

## 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**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of economic and social development priorities in Malaysia.</b>			
<b>Please identify which of the following you consider the most important economic and social development priorities in Malaysia? (Choose no more than THREE)</b>			
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**

<b>B1. How familiar are you with the work of the World Bank in Malaysia, 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 Malaysia, 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>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?</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

<b>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)</b>			
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?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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
<b>B8</b>	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"/>
<b>B9</b>	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"/>
<b>B10</b>	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"/>
<b>B11</b>	The World Bank treats clients and stakeholders in Malaysia with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B12</b>	The World Bank increases Malaysia's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B13</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>B14</b>	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		
<b>B15</b>	Responsiveness											<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
<b>B17</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B18</b>	Follow through over time											<input type="checkbox"/>	
<b>B19</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B20</b>	Staff accessibility											<input type="checkbox"/>	
<b>B21</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B22</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
<b>B23</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B24</b>	Being inclusive											<input type="checkbox"/>	

<b>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)</b>	
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		
<b>C1</b>	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C2</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Women's economic opportunities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	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"/>	
<b>C11</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	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**

<b>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?</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

<b>To what extent do you agree with the following statements about the World Bank in Malaysia, on a ten point scale?</b>														
				Strongly disagree						Strongly agree		Don't know		
<b>C19</b>	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	<input type="checkbox"/>

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

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

<b>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)</b>			
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)**

<b>D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, 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>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?</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

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

<b>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?</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>E2. Which of the following SHOULD the World Bank do to make itself of greater value in Malaysia? (Choose no more than TWO)</b>	
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**

<b>F1. How do you get most of your information about economic and social development issues in Malaysia? (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	Magazines
8	On-line news sites
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones (apps, instant messaging)
12	Other (please specify): _____

<b>F2. 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	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): _____

<b>F3</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>F4</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>
<b>F5</b>	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)	<b>Yes</b>	<b>No</b>
<b>F6</b>	Were you able to identify a point of contact at the World Bank?	<b>Yes</b>	<b>No</b>
<b>F7</b>	Were you able to obtain the requested information?	<b>Yes</b>	<b>No</b>
<b>F8</b>	Was the information useful?	<b>Yes</b>	<b>No</b>

**SECTION F: COMMUNICATION AND INFORMATION SHARING**

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

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

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

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

<b>F13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)</b>	
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**

<b>F14. How valuable do you consider the information you receive from the World Bank's social media channels?</b>												
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			
<b>F15</b>	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"/>		
<b>F16</b>	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"/>		
<b>F17</b>	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"/>		
<b>F18</b>	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"/>		
<b>F19</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

**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 G: BACKGROUND INFORMATION**

<b>G1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
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): _____

<b>G2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
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**

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

<b>G4. Which of the following describes most of your exposure to the World Bank in Malaysia? (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.

**Thank you for completing the survey!**