

FY 2018 Pakistan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2018



Acknowledgements

The Pakistan 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Calita Woods, and Antonina Redko oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Pakistan country team and the independent local fielding agency Gallup Pakistan. In particular, PORG is grateful for the support from Mariam Sara Altaf (Communications Officer) who coordinated the survey related activities from Islamabad, Pakistan.



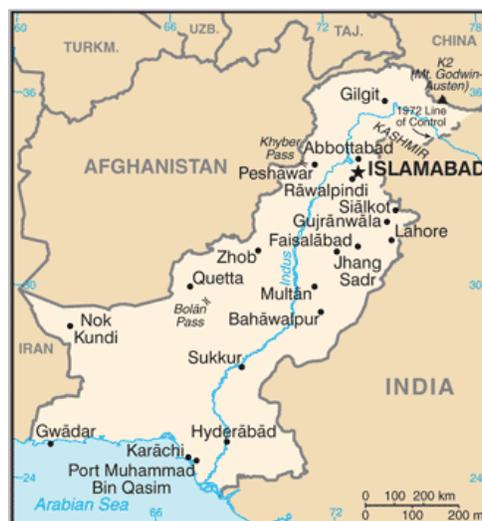
Country Opinion Surveys
THE WORLD BANK GROUP



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PAKISTAN





I. Objectives

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

- *General Issues Facing Pakistan*
- *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 Pakistan*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to May 2018, 800 stakeholders of the WBG in Pakistan 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 and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and 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 218 stakeholders participated in the survey (27% response rate). Respondents completed the questionnaires via the online survey platform Qualtrics, received and returned the questionnaires via courier or email, or completed the questionnaire with a representative from the local fielding agency.

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.

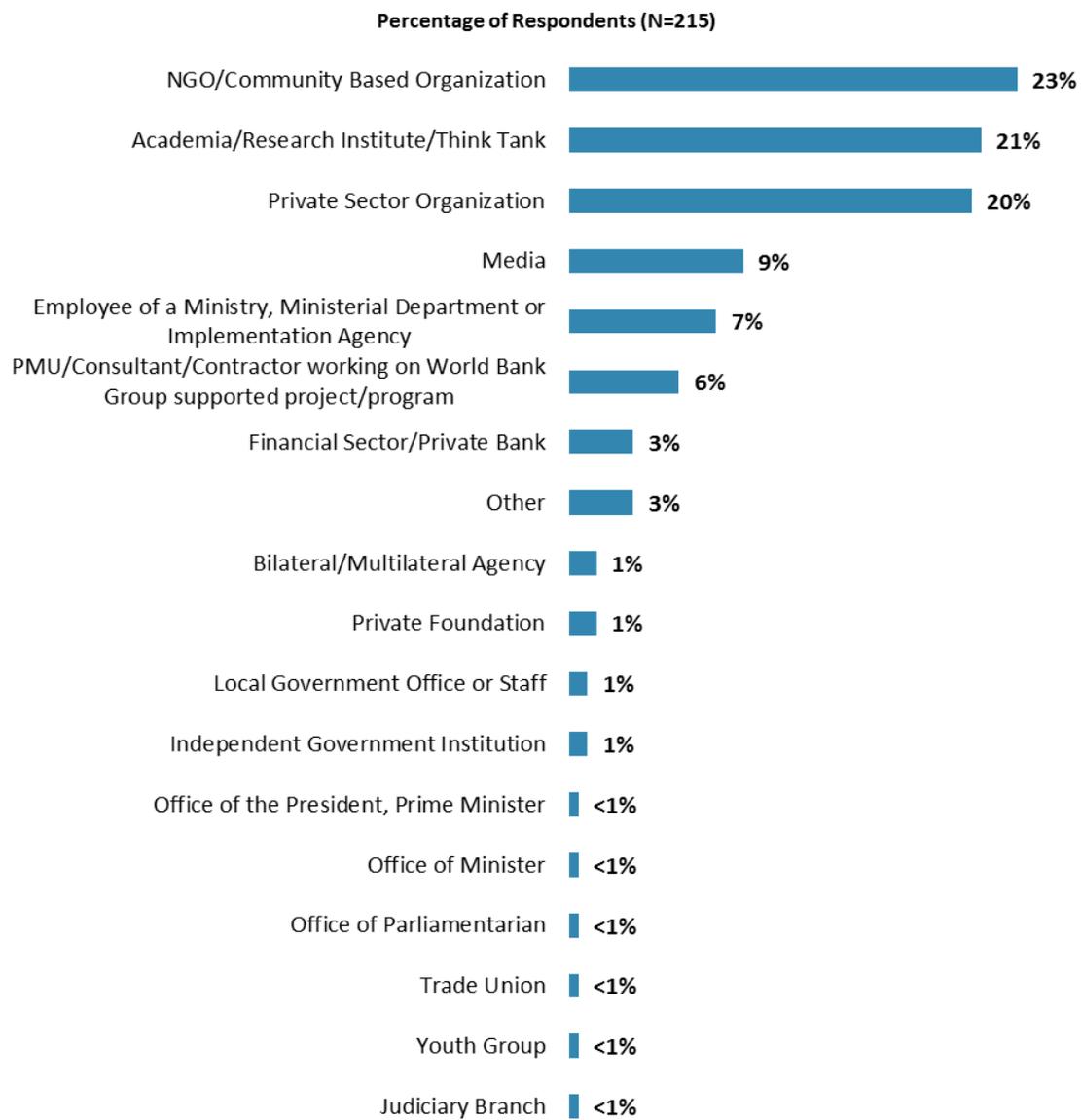
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 21%, N=262). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'15 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 82).



III. Demographics of the Sample

Current Position

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

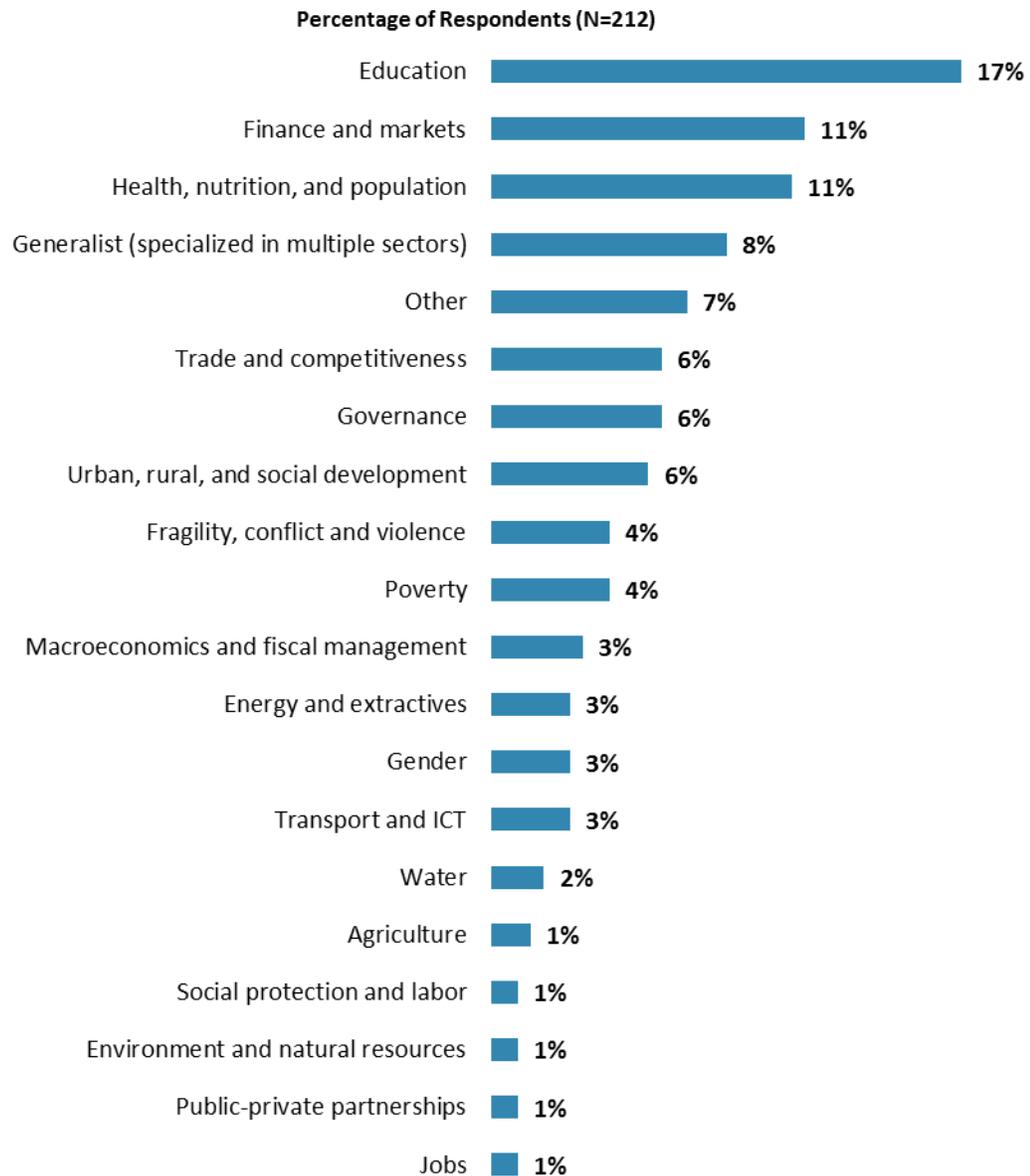


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



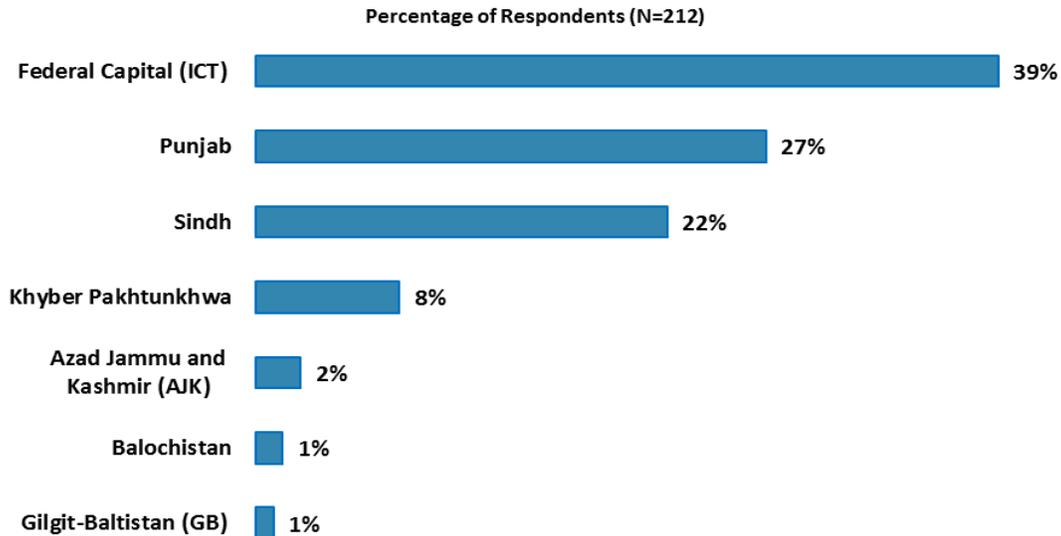
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

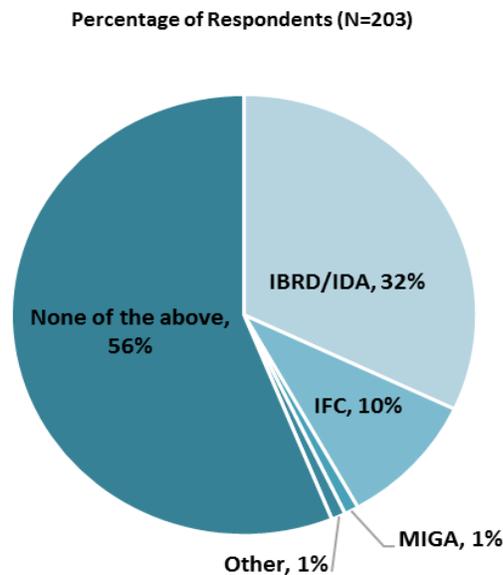
Geographic Locations

- For further analyses, the small number of respondents from Azad Jammu and Kashmir, Balochistan, and Gilgit-Baltistan were combined in the “Other” category. There were no respondents from the Federally Administered Tribal Areas. Geographic location comparisons can be found in Appendix C (page 75).



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

Exposure to Agencies within the World Bank Group



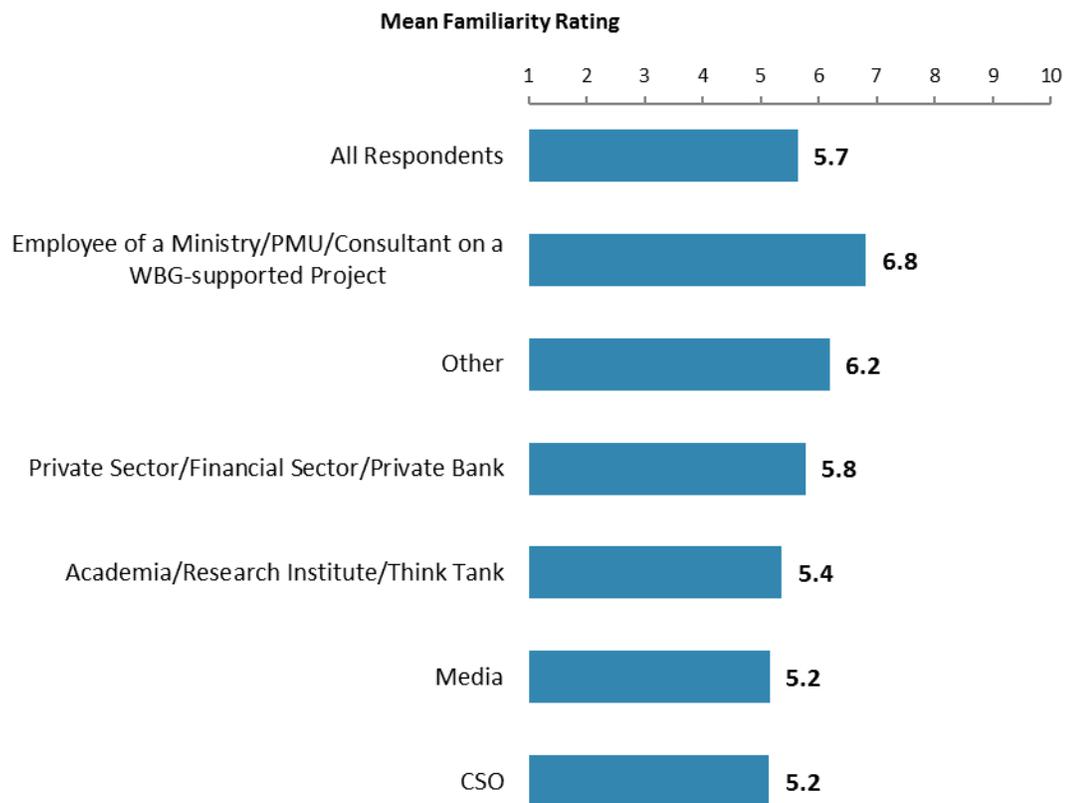
"Which of the following agencies of the World Bank Group do you primarily engage with in Pakistan?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG as respondents in the FY'15 Country Survey (weighted mean in FY'18 = 5.9; weighted mean in FY'15 = 6.3)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Pakistan and their ratings of the extent to which the WBG plays a relevant role in development in the country.



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

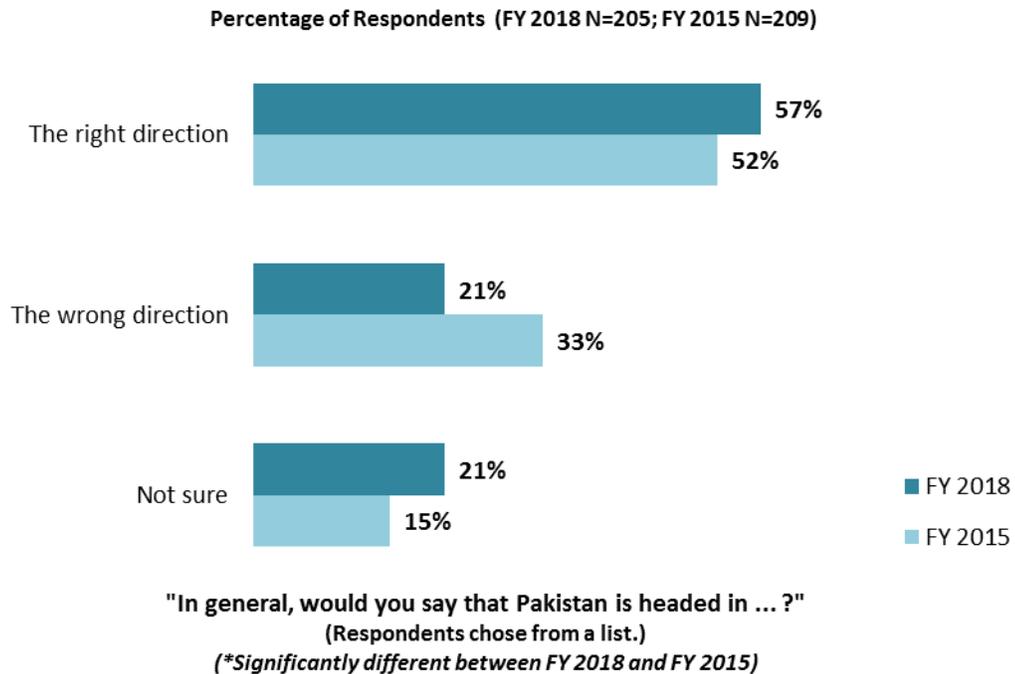
¹ Please refer to Appendix E (page 82) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Pakistan

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Pakistan is headed in the wrong direction compared to respondents in the FY'15 Country Survey.



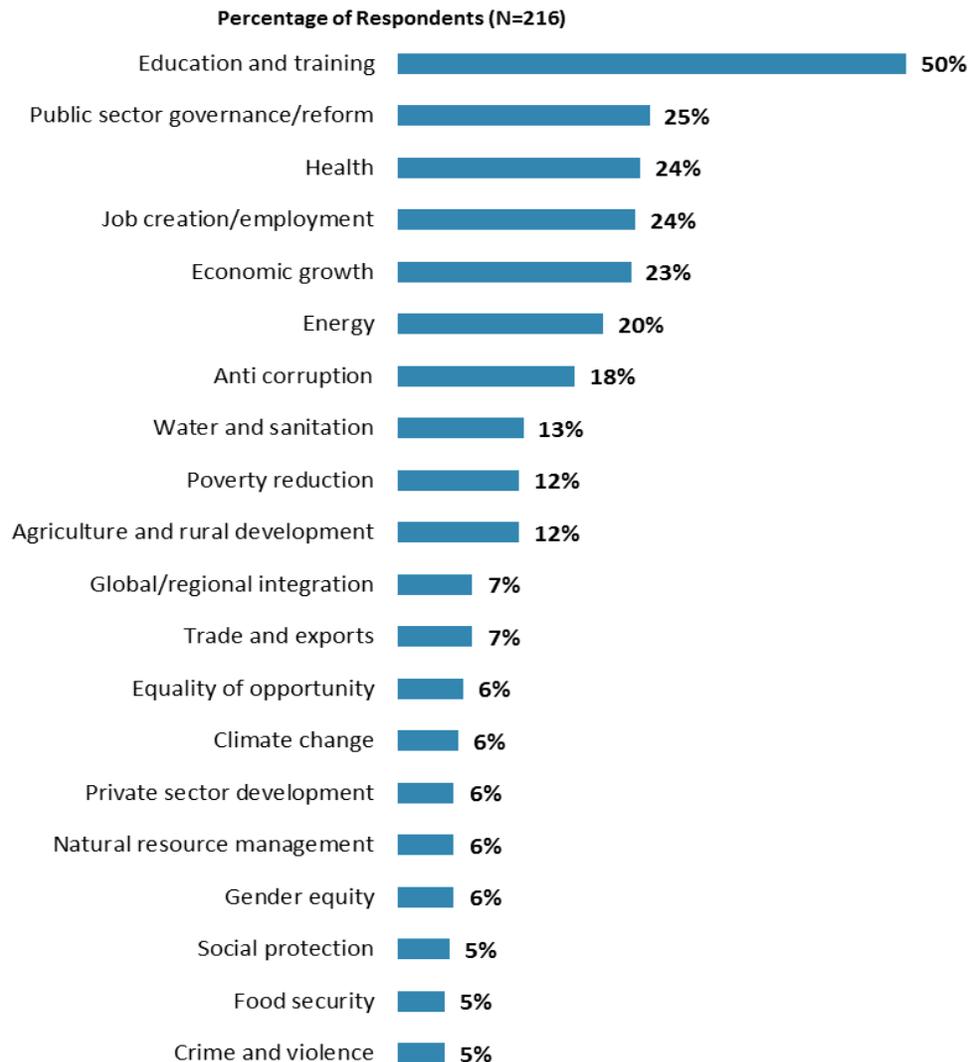
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'15.



