



Bangladesh

The World Bank
Country Survey FY 2013

Report of Findings
November 2013



Country Opinion Surveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

From July to September 2013, 701 stakeholders of the World Bank in Bangladesh 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 the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 366 stakeholders participated in the country survey (52% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via courier or email and returned it accordingly. Respondents were asked about: general issues facing Bangladesh; their overall attitudes toward the World Bank; the World Bank's effectiveness and results; the World Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Bangladesh; and the Bank's communication and information sharing in Bangladesh.

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

- A. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Bangladesh, and their geographic location.

II. Methodology (continued)

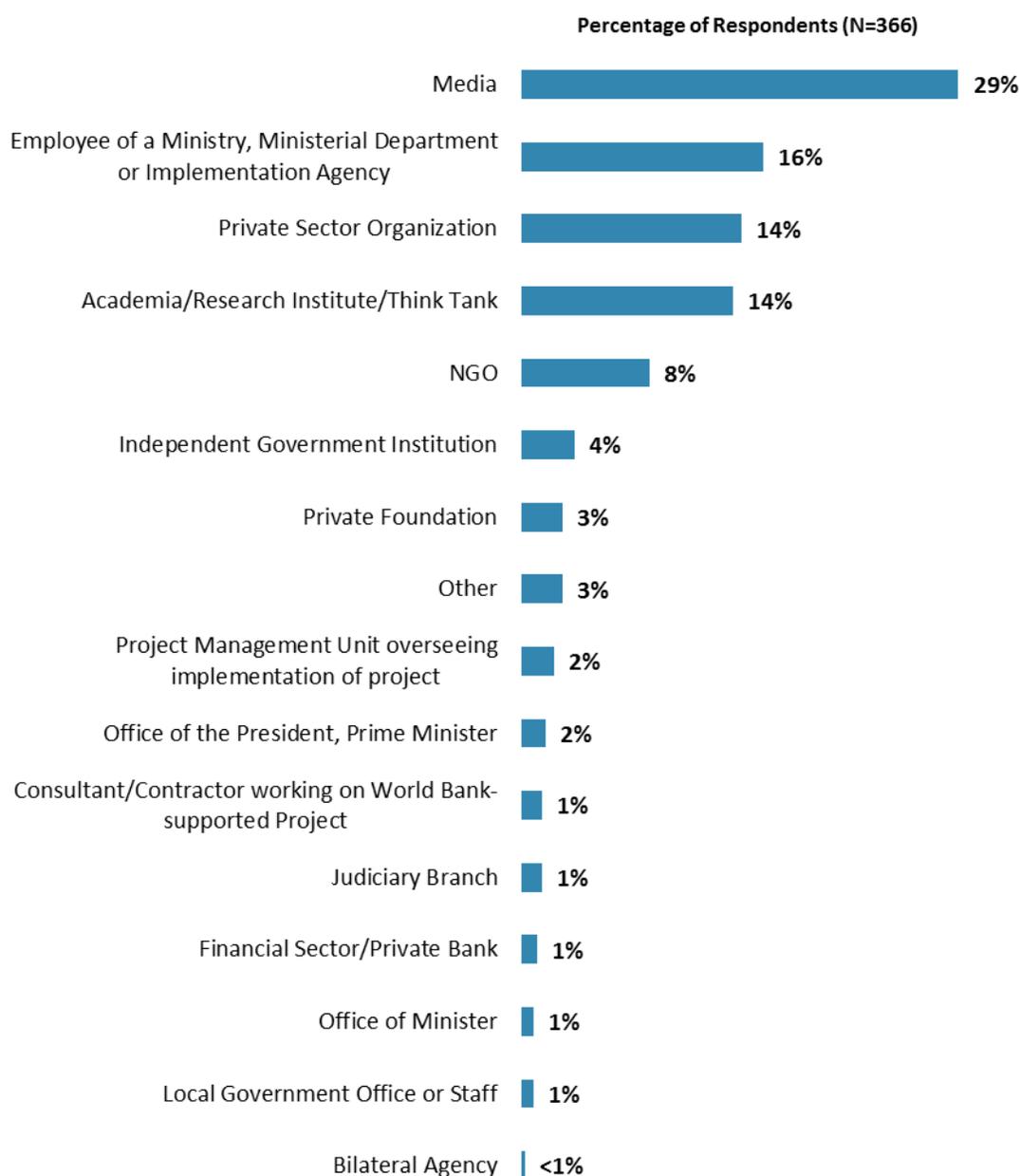
- B. General Issues Facing Bangladesh: Respondents were asked to indicate whether Bangladesh is headed in the right direction, what they thought were the top three most important development priorities and which areas would contribute most to reducing poverty.
- C. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Bangladesh, Bank staff preparedness to help Bangladesh solve its development challenges, the Bank's investigation of corruption allegations under the Padma Bridge Project, their 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, and with which stakeholder groups the Bank should collaborate more.
- D. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Bangladesh, the extent to which the Bank meets Bangladesh's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty-eight development areas, such as education.
- E. The World Bank's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- 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 working with the World Bank increasing Bangladesh's institutional capacity.
- G. The Future Role of the World Bank in Bangladesh: Respondents were asked to rate how significant a role the Bank should play in Bangladesh's development in the near future and to indicate what the Bank should do to make itself of greater value in Bangladesh, the two areas related to corruption that the Bank should give greater attention, and the extent to which respondents want to see more World Bank involvement in areas related to corruption.
- 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 Internet access, and their usage and evaluation of the Bank's websites, Facebook page, and PICs. Respondents were asked about their awareness of the Bank's Access to Information policy, 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 evaluate the Bank's information accessibility, responsiveness to information requests, aspects of the Bank's public communications, and communications specific to the Padma Bridge case.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 334 respondents (58% response rate) who completed the survey in FY 2010 and the 417 respondents (57% response rate) who completed the country survey in FY 2004. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

- For further analyses, the few respondents from the office of a Ministry were combined with those from the office of the President/Prime Minister; respondents from PMUs were combined with consultants working on Bank-supported projects; the few respondents from the financial sector/private banks were combined with those from the private sector; and the few respondents from local government and bilateral agencies were included in the “Other” category.

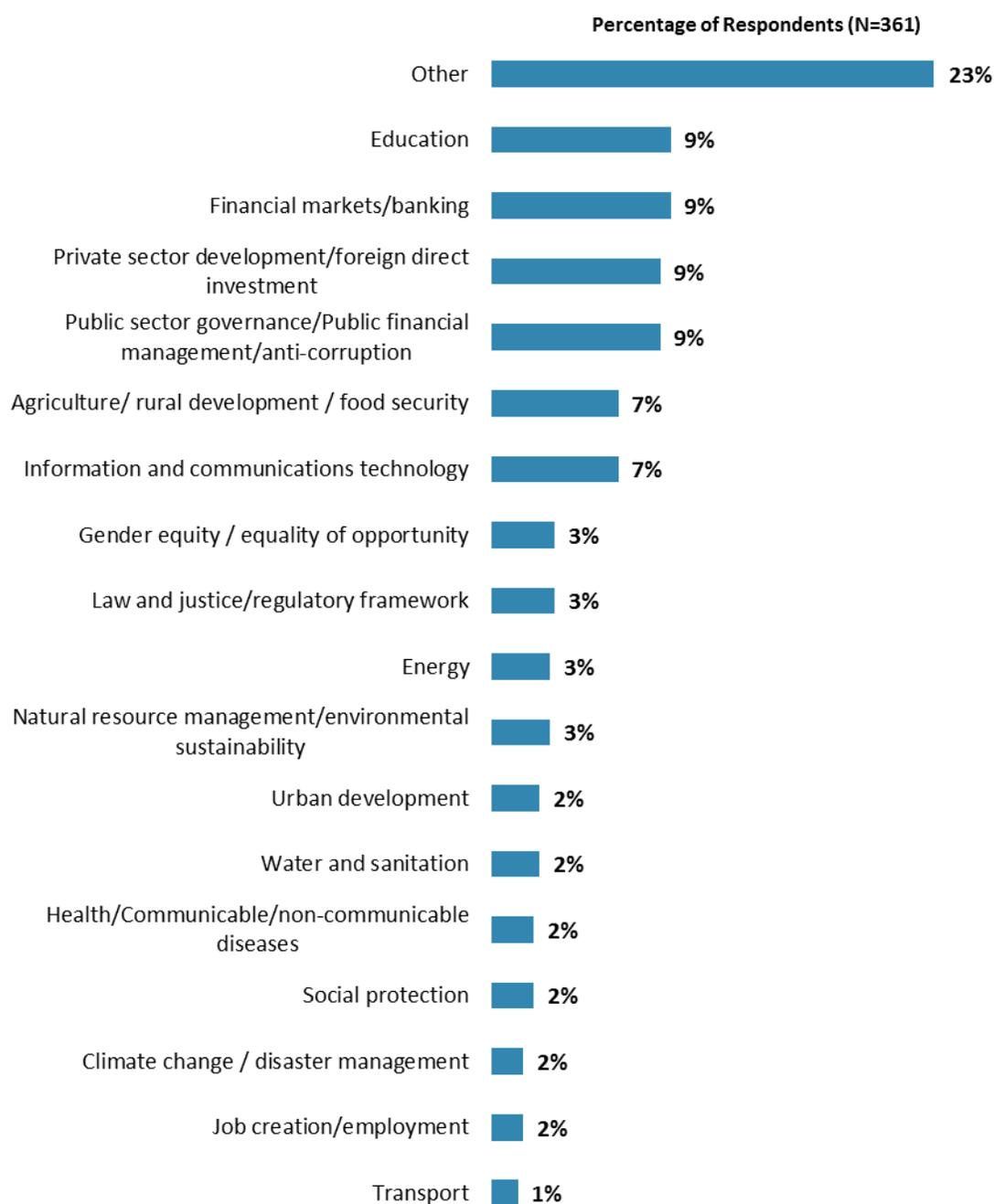


“Which of the following best describes your current position?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Area of Primary Specialization

- Comparisons of ratings for the WBG's sector effectiveness across respondents' specializations can be found in the Appendix (see page 82).

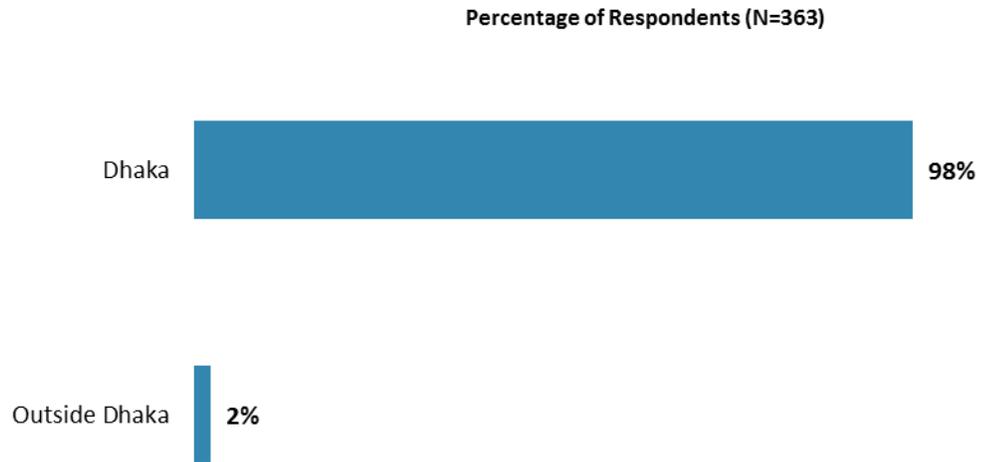


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Because of the few respondents from outside Dhaka, it was not possible to analyze comparisons across geographic locations.



“Which best represents your geographic location?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

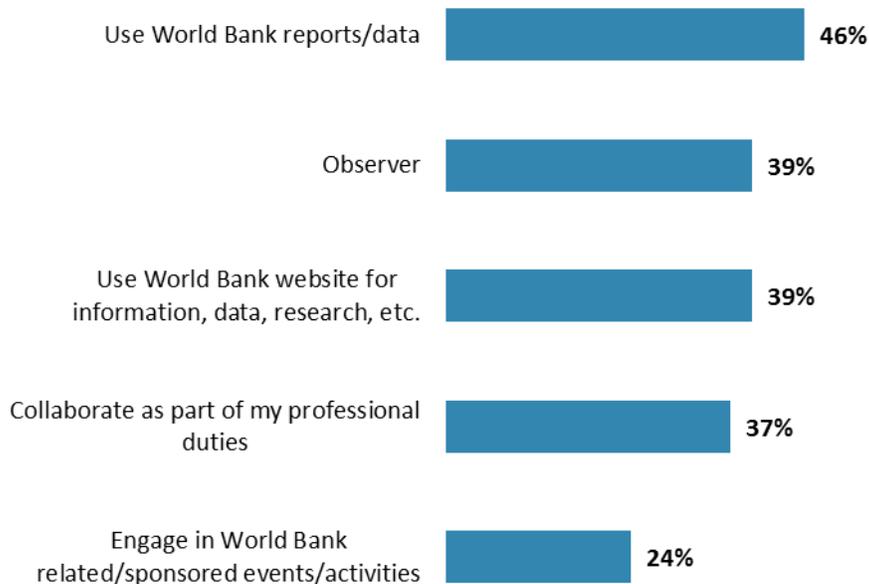
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Bangladesh, can be found in the Appendix (see page 83). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=357)



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

Percentage of Respondents (N=365)

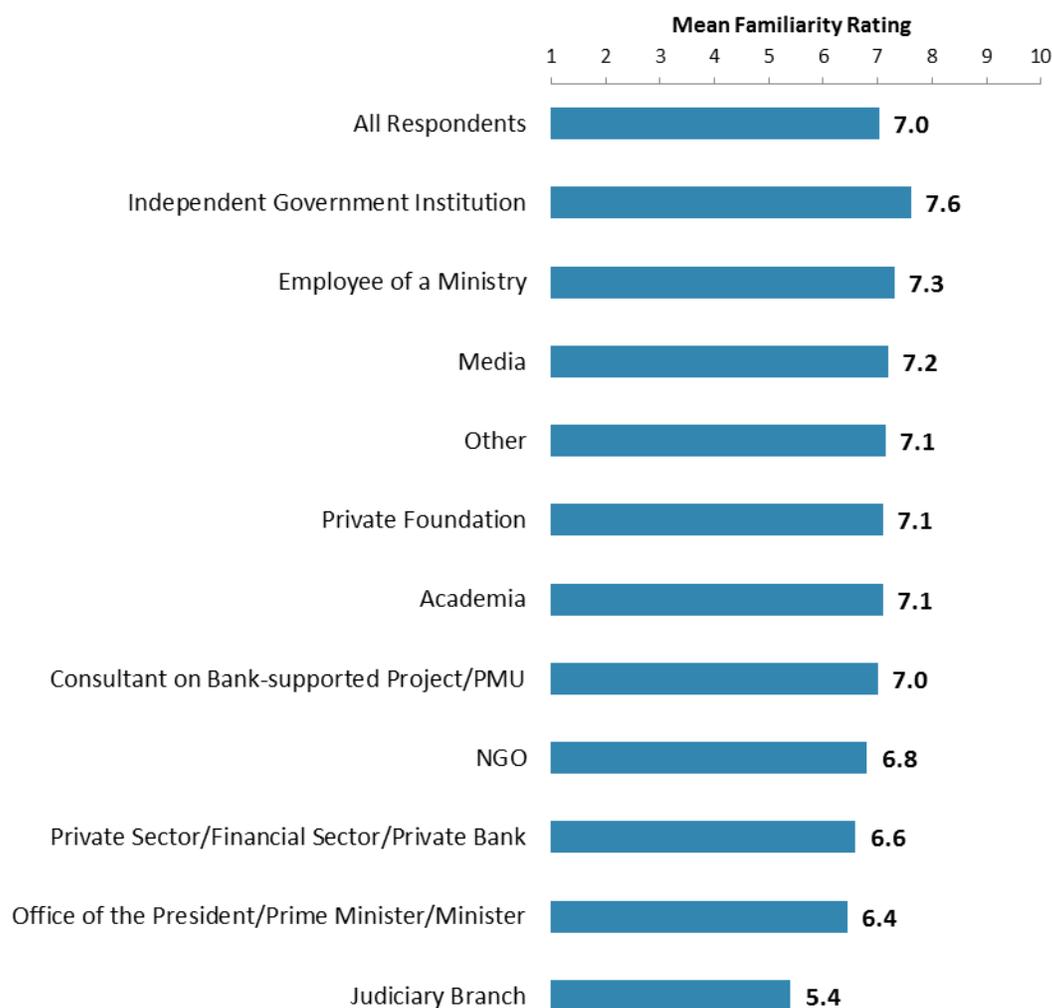


"Which of the following describes most of your exposure to the World Bank in Bangladesh? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Respondents' familiarity with the World Bank in Bangladesh in this country survey was significantly higher than that of respondents in the FY '04 country survey (6.5), but statistically similar to that of respondents in the FY '10 country survey (7.2).
- Respondents from independent government institutions had the highest levels of familiarity with the World Bank in Bangladesh whereas respondents from the judiciary branch had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the World Bank were significantly, moderately correlated with their perceptions of the World Bank's overall effectiveness in Bangladesh, the World Bank's relevance to Bangladesh's development, and perceptions of the World Bank's ability to help achieve development results in Bangladesh.

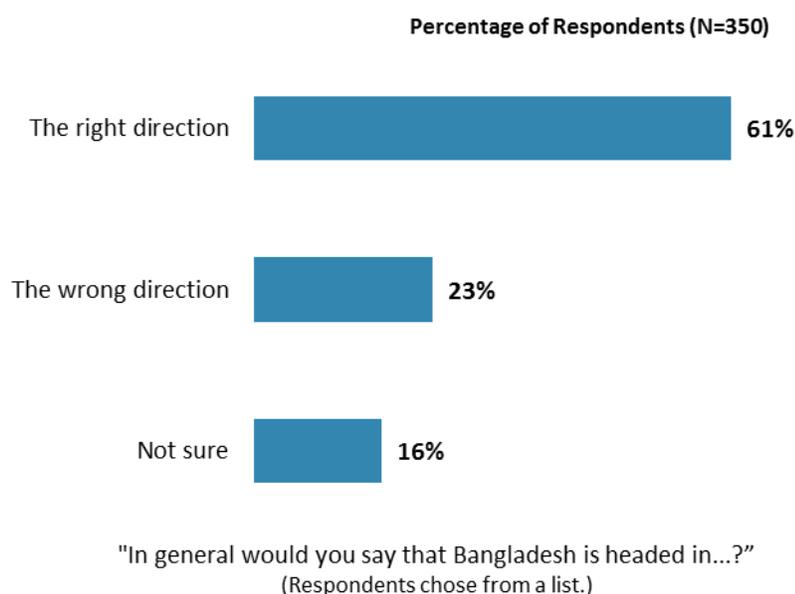


"How familiar are you with the work of the World Bank in Bangladesh?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Bangladesh

Bangladesh Heading in the Right Direction

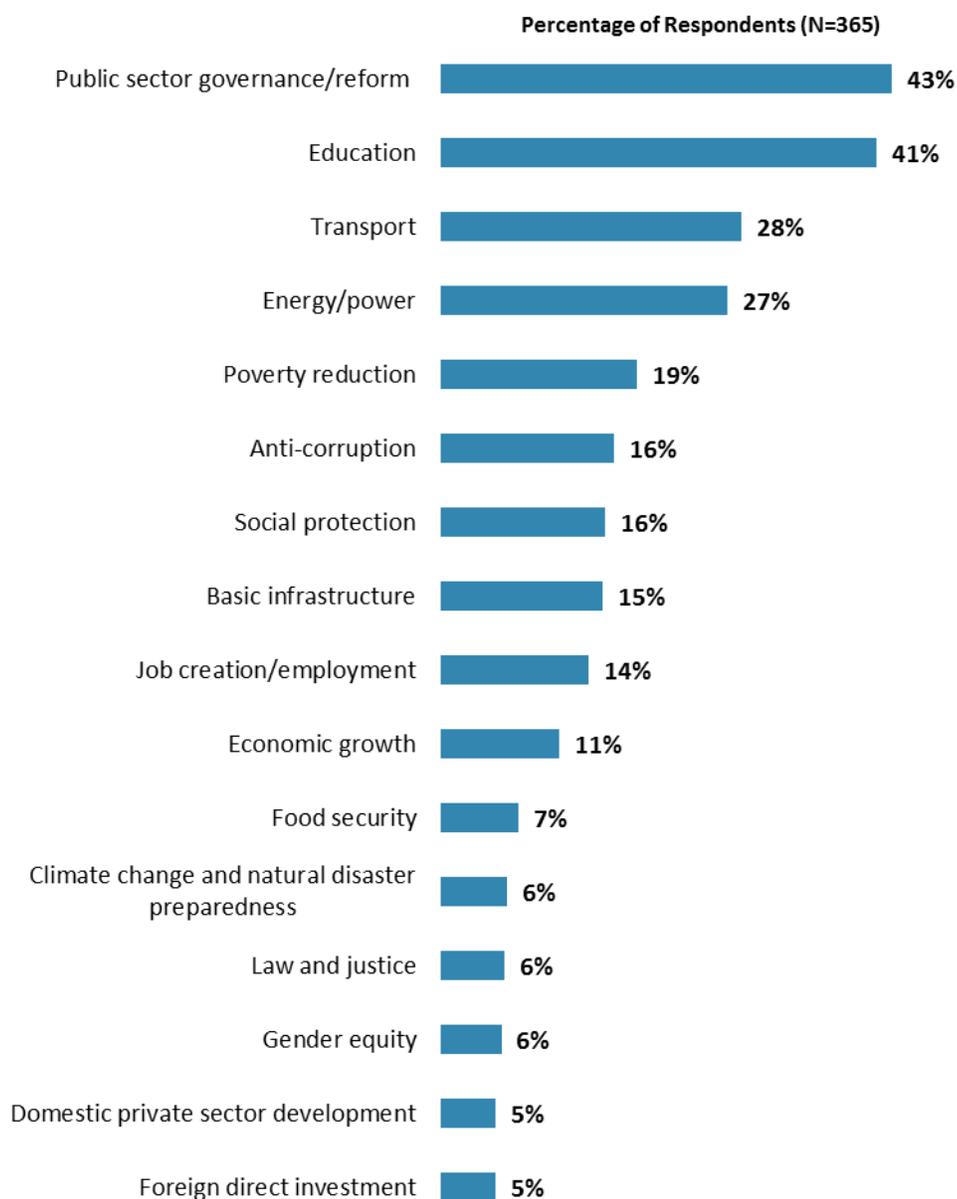
- A plurality of respondents across all stakeholder groups indicated that Bangladesh was headed in the right direction; however, the majority of respondents from the judiciary branch indicated that Bangladesh was headed in the wrong direction.



IV. General Issues Facing Bangladesh (continued)

Development Priority

- Respondents in the FY '10 country survey indicated that government effectiveness/governance was the most important development priority for Bangladesh (53%), followed by expanding power generation (27%).

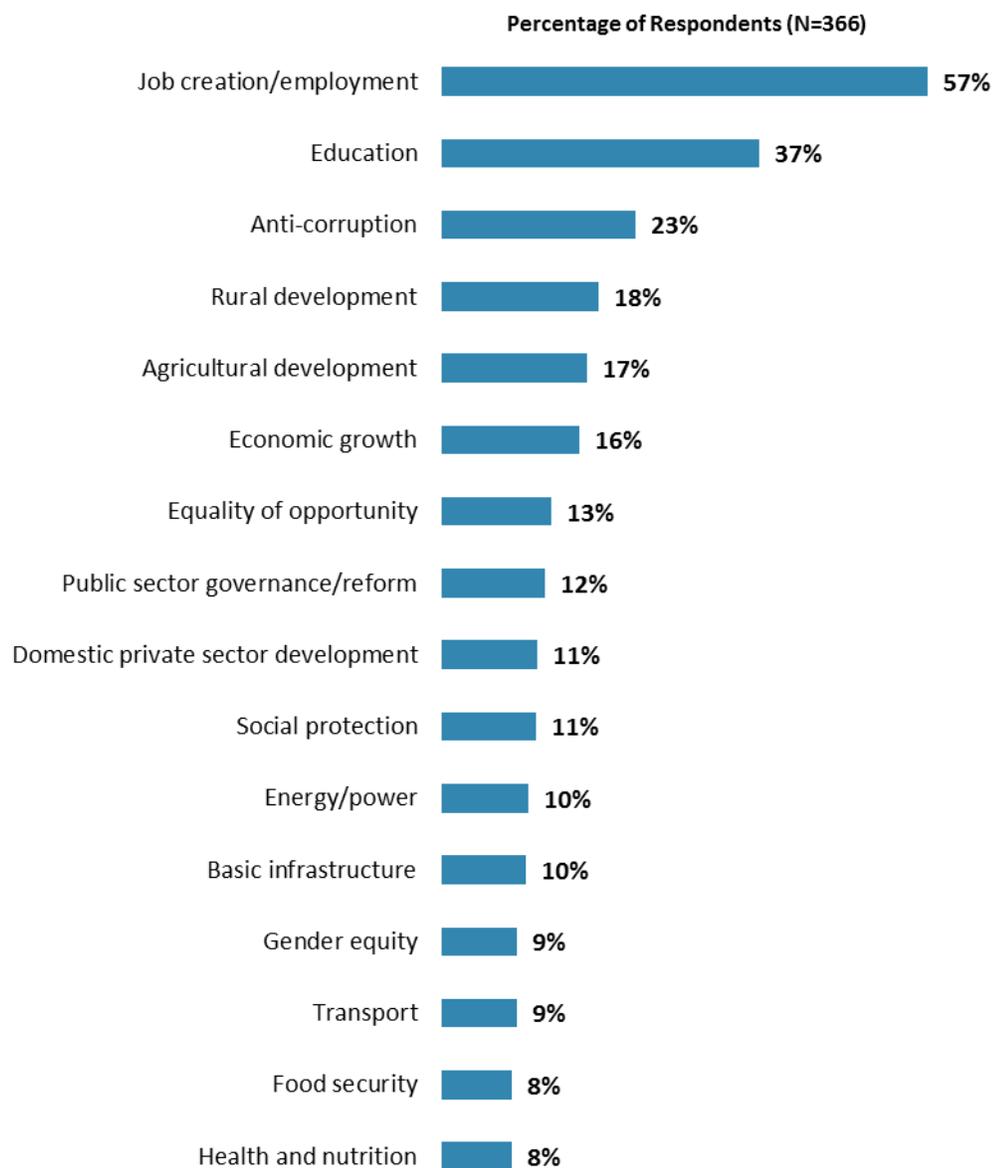


"Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 16 shown.)

IV. General Issues Facing Bangladesh (continued)

Factors Contributing to Poverty Reduction

- Respondents in the FY '10 country survey indicated that increasing employment (49%) and government effectiveness/governance (26%) would contribute most to poverty reduction in Bangladesh.



