



CountryOpinionSurveys

FY 2023 Cabo Verde Country Opinion Survey Report

Acknowledgements

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

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Objectives

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

- 1. Overall Context:** How familiar are they with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with Cabo Verde's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Communication and Outreach:** What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?
- 6. Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?



Methodology Overview

■ Fielded May 2023 through August 2023

- 266 potential participants were invited to complete a mostly quantitative survey
- Respondents completed the questionnaires online
- The list of names was provided by the WBG country team
- Process managed on the ground by an independent fielding consultant
- The online survey platform was monitored and managed by the COS team

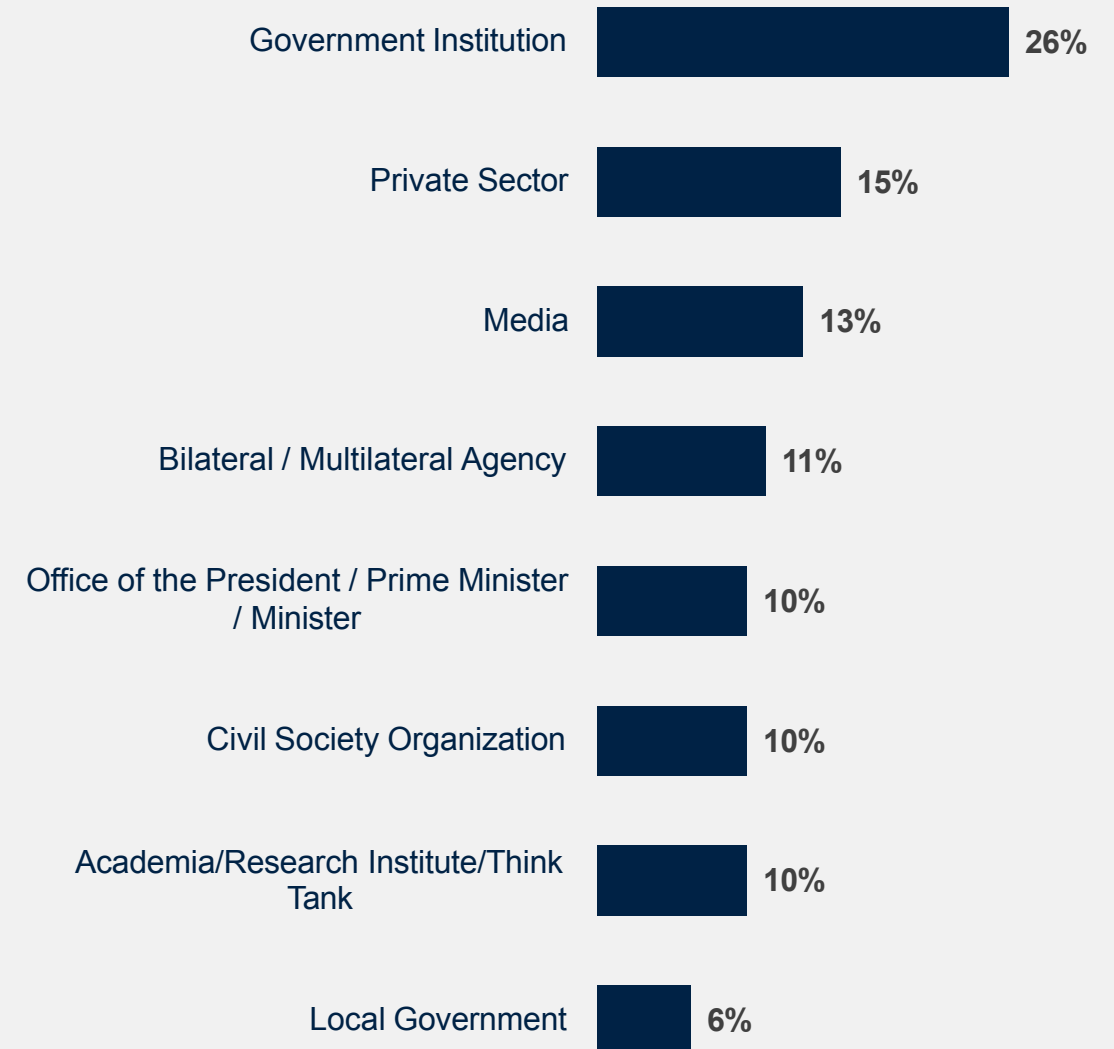
■ 84 participants (32% response rate)

- 30% currently collaborate with the WBG

■ Compared to FY20 Country Survey

- 141 participants (42% response rate)
- Respondents completed the questionnaire face to face with a representative, received the questionnaire via email, and returned it accordingly, or they filled out the online questionnaire.
- 26% collaborated with the WBG

