

FY 2016 The Philippines Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Philippines Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jessica Cameron, Jing Guo, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Philippines country team and the fielding agency TNS. In particular, PORG is grateful for the support from Maribelle Zonaga (Senior Country Operations Officer), Justine Letargo (Online Communications Officer), and Stephanie Margallo (Team Assistant) who coordinated the survey related activities from Manila, Philippines.



Country Opinion Surveys
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THE PHILIPPINES





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in the Philippines perceive the WBG. The survey explored:

- *General Issues Facing The Philippines*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in the Philippines*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to April 2016, 2,230 stakeholders of the WBG in the Philippines were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President, office of Secretary, office of Congress, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government office or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch. A total of 352 stakeholders participated in the survey (16% response rate).

Respondents received questionnaires via courier, an email invitation, or an appointment with a representative of the fielding agency. Respondents completed questionnaires via paper and pencil, online, or with the fielding representative. Respondents were asked about: general issues facing the Philippines; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in the Philippines; and the WBG's communication and information sharing.

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

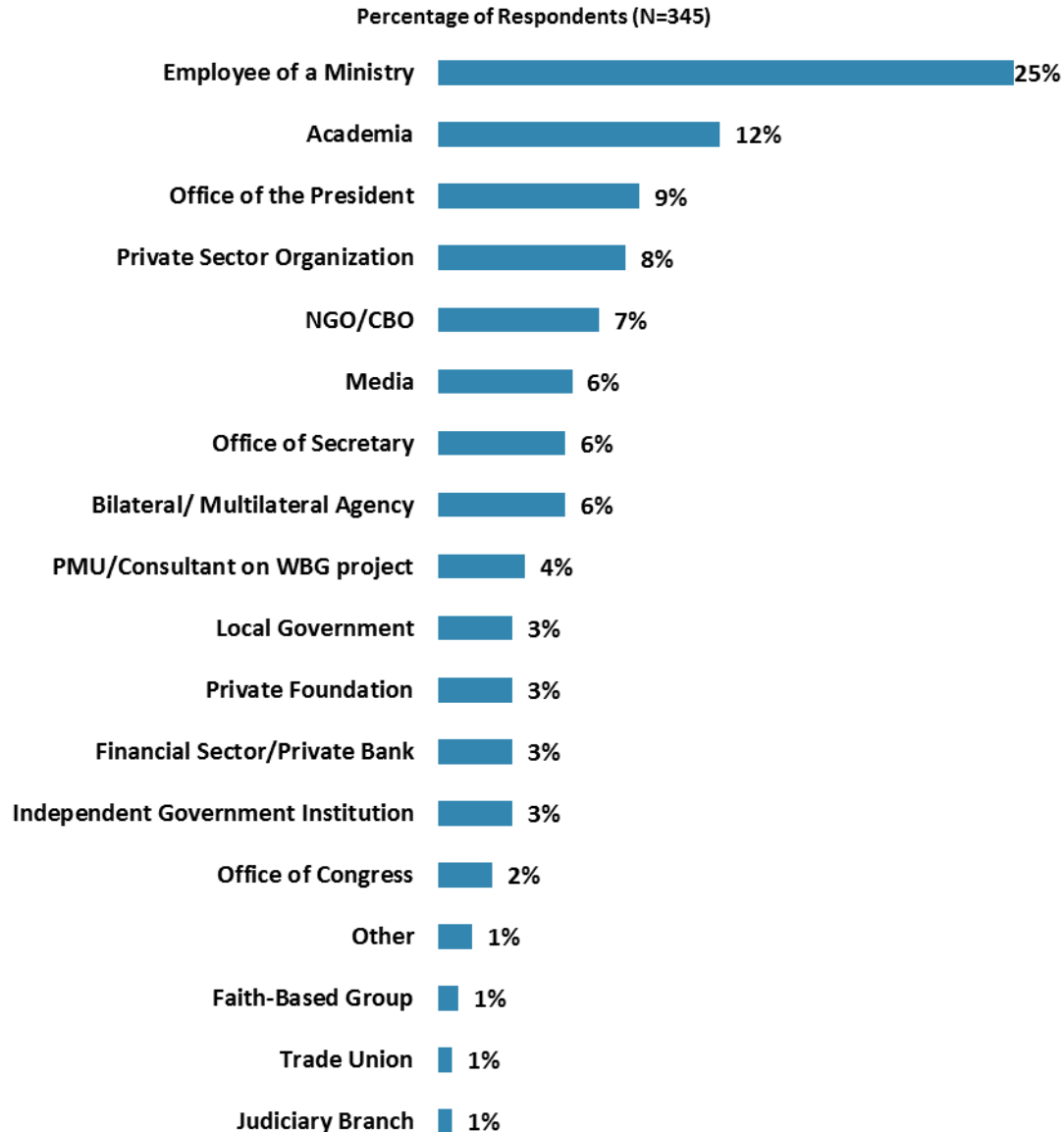
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '13 (response rate was 21%, N=328). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. There were no respondents from academia in FY '13, so that category, and stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '13 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 77).



III. Demographics of the Sample

Current Position

- For further analyses, the small number of respondents from the financial sector/private banks were combined with those from the private sector. The few respondents from trade unions, faith-based groups, and the judiciary branch were included in the “Other” category for all further analyses.

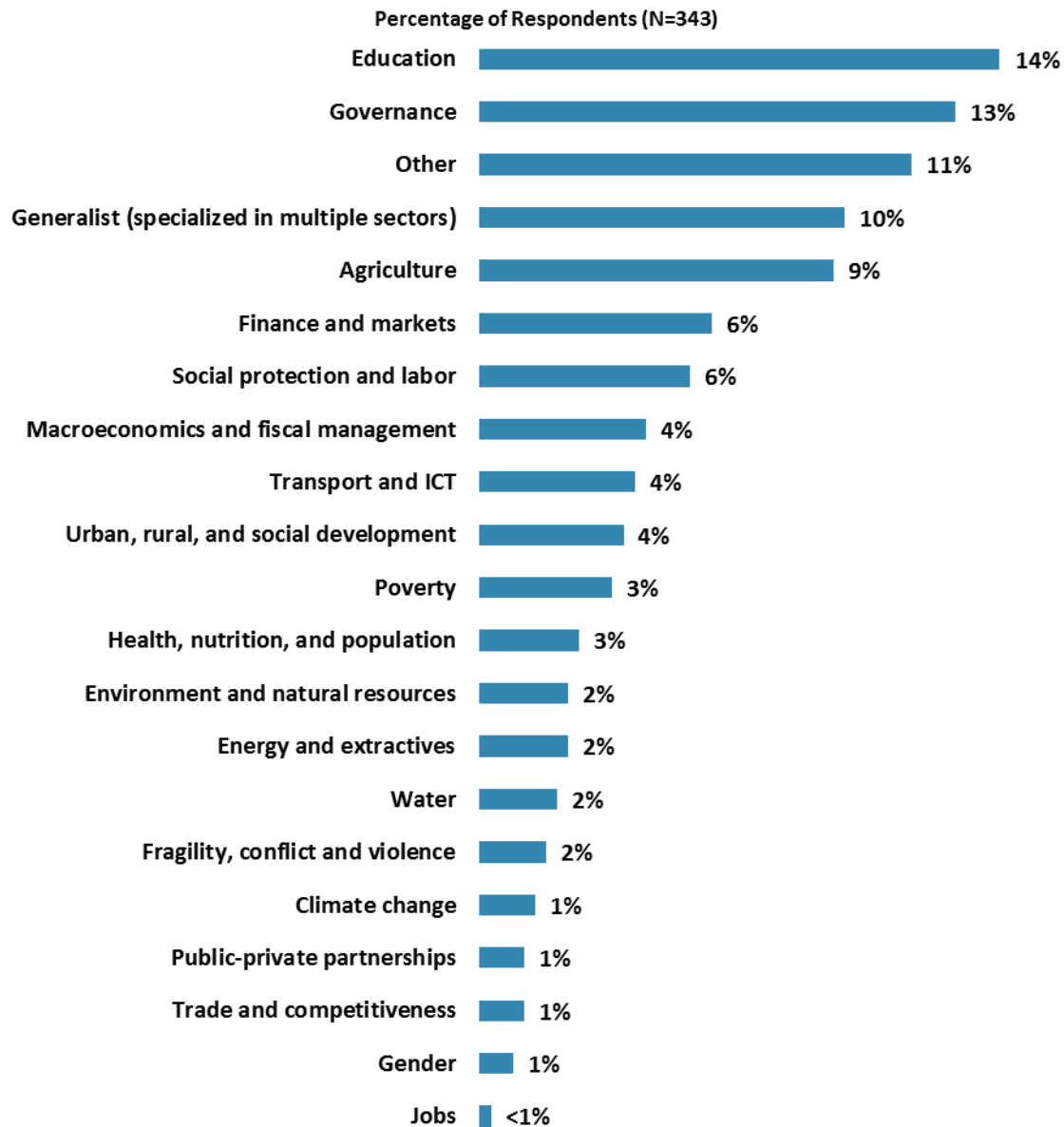


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



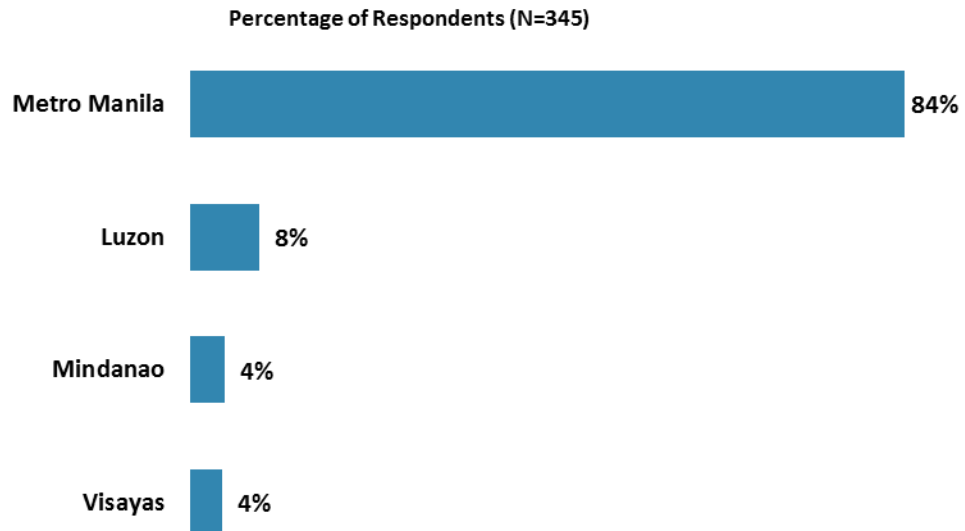
"Please identify the primary specialization of your work. (Select only ONE response)"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

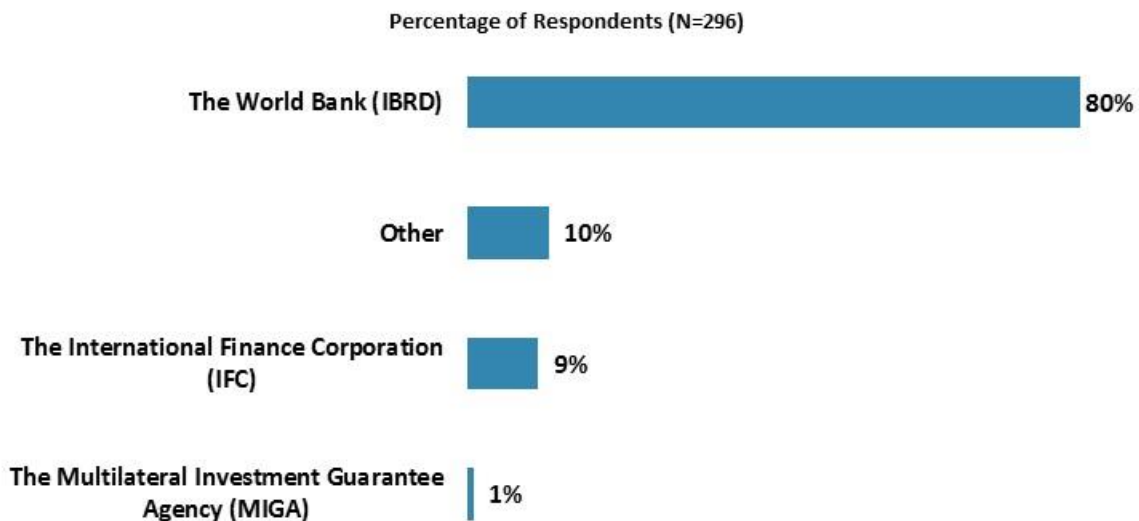
Geographic Locations

- For all further analyses, the small number of respondents from Luzon, Mindanao, and Visayas were combined into an “Other Areas” category.



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

Exposure to Agencies within the World Bank Group



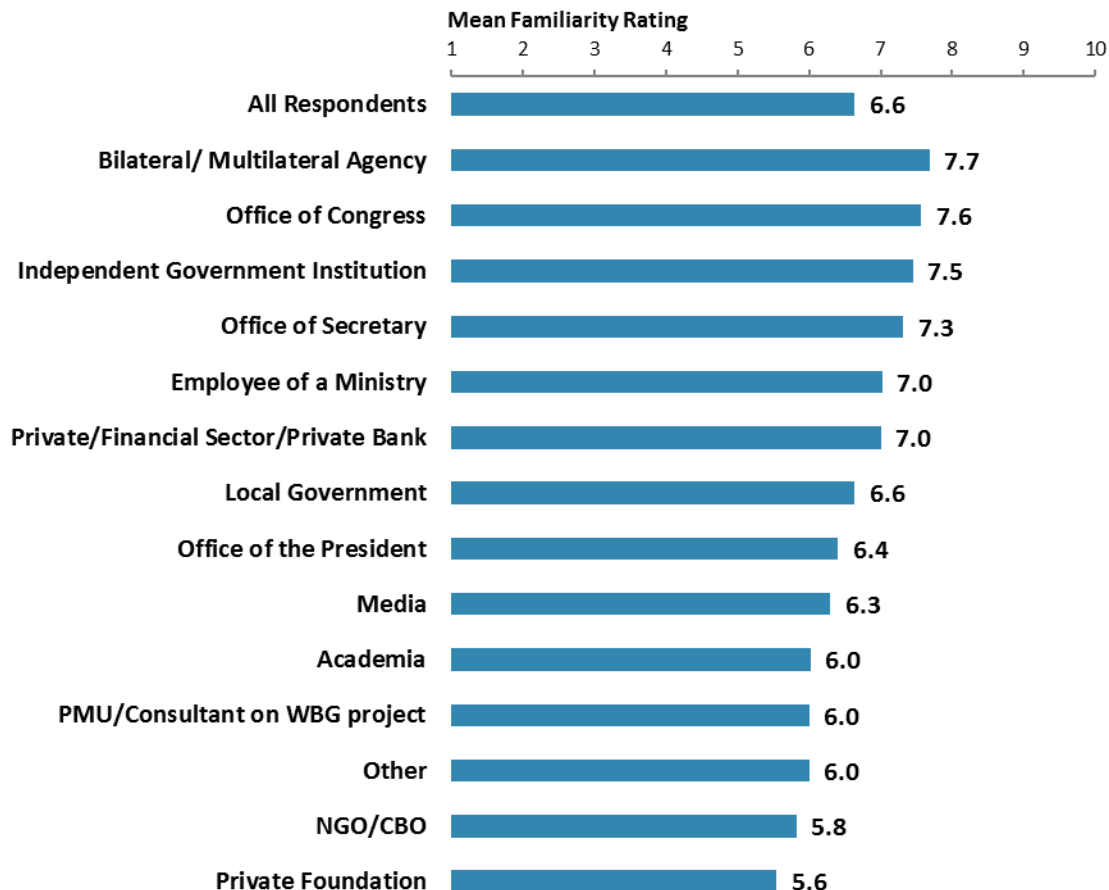
“Which of the following agencies of the World Bank Group do you primarily engage with in the Philippines? (Select only ONE response)” (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY '13 Country Survey (weighted mean in FY '16 = 6.7; weighted mean in FY '13 = 7.1)¹.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 5.8).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in the Philippines, and moderately, significantly correlated with the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in the Philippines.



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

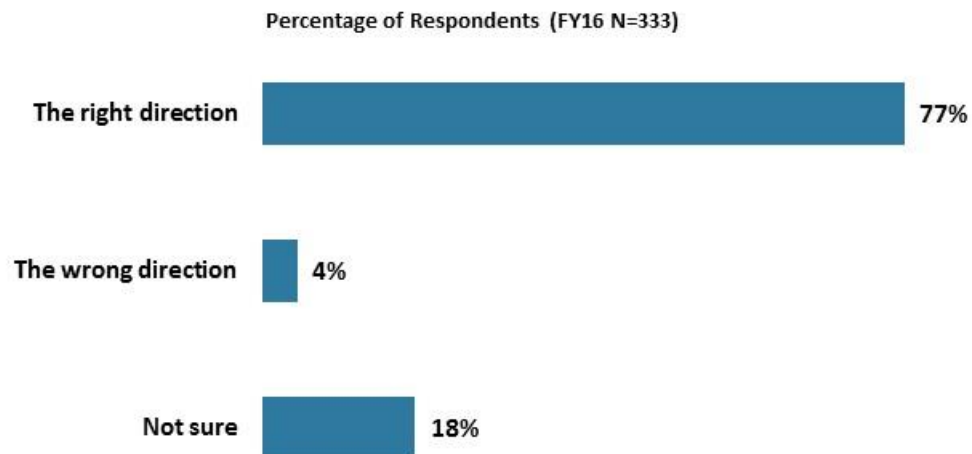
¹ Please refer to Appendix E (page 77) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing The Philippines

Headed in the Right Direction

- **Year comparison:** Statistically similar to this year's Country Survey, respondents in the FY '13 Country Survey were more likely to indicate that the Philippines was headed in the right direction (percentage of respondents = 85%) than that the Philippines was headed in the wrong direction (2%) or that they were not sure (13%).



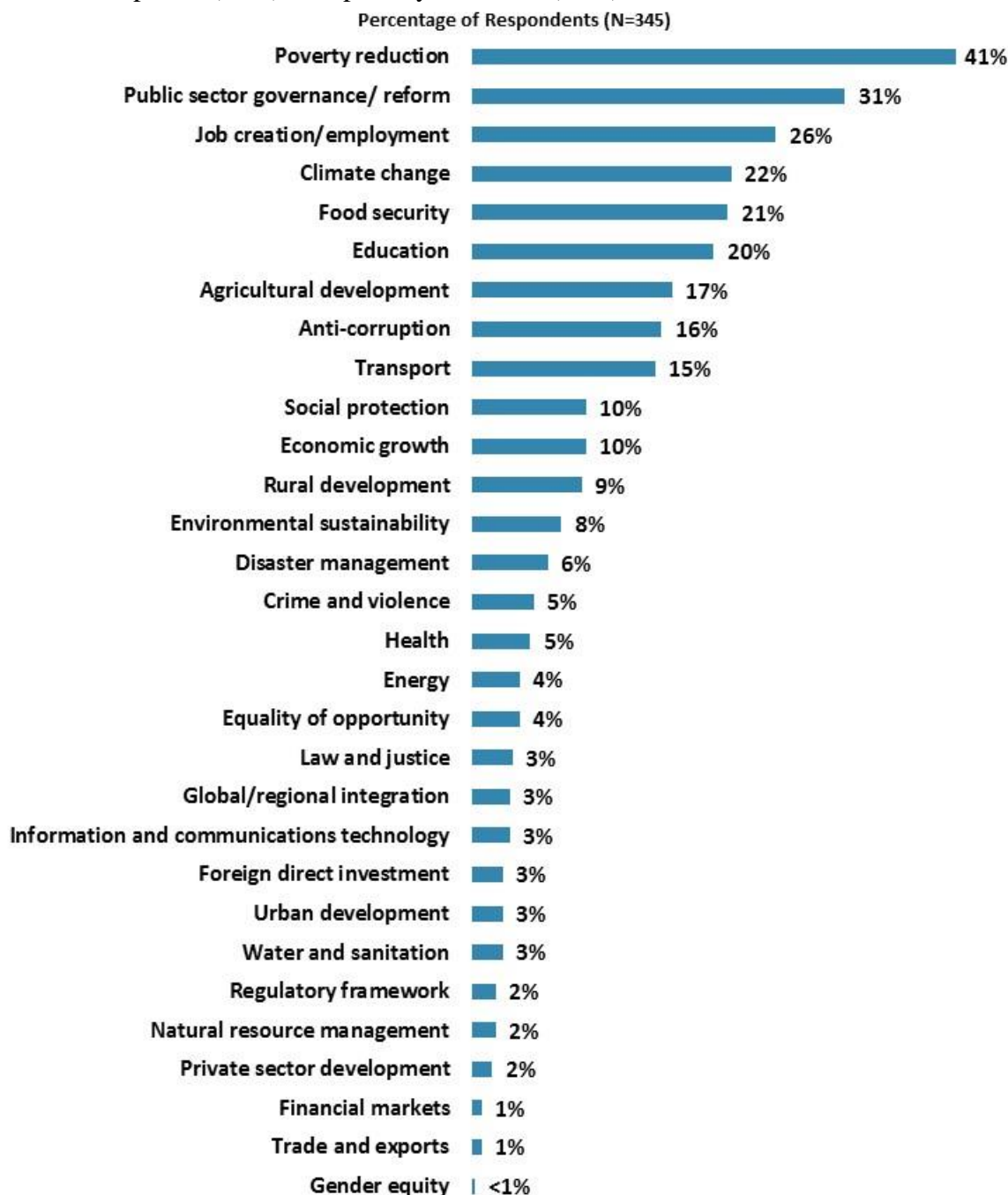
"In general, would you say that the Philippines is headed in ... ?" (Respondents chose from a list.)



IV. General Issues Facing The Philippines (continued)

Development Priority

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the most important development priority in the Philippines was anti-corruption/transparency/social accountability (percentage of respondents = 39%), followed by governance/government effectiveness (27%), economic growth (25%), education (25%), agricultural modernization/rural development (24%), and poverty reduction (23%).

