



The Philippines

The World Bank
Country Survey
FY 2013

Report of Findings
January 2013

Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues facing the Philippines.....	11
V. Overall Attitudes toward the World Bank	15
VI. Sectoral Effectiveness.....	20
VII. World Bank Knowledge and Instruments	23
VIII. How the World Bank Operates.....	32
IX. The Future Role of the World Bank in the Philippines	35
X. Communication and Openness.....	37
XI. Appendices.....	44



I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In October and November 2012, 1,536 stakeholders of the World Bank in the Philippines 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 among civil society organizations (NGOs, community-based organizations, faith-based organizations, academia/think tanks, and trade unions); donors (bilateral or multilateral development agencies); government (House of Representatives member or staff, Senate member or staff, judicial branch official or staff, local government unit officials or staff, national executive branch officials or staff, and project management units (PMUs) for a World Bank-supported project official or staff); government-owned corporation or financial institution official or staff; the media (press, radio, TV, web, etc.); and the private sector (banks/financial sector, private organizations or business, and consultants or contractors). A total of 328 stakeholders participated in the country survey (21%).

Respondents received questionnaires via courier, post, or email and returned it accordingly. Respondents were asked about: general issues facing the Philippines, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in the Philippines, and the Bank's communication and information sharing.

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

- A. Background Information: Respondents were asked to describe their current organization and identify their specialization, with which agency within the World Bank Group they primarily work, their exposure to the Bank in the Philippines, and their geographic location.

II. Methodology (continued)

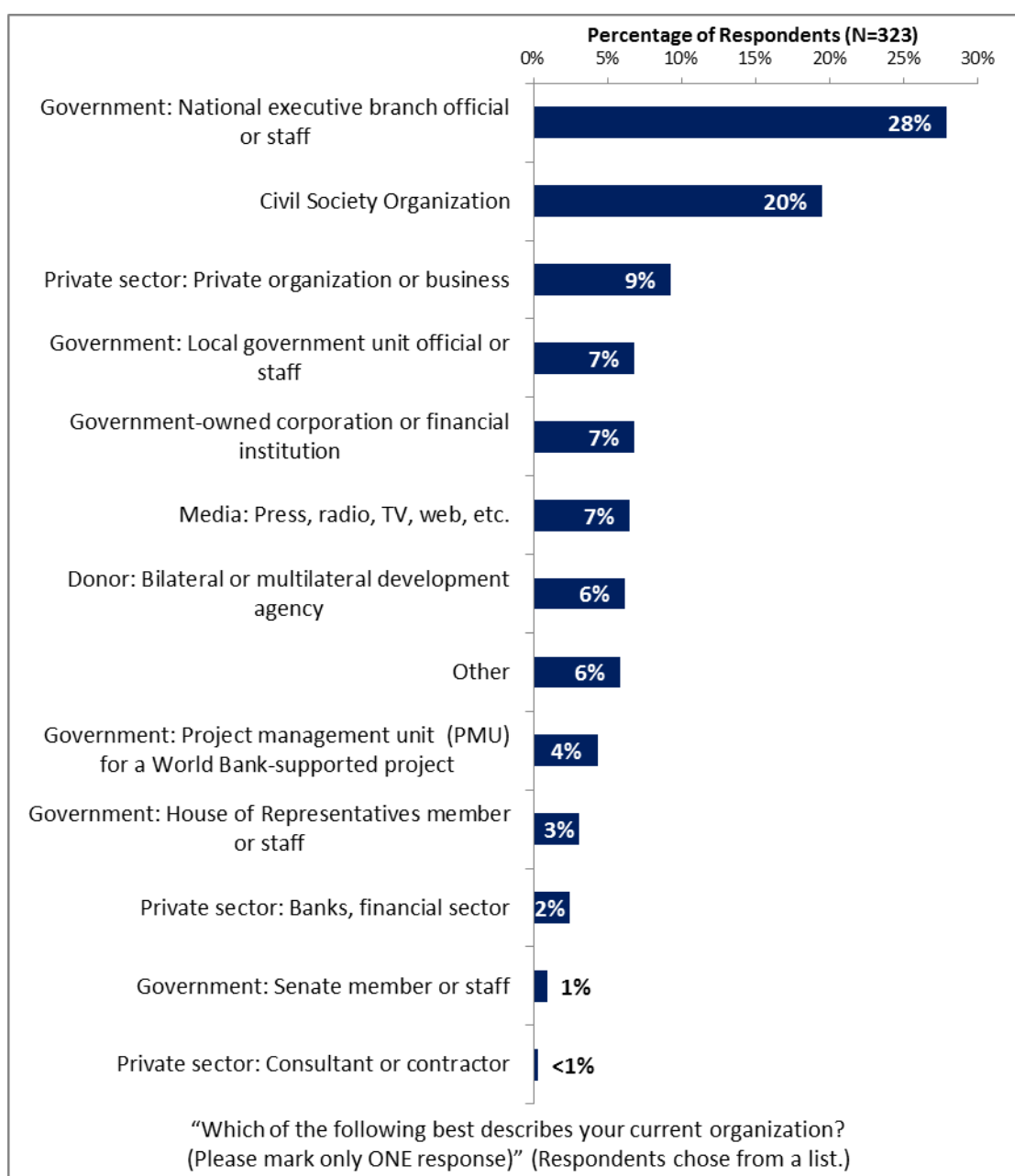
- B. General Issues facing the Philippines: Respondents were asked to indicate whether the Philippines was headed in the right or wrong direction, the most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth in the Philippines.
- C. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank (IBRD/IDA) and IFC, the World Bank and IFC's effectiveness in the Philippines, World Bank and IFC staff preparedness, agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most effective instruments in helping to reduce poverty in the Philippines, and how they attribute slow or failed reform efforts.
- D. World Bank Effectiveness and Results: Respondents were asked to rate the Bank's level of effectiveness across twelve key development areas in the Philippines, the extent to which the Bank's work helps achieve sustainable development results in the Philippines, and the extent to which the World Bank Group meets the Philippines' need for financial instruments, knowledge services, and financial products.
- E. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge and research in the work they do and to rate the effectiveness and quality of the Bank's knowledge and research, including how significant a contribution it makes to development results and its technical quality.
- F. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable and the Bank disbursing funds promptly.
- G. The Future Role of the World Bank in the Philippines: Respondents were asked to rate how significant a role the Bank should play in the Philippines' development in the near future and how effectively the different agencies within the World Bank Group collaborate. Respondents were also asked to indicate what the Bank should do to make itself of greater value in the Philippines.
- H. 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, their access to the Internet, their usage and evaluation of the Bank's websites, and their usage and evaluation of the Bank's KDCs and online resource centers. Respondents were asked about their awareness of the Bank's and IFC's Access to Information policies, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked to indicate their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 148 respondents (54% response rate) who completed the survey in FY 2005 and the 337 respondents (22% response rate) who completed the survey in FY 2009. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

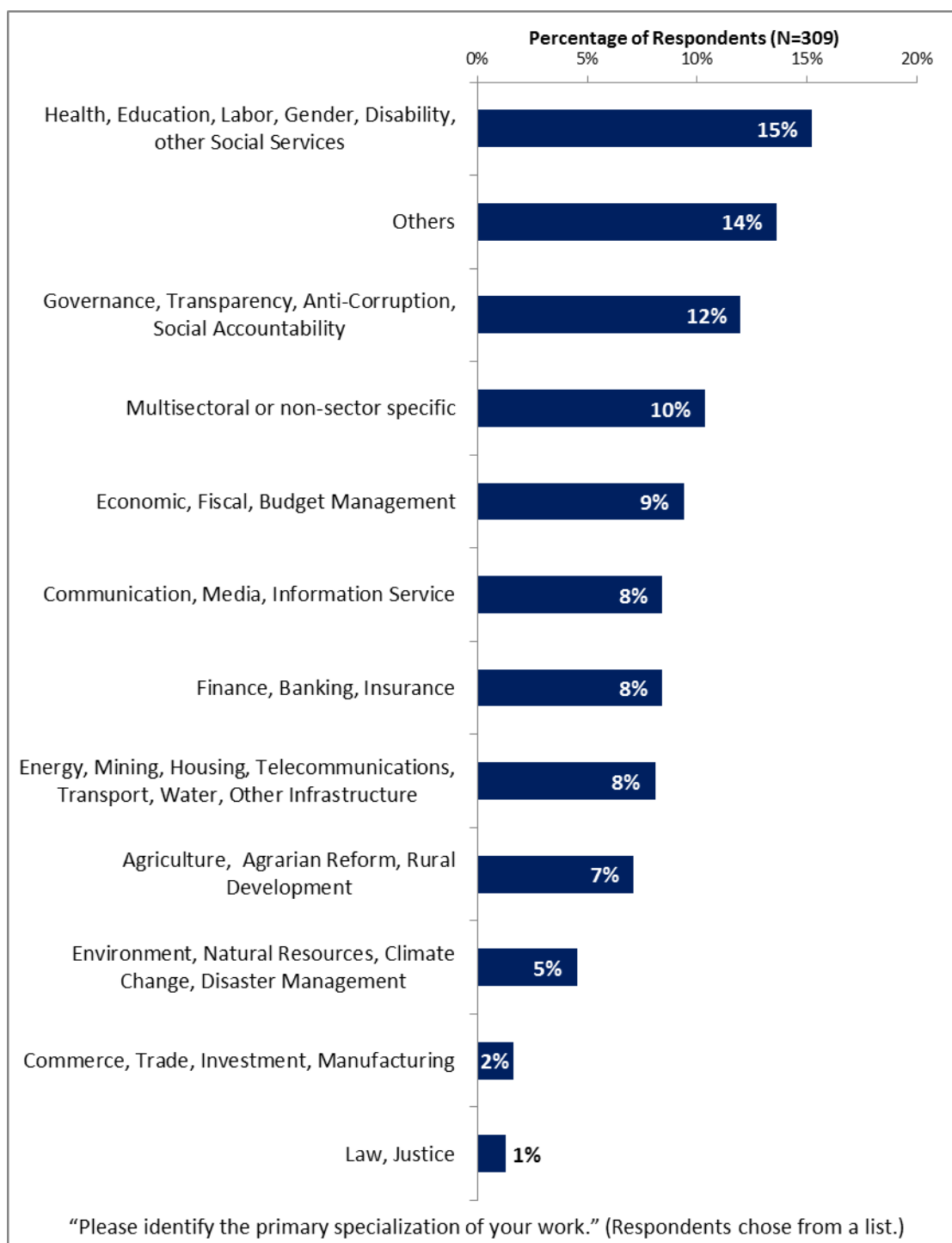
Current Position

- For further analyses, the small number of respondents from the House of Representatives was combined with those from the Senate and all respondents from private sector entities were combined into one “Private Sector” category.



III. Demographics of the Sample (continued)

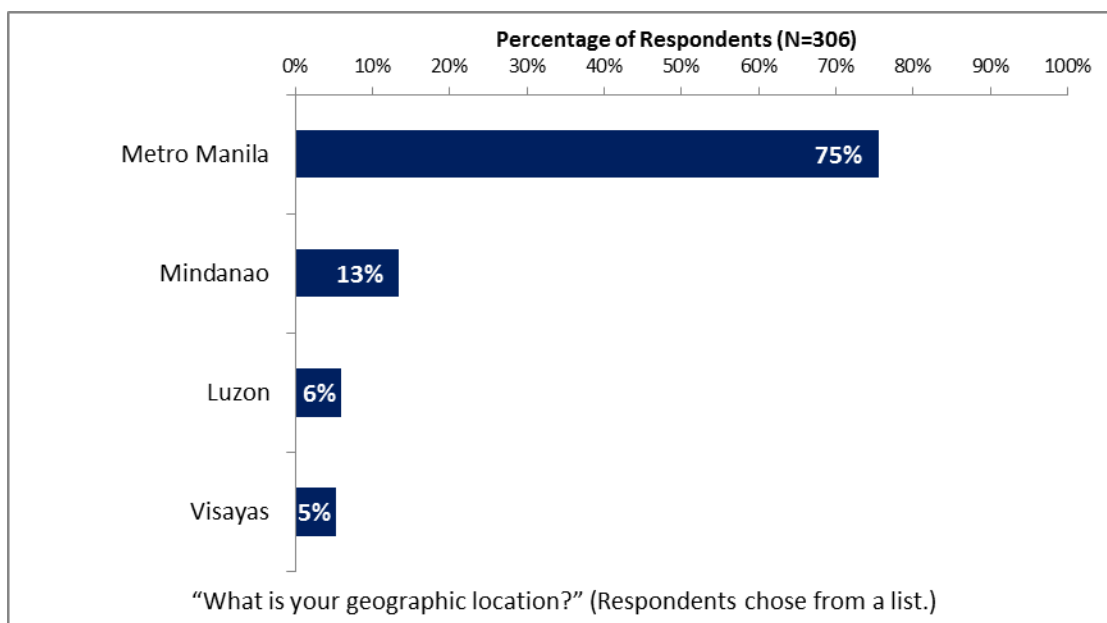
Area of Primary Specialization



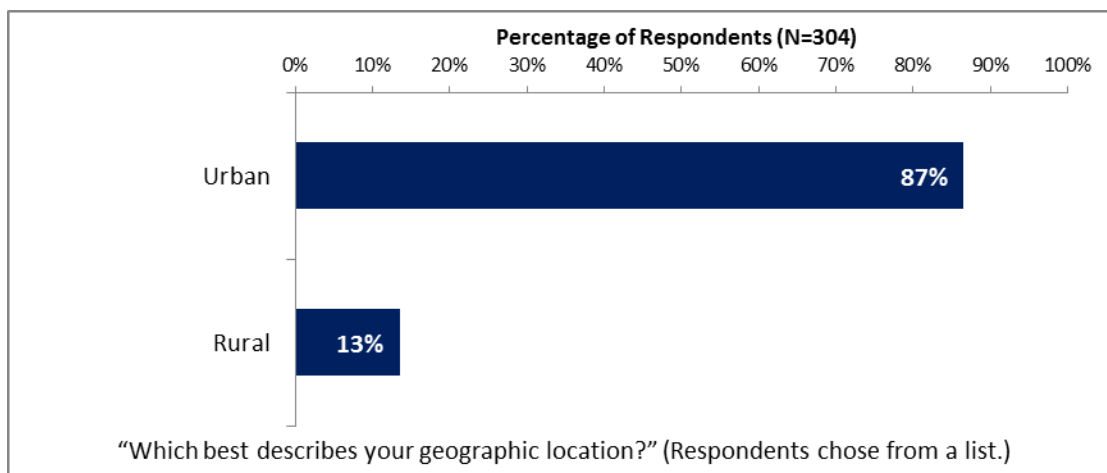
III. Demographics of the Sample (continued)

Geographic Location

- For further analyses, the small number of respondents from Mindanao, Luzon, and Visayas were combined into an “Other Areas” category. Responses across geographic locations for all country survey questions can be found in the Appendix (see page 78). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



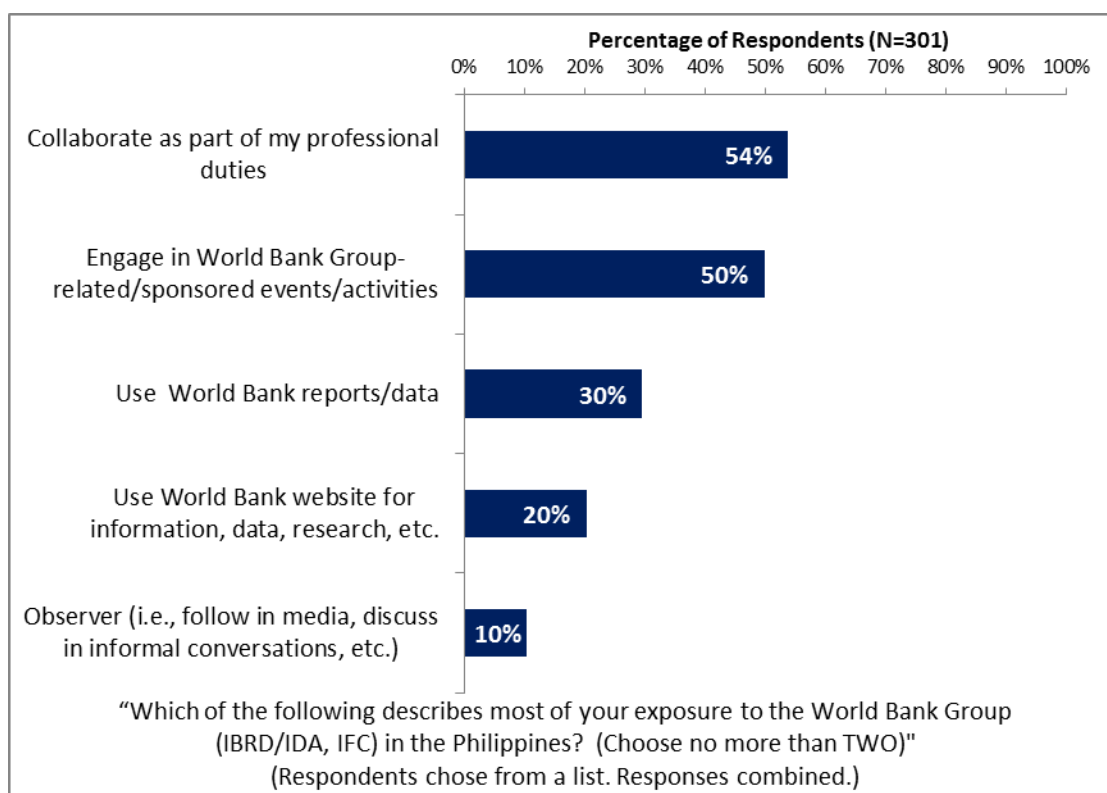
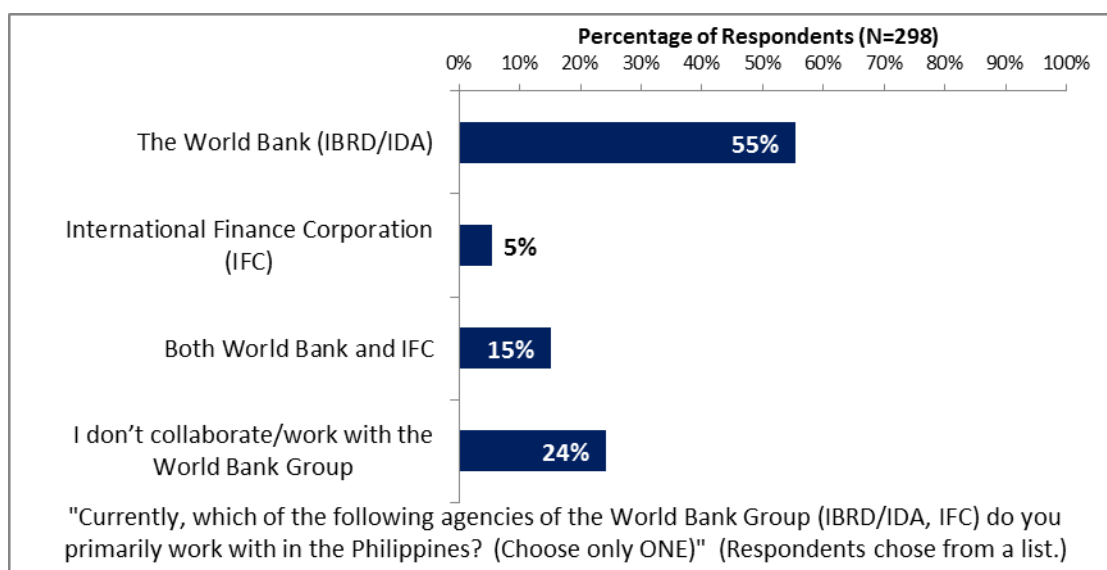
- Although not discussed in the body of this report, responses across geographic locations, in terms of urban and rural areas, for all country survey questions can be found in the Appendix (see page 89).



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

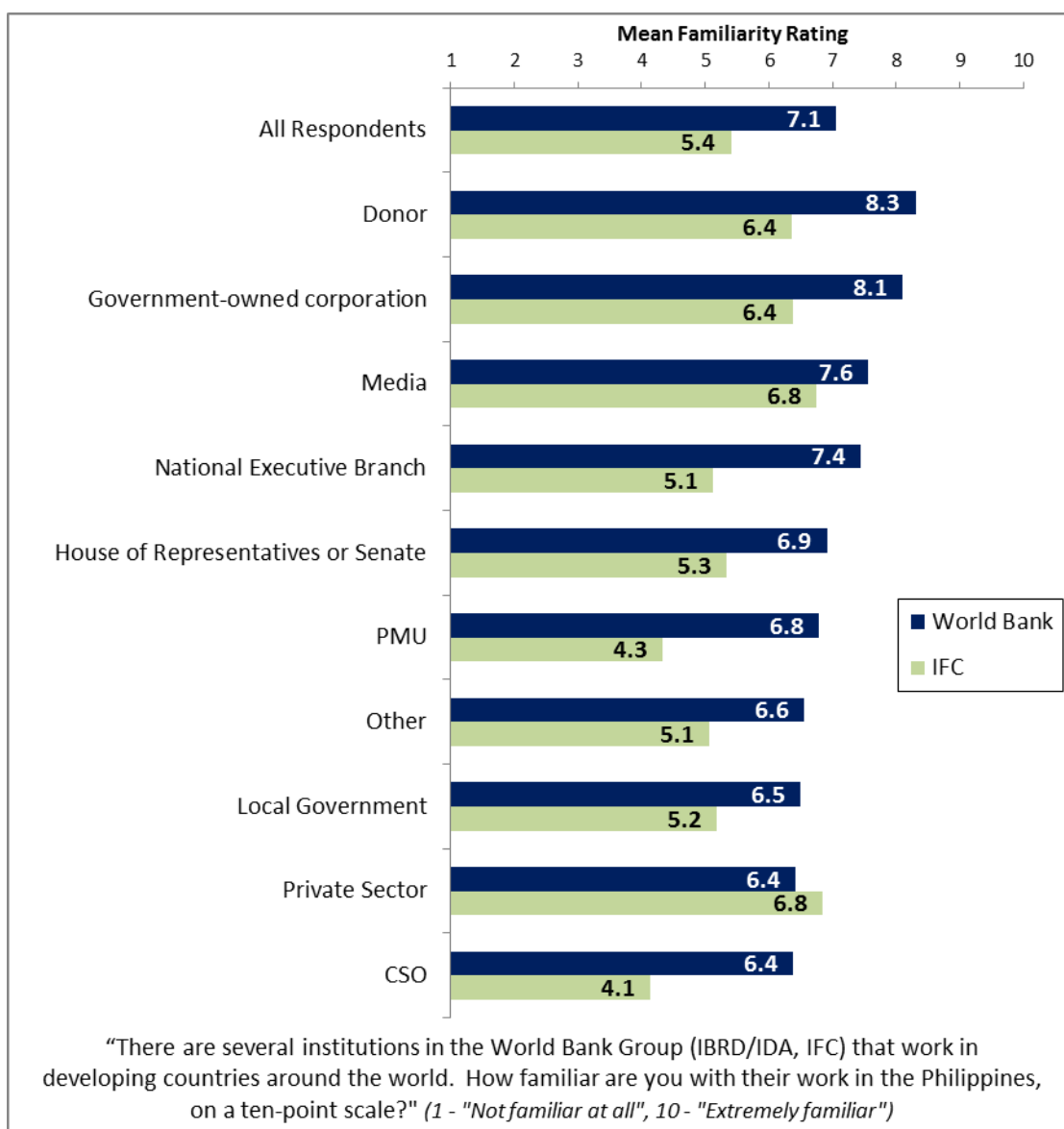
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in the Philippines, can be found in the Appendix (page 102). Please note that where these factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents indicated significantly higher levels of familiarity with the World Bank compared to the IFC.
- Respondents in this year's survey indicated significantly higher levels of familiarity with the World Bank compared to respondents in the FY '05 country survey (6.3), but statistically similar levels of familiarity compared to respondents from the FY '09 country survey (6.9).



III. Demographics of the Sample (continued)

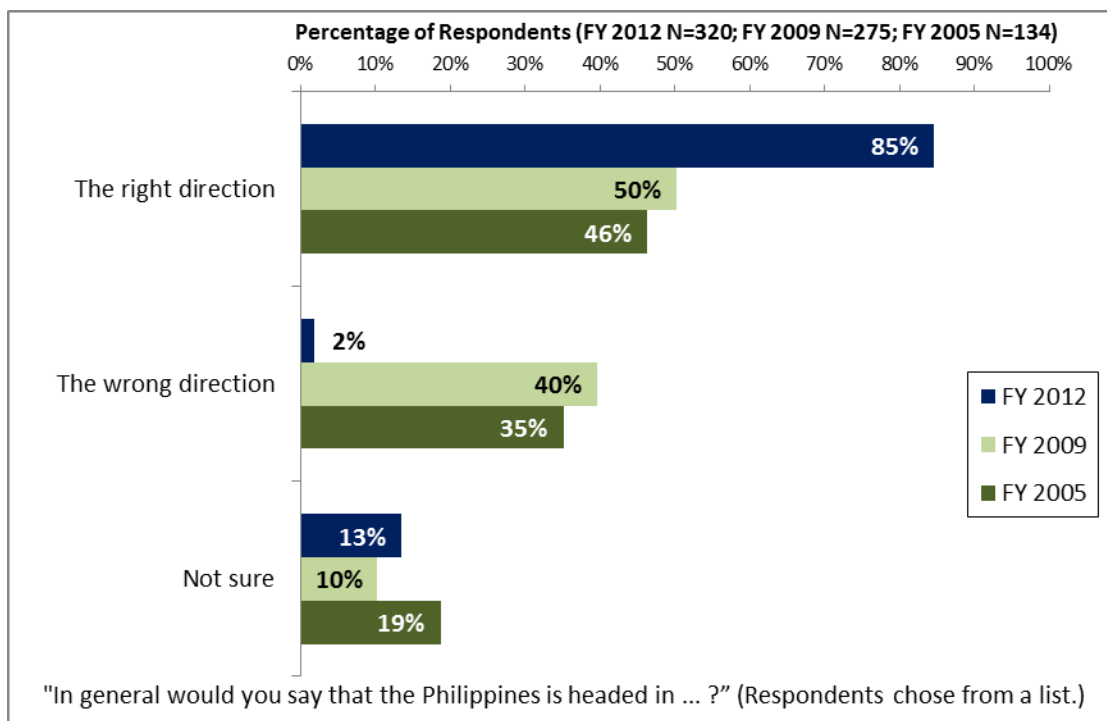
Familiarity with the World Bank Group (continued)

- Donors and respondents from government-owned corporations had the highest levels of familiarity with the World Bank whereas respondents from private sector and CSOs had significantly lower levels of familiarity. In contrast, respondents from private sector and the media had the highest levels of familiarity with the IFC whereas respondents from PMUs and CSOs had significantly lower levels of familiarity with the IFC.
- Respondents from Metro Manila had significantly higher levels of familiarity with the World Bank (7.2) and the IFC (5.6) compared to respondents from Other Areas (6.3 and 4.7, respectively).
- Respondents' ratings of familiarity with the World Bank (IBRD/IDA) were significantly, moderately correlated with respondents' ratings of familiarity with IFC.
 - Respondents' ratings of familiarity with the World Bank (IBRD/IDA) were significantly, moderately correlated with their perceptions of the World Bank's (IBRD/IDA) overall effectiveness in the Philippines, and had small, but significant correlations with the Bank's ability to help achieve sustainable development results, and the Bank's relevance to the Philippines' development.
 - Respondents' ratings of familiarity with the IFC were significantly, strongly correlated with their perceptions of the IFC's overall effectiveness in the Philippines.

IV. General Issues facing the Philippines

Headed in the Right Direction

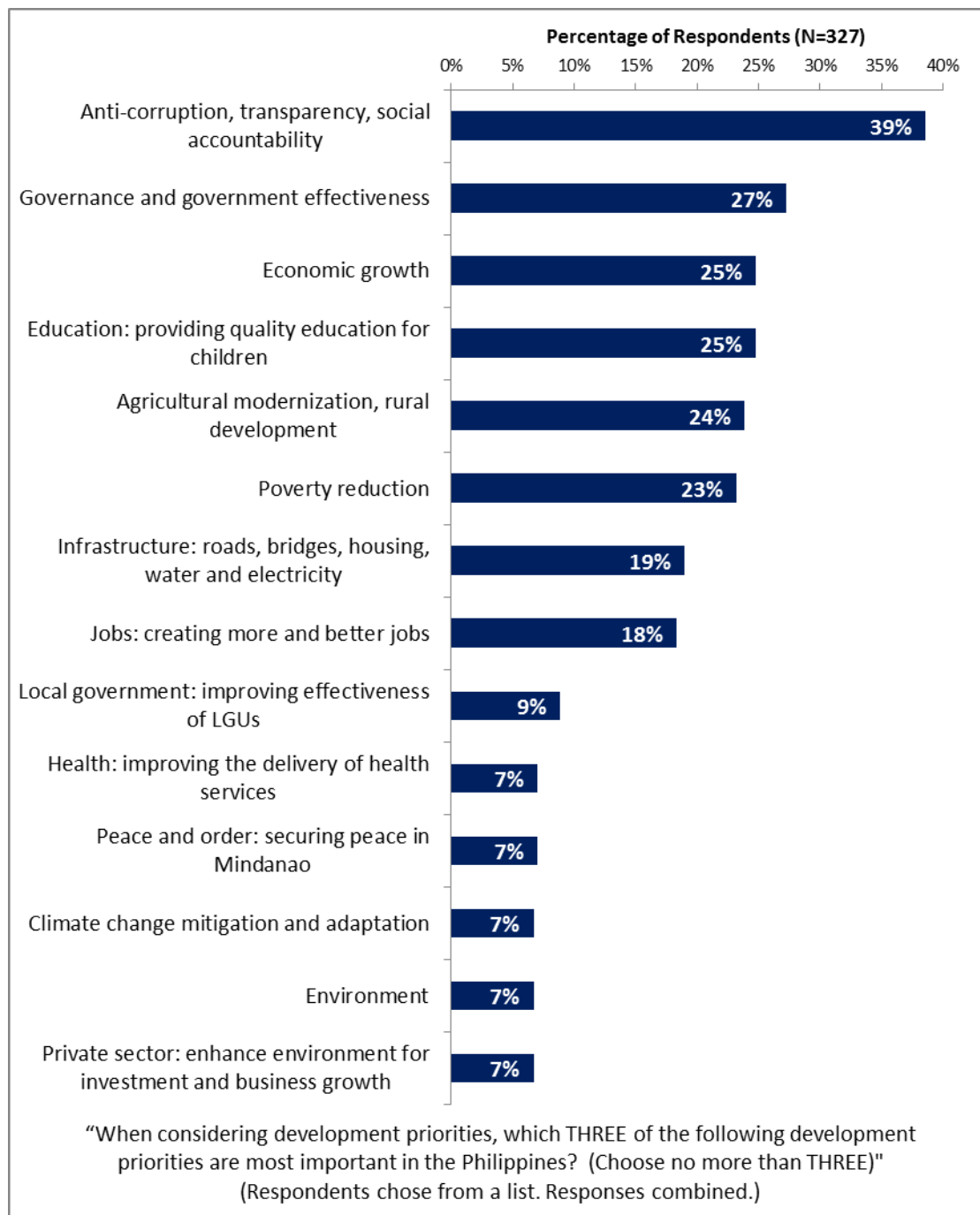
- When asked whether the Philippines was headed in the right or wrong direction, 85% of respondents indicated that the Philippines was headed in the right direction, significantly more than in the FY '09 and FY '05 country surveys.



IV. General Issues facing the Philippines (continued)

Development Priorities

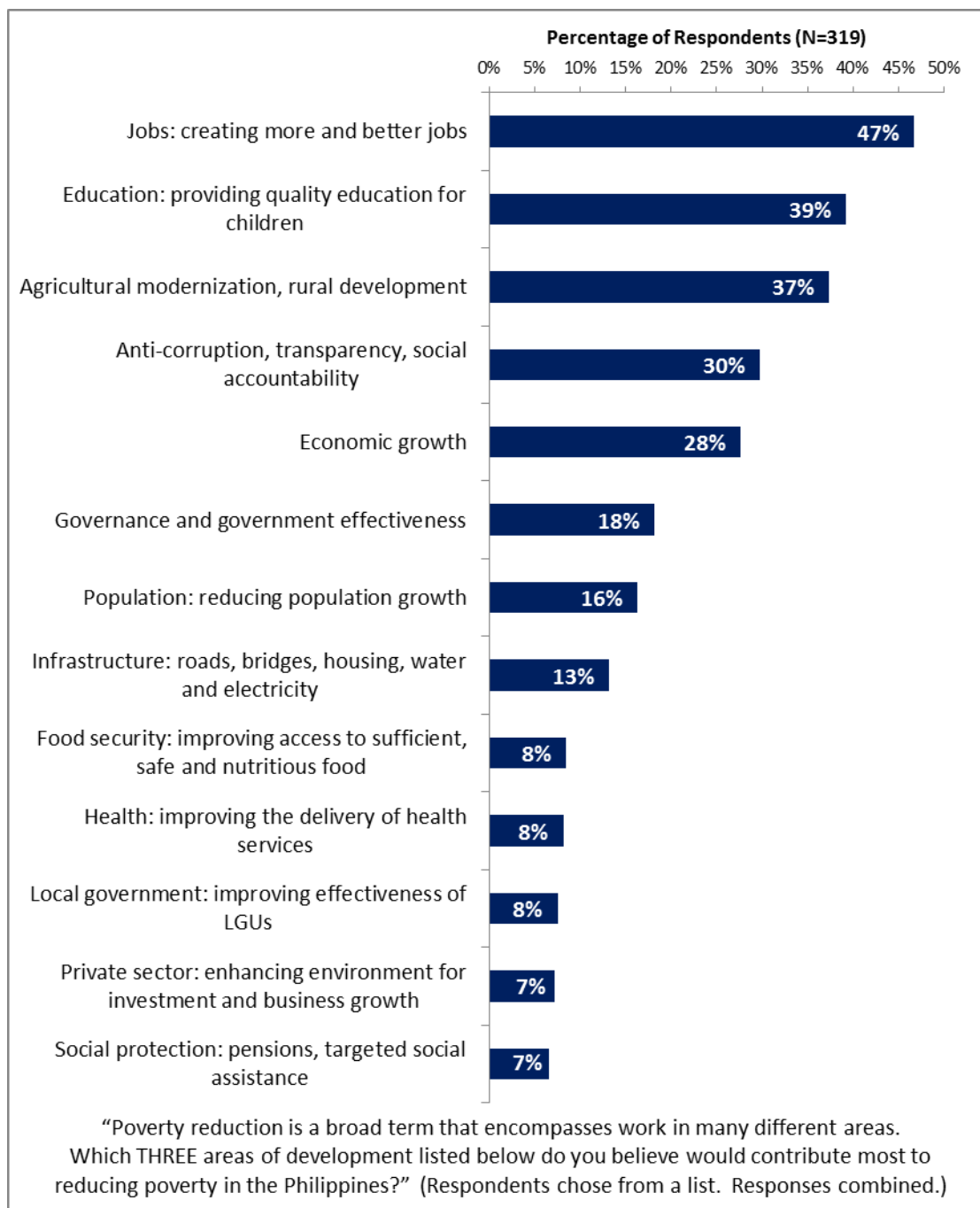
- Respondents in the FY '09 and FY '05 country surveys indicated that reducing poverty (32% and 32%, respectively) and reducing corruption (32% and 29%, respectively) were the most important development priorities for the Philippines.



