



CountryOpinionSurveys

# FY 2025 **Botswana** Country Opinion Survey Report

# Acknowledgements

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

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# Objectives

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

- 1. Overall Views of the WBG:** How familiar are stakeholders with the WBG? How much do they trust the WBG? What opinions do stakeholders have of the WBG regarding its effectiveness and relevance to development in Botswana? Are these perceptions improving or declining? Do stakeholders feel that the WBG has changed for the better or the worse in the past two years?
- 2. The WBG's Work on Development Priorities:** What areas of development are perceived to be the most important? Has the WBG helped achieve the goals of its projects in these areas? How did these projects impact the people of Botswana, and how could the WBG have been more helpful? What are the main obstacles to reforms in Botswana?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Botswana? What opinion do key stakeholders have of WBG financial instruments and knowledge products? How are stakeholders using WBG knowledge work, and has it influenced government policy in Botswana?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Botswana? Are opinions improving or declining? How effectively is the WBG facilitating civil society participation in policy dialogue and implementation?
- 5. Communications:** What are the preferred communication channels, and do they differ between stakeholder groups? Do stakeholders recall any WBG messaging? What key topics does the WBG communicate that stakeholders recall? What information do stakeholders want from the WBG?



# Methodology Overview

## Fielded in April – June 2025

- 533 potential participants were asked to complete the survey
- Respondents completed the questionnaire online or received a paper copy via courier and returned it accordingly
- List of names provided by the WBG country team and supplemented by the field form
- Data collection managed on the ground by the field form

## 167 participants (31% response rate)

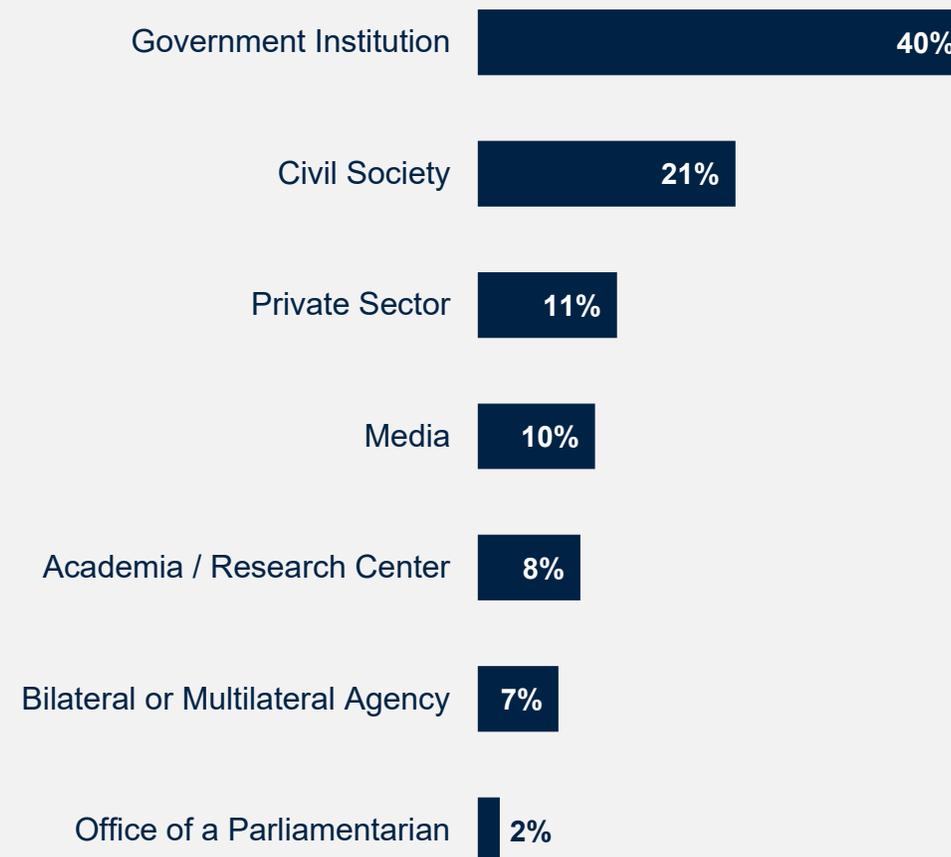
- 96% from Gaborone
- 16% have collaborated with the WBG within the past 3 years

## Compared to the FY22 Country Survey Results

- 173 participants (51% response rate)
- 40% collaborated with the WBG at the time
- Differences in stakeholder compositions for both survey years should be considered when interpreting these comparisons

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

## Stakeholders in FY25 COS Sample



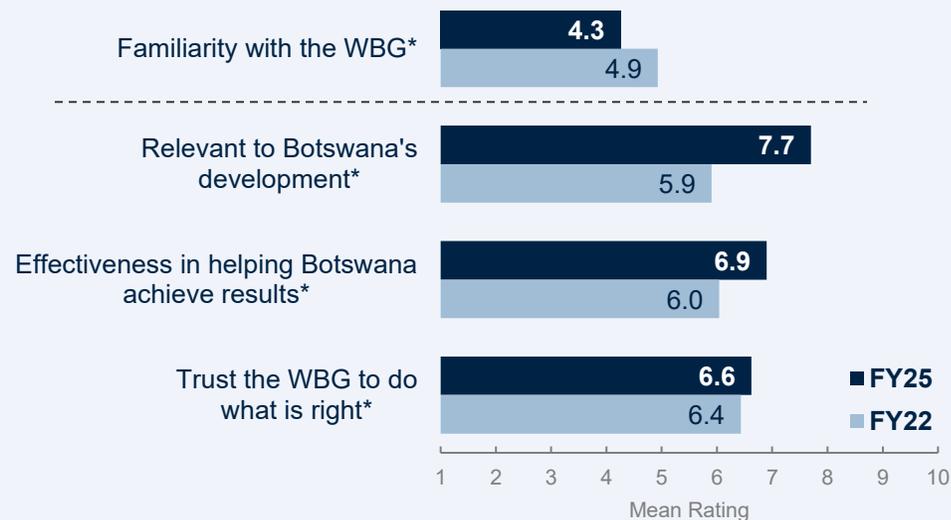
What is your primary professional affiliation? (Select only 1 response)  
(Percentage of Respondents, N=460)

# Executive Summary

## 1. Overall Views of the WBG:

Stakeholders in FY25 had lower levels of **familiarity** with the WBG’s work than respondents in the FY22 Country Survey, while levels of **trust** in the WBG remained statistically similar to FY22. Respondents’ perceptions of the WBG’s **relevance** to Botswana’s development and **effectiveness** in helping the country achieve results have improved significantly compared to the FY22 survey results. The WBG was on par with UN agencies for ratings of relevance and effectiveness. Ratings for the WBG’s relevance in Botswana were on par with other Eastern and Southern African countries and IBRD countries surveyed in FY25, but Botswana had lower ratings of effectiveness and trust.

In terms of the **Bank’s reform efforts in the past two years**, respondents saw the most improvement in the technical quality of WBG projects (40%), partnering with others to increase development finance (39%), and being easy to work with (38%).

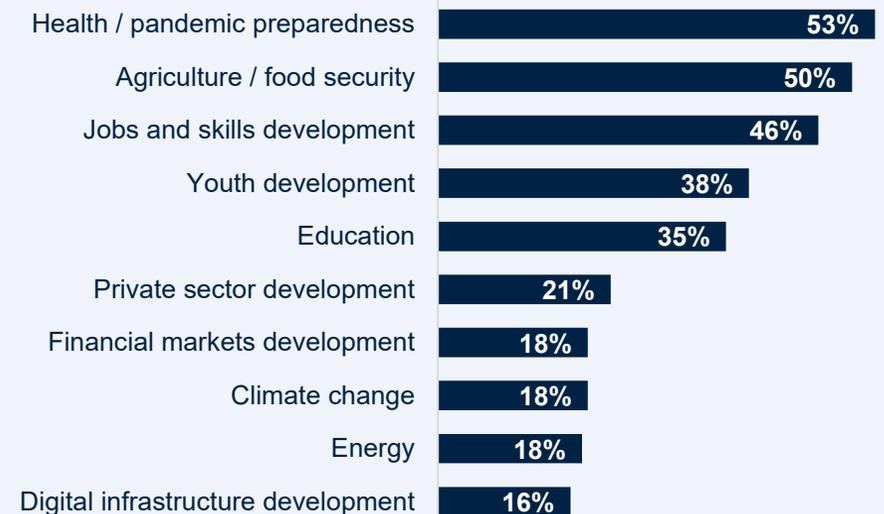


## 2. The WBG’s Work on Development Priorities:

In FY25, stakeholders listed **health, agriculture, jobs, youth development, and education** as top priorities for WBG support. When asked how helpful the WBG was in achieving project goals in the priority areas, 95% said the Bank was helpful.

In their open-ended comments regarding how to make the WBG more effective in Botswana, respondents discussed that the WBG should better align its focus with the country’s development priorities, facilitate more dialogue with evidence-based policy advice, and help ensure effective implementation, monitoring, and sustainability of projects. Respondents also stressed the need for more technical assistance, training, and institutional capacity building.

Stakeholders felt that slow or failed reform efforts were most often attributable to inadequate government accountability (55%), inadequate capacity in the government (41%), or corruption (39%).

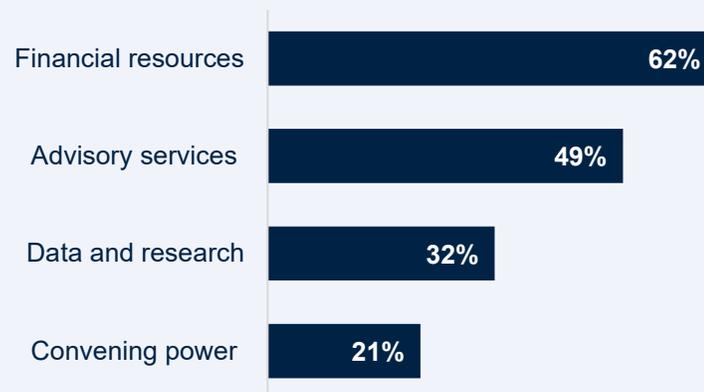


# Executive Summary (continued)

## 3. WBG Instruments:

Stakeholders considered the WBG's **financial resources** to be its greatest value to Botswana. Respondents had the highest levels of agreement that the WBG's financial instruments **meet Botswana's needs** (mean=7.2, significantly improved since FY22) and that the WBG's standards and requirements are reasonable (mean=7.0).

In their qualitative comments regarding how to make the WBG more effective in Botswana, respondents emphasized the need for **more WBG's financial resources** to support priority areas. Many highlighted the importance of **combining financial support with technical expertise and advisory services** to ensure that resources are used effectively and that outcomes are sustainable. The need for **more monitoring and evaluation**, to ensure transparency, accountability, and effective results, was stressed. Respondents also suggested that the WBG should facilitate dialogue between the government, private sector, and civil society to **improve access to finance for local initiatives**.



When asked about their use of the **WBG's knowledge work**, stakeholders most often reported using the WBG's **research reports** (20%) **and data resources** (16%) in the past three years; however, 63% of respondents said that they had not used the WBG's knowledge work. Respondents said they used WBG knowledge work to inform policy, strategy, and decision-making. Respondents also discussed using WBG knowledge work to strengthen processes and efficiencies, data analysis, and support their day-to-day work.

Nearly half of all knowledge users said that **WBG policy advice had influenced government policy** in Botswana (47%). Respondents had very positive perceptions of the WBG's knowledge work – that **working with the WBG increases Botswana's institutional capacity** (mean=8.5, significantly improved compared to FY22), that they are **satisfied with the quality** of the WBG's knowledge work (mean=7.9), and that the WBG's knowledge work is **tailored to Botswana's context** (mean=7.6, significantly improved compared to FY22). Perceptions of the WBG's **RAS quality**, however, were lower (mean=5.5, significantly lower than in FY22).

In their written responses, stakeholders highlighted the importance of **evidence-based guidance, tailored to Botswana's local context**, to make reforms more impactful. They also noted the need for more **training, technical support, and institutional strengthening**. Some comments noted that the WBG should work more with local experts and institutions to **ensure that knowledge initiatives are grounded in Botswana's realities**. Respondents also discussed that greater **awareness and dissemination campaigns** would be very valuable.



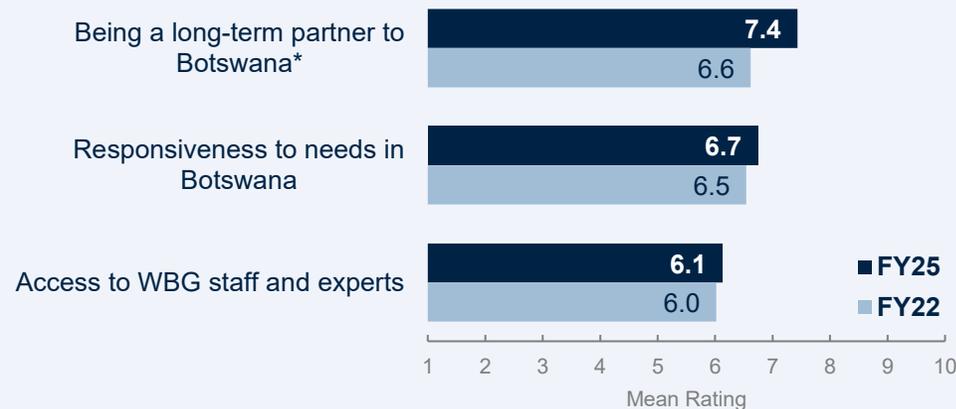
# Executive Summary (continued)

## 4. The WBG's Engagement and Collaboration:

In FY25, stakeholders had significantly more positive perceptions of the WBG as a **long-term partner** to Botswana compared to FY22.

