

Malaysia

The World Bank Country Survey FY 2013

Report of Findings
October 2013



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Malaysia perceive the Bank;
- Obtain systematic feedback from stakeholders in Malaysia regarding:
 - Their views regarding the general environment in Malaysia;
 - Their overall attitudes toward the World Bank in Malaysia;
 - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Malaysia;
 - Perceptions of the World Bank's future role in Malaysia.
- Use data to help inform Malaysia country team's strategy.

II. Methodology

In May-August 2013, 287 stakeholders of the World Bank in Malaysia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; local government officials or staff; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; NGOs; the media; independent government institutions; trade unions; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 74 stakeholders participated in the survey (26% response rate).

Respondents received questionnaires via post and email and returned them accordingly. Respondents were asked about: general issues facing Malaysia; their overall attitudes toward the World Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; the Bank's future role in Malaysia; and the Bank's communication and information sharing in Malaysia.

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

- A. General Issues Facing Malaysia: Respondents were asked to indicate whether Malaysia is headed in the right direction, and what they thought were the top three most important economic and social development priorities in the country.

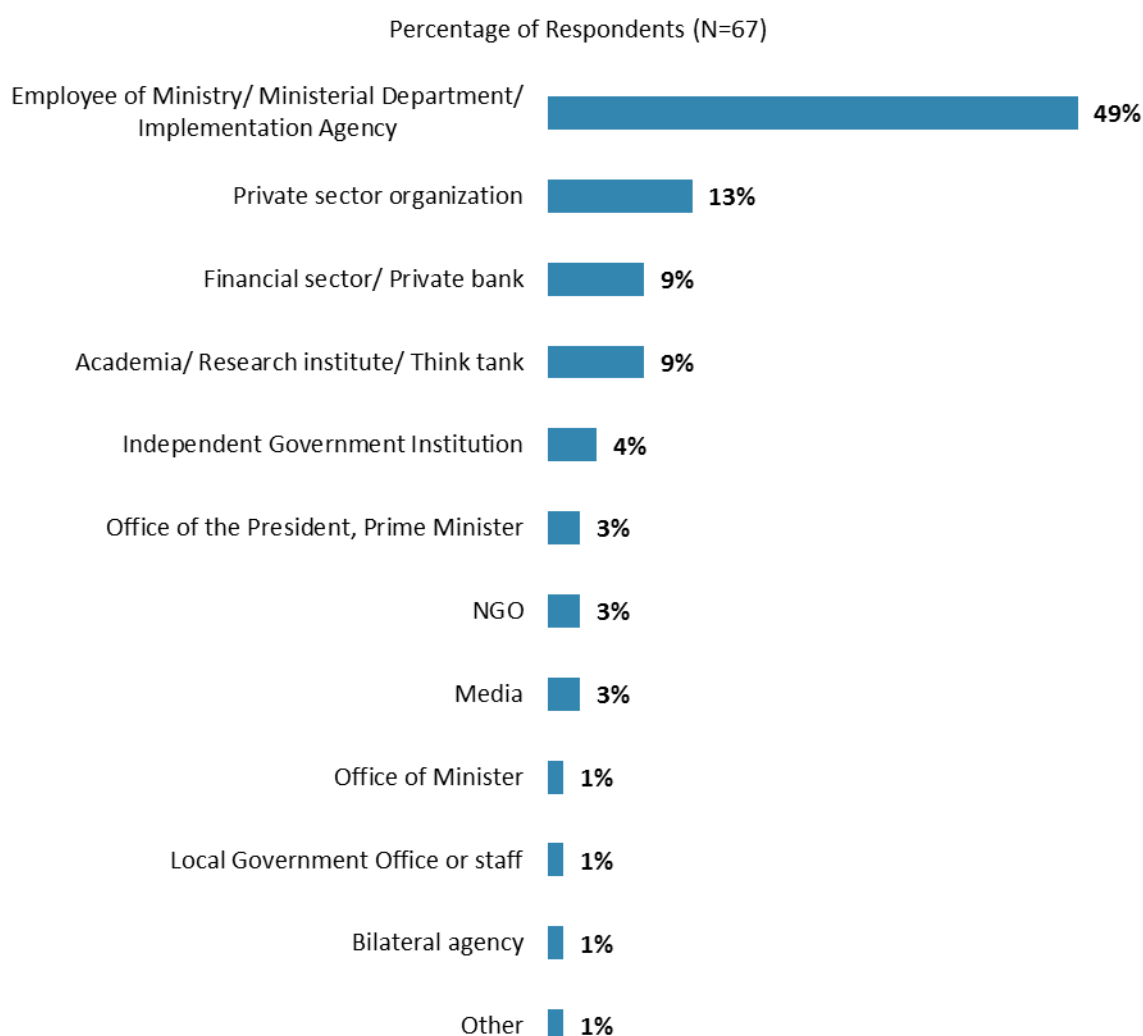
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Malaysia, Bank staff preparedness to help Malaysia solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were asked to indicate the Bank's greatest values and weaknesses, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve economic and social development results, the extent to which the Bank meets Malaysia's needs for knowledge services, and the Bank's level of effectiveness across sixteen development areas, such as public sector governance/reform, job creation/employment, private sector development, education, and economic growth.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities, to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. The Future Role of the World Bank in Malaysia: Respondents were asked to rate how significant a role the Bank should play in Malaysia in the near future and to indicate what the Bank should do to make itself of greater value.
- F. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites and e-services. Respondents were asked about their level of agreement that they know how to find information from the Bank, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests.
- G. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, and their exposure to the Bank in Malaysia.

III. Demographics of the Sample

Current Position

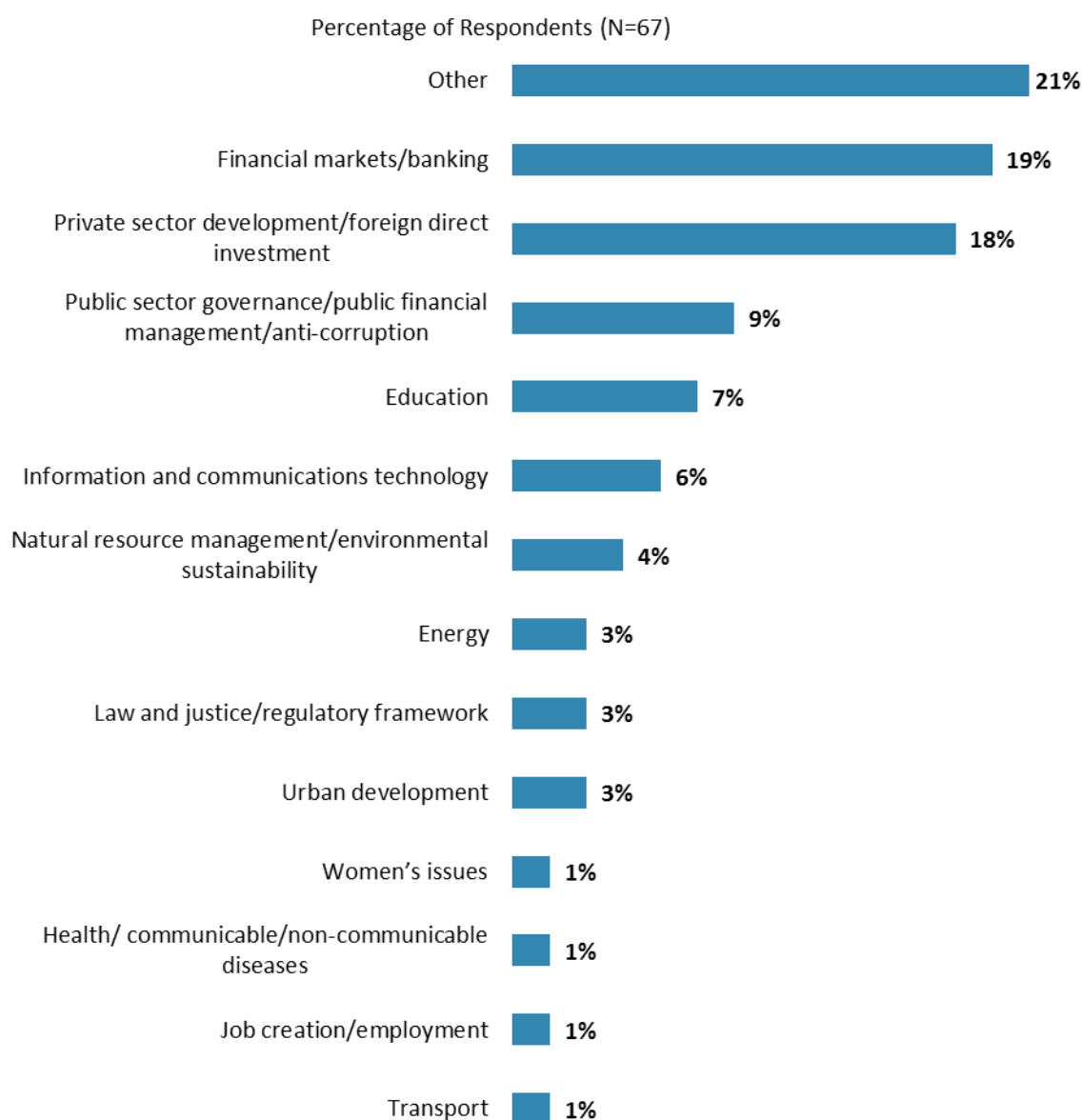
- For further analyses, a small number of respondents from the financial sector/private banks were combined with those from private sector organizations; and the few respondents from the Office of the President, the Office of the Prime Minister, office of a minister, local governments, independent government institutions, bilateral agencies, NGOs, and the media were included in the “Other” category. There were no respondents from office of a parliamentarian, multilateral agencies, trade unions, or the judiciary branch.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization



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

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

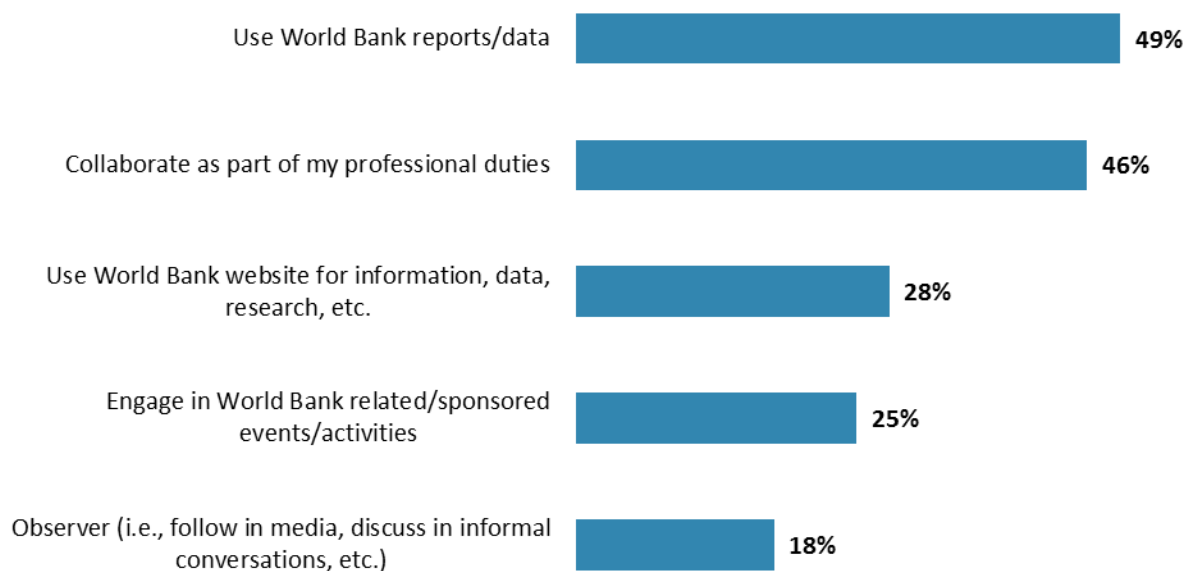
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Malaysia, can be found in Appendix C (see page 66). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=66)



"Currently, do you professionally collaborate/work with the World Bank in your country?"

Percentage of Respondents (N=67)

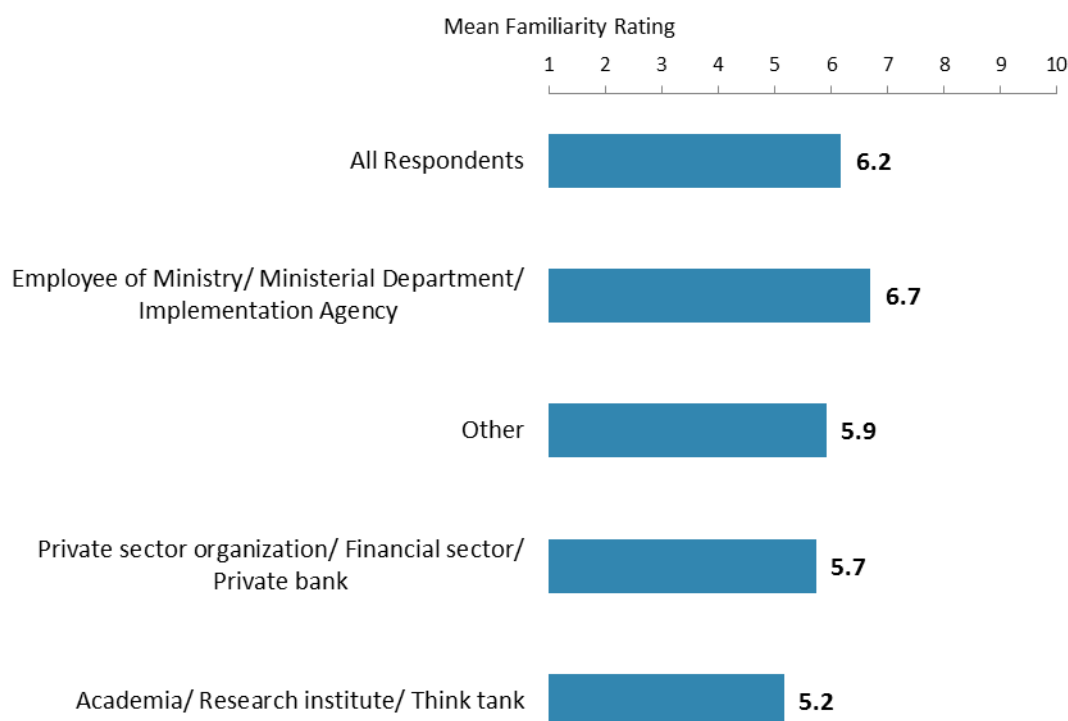


"Which of the following describes most of your exposure to the World Bank in Malaysia?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Respondents across all stakeholder groups had statistically similar level of familiarity with the World Bank.
- Respondents' ratings of familiarity with the World Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Malaysia, the Bank's relevance to Malaysia's development, and the Bank's ability to help achieve economic and social development results in Malaysia.