IV. General Issues facing the Philippines (continued)

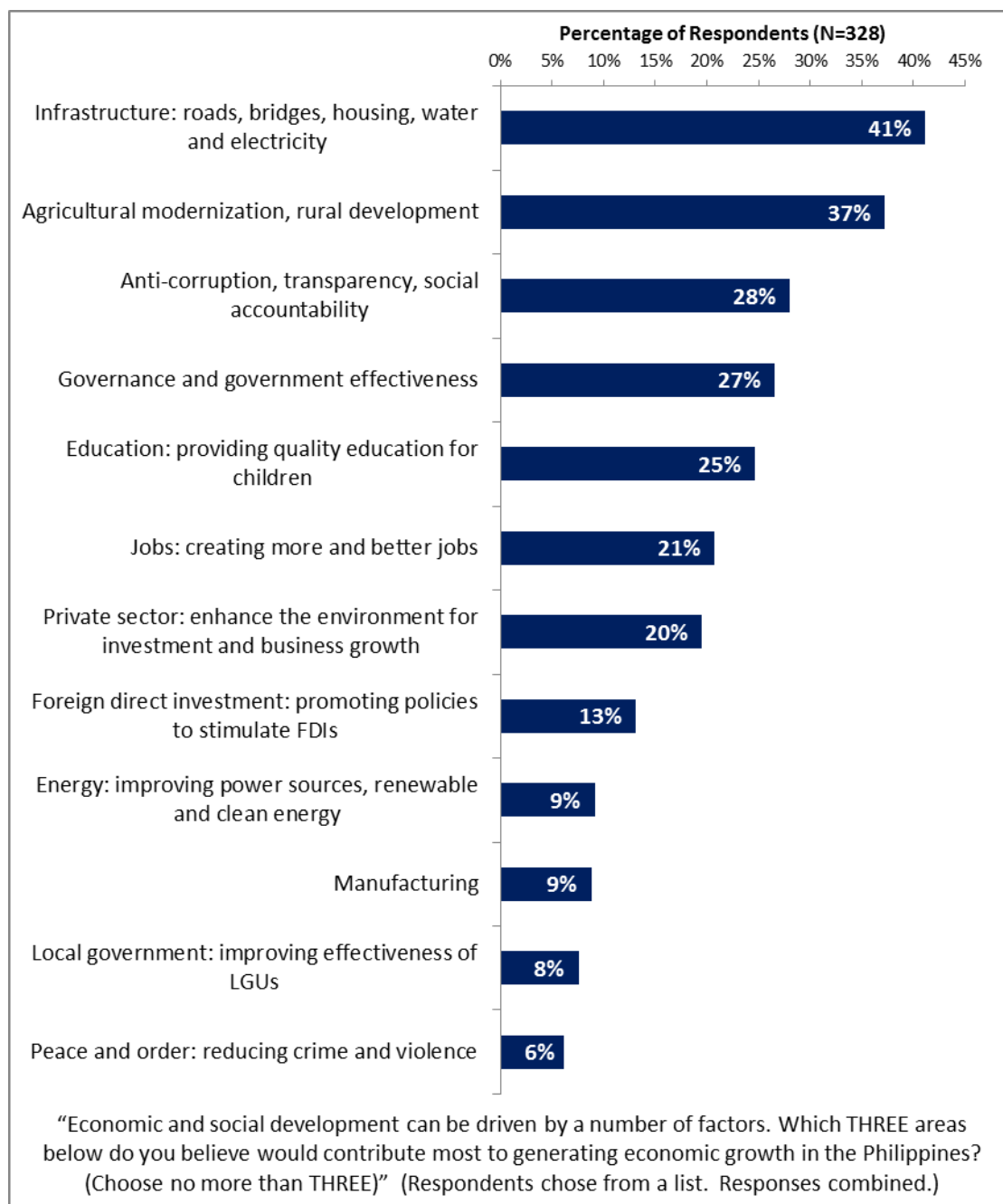
Factors Contributing to Poverty Reduction

- Respondents in the FY '09 country survey indicated that reducing corruption (37%), increasing employment (34%), improving governance (31%), education (26%), and agriculture development (23%) would contribute most to poverty reduction in the Philippines.



IV. General Issues facing the Philippines (continued)

Factors Contributing to Economic Growth

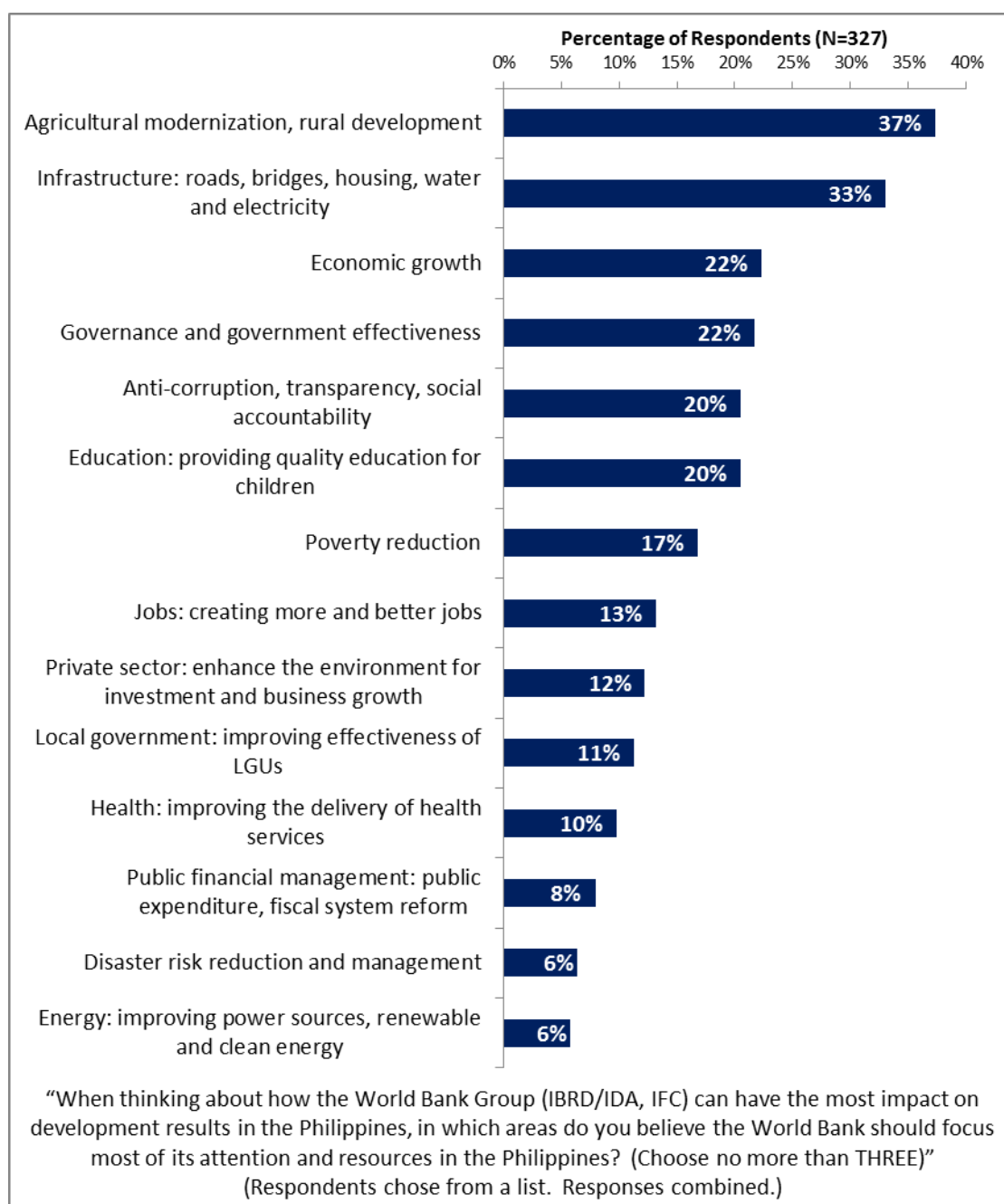


V. Overall Attitudes toward the World Bank

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.

Focusing World Bank Resources

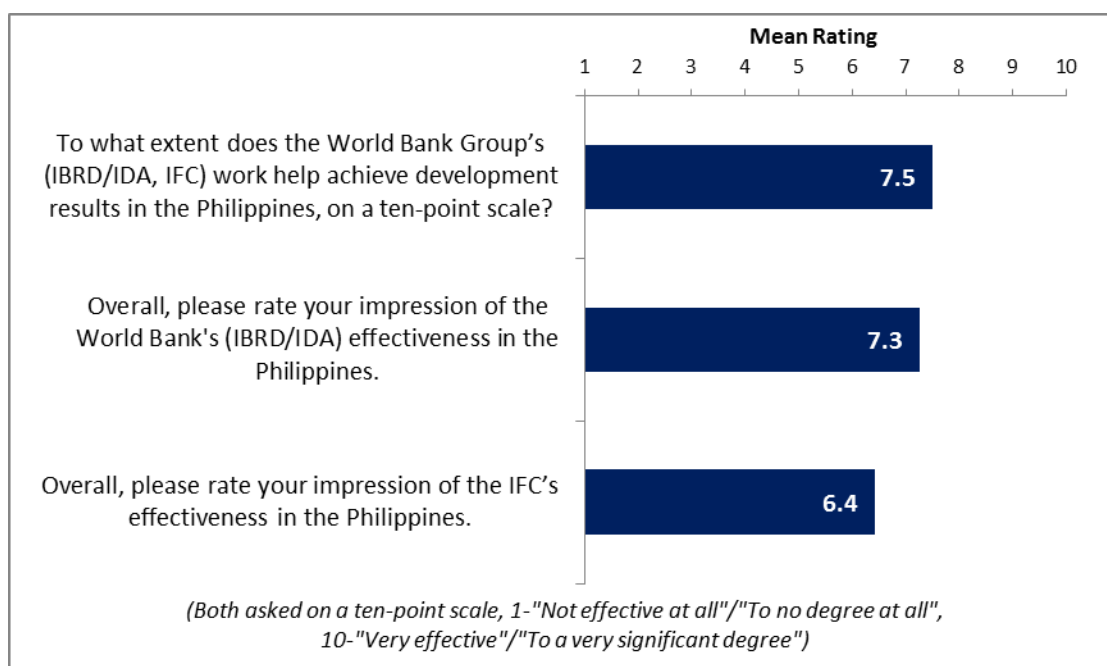
- Respondents in the FY '09 country survey indicated that it would be most productive for the Bank to focus most of its resources on reducing corruption (27%) and reducing poverty (23%) in the Philippines.



V. Overall Attitudes toward the World Bank (continued)

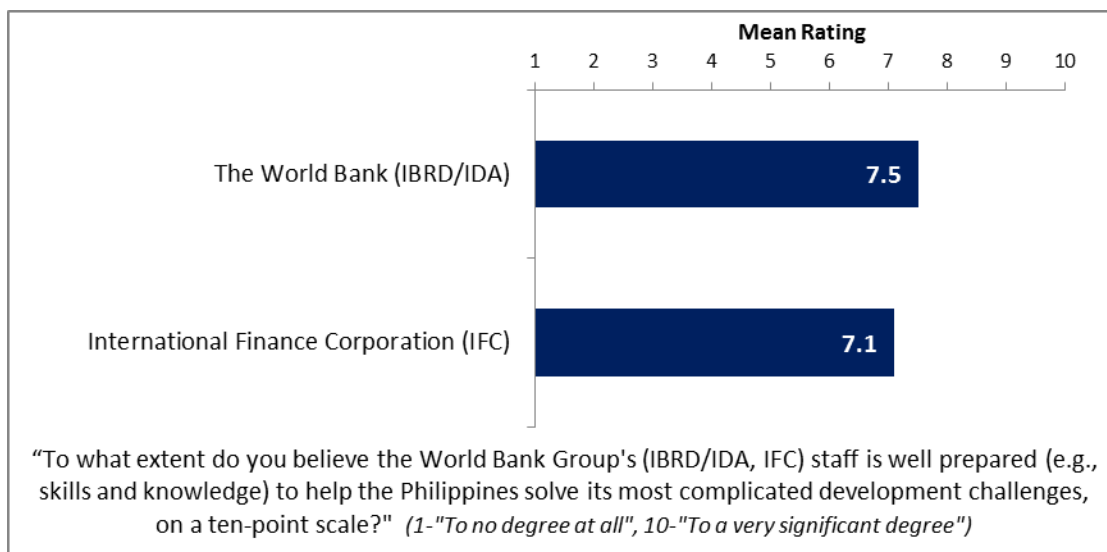
The World Bank Group's Overall Effectiveness in the Philippines (*Indicator Question*)

- Ratings of the World Bank's work achieving sustainable development results in the Philippines received a mean rating of 7.5 across all respondents.
 - Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the Bank's work achieves sustainable development results in the Philippines.
- Respondents' ratings for the World Bank's (IBRD/IDA) overall effectiveness in the Philippines (7.3) were significantly higher than their ratings for the IFC's overall effectiveness (6.4).
 - Respondents in this year's survey gave significantly higher ratings for the World Bank's overall effectiveness compared to respondents in the FY '09 and FY '05 country surveys (6.6 and 6.5, respectively).
 - Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's and IFC's overall effectiveness in the Philippines.



V. Overall Attitudes toward the World Bank (continued)

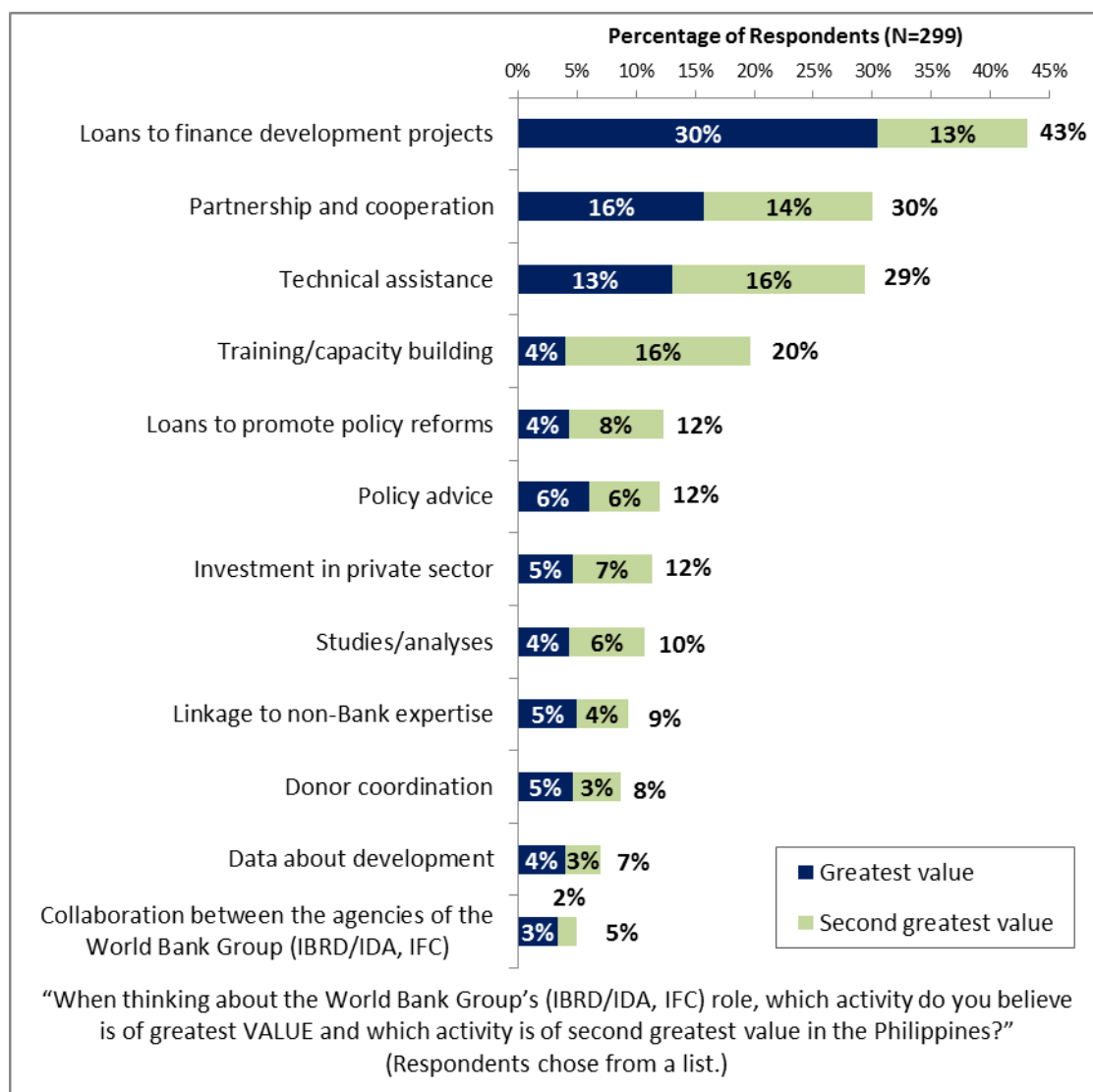
Bank Staff are Well Prepared to Help the Philippines



V. Overall Attitudes toward the World Bank (continued)

The World Bank's Greatest Value in the Philippines

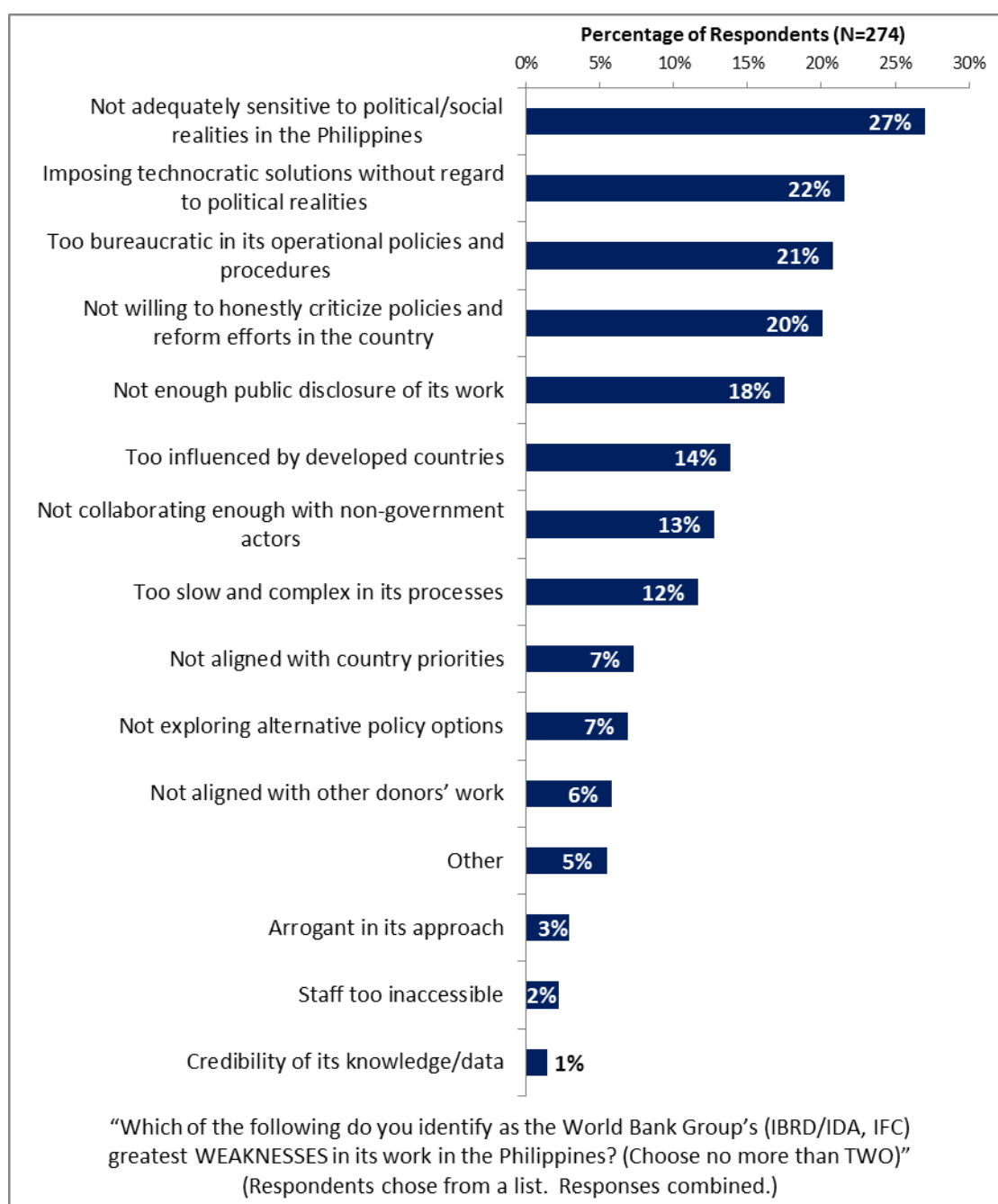
- Respondents in the FY '09 and FY '05 country surveys indicated that the Bank providing loans to finance development projects was its greatest value to the Philippines (62% and 65%, respectively).



V. Overall Attitudes toward the World Bank (continued)

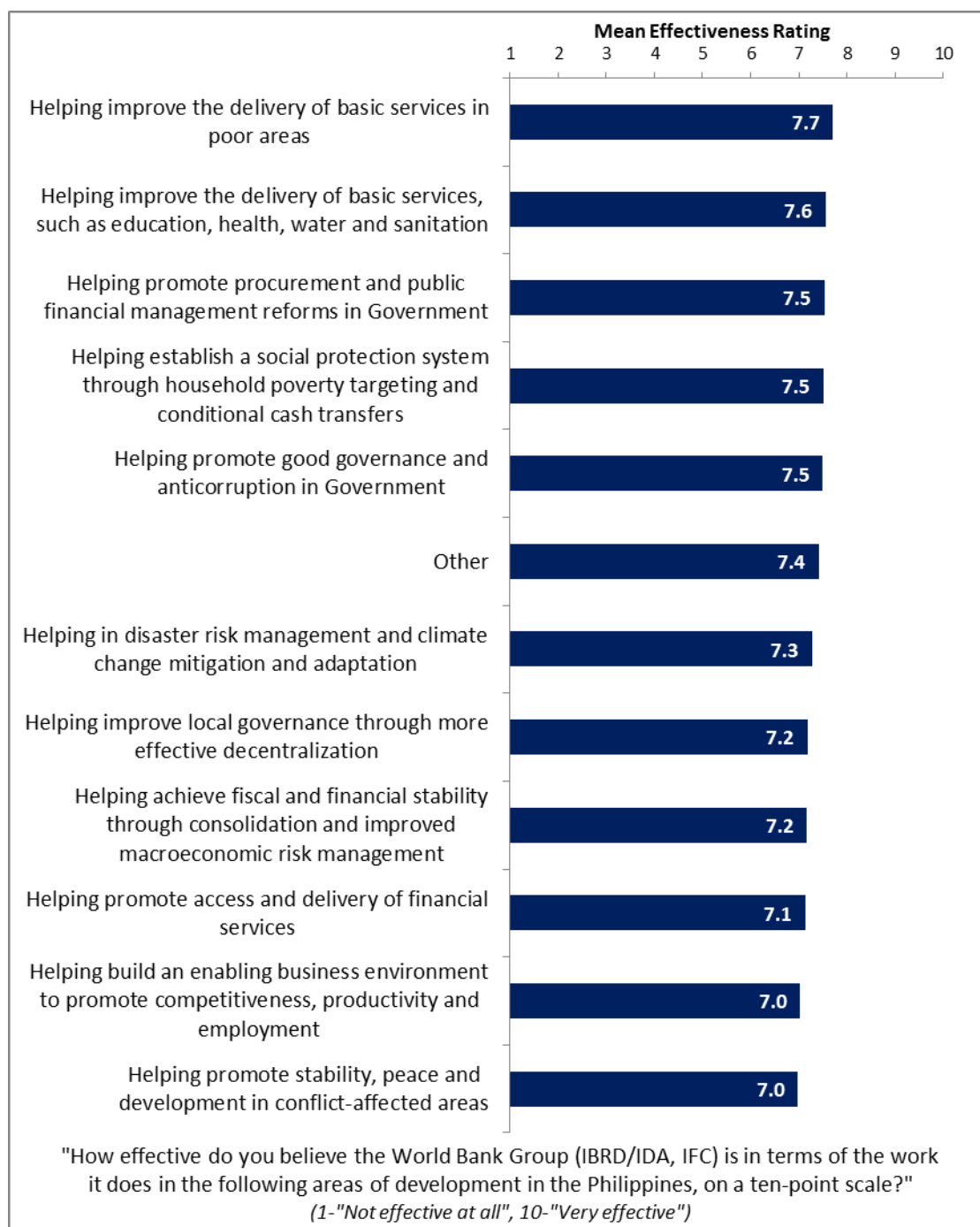
Greatest Weakness

- Respondents in the FY '09 country survey indicated that the Bank's greatest weaknesses in its work in the Philippines were imposing technocratic solutions without regard to political realities (48%) and being too bureaucratic in its operational policies and procedures (34%). Similarly, respondents in the FY '05 country survey indicated that the Bank's greatest weaknesses were imposing technocratic solutions without regard to political realities (17%), being too bureaucratic in its operational policies and procedures (13%), and imposing solutions which aren't practical (13%).



VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness across several of these development areas.
 - Respondents from PMUs had the highest ratings for the Bank's effectiveness at "Helping in disaster risk management and climate change mitigation and adaptation" and "Helping promote good governance and anticorruption in Government" whereas respondents from other organizations had significantly lower ratings.
 - Respondents from PMUs had the highest ratings for the Bank's effectiveness at "Helping promote stability, peace and development in conflict-affected areas" whereas respondents from the House of Representatives or the Senate, CSOs, the media, the private sector, and other organizations had significantly lower ratings.
 - Respondents from PMUs had the highest ratings for the Bank's effectiveness at "Helping promote procurement and public financial management reforms in Government" whereas respondents from the House of Representatives or the Senate, CSOs, government-owned corporations, and the media had significantly lower ratings.
 - Respondents from PMUs had the highest ratings for the Bank's effectiveness at "Helping improve local governance through more effective decentralization" whereas respondents from CSOs and the media had significantly lower ratings.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in the Philippines, bivariate correlational analyses were conducted using respondents' ratings of the twelve specific areas of effectiveness.

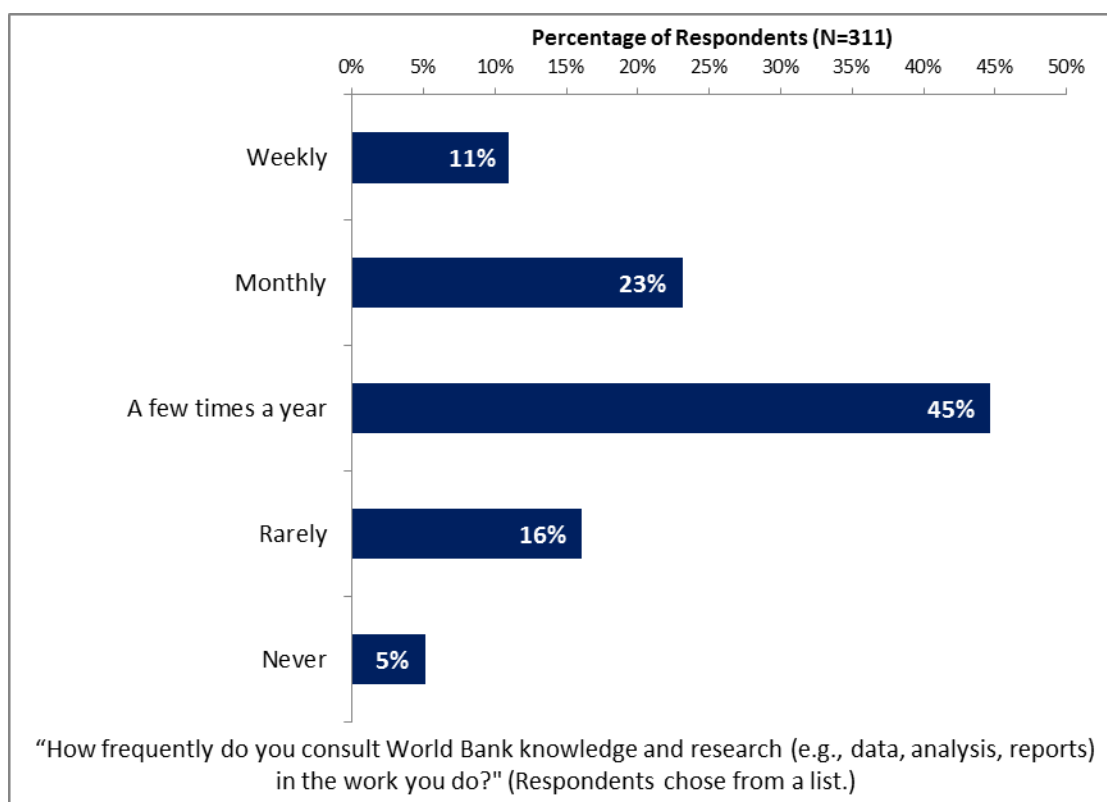
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 sustainable 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 sustainable 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 the Philippines.
 - The areas determined to be key drivers of the World Bank's (IBRD/IDA) overall effectiveness from these analyses were:
 - The World Bank Group's effectiveness at "Helping improve the delivery of basic services, such as education, health, water and sanitation" and "Helping promote good governance and anticorruption in Government".
 - The areas determined to be key drivers of the IFC's overall effectiveness from these analyses were:
 - The World Bank Group's effectiveness at "Helping improve the delivery of basic services, such as education, health, water and sanitation" and "Helping improve the delivery of basic services in poor areas".
- Achieving Sustainable 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 sustainable development results in the Philippines, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were the World Bank Group's effectiveness at:
 - "Helping promote access and delivery of financial services";
 - "Helping improve local governance through more effective decentralization";
 - "Helping build an enabling business environment to promote competitiveness, productivity and employment"; and
 - "Helping promote procurement and public financial management reforms in Government".

VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use

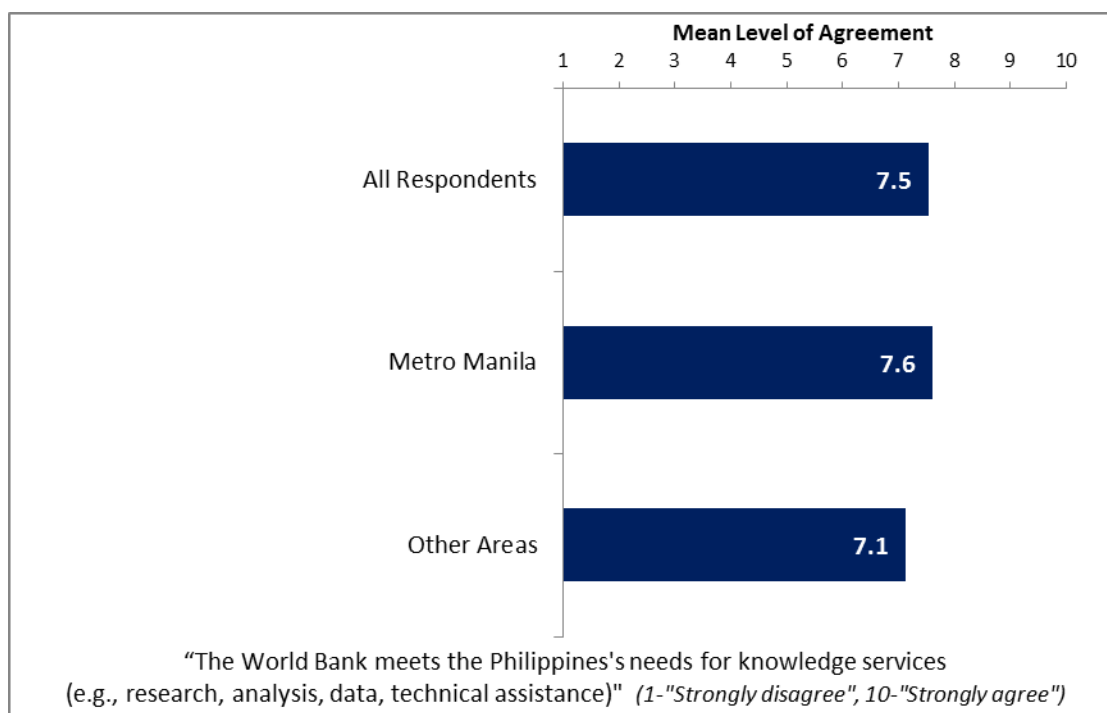
- There were some interesting stakeholder group differences in their usage of the World Bank's knowledge and research.
 - A plurality of respondents from the House of Representatives or Senate indicated that they consult World Bank knowledge and research weekly.
 - A majority of respondents from PMUs indicated that they consult World Bank knowledge and research monthly.
 - A plurality of respondents from local government, the national executive branch, government-owned corporations, the media, and private sector indicated that they consult World Bank knowledge and research a few times a year.
 - Respondents from CSOs and other organizations tended to be split between consulting World Bank knowledge and research monthly, a few times a year, and rarely.
 - Donors tended to be split between consulting World Bank knowledge and research monthly and a few times a year.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Meeting the Philippines' Knowledge Needs (*Indicator Question*)

- Respondents from Metro Manila had significantly higher levels of agreement that the Bank meets the Philippines' needs for knowledge services compared to respondents from other areas.
- Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank meets the Philippines' needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

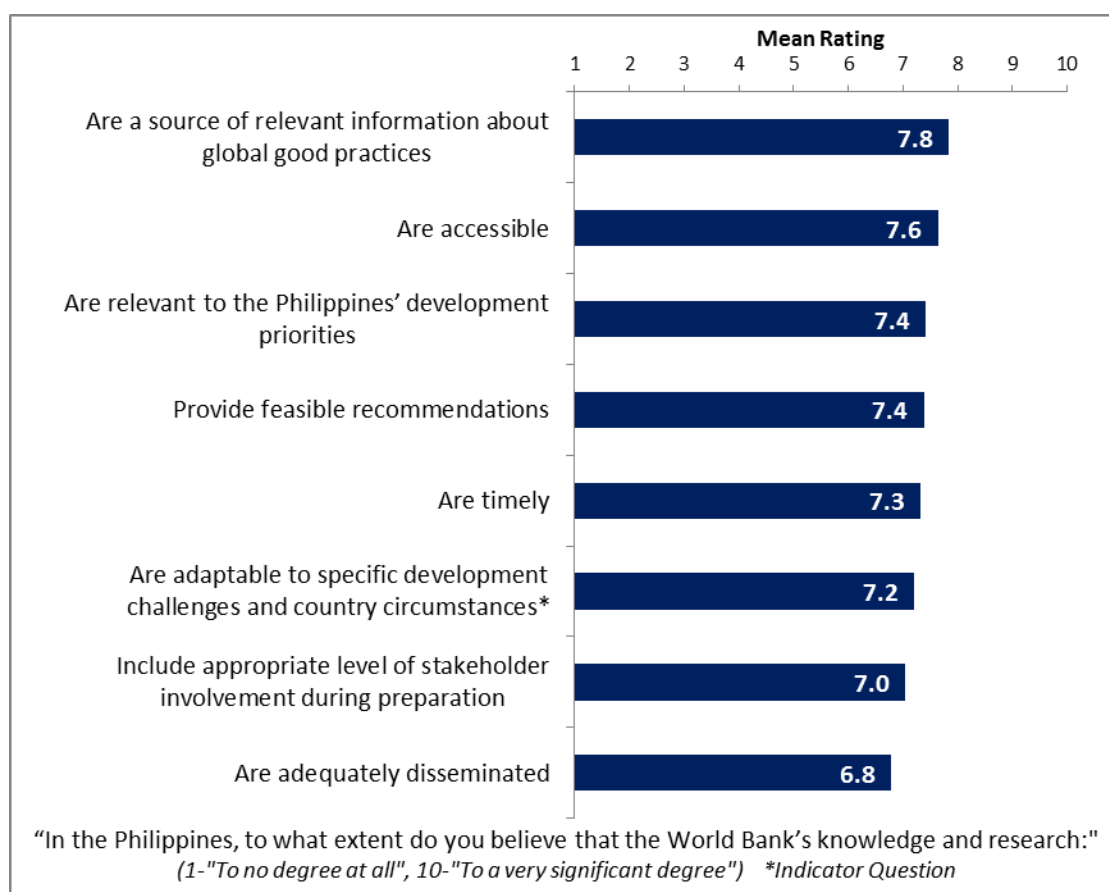
- Respondents from PMUs had the highest ratings for the effectiveness of the World Bank Group's knowledge and research to enhance knowledge and/or skills whereas respondents from other organizations had significantly lower ratings.
- Respondents from PMUs had the highest ratings for the effectiveness of the World Bank Group's knowledge and research to provide support for program implementation whereas respondents from local government and other organizations had significantly lower ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