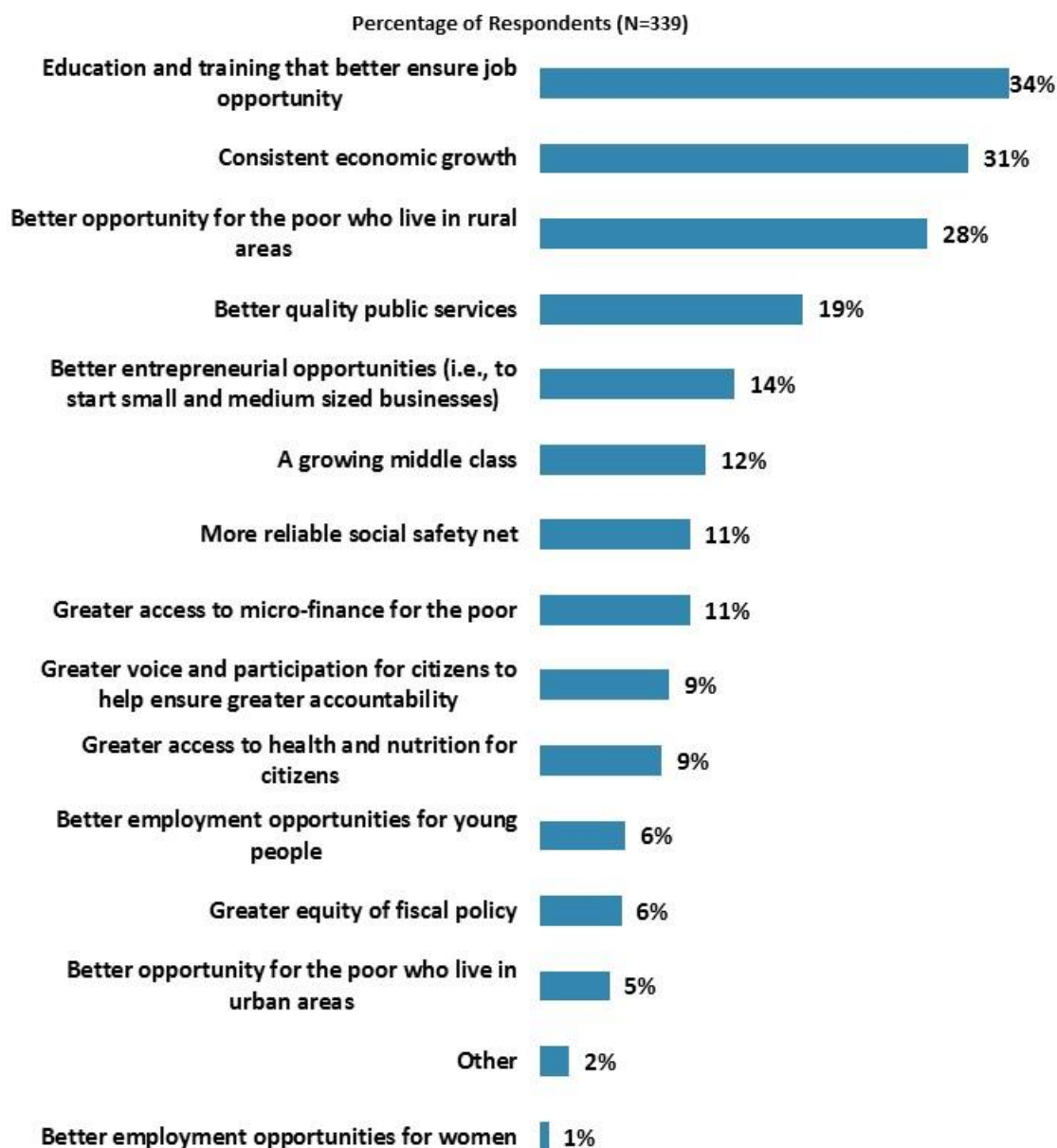


"Listed below are a number of development priorities in the Philippines. Please identify which of the following you consider the most important development priorities in the Philippines. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing The Philippines (continued)

Factors Contributing to “Shared Prosperity”

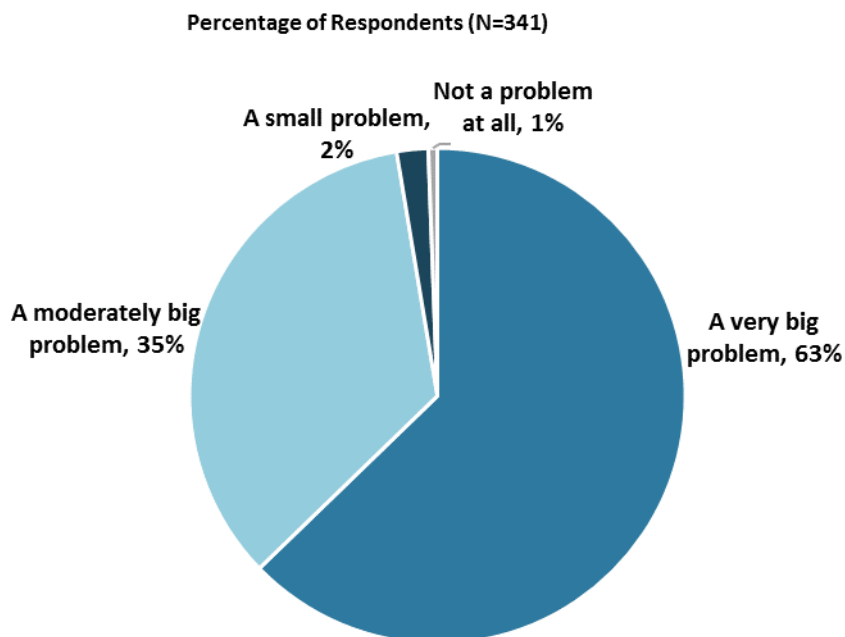


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Philippines? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



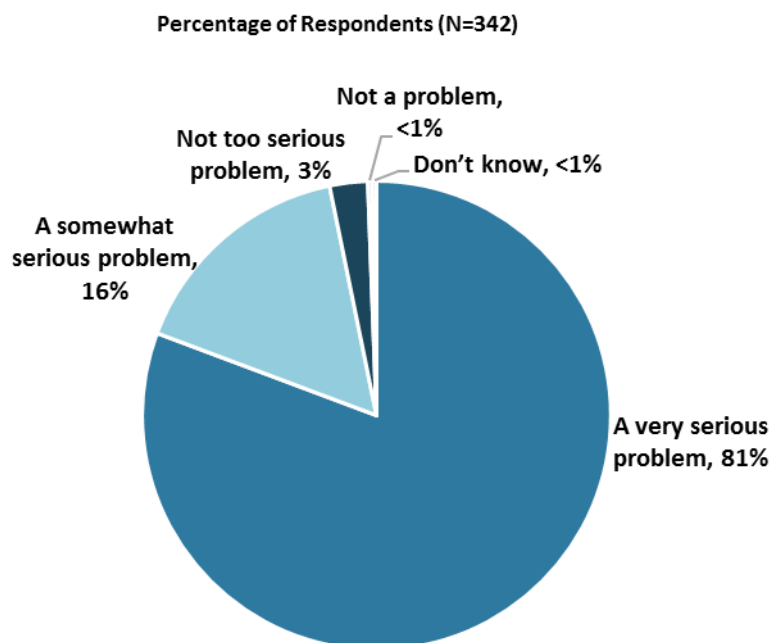
IV. General Issues Facing The Philippines (continued)

Gap between the Rich and the Poor



"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 the Philippines? (Select only ONE response)"
(Respondents chose from a list.)

Global Climate Change



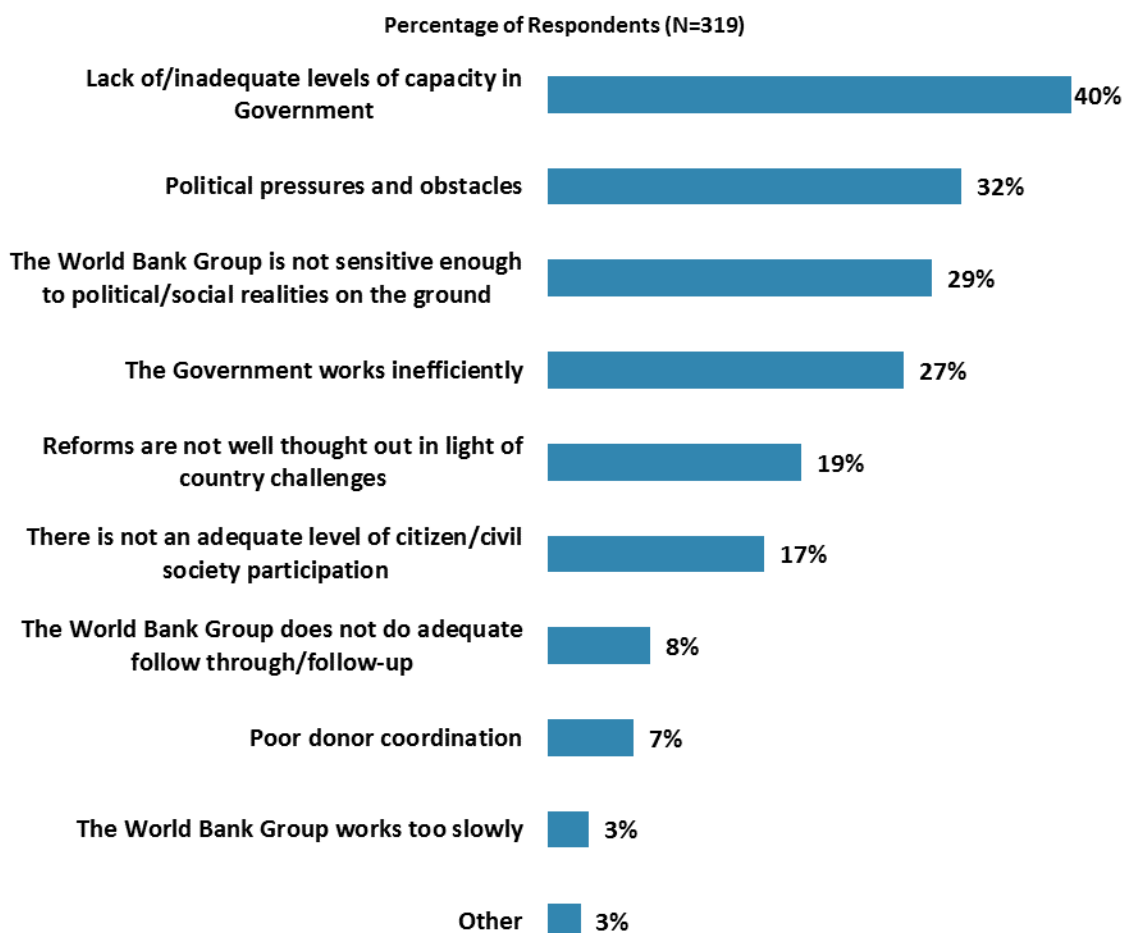
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they most often attributed failed or slow WBG assisted reform efforts to political pressures and obstacles (percentage of respondents = 40%) and lack of/inadequate levels of capacity in government (37%).



"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)"
(Respondents chose from a list. Responses combined.)

As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the WBG's overall effectiveness in the Philippines (weighted mean = 7.0) compared to respondents from the FY '13 Country Survey (weighted mean = 7.3)².
- **Stakeholders:** Respondents from bilateral or multilateral agencies, the office of Secretary, independent government institutions, the office of Congress, and employees of ministries gave the highest ratings for the WBG's overall effectiveness whereas respondents from academia, NGOs/CBOs, and PMUs/Consultants on WBG-supported projects gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's overall effectiveness in the Philippines (mean rating = 7.4) compared to respondents who are not collaborating (mean rating = 6.5).



"Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 7.3) compared to respondents from the FY '13 Country Survey (weighted mean = 7.5)².
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 7.5) compared to respondents who are not collaborating (mean rating = 6.8).



"To what extent does the World Bank Group's work help to achieve development results in the Philippines?" (1 - "To no degree at all", 10 - "To a very significant degree")

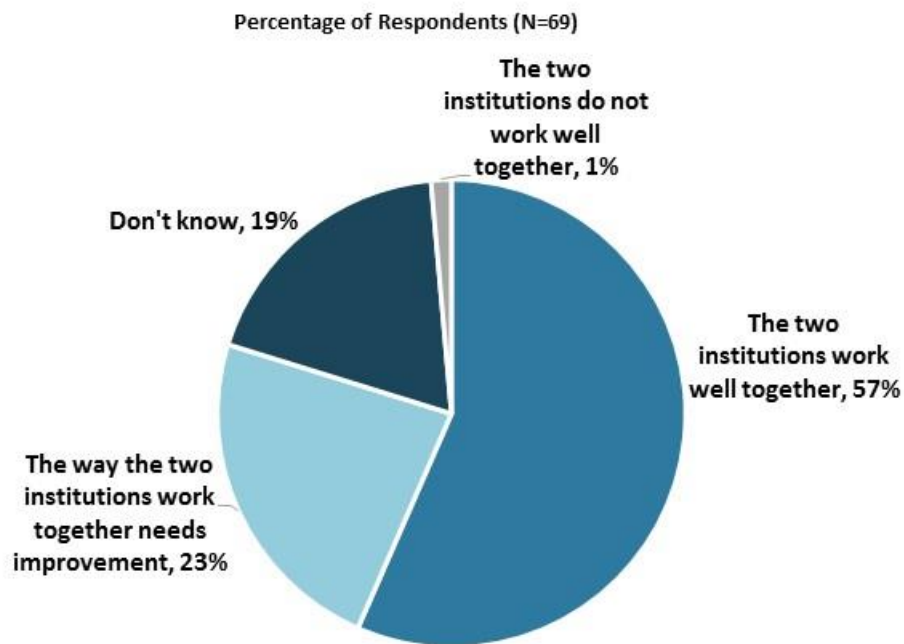
² Please refer to Appendix E (page 77) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “Do your projects involve both the World Bank and the IFC?” provided their views on the working relationship between the World Bank and the IFC.



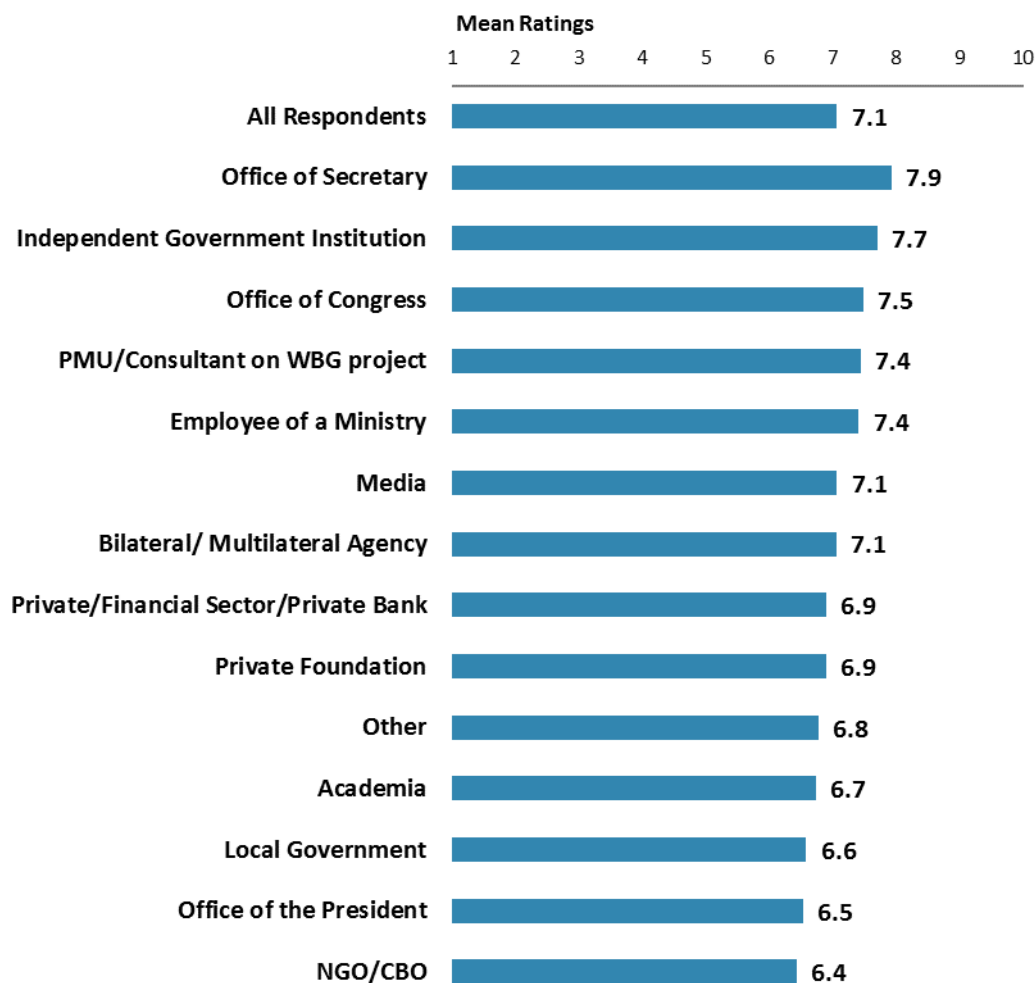
"If your projects involve the World Bank and IFC, what was your view of how the two institutions work together in the Philippines? (Select only ONE response)" (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from the office of Secretary and independent government institutions had the highest mean ratings for the aggregated responses to the twenty-four COS indicator questions whereas respondents from local government, the office of the President, and NGOs/CBOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 53).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-four COS indicator questions (mean rating = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 6.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 82).



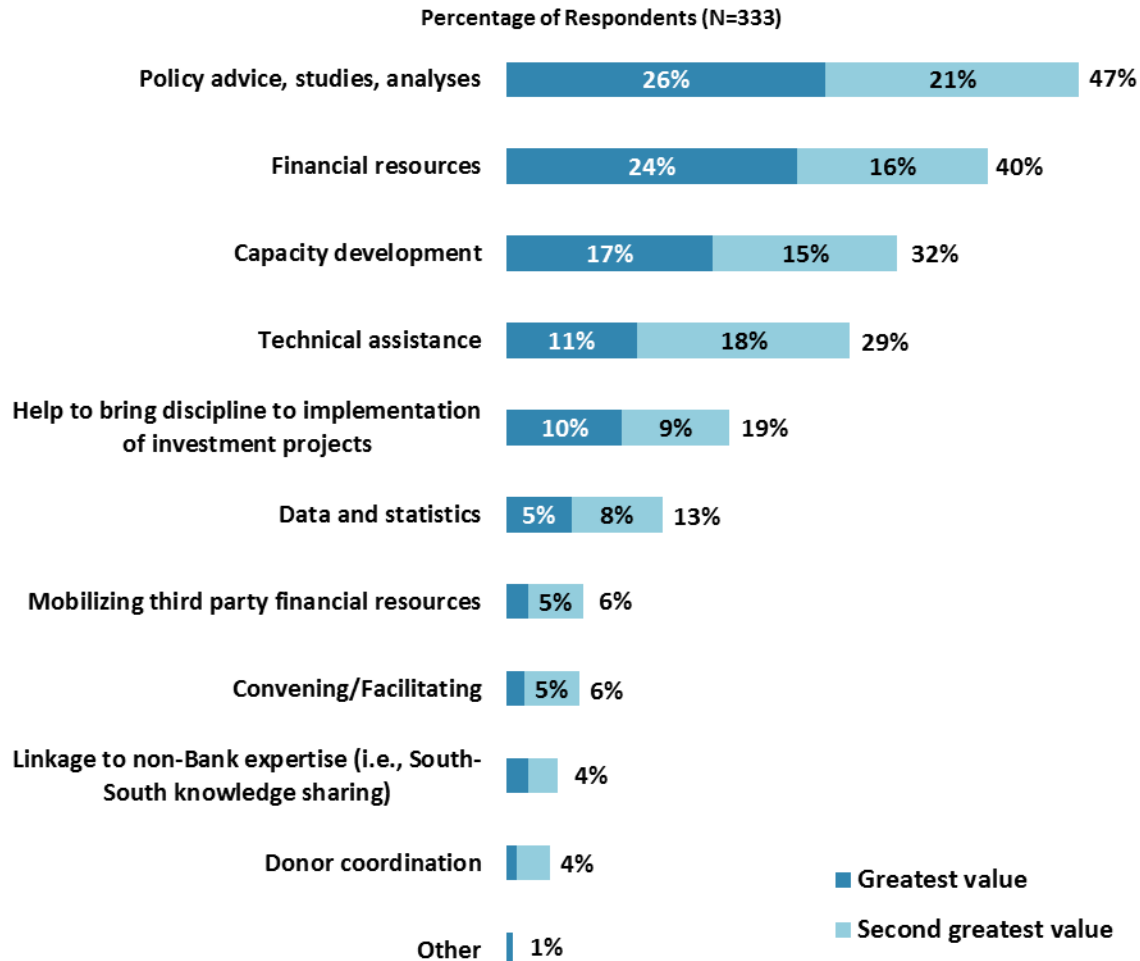
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest value to the Philippines was its loans to finance development projects (percentage of respondents = 43%), followed by its partnership and cooperation (30%) and its technical assistance (29%).



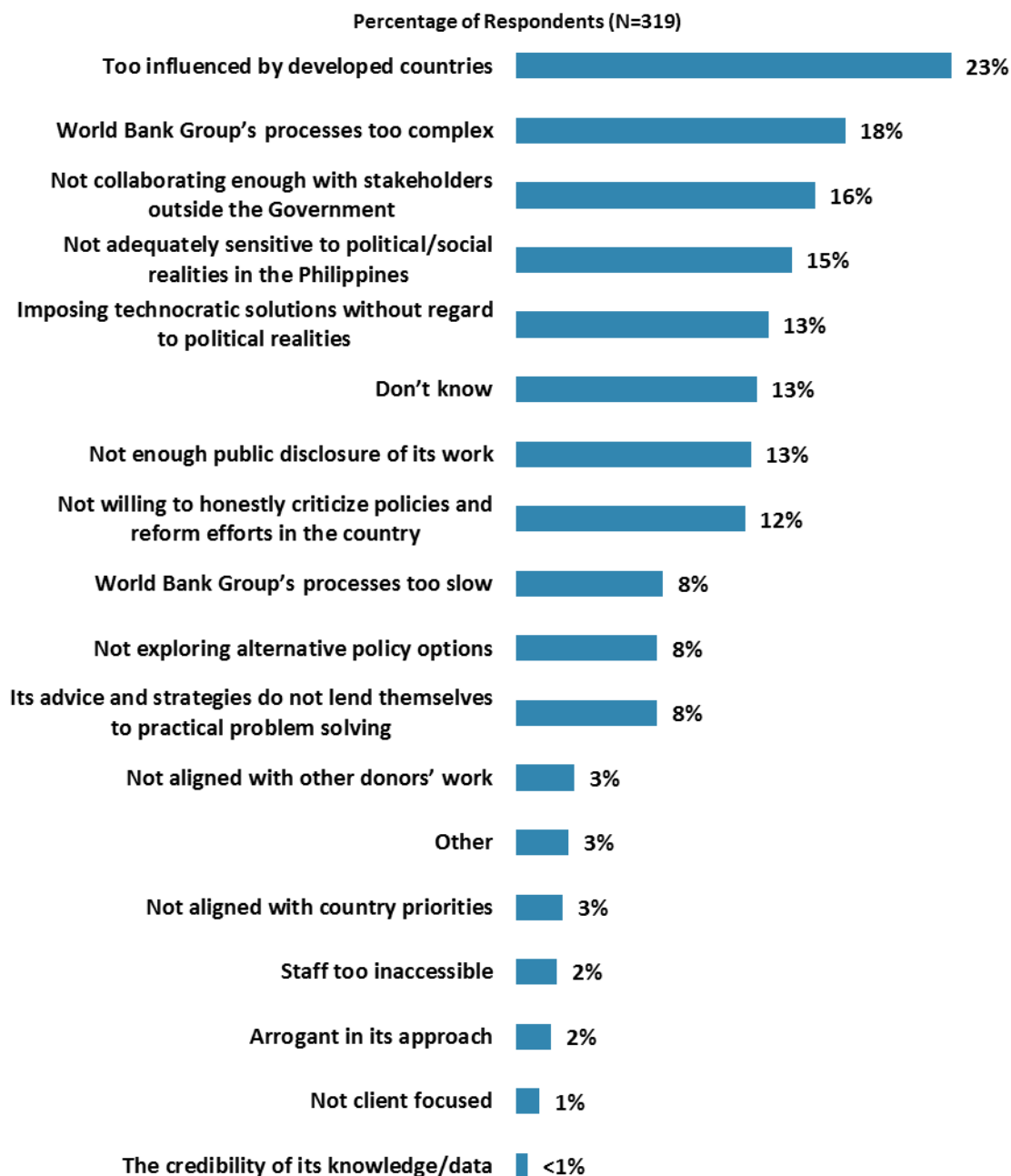
"When thinking about the World Bank Group's role, which activity do you believe is of greatest value and which activity is of second greatest value in the Philippines?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest weaknesses in its work in the Philippines were not being adequately sensitive to political/social realities in the Philippines (percentage of respondents = 27%), imposing technocratic solutions without regard to political realities (22%), being too bureaucratic in its operations policies and procedures (21%), not willing to honestly criticize policies and reform efforts in the country (20%), and not enough public disclosure of its work (18%).

