

FY 2016 Malaysia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group

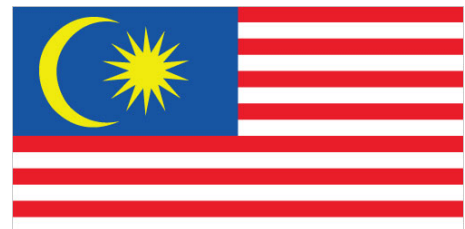


October 2016



Acknowledgements

The Malaysia 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). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Isabel Tepedino, Dania Mendoza, and Noreen Wambui 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 country team and the local fielding agency Frost & Sullivan. In particular, PORG is grateful for the support from Leonora Aquino Gonzales (Senior Communications Officer) and Buntarika Sangarun (Program Assistant), who coordinated the survey related activities from Bangkok, Thailand, as well as Mei Ling Tan (Country Operations officer), who guided the survey effort from Kuala Lumpur, Malaysia.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

- *General Issues Facing Malaysia*
- *The World Bank Group's Knowledge Hub in Malaysia*
- *Overall Attitudes toward the World Bank Group in Malaysia*
- *The World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Malaysia*
- *The World Bank Group's Work and Engagement in Client Countries*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to June 2016, 871 stakeholders of the WBG in Malaysia 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 Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 258 stakeholders participated in the survey (30% response rate).

Some respondents received and returned the questionnaires via email or online. Others filled out the survey with a representative of an independent fielding agency. Respondents were asked about: general issues facing Malaysia; the WBG's knowledge hub in Malaysia; overall attitudes toward the WBG in Malaysia; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Malaysia; the WBG's work and engagement in client Countries; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey (COS) 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.

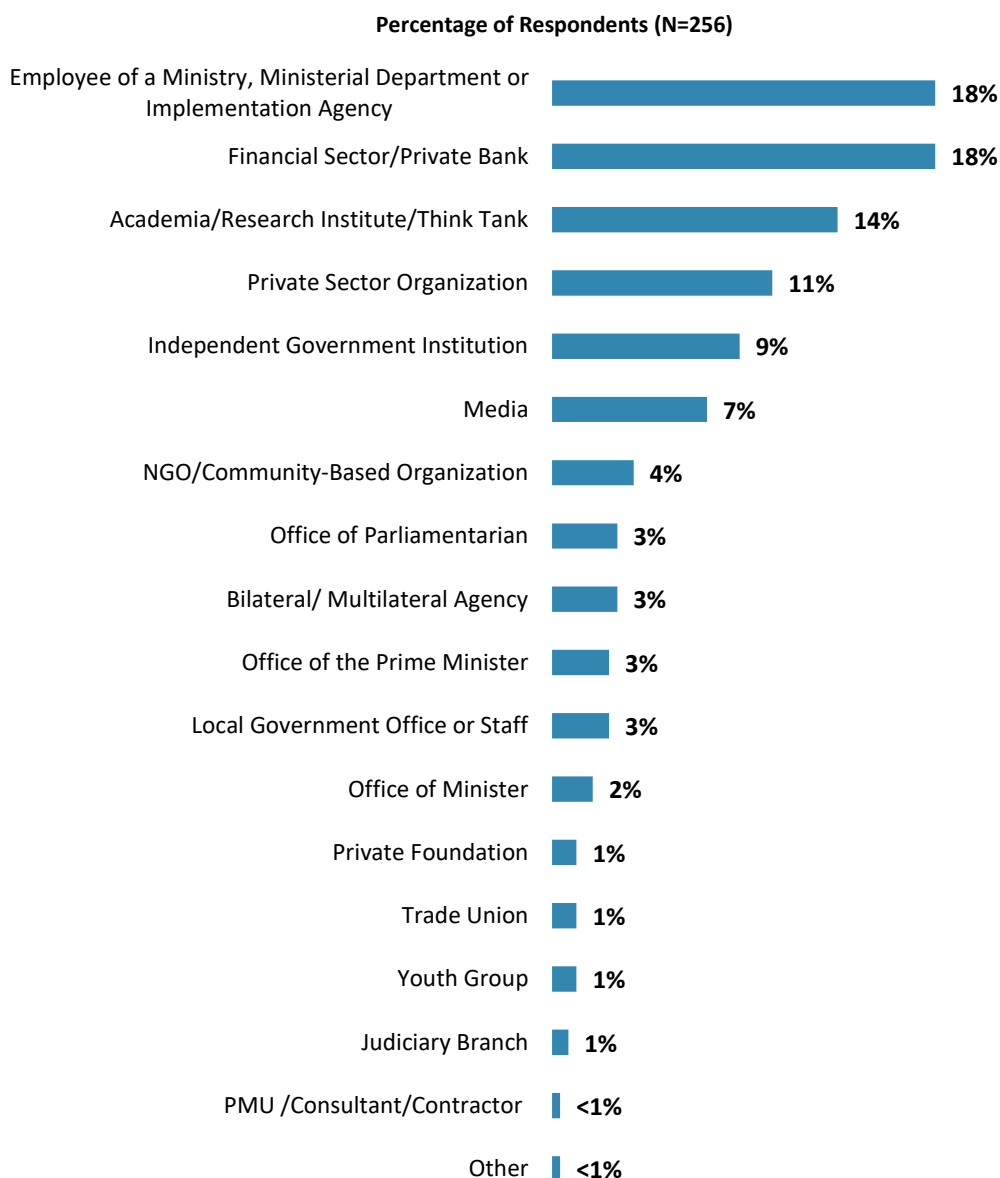
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 26%, N=74). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. 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 appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 75).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the Prime Minister were combined with respondents from the office of a minister; employees of a ministry were combined with consultants working on Bank projects and respondents from PMUs; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, youth groups, and trade unions were combined in the “CSO” category; and the small number of respondents from local governments, bilateral/multilateral agencies, the judiciary branch and other organizations were included in the “Other” category. There were no respondents from faith-based groups.

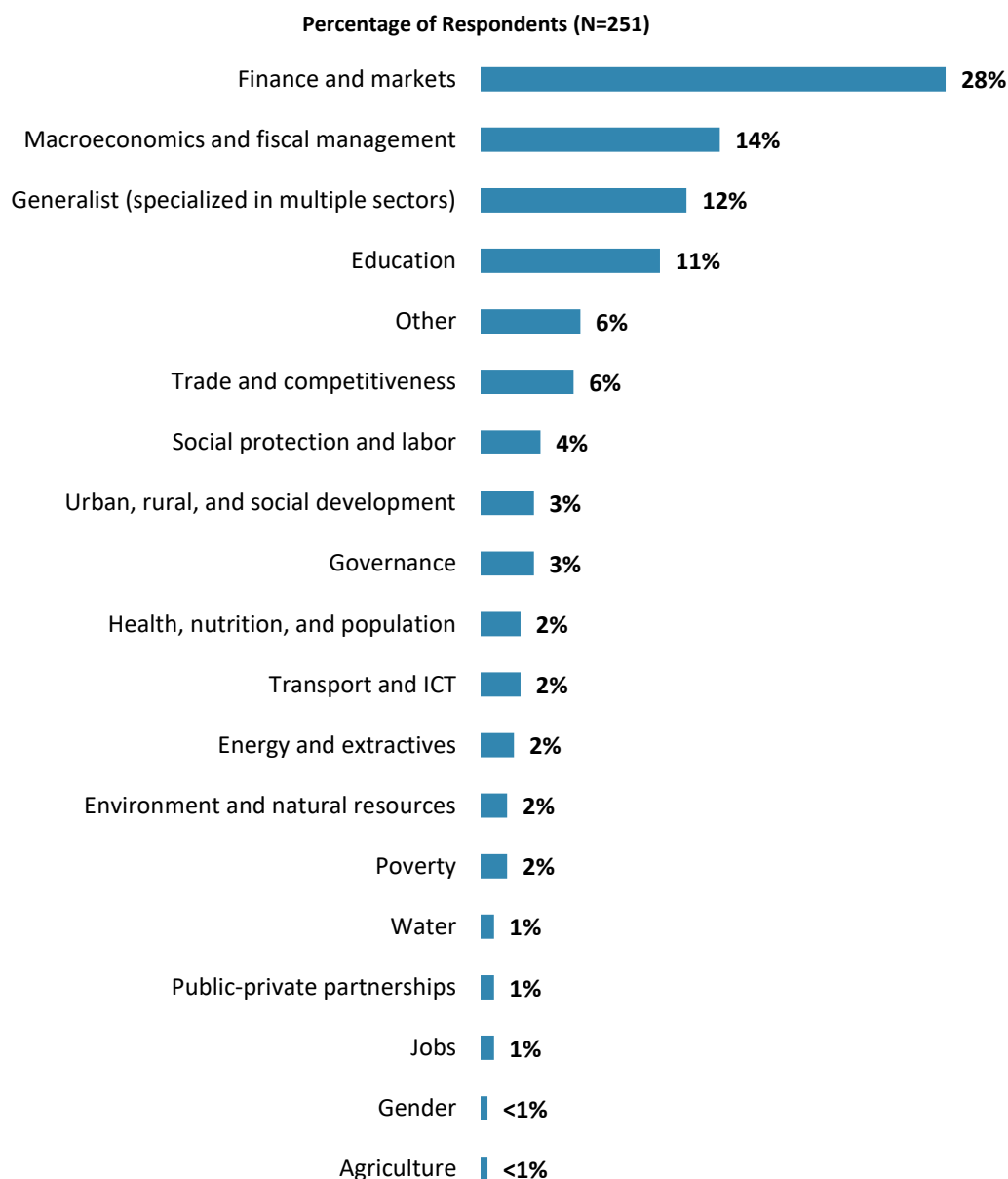


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



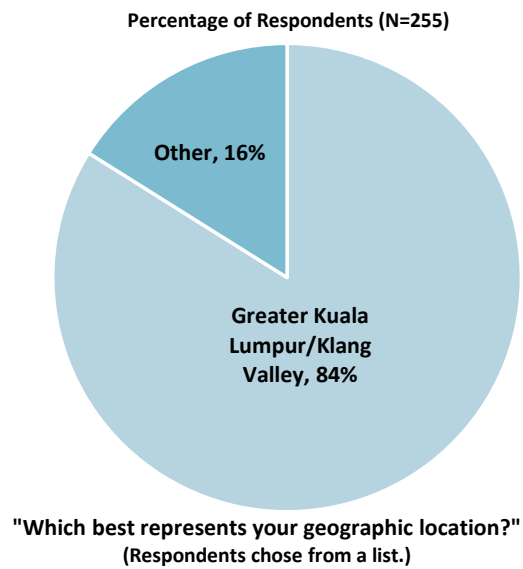
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 73).

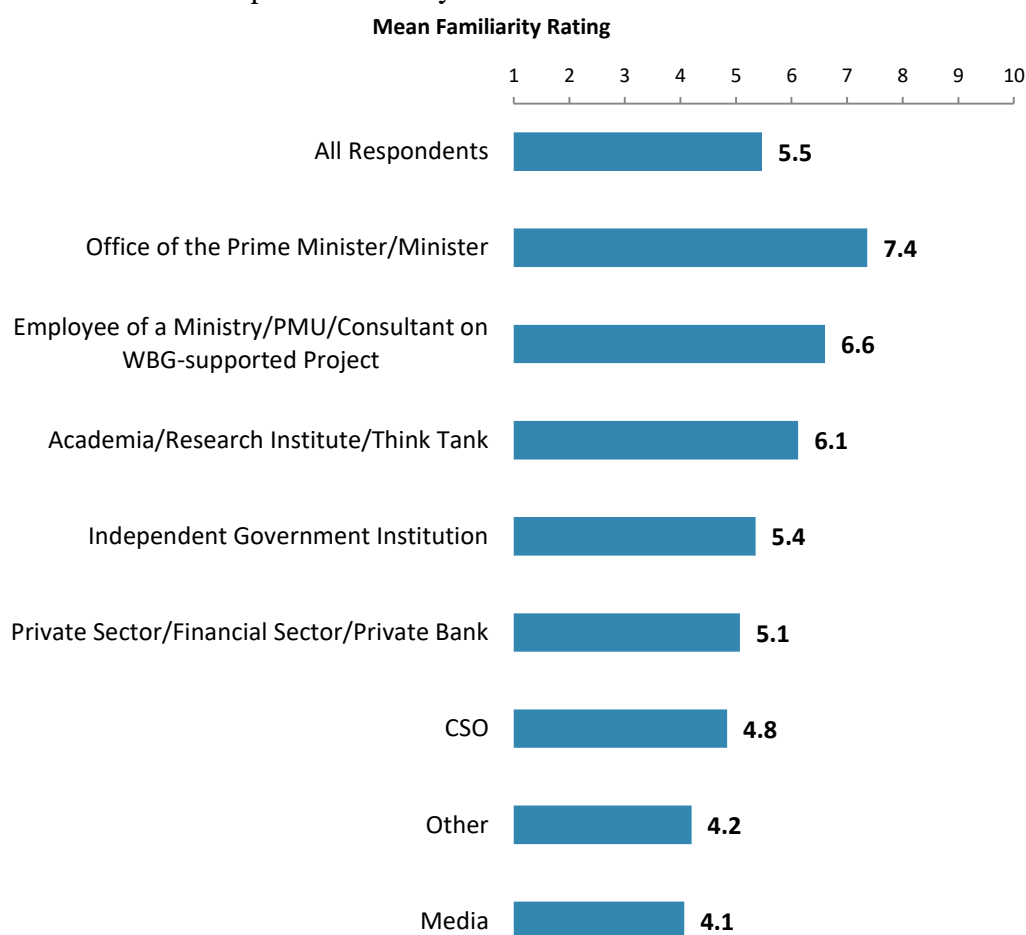




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Stakeholder groups:** respondents from the office of the Prime Minister/Minister, employees of a ministry/PMU, and consultants working WBG projects are significantly more familiar with the work of the WBG in Malaysia than respondents from other stakeholder groups.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Malaysia, and significantly, moderately correlated with the extent to which the WBG is perceived to be playing a relevant role in development in Malaysia.



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

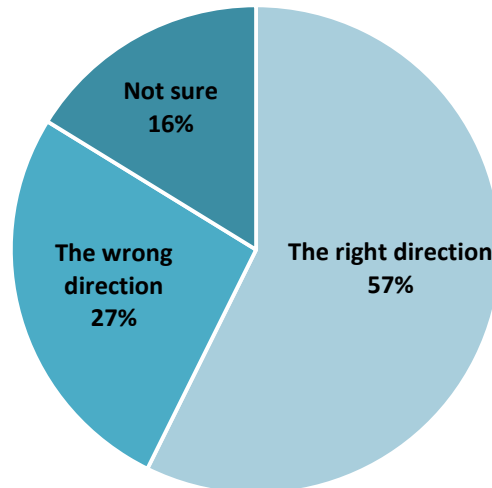


IV. General Issues Facing Malaysia

Headed in the Right Direction

- **Stakeholder groups:** Respondents from the Office of the Prime Minister/Minister and employees of ministries were significantly more likely to indicate that Malaysia is headed in the right direction, while respondents from the media and independent government institutions were significantly less positive about the prospect of Malaysia.

Percentage of Respondents (N=253)

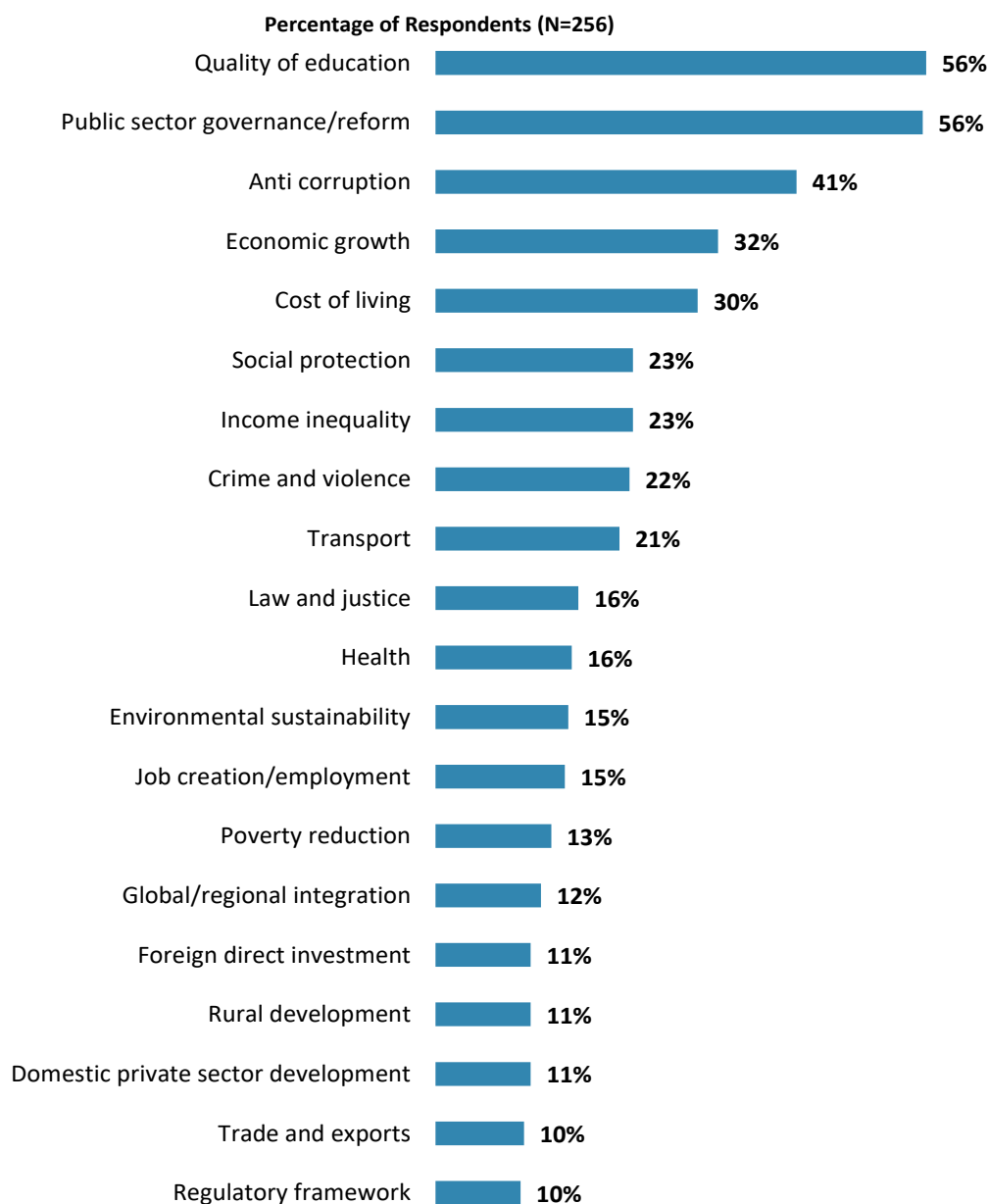


"In general, would you say that Malaysia is headed in ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Malaysia (continued)

Development Priority



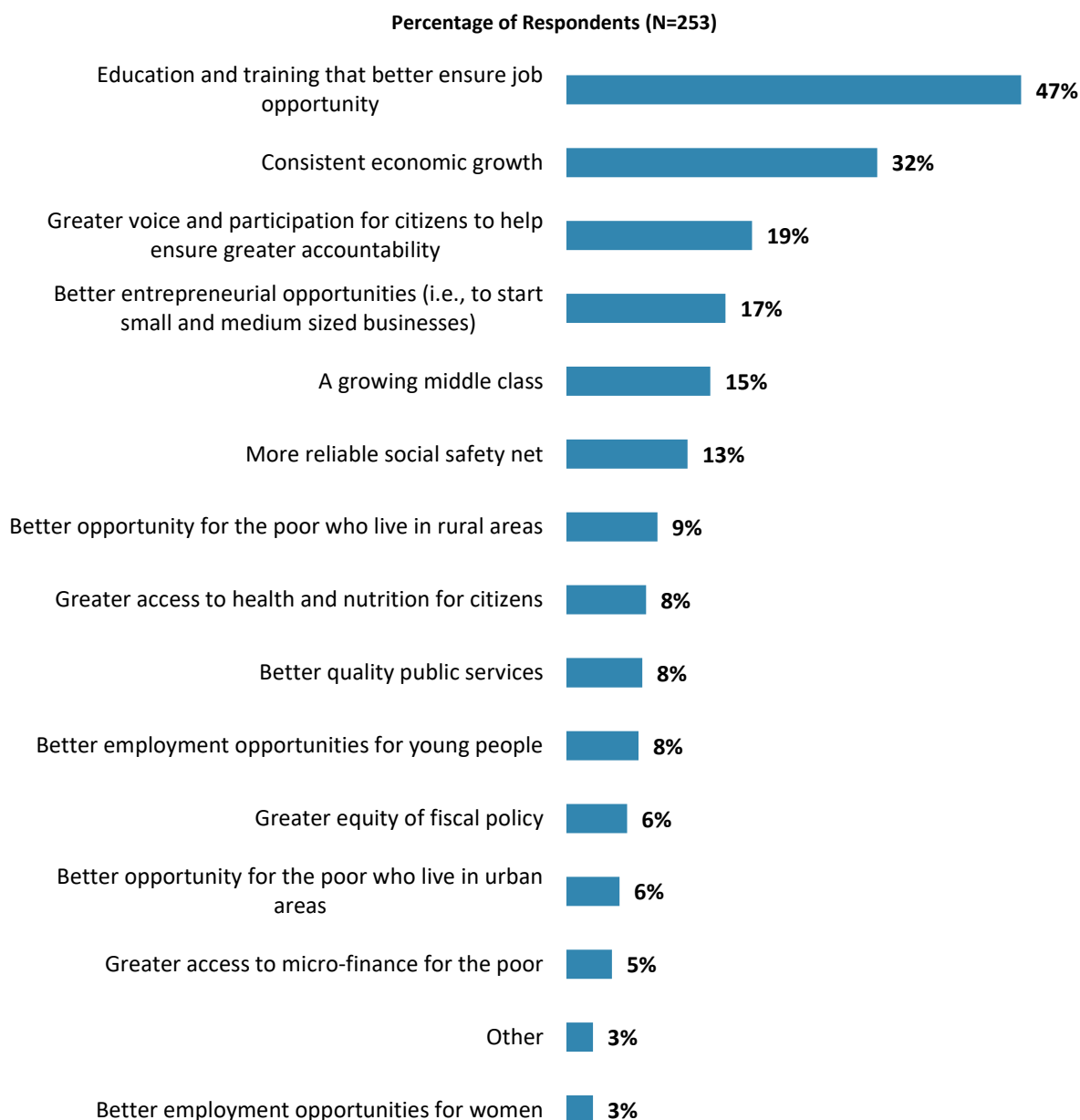
"Listed below are a number of economic and social development priorities in Malaysia. Please identify which of the following you consider the most important economic and social development priorities in Malaysia. (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



IV. General Issues Facing Malaysia (continued)

Factors Contributing to “Shared Prosperity”



"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 Malaysia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group in Malaysia

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.

