

FY 2017 Myanmar Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

April 2017



Acknowledgements

The Myanmar 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 and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Myanmar country team and the local fielding agency Enlightened Myanmar Research Foundation (EMReF). In particular, PORG is grateful for the support from Kyaw Soe Lynn (Communications Officer) and Ye Thu Aung (Country Officer), who coordinated the survey related activities from Yangon, Myanmar.



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 Myanmar perceive the WBG. The survey explored:

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

II. Methodology

From February to April 2017, 300 stakeholders of the WBG in Myanmar were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, 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 117 stakeholders participated in the survey (39% response rate).

Respondents received and returned the questionnaires via courier. Respondents were asked about: general issues facing Myanmar; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Myanmar; 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.

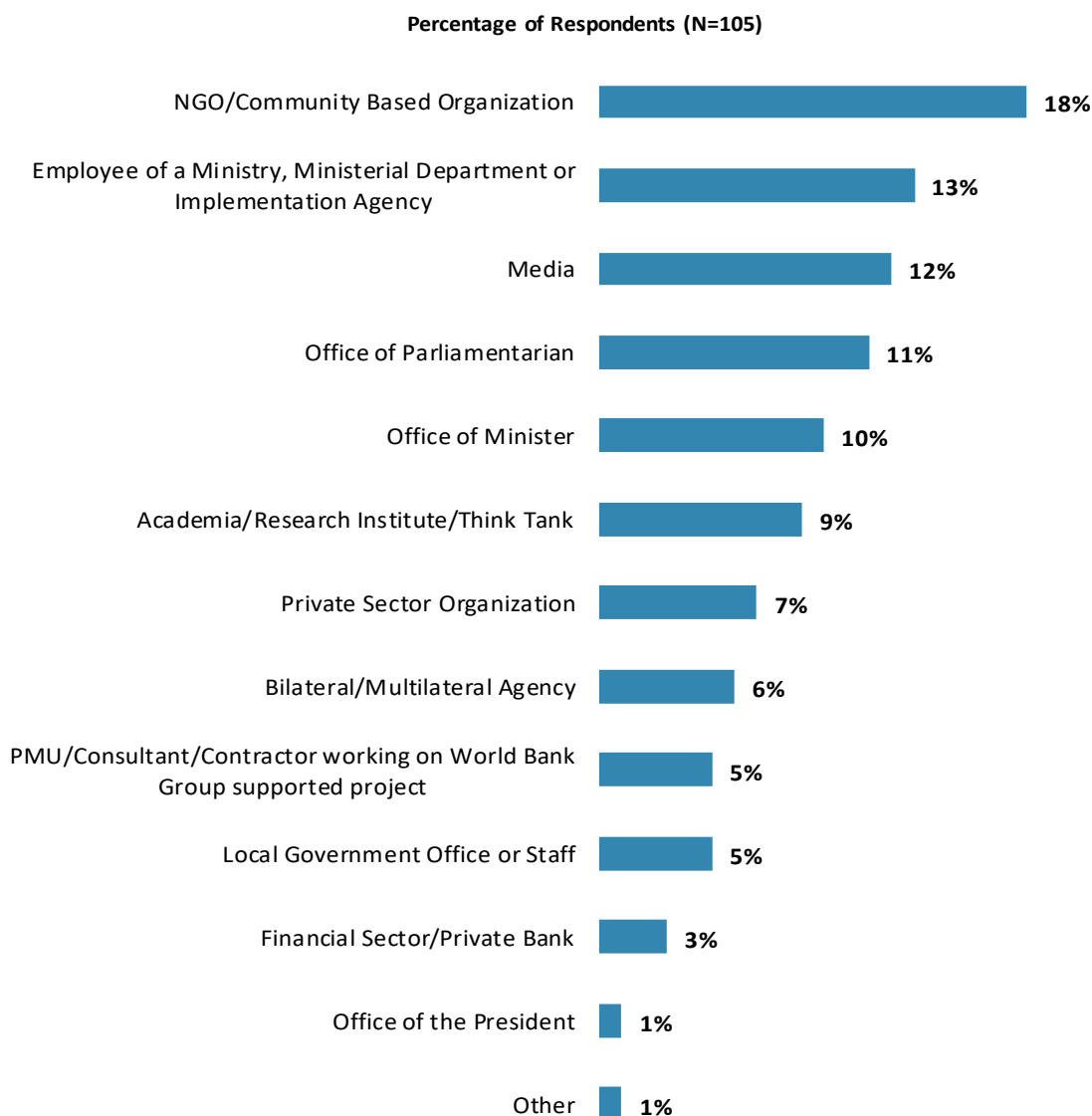
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 26%, N=173). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 93).



III. Demographics of the Sample

Current Position

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

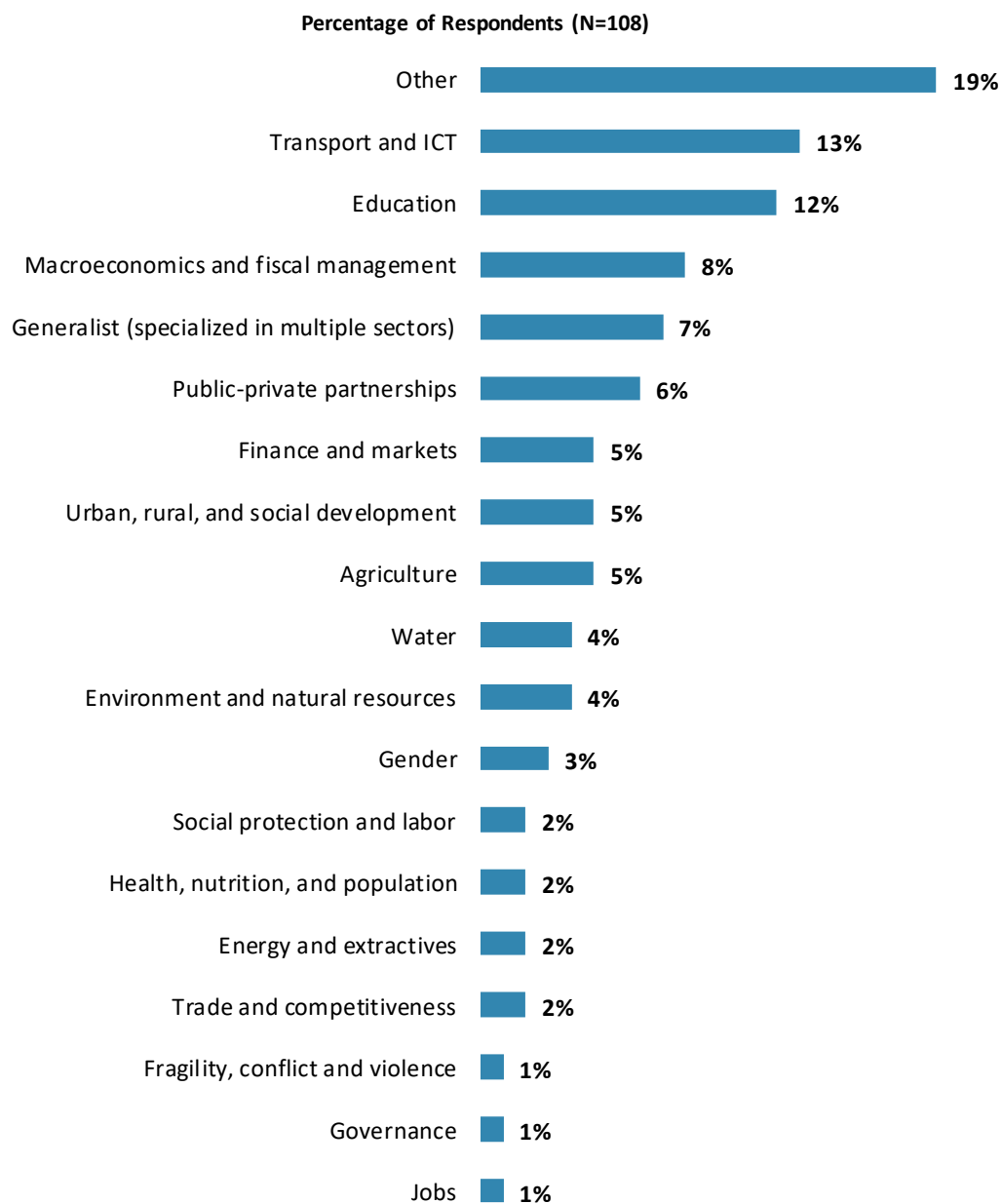


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



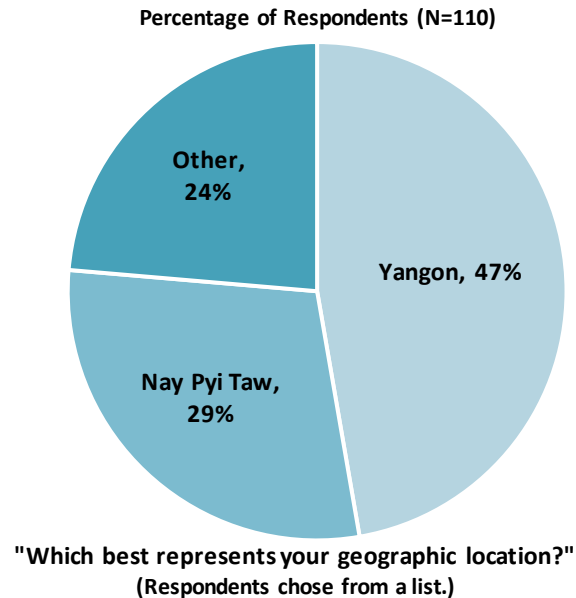
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



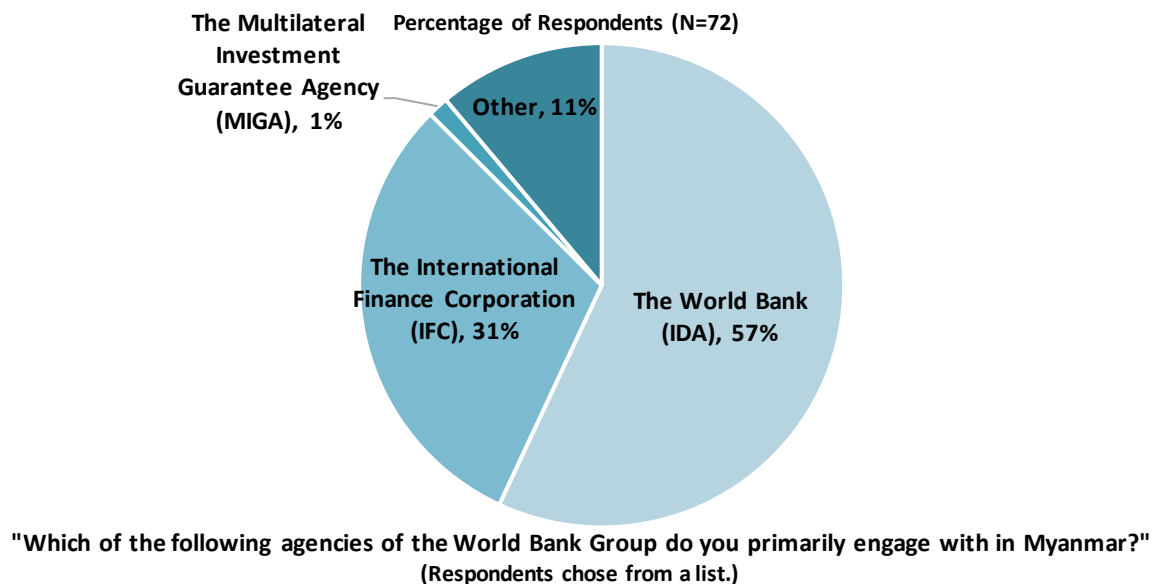
III. Demographics of the Sample (continued)

Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 84).



Exposure to Agencies within the World Bank Group

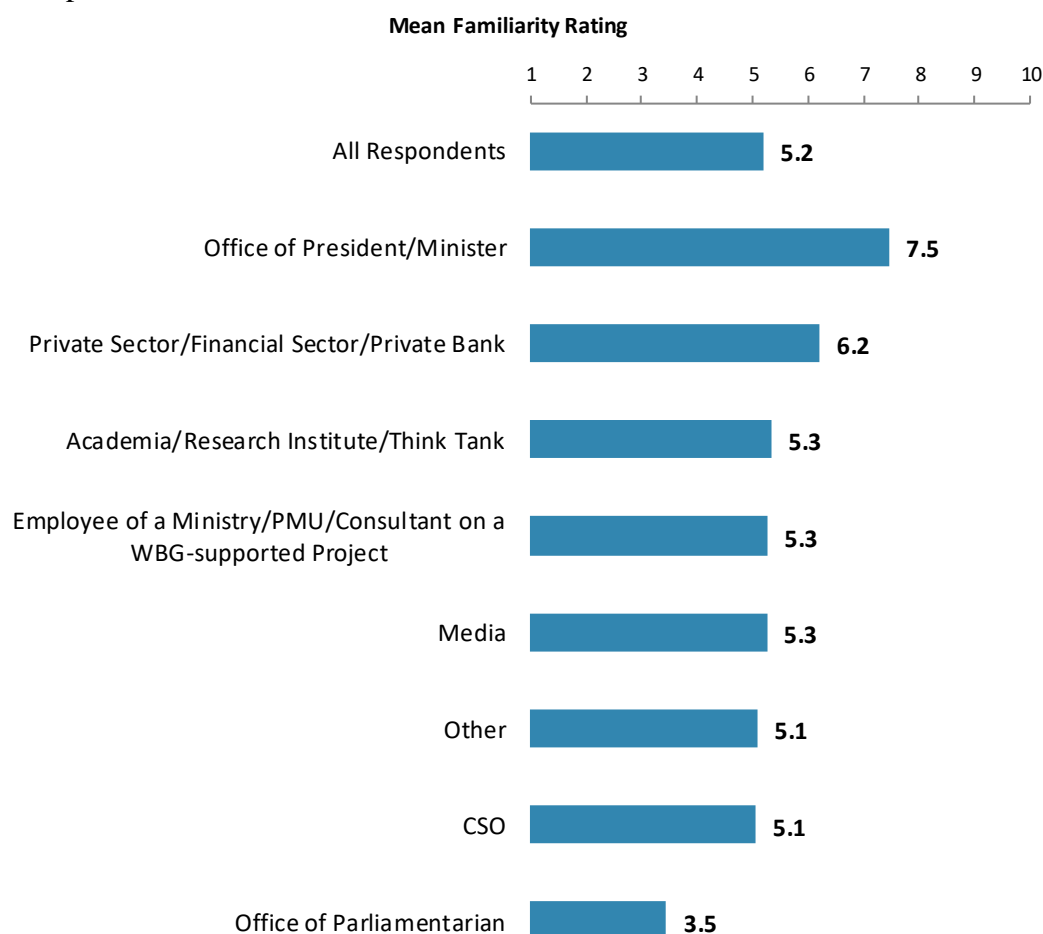




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG compared to respondents from the FY'14 Country Survey (weighted mean in FY'17 = 5.4; weighted mean in FY'14 = 4.8)¹.
- **Stakeholders:** Respondents from the office of President/Minister had significantly higher levels of familiarity with the WBG than other stakeholder groups.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Myanmar, but not significantly correlated with the extent to which the WBG plays a relevant role in development in Myanmar, and the extent to which the WBG contributes to the country's development results.



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

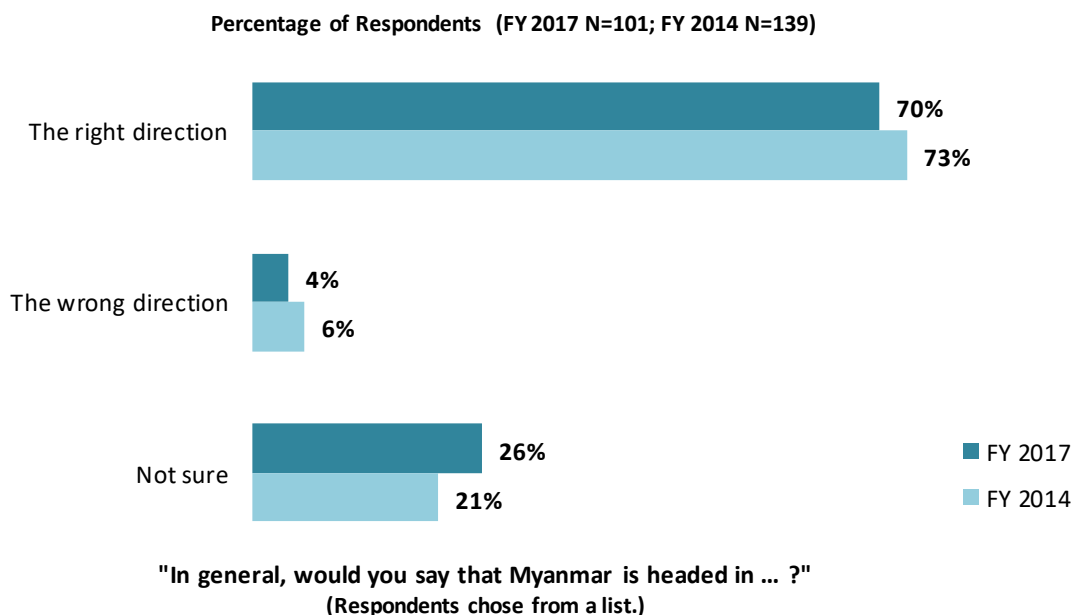
¹ Please refer to Appendix E (page 93) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Myanmar

Headed in the Right Direction²

- **Year comparison:** This year's respondents and the respondents in the FY'14 Country Survey had statistically similar views about the direction in which Myanmar is headed.



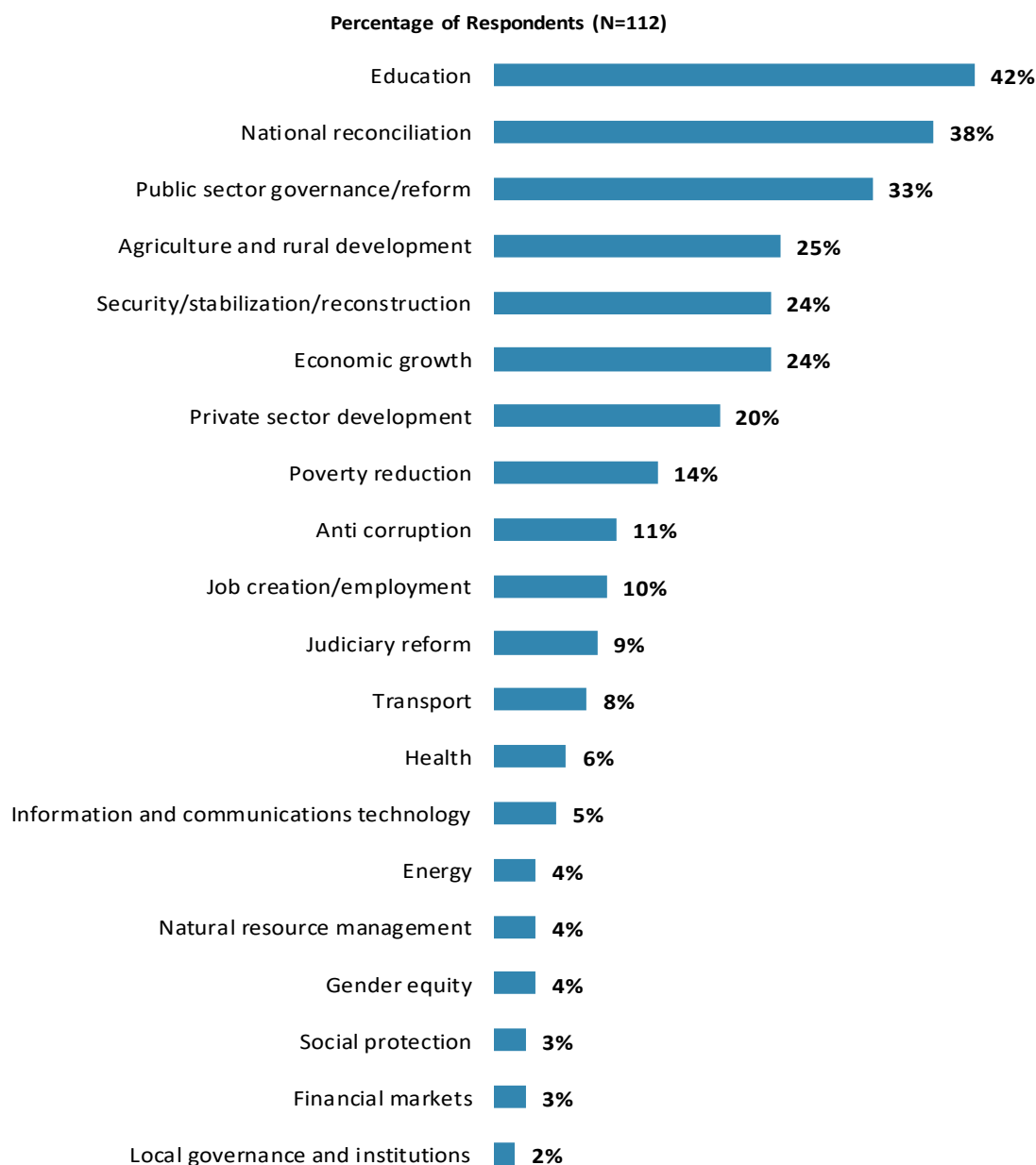
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Myanmar (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Myanmar were “*education*” (68%), “*poverty reduction*” (41%), “*rural development*” (31%), and “*public sector governance/reform*” (28%).



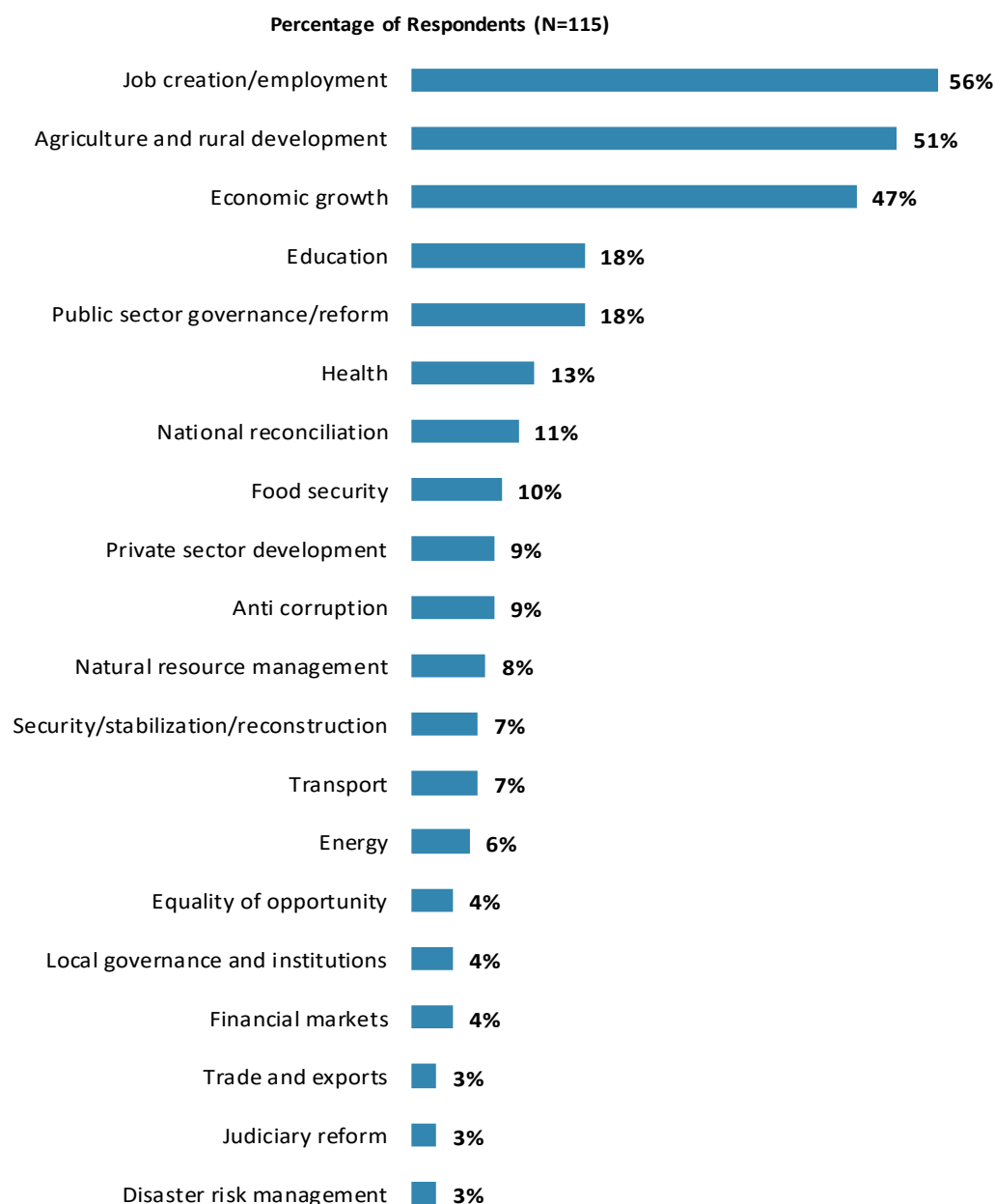
"Listed below are a number of development priorities in Myanmar. Please identify which of the following you consider the most important development priorities in Myanmar. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



IV. General Issues Facing Myanmar (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Myanmar were “*rural development*” (46%), “*job creation/employment*” (44%), “*education*” (31%), and “*economic growth*” (27%).



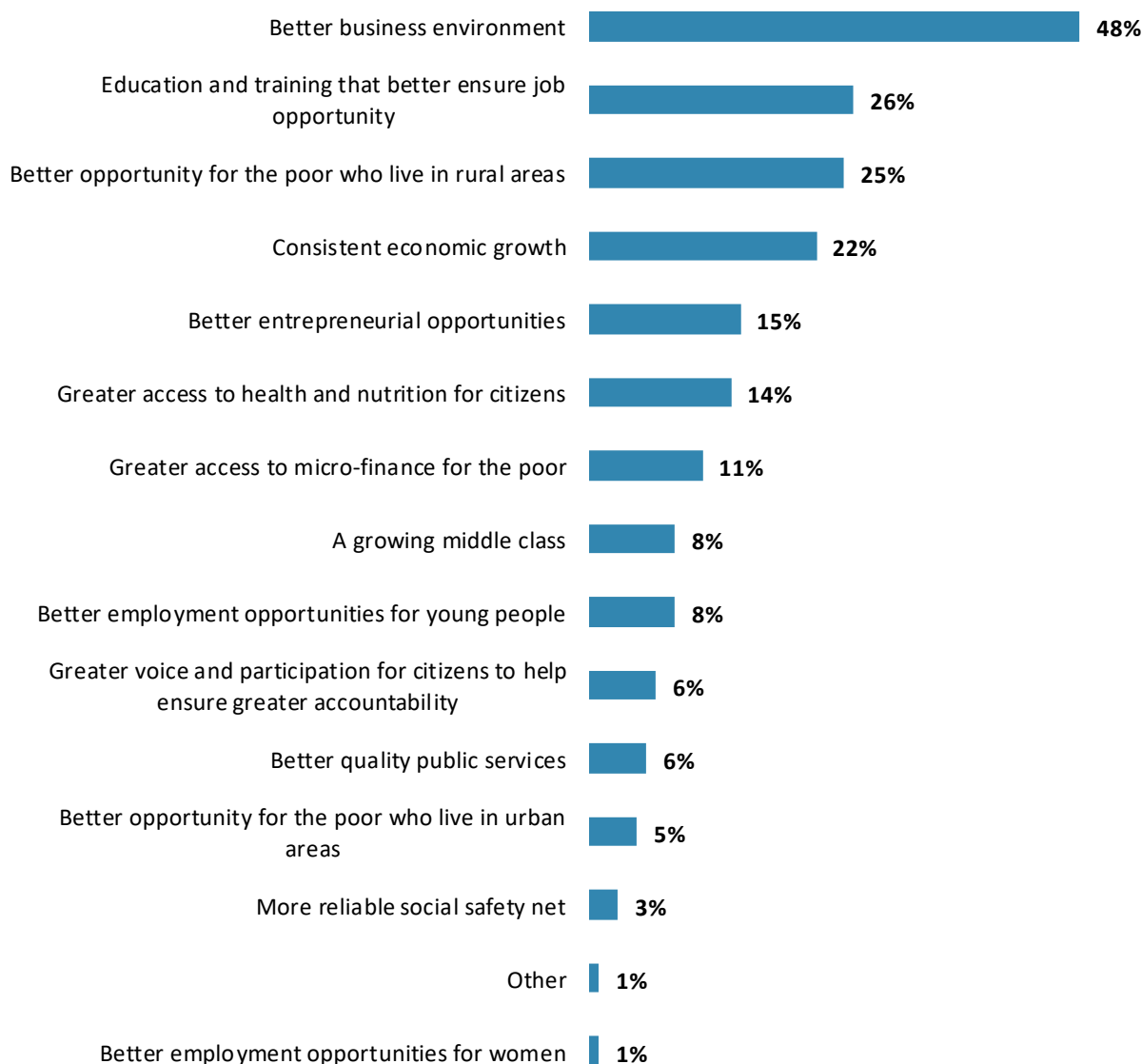
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Myanmar? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



IV. General Issues Facing Myanmar (continued)

Factors Contributing to “Shared Prosperity”

Percentage of Respondents (N=108)

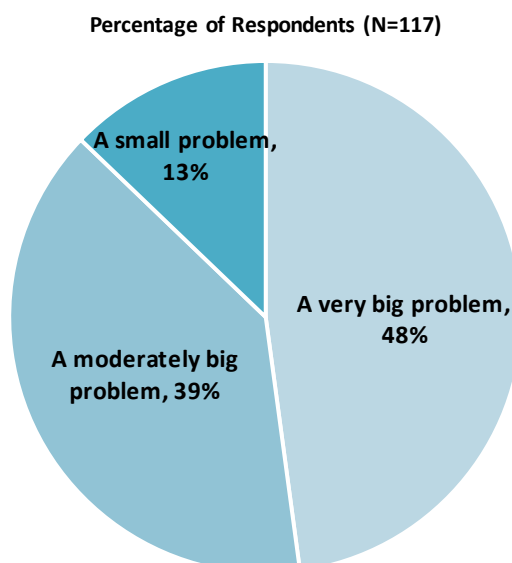


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Myanmar? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



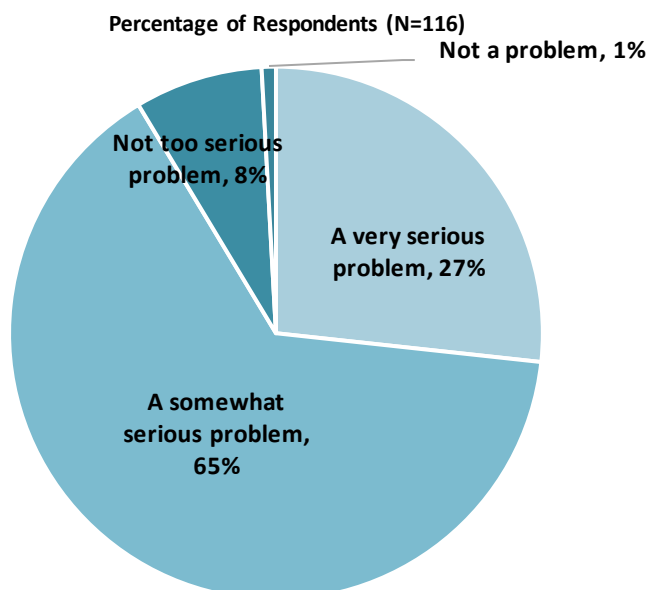
IV. General Issues Facing Myanmar (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Myanmar?" (Respondents chose from a list.)