The WBG received the highest effectiveness ratings for **collaboration with the national government** (mean=7.2) and **other multilateral partners** (mean=7.1). Perceptions of the WBG's collaboration with the **private sector**, although among the lowest, were significantly improved since FY22 (mean=5.9). In addition to its partnership with the national government, respondents wanted the WBG to **collaborate more with civil society** (35%) and the **private sector** (28%).

Stakeholders gave rather moderate ratings for the WBG's effectiveness at **facilitating civil society participation in policy dialogue** and implementation (mean=6.5). They suggested it could be improved by involving civil society more directly in a sustained and structured manner, while providing more capacity-building, to make engagement more systematic and integral to WBG operations.



In terms of the WBG **working with the private sector**, 26% of respondents felt the WBG was getting better at creating investment opportunities in Botswana. Government and private sector respondents identified the main **challenges to private sector development as market size/demand** (60%) and **access to finance** (54%). To make the WBG more effective in its work with the private sector, respondents discussed creating a more **enabling environment for growth and investment**, expanding **access to financing**, and encouraging the WBG to act as more of a **convening force**.

In their open-ended comments, respondents discussed the need for broader, **more inclusive engagement with stakeholders, especially outside the government**, to ensure that projects are locally relevant, evidence-based, and widely supported. At the same time, they noted the importance of **collaboration with government institutions to ensure projects are aligned with national strategies**. Respondents also stressed the value of **regular dialogue, feedback, and consultative processes** to enable continuous adaptation of WBG projects to Botswana's evolving needs.

## 5. Communications:

**42% of respondents recalled seeing or hearing about the WBG recently**, most often regarding WBG initiatives for private sector-led growth and renewable energy, and CPF consultations.

WBG's **events** (55%), **social media** (46%), and **website** (42%) were listed as the preferred channels for receiving WBG communication, and **regular updates** on WBG activities (53%) and **case studies** of WBG projects (43%) were considered the most useful information types for better understanding the WBG's role in Botswana.



# *Overall Views of the World Bank Group*



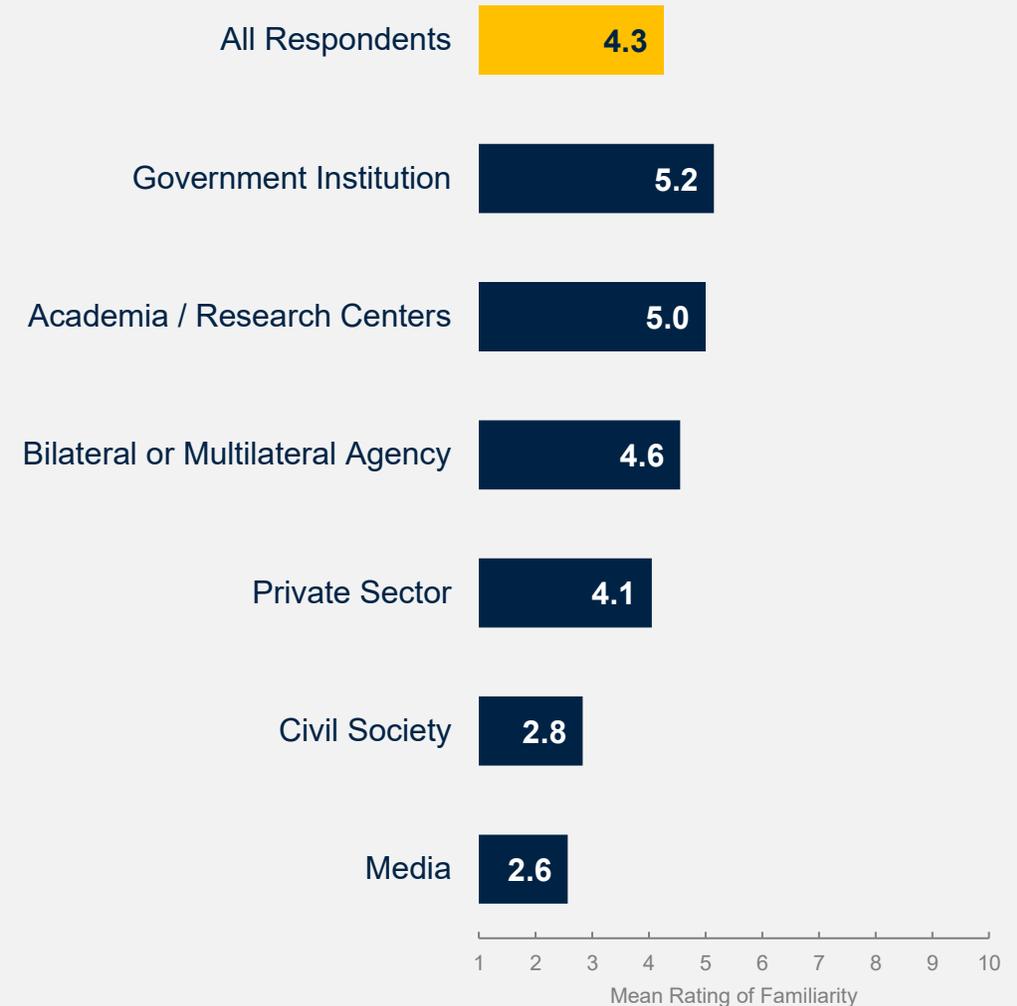
# Familiarity With the WBG is Lower than in FY22; Government and Academia Most Familiar, and Civil Society and Media Least Familiar with the WBG

- Comparison of FY22 and FY25:** Respondents reported significantly lower levels of familiarity with the WBG compared to respondents in FY22:

Mean familiarity:     **FY25 = 4.3**  
                                   **FY22 = 4.9**

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

Mean familiarity:     **Collaborate with WBG = 7.3**  
                                   **Do not collaborate = 3.6**



# The Government and UN Were Rated the Most Trustworthy Institutions in Botswana

The Government and Parliament of Botswana received significantly higher trust ratings in FY25 compared to FY22. **The World Bank was the sixth most trusted institution**, receiving a rating similar to FY22.

- It should be noted that respondents who indicated that they collaborate with the WBG reported significantly higher levels of trust in the institution in FY25 (mean=8.3) compared to FY22 (mean=6.5)
- Significant stakeholder group differences were found in the trust ratings for several institutions. Results of this analysis can be found in the “Botswana COS FY25 Appendices.xlsx” file.



How much do you trust each of the following institutions to do what is right for Botswana?

Scale: 1 Not at all – 10 Very much

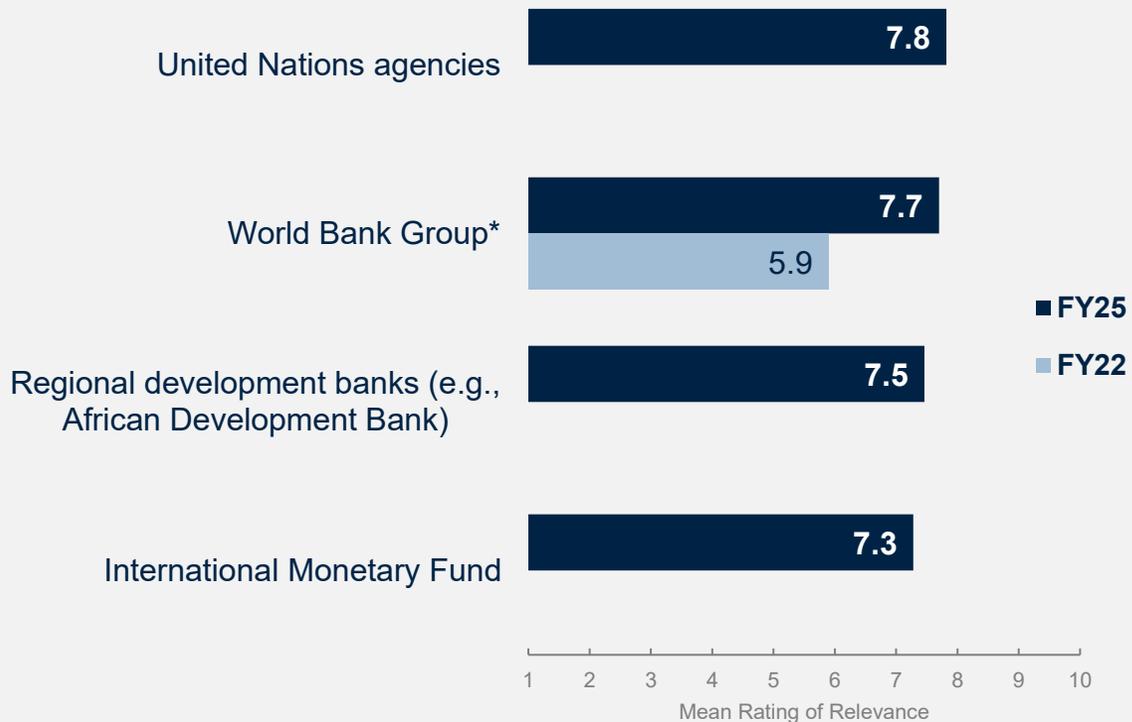
The WBG was rated significantly lower than Parliament, but significantly higher than the IMF.

\*Significant difference between years

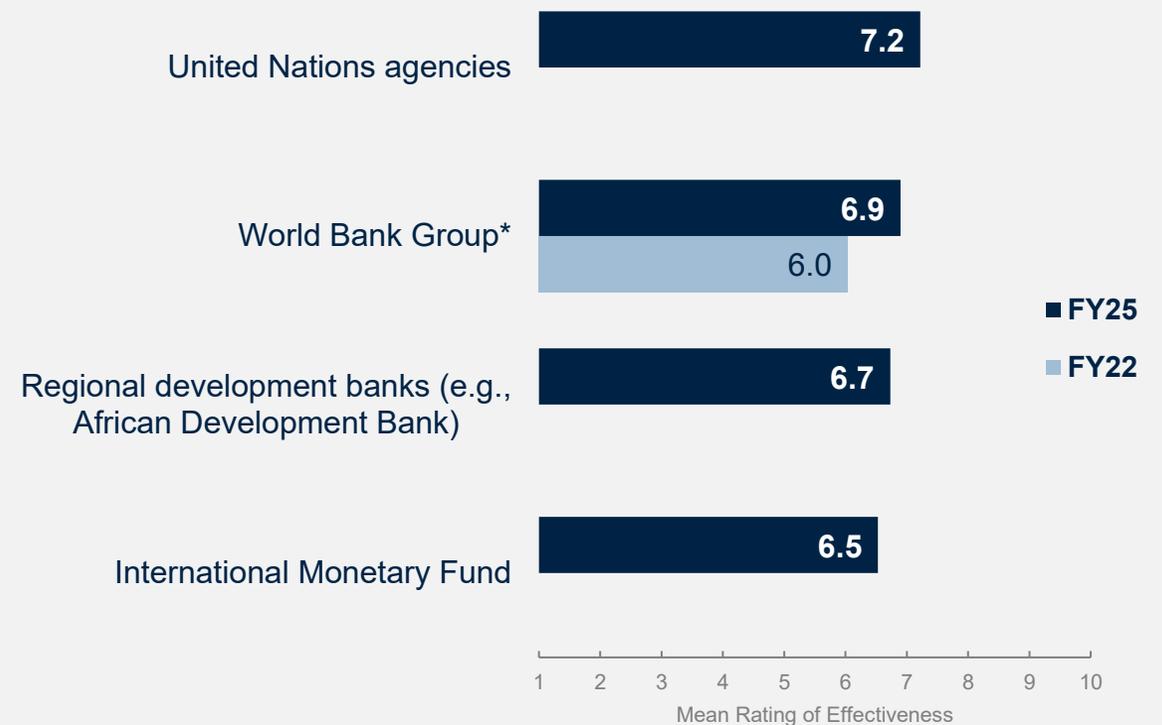
# WBG Effectiveness and Relevance in Comparative Context

Respondents rated UN agencies and the WBG as the **most relevant** to development in Botswana and the **most effective** in helping Botswana achieve development results (both institutions received statistically similar ratings). Compared to the FY22 COS, respondents this year rated the WBG significantly more positively in terms of its relevance and effectiveness in achieving results.

