



World Bank Group Country Survey FY14 – Timor-Leste

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Timor-Leste or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Timor-Leste, 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 Timor-Leste.

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, and IFC in Timor-Leste. 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 TIMOR-LESTE

A1. In general would you say that Timor-Leste 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 Timor-Leste.			
Please identify which of the following you consider the most important development priorities in Timor-Leste? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, veterans)	18	Health
2	Transport (e.g., roads, bridges, transportation)	19	Education
3	Security/stabilization/reconstruction	20	Poverty reduction
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Food security and nutrition
5	Global/regional integration	22	Social cohesion
6	Gender equity	23	Sustainable/adequate management of petroleum resources
7	Domestic private sector development	24	Trade and exports
8	Foreign direct investment	25	Crime and violence
9	Water and sanitation	26	Economic growth
10	Energy	27	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	28	Regulatory framework
12	Job creation/employment (e.g., youth employment)	29	Communicable/non-communicable diseases
13	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	30	Local governance and institutions
14	Financial markets	31	Natural resource management (e.g., oil, gas, mining)
15	Urban development	32	Anti corruption
16	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)	33	Disaster management
17	Equality of opportunity (i.e., equity)	34	Information and communications technology

SECTION A: GENERAL ISSUES

A3. 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 Timor-Leste? (Choose no more than THREE)			
1	Water and sanitation	18	Anti corruption
2	Equality of opportunity (i.e., equity)	19	Domestic private sector development
3	Economic growth	20	Foreign direct investment
4	Regional conflict and tensions	21	Energy
5	Global/regional integration	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equity	23	Social cohesion
7	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	24	Education
8	Urban development	25	Natural resource management (e.g., oil, gas, mining)
9	Regulatory framework	26	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)
10	Local governance and institutions	27	Health
11	Social protection (e.g., pensions, targeted social assistance, veterans)	28	Sustainable/adequate management of petroleum resources
12	Law and justice (e.g., judicial system)	29	Disaster management
13	Transport (e.g., roads, bridges, transportation)	30	Job creation/employment (e.g., youth employment)
14	Crime and violence	31	Financial markets
15	Communicable/non-communicable diseases	32	Trade and exports
16	Information and communications technology	33	Food security and nutrition
17	Security/stabilization/reconstruction		

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

A4. Economic growth can be driven by a number of factors.

Which THREE areas below do you believe would contribute most to generating economic growth in Timor-Leste? (Choose no more than THREE)

1	Energy	17	Social cohesion
2	Gender equity	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	19	Domestic private sector development
4	Global/regional integration	20	Job creation/employment (e.g., youth employment)
5	Social protection (e.g., pensions, targeted social assistance, veterans)	21	Sustainable/adequate management of petroleum resources
6	Anti corruption	22	Food security and nutrition
7	Disaster management	23	Transport (e.g., roads, bridges, transportation)
8	Regional conflict and tensions	24	Security/stabilization/reconstruction
9	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	25	Education
10	Foreign direct investment	26	Natural resource management (e.g., oil, gas, mining)
11	Urban development	27	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)
12	Water and sanitation	28	Health
13	Trade and exports	29	Law and justice (e.g., judicial system)
14	Information and communications technology	30	Local governance and institutions
15	Regulatory framework	31	Crime and violence
16	Communicable/non-communicable diseases	32	Financial markets

A5. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (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 (e.g., utilities, schools, health care, roads, etc.)
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 Timor-Leste?									
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 Timor-Leste.										
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 Timor-Leste 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 how the World Bank Group can have the most impact on development results in Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, veterans)	18	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)
2	Security/stabilization/reconstruction	19	Equality of opportunity (i.e., equity)
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Regional conflict and tensions
4	Transport (e.g., roads, bridges, transportation)	21	Health
5	Poverty reduction	22	Education
6	Global/regional integration	23	Food security and nutrition
7	Gender equity	24	Sustainable/adequate management of petroleum resources
8	Crime and violence	25	Trade and exports
9	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	26	Economic growth
10	Domestic private sector development	27	Law and justice (e.g., judicial system)
11	Foreign direct investment	28	Local governance and institutions
12	Water and sanitation	29	Regulatory framework
13	Energy	30	Communicable/non-communicable diseases
14	Social cohesion	31	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment (e.g., youth employment)	32	Information and communications technology
16	Financial markets	33	Anti corruption
17	Urban development	34	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. 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 Timor-Leste?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating/Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development (skills training, knowledge building and organizational help)	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
9	Strategy formulation (e.g., assistance with SDP or sectoral strategies)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Timor-Leste's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Convening/Facilitating/Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Data and statistics	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Strategy formulation (e.g., assistance with SDP or sectoral strategies)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Timor-Leste. To which degree would Timor-Leste benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B14	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"/>	
B15	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"/>	
B16	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Timor-Leste? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
B18	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

When thinking about how to improve capacity building in Timor-Leste to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
B21	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Timor-Leste
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	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with Civil Society Organizations
16	Its advice and strategies do not lend themselves to practical problem solving
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Timor-Leste? (Choose no more than TWO)