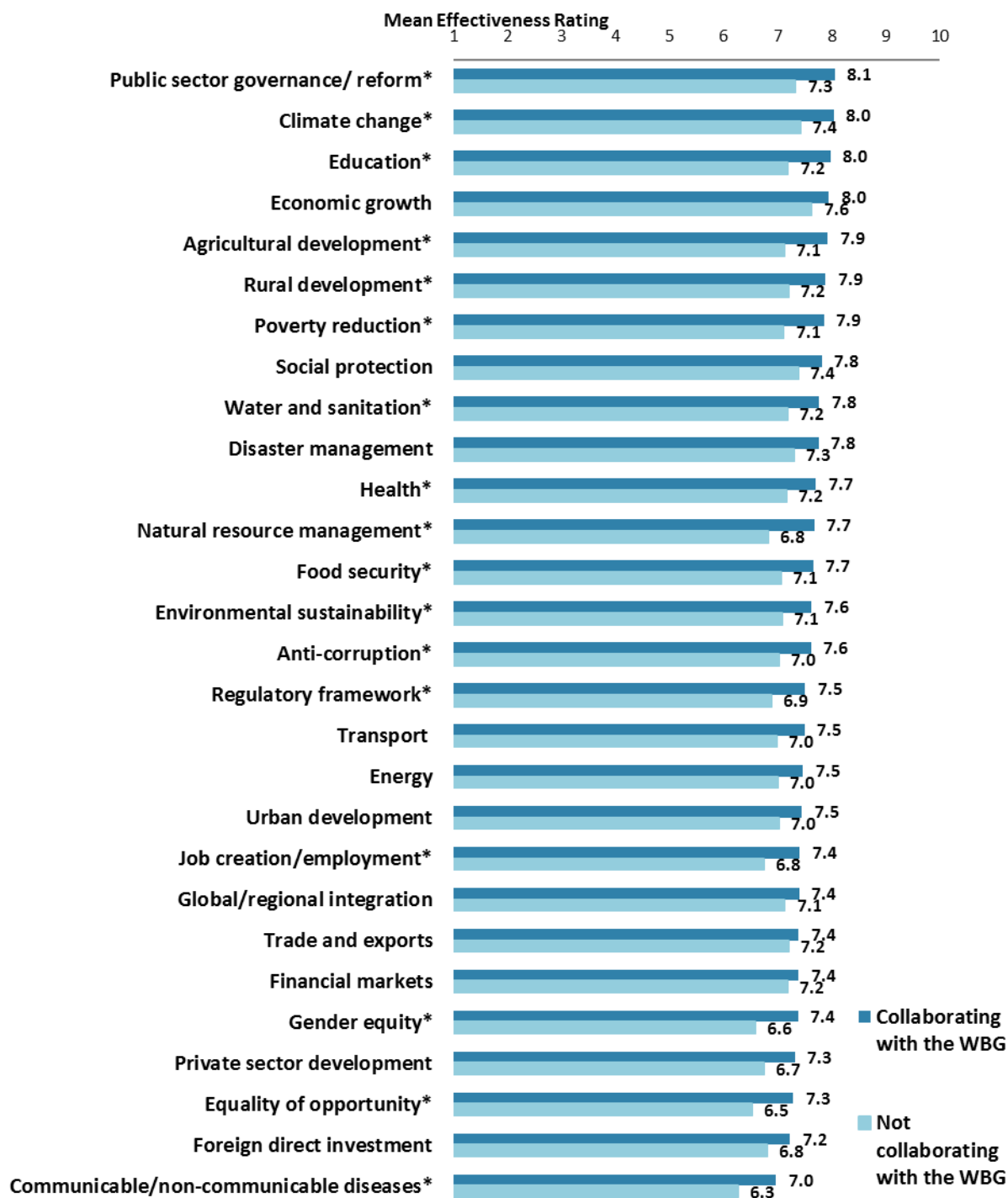


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Effectiveness of WBG's Support in Sectoral Areas³



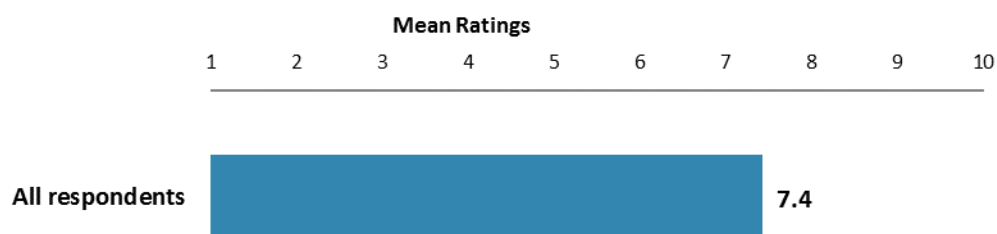
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Philippines?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators)

³ Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 39) for details.



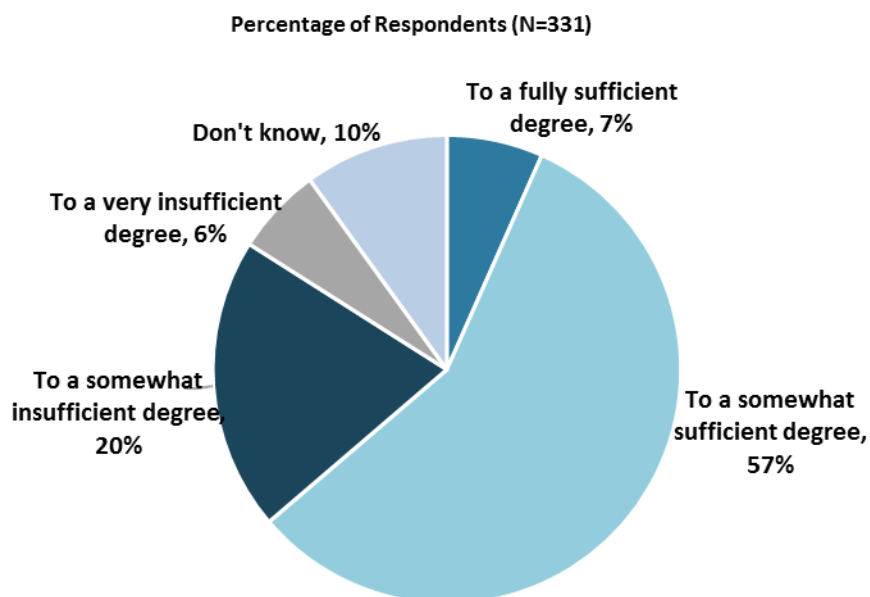
VI. Sectoral Importance and Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Philippines?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in the Philippines? (Select only ONE response)" (Respondents chose from a list.)



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in the Philippines, bivariate correlational analyses were conducted using respondents' ratings of the twenty-eight specific areas of effectiveness.

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

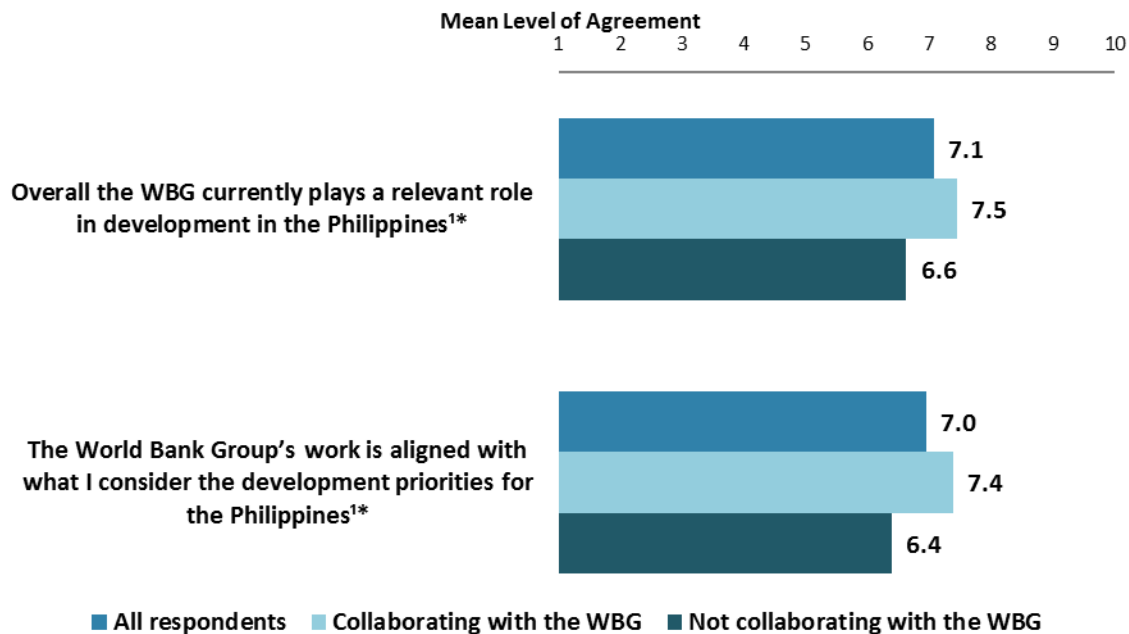
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in the Philippines. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at gender equity;
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at natural resource management; and
 - The WBG's effectiveness at transport.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in the Philippines, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at gender equity;
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at environmental sustainability; and
 - The WBG's effectiveness at natural resource management.



VII. How the World Bank Group Operates

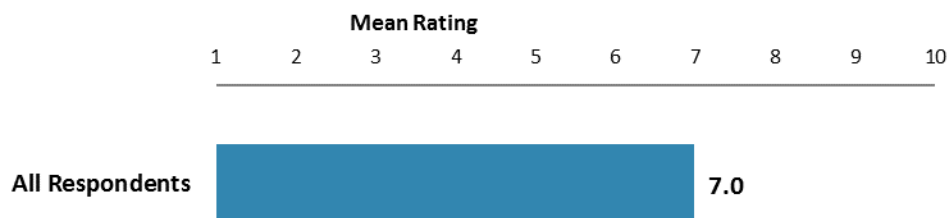
The World Bank Group's Work in The Philippines

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of agreement that "Overall the World Bank Group currently plays a relevant role in development in the Philippines" (weighted mean = 7.1) and that "The WBG's work is aligned with what I consider the development priorities for the Philippines" (weighted mean = 7.0) compared to respondents from the FY '13 Country Survey (weighted means = 7.5 and 7.5, respectively)⁴.



"To what extent do you agree with the following statements about the World Bank Group's work in the Philippines?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators) ¹Indicator Question

Internal Measuring and Monitoring



"To what extent do you believe the World Bank Group measures and corrects its work in real time in the Philippines?" (1-"To no degree at all", 10-"To a very significant degree")

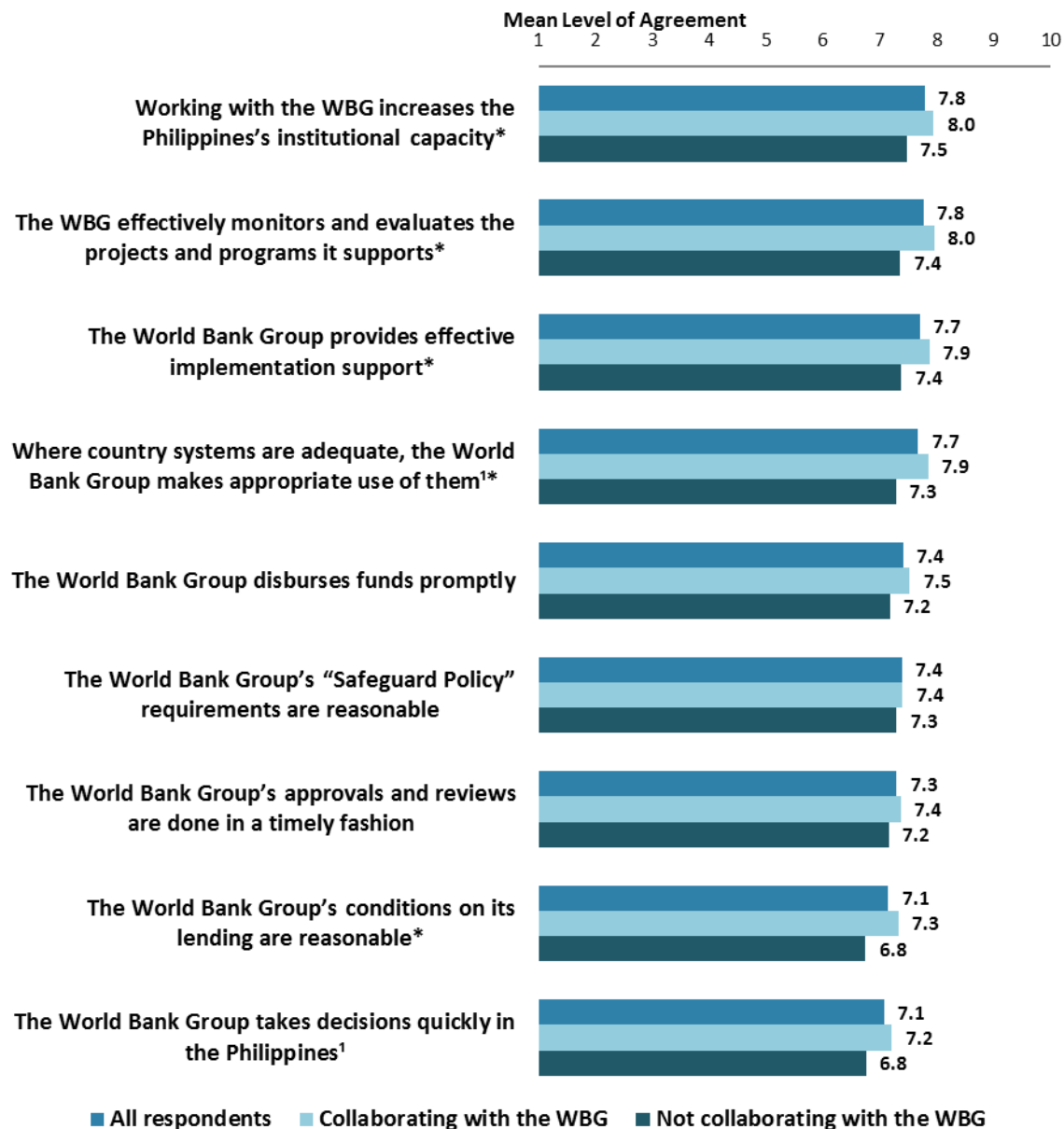
⁴ Please refer to Appendix E (page 77) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement regarding the comparable aspects of how the WBG operates in the Philippines compared to respondents from the FY '13 Country Survey.
- **Stakeholders:** Respondents from the office of Secretary and independent government institutions had the highest levels of agreement that "The World Bank Group takes decisions quickly in the Philippines" whereas respondents from NGOs/CBOs had significantly lower levels of agreement. See Appendix B, page 53, for a complete breakdown of all stakeholder group comparisons.



"To what extent do you agree/disagree with the following statements?"

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

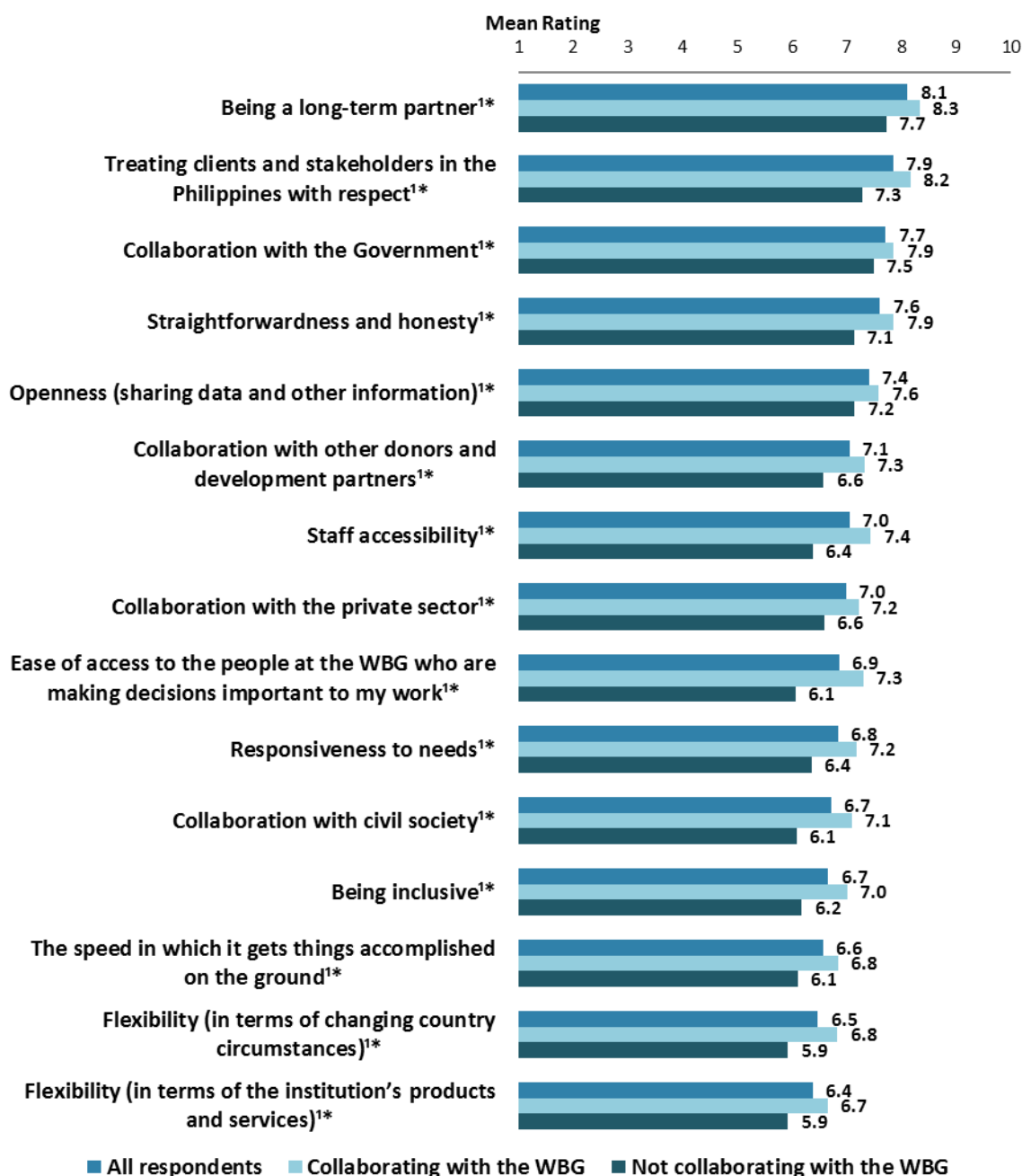
(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in the Philippines (refer to Appendix B, page 53, for a complete breakdown). For the most part, respondents from the office of Secretary tended to have the highest levels of agreement whereas respondents from private foundations tended to have significantly lower levels of agreement.



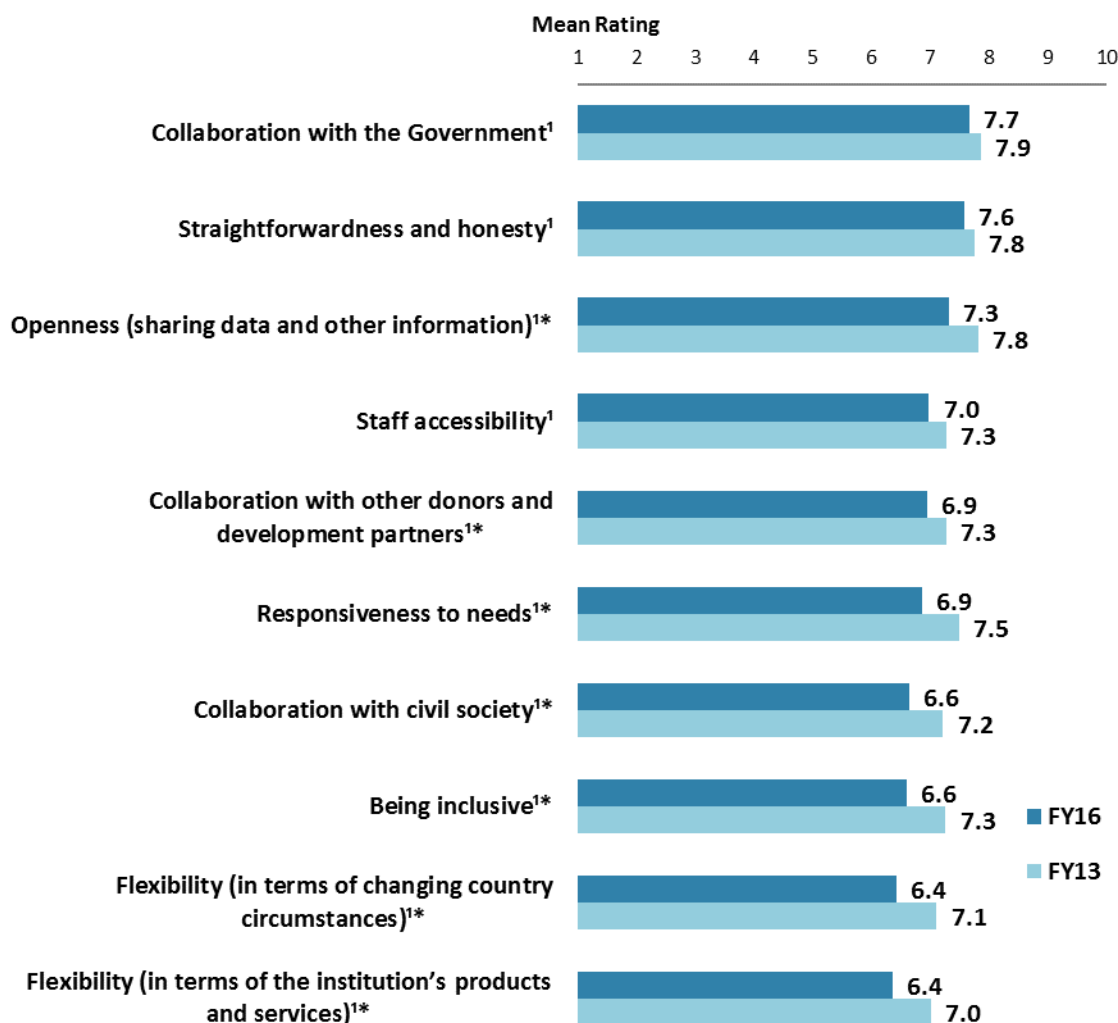
"To what extent is the World Bank Group an effective development partner in the Philippines in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁵



"To what extent is the World Bank Group an effective development partner in the Philippines in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY16 and FY13) ¹Indicator Question

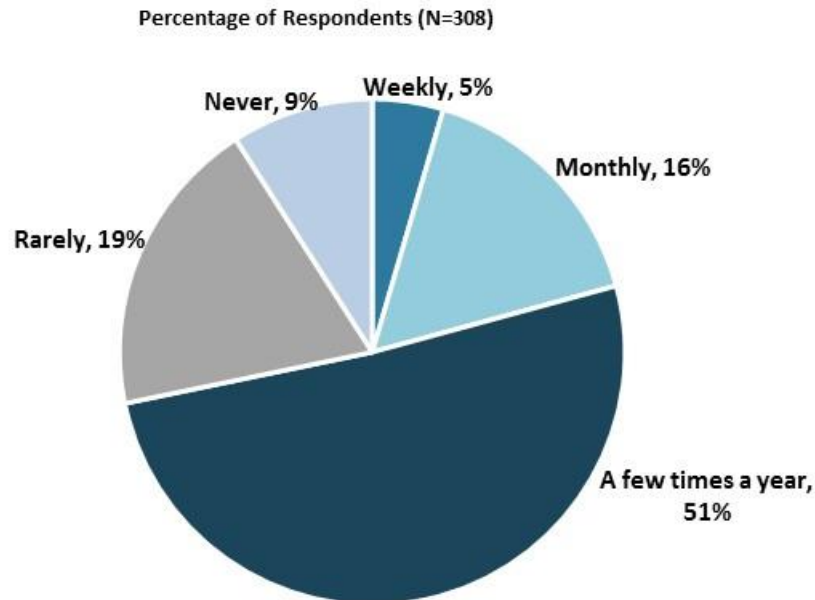
⁵All means presented in this chart are calculated based on weighted data. See Appendix E (page 77) for details.



