

FY 2022 Mauritius
Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group



June 2022

Public Disclosure Authorized

Public Disclosure

Public Disclosure Authorized

Public Disclosure Authorized



Acknowledgements

The Mauritius Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, and Nan Lin oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Mauritius country team and independent fielding agency DCDM Research. In particular, SI is grateful for the support from Brinda Devi Dabysing (Senior Financial Sector Specialist) and Mariella Beugue (Program Assistant), who coordinated the survey related activities from Port Louis, Mauritius.



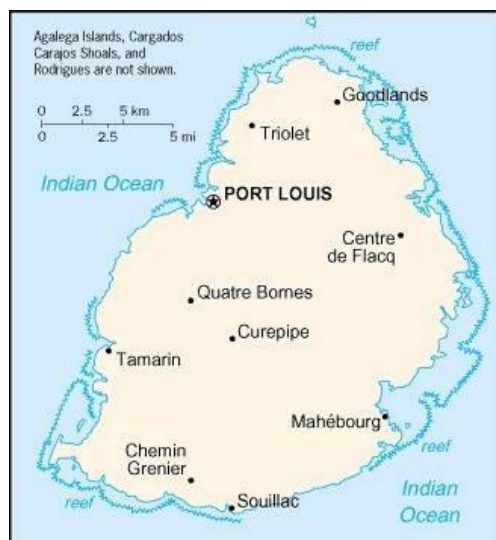
CountryOpinionSurveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. Overall Context	9
V. Overall Attitudes Toward the World Bank Group	13
VI. World Bank Group’s Work and Engagement on the Ground	17
VII. World Bank Group’s Knowledge and Instruments.....	20
VIII. The Future Role of the WBG in Mauritius.....	24
IX. Communication and Outreach	28
X. Appendices.....	31

MAURITIUS





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:

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Mauritius*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to May 2022, 490 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 member of Parliament/legislative body; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 183 stakeholders participated in the survey (37% response rate). Respondents received and completed the questionnaire online via a link sent by the local fielding agency.

Every country that engages in the Country Opinion Survey (COS) 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.

Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'19 (response rate was 34%, N=122). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY '19 and FY '22 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'19 COS report and the non-weighted data presented in this report.

Percentage of Respondents	Original Distribution	
	FY 2019	FY 2022
Office of the President; Office of the Prime Minister; Office of Minister	2.5%	4.4%
Office of Parliamentarian	1.7%	1.6%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and embassy/diplomatic office)	39.0%	31.1%
Local Government Office or Staff	1.7%	5.5%
Bilateral/Multilateral Agency	7.6%	11.5%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	17.8%	19.1%
Private Sector (includes private sector organization and financial sector/private banks)	19.5%	15.3%
Academia/Research Institute/Think Tank	8.5%	5.5%
Media	1.7%	6.0%
Total Number of Respondents (Un-Weighted)	118	183

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

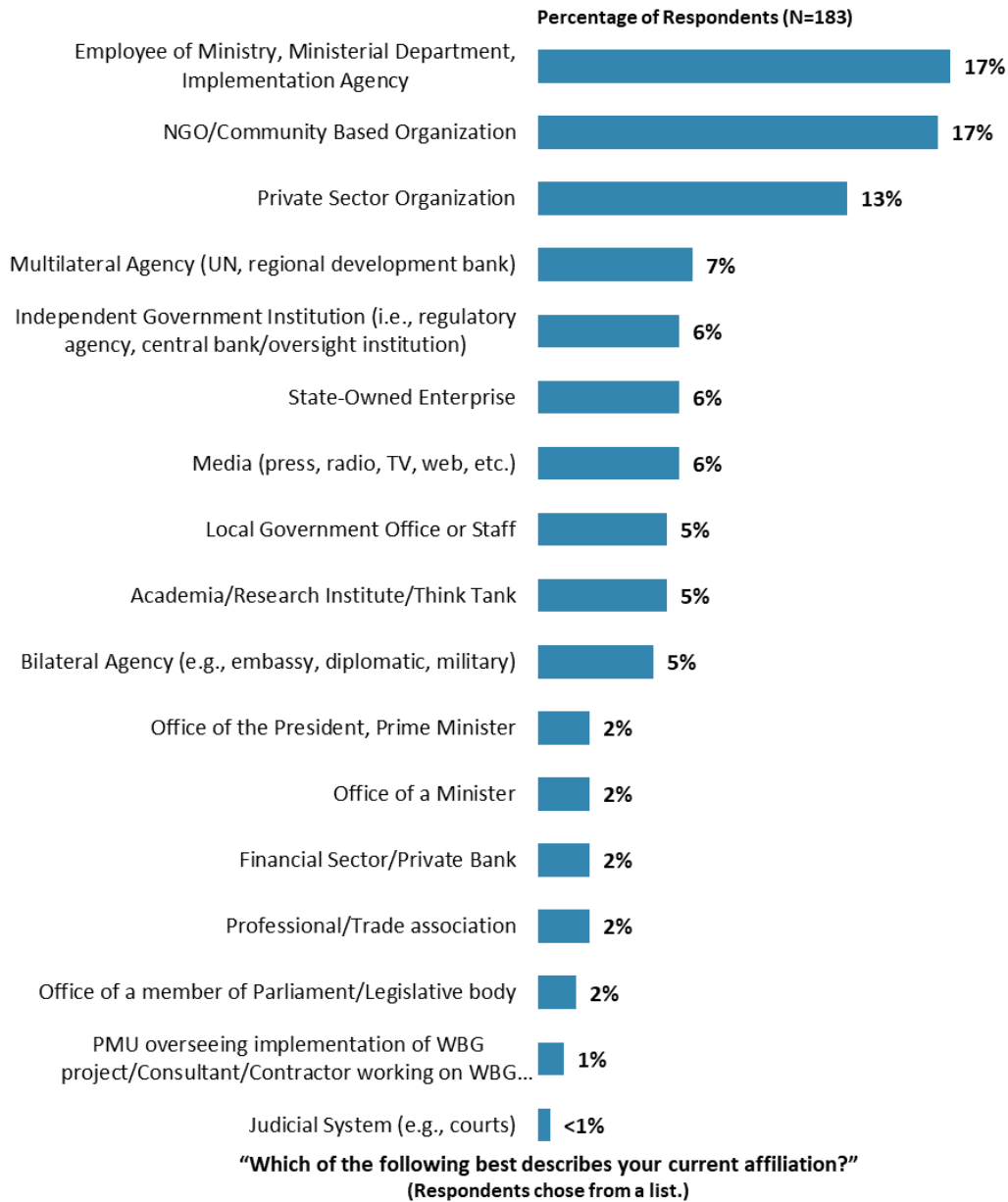
Percentage of Respondents	Weighted Distribution		Weights	
	FY 2019	FY 2022	FY 2019	FY 2022
Office of the President; Office of the Prime Minister; Office of Minister	3.5%	3.5%	1.360	0.791
Office of Parliamentarian	1.7%	1.7%	0.984	1.017
Government Institutions	35.1%	35.1%	0.900	1.126
Local Government Office or Staff	3.6%	3.6%	2.112	0.655
Bilateral/Multilateral Agency	9.6%	9.6%	1.252	0.832
Civil Society	18.5%	18.5%	1.037	0.965
Private Sector	17.4%	17.4%	0.892	1.137
Academia/Research Institute/Think Tank	7.0%	7.0%	0.822	1.275
Media	3.9%	3.9%	2.273	0.641
Total Number of Respondents (Weighted)	118	183		



III. Demographics of the Sample

Current Affiliation

- Note that for further analyses, some respondent groups were combined.¹

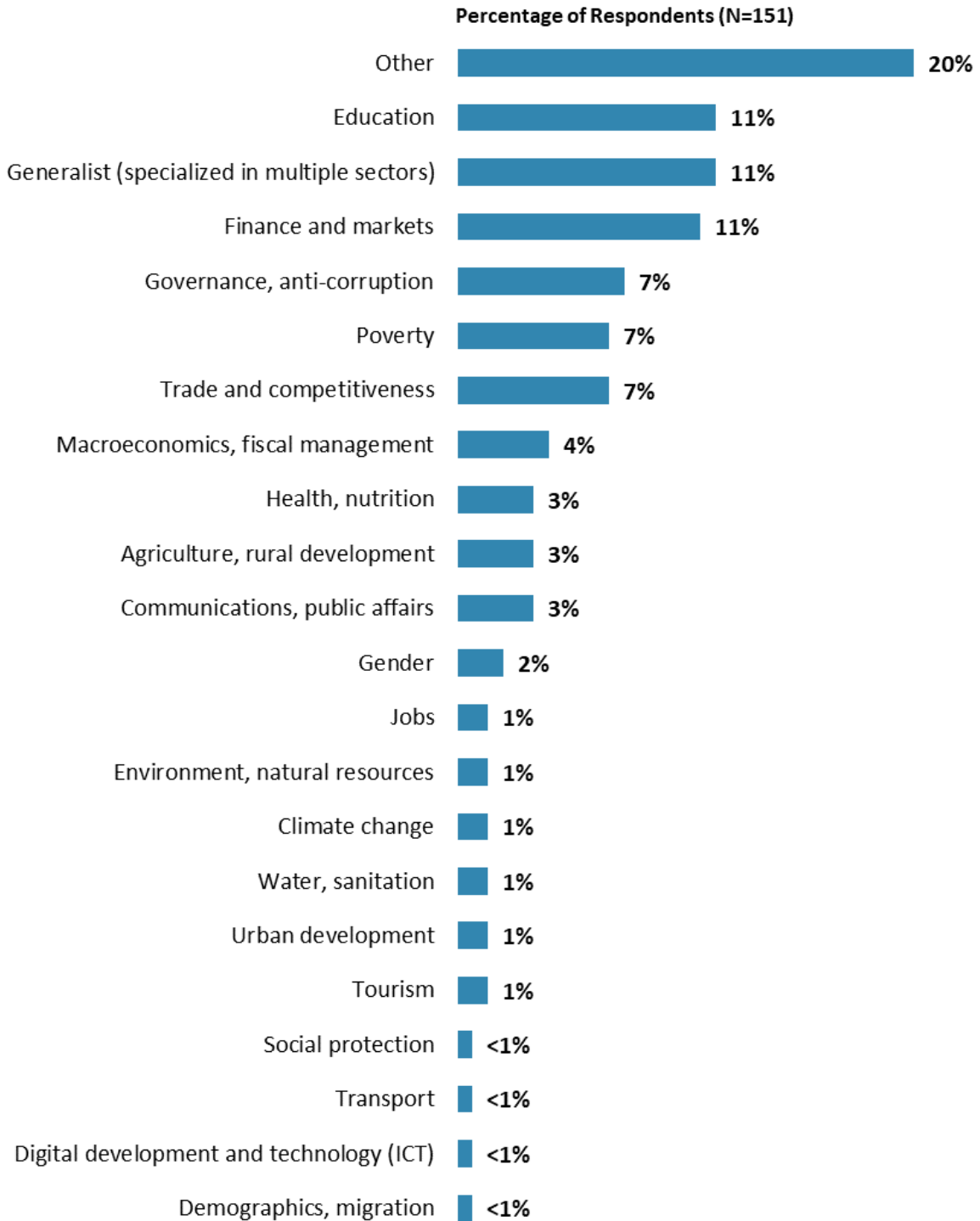


¹ Respondents from ministries/ministerial departments/implementation agencies were combined with respondents from PMU/consultants/contractors working on WBG supported projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGO/community-based organizations and professional/trade unions were included in a “CSO” category. The small number of the respondents from the office of the President/PM, office of a Minister, office of a member of Parliament/Legislative body, and judicial system were included in the “Other” category. There were no respondents from private foundations, faith-based groups, or youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

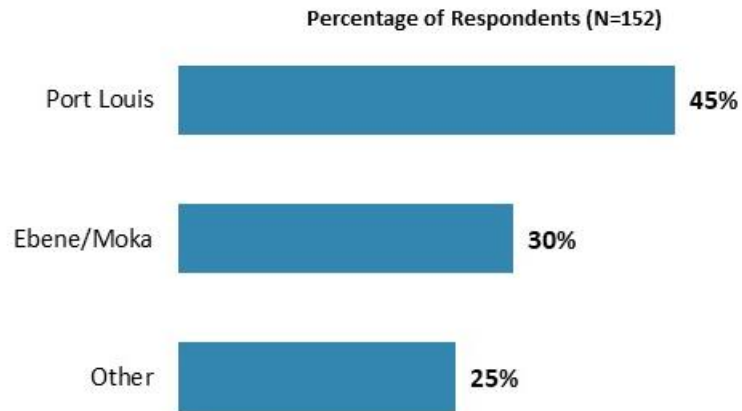


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



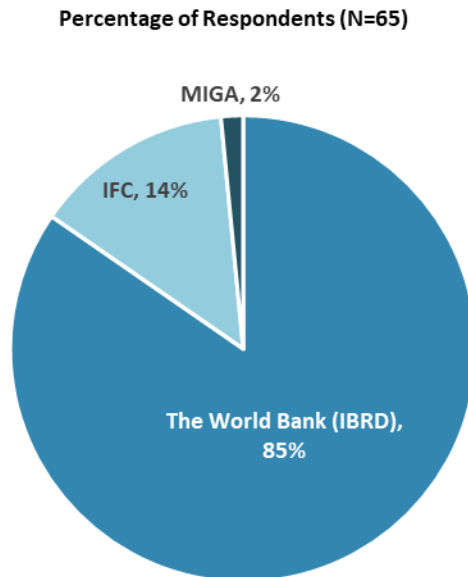
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



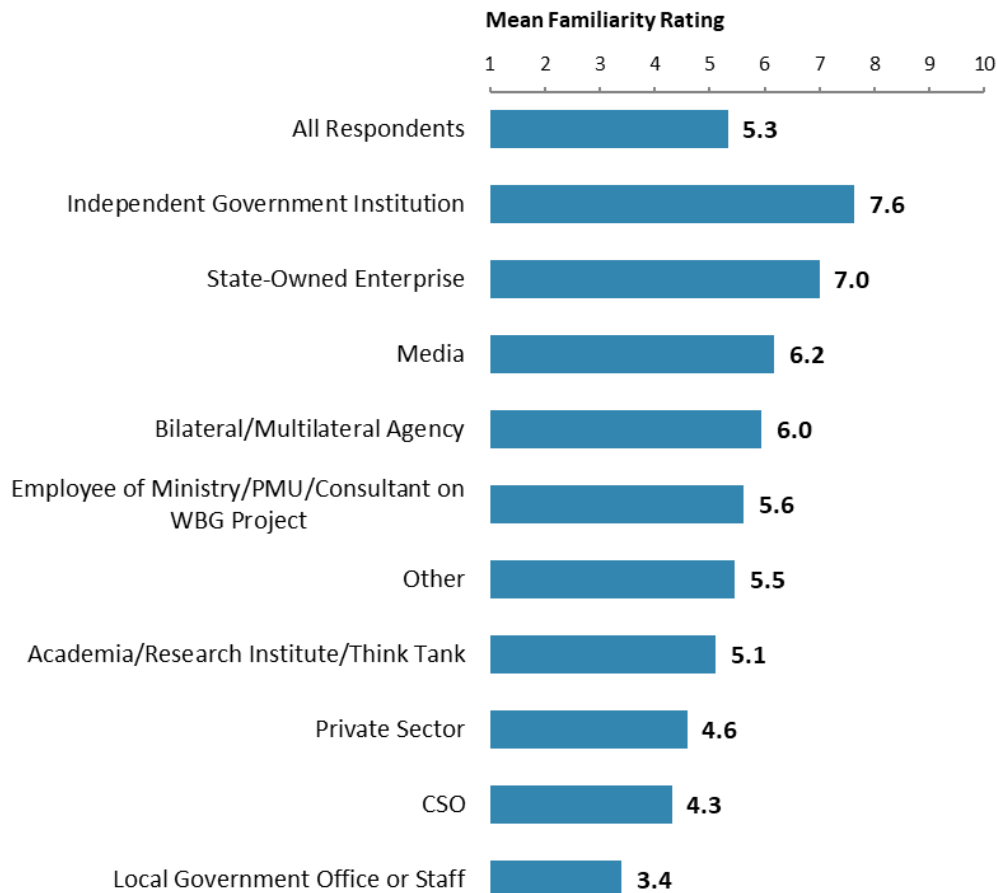
"If yes [professionally collaborate with the WBG], which of the following agencies of the WBG do you primarily collaborate/work with in Mauritius? (Select only ONE response)" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank²

- **Year comparison:** Respondents in this year's Country Survey had similar levels of familiarity with the WB compared to respondents in the FY'19 Country Survey (weighted mean in FY'22 = 5.4; weighted mean in FY'19 = 5.4).
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the WB compared to respondents who do not collaborate (mean familiarity of collaborators = 6.7; mean familiarity of non-collaborators = 4.6).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WB were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Mauritius's development, with their ratings for the WB's overall effectiveness in Mauritius, and with their ratings of the extent to which the WBG's work helps to achieve development results in Mauritius.



