56
Are adaptable to Mauritius's specific development challenges and country circumstances	120	5.95	1.80	57	5.89	1.65

\*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	129	6.36	1.78	74	6.30	1.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	123	6.77	1.51	70	7.02	1.64

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	75	5.91	1.77	41	6.19	1.78
The World Bank Group effectively monitors and evaluates the projects and programs it supports	123	6.33	1.54	53	6.46	1.75
The World Bank Group's approvals and reviews are done in a timely fashion*	111	5.95	1.64	41	6.61	1.35
The World Bank Group's "Safeguard Policy" requirements are reasonable*	95	5.80	1.59	34	6.59	1.36
The World Bank Group's conditions on its lending are reasonable	118	5.70	1.68	46	6.02	1.83
The World Bank Group takes decisions quickly in Mauritius				44	5.99	1.62
Working with the World Bank Group increases Mauritius's institutional capacity*	131	6.59	1.76	58	7.35	1.82
Where country systems are adequate, the World Bank Group makes appropriate use of them*	97	6.61	1.84	43	7.32	1.81
The World Bank Group provides effective implementation support*	117	6.15	1.76	50	6.87	1.83

\*Significantly different between FY2015 and FY2012

**G. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	FY 2012	FY 2015
Yes	25.9%	11.7%
No	74.1%	88.3%

\*Significantly different between FY2015 and FY2012

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	FY 2012	FY 2015
Yes	5.8%	13.8%
No	94.2%	86.2%

\*Significantly different between FY2015 and FY2012

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	75.0%	92.3%
No	25.0%	7.7%

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	100.0%	97.1%
No	0.0%	2.9%

Do you use/have used the World Bank Group website?\*

Percentage of Respondents	FY 2012	FY 2015
Yes	65.9%	45.5%
No	34.1%	54.5%

\*Significantly different between FY2015 and FY2012

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	108	6.67	1.77	63	7.63	1.40
I find the information on the World Bank Group's websites useful*	107	6.64	1.26	62	7.82	1.35
When I need information from the World Bank Group I know how to find it*	98	5.57	2.21	46	6.45	2.23
The World Bank Group is responsive to my information requests and inquiries*	56	5.61	2.36	31	7.05	1.56