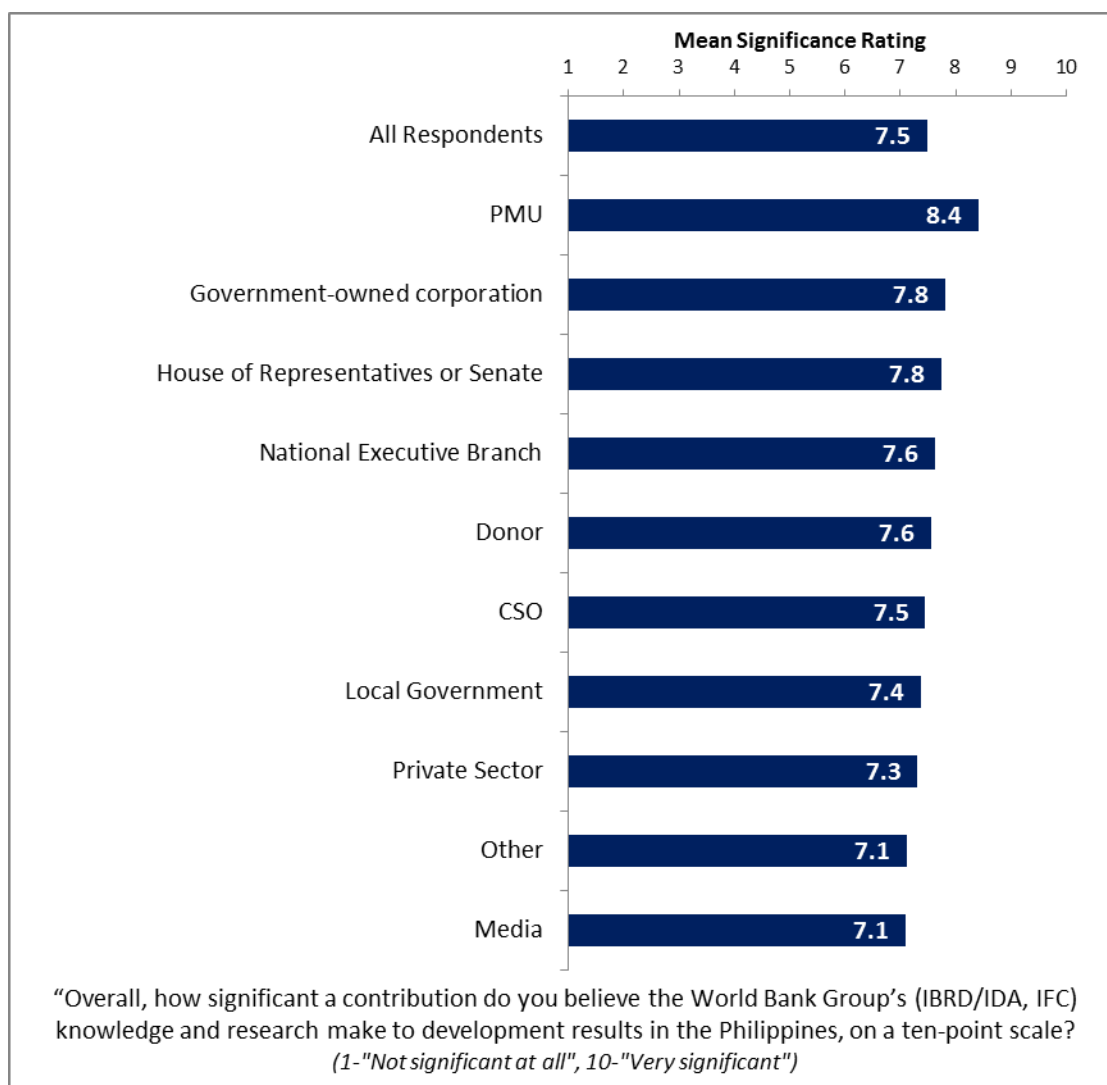
- Respondents in this year's country survey had significantly *higher* ratings for the extent to which the Bank's knowledge and research are adaptable to the Philippines' challenges compared to respondents from the FY '05 country survey (6.8). In comparison to respondents from the FY '09 country survey, respondents in this year's survey had statistically similar ratings for the extent to which the Bank's knowledge and research are a source of relevant information about global good practices and adaptable to the Philippines' challenges (7.7 and 6.9, respectively).
- Respondents from PMUs had the highest ratings that the Bank's knowledge and research are a source of relevant information about global good practices, are accessible, are relevant to the Philippines' development priorities, and include an appropriate level of stakeholder involvement during preparation whereas respondents from (in order) other organizations; local government; local government, CSOs, the media, and other organizations; and the media had significantly lower ratings for these areas.
- Donors and respondents from PMUs had the highest ratings that the Bank's knowledge and research are adequately disseminated whereas respondents from local government had significantly lower ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

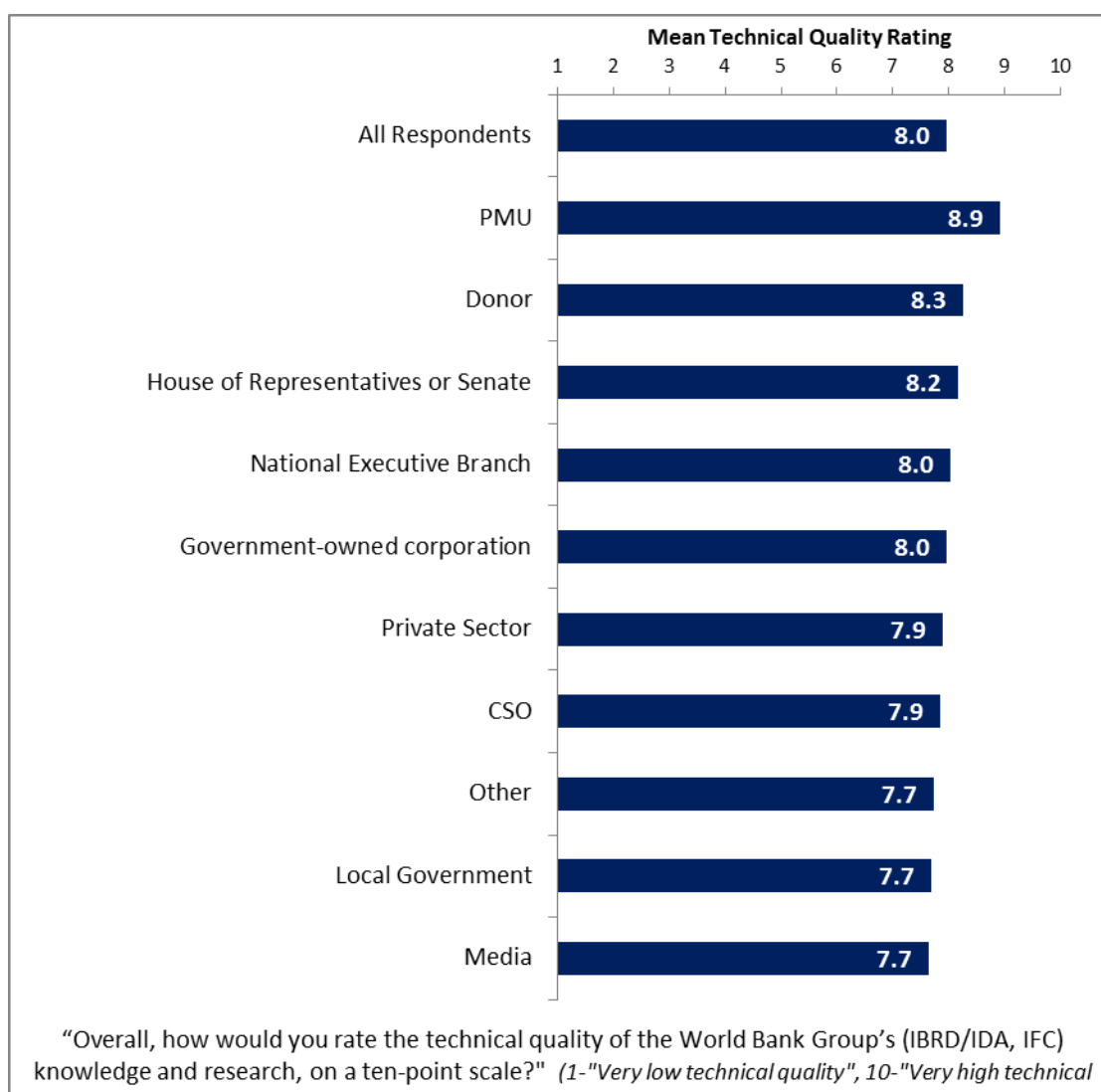
- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the significance of the contribution that the World Bank Group's knowledge and research make to development results in the Philippines.



VII. World Bank Knowledge and Instruments (continued)

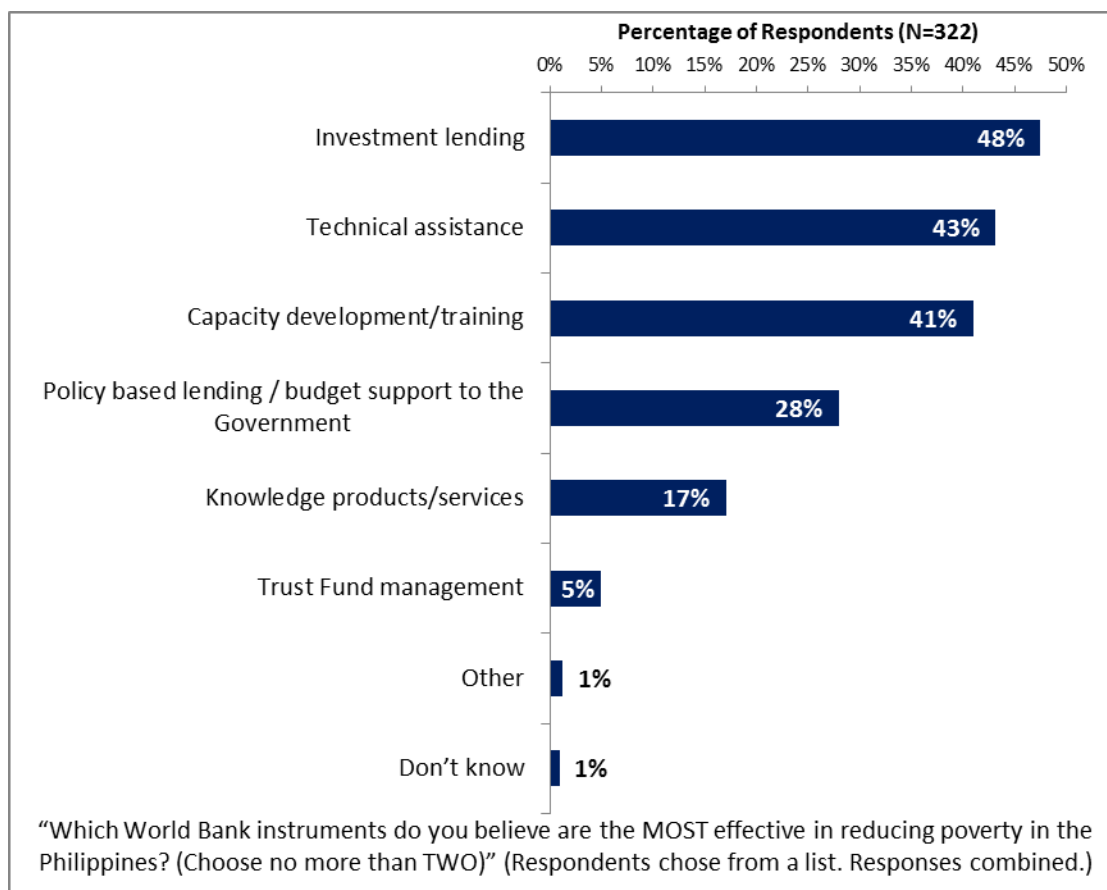
Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the technical quality of the World Bank's knowledge and research.



VII. World Bank Knowledge and Instruments (continued)

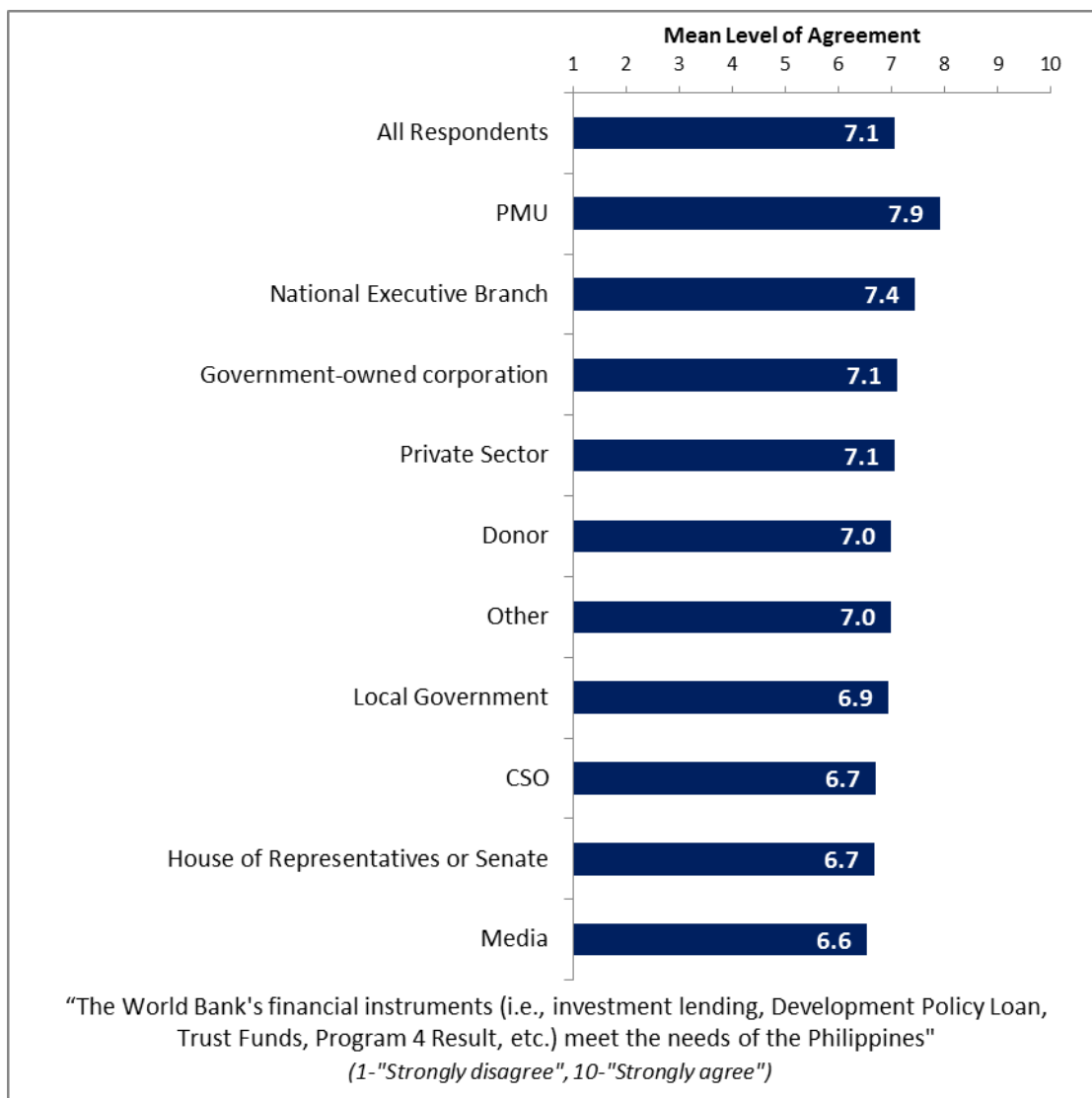
Instruments: Most Effective



VII. World Bank Knowledge and Instruments (continued)

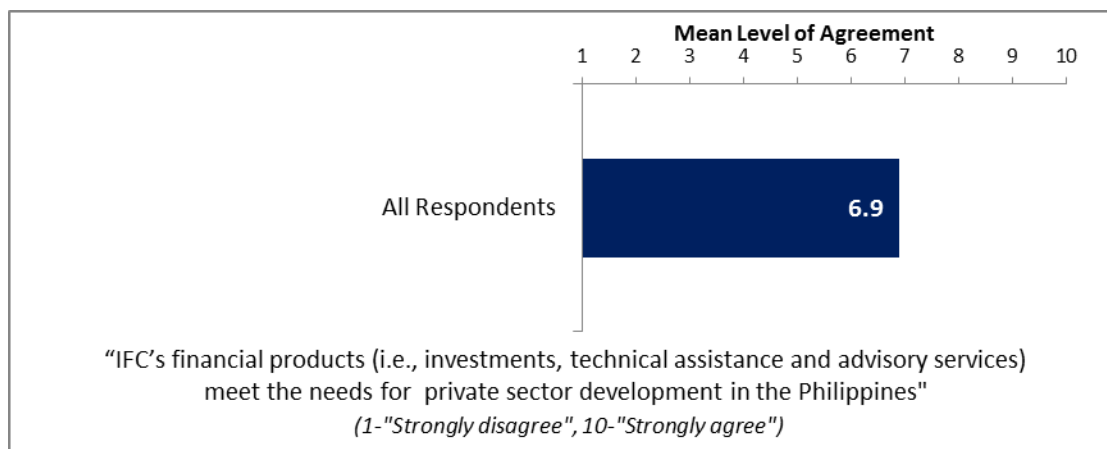
Instruments: Meeting the Philippines' Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank's financial instruments meet the needs of the Philippines.



VII. World Bank Knowledge and Instruments (continued)

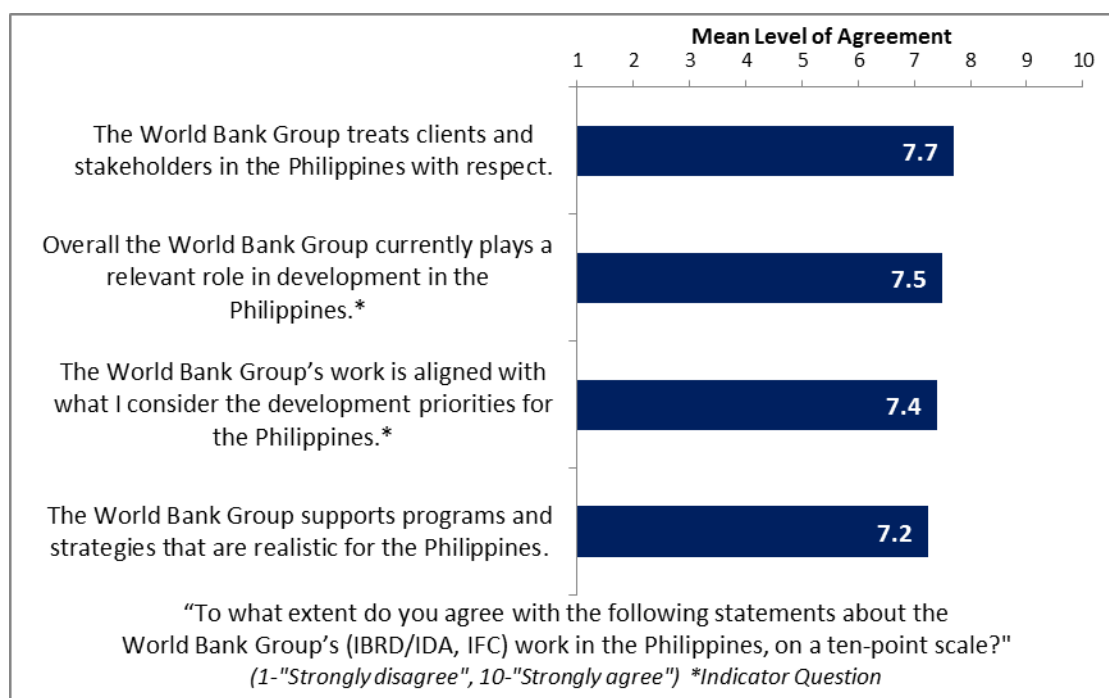
Instruments: Meeting the Philippines' Needs for Private Sector



VIII. How the World Bank Operates

The World Bank's Work in the Philippines

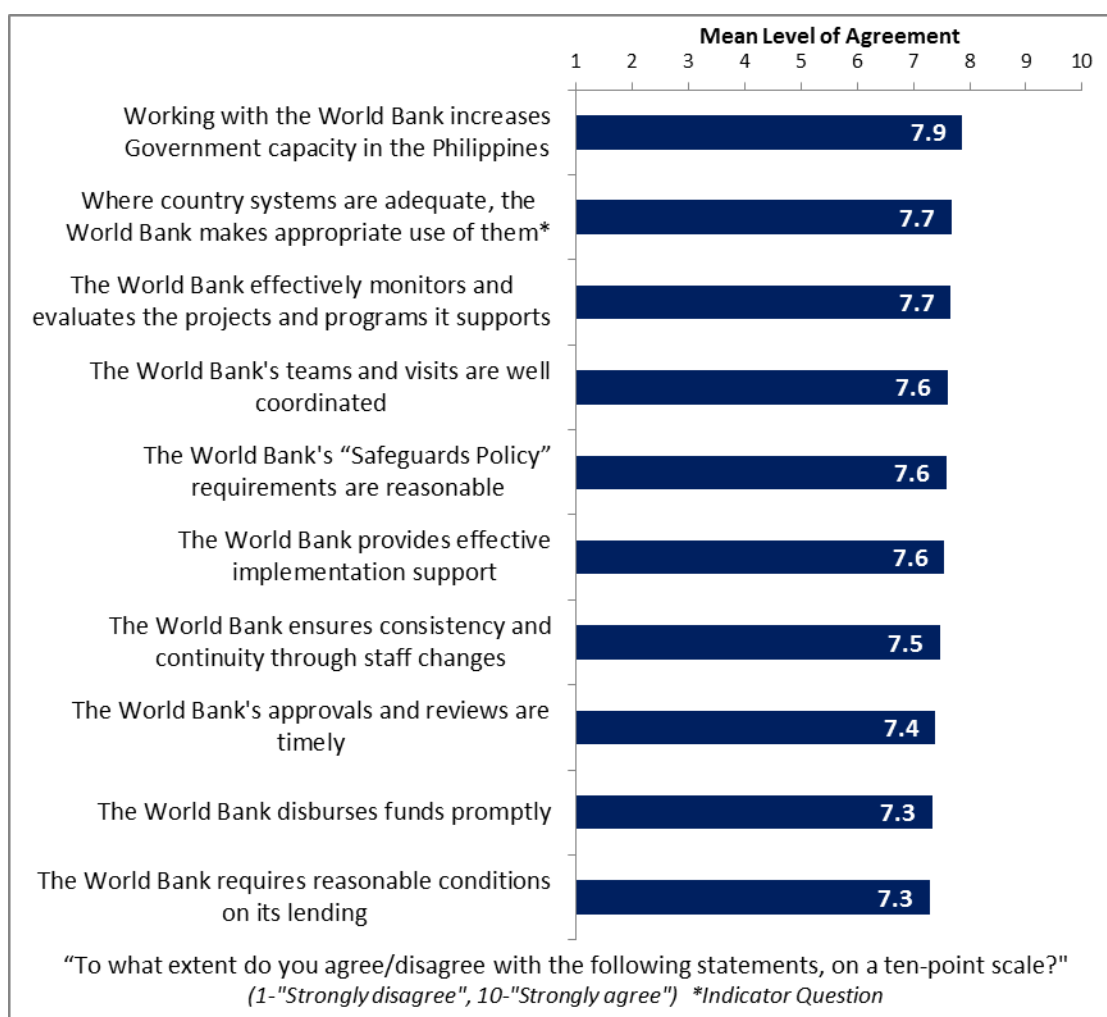
- Respondents in this year's country survey had significantly *higher* levels of agreement that the World Bank Group currently plays a relevant role in development in the Philippines compared to respondents from the FY '09 country survey (7.2), but statistically similar levels of agreement in comparison to respondents from the FY '05 country survey (7.3).
- Respondents in this year's country survey had significantly *higher* levels of agreement that the World Bank Group's work is aligned with respondents' priorities for the Philippines compared to respondents from the FY '09 and FY '05 country surveys (6.8 and 6.8, respectively).
- Donors and respondents from PMUs had the highest levels of agreement that the World Bank Group's work is aligned with respondents' priorities for the Philippines whereas respondents from the House of Representatives or Senate and the media had significantly lower levels of agreement.



VIII. How the World Bank Operates (continued)

Overall Perceptions

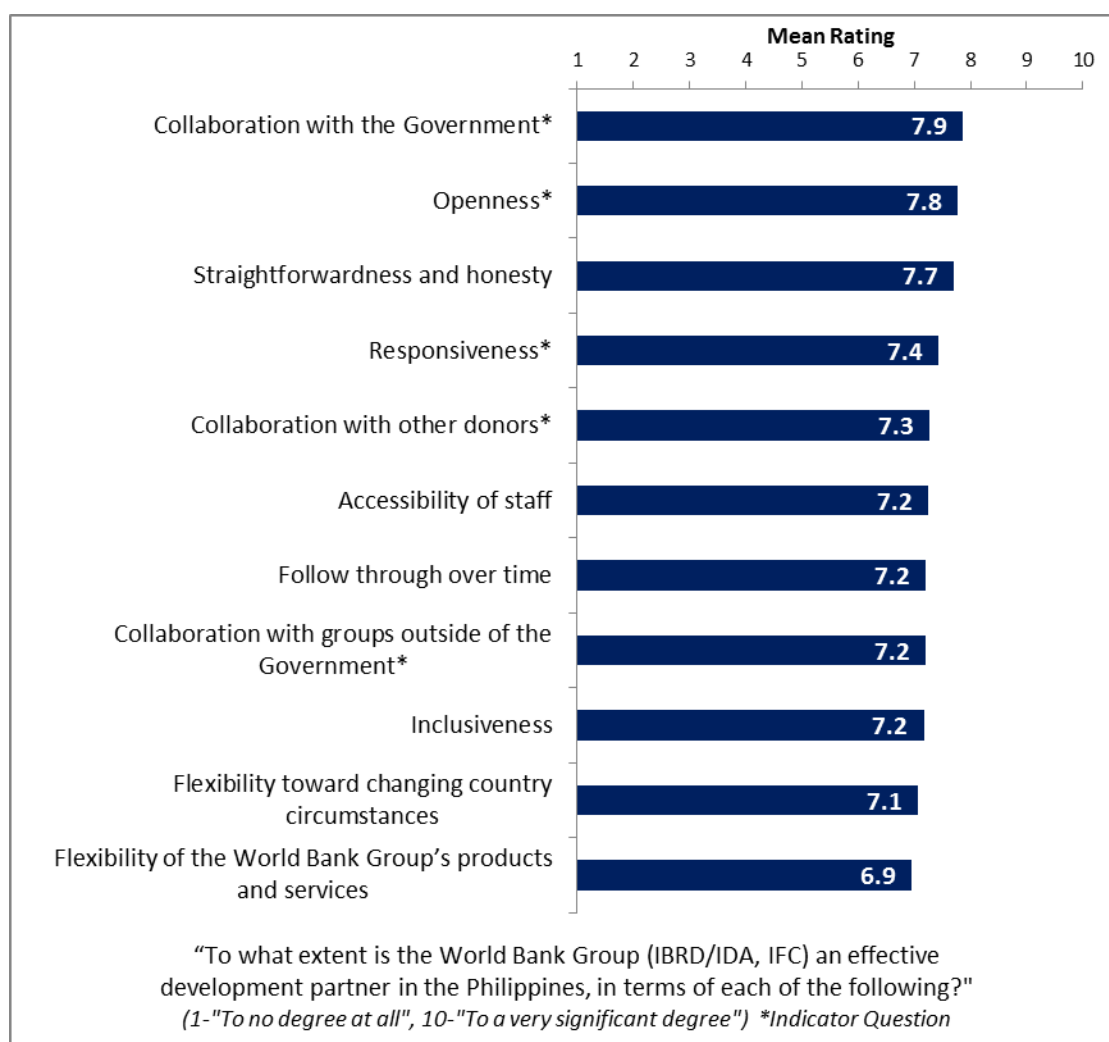
- There were significant stakeholder group differences in their levels of agreement that the World Bank disburses funds promptly, that the Bank effectively monitors and evaluates its projects, that the World Bank provides effective implementation support, that approvals and reviews are done in a timely fashion, and that the World Bank's teams and visits are well coordinated. For the most part, respondents from PMUs had the highest levels of agreement across these areas whereas donors and respondents from private sector and the media tended to have significantly lower levels of agreement.



VIII. How the World Bank Operates (continued)

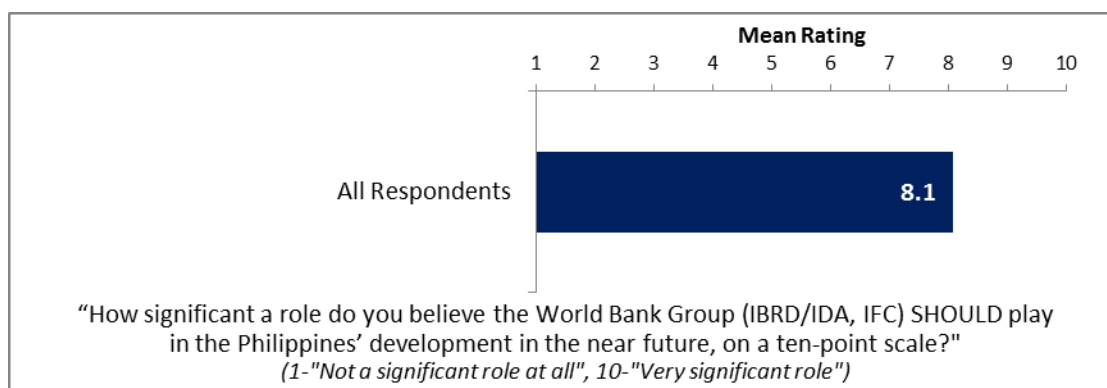
The World Bank as an Effective Development Partner

- Respondents in this year's country survey had significantly *higher* ratings for the accessibility of the Bank's staff compared to respondents from the FY '09 and FY '05 country surveys (6.7 and 6.4, respectively), but statistically similar ratings for the Bank's collaboration with other donors compared to FY '09 and FY '05 respondents (7.4 and 7.2, respectively).
- Respondents from PMUs had the highest ratings regarding accessibility of the Bank's staff and the Bank's flexibility toward changing country circumstances whereas respondents from the media had significantly lower ratings.
- Respondents from PMUs had the highest ratings for the Bank's follow through over time and inclusiveness whereas respondents from CSOs, government-owned corporations, the media, private sector, and other organizations had significantly lower ratings.
- Respondents from PMUs had the highest ratings regarding the Bank's responsiveness whereas respondents from CSOs, the media, private sector, and other organizations had significantly lower ratings.

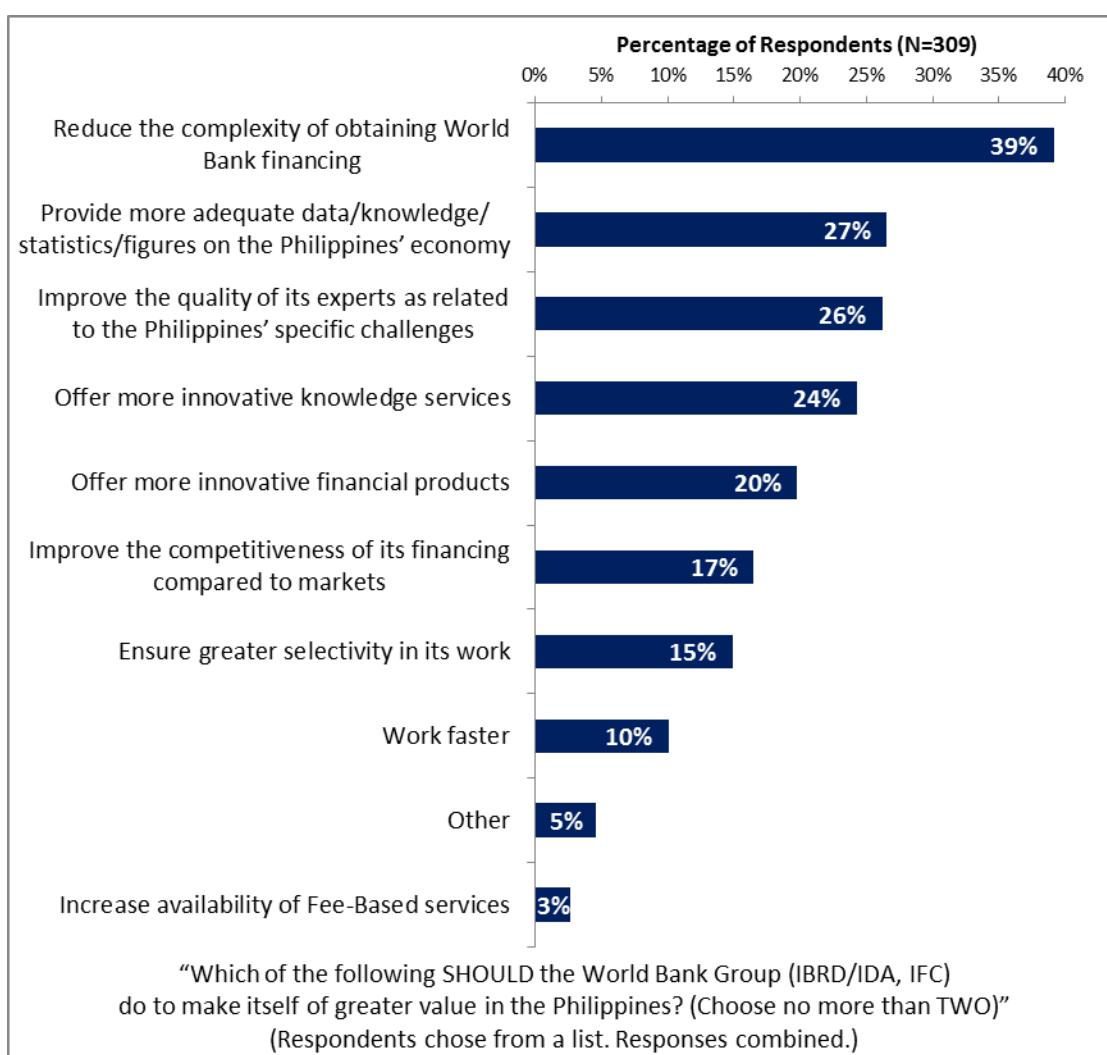


IX. The Future Role of the World Bank in the Philippines

Role Significance

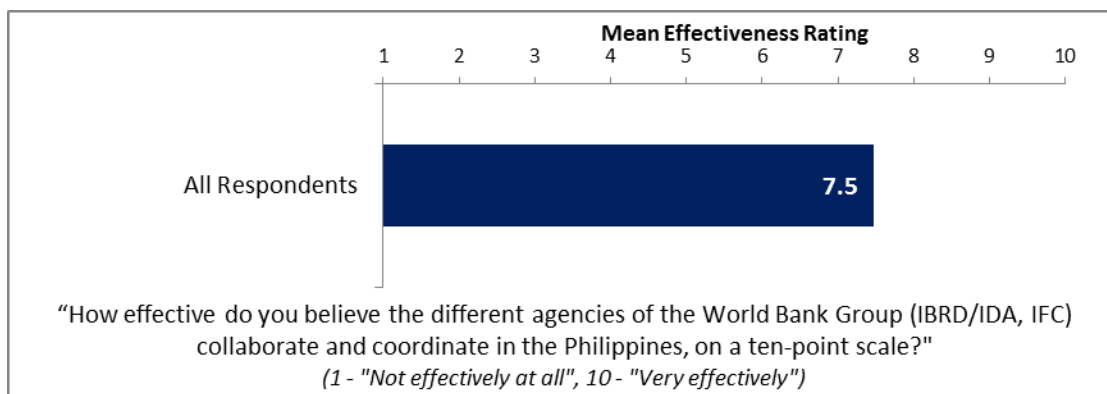


Making the Bank of Greater Value

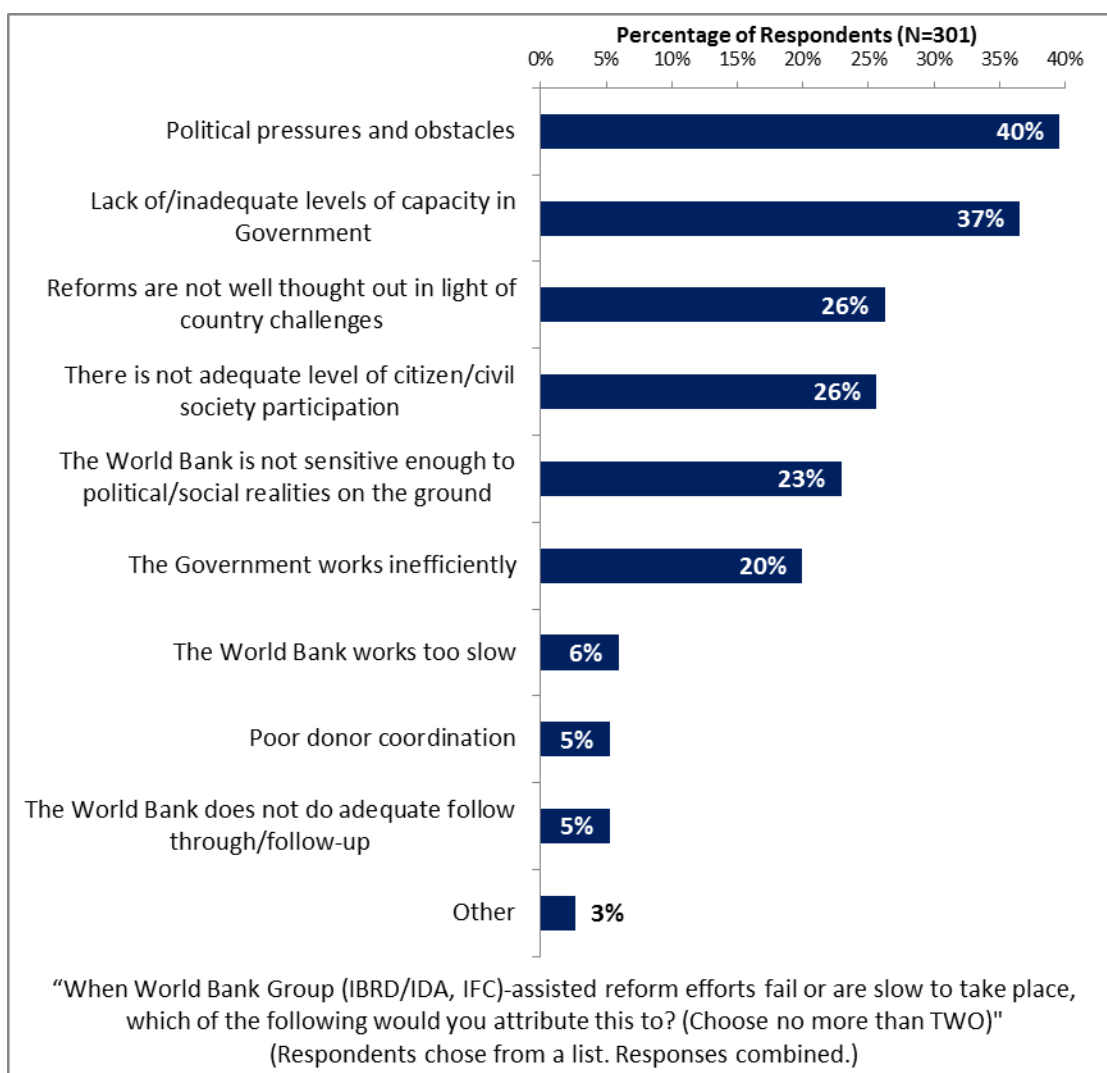


IX. The Future Role of the World Bank in the Philippines (cont.)

Collaborating within the World Bank Group



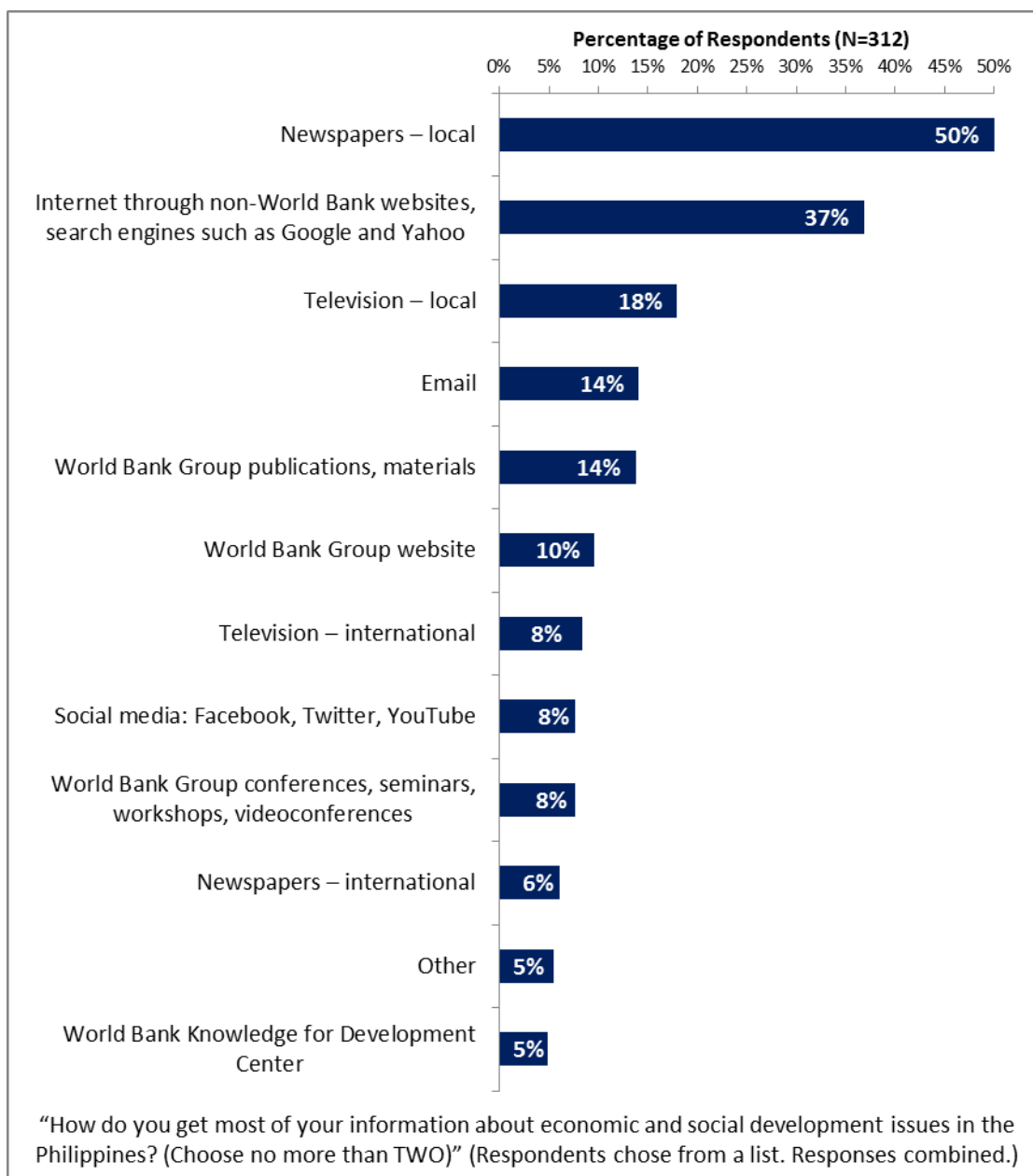
Attributing Slow or Failed Reform Efforts