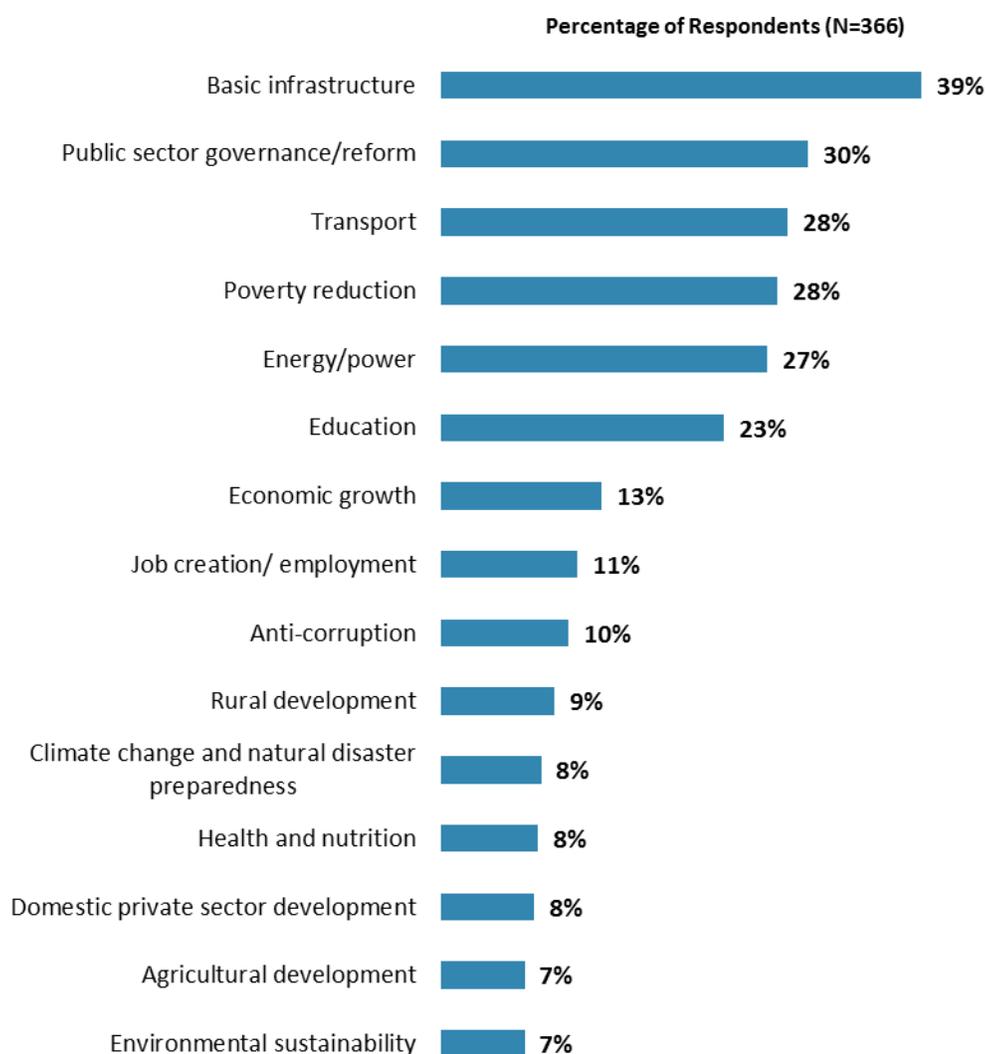
“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bangladesh?”
(Respondents chose from a list. Responses combined. Top 16 shown.)

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 World Bank’s annual Corporate Scorecard.

Focusing World Bank Resources

- Respondents in the FY '10 country survey indicated that it would be most productive for the Bank to focus most of its resources on expanding power generation (30%), improving basic infrastructure (23%), and increasing employment (20%) in Bangladesh.

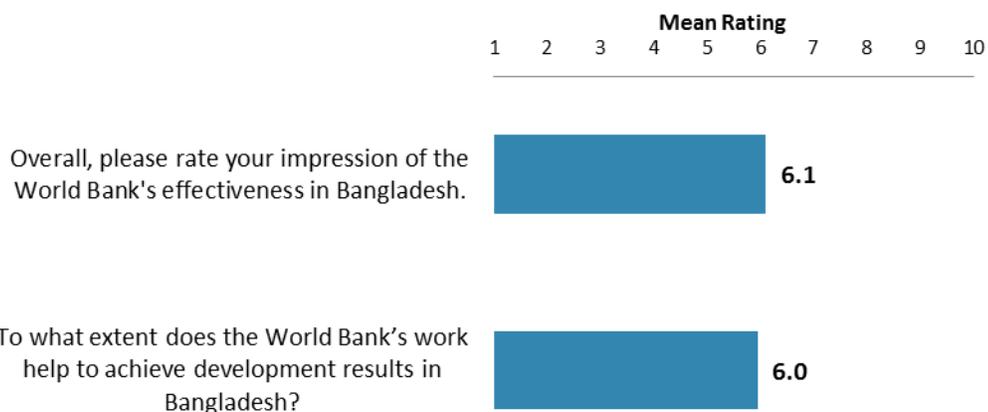


“When thinking about how the World Bank can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bangladesh? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 15 shown.)

V. Overall Attitudes toward the World Bank (continued)

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

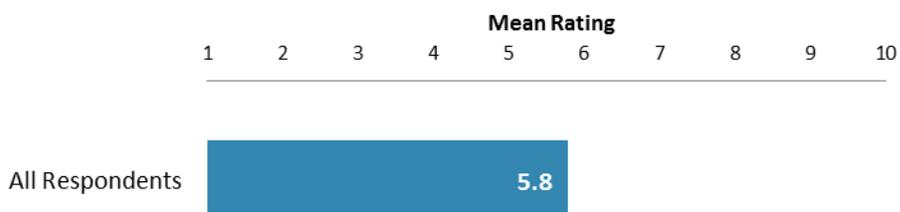
- Respondents' ratings for the World Bank's effectiveness in this country survey were significantly higher than that of respondents in the FY '04 country survey (5.2), but statistically similar to that of respondents in the FY '10 country survey (5.9).
- Respondents across all stakeholder groups gave statistically similar ratings for the World Bank's effectiveness in Bangladesh and for the extent to which the World Bank's work achieves development results in Bangladesh.



(1-"Not effective at all", 10-"Very effective" and 1-"To no degree at all", 10-"To a very significant degree")

Staff Preparedness *(Indicator Question)*

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

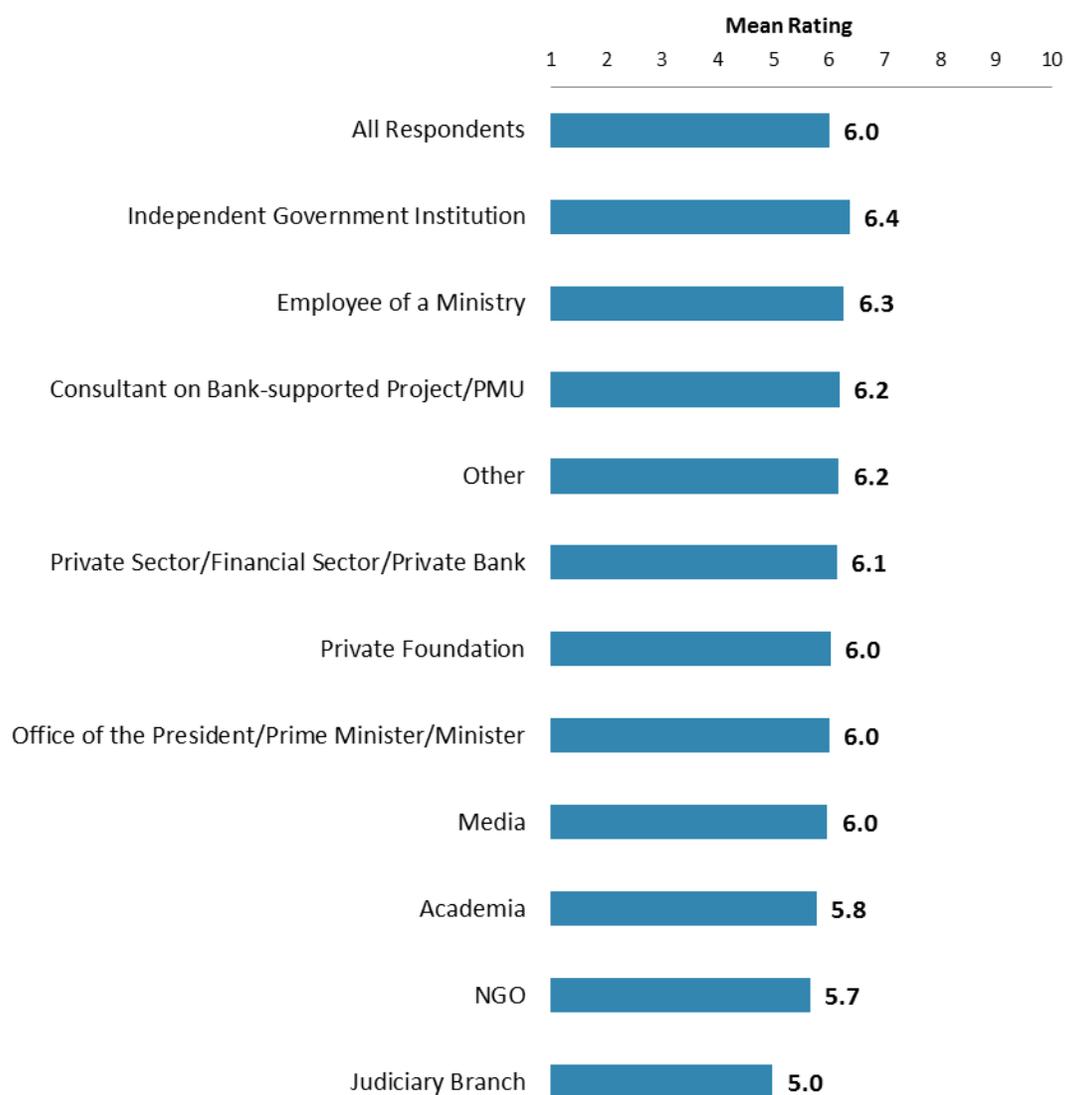


"To what extent do you agree that the World Bank's staff is well prepared (e.g., skills and knowledge) to help Bangladesh solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions

- Respondents from independent government institutions gave the highest ratings across all of the country survey indicator questions whereas respondents from the judiciary branch gave the lowest ratings; however, this did not reach statistical significance
- Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 84).

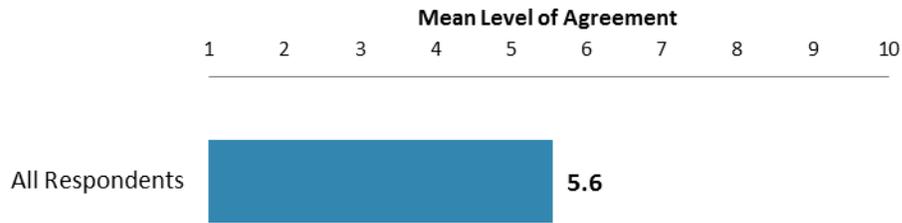


Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales

V. Overall Attitudes toward the World Bank (continued)

The Padma Bridge Project

- Respondents from private foundations had the highest levels of agreement that the World Bank properly balanced its corruption concerns with Bangladesh’s development needs in the case of the Padma Bridge Project whereas respondents from independent government institutions had significantly lower levels of agreement.



“The World Bank properly balanced its corruption concerns with Bangladesh’s development needs in the case of the Padma Bridge Project?”
(1-“Strongly disagree”, 10-“Strongly agree”)



“To what extent do you agree with the World Bank’s insistence on having ‘full and fair’ investigation of the corruption allegations under the Padma Bridge Project?”
(1-“To no degree at all”, 10-“To a very significant degree”)

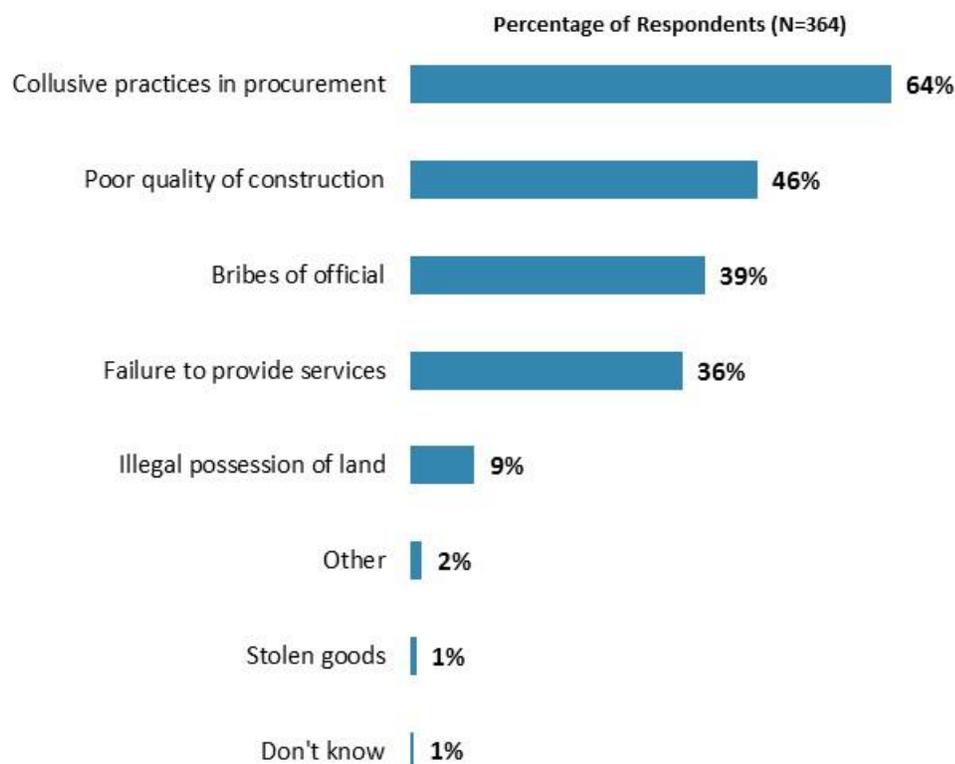


“To what extent do you believe the World Bank has been open and transparent when communicating about the Padma Bridge corruption case?”
(1-“To no degree at all”, 10-“To a very significant degree”)

V. Overall Attitudes toward the World Bank (continued)

Involvement in Areas Related to Corruption

- Respondents in the FY '10 country survey indicated that it would be most valuable for the World Bank Group to place greater attention on collusive practices in procurement in Bangladesh (68%).

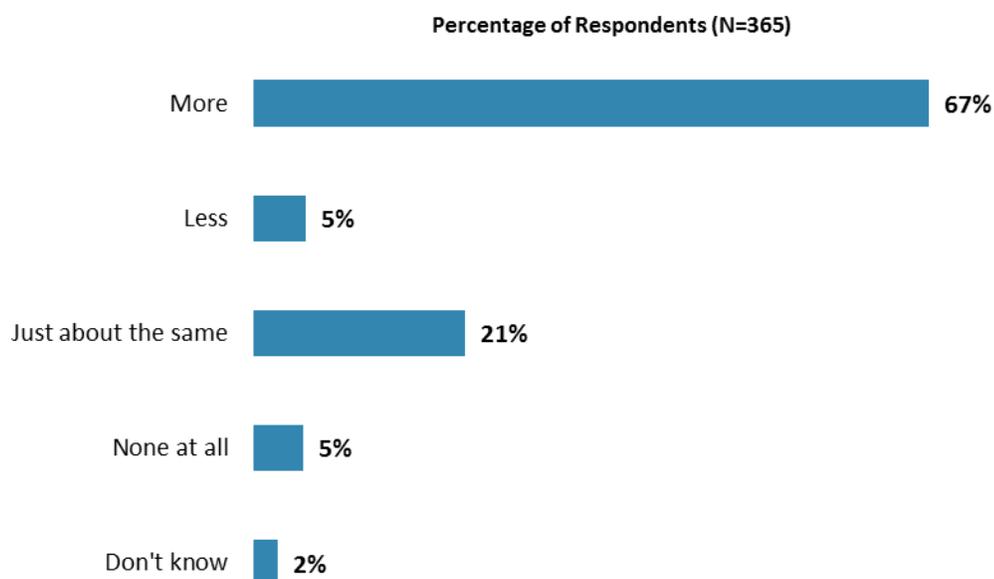


“Please identify the two areas related to corruption in Bangladesh where greater attention from the World Bank Group would be most valuable. (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank (continued)

Involvement in Areas Related to Corruption (continued)

- Over three-quarters of all respondents in the FY '10 country survey indicated that they would like to see more involvement of the World Bank Group in areas related to corruption (78%).
- A plurality of respondents across all stakeholder groups indicated that they would like to see more World Bank involvement in areas related to corruption; however, respondents from the private sector/financial sector/private banks, the judiciary branch, and the media were significantly more likely to indicate this compared to other stakeholder groups.

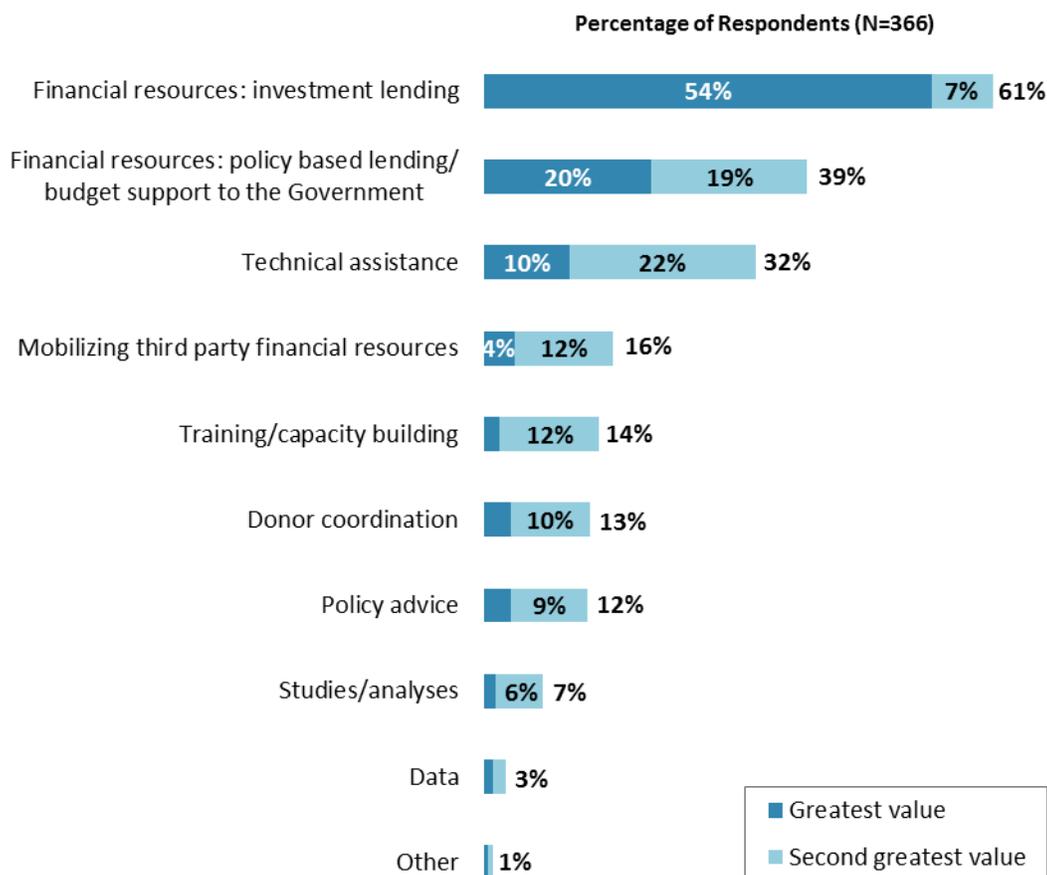


"Would you like to see more, less, or just about the same level of World Bank Group involvement in areas related to corruption?" (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

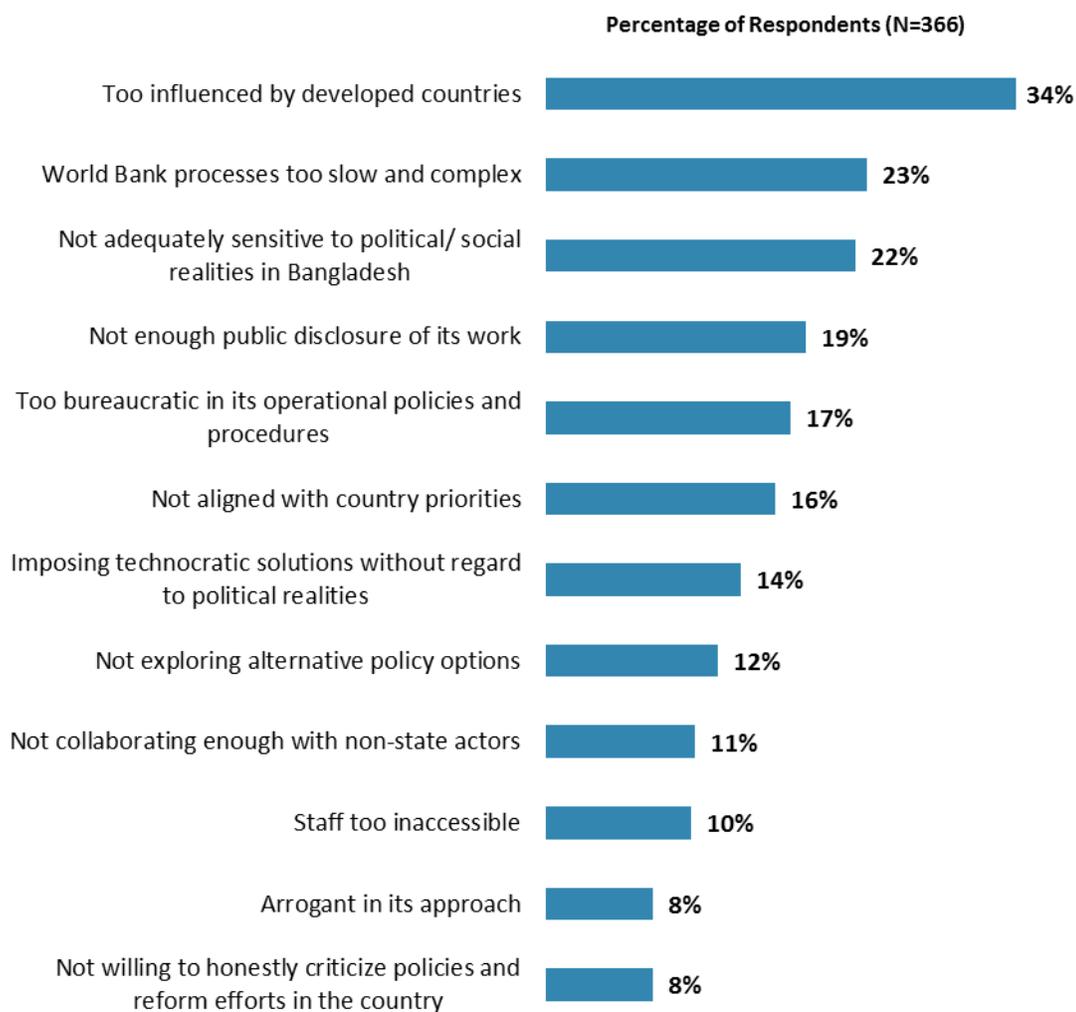
- Respondents in the FY '10 country survey indicated that the Bank's greatest values to Bangladesh were its investment lending (32%), loans (29%), the Bank's budget support finance (23%), donor coordination (22%), policy and economic advice (20%), and knowledge (19%).



“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 Bangladesh?” (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank Group (continued)

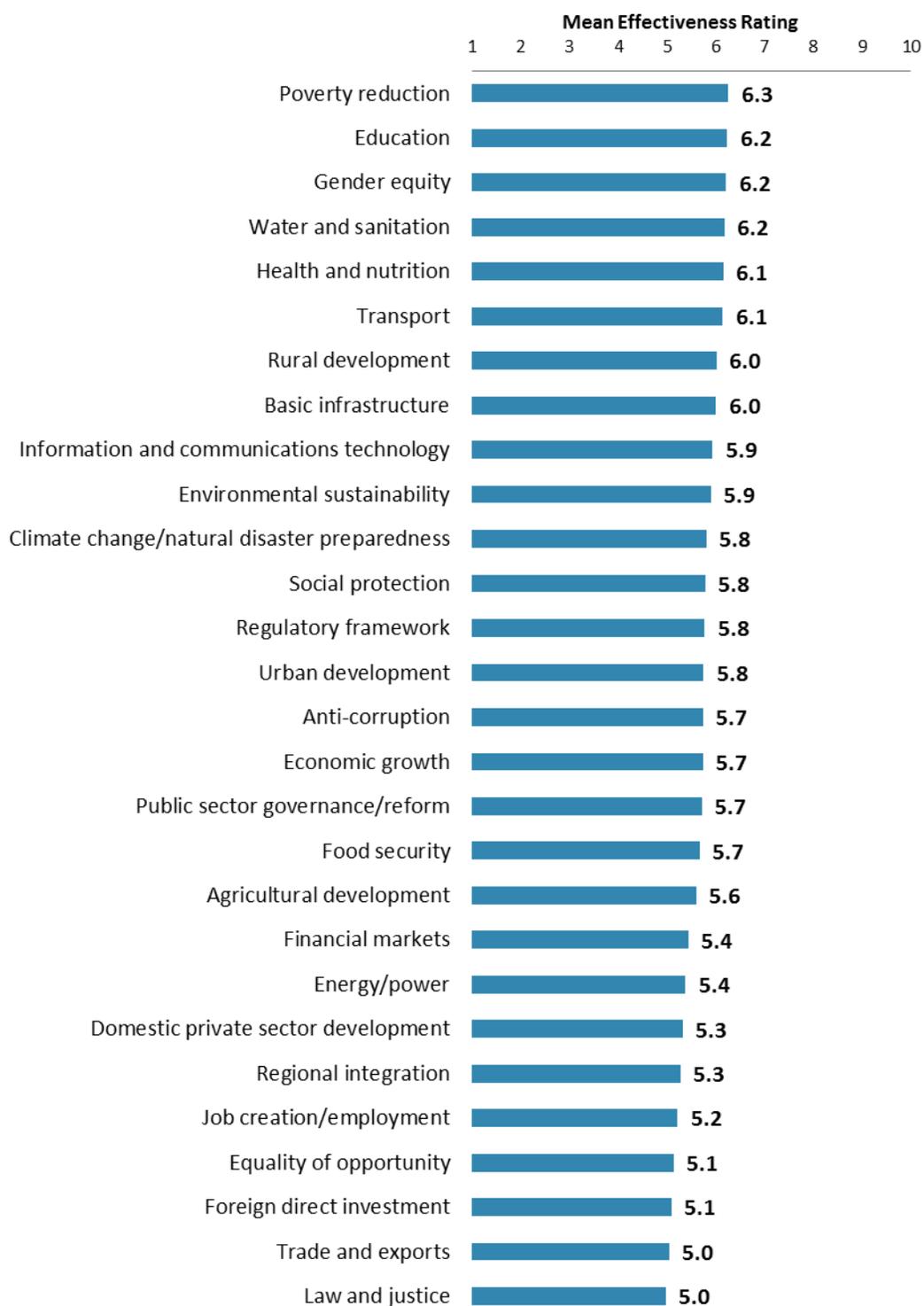
Greatest Weakness



“Which of the following do you identify as the World Bank’s greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)”
 (Respondents chose from a list. Responses combined. Top 12 shown.)