The World Bank Group’s Overall Effectiveness (Indicator Question)

Mean Effectiveness Rating



All Respondents



6.3

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

WBG Staff Preparedness

Mean Rating



All Respondents



6.8

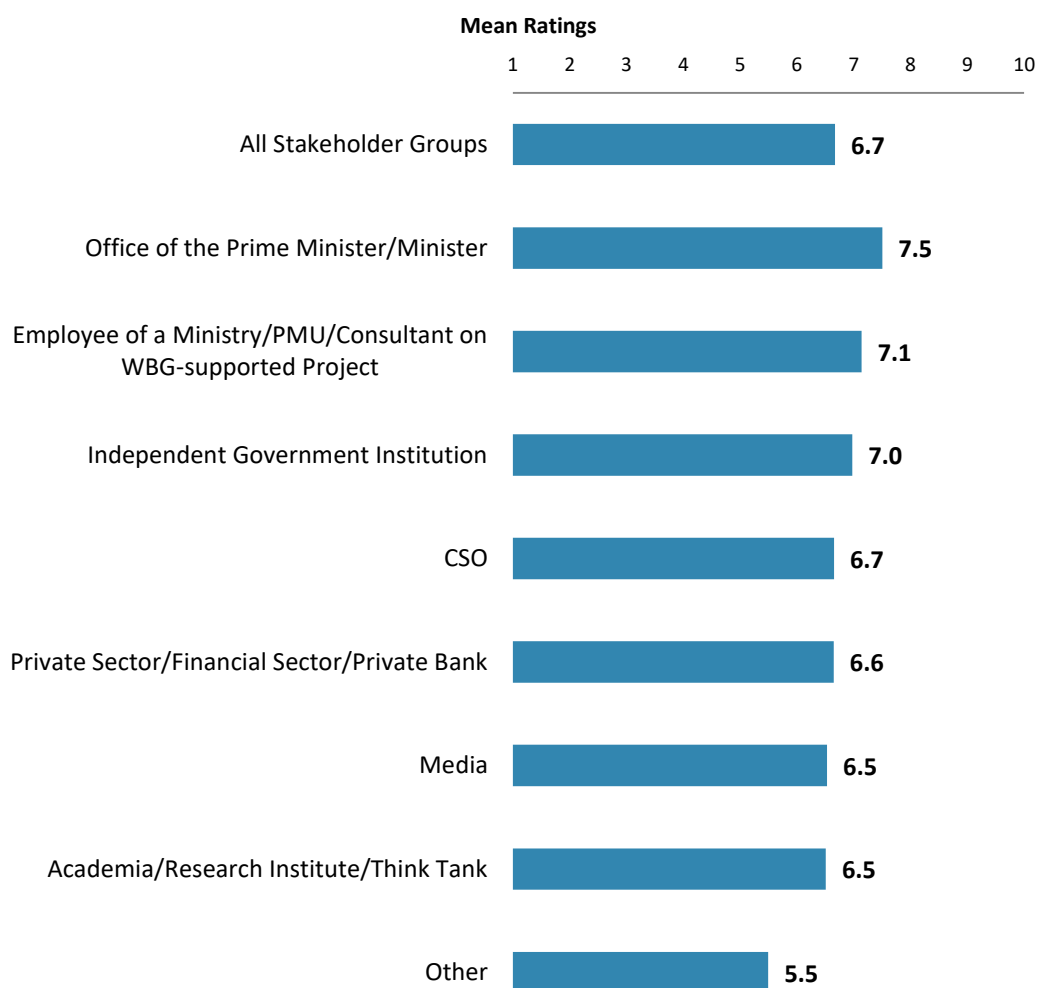
"To what extent do you believe the World Bank Group’s staff is well prepared to help Malaysia achieve the goals identified above?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the office of the Prime Minister/Minister, employees of a ministry, PMUs, and consultants/ contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the eighteen COS indicator questions, whereas respondents from media and academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 52).



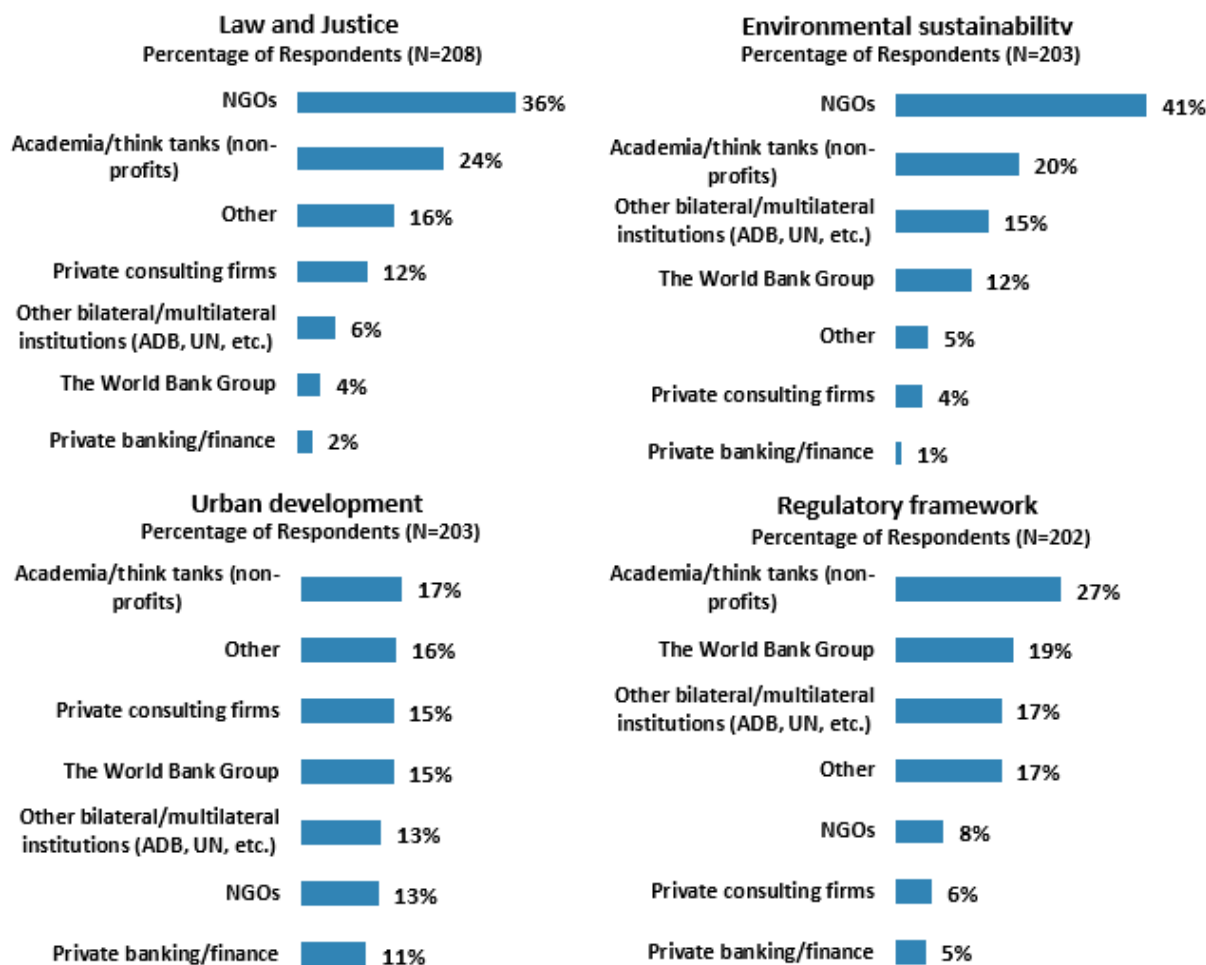
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

WBG's Value in Comparison with Other Organizations

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area...

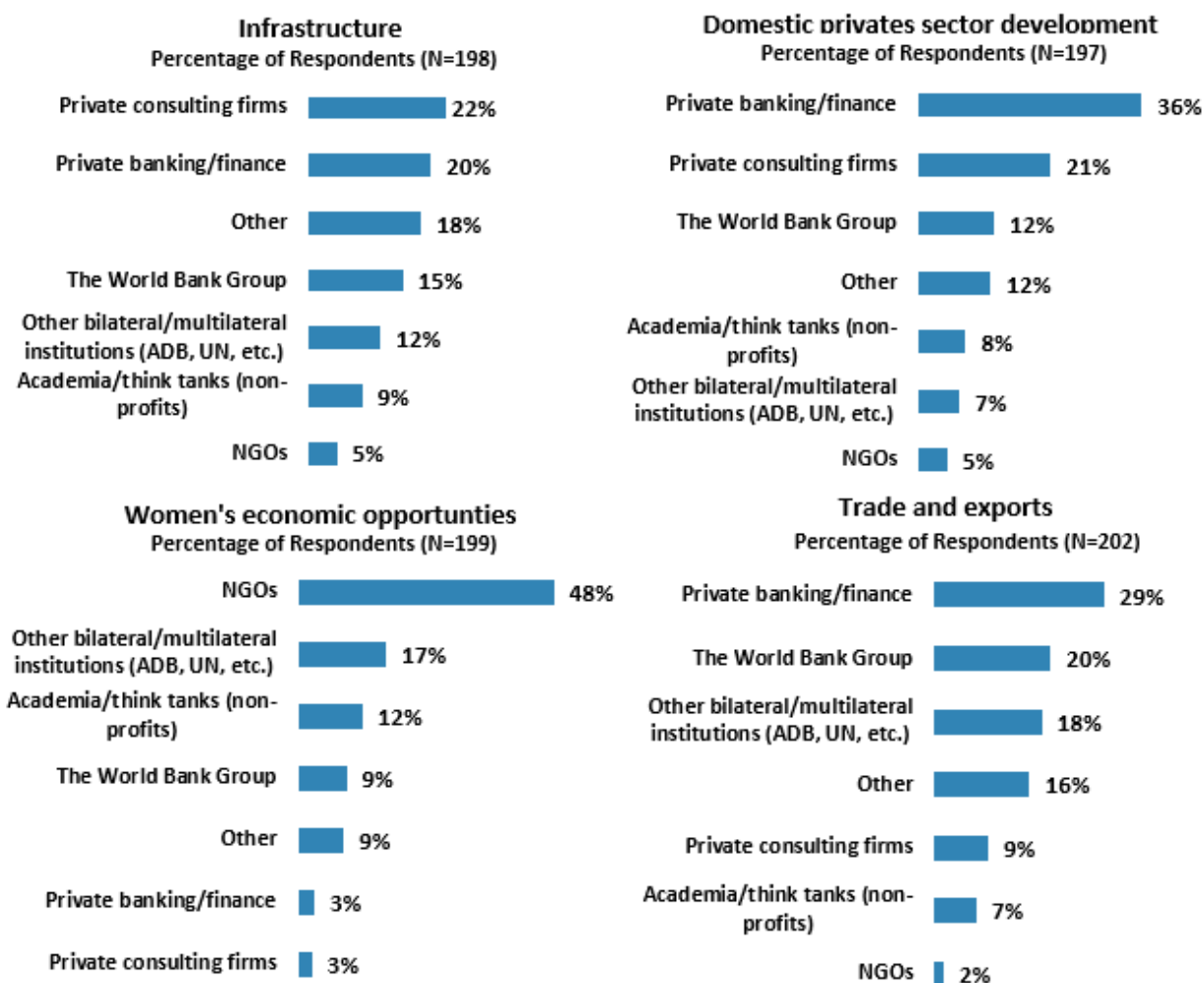




V. Overall Attitudes toward the World Bank Group in Malaysia (continued)

WBG's Value in Comparison with Other Organizations (continued)

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area...

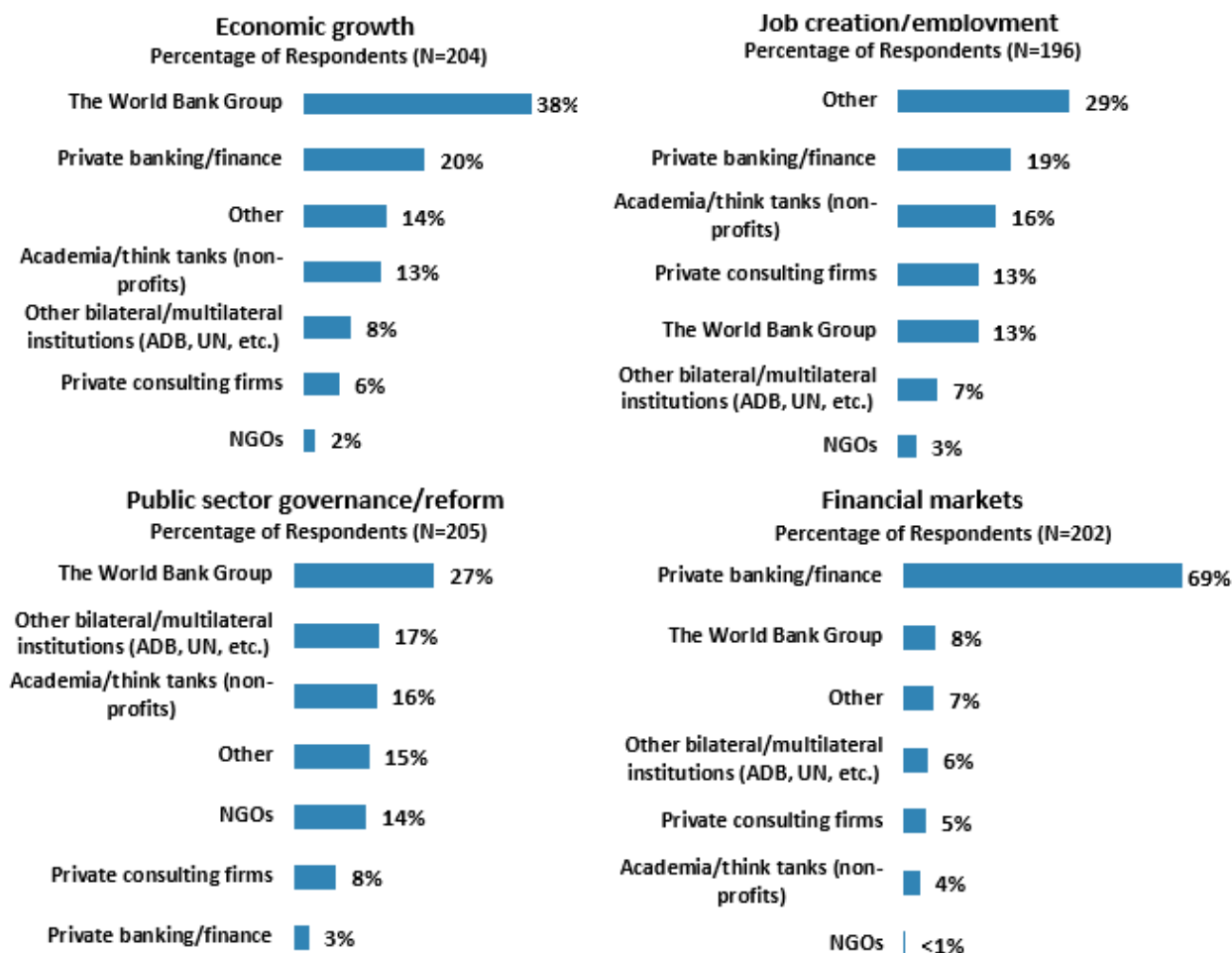




V. Overall Attitudes toward the World Bank Group in Malaysia (continued)

WBG's Value in Comparison with Other Organizations (continued)

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area...

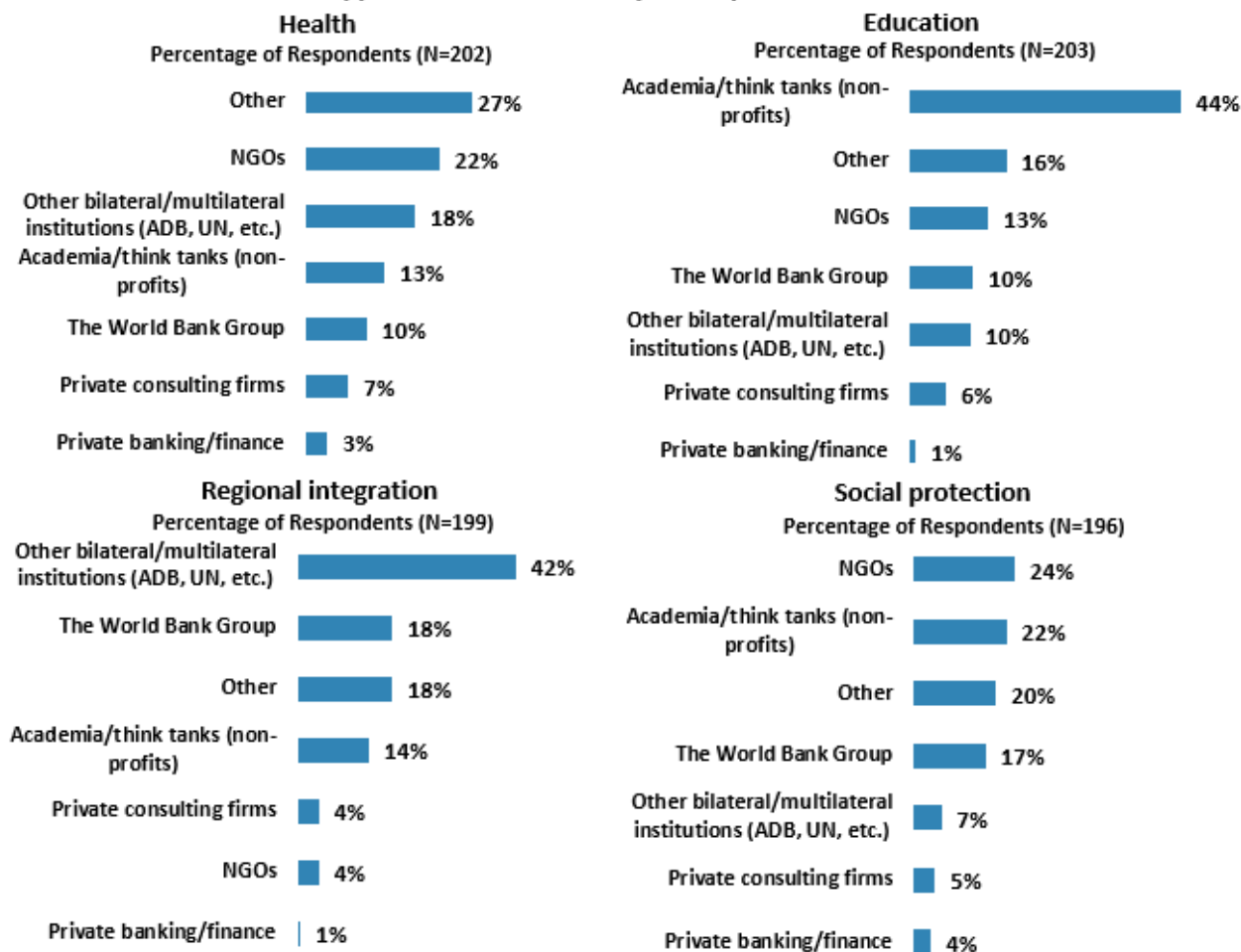




V. Overall Attitudes toward the World Bank Group in Malaysia (continued)

WBG's Value in Comparison with Other Organizations (continued)

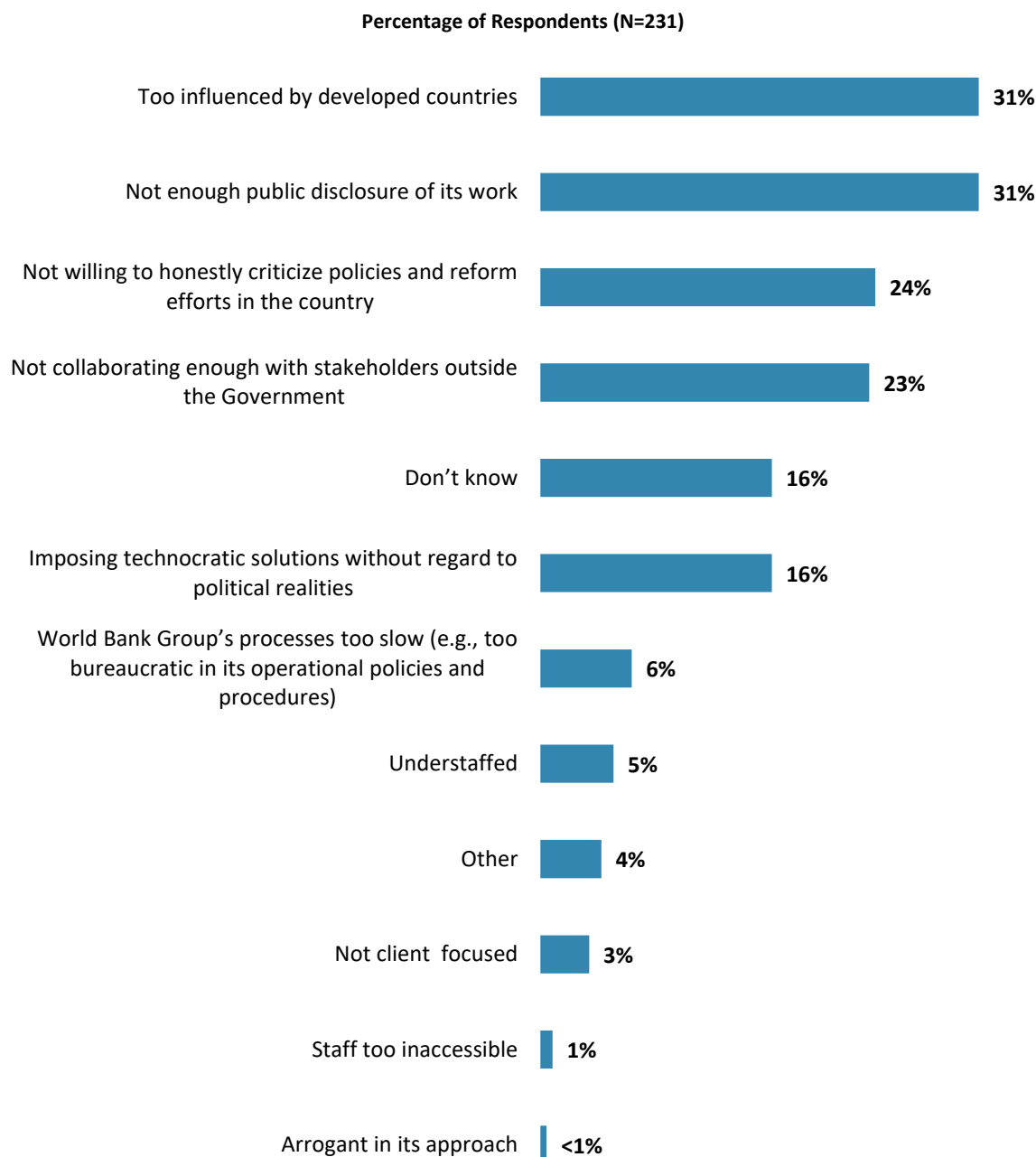
When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area...