## RELEVANCE to Botswana's development



## EFFECTIVENESS in achieving development results

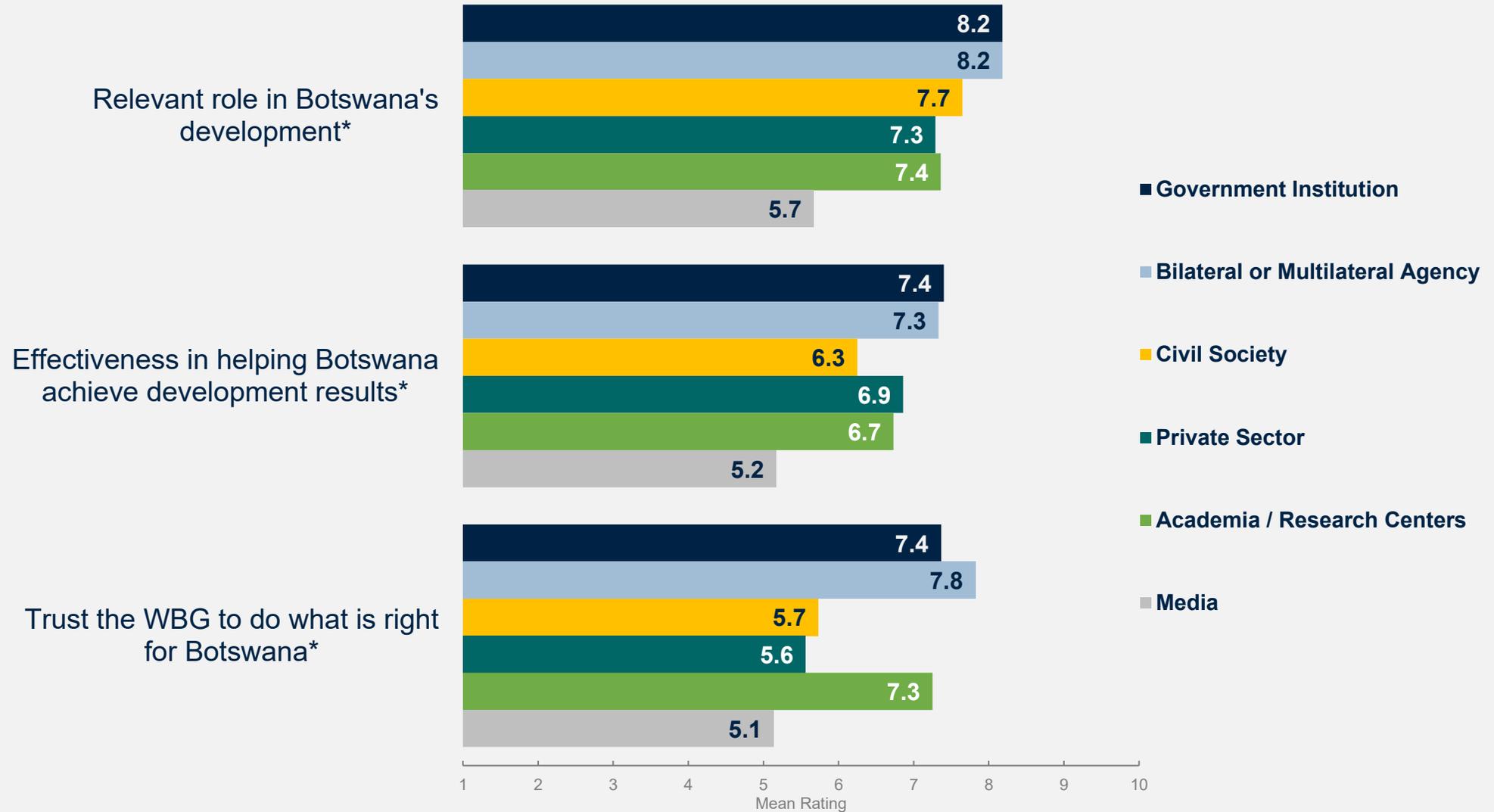


\*Significant difference between years

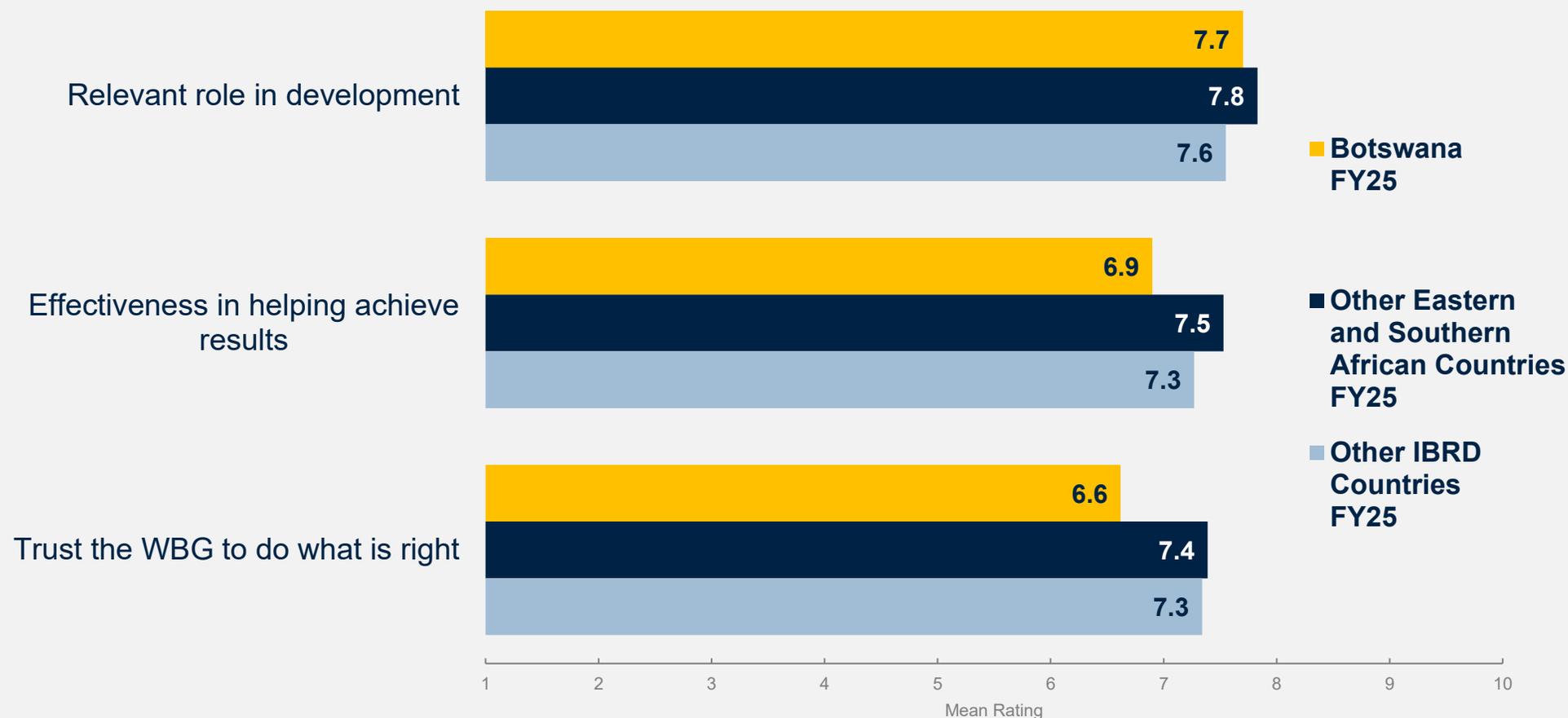


How relevant is each of the following organizations to Botswana's development? Scale: 1 Not at all – 10 Very much  
 How effective is each of the following organizations in helping Botswana achieve development results? Scale: 1 Not at all – 10 Very much  
 The WBG was rated significantly higher than regional development banks for relevance and significantly higher than the IMF for effectiveness.

# Across Key Indicators, Stakeholders From Government and Bilateral/Multilateral Agencies Were Most Positive About WBG



# Stakeholders Rated the WBG's Relevance Similarly, but WBG Trust and Effectiveness were Lower Than in Other IBRD Countries and Other Eastern and Southern African Countries



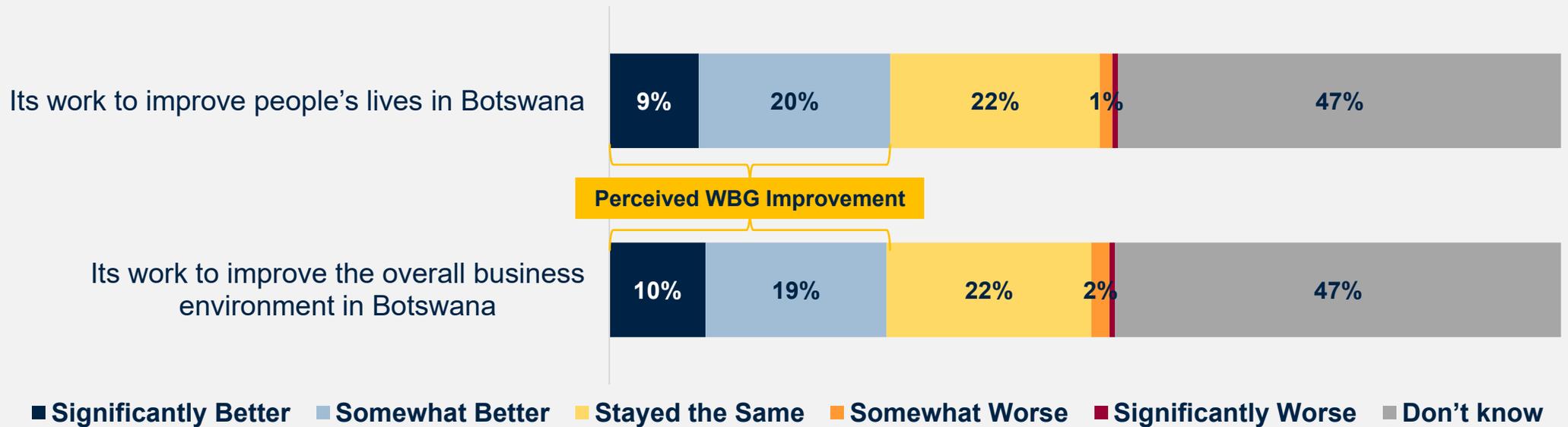
Other Eastern and Southern African countries in FY25 included: Angola, Democratic Republic of Congo, Eswatini, Ethiopia, Madagascar, Malawi, Mauritius, and Rwanda.

Other IBRD countries in FY25 included: Angola, Argentina, Bolivia, China, Colombia, Ecuador, Gabon, Guatemala, India, Indonesia, Iraq, Jordan, Kazakhstan, Mauritius, Mexico, Panama, Peru, Philippines, and Thailand.



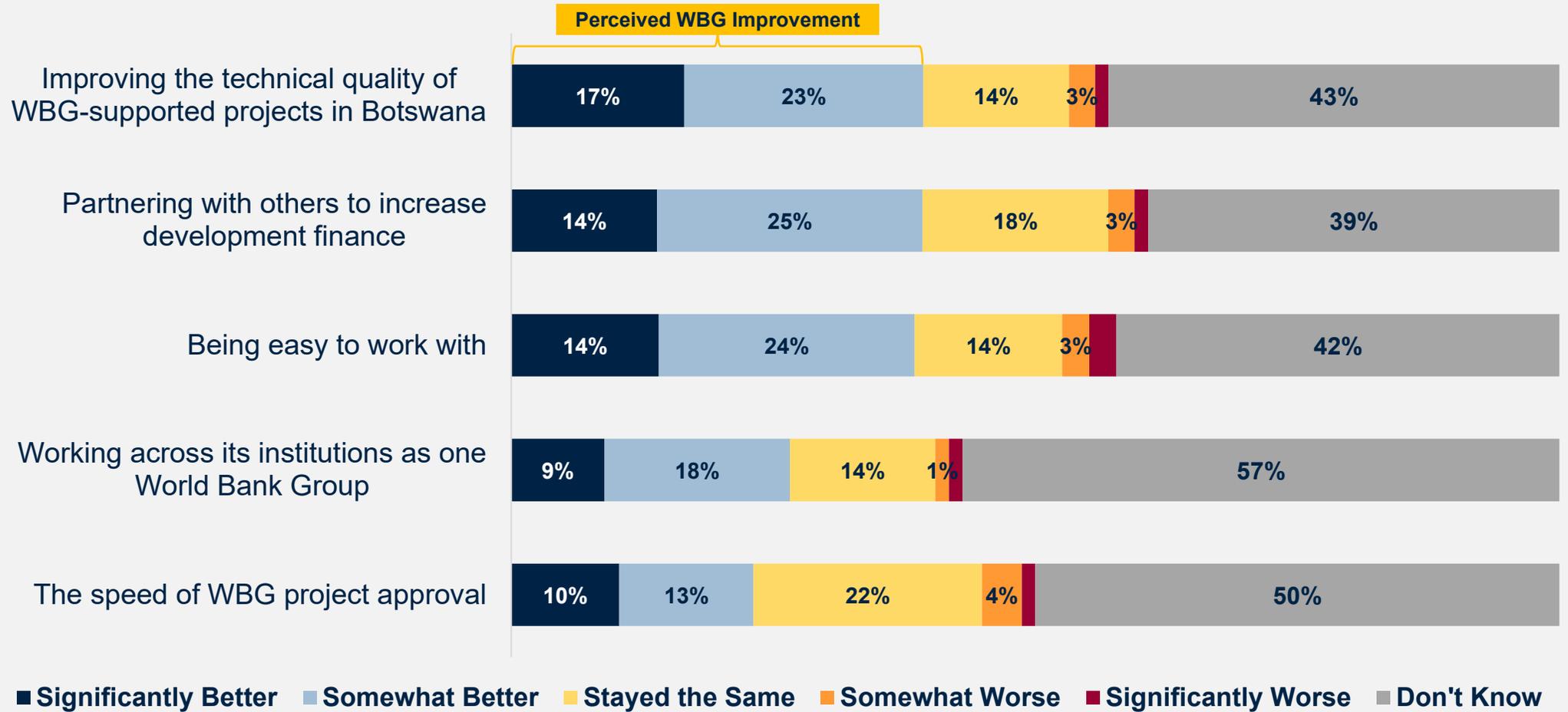
# Approximately 3 in 10 Stakeholders Said the Bank Has Gotten Better at Improving People's Lives and the Business Environment in Botswana Over the Past Two Years

*Based on your experience, in the past two years, how has the WBG changed in terms of...*



# Approximately 4 in 10 Stakeholders Said That, Over the Past Two Years, the WBG Has Improved its Technical Quality, Partnering, and Being Easy to Work With

Based on your experience, in the past two years, how has the WBG changed in terms of...