Global Climate Change

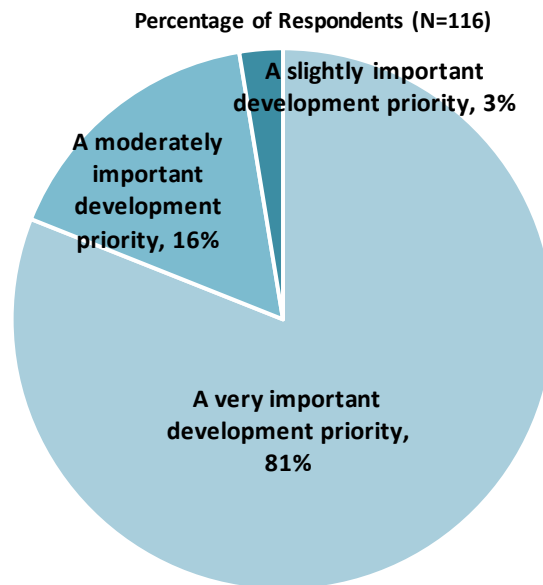


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



IV. General Issues Facing Myanmar (continued)

Early Childhood Development

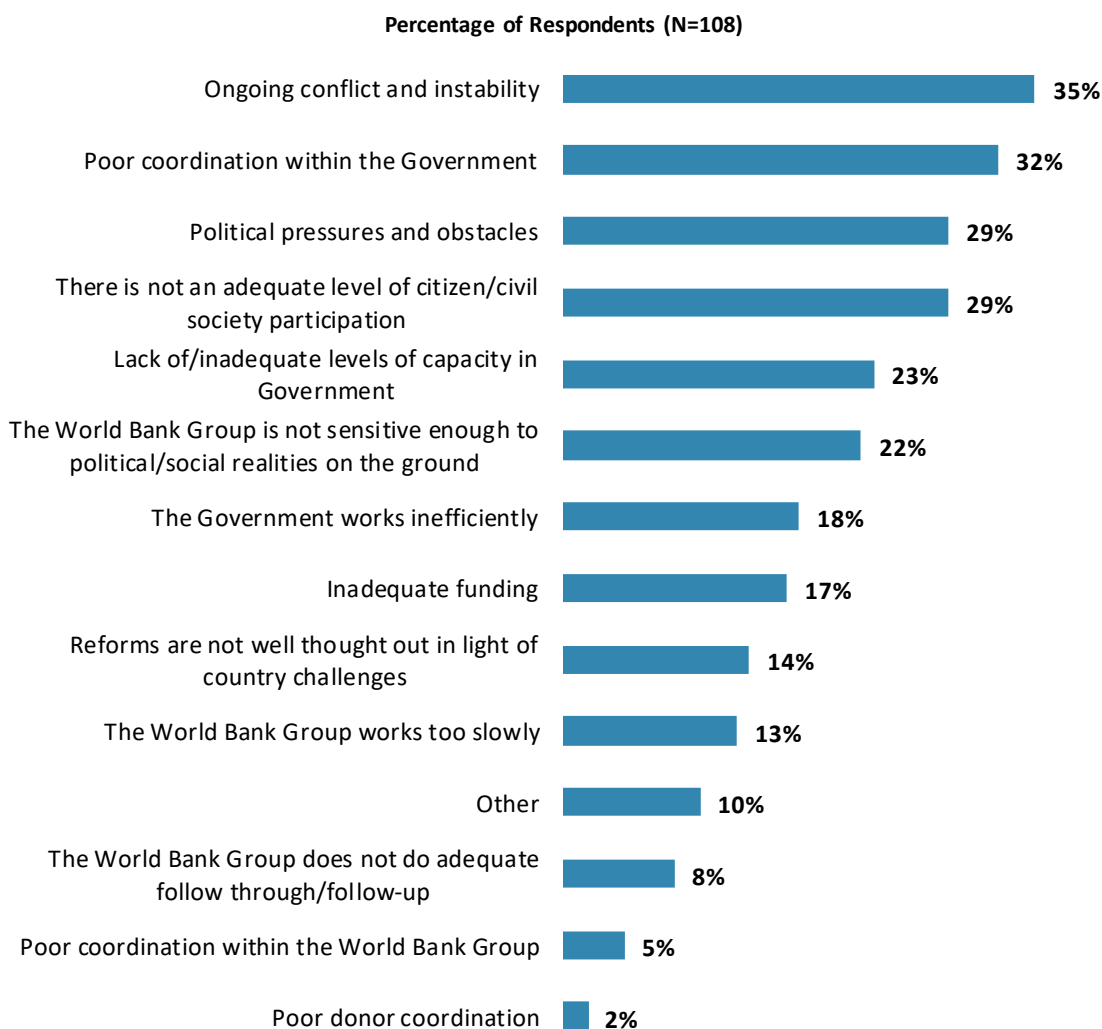


"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Myanmar?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts



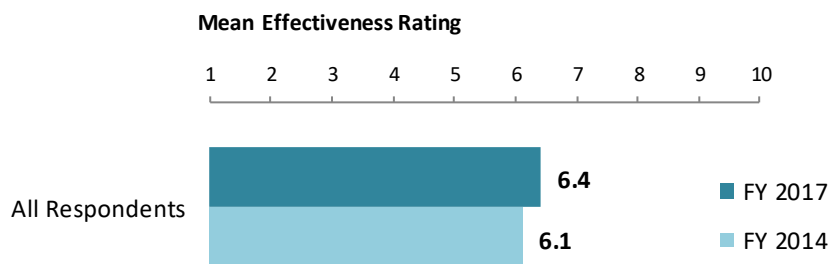
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

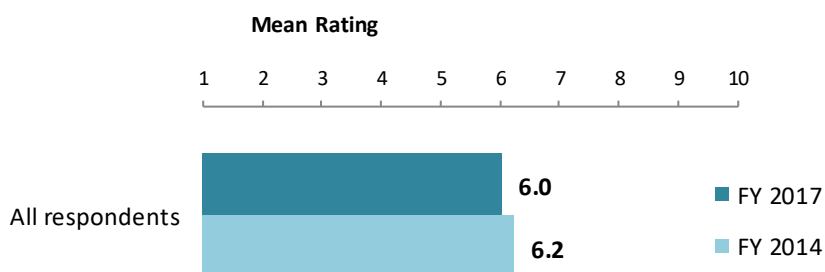
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



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

Achieving Development Results (Indicator Question)



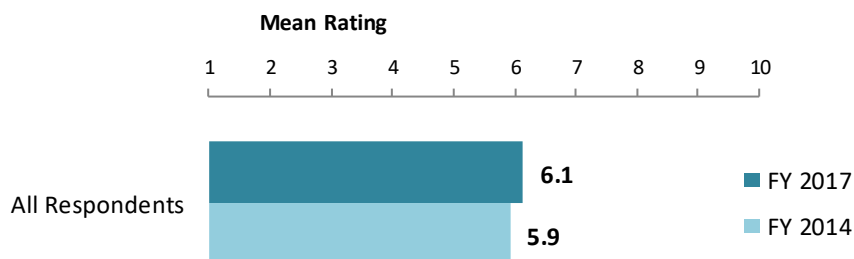
"To what extent does the World Bank Group’s work help to achieve development results in Myanmar?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data from FY’17 and FY’14.



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

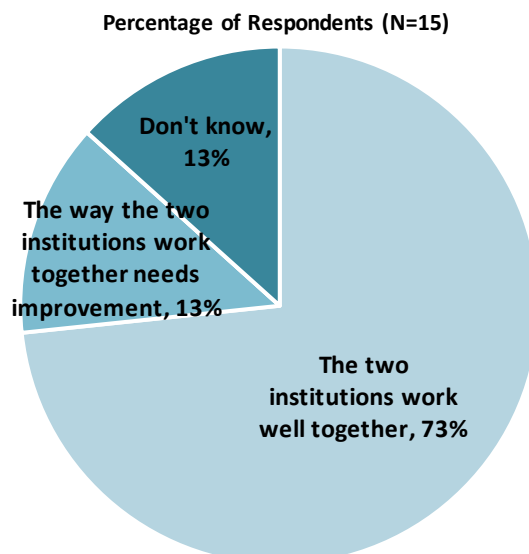
WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Myanmar solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

The World Bank and the IFC Working Together

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



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Myanmar?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

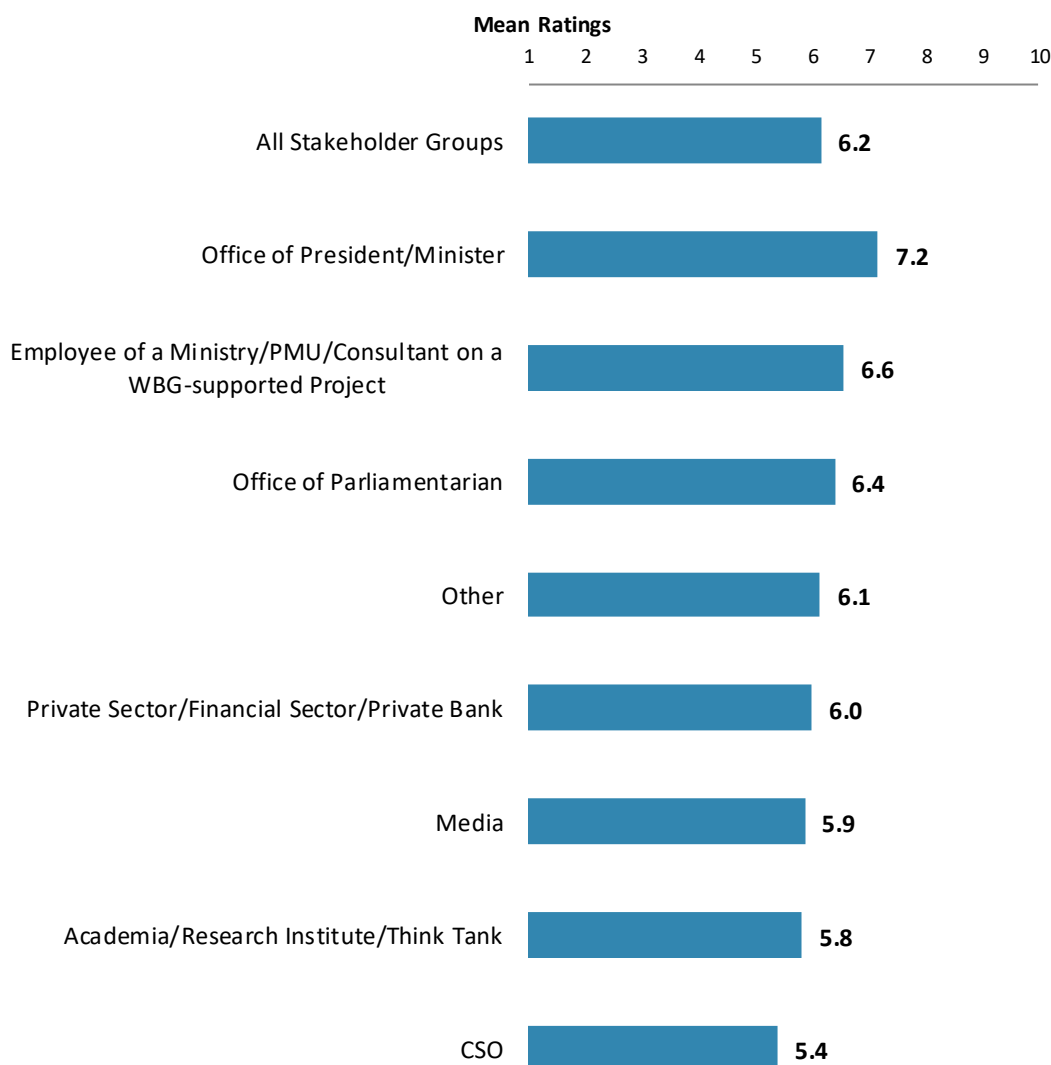
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across the stakeholder groups had statistically similar overall ratings for the twenty-eight indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 63).
- **Collaboration:** Respondents who do and do not collaborate with the WBG also had statistically similar overall ratings for the twenty-eight indicator questions (mean = 6.2 and 5.9 respectively).



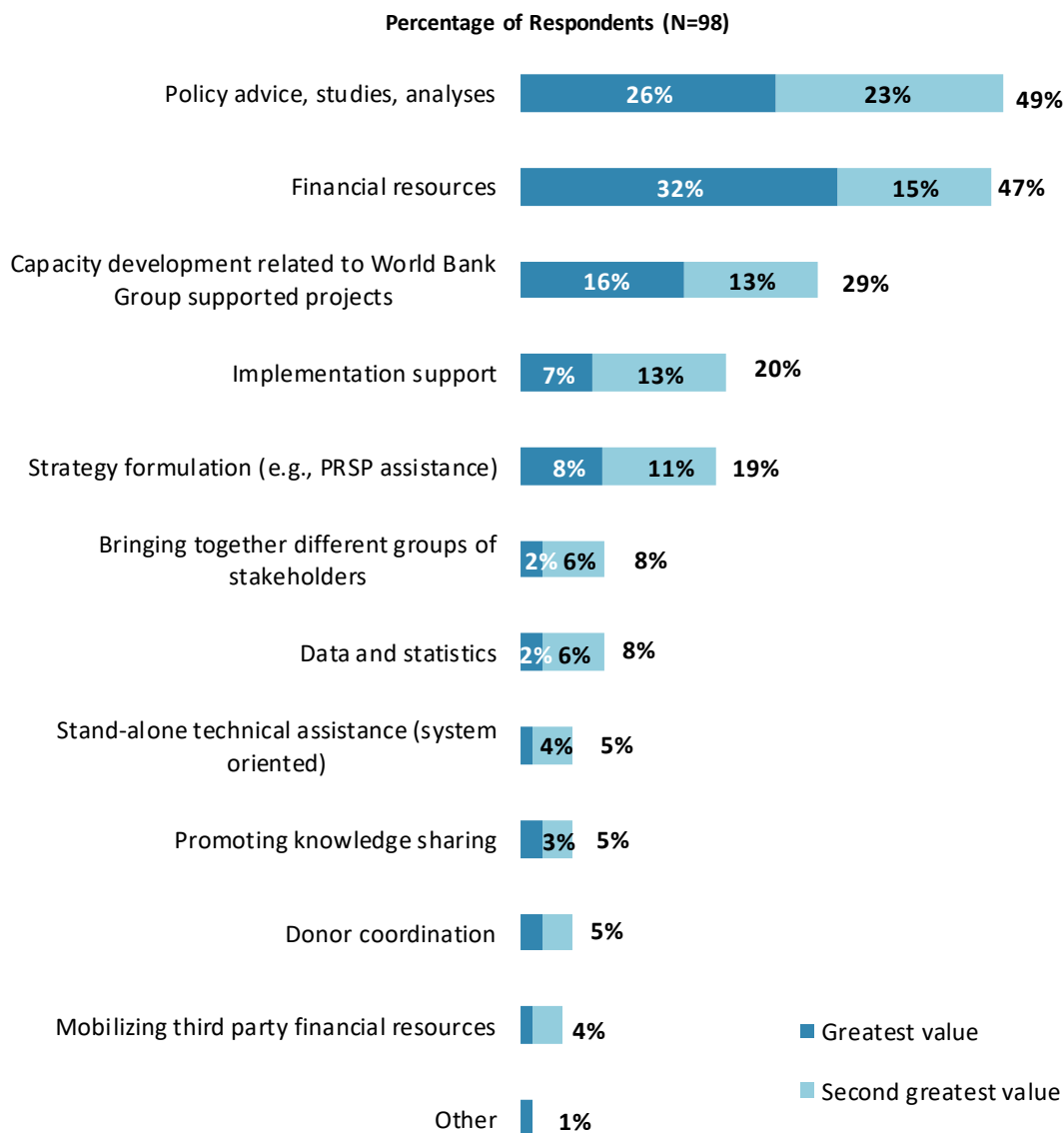
Mean Ratings for all Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest value to Myanmar was its "*financial resources*" (56%), "*technical assistance*" (42%), and "*policy advice, studies, analyses*" (40%).



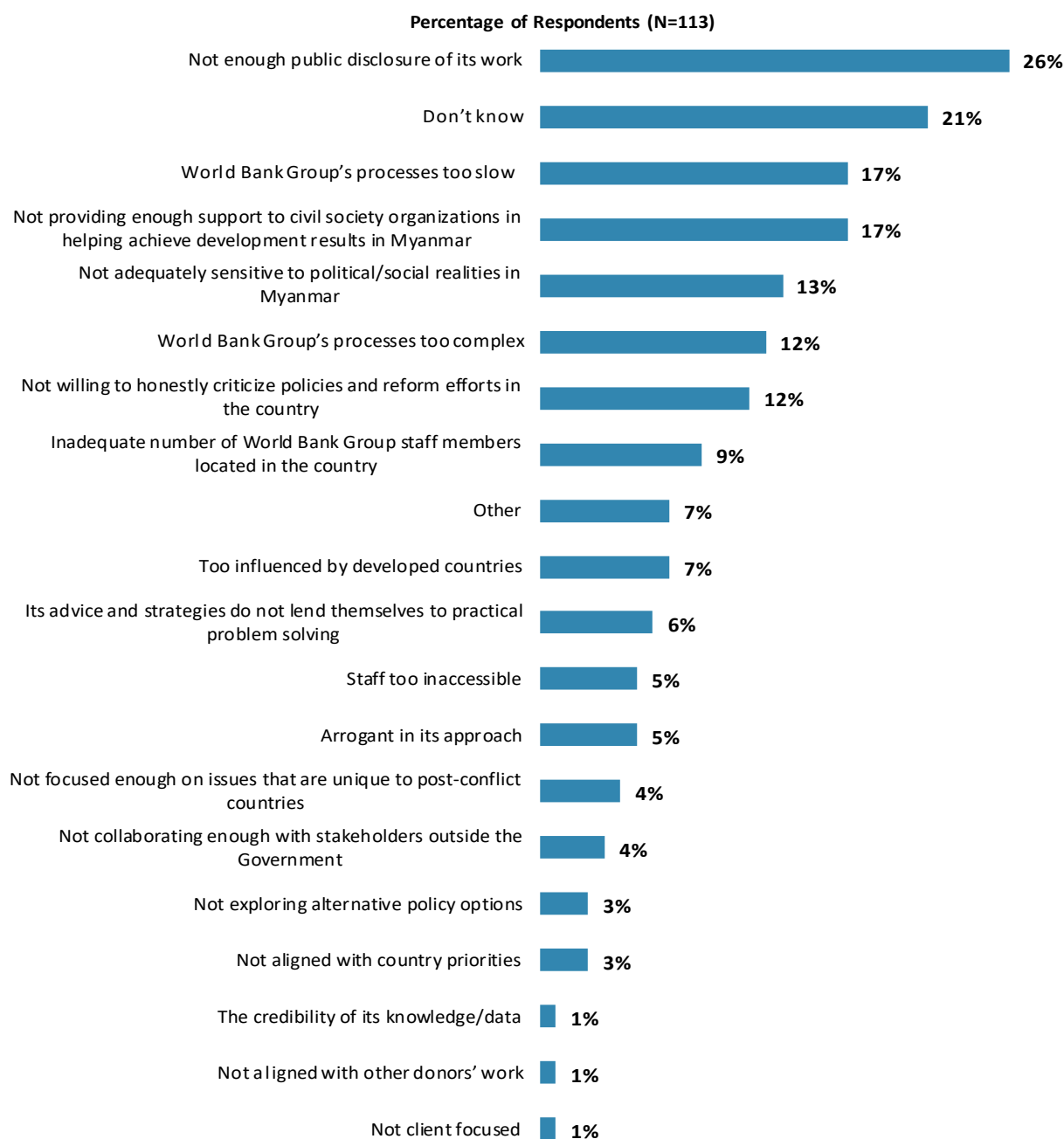
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Myanmar?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest weaknesses in its work in Myanmar were "*not enough public disclosure of its work*" (37%) and "*not adequately sensitive to political/social realities in Myanmar*" (28%).

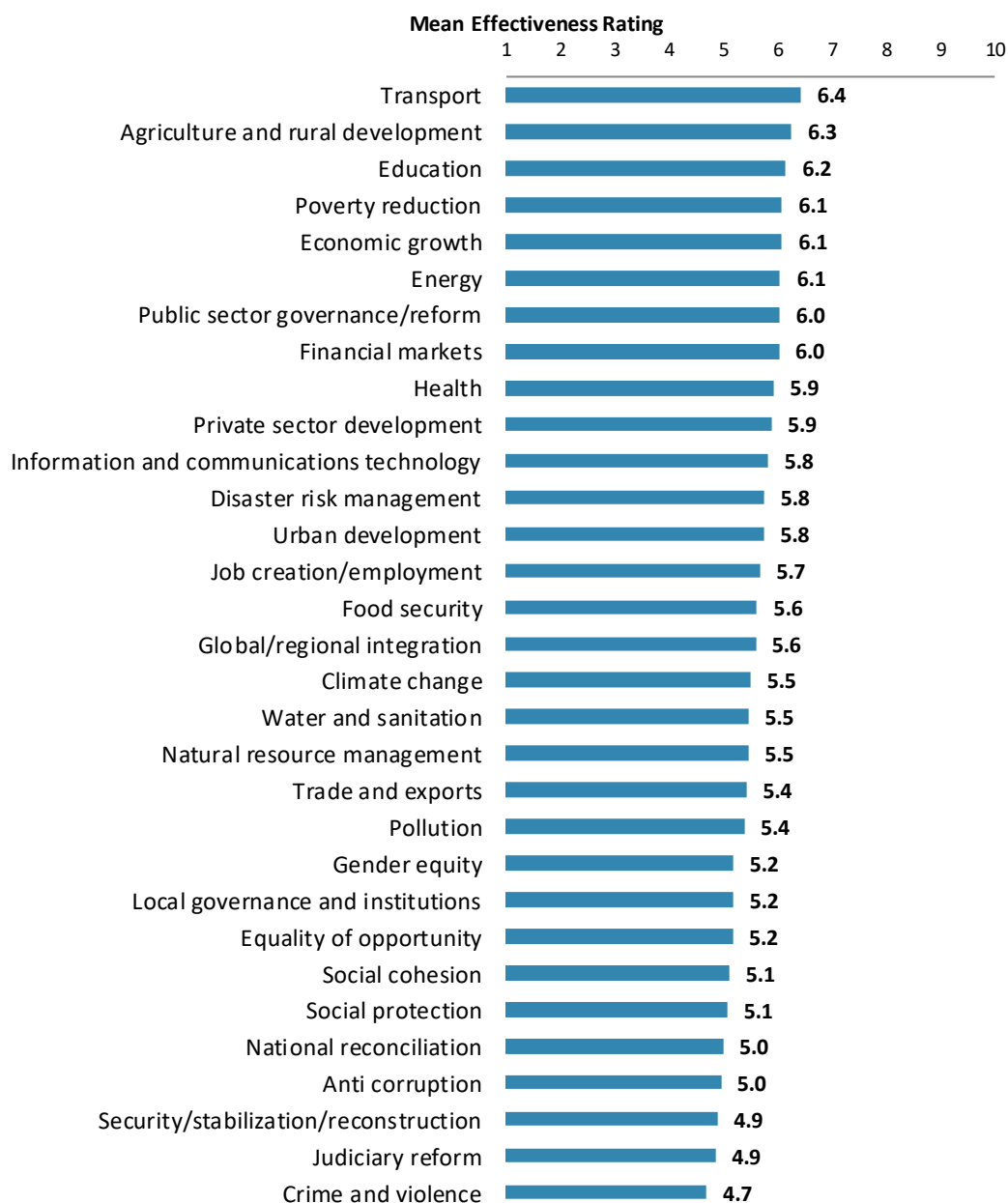


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Myanmar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas

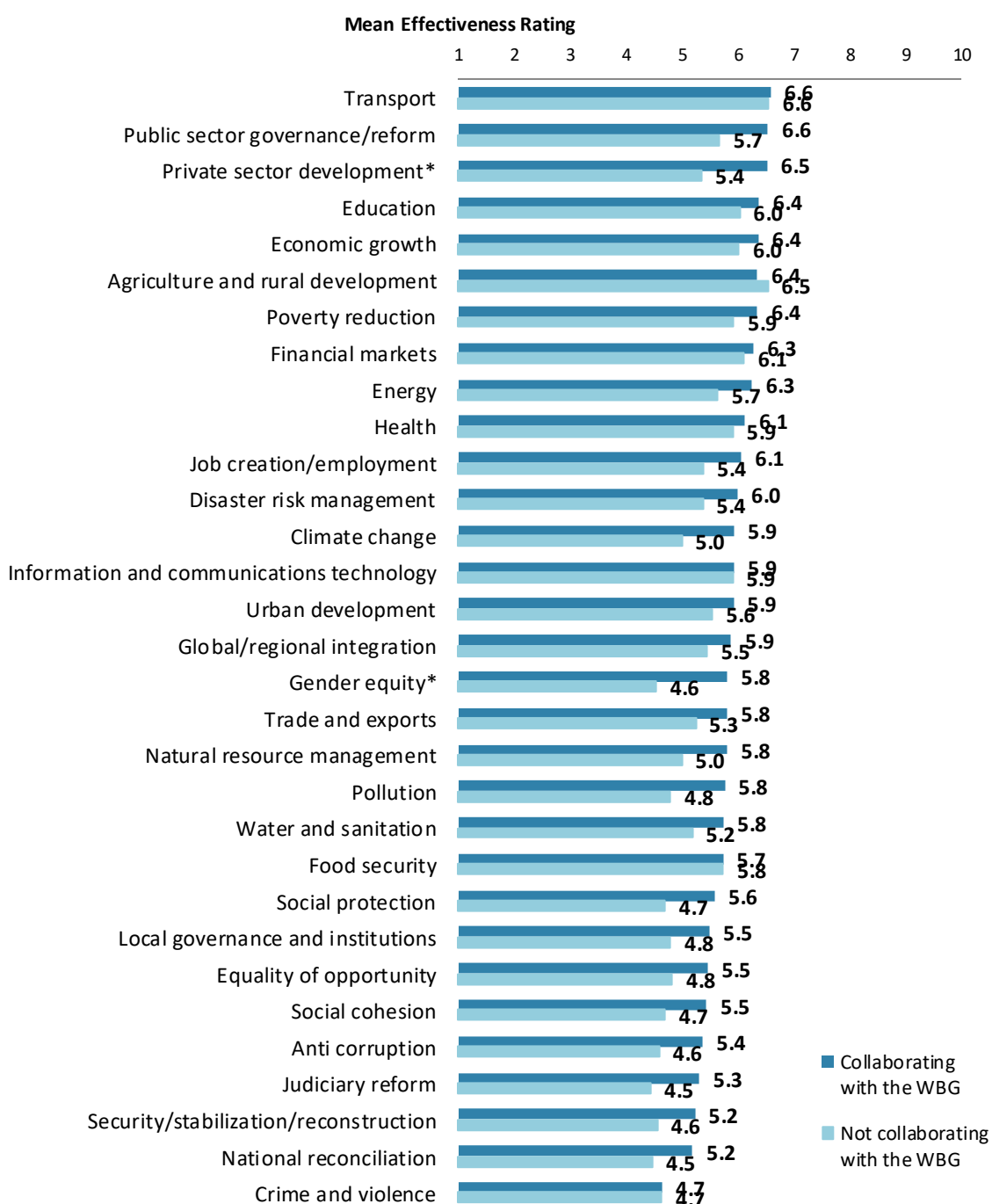


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar?" (1-"Not effective at all", 10-"Very effective")