IV. General Issues Facing Pakistan (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Pakistan were “*education and skill enhancement*” (56%), “*energy*” (50%), and “*law and justice*” (35%).
- Respondents who identified their primary specialization of work as “education” (17% of the sample) were significantly *more* likely to indicate that “*education and training*” was the most important development priority in Pakistan, compared to the rest of respondents in other areas of work.



"Listed below are a number of development priorities in Pakistan. Please identify which of the following you consider the most important development priorities in Pakistan. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)

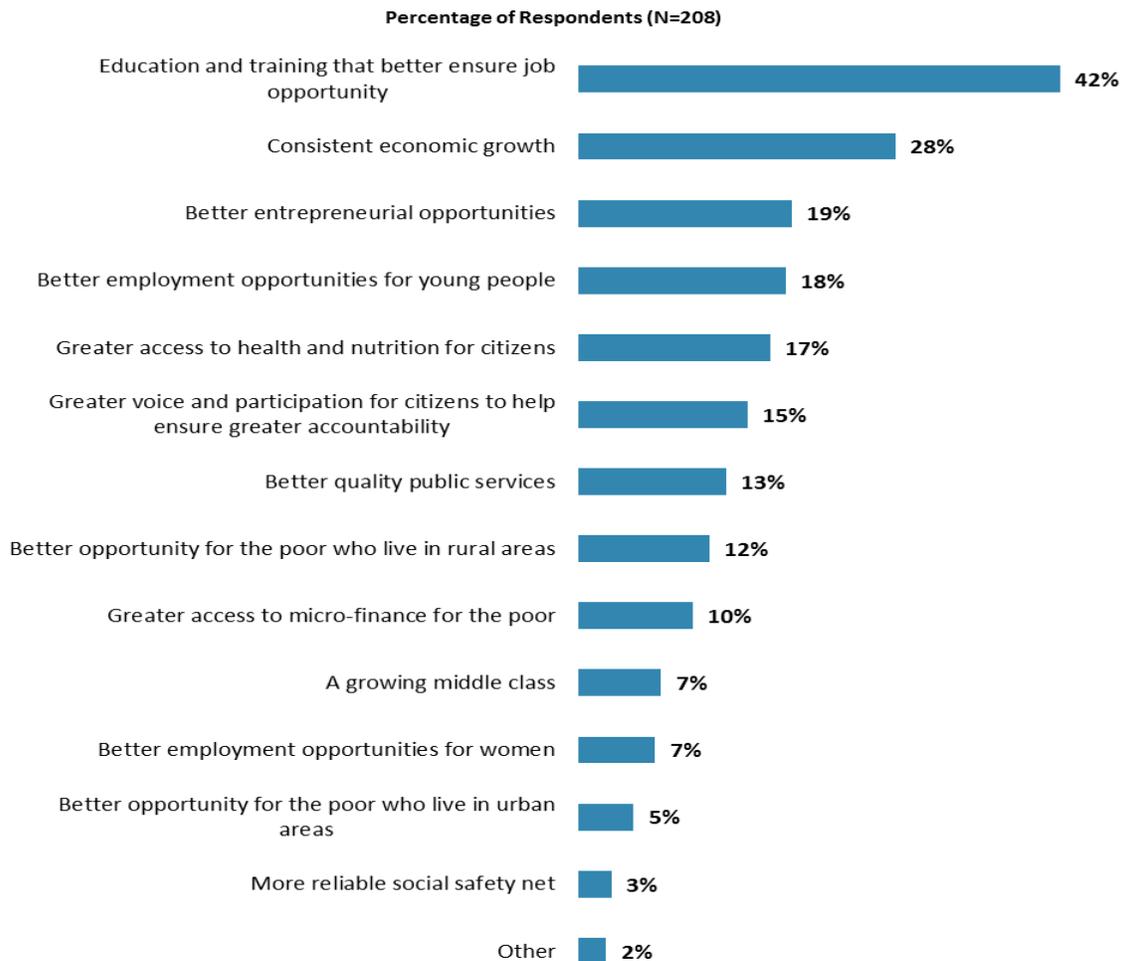
**When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in Pakistan.*



IV. General Issues Facing Pakistan (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in Pakistan can be best achieved through “*education and training that better ensure job opportunities*” (43%), “*consistent economic growth*” (25%), and “*better entrepreneurial opportunities*” (23%).
- There were no significant differences between respondents who identified their primary specialization of work as “education” (17% of the sample) compared to the rest of respondents in other areas of work regarding how shared prosperity in Pakistan can be best achieved.



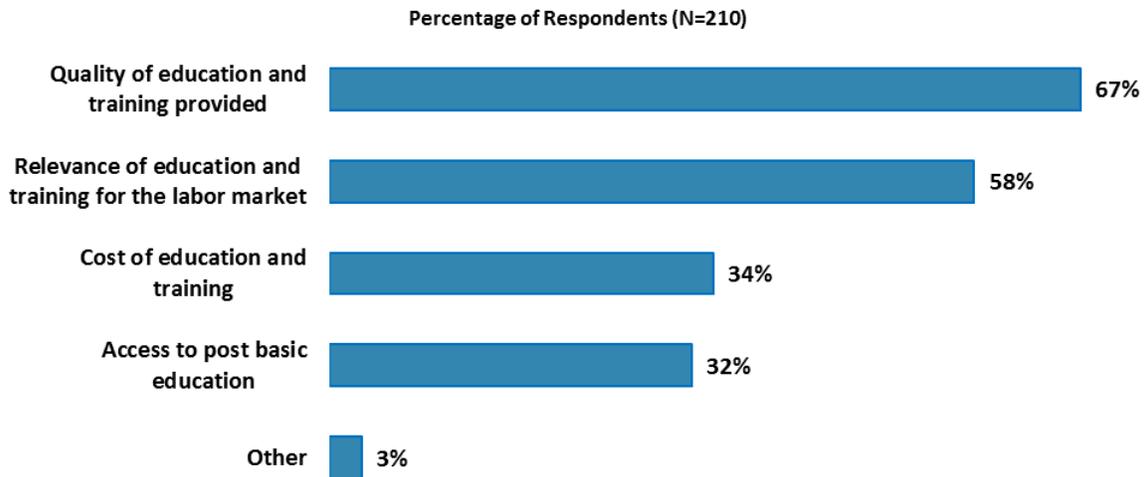
“The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

**When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents’ views about how shared prosperity can be best achieved in Pakistan.*



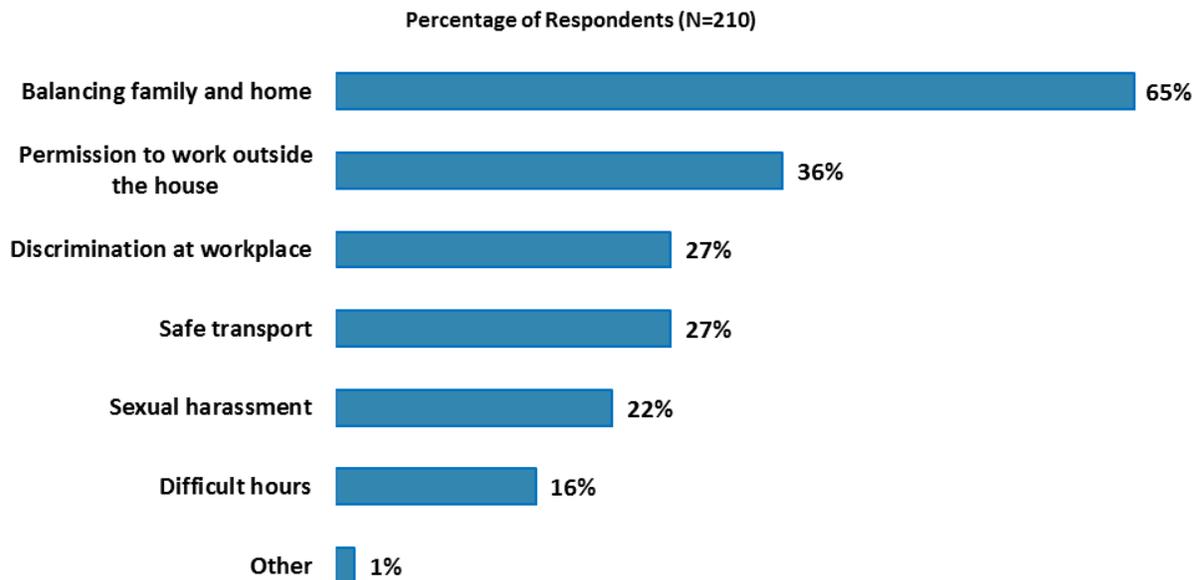
IV. General Issues Facing Pakistan (continued)

Constraints in Gaining Education and Training



"Which of the following do you consider as the main constraint in gaining education and training that is necessary for jobs? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

Challenges Faced by Women with Jobs

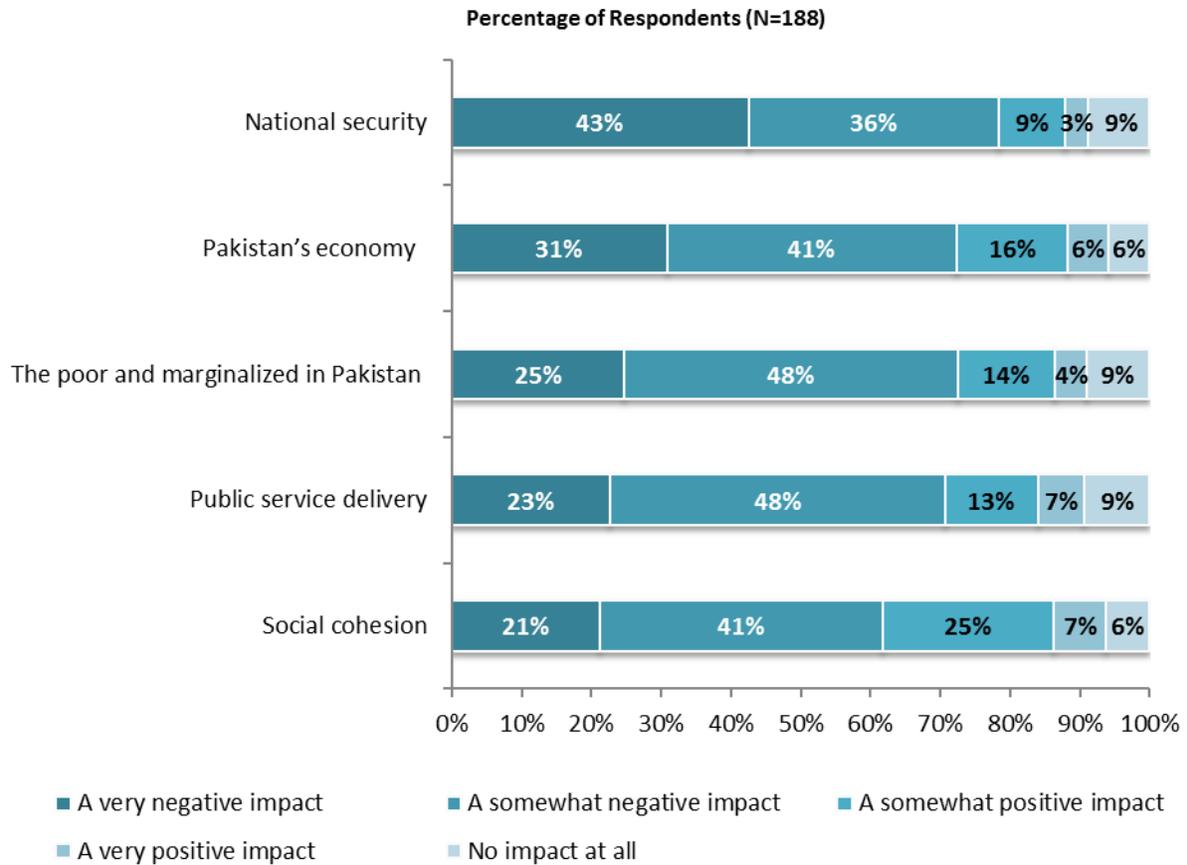


"When thinking about women who have paying jobs in Pakistan, which of the following do you consider the greatest challenges for these women? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Pakistan (continued)

Impact of the Refugee Crisis



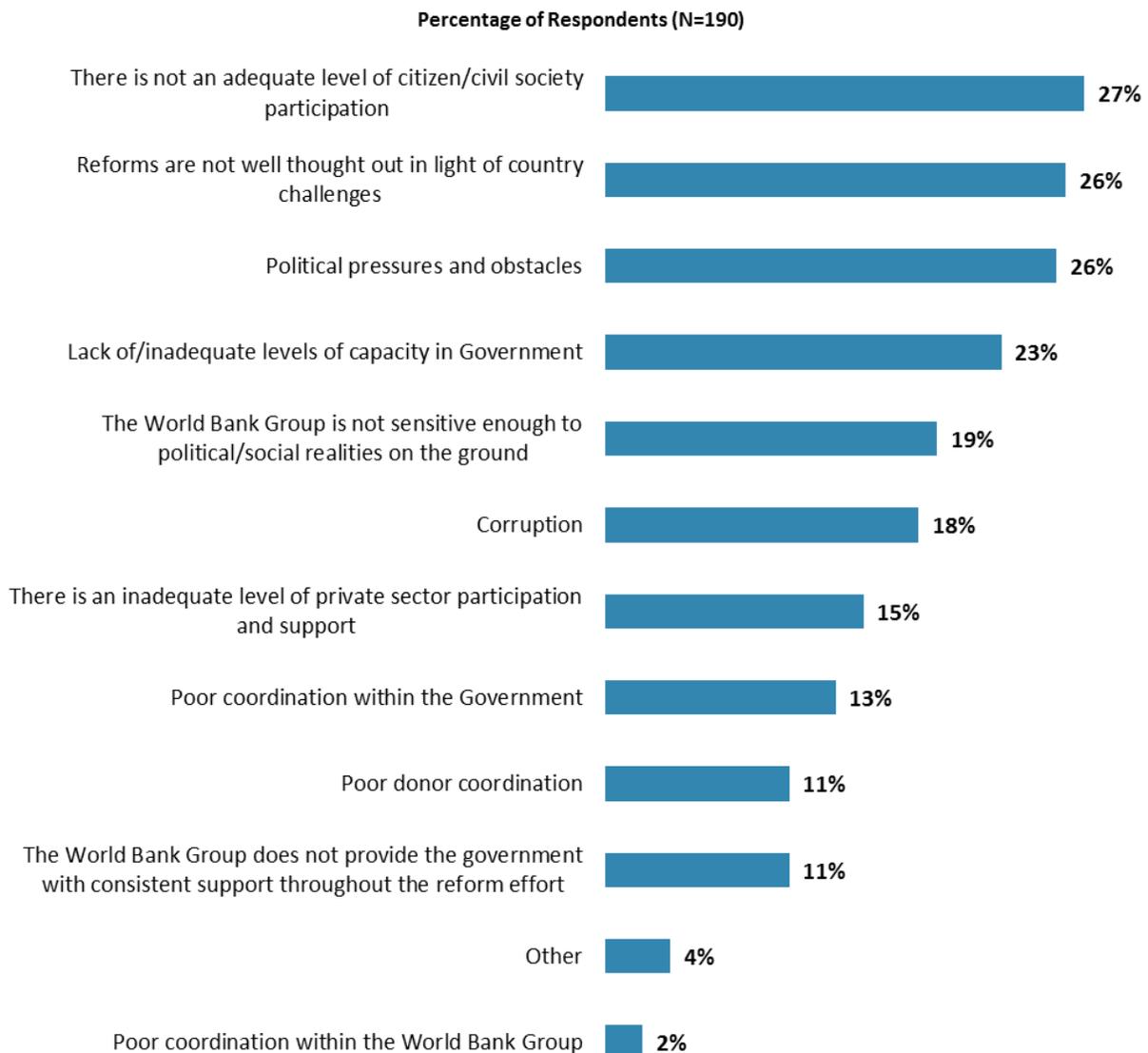
"Please rate how you feel when you think about the impact of the refugees in regards to ... "
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“the World Bank Group is not sensitive enough to political/social realities on the ground”* (34%) and *“lack of/inadequate levels of capacity in Government”* (29%).



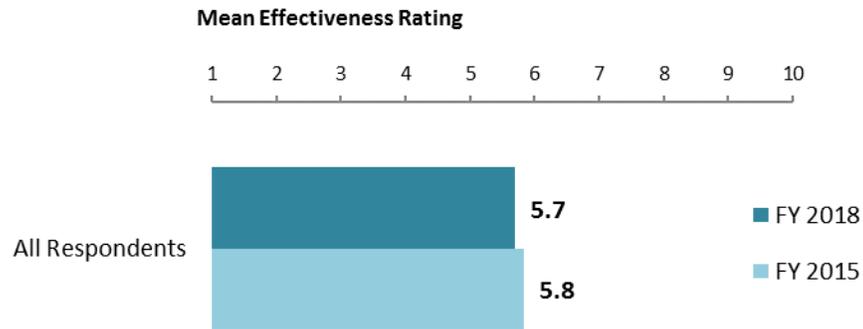
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

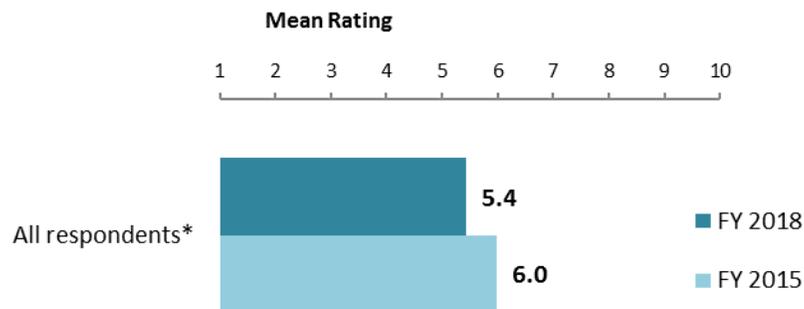
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



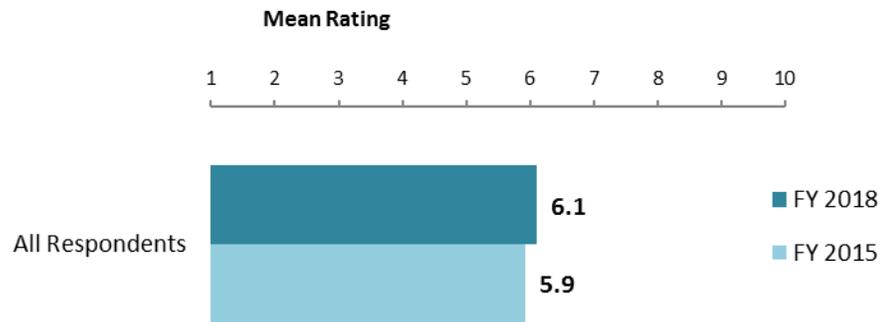
**"To what extent does the World Bank Group’s work help to achieve development results in Pakistan?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2018 and FY 2015)**

³ Means presented in the charts on this page were calculated based on weighted data.



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

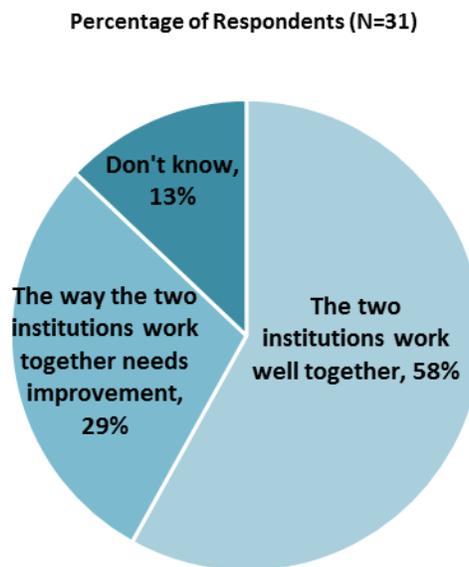
WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Pakistan 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 Pakistan?" (Respondents chose from a list.)

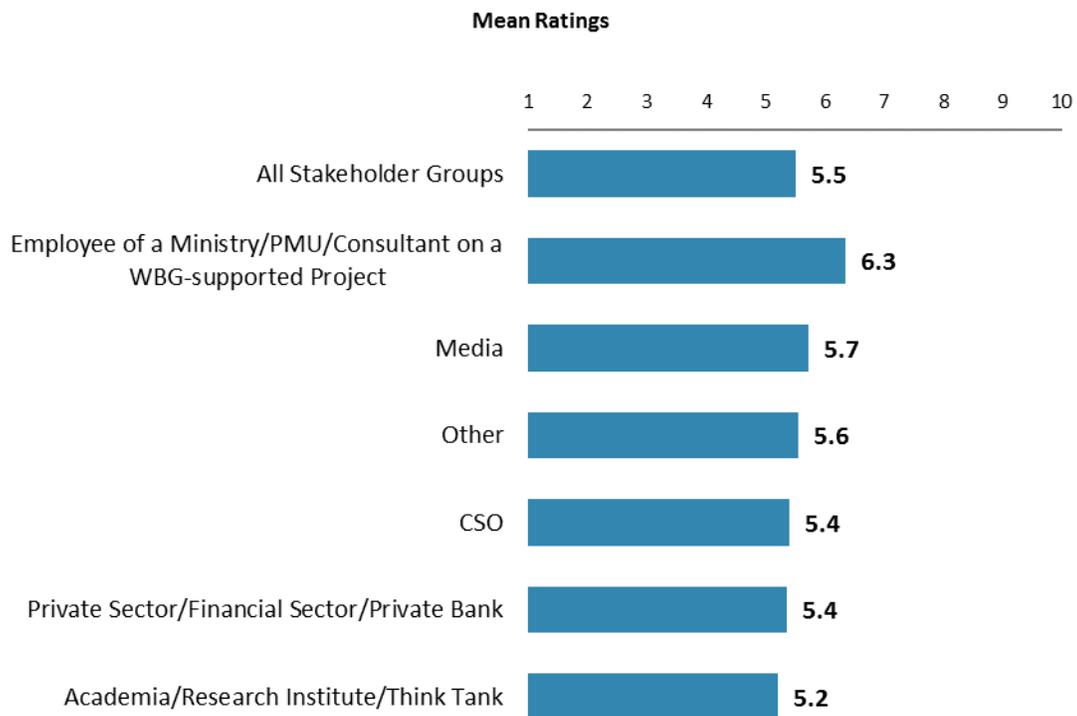
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of ministries/PMUs/consultants working on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from academia/research institutes/think tanks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 55).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 5.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.3). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 87).



