



World Bank Group Country Survey FY 2026 – Malaysia

The World Bank Group (WBG) seeks your insights regarding our engagement and activities in Malaysia. You have been identified as an integral partner, leader, or decision-maker in Malaysia, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in Malaysia but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged IPSOS, a reputable firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual.

Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.

If you have any questions or concerns about this survey, please contact:
countrysurveys@worldbankgroup.org

Q1. What is your primary professional affiliation? <i>(Select only 1 response)</i>	
1	Office of the Prime Minister, Minister
2	Office of Member of Parliament (Dewan Rakyat and Dewan Negara)
3	Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	Local Government Office or Staff (state or local government)
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Bank or Non-Bank Financial Institution
8	Academia / Research Centers
9	Media
10	Other (please specify): _____

Q2. How familiar are you with the World Bank Group (WBG)'s work in Malaysia?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Very familiar

Q3. In the past 3 years, have you worked or collaborated with the WBG in Malaysia?	
1	Yes
2	No

[ASK IF Q3=1] Q4. Which of the following WBG agencies have you worked or collaborated with in Malaysia? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP [ASK ALL]

A1. How much do you **trust** each of the following institutions to do what is right for Malaysia?

		No trust at all										Trust very much		Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10			☐
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10			☐
3	United Nations agencies (e.g., UNDP, UNICEF)	1	2	3	4	5	6	7	8	9	10			☐
4	International financial institutions (e.g., Asian Development Bank, Asian Infrastructure Investment Bank)	1	2	3	4	5	6	7	8	9	10			☐

A2. How **relevant** is each of the following organizations to Malaysia's development?

		Not relevant at all										Very relevant		Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10			☐
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10			☐
3	United Nations agencies (e.g., UNDP, UNICEF)	1	2	3	4	5	6	7	8	9	10			☐
4	International financial institutions (e.g., Asian Development Bank, Asian Infrastructure Investment Bank)	1	2	3	4	5	6	7	8	9	10			☐

A3. How **effective** is the WBG in terms of the following?

		Not effective at all										Very effective		Don't know
1	Being a long-term partner to Malaysia	1	2	3	4	5	6	7	8	9	10			☐
2	Being easy to work with (i.e., simple WBG processes)	1	2	3	4	5	6	7	8	9	10			☐
3	Increasing institutional capacity in Malaysia	1	2	3	4	5	6	7	8	9	10			☐
4	Responsive to needs in Malaysia	1	2	3	4	5	6	7	8	9	10			☐
5	The WBG's expertise being tailored to Malaysia's context	1	2	3	4	5	6	7	8	9	10			☐
6	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10			☐

A4. Creating more and better jobs in client countries is a top priority for the WBG. How **effective** is the WBG at...

		Not effective at all										Very effective		Don't know
1	Helping create the conditions for more and better jobs in Malaysia	1	2	3	4	5	6	7	8	9	10			☐
2	Aligning its support for job creation to the national priorities in Malaysia	1	2	3	4	5	6	7	8	9	10			☐

SECTION B: THE WBG'S KNOWLEDGE WORK

The following questions ask about the WBG's **knowledge work, including data, research, training, policy notes, and advisory services**, in Malaysia.

[ASK ALL] B1. How significant a **contribution** do you believe the WBG's knowledge work makes to development results in Malaysia?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									Very significant	Don't know

[ASK ALL] B2. In the past 3 years, what WBG knowledge work **have you used**?
(Select all that apply)

1	Data resources	5	Just-in-time technical assistance
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes and briefs	7	Other (please specify) _____
4	Advisory via Reimbursable Advisory Services (RAS)	8	I have not used WBG knowledge work [UNIQUE]

[ASK IF, B2=1-7] B3. How would you rate the **quality** of the WBG's knowledge work (including data, research, training, policy notes, and advisory services) in Malaysia?

1	2	3	4	5	6	7	8	9	10	☐
Very low quality									Very high quality	Don't know

[ASK IF, B2=4] B4. How would you rate the **quality** of the WBG's Reimbursable Advisory Services (RAS) in Malaysia?

1	2	3	4	5	6	7	8	9	10	☐
Very low quality									Very high quality	Don't know

[ASK IF, B2=4] B5. To what extent do you believe that Malaysia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									To a very significant degree	Don't know

[ASK IF, B2=1-7] B6. In your opinion, has the WBG influenced government policy/action in Malaysia?	
1	Yes
2	No

[ASK IF, B2=1-7] B7. In your opinion, has the WBG influenced strategies or actions of private sector actors in Malaysia?	
1	Yes
2	No

[ASK IF, B6=1 OR B7=1] B8. What policy, strategy, or action by the government and/or private sector did the WBG influence, and in what way? <i>(Please be specific)</i>	

[ASK IF B6=1] B9. To what extent has the WBG influenced the government's policies or strategies on employment and job creation in Malaysia?										
1	2	3	4	5	6	7	8	9	10	☐
Not influential at all									Very influential	Don't know