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



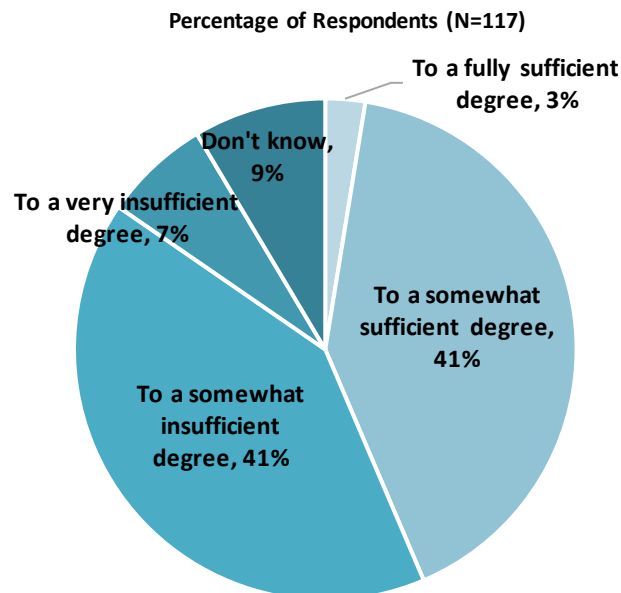
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar?" (1-"Not effective at all", 10-"Very effective")

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 47) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Helping the Poorest

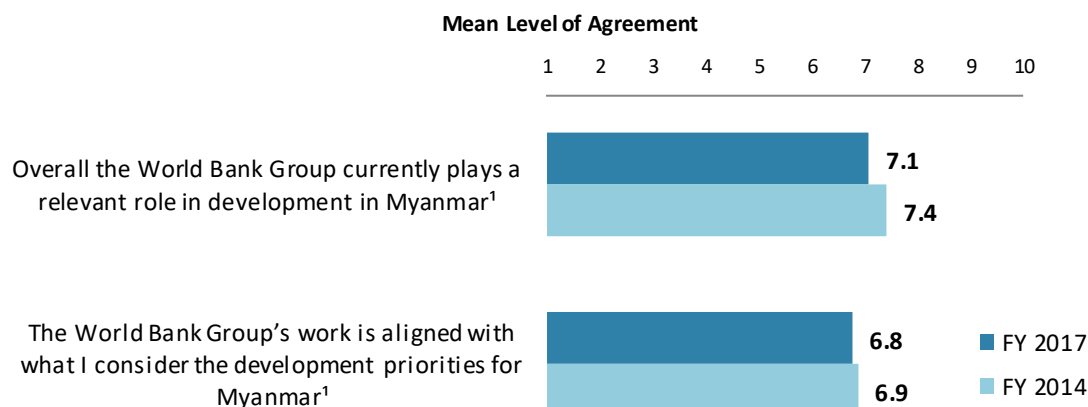


"To what extent do you believe that the World Bank Group's work and support help the poorest in Myanmar?" (Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)



VII. How the World Bank Group Operates

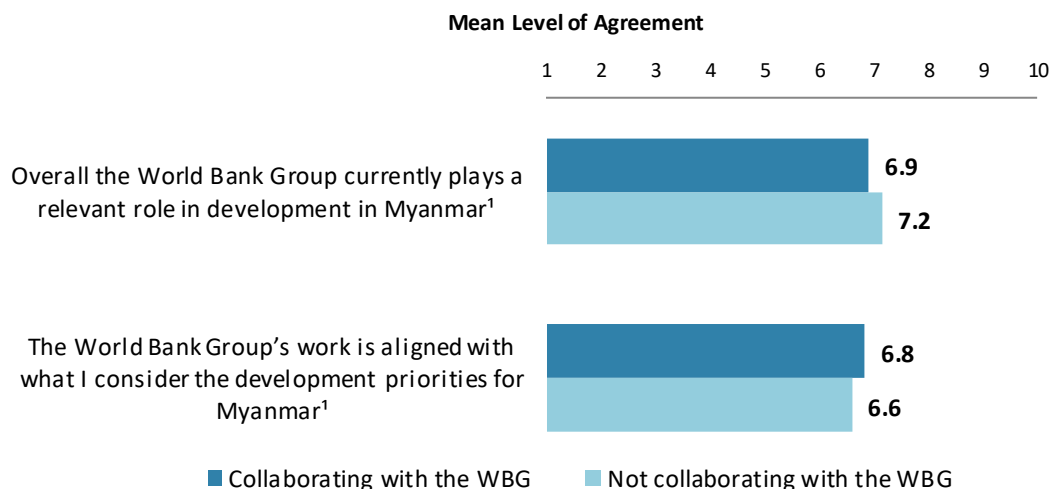
The World Bank Group's Work in Myanmar: Year Comparison⁶



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

¹Indicator Question

The World Bank Group's Work in Myanmar: Collaboration



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

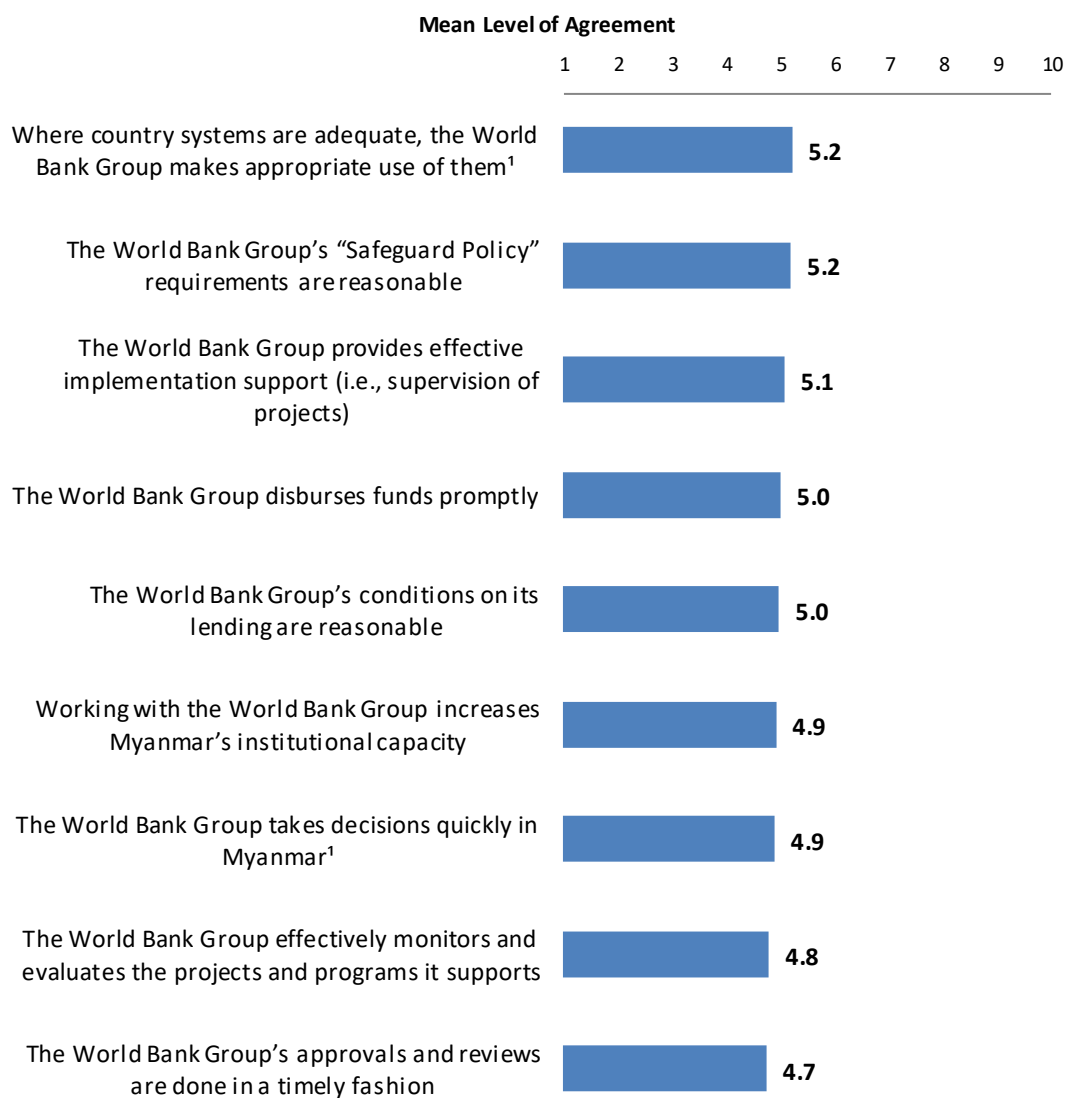
¹Indicator Question

⁶ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison



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

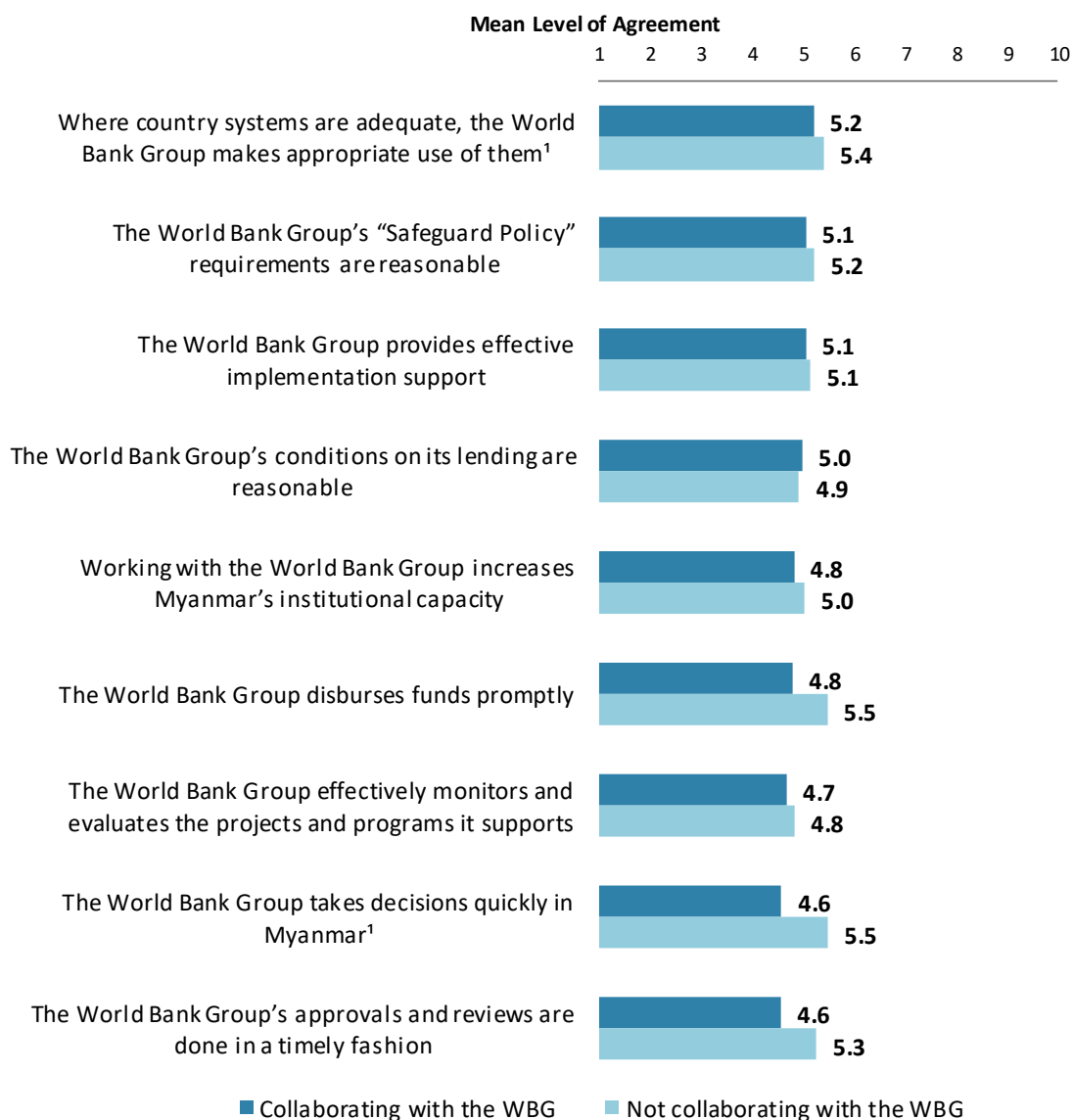
(1-"Strongly disagree", 10-"Strongly agree")

'Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

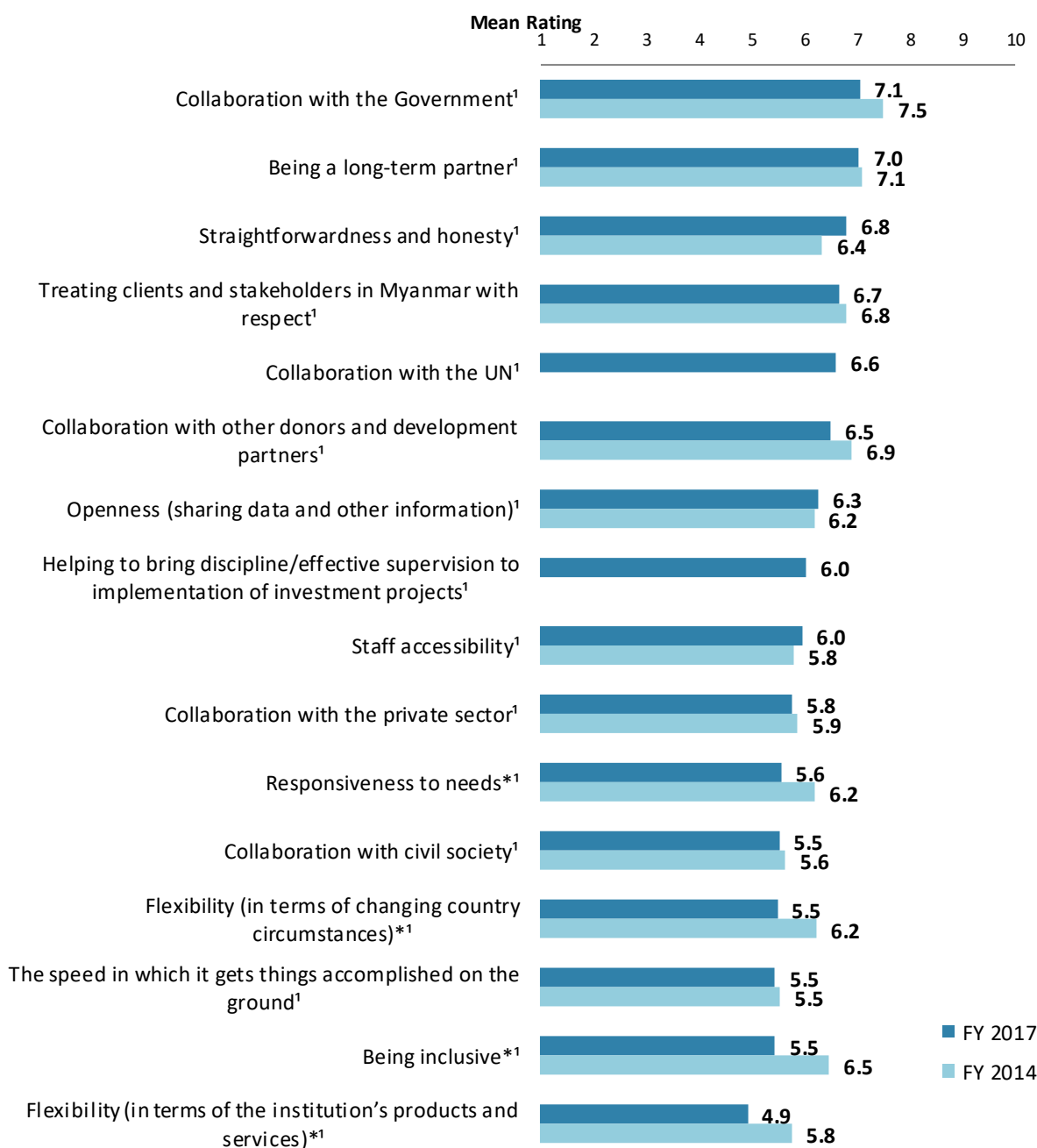


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁷



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

(*Significantly different between FY 2017 and FY 2014)

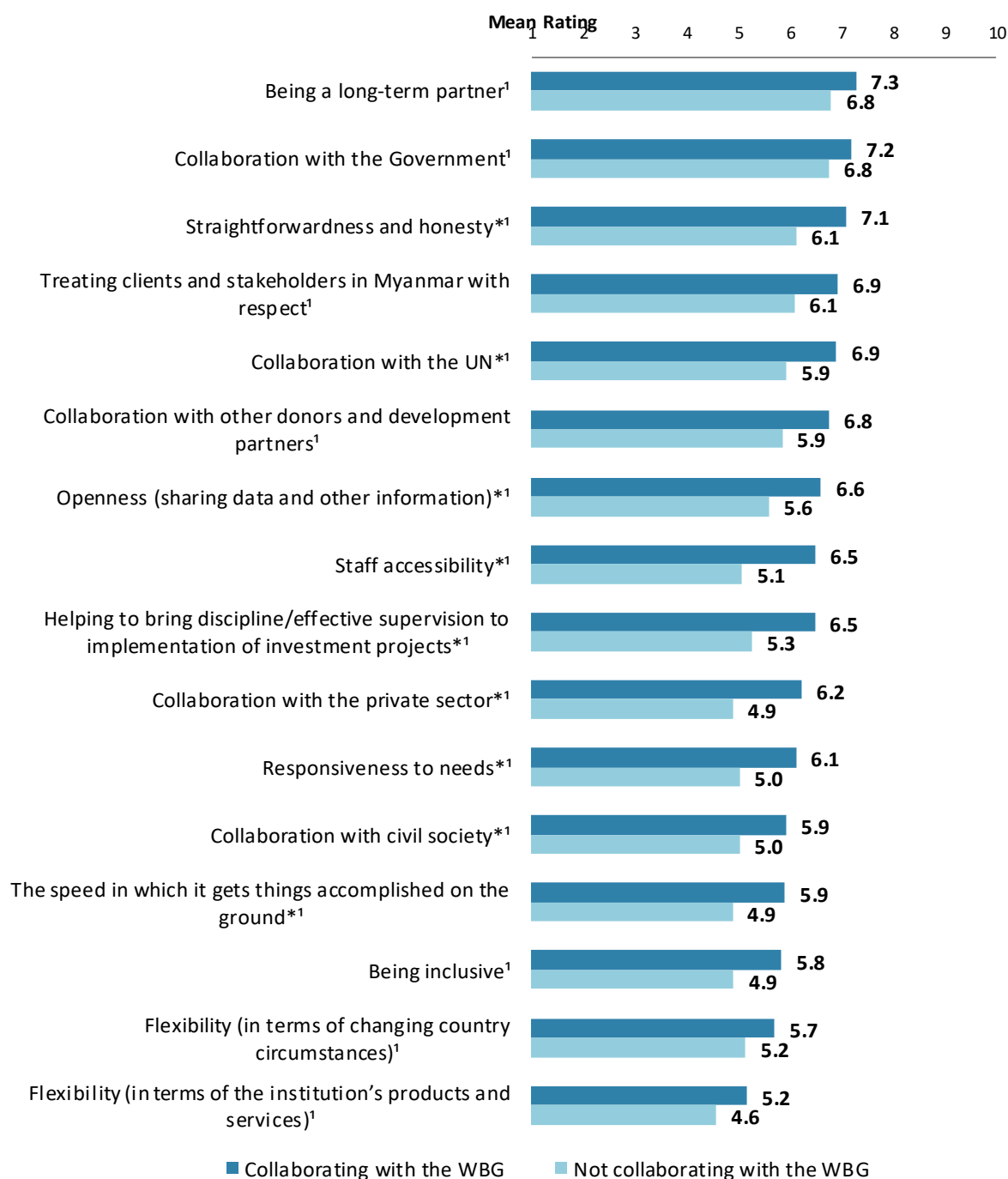
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

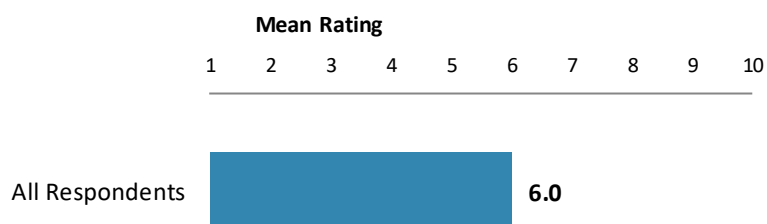
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



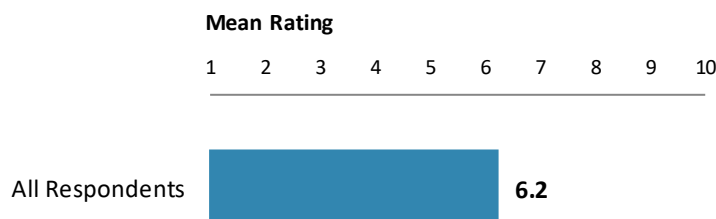
VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



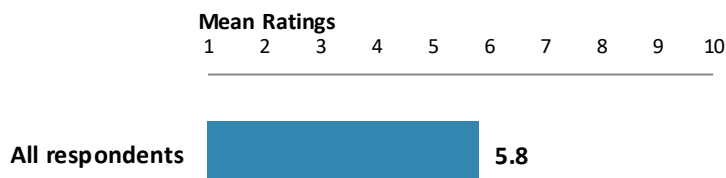
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Myanmar?" (1-"To no degree at all", 10-"To a very significant degree")

Private Sector Partnerships



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

Staffing in Myanmar

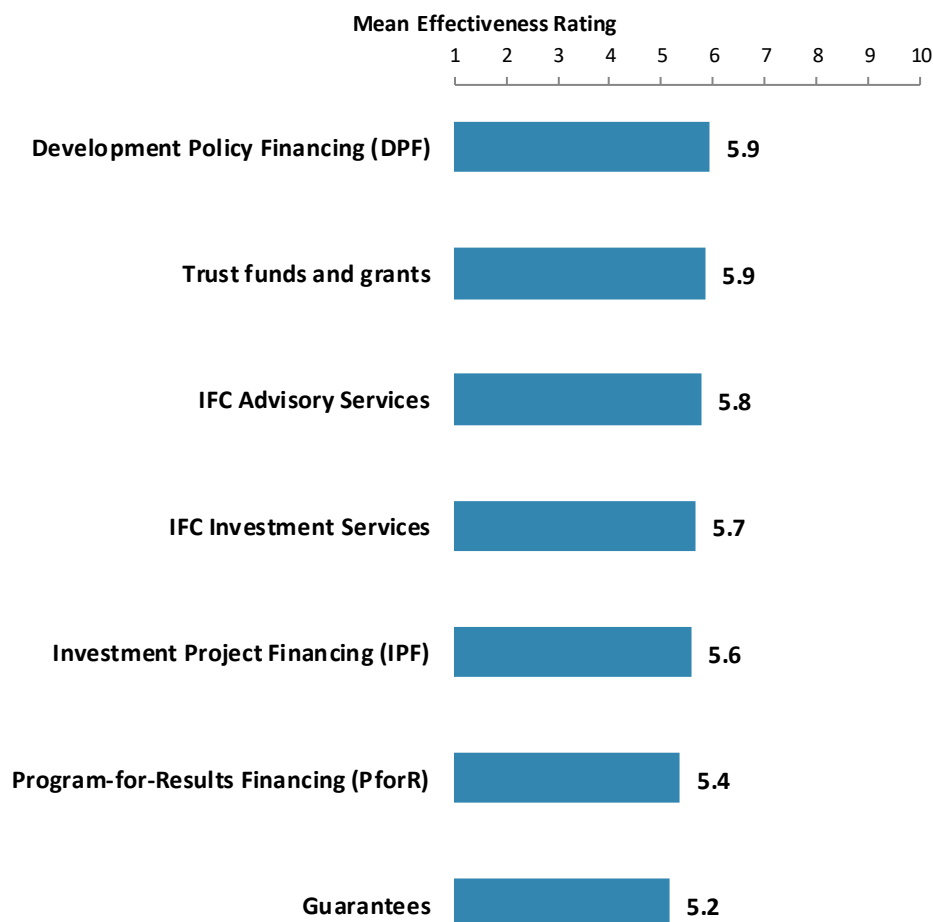


"To what extent do you believe the World Bank Group is adequately staffed in Myanmar?" (1-"to no degree at all", 10-"To a very significant degree")



VII. How the World Bank Group Operates (continued)

Effectiveness of WBG Instruments in Reducing Poverty

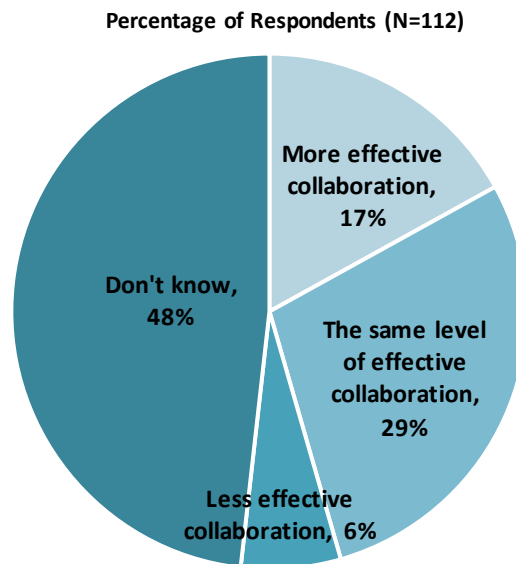


"How effective do you believe the following WBG's instruments are in supporting the Myanmar government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")



VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG

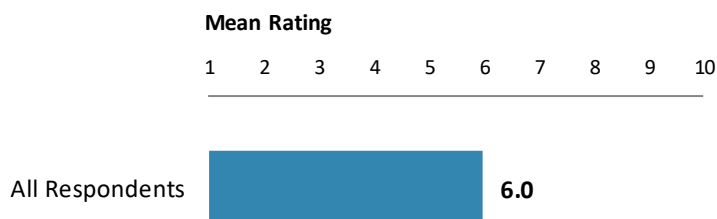


"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?" (Respondents chose from a list.)