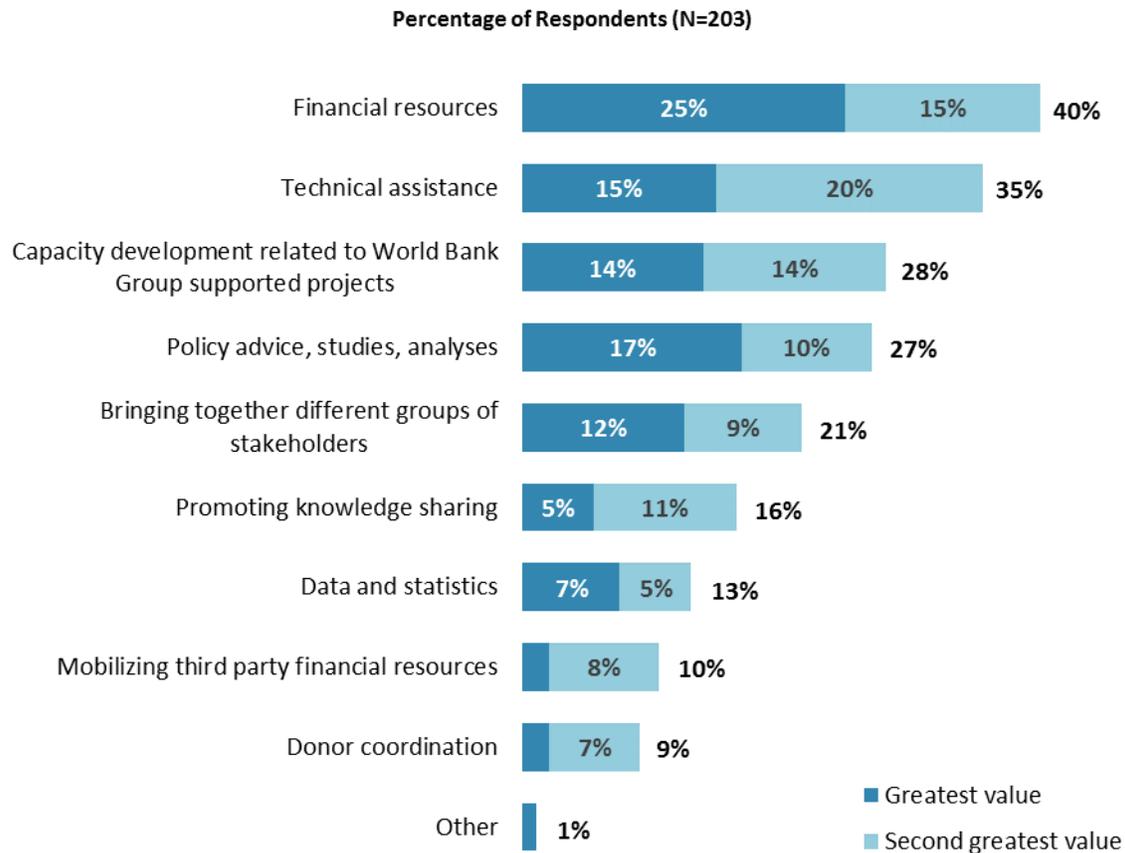
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Pakistan were "*capacity development*" (35%) and "*financial resources*" (32%).



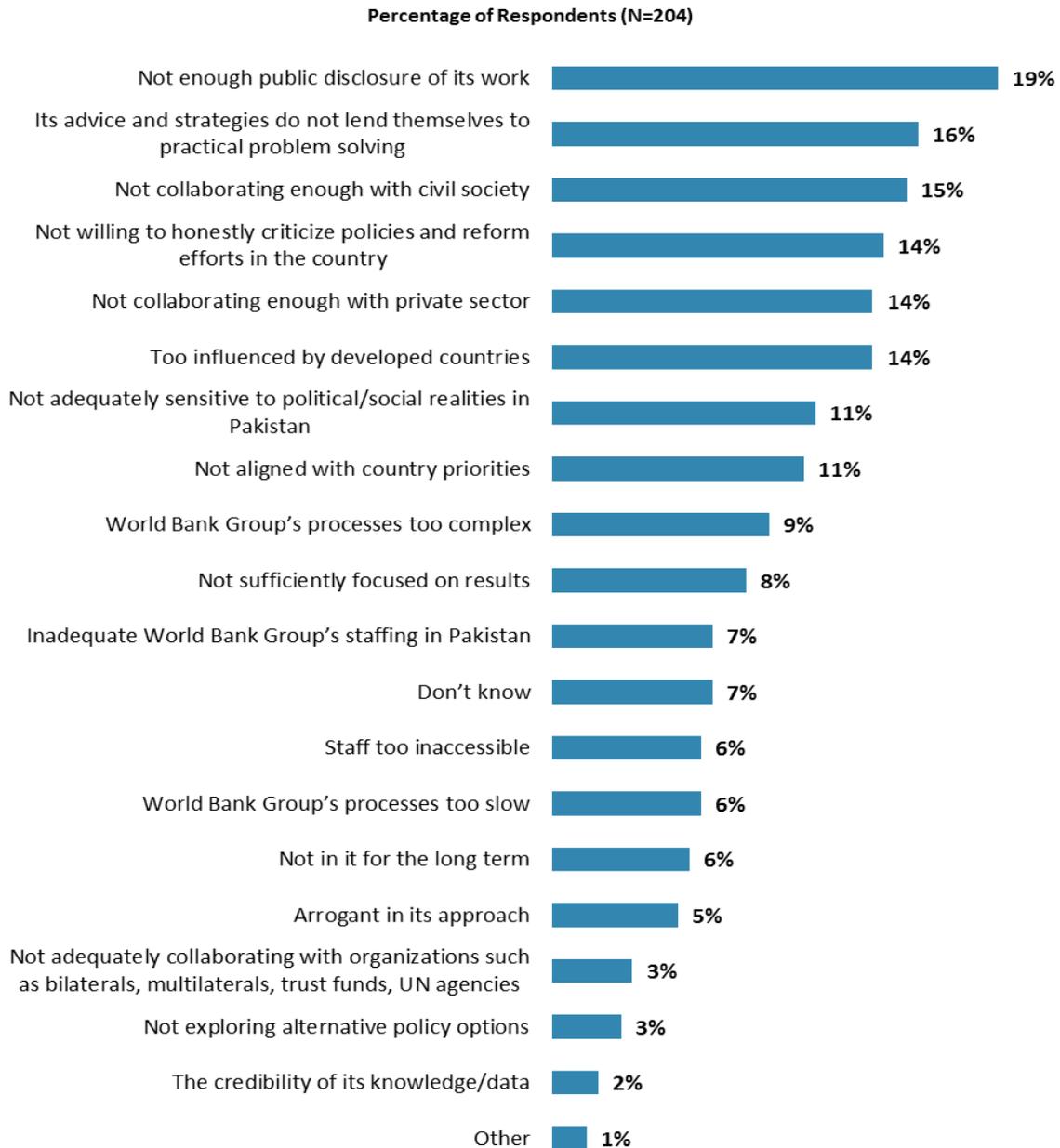
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Pakistan?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in Pakistan were being "*too influenced by developed countries*" (18%), "*not adequately sensitive to political/social realities in Pakistan*" (17%), and "*its advice and strategies do not lend themselves to practical problem solving*" (15%).

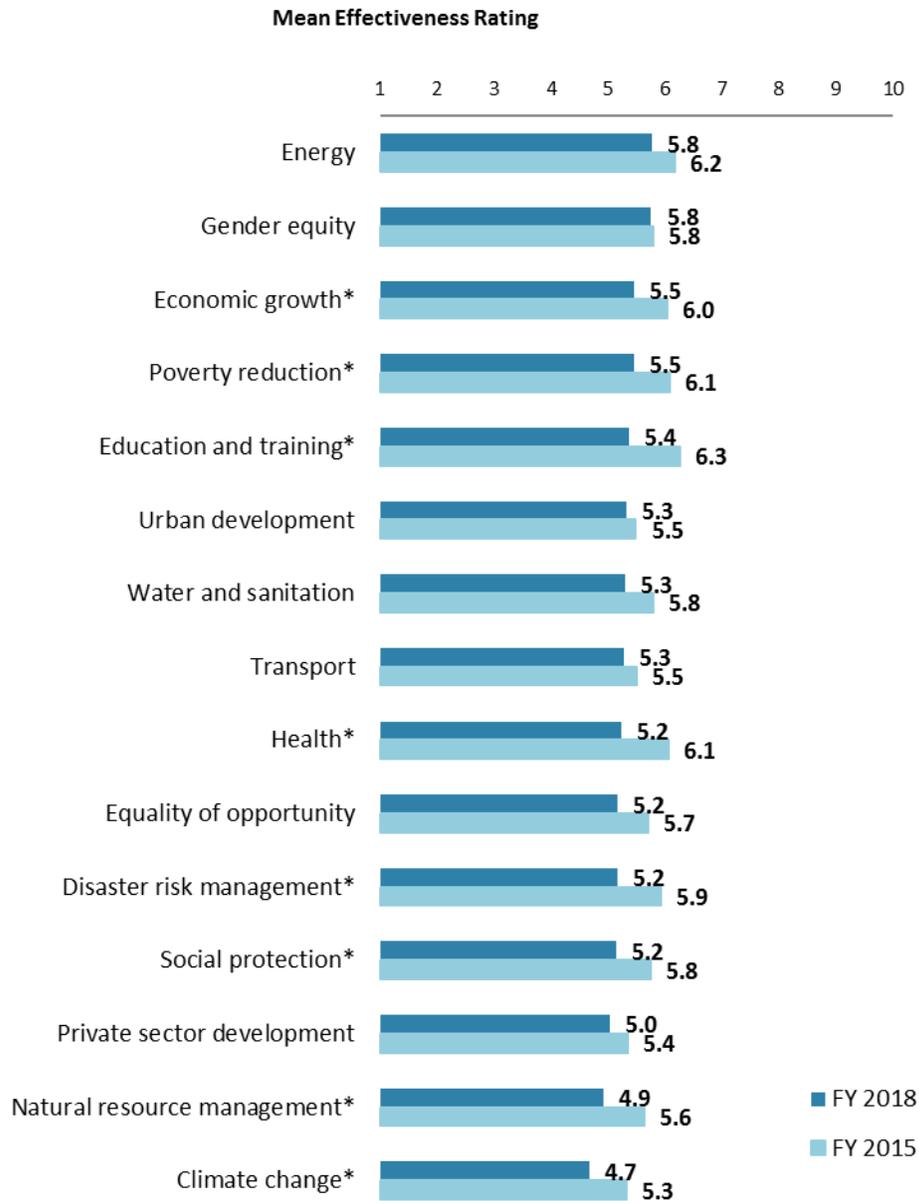


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Pakistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison⁵



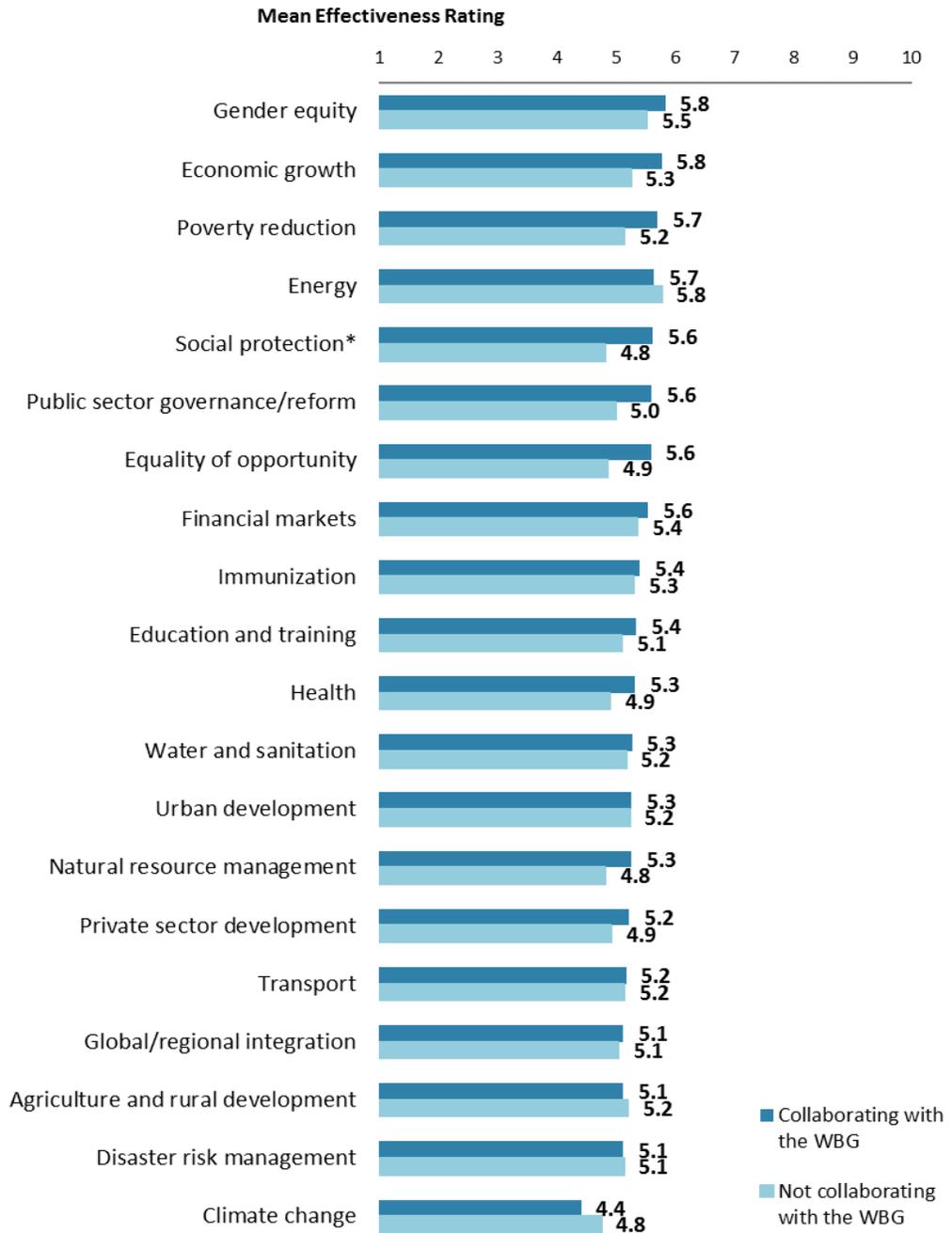
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2018 and FY 2015)

⁵ Means presented in this chart were calculated based on weighted data. Only those sectors comparable across both FY'15 and FY'18 are presented in this chart. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG’s Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 41) 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)

Drivers of Effectiveness

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

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

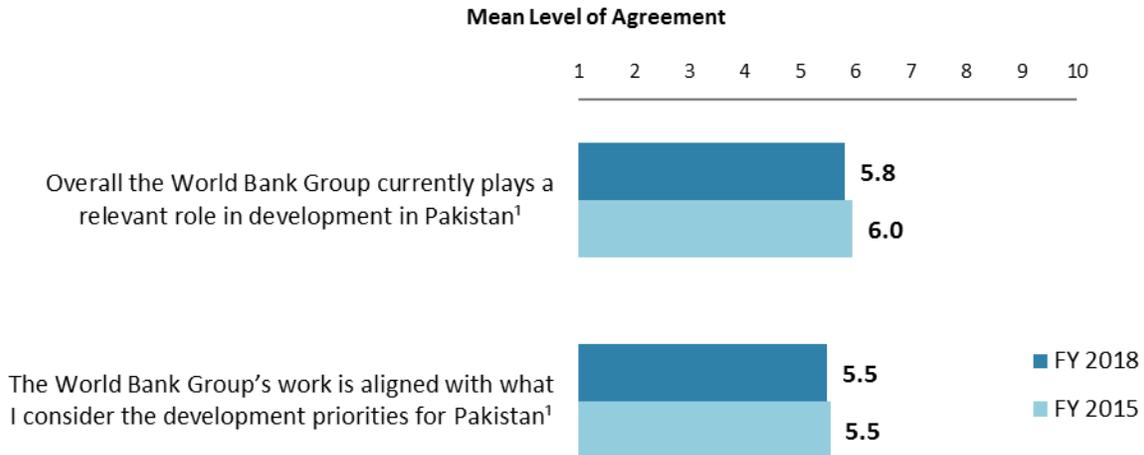
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Pakistan. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at natural resource management;
 - The WBG's effectiveness at agriculture and rural development;
 - The WBG's effectiveness at equality of opportunity; and
 - The WBG's effectiveness at economic growth.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Pakistan, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key driver from these analyses were:
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at climate change;
 - The WBG's effectiveness at natural resource management;
 - The WBG's effectiveness at equality of opportunity; and
 - The WBG's effectiveness at agriculture and rural development.



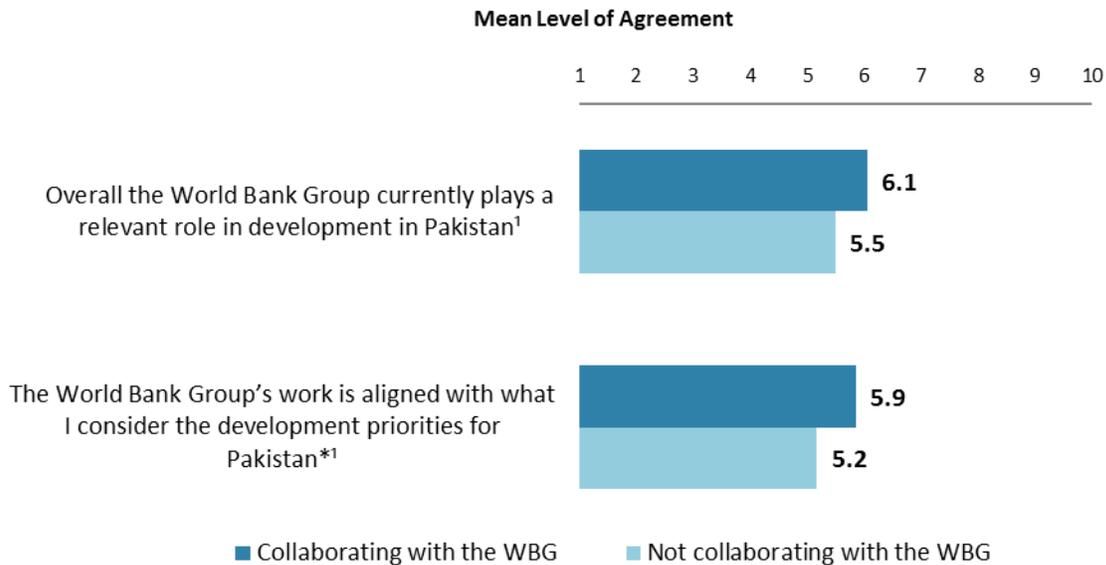
VII. How the World Bank Group Operates

The World Bank Group's Work in Pakistan: Year Comparison⁷



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

The World Bank Group's Work in Pakistan: Collaboration



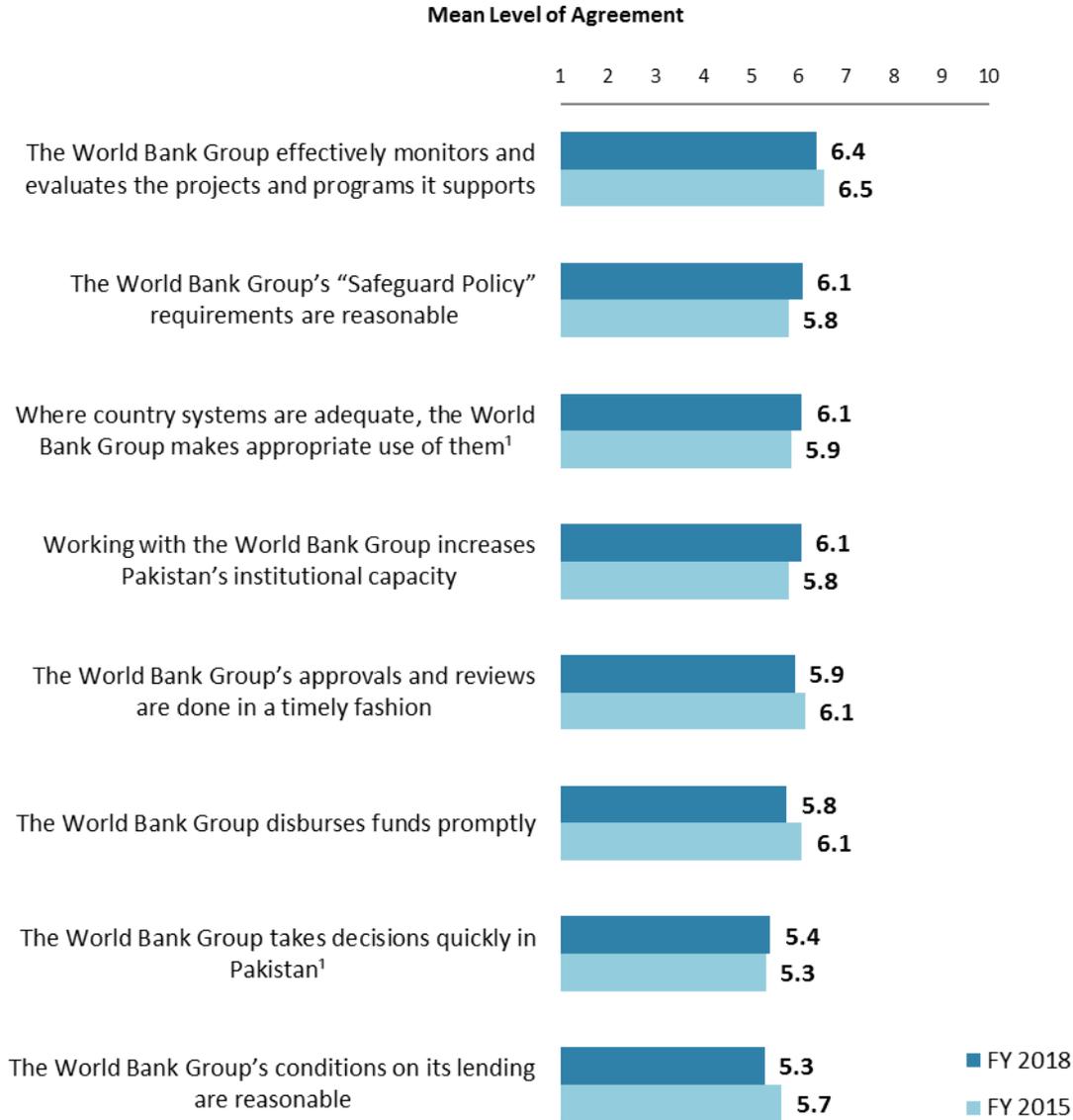
"To what extent do you agree with the following statements about the World Bank Group's work in Pakistan?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