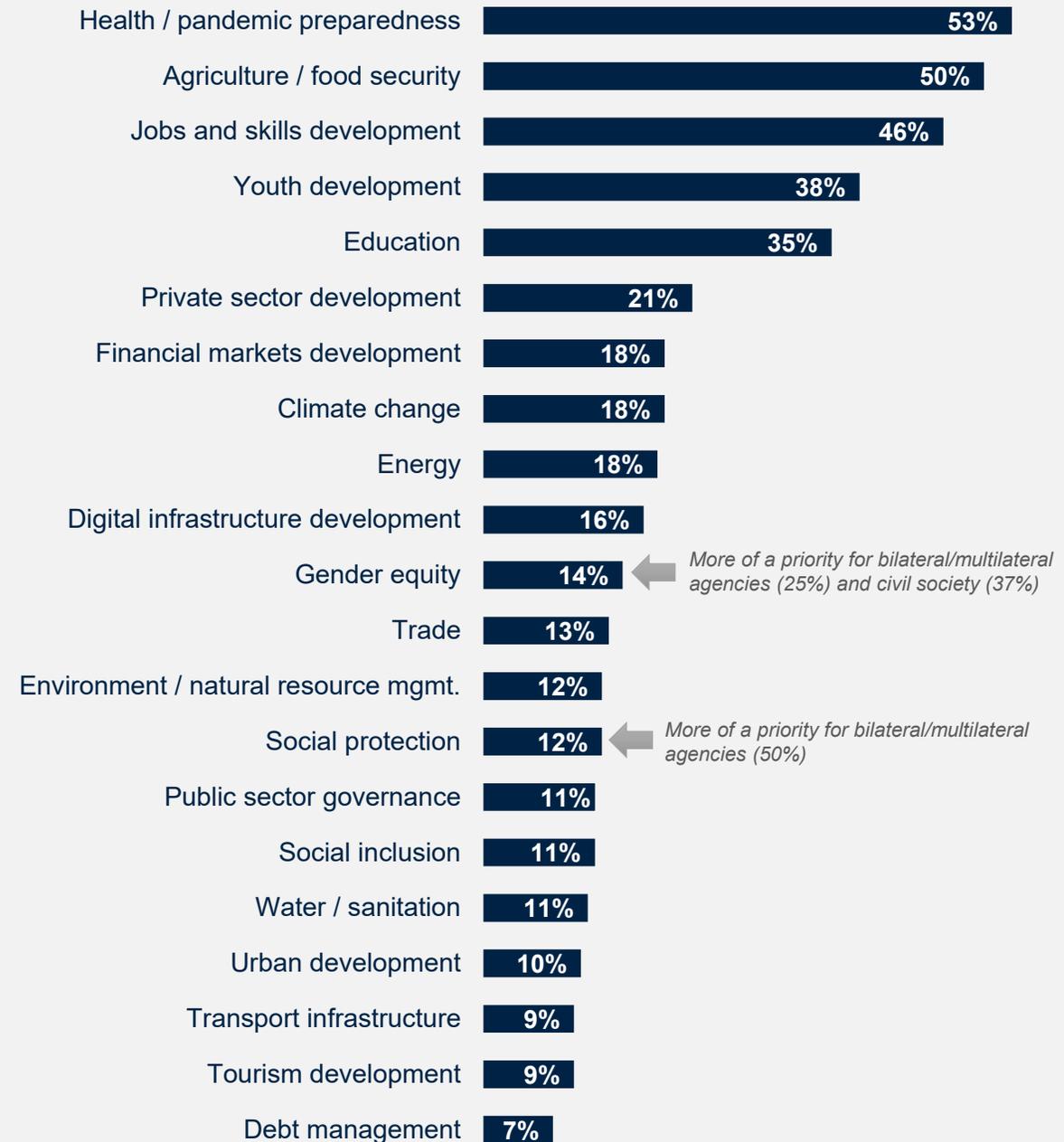
# ***The WBG's Work on Development Priorities***



# Health, Agriculture, and Jobs Were Stakeholders' Top Development Areas for WBG Focus

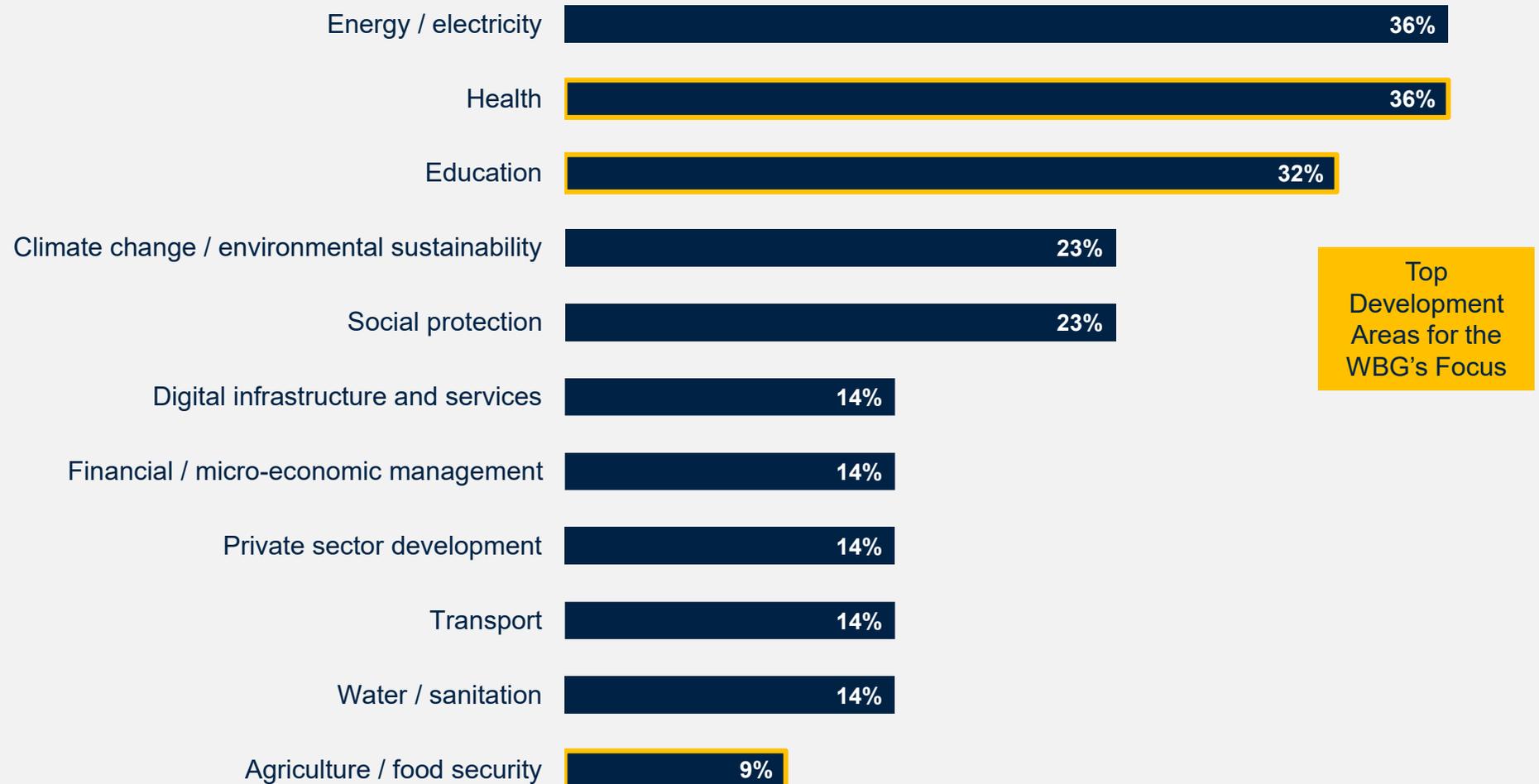
In respondents' comments answering the question of how the WBG can be more effective in Botswana<sup>^</sup>, they discussed key development areas and the need for the WBG to better align its support.

- Respondents discussed that the WBG should focus on key development priorities: climate change mitigation and adaptation, education, health, and infrastructure.
- Several discussed the importance of evidence-based policy advice, wanting the WBG to facilitate more policy dialogue to help Botswana implement best practices, especially those from countries facing similar challenges.
- Some pointed out that the WBG should go beyond policy recommendations by ensuring effective implementation, monitoring, and sustainability of projects. Respondents noted gaps in follow-through and stressed the need for better coordination with local stakeholders and stronger accountability mechanisms.
- Respondents also stressed the need for technical assistance, training, and institutional capacity building, especially among government institutions.



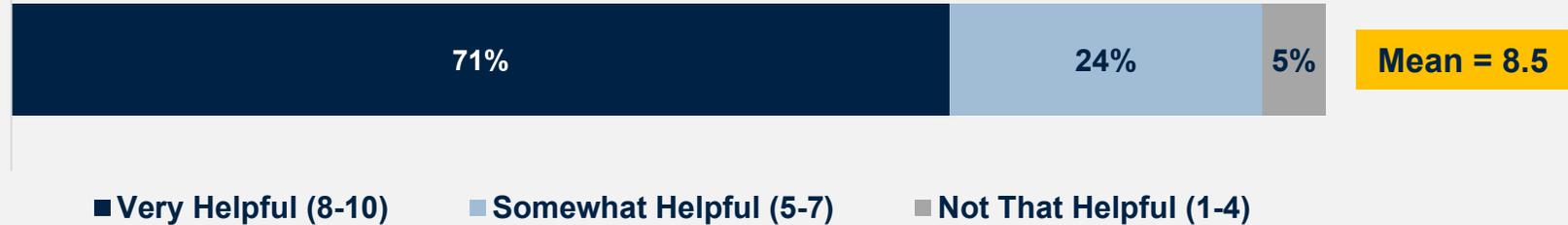
# WBG Clients Indicated They Were Most Familiar With a Project Involving Energy, Health, or Education

A majority of respondents identified more than one development area that the project supported (55%).



# 95% of WBG Clients Said the WBG Was Helpful in Achieving Project Goals, With 7 in 10 Saying “Very Helpful”

How helpful was the WBG in achieving the goals of this project or initiative?



## In Open-Ended Comments, Clients Discussed the Impact the WBG-Supported Project Had on the People of Botswana

*“By allowing us to benchmark with global best practices, it helps us be globally competitive and thus impact local implementation.”*  
 (Academia Respondent discussing **Edge, Vitae, D4TEP** projects)

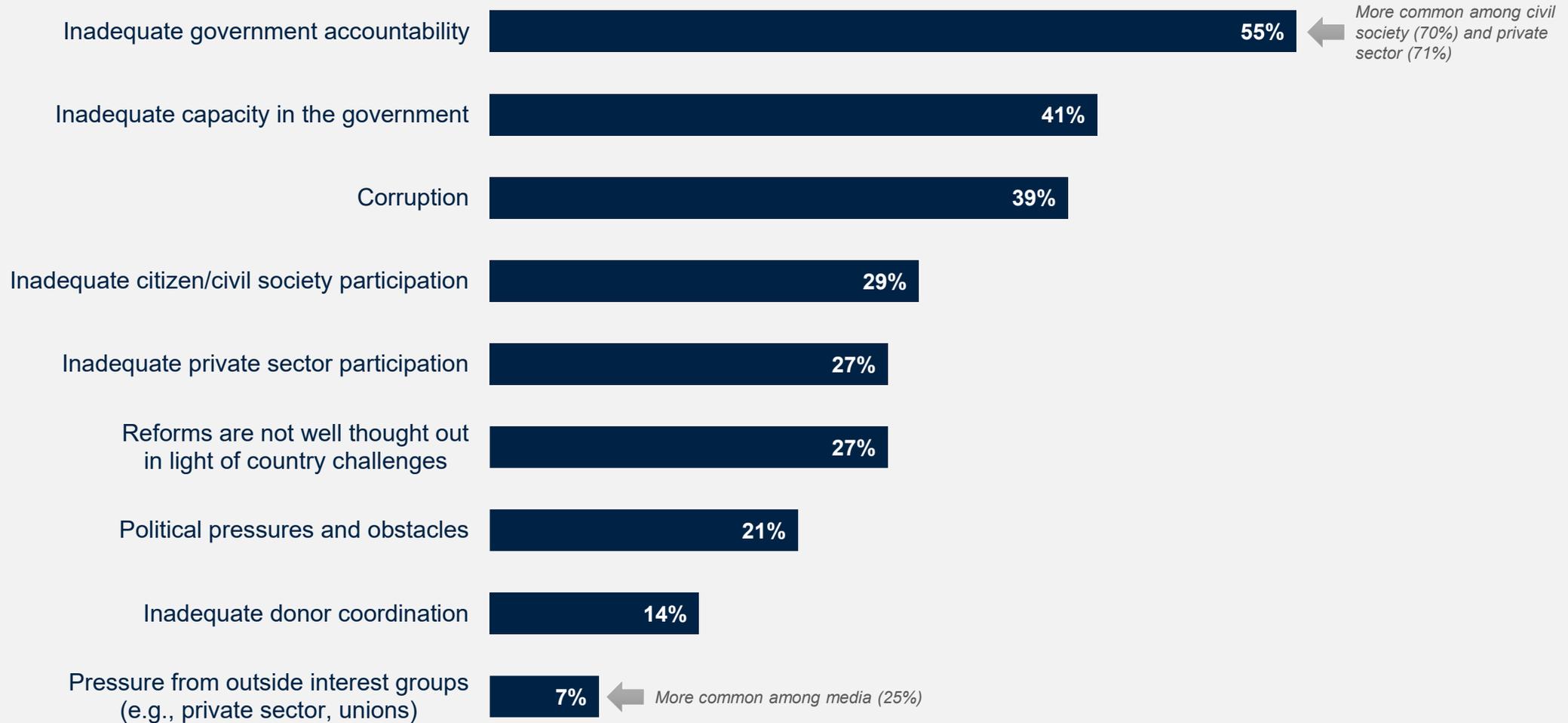
*“Supported the transition to renewables.”*  
 (Private Sector Respondent discussing **Solar Power** financed project )