VII. How the World Bank Group Operates (continued)

Building/Strengthening Existing Country Systems



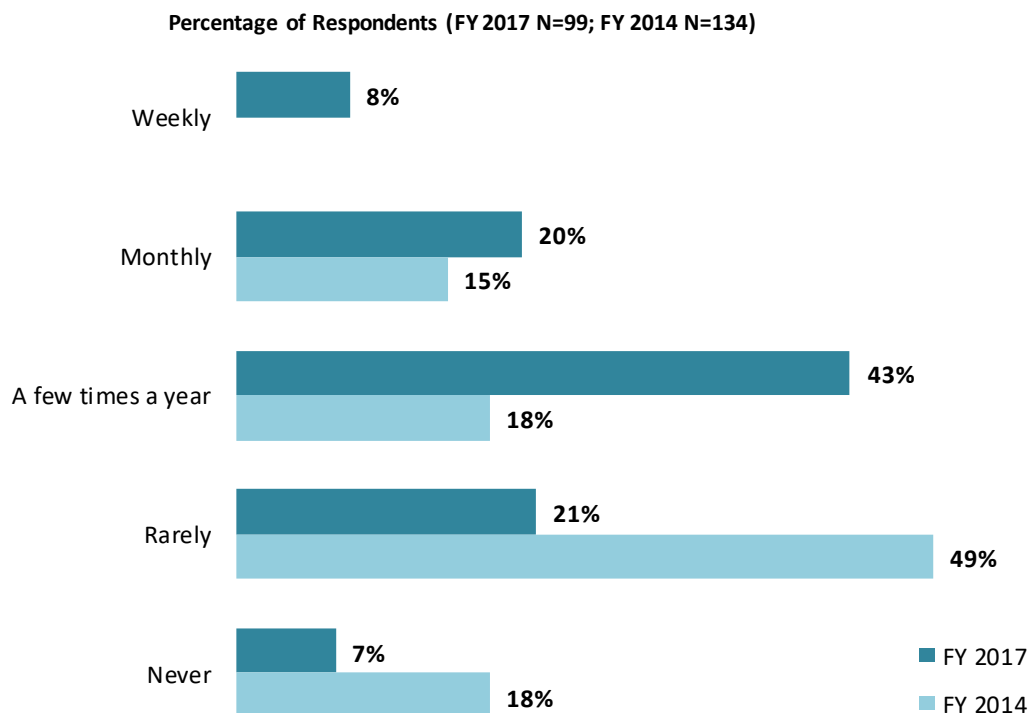
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar?"
(1 - "To no degree at all", 10 - "To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities⁸

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities on a regular basis compared to respondents in the previous FY'14 Country Survey.



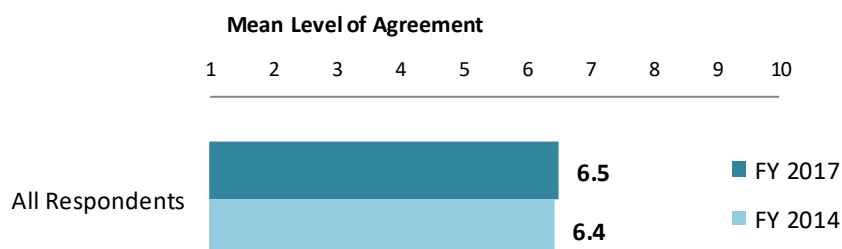
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

⁸ Percentages in the chart were calculated based on weighted data.



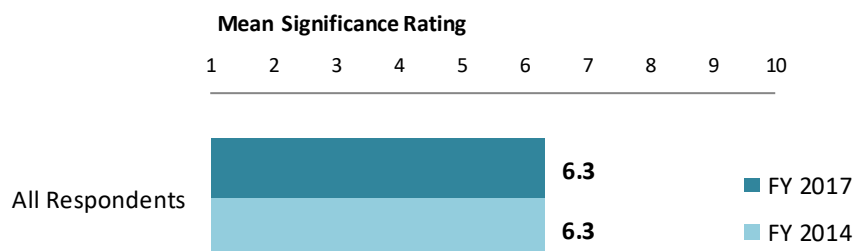
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Myanmar' Knowledge Needs⁹ (*Indicator Question*)



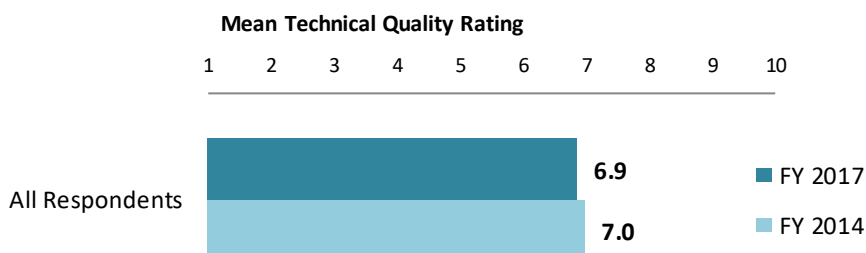
"The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)."
(1-"Strongly disagree", 10-"Strongly agree")

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



"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*)



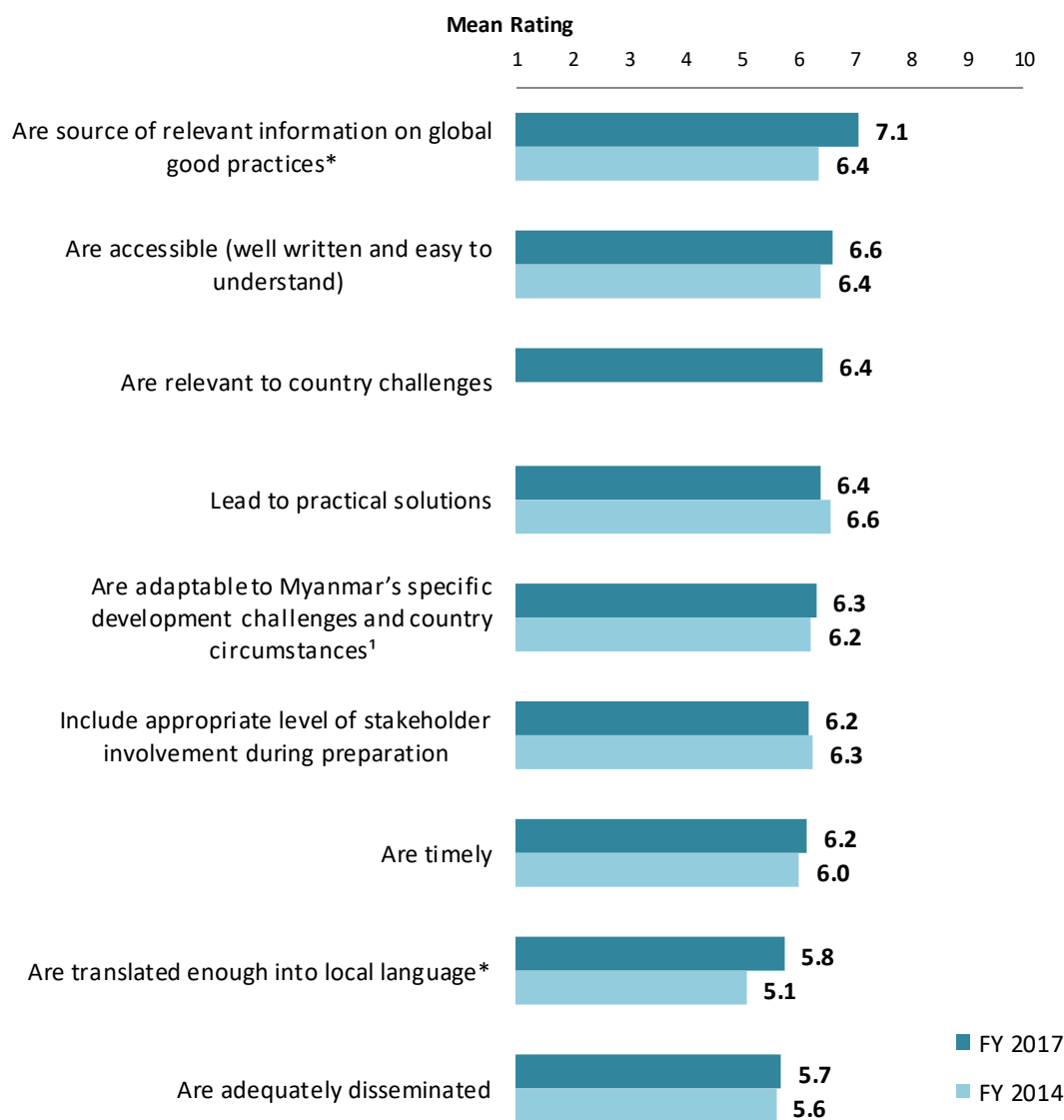
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

⁹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹⁰



"In Myanmar, 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")

(*Significantly different between FY 2017 and FY 2014)

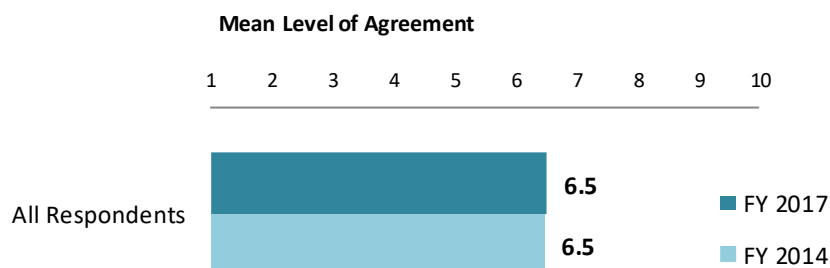
Indicator Question

¹⁰ Means in the chart were calculated based on weighted data.



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

Meeting Myanmar's Needs for Financial Instruments¹¹ (*Indicator Question*)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar."
(1-"Strongly disagree", 10-"Strongly agree")

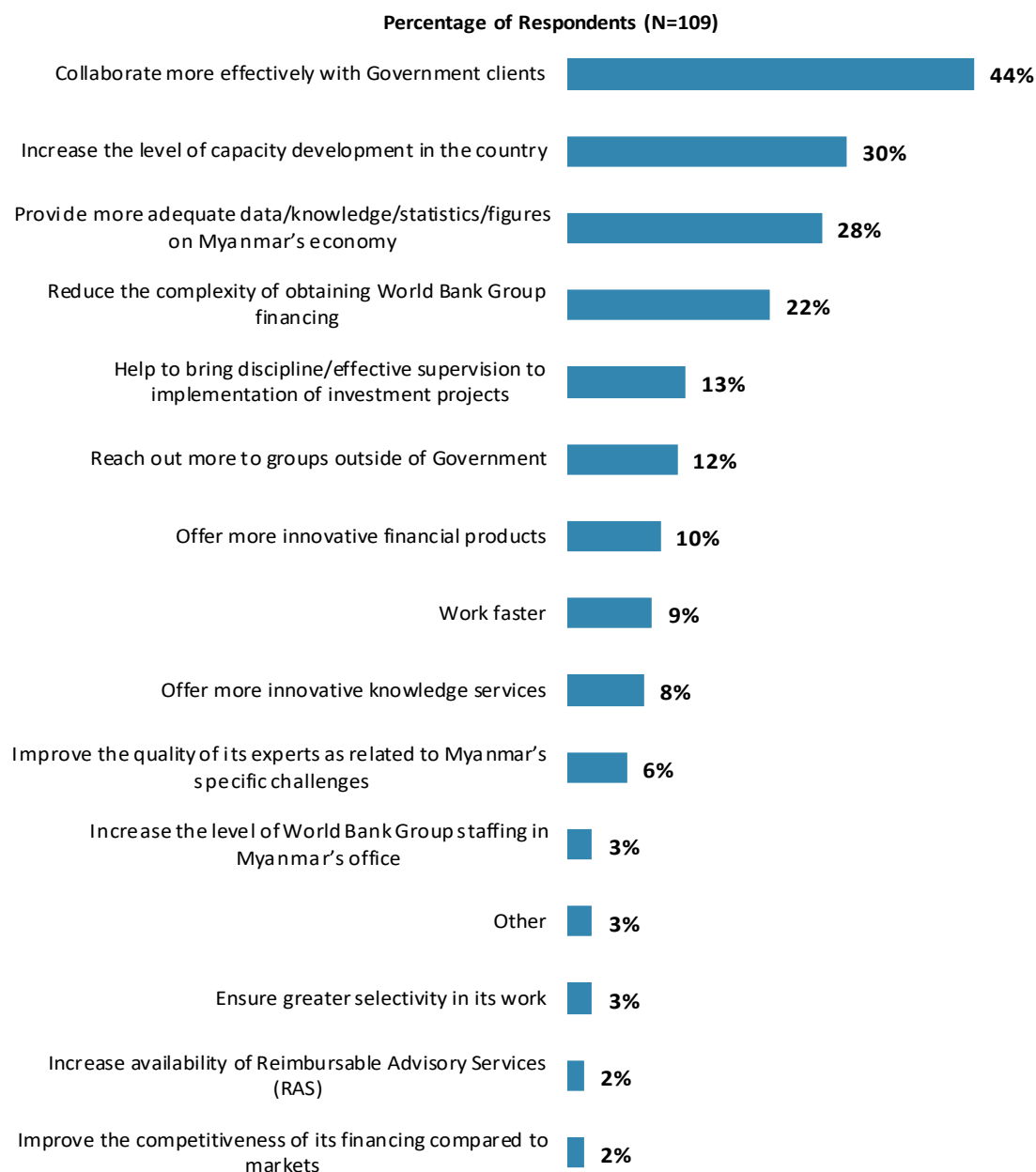
¹¹ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should “*collaborate more effectively with Government clients*” (49%), “*provide more adequate data/knowledge/statistics/figures on Myanmar’s economy*” (32%), and “*increase the level of capacity development in the country*” (32%) to make itself of greater value in Myanmar.



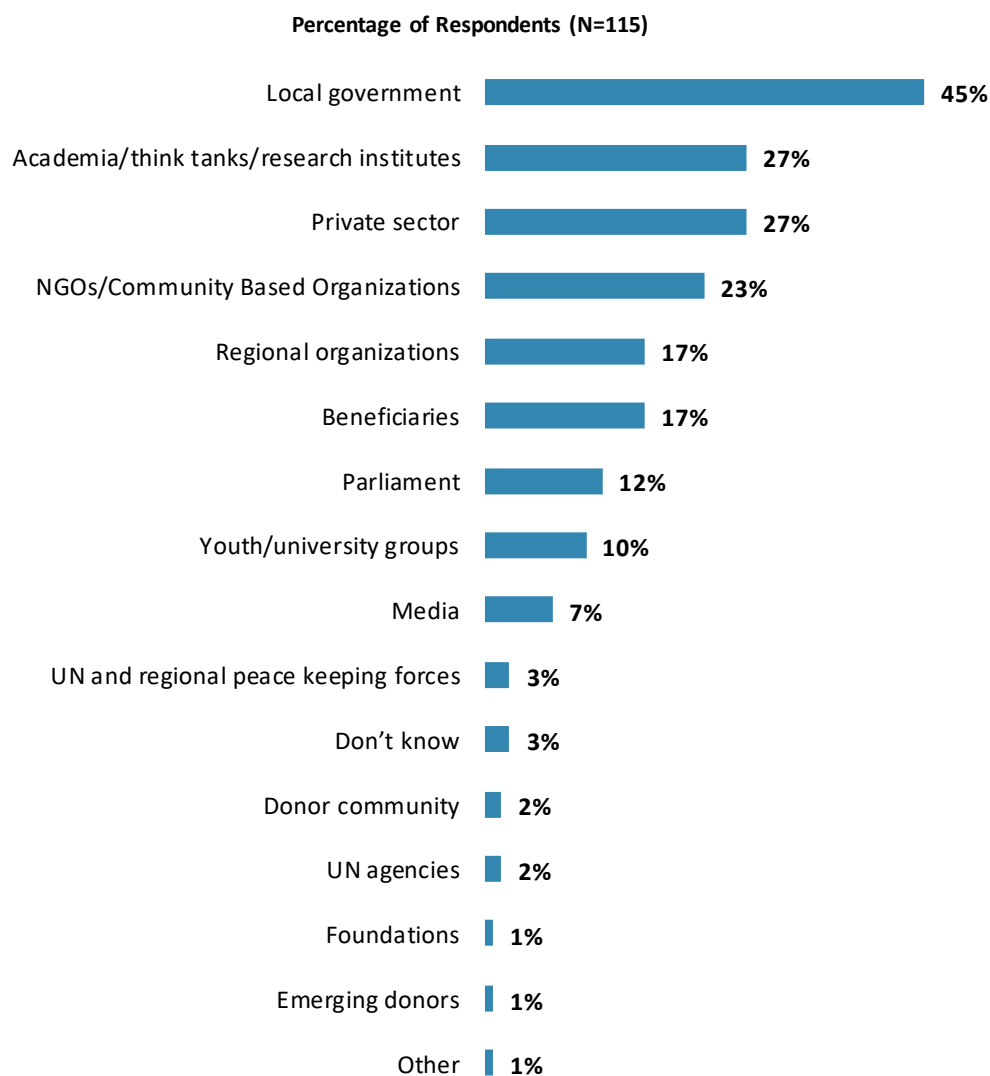
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Myanmar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*local government*” (42%), “*academia/think tanks/research institutes*” (29%), and “*community based organizations*” (25%) to ensure better development results in Myanmar.



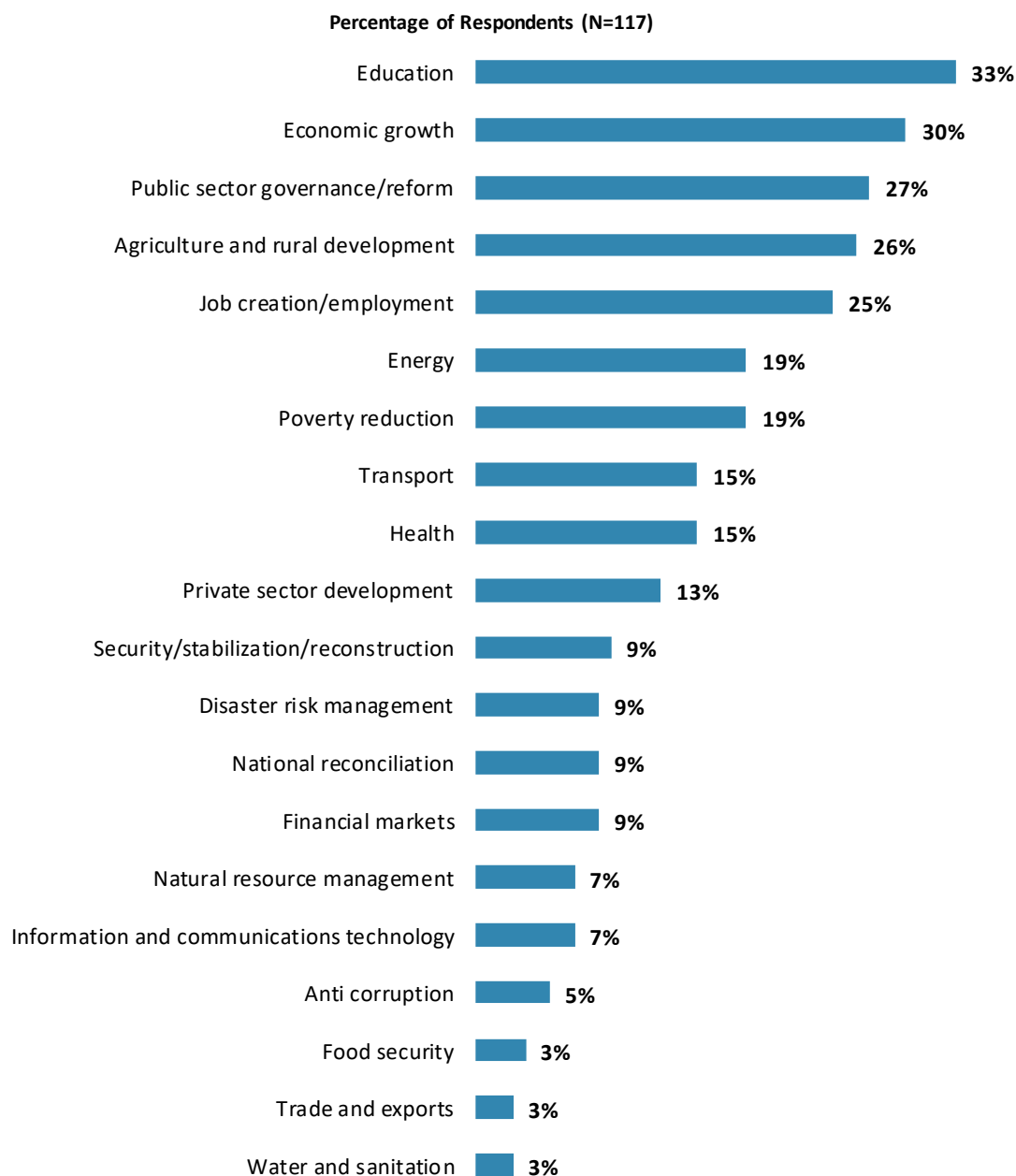
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should focus its resources on “*education*” (34%), “*rural development*” (32%), “*public sector governance/reform*” (28%), “*poverty reduction*” (27%), and “*transport*” (24%).



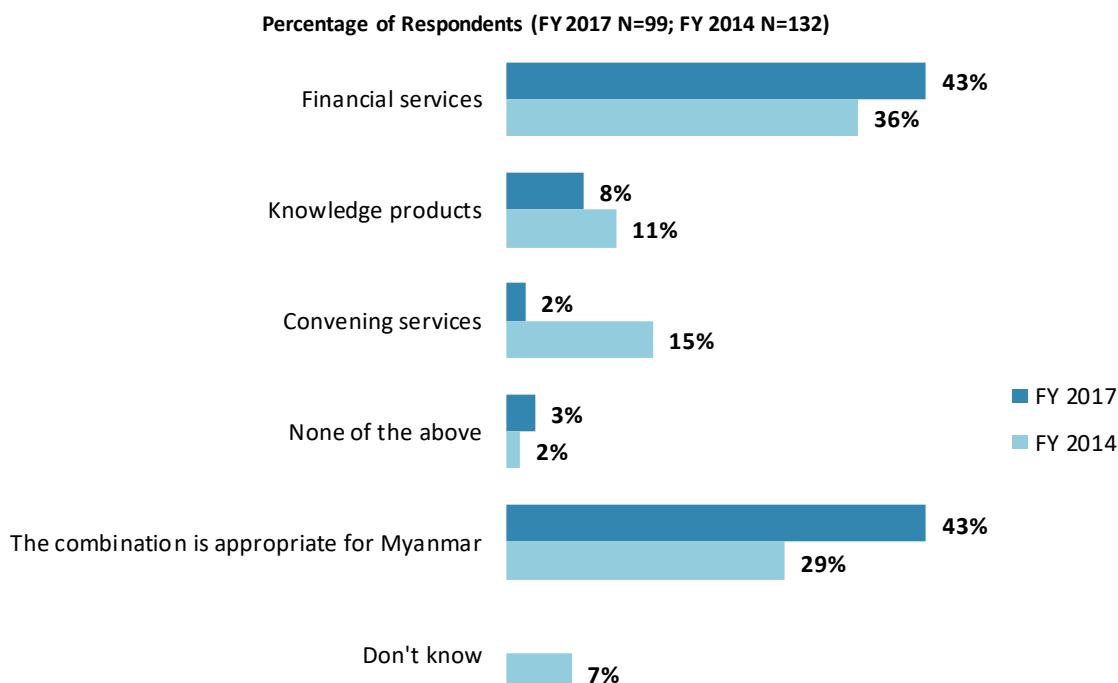
“When thinking about how the World Bank Group can have the most impact on development results in Myanmar, in which sectoral areas do you believe the WBG should focus most of its resources in Myanmar? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



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

Future Combination of the WBG Services¹²

- **Year comparison:** This year's respondents were significantly more likely to indicate that the WBG should offer more financial services and that the WBG's current combination of services for Myanmar is appropriate, compared to the respondents in the FY'14 Country Survey.



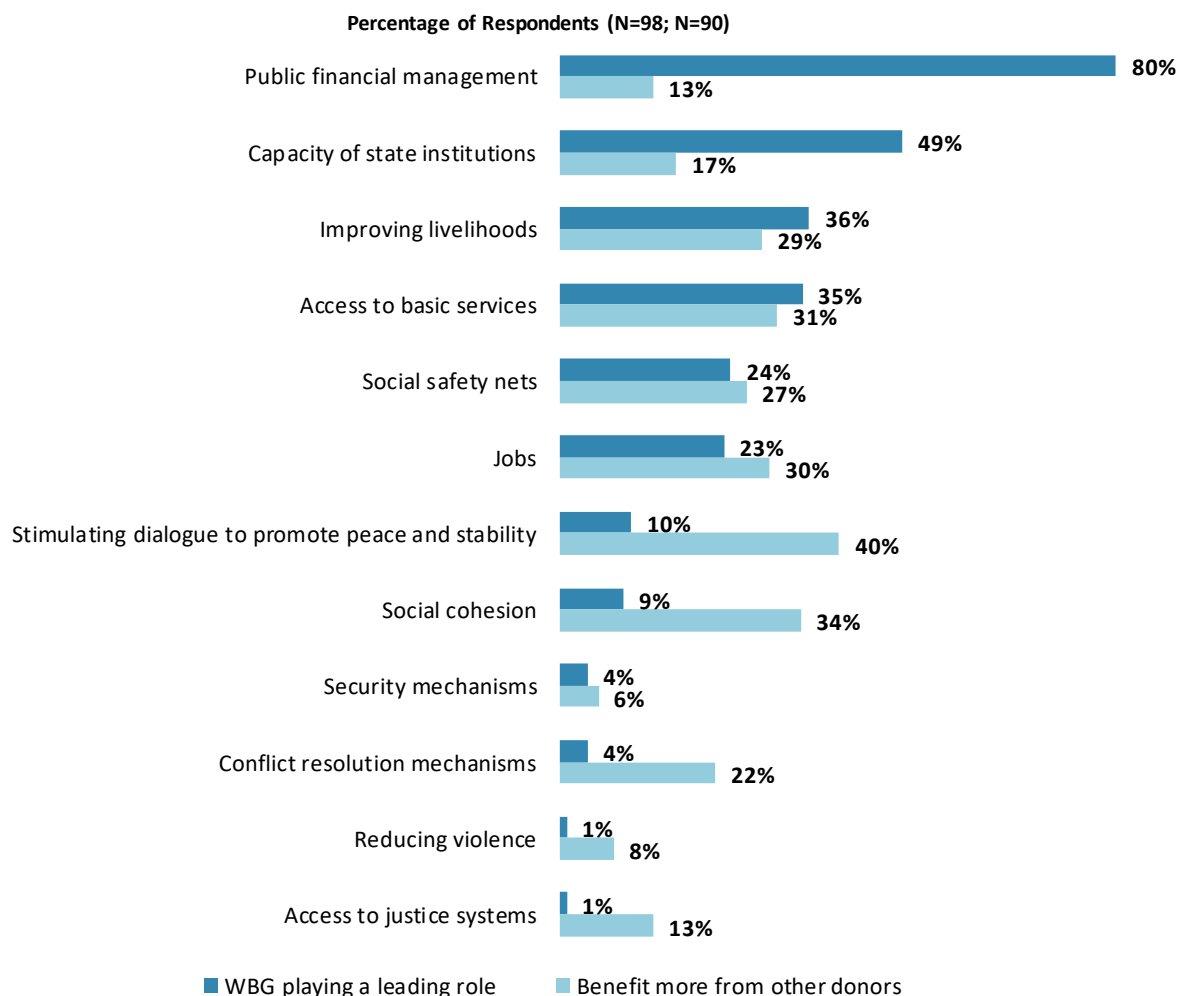
"When considering the combination of services that the World Bank Group offers in Myanmar, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Myanmar?" (Respondents chose from a list)

¹² Percentages in the chart were calculated based on weighted data.



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

World Bank Group playing a leading role among international partners



"Please answer the following questions:

A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Myanmar?

B. Which THREE areas below would benefit most from other donors in Myanmar?"
(Respondents chose from a list. Responses combined.)