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



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

VI. Sectoral Effectiveness (continued)

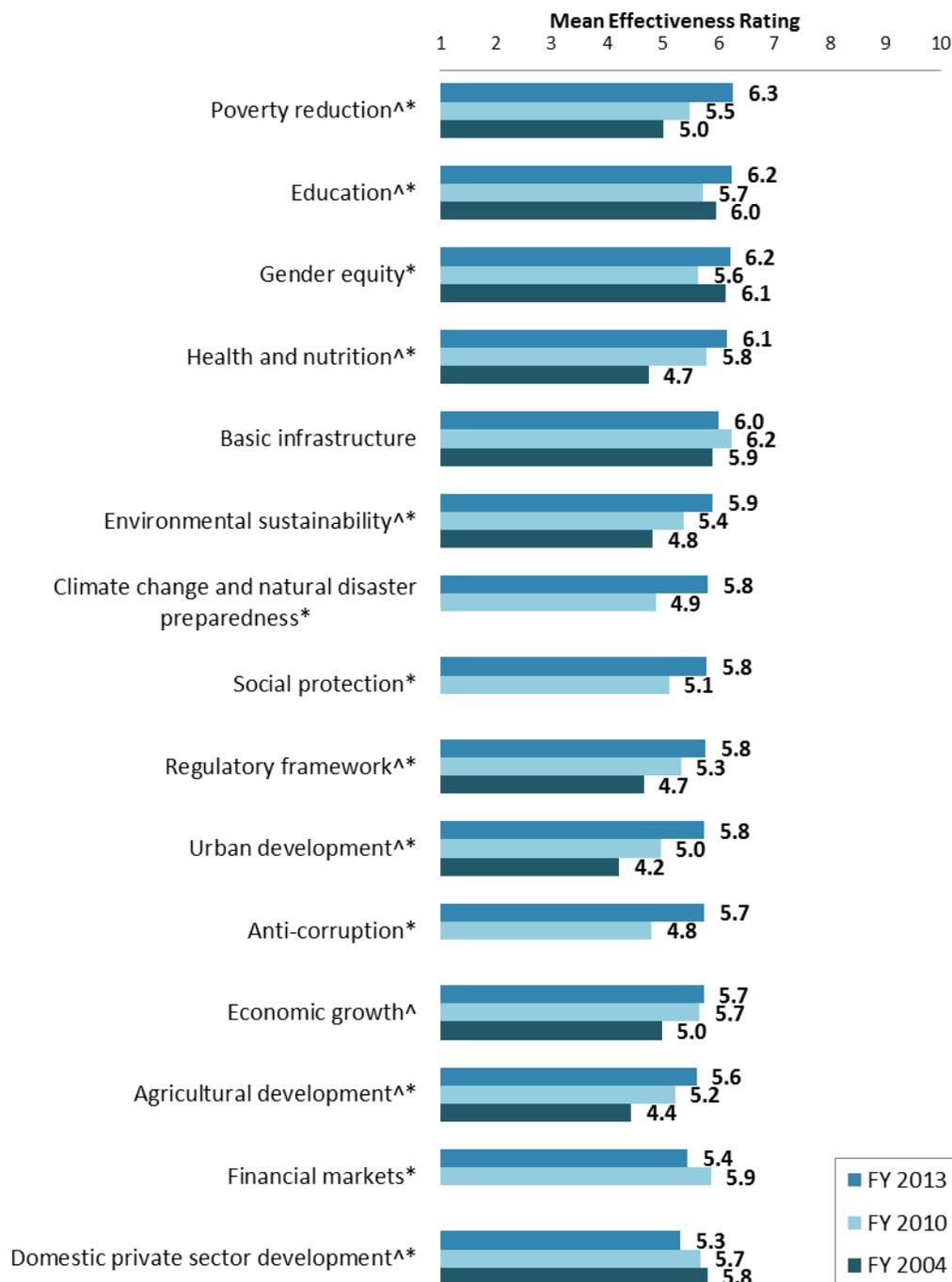
Specific Areas of Effectiveness (continued)

- There were statistically significant stakeholder group differences eight of these twenty-eight areas of development. Those areas with significant stakeholder group differences were:
 - Consultants working on Bank-supported projects/PMUs and respondents from private foundations gave the highest ratings for the World Bank's effectiveness at "Transport" and "Agricultural development" whereas respondents from the judiciary branch gave significantly lower ratings;
 - Respondents from other organizations gave the highest ratings for the World Bank's effectiveness at "Urban development" whereas respondents from the judiciary branch gave significantly lower ratings;
 - Employees of ministries and consultants working on Bank-supported projects/PMUs gave the highest ratings for the World Bank's effectiveness at "Education" whereas respondents from the office of the President/Prime Minister/Minister gave significantly lower ratings;
 - Employees of ministries and respondents from independent government institutions and other organizations gave the highest ratings for the World Bank's effectiveness at "Gender equity" whereas respondents from the judiciary branch gave significantly lower ratings;
 - Employees of ministries, consultants working on Bank-supported projects/PMUs and respondents from NGOs gave the highest ratings for the World Bank's effectiveness at "Job creation/employment" whereas respondents from the office of the President/Prime Minister/Minister and the judiciary branch gave significantly lower ratings;
 - Respondents from private foundations and other organizations gave the highest ratings for the World Bank's effectiveness at "Rural development" whereas respondents from the judiciary branch gave significantly lower ratings; and
 - Employees of ministries and consultants working on Bank-supported projects/PMUs and respondents from independent government institutions gave the highest ratings for the World Bank's effectiveness at "Climate change and natural disaster preparedness" whereas respondents from academia gave significantly lower ratings.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- For those areas of development that could be compared, respondents in this year's country survey tended to give higher ratings for the Bank's effectiveness in most areas, but lower ratings in some, compared to respondents from the FY '04 and FY '10 surveys. Those differences that reached statistical significance are noted in the chart.



([^]Significantly different between FY 2013 and FY 2004 *Significantly different between FY 2013 and FY 2010)

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 development results in Bangladesh, bivariate correlational analyses were conducted using respondents' ratings of the twenty-eight specific areas of effectiveness.

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

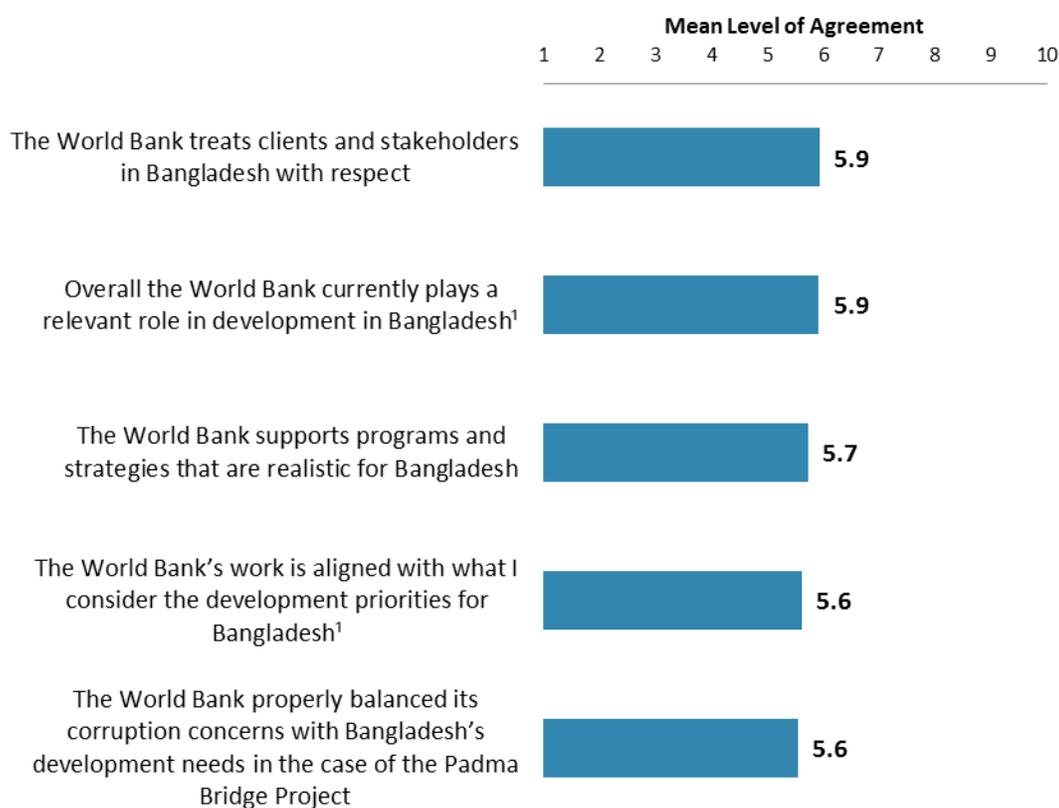
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Bangladesh. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at equality of opportunity; and
 - The Bank's effectiveness at economic growth.

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

VII. How the World Bank Operates

The World Bank's Work in Bangladesh

- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank currently plays a relevant role in development in Bangladesh and that the World Bank is aligned with their development priorities for Bangladesh compared to respondents from the FY '04 country survey (4.9 and 4.5, respectively), but had statistically similar levels of agreement compared to respondents from the FY '10 country survey (5.9 and 5.5, respectively).

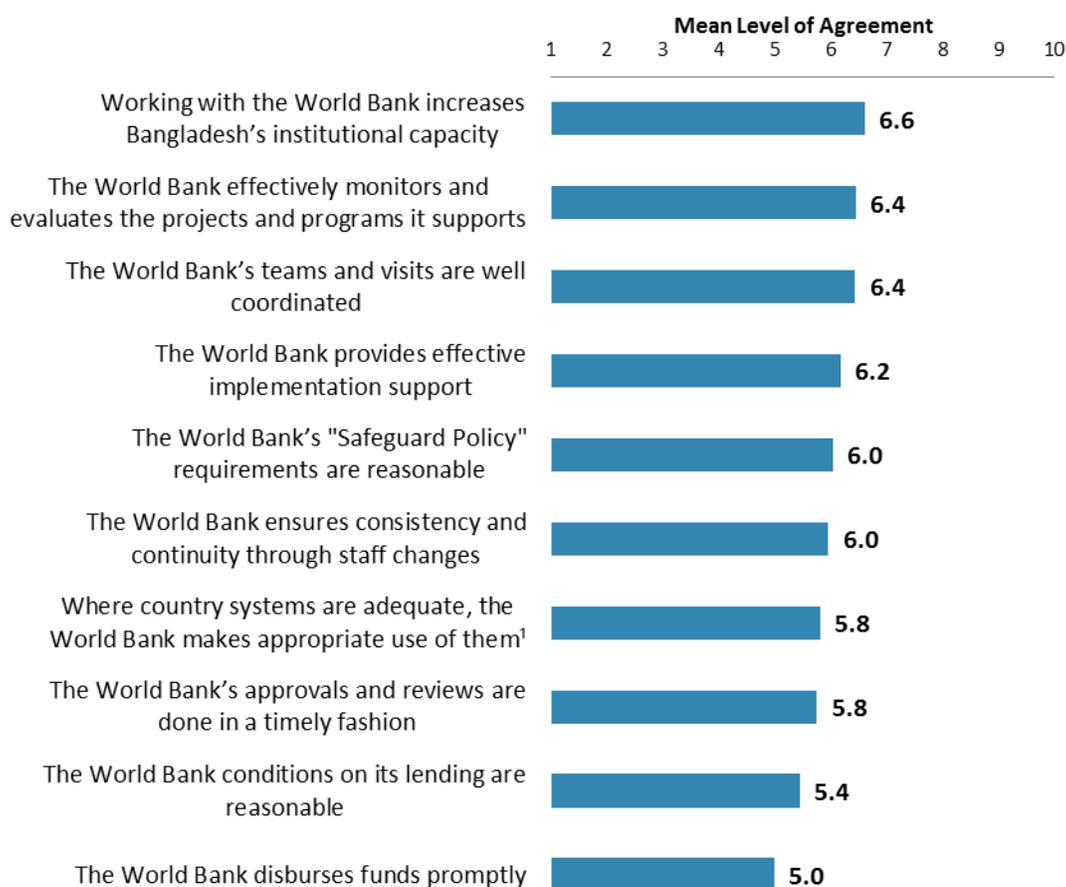


"To what extent do you agree with the following statements about the World Bank's work in Bangladesh?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this country survey had significantly higher levels of agreement that working with the Bank increases institutional capacity compared to respondents from the FY '04 country survey (5.3). However, respondents in this country survey had significantly lower levels of agreement that the Bank effectively monitors and evaluates its projects and that conditions on the Bank's lending are reasonable compared to respondents from the FY '10 country survey (6.9 and 6.6, respectively).
- Consultants on Bank-supported projects/PMUs had the highest levels of agreement that the Bank disburses funds promptly whereas respondents from the media and judiciary branch had significantly lower levels of agreement. Employees of ministries and respondents from independent government institutions had the highest levels of agreement that conditions on the Bank's lending are reasonable whereas respondents from the media had significantly lower levels of agreement.

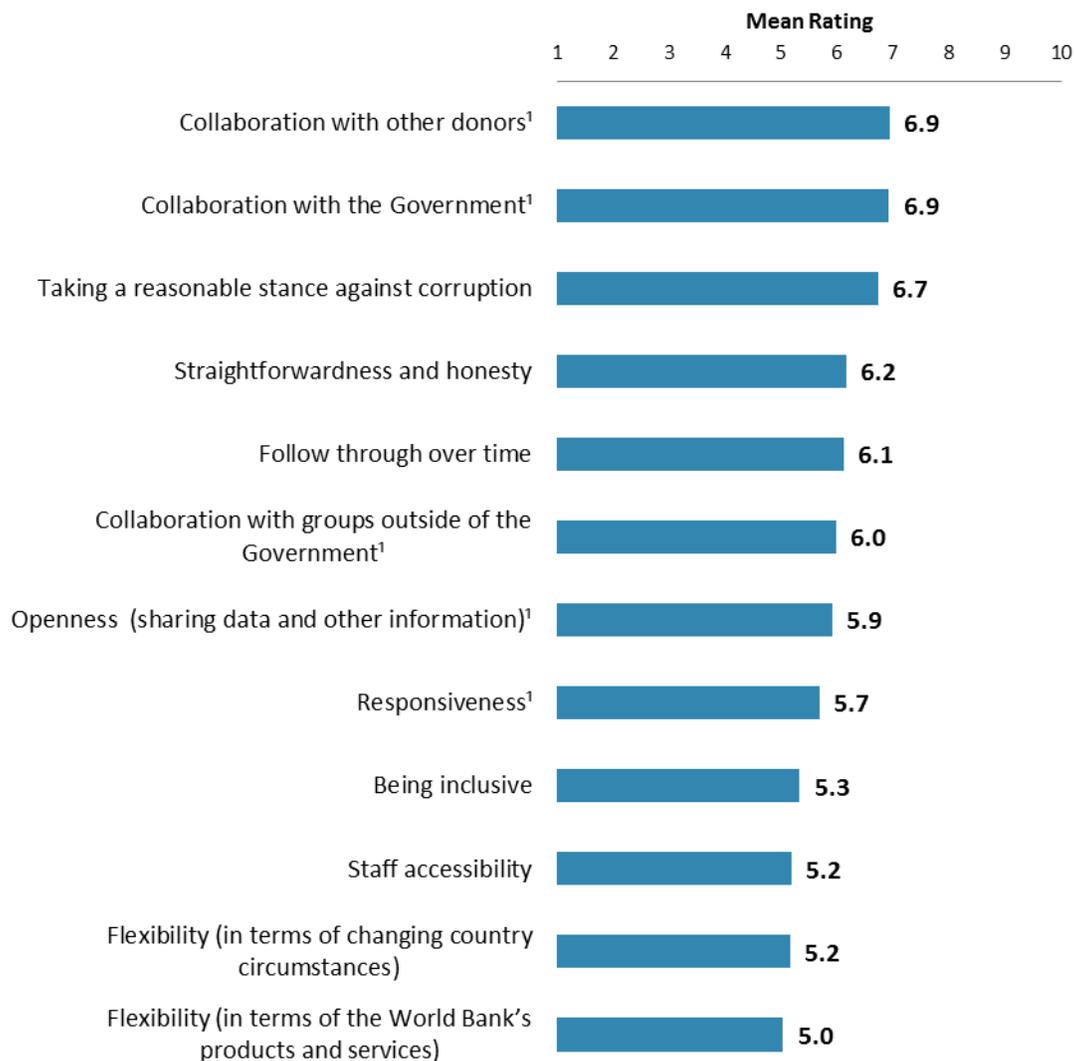


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- Consultants on Bank-supported projects/PMUs and respondents from independent government institutions gave the highest ratings for the Bank's inclusiveness whereas respondents from NGOs, academia, and the judiciary branch gave significantly lower ratings. Respondents from the office of the President/Prime Minister/Minister, private foundations, and independent government institutions gave the highest ratings for the accessibility of Bank staff whereas respondents from the judiciary branch gave significantly lower ratings. Respondents from private foundations and other organizations gave the highest ratings for the Bank's straightforwardness and honesty whereas respondents from NGOs and the judiciary branch gave significantly lower ratings. Respondents from private foundations and independent government institutions gave the highest ratings for the Bank's collaboration with groups outside of government whereas respondents from NGOs and the judiciary branch gave significantly lower ratings.

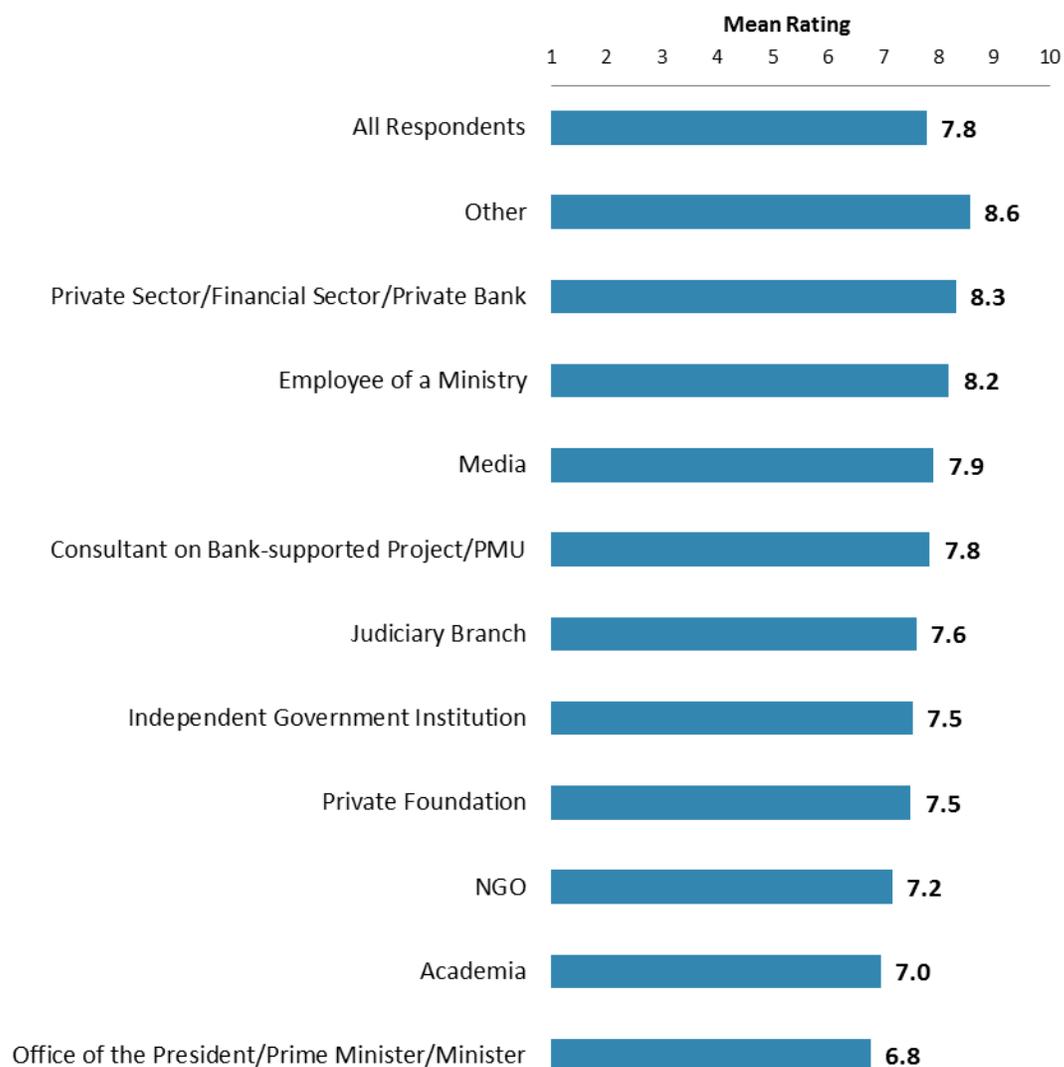


"To what extent is the World Bank an effective development partner in Bangladesh, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

VIII. The Future Role of the World Bank in Bangladesh

Role Significance

- Respondents from other organizations gave the highest ratings for the role the World Bank should play in Bangladesh's development in the near future whereas respondents from NGOs, academia, and the office of the President/Prime Minister/Minister gave significantly lower ratings.

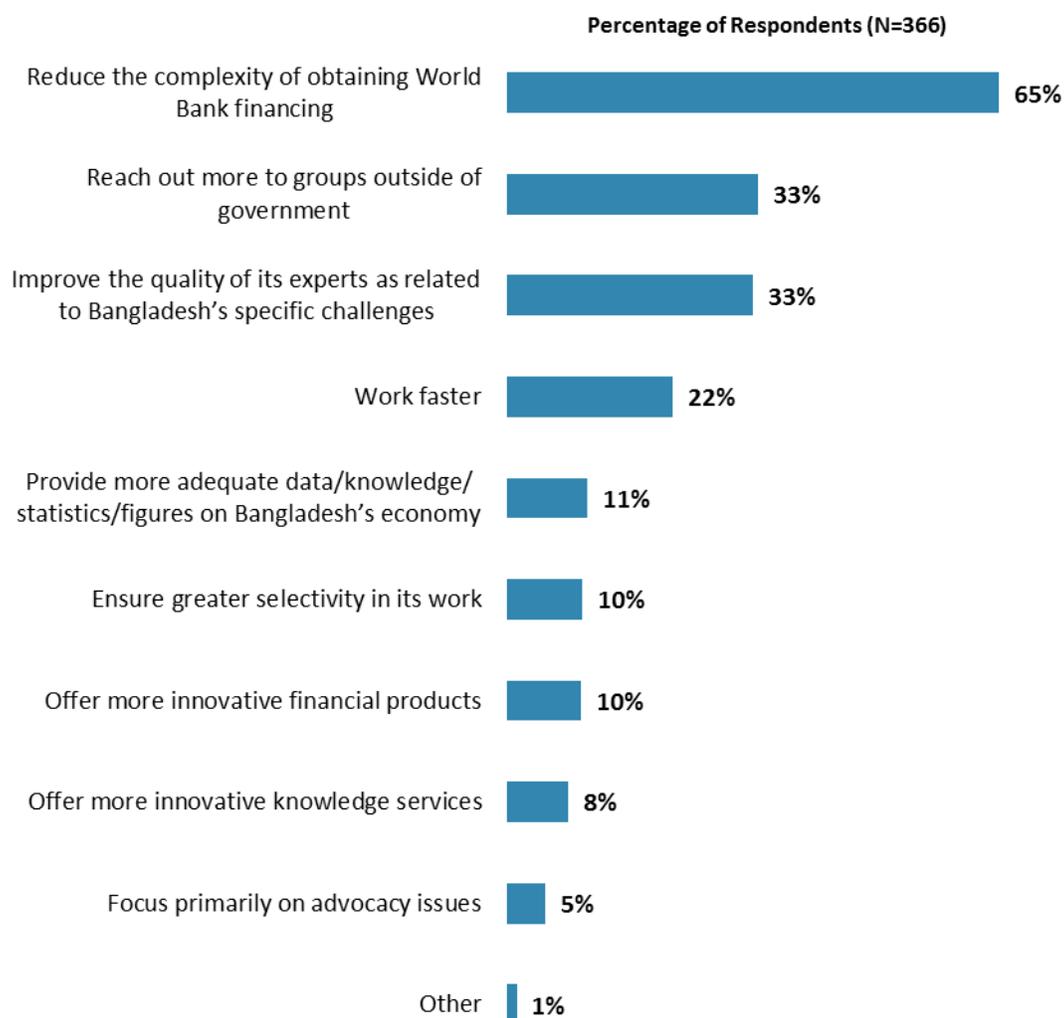


"How significant a role do you believe the World Bank Group SHOULD play in Bangladesh's development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

VIII. The Future Role of the World Bank in Bangladesh (continued)

Making the World Bank of Greater Value

- Respondents from private foundations and the judiciary branch were significantly more likely to indicate that the Bank should reach out more to groups outside of government compared to respondents from other stakeholder groups.