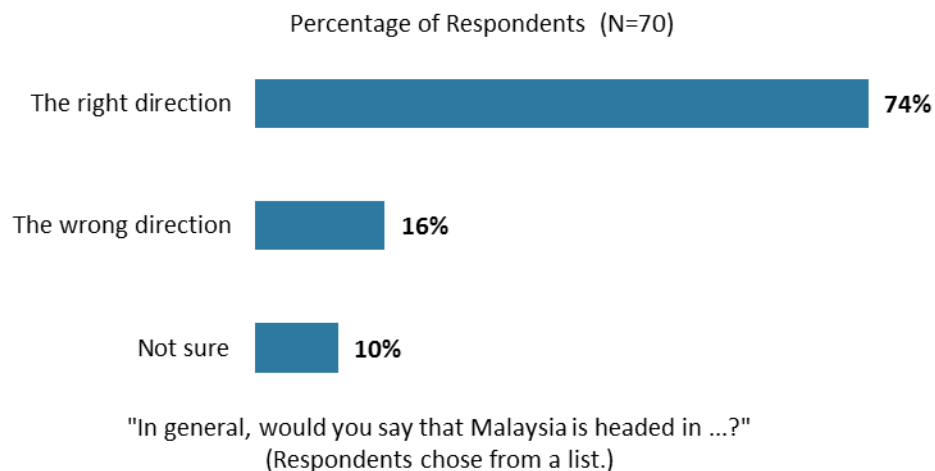


"How familiar are you with the work of the World Bank in Malaysia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Malaysia

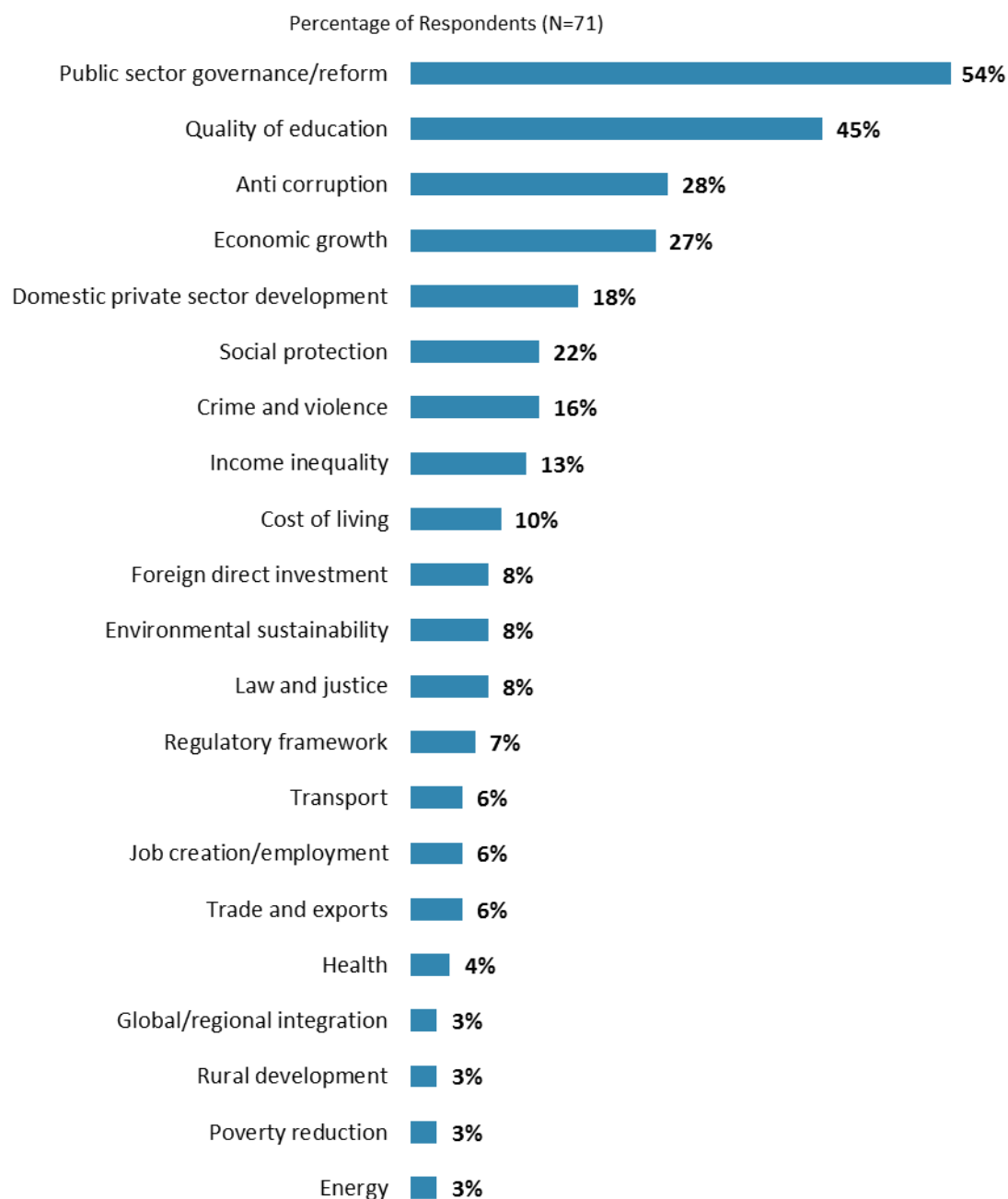
Headed in the Right Direction

- A plurality of employees of ministries/ministerial departments/implementation agencies indicated that Malaysia is currently headed in the right direction, whereas respondents across all other stakeholder groups were significantly *less* likely to indicate that Malaysia is headed in the right direction.



IV. General Issues Facing Malaysia (continued)

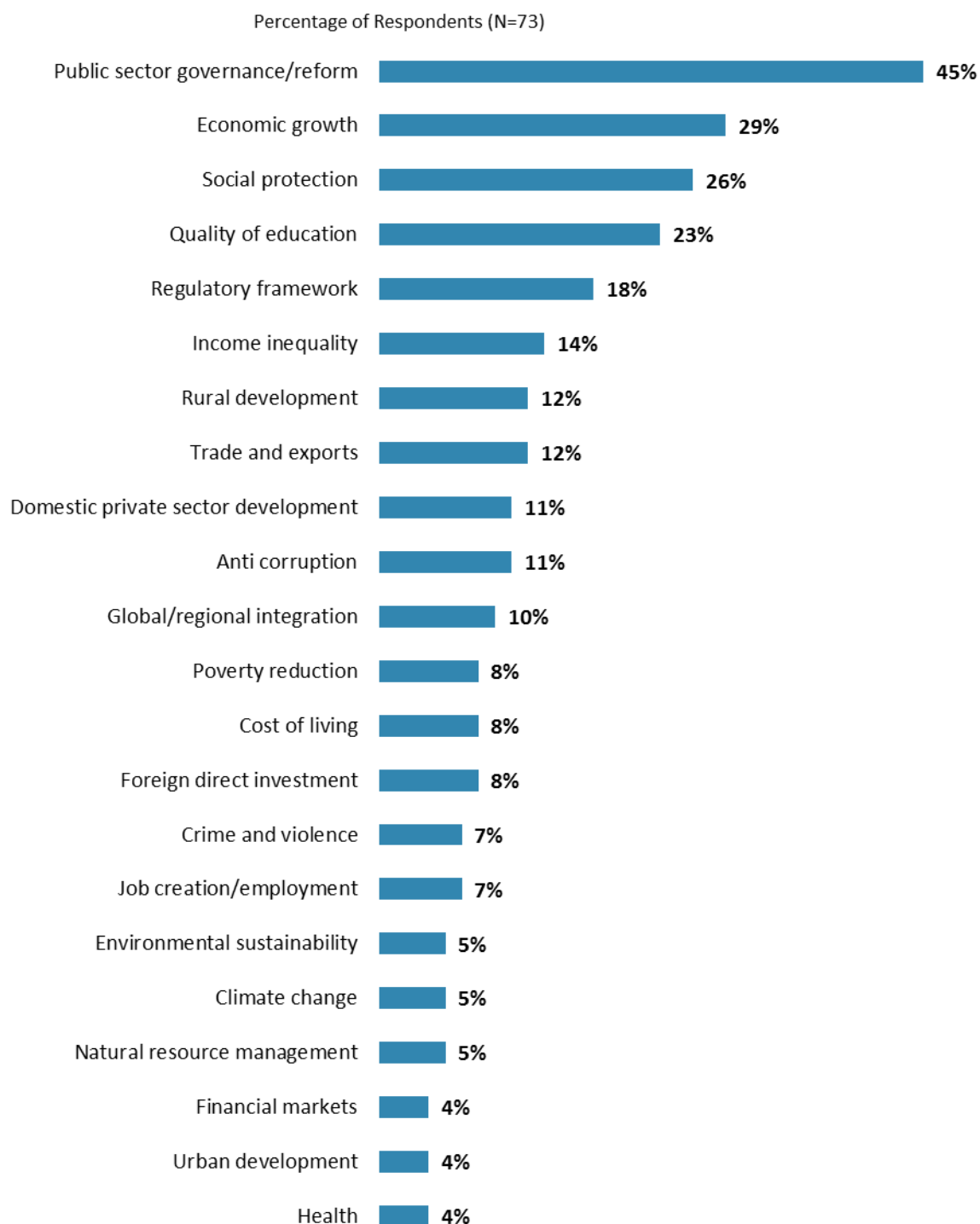
Development Priority



"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)" (Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Where the World Bank Should Focus its Resources



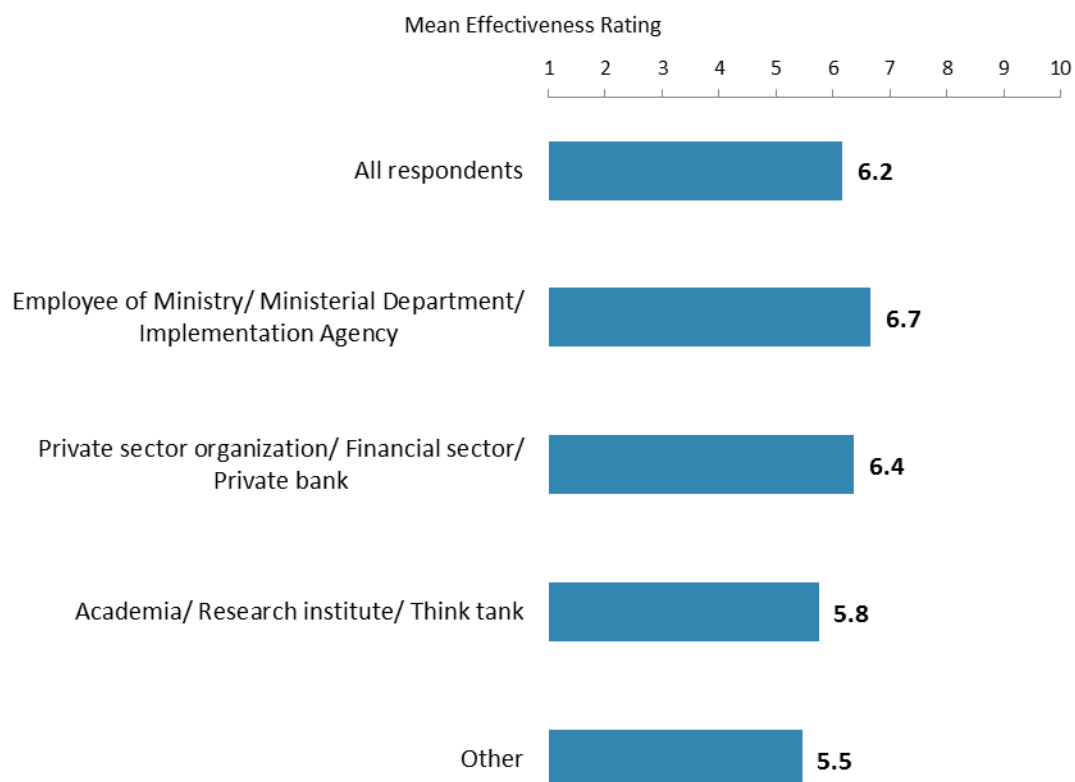
“When thinking about how the World Bank can have the most impact on economic and social development results in Malaysia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Malaysia? (Choose no more than THREE)” (Respondents chose from a list. Responses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

V. Overall Attitudes toward the World Bank (continued)

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

The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank’s overall effectiveness in Malaysia.

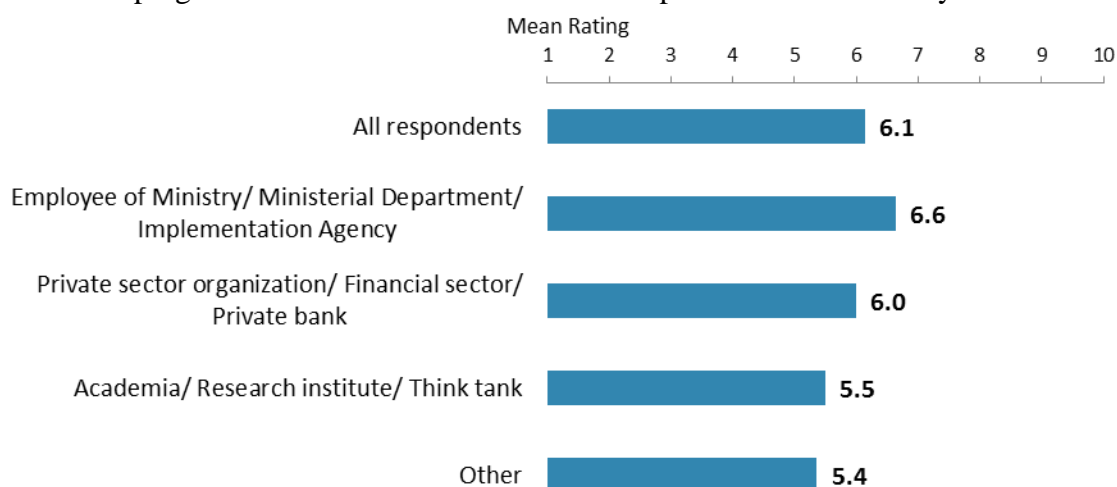


"Overall, please rate your impression of the World Bank's effectiveness in Malaysia?"
(1 - "Not effective at all", 10 - "Very effective")

V. Overall Attitudes toward the World Bank (continued)

Achieving Development Results (*Indicator Question*)

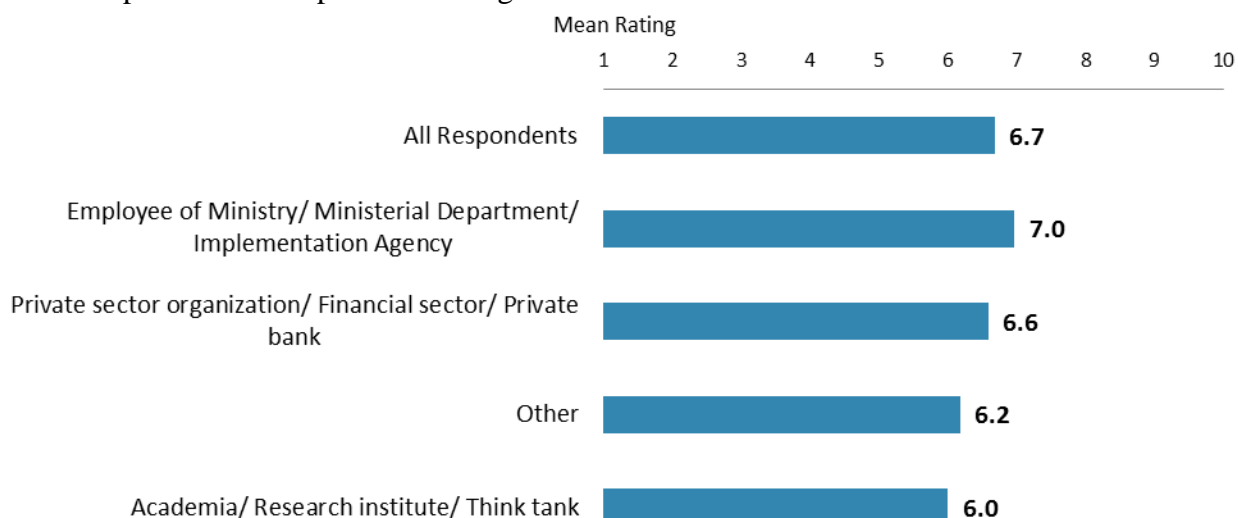
- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank helping achieve economic and social development results in Malaysia.



"To what extent does the World Bank's work help to achieve economic and social development results in Malaysia?" (1 - "To no degree at all", 10 - "To a very significant degree")

Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the World Bank's staff is well prepared to help Malaysia solve its most complicated development challenges.

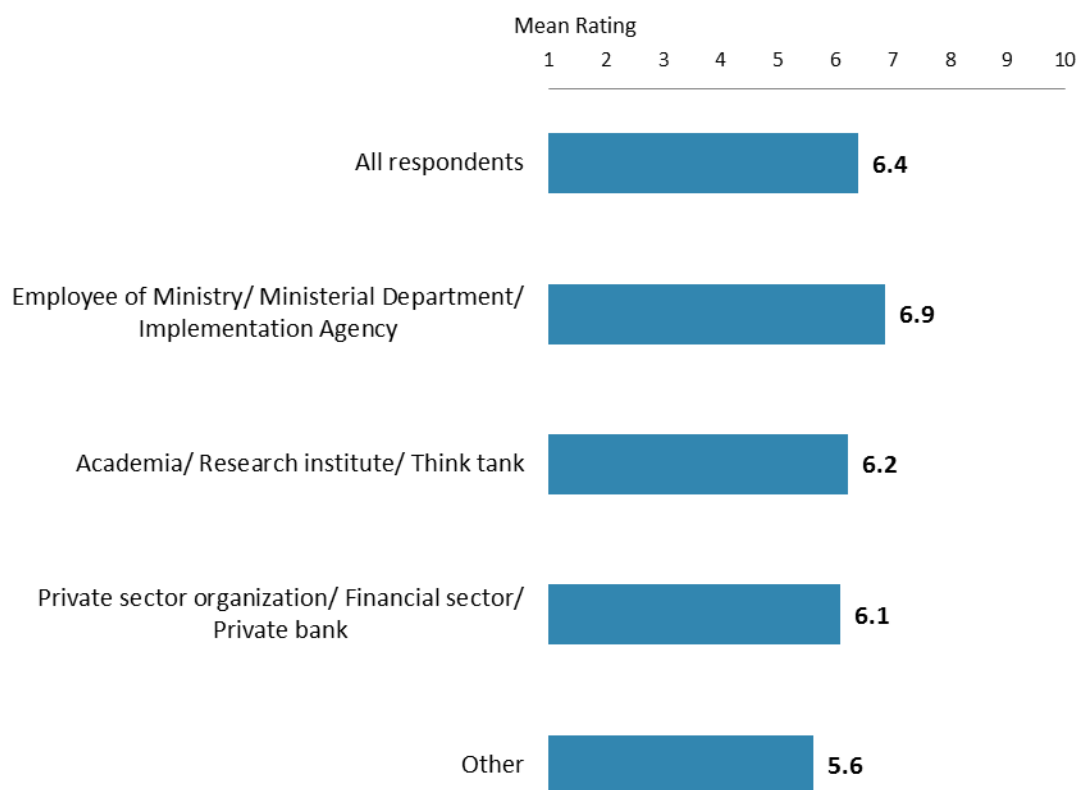


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Malaysia solve its most complicated development challenges?" (1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were no significant differences across stakeholder groups in their aggregated responses to thirteen indicator questions (responses to indicator questions across all stakeholder groups can be found in Appendix D, page 67).