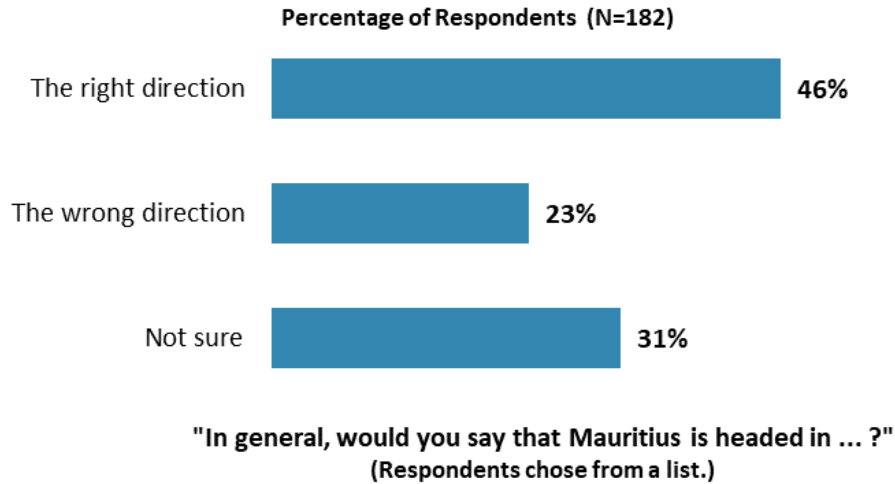
"How familiar are you with the work of the World Bank (IBRD) in Maritius?"
(1-"Not familiar at all", 10-"Extremely familiar")

² In FY 2022, the questions about familiarity and overall effectiveness were asked separately about the World Bank and IFC. These analyses compare ratings for the World Bank (IBRD) and the FY '19 ratings that referenced the World Bank Group.

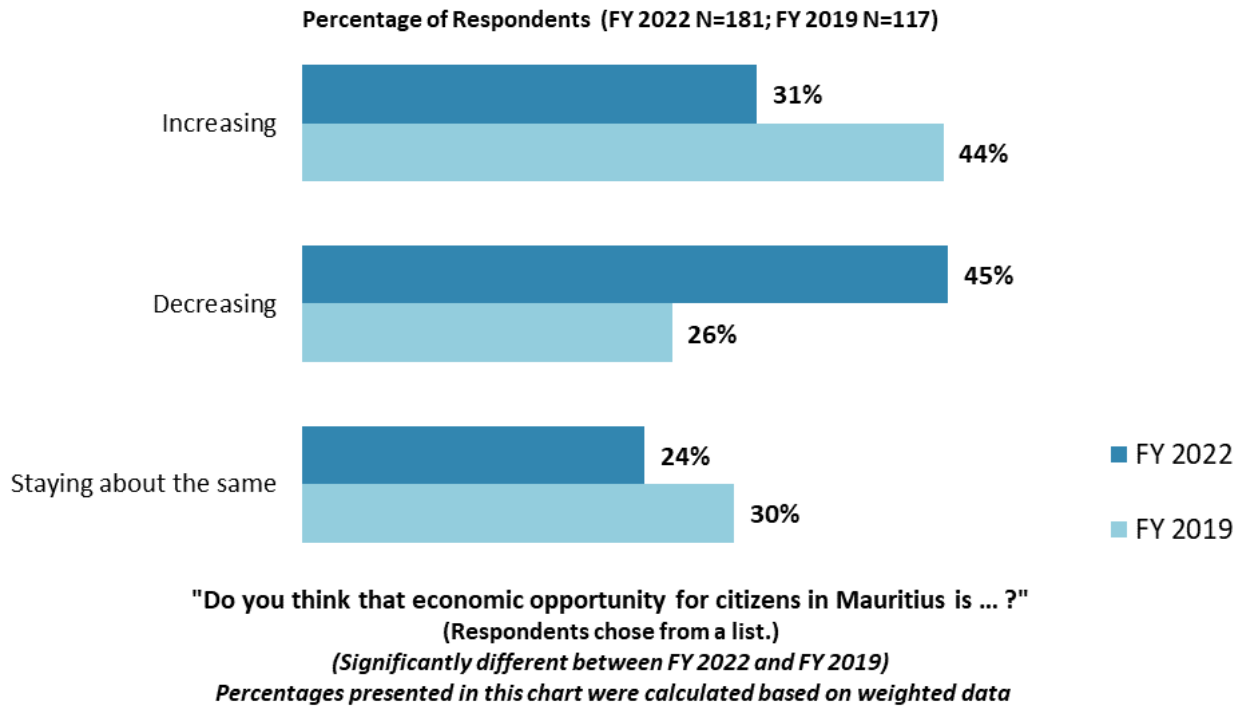


IV. Overall Context

Headed in the Right Direction



Perceptions of Economic Opportunity

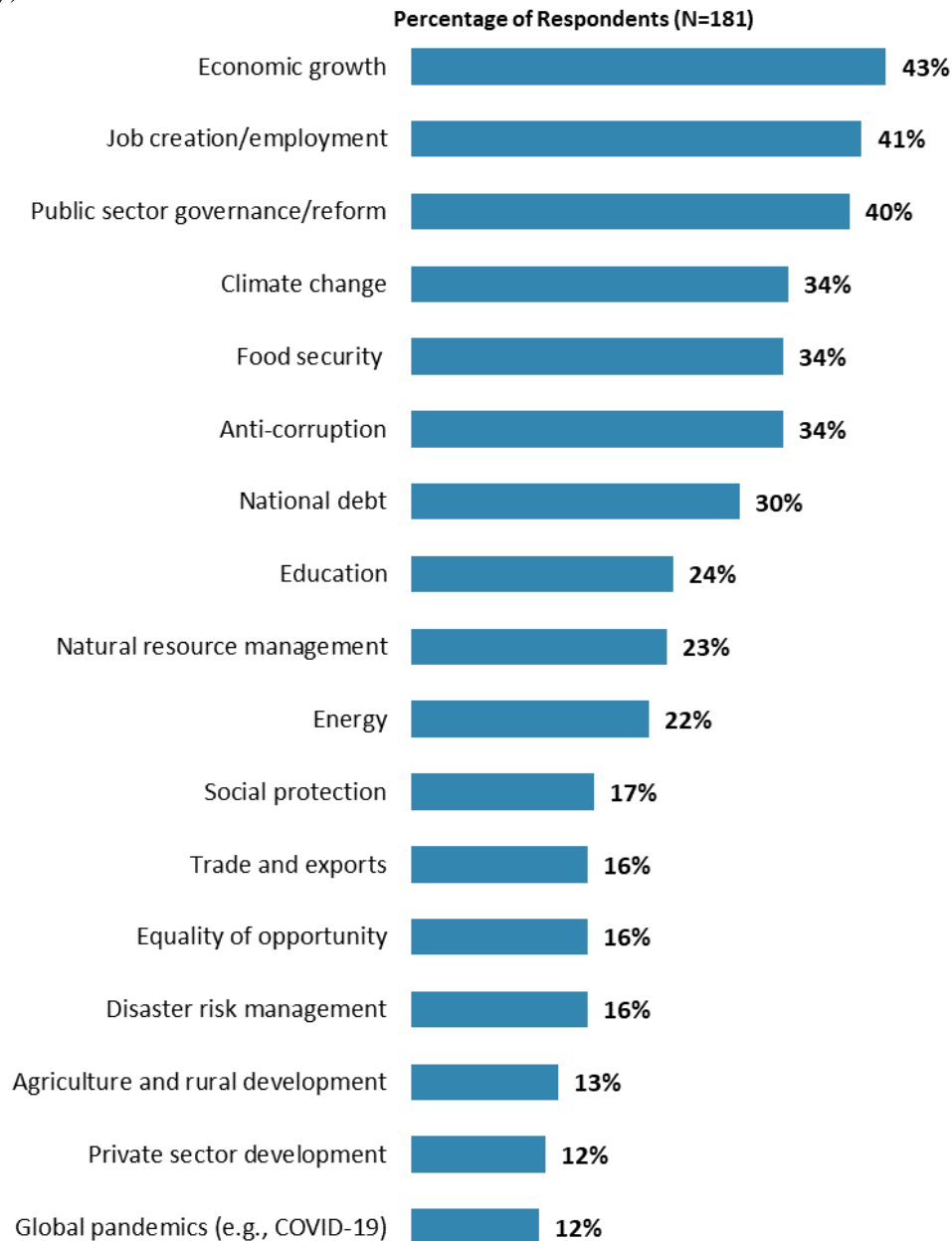




IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the most important development priorities in Mauritius were “*job creation/ employment*” (34%), “*public sector governance/reform*” (27%), “*productivity and economic growth*” (24%), “*education*” (21%), and “*poverty reduction*” (21%). “*Climate change*”, “*food security*”, and “*anti-corruption*” emerged as more prominent priorities among this year’s respondents (34%, 34%, and 34%, respectively) compared to respondents in FY'19 (18%, 8%, and 15%, respectively).



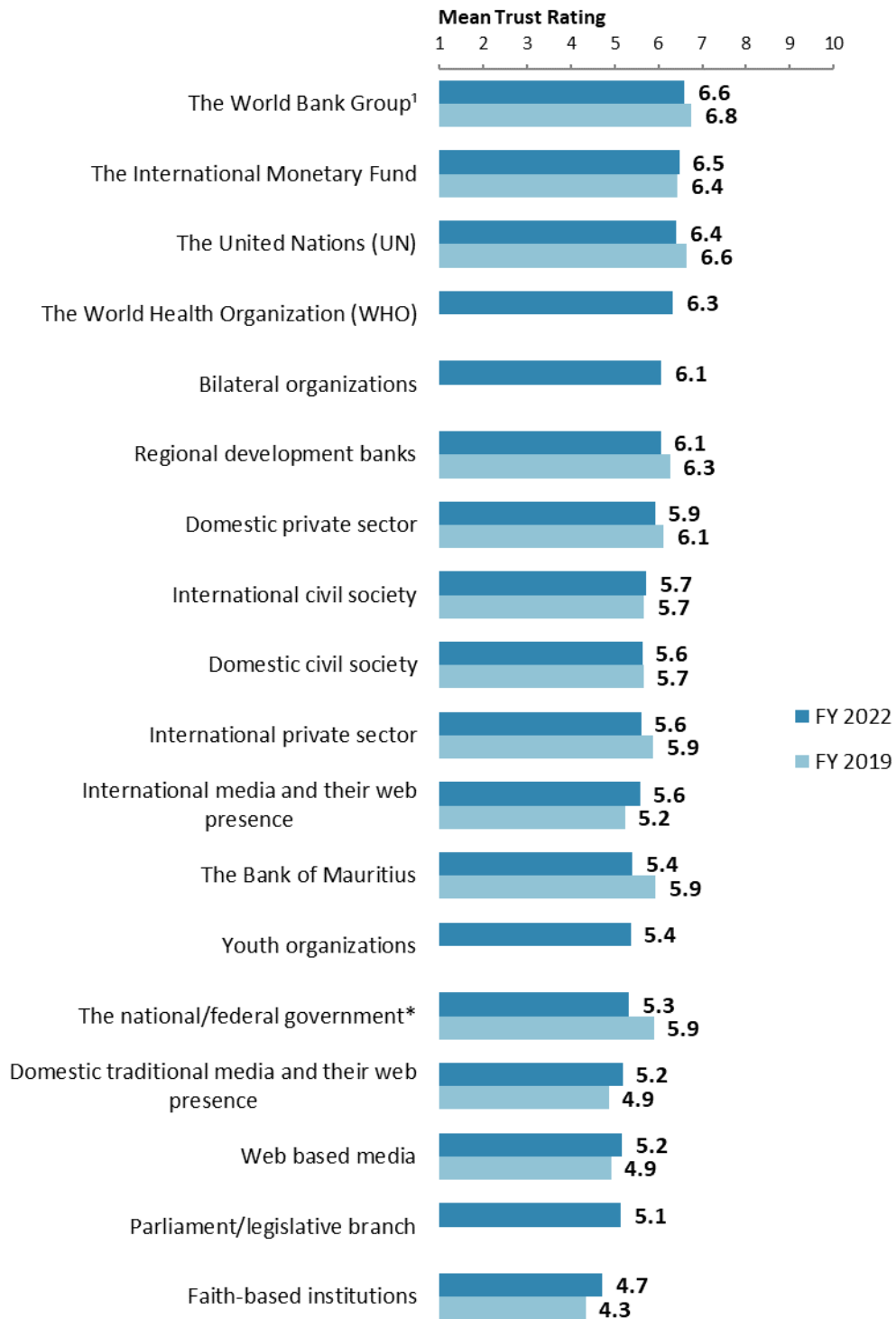
"Please identify which of the following development priorities you consider the most important in Mauritius.
(Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 17 of 26 response options shown)



IV. Overall Context (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2022 and FY 2019)

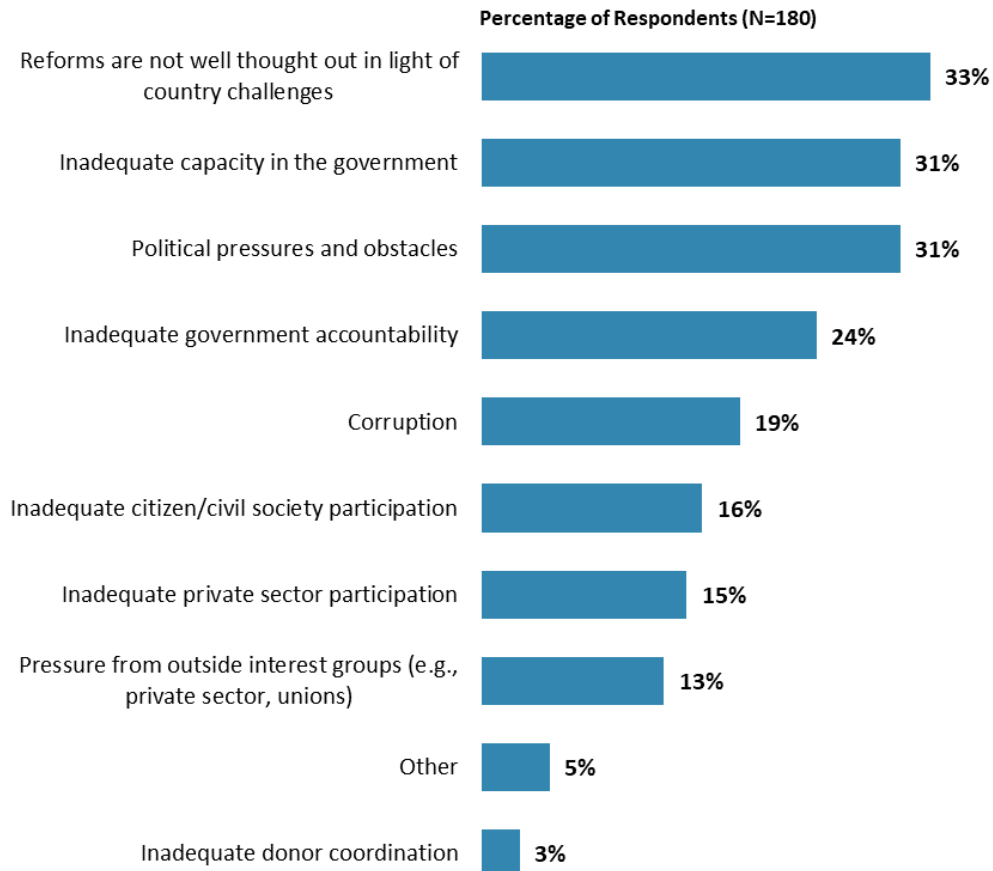
¹Indicator Question Means in this chart were calculated based on weighted data



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the primary reasons for slow/failed reform efforts in Mauritius were “*reforms are not well thought out in light of country challenges*” (38%), “*political pressures from special interest groups*” (32%), “*poor coordination within the government*” (26%), “*inadequate level of government accountability*” (21%), and “*inadequate level of capacity in the government*” (21%).