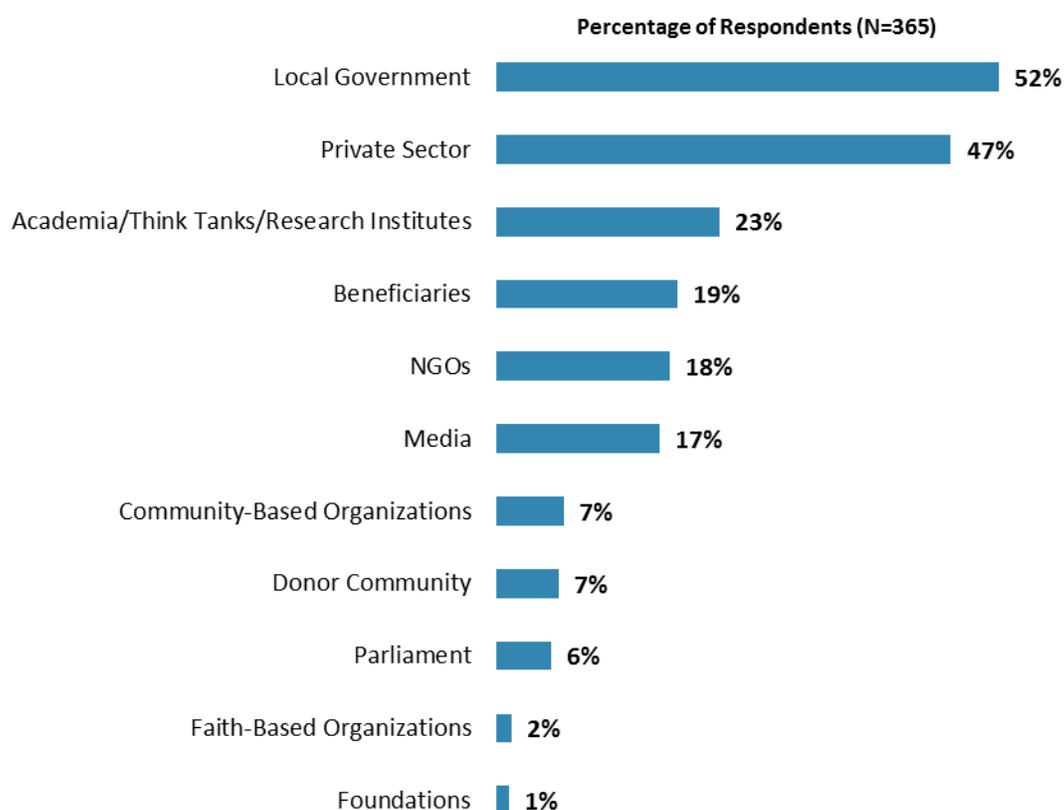


“Which of the following SHOULD the World Bank do to make itself of greater value in Bangladesh? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

VIII. The Future Role of the World Bank in Bangladesh (continued)

Collaborating with Stakeholders in Bangladesh

- Respondents in the FY '10 country survey indicated that the World Bank should work more closely with local government (42%), private sector (31%), the Federal/National government (27%), and recipients of services (25%) to ensure better development results in Bangladesh.
- Employees of ministries and respondents from independent government institutions, the judiciary branch, and other organizations indicated that the Bank should collaborate more with local government in Bangladesh.
- Consultants on Bank-supported projects/PMUs indicated that the Bank should collaborate more with local government and private sector in Bangladesh.
- Respondents from the office of the President/Prime Minister/ Minister, the private sector/ financial sector/private banks, and private foundations indicated that the Bank should collaborate more with private sector in Bangladesh.
- Respondents from NGOs indicated that the Bank should collaborate more with NGOs.
- Respondents from the media indicated that the Bank should collaborate more with local government, private sector, and the media in Bangladesh.
- Respondents from academia indicated that the Bank should collaborate more with academia/research institutes/think tanks in Bangladesh.

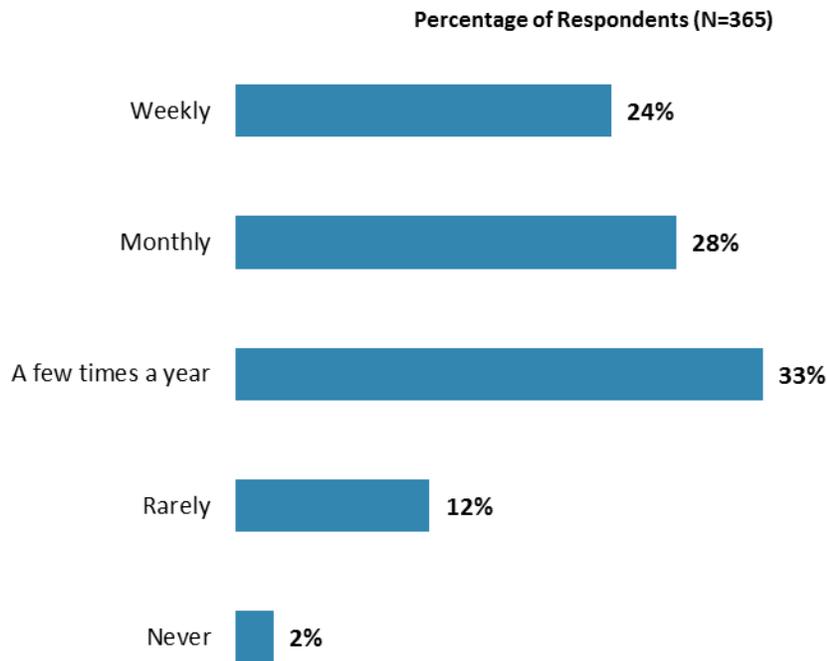


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)

IX. World Bank Knowledge and Instruments

Frequency of Consulting World Bank Knowledge Work and Activities

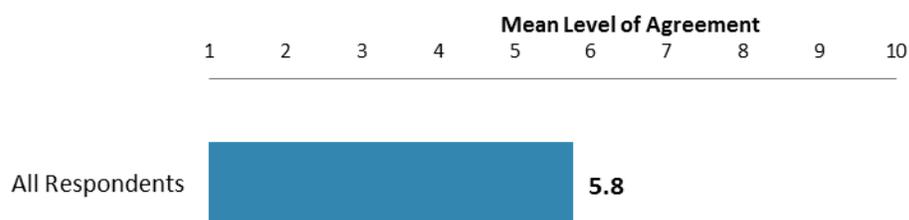
- Respondents from the media and consultants on Bank-supported programs/PMUs indicated the most frequent usage of World Bank knowledge work and activities (44% and 39%, respectively, indicated weekly usage) whereas respondents from the judiciary indicated significantly less frequent usage (40% indicated that they never consulted World Bank knowledge work and activities).



“How frequently do you consult World Bank knowledge work and activities in the work you do?” (Respondents chose from a list.)

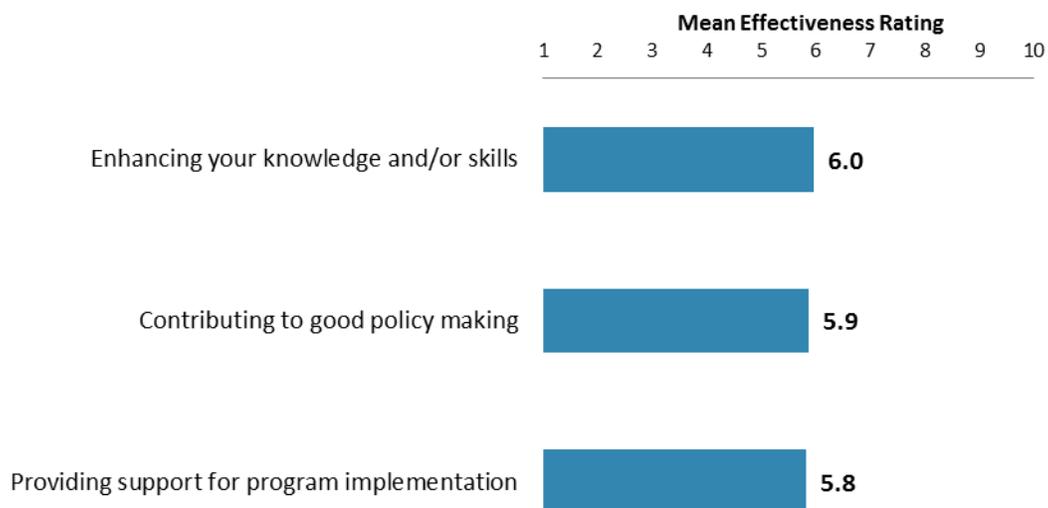
IX. World Bank Knowledge and Instruments (continued)

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



"The World Bank meets Bangladesh's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

Effectiveness of the Bank's Knowledge Work and Activities

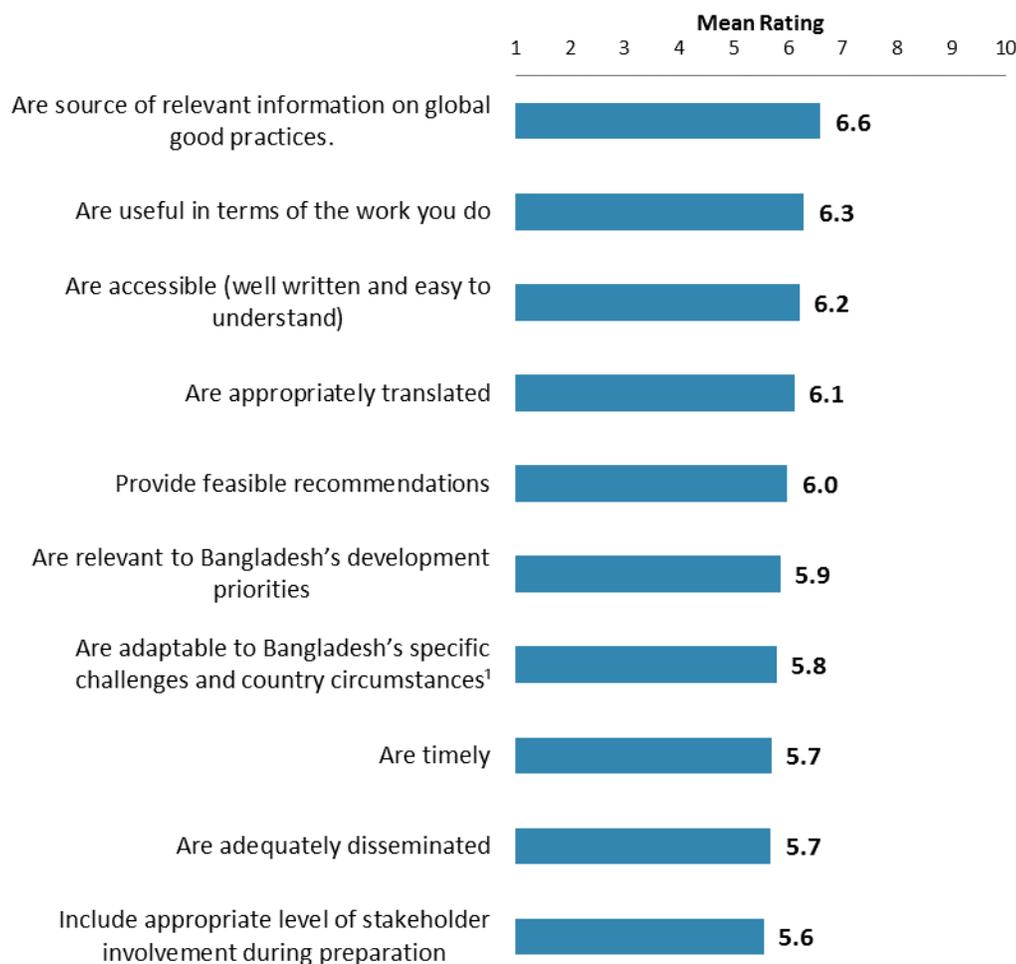


"In Bangladesh, how effective do you believe the World Bank's
knowledge work and activities are at:" (1-"Not effective at all", 10-"Very effective")

IX. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

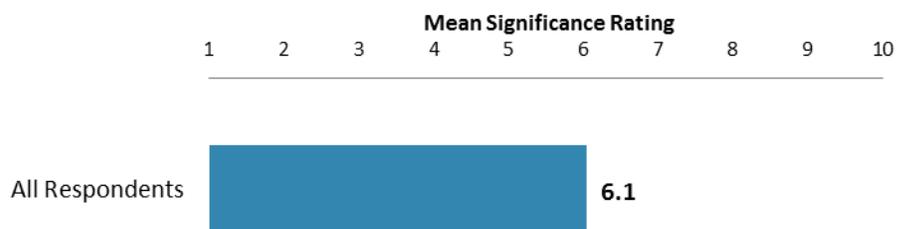
- Respondents in this country survey gave significantly lower ratings that the Bank's knowledge work and activities are adaptable to Bangladesh's circumstances compared to respondents from the FY '10 country survey (6.5), and significantly lower ratings that the Bank's knowledge work and activities are useful compared to respondents from the FY '04 and FY '10 country surveys (7.2 and 7.1, respectively).



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

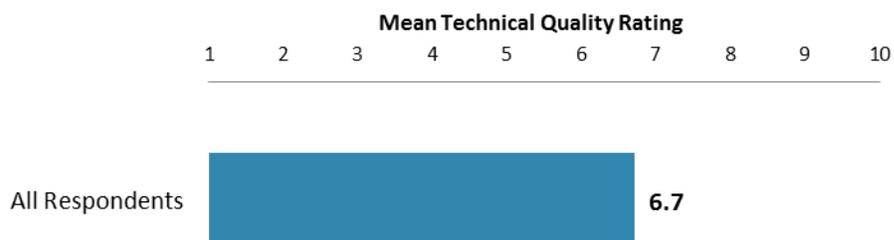
IX. World Bank Knowledge and Instruments (continued)

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



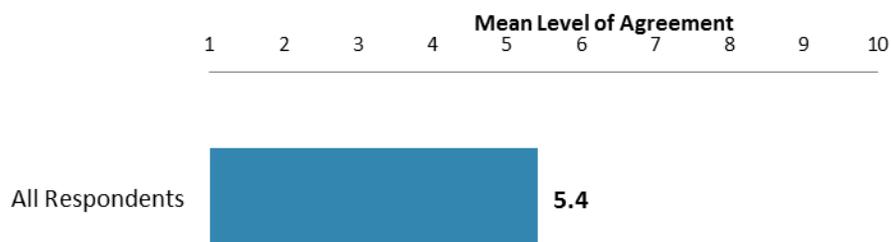
“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?
(1-“Not significant at all”, 10-“Very significant”)

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



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

Meeting Bangladesh's Needs for Financial Instruments (*Indicator Question*)

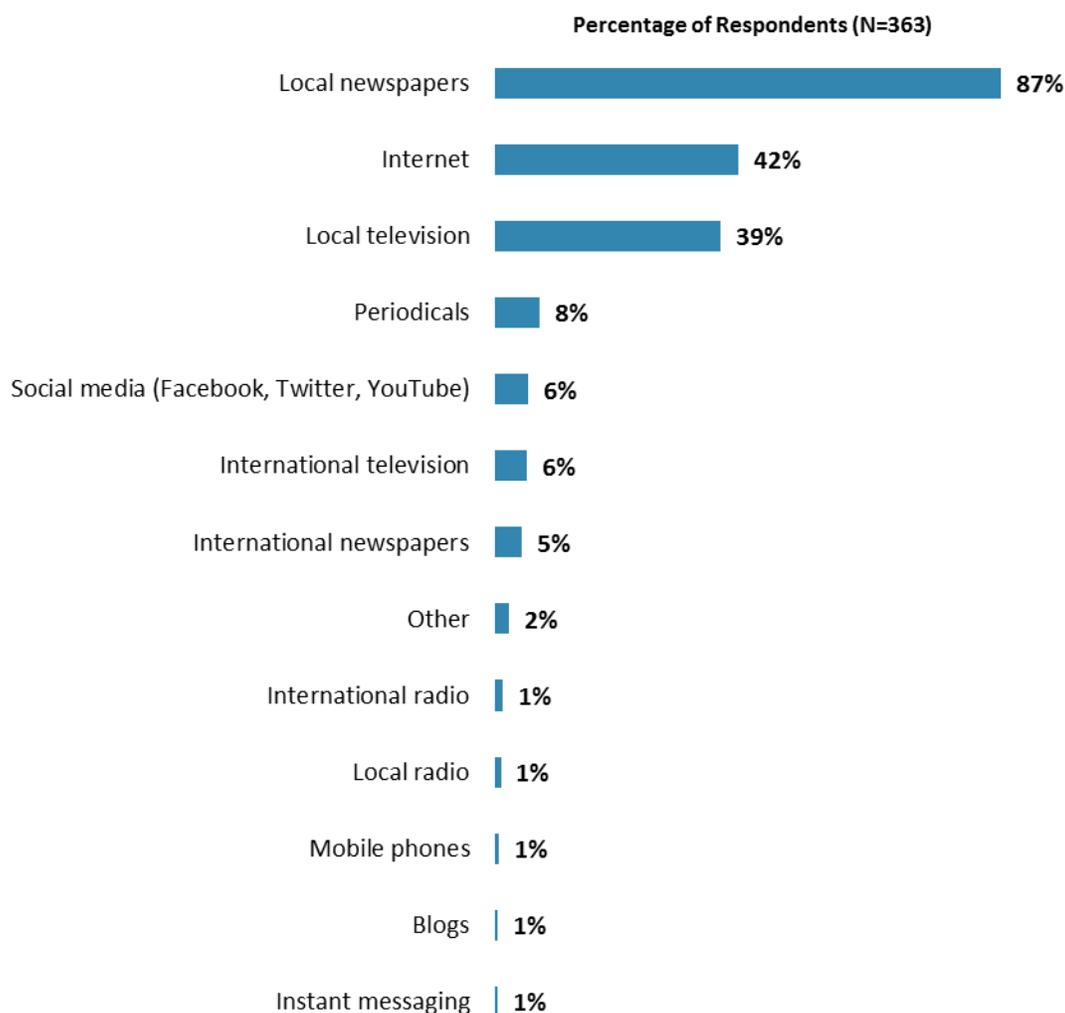


“The World Bank's financial instruments meet the needs of Bangladesh”
(1-“Strongly disagree”, 10-“Strongly agree”)

X. Communication and Openness

Information Sources

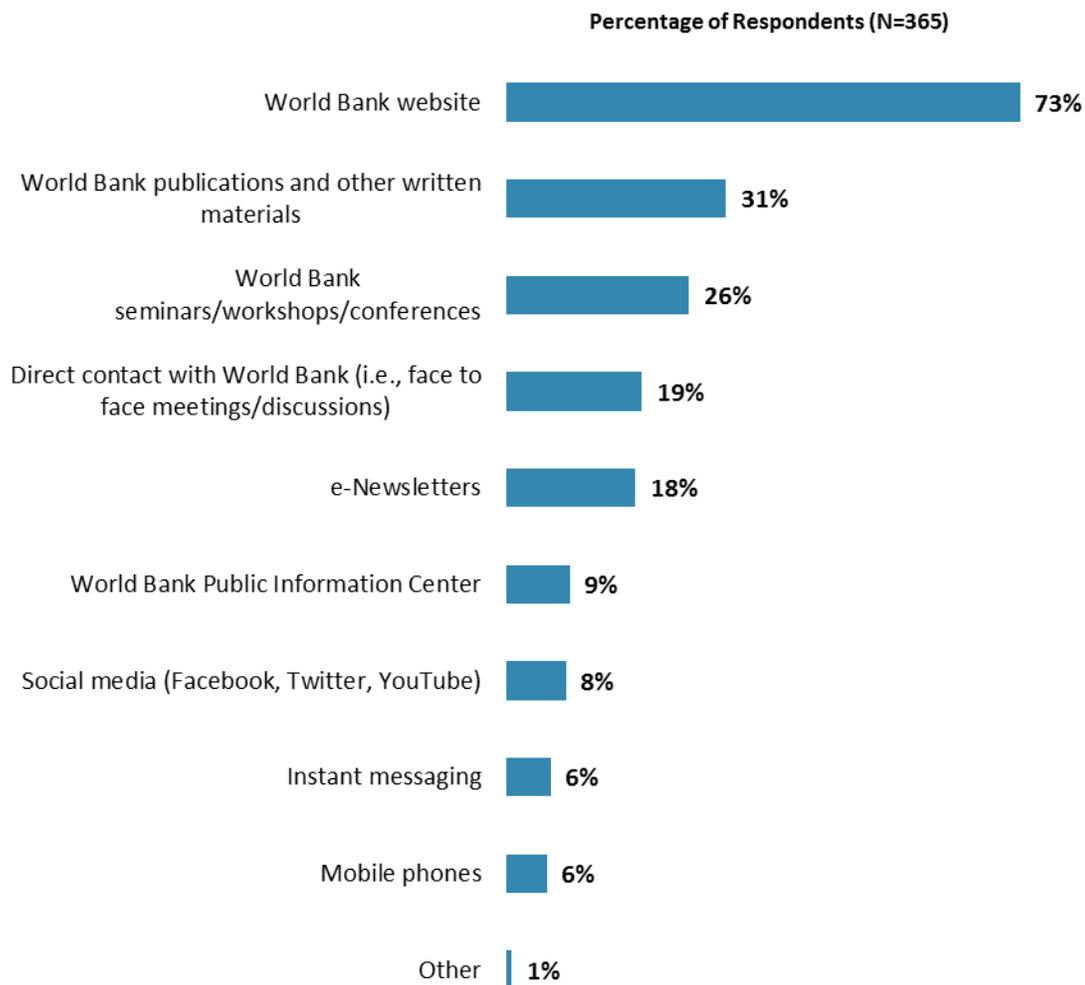
- Respondents in the FY '10 country survey indicated that they got most of their information about economic and social development issues in Bangladesh from national newspapers in Bangla (55%), private national television (36%), and national newspapers in English (36%).
- Respondents from the office of the President/Prime Minister/Minister and the judiciary branch were significantly more likely to indicate that they utilize local television compared to respondents from other stakeholder groups, especially respondents from private foundations who did not use local television at all. In contrast, respondents from private foundations were significantly more likely to indicate that they utilize the Internet compared to respondents from other stakeholder groups.



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

X. Communication and Openness (continued)

Preferred Information Sources



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

X. Communication and Openness (continued)

Access to Information

Percentage of Respondents (N=361)



“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?”

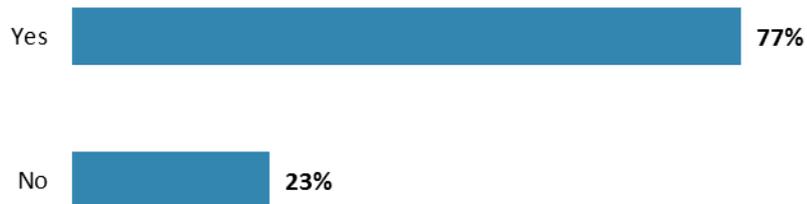
- Respondents from the office of the President/Prime Minister/Minister were the most likely to have requested information about the Bank’s activities in the past year whereas respondents from the judiciary branch, academia, the private sector/financial sector/private banks, and other organisations were significantly less likely.

Percentage of Respondents (N=350)



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

Percentage of Respondents (N=66)

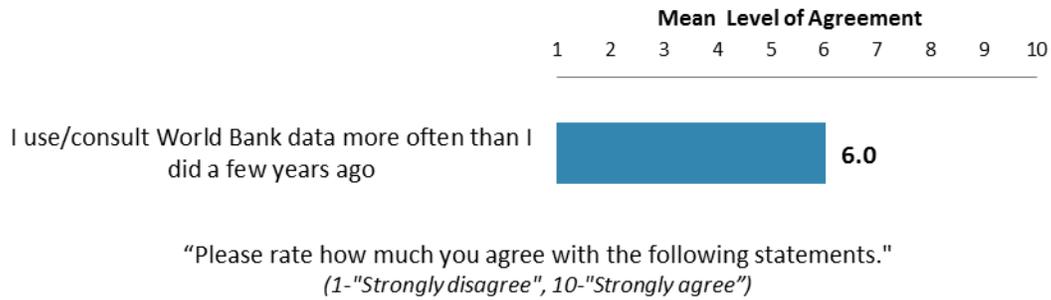


“Were you able to obtain this information?”

X. Communication and Openness (continued)

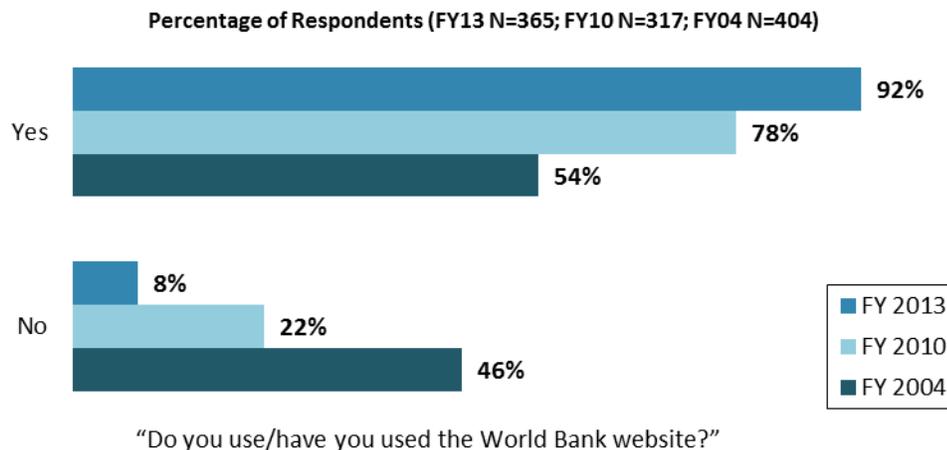
Access to Information (continued)

- Consultants on Bank-supported projects/PMUs had the highest levels of agreement that they use Bank data more often whereas respondents from the judiciary branch had significantly lower levels of agreement.



Website Usage

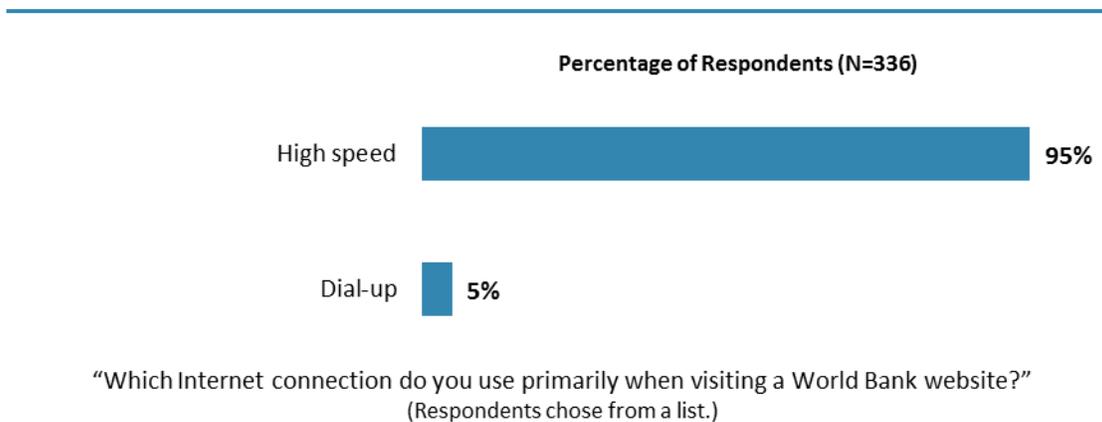
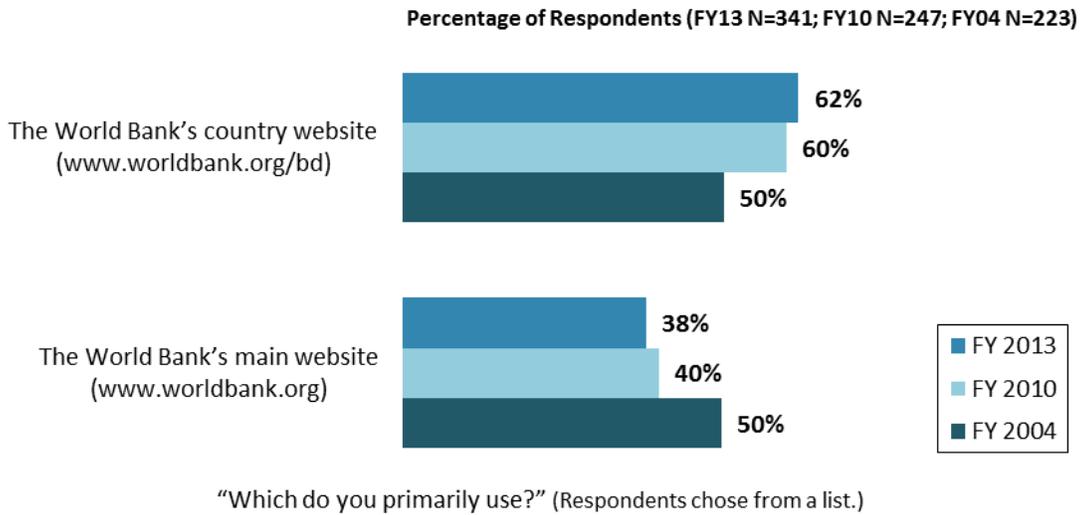
- All but one respondent indicated that they had access to the Internet, which was statistically similar to the FY '10 country survey (99%).
- Respondents in this year’s survey indicated significantly higher rates of usage for the World Bank’s website compared to respondents from the FY '04 and FY '10 surveys.
- Although the vast majority of respondents across all stakeholder groups indicated that they used the Bank’s websites, respondents from the office of the President/Prime Minister/Minister, the private sector/financial sector/private banks, and the judiciary branch were significantly less likely to have used the World Bank’s websites.