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

Greatest Weakness

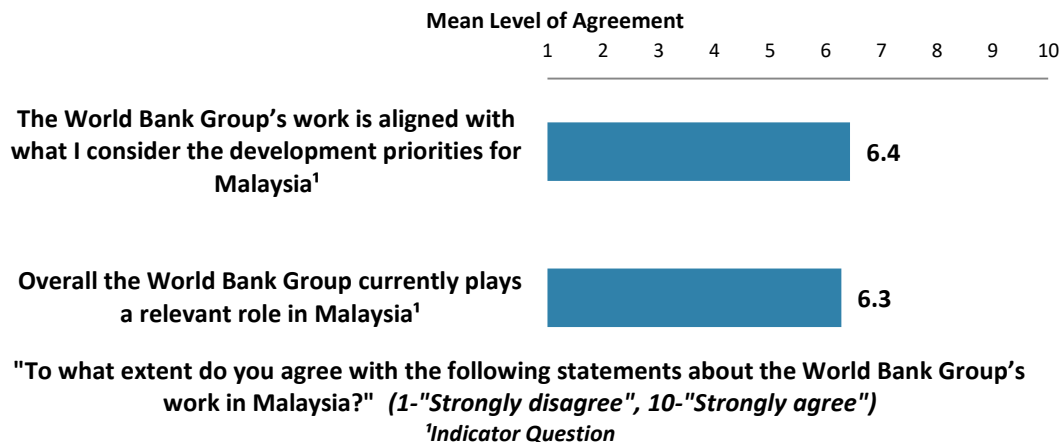


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

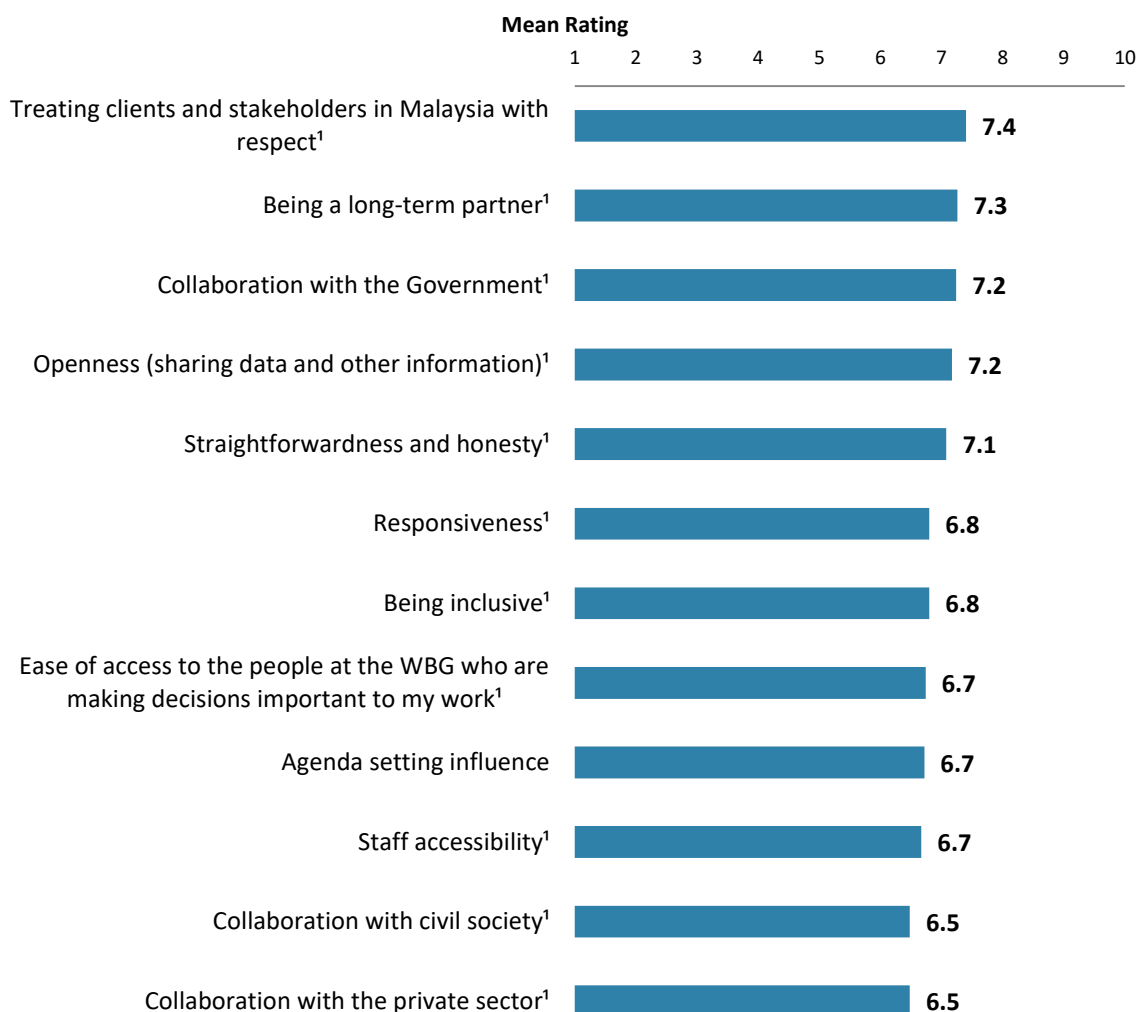
The World Bank Group's Work in Malaysia





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

The WBG as an Effective Development Partner



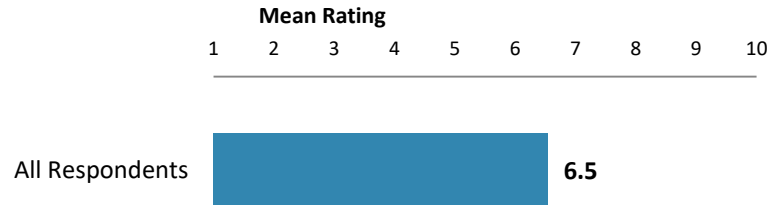
"To what extent is the World Bank Group an effective development partner in Malaysia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



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

Reimbursable Advisory Services (RAS)

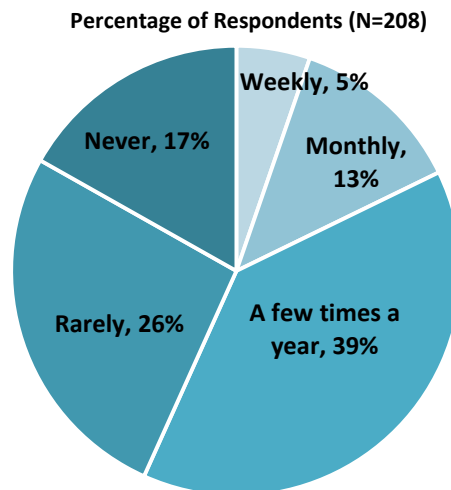


"To what extent do you believe that Malaysia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")



VI. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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



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

Meeting Malaysia' Knowledge Needs *(Indicator Question)*

Mean Level of Agreement
1 2 3 4 5 6 7 8 9 10

All Respondents

6.7

"To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services (e.g., research, analysis, data, technical assistance)."
(1-"Strongly disagree", 10-"Strongly agree")

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

Mean Significance Rating
1 2 3 4 5 6 7 8 9 10

All Respondents

7.4

"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")

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

Mean Technical Quality Rating
1 2 3 4 5 6 7 8 9 10

All Respondents

6.5

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

The WBG Knowledge Work and Activities' Influence on Policy

Mean Rating
1 2 3 4 5 6 7 8 9 10

All respondents

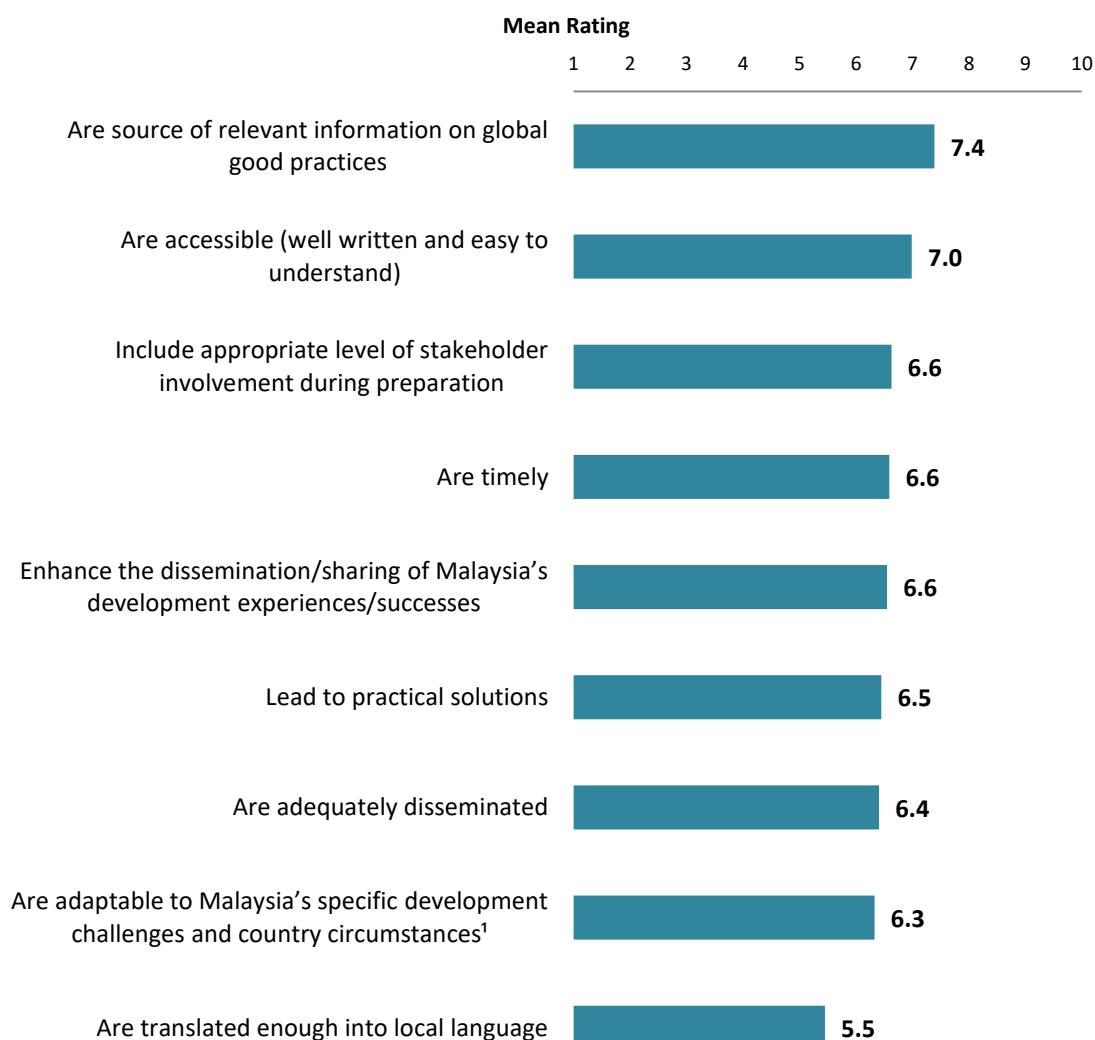
6.4

"Overall, to what extent does World Bank Group knowledge influence policy in developing countries?" (1-"To no degree at all", 10-"To a very significant degree")



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

Qualities of the WBG's Knowledge Work and Activities



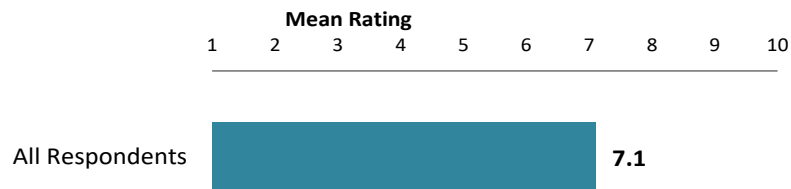
"In Malaysia, to what extent do you believe that the World Bank Group's knowledge work and activities: ... " (1-"To no degree at all", 10-"To a very significant degree")

'Indicator Question



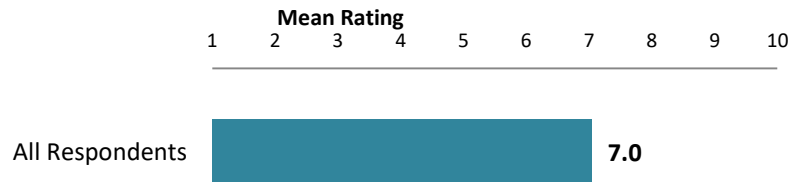
VII. The World Bank Group's Knowledge Hub in Malaysia

World Bank Group New Knowledge Hub Benefiting Malaysia



"To what extent do you think Malaysia will benefit from the World Bank Group's new global knowledge hub in Kuala Lumpur in terms of analytical and advisory services it will receive?"
(1-"To no degree at all", 10-"To a very significant degree")

World Bank Group New Knowledge Hub Helping Build Malaysia's Global Research Capacity

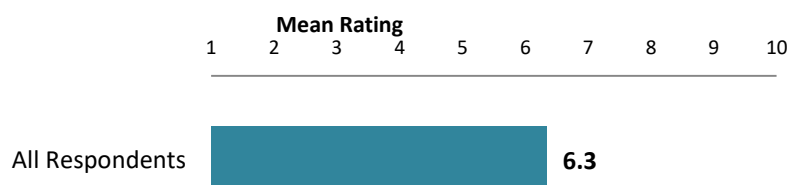


"To what extent will the World Bank Group knowledge hub help Malaysia build its own greater global research capacity?"
(1-"To no degree at all", 10-"To a very significant degree")

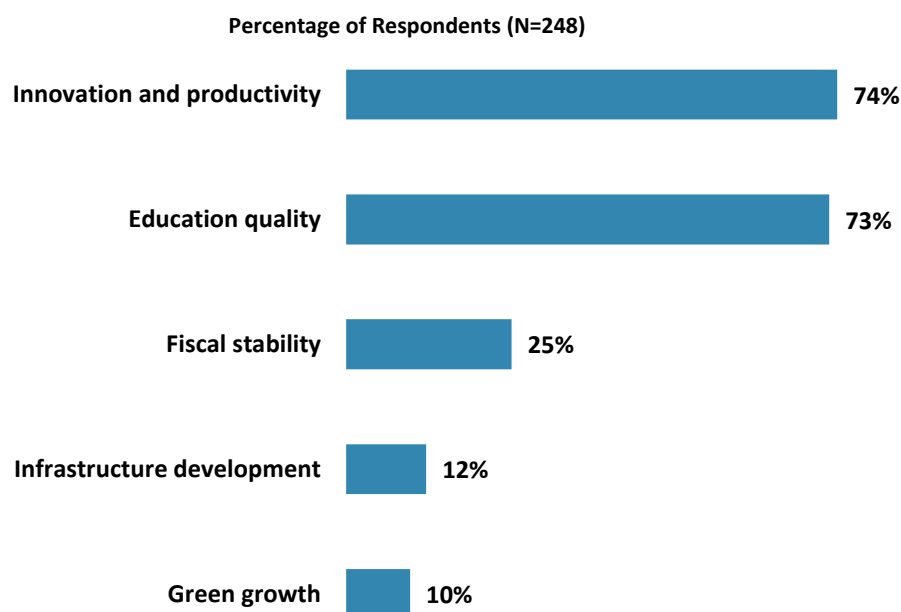


VII. The World Bank Group's Knowledge Hub in Malaysia (continued)

WBG Presence Helping Malaysia Reach High Income Status by 2020



"To what extent will increasing World Bank Group presence in Malaysia help the country's efforts to reach high income status by 2020?"
(1-"To no degree at all", 10-"To a very significant degree")

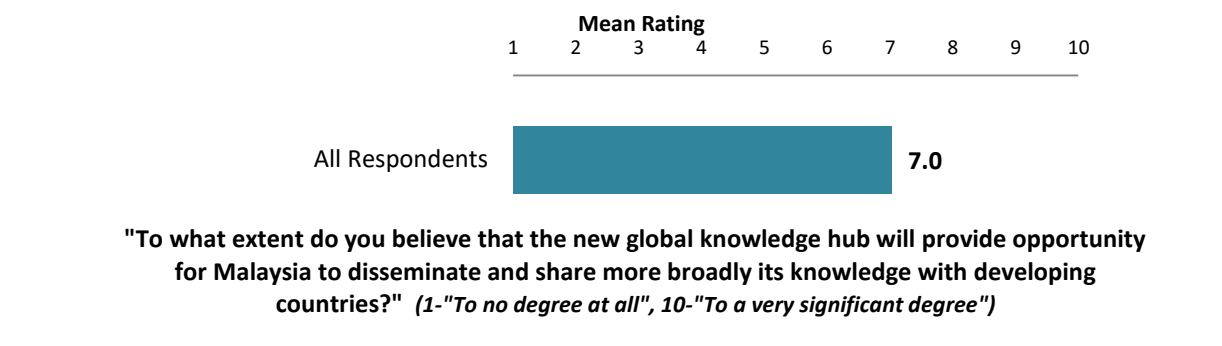


"When considering Malaysia's efforts to enter high income status by 2020, which of the following areas of further knowledge and experience would be of most value to the country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VII. The World Bank Group's Knowledge Hub in Malaysia (continued)

Sharing Malaysia's knowledge with developing countries

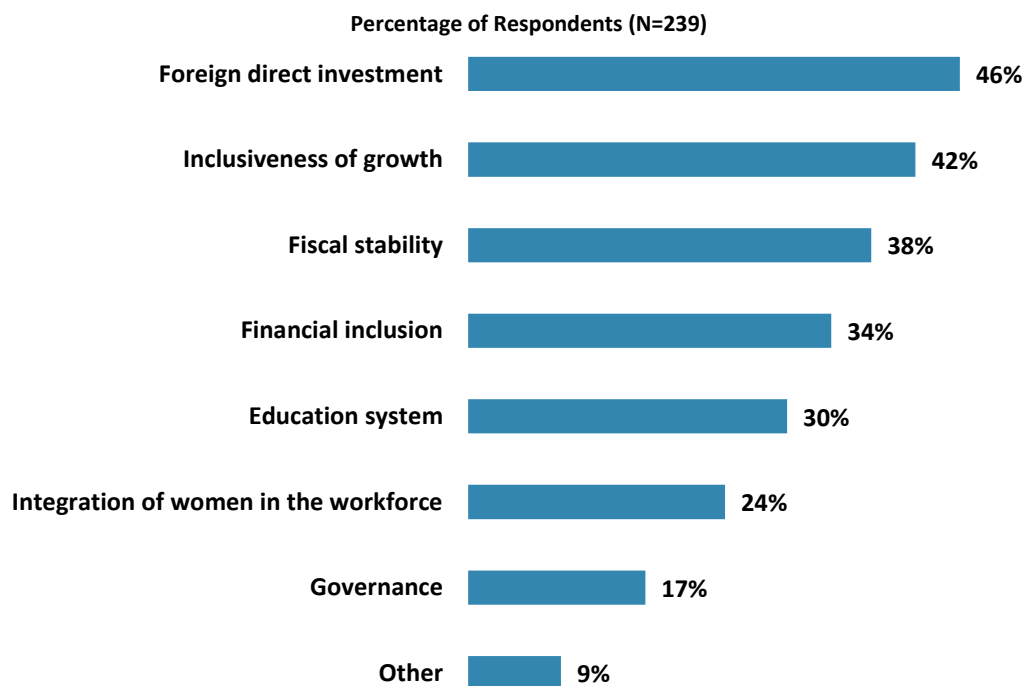


"When thinking about how the World Bank Group can better help Malaysia export its knowledge to developing countries, which of the following should the World Bank Group emphasize? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VII. The World Bank Group's Knowledge Hub in Malaysia (continued)

Sharing Malaysia's Development Story with *ASEAN Developing Countries*

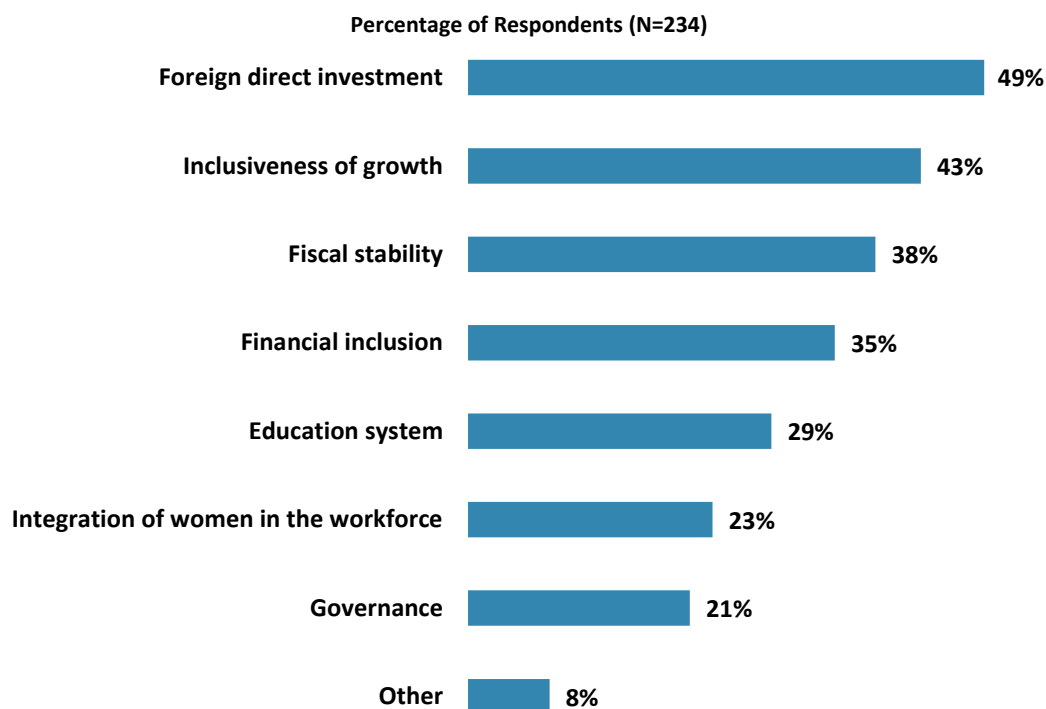


"Which aspects of Malaysia's 'development story' do you think would be of greatest interest to the ASEAN developing countries? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