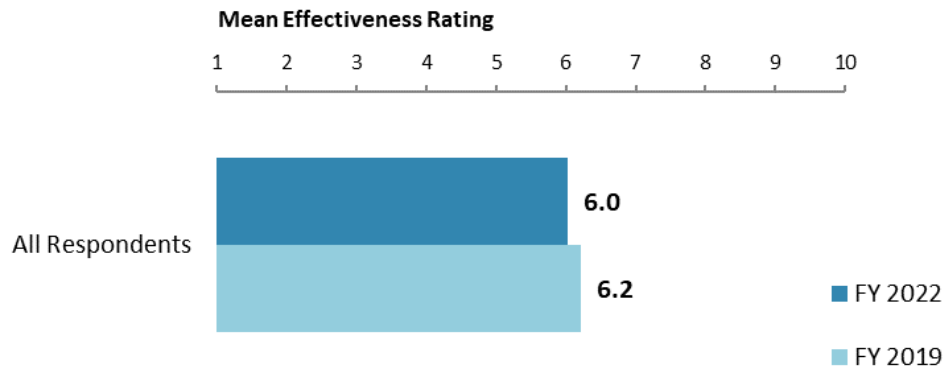


"When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



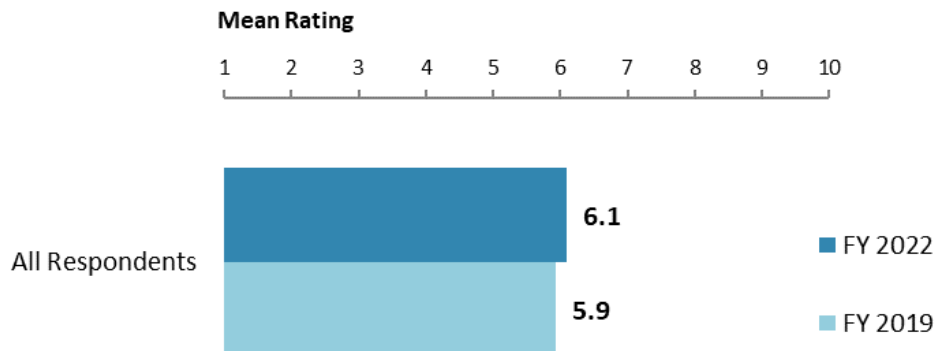
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness³ (Indicator Question)



"Overall, please rate your impression of the effectiveness of the World Bank (IBRD) in Mauritius." (1-"Not effective at all", 10-"Very effective")
Means presented in this chart were calculated based on weighted data

Achieving Development Results (Indicator Question)



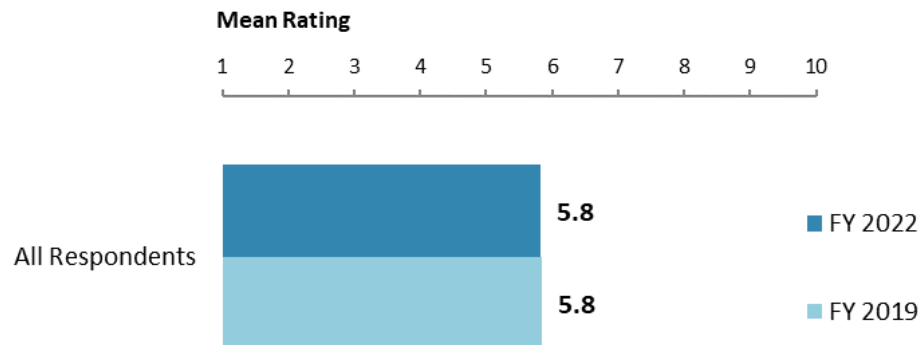
"To what extent does the World Bank Group's work help to achieve development results in Mauritius?" (1-"To no degree at all", 10-"To a very significant degree")
Means in this chart were calculated based on weighted data

³ In FY '22 the questions regarding familiarity and overall effectiveness were asked separately for the World Bank and IFC. These analyses compare ratings for the World Bank (IBRD) and the FY '19 ratings that referenced the World Bank Group.



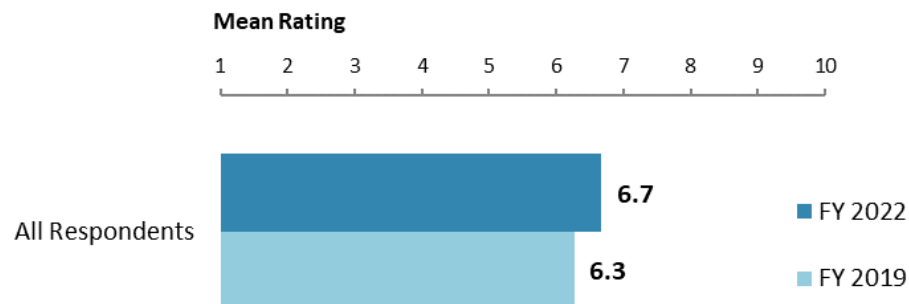
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Mauritius's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Mauritius?"
(1-"To no degree at all", 10-"To a very significant degree")
Means in this chart were calculated based on weighted data

WBG Staff Preparedness



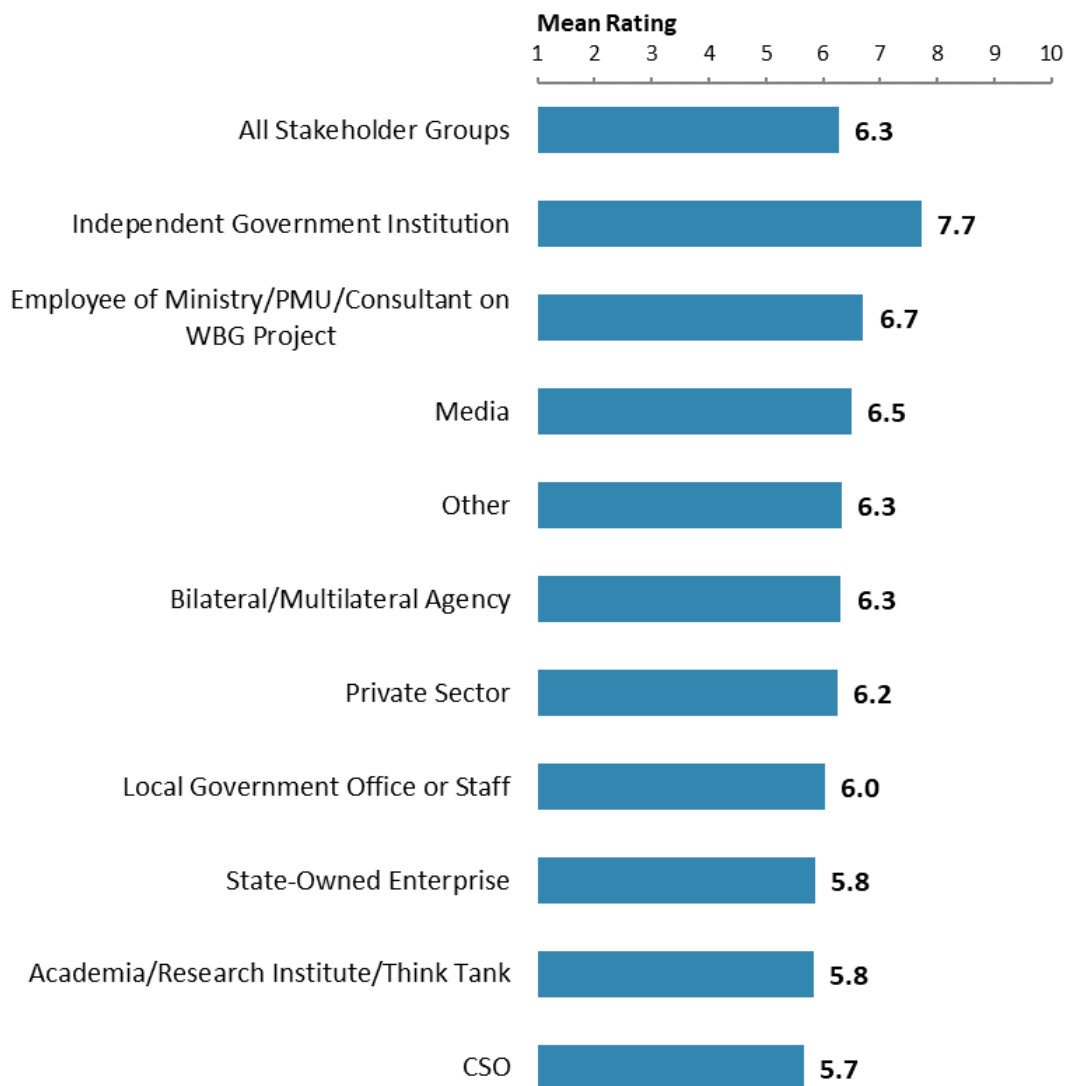
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mauritius solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
Means in this chart were calculated based on weighted data



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-four COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by collaboration with the WBG can be found in Appendix C (page 54).
- **Stakeholder groups:** Respondents from independent government institutions had the highest mean ratings for the aggregated responses to the twenty-four COS indicator questions, whereas respondents from CSO had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 43).



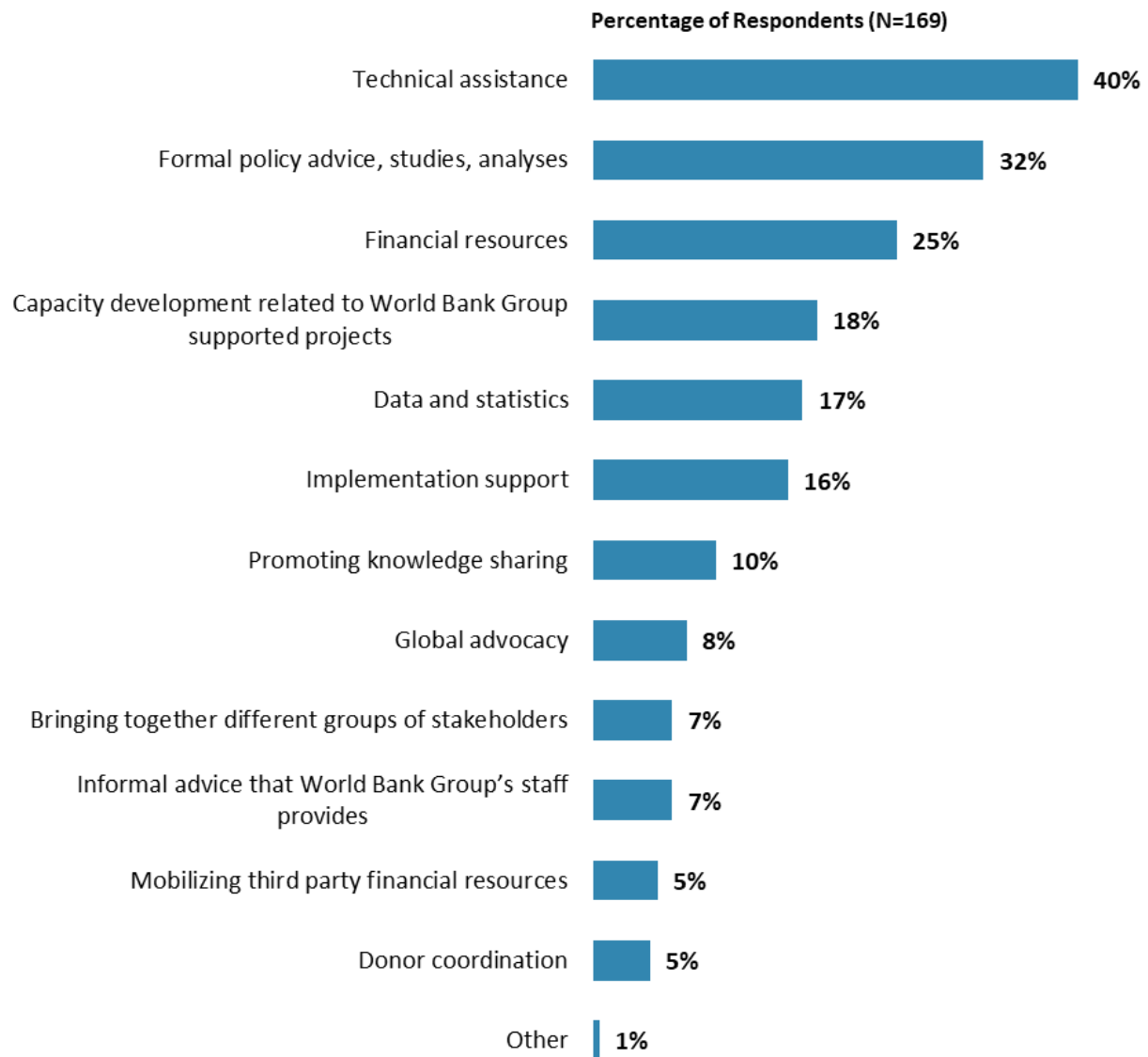
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG's greatest values to Mauritius were “*policy advice, studies, analyses*” (66%), “*financial resources*” (37%), and “*capacity development for the public sector*” (30%).

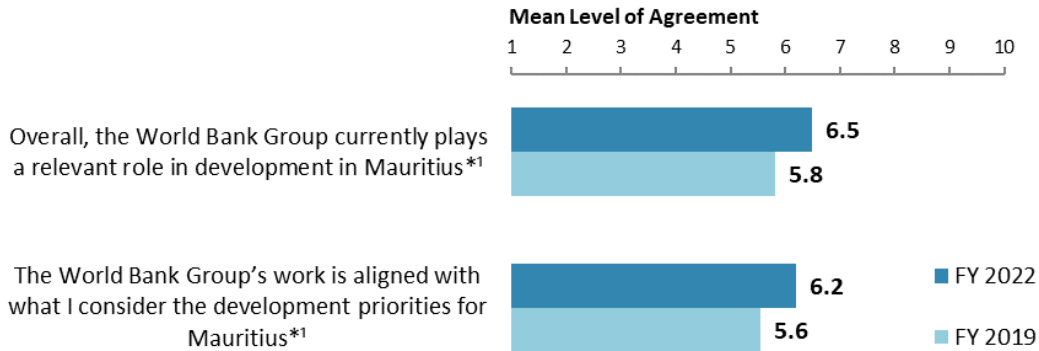


“When thinking about the World Bank Group’s role in Mauritius, which activity do you VALUE the most? (Choose no more than 2)”
(Respondents chose from a list. Responses combined.)



VI. World Bank Group’s Work and Engagement on the Ground

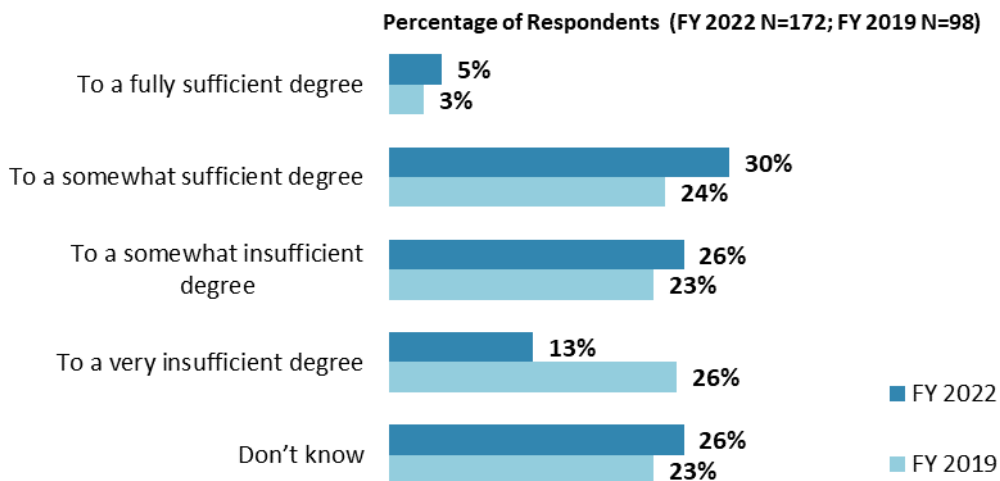
The World Bank Group’s Work in Mauritius



"To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Mauritius?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2022 and FY 2019)

¹Indicator Question Means in this chart were calculated based on weighted data

Helping the Poorest

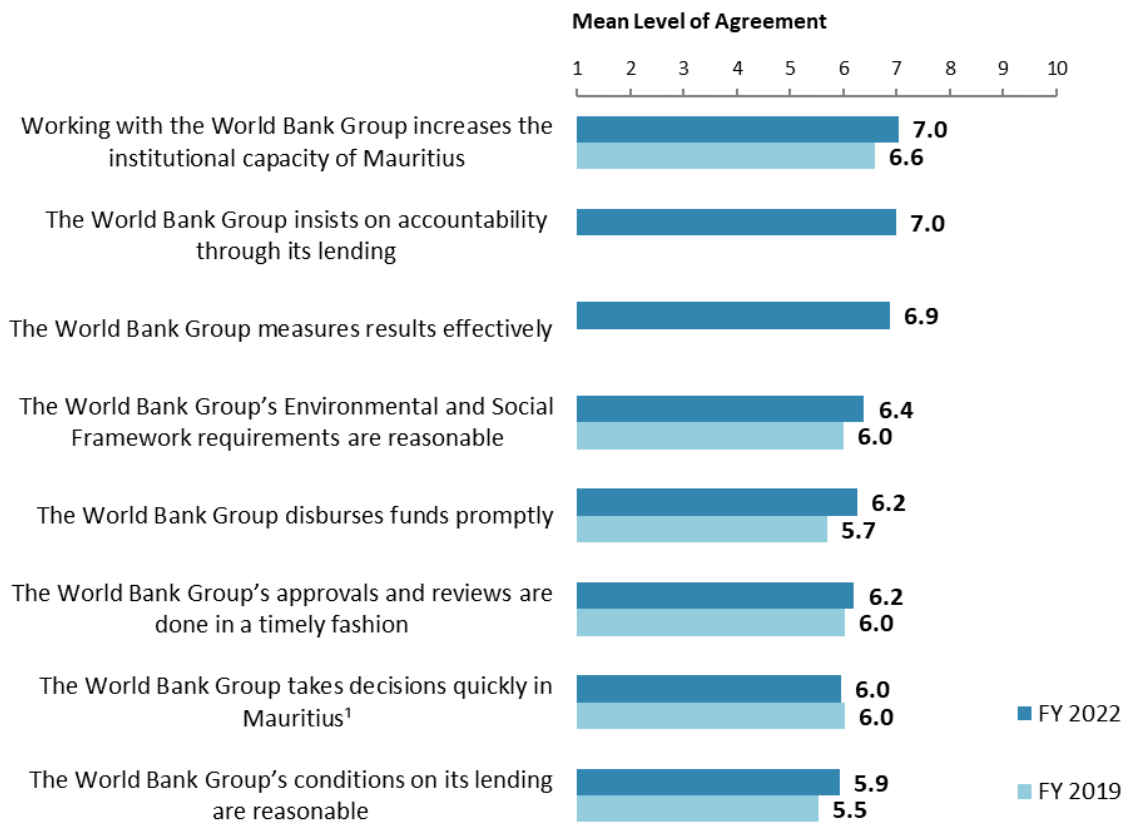


"To what extent do you believe that the World Bank Group’s work and support help the poorest in Mauritius?" (Respondents chose from a list.)
Percentages in this chart were calculated based on weighted data