X. Communication and Openness

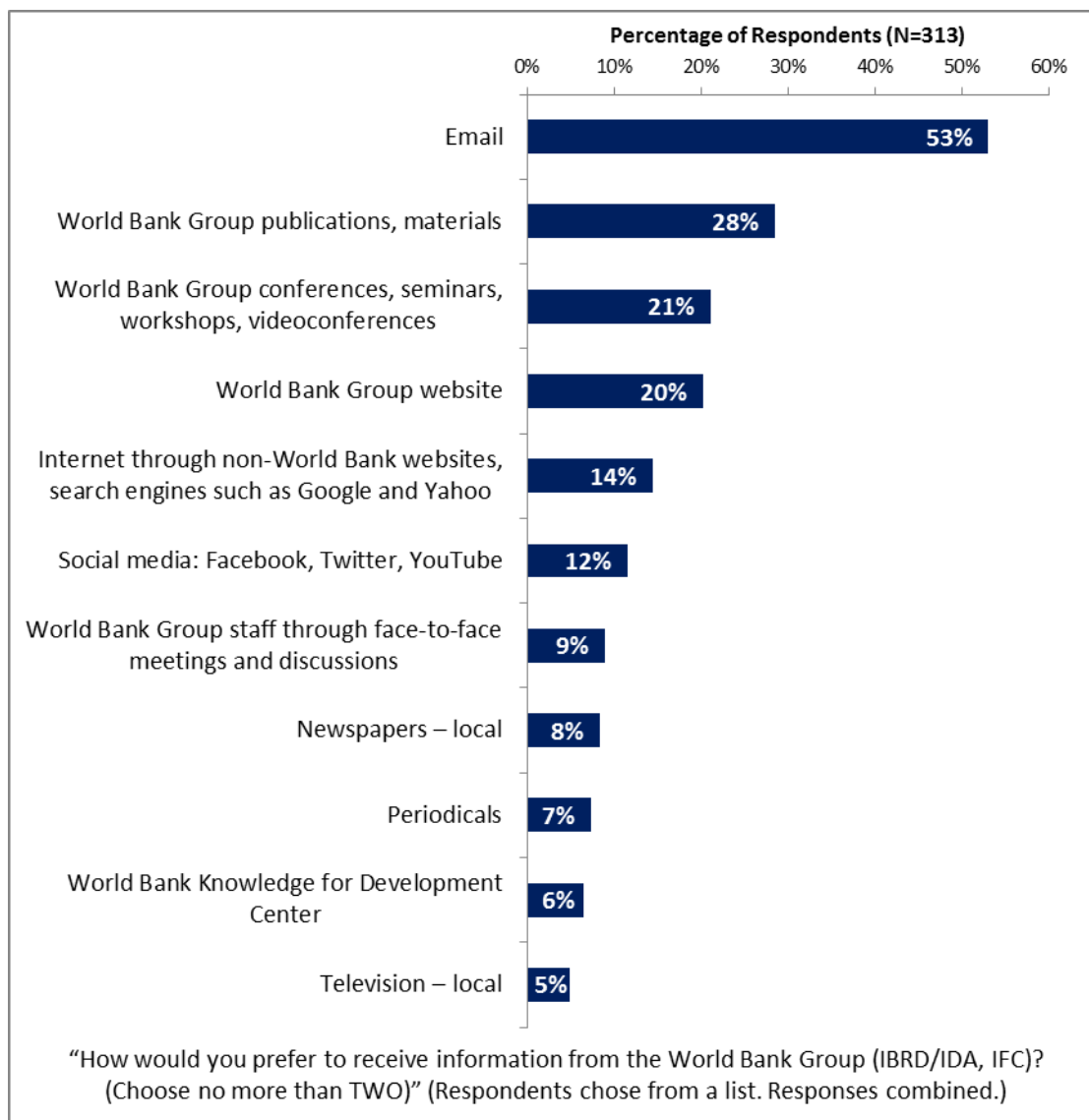
Information Sources

- Respondents in the FY '09 country survey indicated that they got most of their information about economic and social development issues in the Philippines from local newspapers (68%) and the Internet (48%).



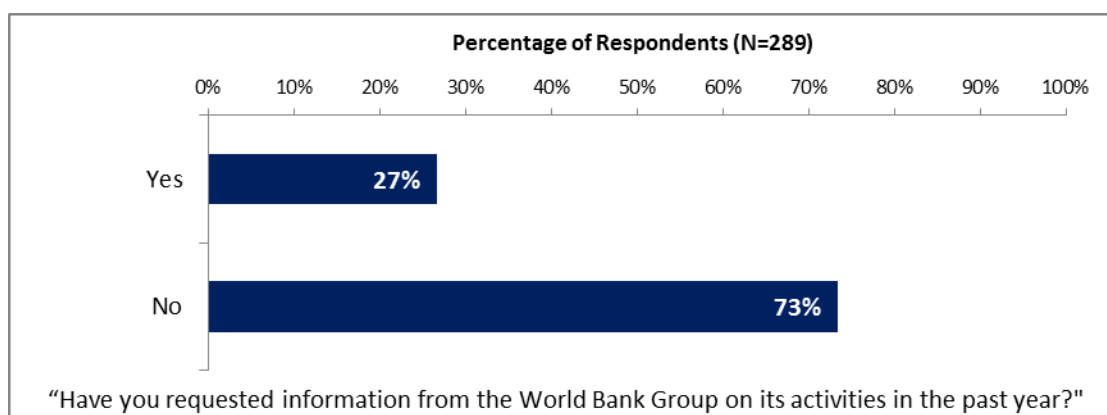
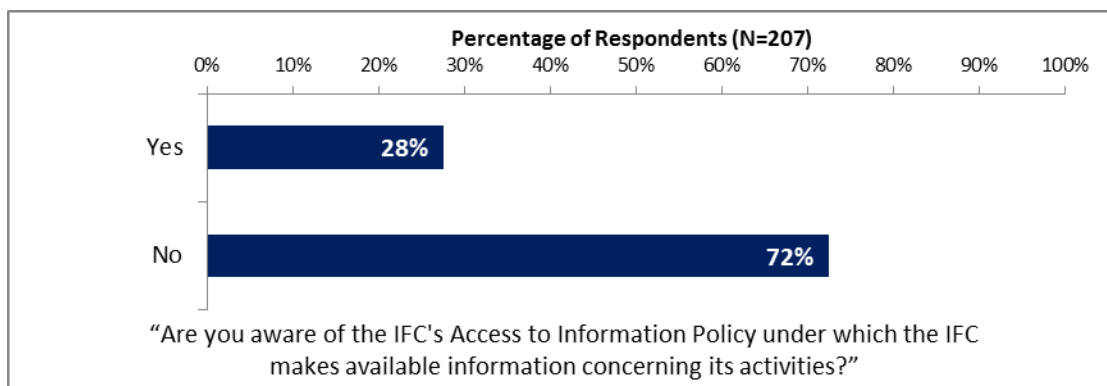
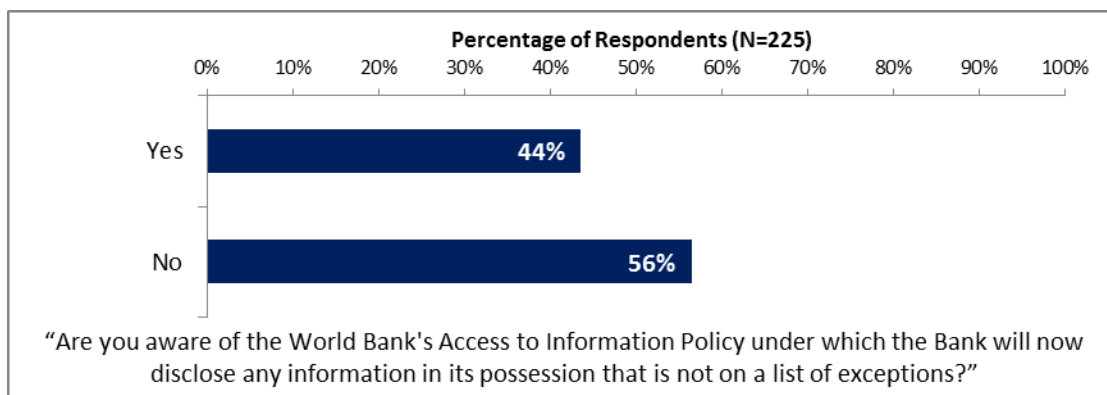
X. Communication and Openness (continued)

Preferred Information Sources



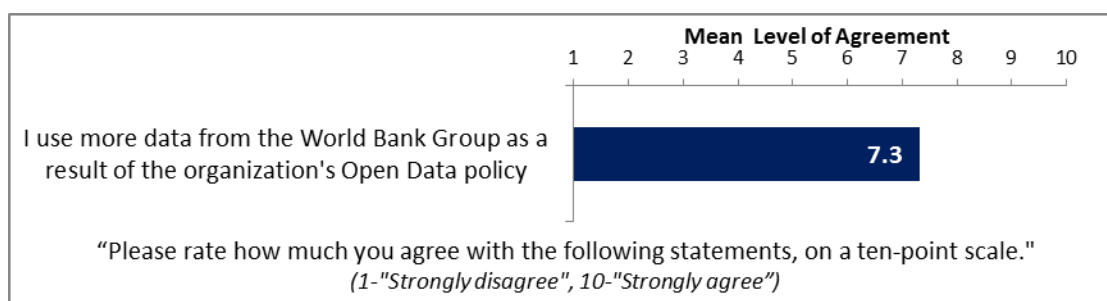
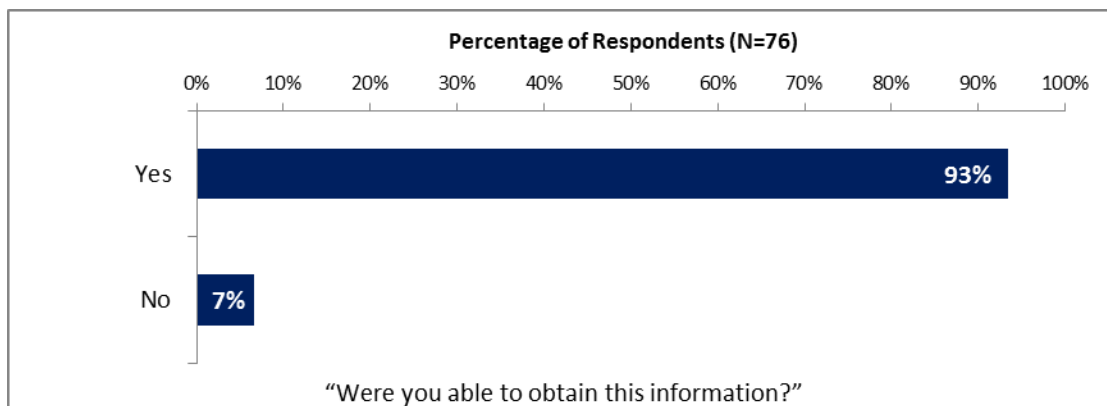
X. Communication and Openness (continued)

Access to Information

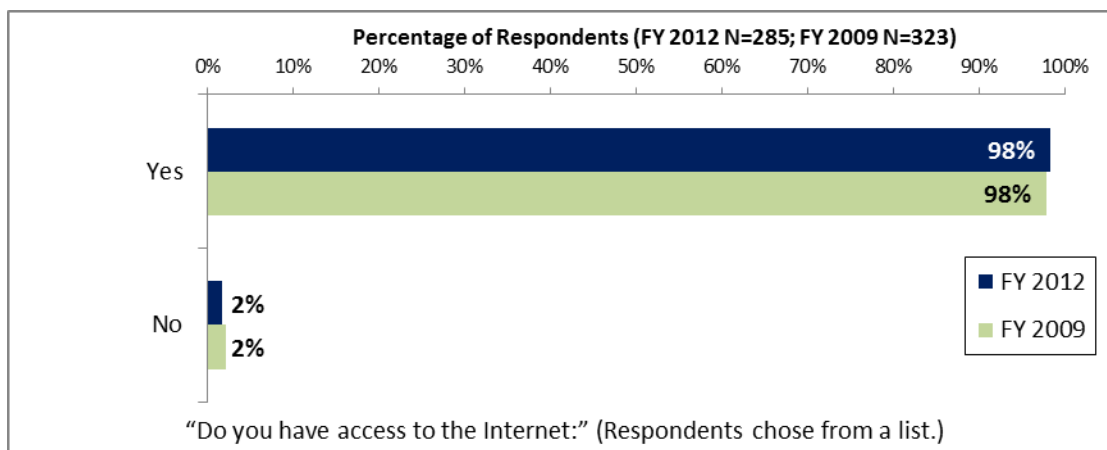


X. Communication and Openness (continued)

Access to Information (continued)



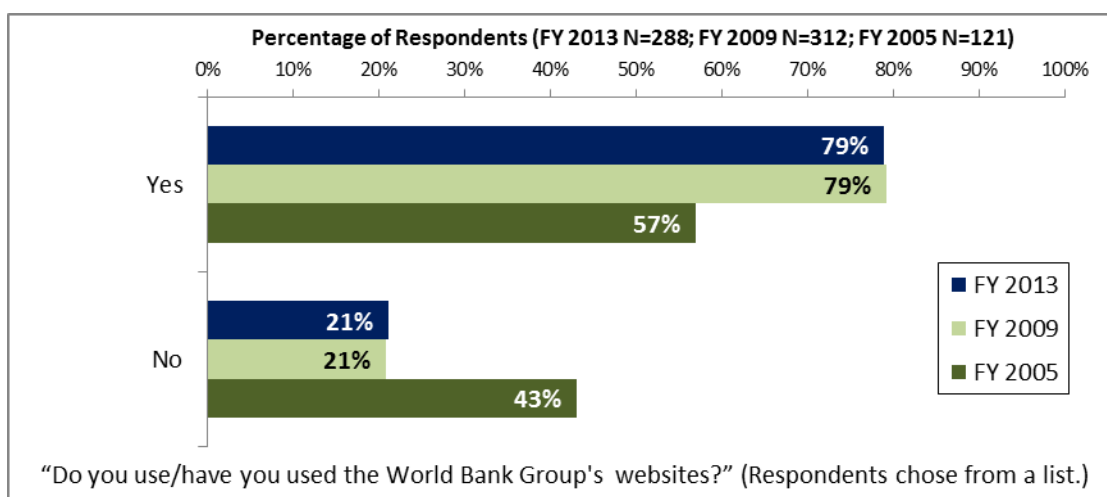
Internet Access



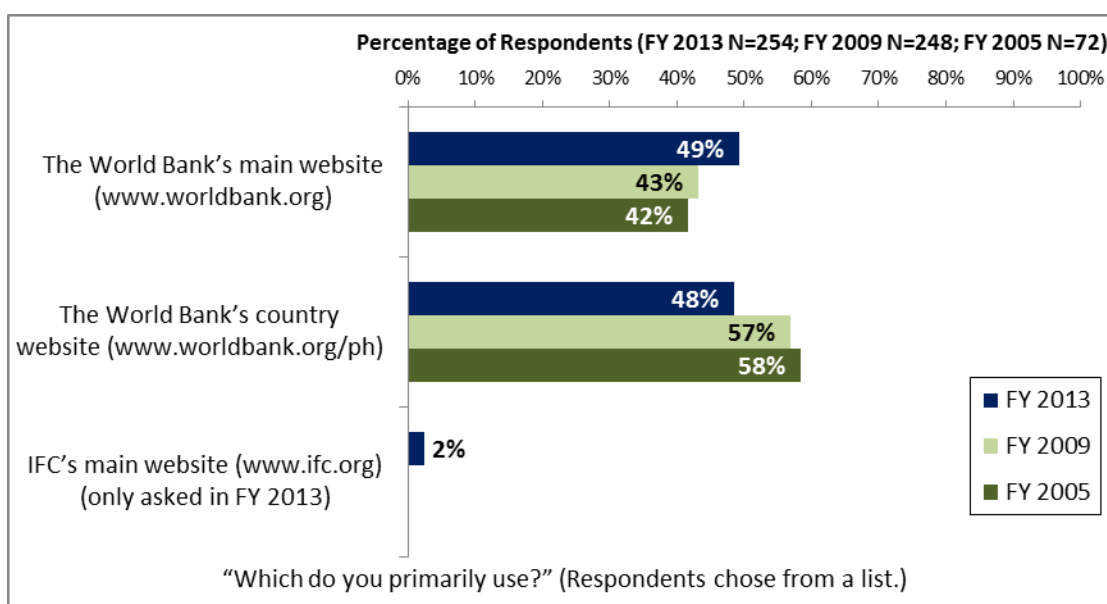
X. Communication and Openness (continued)

Website Usage

- Respondents in this year's country survey were significantly *more* likely to have used the Bank's websites compared to respondents from the FY '05 country survey, but had statistically similar rates of usage as respondents in the FY '09 country survey.
- Respondents from local government were significantly *less* likely to have used the Bank's websites compared to respondents from other stakeholder groups.

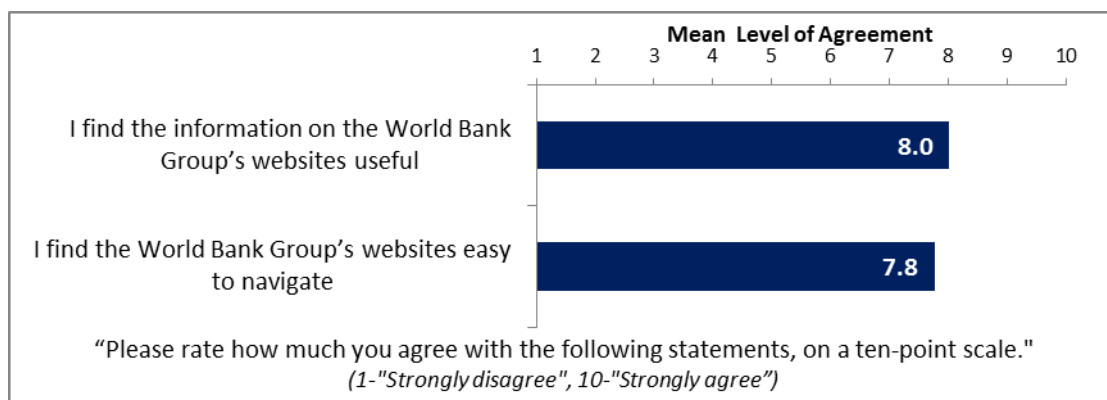


- Respondents in this year's country survey were significantly *more* likely to have used the Bank's main website compared to respondents from the FY '09 and FY '05 country surveys.



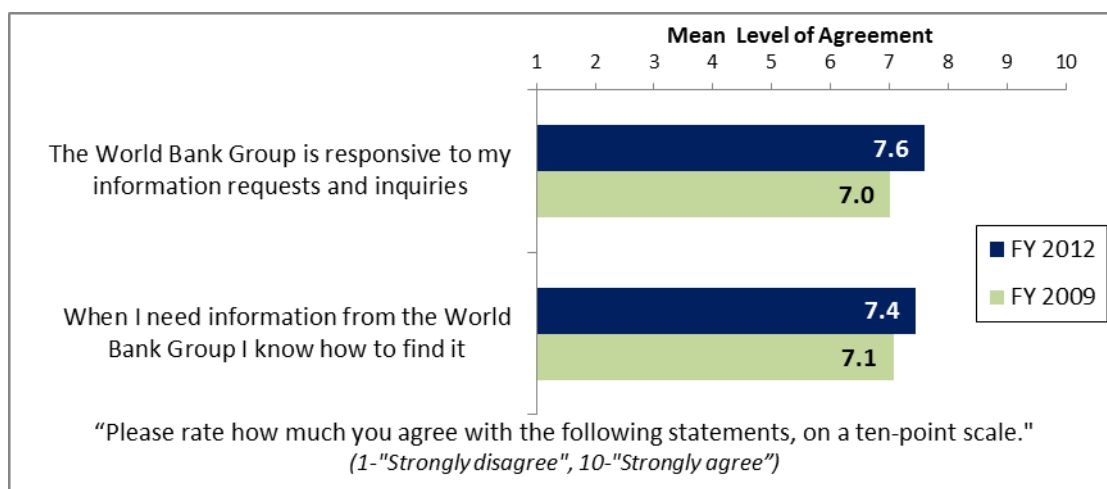
X. Communication and Openness (continued)

Website Evaluation



Information Sharing

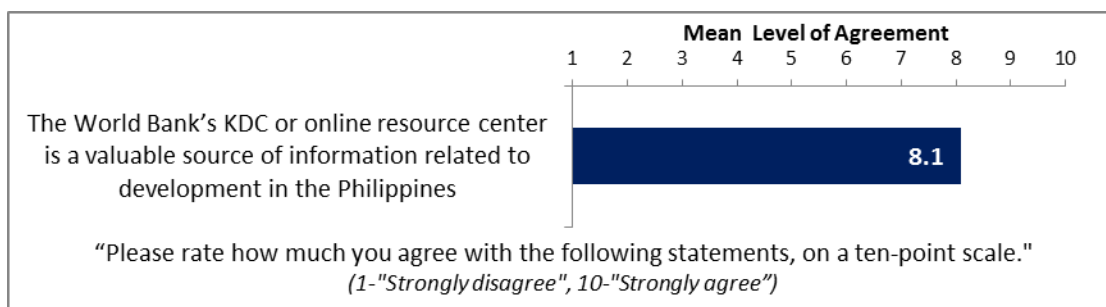
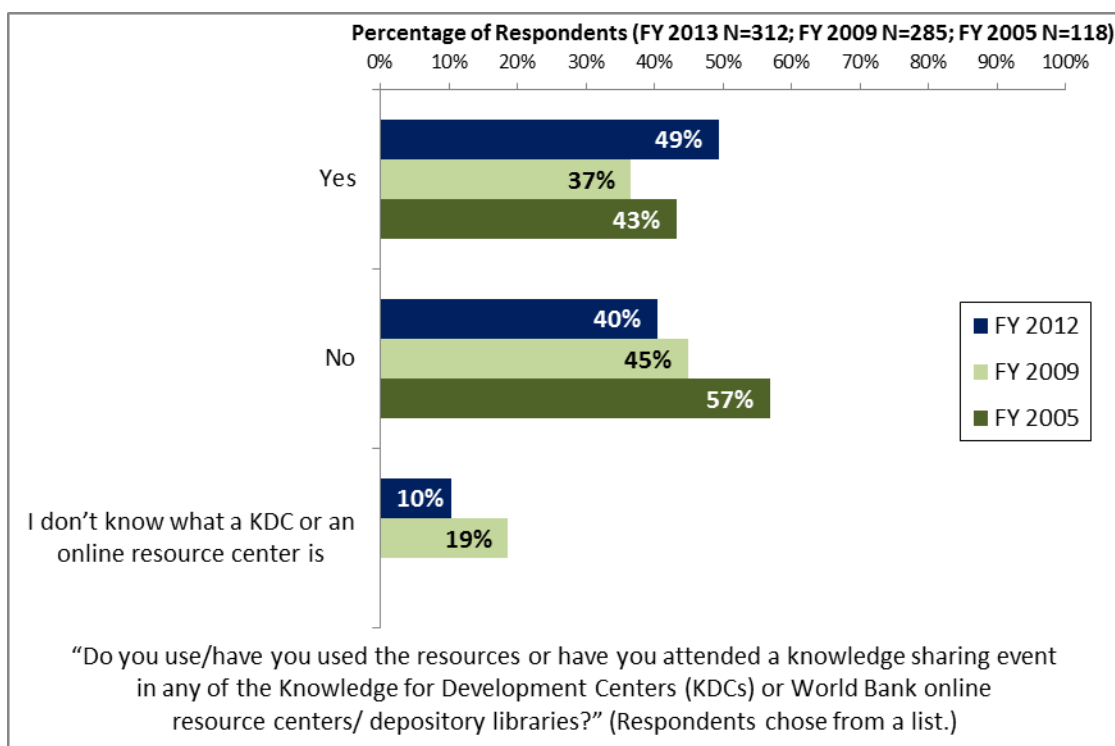
- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank Group is responsive to their information requests and inquiries and that when they need information from the World Bank Group they know how to find it compared to respondents from the FY '09 country survey.
- Respondents from PMUs had the highest levels of agreement that the World Bank Group is responsive to their information requests and inquiries whereas donors had significantly lower levels of agreement.



X. Communication and Openness (continued)

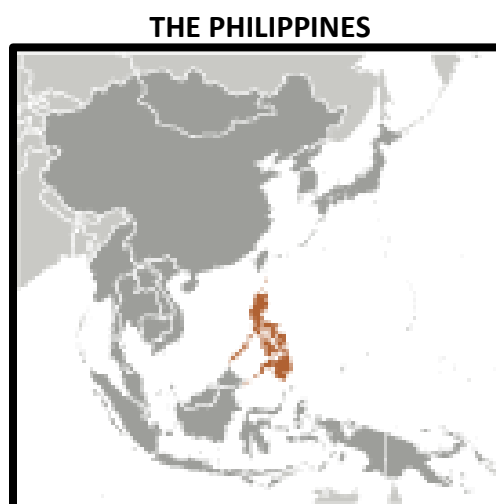
Knowledge Development Centers (KDCs)

- Respondents in this year's country survey were significantly *more* likely to have used the Bank's KDCs or online resource centers compared to respondents from the FY '09 and FY '05 country surveys.



XI. Appendices

A. Responses across All Respondents	45
B. Responses by Stakeholder Groups	59
C. Responses by Geographic Locations (Manila vs. Other Areas)	75
D. Responses by Geographic Locations (Urban vs. Rural)	86
E. Responses by Year.....	97
F. Indicator Questions as a Function of Exposure to the Bank.....	99
G. World Bank Client Survey 2013 – The Philippines Questionnaire	100



Appendix A: Responses across All Respondents (N=328)

A. Background Information

1. Which of the following best describes your current organization? (Please mark only ONE response)	Percentage of Respondents (N=323)
Government: National executive branch official or staff	27.9%
Civil Society Organization	19.5%
Private sector: Private organization or business	9.3%
Government: Local government unit official or staff	6.8%
Government-owned corporation or financial institution	6.8%
Media: Press, radio, TV, web, etc.	6.5%
Donor: Bilateral or multilateral development agency	6.2%
Other	5.9%
Government: Project management unit (PMU) for a World Bank-supported project	4.3%
Government: House of Representatives member or staff	3.1%
Private sector: Banks, financial sector	2.5%
Government: Senate member or staff	0.9%
Private sector: Consultant or contractor	0.3%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=309)
Health, Education, Labor, Gender, Disability, other Social Services	15.2%
Others	13.6%
Governance, Transparency, Anti-Corruption, Social Accountability	12.0%
Multisectoral or non-sector specific	10.4%
Economic, Fiscal, Budget Management	9.4%
Communication, Media, Information Service	8.4%
Finance, Banking, Insurance	8.4%
Energy, Mining, Housing, Telecommunications, Transport, Water, Other Infrastructure	8.1%
Agriculture, Agrarian Reform, Rural Development	7.1%
Environment, Natural Resources, Climate Change, Disaster Management	4.5%
Commerce, Trade, Investment, Manufacturing	1.6%
Law, Justice	1.3%

3. Currently, which of the following agencies of the World Bank Group (IBRD/IDA, IFC) do you primarily work with in the Philippines? (Choose only ONE)	Percentage of Respondents (N=298)
The World Bank (IBRD/IDA)	55.4%
International Finance Corporation (IFC)	5.4%
Both World Bank and IFC	15.1%
I don't collaborate/work with the World Bank Group	24.2%

4. Which of the following describes most of your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines? (Choose no more than TWO)	Percentage of Respondents (N=301)
Collaborate as part of my professional duties	53.8%
Engage in World Bank Group-related/sponsored events/activities	49.8%
Use World Bank reports/data	29.6%
Use World Bank website for information, data, research, etc.	20.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	10.3%

A. Background Information (continued)

5. Which best represents your geographic location?	Percentage of Respondents (N=306)
Metro Manila	75.5%
Luzon	5.9%
Visayas	5.2%
Mindanao	13.4%

6. Which best represents your geographic location?	Percentage of Respondents (N=304)
Urban	86.5%
Rural	13.5%

B. General Issues facing the Philippines

1. In general would you say that the Philippines is headed in...?	Percentage of Respondents (N=320)
The right direction	84.7%
The wrong direction	1.9%
Not sure	13.4%

B. General Issues facing the Philippines (continued)

2. When considering development priorities, which THREE of the following development priorities are most important in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=327)
Anti-corruption, transparency, social accountability	38.5%
Governance and government effectiveness	27.2%
Economic growth	24.8%
Education: providing quality education for children	24.8%
Agricultural modernization, rural development	23.9%
Poverty reduction	23.2%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	19.0%
Jobs: creating more and better jobs	18.3%
Local government: improving effectiveness of LGUs	8.9%
Health: improving the delivery of health services	7.0%
Peace and order: securing peace in Mindanao	7.0%
Climate change mitigation and adaptation	6.7%
Environment	6.7%
Private sector development: enhancing the environment for investment and business growth	6.7%
Disaster risk reduction and management	5.5%
Energy: improving power sources, renewable and clean energy	5.5%
Peace and order: reducing crime and violence	5.5%
Food security: improving access to sufficient, safe and nutritious food	4.9%
Population: reducing population growth	4.9%
Foreign direct investment: promoting policies to stimulate FDIs	4.0%
Law and justice: improving effectiveness of systems	4.0%
Public financial management: public expenditure, fiscal system reform	4.0%
Manufacturing	2.4%
Regulatory framework	2.4%
Natural resource management of oil, gas, mining, etc.	2.1%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	2.1%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	1.8%
Public sector reform	1.8%
Information and communications technology	1.2%
Land reform: improving and expanding implementation	0.9%
Trade and exports	0.6%
Other	0.6%
Regional economic cooperation	0.3%
Tourism	0.3%

B. General Issues facing the Philippines (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=319)
Jobs: creating more and better jobs	46.7%
Education: providing quality education for children	39.2%
Agricultural modernization, rural development	37.3%
Anti-corruption, transparency, social accountability	29.8%
Economic growth	27.6%
Governance and government effectiveness	18.2%
Population: reducing population growth	16.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	13.2%
Food security: improving access to sufficient, safe and nutritious food	8.5%
Health: improving the delivery of health services	8.2%
Local government: improving effectiveness of LGUs	7.5%
Private sector development: enhancing the environment for investment and business growth	7.2%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	6.6%
Manufacturing	4.1%
Peace and order: securing peace in Mindanao	4.1%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	3.8%
Public financial management: public expenditure, fiscal system reform	2.8%
Disaster risk reduction and management	2.5%
Land reform: improving and expanding implementation	2.2%
Foreign direct investment: promoting policies to stimulate FDIs	1.9%
Environment	1.6%
Peace and order: reducing crime and violence	1.6%
Natural resource management of oil, gas, mining, etc.	1.3%
Regional economic cooperation	1.3%
Climate change mitigation and adaptation	0.9%
Energy: improving power sources, renewable and clean energy	0.9%
Information and communications technology	0.9%
Regulatory framework	0.9%
Law and justice: improving effectiveness of systems	0.6%
Public sector reform	0.6%
Tourism	0.6%
Trade and exports	0.3%
Other	0.3%