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



Which of the following best describes your current affiliation?
(Select only 1 response) (Percentage of Respondents, N=84)

Overall Context



Familiarity with the World Bank Varied Across Stakeholder Groups

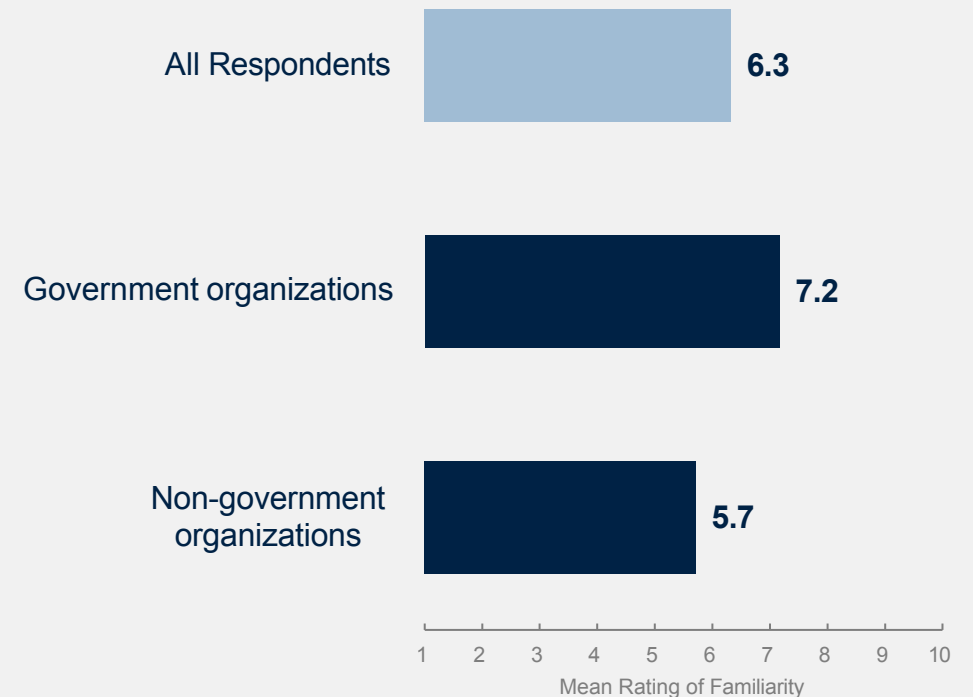
- **Year comparison:** Respondents in this year's Country Survey reported statistically similar levels of familiarity with the WBG as in FY20:

Mean familiarity: **FY23 = 6.3**
 FY20 = 6.8

- **Collaboration with the WBG:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:


Mean familiarity: **Collaborate with WBG = 7.6**
 Do not collaborate = 5.8

- **Stakeholder Analysis:** Respondents from the Office of the President / Prime Minister / Minister reported the highest levels of familiarity (mean = 7.9), whereas civil society respondents indicated significantly lower levels of familiarity (mean = 3.4).



Note: Government Organizations included respondents from the Office of the President, Prime Minister, Minister, government institutions, and local government offices. Non-government Organizations included respondents from Bilateral or Multilateral Agencies, civil society organizations, the private sector, and academia.

No respondents were from Office of a Parliamentarian (National Assembly, Legislative body)

 How familiar are you with the work of the World Bank Group in Cabo Verde?
 Scale: 1 Not familiar at all – 10 Extremely familiar (N=84)
 Significantly different between stakeholder groups

The World Bank is Among Top Trusted Institutions in Cabo Verde

While bilateral and international organizations, along with the UN were considered the most trusted institutions in Cabo Verde, the WBG followed closely. Stakeholders reported significantly lower levels of trust in the domestic civil society, domestic private sector, and domestic media.

- Of note, ratings of trust for all institutions were significantly higher in FY23 than in the FY20 survey, except for the national government.