VI. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions



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

¹Indicator Question Means in this chart were calculated based on weighted data



VI. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner



"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")

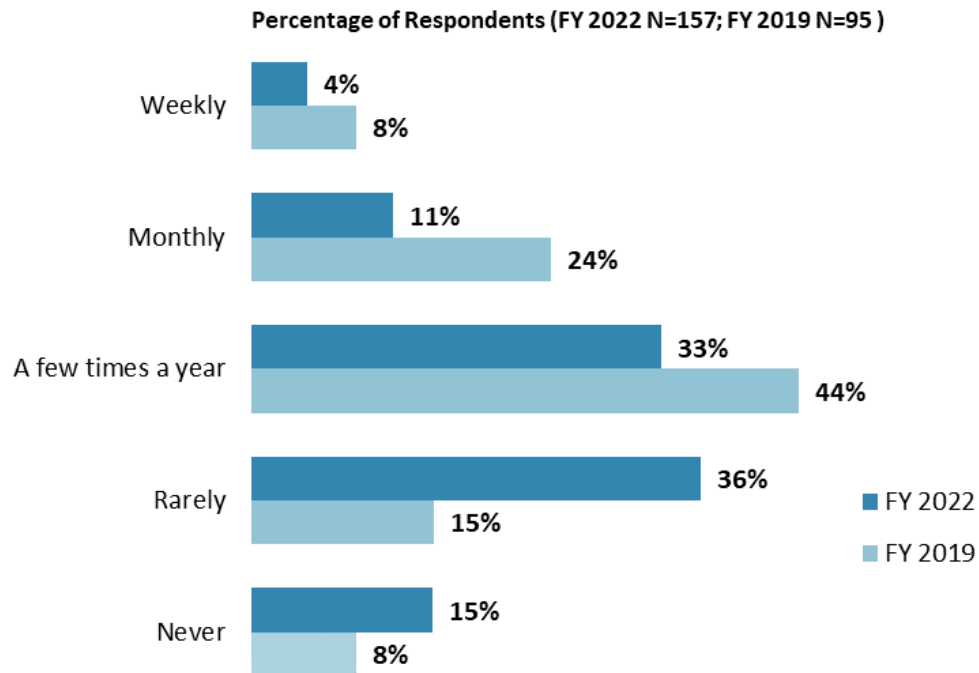
(*Significantly different between FY 2022 and FY 2019)

¹Indicator Question Means in this chart were calculated based on weighted data



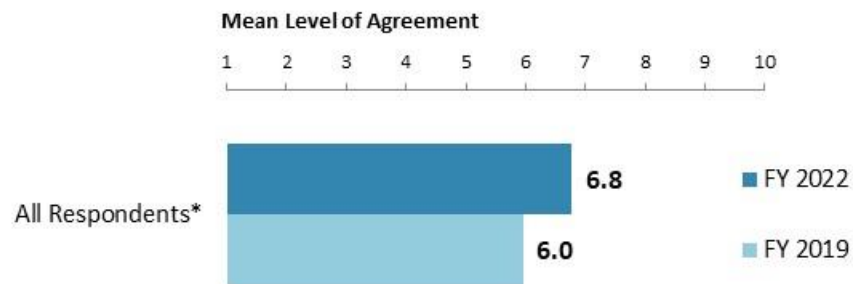
VII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?"
 (Respondents chose from a list.)
(Significantly different between FY 2022 and FY 2019)
 Percentages in this chart were calculated based on weighted data

Meeting Mauritius’s Knowledge Needs (Indicator Question)

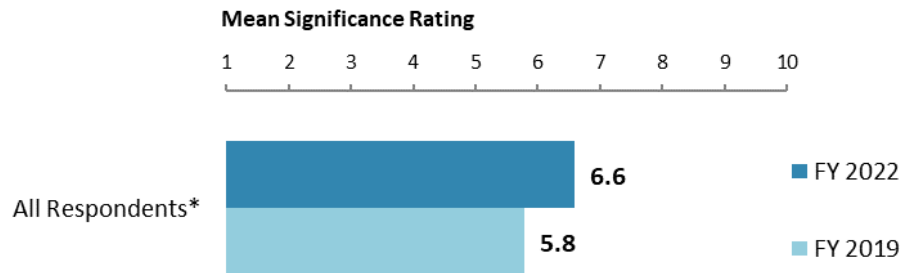


"The World Bank Group meets Mauritius’s needs for knowledge services (e.g., RAS, research, analysis, data, technical assistance)"
 (1- "Strongly disagree", 10- "Strongly agree")
*(*Significantly different between FY 2022 and FY 2019)*
 Means in this chart were calculated based on weighted data



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

Contribution of WBG Knowledge Work to Development Results (*Indicator Question*)



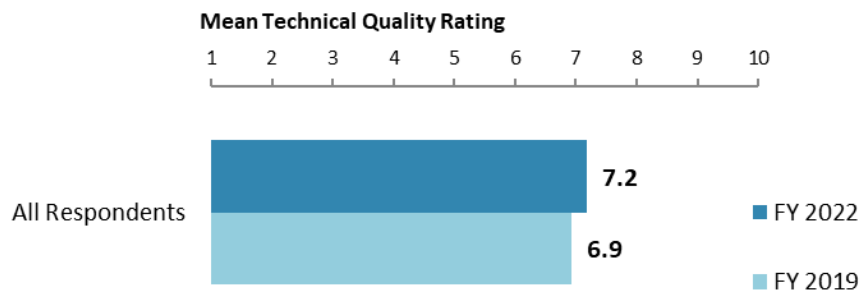
"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

(1-"Not significant at all", 10-"Very significant")

(*Significantly different between FY 2022 and FY 2019)

Means in this chart were calculated based on weighted data

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?"

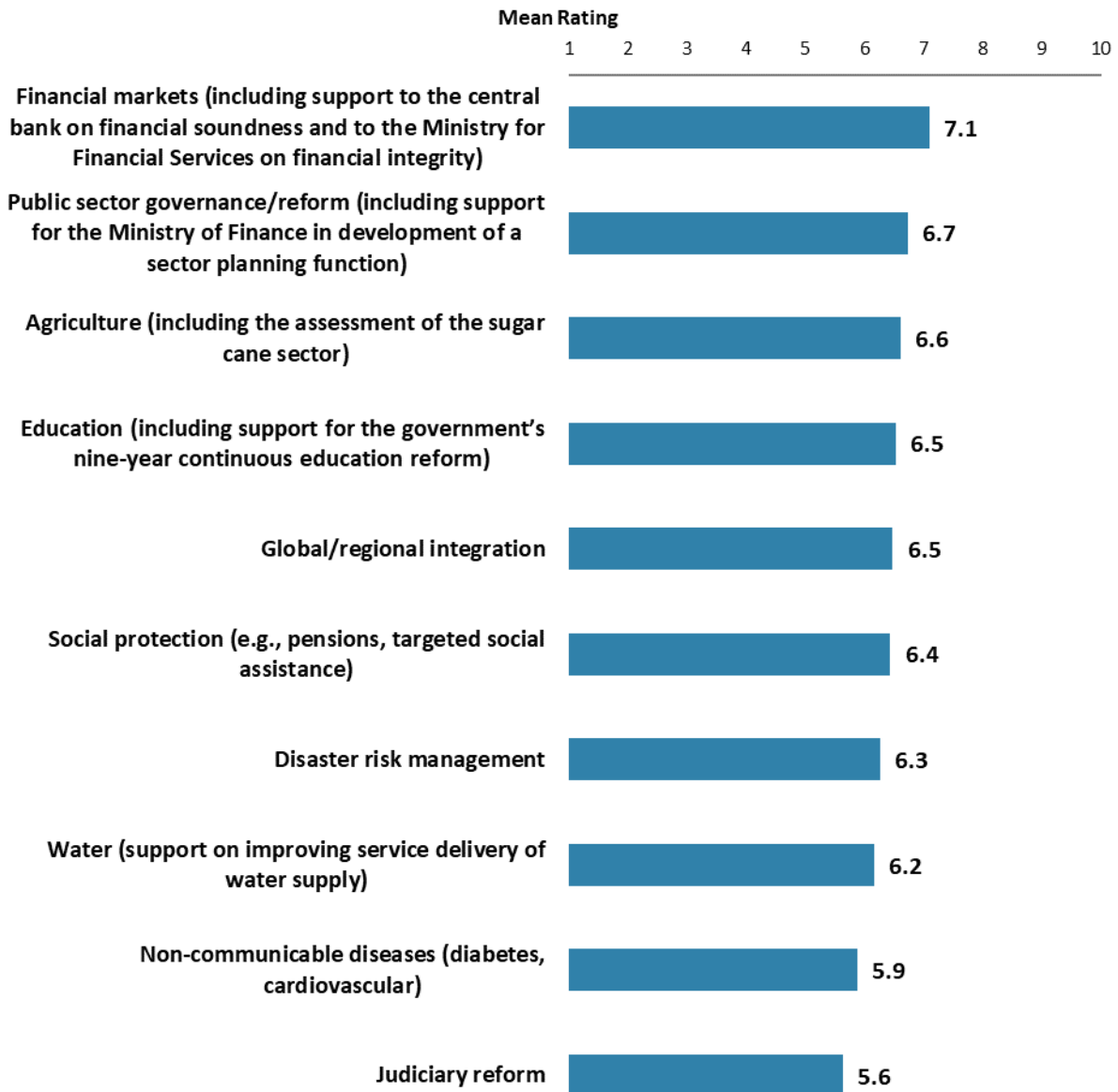
(1-"Very low technical quality", 10-"Very high technical quality")

Means in this chart were calculated based on weighted data



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

Contribution of WBG Knowledge Work to Development Sectors

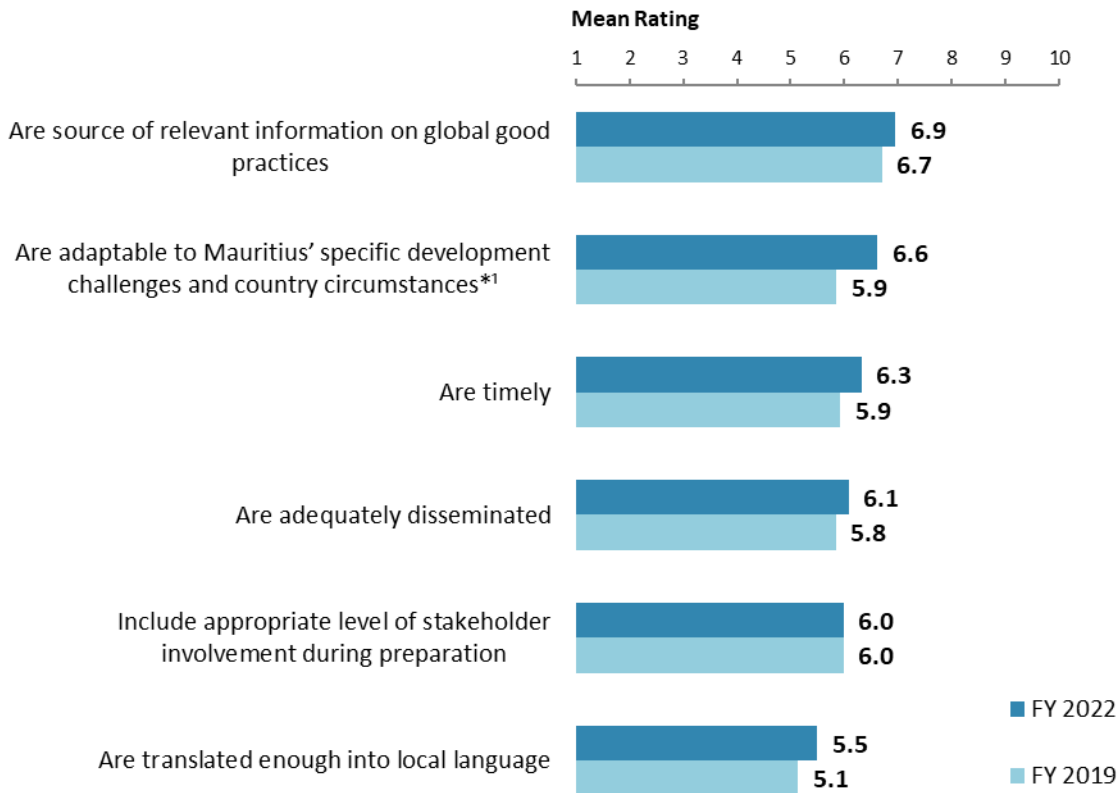


"How significant a contribution does the World Bank Group's knowledge work and activities in the following sectors have on development results in Mauritius?" (1-"Not significant at all", 10-"Very significant")



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

Qualities of the WBG’s Knowledge Work and Activities

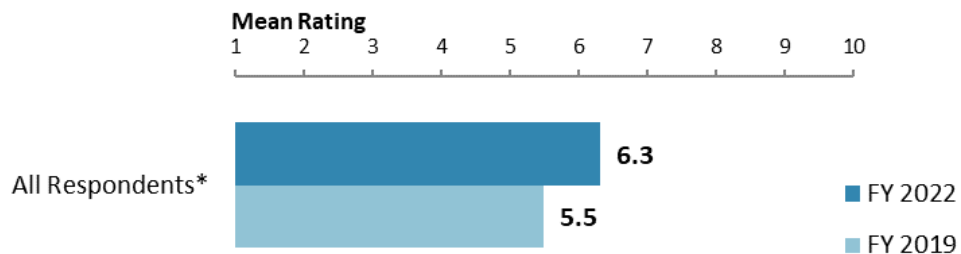


"In Mauritius, to what extent do you believe that the World Bank Group’s knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

*(*Significantly different between FY 2022 and FY 2019)*

'Indicator Question Means in this chart were calculated based on weighted data

Reimbursable Advisory Service (RAS)



To what extent do you believe that Mauritius received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?

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

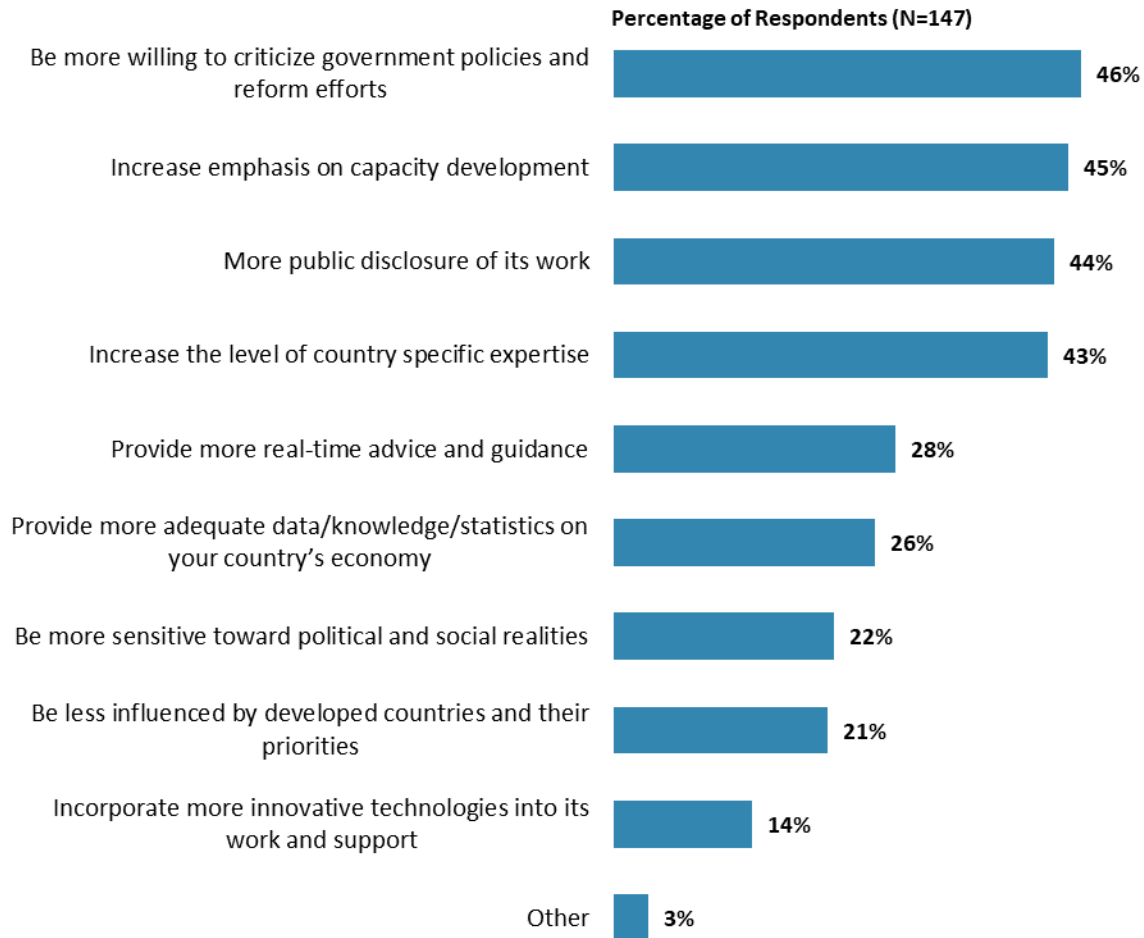
*(*Significantly different between FY 2022 and FY 2019)*