VII. The World Bank Group's Knowledge Hub in Malaysia (continued)

Sharing Malaysia's Development Story with *Developing Countries across Asia*

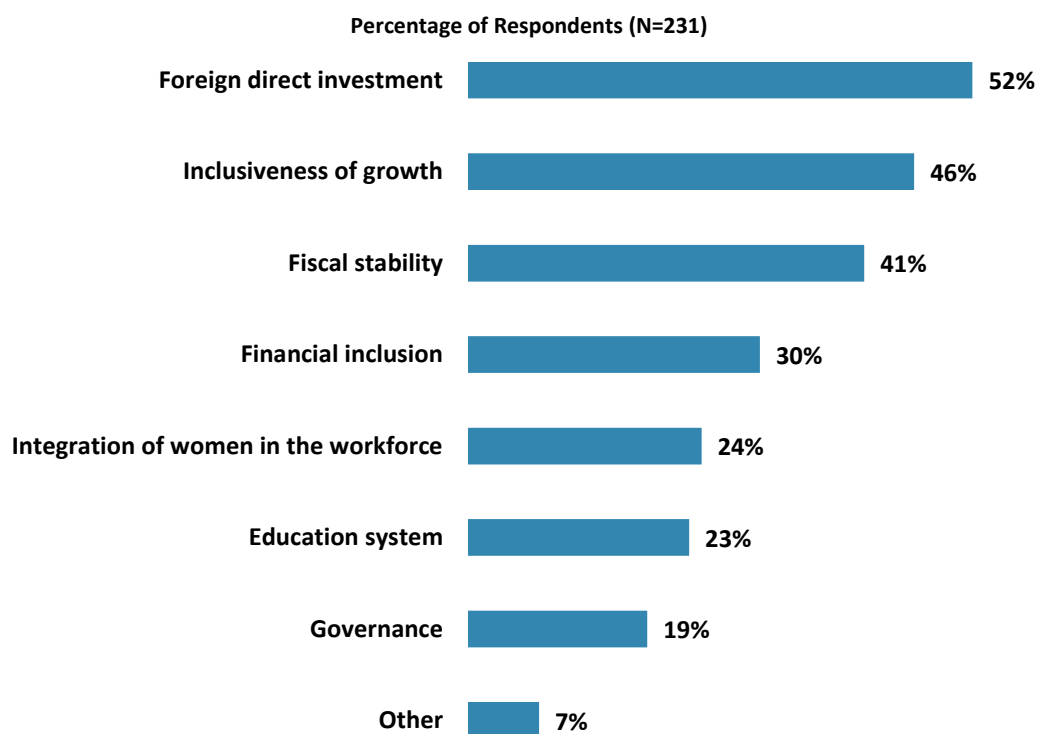


"Which aspects of Malaysia's 'development story' do you think would be of greatest interest to developing countries across Asia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



VII. The World Bank Group's Knowledge Hub in Malaysia (continued)

Sharing Malaysia's Development Story with Developing Countries across the Globe

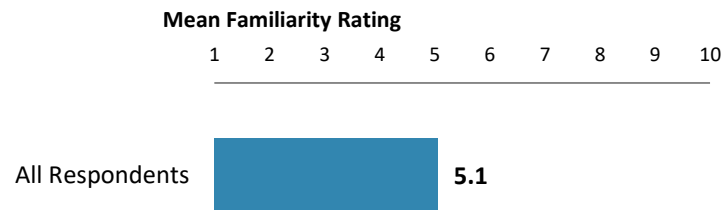


“Which aspects of Malaysia's 'development story' do you think would be of greatest interest to developing countries across the globe? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



VIII. The World Bank Group's Work in Client Countries

Familiarity with the WBG's Work in Client Countries

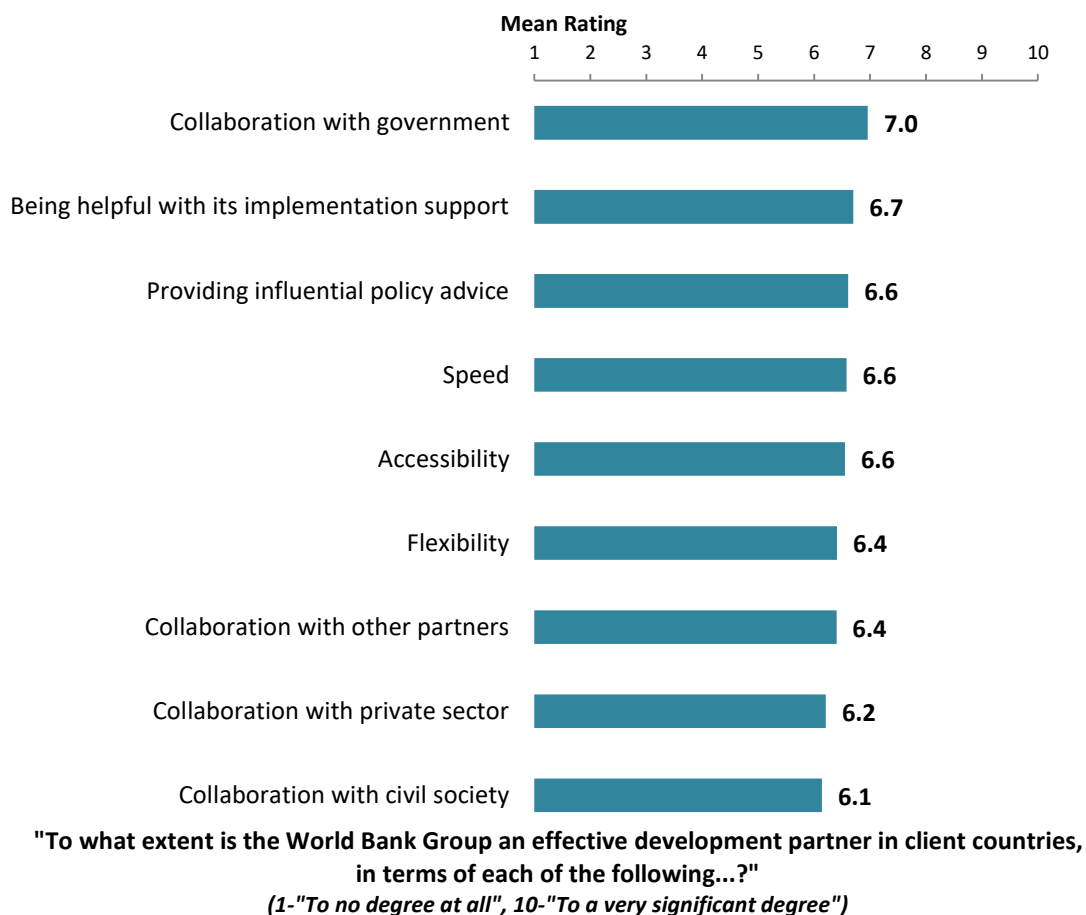


"How familiar are you with the World Bank Group's work in client countries?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



VIII. The World Bank Group's Work in Client Countries (continued)

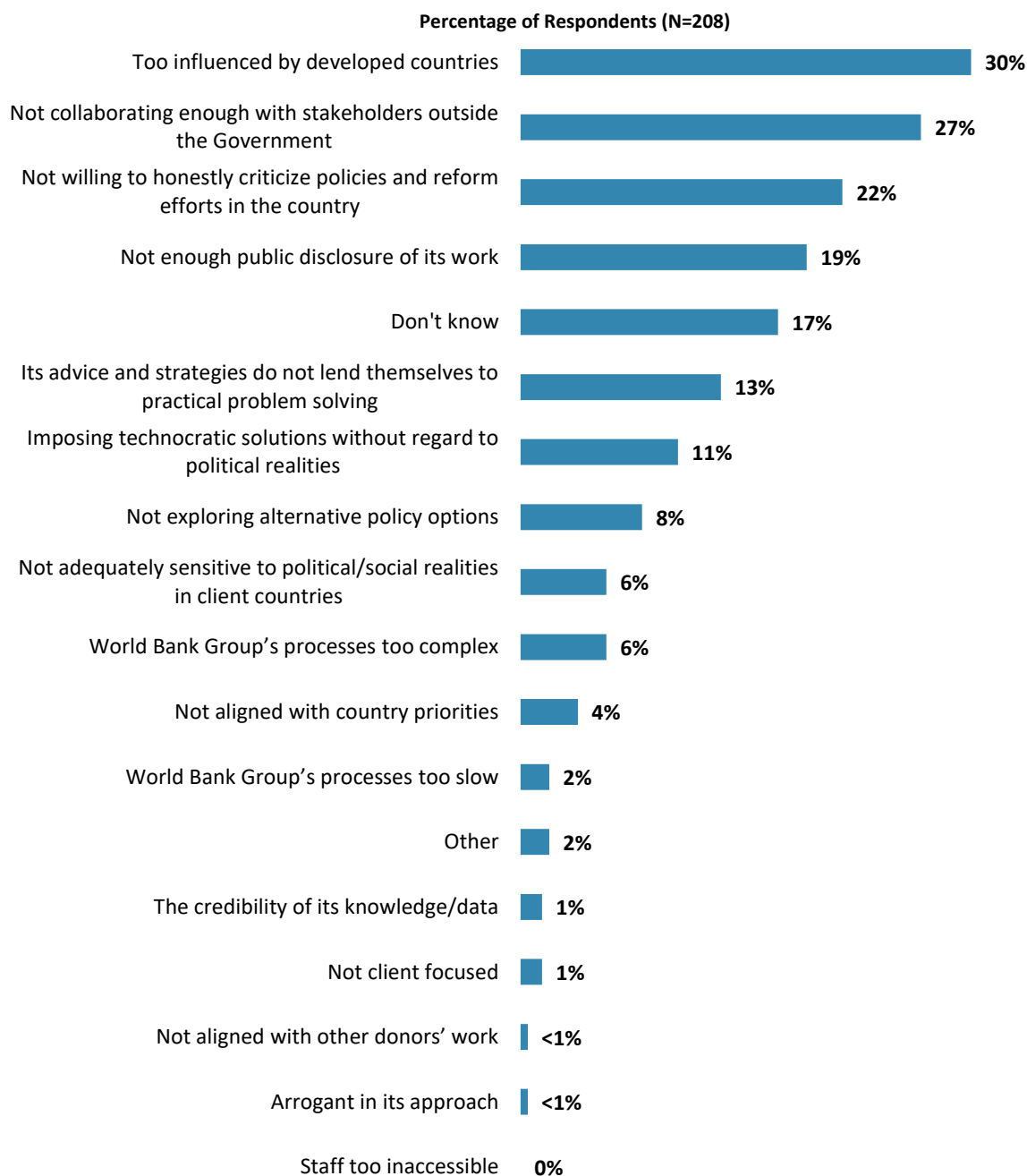
World Bank Group as a Development Partner in Client Countries





VIII. The World Bank Group's Work in Client Countries (continued)

WBG as a Development Partner in Client Countries

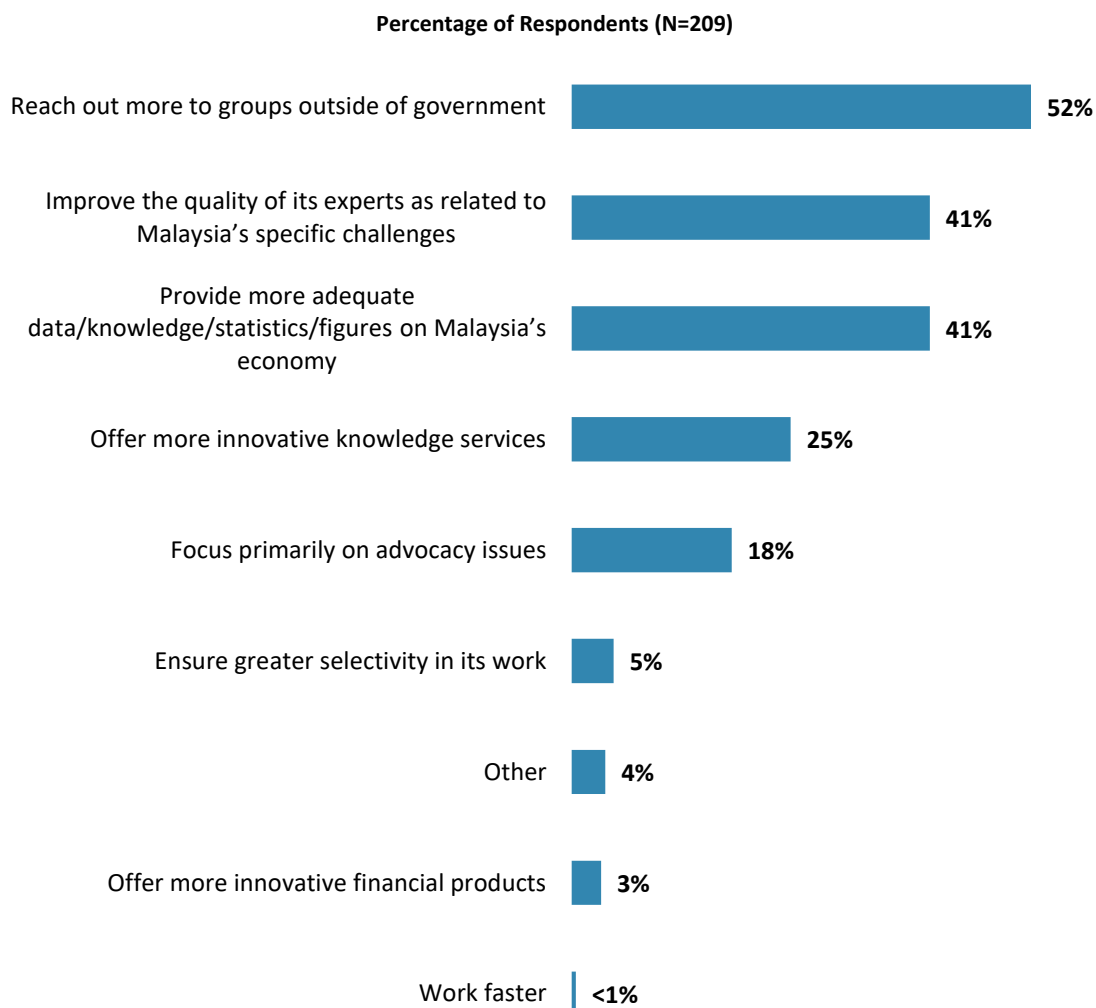


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in client countries? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Making the World Bank Group of Greater Value in Malaysia



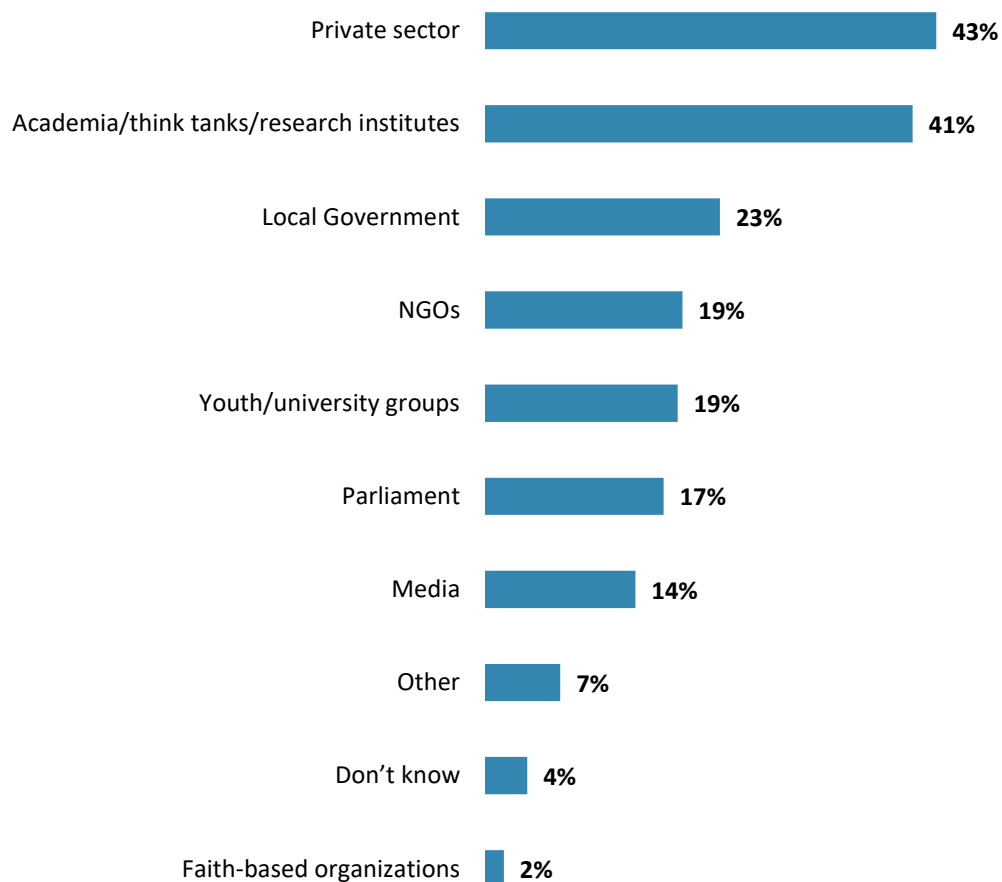
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

Percentage of Respondents (N=221)



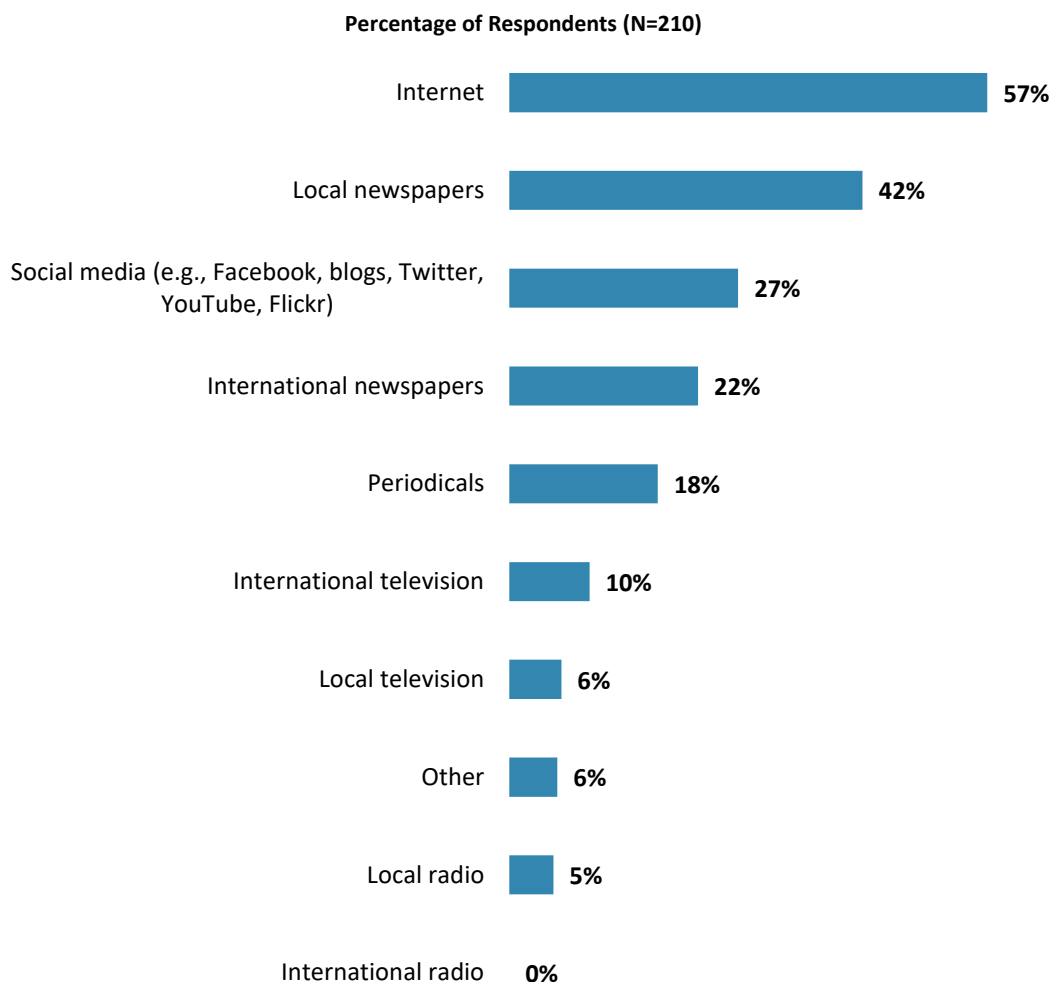
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 52) for all responses by stakeholder groups.

