

FY15 Sri Lanka Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



August 2015



Acknowledgements

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



Country **Opinion** Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Sri Lanka	9
V. Overall Attitudes toward the World Bank Group.....	13
VI. Sectoral Importance and Effectiveness.....	21
VII. How the World Bank Group Operates	26
VIII. World Bank Group's Knowledge and Instruments	33
IX. The Future Role of the World Bank Group in Sri Lanka.....	37
X. Communication and Outreach	42
XI. Appendices.....	49





I. Objectives

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

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

II. Methodology

From March to May 2015, 600 stakeholders of the WBG in Sri Lanka were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBO); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 302 stakeholders participated in the survey (50% response rate).

Respondents received and returned the questionnaires via courier. Respondents were asked about: general issues facing Sri Lanka; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Sri Lanka; and the WBG's communication and information sharing.

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

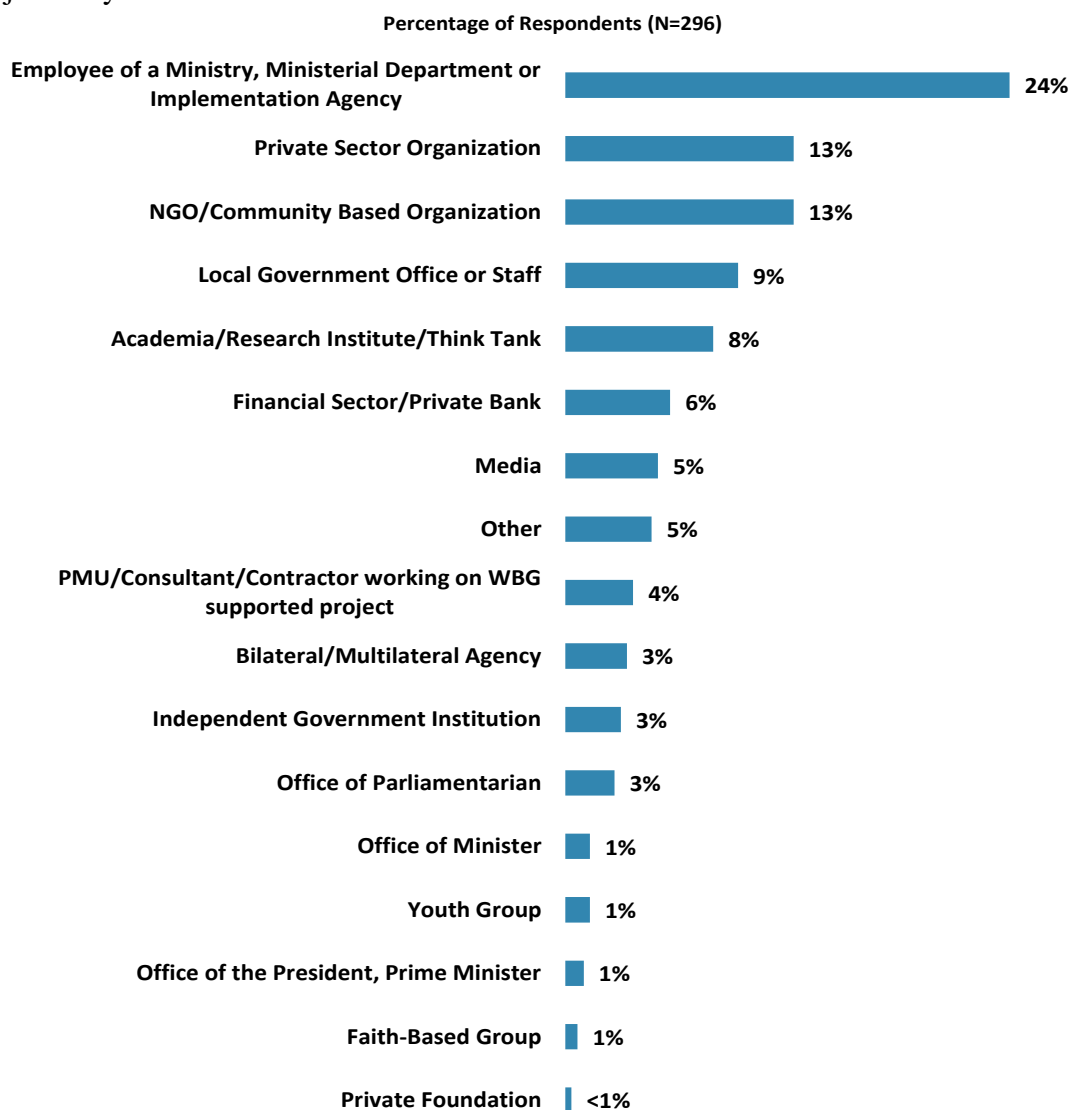
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 54%, N=296). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, E, G, and H. For the weighted stakeholder breakdown and year comparison results, please see appendix F (page 129).



III. Demographics of the Sample

Current Position

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

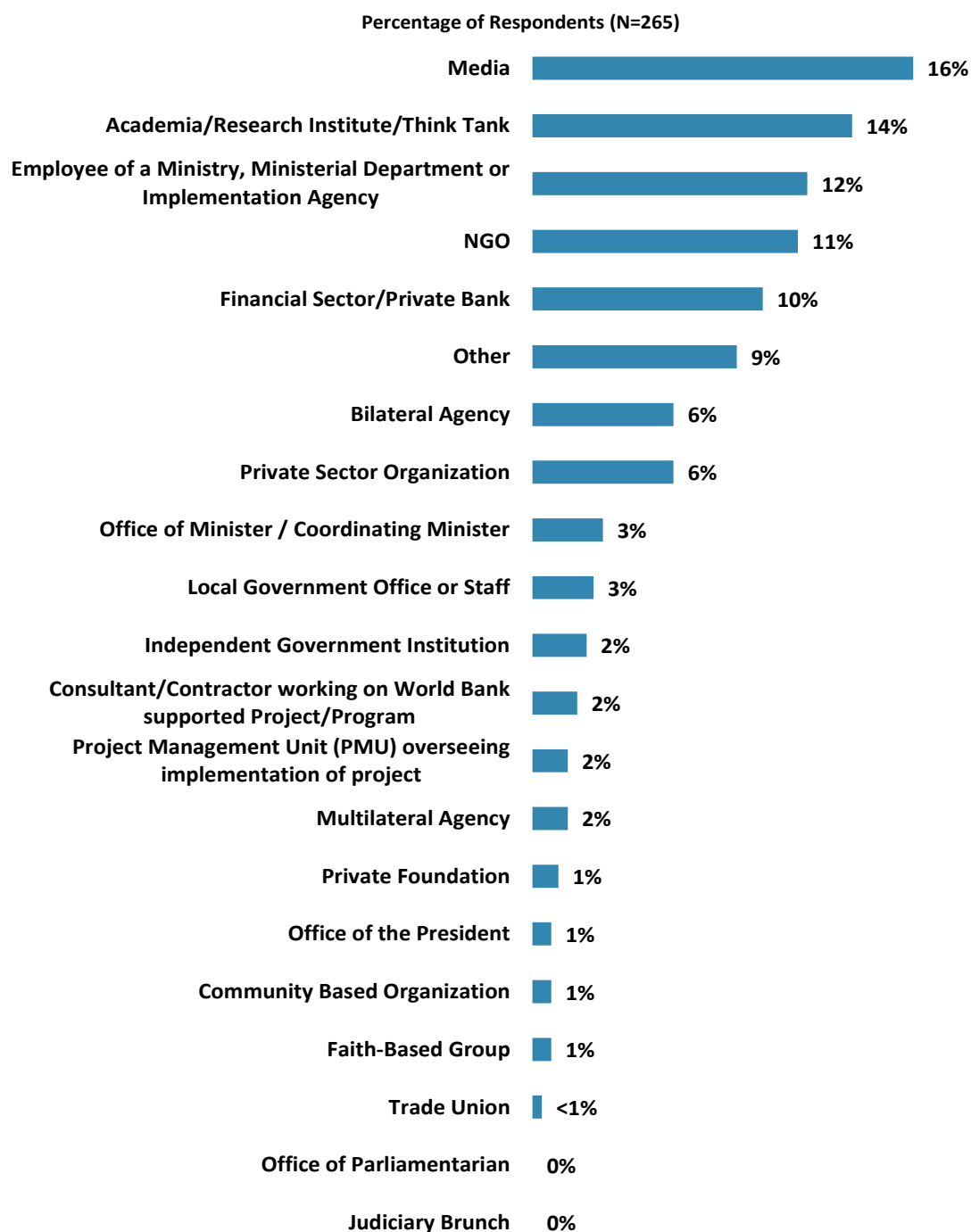


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Current Position (FY'12 Survey)

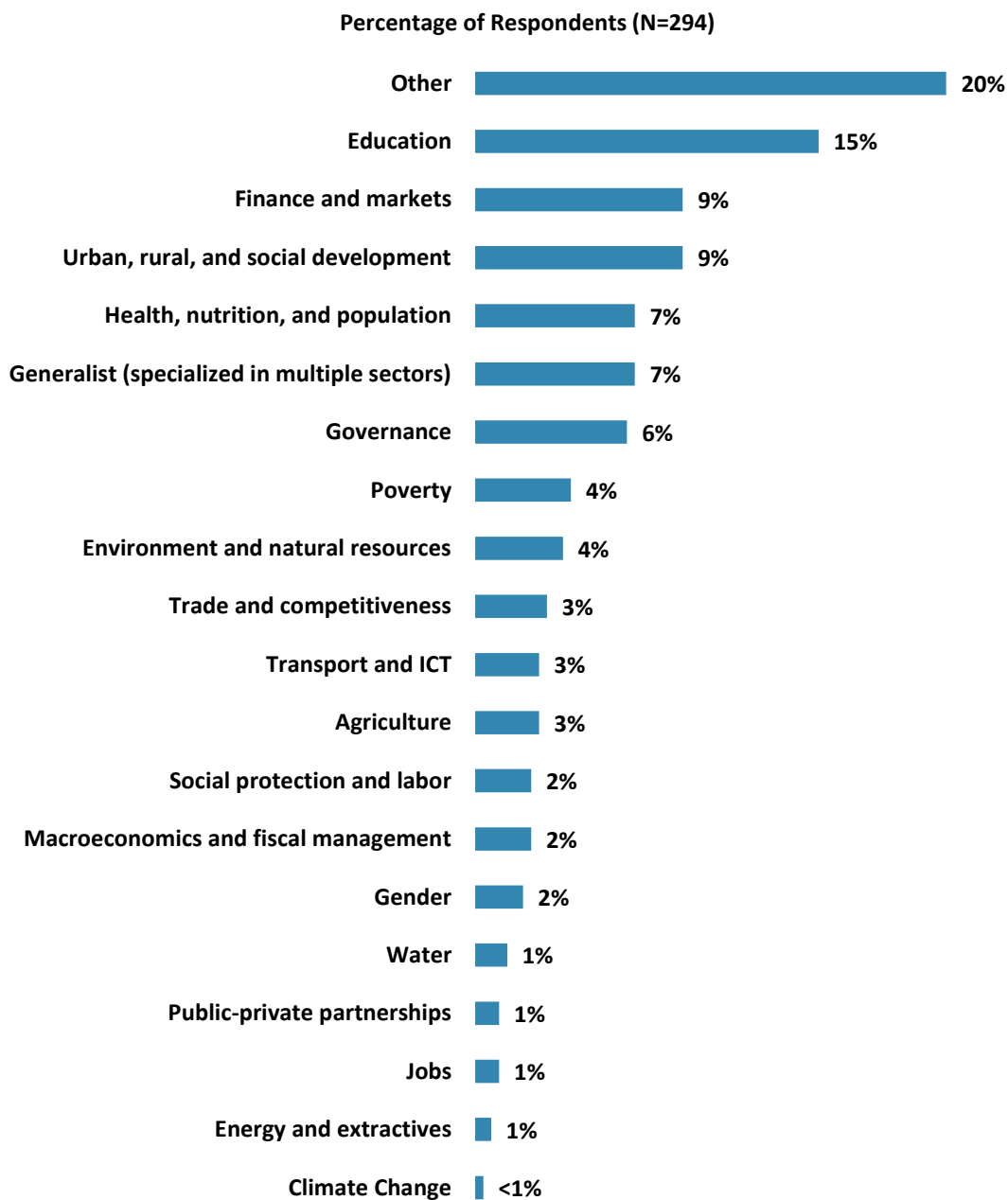


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

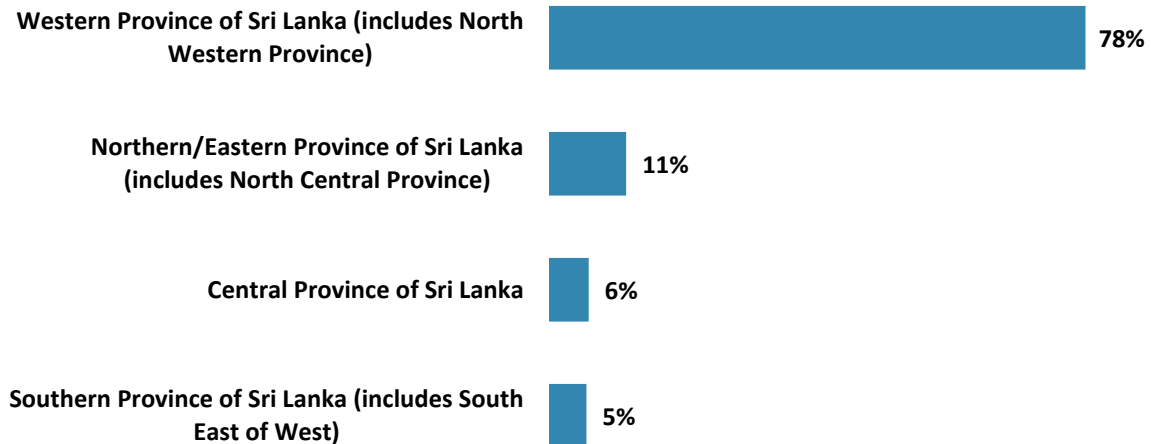


III. Demographics of the Sample (continued)

Geographic Location

- All geographic comparisons can be found in Appendix C (see page 85).

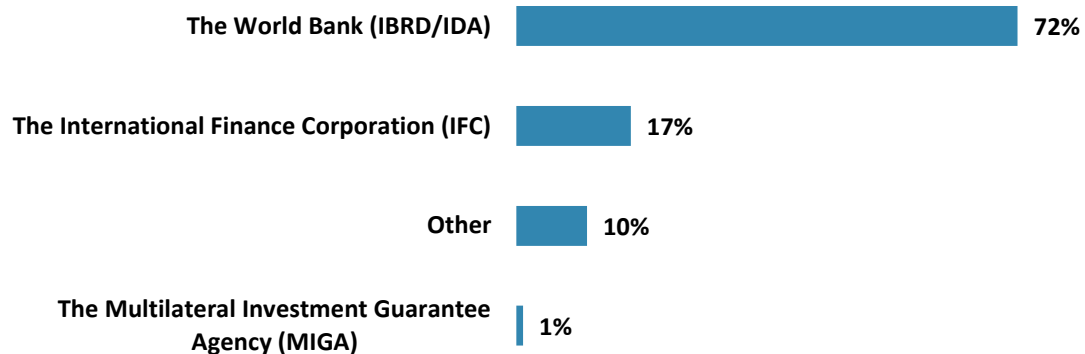
Percentage of Respondents (N=295)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=206)



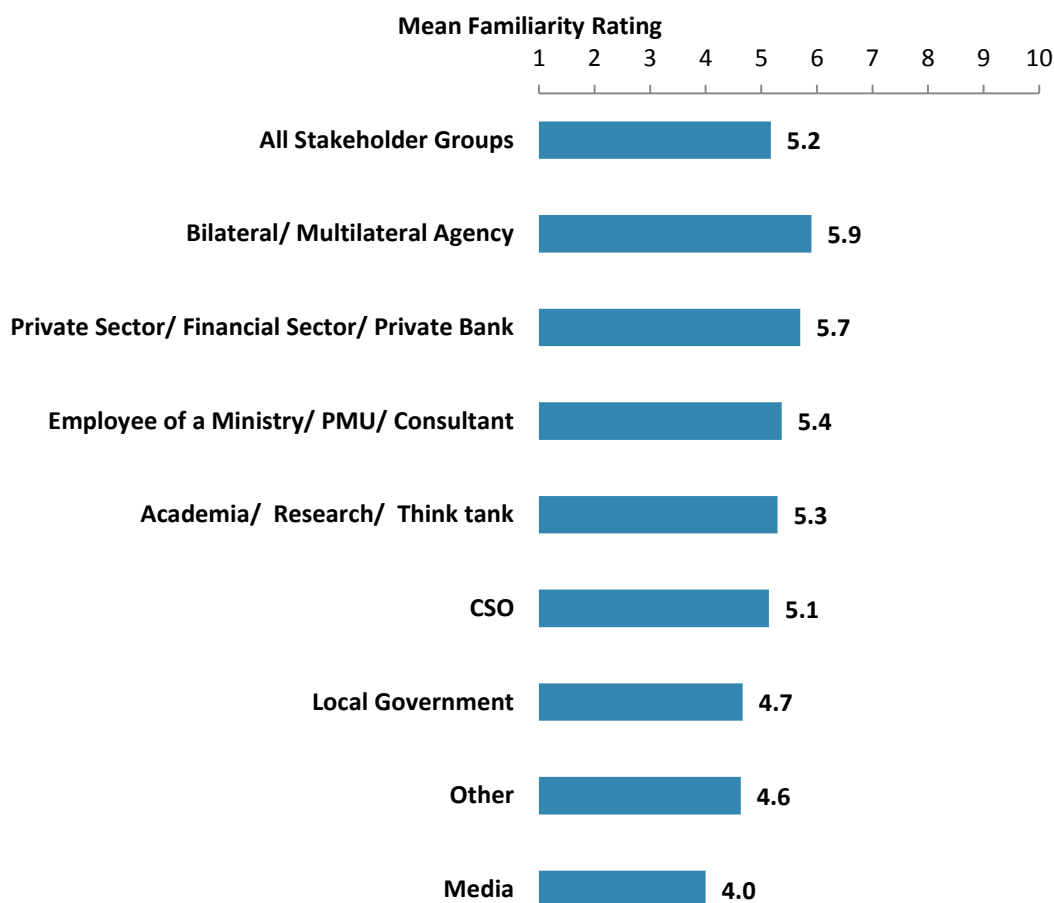
"Which of the following agencies of the World Bank Group do you primarily engage with in Sri Lanka?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey had significantly lower ratings of familiarity with the WBG compared to respondents from the FY '12 country survey (weighted mean in FY'15 = 5.2; weighted mean in FY'12 = 6.0)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Sri Lanka, and significantly, moderately correlated with the relevant role the WBG played in development, and the extent to which the WBG helped to achieve development results in Sri Lanka.



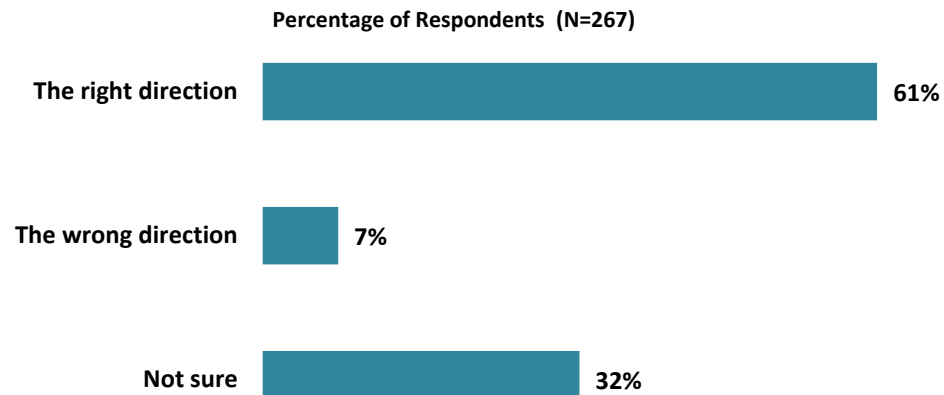
"How familiar are you with the work of the World Bank Group in Sri Lanka?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

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



IV. General Issues Facing Sri Lanka

Headed in the Right Direction



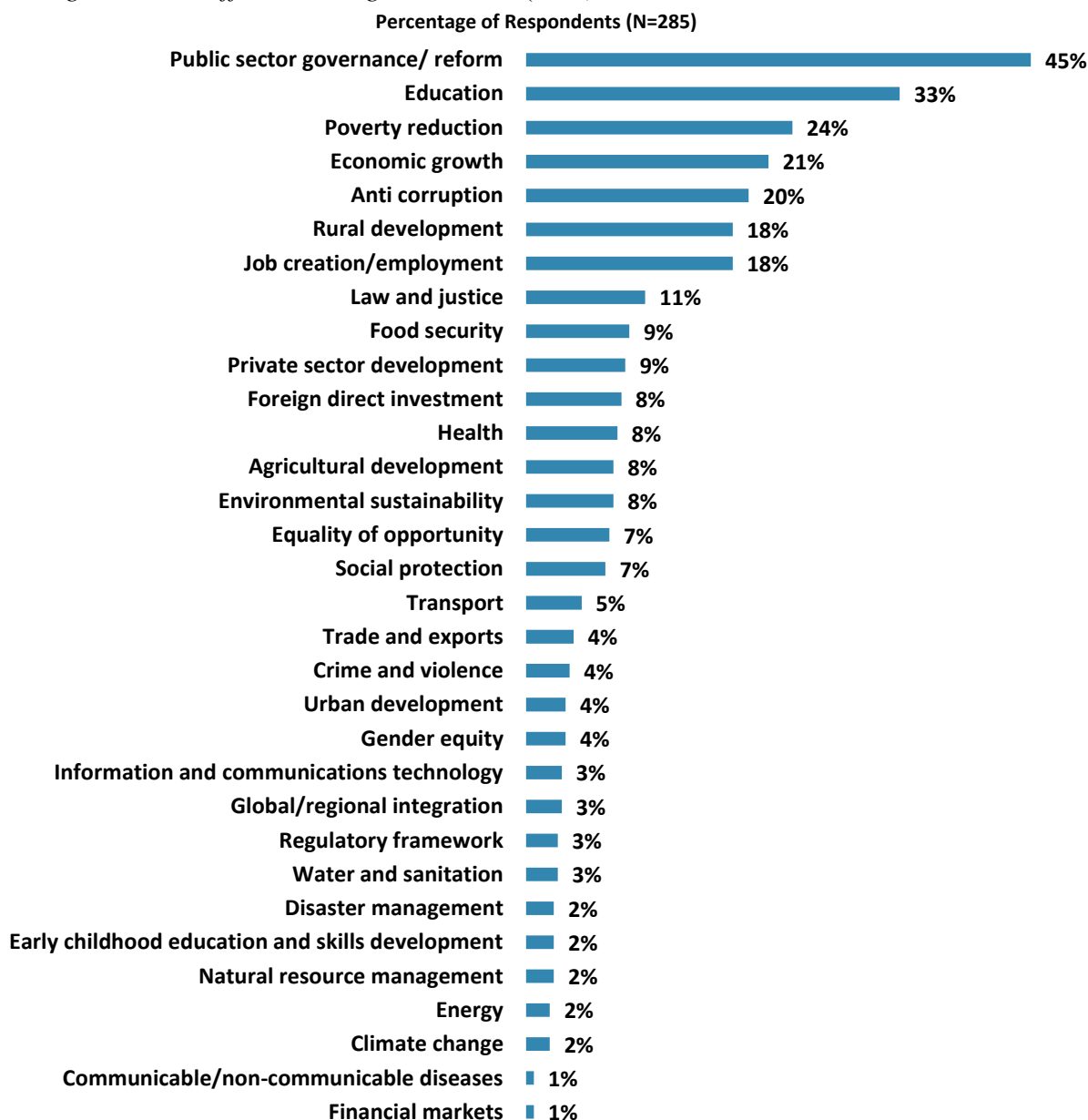
"In general, would you say that Sri Lanka is headed in ...?"
(Respondents chose from a list.)



IV. General Issues Facing Sri Lanka (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Sri Lanka were “*economic growth*” (40%) and “*government effectiveness/governance*” (40%).



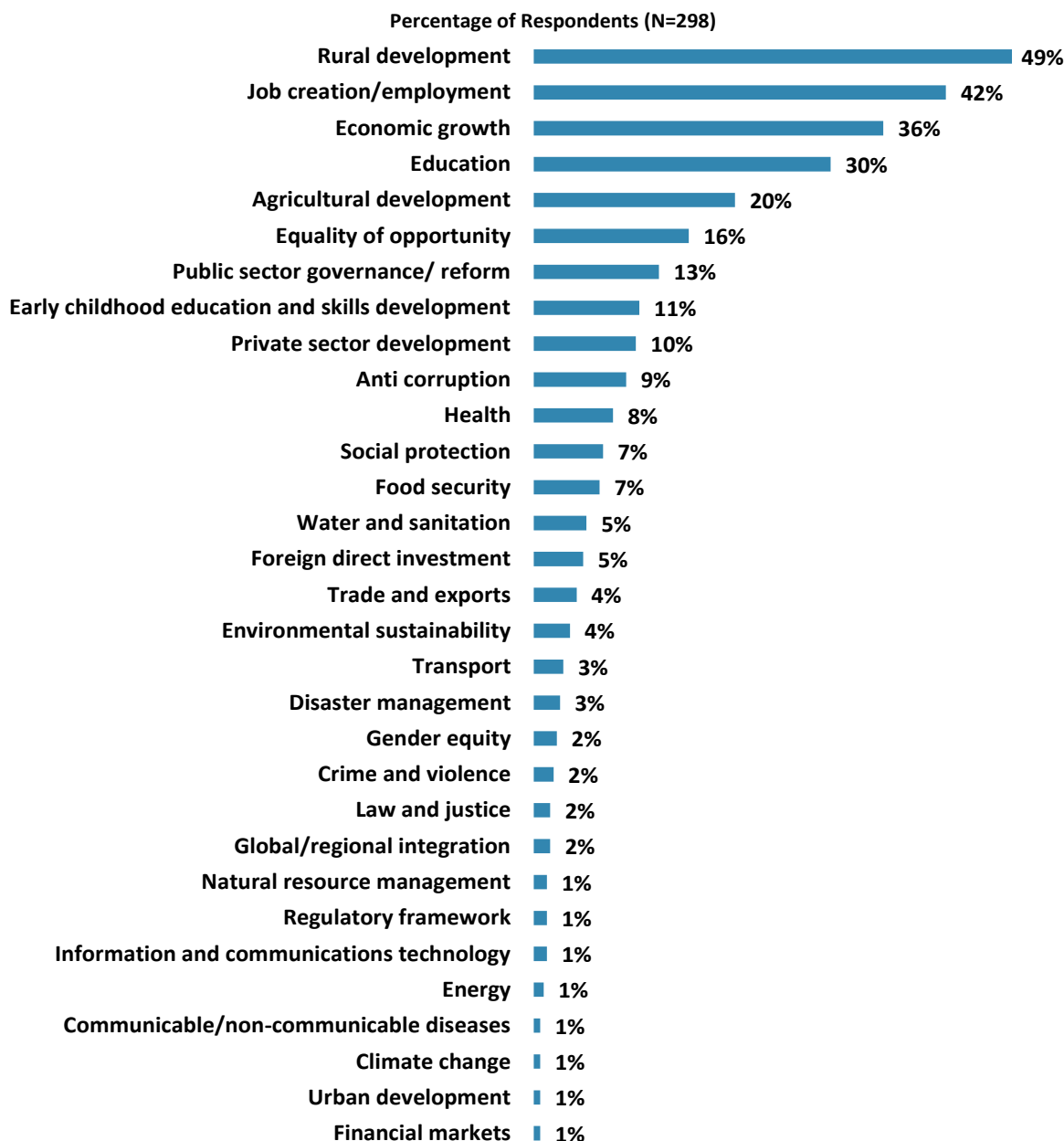
"Listed below are a number of development priorities in Sri Lanka. Please identify which of the following you consider the most important development priorities in Sri Lanka. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Sri Lanka (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Sri Lanka were “*increasing income generating activities/employment*” (46%) and “*increasing economic growth*” (22%).

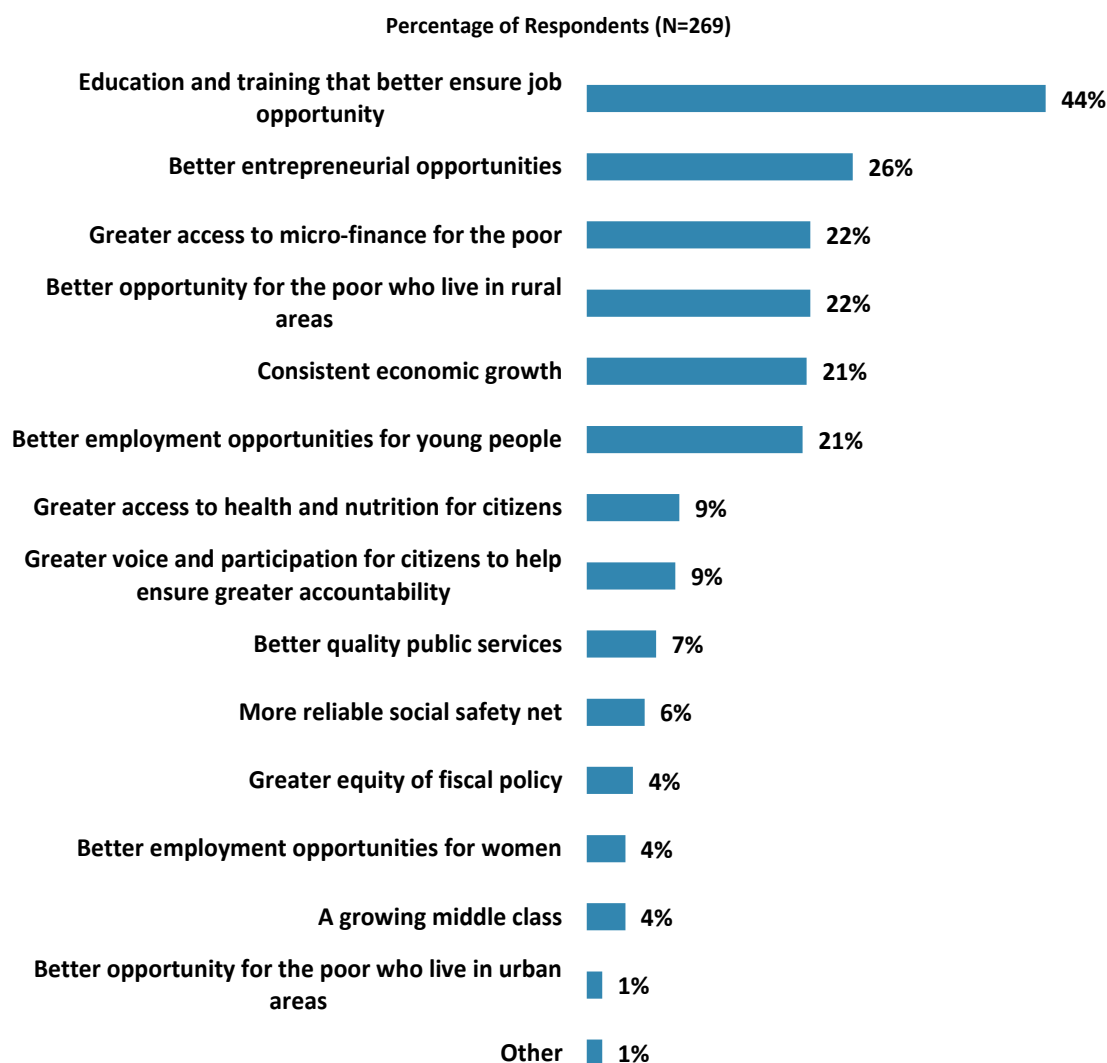


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Sri Lanka (continued)

Factors Contributing to “Shared Prosperity”



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

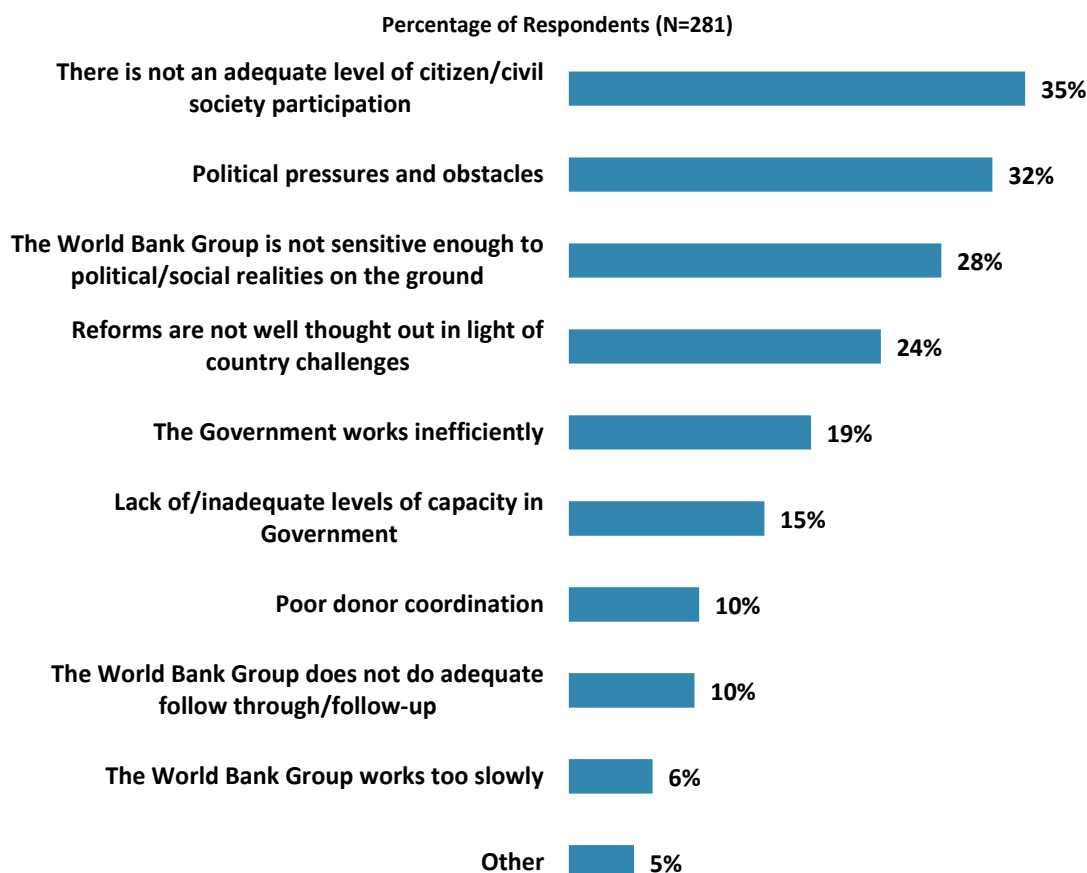
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to “*reforms are not well thought out in light of country challenges*” (50%) and “*political pressures and obstacles*” (39%).



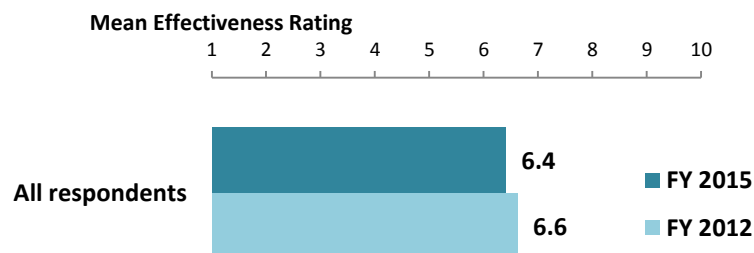
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

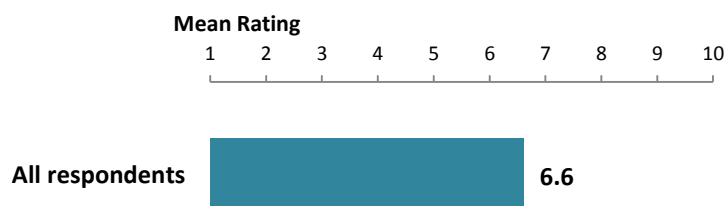
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness² (Indicator Question)



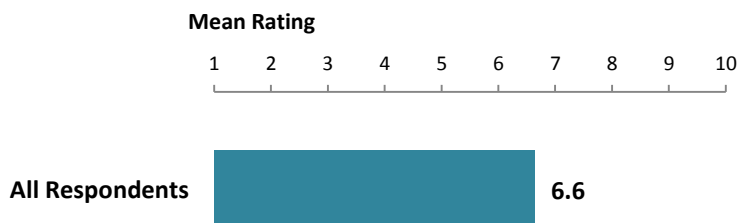
"Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



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

WBG Staff Preparedness



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

²All means presented in the first chart on this page were calculated based on weighted data from FY’15 and FY’12.

