

## Appendix E: Lao PDR FY 2012 Questionnaire



### **World Bank Client Survey FY12 – Lao PDR**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Lao PDR or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Lao PDR, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Lao PDR.

**The World Bank commissioned an independent firm to oversee the logistics of this Survey. This ensures anonymity and confidentiality. We hope you will be candid. To complete the survey please use dark ink pen or pencil to circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank.**

**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 LAO PDR**

<b>A1. In general would you say that Lao PDR is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES FACING LAO PDR (CONT...)**

<b>A2. Listed below are a number of development priorities in Lao PDR.</b>				
<b>Please identify which of these you consider the 1st, 2nd, and 3d most important development priority</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Welfare and pensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Global and regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets and banking sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice and regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Natural resource management (e.g., hydro, mining and forestry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Combating corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES FACING LAO PDR (CONT...)**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>	
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than THREE)</b>	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Disaster management
6	Global and regional integration
7	Gender
8	Rural development
9	Urban development
10	Education
11	Welfare and pensions
12	Law and justice and regulatory framework
13	Transport (e.g., roads, bridges, transportation)
14	Communicable/non-communicable diseases
15	Information and communications technology
16	Public sector reform
17	Domestic private sector development
18	Foreign direct investment
19	Energy
20	Food security
21	Monitoring and evaluation
22	Governance (i.e., government effectiveness)
23	Natural resource management (e.g., hydro, mining and forestry)
24	Environmental sustainability
25	Health
26	Public financial management (e.g., public expenditure, fiscal system reform)
27	Agricultural development
28	Job creation/employment
29	Financial markets and banking sector
30	Trade and exports
31	Combating corruption

**SECTION A: GENERAL ISSUES FACING LAO PDR (CONT...)**

<b>A4. Economic growth can be driven by a number of factors.</b>	
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Lao PDR? (Choose no more than THREE)</b>	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Welfare and Pensions
4	Global and regional integration
5	Climate change (e.g., mitigation, adaptation)
6	Combating corruption
7	Disaster management
8	Rural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Communicable/non-communicable diseases
15	Trade and exports
16	Public sector reform
17	Domestic private sector development
18	Job creation/employment
19	Agricultural development
20	Food security
21	Governance (i.e., government effectiveness)
22	Transport (e.g., roads, bridges, transportation)
23	Gender
24	Natural resource management (e.g., hydro, mining and forestry)
25	Environmental sustainability
26	Health
27	Law and justice and regulatory framework
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Monitoring and Evaluation
30	Financial markets and banking sector

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

<b>B1. How familiar are you with the work of the World Bank in Lao PDR, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Lao PDR, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>To what extent do you agree with the following statements about the World Bank in Lao PDR, on a ten point scale?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>B3</b>	The World Bank's staff is well prepared (e.g., skills and knowledge) to help Lao PDR solve its most complicated development challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B4</b>	The World Bank's financial instruments (i.e. investment lending, Development Policy Loan, Trust Fund, Program 4 Result, etc.) meet the needs of Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B5</b>	The World Bank meets Lao PDR 's needs for knowledge services (e.g., research, analysis, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

**B6. When thinking about how the World Bank can have the most impact on development results in Lao PDR, in which sectoral areas, do you believe the World Bank should focus most of its attention and resources in Lao PDR? (Choose no more than THREE)**

1	Rural development
2	Education
3	Governance (i.e., government effectiveness)
4	Welfare and pensions
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Global and regional integration
9	Gender
10	Domestic private sector development
11	Foreign direct investment
12	Water and sanitation
13	Energy
14	Monitoring and evaluation
15	Public financial management (e.g., public expenditure, fiscal system reform)
16	Job creation/employment
17	Financial markets and banking sector
18	Urban development
19	Environmental sustainability
20	Equality of opportunity (i.e., equity)
21	Health
22	Food security
23	Climate change (e.g., mitigation, adaptation)
24	Agricultural development
25	Trade and exports
26	Economic growth
27	Law and justice and regulatory framework
28	Communicable/non-communicable diseases
29	Natural resource management (e.g., hydro, mining and forestry)
30	Combating corruption
31	Disaster management
32	Information and communications technology

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<b>B7. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lao PDR?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B8. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Lao PDR? (Choose maximum of TWO)</b>	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible and not responsive
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not bringing enough new thinking
16	Not adapting global knowledge to local context
17	Not enough efforts in information outreach
18	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)****B9. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)**

1	Financing specific projects
2	Capacity development
3	Budget support to the Government/ Poverty Reduction Support Operation (PRSO)
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Don't know

**B10. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Lao PDR? (Choose maximum of TWO)**

1	Financing specific projects
2	Capacity development
3	Budget support to the Government/ Poverty Reduction Support Operation (PRSO)
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Don't know

**B11. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?**

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



## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

**B12. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose maximum of TWO)**

1	International NGOs
2	NPA's
3	Local Government
4	Beneficiaries
5	Private sector
6	Mass-based Organizations
7	Donor community
8	Foundations
9	Academia/think tanks/research institutes
10	National Assembly
11	Media
12	Other (please specify): _____

**To what extent do you agree with the following statements about the World Bank's work in Lao PDR, on a ten point scale?**

		Strongly disagree										Strongly agree	Don't know
<b>B13</b>	Overall the World Bank currently plays a relevant role in development in Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank supports programs and strategies that are realistic for Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank treats clients and stakeholders in Lao PDR with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank's development priorities and actions in Lao PDR are strongly aligned with the Government of Lao PDR's National Socio-Economic Development Plan.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Lao PDR in terms of ..., on a ten point scale?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B18</b>	Responsiveness											<input type="checkbox"/>
<b>B19</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B20</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B21</b>	Being inclusive											<input type="checkbox"/>
<b>B22</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B23</b>	Staff accessibility											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>
<b>B26</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B27</b>	Collaboration with other donors											<input type="checkbox"/>
<b>B28</b>	Being culturally and socially sensitive											<input type="checkbox"/>
<b>B29</b>	Follow through over time											<input type="checkbox"/>