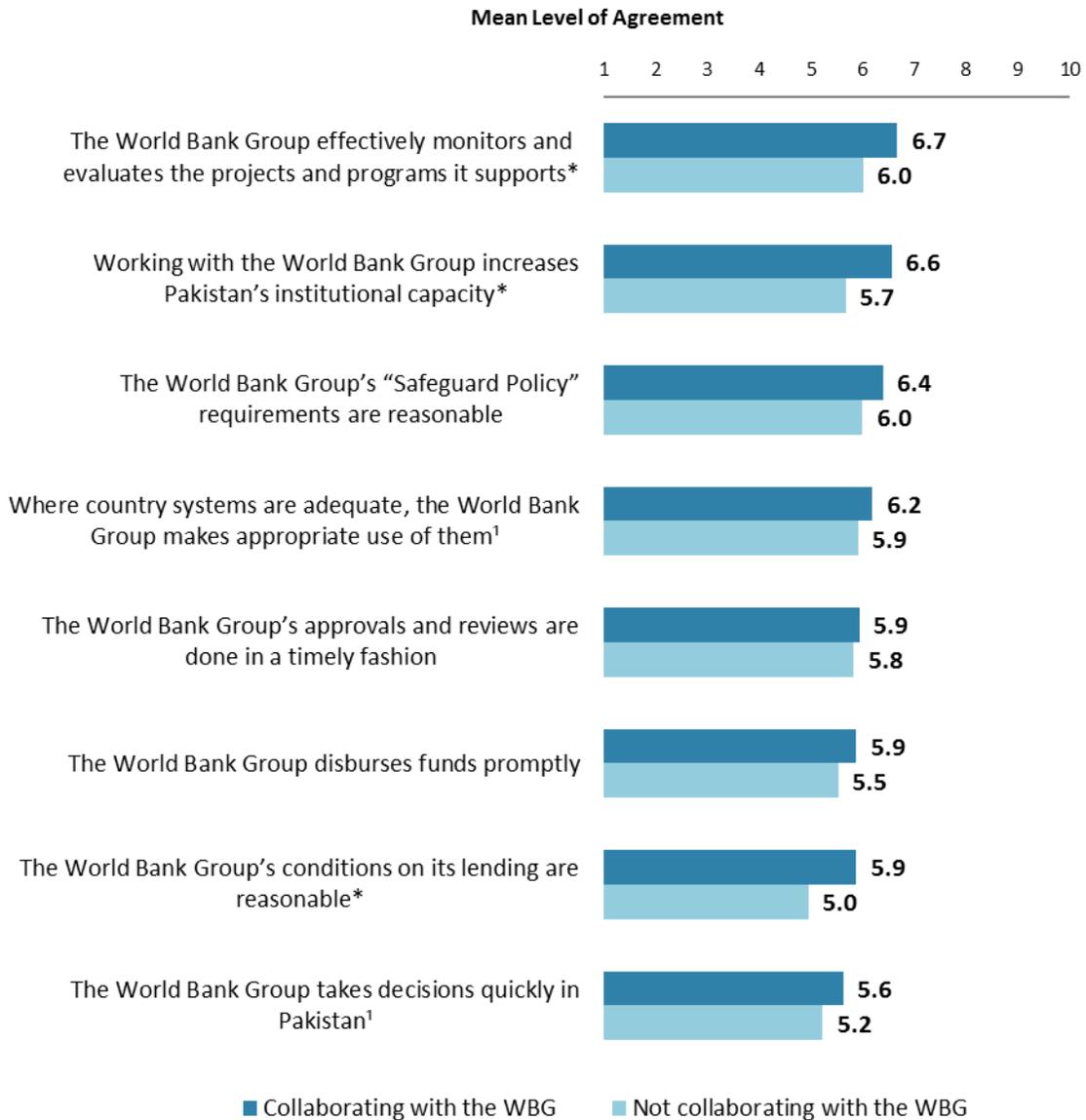
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

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



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")

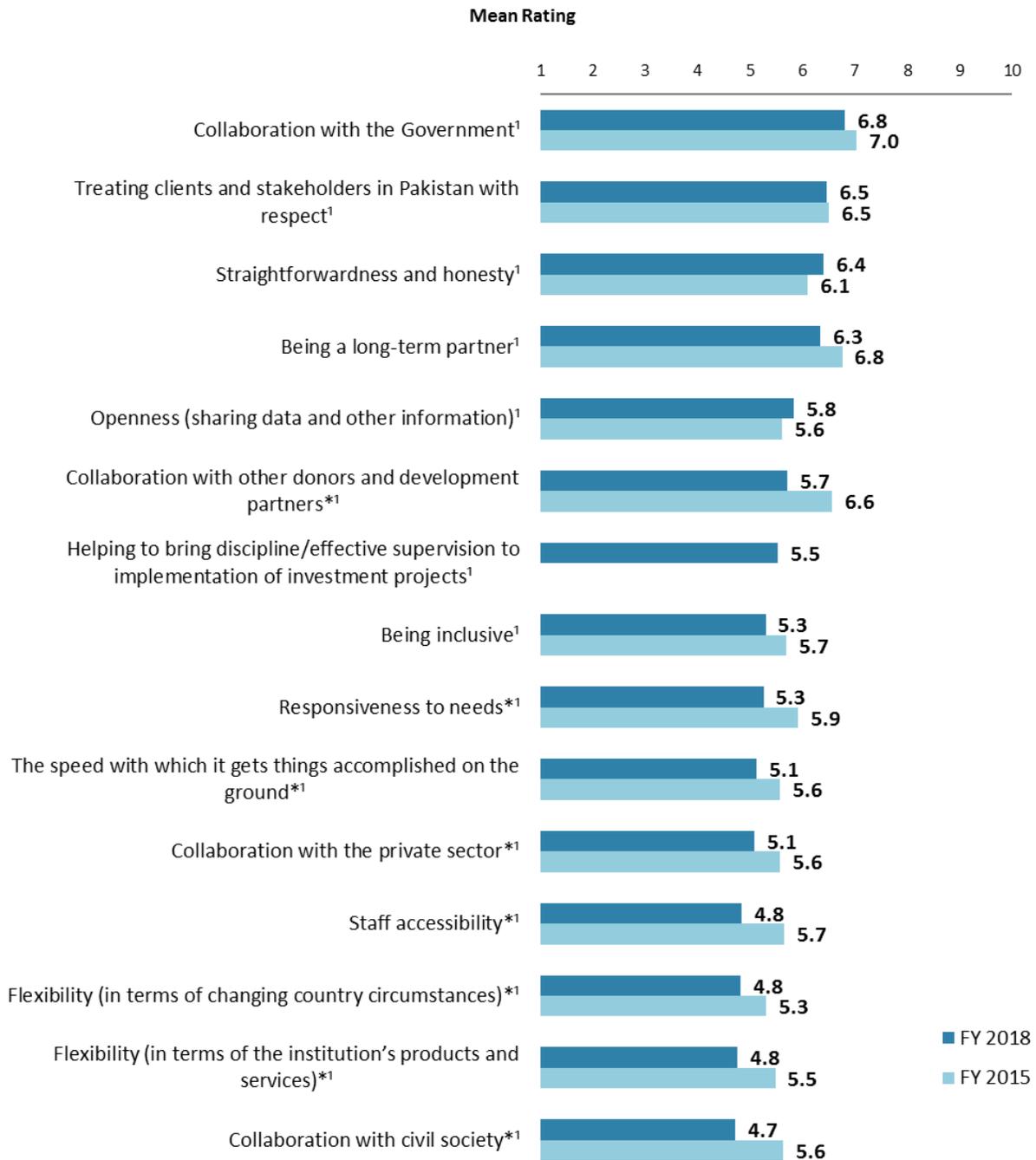
*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2018 and FY 2015)

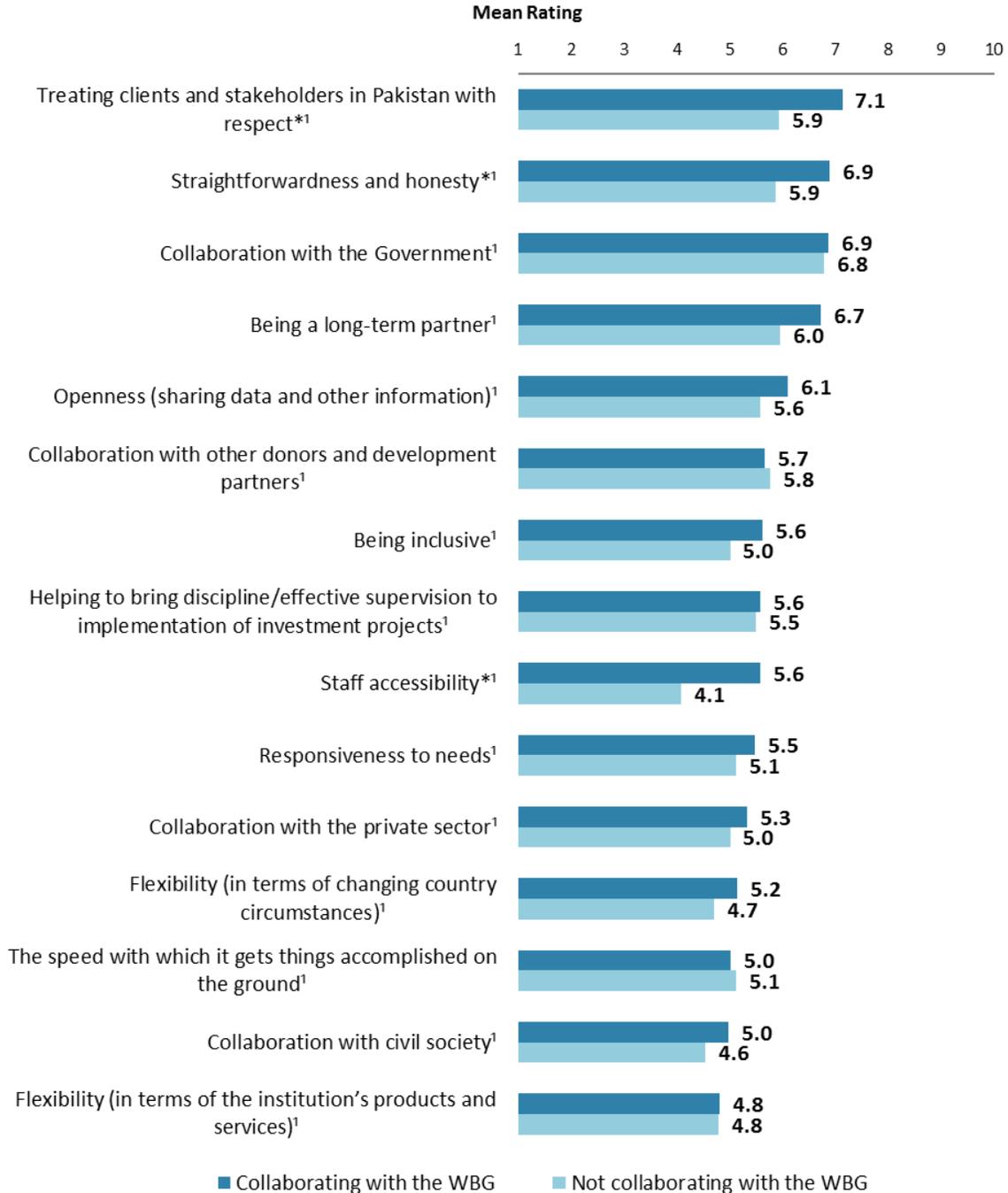
¹Indicator Question

⁹ 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 Pakistan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources

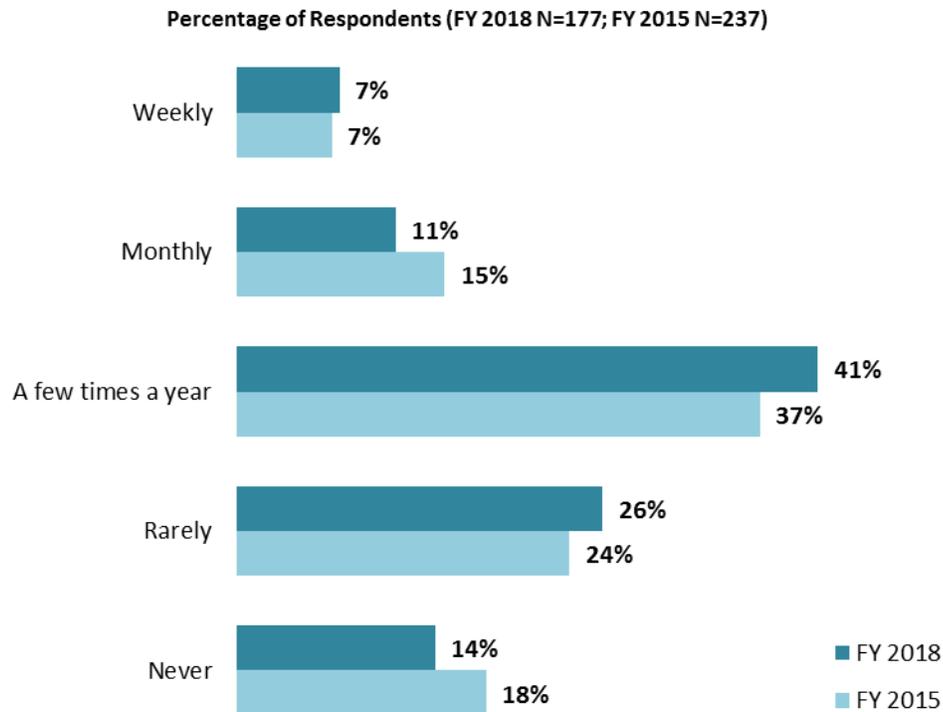


"How effectively does the World Bank Group help Pakistan to mobilize finance for development from private sector sources?"
(1-"Not effectively at all", 10-"Very effectively")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰



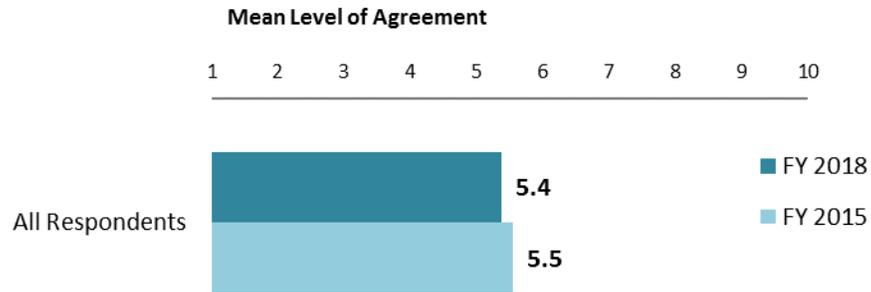
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages presented in this chart were calculated based on weighted data.



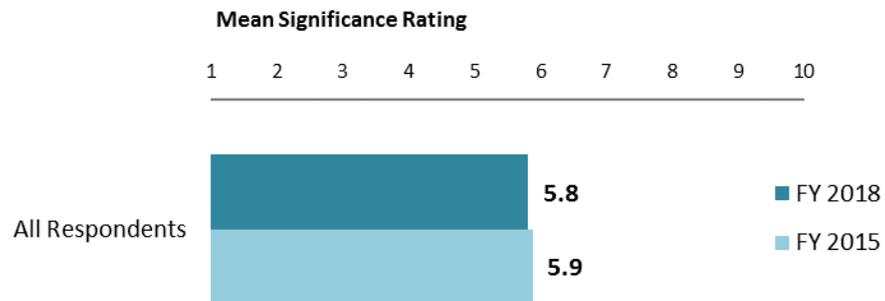
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Pakistan’s Knowledge Needs¹¹ (Indicator Question)



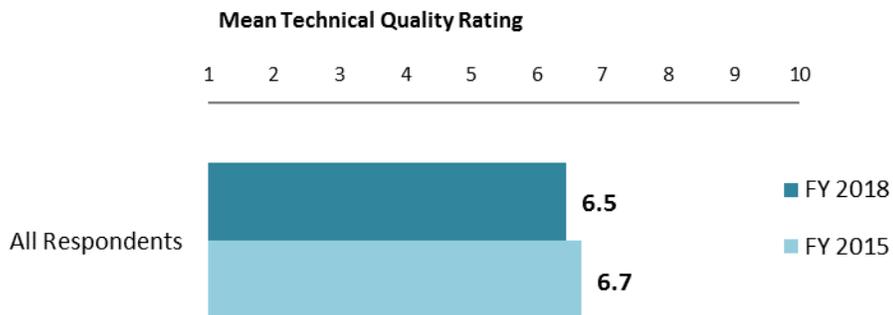
"The World Bank Group meets Pakistan’s needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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)



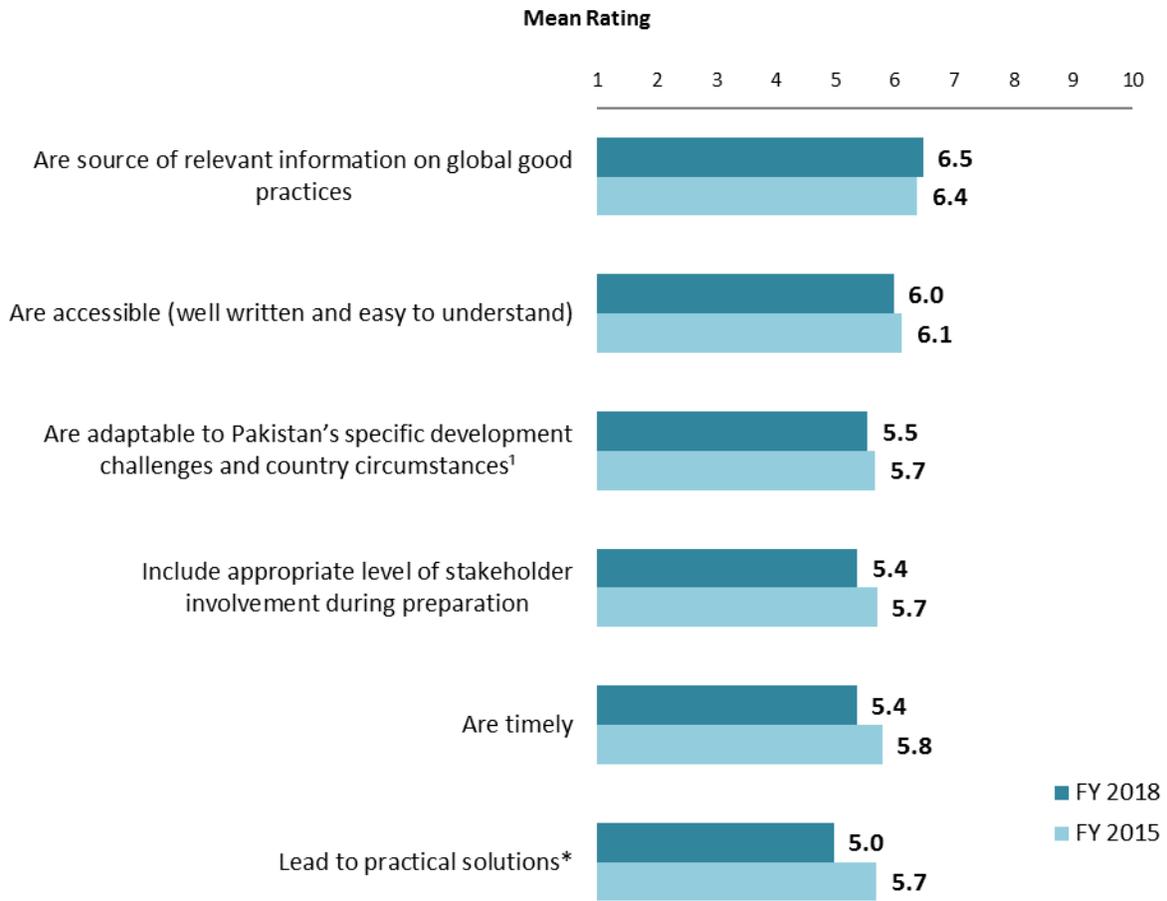
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹¹ 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 Activities¹²