B. General Issues facing the Philippines (continued)

4. Economic and social development can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Philippines? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=328)
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	41.2%
Agricultural modernization, rural development	37.2%
Anti-corruption, transparency, social accountability	28.0%
Governance and government effectiveness	26.5%
Education: providing quality education for children	24.7%
Jobs: creating more and better jobs	20.7%
Private sector development: enhancing the environment for investment and business growth	19.5%
Foreign direct investment: promoting policies to stimulate FDIs	13.1%
Energy: improving power sources, renewable and clean energy	9.1%
Manufacturing	8.8%
Local government: improving effectiveness of LGUs	7.6%
Peace and order: reducing crime and violence	6.1%
Population: reducing population growth	5.5%
Public financial management: public expenditure, fiscal system reform	5.5%
Trade and exports	5.5%
Tourism	4.6%
Natural resource management of oil, gas, mining, etc.	4.3%
Peace and order: securing peace in Mindanao	3.4%
Health: improving the delivery of health services	3.0%
Disaster risk reduction and management	2.7%
Regional economic cooperation	2.7%
Regulatory framework	2.7%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	2.7%
Environment	2.1%
Food security: improving access to sufficient, safe and nutritious food	2.1%
Law and justice: improving effectiveness of systems	2.1%
Public sector reform	1.5%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	1.2%
Information and communications technology	1.2%
Land reform: improving and expanding implementation	1.2%
Other	0.6%
Climate change mitigation and adaptation	0.3%

C. Overall Attitudes toward the World Bank

1. There are several institutions in the World Bank Group (IBRD/IDA, IFC) that work in developing countries around the world. How familiar are you with their work in the Philippines, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	N	Mean	SD
1. The World Bank (IBRD/IDA)	307	7.05	2.01
2. International Finance Corporation (IFC)	278	5.40	2.38

2. Overall, please rate your impression of the World Bank Group's (IBRD/IDA, IFC) effectiveness in the Philippines, on a ten-point scale? (1-Not effective at all, 10-Very effective)	N	Mean	SD
1. The World Bank (IBRD/IDA)	276	7.26	1.41
2. International Finance Corporation (IFC)	180	6.43	1.78

3. To what extent do you believe the World Bank Group's (IBRD/IDA, IFC) staff is well prepared (e.g., skills and knowledge) to help the Philippines solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all; 10-To a very significant degree)	N	Mean	SD
1. The World Bank (IBRD/IDA)	278	7.51	1.36
2. International Finance Corporation (IFC)	183	7.09	1.67

C. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank Group (IBRD/IDA, IFC) can have the most impact on development results in the Philippines, in which areas do you believe the World Bank should focus most of its attention and resources in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=327)
Agricultural modernization, rural development	37.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	33.0%
Economic growth	22.3%
Governance and government effectiveness	21.7%
Anti-corruption, transparency, social accountability	20.5%
Education: providing quality education for children	20.5%
Poverty reduction	16.8%
Jobs: creating more and better jobs	13.1%
Private sector development: enhancing the environment for investment and business growth	12.2%
Local government: improving effectiveness of LGUs	11.3%
Health: improving the delivery of health services	9.8%
Public financial management: public expenditure, fiscal system reform	8.0%
Disaster risk reduction and management	6.4%
Energy: improving power sources, renewable and clean energy	5.8%
Environment	5.2%
Foreign direct investment: promoting policies to stimulate FDIs	5.2%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	5.2%
Public sector reform	4.6%
Regulatory framework	4.6%
Climate change mitigation and adaptation	4.0%
Food security: improving access to sufficient, safe and nutritious food	4.0%
Peace and order: securing peace in Mindanao	3.7%
Natural resource management of oil, gas, mining, etc.	3.4%
Population: reducing population growth	2.8%
Manufacturing	2.4%
Regional economic cooperation	2.4%
Law and justice: improving effectiveness of systems	2.1%
Tourism	2.1%
Information and communications technology	1.5%
Trade and exports	1.2%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	0.9%
Other	0.9%
Land reform: improving and expanding implementation	0.3%
Peace and order: reducing crime and violence	0.3%

C. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank Group's (IBRD/IDA, IFC) role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?	Percentage of Respondents (N=299)		
	<i>Greatest Value</i>	<i>2nd Greatest Value</i>	<i>Combined</i>
Loans to finance development projects	30.4%	12.7%	43.1%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	15.7%	14.3%	30.1%
Technical assistance	13.0%	16.3%	29.4%
Training/capacity building	4.0%	15.7%	19.7%
Loans to promote policy reforms	4.3%	8.0%	12.3%
Policy advice	6.0%	6.0%	12.0%
Investment in private sector	4.7%	6.7%	11.3%
Studies/analyses	4.3%	6.3%	10.7%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	5.0%	4.3%	9.4%
Donor coordination	4.7%	4.0%	8.7%
Data about development	4.0%	3.0%	7.0%
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	3.3%	1.7%	5.0%
Other	0.3%	0.7%	1.0%

6. Which of the following do you identify as the World Bank Group's (IBRD/IDA, IFC) greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
Not adequately sensitive to political/social realities in the Philippines	27.0%
Imposing technocratic solutions without regard to political realities	21.5%
Too bureaucratic in its operational policies and procedures	20.8%
Not willing to honestly criticize policies and reform efforts in the country	20.1%
Not enough public disclosure of its work	17.5%
Too influenced by developed countries	13.9%
Not collaborating enough with non-government actors	12.8%
Too slow and complex in its processes	11.7%
Not aligned with country priorities	7.3%
Not exploring alternative policy options	6.9%
Not aligned with other donors' work	5.8%
Other	5.5%
Arrogant in its approach	2.9%
Staff too inaccessible	2.2%
Credibility of its knowledge/data	1.5%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=322)
Investment lending	47.5%
Technical assistance	43.2%
Capacity development/training	41.0%
Policy based lending / budget support to the Government	28.0%
Knowledge products/services	17.1%
Trust Fund management	5.0%
Other	1.2%
Don't know	0.9%

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
8. Overall the World Bank Group currently plays a relevant role in development in the Philippines.	312	7.49	1.66
9. The World Bank Group supports programs and strategies that are realistic for the Philippines.	303	7.24	1.49
10. The World Bank Group treats clients and stakeholders in the Philippines with respect.	300	7.70	1.58
11. The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.	303	7.42	1.64

To what extent is the World Bank Group (IBRD/IDA, IFC) an effective development partner in the Philippines, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
12. Accessibility of staff	283	7.24	1.73
13. Collaboration with groups outside of the Government	277	7.20	1.51
14. Collaboration with other donors	252	7.28	1.47
15. Collaboration with the Government	292	7.87	1.37
16. Flexibility toward changing country circumstances	271	7.07	1.50
17. Flexibility of the World Bank Group's products and services	254	6.95	1.47
18. Follow through over time	258	7.20	1.56
19. Inclusiveness	264	7.17	1.55
20. Openness	301	7.77	1.55
21. Responsiveness	288	7.43	1.53
22. Straightforwardness and honesty	288	7.70	1.68

23. When World Bank Group (IBRD/IDA, IFC)-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=301)
Political pressures and obstacles	39.5%
Lack of/inadequate levels of capacity in Government	36.5%
Reforms are not well thought out in light of country challenges	26.2%
There is no adequate level of citizen/civil society participation	25.6%
The World Bank is not sensitive enough to political/social realities on the ground	22.9%
The Government works inefficiently	19.9%
The World Bank works too slow	6.0%
Poor donor coordination	5.3%
The World Bank does not do adequate follow through/follow-up	5.3%
Other	2.7%

D. World Bank Effectiveness and Results

How effective do you believe the World Bank Group (IBRD/IDA, IFC) is in terms of the work it does in the following areas of development in the Philippines, on a ten-point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Helping achieve fiscal and financial stability through consolidation and improved macroeconomic risk management	247	7.17	1.31
2. Helping build an enabling business environment to promote competitiveness, productivity and employment	259	7.03	1.42
3. Helping promote access and delivery of financial services	256	7.14	1.48
4. Helping improve the delivery of basic services, such as education, health, water and sanitation	290	7.57	1.38
5. Helping improve the delivery of basic services in poor areas	283	7.72	4.39
6. Helping establish a social protection system through household poverty targeting and conditional cash transfers	261	7.52	1.63
7. Helping in disaster risk management and climate change mitigation and adaptation	261	7.27	1.53
8. Helping promote stability, peace and development in conflict-affected areas	248	6.99	1.54
9. Helping promote good governance and anticorruption in Government	282	7.50	1.48
10. Helping promote procurement and public financial management reforms in Government	275	7.54	1.39
11. Helping improve local governance through more effective decentralization	262	7.19	1.39
12. Other	24	7.42	1.91

Achieving Development Results	N	Mean	SD
13. To what extent does the World Bank Group's (IBRD/IDA, IFC) work help achieve development results in the Philippines, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	260	7.49	1.26

To what extent do you agree with the following statements about the World Bank Group (IBRD/IDA, IFC) in the Philippines, on a ten-point scale? (1-Strongly agree; 10-Strongly disagree)	N	Mean	SD
14. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Philippines	274	7.06	1.48
15. The World Bank meets the Philippines' needs for knowledge services (e.g., research, analysis, data, technical assistance)	293	7.54	1.39
16. IFC's financial products (i.e., investments, technical assistance and advisory services) meet the needs for private sector development in the Philippines	210	6.90	1.56

E. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=311)
Weekly	10.9%
Monthly	23.2%
A few times a year	44.7%
Rarely	16.1%
Never	5.1%

E. The World Bank's Knowledge (continued)

In the Philippines, how effective do you believe the World Bank Group's (IBRD/ IDA, IFC) knowledge and research are at: <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness		
	N	Mean	SD
2. Contributing to good policy making	286	7.35	1.42
3. Enhancing your knowledge and/or skills	294	7.60	1.46
4. Providing support for program implementation	288	7.51	1.36
5. Raising your awareness about a topic	294	7.71	1.48
6. Stimulating public debate/dialogue	278	7.14	1.55

In the Philippines, to what extent do you believe that the World Bank's knowledge and research: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree		
	N	Mean	SD
7. Are a source of relevant information about global good practices	295	7.83	1.41
8. Are accessible	292	7.64	1.42
9. Are adaptable to the Philippines' specific development challenges and country circumstances	294	7.20	1.39
10. Are adequately disseminated	282	6.78	1.67
11. Are relevant to the Philippines' development priorities	289	7.42	1.44
12. Are timely	286	7.31	1.53
13. Include appropriate level of stakeholder involvement during preparation	261	7.05	1.55
14. Provide feasible recommendations	288	7.38	1.32

Overall Evaluations	N	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines, on a ten-point scale? <i>(1-Not significant at all, 10-Very significant)</i>	296	7.49	1.33
17. Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge and research, on a ten-point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	298	7.96	1.22

F. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten-point scale? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	216	7.33	1.53
2. The World Bank effectively monitors and evaluates the projects and programs it supports	269	7.66	1.45
3. The World Bank ensures consistency and continuity through staff changes	229	7.46	1.37
4. The World Bank requires reasonable conditions on its lending	230	7.29	1.49
5. The World Bank provides effective implementation support	261	7.55	1.47
6. The World Bank's "Safeguards Policy" requirements are reasonable	233	7.59	1.40
7. The World Bank's approvals and reviews are timely	240	7.39	1.47
8. The World Bank's teams and visits are well coordinated	244	7.60	1.48
9. Where country systems are adequate, the World Bank makes appropriate use of them	237	7.68	1.30
10. Working with the World Bank increases the capacity of Government to implement and improve its performance in the Philippines	285	7.87	1.33

G. The Future Role of the World Bank in the Philippines

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank Group (IBRD/IDA, IFC) SHOULD play in the Philippines' development in the near future, on a ten-point scale? (1-Not a significant role at all, 10-Very significant role)	311	8.07	1.40

2. Which of the following SHOULD the World Bank Group (IBRD/IDA, IFC) do to make itself of greater value in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=309)
Reduce the complexity of obtaining World Bank financing	39.2%
Provide more adequate data/knowledge/statistics/figures on the Philippines' economy	26.5%
Improve the quality of its experts as related to the Philippines' specific challenges	26.2%
Offer more innovative knowledge services	24.3%
Offer more innovative financial products	19.7%
Improve the competitiveness of its financing compared to markets	16.5%
Ensure greater selectivity in its work	14.9%
Work faster	10.0%
Other	4.5%
Increase availability of Fee-Based services	2.6%

Collaboration within the World Bank Group	N	Mean	SD
3. How effective do you believe the different agencies of the World Bank Group (IBRD/IDA, IFC) collaborate and coordinate in the Philippines, on a ten-point scale? (1-Not effectively at all, 10-Very effectively)	253	7.48	1.21

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=312)
Newspapers – local	50.0%
Internet through non-World Bank websites, search engines such as Google and Yahoo	36.9%
Television – local	17.9%
Email	14.1%
World Bank Group publications, materials	13.8%
World Bank Group website	9.6%
Television – international	8.3%
Social media: Facebook, Twitter, YouTube	7.7%
World Bank Group conferences, seminars, workshops, videoconferences	7.7%
Newspapers – international	6.1%
Other	5.4%
World Bank Knowledge for Development Center	4.8%
Periodicals	4.2%
World Bank Group staff through face-to-face meetings and discussions	3.8%
Radio – local	1.9%
Blogs	1.3%
Mobile phones	1.0%
Instant messaging or online chat	0.3%
Radio – international	0.0%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank Group (IBRD/IDA, IFC)? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=313)
Email	53.0%
World Bank Group publications, materials	28.4%
World Bank Group conferences, seminars, workshops, videoconferences	21.1%
World Bank Group website	20.1%
Internet through non-World Bank websites, search engines such as Google and Yahoo	14.4%
Social media: Facebook, Twitter, YouTube	11.5%
World Bank Group staff through face-to-face meetings and discussions	8.9%
Newspapers – local	8.3%
Periodicals	7.3%
World Bank Knowledge for Development Center	6.4%
Television – local	4.8%
Blogs	2.6%
Mobile phones	1.6%
Television – international	1.3%
Instant messaging or online chat	1.0%
Newspapers – international	0.6%
Radio – local	0.3%
Radio – international	0.0%
Other	0.0%

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 a list of exceptions?	Percentage of Respondents (N=225)
Yes	43.6%
No	56.4%

4. Are you aware of the IFC's Access to Information Policy under which the IFC makes available information concerning its activities?	Percentage of Respondents (N=207)
Yes	27.5%
No	72.5%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=289)
Yes	26.6%
No	73.4%

6. Were you able to obtain this information?	Percentage of Respondents (N=76)
Yes	93.4%
No	6.6%

7. Do you have access to the Internet?	Percentage of Respondents (N=285)
Yes	98.2%
No	1.8%

G. Communication and Information Sharing (continued)

8. Do you use/have used the World Bank Group websites?	Percentage of Respondents (N=288)
Yes	78.8%
No	21.2%

9. Which do you primarily use?	Percentage of Respondents (N=254)
The World Bank's country website (www.worldbank.org/ph)	48.4%
The World Bank's main website (www.worldbank.org)	49.2%
IFC's main website (www.ifc.org)	2.4%

10. Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/ depository libraries?	Percentage of Respondents (N=312)
Yes	49.4%
No	40.4%
I don't know what a KDC or an online resource center is	10.3%

Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
11. I find the information on the World Bank Group's websites useful	250	8.02	1.28
12. I find the World Bank Group's websites easy to navigate	248	7.77	1.31
13. I use more data from the World Bank Group as a result of the organization's Open Data policy	201	7.32	1.65
14. The World Bank Group is responsive to my information requests and inquiries	182	7.60	1.44
15. The World Bank's KDC or online resource center is a valuable source of information related to development in the Philippines	148	8.09	1.29
16. When I need information from the World Bank Group I know how to find it	245	7.45	1.93

Appendix B: Responses by Stakeholder Groups

A. Background Information

Currently, which of the following agencies of the World Bank Group (IBRD/IDA, IFC) do you primarily work with in the Philippines? (Choose only ONE)

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
The World Bank (IBRD/IDA)	53.7%	65.0%	33.3%	42.1%	67.4%	85.7%	70.0%	19.0%	30.6%	68.8%
International Finance Corporation (IFC)	3.7%	5.0%	0.0%	0.0%	4.7%	0.0%	5.0%	0.0%	22.2%	0.0%
Both World Bank and IFC	7.4%	20.0%	11.1%	5.3%	16.3%	7.1%	20.0%	28.6%	27.8%	0.0%
I don't collaborate/work with the World Bank Group	35.2%	10.0%	55.6%	52.6%	11.6%	7.1%	5.0%	52.4%	19.4%	31.3%

Which of the following describes most of your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Collaborate as part of my professional duties	44.6%	90.0%	16.7%	27.8%	70.6%	85.7%	66.7%	5.0%	52.8%	25.0%
Engage in World Bank Group-related/sponsored events/activities	57.1%	30.0%	33.3%	50.0%	63.5%	42.9%	57.1%	10.0%	41.7%	56.3%
Observer (i.e., follow in media, discuss in informal conversations)	10.7%	0.0%	33.3%	11.1%	3.5%	0.0%	0.0%	35.0%	16.7%	12.5%
Use World Bank reports/data	33.9%	30.0%	58.3%	27.8%	20.0%	14.3%	19.0%	65.0%	30.6%	31.3%
Use World Bank website for information, data, research, etc.	25.0%	5.0%	25.0%	22.2%	10.6%	7.1%	19.0%	45.0%	27.8%	37.5%

B. General Issues facing the Philippines

In general, would you say that the Philippines is headed in...?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
The right direction	71.0%	100%	76.9%	88.9%	94.4%	84.6%	86.4%	85.7%	86.8%	72.2%
The wrong direction	3.2%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	9.5%	0.0%	0.0%
Not sure	25.8%	0.0%	23.1%	11.1%	5.6%	7.7%	13.6%	4.8%	13.2%	27.8%

When considering development priorities, which THREE of the following development priorities are most important in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Agricultural modernization, rural development	27.0%	10.0%	30.8%	38.1%	14.4%	42.9%	22.7%	19.0%	25.6%	36.8%
Anti-corruption, transparency, social accountability	46.0%	30.0%	69.2%	28.6%	38.9%	28.6%	45.5%	52.4%	25.6%	21.1%
Climate change mitigation and adaptation	7.9%	5.0%	0.0%	14.3%	6.7%	0.0%	13.6%	9.5%	5.1%	0.0%
Disaster risk reduction and management	9.5%	10.0%	0.0%	4.8%	6.7%	0.0%	0.0%	4.8%	2.6%	5.3%
Economic growth	11.1%	10.0%	7.7%	38.1%	37.8%	28.6%	18.2%	23.8%	28.2%	26.3%
Education: providing quality education for children	38.1%	20.0%	23.1%	14.3%	15.6%	21.4%	13.6%	28.6%	38.5%	31.6%
Energy: improving power sources, renewable and clean energy	0.0%	5.0%	7.7%	0.0%	3.3%	0.0%	13.6%	4.8%	23.1%	0.0%
Environment	12.7%	0.0%	0.0%	14.3%	6.7%	0.0%	4.5%	0.0%	10.3%	0.0%
Food security: improving access to sufficient, safe and nutritious food	4.8%	5.0%	0.0%	9.5%	2.2%	14.3%	13.6%	0.0%	5.1%	5.3%
Foreign direct investment: promoting policies to stimulate FDIs	4.8%	5.0%	0.0%	0.0%	3.3%	0.0%	9.1%	4.8%	5.1%	5.3%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	3.2%	0.0%	7.7%	0.0%	1.1%	0.0%	0.0%	4.8%	0.0%	5.3%
Governance and government effectiveness	28.6%	60.0%	23.1%	9.5%	36.7%	50.0%	4.5%	9.5%	17.9%	10.5%
Health: improving the delivery of health services	4.8%	5.0%	7.7%	14.3%	7.8%	7.1%	4.5%	9.5%	5.1%	10.5%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	5.1%	0.0%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	7.9%	20.0%	23.1%	19.0%	16.7%	28.6%	27.3%	28.6%	20.5%	36.8%
Jobs: creating more and better jobs	14.3%	30.0%	15.4%	19.0%	16.7%	7.1%	27.3%	19.0%	20.5%	21.1%
Land reform: improving and expanding implementation	1.6%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice: improving effectiveness of systems	4.8%	0.0%	15.4%	0.0%	1.1%	0.0%	0.0%	4.8%	12.8%	5.3%
Local government: improving effectiveness of LGUs	9.5%	20.0%	7.7%	14.3%	11.1%	7.1%	4.5%	4.8%	2.6%	5.3%
Manufacturing	3.2%	10.0%	0.0%	0.0%	1.1%	0.0%	9.1%	0.0%	0.0%	5.3%
Natural resource management of oil, gas, mining, etc.	1.6%	0.0%	0.0%	4.8%	2.2%	0.0%	4.5%	4.8%	2.6%	0.0%
Peace and order: reducing crime and violence	3.2%	0.0%	7.7%	0.0%	3.3%	0.0%	4.5%	19.0%	5.1%	15.8%
Peace and order: securing peace in Mindanao	12.7%	5.0%	15.4%	9.5%	5.6%	7.1%	4.5%	4.8%	0.0%	10.5%
Population: reducing population growth	4.8%	5.0%	7.7%	0.0%	3.3%	7.1%	0.0%	9.5%	10.3%	5.3%
Poverty reduction	30.2%	20.0%	15.4%	33.3%	32.2%	14.3%	22.7%	14.3%	10.3%	5.3%
Private sector development: enhancing the environment for investment and business growth	3.2%	0.0%	7.7%	0.0%	6.7%	7.1%	18.2%	4.8%	10.3%	15.8%
Public financial management: public expenditure, fiscal system reform	0.0%	15.0%	7.7%	0.0%	6.7%	7.1%	0.0%	4.8%	0.0%	5.3%
Public sector reform	1.6%	5.0%	0.0%	4.8%	1.1%	7.1%	0.0%	4.8%	0.0%	0.0%
Regional economic cooperation	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	5.0%	0.0%	4.8%	2.2%	0.0%	4.5%	0.0%	7.7%	0.0%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	3.2%	0.0%	0.0%	0.0%	3.3%	7.1%	0.0%	0.0%	0.0%	5.3%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	4.5%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%

B. General Issues facing the Philippines (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Agricultural modernization, rural development	35.5%	20.0%	66.7%	52.4%	35.6%	57.1%	33.3%	47.6%	28.2%	36.8%
Anti-corruption, transparency, social accountability	37.1%	15.0%	33.3%	9.5%	26.4%	42.9%	38.1%	28.6%	33.3%	31.6%
Climate change mitigation and adaptation	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	2.6%	0.0%
Disaster risk reduction and management	3.2%	0.0%	8.3%	0.0%	2.3%	0.0%	0.0%	0.0%	2.6%	0.0%
Economic growth	14.5%	20.0%	16.7%	38.1%	39.1%	7.1%	23.8%	28.6%	28.2%	31.6%
Education: providing quality education for children	40.3%	35.0%	33.3%	57.1%	31.0%	14.3%	28.6%	57.1%	56.4%	42.1%
Energy: improving power sources, renewable and clean energy	1.6%	0.0%	0.0%	0.0%	1.1%	0.0%	4.8%	0.0%	0.0%	0.0%
Environment	3.2%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security: improving access to sufficient, safe and nutritious food	6.5%	10.0%	0.0%	14.3%	12.6%	7.1%	9.5%	4.8%	5.1%	5.3%
Foreign direct investment: promoting policies to stimulate FDIs	4.8%	5.0%	0.0%	0.0%	1.1%	0.0%	4.8%	0.0%	0.0%	0.0%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	6.5%	0.0%	8.3%	4.8%	2.3%	0.0%	0.0%	0.0%	7.7%	5.3%
Governance and government effectiveness	25.8%	25.0%	8.3%	0.0%	26.4%	21.4%	9.5%	19.0%	10.3%	0.0%
Health: improving the delivery of health services	11.3%	15.0%	0.0%	0.0%	10.3%	7.1%	14.3%	4.8%	5.1%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	4.8%	2.6%	0.0%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	9.7%	15.0%	16.7%	23.8%	10.3%	14.3%	9.5%	9.5%	12.8%	31.6%
Jobs: creating more and better jobs	35.5%	50.0%	50.0%	52.4%	43.7%	35.7%	61.9%	42.9%	61.5%	52.6%
Land reform: improving and expanding implementation	3.2%	5.0%	8.3%	0.0%	1.1%	7.1%	0.0%	0.0%	0.0%	0.0%
Law and justice: improving effectiveness of systems	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local government: improving effectiveness of LGUs	11.3%	10.0%	8.3%	4.8%	6.9%	21.4%	4.8%	4.8%	5.1%	0.0%
Manufacturing	4.8%	5.0%	0.0%	0.0%	5.7%	0.0%	4.8%	0.0%	5.1%	5.3%
Natural resource management of oil, gas, mining, etc.	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	4.8%	4.8%	0.0%	5.3%
Peace and order: reducing crime and violence	3.2%	0.0%	8.3%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	5.3%
Peace and order: securing peace in Mindanao	4.8%	5.0%	8.3%	4.8%	3.4%	7.1%	4.8%	4.8%	2.6%	0.0%
Population: reducing population growth	16.1%	10.0%	25.0%	19.0%	12.6%	7.1%	19.0%	28.6%	17.9%	21.1%
Private sector development: enhancing the environment for investment and business growth	3.2%	15.0%	0.0%	4.8%	10.3%	0.0%	4.8%	0.0%	12.8%	10.5%
Public financial management: public expenditure, fiscal system reform	1.6%	5.0%	0.0%	4.8%	1.1%	21.4%	4.8%	0.0%	0.0%	5.3%
Public sector reform	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	4.8%	0.0%	0.0%
Regional economic cooperation	1.6%	0.0%	0.0%	0.0%	1.1%	0.0%	4.8%	0.0%	0.0%	5.3%
Regulatory framework	1.6%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	9.7%	20.0%	0.0%	4.8%	6.9%	14.3%	4.8%	0.0%	0.0%	5.3%
Tourism	0.0%	5.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. General Issues facing the Philippines (continued)

Economic and social development can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Agricultural modernization, rural development	44.4%	25.0%	30.8%	63.6%	28.9%	64.3%	27.3%	42.9%	33.3%	42.1%
Anti-corruption, transparency, social accountability	34.9%	20.0%	46.2%	27.3%	23.3%	28.6%	36.4%	23.8%	28.2%	26.3%
Climate change mitigation and adaptation	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk reduction and management	3.2%	5.0%	0.0%	4.5%	3.3%	0.0%	0.0%	0.0%	2.6%	0.0%
Education: providing quality education for children	27.0%	10.0%	38.5%	27.3%	20.0%	7.1%	22.7%	38.1%	25.6%	36.8%
Energy: improving power sources, renewable and clean energy	6.3%	0.0%	0.0%	9.1%	8.9%	7.1%	27.3%	4.8%	12.8%	15.8%
Environment	4.8%	0.0%	0.0%	4.5%	2.2%	0.0%	0.0%	4.8%	0.0%	0.0%
Food security: improving access to sufficient, safe and nutritious food	4.8%	0.0%	0.0%	0.0%	2.2%	0.0%	9.1%	0.0%	0.0%	0.0%
Foreign direct investment: promoting policies to stimulate FDIs	17.5%	20.0%	15.4%	13.6%	10.0%	7.1%	4.5%	14.3%	17.9%	10.5%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	1.6%	0.0%	7.7%	0.0%	1.1%	7.1%	0.0%	0.0%	0.0%	0.0%
Governance and government effectiveness	19.0%	40.0%	7.7%	18.2%	36.7%	21.4%	27.3%	9.5%	25.6%	21.1%
Health: improving the delivery of health services	4.8%	5.0%	7.7%	0.0%	2.2%	14.3%	0.0%	4.8%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	2.6%	5.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	27.0%	60.0%	23.1%	36.4%	50.0%	35.7%	36.4%	52.4%	48.7%	26.3%
Jobs: creating more and better jobs	31.7%	10.0%	0.0%	22.7%	20.0%	14.3%	27.3%	14.3%	15.4%	31.6%
Land reform: improving and expanding implementation	1.6%	0.0%	0.0%	0.0%	1.1%	7.1%	0.0%	0.0%	0.0%	0.0%
Law and justice: improving effectiveness of systems	3.2%	0.0%	0.0%	0.0%	2.2%	0.0%	4.5%	9.5%	0.0%	0.0%
Local government: improving effectiveness of LGUs	11.1%	10.0%	7.7%	0.0%	7.8%	7.1%	0.0%	4.8%	10.3%	10.5%
Manufacturing	12.7%	5.0%	15.4%	18.2%	5.6%	7.1%	4.5%	9.5%	10.3%	5.3%
Natural resource management of oil, gas, mining, etc.	1.6%	5.0%	0.0%	4.5%	3.3%	7.1%	9.1%	4.8%	10.3%	0.0%
Peace and order: reducing crime and violence	4.8%	0.0%	15.4%	4.5%	4.4%	0.0%	18.2%	19.0%	0.0%	10.5%
Peace and order: securing peace in Mindanao	4.8%	10.0%	7.7%	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	5.3%
Population: reducing population growth	6.3%	5.0%	7.7%	0.0%	6.7%	0.0%	0.0%	9.5%	5.1%	10.5%
Private sector development: enhancing the environment for investment and business growth	7.9%	25.0%	15.4%	18.2%	30.0%	14.3%	31.8%	4.8%	20.5%	15.8%
Public financial management: public expenditure, fiscal system reform	1.6%	10.0%	7.7%	0.0%	6.7%	14.3%	0.0%	0.0%	10.3%	10.5%
Public sector reform	3.2%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	4.8%	2.6%	0.0%
Regional economic cooperation	1.6%	0.0%	0.0%	4.5%	1.1%	7.1%	9.1%	4.8%	2.6%	5.3%
Regulatory framework	0.0%	15.0%	7.7%	0.0%	3.3%	0.0%	0.0%	0.0%	5.1%	0.0%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	4.8%	0.0%	15.4%	0.0%	2.2%	7.1%	0.0%	4.8%	0.0%	0.0%
Tourism	4.8%	5.0%	15.4%	9.1%	2.2%	7.1%	0.0%	9.5%	5.1%	0.0%
Trade and exports	1.6%	10.0%	7.7%	13.6%	5.6%	14.3%	0.0%	4.8%	5.1%	5.3%
Other	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank**Overall Attitudes toward the World Bank**

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank (IBRD/IDA) in the Philippines?*	60	6.38	2.140	20	8.30	1.342	11	6.91	1.375	20	6.50	2.460	84	7.44	1.638	14	6.79	2.326	21	8.10	1.044	20	7.55	1.849	38	6.42	2.543	18	6.56	1.723
How familiar are you with the work of IFC in the Philippines?*	52	4.13	2.552	17	6.35	1.618	12	5.33	1.614	17	5.18	2.721	75	5.12	2.301	12	4.33	2.309	19	6.37	1.535	20	6.75	1.713	36	6.83	2.249	17	5.06	2.015

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

*Significantly different between stakeholder groups.

Overall Attitudes toward the World Bank

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's (IBRD/IDA) effectiveness in the Philippines.	47	6.89	1.591	19	7.26	.991	11	7.27	1.489	15	7.73	1.335	82	7.46	1.307	11	7.82	1.401	20	7.50	1.192	19	7.16	1.015	34	6.91	1.712	17	7.18	1.380
Overall, please rate your impression of the IFC's effectiveness in the Philippines.	23	5.87	2.007	14	6.43	1.222	9	5.89	2.205	10	6.90	1.370	43	6.33	1.769	4	7.75	.957	15	6.40	1.993	19	6.53	1.467	31	6.97	1.516	12	6.00	2.558

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

Overall Attitudes toward the World Bank

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's (IBRD/IDA) staff is well prepared to help the Philippines solve its most complicated development challenges?	51	7.25	1.43	19	7.95	1.13	10	7.30	1.49	15	7.47	1.25	82	7.66	1.31	12	8.25	1.29	19	7.84	1.34	19	7.00	1.29	32	7.34	1.33	17	7.59	1.18
To what extent do you believe IFC's staff is well prepared to help the Philippines solve its most complicated development challenges?	27	6.78	1.95	13	7.62	1.56	9	6.89	1.45	10	7.20	1.40	47	6.91	1.79	5	8.00	1.22	15	6.80	1.86	17	6.59	1.42	29	7.62	1.37	11	7.45	1.69

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

C. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank Group (IBRD/IDA, IFC) can have the most impact on development results in the Philippines, in which areas do you believe the World Bank should focus most of its attention and resources in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Agricultural modernization, rural development	44.4%	20.0%	38.5%	59.1%	33.7%	57.1%	40.9%	57.1%	17.9%	31.6%
Anti-corruption, transparency, social accountability	38.1%	5.0%	23.1%	9.1%	14.6%	28.6%	22.7%	23.8%	12.8%	15.8%
Climate change mitigation and adaptation	3.2%	0.0%	0.0%	9.1%	3.4%	7.1%	13.6%	0.0%	2.6%	0.0%
Disaster risk reduction and management	9.5%	15.0%	0.0%	13.6%	2.2%	0.0%	9.1%	4.8%	7.7%	0.0%
Economic growth	15.9%	15.0%	30.8%	13.6%	29.2%	7.1%	13.6%	23.8%	28.2%	36.8%
Education: providing quality education for children	25.4%	5.0%	15.4%	45.5%	14.6%	14.3%	22.7%	19.0%	15.4%	42.1%
Energy: improving power sources, renewable and clean energy	4.8%	5.0%	0.0%	9.1%	4.5%	0.0%	0.0%	4.8%	17.9%	5.3%
Environment	6.3%	0.0%	0.0%	4.5%	9.0%	0.0%	0.0%	0.0%	10.3%	0.0%
Food security: improving access to sufficient, safe and nutritious food	4.8%	0.0%	0.0%	0.0%	4.5%	0.0%	4.5%	0.0%	5.1%	10.5%
Foreign direct investment: promoting policies to stimulate FDIs	7.9%	5.0%	15.4%	0.0%	4.5%	0.0%	0.0%	9.5%	5.1%	5.3%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	1.6%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance and government effectiveness	20.6%	30.0%	15.4%	9.1%	27.0%	28.6%	22.7%	14.3%	25.6%	10.5%
Health: improving the delivery of health services	9.5%	15.0%	7.7%	13.6%	9.0%	7.1%	22.7%	9.5%	7.7%	0.0%
Information and communications technology	1.6%	0.0%	0.0%	4.5%	1.1%	0.0%	0.0%	4.8%	2.6%	0.0%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	11.1%	35.0%	53.8%	45.5%	34.8%	35.7%	36.4%	19.0%	51.3%	47.4%
Jobs: creating more and better jobs	20.6%	10.0%	15.4%	13.6%	9.0%	14.3%	9.1%	4.8%	12.8%	26.3%
Land reform: improving and expanding implementation	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice: improving effectiveness of systems	3.2%	0.0%	7.7%	0.0%	2.2%	0.0%	0.0%	4.8%	0.0%	5.3%
Local government: improving effectiveness of LGUs	11.1%	10.0%	15.4%	13.6%	14.6%	14.3%	13.6%	4.8%	5.1%	0.0%
Manufacturing	3.2%	5.0%	0.0%	0.0%	3.4%	0.0%	0.0%	4.8%	2.6%	0.0%
Natural resource management of oil, gas, mining, etc.	0.0%	0.0%	0.0%	9.1%	2.2%	7.1%	4.5%	14.3%	2.6%	5.3%
Peace and order: reducing crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Peace and order: securing peace in Mindanao	7.9%	5.0%	0.0%	0.0%	2.2%	7.1%	0.0%	4.8%	0.0%	10.5%
Population: reducing population growth	3.2%	0.0%	0.0%	0.0%	3.4%	0.0%	4.5%	9.5%	2.6%	0.0%
Poverty reduction	17.5%	15.0%	23.1%	18.2%	22.5%	7.1%	18.2%	14.3%	7.7%	15.8%
Private sector development: enhancing the environment for investment and business growth	4.8%	30.0%	0.0%	4.5%	13.5%	14.3%	9.1%	14.3%	23.1%	10.5%
Public financial management: public expenditure, fiscal system reform	4.8%	15.0%	23.1%	0.0%	13.5%	7.1%	4.5%	9.5%	2.6%	0.0%
Public sector reform	4.8%	15.0%	0.0%	0.0%	3.4%	0.0%	0.0%	4.8%	5.1%	5.3%
Regional economic cooperation	0.0%	0.0%	7.7%	0.0%	1.1%	7.1%	9.1%	0.0%	2.6%	10.5%
Regulatory framework	1.6%	10.0%	0.0%	0.0%	2.2%	0.0%	4.5%	4.8%	17.9%	5.3%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	4.8%	25.0%	0.0%	0.0%	5.6%	7.1%	9.1%	4.8%	0.0%	0.0%
Tourism	1.6%	0.0%	7.7%	4.5%	2.2%	0.0%	0.0%	4.8%	2.6%	0.0%
Trade and exports	1.6%	0.0%	0.0%	0.0%	1.1%	14.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank Group's (IBRD/IDA, IFC) role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?