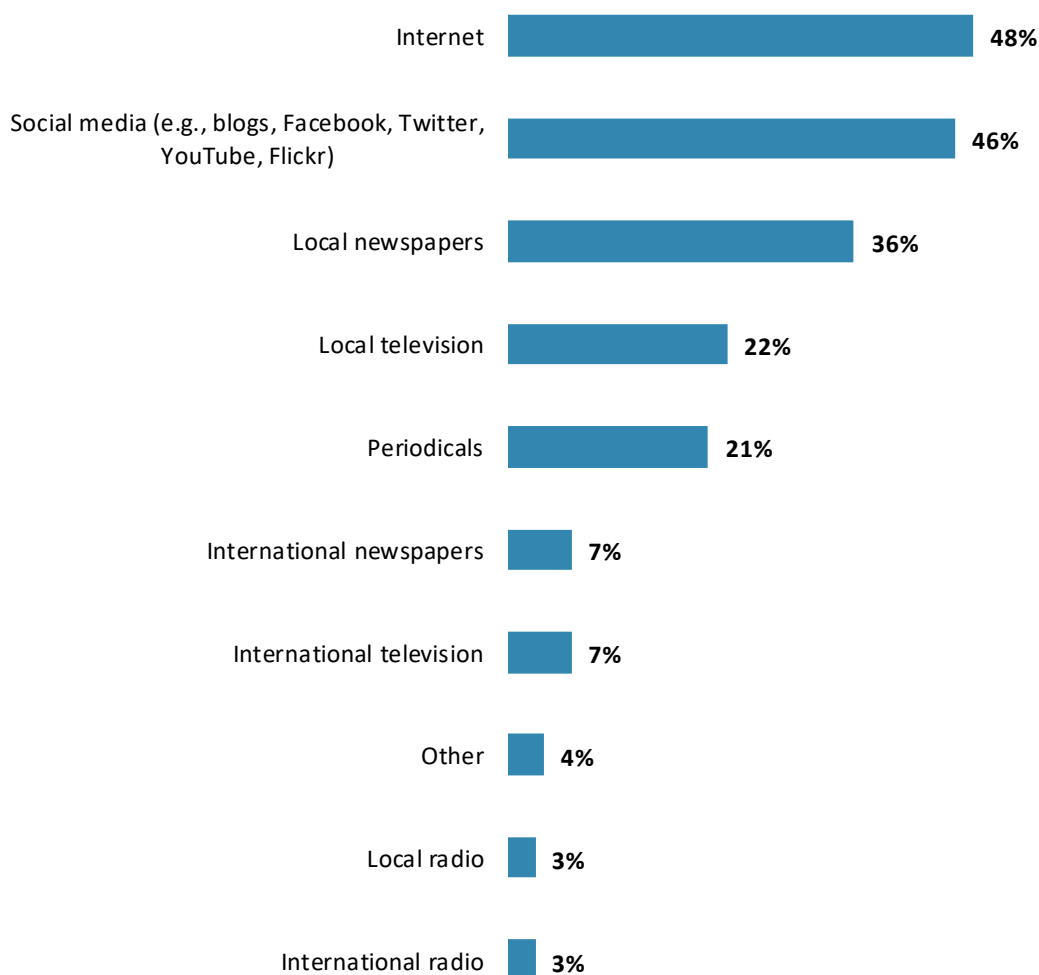
X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 63) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Myanmar from “*local newspapers*” (51%), “*the Internet*” (49%), “*periodicals*” (26%), and “*social media*” (22%).

Percentage of Respondents (N=107)



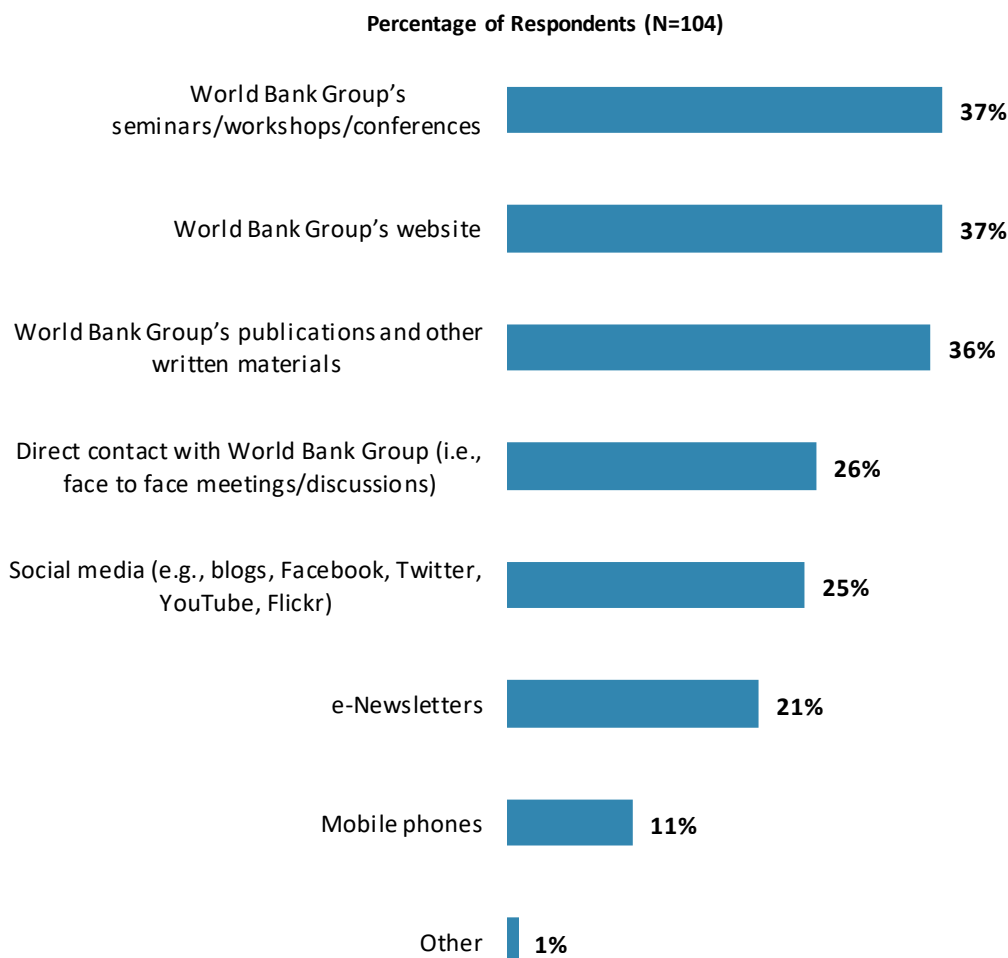
"How do you get most of your information about economic and social development issues in Myanmar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the World Bank Group through its “*publications and other written materials*” (42%), “*World Bank seminars/workshops/conference*” (42%), “*direct contact*” (37%), and the “*WBG website*” (32%).



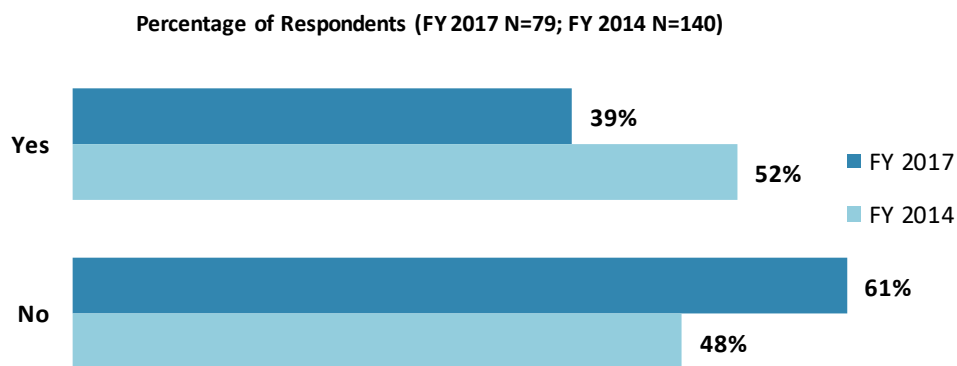
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information¹³

- **Year comparison:** This year's respondents were significantly less likely to be aware of the AI policies compared to respondents in the previous FY'14 Country Survey.



"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?"

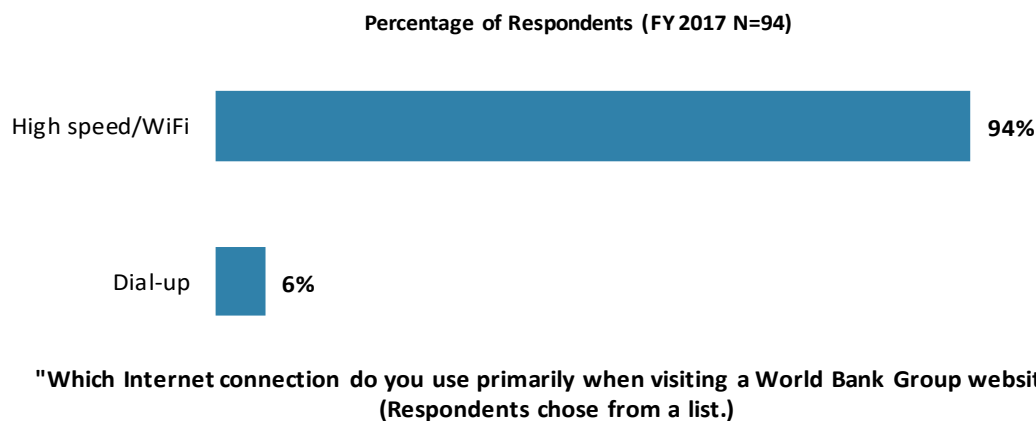
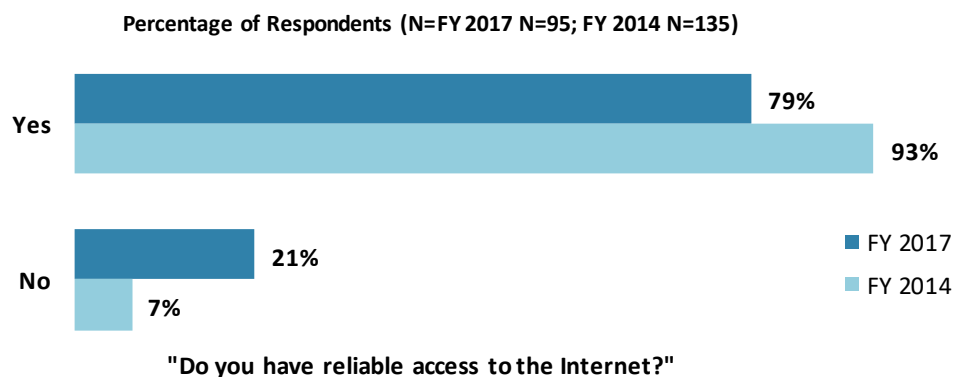
¹³ Percentages presented in the chart were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁴

- **Year comparison:** This year's respondents were significantly less likely to have reliable access to the Internet compared to respondents in the previous FY'14 Country Survey.



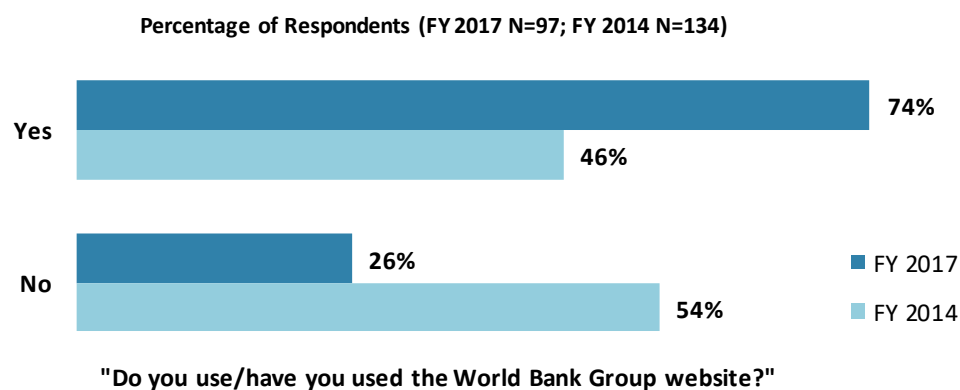
¹⁴ Percentages presented in the first chart were calculated based on weighted data.



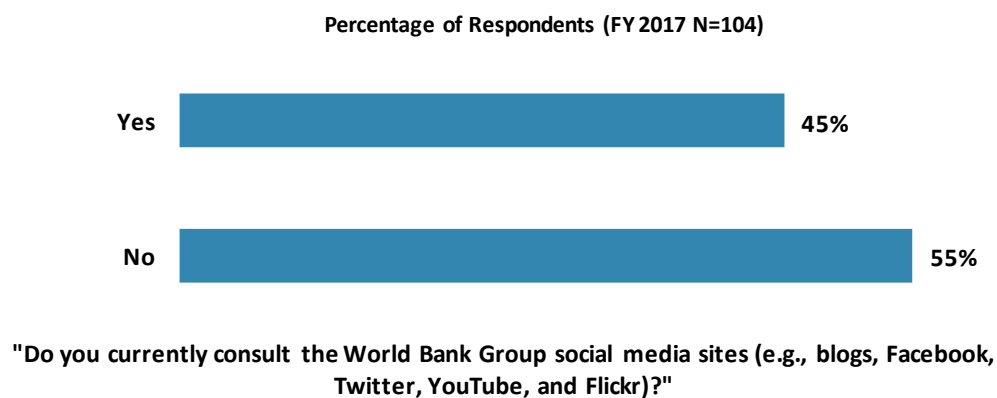
X. Communication and Outreach (continued)

The WBG Website Usage¹⁵

- **Year comparison:** This year's respondents were significantly more likely to use or have used the WBG website, compared to respondents in the previous FY'14 Country Survey.



Use of the WBG's Social Media Channels



¹⁵ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Myanmar





Appendix A: Responses to All Questions across All Respondents (N=117)

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 Myanmar

1. In general would you say that Myanmar is headed in ... ?	Percentage of Respondents (N=111)
The right direction	65.8%
The wrong direction	3.6%
Not sure	30.6%

**A. General Issues Facing Myanmar (continued)**

2. Listed below are a number of development priorities in Myanmar. Please identify which of the following you consider the most important development priorities in Myanmar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=112)
Education	42.0%
National reconciliation	38.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.0%
Agriculture and rural development	25.0%
Security/stabilization/reconstruction	24.1%
Economic growth	24.1%
Private sector development	19.6%
Poverty reduction	14.3%
Anti corruption	10.7%
Job creation/employment	9.8%
Judiciary reform	8.9%
Transport (e.g., roads, bridges, transportation)	8.0%
Health (i.e., access to essential health care/services without undue financial burden)	6.3%
Information and communications technology	5.4%
Energy	3.6%
Natural resource management	3.6%
Gender equity	3.6%
Social protection (e.g., pensions, targeted social assistance)	2.7%
Financial markets	2.7%
Local governance and institutions	1.8%
Crime and violence	1.8%
Food security	1.8%
Trade and exports	0.9%
Urban development	0.9%
Climate change (e.g., mitigation, adaptation)	0.9%
Equality of opportunity (i.e., social inclusion)	0.9%
Global/regional integration	0.9%
Social cohesion	0.9%
Water and sanitation	0.0%
Pollution	0.0%
Disaster risk management	0.0%

**A. General Issues Facing Myanmar (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Myanmar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=115)
Job creation/employment	55.7%
Agriculture and rural development	51.3%
Economic growth	47.0%
Education	18.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.3%
Health (i.e., access to essential health care/services without undue financial burden)	13.0%
National reconciliation	11.3%
Food security	9.6%
Private sector development	8.7%
Anti corruption	8.7%
Natural resource management	7.8%
Security/stabilization/reconstruction	7.0%
Transport (e.g., roads, bridges, transportation)	7.0%
Energy	6.1%
Equality of opportunity (i.e., social inclusion)	4.3%
Local governance and institutions	4.3%
Financial markets	4.3%
Trade and exports	2.6%
Judiciary reform	2.6%
Disaster risk management	2.6%
Urban development	1.7%
Water and sanitation	1.7%
Information and communications technology	0.9%
Climate change (e.g., mitigation, adaptation)	0.9%
Social protection (e.g., pensions, targeted social assistance)	0.0%
Crime and violence	0.0%
Social cohesion	0.0%
Pollution	0.0%
Gender equity	0.0%
Global/regional integration	0.0%

**A. General Issues Facing Myanmar (continued)**

4. 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 Myanmar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=108)
Better business environment (i.e., government creating equal business environment by reducing barriers and supporting SME)	48.1%
Education and training that better ensure job opportunity	25.9%
Better opportunity for the poor who live in rural areas	25.0%
Consistent economic growth	22.2%
Better entrepreneurial opportunities (i.e., start small and medium sized businesses)	14.8%
Greater access to health and nutrition for citizens	13.9%
Greater access to micro-finance for the poor	11.1%
A growing middle class	8.3%
Better employment opportunities for young people	8.3%
Greater voice and participation for citizens to help ensure greater accountability	6.5%
Better quality public services	5.6%
Better opportunity for the poor who live in urban areas	4.6%
More reliable social safety net	2.8%
Other	0.9%
Better employment opportunities for women	0.9%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Myanmar? (Select only ONE response)	Percentage of Respondents (N=117)
A very big problem	47.9%
A moderately big problem	39.3%
A small problem	12.8%
Not a problem at all	0.0%
Don't know	0.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=116)
A very serious problem	26.7%
A somewhat serious problem	64.7%
Not too serious problem	7.8%
Not a problem	0.9%
Don't know	0.0%

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Myanmar? (Select only ONE response)	Percentage of Respondents (N=116)
A very important development priority	81.0%
A moderately important development priority	16.4%
A slightly important development priority	2.6%
Not an important development priority	0.0%
Don't know	0.0%

**B. 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 Myanmar? (1-Not familiar at all, 10-Extremely familiar)	115	0	5.19	2.35

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar. (1-Not effective at all, 10-Very effective)	99	14	6.34	2.02

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 Myanmar solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	93	21	5.98	1.88

4. When thinking about how the World Bank Group can have the most impact on development results in Myanmar, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Myanmar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=117)
Education	33.3%
Economic growth	29.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.4%
Agriculture and rural development	26.5%
Job creation/employment	24.8%
Energy	18.8%
Poverty reduction	18.8%
Transport (e.g., roads, bridges, transportation)	15.4%
Health (i.e., access to essential health care/services without undue financial burden)	15.4%
Private sector development	12.8%
Security/stabilization/reconstruction	9.4%
Disaster risk management	8.5%
National reconciliation	8.5%
Financial markets	8.5%
Natural resource management	6.8%
Information and communications technology	6.8%
Anti corruption	5.1%
Food security	3.4%
Trade and exports	2.6%
Water and sanitation	2.6%
Equality of opportunity (i.e., social inclusion)	2.6%
Gender equity	1.7%
Judiciary reform	1.7%
Local governance and institutions	1.7%
Social protection (e.g., pensions, targeted social assistance)	1.7%
Pollution	0.9%
Urban development	0.9%
Social cohesion	0.9%
Global/regional integration	0.0%
Crime and violence	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Myanmar?	Percentage of Respondents (N=98)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	25.5%	22.7%	48.2%
Financial resources	31.6%	15.5%	47.1%
Capacity development related to World Bank Group supported projects	16.3%	13.4%	29.7%
Implementation support	7.1%	13.4%	20.5%
Strategy formulation (e.g., PRSP assistance)	8.2%	11.3%	19.5%
Bringing together different groups of stakeholders	2.0%	6.2%	8.2%
Data and statistics	2.0%	6.2%	8.2%
Stand-alone technical assistance (system oriented)	1.0%	4.1%	5.1%
Promoting knowledge sharing	2.0%	3.1%	5.1%
Donor coordination	2.0%	3.1%	5.1%
Mobilizing third party financial resources	1.0%	3.1%	4.1%
Other	1.0%	0.0%	1.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Myanmar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=113)
Not enough public disclosure of its work	25.7%
Don't know	21.2%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	16.8%
Not providing enough support to civil society organizations in helping achieve development results in Myanmar	16.8%
Not adequately sensitive to political/social realities in Myanmar	13.3%
World Bank Group's processes too complex	12.4%
Not willing to honestly criticize policies and reform efforts in the country	11.5%
Inadequate number of World Bank Group staff members located in the country	8.8%
Other	7.1%
Too influenced by developed countries	7.1%
Its advice and strategies do not lend themselves to practical problem solving	6.2%
Staff too inaccessible	5.3%
Arrogant in its approach	5.3%
Not focused enough on issues that are unique to post-conflict countries	4.4%
Not collaborating enough with stakeholders outside the Government	3.5%
Not exploring alternative policy options	2.7%
Not aligned with country priorities	2.7%
The credibility of its knowledge/data	0.9%
Not aligned with other donors' work	0.9%
Not client focused	0.9%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Myanmar? (Select only ONE response)	Percentage of Respondents (N=117)
To a fully sufficient degree	2.6%
To a somewhat sufficient degree	41.0%
To a somewhat insufficient degree	41.0%
To a very insufficient degree	6.8%
Don't know	8.5%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Myanmar Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	72	32	5.58	2.13
2. Development Policy Financing (DPF)	68	31	5.94	1.65
3. Program-for-Results Financing (PforR)	54	43	5.37	1.96
4. Trust funds and grants	71	28	5.85	1.80
5. Guarantees	49	45	5.16	1.97
6. IFC Investment Services	59	39	5.66	1.82
7. IFC Advisory Services	56	41	5.77	1.97

9. 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=115)
Local government	45.2%
Academia/think tanks/research institutes	27.0%
Private sector	27.0%
NGOs/Community Based Organizations	22.6%
Regional organizations	16.5%
Beneficiaries	16.5%
Parliament	12.2%
Youth/university groups	10.4%
Media	7.0%
UN and regional peace keeping forces	2.6%
Don't know	2.6%
Donor community	1.7%
UN agencies	1.7%
Foundations	0.9%
Emerging donors	0.9%
Other	0.9%

To what extent do you agree with the following statements about the World Bank Group's work in Myanmar? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Myanmar*	106	10	6.96	2.10
11. The World Bank Group's work is aligned with what I consider the development priorities for Myanmar*	102	12	6.75	2.01

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

To what extent is the World Bank Group an effective development partner in Myanmar, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	87	15	5.44	1.90
13. Flexibility (in terms of the institution's products and services)*	73	28	4.88	1.92
14. Flexibility (in terms of changing country circumstances)*	87	19	5.39	1.97
15. Being inclusive*	87	18	5.31	2.15
16. Openness (sharing data and other information)*	92	10	6.11	2.32
17. Collaboration with the Government*	102	8	7.01	2.06
18. The speed in which it gets things accomplished on the ground*	87	16	5.40	1.93
19. Helping to bring discipline/effective supervision to implementation of investment projects*	79	24	5.87	1.84
20. Collaboration with civil society*	87	21	5.46	1.98
21. Staff accessibility*	87	19	5.76	2.27
22. Collaboration with other donors and development partners*	83	23	6.31	2.01
23. Collaboration with the private sector*	76	30	5.62	2.04
24. Collaboration with the UN*	70	36	6.43	1.90
25. Straightforwardness and honesty*	89	17	6.62	2.21
26. Treating clients and stakeholders in Myanmar with respect*	87	20	6.49	2.16
27. Being a long-term partner*	93	13	7.05	2.18

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=112)
More effective collaboration	17.0%
The same level of effective collaboration	28.6%
Less effective collaboration	6.3%
Don't know	48.2%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=108)
Ongoing conflict and instability	35.2%
Poor coordination within the Government	32.4%
Political pressures and obstacles	28.7%
There is not an adequate level of citizen/civil society participation	28.7%
Lack of/inadequate levels of capacity in Government	23.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.2%
The Government works inefficiently	17.6%
Inadequate funding	16.7%
Reforms are not well thought out in light of country challenges	13.9%
The World Bank Group works too slowly	13.0%
Other	10.2%
The World Bank Group does not do adequate follow through/follow-up	8.3%
Poor coordination within the World Bank Group	4.6%
Poor donor coordination	1.9%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Myanmar? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	98	7	6.12	2.46
2. Gender equity	98	6	5.76	2.40
3. Private sector development	98	6	7.60	1.80
4. Education	104	3	8.37	1.81
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	102	3	8.17	1.88
6. Global/regional integration	98	6	6.65	2.09
7. Food security	102	2	6.99	2.21
8. Urban development	102	2	7.04	2.16
9. Energy	101	4	7.79	1.85
10. Water and sanitation	98	6	6.80	1.99
11. Pollution	98	6	6.84	2.01
12. Job creation/employment	100	4	8.02	1.81
13. Health (i.e., access to essential health care/services without undue financial burden)	99	5	7.94	1.95
14. Financial markets	98	4	7.72	1.84
15. Transport (e.g., roads, bridges, transportation)	100	3	7.91	1.90
16. Agriculture and rural development	104	0	8.07	1.79
17. Trade and exports	99	3	7.48	2.06
18. Crime and violence	92	11	5.93	2.27
19. Natural resource management	95	5	7.23	1.95
20. Climate change (e.g., mitigation, adaptation)	101	3	6.93	2.21
21. Poverty reduction	104	3	8.48	1.51
22. Anti corruption	100	5	7.61	2.02
23. Judiciary reform	97	7	7.02	2.30
24. Economic growth	103	2	8.42	1.84
25. Disaster risk management	102	3	6.96	2.18
26. Equality of opportunity (i.e., social inclusion)	98	5	6.98	2.03
27. Information and communications technology	100	3	7.48	1.99
28. Security/stabilization/reconstruction	95	6	6.95	2.20
29. National reconciliation	97	7	6.92	2.40
30. Local governance and institutions	95	6	7.20	2.03
31. Social cohesion	98	6	6.88	2.04

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	53	48	5.08	2.08
2. Gender equity	54	46	5.19	2.08
3. Private sector development	62	38	5.89	1.87
4. Education	70	31	6.16	1.80
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	69	33	6.04	2.00
6. Global/regional integration	60	41	5.60	1.92
7. Food security	63	33	5.63	1.78
8. Urban development	57	41	5.75	1.76
9. Energy	67	35	6.06	1.93
10. Water and sanitation	51	46	5.47	1.81
11. Pollution	56	42	5.39	1.95
12. Job creation/employment	59	39	5.68	2.20
13. Health (i.e., access to essential health care/services without undue financial burden)	68	32	5.93	1.93
14. Financial markets	64	35	6.03	1.90
15. Transport (e.g., roads, bridges, transportation)	67	33	6.43	1.77
16. Agriculture and rural development	76	23	6.26	1.81
17. Trade and exports	53	45	5.43	2.04
18. Crime and violence	44	56	4.70	1.89
19. Natural resource management	58	40	5.47	1.96
20. Climate change (e.g., mitigation, adaptation)	59	40	5.51	1.92
21. Poverty reduction	80	21	6.09	1.99
22. Anti corruption	54	44	4.96	2.13
23. Judiciary reform	49	48	4.86	1.89
24. Economic growth	77	23	6.09	1.93
25. Disaster risk management	66	34	5.76	2.06
26. Equality of opportunity (i.e., social inclusion)	55	45	5.18	1.81
27. Information and communications technology	65	37	5.83	2.21
28. Security/stabilization/reconstruction	51	48	4.90	2.04
29. National reconciliation	52	48	5.00	2.04
30. Local governance and institutions	57	42	5.19	1.93
31. Social cohesion	57	45	5.12	2.01
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Myanmar? (1-To no degree at all, 10-To a very significant degree)	96	13	6.00	1.67
Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar? (1-To no degree at all, 10-To a very significant degree)	85	24	5.99	1.82

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

To what extent do you agree with the following statements about the World Bank Group in Myanmar? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar*	90	18	6.42	2.07
6. The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	91	17	6.55	1.96

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=109)
Weekly	7.3%
Monthly	18.3%
A few times a year	45.9%
Rarely	20.2%
Never	8.3%

In Myanmar, 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)	Degree			
	N	DK	Mean	SD
2. Are timely	83	17	6.08	1.96
3. Include appropriate level of stakeholder involvement during preparation	80	21	6.13	2.00
4. Lead to practical solutions	88	14	6.36	1.74
5. Are accessible (well written and easy to understand)	92	8	6.54	1.88
6. Are source of relevant information on global good practices	92	10	6.98	1.99
7. Are relevant to country challenges	86	15	6.33	1.98
8. Are adequately disseminated	86	14	5.63	2.29
9. Are translated enough into local language	80	22	5.69	2.30
10. Are adaptable to Myanmar's specific development challenges and country circumstances*	85	16	6.29	2.02

Overall Evaluations	N	DK	Mean	SD
11. 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)	94	13	6.29	1.95
12. 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)	96	10	6.83	1.80

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	59	42	5.00	2.30
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	75	26	4.79	2.45
3. The World Bank Group's approvals and reviews are done in a timely fashion	69	29	4.74	2.51
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	67	30	5.19	2.51
5. The World Bank Group's conditions on its lending are reasonable	72	28	4.97	2.40
6. The World Bank Group takes decisions quickly in Myanmar*	63	37	4.89	2.29
7. Working with the World Bank Group increases Myanmar's institutional capacity	86	16	4.92	2.60
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	62	37	5.21	2.50
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	75	28	5.07	2.40
WBG Promoting PPP in Myanmar				
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Myanmar? (1-To no degree at all, 10-To a very significant degree)	83	25	6.24	1.85
WBG Staffing in Myanmar				
11. To what extent do you believe the World Bank Group is adequately staffed in Myanmar? (1-To no degree at all, 10-To a very significant degree)	52	52	5.81	1.77
Measuring and Correcting the World Bank Group's Work				
12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Myanmar? (1-To no degree at all, 10-To a very significant degree)	74	32	6.00	1.73

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Myanmar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=109)
Collaborate more effectively with Government clients (e.g., national, state, local)	44.0%
Increase the level of capacity development in the country	30.3%
Provide more adequate data/knowledge/statistics/figures on Myanmar's economy	27.5%
Reduce the complexity of obtaining World Bank Group financing	22.0%
Help to bring discipline/effective supervision to implementation of investment projects	12.8%
Reach out more to groups outside of Government	11.9%
Offer more innovative financial products	10.1%
Work faster	9.2%
Offer more innovative knowledge services	8.3%
Improve the quality of its experts as related to Myanmar's specific challenges	6.4%
Increase the level of World Bank Group staffing in Myanmar's office	2.8%
Other	2.8%
Ensure greater selectivity in its work	2.8%
Increase availability of Reimbursable Advisory Services (RAS)	1.8%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	1.8%