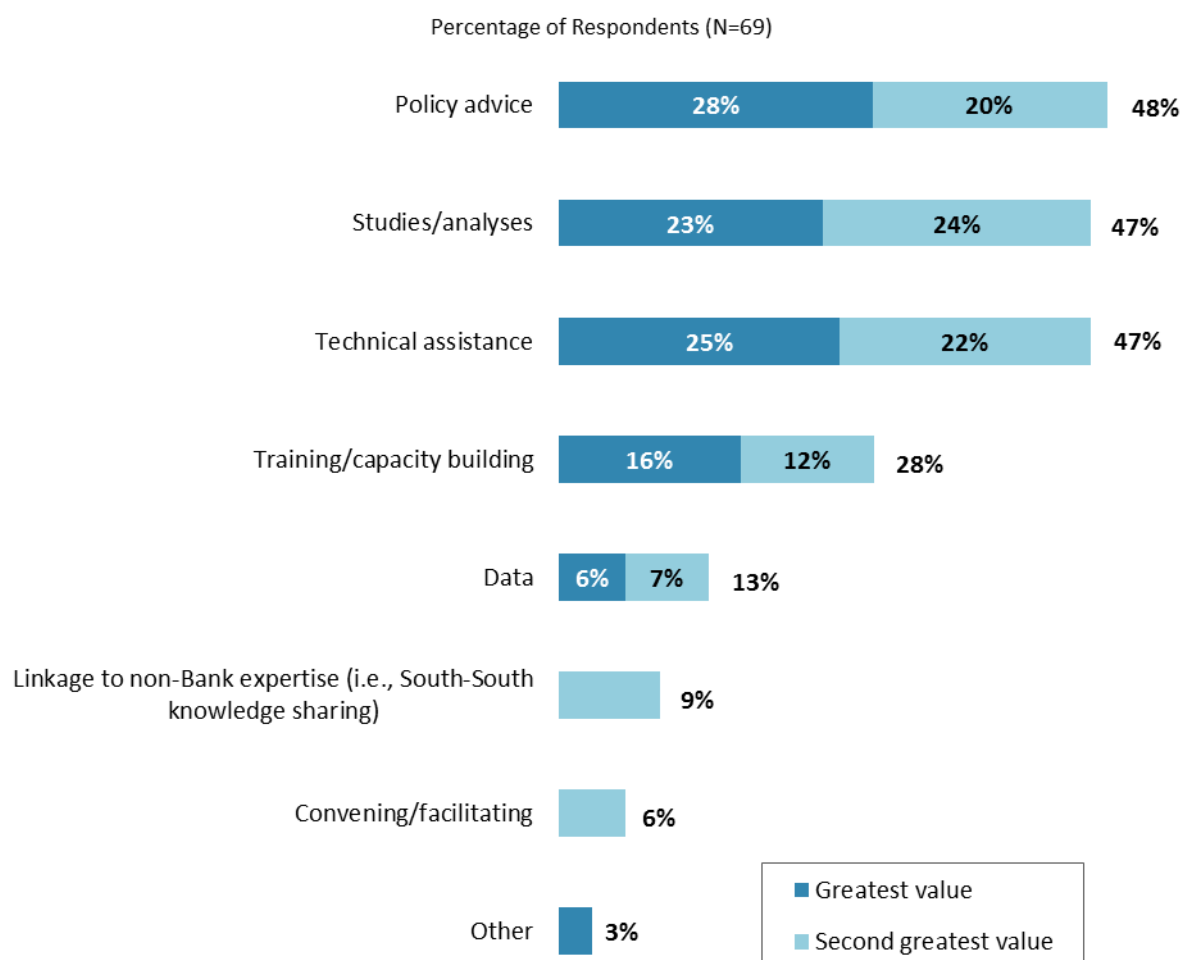


Aggregate ratings for ALL indicator questions by stakeholder groups on a scale from 1 to 10.

* Responses to all indicator questions can be found in Appendices C and D.

V. Overall Attitudes toward the World Bank (continued)

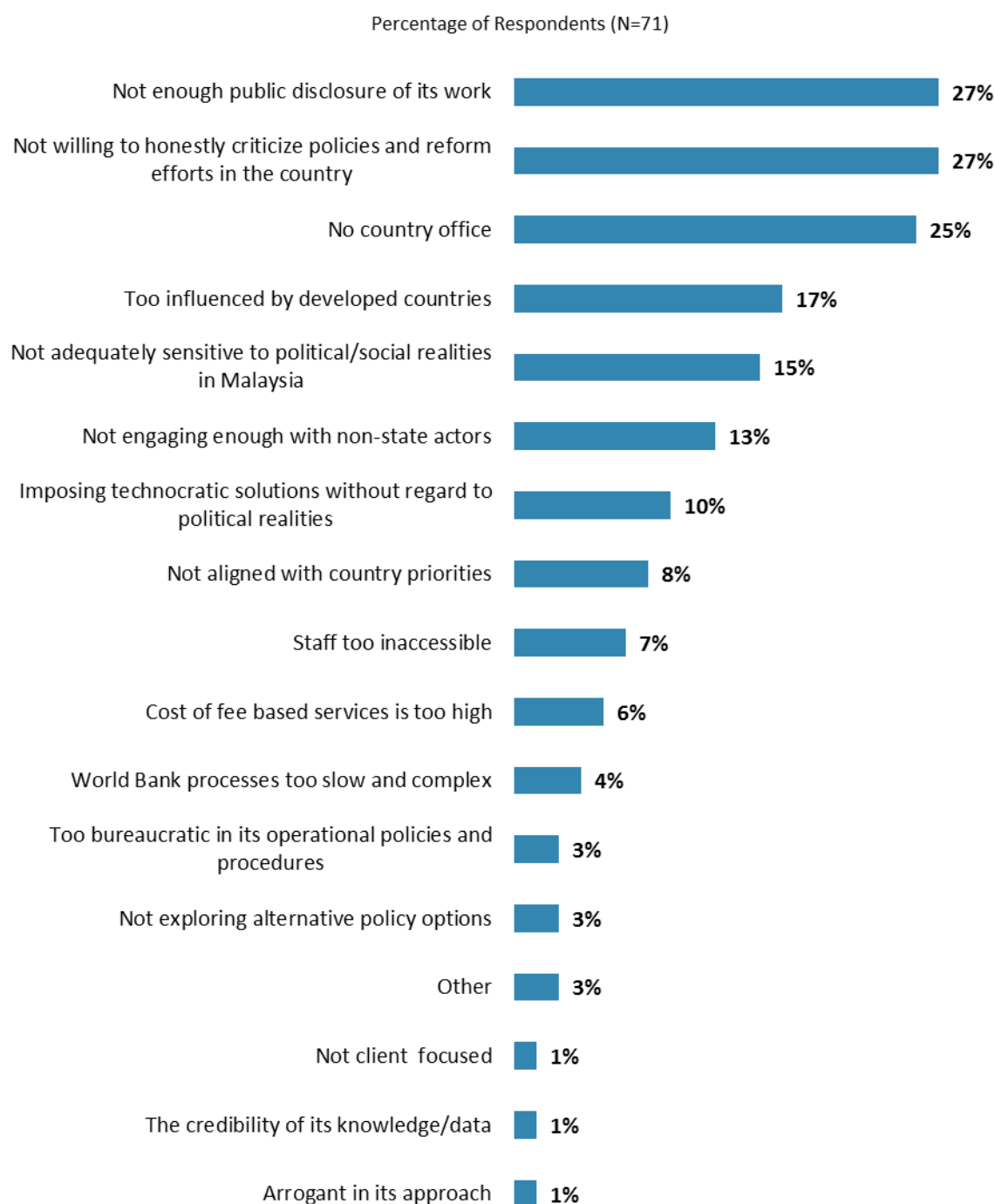
Greatest Value



"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?" (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

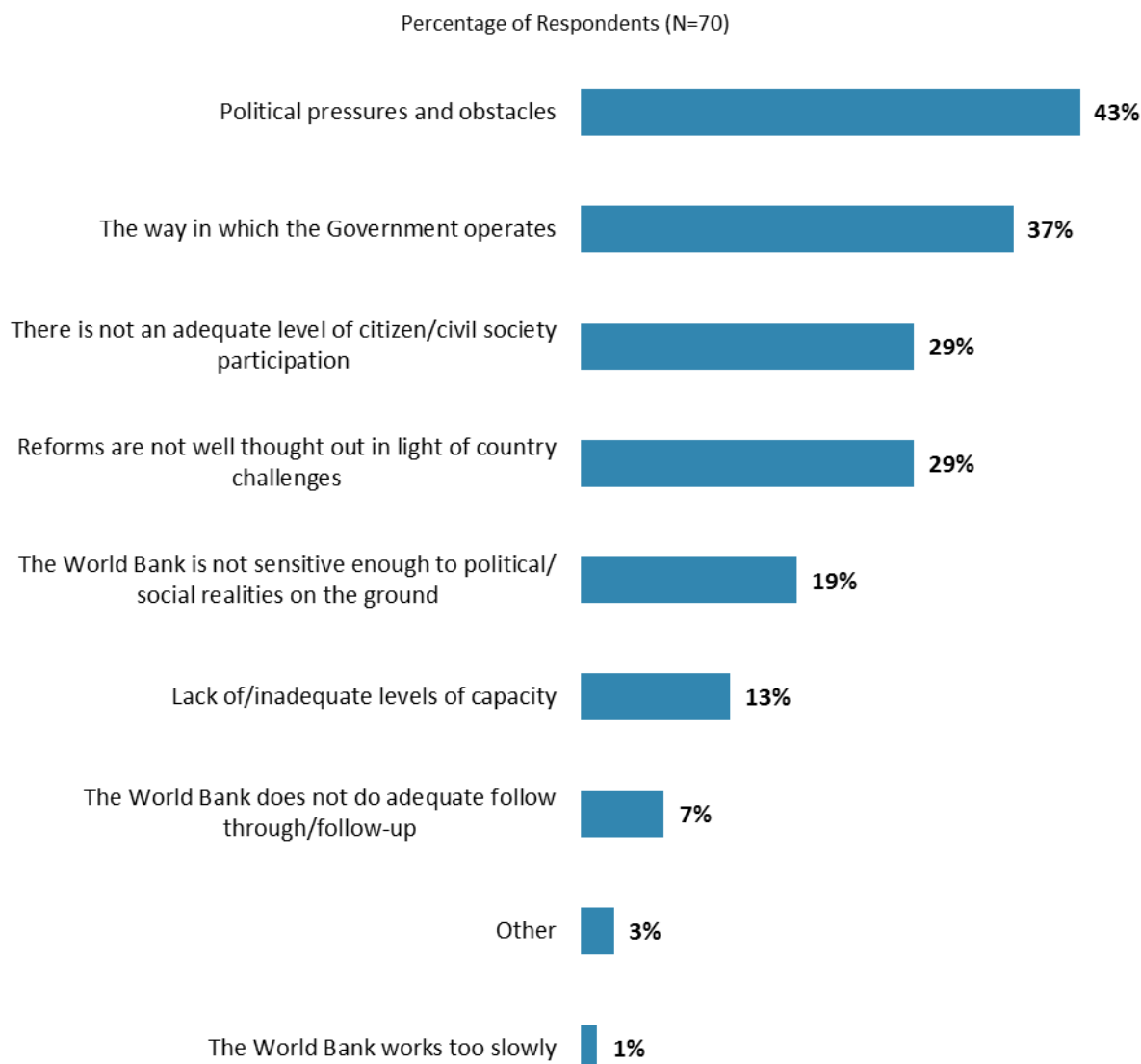
Greatest Weakness



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

V. Overall Attitudes toward the World Bank (continued)

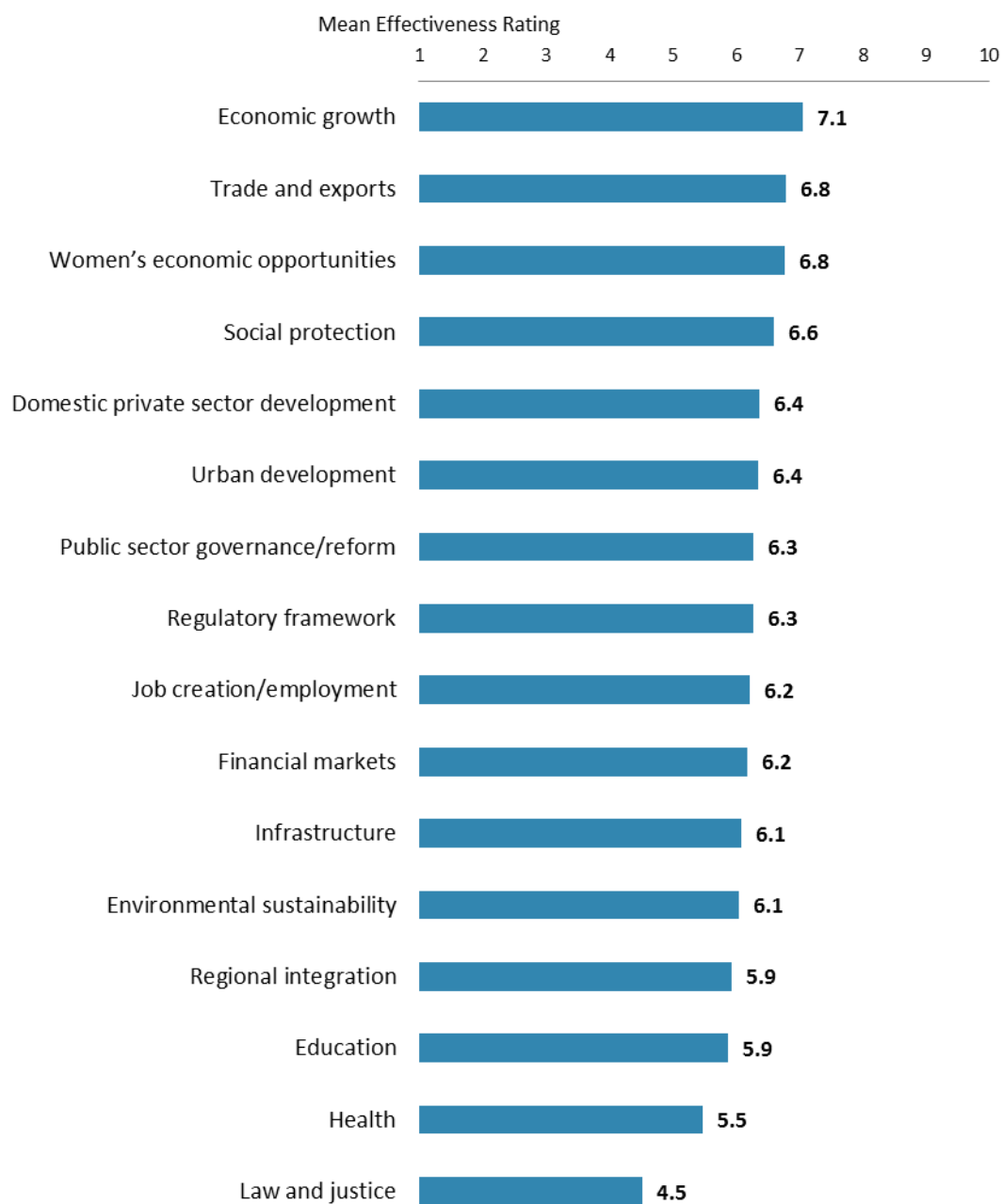
Attributing Slow or Failed Reform Efforts



"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)" (Respondents chose from a list. Responses combined.)

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



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

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were six instances in which there were significant stakeholder group differences across these sixteen areas of development.
 - Respondents from academia/research institutes/think tanks gave the highest ratings for the Bank's effectiveness at "economic growth" whereas respondents from 'other' organizations gave significantly lower effectiveness ratings.
 - Respondents from private sector organizations/financial sector/private banks gave the highest ratings for the Bank's effectiveness at "trade and exports" and "infrastructure" whereas respondents from academia/research institutes/think tanks gave significantly lower effectiveness ratings.
 - Employees of ministries/ministerial departments/implementation agencies gave the highest ratings for the Bank's effectiveness at "public sector governance/reform", "education", and "health" whereas respondents from 'other' organizations gave significantly lower effectiveness ratings.
- Responses across all stakeholder groups can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank's overall effectiveness and ratings of its ability to help achieve economic and social development results in Malaysia, bivariate correlational analyses were conducted using respondents' ratings of the twenty four specific areas of effectiveness.