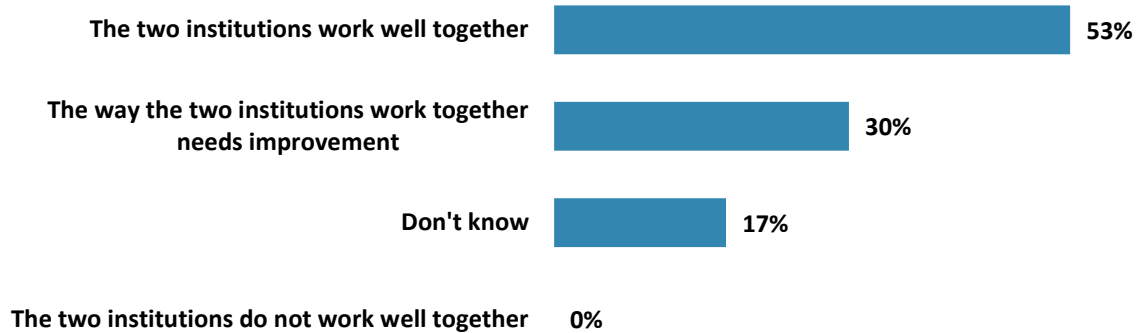


V. Overall Attitudes toward the World Bank Group (continued)

World Bank and IFC Working Together

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

Percentage of Respondents (N=40)



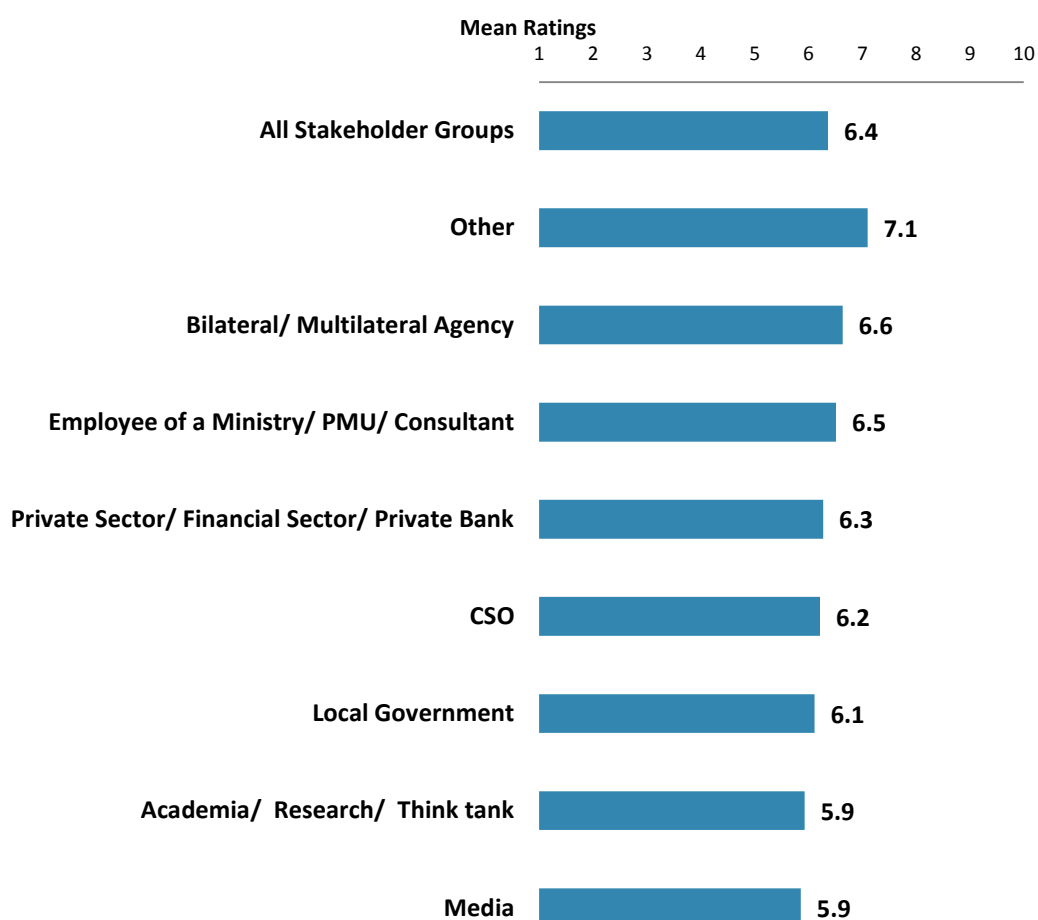
“If your projects involve both the World Bank and the IFC, what was your view on the two institutions working together in Sri Lanka?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies, ministries/PMUs and consultants working on WBG projects had the highest overall ratings for the twenty five indicator questions, whereas respondents from the media had significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher overall ratings (6.8) for the twenty five indicator questions than respondents who do not currently collaborate with the institution (6.2).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix H (page 133).



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

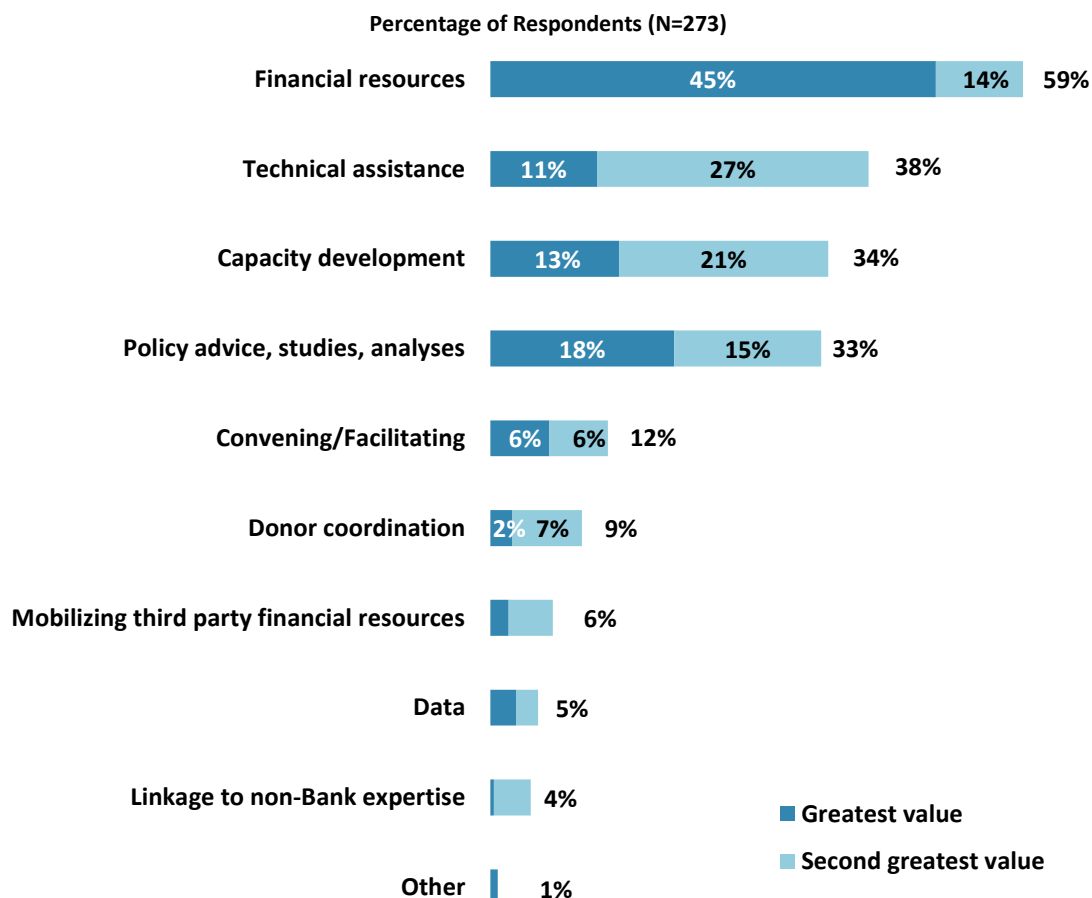
* Responses to all twenty five indicator questions can be found in Appendices G and H.



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

Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest values to Sri Lanka were its "*financial resources*" (53%) and "*policy and economic advice*" (31%).



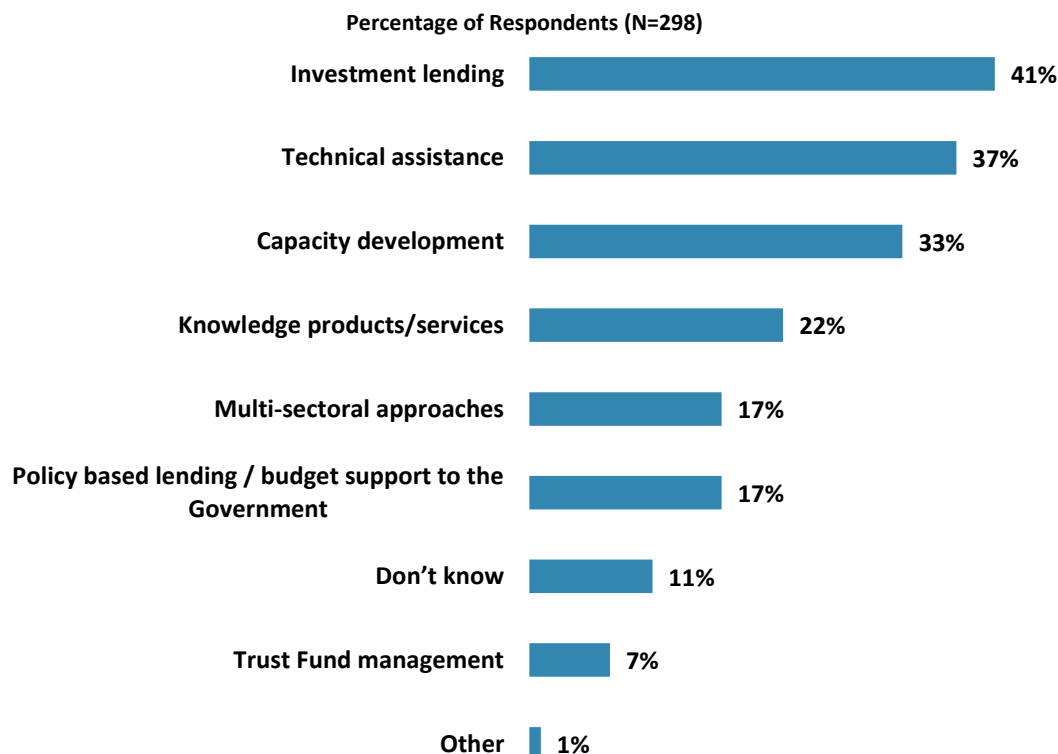
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sri Lanka?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey also indicated that the most effective World Bank's instruments in reducing poverty in Sri Lanka were “*result based lending*” (32%) and “*investment lending*” (26%).

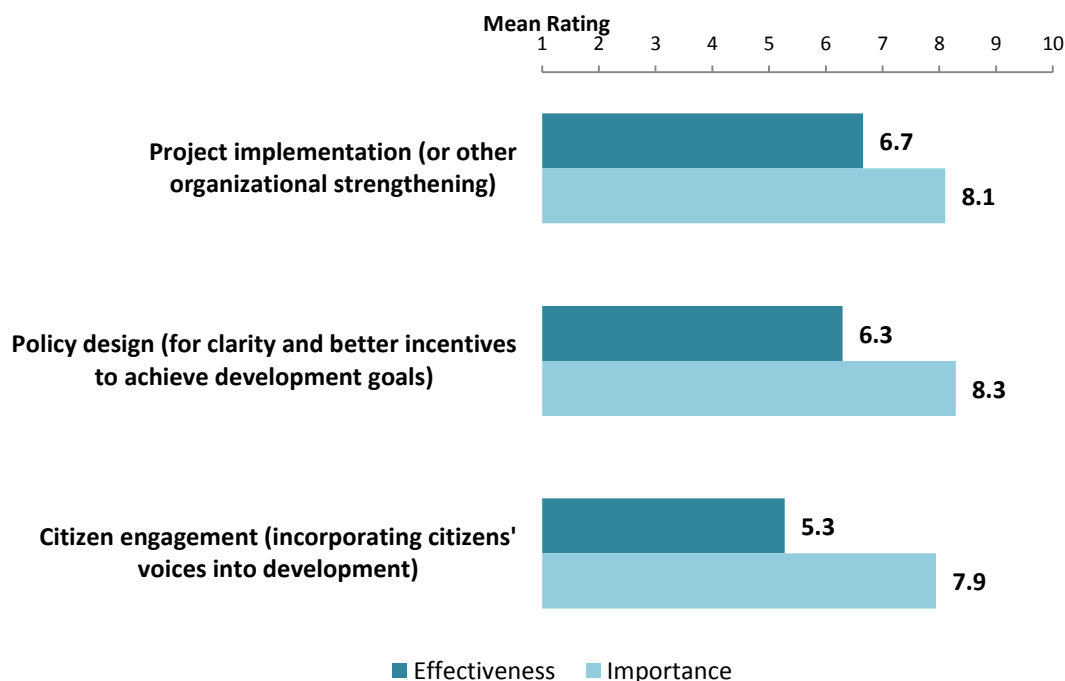


“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Sri Lanka? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



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

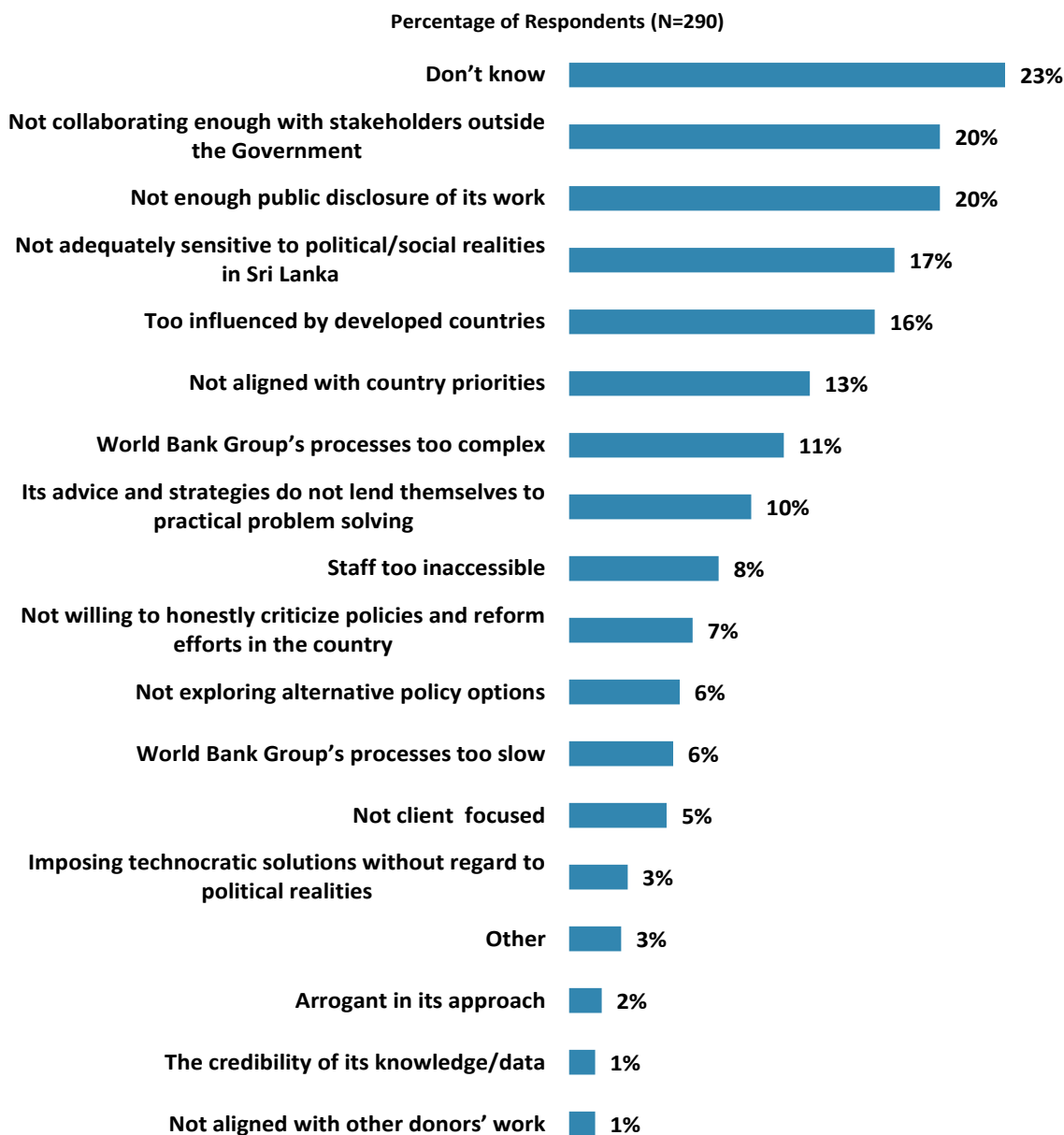
"When thinking about how to improve capacity building in Sri Lanka to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Sri Lanka were "*inadequately aligned with country priorities*" (27%) and "*not willing to honestly criticize politics and reform efforts in the country*" (18%).

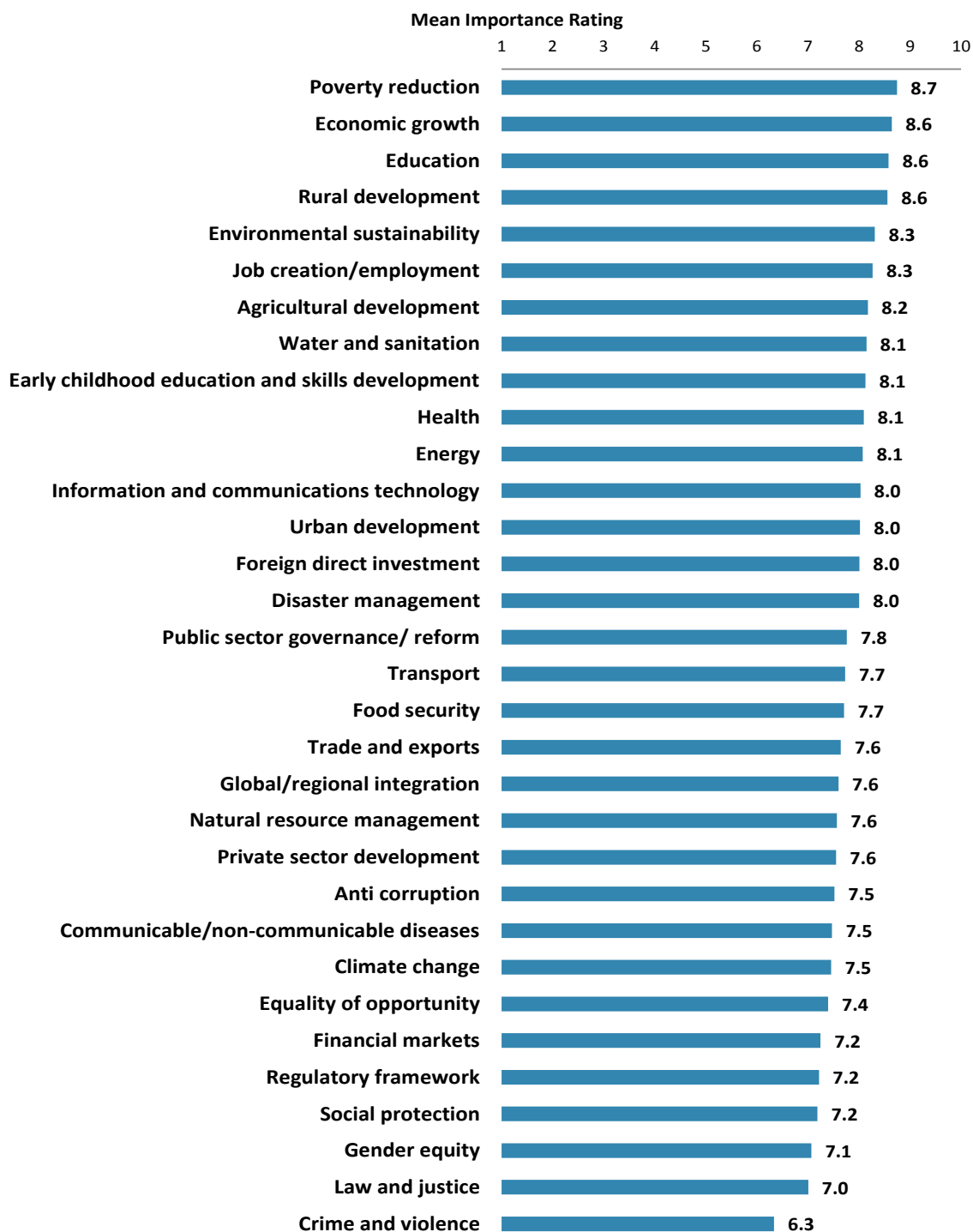


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sri Lanka? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

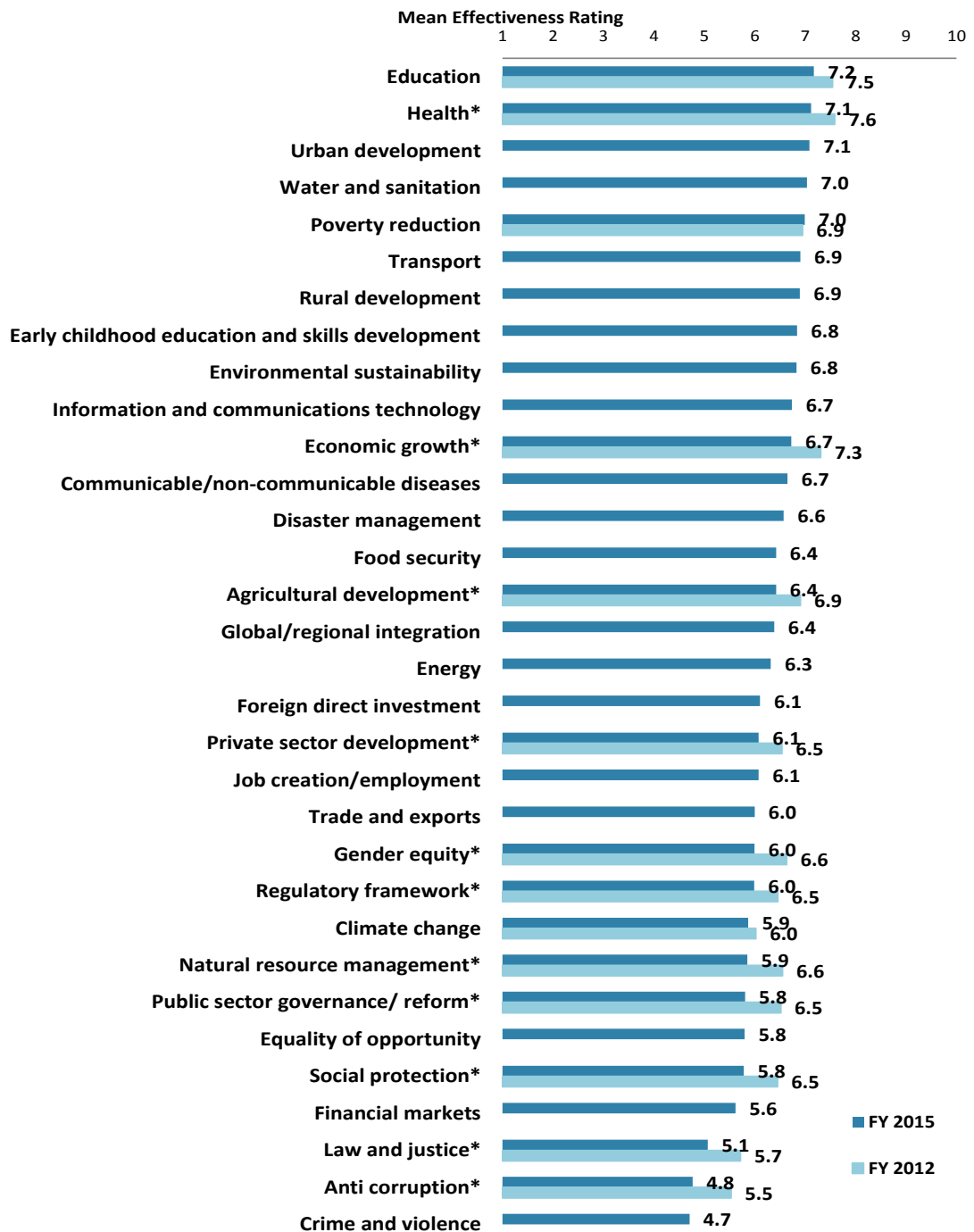


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Sri Lanka?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison³



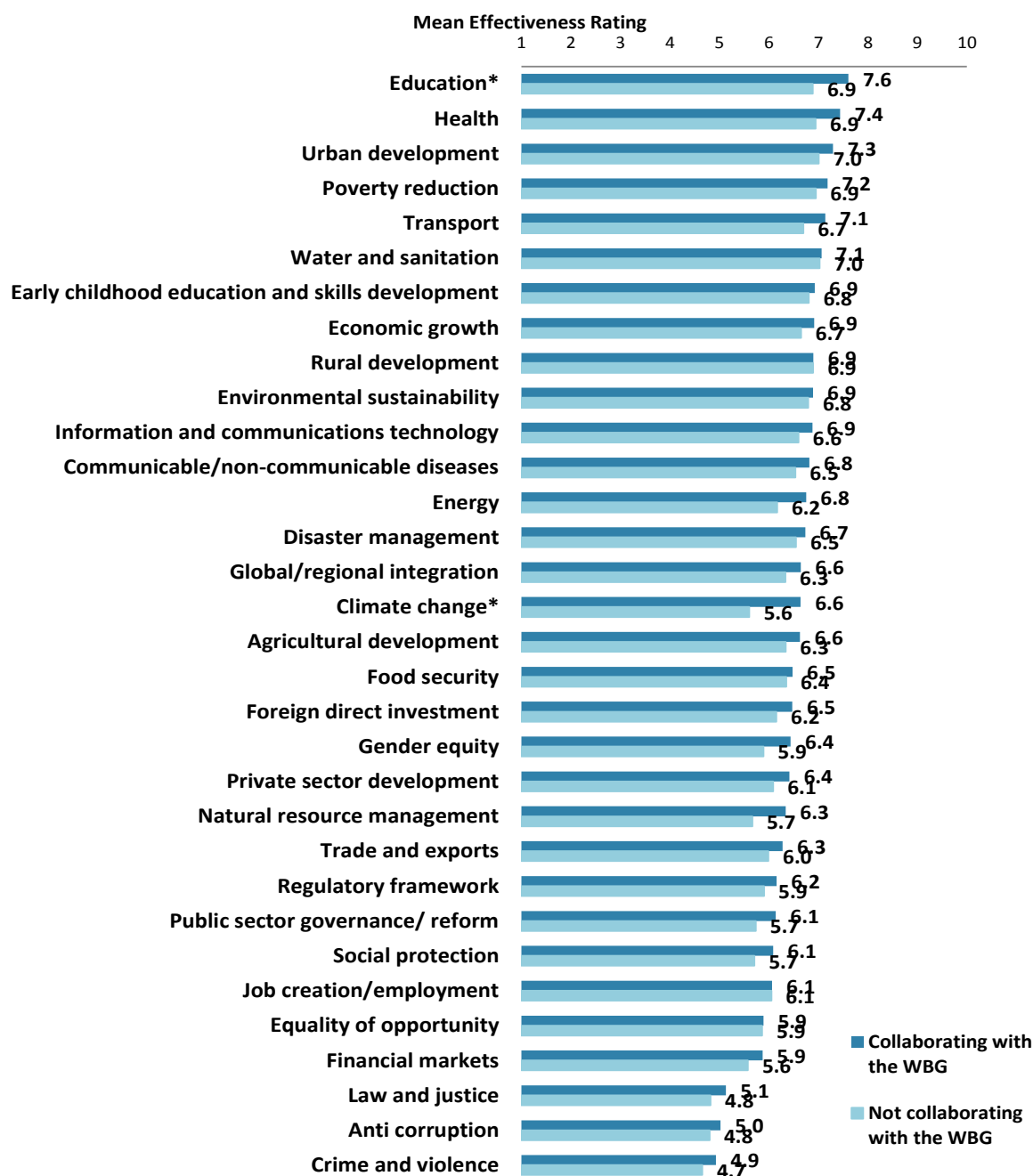
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sri Lanka?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

³All means presented in this chart are calculated based on weighted data. See Appendix F for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁴



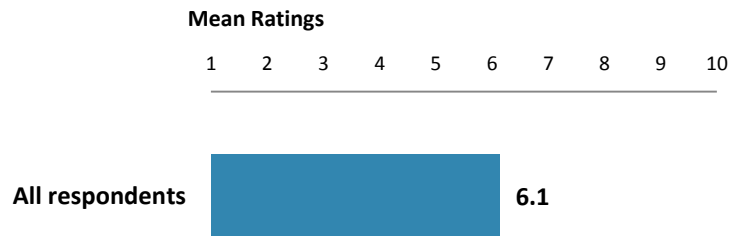
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sri Lanka?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁴ Note in the Appendix on the sectoral effectiveness (Appendix A, page 52) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



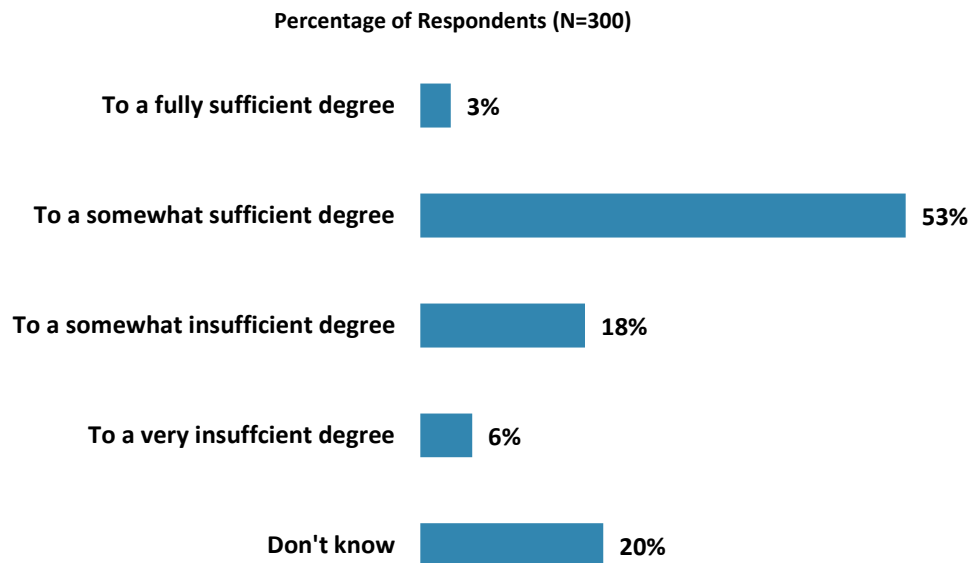
VI. Sectoral Importance and Effectiveness (continued)

WBG Promoting Private Public Partnerships



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

Helping the Poorest



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



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

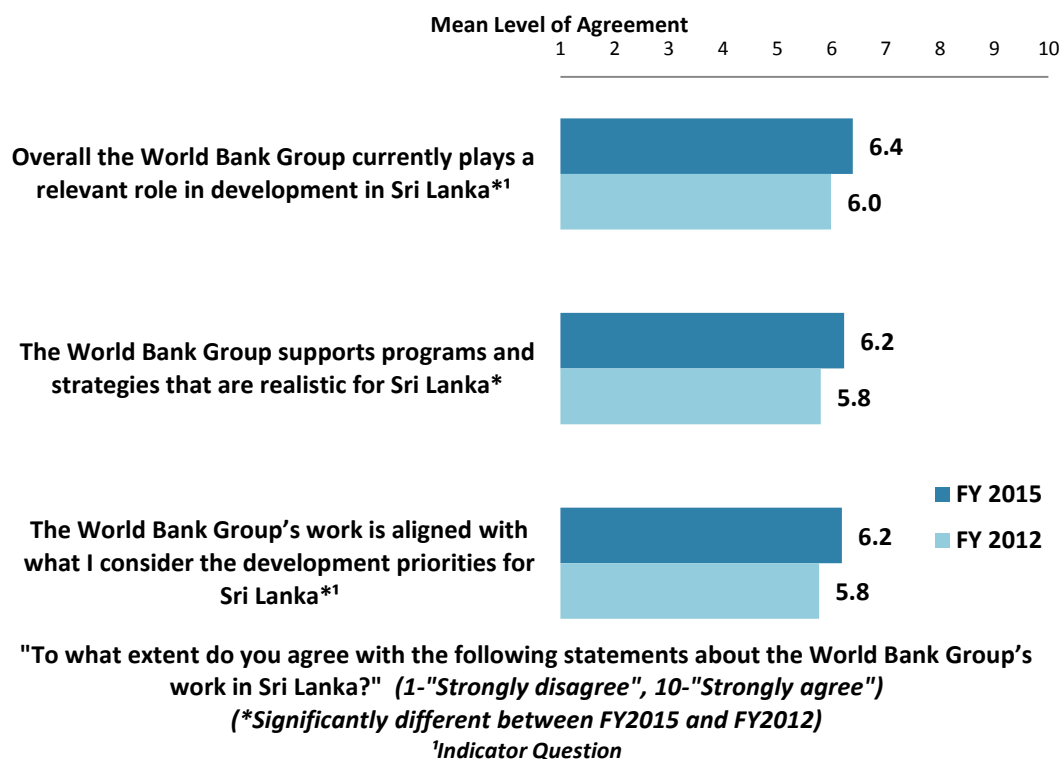
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Sri Lanka. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at anti corruption; and
 - The WBG's effectiveness at gender equity.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Sri Lanka, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at energy;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at climate change.



VII. How the World Bank Group Operates

The World Bank Group's Work in Sri Lanka: Year Comparison⁵

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with the following statements about the World Bank Group in Sri Lanka than respondents in the FY'12 Country Survey.

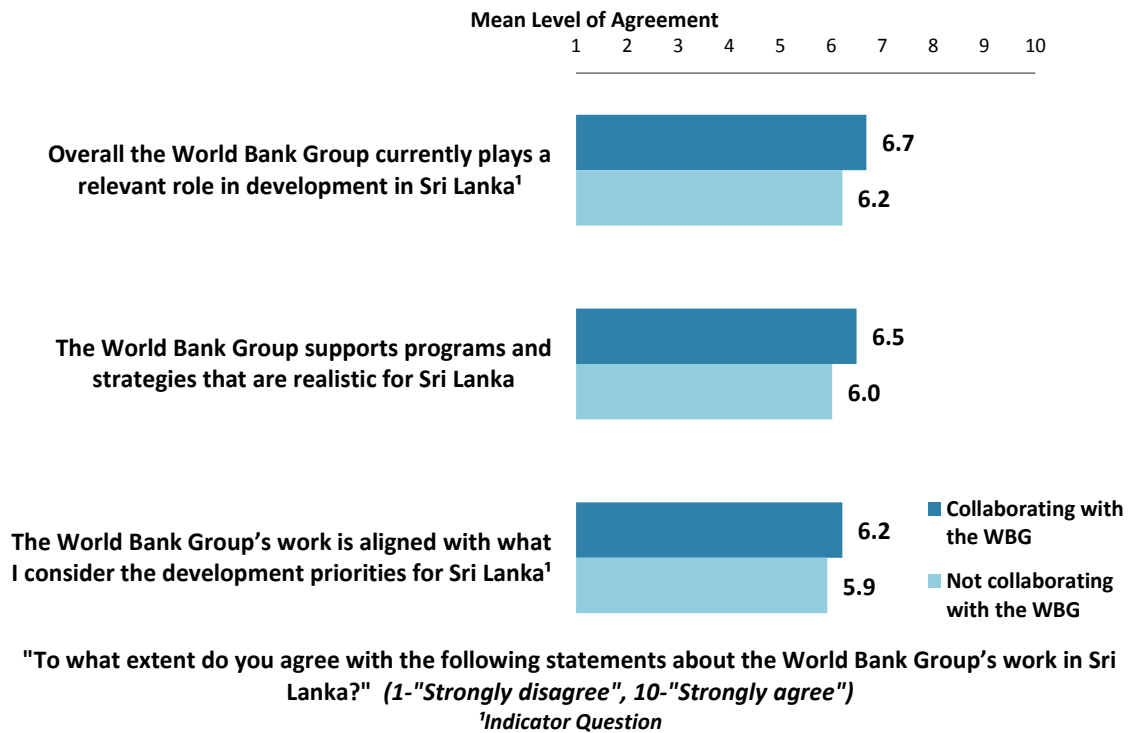


⁵ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Sri Lanka: Collaboration

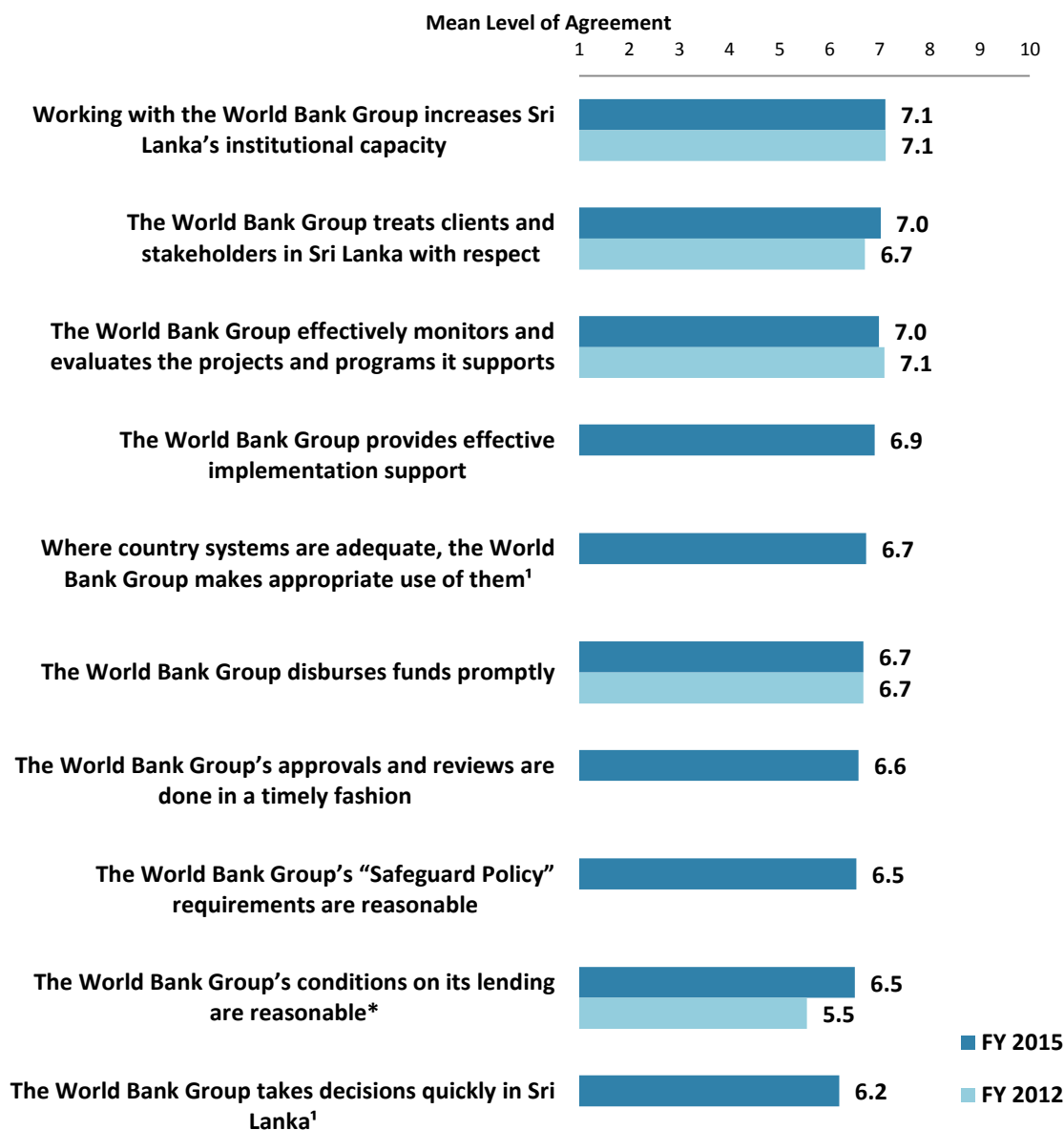




VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁶

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with the statement that "*the World Bank Group's conditions on its lending are reasonable*," compared to respondents in the FY'12 Country Survey.