\*Significantly different between FY2015 and FY2012



## Appendix G: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Mauritius? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the WBG's effectiveness in Mauritius.	6.16	6.83	6.28	6.27	6.40	5.88	6.08	7.36	6.43	6.07	6.25	6.35
Overall the WBG currently plays a relevant role in development in Mauritius	6.99	6.13	6.02	7.57	7.10	5.38	6.74	6.54	7.13	5.94	6.77	6.54
The WBG's work is aligned with what I consider the development priorities for Mauritius	5.98	6.20	6.09	5.86	6.23	5.50	5.77	7.27	5.92	6.13	5.85	6.38
Responsiveness	6.36	6.08	6.12	6.73	6.79	5.30	6.10	7.10	6.26	6.30	6.38	6.06
Flexibility (in terms of the institution's products and services)	5.88	6.18	5.75	6.27	6.33	5.05	5.68	7.13	5.87	5.92	5.82	6.06
Flexibility (in terms of changing country circumstances)	5.70	6.09	5.61	6.07	6.06	5.11	5.52	7.14	5.72	5.73	5.63	5.94
Being inclusive	6.00	5.92	5.81	6.23	6.29	5.13	5.73	6.78	5.88	5.96	5.89	6.00
Openness	6.40	6.60	6.33	6.76	6.74	5.80	6.36	6.90	6.42	6.47	6.36	6.63
Staff accessibility	5.76	6.47	6.02	5.69	6.37	5.10	5.60	7.36	5.45	6.48	6.03	5.74
Straightforwardness and honesty	6.51	6.75	6.76	6.25	6.83	6.14	6.46	7.50	6.29	6.96	6.44	7.07
Ease of access to the people at the WBG who are making decisions important to my work	5.20	6.86	6.00	4.50	5.78	5.41	5.40	6.80	4.92	6.32	5.84	5.20
Collaboration with civil society	4.97	5.64	5.35	4.47	5.29	4.56	4.86	6.29	4.84	5.40	4.91	5.33
Collaboration with the Government	7.22	7.14	6.98	7.65	7.66	6.15	7.06	7.75	7.08	7.33	7.09	7.38
Collaboration with other donors and development partners	6.38	6.73	6.40	6.44	6.94	5.25	6.32	7.00	6.13	6.85	6.53	6.21
Collaboration with the private sector	5.82	5.80	5.82	5.81	6.24	5.00	5.58	7.29	5.71	6.00	6.00	5.50
The speed in which it gets things accomplished on the ground	5.94	5.92	5.64	6.58	6.30	5.17	5.77	6.33	6.00	5.73	5.84	5.94
Being a long-term partner	7.45	7.08	7.27	7.56	7.68	6.65	7.31	7.50	7.25	7.45	7.29	7.47
To what extent does the WBG's work help to achieve development results in Mauritius?	6.22	6.54	6.33	6.24	6.55	5.53	6.14	7.08	6.22	6.41	6.28	6.33
The WBG's financial instruments meet the needs of Mauritius	6.56	6.46	5.96	7.06	6.72	5.42	6.39	6.50	6.78	5.80	6.24	6.86
The WBG meets Mauritius's needs for knowledge services	6.48	6.00	6.10	6.70	6.61	5.47	6.37	6.09	6.50	6.07	6.32	6.36
The WBG's knowledge work and activities are adaptable to Mauritius's specific development challenges and country circumstances	6.07	5.77	5.89	6.31	6.28	5.33	5.87	6.78	6.41	5.55	5.79	6.47
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.37	6.14	6.22	6.40	6.57	5.57	6.14	7.33	6.37	6.16	6.12	6.65
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.21	6.64	7.00	7.35	7.40	6.45	7.02	7.64	7.20	7.00	7.04	7.30
The WBG takes decisions quickly in Mauritius	6.14	6.09	5.90	6.71	6.57	5.29	6.06	6.56	6.42	5.85	6.19	6.08
Where country systems are adequate, the WBG makes appropriate use of them	6.94	7.00	6.82	7.20	7.30	5.83	6.70	8.00	6.88	7.00	6.97	6.87

Yellow highlight indicates significant difference between Yes and No means.