Greatest Value Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	3.5%	0.0%	0.0%	11.1%	1.2%	7.1%	14.3%	5.9%	0.0%	0.0%
Data about development	8.8%	0.0%	0.0%	0.0%	2.4%	0.0%	4.8%	5.9%	5.1%	5.9%
Donor coordination	5.3%	5.3%	0.0%	0.0%	7.1%	7.1%	4.8%	0.0%	2.6%	5.9%
Investment in private sector	3.5%	0.0%	0.0%	0.0%	3.6%	7.1%	4.8%	17.6%	10.3%	0.0%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	3.5%	5.3%	0.0%	5.6%	3.6%	7.1%	0.0%	0.0%	15.4%	5.9%
Loans to finance development projects	22.8%	21.1%	36.4%	55.6%	26.2%	35.7%	38.1%	41.2%	28.2%	41.2%
Loans to promote policy reforms	1.8%	21.1%	9.1%	0.0%	6.0%	0.0%	0.0%	5.9%	2.6%	0.0%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	31.6%	10.5%	18.2%	16.7%	9.5%	14.3%	4.8%	5.9%	12.8%	29.4%
Policy advice	3.5%	15.8%	9.1%	0.0%	8.3%	7.1%	4.8%	11.8%	2.6%	0.0%
Studies/analyses	3.5%	15.8%	9.1%	0.0%	2.4%	14.3%	4.8%	5.9%	0.0%	5.9%
Technical assistance	8.8%	0.0%	9.1%	11.1%	25.0%	0.0%	14.3%	0.0%	17.9%	0.0%
Training/capacity building	3.5%	5.3%	9.1%	0.0%	4.8%	0.0%	4.8%	0.0%	0.0%	5.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%

2nd Greatest Value Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	0.0%	0.0%	0.0%	5.6%	1.2%	0.0%	0.0%	0.0%	7.7%	0.0%
Data about development	5.2%	5.3%	0.0%	0.0%	0.0%	7.1%	4.8%	11.8%	0.0%	0.0%
Donor coordination	3.4%	10.5%	0.0%	0.0%	3.6%	0.0%	0.0%	11.8%	5.1%	5.9%
Investment in private sector	5.2%	0.0%	9.1%	0.0%	8.4%	0.0%	4.8%	11.8%	12.8%	5.9%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	8.6%	0.0%	9.1%	11.1%	1.2%	0.0%	4.8%	5.9%	2.6%	5.9%
Loans to finance development projects	13.8%	15.8%	0.0%	11.1%	12.0%	14.3%	14.3%	17.6%	15.4%	5.9%
Loans to promote policy reforms	6.9%	10.5%	0.0%	5.6%	6.0%	7.1%	0.0%	0.0%	23.1%	11.8%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	15.5%	5.3%	9.1%	5.6%	20.5%	7.1%	23.8%	5.9%	15.4%	5.9%
Policy advice	5.2%	31.6%	9.1%	0.0%	6.0%	7.1%	4.8%	0.0%	0.0%	5.9%
Studies/analyses	10.3%	5.3%	0.0%	5.6%	2.4%	0.0%	14.3%	5.9%	7.7%	11.8%
Technical assistance	10.3%	10.5%	27.3%	33.3%	19.3%	42.9%	9.5%	11.8%	5.1%	11.8%
Training/capacity building	15.5%	5.3%	36.4%	5.6%	19.3%	14.3%	19.0%	17.6%	5.1%	29.4%
Other	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

Which of the following do you identify as the World Bank Group's (IBRD/IDA, IFC) greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Arrogant in its approach	1.9%	10.5%	0.0%	6.7%	1.3%	10.0%	0.0%	0.0%	3.2%	7.1%
Credibility of its knowledge/data	1.9%	0.0%	0.0%	0.0%	1.3%	0.0%	5.0%	4.8%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	24.5%	26.3%	40.0%	26.7%	19.2%	30.0%	30.0%	14.3%	9.7%	21.4%
Not adequately sensitive to political/social realities in the Philippines	20.8%	15.8%	30.0%	26.7%	30.8%	40.0%	30.0%	33.3%	19.4%	28.6%
Not aligned with country priorities	1.9%	0.0%	20.0%	6.7%	9.0%	0.0%	5.0%	4.8%	16.1%	7.1%
Not aligned with other donors' work	1.9%	26.3%	10.0%	6.7%	6.4%	20.0%	0.0%	0.0%	0.0%	7.1%
Not collaborating enough with non-government actors	34.0%	5.3%	0.0%	0.0%	5.1%	0.0%	10.0%	9.5%	19.4%	14.3%
Not enough public disclosure of its work	7.5%	10.5%	20.0%	13.3%	20.5%	10.0%	15.0%	28.6%	29.0%	21.4%
Not exploring alternative policy options	7.5%	15.8%	10.0%	6.7%	6.4%	20.0%	10.0%	0.0%	0.0%	7.1%
Not willing to honestly criticize policies and reform efforts in the country	32.1%	10.5%	20.0%	13.3%	10.3%	10.0%	20.0%	47.6%	16.1%	14.3%
Staff too inaccessible	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	14.3%	3.2%	0.0%
Too bureaucratic in its operational policies and procedures	22.6%	15.8%	10.0%	33.3%	28.2%	10.0%	20.0%	0.0%	19.4%	21.4%
Too influenced by developed countries	7.5%	26.3%	20.0%	6.7%	16.7%	0.0%	20.0%	9.5%	6.5%	28.6%
Too slow and complex in its processes	7.5%	5.3%	10.0%	13.3%	15.4%	0.0%	5.0%	4.8%	25.8%	14.3%
Other	3.8%	15.8%	0.0%	6.7%	5.1%	20.0%	5.0%	0.0%	6.5%	0.0%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Capacity development/training	44.4%	30.0%	23.1%	45.5%	39.8%	21.4%	54.5%	38.1%	43.6%	47.1%
Investment lending	42.9%	40.0%	53.8%	77.3%	42.0%	64.3%	31.8%	61.9%	56.4%	35.3%
Knowledge products/services	22.2%	30.0%	30.8%	0.0%	17.0%	14.3%	13.6%	9.5%	20.5%	5.9%
Policy based lending / budget support to the Government	30.2%	25.0%	15.4%	18.2%	37.5%	14.3%	18.2%	33.3%	23.1%	29.4%
Technical assistance	28.6%	40.0%	53.8%	31.8%	52.3%	50.0%	63.6%	33.3%	41.0%	52.9%
Trust Fund management	7.9%	15.0%	0.0%	9.1%	2.3%	14.3%	0.0%	4.8%	2.6%	0.0%
Other	1.6%	0.0%	0.0%	4.5%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines.	60	7.28	1.55	20	8.20	1.36	13	7.00	1.47	20	7.95	2.37	87	7.78	1.26	14	7.79	1.76	22	7.50	1.34	21	7.29	1.65	33	7.15	1.75	18	7.44	1.76
The World Bank Group supports programs and strategies that are realistic for the Philippines.	60	6.87	1.51	20	7.65	1.18	12	6.58	1.08	20	7.40	2.09	87	7.56	1.34	12	7.67	1.50	22	7.36	1.14	21	6.86	1.46	31	7.32	1.42	16	7.06	1.48
The World Bank Group treats clients and stakeholders in the Philippines with respect.	55	7.42	1.58	18	7.83	1.54	12	7.33	1.50	18	7.67	1.94	87	7.93	1.48	14	8.29	1.54	22	7.41	1.30	21	7.52	1.50	35	7.89	1.71	16	7.63	1.54
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.*	55	7.05	1.60	20	8.10	1.45	12	6.67	1.30	21	7.62	1.99	88	7.81	1.31	12	8.33	1.56	22	7.27	1.24	21	6.81	1.66	32	7.38	1.81	17	7.06	1.89

*Significantly different between stakeholder groups.

C. Overall Attitudes toward the World Bank (continued)

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

Overall Attitudes toward the World Bank

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Accessibility of staff*	48	6.90	1.97	20	7.45	1.39	11	6.55	2.38	17	7.18	1.33	86	7.79	1.46	14	8.21	1.19	22	7.27	1.67	17	6.06	1.75	31	6.90	1.76	17	6.71	1.90
Collaboration with groups outside of the Government	55	6.80	1.68	20	7.40	1.54	11	7.27	2.05	13	7.08	1.38	78	7.47	1.24	13	7.85	1.52	20	7.25	1.41	20	6.80	1.40	29	7.00	1.54	17	7.35	1.84
Collaboration with other donors	44	7.18	1.33	20	7.15	1.69	9	6.33	1.73	12	6.92	1.31	76	7.58	1.40	13	7.92	1.80	19	7.42	1.35	18	7.28	1.27	26	6.85	1.54	15	7.07	1.53
Collaboration with the Government*	53	7.77	1.30	20	8.00	1.49	12	7.50	1.78	21	7.81	1.40	86	8.38	1.13	13	8.77	.93	22	7.32	1.39	19	7.37	1.34	30	7.33	1.52	15	7.33	1.18
Flexibility toward changing country circumstances*	47	6.72	1.65	20	7.50	1.43	11	7.09	1.81	16	7.44	1.55	80	7.36	1.14	13	7.92	1.50	21	7.05	1.50	19	6.21	1.78	29	6.69	1.42	15	6.67	1.72
Flexibility of the World Bank Group's products and services	43	6.79	1.55	19	6.84	1.80	10	7.00	2.00	15	7.07	1.49	73	7.16	1.29	12	8.00	.85	21	7.05	1.32	19	6.53	1.50	27	6.63	1.42	15	6.47	1.55
Follow through over time*	42	6.69	1.65	18	7.00	1.88	10	7.00	1.76	16	7.25	1.61	82	7.66	1.27	13	8.62	.77	19	6.89	1.85	17	6.94	1.52	26	6.65	1.38	15	6.87	1.55
Inclusiveness*	47	6.87	1.74	19	7.47	1.78	10	7.20	1.87	15	7.13	1.46	76	7.42	1.25	13	8.69	.75	20	6.95	1.47	18	6.72	1.53	29	6.97	1.18	16	6.75	1.77
Openness	57	7.79	1.75	19	7.95	1.27	13	7.92	1.71	19	7.58	2.01	85	7.93	1.33	14	8.43	1.02	22	7.73	1.16	20	7.10	1.92	34	7.74	1.29	17	7.35	2.15
Responsiveness*	53	7.04	1.73	20	7.70	1.03	12	7.42	1.78	17	7.65	1.37	84	7.85	1.08	14	8.43	1.22	21	7.52	1.44	20	6.70	1.42	30	6.97	1.50	16	7.13	2.13
Straightforwardness and honesty	53	7.34	1.78	19	7.37	1.89	13	7.92	1.89	19	8.11	1.20	83	8.05	1.31	14	8.36	1.39	21	7.76	1.48	20	7.05	1.76	29	7.69	1.75	16	7.38	2.19

*Significantly different between stakeholder groups.

When World Bank Group (IBRD/IDA, IFC)-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)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government-owned corporation	Media	Private Sector	Other
Lack of/inadequate levels of capacity in Government	31.7%	55.0%	33.3%	36.8%	37.3%	38.5%	19.0%	28.6%	33.3%	66.7%
Political pressures and obstacles	36.7%	40.0%	41.7%	26.3%	42.2%	38.5%	47.6%	38.1%	39.4%	44.4%
Poor donor coordination	0.0%	15.0%	8.3%	15.8%	9.6%	0.0%	0.0%	0.0%	3.0%	0.0%
Reforms are not well thought out in light of country challenges	23.3%	30.0%	25.0%	21.1%	30.1%	46.2%	33.3%	19.0%	15.2%	27.8%
The Government works inefficiently	33.3%	10.0%	25.0%	5.3%	10.8%	15.4%	14.3%	33.3%	30.3%	16.7%
The World Bank does not do adequate follow through/follow-up	6.7%	15.0%	8.3%	0.0%	4.8%	0.0%	9.5%	0.0%	6.1%	0.0%
The World Bank is not sensitive enough to political/social realities on the ground	20.0%	15.0%	16.7%	57.9%	22.9%	7.7%	33.3%	19.0%	21.2%	16.7%
The World Bank works too slow	5.0%	0.0%	8.3%	0.0%	7.2%	0.0%	4.8%	4.8%	18.2%	0.0%
There is no adequate level of citizen/civil society participation	33.3%	15.0%	25.0%	21.1%	16.9%	15.4%	23.8%	52.4%	33.3%	16.7%
Other	3.3%	0.0%	0.0%	5.3%	3.6%	7.7%	0.0%	0.0%	0.0%	0.0%

D. World Bank Effectiveness and Results

How effective do you believe the World Bank Group (IBRD/IDA, IFC) is in terms of the work it does in the following areas of development in the Philippines, on a ten-point scale? (1-Not effective at all, 10-Very effective)

World Bank Effectiveness and Results

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping achieve fiscal and financial stability through consolidation and improved macroeconomic risk management	46	7.30	.99	18	7.33	1.81	13	7.38	1.39	14	6.71	1.27	64	7.33	1.33	9	7.56	1.13	20	7.10	1.21	17	6.94	1.14	29	6.79	1.01	15	7.40	1.45
Helping build an enabling business environment to promote competitiveness, productivity and employment	48	6.96	1.41	17	7.06	1.95	13	7.00	1.15	15	7.20	1.32	73	7.18	1.41	8	7.38	1.19	21	6.90	1.26	18	6.56	1.04	30	7.00	1.17	15	7.40	1.68
Helping promote access and delivery of financial services	47	6.94	1.24	14	6.71	2.23	12	7.17	1.34	16	7.31	1.40	71	7.49	1.04	11	7.64	1.29	22	7.32	1.36	18	6.39	1.42	28	7.04	1.53	16	7.25	2.29
Helping improve the delivery of basic services, such as education, health, water and sanitation	57	7.42	1.36	17	7.82	1.13	13	7.38	1.26	19	7.53	1.31	80	7.91	1.14	13	7.77	1.24	21	7.43	1.40	19	7.11	1.52	33	7.58	1.41	17	7.24	1.75
Helping improve the delivery of basic services in poor areas	56	7.04	1.63	17	7.71	1.05	12	7.00	1.41	18	7.78	1.22	80	7.84	1.18	13	8.00	1.47	21	10.71	15.26	19	6.95	1.72	30	7.67	1.45	16	7.25	1.73
Helping establish a social protection system through household poverty targeting and conditional cash transfers	54	7.43	1.86	18	8.17	1.29	11	7.27	1.68	13	7.00	1.41	77	7.83	1.52	10	8.10	1.29	18	7.22	1.26	17	7.35	1.37	27	7.15	1.46	15	7.40	1.99
Helping in disaster risk management and climate change mitigation and adaptation*	50	7.00	1.50	18	6.72	1.93	11	7.27	1.56	13	7.69	1.32	73	7.62	1.06	9	8.22	1.30	20	7.45	1.50	19	7.16	1.42	31	7.32	1.56	16	6.50	2.10
Helping promote stability, peace and development in conflict-affected areas*	49	6.73	1.64	18	7.39	1.58	12	6.58	1.16	12	7.58	1.38	68	7.22	1.30	10	8.20	1.23	19	7.05	1.58	17	6.65	1.50	27	6.70	1.30	15	6.53	1.88
Helping promote good governance and anticorruption in Government*	54	7.13	1.51	20	7.55	1.50	13	7.15	1.34	16	7.87	1.20	81	7.94	1.08	12	8.42	1.38	21	7.29	1.59	18	7.06	1.39	29	7.55	1.38	17	6.88	2.03
Helping promote procurement and public financial management reforms in Government*	48	7.19	1.39	20	7.90	1.29	13	7.23	1.42	14	8.07	1.33	81	7.83	1.15	11	8.36	1.50	20	7.20	1.28	19	7.16	1.26	32	7.34	1.36	16	7.63	1.54
Helping improve local governance through more effective decentralization*	48	6.87	1.50	20	7.10	1.29	12	7.08	1.24	15	7.93	1.44	74	7.30	1.21	9	8.44	1.24	20	7.20	1.15	19	6.68	1.25	30	7.07	1.20	14	7.71	1.49
Other	2	7.50	2.12	1	8.00	.	3	7.00	2.65	2	8.00	2.83	6	7.83	.75	2	7.00	.00	1	8.00	.				2	7.00	1.41	4	8.50	1.00

*Significantly different between stakeholder groups.

World Bank Effectiveness and Results

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's (IBRD/IDA, IFC) work help to achieve development results in the Philippines?	48	7.29	1.35	17	7.59	1.33	12	7.33	1.15	16	7.63	1.26	72	7.75	.90	13	8.15	.99	20	7.55	1.15	17	7.06	.90	30	7.17	1.26	14	7.71	1.86

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

D. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group (IBRD/IDA, IFC) in the Philippines, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

World Bank Effectiveness and Results

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of the Philippines	49	6.71	1.38	17	7.00	1.70	13	6.69	1.32	18	6.94	1.70	78	7.44	1.09	11	7.91	1.76	18	7.11	1.23	20	6.55	1.67	31	7.06	1.48	17	7.00	1.84
The World Bank meets the Philippines' needs for knowledge services	54	7.26	1.35	20	7.95	.89	13	7.85	1.82	15	7.00	1.46	88	7.73	1.22	11	7.91	1.38	21	7.71	1.23	20	7.30	1.75	33	7.48	1.48	17	7.41	1.62
IFC's financial products meet the needs for private sector development in the Philippines	36	6.58	1.63	16	6.88	1.31	10	6.70	1.49	10	6.50	1.43	50	7.16	1.43	7	8.00	.82	17	6.65	1.32	19	7.05	1.65	32	6.88	1.64	12	7.42	1.68

E. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?*

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government-owned corporation	Media	Private Sector	Other
Weekly	4.8%	20.0%	41.7%	0.0%	12.6%	15.4%	9.5%	20.0%	5.4%	5.6%
Monthly	21.0%	40.0%	25.0%	5.0%	18.4%	53.8%	28.6%	25.0%	24.3%	22.2%
A few times a year	35.5%	40.0%	16.7%	45.0%	58.6%	23.1%	42.9%	50.0%	48.6%	33.3%
Rarely	27.4%	0.0%	16.7%	25.0%	9.2%	7.7%	19.0%	5.0%	18.9%	27.8%
Never	11.3%	0.0%	0.0%	25.0%	1.1%	0.0%	0.0%	0.0%	2.7%	11.1%

*Significantly different between stakeholder groups.

In the Philippines, how effective do you believe the World Bank Group's (IBRD/ IDA, IFC) knowledge and research are at: (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Contributing to good policy making	52	7.25	1.186	19	7.58	1.465	12	7.58	2.065	16	7.25	1.125	84	7.52	1.207	11	8.27	1.272	20	7.40	1.095	20	7.00	1.654	32	7.06	1.501	17	7.29	1.759
Enhancing your knowledge and/or skills*	55	7.44	1.398	20	8.00	1.076	12	7.92	1.782	16	7.25	1.183	85	7.80	1.280	12	8.75	.965	21	7.43	1.248	20	7.85	1.565	34	7.29	1.624	18	6.83	1.978
Providing support for program implementation*	51	7.31	1.304	19	7.21	1.512	12	7.42	1.505	16	6.87	1.586	86	7.72	1.175	13	8.77	1.092	21	7.57	1.568	20	7.50	1.277	32	7.53	1.244	17	7.06	1.600
Raising your awareness about a topic	56	7.50	1.440	20	7.60	1.392	12	7.75	1.603	16	7.63	1.258	84	7.93	1.240	12	8.58	1.165	20	7.65	1.496	20	8.05	1.638	35	7.57	1.481	18	7.11	2.166
Stimulating public debate/dialogue	52	6.85	1.500	18	7.50	1.505	12	7.58	1.782	16	6.94	1.389	80	7.43	1.290	11	8.09	1.136	20	6.75	1.650	20	6.90	1.586	30	6.87	1.676	18	6.83	2.282

*Significantly different between stakeholder groups.

E. The World Bank's Knowledge (continued)

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

The World Bank's Knowledge

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are a source of relevant information about global good practices*	54	7.57	1.22	20	8.00	.97	12	8.17	1.70	16	7.50	1.41	85	8.01	1.24	13	8.85	1.34	21	8.05	1.12	20	7.85	1.35	35	7.91	1.27	18	6.89	2.05
Are accessible*	54	7.31	1.56	20	7.90	1.25	12	7.83	1.53	16	6.75	1.48	84	7.75	1.24	12	8.75	1.14	21	7.95	1.20	20	7.20	1.54	34	7.91	1.16	18	7.50	1.86
Are adaptable to the Philippines' specific development challenges and country circumstances	55	7.02	1.38	20	7.60	.99	12	7.17	1.19	15	7.00	1.13	85	7.27	1.27	12	8.25	1.06	20	7.35	1.23	19	6.63	1.71	37	7.35	1.30	18	6.89	1.75
Are adequately disseminated*	53	6.34	1.89	19	7.53	1.12	12	7.08	1.51	15	6.00	1.46	82	6.88	1.53	11	7.64	1.50	20	7.25	1.62	20	6.20	1.54	32	6.81	1.75	18	6.78	1.99
Are relevant to the Philippines' development priorities*	54	7.09	1.47	20	7.75	1.21	12	7.17	1.40	16	6.94	1.34	83	7.64	1.19	13	8.38	.96	20	7.75	1.12	20	6.80	1.61	32	7.75	1.19	18	7.06	2.10
Are timely	52	7.02	1.59	20	7.75	1.16	12	7.33	1.50	15	7.07	1.33	83	7.41	1.33	12	8.25	1.76	21	7.52	1.47	20	7.10	1.68	32	7.34	1.31	18	7.11	2.00
Include appropriate level of stakeholder involvement during preparation*	45	6.64	1.84	17	7.12	1.62	12	7.08	1.44	13	7.62	1.26	75	7.07	1.40	11	8.27	1.35	21	7.48	1.36	20	6.40	1.47	29	6.83	1.47	18	7.28	1.74
Provide feasible recommendations	53	7.13	1.33	20	7.45	1.70	12	7.17	1.64	15	7.60	1.24	83	7.42	1.20	12	8.58	1.08	20	7.50	1.19	20	6.95	1.43	35	7.46	1.15	18	7.22	1.44

*Significantly different between stakeholder groups

The World Bank's Knowledge

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines?	53	7.45	1.28	20	7.55	1.61	12	7.75	1.36	16	7.38	1.45	86	7.63	1.21	12	8.42	1.16	21	7.81	1.03	20	7.10	.91	35	7.31	1.21	18	7.11	1.71
Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge/research?	54	7.85	1.02	20	8.25	1.16	12	8.17	1.40	16	7.69	1.35	86	8.03	1.18	13	8.92	.76	21	7.95	1.07	20	7.65	1.39	36	7.89	1.14	18	7.72	1.81

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

F. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

Working with the World Bank

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	34	7.03	1.42	13	6.23	2.17	5	6.60	1.52	16	6.88	1.50	70	7.54	1.25	14	8.64	1.08	20	7.60	1.57	14	7.14	1.35	20	7.10	1.71	10	7.80	1.87
The World Bank effectively monitors and evaluates the projects and programs it supports*	45	7.33	1.19	18	7.06	2.29	10	7.70	1.49	19	7.95	1.03	85	7.80	1.17	14	8.86	1.10	21	7.76	1.61	18	6.89	1.97	25	7.40	1.50	14	8.36	1.22
The World Bank ensures consistency and continuity through staff changes	36	7.19	1.19	15	6.73	1.94	8	7.25	1.39	15	7.80	1.08	76	7.51	1.14	14	8.36	1.39	18	7.83	1.54	15	7.00	1.81	22	7.36	1.40	10	7.80	1.32
The World Bank requires reasonable conditions on its lending	34	7.24	1.35	16	7.19	1.97	9	7.33	1.66	17	7.35	1.37	66	7.30	1.34	12	8.08	1.44	18	7.17	1.50	18	7.28	1.41	27	7.15	1.56	12	7.58	1.24
The World Bank provides effective implementation support*	40	7.10	1.37	17	7.00	2.32	11	7.55	1.63	19	7.84	1.07	82	7.72	1.25	14	9.07	.73	21	7.76	1.51	17	6.88	1.54	24	7.08	1.53	14	8.07	1.00
The World Bank's "Safeguards Policy" requirements are reasonable	33	7.58	1.35	15	7.53	1.73	7	7.29	1.38	18	7.72	1.23	72	7.68	1.18	14	8.43	1.28	20	7.40	1.73	18	7.06	1.73	25	7.32	1.46	11	7.82	1.25
The World Bank's approvals and reviews are timely*	37	7.24	1.26	16	6.69	1.96	9	7.22	1.20	18	7.11	1.37	78	7.51	1.27	14	8.71	.83	20	7.55	1.79	14	7.64	1.22	23	6.70	1.84	11	7.73	1.35
The World Bank's teams and visits are well coordinated*	38	7.08	1.36	16	6.75	2.38	7	7.43	1.81	17	7.53	1.23	80	7.89	1.17	14	8.79	.89	22	7.73	1.61	13	7.23	1.30	24	7.29	1.73	13	8.08	1.26
Where country systems are adequate, the World Bank makes appropriate use of them	38	7.45	1.22	16	7.25	2.05	8	7.38	1.51	15	7.53	1.06	78	7.87	1.09	14	8.71	.91	19	7.68	1.60	15	7.40	.99	20	7.35	1.53	14	7.79	1.12
Working with the World Bank increases the capacity of Government to implement and improve its performance in the Philippines	49	7.53	1.28	20	7.65	1.84	11	7.91	1.58	21	7.67	1.32	86	8.07	.97	14	8.86	.95	22	7.86	1.28	19	7.68	1.16	27	7.96	1.19	15	8.00	1.65

*Significantly different between stakeholder groups.

G. The Future Role of the World Bank in the Philippines

The Future Role of the World Bank in the Philippines

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank Group (IBRD/IDA, IFC) SHOULD play in the Philippines' development in the near future?	59	8.03	1.72	20	8.10	1.52	13	8.23	1.48	22	8.05	1.21	89	8.04	1.09	13	8.46	1.76	22	8.18	1.18	20	8.00	1.08	36	8.25	1.18	15	8.07	1.62

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

G. The Future Role of the World Bank in the Philippines (continued)

Which of the following SHOULD the World Bank Group (IBRD/IDA, IFC) do to make itself of greater value in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Ensure greater selectivity in its work	18.3%	31.6%	0.0%	9.5%	10.6%	36.4%	9.5%	14.3%	16.2%	11.8%
Improve the competitiveness of its financing compared to markets	8.3%	0.0%	23.1%	9.5%	11.8%	9.1%	38.1%	28.6%	32.4%	23.5%
Improve the quality of its experts as related to the Philippines' specific challenges	25.0%	26.3%	46.2%	9.5%	30.6%	36.4%	19.0%	33.3%	13.5%	35.3%
Increase availability of Fee-Based services	5.0%	0.0%	15.4%	4.8%	0.0%	0.0%	0.0%	4.8%	2.7%	0.0%
Offer more innovative financial products	18.3%	31.6%	7.7%	23.8%	20.0%	36.4%	19.0%	19.0%	16.2%	17.6%
Offer more innovative knowledge services	23.3%	47.4%	30.8%	14.3%	28.2%	18.2%	28.6%	9.5%	18.9%	23.5%
Provide more adequate data/knowledge/statistics/figures on the Philippines' economy	26.7%	10.5%	38.5%	33.3%	30.6%	9.1%	14.3%	33.3%	18.9%	41.2%
Reduce the complexity of obtaining World Bank financing	38.3%	5.3%	30.8%	61.9%	42.4%	36.4%	52.4%	28.6%	43.2%	29.4%
Work faster	11.7%	15.8%	7.7%	4.8%	5.9%	9.1%	4.8%	4.8%	27.0%	5.9%
Other	10.0%	10.5%	0.0%	9.5%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%

The Future Role of the World Bank in the Philippines

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effective do you believe the different agencies of the World Bank Group (IBRD/IDA, IFC) collaborate and coordinate in the Philippines?	41	7.37	.97	13	6.92	1.50	10	7.20	1.40	17	7.12	1.22	80	7.74	1.14	9	8.00	1.22	22	7.77	1.11	17	7.06	1.09	31	7.26	1.29	11	7.45	1.63

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

H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Blogs	0.0%	10.0%	8.3%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Email	18.0%	25.0%	0.0%	0.0%	11.8%	14.3%	9.5%	25.0%	13.5%	21.1%
Instant messaging or online chat	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Internet through non-World Bank websites, search engines such as Google and Yahoo	36.1%	25.0%	25.0%	35.0%	30.6%	35.7%	47.6%	55.0%	54.1%	15.8%
Mobile phones	0.0%	5.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Newspapers – international	6.6%	10.0%	8.3%	0.0%	3.5%	7.1%	4.8%	5.0%	10.8%	10.5%
Newspapers – local	45.9%	50.0%	41.7%	50.0%	60.0%	50.0%	47.6%	45.0%	40.5%	52.6%
Periodicals	3.3%	5.0%	0.0%	5.0%	8.2%	0.0%	9.5%	0.0%	0.0%	0.0%
Radio – international	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Radio – local	1.6%	5.0%	0.0%	5.0%	0.0%	7.1%	0.0%	0.0%	2.7%	5.3%
Social media: Facebook, Twitter, YouTube	14.8%	5.0%	0.0%	15.0%	9.4%	0.0%	0.0%	5.0%	2.7%	5.3%
Television – international	4.9%	10.0%	16.7%	20.0%	8.2%	14.3%	9.5%	0.0%	5.4%	10.5%
Television – local	18.0%	0.0%	25.0%	35.0%	17.6%	21.4%	14.3%	15.0%	18.9%	21.1%
World Bank Group conferences, seminars, workshops, videoconferences	6.6%	10.0%	0.0%	0.0%	9.4%	7.1%	14.3%	5.0%	5.4%	15.8%
World Bank Knowledge for Development Center	8.2%	0.0%	25.0%	0.0%	1.2%	0.0%	9.5%	5.0%	5.4%	5.3%
World Bank Group publications, materials	14.8%	25.0%	33.3%	0.0%	18.8%	7.1%	0.0%	5.0%	10.8%	15.8%
World Bank Group staff through face-to-face meetings and discussions	1.6%	5.0%	0.0%	5.0%	2.4%	14.3%	9.5%	0.0%	8.1%	0.0%
World Bank Group website	9.8%	5.0%	16.7%	0.0%	8.2%	14.3%	14.3%	15.0%	10.8%	10.5%
Other	4.9%	5.0%	0.0%	10.0%	8.2%	0.0%	9.5%	0.0%	5.4%	0.0%

H. Communication and Information Sharing (continued)

How would you prefer to receive information from the World Bank Group (IBRD/IDA, IFC)? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Blogs	4.9%	10.0%	8.3%	0.0%	1.1%	0.0%	0.0%	0.0%	2.6%	0.0%
Email	55.7%	65.0%	25.0%	42.9%	50.6%	69.2%	61.9%	70.0%	47.4%	47.4%
Instant messaging or online chat	0.0%	0.0%	8.3%	0.0%	1.1%	0.0%	0.0%	5.0%	0.0%	0.0%
Internet through non-World Bank websites, search engines such as Google and Yahoo	21.3%	10.0%	16.7%	33.3%	10.3%	7.7%	9.5%	5.0%	15.8%	10.5%
Mobile phones	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	5.3%	0.0%
Newspapers – international	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%
Newspapers – local	4.9%	10.0%	8.3%	4.8%	5.7%	15.4%	0.0%	20.0%	7.9%	26.3%
Periodicals	9.8%	5.0%	8.3%	9.5%	8.0%	0.0%	14.3%	5.0%	2.6%	5.3%
Radio – international	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Radio – local	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Social media: Facebook, Twitter, YouTube	18.0%	10.0%	8.3%	9.5%	13.8%	0.0%	4.8%	20.0%	7.9%	0.0%
Television – international	1.6%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Television – local	4.9%	5.0%	8.3%	9.5%	4.6%	7.7%	4.8%	0.0%	2.6%	5.3%
World Bank Group conferences, seminars, workshops, videoconferences	13.1%	25.0%	16.7%	14.3%	26.4%	46.2%	28.6%	15.0%	13.2%	26.3%
World Bank Knowledge for Development Center	11.5%	0.0%	25.0%	0.0%	2.3%	0.0%	4.8%	5.0%	7.9%	10.5%
World Bank Group publications, materials	19.7%	15.0%	41.7%	23.8%	42.5%	30.8%	9.5%	15.0%	28.9%	36.8%
World Bank Group staff through face-to-face meetings and discussions	4.9%	20.0%	8.3%	9.5%	11.5%	0.0%	9.5%	5.0%	13.2%	0.0%
World Bank Group website	18.0%	20.0%	16.7%	23.8%	19.5%	15.4%	38.1%	10.0%	23.7%	10.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 a list of exceptions?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	40.5%	66.7%	54.5%	8.3%	41.8%	70.0%	41.2%	53.3%	37.5%	41.7%
No	59.5%	33.3%	45.5%	91.7%	58.2%	30.0%	58.8%	46.7%	62.5%	58.3%

Are you aware of the IFC's Access to Information Policy under which the IFC makes available information concerning its activities?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	17.9%	53.8%	33.3%	8.3%	29.0%	50.0%	21.4%	33.3%	26.1%	25.0%
No	82.1%	46.2%	66.7%	91.7%	71.0%	50.0%	78.6%	66.7%	73.9%	75.0%

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

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	26.8%	45.0%	9.1%	0.0%	28.8%	38.5%	25.0%	38.9%	28.1%	17.6%
No	73.2%	55.0%	90.9%	100.0%	71.3%	61.5%	75.0%	61.1%	71.9%	82.4%

Were you able to obtain this information?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	92.9%	88.9%	100.0%	-	90.9%	100	100.0%	87.5%	100.0%	100
No	7.1%	11.1%	0.0%	-	9.1%	0.0%	0.0%	12.5%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	98.2%	100	100.0%	94.1%	100.0%	91.7%	95.0%	100	97.1%	100
No	1.8%	0.0%	0.0%	5.9%	0.0%	8.3%	5.0%	0.0%	2.9%	0.0%

H. Communication and Information Sharing (continued)

Do you use/have used the World Bank Group websites?*

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	71.4%	100	75.0%	37.5%	86.1%	69.2%	75.0%	94.1%	83.3%	73.7%
No	28.6%	0.0%	25.0%	62.5%	13.9%	30.8%	25.0%	5.9%	16.7%	26.3%

*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
The World Bank's country website	47.8%	40.0%	50.0%	66.7%	54.1%	20.0%	27.8%	61.1%	48.3%	35.7%
The World Bank's main website	50.0%	60.0%	50.0%	33.3%	44.6%	80.0%	72.2%	38.9%	37.9%	64.3%
IFC's main website	2.2%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	13.8%	0.0%

Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/ depository libraries?

Percentage of Respondents	CSO	Donor	House of Representatives or Senate	Local Government	National Executive Branch	PMU	Government- owned corporation	Media	Private Sector	Other
Yes	46.0%	57.9%	76.9%	40.0%	48.2%	46.2%	27.3%	55.0%	48.6%	70.6%
No	39.7%	42.1%	0.0%	45.0%	44.7%	38.5%	63.6%	40.0%	37.8%	23.5%
I don't know what a KDC or an online resource center is	14.3%	0.0%	23.1%	15.0%	7.1%	15.4%	9.1%	5.0%	13.5%	5.9%

Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which of the following best describes your current organization?																													
	CSO			Donor			House of Representatives or Senate			Local Government			National Executive Branch			PMU			Government-owned corporation			Media			Private Sector			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the information on the World Bank Group's websites useful	42	7.98	1.16	20	8.40	1.19	11	8.09	1.58	9	7.89	1.17	76	7.97	1.14	9	8.56	1.24	17	8.06	1.14	19	7.79	1.55	28	8.07	1.51	16	8.06	1.53
I find the World Bank Group's websites easy to navigate	42	7.74	1.08	20	7.70	1.34	11	7.64	1.80	9	7.89	1.17	76	7.64	1.24	9	8.56	1.59	17	8.06	1.03	19	7.63	1.77	29	7.55	1.43	16	8.38	1.09
I use more data from the World Bank Group as a result of the organization's Open Data policy	35	7.54	1.48	18	6.78	1.99	10	7.40	2.17	11	6.82	1.83	53	7.32	1.40	9	8.44	1.24	14	7.07	1.33	14	6.79	1.37	23	7.22	2.17	14	8.07	1.38
The World Bank Group is responsive to my information requests and inquiries*	31	7.61	1.23	14	6.79	1.72	6	7.83	1.60	7	7.43	1.81	55	7.62	1.39	10	8.90	.88	13	7.23	1.42	15	7.07	1.75	19	7.89	1.15	12	8.00	1.35
The World Bank's KDC or online resource center is a valuable source of information related to development in the Philippines	27	8.19	1.04	12	7.58	1.78	11	8.45	1.75	8	7.75	1.04	28	8.14	1.30	6	8.83	.41	8	7.75	1.28	14	8.07	1.54	21	7.81	1.25	13	8.54	.88
When I need information from the World Bank Group I know how to find it	42	6.86	2.32	20	7.45	1.82	12	7.33	2.57	12	7.17	1.59	70	7.53	1.74	12	8.75	1.14	15	7.40	1.59	19	7.21	2.20	26	7.73	1.91	17	7.82	1.70

*Significantly different between stakeholder groups.