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)
¹Indicator Question

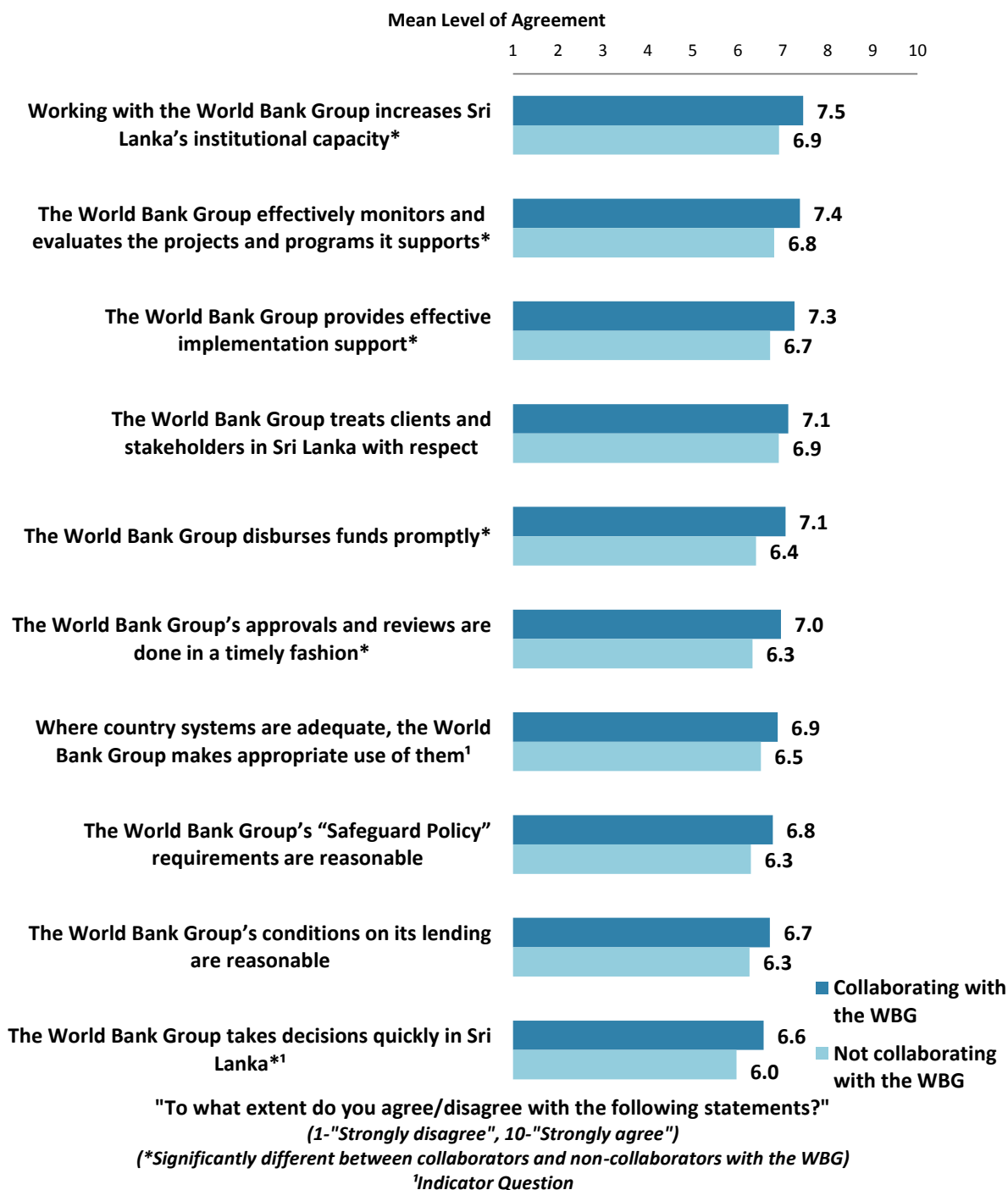
⁶ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

- **Collaboration:** Respondents who currently collaborate with the WBG had significantly higher levels of agreement with a number of statements below compared to respondents who do not collaborate with the WBG.

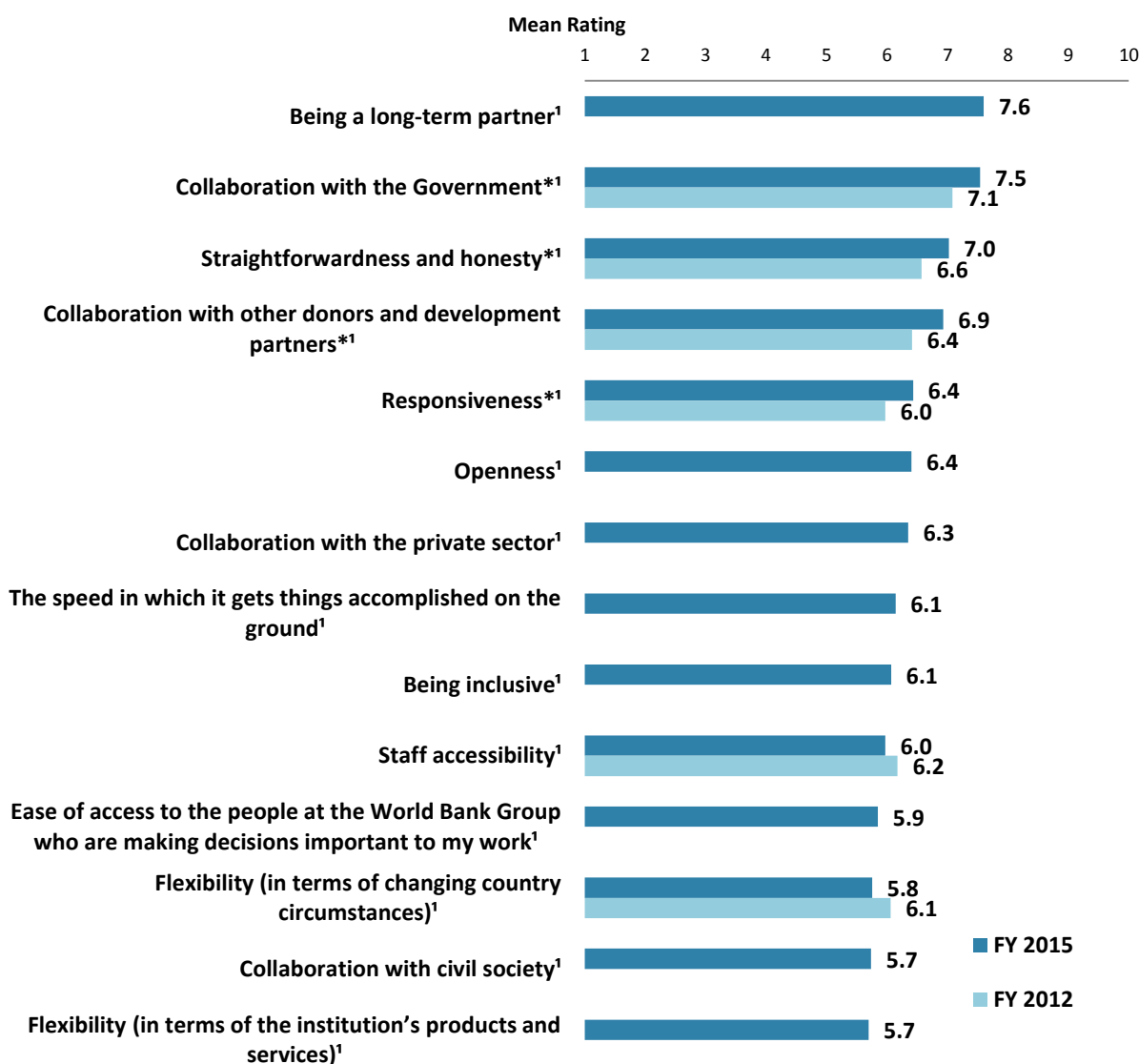




VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁷

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for a number of qualities of the WBG as a development partner in Sri Lanka, compared to respondents in the FY'12 Country Survey.



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

(*Significantly different between FY2015 and FY2012)

¹Indicator Question

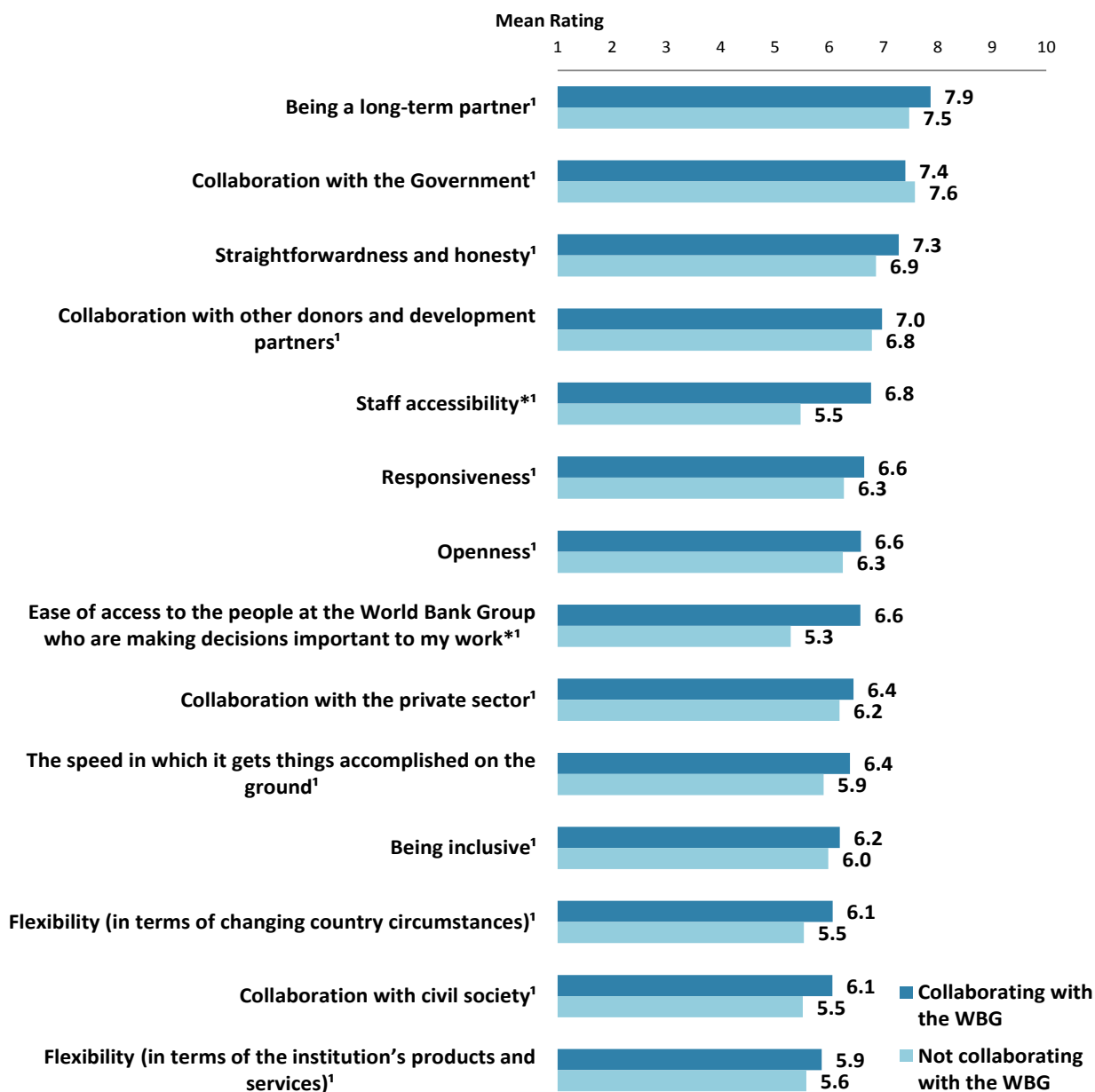
⁷ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration

- **Collaboration:** respondents who currently collaborate with the WBG gave significantly higher ratings for the WBG's "staff accessibility" and "ease of access to the people at the World Bank Group who are making decisions important to my work," compared to respondents who do not collaborate with the WBG.



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

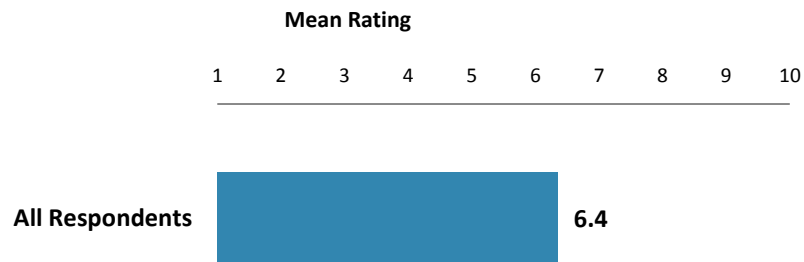
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

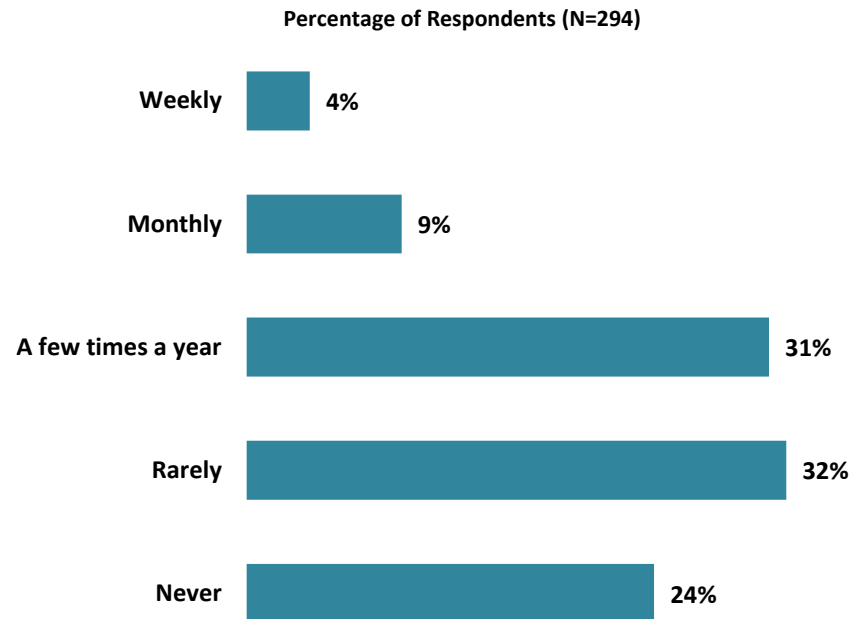


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

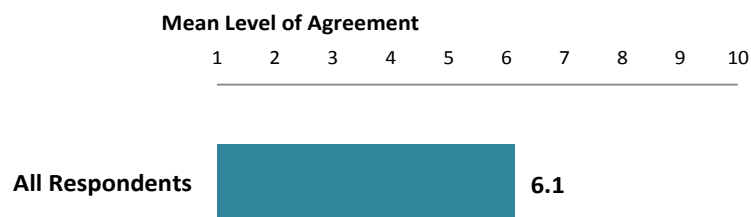


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



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

Meeting Sri Lanka's Knowledge Needs (*Indicator Question*)



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

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



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

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

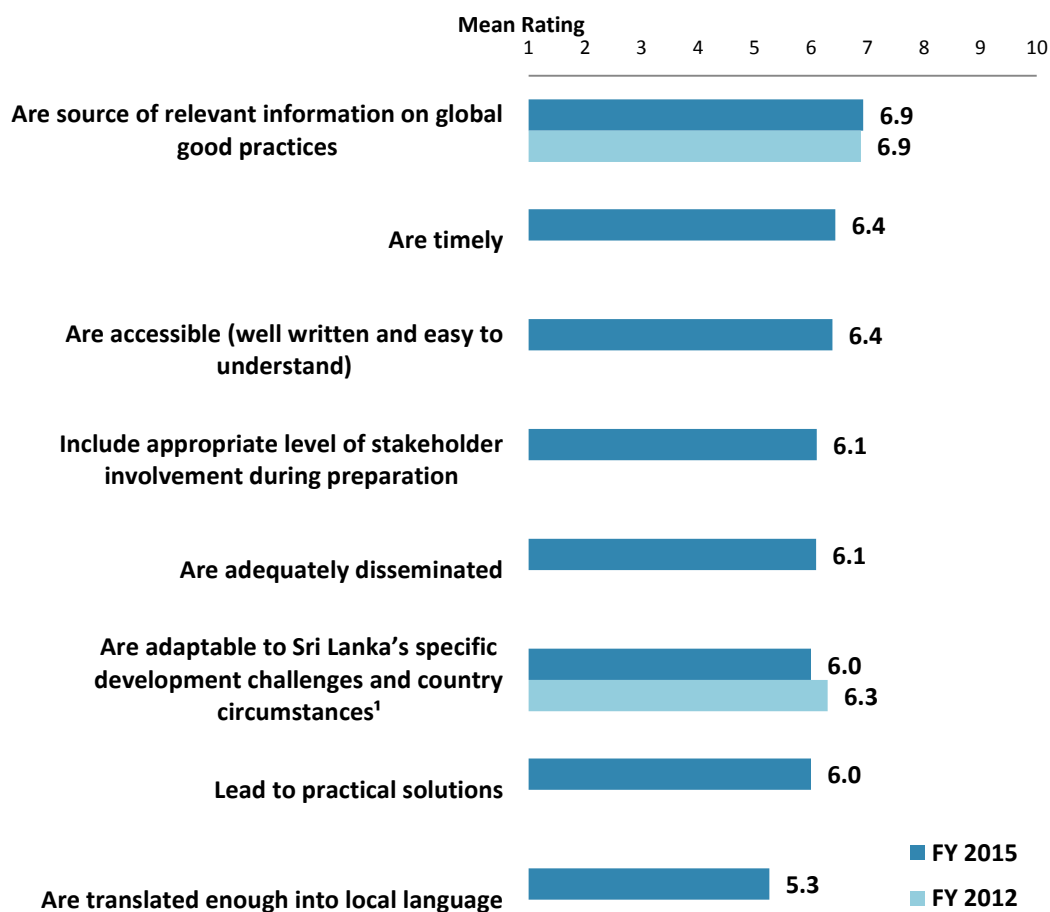


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities⁸



"In Sri Lanka, 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")

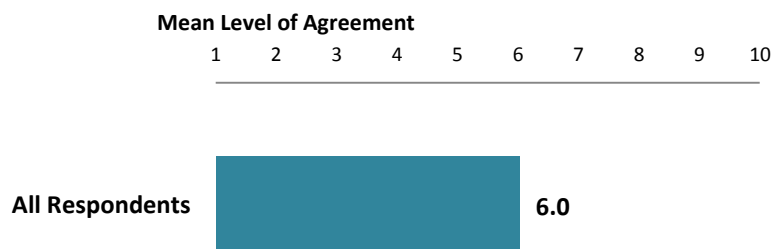
¹Indicator Question

⁸All means in this chart were calculated based on weighted data.



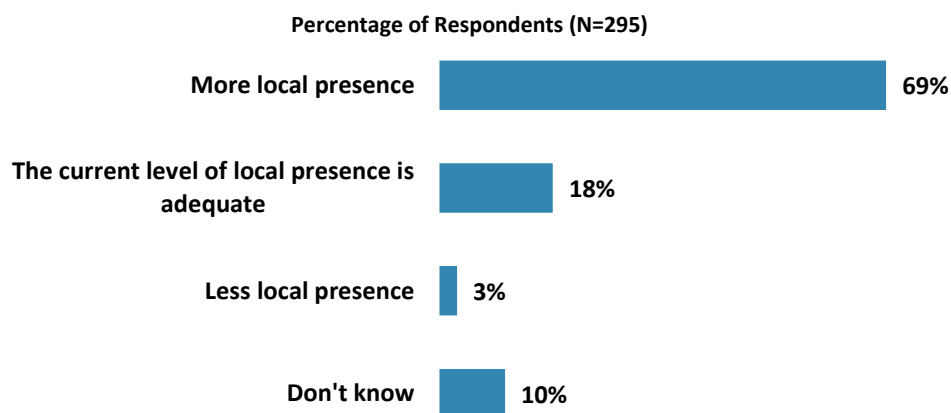
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Sri Lanka's Needs for Financial Instruments (*Indicator Question*)



"The World Bank Group's financial instruments meet the needs of Sri Lanka."
(1-"Strongly disagree", 10-"Strongly agree")

The World Bank Group's Local Presence in Sri Lanka

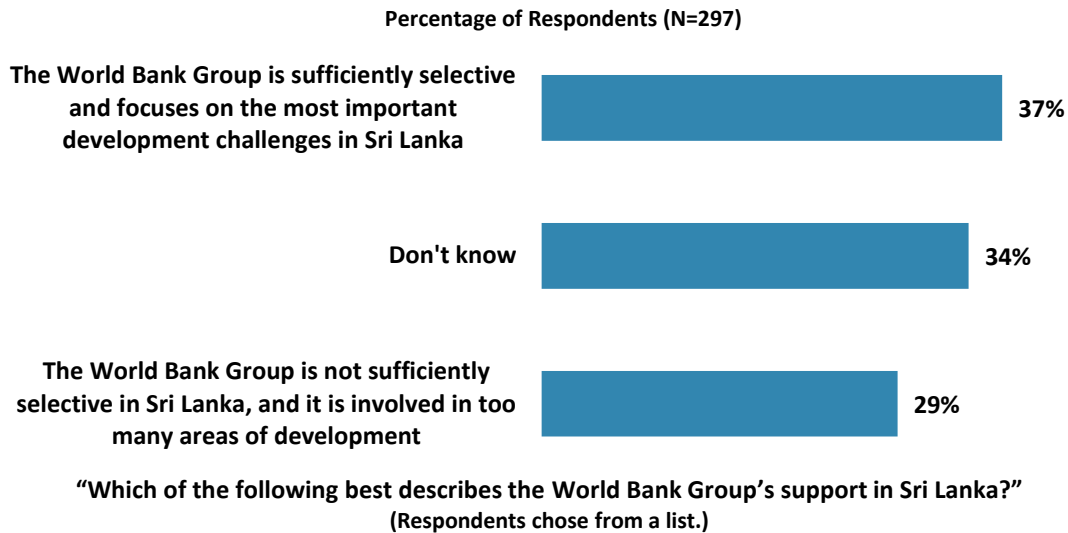


"To be a more effective development partner in Sri Lanka, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

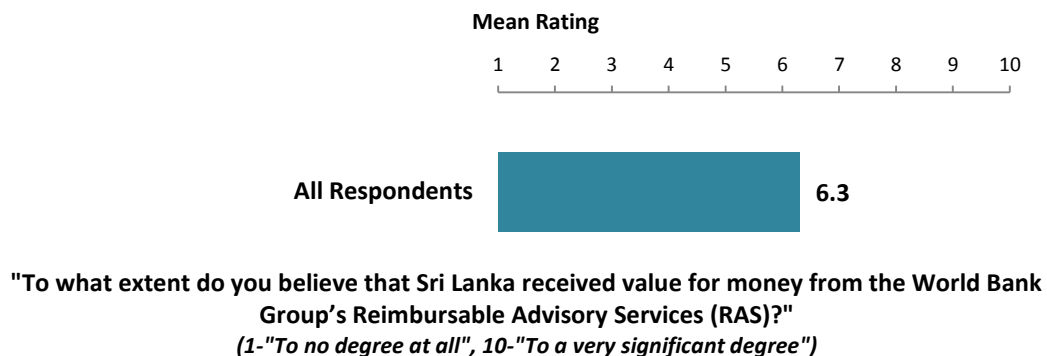


IX. The Future Role of the World Bank Group in Sri Lanka

Selectivity of the World Bank Group's Support



Reimbursable Advisory Services (RAS)



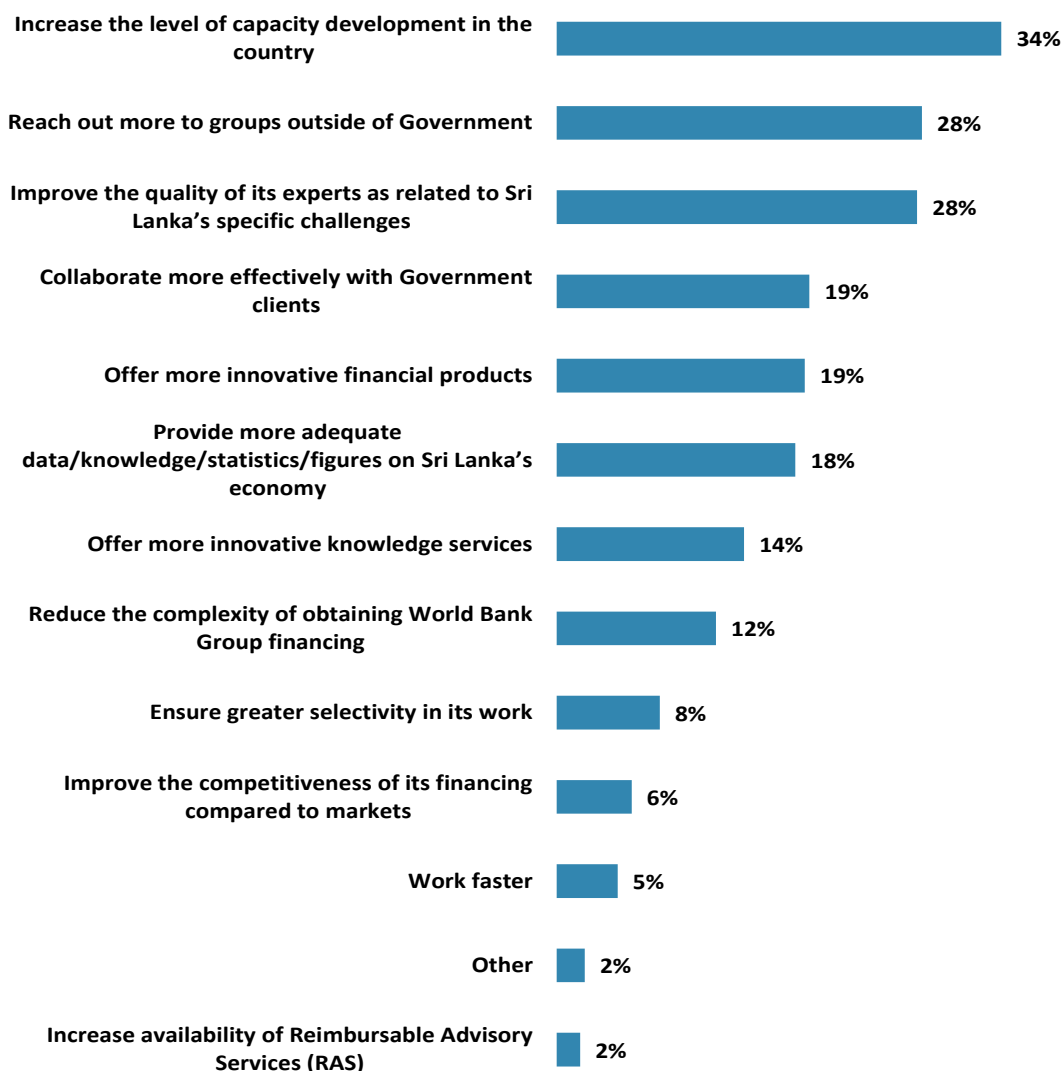


IX. The Future Role of the WBG in Sri Lanka (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*offer more products and services that reflect Sri Lanka's status as a middle income country*” (36%) to make itself of greater value in Sri Lanka.
- **Collaboration:** Respondents who currently collaborate with the WBG were significantly *less* likely to indicate that the WBG should “*reach out more to groups outside of Government*” compared to those respondents who don't collaborate with the WBG.
- **Stakeholder groups:** It is worth mentioning that respondents from CSOs and the private sector were significantly *more* likely to indicate that the WBG should “*reach out more to groups outside of Government*” than respondents from other stakeholder groups.

Percentage of Respondents (N=279)



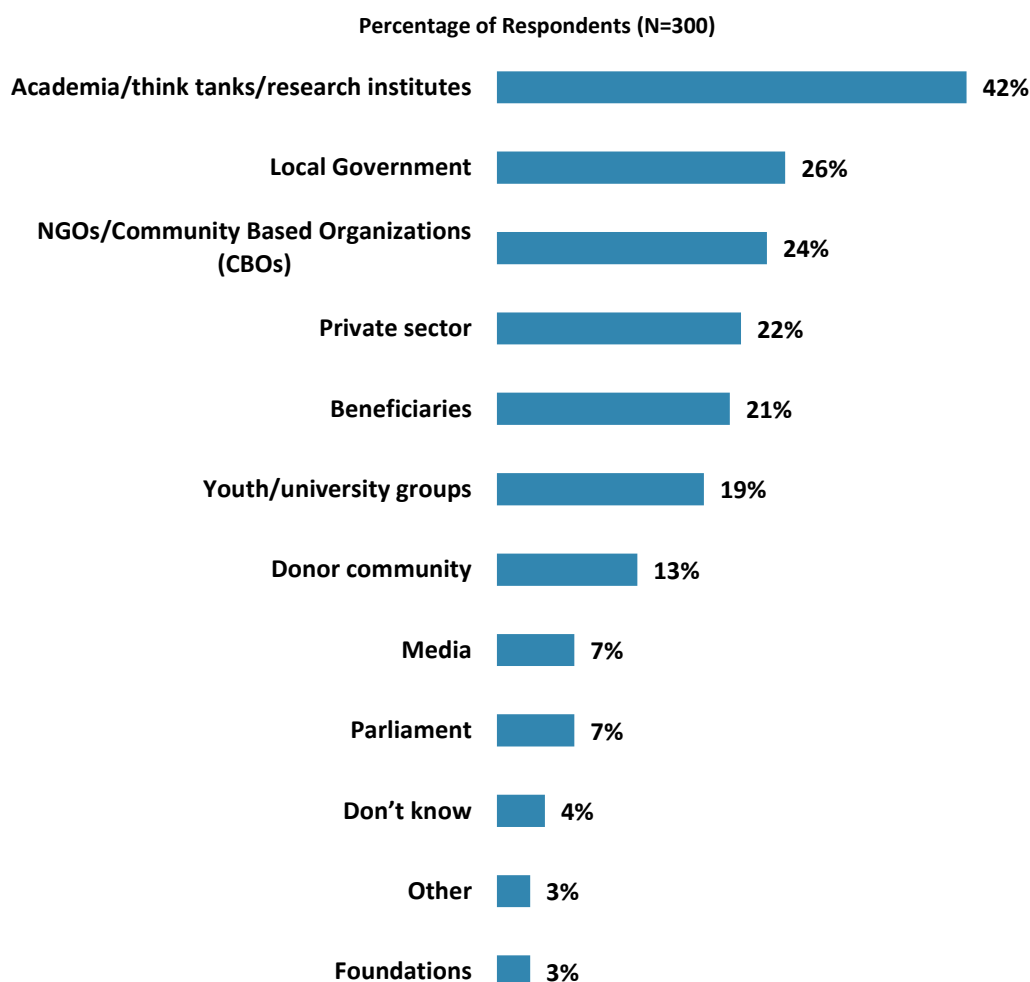
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Sri Lanka? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Sri Lanka (continued)

World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*local government*” (44%) and “*private sector*” (34%) to ensure better development results in Sri Lanka.



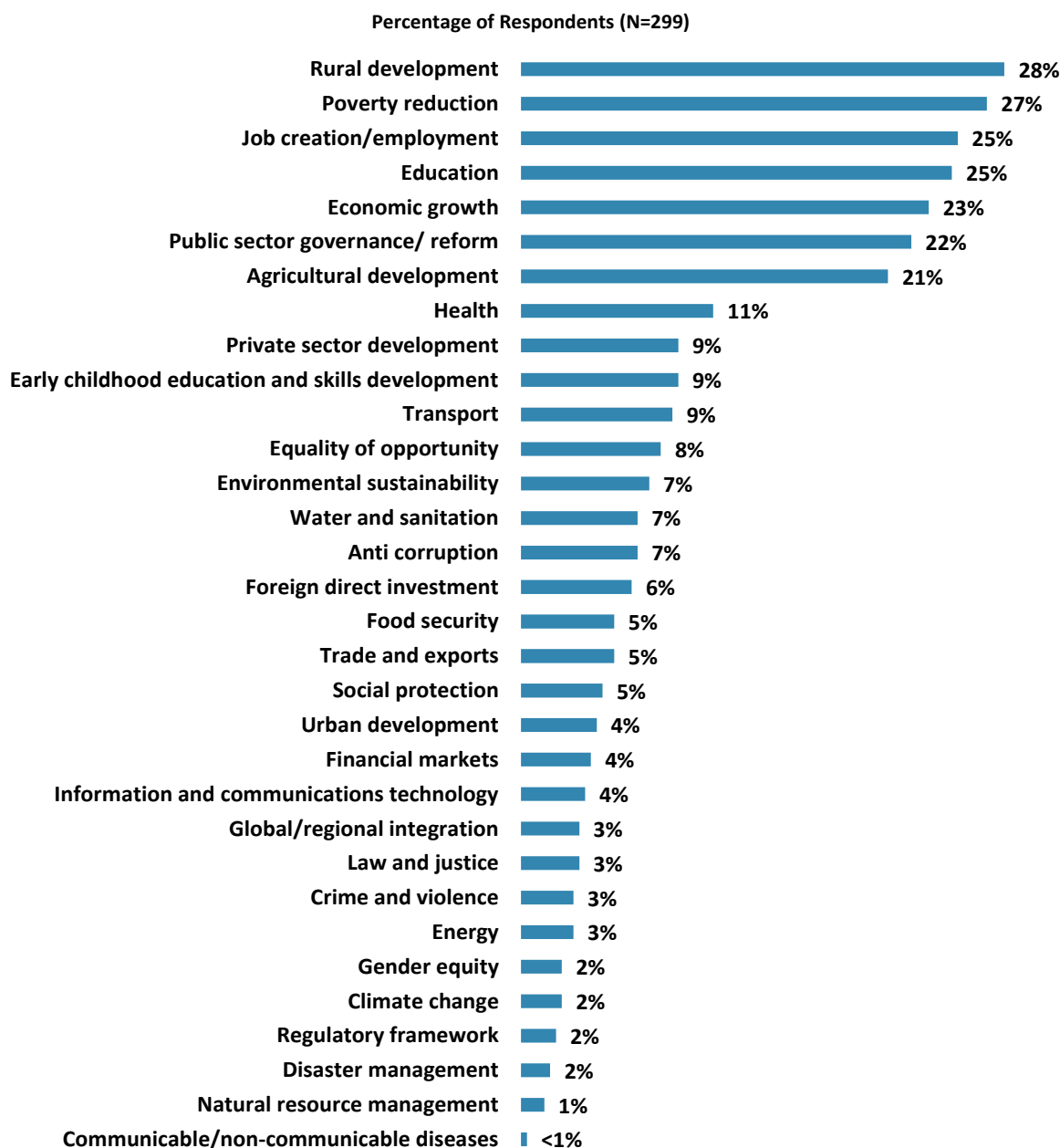
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Sri Lanka (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “*economic growth*” (20%).

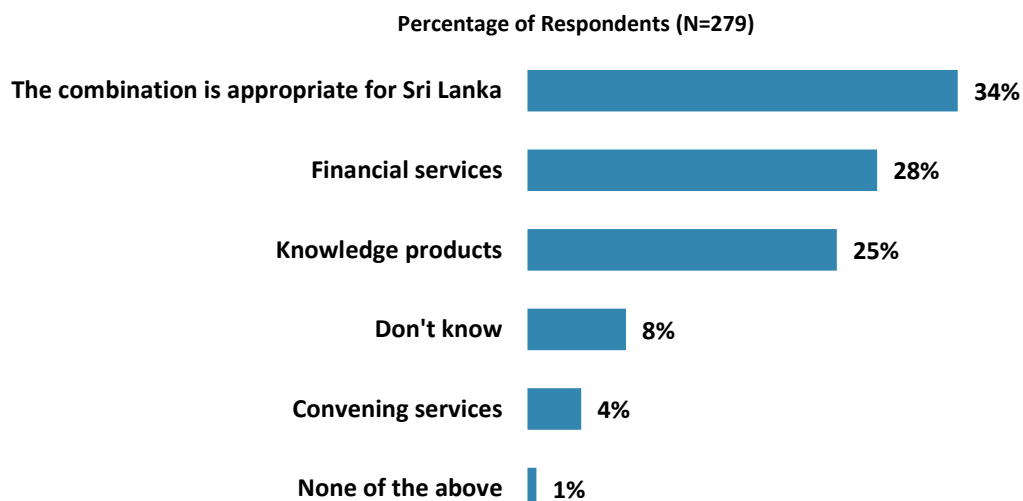


“When thinking about how the World Bank Group can have the most impact on development results in Sri Lanka, in which sectoral areas do you believe the WBG should focus most of its attention and resources in Sri Lanka? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Sri Lanka (continued)

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Sri Lanka, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Sri Lanka?"

(Respondents chose from a list.)

