



World Bank Group Country Survey FY15 – Lao PDR

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

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 LAO PDR

A1. In general would you say that Lao PDR 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 Lao PDR.

Please identify which of the following you consider the most important development priorities in Lao PDR? (Choose no more than THREE)

1	Anti corruption	17	Energy
2	Information and communications technology	18	Disaster management
3	Transport (e.g., roads, bridges, transportation)	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Crime and violence	20	Job creation/employment
5	Law and justice (e.g., judicial system)	21	Financial markets
6	Urban development	22	Equality of opportunity (i.e., equity)
7	Environmental sustainability	23	Health
8	Regulatory framework	24	Rural development
9	Communicable/non-communicable diseases	25	Global/regional integration
10	Poverty reduction	26	Food security
11	Gender equity	27	Education
12	Private sector development	28	Social protection (e.g., pensions, targeted social assistance)
13	Foreign direct investment	29	Climate change (e.g., mitigation, adaptation)
14	Water and sanitation	30	Agricultural development
15	Trade and exports	31	Natural resource management (e.g., hydro, mining)
16	Economic growth		

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Lao PDR? (Choose no more than THREE)

1	Anti corruption	16	Energy
2	Information and communications technology	17	Disaster management
3	Transport (e.g., roads, bridges, transportation)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Crime and violence	19	Job creation/employment
5	Law and justice (e.g., judicial system)	20	Financial markets
6	Urban development	21	Equality of opportunity (i.e., equity)
7	Environmental sustainability	22	Health
8	Regulatory framework	23	Rural development
9	Communicable/non-communicable diseases	24	Global/regional integration
10	Gender equity	25	Food security
11	Private sector development	26	Education
12	Foreign direct investment	27	Social protection (e.g., pensions, targeted social assistance)
13	Water and sanitation	28	Climate change (e.g., mitigation, adaptation)
14	Trade and exports	29	Agricultural development
15	Economic growth	30	Natural resource management (e.g., hydro, mining)

SECTION A: GENERAL ISSUES

A4. 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 Lao PDR? (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): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lao PDR? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Lao PDR?										
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 Lao PDR.										
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 Lao PDR 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 Lao PDR, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lao PDR? (Choose no more than THREE)							
1	Anti corruption			17	Energy		
2	Information and communications technology			18	Disaster management		
3	Transport (e.g., roads, bridges, transportation)			19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		
4	Crime and violence			20	Job creation/employment		
5	Law and justice (e.g., judicial system)			21	Financial markets		
6	Urban development			22	Equality of opportunity (i.e., equity)		
7	Environmental sustainability			23	Health		
8	Regulatory framework			24	Rural development		
9	Communicable/non-communicable diseases			25	Global/regional integration		
10	Poverty reduction			26	Food security		
11	Gender equity			27	Education		
12	Private sector development			28	Social protection (e.g., pensions, targeted social assistance)		
13	Foreign direct investment			29	Climate change (e.g., mitigation, adaptation)		
14	Water and sanitation			30	Agricultural development		
15	Trade and exports			31	Natural resource management (e.g., hydro, mining)		
16	Economic growth						

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 Lao PDR?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<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	<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	Development partner coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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 Lao PDR? (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
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	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 Lao PDR 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
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other development partners' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Lao PDR
17	Other (please specify): _____
18	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose no more than TWO)

1	Policy based lending / budget support to the Government (projects)
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	Capacity development
6	Trust Fund management
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

1	Academia/think tanks/research institutes	7	Non-Profit Organization/Community Based Organizations (CBOs)
2	Development partner community	8	Youth/university groups
3	Media	9	Non-Profit Associations (NPAs)
4	Local Government	10	Beneficiaries
5	Private sector	11	Other (please specify): _____
6	National Assembly	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Lao PDR with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Lao PDR, 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		
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B27	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"/>
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B30	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B34. To be a more effective development partner in Lao PDR, 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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B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	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 development partner 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	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 Lao PDR?													
		Not important at all										Very important	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	Environmental sustainability	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	Communicable/non-communicable diseases	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	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Law and justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., hydro, mining)	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 Lao PDR? (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	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Communicable/non-communicable diseases	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	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	Water and sanitation	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	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Natural resource management (e.g., hydro, 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 Lao PDR? (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 Lao PDR?