VIII. World Bank Group's Knowledge and Instruments

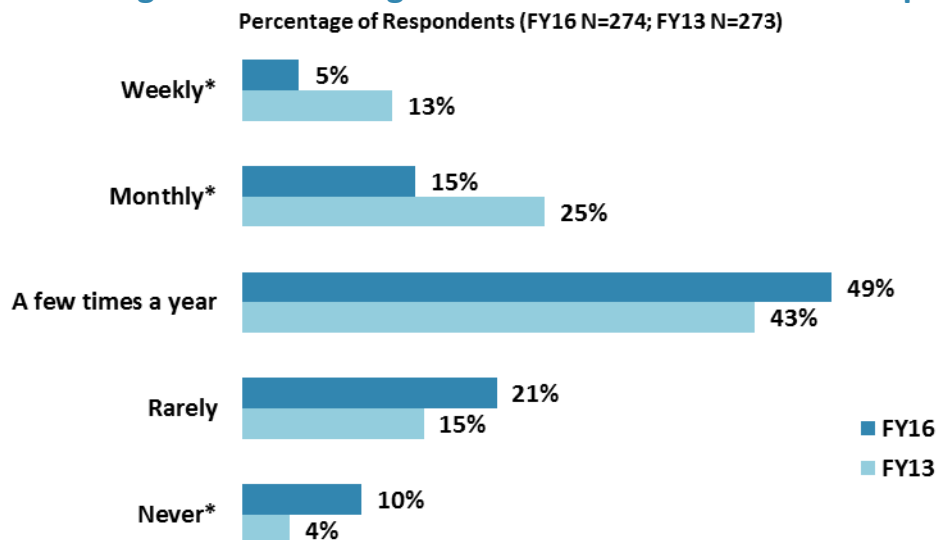
Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholders:** Respondents from the media indicated the most frequent usage of the WBG's knowledge work and activities (percentage of respondents = 42% weekly/monthly) whereas respondents from NGOs/CBOs indicated significantly less frequency (67% rarely/never).



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

Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison⁶



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) *Significantly different between FY16 and FY13

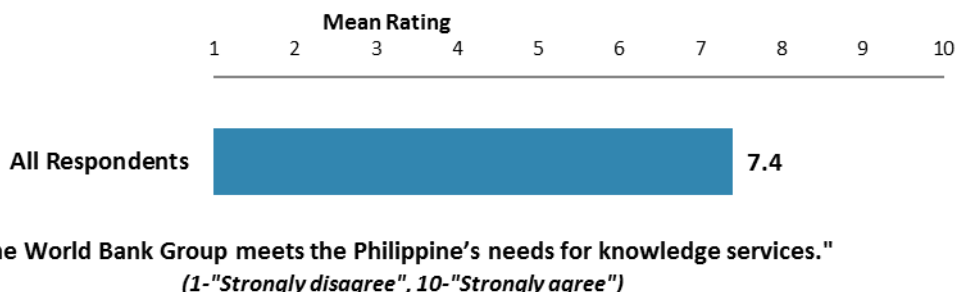
⁶All means presented in this chart are calculated based on weighted data. See Appendix E (page 77) for details.



VIII. World Bank Group's Knowledge and Instruments (continued)

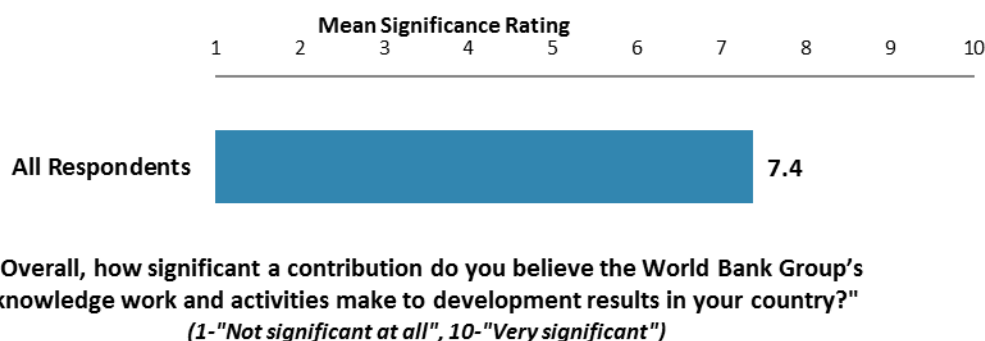
Meeting The Philippines's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of agreement that the WBG meets the Philippines's needs for knowledge services (weighted mean = 7.4) compared to respondents from the FY '13 Country Survey (weighted mean = 7.6)⁷.



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

- **Year comparison:** Respondents in this year's Country Survey had significantly lower ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 7.3) compared to respondents from the FY '13 Country Survey (weighted mean = 7.6)⁷.



⁷ Please refer to Appendix E (page 77) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet the Philippines's needs (weighted mean = 6.9) compared to respondents from the FY '13 Country Survey (weighted mean = 7.1)⁸.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG's financial instruments meet the Philippines's needs whereas respondents from the office of the President and NGOs/CBOs had significantly lower levels of agreement.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet the Philippines's needs (mean rating = 7.2) compared to respondents who are not collaborating with the WBG (mean rating = 6.5).



"The World Bank Groups's financial instruments meet the needs of the Philippines."
(1-"Strongly disagree", 10-"Strongly agree")

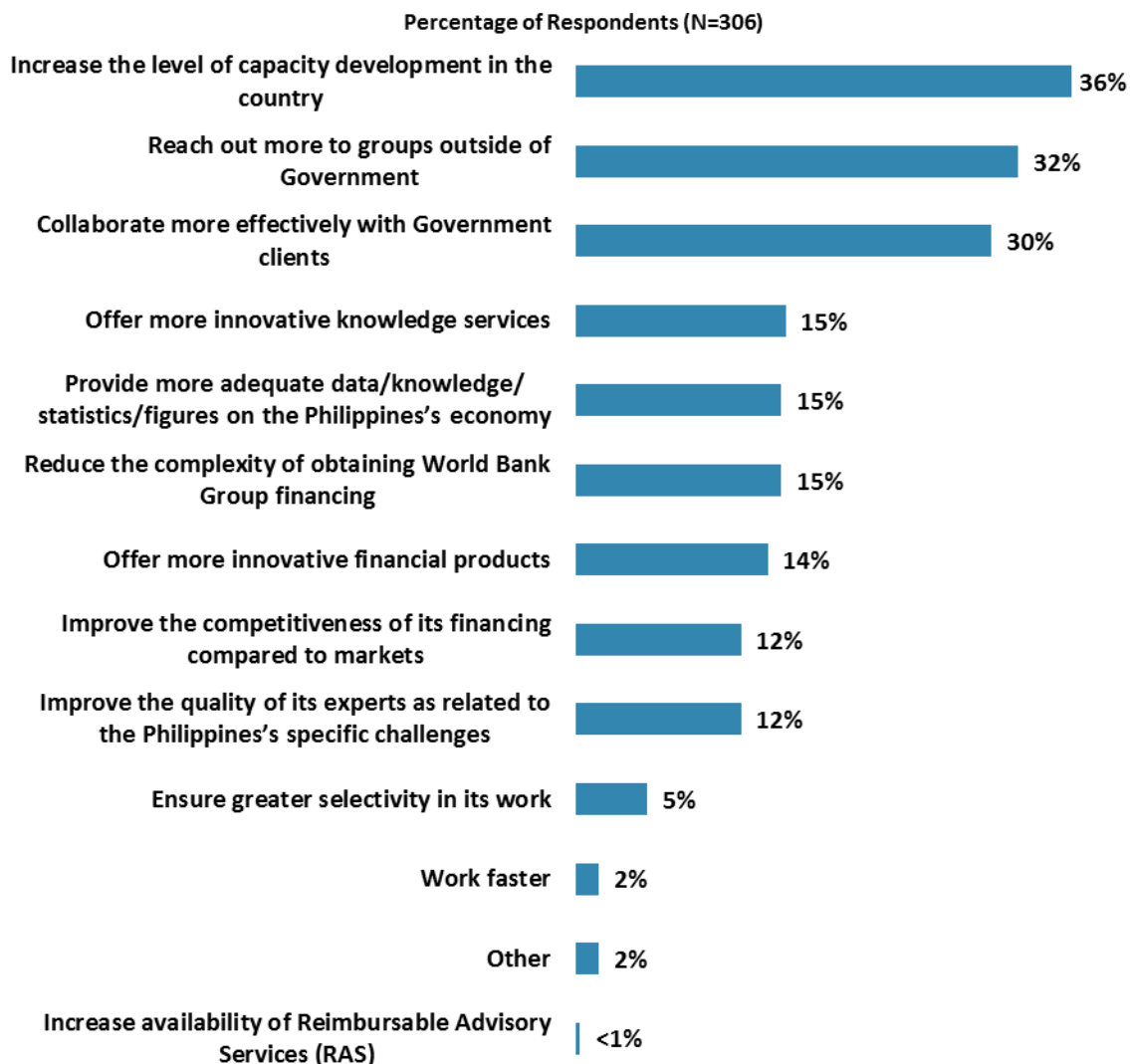
⁸ Please refer to Appendix E (page 77) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



IX. The Future Role of the World Bank Group in the Philippines

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to make itself of greater value, the WBG should reduce the complexity of obtaining WBG financing (percentage of respondents = 39%), followed by providing more adequate data/knowledge/statistics/figures on the Philippine's economy (27%), improving the quality of its experts as related to the Philippines's specific challenges (26%), and offering more innovative knowledge services (24%).

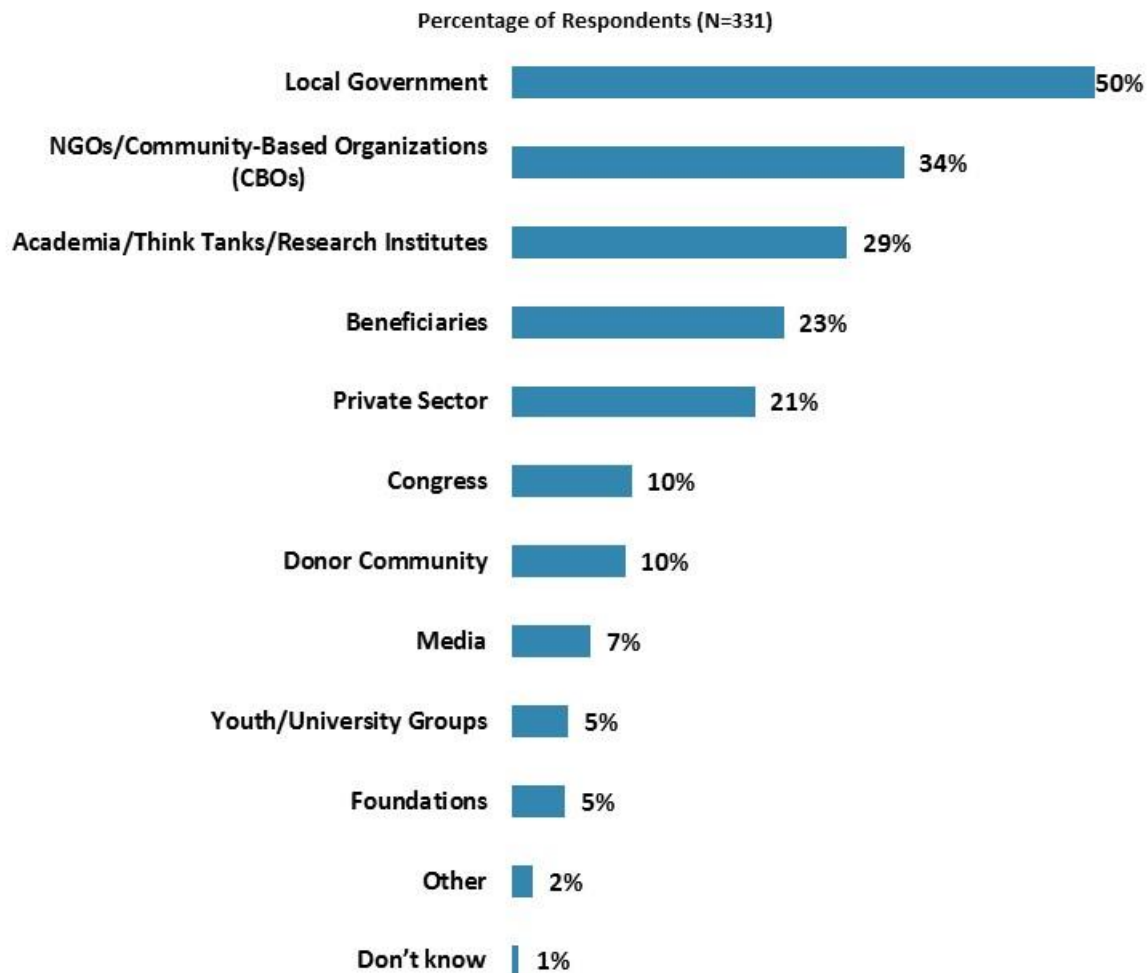


"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in the Philippines (continued)

World Bank Group Should Collaborate More with...



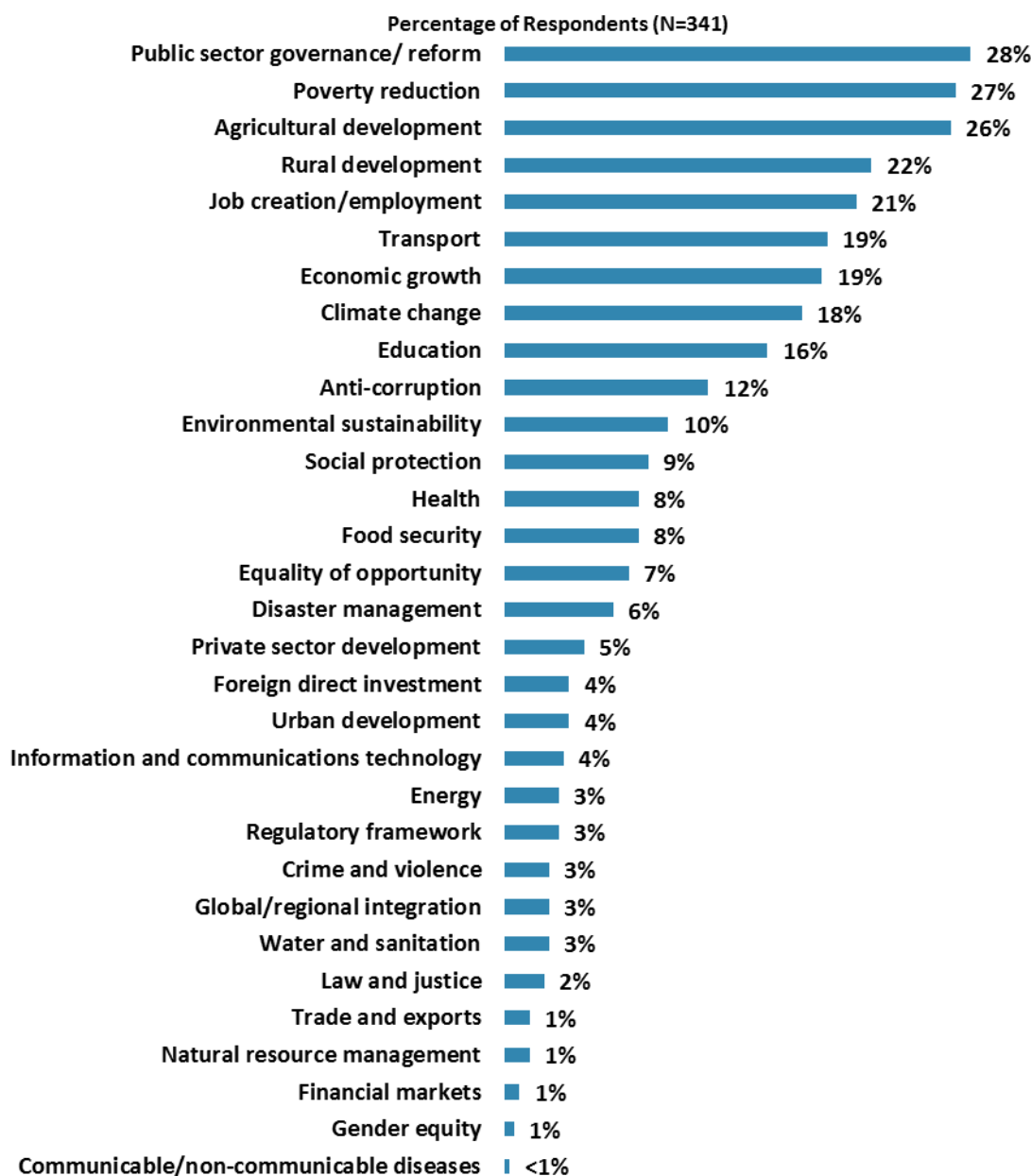
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in the Philippines (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents from the FY '13 Country Survey indicated that the WBG should focus its resources on agricultural modernization/rural development (percentage of respondents = 37%) and infrastructure: roads, bridges, housing, water, and electricity (33%), followed by economic growth (22%), governance/government effectiveness (22%), anti-corruption/transparency/social accountability (20%), and education (20%).

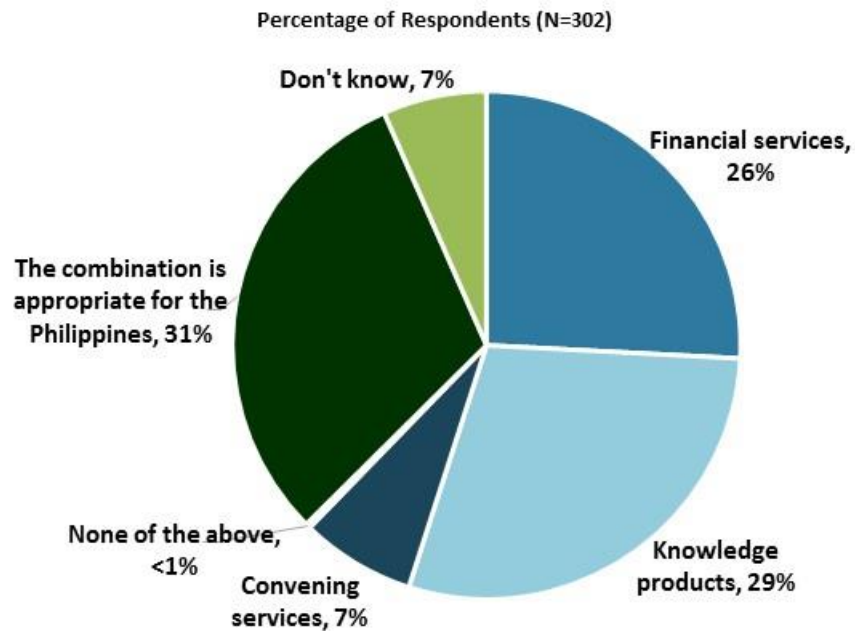


“When thinking about how the World Bank Group can have the most impact on development results in the Philippines, in which sectoral areas do you believe the World Bank Group should focus most of its resources in the Philippines? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in the Philippines (continued)

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in the Philippines, 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 the Philippines?" (Respondents chose from a list.)

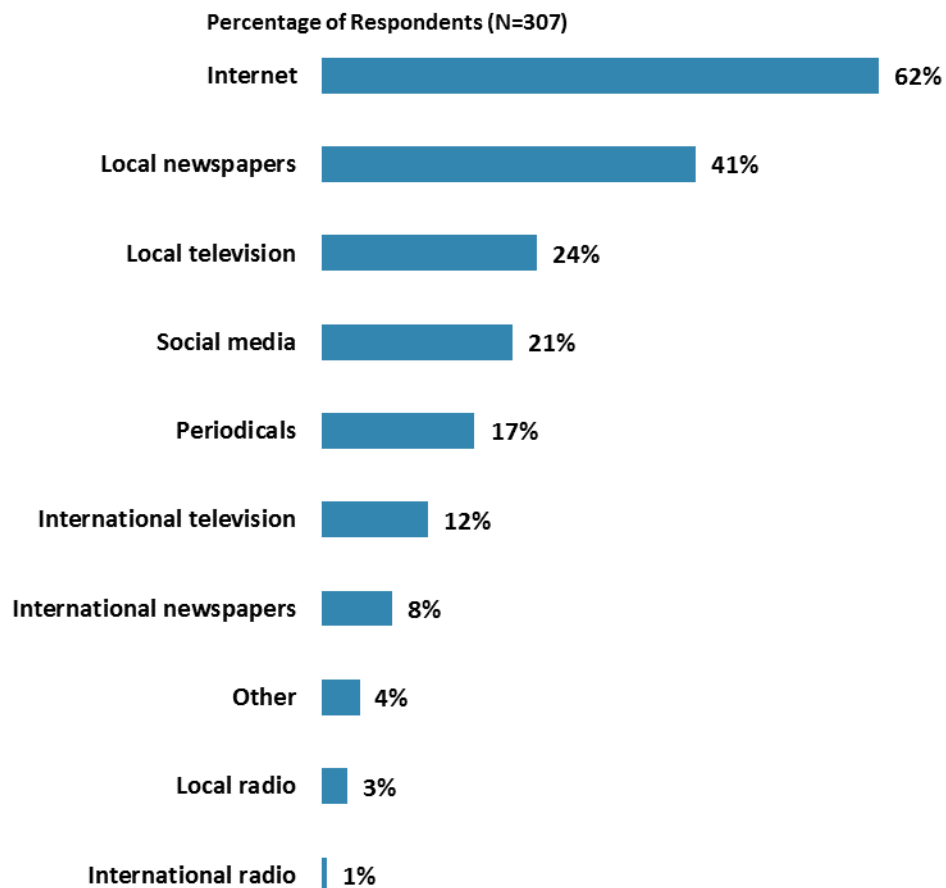


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 53) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they got most of their information about economic and social development issues from local newspapers (percentage of respondents = 50%), followed by the Internet through non-World Bank websites/search engines (37%), and local television (18%).