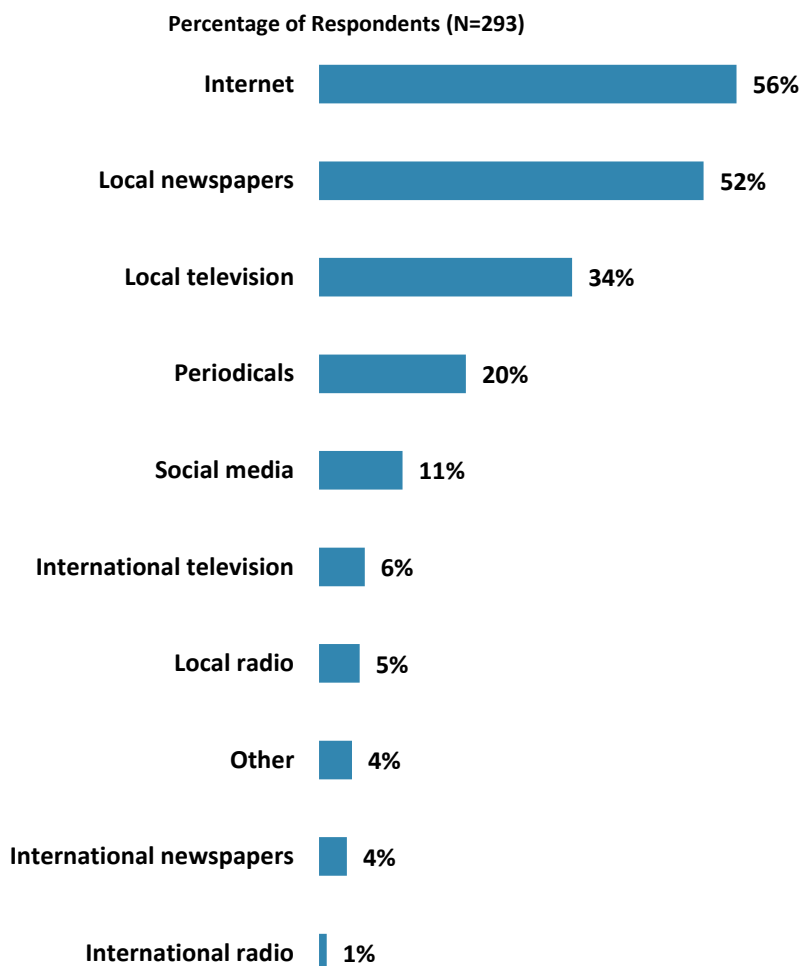


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Sri Lanka from "*local newspapers*" (66%) and the "*Internet* (32%)."



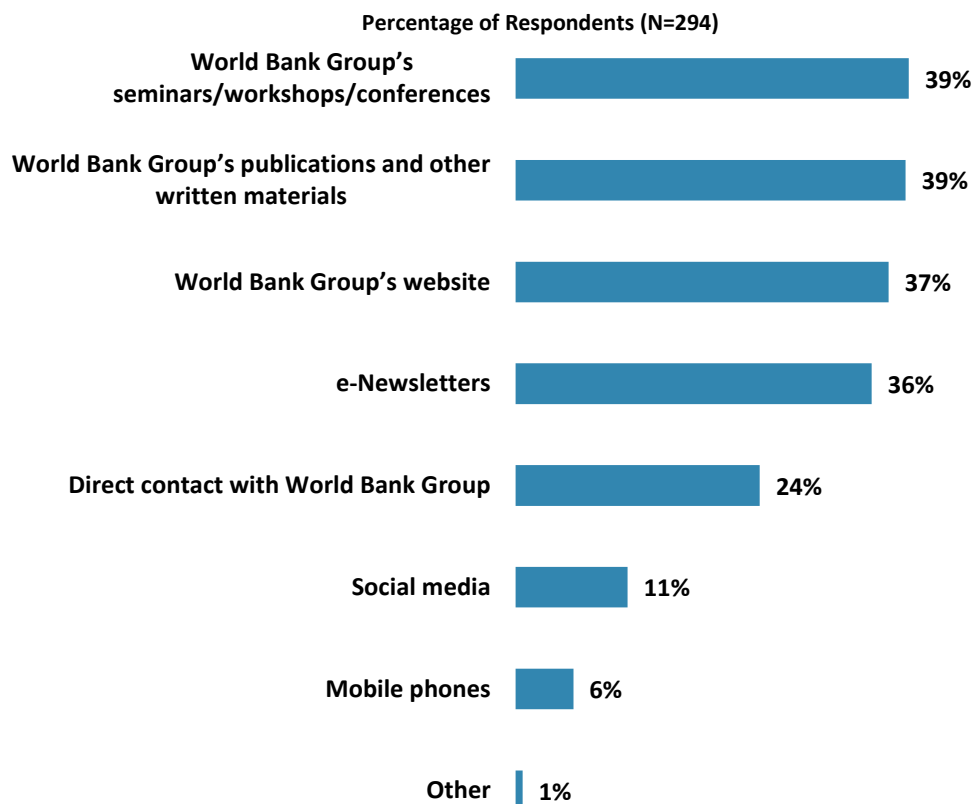
"How do you get most of your information about economic and social development issues in Sri Lanka? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*local newspapers*” (49%) and “*World Bank publications, materials*” (25%).



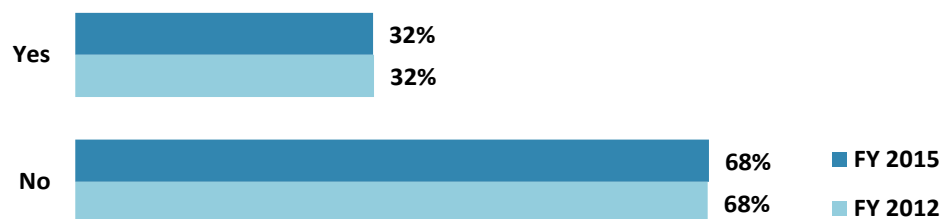
"How would you prefer to obtain information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information⁹

Percentage of Respondents (FY 2015 N=269; FY 2012 N=240)



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

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

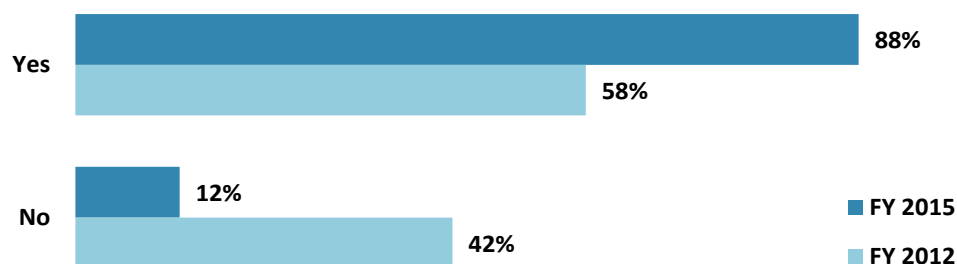
Percentage of Respondents (FY 2015 N=261; FY 2012 N=236)



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

- **Year Comparison:** This year's respondents across stakeholder groups were significantly more likely to be able to obtain information they had requested than respondents in the FY'12 Country Survey.

Percentage of Respondents (FY 2015 N=51; FY 2012 N=80)



"Were you able to obtain this information?"

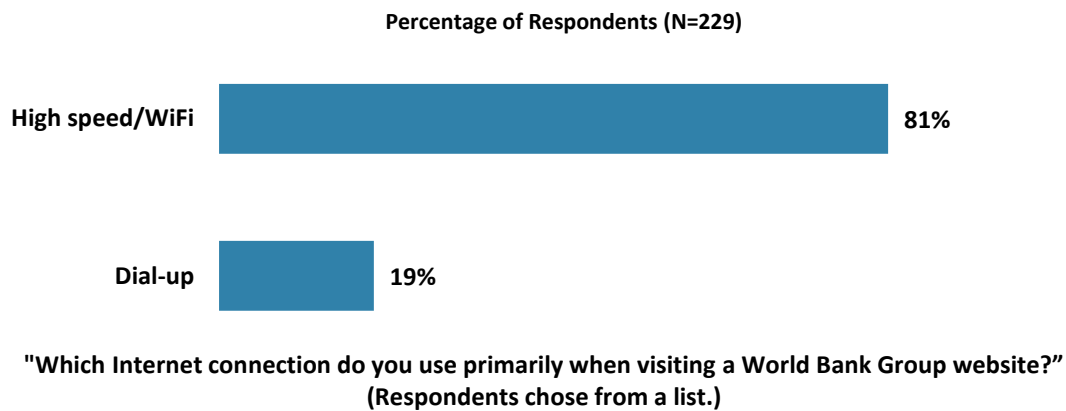
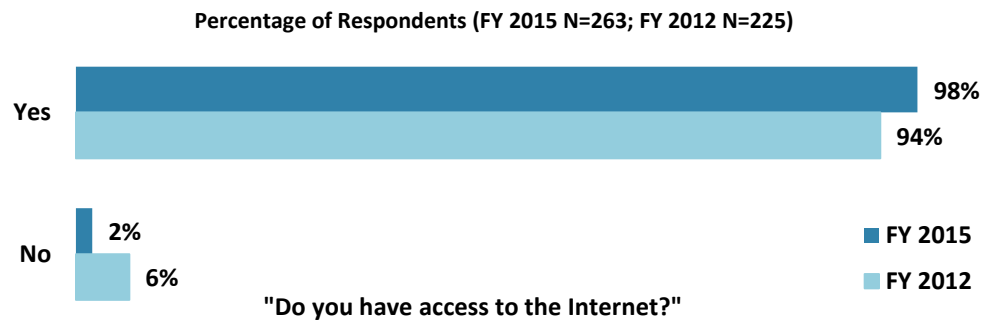
⁹All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁰

- **Year Comparison:** This year's respondents were significantly more likely to have access to the Internet than respondents in the FY'12 Country Survey.

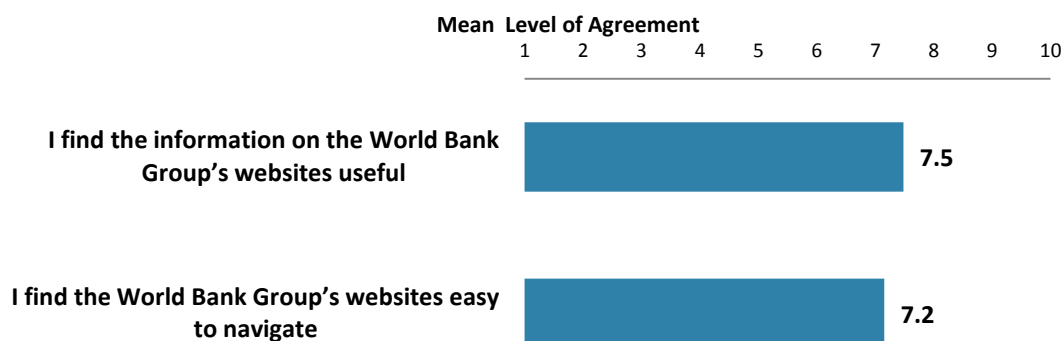
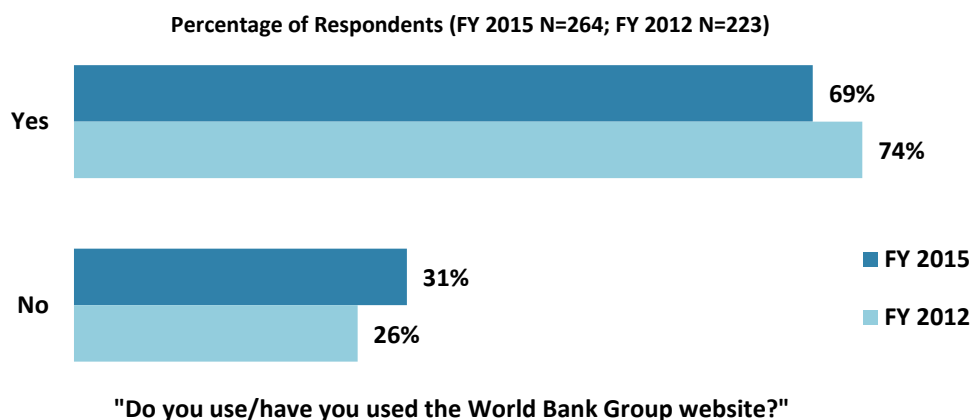


¹⁰ Percentages presented in the first chart on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

WBG Website Usage¹¹



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

¹¹ All percentages and means presented in the first chart on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels

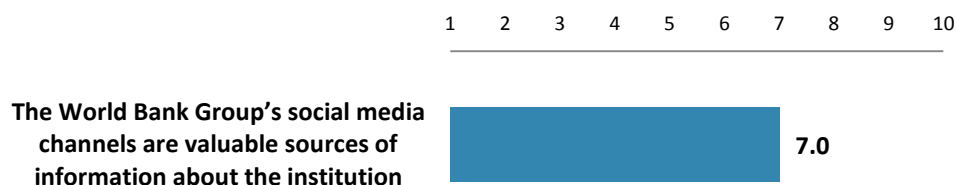
Percentage of Respondents (N=278)



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

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement (N=114)

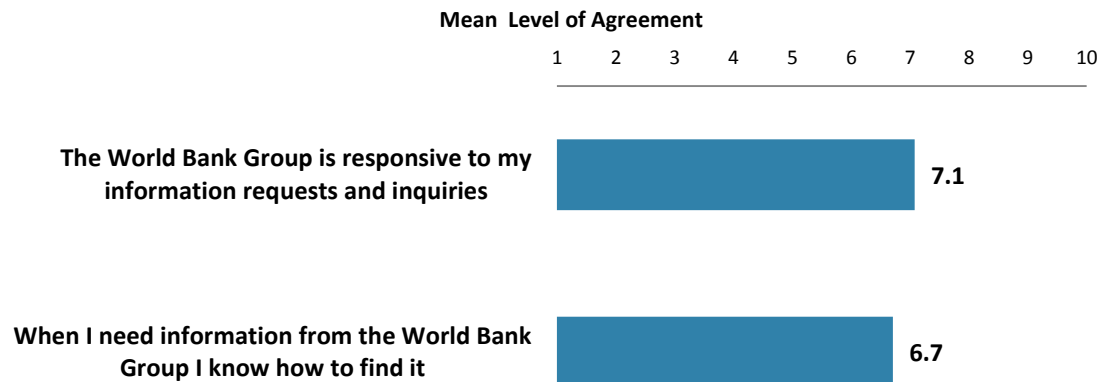


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing



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



XI. Appendices

A. Responses to All Questions across All Respondents.....	50
B. Responses to All Questions by Stakeholder Groups.....	65
C. Responses to All Questions by Geographic Location.....	83
D. Responses to All Questions by Level of Collaboration with WBG..	99
E. Responses to All Questions by Gender	113
F. Responses to All Questions by Year	127
G. Indicator Questions as a Function of Exposure to the WBG	130
H. Indicator Questions by Stakeholder Groups	131
I. WBG Country Opinion Survey FY15 – Sri Lanka Questionnaire ..	132

Sri Lanka





Appendix A: Responses to All Questions across All Respondents (N=302)

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

A. General Issues Facing Sri Lanka

1. In general would you say that Sri Lanka is headed in ... ?	Percentage of Respondents (N=267)
The right direction	61.0%
The wrong direction	7.5%
Not sure	31.5%

2. Listed below are a number of development priorities in Sri Lanka. Please identify which of the following you consider the most important development priorities in Sri Lanka? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=285)
Public sector governance/ reform	44.6%
Education	33.0%
Poverty reduction	23.5%
Economic growth	21.4%
Anti corruption	19.6%
Rural development	18.2%
Job creation/employment	18.2%
Law and justice	10.5%
Food security	9.1%
Private sector development	8.8%
Foreign direct investment	8.4%
Health	8.1%
Agricultural development	7.7%
Environmental sustainability	7.7%
Equality of opportunity	7.4%
Social protection	7.0%
Transport	4.9%
Trade and exports	4.2%
Crime and violence	3.9%
Urban development	3.5%
Gender equity	3.5%
Information and communications technology	3.2%
Global/regional integration	3.2%
Regulatory framework	2.8%
Water and sanitation	2.8%
Disaster management	2.5%
Early childhood education and skills development	2.5%
Natural resource management	2.5%
Energy	2.1%
Climate change	2.1%
Communicable/non-communicable diseases	0.7%
Financial markets	0.7%

**A. General Issues Facing Sri Lanka (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=298)
Rural development	48.7%
Job creation/employment	41.9%
Economic growth	35.6%
Education	30.2%
Agricultural development	20.5%
Equality of opportunity	15.8%
Public sector governance/ reform	12.8%
Early childhood education and skills development	10.7%
Private sector development	10.4%
Anti corruption	9.4%
Health	8.1%
Social protection	7.0%
Food security	6.7%
Water and sanitation	5.4%
Foreign direct investment	5.0%
Trade and exports	4.4%
Environmental sustainability	3.7%
Transport	3.0%
Disaster management	2.7%
Gender equity	2.3%
Crime and violence	2.0%
Law and justice	1.7%
Global/regional integration	1.7%
Natural resource management	1.3%
Regulatory framework	1.3%
Information and communications technology	1.3%
Energy	1.0%
Communicable/non-communicable diseases	0.7%
Climate change	0.7%
Urban development	0.7%
Financial markets	0.7%

**A. General Issues Facing Sri Lanka (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=269)
Education and training that better ensure job opportunity	44.2%
Better entrepreneurial opportunities	25.7%
Greater access to micro-finance for the poor	21.6%
Better opportunity for the poor who live in rural areas	21.6%
Consistent economic growth	21.2%
Better employment opportunities for young people	20.8%
Greater access to health and nutrition for citizens	8.9%
Greater voice and participation for citizens to help ensure greater accountability	8.6%
Better quality public services	6.7%
More reliable social safety net	5.6%
Greater equity of fiscal policy	4.5%
Better employment opportunities for women	3.7%
A growing middle class	3.7%
Better opportunity for the poor who live in urban areas	1.5%
Other	1.5%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Sri Lanka? (1-Not familiar at all, 10-Extremely familiar)	296	0	5.17	2.37
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka? (1-Not effective at all, 10-Very effective)	235	55	6.38	1.97
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Sri Lanka solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	216	77	6.64	1.97

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

4. When thinking about how the World Bank Group can have the most impact on development results in Sri Lanka, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sri Lanka? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=299)
Rural development	27.8%
Poverty reduction	26.8%
Job creation/employment	25.1%
Education	24.7%
Economic growth	23.4%
Public sector governance/ reform	22.4%
Agricultural development	21.1%
Health	11.0%
Private sector development	9.0%
Early childhood education and skills development	9.0%
Transport	8.7%
Equality of opportunity	8.0%
Environmental sustainability	7.4%
Water and sanitation	6.7%
Anti corruption	6.7%
Foreign direct investment	6.4%
Food security	5.4%
Trade and exports	5.4%
Social protection	4.7%
Urban development	4.3%
Financial markets	4.0%
Information and communications technology	3.7%
Global/regional integration	3.3%
Law and justice	3.3%
Crime and violence	3.0%
Energy	3.0%
Gender equity	2.3%
Climate change	2.3%
Regulatory framework	2.0%
Disaster management	1.7%
Natural resource management	1.3%
Communicable/non-communicable diseases	0.3%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sri Lanka?	Percentage of Respondents (N=273)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	44.5%	14.3%	58.8%
Technical assistance	10.7%	27.1%	37.8%
Capacity development	12.9%	20.9%	33.7%
Policy advice, studies, analyses	18.4%	14.7%	33.0%
Convening/Facilitating	5.9%	5.9%	11.7%
Donor coordination	2.2%	7.0%	9.2%
Mobilizing third party financial resources	1.8%	4.4%	6.2%
Data	2.6%	2.2%	4.8%
Linkage to non-Bank expertise	0.4%	3.7%	4.0%
Other	0.7%	0.0%	0.7%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Sri Lanka? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	204	93	6.66	1.90
7. Citizen engagement (incorporating citizens' voices into development)	166	129	5.28	2.22
8. Policy design (for clarity and better incentives to achieve development goals)	192	104	6.30	1.97

When thinking about how to improve capacity building in Sri Lanka to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	249	45	8.10	1.84
10. Citizen engagement (incorporating citizens' voices into development)	232	61	7.94	2.06
11. Policy design (for clarity and better incentives to achieve development goals)	242	50	8.29	1.90

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=290)
Don't know	23.1%
Not collaborating enough with stakeholders outside the Government	19.7%
Not enough public disclosure of its work	19.7%
Not adequately sensitive to political/social realities in Sri Lanka	17.2%
Too influenced by developed countries	16.2%
Not aligned with country priorities	12.8%
World Bank Group's processes too complex	11.4%
Its advice and strategies do not lend themselves to practical problem solving	9.7%
Staff too inaccessible	7.9%
Not willing to honestly criticize policies and reform efforts in the country	6.6%
Not exploring alternative policy options	5.9%
World Bank Group's processes too slow	5.5%
Not client focused	5.2%
Imposing technocratic solutions without regard to political realities	3.1%
Other	2.8%
Arrogant in its approach	1.7%
The credibility of its knowledge/data	1.4%
Not aligned with other donors' work	1.4%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=298)
Investment lending	40.6%
Technical assistance	37.2%
Capacity development	32.6%
Knowledge products/services	22.1%
Multi-sectoral approaches	16.8%
Policy based lending / budget support to the Government	16.8%
Don't know	10.7%
Trust Fund management	7.0%
Other	1.0%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Sri Lanka? (Choose only ONE response)	Percentage of Respondents (N=300)
To a fully sufficient degree	3.3%
To a somewhat sufficient degree	53.0%
To a somewhat insufficient degree	18.0%
To a very insufficient degree	5.7%
Don't know	20.0%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=300)
Academia/think tanks/research institutes	42.3%
Local Government	26.0%
NGOs/Community Based Organizations (CBOs)	24.3%
Private sector	22.0%
Beneficiaries	21.0%
Youth/university groups	18.7%
Donor community	12.7%
Media	7.0%
Parliament	7.0%
Don't know	4.3%
Other	3.0%
Foundations	3.0%

To what extent do you agree with the following statements about the World Bank Group's work in Sri Lanka? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Sri Lanka*	267	32	6.37	2.03
17. The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka*	250	47	6.04	2.06
18. The World Bank Group supports programs and strategies that are realistic for Sri Lanka	261	36	6.22	2.02
19. The World Bank Group treats clients and stakeholders in Sri Lanka with respect	229	69	6.97	1.99

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

To what extent is the World Bank Group an effective development partner in Sri Lanka, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	219	63	6.44	2.02
21. Flexibility (in terms of the institution's products and services)*	215	68	5.71	2.06
22. Flexibility (in terms of changing country circumstances)*	218	64	5.78	1.99
23. Being inclusive*	221	58	6.07	1.93
24. Openness*	232	47	6.38	2.23
25. Staff accessibility*	232	51	6.02	2.34
26. Straightforwardness and honesty*	223	57	7.03	2.10
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	224	58	5.81	2.39
28. Collaboration with civil society*	224	58	5.73	2.26
29. Collaboration with the Government*	240	41	7.51	1.60
30. Collaboration with other donors and development partners*	215	69	6.86	1.94
31. Collaboration with the private sector*	197	84	6.29	1.90
32. The speed in which it gets things accomplished on the ground*	215	69	6.10	2.02
33. Being a long-term partner*	238	49	7.62	1.99

34. To be a more effective development partner in Sri Lanka, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=295)
More local presence	69.5%
The current level of local presence is adequate	17.6%
Less local presence	2.7%
Don't know	10.2%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=281)
There is not an adequate level of citizen/civil society participation	34.9%
Political pressures and obstacles	32.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.5%
Reforms are not well thought out in light of country challenges	23.8%
The Government works inefficiently	18.5%
Lack of/inadequate levels of capacity in Government	14.9%
Poor donor coordination	10.0%
The World Bank Group does not do adequate follow through/follow-up	9.6%
The World Bank Group works too slowly	6.4%
Other	5.0%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Sri Lanka? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	271	21	7.52	2.87
2. Information and communications technology	280	10	8.03	2.10
3. Transport	277	10	7.73	2.18
4. Crime and violence	259	26	6.34	2.84
5. Law and justice	271	18	7.01	2.71
6. Urban development	283	9	8.02	1.89
7. Environmental sustainability	281	10	8.31	1.76
8. Regulatory framework	265	21	7.22	2.31
9. Communicable/non-communicable diseases	271	15	7.47	2.23
10. Early childhood education and skills development	279	10	8.13	1.97
11. Poverty reduction	286	7	8.74	1.65
12. Gender equity	272	13	7.07	2.55
13. Private sector development	276	12	7.55	2.19
14. Foreign direct investment	271	14	8.01	2.24
15. Water and sanitation	279	10	8.15	1.86
16. Trade and exports	271	14	7.65	2.12
17. Economic growth	280	9	8.64	1.74
18. Energy	276	10	8.08	1.96
19. Disaster management	278	11	8.00	1.91
20. Public sector governance/ reform	270	13	7.76	2.26
21. Job creation/employment	280	9	8.27	2.08
22. Financial markets	266	18	7.25	2.23
23. Equality of opportunity	269	15	7.40	2.28
24. Health	281	9	8.10	1.96
25. Rural development	282	7	8.56	1.81
26. Global/regional integration	267	16	7.60	2.07
27. Food security	276	10	7.71	2.11
28. Education	283	8	8.58	1.74
29. Social protection	271	12	7.19	2.38
30. Climate change	272	13	7.46	2.20
31. Agricultural development	282	8	8.17	1.96
32. Natural resource management	276	13	7.57	2.29

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sri Lanka? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	146	140	4.90	2.60
2. Information and communications technology	188	94	6.74	1.99
3. Transport	194	91	6.85	1.99
4. Crime and violence	142	144	4.72	2.33
5. Law and justice	158	126	4.99	2.33
6. Urban development	218	69	7.10	1.94
7. Environmental sustainability	203	82	6.82	2.09
8. Regulatory framework	162	121	6.01	2.13
9. Communicable/non-communicable diseases	170	112	6.66	2.10
10. Early childhood education and skills development	196	93	6.85	2.27
11. Poverty reduction	222	66	7.04	2.15
12. Gender equity	176	109	6.10	2.36
13. Private sector development	186	100	6.22	2.13
14. Foreign direct investment	165	117	6.27	2.09
15. Water and sanitation	210	75	7.03	1.96
16. Trade and exports	161	122	6.09	1.97
17. Economic growth	207	78	6.74	2.11
18. Energy	185	98	6.32	2.21
19. Disaster management	187	97	6.61	2.06
20. Public sector governance/ reform	179	106	5.87	2.19
21. Job creation/employment	189	96	6.02	2.32
22. Financial markets	161	125	5.63	2.11
23. Equality of opportunity	166	117	5.85	2.28
24. Health	208	72	7.12	2.09
25. Rural development	211	75	6.90	2.07
26. Global/regional integration	162	120	6.44	2.07
27. Food security	185	101	6.43	2.19
28. Education	223	66	7.15	2.06
29. Social protection	169	116	5.87	2.20
30. Climate change	176	107	5.97	2.24
31. Agricultural development	200	87	6.44	2.17
32. Natural resource management	167	119	5.89	2.42

3. Where are the World Bank Group's decisions made primarily that support the program in Sri Lanka? (Select only ONE response)	Percentage of Respondents (N=287)
At the Headquarters (in Washington D.C.)	26.5%
In the country	26.5%
Don't know	47.0%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Sri Lanka? (1-To no degree at all, 10-To a very significant degree)	256	41	6.61	1.85

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

To what extent do you agree with the following statements about the World Bank Group in Sri Lanka? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Sri Lanka*	230	62	6.03	1.93
6. The World Bank Group meets Sri Lanka's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	244	49	6.14	1.93

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
7. To what extent do you believe that Sri Lanka 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)	128	164	6.30	1.95

Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka? (1-To no degree at all, 10-To a very significant degree)	175	118	6.35	1.95

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=294)
Weekly	3.7%
Monthly	9.2%
A few times a year	31.0%
Rarely	32.0%
Never	24.1%

In Sri Lanka, 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	219	67	6.42	1.93
3. Include appropriate level of stakeholder involvement during preparation	197	85	6.08	2.03
4. Lead to practical solutions	214	72	5.99	1.92
5. Are accessible (well written and easy to understand)	218	68	6.39	2.01
6. Are source of relevant information on global good practices	214	70	6.93	1.79
7. Are adequately disseminated	208	75	6.06	2.14
8. Are translated enough into local language	191	91	5.14	2.18
9. Are adaptable to Sri Lanka's specific development challenges and country circumstances*	208	78	6.03	1.87

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	238	59	6.64	1.89
11. 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)	231	66	7.16	1.61

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	187	109	6.75	1.91
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	232	63	7.04	1.80
3. The World Bank Group's approvals and reviews are done in a timely fashion	205	92	6.62	1.93
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	181	116	6.54	1.97
5. The World Bank Group's conditions on its lending are reasonable	188	106	6.47	2.00
6. The World Bank Group takes decisions quickly in Sri Lanka*	196	97	6.25	2.04
7. Working with the World Bank Group increases Sri Lanka's institutional capacity	241	57	7.13	1.94
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	199	95	6.69	2.03
9. The World Bank Group provides effective implementation support	225	71	6.93	1.89

WBG Promoting PPP in Sri Lanka	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Sri Lanka? (1-To no degree at all, 10-To a very significant degree)	218	76	6.13	1.95

11. Which of the following best describes the way the World Bank Group operates in Sri Lanka? (Select only one response)	Percentage of Respondents (N=295)
Don't know	35.6%
The World Bank Group does not take enough risk in Sri Lanka	35.3%
The World Bank Group's approach to risk is appropriate	25.4%
The World Bank Group takes too much risk in Sri Lanka	3.7%

12. Which of the following best describes the World Bank Group's support in Sri Lanka? (Select only one response)	Percentage of Respondents (N=297)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Sri Lanka	37.0%
Don't know	34.3%
The World Bank Group is not sufficiently selective in Sri Lanka, and it is involved in too many areas of development	28.6%

F. The Future Role of the World Bank Group in Sri Lanka

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=279)
Increase the level of capacity development in the country	34.1%
Reach out more to groups outside of Government	28.0%
Improve the quality of its experts as related to Sri Lanka's specific challenges	27.6%
Collaborate more effectively with Government clients	19.4%
Offer more innovative financial products	19.0%
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	18.3%
Offer more innovative knowledge services	14.3%
Reduce the complexity of obtaining World Bank Group financing	12.2%
Ensure greater selectivity in its work	7.9%
Improve the competitiveness of its financing compared to markets	5.7%
Work faster	4.7%
Other	2.2%
Increase availability of Reimbursable Advisory Services (RAS)	1.8%

**F. The Future Role of the World Bank Group in Sri Lanka (continued)**

2. When considering the combination of services that the World Bank Group offers in Sri Lanka, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Sri Lanka? (Select only ONE response)	Percentage of Respondents (N=279)
The combination is appropriate for Sri Lanka	34.4%
Financial services	28.0%
Knowledge products	24.7%
Don't know	7.9%
Convening services	4.3%
None of the above	.7%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=293)
Internet	56.3%
Local newspapers	51.9%
Local television	34.1%
Periodicals	19.8%
Social media	11.3%
International television	6.1%
Local radio	5.5%
Other	4.4%
International newspapers	3.8%
International radio	1.0%

2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=294)
World Bank Group's seminars/workshops/conferences	39.5%
World Bank Group's publications and other written materials	39.1%
World Bank Group's website	37.4%
e-Newsletters	35.7%
Direct contact with World Bank Group	24.5%
Social media	11.2%
Mobile phones	5.8%
Other	0.7%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=283)
Yes	31.8%
No	68.2%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=276)
Yes	20.3%
No	79.7%

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

5. Were you able to obtain this information?	Percentage of Respondents (N=52)
Yes	88.5%
No	11.5%

6. Do you have access to the Internet?	Percentage of Respondents (N=277)
Yes	97.8%
No	2.2%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=279)
Yes	69.5%
No	30.5%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=278)
Yes	15.5%
No	84.5%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=229)
High speed/WiFi	81.2%
Dial-up	18.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	198	60	7.16	1.90
11. I find the information on the World Bank Group's websites useful	203	53	7.48	1.87
12. The World Bank Group's social media channels are valuable sources of information about the institution	114	152	7.01	2.23
13. When I need information from the World Bank Group I know how to find it	203	66	6.71	2.37
14. The World Bank Group is responsive to my information requests and inquiries	153	111	7.08	2.00

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=296)
Employee of a Ministry, Ministerial Department or Implementation Agency	24.3%
Private Sector Organization	12.5%
NGO/Community Based Organization	12.5%
Local Government Office or Staff	9.5%
Academia/Research Institute/Think Tank	8.1%
Financial Sector/Private Bank	5.7%
Media	5.1%
Other	4.7%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	3.7%
Bilateral/Multilateral Agency	3.4%
Independent Government Institution	3.0%
Office of Parliamentarian	2.7%
Office of Minister	1.4%
Youth Group	1.4%
Office of the President, Prime Minister	1.0%
Faith-Based Group	.7%
Private Foundation	.3%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=294)
Other	20.1%
Education	14.6%
Finance and markets	8.8%
Urban, rural, and social development	8.8%
Health, nutrition, and population	6.8%
Generalist (specialized in multiple sectors)	6.8%
Governance	6.5%
Poverty	4.1%
Environment and natural resources	3.7%
Trade and competitiveness	3.1%
Transport and ICT	2.7%
Agriculture	2.7%
Social protection and labor	2.4%
Macroeconomics and fiscal management	2.4%
Gender	2.0%
Water	1.4%
Public-private partnerships	1.0%
Jobs	1.0%
Energy and extractives	.7%
Climate Change	.3%

**H. Background Information (continued)**

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=289)
I have never collaborated with the World Bank Group	37.0%
I have previously collaborated with the World Bank Group	29.1%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	20.1%
I currently collaborate with the World Bank Group	13.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Sri Lanka? (Select only ONE response)	Percentage of Respondents (N=206)
The World Bank (IBRD/IDA)	72.3%
The International Finance Corporation (IFC)	16.5%
Other	10.2%
The Multilateral Investment Guarantee Agency (MIGA)	1.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=250)
Yes	16.0%
No	84.0%

6. If yes, what was your view of how the two institutions work together in Sri Lanka? (Select only ONE response)	Percentage of Respondents (N=40)
The two institutions work well together	52.5%
The way the two institutions work together needs improvement	30.0%
Don't know	17.5%
The two institutions do not work well together	0.0%

7. Which of the following describes most of your exposure to the World Bank Group in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=270)
Collaborate as part of my professional duties	33.7%
Use World Bank Group website for information, data, research, etc.	30.4%
Engage in World Bank Group related/sponsored events/activities	28.5%
Use World Bank Group reports/data	26.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.2%

8. What's your gender?	Percentage of Respondents (N=296)
Female	30.1%
Male	69.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=295)
Western Province of Sri Lanka (includes North Western Province)	77.6%
Northern/Eastern Province of Sri Lanka (includes North Central Province)	11.2%
Central Province of Sri Lanka	5.8%
Southern Province of Sri Lanka (includes South East of West)	5.4%



Appendix B: Responses to All Questions by Stakeholder Groups¹²

Employee of a Ministry/PMU/Consultant on WBG-supported Project N=83 ● Local Government N=28 ● Bilateral/Multilateral Agency N=10 ● Private Sector/Financial Sector/Private Bank N=54
 ● CSO N=44 ● Media N=15 ● Academia/Research Institute/Think Tank N=24 ● Other N=38

A. General Issues facing Sri Lanka

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
The right direction	58.1%	67.9%	87.5%	66.7%	61.0%	46.2%	52.9%	60.6%
The wrong direction	8.1%	3.6%	0.0%	10.4%	7.3%	23.1%	5.9%	0.0%
Not sure	33.8%	28.6%	12.5%	22.9%	31.7%	30.8%	41.2%	39.4%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Social protection	3.8%	10.7%	10.0%	7.7%	9.8%	0.0%	5.0%	11.1%
Food security	12.7%	10.7%	10.0%	5.8%	2.4%	0.0%	15.0%	13.9%
Public sector governance/ reform	46.8%	32.1%	50.0%	61.5%	29.3%	42.9%	45.0%	41.7%
Global/regional integration	0.0%	7.1%	0.0%	3.8%	7.3%	0.0%	5.0%	2.8%
Gender equity*	2.5%	0.0%	20.0%	0.0%	14.6%	0.0%	0.0%	0.0%
Private sector development	7.6%	10.7%	30.0%	13.5%	2.4%	7.1%	10.0%	5.6%
Foreign direct investment	8.9%	3.6%	0.0%	17.3%	2.4%	7.1%	5.0%	11.1%
Water and sanitation	5.1%	7.1%	0.0%	0.0%	0.0%	0.0%	5.0%	2.8%
Anti corruption	24.1%	7.1%	0.0%	19.2%	24.4%	21.4%	20.0%	19.4%
Job creation/employment	16.5%	17.9%	10.0%	13.5%	22.0%	21.4%	10.0%	30.6%
Rural development	17.7%	25.0%	20.0%	17.3%	19.5%	14.3%	20.0%	16.7%
Financial markets	1.3%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Urban development	6.3%	3.6%	0.0%	5.8%	2.4%	0.0%	0.0%	0.0%
Environmental sustainability	5.1%	17.9%	0.0%	3.8%	9.8%	7.1%	15.0%	8.3%
Equality of opportunity*	1.3%	7.1%	30.0%	7.7%	14.6%	0.0%	15.0%	5.6%
Health	12.7%	14.3%	10.0%	3.8%	7.3%	0.0%	0.0%	8.3%
Education	27.8%	35.7%	50.0%	34.6%	26.8%	42.9%	45.0%	33.3%
Poverty reduction	21.5%	21.4%	20.0%	21.2%	24.4%	21.4%	15.0%	33.3%
Energy*	0.0%	0.0%	0.0%	0.0%	7.3%	0.0%	10.0%	2.8%
Transport	8.9%	10.7%	0.0%	3.8%	2.4%	0.0%	0.0%	0.0%
Climate change*	0.0%	0.0%	0.0%	0.0%	9.8%	0.0%	5.0%	2.8%
Agricultural development	12.7%	10.7%	10.0%	5.8%	7.3%	0.0%	0.0%	2.8%
Trade and exports	5.1%	3.6%	0.0%	3.8%	2.4%	0.0%	10.0%	5.6%
Crime and violence	1.3%	3.6%	0.0%	5.8%	2.4%	0.0%	5.0%	8.3%
Economic growth	25.3%	25.0%	10.0%	23.1%	9.8%	35.7%	20.0%	16.7%
Law and justice*	7.6%	7.1%	0.0%	7.7%	24.4%	35.7%	5.0%	5.6%
Regulatory framework	2.5%	3.6%	10.0%	1.9%	4.9%	0.0%	5.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%
Natural resource management	2.5%	0.0%	0.0%	1.9%	0.0%	7.1%	5.0%	2.8%
Disaster management	3.8%	0.0%	10.0%	1.9%	0.0%	7.1%	0.0%	2.8%
Information and communications technology	3.8%	3.6%	0.0%	3.8%	0.0%	7.1%	0.0%	5.6%
Early childhood education and skills development	3.8%	0.0%	0.0%	1.9%	2.4%	7.1%	0.0%	0.0%

