

Appendix E: Malaysia FY 2013 Questionnaire



World Bank Country Survey FY13 – Malaysia

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Malaysia 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 Malaysia, 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 Malaysia. The World Bank commissioned an independent firm to oversee the logistics of this effort in Malaysia. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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 MALAYSIA

A1. In general would you say that Malaysia 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 economic and social development priorities in Malaysia.			
Please identify which of the following you consider the most important economic and social development priorities in Malaysia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Health
2	Transport (e.g., roads, bridges, transportation)	17	Quality of education
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Poverty reduction
4	Global/regional integration	19	Energy
5	Women's economic opportunities	20	Cost of living
6	Domestic private sector development	21	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	22	Trade and exports
8	Water and sanitation	23	Crime and violence
9	Anti corruption	24	Economic growth
10	Job creation/employment	25	Law and justice (e.g., judicial system)
11	Rural development	26	Regulatory framework
12	Financial markets	27	Natural resource management (e.g., oil, gas, mining)
13	Urban development	28	Disaster management
14	Environmental sustainability	29	Information and communications technology
15	Income inequality		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Malaysia, on a ten point scale?									
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's effectiveness in Malaysia, on a ten point scale?										
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's staff is well prepared (e.g., skills and knowledge) to help Malaysia solve its most complicated development challenges, 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

B4. When thinking about how the World Bank can have the most impact on economic and social development results in Malaysia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Malaysia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Environmental sustainability
2	Income inequality	17	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Transport (e.g., roads, bridges, transportation)	18	Information and communications technology
4	Poverty reduction	19	Quality of education
5	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
6	Cost of living	21	Women's economic opportunities
7	Crime and violence	22	Trade and exports
8	Domestic private sector development	23	Economic growth
9	Rural development	24	Law and justice (e.g., judicial system)
10	Foreign direct investment	25	Regulatory framework
11	Water and sanitation	26	Natural resource management (e.g., oil, gas, mining)
12	Energy	27	Anti corruption
13	Job creation/employment	28	Health
14	Financial markets	29	Disaster management
15	Urban development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. 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 Malaysia?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
2	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
3	Data	<input type="checkbox"/>	<input type="checkbox"/>
4	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
5	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
6	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
7	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
8	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)	
1	Not client focused
2	Cost of fee based services is too high
3	Not adequately sensitive to political/social realities in Malaysia
4	Not enough public disclosure of its work
5	No country office
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not engaging enough with non-state actors
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank processes too slow and complex
13	Too bureaucratic in its operational policies and procedures
14	Arrogant in its approach
15	Not exploring alternative policy options
16	Staff too inaccessible
17	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank engage with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Private sector
4	Academia/think tanks/research institutes
5	Parliament
6	Media
7	Faith based organizations
8	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B8	Overall the World Bank currently plays a relevant role in development in Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	The World Bank's work is aligned with what I consider the development priorities for Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	The World Bank supports programs and strategies that are realistic for Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank treats clients and stakeholders in Malaysia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank increases Malaysia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Malaysia, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B25. When World Bank 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 works too slowly
2	The way in which the government operates
3	There is not an adequate level of citizen/civil society participation
4	The World Bank does not do adequate follow through/follow-up
5	Lack of/inadequate levels of capacity
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	The World Bank is not sensitive enough to political/social realities on the ground
9	Other (please specify): _____

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SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Malaysia, on a ten point scale? (If you are unaware of the World Bank working in this area, please check "Don't know")												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
C1	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Women's economic opportunities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	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"/>
C11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C17. When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area. (Choose only ONE for each area of social/economic development)

		Private consulting firms	NGOs	Academia/ think tanks (non profits)	The World Bank Group	Other bilateral/ multilateral institutions (ADB, UN, etc.)	Private banking /finance	Other (Please list)
1	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Women's economic opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Job creation/ employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C18. To what extent does the World Bank's work help to achieve economic and social development results in Malaysia, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	□	
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 in Malaysia, on a ten point scale?													
		Strongly disagree					Strongly agree					Don't know	
C19	The World Bank meets Malaysia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	□	