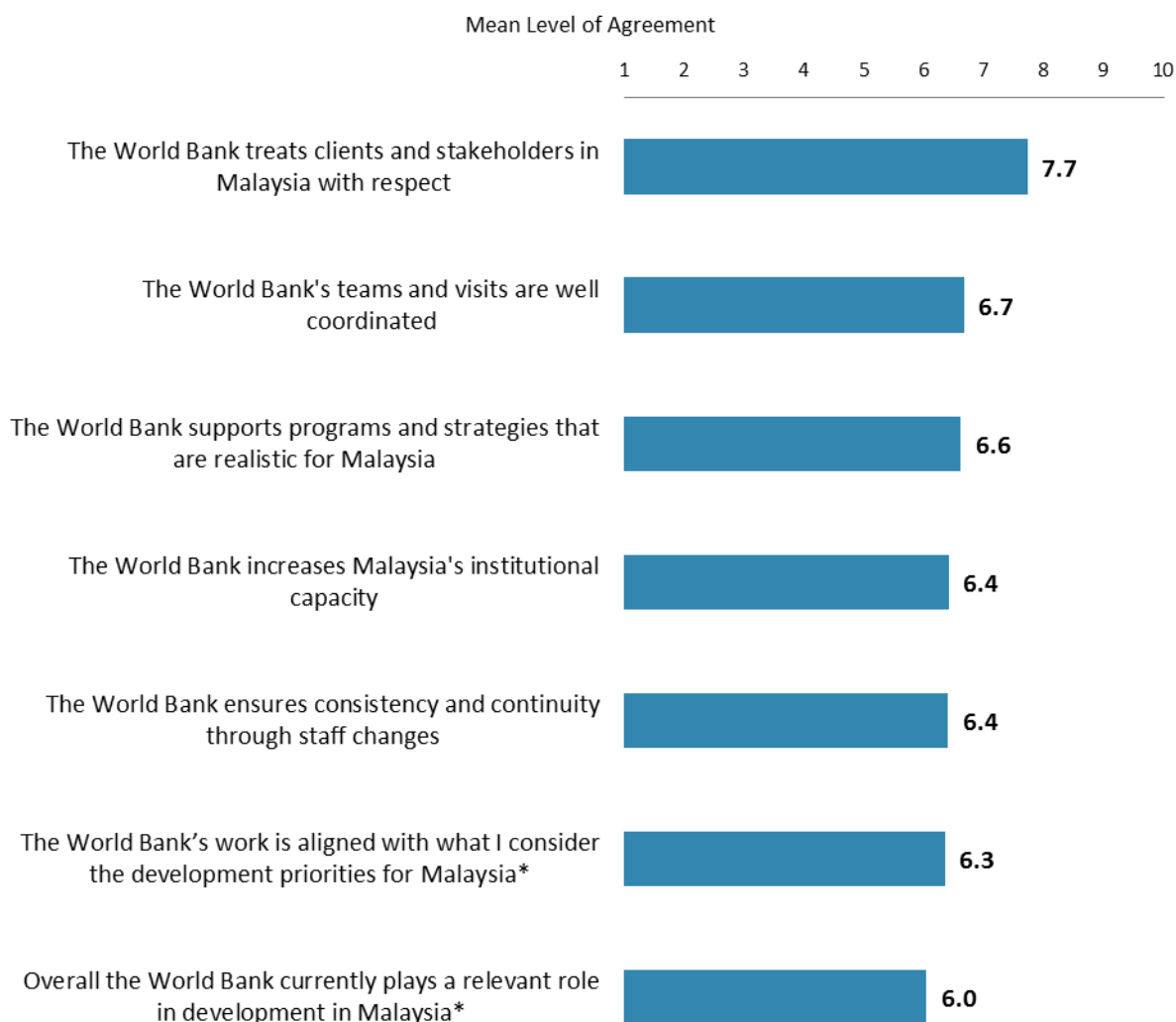
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Malaysia. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at job creation/employment;
 - The Bank's effectiveness at social protection;
 - The Bank's effectiveness at economic growth; and
 - The Bank's effectiveness at women's economic opportunities.
- Achieving Economic and Social Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Malaysia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at social protection;
 - The Bank's effectiveness at economic growth;
 - The Bank's effectiveness at job creation/employment; and
 - The Bank's effectiveness at women's economic opportunities.

VII. How the World Bank Operates

The World Bank's Work in Malaysia

- Respondents across all stakeholder groups had statistically similar levels of agreement with the following statements, including the indicator questions (Bank's relevance and alignment with country's development priorities).



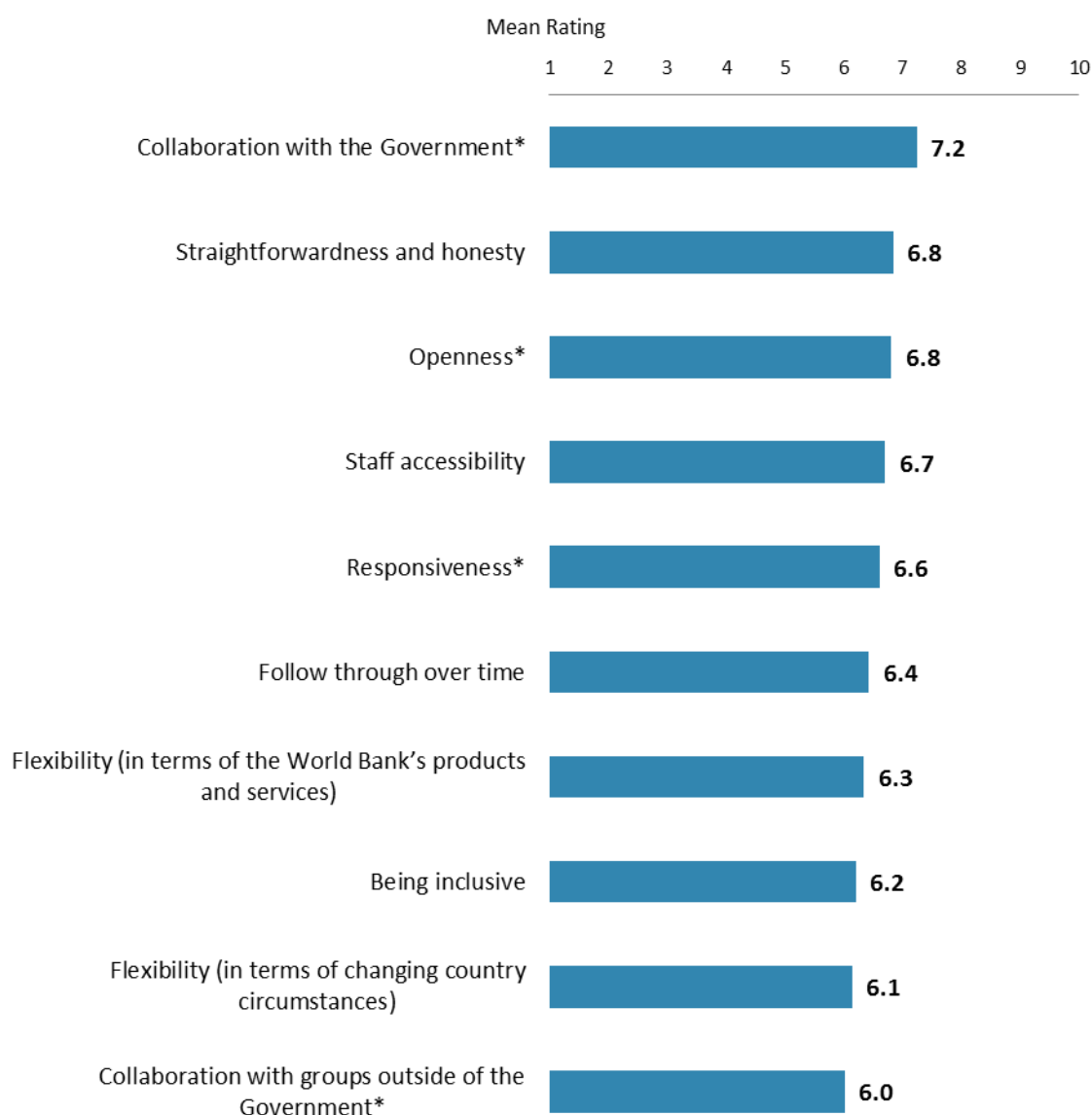
"To what extent do you agree with the following statements about the World Bank's work in Malaysia?"
(1-"Strongly disagree", 10-"Strongly agree")

**Indicator Question*

VII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- Respondents across all stakeholder groups gave statistically similar ratings for all of the following qualities of the World Bank as an effective development partner, including the indicator questions (Bank's responsiveness, openness, and collaboration with the Government and groups outside of the Government).



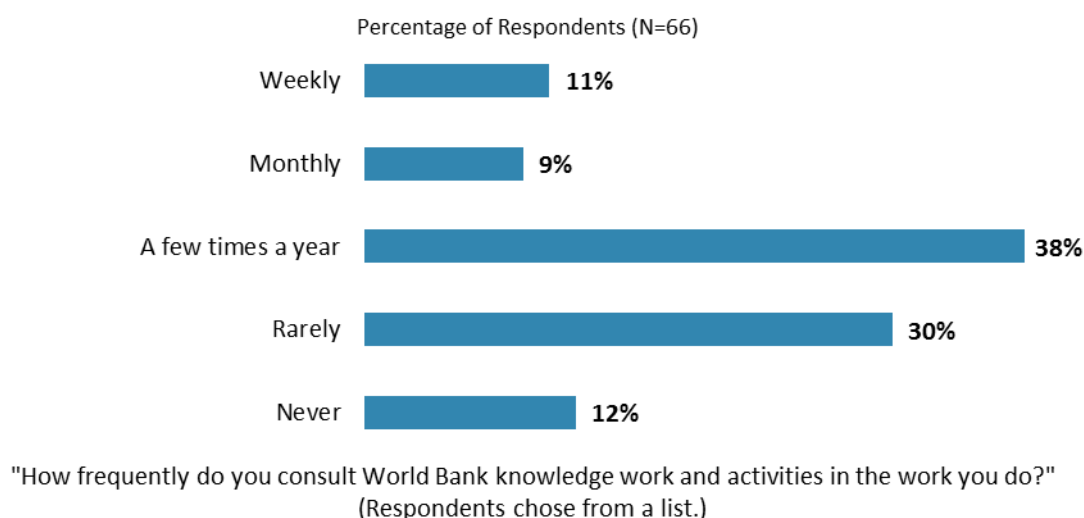
"To what extent is the World Bank an effective development partner in Malaysia in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

**Indicator Question*

VIII. World Bank Knowledge and Instruments

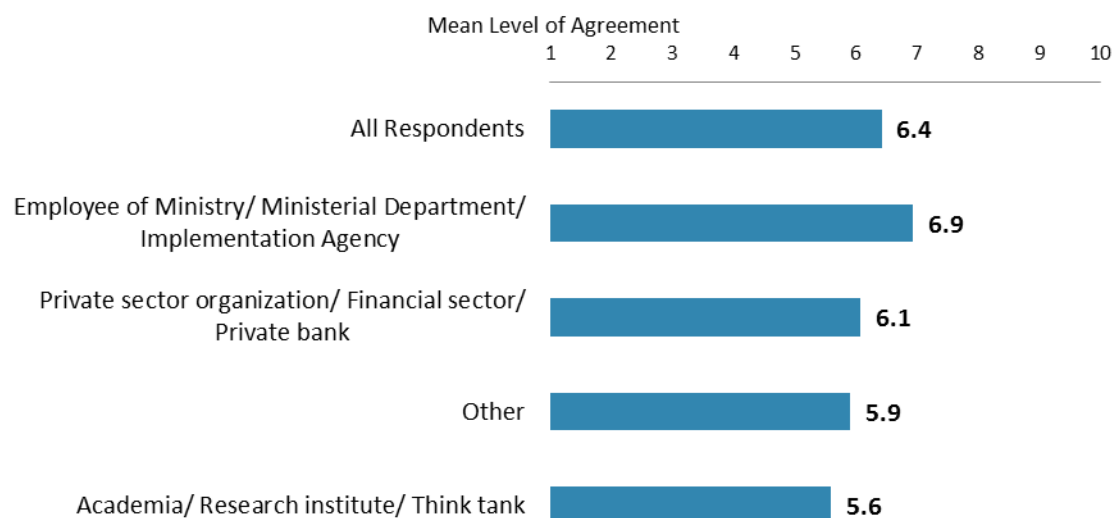
Frequency of Consulting World Bank Knowledge Work and Activities

- Employees of ministries/ministerial departments/implementation agencies and respondents from private sector organizations/financial sector/private banks tended to indicate that they consulted Bank knowledge more often than respondents from other stakeholder groups.



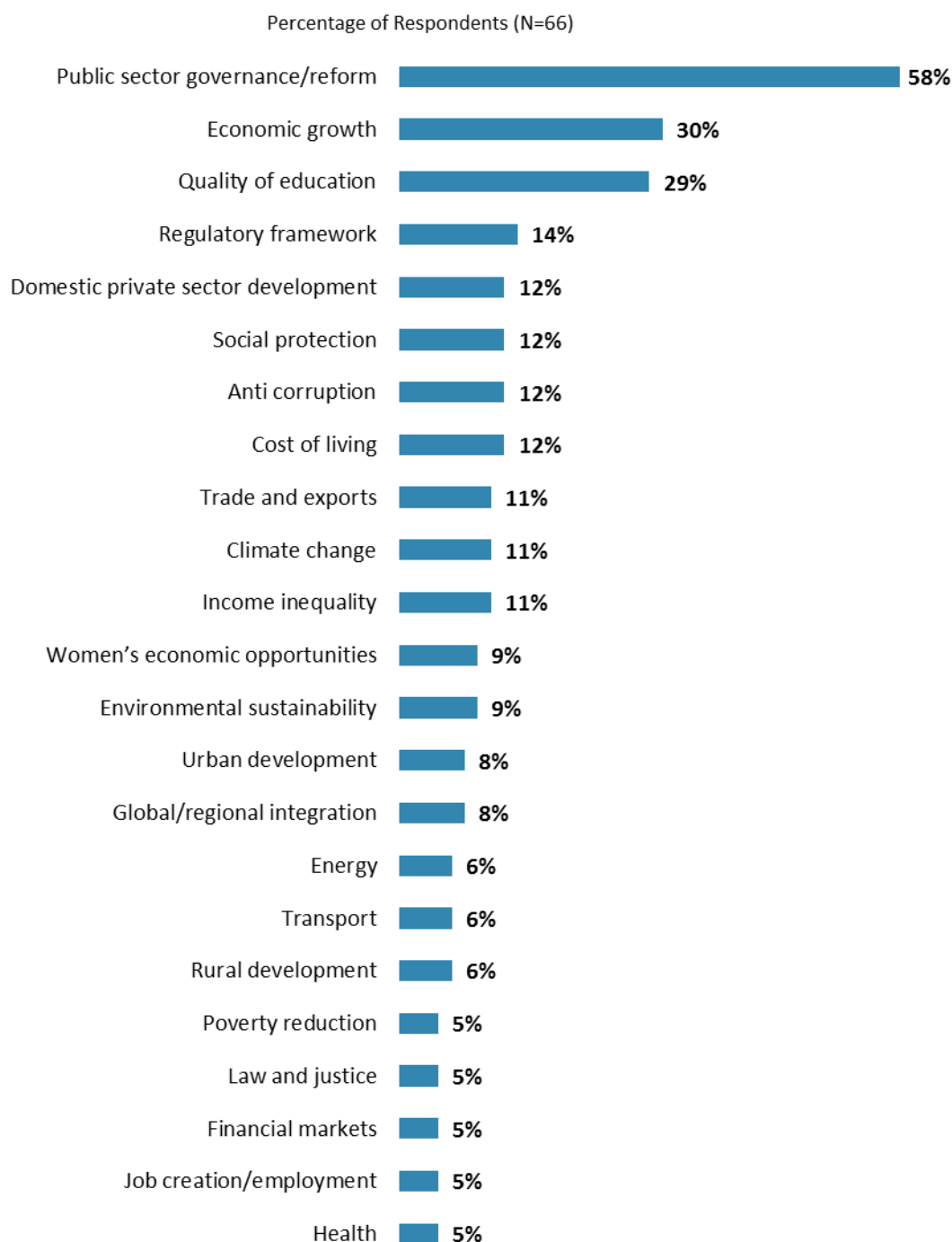
Meeting Malaysia's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups had statistically similar levels of agreement that the World Bank meets Malaysia's needs for knowledge services.



VIII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research



“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)” (Respondents chose from a list. Responses combined.)