"In Pakistan, 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 2018 and FY 2015)

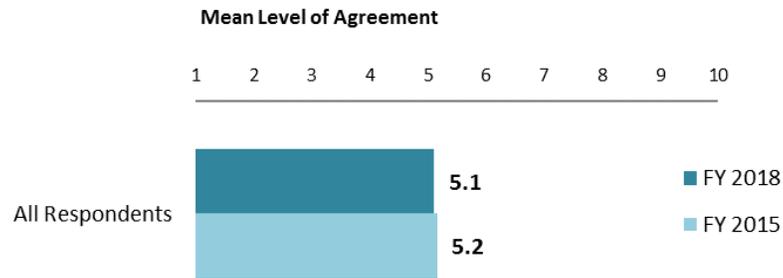
¹Indicator Question

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



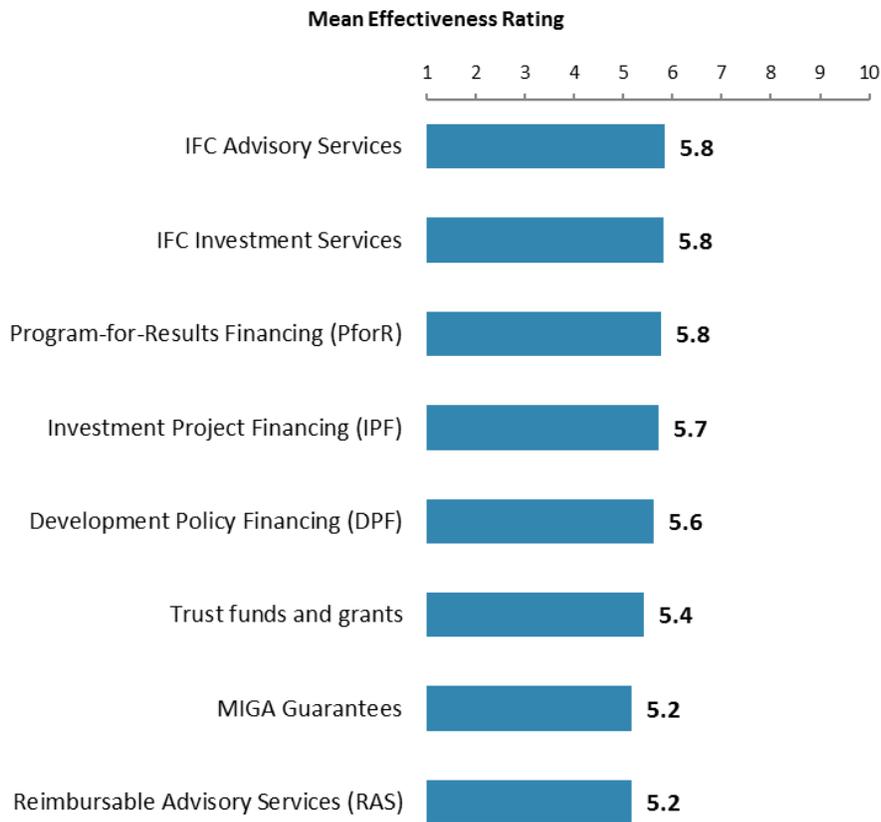
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Pakistan’s Needs for Financial Instruments¹³ (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 Pakistan"
(1-"Strongly disagree", 10-"Strongly agree")

Effectiveness of WBG’s Instruments



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

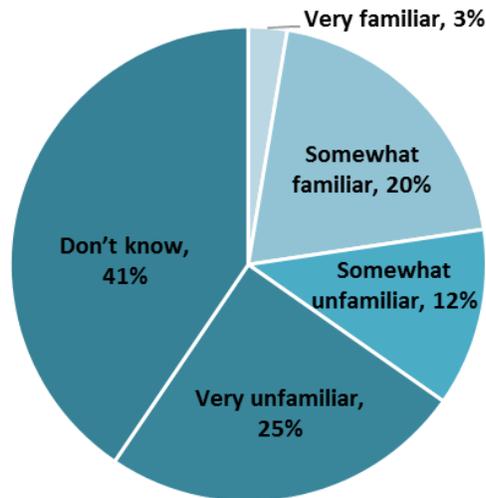
¹³ Means in the chart were calculated based on weighted data.



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

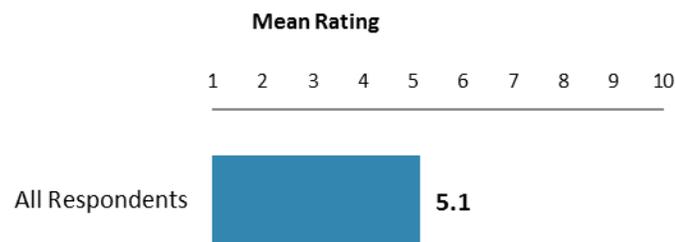
Familiarity with WBG's New/Expanded Financial Instruments

Percentage of Respondents (N=190)



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Pakistan?" (Respondents chose from a list.)

WBG's Reimbursable Advisory Services



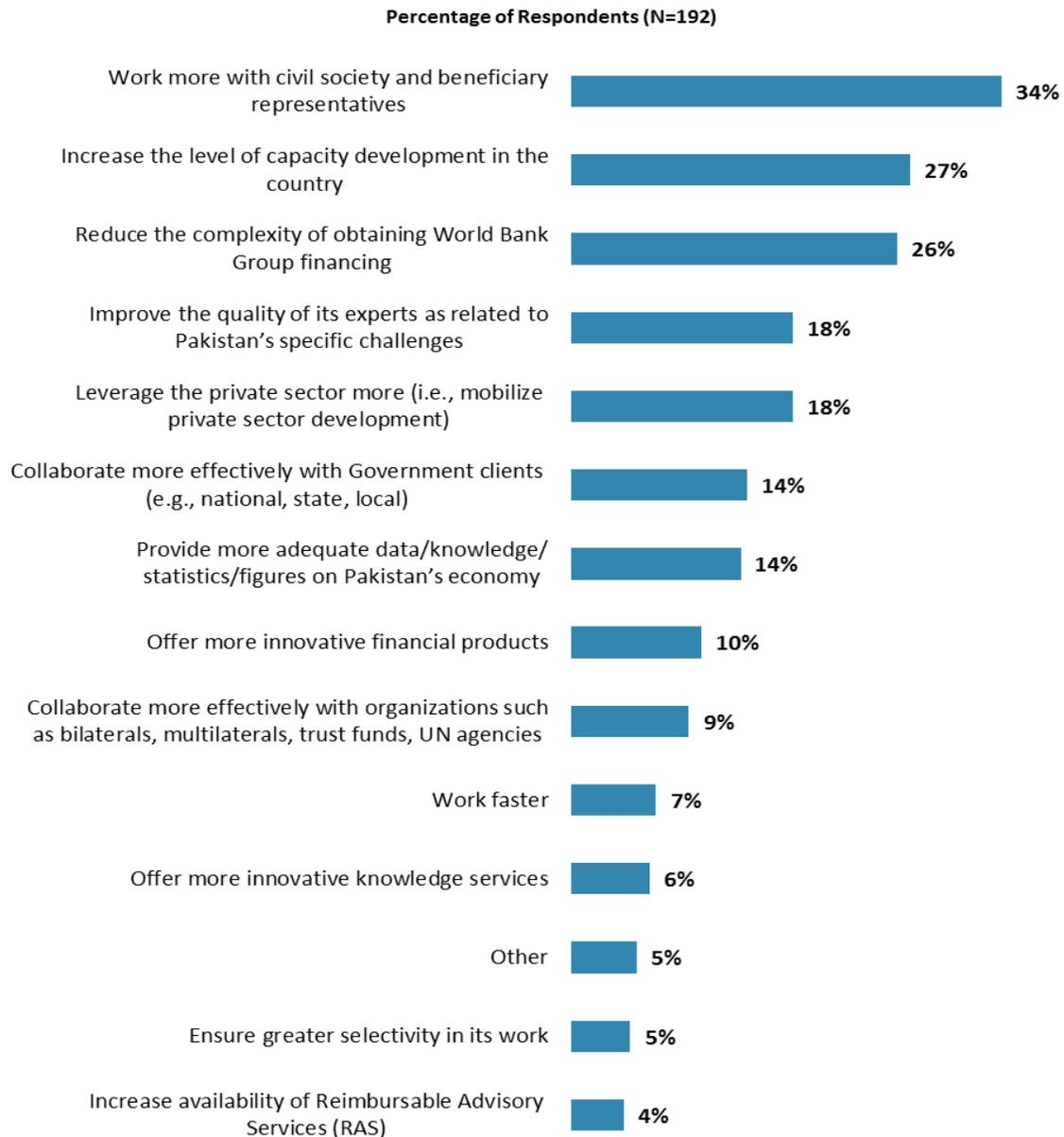
"To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “reach out more to groups outside of Government” (24%) and “increase the level of capacity development in the country” (21%) to make itself of greater value in Pakistan.



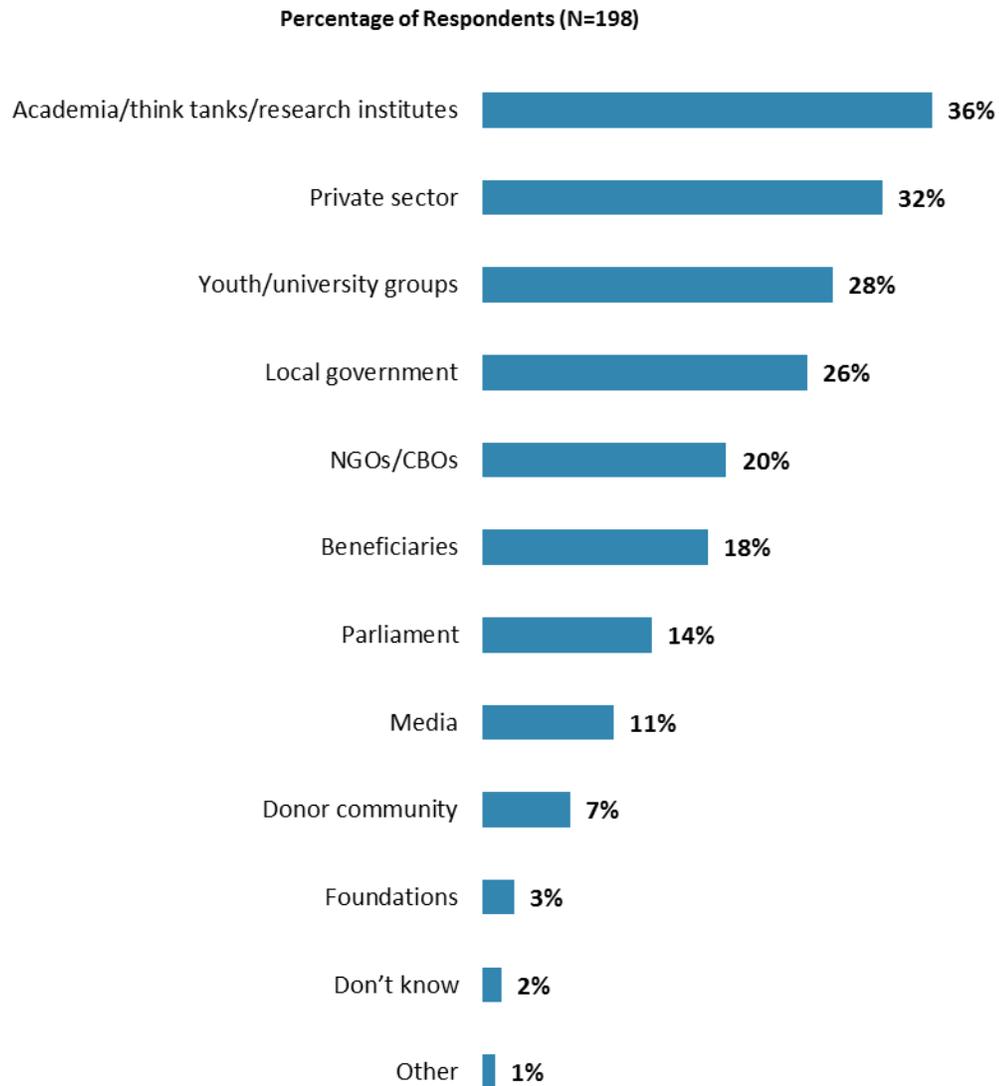
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Pakistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*academia/think tanks/research institutes*” (42%) and “*local government*” (27%) to ensure better development results in Pakistan.



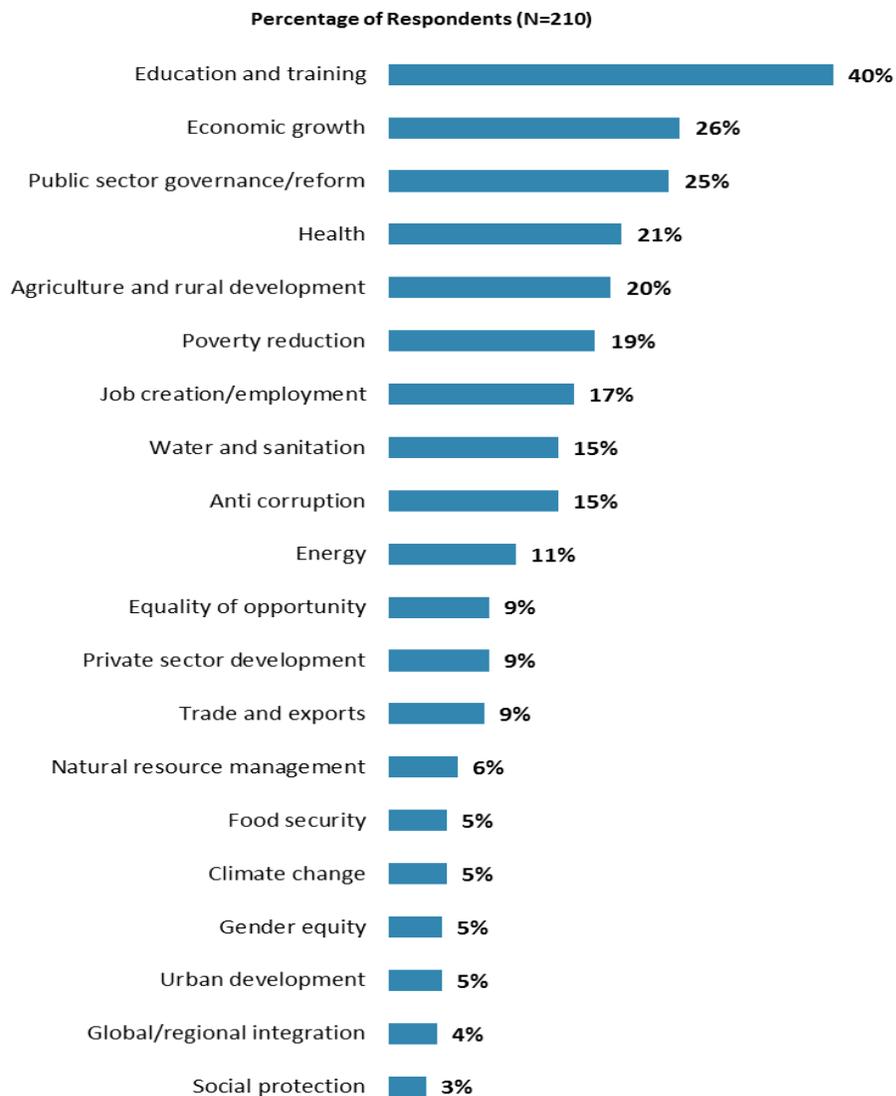
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?" (Choose no more than TWO)
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*education and skill enhancement*” (45%), “*energy*” (42%), and “*law and justice*” (23%).
- Respondents whose primarily specialization of work is “education” (17% of the sample) and respondents from other areas of work did not differ significantly in their views of the top sectors, where the WBG should focus its resources.



“When thinking about how the World Bank Group can have the most impact on development results in Pakistan, in which sectors do you believe the World Bank Group should focus most of its resources in Pakistan? (Choose no more than THREE)”
 (Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)

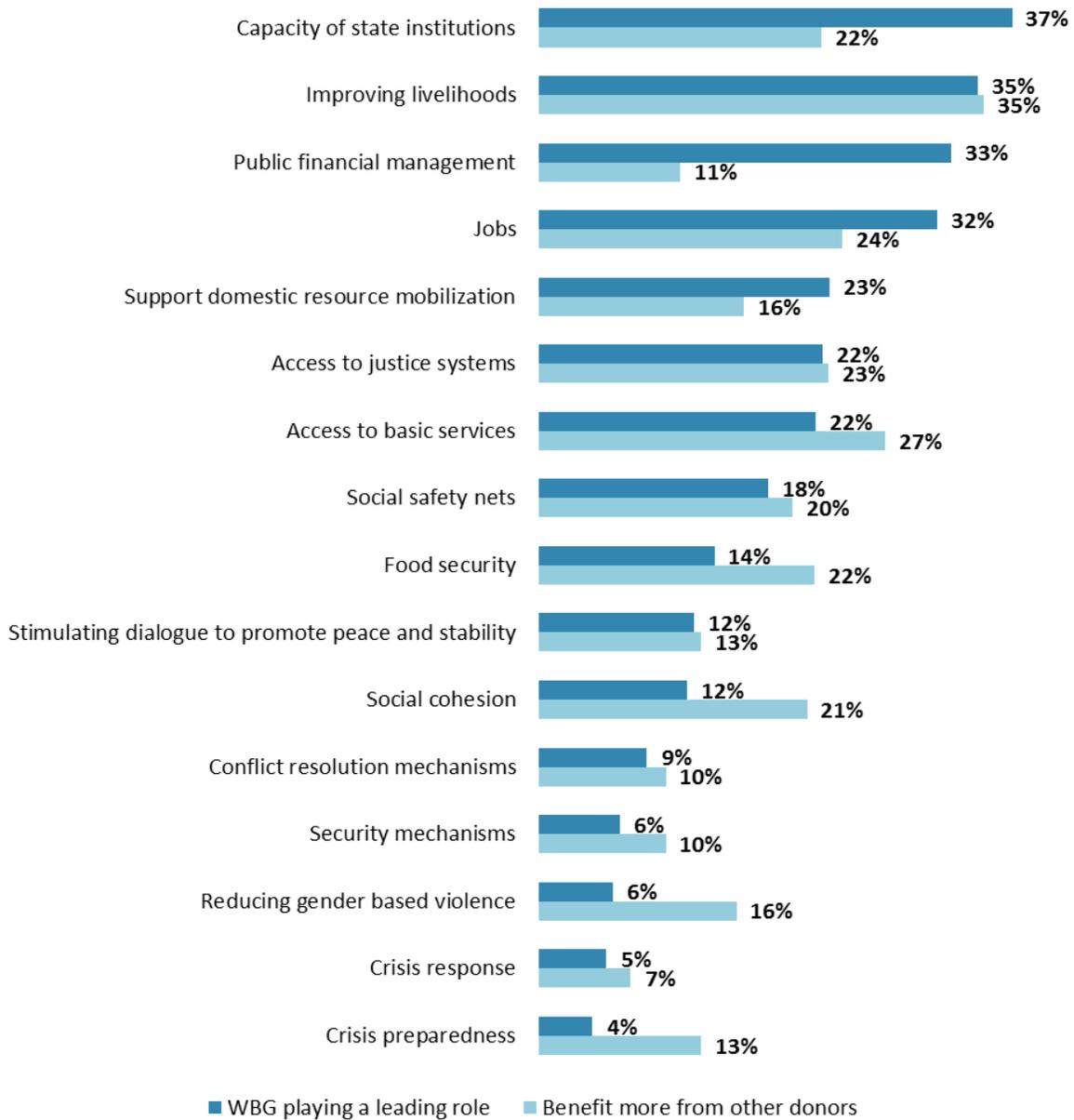
**When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents’ views about which sectors the World Bank Group should focus its resources on.*



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

The WBG Playing a Leading Role vs. Other Donors

Percentage of Respondents (Question A: N=187; Question B: N=179)



"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 Pakistan?

