

## Appendix E: Thailand FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Thailand**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Thailand or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Thailand, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Thailand. The World Bank commissioned an independent firm to oversee the logistics of this effort in Thailand. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION A: GENERAL ISSUES**

<b>A1. Listed below are a number of development priorities in Thailand.</b>			
<b>Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	18	Poverty reduction and inequity
2	Transport (e.g., roads, bridges, transportation)	19	Energy policy
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Food security
4	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
5	Gender	22	Agricultural development
6	Domestic private sector development	23	Economic growth (trade and exports)
7	Focusing on regional disparities (within Thailand)	24	Regulatory framework
8	Water and sanitation	25	HIV/AIDS and other communicable/non-communicable diseases
9	Anti-corruption	26	Infrastructure
10	Job creation/employment	27	Natural resource management (e.g., oil, gas, mining)
11	Rural development	28	Disaster management
12	Financial stability and access to finance	29	Information and communications technology
13	Urban development	30	Macroeconomic stability
14	Environmental sustainability	31	Political stability
15	Equality of opportunity (i.e., equity)	32	Community development
16	Increasing access to better health services	33	Conflict resolution
17	Increasing access to and quality of education including higher education		

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

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

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

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

<b>B4. When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	18	Political stability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Equality of opportunity (i.e., equity)
3	Macroeconomic stability	20	Increasing access to better health services
4	Transport (e.g., roads, bridges, transportation)	21	Increasing access to and quality of education including higher education
5	Poverty reduction and inequity	22	Food security
6	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
7	Gender	24	Agricultural development
8	Domestic private sector development	25	Economic growth (trade and exports)
9	Rural development	26	Regulatory framework
10	Focusing on regional disparities (within Thailand)	27	HIV/AIDS and other communicable/non-communicable diseases
11	Water and sanitation	28	Infrastructure
12	Energy policy	29	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	30	Anti corruption
14	Financial stability and access to finance	31	Information and communications technology
15	Conflict resolution	32	Disaster management
16	Urban development	33	Community development
17	Environmental sustainability		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK****B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?**

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data and knowledge	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses/reports	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Thailand
16	Other (please specify): _____

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

<b>B7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)</b>	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, reports, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	
1	Civil society organizations
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

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

To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	The World Bank treats clients and stakeholders in Thailand with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
<b>B14</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	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"/>
<b>B21</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>B24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	The World Bank does not do adequate follow through/follow-up
5	Lack of/inadequate levels of capacity in Government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	The World Bank is not sensitive enough to political/social realities on the ground
9	Other (please specify): _____

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

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

<b>To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C2</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

<b>D2. When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Focusing on regional disparities (within Thailand)
2	Gender	19	Global/regional integration
3	Domestic private sector development	20	Information and communications technology
4	Food security	21	Transport (e.g., roads, bridges, transportation)
5	Water and sanitation	22	Political stability
6	Economic growth (trade and exports)	23	Agricultural development
7	Energy policy	24	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	25	Macroeconomic stability
9	Social protection (e.g., pensions, targeted social assistance)	26	Job creation/employment
10	Climate change (e.g., mitigation, adaptation)	27	Increasing access to better health services
11	Poverty reduction and inequity	28	Rural development
12	Anti corruption	29	Environmental sustainability
13	Financial stability and access to finance	30	Community development
14	Conflict resolution	31	Regulatory framework
15	Equality of opportunity (i.e., equity)	32	Infrastructure
16	Urban development	33	HIV/AIDS and other communicable/non-communicable diseases
17	Increasing access to and quality of education including higher education		

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

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

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

<b>D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?</b>												
1		2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not significant at all								Very significant			Don't know	

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

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

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

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**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN THAILAND**

<b>F1. How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Thailand's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Thailand's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than THREE)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, YouTube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Tablets and e-Reader
14	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than THREE)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	World Bank seminars/workshops/conferences
5	World Bank publications and other written materials
6	Mobile phones
7	Social media (Facebook, Twitter, Youtube)
8	Blogs
9	Tablets and e-Reader
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G6; if NO please go to G9)	<b>Yes</b>	<b>No</b>
<b>G6</b>	Were you able to identify a point of contact at the World Bank?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Were you able to obtain the requested information?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Was the information useful?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G9. How often do you access World Bank information online?</b>	
1	Daily
2	Weekly
3	Monthly
4	A few times a year
5	Rarely / Never

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I use/consult World Bank data more currently than I did a few years ago												<input type="checkbox"/>
<b>G11</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G12</b>	The World Bank is responsive to my information requests and inquiries												<input type="checkbox"/>

<b>G13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)</b>	
1	World Bank E-newsletter
2	World Bank Blogs
3	World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)
4	Other (please specify): _____

<b>G14. How valuable do you consider the information you receive from the World Bank's social media channels?</b>													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
		Extremely valuable										Don't know	I do not use social media for information on World Bank
<b>Not valuable at all</b>													

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**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the Prime Minister
2	Office of Parliamentarian
3	Employee of a Ministry, Ministerial Department or Implementation Agency
4	Consultant/Contractor working on World Bank supported Project/Program
5	Project Management Unit (PMU) overseeing implementation of project
6	Local Government Office or Staff
7	Bilateral Agency
8	Multilateral Agency
9	Private Sector Organization
10	Private Foundation
11	Financial Sector/Private Bank
12	Civil Society Organization
13	Community Based Organization
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Faith-Based Group
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Economic policy
9	Job creation/employment	19	Public financial management
10	Law and justice / regulatory framework	20	Other (Please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate on knowledge products
5	Use World Bank website for information, data, research, etc.
6	Implementing World Bank projects and trust funds

<b>H5. Which best represents your geographic location?</b>	
1	Bangkok and vicinity
2	Northern Thailand
3	Southern Thailand
4	North East Thailand
5	Central Thailand

**Thank you for completing the survey!**