VIII. World Bank Knowledge and Instruments (continued)

Bank's Knowledge Work and Activities: Effectiveness

- There were significant stakeholder group differences in their ratings for effectiveness of the World Bank's knowledge work and activities in two of these areas. Employees of ministries/ministerial departments/implementation agencies had the highest ratings for the effectiveness of the Bank's knowledge to contribute to good policy making and provide support for program implementation, whereas respondents from academia/research institutes/think tanks had significantly lower ratings.



"In Malaysia, how effective do you believe the World Bank's knowledge work and activities are at:"
(1-"Not effective at all", 10-"Very effective")

VIII. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

- There were significant stakeholder group differences in their ratings across four of these aspects of the Bank's knowledge work and activities (timeliness, level of stakeholder involvement during preparation, translation, and dissemination). For the most part, employees of ministries/ministerial departments/implementation agencies tended to have the highest ratings for these aspects, whereas respondents from academia/research institutes/think tanks tended to have significantly lower ratings.
- Respondents across all stakeholder groups gave statistically similar ratings for the indicator question ("The World Bank's knowledge work and activities are adaptable to Malaysia's specific development challenges and country circumstances").



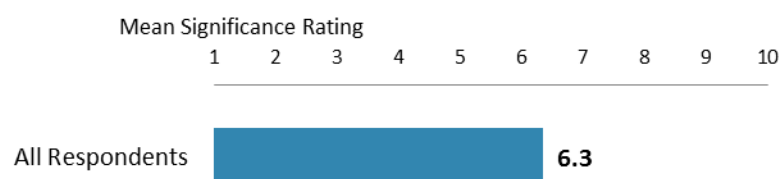
"In Malaysia, to what extent do you believe that the World Bank's knowledge work and activities:"
(1-"To no degree at all", 10-"To a very significant degree")

*Indicator Question

VIII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Malaysia.



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

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

- Respondents across all stakeholder groups gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



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

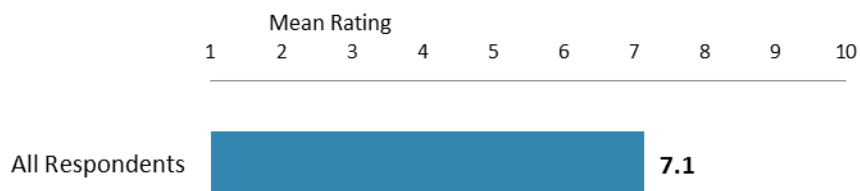
World Bank's Fee-Based Products/Services



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

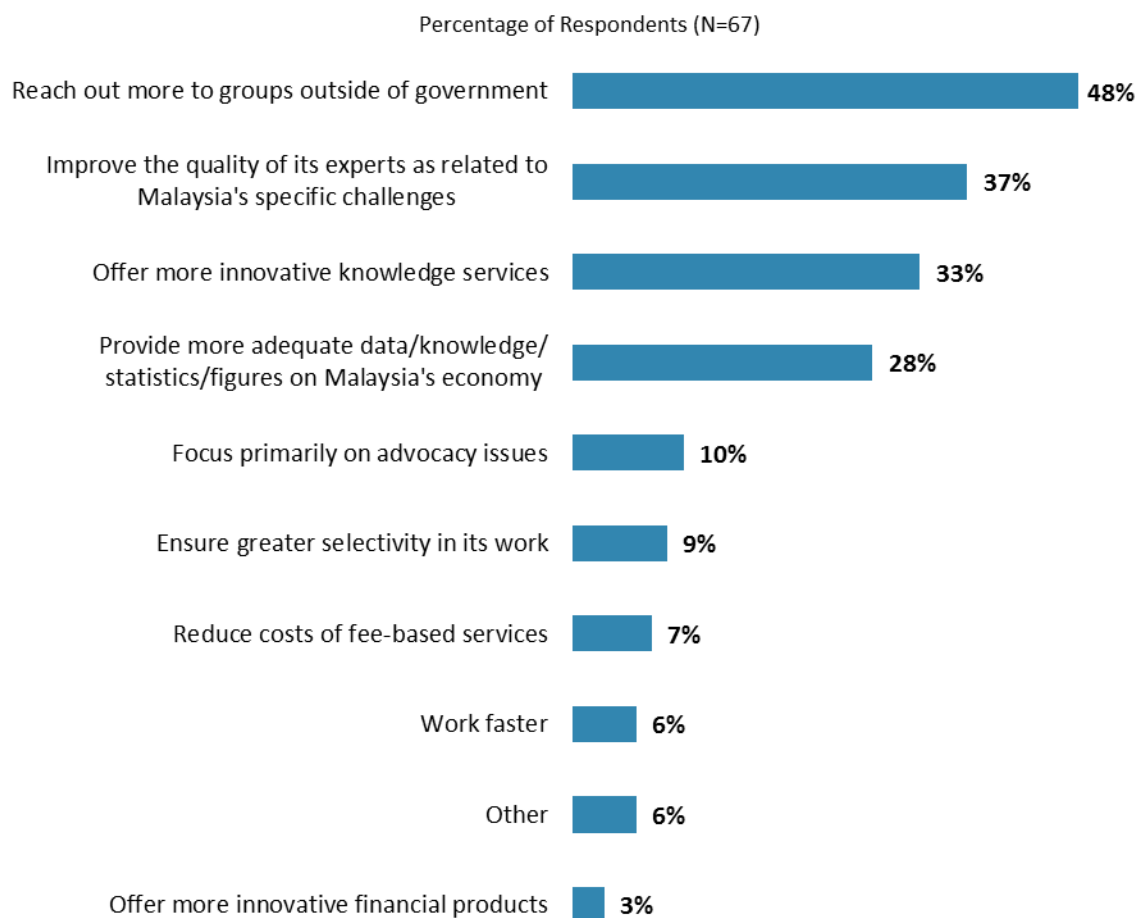
IX. The Future Role of the World Bank in Malaysia

Role Significance



"How significant a role do you believe the World Bank SHOULD play in Malaysia's economic and social development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

Making the World Bank of Greater Value

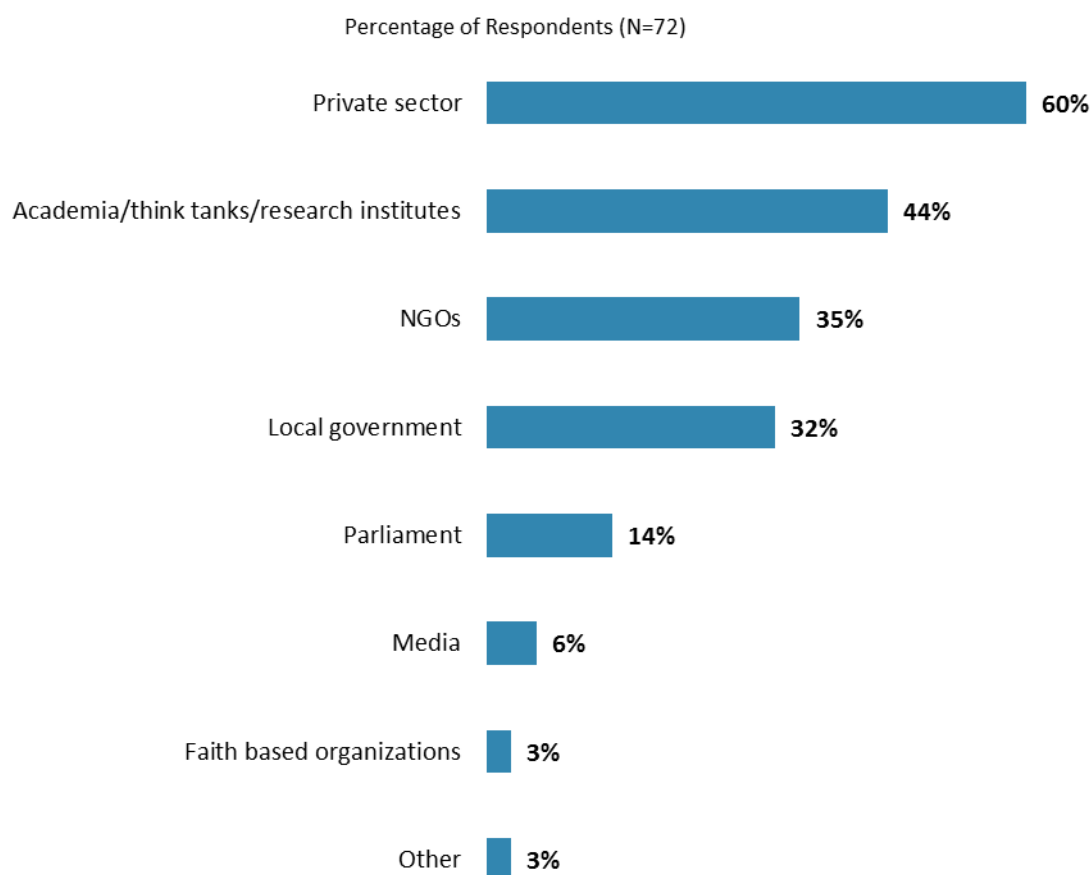


"Which of the following SHOULD the World Bank do to make itself of greater value in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank in Malaysia (continued)

Collaborating with Stakeholders in Malaysia

- A majority of employees of ministries/ministerial departments/implementation agencies and respondents from private sector organizations/financial sector/private banks indicated that the World Bank should engage more with the private sector to ensure better development results in Malaysia. Respondents from academia/research institutes/think tanks tended to indicate “academia/research institutes/think tanks”. Respondents from ‘other’ organizations tended to indicate “local government”.



"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?" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank in Malaysia (continued)

Collaborating with Stakeholders in Malaysia (continued)

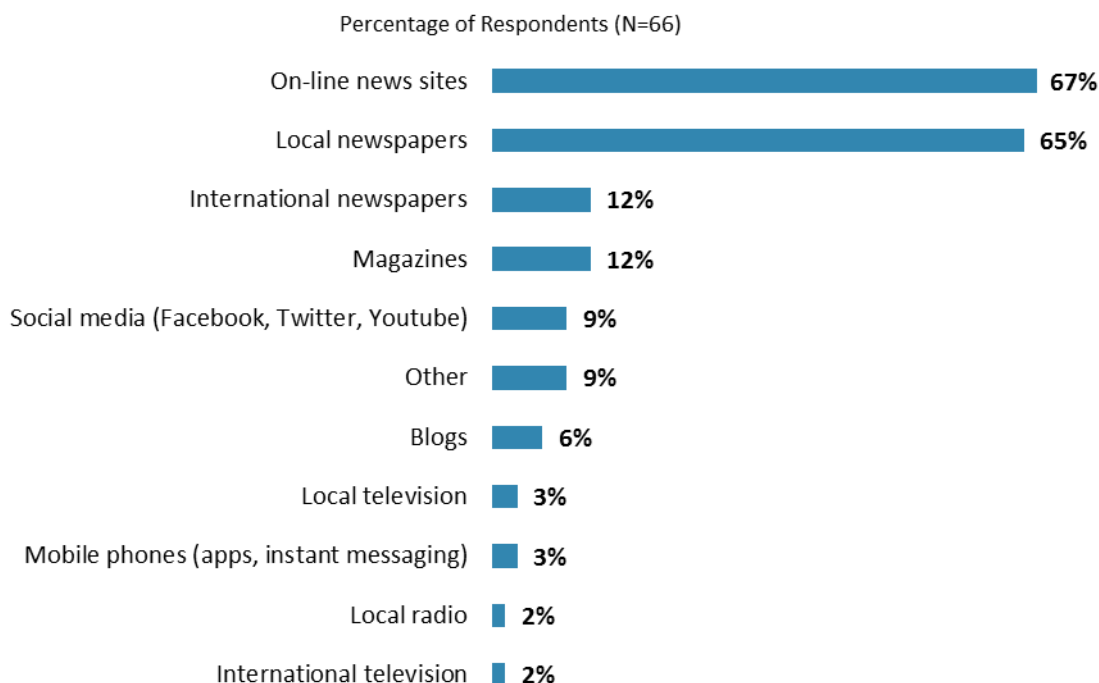
When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area.

	The World Bank Group	Private consulting firms	NGOs	Academia/ Think tanks	Other bilateral/ multilateral institutions	Private banking/ finance	Other
Law and justice	3.3%	6.7%	38.3%	30.0%	5.0%	0.0%	16.7%
Urban development	23.0%	24.6%	1.6%	14.8%	11.5%	9.8%	14.8%
Environmental sustainability	10.9%	6.3%	37.5%	12.5%	21.9%	0.0%	10.9%
Regulatory framework	27.9%	8.2%	6.6%	23.0%	9.8%	4.9%	19.7%
Infrastructure	27.9%	24.6%	6.6%	3.3%	18.0%	4.9%	14.8%
Women's economic opportunities	9.7%	0.0%	45.2%	9.7%	19.4%	1.6%	14.5%
Domestic private sector development	16.4%	23.0%	1.6%	3.3%	6.6%	34.4%	14.8%
Trade and exports	30.6%	8.1%	0.0%	8.1%	17.7%	22.6%	12.9%
Economic growth	48.4%	3.2%	0.0%	9.7%	8.1%	14.5%	16.1%
Public sector governance/reform	34.9%	6.3%	9.5%	15.9%	12.7%	4.8%	15.9%
Job creation/employment	22.0%	20.3%	3.4%	8.5%	10.2%	10.2%	25.4%
Financial markets	8.1%	6.5%	0.0%	3.2%	8.1%	62.9%	11.3%
Health	11.5%	13.1%	14.8%	8.2%	26.2%	1.6%	24.6%
Regional integration	14.8%	1.6%	3.3%	9.8%	49.2%	1.6%	19.7%
Education	16.1%	6.5%	6.5%	40.3%	14.5%	0.0%	16.1%
Social protection	29.0%	6.5%	17.7%	9.7%	12.9%	1.6%	22.6%

*Highlighted areas show the top development areas where respondents believe the World Bank adds the most value.

X. Communication and Openness

General Information Sources



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

Preferred Information Sources

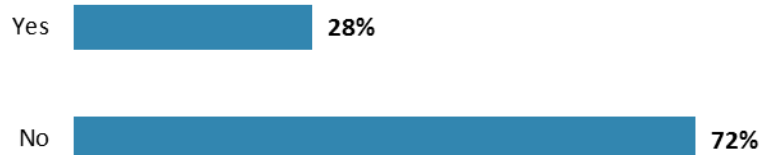


"How would you prefer to receive information from the World Bank? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

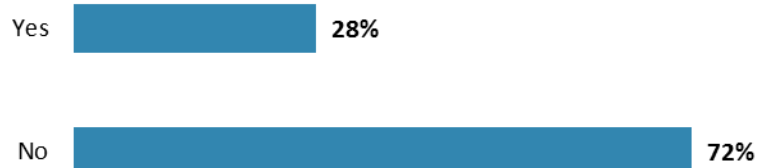
Access to Information

Percentage of Respondents (N=65)



"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?"

Percentage of Respondents (N=64)



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

Percentage of Respondents (N=23)



"Were you able to identify a point of contact at the World Bank?"

X. Communication and Openness (continued)

Access to Information (continued)

Percentage of Respondents (N=22)



"Were you able to obtain the requested information?"

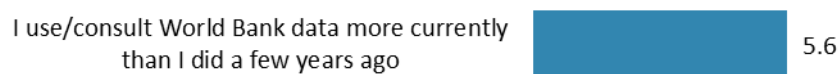
Percentage of Respondents (N=22)



"Was the information useful?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

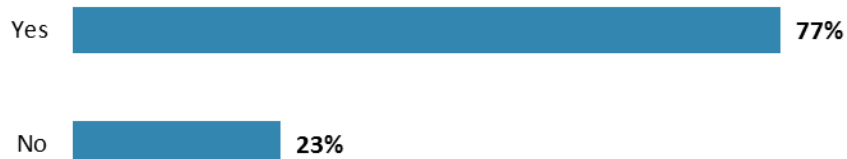


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

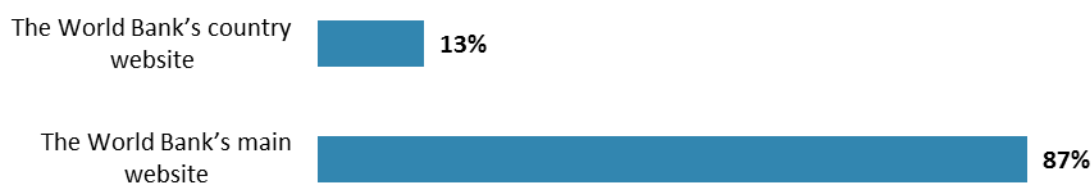
Website Usage

Percentage of Respondents (N=66)



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

Percentage of Respondents (N=56)



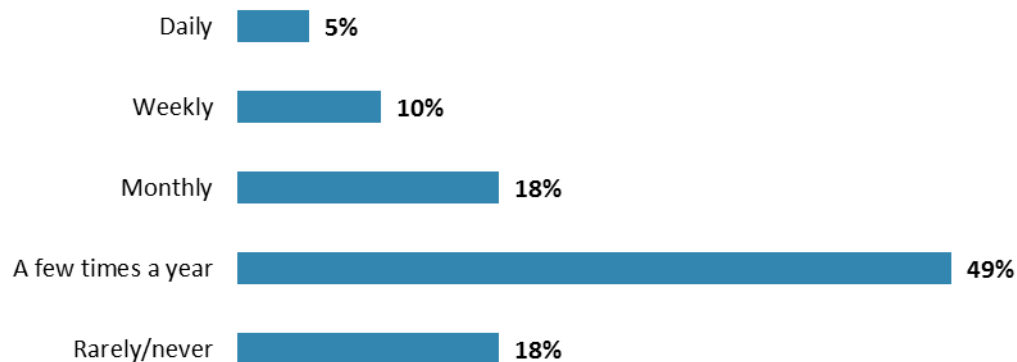
"Which do you primarily use?"