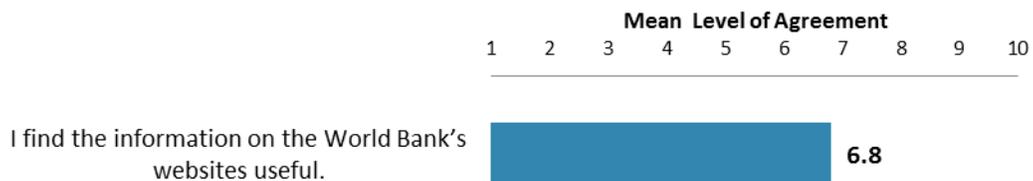
X. Communication and Openness (continued)

Website Usage (continued)

- Respondents in this year’s country survey indicated statistically similar usage for the Bank’s country and main websites compared to respondents from the FY ’10 and FY ’04 country surveys.



Website Evaluation

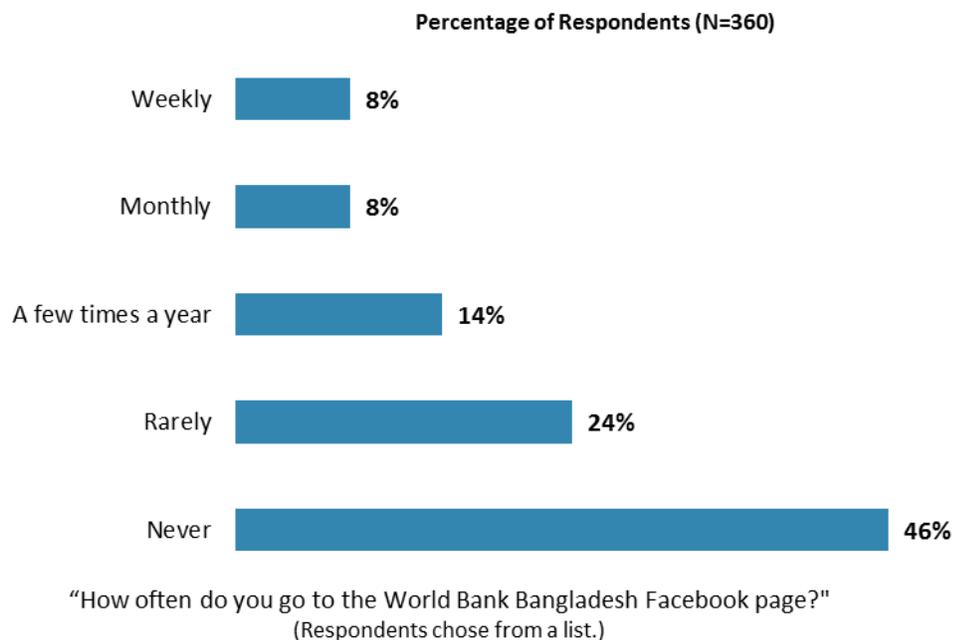


“Please rate how much you agree with the following statements.”
(1-“Strongly disagree”, 10-“Strongly agree”)

X. Communication and Openness (continued)

Facebook Usage

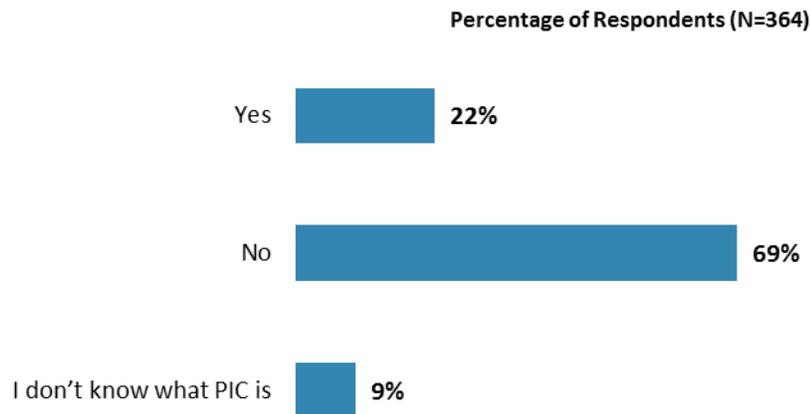
- Consultants on Bank-supported projects/PMUs indicated the most frequent visits to the Bank's Facebook page (38% indicated weekly or monthly visits) whereas respondents from independent government institutions indicated significantly less frequent visits (69% had never visited it).



X. Communication and Openness (continued)

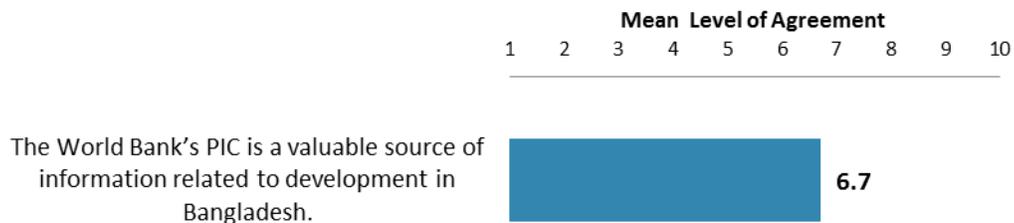
PIC Usage

- Respondents in this year’s country survey indicated similar rates of usage for the Bank’s PICs as respondents from the FY ’10 and FY ’04 country surveys (24% and 21%, respectively); however, direct comparisons were not made because the question in the previous surveys specified only the PICs in Dhaka.
- Respondents from private foundations and the media were the most likely to have used the Bank’s PICs whereas employees of ministries and respondents from the office of the President/Prime Minister/Minister, independent government institutions, the judiciary branch, and other organizations were the most likely to have not used them. Consultants on Bank-supported projects/PMUs and respondents from the private sector/financial sector/private banks were the most likely to be unaware of the Bank’s PICs.



“Do you use/have you used the World Bank’s Public Information Centers (PICs) in Bangladesh?”
(Respondents chose from a list.)

PIC Evaluation

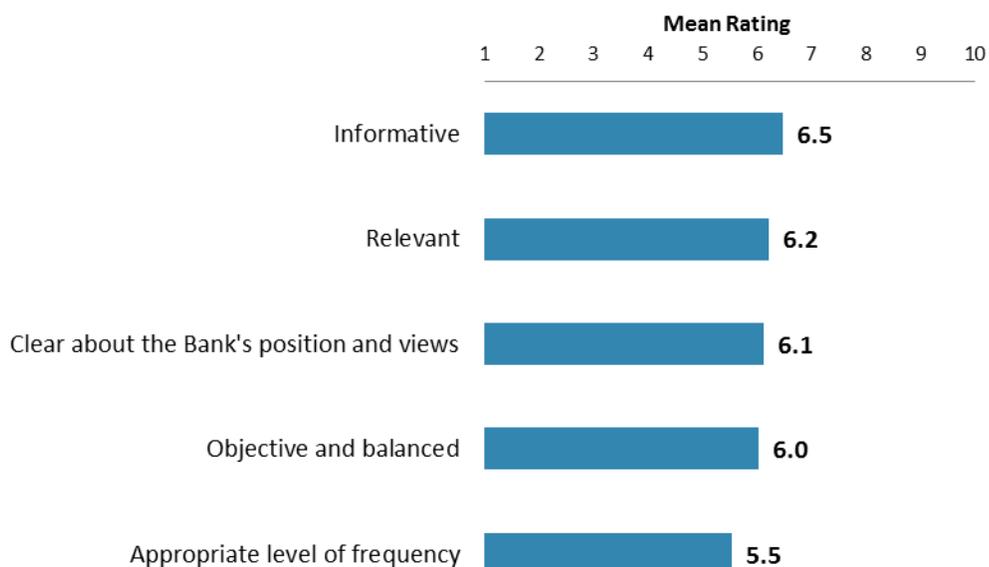


“Please rate how much you agree with the following statements.”
(1-“Strongly disagree”, 10-“Strongly agree”)

X. Communication and Openness (continued)

Public Media Communications

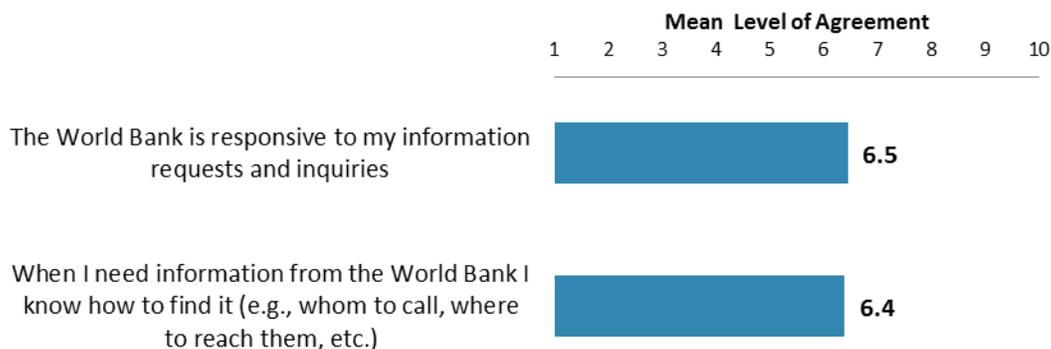
- Respondents from private foundations gave the highest ratings that the Bank's public communications are informative whereas respondents from the judiciary branch and the private sector/financial sector/private banks gave significantly lower ratings.



"When thinking about the way the World Bank communicates in the public media (broadcast, cable, electronic, radio, newspaper, magazines, etc.), to what extent do you believe this communication is..." (1-"To no degree at all", 10-"To a very significant degree")

Information Sharing

- Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that, when they need information from the Bank, they know how to find it whereas respondents from the judiciary branch and the private sector/financial sector/private banks had significantly lower levels of agreement.



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

XI. Appendices

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BANGLADESH



Appendix A: Responses to All Questions across All Respondents (N=366)

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

A. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=366)
Media	28.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.8%
Private Sector Organization	14.5%
Academia/Research Institute/Think Tank	13.9%
NGO	8.5%
Independent Government Institution	3.6%
Private Foundation	2.7%
Other	2.7%
Project Management Unit overseeing implementation of project	2.2%
Office of the President, Prime Minister	1.6%
Consultant/Contractor working on World Bank-supported Project	1.4%
Judiciary Branch	1.4%
Financial Sector/Private Bank	1.1%
Office of Minister	.8%
Local Government Office or Staff	.8%
Bilateral Agency	.3%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=361)
Other	23.3%
Education	9.4%
Financial markets/banking	9.4%
Private sector development/foreign direct investment	8.9%
Public sector governance/Public financial management/anti-corruption	8.9%
Agriculture/ rural development / food security	6.6%
Information and communications technology	6.6%
Gender equity / equality of opportunity	3.3%
Law and justice/regulatory framework	3.3%
Energy	3.0%
Natural resource management/environmental sustainability	3.0%
Urban development	2.5%
Water and sanitation	2.5%
Health/Communicable/non-communicable diseases	2.2%
Social protection	2.2%
Climate change / disaster management	1.7%
Job creation/employment	1.7%
Transport	1.4%

A. Background Information (continued)

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=357)
Yes	42.0%
No	58.0%

4. Which of the following describes most of your exposure to the World Bank in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (N=365)
Use World Bank reports/data	46.3%
Observer	39.5%
Use World Bank website for information, data, research, etc.	39.5%
Collaborate as part of my professional duties	36.7%
Engage in World Bank related/sponsored events/activities	23.8%

5. Which best represents your geographic location?	Percentage of Respondents (N=363)
Dhaka	97.8%
Outside Dhaka	2.2%

B. General Issues Facing Bangladesh

1. In general would you say that Bangladesh is headed in...?	Percentage of Respondents (N=350)
The right direction	60.9%
The wrong direction	22.9%
Not sure	16.3%

B. General Issues Facing Bangladesh (continued)

2. Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=365)
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	42.7%
Education	41.4%
Transport (e.g., roads, bridges, transportation)	28.5%
Energy/ power	27.1%
Poverty reduction	18.6%
Anti-corruption	16.4%
Social protection (e.g., safety nets, targeted social assistance)	15.6%
Basic infrastructure	15.3%
Job creation/ employment	14.0%
Economic growth	11.2%
Food security	7.4%
Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	6.3%
Law and justice (e.g., judicial system)	6.0%
Gender equity	5.8%
Domestic private sector development	5.2%
Foreign direct investment	5.2%
Agricultural development	4.1%
Information and communications technology	4.1%
Rural development	3.8%
Environmental sustainability	3.3%
Trade and exports	3.0%
Equality of opportunity (i.e., equity)	2.7%
Health and nutrition	2.7%
Urban development	2.5%
Regulatory framework	1.9%
Water and sanitation	1.6%
Financial markets	0.8%
Regional integration	0.8%

B. General Issues Facing Bangladesh (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 Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=366)
Job creation/ employment	56.8%
Education	37.2%
Anti-corruption	22.7%
Rural development	18.3%
Agricultural development	16.9%
Economic growth	16.1%
Equality of opportunity (i.e., equity)	12.8%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.0%
Domestic private sector development	11.2%
Social protection (e.g., safety nets, targeted social assistance)	10.9%
Energy/ power	10.1%
Basic infrastructure	9.8%
Gender equity	8.7%
Transport (e.g., roads, bridges, transportation)	8.7%
Food security	8.2%
Health and nutrition	8.2%
Foreign direct investment	6.3%
Information and communications technology	5.2%
Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	3.8%
Law and justice (e.g., judicial system)	3.0%
Water and sanitation	2.7%
Trade and exports	2.7%
Environmental sustainability	2.2%
Regional integration	1.6%
Urban development	1.4%
Regulatory framework	1.1%
Financial markets	0.0%

C. Overall Attitudes toward the World Bank

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank in Bangladesh? (1-Not familiar at all, 10-Extremely familiar)	366	0	7.04	1.75

Overall Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Bangladesh. (1-Not effective at all, 10-Very effective)	365	1	6.11	1.71

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Bangladesh solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	349	16	5.79	1.85

C. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=366)
Basic infrastructure	39.3%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.1%
Transport (e.g., roads, bridges, transportation)	28.4%
Poverty reduction	27.6%
Energy/ power	26.8%
Education	23.2%
Economic growth	13.1%
Job creation/ employment	11.2%
Anti-corruption	10.4%
Rural development	9.3%
Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	8.2%
Health and nutrition	7.9%
Domestic private sector development	7.7%
Agricultural development	6.8%
Environmental sustainability	6.8%
Foreign direct investment	6.3%
Social protection (e.g., safety nets, targeted social assistance)	5.2%
Information and communications technology	4.1%
Gender equity	3.8%
Law and justice (e.g., judicial system)	3.6%
Regulatory framework	3.3%
Equality of opportunity (i.e., equity)	3.0%
Urban development	2.7%
Trade and exports	2.7%
Regional integration	2.7%
Water and sanitation	2.5%
Food security	1.6%
Financial markets	1.1%

C. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bangladesh?	Percentage of Respondents (N=366)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources: investment lending	54.1%	7.4%	61.5%
Financial resources: policy based lending / budget support to the Government	20.2%	18.9%	39.1%
Technical assistance	10.4%	22.4%	32.8%
Mobilizing third party financial resources	3.8%	11.7%	15.6%
Training/ capacity building	1.9%	12.0%	13.9%
Donor coordination	3.3%	9.6%	12.8%
Policy advice	3.3%	9.3%	12.6%
Studies/ analyses	1.4%	5.7%	7.1%
Data	1.1%	1.6%	2.7%
Other	0.5%	0.5%	1.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.5%	0.5%
Convening/ facilitating	0.0%	0.3%	0.3%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=366)
Too influenced by developed countries	33.6%
World Bank processes too slow and complex	23.0%
Not adequately sensitive to political/ social realities in Bangladesh	22.1%
Not enough public disclosure of its work	18.6%
Too bureaucratic in its operational policies and procedures	17.5%
Not aligned with country priorities	16.4%
Imposing technocratic solutions without regard to political realities	13.9%
Not exploring alternative policy options	12.3%
Not collaborating enough with non-state actors	10.7%
Staff too inaccessible	10.4%
Arrogant in its approach	7.7%
Not willing to honestly criticize policies and reform efforts in the country	7.7%
Not client focused	2.5%
Not aligned with other donors' work	1.4%
The credibility of its knowledge/ data	0.8%
Other	0.8%

C. Overall Attitudes toward the World Bank (continued)

7. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=365)
Local Government	52.3%
Private Sector	47.4%
Academia/Think Tanks/Research Institutes	23.3%
Beneficiaries	18.9%
NGOs	18.1%
Media	17.0%
Community-Based Organizations	7.1%
Donor Community	6.6%
Parliament	5.8%
Faith-Based Organizations	1.6%
Foundations	1.4%
Other	0.3%

To what extent do you agree with the following statements about the World Bank's work in Bangladesh? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. Overall the World Bank currently plays a relevant role in development in Bangladesh*	362	4	5.92	1.91
9. The World Bank properly balanced its corruption concerns with Bangladesh's development needs in the case of the Padma Bridge Project	355	9	5.55	2.93
10. The World Bank's work is aligned with what I consider the development priorities for Bangladesh *	363	2	5.61	1.87
11. The World Bank supports programs and strategies that are realistic for Bangladesh	359	4	5.73	1.91
12. The World Bank treats clients and stakeholders in Bangladesh with respect	350	16	5.94	2.17

"Full and Fair" Investigation	N	DK	Mean	SD
13. To what extent do you agree with the World Bank's insistence on having 'full and fair' investigation of the corruption allegations under the Padma Bridge Project? (1-To no degree at all, 10-To a very significant degree)	348	14	7.14	2.82

C. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Bangladesh, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Responsiveness*	356	9	5.69	1.89
15. Flexibility (in terms of the World Bank's products and services)	352	12	5.04	1.89
16. Flexibility (in terms of changing country circumstances)	347	16	5.17	1.87
17. Being inclusive	354	6	5.34	1.96
18. Openness (sharing data and other information)*	360	3	5.92	2.03
19. Staff accessibility	342	21	5.19	2.08
20. Straightforwardness and honesty	346	15	6.16	1.95
21. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	345	18	5.99	1.80
22. Collaboration with the Government*	362	3	6.93	1.64
23. Collaboration with other donors*	345	20	6.94	1.68
24. Follow through over time	342	22	6.12	1.87
25. Taking a reasonable stance against corruption	357	8	6.73	2.18

D. World Bank Effectiveness and Results

How effective do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Food security	322	41	5.66	1.88
2. Information and communications technology	337	26	5.94	1.76
3. Transport (e.g., roads, bridges, transportation)	358	8	6.15	1.96
4. Agricultural development	342	21	5.60	1.78
5. Law and justice (e.g., judicial system)	317	44	4.97	1.83
6. Urban development	345	20	5.75	1.82
7. Environmental sustainability	342	19	5.90	1.89
8. Financial markets	317	43	5.44	1.78
9. Basic infrastructure	346	14	6.01	1.79
10. Education	352	10	6.24	1.78
11. Poverty reduction	356	9	6.26	1.79
12. Gender equity	339	25	6.21	1.84
13. Job creation/ employment	335	28	5.22	1.94
14. Foreign direct investment	327	36	5.09	2.07
15. Trade and exports	315	45	5.04	1.85
16. Economic growth	345	19	5.73	1.79
17. Anti-corruption	341	18	5.74	2.14
18. Domestic private sector development	337	24	5.31	1.76
19. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	356	9	5.72	1.96
20. Equality of opportunity (i.e., equity)	331	31	5.14	1.94
21. Health and nutrition	349	15	6.15	1.63
22. Rural development	348	13	6.01	1.63
23. Regional integration	318	43	5.27	1.88
24. Energy/ power	334	23	5.38	1.98
25. Social protection (e.g., safety nets, targeted social assistance)	334	30	5.78	1.81
26. Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	345	20	5.81	1.84
27. Water and sanitation	349	15	6.18	1.76
28. Regulatory framework	332	33	5.77	1.92

Achieving Development Results	N	DK	Mean	SD
1. To what extent does the World Bank's work help to achieve development results in Bangladesh?*(1-To no degree at all, 10-To a very significant degree)	361	2	5.96	1.67

D. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Bangladesh? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
2. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bangladesh*	359	7	5.43	1.86
3. The World Bank meets Bangladesh's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	363	3	5.78	1.81

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

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=365)
Weekly	23.8%
Monthly	27.9%
A few times a year	33.4%
Rarely	12.3%
Never	2.5%

In Bangladesh, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)	Level of Effectiveness			
	N	DK	Mean	SD
2. Enhancing your knowledge and/or skills	362	3	5.96	2.11
3. Contributing to good policy making	359	5	5.86	1.86
4. Providing support for program implementation	357	7	5.82	1.95

In Bangladesh, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
5. Are timely	348	17	5.69	1.84
6. Include appropriate level of stakeholder involvement during preparation	348	17	5.55	1.86
7. Are relevant to Bangladesh's development priorities	360	3	5.86	1.71
8. Provide feasible recommendations	353	10	5.99	1.78
9. Are accessible (well written and easy to understand)	355	7	6.22	1.82
10. Are source of relevant information on global good practices	344	20	6.60	1.74
11. Are useful in terms of the work you do	359	4	6.29	2.04
12. Are adequately disseminated	348	14	5.69	1.97
13. Are appropriately translated	319	45	6.12	2.03
14. Are adaptable to Bangladesh's specific development challenges and country circumstances*	358	7	5.79	1.74

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

Overall Evaluations	N	DK	Mean	SD
15. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	360	5	6.05	1.63
16. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	354	10	6.72	1.57

F. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank disburses funds promptly	337	29	4.99	2.08
2. The World Bank effectively monitors and evaluates the projects and programs it supports	357	8	6.45	1.76
3. The World Bank's approvals and reviews are done in a timely fashion	348	18	5.76	1.97
4. The World Bank's "Safeguard Policy" requirements are reasonable	309	54	6.05	1.90
5. The World Bank's conditions on its lending are reasonable	348	18	5.45	2.10
6. Working with the World Bank increases Bangladesh's institutional capacity	357	9	6.60	1.85
7. The World Bank ensures consistency and continuity through staff changes	289	72	5.96	1.73
8. The World Bank's teams and visits are well coordinated	312	51	6.44	1.80
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	311	52	5.81	1.84
10. The World Bank provides effective implementation support (i.e., supervision of projects)	351	15	6.17	1.83

G. The Future Role of the World Bank in Bangladesh

The Bank's Role	N	DK	Mean	SD
1. How significant a role do you believe the World Bank Group SHOULD play in Bangladesh's development in the near future? (1-Not a significant role at all, 10-Very significant role)	366	0	7.79	1.85

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

2. Which of the following SHOULD the World Bank do to make itself of greater value in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=366)
Reduce the complexity of obtaining World Bank financing	65.3%
Reach out more to groups outside of government	33.3%
Improve the quality of its experts as related to Bangladesh's specific challenges	32.8%
Work faster	22.1%
Provide more adequate data/ knowledge/ statistics/ figures on Bangladesh's economy	10.7%
Ensure greater selectivity in its work	10.1%
Offer more innovative financial products	9.8%
Offer more innovative knowledge services	8.2%
Focus primarily on advocacy issues	5.2%
Other	1.4%

3. Please identify the two areas related to corruption in Bangladesh where greater attention from the World Bank Group would be most valuable. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=364)
Collusive practices in procurement	64.0%
Poor quality of construction (e.g., roads, buildings, etc.)	46.2%
Bribes of official	39.3%
Failure to provide services (e.g., civil servant not showing up for work)	36.3%
Illegal possession of land	8.5%
Other	1.6%
Stolen goods	0.8%
Don't know	0.5%

4. Would you like to see more, less, or just about the same level of World Bank Group involvement in areas related to corruption?	Percentage of Respondents (N=365)
More	66.6%
Less	5.2%
Just about the same	20.8%
None at all	4.9%
Don't know	2.5%

H. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=363)
Local newspapers	86.5%
Internet	41.6%
Local television	38.6%
Periodicals	7.7%
Social media (Facebook, Twitter, YouTube)	5.8%
International television	5.5%
International newspapers	4.7%
Other	2.5%
International radio	1.4%
Local radio	1.1%
Mobile phones	0.8%
Blogs	0.6%
Instant messaging	0.6%

H. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=365)
World Bank website	73.2%
World Bank publications and other written materials	31.2%
World Bank seminars/workshops/conferences	26.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	19.2%
e-Newsletters	18.4%
World Bank Public Information Center	9.0%
Social media (Facebook, Twitter, YouTube)	8.5%
Instant messaging	6.3%
Mobile phones	5.8%
Other	0.8%
Blogs	0.3%

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=361)
Yes	38.5%
No	61.5%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=350)
Yes	18.0%
No	82.0%

5. Were you able to obtain this information?	Percentage of Respondents (N=66)
Yes	77.3%
No	22.7%

6. Do you have access to the Internet?	Percentage of Respondents (N=364)
Yes	99.7%
No	0.3%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=365)
Yes	92.3%
No	7.7%

Communicating about the Padma Bridge Case	N	DK	Mean	SD
8. To what extent do you believe the World Bank has been open and transparent when communicating about the Padma Bridge corruption case? (1-To no degree at all, 10-To a very significant degree)	353	11	5.82	2.49

9. Which do you primarily use?	Percentage of Respondents (N=341)
The World Bank's country website (www.worldbank.org/en/country/Bangladesh)	61.9%
The World Bank's main website (www.worldbank.org)	38.1%

H. Communication and Information Sharing (continued)

10. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=336)
High speed	95.2%
Dial-up	4.8%