**F. The Future Role of the World Bank Group in Myanmar (continued)**

2. When considering the combination of services that the World Bank Group offers in Myanmar, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Myanmar? (Select only ONE response)	Percentage of Respondents (N=107)
The combination is appropriate for Myanmar	46.7%
Financial services	40.2%
Knowledge products	7.5%
Convening services	1.9%
None of the above	1.9%
Don't know	1.9%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Myanmar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=98)
Public financial management	79.6%
Capacity of state institutions	49.0%
Improving livelihoods	35.7%
Access to basic services	34.7%
Social safety nets	24.5%
Jobs	23.5%
Stimulating dialogue to promote peace and stability	10.2%
Social cohesion	9.2%
Security mechanisms	4.1%
Conflict resolution mechanisms	4.1%
Reducing violence	1.0%
Access to justice systems	1.0%

3B. Which THREE areas below would benefit most from other donors in Myanmar? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=90)
Stimulating dialogue to promote peace and stability	40.0%
Social cohesion	34.4%
Access to basic services	31.1%
Jobs	30.0%
Improving livelihoods	28.9%
Social safety nets	26.7%
Conflict resolution mechanisms	22.2%
Capacity of state institutions	16.7%
Public financial management	13.3%
Access to justice systems	13.3%
Reducing violence	7.8%
Security mechanisms	5.6%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Myanmar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
Internet	47.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	45.8%
Local newspapers	35.5%
Local television	22.4%
Periodicals	20.6%
International newspapers	6.5%
International television	6.5%
Other	3.7%
Local radio	2.8%
International radio	2.8%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
World Bank Group's seminars/workshops/conferences	36.5%
World Bank Group's website	36.5%
World Bank Group's publications and other written materials	35.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	26.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.0%
e-Newsletters	21.2%
Mobile phones	10.6%
Other	1.0%

3. 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=84)
Yes	36.9%
No	63.1%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=103)
Yes	77.7%
No	22.3%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=105)
Yes	74.3%
No	25.7%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=104)
Yes	45.2%
No	54.8%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=94)
High speed/WiFi	93.6%
Dial-up	6.4%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate	80	19	4.08	2.34
9. I find the information on the World Bank Group's websites useful	85	11	4.38	2.33
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	68	33	4.38	2.04
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.)	74	27	4.36	2.40
12. The World Bank Group is responsive to my information requests and inquiries	67	32	4.87	2.63

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=105)
NGO/Community Based Organization	18.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	13.3%
Media (press, radio, TV, web, etc.)	12.4%
Office of Parliamentarian	11.4%
Office of Minister	9.5%
Academia/Research Institute/Think Tank	8.6%
Private Sector Organization	6.7%
Bilateral/Multilateral Agency	5.7%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	4.8%
Local Government Office or Staff	4.8%
Financial Sector/Private Bank	2.9%
Office of the President	1.0%
Other	1.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=108)
Other	18.5%
Transport and ICT	13.0%
Education	12.0%
Macroeconomics and fiscal management	8.3%
Generalist (specialized in multiple sectors)	7.4%
Public-private partnerships	6.5%
Finance and markets	4.6%
Urban, rural, and social development	4.6%
Agriculture	4.6%
Water	3.7%
Environment and natural resources	3.7%
Gender	2.8%
Social protection and labor	1.9%
Health, nutrition, and population	1.9%
Energy and extractives	1.9%
Trade and competitiveness	1.9%
Fragility, conflict and violence	0.9%
Governance	0.9%
Jobs	0.9%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=103)
Yes	55.3%
No	44.7%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Myanmar? (Select only ONE response)	Percentage of Respondents (N=72)
The World Bank (IDA)	56.9%
The International Finance Corporation (IFC)	30.6%
The Multilateral Investment Guarantee Agency (MIGA)	1.4%
Other	11.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=93)
Yes	17.2%
No	82.8%

6. If yes, what was your view of how the two institutions work together in Myanmar? (Select only ONE response)	Percentage of Respondents (N=15)
The two institutions work well together	73.3%
The way the two institutions work together needs improvement	13.3%
The two institutions do not work well together	0.0%
Don't know	13.3%

7. Which of the following describes most of your exposure to the World Bank Group in Myanmar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Use World Bank Group reports/data	39.2%
Collaborate as part of my professional duties	32.0%
Use World Bank Group website for information, data, research, etc.	29.9%
Engage in World Bank Group related/sponsored events/activities	27.8%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.8%

8. What's your gender?	Percentage of Respondents (N=111)
Female	45.0%
Male	55.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=110)
Yangon	47.3%
Nay Pyi Taw	29.1%
Other	23.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Minister N=11 ● Office of Parliamentarian N=12 ● Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=19
- Private Sector/Financial Sector/Private Bank N=10 ● CSO N=19 ● Media N=13 ● Academia/Research Institute/Think Tank N=9 ● Other N=12

A. General Issues facing Myanmar

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on a WBG-supported Project	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	90.0%	100.0%	83.3%	70.0%	57.9%	50.0%	55.6%	50.0%
The wrong direction	0.0%	0.0%	5.6%	10.0%	0.0%	0.0%	0.0%	8.3%
Not sure	10.0%	0.0%	11.1%	20.0%	42.1%	50.0%	44.4%	41.7%

¹⁶ Only 105 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 Myanmar (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	18.2%
Gender equity	0.0%	9.1%	0.0%	0.0%	11.8%	7.7%	0.0%	0.0%
Private sector development	18.2%	18.2%	21.1%	33.3%	17.6%	15.4%	11.1%	36.4%
Education	27.3%	9.1%	47.4%	33.3%	52.9%	61.5%	33.3%	27.3%
Security/stabilization/reconstruction	27.3%	27.3%	26.3%	11.1%	17.6%	38.5%	11.1%	18.2%
Public sector governance/reform	18.2%	45.5%	26.3%	22.2%	41.2%	23.1%	66.7%	36.4%
Global/regional integration	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Energy	0.0%	18.2%	5.3%	11.1%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
National reconciliation	45.5%	54.5%	26.3%	11.1%	41.2%	46.2%	55.6%	54.5%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	18.2%	9.1%	15.8%	0.0%	5.9%	7.7%	0.0%	9.1%
Health	9.1%	9.1%	10.5%	0.0%	5.9%	7.7%	0.0%	0.0%
Financial markets*	0.0%	0.0%	0.0%	22.2%	5.9%	0.0%	0.0%	0.0%
Transport	18.2%	27.3%	0.0%	11.1%	0.0%	7.7%	22.2%	0.0%
Agriculture and rural development	27.3%	18.2%	26.3%	33.3%	17.6%	30.8%	22.2%	36.4%
Trade and exports	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	11.1%	0.0%
Climate change	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	9.1%	0.0%	10.5%	33.3%	17.6%	7.7%	11.1%	36.4%
Anti corruption	9.1%	18.2%	15.8%	11.1%	11.8%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	9.1%	5.3%	22.2%	11.8%	0.0%	0.0%	0.0%
Economic growth	45.5%	18.2%	15.8%	33.3%	17.6%	30.8%	22.2%	27.3%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	9.1%	10.5%	11.1%	0.0%	7.7%	11.1%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Myanmar (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which **THREE** areas of development listed below do you believe would contribute most to reducing poverty in Myanmar? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth	63.6%	45.5%	52.6%	40.0%	38.9%	53.8%	66.7%	41.7%
Disaster risk management	9.1%	9.1%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	5.3%	10.0%	5.6%	7.7%	0.0%	0.0%
Health	9.1%	18.2%	21.1%	0.0%	11.1%	7.7%	11.1%	8.3%
Local governance and institutions	0.0%	9.1%	5.3%	0.0%	5.6%	7.7%	11.1%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	45.5%	54.5%	63.2%	50.0%	38.9%	30.8%	88.9%	66.7%
Trade and exports	0.0%	0.0%	0.0%	10.0%	5.6%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	9.1%	9.1%	10.5%	0.0%	0.0%	23.1%	0.0%	8.3%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	9.1%	5.3%	10.0%	0.0%	23.1%	0.0%	8.3%
Anti corruption	0.0%	9.1%	5.3%	10.0%	5.6%	15.4%	11.1%	8.3%
Judiciary reform	0.0%	9.1%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	72.7%	54.5%	63.2%	40.0%	38.9%	53.8%	66.7%	66.7%
Security/stabilization/reconstruction	27.3%	9.1%	5.3%	10.0%	5.6%	0.0%	0.0%	8.3%
Financial markets*	0.0%	0.0%	0.0%	30.0%	0.0%	0.0%	0.0%	8.3%
Public sector governance/reform*	0.0%	27.3%	5.3%	40.0%	44.4%	15.4%	0.0%	16.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	9.1%	9.1%	5.3%	10.0%	16.7%	15.4%	0.0%	8.3%
Education	18.2%	9.1%	26.3%	20.0%	22.2%	7.7%	11.1%	16.7%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	27.3%	9.1%	0.0%	0.0%	5.6%	0.0%	11.1%	16.7%
National reconciliation	9.1%	0.0%	5.3%	10.0%	33.3%	15.4%	0.0%	8.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Natural resource management	0.0%	0.0%	5.3%	0.0%	16.7%	7.7%	22.2%	8.3%

*Significantly different between stakeholder groups

**A. General Issues facing Myanmar (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 Myanmar? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	18.2%	10.0%	15.8%	0.0%	21.1%	23.1%	0.0%	18.2%
Better entrepreneurial opportunities	9.1%	20.0%	0.0%	50.0%	15.8%	15.4%	14.3%	27.3%
Better business environment	27.3%	50.0%	57.9%	75.0%	36.8%	53.8%	71.4%	36.4%
A growing middle class	9.1%	0.0%	10.5%	0.0%	5.3%	23.1%	0.0%	9.1%
Better opportunity for the poor who live in rural areas*	45.5%	60.0%	36.8%	0.0%	5.3%	7.7%	14.3%	18.2%
Better opportunity for the poor who live in urban areas	9.1%	0.0%	5.3%	0.0%	0.0%	7.7%	14.3%	0.0%
Consistent economic growth	27.3%	20.0%	31.6%	12.5%	21.1%	30.8%	0.0%	18.2%
More reliable social safety net	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	9.1%
Greater access to micro-finance for the poor	0.0%	10.0%	0.0%	25.0%	10.5%	7.7%	28.6%	27.3%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	5.3%	0.0%	15.8%	0.0%	0.0%	18.2%
Education and training that better ensure job opportunity	27.3%	20.0%	21.1%	37.5%	42.1%	23.1%	28.6%	0.0%
Better quality public services	9.1%	0.0%	0.0%	0.0%	15.8%	0.0%	28.6%	0.0%
Better employment opportunities for young people	18.2%	10.0%	15.8%	0.0%	5.3%	7.7%	0.0%	0.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	27.3%	16.7%	36.8%	10.0%	73.7%	61.5%	66.7%	58.3%
A moderately big problem	45.5%	83.3%	52.6%	80.0%	15.8%	15.4%	33.3%	16.7%
A small problem	27.3%	0.0%	10.5%	10.0%	10.5%	23.1%	0.0%	25.0%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Myanmar (continued)**

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	60.0%	16.7%	21.1%	10.0%	42.1%	15.4%	11.1%	33.3%
A somewhat serious problem	30.0%	83.3%	73.7%	70.0%	52.6%	69.2%	77.8%	66.7%
Not too serious problem	10.0%	0.0%	5.3%	20.0%	5.3%	7.7%	11.1%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Myanmar? (Select only ONE response)

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	100.0%	66.7%	73.7%	60.0%	78.9%	84.6%	100.0%	83.3%
A moderately important development priority	0.0%	25.0%	26.3%	30.0%	21.1%	7.7%	0.0%	16.7%
A slightly important development priority	0.0%	8.3%	0.0%	10.0%	0.0%	7.7%	0.0%	0.0%
Not an important development priority	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 Myanmar?*	11	7.45	1.86	11	3.45	1.86	19	5.26	1.85	10	6.20	2.78	19	5.05	2.72	12	5.25	1.66	9	5.33	2.24	12	5.08	2.27

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 Myanmar.	11	7.73	1.85	10	6.50	2.27	18	6.56	1.79	8	6.38	2.26	15	5.40	2.06	12	6.42	1.31	7	6.00	2.45	10	6.50	1.58

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

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 Myanmar solve its most complicated development challenges?	11	7.55	2.07	9	6.22	1.64	17	6.53	1.50	7	6.14	2.27	14	5.29	2.20	12	5.83	1.27	6	5.00	2.28	9	5.78	1.30

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

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	0.0%	41.7%	26.3%	30.0%	10.5%	23.1%	22.2%	16.7%
Water and sanitation	0.0%	8.3%	0.0%	0.0%	0.0%	7.7%	0.0%	8.3%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Job creation/employment	9.1%	33.3%	15.8%	20.0%	21.1%	46.2%	11.1%	33.3%
Health	0.0%	25.0%	15.8%	10.0%	15.8%	15.4%	22.2%	8.3%
National reconciliation	0.0%	16.7%	0.0%	0.0%	15.8%	15.4%	22.2%	0.0%
Financial markets	9.1%	8.3%	5.3%	30.0%	5.3%	7.7%	0.0%	16.7%
Social protection	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	8.3%
Gender equity	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%
Private sector development	18.2%	0.0%	10.5%	10.0%	10.5%	23.1%	22.2%	16.7%
Education	18.2%	16.7%	52.6%	50.0%	26.3%	23.1%	22.2%	33.3%
Public sector governance/reform	36.4%	16.7%	26.3%	40.0%	26.3%	23.1%	11.1%	50.0%
Security/stabilization/reconstruction	18.2%	16.7%	10.5%	0.0%	5.3%	15.4%	22.2%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	18.2%	8.3%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Economic growth	45.5%	41.7%	31.6%	10.0%	21.1%	38.5%	33.3%	33.3%
Disaster risk management	27.3%	0.0%	15.8%	10.0%	5.3%	0.0%	11.1%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	11.1%	0.0%
Information and communications technology	9.1%	8.3%	0.0%	20.0%	5.3%	7.7%	0.0%	0.0%
Transport	18.2%	8.3%	21.1%	10.0%	5.3%	30.8%	11.1%	25.0%
Agriculture and rural development	27.3%	33.3%	21.1%	40.0%	47.4%	7.7%	22.2%	16.7%
Trade and exports	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	18.2%	8.3%	0.0%	0.0%	15.8%	0.0%	11.1%	8.3%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	9.1%	8.3%	26.3%	10.0%	26.3%	7.7%	22.2%	25.0%
Anti corruption	0.0%	0.0%	5.3%	0.0%	5.3%	0.0%	11.1%	0.0%

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

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

Greatest Value Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	0.0%	5.6%	0.0%	5.6%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects	33.3%	0.0%	22.2%	0.0%	22.2%	0.0%	0.0%	11.1%
Stand-alone technical assistance	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	33.3%	30.0%	16.7%	14.3%	22.2%	44.4%	50.0%	22.2%
Financial resources	11.1%	50.0%	44.4%	42.9%	16.7%	33.3%	16.7%	44.4%
Data and statistics	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	16.7%	0.0%
Promoting knowledge sharing	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Implementation support	11.1%	10.0%	5.6%	0.0%	11.1%	0.0%	16.7%	0.0%
Mobilizing third party financial resources	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%
Strategy formulation	11.1%	0.0%	5.6%	28.6%	11.1%	0.0%	0.0%	22.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	20.0%	5.9%	0.0%	11.1%	0.0%	0.0%	10.0%
Capacity development related to World Bank Group supported projects	22.2%	10.0%	17.6%	14.3%	5.6%	11.1%	16.7%	30.0%
Stand-alone technical assistance	0.0%	0.0%	0.0%	14.3%	5.6%	0.0%	0.0%	20.0%
Policy advice, studies, analyses	22.2%	10.0%	29.4%	28.6%	44.4%	11.1%	16.7%	10.0%
Financial resources	44.4%	0.0%	29.4%	28.6%	5.6%	11.1%	16.7%	0.0%
Data and statistics	0.0%	0.0%	0.0%	14.3%	5.6%	0.0%	0.0%	20.0%
Promoting knowledge sharing	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	16.7%	0.0%
Implementation support	11.1%	30.0%	5.9%	0.0%	5.6%	22.2%	0.0%	20.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	10.0%
Donor coordination	0.0%	10.0%	5.9%	0.0%	0.0%	11.1%	0.0%	0.0%
Strategy formulation*	0.0%	20.0%	0.0%	0.0%	5.6%	33.3%	33.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex	20.0%	0.0%	21.1%	20.0%	5.3%	25.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	27.3%	0.0%	0.0%	26.3%	16.7%	0.0%	16.7%
Staff too inaccessible	0.0%	0.0%	10.5%	20.0%	10.5%	0.0%	0.0%	0.0%
World Bank Group's processes too slow	20.0%	0.0%	15.8%	20.0%	10.5%	33.3%	22.2%	16.7%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Not aligned with country priorities	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	8.3%
Not adequately sensitive to political/social realities in Myanmar	10.0%	18.2%	10.5%	20.0%	15.8%	25.0%	11.1%	8.3%
Too influenced by developed countries	10.0%	18.2%	5.3%	0.0%	10.5%	0.0%	0.0%	8.3%
Not exploring alternative policy options	0.0%	9.1%	5.3%	0.0%	5.3%	0.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	0.0%	0.0%	5.3%	0.0%	10.5%	8.3%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	10.0%	0.0%	0.0%	0.0%	5.3%	8.3%	33.3%	8.3%
Not enough public disclosure of its work*	20.0%	63.6%	10.5%	10.0%	21.1%	8.3%	22.2%	50.0%
Not providing enough support to civil society organizations in helping achieve development results in Myanmar	10.0%	27.3%	5.3%	20.0%	31.6%	0.0%	33.3%	16.7%
Arrogant in its approach	10.0%	0.0%	10.5%	0.0%	5.3%	8.3%	0.0%	8.3%
Not client focused	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	0.0%	0.0%	0.0%	10.0%	5.3%	8.3%	22.2%	0.0%
Inadequate number of World Bank Group staff members located in the country	20.0%	0.0%	21.1%	20.0%	5.3%	0.0%	11.1%	0.0%
Other	20.0%	0.0%	10.5%	0.0%	0.0%	16.7%	0.0%	8.3%
Don't know	20.0%	18.2%	21.1%	30.0%	15.8%	16.7%	22.2%	16.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	10.5%	0.0%	0.0%	7.7%	0.0%	0.0%
To a somewhat sufficient degree	54.5%	75.0%	47.4%	40.0%	26.3%	30.8%	44.4%	25.0%
To a somewhat insufficient degree	36.4%	25.0%	26.3%	30.0%	57.9%	53.8%	55.6%	50.0%
To a very insufficient degree	0.0%	0.0%	5.3%	20.0%	10.5%	0.0%	0.0%	8.3%
Don't know	9.1%	0.0%	10.5%	10.0%	5.3%	7.7%	0.0%	16.7%

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Myanmar Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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
Investment Project Financing*	7	6.43	2.30	7	4.00	2.16	11	7.45	1.29	6	4.67	2.80	13	5.08	1.71	10	5.30	1.83	7	5.29	2.21	7	6.14	2.04
Development Policy Financing	4	6.75	1.50	6	5.67	1.03	10	7.20	1.23	7	5.29	2.06	13	5.77	1.42	9	4.89	1.83	7	6.43	2.15	8	6.00	1.07
Program-for-Results Financing	5	6.20	2.17	2	4.50	0.71	7	7.29	1.11	6	4.50	2.35	11	5.09	1.45	9	5.22	2.22	5	4.60	2.30	6	5.00	1.79
Trust funds and grants	5	5.80	1.92	6	5.33	1.03	12	7.25	1.60	6	5.33	1.86	13	5.62	1.71	10	5.90	2.33	8	5.38	1.92	8	5.38	1.51
Guarantees	4	5.00	0.00	3	3.67	1.15	7	6.57	2.15	6	5.50	1.97	9	4.67	2.06	8	5.38	2.50	5	4.00	1.22	4	6.00	1.41
IFC Investment Services	6	6.83	2.40	1	6.00	-	9	6.22	1.39	8	6.00	1.51	12	5.25	1.71	8	4.88	1.64	6	4.67	2.58	6	6.33	1.51
IFC Advisory Services	7	7.43	2.37	1	6.00	-	7	6.14	1.57	8	5.38	2.26	12	5.75	1.71	8	5.50	1.93	6	4.83	2.32	4	6.00	1.41

*Significantly different between stakeholder groups

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	27.3%	0.0%	26.3%	0.0%	21.1%	8.3%	0.0%	25.0%
Youth/university groups	9.1%	0.0%	5.3%	0.0%	10.5%	33.3%	22.2%	8.3%
Private sector	45.5%	0.0%	42.1%	55.6%	15.8%	33.3%	11.1%	8.3%
Local government	63.6%	0.0%	52.6%	44.4%	26.3%	25.0%	55.6%	50.0%
Donor community*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
NGOs/Community Based Organizations*	9.1%	0.0%	10.5%	0.0%	63.2%	8.3%	22.2%	33.3%
Academia/think tanks/research institutes*	18.2%	0.0%	21.1%	22.2%	42.1%	8.3%	66.7%	8.3%
Parliament*	18.2%	0.0%	10.5%	11.1%	5.3%	16.7%	0.0%	0.0%
Foundations	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Media*	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
UN and regional peace keeping forces	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
UN agencies	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional organizations	9.1%	0.0%	15.8%	33.3%	10.5%	16.7%	22.2%	25.0%
Other	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

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

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 development in Myanmar	11	7.91	1.38	11	7.55	2.21	18	7.33	1.78	9	6.56	2.51	16	6.69	1.89	12	6.92	2.07	9	7.00	1.87	10	6.90	1.91
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	11	7.73	1.62	10	7.80	2.20	17	7.29	1.57	9	6.33	2.65	16	6.06	1.44	11	6.45	2.25	9	5.78	1.86	10	6.50	1.90

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 to needs*	10	7.50	2.01	9	5.00	1.87	15	6.53	1.81	8	5.25	2.25	14	4.71	1.27	8	5.00	1.07	6	4.33	1.97	9	5.00	1.00
Flexibility (in terms of the institution's products and services)*	8	6.75	2.92	7	5.14	1.77	12	5.58	1.51	6	4.50	2.26	13	4.00	0.91	8	5.25	2.25	5	3.80	1.79	8	4.13	0.99
Flexibility (in terms of changing country circumstances)*	10	7.00	2.71	9	5.56	1.88	15	6.20	1.61	7	5.14	2.27	13	4.69	0.95	10	5.20	2.10	6	4.17	2.04	9	4.89	1.54
Being inclusive*	9	7.67	2.06	8	4.88	2.17	15	6.40	1.88	7	5.43	2.30	14	4.07	1.59	8	5.13	1.13	8	4.75	2.49	8	4.88	2.36
Openness (sharing data and other information)*	11	7.64	2.01	10	6.50	2.12	14	7.29	1.59	8	5.63	2.92	15	5.47	2.00	9	5.56	1.59	6	4.33	2.50	11	6.27	2.76
Collaboration with the Government	11	8.36	1.86	10	7.40	1.58	18	7.17	1.69	9	6.78	2.44	16	6.56	1.36	10	6.80	1.93	8	6.13	2.47	11	7.09	2.26
The speed in which it gets things accomplished on the ground*	9	7.11	2.09	7	6.00	1.29	15	5.87	1.46	8	5.63	1.92	15	4.33	1.18	9	5.00	1.41	6	4.83	3.06	9	5.11	2.32
Helping to bring discipline/effective supervision to implementation of investment projects	9	7.22	1.92	7	5.86	1.57	16	6.50	1.37	7	5.57	2.44	13	5.69	1.38	7	5.43	1.27	5	4.20	2.17	7	6.14	1.95
Collaboration with civil society*	8	6.88	1.89	9	5.89	2.03	14	6.57	1.40	6	5.00	2.45	15	4.67	1.54	10	5.40	1.71	9	5.44	2.35	9	4.44	2.24
Staff accessibility*	10	7.70	2.06	8	5.00	2.27	16	6.75	1.48	8	6.25	2.60	13	5.08	1.98	8	4.75	1.58	6	4.67	2.16	10	5.70	2.45
Collaboration with other donors and development partners	10	7.00	2.36	8	6.50	2.45	14	6.86	1.35	7	7.00	2.31	13	5.85	1.72	8	5.38	1.60	6	6.33	1.86	9	6.67	1.58
Collaboration with the private sector	9	6.67	2.40	8	6.38	2.26	14	6.14	1.46	7	6.14	2.79	11	4.73	1.62	8	4.75	1.49	5	4.60	2.30	6	6.00	1.79
Collaboration with the UN	6	5.83	2.56	8	7.75	1.39	13	7.00	1.08	6	7.00	2.37	11	5.64	1.80	7	6.43	1.81	5	6.00	2.12	8	6.75	1.75
Straightforwardness and honesty	10	7.20	1.99	10	7.10	2.38	14	7.21	1.67	8	7.00	3.02	14	6.14	2.03	10	6.60	1.84	4	5.50	2.65	11	6.64	2.34
Treating clients and stakeholders in Myanmar with respect	11	7.45	2.30	8	6.88	2.10	14	7.29	1.49	8	7.00	2.98	13	5.23	2.17	9	6.33	1.41	6	6.33	2.80	10	6.70	1.34
Being a long-term partner	10	7.50	2.32	9	6.78	2.73	16	7.94	1.61	9	6.56	2.70	14	6.36	1.95	10	7.20	1.69	8	6.88	2.53	8	6.88	2.17