Percentage of Respondents (N=61)



"Which Internet device do you use primarily when visiting a World Bank website?"

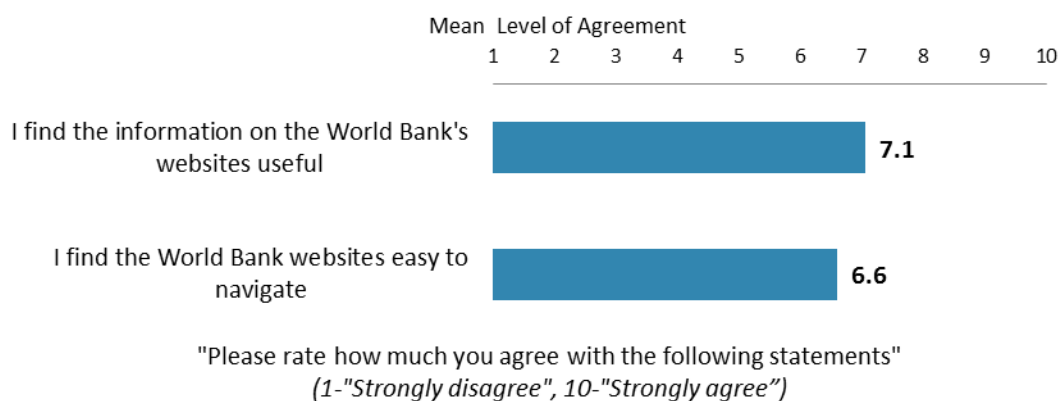
Percentage of Respondents (N=61)



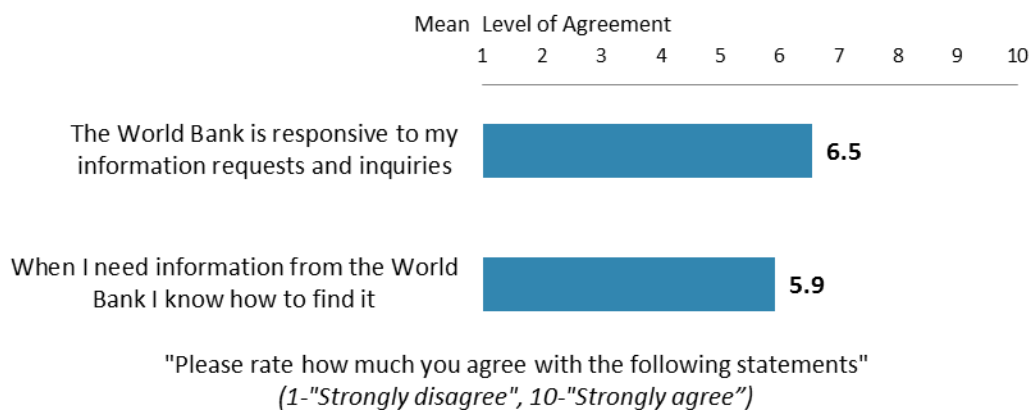
"How often do you access World Bank information online?"

X. Communication and Openness (continued)

Website Evaluation



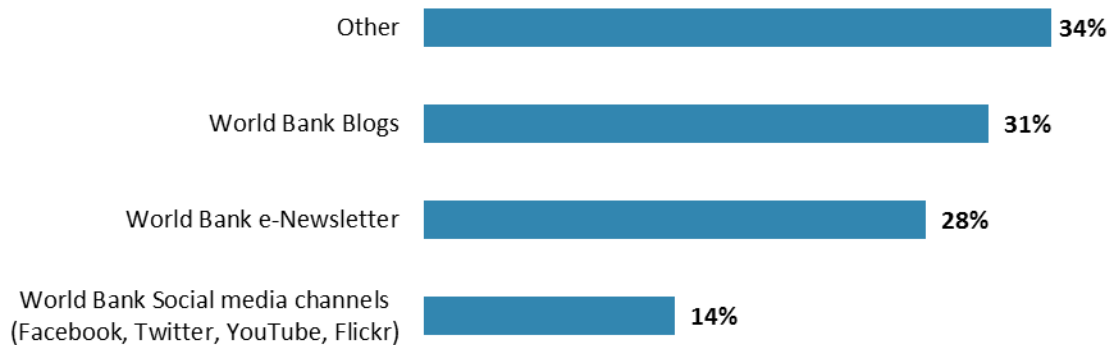
Information Sharing



X. Communication and Openness (continued)

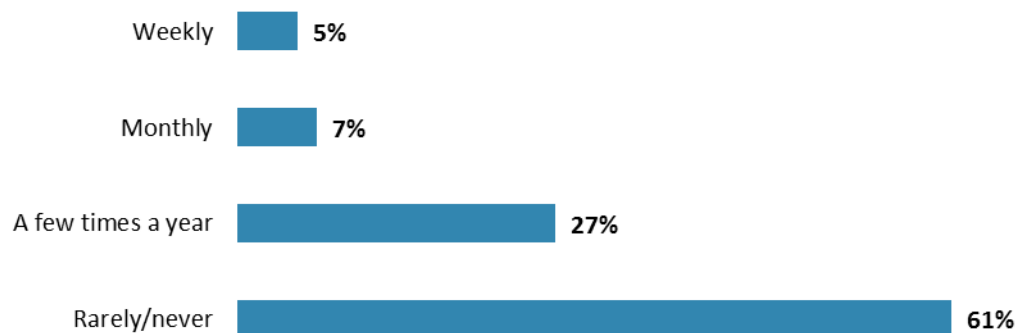
Social Media and e-Services

Percentage of Respondents (N=29)



"Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)" (Respondents chose from a list. Responses combined.)

Percentage of Respondents (N=59)



"How frequently do you consult World Bank apps?"

Mean Rating (N=26)



"How valuable do you consider the information you receive from the World Bank's social media channels?" (1 - "Not valuable at all", 10 - "Very valuable")

XI. Appendices

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Malaysia



Appendix A: Responses to All Questions across All Respondents (N=74)

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

A. General Issues Facing Malaysia

1. In general would you say that Malaysia is headed in ...?	Percentage of Respondents (N=70)
The right direction	74.3%
The wrong direction	15.7%
Not sure	10.0%

2. 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)	Percentage of Respondents (Responses Combined; N=71)
Public sector governance/reform	59.2%
Quality of education	45.1%
Anti corruption	28.2%
Economic growth	26.8%
Domestic private sector development	18.3%
Social protection	14.1%
Crime and violence	14.1%
Income inequality	12.7%
Cost of living	9.9%
Foreign direct investment	8.5%
Environmental sustainability	8.5%
Law and justice	8.5%
Regulatory framework	7.0%
Transport	5.6%
Job creation/employment	5.6%
Trade and exports	5.6%
Health	4.2%
Global/regional integration	2.8%
Rural development	2.8%
Poverty reduction	2.8%
Energy	2.8%
Women's economic opportunities	1.4%
Water and sanitation	1.4%
Urban development	1.4%
Financial markets	0.0%
Climate change	0.0%
Natural resource management	0.0%
Disaster management	0.0%
Information and communications technology	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank in Malaysia? (1-Not familiar at all, 10-Extremely familiar)	74	0	6.18	2.16

Overall Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Malaysia. (1-Not effective at all, 10-Very effective)	66	8	6.17	2.09

Staff Preparedness*	N	DK	Mean	SD
3. 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? (1-To no degree at all, 10-To a very significant degree)	66	7	6.68	1.91

4. 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)	Percentage of Respondents (Responses Combined; N=73)
Public sector governance/reform	45.2%
Economic growth	28.8%
Social protection	26.0%
Quality of education	23.3%
Regulatory framework	17.8%
Income inequality	13.7%
Rural development	12.3%
Trade and exports	12.3%
Domestic private sector development	11.0%
Anti corruption	11.0%
Global/regional integration	9.6%
Poverty reduction	8.2%
Cost of living	8.2%
Foreign direct investment	8.2%
Crime and violence	6.8%
Job creation/employment	6.8%
Environmental sustainability	5.5%
Climate change	5.5%
Natural resource management	5.5%
Financial markets	4.1%
Urban development	4.1%
Health	4.1%
Energy	2.7%
Women's economic opportunities	2.7%
Transport	1.4%
Law and justice	1.4%
Disaster management	1.4%
Water and sanitation	0.0%
Information and communications technology	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. 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?	Percentage of Respondents (N=69)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice	27.5%	20.6%	48.1%
Studies/analyses	23.2%	23.5%	46.7%
Technical assistance	24.6%	22.1%	46.7%
Training/capacity building	15.9%	11.8%	27.7%
Data	5.8%	7.4%	13.2%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	8.8%	8.8%
Convening/facilitating	0.0%	5.9%	5.9%
Other	2.9%	0.0%	2.9%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=71)
Not enough public disclosure of its work	26.8%
Not willing to honestly criticize policies and reform efforts in the country	26.8%
No country office	25.4%
Too influenced by developed countries	16.9%
Not adequately sensitive to political/social realities in Malaysia	15.5%
Not engaging enough with non-state actors	12.7%
Imposing technocratic solutions without regard to political realities	9.9%
Not aligned with country priorities	8.5%
Staff too inaccessible	7.0%
Cost of fee based services is too high	5.6%
World Bank processes too slow and complex	4.2%
Too bureaucratic in its operational policies and procedures	2.8%
Not exploring alternative policy options	2.8%
Other	2.8%
Not client focused	1.4%
The credibility of its knowledge/data	1.4%
Arrogant in its approach	1.4%

7. 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)	Percentage of Respondents (Responses Combined; N=72)
Private sector	59.7%
Academia/think tanks/research institutes	44.4%
NGOs	34.7%
Local government	31.9%
Parliament	13.9%
Media	5.6%
Faith based organizations	2.8%
Other	2.8%

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Malaysia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. Overall the World Bank currently plays a relevant role in development in Malaysia*	68	3	6.04	2.12
9. The World Bank's work is aligned with what I consider the development priorities for Malaysia*	67	4	6.34	2.02
10. The World Bank supports programs and strategies that are realistic for Malaysia	66	5	6.61	1.90
11. The World Bank treats clients and stakeholders in Malaysia with respect	65	6	7.72	1.65
12. The World Bank increases Malaysia's institutional capacity	66	5	6.41	1.86
13. The World Bank ensures consistency and continuity through staff changes	52	19	6.40	1.80
14. The World Bank's teams and visits are well coordinated	56	15	6.66	1.79

To what extent is the World Bank an effective development partner in Malaysia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Responsiveness*	59	11	6.61	1.79
16. Flexibility (in terms of the World Bank's products and services)	55	15	6.35	1.54
17. Flexibility (in terms of changing country circumstances)	54	16	6.15	1.46
18. Follow through over time	58	11	6.43	1.60
19. Openness (sharing data and other information)*	65	5	6.82	1.72
20. Staff accessibility	61	9	6.70	1.82
21. Straightforwardness and honesty	65	5	6.85	1.65
22. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	61	9	6.02	1.84
23. Collaboration with the Government*	61	9	7.25	1.67
24. Being inclusive	61	9	6.21	1.76

25. 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)	Percentage of Respondents (Responses Combined; N=70)
Political pressures and obstacles	42.9%
The way in which the government operates	37.1%
There is not an adequate level of citizen/civil society participation	28.6%
Reforms are not well thought out in light of country challenges	28.6%
The World Bank is not sensitive enough to political/social realities on the ground	18.6%
Lack of/inadequate levels of capacity	12.9%
The World Bank does not do adequate follow through/follow-up	7.1%
Other	2.9%
The World Bank works too slowly	1.4%

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? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Law and justice	19	47	4.53	2.09
2. Urban development	37	29	6.35	1.65
3. Environmental sustainability	36	29	6.06	1.69
4. Regulatory framework	36	30	6.28	1.67
5. Infrastructure	37	28	6.08	1.89
6. Women's economic opportunities	40	25	6.78	1.53
7. Domestic private sector development	38	27	6.37	1.67
8. Trade and exports	42	23	6.79	1.62
9. Economic growth	53	13	7.06	1.70
10. Public sector governance/reform	50	16	6.28	2.00
11. Job creation/employment	40	25	6.23	1.87
12. Financial markets	39	27	6.18	1.75
13. Health	31	34	5.48	1.88
14. Regional integration	33	32	5.94	1.97
15. Education	40	26	5.88	2.10
16. Social protection	37	28	6.59	1.83

17. 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)							
	Percentage of Respondents (N=64)						
	Private consulting firms	NGOs	Academia/ Think tanks	The World Bank Group	Other bilateral/ multilateral institutions	Private banking/ finance	Other
Law and justice	6.7%	38.3%	30.0%	3.3%	5.0%	0.0%	16.7%
Urban development	24.6%	1.6%	14.8%	23.0%	11.5%	9.8%	14.8%
Environmental sustainability	6.3%	37.5%	12.5%	10.9%	21.9%	0.0%	10.9%
Regulatory framework	8.2%	6.6%	23.0%	27.9%	9.8%	4.9%	19.7%
Infrastructure	24.6%	6.6%	3.3%	27.9%	18.0%	4.9%	14.8%
Women's economic opportunities	0.0%	45.2%	9.7%	9.7%	19.4%	1.6%	14.5%
Domestic private sector development	23.0%	1.6%	3.3%	16.4%	6.6%	34.4%	14.8%
Trade and exports	8.1%	0.0%	8.1%	30.6%	17.7%	22.6%	12.9%
Economic growth	3.2%	0.0%	9.7%	48.4%	8.1%	14.5%	16.1%
Public sector governance/reform	6.3%	9.5%	15.9%	34.9%	12.7%	4.8%	15.9%
Job creation/employment	20.3%	3.4%	8.5%	22.0%	10.2%	10.2%	25.4%
Financial markets	6.5%	0.0%	3.2%	8.1%	8.1%	62.9%	11.3%
Health	13.1%	14.8%	8.2%	11.5%	26.2%	1.6%	24.6%
Regional integration	1.6%	3.3%	9.8%	14.8%	49.2%	1.6%	19.7%
Education	6.5%	6.5%	40.3%	16.1%	14.5%	0.0%	16.1%
Social protection	6.5%	17.7%	9.7%	29.0%	12.9%	1.6%	22.6%

Achieving Development Results	N	DK	Mean	SD
18. To what extent does the World Bank's work help to achieve economic and social development results in Malaysia?* (1-To no degree at all, 10-To a very significant degree)	63	4	6.14	1.73

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statement about the World Bank in Malaysia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
19. The World Bank meets Malaysia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	63	4	6.43	1.86

D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=66)
Weekly	10.6%
Monthly	9.1%
A few times a year	37.9%
Rarely	30.3%
Never	12.1%

2. 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)	Percentage of Respondents (Responses Combined; N=66)
Public sector governance/reform	57.6%
Economic growth	30.3%
Quality of education	28.8%
Regulatory framework	13.6%
Domestic private sector development	12.1%
Social protection	12.1%
Anti corruption	12.1%
Cost of living	12.1%
Trade and exports	10.6%
Climate change	10.6%
Income inequality	10.6%
Women's economic opportunities	9.1%
Environmental sustainability	9.1%
Urban development	7.6%
Global/regional integration	7.6%
Energy	6.1%
Transport	6.1%
Rural development	6.1%
Poverty reduction	4.5%
Law and justice	4.5%
Financial markets	4.5%
Job creation/employment	4.5%
Health	4.5%
Foreign direct investment	3.0%
Crime and violence	3.0%
Water and sanitation	1.5%
Disaster management	1.5%
Natural resource management	1.5%
Information and communications technology	0.0%

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

In Malaysia, how effective do you believe the World Bank's knowledge work and activities are at: <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	52	15	7.00	1.66
4. Contributing to good policy making	54	13	6.96	1.70
5. Providing support for program implementation	42	25	6.40	2.11