11. How often do you go to the World Bank Bangladesh Facebook page?	Percentage of Respondents (N=360)
Weekly	8.1%
Monthly	8.1%
A few times a year	14.4%
Rarely	23.6%
Never	45.8%

12. Do you use/have you used the World Bank's Public Information Centers (PICs) in Bangladesh?	Percentage of Respondents (N=364)
Yes	21.7%
No	69.0%
I don't know what PIC is	9.3%

When thinking about the way the World Bank communicates in the public media (broadcast, cable, electronic, radio, newspaper, magazines, etc.), to what extent do you believe this communication is... (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
13. Relevant	350	12	6.22	1.88
14. Informative	351	10	6.47	1.80
15. Objective and balanced	342	18	6.03	1.80
16. Appropriate level of frequency	322	35	5.53	1.84
17. Clear about the Bank's position and views	347	14	6.12	1.97

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
18. I use/consult World Bank data more often than I did a few years ago	354	6	6.04	2.35
19. The World Bank's PIC is a valuable source of information related to development in Bangladesh	80	4	6.71	2.03
20. I find the information on the World Bank's websites useful.	329	7	6.81	1.99
21. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	337	21	6.39	2.43
22. The World Bank is responsive to my information requests and inquiries	257	66	6.45	2.21

Appendix B: Responses to All Questions by Stakeholder Groups

A. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	55.6%	65.5%	76.9%	29.1%	33.3%	44.8%	36.6%	61.5%	21.6%	60.0%	42.9%
No	44.4%	34.5%	23.1%	70.9%	66.7%	55.2%	63.4%	38.5%	78.4%	40.0%	57.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Observer	0.0%	34.5%	23.1%	49.1%	60.0%	29.0%	42.9%	30.8%	47.1%	40.0%	21.4%
Use World Bank reports/data*	62.5%	19.0%	38.5%	40.4%	10.0%	48.4%	60.0%	46.2%	66.7%	40.0%	28.6%
Engage in World Bank related/sponsored events/activities*	12.5%	27.6%	61.5%	29.8%	30.0%	38.7%	7.6%	30.8%	21.6%	20.0%	42.9%
Collaborate as part of my professional duties*	75.0%	63.8%	38.5%	29.8%	40.0%	16.1%	27.6%	61.5%	21.6%	60.0%	64.3%
Use World Bank website for information, data, research, etc.*	37.5%	27.6%	23.1%	26.3%	30.0%	61.3%	57.1%	15.4%	35.3%	0.0%	35.7%

*Significantly different between stakeholder groups

B. General Issues Facing Bangladesh

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
The right direction	66.7%	85.2%	61.5%	51.9%	40.0%	71.0%	53.9%	90.9%	42.9%	40.0%	91.7%
The wrong direction	22.2%	3.7%	30.8%	29.6%	40.0%	9.7%	26.5%	9.1%	36.7%	60.0%	-
Not sure	11.1%	11.1%	7.7%	18.5%	20.0%	19.4%	19.6%	-	20.4%	-	8.3%

*Significantly different between stakeholder groups

B. General Issues Facing Bangladesh (continued)

Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than 3)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Social protection	33.3%	13.8%	7.7%	15.8%	20.0%	16.7%	15.2%	15.4%	17.6%	20.0%	7.1%
Transport	22.2%	36.2%	30.8%	28.1%	20.0%	20.0%	25.7%	38.5%	25.5%	40.0%	42.9%
Public sector governance/reform	22.2%	27.6%	46.2%	40.4%	40.0%	53.3%	44.8%	46.2%	52.9%	40.0%	50.0%
Food security	11.1%	5.2%	23.1%	1.8%	0.0%	13.3%	7.6%	0.0%	11.8%	20.0%	0.0%
Gender equity*	0.0%	1.7%	0.0%	3.5%	10.0%	30.0%	2.9%	0.0%	7.8%	0.0%	7.1%
Domestic private sector development	0.0%	3.4%	7.7%	5.3%	0.0%	3.3%	6.7%	15.4%	5.9%	0.0%	0.0%
Foreign direct investment*	44.4%	5.2%	7.7%	1.8%	0.0%	0.0%	5.7%	0.0%	5.9%	0.0%	7.1%
Water and sanitation	0.0%	3.4%	0.0%	0.0%	0.0%	3.3%	0.0%	7.7%	3.9%	0.0%	0.0%
Job creation/employment	22.2%	15.5%	15.4%	17.5%	10.0%	13.3%	11.4%	15.4%	11.8%	20.0%	14.3%
Rural development	0.0%	12.1%	7.7%	3.5%	0.0%	0.0%	2.9%	0.0%	2.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.0%	0.0%	2.0%	0.0%	0.0%
Urban development	0.0%	3.4%	7.7%	1.8%	0.0%	0.0%	1.9%	0.0%	5.9%	0.0%	0.0%
Basic infrastructure	11.1%	25.9%	7.7%	19.3%	0.0%	6.7%	13.3%	15.4%	15.7%	20.0%	7.1%
Equality of opportunity*	0.0%	1.7%	7.7%	0.0%	20.0%	10.0%	1.0%	0.0%	2.0%	0.0%	7.1%
Education	33.3%	43.1%	30.8%	38.6%	50.0%	30.0%	43.8%	38.5%	43.1%	20.0%	64.3%
Poverty reduction	11.1%	19.0%	15.4%	14.0%	30.0%	20.0%	20.0%	23.1%	19.6%	0.0%	21.4%
Energy/power	44.4%	24.1%	15.4%	42.1%	20.0%	23.3%	25.7%	46.2%	17.6%	20.0%	21.4%
Climate change and natural disaster preparedness	0.0%	8.6%	7.7%	5.3%	0.0%	3.3%	6.7%	15.4%	5.9%	0.0%	7.1%
Agricultural development	0.0%	3.4%	7.7%	7.0%	10.0%	3.3%	4.8%	0.0%	2.0%	0.0%	0.0%
Trade and exports	11.1%	6.9%	0.0%	7.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	12.1%	15.4%	12.3%	0.0%	6.7%	13.3%	7.7%	11.8%	0.0%	14.3%
Law and justice*	0.0%	1.7%	7.7%	7.0%	20.0%	6.7%	5.7%	0.0%	3.9%	60.0%	7.1%
Regulatory framework	0.0%	1.7%	7.7%	3.5%	0.0%	0.0%	0.0%	0.0%	2.0%	20.0%	7.1%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	6.9%	0.0%	1.8%	10.0%	3.3%	3.8%	0.0%	2.0%	0.0%	0.0%
Anti-corruption	22.2%	6.9%	15.4%	15.8%	30.0%	16.7%	22.9%	7.7%	13.7%	20.0%	14.3%
Information and communications technology	0.0%	6.9%	7.7%	1.8%	0.0%	3.3%	4.8%	7.7%	3.9%	0.0%	0.0%
Health and nutrition*	11.1%	3.4%	0.0%	1.8%	10.0%	13.3%	1.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. General Issues Facing Bangladesh (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 Bangladesh? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Water and sanitation	11.1%	3.4%	0.0%	1.8%	0.0%	3.2%	1.9%	15.4%	2.0%	0.0%	0.0%
Equality of opportunity	11.1%	8.6%	15.4%	12.3%	10.0%	19.4%	15.2%	15.4%	7.8%	20.0%	14.3%
Job creation/employment	44.4%	65.5%	53.8%	56.1%	60.0%	48.4%	56.2%	38.5%	58.8%	60.0%	64.3%
Climate change and natural disaster preparedness	0.0%	3.4%	0.0%	3.5%	0.0%	0.0%	6.7%	0.0%	5.9%	0.0%	0.0%
Regional integration	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	2.0%	0.0%	0.0%
Gender equity	22.2%	8.6%	7.7%	8.8%	10.0%	22.6%	4.8%	7.7%	5.9%	20.0%	7.1%
Rural development	11.1%	19.0%	30.8%	21.1%	20.0%	6.5%	20.0%	30.8%	13.7%	20.0%	14.3%
Education	77.8%	31.0%	38.5%	33.3%	40.0%	25.8%	36.2%	53.8%	39.2%	80.0%	42.9%
Regulatory framework	0.0%	5.2%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	8.6%	7.7%	5.3%	10.0%	9.7%	7.6%	23.1%	17.6%	20.0%	14.3%
Environmental sustainability*	0.0%	3.4%	0.0%	0.0%	20.0%	0.0%	1.0%	7.7%	3.9%	0.0%	0.0%
Law and justice	0.0%	0.0%	7.7%	3.5%	10.0%	6.5%	1.9%	7.7%	3.9%	0.0%	0.0%
Transport	0.0%	10.3%	7.7%	10.5%	0.0%	9.7%	5.7%	7.7%	9.8%	0.0%	28.6%
Information and communications technology	0.0%	3.4%	23.1%	7.0%	0.0%	6.5%	3.8%	0.0%	7.8%	0.0%	0.0%
Anti-corruption	33.3%	15.5%	7.7%	21.1%	40.0%	32.3%	23.8%	15.4%	25.5%	0.0%	28.6%
Domestic private sector development	11.1%	10.3%	7.7%	15.8%	0.0%	12.9%	11.4%	15.4%	9.8%	0.0%	7.1%
Foreign direct investment*	0.0%	1.7%	7.7%	14.0%	10.0%	0.0%	6.7%	0.0%	2.0%	20.0%	21.4%
Urban development	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	7.1%
Energy/power	22.2%	10.3%	7.7%	14.0%	30.0%	16.1%	7.6%	0.0%	2.0%	0.0%	21.4%
Food security	0.0%	3.4%	0.0%	8.8%	0.0%	16.1%	11.4%	15.4%	5.9%	0.0%	7.1%
Social protection	0.0%	19.0%	7.7%	3.5%	10.0%	16.1%	9.5%	7.7%	11.8%	20.0%	14.3%
Health and nutrition	11.1%	12.1%	0.0%	3.5%	0.0%	12.9%	12.4%	0.0%	5.9%	0.0%	0.0%
Agricultural development	0.0%	24.1%	23.1%	17.5%	0.0%	19.4%	19.0%	7.7%	13.7%	20.0%	0.0%
Economic growth	22.2%	15.5%	30.8%	19.3%	10.0%	9.7%	10.5%	23.1%	27.5%	20.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	11.1%	1.7%	7.7%	5.3%	0.0%	0.0%	2.9%	0.0%	2.0%	0.0%	0.0%
Public sector governance/reform	11.1%	10.3%	7.7%	12.3%	20.0%	6.5%	14.3%	7.7%	15.7%	0.0%	7.1%

*Significantly different between stakeholder groups

C. Overall Attitudes toward the World Bank

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Private Sector/Financial Sector/Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
How familiar are you with the work of the World Bank in Bangladesh?	9	6.44	3.01	58	7.31	1.65	13	7.00	1.78	57	6.60	1.93	10	7.10	1.66	31	6.81	1.66	105	7.20	1.67	13	7.62	1.71	51	7.10	1.63	5	5.40	2.30	14	7.14	1.10

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Private Sector/Financial Sector/Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Bangladesh.	8	5.75	2.44	58	6.47	1.59	13	6.31	1.65	57	6.14	1.75	10	6.40	1.58	31	5.87	1.59	105	6.00	1.85	13	6.38	1.04	51	5.94	1.67	5	4.80	1.79	14	6.57	1.51

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Private Sector/Financial Sector/Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Bangladesh solve its most complicated development challenges?	7	6.14	1.68	55	6.18	1.75	13	6.31	0.95	52	6.15	1.79	10	6.40	2.41	28	5.29	1.74	103	5.38	2.04	13	5.69	1.44	50	5.76	1.69	4	4.75	2.75	14	6.29	1.68

(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 can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bangladesh? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Basic infrastructure	11.1%	41.4%	30.8%	33.3%	50.0%	29.0%	43.8%	38.5%	45.1%	20.0%	50.0%
Public sector governance/reform	22.2%	20.7%	46.2%	33.3%	30.0%	45.2%	27.6%	7.7%	33.3%	40.0%	35.7%
Transport	22.2%	43.1%	7.7%	29.8%	40.0%	16.1%	25.7%	30.8%	23.5%	40.0%	35.7%
Poverty reduction	44.4%	22.4%	7.7%	19.3%	10.0%	35.5%	38.1%	38.5%	21.6%	20.0%	21.4%
Equality of opportunity	0.0%	3.4%	0.0%	0.0%	10.0%	3.2%	3.8%	0.0%	3.9%	0.0%	7.1%
Health and nutrition	11.1%	8.6%	0.0%	3.5%	0.0%	16.1%	6.7%	23.1%	7.8%	20.0%	7.1%
Domestic private sector development	0.0%	8.6%	15.4%	15.8%	0.0%	6.5%	4.8%	0.0%	7.8%	0.0%	7.1%
Climate change and natural disaster preparedness	0.0%	10.3%	0.0%	7.0%	10.0%	3.2%	13.3%	7.7%	2.0%	20.0%	7.1%
Agricultural development	0.0%	6.9%	7.7%	8.8%	0.0%	3.2%	5.7%	0.0%	11.8%	0.0%	14.3%
Water and sanitation*	11.1%	3.4%	0.0%	1.8%	0.0%	0.0%	0.0%	23.1%	3.9%	0.0%	0.0%
Energy/power	44.4%	22.4%	38.5%	31.6%	40.0%	16.1%	24.8%	46.2%	27.5%	0.0%	21.4%
Foreign direct investment*	44.4%	3.4%	0.0%	8.8%	0.0%	9.7%	2.9%	0.0%	7.8%	20.0%	7.1%
Financial markets	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	1.0%	0.0%	2.0%	0.0%	0.0%
Urban development	0.0%	1.7%	7.7%	0.0%	0.0%	3.2%	4.8%	0.0%	2.0%	0.0%	7.1%
Environmental sustainability	0.0%	15.5%	0.0%	1.8%	10.0%	6.5%	7.6%	0.0%	3.9%	20.0%	7.1%
Gender equity	0.0%	3.4%	0.0%	5.3%	0.0%	12.9%	2.9%	0.0%	2.0%	0.0%	7.1%
Social protection	0.0%	3.4%	7.7%	5.3%	0.0%	9.7%	5.7%	7.7%	5.9%	0.0%	0.0%
Food security	0.0%	1.7%	0.0%	0.0%	0.0%	6.5%	1.9%	0.0%	2.0%	0.0%	0.0%
Rural development	11.1%	10.3%	7.7%	10.5%	10.0%	3.2%	9.5%	0.0%	13.7%	20.0%	0.0%
Education	33.3%	25.9%	46.2%	24.6%	20.0%	19.4%	19.0%	46.2%	17.6%	0.0%	28.6%
Trade and exports	0.0%	3.4%	7.7%	3.5%	10.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Economic growth	22.2%	17.2%	7.7%	19.3%	20.0%	19.4%	5.7%	15.4%	13.7%	0.0%	7.1%
Law and justice	11.1%	0.0%	0.0%	7.0%	10.0%	3.2%	2.9%	0.0%	3.9%	20.0%	0.0%
Regulatory framework*	0.0%	1.7%	0.0%	3.5%	0.0%	9.7%	3.8%	0.0%	0.0%	40.0%	0.0%
Job creation/ employment	0.0%	12.1%	30.8%	8.8%	10.0%	3.2%	12.4%	0.0%	13.7%	0.0%	21.4%
Anti-corruption	0.0%	1.7%	15.4%	12.3%	20.0%	12.9%	12.4%	15.4%	11.8%	0.0%	7.1%
Information and communications technology	11.1%	6.9%	15.4%	1.8%	0.0%	3.2%	2.9%	0.0%	5.9%	0.0%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	4.8%	0.0%	5.9%	20.0%	0.0%

*Significantly different between stakeholder groups

C. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bangladesh?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Financial resources: investment lending	55.6%	51.7%	61.5%	50.9%	40.0%	45.2%	62.9%	61.5%	45.1%	40.0%	64.3%
Financial resources: policy based lending / budget support to the Government	22.2%	24.1%	15.4%	21.1%	50.0%	25.8%	13.3%	15.4%	23.5%	40.0%	7.1%
Mobilizing third party financial resources	0.0%	5.2%	7.7%	5.3%	0.0%	6.5%	3.8%	0.0%	2.0%	0.0%	0.0%
Technical assistance	22.2%	10.3%	7.7%	12.3%	0.0%	0.0%	5.7%	15.4%	17.6%	20.0%	28.6%
Policy advice	0.0%	1.7%	0.0%	5.3%	0.0%	3.2%	4.8%	0.0%	3.9%	0.0%	0.0%
Donor coordination	0.0%	6.9%	7.7%	0.0%	0.0%	6.5%	1.9%	7.7%	3.9%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	2.9%	0.0%	0.0%	0.0%	0.0%
Training/ capacity building	0.0%	0.0%	0.0%	1.8%	10.0%	3.2%	2.9%	0.0%	2.0%	0.0%	0.0%
Studies/ analyses	0.0%	0.0%	0.0%	1.8%	0.0%	6.5%	1.0%	0.0%	2.0%	0.0%	0.0%
Convening/ facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%

2 nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Financial resources: investment lending	11.1%	10.3%	7.7%	5.3%	0.0%	0.0%	5.7%	15.4%	9.8%	0.0%	21.4%
Financial resources: policy based lending / budget support to the Government	22.2%	24.1%	23.1%	17.5%	10.0%	19.4%	15.2%	23.1%	15.7%	20.0%	35.7%
Mobilizing third party financial resources	11.1%	12.1%	0.0%	14.0%	40.0%	16.1%	11.4%	7.7%	7.8%	0.0%	7.1%
Technical assistance	22.2%	27.6%	23.1%	22.8%	20.0%	19.4%	21.0%	30.8%	21.6%	40.0%	7.1%
Policy advice	0.0%	1.7%	7.7%	10.5%	20.0%	9.7%	13.3%	0.0%	13.7%	0.0%	0.0%
Donor coordination	0.0%	6.9%	15.4%	7.0%	0.0%	16.1%	10.5%	0.0%	11.8%	20.0%	14.3%
Data	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	3.8%	7.7%	0.0%	0.0%	0.0%
Training/ capacity building	22.2%	10.3%	23.1%	17.5%	0.0%	6.5%	13.3%	15.4%	5.9%	20.0%	7.1%
Studies/ analyses	11.1%	6.9%	0.0%	0.0%	0.0%	9.7%	5.7%	0.0%	13.7%	0.0%	0.0%
Convening/ facilitating	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise*	0.0%	0.0%	0.0%	0.0%	10.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

C. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Staff too inaccessible	11.1%	6.9%	15.4%	14.0%	10.0%	12.9%	11.4%	0.0%	11.8%	0.0%	0.0%
Not exploring alternative policy options	0.0%	17.2%	15.4%	8.8%	0.0%	9.7%	9.5%	7.7%	23.5%	0.0%	14.3%
Not adequately sensitive to political/ social realities in Bangladesh*	44.4%	27.6%	23.1%	10.5%	30.0%	9.7%	19.0%	23.1%	27.5%	40.0%	50.0%
Not enough public disclosure of its work*	0.0%	5.2%	7.7%	26.3%	20.0%	35.5%	13.3%	23.1%	27.5%	40.0%	21.4%
Arrogant in its approach	22.2%	5.2%	15.4%	5.3%	10.0%	6.5%	8.6%	0.0%	7.8%	0.0%	14.3%
Not aligned with country priorities	22.2%	20.7%	15.4%	12.3%	20.0%	22.6%	18.1%	15.4%	9.8%	40.0%	0.0%
The credibility of its knowledge/ data	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	6.9%	23.1%	12.3%	0.0%	9.7%	7.6%	7.7%	0.0%	0.0%	7.1%
Too influenced by developed countries	0.0%	25.9%	15.4%	29.8%	50.0%	32.3%	45.7%	30.8%	33.3%	40.0%	21.4%
Imposing technocratic solutions without regard to political realities	11.1%	6.9%	7.7%	10.5%	20.0%	9.7%	18.1%	30.8%	15.7%	20.0%	14.3%
World Bank processes too slow and complex*	44.4%	34.5%	46.2%	17.5%	10.0%	9.7%	22.9%	46.2%	11.8%	0.0%	28.6%
Too bureaucratic in its operational policies and procedures*	22.2%	36.2%	15.4%	19.3%	10.0%	9.7%	13.3%	7.7%	13.7%	0.0%	14.3%
Not aligned with other donors' work	0.0%	1.7%	0.0%	0.0%	0.0%	3.2%	1.9%	0.0%	2.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	0.0%	1.7%	0.0%	29.8%	20.0%	19.4%	5.7%	7.7%	9.8%	0.0%	7.1%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	1.9%	0.0%	5.9%	20.0%	7.1%
Other	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

C. Overall Attitudes toward the World Bank (continued)

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)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
NGOs*	11.1%	13.8%	0.0%	10.5%	22.2%	58.1%	17.1%	15.4%	17.6%	20.0%	7.1%
Local Government*	33.3%	74.1%	69.2%	47.4%	44.4%	41.9%	48.6%	53.8%	39.2%	60.0%	78.6%
Beneficiaries	33.3%	22.4%	7.7%	21.1%	0.0%	16.1%	17.1%	23.1%	21.6%	0.0%	21.4%
Private Sector*	66.7%	43.1%	69.2%	75.4%	55.6%	25.8%	44.8%	46.2%	33.3%	40.0%	35.7%
Community-Based Organizations	0.0%	8.6%	7.7%	7.0%	33.3%	9.7%	5.7%	7.7%	3.9%	20.0%	0.0%
Donor Community	0.0%	15.5%	7.7%	1.8%	11.1%	12.9%	3.8%	7.7%	2.0%	20.0%	7.1%
Foundations	0.0%	1.7%	0.0%	3.5%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/Think Tanks/Research Institutes*	22.2%	15.5%	30.8%	22.8%	22.2%	12.9%	10.5%	30.8%	58.8%	40.0%	28.6%
Parliament	22.2%	0.0%	0.0%	3.5%	11.1%	6.5%	7.6%	15.4%	5.9%	0.0%	7.1%
Media*	0.0%	5.2%	0.0%	5.3%	0.0%	9.7%	44.8%	0.0%	7.8%	0.0%	14.3%
Faith-Based Organizations	11.1%	0.0%	7.7%	1.8%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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 currently plays a relevant role in development in Bangladesh	9	6.11	2.89	58	6.48	1.82	13	5.38	1.98	56	5.93	1.80	10	5.60	2.22	30	5.87	1.46	105	5.85	2.04	12	6.50	1.24	51	5.51	2.01	4	5.25	1.89	14	6.07	1.49
The World Bank properly balanced its corruption concerns with Bangladesh's development needs in the case of the Padma Bridge Project*	9	4.67	3.20	54	4.69	2.51	13	6.15	2.44	54	6.13	3.09	10	6.60	3.53	31	5.52	2.69	105	5.72	3.13	12	3.67	2.57	49	6.14	2.71	5	5.00	2.83	13	4.38	2.50
The World Bank's work is aligned with what I consider the development priorities for Bangladesh	9	6.00	2.69	58	6.00	1.79	13	5.69	1.60	56	5.84	1.81	10	6.00	1.63	30	5.30	1.78	105	5.37	1.93	13	6.23	1.24	51	5.29	1.91	4	4.00	2.58	14	6.00	1.96
The World Bank supports programs and strategies that are realistic for Bangladesh	9	5.78	2.73	58	6.14	1.79	12	6.75	1.66	57	5.75	1.65	10	6.00	1.83	30	5.50	1.70	104	5.46	2.07	12	6.08	1.08	49	5.57	2.12	4	3.75	2.50	14	6.21	1.48
The World Bank treats clients and stakeholders in Bangladesh with respect	9	6.33	2.65	58	6.22	2.04	13	6.31	2.21	56	6.41	1.85	9	6.22	2.95	30	5.40	2.03	99	5.81	2.37	12	6.75	1.42	45	5.36	2.08	5	4.80	3.11	14	5.71	2.09

*Significantly different between stakeholder groups

C. Overall Attitudes toward the World Bank (continued)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
To what extent do you agree with the World Bank's insistence on having 'full and fair' investigation of the corruption allegations under the Padma Bridge Project?	7	7.57	3.87	51	6.18	2.41	11	8.00	2.32	57	7.61	2.62	10	7.30	3.59	31	6.71	2.92	105	7.32	3.10	12	5.67	2.57	46	7.57	2.46	5	6.40	3.51	13	7.31	2.14

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
Responsiveness	9	4.78	2.86	58	5.91	1.68	12	6.67	1.92	56	5.61	1.85	10	5.30	2.41	30	5.03	2.04	104	5.82	1.87	12	6.17	1.59	49	5.61	1.81	4	4.25	2.22	12	6.00	1.41
Flexibility (in terms of the World Bank's products and services)	9	5.11	2.52	58	5.31	1.80	11	5.55	1.97	55	5.13	1.80	10	5.40	2.22	28	4.86	1.67	103	4.80	2.07	12	5.25	1.36	49	4.90	1.75	5	4.40	2.51	12	5.58	1.62
Flexibility (in terms of changing country circumstances)	9	5.22	2.44	56	5.18	1.74	12	5.67	1.50	55	5.42	1.87	10	5.20	2.35	28	4.64	1.70	102	5.16	1.98	11	5.45	1.37	47	5.02	1.95	4	4.25	2.63	13	5.31	1.49
Being inclusive*	9	5.78	2.11	58	5.93	1.81	13	6.38	1.66	54	5.37	1.86	10	6.10	2.33	30	4.70	1.90	102	5.12	2.05	12	6.50	1.57	48	4.71	1.76	5	3.00	1.58	13	5.92	1.71
Openness (sharing data and other information)	9	5.78	2.59	57	6.21	1.89	13	5.62	2.43	57	5.86	1.79	10	6.80	1.40	31	5.97	2.01	103	5.95	2.26	13	6.69	1.03	49	5.51	1.99	5	3.00	1.23	13	6.23	1.64
Staff accessibility*	9	6.67	2.87	55	5.62	2.07	12	6.00	2.49	54	4.74	1.74	9	6.67	1.94	28	4.57	1.99	99	4.91	2.06	12	6.67	1.92	46	4.89	1.88	5	3.80	2.39	13	6.08	1.71
Straightforwardness and honesty*	9	6.44	2.51	56	6.38	1.93	12	6.92	1.83	53	6.66	1.58	10	7.10	2.33	28	5.39	1.75	102	5.76	1.98	9	6.67	1.58	48	5.92	2.01	5	5.40	2.88	14	7.14	1.66
Collaboration with groups outside of the Government*	9	6.33	1.12	51	6.39	1.46	11	6.45	1.81	53	5.85	1.69	8	6.75	1.75	30	4.50	1.76	103	6.36	1.88	13	6.69	1.11	49	5.76	1.61	4	3.00	0.82	14	5.43	1.99
Collaboration with the Government	9	7.22	2.11	58	6.74	1.71	13	7.15	1.28	56	7.16	1.47	10	6.10	2.38	31	6.97	1.87	105	7.05	1.52	13	7.15	1.21	49	6.59	1.74	5	6.60	2.07	13	7.08	1.55
Collaboration with other donors	8	7.38	1.41	56	6.73	1.76	11	6.82	1.25	54	7.02	1.45	10	6.70	1.83	28	6.57	1.83	104	7.11	1.80	10	7.60	1.08	46	6.87	1.66	5	6.80	2.17	13	6.85	1.82
Follow through over time	9	6.33	2.35	57	6.07	1.89	12	6.92	1.31	53	5.74	1.51	10	7.30	1.25	25	5.40	1.98	103	6.13	2.12	10	6.40	1.17	46	6.30	1.71	5	6.00	2.74	12	6.58	1.38
Taking a reasonable stance against corruption	8	6.75	2.44	56	6.57	1.90	13	7.69	1.84	56	7.11	2.03	10	7.40	1.78	31	6.06	2.66	105	6.76	2.31	10	6.10	1.52	51	6.53	2.31	5	6.80	2.59	12	7.00	1.76