1	Capacity development (skills training, knowledge building and organizational help)
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Trust Fund management
6	Co-financing arrangements (i.e., with other donors)
7	Other (please specify): _____
8	Don't know

B26. 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	Development partner community
3	Media
4	Community Based Organizations (CBOs)/NGOs
5	Local Government (districts, sub-districts, sucos)
6	Private sector
7	Parliament
8	Beneficiaries
9	Foundations
10	Faith based organizations
11	Emerging donors
12	UN agencies
13	Regional organizations (e.g., ASEAN, CPLP, Pacific Islands Forum, APEC, etc.)
14	Other (please specify): _____
15	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B27	Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B28	The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	The World Bank Group supports programs and strategies that are realistic for Timor-Leste	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	The World Bank Group treats clients and stakeholders in Timor-Leste with respect	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 Timor-Leste, 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		
B31	Responsiveness to needs and demands	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B32	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B33	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B34	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B35	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B36	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B37	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B38	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B39	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"/>
B40	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B41	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B42	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B43	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B44	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B45	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B46. To be a more effective development partner in Timor-Leste, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B47. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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B48. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Timor-Leste?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Food security and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	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"/>	
22	Job creation/employment (e.g., youth employment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance, veterans)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Sustainable/adequate management of petroleum resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste? (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	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	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	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"/>
14	Job creation/employment (e.g., youth employment)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Food security and nutrition	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social protection (e.g., pensions, targeted social assistance, veterans)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Sustainable/adequate management of petroleum resources	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	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

C3. Where are the World Bank Group's decisions made primarily that support the program in Timor-Leste? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?

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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Timor-Leste?

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 Timor-Leste?

		Strongly disagree								Strongly agree		Don't know
C6	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The World Bank Group meets Timor-Leste'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"/>

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?

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

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

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

In Timor-Leste, 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		
D1	Are timely											<input type="checkbox"/>	
D2	Include appropriate level of stakeholder involvement during preparation											<input type="checkbox"/>	
D3	Are relevant to Timor-Leste's development priorities											<input type="checkbox"/>	
D4	Lead to practical solutions											<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)											<input type="checkbox"/>	
D6	Are source of relevant information on global good practices											<input type="checkbox"/>	
D7	Enhance your knowledge and/or skills											<input type="checkbox"/>	
D8	Are adequately disseminated											<input type="checkbox"/>	
D9	Are translated enough into local language											<input type="checkbox"/>	
D10	Are adaptable to Timor-Leste's specific development challenges and country circumstances											<input type="checkbox"/>	

D11. 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			
Not significant at all									Very significant		<input type="checkbox"/> Don't know	

D12. 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			
Very low technical quality									Very high technical quality		<input type="checkbox"/> Don't know	

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	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"/>	
E3	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"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Timor-Leste's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	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"/>	
E10	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"/>	

E11. Which of the following best describes the way the World Bank Group operates in Timor-Leste? (Select only one response)	
1	The World Bank Group takes too much risk in Timor-Leste
2	The World Bank Group does not take enough risk in Timor-Leste
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

E12. To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?												
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	

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TIMOR-LESTE

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy
2	Collaborate more effectively with Government clients (e.g., national, district, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Timor-Leste's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country (skills training, knowledge building and organizational help)
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Increase the level of World Bank Group staffing in Timor-Leste's office
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Timor-Leste, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Timor-Leste? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Timor-Leste
6	Don't know

F3. Please answer the following questions: (Choose no more than THREE for each column)

		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste?	B. Which THREE areas below would benefit most from other donors in Timor-Leste?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
4	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
7	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
9	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
10	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TIMOR-LESTE

F4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

1	Share more information about the World Bank Group's activities, products, and knowledge.
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged?
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages.
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Timor-Leste? (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 (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

G3	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
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (http://www.worldbank.org/en/country/timor-leste)
2	The World Bank Group's main website (www.worldbank.org)

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		
G9	I use/consult World Bank Group's data more often than I did a few years ago											<input type="checkbox"/>	
G10	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G11	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>											<input type="checkbox"/>	
G12	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
G13	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.)											<input type="checkbox"/>	
G14	The World Bank Group is responsive to my information requests and inquiries											<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	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 Group 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/Community Based Organization
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Faith-Based Group
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

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 (IBRD, IDA, or IFC) in your country?

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | Other (Please specify_____) |

**H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)**

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

**H6. If yes, what was your view on the two institutions working together in Timor-Leste?
(Select only ONE response)**

- | | |
|---|-------------------------------------|
| 1 | Working well together |
| 2 | Collaborating but needs improvement |
| 3 | In conflict |
| 4 | Other |
| 5 | Don't know |

H7. Which of the following describes most of your exposure to the World Bank Group in Timor-Leste? (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. |

H8. Which best represents your geographic location?

- | | |
|---|--------------------|
| 1 | Dili |
| 2 | District capitals |
| 3 | Sub-district level |
| 4 | Suco |

Thank you for completing the survey!