*Significantly different between stakeholder groups

¹² Only 296 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Sri Lanka (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Water and sanitation	8.5%	10.7%	0.0%	3.7%	6.8%	0.0%	4.2%	0.0%
Equality of opportunity	15.9%	10.7%	30.0%	14.8%	18.2%	14.3%	20.8%	13.5%
Economic growth	39.0%	32.1%	20.0%	44.4%	29.5%	28.6%	37.5%	29.7%
Climate change	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Global/regional integration	2.4%	0.0%	0.0%	0.0%	6.8%	0.0%	0.0%	0.0%
Gender equity	2.4%	0.0%	10.0%	1.9%	4.5%	7.1%	0.0%	0.0%
Rural development	41.5%	71.4%	30.0%	40.7%	52.3%	57.1%	41.7%	59.5%
Urban development	1.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	1.2%	0.0%	0.0%	1.9%	4.5%	0.0%	0.0%	0.0%
Social protection	9.8%	0.0%	10.0%	1.9%	6.8%	0.0%	20.8%	8.1%
Law and justice	2.4%	0.0%	0.0%	1.9%	2.3%	7.1%	0.0%	0.0%
Transport	2.4%	3.6%	0.0%	3.7%	0.0%	0.0%	8.3%	5.4%
Crime and violence*	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	8.1%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Information and communications technology	1.2%	0.0%	0.0%	1.9%	2.3%	7.1%	0.0%	0.0%
Anti corruption	8.5%	3.6%	0.0%	14.8%	6.8%	14.3%	4.2%	13.5%
Early childhood education and skills development	9.8%	0.0%	20.0%	14.8%	11.4%	7.1%	16.7%	8.1%
Private sector development*	11.0%	7.1%	40.0%	11.1%	4.5%	21.4%	8.3%	5.4%
Foreign direct investment	3.7%	0.0%	0.0%	7.4%	9.1%	0.0%	0.0%	10.8%
Education	24.4%	32.1%	40.0%	33.3%	31.8%	35.7%	37.5%	24.3%
Energy	2.4%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%
Public sector governance/ reform	14.6%	10.7%	0.0%	14.8%	6.8%	7.1%	12.5%	18.9%
Natural resource management	0.0%	3.6%	0.0%	1.9%	2.3%	0.0%	4.2%	0.0%
Environmental sustainability	4.9%	7.1%	10.0%	0.0%	6.8%	0.0%	0.0%	2.7%
Disaster management	7.3%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Health	6.1%	14.3%	0.0%	13.0%	9.1%	0.0%	4.2%	8.1%
Agricultural development	22.0%	32.1%	20.0%	20.4%	13.6%	7.1%	25.0%	18.9%
Job creation/employment	42.7%	60.7%	40.0%	33.3%	40.9%	57.1%	29.2%	45.9%
Financial markets*	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	4.2%	0.0%
Trade and exports	6.1%	0.0%	0.0%	3.7%	0.0%	7.1%	4.2%	10.8%
Food security	8.5%	0.0%	0.0%	5.6%	11.4%	7.1%	8.3%	5.4%

*Significantly different between stakeholder groups

**A. General Issues facing Sri Lanka (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Better employment opportunities for young people	18.9%	29.2%	30.0%	14.3%	27.5%	21.4%	15.0%	17.6%
Better employment opportunities for women	4.1%	4.2%	0.0%	4.1%	2.5%	0.0%	5.0%	5.9%
Greater access to micro-finance for the poor	21.6%	33.3%	10.0%	22.4%	12.5%	42.9%	10.0%	26.5%
Greater voice and participation for citizens to help ensure greater accountability*	5.4%	8.3%	20.0%	4.1%	22.5%	7.1%	10.0%	0.0%
Greater access to health and nutrition for citizens	14.9%	4.2%	0.0%	10.2%	2.5%	7.1%	15.0%	5.9%
Better entrepreneurial opportunities	28.4%	8.3%	20.0%	34.7%	25.0%	14.3%	25.0%	29.4%
A growing middle class	1.4%	4.2%	0.0%	6.1%	2.5%	14.3%	5.0%	2.9%
Better opportunity for the poor who live in rural areas	12.2%	29.2%	40.0%	32.7%	17.5%	14.3%	10.0%	29.4%
Better opportunity for the poor who live in urban areas	2.7%	0.0%	0.0%	2.0%	0.0%	0.0%	5.0%	0.0%
Consistent economic growth	25.7%	16.7%	10.0%	14.3%	20.0%	21.4%	35.0%	20.6%
More reliable social safety net	6.8%	8.3%	10.0%	2.0%	5.0%	7.1%	5.0%	5.9%
Greater equity of fiscal policy	2.7%	8.3%	0.0%	0.0%	5.0%	0.0%	5.0%	14.7%
Education and training that better ensure job opportunity	44.6%	37.5%	40.0%	51.0%	47.5%	50.0%	40.0%	32.4%
Better quality public services	9.5%	8.3%	10.0%	2.0%	5.0%	0.0%	10.0%	8.8%
Other	1.4%	0.0%	10.0%	0.0%	5.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sri Lanka?	82	5.37	2.43	27	4.67	2.34	10	5.90	1.85	54	5.70	2.29	43	5.14	2.53	15	4.00	2.54	24	5.29	2.18	35	4.63	2.09

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.	69	6.57	1.87	23	5.87	2.67	9	6.89	1.17	43	6.58	1.72	35	6.46	2.01	10	5.90	1.10	20	5.10	2.17	23	6.83	1.61

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Sri Lanka solve its most complicated development challenges?	65	6.66	1.99	23	6.74	2.05	7	6.43	1.40	37	7.24	1.55	33	6.03	2.11	9	5.44	1.59	18	6.44	2.45	20	7.10	1.65

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Social protection	6.1%	3.6%	10.0%	1.9%	2.3%	6.7%	8.3%	5.3%
Crime and violence	1.2%	3.6%	0.0%	7.4%	0.0%	0.0%	4.2%	5.3%
Transport	14.6%	17.9%	0.0%	5.6%	0.0%	13.3%	4.2%	7.9%
Agricultural development	23.2%	25.0%	10.0%	24.1%	14.0%	6.7%	12.5%	26.3%
Global/regional integration	1.2%	7.1%	0.0%	3.7%	4.7%	6.7%	0.0%	2.6%
Gender equity	3.7%	0.0%	0.0%	0.0%	7.0%	0.0%	4.2%	0.0%
Public sector governance/ reform*	19.5%	32.1%	70.0%	22.2%	16.3%	13.3%	20.8%	21.1%
Health	15.9%	17.9%	0.0%	9.3%	4.7%	0.0%	16.7%	10.5%
Rural development	24.4%	28.6%	10.0%	27.8%	32.6%	33.3%	16.7%	36.8%
Foreign direct investment	7.3%	3.6%	0.0%	5.6%	2.3%	6.7%	4.2%	15.8%
Education	26.8%	21.4%	30.0%	24.1%	20.9%	33.3%	37.5%	15.8%
Energy	3.7%	7.1%	0.0%	0.0%	2.3%	6.7%	8.3%	0.0%
Job creation/employment*	18.3%	25.0%	40.0%	18.5%	41.9%	46.7%	16.7%	26.3%
Financial markets*	0.0%	7.1%	0.0%	13.0%	2.3%	0.0%	0.0%	5.3%
Urban development	4.9%	3.6%	0.0%	5.6%	7.0%	0.0%	8.3%	0.0%
Environmental sustainability	6.1%	14.3%	10.0%	1.9%	14.0%	6.7%	8.3%	5.3%
Equality of opportunity	4.9%	7.1%	20.0%	9.3%	18.6%	0.0%	0.0%	5.3%
Private sector development	6.1%	3.6%	10.0%	14.8%	9.3%	13.3%	20.8%	2.6%
Water and sanitation	11.0%	10.7%	0.0%	0.0%	7.0%	6.7%	4.2%	7.9%
Food security	9.8%	0.0%	0.0%	3.7%	7.0%	0.0%	12.5%	0.0%
Climate change	2.4%	0.0%	10.0%	0.0%	4.7%	0.0%	4.2%	2.6%
Poverty reduction	19.5%	21.4%	10.0%	31.5%	27.9%	33.3%	20.8%	39.5%
Early childhood education and skills development	11.0%	7.1%	10.0%	11.1%	9.3%	6.7%	4.2%	7.9%
Trade and exports	4.9%	3.6%	20.0%	7.4%	2.3%	0.0%	12.5%	2.6%
Economic growth	31.7%	17.9%	10.0%	24.1%	11.6%	26.7%	25.0%	23.7%
Law and justice	2.4%	0.0%	0.0%	3.7%	7.0%	6.7%	4.2%	2.6%
Regulatory framework	2.4%	0.0%	0.0%	0.0%	4.7%	0.0%	8.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%
Natural resource management	3.7%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Anti corruption	3.7%	3.6%	20.0%	5.6%	14.0%	13.3%	4.2%	5.3%
Information and communications technology	2.4%	3.6%	0.0%	5.6%	2.3%	0.0%	4.2%	7.9%
Disaster management	2.4%	3.6%	10.0%	0.0%	0.0%	0.0%	0.0%	2.6%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Convening/Facilitating*	2.7%	26.1%	0.0%	4.0%	0.0%	25.0%	4.5%	5.7%
Data	0.0%	4.3%	10.0%	4.0%	2.4%	8.3%	4.5%	0.0%
Policy advice, studies, analyses	16.2%	8.7%	40.0%	16.0%	24.4%	8.3%	13.6%	22.9%
Financial resources	43.2%	52.2%	30.0%	44.0%	39.0%	41.7%	40.9%	60.0%
Capacity development	20.3%	4.3%	0.0%	16.0%	14.6%	8.3%	13.6%	0.0%
Technical assistance	12.2%	0.0%	20.0%	12.0%	14.6%	0.0%	13.6%	5.7%
Mobilizing third party financial resources	0.0%	4.3%	0.0%	2.0%	2.4%	0.0%	4.5%	2.9%
Donor coordination	4.1%	0.0%	0.0%	2.0%	0.0%	8.3%	4.5%	0.0%
Linkage to non-Bank expertise	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	2.9%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Convening/Facilitating*	0.0%	17.4%	10.0%	2.0%	9.8%	8.3%	0.0%	11.4%
Data*	2.7%	4.3%	20.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Policy advice, studies, analyses	13.3%	17.4%	10.0%	14.0%	19.5%	16.7%	18.2%	8.6%
Financial resources	12.0%	8.7%	10.0%	14.0%	14.6%	33.3%	18.2%	11.4%
Capacity development	29.3%	13.0%	10.0%	24.0%	14.6%	8.3%	22.7%	20.0%
Technical assistance	30.7%	26.1%	20.0%	24.0%	24.4%	16.7%	31.8%	34.3%
Mobilizing third party financial resources	1.3%	4.3%	20.0%	6.0%	0.0%	8.3%	9.1%	5.7%
Donor coordination	5.3%	8.7%	0.0%	8.0%	17.1%	8.3%	0.0%	0.0%
Linkage to non-Bank expertise	5.3%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	5.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	69	6.59	1.83	21	6.48	2.09	7	6.71	.95	29	7.07	1.49	31	6.29	2.16	6	6.50	1.87	15	6.73	1.75	23	6.74	2.26
Citizen engagement (incorporating citizens' voices into development)	48	5.42	1.98	20	5.50	2.82	6	4.00	1.10	23	5.26	2.36	28	4.93	2.45	7	4.71	1.38	14	5.79	1.76	17	5.06	2.19
Policy design (for clarity and better incentives to achieve development goals)	61	6.23	1.99	20	5.90	2.05	8	7.13	1.55	26	6.35	1.57	30	6.20	2.28	7	6.29	1.98	16	6.25	2.24	22	6.36	1.81



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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	76	8.04	1.91	22	7.86	2.10	10	7.20	1.14	42	8.64	1.45	35	8.06	1.98	11	7.55	2.02	20	7.35	2.08	30	8.67	1.42
Citizen engagement (incorporating citizens' voices into development)	64	7.69	2.27	21	8.48	1.83	10	6.80	1.75	40	8.05	1.92	35	8.51	2.06	10	8.20	1.23	19	7.00	2.26	30	7.97	1.90
Policy design (for clarity and better incentives to achieve development goals)	72	7.90	2.10	22	8.73	1.80	10	8.20	1.03	40	8.68	1.83	33	8.64	1.73	11	7.09	2.30	19	8.05	1.72	32	8.44	1.72

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Staff too inaccessible	2.5%	15.4%	20.0%	11.8%	4.5%	13.3%	9.5%	5.6%
Not exploring alternative policy options	3.7%	11.5%	0.0%	9.8%	6.8%	0.0%	4.8%	5.6%
Not collaborating enough with stakeholders outside the Government*	9.9%	19.2%	20.0%	15.7%	50.0%	13.3%	14.3%	19.4%
Its advice and strategies do not lend themselves to practical problem solving	11.1%	11.5%	10.0%	9.8%	2.3%	0.0%	19.0%	8.3%
Not enough public disclosure of its work*	16.0%	19.2%	30.0%	25.5%	18.2%	53.3%	19.0%	5.6%
Arrogant in its approach	0.0%	0.0%	0.0%	5.9%	4.5%	0.0%	0.0%	0.0%
Not client focused	8.6%	7.7%	0.0%	0.0%	2.3%	6.7%	9.5%	5.6%
The credibility of its knowledge/data	1.2%	0.0%	0.0%	2.0%	0.0%	6.7%	0.0%	2.8%
World Bank Group's processes too complex	16.0%	19.2%	20.0%	5.9%	4.5%	13.3%	9.5%	11.1%
Not willing to honestly criticize policies and reform efforts in the country	3.7%	7.7%	10.0%	7.8%	11.4%	0.0%	9.5%	5.6%
Too influenced by developed countries	16.0%	19.2%	20.0%	9.8%	18.2%	13.3%	28.6%	13.9%
Imposing technocratic solutions without regard to political realities	3.7%	0.0%	0.0%	3.9%	2.3%	6.7%	4.8%	0.0%
World Bank Group's processes too slow	8.6%	3.8%	10.0%	3.9%	4.5%	6.7%	0.0%	5.6%
Not aligned with other donors' work	1.2%	0.0%	10.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Not aligned with country priorities	19.8%	11.5%	0.0%	9.8%	9.1%	6.7%	14.3%	13.9%
Not adequately sensitive to political/social realities in Sri Lanka	22.2%	34.6%	10.0%	13.7%	9.1%	0.0%	23.8%	13.9%
Other	4.9%	0.0%	0.0%	3.9%	2.3%	6.7%	0.0%	0.0%
Don't know*	23.5%	7.7%	20.0%	27.5%	20.5%	20.0%	4.8%	41.7%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Sri Lanka? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Trust Fund management	7.2%	11.1%	0.0%	0.0%	11.6%	6.7%	4.2%	10.8%
Knowledge products/services*	16.9%	29.6%	50.0%	18.9%	23.3%	46.7%	29.2%	10.8%
Investment lending	31.3%	33.3%	50.0%	52.8%	46.5%	46.7%	25.0%	48.6%
Technical assistance	37.3%	48.1%	20.0%	47.2%	32.6%	26.7%	33.3%	35.1%
Capacity development	39.8%	22.2%	0.0%	35.8%	30.2%	20.0%	29.2%	37.8%
Policy based lending / budget support to the Government	20.5%	18.5%	10.0%	13.2%	14.0%	13.3%	20.8%	16.2%
Multi-sectoral approaches*	28.9%	11.1%	10.0%	7.5%	20.9%	13.3%	12.5%	10.8%
Other	0.0%	3.7%	0.0%	1.9%	2.3%	0.0%	0.0%	0.0%
Don't know	7.2%	7.4%	20.0%	9.4%	9.3%	13.3%	16.7%	13.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
To a fully sufficient degree	3.6%	3.6%	0.0%	1.9%	4.5%	0.0%	4.3%	2.6%
To a somewhat sufficient degree	49.4%	78.6%	60.0%	38.9%	59.1%	71.4%	43.5%	57.9%
To a somewhat insufficient degree	24.1%	0.0%	30.0%	20.4%	22.7%	14.3%	21.7%	2.6%
To a very insufficient degree	3.6%	7.1%	0.0%	14.8%	2.3%	0.0%	8.7%	2.6%
Don't know	19.3%	10.7%	10.0%	24.1%	11.4%	14.3%	21.7%	34.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Academia/think tanks/research institutes*	54.2%	35.7%	30.0%	31.5%	32.6%	33.3%	70.8%	37.8%
Donor community	13.3%	21.4%	10.0%	9.3%	7.0%	20.0%	8.3%	16.2%
Media*	2.4%	0.0%	10.0%	16.7%	4.7%	46.7%	0.0%	0.0%
Local Government*	20.5%	71.4%	40.0%	22.2%	11.6%	13.3%	12.5%	32.4%
Private sector*	14.5%	3.6%	50.0%	57.4%	11.6%	13.3%	20.8%	10.8%
Parliament	4.8%	3.6%	10.0%	3.7%	7.0%	6.7%	12.5%	16.2%
NGOs/Community Based Organizations (CBOs)*	14.5%	17.9%	10.0%	7.4%	83.7%	20.0%	16.7%	18.9%
Youth/university groups	19.3%	14.3%	20.0%	25.9%	16.3%	6.7%	20.8%	18.9%
Beneficiaries*	34.9%	14.3%	10.0%	11.1%	11.6%	20.0%	29.2%	21.6%
Foundations	3.6%	0.0%	0.0%	1.9%	4.7%	6.7%	0.0%	5.4%
Other	4.8%	3.6%	10.0%	0.0%	2.3%	6.7%	0.0%	2.7%
Don't know	3.6%	7.1%	0.0%	3.7%	2.3%	0.0%	0.0%	8.1%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	74	6.45	1.89	25	5.88	2.85	10	7.20	1.14	48	6.48	1.82	37	6.51	2.05	13	5.54	1.66	22	6.09	1.93	34	6.44	2.08
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	69	5.90	1.86	24	5.46	2.67	10	7.30	1.06	46	5.96	1.89	36	6.42	2.08	12	6.17	1.64	21	5.71	2.15	29	6.28	2.42
The World Bank Group supports programs and strategies that are realistic for Sri Lanka	74	5.97	1.90	25	6.36	2.58	9	7.00	1.32	47	6.17	2.04	36	6.36	1.96	13	6.00	1.29	20	5.95	2.19	33	6.52	2.08
The World Bank Group treats clients and stakeholders in Sri Lanka with respect	70	7.24	1.89	19	7.53	2.27	7	6.14	2.67	42	6.83	1.91	34	7.12	1.84	10	6.80	1.75	16	6.19	2.32	28	6.68	1.98

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	67	6.54	1.76	22	6.09	2.60	7	6.43	1.13	36	6.47	1.92	32	6.19	2.10	10	7.30	1.64	16	5.75	2.82	25	6.72	1.88
Flexibility (in terms of the institution's products and services)	69	5.80	1.77	21	5.52	2.73	8	5.75	1.28	34	5.94	1.74	28	5.36	2.44	10	6.00	2.31	18	5.28	2.32	23	5.61	2.02
Flexibility (in terms of changing country circumstances)	69	5.74	1.81	22	5.73	2.16	8	6.13	1.46	35	6.11	1.75	28	5.04	2.22	12	6.08	2.07	19	5.47	2.41	21	6.05	1.99
Being inclusive	67	6.10	1.76	21	6.05	2.13	7	6.00	1.91	38	6.24	1.76	34	5.59	2.02	12	6.67	1.97	17	6.00	2.37	21	6.00	1.97
Openness	71	6.52	2.22	19	6.16	2.34	8	6.00	2.39	41	6.44	2.12	35	6.29	2.07	12	5.50	2.50	20	6.50	2.37	22	6.50	2.24
Staff accessibility	68	6.69	2.05	24	5.21	2.84	10	5.70	2.45	38	5.92	2.36	36	5.50	2.25	10	4.80	1.99	20	5.85	2.62	22	6.27	1.91
Straightforwardness and honesty	67	7.24	2.02	21	7.33	2.15	8	5.75	2.82	39	6.74	2.19	31	6.94	2.13	10	6.40	1.51	19	6.63	2.11	24	7.71	1.83
Ease of access to the people at the World Bank Group who are making decisions important to my work	69	6.32	2.27	23	5.00	2.81	8	6.00	2.83	37	5.65	2.35	36	5.42	2.26	10	4.30	2.31	18	5.94	2.29	19	6.21	2.07
Collaboration with civil society	65	6.02	2.09	23	5.52	2.45	5	5.40	2.51	37	5.70	2.22	37	4.86	2.37	13	5.23	2.35	19	6.58	2.22	21	5.95	2.06
Collaboration with the Government	67	7.46	1.49	21	7.57	1.89	9	7.56	.88	41	7.51	1.60	36	7.83	1.36	13	7.46	1.81	20	6.90	2.00	29	7.59	1.55
Collaboration with other donors and development partners	62	6.85	1.76	23	6.96	2.03	10	6.60	2.17	37	6.62	2.05	32	6.94	2.17	9	7.11	2.09	15	7.60	1.80	24	6.50	1.67
Collaboration with the private sector	57	6.21	1.68	20	6.15	2.52	4	7.00	1.41	42	6.14	1.93	28	6.36	1.91	9	6.00	2.40	14	6.93	1.86	20	6.35	1.53
The speed in which it gets things accomplished on the ground	69	6.19	1.80	20	6.35	2.52	6	6.50	1.22	39	6.26	1.89	32	5.88	2.00	8	5.13	1.96	14	5.71	2.46	23	6.09	2.17
Being a long-term partner	68	7.84	1.72	22	7.09	2.88	7	7.43	1.27	41	7.49	1.79	34	7.65	1.95	11	7.82	1.78	20	7.20	2.46	31	7.94	1.82

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
More local presence	66.3%	74.1%	60.0%	75.5%	72.7%	78.6%	47.8%	76.3%
The current level of local presence is adequate	23.8%	14.8%	20.0%	9.4%	18.2%	21.4%	30.4%	10.5%
Less local presence	2.5%	7.4%	0.0%	3.8%	0.0%	0.0%	8.7%	0.0%
Don't know	7.5%	3.7%	20.0%	11.3%	9.1%	0.0%	13.0%	13.2%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
The World Bank Group does not do adequate follow through/follow-up	12.7%	7.1%	12.5%	4.2%	9.1%	14.3%	9.1%	5.9%
Poor donor coordination	7.6%	21.4%	12.5%	8.3%	11.4%	7.1%	0.0%	14.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	30.4%	21.4%	25.0%	33.3%	18.2%	42.9%	40.9%	26.5%
Lack of/inadequate levels of capacity in Government*	13.9%	3.6%	50.0%	12.5%	25.0%	7.1%	18.2%	8.8%
There is not an adequate level of citizen/civil society participation	34.2%	42.9%	25.0%	29.2%	45.5%	35.7%	27.3%	32.4%
The World Bank Group works too slowly	6.3%	17.9%	0.0%	4.2%	2.3%	7.1%	9.1%	5.9%
The Government works inefficiently*	15.2%	3.6%	0.0%	35.4%	20.5%	21.4%	22.7%	11.8%
Political pressures and obstacles	25.3%	28.6%	50.0%	39.6%	45.5%	14.3%	27.3%	29.4%
Reforms are not well thought out in light of country challenges	29.1%	28.6%	12.5%	16.7%	11.4%	28.6%	31.8%	32.4%
Other	7.6%	3.6%	0.0%	4.2%	2.3%	7.1%	4.5%	5.9%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	71	7.06	3.05	24	6.46	3.31	10	7.50	1.72	51	8.39	2.03	42	7.86	2.76	13	8.23	3.30	20	6.35	3.18	35	7.74	2.97
Information and communications technology	78	8.10	2.06	28	7.86	2.52	10	5.80	2.35	50	8.12	1.86	41	8.15	1.94	13	8.15	2.58	22	8.09	1.93	34	8.18	2.02
Transport	75	8.01	2.01	27	8.19	2.08	10	6.40	2.01	50	8.08	1.66	42	7.07	2.47	13	7.62	3.18	22	7.68	1.94	35	7.51	2.49
Crime and violence	71	5.96	2.77	25	6.48	3.19	9	5.33	1.66	48	7.42	2.29	40	5.93	2.73	11	5.82	3.43	21	5.81	3.17	31	6.74	3.13
Law and justice	73	6.59	2.60	25	6.72	3.06	10	6.20	1.69	52	7.88	2.05	42	7.05	2.58	13	7.46	3.33	20	6.40	3.12	33	6.97	3.31
Urban development	77	8.12	1.50	28	7.82	2.16	9	7.56	.88	51	8.24	1.80	43	7.79	2.28	12	8.17	2.66	23	7.43	2.25	36	8.28	1.73
Environmental sustainability	76	8.36	1.69	26	8.23	2.05	10	8.00	.82	51	8.49	1.35	43	8.67	1.73	13	8.38	2.10	23	7.91	2.13	35	7.77	2.06
Regulatory framework*	70	6.90	2.01	25	6.24	2.47	10	7.90	1.97	49	7.94	1.83	43	7.65	2.20	12	6.50	3.37	21	7.14	2.33	32	6.94	2.87
Communicable/non-communicable diseases	74	7.64	2.09	27	7.33	2.39	10	5.50	2.37	51	7.78	1.86	43	7.16	2.46	12	8.08	1.88	21	7.43	2.68	30	7.53	2.26
Early childhood education and skills development*	77	8.18	1.78	27	8.07	1.88	10	6.00	2.45	52	8.25	1.94	43	8.21	2.10	12	8.92	1.68	22	7.77	2.09	32	8.19	2.05
Poverty reduction	78	8.74	1.54	28	8.75	1.80	10	8.50	1.72	53	8.68	1.76	42	8.88	1.56	12	9.25	1.54	23	8.22	1.88	36	8.83	1.66
Gender equity	74	6.95	2.50	25	6.24	2.86	10	7.70	2.06	51	7.53	2.05	42	7.21	2.50	11	6.55	3.64	21	6.57	2.93	34	7.18	2.67
Private sector development	77	7.55	1.94	24	7.29	2.27	10	8.20	1.23	53	8.23	1.92	42	6.86	2.38	12	7.17	2.92	20	7.90	1.83	34	7.32	2.56
Foreign direct investment	72	8.33	1.81	26	7.81	2.73	9	8.00	1.87	52	8.60	1.75	43	7.28	2.46	12	8.33	2.57	21	7.57	2.60	33	7.76	2.57
Water and sanitation	77	8.36	1.56	28	8.21	2.23	10	7.00	2.05	50	8.20	1.65	42	7.90	2.05	12	8.33	2.02	23	8.22	1.81	33	7.94	2.18
Trade and exports	75	7.83	1.84	26	7.46	2.44	9	7.33	1.41	50	7.92	2.00	43	7.21	2.21	12	7.00	2.56	20	8.45	1.39	33	7.45	2.58
Economic growth	77	8.90	1.40	26	8.31	1.98	10	8.40	1.71	52	8.96	1.39	43	8.37	1.85	13	8.38	1.89	21	8.29	2.53	34	8.50	2.03
Energy	77	8.35	1.57	26	7.85	2.44	10	7.60	1.43	51	8.35	1.68	43	7.56	2.37	12	7.92	2.35	22	8.45	1.90	32	7.69	2.19
Disaster management	77	8.09	1.61	26	8.12	2.16	10	7.30	2.31	50	8.12	1.83	43	8.07	1.65	12	7.75	2.60	22	7.82	2.11	34	7.76	2.37
Public sector governance/ reform*	75	7.52	2.26	24	6.63	2.26	10	8.80	1.14	51	8.67	1.35	42	8.02	2.07	12	7.17	2.59	21	7.33	2.54	32	7.44	3.06
Job creation/employment	77	8.09	2.02	27	8.41	2.22	9	8.11	1.27	52	8.17	2.14	43	8.42	1.78	12	8.75	2.26	22	8.32	1.96	34	8.26	2.65
Financial markets	74	7.20	1.85	27	7.11	2.41	8	8.13	1.13	51	7.65	1.94	40	7.05	2.45	12	6.50	3.18	20	7.60	2.28	30	6.87	2.84
Equality of opportunity	74	7.24	2.14	26	7.23	2.32	8	7.88	.83	50	7.72	1.90	43	7.63	2.13	11	6.82	3.63	21	7.29	2.19	33	7.12	3.00
Health*	78	8.37	1.54	28	8.36	1.99	10	5.60	2.17	52	8.29	1.73	42	7.55	2.36	12	8.67	1.61	23	8.00	2.34	32	8.13	1.84
Rural development	78	8.73	1.18	28	8.43	2.22	10	6.90	2.13	52	8.71	1.75	42	8.57	1.99	11	9.09	1.81	22	8.27	2.05	35	8.46	2.06
Global/regional integration	75	7.60	1.60	27	8.07	2.22	8	8.13	1.96	51	7.71	1.88	40	7.35	1.99	11	7.64	2.91	21	6.90	2.49	31	7.81	2.60
Food security	76	7.83	1.79	26	7.58	2.21	10	6.50	2.55	50	8.02	1.90	43	7.84	1.98	12	7.67	2.46	23	7.35	2.59	33	7.55	2.50
Education	78	8.67	1.53	28	8.29	2.14	10	7.90	2.23	53	8.55	1.61	42	8.62	1.65	12	9.33	1.50	23	8.35	2.12	34	8.62	1.89
Social protection	76	6.87	2.25	24	7.08	2.47	10	6.70	2.71	49	7.71	1.84	43	7.42	2.45	11	7.45	3.30	23	7.83	2.17	32	6.59	2.69
Climate change	76	7.67	2.11	24	7.42	2.39	10	7.20	2.30	50	7.46	2.13	43	7.58	2.17	12	6.92	2.11	22	7.59	1.92	32	7.06	2.64
Agricultural development*	78	8.37	1.67	27	8.37	2.13	10	7.10	2.28	51	8.39	1.83	43	8.23	1.94	12	6.17	2.29	23	7.96	1.77	34	8.15	2.30
Natural resource management	76	7.96	1.88	25	7.80	2.16	9	6.11	2.52	51	7.92	2.12	43	7.00	2.37	13	6.69	2.43	23	7.83	2.27	33	7.06	2.96

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	41	5.37	2.75	17	4.29	2.54	3	6.00	3.61	27	4.63	2.17	26	5.00	2.51	7	4.29	2.69	9	3.56	2.74	14	5.36	3.03
Information and communications technology*	55	6.76	1.97	24	7.38	1.84	3	7.67	1.53	30	5.90	1.88	28	6.25	2.07	9	5.89	1.62	16	7.06	2.05	19	7.63	1.86
Transport	54	6.96	2.01	23	6.87	2.34	5	8.40	.89	33	6.18	2.01	29	6.76	2.01	10	6.60	2.27	15	6.87	1.51	21	7.14	1.59
Crime and violence	37	5.24	2.34	17	4.06	2.54	2	6.00	0.00	26	4.31	2.11	22	4.50	2.41	6	4.83	3.37	10	4.50	2.55	19	5.00	2.08
Law and justice	39	5.82	2.10	21	4.67	2.48	2	8.00	1.41	28	4.36	2.20	25	5.20	2.47	6	4.33	3.27	11	4.18	2.64	23	4.52	1.93
Urban development	61	7.46	1.60	25	7.32	1.80	8	7.75	1.49	36	6.44	2.09	31	6.71	2.02	11	7.00	2.41	17	6.41	2.03	25	7.48	1.98
Environmental sustainability	57	7.07	1.67	24	7.25	2.05	6	7.67	1.63	32	6.28	1.92	28	6.18	2.50	13	6.46	2.63	19	6.47	2.09	21	7.43	2.27
Regulatory framework	41	6.27	1.99	19	6.53	2.27	6	7.17	1.33	30	5.87	1.93	27	5.89	2.39	9	6.89	2.42	12	5.33	2.31	17	4.76	1.82
Communicable/non-communicable diseases	46	7.30	1.71	25	6.32	2.46	2	5.50	.71	27	6.04	2.19	26	6.38	2.16	9	6.67	2.06	17	6.47	2.55	16	6.94	1.61
Early childhood education and skills development	51	7.31	2.09	26	6.88	2.36	6	7.83	1.33	29	5.83	2.45	30	6.37	2.30	9	6.78	2.86	18	6.72	2.27	23	7.35	1.92
Poverty reduction*	57	7.42	2.08	26	7.85	2.07	8	7.00	1.20	36	6.11	2.21	33	6.33	1.90	13	7.38	2.33	19	7.00	2.08	26	7.27	2.36
Gender equity	44	6.66	1.96	23	5.17	2.69	5	6.20	.84	26	5.42	1.84	31	5.77	2.58	9	6.89	2.57	16	5.94	2.35	18	6.50	2.79
Private sector development	49	6.90	2.01	22	5.73	2.66	5	7.60	1.14	37	5.89	1.84	29	5.76	1.96	7	5.57	2.70	16	5.94	2.35	18	6.17	2.01
Foreign direct investment	42	6.69	1.92	22	6.59	2.54	3	6.67	1.53	32	6.03	1.86	27	5.70	2.23	8	5.00	2.73	12	5.83	1.90	18	6.83	1.79
Water and sanitation	59	7.17	1.62	24	7.33	2.32	7	7.29	1.25	35	6.43	2.09	30	7.07	1.93	10	6.60	3.20	18	6.94	1.76	23	7.13	1.89
Trade and exports	43	6.42	2.01	24	6.25	2.33	4	6.75	1.26	27	5.59	1.50	21	5.24	2.23	7	5.71	3.04	14	6.29	1.44	19	6.53	1.58
Economic growth	55	6.89	2.02	25	6.68	2.44	6	7.00	1.41	35	6.40	1.74	31	6.61	1.99	11	6.00	2.90	16	6.63	2.60	25	7.40	2.06
Energy	52	6.73	2.00	23	6.61	2.48	4	7.25	.96	32	5.94	2.08	27	5.89	2.28	10	5.70	2.95	15	6.07	2.25	19	6.42	2.32
Disaster management	52	7.00	1.87	24	6.54	2.41	6	8.00	1.10	32	5.91	2.07	25	6.44	1.98	10	6.40	2.55	17	6.47	2.10	18	6.89	1.97
Public sector governance/ reform*	47	6.70	2.05	22	5.68	2.36	5	8.00	1.00	31	5.48	2.16	28	5.57	1.99	8	5.63	2.77	14	5.00	2.00	21	5.19	2.23
Job creation/employment	46	6.22	2.28	24	6.38	2.48	6	6.50	1.22	32	5.22	2.06	31	6.26	1.79	9	5.11	2.76	16	5.50	2.76	22	6.82	2.67
Financial markets	40	5.78	2.24	21	5.90	2.36	4	7.25	.96	32	5.25	1.97	21	5.38	1.63	8	5.00	2.98	15	5.47	1.96	18	6.06	2.13
Equality of opportunity	43	6.12	2.31	22	5.82	2.48	3	6.00	2.00	27	5.33	1.73	25	6.20	1.91	9	6.33	2.83	17	4.53	2.18	17	6.41	2.72
Health	58	7.57	1.67	26	7.58	2.06	5	7.00	1.00	37	6.54	2.17	27	6.85	1.96	11	6.36	3.17	17	6.41	2.50	23	7.52	1.93
Rural development	57	7.32	1.67	25	6.80	2.20	3	8.00	1.73	37	5.95	2.25	32	6.50	2.40	13	7.08	2.14	14	7.29	1.54	26	7.23	2.05
Global/regional integration	44	6.75	1.89	24	6.83	2.76	4	7.50	1.00	26	5.92	2.06	22	5.77	1.72	8	5.75	2.60	13	6.46	1.66	19	6.79	1.96
Food security	51	6.75	1.99	24	6.50	2.70	4	5.50	1.00	29	5.28	2.05	29	6.41	2.23	8	6.13	2.53	18	6.78	2.21	20	7.10	1.86
Education*	65	7.74	1.79	25	7.24	2.35	7	8.00	1.29	37	6.11	2.14	32	7.00	1.81	11	6.64	2.73	18	6.78	2.02	25	7.36	2.00
Social protection	47	6.17	2.05	23	6.78	2.26	4	6.25	1.71	24	5.25	1.98	28	4.89	2.30	7	5.14	2.12	15	5.93	2.74	18	6.22	1.90
Climate change*	48	6.58	2.01	23	6.39	2.50	5	7.60	1.52	31	5.19	2.02	26	4.92	2.50	8	5.88	2.47	15	5.33	2.16	19	6.58	1.74
Agricultural development	55	6.76	2.19	24	7.00	2.34	4	7.00	1.83	34	5.71	2.11	29	5.86	2.07	10	6.60	2.27	18	6.00	2.33	23	6.96	1.92
Natural resource management	46	6.15	2.38	22	6.50	2.54	3	6.67	2.08	27	5.26	2.47	25	4.88	2.39	7	5.57	2.57	14	5.86	2.35	20	6.70	2.25

*Significantly different between stakeholder group

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
At the Headquarters (in Washington D.C.)	16.3%	32.0%	30.0%	30.8%	32.6%	21.4%	29.2%	28.6%
In the country	46.3%	12.0%	30.0%	23.1%	23.3%	14.3%	25.0%	5.7%
Don't know	37.5%	56.0%	40.0%	46.2%	44.2%	64.3%	45.8%	65.7%

*Significantly different between stakeholder group

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?	72	6.54	1.87	22	6.23	1.90	10	7.10	1.10	46	6.48	1.94	39	6.59	1.76	14	6.57	2.10	21	6.00	1.67	28	7.54	1.75

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Sri Lanka	66	6.08	1.88	24	5.67	2.06	7	6.57	1.27	41	6.07	1.93	35	6.03	2.12	13	5.85	1.91	20	5.20	2.21	22	6.82	1.30
The World Bank Group meets Sri Lanka's needs for knowledge services	68	6.35	1.91	26	6.08	2.33	8	6.50	2.07	39	5.72	1.85	39	6.08	1.74	14	6.00	2.29	21	5.95	2.09	26	6.58	1.60