Means in this chart were calculated based on weighted data



VIII. The Future Role of the World Bank Group in Mauritius

Making the World Bank Group of Greater Value



**"Which of the following SHOULD the WBG do to improve its advice and guidance in Mauritius?
(Choose no more than 3)"**

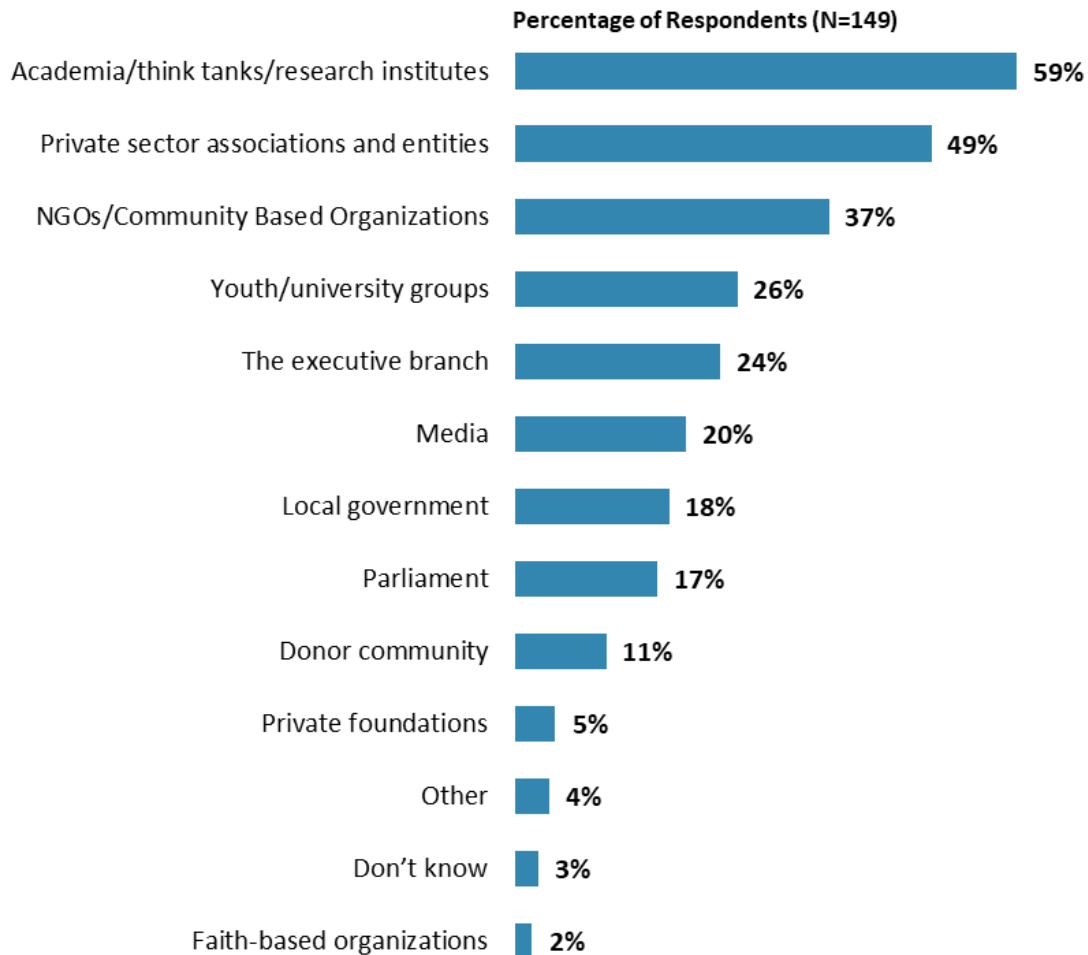
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should collaborate more with “*private sector*” (40%), “*academia/think tanks/research institutes*” (36%), and “*NGOs/community-based organizations*” (32%) to ensure better development results in Mauritius.



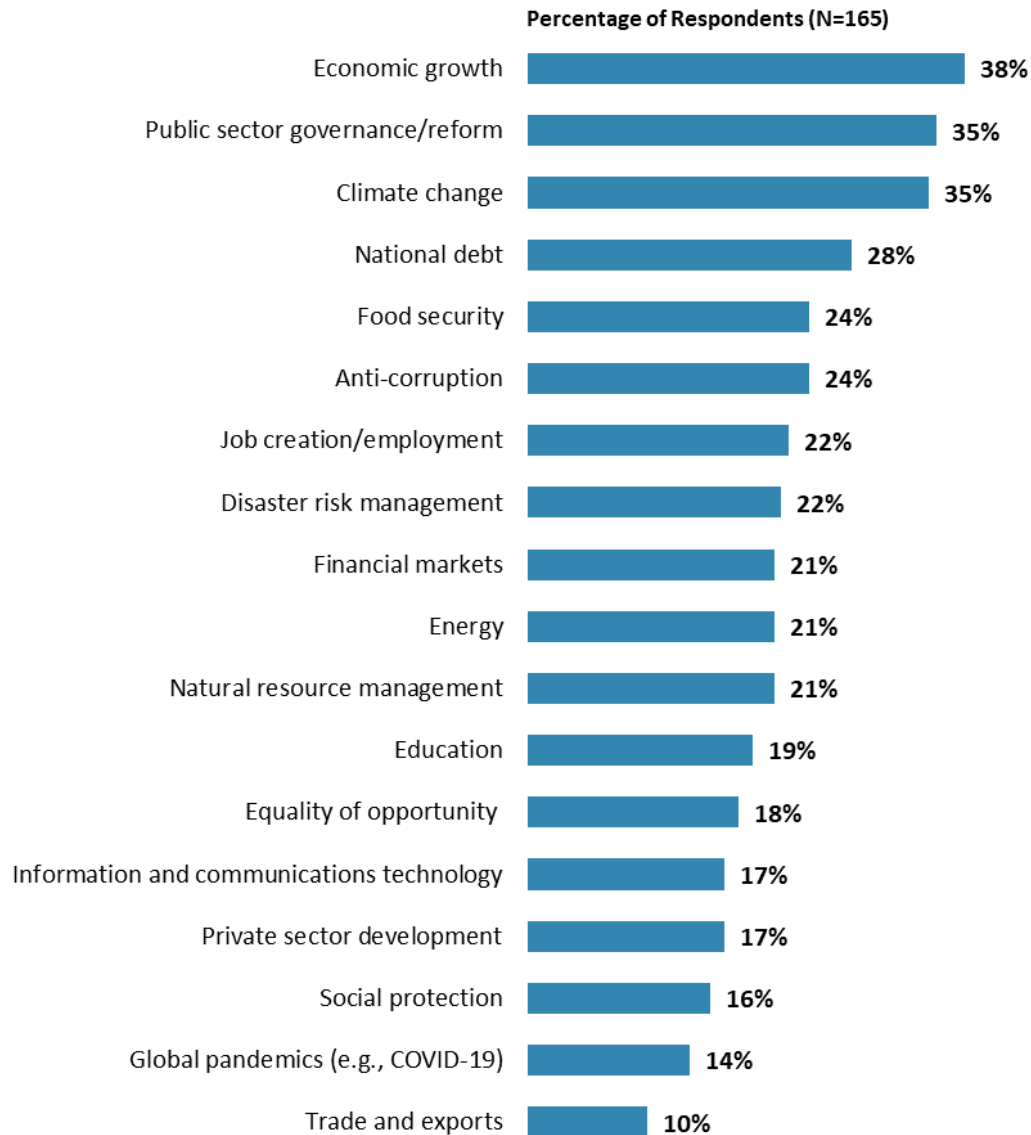
"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Mauritius? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '19 Country Survey indicated that the WBG should focus its resources on “*productivity and economic growth*” (41%), “*public sector governance/reform*” (33%), “*poverty reduction*” (20%), “*natural resource management*” (19%), “*climate change*” (18%), and “*job creation/employment*” (18%). “*Food security*” emerged as one of the top priorities, with significant increase from 8% in FY '19 to 24% in FY '22.



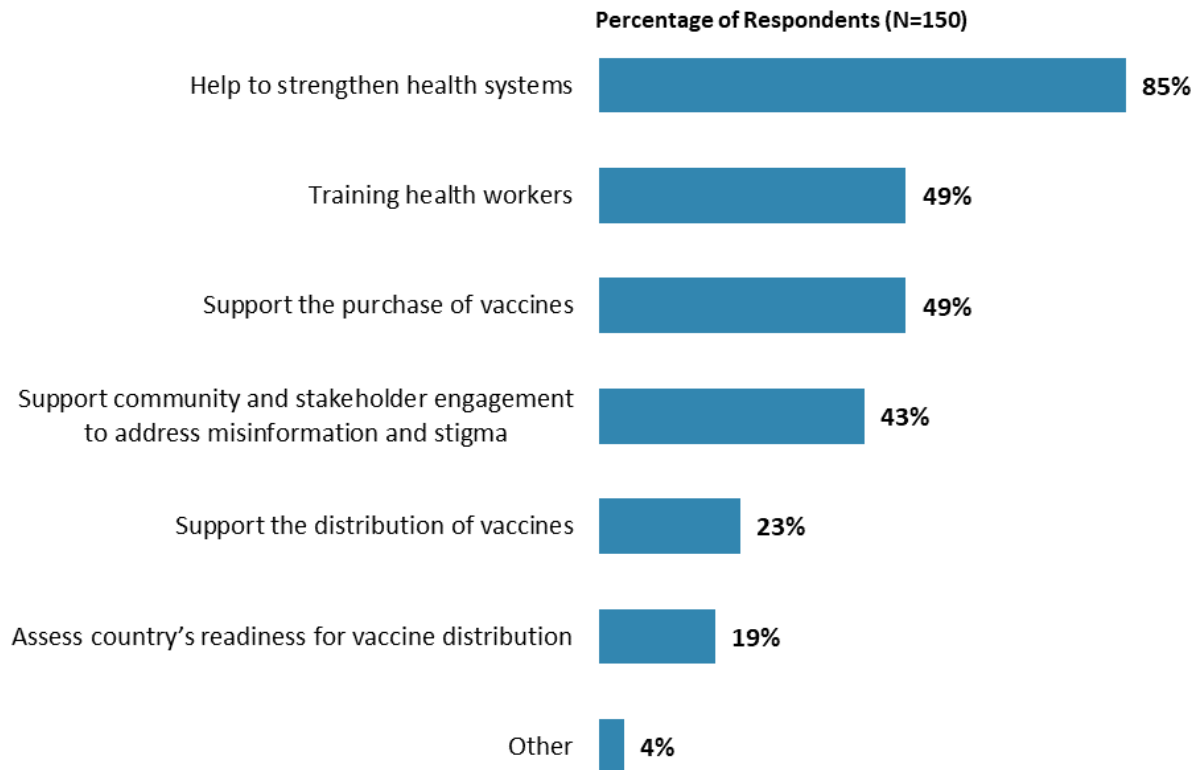
**“When thinking about how the World Bank Group can have the most impact on development results in Mauritius, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mauritius?
(Choose no more than 5)”**

(Respondents chose from a list. Responses combined. Top 18 of 26 response options shown)



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

Support related to COVID-19 outbreak



"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Mauritius has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

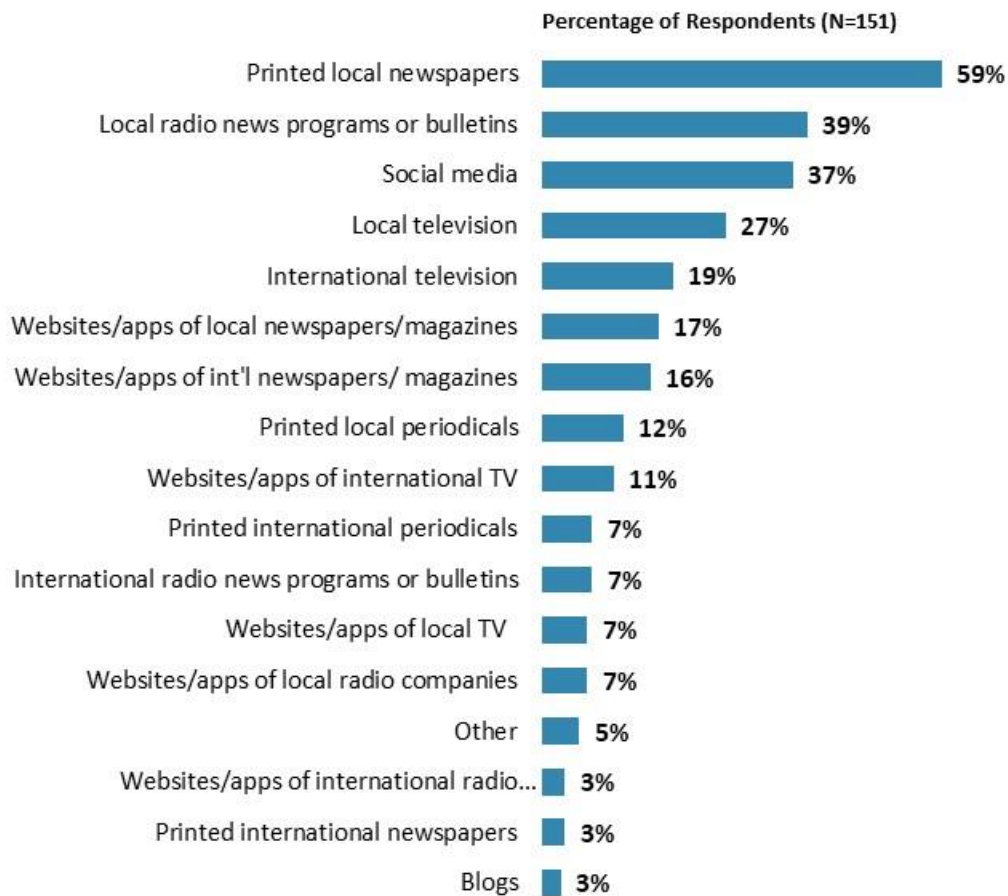


IX. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see appendix B (page 43) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that they got most of their information about economic and social development issues in Mauritius from “local newspapers” (62%) and the “internet” (50%). “Local radio” and “social media” emerged as key information sources in FY'22 (39% and 37%, respectively) compared to FY'19 (16% and 14%, respectively).



"Which would you say are your MAIN sources of news about economic and social development issues in Mauritius? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

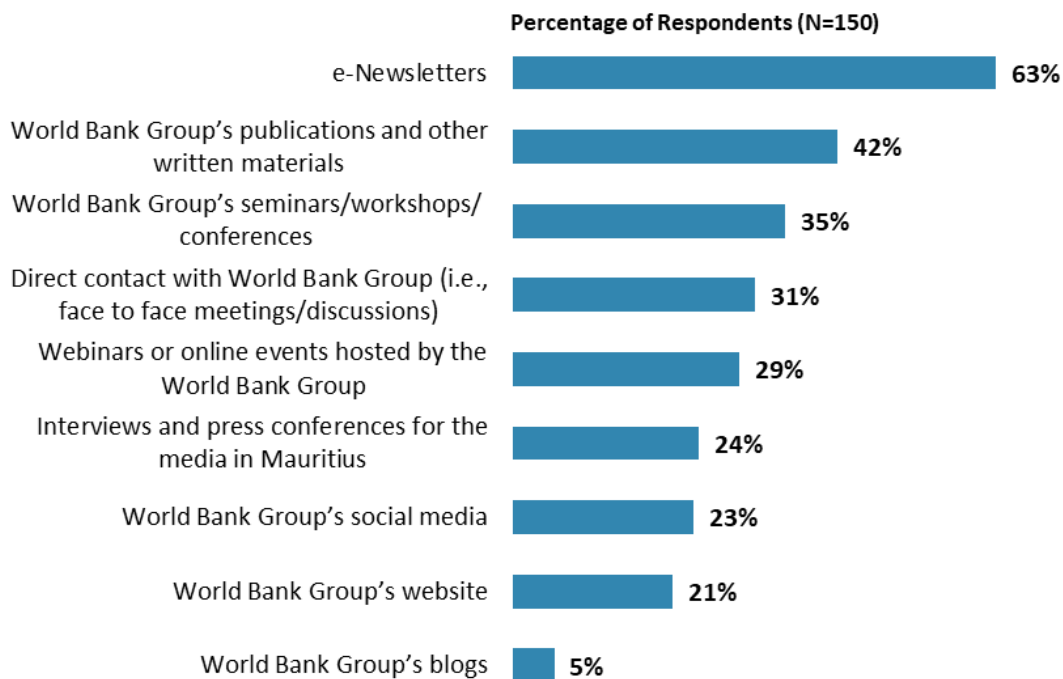


IX. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group’s future outreach, please see Appendix A (page 32) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY’19 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s seminars/workshops/conferences” (38%), “WBG’s publications and other written materials” (38%), and through “e-Newsletters” (36%).