*“Contributed to improving systems.”*  
 (Bilateral/Multilateral Agency Respondent discussing **Health Public Expenditure Review** and **Social Protection Technical Assistance**)

*“It helped Botho University conduct the first proper graduate study in the country, which they have since continued. Now other institutions are taking the cue from them and have started to run similar surveys. The data from these surveys help the institutions focus their attention on the employability of their graduates, which clearly helps the people of Botswana.”*  
 (Private Sector Respondent discussing **IFC Vitae 360**)

*“A lot of social inclusion for the project-affected parties. Preservation of natural resources used during the project phase. Improvement of road infrastructure.”*  
 (Government Institution Respondent discussing **Botswana Integrated Transport Project**)

# A Majority of Stakeholders Felt that the Slow/Failed Reforms Were Due to a Lack of Government Accountability



# ***The WBG's Instruments***



# Nearly Two-Thirds of Respondents Considered the WBG's Financial Resources as Its Greatest Value

Financial resources (e.g., budget support, investment lending, grants, trust funds)

62%

Advisory services (e.g., capacity building and training, policy advice, technical assistance)

49%

Data and research (e.g., statistics, reports, research on global development issues)

32%

Convening power (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3rd party financial resources)

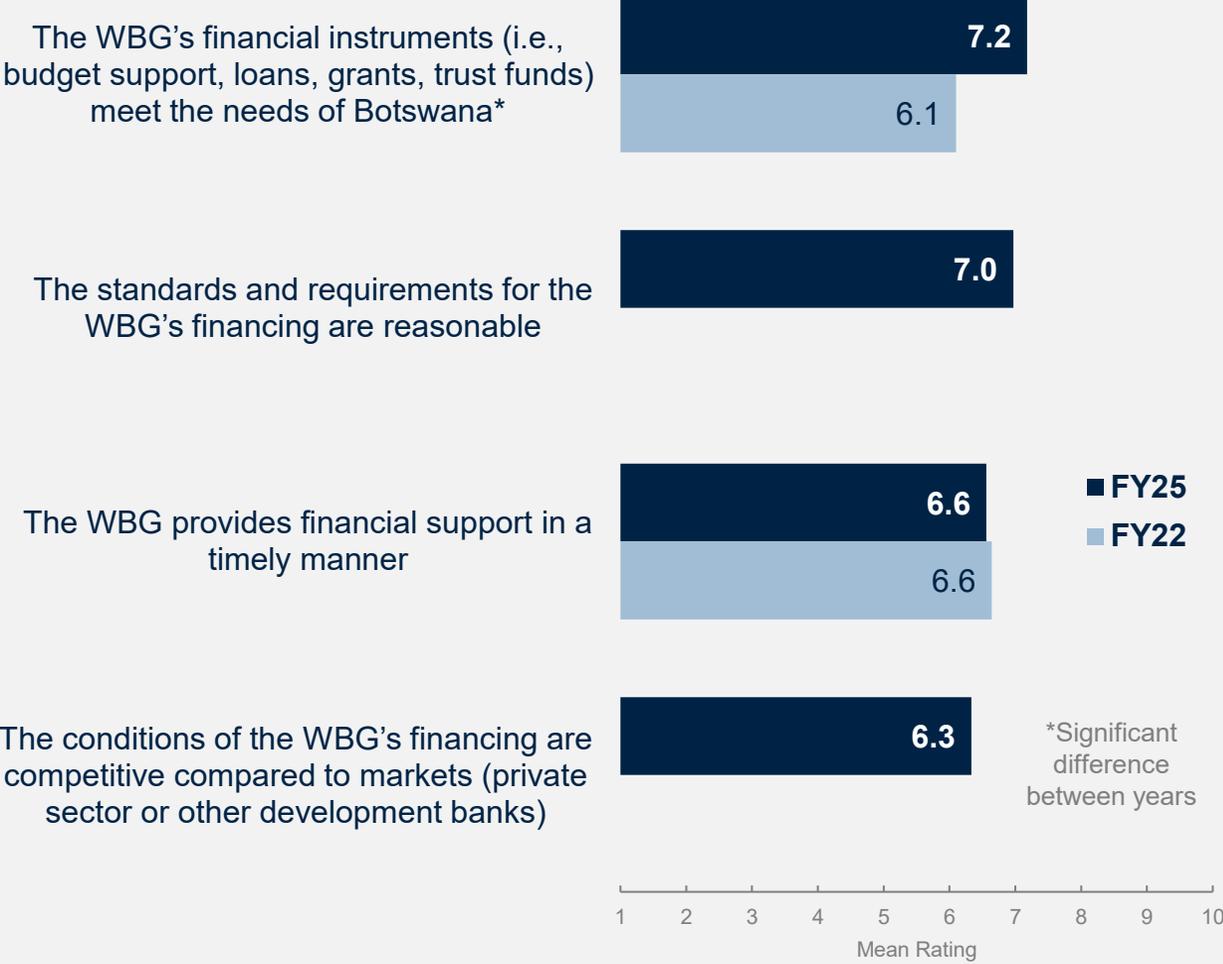
21%



# More Positive Perceptions of WBG Financial Instruments Meeting Needs in Botswana Compared to FY22 COS

In respondents' comments answering the question of how the WBG can be more effective in Botswana^, they discussed that the WBG should increase its financial support and ensure it is impactful.

- Respondents emphasized the need for more direct funding, grants, and financial resources to support projects and research in Botswana's priority areas.
- Many highlighted the importance of combining financial support with technical expertise and advisory services, ensuring that resources are used effectively and that outcomes are sustainable.
- Several comments stressed the need for monitoring and evaluation mechanisms tied to funding to ensure transparency, accountability, and measurable impact.
- Respondents suggested that the WBG should facilitate dialogue between the government, the private sector, and civil society to improve access to finance for local initiatives.



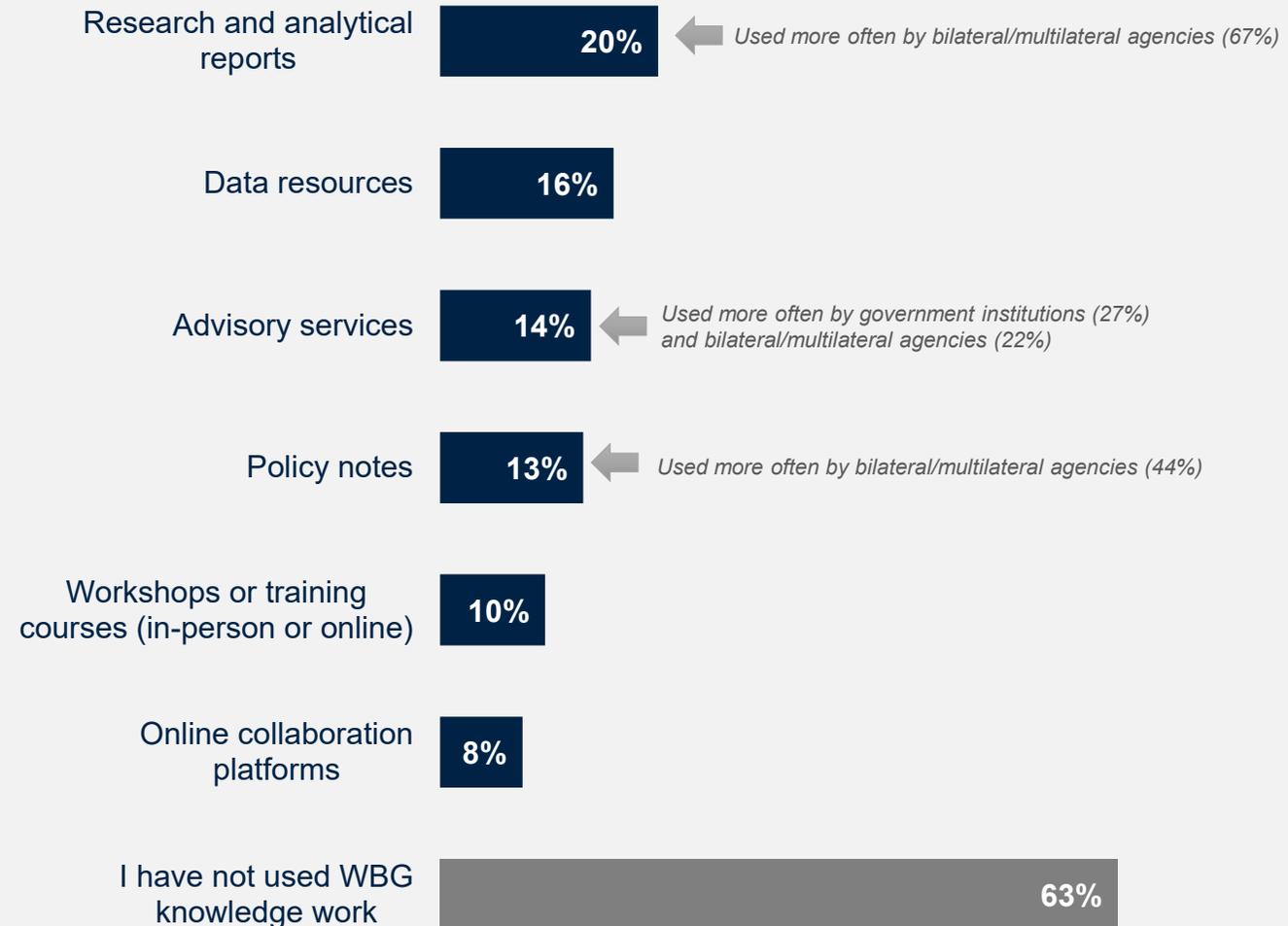
To what extent do you agree with the following statements about the WBG's financial support to Botswana? Scale: 1 Strongly disagree – 10 Strongly agree (Only asked those in government or those who said that they collaborate with the WBG)

^What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Botswana? (N=77)

# 37% of Respondents Said That They Had Used WBG Knowledge Work in the Past 3 Years, Most Commonly Research Reports and Data Resources

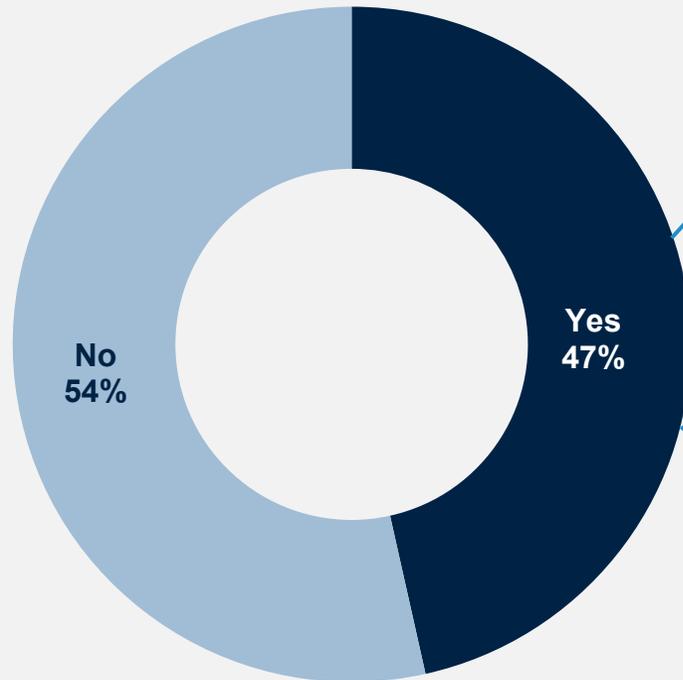
Respondents discussed a number of ways in which they utilized WBG knowledge work:

- Respondents frequently used WBG knowledge work to inform policy formulation, strategy design, and evidence-based decision-making.
- Several responses indicated that WBG knowledge work was used to improve systems, guide initiatives, and strengthen efficiencies.
- Many used WBG knowledge work to conduct situational analyses, data analyses, and evaluations to support more robust program planning.
- Some respondents said that they used WBG knowledge work in their day-to-day work to support ongoing projects, partnerships, and institutional processes.



# Among Those Who Used WBG Knowledge Work, Nearly Half Said WBG Policy Advice Influenced Government Policy

Has WBG policy advice influenced government policy?