General Information Sources

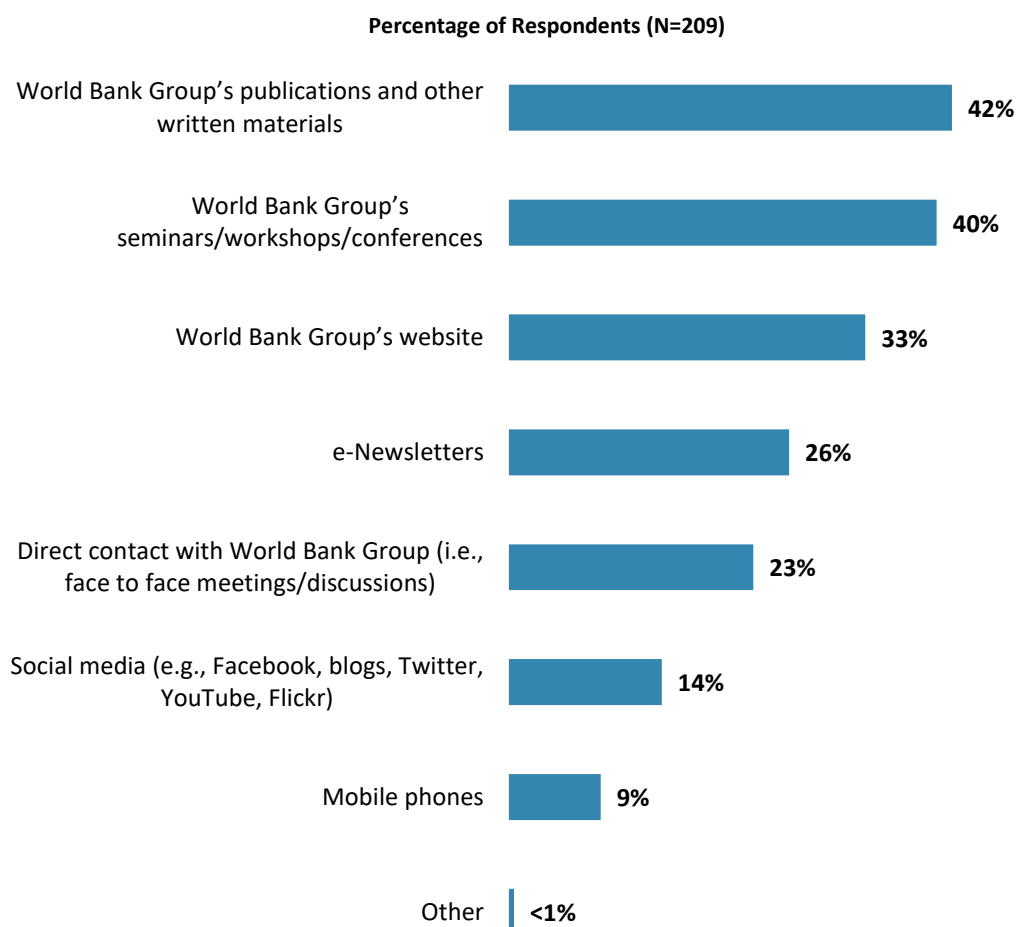


"How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

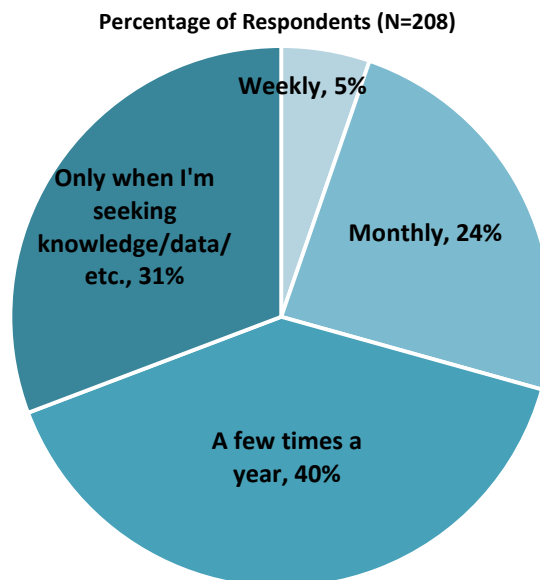


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



X. Communication and Outreach (continued)

Interacting with the Knowledge Hub



"How often would you like to interact with the World Bank Group's knowledge hub in Kuala Lumpur?" (Respondents chose from a list.)



X. Communication and Outreach (continued)

Access to Information

Percentage of Respondents (N=194)

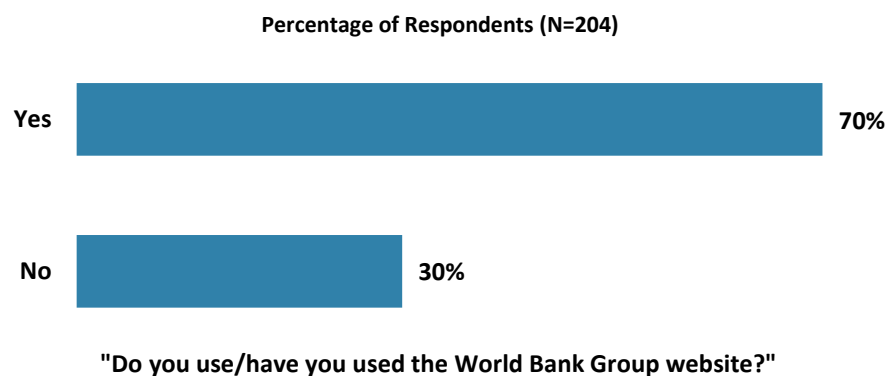


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

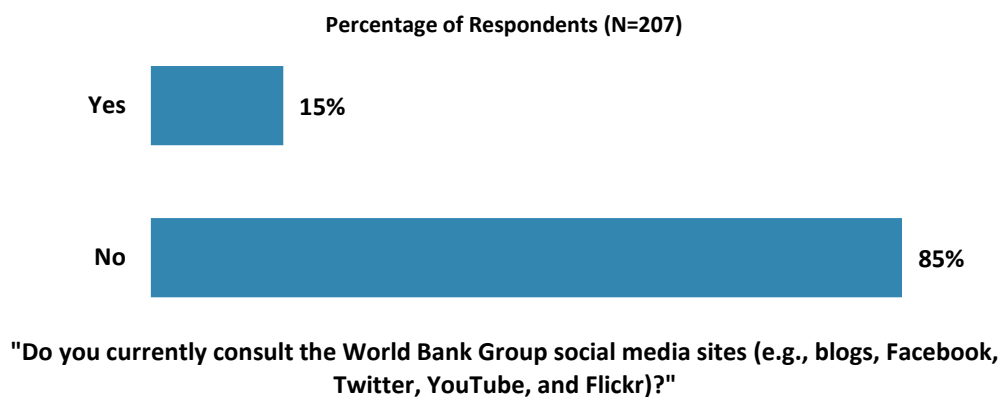


X. Communication and Outreach (continued)

The WBG Website Usage



Use of the WBG's Social Media Channels





XI. Appendices

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Malaysia





Appendix A: Responses to All Questions across All Respondents (N=258)

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 Malaysia

1. In general would you say that Malaysia is headed in ... ?	Percentage of Respondents (N=253)
The right direction	57.3%
The wrong direction	26.5%
Not sure	16.2%

2. Listed below are a number of economic and social development priorities in Malaysia. Please identify which of the following you consider the most important economic and social development priorities in Malaysia? (Choose no more than FIVE)	Percentage of Respondents (Responses Combined; N=256)
Quality of education	56.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	55.9%
Anti corruption	41.4%
Economic growth	32.4%
Cost of living	30.1%
Social protection (e.g., pensions, targeted social assistance)	22.7%
Income inequality	22.7%
Crime and violence	22.3%
Transport (e.g., roads, bridges, transportation)	21.1%
Law and justice (e.g., judicial system)	16.4%
Health	15.6%
Environmental sustainability	15.2%
Job creation/employment	14.8%
Poverty reduction	13.3%
Global/regional integration	12.1%
Foreign direct investment	10.9%
Rural development	10.9%
Domestic private sector development	10.9%
Trade and exports	10.2%
Regulatory framework	9.8%
Financial markets	7.0%
Natural resource management (e.g., oil, gas, mining)	6.3%
Women’s economic opportunities	5.9%
Climate change (e.g., mitigation, adaptation)	4.7%
Urban development	4.3%
Disaster management	3.5%
Energy	3.1%
Water and sanitation	2.7%
Information and communications technology	2.7%

**A. General Issues Facing Malaysia (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 Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=253)
Education and training that better ensure job opportunity	47.4%
Consistent economic growth	32.4%
Greater voice and participation for citizens to help ensure greater accountability	19.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	16.6%
A growing middle class	15.0%
More reliable social safety net	12.6%
Better opportunity for the poor who live in rural areas	9.5%
Greater access to health and nutrition for citizens	8.3%
Better quality public services	7.9%
Better employment opportunities for young people	7.5%
Greater equity of fiscal policy	6.3%
Better opportunity for the poor who live in urban areas	5.5%
Greater access to micro-finance for the poor	4.7%
Other	2.8%
Better employment opportunities for women	2.8%

B. The World Bank Group's Knowledge Hub in Malaysia

Analytical and Advisory Services	N	DK	Mean	SD
1. To what extent do you think Malaysia will benefit from the World Bank Group's new global knowledge hub in Kuala Lumpur in terms of analytical and advisory services it will receive? (1-To no degree at all, 10-To a very significant degree)	224	27	7.11	1.99

Research Capacity	N	DK	Mean	SD
2. To what extent will the World Bank Group knowledge hub help Malaysia build its own greater global research capacity? (1-To no degree at all, 10-To a very significant degree)	223	24	7.04	2.03

High Income Status	N	DK	Mean	SD
3. To what extent will increasing World Bank Group presence in Malaysia help the country's efforts to reach high income status by 2020? (1-To no degree at all, 10-To a very significant degree)	221	24	6.34	2.12

4. When considering Malaysia's efforts to enter high income status by 2020, which of the following areas of further knowledge and experience would be of most value to the country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=248)
Innovation and productivity	74.2%
Education quality	73.0%
Fiscal stability	25.0%
Infrastructure development	12.1%
Green growth	9.7%

**B. The World Bank Group's Knowledge Hub in Malaysia (continued)**

Sharing Knowledge	N	DK	Mean	SD
5. To what extent do you believe that the new global knowledge hub will provide opportunity for Malaysia to disseminate and share more broadly its knowledge with developing countries? (1-To no degree at all, 10-To a very significant degree)	232	17	7.03	1.96

6. When thinking about how the World Bank Group can better help Malaysia export its knowledge to developing countries, which of the following should the World Bank Group emphasize? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=241)
Identifying and disseminating lessons learned from Malaysia's development experience	75.5%
Sharing Malaysia's successful practices	42.3%
Advancing economic development theory to better understand development processes and how to replicate them	37.3%
Supporting recipient countries to adapt Malaysia's successful policies to their political and economic context	27.8%
Other	3.3%

7A. Which aspects of Malaysia's 'development story' do you think would be of greatest interest to ASEAN developing countries? (Choose up to THREE)	Percentage of Respondents (Responses Combined; N=239)
Foreign direct investment	46.4%
Inclusiveness of growth	42.3%
Fiscal stability	38.1%
Financial inclusion	34.3%
Education system	30.1%
Integration of women in the workforce	24.3%
Governance	16.7%
Other	8.8%

7B. Which aspects of Malaysia's 'development story' do you think would be of greatest interest to developing countries across Asia? (Choose up to THREE)	Percentage of Respondents (Responses Combined; N=234)
Foreign direct investment	48.7%
Inclusiveness of growth	42.7%
Fiscal stability	38.5%
Financial inclusion	34.6%
Education system	28.6%
Integration of women in the workforce	23.1%
Governance	20.9%
Other	7.7%

7C. Which aspects of Malaysia's 'development story' do you think would be of greatest interest to developing countries across the globe? (Choose up to THREE)	Percentage of Respondents (Responses Combined; N=231)
Foreign direct investment	52.4%
Inclusiveness of growth	46.3%
Fiscal stability	41.1%
Financial inclusion	30.3%
Integration of women in the workforce	24.2%
Education system	22.9%
Governance	18.6%
Other	7.4%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Malaysia? (1-Not familiar at all, 10-Extremely familiar)	239	0	5.47	2.51
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia. (1-Not effective at all, 10-Very effective)	196	43	6.31	2.00
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Malaysia achieve the goals identified above? (1-To no degree at all, 10-To a very significant degree)	189	49	6.76	1.86
To what extent do you agree with the following statements about the World Bank Group's work in Malaysia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
4. Overall the World Bank Group currently plays a relevant role in development in Malaysia*	200	31	6.28	1.96
5. The World Bank Group's work is aligned with what I consider the development priorities for Malaysia*	189	38	6.44	1.87
To what extent is the World Bank Group an effective development partner in Malaysia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
6. Responsiveness*	173	56	6.80	1.83
7. Being inclusive*	166	59	6.80	1.76
8. Openness (sharing data and other information)*	187	39	7.17	1.86
9. Collaboration with the Government*	174	49	7.24	1.83
10. Ease of access to the people at the World Bank Group who are making decisions important to my work*	167	57	6.74	2.06
11. Collaboration with civil society*	166	58	6.48	1.93
12. Staff accessibility*	172	54	6.67	1.98
13. Collaboration with the private sector*	159	65	6.48	1.98
14. Straightforwardness and honesty*	171	55	7.08	1.86
15. Treating clients and stakeholders in Malaysia with respect*	183	43	7.40	1.79
16. Being a long-term partner*	181	44	7.26	1.88
17. Agenda setting influence	173	53	6.72	2.09
Reimbursable Advisory Services	N	DK	Mean	SD
18. To what extent do you believe that Malaysia receives value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	130	94	6.54	2.05

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

19. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=231)
Too influenced by developed countries	31.2%
Not enough public disclosure of its work	31.2%
Not willing to honestly criticize policies and reform efforts in the country	23.8%
Not collaborating enough with stakeholders outside the Government	23.4%
Don't know	16.5%
Imposing technocratic solutions without regard to political realities	16.5%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	6.5%
Understaffed	5.2%
Other	4.3%
Not client focused	3.5%
Staff too inaccessible	0.9%
Arrogant in its approach	0.4%

20. 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=221)
Private sector	43.4%
Academia/think tanks/research institutes	41.2%
Local Government	22.6%
NGOs	19.0%
Youth/university groups	18.6%
Parliament	17.2%
Media	14.5%
Other	7.2%
Don't know	4.1%
Faith-based organizations	1.8%

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

21. When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area. (Choose only ONE for each area of social/economic development)							
	Percentage of Respondents (N=208)						
	Private consulting firms	NGOs	Academia/ think tanks (non-profits)	The World Bank Group	Other bilateral/multilateral institutions (ADB, UN, etc.)	Private banking/ finance	Other
Law and justice (e.g., judicial system)	11.5%	36.1%	24.0%	3.8%	6.3%	2.4%	15.9%
Urban development	15.3%	12.8%	16.7%	15.3%	13.3%	10.8%	15.8%
Environmental sustainability	4.4%	41.4%	20.2%	12.3%	15.3%	1.0%	5.4%
Regulatory framework	5.9%	7.9%	27.2%	19.3%	17.3%	5.0%	17.3%
Infrastructure	22.2%	4.5%	8.6%	15.2%	11.6%	19.7%	18.2%
Women's economic opportunities	2.5%	48.2%	12.1%	9.0%	16.6%	3.0%	8.5%
Domestic private sector development	21.3%	4.6%	7.6%	12.2%	6.6%	36.0%	11.7%
Trade and exports	9.0%	1.5%	7.0%	19.6%	18.1%	28.6%	16.1%
Economic growth	5.9%	2.0%	12.7%	37.7%	7.8%	20.1%	13.7%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	8.3%	14.1%	16.1%	27.3%	16.6%	2.9%	14.6%
Job creation/employment	13.3%	3.1%	16.3%	13.3%	6.6%	18.9%	28.6%
Financial markets	5.4%	0.5%	4.0%	7.9%	5.9%	68.8%	7.4%
Health	6.9%	21.8%	12.9%	9.9%	17.8%	3.5%	27.2%
Regional integration	4.0%	4.0%	13.6%	18.1%	41.7%	0.5%	18.1%
Education	5.9%	12.8%	44.3%	10.3%	9.9%	1.0%	15.8%
Social protection (e.g., pensions, targeted social assistance)	5.1%	24.5%	22.4%	17.3%	6.6%	4.1%	19.9%

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=208)
Weekly	5.3%
Monthly	12.5%
A few times a year	38.9%
Rarely	26.4%
Never	16.8%

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

In Malaysia, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	165	42	6.59	1.91
3. Include appropriate level of stakeholder involvement during preparation	157	48	6.63	1.81
4. Lead to practical solutions	163	39	6.45	1.67
5. Are accessible (well written and easy to understand)	174	30	6.99	1.84
6. Are source of relevant information on global good practices	178	28	7.39	1.70
7. Are adequately disseminated	174	30	6.41	2.15
8. Are translated enough into local language	139	66	5.45	2.36
9. Are adaptable to Malaysia's specific development challenges and country circumstances*	168	35	6.33	1.76
10. Enhance the dissemination/sharing of Malaysia's development experiences/successes	164	40	6.55	1.84

Overall Evaluations	N	DK	Mean	SD
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	187	22	6.49	1.94
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	178	29	7.39	1.52

Policy Influence	N	DK	Mean	SD
13. Overall, to what extent does World Bank Group knowledge influence policy in developing countries? <i>(1-To no degree at all, 10-To a very significant degree)</i>	177	29	6.44	1.89

Meeting Needs for Knowledge Services*	N	DK	Mean	SD
14. To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services (e.g., research, analysis, data, and technical assistance)? <i>(1-Strongly disagree, 10-Strongly agree)</i>	178	31	6.69	1.78

E. The Future Role of the World Bank Group in Malaysia

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=209)
Reach out more to groups outside of government	52.2%
Improve the quality of its experts as related to Malaysia's specific challenges	40.7%
Provide more adequate data/knowledge/statistics/figures on Malaysia's economy	40.7%
Offer more innovative knowledge services	24.9%
Focus primarily on advocacy issues	18.2%
Ensure greater selectivity in its work	4.8%
Other	3.8%
Offer more innovative financial products	3.3%
Work faster	0.5%

**F. The World Bank Group's Work and Engagement in Client Countries**

Familiarity	N	DK	Mean	SD
1. How familiar are you with the World Bank Group's work in client countries? (1-Not familiar at all, 10-Extremely familiar)	206	0	5.05	2.46

2. To what extent is the World Bank Group an effective development partner in client countries, in terms of each of the following... (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Collaboration with government	160	42	6.96	1.78
2. Collaboration with other partners	149	53	6.40	1.73
3. Collaboration with civil society	149	50	6.14	1.72
4. Collaboration with private sector	149	51	6.21	1.77
5. Accessibility	157	44	6.55	1.94
6. Speed	149	53	6.58	1.95
7. Flexibility	147	55	6.41	1.88
8. Providing influential policy advice	152	48	6.61	1.91
9. Being helpful with its implementation support	146	55	6.70	1.84

3. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in client countries? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=208)
Too influenced by developed countries	30.3%
Not collaborating enough with stakeholders outside the Government	26.9%
Not willing to honestly criticize policies and reform efforts in the country	21.6%
Not enough public disclosure of its work	19.2%
Don't know	17.3%
Its advice and strategies do not lend themselves to practical problem solving	13.5%
Imposing technocratic solutions without regard to political realities	10.6%
Not exploring alternative policy options	8.2%
Not adequately sensitive to political/social realities in client countries	5.8%
World Bank Group's processes too complex	5.8%
Not aligned with country priorities	3.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	1.9%
Other	1.9%
The credibility of its knowledge/data	1.4%
Not client focused	1.4%
Not aligned with other donors' work	0.5%
Arrogant in its approach	0.5%
Staff too inaccessible	0.0%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
Internet	56.7%
Local newspapers	41.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	27.1%
International newspapers	22.4%
Periodicals	17.6%
International television	9.5%
Local television	6.2%
Other	5.7%
Local radio	5.2%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=209)
World Bank Group's publications and other written materials	41.6%
World Bank Group's seminars/workshops/conferences	40.2%
World Bank Group's website	33.5%
e-Newsletters	26.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	14.4%
Mobile phones	8.6%
Other	0.5%

3. How frequently would you like to interact with the World Bank Group's knowledge hub in Kuala Lumpur? (Select only ONE response)	Percentage of Respondents (N=208)
Weekly	5.3%
Monthly	24.0%
A few times a year	39.9%
Only when I'm seeking knowledge/data/etc.	30.8%

4. 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?	Percentage of Respondents (N=194)
Yes	21.1%
No	78.9%

5. 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 (N=40)
World Bank Group's website	40.0%
World Bank Group's seminars/workshops/conferences	25.0%
Colleagues/Friends/Peer organizations	17.5%
News/Media	12.5%
World Bank Group's e-Newsletters	5.0%
Other	0.0%

6. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=204)
Yes	69.6%
No	30.4%

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

7. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=207)
Yes	15.0%
No	85.0%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate	153	45	6.87	1.74
9. I find the information on the World Bank Group's websites useful	150	43	7.22	1.75
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	86	105	6.35	2.27
11. 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.)	155	43	6.20	2.23
12. The World Bank Group is responsive to my information requests and inquiries	102	95	6.82	1.89

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=256)
Employee of a Ministry, Ministerial Department or Implementation Agency	18.4%
Financial Sector/Private Bank	18.4%
Academia/Research Institute/Think Tank	13.7%
Private Sector Organization	10.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	9.0%
Media (press, radio, TV, web, etc.)	7.4%
NGO/Community-Based Organization	3.9%
Office of Parliamentarian	3.1%
Bilateral/ Multilateral Agency	3.1%
Office of the Prime Minister	2.7%
Local Government Office or Staff	2.7%
Office of Minister	2.0%
Private Foundation	1.2%
Trade Union	1.2%
Youth Group	1.2%
Judiciary Branch	0.8%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	0.4%
Other	0.4%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=251)
Finance and markets	27.9%
Macroeconomics and fiscal management	14.3%
Generalist (specialized in multiple sectors)	12.4%
Education	10.8%
Other	6.0%
Trade and competitiveness	5.6%
Social protection and labor	3.6%
Urban, rural, and social development	3.2%
Governance	3.2%
Health, nutrition, and population	2.4%
Transport and ICT	2.4%
Energy and extractives	2.0%
Environment and natural resources	1.6%
Poverty	1.6%
Water	0.8%
Public-private partnerships	0.8%
Jobs	0.8%
Gender	0.4%
Agriculture	0.4%

3. Which of the following describes most of your exposure to the World Bank Group in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=254)
Use World Bank Group reports/data	41.3%
Use World Bank Group website for information, data, research, etc.	35.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	30.3%
Engage in World Bank Group related/sponsored events/activities	29.1%
Collaborate as part of my professional duties	21.7%

4. What's your gender?	Percentage of Respondents (N=256)
Female	34.8%
Male	65.2%

5. Which best represents your geographic location?	Percentage of Respondents (N=255)
Greater Kuala Lumpur/Klang Valley	83.9%
Other	16.1%

Appendix B: Responses to All Questions by Stakeholder Groups¹

- Office of Prime Minister/Minister N=12 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=48 ● Private Sector/Financial Sector/Private Bank N=74
- CSO N=19 ● Media N=19 ● Independent Government Institution N=23 ● Academia/Research Institute/Think Tank N=35 ● Other N=26

A. General Issues facing Malaysia

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG-supported Project	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	100.0%	83.3%	49.3%	52.6%	26.3%	36.4%	57.1%	56.0%
The wrong direction	0.0%	10.4%	31.5%	21.1%	42.1%	31.8%	28.6%	40.0%
Not sure	0.0%	6.3%	19.2%	26.3%	31.6%	31.8%	14.3%	4.0%