*Significantly different between stakeholder groups

D. World Bank Effectiveness and Results

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
Food security	9	4.56	1.94	53	5.85	1.85	11	6.82	1.78	47	5.77	1.68	9	6.22	1.48	27	5.59	1.82	99	5.63	1.97	10	5.80	2.15	45	5.38	1.91	4	5.00	2.58	8	5.25	1.83
Information and communications technology	9	6.11	2.15	57	6.18	1.71	13	6.77	1.79	51	6.04	1.61	9	5.89	1.83	26	5.54	1.73	97	5.90	1.72	10	6.40	1.51	48	5.58	1.87	5	4.20	2.49	12	6.33	1.72
Transport*	9	5.44	1.94	57	6.07	2.02	13	6.92	1.38	54	6.43	1.70	10	6.90	1.20	31	6.06	2.03	104	6.31	2.04	11	6.27	1.62	51	5.51	2.04	5	3.80	2.49	13	6.62	1.71
Agricultural development*	9	5.11	1.83	56	5.98	1.60	12	6.83	1.27	53	5.83	1.77	10	6.70	1.77	27	5.37	1.60	100	5.38	1.83	11	6.18	2.32	49	5.20	1.74	5	4.00	1.23	10	5.10	1.52
Law and justice	9	4.89	2.37	51	5.35	1.59	11	5.45	1.64	47	4.94	1.85	10	5.50	1.84	26	5.27	1.43	95	4.67	1.92	9	5.11	1.76	45	4.60	1.79	5	4.00	3.08	9	6.33	1.87
Urban development*	9	5.11	2.15	57	6.00	1.63	12	5.50	1.38	52	5.98	1.69	10	5.90	1.66	26	6.00	1.77	101	5.76	1.88	11	5.91	1.92	49	5.12	1.94	5	3.60	1.52	13	6.77	1.83
Environmental sustainability	9	5.44	2.60	57	6.39	1.78	13	6.00	1.58	51	5.92	1.79	10	5.50	2.01	27	5.52	1.83	100	5.93	2.07	12	7.08	1.31	46	5.30	1.69	5	4.60	2.19	12	6.25	1.42
Financial markets	9	4.89	2.42	53	5.74	1.55	9	5.78	1.20	51	5.43	1.69	9	5.44	1.74	24	6.00	1.75	94	5.33	1.90	9	5.44	1.74	47	5.04	1.79	5	5.60	2.70	7	5.71	1.80
Basic infrastructure	9	5.33	2.69	58	6.07	1.81	12	6.50	1.51	51	6.12	1.58	10	6.20	1.40	26	6.54	1.75	102	6.03	1.86	11	6.00	1.48	51	5.55	1.72	5	5.60	2.51	11	5.82	2.14
Education*	9	4.89	2.85	56	6.79	1.63	13	7.08	0.95	53	6.04	1.68	10	5.80	1.87	30	6.27	1.68	102	6.36	1.77	11	5.91	2.17	51	5.84	1.73	5	5.20	2.59	12	6.33	1.50
Poverty reduction	9	5.33	1.80	58	6.64	1.58	13	6.77	1.92	54	6.15	1.65	10	6.00	1.89	30	6.10	1.90	104	6.41	1.79	12	6.25	1.96	48	5.87	2.01	5	5.40	2.41	13	6.31	1.49
Gender equity*	9	5.89	2.67	56	6.73	1.65	13	6.15	1.77	52	5.98	1.65	9	6.33	2.12	28	6.21	2.03	97	6.37	1.85	10	6.90	1.97	48	5.40	1.74	5	5.00	2.45	12	6.92	1.00
Job creation/employment*	9	4.33	2.55	55	5.75	1.92	12	6.08	2.11	52	5.42	1.58	10	4.70	1.95	25	5.76	2.09	98	5.18	1.97	11	4.82	1.72	46	4.46	1.75	5	4.20	1.79	12	5.00	2.17
Foreign direct investment	9	5.67	1.94	52	5.33	2.04	10	5.20	1.99	52	5.29	1.72	10	4.80	2.20	24	5.38	2.28	97	4.85	2.19	11	5.55	1.97	48	4.96	2.11	5	3.80	2.28	9	4.89	2.42
Trade and exports	9	4.89	2.15	53	5.26	1.69	10	5.20	1.55	48	4.98	1.50	8	5.38	1.85	21	5.57	2.16	93	4.87	2.02	11	5.18	1.40	49	5.06	1.81	5	3.60	2.79	8	4.75	2.19
Economic growth	9	5.56	1.88	57	6.02	1.69	11	6.36	1.43	56	5.77	1.67	10	5.80	1.81	27	5.89	2.17	100	5.65	1.83	11	5.27	1.42	48	5.44	1.87	5	4.80	2.39	11	6.09	1.64
Anti-corruption	8	6.38	2.00	53	5.75	1.85	12	6.00	1.54	53	5.89	2.15	9	5.67	2.74	26	6.08	2.51	103	5.58	2.33	11	5.73	1.01	49	5.45	2.09	5	6.00	3.08	12	6.17	1.90
Domestic private sector development	9	5.67	2.35	56	5.55	1.81	12	6.25	1.36	52	5.19	1.77	10	5.20	1.62	24	5.71	1.40	99	5.37	1.77	10	5.80	1.32	49	4.71	1.70	5	3.80	2.68	11	5.00	1.48
Public sector governance/reform	9	5.11	1.83	58	6.09	1.79	12	6.50	1.57	55	5.64	2.02	10	5.30	1.57	29	5.86	1.73	104	5.79	2.13	11	6.27	1.62	51	5.00	1.96	5	5.80	2.68	12	6.00	1.71
Equality of opportunity	9	5.44	2.51	57	5.82	1.84	12	5.50	1.68	53	5.28	1.78	9	5.33	2.12	25	4.92	2.16	93	4.92	1.88	10	5.50	2.27	46	4.43	1.97	5	4.20	1.64	12	5.42	1.62
Health and nutrition	9	5.44	2.07	57	6.58	1.49	13	6.54	1.20	53	5.94	1.59	8	6.88	0.35	30	6.00	1.64	101	6.18	1.80	12	6.58	1.56	49	5.69	1.58	5	5.40	1.95	12	6.50	1.17
Rural development*	9	5.11	2.37	57	6.44	1.58	13	6.46	0.88	55	6.04	1.58	8	6.75	0.46	27	6.07	1.66	100	5.85	1.74	12	6.42	1.56	50	5.58	1.59	5	4.80	1.92	12	6.67	0.78
Regional integration	8	5.63	1.92	56	5.52	1.92	10	4.90	1.20	47	5.53	1.71	9	5.33	1.80	22	5.32	1.96	97	5.25	2.00	10	5.60	1.84	44	4.73	1.97	4	4.25	1.71	11	5.27	1.42
Energy power	9	4.78	1.92	55	5.98	1.86	11	6.45	1.29	52	5.58	1.75	9	5.11	1.97	24	5.58	2.32	97	5.25	2.15	11	5.45	1.75	51	4.73	1.81	4	4.75	2.75	11	4.91	1.70
Social protection	9	5.00	2.06	57	6.25	1.61	11	6.18	1.47	51	5.65	1.84	8	6.38	1.51	28	6.25	2.01	93	5.69	1.88	12	6.00	2.13	49	5.24	1.70	5	4.60	1.67	11	6.18	1.25
Climate change and natural disaster preparedness*	9	5.33	2.12	57	6.39	1.52	12	6.33	1.07	56	5.96	1.70	9	5.89	2.09	25	5.56	1.73	102	5.72	1.97	11	6.55	1.57	47	5.00	2.00	5	5.60	2.30	12	6.17	1.80
Water and sanitation	7	5.71	1.60	58	6.24	1.64	11	7.09	1.38	54	6.35	1.54	9	6.56	1.33	28	6.18	1.57	105	6.17	2.01	11	6.55	1.57	50	5.54	1.85	5	6.20	2.49	11	6.73	0.91
Regulatory framework	8	5.25	2.12	54	5.94	1.94	11	6.64	1.80	53	6.00	1.56	10	5.70	1.83	24	5.83	1.99	96	5.79	2.05	10	5.60	1.90	50	5.18	1.92	5	5.60	2.30	11	6.00	2.15

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Bangladesh?	9	5.67	2.60	57	6.37	1.76	13	6.31	1.11	56	6.23	1.49	9	5.89	1.62	30	5.70	1.56	105	5.84	1.63	13	5.85	1.57	51	5.51	1.83	5	5.60	2.88	13	6.38	0.96

(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 in Bangladesh? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
The World Bank's financial instruments meet the needs of Bangladesh	9	5.11	2.67	58	5.71	1.89	12	6.00	1.48	57	5.63	1.74	9	5.67	2.00	28	5.46	1.67	104	5.35	1.97	13	5.46	1.66	51	5.02	1.85	5	4.20	2.28	13	5.38	1.45
The World Bank meets Bangladesh's needs for knowledge services	9	5.33	2.69	58	6.14	1.68	13	5.38	1.76	56	5.77	1.57	10	5.30	2.21	30	5.73	1.72	105	5.71	1.97	13	6.38	1.33	51	5.76	1.85	5	4.60	2.07	13	5.85	1.35

E. The World Bank's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Weekly	33.3%	27.6%	38.5%	5.3%	20.0%	9.7%	43.8%	16.7%	9.8%	-	14.3%
Monthly	11.1%	20.7%	30.8%	17.5%	10.0%	25.8%	37.1%	33.3%	31.4%	40.0%	35.7%
A few times a year	55.6%	31.0%	30.8%	40.4%	50.0%	51.6%	15.2%	41.7%	45.1%	20.0%	42.9%
Rarely	-	20.7%	-	28.1%	20.0%	9.7%	3.8%	8.3%	11.8%	-	7.1%
Never	-	-	-	8.8%	-	3.2%	-	-	2.0%	40.0%	-

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
Enhancing your knowledge and/or skills	9	5.44	3.13	57	6.51	1.99	13	6.54	1.76	55	5.69	2.21	10	5.20	1.99	30	5.77	1.63	105	5.94	2.15	13	6.00	1.96	51	5.90	2.15	5	3.60	2.97	14	6.64	1.39
Contributing to good policy making	9	5.67	2.83	57	6.37	1.79	12	6.92	1.56	56	5.89	1.92	10	5.70	1.83	29	5.66	1.65	104	5.55	1.98	13	5.77	1.42	50	5.76	1.69	5	5.60	2.70	14	6.29	1.33
Providing support for program implementation	9	5.78	3.27	56	6.36	1.84	12	6.83	1.59	57	5.88	2.00	10	5.90	1.91	30	5.57	1.78	103	5.50	1.95	13	5.85	1.73	48	5.79	1.91	5	5.20	3.11	14	5.86	1.35

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

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD	N	Mean	SD																					
Are timely	9	6.00	3.35	57	6.02	1.48	13	6.00	1.68	54	5.59	1.74	9	5.67	2.40	28	5.32	1.83	101	5.65	1.99	11	5.82	1.54	49	5.41	1.84	5	5.80	1.79	12	6.17	1.19	12	6.17	1.19	12	6.17	1.19	12	6.17	1.19	12	6.17	1.19	12	6.17	1.19	12	6.17	1.19						
Include appropriate level of stakeholder involvement during preparation	9	5.78	2.64	58	5.98	1.56	11	6.64	2.11	56	5.52	1.83	8	5.25	2.66	28	5.00	1.44	99	5.55	2.06	12	5.58	1.56	51	5.16	1.74	4	4.50	1.92	12	6.00	1.35	12	6.00	1.35	12	6.00	1.35	12	6.00	1.35	12	6.00	1.35	12	6.00	1.35	12	6.00	1.35	12	6.00	1.35			
Are relevant to Bangladesh's development priorities	9	6.11	2.80	58	5.88	1.75	13	5.85	1.52	57	6.07	1.51	10	6.00	1.63	29	5.38	1.50	103	5.77	1.84	12	5.92	1.17	51	5.82	1.79	5	6.00	2.00	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04	13	6.38	1.04
Provide feasible recommendations	9	5.11	2.62	56	6.02	1.69	12	6.00	1.48	55	6.40	1.47	9	6.44	1.51	29	5.48	1.38	103	6.07	2.10	11	5.91	1.30	51	5.63	1.79	5	6.20	2.05	13	6.31	0.86	13	6.31	0.86	13	6.31	0.86	13	6.31	0.86	13	6.31	0.86	13	6.31	0.86	13	6.31	0.86	13	6.31	0.86			
Are accessible (well written and easy to understand)	9	6.44	2.40	58	6.50	1.50	13	6.15	1.99	57	6.26	1.78	10	6.30	2.21	29	6.10	1.50	101	6.16	2.05	12	6.42	1.24	50	6.10	1.88	4	4.50	1.29	12	6.08	1.62	12	6.08	1.62	12	6.08	1.62	12	6.08	1.62	12	6.08	1.62	12	6.08	1.62	12	6.08	1.62	12	6.08	1.62			
Are source of relevant information on global good practices.	9	6.56	2.79	56	6.50	1.79	11	6.91	1.64	55	6.76	1.69	10	6.60	2.37	28	6.61	1.55	98	6.58	1.84	11	6.45	1.13	49	6.47	1.66	5	5.80	1.92	12	7.08	0.79	12	7.08	0.79	12	7.08	0.79	12	7.08	0.79	12	7.08	0.79	12	7.08	0.79	12	7.08	0.79	12	7.08	0.79			
Are useful in terms of the work you do	9	6.33	2.65	58	6.48	1.77	13	7.00	2.08	57	5.81	2.16	10	5.00	2.36	29	6.31	1.82	104	6.63	2.15	12	6.33	1.67	50	5.98	1.82	5	4.60	2.51	12	6.92	1.56	12	6.92	1.56	12	6.92	1.56	12	6.92	1.56	12	6.92	1.56	12	6.92	1.56	12	6.92	1.56	12	6.92	1.56			
Are adequately disseminated	9	6.33	3.04	56	5.93	1.89	12	6.58	2.28	54	5.57	1.83	9	5.56	2.46	27	5.19	1.88	102	5.71	2.10	12	5.83	1.64	50	5.48	1.79	5	4.60	1.67	12	5.92	1.31	12	5.92	1.31	12	5.92	1.31	12	5.92	1.31	12	5.92	1.31	12	5.92	1.31	12	5.92	1.31						
Are appropriately translated	9	6.33	2.83	52	6.13	1.86	11	7.09	1.97	48	6.13	2.11	8	6.38	2.45	28	5.64	1.83	98	6.29	2.12	9	7.11	1.45	44	5.55	1.93	5	5.60	2.51	7	6.29	1.50	7	6.29	1.50	7	6.29	1.50	7	6.29	1.50	7	6.29	1.50	7	6.29	1.50	7	6.29	1.50	7	6.29	1.50			
Are adaptable to Bangladesh's specific development challenges and country circumstances	9	6.33	2.29	58	6.05	1.65	13	6.23	1.64	56	6.09	1.43	9	5.44	2.24	29	5.21	1.66	104	5.64	1.87	12	6.17	1.34	50	5.58	1.86	5	4.80	2.17	13	6.15	1.14	13	6.15	1.14	13	6.15	1.14	13	6.15	1.14	13	6.15	1.14	13	6.15	1.14	13	6.15	1.14	13	6.15	1.14			

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	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	N	Mean	SD	N	Mean	SD																					
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	9	5.89	2.47	58	6.48	1.65	13	6.08	1.80	55	6.29	1.34	10	5.80	1.69	29	5.86	1.46	104	5.92	1.71	12	6.00	1.48	51	5.78	1.64	5	5.40	1.52	14	6.14	1.61	14	6.14	1.61	14	6.14	1.61	14	6.14	1.61	14	6.14	1.61	14	6.14	1.61	14	6.14	1.61	14	6.14	1.61			
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	9	7.22	1.64	57	7.04	1.39	13	6.92	1.71	54	6.96	1.54	10	6.50	1.96	28	6.29	1.68	102	6.59	1.63	12	6.67	0.99	50	6.60	1.63	5	6.00	1.87	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49	14	6.71	1.49

(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? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
The World Bank disburses funds promptly*	9	5.11	3.06	57	5.54	1.93	13	6.00	2.16	53	5.23	1.96	10	5.00	2.26	24	5.04	1.92	99	4.28	1.94	13	5.62	2.43	42	4.93	2.08	5	4.20	2.59	12	5.58	2.07
The World Bank effectively monitors and evaluates the projects and programs it supports	8	6.13	2.48	58	6.57	1.83	13	6.38	1.76	56	6.46	1.61	10	6.40	2.32	27	6.26	1.72	105	6.52	1.82	13	6.77	1.48	50	6.20	1.60	5	5.00	3.08	12	7.08	0.79
The World Bank's approvals and reviews are done in a timely fashion	9	5.78	3.07	58	5.74	1.91	13	5.85	2.15	55	5.89	1.66	10	5.70	2.79	27	5.30	1.92	102	5.84	2.02	12	5.17	2.29	45	5.78	1.78	5	5.80	2.78	12	5.92	1.88
The World Bank's "Safeguard Policy" requirements are reasonable	9	5.56	2.96	53	6.08	1.82	11	7.18	1.94	45	6.47	1.73	9	5.89	2.37	23	5.74	1.25	96	5.82	2.15	10	6.10	1.20	41	6.10	1.66	3	6.00	2.65	9	6.00	1.41
The World Bank conditions on its lending are reasonable*	8	5.63	2.39	58	6.10	2.13	13	5.77	1.64	52	5.85	1.80	10	5.70	2.45	28	5.00	1.79	103	4.81	2.10	13	6.08	2.22	48	5.54	2.20	4	5.00	2.16	11	5.45	2.21
Working with the World Bank increases Bangladesh's institutional capacity	9	6.89	2.52	58	6.86	1.80	13	6.69	2.10	55	6.87	1.54	10	7.10	2.23	28	6.14	1.53	104	6.54	1.96	12	7.33	1.50	51	6.12	1.83	5	5.20	3.35	12	6.92	1.31
The World Bank ensures consistency and continuity through staff changes	8	5.88	2.17	52	6.17	1.71	11	5.55	1.81	42	6.00	1.70	8	7.00	1.31	20	6.05	1.32	89	5.89	1.90	9	6.67	1.80	36	5.58	1.34	4	4.00	2.45	10	6.40	1.43
The World Bank's teams and visits are well coordinated	8	6.75	1.98	56	6.46	1.67	13	6.77	1.59	48	6.38	1.68	10	6.60	2.55	24	6.21	1.67	88	6.44	1.88	11	6.82	1.60	39	6.28	1.92	5	5.80	2.86	10	6.90	1.60
Where country systems are adequate, the World Bank makes appropriate use of them	9	6.11	2.15	56	5.61	1.89	12	6.50	2.39	44	6.11	1.59	8	6.75	2.66	24	5.92	1.21	96	5.65	1.95	10	6.20	1.40	36	5.64	1.57	5	4.60	2.70	11	5.82	1.83
The World Bank provides effective implementation support	8	7.13	1.96	58	6.38	1.95	13	6.54	1.94	53	6.32	1.67	10	6.50	2.32	28	5.54	1.77	103	6.00	1.84	13	6.85	1.57	48	5.96	1.70	5	5.40	3.36	12	6.58	0.90

*Significantly different between stakeholder groups

G. The Future Role of the World Bank in Bangladesh

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Bangladesh's development in the near future?*	9	6.78	2.54	58	8.19	1.56	13	7.85	1.28	57	8.32	1.50	10	7.50	1.90	31	7.16	1.64	105	7.91	1.96	13	7.54	1.90	51	6.96	2.09	5	7.60	2.70	14	8.57	1.22

(1-Not a significant role at all, 10-Very significant role) *Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Improve the quality of its experts as related to Bangladesh's specific challenges	33.3%	20.7%	46.2%	36.8%	20.0%	35.5%	27.6%	53.8%	41.2%	40.0%	42.9%
Reduce the complexity of obtaining World Bank financing*	55.6%	91.4%	46.2%	56.1%	50.0%	67.7%	65.7%	61.5%	54.9%	40.0%	71.4%
Focus primarily on advocacy issues	11.1%	1.7%	0.0%	5.3%	10.0%	6.5%	3.8%	0.0%	11.8%	20.0%	0.0%
Reach out more to groups outside of government*	22.2%	12.1%	38.5%	47.4%	70.0%	38.7%	35.2%	7.7%	37.3%	60.0%	14.3%
Ensure greater selectivity in its work	22.2%	12.1%	15.4%	8.8%	0.0%	6.5%	9.5%	15.4%	7.8%	20.0%	14.3%
Provide more adequate data/ knowledge/ statistics/ figures on Bangladesh's economy	0.0%	8.6%	23.1%	5.3%	10.0%	16.1%	12.4%	23.1%	11.8%	0.0%	0.0%
Offer more innovative financial products	11.1%	8.6%	7.7%	17.5%	20.0%	19.4%	6.7%	7.7%	3.9%	0.0%	7.1%
Offer more innovative knowledge services	11.1%	8.6%	7.7%	7.0%	20.0%	6.5%	8.6%	0.0%	11.8%	0.0%	0.0%
Work faster*	22.2%	34.5%	15.4%	15.8%	0.0%	3.2%	27.6%	30.8%	13.7%	20.0%	42.9%
Other	11.1%	1.7%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	2.0%	0.0%	7.1%

*Significantly different between stakeholder groups

Please identify the two areas related to corruption in Bangladesh where greater attention from the World Bank Group would be most valuable? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Collusive practices in procurement	77.8%	72.4%	76.9%	64.3%	50.0%	50.0%	67.6%	76.9%	47.1%	80.0%	64.3%
Bribes of official*	33.3%	19.0%	23.1%	55.4%	50.0%	50.0%	40.0%	46.2%	43.1%	40.0%	21.4%
Stolen goods	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%
Failure to provide services	33.3%	37.9%	23.1%	32.1%	60.0%	50.0%	35.2%	15.4%	39.2%	40.0%	28.6%
Poor quality of construction	44.4%	58.6%	61.5%	41.1%	20.0%	43.3%	41.9%	38.5%	47.1%	40.0%	64.3%
Illegal possession of land	11.1%	3.4%	0.0%	7.1%	10.0%	6.7%	13.3%	0.0%	11.8%	0.0%	7.1%
Other	0.0%	0.0%	7.7%	0.0%	10.0%	0.0%	1.0%	7.7%	3.9%	0.0%	0.0%
Don't know	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%

*Significantly different between stakeholder groups

Would you like to see more, less, or just about the same level of World Bank Group involvement in areas related to corruption?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
More	66.7%	58.6%	61.5%	82.5%	50.0%	61.3%	76.2%	46.2%	48.0%	80.0%	71.4%
Less	11.1%	5.2%	-	1.8%	10.0%	-	3.8%	-	16.0%	-	7.1%
Just about the same	11.1%	19.0%	30.8%	12.3%	40.0%	22.6%	17.1%	38.5%	30.0%	20.0%	21.4%
None at all	-	13.8%	7.7%	3.5%	-	3.2%	2.9%	7.7%	4.0%	-	-
Don't know	11.1%	3.4%	-	-	-	12.9%	-	7.7%	2.0%	-	-

*Significantly different between stakeholder groups

H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Local newspapers	88.9%	89.7%	92.3%	86.0%	90.0%	86.7%	88.3%	100.0%	72.5%	80.0%	92.9%
International newspapers	0.0%	5.2%	7.7%	3.5%	0.0%	0.0%	4.9%	0.0%	9.8%	0.0%	7.1%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	1.9%	0.0%	2.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	1.8%	0.0%	3.3%	1.0%	7.7%	2.0%	0.0%	0.0%
Local television*	88.9%	51.7%	30.8%	50.9%	0.0%	33.3%	31.1%	23.1%	23.5%	80.0%	57.1%
International television*	0.0%	5.2%	15.4%	7.0%	10.0%	3.3%	0.0%	7.7%	15.7%	0.0%	0.0%
Periodicals	0.0%	10.3%	0.0%	7.0%	20.0%	6.7%	3.9%	0.0%	17.6%	0.0%	7.1%
Internet*	11.1%	29.3%	38.5%	35.1%	80.0%	40.0%	48.5%	53.8%	49.0%	40.0%	28.6%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	7.7%	5.3%	0.0%	6.7%	12.6%	0.0%	2.0%	0.0%	7.1%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	1.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	1.9%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%
Other	11.1%	3.4%	0.0%	0.0%	0.0%	3.3%	1.9%	7.7%	3.9%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
World Bank website*	66.7%	93.1%	84.6%	61.4%	50.0%	64.5%	76.0%	84.6%	64.7%	80.0%	64.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	22.2%	15.5%	15.4%	24.6%	0.0%	16.1%	26.9%	0.0%	17.6%	0.0%	7.1%
e-Newsletters	11.1%	10.3%	7.7%	28.1%	40.0%	22.6%	19.2%	23.1%	9.8%	20.0%	21.4%
Instant messaging*	0.0%	0.0%	15.4%	3.5%	10.0%	3.2%	14.4%	0.0%	3.9%	0.0%	0.0%
World Bank seminars/workshops/conferences	22.2%	22.4%	38.5%	24.6%	30.0%	29.0%	18.3%	30.8%	41.2%	0.0%	35.7%
World Bank Public Information Center	11.1%	3.4%	0.0%	10.5%	30.0%	12.9%	10.6%	15.4%	5.9%	20.0%	0.0%
World Bank publications and other written materials*	66.7%	34.5%	38.5%	35.1%	30.0%	32.3%	14.4%	46.2%	41.2%	40.0%	42.9%
Mobile phones	0.0%	8.6%	0.0%	1.8%	0.0%	6.5%	7.7%	0.0%	5.9%	20.0%	7.1%
Social media (Facebook, Twitter, YouTube)	0.0%	12.1%	0.0%	7.0%	0.0%	12.9%	10.6%	0.0%	3.9%	20.0%	14.3%
Blogs*	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	2.0%	0.0%	7.1%

*Significantly different between stakeholder groups

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	22.2%	34.5%	46.2%	26.8%	30.0%	41.9%	49.5%	38.5%	42.0%	40.0%	7.7%
No	77.8%	65.5%	53.8%	73.2%	70.0%	58.1%	50.5%	61.5%	58.0%	60.0%	92.3%

H. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	44.4%	12.5%	25.0%	7.4%	33.3%	20.0%	30.4%	16.7%	4.2%	-	7.7%
No	55.6%	87.5%	75.0%	92.6%	66.7%	80.0%	69.6%	83.3%	95.8%	100.0%	92.3%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	75.0%	85.7%	100.0%	75.0%	50.0%	100.0%	74.2%	100.0%	50.0%	-	100.0%
No	25.0%	14.3%	-	25.0%	50.0%	-	25.8%	-	50.0%	-	-

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	3.2%	-	-	-	-	-

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	77.8%	98.3%	100.0%	80.7%	90.0%	93.5%	99.0%	92.3%	88.0%	80.0%	85.7%
No	22.2%	1.7%	-	19.3%	10.0%	6.5%	1.0%	7.7%	12.0%	20.0%	14.3%

*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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 has been open and transparent when communicating about the Padma Bridge corruption case?	7	6.00	3.32	52	5.40	2.00	12	6.75	1.87	57	6.18	2.44	10	7.10	2.64	31	5.26	2.66	105	6.02	2.70	12	3.83	1.95	50	5.80	2.33	5	5.80	2.95	12	5.50	2.20

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

Which do you primarily use?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
The World Bank's country website	50.0%	52.6%	38.5%	67.3%	66.7%	58.6%	69.9%	58.3%	55.6%	50.0%	83.3%
The World Bank's main website	50.0%	47.4%	61.5%	32.7%	33.3%	41.4%	30.1%	41.7%	44.4%	50.0%	16.7%

H. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
High speed	87.5%	98.2%	100.0%	95.7%	88.9%	96.6%	96.0%	91.7%	90.9%	75.0%	100.0%
Dial-up	12.5%	1.8%	-	4.3%	11.1%	3.4%	4.0%	8.3%	9.1%	25.0%	-

How often do you go to the World Bank Bangladesh Facebook page?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Weekly	11.1%	10.3%	15.4%	1.8%	10.0%	3.2%	13.7%	-	6.1%	-	-
Monthly	-	8.6%	23.1%	1.8%	-	12.9%	11.8%	-	4.1%	20.0%	7.7%
A few times a year	44.4%	15.5%	38.5%	8.8%	10.0%	25.8%	11.8%	7.7%	14.3%	-	-
Rarely	22.2%	29.3%	15.4%	28.1%	10.0%	19.4%	23.5%	23.1%	20.4%	-	30.8%
Never	22.2%	36.2%	7.7%	59.6%	70.0%	38.7%	39.2%	69.2%	55.1%	80.0%	61.5%

*Significantly different between stakeholder groups

Do you use/have you used the World Bank's Public Information Centers (PICs) in Bangladesh?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	Consultant on Bank-supported Project/ PMU	Private Sector/ Financial Sector/ Private Bank	Private Foundation	NGO	Media	Independent Government Institution	Academia	Judiciary Branch	Other
Yes	11.1%	10.3%	23.1%	10.5%	40.0%	22.6%	37.5%	7.7%	20.0%	-	14.3%
No	88.9%	86.2%	53.8%	66.7%	60.0%	64.5%	58.7%	84.6%	66.0%	100.0%	85.7%
I don't know what PIC is	-	3.4%	23.1%	22.8%	-	12.9%	3.8%	7.7%	14.0%	-	-

*Significantly different between stakeholder groups

When thinking about the way the World Bank communicates in the public media (broadcast, cable, electronic, radio, newspaper, magazines, etc.), to what extent do you believe this communication is... (1-To no degree at all, 10-To a very significant degree)

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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			
Relevant	9	5.22	1.79	57	6.21	1.91	13	6.46	1.33	53	6.04	1.89	10	7.70	1.42	29	5.83	1.67	104	6.41	2.07	12	5.92	1.00	46	6.13	1.83	5	6.20	1.64	12	6.25	1.91
Informative*	8	6.88	2.85	57	6.44	1.86	13	6.38	1.04	54	5.91	1.61	10	7.60	1.27	29	6.66	1.68	104	6.85	1.87	12	6.00	1.91	47	6.17	1.67	5	5.40	1.95	12	6.42	1.78
Objective and balanced	9	7.33	2.69	54	6.11	1.80	13	6.08	1.32	52	5.65	1.56	10	6.70	1.83	28	5.89	1.69	101	6.19	1.96	12	5.67	1.44	46	5.78	1.79	5	5.80	1.64	12	6.17	1.70
Appropriate level of frequency	9	6.78	2.77	51	5.76	1.76	13	5.77	1.48	49	4.86	1.62	9	5.78	1.99	26	5.77	1.39	97	5.54	2.04	11	5.64	1.43	42	5.62	1.81	4	6.00	1.41	11	4.73	1.74
Clear about the Bank's position and views	9	6.89	2.71	57	6.07	1.66	13	6.77	1.74	54	5.61	1.64	10	7.30	1.83	28	6.39	1.83	103	6.19	2.19	12	6.33	1.44	46	5.89	2.10	3	7.33	1.53	12	5.33	2.23

*Significantly different between stakeholder groups

H. Communication and Information Sharing (continued)

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

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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	N	Mean	SD
I use/consult World Bank data more often than I did a few years ago*	8	5.88	2.80	56	6.38	2.18	13	7.23	1.01	56	5.05	2.51	10	5.40	3.10	28	5.93	1.82	104	6.84	2.15	12	5.17	2.86	49	5.53	2.43	5	4.40	2.61	13	5.54	1.76
The World Bank's PIC is a valuable source of information related to development in Bangladesh	1	10.00	.	6	6.33	2.34	3	7.33	1.16	6	6.67	1.03	4	6.50	4.12	8	7.25	1.39	39	6.82	2.00	1	7.00	.	10	6.30	1.89				2	3.50	2.12
I find the information on the World Bank's websites useful.	8	7.25	2.19	54	6.76	2.14	13	6.92	1.85	49	6.29	1.81	9	6.56	1.94	27	6.59	1.37	102	7.27	1.99	10	7.40	2.22	42	6.52	2.22	4	5.75	1.50	11	6.36	1.96
When I need information from the World Bank I know how to find it*	7	7.71	2.63	51	6.49	2.33	12	6.83	2.17	51	5.22	2.43	10	7.00	2.58	27	5.78	2.50	103	7.13	2.24	12	6.75	1.66	45	5.67	2.56	5	5.00	2.74	14	7.21	1.76
The World Bank is responsive to my information requests and inquiries	6	7.67	1.37	37	6.78	2.25	9	7.33	1.94	30	5.63	1.96	9	6.56	3.05	19	6.42	2.12	92	6.54	2.27	7	7.29	1.50	36	5.89	2.08	3	5.00	3.61	9	7.22	2.17

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions across Country Surveys¹

FY 2004 N=417 ● FY 2010 N=334 ● FY 2013 N=366

B. Overall Attitudes toward the World Bank

	FY 2004			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Bangladesh? [^]	413	6.45	1.94	312	7.20	2.08	366	7.04	1.75

(1-Not familiar at all, 10-Extremely familiar) [^]Significantly different between FY13 and FY04 surveys

	FY 2004			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Bangladesh. [^]	399	5.24	1.89	328	5.89	2.10	365	6.11	1.71

(1-Not effective at all, 10-Very effective) [^]Significantly different between FY13 and FY04 surveys

To what extent do you agree with the following statements about the World Bank's work in Bangladesh?

	FY 2004			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Bangladesh [^]	413	4.89	2.52	317	5.85	2.33	362	5.92	1.91
The World Bank's work is aligned with what I consider the development priorities for Bangladesh [^]	409	4.51	2.33	305	5.50	2.20	363	5.61	1.88

(1-Strongly disagree, 10-Strongly agree) [^]Significantly different between FY13 and FY04 surveys

¹ Only those questions with similar response options/scales could be included in these comparisons.

C. World Bank Effectiveness and Results

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

	FY 2004			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Agricultural development ^{^*}	389	4.44	2.40	258	5.22	2.17	342	5.60	1.78
Urban development ^{^*}	377	4.21	2.05	253	4.96	2.15	345	5.75	1.82
Environmental sustainability ^{^*}	385	4.82	2.01	249	5.37	2.25	342	5.90	1.89
Financial markets*				266	5.86	2.10	317	5.44	1.78
Basic infrastructure	400	5.90	2.30	269	6.23	2.09	346	6.01	1.79
Education ^{^*}	392	5.95	2.15	269	5.72	2.26	352	6.24	1.78
Poverty reduction ^{^*}	407	5.01	2.53	293	5.49	2.23	356	6.26	1.79
Gender equity*	399	6.14	2.28	266	5.64	2.21	339	6.21	1.84
Economic growth [^]	404	4.98	2.37	266	5.65	2.15	345	5.73	1.79
Anti-corruption*				261	4.80	2.43	341	5.74	2.14
Domestic private sector development ^{^*}	384	5.80	1.98	272	5.67	2.12	337	5.31	1.76
Health and nutrition ^{^*}	391	4.75	2.23	269	5.78	2.25	349	6.15	1.63
Social protection*				253	5.11	2.18	334	5.78	1.81
Climate change and natural disaster preparedness*				256	4.87	2.28	345	5.81	1.84
Regulatory framework ^{^*}	371	4.66	2.16	267	5.32	2.21	332	5.77	1.92

[^]Significantly different between FY13 and FY04 surveys *Significantly different between FY13 and FY10 surveys

D. The World Bank's Knowledge Work and Activities

In Bangladesh, to what extent do you believe that the World Bank's knowledge work and activities:

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

	FY 2004			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are useful in terms of the work you do ^{^*}	401	7.22	2.15	302	7.14	2.09	359	6.29	2.04
Are adaptable to Bangladesh's specific development challenges and country circumstances*				299	6.47	2.22	358	5.79	1.74

[^]Significantly different between FY13 and FY04 surveys *Significantly different between FY13 and FY10 surveys

E. Working with the World Bank

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

	FY 2004			FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank effectively monitors and evaluates the projects and programs it supports*	387	6.50	2.18	178	6.88	2.28	357	6.45	1.76
The World Bank's conditions on its lending are reasonable*				168	6.57	2.55	348	5.45	2.10
Working with the World Bank increases Bangladesh's institutional capacity^	397	5.33	2.20	174	6.30	2.35	357	6.60	1.85

^Significantly different between FY13 and FY04 surveys *Significantly different between FY13 and FY10 surveys

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY 2004	FY 2010	FY 2013
Yes	-	99.4%	99.7%
No	-	0.6%	0.3%

Do you use/have used the World Bank website?^*

Percentage of Respondents	FY 2004	FY 2010	FY 2013
Yes	54.5%	77.6%	92.3%
No	45.5%	22.4%	7.7%

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

Which do you primarily use?

Percentage of Respondents	FY 2004	FY 2010	FY 2013
The World Bank's country website	50.2%	59.9%	61.9%
The World Bank's main website	49.8%	40.1%	38.1%

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Bangladesh? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Bangladesh.	5.77	6.52	6.30	5.82	6.20	6.01	6.00	6.48	5.94	6.42	6.22	5.95
To what extent do you believe the World Bank's staff is well prepared to help Bangladesh solve its most complicated development challenges?	5.53	6.10	6.05	5.38	5.85	5.72	5.70	6.05	5.51	6.25	5.89	5.63
The World Bank's financial instruments meet the needs of Bangladesh	5.17	5.72	5.76	4.94	5.48	5.38	5.31	5.84	5.26	5.73	5.48	5.36
The World Bank meets Bangladesh's needs for knowledge services	5.54	6.09	6.00	5.46	5.80	5.77	5.80	5.73	5.65	6.02	5.67	5.96
Overall the World Bank currently plays a relevant role in development in Bangladesh	5.47	6.48	6.24	5.45	6.05	5.80	5.81	6.33	5.68	6.37	5.94	5.91
The World Bank's work is aligned with what I consider the development priorities for Bangladesh	5.29	6.02	5.92	5.15	5.65	5.59	5.57	5.78	5.37	6.05	5.66	5.56
Responsiveness	5.29	6.20	5.98	5.28	5.75	5.65	5.65	5.88	5.47	6.10	5.60	5.85
Openness (sharing data and other information)	5.57	6.33	6.17	5.54	5.97	5.87	5.84	6.18	5.67	6.36	5.92	5.93
Collaboration with groups outside of the Government	5.76	6.35	6.11	5.78	5.99	5.98	5.97	6.02	5.80	6.31	6.09	5.83
Collaboration with the Government	6.72	7.17	7.18	6.55	6.98	6.87	6.82	7.29	6.82	7.12	6.84	7.07
Collaboration with other donors	6.80	7.11	7.14	6.64	6.87	7.02	6.84	7.29	6.88	7.06	6.97	6.91
To what extent does the World Bank's work help to achieve development results in Bangladesh?	5.67	6.32	6.23	5.57	6.15	5.75	5.87	6.29	5.77	6.30	5.94	6.01
Are adaptable to Bangladesh's specific development challenges and country circumstances	5.47	6.24	6.10	5.33	5.78	5.82	5.77	5.87	5.56	6.20	5.77	5.84
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.79	6.42	6.33	5.63	6.03	6.08	6.01	6.20	5.87	6.36	6.08	6.01
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6.44	7.10	7.01	6.27	6.71	6.74	6.70	6.79	6.48	7.12	6.75	6.68
Where country systems are adequate, the World Bank makes appropriate use of them	5.59	6.03	6.08	5.39	5.71	5.94	5.69	6.24	5.65	6.07	5.97	5.60

Yellow highlight indicates significant difference between Yes and No mean.

Appendix F: Indicator Questions as a Function of Stakeholder Group

	Office of the President/Prime Minister/Minister			Employee of a Ministry			Consultant on Bank supported Project/PMU			Private Sector/ Financial Sector/ Private Bank			Private Foundation			NGO			Media			Independent Government Institution			Academia			Judiciary Branch			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 effectiveness in Bangladesh.	8	5.75	2.44	58	6.47	1.59	13	6.31	1.65	57	6.14	1.75	10	6.40	1.58	31	5.87	1.59	105	6.00	1.85	13	6.38	1.04	51	5.94	1.67	5	4.80	1.79	14	6.57	1.51
To what extent do you believe the World Bank's staff is well prepared to help Bangladesh solve its most complicated development challenges?	7	6.14	1.68	55	6.18	1.75	13	6.31	0.95	52	6.15	1.79	10	6.40	2.41	28	5.29	1.74	103	5.38	2.04	13	5.69	1.44	50	5.76	1.69	4	4.75	2.75	14	6.29	1.68
The World Bank's financial instruments meet the needs of Bangladesh	9	5.11	2.67	58	5.71	1.89	12	6.00	1.48	57	5.63	1.74	9	5.67	2.00	28	5.46	1.67	104	5.35	1.97	13	5.46	1.66	51	5.02	1.85	5	4.20	2.28	13	5.38	1.45
The World Bank meets Bangladesh's needs for knowledge services	9	5.33	2.69	58	6.14	1.68	13	5.38	1.76	56	5.77	1.57	10	5.30	2.21	30	5.73	1.72	105	5.71	1.97	13	6.38	1.33	51	5.76	1.85	5	4.60	2.07	13	5.85	1.35
Overall the World Bank currently plays a relevant role in development in Bangladesh	9	6.11	2.89	58	6.48	1.82	13	5.38	1.98	56	5.93	1.80	10	5.60	2.22	30	5.87	1.46	105	5.85	2.04	12	6.50	1.24	51	5.51	2.01	4	5.25	1.89	14	6.07	1.49
The World Bank's work is aligned with what I consider the development priorities for Bangladesh	9	6.00	2.69	58	6.00	1.79	13	5.69	1.60	56	5.84	1.81	10	6.00	1.63	30	5.30	1.78	105	5.37	1.93	13	6.23	1.24	51	5.29	1.91	4	4.00	2.58	14	6.00	1.96
Responsiveness	9	4.78	2.86	58	5.91	1.68	12	6.67	1.92	56	5.61	1.85	10	5.30	2.41	30	5.03	2.04	104	5.82	1.87	12	6.17	1.59	49	5.61	1.81	4	4.25	2.22	12	6.00	1.41
Openness (sharing data and other information)	9	5.78	2.59	57	6.21	1.89	13	5.62	2.43	57	5.86	1.79	10	6.80	1.40	31	5.97	2.01	103	5.95	2.26	13	6.69	1.03	49	5.51	1.99	5	3.00	1.23	13	6.23	1.64
Collaboration with groups outside of the Government*	9	6.33	1.12	51	6.39	1.46	11	6.45	1.81	53	5.85	1.69	8	6.75	1.75	30	4.50	1.76	103	6.36	1.88	13	6.69	1.11	49	5.76	1.61	4	3.00	0.82	14	5.43	1.99
Collaboration with the Government	9	7.22	2.11	58	6.74	1.71	13	7.15	1.28	56	7.16	1.47	10	6.10	2.38	31	6.97	1.87	105	7.05	1.52	13	7.15	1.21	49	6.59	1.74	5	6.60	2.07	13	7.08	1.55
Collaboration with other donors	8	7.38	1.41	56	6.73	1.76	11	6.82	1.25	54	7.02	1.45	10	6.70	1.83	28	6.57	1.83	104	7.11	1.80	10	7.60	1.08	46	6.87	1.66	5	6.80	2.17	13	6.85	1.82
To what extent does the World Bank's work help to achieve development results in Bangladesh?	9	5.67	2.60	57	6.37	1.76	13	6.31	1.11	56	6.23	1.49	9	5.89	1.62	30	5.70	1.56	105	5.84	1.63	13	5.85	1.57	51	5.51	1.83	5	5.60	2.88	13	6.38	0.96
Are adaptable to Bangladesh's specific development challenges and country circumstances	9	6.33	2.29	58	6.05	1.65	13	6.23	1.64	56	6.09	1.43	9	5.44	2.24	29	5.21	1.66	104	5.64	1.87	12	6.17	1.34	50	5.58	1.86	5	4.80	2.17	13	6.15	1.14
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	9	5.89	2.47	58	6.48	1.65	13	6.08	1.80	55	6.29	1.34	10	5.80	1.69	29	5.86	1.46	104	5.92	1.71	12	6.00	1.48	51	5.78	1.64	5	5.40	1.52	14	6.14	1.61
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	9	7.22	1.64	57	7.04	1.39	13	6.92	1.71	54	6.96	1.54	10	6.50	1.96	28	6.29	1.68	102	6.59	1.63	12	6.67	0.99	50	6.60	1.63	5	6.00	1.87	14	6.71	1.49
Where country systems are adequate, the World Bank makes appropriate use of them	9	6.11	2.15	56	5.61	1.89	12	6.50	2.39	44	6.11	1.59	8	6.75	2.66	24	5.92	1.21	96	5.65	1.95	10	6.20	1.40	36	5.64	1.57	5	4.60	2.70	11	5.82	1.83

*Significantly different between stakeholder groups

Appendix G: Bangladesh FY 2013 Questionnaire



World Bank Country Survey FY13 – BANGLADESH

As part of its continuous effort to improve its development effectiveness, the World Bank is interested in gauging the views of clients and partners who are either involved in development in Bangladesh or who are observers of the country's social and economic development. The following survey is meant to give the World Bank's team that works on Bangladesh, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of key stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Bangladesh. The World Bank commissioned an independent firm to oversee the logistics of this effort in Bangladesh. This ensures anonymity and confidentiality of respondents. 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: BACKGROUND INFORMATION

A1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch

21	Other (please specify): _____
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SECTION A: BACKGROUND INFORMATION

A2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/ non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

A3. Currently, do you professionally collaborate/ work with the World Bank in your country?	
1	Yes
2	No

A4. Which of the following describes most of your exposure to the World Bank in Bangladesh? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/ data
3	Engage in World Bank related/ sponsored events/ activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

A5. Which best represents your geographic location?	
1	Dhaka
2	Outside Dhaka

SECTION B: GENERAL ISSUES FACING BANGLADESH

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

B2. Listed below are a number of development priorities in Bangladesh.			
Please identify which of the following you consider the most important development priorities in Bangladesh? (Choose no more than THREE)			
1	Social protection (e.g., safety nets, targeted social assistance)	15	Education
2	Transport (e.g., roads, bridges, transportation)	16	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Energy/ power
4	Food security	18	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness
5	Gender equity	19	Agricultural development
6	Domestic private sector development	20	Trade and exports
7	Foreign direct investment	21	Economic growth
8	Water and sanitation	22	Law and justice (e.g., judicial system)
9	Job creation/ employment	23	Regulatory framework
10	Rural development	24	Regional integration
11	Financial markets	25	Environmental sustainability
12	Urban development	26	Anti corruption
13	Basic infrastructure	27	Information and communications technology
14	Equality of opportunity (i.e., equity)	28	Health and nutrition

SECTION B: GENERAL ISSUES

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 Bangladesh? (Choose no more than THREE)			
1	Water and sanitation	15	Anti corruption
2	Equality of opportunity (i.e., equity)	16	Domestic private sector development
3	Job creation/ employment	17	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	18	Urban development
5	Regional integration	19	Energy/ power
6	Gender equity	20	Food security
7	Rural development	21	Social protection (e.g., safety nets, targeted social assistance)
8	Education	22	Health and nutrition
9	Regulatory framework	23	Agricultural development
10	Basic infrastructure	24	Economic growth
11	Environmental sustainability	25	Financial markets
12	Law and justice (e.g., judicial system)	26	Trade and exports
13	Transport (e.g., roads, bridges, transportation)	27	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
14	Information and communications technology		

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

C2. Overall, please rate your impression of the World Bank's effectiveness in Bangladesh, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

C3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Bangladesh solve its most complicated development challenges, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all							To a very significant degree			Don't know

C4. When thinking about how the World Bank can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Bangladesh? (Choose no more than THREE)			
1	Basic infrastructure	15	Environmental sustainability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Gender equity
3	Transport (e.g., roads, bridges, transportation)	17	Social protection (e.g., safety nets, targeted social assistance)
4	Poverty reduction	18	Food security
5	Equality of opportunity (i.e., equity)	19	Rural development
6	Health and nutrition	20	Education
7	Domestic private sector development	21	Trade and exports
8	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	22	Economic growth
9	Agricultural development	23	Law and justice (e.g., judicial system)
10	Water and sanitation	24	Regulatory framework
11	Energy/ power	25	Job creation/ employment
12	Foreign direct investment	26	Anti corruption
13	Financial markets	27	Information and communications technology
14	Urban development	28	Regional integration

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C5. 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 Bangladesh?

		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	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/ capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/ analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/ facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

C6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/ social realities in Bangladesh
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
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	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

C7. 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)

1	NGOs
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): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C8	Overall the World Bank currently plays a relevant role in development in Bangladesh	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	The World Bank properly balanced its corruption concerns with Bangladesh's development needs in the case of the Padma Bridge Project	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	The World Bank's work is aligned with what I consider the development priorities for Bangladesh	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	The World Bank supports programs and strategies that are realistic for Bangladesh	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	The World Bank treats clients and stakeholders in Bangladesh with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C13. To what extent do you agree with the World Bank's insistence on having 'full and fair' investigation of the corruption allegations under the Padma Bridge Project, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Bangladesh, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
C14	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	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"/>	
C22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Taking a reasonable stance against corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

SECTION D: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Bangladesh, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
D1	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Job creation/ employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D17	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D18	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D21	Health and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D22	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D23	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D24	Energy/ power	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D25	Social protection (e.g., safety nets, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D26	Climate change (e.g., mitigation, adaptation) and natural disaster preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D27	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D28	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: WORLD BANK EFFECTIVENESS AND RESULTS

D29. To what extent does the World Bank's work help to achieve development results in Bangladesh, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Bangladesh, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
D30	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bangladesh	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D31	The World Bank meets Bangladesh'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 E: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

E1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Bangladesh, how effective do you believe the World Bank's knowledge work and activities are at:													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
E2	Enhancing your knowledge and/ or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Contributing to good policy making	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"/>	

In Bangladesh, 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
		1	2	3	4	5	6	7	8	9	10		
E5	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are relevant to Bangladesh's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E14	Are adaptable to Bangladesh's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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

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 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F2	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"/>
F3	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"/>
F4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F5	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F6	Working with the World Bank increases Bangladesh's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
F9	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"/>
F10	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"/>

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

G1. How significant a role do you believe the World Bank SHOULD play in Bangladesh's development in the near future, on a ten point scale?

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

G2. Which of the following SHOULD the World Bank do to make itself of greater value in Bangladesh? (Choose no more than TWO)

1	Improve the quality of its experts as related to Bangladesh's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Reach out more to groups outside of government
5	Ensure greater selectivity in its work
6	Provide more adequate data/ knowledge/ statistics/ figures on Bangladesh's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Other (please specify): _____

G3. Please identify the two areas related to corruption in Bangladesh where greater attention from the World Bank Group would be most valuable. (Choose no more than TWO)

1	Collusive practices in procurement
2	Bribes of official
3	Stolen goods
4	Failure to provide services (e.g., civil servant not showing up for work)
5	Poor quality of construction (e.g., roads, buildings, etc)
6	Illegal possession of land
7	Other (please specify): _____
8	Don't know

G4. Would you like to see more, less, or just about the same level of World Bank Group involvement in areas related to corruption?

1	More
2	Less
3	Just about the same
4	None at all
5	Don't know

G5. If you were to make one recommendation to the World Bank regarding its engagement in Bangladesh, what would this be?

--

SECTION H: COMMUNICATION AND INFORMATION SHARING

H1. How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)	
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	Other (please specify): _____

H2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/ discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/ workshops/ conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

H3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
H4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
H5	Were you able to obtain this information?	Yes	No
H6	Do you have access to the Internet?	Yes	No
H7	Do you use/ have you used the World Bank website?	Yes	No

SECTION H: COMMUNICATION AND INFORMATION SHARING

H8. To what extent do you believe the World Bank has been open and transparent when communicating about the Padma Bridge corruption case, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know	

H9. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/bd)
2	The World Bank's main website (www.worldbank.org)

H10. Which Internet connection do you use primarily when visiting a World Bank website?	
1	High speed
2	Dial-up

H11. How often do you go to the World Bank Bangladesh Facebook page?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

H12. Do you use/ have you used the World Bank's Public Information Centers (PICs) in Bangladesh?	
1	Yes
2	No
3	I don't know what PIC is

When thinking about the way the World Bank communicates in the public media (broadcast, cable, electronic, radio, newspaper, magazines, etc.), to what extent do you believe this communication is...														
		To no degree at all										To a very significant degree		Don't know
H13	Relevant	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H14	Informative	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H15	Objective and balanced	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H16	Appropriate level of frequency	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
H17	Clear about the Bank's position and views	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

SECTION H: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H18	I use/consult World Bank data more often than I did a few years ago											<input type="checkbox"/>
H19	The World Bank's PIC is a valuable source of information related to development in Bangladesh. <i>(Only answer if you have used the PIC)</i>											<input type="checkbox"/>
H20	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>
H21	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"/>
H22	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>

Thank you for completing the survey!