B. Which THREE areas below would benefit most from other donors in Pakistan?"

(Respondents chose from a list. Responses combined.)

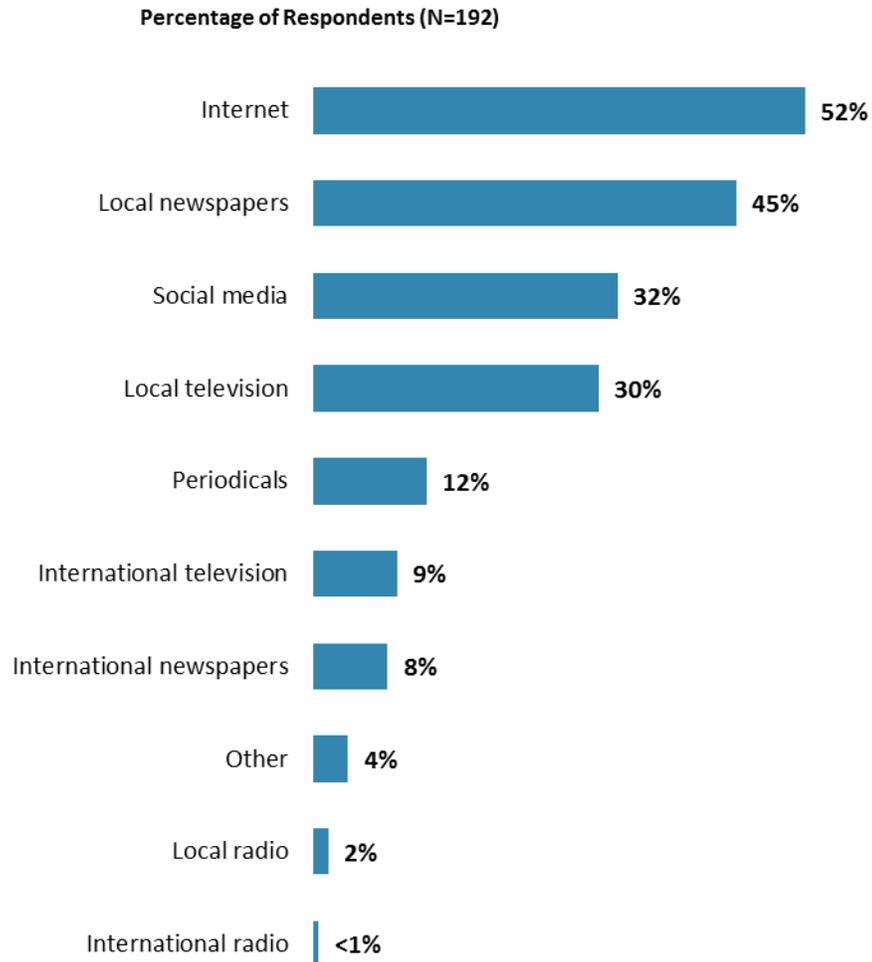


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 55) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’15 Country Survey indicated that they got most of their information about economic and social development issues in Pakistan from “Internet” (46%) and “local newspapers” (42%).



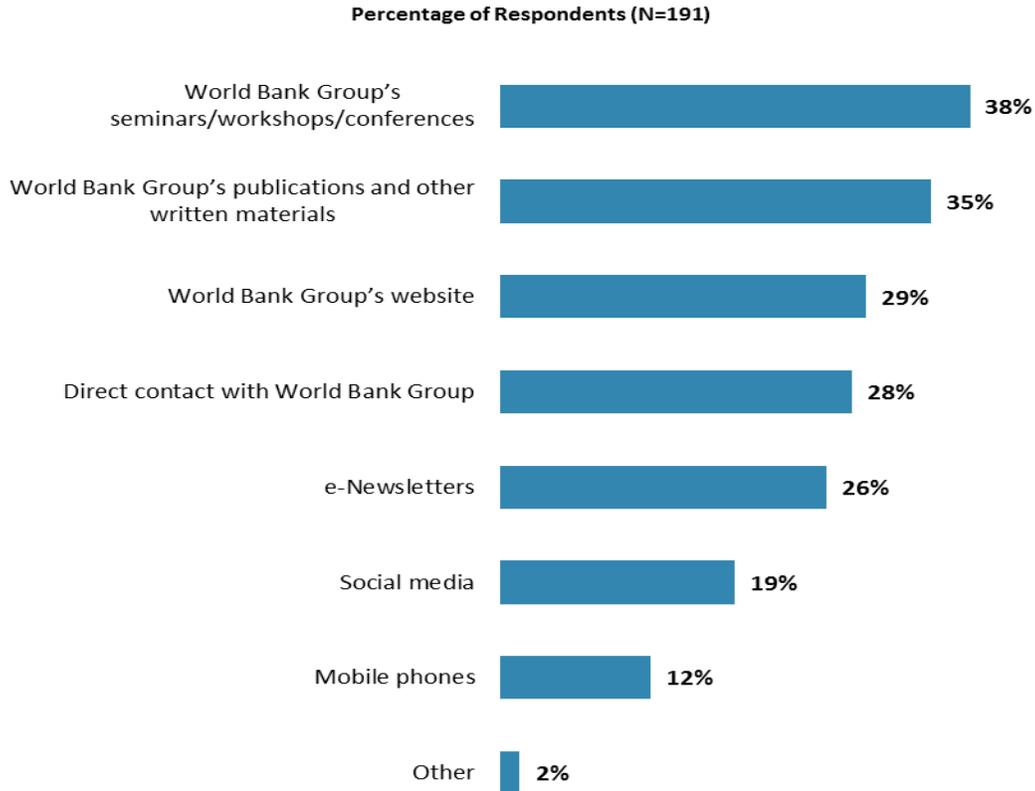
"How do you get most of your information about economic and social development issues in Pakistan? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

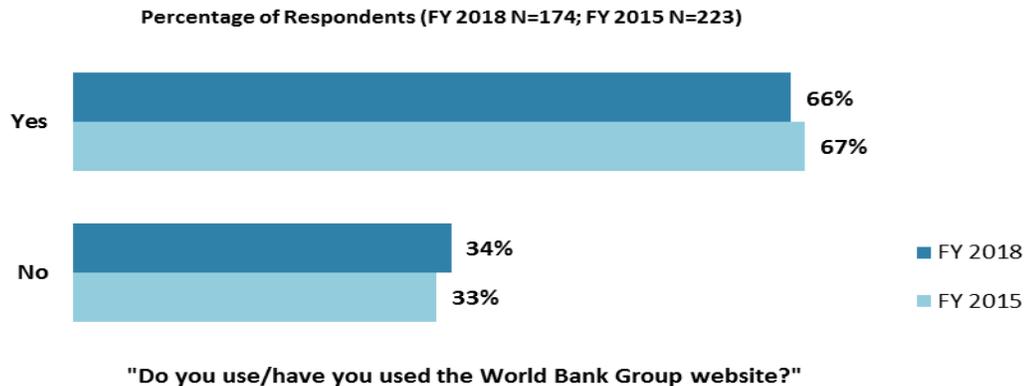
Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (42%) and “*publications and other written materials*” (38%).



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

The WBG Website Usage¹⁴

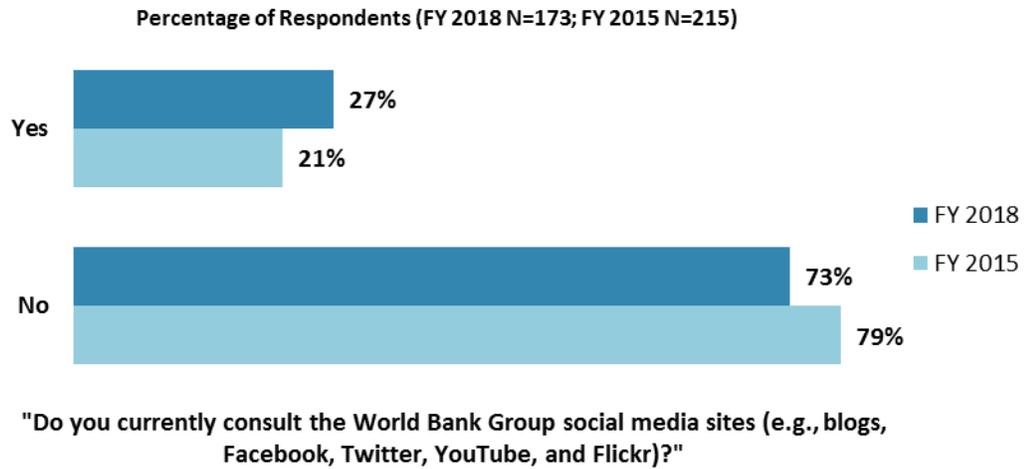


¹⁴ Percentages presented in the chart were calculated based on weighted data.

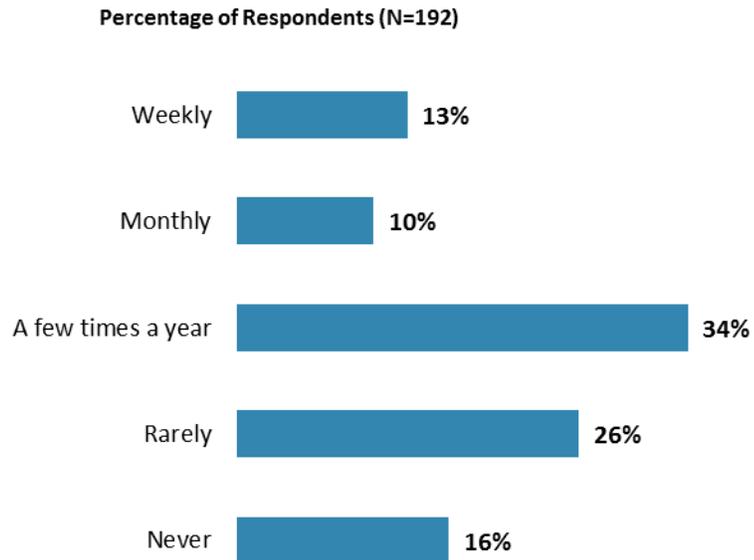


X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels¹⁵



Frequency of Digital WBG Usage



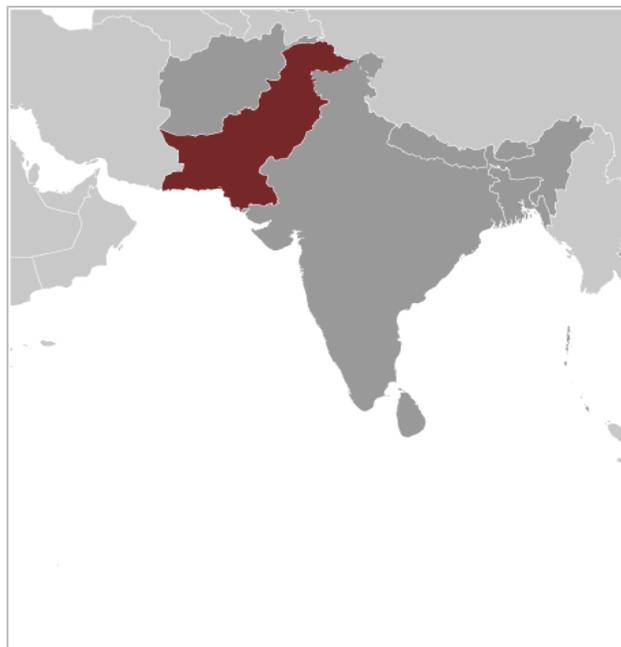
"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?" (Respondents chose from a list.)

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



XII. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=218)

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 Pakistan

1. In general, would you say that Pakistan is headed in ... ?	Percentage of Respondents (N=214)
The right direction	56.1%
The wrong direction	22.9%
Not sure	21.0%

2. Listed below are a number of development priorities in Pakistan. Please identify which of the following you consider the most important development priorities in Pakistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=216)
Education and training	50.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.0%
Health	24.1%
Job creation/employment	23.6%
Economic growth	23.1%
Energy	20.4%
Anti corruption	17.6%
Water and sanitation	12.5%
Poverty reduction	12.0%
Agriculture and rural development	12.0%
Global/regional integration	7.4%
Trade and exports	7.4%
Equality of opportunity (i.e., social inclusion)	6.5%
Climate change (e.g., mitigation, adaptation)	6.0%
Private sector development	5.6%
Natural resource management (renewables)	5.6%
Gender equity (closing the gap between women and men, and boys and girls)	5.6%
Social protection (e.g., safety nets, pensions, targeted social assistance)	5.1%
Food security	4.6%
Crime and violence	4.6%
Urban development	4.2%
Information and communications technology	2.8%
Transport (e.g., roads, bridges, transportation)	2.3%
Financial markets	1.9%
Pollution	1.4%
Immunization	1.4%
Disaster risk management	0.5%

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

3. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Pakistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=208)
Education and training that better ensure job opportunity	42.3%
Consistent economic growth	27.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	18.8%
Better employment opportunities for young people	18.3%
Greater access to health and nutrition for citizens	16.8%
Greater voice and participation for citizens to help ensure greater accountability	14.9%
Better quality public services	13.0%
Better opportunity for the poor who live in rural areas	11.5%
Greater access to micro-finance for the poor	10.1%
A growing middle class	7.2%
Better employment opportunities for women	6.7%
Better opportunity for the poor who live in urban areas	4.8%
More reliable social safety net	2.9%
Other	2.4%

4. Which of the following do you consider as the main constraint in gaining education and training that is necessary for jobs? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
Quality of education and training provided	67.1%
Relevance of education and training for the labor market	57.6%
Cost of education and training	34.3%
Access to post basic education (secondary, technical and vocational, and higher education)	32.4%
Other	2.9%

5. When thinking about women who have paying jobs in Pakistan, which of the following do you consider the greatest challenges for these women? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
Balancing family and home	64.8%
Permission to work outside the house	36.2%
Discrimination at workplace	27.1%
Safe transport	27.1%
Sexual harassment	22.4%
Difficult hours (i.e., inflexible, long)	16.2%
Other	1.4%



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 Pakistan? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	208	0	5.68	2.50

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Pakistan. <i>(1-Not effective at all, 10-Very effective)</i>	185	23	5.56	2.10

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 Pakistan solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	176	32	5.98	2.26

4. When thinking about how the World Bank Group can have the most impact on development results in Pakistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=210)
Education and training	40.0%
Economic growth	26.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25.2%
Health	21.0%
Agriculture and rural development	20.0%
Poverty reduction	18.6%
Job creation/employment	16.7%
Water and sanitation	15.2%
Anti corruption	15.2%
Energy	11.4%
Equality of opportunity (i.e., social inclusion)	9.0%
Private sector development	9.0%
Trade and exports	8.6%
Natural resource management (renewables)	6.2%
Food security	5.2%
Climate change (e.g., mitigation, adaptation)	5.2%
Gender equity (closing the gap between women and men, and boys and girls)	4.8%
Urban development	4.8%
Global/regional integration	4.3%
Social protection (e.g., safety nets, pensions, targeted social assistance)	3.3%
Disaster risk management	2.9%
Pollution	2.4%
Transport (e.g., roads, bridges, transportation)	2.4%
Crime and violence	2.4%
Information and communications technology	2.4%
Financial markets	1.9%
Immunization	1.0%

**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 Pakistan?	Percentage of Respondents (N=203)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	24.6%	14.9%	39.6%
Technical assistance	14.8%	20.4%	35.2%
Capacity development related to World Bank Group supported projects	13.8%	13.9%	27.7%
Policy advice, studies, analyses	16.7%	10.0%	26.7%
Bringing together different groups of stakeholders	12.3%	9.0%	21.3%
Promoting knowledge sharing	5.4%	10.9%	16.4%
Data and statistics	7.4%	5.5%	12.9%
Mobilizing third party financial resources	2.0%	8.5%	10.4%
Donor coordination	2.0%	7.0%	8.9%
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 Pakistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=204)
Not enough public disclosure of its work	19.1%
Its advice and strategies do not lend themselves to practical problem solving	15.7%
Not collaborating enough with civil society (including non-governmental organizations (NGOs), Community Based Organizations (CBOs), beneficiary representatives)	15.2%
Not willing to honestly criticize policies and reform efforts in the country	14.2%
Not collaborating enough with private sector	13.7%
Too influenced by developed countries	13.7%
Not adequately sensitive to political/social realities in Pakistan	11.3%
Not aligned with country priorities	10.8%
World Bank Group's processes too complex	9.3%
Not sufficiently focused on results	8.3%
Inadequate World Bank Group's staffing in Pakistan	6.9%
Don't know	6.9%
Staff too inaccessible	6.4%
World Bank Group's processes too slow	6.4%
Not in it for the long term	5.9%
Arrogant in its approach	5.4%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	3.4%
Not exploring alternative policy options	2.9%
The credibility of its knowledge/data	2.0%
Other	1.5%

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

7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Pakistan 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)	101	89	5.73	2.19
2. Development Policy Financing (DPF)	99	78	5.61	2.04
3. Program-for-Results Financing (PforR)	90	92	5.78	2.13
4. Trust funds and grants	100	80	5.43	2.35
5. Reimbursable Advisory Services (RAS)	70	109	5.16	2.34
6. MIGA Guarantees	65	112	5.17	2.00
7. IFC Investment Services	84	95	5.81	2.29
8. IFC Advisory Services	87	94	5.84	2.39

8. 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=198)
Academia/think tanks/research institutes	36.4%
Private sector	32.3%
Youth/university groups	28.3%
Local government	26.3%
NGOs/CBOs	19.7%
Beneficiaries	18.2%
Parliament	13.6%
Media	10.6%
Donor community	7.1%
Foundations	2.5%
Don't know	1.5%
Other	1.0%

To what extent do you agree with the following statements about the World Bank Group's work in Pakistan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in Pakistan*	181	19	5.73	2.20
10. The World Bank Group's work is aligned with what I consider the development priorities for Pakistan*	177	21	5.44	2.11

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

To what extent is the World Bank Group an effective development partner in Pakistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
11. Responsiveness to needs*	155	36	5.26	1.88
12. Flexibility (in terms of the institution's products and services)*	139	45	4.84	1.81
13. Flexibility (in terms of changing country circumstances)*	150	40	4.89	1.85
14. Being inclusive*	147	40	5.24	1.96
15. Openness (sharing data and other information)*	158	31	5.76	2.36
16. Collaboration with the Government*	155	31	6.81	1.87
17. The speed in which it gets things accomplished on the ground*	157	29	5.10	2.01
18. Helping to bring discipline/effective supervision to implementation of investment projects*	149	41	5.53	2.17
19. Collaboration with civil society*	154	33	4.74	2.03
20. Staff accessibility*	159	28	4.65	2.28
21. Collaboration with other donors and development partners*	141	46	5.77	1.97
22. Collaboration with the private sector*	137	48	5.18	2.03
23. Straightforwardness and honesty*	150	39	6.25	2.35
24. Treating clients and stakeholders in Pakistan with respect*	152	37	6.35	2.44
25. Being a long-term partner*	148	40	6.22	2.31

26. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=190)
There is not an adequate level of citizen/civil society participation	27.4%
Reforms are not well thought out in light of country challenges	26.3%
Political pressures and obstacles	25.8%
Lack of/inadequate levels of capacity in Government	22.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	18.9%
Corruption	17.9%
There is an inadequate level of private sector participation and support	14.7%
Poor coordination within the Government	13.2%
Poor donor coordination	10.5%
The World Bank Group does not provide the government with consistent support throughout the reform effort	10.5%
Other	3.7%
Poor coordination within the World Bank Group	2.1%

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Economic growth	143	47	5.48	2.19
2. Social protection (e.g., safety nets, pensions, targeted social assistance)	136	51	5.15	2.21
3. Gender equity (closing the gap between women and men, and boys and girls)	142	43	5.68	1.95
4. Private sector development	127	57	5.08	1.98
5. Education and training	142	40	5.23	2.05
6. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	140	46	5.26	2.05
7. Global/regional integration	117	67	5.12	2.14
8. Urban development	129	52	5.28	2.00
9. Energy	141	42	5.77	2.14
10. Water and sanitation	141	42	5.23	2.13
11. Health	138	45	5.07	2.17
12. Financial markets	118	66	5.46	2.07
13. Transport (e.g., roads, bridges, transportation)	123	59	5.17	2.22
14. Agriculture and rural development	123	57	5.21	2.08
15. Natural resource management (renewables)	117	67	5.01	2.03
16. Climate change (e.g., mitigation, adaptation)	114	70	4.69	2.17
17. Poverty reduction	136	50	5.35	2.18
18. Disaster risk management	117	65	5.15	2.16
19. Equality of opportunity (i.e., social inclusion)	121	61	5.18	2.07
20. Immunization	118	65	5.40	2.21
Achieving Development Results*	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Pakistan? (1-To no degree at all, 10-To a very significant degree)	160	26	5.42	2.01
To what extent do you agree with the following statements about the World Bank Group in Pakistan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
3. The World Bank Group's financial instruments (i.e., Investment Lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Pakistan*	154	39	5.10	2.10
4. The World Bank Group meets Pakistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	157	34	5.27	2.07
Mobilizing Finance for Development	N	DK	Mean	SD
5. How effectively does the World Bank Group help Pakistan to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	131	60	5.05	2.05
Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	90	101	5.14	2.26