*Significantly different between stakeholder groups

¹ Only 256 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Malaysia (continued)

Listed below are a number of economic and social development priorities in Malaysia. Please identify which of the following you consider the most important economic and social development priorities in Malaysia? (Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection*	25.0%	33.3%	8.1%	31.6%	31.6%	26.1%	20.0%	30.8%
Transport	33.3%	25.0%	13.5%	10.5%	26.3%	17.4%	20.0%	38.5%
Public sector governance/reform	83.3%	54.2%	55.4%	42.1%	47.4%	65.2%	51.4%	61.5%
Global/regional integration	25.0%	8.3%	14.9%	10.5%	5.3%	13.0%	11.4%	11.5%
Women's economic opportunities	8.3%	4.2%	10.8%	5.3%	5.3%	0.0%	5.7%	0.0%
Domestic private sector development	8.3%	14.6%	17.6%	10.5%	0.0%	4.3%	8.6%	3.8%
Foreign direct investment	0.0%	10.4%	12.2%	15.8%	15.8%	8.7%	8.6%	11.5%
Water and sanitation	8.3%	2.1%	1.4%	5.3%	0.0%	0.0%	2.9%	7.7%
Anti corruption*	25.0%	29.2%	50.0%	10.5%	57.9%	43.5%	45.7%	50.0%
Job creation/employment	8.3%	14.6%	17.6%	15.8%	5.3%	4.3%	22.9%	15.4%
Rural development	0.0%	12.5%	13.5%	10.5%	0.0%	8.7%	11.4%	15.4%
Financial markets	8.3%	4.2%	9.5%	0.0%	5.3%	13.0%	8.6%	3.8%
Urban development	16.7%	8.3%	0.0%	5.3%	10.5%	0.0%	2.9%	3.8%
Environmental sustainability	0.0%	18.8%	10.8%	26.3%	26.3%	13.0%	14.3%	15.4%
Income inequality	16.7%	25.0%	28.4%	5.3%	10.5%	26.1%	20.0%	26.9%
Health	25.0%	12.5%	10.8%	10.5%	21.1%	13.0%	28.6%	15.4%
Quality of education	66.7%	54.2%	66.2%	42.1%	57.9%	56.5%	54.3%	38.5%
Poverty reduction	0.0%	12.5%	12.2%	15.8%	15.8%	8.7%	20.0%	15.4%
Energy	0.0%	0.0%	1.4%	10.5%	5.3%	8.7%	2.9%	3.8%
Cost of living	16.7%	41.7%	27.0%	36.8%	42.1%	30.4%	22.9%	19.2%
Climate change	8.3%	6.3%	1.4%	15.8%	5.3%	4.3%	0.0%	7.7%
Trade and exports	25.0%	16.7%	6.8%	15.8%	0.0%	13.0%	5.7%	7.7%
Crime and violence	16.7%	16.7%	27.0%	36.8%	31.6%	4.3%	28.6%	11.5%
Economic growth	33.3%	39.6%	33.8%	31.6%	36.8%	39.1%	20.0%	23.1%
Law and justice	0.0%	4.2%	23.0%	15.8%	15.8%	26.1%	20.0%	15.4%
Regulatory framework	0.0%	8.3%	8.1%	10.5%	5.3%	8.7%	20.0%	11.5%
Natural resource management*	8.3%	2.1%	5.4%	26.3%	0.0%	4.3%	5.7%	7.7%
Disaster management	0.0%	6.3%	2.7%	5.3%	0.0%	0.0%	2.9%	7.7%
Information and communications technology	0.0%	2.1%	4.1%	0.0%	0.0%	4.3%	2.9%	3.8%

*Significantly different between stakeholder groups

A. General Issues facing Malaysia (continued)

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 Malaysia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	41.7%	40.4%	24.3%	31.6%	15.8%	34.8%	37.5%	42.3%
More reliable social safety net	16.7%	12.8%	10.8%	10.5%	10.5%	17.4%	18.8%	7.7%
Greater access to micro-finance for the poor*	25.0%	2.1%	5.4%	10.5%	0.0%	4.3%	0.0%	3.8%
Greater voice and participation for citizens to help ensure greater accountability	8.3%	19.1%	16.2%	26.3%	21.1%	21.7%	18.8%	26.9%
Greater access to health and nutrition for citizens	16.7%	6.4%	6.8%	15.8%	10.5%	4.3%	6.3%	11.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	0.0%	25.5%	20.3%	21.1%	5.3%	21.7%	12.5%	3.8%
A growing middle class	25.0%	12.8%	13.5%	26.3%	15.8%	13.0%	12.5%	15.4%
Better opportunity for the poor who live in rural areas*	0.0%	4.3%	6.8%	0.0%	21.1%	4.3%	25.0%	15.4%
Better opportunity for the poor who live in urban areas	0.0%	2.1%	5.4%	10.5%	15.8%	8.7%	3.1%	3.8%

*Significantly different between stakeholder groups

B. The World Bank Group's Knowledge Hub in Malaysia

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you think Malaysia will benefit from the World Bank Group's new global knowledge hub in Kuala Lumpur in terms of analytical and advisory services it will receive?	12	8.17	1.11	43	7.26	1.93	68	7.12	2.03	17	7.29	1.61	15	7.07	2.19	19	7.47	1.81	28	6.86	1.99	21	5.90	2.32

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent will the World Bank Group knowledge hub help Malaysia build its own greater global research capacity?*	12	8.08	1.38	43	7.16	1.82	66	7.21	2.07	17	7.24	1.52	14	6.79	2.22	18	7.50	2.07	30	6.70	1.90	22	5.73	2.43

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

B. The World Bank Group's Knowledge Hub in Malaysia (continued)

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent will increasing World Bank Group presence in Malaysia help the country's efforts to reach high income status by 2020?*	12	7.17	2.04	41	6.98	1.96	65	6.29	2.01	17	6.88	1.41	16	5.88	2.78	18	6.33	1.85	29	6.07	1.98	22	4.95	2.40

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

When considering Malaysia's efforts to enter high income status by 2020, which of the following areas of further knowledge and experience would be of most value to the country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
Innovation and productivity*	83.3%			87.0%			76.7%			57.9%			61.1%			86.4%			68.8%			56.0%		
Education quality	75.0%			58.7%			84.9%			63.2%			83.3%			68.2%			68.8%			72.0%		
Green growth	25.0%			6.5%			4.1%			21.1%			11.1%			4.5%			9.4%			20.0%		
Fiscal stability	16.7%			28.3%			26.0%			21.1%			16.7%			22.7%			25.0%			32.0%		
Infrastructure development	0.0%			13.0%			5.5%			26.3%			16.7%			18.2%			12.5%			16.0%		

*Significantly different between stakeholder groups

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the new global knowledge hub will provide opportunity for Malaysia to disseminate and share more broadly its knowledge with developing countries?	12	7.08	2.43	45	7.36	1.60	68	7.12	1.96	17	7.41	1.50	17	7.06	1.98	20	7.25	1.68	30	6.90	2.17	22	5.64	2.24

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

B. The World Bank Group's Knowledge Hub in Malaysia (continued)

When thinking about how the World Bank Group can better help Malaysia export its knowledge to developing countries, which of the following should the World Bank Group emphasize? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Sharing Malaysia's successful practices	75.0%	42.2%	43.7%	31.6%	25.0%	47.6%	35.5%	45.8%
Identifying and disseminating lessons learned from Malaysia's development experience	91.7%	66.7%	78.9%	84.2%	75.0%	71.4%	77.4%	70.8%
Supporting recipient countries to adapt Malaysia's successful policies to their political and economic context	25.0%	35.6%	28.2%	21.1%	43.8%	28.6%	9.7%	29.2%
Advancing economic development theory to better understand development processes and how to replicate them*	0.0%	40.0%	36.6%	47.4%	31.3%	33.3%	61.3%	25.0%
Other	0.0%	0.0%	2.8%	0.0%	6.3%	0.0%	6.5%	12.5%

*Significantly different between stakeholder groups

Which aspects of Malaysia's 'development story' do you think would be of greatest interest to ASEAN developing countries? (Choose up to THREE)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Fiscal stability	50.0%	45.5%	46.5%	21.1%	43.8%	23.8%	22.6%	33.3%
Foreign direct investment*	16.7%	36.4%	63.4%	36.8%	43.8%	52.4%	32.3%	54.2%
Integration of women in the workforce	50.0%	20.5%	28.2%	31.6%	18.8%	9.5%	19.4%	20.8%
Governance	0.0%	27.3%	8.5%	26.3%	18.8%	14.3%	19.4%	20.8%
Education system*	58.3%	27.3%	15.5%	68.4%	12.5%	19.0%	48.4%	33.3%
Inclusiveness of growth*	66.7%	75.0%	29.6%	68.4%	18.8%	19.0%	41.9%	25.0%
Financial inclusion*	25.0%	22.7%	36.6%	10.5%	43.8%	61.9%	22.6%	54.2%
Other	0.0%	9.1%	9.9%	0.0%	12.5%	14.3%	12.9%	4.2%

*Significantly different between stakeholder groups

Which aspects of Malaysia's 'development story' do you think would be of greatest interest to developing countries across Asia? (Choose up to THREE)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Fiscal stability*	16.7%	52.3%	47.1%	31.6%	46.7%	20.0%	25.8%	33.3%
Foreign direct investment	50.0%	34.1%	61.8%	42.1%	53.3%	45.0%	45.2%	45.8%
Integration of women in the workforce	41.7%	25.0%	27.9%	10.5%	6.7%	25.0%	16.1%	25.0%
Governance*	8.3%	29.5%	7.4%	42.1%	20.0%	15.0%	32.3%	25.0%
Education system*	50.0%	22.7%	14.7%	52.6%	26.7%	15.0%	51.6%	29.2%
Inclusiveness of growth*	91.7%	70.5%	32.4%	52.6%	26.7%	25.0%	25.8%	33.3%
Financial inclusion*	25.0%	27.3%	35.3%	15.8%	46.7%	65.0%	19.4%	54.2%
Other	0.0%	6.8%	8.8%	0.0%	13.3%	15.0%	12.9%	0.0%

*Significantly different between stakeholder groups

B. The World Bank Group's Knowledge Hub in Malaysia (continued)

Which aspects of Malaysia's 'development story' do you think would be of greatest interest to developing countries across the globe? (Choose up to THREE)

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Fiscal stability	41.7%	51.1%	48.5%	27.8%	33.3%	26.3%	24.1%	45.8%
Foreign direct investment*	41.7%	35.6%	69.1%	44.4%	66.7%	52.6%	41.4%	50.0%
Integration of women in the workforce	33.3%	24.4%	33.8%	16.7%	6.7%	10.5%	24.1%	20.8%
Governance*	8.3%	33.3%	5.9%	27.8%	20.0%	21.1%	20.7%	20.8%
Education system*	58.3%	17.8%	11.8%	50.0%	26.7%	15.8%	34.5%	12.5%
Inclusiveness of growth*	58.3%	75.6%	35.3%	72.2%	20.0%	21.1%	44.8%	37.5%
Financial inclusion*	41.7%	22.2%	30.9%	5.6%	33.3%	52.6%	17.2%	54.2%
Other	0.0%	6.7%	7.4%	0.0%	13.3%	10.5%	17.2%	0.0%

*Significantly different between stakeholder groups

C. Overall Attitudes toward the World Bank Group

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malaysia?*	11	7.36	1.21	45	6.60	2.00	71	5.07	2.65	19	4.84	2.61	15	4.07	2.28	20	5.35	2.21	32	6.12	2.45	25	4.20	2.35

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.*	11	7.36	1.36	44	6.75	1.71	53	6.21	2.14	15	6.93	1.71	11	6.64	2.20	14	6.36	0.93	27	6.07	1.96	20	4.45	2.06

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malaysia achieve the goals identified above?*	12	7.17	1.27	42	6.95	1.64	52	7.21	1.84	15	6.87	1.41	10	6.60	2.37	11	6.36	1.12	27	6.41	1.97	19	5.42	2.27

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

C. 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 Malaysia? (1-Strongly disagree, 10-Strongly agree)

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in Malaysia*	11	7.00	1.73	40	6.78	1.58	59	6.37	2.12	15	6.20	2.14	10	7.60	1.26	14	6.50	1.29	29	5.83	1.95	21	4.52	1.72
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia*	11	7.55	1.29	39	6.79	1.47	56	6.57	2.00	14	6.29	1.64	10	7.80	1.23	12	6.25	1.48	26	6.00	2.12	20	4.80	1.67

*Significantly different between stakeholder groups

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	11	7.45	1.63	40	7.43	1.53	48	6.50	1.86	14	6.50	1.70	8	7.88	1.64	11	7.18	1.17	24	6.46	1.89	16	5.50	2.13
Being inclusive*	11	7.00	1.61	37	7.19	1.45	51	6.84	1.80	11	6.73	1.01	8	7.63	1.41	11	6.82	1.33	24	6.46	1.98	12	5.17	2.25
Openness (sharing data and other information)	11	7.55	1.57	41	7.61	1.61	55	7.11	1.97	13	6.38	1.66	9	7.56	1.81	11	7.55	1.29	28	7.21	2.10	18	6.06	1.92
Collaboration with the Government*	10	7.80	1.23	40	7.93	1.42	52	7.19	1.88	11	7.45	1.63	8	7.38	1.77	12	7.42	1.51	24	6.83	2.06	16	5.37	1.75
Ease of access to the people at the World Bank Group who are making decisions important to my work*	11	7.18	2.09	39	7.33	1.69	50	6.68	1.95	8	5.75	2.60	8	7.75	1.58	10	6.60	1.17	23	6.74	2.14	17	5.18	2.51
Collaboration with civil society*	10	7.20	2.25	36	6.94	1.53	51	6.59	1.86	13	5.69	2.21	6	7.83	1.33	10	6.90	1.29	23	6.04	2.03	16	4.88	1.78
Staff accessibility*	11	7.36	1.80	41	7.20	1.69	53	6.47	1.83	11	5.64	1.91	7	7.86	1.07	9	7.11	1.62	24	6.67	2.28	15	5.13	2.33
Collaboration with the private sector	10	7.30	1.77	35	6.69	1.57	51	6.51	2.09	11	5.91	1.76	6	8.17	1.17	9	6.56	1.51	21	6.19	2.16	15	5.27	2.28
Straightforwardness and honesty*	11	8.18	1.25	39	7.31	1.49	51	6.96	1.91	11	6.18	1.78	8	8.13	1.55	11	7.64	1.63	22	6.77	2.18	17	6.12	2.09
Treating clients and stakeholders in Malaysia with respect*	11	8.36	1.21	41	7.68	1.68	54	7.24	1.91	12	6.92	1.56	8	8.00	1.77	12	8.00	1.35	25	7.36	1.82	19	6.32	1.77
Being a long-term partner*	10	8.20	1.32	41	7.66	1.65	55	7.20	1.97	11	6.82	1.72	6	7.83	2.14	12	7.33	1.61	26	7.23	2.01	19	6.00	1.89
Agenda setting influence*	11	7.36	1.86	40	7.42	1.26	52	6.62	2.32	12	6.33	1.92	7	8.00	2.08	10	6.90	1.85	22	6.09	2.24	18	5.33	2.25

*Significantly different between stakeholder groups



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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Malaysia receives value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	10	7.00	1.49	28	7.14	1.48	37	6.57	2.28	9	7.11	2.37	4	7.50	2.65	9	6.11	1.90	16	5.94	1.84	16	5.19	2.07

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

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

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	45.5%	33.3%	20.6%	35.3%	21.4%	38.1%	34.4%	44.0%
Not collaborating enough with stakeholders outside the Government*	36.4%	19.0%	36.8%	11.8%	28.6%	9.5%	21.9%	8.0%
Not enough public disclosure of its work	36.4%	35.7%	35.3%	35.3%	35.7%	9.5%	31.3%	24.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%
Understaffed	18.2%	2.4%	5.9%	0.0%	14.3%	4.8%	0.0%	4.0%
Not client focused	0.0%	7.1%	1.5%	0.0%	7.1%	4.8%	3.1%	4.0%
Not willing to honestly criticize policies and reform efforts in the country	18.2%	16.7%	29.4%	17.6%	21.4%	14.3%	25.0%	36.0%
Staff too inaccessible	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	4.0%
Imposing technocratic solutions without regard to political realities	18.2%	33.3%	13.2%	5.9%	7.1%	14.3%	12.5%	16.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	9.1%	4.8%	4.4%	17.6%	7.1%	4.8%	0.0%	16.0%
Other	0.0%	4.8%	2.9%	0.0%	7.1%	4.8%	9.4%	4.0%
Don't know	9.1%	7.1%	16.2%	23.5%	14.3%	33.3%	18.8%	16.0%

*Significantly different between stakeholder groups

C. 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 Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Parliament*	9.1%	23.8%	7.7%	11.8%	30.8%	5.0%	21.4%	37.5%
Media*	0.0%	4.8%	15.4%	0.0%	84.6%	5.0%	7.1%	25.0%
Local Government	36.4%	26.2%	20.0%	23.5%	0.0%	40.0%	14.3%	25.0%
Private sector*	63.6%	33.3%	69.2%	0.0%	15.4%	50.0%	35.7%	33.3%
Academia/think tanks/research institutes*	54.5%	59.5%	29.2%	23.5%	15.4%	40.0%	67.9%	29.2%
NGOs*	9.1%	14.3%	23.1%	52.9%	23.1%	15.0%	7.1%	12.5%
Youth/university groups*	9.1%	19.0%	15.4%	52.9%	7.7%	5.0%	28.6%	8.3%
Faith-based organizations	0.0%	0.0%	1.5%	5.9%	0.0%	5.0%	3.6%	0.0%
Other	0.0%	7.1%	7.7%	17.6%	0.0%	5.0%	3.6%	12.5%
Don't know	9.1%	2.4%	3.1%	5.9%	7.7%	5.0%	0.0%	8.3%

*Significantly different between stakeholder groups

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area. (Choose only ONE for each area of social/economic development)

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Law and justice								
Private consulting firms	18.2%	2.5%	16.1%	11.8%	0.0%	11.8%	8.0%	22.7%
NGOs	36.4%	32.5%	41.9%	23.5%	46.2%	35.3%	36.0%	27.3%
Academia/think tanks (non-profits)	36.4%	37.5%	19.4%	5.9%	7.7%	23.5%	36.0%	18.2%
The World Bank Group	0.0%	5.0%	3.2%	11.8%	7.7%	0.0%	0.0%	4.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	5.0%	3.2%	23.5%	15.4%	11.8%	0.0%	4.5%
Private banking/finance	0.0%	2.5%	0.0%	11.8%	0.0%	5.9%	4.0%	0.0%
Other	9.1%	15.0%	16.1%	11.8%	23.1%	11.8%	16.0%	22.7%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Urban development								
Private consulting firms	18.2%	12.5%	19.4%	25.0%	23.1%	0.0%	4.3%	18.2%
NGOs	18.2%	10.0%	12.9%	12.5%	15.4%	13.3%	17.4%	9.1%
Academia/think tanks (non-profits)	9.1%	20.0%	14.5%	6.3%	23.1%	13.3%	30.4%	13.6%
The World Bank Group	9.1%	7.5%	17.7%	18.8%	7.7%	26.7%	13.0%	18.2%
Other bilateral/multilateral institutions (ADB, UN, etc.)	18.2%	17.5%	11.3%	12.5%	15.4%	13.3%	13.0%	9.1%
Private banking/finance	9.1%	10.0%	11.3%	6.3%	7.7%	13.3%	4.3%	22.7%
Other	18.2%	22.5%	12.9%	18.8%	7.7%	20.0%	17.4%	9.1%

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Environmental sustainability								
Private consulting firms	0.0%	2.6%	6.8%	0.0%	0.0%	0.0%	4.0%	13.6%
NGOs	27.3%	46.2%	40.7%	43.8%	53.8%	47.1%	32.0%	40.9%
Academia/think tanks (non-profits)	27.3%	15.4%	25.4%	18.8%	15.4%	5.9%	20.0%	22.7%
The World Bank Group	9.1%	12.8%	8.5%	12.5%	7.7%	17.6%	24.0%	9.1%
Other bilateral/multilateral institutions (ADB, UN, etc.)	27.3%	15.4%	15.3%	12.5%	15.4%	17.6%	16.0%	9.1%
Private banking/finance	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	4.0%	0.0%
Other	9.1%	7.7%	3.4%	6.3%	7.7%	11.8%	0.0%	4.5%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Regulatory framework*								
Private consulting firms	0.0%	2.6%	11.9%	13.3%	0.0%	0.0%	0.0%	9.1%
NGOs	27.3%	2.6%	6.8%	6.7%	15.4%	0.0%	4.0%	18.2%
Academia/think tanks (non-profits)	18.2%	25.6%	25.4%	20.0%	23.1%	17.6%	40.0%	36.4%
The World Bank Group	9.1%	38.5%	20.3%	20.0%	0.0%	11.8%	12.0%	13.6%
Other bilateral/multilateral institutions (ADB, UN, etc.)	9.1%	7.7%	15.3%	13.3%	30.8%	47.1%	20.0%	13.6%
Private banking/finance	0.0%	5.1%	3.4%	6.7%	15.4%	5.9%	8.0%	0.0%
Other	36.4%	17.9%	16.9%	20.0%	15.4%	17.6%	16.0%	9.1%