Overall Attitudes toward the World Bank Group

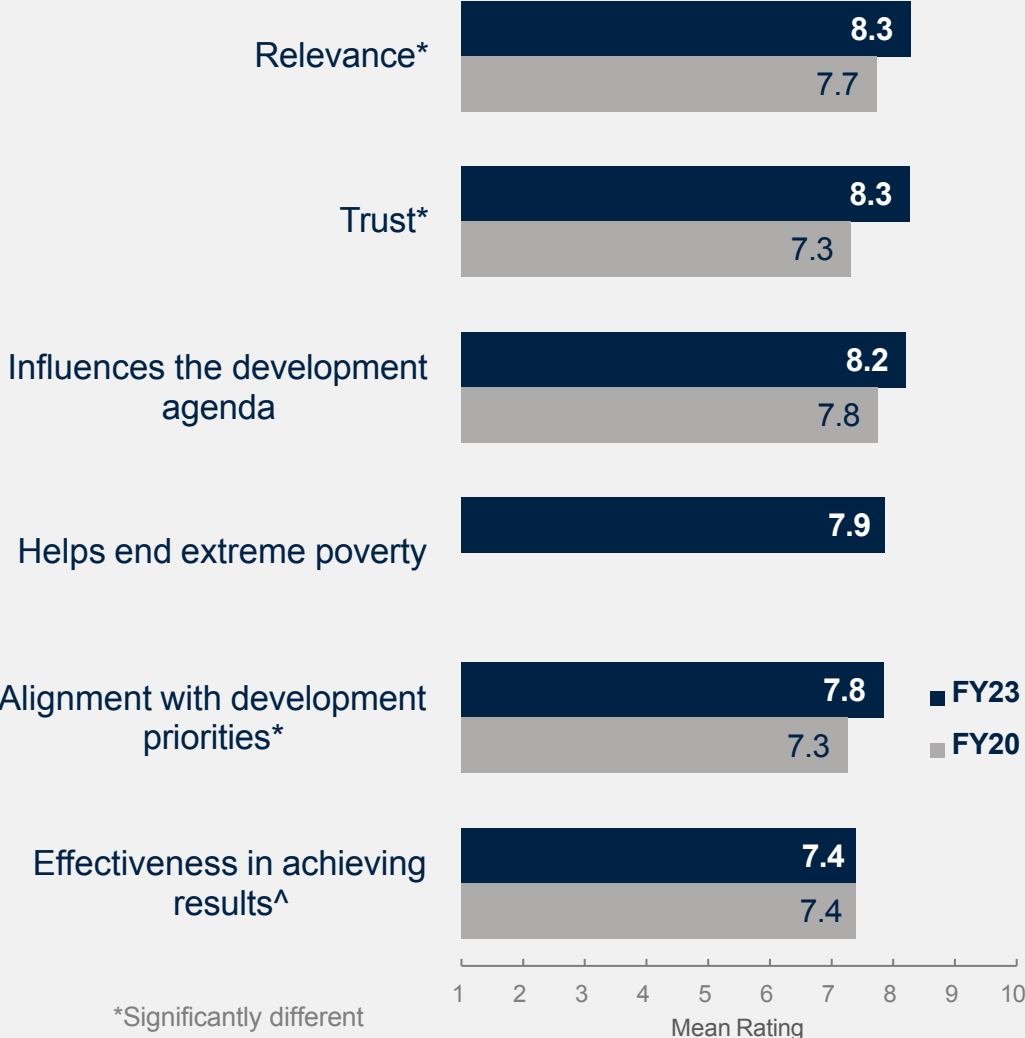


Key Performance Indicators Improved Compared to FY20

In FY23, there was not only an increase in the trust levels towards the WBG, but stakeholders also perceived a significant improvement in the WBG’s **relevance** to the country’s needs over the past three years. Ratings of the WBG’s **alignment** with the development priorities in Cabo Verde have also increased significantly compared to FY20.



The WBG currently plays a relevant role in the development of Cabo Verde.
 Scale: 1 Strongly disagree – 10 Strongly agree
 To what extent do you trust the WBG to do what is right?
 Scale: 1 To no degree at all – 10 To a very significant degree
 To what extent does the WBG influence the development agenda in Cabo Verde?
 Scale: 1 To no degree at all – 10 To a very significant degree
 The World Bank Group’s work helps end extreme poverty in Cabo Verde.
 Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG’s work is aligned with what I consider the development priorities for Cabo Verde. Scale: 1 Strongly disagree – 10 Strongly agree
 How effective has the WBG been in achieving development results in Cabo Verde?
 Scale: 1 Not effective at all – 10 Very effective
 ^Compared to a mean score of the two questions asked in FY20: "Overall, please rate your impression of the WBG’s effectiveness in Cabo Verde.
 Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG’s work help to achieve development results in Cabo Verde?
 Scale: 1 To no degree at all – 10 To a very significant degree



Government Stakeholders Reported More Positive Perceptions of WBG's Key Performance

Respondents from government institutions reported significantly higher levels of **trust** in the WBG and had significantly higher ratings of the WBG's **relevance**, its **alignment** with the development priorities, and **effectiveness** in achieving results on the ground. In contrast, respondents from non-government organizations gave significantly lower ratings.



The WBG currently plays a relevant role in the development of Cabo Verde

Scale: 1 Strongly disagree – 10 Strongly agree

To what extent do you trust the WBG to do what is right?

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

The World Bank Group's work helps end extreme poverty in Cabo Verde.