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

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

D2. When thinking about the development challenges in Malaysia, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Urban development
2	Women's economic opportunities	17	Crime and violence
3	Domestic private sector development	18	Quality of education
4	Foreign direct investment	19	Global/regional integration
5	Water and sanitation	20	Information and communications technology
6	Trade and exports	21	Transport (e.g., roads, bridges, transportation)
7	Energy	22	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	23	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	24	Health
10	Climate change (e.g., mitigation, adaptation)	25	Economic growth
11	Poverty reduction	26	Rural development
12	Law and justice (e.g., judicial system)	27	Cost of living
13	Anti corruption	28	Environmental sustainability
14	Financial markets	29	Regulatory framework
15	Income inequality		

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

In Malaysia, how effective do you believe the World Bank's knowledge work and activities are at: (If you are unaware of the World Bank working in this area, please check "Don't know")												
		Not effective at all								Very effective		Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Malaysia, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all								To a very significant degree		Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to Malaysia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adaptable to Malaysia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities 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 WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D18. To what extent do you believe that Malaysia received value for money from the World Bank's products/services that were paid for on a fee for service basis?										
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

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SECTION E: THE FUTURE ROLE OF THE WORLD BANK IN MALAYSIA

E1. How significant a role do you believe the World Bank SHOULD play in Malaysia's economic and social development in the near future, on a ten point scale?										
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

E2. Which of the following SHOULD the World Bank do to make itself of greater value in Malaysia? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Malaysia's specific challenges
2	Focus primarily on advocacy issues
3	Reduce costs of fee-based services
4	Reach out more to groups outside of government
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Malaysia's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Other (please specify): _____

SECTION F: COMMUNICATION AND INFORMATION SHARING**F1. How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Magazines
8	On-line news sites
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones (apps, instant messaging)
12	Other (please specify): _____

F2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	Informal conversations and discussions
4	e-newsletters
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Tablets and e-Reader
11	Other (please specify): _____

F3	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?	Yes	No
F4	Do you use/have you used the World Bank website?	Yes	No
F5	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question F6; if NO please go to F9)	Yes	No
F6	Were you able to identify a point of contact at the World Bank?	Yes	No
F7	Were you able to obtain the requested information?	Yes	No
F8	Was the information useful?	Yes	No

SECTION F: COMMUNICATION AND INFORMATION SHARING

F9. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/MY)
2	The World Bank's main website (www.worldbank.org)

F10. Which Internet device do you use primarily when visiting a World Bank website? (Please mark only ONE response)	
1	Desktop/laptop
2	Mobile (tablets/smart phones)

F11. How often do you access World Bank information online? (Please mark only ONE response)	
1	Daily
2	Weekly
3	Monthly
4	A few times a year
5	Rarely / Never

F12. How frequently do you consult World Bank apps? (Please mark only ONE response)	
1	Daily
2	Weekly
3	Monthly
4	A few times a year
5	Rarely / Never

F13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)	
1	World Bank E-newsletter
2	World Bank Blogs
3	World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)
4	Other (please specify): _____

SECTION F: COMMUNICATION AND INFORMATION SHARING

F14. How valuable do you consider the information you receive from the World Bank's social media channels?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
Not valuable at all									Extremely valuable	Don't know	I do not use social media for information on the World Bank	

Please rate how much you agree 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	<input type="checkbox"/>	
F15	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F16	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"/>	
F17	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"/>	
F18	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"/>	
F19	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION G: BACKGROUND INFORMATION

G1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Local Government Office or Staff
6	Bilateral Agency
7	Multilateral Agency
8	Private Sector Organization
9	Financial Sector/Private Bank
10	NGO
11	Media (Press, Radio, TV, Web, etc.)
12	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
13	Trade Union
14	Academia/Research Institute/Think Tank
15	Judiciary Branch
16	Other (please specify): _____

G2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Women's issues	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION G: BACKGROUND INFORMATION

G3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

G4. Which of the following describes most of your exposure to the World Bank in Malaysia? (Choose no more than TWO)	
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.

Thank you for completing the survey!