## Appendix H: Indicator Questions by Stakeholder Groups

	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the WBG's effectiveness in Mauritius.	22	6.05	1.89	4	7.25	0.96	6	6.67	1.03	10	6.80	1.14	10	6.60	1.35	8	5.75	1.49	5	5.20	2.17	3	5.67	1.15	7	7.14	1.86
Overall the WBG currently plays a relevant role in development in Mauritius	27	6.11	1.65	4	5.00	2.94	5	7.00	1.58	14	8.21	1.97	13	7.08	1.66	11	6.82	2.79	6	6.50	2.43	5	7.60	1.52	9	6.22	1.79
The WBG's work is aligned with what I consider the development priorities for Mauritius	24	6.21	2.04	3	6.33	1.15	5	6.80	0.84	5	5.80	1.30	6	5.33	1.37	6	5.50	1.38	4	5.00	2.45	5	6.80	1.30	6	5.33	1.21
Responsiveness	20	6.25	1.62	4	6.25	1.50	5	7.00	2.00	3	5.67	2.31	8	6.25	1.49	5	6.20	1.79	4	6.25	2.87	3	5.67	1.15	5	6.40	1.14
Flexibility (in terms of the institution's products and services)	18	6.00	2.09	4	6.00	2.45	3	6.33	2.08	3	5.33	1.15	9	5.78	1.30	5	6.00	1.73	4	6.50	1.73	3	6.33	1.53	5	4.40	1.14
Flexibility (in terms of changing country circumstances)	18	5.83	2.04	3	5.67	1.15	4	6.25	2.87	3	5.33	1.53	9	5.67	1.50	5	6.20	2.17	4	4.75	2.50	3	7.33	1.15	5	5.00	1.00
Being inclusive	15	5.87	1.88	3	6.67	1.53	4	6.75	2.63	3	5.67	2.52	8	5.75	1.28	5	6.20	1.64	4	5.25	3.20	2	6.50	0.71	5	5.80	0.84
Openness	21	6.00	2.10	2	8.00	2.83	6	6.50	2.07	4	7.00	1.41	10	6.40	1.43	5	6.20	1.92	4	6.75	2.22	2	5.50	0.71	7	7.29	1.38
Staff accessibility	22	6.27	1.80	2	6.50	2.12	6	7.17	2.79	4	6.25	1.50	7	5.00	1.29	6	4.50	1.76	2	5.50	3.54	3	6.00	1.73	5	6.40	2.19
Straightforwardness and honesty	15	5.87	2.03	3	6.33	3.51	4	7.25	0.96	3	7.33	0.58	8	5.75	1.16	5	6.60	1.14	4	7.75	0.50	3	7.67	1.53	5	7.20	2.17
Ease of access to the people at the WBG who are making decisions important to my work*	20	6.10	2.07	3	4.67	0.58	4	8.00	0.82	3	5.67	0.58	9	4.22	1.92	5	4.80	1.92	3	7.33	1.15	3	4.33	3.06	5	5.80	2.17
Collaboration with civil society	17	5.24	1.86	4	6.50	1.73	3	5.67	2.08	5	4.60	1.52	8	4.25	2.05	5	4.40	0.55	1	3.00		3	6.67	2.08	5	5.40	1.52
Collaboration with the Government	23	7.22	1.70	4	6.25	1.71	4	5.75	2.63	5	7.40	0.89	8	6.75	1.28	6	7.17	1.60	3	6.67	1.53	3	8.00	2.65	7	7.86	1.35
Collaboration with other donors and development partners	16	7.00	1.55	3	6.00	1.00	6	6.33	2.73	5	5.40	1.82	6	5.50	1.87	5	5.60	1.14	2	6.50	2.12	2	7.00	1.41	6	7.33	1.75
Collaboration with the private sector	16	5.75	1.95	2	7.00	2.83	5	6.20	2.77	5	5.80	1.79	7	5.29	1.11	5	6.00	1.22	3	5.33	2.08	2	6.50	2.12	4	5.75	2.63
The speed in which it gets things accomplished on the ground	19	6.21	1.65	4	5.25	2.06	1	6.00		3	5.67	2.31	6	5.50	1.05	5	6.20	1.30	4	5.50	2.08	2	5.50	0.71	3	6.00	1.00
Being a long-term partner	22	7.41	1.53	4	7.00	1.83	4	8.50	1.29	5	7.20	1.10	8	6.38	1.06	5	7.80	1.30	4	7.00	2.71	3	7.67	2.52	6	7.33	1.51
To what extent does the WBG's work help to achieve development results in Mauritius?	23	6.48	1.59	4	6.75	0.96	5	5.60	2.30	9	6.00	0.87	10	6.00	1.15	10	6.30	2.06	4	5.00	2.94	4	7.00	1.15	7	6.71	2.06
The WBG's financial instruments meet the needs of Mauritius	23	6.09	2.07	4	6.25	3.86	6	5.50	2.07	9	7.56	1.74	10	7.10	2.28	11	6.45	2.62	5	6.00	2.74	4	7.25	1.50	7	6.14	2.48
The WBG meets Mauritius's needs for knowledge services	25	5.64	1.85	4	6.75	1.71	6	6.00	2.19	9	7.89	1.05	8	6.13	2.03	11	6.82	2.09	4	6.25	2.36	4	6.50	1.73	7	6.57	1.90
The WBG's knowledge work and activities are adaptable to Mauritius's specific development challenges and country circumstances	20	6.15	1.66	4	6.25	1.50	4	6.50	1.29	5	6.60	1.52	7	5.43	1.99	7	5.86	1.35	3	5.33	2.89	4	5.25	2.50	6	5.83	2.14
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	23	6.35	1.40	4	8.25	1.71	7	5.57	2.23	7	6.43	0.79	11	6.82	1.47	10	6.10	1.66	4	4.75	2.87	5	6.40	1.14	6	6.17	1.72
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	22	6.68	1.52	4	7.25	1.50	7	6.86	1.46	6	7.67	0.52	10	7.60	1.65	10	7.20	1.55	3	6.33	3.79	5	8.20	1.64	6	6.67	1.37
The WBG takes decisions quickly in Mauritius	18	6.44	1.82	4	5.75	1.71	2	7.00	1.41	4	6.50	1.73	6	6.00	1.55	4	5.50	1.29	2	3.00	1.41	1	7.00		1	5.00	
Where country systems are adequate, the WBG makes appropriate use of them	14	6.79	1.19	4	7.50	2.38	2	7.50	0.71	4	8.00	0.82	7	5.86	1.68	6	6.33	1.03	3	6.67	2.31	1	8.00		6	7.67	1.21