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Sri Lanka received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	44	6.05	2.13	15	5.93	1.83	4	7.50	.58	15	6.13	1.96	20	6.70	1.95	7	6.86	1.77	9	5.89	2.03	13	6.85	1.82

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka?	58	6.64	1.55	18	5.22	2.34	7	6.71	1.25	25	6.00	2.42	26	6.65	1.83	10	6.90	1.29	13	5.77	2.13	16	6.25	2.11

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

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Weekly	7.4%	3.6%	0.0%	0.0%	7.3%	7.1%	0.0%	0.0%
Monthly	16.0%	7.1%	20.0%	7.4%	7.3%	0.0%	12.5%	0.0%
A few times a year	35.8%	35.7%	60.0%	16.7%	36.6%	21.4%	37.5%	24.3%
Rarely	19.8%	28.6%	20.0%	46.3%	29.3%	42.9%	29.2%	40.5%
Never	21.0%	25.0%	0.0%	29.6%	19.5%	28.6%	20.8%	35.1%

*Significantly different between stakeholder groups

In Sri Lanka, 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)

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	67	6.64	1.74	26	5.85	2.27	8	7.00	.76	32	6.13	1.76	30	6.17	2.12	11	5.64	1.63	18	6.83	1.98	23	6.74	2.24
Include appropriate level of stakeholder involvement during preparation	61	6.51	1.80	25	5.68	2.17	5	5.40	1.34	31	5.77	1.94	31	5.77	2.33	6	5.00	1.26	17	6.00	2.15	18	6.61	2.00
Lead to practical solutions	64	6.03	1.76	23	6.00	2.22	7	6.57	.53	34	5.79	1.72	30	5.73	2.05	12	5.25	1.66	18	5.72	2.30	23	6.70	1.96
Are accessible (well written and easy to understand)*	67	6.87	1.71	24	5.88	2.52	8	6.38	1.60	32	6.16	1.82	30	6.00	2.02	11	4.73	2.10	21	6.76	1.87	22	6.68	2.10
Are source of relevant information on global good practices	64	7.34	1.75	23	6.30	2.20	8	7.50	.76	32	7.09	1.75	30	6.67	1.95	11	5.91	1.45	21	6.76	1.34	23	7.04	1.77
Are adequately disseminated	64	6.50	1.84	21	6.10	2.36	8	5.88	2.30	30	5.77	2.24	32	5.31	2.49	7	5.14	1.86	19	6.00	1.91	25	6.56	1.98
Are translated enough into local language	60	4.80	1.91	22	5.73	2.10	5	4.40	1.82	27	4.93	2.07	29	5.38	2.57	10	4.30	2.21	14	5.79	2.75	22	5.41	2.09
Are adaptable to Sri Lanka's specific development challenges and country circumstances	61	6.16	1.63	23	5.91	2.31	8	6.63	1.30	31	5.94	1.75	29	6.10	1.95	11	5.18	1.78	18	5.44	2.25	24	6.21	1.77

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	68	6.74	1.78	25	5.36	2.10	8	7.13	1.13	36	6.67	1.74	35	6.83	1.84	14	6.07	2.02	21	6.19	1.69	28	7.64	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	69	7.58	1.41	25	6.48	1.76	8	7.25	.71	36	6.81	1.69	35	7.31	1.62	12	6.67	1.87	18	6.94	1.59	24	7.29	1.68

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	67	7.31	1.79	19	6.37	2.11	4	6.25	1.71	29	6.10	1.80	29	6.17	1.98	7	5.43	1.13	14	7.36	1.86	15	6.80	1.78
The World Bank Group effectively monitors and evaluates the projects and programs it supports	72	7.43	1.75	24	6.42	1.98	7	6.86	1.57	41	7.02	1.62	34	6.79	1.98	10	6.40	1.58	18	6.78	1.56	23	7.26	1.96
The World Bank Group's approvals and reviews are done in a timely fashion	71	6.99	1.92	22	6.50	1.99	4	6.00	1.41	30	6.53	1.72	33	6.67	1.81	9	5.56	1.74	18	6.28	2.30	15	6.13	2.13
The World Bank Group's "Safeguard Policy" requirements are reasonable	60	6.72	1.81	22	6.32	2.34	4	6.00	1.15	27	6.37	1.98	28	6.36	2.15	8	6.13	1.36	16	6.56	2.45	13	6.77	1.59
The World Bank Group's conditions on its lending are reasonable	58	6.79	1.84	22	6.09	2.41	4	5.75	1.89	31	6.35	1.72	28	6.36	1.93	10	5.60	1.43	17	6.65	2.69	15	6.60	1.84
The World Bank Group takes decisions quickly in Sri Lanka	65	6.71	1.78	22	6.55	2.22	5	5.60	1.67	30	5.93	1.93	32	5.75	2.26	9	4.67	1.94	15	5.87	2.29	16	6.63	1.75
Working with the World Bank Group increases Sri Lanka's institutional capacity	72	7.26	1.88	27	6.63	2.47	7	7.00	.58	42	7.29	1.60	35	7.06	2.10	12	6.92	1.51	20	6.80	2.40	23	7.30	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them	67	6.76	1.92	25	5.72	2.32	4	6.75	2.75	27	6.63	1.82	33	7.03	2.05	8	6.25	1.04	14	6.86	2.44	18	7.06	1.95
The World Bank Group provides effective implementation support	71	7.17	1.84	23	6.65	2.19	6	7.00	.63	35	6.71	1.69	35	7.00	1.93	11	6.27	2.37	19	6.37	2.01	22	7.36	1.71

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in Sri Lanka?	61	6.13	1.70	23	6.00	2.58	8	6.13	1.46	39	5.97	1.91	32	5.94	2.20	13	5.31	1.93	18	6.33	2.14	21	7.14	1.46

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
The World Bank Group takes too much risk in Sri Lanka	3.7%	11.5%	0.0%	0.0%	6.8%	7.1%	0.0%	2.7%
The World Bank Group does not take enough risk in Sri Lanka	33.3%	30.8%	40.0%	51.9%	34.1%	21.4%	29.2%	24.3%
The World Bank Group's approach to risk is appropriate	29.6%	38.5%	30.0%	22.2%	22.7%	42.9%	20.8%	13.5%
Don't know	33.3%	19.2%	30.0%	25.9%	36.4%	28.6%	50.0%	59.5%

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Sri Lanka	39.5%	40.7%	50.0%	38.9%	43.2%	26.7%	20.8%	29.7%
The World Bank Group is not sufficiently selective in Sri Lanka, and it is involved in too many areas of development	32.1%	37.0%	40.0%	20.4%	31.8%	20.0%	25.0%	27.0%
Don't know	28.4%	22.2%	10.0%	40.7%	25.0%	53.3%	54.2%	43.2%

F. The Future Role of the World Bank Group in Sri Lanka

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	19.2%	17.9%	25.0%	23.5%	17.1%	26.7%	9.1%	9.1%
Ensure greater selectivity in its work	9.0%	7.1%	12.5%	2.0%	14.6%	0.0%	9.1%	9.1%
Offer more innovative financial products	21.8%	10.7%	12.5%	11.8%	12.2%	26.7%	22.7%	33.3%
Improve the competitiveness of its financing compared to markets	6.4%	3.6%	0.0%	9.8%	2.4%	13.3%	9.1%	0.0%
Reach out more to groups outside of Government*	11.5%	7.1%	37.5%	45.1%	56.1%	26.7%	27.3%	24.2%
Work faster	5.1%	14.3%	0.0%	5.9%	2.4%	0.0%	0.0%	3.0%
Improve the quality of its experts as related to Sri Lanka's specific challenges	34.6%	32.1%	37.5%	13.7%	19.5%	40.0%	36.4%	27.3%
Offer more innovative knowledge services	12.8%	21.4%	37.5%	15.7%	9.8%	6.7%	4.5%	21.2%
Collaborate more effectively with Government clients*	23.1%	32.1%	0.0%	13.7%	7.3%	33.3%	9.1%	24.2%
Increase the level of capacity development in the country	38.5%	25.0%	25.0%	41.2%	39.0%	13.3%	40.9%	21.2%
Reduce the complexity of obtaining World Bank Group financing	12.8%	21.4%	0.0%	5.9%	9.8%	6.7%	9.1%	21.2%
Increase availability of Reimbursable Advisory Services (RAS)	1.3%	7.1%	0.0%	2.0%	0.0%	0.0%	4.5%	0.0%
Other	2.6%	0.0%	0.0%	3.9%	2.4%	0.0%	4.5%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Financial services	18.2%	44.4%	11.1%	40.0%	31.0%	25.0%	9.1%	31.4%
Knowledge products	26.0%	29.6%	33.3%	18.0%	26.2%	25.0%	40.9%	14.3%
Convening services	2.6%	3.7%	11.1%	4.0%	11.9%	8.3%	0.0%	0.0%
None of the above	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
The combination is appropriate for Sri Lanka	46.8%	22.2%	44.4%	22.0%	28.6%	33.3%	40.9%	40.0%
Don't know	5.2%	0.0%	0.0%	16.0%	2.4%	8.3%	4.5%	14.3%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Periodicals	29.3%	14.3%	20.0%	17.0%	23.8%	7.1%	20.8%	5.6%
International newspapers	1.2%	10.7%	0.0%	7.5%	0.0%	0.0%	4.2%	2.8%
Local radio	3.7%	7.1%	0.0%	5.7%	2.4%	7.1%	4.2%	11.1%
International radio	1.2%	3.6%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Local television*	35.4%	67.9%	20.0%	17.0%	26.2%	14.3%	33.3%	55.6%
International television	6.1%	0.0%	0.0%	9.4%	4.8%	14.3%	12.5%	2.8%
Local newspapers	50.0%	57.1%	60.0%	50.9%	52.4%	57.1%	45.8%	50.0%
Internet*	58.5%	17.9%	60.0%	66.0%	61.9%	57.1%	58.3%	58.3%
Social media	9.8%	10.7%	20.0%	15.1%	21.4%	7.1%	4.2%	2.8%
Other	2.4%	0.0%	20.0%	5.7%	4.8%	14.3%	4.2%	2.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Direct contact with World Bank Group	25.6%	33.3%	30.0%	18.9%	25.0%	42.9%	12.5%	21.6%
e-Newsletters	36.6%	11.1%	30.0%	49.1%	27.3%	35.7%	33.3%	43.2%
World Bank Group's seminars/workshops/conferences*	43.9%	48.1%	20.0%	22.6%	54.5%	28.6%	41.7%	40.5%
World Bank Group's publications and other written materials	41.5%	40.7%	60.0%	32.1%	36.4%	28.6%	37.5%	48.6%
World Bank Group's website	37.8%	33.3%	30.0%	47.2%	34.1%	21.4%	37.5%	32.4%
Social media	7.3%	18.5%	20.0%	17.0%	11.4%	21.4%	8.3%	2.7%
Mobile phones	4.9%	7.4%	0.0%	5.7%	4.5%	21.4%	8.3%	2.7%
Other	1.2%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	33.8%	31.8%	40.0%	26.4%	36.6%	14.3%	45.8%	22.2%
No	66.3%	68.2%	60.0%	73.6%	63.4%	85.7%	54.2%	77.8%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	19.2%	4.3%	66.7%	18.9%	27.5%	35.7%	19.0%	8.8%
No	80.8%	95.7%	33.3%	81.1%	72.5%	64.3%	81.0%	91.2%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	100.0%	-	80.0%	90.0%	81.8%	75.0%	100.0%	66.7%
No	0.0%	-	20.0%	10.0%	18.2%	25.0%	0.0%	33.3%

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	98.7%	92.0%	100.0%	97.9%	100.0%	92.3%	100.0%	97.1%
No	1.3%	8.0%	0.0%	2.1%	0.0%	7.7%	0.0%	2.9%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	76.9%	32.0%	100.0%	64.6%	72.1%	64.3%	87.0%	64.7%
No	23.1%	68.0%	0.0%	35.4%	27.9%	35.7%	13.0%	35.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	11.5%	20.8%	20.0%	14.3%	26.2%	28.6%	13.0%	0.0%
No	88.5%	79.2%	80.0%	85.7%	73.8%	71.4%	87.0%	100.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
High speed/WiFi	65.7%	64.3%	100.0%	93.2%	92.3%	58.3%	90.0%	90.9%
Dial-up	34.3%	35.7%	0.0%	6.8%	7.7%	41.7%	10.0%	9.1%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	62	7.23	1.89	9	6.89	1.90	9	6.22	2.39	32	6.84	1.83	34	7.26	1.71	11	7.27	1.27	19	6.89	2.56	19	7.63	1.54
I find the information on the World Bank Group's websites useful	63	7.43	1.95	10	7.60	2.37	9	6.89	2.42	32	7.44	1.58	35	7.29	2.01	10	7.60	2.12	20	7.50	1.67	21	7.95	1.50
The World Bank Group's social media channels are valuable sources of information about the institution	32	6.63	2.11	11	6.73	2.45	5	6.20	2.28	19	6.68	2.58	18	7.56	1.95	8	7.13	2.75	9	7.56	1.51	9	7.67	2.50
When I need information from the World Bank Group I know how to find it*	63	7.33	2.11	14	5.64	2.24	9	7.00	2.12	35	6.97	2.13	34	6.26	2.54	11	4.36	2.29	16	7.50	2.07	19	6.00	2.65
The World Bank Group is responsive to my information requests and inquiries	53	7.21	2.06	10	5.70	2.58	8	7.38	1.60	20	7.35	1.39	25	7.28	1.90	9	5.33	2.50	14	7.36	1.22	12	7.17	2.12

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
I currently collaborate with the World Bank Group	19.8%	14.8%	30.0%	11.5%	7.0%	0.0%	30.4%	2.8%
I have previously collaborated with the World Bank Group	24.7%	22.2%	30.0%	40.4%	37.2%	13.3%	26.1%	25.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	33.3%	22.2%	40.0%	5.8%	11.6%	6.7%	17.4%	22.2%
I have never collaborated with the World Bank Group	22.2%	40.7%	0.0%	42.3%	44.2%	80.0%	26.1%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
The World Bank (IBRD/IDA)	88.1%	62.5%	60.0%	38.2%	90.3%	55.6%	77.8%	70.0%
The International Finance Corporation (IFC)	1.5%	12.5%	40.0%	55.9%	3.2%	22.2%	11.1%	10.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	6.3%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Other	10.4%	18.8%	0.0%	2.9%	6.5%	22.2%	11.1%	20.0%

*Significantly different between stakeholder group

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Yes	11.4%	22.2%	22.2%	15.2%	7.9%	15.4%	30.0%	25.0%
No	88.6%	77.8%	77.8%	84.8%	92.1%	84.6%	70.0%	75.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
The two institutions work well together	62.5%	16.7%	100.0%	57.1%	75.0%	0.0%	50.0%	60.0%
The way the two institutions work together needs improvement	12.5%	83.3%	0.0%	14.3%	0.0%	50.0%	33.3%	40.0%
Don't know	25.0%	0.0%	0.0%	28.6%	25.0%	50.0%	16.7%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Observer*	17.1%	19.0%	10.0%	46.2%	27.5%	50.0%	0.0%	24.2%
Use World Bank Group reports/data	30.3%	19.0%	10.0%	17.3%	25.0%	42.9%	40.9%	27.3%
Engage in World Bank Group related/sponsored events/activities*	38.2%	57.1%	30.0%	7.7%	42.5%	14.3%	27.3%	12.1%
Collaborate as part of my professional duties	39.5%	19.0%	70.0%	32.7%	30.0%	21.4%	18.2%	42.4%
Use World Bank Group website for information, data, research, etc.	27.6%	23.8%	30.0%	34.6%	25.0%	21.4%	45.5%	30.3%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/Think tank	Other
Female	31.7%	17.9%	60.0%	22.2%	29.5%	0.0%	30.4%	52.6%
Male	68.3%	82.1%	40.0%	77.8%	70.5%	100.0%	69.6%	47.4%

*Significantly different between stakeholder groups



Appendix C: Responses to All Questions by Geographical Locations¹³

Western Province of Sri Lanka (includes North Western Province) N=229 ● Northern/Eastern Province of Sri Lanka (includes North Central Province) N=33 ● Southern Province of Sri Lanka (includes South East of West) N=16 ● Central Province of Sri Lanka N=17

A. General Issues facing Sri Lanka

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
The right direction	60.7%	70.0%	78.6%	43.8%
The wrong direction	8.5%	3.3%	7.1%	0.0%
Not sure	30.8%	26.7%	14.3%	56.3%

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Social protection	6.4%	7.4%	20.0%	5.9%
Food security	8.2%	7.4%	13.3%	23.5%
Public sector governance/ reform	48.4%	33.3%	20.0%	47.1%
Global/regional integration	2.3%	7.4%	0.0%	11.8%
Gender equity	2.3%	11.1%	0.0%	5.9%
Private sector development	8.2%	7.4%	13.3%	11.8%
Foreign direct investment	10.0%	0.0%	6.7%	5.9%
Water and sanitation*	1.4%	11.1%	0.0%	5.9%
Anti corruption	19.6%	22.2%	20.0%	17.6%
Job creation/employment	16.9%	18.5%	33.3%	17.6%
Rural development	18.3%	25.9%	20.0%	11.8%
Financial markets	0.9%	0.0%	0.0%	0.0%
Urban development	3.7%	7.4%	0.0%	0.0%
Environmental sustainability	7.8%	3.7%	20.0%	5.9%
Equality of opportunity	6.4%	18.5%	0.0%	11.8%
Health	7.8%	14.8%	0.0%	11.8%
Education	34.2%	25.9%	33.3%	23.5%
Poverty reduction	23.7%	11.1%	40.0%	17.6%
Energy	1.4%	7.4%	0.0%	5.9%
Transport	3.7%	11.1%	6.7%	5.9%
Climate change*	0.9%	7.4%	13.3%	0.0%
Agricultural development	6.8%	3.7%	13.3%	17.6%
Trade and exports	5.0%	0.0%	6.7%	0.0%
Crime and violence	4.1%	3.7%	0.0%	0.0%
Economic growth	22.8%	11.1%	13.3%	17.6%
Law and justice	11.0%	14.8%	6.7%	5.9%
Regulatory framework	3.7%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.5%	3.7%	0.0%	0.0%
Natural resource management*	1.8%	0.0%	0.0%	11.8%
Disaster management	3.2%	0.0%	0.0%	0.0%
Information and communications technology	3.7%	3.7%	0.0%	0.0%
Early childhood education and skills development	2.7%	0.0%	0.0%	0.0%

*Significantly different between geographic locations

¹³ Only 295 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix.

**A. General Issues facing Sri Lanka (continued)**

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Water and sanitation	4.0%	9.4%	6.7%	5.9%
Equality of opportunity	16.7%	15.6%	0.0%	17.6%
Economic growth*	39.2%	25.0%	6.7%	29.4%
Climate change*	0.0%	6.3%	0.0%	0.0%
Global/regional integration	0.9%	6.3%	6.7%	0.0%
Gender equity	2.2%	3.1%	0.0%	5.9%
Rural development	46.3%	59.4%	66.7%	47.1%
Urban development	0.9%	0.0%	0.0%	0.0%
Regulatory framework	0.9%	0.0%	6.7%	5.9%
Social protection	7.9%	6.3%	6.7%	0.0%
Law and justice	2.2%	0.0%	0.0%	0.0%
Transport	3.1%	0.0%	13.3%	0.0%
Crime and violence	2.6%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.9%	0.0%	0.0%	0.0%
Information and communications technology	1.8%	0.0%	0.0%	0.0%
Anti corruption	9.7%	3.1%	13.3%	11.8%
Early childhood education and skills development	11.9%	3.1%	6.7%	11.8%
Private sector development	9.7%	6.3%	6.7%	29.4%
Foreign direct investment	4.8%	6.3%	6.7%	5.9%
Education	31.3%	21.9%	26.7%	23.5%
Energy	1.3%	0.0%	0.0%	0.0%
Public sector governance/ reform	13.2%	18.8%	0.0%	11.8%
Natural resource management*	0.4%	3.1%	0.0%	11.8%
Environmental sustainability	2.2%	9.4%	6.7%	11.8%
Disaster management	2.6%	6.3%	0.0%	0.0%
Health	10.1%	0.0%	6.7%	0.0%
Agricultural development*	17.6%	40.6%	20.0%	23.5%
Job creation/employment	42.7%	34.4%	60.0%	35.3%
Financial markets	0.9%	0.0%	0.0%	0.0%
Trade and exports	4.4%	0.0%	6.7%	11.8%
Food security*	5.3%	15.6%	20.0%	0.0%

*Significantly different between geographic locations



A. General Issues facing Sri Lanka (continued)

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Better employment opportunities for young people*	16.9%	35.7%	38.5%	13.3%
Better employment opportunities for women	2.9%	7.1%	7.7%	6.7%
Greater access to micro-finance for the poor	22.7%	17.9%	15.4%	26.7%
Greater voice and participation for citizens to help ensure greater accountability	6.8%	21.4%	7.7%	6.7%
Greater access to health and nutrition for citizens	9.7%	7.1%	15.4%	0.0%
Better entrepreneurial opportunities	27.1%	17.9%	23.1%	33.3%
A growing middle class	4.3%	3.6%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	21.3%	28.6%	15.4%	26.7%
Better opportunity for the poor who live in urban areas	1.9%	0.0%	0.0%	0.0%
Consistent economic growth	21.7%	14.3%	7.7%	33.3%
More reliable social safety net	4.8%	10.7%	0.0%	6.7%
Greater equity of fiscal policy	4.8%	0.0%	15.4%	0.0%
Education and training that better ensure job opportunity*	46.9%	17.9%	46.2%	46.7%
Better quality public services	6.3%	14.3%	7.7%	0.0%
Other	1.4%	3.6%	0.0%	0.0%

*Significantly different between geographic locations

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sri Lanka?	226	5.15	2.31	31	5.68	2.60	15	4.27	2.15	17	5.53	2.62

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.*	176	6.36	1.88	29	7.03	2.10	11	4.73	1.56	15	6.67	2.38

(1-Not effective at all, 10-Very effective) *Significantly different between geographic locations

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Sri Lanka solve its most complicated development challenges?*	158	6.68	1.88	27	6.59	2.15	13	5.15	1.57	13	8.00	2.16

(1-To no degree at all, 10-To a very significant degree) *Significantly different between geographic locations

**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 Sri Lanka, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sri Lanka? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Social protection	4.8%	3.2%	12.5%	0.0%
Crime and violence	2.6%	3.2%	0.0%	11.8%
Transport	8.3%	12.9%	12.5%	5.9%
Agricultural development	18.8%	25.8%	31.3%	29.4%
Global/regional integration	2.6%	6.5%	0.0%	5.9%
Gender equity*	1.3%	12.9%	0.0%	0.0%
Public sector governance/ reform	23.6%	16.1%	12.5%	35.3%
Health	10.5%	19.4%	6.3%	5.9%
Rural development	27.9%	35.5%	25.0%	17.6%
Foreign direct investment	7.4%	3.2%	0.0%	5.9%
Education	24.0%	16.1%	31.3%	35.3%
Energy	2.6%	3.2%	0.0%	11.8%
Job creation/employment*	23.6%	45.2%	25.0%	11.8%
Financial markets	4.4%	0.0%	0.0%	11.8%
Urban development	5.2%	0.0%	6.3%	0.0%
Environmental sustainability	7.4%	3.2%	12.5%	11.8%
Equality of opportunity	7.0%	12.9%	0.0%	11.8%
Private sector development	9.6%	6.5%	6.3%	5.9%
Water and sanitation	6.1%	6.5%	12.5%	5.9%
Food security	4.8%	6.5%	18.8%	0.0%
Climate change*	1.7%	0.0%	18.8%	0.0%
Poverty reduction	28.4%	19.4%	37.5%	11.8%
Early childhood education and skills development	11.4%	3.2%	0.0%	0.0%
Trade and exports	5.7%	0.0%	0.0%	17.6%
Economic growth	24.5%	9.7%	31.3%	23.5%
Law and justice	3.5%	6.5%	0.0%	0.0%
Regulatory framework	2.2%	3.2%	0.0%	0.0%
Communicable/non-communicable diseases	0.4%	0.0%	0.0%	0.0%
Natural resource management	1.3%	0.0%	0.0%	5.9%
Anti corruption*	5.7%	19.4%	0.0%	5.9%
Information and communications technology	4.4%	0.0%	0.0%	5.9%
Disaster management	1.7%	0.0%	0.0%	5.9%

*Significantly different between geographic locations

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

Greatest Value Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Convening/Facilitating	5.3%	3.6%	13.3%	13.3%
Data	2.4%	3.6%	0.0%	6.7%
Policy advice, studies, analyses	17.8%	32.1%	6.7%	13.3%
Financial resources*	48.1%	21.4%	46.7%	33.3%
Capacity development	11.5%	25.0%	6.7%	13.3%
Technical assistance	12.0%	0.0%	13.3%	6.7%
Mobilizing third party financial resources*	0.5%	7.1%	6.7%	6.7%
Donor coordination	1.4%	3.6%	6.7%	6.7%
Linkage to non-Bank expertise	0.5%	0.0%	0.0%	0.0%
Other	0.5%	3.6%	0.0%	0.0%

*Significantly different between geographic locations

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

2 nd Greatest Value Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Convening/Facilitating*	4.3%	10.7%	0.0%	20.0%
Data	2.4%	3.6%	0.0%	0.0%
Policy advice, studies, analyses	15.8%	10.7%	6.7%	13.3%
Financial resources	12.9%	17.9%	26.7%	20.0%
Capacity development	23.4%	10.7%	13.3%	13.3%
Technical assistance	26.3%	32.1%	40.0%	13.3%
Mobilizing third party financial resources	4.8%	3.6%	6.7%	0.0%
Donor coordination	6.7%	7.1%	6.7%	6.7%
Linkage to non-Bank expertise	3.3%	3.6%	0.0%	13.3%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between geographic locations

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	155	6.54	1.89	20	7.35	1.90	13	5.85	1.77	12	7.75	1.54
Citizen engagement (incorporating citizens' voices into development)	125	5.23	2.10	20	6.35	2.48	12	4.33	2.10	6	4.50	3.27
Policy design (for clarity and better incentives to achieve development goals)*	144	6.13	1.92	21	7.10	2.02	12	5.42	1.93	12	7.67	1.67

*Significantly different between geographic locations

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	193	8.06	1.89	23	8.13	1.69	14	8.07	1.73	15	8.47	1.60
Citizen engagement (incorporating citizens' voices into development)	179	7.84	2.14	22	8.68	1.25	13	8.00	1.96	14	8.00	2.22
Policy design (for clarity and better incentives to achieve development goals)	188	8.16	1.97	23	8.83	1.56	13	8.54	1.71	14	8.79	1.58

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

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Staff too inaccessible	7.2%	9.7%	6.7%	13.3%
Not exploring alternative policy options	5.4%	9.7%	6.7%	6.7%
Not collaborating enough with stakeholders outside the Government*	16.2%	45.2%	26.7%	20.0%
Its advice and strategies do not lend themselves to practical problem solving	9.0%	12.9%	13.3%	6.7%
Not enough public disclosure of its work	19.8%	16.1%	20.0%	33.3%
Arrogant in its approach	1.8%	0.0%	0.0%	0.0%
Not client focused*	3.6%	6.5%	26.7%	6.7%
The credibility of its knowledge/data	1.4%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	9.9%	9.7%	20.0%	20.0%
Not willing to honestly criticize policies and reform efforts in the country	6.8%	9.7%	0.0%	6.7%
Too influenced by developed countries	14.9%	22.6%	13.3%	26.7%
Imposing technocratic solutions without regard to political realities	2.7%	3.2%	6.7%	0.0%
World Bank Group's processes too slow	6.3%	3.2%	0.0%	6.7%
Not aligned with other donors' work*	0.5%	6.5%	0.0%	6.7%
Not aligned with country priorities	13.5%	9.7%	13.3%	13.3%
Not adequately sensitive to political/social realities in Sri Lanka	17.6%	16.1%	13.3%	20.0%
Other	3.2%	3.2%	0.0%	0.0%
Don't know*	27.9%	3.2%	13.3%	0.0%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Trust Fund management	6.2%	6.3%	18.8%	5.9%
Knowledge products/services	22.1%	18.8%	25.0%	23.5%
Investment lending	42.5%	43.8%	31.3%	23.5%
Technical assistance	38.9%	31.3%	50.0%	23.5%
Capacity development	33.6%	25.0%	31.3%	41.2%
Policy based lending / budget support to the Government	15.5%	25.0%	0.0%	29.4%
Multi-sectoral approaches	16.8%	21.9%	12.5%	11.8%
Other	0.4%	3.1%	6.3%	0.0%
Don't know	10.2%	9.4%	6.3%	17.6%

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
To a fully sufficient degree	3.1%	6.3%	0.0%	5.9%
To a somewhat sufficient degree	50.9%	65.6%	62.5%	58.8%
To a somewhat insufficient degree	19.7%	9.4%	12.5%	5.9%
To a very insufficient degree	5.7%	6.3%	0.0%	11.8%
Don't know	20.6%	12.5%	25.0%	17.6%

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

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Academia/think tanks/research institutes	43.0%	37.5%	43.8%	47.1%
Donor community	11.8%	15.6%	18.8%	5.9%
Media	8.8%	3.1%	0.0%	0.0%
Local Government*	21.5%	34.4%	56.3%	47.1%
Private sector*	26.3%	3.1%	12.5%	11.8%
Parliament	8.3%	3.1%	0.0%	5.9%
NGOs/Community Based Organizations (CBOs)*	20.6%	46.9%	18.8%	35.3%
Youth/university groups	16.7%	34.4%	25.0%	11.8%
Beneficiaries	23.2%	12.5%	18.8%	11.8%
Foundations	3.1%	0.0%	6.3%	5.9%
Other	3.1%	6.3%	0.0%	0.0%
Don't know	4.4%	0.0%	0.0%	5.9%

*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	202	6.35	1.89	28	6.96	2.30	16	5.44	2.45	16	6.50	2.42
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	193	5.95	2.04	25	6.68	2.21	15	5.53	1.92	12	6.75	2.09
The World Bank Group supports programs and strategies that are realistic for Sri Lanka*	200	6.16	1.96	27	6.89	2.19	14	5.07	1.77	15	7.00	2.20
The World Bank Group treats clients and stakeholders in Sri Lanka with respect	173	6.93	1.91	24	7.46	2.19	14	6.57	1.79	13	7.00	2.92

*Significantly different between geographic locations

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

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	162	6.32	1.85	26	7.15	2.36	14	5.50	2.50	12	7.50	2.47
Flexibility (in terms of the institution's products and services)*	159	5.67	1.98	23	6.48	2.43	14	4.50	2.14	14	6.07	1.82
Flexibility (in terms of changing country circumstances)	161	5.73	1.96	24	6.29	2.48	16	5.38	1.50	12	6.00	2.09
Being inclusive*	168	5.99	1.91	26	7.19	1.72	14	5.00	1.84	8	6.25	1.83
Openness*	174	6.31	2.21	25	7.68	1.38	15	5.13	2.33	13	6.15	2.76
Staff accessibility*	173	5.92	2.30	28	7.32	1.94	14	5.00	2.18	12	5.17	2.89
Straightforwardness and honesty*	165	6.92	2.08	27	8.26	1.40	12	5.83	2.21	14	7.07	2.64
Ease of access to the people at the World Bank Group who are making decisions important to my work*	166	5.82	2.34	27	6.81	2.35	13	4.54	2.40	13	4.62	2.43
Collaboration with civil society	165	5.63	2.26	27	6.59	2.19	15	5.40	2.23	12	5.33	2.53
Collaboration with the Government*	181	7.45	1.54	26	8.31	1.44	13	6.69	1.75	15	7.67	1.84
Collaboration with other donors and development partners*	159	6.86	1.81	24	7.67	2.06	15	6.00	2.17	13	6.31	2.46
Collaboration with the private sector*	147	6.30	1.76	23	7.00	2.39	13	5.15	2.19	10	6.10	1.73
The speed in which it gets things accomplished on the ground*	163	6.00	1.96	24	7.54	1.82	11	4.55	1.86	12	6.33	1.72
Being a long-term partner*	178	7.66	1.86	27	8.19	1.92	13	5.92	2.87	15	8.00	1.96

*Significantly different between geographic locations

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

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
More local presence	67.3%	75.0%	93.3%	75.0%
The current level of local presence is adequate	19.5%	18.8%	0.0%	12.5%
Less local presence	2.2%	3.1%	6.7%	6.3%
Don't know	11.1%	3.1%	0.0%	6.3%

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
The World Bank Group does not do adequate follow through/follow-up	10.3%	12.5%	0.0%	0.0%
Poor donor coordination	10.3%	12.5%	6.7%	6.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.5%	21.9%	46.7%	25.0%
Lack of/inadequate levels of capacity in Government	13.6%	18.8%	6.7%	31.3%
There is not an adequate level of citizen/civil society participation	33.6%	40.6%	53.3%	25.0%
The World Bank Group works too slowly	6.1%	12.5%	6.7%	0.0%
The Government works inefficiently	20.6%	12.5%	13.3%	12.5%
Political pressures and obstacles	30.8%	40.6%	13.3%	50.0%
Reforms are not well thought out in light of country challenges	25.2%	18.8%	26.7%	12.5%
Other	5.1%	0.0%	6.7%	12.5%



C. World Bank Group's Effectiveness and Results

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	208	7.53	2.87	28	8.57	1.89	13	6.46	3.31	16	6.94	3.38
Information and communications technology	216	8.10	2.02	28	8.00	2.28	15	7.07	2.49	16	8.31	2.21
Transport	214	7.77	2.18	29	7.45	2.29	14	7.79	1.81	16	7.63	2.47
Crime and violence	200	6.29	2.83	27	7.00	2.72	13	6.69	2.56	14	5.86	3.21
Law and justice	210	7.04	2.72	28	7.79	2.06	12	6.25	2.80	16	5.69	3.14
Urban development	217	8.01	1.83	30	7.97	2.34	16	7.88	2.03	15	8.27	1.98
Environmental sustainability	214	8.38	1.65	30	8.23	2.08	16	8.13	2.03	16	8.00	1.90
Regulatory framework	206	7.20	2.36	26	7.54	1.86	14	6.50	2.71	14	7.36	1.82
Communicable/non-communicable diseases	210	7.52	2.14	28	7.64	2.33	15	7.07	2.71	13	7.00	3.03
Early childhood education and skills development	214	8.14	2.01	29	8.34	1.82	15	7.87	1.88	16	7.81	2.17
Poverty reduction	219	8.77	1.66	30	8.83	1.53	16	8.44	1.82	16	8.75	1.39
Gender equity	209	7.11	2.51	29	7.10	2.66	13	6.62	2.81	16	7.00	2.66
Private sector development	215	7.56	2.16	27	7.37	2.36	13	7.62	2.26	16	7.81	2.10
Foreign direct investment	208	8.08	2.17	29	7.14	2.79	13	8.31	1.84	16	8.50	2.13
Water and sanitation	213	8.07	1.83	30	8.30	2.05	16	8.44	1.90	15	8.47	2.20
Trade and exports	207	7.62	2.12	30	7.57	2.31	13	7.31	1.97	16	8.56	1.50
Economic growth	216	8.61	1.75	29	8.72	2.03	14	8.07	1.90	16	9.38	.81
Energy	212	8.04	1.91	28	8.00	2.33	15	7.53	2.53	16	8.88	1.45
Disaster management	214	7.93	1.89	29	8.52	1.79	14	8.14	1.88	16	8.00	2.63
Public sector governance/ reform	212	7.72	2.34	27	7.96	1.97	11	7.82	2.18	15	7.87	2.03
Job creation/employment	215	8.21	2.09	29	8.97	1.50	14	7.93	2.70	16	8.19	1.97
Financial markets	205	7.16	2.23	28	7.36	2.64	13	7.08	2.02	15	8.27	1.58
Equality of opportunity*	208	7.30	2.28	28	8.57	1.75	13	6.46	2.33	15	7.40	2.38
Health	215	8.10	1.93	29	7.97	1.99	16	8.38	1.78	16	8.06	2.49
Rural development	217	8.55	1.75	30	8.77	1.65	14	8.36	2.21	16	8.50	2.63
Global/regional integration	206	7.54	2.07	28	7.71	1.90	14	8.14	1.66	14	7.93	2.62
Food security	211	7.75	2.02	29	7.79	2.27	15	7.53	2.17	16	7.25	3.02
Education	218	8.57	1.78	29	8.52	1.90	15	8.80	1.15	16	8.63	1.63
Social protection	208	7.16	2.32	27	7.52	2.50	15	7.13	2.67	16	7.25	2.46
Climate change	211	7.54	2.09	27	7.56	2.52	14	6.64	2.68	15	7.33	2.53
Agricultural development	216	8.15	1.93	30	8.17	2.10	15	8.27	2.09	16	8.31	2.36
Natural resource management	212	7.57	2.27	29	7.59	2.18	14	7.86	2.38	16	7.06	2.82