In Malaysia, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	56	12	6.45	2.02
7. Include appropriate level of stakeholder involvement during preparation	53	15	6.23	1.90
8. Are relevant to Malaysia's development priorities	58	10	6.91	1.93
9. Provide feasible recommendations	55	13	6.93	1.65
10. Are accessible (well written and easy to understand)	61	7	7.13	1.96
11. Are source of relevant information on global good practices	59	9	7.49	1.66
12. Are useful in terms of the work you do	61	7	6.87	2.22
13. Are adequately disseminated	58	9	5.83	2.25
14. Are appropriately translated	50	17	6.00	2.24
15. Are adaptable to Malaysia's specific development challenges and country circumstances*	57	11	6.72	2.02

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-"Not significant at all", 10-"Very significant")</i>	58	8	6.34	2.15
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-"Very low technical quality", 10-"Very high technical quality")</i>	62	5	7.29	1.76
18. 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? <i>(1-"To no degree at all", 10-"To a very significant degree")</i>	47	20	6.77	1.99

E. The Future Role of the World Bank in Malaysia

Future Role of the World Bank	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Malaysia's economic and social development in the near future? <i>(1-Not a significant role at all, 10- Very significant role)</i>	65	9	7.14	1.70

E. The Future Role of the World Bank in Malaysia (continued)

2. Which of the following SHOULD the World Bank do to make itself of greater value in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
Reach out more to groups outside of government	47.8%
Improve the quality of its experts as related to Malaysia's specific challenges	37.3%
Offer more innovative knowledge services	32.8%
Provide more adequate data/knowledge/statistics/figures on Malaysia's economy	28.4%
Focus primarily on advocacy issues	10.4%
Ensure greater selectivity in its work	9.0%
Reduce costs of fee-based services	7.5%
Work faster	6.0%
Other	6.0%
Offer more innovative financial products	3.0%

F. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=66)
On-line news sites	66.7%
Local newspapers	65.2%
International newspapers	12.1%
Magazines	12.1%
Social media (Facebook, Twitter, Youtube)	9.1%
Other	9.1%
Blogs	6.1%
Local television	3.0%
Mobile phones (apps, instant messaging)	3.0%
Local radio	1.5%
International television	1.5%
International radio	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=66)
World Bank publications and other written materials	40.9%
e-Newsletters	39.4%
World Bank website	36.4%
World Bank seminars/workshops/conferences	31.8%
Direct contact with World Bank (i.e., face to face meetings/discussions)	21.2%
Informal conversations and discussions	7.6%
Social media (Facebook, Twitter, Youtube)	7.6%
Tablets and e-Reader	4.5%
Mobile phones	3.0%
Blogs	3.0%
Other	0.0%

F. Communication and Information Sharing (continued)

3. 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?	Percentage of Respondents (N=65)
Yes	27.7%
No	72.3%

4. Do you use/have used the World Bank website?	Percentage of Respondents (N=66)
Yes	77.3%
No	22.7%

5. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=64)
Yes	28.1%
No	71.9%

6. Were you able to identify a point of contact at the World Bank?	Percentage of Respondents (N=23)
Yes	91.3%
No	8.7%

7. Were you able to obtain the requested information?	Percentage of Respondents (N=22)
Yes	95.5%
No	4.5%

8. Was the information useful?	Percentage of Respondents (N=22)
Yes	95.5%
No	4.5%

9. Which do you primarily use? (Please mark only ONE response)	Percentage of Respondents (N=56)
The World Bank's country website	12.5%
The World Bank's main website	87.5%

10. Which Internet device do you use primarily when visiting a World Bank website? (Please mark only ONE response)	Percentage of Respondents (N=61)
Desktop/laptop	95.1%
Mobile (tablets/smart phones)	4.9%

11. How often do you access World Bank information online? (Please mark only ONE response)	Percentage of Respondents (N=61)
Daily	4.9%
Weekly	9.8%
Monthly	18.0%
A few times a year	49.2%
Rarely/never	18.0%

F. Communication and Information Sharing (continued)

12. How frequently do you consult World Bank apps? (Please mark only ONE response)	Percentage of Respondents (N=59)
Daily	0.0%
Weekly	5.1%
Monthly	6.8%
A few times a year	27.1%
Rarely/never	61.0%

13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)	Percentage of Respondents (Responses Combined; N=29)
Other	34.5%
World Bank Blogs	31.0%
World Bank e-Newsletter	27.6%
World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)	13.8%

World Bank's Social Media Channels	N	DK	Don't use	Mean	SD
14. How valuable do you consider the information you receive from the World Bank's social media channels? (1- Not valuable at all, 10- Very valuable)	26	32	9	7.38	1.60

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
15. I use/consult World Bank data more currently than I did a few years ago	58	7	5.64	2.44
16. I find the World Bank websites easy to navigate	54	5	6.59	1.74
17. I find the information on the World Bank's websites useful	54	4	7.06	1.65
18. When I need information from the World Bank I know how to find it	58	8	5.91	2.33
19. The World Bank is responsive to my information requests and inquiries	37	26	6.54	1.91

G. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=67)
Employee of Ministry/Ministerial Department/Implementation Agency	49.3%
Private sector organization	13.4%
Financial sector/Private bank	9.0%
Academia/Research institute/Think tank	9.0%
Independent Government Institution	4.5%
Office of the President, Prime Minister	3.0%
NGO	3.0%
Media	3.0%
Office of Minister	1.5%
Local Government Office or staff	1.5%
Bilateral agency	1.5%
Other	1.5%

G. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=67)
Other	20.9%
Financial markets/banking	19.4%
Private sector development/foreign direct investment	17.9%
Public sector governance/public financial management/anti-corruption	9.0%
Education	7.5%
Information and communications technology	6.0%
Natural resource management/environmental sustainability	4.5%
Energy	3.0%
Law and justice/regulatory framework	3.0%
Urban development	3.0%
Women's issues	1.5%
Health/ communicable/non-communicable diseases	1.5%
Job creation/employment	1.5%
Transport	1.5%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=66)
Yes	50.0%
No	50.0%

4. Which of the following describes most of your exposure to the World Bank in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
Use World Bank reports/data	49.3%
Collaborate as part of my professional duties	46.3%
Use World Bank website for information, data, research, etc.	28.4%
Engage in World Bank related/sponsored events/activities	25.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	17.9%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Malaysia

In general, would you say that Malaysia is headed in...?*

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
The right direction	96.7%	57.1%	50.0%	53.8%
The wrong direction	0.0%	21.4%	33.3%	46.2%
Not sure	3.3%	21.4%	16.7%	0.0%

*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Social protection	13.3%	13.3%	16.7%	7.7%
Transport	6.7%	6.7%	0.0%	0.0%
Public sector governance/reform	50.0%	66.7%	50.0%	69.2%
Global/regional integration	0.0%	13.3%	0.0%	0.0%
Women's economic opportunities	3.3%	0.0%	0.0%	0.0%
Domestic private sector development	23.3%	20.0%	0.0%	7.7%
Foreign direct investment	16.7%	0.0%	0.0%	0.0%
Water and sanitation	3.3%	0.0%	0.0%	0.0%
Anti corruption*	10.0%	40.0%	50.0%	61.5%
Job creation/employment*	6.7%	0.0%	33.3%	0.0%
Rural development	3.3%	6.7%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	6.7%	6.7%	16.7%	7.7%
Income inequality	10.0%	13.3%	16.7%	23.1%
Health	3.3%	6.7%	0.0%	7.7%
Quality of education	36.7%	60.0%	83.3%	38.5%
Poverty reduction	3.3%	0.0%	0.0%	7.7%
Energy	3.3%	0.0%	0.0%	0.0%
Cost of living	13.3%	0.0%	0.0%	7.7%
Climate change	0.0%	0.0%	0.0%	0.0%
Trade and exports	10.0%	6.7%	0.0%	0.0%
Crime and violence	16.7%	13.3%	0.0%	23.1%
Economic growth	40.0%	13.3%	16.7%	15.4%
Law and justice	3.3%	13.3%	0.0%	15.4%
Regulatory framework	10.0%	0.0%	16.7%	7.7%
Natural resource management	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Malaysia?	33	6.70	2.14	15	5.73	2.49	6	5.17	2.14	13	5.92	1.89

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

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Malaysia.	32	6.66	1.93	11	6.36	2.46	4	5.75	1.50	13	5.46	2.03

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

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Malaysia solve its most complicated development challenges?	32	6.97	2.04	12	6.58	1.98	5	6.00	1.41	11	6.18	2.09

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

B. Overall Attitudes toward the World Bank (continued)

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)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Social protection	27.3%	33.3%	50.0%	16.7%
Income inequality	3.0%	26.7%	16.7%	25.0%
Transport	0.0%	6.7%	0.0%	0.0%
Poverty reduction	12.1%	6.7%	0.0%	8.3%
Global/regional integration	3.0%	20.0%	0.0%	16.7%
Cost of living	15.2%	6.7%	0.0%	0.0%
Crime and violence	3.0%	13.3%	16.7%	8.3%
Domestic private sector development	15.2%	6.7%	0.0%	8.3%
Rural development	15.2%	0.0%	0.0%	16.7%
Foreign direct investment	12.1%	6.7%	16.7%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%
Energy	6.1%	0.0%	0.0%	0.0%
Job creation/employment	3.0%	6.7%	0.0%	8.3%
Financial markets	3.0%	6.7%	0.0%	0.0%
Urban development	3.0%	0.0%	0.0%	8.3%
Environmental sustainability	6.1%	6.7%	0.0%	8.3%
Public sector governance/reform	39.4%	53.3%	33.3%	58.3%
Information and communications technology	0.0%	0.0%	0.0%	0.0%
Quality of education*	12.1%	13.3%	66.7%	41.7%
Climate change	6.1%	6.7%	0.0%	8.3%
Women's economic opportunities	3.0%	0.0%	0.0%	0.0%
Trade and exports*	27.3%	0.0%	0.0%	0.0%
Economic growth	39.4%	33.3%	0.0%	8.3%
Law and justice*	0.0%	0.0%	16.7%	0.0%
Regulatory framework	18.2%	13.3%	16.7%	25.0%
Natural resource management	6.1%	6.7%	0.0%	8.3%
Anti corruption	3.0%	20.0%	33.3%	16.7%
Health*	0.0%	0.0%	33.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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 Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Technical assistance	26.7%	13.3%	16.7%	27.3%
Policy advice	23.3%	46.7%	33.3%	18.2%
Data	6.7%	0.0%	0.0%	18.2%
Training/capacity building	20.0%	20.0%	16.7%	0.0%
Studies/analyses	23.3%	20.0%	33.3%	18.2%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	18.2%

2nd Greatest Value Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Technical assistance	30.0%	14.3%	50.0%	9.1%
Policy advice	16.7%	21.4%	16.7%	27.3%
Data	3.3%	7.1%	0.0%	9.1%
Training/capacity building	10.0%	21.4%	16.7%	9.1%
Studies/analyses	23.3%	21.4%	16.7%	36.4%
Convening/facilitating	3.3%	7.1%	0.0%	9.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	13.3%	7.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Not client focused	0.0%	0.0%	0.0%	8.3%
Cost of fee based services is too high	9.4%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Malaysia	15.6%	6.7%	20.0%	25.0%
Not enough public disclosure of its work	15.6%	46.7%	20.0%	33.3%
No country office*	43.8%	6.7%	20.0%	8.3%
Not aligned with country priorities	0.0%	20.0%	0.0%	8.3%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	8.3%
Not engaging enough with non-state actors	6.3%	26.7%	20.0%	16.7%
Not willing to honestly criticize policies and reform efforts in the country*	12.5%	53.3%	20.0%	41.7%
Too influenced by developed countries	25.0%	6.7%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	12.5%	0.0%	40.0%	8.3%
World Bank processes too slow and complex	9.4%	0.0%	0.0%	0.0%
Too bureaucratic in its operational policies and procedures	6.3%	0.0%	0.0%	0.0%
Arrogant in its approach	3.1%	0.0%	0.0%	0.0%
Not exploring alternative policy options*	0.0%	0.0%	20.0%	0.0%
Staff too inaccessible	12.5%	0.0%	0.0%	8.3%
Other	3.1%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

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)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
NGOs	28.1%	33.3%	66.7%	41.7%
Local government	25.0%	20.0%	33.3%	50.0%
Private sector*	65.6%	80.0%	0.0%	41.7%
Academia/think tanks/research institutes*	56.3%	20.0%	83.3%	25.0%
Parliament*	3.1%	33.3%	16.7%	25.0%
Media	6.3%	0.0%	0.0%	16.7%
Faith based organizations	3.1%	6.7%	0.0%	0.0%
Other	3.1%	6.7%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)**To what extent do you agree with the following statements about the World Bank's work in Malaysia?** (1-Strongly disagree, 10-Strongly agree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Malaysia	32	6.47	1.87	12	5.58	2.50	6	5.50	2.95	12	5.75	2.14
The World Bank's work is aligned with what I consider the development priorities for Malaysia	32	6.53	1.92	13	6.00	2.45	5	6.80	1.92	11	6.45	1.97
The World Bank supports programs and strategies that are realistic for Malaysia	32	6.78	1.79	12	6.50	2.20	4	7.50	1.29	12	6.33	1.87
The World Bank treats clients and stakeholders in Malaysia with respect	32	7.81	1.62	13	7.38	1.89	5	8.80	1.10	10	7.60	1.65
The World Bank increases Malaysia's institutional capacity	31	6.87	1.69	14	6.14	2.11	6	6.33	2.50	11	5.73	1.68
The World Bank ensures consistency and continuity through staff changes	28	6.68	1.66	9	6.67	2.00	2	5.00	0.00	9	6.11	2.09
The World Bank's teams and visits are well coordinated	29	6.93	1.65	9	6.78	2.17	3	6.33	1.53	9	6.11	1.90

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

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	32	6.91	1.57	7	6.71	1.70	3	7.67	0.58	11	6.00	2.37
Flexibility (in terms of the World Bank's products and services)	30	6.50	1.61	7	6.29	1.38	4	7.00	0.82	9	6.11	1.54
Flexibility (in terms of changing country circumstances)	28	6.32	1.49	7	6.43	1.51	5	5.80	0.84	9	6.11	1.36
Follow through over time	30	6.83	1.37	7	6.57	1.51	5	6.20	2.17	10	5.50	1.84
Openness	33	7.00	1.77	9	6.67	1.73	6	7.50	1.05	11	6.82	1.66
Staff accessibility	32	6.84	1.72	8	6.88	1.96	6	6.50	2.26	9	6.78	1.92
Straightforwardness and honesty	32	7.03	1.60	10	6.60	1.58	6	7.17	2.14	11	6.91	1.70
Collaboration with groups outside of the Government	31	6.52	1.57	9	5.78	1.86	6	5.83	2.48	10	5.00	2.16
Collaboration with the Government	33	7.45	1.60	7	7.00	1.53	4	8.50	1.00	11	6.73	1.95
Being inclusive	31	6.55	1.43	9	6.00	1.94	5	5.60	2.97	11	6.00	1.95

B. Overall Attitudes toward the World Bank (continued)

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)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
The World Bank works too slowly	3.0%	0.0%	0.0%	0.0%
The way in which the government operates	33.3%	46.2%	50.0%	25.0%
There is not an adequate level of citizen/civil society participation	33.3%	15.4%	16.7%	41.7%
The World Bank does not do adequate follow through/follow-up	6.1%	7.7%	0.0%	16.7%
Lack of/inadequate levels of capacity	15.2%	15.4%	0.0%	0.0%
Political pressures and obstacles	30.3%	69.2%	66.7%	50.0%
Reforms are not well thought out in light of country challenges	36.4%	15.4%	33.3%	8.3%
The World Bank is not sensitive enough to political/social realities on the ground	18.2%	7.7%	33.3%	16.7%
Other*	0.0%	0.0%	0.0%	16.7%

*Significantly different between stakeholder groups

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

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Law and justice	7	5.57	1.81	6	4.67	2.25	2	3.00	1.41	4	3.25	2.06
Urban development	18	6.61	1.42	9	6.78	2.22	3	4.67	1.53	6	6.00	1.10
Environmental sustainability	17	6.59	1.58	8	5.63	2.07	3	6.00	2.65	8	5.38	0.92
Regulatory framework	19	6.63	1.61	6	7.00	2.10	3	5.00	1.73	7	5.43	0.98
Infrastructure*	19	6.26	1.82	7	7.29	2.21	3	4.00	1.00	8	5.38	1.19
Women's economic opportunities	26	7.12	1.53	5	6.40	1.52	2	6.00	1.41	7	6.00	1.41
Domestic private sector development	20	6.95	1.43	7	6.29	2.29	3	5.67	1.53	8	5.25	1.16
Trade and exports*	24	7.21	1.38	7	7.29	1.98	2	5.50	2.12	9	5.56	1.24
Economic growth*	29	7.41	1.45	9	7.56	1.67	3	8.00	1.00	11	5.64	1.80
Public sector governance/reform*	27	7.11	1.53	9	6.11	2.57	3	4.67	1.53	10	4.90	1.73
Job creation/employment	22	6.55	1.87	6	5.67	2.94	2	5.50	0.71	10	6.00	1.25
Financial markets	19	6.68	1.67	7	5.86	1.57	3	5.67	2.31	10	5.60	1.84
Health*	16	6.31	1.62	6	5.50	1.87	4	4.75	1.26	5	3.40	1.52
Regional integration	20	6.30	1.66	6	6.67	2.66	2	4.50	0.71	5	4.20	1.64
Education*	22	6.45	1.44	7	6.43	2.23	3	5.67	3.21	8	3.88	2.30
Social protection	22	7.00	1.51	6	6.67	2.34	2	5.50	0.71	7	5.57	2.30