\*Significantly different between stakeholder groups



## Appendix I: Mauritius FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Mauritius**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Mauritius or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Mauritius, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Mauritius.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

#### **SECTION A: GENERAL ISSUES FACING MAURITIUS**

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



**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Mauritius.</b>			
<b>Please identify which of the following you consider the most important development priorities in Mauritius? (Choose no more than THREE)</b>			
1	Information and communications technology	18	Economic growth
2	Food security	19	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)
4	Global/regional integration	21	Energy
5	Financial markets	22	Regulatory framework
6	Gender equity	23	Transport (e.g., roads, bridges, transportation)
7	Private sector development	24	Climate change (e.g., mitigation, adaptation)
8	Equality of opportunity (i.e., equity)	25	Disaster management
9	Foreign direct investment	26	Agricultural development
10	Water and sanitation	27	Trade and exports
11	Urban development	28	Communicable/non-communicable diseases
12	Anti corruption	29	Crime and violence
13	Environmental sustainability	30	Natural resource management (e.g., oil, gas, mining)
14	Job creation/employment	31	Education
15	Rural development	32	Law and justice (e.g., judicial system)
16	Health	33	Social protection (e.g., pensions, targeted social assistance)
17	Tourism		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mauritius? (Choose no more than THREE)</b>			
1	Rural development	17	Natural resource management (e.g., oil, gas, mining)
2	Water and sanitation	18	Anti corruption
3	Equality of opportunity (i.e., equity)	19	Private sector development
4	Social protection (e.g., pensions, targeted social assistance)	20	Health
5	Economic growth	21	Foreign direct investment
6	Climate change (e.g., mitigation, adaptation)	22	Education
7	Global/regional integration	23	Energy
8	Crime and violence	24	Financial markets
9	Gender equity	25	Tourism
10	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)	26	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
11	Urban development	27	Environmental sustainability
12	Information and communications technology	28	Food security
13	Regulatory framework	29	Disaster management
14	Law and justice (e.g., judicial system)	30	Agricultural development
15	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
16	Communicable/non-communicable diseases	32	Trade and exports

**SECTION A: GENERAL ISSUES**

**A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mauritius? (Choose no more than TWO)**

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Better employment opportunities for young people
7	Better employment opportunities for women
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mauritius? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B1. How familiar are you with the work of the World Bank Group in Mauritius?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

<b>B2. Overall, please rate your impression of the World Bank Group's effectiveness in Mauritius.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mauritius solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mauritius? (Choose no more than THREE)</b>					
1	Disaster management		18	Equality of opportunity (i.e., equity)	
2	Education		19	Communicable/non-communicable diseases	
3	Crime and violence		20	Private sector development	
4	Urban development		21	Information and communications technology	
5	Transport (e.g., roads, bridges, transportation)		22	Water and sanitation	
6	Agricultural development		23	Food security	
7	Global/regional integration		24	Climate change (e.g., mitigation, adaptation)	
8	Energy		25	Natural resource management (e.g., oil, gas, mining)	
9	Gender equity		26	Poverty reduction	
10	Foreign direct investment		27	Regulatory framework	
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		28	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)	
12	Trade and exports		29	Job creation/employment	
13	Health		30	Economic growth	
14	Rural development		31	Law and justice (e.g., judicial system)	
15	Tourism		32	Anti corruption	
16	Financial markets		33	Social protection (e.g., pensions, targeted social assistance)	
17	Environmental sustainability				

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mauritius?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mauritius? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B8</b>	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in Mauritius to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B9</b>	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B10</b>	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B11</b>	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mauritius? (Choose no more than TWO)**