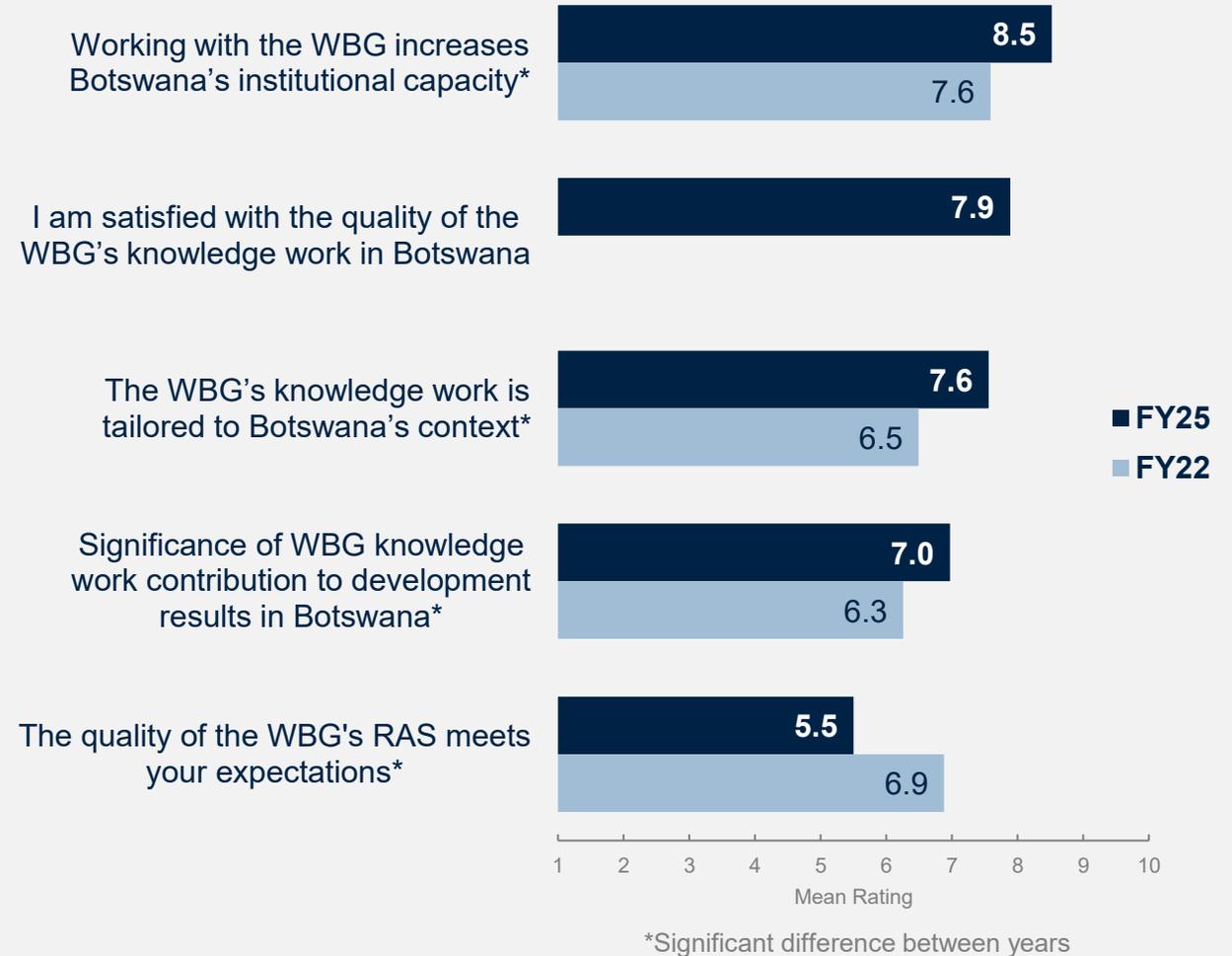
- “Carbon pricing framework.”* (Government Institution Respondent)
- “Establishment of NHI.”* (Government Institution Respondent)
- “Growth Policy and Productivity considerations.”* (Government Institution Respondent)
- “The social protection framework which influenced focus onto social development.”* (Government Institution Respondent)
- “Recognition of the socio-economics of vulnerable population groups in areas where projects are taking place.”* (Government Institution Respondent)
- “Privatization Policy for state-owned entities.”* (Government Institution Respondent)
- “Social protection systems reform. Health sector reforms.”* (Bilateral or Multilateral Agency Respondent)
- “The President is paying attention to the Business Ready report in terms of government services that need improvement.”* (Bilateral or Multilateral Agency Respondent)



# Stakeholders Increasingly Positive About the Impact, Tailoring, and Capacity-Building of WBG Knowledge Work

Respondents' comments answering the question of how the WBG can be more effective in Botswana<sup>^</sup> discussed:

- Respondents emphasized the need for research-based evidence, policy guidance, and practical knowledge tailored to Botswana's local context to make reforms more impactful.
- Many highlighted the importance of training, technical support, and institutional strengthening, ensuring that knowledge is effectively applied at both national and local levels.
- Several comments stressed that the WBG should work more with local experts, institutions, and communities, promoting ownership and ensuring that knowledge initiatives are grounded in Botswana's realities.
- Respondents noted that greater awareness campaigns, stakeholder feedback mechanisms, and wider knowledge dissemination would help increase the reach and effectiveness of WBG knowledge work.



How significant a contribution do you believe the WBG's knowledge work makes to development results in Botswana? Scale: 1 Not significant at all – 10 Very significant  
Only asked those who indicated that they had used WBG knowledge work in the past 3 years

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

To what extent does the quality of the WBG's RAS meet your expectations? Scale: 1 To no degree at all – 10 To a very significant degree

<sup>^</sup>What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Botswana? (N=77)

# ***The WBG's Engagement and Collaboration***



# Perceptions Have Improved of the WBG as a Long-Term Partner to Botswana

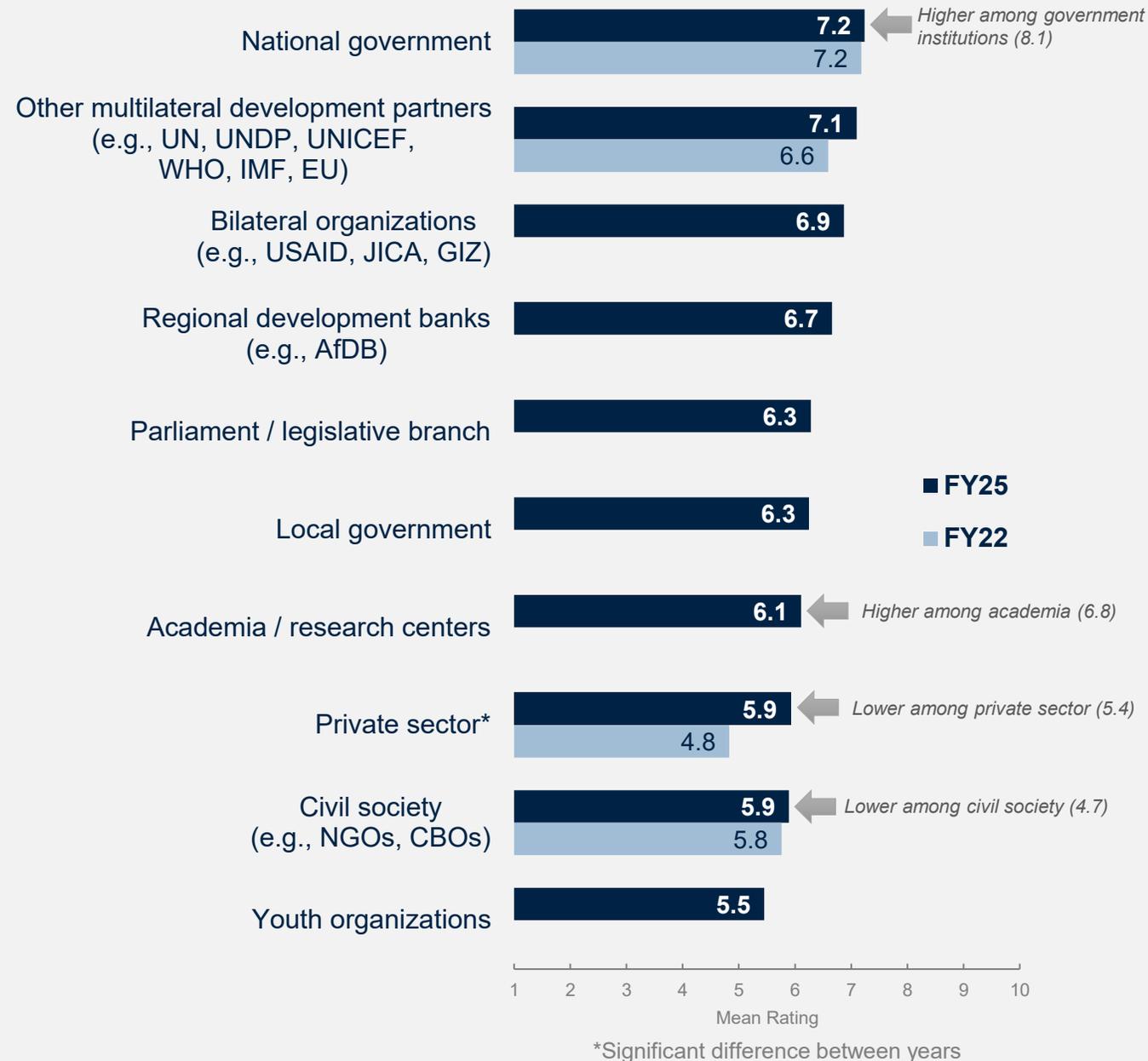
Like the pattern seen in key WBG performance indicators, respondents from the media gave significantly lower ratings for all of these aspects related to the WBG being an effective development partner, followed by respondents from civil society, and then respondents from the private sector.

- Further details of this analysis can be found in the “Botswana COS FY25 Appendices.xlsx” file.



\*Significant difference between years

# Perceptions of WBG Collaboration With the Private Sector Have Improved Since FY22 COS Results

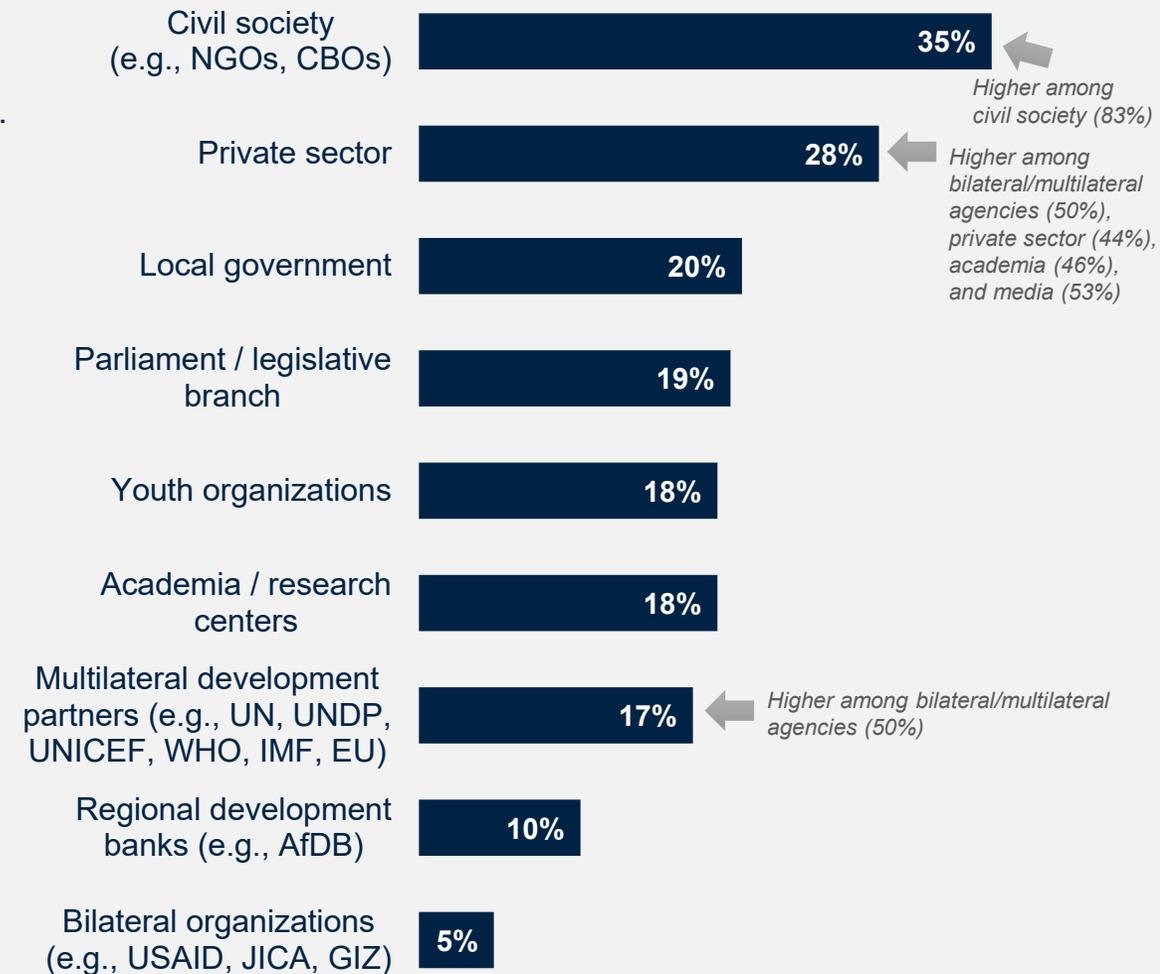


# Stakeholders Want the WBG to Collaborate More With Civil Society and the Private Sector

Outreach to civil society is additionally recommended because this stakeholder group had some of the lowest ratings of familiarity with the WBG and perceptions of its work.

Respondents' comments answering the question of how the WBG can be more effective in Botswana<sup>^</sup> discussed the need for the WBG to increase engagement and collaboration.

- Respondents highlighted the need for broader, more inclusive engagement with stakeholders, ensuring that voices outside government are included in shaping WBG priorities and projects.
- Many emphasized the importance of collaboration with government institutions to align projects with national strategies and to support implementation.
- Several comments called for increased collaboration with civil society, SMEs, and local communities to ensure that programs are locally relevant, evidence-based, and widely supported.
- Respondents stressed the value of regular dialogue, feedback loops, and consultative processes, enabling continuous adaptation of WBG programs to Botswana's evolving needs.