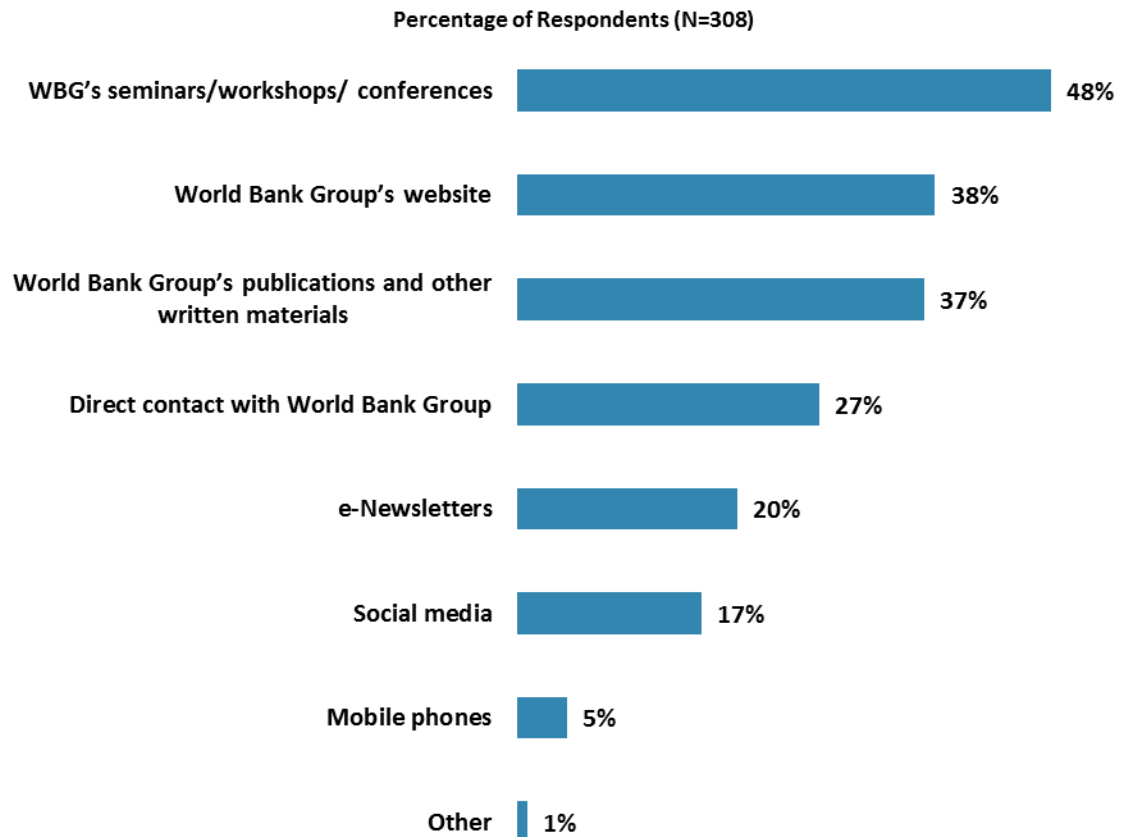
"How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they preferred to get their information from email (percentage of respondents = 53%), followed by WBG publications/materials (28%), WBG conferences/seminars/workshops/videoconferences (21%), and WBG website (20%).

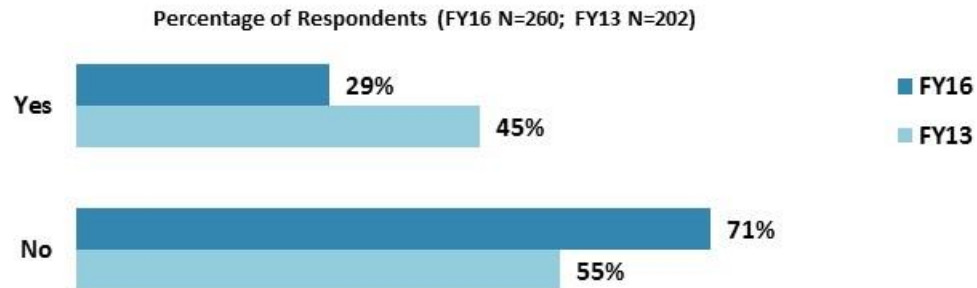


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



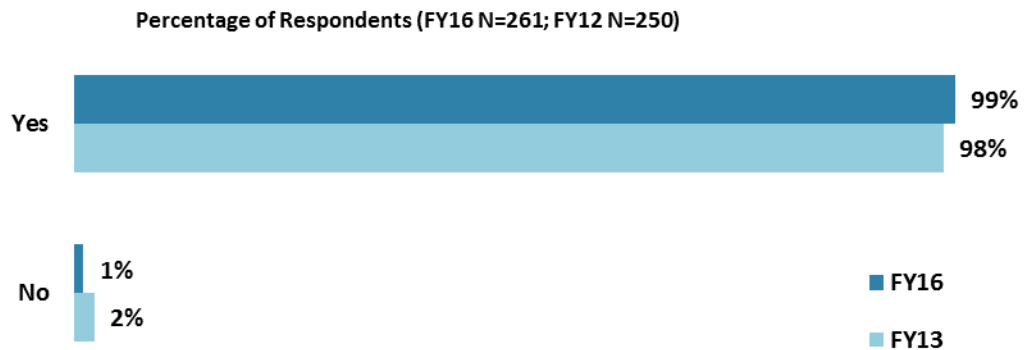
X. Communication and Outreach (continued)

Access to Information



"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?"
Significantly different between FY16 and FY13 (Note, percentages based on weighted data.)

Access to the Internet

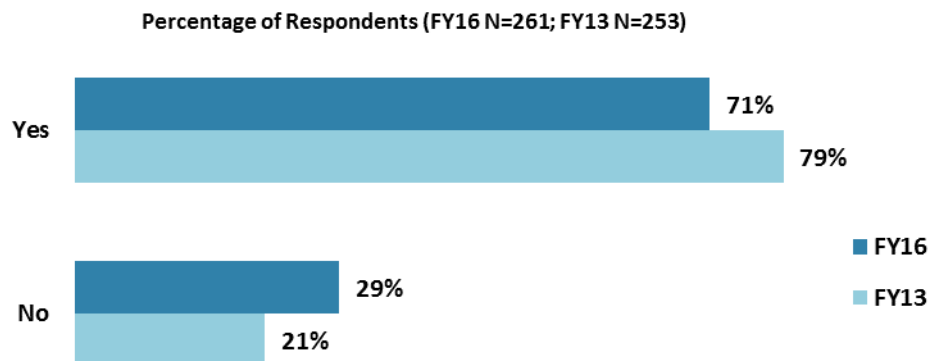


"Do you have access to the Internet?"
(Note, these percentages were calculated based on weighted data.)



X. Communication and Outreach (continued)

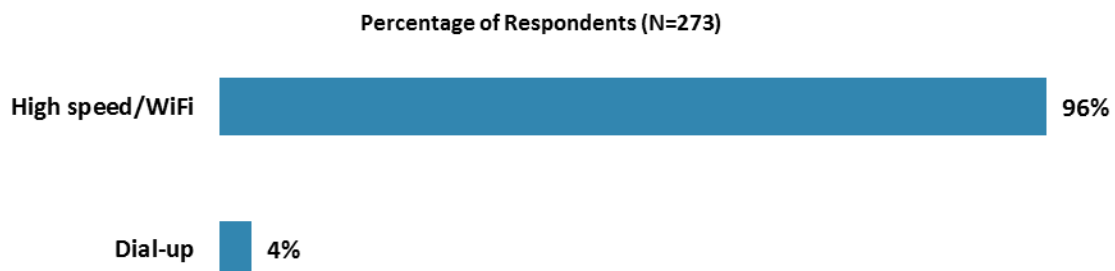
WBG Website Usage



"Do you use/have you used the World Bank Group website?"

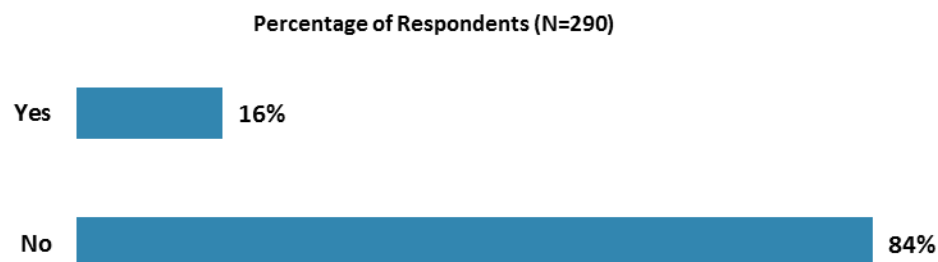
Significantly different between FY16 and FY13 (Note, percentages calculated based on weighted data.)

WBG Website Internet Access



"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

WBG Social Media Usage



"Do you currently consult the World Bank Group social media sites
(e.g., blogs, Facebook, Twitter, YouTube, Flickr)?" (Respondents chose from a list.)



XI. Appendices

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THE PHILIPPINES





Appendix A: Responses to All Questions across All Respondents (N=352)

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

A. General Issues Facing The Philippines

1. In general would you say that the Philippines is headed in ... ?	Percentage of Respondents (N=333)
The right direction	77.5%
The wrong direction	4.2%
Not sure	18.3%

2. Listed below are a number of development priorities in The Philippines. Please identify which of the following you consider the most important development priorities in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=345)
Poverty reduction	40.6%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31.3%
Job creation/employment	25.5%
Climate change (e.g., mitigation, adaptation)	21.7%
Food security	21.4%
Education	20.3%
Agricultural development	16.8%
Anti-corruption	15.9%
Transport (e.g., roads, bridges, transportation)	15.4%
Social protection (e.g., pensions, targeted social assistance)	9.6%
Economic growth	9.6%
Rural development	9.3%
Environmental sustainability	7.5%
Disaster management	6.4%
Crime and violence	5.2%
Health	4.9%
Energy	4.1%
Equality of opportunity (i.e., equity)	4.1%
Law and justice (e.g., judicial system)	3.5%
Global/regional integration	3.2%
Information and communications technology	3.2%
Foreign direct investment	2.6%
Urban development	2.6%
Water and sanitation	2.6%
Regulatory framework	2.0%
Natural resource management (e.g., oil, gas, mining)	2.0%
Private sector development	1.7%
Financial markets	0.9%
Trade and exports	0.9%
Gender equity	0.3%
Communicable/non-communicable diseases	0.0%

**A. General Issues Facing The Philippines (continued)**

3. 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 the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=339)
Education and training that better ensure job opportunity	34.2%
Consistent economic growth	31.3%
Better opportunity for the poor who live in rural areas	28.3%
Better quality public services	19.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.2%
A growing middle class	12.1%
More reliable social safety net	10.9%
Greater access to micro-finance for the poor	10.9%
Greater voice and participation for citizens to help ensure greater accountability	9.4%
Greater access to health and nutrition for citizens	8.8%
Better employment opportunities for young people	6.2%
Greater equity of fiscal policy	5.9%
Better opportunity for the poor who live in urban areas	5.0%
Other	2.1%
Better employment opportunities for women	0.6%

5. 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 the Philippines? (Select only ONE response)	Percentage of Respondents (N=341)
A very big problem	62.8%
A moderately big problem	34.6%
A small problem	2.1%
Not a problem at all	.6%
Don't know	.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=342)
A very serious problem	80.7%
A somewhat serious problem	16.1%
Not too serious problem	2.6%
Not a problem	.3%
Don't know	.3%

**B. Overall Attitudes toward the World Bank Group**

Familiarity (1-Not familiar at all, 10-Extremely familiar)	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in the Philippines?	342	0	6.64	1.92

Overall Effectiveness (1-Not effective at all, 10-Very effective)	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines*	315	24	6.99	1.74

3. When thinking about how the World Bank Group can have the most impact on development results in the Philippines, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=341)
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.6%
Poverty reduction	26.7%
Agricultural development	26.4%
Rural development	21.7%
Job creation/employment	20.8%
Transport (e.g., roads, bridges, transportation)	19.1%
Economic growth	18.8%
Climate change (e.g., mitigation, adaptation)	17.6%
Education	15.5%
Anti-corruption	12.0%
Environmental sustainability	9.7%
Social protection (e.g., pensions, targeted social assistance)	8.5%
Health	7.9%
Food security	7.9%
Equality of opportunity (i.e., equity)	7.3%
Disaster management	6.5%
Private sector development	4.7%
Foreign direct investment	3.8%
Urban development	3.8%
Information and communications technology	3.5%
Energy	3.2%
Regulatory framework	3.2%
Crime and violence	2.6%
Global/regional integration	2.6%
Water and sanitation	2.6%
Law and justice (e.g., judicial system)	2.3%
Trade and exports	1.5%
Natural resource management (e.g., oil, gas, mining)	1.5%
Financial markets	0.9%
Gender equity	0.6%
Communicable/non-communicable diseases	0.3%

**B. Overall Attitudes toward the World Bank Group (continued)**

4. 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 the Philippines?	Percentage of Respondents (N=333)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	26.4%	20.9%	47.3%
Financial resources	24.0%	15.8%	39.8%
Capacity development	17.1%	15.2%	32.3%
Technical assistance	10.8%	17.6%	28.4%
Help to bring discipline/effective supervision to implementation of investment projects	9.6%	8.8%	18.4%
Data and statistics	5.4%	7.6%	13.0%
Mobilizing third party financial resources	1.8%	4.5%	6.3%
Convening/Facilitating	1.5%	4.5%	6.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.8%	2.4%	4.2%
Donor coordination	0.9%	2.7%	3.6%
Other	0.6%	0.0%	0.6%

5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=319)
Too influenced by developed countries	23.2%
World Bank Group's processes too complex	17.6%
Not collaborating enough with stakeholders outside the Government	16.0%
Not adequately sensitive to political/social realities in the Philippines	14.7%
Imposing technocratic solutions without regard to political realities	13.5%
Don't know	12.9%
Not enough public disclosure of its work	12.5%
Not willing to honestly criticize policies and reform efforts in the country	12.2%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	7.8%
Not exploring alternative policy options	7.5%
Its advice and strategies do not lend themselves to practical problem solving	7.5%
Not aligned with other donors' work	3.1%
Other	2.8%
Not aligned with country priorities	2.5%
Staff too inaccessible	2.2%
Arrogant in its approach	1.9%
Not client focused	1.3%
The credibility of its knowledge/data	0.6%

6. To what extent do you believe that the World Bank Group's work and support help the poorest in the Philippines? (Select only ONE response)	Percentage of Respondents (N=331)
To a fully sufficient degree	6.6%
To a somewhat sufficient degree	57.1%
To a somewhat insufficient degree	20.2%
To a very insufficient degree	6.0%
Don't know	10.0%

**B. Overall Attitudes toward the World Bank Group (continued)**

7. 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)	Percentage of Respondents (Responses Combined; N=331)
Local Government	49.8%
NGOs/Community-Based Organizations (CBOs)	33.5%
Academia/Think Tanks/Research Institutes	28.7%
Beneficiaries	23.3%
Private Sector	20.8%
Congress	10.3%
Donor Community	9.7%
Media	6.6%
Youth/University Groups	4.8%
Foundations	4.5%
Other	1.8%
Don't know	0.6%

To what extent do you agree with the following statements about the World Bank Group's work in the Philippines? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. Overall the World Bank Group currently plays a relevant role in development in the Philippines*	321	7	7.08	1.71
9. The World Bank Group's work is aligned with what I consider the development priorities for the Philippines*	315	12	6.96	1.73

To what extent is the World Bank Group an effective development partner in the Philippines, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
10. Responsiveness to needs*	307	14	6.84	1.61
11. Flexibility (in terms of the institution's products and services)*	281	37	6.38	1.69
12. Flexibility (in terms of changing country circumstances)*	280	34	6.48	1.70
13. Being inclusive*	294	25	6.67	1.78
14. Openness (sharing data and other information)*	301	14	7.41	1.67
15. Collaboration with the Government*	299	13	7.71	1.51
16. The speed in which it gets things accomplished on the ground*	271	44	6.58	1.77
17. Ease of access to the people at the World Bank Group who are making decisions important to my work*	278	35	6.86	1.97
18. Collaboration with civil society*	269	46	6.71	1.75
19. Staff accessibility*	284	31	7.05	1.97
20. Collaboration with other donors and development partners*	269	44	7.05	1.70
21. Collaboration with the private sector*	258	51	6.99	1.62
22. Straightforwardness and honesty*	292	25	7.61	1.67
23. Treating clients and stakeholders in the Philippines with respect*	289	22	7.85	1.69
24. Being a long-term partner*	300	16	8.11	1.68

**B. Overall Attitudes toward the World Bank Group (continued)**

25. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=319)
Lack of/inadequate levels of capacity in Government	40.1%
Political pressures and obstacles	31.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.5%
The Government works inefficiently	27.3%
Reforms are not well thought out in light of country challenges	19.4%
There is not an adequate level of citizen/civil society participation	16.6%
The World Bank Group does not do adequate follow through/follow-up	7.8%
Poor donor coordination	6.6%
The World Bank Group works too slowly	3.1%
Other	2.5%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the Philippines? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	283	17	5.70	2.66
2. Financial markets	301	4	7.68	1.91
3. Transport (e.g., roads, bridges, transportation)	304	5	8.43	1.47
4. Anti-corruption	304	5	8.17	1.85
5. Law and justice (e.g., judicial system)	293	10	7.22	2.19
6. Urban development	302	7	8.33	1.50
7. Environmental sustainability	306	3	8.68	1.37
8. Trade and exports	291	12	7.53	1.86
9. Information and communications technology	300	6	7.84	1.81
10. Poverty reduction	308	4	8.99	1.37
11. Gender equity	292	7	7.19	2.16
12. Private sector development	296	8	7.40	1.92
13. Foreign direct investment	291	12	7.66	1.97
14. Water and sanitation	303	5	8.35	1.58
15. Regulatory framework	296	10	7.79	1.71
16. Economic growth	304	4	8.62	1.50
17. Energy	299	6	8.35	1.52
18. Disaster management	301	5	8.57	1.50
19. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	298	8	8.60	1.48
20. Job creation/employment	301	7	8.38	1.57
21. Communicable/non-communicable diseases	291	11	7.35	1.97
22. Equality of opportunity (i.e., equity)	297	6	7.90	1.79
23. Social protection (e.g., pensions, targeted social assistance)	294	8	7.86	1.74
24. Rural development	299	6	8.73	1.38
25. Global/regional integration	295	9	7.98	1.75
26. Food security	301	7	8.50	1.51
27. Natural resource management (e.g., oil, gas, mining)	299	8	7.85	1.84
28. Health	302	4	8.32	1.56
29. Climate change (e.g., mitigation, adaptation)	302	6	8.77	1.48
30. Agricultural development	300	7	8.87	1.32
31. Education	302	6	8.77	1.46

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Philippines? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	132	165	7.14	1.73
2. Transport (e.g., roads, bridges, transportation)	160	136	7.31	1.61
3. Urban development	157	138	7.29	1.47
4. Environmental sustainability	195	102	7.46	1.52
5. Regulatory framework	171	122	7.29	1.63
6. Communicable/non-communicable diseases	107	180	6.73	1.63
7. Poverty reduction	232	62	7.59	1.43
8. Anti-corruption	181	114	7.41	1.66
9. Private sector development	146	147	7.12	1.71
10. Foreign direct investment	125	169	7.07	1.74
11. Water and sanitation	165	130	7.56	1.44
12. Trade and exports	118	173	7.31	1.55
13. Economic growth	203	91	7.85	1.45
14. Health	160	132	7.49	1.48
15. Disaster management	176	118	7.60	1.49
16. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	219	69	7.81	1.48
17. Job creation/employment	172	120	7.20	1.62
18. Financial markets	137	156	7.31	1.56
19. Equality of opportunity (i.e., equity)	144	150	7.08	1.64
20. Energy	144	150	7.31	1.55
21. Rural development	198	95	7.69	1.58
22. Global/regional integration	132	159	7.30	1.55
23. Food security	171	122	7.49	1.57
24. Education	178	113	7.69	1.52
25. Social protection (e.g., pensions, targeted social assistance)	156	138	7.65	1.59
26. Climate change (e.g., mitigation, adaptation)	197	96	7.83	1.52
27. Agricultural development	196	97	7.68	1.57
28. Natural resource management (e.g., oil, gas, mining)	154	140	7.40	1.66

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in the Philippines? (1-To no degree at all, 10-To a very significant degree)	278	29	7.25	1.48

To what extent do you agree with the following statements about the World Bank Group in the Philippines? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Philippines*	248	59	6.94	1.54
5. The World Bank Group meets The Philippines's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	274	31	7.39	1.48

**C. World Bank Group's Effectiveness and Results (continued)**

Internal monitoring	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Philippines? (1-To no degree at all, 10-To a very significant degree)	224	83	6.98	1.62

D. The World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=308)			
Weekly	4.5%			
Monthly	16.2%			
A few times a year	51.0%			
Rarely	19.2%			
Never	9.1%			

Overall Evaluation	N	DK	Mean	SD
2. 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-Not significant at all, 10-Very significant)	283	24	7.37	1.60

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	185	116	7.42	1.83
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	252	50	7.77	1.58
3. The World Bank Group's approvals and reviews are done in a timely fashion	220	82	7.30	1.78
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	198	101	7.39	1.66
5. The World Bank Group's conditions on its lending are reasonable	181	118	7.15	1.68
6. The World Bank Group takes decisions quickly in the Philippines*	200	99	7.08	1.74
7. Working with the World Bank Group increases the Philippines's institutional capacity	256	46	7.80	1.57
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	212	85	7.67	1.57
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	245	55	7.70	1.54

WBG Promoting PPP	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Philippines? (1-To no degree at all, 10-To a very significant degree)	216	84	7.43	1.60

11. Which of the following best describes the World Bank Group's support in the Philippines? (Select only one response)	Percentage of Respondents (N=302)			
The World Bank Group is sufficiently selective and focuses on the most important development challenges in the Philippines	65.9%			
The World Bank Group is not sufficiently selective in the Philippines, and it is involved in too many areas of development	15.6%			
Don't know	18.5%			

**F. The Future Role of the World Bank Group in the Philippines**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=306)
Increase the level of capacity development in the country	36.3%
Reach out more to groups outside of Government	32.4%
Collaborate more effectively with Government clients (e.g., national, provincial, local)	30.4%
Offer more innovative knowledge services	15.4%
Provide more adequate data/knowledge/statistics/figures on the Philippines's economy	15.0%
Reduce the complexity of obtaining World Bank Group financing	15.0%
Offer more innovative financial products	14.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.1%
Improve the quality of its experts as related to the Philippines's specific challenges	12.1%
Ensure greater selectivity in its work	5.2%
Work faster	1.6%
Other	1.6%
Increase availability of Reimbursable Advisory Services (RAS)	0.3%

2. When considering the combination of services that the World Bank Group offers in the Philippines, 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 the Philippines? (Select only ONE response)	Percentage of Respondents (N=302)
Financial services	25.80%
Knowledge products	29.10%
Convening services	7.30%
None of the above	0.30%
The combination is appropriate for the Philippines	30.80%
Don't know	6.60%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=307)
Internet	61.6%
Local newspapers	41.4%
Local television	23.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	21.2%
Periodicals	16.9%
International television	11.7%
International newspapers	7.8%
Other	4.2%
Local radio	2.9%
International radio	0.7%