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 Lao PDR?

		Strongly disagree										Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets Lao PDR'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"/>	

C7. To what extent do you believe that Lao PDR received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

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

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

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 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 Lao PDR, 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		
D2	Are timely												<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation												<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	Are adequately disseminated												<input type="checkbox"/>
D8	Are translated enough into local language												<input type="checkbox"/>
D9	Lead to government's informed decisions												<input type="checkbox"/>
D10	Are adaptable to Lao PDR's specific development challenges and country circumstances												<input type="checkbox"/>
D11	Influence policy reforms												<input type="checkbox"/>

D12. 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

D13. 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

To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR'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		
D14	Lao Economic Monitor												<input type="checkbox"/>
D15	Lao PDR Investment Climate Assessment												<input type="checkbox"/>
D16	Lao Development Report 2014: Expanding Productive Employment for Broad-based Growth												<input type="checkbox"/>
D17	Nam Theun 2 Annual Board Update												<input type="checkbox"/>

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 "Environment and Social 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 Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Lao PDR's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	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"/>	
E9	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"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR?

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

E11. Which of the following best describes the way the World Bank Group operates in Lao PDR? (Select only one response)

1	The World Bank Group takes too much risk in Lao PDR
2	The World Bank Group does not take enough risk in Lao PDR
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in Lao PDR? (Select only one response)

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Lao PDR
2	The World Bank Group is not sufficiently selective in Lao PDR, and it is involved in too many areas of development.
3	Don't know

SECTION F: SPECIFIC PROJECT/PROGRAM RELATED ISSUES

PLEASE ONLY RESPOND TO QUESTIONS IN THIS SECTION IF YOU HAVE KNOWLEDGE OF/EXPERIENCE WITH THE FOLLOWING

NAM THEUN 2

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
F1	The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F2	The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F3	NT2 is having a positive impact on sustainable economic development in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F4	The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F5	There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
F6	PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F7	PRSO has led to good economic policies and institutional reforms in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
F8	The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LAO PDR

G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy
2	Ensure greater selectivity in its work
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	Work faster
7	Improve the quality of its experts as related to Lao PDR's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Deepen the understanding of, and be more adaptable to, the country context
14	Other (please specify): _____

G2. When considering the combination of services that the World Bank Group offers in Lao PDR, 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 Lao PDR? (Select only ONE response)

1	Financial services (i.e. loans, grants)
2	Knowledge products (i.e. reports, policy notes)
3	Convening services (i.e. study tours, south-south program)
4	None of the above
5	The combination is appropriate for Lao PDR
6	Don't know

SECTION H: COMMUNICATION AND INFORMATION SHARING

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

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

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

H3	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
H4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question H5; if NO please go to H6)	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 Group website?	Yes	No
H8	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	Yes	No

H9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/Wi-Fi
2	Mobile Internet (3G/4G)

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
H10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H12	The World Bank Group's social media channels (e.g., blogs, 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"/>
H13	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"/>
H14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION I: BACKGROUND INFORMATION

11. Which of the following best describes your current position? (Select only ONE response)			
1	Presidential Office	10	Non-Profit Organization/Community Based Organization
2	Government's Office	11	Media (press, radio, TV, web, etc.)
3	National Assembly	12	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	13	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	14	Youth Group
6	Local Government Office or Staff	15	Academia/Research Institute/Think Tank
7	Bilateral/Multilateral Agency	16	Judiciary Branch
8	Private Sector Organization	17	Non-Profit Associations (NPAs)
9	Financial Sector/Private Bank	18	Other (please specify): _____

12. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

13. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

SECTION I: BACKGROUND INFORMATION

14. Which of the following agencies of the World Bank Group do you primarily engage with in Lao PDR? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**15. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question 16; If NO please go to 17)**

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

**16. If yes, what was your view of how the two institutions work together in Lao PDR?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**17. Which of the following describes most of your exposure to the World Bank Group in Lao PDR?
(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. |

18. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

Thank you for completing the survey!