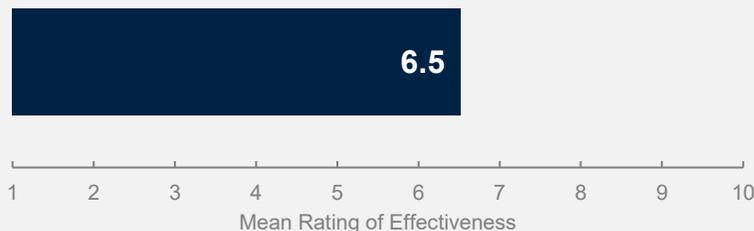
In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have a greater impact in Botswana? (Select up to 2) (Percentage of Respondents, N=131)

<sup>^</sup>What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Botswana? (N=77)



# WBG Effectiveness in Facilitating Civil Society Participation

All Respondents



Just 12% of respondents rated the WBG's effectiveness at facilitating **civil society participation in development policy dialogue and implementation** in Botswana below average (1-4). These respondents suggested the following to help the WBG be more effective:

- Involve civil society more directly in decision-making processes, beyond consultations, ensuring their contributions influence policies and projects.
- Provide more training, dialogues, and skill-building opportunities for civil society organizations.
- Engage CSOs in a sustained and structured manner across all stages of the policy and project cycle.
- Formally including CSOs in project steering committees, frameworks, and diagnostic processes, making engagement systematic and integral to WBG operations.

## Some Examples of the WBG's Effective Facilitation of Civil Society Participation

*"Primary health care, where there is more public education on HIV/AIDS, we have recognized the input for a zero transmission from mother to unborn child."*

(Office of Parliamentarian Respondent)

*"Meetings with CSO's are quite effective as they shape the discourse on issues such as the high youth unemployment... With an improved job market there could be fewer social ills, which will have a net positive effect."*

(Civil Society Respondent)

*"Surveys, research and reports, capacity building, grants and participation in seminars."*

(Private Sector Respondent)

*"Youth enterprises."*

(Government Institution Respondent)

How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Botswana?

Scale: 1 Not effective at all – 10 Very effective



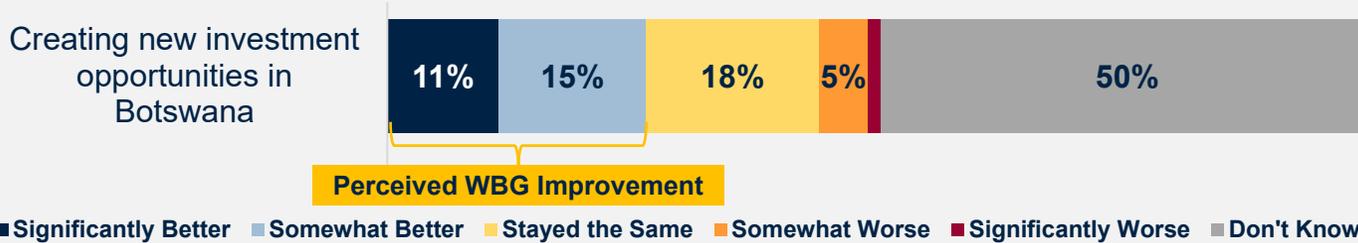
[If effectiveness rating < 5] How could the WBG be more effective in facilitating civil society participation in development policy dialogue and implementation? (Please be specific) (N=6) [If effectiveness rating > 4] Please share examples of the WBG's effective facilitation of civil society participation in development policy dialogue and implementation. (Please be specific) (N=4)



# The WBG Working With the Private Sector

**More than a quarter of respondents (26%) felt the WBG had gotten better at creating investment opportunities in Botswana in the past two years**

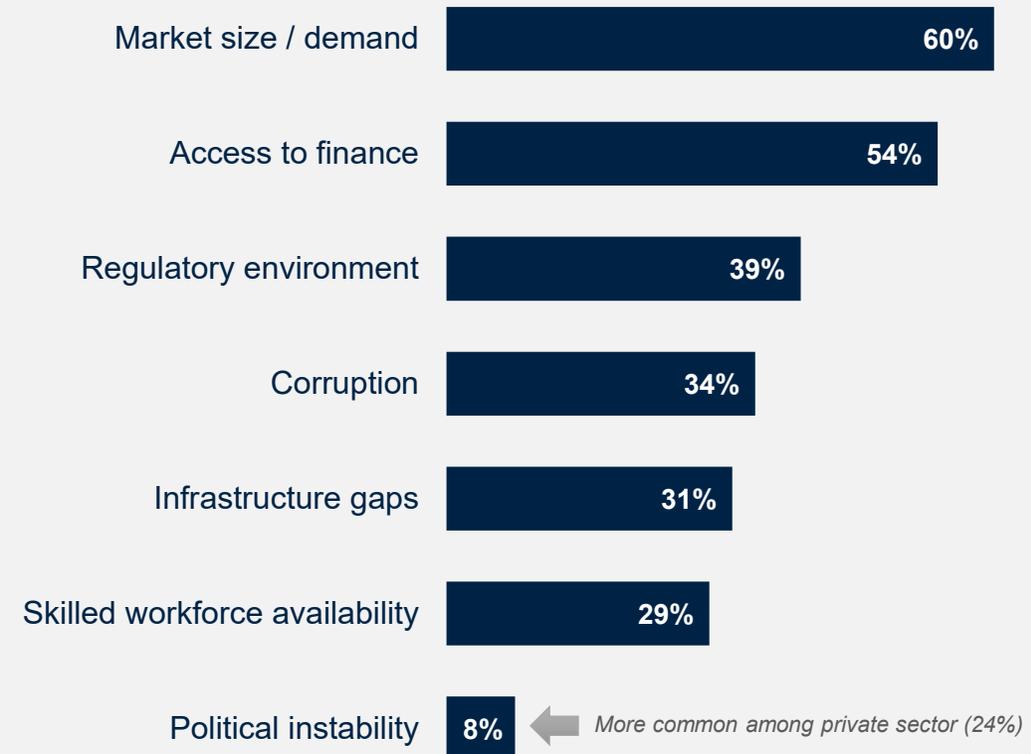
Based on your experience, in the past two years, how has the WBG changed in terms of:



## To Make the WBG More Effective in Private Sector Development<sup>^</sup>, Respondents Discussed:

- Respondents emphasized the importance of **creating an enabling environment** for private sector growth, including reducing regulatory barriers, supporting competitiveness, and fostering innovation.
- Many comments stressed that the WBG should **expand access to financing**, including through IFC, to support SMEs, women-led enterprises, and infrastructure partnerships.
- Respondents highlighted the value of WBG collaborations, encouraging the **WBG to act as a convening force** between government, the private sector, business associations, and local stakeholders.
- Additional suggestions included supporting policy and regulatory reforms to **improve the investment climate**, simplify processes, and attract sustainable private investment.

## Market Size/Demand and Access to Finance Considered the Biggest Challenges facing Private Sector in Botswana



Based on your experience, in the past two years, how has the WBG changed in terms of... (Percentage of Government & Private Sector Respondents, N=80)

What are the biggest challenges facing private sector development in Botswana? (Select up to 3) (Percentage of Government & Private Sector Respondents, N=80)

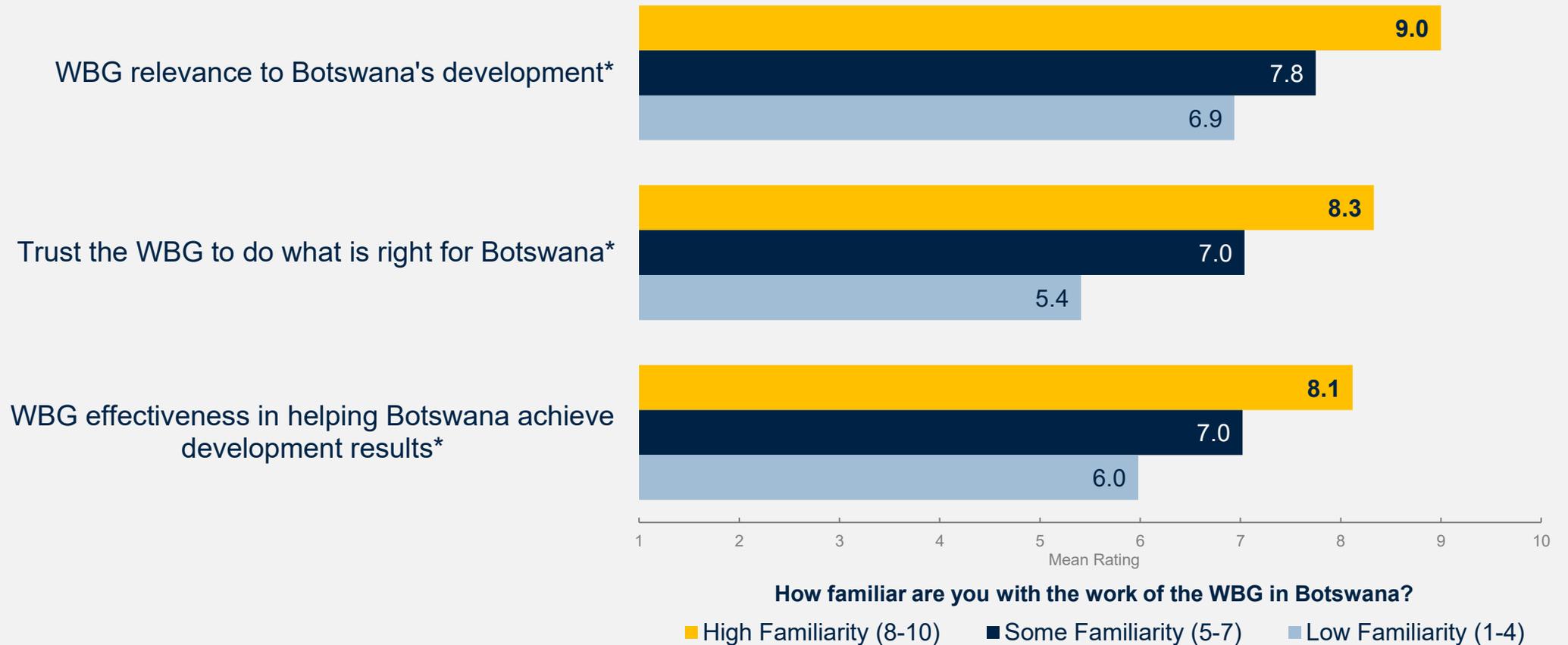
<sup>^</sup>What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Botswana? (N=77)

# ***Communication and Outreach***



# Outreach and Engagement Is Important Because Familiarity Leads to More Positive Perceptions

In addition to respondents indicating a desire for more engagement with the WBG, such engagement can engender more positive perceptions of the WBG.



\*Significant difference between levels of familiarity

How familiar are you with the World Bank Group's work in Botswana? Scale: 1 Not familiar at all – 10 Very familiar  
 How much do you trust each of the following institutions to do what is right for Botswana? Scale: 1 Not at all – 10 Very much  
 How relevant is each of the following organizations to Botswana's development? Scale: 1 Not at all – 10 Very much  
 How effective is each of the following organizations in helping Botswana achieve development results? Scale: 1 Not at all – 10 Very much



# Events/Workshops, Social Media, and the WBG Website Were the Most Preferred WBG Channels for Stakeholders to Obtain Information From the Bank

Key differences between stakeholder groups should be considered for targeted outreach (e.g., private sector respondents prefer direct contact or WBG publications while respondents from civil society were the most likely to prefer social media).

**Top Two Preferred WBG Channels**

	All Respondents	Government Institution	Bilateral or Multilateral Agency	Civil Society	Private Sector	Academia / Research Center	Media
WBG event / conference / workshop	55%	61%	50%	65%	44%	46%	33%
WBG social media channels* (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	46%	34%	20%	81%	44%	39%	47%
WBG website (including blogs)	42%	46%	60%	45%	33%	39%	20%
Direct contact with WBG staff*	33%	41%	30%	10%	50%	39%	20%
WBG publications*	31%	26%	80%	13%	50%	46%	27%
WBG e-Newsletters	25%	26%	30%	23%	17%	39%	20%
WBG direct messaging (e.g., WhatsApp)	17%	18%	10%	7%	28%	15%	27%
WBG podcasts	12%	15%	0%	16%	6%	15%	13%

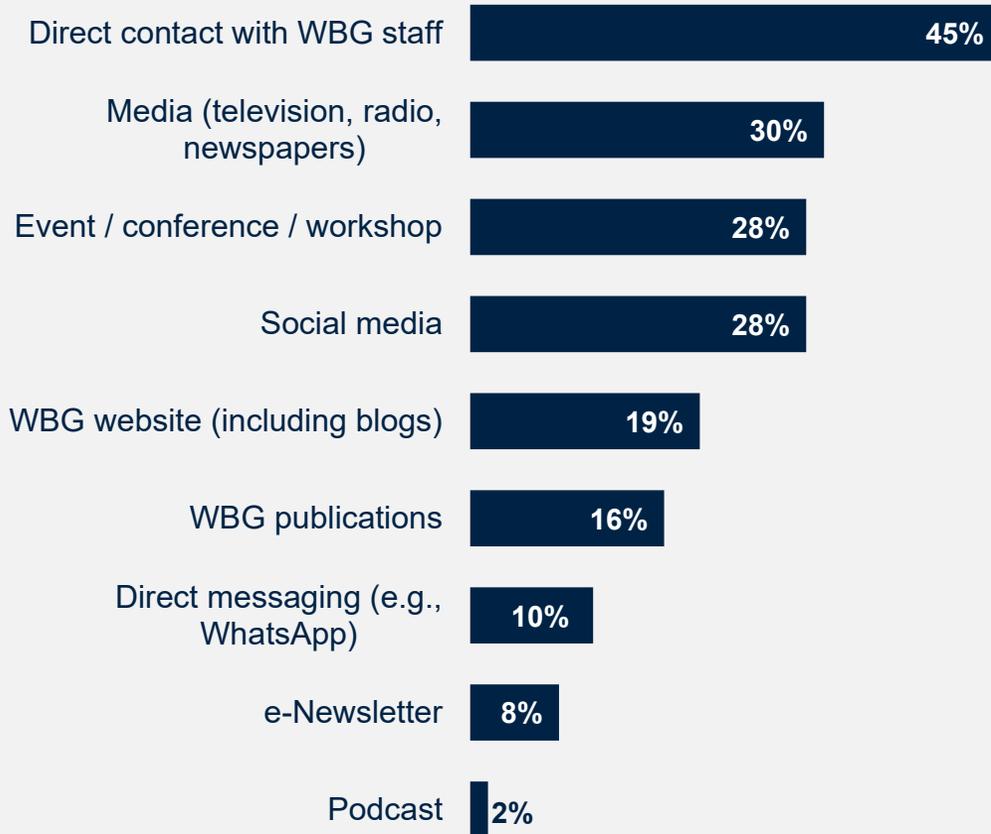


How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=153)