**G. Communication and Information Sharing (continued)**

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=308)
World Bank Group's seminars/workshops/ conferences	48.1%
World Bank Group's website	37.7%
World Bank Group's publications and other written materials	36.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	27.3%
e-Newsletters	19.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	16.6%
Mobile phones	4.5%
Other	1.0%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=290)
Yes	29.7%
No	70.3%

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (Responses Combined; N=92)
World Bank Group's website	43.5%
World Bank Group's seminars/workshops/conferences	34.8%
Colleagues/Friends/Peer organizations	13.0%
Other	5.4%
News/Media	3.3%
World Bank Group's e-Newsletters	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=282)
Yes	24.1%
No	75.9%

6. Were you able to obtain this information?	Percentage of Respondents (N=72)
Yes	97.2%
No	2.8%

7. Do you have access to the Internet?	Percentage of Respondents (N=294)
Yes	99.0%
No	1.0%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=292)
Yes	72.3%
No	27.7%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=290)
Yes	15.5%
No	84.5%

**G. Communication and Information Sharing (continued)**

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=273)
High speed/WiFi	96.3%
Dial-up	3.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate.	223	58	7.42	1.57
12. I find the information on the World Bank Group's websites useful.	221	56	7.95	1.34
13. The World Bank Group's social media channels are valuable sources of information about the institution	104	170	7.07	1.97
14. When I need information from the World Bank Group I know how to find it	217	65	7.28	1.93
15. The World Bank Group is responsive to my information requests and inquiries	181	98	7.59	1.79

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=345)
Employee of a Ministry, Ministerial Department or Implementation Agency	24.9%
Academia/Research Institute/Think Tank	12.2%
Office of the President	8.7%
Private Sector Organization	8.1%
NGO/ Community-Based Organization	7.0%
Media	5.8%
Office of Secretary	5.5%
Bilateral/ Multilateral Agency	5.5%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	3.8%
Local Government Office or Staff	3.2%
Private Foundation	3.2%
Financial Sector/Private Bank	3.2%
Independent Government Institution	3.2%
Office of Congress	2.3%
Other	1.4%
Faith-Based Group	.9%
Trade Union	.6%
Judiciary Branch	.6%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=343)
Education	13.7%
Governance	12.5%
Other	11.4%
Generalist (specialized in multiple sectors)	9.6%
Agriculture	9.3%
Finance and markets	6.1%
Social protection and labor	5.5%
Macroeconomics and fiscal management	4.4%
Transport and ICT	4.1%
Urban, rural, and social development	3.8%
Poverty	3.5%
Health, nutrition, and population	2.6%
Environment and natural resources	2.3%
Energy and extractives	2.3%
Water	2.0%
Fragility, conflict and violence	1.7%
Climate change	1.5%
Public-private partnerships	1.2%
Trade and competitiveness	1.2%
Gender	.9%
Jobs	.3%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=342)
Yes	57.6%
No	42.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in the Philippines? (Select only ONE response)	Percentage of Respondents (N=296)
The World Bank (IBRD)	79.7%
Other	10.5%
The International Finance Corporation (IFC)	9.1%
The Multilateral Investment Guarantee Agency (MIGA)	.7%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=314)
Yes	21.3%
No	78.7%

6. If yes, what was your view of how the two institutions work together in the Philippines? (Choose no more than TWO)	Percentage of Respondents (N=69)
The two institutions work well together	56.5%
The way the two institutions work together needs improvement	23.2%
Don't know	18.8%
The two institutions do not work well together	1.4%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=334)
Collaborate as part of my professional duties	45.5%
Engage in World Bank Group related/sponsored events/activities	45.2%
Use World Bank Group reports/data	33.8%
Use World Bank Group website for information, data, research, etc.	25.1%
Observer	19.2%

8. What's your gender?	Percentage of Respondents (N=344)
Female	50.6%
Male	49.4%

9. Which best represents your geographic location?	Percentage of Respondents (N=345)
Metro Manila	84.1%
Luzon	8.1%
Mindanao	4.1%
Visayas	3.8%

Appendix B: Responses to Select Questions by Stakeholder Groups⁹

Office of the President N=30 ● Office of Secretary N=19 ● Office of Congress N=8 ● Employee of a Ministry N=86 ● PMU/Consultant on WBG-supported project N=13
Local Government N=11 ● Bilateral/Multilateral Agency N=19 ● Private Sector/Financial Sector/Private Bank N=39 ● Private Foundation N=11 ● NGO/CBO N=24
Media N=20 ● Independent Government Institution N=11 ● Academia N=42 ● Other N=12

A. General Issues Facing The Philippines

In general, would you say that the Philippines is headed in...?

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/Consultant	Local Government	Bi-/Multi-lateral Agency	Private/Financial Sector/Bank	Private Found.	NGO/CBO	Media	Ind. Govt. Inst.	Academia	Other
The right direction	85.7%	88.2%	62.5%	86.4%	76.9%	88.9%	73.7%	76.9%	80.0%	59.1%	65.0%	100%	61.0%	90.9%
The wrong direction	3.6%	-	-	1.2%	7.7%	-	-	2.6%	-	13.6%	15.0%	-	7.3%	-
Not sure	10.7%	11.8%	37.5%	12.3%	15.4%	11.1%	26.3%	20.5%	20.0%	27.3%	20.0%	-	31.7%	9.1%

B. Overall Attitudes toward the World Bank Group

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in the Philippines?*	30	6.40	19	7.32	7	7.57	84	7.02	13	6.00	11	6.64	19	7.68	38	7.00	11	5.55	22	5.82	20	6.30	11	7.45	41	6.02	12	6.00

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between stakeholder groups

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in the Philippines.*	26	6.54	18	7.61	7	7.43	80	7.40	11	6.36	10	6.60	19	7.63	35	7.11	8	7.00	20	6.35	19	6.89	10	7.60	38	6.29	11	6.55

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

⁹ Only 345 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

When thinking about how the World Bank Group can have the most impact on development results in the Philippines, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Health	10.0%	0.0%	0.0%	9.6%	7.7%	18.2%	0.0%	2.6%	18.2%	9.1%	5.0%	9.1%	12.2%	8.3%
Crime and violence	10.0%	0.0%	0.0%	3.6%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Transport*	13.3%	21.1%	14.3%	18.1%	15.4%	27.3%	21.1%	13.2%	9.1%	9.1%	55.0%	45.5%	12.2%	25.0%
Agricultural development	16.7%	21.1%	57.1%	31.3%	15.4%	18.2%	26.3%	26.3%	27.3%	36.4%	20.0%	18.2%	26.8%	25.0%
Global/regional integration	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	10.5%	5.3%	0.0%	0.0%	5.0%	0.0%	4.9%	0.0%
Job creation/employment	20.0%	21.1%	14.3%	25.3%	30.8%	18.2%	10.5%	13.2%	9.1%	18.2%	40.0%	9.1%	19.5%	33.3%
Public sector governance/ reform	20.0%	57.9%	28.6%	21.7%	23.1%	18.2%	42.1%	26.3%	18.2%	40.9%	25.0%	36.4%	24.4%	25.0%
Social protection	6.7%	10.5%	0.0%	9.6%	0.0%	0.0%	10.5%	5.3%	0.0%	13.6%	15.0%	18.2%	9.8%	8.3%
Rural development	26.7%	26.3%	28.6%	26.5%	23.1%	27.3%	15.8%	21.1%	45.5%	27.3%	10.0%	9.1%	7.3%	25.0%
Foreign direct investment	3.3%	0.0%	0.0%	2.4%	7.7%	0.0%	0.0%	13.2%	0.0%	4.5%	10.0%	0.0%	0.0%	8.3%
Education*	10.0%	21.1%	14.3%	7.2%	7.7%	0.0%	5.3%	34.2%	36.4%	9.1%	5.0%	9.1%	34.1%	16.7%
Energy	6.7%	0.0%	0.0%	6.0%	7.7%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Gender equity	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Financial markets	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	6.7%	0.0%	0.0%	6.0%	7.7%	9.1%	5.3%	0.0%	0.0%	0.0%	0.0%	9.1%	2.4%	8.3%
Environmental sustainability	10.0%	5.3%	14.3%	9.6%	7.7%	36.4%	21.1%	7.9%	0.0%	4.5%	0.0%	9.1%	9.8%	8.3%
Economic growth	16.7%	26.3%	14.3%	15.7%	23.1%	36.4%	42.1%	18.4%	27.3%	4.5%	20.0%	9.1%	17.1%	16.7%
Private sector development	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	15.8%	7.9%	0.0%	9.1%	10.0%	0.0%	4.9%	16.7%
Water and sanitation	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	5.3%	5.3%	9.1%	0.0%	0.0%	9.1%	2.4%	0.0%
Food security	16.7%	5.3%	0.0%	14.5%	0.0%	0.0%	0.0%	2.6%	0.0%	4.5%	15.0%	0.0%	9.8%	0.0%
Climate change	30.0%	21.1%	14.3%	18.1%	15.4%	9.1%	5.3%	21.1%	9.1%	31.8%	0.0%	9.1%	12.2%	33.3%
Information and communications technology	0.0%	0.0%	14.3%	6.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	9.1%	9.8%	0.0%
Trade and exports	0.0%	5.3%	0.0%	1.2%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Equality of opportunity	3.3%	15.8%	28.6%	7.2%	0.0%	0.0%	10.5%	5.3%	9.1%	0.0%	5.0%	0.0%	14.6%	0.0%
Law and justice	6.7%	5.3%	0.0%	0.0%	0.0%	9.1%	0.0%	2.6%	0.0%	4.5%	0.0%	0.0%	2.4%	8.3%
Regulatory framework	0.0%	0.0%	14.3%	4.8%	7.7%	0.0%	5.3%	5.3%	9.1%	0.0%	0.0%	0.0%	2.4%	0.0%
Communicable/non- communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%
Natural resource management*	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	5.3%	2.6%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Poverty reduction	36.7%	10.5%	28.6%	22.9%	30.8%	27.3%	21.1%	34.2%	45.5%	31.8%	10.0%	27.3%	26.8%	16.7%
Anti-corruption	16.7%	10.5%	0.0%	12.0%	15.4%	27.3%	10.5%	5.3%	9.1%	18.2%	10.0%	18.2%	9.8%	0.0%
Disaster management	3.3%	0.0%	0.0%	4.8%	0.0%	18.2%	0.0%	0.0%	18.2%	13.6%	20.0%	9.1%	7.3%	8.3%

*Significantly different between stakeholder groups

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

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 the Philippines?

Greatest Value Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Policy advice, studies, analyses	10.7%	16.7%	42.9%	27.7%	7.7%	9.1%	52.6%	24.3%	18.2%	26.3%	25.0%	36.4%	37.5%	27.3%
Data and statistics	0.0%	16.7%	0.0%	2.4%	7.7%	18.2%	5.3%	5.4%	0.0%	5.3%	5.0%	0.0%	12.5%	0.0%
Convening/Facilitating	0.0%	0.0%	0.0%	2.4%	7.7%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%
Financial resources*	42.9%	16.7%	28.6%	25.3%	0.0%	45.5%	10.5%	27.0%	54.5%	26.3%	30.0%	9.1%	5.0%	36.4%
Capacity development	32.1%	27.8%	0.0%	14.5%	30.8%	9.1%	10.5%	13.5%	18.2%	15.8%	20.0%	18.2%	12.5%	18.2%
Technical assistance	3.6%	11.1%	28.6%	14.5%	7.7%	9.1%	5.3%	13.5%	0.0%	5.3%	10.0%	36.4%	7.5%	9.1%
Help to bring discipline/effective supervision to implementation of investment projects	3.6%	11.1%	0.0%	10.8%	30.8%	9.1%	10.5%	10.8%	9.1%	5.3%	5.0%	0.0%	7.5%	9.1%
Mobilizing third party financial resources	7.1%	0.0%	0.0%	1.2%	0.0%	0.0%	5.3%	0.0%	0.0%	5.3%	0.0%	0.0%	2.5%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	5.3%	5.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Other	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Policy advice, studies, analyses	17.9%	38.9%	28.6%	23.5%	23.1%	0.0%	31.6%	18.9%	18.2%	10.5%	15.0%	27.3%	15.0%	36.4%
Data and statistics	3.6%	0.0%	0.0%	8.6%	0.0%	0.0%	15.8%	5.4%	9.1%	10.5%	5.0%	0.0%	17.5%	0.0%
Convening/Facilitating	0.0%	0.0%	14.3%	2.5%	7.7%	0.0%	15.8%	2.7%	9.1%	5.3%	10.0%	0.0%	7.5%	0.0%
Financial resources*	17.9%	11.1%	0.0%	16.0%	53.8%	27.3%	5.3%	10.8%	9.1%	15.8%	15.0%	9.1%	12.5%	36.4%
Capacity development	10.7%	11.1%	42.9%	13.6%	0.0%	18.2%	10.5%	13.5%	27.3%	15.8%	10.0%	18.2%	25.0%	9.1%
Technical assistance	25.0%	16.7%	14.3%	19.8%	15.4%	27.3%	10.5%	24.3%	18.2%	15.8%	25.0%	9.1%	10.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	10.7%	16.7%	0.0%	7.4%	0.0%	9.1%	0.0%	13.5%	9.1%	10.5%	10.0%	9.1%	7.5%	9.1%
Mobilizing third party financial resources	3.6%	0.0%	0.0%	4.9%	0.0%	9.1%	5.3%	5.4%	0.0%	5.3%	5.0%	27.3%	0.0%	0.0%
Donor coordination	10.7%	0.0%	0.0%	0.0%	0.0%	9.1%	5.3%	2.7%	0.0%	10.5%	5.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	5.6%	0.0%	3.7%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	5.0%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Too influenced by developed countries	21.4%	15.8%	28.6%	21.5%	25.0%	27.3%	11.1%	16.7%	18.2%	16.7%	52.6%	20.0%	30.0%	33.3%
Not exploring alternative policy options*	3.6%	10.5%	28.6%	2.5%	8.3%	0.0%	16.7%	5.6%	9.1%	0.0%	5.3%	50.0%	10.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	17.9%	0.0%	0.0%	11.4%	0.0%	0.0%	5.6%	16.7%	27.3%	33.3%	26.3%	0.0%	35.0%	11.1%
Its advice and strategies do not lend themselves to practical problem solving	14.3%	5.3%	0.0%	11.4%	8.3%	9.1%	11.1%	0.0%	18.2%	0.0%	10.5%	10.0%	2.5%	0.0%
Not enough public disclosure of its work*	35.7%	5.3%	14.3%	7.6%	0.0%	18.2%	11.1%	8.3%	9.1%	11.1%	10.5%	10.0%	15.0%	33.3%
Arrogant in its approach	0.0%	5.3%	0.0%	1.3%	0.0%	0.0%	11.1%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	3.6%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
WBG's processes too complex	7.1%	26.3%	0.0%	21.5%	33.3%	36.4%	22.2%	25.0%	27.3%	11.1%	0.0%	0.0%	15.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	10.7%	15.8%	0.0%	8.9%	0.0%	0.0%	16.7%	13.9%	18.2%	11.1%	21.1%	20.0%	15.0%	22.2%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	5.6%	0.0%	0.0%	10.5%	0.0%	2.5%	0.0%
Imposing technocratic solutions without regard to political realities	25.0%	21.1%	14.3%	20.3%	8.3%	9.1%	0.0%	0.0%	18.2%	0.0%	15.8%	20.0%	15.0%	0.0%
WBG's processes too slow*	3.6%	5.3%	0.0%	3.8%	8.3%	9.1%	11.1%	30.6%	0.0%	11.1%	5.3%	0.0%	2.5%	11.1%
Not aligned with other donors' work	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	2.8%	9.1%	0.0%	0.0%	20.0%	2.5%	0.0%
Not aligned with country priorities	3.6%	0.0%	0.0%	2.5%	8.3%	9.1%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Not adequately sensitive to political/social realities in the Philippines*	14.3%	10.5%	57.1%	12.7%	25.0%	54.5%	5.6%	8.3%	0.0%	22.2%	10.5%	20.0%	12.5%	11.1%
Other	0.0%	0.0%	0.0%	8.9%	0.0%	0.0%	5.6%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Congress*	6.7%	15.8%	57.1%	21.7%	15.4%	9.1%	17.6%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Donor Community*	13.3%	0.0%	0.0%	19.3%	0.0%	9.1%	17.6%	2.9%	9.1%	5.0%	0.0%	27.3%	2.6%	8.3%
Media	10.0%	10.5%	0.0%	6.0%	7.7%	0.0%	11.8%	0.0%	0.0%	5.0%	20.0%	9.1%	2.6%	16.7%
Local Government*	66.7%	57.9%	57.1%	56.6%	69.2%	81.8%	41.2%	40.0%	54.5%	35.0%	40.0%	36.4%	31.6%	50.0%
Private Sector*	10.0%	21.1%	0.0%	8.4%	30.8%	18.2%	29.4%	71.4%	27.3%	5.0%	25.0%	27.3%	10.5%	16.7%
Academia/Think Tanks/Research Institutes*	20.0%	10.5%	42.9%	24.1%	7.7%	9.1%	11.8%	25.7%	18.2%	15.0%	45.0%	54.5%	71.1%	25.0%
NGOs/Community-Based Organizations (CBOs)*	30.0%	31.6%	14.3%	21.7%	7.7%	27.3%	11.8%	25.7%	45.5%	80.0%	40.0%	45.5%	50.0%	50.0%
Youth/University Groups	6.7%	15.8%	0.0%	2.4%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	5.0%	0.0%	13.2%	8.3%
Beneficiaries	33.3%	26.3%	14.3%	28.9%	53.8%	36.4%	29.4%	8.6%	18.2%	20.0%	25.0%	0.0%	15.8%	8.3%
Foundations*	0.0%	5.3%	0.0%	1.2%	0.0%	0.0%	0.0%	17.1%	27.3%	10.0%	0.0%	0.0%	0.0%	8.3%
Other	0.0%	5.3%	0.0%	1.2%	0.0%	9.1%	0.0%	2.9%	0.0%	5.0%	0.0%	0.0%	0.0%	8.3%
Don't know*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi- lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in the Philippines	27	6.44	19	7.95	7	6.71	80	7.34	13	6.31	11	6.91	17	7.35	34	7.12	11	7.00	19	7.26	20	6.90	11	7.64	36	6.89	12	6.58
The WBG's work is aligned with what I consider the development priorities for the Philippines	26	6.54	19	7.89	7	6.86	79	7.15	13	6.77	11	6.73	17	7.53	35	6.97	10	6.80	18	6.56	20	6.45	11	7.91	35	6.57	11	6.73

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

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

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	24	6.38	19	7.79	7	7.14	80	7.23	13	6.92	11	6.09	16	7.19	33	6.67	9	6.44	18	6.39	20	6.65	11	7.45	33	6.21	10	6.90
Flexibility (in terms of the institution's products and services)*	24	5.63	19	7.58	6	7.00	75	6.75	11	7.00	9	6.22	14	6.07	30	5.83	9	4.78	16	5.81	16	6.63	10	7.50	30	5.87	9	6.67
Flexibility (in terms of changing country circumstances)*	24	5.67	18	7.67	6	7.17	72	6.89	12	7.25	10	6.00	15	6.27	29	6.17	9	5.22	16	5.88	18	6.33	11	7.09	29	6.03	9	6.67
Being inclusive*	26	5.85	18	7.44	6	7.33	77	7.12	11	7.18	10	5.90	16	6.56	32	6.31	9	6.11	17	6.06	17	6.88	10	7.60	33	6.39	9	6.56
Openness (sharing data and other information)*	23	6.30	18	8.00	7	8.00	80	7.70	11	7.82	11	6.82	16	6.81	33	7.18	9	7.00	17	7.00	20	7.95	11	8.09	34	7.59	9	6.78
Collaboration with the Government	27	6.96	18	8.22	7	8.57	78	7.94	13	8.15	10	7.10	15	7.40	30	7.40	9	7.67	18	7.56	17	8.00	10	8.40	34	7.65	10	7.40
The speed in which it gets things accomplished on the ground*	21	6.10	19	7.42	6	7.50	74	7.23	11	6.91	11	6.18	15	6.00	29	5.83	9	5.78	16	5.50	13	6.08	10	7.30	26	6.38	8	6.63
Ease of access to the people at the World Bank Group who are making decisions important to my work*	22	5.82	18	7.94	6	7.00	74	7.59	13	7.77	10	6.00	16	7.06	30	6.40	9	5.56	14	5.57	15	6.40	9	7.78	31	6.45	8	7.00
Collaboration with civil society*	26	6.19	17	7.71	7	7.57	61	7.15	8	7.38	11	6.45	14	7.14	30	6.00	9	5.11	18	6.00	15	7.47	8	5.88	34	6.59	8	6.88
Staff accessibility*	24	6.17	19	8.11	5	6.60	75	7.57	12	8.08	11	5.82	16	7.56	29	6.72	8	5.63	15	6.07	16	7.06	10	8.00	31	6.55	10	7.00
Collaboration with other donors and development partners*	23	6.70	15	7.80	5	7.20	74	7.38	9	7.89	10	6.10	16	7.06	30	6.47	9	5.89	15	6.47	13	7.23	11	7.45	28	7.18	8	6.88
Collaboration with the private sector	24	6.54	15	7.67	3	6.67	64	7.19	9	7.11	10	6.70	14	6.57	32	6.97	9	6.33	17	6.88	13	7.46	8	6.88	29	6.93	8	7.00
Straightforwardness and honesty	24	7.13	19	8.16	7	7.71	74	7.95	12	8.17	11	7.09	16	7.00	31	7.77	8	7.25	16	7.13	17	7.47	11	8.27	33	7.24	10	7.20
Treating clients and stakeholders in the Philippines with respect	25	7.40	19	8.58	6	8.17	76	8.08	13	8.23	10	7.30	16	7.69	29	8.07	8	7.50	17	7.24	16	7.69	9	7.89	32	7.56	10	7.80
Being a long-term partner	27	7.93	19	8.63	6	7.83	78	8.29	13	8.23	11	7.82	16	8.00	31	8.29	10	8.30	16	7.12	19	8.47	10	8.20	31	7.77	10	7.90

*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
The Government works inefficiently*	7.1%	5.3%	28.6%	22.8%	46.2%	18.2%	23.5%	52.9%	27.3%	36.8%	40.0%	18.2%	30.6%	16.7%
Poor donor coordination	14.3%	0.0%	0.0%	2.5%	7.7%	9.1%	11.8%	8.8%	0.0%	10.5%	0.0%	9.1%	11.1%	8.3%
The World Bank Group is not sensitive enough to political/social realities on the ground*	46.4%	26.3%	28.6%	26.6%	0.0%	72.7%	29.4%	23.5%	36.4%	21.1%	25.0%	45.5%	33.3%	16.7%
Lack of/inadequate levels of capacity in Government	25.0%	52.6%	28.6%	48.1%	46.2%	36.4%	47.1%	41.2%	45.5%	26.3%	40.0%	45.5%	38.9%	16.7%
There is not an adequate level of citizen/civil society participation*	21.4%	26.3%	0.0%	7.6%	0.0%	18.2%	11.8%	11.8%	36.4%	26.3%	10.0%	9.1%	30.6%	33.3%
The World Bank Group works too slowly	3.6%	5.3%	0.0%	1.3%	0.0%	0.0%	0.0%	8.8%	9.1%	0.0%	5.0%	9.1%	0.0%	8.3%
The World Bank Group does not do adequate follow through/follow-up	7.1%	0.0%	14.3%	8.9%	23.1%	0.0%	11.8%	5.9%	27.3%	10.5%	0.0%	0.0%	5.6%	8.3%
Political pressures and obstacles	39.3%	26.3%	42.9%	36.7%	30.8%	36.4%	35.3%	29.4%	9.1%	15.8%	45.0%	18.2%	27.8%	25.0%
Reforms are not well thought out in light of country challenges	32.1%	21.1%	14.3%	27.8%	23.1%	9.1%	11.8%	5.9%	9.1%	15.8%	10.0%	27.3%	16.7%	16.7%
Other	0.0%	0.0%	0.0%	3.8%	7.7%	0.0%	5.9%	2.9%	0.0%	5.3%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