*Significantly different between geographic locations



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

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	112	4.83	2.54	13	6.54	2.54	11	4.36	2.91	8	4.13	2.85
Information and communications technology	139	6.62	1.94	20	7.35	1.95	12	7.42	1.93	13	7.00	2.27
Transport*	142	6.63	2.01	22	8.00	1.60	12	6.67	1.56	13	7.08	2.18
Crime and violence	103	4.74	2.33	14	5.71	2.27	11	4.18	2.27	10	4.00	2.21
Law and justice	112	4.97	2.34	18	5.89	2.37	12	4.17	1.85	12	4.25	2.56
Urban development	161	7.09	1.90	25	7.36	2.00	13	6.85	2.23	14	6.64	2.13
Environmental sustainability	149	6.86	1.99	23	7.04	2.08	15	5.93	2.58	12	7.17	2.37
Regulatory framework	126	5.99	2.08	17	6.82	2.07	9	4.67	2.29	8	6.00	1.77
Communicable/non-communicable diseases	120	6.66	2.06	21	6.95	2.16	13	6.08	1.98	12	6.67	2.67
Early childhood education and skills development	139	6.83	2.23	26	7.15	2.41	14	6.93	2.02	13	6.31	2.75
Poverty reduction	163	7.05	2.14	25	7.40	1.66	15	6.73	2.19	14	6.93	3.12
Gender equity*	122	6.10	2.16	26	6.88	2.30	11	5.00	2.76	12	4.92	3.23
Private sector development	134	6.35	2.02	24	5.96	2.39	11	5.18	2.36	12	5.75	2.73
Foreign direct investment	123	6.36	1.93	18	5.89	2.81	10	5.90	2.69	11	6.36	1.96
Water and sanitation	154	6.97	1.91	23	7.74	1.71	14	6.00	2.35	14	7.43	2.21
Trade and exports	116	6.20	1.93	19	5.74	2.26	12	5.17	1.95	11	6.36	1.96
Economic growth	154	6.85	2.01	21	6.71	2.31	14	5.50	2.31	13	6.92	2.69
Energy	137	6.46	2.12	18	6.17	2.41	13	5.23	2.24	12	6.00	2.89
Disaster management	139	6.63	1.96	19	7.16	1.57	14	5.86	2.35	11	6.36	3.41
Public sector governance/ reform	135	5.80	2.16	14	6.29	1.86	11	5.64	2.01	14	6.00	2.91
Job creation/employment	140	6.12	2.24	22	6.50	2.04	13	5.00	2.71	10	5.80	3.33
Financial markets	118	5.74	2.05	19	5.63	2.17	11	4.73	2.37	10	5.90	2.60
Equality of opportunity*	120	6.10	2.11	22	5.82	2.40	10	4.10	2.13	9	4.56	3.09
Health*	155	7.01	2.04	20	8.30	1.30	15	6.07	2.46	13	7.85	2.19
Rural development	158	6.94	2.07	22	6.91	2.04	14	6.29	2.13	12	6.92	2.50
Global/regional integration	120	6.48	1.97	17	6.59	2.29	11	6.00	1.95	11	6.45	2.73
Food security*	133	6.49	2.10	21	7.33	1.96	14	4.93	1.86	13	6.08	2.96
Education	166	7.13	2.09	23	7.26	1.86	14	6.71	1.82	15	7.53	2.33
Social protection	123	5.85	2.13	17	6.71	2.08	13	5.15	2.58	11	5.36	2.66
Climate change	132	5.98	2.07	17	6.53	2.62	14	4.93	2.67	11	5.91	2.74
Agricultural development	149	6.38	2.21	19	7.16	1.80	14	6.00	2.15	13	6.54	2.30
Natural resource management	121	5.98	2.43	16	5.75	2.29	14	5.29	2.49	11	6.00	2.97

*Significantly different between geographic locations

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

(Select only ONE response)

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
At the Headquarters (in Washington D.C.)	25.3%	37.5%	14.3%	33.3%
In the country	25.3%	28.1%	21.4%	33.3%
Don't know	49.3%	34.4%	64.3%	33.3%

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?*	195	6.65	1.83	27	7.07	1.80	14	5.07	1.27	15	6.80	2.14

(1-To no degree at all, 10-To a very significant degree) *Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Sri Lanka*	175	6.03	1.89	25	6.84	1.75	13	5.15	2.03	13	5.38	2.22
The World Bank Group meets Sri Lanka's needs for knowledge services	184	6.17	1.82	27	6.52	2.03	14	5.57	2.06	14	5.50	2.79

*Significantly different between geographic locations

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Sri Lanka received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	99	6.23	1.94	14	7.00	1.71	9	5.33	2.45	4	7.50	1.00

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka?*	131	6.41	1.82	21	7.14	1.96	10	5.00	1.56	10	5.10	2.88

(1-To no degree at all, 10-To a very significant degree) *Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

(Select only ONE response)

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Weekly	4.0%	0.0%	0.0%	5.9%
Monthly	8.5%	18.8%	0.0%	5.9%
A few times a year	31.8%	34.4%	31.3%	17.6%
Rarely	30.5%	31.3%	43.8%	41.2%
Never	25.1%	15.6%	25.0%	29.4%

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

In Sri Lanka, 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)

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	163	6.48	1.90	24	6.63	1.86	14	5.07	2.06	13	6.54	2.26
Include appropriate level of stakeholder involvement during preparation	145	6.08	1.97	24	6.63	2.06	13	4.85	1.77	11	6.00	2.61
Lead to practical solutions*	160	5.89	1.88	25	6.80	2.04	14	4.93	1.59	12	6.92	1.88
Are accessible (well written and easy to understand)	164	6.43	2.02	26	6.92	1.83	13	5.08	1.66	11	6.09	2.17
Are source of relevant information on global good practices*	161	6.98	1.75	24	7.00	1.56	13	5.31	1.93	12	7.83	1.64
Are adequately disseminated	157	6.04	2.11	22	6.36	1.99	14	4.79	2.08	11	7.00	2.14
Are translated enough into local language	145	5.04	2.23	20	6.20	2.07	13	4.85	1.68	10	5.30	1.95
Are adaptable to Sri Lanka's specific development challenges and country circumstances*	154	5.94	1.89	26	6.92	1.85	13	5.08	1.44	11	6.27	1.35

*Significantly different between geographic locations

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	178	6.69	1.80	29	6.45	2.10	15	5.93	1.75	12	7.50	2.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	171	7.17	1.56	29	7.59	1.59	14	6.07	1.73	12	7.25	1.96

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	136	6.70	1.91	27	7.37	1.92	11	5.18	1.33	9	7.44	1.59
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	173	7.01	1.72	28	7.89	1.69	15	5.80	1.82	12	6.92	2.39
The World Bank Group's approvals and reviews are done in a timely fashion*	147	6.56	1.82	30	7.50	1.87	14	5.29	1.20	10	6.80	2.86
The World Bank Group's "Safeguard Policy" requirements are reasonable*	127	6.41	1.87	27	7.48	2.01	14	5.14	1.41	9	7.78	2.05
The World Bank Group's conditions on its lending are reasonable*	136	6.32	1.94	26	7.65	1.67	13	5.23	1.17	9	7.44	2.60
The World Bank Group takes decisions quickly in Sri Lanka*	143	6.27	1.92	29	7.10	2.23	14	4.57	1.45	7	5.71	2.63
Working with the World Bank Group increases Sri Lanka's institutional capacity*	178	7.04	1.89	30	8.13	1.78	16	5.69	1.70	13	7.62	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them*	141	6.65	1.91	29	7.79	1.84	14	4.43	1.40	11	7.18	2.56
The World Bank Group provides effective implementation support*	166	6.89	1.85	28	8.00	1.36	15	5.20	1.78	12	7.33	2.06

*Significantly different between geographic locations

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Sri Lanka?*	166	6.05	1.93	26	6.92	1.79	13	5.00	1.96	8	7.00	2.20

(1-To no degree at all, 10-To a very significant degree) *Significantly different between geographic locations

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
The World Bank Group takes too much risk in Sri Lanka	3.1%	6.3%	6.3%	5.9%
The World Bank Group does not take enough risk in Sri Lanka	37.1%	28.1%	37.5%	29.4%
The World Bank Group's approach to risk is appropriate	25.9%	25.0%	12.5%	29.4%
Don't know	33.9%	40.6%	43.8%	35.3%

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Sri Lanka	36.3%	62.5%	12.5%	23.5%
The World Bank Group is not sufficiently selective in Sri Lanka, and it is involved in too many areas of development	28.8%	21.9%	37.5%	29.4%
Don't know	35.0%	15.6%	50.0%	47.1%

*Significantly different between geographic locations

F. The Future Role of the World Bank Group in Sri Lanka

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	17.9%	20.0%	6.3%	35.3%
Ensure greater selectivity in its work	5.7%	13.3%	12.5%	11.8%
Offer more innovative financial products	18.9%	26.7%	6.3%	23.5%
Improve the competitiveness of its financing compared to markets	6.1%	3.3%	12.5%	0.0%
Reach out more to groups outside of Government	29.7%	26.7%	25.0%	17.6%
Work faster	4.7%	6.7%	6.3%	0.0%
Improve the quality of its experts as related to Sri Lanka's specific challenges	26.4%	40.0%	12.5%	29.4%
Offer more innovative knowledge services	12.7%	10.0%	31.3%	23.5%
Collaborate more effectively with Government clients	19.3%	16.7%	18.8%	23.5%
Increase the level of capacity development in the country*	38.7%	13.3%	31.3%	17.6%
Reduce the complexity of obtaining World Bank Group financing	10.4%	16.7%	25.0%	11.8%
Increase availability of Reimbursable Advisory Services (RAS)	1.9%	0.0%	6.3%	0.0%
Other	2.4%	3.3%	0.0%	0.0%

*Significantly different between geographic locations

**F. The Future Role of the World Bank Group in Sri Lanka (continued)**

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Financial services	28.4%	26.7%	46.7%	11.8%
Knowledge products	25.6%	40.0%	0.0%	11.8%
Convening services	3.3%	10.0%	0.0%	11.8%
None of the above	.9%	0.0%	0.0%	0.0%
The combination is appropriate for Sri Lanka	33.2%	20.0%	53.3%	58.8%
Don't know	8.5%	3.3%	0.0%	5.9%

*Significantly different between geographic locations

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Periodicals	19.4%	33.3%	6.3%	11.8%
International newspapers	2.7%	6.1%	6.3%	5.9%
Local radio	5.0%	9.1%	6.3%	0.0%
International radio	0.9%	3.0%	0.0%	0.0%
Local television	32.9%	33.3%	56.3%	41.2%
International television	6.3%	3.0%	18.8%	0.0%
Local newspapers*	51.8%	30.3%	68.8%	76.5%
Internet	58.6%	54.5%	31.3%	52.9%
Social media	12.2%	15.2%	0.0%	5.9%
Other	4.5%	3.0%	0.0%	5.9%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Direct contact with World Bank Group	21.8%	24.2%	53.3%	23.5%
e-Newsletters	39.6%	24.2%	26.7%	17.6%
World Bank Group's seminars/workshops/conferences*	34.7%	57.6%	66.7%	47.1%
World Bank Group's publications and other written materials*	43.6%	33.3%	13.3%	23.5%
World Bank Group's website	38.7%	27.3%	26.7%	52.9%
Social media	9.8%	15.2%	13.3%	17.6%
Mobile phones	4.4%	12.1%	0.0%	11.8%
Other	0.4%	3.0%	0.0%	0.0%

*Significantly different between geographic locations

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	32.7%	35.7%	33.3%	12.5%
No	67.3%	64.3%	66.7%	87.5%

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

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	20.8%	28.6%	6.7%	18.8%
No	79.2%	71.4%	93.3%	81.3%

Were you able to obtain this information?*

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	95.0%	85.7%	50.0%	33.3%
No	5.0%	14.3%	50.0%	66.7%

*Significantly different between geographic locations

Do you have access to the Internet?

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	99.0%	93.5%	93.3%	93.8%
No	1.0%	6.5%	6.7%	6.3%

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	73.4%	43.3%	60.0%	73.3%
No	26.6%	56.7%	40.0%	26.7%

*Significantly different between geographic locations

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	14.1%	23.3%	14.3%	18.8%
No	85.9%	76.7%	85.7%	81.3%

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
High speed/WiFi	84.4%	69.6%	77.8%	64.3%
Dial-up	15.6%	30.4%	22.2%	35.7%

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

	Which best represents your geographic location?											
	Western Province of Sri Lanka (includes North Western Province)			Northern/Eastern Province of Sri Lanka (includes North Central Province)			Southern Province of Sri Lanka (includes South East of West)			Central Province of Sri Lanka		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	156	7.02	1.91	18	7.22	1.93	8	8.00	1.93	12	7.92	1.73
I find the information on the World Bank Group's websites useful	163	7.42	1.86	18	7.33	2.33	8	7.75	1.58	10	8.40	1.58
The World Bank Group's social media channels are valuable sources of information about the institution	84	6.85	2.20	12	7.50	2.43	5	8.40	1.52	10	6.70	2.45
When I need information from the World Bank Group I know how to find it	164	6.78	2.31	16	6.50	2.73	8	5.13	2.85	12	6.67	2.39
The World Bank Group is responsive to my information requests and inquiries	117	7.07	1.98	15	7.53	2.36	7	6.00	1.63	11	7.09	2.02

**H. Background Information**

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

(Select only ONE response)

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
I currently collaborate with the World Bank Group	12.2%	22.6%	12.5%	25.0%
I have previously collaborated with the World Bank Group	29.7%	29.0%	31.3%	25.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	21.2%	12.9%	12.5%	18.8%
I have never collaborated with the World Bank Group	36.9%	35.5%	43.8%	31.3%

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

(Select only ONE response)

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
The World Bank (IBRD/IDA)	71.4%	78.9%	75.0%	66.7%
The International Finance Corporation (IFC)	18.6%	5.3%	8.3%	16.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	8.3%	8.3%
Other	9.9%	15.8%	8.3%	8.3%

*Significantly different between geographic locations

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

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Yes	14.2%	17.2%	28.6%	14.3%
No	85.8%	82.8%	71.4%	85.7%

If yes, what was your view of how the two institutions work together in Sri Lanka?

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
The two institutions work well together	51.9%	60.0%	0.0%	100.0%
The way the two institutions work together needs improvement	22.2%	40.0%	100.0%	0.0%
Don't know	25.9%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Observer	26.7%	20.7%	15.4%	18.8%
Use World Bank Group reports/data	28.6%	24.1%	15.4%	12.5%
Engage in World Bank Group related/sponsored events/activities	25.2%	41.4%	46.2%	31.3%
Collaborate as part of my professional duties	35.2%	27.6%	23.1%	31.3%
Use World Bank Group website for information, data, research, etc.	32.4%	17.2%	30.8%	31.3%

What's your gender?

Percentage of Respondents	Western Province of Sri Lanka (includes North Western Province)	Northern/Eastern Province of Sri Lanka (includes North Central Province)	Southern Province of Sri Lanka (includes South East of West)	Central Province of Sri Lanka
Female	30.7%	31.3%	18.8%	23.5%
Male	69.3%	68.8%	81.3%	76.5%



Appendix D: Responses to All Questions by Level of Collaboration with the WBG¹⁴

Collaborating with the WBG N=98 ● Not collaborating with the WBG N=191

A. General Issues facing Sri Lanka

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

Percentage of Respondents	Currently collaborating	Not collaborating
The right direction	65.9%	58.3%
The wrong direction	4.5%	8.9%
Not sure	29.5%	32.7%

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Social protection	5.3%	8.3%
Food security	10.6%	8.3%
Public sector governance/ reform	47.9%	42.8%
Global/regional integration	2.1%	3.3%
Gender equity	2.1%	4.4%
Private sector development	9.6%	8.9%
Foreign direct investment	5.3%	10.6%
Water and sanitation	5.3%	1.7%
Anti corruption*	10.6%	23.3%
Job creation/employment	12.8%	21.7%
Rural development	19.1%	18.9%
Financial markets	0.0%	1.1%
Urban development	4.3%	3.3%
Environmental sustainability	5.3%	9.4%
Equality of opportunity	5.3%	8.9%
Health	9.6%	6.7%
Education*	42.6%	28.9%
Poverty reduction	22.3%	23.3%
Energy	4.3%	1.1%
Transport	8.5%	3.3%
Climate change	2.1%	2.2%
Agricultural development	9.6%	6.1%
Trade and exports	3.2%	4.4%
Crime and violence*	0.0%	5.0%
Economic growth	25.5%	18.9%
Law and justice	9.6%	11.1%
Regulatory framework	3.2%	2.8%
Communicable/non-communicable diseases	1.1%	0.6%
Natural resource management	1.1%	2.2%
Disaster management	4.3%	1.7%
Information and communications technology	3.2%	2.8%
Early childhood education and skills development	3.2%	1.7%

*Significantly different between collaborators and non-collaborators

¹⁴ Only 289 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Currently collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

**A. General Issues facing Sri Lanka (continued)**

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Water and sanitation	6.1%	5.3%
Equality of opportunity	17.3%	14.9%
Economic growth	37.8%	32.4%
Climate change	0.0%	1.1%
Global/regional integration	1.0%	2.1%
Gender equity	3.1%	2.1%
Rural development	46.9%	50.0%
Urban development	1.0%	0.5%
Regulatory framework	0.0%	1.6%
Social protection*	11.2%	4.8%
Law and justice	1.0%	2.1%
Transport	1.0%	4.3%
Crime and violence	0.0%	3.2%
Communicable/non-communicable diseases	0.0%	1.1%
Information and communications technology	2.0%	1.1%
Anti corruption	6.1%	11.2%
Early childhood education and skills development	10.2%	10.6%
Private sector development	12.2%	9.6%
Foreign direct investment*	1.0%	7.4%
Education	34.7%	27.7%
Energy	2.0%	0.5%
Public sector governance/ reform	16.3%	11.2%
Natural resource management	2.0%	1.1%
Environmental sustainability	4.1%	3.7%
Disaster management	5.1%	1.6%
Health	10.2%	6.4%
Agricultural development	19.4%	21.3%
Job creation/employment	36.7%	45.2%
Financial markets	1.0%	0.5%
Trade and exports	5.1%	4.3%
Food security	3.1%	8.0%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Better employment opportunities for young people	15.2%	23.1%
Better employment opportunities for women	2.2%	4.7%
Greater access to micro-finance for the poor	27.2%	19.5%
Greater voice and participation for citizens to help ensure greater accountability	9.8%	7.1%
Greater access to health and nutrition for citizens	9.8%	8.9%
Better entrepreneurial opportunities	28.3%	24.3%
A growing middle class	3.3%	4.1%
Better opportunity for the poor who live in rural areas	20.7%	23.1%
Better opportunity for the poor who live in urban areas	2.2%	1.2%
Consistent economic growth	17.4%	21.9%
More reliable social safety net	6.5%	5.3%
Greater equity of fiscal policy*	7.6%	1.8%
Education and training that better ensure job opportunity	45.7%	43.8%
Better quality public services	3.3%	8.9%
Other	1.1%	1.8%

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sri Lanka?*	96	6.35	2.02	187	4.60	2.34

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.*	84	6.73	1.79	142	6.16	1.98

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Sri Lanka solve its most complicated development challenges?*	81	6.99	1.75	124	6.38	2.01

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

**C. 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 Sri Lanka, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sri Lanka? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Social protection	5.1%	4.2%
Crime and violence	1.0%	3.7%
Transport	10.2%	8.5%
Agricultural development	18.4%	21.2%
Global/regional integration	3.1%	2.6%
Gender equity	2.0%	2.6%
Public sector governance/ reform	23.5%	22.2%
Health	15.3%	8.5%
Rural development	26.5%	27.0%
Foreign direct investment	8.2%	5.8%
Education*	36.7%	19.6%
Energy	4.1%	2.6%
Job creation/employment	21.4%	27.5%
Financial markets	4.1%	4.2%
Urban development	4.1%	4.8%
Environmental sustainability	4.1%	9.0%
Equality of opportunity	7.1%	7.4%
Private sector development	8.2%	10.1%
Water and sanitation	6.1%	7.4%
Food security	5.1%	5.8%
Climate change	4.1%	1.6%
Poverty reduction	21.4%	28.6%
Early childhood education and skills development	9.2%	9.5%
Trade and exports	7.1%	4.2%
Economic growth	23.5%	23.3%
Law and justice	1.0%	4.8%
Regulatory framework	4.1%	1.1%
Communicable/non-communicable diseases	0.0%	0.5%
Natural resource management	0.0%	2.1%
Anti corruption	5.1%	7.9%
Information and communications technology	4.1%	3.2%
Disaster management	3.1%	1.1%

*Significantly different between collaborators and non-collaborators

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

Greatest Value Percentage of Respondents	Currently collaborating	Not collaborating
Convening/Facilitating	3.3%	7.0%
Data	2.2%	2.3%
Policy advice, studies, analyses	24.2%	15.8%
Financial resources	41.8%	46.2%
Capacity development	15.4%	11.7%
Technical assistance	7.7%	12.3%
Mobilizing third party financial resources	2.2%	1.8%
Donor coordination	3.3%	1.2%
Linkage to non-Bank expertise	0.0%	0.6%
Other	0.0%	1.2%

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

2 nd Greatest Value Percentage of Respondents	Currently collaborating	Not collaborating
Convening/Facilitating	5.4%	5.2%
Data	3.3%	1.7%
Policy advice, studies, analyses	15.2%	14.0%
Financial resources*	7.6%	17.4%
Capacity development	19.6%	21.5%
Technical assistance	30.4%	26.7%
Mobilizing third party financial resources	5.4%	4.1%
Donor coordination	7.6%	6.4%
Linkage to non-Bank expertise	5.4%	2.9%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	82	6.89	1.80	115	6.48	1.91
Citizen engagement (incorporating citizens' voices into development)	62	5.60	2.10	97	5.04	2.26
Policy design (for clarity and better incentives to achieve development goals)	78	6.28	1.97	108	6.31	1.97

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	92	8.08	1.79	148	8.16	1.85
Citizen engagement (incorporating citizens' voices into development)	82	7.68	2.14	141	8.14	1.95
Policy design (for clarity and better incentives to achieve development goals)	89	8.30	1.87	144	8.29	1.90

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

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Staff too inaccessible	10.5%	6.5%
Not exploring alternative policy options*	2.1%	8.1%
Not collaborating enough with stakeholders outside the Government*	11.6%	24.2%
Its advice and strategies do not lend themselves to practical problem solving*	13.7%	5.9%
Not enough public disclosure of its work	14.7%	22.6%
Arrogant in its approach	0.0%	2.7%
Not client focused	6.3%	4.3%
The credibility of its knowledge/data	2.1%	1.1%
World Bank Group's processes too complex*	17.9%	8.1%
Not willing to honestly criticize policies and reform efforts in the country	6.3%	6.5%
Too influenced by developed countries	13.7%	17.7%
Imposing technocratic solutions without regard to political realities	3.2%	2.7%
World Bank Group's processes too slow	8.4%	4.3%
Not aligned with other donors' work	1.1%	1.6%
Not aligned with country priorities	14.7%	11.8%
Not adequately sensitive to political/social realities in Sri Lanka*	28.4%	12.4%
Other	3.2%	2.7%
Don't know	17.9%	25.8%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Trust Fund management	6.2%	7.4%
Knowledge products/services	23.7%	20.1%
Investment lending	34.0%	43.9%
Technical assistance	41.2%	34.9%
Capacity development	36.1%	31.7%
Policy based lending / budget support to the Government	21.6%	14.3%
Multi-sectoral approaches	21.6%	14.3%
Other	0.0%	1.6%
Don't know	6.2%	13.2%

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

Percentage of Respondents	Currently collaborating	Not collaborating
To a fully sufficient degree	3.1%	3.2%
To a somewhat sufficient degree	59.2%	50.5%
To a somewhat insufficient degree	18.4%	17.4%
To a very insufficient degree	5.1%	6.3%
Don't know	14.3%	22.6%

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

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Academia/think tanks/research institutes*	50.0%	37.6%
Donor community	15.3%	11.1%
Media	4.1%	8.5%
Local Government	24.5%	27.0%
Private sector	22.4%	23.3%
Parliament	6.1%	7.4%
NGOs/Community Based Organizations (CBOs)	21.4%	25.4%
Youth/university groups	22.4%	15.9%
Beneficiaries	22.4%	20.6%
Foundations	2.0%	3.7%
Other	5.1%	2.1%
Don't know*	0.0%	6.3%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	94	6.69	1.98	161	6.22	2.02
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	91	6.22	2.05	149	5.93	2.05
The World Bank Group supports programs and strategies that are realistic for Sri Lanka	92	6.50	1.91	157	6.02	2.01
The World Bank Group treats clients and stakeholders in Sri Lanka with respect	86	7.13	2.02	133	6.92	1.93

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

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	85	6.65	1.89	124	6.27	2.07
Flexibility (in terms of the institution's products and services)	89	5.87	1.77	119	5.58	2.20
Flexibility (in terms of changing country circumstances)	89	6.07	1.75	121	5.54	2.09
Being inclusive	86	6.20	1.79	126	5.98	2.01
Openness	87	6.59	1.99	135	6.25	2.34
Staff accessibility*	92	6.77	2.00	131	5.47	2.40
Straightforwardness and honesty	85	7.28	2.01	130	6.86	2.14
Ease of access to the people at the World Bank Group who are making decisions important to my work*	90	6.58	2.22	124	5.29	2.40
Collaboration with civil society	82	6.06	2.18	132	5.52	2.29
Collaboration with the Government	89	7.40	1.42	141	7.58	1.61
Collaboration with other donors and development partners	78	6.97	1.74	128	6.79	2.02
Collaboration with the private sector	69	6.45	1.79	119	6.19	1.89
The speed in which it gets things accomplished on the ground	86	6.38	1.91	119	5.90	2.04
Being a long-term partner	91	7.87	1.93	137	7.47	1.97

*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents	Currently collaborating	Not collaborating
More local presence	67.7%	72.0%
The current level of local presence is adequate	22.9%	14.0%
Less local presence	2.1%	3.2%
Don't know	7.3%	10.8%

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
The World Bank Group does not do adequate follow through/follow-up	7.4%	9.7%
Poor donor coordination	8.5%	10.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	31.9%	26.7%
Lack of/inadequate levels of capacity in Government	16.0%	14.2%
There is not an adequate level of citizen/civil society participation	28.7%	36.9%
The World Bank Group works too slowly	6.4%	6.8%
The Government works inefficiently	19.1%	18.8%
Political pressures and obstacles	35.1%	31.3%
Reforms are not well thought out in light of country challenges	25.5%	23.3%
Other	7.4%	4.0%

C. World Bank Group's Effectiveness and Results

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	90	7.31	2.84	169	7.60	2.90
Information and communications technology	94	8.29	2.05	174	7.91	2.11
Transport	95	8.03	1.95	171	7.64	2.24
Crime and violence	87	6.28	2.76	164	6.33	2.89
Law and justice	93	6.95	2.63	169	7.01	2.78
Urban development	95	8.02	1.68	176	8.01	1.99
Environmental sustainability	96	8.33	1.71	173	8.27	1.78
Regulatory framework	92	7.12	2.13	163	7.28	2.37
Communicable/non-communicable diseases	89	7.65	2.24	171	7.36	2.22
Early childhood education and skills development	95	8.02	1.90	172	8.15	1.99
Poverty reduction	97	8.73	1.58	177	8.76	1.65
Gender equity	91	6.68	2.54	170	7.24	2.54
Private sector development	92	7.66	1.84	173	7.54	2.31
Foreign direct investment	91	8.26	1.88	170	7.93	2.32
Water and sanitation	94	8.21	1.80	173	8.07	1.86
Trade and exports	90	7.97	1.93	171	7.55	2.10
Economic growth	95	8.83	1.55	174	8.53	1.84
Energy	94	8.32	1.76	172	7.95	2.04
Disaster management	94	7.94	1.89	172	7.99	1.92
Public sector governance/ reform	94	7.77	2.21	167	7.77	2.28
Job creation/employment	96	8.32	1.89	173	8.24	2.15
Financial markets	89	7.49	2.00	166	7.12	2.33
Equality of opportunity	91	7.23	2.22	168	7.49	2.29
Health	95	8.13	2.00	174	8.06	1.91
Rural development	97	8.64	1.65	173	8.52	1.82
Global/regional integration	92	7.68	1.94	166	7.60	2.12
Food security	94	7.69	2.07	171	7.70	2.10
Education	97	8.74	1.60	175	8.52	1.76
Social protection	93	6.88	2.25	168	7.39	2.40
Climate change	95	7.73	1.99	168	7.32	2.31
Agricultural development	96	8.27	1.91	174	8.10	1.99
Natural resource management	94	7.76	2.05	172	7.46	2.38

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

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	46	5.02	2.79	96	4.80	2.57
Information and communications technology	66	6.88	2.11	114	6.60	1.92
Transport	70	7.14	1.95	118	6.69	1.95
Crime and violence	44	4.93	2.24	93	4.66	2.39
Law and justice	52	5.13	2.18	101	4.82	2.41
Urban development	74	7.30	1.70	136	7.01	2.05
Environmental sustainability	73	6.89	1.92	123	6.80	2.18
Regulatory framework	57	6.16	2.03	102	5.90	2.20
Communicable/non-communicable diseases	61	6.82	2.07	101	6.53	2.12
Early childhood education and skills development	67	6.93	1.96	120	6.81	2.43
Poverty reduction	76	7.18	2.08	135	6.95	2.16
Gender equity	59	6.44	2.27	109	5.89	2.34
Private sector development	63	6.41	1.96	117	6.09	2.21
Foreign direct investment	57	6.47	2.02	105	6.15	2.14
Water and sanitation	76	7.07	1.79	124	7.02	2.03
Trade and exports	54	6.28	1.99	103	5.99	1.99
Economic growth	72	6.92	2.09	126	6.65	2.11
Energy	65	6.75	2.06	113	6.17	2.25
Disaster management	68	6.74	2.02	111	6.55	2.06
Public sector governance/ reform	64	6.14	2.20	109	5.73	2.23
Job creation/employment	63	6.06	2.24	118	6.05	2.35
Financial markets	55	5.87	2.09	101	5.57	2.12
Equality of opportunity	55	5.89	2.24	104	5.87	2.28
Health	73	7.44	1.64	126	6.94	2.24
Rural development	69	6.90	1.80	132	6.89	2.19
Global/regional integration	62	6.65	2.11	96	6.33	2.06
Food security	63	6.48	2.31	114	6.35	2.12
Education*	79	7.61	2.06	136	6.89	2.02
Social protection	57	6.09	2.18	105	5.70	2.24
Climate change*	67	6.64	1.89	106	5.60	2.35
Agricultural development	65	6.63	2.18	127	6.34	2.17
Natural resource management	59	6.34	2.30	102	5.67	2.49

*Significantly different between collaborators and non-collaborators

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
At the Headquarters (in Washington D.C.)	22.7%	27.5%
In the country	39.2%	20.9%
Don't know	38.1%	51.6%

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?	89	6.88	1.90	157	6.46	1.78

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Sri Lanka	86	6.27	1.80	136	5.87	1.99
The World Bank Group meets Sri Lanka's needs for knowledge services	88	6.48	1.90	147	5.98	1.92

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Sri Lanka received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	51	6.51	1.87	73	6.16	2.03

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka?	71	6.38	1.97	99	6.28	1.93

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

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
Weekly	7.2%	1.6%
Monthly	19.6%	4.3%
A few times a year	50.5%	20.5%
Rarely	16.5%	39.5%
Never	6.2%	34.1%

*Significantly different between collaborators and non-collaborators

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

In Sri Lanka, 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)

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	90	6.69	1.89	120	6.19	1.92
Include appropriate level of stakeholder involvement during preparation*	77	6.48	1.67	113	5.77	2.18
Lead to practical solutions	87	6.18	1.71	120	5.80	2.02
Are accessible (well written and easy to understand)*	91	6.70	1.86	121	6.12	2.08
Are source of relevant information on global good practices	88	7.15	1.77	120	6.78	1.79
Are adequately disseminated*	86	6.41	2.00	116	5.80	2.18
Are translated enough into local language	77	5.21	2.10	109	5.08	2.27
Are adaptable to Sri Lanka's specific development challenges and country circumstances	84	6.06	1.74	117	5.95	1.93

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	82	6.74	1.81	145	6.59	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	89	7.38	1.55	130	6.98	1.60

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

E. Working with the World Bank Group

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	80	7.06	1.89	100	6.41	1.86
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	89	7.38	1.66	134	6.81	1.78
The World Bank Group's approvals and reviews are done in a timely fashion*	82	6.96	2.13	115	6.33	1.69
The World Bank Group's "Safeguard Policy" requirements are reasonable	68	6.78	1.88	106	6.29	2.00
The World Bank Group's conditions on its lending are reasonable	71	6.72	1.88	110	6.26	2.03
The World Bank Group takes decisions quickly in Sri Lanka*	78	6.58	1.90	112	5.97	2.09
Working with the World Bank Group increases Sri Lanka's institutional capacity*	90	7.46	1.74	141	6.92	1.97
Where country systems are adequate, the World Bank Group makes appropriate use of them	80	6.89	2.08	112	6.52	1.97
The World Bank Group provides effective implementation support*	83	7.27	1.88	132	6.72	1.82

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Sri Lanka?*	75	6.52	1.89	135	5.88	1.94

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Currently collaborating	Not collaborating
The World Bank Group takes too much risk in Sri Lanka	6.3%	2.7%
The World Bank Group does not take enough risk in Sri Lanka	33.3%	36.2%
The World Bank Group's approach to risk is appropriate	35.4%	20.2%
Don't know	25.0%	41.0%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Currently collaborating	Not collaborating
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Sri Lanka	53.1%	29.1%
The World Bank Group is not sufficiently selective in Sri Lanka, and it is involved in too many areas of development	28.1%	29.1%
Don't know	18.8%	41.8%

*Significantly different between collaborators and non-collaborators

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	15.6%	19.0%
Ensure greater selectivity in its work	10.0%	7.3%
Offer more innovative financial products	16.7%	20.7%
Improve the competitiveness of its financing compared to markets	2.2%	7.3%
Reach out more to groups outside of Government*	16.7%	32.4%
Work faster	4.4%	5.0%
Improve the quality of its experts as related to Sri Lanka's specific challenges	33.3%	24.0%
Offer more innovative knowledge services	20.0%	12.3%
Collaborate more effectively with Government clients	21.1%	19.0%
Increase the level of capacity development in the country	36.7%	33.0%
Reduce the complexity of obtaining World Bank Group financing	16.7%	9.5%
Increase availability of Reimbursable Advisory Services (RAS)	2.2%	1.7%
Other	2.2%	2.2%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Currently collaborating	Not collaborating
Financial services	18.9%	33.1%
Knowledge products	28.9%	21.3%
Convening services	1.1%	6.2%
None of the above	1.1%	.6%
The combination is appropriate for Sri Lanka	45.6%	29.2%
Don't know	4.4%	9.6%

*Significantly different between collaborators and non-collaborators

**G. Communication and Information Sharing**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Periodicals	22.4%	18.4%
International newspapers	1.0%	5.4%
Local radio	4.1%	5.9%
International radio	0.0%	1.6%
Local television	34.7%	33.0%
International television	6.1%	5.9%
Local newspapers	57.1%	49.2%
Internet	55.1%	56.8%
Social media	7.1%	14.1%
Other	6.1%	3.8%

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Direct contact with World Bank Group	26.5%	24.3%
e-Newsletters	31.6%	36.8%
World Bank Group's seminars/workshops/conferences	45.9%	37.8%
World Bank Group's publications and other written materials	39.8%	37.8%
World Bank Group's website	30.6%	39.5%
Social media	11.2%	11.9%
Mobile phones	7.1%	5.4%
Other	1.0%	0.5%

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	39.6%	27.0%
No	60.4%	73.0%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	28.3%	16.5%
No	71.7%	83.5%

*Significantly different between collaborators and non-collaborators

Were you able to obtain this information?

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	88.0%	88.5%
No	12.0%	11.5%

Do you have access to the Internet?

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	100.0%	96.6%
No	0.0%	3.4%

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	84.4%	60.0%
No	15.6%	40.0%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	17.7%	13.8%
No	82.3%	86.2%

**G. Communication and Information Sharing (continued)****Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Currently collaborating	Not collaborating
High speed/WiFi	78.6%	82.1%
Dial-up	21.4%	17.9%

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

	Which one of the following best describes your level of interaction with the World Bank Group in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	77	7.19	1.73	114	7.13	1.99
I find the information on the World Bank Group's websites useful	78	7.76	1.74	118	7.30	1.93
The World Bank Group's social media channels are valuable sources of information about the institution	42	7.24	2.05	66	6.83	2.34
When I need information from the World Bank Group I know how to find it*	86	7.24	2.21	112	6.31	2.43
The World Bank Group is responsive to my information requests and inquiries	74	7.38	1.81	73	6.74	2.13

*Significantly different between collaborators and non-collaborators

H. Background Information**Which of the following describes most of your exposure to the World Bank Group in Sri Lanka? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	4.2%	37.5%
Use World Bank Group reports/data	24.0%	26.8%
Engage in World Bank Group related/sponsored events/activities*	44.8%	19.6%
Collaborate as part of my professional duties*	55.2%	21.4%
Use World Bank Group website for information, data, research, etc.*	19.8%	35.7%

*Significantly different between collaborators and non-collaborators

What's your gender?

Percentage of Respondents	Currently collaborating	Not collaborating
Female	32.0%	27.9%
Male	68.0%	72.1%



Appendix E: Responses to All Questions by Gender¹⁵

Female N=89 ● Male N=207

A. General Issues facing Sri Lanka

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

Percentage of Respondents	Female	Male
The right direction	51.9%	64.9%
The wrong direction	6.5%	7.6%
Not sure	41.6%	27.6%

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

Percentage of Respondents (Responses combined)	Female	Male
Social protection	8.4%	6.6%
Food security	8.4%	9.6%
Public sector governance/ reform*	32.5%	49.7%
Global/regional integration	2.4%	3.6%
Gender equity*	10.8%	0.5%
Private sector development	7.2%	9.1%
Foreign direct investment	7.2%	9.1%
Water and sanitation	1.2%	3.0%
Anti corruption	20.5%	18.8%
Job creation/employment	18.1%	17.8%
Rural development	16.9%	19.3%
Financial markets	0.0%	1.0%
Urban development	2.4%	4.1%
Environmental sustainability	9.6%	7.1%
Equality of opportunity	12.0%	5.6%
Health	10.8%	7.1%
Education	33.7%	33.5%
Poverty reduction	25.3%	22.3%
Energy	0.0%	3.0%
Transport	4.8%	5.1%
Climate change	3.6%	1.5%
Agricultural development	7.2%	7.6%
Trade and exports	7.2%	3.0%
Crime and violence*	8.4%	1.5%
Economic growth	19.3%	22.3%
Law and justice	10.8%	10.7%
Regulatory framework	1.2%	3.6%
Communicable/non-communicable diseases	0.0%	1.0%
Natural resource management	2.4%	2.0%
Disaster management	2.4%	2.5%
Information and communications technology*	0.0%	4.6%
Early childhood education and skills development	3.6%	1.5%

*Significantly different between female and male respondents

¹⁵ Only 296 respondents provided their demographic information about gender and were included in the comparisons presented in this appendix.