Appendix C: Responses by Geographic Locations (Manila vs. Other Areas)

A. Background Information

Currently, which of the following agencies of the World Bank Group (IBRD/IDA, IFC) do you primarily work with in the Philippines? (Choose only ONE)

Percentage of Respondents	Metro Manila	Other Areas
The World Bank (IBRD/IDA)	58.1%	43.8%
International Finance Corporation (IFC)	6.3%	1.6%
Both World Bank and IFC	17.6%	4.7%
I don't collaborate/work with the World Bank Group	18.0%	50.0%

Which of the following describes most of your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Collaborate as part of my professional duties	58.5%	35.4%
Engage in World Bank Group-related/sponsored events/activities	46.0%	55.4%
Observer (i.e., follow in media, discuss in informal conversations)	8.0%	20.0%
Use World Bank reports/data	32.1%	24.6%
Use World Bank website for information, data, research, etc.	19.6%	24.6%

B. General Issues facing the Philippines

In general, would you say that the Philippines is headed in...?

Percentage of Respondents	Metro Manila	Other Areas
The right direction	85.2%	78.6%
The wrong direction	2.2%	1.4%
Not sure	12.7%	20.0%

When considering development priorities, which THREE of the following development priorities are most important in the Philippines?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Agricultural modernization, rural development	19.9%	36.0%
Anti-corruption, transparency, social accountability	39.8%	34.7%
Climate change mitigation and adaptation	6.9%	6.7%
Disaster risk reduction and management	3.9%	8.0%
Economic growth	26.0%	20.0%
Education: providing quality education for children	22.1%	33.3%
Energy: improving power sources, renewable and clean energy	6.1%	2.7%
Environment	5.6%	12.0%
Food security: improving access to sufficient, safe and nutritious food	3.5%	9.3%
Foreign direct investment: promoting policies to stimulate FDIs	4.3%	2.7%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	1.7%	2.7%
Governance and government effectiveness	30.3%	21.3%
Health: improving the delivery of health services	6.5%	9.3%
Information and communications technology	1.3%	1.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	18.6%	17.3%
Jobs: creating more and better jobs	21.6%	10.7%
Land reform: improving and expanding implementation	0.9%	0.0%
Law and justice: improving effectiveness of systems	4.8%	2.7%
Local government: improving effectiveness of LGUs	7.8%	12.0%
Manufacturing	3.5%	0.0%
Natural resource management of oil, gas, mining, etc.	2.2%	2.7%
Peace and order: reducing crime and violence	7.4%	1.3%
Peace and order: securing peace in Mindanao	3.9%	13.3%
Population: reducing population growth	6.1%	2.7%
Poverty reduction	22.1%	26.7%
Private sector development: enhancing the environment for investment and business growth	7.8%	4.0%
Public financial management: public expenditure, fiscal system reform	5.6%	0.0%
Public sector reform	2.2%	1.3%
Regional economic cooperation	0.0%	1.3%
Regulatory framework	2.6%	2.7%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	2.2%	0.0%
Tourism	0.0%	1.3%
Trade and exports	0.9%	0.0%
Other	0.9%	0.0%

B. General Issues facing the Philippines (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Agricultural modernization, rural development	34.8%	46.7%
Anti-corruption, transparency, social accountability	29.1%	32.0%
Climate change mitigation and adaptation	0.9%	1.3%
Disaster risk reduction and management	2.6%	1.3%
Economic growth	28.7%	21.3%
Education: providing quality education for children	39.1%	42.7%
Energy: improving power sources, renewable and clean energy	0.9%	1.3%
Environment	1.7%	1.3%
Food security: improving access to sufficient, safe and nutritious food	8.7%	8.0%
Foreign direct investment: promoting policies to stimulate FDIs	1.7%	2.7%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	3.0%	5.3%
Governance and government effectiveness	17.4%	17.3%
Health: improving the delivery of health services	9.1%	5.3%
Information and communications technology	0.9%	1.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	11.7%	17.3%
Jobs: creating more and better jobs	49.6%	36.0%
Land reform: improving and expanding implementation	3.0%	0.0%
Law and justice: improving effectiveness of systems	0.0%	2.7%
Local government: improving effectiveness of LGUs	6.1%	8.0%
Manufacturing	5.7%	0.0%
Natural resource management of oil, gas, mining, etc.	1.3%	1.3%
Peace and order: reducing crime and violence	1.3%	2.7%
Peace and order: securing peace in Mindanao	3.0%	8.0%
Population: reducing population growth	17.0%	17.3%
Private sector development: enhancing the environment for investment and business growth	8.3%	5.3%
Public financial management: public expenditure, fiscal system reform	2.6%	4.0%
Public sector reform	0.9%	0.0%
Regional economic cooperation	0.9%	2.7%
Regulatory framework	0.9%	1.3%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	7.0%	4.0%
Tourism	0.4%	1.3%
Trade and exports	0.4%	0.0%
Other	0.4%	0.0%

B. General Issues facing the Philippines (continued)

Economic and social development can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Agricultural modernization, rural development	30.7%	57.3%
Anti-corruption, transparency, social accountability	27.3%	26.7%
Climate change mitigation and adaptation	0.4%	0.0%
Disaster risk reduction and management	3.0%	2.7%
Education: providing quality education for children	22.5%	28.0%
Energy: improving power sources, renewable and clean energy	10.0%	5.3%
Environment	1.7%	4.0%
Food security: improving access to sufficient, safe and nutritious food	1.7%	2.7%
Foreign direct investment: promoting policies to stimulate FDIs	13.4%	14.7%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	0.9%	2.7%
Governance and government effectiveness	25.1%	28.0%
Health: improving the delivery of health services	3.0%	2.7%
Information and communications technology	1.3%	1.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	45.0%	32.0%
Jobs: creating more and better jobs	20.8%	20.0%
Land reform: improving and expanding implementation	1.7%	0.0%
Law and justice: improving effectiveness of systems	2.2%	1.3%
Local government: improving effectiveness of LGUs	6.5%	6.7%
Manufacturing	8.7%	9.3%
Natural resource management of oil, gas, mining, etc.	5.2%	2.7%
Peace and order: reducing crime and violence	7.4%	4.0%
Peace and order: securing peace in Mindanao	2.6%	5.3%
Population: reducing population growth	5.6%	6.7%
Private sector development: enhancing the environment for investment and business growth	21.2%	20.0%
Public financial management: public expenditure, fiscal system reform	6.9%	1.3%
Public sector reform	2.2%	0.0%
Regional economic cooperation	3.0%	2.7%
Regulatory framework	3.9%	0.0%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	3.0%	1.3%
Tourism	5.2%	4.0%
Trade and exports	6.1%	5.3%
Other	0.9%	0.0%

C. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank (IBRD/IDA) in the Philippines?*	222	7.21	1.87	73	6.34	2.29
How familiar are you with the work of IFC in the Philippines?*	201	5.55	2.36	65	4.72	2.42

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between locations.

Overall Attitudes toward the World Bank

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's (IBRD/IDA) effectiveness in the Philippines.	205	7.23	1.31	58	7.00	1.61
Overall, please rate your impression of the IFC's effectiveness in the Philippines.	133	6.41	1.80	37	6.16	1.59

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

C. Overall Attitudes toward the World Bank (continued)**Overall Attitudes toward the World Bank**

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's (IBRD/IDA) staff is well prepared to help the Philippines solve its most complicated development challenges?	204	7.52	1.35	61	7.25	1.31
To what extent do you believe IFC's staff is well prepared to help the Philippines solve its most complicated development challenges?	133	7.13	1.75	40	6.80	1.44

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

When thinking about how the World Bank Group (IBRD/IDA, IFC) can have the most impact on development results in the Philippines, in which areas do you believe the World Bank should focus most of its attention and resources in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Agricultural modernization, rural development	30.4%	57.3%
Anti-corruption, transparency, social accountability	19.6%	18.7%
Climate change mitigation and adaptation	4.3%	4.0%
Disaster risk reduction and management	7.0%	6.7%
Economic growth	22.6%	22.7%
Education: providing quality education for children	17.4%	30.7%
Energy: improving power sources, renewable and clean energy	5.2%	8.0%
Environment	4.3%	6.7%
Food security: improving access to sufficient, safe and nutritious food	3.0%	6.7%
Foreign direct investment: promoting policies to stimulate FDIs	5.2%	5.3%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	0.9%	0.0%
Governance and government effectiveness	24.3%	14.7%
Health: improving the delivery of health services	10.9%	8.0%
Information and communications technology	1.3%	1.3%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	31.7%	37.3%
Jobs: creating more and better jobs	13.9%	12.0%
Land reform: improving and expanding implementation	0.4%	0.0%
Law and justice: improving effectiveness of systems	2.2%	2.7%
Local government: improving effectiveness of LGUs	9.1%	16.0%
Manufacturing	3.5%	0.0%
Natural resource management of oil, gas, mining, etc.	3.5%	4.0%
Peace and order: reducing crime and violence	0.4%	0.0%
Peace and order: securing peace in Mindanao	2.6%	4.0%
Population: reducing population growth	3.9%	0.0%
Poverty reduction	17.4%	14.7%
Private sector development: enhancing the environment for investment and business growth	13.9%	8.0%
Public financial management: public expenditure, fiscal system reform	11.3%	0.0%
Public sector reform	6.5%	0.0%
Regional economic cooperation	2.6%	2.7%
Regulatory framework	6.1%	1.3%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	5.7%	1.3%
Tourism	2.6%	1.3%
Trade and exports	1.3%	1.3%
Other	0.4%	2.7%

C. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank Group's (IBRD/IDA, IFC) role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?

Greatest Value		
Percentage of Respondents	Metro Manila	Other Areas
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	3.2%	4.5%
Data about development	4.5%	3.0%
Donor coordination	5.0%	4.5%
Investment in private sector	5.0%	4.5%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	4.5%	6.0%
Loans to finance development projects	29.9%	31.3%
Loans to promote policy reforms	5.0%	1.5%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	12.2%	28.4%
Policy advice	6.3%	6.0%
Studies/analyses	5.0%	3.0%
Technical assistance	13.6%	7.5%
Training/capacity building	5.4%	0.0%
Other	0.5%	0.0%

2nd Greatest Value		
Percentage of Respondents	Metro Manila	Other Areas
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	1.8%	1.5%
Data about development	3.2%	2.9%
Donor coordination	4.5%	1.5%
Investment in private sector	7.7%	4.4%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	3.6%	5.9%
Loans to finance development projects	12.2%	11.8%
Loans to promote policy reforms	8.1%	8.8%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	14.5%	11.8%
Policy advice	7.2%	2.9%
Studies/analyses	6.3%	7.4%
Technical assistance	14.9%	20.6%
Training/capacity building	15.8%	16.2%
Other	0.0%	2.9%

Which of the following do you identify as the World Bank Group's (IBRD/IDA, IFC) greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Arrogant in its approach	2.9%	3.5%
Credibility of its knowledge/data	1.9%	0.0%
Imposing technocratic solutions without regard to political realities	21.8%	19.3%
Not adequately sensitive to political/social realities in the Philippines	26.7%	26.3%
Not aligned with country priorities	8.7%	3.5%
Not aligned with other donors' work	6.3%	3.5%
Not collaborating enough with non-government actors	9.2%	26.3%
Not enough public disclosure of its work	18.9%	15.8%
Not exploring alternative policy options	6.8%	7.0%
Not willing to honestly criticize policies and reform efforts in the country	20.4%	19.3%
Staff too inaccessible	2.4%	1.8%
Too bureaucratic in its operational policies and procedures	18.9%	24.6%
Too influenced by developed countries	14.1%	12.3%
Too slow and complex in its processes	12.1%	8.8%
Other	5.3%	7.0%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Capacity development/training	40.5%	40.0%
Investment lending	46.3%	53.3%
Knowledge products/services	18.1%	18.7%
Policy based lending / budget support to the Government	28.2%	24.0%
Technical assistance	46.7%	33.3%
Trust Fund management	4.0%	9.3%
Other	1.3%	1.3%
Don't know	0.4%	1.3%

C. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten-point scale?
(1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines.	221	7.50	1.61	71	7.41	1.72
The World Bank Group supports programs and strategies that are realistic for the Philippines.	213	7.18	1.45	70	7.16	1.58
The World Bank Group treats clients and stakeholders in the Philippines with respect.	215	7.75	1.47	66	7.32	1.90
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.	216	7.34	1.60	68	7.38	1.77

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

Overall Attitudes toward the World Bank

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Accessibility of staff	206	7.32	1.69	57	6.82	1.98
Collaboration with groups outside of the Government	202	7.23	1.45	57	6.79	1.73
Collaboration with other donors	187	7.29	1.50	48	7.04	1.44
Collaboration with the Government	208	7.87	1.40	64	7.77	1.33
Flexibility toward changing country circumstances	199	7.03	1.53	53	7.11	1.56
Flexibility of the World Bank Group's products and services	183	6.97	1.48	53	6.83	1.50
Follow through over time	188	7.20	1.55	52	7.08	1.70
Inclusiveness	194	7.08	1.57	51	7.18	1.53
Openness	215	7.78	1.47	66	7.59	1.82
Responsiveness	207	7.41	1.51	62	7.26	1.62
Straightforwardness and honesty	203	7.68	1.64	65	7.55	1.88

When World Bank Group (IBRD/IDA, IFC)-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)	Metro Manila	Other Areas
Lack of/inadequate levels of capacity in Government	36.1%	32.4%
Political pressures and obstacles	41.7%	36.6%
Poor donor coordination	4.6%	7.0%
Reforms are not well thought out in light of country challenges	26.9%	22.5%
The Government works inefficiently	20.4%	21.1%
The World Bank does not do adequate follow through/follow-up	6.0%	4.2%
The World Bank is not sensitive enough to political/social realities on the ground	20.8%	31.0%
The World Bank works too slow	6.5%	5.6%
There is no adequate level of citizen/civil society participation	22.7%	33.8%
Other	3.2%	1.4%

D. World Bank Effectiveness and Results

How effective do you believe the World Bank Group (IBRD/IDA, IFC) is in terms of the work it does in the following areas of development in the Philippines, on a ten-point scale? (1-Not effective at all, 10-Very effective)

World Bank Effectiveness and Results

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Helping achieve fiscal and financial stability through consolidation and improved macroeconomic risk management	175	7.15	1.39	55	6.98	1.10
Helping build an enabling business environment to promote competitiveness, productivity and employment	188	6.95	1.50	55	7.02	1.11
Helping promote access and delivery of financial services	184	7.09	1.48	56	7.05	1.49
Helping improve the delivery of basic services, such as education, health, water and sanitation	203	7.62	1.35	70	7.30	1.50
Helping improve the delivery of basic services in poor areas	200	7.87	5.13	66	7.20	1.60
Helping establish a social protection system through household poverty targeting and conditional cash transfers*	186	7.60	1.53	58	7.10	1.96
Helping in disaster risk management and climate change mitigation and adaptation	184	7.28	1.45	61	7.08	1.85
Helping promote stability, peace and development in conflict-affected areas	174	6.89	1.56	57	7.11	1.59
Helping promote good governance and anticorruption in Government	201	7.49	1.39	63	7.38	1.72
Helping promote procurement and public financial management reforms in Government	201	7.53	1.39	57	7.44	1.48
Helping improve local governance through more effective decentralization	185	7.10	1.30	61	7.25	1.68
Other	15	7.07	2.02	5	7.40	2.07

*Significantly different between locations.

World Bank Effectiveness and Results

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's (IBRD/IDA, IFC) work help to achieve development results in the Philippines?	190	7.41	1.28	54	7.52	1.19

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

To what extent do you agree with the following statements about the World Bank Group (IBRD/IDA, IFC) in the Philippines, on a ten-point scale?

(1-Strongly disagree, 10-Strongly agree)

World Bank Effectiveness and Results

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of the Philippines	194	7.02	1.52	63	6.95	1.45
The World Bank meets the Philippines' needs for knowledge services*	212	7.60	1.40	63	7.13	1.37
IFC's financial products meet the needs for private sector development in the Philippines	152	6.94	1.51	47	6.55	1.70

*Significantly different between locations.

E. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?*

Percentage of Respondents	Metro Manila	Other Areas
Weekly	13.9%	2.7%
Monthly	26.0%	12.2%
A few times a year	47.5%	39.2%
Rarely	11.2%	31.1%
Never	1.3%	14.9%

*Significantly different between locations.

E. The World Bank's Knowledge (continued)

In the Philippines, how effective do you believe the World Bank Group's (IBRD/ IDA, IFC) knowledge and research are at: (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Contributing to good policy making	210	7.31	1.44	62	7.29	1.31
Enhancing your knowledge and/or skills	216	7.64	1.41	64	7.30	1.66
Providing support for program implementation	211	7.54	1.35	63	7.24	1.43
Raising your awareness about a topic	215	7.77	1.42	65	7.40	1.70
Stimulating public debate/dialogue	202	7.15	1.52	63	6.86	1.63

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

The World Bank's Knowledge

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Are a source of relevant information about global good practices*	216	7.94	1.33	65	7.52	1.44
Are accessible*	214	7.76	1.29	64	7.17	1.80
Are adaptable to the Philippines' specific development challenges and country circumstances	215	7.20	1.39	65	7.05	1.39
Are adequately disseminated*	206	6.96	1.61	62	6.13	1.82
Are relevant to the Philippines' development priorities	212	7.49	1.41	63	7.10	1.52
Are timely*	209	7.41	1.44	63	6.83	1.73
Include appropriate level of stakeholder involvement during preparation	192	7.04	1.53	55	6.80	1.65
Provide feasible recommendations	210	7.40	1.34	64	7.19	1.34

*Significantly different between locations.

The World Bank's Knowledge

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines?	217	7.49	1.34	65	7.38	1.32
Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge/research?	220	7.99	1.19	64	7.72	1.37

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

F. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

Working with the World Bank

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	152	7.32	1.52	44	6.91	1.55
The World Bank effectively monitors and evaluates the projects and programs it supports	191	7.62	1.53	58	7.57	1.24
The World Bank ensures consistency and continuity through staff changes	165	7.40	1.42	46	7.41	1.27
The World Bank requires reasonable conditions on its lending	164	7.16	1.57	49	7.53	1.29
The World Bank provides effective implementation support	184	7.52	1.53	56	7.52	1.41
The World Bank's "Safeguards Policy" requirements are reasonable	167	7.53	1.41	48	7.63	1.44
The World Bank's approvals and reviews are timely	171	7.33	1.54	50	7.32	1.35
The World Bank's teams and visits are well coordinated	175	7.62	1.51	51	7.33	1.51
Where country systems are adequate, the World Bank makes appropriate use of them	169	7.66	1.34	49	7.57	1.29
Working with the World Bank increases the capacity of Government to implement and improve its performance in the Philippines	205	7.86	1.33	60	7.75	1.43

G. The Future Role of the World Bank in the Philippines

The Future Role of the World Bank in the Philippines

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank Group (IBRD/IDA, IFC) SHOULD play in the Philippines' development in the near future?	224	8.01	1.41	70	8.23	1.45

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

Which of the following SHOULD the World Bank Group (IBRD/IDA, IFC) do to make itself of greater value in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Ensure greater selectivity in its work	15.6%	16.9%
Improve the competitiveness of its financing compared to markets	17.4%	15.5%
Improve the quality of its experts as related to the Philippines' specific challenges	30.7%	14.1%
Increase availability of Fee-Based services	1.4%	7.0%
Offer more innovative financial products	17.4%	23.9%
Offer more innovative knowledge services	25.2%	18.3%
Provide more adequate data/knowledge/statistics/figures on the Philippines' economy	25.2%	31.0%
Reduce the complexity of obtaining World Bank financing	36.7%	43.7%
Work faster	11.5%	8.5%
Other	3.2%	9.9%

The Future Role of the World Bank in the Philippines

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
How effective do you believe the different agencies of the World Bank Group (IBRD/IDA, IFC) collaborate and coordinate in the Philippines?*	184	7.51	1.23	53	7.13	1.09

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

H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Blogs	1.8%	0.0%
Email	15.2%	9.5%
Instant messaging or online chat	0.0%	1.4%
Internet through non-World Bank websites, search engines such as Google and Yahoo	39.3%	32.4%
Mobile phones	0.4%	2.7%
Newspapers – international	4.9%	8.1%
Newspapers – local	50.9%	45.9%
Periodicals	4.5%	4.1%
Radio – international	0.0%	0.0%
Radio – local	2.2%	1.4%
Social media: Facebook, Twitter, YouTube	7.6%	9.5%
Television – international	5.4%	14.9%
Television – local	14.7%	28.4%
World Bank Group conferences, seminars, workshops, videoconferences	7.6%	9.5%
World Bank Knowledge for Development Center	4.0%	8.1%
World Bank Group publications, materials	15.2%	9.5%
World Bank Group staff through face-to-face meetings and discussions	4.0%	2.7%
World Bank Group website	11.6%	4.1%
Other	5.8%	4.1%

How would you prefer to receive information from the World Bank Group (IBRD/IDA, IFC)? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Metro Manila	Other Areas
Blogs	2.7%	2.7%
Email	54.0%	48.0%
Instant messaging or online chat	0.9%	1.3%
Internet through non-World Bank websites, search engines such as Google and Yahoo	12.9%	21.3%
Mobile phones	1.3%	1.3%
Newspapers – international	0.4%	1.3%
Newspapers – local	8.9%	5.3%
Periodicals	6.7%	9.3%
Radio – international	0.0%	0.0%
Radio – local	0.4%	0.0%
Social media: Facebook, Twitter, YouTube	12.1%	6.7%
Television – international	0.4%	4.0%
Television – local	4.5%	5.3%
World Bank Group conferences, seminars, workshops, videoconferences	22.3%	20.0%
World Bank Knowledge for Development Center	4.9%	10.7%
World Bank Group publications, materials	29.0%	28.0%
World Bank Group staff through face-to-face meetings and discussions	9.8%	5.3%
World Bank Group website	21.0%	20.0%
Other	0.0%	0.0%

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 a list of exceptions?*

Percentage of Respondents	Metro Manila	Other Areas
Yes	48.5%	26.7%
No	51.5%	73.3%

*Significantly different between locations.

Are you aware of the IFC's Access to Information Policy under which the IFC makes available information concerning its activities?

Percentage of Respondents	Metro Manila	Other Areas
Yes	30.5%	19.0%
No	69.5%	81.0%

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

Percentage of Respondents	Metro Manila	Other Areas
Yes	26.8%	16.7%
No	73.2%	83.3%

Were you able to obtain this information?

Percentage of Respondents	Metro Manila	Other Areas
Yes	94.5%	81.8%
No	5.5%	18.2%

H. Communication and Information Sharing (continued)

Do you have access to the Internet?

Percentage of Respondents	Metro Manila	Other Areas
Yes	99.0%	95.5%
No	1.0%	4.5%

Do you use/have used the World Bank Group websites?*

Percentage of Respondents	Metro Manila	Other Areas
Yes	86.5%	56.1%
No	13.5%	43.9%

*Significantly different between locations

Which do you primarily use?

Percentage of Respondents	Metro Manila	Other Areas
The World Bank's country website	46.8%	55.3%
The World Bank's main website	50.5%	44.7%
IFC's main website	2.6%	0.0%

Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/ depository libraries?

Percentage of Respondents	Metro Manila	Other Areas
Yes	49.8%	43.8%
No	41.1%	39.7%
I don't know what a KDC or an online resource center is	9.1%	16.4%

Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	What is your geographic location?					
	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
I find the information on the World Bank Group's websites useful	188	8.01	1.31	43	7.84	1.21
I find the World Bank Group's websites easy to navigate	189	7.72	1.36	42	7.76	1.25
I use more data from the World Bank Group as a result of the organization's Open Data policy	151	7.29	1.64	37	7.30	1.73
The World Bank Group is responsive to my information requests and inquiries	135	7.56	1.45	32	7.53	1.59
The World Bank's KDC or online resource center is a valuable source of information related to development in the Philippines	111	7.96	1.37	25	8.44	1.00
When I need information from the World Bank Group I know how to find it	182	7.42	1.89	45	7.22	2.25

Appendix D: Responses by Geographic Locations (Urban vs. Rural)

A. Background Information

Currently, which of the following agencies of the World Bank Group (IBRD/IDA, IFC) do you primarily work with in the Philippines? (Choose only ONE)

Percentage of Respondents	Rural Areas	Urban Areas
The World Bank (IBRD/IDA)	48.6%	56.7%
International Finance Corporation (IFC)	8.1%	5.3%
Both World Bank and IFC	2.7%	15.8%
I don't collaborate/work with the World Bank Group	40.5%	22.3%

Which of the following describes most of your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Collaborate as part of my professional duties	50.0%	54.6%
Engage in World Bank Group-related/sponsored events/activities	58.3%	47.0%
Observer (i.e., follow in media, discuss in informal conversations)	16.7%	10.0%
Use World Bank reports/data	22.2%	31.5%
Use World Bank website for information, data, research, etc.	16.7%	21.1%

B. General Issues facing the Philippines

In general, would you say that the Philippines is headed in...?

Percentage of Respondents	Rural Areas	Urban Areas
The right direction	84.2%	83.4%
The wrong direction	0.0%	2.3%
Not sure	15.8%	14.3%

When considering development priorities, which THREE of the following development priorities are most important in the Philippines?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Agricultural modernization, rural development	41.5%	21.7%
Anti-corruption, transparency, social accountability	36.6%	39.9%
Climate change mitigation and adaptation	12.2%	6.5%
Disaster risk reduction and management	4.9%	4.6%
Economic growth	14.6%	25.9%
Education: providing quality education for children	29.3%	24.0%
Energy: improving power sources, renewable and clean energy	4.9%	5.7%
Environment	17.1%	5.7%
Food security: improving access to sufficient, safe and nutritious food	7.3%	4.9%
Foreign direct investment: promoting policies to stimulate FDIs	0.0%	4.6%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	2.4%	1.9%
Governance and government effectiveness	17.1%	28.9%
Health: improving the delivery of health services	12.2%	6.5%
Information and communications technology	0.0%	1.1%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	12.2%	18.3%
Jobs: creating more and better jobs	12.2%	19.8%
Land reform: improving and expanding implementation	2.4%	0.8%
Law and justice: improving effectiveness of systems	2.4%	4.6%
Local government: improving effectiveness of LGUs	12.2%	8.4%
Manufacturing	0.0%	3.0%
Natural resource management of oil, gas, mining, etc.	4.9%	1.9%
Peace and order: reducing crime and violence	2.4%	6.5%
Peace and order: securing peace in Mindanao	12.2%	4.9%
Population: reducing population growth	7.3%	4.9%
Poverty reduction	24.4%	22.8%
Private sector development: enhancing the environment for investment and business growth	2.4%	7.6%
Public financial management: public expenditure, fiscal system reform	0.0%	4.9%
Public sector reform	2.4%	1.9%
Regional economic cooperation	0.0%	0.4%
Regulatory framework	2.4%	2.7%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	0.0%	1.9%
Tourism	0.0%	0.4%
Trade and exports	0.0%	0.8%
Other	0.0%	0.8%

B. General Issues facing the Philippines (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Agricultural modernization, rural development	51.2%	35.1%
Anti-corruption, transparency, social accountability	24.4%	31.3%
Climate change mitigation and adaptation	0.0%	1.1%
Disaster risk reduction and management	2.4%	2.3%
Economic growth	26.8%	26.3%
Education: providing quality education for children	34.1%	40.5%
Energy: improving power sources, renewable and clean energy	0.0%	1.1%
Environment	2.4%	1.5%
Food security: improving access to sufficient, safe and nutritious food	4.9%	8.0%
Foreign direct investment: promoting policies to stimulate FDIs	0.0%	2.3%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	4.9%	3.4%
Governance and government effectiveness	17.1%	17.6%
Health: improving the delivery of health services	7.3%	8.4%
Information and communications technology	0.0%	1.1%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	22.0%	11.8%
Jobs: creating more and better jobs	34.1%	48.9%
Land reform: improving and expanding implementation	0.0%	2.7%
Law and justice: improving effectiveness of systems	2.4%	0.4%
Local government: improving effectiveness of LGUs	9.8%	6.9%
Manufacturing	2.4%	4.6%
Natural resource management of oil, gas, mining, etc.	0.0%	1.5%
Peace and order: reducing crime and violence	2.4%	1.5%
Peace and order: securing peace in Mindanao	4.9%	4.2%
Population: reducing population growth	26.8%	15.6%
Private sector development: enhancing the environment for investment and business growth	4.9%	7.6%
Public financial management: public expenditure, fiscal system reform	2.4%	3.1%
Public sector reform	0.0%	0.8%
Regional economic cooperation	0.0%	1.5%
Regulatory framework	2.4%	0.8%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	7.3%	6.1%
Tourism	2.4%	0.4%
Trade and exports	0.0%	0.4%
Other	0.0%	0.4%

B. General Issues facing the Philippines (continued)

Economic and social development can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Agricultural modernization, rural development	58.5%	33.1%
Anti-corruption, transparency, social accountability	22.0%	28.5%
Climate change mitigation and adaptation	0.0%	0.4%
Disaster risk reduction and management	4.9%	2.7%
Education: providing quality education for children	29.3%	22.8%
Energy: improving power sources, renewable and clean energy	4.9%	9.9%
Environment	7.3%	1.5%
Food security: improving access to sufficient, safe and nutritious food	7.3%	1.5%
Foreign direct investment: promoting policies to stimulate FDI	12.2%	14.1%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	0.0%	1.1%
Governance and government effectiveness	19.5%	26.2%
Health: improving the delivery of health services	4.9%	3.0%
Information and communications technology	0.0%	1.5%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	29.3%	43.7%
Jobs: creating more and better jobs	14.6%	21.7%
Land reform: improving and expanding implementation	0.0%	1.5%
Law and justice: improving effectiveness of systems	4.9%	1.9%
Local government: improving effectiveness of LGUs	9.8%	6.8%
Manufacturing	17.1%	8.0%
Natural resource management of oil, gas, mining, etc.	2.4%	4.9%
Peace and order: reducing crime and violence	2.4%	6.8%
Peace and order: securing peace in Mindanao	2.4%	3.0%
Population: reducing population growth	9.8%	5.3%
Private sector development: enhancing the environment for investment and business growth	17.1%	21.3%
Public financial management: public expenditure, fiscal system reform	0.0%	6.5%
Public sector reform	0.0%	1.9%
Regional economic cooperation	7.3%	1.9%
Regulatory framework	0.0%	3.4%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	0.0%	3.0%
Tourism	9.8%	3.8%
Trade and exports	2.4%	6.1%
Other	0.0%	0.8%

C. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank (IBRD/IDA) in the Philippines?*	39	6.33	2.40	253	7.09	1.92
How familiar are you with the work of IFC in the Philippines?	32	4.91	2.87	231	5.41	2.33

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between locations.

Overall Attitudes toward the World Bank

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's (IBRD/IDA) effectiveness in the Philippines.	32	6.97	1.82	228	7.21	1.31
Overall, please rate your impression of the IFC's effectiveness in the Philippines.	18	6.00	1.94	149	6.37	1.74

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

C. Overall Attitudes toward the World Bank (continued)

Overall Attitudes toward the World Bank

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's (IBRD/IDA) staff is well prepared to help the Philippines solve its most complicated development challenges?	33	7.45	1.37	229	7.45	1.36
To what extent do you believe IFC's staff is well prepared to help the Philippines solve its most complicated development challenges?	20	6.75	1.41	150	7.05	1.72

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

When thinking about how the World Bank Group (IBRD/IDA, IFC) can have the most impact on development results in the Philippines, in which areas do you believe the World Bank should focus most of its attention and resources in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Agricultural modernization, rural development	56.1%	34.0%
Anti-corruption, transparency, social accountability	14.6%	20.2%
Climate change mitigation and adaptation	4.9%	4.2%
Disaster risk reduction and management	12.2%	6.1%
Economic growth	24.4%	22.1%
Education: providing quality education for children	17.1%	20.6%
Energy: improving power sources, renewable and clean energy	9.8%	5.7%
Environment	9.8%	4.2%
Food security: improving access to sufficient, safe and nutritious food	2.4%	4.2%
Foreign direct investment: promoting policies to stimulate FDIs	9.8%	5.0%
Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups	0.0%	0.8%
Governance and government effectiveness	17.1%	23.3%
Health: improving the delivery of health services	12.2%	9.9%
Information and communications technology	0.0%	1.1%
Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity	39.0%	32.8%
Jobs: creating more and better jobs	7.3%	14.1%
Land reform: improving and expanding implementation	0.0%	0.4%
Law and justice: improving effectiveness of systems	2.4%	2.3%
Local government: improving effectiveness of LGUs	14.6%	9.9%
Manufacturing	0.0%	3.1%
Natural resource management of oil, gas, mining, etc.	0.0%	4.2%
Peace and order: reducing crime and violence	0.0%	0.4%
Peace and order: securing peace in Mindanao	2.4%	2.7%
Population: reducing population growth	0.0%	3.4%
Poverty reduction	14.6%	17.2%
Private sector development: enhancing the environment for investment and business growth	14.6%	12.6%
Public financial management: public expenditure, fiscal system reform	0.0%	9.9%
Public sector reform	0.0%	5.7%
Regional economic cooperation	2.4%	2.7%
Regulatory framework	2.4%	5.3%
Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.	4.9%	4.6%
Tourism	2.4%	2.3%
Trade and exports	2.4%	1.1%
Other	0.0%	0.4%

C. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank Group's (IBRD/IDA, IFC) role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?

Greatest Value		
Percentage of Respondents	Rural Areas	Urban Areas
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	0.0%	4.0%
Data about development	0.0%	4.4%
Donor coordination	2.8%	4.4%
Investment in private sector	5.6%	4.8%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	8.3%	4.8%
Loans to finance development projects	38.9%	29.8%
Loans to promote policy reforms	5.6%	4.4%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	22.2%	15.1%
Policy advice	2.8%	6.7%
Studies/analyses	2.8%	4.8%
Technical assistance	11.1%	11.9%
Training/capacity building	0.0%	4.8%
Other	0.0%	0.4%

2 nd Greatest Value		
Percentage of Respondents	Rural Areas	Urban Areas
Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	2.7%	1.2%
Data about development	2.7%	3.2%
Donor coordination	2.7%	4.4%
Investment in private sector	2.7%	7.5%
Linkage to non-Bank expertise such as knowledge sharing between developing countries	8.1%	3.6%
Loans to finance development projects	18.9%	11.9%
Loans to promote policy reforms	13.5%	7.5%
Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	10.8%	13.5%
Policy advice	2.7%	6.7%
Studies/analyses	0.0%	7.5%
Technical assistance	8.1%	17.1%
Training/capacity building	21.6%	15.5%
Other	2.7%	0.4%

Which of the following do you identify as the World Bank Group's (IBRD/IDA, IFC) greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Arrogant in its approach	3.0%	2.6%
Credibility of its knowledge/data	0.0%	1.8%
Imposing technocratic solutions without regard to political realities	30.3%	20.6%
Not adequately sensitive to political/social realities in the Philippines	30.3%	26.8%
Not aligned with country priorities	6.1%	7.9%
Not aligned with other donors' work	3.0%	5.7%
Not collaborating enough with non-government actors	27.3%	10.5%
Not enough public disclosure of its work	6.1%	19.3%
Not exploring alternative policy options	9.1%	6.1%
Not willing to honestly criticize policies and reform efforts in the country	9.1%	22.4%
Staff too inaccessible	0.0%	2.6%
Too bureaucratic in its operational policies and procedures	27.3%	19.3%
Too influenced by developed countries	12.1%	14.0%
Too slow and complex in its processes	6.1%	12.3%
Other	0.0%	5.7%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Capacity development/training	43.9%	39.8%
Investment lending	61.0%	46.7%
Knowledge products/services	12.2%	18.1%
Policy based lending / budget support to the Government	29.3%	27.4%
Technical assistance	24.4%	45.9%
Trust Fund management	9.8%	4.2%
Other	0.0%	1.5%
Don't know	2.4%	0.4%

C. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten-point scale?
(1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines.	37	7.62	1.57	252	7.44	1.63
The World Bank Group supports programs and strategies that are realistic for the Philippines.	38	7.37	1.51	243	7.14	1.48
The World Bank Group treats clients and stakeholders in the Philippines with respect.	35	7.51	1.74	244	7.70	1.51
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.	38	7.45	1.74	244	7.33	1.64

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

Overall Attitudes toward the World Bank

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Accessibility of staff	33	7.09	2.23	229	7.24	1.71
Collaboration with groups outside of the Government	30	6.80	1.99	227	7.19	1.44
Collaboration with other donors	26	7.15	1.62	207	7.28	1.47
Collaboration with the Government	36	7.72	1.49	234	7.87	1.37
Flexibility toward changing country circumstances	34	6.88	1.82	218	7.06	1.49
Flexibility of the World Bank Group's products and services	33	6.82	1.74	203	6.97	1.45
Follow through over time	33	6.94	1.89	207	7.21	1.53
Inclusiveness	32	7.16	1.80	213	7.11	1.54
Openness*	35	7.14	2.05	245	7.80	1.46
Responsiveness	32	7.34	1.86	236	7.39	1.49
Straightforwardness and honesty	35	7.69	1.97	232	7.67	1.65

*Significantly different between locations.