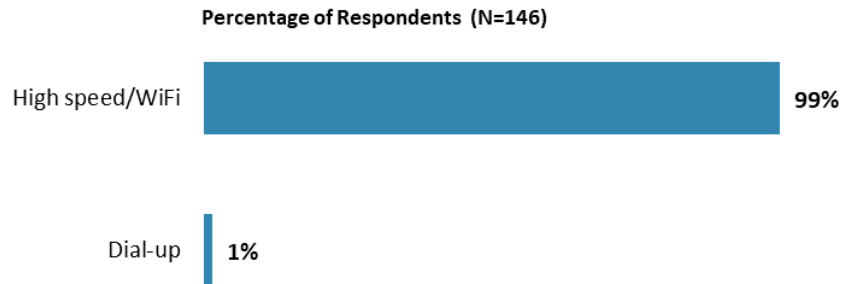


**"How would you prefer to obtain information about the World Bank Group and its work?
(Choose no more than 3)"**
(Respondents chose from a list. Responses combined.)



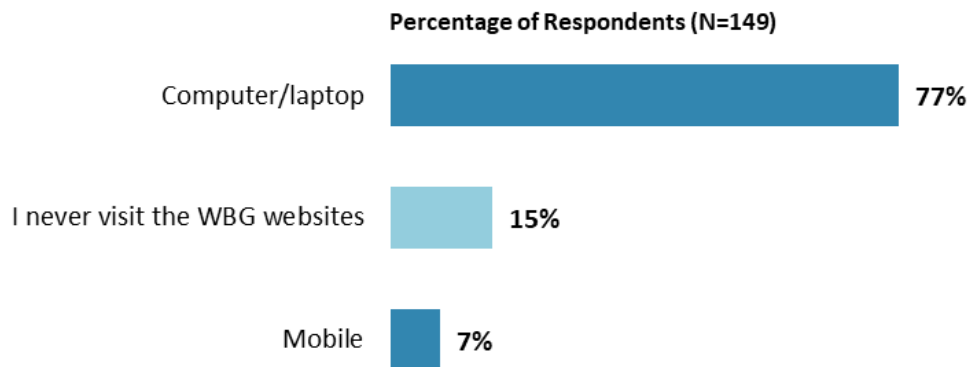
IX. Communication and Outreach (continued)

Internet connection



"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)
(Significantly different between FY 2022 and FY 2019)
Means in this chart were calculated based on weighted data

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)



X. Appendices

A. Responses to All Questions Across All Respondents	32
B. Responses to Selected Questions by Stakeholder Groups	43
C. Indicator Questions as a Function of Exposure to the WBG	54
D. Mauritius FY 2022 COS Questionnaire	55

MAURITIUS





Appendix A: Responses to All Questions across All Respondents (N=183)

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 (*).

Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (Responses Combined; N=183)
Employee of Ministry, Ministerial Department, Implementation Agency	17.5%
NGO/Community Based Organization	16.9%
Private Sector Organization	13.1%
Multilateral Agency (UN, regional development bank)	6.6%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	6.0%
State-Owned Enterprise	6.0%
Media (press, radio, TV, web, etc.)	6.0%
Local Government Office or Staff	5.5%
Academia/Research Institute/Think Tank	5.5%
Bilateral Agency (e.g., embassy, diplomatic, military)	4.9%
Office of the President, Prime Minister	2.2%
Office of a Minister	2.2%
Financial Sector/Private Bank	2.2%
Professional/Trade association	2.2%
Office of a member of Parliament/Legislative body	1.6%
PMU overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.1%
Judicial System (e.g., courts)	0.5%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%
Other	0.0%

2. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your Mauritius?	Percentage of Respondents (N=183)
Yes	35.5%
No	64.5%

3. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mauritius? (Select only ONE response)	Percentage of Respondents (N=65)
The World Bank (IBRD)	84.6%
The International Finance Corporation (IFC)	13.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.5%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

**A. Overall Context**

1. In general, would you say that Mauritius is headed in ... ?	Percentage of Respondents (N=182)
The right direction	45.6%
The wrong direction	23.1%
Not sure	31.3%

2. Do you think that economic opportunity for citizens in Mauritius is ... ?	Percentage of Respondents (N=180)
Increasing	30.6%
Decreasing	45.6%
Staying about the same	23.9%

3. Please identify which of the following development priorities you consider the most important in Mauritius. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=181)
Economic growth	43.1%
Job creation/employment	40.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	39.8%
Climate change (e.g., mitigation, adaptation)	34.3%
Food security	33.7%
Anti-corruption	33.7%
National debt	29.8%
Education	23.8%
Natural resource management (Ocean Economy, fresh water, land)	23.2%
Energy	21.5%
Social protection (e.g., pensions, targeted social assistance)	16.6%
Trade and exports	16.0%
Equality of opportunity (i.e., social inclusion)	16.0%
Disaster risk management	16.0%
Agriculture and rural development	13.3%
Private sector development	12.2%
Global pandemics (e.g., COVID-19)	11.6%
Information and communications technology	9.4%
Gender equity (closing the gap between women and men, and boys and girls)	7.7%
Non-communicable diseases (diabetes, cardiovascular)	7.2%
Financial markets	7.2%
Global/regional integration	6.6%
Water and sanitation	6.1%
Transport (e.g., roads, bridges, transportation)	5.0%
Judiciary reform	3.3%
Pollution	2.8%

**A. Overall Context (continued)**

4. When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=180)
Reforms are not well thought out in light of country challenges	32.8%
Inadequate capacity in the government	30.6%
Political pressures and obstacles	30.6%
Inadequate government accountability	24.4%
Corruption	18.9%
Inadequate citizen/civil society participation	16.1%
Inadequate private sector participation	15.0%
Pressure from outside interest groups (e.g., private sector, unions)	13.3%
Other	5.0%
Inadequate donor coordination	2.8%

5. To what extent do you trust each of the following groups to do what is right? <i>* (1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/federal government	168	11	5.28	2.32
2. Parliament/legislative branch	172	8	5.12	2.42
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	152	27	6.06	2.18
4. The World Bank Group*	160	15	6.59	2.00
5. The International Monetary Fund	160	16	6.49	2.06
6. The United Nations (UN)	165	11	6.44	2.07
7. The World Health Organization (WHO)	166	11	6.33	2.10
8. Regional development banks	147	26	6.06	1.91
9. The Bank of Mauritius	165	11	5.38	2.36
10. International private sector	151	22	5.59	1.90
11. Domestic private sector	169	5	5.91	2.00
12. International civil society (e.g., NGOs, CBOs)	159	14	5.74	2.03
13. Domestic civil society (e.g., NGOs, CBOs)	167	6	5.66	2.00
14. Youth organizations	156	17	5.39	1.92
15. Faith-based institutions	153	20	4.72	2.19
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	168	4	5.27	2.16
17. International media and their web presence	168	5	5.60	2.14
18. Web based media (i.e., blogs, social media, other web-based news, and information sources)	163	10	5.23	2.11

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Mauritius? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	177	n/a	5.33	2.66
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	175	n/a	4.63	2.67

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mauritius? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall, the World Bank Group currently plays a relevant role in development in Mauritius*	155	18	6.48	2.15
3. The World Bank Group's work is aligned with what I consider the development priorities for Mauritius*	149	24	6.16	2.18

4. Overall, please rate your impression of the effectiveness of these organizations in Mauritius. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)*	138	34	6.01	2.09
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	119	52	5.72	2.09

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Mauritius? * <i>(1-To no degree at all, 10-To a very significant degree)</i>	139	34	6.12	1.96

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Mauritius?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	137	25	5.85	2.02

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only 1 response)	Percentage of Respondents (N=173)
To a fully sufficient degree	4.6%
To a somewhat sufficient degree	30.6%
To a somewhat insufficient degree	26.0%
To a very insufficient degree	12.7%
Don't know	26.0%

8. When thinking about the World Bank Group's role in Mauritius, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=169)
Technical assistance	39.6%
Formal policy advice, studies, analyses	32.0%
Financial resources	24.9%
Capacity development related to World Bank Group supported projects	18.3%
Data and statistics	17.2%
Implementation support	16.0%
Promoting knowledge sharing	10.1%
Global advocacy	7.7%
Bringing together different groups of stakeholders	6.5%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	6.5%
Mobilizing third party financial resources	5.3%
Donor coordination	4.7%
Other	0.6%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mauritius? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=165)
Economic growth	37.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.2%
Climate change (e.g., mitigation, adaptation)	34.5%
National debt	27.9%
Food security	24.2%
Anti-corruption	24.2%
Job creation/employment	22.4%
Disaster risk management	21.8%
Financial markets	21.2%
Energy	21.2%
Natural resource management (Ocean Economy, fresh water, land)	21.2%
Education	19.4%
Equality of opportunity (i.e., social inclusion)	18.2%
Information and communications technology	17.0%
Private sector development	17.0%
Social protection (e.g., pensions, targeted social assistance)	15.8%
Global pandemics (e.g., COVID-19)	13.9%
Trade and exports	10.3%
Gender equity (closing the gap between women and men, and boys and girls)	8.5%
Agriculture and rural development	7.3%
Global/regional integration	6.7%
Non-communicable diseases (diabetes, cardiovascular)	5.5%
Judiciary reform	5.5%
Transport (e.g., roads, bridges, transportation)	4.8%
Water and sanitation	4.2%
Pollution	3.6%

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=165)
World Bank	40.6%
Multi-lateral financial institution	33.9%
Financial advisory solutions	30.3%
Investment bank	24.2%
Development institution	21.8%
Public-private partnerships	19.4%
Private sector solutions	13.9%
Don't know	12.7%
Impact investor	9.1%
Innovation and entrepreneurship	8.5%
Venture capital	5.5%
Thought leader	3.0%
Asset manager	2.4%
None of the above	1.2%
Other	0.6%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mauritius solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	119	15	6.71	2.00

To what extent is the World Bank Group an effective development partner in Mauritius, in terms of each of the following? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Collaboration with the private sector*	108	24	6.19	1.89
3. Being inclusive*	111	18	6.19	1.80
4. Straightforwardness and honesty*	116	14	6.78	1.77
5. Access to WBG staff and experts*	115	15	6.37	1.88
6. Being a long-term partner*	117	13	7.20	1.65
7. Responsiveness to needs*	113	15	6.50	1.76
8. Collaboration with the Government*	120	10	6.95	1.80
9. Flexibility when circumstances change*	106	24	6.16	1.70
10. Collaboration with civil society*	105	25	5.53	2.05
11. Treating clients and stakeholders in Mauritius with respect*	115	15	6.93	1.78
12. Openness (sharing data and other information) *	116	14	6.60	1.97
13. Collaboration with other donors and development partners*	102	28	6.63	1.98

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
14. The World Bank Group takes decisions quickly in Mauritius*	87	41	5.99	1.78
15. The World Bank Group's approvals and reviews are done in a timely fashion	83	45	6.22	1.94
16. The World Bank Group's conditions on its lending are reasonable	79	48	5.94	1.90
17. The World Bank Group disburses funds promptly	66	62	6.27	1.92
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	77	50	6.42	1.86
19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	93	33	7.00	1.94
20. The World Bank Group measures results effectively	96	30	6.90	1.98
21. Working with the World Bank Group increases Mauritius's institutional capacity	107	19	7.03	1.99

To what extent do you agree/disagree with the following statements about the World Bank Group in Mauritius? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
22. The World Bank Group meets Mauritius' needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance)*	102	26	6.77	1.77

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
23. To what extent do you believe that Mauritius received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	69	57	6.36	1.88

**D. World Bank Group's Support in Development Areas**

1. How significant a contribution does the World Bank Group's knowledge work and activities in the following sectors have on development results in Mauritius? (1-Not significant at all, 10-Very significant)	Mean Rating			
	N	DK	Mean	SD
1. Public sector governance/reform (including support for the Ministry of Finance in development of a sector planning function)	71	54	6.73	2.14
2. Non-communicable diseases (diabetes, cardiovascular)	41	83	5.88	2.05
3. Judiciary reform	33	91	5.64	2.23
4. Social protection (e.g., pensions, targeted social assistance)	61	62	6.44	2.14
5. Education (including support for the government's nine-year continuous education reform)	68	55	6.53	2.06
6. Disaster risk management	53	69	6.26	1.89
7. Global/regional integration	54	66	6.48	2.11
8. Agriculture (including the assessment of the sugar cane sector)	60	61	6.62	2.23
9. Financial markets (including support to the central bank on financial soundness and to the Ministry for Financial Services on financial integrity)	70	53	7.10	2.06
10. Water (support on improving service delivery of water supply)	57	67	6.16	2.12

E. 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=157)
Weekly	4.5%
Monthly	11.5%
A few times a year	33.1%
Rarely	36.3%
Never	14.6%

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)	Degree			
	N	DK	Mean	SD
2. Are timely	101	28	6.32	1.92
3. Include appropriate level of stakeholder involvement during preparation	102	23	5.96	2.20
4. Are source of relevant information on global good practices	113	15	6.98	1.93
5. Are adequately disseminated	110	17	6.06	2.28
6. Are translated enough into local language	90	36	5.47	2.60
7. Are adaptable to Mauritius's specific development challenges and country circumstances*	111	17	6.63	2.00

Overall Evaluations	N	DK	Mean	SD
8. 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)	122	8	6.60	1.83
9. 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)	116	13	7.20	1.68

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

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Mauritius? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=147)
Be more willing to criticize government policies and reform efforts	46.3%
Increase emphasis on capacity development	44.9%
More public disclosure of its work	43.5%
Increase the level of country specific expertise	42.9%
Provide more real-time advice and guidance	27.9%
Provide more adequate data/knowledge/statistics on your country's economy	25.9%
Be more sensitive toward political and social realities	21.8%
Be less influenced by developed countries and their priorities	21.1%
Incorporate more innovative technologies into its work and support	13.6%
Other	3.4%

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Mauritius? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=149)
Academia/think tanks/research institutes	59.1%
Private sector associations and entities	49.0%
NGOs/Community Based Organizations	36.9%
Youth/university groups	26.2%
The executive branch	24.2%
Media	20.1%
Local government	18.1%
Parliament	16.8%
Donor community	10.7%
Private foundations	4.7%
Other	4.0%
Don't know	2.7%
Faith-based organizations	2.0%

3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Mauritius has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=150)
Help to strengthen health systems	84.7%
Training health workers	49.3%
Support the purchase of vaccines	49.3%
Support community and stakeholder engagement to address misinformation and stigma	42.7%
Support the distribution of vaccines	22.7%
Assess country's readiness for vaccine distribution	18.7%
Other	4.0%

**G. Communication and Information Sharing**

1. Which would you say are your MAIN sources of news about economic and social development issues in Mauritius? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=151)
Printed local newspapers	58.9%
Local radio news programs or bulletins	39.1%
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)	37.1%
Local television	27.2%
International television	19.2%
Websites/apps of local newspapers/magazines	17.2%
Websites/apps of international newspapers/ magazines	15.9%
Printed local periodicals	11.9%
Websites/apps of international TV	10.6%
International radio news programs or bulletins	7.3%
Printed international periodicals	7.3%
Websites/apps of local TV	6.6%
Websites/apps of local radio companies	6.6%
Other	5.3%
Printed international newspapers	3.3%
Websites/apps of international radio companies	3.3%
Blogs	2.6%

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=150)
e-Newsletters	62.7%
World Bank Group's publications and other written materials	42.0%
World Bank Group's seminars/workshops/ conferences	35.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	31.3%
Webinars or online events hosted by the World Bank Group	29.3%
Interviews and press conferences for the media in Mauritius	24.0%
World Bank Group's social media	23.3%
World Bank Group's website	20.7%
World Bank Group's blogs	5.3%

3. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=146)
High speed/WiFi	98.6%
Dial-up	1.4%

4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=149)
Mobile	7.4%
Computer/laptop	77.2%
I never visit the WBG websites	15.4%

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

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	146	5.5%	19.9%	45.9%	28.8%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	142	6.3%	23.9%	42.3%	27.5%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	143	2.1%	9.8%	21.7%	66.4%
Visited a WBG website (e.g., read a blog, used data)	144	4.9%	16.0%	39.6%	39.6%
Attended an event/conference hosted by the WBG	143	1.4%	3.5%	15.4%	79.7%
Attended/participated in a webinar or online event hosted by the WBG	143	0.7%	2.8%	16.1%	80.4%
Read some or all of a WBG research paper or publication	144	5.6%	13.9%	42.4%	38.2%
Met professionally with WBG staff	143	0.7%	4.2%	28.0%	67.1%
Read a WBG e-newsletter	143	2.1%	9.1%	28.0%	60.8%