*Significantly different between stakeholder groups

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Infrastructure*								
Private consulting firms	27.3%	20.0%	32.8%	13.3%	38.5%	0.0%	13.0%	19.0%
NGOs	0.0%	2.5%	0.0%	26.7%	7.7%	0.0%	8.7%	4.8%
Academia/think tanks (non-profits)	18.2%	10.0%	10.3%	6.7%	15.4%	0.0%	4.3%	4.8%
The World Bank Group	18.2%	17.5%	12.1%	0.0%	15.4%	37.5%	8.7%	14.3%
Other bilateral/multilateral institutions (ADB, UN, etc.)	18.2%	12.5%	13.8%	6.7%	7.7%	6.3%	17.4%	4.8%
Private banking/finance	0.0%	10.0%	19.0%	13.3%	7.7%	31.3%	26.1%	47.6%
Other	18.2%	27.5%	12.1%	33.3%	7.7%	25.0%	21.7%	4.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Women's economic opportunities								
Private consulting firms	0.0%	0.0%	1.6%	6.7%	15.4%	0.0%	4.5%	0.0%
NGOs	36.4%	31.6%	55.7%	46.7%	38.5%	50.0%	54.5%	63.6%
Academia/think tanks (non-profits)	18.2%	15.8%	9.8%	13.3%	15.4%	12.5%	4.5%	13.6%
The World Bank Group	9.1%	13.2%	8.2%	0.0%	7.7%	12.5%	9.1%	4.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	18.2%	26.3%	14.8%	0.0%	15.4%	18.8%	18.2%	13.6%
Private banking/finance	0.0%	2.6%	3.3%	20.0%	0.0%	0.0%	0.0%	0.0%
Other	18.2%	10.5%	6.6%	13.3%	7.7%	6.3%	9.1%	4.5%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Domestic private sector development								
Private consulting firms	22.2%	23.7%	20.0%	14.3%	53.8%	31.3%	12.5%	9.1%
NGOs	0.0%	2.6%	0.0%	7.1%	0.0%	0.0%	12.5%	18.2%
Academia/think tanks (non-profits)	11.1%	7.9%	8.3%	7.1%	7.7%	6.3%	4.2%	9.1%
The World Bank Group	11.1%	18.4%	10.0%	14.3%	0.0%	0.0%	25.0%	4.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	5.3%	1.7%	14.3%	23.1%	6.3%	8.3%	9.1%
Private banking/finance	33.3%	28.9%	46.7%	28.6%	7.7%	43.8%	29.2%	45.5%
Other	22.2%	13.2%	13.3%	14.3%	7.7%	12.5%	8.3%	4.5%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Trade and exports								
Private consulting firms	9.1%	10.5%	4.9%	6.7%	16.7%	6.7%	12.5%	13.6%
NGOs	9.1%	0.0%	1.6%	6.7%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks (non-profits)	0.0%	5.3%	6.6%	0.0%	16.7%	6.7%	20.8%	0.0%
The World Bank Group	36.4%	21.1%	18.0%	13.3%	16.7%	6.7%	20.8%	22.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	26.3%	13.1%	0.0%	25.0%	26.7%	16.7%	31.8%
Private banking/finance	27.3%	15.8%	44.3%	53.3%	16.7%	26.7%	12.5%	18.2%
Other	18.2%	21.1%	11.5%	20.0%	8.3%	26.7%	16.7%	13.6%

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Economic growth								
Private consulting firms	0.0%	5.1%	3.2%	0.0%	25.0%	5.9%	8.0%	9.1%
NGOs	0.0%	2.6%	1.6%	6.7%	0.0%	0.0%	4.0%	0.0%
Academia/think tanks (non-profits)	9.1%	10.3%	14.5%	13.3%	8.3%	0.0%	20.0%	18.2%
The World Bank Group	54.5%	48.7%	30.6%	33.3%	41.7%	47.1%	32.0%	27.3%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	10.3%	3.2%	6.7%	8.3%	5.9%	12.0%	18.2%
Private banking/finance	18.2%	12.8%	25.8%	33.3%	16.7%	23.5%	12.0%	18.2%
Other	18.2%	10.3%	21.0%	6.7%	0.0%	17.6%	12.0%	9.1%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Public sector governance/reform								
Private consulting firms	9.1%	2.6%	8.2%	0.0%	15.4%	23.5%	8.0%	9.1%
NGOs	0.0%	12.8%	16.4%	6.3%	15.4%	5.9%	16.0%	27.3%
Academia/think tanks (non-profits)	36.4%	17.9%	16.4%	12.5%	15.4%	0.0%	20.0%	13.6%
The World Bank Group	27.3%	38.5%	26.2%	18.8%	15.4%	29.4%	32.0%	18.2%
Other bilateral/multilateral institutions (ADB, UN, etc.)	9.1%	7.7%	23.0%	25.0%	30.8%	23.5%	0.0%	13.6%
Private banking/finance	0.0%	2.6%	0.0%	18.8%	0.0%	5.9%	0.0%	4.5%
Other	18.2%	17.9%	9.8%	18.8%	7.7%	11.8%	24.0%	13.6%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Job creation/employment*								
Private consulting firms	0.0%	21.1%	6.9%	6.7%	53.8%	13.3%	13.0%	4.5%
NGOs	9.1%	0.0%	1.7%	6.7%	0.0%	0.0%	8.7%	4.5%
Academia/think tanks (non-profits)	27.3%	18.4%	22.4%	13.3%	7.7%	6.7%	4.3%	18.2%
The World Bank Group	0.0%	15.8%	10.3%	13.3%	7.7%	6.7%	21.7%	18.2%
Other bilateral/multilateral institutions (ADB, UN, etc.)	18.2%	5.3%	1.7%	0.0%	7.7%	13.3%	13.0%	9.1%
Private banking/finance	27.3%	10.5%	25.9%	6.7%	7.7%	40.0%	8.7%	22.7%
Other	18.2%	28.9%	31.0%	53.3%	15.4%	20.0%	30.4%	22.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial markets								
Private consulting firms	0.0%	5.3%	1.6%	6.7%	23.1%	0.0%	12.5%	4.5%
NGOs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Academia/think tanks (non-profits)	9.1%	5.3%	1.6%	0.0%	7.7%	0.0%	4.2%	9.1%
The World Bank Group	9.1%	13.2%	1.6%	13.3%	7.7%	18.8%	4.2%	9.1%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	2.6%	4.8%	13.3%	7.7%	12.5%	4.2%	4.5%
Private banking/finance	81.8%	60.5%	88.7%	53.3%	46.2%	50.0%	70.8%	59.1%
Other	0.0%	13.2%	1.6%	13.3%	7.7%	18.8%	4.2%	9.1%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health*								
Private consulting firms	0.0%	5.1%	4.8%	7.1%	30.8%	0.0%	8.3%	9.1%
NGOs	50.0%	25.6%	32.3%	14.3%	15.4%	11.8%	0.0%	13.6%
Academia/think tanks (non-profits)	0.0%	10.3%	9.7%	21.4%	7.7%	0.0%	20.8%	27.3%
The World Bank Group	0.0%	12.8%	9.7%	0.0%	15.4%	11.8%	16.7%	4.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	20.0%	20.5%	14.5%	7.1%	23.1%	41.2%	12.5%	13.6%
Private banking/finance	0.0%	2.6%	0.0%	14.3%	0.0%	5.9%	8.3%	4.5%
Other	30.0%	23.1%	29.0%	35.7%	7.7%	29.4%	33.3%	27.3%

*Significantly different between stakeholder groups

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Regional integration*								
Private consulting firms	9.1%	2.6%	6.7%	0.0%	0.0%	0.0%	8.3%	0.0%
NGOs	27.3%	0.0%	0.0%	21.4%	0.0%	0.0%	0.0%	9.1%
Academia/think tanks (non-profits)	9.1%	13.2%	6.7%	7.1%	46.2%	12.5%	12.5%	22.7%
The World Bank Group	0.0%	18.4%	21.7%	28.6%	7.7%	18.8%	20.8%	9.1%
Other bilateral/multilateral institutions (ADB, UN, etc.)	36.4%	52.6%	51.7%	21.4%	38.5%	25.0%	37.5%	31.8%
Private banking/finance	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%
Other	18.2%	13.2%	13.3%	21.4%	7.7%	37.5%	20.8%	27.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Education								
Private consulting firms	0.0%	5.1%	6.5%	6.7%	15.4%	0.0%	8.3%	4.8%
NGOs	27.3%	2.6%	17.7%	26.7%	15.4%	0.0%	8.3%	14.3%
Academia/think tanks (non-profits)	54.5%	51.3%	38.7%	53.3%	46.2%	23.5%	50.0%	42.9%
The World Bank Group	0.0%	17.9%	11.3%	0.0%	7.7%	11.8%	8.3%	9.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	12.8%	11.3%	6.7%	15.4%	23.5%	4.2%	0.0%
Private banking/finance	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	4.8%
Other	18.2%	10.3%	14.5%	6.7%	0.0%	35.3%	20.8%	23.8%

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection*								
Private consulting firms	0.0%	2.7%	3.2%	7.1%	0.0%	6.7%	13.0%	9.5%
NGOs	27.3%	13.5%	30.6%	28.6%	16.7%	26.7%	30.4%	19.0%
Academia/think tanks (non-profits)	27.3%	27.0%	24.2%	21.4%	25.0%	0.0%	13.0%	33.3%
The World Bank Group	18.2%	35.1%	11.3%	0.0%	0.0%	40.0%	13.0%	9.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	0.0%	5.4%	9.7%	7.1%	16.7%	6.7%	4.3%	0.0%
Private banking/finance	18.2%	2.7%	1.6%	0.0%	25.0%	0.0%	0.0%	4.8%
Other	9.1%	13.5%	19.4%	35.7%	16.7%	20.0%	26.1%	23.8%

*Significantly different between stakeholder groups

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	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	4.9%	8.2%	5.9%	16.7%	5.3%	0.0%	0.0%
Monthly	10.0%	7.3%	11.5%	11.8%	0.0%	21.1%	29.2%	4.3%
A few times a year	50.0%	56.1%	36.1%	23.5%	58.3%	36.8%	29.2%	26.1%
Rarely	10.0%	26.8%	26.2%	35.3%	16.7%	21.1%	16.7%	47.8%
Never	30.0%	4.9%	18.0%	23.5%	8.3%	15.8%	25.0%	21.7%

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

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	11	7.45	1.75	36	7.11	1.55	50	6.66	1.88	7	6.14	2.54	8	5.88	2.59	14	6.36	1.60	24	6.46	1.91	14	5.21	1.81
Include appropriate level of stakeholder involvement during preparation*	11	7.55	1.21	38	7.16	1.52	44	6.64	1.84	9	5.89	1.36	7	7.14	2.41	13	6.77	1.42	22	6.09	1.93	12	4.92	1.73
Lead to practical solutions	11	7.18	1.17	38	6.74	1.43	50	6.36	1.77	9	6.11	1.45	9	7.00	1.22	12	6.33	1.61	20	6.25	1.74	13	5.38	2.06
Are accessible (well written and easy to understand)	10	7.20	2.04	39	7.26	1.50	50	7.24	1.82	10	6.40	1.65	10	6.50	2.17	14	6.79	1.67	23	7.13	2.16	17	5.94	1.78
Are source of relevant information on global good practices	10	7.80	1.40	38	7.66	1.56	53	7.55	1.82	10	7.00	1.76	9	7.56	1.42	14	6.71	1.73	24	7.42	1.93	19	6.68	1.45
Are adequately disseminated*	11	7.45	1.44	38	7.13	1.77	50	6.50	2.20	9	6.22	0.97	10	5.70	2.00	14	6.36	1.60	24	6.25	2.27	17	4.41	2.67
Are translated enough into local language	10	6.50	2.51	34	5.12	2.64	35	5.94	2.38	8	5.75	1.91	6	6.33	1.75	11	5.73	2.10	21	4.76	2.34	13	4.85	1.63
Are adaptable to Malaysia's specific development challenges and country circumstances*	11	7.00	1.10	39	6.49	1.60	49	6.61	1.99	9	6.11	1.05	7	7.00	1.53	13	6.54	1.27	23	5.61	1.62	16	5.13	2.06
Enhance the dissemination/sharing of Malaysia's development experiences/successes*	11	7.36	1.80	38	6.87	1.65	48	6.77	1.88	9	6.89	0.93	8	7.00	1.07	13	6.69	1.18	21	5.86	1.77	15	4.67	2.23

*Significantly different between stakeholder groups

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	10	7.00	1.56	39	6.95	1.45	54	6.72	1.83	14	6.79	2.01	10	5.90	2.60	15	6.60	0.99	25	6.12	2.17	19	4.89	2.35
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?	10	8.10	1.29	38	7.55	1.25	50	7.60	1.47	12	7.33	1.56	10	7.20	1.14	14	7.29	1.33	24	7.33	1.83	19	6.32	1.77

(1-Very low technical quality, 10-Very high technical quality; 1-Not significant at all, 10-Very significant) *Significantly different between stakeholder groups

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, to what extent does World Bank Group knowledge influence policy in developing countries?*	10	7.10	1.60	39	7.00	1.52	53	6.43	1.85	13	6.38	1.66	9	5.67	2.92	13	6.62	1.45	23	6.35	1.58	16	4.94	2.46

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?*	11	7.00	1.41	38	7.00	1.47	54	6.94	1.69	12	6.75	1.60	9	7.11	1.83	13	6.77	1.24	23	6.13	2.05	17	5.24	2.33

(1-Strongly disagree, 10-Strongly agree) *Significantly different between stakeholder groups

E. The Future Role of the World Bank Group in Malaysia

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

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Improve the quality of its experts as related to Malaysia's specific challenges	45.5%	40.0%	35.5%	35.3%	45.5%	47.1%	50.0%	34.8%
Focus primarily on advocacy issues	9.1%	17.5%	24.2%	23.5%	9.1%	17.6%	7.7%	21.7%
Reach out more to groups outside of government*	63.6%	32.5%	71.0%	70.6%	36.4%	35.3%	46.2%	47.8%
Ensure greater selectivity in its work	18.2%	7.5%	1.6%	5.9%	9.1%	0.0%	0.0%	8.7%
Provide more adequate data/knowledge/statistics/figures on Malaysia's economy	18.2%	47.5%	40.3%	29.4%	63.6%	23.5%	42.3%	52.2%
Offer more innovative financial products*	9.1%	2.5%	0.0%	0.0%	18.2%	11.8%	3.8%	0.0%
Offer more innovative knowledge services	36.4%	37.5%	17.7%	17.6%	0.0%	35.3%	26.9%	21.7%
Work faster	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.5%	1.6%	5.9%	9.1%	5.9%	3.8%	8.7%

*Significantly different between stakeholder groups

F. The World Bank Group's Work and Engagement in Client Countries

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the World Bank Group's work in client countries?	10	6.20	1.62	40	5.40	2.25	61	5.28	2.61	17	4.24	2.80	11	3.36	2.25	17	4.76	2.08	26	5.19	2.47	23	4.61	2.43

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

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Collaboration with government	10	7.30	1.16	35	7.14	1.63	49	7.16	1.69	11	6.73	1.10	6	7.50	2.88	11	6.82	1.17	20	6.60	2.19	17	6.06	2.16
Collaboration with other partners	8	7.25	1.04	34	6.62	1.69	46	6.50	1.71	11	6.27	1.10	6	6.33	1.03	9	6.89	1.27	19	6.00	1.94	15	5.27	2.28
Collaboration with civil society	7	7.14	1.07	33	6.30	1.47	47	6.23	1.84	11	5.73	1.35	6	6.33	1.21	8	7.13	1.13	21	5.90	1.79	15	5.00	2.17
Collaboration with private sector	7	7.14	1.07	34	6.29	1.53	48	6.10	1.92	11	6.27	1.10	6	6.67	1.03	9	6.89	1.54	18	5.94	2.04	15	5.53	2.36
Accessibility	9	7.11	2.03	34	6.71	1.85	48	6.54	1.79	11	6.45	1.44	6	5.67	1.97	11	7.73	1.27	20	6.60	2.21	17	5.29	2.26
Speed	10	6.80	1.87	33	6.94	1.75	44	6.41	1.91	10	6.60	1.51	6	6.67	1.75	10	7.10	1.85	18	6.67	1.97	17	5.59	2.55
Flexibility	9	6.44	1.74	33	6.67	1.88	43	6.53	1.86	11	6.09	1.30	6	6.33	1.63	10	6.90	1.85	17	6.47	1.91	17	5.24	2.11
Providing influential policy advice	9	7.33	1.41	33	6.73	1.61	48	6.58	1.97	11	6.73	2.00	6	6.67	1.63	10	6.90	1.20	18	6.39	2.17	16	5.75	2.52
Being helpful with its implementation support	9	7.33	1.22	33	6.94	1.58	43	6.72	1.82	11	6.18	1.99	6	7.17	0.98	10	7.40	1.17	17	6.29	2.14	16	5.75	2.38



F. The World Bank Group's Work and Engagement in Client Countries (continued)

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

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	36.4%	39.5%	21.3%	11.8%	18.2%	42.1%	38.5%	39.1%
Not exploring alternative policy options	18.2%	18.4%	4.9%	5.9%	0.0%	15.8%	0.0%	4.3%
Not collaborating enough with stakeholders outside the Government*	36.4%	18.4%	36.1%	11.8%	63.6%	10.5%	23.1%	26.1%
Its advice and strategies do not lend themselves to practical problem solving	18.2%	26.3%	8.2%	5.9%	9.1%	15.8%	7.7%	17.4%
Not enough public disclosure of its work	0.0%	15.8%	24.6%	17.6%	45.5%	10.5%	15.4%	21.7%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Not client focused	0.0%	2.6%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	7.7%	0.0%
World Bank Group's processes too complex	9.1%	0.0%	4.9%	0.0%	0.0%	10.5%	11.5%	13.0%
Not willing to honestly criticize policies and reform efforts in the country	18.2%	15.8%	29.5%	11.8%	18.2%	10.5%	15.4%	39.1%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	9.1%	13.2%	9.8%	11.8%	0.0%	0.0%	19.2%	8.7%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	0.0%	0.0%	4.9%	0.0%	0.0%	5.3%	0.0%	0.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Not aligned with country priorities	0.0%	2.6%	3.3%	5.9%	9.1%	0.0%	7.7%	4.3%
Not adequately sensitive to political/social realities in client countries	18.2%	5.3%	6.6%	11.8%	0.0%	0.0%	7.7%	0.0%
Other	0.0%	7.9%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%
Don't know*	18.2%	10.5%	11.5%	47.1%	18.2%	36.8%	11.5%	8.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	27.3%	32.5%	22.6%	35.3%	36.4%	21.1%	23.1%	30.4%
International newspapers	18.2%	5.0%	25.8%	17.6%	27.3%	31.6%	34.6%	26.1%
Local radio	0.0%	0.0%	3.2%	11.8%	18.2%	10.5%	0.0%	13.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	9.1%	20.0%	0.0%	5.9%	0.0%	5.3%	3.8%	4.3%
International television	9.1%	7.5%	12.9%	23.5%	0.0%	15.8%	0.0%	4.3%
Local newspapers	72.7%	40.0%	48.4%	23.5%	45.5%	26.3%	34.6%	43.5%
Internet	54.5%	60.0%	58.1%	64.7%	54.5%	52.6%	50.0%	52.2%
Periodicals	9.1%	27.5%	16.1%	5.9%	18.2%	5.3%	30.8%	13.0%
Other	0.0%	2.5%	6.5%	11.8%	0.0%	15.8%	3.8%	4.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	27.3%	27.5%	30.6%	5.9%	27.3%	11.1%	15.4%	21.7%
Mobile phones	27.3%	7.5%	4.8%	17.6%	9.1%	11.1%	3.8%	8.7%
World Bank Group's seminars/workshops/conferences	63.6%	45.0%	45.2%	47.1%	27.3%	22.2%	38.5%	21.7%
World Bank Group's publications and other written materials	45.5%	52.5%	45.2%	23.5%	45.5%	38.9%	30.8%	34.8%
World Bank Group's website*	18.2%	35.0%	21.0%	47.1%	27.3%	22.2%	46.2%	60.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	9.1%	7.5%	8.1%	29.4%	18.2%	33.3%	15.4%	17.4%
e-Newsletters	9.1%	22.5%	33.9%	11.8%	18.2%	44.4%	23.1%	26.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%

*Significantly different between stakeholder groups

How frequently would you like to interact with the World Bank Group's knowledge hub in Kuala Lumpur? (Select only ONE response)

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	9.1%	5.1%	4.8%	5.9%	9.1%	5.6%	7.7%	0.0%
Monthly	9.1%	28.2%	22.6%	17.6%	27.3%	22.2%	26.9%	30.4%
A few times a year	54.5%	48.7%	41.9%	35.3%	36.4%	44.4%	26.9%	26.1%
Only when I'm seeking knowledge/data/etc.	27.3%	17.9%	30.6%	41.2%	27.3%	27.8%	38.5%	43.5%

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

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?

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	19.4%	10.3%	12.5%	18.2%	31.6%	34.8%	25.0%
No	50.0%	80.6%	89.7%	87.5%	81.8%	68.4%	65.2%	75.0%

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	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	60.0%	0.0%	16.7%	50.0%	0.0%	33.3%	37.5%	0.0%
World Bank Group's website	40.0%	57.1%	66.7%	0.0%	0.0%	16.7%	37.5%	40.0%
World Bank Group's e-Newsletters	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
News/Media	0.0%	0.0%	0.0%	50.0%	100.0%	0.0%	12.5%	40.0%
Colleagues/Friends/Peer organizations	0.0%	28.6%	16.7%	0.0%	0.0%	50.0%	0.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	80.0%	72.5%	74.6%	52.9%	60.0%	66.7%	76.9%	60.9%
No	20.0%	27.5%	25.4%	47.1%	40.0%	33.3%	23.1%	39.1%

Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	27.3%	17.5%	9.8%	17.6%	0.0%	22.2%	15.4%	17.4%
No	72.7%	82.5%	90.2%	82.4%	100.0%	77.8%	84.6%	82.6%

G. Communication and Information Sharing (continued)

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

	Office of Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	8	7.75	1.83	31	7.35	1.58	44	7.02	1.77	10	6.90	1.60	6	6.67	1.03	13	5.92	1.26	25	6.64	2.00	16	6.25	1.81
I find the information on the World Bank Group's websites useful	9	8.00	1.50	29	7.55	1.57	44	7.16	1.87	10	7.30	1.42	6	7.50	1.64	12	6.67	1.44	24	7.17	2.08	16	6.69	1.82
The World Bank Group's social media channels are valuable sources of information about the institution*	8	8.25	1.28	19	7.11	1.63	20	6.05	2.58	5	7.00	1.73	4	4.75	2.87	10	7.00	1.49	11	4.73	2.61	9	5.33	2.00
When I need information from the World Bank Group I know how to find it*	10	7.50	1.27	30	6.90	2.06	46	5.93	2.38	11	6.64	1.63	8	3.88	1.81	12	6.58	2.54	21	6.57	2.16	17	5.00	1.77
The World Bank Group is responsive to my information requests and inquiries	9	7.89	1.05	22	7.18	1.82	30	6.50	1.89	7	6.71	1.70	4	5.75	1.26	8	7.50	1.41	13	6.77	2.49	9	6.00	2.18

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	16.7%	10.4%	29.7%	50.0%	50.0%	30.4%	34.3%	44.0%
Use World Bank Group reports/data	33.3%	43.8%	44.6%	27.8%	50.0%	39.1%	34.3%	48.0%
Engage in World Bank Group related/sponsored events/activities*	58.3%	39.6%	27.0%	44.4%	22.2%	8.7%	22.9%	24.0%
Collaborate as part of my professional duties*	58.3%	41.7%	8.1%	11.1%	11.1%	30.4%	17.1%	16.0%
Use World Bank Group website for information, data, research, etc.*	8.3%	29.2%	50.0%	16.7%	11.1%	30.4%	45.7%	40.0%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Office of Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	33.3%	35.4%	31.1%	57.9%	57.9%	39.1%	34.3%	7.7%
Male	66.7%	64.6%	68.9%	42.1%	42.1%	60.9%	65.7%	92.3%



Appendix C: Responses to Indicator Questions by Geographic Location²

● Greater Kuala Lumpur/Klang Valley N=214 ● Other N=41

C. Overall Attitudes toward the World Bank Group

	Greater Kuala Lumpur/Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.	165	6.33	1.96	29	6.03	2.15

(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 Malaysia?