### B30. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose maximum of TWO)

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

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C1. To what extent does the World Bank's work help to achieve development results in Lao PDR, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)**

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Lao PDR, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C2</b>	Combating corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Law and justice and regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	Financial markets and banking sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C25</b>	Global and regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C27</b>	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C28</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C29</b>	Welfare and pensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C30</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C31</b>	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C32</b>	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C33</b>	Natural resource management (e.g., hydro, mining and forestry)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION D: THE WORLD BANK'S KNOWLEDGE**

<b>D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

<b>D2. When thinking about the development challenges in Lao PDR, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)</b>	
1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Disaster management
11	Monitoring and evaluation
12	Governance (i.e., government effectiveness)
13	Welfare and pensions
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice and regulatory framework
17	Combating corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Information and communications technology
22	Transport (e.g., roads, bridges, transportation)
23	Agricultural development
24	Natural resource management (e.g., hydro, mining and forestry)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Job creation/employment
27	Health
28	Rural development
29	Global and regional integration
30	Food security
31	Environmental sustainability
32	Communicable/non-communicable diseases

## SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in Lao PDR?												
		Not effective at all									Very effective	Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you believe that the World Bank's knowledge and research ... in Lao PDR?												
		To no degree at all									To a very significant degree	Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are relevant to Lao PDR's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16	Are adaptable to Lao PDR's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all								Very significant		Don't know		

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

<b>D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality		Don't know

<b>D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

<b>To what extent does each of the following World Bank's products contribute to helping solve Lao PDR's development challenges?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D20</b>	Lao Economic Monitor	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D21</b>	East Asia and Pacific Economic Update	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D22</b>	Lao PDR Investment Climate Assessment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D23</b>	Lao Development Report 2010: Natural Resource Management for Sustainable Development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D24</b>	Nam Theun 2 Annual Board Update	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



**SECTION E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank asks reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Lao PDR's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E10</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E11</b>	The World Bank coordinates effectively with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E12</b>	The World Bank is effective in explaining its procedures and requirements to its counterparts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION F: SPECIFIC PROJECT/PROGRAM RELATED ISSUES

PLEASE ONLY RESPOND TO QUESTIONS IN THIS SECTION IF YOU HAVE KNOWLEDGE OF/EXPERIENCE WITH THE FOLLOWING

### NAM THEUN 2

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
<b>F1</b>	The World Bank should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F2</b>	The World Bank has provided, throughout, an appropriate level of support to the NT2 project.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F3</b>	NT2 is having a positive impact on sustainable economic development in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F4</b>	The kind of support that the World Bank provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F5</b>	There is no value added from World Bank involvement in large infrastructure projects such as NT2.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
<b>F6</b>	PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F7</b>	PRSO has led to good economic policies and institutional reforms in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F8</b>	The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN LAO PDR

<b>G1. How significant a role do you believe the World Bank SHOULD play in Lao PDR's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>G2. Which of the following SHOULD the World Bank do to make itself of greater value in Lao PDR? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Lao PDR's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocating policy reforms
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work focusing on fewer areas
6	Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Coordinate more effectively with development partners
11	Others (please specify): _____

**SECTION H: COMMUNICATION AND INFORMATION SHARING**

<b>H1. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Discussion with colleagues and friends
14	Other (please specify): _____

<b>H2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

<b>H3</b>	Are you aware of the World Bank'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?	<b>Yes</b>	<b>No</b>
<b>H4</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question H5; if NO please go to H6)	<b>Yes</b>	<b>No</b>
<b>H5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>H6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>H7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

## SECTION H: COMMUNICATION AND INFORMATION SHARING (CONT...)

H8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/lao)
2	The World Bank's main website (www.worldbank.org)

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree								Strongly agree		Don't know
H9	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H10	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H11	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H12	When I need information from the World Bank 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"/>
H13	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION I: BACKGROUND INFORMATION**

<b>11. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Government 's Office
2	Ministry Cabinet Office
3	National Assembly
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	International NGO
14	Mass-Based Organization (i.e. Lao Women's Union, Lao Trade Union)
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Local Non-Profit Association
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

**SECTION I: BACKGROUND INFORMATION (CONT...)**

<b>I2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agricultural development
2	Combating corruption
3	Climate change (e.g., mitigation, adaptation)
4	Communicable/non-communicable diseases
5	Disaster management
6	Domestic private sector development
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability
11	Equality of opportunity (i.e., equity)
12	Financial markets and banking sector
13	Food security
14	Foreign direct investment
15	Gender
16	Global and regional integration
17	Governance (i.e., government effectiveness)
18	Health
19	Information and communications technology
20	Job creation/employment
21	Law and justice and regulatory framework
22	Monitoring and evaluation
23	Natural resource management (hydro, mining and forestry)
24	Poverty reduction
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Public sector reform
27	Rural development
28	Trade and exports
29	Transport (e.g., roads, bridges, transportation)
30	Urban development
31	Welfare and pensions
32	Water and sanitation
33	Other (please specify): _____

**SECTION I: BACKGROUND INFORMATION (CONT...)**

<b>13. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>14. Which of the following describes most of your exposure to the World Bank in Lao PDR? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

<b>15. Which best represents your geographic location?</b>	
1	Vientiane Capital
2	Province
3	District

**Thank you for completing the survey!**