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

7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Pakistan? (Select only ONE response)	Percentage of Respondents (N=190)
Very familiar	2.6%
Somewhat familiar	20.0%
Somewhat unfamiliar	12.1%
Very unfamiliar	24.7%
Don't know	40.5%

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=188)
Weekly	6.9%
Monthly	10.1%
A few times a year	39.9%
Rarely	27.1%
Never	16.0%

In Pakistan, 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	137	46	5.31	2.26
3. Include appropriate level of stakeholder involvement during preparation	142	35	5.32	2.07
4. Lead to practical solutions	151	31	4.99	2.03
5. Are accessible (well written and easy to understand)	150	33	5.97	2.27
6. Are source of relevant information on global good practices	148	36	6.41	1.99
7. Are adaptable to Pakistan's specific development challenges and country circumstances*	147	38	5.50	2.15

Overall Evaluations	N	DK	Mean	SD
8. 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)	160	29	5.77	2.09
9. 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)	162	28	6.35	2.01



E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	127	57	5.66	2.12
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	147	36	6.25	1.92
3. The World Bank Group’s approvals and reviews are done in a timely fashion	131	52	5.85	2.13
4. The World Bank Group’s “Safeguard Policy” requirements are reasonable	111	71	6.12	1.97
5. The World Bank Group’s conditions on its lending are reasonable	124	61	5.27	2.14
6. The World Bank Group takes decisions quickly in Pakistan*	134	49	5.37	2.12
7. Working with the World Bank Group increases Pakistan's institutional capacity	147	39	5.99	2.14
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	127	58	6.00	2.05

9. Please rate how you feel when you think about the impact of the refugees in regards to....					
	Percentage of Respondents (N=188)				
	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Pakistan’s economy	30.9%	41.5%	16.0%	5.9%	5.9%
Social cohesion	21.1%	40.6%	24.6%	7.4%	6.3%
National security	42.5%	35.9%	9.4%	3.3%	8.8%
Public service delivery	22.7%	48.1%	13.3%	6.6%	9.4%
Pakistan’s poor and marginalized	24.7%	47.8%	14.0%	4.5%	9.0%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Pakistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=192)
Work more with civil society and beneficiary representatives	34.4%
Increase the level of capacity development in the country	27.1%
Reduce the complexity of obtaining World Bank Group financing	26.0%
Improve the quality of its experts as related to Pakistan’s specific challenges	17.7%
Leverage the private sector more (i.e., mobilize private sector development)	17.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.1%
Provide more adequate data/knowledge/statistics/figures on Pakistan’s economy	13.5%
Offer more innovative financial products	10.4%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	9.4%
Work faster	6.8%
Offer more innovative knowledge services	6.3%
Other	5.2%
Ensure greater selectivity in its work	4.7%
Increase availability of Reimbursable Advisory Services (RAS)	4.2%

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

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Pakistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=187)
Capacity of state institutions	37.4%
Improving livelihoods	34.8%
Public financial management	32.6%
Jobs	31.6%
Support domestic resource mobilization	23.0%
Access to justice systems	22.5%
Access to basic services	21.9%
Social safety nets	18.2%
Food security	13.9%
Stimulating dialogue to promote peace and stability	12.3%
Social cohesion	11.8%
Conflict resolution mechanisms	8.6%
Security mechanisms	6.4%
Reducing gender based violence	5.9%
Crisis response	5.3%
Crisis preparedness	4.3%

2B. Which THREE areas below would benefit most from other donors in Pakistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=179)
Improving livelihoods	35.2%
Access to basic services	27.4%
Jobs	24.0%
Access to justice systems	22.9%
Capacity of state institutions	22.3%
Food security	21.8%
Social cohesion	21.2%
Social safety nets	20.1%
Support domestic resource mobilization	16.2%
Reducing gender based violence	15.6%
Crisis preparedness	12.8%
Stimulating dialogue to promote peace and stability	12.8%
Public financial management	11.2%
Conflict resolution mechanisms	10.1%
Security mechanisms	10.1%
Crisis response	7.3%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Pakistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=192)
Internet	52.1%
Local newspapers	44.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	32.3%
Local television	30.2%
Periodicals	12.0%
International television	8.9%
International newspapers	7.8%
Other	3.6%
Local radio	1.6%
International radio	0.5%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=191)
World Bank Group's seminars/workshops/conferences	37.7%
World Bank Group's publications and other written materials	34.6%
World Bank Group's website	29.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.3%
e-Newsletters	26.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.8%
Mobile phones	12.0%
Other	1.6%

3. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=188)
Yes	63.3%
No	36.7%

4. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=187)
Yes	27.3%
No	72.7%

5. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=192)
Weekly	13.0%
Monthly	10.4%
A few times a year	34.4%
Rarely	26.0%
Never	16.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. I find the World Bank Group's websites easy to navigate	124	27	7.00	1.85
7. I find the information on the World Bank Group's websites useful	124	25	7.32	1.79
8. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	88	101	6.45	2.18

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=215)
NGO/Community Based Organization	22.8%
Academia/Research Institute/Think Tank	20.9%
Private Sector Organization	20.5%
Media (press, radio, TV, web, etc.)	8.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	7.4%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/ program	5.6%
Financial Sector/Private Bank	3.3%
Other	3.3%
Bilateral/Multilateral Agency	1.4%
Private Foundation	1.4%
Local Government Office or Staff	0.9%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/ oversight institution)	0.9%
Office of the President, Prime Minister	0.5%
Office of Minister	0.5%
Office of Parliamentarian	0.5%
Trade Union	0.5%
Youth Group	0.5%
Judiciary Branch	0.5%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=212)
Education	17.0%
Finance and markets	11.3%
Health, nutrition, and population	10.8%
Generalist (specialized in multiple sectors)	8.5%
Other	7.1%
Trade and competitiveness	6.1%
Governance	6.1%
Urban, rural, and social development	5.7%
Fragility, conflict and violence	4.2%
Poverty	4.2%
Macroeconomics and fiscal management	3.3%
Energy and extractives	2.8%
Gender	2.8%
Transport and ICT	2.8%
Water	1.9%
Agriculture	1.4%
Social protection and labor	0.9%
Environment and natural resources	0.9%
Public-private partnerships	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?	Percentage of Respondents (N=213)
Yes	30.5%
No	69.5%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Pakistan? (Select only ONE response)	Percentage of Respondents (N=203)
The World Bank (IBRD/IDA)	32.0%
The International Finance Corporation (IFC)	9.9%
The Multilateral Investment Guarantee Agency (MIGA)	1.0%
Other	1.0%
None of the above	56.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=205)
Yes	15.1%
No	84.9%

6. If yes, what was your view of how the two institutions work together in Pakistan? (Select only ONE response)	Percentage of Respondents (N=31)
The two institutions work well together	58.1%
The way the two institutions work together needs improvement	29.0%
The two institutions do not work well together	0.0%
Don't know	12.9%

7. Which of the following describes most of your exposure to the World Bank Group in Pakistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=199)
Observer (i.e., follow on media, discuss in informal conversations, etc.)	37.7%
Use World Bank Group website for information, data, research, etc.	32.7%
Use World Bank Group reports/data	28.6%
Collaborate as part of my professional duties	27.1%
Engage in World Bank Group related/sponsored events/activities	21.6%

8. What's your gender?	Percentage of Respondents (N=215)
Female	20.0%
Male	80.0%

9. What's your age?	Percentage of Respondents (N=212)
25 and under	0.9%
26-35	12.7%
36-45	29.2%
46-55	32.5%
56 and above	24.5%

**H. Background Information (continued)**

10. Which best represents your geographic location?	Percentage of Respondents (N=212)
Federal Capital (ICT)	39.2%
Punjab	26.9%
Sindh	21.7%
Khyber Pakhtunkhwa	7.5%
Azad Jammu and Kashmir (AJK)	2.4%
Balochistan	1.4%
Gilgit-Baltistan (GB)	0.9%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=28
- Academia/Research Institute/Think Tank N=45
- Other N=18
- Private Sector/Financial Sector/Private Bank N=51
- CSO N=54
- Media N=19

A. General Issues facing Pakistan

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

Percentage of Respondents	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	60.7%	58.0%	52.8%	52.6%	47.7%	77.8%
The wrong direction	14.3%	20.0%	22.6%	42.1%	29.5%	11.1%
Not sure	25.0%	22.0%	24.5%	5.3%	22.7%	11.1%

¹⁶ Only 215 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 Pakistan (continued)**

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

Percentage of Respondents (Responses combined)	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
Job creation/employment	21.4%	13.7%	31.5%	36.8%	20.0%	23.5%
Urban development*	10.7%	0.0%	7.4%	0.0%	0.0%	11.8%
Energy	14.3%	31.4%	14.8%	21.1%	11.1%	35.3%
Public sector governance/reform*	53.6%	23.5%	18.5%	26.3%	24.4%	5.9%
Global/regional integration	0.0%	5.9%	5.6%	15.8%	11.1%	11.8%
Social protection	7.1%	5.9%	1.9%	0.0%	11.1%	0.0%
Gender equity	10.7%	3.9%	9.3%	5.3%	0.0%	5.9%
Private sector development	10.7%	2.0%	1.9%	15.8%	6.7%	5.9%
Education and training*	46.4%	37.3%	57.4%	26.3%	68.9%	52.9%
Food security	3.6%	3.9%	7.4%	5.3%	4.4%	0.0%
Water and sanitation	17.9%	13.7%	11.1%	0.0%	13.3%	17.6%
Pollution	0.0%	0.0%	1.9%	5.3%	2.2%	0.0%
Health	35.7%	25.5%	22.2%	26.3%	17.8%	17.6%
Financial markets*	0.0%	0.0%	0.0%	0.0%	2.2%	17.6%
Immunization*	3.6%	0.0%	0.0%	0.0%	0.0%	11.8%
Anti corruption*	7.1%	25.5%	11.1%	15.8%	28.9%	5.9%
Economic growth	10.7%	25.5%	24.1%	31.6%	24.4%	17.6%
Natural resource management	3.6%	9.8%	3.7%	0.0%	6.7%	5.9%
Climate change	7.1%	3.9%	5.6%	10.5%	8.9%	0.0%
Transport	3.6%	2.0%	1.9%	0.0%	0.0%	11.8%
Agriculture and rural development	10.7%	15.7%	18.5%	5.3%	4.4%	11.8%
Trade and exports*	3.6%	17.6%	3.7%	15.8%	2.2%	0.0%
Crime and violence	0.0%	7.8%	7.4%	0.0%	4.4%	0.0%
Poverty reduction	7.1%	11.8%	11.1%	10.5%	13.3%	17.6%
Disaster risk management	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Equality of opportunity	3.6%	2.0%	13.0%	5.3%	8.9%	0.0%
Information and communications technology	7.1%	5.9%	1.9%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	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 micro-finance for the poor	7.1%	12.5%	9.6%	11.1%	9.3%	5.9%
Greater voice and participation for citizens to help ensure greater accountability	25.0%	14.6%	17.3%	22.2%	2.3%	11.8%
Education and training that better ensure job opportunity	35.7%	45.8%	38.5%	27.8%	58.1%	35.3%
Better quality public services	17.9%	6.3%	17.3%	16.7%	11.6%	11.8%
Better employment opportunities for young people	3.6%	20.8%	19.2%	22.2%	16.3%	29.4%
Better employment opportunities for women	0.0%	10.4%	9.6%	5.6%	4.7%	5.9%
Greater access to health and nutrition for citizens	28.6%	12.5%	9.6%	5.6%	23.3%	23.5%
Better entrepreneurial opportunities	25.0%	12.5%	21.2%	27.8%	14.0%	23.5%
A growing middle class	10.7%	8.3%	5.8%	11.1%	4.7%	5.9%
Better opportunity for the poor who live in rural areas	7.1%	8.3%	13.5%	11.1%	14.0%	17.6%
Better opportunity for the poor who live in urban areas	3.6%	4.2%	3.8%	16.7%	0.0%	11.8%
Consistent economic growth	25.0%	37.5%	28.8%	16.7%	32.6%	5.9%
More reliable social safety net*	7.1%	0.0%	0.0%	0.0%	9.3%	0.0%
Other	0.0%	4.2%	5.8%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Which of the following do you consider as the main constraint in gaining education and training that is necessary for jobs? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	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
Access to post basic education	21.4%	30.6%	32.1%	22.2%	39.5%	41.2%
Quality of education and training provided	75.0%	55.1%	77.4%	66.7%	60.5%	76.5%
Relevance of education and training for the labor market	67.9%	69.4%	50.9%	55.6%	53.5%	41.2%
Cost of education and training	32.1%	34.7%	32.1%	38.9%	37.2%	35.3%
Other	0.0%	4.1%	1.9%	0.0%	4.7%	5.9%

When thinking about women who have paying jobs in Pakistan, which of the following do you consider the greatest challenges for these women? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	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
Safe transport	21.4%	26.5%	24.5%	27.8%	37.2%	17.6%
Discrimination at workplace	28.6%	30.6%	22.6%	38.9%	20.9%	29.4%
Balancing family and home	89.3%	67.3%	56.6%	55.6%	62.8%	58.8%
Difficult hours	10.7%	10.2%	18.9%	5.6%	27.9%	17.6%
Permission to work outside the house	32.1%	36.7%	43.4%	27.8%	27.9%	47.1%
Sexual harassment	17.9%	24.5%	26.4%	33.3%	14.0%	23.5%
Other	0.0%	0.0%	3.8%	0.0%	0.0%	5.9%



B. Overall Attitudes toward the World Bank Group

	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
How familiar are you with the work of the World Bank Group in Pakistan?	28	6.82	1.98	47	5.77	2.22	53	5.15	2.39	19	5.16	2.81	43	5.37	2.76	16	6.19	2.79

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

	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
Overall, please rate your impression of the World Bank Group's effectiveness in Pakistan.*	28	6.61	2.06	44	5.14	1.68	45	5.22	2.35	15	6.73	1.94	38	4.74	1.87	13	6.62	1.50

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

	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
To what extent do you believe the World Bank Group's staff is well prepared to help Pakistan solve its most complicated development challenges?*	26	6.73	2.22	41	5.68	1.90	45	5.76	2.31	14	7.57	1.91	36	5.25	2.31	12	6.42	2.23

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

**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 Pakistan, in which sectors do you believe the World Bank Group should focus most of its resources in Pakistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	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
Agriculture and rural development	14.3%	19.1%	24.5%	21.1%	18.6%	22.2%
Trade and exports	17.9%	6.4%	3.8%	10.5%	7.0%	16.7%
Crime and violence	0.0%	4.3%	5.7%	0.0%	0.0%	0.0%
Poverty reduction	14.3%	12.8%	22.6%	26.3%	14.0%	33.3%
Disaster risk management	0.0%	4.3%	1.9%	5.3%	0.0%	11.1%
Equality of opportunity	7.1%	14.9%	5.7%	10.5%	9.3%	5.6%
Immunization	3.6%	0.0%	0.0%	0.0%	2.3%	0.0%
Anti corruption	7.1%	17.0%	17.0%	10.5%	14.0%	22.2%
Economic growth	32.1%	19.1%	32.1%	21.1%	27.9%	16.7%
Natural resource management	7.1%	8.5%	5.7%	5.3%	2.3%	11.1%
Climate change	7.1%	6.4%	5.7%	0.0%	4.7%	5.6%
Transport	0.0%	2.1%	1.9%	0.0%	7.0%	0.0%
Information and communications technology	3.6%	2.1%	1.9%	0.0%	4.7%	0.0%
Job creation/employment	14.3%	14.9%	15.1%	21.1%	16.3%	27.8%
Private sector development	7.1%	19.1%	5.7%	5.3%	7.0%	5.6%
Education and training*	35.7%	36.2%	43.4%	36.8%	55.8%	11.1%
Food security	7.1%	4.3%	5.7%	5.3%	4.7%	5.6%
Water and sanitation	10.7%	12.8%	13.2%	31.6%	18.6%	11.1%
Pollution	3.6%	2.1%	1.9%	0.0%	4.7%	0.0%
Health	25.0%	21.3%	17.0%	21.1%	23.3%	16.7%
Urban development	3.6%	0.0%	9.4%	5.3%	4.7%	5.6%
Energy	10.7%	10.6%	13.2%	10.5%	9.3%	11.1%
Public sector governance/reform*	50.0%	25.5%	15.1%	15.8%	27.9%	16.7%
Global/regional integration	3.6%	10.6%	1.9%	0.0%	4.7%	0.0%
Social protection	0.0%	2.1%	1.9%	10.5%	2.3%	11.1%
Gender equity	10.7%	2.1%	7.5%	0.0%	2.3%	5.6%
Financial markets	0.0%	2.1%	1.9%	0.0%	2.3%	5.6%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	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	7.4%	8.9%	19.2%	16.7%	14.0%	0.0%
Capacity development related to World Bank Group supported projects	22.2%	13.3%	11.5%	22.2%	11.6%	6.3%
Technical assistance	33.3%	11.1%	15.4%	11.1%	9.3%	12.5%
Policy advice, studies, analyses	11.1%	22.2%	7.7%	27.8%	23.3%	12.5%
Financial resources	11.1%	28.9%	28.8%	11.1%	23.3%	37.5%
Data and statistics	3.7%	4.4%	9.6%	11.1%	7.0%	12.5%
Promoting knowledge sharing	3.7%	2.2%	5.8%	0.0%	9.3%	6.3%
Mobilizing third party financial resources	0.0%	4.4%	1.9%	0.0%	0.0%	6.3%
Donor coordination	7.4%	2.2%	0.0%	0.0%	2.3%	0.0%
Other	0.0%	2.2%	0.0%	0.0%	0.0%	6.3%

2nd Greatest Value Percentage of Respondents	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	14.8%	8.9%	7.7%	5.9%	9.3%	6.7%
Capacity development related to World Bank Group supported projects	18.5%	13.3%	17.3%	11.8%	11.6%	6.7%
Technical assistance	22.2%	22.2%	21.2%	17.6%	16.3%	26.7%
Policy advice, studies, analyses	14.8%	8.9%	11.5%	11.8%	4.7%	13.3%
Financial resources	14.8%	13.3%	15.4%	17.6%	16.3%	6.7%
Data and statistics*	0.0%	0.0%	7.7%	23.5%	7.0%	0.0%
Promoting knowledge sharing	3.7%	15.6%	5.8%	5.9%	20.9%	6.7%
Mobilizing third party financial resources	7.4%	8.9%	7.7%	5.9%	4.7%	20.0%
Donor coordination	3.7%	8.9%	5.8%	0.0%	9.3%	13.3%
Other	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 Pakistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	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
	Not in it for the long term*	7.4%	2.2%	11.3%	15.8%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	25.9%	15.2%	7.5%	5.3%	21.4%	18.8%
Inadequate World Bank Group's staffing in Pakistan	7.4%	10.9%	5.7%	0.0%	4.8%	12.5%
The credibility of its knowledge/data*	0.0%	0.0%	0.0%	10.5%	4.8%	0.0%
Not enough public disclosure of its work	22.2%	17.4%	18.9%	15.8%	23.8%	12.5%
Not willing to honestly criticize policies and reform efforts in the country	14.8%	10.9%	15.1%	31.6%	9.5%	12.5%
Staff too inaccessible	3.7%	2.2%	11.3%	5.3%	7.1%	6.3%
Not collaborating enough with private sector*	0.0%	28.3%	5.7%	26.3%	11.9%	12.5%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	11.1%	2.2%	5.7%	0.0%	0.0%	0.0%
Not aligned with country priorities	3.7%	10.9%	11.3%	5.3%	16.7%	12.5%
Not adequately sensitive to political/social realities in Pakistan	7.4%	13.0%	1.9%	21.1%	14.3%	25.0%
Too influenced by developed countries	14.8%	23.9%	7.5%	10.5%	11.9%	12.5%
World Bank Group's processes too slow	18.5%	8.7%	1.9%	0.0%	4.8%	6.3%
World Bank Group's processes too complex	18.5%	8.7%	11.3%	0.0%	7.1%	6.3%
Not exploring alternative policy options	3.7%	2.2%	0.0%	0.0%	4.8%	6.3%
Not sufficiently focused on results	18.5%	4.3%	7.5%	15.8%	4.8%	6.3%
Not collaborating enough with civil society*	7.4%	8.7%	35.8%	5.3%	2.4%	25.0%
Arrogant in its approach	3.7%	2.2%	1.9%	5.3%	11.9%	12.5%
Other	0.0%	0.0%	3.8%	0.0%	2.4%	0.0%
Don't know	3.7%	8.7%	5.7%	5.3%	11.9%	0.0%

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Pakistan Government's efforts to reduce poverty?