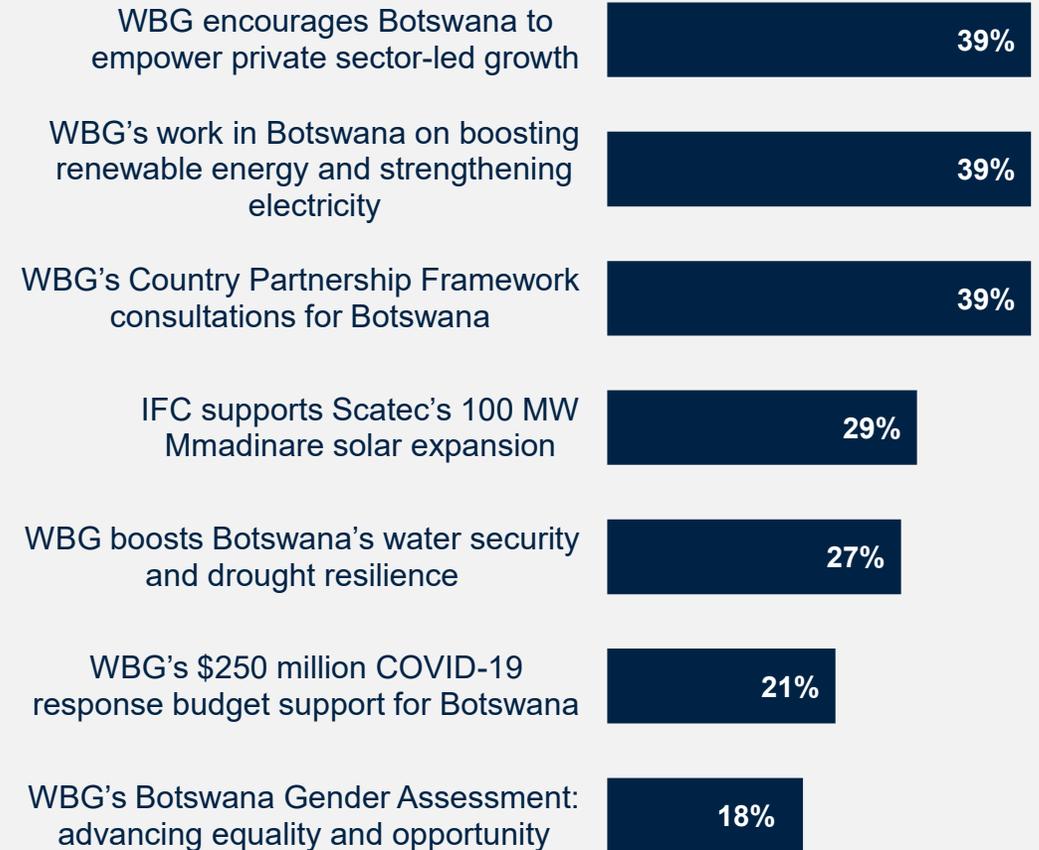
\*Significant difference between stakeholder groups

# 42% of Respondents Recalled Seeing/Hearing About the WBG Recently, Most Often via Direct Contact, Most Often About Private Sector-Led Growth, Renewable Energy, and the CPF Consultations

## Where did they see/hear it?



## What did they see/hear about?



Do you recall seeing or hearing anything about the WBG recently? (N=160)

If you answered "Yes", where do you recall seeing or hearing this information? (Select all that apply) (Percentage of Respondents, N=67)

If you answered "Yes", what do you recall seeing or hearing about the WBG? (Select all that apply) (Percentage of Respondents, N=66)



# Stakeholders in Botswana Want Regular Updates on WBG Activities, Case Studies of WBG Projects, and Information on How to Partner with the WBG

Key differences between stakeholder groups should be considered for targeted engagement (e.g., private sector and civil society respondents were the most likely to want regular updates on WBG activities).

## Top Two Types of Preferred Information About the WBG

	All Respondents	Government Institution	Bilateral or Multilateral Agency	Civil Society	Private Sector	Academia / Research Center	Media
Regular updates on WBG activities	53%	43%	50%	66%	74%	62%	38%
Case studies of WBG projects*	43%	52%	50%	17%	37%	62%	44%
Information on how to work / partner with WBG	42%	41%	50%	52%	42%	31%	38%
Impact assessments and evaluations	35%	38%	38%	24%	37%	54%	13%
Sector-specific strategies	32%	40%	13%	45%	26%	15%	19%
WBG research and knowledge	27%	26%	38%	31%	26%	31%	19%
Overview of WBG financial products and services	20%	21%	38%	21%	16%	15%	19%



What information would be most helpful to you in understanding the WBG's role in Botswana? (Select up to 3)  
(Percentage of Respondents, N=148) \*Significant difference between stakeholder groups

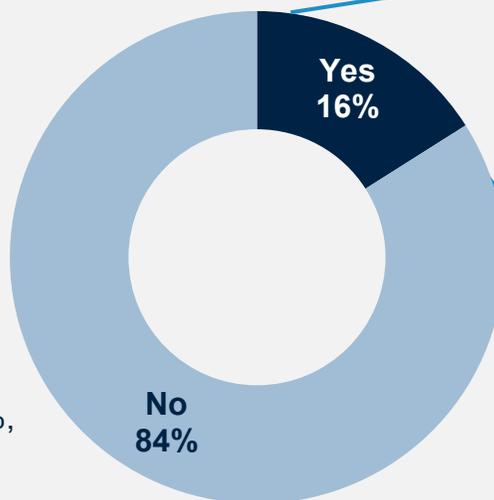
# ***Sample Demographics and Detailed Methodology***



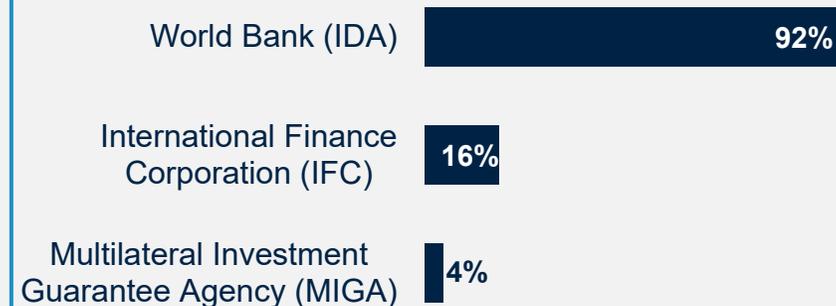
# Sample Demographics

**In the past 3 years, have you worked or collaborated with the WBG in Botswana?**  
(N=162)

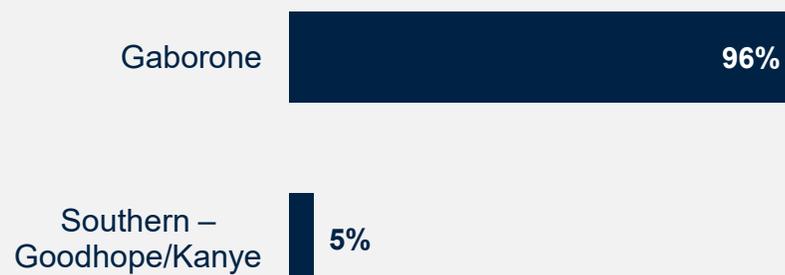
Respondents from civil society, media, and private sector were significantly *less* likely to collaborate with the WBG (0%, 0%, and 11%, respectively) compared to respondents from other stakeholder groups.



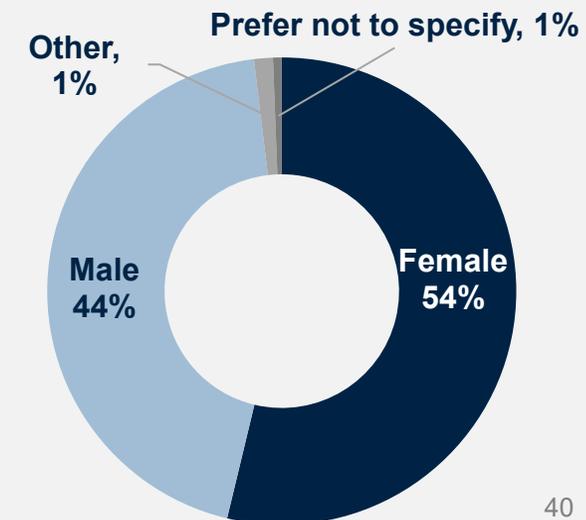
**Which of the following WBG agencies have you worked or collaborated with in Botswana?**  
(N=25)



**Which best represents your geographic location?**  
(N=156)

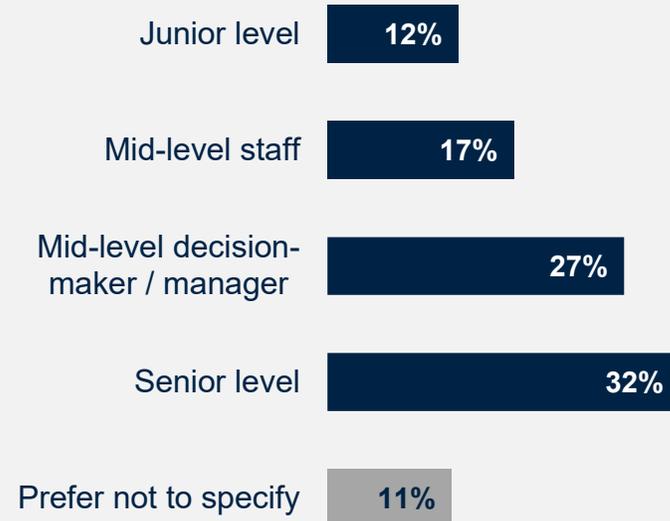


**What is your gender?**  
(N=160)

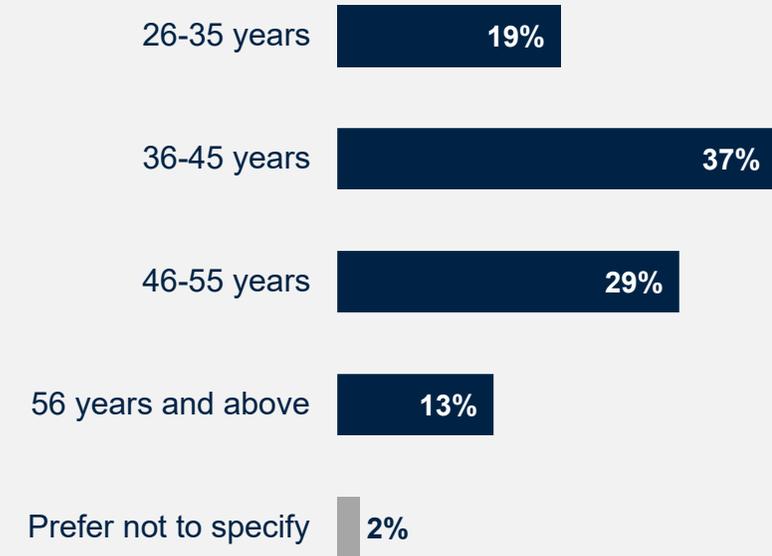


# Sample Demographics (continued)

Within your organization,  
would you describe yourself as...  
(N=158)



What's your age?  
(N=159)



# Detailed Methodology

From **April to June 2025**, a total of 533 stakeholders in Botswana were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field form. Participants were drawn from the offices of Parliamentarians, government institutions (national and local), bilateral or multilateral agencies, civil society organizations, the private sector, academia/research centers, and the media.

Of these stakeholders, **167 participated in the survey (31% response rate)**. Respondents completed the questionnaire online or received a paper survey via courier and returned it accordingly.

**This year’s survey results were compared to the FY22 Country Opinion Survey, which had a response rate of 51% (N=173).**

Comparing responses across Country Opinion Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales were analyzed. However, the stakeholder compositions for both survey years should be considered when interpreting these comparisons, as there were more respondents from outside government in FY25 than in FY22 and far fewer respondents who collaborated with the WBG.

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

Breakdowns for individual questions by stakeholder group can be found in the “Botswana COS FY25 Appendices.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2022	FY 2025
<b>Office of a Parliamentarian</b> (Legislative Body)	3%	2%
<b>Government Institution:</b> Office of the President or Minister, Employee of a Ministry or Ministerial Department, Project Implementation Unit, Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency), Judiciary, State-Owned Enterprise, Local Government Office or Staff	45%	40%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	2%	7%
<b>Civil Society Organization:</b> Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	27%	27%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank	12%	11%
<b>Academia / Research Center</b>	4%	8%
<b>Media</b>	5%	10%
<b>Other</b>	1%	1%
<b>Total Number of Respondents</b>	<b>172</b>	<b>166</b>



What is your primary professional affiliation? (Select only 1 response) \*Not all respondents provided information about their professional affiliation. Therefore, the total number of respondents listed in the table is lower than the N reported in the methodology.



CountryOpinionSurveys

# Thank you

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

[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