H. Background Information

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=151)
Other	19.9%
Education	11.3%
Generalist (specialized in multiple sectors)	11.3%
Finance and markets	10.6%
Governance, anti-corruption	7.3%
Poverty	6.6%
Trade and competitiveness	6.6%
Macroeconomics, fiscal management	4.0%
Health, nutrition	3.3%
Agriculture, rural development	3.3%
Communications, public affairs	3.3%
Gender	2.0%
Jobs	1.3%
Environment, natural resources	1.3%
Climate change	1.3%
Water, sanitation	1.3%
Urban development	1.3%
Tourism	1.3%
Social protection	0.7%
Transport	0.7%
Digital development and technology (ICT)	0.7%
Demographics, migration	0.7%

2. What's your gender?	Percentage of Respondents (N=154)
Female	31.8%
Male	68.2%

**H. Background Information (continued)**

3. Within your organization, would you describe yourself as	Percentage of Respondents (N=153)
Senior level	75.8%
Mid-level decision-maker / manager	15.7%
Mid-level staff	7.2%
Junior level	1.3%

4. What's your age?	Percentage of Respondents (N=154)
56 and above	40.3%
46-55	35.1%
36-45	16.9%
26-35	7.1%
25 and under	0.6%

5. Which best represents your geographic location?	Percentage of Respondents (N=152)
Port Louis	44.7%
Ebene/Moka	30.3%
Other	25.0%
Rodrigues	0.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁴

- Employee of Ministry/PMU/Consultant on WBG Project N=34
- Local Government N=10
- Independent Government Institution N=11
- State-Owned Enterprise N=11
- Bilateral/Multilateral Agency N=21
- Private Sector/Financial Sector/Private Bank (Private Sector) N=28
- NGO/Community Based Organization (CSO) N=35
- Academia/Research Institute/Think Tank (Academia) N=10
- Media N=11
- Other⁵ N=12

Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country? *(If you answered NO to this question, please proceed to the next page)

Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	55.9%	40.0%	81.8%	36.4%	42.9%	17.9%	14.3%	40.0%	27.3%	25.0%
No	44.1%	60.0%	18.2%	63.6%	57.1%	82.1%	85.7%	60.0%	72.7%	75.0%

* Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work within Mauritius? (Select only 1 response)

Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD)	100.0%	50.0%	100.0%	75.0%	77.8%	60.0%	60.0%	100.0%	100.0%	66.7%
The International Finance Corporation (IFC)	0.0%	50.0%	0.0%	25.0%	11.1%	40.0%	40.0%	0.0%	0.0%	33.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. Overall Context

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

Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction*	73.5%	40.0%	100.0%	72.7%	42.9%	21.4%	17.1%	50.0%	27.3%	54.5%
The wrong direction*	8.8%	20.0%	0.0%	0.0%	9.5%	35.7%	51.4%	20.0%	45.5%	0.0%
Not sure	17.6%	40.0%	0.0%	27.3%	47.6%	42.9%	31.4%	30.0%	27.3%	45.5%

* Significantly different between stakeholder groups

⁴ Only 183 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁵ Includes the following categories: Independent Government Institution (N=11) and Other (N=12). There is no response from the categories Private Foundation.



A. Overall Context (continued)

Please identify which of the following development priorities you consider the most important in Mauritius. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Employee of a		Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral		CSO	Academia	Media	Other
	Ministry/PMU/Consultant on WBG project	Local Government			Agency	Private Sector				
Global pandemics	11.8%	20.0%	18.2%	9.1%	14.3%	7.1%	8.6%	10.0%	18.2%	10.0%
Transport*	2.9%	0.0%	27.3%	0.0%	4.8%	0.0%	5.7%	0.0%	0.0%	20.0%
Private sector development	14.7%	20.0%	0.0%	18.2%	9.5%	17.9%	8.6%	10.0%	18.2%	0.0%
Energy*	17.6%	0.0%	18.2%	36.4%	57.1%	32.1%	0.0%	20.0%	9.1%	30.0%
Job creation/employment	50.0%	30.0%	27.3%	36.4%	33.3%	25.0%	48.6%	70.0%	36.4%	50.0%
Natural resource management	14.7%	50.0%	0.0%	36.4%	33.3%	21.4%	22.9%	40.0%	9.1%	20.0%
Global/regional integration	0.0%	0.0%	9.1%	9.1%	19.0%	3.6%	5.7%	0.0%	9.1%	20.0%
Public sector governance/reform	38.2%	40.0%	45.5%	36.4%	28.6%	67.9%	37.1%	10.0%	45.5%	20.0%
National debt	23.5%	60.0%	27.3%	27.3%	19.0%	32.1%	34.3%	30.0%	36.4%	20.0%
Pollution	0.0%	0.0%	0.0%	9.1%	0.0%	3.6%	5.7%	0.0%	9.1%	0.0%
Agriculture and rural development	11.8%	30.0%	0.0%	0.0%	23.8%	10.7%	20.0%	10.0%	9.1%	0.0%
Climate change*	38.2%	40.0%	63.6%	18.2%	66.7%	21.4%	25.7%	50.0%	0.0%	20.0%
Non-communicable diseases	11.8%	10.0%	18.2%	0.0%	9.5%	3.6%	5.7%	0.0%	9.1%	0.0%
Food security	26.5%	40.0%	27.3%	36.4%	28.6%	42.9%	40.0%	20.0%	45.5%	20.0%
Water and sanitation	2.9%	10.0%	0.0%	18.2%	4.8%	7.1%	8.6%	0.0%	9.1%	0.0%
Education	17.6%	20.0%	27.3%	9.1%	14.3%	28.6%	37.1%	50.0%	18.2%	0.0%
Information and communications technology*	23.5%	0.0%	9.1%	9.1%	0.0%	10.7%	0.0%	20.0%	0.0%	20.0%
Economic growth	50.0%	50.0%	63.6%	45.5%	33.3%	46.4%	22.9%	50.0%	36.4%	70.0%
Trade and exports	20.6%	0.0%	27.3%	27.3%	28.6%	14.3%	2.9%	0.0%	18.2%	30.0%
Social protection	11.8%	0.0%	9.1%	9.1%	4.8%	14.3%	28.6%	40.0%	27.3%	20.0%
Anti-corruption*	17.6%	50.0%	36.4%	18.2%	19.0%	46.4%	54.3%	30.0%	27.3%	20.0%
Equality of opportunity*	14.7%	10.0%	18.2%	18.2%	4.8%	7.1%	22.9%	20.0%	54.5%	0.0%
Gender equity	8.8%	10.0%	0.0%	0.0%	14.3%	0.0%	14.3%	0.0%	9.1%	10.0%
Disaster risk management	26.5%	0.0%	9.1%	9.1%	19.0%	10.7%	14.3%	20.0%	18.2%	20.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	8.6%	0.0%	9.1%	0.0%
Financial markets	11.8%	0.0%	18.2%	9.1%	9.5%	3.6%	0.0%	0.0%	18.2%	10.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Inadequate private sector participation	23.5%		40.0%		0.0%		27.3%		19.0%		10.7%		5.9%		0.0%		9.1%		20.0%	
Reforms are not well thought out in light of country challenges	44.1%		30.0%		54.5%		36.4%		23.8%		25.0%		35.3%		50.0%		0.0%		20.0%	
Inadequate donor coordination	2.9%		0.0%		0.0%		0.0%		9.5%		0.0%		2.9%		0.0%		0.0%		10.0%	
Inadequate capacity in the government	23.5%		30.0%		18.2%		45.5%		47.6%		42.9%		17.6%		30.0%		27.3%		30.0%	
Inadequate citizen/civil society participation	20.6%		30.0%		0.0%		18.2%		14.3%		3.6%		20.6%		10.0%		18.2%		30.0%	
Political pressures and obstacles	35.3%		20.0%		36.4%		9.1%		28.6%		35.7%		35.3%		40.0%		18.2%		20.0%	
Pressure from outside interest groups	11.8%		10.0%		36.4%		18.2%		9.5%		14.3%		5.9%		10.0%		27.3%		10.0%	
Corruption	14.7%		20.0%		9.1%		9.1%		4.8%		21.4%		26.5%		20.0%		54.5%		10.0%	
Inadequate government accountability*	5.9%		20.0%		9.1%		9.1%		19.0%		39.3%		41.2%		20.0%		45.5%		20.0%	
Other	0.0%		0.0%		18.2%		9.1%		9.5%		3.6%		2.9%		20.0%		0.0%		0.0%	

*Significantly different between stakeholder groups

To what extent, do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	33	6.61	9	5.89	10.00	7.60	10	5.60	18	6.78	23	6.74	18	6.78	9	6.89	10	7.20	9	6.67

B. Overall Attitudes Toward the World Bank Group

How familiar are you with the work of these organizations in Mauritius? (1-Not familiar at all, 10-Extremely familiar)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	32	5.63	10	3.40	11.00	7.64	11	7.00	20	5.95	27	4.59	35	4.31	9	5.11	11	6.18	11	5.45
The International Finance Corporation (IFC), the World Bank Group's private sector arm	31	4.55	10	2.90	10.00	6.30	11	6.27	20	4.95	27	4.52	35	3.97	9	5.00	11	5.09	11	4.36

*Significantly different between stakeholder groups



B. Overall Attitudes Toward the World Bank Group(continued)

To what extent do you agree/disagree 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 on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, the World Bank Group currently plays a relevant role in development in Mauritius	29	6.86	9	6.78	11.00	8.18	11	6.36	19	6.21	22	6.45	25	5.60	9	6.11	10	6.60	10	6.30
The World Bank Group’s work is aligned with what I consider the development priorities for Mauritius*	27	6.89	8	6.00	11.00	8.00	10	5.60	19	6.21	22	6.18	23	5.09	9	5.56	10	6.00	10	5.90

*Significantly different between stakeholder groups

Overall, please rate your impression of the effectiveness of these organizations in Mauritius. (1-Not effective at all, 10-Very effective)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)	26	6.27	9	5.67	11.00	8.00	9	5.11	17	5.82	18	5.78	21	5.76	9	5.78	9	5.78	9	5.89
The International Finance Corporation (IFC)	23	5.96	9	5.22	8.00	8.13	9	5.11	13	5.46	17	5.29	20	5.50	5	5.40	7	6.00	8	5.75

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)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group’s work help to achieve development results in Mauritius?	27	6.52	7	5.86	9.00	7.89	9	5.22	18	6.22	20	5.50	23	5.91	9	5.22	8	6.63	9	6.33

To what extent does the World Bank Group influence the development agenda in Mauritius? (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Mauritius?	26	6.38	7	6.71	11.00	6.36	9	4.89	16	6.13	20	5.45	24	5.08	6	5.50	9	5.56	9	6.89



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, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mauritius? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Employee of a		Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
	Ministry/PMU/Consultant on WBG project	Local Government								
Financial markets*	39.3%	37.5%	36.4%	18.2%	21.1%	18.5%	5.9%	0.0%	11.1%	33.3%
Climate change*	21.4%	12.5%	90.9%	45.5%	42.1%	29.6%	29.4%	44.4%	22.2%	33.3%
Disaster risk management	25.0%	25.0%	27.3%	18.2%	26.3%	11.1%	23.5%	11.1%	11.1%	44.4%
Information and communications technology*	28.6%	25.0%	27.3%	9.1%	10.5%	11.1%	2.9%	33.3%	11.1%	44.4%
Global pandemics	14.3%	25.0%	36.4%	27.3%	5.3%	11.1%	8.8%	11.1%	0.0%	22.2%
Equality of opportunity*	10.7%	12.5%	9.1%	18.2%	5.3%	7.4%	35.3%	22.2%	44.4%	22.2%
Non-communicable diseases	3.6%	25.0%	0.0%	0.0%	10.5%	0.0%	5.9%	0.0%	11.1%	11.1%
Judiciary reform	0.0%	12.5%	0.0%	0.0%	0.0%	7.4%	5.9%	11.1%	22.2%	11.1%
Energy	14.3%	0.0%	36.4%	36.4%	26.3%	22.2%	8.8%	33.3%	22.2%	44.4%
National debt	35.7%	37.5%	18.2%	36.4%	36.8%	25.9%	14.7%	44.4%	22.2%	22.2%
Private sector development	17.9%	12.5%	9.1%	9.1%	26.3%	22.2%	5.9%	44.4%	22.2%	11.1%
Water and sanitation	0.0%	0.0%	9.1%	9.1%	5.3%	11.1%	2.9%	0.0%	0.0%	0.0%
Economic growth	46.4%	75.0%	36.4%	63.6%	31.6%	40.7%	20.6%	33.3%	22.2%	33.3%
Social protection	14.3%	12.5%	9.1%	9.1%	21.1%	14.8%	14.7%	44.4%	11.1%	11.1%
Trade and exports*	21.4%	0.0%	9.1%	27.3%	26.3%	3.7%	0.0%	0.0%	0.0%	11.1%
Education*	7.1%	0.0%	27.3%	9.1%	5.3%	18.5%	41.2%	33.3%	22.2%	11.1%
Pollution	3.6%	0.0%	0.0%	9.1%	0.0%	7.4%	2.9%	0.0%	11.1%	0.0%
Agriculture and rural development	3.6%	0.0%	9.1%	0.0%	5.3%	7.4%	17.6%	11.1%	0.0%	0.0%
Gender equity	7.1%	0.0%	0.0%	0.0%	15.8%	7.4%	17.6%	0.0%	11.1%	0.0%
Natural resource management*	7.1%	75.0%	9.1%	18.2%	21.1%	22.2%	26.5%	0.0%	33.3%	22.2%
Transport	7.1%	12.5%	9.1%	0.0%	5.3%	0.0%	5.9%	0.0%	11.1%	0.0%
Global/regional integration	0.0%	12.5%	0.0%	9.1%	15.8%	11.1%	5.9%	11.1%	0.0%	0.0%
Food security	21.4%	12.5%	45.5%	18.2%	21.1%	25.9%	26.5%	11.1%	22.2%	33.3%
Public sector governance/reform	35.7%	12.5%	18.2%	9.1%	42.1%	55.6%	35.3%	33.3%	44.4%	22.2%
Anti-corruption*	17.9%	25.0%	9.1%	0.0%	5.3%	37.0%	41.2%	22.2%	55.6%	0.0%
Job creation/employment	25.0%	0.0%	9.1%	9.1%	10.5%	22.2%	23.5%	44.4%	55.6%	33.3%

*Significantly different between stakeholder groups



C. World Bank Group’s Work and Engagement on the Ground

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 on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector	18	6.33	4	6.75	7.00	7.14	11	5.36	16	5.69	19	6.11	15	6.00	6	6.17	7	7.57	5	6.40
Being inclusive	21	6.19	4	6.00	9.00	6.78	10	5.60	15	5.73	18	6.06	16	6.50	6	6.33	7	6.71	5	6.40
Straightforwardness and honesty	22	7.00	4	6.25	10.00	8.10	10	6.50	16	6.44	18	6.56	17	6.71	6	7.00	7	6.86	6	6.00
Access to WBG staff and experts	21	6.24	4	6.00	10.00	7.60	9	6.33	16	6.19	18	5.94	17	6.41	7	6.29	7	6.86	6	6.17
Being a long-term partner	22	7.32	4	7.25	10.00	8.00	10	6.90	15	7.40	19	6.74	18	7.00	6	7.67	7	7.29	6	6.83
Responsiveness to needs	22	6.73	4	6.25	10.00	7.10	9	5.67	15	6.60	18	6.11	15	6.40	7	7.00	7	6.57	6	6.67
Collaboration with the Government	24	6.96	4	7.50	9.00	7.78	11	6.82	15	7.00	19	6.05	19	6.53	6	7.83	7	8.43	6	7.00
Flexibility when circumstances change	22	6.18	4	6.75	8.00	7.38	11	5.64	15	6.00	16	5.56	14	5.86	4	7.00	6	7.67	6	5.67
Collaboration with civil society	20	4.95	4	6.00	9.00	6.89	9	5.22	16	5.13	16	5.38	16	5.44	4	6.25	7	6.71	4	5.50
Treating clients and stakeholders in Mauritius with respect	23	7.09	4	6.75	9.00	7.56	11	6.18	14	7.21	18	7.00	16	6.13	7	7.29	7	7.71	6	6.83
Openness (sharing data and other information)	23	6.52	4	6.50	9.00	7.00	11	6.55	14	7.50	19	6.37	16	5.63	7	6.71	7	7.57	6	6.50
Collaboration with other donors and development partners	20	6.65	4	6.75	8.00	7.50	9	6.00	16	7.13	15	6.40	14	5.50	5	7.40	7	7.71	4	6.00

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

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Mauritius	23	6.09	4	6.00	6.00	6.00	8	5.13	7	7.14	11	5.545	12	5.833	5	6	6	6.33	5	6.20

To what extent do you believe that Mauritius received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group meets Mauritius’ needs for knowledge services	21	6.86	4	7.25	7.00	7.14	11	5.73	12	6.83	14	6.786	16	6.688	5	7.6	6	7.17	6	6.67



C. World Bank Group’s Work and Engagement on the Ground(continued)

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Mauritius received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?	18	6.22	4	7.50	1.00	10.00	9	5.56	8	6.50	7	6.43	10	5.80	4	6.50	5	7.20	3	6.67