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve economic and social development results in Malaysia?	33	6.64	1.39	12	6.00	1.91	6	5.50	2.51	11	5.36	1.75

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

To what extent do you agree with the following statement about the World Bank in Malaysia? (1-Strongly disagree, 10-Strongly agree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank meets Malaysia's needs for knowledge services (e.g., research, analysis, data, technical assistance).	33	6.94	1.54	13	6.08	1.98	5	5.60	2.30	11	5.91	2.17

D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**How frequently do you consult World Bank knowledge work and activities in the work you do?***

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Weekly	12.1%	21.4%	0.0%	0.0%
Monthly	9.1%	0.0%	33.3%	8.3%
A few times a year	54.5%	14.3%	33.3%	25.0%
Rarely	21.2%	35.7%	16.7%	50.0%
Never	3.0%	28.6%	16.7%	16.7%

*Significantly different between stakeholder groups

The World Bank's Knowledge Work and Activities (continued)

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)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Public sector governance/reform	42.4%	71.4%	66.7%	75.0%
Women's economic opportunities	18.2%	0.0%	0.0%	0.0%
Domestic private sector development	12.1%	28.6%	0.0%	0.0%
Foreign direct investment	6.1%	0.0%	0.0%	0.0%
Water and sanitation*	0.0%	0.0%	16.7%	0.0%
Trade and exports	18.2%	7.1%	0.0%	0.0%
Energy	9.1%	0.0%	0.0%	8.3%
Disaster management	0.0%	0.0%	0.0%	8.3%
Social protection	15.2%	0.0%	33.3%	8.3%
Climate change	12.1%	7.1%	0.0%	16.7%
Poverty reduction	3.0%	0.0%	0.0%	16.7%
Law and justice	3.0%	7.1%	0.0%	8.3%
Anti corruption	3.0%	21.4%	16.7%	25.0%
Financial markets	6.1%	7.1%	0.0%	0.0%
Income inequality	12.1%	7.1%	0.0%	16.7%
Urban development	9.1%	14.3%	0.0%	0.0%
Crime and violence	3.0%	0.0%	0.0%	8.3%
Quality of education	21.2%	28.6%	50.0%	41.7%
Global/regional integration	6.1%	7.1%	16.7%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%
Transport	9.1%	0.0%	16.7%	0.0%
Natural resource management	3.0%	0.0%	0.0%	0.0%
Job creation/employment	6.1%	7.1%	0.0%	0.0%
Health*	0.0%	0.0%	33.3%	8.3%
Economic growth	36.4%	35.7%	33.3%	8.3%
Rural development	6.1%	7.1%	0.0%	8.3%
Cost of living	18.2%	7.1%	0.0%	8.3%
Environmental sustainability	9.1%	7.1%	0.0%	16.7%
Regulatory framework	6.1%	21.4%	16.7%	16.7%

*Significantly different between stakeholder groups

The World Bank's Knowledge Work and Activities (continued)

In Malaysia, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	24	7.33	1.40	13	7.00	1.91	5	6.20	1.79	9	6.67	1.94
Contributing to good policy making*	28	7.46	1.26	10	7.20	1.81	5	5.80	1.92	10	5.90	2.13
Providing support for program implementation*	23	7.22	1.68	8	6.13	1.96	4	4.75	1.50	6	4.83	2.99

*Significantly different between stakeholder groups

In Malaysia, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	29	7.14	1.68	11	5.82	2.09	5	6.00	2.83	10	5.30	2.00
Include appropriate level of stakeholder involvement during preparation*	30	6.87	1.55	7	5.57	2.15	5	4.60	2.30	10	5.60	2.01
Are relevant to Malaysia's development priorities	30	7.40	1.50	12	6.67	1.87	5	6.40	3.13	11	6.09	2.30
Provide feasible recommendations	30	7.13	1.43	10	7.00	1.41	5	6.20	3.11	9	6.56	1.81
Are accessible (well written and easy to understand)	31	7.26	1.79	13	7.46	1.81	6	7.00	3.16	10	6.50	2.07
Are source of relevant information on global good practices	31	7.65	1.08	13	7.77	1.59	5	7.20	3.70	9	6.78	2.05
Are useful in terms of the work you do	31	7.48	1.15	13	6.46	2.70	6	6.33	3.83	11	5.91	2.66
Are adequately disseminated*	30	6.57	1.79	12	5.58	2.39	5	3.40	2.51	11	5.18	2.36
Are appropriately translated*	28	6.54	1.99	11	6.27	1.68	2	2.00	1.41	9	4.89	2.67
Are adaptable to Malaysia's specific development challenges and country circumstances	31	7.00	1.57	10	7.00	2.05	6	6.00	3.10	9	6.00	2.65

*Significantly different between stakeholder groups

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	32	6.94	1.46	11	5.82	2.32	4	5.50	3.70	11	5.45	2.77
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	32	7.47	1.54	14	7.21	1.58	5	8.00	1.58	11	6.55	2.50
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?	29	7.14	1.79	8	6.88	1.81	1	7.00		9	5.44	2.51

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-To no degree at all, 10-To a very significant degree)

E. The Future Role of the World Bank in Malaysia

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Malaysia's economic and social development in the near future?	33	7.09	1.59	15	7.13	1.88	6	7.33	1.37	11	7.18	2.14

(1-Not a significant role at all, 10-Very significant role)

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Improve the quality of its experts as related to Malaysia's specific challenges	45.5%	40.0%	33.3%	15.4%
Focus primarily on advocacy issues	6.1%	13.3%	0.0%	23.1%
Reduce costs of fee-based services	12.1%	0.0%	16.7%	0.0%
Reach out more to groups outside of government*	27.3%	73.3%	100.0%	46.2%
Ensure greater selectivity in its work	9.1%	13.3%	0.0%	7.7%
Provide more adequate data/knowledge/statistics/figures on Malaysia's economy*	18.2%	20.0%	50.0%	53.8%
Offer more innovative financial products	3.0%	6.7%	0.0%	0.0%
Offer more innovative knowledge services*	48.5%	26.7%	0.0%	15.4%
Work faster	12.1%	0.0%	0.0%	0.0%
Other	6.1%	6.7%	0.0%	7.7%

*Significantly different between stakeholder groups

F. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Local newspapers	68.8%	66.7%	83.3%	46.2%
International newspapers	12.5%	13.3%	16.7%	7.7%
Local radio	3.1%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%
Local television	6.3%	0.0%	0.0%	0.0%
International television	3.1%	0.0%	0.0%	0.0%
Magazines	12.5%	6.7%	16.7%	15.4%
On-line news sites*	65.6%	73.3%	16.7%	84.6%
Social media (Facebook, Twitter, Youtube)	3.1%	13.3%	16.7%	15.4%
Blogs	3.1%	6.7%	16.7%	7.7%
Mobile phones (apps, instant messaging)	0.0%	13.3%	0.0%	0.0%
Other	12.5%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups

F. Communication and Information Sharing (continued)**How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
World Bank website	31.3%	46.7%	16.7%	46.2%
Direct contact with World Bank (i.e., face to face meetings/discussions)	18.8%	26.7%	50.0%	7.7%
Informal conversations and discussions	6.3%	6.7%	0.0%	15.4%
e-Newsletters	50.0%	33.3%	33.3%	23.1%
World Bank seminars/workshops/conferences	37.5%	26.7%	33.3%	23.1%
World Bank publications and other written materials	43.8%	26.7%	50.0%	46.2%
Mobile phones	0.0%	6.7%	0.0%	7.7%
Social media (Facebook, Twitter, Youtube)	3.1%	20.0%	0.0%	7.7%
Blogs*	0.0%	0.0%	0.0%	15.4%
Tablets and e-Reader	3.1%	6.7%	0.0%	7.7%
Other	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	35.5%	13.3%	33.3%	23.1%
No	64.5%	86.7%	66.7%	76.9%

Do you use/have used the World Bank website?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	81.3%	66.7%	100.0%	69.2%
No	18.8%	33.3%	0.0%	30.8%

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

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	35.5%	20.0%	20.0%	23.1%
No	64.5%	80.0%	80.0%	76.9%

Were you able to identify a point of contact at the World Bank?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	92.9%	80.0%	100.0%	100.0%
No	7.1%	20.0%	0.0%	0.0%

F. Communication and Information Sharing (continued)**Were you able to obtain the requested information?**

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	100.0%	75.0%	100.0%	100.0%
No	0.0%	25.0%	0.0%	0.0%

Was the information useful?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	100.0%	75.0%	100.0%	100.0%
No	0.0%	25.0%	0.0%	0.0%

Which do you primarily use?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
The World Bank's country website	18.5%	0.0%	16.7%	8.3%
The World Bank's main website	81.5%	100.0%	83.3%	91.7%

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

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Desktop/laptop	100.0%	85.7%	100.0%	91.7%
Mobile (tablets/smart phones)	0.0%	14.3%	0.0%	8.3%

How often do you access World Bank information online?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Daily	0.0%	21.4%	0.0%	0.0%
Weekly	13.8%	7.1%	0.0%	8.3%
Monthly	17.2%	7.1%	50.0%	16.7%
A few times a year	55.2%	35.7%	50.0%	50.0%
Rarely/never	13.8%	28.6%	0.0%	25.0%

How frequently do you consult World Bank apps?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Daily	0.0%	0.0%	0.0%	0.0%
Weekly	3.7%	14.3%	0.0%	0.0%
Monthly	0.0%	14.3%	16.7%	8.3%
A few times a year	40.7%	21.4%	16.7%	8.3%
Rarely/never	55.6%	50.0%	66.7%	83.3%

F. Communication and Information Sharing (continued)**Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)**

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
World Bank E-newsletter	27.3%	25.0%	0.0%	37.5%
World Bank Blogs	27.3%	37.5%	50.0%	25.0%
World Bank social media channels (incl. Facebook, Twitter, YouTube, Flickr)	0.0%	37.5%	0.0%	12.5%
Other	45.5%	12.5%	50.0%	37.5%

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How valuable do you consider the information you receive from the World Bank's social media channels?	10	6.90	0.99	7	7.43	1.72	3	8.00	1.73	6	7.83	2.32

*(1-Not valuable at all, 10-Very valuable)***Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	30	6.03	1.87	11	5.45	3.05	6	4.83	3.71	11	5.18	2.56
I find the World Bank websites easy to navigate	25	6.52	1.45	13	6.77	2.05	6	7.33	1.63	10	6.10	2.13
I find the information on the World Bank's websites useful	26	7.04	1.15	12	7.08	2.31	6	7.83	1.72	10	6.60	1.90
When I need information from the World Bank I know how to find it	28	6.07	2.16	13	5.62	2.50	6	5.83	2.86	11	5.91	2.59
The World Bank is responsive to my information requests and inquiries	21	6.48	1.69	10	7.00	1.70	2	6.50	3.54	4	5.75	3.20

G. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Yes	66.7%	35.7%	33.3%	30.8%
No	33.3%	64.3%	66.7%	69.2%

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Department/Implementation Agency	Private Sector Organization/ Financial Sector/Private Bank	Academia/Research Institute/Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	6.1%	26.7%	16.7%	38.5%
Use World Bank reports/data	60.6%	26.7%	50.0%	46.2%
Engage in World Bank related/sponsored events/activities	21.2%	46.7%	33.3%	7.7%
Collaborate as part of my professional duties	51.5%	33.3%	33.3%	53.8%
Use World Bank website for information, data, research, etc.	27.3%	33.3%	33.3%	23.1%

*Significantly different between stakeholder groups

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Malaysia? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Malaysia.	5.04	7.38	6.37	5.78	6.00	6.52	6.22	6.47	6.06	6.52	6.30	6.24
To what extent do you believe the World Bank's staff is well prepared to help Malaysia solve its most complicated development challenges?	5.82	7.41	6.67	6.63	6.50	6.81	6.73	6.50	6.45	6.90	6.56	6.94
Overall the World Bank currently plays a relevant role in development in Malaysia	4.97	7.09	6.17	5.44	5.55	6.52	6.04	6.13	5.91	6.23	6.19	5.79
The World Bank's work is aligned with what I consider the development priorities for Malaysia	5.40	7.42	6.51	6.00	6.18	6.64	6.36	6.63	6.19	6.69	6.51	6.22
Responsiveness	5.83	7.43	6.91	5.89	6.73	6.74	6.68	6.92	6.56	6.92	6.63	7.08
Openness	6.32	7.55	7.06	6.50	7.42	6.61	6.82	7.43	6.75	7.22	6.88	7.19
Collaboration with groups outside of the Government	5.08	6.84	6.11	5.80	6.15	5.97	6.19	5.62	5.73	6.42	6.03	6.12
Collaboration with the Government	6.44	8.07	7.48	6.56	7.32	7.33	7.23	7.67	7.10	7.58	7.24	7.57
To what extent does the World Bank's work help to achieve economic and social development results in Malaysia?	5.48	6.79	6.27	5.70	5.63	6.69	6.24	6.00	5.94	6.45	6.27	5.94
The World Bank meets Malaysia's needs for knowledge services (e.g., research, analysis, data, technical assistance).	5.83	7.03	6.51	6.22	5.87	7.03	6.50	6.38	6.44	6.50	6.52	6.33
To what extent do you believe that the World Bank's knowledge work and activities are adaptable to Malaysia's specific development challenges and country circumstances?	5.64	7.61	6.77	6.50	6.56	6.87	6.61	7.07	6.72	6.74	6.71	6.78
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.26	7.29	6.50	5.60	5.62	6.94	6.50	5.86	6.30	6.39	6.19	6.80
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.60	7.94	7.49	6.36	6.97	7.59	7.26	7.38	7.06	7.53	7.22	7.47

Yellow highlight indicates significant difference between Yes and No mean.

Appendix D: Indicator Questions by Stakeholder Groups

	Employee of Ministry/ Ministerial Department/ Implementation Agency			Private sector organization/ Financial sector/ Private bank			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Malaysia.	32	6.66	1.93	11	6.36	2.46	4	5.75	1.50	13	5.46	2.03
To what extent do you believe the World Bank's staff is well prepared to help Malaysia solve its most complicated development challenges?	32	6.97	2.04	12	6.58	1.98	5	6.00	1.41	11	6.18	2.09
Overall the World Bank currently plays a relevant role in development in Malaysia	32	6.47	1.87	12	5.58	2.50	6	5.50	2.95	12	5.75	2.14
The World Bank's work is aligned with what I consider the development priorities for Malaysia	32	6.53	1.92	13	6.00	2.45	5	6.80	1.92	11	6.45	1.97
Responsiveness	32	6.91	1.57	7	6.71	1.70	3	7.67	0.58	11	6.00	2.37
Openness	33	7.00	1.77	9	6.67	1.73	6	7.50	1.05	11	6.82	1.66
Collaboration with groups outside of the Government	31	6.52	1.57	9	5.78	1.86	6	5.83	2.48	10	5.00	2.16
Collaboration with the Government	33	7.45	1.60	7	7.00	1.53	4	8.50	1.00	11	6.73	1.95
To what extent does the World Bank's work help to achieve economic and social development results in Malaysia?	33	6.64	1.39	12	6.00	1.91	6	5.50	2.51	11	5.36	1.75
The World Bank meets Malaysia's needs for knowledge services (e.g., research, analysis, data, technical assistance).	33	6.94	1.54	13	6.08	1.98	5	5.60	2.30	11	5.91	2.17
To what extent do you believe that the World Bank's knowledge work and activities are adaptable to Malaysia's specific development challenges and country circumstances?	31	7.00	1.57	10	7.00	2.05	6	6.00	3.10	9	6.00	2.65
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	32	6.94	1.46	11	5.82	2.32	4	5.50	3.70	11	5.45	2.77
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	32	7.47	1.54	14	7.21	1.58	5	8.00	1.58	11	6.55	2.50

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
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											<input type="checkbox"/>	
B16	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B18	Follow through over time											<input type="checkbox"/>	
B19	Openness (sharing data and other information)											<input type="checkbox"/>	
B20	Staff accessibility											<input type="checkbox"/>	
B21	Straightforwardness and honesty											<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
B23	Collaboration with the Government											<input type="checkbox"/>	
B24	Being inclusive											<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): _____

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 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	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank 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	<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 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

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 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			
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"/>		

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

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!