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

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Gender equity	13	6.46	11	8.00	2	6.50	32	7.59	6	7.83	7	7.29	10	7.20	13	6.54	4	7.00	4	6.50	7	6.57	3	7.67	15	6.73	5	7.00
Transport	20	7.15	9	8.11	3	7.67	35	7.46	6	7.83	7	7.71	13	7.00	16	6.75	3	7.00	4	7.00	14	7.57	4	7.50	21	7.24	4	6.50
Urban development	20	6.95	9	7.56	3	7.33	34	7.74	4	7.50	6	7.17	11	7.09	16	7.13	4	7.25	6	6.83	13	7.08	5	7.60	22	7.27	3	7.00
Environmental sustainability	21	7.14	12	8.17	4	7.50	47	7.89	8	8.63	8	8.00	14	7.00	21	7.24	5	7.40	6	6.83	14	7.21	5	7.40	24	6.83	5	7.20
Regulatory framework	17	6.35	6	8.50	4	7.75	39	7.33	6	8.33	3	7.00	15	7.20	19	7.21	5	7.00	5	6.80	15	7.47	8	8.13	23	6.91	6	8.17
Communicable/non-communicable diseases*	14	5.86	3	9.33	2	6.50	22	7.05	3	8.33	4	7.75	9	6.22	12	6.42	1	7.00	6	6.00	7	6.00	3	8.00	17	6.94	4	6.50
Poverty reduction	22	7.05	14	8.29	5	7.60	60	7.88	9	8.33	9	7.89	15	7.27	25	7.36	9	7.56	10	6.90	15	7.20	6	8.67	25	7.36	7	7.57
Anti-corruption	20	7.20	11	8.55	3	7.67	47	7.47	4	6.50	4	7.50	14	7.43	18	7.11	6	7.50	8	7.50	13	6.69	6	8.33	20	7.35	6	7.33
Private sector development	11	6.55	6	8.17	2	7.50	29	7.14	5	8.00	6	6.33	12	6.92	23	7.26	4	7.25	6	6.17	13	6.31	4	8.25	18	7.56	5	7.60
Foreign direct investment	14	7.07	3	9.00	2	6.50	27	7.30	2	8.00	4	7.25	12	7.00	14	6.71	4	6.75	5	5.40	12	6.58	3	7.33	17	7.35	5	7.60
Water and sanitation	16	6.81	10	8.00	2	7.00	36	7.97	8	8.50	9	7.78	13	7.23	18	7.50	7	7.71	6	7.83	11	7.36	4	7.50	20	7.25	4	7.25
Trade and exports	12	7.67	5	9.00	1	5.00	25	7.24	2	8.50	3	6.67	10	7.10	13	7.08	4	7.00	6	6.83	10	6.90	4	8.50	17	7.29	5	7.20
Economic growth	19	7.63	12	8.17	5	8.00	54	7.94	6	8.17	6	8.17	14	7.71	22	8.00	9	8.00	7	7.00	14	7.79	7	8.29	22	7.41	5	8.20
Health	14	6.71	9	7.89	3	7.33	37	7.81	6	8.33	7	8.00	12	6.92	16	7.25	5	8.40	7	7.29	10	7.00	4	8.25	22	7.36	7	7.43
Disaster management	19	7.26	12	8.58	4	7.50	41	7.78	4	8.00	7	8.14	16	6.94	13	6.62	6	6.83	7	7.71	14	8.00	6	8.17	20	7.75	6	7.50
Public sector governance/ reform	19	7.68	14	8.43	5	7.60	58	7.95	10	7.70	5	8.00	16	7.75	18	7.44	7	7.14	11	7.45	16	7.81	10	8.80	23	7.52	6	7.67
Job creation/employment*	15	6.87	9	8.11	5	7.40	48	7.60	4	8.50	4	7.25	13	7.08	16	6.56	5	6.40	7	5.57	13	7.08	5	7.80	21	6.95	6	7.83
Financial markets	13	6.92	5	8.40	3	7.33	27	7.41	3	8.33	4	7.00	14	7.14	17	7.29	3	8.00	7	6.29	11	7.27	4	8.00	19	7.42	6	7.17
Equality of opportunity	11	6.09	6	8.67	2	7.00	32	7.28	7	8.29	6	7.17	13	7.23	14	6.93	3	7.00	8	5.87	11	6.36	4	7.50	21	7.00	6	7.67
Energy	12	6.50	6	7.83	3	7.33	29	7.72	5	8.40	5	7.00	14	7.00	18	7.67	4	7.50	7	6.29	12	7.42	5	7.80	19	6.84	4	7.50
Rural development*	19	6.84	13	8.54	3	7.67	54	8.15	8	8.50	8	8.38	13	7.85	20	7.55	6	7.33	9	5.11	12	7.67	5	7.80	21	7.29	6	8.17
Global/regional integration	14	7.00	7	8.29	2	6.50	27	7.22	3	8.33	3	6.33	11	7.09	15	7.60	5	7.20	6	6.17	11	7.36	3	8.33	20	7.15	5	8.40
Food security	15	6.93	13	8.38	3	7.67	44	7.73	8	8.38	7	7.86	12	7.17	15	7.47	3	5.67	9	6.33	12	7.42	3	7.67	20	7.25	6	7.83
Education	16	6.94	11	8.27	3	7.67	38	8.00	6	8.00	7	7.71	11	8.00	19	7.58	8	7.50	7	6.71	15	7.67	6	8.33	23	7.39	7	8.14
Social protection*	15	6.53	6	8.50	3	7.67	37	8.00	5	8.40	7	8.14	13	7.69	12	6.92	4	7.00	6	7.17	14	8.50	6	8.33	22	7.27	6	7.17
Climate change	16	7.44	12	8.58	5	7.80	53	8.17	6	9.00	9	7.67	14	7.43	19	7.74	5	7.40	7	7.14	14	7.93	7	8.14	21	7.48	7	7.00
Agricultural development*	17	6.94	15	8.40	4	7.50	54	8.06	8	8.75	7	7.86	13	7.46	18	7.61	6	6.17	9	6.44	12	7.83	6	7.67	20	7.45	6	7.83
Natural resource management	16	6.94	8	8.88	3	7.33	39	7.77	7	8.57	5	7.20	11	7.00	14	7.43	5	6.20	7	6.86	11	6.82	3	7.33	19	7.21	5	7.20

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in the Philippines?	25	6.96	16	7.94	6	7.33	72	7.51	11	7.36	8	7.37	17	7.35	33	7.00	10	7.30	13	6.85	18	7.22	10	7.80	28	6.68	8	7.13

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

To what extent do you agree with the following statements about the World Bank Group in the Philippines? (1-Strongly disagree, 10-Strongly agree)

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of the Philippines*	21	6.33	14	7.57	5	7.00	65	7.34	11	7.82	8	6.63	16	7.00	30	6.47	8	7.38	12	6.25	17	6.53	11	7.45	21	6.52	8	6.75
The WBG meets the Philippines's needs for knowledge services	23	7.00	16	7.75	7	8.14	73	7.67	13	7.23	8	6.63	16	7.69	29	7.24	9	7.33	13	6.69	17	7.29	11	7.82	29	7.31	8	6.88

*Significantly different between stakeholder groups

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG measures and corrects its work in real time in the Philippines?	17	6.82	13	7.69	5	7.40	62	7.42	10	7.10	8	6.75	13	6.92	24	6.54	6	6.67	12	6.67	16	6.31	10	7.00	20	6.85	7	6.43

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

D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?* (Select only ONE response)

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi-lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Weekly	3.3%	18.8%	-	2.6%	7.7%	-	5.9%	-	-	-	21.1%	-	6.3%	-
Monthly	6.7%	12.5%	42.9%	24.4%	23.1%	12.5%	17.6%	14.7%	-	-	21.1%	27.3%	12.5%	10.0%
A few times a year	33.3%	56.3%	42.9%	55.1%	38.5%	62.5%	64.7%	55.9%	63.6%	33.3%	42.1%	45.5%	62.5%	40.0%
Rarely	36.7%	12.5%	14.3%	15.4%	23.1%	25.0%	11.8%	14.7%	27.3%	38.9%	15.8%	27.3%	9.4%	10.0%
Never	20.0%	-	-	2.6%	7.7%	-	-	14.7%	9.1%	27.8%	-	-	9.4%	40.0%

*Significantly different between stakeholder groups

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

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	25	6.88	16	8.19	5	7.80	76	7.46	12	7.58	8	7.38	17	6.71	30	7.70	10	7.20	13	6.46	18	7.11	11	7.82	30	7.47	9	7.22

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

E. Working with the World Bank Group

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

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly*	16	6.94	14	8.36	1	8.00	56	7.70	11	8.91	8	7.13	11	6.73	22	7.50	1	9.00	7	5.71	9	6.78	7	7.86	14	7.07	5	6.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports	22	7.68	16	8.50	4	8.00	69	8.07	12	8.08	8	8.00	16	7.19	28	7.50	6	7.33	11	6.82	17	7.94	10	8.20	22	7.55	8	6.62
The WBG's approvals and reviews are done in a timely fashion	17	6.88	15	8.07	3	7.00	65	7.57	12	8.17	8	6.75	12	7.08	27	6.78	4	7.00	9	6.56	13	7.15	9	7.89	17	7.29	7	6.57
The WBG's "Safeguard Policy" requirements are reasonable	17	7.06	11	8.09	4	7.75	55	7.60	11	8.09	8	7.13	15	7.40	22	6.59	3	6.67	8	6.50	13	7.46	8	8.00	15	7.73	6	6.50
The WBG's conditions on its lending are reasonable*	17	6.41	12	8.33	3	7.00	50	7.40	7	7.00	8	6.88	11	7.73	24	6.38	1	6.00	8	5.88	12	8.08	6	7.17	14	7.36	6	7.17
The WBG takes decisions quickly in the Philippines*	17	6.76	13	8.00	3	6.33	62	7.56	8	7.50	8	6.50	13	7.15	22	6.23	4	6.50	8	5.75	12	6.75	8	8.00	14	7.14	6	6.17
Working with the WBG increases the Philippines's institutional capacity	21	7.76	15	8.40	6	7.50	72	8.00	12	8.33	8	7.38	16	7.44	26	7.35	8	6.88	12	6.92	16	8.00	10	8.40	24	8.21	7	6.71
Where country systems are adequate, the World Bank Group makes appropriate use of them	16	7.31	14	8.21	4	7.25	65	7.92	9	8.33	8	7.25	12	7.58	24	7.71	4	7.75	10	6.70	11	7.45	7	8.00	18	7.56	7	6.71
The World Bank Group provides effective implementation support	23	7.43	16	7.94	4	7.75	72	7.97	12	7.83	8	7.13	15	7.93	23	7.48	6	7.50	10	7.40	13	7.69	10	8.20	21	7.52	9	6.67

*Significantly different between stakeholder groups



E. Working with the World Bank Group (continued)

	Office of President		Office of Secretary		Office of Congress		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bi-/ Multi-lateral Agency		Private/ Financial Sector/Bank		Private Foundation		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in the Philippines?	20	7.40	13	7.85	2	9.00	46	7.52	8	8.13	8	7.75	15	7.00	28	7.21	7	7.14	9	8.00	16	7.31	9	7.89	24	7.29	8	6.13

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

Which of the following best describes the World Bank Group's support in the Philippines?* (Select only ONE response)

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi-lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
The WBG is sufficiently selective and focuses on the most important development challenges in the Philippines	53.3%	93.8%	83.3%	73.1%	50.0%	88.9%	56.3%	64.7%	45.5%	47.1%	66.7%	100%	60.0%	60.0%
The WBG is not sufficiently selective in the Philippines, and it is involved in too many areas of development	16.7%	6.3%	-	12.8%	25.0%	11.1%	18.8%	17.6%	36.4%	5.9%	22.2%	-	23.3%	10.0%
Don't know	30.0%	-	16.7%	14.1%	25.0%	-	25.0%	17.6%	18.2%	47.1%	11.1%	-	16.7%	30.0%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in The Philippines

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

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Offer more innovative financial products	6.7%	6.3%	0.0%	18.8%	7.7%	11.1%	29.4%	26.5%	9.1%	0.0%	11.1%	30.0%	3.4%	18.2%
Ensure greater selectivity in its work	6.7%	6.3%	0.0%	3.8%	15.4%	0.0%	11.8%	0.0%	9.1%	6.3%	5.6%	10.0%	6.9%	0.0%
Provide more adequate data/knowledge/statistics/figures on the Philippines's economy	3.3%	31.3%	28.6%	15.0%	7.7%	0.0%	23.5%	8.8%	0.0%	12.5%	33.3%	30.0%	17.2%	18.2%
Improve the competitiveness of its financing compared to markets	6.7%	25.0%	0.0%	7.5%	15.4%	11.1%	23.5%	23.5%	0.0%	0.0%	27.8%	0.0%	10.3%	18.2%
Reach out more to groups outside of Government*	33.3%	25.0%	0.0%	12.5%	7.7%	0.0%	11.8%	55.9%	63.6%	62.5%	55.6%	10.0%	62.1%	45.5%
Increase the level of capacity development in the country	53.3%	31.3%	28.6%	38.8%	46.2%	44.4%	35.3%	23.5%	18.2%	31.3%	22.2%	50.0%	41.4%	18.2%
Improve the quality of its experts as related to the Philippines's specific challenges	6.7%	12.5%	14.3%	17.5%	15.4%	22.2%	0.0%	5.9%	18.2%	18.8%	5.6%	0.0%	10.3%	18.2%
Offer more innovative knowledge services	13.3%	18.8%	28.6%	16.3%	0.0%	0.0%	11.8%	8.8%	27.3%	18.8%	16.7%	50.0%	10.3%	9.1%
Collaborate more effectively with Government clients*	43.3%	18.8%	42.9%	47.5%	38.5%	33.3%	11.8%	20.6%	36.4%	18.8%	0.0%	10.0%	13.8%	54.5%
Work faster	3.3%	6.3%	0.0%	1.3%	7.7%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	16.7%	6.3%	14.3%	10.0%	15.4%	77.8%	23.5%	23.5%	9.1%	12.5%	11.1%	0.0%	17.2%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	3.3%	0.0%	14.3%	2.5%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Direct contact with WBG*	16.7%	18.8%	14.3%	25.3%	23.1%	22.2%	52.9%	38.2%	27.3%	5.9%	52.6%	54.5%	24.1%	9.1%
Mobile phones	3.3%	0.0%	0.0%	5.1%	7.7%	0.0%	5.9%	2.9%	0.0%	11.8%	10.5%	0.0%	3.4%	9.1%
WBG's seminars/workshops/ conferences	53.3%	62.5%	28.6%	51.9%	30.8%	33.3%	35.3%	50.0%	45.5%	41.2%	26.3%	36.4%	58.6%	81.8%
WBG's publications and other written materials	50.0%	50.0%	85.7%	38.0%	46.2%	33.3%	29.4%	29.4%	45.5%	29.4%	26.3%	27.3%	24.1%	27.3%
World Bank Group's website	36.7%	50.0%	28.6%	40.5%	23.1%	66.7%	29.4%	44.1%	27.3%	41.2%	21.1%	27.3%	37.9%	27.3%
Social media	10.0%	6.3%	14.3%	11.4%	7.7%	33.3%	17.6%	17.6%	27.3%	29.4%	21.1%	18.2%	27.6%	18.2%
e-Newsletters	26.7%	6.3%	14.3%	21.5%	53.8%	0.0%	11.8%	11.8%	27.3%	35.3%	15.8%	18.2%	13.8%	18.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	2.9%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Yes	14.3%	53.3%	50.0%	26.3%	25.0%	33.3%	53.3%	28.1%	-	31.3%	36.8%	30.0%	44.8%	-
No	85.7%	46.7%	50.0%	73.7%	75.0%	66.7%	46.7%	71.9%	100%	68.8%	63.2%	70.0%	55.2%	100%

*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Yes	96.3%	100%	100%	100%	100%	100%	100%	100%	100%	94.1%	100%	100%	100%	100%
No	3.7%	-	-	-	-	-	-	-	-	5.9%	-	-	-	-

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

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi- lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Yes	57.1%	71.4%	100%	74.3%	53.8%	66.7%	100%	66.7%	63.6%	64.7%	88.9%	80.0%	82.8%	50.0%
No	42.9%	28.6%	-	25.7%	46.2%	33.3%	-	33.3%	36.4%	35.3%	11.1%	20.0%	17.2%	50.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)**

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi-lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Yes	7.1%	14.3%	-	13.7%	15.4%	33.3%	26.7%	12.1%	9.1%	5.9%	27.8%	30.0%	28.6%	-
No	92.9%	85.7%	100%	86.3%	84.6%	66.7%	73.3%	87.9%	90.9%	94.1%	72.2%	70.0%	71.4%	100%

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of President	Office of Secretary	Office of Congress	Employee of a Ministry	PMU/ Consultant	Local Government	Bi-/Multi-lateral Agency	Private/ Financial Sector/Bank	Private Found.	NGO/ CBO	Media	Ind. Govt. Inst.	Academia	Other
Observer*	37.0%	5.6%	0.0%	8.2%	0.0%	20.0%	5.3%	25.6%	27.3%	31.8%	55.0%	0.0%	21.4%	33.3%
Use WBG reports/data*	29.6%	33.3%	87.5%	24.7%	0.0%	30.0%	10.5%	41.0%	18.2%	40.9%	65.0%	40.0%	47.6%	22.2%
Engage in World Bank Group related/sponsored events/activities	33.3%	44.4%	37.5%	48.2%	61.5%	40.0%	47.4%	43.6%	63.6%	59.1%	5.0%	50.0%	52.4%	44.4%
Collaborate as part of my professional duties*	40.7%	66.7%	12.5%	65.9%	84.6%	20.0%	89.5%	35.9%	9.1%	22.7%	5.0%	80.0%	23.8%	33.3%
Use World Bank Group website for information, data, research, etc.*	22.2%	0.0%	50.0%	23.5%	0.0%	40.0%	0.0%	30.8%	36.4%	27.3%	55.0%	10.0%	31.0%	22.2%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Location¹⁰

Metro Manila N=290 • Other Areas N=55

B. Overall Attitudes toward the World Bank Group

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Philippines?	284	6.63	1.91	55	6.84	1.80

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

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.	260	6.98	1.71	53	7.09	1.87

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

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

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines	267	7.08	1.67	51	7.18	1.84
The WBG's work is aligned with what I consider the development priorities for the Philippines	261	6.97	1.70	52	6.98	1.89

(1-Strongly disagree, 10-Strongly agree)

¹⁰ Only 345 respondents provided the information about their geographic location. Thus only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in the Philippines, in terms of each of the following?

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	253	6.89	1.58	52	6.69	1.69
Flexibility (in terms of the institution's products and services)	231	6.44	1.69	48	6.10	1.70
Flexibility (in terms of changing country circumstances)	235	6.53	1.68	44	6.25	1.79
Being inclusive	244	6.72	1.70	48	6.50	2.08
Openness (sharing data and other information)	250	7.45	1.66	50	7.26	1.72
Collaboration with the Government	247	7.73	1.49	50	7.64	1.63
The speed in which it gets things accomplished on the ground	221	6.60	1.71	48	6.52	2.03
Ease of access to the people at the World Bank Group who are making decisions important to my work	228	6.88	1.95	48	6.88	2.03
Collaboration with civil society	220	6.74	1.76	47	6.57	1.74
Staff accessibility	234	7.08	1.91	48	6.96	2.23
Collaboration with other donors and development partners	221	7.07	1.65	46	6.93	1.94
Collaboration with the private sector	210	7.00	1.62	46	6.91	1.64
Straightforwardness and honesty	242	7.61	1.59	48	7.60	2.05
Treating clients and stakeholders in the Philippines with respect	239	7.84	1.69	48	7.90	1.75
Being a long-term partner	248	8.11	1.66	50	8.12	1.84

(1-To no degree at all, 10-To a very significant degree) *Significantly different between locations.

C. World Bank Group's Sectoral Effectiveness and Results

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Philippines?	228	7.21	1.45	48	7.50	1.62

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

To what extent do you agree with the following statements about the World Bank Group in the Philippines?

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Philippines	205	6.96	1.51	42	6.83	1.67
The World Bank Group meets the Philippines's needs for knowledge services	228	7.43	1.47	45	7.22	1.58

(1-Strongly disagree, 10-Strongly agree)

**D. The World Bank Group's Knowledge Work and Activities**

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	232	7.32	1.59	49	7.59	1.65

*(1-Not significant at all, 10-Very significant)***E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements? *(1-Strongly disagree, 10-Strongly agree)*

	Metro Manila			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Philippines	162	7.10	1.70	36	7.00	1.91
Where country systems are adequate, the World Bank Group makes appropriate use of them	175	7.66	1.56	35	7.74	1.72

**Appendix D: Responses to Select Questions by Collaboration with the WBG¹¹****Currently collaborating with the WBG N=197 ● Not collaborating with the WBG N=145****B. Overall Attitudes toward the World Bank Group**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Philippines?*	194	7.30	1.46	141	5.84	2.10

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between those who collaborate with the WBG and those who do not.*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the WBG's effectiveness in the Philippines.*	185	7.38	1.40	124	6.45	2.03

*(1-Not effective at all, 10-Very effective) *Significantly different between those who collaborate with the WBG and those who do not.*

¹¹ Only 342 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.