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

E. 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?

Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
Weekly	7.7%		11.1%		0.0%		0.0%		0.0%		4.0%		3.2%		12.5%		11.1%		0.0%	
Monthly	15.4%		0.0%		9.1%		27.3%		11.1%		8.0%		9.7%		0.0%		22.2%		11.1%	
A few times a year	30.8%		11.1%		36.4%		27.3%		50.0%		36.0%		22.6%		50.0%		44.4%		33.3%	
Rarely	42.3%		33.3%		54.5%		36.4%		33.3%		24.0%		41.9%		12.5%		22.2%		55.6%	
Never*	3.8%		44.4%		0.0%		9.1%		5.6%		28.0%		22.6%		25.0%		0.0%		0.0%	

*Significantly different between stakeholder groups

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 on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Mauritius’s specific development challenges and country circumstances	24	6.83	5	7.20	8.00	7.25	10	5.30	14	7.21	16	6.44	15	6.40	15	6.40	7	6.43	6	6.17

	Employee of a Ministry/PMU/Consultant on WBG project		Local Government		Independent Government Institution		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
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	7.13	5	8.00	9.00	7.56	10	5.80	15	6.73	18	6.00	20	6.25	6	6.17	8	6.63	7	6.29
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?	24	7.50	4	7.75	9.00	8.00	10	6.30	15	7.47	15	6.93	18	6.83	6	6.83	8	7.50	7	7.00

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

**F. The Future Role of The World Bank Group in Mauritius****Which of the following SHOULD the WBG do to improve its advice and guidance in Mauritius? (Choose no more than 3)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/Consultant on WBG project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Provide more adequate data/knowledge/statistics on your country's economy	24.0%	37.5%	20.0%	27.3%	25.0%	29.2%	21.4%	12.5%	22.2%	50.0%
Increase emphasis on capacity development	52.0%	62.5%	50.0%	72.7%	37.5%	37.5%	42.9%	25.0%	33.3%	37.5%
Be more sensitive toward political and social realities	28.0%	12.5%	20.0%	9.1%	12.5%	12.5%	42.9%	12.5%	22.2%	12.5%
Increase the level of country specific expertise	48.0%	12.5%	40.0%	36.4%	56.3%	41.7%	35.7%	75.0%	22.2%	62.5%
More public disclosure of its work	36.0%	37.5%	50.0%	18.2%	25.0%	58.3%	42.9%	50.0%	88.9%	37.5%
Be more willing to criticize government policies and reform efforts*	40.0%	37.5%	30.0%	27.3%	18.8%	58.3%	71.4%	75.0%	55.6%	12.5%
Provide more real-time advice and guidance	36.0%	25.0%	30.0%	36.4%	37.5%	16.7%	25.0%	25.0%	33.3%	12.5%
Be less influenced by developed countries and their priorities	12.0%	37.5%	30.0%	27.3%	37.5%	12.5%	17.9%	25.0%	11.1%	25.0%
Incorporate more innovative technologies into its work and support	16.0%	37.5%	20.0%	18.2%	18.8%	12.5%	0.0%	0.0%	11.1%	25.0%
Other	4.0%	0.0%	10.0%	9.1%	0.0%	4.2%	0.0%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups



F. The Future Role of The World Bank Group in Mauritius (continued)

In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Mauritius? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of a		Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
	Ministry/PMU/Consultant on WBG project	Local Government								
Media*	28.0%	12.5%	18.2%	0.0%	0.0%	20.8%	17.9%	0.0%	88.9%	25.0%
NGOs/Community Based Organizations*	40.0%	62.5%	9.1%	9.1%	11.8%	16.7%	85.7%	50.0%	22.2%	25.0%
Private sector associations and entities*	20.0%	37.5%	27.3%	63.6%	52.9%	79.2%	46.4%	50.0%	55.6%	62.5%
Local government*	24.0%	50.0%	27.3%	27.3%	17.6%	0.0%	10.7%	37.5%	0.0%	25.0%
Faith-based organizations	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	11.1%	0.0%
Parliament	20.0%	12.5%	0.0%	27.3%	11.8%	25.0%	7.1%	12.5%	33.3%	25.0%
The executive branch	32.0%	12.5%	54.5%	9.1%	17.6%	37.5%	14.3%	12.5%	11.1%	25.0%
Academia/think tanks/research institutes	60.0%	50.0%	72.7%	81.8%	58.8%	54.2%	57.1%	75.0%	33.3%	50.0%
Youth/university groups	40.0%	12.5%	27.3%	18.2%	23.5%	12.5%	32.1%	25.0%	33.3%	25.0%
Donor community	12.0%	0.0%	18.2%	9.1%	35.3%	4.2%	7.1%	0.0%	11.1%	0.0%
Private foundations	4.0%	0.0%	9.1%	0.0%	5.9%	4.2%	7.1%	12.5%	0.0%	0.0%
Other	4.0%	0.0%	9.1%	18.2%	5.9%	4.2%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	12.5%	0.0%	9.1%	5.9%	4.2%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

Which would you say are your MAIN sources of news about economic and social development issues in Mauritius? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of a		Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral		Private Sector	CSO	Academia	Media	Other
	Ministry/PMU/Consultant on WBG project	Local Government			Agency						
Local television	36.0%	62.5%	54.5%	18.2%	17.6%	20.0%	23.3%	12.5%	25.0%	12.5%	
International television*	24.0%	25.0%	45.5%	36.4%	17.6%	0.0%	13.3%	0.0%	25.0%	37.5%	
Local radio news programs or bulletins	40.0%	37.5%	36.4%	72.7%	29.4%	20.0%	36.7%	50.0%	37.5%	75.0%	
International radio news programs or bulletins	12.0%	0.0%	9.1%	0.0%	17.6%	12.0%	3.3%	0.0%	0.0%	0.0%	
Printed local newspapers	48.0%	75.0%	54.5%	36.4%	41.2%	60.0%	63.3%	75.0%	100.0%	75.0%	
Printed international newspapers	4.0%	0.0%	0.0%	9.1%	5.9%	0.0%	0.0%	0.0%	25.0%	0.0%	
Printed local periodicals	16.0%	12.5%	9.1%	0.0%	5.9%	32.0%	10.0%	0.0%	0.0%	0.0%	
Printed international periodicals	12.0%	12.5%	0.0%	0.0%	11.8%	4.0%	3.3%	25.0%	0.0%	12.5%	
Websites/apps of local TV	12.0%	0.0%	0.0%	18.2%	11.8%	0.0%	6.7%	0.0%	12.5%	0.0%	
Websites/apps of international TV	4.0%	12.5%	9.1%	9.1%	0.0%	8.0%	20.0%	12.5%	12.5%	25.0%	
Websites/apps of local radio companies	0.0%	12.5%	9.1%	9.1%	5.9%	12.0%	3.3%	12.5%	0.0%	12.5%	
Websites/apps of international radio companies	4.0%	0.0%	0.0%	0.0%	0.0%	4.0%	6.7%	12.5%	0.0%	0.0%	
Websites/apps of local newspapers/magazines	8.0%	12.5%	9.1%	36.4%	23.5%	28.0%	16.7%	25.0%	0.0%	0.0%	
Websites/apps of international newspapers/ magazines	16.0%	0.0%	9.1%	27.3%	17.6%	28.0%	10.0%	25.0%	12.5%	0.0%	
Social media	44.0%	25.0%	36.4%	27.3%	23.5%	32.0%	53.3%	37.5%	12.5%	50.0%	
Blogs*	0.0%	0.0%	0.0%	0.0%	17.6%	0.0%	3.3%	0.0%	0.0%	0.0%	
Other	8.0%	0.0%	0.0%	0.0%	5.9%	12.0%	6.7%	0.0%	0.0%	0.0%	

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of a Ministry/PMU/Consultant on WBG project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	52.0%	50.0%	45.5%	72.7%	50.0%	32.0%	30.0%	37.5%	50.0%	12.5%
e-Newsletters	64.0%	62.5%	72.7%	72.7%	37.5%	72.0%	56.7%	62.5%	62.5%	75.0%
World Bank Group's seminars/workshops/conferences	64.0%	62.5%	72.7%	72.7%	37.5%	72.0%	56.7%	62.5%	62.5%	75.0%
World Bank Group's blogs	4.0%	0.0%	0.0%	9.1%	12.5%	4.0%	6.7%	0.0%	0.0%	12.5%
World Bank Group's social media	32.0%	37.5%	18.2%	0.0%	12.5%	24.0%	33.3%	0.0%	25.0%	25.0%
Direct contact with World Bank Group*	20.0%	0.0%	18.2%	36.4%	50.0%	32.0%	36.7%	75.0%	25.0%	12.5%
World Bank Group's website	16.0%	25.0%	18.2%	18.2%	12.5%	20.0%	16.7%	12.5%	25.0%	75.0%
Webinars or online events hosted by the World Bank Group	48.0%	50.0%	27.3%	18.2%	12.5%	20.0%	33.3%	50.0%	0.0%	25.0%
Interviews and press conferences for the media in Mauritius	16.0%	37.5%	18.2%	18.2%	12.5%	36.0%	23.3%	12.5%	62.5%	12.5%

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
High speed/WiFi	96.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	100.0%
Dial-up	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.39	6.89
Overall, the World Bank Group currently plays a relevant role in development in Mauritius	5.83	7.48
The World Bank Group's work is aligned with what I consider the development priorities for Mauritius	5.40	7.28
Overall, please rate your impression of the effectiveness of the World Bank (IBRD) in Mauritius.	5.27	7.15
Overall, please rate your impression of the effectiveness of the IFC in Mauritius.	5.14	6.69
To what extent does the World Bank Group's work help to achieve development results in Mauritius?	5.60	6.86
To what extent does the World Bank Group influence the development agenda in Mauritius?	5.54	6.29
Collaboration with the private sector	6.12	6.29
Being inclusive	6.17	6.22
Straightforwardness and honesty	6.63	6.94
Access to WBG staff and experts	6.15	6.61
Being a long-term partner	7.09	7.32
Responsiveness to needs	6.27	6.76
Collaboration with the Government	6.94	6.96
Flexibility when circumstances change	6.03	6.31
Collaboration with civil society	5.41	5.70
Treating clients and stakeholders in Mauritius with respect	6.90	6.96
Openness (sharing data and other information)	6.37	6.89
Collaboration with other donors and development partners	6.39	6.95
The World Bank Group takes decisions quickly in Mauritius	5.98	6.00
The World Bank Group meets Mauritius' needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance)	6.58	6.98
Are adaptable to Mauritius' specific development challenges and country circumstances	6.49	6.80
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.47	6.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.17	7.24

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Mauritius FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – 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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

**BACKGROUND INFORMATION**

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of a member of Parliament/Legislative body	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Professional/Trade association
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)

1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Mauritius? (Select only 1 response)

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION A: OVERALL CONTEXT**

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

A2. Do you think that economic opportunity for citizens in Mauritius is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Please identify which of the following development priorities you consider the most important in Mauritius. (Choose no more than 5)			
1	Global pandemics (e.g., COVID-19)	14	Food security
2	Transport (e.g., roads, bridges, transportation)	15	Water and sanitation
3	Private sector development	16	Education
4	Energy	17	Information and communications technology
5	Job creation/employment	18	Economic growth
6	Natural resource management (Ocean Economy, fresh water, land)	19	Trade and exports
7	Global/regional integration	20	Social protection (e.g., pensions, targeted social assistance)
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Anti-corruption
9	National debt	22	Equality of opportunity (i.e., social inclusion)
10	Pollution	23	Gender equity (closing the gap between women and men, and boys and girls)
11	Agriculture and rural development	24	Disaster risk management
12	Climate change (e.g., mitigation, adaptation)	25	Judiciary reform
13	Non-communicable diseases (diabetes, cardiovascular)	26	Financial markets

**SECTION A: OVERALL CONTEXT****A4. When economic and/or social reform efforts fail or are slow to take place in Mauritius, which of the following would you attribute this to? (Choose no more than 2)**

1	Inadequate private sector participation
2	Reforms are not well thought out in light of country challenges
3	Inadequate donor coordination
4	Inadequate capacity in the government
5	Inadequate citizen/civil society participation
6	Political pressures and obstacles
7	Pressure from outside interest groups (e.g., private sector, unions)
8	Corruption
9	Inadequate government accountability
10	Other (please specify): _____

A5. To what extent, do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The Bank of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Web based media (i.e., blogs, social media, other web-based news, and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

B1. How familiar are you with the work of these organizations in Mauritius?											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD)										
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm										

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Mauritius?												
		Strongly disagree								Strongly agree		Don't know
B2		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B2	Overall, the World Bank Group currently plays a relevant role in development in Mauritius											<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Mauritius											<input type="checkbox"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in Mauritius.												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (IBRD/IDA)											<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm											<input type="checkbox"/>

B5. To what extent does the World Bank Group's work help to achieve development results 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	

B6. To what extent does the World Bank Group influence the development agenda 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	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mauritius? (Select only 1 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**

B8. When thinking about the World Bank Group’s role in Mauritius, which activity do you VALUE the most? (Choose no more than 2)	
1	Implementation support
2	Bringing together different groups of stakeholders
3	Mobilizing third party financial resources
4	Global advocacy
5	Formal policy advice, studies, analyses
6	Donor coordination
7	Financial resources
8	Data and statistics
9	Capacity development related to World Bank Group supported projects
10	Technical assistance
11	Informal advice that World Bank Group’s staff provides (e.g., memos, short evidence notes, informal discussions and emails)
12	Promoting knowledge sharing
13	Other (please specify): _____

B9. When thinking about how the World Bank Group can have the most impact on development results in Mauritius, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Mauritius? (Choose no more than 5)			
1	Financial markets	14	Social protection (e.g., pensions, targeted social assistance)
2	Climate change (e.g., mitigation, adaptation)	15	Trade and exports
3	Disaster risk management	16	Education
4	Information and communications technology	17	Pollution
5	Global pandemics (e.g., COVID-19)	18	Agriculture and rural development
6	Equality of opportunity (i.e., social inclusion)	19	Gender equity (closing the gap between women and men, and boys and girls)
7	Non-communicable diseases (diabetes, cardiovascular)	20	Natural resource management (Ocean Economy, fresh water, land)
8	Judiciary reform	21	Transport (e.g., roads, bridges, transportation)
9	Energy	22	Global/regional integration
10	National debt	23	Food security
11	Private sector development	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
12	Water and sanitation	25	Anti-corruption
13	Economic growth	26	Job creation/employment



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)			
1	Innovation and entrepreneurship	9	Asset manager
2	World Bank	10	Multi-lateral financial institution
3	Public-private partnerships	11	Financial advisory solutions
4	Development institution	12	Impact investor
5	Investment bank	13	None of the above
6	Private sector solutions	14	Don't know
7	Thought leader	15	Other (please specify): _____
8	Venture capital		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Mauritius solve its most complicated development challenges?

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

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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Treating clients and stakeholders in Mauritius with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
C14	The World Bank Group takes decisions quickly in Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	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"/>
C16	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Working with the World Bank Group increases the institutional capacity of Mauritius	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statement about the World Bank Group in Mauritius?												
		Strongly disagree								Strongly agree		Don't know
C22	The World Bank Group meets Mauritius' needs for knowledge services (e.g., Reimbursable Advisory Services, research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C23. To what extent do you believe that Mauritius received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
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	

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How significant a contribution does the World Bank Group's knowledge work and activities in the following sectors have on development results in Mauritius?
(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not significant at all										Very significant	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Public sector governance/reform (including support for the Ministry of Finance in development of a sector planning function)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Non-communicable diseases (diabetes, cardiovascular)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Education (including support for the government's nine-year continuous education reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Agriculture (including the assessment of the sugar cane sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Financial markets (including support to the central bank on financial soundness and to the Ministry for Financial Services on financial integrity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water (support on improving service delivery of water supply)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Mauritius, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are adaptable to Mauritius' specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E8. 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	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant	Don't know	

E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality	Don't know	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MAURITIUS**

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Mauritius? (Choose no more than 3)

1	Provide more adequate data/knowledge/statistics on your country's economy
2	Increase emphasis on capacity development
3	Be more sensitive toward political and social realities
4	Increase the level of country specific expertise
5	More public disclosure of its work
6	Be more willing to criticize government policies and reform efforts
7	Provide more real-time advice and guidance
8	Be less influenced by developed countries and their priorities
9	Incorporate more innovative technologies into its work and support
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Mauritius? (Choose no more than 3)

1	Media	8	Academia/think tanks/research institutes
2	NGOs/Community Based Organizations	9	Youth/university groups
3	Private sector associations and entities	10	Donor community
4	Local government	11	Private foundations
5	Faith-based organizations	12	Other (please specify): _____
6	Parliament	13	Don't know
7	The executive branch		

F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Mauritius has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)

1	Support the distribution of vaccines
2	Help to strengthen health systems
3	Support community and stakeholder engagement to address misinformation and stigma
4	Assess country's readiness for vaccine distribution
5	Training health workers
6	Support the purchase of vaccines
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. Which would you say are your MAIN sources of news about economic and social development issues in Mauritius? (Choose no more than 3)**

1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the media in Mauritius
5	World Bank Group's social media		

G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	High speed/WiFi
2	Dial-up

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?**

		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Attended/participated in a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Please identify the primary specialization of your work. (Select only 1 response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H5. Which best represents your geographic location?	
1	Port Louis
2	Ebene/Moka
3	Rodrigues
4	Other

Thank you for completing the survey!