SECTION C: LOOKING FORWARD [ASK ALL]

C1. What is the **most important thing** the WBG could do **to increase its effectiveness** in Malaysia? *(Please be specific)*

--

C2. **Which areas should the WBG prioritize** to have the most impact on development results in Malaysia? *(Select up to 5)*

1	Gender equity	9	Climate change
2	Water / sanitation	10	Digital infrastructure development
3	Health	11	Private sector development
4	Transport infrastructure	12	Environment / natural resource management
5	Energy	13	Social protection
6	Public sector governance	14	Jobs
7	Agriculture / food security	15	Debt management
8	Education	16	Other (please specify): _____

C3. In addition to its partnership with the national government, which of the following should the WBG **collaborate with more** to have greater impact in Malaysia? *(Select up to 2)*

1	Local government	5	Donors and development partners
2	Parliament / legislative branch	6	Academia / research centers
3	Private sector	7	Media
4	Civil society (e.g., NGOs, CBOs)	8	Other (please specify) _____

Malaysia is one of the WBG offices transitioning to a unified WBG country representation for the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), and the Multilateral Investment Guarantee Agency (MIGA). The introduction of joint country offices is an essential step towards building a stronger WBG.

C4. Are you aware that the WBG's Malaysia office now has unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA?	
1	Yes
2	No

C5. What outcomes do you expect from unified leadership representing the World Bank (IBRD/IDA), IFC, and MIGA in Malaysia? <i>(Select all that apply)</i>	
1	One-stop shop for information about and access to IDA/IBRD, IFC, and MIGA products and services
2	Having a single focal point, rather than multiple, at the World Bank Group
3	Integrated public and private sector solutions to better meet Malaysia's unique needs
4	Improved speed and efficiency of WBG operations while maintaining necessary safeguards in Malaysia
5	I do not understand what a unified WBG country representation is about [Exclusive – other options can't be selected]
6	I do not expect any changes [Exclusive – other options can't be selected]
7	I expect other outcomes (please specify): _____

SECTION D: WBG COMMUNICATIONS

[ASK ALL] D1. How would you prefer to obtain information from the WBG? *(Select up to 3)*

1	WBG e-Newsletters	6	WBG websites (including blogs)
2	Direct contact with WBG staff (e.g., in person, virtually, phone, email)	7	WBG podcasts
3	WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	WBG publications
4	WBG direct messaging (e.g., WhatsApp)	9	Other (please specify): _____
5	WBG event / conference / workshop (in person or online)		

[ASK ALL] D2. Do you recall **seeing or hearing anything about the WBG recently?**

1	Yes
2	No

[ASK IF D2=1] D3. **Where do you recall** seeing or hearing this information? *(Select all that apply)*

1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG websites (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

[ASK IF D2=1] D4. **What do you recall** seeing or hearing about the WBG? *(Select all that apply)*

1	WBG economic forecasts	7	Agribusiness and food security
2	WBG reforms to become a better Bank	8	Women empowerment
3	WBG mission to end poverty on a livable planet	9	Health
4	Climate / environment	10	Energy
5	Job creation / employment	11	Other (please specify): _____
6	Education / skills development		

[ASK ALL] D5. What information would be most helpful to you in **understanding the WBG's role** in Malaysia? *(Select up to 3)*

1	Outcomes / results of WBG-supported projects or initiatives	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations of WBG-supported projects	6	Regular updates on WBG activities
3	WBG sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

SECTION E: COUNTRY CONTEXT [ASK ALL]

The next three questions ask about challenges to development in Malaysia.

E1. When economic and/or social reform efforts fail or are slow to take place in Malaysia, which of the following would you attribute this to? <i>(Select up to 3)</i>			
1	Inadequate government accountability	6	Inadequate private sector participation
2	Inadequate alignment of policy and implementation on the ground	7	Reforms are not well thought out in light of country challenges
3	Inadequate capacity in the government	8	Inadequate citizen / civil society participation
4	Political pressures and obstacles	9	Pressure from outside interest groups (e.g., private sector, unions)
5	Corruption	10	Other (please specify): _____

E2. What are the biggest challenges facing private sector development in Malaysia? <i>(Select up to 3)</i>			
1	Access to finance	6	Corruption
2	Regulatory environment	7	Market size / demand
3	Infrastructure gaps (e.g., energy, transport)	8	Bureaucracy / red tape
4	Availability of skilled workforce	9	Other (please specify): _____
5	Political instability		

E3. Which sectors hold the greatest promise to drive job creation in Malaysia? <i>(Please be specific)</i>			

SECTION F: ADDITIONAL INFORMATION [ASK ALL]

F1. What is your gender ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

F2. What is your age ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

F3. Within your organization , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

F4. Which best represents your geographic location ?	
1	Putrajaya and Kuala Lumpur / Klang Valley
2	Rest of Peninsular Malaysia
3	Sabah
4	Sarawak

Thank you for completing this survey!