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

When thinking about how the World Bank Group can have the most impact on development results in the Philippines, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Philippines? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Health*	5.2%	11.3%
Crime and violence	3.6%	1.4%
Transport	18.7%	19.9%
Agricultural development	26.4%	26.2%
Global/regional integration	3.6%	1.4%
Job creation/employment	17.6%	25.5%
Public sector governance/ reform*	32.1%	22.0%
Social protection	10.4%	6.4%
Rural development	19.7%	24.8%
Foreign direct investment	4.7%	2.8%
Education	15.0%	17.0%
Energy	3.1%	2.8%
Gender equity	0.0%	1.4%
Financial markets	1.0%	0.7%
Urban development	4.7%	2.8%
Environmental sustainability	7.8%	11.3%
Economic growth	22.3%	14.9%
Private sector development	6.2%	2.8%
Water and sanitation	3.6%	1.4%
Food security	6.2%	10.6%
Climate change	19.2%	14.9%
Information and communications technology	4.7%	2.1%
Trade and exports	1.0%	2.1%
Equality of opportunity	6.2%	8.5%
Law and justice	2.6%	2.1%
Regulatory framework	2.6%	3.5%
Communicable/non-communicable diseases	0.0%	0.7%
Natural resource management	1.6%	1.4%
Poverty reduction*	21.8%	32.6%
Anti-corruption	14.0%	8.5%
Disaster management	5.2%	7.1%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines*	185	7.45	1.62	129	6.63	1.70
The WBG's work is aligned with what I consider the development priorities for the Philippines*	182	7.38	1.58	128	6.39	1.79

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

**B. Overall Attitudes toward the World Bank Group (continued)**

To what extent is the World Bank Group an effective development partner in the Philippines, in terms of each of the following?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	181	7.18	1.40	120	6.36	1.77
Flexibility (in terms of the institution's products and services)*	173	6.66	1.61	102	5.93	1.78
Flexibility (in terms of changing country circumstances)*	169	6.83	1.61	107	5.93	1.71
Being inclusive*	174	7.01	1.67	114	6.18	1.82
Openness (sharing data and other information)*	180	7.59	1.56	117	7.15	1.82
Collaboration with the Government*	176	7.86	1.42	117	7.50	1.63
The speed in which it gets things accomplished on the ground*	173	6.84	1.76	92	6.11	1.74
Ease of access to the people at the World Bank Group who are making decisions important to my work*	177	7.31	1.82	95	6.06	1.98
Collaboration with civil society*	163	7.09	1.52	102	6.09	1.94
Staff accessibility*	179	7.44	1.80	100	6.38	2.08
Collaboration with other donors and development partners*	166	7.33	1.58	99	6.58	1.82
Collaboration with the private sector*	159	7.22	1.50	95	6.59	1.77
Straightforwardness and honesty*	181	7.86	1.54	106	7.14	1.80
Treating clients and stakeholders in the Philippines with respect*	179	8.16	1.58	104	7.29	1.77
Being a long-term partner*	183	8.34	1.59	111	7.72	1.81

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

*Significantly different between those who collaborate with the WBG and those who do not.

**C. World Bank Group's Sectoral Effectiveness and Results**

In your opinion, how **IMPORTANT** is it for the World Bank Group to be involved in the following areas of development in the Philippines? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	164	5.74	2.70	114	5.64	2.63
Financial markets	172	7.84	1.78	124	7.54	2.05
Transport	177	8.45	1.45	122	8.43	1.50
Anti-corruption*	177	8.39	1.75	122	7.87	1.97
Law and justice	170	7.36	2.07	118	7.03	2.37
Urban development	175	8.46	1.44	122	8.21	1.56
Environmental sustainability	178	8.72	1.33	123	8.62	1.43
Trade and exports	169	7.50	1.88	118	7.58	1.85
Information and communications technology	174	7.80	1.83	121	7.90	1.81
Poverty reduction	178	9.11	1.27	125	8.87	1.50
Gender equity	168	7.35	2.13	119	6.97	2.24
Private sector development	171	7.56	1.80	120	7.21	2.10
Foreign direct investment	167	7.69	1.90	119	7.64	2.09
Water and sanitation	175	8.30	1.69	123	8.41	1.45
Regulatory framework	172	7.87	1.70	119	7.65	1.75
Economic growth	176	8.74	1.42	123	8.49	1.58
Energy	174	8.38	1.44	120	8.32	1.65
Disaster management*	174	8.73	1.30	122	8.37	1.76
Public sector governance/ reform*	173	8.77	1.41	121	8.35	1.56
Job creation/employment	174	8.44	1.50	122	8.33	1.67
Communicable/non-communicable diseases	168	7.48	1.89	118	7.19	2.08
Equality of opportunity	171	7.95	1.63	121	7.80	2.03
Social protection	170	7.90	1.62	119	7.81	1.94
Rural development	172	8.75	1.33	122	8.71	1.47
Global/regional integration	173	8.03	1.71	117	7.88	1.84
Food security	173	8.49	1.46	123	8.53	1.61
Natural resource management	175	7.97	1.71	119	7.66	2.04
Health	175	8.25	1.49	122	8.43	1.67
Climate change	174	8.82	1.41	123	8.68	1.59
Agricultural development	172	8.91	1.20	123	8.82	1.49
Education	173	8.75	1.35	124	8.85	1.56

*Significantly different between those who collaborate with the WBG and those who do not.

**C. World Bank Group's Sectoral Effectiveness and Results (continued)**

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity*	89	7.38	1.54	41	6.59	2.04
Transport	101	7.50	1.53	56	6.98	1.74
Urban development	100	7.45	1.48	55	7.02	1.45
Environmental sustainability*	130	7.63	1.37	61	7.08	1.77
Regulatory framework*	110	7.51	1.48	60	6.88	1.83
Communicable/non-communicable diseases*	71	6.97	1.70	35	6.26	1.42
Poverty reduction*	148	7.86	1.37	80	7.11	1.41
Anti-corruption*	125	7.62	1.57	54	7.02	1.78
Private sector development	95	7.32	1.64	47	6.74	1.84
Foreign direct investment	77	7.23	1.64	46	6.80	1.92
Water and sanitation*	111	7.77	1.39	51	7.18	1.48
Trade and exports	71	7.39	1.55	45	7.20	1.56
Economic growth	136	7.95	1.44	65	7.63	1.46
Health*	102	7.71	1.47	55	7.16	1.44
Disaster management	117	7.76	1.48	57	7.30	1.49
Public sector governance/ reform*	142	8.06	1.34	73	7.33	1.64
Job creation/employment*	114	7.41	1.53	55	6.75	1.73
Financial markets	84	7.39	1.55	51	7.18	1.62
Equality of opportunity*	99	7.29	1.53	43	6.53	1.79
Energy	94	7.47	1.41	48	7.00	1.79
Rural development*	133	7.89	1.50	61	7.20	1.68
Global/regional integration	83	7.40	1.58	48	7.13	1.53
Food security*	115	7.66	1.54	52	7.06	1.59
Education*	113	7.98	1.45	63	7.19	1.51
Social protection	96	7.82	1.54	58	7.38	1.65
Climate change*	135	8.04	1.36	59	7.42	1.75
Agricultural development*	135	7.93	1.39	57	7.12	1.80
Natural resource management*	104	7.68	1.60	47	6.83	1.67

*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Philippines?*	171	7.54	1.26	102	6.80	1.71

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

*Significantly different between those who collaborate with the WBG and those who do not.

**C. World Bank Group's Sectoral Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in the Philippines?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the Philippines*	157	7.20	1.31	88	6.47	1.81
The WBG meets the Philippines's needs for knowledge services	172	7.51	1.38	99	7.22	1.63

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG measures and corrects its work in real time in the Philippines?	148	7.11	1.60	73	6.73	1.65

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

D. The World Bank Group's Knowledge Work and Activities

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	172	7.59	1.40	107	7.02	1.85

(1-Not significant at all, 10-Very significant) *Significantly different between those who collaborate with the WBG and those who do not.

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	137	7.53	1.84	44	7.18	1.78
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	167	7.96	1.52	81	7.36	1.62
The World Bank Group's approvals and reviews are done in a timely fashion	153	7.37	1.80	63	7.16	1.79
The World Bank Group's "Safeguard Policy" requirements are reasonable	141	7.40	1.61	53	7.30	1.84
The World Bank Group's conditions on its lending are reasonable*	125	7.33	1.57	53	6.75	1.89
The World Bank Group takes decisions quickly in the Philippines	142	7.21	1.79	55	6.76	1.60
Working with the WBG increases the Philippines's institutional capacity*	169	7.95	1.54	82	7.48	1.59
Where country systems are adequate, the World Bank Group makes appropriate use of them*	144	7.85	1.56	65	7.28	1.57
The World Bank Group provides effective implementation support*	159	7.87	1.54	82	7.38	1.54

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

**E. Working with the World Bank Group (continued)**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in the Philippines?	135	7.59	1.56	77	7.17	1.67

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	143	7.35	1.56	78	7.55	1.62
I find the information on the World Bank Group's websites useful.	142	7.92	1.31	77	8.03	1.42
The World Bank Group's social media channels are valuable sources of information about the institution	66	7.24	1.86	36	6.75	2.21
When I need information from the World Bank Group I know how to find it*	145	7.52	1.77	68	6.84	2.19
The WBG is responsive to my information requests and inquiries*	128	7.79	1.62	51	7.06	2.12

*Significantly different between those who collaborate with the WBG and those who do not.



Appendix E: Responses to Select Questions by Year¹²

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Although the FY13 and FY16 samples were fairly similar, the samples from both years were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY13	FY16
Office of the President	29.6%	16.4%
Government institutions (includes office of Congress, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and judiciary)	16.4%	40.3%
Bilateral/multilateral agencies	6.6%	6.4%
Private sector (includes financial sector/private banks)	12.5%	13.1%
Media	6.9%	6.7%
Civil society (includes NGOs/CBOs, private foundations, trade unions, and faith-based groups)	20.7%	13.4%
Local government	7.2%	3.7%
Total Number of Respondents (Un-Weighted)	304	298

(Note, there were no respondents from Academia in FY13, so respondents from Academia in FY16 and respondents who indicated Other in FY13 or FY16 were excluded.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY13	FY16
Office of the President	22.6%	22.6%
Government Institutions	28.2%	28.2%
Bilateral/Multilateral Agency	6.8%	6.8%
Private Sector	13.0%	13.0%
Media	6.8%	6.8%
Civil Society	16.9%	16.9%
Local Government	5.6%	5.6%
Total Number of Respondents (Weighted)	286	305

All data presented in this appendix are weighted. As a result, means of the FY16 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY13 respondents and the total number of respondents indicated may differ from those reported in the FY13 COS report.

A. General Issues Facing The Philippines

In general, would you say that the Philippines is headed in...?

Percentage of Respondents	FY13	FY16
The right direction	85.7%	79.7%
The wrong direction	1.8%	3.8%
Not sure	12.6%	16.5%

¹² Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

**B. Overall Attitudes toward the World Bank Group**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Philippines?*	270	7.13	2.00	300	6.68	1.90

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.	243	7.30	1.39	274	7.03	1.66

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE in the Philippines?

Greatest Value	Percentage of Respondents	FY13	FY16
Policy advice, studies, analyses*		11.5%	23.9%
Data and statistics		3.7%	5.2%
Convening/Facilitating		-	1.1%
Financial resources*		40.7%	27.5%
Capacity development*		3.3%	18.7%
Technical assistance		12.7%	10.5%
Help to bring discipline/effective supervision to implementation of investment projects		-	9.1%
Mobilizing third party financial resources		-	2.0%
Donor coordination*		18.7%	1.1%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)*		4.9%	0.4%
Other*		4.6%	0.7%

*Significantly different between FY16 and FY13 respondents. Note response options asked in FY13 that were not asked in FY16 were included in the FY13 "Other" category.

When thinking about the World Bank Group's role, which activity do you believe is of 2nd greatest VALUE in the Philippines?

2 nd Greatest Value	Percentage of Respondents	FY13	FY16
Policy advice, studies, analyses*		12.5%	20.9%
Data and statistics		3.2%	5.8%
Convening/Facilitating		-	4.1%
Financial resources*		27.3%	15.8%
Capacity development		15.5%	13.9%
Technical assistance		16.6%	19.5%
Help to bring discipline/effective supervision to implementation of investment projects		-	9.3%
Mobilizing third party financial resources		-	4.7%
Donor coordination*		18.3%	4.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)		4.2%	2.0%
Other*		2.2%	0.0%

*Significantly different between FY16 and FY13 respondents. Note response options asked in FY13 that were not asked in FY16 were included in the FY13 "Other" category.

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in the Philippines?**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines*	273	7.53	1.56	282	7.10	1.61
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines*	265	7.46	1.56	279	6.98	1.66

*(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY16 and FY13 respondents.***To what extent is the World Bank Group an effective development partner in the Philippines in terms of each of the following?**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	257	7.49	1.46	270	6.86	1.58
Flexibility (in terms of the institution's products and services)*	228	7.01	1.47	248	6.35	1.67
Flexibility (in terms of changing country circumstances)*	243	7.11	1.52	250	6.43	1.67
Being inclusive*	235	7.26	1.51	259	6.60	1.75
Openness (sharing data and other information)*	268	7.82	1.48	264	7.31	1.66
Collaboration with the Government	260	7.86	1.40	261	7.66	1.47
Collaboration with civil society*	245	7.22	1.51	240	6.64	1.74
Staff accessibility	252	7.27	1.74	250	6.98	1.97
Collaboration with other donors and development partners*	225	7.28	1.50	238	6.94	1.68
Straightforwardness and honesty	257	7.76	1.61	255	7.58	1.55

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY13 respondents.***C. World Bank Group's Effectiveness and Results**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Philippines?	235	7.52	1.16	246	7.30	1.40

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in the Philippines?**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the Philippines	240	7.08	1.43	225	6.90	1.55
The WBG meets the Philippines's needs for knowledge services*	258	7.60	1.38	239	7.35	1.46

(1-Strongly disagree, 10-Strongly agree)

**D. The World Bank Group's Knowledge Work and Activities**

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

Percentage of Respondents	FY13	FY16
Weekly*	12.5%	4.8%
Monthly*	25.3%	14.5%
A few times a year	43.0%	49.4%
Rarely	15.2%	21.3%
Never*	3.9%	10.0%

*Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	259	7.60	1.25	248	7.33	1.60

(1-Not significant at all, 10-Very significant) *Significantly different between FY16 and FY13 respondents.

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements?

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	196	7.38	1.55	165	7.43	1.80
The World Bank Group effectively monitors and evaluates the projects and programs it supports	241	7.67	1.50	225	7.78	1.52
The World Bank Group's approvals and reviews are done in a timely fashion	218	7.43	1.51	196	7.27	1.76
The World Bank Group's "Safeguard Policy" requirements are reasonable	212	7.59	1.45	178	7.33	1.61
The World Bank Group's conditions on its lending are reasonable	207	7.32	1.48	167	7.09	1.71
Working with the World Bank Group increases the Philippines's institutional capacity	254	7.93	1.27	225	7.73	1.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	211	7.70	1.36	187	7.66	1.44
The World Bank Group provides effective implementation support	233	7.60	1.53	217	7.69	1.52

(1-Strongly disagree, 10-Strongly agree)

G. Communication and Information Sharing

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

Percentage of Respondents	FY13	FY16
Yes	45.5%	28.5%
No	54.5%	71.5%

*Significantly different between FY16 and FY13 respondents.

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

Percentage of Respondents	FY13	FY16
Yes	27.5%	23.9%
No	72.5%	76.1%

Were you able to obtain this information?

Percentage of Respondents	FY13	FY16
Yes	94.1%	96.3%
No	5.9%	3.7%

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?**

Percentage of Respondents	FY13	FY16
Yes	97.7%	99.0%
No	2.3%	1.0%

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

Percentage of Respondents	FY13	FY16
Yes	78.8%	70.6%
No	21.2%	29.4%

*Significantly different between FY16 and FY13 respondents.

Please rate how much you agree with the following statements.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	218	7.77	1.35	194	7.35	1.53
I find the information on the World Bank Group's websites useful.	217	8.07	1.27	192	7.91	1.28
When I need information from the World Bank Group I know how to find it	217	7.48	1.95	188	7.18	1.97
The World Bank Group is responsive to my information requests and inquiries	161	7.62	1.46	157	7.56	1.82

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY16 and FY13 respondents.

H. Background Information**Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?***

Percentage of Respondents	FY13	FY16
Yes	77.2%	55.8%
No	22.8%	44.2%

*Significantly different between FY16 and FY13 respondents.

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

Percentage of Respondents (Responses combined)	FY13	FY16
Observer*	55.6%	21.3%
Use World Bank Group reports/data*	48.0%	32.2%
Engage in World Bank Group related/sponsored events/activities*	10.1%	44.1%
Collaborate as part of my professional duties*	30.1%	46.1%
Use World Bank Group website for information, data, research, etc.	19.6%	23.9%

*Significantly different between FY16 and FY13 respondents.

Which best represents your geographic location?

Percentage of Respondents	FY13	FY16
Metro Manila	78.6%	84.5%
Luzon	5.4%	8.4%
Visayas	4.4%	3.4%
Mindanao	11.7%	3.8%

Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in the Philippines? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.	6.45	7.38	7.16	6.23	7.06	6.84	6.68	7.33	6.70	7.31	7.06	6.75
Overall the World Bank Group currently plays a relevant role in development in the Philippines	6.63	7.45	7.19	6.67	7.15	6.96	6.92	7.28	6.95	7.25	7.14	6.94
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines	6.39	7.38	7.13	6.25	7.01	6.87	6.84	7.11	6.73	7.24	7.01	6.82
Responsiveness to needs	6.36	7.18	7.03	6.09	6.90	6.74	6.75	6.96	6.57	7.17	6.87	6.79
Flexibility (in terms of the institution's products and services)	5.93	6.66	6.50	5.74	6.40	6.30	6.40	6.34	6.13	6.62	6.33	6.49
Flexibility (in terms of changing country circumstances)	5.93	6.83	6.63	5.75	6.56	6.30	6.43	6.52	6.21	6.77	6.46	6.53
Being inclusive	6.18	7.01	6.85	5.90	6.74	6.57	6.73	6.63	6.37	7.02	6.66	6.75
Openness (sharing data and other information)	7.15	7.59	7.55	6.80	7.34	7.56	7.38	7.46	7.35	7.49	7.30	7.77
Collaboration with the Government	7.50	7.86	7.84	7.21	7.67	7.83	7.62	7.83	7.64	7.82	7.76	7.59
The speed in which it gets things accomplished on the ground	6.11	6.84	6.66	6.17	6.62	6.52	6.56	6.61	6.40	6.76	6.57	6.63
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.06	7.31	7.08	5.86	7.05	6.55	6.75	7.03	6.36	7.41	6.97	6.60
Collaboration with civil society	6.09	7.09	6.83	6.25	6.75	6.66	6.66	6.79	6.53	6.93	6.74	6.66
Staff accessibility	6.38	7.44	7.29	5.96	7.19	6.79	6.89	7.25	6.54	7.58	7.17	6.70
Collaboration with other donors and development partners	6.58	7.33	7.20	6.33	7.01	7.14	6.97	7.13	6.83	7.28	7.15	6.70
Collaboration with the private sector	6.59	7.22	7.09	6.62	7.01	7.00	6.95	7.07	6.87	7.16	7.02	6.98
Straightforwardness and honesty	7.14	7.86	7.71	7.20	7.67	7.51	7.46	7.78	7.43	7.81	7.63	7.56
Treating clients and stakeholders in the Philippines with respect	7.29	8.16	7.94	7.53	7.92	7.74	7.69	8.05	7.69	8.05	7.92	7.71
Being a long-term partner	7.72	8.34	8.17	7.92	8.13	8.11	8.03	8.22	7.99	8.26	8.17	7.97
To what extent does the World Bank Group's work help to achieve development results in the Philippines?	6.80	7.54	7.33	6.96	7.33	7.13	7.19	7.35	7.17	7.37	7.27	7.23
The World Bank Group's financial instruments meet the needs of the Philippines	6.47	7.20	7.04	6.40	7.10	6.59	6.92	6.96	6.64	7.23	6.99	6.76
The World Bank Group meets the Philippines's needs for knowledge services	7.22	7.51	7.46	7.00	7.34	7.48	7.32	7.45	7.32	7.45	7.31	7.65
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.02	7.59	7.38	7.31	7.35	7.41	7.38	7.36	7.36	7.38	7.36	7.37
The World Bank Group takes decisions quickly in the Philippines	6.76	7.21	7.16	6.46	7.12	6.95	7.02	7.11	6.87	7.22	7.12	6.79
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.28	7.85	7.75	7.04	7.76	7.43	7.39	7.90	7.47	7.82	7.73	7.36

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: The Philippines FY 2016 Questionnaire



World Bank Group Country Survey FY16 –Philippines

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

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 THE PHILIPPINES

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

SECTION A: GENERAL ISSUES

A3. 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 the Philippines? (Choose no more than TWO)

1	Consistent economic growth
2	More reliable social safety net
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	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

A4. 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 the Philippines? (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

A5. 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 the Philippines?									
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 the Philippines.									
1	2	3	4	5	6	7	8	9	10
Not effective at all					Very effective				□
									Don't know

B3. When thinking about how the World Bank Group can have the most impact on development results in the Philippines, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Philippines? (Choose no more than THREE)									
1	Health	17	Economic growth						
2	Crime and violence	18	Private sector development						
3	Transport (e.g., roads, bridges, transportation)	19	Water and sanitation						
4	Agricultural development	20	Food security						
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)						
6	Job creation/employment	22	Information and communications technology						
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Trade and exports						
8	Social protection (e.g., pensions, targeted social assistance)	24	Equality of opportunity (i.e., equity)						
9	Rural development	25	Law and justice (e.g., judicial system)						
10	Foreign direct investment	26	Regulatory framework						
11	Education	27	Communicable/non-communicable diseases						
12	Energy	28	Natural resource management (e.g., oil, gas, mining)						
13	Gender equity	29	Poverty reduction						
14	Financial markets	30	Anti corruption						
15	Urban development	31	Disaster management						
16	Environmental sustainability								

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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 the Philippines?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/Facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)	
1	Too influenced by developed countries
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	Staff too inaccessible
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 donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in the Philippines
17	Other (please specify): _____
18	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B6. To what extent do you believe that the World Bank Group's work and support help the poorest in the Philippines? (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

B7. 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	Congress	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B8	Overall the World Bank Group currently plays a relevant role in development in the Philippines	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B9	The World Bank Group's work is aligned with what I consider the development priorities for the Philippines	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 the Philippines, 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		
B10	Responsiveness to needs											<input type="checkbox"/>	
B11	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B12	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B13	Being inclusive											<input type="checkbox"/>	
B14	Openness (sharing data and other information)											<input type="checkbox"/>	
B15	Collaboration with the Government											<input type="checkbox"/>	
B16	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B17	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B18	Collaboration with civil society											<input type="checkbox"/>	
B19	Staff accessibility											<input type="checkbox"/>	
B20	Collaboration with other donors and development partners											<input type="checkbox"/>	
B21	Collaboration with the private sector											<input type="checkbox"/>	
B22	Straightforwardness and honesty											<input type="checkbox"/>	
B23	Treating clients and stakeholders in the Philippines with respect											<input type="checkbox"/>	
B24	Being a long-term partner											<input type="checkbox"/>	

B25. 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 Government works inefficiently
2	Poor donor coordination
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	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
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 the Philippines?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial markets	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	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Communicable/non-communicable diseases	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	Social protection (e.g., pensions, targeted social assistance)	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	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Health	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	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 the Philippines? (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	Gender equity	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	Urban development	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	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	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	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	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"/>
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Financial markets	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	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	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. To what extent does the World Bank Group's work help to achieve development results in the Philippines?											
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 the Philippines?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets the Philippines'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"/>

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Philippines?											
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)**

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

D2. 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

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 the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases the Philippines'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 the Philippines?												
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 World Bank Group's support in the Philippines? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the Philippines
2	The World Bank Group is not sufficiently selective in the Philippines, and it is involved in too many areas of development.
3	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Philippines? (Choose no more than TWO)	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on the Philippines's economy
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	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to the Philippines's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, provincial, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in the Philippines, 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 the Philippines? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the Philippines
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)

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

G2. 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	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

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	
G11	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"/>
G12	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"/>
G13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>
G14	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"/>
G15	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

H2. 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		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

SECTION H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you primarily engage with in the Philippines? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	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 of how the two institutions work together in the Philippines? (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

H7. Which of the following describes most of your exposure to the World Bank Group in the Philippines? (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. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Metro Manila
2	Luzon
3	Visayas
4	Mindanao

Thank you for completing the survey!