*Significantly different between stakeholder groups

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	18.2%	36.4%	35.3%	20.0%	0.0%	8.3%	0.0%	16.7%
The same level of effective collaboration	18.2%	27.3%	17.6%	30.0%	31.6%	50.0%	22.2%	41.7%
Less effective collaboration	0.0%	0.0%	0.0%	10.0%	10.5%	16.7%	0.0%	8.3%
Don't know	63.6%	36.4%	47.1%	40.0%	57.9%	25.0%	77.8%	33.3%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	8.3%	5.9%	22.2%	10.5%	16.7%	0.0%	0.0%
Political pressures and obstacles	9.1%	33.3%	11.8%	11.1%	42.1%	33.3%	44.4%	40.0%
Reforms are not well thought out in light of country challenges	0.0%	25.0%	11.8%	22.2%	10.5%	25.0%	11.1%	10.0%
Poor coordination within the Government	36.4%	33.3%	64.7%	22.2%	26.3%	33.3%	22.2%	30.0%
The Government works inefficiently	0.0%	16.7%	5.9%	11.1%	15.8%	41.7%	22.2%	20.0%
Poor donor coordination*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	18.2%	41.7%	11.8%	0.0%	42.1%	25.0%	11.1%	20.0%
Lack of/inadequate levels of capacity in Government	9.1%	8.3%	35.3%	11.1%	31.6%	33.3%	44.4%	10.0%
There is not an adequate level of citizen/civil society participation	27.3%	25.0%	23.5%	22.2%	26.3%	16.7%	44.4%	50.0%
The World Bank Group works too slowly	18.2%	8.3%	11.8%	11.1%	15.8%	25.0%	0.0%	0.0%
Poor coordination within the World Bank Group	0.0%	0.0%	0.0%	22.2%	10.5%	0.0%	0.0%	0.0%
Ongoing conflict and instability	27.3%	50.0%	29.4%	44.4%	42.1%	33.3%	55.6%	30.0%
Inadequate funding	27.3%	0.0%	29.4%	33.3%	5.3%	8.3%	11.1%	20.0%
Other	27.3%	8.3%	11.8%	22.2%	0.0%	0.0%	0.0%	10.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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
Social protection	8	7.25	2.87	10	6.30	2.91	14	6.50	2.21	9	6.56	1.81	19	5.89	2.38	11	5.18	2.52	8	5.38	2.39	9	6.44	2.65
Gender equity	8	7.25	1.67	10	5.50	2.88	15	5.93	2.22	9	6.78	1.20	18	6.00	2.54	11	4.64	2.46	8	4.63	2.26	9	6.22	3.15
Private sector development	9	8.22	1.09	9	7.33	2.12	15	7.47	2.00	9	8.67	1.12	18	7.00	1.97	12	8.08	1.98	8	7.00	1.85	10	8.20	1.03
Education	9	9.22	0.67	10	8.70	2.26	17	8.47	1.23	9	8.33	1.87	18	8.17	1.65	12	8.92	1.88	8	8.25	1.16	10	6.90	2.96
Public sector governance/reform	8	8.63	1.19	10	8.10	2.73	17	8.18	1.47	9	8.89	0.93	18	8.00	2.09	11	8.64	1.80	9	8.22	1.39	10	7.10	2.69
Global/regional integration	9	8.56	1.59	9	6.11	2.85	14	7.00	1.84	9	6.78	1.39	18	6.39	2.12	12	6.25	1.14	8	5.50	1.77	10	6.00	2.62
Food security	9	8.67	1.73	10	5.90	2.92	16	6.62	2.28	9	6.89	1.27	17	6.88	2.03	12	8.00	1.91	8	6.00	2.78	10	7.30	2.45
Urban development	9	7.56	1.59	9	6.89	2.89	15	7.40	1.96	9	7.11	1.90	19	6.58	2.46	12	7.83	1.85	8	6.62	2.13	10	6.90	2.73
Energy	8	8.25	1.28	9	8.44	1.94	14	8.21	1.85	10	8.70	1.06	19	7.26	2.16	12	7.83	1.90	8	7.38	1.19	10	7.60	2.17
Water and sanitation	7	7.43	1.27	9	6.44	2.24	16	7.06	1.53	9	7.67	1.66	18	6.78	2.18	12	7.25	2.18	8	5.50	1.31	9	6.44	2.79
Pollution	7	8.00	1.53	9	6.78	2.64	16	7.13	1.50	9	6.67	2.12	18	6.61	1.94	12	7.33	2.10	8	6.13	2.03	9	6.44	2.88
Job creation/employment	9	8.56	1.01	10	8.30	2.16	15	7.80	1.82	9	8.78	1.09	18	7.67	1.78	12	8.75	1.66	8	6.88	2.17	9	8.11	2.09
Health	8	8.88	0.83	10	7.60	2.95	16	7.81	1.52	9	8.00	1.41	18	7.72	1.93	12	8.50	1.83	8	7.13	1.96	9	7.67	2.74
Financial markets	9	8.44	1.51	9	7.78	1.56	16	7.94	1.39	8	8.50	0.93	17	6.59	2.35	12	8.50	1.73	8	7.25	1.67	11	8.27	1.85
Transport	9	9.00	0.71	10	7.80	2.82	16	8.19	1.17	9	8.11	1.17	18	7.33	1.91	12	8.25	1.82	8	6.88	1.96	10	7.80	2.53
Agriculture and rural development	9	9.44	0.73	12	7.75	2.80	16	8.31	1.30	10	8.30	1.06	17	7.71	1.57	11	8.36	2.01	9	7.56	2.13	10	7.60	1.58
Trade and exports	9	8.89	0.93	9	7.00	2.12	15	7.40	1.59	9	8.56	1.01	17	6.88	2.29	12	7.75	2.30	8	7.00	1.69	10	7.60	2.63
Crime and violence	5	6.60	1.67	9	6.78	2.99	14	5.93	2.30	9	6.56	2.01	18	5.50	2.01	11	5.91	2.17	8	5.38	2.00	10	4.90	3.07
Natural resource management	9	7.67	1.41	9	7.56	2.30	15	7.33	1.80	9	7.11	1.76	17	7.53	2.03	11	7.27	1.85	8	6.13	2.17	9	6.33	2.74
Climate change	9	8.44	1.51	10	5.80	3.19	16	6.81	1.87	9	7.22	2.22	18	7.00	1.81	11	7.27	1.79	9	5.44	2.13	10	6.70	2.58
Poverty reduction	9	8.89	0.78	11	8.45	2.16	17	8.29	1.49	9	8.56	1.33	18	8.28	1.56	12	8.33	1.72	9	8.11	1.76	10	9.30	0.95
Anti corruption*	7	8.57	1.13	10	8.00	2.00	16	7.19	2.07	9	7.67	1.41	18	8.17	1.58	11	8.00	2.32	9	5.44	2.24	10	7.70	2.26
Judiciary reform	5	8.00	1.87	10	7.70	2.95	15	6.33	2.38	9	6.22	1.99	18	6.72	2.11	11	8.18	2.36	9	5.44	1.74	10	7.40	2.63
Economic growth	9	9.22	0.97	10	7.60	3.31	16	8.31	1.30	9	8.89	0.93	17	8.18	1.55	12	8.92	1.62	9	7.89	1.90	11	8.55	2.42
Disaster risk management*	9	8.78	0.83	9	6.67	2.29	15	7.40	2.13	10	7.00	2.26	18	5.94	2.26	12	7.17	1.64	9	6.44	2.19	10	5.90	2.38
Equality of opportunity	7	8.29	1.38	10	6.30	2.67	16	7.13	2.03	9	6.78	1.48	17	7.06	1.82	12	6.92	2.07	9	6.44	2.30	9	6.89	2.57
Information and communications technology	8	8.38	1.69	9	7.89	1.83	16	8.00	1.41	10	7.30	1.42	17	6.76	2.61	11	7.45	2.42	9	6.33	1.12	10	7.20	2.25
Security/stabilization/reconstruction	6	7.67	1.86	9	7.67	2.45	16	6.88	1.82	9	7.11	1.54	17	6.65	2.26	10	7.90	2.23	9	5.78	1.72	10	6.40	2.95
National reconciliation	6	8.00	1.67	11	8.64	1.75	15	6.27	2.15	9	6.56	1.13	18	6.78	2.34	10	7.60	2.55	8	6.00	3.25	10	5.60	2.88
Local governance and institutions	6	7.17	1.72	10	7.30	2.75	15	7.07	1.94	9	7.00	1.32	17	7.24	1.64	9	8.11	1.69	9	6.56	2.24	10	7.10	2.81
Social cohesion	7	7.43	1.90	10	7.00	2.91	15	7.20	2.01	9	6.67	1.73	18	6.61	1.79	11	7.27	1.95	9	5.67	1.87	9	6.56	2.60

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar? (1-Not effective at all, 10-Very effective)**

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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
Social protection	3	6.33	2.89	5	4.00	2.55	8	6.50	1.20	5	5.40	1.52	9	5.44	2.19	6	5.00	1.67	6	4.33	1.51	7	4.29	2.36
Gender equity	4	6.75	2.63	5	3.60	2.19	9	6.56	2.13	6	5.67	1.37	9	4.78	1.92	6	5.33	1.86	5	4.80	1.48	5	4.00	1.87
Private sector development	5	7.80	1.64	6	4.50	2.07	7	6.86	1.46	7	5.43	2.07	9	5.22	1.99	9	5.89	1.62	7	6.57	1.27	7	6.29	1.50
Education	7	7.29	1.89	7	5.43	2.15	10	7.30	0.95	6	6.17	2.99	13	5.85	1.82	8	5.63	1.30	8	6.38	1.69	5	5.60	1.52
Public sector governance/reform	5	7.00	2.35	7	4.86	2.04	10	7.30	1.25	7	6.29	3.09	12	5.92	1.93	7	5.57	2.23	8	5.25	1.49	7	6.29	1.38
Global/regional integration	5	6.60	1.95	4	3.50	2.08	9	6.44	1.13	7	6.00	2.94	11	5.82	2.04	7	5.14	1.77	7	5.14	1.21	5	5.20	1.30
Food security	8	6.50	1.60	8	5.50	2.62	9	6.56	1.24	5	5.20	1.92	10	5.30	1.77	8	5.38	1.77	5	5.60	2.30	5	5.00	1.58
Urban development	4	7.00	1.41	7	6.14	2.61	7	6.29	1.25	7	6.00	1.29	9	5.11	1.96	7	5.43	1.40	7	5.43	2.23	4	5.50	1.73
Energy	4	6.75	1.26	7	7.00	2.31	10	7.00	1.63	8	5.38	1.85	11	4.73	2.24	7	6.14	2.19	8	6.25	1.28	6	5.83	2.23
Water and sanitation	2	5.50	2.12	5	5.40	1.67	9	6.78	1.30	5	6.20	2.86	9	4.33	2.06	6	5.33	1.63	6	4.83	1.60	4	5.50	1.29
Pollution	4	5.75	1.50	5	5.40	2.30	10	6.20	1.40	7	5.71	3.20	10	4.30	2.16	6	5.17	1.33	4	5.25	1.71	5	5.40	1.67
Job creation/employment	4	6.50	2.38	8	5.38	2.72	9	7.11	1.90	6	5.67	3.14	12	4.92	2.07	5	5.00	1.22	5	5.80	1.10	5	6.00	2.55
Health	5	6.60	1.52	9	5.44	2.46	9	7.22	1.09	7	6.14	2.73	10	5.20	2.04	8	6.00	1.51	8	5.88	1.25	7	5.86	1.68
Financial markets	6	6.83	1.72	7	4.71	2.06	9	6.89	1.27	7	7.43	1.81	9	5.56	1.81	8	5.75	2.25	7	5.29	1.11	7	6.71	1.80
Transport	6	6.83	1.83	8	6.25	2.19	10	7.30	1.25	6	6.67	2.16	11	6.00	1.67	8	6.25	1.75	7	6.86	1.35	6	6.50	1.05
Agriculture and rural development	8	6.38	2.13	8	4.50	2.20	11	7.27	1.62	8	6.50	1.85	14	6.57	1.34	8	6.00	2.14	8	6.50	1.85	5	6.20	0.84
Trade and exports	4	6.50	3.00	5	3.80	1.92	6	6.17	1.47	7	5.57	2.07	8	5.50	2.27	7	5.71	2.29	7	5.57	1.40	5	5.00	2.00
Crime and violence	2	5.00	2.83	5	4.40	1.14	5	5.00	2.00	5	5.20	1.92	6	4.67	2.34	7	4.43	1.90	5	4.80	2.39	5	4.60	2.30
Natural resource management	5	6.40	1.82	5	5.20	2.05	8	6.63	1.30	6	4.83	2.32	12	5.92	2.02	7	5.43	1.99	6	4.50	1.64	6	5.00	2.28
Climate change	8	6.13	1.89	5	4.80	2.17	7	7.14	1.46	6	5.83	1.47	10	5.30	2.11	8	5.62	1.77	6	5.00	2.53	5	4.40	1.67
Poverty reduction	8	6.63	2.07	9	5.67	2.69	12	7.00	1.48	6	6.33	3.39	16	5.63	1.78	8	5.63	1.92	8	6.88	0.99	6	5.67	1.03
Anti corruption	4	7.00	2.00	6	4.17	2.32	7	6.00	1.29	6	5.00	2.45	9	4.11	2.37	6	4.50	1.52	5	4.80	1.48	5	5.20	2.39
Judiciary reform	2	5.50	2.12	6	4.33	2.34	7	5.86	1.46	6	4.83	1.94	8	4.50	2.39	6	4.50	1.52	5	4.80	1.79	5	4.80	2.17
Economic growth	8	6.63	2.07	9	5.44	2.30	11	6.91	1.45	7	6.29	3.15	12	5.50	1.68	9	5.89	1.54	7	6.00	0.82	8	6.50	2.27
Disaster risk management	8	6.25	1.67	8	6.38	2.33	11	6.82	1.60	6	6.50	3.39	10	4.20	2.04	7	5.43	1.72	6	5.33	1.75	5	5.60	1.52
Equality of opportunity	3	5.33	1.53	6	5.00	2.83	7	6.29	1.60	6	5.83	2.64	8	4.25	1.98	8	5.25	1.16	6	5.17	1.47	6	4.83	1.33
Information and communications technology	3	5.67	2.08	9	5.67	2.74	12	7.25	1.54	8	6.00	2.07	9	5.22	2.91	7	5.14	1.68	6	6.33	1.37	5	5.00	1.41
Security/stabilization/reconstruction	3	6.33	2.08	8	5.50	2.51	6	5.83	1.72	6	4.67	2.25	8	3.87	2.30	6	4.83	1.47	3	3.67	1.15	6	4.83	2.32
National reconciliation	3	6.00	2.65	8	5.88	2.17	6	5.17	1.72	6	5.00	2.45	8	4.13	2.47	6	4.67	1.37	5	4.80	2.17	5	4.80	2.59
Local governance and institutions	3	6.00	2.65	8	5.38	2.62	8	6.13	1.73	6	4.67	2.25	11	5.00	1.84	6	5.33	1.03	4	4.75	2.06	5	4.20	0.45
Social cohesion	4	6.50	2.38	8	5.25	2.92	8	6.00	1.93	6	5.00	2.00	8	4.38	2.13	7	4.57	1.40	6	4.50	2.07	5	4.60	0.89

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 does the World Bank Group's work help to achieve development results in Myanmar?	9	6.44	1.74	9	5.11	1.69	17	6.71	1.61	9	5.78	2.28	16	5.44	1.50	12	6.17	1.27	9	6.33	1.50	7	6.29	0.76

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 does the World Bank Group help to build/strengthen existing country systems in Myanmar?	7	7.29	2.21	8	5.75	1.83	14	6.79	1.53	8	6.00	2.56	15	5.67	1.35	12	5.42	1.31	7	5.29	2.06	8	5.88	1.25

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

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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
The World Bank Group's financial instruments meet the needs of Myanmar	8	7.50	1.85	11	7.55	2.38	17	7.00	1.58	8	6.13	2.36	12	5.42	1.31	12	5.92	1.88	8	5.88	2.59	8	6.50	2.27
The World Bank Group meets Myanmar's needs for knowledge services	9	7.56	1.59	11	7.45	2.25	17	7.18	1.47	8	5.75	2.43	13	5.62	1.50	11	5.73	1.19	8	6.50	2.45	9	6.33	2.35

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 President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	22.2%	0.0%	10.5%	10.0%	5.3%	8.3%	11.1%	0.0%
Monthly	33.3%	9.1%	31.6%	20.0%	5.3%	16.7%	11.1%	40.0%
A few times a year	22.2%	27.3%	52.6%	30.0%	47.4%	66.7%	55.6%	40.0%
Rarely	22.2%	27.3%	5.3%	40.0%	31.6%	8.3%	22.2%	10.0%
Never	0.0%	36.4%	0.0%	0.0%	10.5%	0.0%	0.0%	10.0%

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

In Myanmar, 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 President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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	8	7.13	1.96	7	6.00	2.77	13	6.85	1.28	8	5.63	2.07	16	6.06	1.88	10	6.20	0.79	6	5.33	2.42	8	5.50	1.20
Include appropriate level of stakeholder involvement during preparation*	9	7.33	2.00	5	7.40	2.07	13	7.00	1.47	8	6.13	2.30	15	5.27	1.71	8	6.38	1.19	7	4.86	2.12	7	5.14	1.07
Lead to practical solutions*	9	7.44	1.51	7	6.86	2.12	16	7.06	1.39	8	6.25	1.91	15	5.80	1.26	11	6.27	0.79	7	5.71	2.43	9	5.33	1.32
Are accessible (well written and easy to understand)	9	7.78	1.64	7	7.43	2.57	15	7.20	1.32	8	6.37	1.92	17	5.88	1.58	11	6.36	0.92	8	6.00	2.62	10	6.30	1.34
Are source of relevant information on global good practices	9	7.89	1.69	8	7.00	2.88	14	7.50	1.51	8	7.13	1.64	17	6.71	1.57	11	7.18	1.72	8	6.75	2.49	9	6.44	1.74
Are relevant to country challenges*	9	7.78	1.64	7	6.86	2.12	14	7.07	1.33	8	6.63	1.41	16	5.81	2.04	9	6.00	1.41	7	5.29	2.43	10	5.70	1.49
Are adequately disseminated*	9	7.78	1.64	6	6.00	2.61	14	6.93	1.54	9	5.33	2.55	17	4.65	2.18	10	5.70	2.00	6	5.00	2.83	9	4.44	0.88
Are translated enough into local language	9	7.44	2.24	7	5.29	3.15	15	6.47	1.64	8	5.50	2.14	14	4.93	2.13	9	5.44	2.01	7	4.86	2.67	6	5.50	0.84
Are adaptable to Myanmar's specific development challenges and country circumstances	9	7.56	1.74	8	6.63	2.67	15	6.93	1.44	8	6.13	2.17	16	5.63	1.96	9	6.22	2.05	7	5.57	2.64	8	5.75	0.89

*Significantly different between stakeholder groups

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8	6.87	2.03	11	6.00	2.28	18	7.17	1.62	9	5.89	2.20	15	5.93	1.71	10	5.90	1.29	8	6.13	1.96	7	6.29	2.75
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	7.30	1.83	10	6.80	2.35	18	7.17	1.50	8	6.75	2.38	15	6.60	1.35	11	6.00	1.18	8	6.75	2.05	8	7.37	1.69

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

**E. Working with the World Bank Group**

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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
The World Bank Group disburses funds promptly	8	5.63	2.62	4	5.25	1.50	12	3.75	2.67	8	6.13	2.85	9	5.00	0.87	6	5.50	1.87	5	5.20	2.39	4	3.75	1.71
The World Bank Group effectively monitors and evaluates the projects and programs it supports	10	4.70	3.16	8	5.38	3.78	14	4.07	2.40	8	5.50	2.56	12	5.33	1.50	6	3.83	1.60	8	5.37	2.26	5	4.00	2.35
The World Bank Group's approvals and reviews are done in a timely fashion	10	4.70	3.16	7	4.71	3.30	12	4.00	2.73	8	5.88	2.85	12	4.92	1.73	7	4.86	1.21	5	5.60	2.30	4	3.00	1.15
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	5.37	3.16	7	5.57	2.94	11	3.64	2.38	7	7.29	2.69	12	5.25	2.09	8	4.88	1.81	6	5.67	2.66	4	4.25	2.06
The World Bank Group's conditions on its lending are reasonable	8	5.75	2.87	7	5.71	3.15	14	4.21	2.49	8	6.00	2.83	13	4.62	1.76	8	4.75	1.98	5	5.80	2.05	5	3.60	1.95
The World Bank Group takes decisions quickly in Myanmar	8	5.25	2.60	5	5.60	2.51	13	3.85	2.51	8	5.88	2.85	11	5.09	1.58	6	4.67	2.50	5	5.40	1.52	4	3.50	1.29
Working with the World Bank Group increases Myanmar's institutional capacity	10	5.40	2.91	9	5.00	3.67	16	3.88	2.50	8	5.63	3.34	15	5.07	1.75	10	5.10	2.18	8	5.38	2.56	6	4.83	2.23
Where country systems are adequate, the World Bank Group makes appropriate use of them	7	6.29	2.63	5	5.80	3.49	11	3.82	2.44	7	6.29	2.93	11	5.09	1.64	7	5.29	2.56	6	5.50	2.43	4	4.50	2.38
The World Bank Group provides effective implementation support	10	5.20	2.70	8	5.63	3.11	15	4.53	2.61	7	6.29	2.93	12	4.75	1.42	7	5.57	2.30	6	5.33	1.37	5	4.60	2.07

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 World Bank Group's work helps to find solutions that promote private public partnerships in Myanmar?	8	7.50	1.41	11	5.73	2.24	15	7.13	1.55	8	5.88	2.17	12	6.00	1.60	11	5.82	0.87	5	7.00	2.24	7	6.43	0.53

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 is adequately staffed in Myanmar?	6	7.00	1.26	6	5.00	2.45	9	5.89	1.05	6	6.67	1.86	9	5.67	2.45	7	5.57	0.98	4	5.25	1.89	3	5.67	1.53

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

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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 measures and corrects its work in real time in Myanmar?*	8	7.00	1.69	9	6.00	1.87	14	7.07	1.73	7	5.71	1.89	12	5.00	1.71	9	5.56	0.73	5	5.60	1.14	6	6.67	1.03

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	0.0%	0.0%	5.6%	0.0%	10.5%	0.0%	22.2%	8.3%
Collaborate more effectively with Government clients	60.0%	75.0%	44.4%	20.0%	31.6%	41.7%	44.4%	33.3%
Work faster	10.0%	0.0%	11.1%	20.0%	5.3%	8.3%	0.0%	8.3%
Reduce the complexity of obtaining World Bank Group financing	20.0%	16.7%	16.7%	40.0%	21.1%	41.7%	11.1%	8.3%
Increase availability of Reimbursable Advisory Services*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	20.0%	8.3%	22.2%	10.0%	15.8%	0.0%	11.1%	8.3%
Offer more innovative financial products*	10.0%	0.0%	5.6%	50.0%	5.3%	8.3%	0.0%	16.7%
Ensure greater selectivity in its work	0.0%	8.3%	5.6%	0.0%	0.0%	0.0%	0.0%	8.3%
Provide more adequate data/knowledge/statistics/figures on Myanmar's economy	10.0%	25.0%	27.8%	20.0%	21.1%	58.3%	44.4%	33.3%
Improve the competitiveness of its financing compared to markets	0.0%	8.3%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Reach out more to groups outside of Government*	0.0%	0.0%	0.0%	20.0%	36.8%	16.7%	22.2%	0.0%
Increase the level of capacity development in the country*	70.0%	33.3%	38.9%	10.0%	26.3%	0.0%	44.4%	41.7%
Improve the quality of its experts as related to Myanmar's specific challenges	0.0%	8.3%	0.0%	0.0%	10.5%	25.0%	0.0%	8.3%
Increase the level of World Bank Group staffing in Myanmar's office	0.0%	0.0%	11.1%	0.0%	5.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	8.3%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Myanmar (continued)**

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	22.2%	50.0%	50.0%	44.4%	36.8%	50.0%	22.2%	54.5%
Knowledge products	11.1%	0.0%	0.0%	11.1%	15.8%	8.3%	11.1%	9.1%
Convening services	0.0%	8.3%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
None of the above	11.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Myanmar	55.6%	41.7%	50.0%	33.3%	42.1%	41.7%	66.7%	36.4%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Myanmar? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	11.1%	9.1%	13.3%	0.0%	5.9%	0.0%	0.0%	18.2%
Public financial management	66.7%	63.6%	100.0%	75.0%	82.4%	90.9%	77.8%	63.6%
Reducing violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Access to justice systems	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Security mechanisms	0.0%	9.1%	0.0%	0.0%	11.8%	9.1%	0.0%	0.0%
Conflict resolution mechanisms	0.0%	9.1%	0.0%	0.0%	0.0%	9.1%	11.1%	0.0%
Access to basic services	55.6%	36.4%	40.0%	0.0%	41.2%	27.3%	33.3%	36.4%
Capacity of state institutions	44.4%	54.5%	60.0%	50.0%	35.3%	63.6%	55.6%	54.5%
Jobs	55.6%	27.3%	13.3%	37.5%	23.5%	27.3%	0.0%	18.2%
Improving livelihoods	33.3%	27.3%	26.7%	37.5%	58.8%	36.4%	33.3%	36.4%
Social safety nets	0.0%	27.3%	33.3%	37.5%	11.8%	18.2%	55.6%	18.2%
Stimulating dialogue to promote peace and stability	0.0%	18.2%	0.0%	12.5%	5.9%	18.2%	0.0%	9.1%

Which THREE areas below would benefit most from other donors in Myanmar? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	62.5%	75.0%	40.0%	25.0%	23.5%	40.0%	12.5%	22.2%
Public financial management	0.0%	25.0%	20.0%	25.0%	5.9%	20.0%	0.0%	0.0%
Reducing violence	0.0%	0.0%	0.0%	12.5%	11.8%	10.0%	12.5%	22.2%
Access to justice systems	0.0%	12.5%	13.3%	0.0%	29.4%	0.0%	0.0%	22.2%
Security mechanisms	0.0%	0.0%	6.7%	12.5%	0.0%	20.0%	0.0%	11.1%
Conflict resolution mechanisms	12.5%	0.0%	13.3%	25.0%	35.3%	40.0%	37.5%	11.1%
Access to basic services*	75.0%	12.5%	53.3%	12.5%	17.6%	20.0%	37.5%	33.3%
Capacity of state institutions	0.0%	0.0%	20.0%	12.5%	17.6%	20.0%	37.5%	22.2%
Jobs	37.5%	62.5%	46.7%	37.5%	17.6%	10.0%	0.0%	22.2%
Improving livelihoods	37.5%	37.5%	20.0%	12.5%	17.6%	20.0%	37.5%	44.4%
Social safety nets	25.0%	50.0%	6.7%	12.5%	29.4%	40.0%	50.0%	22.2%
Stimulating dialogue to promote peace and stability	12.5%	12.5%	33.3%	50.0%	64.7%	60.0%	50.0%	33.3%

*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 Myanmar? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	0.0%	0.0%	0.0%	5.6%	8.3%	0.0%	0.0%
International radio	0.0%	8.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Social media	54.5%	41.7%	41.2%	30.0%	44.4%	58.3%	37.5%	54.5%
International newspapers	9.1%	0.0%	5.9%	30.0%	0.0%	8.3%	0.0%	0.0%
Local television	54.5%	25.0%	11.8%	10.0%	22.2%	8.3%	25.0%	27.3%
Internet	45.5%	25.0%	64.7%	80.0%	50.0%	33.3%	37.5%	36.4%
Periodicals	27.3%	41.7%	0.0%	10.0%	22.2%	33.3%	12.5%	18.2%
International television	0.0%	16.7%	5.9%	20.0%	11.1%	0.0%	0.0%	0.0%
Local newspapers	9.1%	41.7%	52.9%	20.0%	33.3%	16.7%	50.0%	63.6%
Other	0.0%	0.0%	11.8%	0.0%	5.6%	0.0%	12.5%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	50.0%	66.7%	37.5%	40.0%	33.3%	16.7%	12.5%	20.0%
e-Newsletters	20.0%	0.0%	25.0%	40.0%	27.8%	16.7%	25.0%	30.0%
World Bank Group's seminars/workshops/conferences	70.0%	25.0%	25.0%	40.0%	33.3%	41.7%	37.5%	40.0%
Mobile phones	0.0%	33.3%	6.3%	10.0%	5.6%	0.0%	12.5%	20.0%
Direct contact with World Bank Group	10.0%	8.3%	18.8%	20.0%	38.9%	25.0%	12.5%	40.0%
World Bank Group's website*	50.0%	33.3%	68.8%	20.0%	22.2%	33.3%	62.5%	20.0%
Social media	0.0%	33.3%	6.3%	10.0%	33.3%	50.0%	37.5%	30.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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 President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	44.4%	16.7%	50.0%	37.5%	37.5%	25.0%	50.0%	33.3%
No	55.6%	83.3%	50.0%	62.5%	62.5%	75.0%	50.0%	66.7%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	90.0%	66.7%	75.0%	80.0%	83.3%	80.0%	100.0%	63.6%
No	10.0%	33.3%	25.0%	20.0%	16.7%	20.0%	0.0%	36.4%

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

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	80.0%	45.5%	76.5%	80.0%	73.7%	70.0%	100.0%	72.7%
No	20.0%	54.5%	23.5%	20.0%	26.3%	30.0%	0.0%	27.3%

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	60.0%	45.5%	50.0%	30.0%	36.8%	66.7%	62.5%	16.7%
No	40.0%	54.5%	50.0%	70.0%	63.2%	33.3%	37.5%	83.3%

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

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	100.0%	100.0%	100.0%	90.0%	87.5%	90.0%	85.7%	88.9%
Dial-up	0.0%	0.0%	0.0%	10.0%	12.5%	10.0%	14.3%	11.1%

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

	Office of President/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on a WBG-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			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	4.63	1.77	5	3.20	1.30	15	3.40	2.03	8	4.75	2.60	13	3.62	2.14	7	5.00	2.52	8	4.13	3.31	9	5.56	2.55
I find the information on the World Bank Group's websites useful	8	5.00	2.14	6	4.00	2.97	15	3.33	1.76	8	4.00	2.00	15	4.40	2.23	9	4.89	2.37	8	4.50	2.98	9	6.11	2.26
The World Bank Group's social media channels are valuable sources of information about the institution	5	4.20	0.84	8	4.38	2.39	13	4.08	1.55	5	4.40	2.30	9	4.56	1.51	8	4.75	2.55	7	4.29	2.93	6	5.33	2.16
When I need information from the World Bank Group I know how to find it	6	3.17	1.17	5	4.20	2.39	14	3.93	1.94	8	4.00	2.20	12	4.00	2.49	9	5.89	3.26	6	4.33	2.66	8	5.75	1.49
The World Bank Group is responsive to my information requests and inquiries	7	4.86	2.27	4	4.75	3.77	12	4.08	2.11	6	3.67	2.42	13	5.15	2.44	9	5.67	3.39	5	3.80	2.59	7	7.14	1.21

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	63.6%	71.4%	73.7%	80.0%	31.6%	36.4%	37.5%	54.5%
No	36.4%	28.6%	26.3%	20.0%	68.4%	63.6%	62.5%	45.5%

**H. Background Information (continued)**

Which of the following agencies of the World Bank Group do you primarily engage with in Myanmar?* (Select only ONE response)

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	60.0%	50.0%	81.3%	10.0%	33.3%	50.0%	40.0%	88.9%
The International Finance Corporation (IFC)	20.0%	33.3%	18.8%	80.0%	33.3%	50.0%	20.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Other	20.0%	16.7%	0.0%	10.0%	16.7%	0.0%	40.0%	11.1%