Scale: 1 Strongly disagree – 10 Strongly agree

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

To what extent does the WBG influence the development agenda in Cabo Verde?

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

How effective has the WBG been in achieving development results in Cabo Verde?

Scale: 1 Not effective at all – 10 Very effective



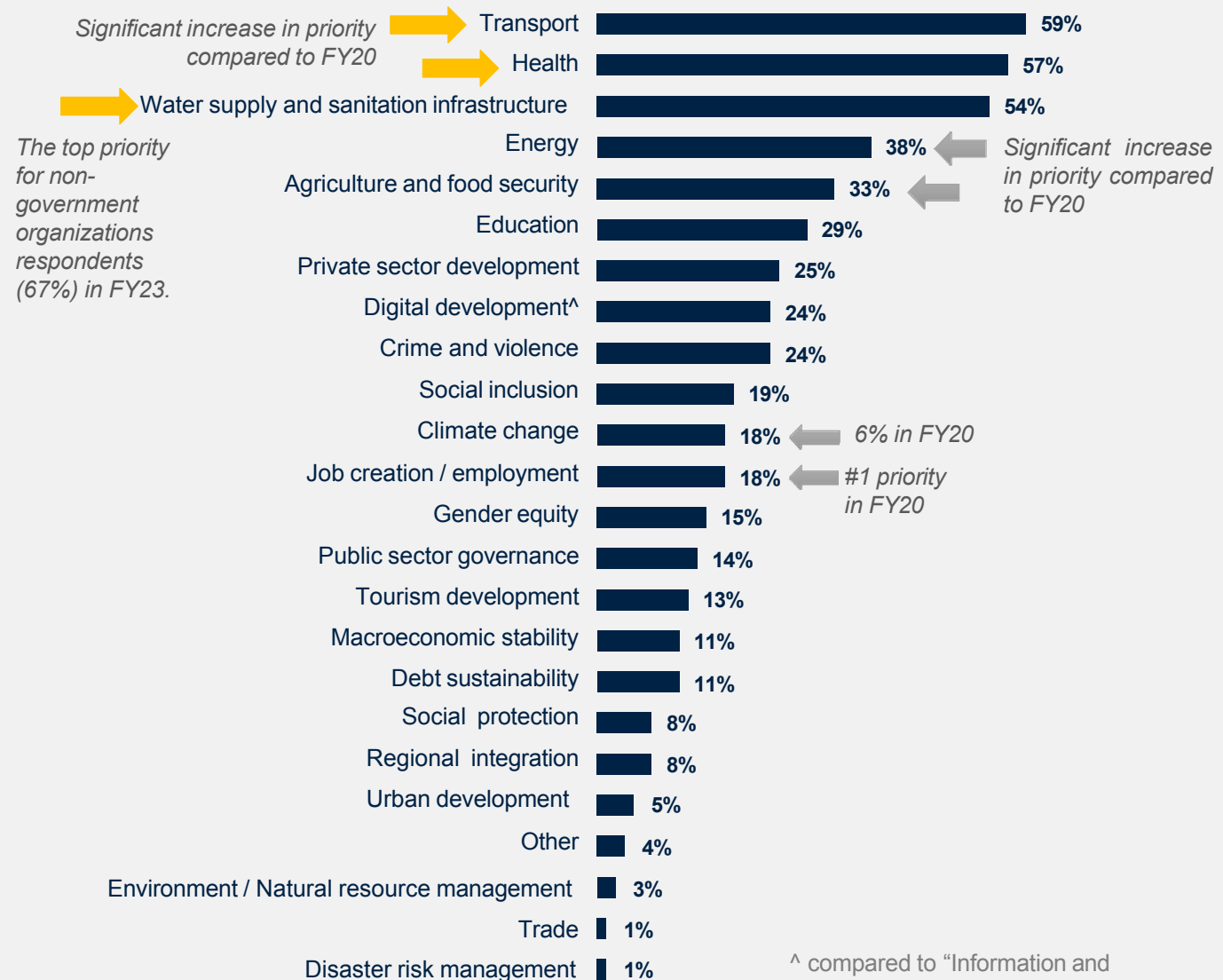
World Bank's Support in Development Areas



Development Areas for WBG Focus

Transport, health, water supply and sanitation infrastructure were identified as the top areas where stakeholders would like the WBG to focus its resources. In addition, the percentages of respondents emphasizing the importance of WBG support in these top sectors have increased significantly compared to FY20 (FY20 = 21%, 13%, and 19%, respectively).

Of note, the percentages of stakeholders emphasizing **energy, agriculture, and climate change** as key priorities have also increased substantially, rising from 7%, 15%, and 6%, respectively, in FY20.



[^] compared to "Information and communications technology" in FY20



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