



World Bank Group Country Survey FY14 – Vietnam

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

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check “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 A: GENERAL ISSUES FACING VIETNAM

A1. In general would you say that Vietnam is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Vietnam.
Please identify which of the following you consider the most important development priorities in Vietnam? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	13	Education
2	Transport (e.g., roads, bridges, transportation)	14	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Energy
4	Gender equity	16	Climate change (e.g., mitigation, adaptation)
5	Domestic private sector development	17	Agricultural development
6	Foreign direct investment	18	Trade and exports
7	Anti corruption	19	Economic growth
8	Job creation/employment	20	Law and justice (e.g., judicial system)
9	Financial markets	21	Natural resource management (e.g., oil, gas, mining)
10	Urban development	22	Disaster management
11	Environmental sustainability	23	Information and communications technology
12	Equality of opportunity (i.e., equity)	24	Health

A3. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Vietnam?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

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

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

B4. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Vietnam?										
		Greatest Value (Choose only ONE)				Second Greatest Value (Choose only ONE)				
1	Convening/Facilitating	<input type="checkbox"/>				<input type="checkbox"/>				
2	Policy advice, studies, analyses	<input type="checkbox"/>				<input type="checkbox"/>				
3	Financial resources	<input type="checkbox"/>				<input type="checkbox"/>				
4	Technical assistance	<input type="checkbox"/>				<input type="checkbox"/>				
5	Mobilizing third party financial resources	<input type="checkbox"/>				<input type="checkbox"/>				
6	Donor coordination	<input type="checkbox"/>				<input type="checkbox"/>				
7	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>				<input type="checkbox"/>				

The World Bank Group can provide capacity building support in a number of ways in Vietnam. To which degree would Vietnam benefit, if capacity building were to support...?												
		To no degree at all				To a very significant degree					Don't know	
B5	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Vietnam
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	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Imposing technocratic solutions without regard to political realities
11	World Bank Group's processes too slow
12	Too bureaucratic in its operational policies and procedures
13	Not collaborating enough with non-state actors
14	Not client focused
15	Other (please specify): _____
16	Don't know

B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Beneficiaries
9	Other (please specify): _____
10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B11	Overall the World Bank Group currently plays a relevant role in development in Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Vietnam 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		
B13	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B15	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B16	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	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"/>
B22	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	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"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in Vietnam?												
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 Group in Vietnam?																						
												Strongly disagree			Strongly agree	Don't know						
C3	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Vietnam											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

In Vietnam, to what extent do you believe that the World Bank Group'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	10	<input type="checkbox"/>
D2	Are timely	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D4	Are relevant to Vietnam's development priorities	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>
D9	Are adaptable to Vietnam's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	10	<input type="checkbox"/>

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Vietnam's development challenges?												
		To no degree at all									To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	The World Bank Group takes decisions quickly in Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E11	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E12	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E13. Which of the following best describes the way the World Bank Group operates in Vietnam? (Select only one response)	
1	The World Bank Group takes too much risk in Vietnam
2	The World Bank Group does not take enough risk in Vietnam
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN VIETNAM

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Vietnam's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Reach out more to groups outside of Government
4	Improve the quality of its experts as related to Vietnam's specific challenges
5	Offer more innovative knowledge services
6	Ensure greater selectivity in its work
7	Reduce the complexity of obtaining World Bank Group financing
8	Work faster
9	Other (please specify): _____

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SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)	
1	Newspapers
2	Radio
3	Television
4	Periodicals
5	Internet
6	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
7	Blogs
8	Mobile phones
9	Instant messaging
10	Other (please specify): _____

G2	Are you aware of the World Bank Group'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
G3	Do you use/have you used the World Bank Group website?	Yes	No

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G4	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G5	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G6	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G7	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G8	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G9	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)	
1	National Government
2	National Assembly
3	Project Management Unit (PMU)
4	Local Government Office or Staff
5	Bilateral or Multilateral Agency
6	Private Sector Organization
7	NGO
8	Media (Press, Radio, TV, Web, etc.)
9	Academia/Research Institute/Think Tank
10	Other (please specify): _____

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

SECTION H: BACKGROUND INFORMATION

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

H4. Which of the following describes most of your exposure to the World Bank Group in Vietnam? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	Ha Noi
2	Da Nang
3	Ho Chi Minh City
4	Can Tho

Thank you for completing the survey!