When World Bank Group (IBRD/IDA, IFC)-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)	Rural Areas	Urban Areas
Lack of/inadequate levels of capacity in Government	30.8%	36.6%
Political pressures and obstacles	17.9%	43.9%
Poor donor coordination	7.7%	4.9%
Reforms are not well thought out in light of country challenges	25.6%	26.4%
The Government works inefficiently	17.9%	20.7%
The World Bank does not do adequate follow through/follow-up	7.7%	5.3%
The World Bank is not sensitive enough to political/social realities on the ground	33.3%	20.3%
The World Bank works too slow	5.1%	6.5%
There is no adequate level of citizen/civil society participation	41.0%	23.2%
Other	2.6%	2.8%

D. World Bank Effectiveness and Results

How effective do you believe the World Bank Group (IBRD/IDA, IFC) is in terms of the work it does in the following areas of development in the Philippines, on a ten-point scale? (1-Not effective at all, 10-Very effective)

World Bank Effectiveness and Results

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Helping achieve fiscal and financial stability through consolidation and improved macroeconomic risk management	33	6.76	1.68	198	7.16	1.24
Helping build an enabling business environment to promote competitiveness, productivity and employment	32	6.84	1.76	211	6.97	1.36
Helping promote access and delivery of financial services	31	6.77	1.94	210	7.13	1.40
Helping improve the delivery of basic services, such as education, health, water and sanitation	39	7.23	1.53	232	7.58	1.36
Helping improve the delivery of basic services in poor areas	38	6.89	1.69	227	7.82	4.84
Helping establish a social protection system through household poverty targeting and conditional cash transfers*	37	6.97	1.77	207	7.58	1.55
Helping in disaster risk management and climate change mitigation and adaptation	32	6.94	1.79	210	7.30	1.43
Helping promote stability, peace and development in conflict-affected areas	32	7.09	1.38	198	6.94	1.55
Helping promote good governance and anticorruption in Government	35	7.06	1.85	230	7.51	1.42
Helping promote procurement and public financial management reforms in Government	32	7.31	1.57	224	7.52	1.38
Helping improve local governance through more effective decentralization	34	7.35	1.74	210	7.11	1.32
Other	2	8.00	2.83	18	7.06	1.95

*Significantly different between locations.

World Bank Effectiveness and Results

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's (IBRD/IDA, IFC) work help to achieve development results in the Philippines?	29	7.83	1.20	216	7.40	1.26

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

To what extent do you agree with the following statements about the World Bank Group (IBRD/IDA, IFC) in the Philippines, on a ten-point scale?

(1-Strongly disagree, 10-Strongly agree)

World Bank Effectiveness and Results

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of the Philippines	33	6.85	1.68	221	7.04	1.48
The World Bank meets the Philippines' needs for knowledge services	34	7.15	1.40	239	7.55	1.39
IFC's financial products meet the needs for private sector development in the Philippines	23	6.35	1.67	173	6.95	1.49

E. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?*

Percentage of Respondents	Rural Areas	Urban Areas
Weekly	10.0%	11.0%
Monthly	12.5%	25.1%
A few times a year	30.0%	46.7%
Rarely	35.0%	13.7%
Never	12.5%	3.5%

*Significantly different between locations.

E. The World Bank's Knowledge (continued)

In the Philippines, how effective do you believe the World Bank Group's (IBRD/ IDA, IFC) knowledge and research are at: (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Contributing to good policy making	34	7.12	1.32	237	7.31	1.42
Enhancing your knowledge and/or skills	35	7.14	1.70	244	7.62	1.43
Providing support for program implementation	35	7.29	1.51	238	7.50	1.35
Raising your awareness about a topic*	34	7.15	1.73	245	7.75	1.45
Stimulating public debate/dialogue	33	6.85	1.86	230	7.13	1.50

*Significantly different between locations.

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

The World Bank's Knowledge

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Are a source of relevant information about global good practices	35	7.49	1.42	245	7.90	1.35
Are accessible*	35	7.03	1.76	242	7.73	1.31
Are adaptable to the Philippines' specific development challenges and country circumstances	36	6.86	1.46	243	7.20	1.38
Are adequately disseminated*	35	6.06	1.89	232	6.88	1.58
Are relevant to the Philippines' development priorities*	36	6.86	1.62	238	7.48	1.39
Are timely*	35	6.74	1.72	236	7.37	1.43
Include appropriate level of stakeholder involvement during preparation	33	6.61	1.78	214	7.05	1.50
Provide feasible recommendations	35	7.00	1.35	238	7.41	1.32

*Significantly different between locations.

The World Bank's Knowledge

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines?	37	7.43	1.56	244	7.45	1.29
Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge/research?*	37	7.49	1.64	246	7.98	1.15

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

*Significantly different between locations.

F. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten-point scale? (1-Strongly disagree, 10-Strongly agree)

Working with the World Bank

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	29	6.97	1.80	168	7.29	1.48
The World Bank effectively monitors and evaluates the projects and programs it supports	32	7.34	1.64	215	7.66	1.45
The World Bank ensures consistency and continuity through staff changes	30	7.33	1.52	180	7.42	1.38
The World Bank requires reasonable conditions on its lending	31	7.39	1.28	181	7.22	1.55
The World Bank provides effective implementation support	33	7.24	1.60	205	7.55	1.48
The World Bank's "Safeguards Policy" requirements are reasonable	31	7.29	1.66	183	7.57	1.36
The World Bank's approvals and reviews are timely	32	7.16	1.48	188	7.36	1.50
The World Bank's teams and visits are well coordinated	33	7.24	1.71	194	7.61	1.48
Where country systems are adequate, the World Bank makes appropriate use of them	30	7.30	1.34	187	7.70	1.32
Working with the World Bank increases the capacity of Government to implement and improve its performance in the Philippines	33	7.48	1.54	230	7.89	1.32

G. The Future Role of the World Bank in the Philippines

The Future Role of the World Bank in the Philippines

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank Group (IBRD/IDA, IFC) SHOULD play in the Philippines' development in the near future?	41	8.00	1.52	251	8.08	1.41

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

Which of the following SHOULD the World Bank Group (IBRD/IDA, IFC) do to make itself of greater value in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Ensure greater selectivity in its work	15.4%	15.3%
Improve the competitiveness of its financing compared to markets	20.5%	16.9%
Improve the quality of its experts as related to the Philippines' specific challenges	15.4%	28.6%
Increase availability of Fee-Based services	5.1%	2.4%
Offer more innovative financial products	23.1%	17.3%
Offer more innovative knowledge services	20.5%	24.6%
Provide more adequate data/knowledge/statistics/figures on the Philippines' economy	28.2%	27.4%
Reduce the complexity of obtaining World Bank financing	41.0%	38.3%
Work faster	5.1%	11.3%
Other	5.1%	3.6%

The Future Role of the World Bank in the Philippines

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
How effective do you believe the different agencies of the World Bank Group (IBRD/IDA, IFC) collaborate and coordinate in the Philippines?	31	7.10	1.25	203	7.47	1.20

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

H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Blogs	2.4%	1.2%
Email	7.3%	14.9%
Instant messaging or online chat	0.0%	0.4%
Internet through non-World Bank websites, search engines such as Google and Yahoo	24.4%	39.6%
Mobile phones	4.9%	0.4%
Newspapers – international	7.3%	5.9%
Newspapers – local	46.3%	50.2%
Periodicals	0.0%	4.7%
Radio – international	0.0%	0.0%
Radio – local	4.9%	1.2%
Social media: Facebook, Twitter, YouTube	9.8%	7.1%
Television – international	14.6%	6.7%
Television – local	26.8%	16.9%
World Bank Group conferences, seminars, workshops, videoconferences	9.8%	7.8%
World Bank Knowledge for Development Center	4.9%	5.1%
World Bank Group publications, materials	14.6%	14.1%
World Bank Group staff through face-to-face meetings and discussions	7.3%	3.1%
World Bank Group website	0.0%	11.0%
Other	4.9%	5.9%

How would you prefer to receive information from the World Bank Group (IBRD/IDA, IFC)? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Rural Areas	Urban Areas
Blogs	0.0%	3.1%
Email	58.5%	53.1%
Instant messaging or online chat	0.0%	1.2%
Internet through non-World Bank websites, search engines such as Google and Yahoo	14.6%	14.5%
Mobile phones	2.4%	1.6%
Newspapers – international	0.0%	0.4%
Newspapers – local	7.3%	8.2%
Periodicals	14.6%	6.6%
Radio – international	0.0%	0.0%
Radio – local	0.0%	0.4%
Social media: Facebook, Twitter, YouTube	7.3%	11.3%
Television – international	4.9%	0.8%
Television – local	12.2%	3.5%
World Bank Group conferences, seminars, workshops, videoconferences	24.4%	21.5%
World Bank Knowledge for Development Center	4.9%	6.6%
World Bank Group publications, materials	19.5%	29.7%
World Bank Group staff through face-to-face meetings and discussions	7.3%	9.0%
World Bank Group website	7.3%	21.5%
Other	0.0%	0.0%

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 a list of exceptions?

Percentage of Respondents	Rural Areas	Urban Areas
Yes	28.6%	46.6%
No	71.4%	53.4%

Are you aware of the IFC's Access to Information Policy under which the IFC makes available information concerning its activities?

Percentage of Respondents	Rural Areas	Urban Areas
Yes	15.8%	28.2%
No	84.2%	71.8%

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

Percentage of Respondents	Rural Areas	Urban Areas
Yes	21.1%	25.4%
No	78.9%	74.6%

Were you able to obtain this information?

Percentage of Respondents	Rural Areas	Urban Areas
Yes	100.0%	94.9%
No	0.0%	5.1%

H. Communication and Information Sharing (continued)

Do you have access to the Internet?

Percentage of Respondents	Rural Areas	Urban Areas
Yes	94.1%	98.7%
No	5.9%	1.3%

Do you use/have used the World Bank Group websites?*

Percentage of Respondents	Rural Areas	Urban Areas
Yes	54.3%	82.4%
No	45.7%	17.6%

*Significantly different between locations

Which do you primarily use?

Percentage of Respondents	Rural Areas	Urban Areas
The World Bank's country website	40.0%	48.3%
The World Bank's main website	52.0%	49.8%
IFC's main website	8.0%	1.9%

Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/ depository libraries?

Percentage of Respondents	Rural Areas	Urban Areas
Yes	38.5%	49.6%
No	43.6%	40.9%
I don't know what a KDC or an online resource center is	17.9%	9.5%

Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which best describes your geographic location?					
	Rural			Urban		
	N	Mean	SD	N	Mean	SD
I find the information on the World Bank Group's websites useful	20	7.90	1.41	209	8.02	1.30
I find the World Bank Group's websites easy to navigate	20	7.55	1.28	209	7.74	1.33
I use more data from the World Bank Group as a result of the organization's Open Data policy	17	6.82	1.33	167	7.36	1.69
The World Bank Group is responsive to my information requests and inquiries	19	7.68	1.49	147	7.59	1.46
The World Bank's KDC or online resource center is a valuable source of information related to development in the Philippines	13	7.69	1.60	124	8.09	1.28
When I need information from the World Bank Group I know how to find it	21	7.00	2.37	204	7.43	1.91

Appendix E: Responses to All Questions by Year¹

FY '05 Response Number = 148 • FY '09 Response Number = 337 • FY '13 Response Number = 328

A. Background Information

Which best represents your geographic location?

Percentage of Respondents	FY 2005	FY 2009	FY 2013
Metro Manila	33.8%	74.5%	75.5%
Luzon	4.9%	13.7%	5.9%
Visayas	23.9%	5.3%	5.2%
Mindanao	37.3%	6.5%	13.4%

Which best represents your geographic location?

Percentage of Respondents	FY 2005	FY 2009	FY 2013
Urban	42.7%	26.3%	13.5%
Rural	57.3%	73.7%	86.5%

B. General Issues facing the Philippines

In general, would you say that the Philippines is headed in...?^A

Percentage of Respondents	FY 2005	FY 2009	FY 2013
The right direction	46.3%	50.2%	84.7%
The wrong direction	35.1%	39.6%	1.9%
Not sure	18.7%	10.2%	13.4%

*Significantly different between FY13 and FY05 country surveys ^ Significantly different between FY13 and FY09 country surveys

C. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	year								
	FY 2005			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank (IBRD/IDA) in the Philippines?*	145	6.26	2.11	324	6.94	1.83	307	7.05	2.01

Note FY05 and FY09 country surveys said "World Bank" without specifying IBRD/IDA and did not ask for a separate IFC rating.
(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY13 and FY05 country surveys

Overall Attitudes toward the World Bank

	year								
	FY 2005			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's (IBRD/IDA) effectiveness in the Philippines.*^	136	6.53	1.86	287	6.61	1.83	276	7.26	1.41

Note FY05 and FY09 country surveys said "World Bank" without specifying IBRD/IDA and did not ask for a separate IFC rating.
(1-Not effective at all, 10-Very effective)

*Significantly different between FY13 and FY05 country surveys ^Significantly different between FY13 and FY09 country surveys

To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten-point scale?

Overall Attitudes toward the World Bank

	year								
	FY 2005			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines.^	131	7.31	1.85	317	7.15	1.76	312	7.49	1.66
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.*^	130	6.82	1.97	309	6.78	1.84	303	7.42	1.64

(1-Strongly disagree, 10-Strongly agree)

*Significantly different between FY13 and FY05 country surveys ^Significantly different between FY13 and FY09 country surveys

¹ Only those questions that were asked in the FY '05, FY'09, and FY '13 country surveys, with similar response scales/options, are presented.

C. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank Group (IBRD/IDA, IFC) an effective development partner in the Philippines in terms of each of the following?

Overall Attitudes toward the World Bank

	year								
	FY 2005			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Accessibility of staff ^{**}	132	6.35	2.22	309	6.74	2.46	283	7.24	1.73
Collaboration with other donors	121	7.17	1.91	305	7.35	1.81	252	7.28	1.47

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

^{*}Significantly different between FY13 and FY05 country surveys [^]Significantly different between FY13 and FY09 country surveys

E. The World Bank's Knowledge

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

The World Bank's Knowledge

	year								
	FY 2005			FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are a source of relevant information about global good practices				318	7.71	2.11	295	7.83	1.41
Are adaptable to the Philippines' specific development challenges and country circumstances [*]	135	6.75	1.98	311	6.93	1.97	294	7.20	1.39

^{*}Significantly different between FY13 and FY05 country surveys

H. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY 2005	FY 2009	FY 2013
Yes	-	97.8%	98.2%
No	-	2.2%	1.8%

Do you use/have you used the World Bank Group websites?^{*}

Percentage of Respondents	FY 2005	FY 2009	FY 2013
Yes	57.0%	79.2%	78.8%
No	43.0%	20.8%	21.2%

^{*}Significantly different between FY13 and FY05 country surveys

Which do you primarily use?^{**}

Percentage of Respondents	FY 2005	FY 2009	FY 2013
The World Bank's country website	58.3%	56.9%	48.4%
The World Bank's main website	41.7%	43.1%	49.2%
IFC's main website	-	-	2.4%

^{*}Significantly different between FY13 and FY05 country surveys [^]Significantly different between FY13 and FY09 country surveys

Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/depository libraries?^{**}

Percentage of Respondents	FY 2005	FY 2009	FY 2013
Yes	43.2%	36.5%	49.4%
No	56.8%	44.9%	40.4%
I don't know what a KDC or an online resource center is	-	18.6%	10.3%

^{*}Significantly different between FY13 and FY05 country surveys [^]Significantly different between FY13 and FY09 country surveys

Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	year					
	FY 2009			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group is responsive to my information requests and inquiries [*]	295	7.01	2.05	182	7.60	1.44
When I need information from the World Bank Group I know how to find it [*]	317	7.07	2.27	245	7.45	1.93

^{*}Significantly different between FY13 and FY09 country surveys

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

Indicator Question	A4. Which of the following describes most of your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines?									
	Collaborate		Engage in WB activities		Observer		Use WB reports/data		Use WB website	
	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 (IBRD/IDA) effectiveness in the Philippines.	7.12	7.40	7.03	7.50	7.36	6.38	7.33	7.14	7.28	7.26
Overall, please rate your impression of the IFC's effectiveness in the Philippines.	6.40	6.48	6.48	6.40	6.47	6.20	6.48	6.35	6.38	6.63
Overall the World Bank Group currently plays a relevant role in development in the Philippines.	7.24	7.75	7.35	7.70	7.62	6.56	7.55	7.45	7.57	7.33
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.	7.10	7.73	7.31	7.59	7.54	6.52	7.59	7.11	7.52	7.16
Collaboration with groups outside of the Government	6.90	7.51	7.15	7.34	7.29	6.86	7.35	7.00	7.29	7.08
Collaboration with other donors	7.04	7.53	7.20	7.45	7.33	7.35	7.39	7.20	7.39	7.03
Collaboration with the Government	7.66	8.10	7.71	8.09	7.94	7.64	8.07	7.52	7.97	7.61
Openness	7.71	7.92	7.73	7.92	7.89	7.30	7.84	7.80	7.78	8.04
Responsiveness	7.22	7.64	7.30	7.60	7.57	6.26	7.52	7.29	7.42	7.62
To what extent does the World Bank Group's (IBRD/IDA, IFC) work help to achieve development results in the Philippines?	7.32	7.61	7.29	7.66	7.56	6.63	7.54	7.36	7.52	7.33
The World Bank's financial instruments meet the needs of the Philippines	6.81	7.29	7.00	7.15	7.17	6.23	7.11	6.99	7.07	7.08
The World Bank meets the Philippines' needs for knowledge services	7.47	7.66	7.50	7.65	7.61	7.25	7.63	7.43	7.51	7.85
Are adaptable to the Philippines' specific development challenges and country circumstances	7.06	7.34	7.17	7.26	7.30	6.47	7.21	7.23	7.16	7.45
Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines?	7.36	7.60	7.32	7.66	7.57	6.83	7.52	7.43	7.48	7.53
Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge/research?	7.91	8.04	7.91	8.06	8.04	7.45	7.94	8.10	7.96	8.09
Where country systems are adequate, the World Bank makes appropriate use of them	7.63	7.72	7.62	7.74	7.69	7.65	7.78	7.42	7.69	7.65

Yellow highlight indicates significant difference between Yes and No mean.

Appendix G: The Philippines FY 2013 Questionnaire



World Bank Group Country Survey FY13 – PHILIPPINES

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

The World Bank Group commissioned an independent firm to oversee the logistics of this effort in the Philippines. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle or 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: BACKGROUND INFORMATION

A1. Which of the following best describes your current organization? (Please mark only ONE response)	
1	Civil society organization: NGO, community-based organization, faith-based organization academe, think-tank, trade union
2	Donor: Bilateral or multilateral development agency
3	Government: House of Representatives member or staff
4	Government: Senate member or staff
5	Government: Judicial branch official or staff
6	Government: Local government unit official or staff
8	Government: National executive branch official or staff
9	Government: Project management unit (PMU) for a World Bank-supported project official or staff
10	Government-owned corporation or financial institution: official or staff
11	Media: Press, radio, TV, web, etc.
12	Private sector: Banks, financial sector
13	Private sector: Private organization or business
14	Private sector: Consultant or contractor
15	Others (please specify):

SECTION A: BACKGROUND INFORMATION**A2. Please identify the primary specialization of your work. (Please mark only ONE response)**

1	Agriculture, Agrarian Reform, Rural Development
2	Commerce, Trade, Investment, Manufacturing
3	Communication, Media, Information Service
4	Economic, Fiscal, Budget Management
5	Energy, Mining, Housing, Telecommunications, Transport, Water, Other Infrastructure
6	Environment, Natural Resources, Climate Change, Disaster Management
7	Finance, Banking, Insurance
8	Governance, Transparency, Anti Corruption, Social Accountability
9	Health, Education, Labor, Gender, Disability, other Social Services
10	Law, Justice
11	Multisectoral or non-sector specific
12	Others (please specify):

A3. Currently, which of the following agencies of the World Bank Group (IBRD/IDA, IFC) do you primarily work with in the Philippines? (Choose only ONE)

1	The World Bank (IBRD/IDA)
2	International Finance Corporation (IFC)
3	Both World Bank and IFC
4	I don't collaborate/work with the World Bank Group

A4. Which of the following describes most your exposure to the World Bank Group (IBRD/IDA, IFC) in the Philippines? (Choose no more than TWO)

1	Collaborate as part of my professional duties
2	Engage in World Bank Group-related/sponsored events/activities
3	Observer (i.e., follow in media, discuss in informal conversations, etc.)
4	Use World Bank reports/data
5	Use World Bank website for information, data, research, etc.

A5. What is your geographic location?

1	Metro Manila
2	Luzon
3	Visayas
4	Mindanao

A6. Which best describes your geographic location?

1	Rural
2	Urban

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 B: GENERAL ISSUES FACING THE PHILIPPINES

B1. In general would you say that the Philippines is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

B2. When considering development priorities, which THREE of the following development priorities are most important in the Philippines? (Choose no more than THREE)	
1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Economic growth
6	Education: providing quality education for children
7	Energy: improving power sources, renewable and clean energy
8	Environment
9	Food security: improving access to sufficient, safe and nutritious food
10	Foreign direct investment: promoting policies to stimulate FDIs
11	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
12	Governance and government effectiveness
13	Health: improving the delivery of health services
14	Information and communications technology
15	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
16	Jobs: creating more and better jobs
17	Land reform: improving and expanding implementation
18	Law and justice: improving effectiveness of systems
19	Local government: improving effectiveness of LGUs
20	Manufacturing
21	Natural resource management of oil, gas, mining, etc.
22	Peace and order: reducing crime and violence
23	Peace and order: securing peace in Mindanao
24	Population: reducing population growth
25	Poverty reduction
26	Private sector development: enhancing the environment for investment and business growth
27	Public financial management: public expenditure, fiscal system reform
28	Public sector reform
29	Regional economic cooperation
30	Regulatory framework
31	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
32	Tourism
33	Trade and exports
34	Others (please specify):

SECTION B: GENERAL ISSUES FACING THE PHILIPPINES

B3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than THREE)

1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Economic growth
6	Education: providing quality education for children
7	Energy: improving power sources, renewable and clean energy
8	Environment
9	Food security: improving access to sufficient, safe and nutritious food
10	Foreign direct investment: promoting policies to stimulate FDIs
11	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
12	Governance and government effectiveness
13	Health: improving the delivery of health services
14	Information and communications technology
15	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
16	Jobs: creating more and better jobs
17	Land reform: improving and expanding implementation
18	Law and justice: improving effectiveness of systems
19	Local government: improving effectiveness of LGUs
20	Manufacturing
21	Natural resource management of oil, gas, mining, etc.
22	Peace and order: reducing crime and violence
23	Peace and order: securing peace in Mindanao
24	Population: reducing population growth
25	Private sector development: enhancing the environment for investment and business growth
26	Public financial management: public expenditure, fiscal system reform
27	Public sector reform
28	Regional economic cooperation
29	Regulatory framework
30	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
31	Tourism
32	Trade and exports
33	Others (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 B: GENERAL ISSUES FACING THE PHILIPPINES

B4. Economic and social development can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in the Philippines? (Choose no more than THREE)

1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Education: providing quality education for children
6	Energy: improving power sources, renewable and clean energy
7	Environment
8	Food security: improving access to sufficient, safe and nutritious food
9	Foreign direct investment: promoting policies to stimulate FDIs
10	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
11	Governance and government effectiveness
12	Health: improving the delivery of health services
13	Information and communications technology
14	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
15	Jobs: creating more and better jobs
16	Land reform: improving and expanding implementation
17	Law and justice: improving effectiveness of systems
18	Local government: improving effectiveness of LGUs
19	Manufacturing
20	Natural resource management of oil, gas, mining, etc.
21	Peace and order: reducing crime and violence
22	Peace and order: securing peace in Mindanao
23	Population: reducing population growth
24	Private sector development: enhancing the environment for investment and business growth
25	Public financial management: public expenditure, fiscal system reform
26	Public sector reform
27	Regional economic cooperation
28	Regulatory framework
29	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
30	Tourism
31	Trade and exports
32	Others (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: OVERALL ATTITUDES TOWARD THE WORLD BANK

C1. There are several institutions in the World Bank Group (IBRD/IDA, IFC) that work in developing countries around the world. How familiar are you with their work in the Philippines, on a ten point scale?

		1 - Not familiar at all					Extremely familiar - 10				
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10

C2. Overall, please rate your impression of the World Bank Group's (IBRD/IDA, IFC) effectiveness in the Philippines, on a ten point scale?

		1- Not effective at all					Very effective - 10					Don't know
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C3. To what extent do you believe the World Bank Group's (IBRD/IDA, IFC) staff is well prepared (e.g., skills and knowledge) to help the Philippines solve its most complicated development challenges, on a ten point scale?

		1 - To no degree at all					To a very significant degree - 10					Don't know
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	International Finance Corporation (IFC)	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 C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C4. When thinking about how the World Bank Group (IBRD/IDA, IFC) can have the most impact on development results in the Philippines, in which areas do you believe the World Bank should focus most of its attention and resources in the Philippines? (Choose no more than THREE)

1	Agricultural modernization, rural development
2	Anti-corruption, transparency, social accountability
3	Climate change mitigation and adaptation
4	Disaster risk reduction and management
5	Economic growth
6	Education: providing quality education for children
7	Energy: improving power sources, renewable and clean energy
8	Environment
9	Food security: improving access to sufficient, safe and nutritious food
10	Foreign direct investment: promoting policies to stimulate FDIs
11	Gender and equity: improving access to opportunities and services of women, the poor, and marginalized groups
12	Governance and government effectiveness
13	Health: improving the delivery of health services
14	Information and communications technology
15	Infrastructure: improving basic infrastructure such as roads, bridges, housing, water and electricity
16	Jobs: creating more and better jobs
17	Land reform: improving and expanding implementation
18	Law and justice: improving effectiveness of systems
19	Local government: improving effectiveness of LGUs
20	Manufacturing
21	Natural resource management of oil, gas, mining, etc.
22	Peace and order: reducing crime and violence
23	Peace and order: securing peace in Mindanao
24	Population: reducing population growth
25	Poverty reduction
26	Private sector development: enhancing the environment for investment and business growth
27	Public financial management: public expenditure, fiscal system reform
28	Public sector reform
29	Regional economic cooperation
30	Regulatory framework
31	Social protection: pensions, targeted social assistance such as conditional cash transfers, etc.
32	Tourism
33	Trade and exports
34	Others (please specify):

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SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C5. When thinking about the World Bank Group's (IBRD/IDA, IFC) role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Collaboration between the agencies of the World Bank Group (IBRD/IDA, IFC)	<input type="checkbox"/>	<input type="checkbox"/>
2	Data about development	<input type="checkbox"/>	<input type="checkbox"/>
3	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
4	Investment in private sector	<input type="checkbox"/>	<input type="checkbox"/>
5	Linkage to non-Bank expertise such as knowledge sharing between developing countries	<input type="checkbox"/>	<input type="checkbox"/>
6	Loans to finance development projects	<input type="checkbox"/>	<input type="checkbox"/>
7	Loans to promote policy reforms	<input type="checkbox"/>	<input type="checkbox"/>
8	Partnership and cooperation: facilitating or convening groups from government, private sector, donors, civil society	<input type="checkbox"/>	<input type="checkbox"/>
9	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
10	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
11	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
12	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
13	Others (please specify):	<input type="checkbox"/>	<input type="checkbox"/>

C6. Which of the following do you identify as the World Bank Group's (IBRD/IDA, IFC) greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)	
1	Arrogant in its approach
2	Credibility of its knowledge/data
3	Imposing technocratic solutions without regard to political realities
4	Not adequately sensitive to political/social realities in the Philippines
5	Not aligned with country priorities
6	Not aligned with other donors' work
7	Not collaborating enough with non-government actors
8	Not enough public disclosure of its work
9	Not exploring alternative policy options
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Too bureaucratic in its operational policies and procedures
13	Too influenced by developed countries
14	Too slow and complex in its processes
15	Others (please specify):

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SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in the Philippines? (Choose no more than TWO)

1	Capacity development/training
2	Investment lending (financing specific projects)
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Policy based lending / budget support to the Government
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Others (please specify):
8	Don't know

To what extent do you agree with the following statements about the World Bank Group's (IBRD/IDA, IFC) work in the Philippines, on a ten point scale?

		1- Strongly disagree					Strongly agree - 10					Don't know
C8.	Overall the World Bank Group currently plays a relevant role in development in the Philippines.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9.	The World Bank Group supports programs and strategies that are realistic for the Philippines.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10.	The World Bank Group treats clients and stakeholders in the Philippines with respect.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11.	The World Bank Group's work is aligned with what I consider the development priorities for the Philippines.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank Group (IBRD/IDA, IFC) an effective development partner in the Philippines, in terms of each of the following?

		1- To no degree at all					To a very significant degree - 10					Don't know
C12.	Accessibility of staff	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13.	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14.	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15.	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16.	Flexibility toward changing country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17.	Flexibility of the World Bank Group's products and services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18.	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19.	Inclusiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20.	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21.	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22.	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C23. When World Bank Group (IBRD/IDA, IFC)-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	Lack of/inadequate levels of capacity in Government
2	Political pressures and obstacles
3	Poor donor coordination
4	Reforms are not well thought out in light of country challenges
5	The Government works inefficiently
6	The World Bank does not do adequate follow through/follow-up
7	The World Bank is not sensitive enough to political/social realities on the ground
8	The World Bank works too slow
9	There is no adequate level of citizen/civil society participation
10	Others (please specify):

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SECTION D: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank Group (IBRD/IDA, IFC) is in terms of the work it does in the following areas of development in the Philippines, on a ten point scale?												
		1- Not effective at all					Very effective - 10					Don't know
D1.	Helping achieve fiscal and financial stability through consolidation and improved macroeconomic risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2.	Helping build an enabling business environment to promote competitiveness, productivity and employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3.	Helping promote access and delivery of financial services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4.	Helping improve the delivery of basic services, such as education, health, water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5.	Helping improve the delivery of basic services in poor areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6.	Helping establish a social protection system through household poverty targeting and conditional cash transfers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7.	Helping in disaster risk management and climate change mitigation and adaptation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8.	Helping promote stability, peace and development in conflict-affected areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9.	Helping promote good governance and anticorruption in Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10.	Helping promote procurement and public financial management reforms in Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11.	Helping improve local governance through more effective decentralization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12.	Others (please specify):	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D13. To what extent does the World Bank Group's (IBRD/IDA, IFC) work help to achieve development results in the Philippines, on a ten point scale?										
1- To no degree at all					To a very significant degree - 10					Don't know
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree with the following statements about the World Bank Group (IBRD/IDA, IFC) in the Philippines, on a ten point scale?												
		1- Strongly disagree					Strongly agree - 10					Don't know
D14.	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15.	The World Bank meets the Philippines' needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D16.	IFC's financial products (i.e., investments, technical assistance and advisory services) meet the needs for private sector development in the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION E: THE WORLD BANK'S KNOWLEDGE

E1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In the Philippines, how effective do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research are at:

		1 - Not effective at all					Very effective - 10					Don't know
E2.	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3.	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4.	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5.	Raising your awareness about a topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6.	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION E: THE WORLD BANK'S KNOWLEDGE

In the Philippines, to what extent do you believe that the World Bank's knowledge and research:												
		1 - To no degree at all					To a very significant degree - 10					Don't know
		1	2	3	4	5	6	7	8	9	10	
E7.	Are a source of relevant information about global good practices											<input type="checkbox"/>
E8.	Are accessible (well written and easy to understand)											
E9.	Are adaptable to the Philippines' specific development challenges and country circumstances											
E10.	Are adequately disseminated											
E11.	Are relevant to the Philippines' development priorities											
E12.	Are timely											
E13.	Include appropriate level of stakeholder involvement during preparation											
E14.	Provide feasible recommendations											

E15. Overall, how significant a contribution do you believe the World Bank Group's (IBRD/IDA, IFC) knowledge and research make to development results in the Philippines, on a ten point scale?										
1 - Not significant at all					Very significant - 10					Don't know
1	2	3	4	5	6	7	8	9	10	
										<input type="checkbox"/>

E16. Overall, how would you rate the technical quality of the World Bank Group's (IBRD/IDA, IFC) knowledge/research, on a ten point scale?										
1 - Very low technical quality					Very high technical quality - 10					Don't know
1	2	3	4	5	6	7	8	9	10	
										<input type="checkbox"/>

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SECTION F: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	
F1.	The World Bank disburses funds promptly											<input type="checkbox"/>
F2.	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
F3.	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>
F4.	The World Bank requires reasonable conditions on its lending											<input type="checkbox"/>
F5.	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>
F6.	The World Bank's "Safeguards Policy" requirements are reasonable											<input type="checkbox"/>
F7.	The World Bank's approvals and reviews are timely											<input type="checkbox"/>
F8.	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>
F9.	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>
F10.	Working with the World Bank increases the capacity of Government to implement and improve its performance in the Philippines											<input type="checkbox"/>

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SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN THE PHILIPPINES

G1. How significant a role do you believe the World Bank Group (IBRD/IDA, IFC) SHOULD play in the Philippines' development in the near future, on a ten point scale?

1- Not a significant role					Very significant role - 10					Don't know
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

G2. Which of the following SHOULD the World Bank Group (IBRD/IDA, IFC) do to make itself of greater value in Philippines? (Choose no more than TWO)

1	Ensure greater selectivity in its work
2	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
3	Improve the quality of its experts as related to the Philippines' specific challenges
4	Increase availability of Fee-Based services
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Provide more adequate data/knowledge/statistics/figures on the Philippines' economy
8	Reduce the complexity of obtaining World Bank financing
9	Work faster
10	Others (please specify):

G3. How effective do you believe the different agencies of the World Bank Group (IBRD/IDA, IFC) collaborate and coordinate in the Philippines, on a ten point scale?

1 - Not effectively at all					Very effectively - 10					Don't know
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION H: COMMUNICATION AND INFORMATION SHARING

H1. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)

1	Blogs	11	Social media: Facebook, Twitter, Youtube
2	Email	12	Television – international
3	Instant messaging or online chat	13	Television – local
4	Internet through non-World Bank websites, search engines such as Google and Yahoo	14	World Bank Group conferences, seminars, workshops, videoconferences
5	Mobile phones	15	World Bank Knowledge for Development Center (KDC)
6	Newspapers – international	16	World Bank Group publications, materials
7	Newspapers – local	17	World Bank Group staff through face-to-face meetings and discussions
8	Periodicals	18	World Bank Group website
9	Radio – international	19	Others (please specify):
10	Radio – local		

H2. How would you prefer to receive information from the World Bank Group (IBRD/IDA, IFC)? (Choose no more than TWO)

1	Blogs	11	Social media: Facebook, Twitter, Youtube
2	Email	12	Television – international
3	Instant messaging or online chat	13	Television – local
4	Internet through non-World Bank websites, search engines such as Google and Yahoo	14	World Bank Group conferences, seminars, workshops, videoconferences
5	Mobile phones	15	World Bank Knowledge for Development Center (KDC)
6	Newspapers – international	16	World Bank Group publications, materials
7	Newspapers – local	17	World Bank Group staff through face-to-face meetings and discussions
8	Periodicals	18	World Bank Group website
9	Radio – international	19	Others (please specify):
10	Radio – local		

H3.	Are you aware of the World Bank's Access to Information Policy under which the Bank now discloses any information in its possession that is not on a list of exceptions?	Yes	No	Don't know
H4.	Are you aware of the IFC's Access to Information Policy under which the IFC makes available information concerning its activities?	Yes	No	Don't know
H5.	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No	
H6.	Were you able to obtain this information?	Yes	No	
H7.	Do you have access to the Internet?	Yes	No	
H8.	Do you use/have you used the World Bank Group websites?	Yes	No	

SECTION H: COMMUNICATION AND INFORMATION SHARING

H9. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/ph)
2	The World Bank's main website (www.worldbank.org)
3	IFC's main website (www.ifc.org)

H10. Do you use/have you used the resources or have you attended a knowledge sharing event in any of the Knowledge for Development Centers (KDCs) or World Bank online resource centers/depository libraries? The KDCs are at the World Bank Office Manila, Asian Institute of Management, Ateneo de Naga University, Central Philippine University, House of Representatives, Notre Dame University Cotabato, Palawan State University, Saint Paul University Tuguegarao, Silliman University, University of Southeastern Philippines, University of San Carlos. The online resource centers are at the NEDA, Philippine Institute for Development Studies, University of the Philippines School of Economics, and University of the Philippines at Los Baños.	
1	Yes
2	No
3	I don't know what a KDC or an online resource center is.

Please rate how much you agree with the following statements, on a ten point scale.												
		1 - Strongly disagree					Strongly agree - 10					Don't know
H11.	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H12.	I find the World Bank Group's 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"/>
H13.	I use more data from the World Bank Group as a result of the organization's Open Data policy.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H14.	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H15.	The World Bank's KDC or online resource center is a valuable source of information related to development in the Philippines. <i>(Only answer if you have used the KDC or online resource center.)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H16.	When I need information from the World Bank Group 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"/>

Thank you for completing the survey!