**A. General Issues facing Sri Lanka (continued)**

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

Percentage of Respondents (Responses combined)	Female	Male
Water and sanitation	6.7%	4.9%
Equality of opportunity	14.6%	16.2%
Economic growth	32.6%	36.8%
Climate change	0.0%	1.0%
Global/regional integration	3.4%	1.0%
Gender equity*	5.6%	1.0%
Rural development	50.6%	47.5%
Urban development	0.0%	1.0%
Regulatory framework	1.1%	1.5%
Social protection	7.9%	6.9%
Law and justice	0.0%	2.5%
Transport	2.2%	3.4%
Crime and violence	4.5%	1.0%
Communicable/non-communicable diseases	0.0%	1.0%
Information and communications technology	1.1%	1.5%
Anti corruption	9.0%	9.3%
Early childhood education and skills development	13.5%	9.3%
Private sector development	12.4%	9.3%
Foreign direct investment	6.7%	4.4%
Education	28.1%	30.9%
Energy	0.0%	1.5%
Public sector governance/ reform*	6.7%	15.7%
Natural resource management	0.0%	2.0%
Environmental sustainability	1.1%	4.9%
Disaster management	4.5%	2.0%
Health	9.0%	7.8%
Agricultural development	20.2%	20.1%
Job creation/employment	46.1%	40.2%
Financial markets	1.1%	0.5%
Trade and exports	5.6%	3.9%
Food security	3.4%	8.3%

*Significantly different between female and male respondents

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

Percentage of Respondents (Responses combined)	Female	Male
Better employment opportunities for young people	21.3%	20.0%
Better employment opportunities for women	5.0%	3.2%
Greater access to micro-finance for the poor	25.0%	20.5%
Greater voice and participation for citizens to help ensure greater accountability	5.0%	9.7%
Greater access to health and nutrition for citizens	7.5%	9.7%
Better entrepreneurial opportunities	27.5%	25.4%
A growing middle class	2.5%	4.3%
Better opportunity for the poor who live in rural areas	22.5%	21.1%
Better opportunity for the poor who live in urban areas	1.3%	1.1%
Consistent economic growth	21.3%	21.6%
More reliable social safety net	1.3%	7.0%
Greater equity of fiscal policy	7.5%	3.2%
Education and training that better ensure job opportunity	40.0%	45.9%
Better quality public services	10.0%	5.4%
Other	1.3%	1.6%

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sri Lanka?	86	4.95	2.40	204	5.29	2.36

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.	61	6.77	1.91	170	6.26	1.94

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Sri Lanka solve its most complicated development challenges?	57	6.86	2.03	155	6.57	1.94

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

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

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

Percentage of Respondents (Responses combined)	Female	Male
Social protection	3.4%	5.3%
Crime and violence*	9.1%	0.5%
Transport	9.1%	8.7%
Agricultural development	14.8%	22.8%
Global/regional integration	2.3%	3.4%
Gender equity*	6.8%	0.5%
Public sector governance/ reform*	13.6%	26.7%
Health	12.5%	10.2%
Rural development	29.5%	26.7%
Foreign direct investment	4.5%	7.3%
Education	28.4%	23.3%
Energy	1.1%	3.9%
Job creation/employment	25.0%	25.2%
Financial markets	5.7%	3.4%
Urban development	1.1%	5.8%
Environmental sustainability	5.7%	8.3%
Equality of opportunity*	12.5%	5.3%
Private sector development	8.0%	9.2%
Water and sanitation	9.1%	5.8%
Food security	3.4%	6.3%
Climate change	4.5%	1.5%
Poverty reduction	31.8%	24.3%
Early childhood education and skills development	12.5%	7.8%
Trade and exports	2.3%	6.3%
Economic growth	20.5%	25.2%
Law and justice	2.3%	3.9%
Regulatory framework	2.3%	1.9%
Communicable/non-communicable diseases	0.0%	0.5%
Natural resource management*	3.4%	0.5%
Anti corruption	6.8%	6.8%
Information and communications technology	1.1%	4.9%
Disaster management	2.3%	1.5%

*Significantly different between female and male respondents

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

Greatest Value Percentage of Respondents	Female	Male
Convening/Facilitating	2.5%	7.5%
Data	2.5%	2.7%
Policy advice, studies, analyses	22.2%	16.1%
Financial resources	51.9%	42.5%
Capacity development	7.4%	15.1%
Technical assistance	9.9%	10.2%
Mobilizing third party financial resources	0.0%	2.7%
Donor coordination	2.5%	2.2%
Linkage to non-Bank expertise	0.0%	0.5%
Other	1.2%	0.5%

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

2 nd Greatest Value Percentage of Respondents	Female	Male
Convening/Facilitating	6.2%	5.3%
Data	2.5%	2.1%
Policy advice, studies, analyses	14.8%	14.4%
Financial resources	8.6%	16.6%
Capacity development	23.5%	19.3%
Technical assistance	28.4%	27.3%
Mobilizing third party financial resources	6.2%	3.7%
Donor coordination	6.2%	7.5%
Linkage to non-Bank expertise	3.7%	3.7%
Other	0.0%	0.0%

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	55	7.29	1.78	146	6.40	1.88
Citizen engagement (incorporating citizens' voices into development)*	43	5.86	2.24	121	5.04	2.15
Policy design (for clarity and better incentives to achieve development goals)	51	6.69	1.73	139	6.14	2.02

*Significantly different between female and male respondents

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	67	8.39	1.48	178	8.01	1.93
Citizen engagement (incorporating citizens' voices into development)	63	8.17	1.56	165	7.87	2.20
Policy design (for clarity and better incentives to achieve development goals)	65	8.52	1.50	173	8.20	2.03

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

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

Percentage of Respondents (Responses combined)	Female	Male
Staff too inaccessible	7.2%	8.0%
Not exploring alternative policy options	4.8%	6.5%
Not collaborating enough with stakeholders outside the Government	20.5%	19.9%
Its advice and strategies do not lend themselves to practical problem solving	8.4%	9.5%
Not enough public disclosure of its work	15.7%	21.4%
Arrogant in its approach	1.2%	2.0%
Not client focused	8.4%	4.0%
The credibility of its knowledge/data	2.4%	1.0%
World Bank Group's processes too complex	10.8%	11.9%
Not willing to honestly criticize policies and reform efforts in the country	9.6%	5.5%
Too influenced by developed countries	10.8%	17.9%
Imposing technocratic solutions without regard to political realities	2.4%	3.0%
World Bank Group's processes too slow	4.8%	6.0%
Not aligned with other donors' work	1.2%	1.5%
Not aligned with country priorities	10.8%	13.9%
Not adequately sensitive to political/social realities in Sri Lanka	10.8%	19.9%
Other	4.8%	2.0%
Don't know	30.1%	20.4%

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

Percentage of Respondents (Responses combined)	Female	Male
Trust Fund management	4.6%	7.3%
Knowledge products/services	20.7%	22.4%
Investment lending	48.3%	38.0%
Technical assistance	40.2%	36.6%
Capacity development	26.4%	35.6%
Policy based lending / budget support to the Government	14.9%	17.6%
Multi-sectoral approaches	20.7%	15.6%
Other	0.0%	1.5%
Don't know	9.2%	10.7%

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

Percentage of Respondents	Female	Male
To a fully sufficient degree	4.5%	2.9%
To a somewhat sufficient degree	48.9%	55.3%
To a somewhat insufficient degree	18.2%	17.5%
To a very insufficient degree	4.5%	6.3%
Don't know	23.9%	18.0%

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

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

Percentage of Respondents (Responses combined)	Female	Male
Academia/think tanks/research institutes	47.7%	39.8%
Donor community*	19.3%	9.7%
Media*	2.3%	9.2%
Local Government*	18.2%	29.1%
Private sector	17.0%	24.8%
Parliament	9.1%	5.8%
NGOs/Community Based Organizations (CBOs)	28.4%	22.8%
Youth/university groups	15.9%	19.9%
Beneficiaries	19.3%	21.8%
Foundations	5.7%	1.9%
Other	2.3%	3.4%
Don't know	4.5%	3.9%

*Significantly different between female and male respondents

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

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka*	78	6.79	2.00	185	6.19	2.00
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	70	6.41	2.28	177	5.91	1.96
The World Bank Group supports programs and strategies that are realistic for Sri Lanka*	74	6.64	1.99	183	6.05	2.00
The World Bank Group treats clients and stakeholders in Sri Lanka with respect	66	6.86	2.15	160	7.03	1.93

*Significantly different between female and male respondents

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Responsiveness	59	6.51	2.15	156	6.40	1.98
Flexibility (in terms of the institution's products and services)	57	5.91	2.23	154	5.61	1.98
Flexibility (in terms of changing country circumstances)	57	6.11	2.19	157	5.64	1.90
Being inclusive	60	6.22	2.04	157	6.01	1.88
Openness	60	6.77	2.21	168	6.24	2.21
Staff accessibility	62	6.27	2.43	166	5.88	2.29
Straightforwardness and honesty	63	7.24	2.11	156	6.95	2.09
Ease of access to the people at the World Bank Group who are making decisions important to my work	57	6.04	2.34	163	5.70	2.41
Collaboration with civil society	58	5.93	2.22	162	5.63	2.27
Collaboration with the Government	65	7.75	1.57	171	7.43	1.58
Collaboration with other donors and development partners	59	7.17	1.97	153	6.75	1.90
Collaboration with the private sector*	48	6.83	1.72	146	6.12	1.91
The speed in which it gets things accomplished on the ground*	58	6.64	1.96	153	5.90	1.98
Being a long-term partner	65	7.86	1.81	168	7.58	1.99

*Significantly different between female and male respondents

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

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

Percentage of Respondents	Female	Male
More local presence	69.4%	70.1%
The current level of local presence is adequate	14.1%	19.6%
Less local presence	1.2%	3.4%
Don't know	15.3%	6.9%

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

Percentage of Respondents (Responses combined)	Female	Male
The World Bank Group does not do adequate follow through/follow-up	6.3%	10.2%
Poor donor coordination	11.4%	9.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.8%	30.5%
Lack of/inadequate levels of capacity in Government	12.7%	15.7%
There is not an adequate level of citizen/civil society participation	40.5%	33.0%
The World Bank Group works too slowly	8.9%	5.6%
The Government works inefficiently	13.9%	20.8%
Political pressures and obstacles	35.4%	31.5%
Reforms are not well thought out in light of country challenges	24.1%	23.4%
Other	2.5%	6.1%

C. World Bank Group's Effectiveness and Results

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption	76	7.39	3.03	189	7.59	2.80
Information and communications technology	81	8.00	2.05	194	8.07	2.10
Transport	81	7.37	2.40	192	7.91	2.05
Crime and violence	70	6.40	2.96	185	6.36	2.78
Law and justice	76	6.95	2.81	191	7.04	2.67
Urban development	83	7.76	2.00	195	8.15	1.81
Environmental sustainability	81	8.19	1.70	195	8.42	1.68
Regulatory framework	75	7.00	2.64	186	7.33	2.14
Communicable/non-communicable diseases	82	7.41	2.40	185	7.52	2.16
Early childhood education and skills development	81	8.11	2.08	193	8.12	1.95
Poverty reduction	84	8.85	1.53	197	8.75	1.63
Gender equity*	77	7.74	2.40	190	6.83	2.54
Private sector development	77	7.25	2.39	194	7.71	2.07
Foreign direct investment	77	7.70	2.42	190	8.17	2.13
Water and sanitation	82	7.84	2.25	192	8.29	1.65
Trade and exports	80	7.41	2.45	187	7.79	1.92
Economic growth	80	8.58	1.79	195	8.69	1.71
Energy	82	7.77	2.09	190	8.22	1.88
Disaster management	82	7.94	2.10	191	8.04	1.84
Public sector governance/ reform	77	7.36	2.76	189	7.95	1.99
Job creation/employment	80	8.21	2.17	195	8.33	2.00
Financial markets	71	7.15	2.57	190	7.30	2.09
Equality of opportunity	79	7.49	2.53	186	7.39	2.14
Health	81	7.83	2.24	195	8.21	1.82
Rural development*	84	8.21	2.15	193	8.73	1.59
Global/regional integration	74	7.41	2.23	189	7.73	1.96
Food security	82	7.59	2.44	190	7.80	1.94
Education	84	8.62	1.74	195	8.57	1.75
Social protection	79	7.05	2.57	188	7.29	2.26
Climate change	78	7.44	2.46	190	7.52	2.05
Agricultural development	82	7.99	2.15	195	8.25	1.89
Natural resource management	78	7.33	2.63	194	7.66	2.11

*Significantly different between female and male respondents

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti corruption*	32	6.13	2.67	112	4.56	2.50
Information and communications technology*	41	7.46	1.94	143	6.55	1.92
Transport	44	7.30	1.59	146	6.67	2.06
Crime and violence*	33	5.58	2.18	106	4.50	2.32
Law and justice	35	5.40	2.55	120	4.86	2.29
Urban development	56	7.36	1.83	158	6.98	1.96
Environmental sustainability	48	7.23	2.14	152	6.71	2.04
Regulatory framework	37	6.54	2.33	124	5.88	2.03
Communicable/non-communicable diseases	37	7.03	2.30	131	6.56	2.05
Early childhood education and skills development*	49	7.55	2.01	143	6.60	2.31
Poverty reduction	58	7.26	2.27	160	6.98	2.10
Gender equity	44	6.52	2.55	128	5.91	2.25
Private sector development*	42	7.10	2.06	141	5.92	2.09
Foreign direct investment*	39	7.26	1.74	125	5.98	2.09
Water and sanitation	51	7.39	1.88	155	6.91	1.97
Trade and exports*	37	7.00	1.68	122	5.82	1.99
Economic growth*	50	7.32	1.96	154	6.57	2.14
Energy	42	6.55	2.15	140	6.26	2.24
Disaster management*	42	7.21	1.97	142	6.45	2.07
Public sector governance/ reform	42	6.36	2.40	134	5.73	2.12
Job creation/employment*	47	6.85	2.33	139	5.80	2.26
Financial markets*	34	6.62	2.28	125	5.40	1.99
Equality of opportunity	41	6.34	2.36	122	5.70	2.22
Health	50	7.24	2.08	154	7.07	2.08
Rural development	52	7.21	2.07	155	6.77	2.07
Global/regional integration*	41	7.20	1.81	119	6.23	2.09
Food security	45	6.82	2.23	138	6.32	2.16
Education	60	7.28	2.03	160	7.10	2.07
Social protection	42	6.38	2.27	124	5.68	2.17
Climate change*	42	6.62	2.33	133	5.77	2.19
Agricultural development	47	6.72	2.21	150	6.37	2.16
Natural resource management	35	6.51	2.36	129	5.72	2.44

*Significantly different between female and male respondents

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

(Select only ONE response)

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	26.5%	26.0%
In the country	27.7%	26.0%
Don't know	45.8%	48.0%

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?	72	6.93	1.89	180	6.48	1.83

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

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

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Sri Lanka	59	6.31	1.91	168	5.95	1.91
The World Bank Group meets Sri Lanka's needs for knowledge services	67	6.46	1.94	174	6.03	1.92

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Sri Lanka received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	31	6.55	2.08	96	6.23	1.92

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka?	44	6.45	2.10	129	6.29	1.89

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

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

(Select only ONE response)

Percentage of Respondents	Female	Male
Weekly	3.5%	3.4%
Monthly	12.9%	7.8%
A few times a year	35.3%	29.4%
Rarely	28.2%	33.8%
Never	20.0%	25.5%

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

In Sri Lanka, 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)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Are timely*	59	6.93	1.97	156	6.20	1.89
Include appropriate level of stakeholder involvement during preparation	53	6.21	2.15	141	6.01	1.97
Lead to practical solutions	55	6.42	1.90	156	5.81	1.88
Are accessible (well written and easy to understand)*	60	6.93	1.84	155	6.17	2.02
Are source of relevant information on global good practices*	60	7.35	1.73	152	6.79	1.80
Are adequately disseminated	60	6.48	2.26	146	5.90	2.07
Are translated enough into local language	54	5.28	2.44	135	5.11	2.07
Are adaptable to Sri Lanka's specific development challenges and country circumstances	60	6.40	1.88	145	5.86	1.84

*Significantly different between female and male respondents

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	67	6.82	1.83	168	6.57	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	64	7.33	1.52	163	7.09	1.64

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

E. Working with the World Bank Group

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	44	7.27	1.73	140	6.54	1.94
The World Bank Group effectively monitors and evaluates the projects and programs it supports	59	7.31	1.76	170	6.93	1.80
The World Bank Group's approvals and reviews are done in a timely fashion*	53	7.06	1.98	149	6.44	1.88
The World Bank Group's "Safeguard Policy" requirements are reasonable	42	6.74	2.01	136	6.44	1.95
The World Bank Group's conditions on its lending are reasonable	43	6.65	1.93	142	6.40	2.00
The World Bank Group takes decisions quickly in Sri Lanka	50	6.42	2.11	144	6.16	2.01
Working with the World Bank Group increases Sri Lanka's institutional capacity	60	7.28	1.92	178	7.06	1.95
Where country systems are adequate, the World Bank Group makes appropriate use of them	49	7.06	2.09	147	6.54	2.00
The World Bank Group provides effective implementation support	59	7.19	1.98	163	6.83	1.84

*Significantly different between female and male respondents

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Sri Lanka?	56	6.57	1.95	159	5.99	1.95

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

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

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Sri Lanka	3.4%	3.9%
The World Bank Group does not take enough risk in Sri Lanka	31.0%	36.9%
The World Bank Group's approach to risk is appropriate	25.3%	25.6%
Don't know	40.2%	33.5%

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

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Sri Lanka	47.1%	32.7%
The World Bank Group is not sufficiently selective in Sri Lanka, and it is involved in too many areas of development	20.7%	32.2%
Don't know	32.2%	35.1%

*Significantly different between female and male respondents

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	16.3%	19.0%
Ensure greater selectivity in its work	8.8%	7.7%
Offer more innovative financial products	23.8%	16.9%
Improve the competitiveness of its financing compared to markets	3.8%	6.7%
Reach out more to groups outside of Government	23.8%	30.3%
Work faster	2.5%	5.6%
Improve the quality of its experts as related to Sri Lanka's specific challenges	30.0%	26.7%
Offer more innovative knowledge services	16.3%	13.3%
Collaborate more effectively with Government clients	21.3%	18.5%
Increase the level of capacity development in the country*	25.0%	38.5%
Reduce the complexity of obtaining World Bank Group financing	17.5%	9.7%
Increase availability of Reimbursable Advisory Services (RAS)*	6.3%	0.0%
Other	1.3%	2.1%

*Significantly different between female and male respondents

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

Percentage of Respondents	Female	Male
Financial services	23.2%	30.2%
Knowledge products	29.3%	22.9%
Convening services	3.7%	4.7%
None of the above	1.2%	0.0%
The combination is appropriate for Sri Lanka	35.4%	34.4%
Don't know	7.3%	7.8%

**G. Communication and Information Sharing**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	22.6%	18.0%
International newspapers	3.6%	3.9%
Local radio	4.8%	5.4%
International radio	0.0%	1.5%
Local television	36.9%	33.7%
International television	4.8%	6.8%
Local newspapers	50.0%	52.7%
Internet	57.1%	56.6%
Social media	9.5%	12.2%
Other	6.0%	3.4%

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

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group*	16.3%	27.5%
e-Newsletters	34.9%	35.8%
World Bank Group's seminars/workshops/conferences	33.7%	42.2%
World Bank Group's publications and other written materials*	48.8%	35.8%
World Bank Group's website	43.0%	34.3%
Social media	10.5%	11.8%
Mobile phones	3.5%	6.9%
Other	0.0%	1.0%

*Significantly different between female and male respondents

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

Percentage of Respondents	Female	Male
Yes	35.4%	30.5%
No	64.6%	69.5%

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

Percentage of Respondents	Female	Male
Yes	27.6%	17.8%
No	72.4%	82.2%

Were you able to obtain this information?

Percentage of Respondents	Female	Male
Yes	89.5%	87.9%
No	10.5%	12.1%

Do you have access to the Internet?

Percentage of Respondents	Female	Male
Yes	97.6%	97.9%
No	2.4%	2.1%

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

Percentage of Respondents	Female	Male
Yes	75.3%	67.0%
No	24.7%	33.0%

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

Percentage of Respondents	Female	Male
Yes	17.3%	14.5%
No	82.7%	85.5%

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

Percentage of Respondents	Female	Male
High speed/WiFi	78.1%	82.1%
Dial-up	21.9%	17.9%

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

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	57	6.89	2.07	138	7.22	1.82
I find the information on the World Bank Group's websites useful	59	7.36	2.06	141	7.52	1.80
The World Bank Group's social media channels are valuable sources of information about the institution	34	6.71	2.43	78	7.12	2.14
When I need information from the World Bank Group I know how to find it	60	6.55	2.58	141	6.75	2.28
The World Bank Group is responsive to my information requests and inquiries	41	7.07	2.00	110	7.05	2.00

H. Background Information

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

(Select only ONE response)

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	19.0%	11.8%
I have previously collaborated with the World Bank Group	26.2%	30.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	17.9%	20.7%
I have never collaborated with the World Bank Group	36.9%	36.9%

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

(Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank (IBRD/IDA)	72.1%	72.2%
The International Finance Corporation (IFC)	11.5%	18.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%	.7%
Other	14.8%	8.3%

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

Percentage of Respondents	Female	Male
Yes	13.9%	16.6%
No	86.1%	83.4%

If yes, what was your view of how the two institutions work together in Sri Lanka?

Percentage of Respondents	Female	Male
The two institutions work well together	77.8%	43.3%
The way the two institutions work together needs improvement	11.1%	36.7%
Don't know	11.1%	20.0%

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

Percentage of Respondents (Responses combined)	Female	Male
Observer (i.e., follow in media, discuss in informal conversations, etc.)	18.3%	28.5%
Use World Bank Group reports/data	31.7%	23.7%
Engage in World Bank Group related/sponsored events/activities	26.8%	29.6%
Collaborate as part of my professional duties	35.4%	33.3%
Use World Bank Group website for information, data, research, etc.	31.7%	29.0%



Appendix F: Responses to All Questions by Year¹⁶

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

FY '12 Number of comparable respondents = 264 • FY '15 Number of comparable respondents = 282

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

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	5.0%	5.0%
Office of Parliamentarian	5.0%	5.0%
Government institutions	25.0%	25.0%
Local Government	10.0%	10.0%
Bilateral/multilateral agencies	5.0%	5.0%
Civil society	20.0%	20.0%
Private sector	15.0%	15.0%
Academia	10.0%	10.0%
Media	5.0%	5.0%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sri Lanka?*	245	6.02	2.03	279	5.17	2.35

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2015 and FY2012

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.	236	6.61	1.77	229	6.40	1.95

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

¹⁶ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka*	246	5.99	2.20	253	6.39	2.01
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka*	241	5.77	2.04	239	6.19	2.06
The World Bank Group supports programs and strategies that are realistic for Sri Lanka*	231	5.80	1.98	247	6.23	1.99
The World Bank Group treats clients and stakeholders in Sri Lanka with respect	223	6.71	2.14	215	7.02	1.98

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness*	231	5.97	2.24	206	6.43	2.04
Flexibility (in terms of changing country circumstances)	143	6.06	2.11	206	5.76	1.99
Staff accessibility	216	6.18	2.39	222	5.97	2.34
Straightforwardness and honesty*	217	6.57	2.50	212	7.02	2.08
Collaboration with the Government*	136	7.08	1.87	230	7.54	1.57
Collaboration with other donors and development partners*	195	6.42	2.03	205	6.93	1.91

*Significantly different between FY2015 and FY2012

C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Law and justice*	195	5.72	2.74	153	5.07	2.36
Regulatory framework*	206	6.46	2.17	156	5.99	2.13
Poverty reduction	235	6.95	1.96	211	6.99	2.14
Private sector development*	215	6.54	2.36	175	6.08	2.11
Economic growth*	236	7.31	1.82	197	6.72	2.13
Public sector governance/ reform*	213	6.52	2.50	171	5.81	2.19
Health*	226	7.59	1.99	196	7.12	2.04
Education	223	7.54	2.10	211	7.17	2.03
Anti corruption*	211	5.53	2.95	138	4.77	2.52
Gender equity*	200	6.63	2.25	169	6.00	2.37
Social protection*	208	6.45	2.30	161	5.78	2.21
Climate change	208	6.02	2.65	169	5.87	2.21
Agricultural development*	215	6.90	2.17	189	6.42	2.16
Natural resource management*	214	6.55	2.28	158	5.85	2.38

*Significantly different between FY2015 and FY2012

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

In Sri Lanka, 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)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	235	6.88	2.25	205	6.93	1.74
Are adaptable to Sri Lanka's specific development challenges and country circumstances	231	6.30	2.21	197	6.00	1.86

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

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	144	6.68	2.38	177	6.68	1.92
The World Bank Group effectively monitors and evaluates the projects and programs it supports	139	7.10	1.82	223	6.99	1.82
The World Bank Group's conditions on its lending are reasonable*	214	5.55	2.33	179	6.51	2.00
Working with the World Bank Group increases Sri Lanka's institutional capacity	135	7.12	2.00	228	7.11	1.95

*Significantly different between FY2015 and FY2012

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2012	FY 2015
Yes	32.1%	32.0%
No	67.9%	68.0%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	22.5%	20.7%
No	77.5%	79.3%

Were you able to obtain this information?*

Percentage of Respondents	FY 2012	FY 2015
Yes	57.5%	88.2%
No	42.5%	11.8%

*Significantly different between FY2015 and FY2012

Do you have access to the Internet?*

Percentage of Respondents	FY 2012	FY 2015
Yes	93.8%	98.1%
No	6.2%	1.9%

*Significantly different between FY2015 and FY2012

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

Percentage of Respondents	FY 2012	FY 2015
Yes	73.5%	68.9%
No	26.5%	31.1%



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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Sri Lanka? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.	6.16	6.73	6.27	6.49	6.42	6.05	6.33	6.30	6.25	6.46	6.28	6.45
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	6.22	6.69	6.32	6.65	6.48	6.19	6.53	6.11	6.31	6.58	6.35	6.54
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	5.93	6.22	5.88	6.50	6.08	5.88	6.12	5.85	5.97	6.13	6.13	5.78
Responsiveness	6.27	6.65	6.37	6.68	6.41	6.56	6.64	6.05	6.56	6.23	6.26	6.87
Flexibility (in terms of the institution's products and services)	5.58	5.87	5.57	6.20	5.65	5.87	5.92	5.28	5.80	5.53	5.56	6.03
Flexibility (in terms of changing country circumstances)	5.54	6.07	5.79	5.73	5.75	5.83	5.95	5.44	5.83	5.68	5.65	6.05
Being inclusive	5.98	6.20	6.03	6.22	6.14	5.84	6.18	5.86	6.16	5.92	6.03	6.18
Openness	6.25	6.59	6.34	6.72	6.53	6.13	6.57	6.14	6.54	6.23	6.39	6.51
Staff accessibility	5.47	6.77	6.05	5.86	6.07	5.85	6.17	5.73	5.86	6.27	6.11	5.79
Straightforwardness and honesty	6.86	7.28	6.96	7.44	7.07	7.10	7.21	6.79	7.29	6.70	6.96	7.34
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.29	6.58	5.88	5.84	5.79	6.10	5.88	5.85	5.99	5.67	5.97	5.61
Collaboration with civil society	5.52	6.06	5.80	5.77	5.79	5.81	5.86	5.67	6.00	5.41	5.76	5.87
Collaboration with the Government	7.58	7.40	7.34	7.91	7.39	7.73	7.56	7.30	7.57	7.31	7.45	7.53
Collaboration with other donors and development partners	6.79	6.97	6.86	6.90	6.84	6.96	6.90	6.80	6.92	6.76	6.81	7.00
Collaboration with the private sector	6.19	6.45	6.36	6.34	6.33	6.43	6.33	6.41	6.41	6.24	6.27	6.54
The speed in which it gets things accomplished on the ground	5.90	6.38	6.14	5.98	6.05	6.27	6.25	5.82	6.13	6.06	6.09	6.13
Being a long-term partner	7.47	7.87	7.47	8.12	7.59	7.69	7.71	7.42	7.66	7.55	7.58	7.71
To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?	6.46	6.88	6.68	6.38	6.50	6.89	6.67	6.44	6.52	6.76	6.54	6.75
The World Bank Group's financial instruments meet the needs of Sri Lanka	5.87	6.27	6.05	5.96	6.04	5.98	6.17	5.72	5.79	6.46	6.03	6.02
The World Bank Group meets Sri Lanka's needs for knowledge services	5.98	6.48	6.21	5.96	6.05	6.43	6.12	6.22	6.14	6.19	6.10	6.28
The World Bank Group knowledge work and activities are adaptable to Sri Lanka's specific development challenges and country circumstances	5.95	6.06	6.01	5.82	5.99	5.95	6.08	5.74	5.80	6.27	5.95	6.03
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.59	6.74	6.72	6.69	6.71	6.71	6.77	6.58	6.68	6.77	6.65	6.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.98	7.38	7.18	7.03	7.18	7.09	7.11	7.25	7.06	7.31	7.11	7.24
The World Bank Group takes decisions quickly in Sri Lanka	5.97	6.58	6.22	6.44	6.28	6.23	6.32	6.18	6.16	6.46	6.15	6.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.52	6.89	6.77	6.54	6.75	6.63	6.72	6.71	6.60	6.94	6.73	6.70

Yellow highlight indicates significant difference between Yes and No means.



Appendix H: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																							
	Employee of a Ministry/ PMU/ Consultant			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sri Lanka.	69	6.57	1.87	23	5.87	2.67	9	6.89	1.17	43	6.58	1.72	35	6.46	2.01	10	5.90	1.10	20	5.10	2.17	23	6.83	1.61
Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	74	6.45	1.89	25	5.88	2.85	10	7.20	1.14	48	6.48	1.82	37	6.51	2.05	13	5.54	1.66	22	6.09	1.93	34	6.44	2.08
The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	69	5.90	1.86	24	5.46	2.67	10	7.30	1.06	46	5.96	1.89	36	6.42	2.08	12	6.17	1.64	21	5.71	2.15	29	6.28	2.42
Responsiveness	67	6.54	1.76	22	6.09	2.60	7	6.43	1.13	36	6.47	1.92	32	6.19	2.10	10	7.30	1.64	16	5.75	2.82	25	6.72	1.88
Flexibility (in terms of the institution's products and services)	69	5.80	1.77	21	5.52	2.73	8	5.75	1.28	34	5.94	1.74	28	5.36	2.44	10	6.00	2.31	18	5.28	2.32	23	5.61	2.02
Flexibility (in terms of changing country circumstances)	69	5.74	1.81	22	5.73	2.16	8	6.13	1.46	35	6.11	1.75	28	5.04	2.22	12	6.08	2.07	19	5.47	2.41	21	6.05	1.99
Being inclusive	67	6.10	1.76	21	6.05	2.13	7	6.00	1.91	38	6.24	1.76	34	5.59	2.02	12	6.67	1.97	17	6.00	2.37	21	6.00	1.97
Openness	71	6.52	2.22	19	6.16	2.34	8	6.00	2.39	41	6.44	2.12	35	6.29	2.07	12	5.50	2.50	20	6.50	2.37	22	6.50	2.24
Staff accessibility	68	6.69	2.05	24	5.21	2.84	10	5.70	2.45	38	5.92	2.36	36	5.50	2.25	10	4.80	1.99	20	5.85	2.62	22	6.27	1.91
Straightforwardness and honesty	67	7.24	2.02	21	7.33	2.15	8	5.75	2.82	39	6.74	2.19	31	6.94	2.13	10	6.40	1.51	19	6.63	2.11	24	7.71	1.83
Ease of access to the people at the World Bank Group who are making decisions important to my work	69	6.32	2.27	23	5.00	2.81	8	6.00	2.83	37	5.65	2.35	36	5.42	2.26	10	4.30	2.31	18	5.94	2.29	19	6.21	2.07
Collaboration with civil society	65	6.02	2.09	23	5.52	2.45	5	5.40	2.51	37	5.70	2.22	37	4.86	2.37	13	5.23	2.35	19	6.58	2.22	21	5.95	2.06
Collaboration with the Government	67	7.46	1.49	21	7.57	1.89	9	7.56	.88	41	7.51	1.60	36	7.83	1.36	13	7.46	1.81	20	6.90	2.00	29	7.59	1.55
Collaboration with other donors and development partners	62	6.85	1.76	23	6.96	2.03	10	6.60	2.17	37	6.62	2.05	32	6.94	2.17	9	7.11	2.09	15	7.60	1.80	24	6.50	1.67
Collaboration with the private sector	57	6.21	1.68	20	6.15	2.52	4	7.00	1.41	42	6.14	1.93	28	6.36	1.91	9	6.00	2.40	14	6.93	1.86	20	6.35	1.53
The speed in which it gets things accomplished on the ground	69	6.19	1.80	20	6.35	2.52	6	6.50	1.22	39	6.26	1.89	32	5.88	2.00	8	5.13	1.96	14	5.71	2.46	23	6.09	2.17
Being a long-term partner	68	7.84	1.72	22	7.09	2.88	7	7.43	1.27	41	7.49	1.79	34	7.65	1.95	11	7.82	1.78	20	7.20	2.46	31	7.94	1.82
To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?	72	6.54	1.87	22	6.23	1.90	10	7.10	1.10	46	6.48	1.94	39	6.59	1.76	14	6.57	2.10	21	6.00	1.67	28	7.54	1.75
The World Bank Group's financial instruments meet the needs of Sri Lanka	66	6.08	1.88	24	5.67	2.06	7	6.57	1.27	41	6.07	1.93	35	6.03	2.12	13	5.85	1.91	20	5.20	2.21	22	6.82	1.30
The World Bank Group meets Sri Lanka's needs for knowledge services	68	6.35	1.91	26	6.08	2.33	8	6.50	2.07	39	5.72	1.85	39	6.08	1.74	14	6.00	2.29	21	5.95	2.09	26	6.58	1.60
The World Bank Group knowledge work and activities are adaptable to Sri Lanka's specific development challenges and country circumstances	61	6.16	1.63	23	5.91	2.31	8	6.63	1.30	31	5.94	1.75	29	6.10	1.95	11	5.18	1.78	18	5.44	2.25	24	6.21	1.77
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	68	6.74	1.78	25	5.36	2.10	8	7.13	1.13	36	6.67	1.74	35	6.83	1.84	14	6.07	2.02	21	6.19	1.69	28	7.64	1.77
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	69	7.58	1.41	25	6.48	1.76	8	7.25	.71	36	6.81	1.69	35	7.31	1.62	12	6.67	1.87	18	6.94	1.59	24	7.29	1.68
The World Bank Group takes decisions quickly in Sri Lanka	65	6.71	1.78	22	6.55	2.22	5	5.60	1.67	30	5.93	1.93	32	5.75	2.26	9	4.67	1.94	15	5.87	2.29	16	6.63	1.75
Where country systems are adequate, the World Bank Group makes appropriate use of them	67	6.76	1.92	25	5.72	2.32	4	6.75	2.75	27	6.63	1.82	33	7.03	2.05	8	6.25	1.04	14	6.86	2.44	18	7.06	1.95

*Significantly different between stakeholder groups



Appendix I: Sri Lanka FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Sri Lanka

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Sri Lanka or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Sri Lanka, 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 Sri Lanka.

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

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

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

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

SECTION A: GENERAL ISSUES FACING SRI LANKA

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Sri Lanka.

Please identify which of the following you consider the most important development priorities in Sri Lanka? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Food security	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Transport (e.g., roads, bridges, transportation)
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Natural resource management (e.g., oil, gas, mining)
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health	32	Early childhood education and skills development

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than THREE)

1	Water and sanitation	17	Early childhood education and skills development
2	Equality of opportunity (i.e., equity)	18	Private sector development
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Education
5	Global/regional integration	21	Energy
6	Gender equity	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	26	Health
11	Law and justice (e.g., judicial system)	27	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	28	Job creation/employment
13	Crime and violence	29	Financial markets
14	Communicable/non-communicable diseases	30	Trade and exports
15	Information and communications technology	31	Food security
16	Anti corruption		

**SECTION A: GENERAL ISSUES**

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

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

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

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Sri Lanka 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

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

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

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

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

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

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

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sri Lanka? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Sri Lanka
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Sri Lanka? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Sri Lanka? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Sri Lanka	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Sri Lanka with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

		To no degree at all										To a very significant degree	Don't know
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

B34. To be a more effective development partner in Sri Lanka, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Sri Lanka?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Early childhood education and skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sri Lanka? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Early childhood education and skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C3. Where are the World Bank Group's decisions made primarily that support the program in Sri Lanka? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Sri Lanka?

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 do you agree with the following statements about the World Bank Group in Sri Lanka?

		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Sri Lanka											<input type="checkbox"/>
C6	The World Bank Group meets Sri Lanka's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C7. To what extent do you believe that Sri Lanka 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

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Sri Lanka?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

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



SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. 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 Sri Lanka, 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
D2	Are timely	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D9	Are adaptable to Sri Lanka's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D11. 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 E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Sri Lanka's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Sri Lanka?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

E11. Which of the following best describes the way the World Bank Group operates in Sri Lanka? (Select only one response)												
1	The World Bank Group takes too much risk in Sri Lanka											
2	The World Bank Group does not take enough risk in Sri Lanka											
3	The World Bank Group's approach to risk is appropriate											
4	Don't know											

E12. Which of the following best describes the WBG's support in Sri Lanka? (Select only one response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Sri Lanka											
2	The World Bank Group is not sufficiently selective in Sri Lanka, and it is involved in too many areas of development.											
3	Don't know											

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Sri Lanka? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Sri Lanka's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Sri Lanka, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Sri Lanka? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Sri Lanka
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Sri Lanka? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., facebook, blogs, Twitter, YouTube, Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Sri Lanka? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)**

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

**H6. If yes, what was your view of how the two institutions work together in Sri Lanka?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**H7. Which of the following describes most of your exposure to the World Bank Group in Sri Lanka?
(Choose no more than TWO)**

- | | |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data |
| 3 | Engage in World Bank Group related/sponsored events/activities |
| 4 | Collaborate as part of my professional duties |
| 5 | Use World Bank Group website for information, data, research, etc. |

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|--|
| 1 | Western Province of Sri Lanka (includes North Western Province) |
| 2 | Northern/Eastern Province of Sri Lanka (includes North Central Province) |
| 3 | Southern Province of Sri Lanka (includes South East and West) |
| 4 | Central Province of Sri Lanka |

Thank you for completing the survey!