1	Arrogant in its approach
2	Not client focused
3	The credibility of its knowledge/data
4	World Bank Group's processes too complex
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not exploring alternative policy options
8	Not collaborating enough with stakeholders outside the Government
9	Its advice and strategies do not lend themselves to practical problem solving
10	Not enough public disclosure of its work
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Mauritius
17	Other (please specify): _____
18	Don't know

**B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mauritius? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

**B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Mauritius?**

		Strongly disagree										Strongly agree		Don't know
<b>B16</b>	Overall the World Bank Group currently plays a relevant role in development in Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B17</b>	The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B18</b>	The World Bank Group supports programs and strategies that are realistic for Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B19</b>	The World Bank Group treats clients and stakeholders in Mauritius with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

**To what extent is the World Bank Group an effective development partner in Mauritius, in terms of each of the following?**

		To no degree at all										To a very significant degree		Don't know
<b>B20</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B21</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B22</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B23</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B24</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B25</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B26</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B27</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B28</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B29</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B30</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B31</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B32</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>B33</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B34. To be a more effective development partner in Mauritius, do you believe that the World Bank Group should have... ? (Select only ONE response)**

More local presence

The current level of local presence is adequate

Less local presence

Don't know

**B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

- |    |  |
|----|--|
| 1  | The World Bank Group does not do adequate follow through/follow-up                       |
| 2  | Poor donor coordination  |
| 3  | The World Bank Group is not sensitive enough to political/social realities on the ground |
| 4  | Lack of/inadequate levels of capacity in Government                                      |
| 5  | There is not an adequate level of citizen/civil society participation                    |
| 6  | The World Bank Group works too slowly  |
| 7  | The Government works inefficiently   |
| 8  | Political pressures and obstacles  |
| 9  | Reforms are not well thought out in light of country challenges                          |
| 10 | Other (please specify): _____  |

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mauritius?</b>												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
32	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
33	Blue economy (i.e., creating jobs, building up social capital, and rising income while saving the environment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mauritius? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")**

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C3. Where are the World Bank Group's decisions made primarily that support the program in Mauritius? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Mauritius?</b>												
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

<b>To what extent do you agree with the following statements about the World Bank Group in Mauritius?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	The World Bank Group meets Mauritius's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Mauritius?</b>												
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

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**



## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adaptable to Mauritius's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant	Don't know		
										<input type="checkbox"/>		

<b>D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality	Don't know		
										<input type="checkbox"/>		

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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	
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases Mauritius's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mauritius?**

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

**E11. Which of the following best describes the way the World Bank Group operates in Mauritius? (Select only one response)**

1	The World Bank Group takes too much risk in Mauritius
2	The World Bank Group does not take enough risk in Mauritius
3	The World Bank Group's approach to risk is appropriate
4	Don't know

**E12. Which of the following best describes the WBG's support in Mauritius? (Select only one response)**

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Mauritius
2	The World Bank Group is not sufficiently selective in Mauritius, and it is involved in too many areas of development
3	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MAURITIUS**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mauritius? (Choose no more than TWO)</b>	
1	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Reach out more to groups outside of Government
5	Work faster
6	Improve the quality of its experts as related to Mauritius's specific challenges
7	Provide more adequate data/knowledge/statistics/figures on Mauritius's economy
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Mauritius, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mauritius? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Mauritius
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Mauritius? (Choose no more than TWO)</b>			
1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

<b>G2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)</b>			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

<b>G9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>Please rate how much you agree with the following statements.</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Mauritius? (Select only ONE response)</b>	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b> <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

<b>H6. If yes, what was your view of how the two institutions work together in Mauritius?</b> <b>(Select only ONE response)</b>	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Mauritius?</b> <b>(Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. Which best represents your geographic location?</b>	
1	Port Louis
2	Black River
3	Pamplemousses
4	Rivière Du Rempart
5	Flacq
6	Moka
7	Grand Port
8	Savanne
9	Beau Bassin/Rose Hill
10	Quatre Bornes
11	Vacoas/Phoenix
12	Curepipe

**Thank you for completing the survey!**