(1-Strongly disagree, 10-Strongly agree)

	Greater Kuala Lumpur/Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in Malaysia	168	6.30	1.98	31	6.10	1.87
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	158	6.44	1.87	30	6.37	1.92

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

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

	Greater Kuala Lumpur/Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	144	6.72	1.79	27	7.04	1.99
Being inclusive	137	6.74	1.71	27	6.89	1.93
Openness (sharing data and other information)	157	7.13	1.88	28	7.25	1.73
Collaboration with the Government	140	7.19	1.80	32	7.31	1.96
Ease of access to the people at the World Bank Group who are making decisions important to my work	136	6.68	2.02	29	6.86	2.20
Collaboration with civil society	137	6.39	1.93	27	6.67	1.80
Staff accessibility	143	6.56	1.93	27	7.04	2.12
Collaboration with the private sector	133	6.38	1.95	24	6.87	2.05
Straightforwardness and honesty	143	7.06	1.84	26	6.96	1.97
Treating clients and stakeholders in Malaysia with respect	151	7.40	1.79	30	7.27	1.76
Being a long-term partner	150	7.27	1.82	29	7.07	2.19

² 255 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

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

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

	Greater Kuala Lumpur/Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Malaysia's specific development challenges and country circumstances	141	6.36	1.72	25	6.00	1.96

	Greater Kuala Lumpur/Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	156	6.47	1.92	29	6.38	2.01
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?	153	7.29	1.50	23	7.87	1.52

(1-Very low technical quality, 10-Very high technical quality; 1-Not significant at all, 10-Very significant)

	Greater Kuala Lumpur/Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?	150	6.67	1.66	27	6.67	2.35

(1-Strongly disagree, 10-Strongly agree)



Appendix D: Responses to Selected Questions by Year³

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 67 • FY 2016 Number of comparable respondents = 256

By weighting, the FY 2013 data has the same stakeholder composition as it is in FY 2016. Therefore, the two years are comparable. Respondents from the office of a parliamentarian, PMUs, multilateral agencies, private foundations, trade unions, faith-based groups, youth groups, and the judiciary branch were not included in the year comparison analysis, because there were no respondents from faith-based groups in FY 2016 and no respondents from the office of a parliamentarian, PMUs, multilateral agencies, private foundations, trade unions, youth groups, the judiciary branch in FY 2013. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2013
Office of the President/ Prime Minister/ Minister	5.1%	5.1%
Employee of a Ministry	20.0%	20.0%
Local government	3.0%	3.0%
Bilateral/ Multilateral Agency	3.4%	3.4%
Private Sector Organization	11.5%	11.5%
Financial Sector/ Private Banks	20.0%	20.0%
NGO	4.3%	4.3%
Media	8.1%	8.1%
Independent Government Institution	9.8%	9.8%
Academia/ Research Institute/ Think Tanks	14.9%	14.9%

A. General Issues facing Malaysia

In general would you say that Malaysia is headed in...?

Percentage of Respondents	FY 2016	FY 2013
The right direction	58.6%	58.7%
The wrong direction	25.0%	33.3%
Not sure	16.4%	7.9%

C. Overall Attitudes toward the World Bank Group in Malaysia

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malaysia?	217	5.52	2.55	66	5.86	2.08

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.	175	6.41	1.93	59	5.99	2.11

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malaysia achieve the goals identified above?	168	6.86	1.81	56	6.44	1.89

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

³ Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

**C. Overall Attitudes toward the World Bank Group in Malaysia (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in Malaysia*	180	6.42	1.91	62	5.78	2.24
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	169	6.57	1.84	59	6.37	1.99

*Significantly different between FY2016 and FY2013

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness	156	6.92	1.76	47	6.47	1.95
Being inclusive*	151	6.87	1.72	53	6.06	1.87
Openness (sharing data and other information)	170	7.30	1.81	54	6.82	1.54
Collaboration with the Government	158	7.34	1.79	49	7.20	1.70
Ease of access to the people at the World Bank Group who are making decisions important to my work	154	6.88	1.93			
Collaboration with civil society	149	6.61	1.85			
Staff accessibility	158	6.78	1.91	51	6.62	1.81
Collaboration with the private sector	143	6.60	1.93			
Straightforwardness and honesty	154	7.17	1.84	56	6.76	1.62
Treating clients and stakeholders in Malaysia with respect	166	7.51	1.77	56	7.71	1.72
Being a long-term partner	164	7.37	1.87			
Agenda setting influence	156	6.89	2.01			

*Significantly different between FY2016 and FY2013

**C. Overall Attitudes toward the World Bank Group in Malaysia (continued)**

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area. (Choose only ONE for each area of social/economic development)

	year	
Law and justice	FY 2016	FY 2013
Private consulting firms	12.2%	8.8%
NGOs	36.5%	38.6%
Academia/think tanks (non-profits)	24.9%	26.3%
The World Bank Group	3.2%	1.8%
Other bilateral/multilateral institutions (ADB, UN, etc.)	5.3%	3.5%
Private banking/finance	1.6%	
Other	16.4%	21.1%
Urban Development	FY 2016	FY 2013
Private consulting firms	15.7%	21.7%
NGOs	12.4%	5.0%
Academia/think tanks (non-profits)	17.8%	11.7%
The World Bank Group	14.1%	16.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	14.1%	11.7%
Private banking/finance	10.8%	18.3%
Other	15.1%	15.0%
Environmental Sustainability	FY 2016	FY 2013
Private consulting firms	4.3%	6.3%
NGOs	42.5%	38.1%
Academia/think tanks (non-profits)	19.4%	11.1%
The World Bank Group	11.8%	9.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	15.6%	20.6%
Private banking/finance	.5%	
Other	5.9%	14.3%
Regulatory Framework	FY 2016	FY 2013
Private consulting firms	4.8%	8.5%
NGOs	8.1%	10.2%
Academia/think tanks (non-profits)	27.4%	18.6%
The World Bank Group	18.3%	25.4%
Other bilateral/multilateral institutions (ADB, UN, etc.)	18.3%	8.5%
Private banking/finance	5.4%	6.8%
Other	17.7%	22.0%

**C. Overall Attitudes toward the World Bank Group in Malaysia (continued)**

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area.

(Choose only ONE for each area of social/economic development) (Continued)

	year	
Infrastructure*	FY 2016	FY 2013
Private consulting firms	23.8%	26.2%
NGOs	3.3%	6.6%
Academia/think tanks (non-profits)	8.8%	1.6%
The World Bank Group	14.9%	27.9%
Other bilateral/multilateral institutions (ADB, UN, etc.)	12.2%	13.1%
Private banking/finance	18.8%	4.9%
Other	18.2%	19.7%
Women's economic opportunities	FY 2016	FY 2013
Private consulting firms	2.7%	
NGOs	48.9%	38.3%
Academia/think tanks (non-profits)	12.1%	10.0%
The World Bank Group	8.8%	11.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	17.6%	21.7%
Private banking/finance	1.6%	3.3%
Other	8.2%	15.0%
Domestic private sector development	FY 2016	FY 2013
Private consulting firms	22.7%	22.0%
NGOs	4.4%	
Academia/think tanks (non-profits)	7.7%	5.1%
The World Bank Group	12.2%	11.9%
Other bilateral/multilateral institutions (ADB, UN, etc.)	6.1%	5.1%
Private banking/finance	34.8%	37.3%
Other	12.2%	18.6%
Trade and exports	FY 2016	FY 2013
Private consulting firms	8.8%	8.3%
NGOs	1.7%	
Academia/think tanks (non-profits)	7.7%	6.7%
The World Bank Group	18.8%	31.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	17.7%	20.0%
Private banking/finance	28.2%	20.0%
Other	17.1%	13.3%

*Significantly different between FY2016 and FY2013

**C. Overall Attitudes toward the World Bank Group in Malaysia (continued)**

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area.

(Choose only ONE for each area of social/economic development) (Continued)

	year	
Economic growth	FY 2016	FY 2013
Private consulting firms	5.9%	4.9%
NGOs	2.2%	
Academia/think tanks (non-profits)	13.4%	8.2%
The World Bank Group	37.1%	47.5%
Other bilateral/multilateral institutions (ADB, UN, etc.)	7.0%	8.2%
Private banking/finance	19.4%	13.1%
Other	15.1%	18.0%
Public sector governance/reform	FY 2016	FY 2013
Private consulting firms	8.6%	10.0%
NGOs	14.4%	5.0%
Academia/think tanks (non-profits)	15.5%	15.0%
The World Bank Group	27.3%	31.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	16.0%	15.0%
Private banking/finance	2.1%	6.7%
Other	16.0%	16.7%
Job creation/employment	FY 2016	FY 2013
Private consulting firms	14.0%	17.2%
NGOs	3.4%	1.7%
Academia/think tanks (non-profits)	15.7%	8.6%
The World Bank Group	11.8%	24.1%
Other bilateral/multilateral institutions (ADB, UN, etc.)	6.2%	6.9%
Private banking/finance	20.2%	15.5%
Other	28.7%	25.9%
Financial markets	FY 2016	FY 2013
Private consulting firms	5.4%	6.8%
NGOs	.5%	
Academia/think tanks (non-profits)	3.2%	1.7%
The World Bank Group	7.0%	10.2%
Other bilateral/multilateral institutions (ADB, UN, etc.)	4.9%	6.8%
Private banking/finance	71.4%	59.3%
Other	7.6%	15.3%

**C. Overall Attitudes toward the World Bank Group in Malaysia (continued)**

When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area. (Choose only ONE for each area of social/economic development) (Continued)

	year	
Health	FY 2016	FY 2013
Private consulting firms	6.5%	13.6%
NGOs	22.8%	16.9%
Academia/think tanks (non-profits)	10.3%	5.1%
The World Bank Group	10.3%	13.6%
Other bilateral/multilateral institutions (ADB, UN, etc.)	19.0%	22.0%
Private banking/finance	2.7%	1.7%
Other	28.3%	27.1%
Regional integration	FY 2016	FY 2013
Private consulting firms	4.4%	1.7%
NGOs	3.3%	3.3%
Academia/think tanks (non-profits)	13.2%	8.3%
The World Bank Group	16.5%	11.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	43.4%	46.7%
Private banking/finance	.5%	5.0%
Other	18.7%	23.3%
Education	FY 2016	FY 2013
Private consulting firms	5.4%	6.7%
NGOs	11.9%	10.0%
Academia/think tanks (non-profits)	44.3%	36.7%
The World Bank Group	10.3%	13.3%
Other bilateral/multilateral institutions (ADB, UN, etc.)	10.3%	10.0%
Private banking/finance	1.1%	
Other	16.8%	23.3%
Social protection	FY 2016	FY 2013
Private consulting firms	4.4%	10.0%
NGOs	25.6%	16.7%
Academia/think tanks (non-profits)	21.1%	13.3%
The World Bank Group	17.2%	16.7%
Other bilateral/multilateral institutions (ADB, UN, etc.)	6.7%	13.3%
Private banking/finance	4.4%	1.7%
Other	20.6%	28.3%

**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	FY 2016	FY 2013
Weekly	5.3%	6.3%
Monthly	12.3%	9.5%
A few times a year	40.6%	33.3%
Rarely	24.1%	31.7%
Never	17.6%	19.0%

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely*	154	6.66	1.84	54	6.00	2.09
Include appropriate level of stakeholder involvement during preparation*	145	6.71	1.77	45	5.78	1.96
Lead to practical solutions	150	6.53	1.60			
Are accessible (well written and easy to understand)	160	7.10	1.77	61	6.91	2.01
Are source of relevant information on global good practices	162	7.45	1.69	56	7.27	1.97
Are adequately disseminated*	158	6.54	2.05	56	5.47	2.40
Are translated enough into local language	126	5.46	2.39	47	5.64	2.41
Are adaptable to Malaysia's specific development challenges and country circumstances	154	6.41	1.72	51	6.61	2.15
Enhance the dissemination/sharing of Malaysia's development experiences/successes	150	6.61	1.78			

**Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	168	6.59	1.85	60	7.24	1.70

*(1-Very low technical quality, 10-Very high technical quality) *Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?*	160	7.49	1.44	52	5.99	2.43

*(1-Not significant at all, 10-Very significant) *Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?*	159	6.82	1.71	59	6.12	1.96

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013*

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2016	FY 2013
Yes	21.1%	21.5%
No	78.9%	78.5%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	70.5%	74.2%
No	29.5%	25.8%

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	139	6.99	1.68	55	6.44	1.86
I find the information on the World Bank Group's websites useful	136	7.29	1.71	55	6.97	1.83
When I need information from the World Bank Group I know how to find it	140	6.26	2.28	59	5.94	2.30
The World Bank Group is responsive to my information requests and inquiries	92	6.91	1.93	34	6.26	2.21

*Significantly different between FY2016 and FY2013



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

Indicator Question	Which of the following describes most of your exposure to the World Bank Group in Malaysia? (Choose no more than TWO)									
	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 Malaysia.	6.58	5.48	6.17	6.46	5.98	6.82	6.15	6.73	6.38	6.10
Overall the World Bank Group currently plays a relevant role in Malaysia	6.53	5.54	6.02	6.61	6.06	6.66	6.20	6.50	6.33	6.16
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	6.66	5.80	6.23	6.69	6.28	6.72	6.35	6.73	6.45	6.40
Responsiveness	7.02	6.05	6.63	6.99	6.55	7.19	6.64	7.21	6.94	6.45
Being inclusive	6.99	6.15	6.54	7.08	6.63	7.07	6.70	7.05	6.85	6.64
Openness (sharing data and other information)	7.43	6.40	6.87	7.53	7.03	7.38	6.95	7.90	7.24	7.00
Collaboration with the Government	7.58	6.26	6.91	7.64	6.96	7.70	7.06	7.75	7.28	7.10
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.12	5.58	6.52	6.99	6.38	7.29	6.50	7.43	6.84	6.49
Collaboration with civil society	6.82	5.50	6.26	6.70	6.30	6.75	6.23	7.22	6.50	6.35
Staff accessibility	7.01	5.58	6.51	6.84	6.46	6.97	6.41	7.38	6.81	6.33
Collaboration with the private sector	6.74	5.76	6.17	6.85	6.24	6.91	6.37	6.80	6.68	6.05
Straightforwardness and honesty	7.38	6.12	6.77	7.43	6.96	7.23	6.88	7.62	7.07	7.04
Treating clients and stakeholders in Malaysia with respect	7.61	6.74	7.28	7.55	7.11	7.87	7.21	7.98	7.52	7.15
Being a long-term partner	7.50	6.53	7.04	7.51	7.05	7.60	7.14	7.57	7.24	7.25
The World Bank Group's knowledge work and activities are adaptable to Malaysia's specific development challenges and country circumstances	6.52	5.56	6.09	6.56	6.18	6.56	6.31	6.33	6.22	6.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.67	5.94	6.38	6.58	6.30	6.84	6.34	6.88	6.53	6.35
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?	7.54	6.86	7.27	7.50	7.23	7.70	7.26	7.73	7.49	7.19
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services (e.g., research, analysis, data, and technical assistance)?	6.82	6.26	6.49	6.91	6.60	6.83	6.59	6.95	6.67	6.68

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Malaysia FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Malaysia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Malaysia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Malaysia, 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 Malaysia. We would be very grateful, if you could spend 20-25 minutes to fill out the questionnaire.

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. 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 MALAYSIA

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

SECTION A: GENERAL ISSUES FACING MALAYSIA

A2. Listed below are a number of economic and social development priorities in Malaysia. Please identify which of the following you consider the most important economic and social development priorities in Malaysia? (Choose no more than FIVE)

1	Social protection (e.g., pensions, targeted social assistance)	16	Health
2	Transport (e.g., roads, bridges, transportation)	17	Quality of education
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Poverty reduction
4	Global/regional integration	19	Energy
5	Women's economic opportunities	20	Cost of living
6	Domestic private sector development	21	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	22	Trade and exports
8	Water and sanitation	23	Crime and violence
9	Anti corruption	24	Economic growth
10	Job creation/employment	25	Law and justice (e.g., judicial system)
11	Rural development	26	Regulatory framework
12	Financial markets	27	Natural resource management (e.g., oil, gas, mining)
13	Urban development	28	Disaster management
14	Environmental sustainability	29	Information and communications technology
15	Income inequality		

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 Malaysia? (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): _____

SECTION B: THE WORLD BANK GROUP'S KNOWLEDGE HUB IN MALAYSIA

The World Bank Group's Knowledge Hub recently opened in Malaysia with the following goals: i) to provide analytical and advisory services to the Malaysian government to support Malaysia's efforts to enter high income status by 2020; ii) to help Malaysia export its successful development experiences to other countries; iii) through the Kuala Lumpur-based teams from the Word Bank Group DEC Research Group and Indicators Group, to carry out new and innovative global research out of the Malaysia office, while at the same time supporting the country's efforts to build its own global research capacity.

B1. To what extent do you think Malaysia will benefit from the World Bank Group's new global knowledge hub in Kuala Lumpur in terms of analytical and advisory services it will receive?											
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

B2. To what extent will the World Bank Group knowledge hub help Malaysia build its own greater global research capacity?											
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

B3. To what extent will increasing World Bank Group presence in Malaysia help the country's efforts to reach high income status by 2020?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

B4. When considering Malaysia's efforts to enter high income status by 2020, which of the following areas of further knowledge and experience would be of most value to the country? (Choose no more than TWO)											
1	Innovation and productivity										
2	Education quality										
3	Green growth										
4	Fiscal stability										
5	Infrastructure development										

SECTION B: THE WORLD BANK GROUP'S KNOWLEDGE HUB IN MALAYSIA

B5. To what extent do you believe that the new global knowledge hub will provide opportunity for Malaysia to disseminate and share more broadly its knowledge with developing countries?

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

B6. When thinking about how the World Bank Group can better help Malaysia export its knowledge to developing countries, which of the following should the World Bank Group emphasize? (Choose no more than TWO)

1	Sharing Malaysia's successful practices
2	Identifying and disseminating lessons learned from Malaysia's development experience
3	Supporting recipient countries to adapt Malaysia's successful policies to their political and economic context
4	Advancing economic development theory to better understand development processes and how to replicate them
5	Other (please specify): _____

B7. Which aspects of Malaysia's 'development story' do you think would be of greatest interest to the following groups of countries... (Choose up to THREE for each column)

		A. ASEAN developing countries	B. Developing countries across Asia	C. Developing countries across the globe
1	Fiscal stability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Integration of women in the workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Education system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Inclusiveness of growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Financial inclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN MALAYSIA

C1. How familiar are you with the work of the World Bank Group in Malaysia?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

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

C3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Malaysia achieve the goals identified above?										
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's work in Malaysia?												
		Strongly disagree								Strongly agree		Don't know
C4	Overall the World Bank Group currently plays a relevant role in Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank Group an effective partner in Malaysia, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
C6	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Malaysia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Agenda setting influence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN MALAYSIA

C18. To what extent do you believe that Malaysia receives value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

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

C19. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)

1	Too influenced by developed countries
2	Not collaborating enough with stakeholders outside the Government
3	Not enough public disclosure of its work
4	Arrogant in its approach
5	Understaffed
6	Not client focused
7	Not willing to honestly criticize policies and reform efforts in the country
8	Staff too inaccessible
9	Imposing technocratic solutions without regard to political realities
10	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
11	Other (please specify): _____
12	Don't know

C20. 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	Parliament	6	NGOs
2	Media	7	Youth/university groups
3	Local Government	8	Faith based organizations
4	Private sector	9	Other (please specify): _____
5	Academia/think tanks/research institutes	10	Don't know

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN MALAYSIA

C21. When thinking about the following aspects of economic and social development in Malaysia, please identify the organization/group that you believe adds the most value in terms of the support it offers the country in this particular area.

(Choose only ONE for each area of social/economic development)

		Private consulting firms	NGOs	Academia/ think tanks (nonprofits)	The World Bank Group	Other bilateral/multilateral institutions (ADB, UN, etc.)	Private banking/ finance	Other (Please list)
1	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Women's economic opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Job creation/ employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Malaysia, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Malaysia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Enhance the dissemination/sharing of Malaysia's development experiences/successes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Very low technical quality					Very high technical quality					Don't know			

D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not significant at all					Very significant					Don't know			

D13. Overall, to what extent does World Bank Group knowledge influence policy in developing countries?													
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			

D14. To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services (e.g., research, analysis, data, and technical assistance)?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Strongly disagree					Strongly agree					Don't know			

SECTION E: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MALAYSIA

E1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malaysia? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Malaysia's specific challenges
2	Focus primarily on advocacy issues
3	Reach out more to groups outside of government
4	Ensure greater selectivity in its work
5	Provide more adequate data/knowledge/statistics/figures on Malaysia's economy
6	Offer more innovative financial products
7	Offer more innovative knowledge services
8	Work faster
9	Other (please specify): _____

SECTION F: THE WORLD BANK GROUP'S WORK AND ENGAGEMENT IN CLIENT COUNTRIES

F1. How familiar are you with the World Bank Group's work in client countries?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

F2. To what extent is the World Bank Group an effective development partner in client countries, in terms of each of the following...														
		To no degree at all										To a very significant degree		Don't know
1	Collaboration with government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Collaboration with other partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	Collaboration with private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	Accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	Speed	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Flexibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	Providing influential policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	Being helpful with its implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

F3. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in client countries? (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 client countries
17	Other (please specify): _____
18	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 Malaysia? (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. How frequently would you like to interact with the World Bank Group's knowledge hub in Kuala Lumpur? (Select only ONE response)

1	Weekly
2	Monthly
3	A few times a year
4	Only when I'm seeking knowledge/data/etc.

G4	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 G5; if NO please go to G6)	Yes	No
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G5. 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): _____

G6	Do you use/have you used the World Bank Group website?	Yes	No
G7	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

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		
G8	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G9	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	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. Which of the following describes most of your exposure to the World Bank Group in Malaysia? (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.

H4. What's your gender?	
1	Female
2	Male

H5. Which best represents your geographic location?	
1	Greater Kuala Lumpur/Klang Valley
2	Other

Thank you for completing the survey!