*Significantly different between stakeholder groups

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	36.4%	0.0%	20.0%	20.0%	10.5%	22.2%	0.0%	20.0%
No	63.6%	100.0%	80.0%	80.0%	89.5%	77.8%	100.0%	80.0%

If yes, what was your view of how the two institutions work together in Myanmar? (Select only ONE response)

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	66.7%	0.0%	100.0%	100.0%	100.0%	50.0%	0.0%	50.0%
The way the two institutions work together needs improvement	33.3%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	10.0%	70.0%	6.3%	10.0%	44.4%	36.4%	12.5%	20.0%
Use World Bank Group reports/data	10.0%	30.0%	68.8%	30.0%	38.9%	45.5%	37.5%	40.0%
Engage in World Bank Group related/sponsored events/activities*	60.0%	0.0%	12.5%	50.0%	22.2%	18.2%	25.0%	40.0%
Collaborate as part of my professional duties*	60.0%	10.0%	50.0%	50.0%	16.7%	9.1%	25.0%	50.0%
Use World Bank Group website for information, data, research, etc.	20.0%	20.0%	25.0%	20.0%	33.3%	36.4%	62.5%	20.0%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on a WBG-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	27.3%	16.7%	47.4%	30.0%	52.6%	30.8%	66.7%	58.3%
Male	72.7%	83.3%	52.6%	70.0%	47.4%	69.2%	33.3%	41.7%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Yangon N=52 ● Nay Pyi Taw N=32 ● Other N=26

B. Overall Attitudes toward the World Bank Group

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.*	41	5.73	1.94	32	7.16	1.71	20	6.60	2.01

(1-Not effective at all, 10-Very effective) *Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar	45	6.62	1.92	31	7.55	1.57	23	6.65	2.60
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar*	44	6.09	1.87	31	7.61	1.56	20	6.75	2.27

*Significantly different between geographic locations

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

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

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	36	4.75	1.40	27	7.04	1.81	18	4.72	1.67
Flexibility (in terms of the institution's products and services)*	33	4.24	1.71	22	5.91	2.16	13	4.85	1.46
Flexibility (in terms of changing country circumstances)*	37	4.73	1.71	28	6.54	1.99	17	5.18	1.88
Being inclusive*	39	4.46	1.73	28	6.75	1.96	14	5.29	2.43
Openness (sharing data and other information)*	43	5.26	2.16	28	7.39	1.93	16	6.38	2.60
Collaboration with the Government*	46	6.50	2.00	32	7.84	1.69	18	6.61	2.35
The speed in which it gets things accomplished on the ground*	39	4.64	1.78	27	6.48	1.67	15	5.93	1.91
Helping to bring discipline/effective supervision to implementation of investment projects*	35	5.23	1.63	26	7.00	1.39	13	5.54	2.07
Collaboration with civil society*	43	4.93	1.86	23	6.52	1.75	16	6.00	1.90
Staff accessibility*	36	5.08	2.06	29	7.24	1.77	17	5.18	2.38
Collaboration with other donors and development partners	38	6.03	1.82	27	7.07	2.00	13	6.23	2.28
Collaboration with the private sector	32	5.06	1.95	24	6.33	2.06	14	6.00	2.00
Collaboration with the UN	31	5.94	1.88	21	6.67	1.74	13	7.08	2.18
Straightforwardness and honesty*	41	5.93	2.05	27	7.41	1.72	17	6.82	2.70
Treating clients and stakeholders in Myanmar with respect*	39	5.95	2.22	27	7.52	1.87	15	6.40	2.23
Being a long-term partner*	40	6.58	2.16	29	7.83	1.81	18	6.72	2.54

*Significantly different between geographic locations

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

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

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Myanmar?*	43	5.70	1.58	30	6.63	1.67	18	5.61	1.50

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

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Myanmar?*	39	5.62	1.60	25	7.12	1.90	17	5.47	1.62

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

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

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Myanmar*	38	5.50	1.59	29	7.38	1.68	19	7.16	2.61
The World Bank Group meets Myanmar's needs for knowledge services*	37	5.76	1.67	30	7.33	1.63	20	7.00	2.49

*Significantly different between geographic locations

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

In Myanmar, 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)

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Myanmar's specific development challenges and country circumstances*	38	5.68	1.96	28	7.25	1.40	16	6.19	2.51

*Significantly different between geographic locations

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	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 development results in your country?*	41	5.85	1.75	30	7.07	1.66	19	6.11	2.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	42	6.31	1.73	32	7.34	1.66	18	7.17	2.09

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Yangon			Nay Pyi Taw			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Myanmar	28	5.32	1.96	25	4.36	2.51	9	5.22	2.54
Where country systems are adequate, the World Bank Group makes appropriate use of them	28	5.89	2.11	23	4.83	2.67	10	4.40	2.91



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 Myanmar COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Myanmar, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Myanmar?”

- Collaborating with the WBG N=57 ● Not collaborating with the WBG N=46

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Myanmar?*	57	6.21	1.98	46	4.37	2.32

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.	52	6.73	1.77	38	6.05	2.24

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Myanmar solve its most complicated development challenges?*	48	6.50	1.62	36	5.53	2.09

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

¹⁸ Only 103 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	24.6%	15.2%
Water and sanitation	1.8%	2.2%
Pollution	0.0%	2.2%
Job creation/employment	17.5%	30.4%
Health	15.8%	10.9%
National reconciliation	3.5%	10.9%
Financial markets	8.8%	10.9%
Social protection	1.8%	2.2%
Gender equity	3.5%	0.0%
Private sector development	14.0%	8.7%
Education	31.6%	37.0%
Public sector governance/reform	36.8%	21.7%
Security/stabilization/reconstruction	7.0%	10.9%
Global/regional integration	0.0%	0.0%
Food security	3.5%	2.2%
Urban development	0.0%	0.0%
Judiciary reform	0.0%	4.3%
Economic growth	33.3%	28.3%
Disaster risk management	8.8%	8.7%
Equality of opportunity	1.8%	2.2%
Local governance and institutions	1.8%	2.2%
Information and communications technology	10.5%	4.3%
Transport	19.3%	13.0%
Agriculture and rural development	21.1%	34.8%
Trade and exports	3.5%	2.2%
Crime and violence	0.0%	0.0%
Natural resource management	8.8%	4.3%
Social cohesion	0.0%	0.0%
Climate change	0.0%	0.0%
Poverty reduction	14.0%	23.9%
Anti corruption	5.3%	2.2%

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Myanmar Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	37	6.32	2.04	28	5.11	2.04
Development Policy Financing (DPF)*	34	6.35	1.57	27	5.48	1.72
Program-for-Results Financing (PforR)	26	5.92	1.79	24	5.00	2.13
Trust funds and grants	36	6.03	1.73	29	5.59	1.94
Guarantees*	20	6.10	1.80	24	4.67	1.88
IFC Investment Services*	31	6.26	1.83	24	5.04	1.68
IFC Advisory Services*	30	6.53	1.85	22	4.82	1.71

*Significantly different between collaborators and non-collaborators

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar	53	6.91	1.89	41	7.15	2.29
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	51	6.84	1.76	40	6.60	2.26

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	41	6.12	1.72	38	5.03	1.90
Flexibility (in terms of the institution's products and services)	36	5.17	1.95	33	4.58	1.92
Flexibility (in terms of changing country circumstances)	41	5.71	1.86	39	5.15	2.10
Being inclusive	43	5.84	2.08	36	4.92	2.21
Openness (sharing data and other information)*	46	6.61	2.18	40	5.60	2.41
Collaboration with the Government	53	7.19	1.89	42	6.76	2.18
The speed in which it gets things accomplished on the ground*	44	5.91	1.88	38	4.89	1.90
Helping to bring discipline/effective supervision to implementation of investment projects*	44	6.48	1.44	30	5.27	1.96
Collaboration with civil society*	41	5.93	1.92	38	5.03	1.87
Staff accessibility*	45	6.49	2.11	36	5.08	2.18
Collaboration with other donors and development partners	45	6.76	1.91	33	5.85	2.11
Collaboration with the private sector*	39	6.23	2.03	30	4.90	1.92
Collaboration with the UN*	34	6.91	1.69	31	5.94	2.10
Straightforwardness and honesty*	45	7.09	1.84	38	6.13	2.43
Treating clients and stakeholders in Myanmar with respect	45	6.93	1.99	35	6.09	2.37
Being a long-term partner	47	7.28	1.78	37	6.81	2.56

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	49	6.14	2.25	39	6.33	2.63
Gender equity	50	5.82	2.23	38	5.76	2.62
Private sector development	50	7.46	1.76	40	7.75	1.92
Education	52	8.19	1.79	41	8.63	1.67
Public sector governance/reform	51	8.02	1.61	40	8.50	1.84
Global/regional integration	50	6.56	2.00	40	6.88	2.20
Food security	53	6.94	2.05	39	7.28	2.31
Urban development	52	6.88	1.88	41	7.46	2.38
Energy	53	7.72	1.86	39	8.10	1.77
Water and sanitation	52	6.73	1.66	38	7.00	2.38
Pollution	52	7.00	1.74	38	6.71	2.37
Job creation/employment	52	7.81	1.79	39	8.23	1.91
Health	52	8.08	1.52	39	7.92	2.21
Financial markets	52	7.77	1.62	39	7.85	1.99
Transport	53	8.02	1.53	40	8.03	2.04
Agriculture and rural development	53	8.06	1.52	41	8.41	1.76
Trade and exports*	52	7.25	1.95	39	8.18	1.94
Crime and violence	47	5.68	2.21	38	6.34	2.30
Natural resource management	51	7.06	1.77	39	7.49	2.19
Climate change	52	6.92	2.06	40	7.20	2.30
Poverty reduction	53	8.28	1.39	41	8.76	1.55
Anti corruption*	50	7.10	1.97	40	8.15	2.03
Judiciary reform	48	6.56	2.20	39	7.46	2.38
Economic growth	53	8.49	1.49	40	8.67	1.73
Disaster risk management	53	6.96	2.31	40	7.00	2.17
Equality of opportunity	52	6.77	1.96	37	7.32	2.03
Information and communications technology	53	7.51	1.93	39	7.67	2.13
Security/stabilization/reconstruction	50	6.74	2.13	38	7.42	2.19
National reconciliation*	49	6.35	2.33	39	7.44	2.48
Local governance and institutions	49	6.92	1.93	37	7.70	2.00
Social cohesion	49	6.73	1.93	39	7.10	2.11

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	27	5.59	2.12	21	4.71	1.79
Gender equity*	28	5.82	2.02	20	4.55	1.79
Private sector development*	34	6.53	1.46	22	5.36	1.92
Education	38	6.39	1.44	25	6.04	2.13
Public sector governance/reform	38	6.55	1.74	25	5.68	2.12
Global/regional integration	28	5.89	1.87	26	5.46	1.79
Food security	34	5.74	1.73	24	5.75	1.87
Urban development	29	5.93	1.53	22	5.55	2.04
Energy	38	6.26	1.61	23	5.65	2.42
Water and sanitation	24	5.75	1.75	21	5.19	2.04
Pollution	30	5.77	1.74	21	4.81	2.23
Job creation/employment	29	6.07	1.89	23	5.39	2.48
Health	36	6.14	1.50	26	5.92	2.13
Financial markets	35	6.29	1.71	25	6.12	1.88
Transport	34	6.59	1.46	27	6.56	1.91
Agriculture and rural development	42	6.36	1.79	28	6.54	1.57
Trade and exports	28	5.82	1.94	20	5.25	1.92
Crime and violence	23	4.65	1.99	17	4.65	1.62
Natural resource management	33	5.82	2.08	22	5.00	1.63
Climate change	33	5.94	1.92	22	5.00	1.80
Poverty reduction	42	6.36	1.76	31	5.94	2.10
Anti corruption	29	5.38	2.04	20	4.60	2.04
Judiciary reform	25	5.32	1.80	20	4.45	1.73
Economic growth	40	6.37	1.73	29	6.03	2.06
Disaster risk management	36	6.00	1.84	24	5.38	2.41
Equality of opportunity	30	5.47	1.87	19	4.84	1.86
Information and communications technology	36	5.94	2.04	22	5.91	2.37
Security/stabilization/reconstruction	25	5.24	1.92	21	4.57	2.20
National reconciliation	25	5.20	1.83	21	4.48	2.25
Local governance and institutions	30	5.50	1.81	21	4.81	2.04
Social cohesion	29	5.45	1.88	21	4.71	2.19

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Myanmar?	53	6.28	1.60	35	5.69	1.71

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Myanmar?	45	6.38	1.79	34	5.56	1.85

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Myanmar	49	6.45	1.72	34	6.32	2.38
The World Bank Group meets Myanmar's needs for knowledge services	49	6.67	1.59	34	6.29	2.37

D. The World Bank Group's Knowledge Work and Activities**In Myanmar, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	45	6.49	1.63	31	5.58	2.23
Include appropriate level of stakeholder involvement during preparation*	43	6.60	1.66	32	5.44	2.34
Lead to practical solutions	47	6.60	1.54	34	6.06	2.04
Are accessible (well written and easy to understand)	50	6.70	1.75	35	6.23	2.06
Are source of relevant information on global good practices	49	6.96	1.77	35	7.06	2.25
Are relevant to country challenges	47	6.43	1.65	33	6.00	2.42
Are adequately disseminated	44	6.02	1.82	35	5.00	2.81
Are translated enough into local language	42	5.95	1.86	31	5.32	2.81
Are adaptable to Myanmar's specific development challenges and country circumstances	45	6.44	1.52	33	6.00	2.52

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	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 development results in your country?*	50	6.74	1.52	35	5.69	2.35
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	51	7.06	1.57	37	6.68	2.01

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

*Significantly different between collaborators and non-collaborators

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	38	4.79	2.13	19	5.47	2.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports	46	4.67	2.56	24	4.83	2.26
The World Bank Group's approvals and reviews are done in a timely fashion	43	4.56	2.49	23	5.26	2.53
The World Bank Group's "Safeguard Policy" requirements are reasonable	41	5.05	2.45	23	5.22	2.61
The World Bank Group's conditions on its lending are reasonable	42	4.98	2.36	27	4.93	2.53
The World Bank Group takes decisions quickly in Myanmar	38	4.58	2.18	23	5.48	2.41
Working with the World Bank Group increases Myanmar's institutional capacity	49	4.82	2.67	31	5.03	2.47
Where country systems are adequate, the World Bank Group makes appropriate use of them	35	5.20	2.53	25	5.40	2.52
The World Bank Group provides effective implementation support	43	5.05	2.40	29	5.14	2.36

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Myanmar?	47	6.55	1.59	29	6.10	2.01

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Myanmar?	31	6.13	1.77	17	5.35	1.77

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Myanmar?*	46	6.33	1.73	22	5.36	1.68

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators***G. Communication and Information Sharing****Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	44	4.20	2.19	29	3.69	2.44
I find the information on the World Bank Group's websites useful	46	4.54	2.26	32	3.88	2.24
The World Bank Group's social media channels are valuable sources of information about the institution	34	4.21	1.89	26	4.27	2.13
When I need information from the World Bank Group I know how to find it	45	4.42	2.34	25	4.08	2.34
The World Bank Group is responsive to my information requests and inquiries	41	4.76	2.67	22	4.86	2.47



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

FY 2014 Number of comparable respondents = 145 • FY 2017 Number of comparable respondents = 105

By weighting, the FY 2014 and FY 2017 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2014
Office of the President/ Prime Minister/ Minister	10%	10%
Office of Parliamentarian	10%	10%
Government Institutions	20%	20%
Local Government	5%	5%
Bilateral/Multilateral Agency	5%	5%
Civil Society	20%	20%
Private Sector	15%	15%
Academia/Research Institute/Think Tank	5%	5%
Media	10%	10%

A. General Issues facing Myanmar

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

Percentage of Respondents	FY 2017	FY 2014
The right direction	70.3%	73.4%
The wrong direction	4.0%	5.8%
Not sure	25.7%	20.9%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Myanmar?*	102	5.43	2.36	136	4.80	2.35

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.	91	6.41	1.97	117	6.10	2.13

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Myanmar solve its most complicated development challenges?	85	6.14	1.89	110	5.92	2.00

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

¹⁹ Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Myanmar?***(1-Strongly disagree, 10-Strongly agree)*

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar	95	7.09	1.95	131	7.42	1.78
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	93	6.78	1.97	129	6.88	1.93

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	80	5.56	1.91	85	6.20	1.94
Flexibility (in terms of the institution's products and services)*	67	4.92	1.93	86	5.76	1.86
Flexibility (in terms of changing country circumstances)*	79	5.49	1.95	108	6.23	2.04
Being inclusive*	77	5.45	2.19	106	6.48	1.81
Openness (sharing data and other information)	84	6.27	2.29	113	6.19	2.06
Collaboration with the Government	93	7.06	1.92	111	7.51	1.69
The speed in which it gets things accomplished on the ground	79	5.45	1.86	84	5.54	2.02
Helping to bring discipline/effective supervision to implementation of investment projects	72	6.04	1.77			
Collaboration with civil society	78	5.53	1.98	87	5.65	1.94
Staff accessibility	80	5.96	2.20	106	5.80	1.95
Collaboration with other donors and development partners	75	6.50	1.88	79	6.90	1.79
Collaboration with the private sector	69	5.77	2.05	82	5.88	1.82
Collaboration with the UN	64	6.61	1.83			
Straightforwardness and honesty	82	6.80	2.17	101	6.35	1.87
Treating clients and stakeholders in Myanmar with respect	79	6.66	2.15	102	6.80	1.80
Being a long-term partner	84	7.05	2.16	97	7.10	1.95

*Significantly different between FY2017 and FY2014

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Myanmar?	88	6.02	1.67	121	6.24	1.67

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar?	79	6.05	1.78	117	6.09	1.69

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar	83	6.50	2.02	132	6.46	2.00
The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)	85	6.51	1.96	132	6.45	1.92

**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 2017	FY 2014
Weekly	8.1%	
Monthly	20.2%	14.9%
A few times a year	43.4%	17.9%
Rarely	21.2%	49.3%
Never	7.1%	17.9%

*Significantly different between FY2017 and FY2014

In Myanmar, 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 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Are timely	77	6.16	1.80	97	6.03	1.71
Include appropriate level of stakeholder involvement during preparation	73	6.19	1.90	106	6.27	1.64
Lead to practical solutions	82	6.39	1.61	107	6.57	1.69
Are accessible (well written and easy to understand)	85	6.61	1.73	112	6.42	1.60
Are source of relevant information on global good practices*	84	7.08	1.79	106	6.38	1.79
Are relevant to country challenges	80	6.43	1.78			
Are adequately disseminated	82	5.71	2.24	107	5.61	1.94
Are translated enough into local language*	76	5.76	2.16	101	5.09	2.22
Are adaptable to Myanmar's specific development challenges and country circumstances	81	6.32	1.95	115	6.24	1.97

*Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	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 development results in your country?	87	6.33	1.95	124	6.32	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	88	6.86	1.75	105	6.98	1.54

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



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

When considering the combination of services that the World Bank Group offers in Myanmar, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Myanmar?*

Percentage of Respondents	FY 2017	FY 2014
Financial services	43.4%	36.4%
Knowledge products	8.1%	11.4%
Convening services	2.0%	15.2%
None of the above	3.0%	1.5%
The combination is appropriate for Myanmar	43.4%	28.8%
Don't know	0.0%	6.8%

*Significantly different between FY2017 and FY2014

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 2017	FY 2014
Yes	39.2%	52.1%
No	60.8%	47.9%

*Significantly different between FY2017 and FY2014

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2017	FY 2014
Yes	78.9%	93.3%
No	21.1%	6.7%

*Significantly different between FY2017 and FY2014

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

Percentage of Respondents	FY 2017	FY 2014
Yes	74.2%	45.5%
No	25.8%	54.5%

*Significantly different between FY2017 and FY2014

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	74	4.19	2.32	76	6.80	1.89
I find the information on the World Bank Group's websites useful*	78	4.37	2.26	76	7.04	1.72
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution*	59	4.44	1.93	71	6.06	1.80
When I need information from the World Bank Group I know how to find it*	69	4.33	2.28	98	6.20	2.12
The World Bank Group is responsive to my information requests and inquiries*	63	4.85	2.55	62	6.30	2.09

*Significantly different between FY2017 and FY2014



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Myanmar? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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 Myanmar.	6.05	6.73	6.46	5.95	6.35	6.30	6.20	6.67	6.06	6.83	6.46	5.95
Overall the World Bank Group currently plays a relevant role in development in Myanmar	7.15	6.91	6.85	7.39	7.09	6.83	6.80	7.48	6.90	7.17	7.23	6.41
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	6.60	6.84	6.68	6.86	6.65	6.85	6.60	7.04	6.63	6.90	7.05	5.92
Responsiveness to needs	5.03	6.12	5.65	5.00	5.52	5.43	5.22	6.09	5.06	6.32	5.87	4.52
Flexibility (in terms of the institution's products and services)	4.58	5.17	4.92	5.07	5.08	4.75	4.67	5.75	4.73	5.36	5.37	4.14
Flexibility (in terms of changing country circumstances)	5.15	5.71	5.46	5.41	5.48	5.40	5.17	6.20	5.20	5.92	5.77	4.68
Being inclusive	4.92	5.84	5.41	4.88	5.54	4.89	4.87	6.32	4.98	5.88	5.66	4.54
Openness (sharing data and other information)	5.60	6.61	6.12	6.00	6.23	5.88	5.88	6.67	5.81	6.65	6.47	5.21
Collaboration with the Government	6.76	7.19	6.92	7.24	6.81	7.29	6.89	7.27	6.77	7.43	7.30	6.21
The speed in which it gets things accomplished on the ground	4.89	5.91	5.51	5.38	5.56	5.36	5.13	6.40	5.15	6.08	5.94	4.65
Helping to bring discipline/effective supervision to implementation of investment projects	5.27	6.48	5.86	6.27	6.13	5.69	5.67	6.76	5.49	6.72	6.44	4.90
Collaboration with civil society	5.03	5.93	5.53	5.21	5.54	5.32	5.21	6.21	5.20	5.96	5.83	4.62
Staff accessibility	5.08	6.49	6.03	4.73	5.80	5.71	5.22	6.92	5.36	6.48	6.21	4.73
Collaboration with other donors and development partners	5.85	6.76	6.51	6.07	6.33	6.57	6.16	7.00	6.26	6.72	6.70	5.76
Collaboration with the private sector	4.90	6.23	5.78	5.40	5.72	5.64	5.45	6.44	5.43	6.17	5.96	5.10
Collaboration with the UN	5.94	6.91	6.48	6.81	6.53	6.62	6.42	7.17	6.61	6.47	6.50	6.72
Straightforwardness and honesty	6.13	7.09	6.58	7.05	6.89	6.40	6.51	7.18	6.49	7.17	6.98	6.08
Treating clients and stakeholders in Myanmar with respect	6.09	6.93	6.69	6.63	6.72	6.62	6.35	7.43	6.53	6.96	7.00	5.91
Being a long-term partner	6.81	7.28	7.03	7.00	7.02	7.03	6.71	7.78	6.90	7.24	7.23	6.52
To what extent does the World Bank Group's work help to achieve development results in Myanmar?	5.69	6.28	5.98	5.79	6.00	5.85	5.78	6.33	5.89	6.03	6.03	5.72
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar?	5.56	6.38	6.11	5.50	5.98	5.94	5.72	6.60	5.86	6.17	6.12	5.59
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar	6.32	6.45	6.19	6.95	6.44	6.30	6.22	6.89	6.46	6.23	6.60	5.87
The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.29	6.67	6.41	6.58	6.46	6.44	6.33	6.76	6.47	6.41	6.46	6.41
The World Bank Group's knowledge work and activities are adaptable to Myanmar's specific development challenges and country circumstances	6.00	6.44	6.33	6.16	6.37	6.16	6.02	6.91	6.29	6.28	6.43	5.90
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.69	6.74	6.45	5.62	6.15	6.36	6.00	6.95	5.91	6.86	6.39	5.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.68	7.06	6.79	6.70	6.80	6.74	6.48	7.44	6.57	7.19	6.95	6.33
The World Bank Group takes decisions quickly in Myanmar	5.48	4.58	4.98	4.91	5.21	4.61	4.79	5.33	5.32	4.43	4.67	5.80
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	5.40	5.20	5.42	5.00	5.50	5.09	5.18	5.69	5.62	4.86	5.00	6.12

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Myanmar FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Myanmar

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

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

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of The World Bank [International Bank for Reconstruction and Development (IBRD), and International Development Association (IDA)], International Finance Corporation (IFC), Multilateral Investment Guarantee Agency (MIGA), and International Centre for the Settlement of Investment Dispute (ICSID). When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING MYANMAR

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Myanmar.			
Please identify which of the following you consider the most important development priorities in Myanmar. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
2	Gender equity	18	Agriculture and rural development
3	Private sector development	19	Trade and exports
4	Education	20	Crime and violence
5	Security/stabilization/reconstruction	21	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management
7	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
8	Food security	24	Poverty reduction
9	Urban development	25	Anti corruption
10	Energy	26	Judiciary reform
11	Water and sanitation	27	Economic growth
12	National reconciliation	28	Local governance and institutions
13	Pollution	29	Disaster risk management
14	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)
15	Health (i.e., access to essential health care/services without undue financial burden)	31	Information and communications technology
16	Financial markets		

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Myanmar? (Choose no more than THREE)			
1	Economic growth	16	Judiciary reform
2	Disaster risk management	17	Water and sanitation
3	Equality of opportunity (i.e., social inclusion)	18	Pollution
4	Health (i.e., access to essential health care/services without undue financial burden)	19	Job creation/employment
5	Local governance and institutions	20	Security/stabilization/reconstruction
6	Information and communications technology	21	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	23	Gender equity
9	Trade and exports	24	Private sector development
10	Crime and violence	25	Education
11	Climate change (e.g., mitigation, adaptation)	26	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	27	Food security
13	Social cohesion	28	National reconciliation
14	Energy	29	Urban development
15	Anti corruption	30	Natural resource management

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Myanmar? (Choose no more than TWO)

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

**SECTION A: GENERAL ISSUES**

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

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

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

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Myanmar? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Myanmar, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Myanmar? (Choose no more than THREE)			
1	Energy	17	Judiciary reform
2	Water and sanitation	18	Economic growth
3	Pollution	19	Disaster risk management
4	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
5	Health (i.e., access to essential health care/services without undue financial burden)	21	Local governance and institutions
6	National reconciliation	22	Information and communications technology
7	Financial markets	23	Transport (e.g., roads, bridges, transportation)
8	Social protection (e.g., pensions, targeted social assistance)	24	Agriculture and rural development
9	Gender equity	25	Trade and exports
10	Private sector development	26	Crime and violence
11	Education	27	Natural resource management
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Social cohesion
13	Security/stabilization/reconstruction	29	Climate change (e.g., mitigation, adaptation)
14	Global/regional integration	30	Poverty reduction
15	Food security	31	Anti corruption
16	Urban development		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Myanmar?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Myanmar? (Choose no more than TWO)	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Myanmar
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Not providing enough support to civil society organizations in helping achieve development results in Myanmar
14	Arrogant in its approach
15	Not client focused
16	The credibility of its knowledge/data
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Myanmar? (Select only ONE response)

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Myanmar Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B9. 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	Beneficiaries	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Myanmar	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

To what extent is the World Bank Group an effective development partner in Myanmar, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Collaboration with the UN											<input type="checkbox"/>
B25	Straightforwardness and honesty											<input type="checkbox"/>
B26	Treating clients and stakeholders in Myanmar with respect											<input type="checkbox"/>
B27	Being a long-term partner											<input type="checkbox"/>

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Ongoing conflict and instability
13	Inadequate funding
14	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Myanmar?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health (i.e., access to essential health care/services without undue financial burden)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	National reconciliation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health (i.e., access to essential health care/services without undue financial burden)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	National reconciliation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C3. To what extent does the World Bank Group's work help to achieve development results in Myanmar?											
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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Myanmar?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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



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

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

In Myanmar, 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 relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Myanmar's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality	Don't know		

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Myanmar	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Myanmar's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Myanmar?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

E11. To what extent do you believe the World Bank Group is adequately staffed in Myanmar?												
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	

E12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Myanmar?												
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	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MYANMAR**

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

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Myanmar's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Myanmar's specific challenges
14	Increase the level of World Bank Group staffing in Myanmar's office
15	Other (please specify): _____

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

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MYANMAR**

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Myanmar?	B. Which THREE areas below would benefit most from other donors in Myanmar?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Myanmar? (Choose no more than TWO)**

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
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	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

**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 President	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. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Myanmar? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

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

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Myanmar?**(Select only ONE response)**

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

H7. Which of the following describes most of your exposure to the World Bank Group in Myanmar?**(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	Yangon
2	Nay Pyi Taw
3	Other

Thank you for completing the survey!