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

	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
Investment Project Financing	11	5.82	1.94	23	6.00	1.83	28	5.54	2.46	10	5.30	2.63	20	5.60	2.37	7	5.86	1.46
Development Policy Financing	10	6.30	1.77	24	5.75	1.45	29	5.69	2.48	9	5.56	2.30	20	4.85	2.08	5	5.60	1.14
Program-for-Results Financing	12	6.42	1.93	20	5.55	1.64	25	6.12	2.57	8	5.50	1.41	19	5.11	2.35	4	6.00	0.82
Trust funds and grants	12	6.42	2.27	22	5.32	1.55	32	5.47	2.45	11	4.00	1.84	15	5.20	2.88	6	6.33	2.80
Reimbursable Advisory Services	6	4.83	2.04	18	5.50	2.09	18	5.50	2.66	8	4.25	2.05	15	4.60	2.50	3	5.33	1.53
MIGA Guarantees	6	5.00	0.89	18	4.83	1.34	16	5.38	2.22	8	5.25	1.98	12	4.83	2.48	4	6.00	3.16
IFC Investment Services	8	6.50	2.00	22	5.41	1.62	21	6.52	2.23	11	5.09	1.97	16	5.00	2.66	5	6.80	3.63
IFC Advisory Services	9	5.22	2.86	26	5.65	1.87	21	6.52	2.36	9	5.56	1.94	16	5.31	3.00	5	6.60	2.70



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

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

Percentage of Respondents (Responses combined)	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	23.1%	15.9%	19.2%	15.8%	15.0%	26.7%
Youth/university groups*	23.1%	31.8%	19.2%	15.8%	47.5%	26.7%
Private sector*	30.8%	61.4%	19.2%	31.6%	20.0%	33.3%
Local government*	34.6%	18.2%	19.2%	31.6%	20.0%	60.0%
Donor community*	11.5%	0.0%	15.4%	0.0%	5.0%	0.0%
NGOs/CBOs*	11.5%	2.3%	63.5%	0.0%	2.5%	6.7%
Academia/think tanks/research institutes*	26.9%	38.6%	25.0%	15.8%	72.5%	13.3%
Parliament	19.2%	13.6%	5.8%	26.3%	12.5%	20.0%
Foundations	0.0%	4.5%	5.8%	0.0%	0.0%	0.0%
Media*	11.5%	9.1%	3.8%	57.9%	0.0%	6.7%
Other	3.8%	2.3%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	1.9%	0.0%	2.5%	6.7%

*Significantly different between stakeholder groups

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

	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
Overall the World Bank Group currently plays a relevant role in development in Pakistan	25	6.64	2.12	41	5.83	1.91	48	5.54	2.42	16	6.00	2.07	35	5.11	2.13	14	5.29	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	24	6.00	2.23	40	5.70	1.91	47	5.23	2.34	16	5.38	2.00	34	4.82	2.08	14	5.64	1.60

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

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

	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
Responsiveness to needs	21	5.71	1.62	34	5.47	1.71	44	5.07	2.30	12	5.42	1.24	31	4.81	1.83	11	5.45	1.51
Flexibility (in terms of the institution's products and services)	20	4.90	1.55	28	5.04	1.23	42	4.64	2.18	8	5.62	0.74	30	4.47	1.93	9	5.11	1.54
Flexibility (in terms of changing country circumstances)	21	4.90	1.95	33	4.79	1.47	42	5.10	1.99	9	5.56	1.01	31	4.42	1.91	12	4.83	2.08
Being inclusive	20	5.95	1.67	33	5.42	1.58	41	5.10	2.35	12	5.08	1.38	30	4.80	2.04	9	5.00	1.58
Openness (sharing data and other information)	22	6.41	1.33	32	5.81	1.75	43	5.30	3.09	16	5.88	1.71	33	5.97	2.42	10	5.10	2.56
Collaboration with the Government	22	7.00	1.54	35	6.74	1.40	43	7.07	2.22	12	6.33	1.78	31	6.87	2.08	10	5.80	1.48
The speed with which it gets things accomplished on the ground	21	5.43	1.80	35	4.63	1.48	44	5.68	2.41	14	4.64	1.34	31	4.87	2.11	10	4.60	1.58
Helping to bring discipline/effective supervision to implementation of investment projects	21	5.71	1.93	34	5.68	1.84	42	5.81	2.49	13	5.31	1.97	28	4.86	2.26	9	5.44	2.24
Collaboration with civil society	19	4.95	1.75	32	4.97	1.66	44	4.48	2.18	14	4.86	1.61	32	4.47	2.44	11	4.73	1.68
Staff accessibility	24	5.67	2.22	33	4.94	2.09	43	4.30	2.21	15	4.53	2.23	32	3.94	2.08	10	4.80	3.01
Collaboration with other donors and development partners	19	5.58	1.46	32	5.75	1.50	39	5.49	2.16	12	5.92	1.93	28	6.14	2.46	9	5.44	1.67
Collaboration with the private sector	15	4.93	1.67	33	5.12	1.80	40	5.45	2.16	12	5.25	2.26	27	4.93	2.27	8	4.63	1.41
Straightforwardness and honesty	22	7.00	2.27	35	6.77	1.66	40	6.02	2.44	12	5.58	2.68	28	5.64	2.72	11	6.18	1.94
Treating clients and stakeholders in Pakistan with respect	21	6.90	2.12	35	7.00	1.81	41	6.00	2.56	13	5.69	2.84	30	5.97	2.85	10	6.50	1.58
Being a long-term partner	20	6.85	2.01	32	6.31	1.96	40	6.20	2.33	13	6.08	2.56	30	5.50	2.69	11	6.82	2.18

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

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

Percentage of Respondents (Responses combined)	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
Poor donor coordination	13.0%	10.0%	9.4%	15.8%	12.5%	0.0%
Corruption	0.0%	25.0%	17.0%	21.1%	20.0%	21.4%
Political pressures and obstacles	26.1%	35.0%	18.9%	31.6%	17.5%	35.7%
Reforms are not well thought out in light of country challenges	17.4%	27.5%	22.6%	42.1%	30.0%	21.4%
Poor coordination within the Government	30.4%	15.0%	7.5%	5.3%	12.5%	14.3%
The World Bank Group does not provide the government with consistent support throughout the reform effort	21.7%	10.0%	11.3%	5.3%	7.5%	0.0%
There is an inadequate level of private sector participation and support	4.3%	22.5%	15.1%	10.5%	15.0%	14.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.4%	10.0%	18.9%	26.3%	20.0%	35.7%
Lack of/inadequate levels of capacity in Government	39.1%	27.5%	17.0%	15.8%	22.5%	14.3%
There is not an adequate level of citizen/civil society participation*	17.4%	12.5%	39.6%	15.8%	32.5%	42.9%
Poor coordination within the World Bank Group	4.3%	2.5%	3.8%	0.0%	0.0%	0.0%
Other	4.3%	0.0%	7.5%	5.3%	2.5%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	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
Economic growth	17	6.00	2.35	32	5.19	1.65	41	5.71	2.46	14	5.86	2.18	29	5.10	2.19	8	4.38	1.77
Social protection	17	5.71	2.26	28	4.11	1.50	39	5.36	2.60	12	5.83	1.75	29	5.14	2.17	9	4.89	1.69
Gender equity	17	6.59	1.50	30	5.33	2.09	39	5.59	1.93	14	5.93	1.98	31	5.55	2.05	9	5.00	1.50
Private sector development	13	5.15	1.68	31	4.87	1.78	36	5.53	2.22	11	5.18	2.09	29	4.59	1.96	5	4.40	0.89
Education and training	17	6.29	1.76	30	4.83	1.44	39	5.46	2.25	12	5.42	2.27	33	4.64	2.03	9	4.89	2.37
Public sector governance/reform	17	5.76	2.44	31	4.97	1.60	38	5.58	1.90	12	5.42	1.98	32	4.72	2.23	8	5.00	2.39
Global/regional integration	13	6.15	1.72	28	5.11	2.02	31	5.16	2.22	10	5.10	2.28	29	4.66	2.19	4	3.75	2.06
Urban development	13	6.31	1.75	30	5.20	1.58	37	5.32	2.22	11	5.73	2.20	30	4.57	1.87	6	5.33	2.34
Energy	14	6.07	2.23	33	5.79	1.85	38	5.87	2.23	16	6.06	2.14	30	5.30	2.23	8	5.38	2.39
Water and sanitation	12	6.33	2.10	30	5.37	1.88	42	5.00	2.13	17	5.82	1.81	31	4.81	2.24	7	4.14	2.19
Health	17	6.29	2.17	29	4.83	1.73	41	5.05	2.25	13	5.38	1.66	30	4.70	2.25	6	3.67	2.16
Financial markets	9	7.00	1.00	27	5.30	2.05	36	5.81	2.11	11	5.00	1.95	26	4.96	2.14	7	4.43	1.72
Transport	11	6.36	1.96	30	4.97	2.01	35	5.46	2.38	11	5.55	1.57	27	4.48	2.29	7	4.57	2.44
Agriculture and rural development	12	5.50	2.07	29	5.00	1.54	37	5.24	2.23	13	5.85	2.12	24	4.79	2.13	6	5.17	2.93
Natural resource management	11	4.73	1.95	27	5.52	1.83	34	4.97	2.24	11	5.45	1.37	26	4.50	1.98	6	4.17	2.23
Climate change	12	5.00	1.86	24	4.87	1.87	37	4.84	2.39	10	5.40	2.27	23	4.13	1.89	6	2.67	1.63
Poverty reduction	14	6.43	1.91	29	5.10	1.63	41	5.61	2.30	12	5.58	2.27	30	4.93	2.24	8	4.00	2.33
Disaster risk management	10	5.60	2.27	24	5.00	1.69	36	5.53	2.32	11	5.55	2.46	28	4.79	1.99	6	3.50	1.97
Equality of opportunity	13	5.92	2.02	25	4.72	1.57	36	5.33	2.28	11	5.64	2.42	27	4.89	1.95	7	4.29	1.80
Immunization	14	6.29	1.73	25	5.40	1.71	34	5.35	2.55	13	5.31	2.02	25	5.20	2.20	5	3.20	2.39

	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
To what extent does the World Bank Group's work help to achieve development results in Pakistan?	19	5.89	1.52	34	5.24	1.72	43	5.26	2.38	17	5.41	2.24	33	5.52	1.94	12	5.17	1.75

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



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 Pakistan? (1-Strongly disagree, 10-Strongly agree)

	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
The World Bank Group's financial instruments meet the needs of Pakistan	18	5.67	1.81	35	5.11	1.78	37	4.92	2.50	16	5.44	2.19	32	4.81	2.02	14	4.79	1.93
The World Bank Group meets Pakistan's needs for knowledge services	19	6.11	1.97	33	4.97	1.81	39	5.56	2.22	16	5.38	1.86	34	4.68	2.03	14	5.14	2.18

	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
How effectively does the World Bank Group help Pakistan to mobilize finance for development from private sector sources?	13	5.46	1.56	29	4.69	2.38	36	5.64	1.76	15	5.27	2.15	27	4.22	1.80	9	4.89	2.15

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

	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
To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services?	7	6.14	1.86	23	4.83	2.10	22	5.23	2.22	10	5.70	2.63	19	4.84	2.03	7	4.29	2.93

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

As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Pakistan? (Select only ONE response)

Percentage of Respondents	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
Very familiar	8.7%	0.0%	2.0%	0.0%	2.5%	7.1%
Somewhat familiar	21.7%	29.3%	15.7%	21.1%	20.0%	7.1%
Somewhat unfamiliar	4.3%	17.1%	7.8%	10.5%	12.5%	21.4%
Very unfamiliar	26.1%	19.5%	19.6%	36.8%	27.5%	35.7%
Don't know	39.1%	34.1%	54.9%	31.6%	37.5%	28.6%



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	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	8.7%	4.9%	9.6%	15.8%	0.0%	7.7%
Monthly	13.0%	2.4%	11.5%	5.3%	13.2%	15.4%
A few times a year	43.5%	41.5%	32.7%	26.3%	52.6%	46.2%
Rarely	26.1%	34.1%	25.0%	36.8%	21.1%	15.4%
Never	8.7%	17.1%	21.2%	15.8%	13.2%	15.4%

In Pakistan, 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)

	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
Are timely	17	5.65	1.93	31	5.26	2.03	40	5.25	2.35	13	5.77	2.31	24	4.92	2.21	10	5.30	3.02
Include appropriate level of stakeholder involvement during preparation	19	5.74	1.88	31	5.29	1.83	40	5.45	2.31	12	5.42	1.78	29	4.69	2.12	9	5.67	1.87
Lead to practical solutions	19	5.32	1.89	34	4.62	1.76	42	5.31	2.25	12	5.17	1.75	30	4.50	2.10	12	5.25	1.82
Are accessible (well written and easy to understand)	19	5.95	1.99	33	5.67	2.09	43	6.02	2.48	13	6.00	1.91	30	6.07	2.66	10	6.30	1.89
Are source of relevant information on global good practices	18	6.56	1.79	33	6.00	1.73	42	6.60	2.23	13	6.38	1.66	28	6.50	2.24	12	6.33	1.72
Are adaptable to Pakistan's specific development challenges and country circumstances	18	5.83	2.12	31	4.97	1.74	42	5.64	2.27	12	5.75	1.91	30	5.47	2.58	12	5.58	1.44

	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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	18	5.89	2.14	36	5.42	1.99	43	6.09	2.10	16	6.06	2.24	33	5.18	1.86	12	6.50	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	20	6.70	1.81	36	6.00	1.88	43	6.65	1.96	17	6.35	2.15	31	6.13	2.20	13	6.31	2.18

(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)

	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
The World Bank Group disburses funds promptly	19	6.32	1.89	30	5.37	1.71	31	6.00	2.48	13	6.31	1.70	24	4.96	2.37	9	5.33	2.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports	21	7.05	1.72	33	6.15	1.52	42	6.31	2.15	13	5.92	2.22	27	6.15	2.09	10	5.50	1.58
The World Bank Group's approvals and reviews are done in a timely fashion	20	6.20	2.09	30	5.63	1.71	37	6.27	2.35	11	5.91	2.17	22	5.45	2.11	10	5.50	2.37
The World Bank Group's "Safeguard Policy" requirements are reasonable	17	6.24	1.71	24	6.08	1.74	30	6.53	2.15	11	6.55	2.07	21	5.52	1.97	7	5.57	2.37
The World Bank Group's conditions on its lending are reasonable	16	5.56	1.97	30	5.23	1.50	31	5.94	2.53	14	5.36	2.10	23	4.52	2.25	9	4.56	2.30
The World Bank Group takes decisions quickly in Pakistan*	21	5.67	2.06	33	4.85	1.68	33	6.15	2.21	15	6.07	2.02	22	4.64	2.17	9	4.67	2.29
Working with the World Bank Group increases Pakistan's institutional capacity	22	6.32	1.91	33	5.94	1.68	37	6.19	2.49	15	5.73	2.09	29	5.97	2.53	10	5.50	1.65
Where country systems are adequate, the World Bank Group makes appropriate use of them	19	6.47	1.81	30	5.67	1.69	35	6.57	2.34	10	6.00	1.76	23	5.52	2.04	9	5.44	2.40

*Significantly different between stakeholder groups

Please rate how you feel when you think about the impact of the refugees in regards to ...

Percentage of Respondents	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
Pakistan's economy						
A very negative impact	45.5%	31.0%	37.3%	26.3%	18.4%	28.6%
A somewhat negative impact	40.9%	47.6%	25.5%	31.6%	60.5%	42.9%
A somewhat positive impact	9.1%	14.3%	19.6%	15.8%	15.8%	14.3%
A very positive impact	0.0%	2.4%	9.8%	15.8%	2.6%	7.1%
No impact at all	4.5%	4.8%	7.8%	10.5%	2.6%	7.1%

Percentage of Respondents	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						
A very negative impact	23.8%	30.0%	15.2%	15.8%	21.6%	18.2%
A somewhat negative impact	47.6%	30.0%	41.3%	31.6%	51.4%	45.5%
A somewhat positive impact	19.0%	30.0%	21.7%	26.3%	21.6%	27.3%
A very positive impact	4.8%	2.5%	13.0%	21.1%	0.0%	9.1%
No impact at all	4.8%	7.5%	8.7%	5.3%	5.4%	0.0%

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

Percentage of Respondents	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
National security						
A very negative impact	36.4%	46.3%	38.0%	47.4%	50.0%	33.3%
A somewhat negative impact	36.4%	41.5%	30.0%	21.1%	41.7%	41.7%
A somewhat positive impact	18.2%	4.9%	14.0%	10.5%	2.8%	8.3%
A very positive impact	0.0%	0.0%	6.0%	10.5%	0.0%	8.3%
No impact at all	9.1%	7.3%	12.0%	10.5%	5.6%	8.3%

Percentage of Respondents	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
Public service delivery						
A very negative impact	31.8%	16.7%	18.0%	42.1%	19.4%	27.3%
A somewhat negative impact	50.0%	50.0%	48.0%	31.6%	61.1%	27.3%
A somewhat positive impact	9.1%	19.0%	14.0%	10.5%	11.1%	9.1%
A very positive impact	4.5%	2.4%	10.0%	10.5%	0.0%	18.2%
No impact at all	4.5%	11.9%	10.0%	5.3%	8.3%	18.2%

Percentage of Respondents	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
Pakistan's poor and marginalized						
A very negative impact	36.4%	27.5%	22.4%	21.1%	21.6%	20.0%
A somewhat negative impact	45.5%	42.5%	46.9%	42.1%	62.2%	30.0%
A somewhat positive impact	13.6%	12.5%	16.3%	21.1%	8.1%	20.0%
A very positive impact	4.5%	5.0%	4.1%	10.5%	0.0%	10.0%
No impact at all	0.0%	12.5%	10.2%	5.3%	8.1%	20.0%



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

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

Percentage of Respondents (Responses combined)	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
Reduce the complexity of obtaining World Bank Group financing	26.1%	28.6%	26.9%	36.8%	15.4%	21.4%
Increase availability of Reimbursable Advisory Services	8.7%	4.8%	1.9%	0.0%	5.1%	0.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	13.0%	4.8%	9.6%	0.0%	10.3%	28.6%
Offer more innovative financial products	8.7%	11.9%	11.5%	15.8%	7.7%	7.1%
Ensure greater selectivity in its work	13.0%	9.5%	1.9%	0.0%	0.0%	7.1%
Provide more adequate data/knowledge/statistics/figures on Pakistan's economy*	17.4%	2.4%	9.6%	47.4%	15.4%	7.1%
Offer more innovative knowledge services	4.3%	7.1%	1.9%	15.8%	7.7%	7.1%
Collaborate more effectively with Government clients	13.0%	14.3%	7.7%	15.8%	20.5%	14.3%
Work faster	4.3%	2.4%	9.6%	10.5%	2.6%	14.3%
Work more with civil society and beneficiary representatives*	17.4%	45.2%	61.5%	0.0%	20.5%	21.4%
Increase the level of capacity development in the country	34.8%	28.6%	26.9%	10.5%	35.9%	14.3%
Leverage the private sector more	4.3%	31.0%	17.3%	21.1%	10.3%	21.4%
Improve the quality of its experts as related to Pakistan's specific challenges*	30.4%	2.4%	9.6%	21.1%	33.3%	21.4%
Other	0.0%	4.8%	3.8%	0.0%	10.3%	14.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	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	8.7%	9.8%	22.0%	10.5%	5.1%	8.3%
Public financial management	52.2%	26.8%	20.0%	31.6%	38.5%	50.0%
Reducing gender based violence	0.0%	4.9%	6.0%	5.3%	10.3%	0.0%
Crisis preparedness	0.0%	4.9%	4.0%	10.5%	5.1%	0.0%
Crisis response*	0.0%	14.6%	0.0%	15.8%	2.6%	0.0%
Access to justice systems	8.7%	22.0%	24.0%	31.6%	23.1%	16.7%
Security mechanisms	13.0%	2.4%	4.0%	5.3%	12.8%	0.0%
Conflict resolution mechanisms	4.3%	9.8%	8.0%	10.5%	12.8%	0.0%
Support domestic resource mobilization	30.4%	24.4%	22.0%	26.3%	17.9%	16.7%
Access to basic services*	39.1%	9.8%	26.0%	5.3%	25.6%	25.0%
Capacity of state institutions	39.1%	41.5%	32.0%	36.8%	33.3%	58.3%
Jobs	21.7%	39.0%	32.0%	36.8%	28.2%	33.3%
Improving livelihoods	26.1%	43.9%	38.0%	26.3%	30.8%	41.7%
Food security	8.7%	12.2%	18.0%	15.8%	10.3%	16.7%
Social safety nets	21.7%	12.2%	20.0%	5.3%	28.2%	16.7%
Stimulating dialogue to promote peace and stability	17.4%	14.6%	18.0%	10.5%	2.6%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	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	22.7%	15.4%	34.0%	11.1%	24.3%	0.0%
Public financial management	22.7%	10.3%	12.8%	0.0%	13.5%	0.0%
Reducing gender based violence*	0.0%	15.4%	25.5%	22.2%	5.4%	23.1%
Crisis preparedness	22.7%	12.8%	12.8%	5.6%	10.8%	7.7%
Crisis response	9.1%	2.6%	6.4%	22.2%	5.4%	0.0%
Access to justice systems	22.7%	15.4%	14.9%	44.4%	32.4%	23.1%
Security mechanisms	13.6%	10.3%	8.5%	0.0%	13.5%	7.7%
Conflict resolution mechanisms	13.6%	12.8%	2.1%	16.7%	13.5%	7.7%
Support domestic resource mobilization	4.5%	20.5%	17.0%	22.2%	8.1%	30.8%
Access to basic services	9.1%	30.8%	19.1%	44.4%	32.4%	46.2%
Capacity of state institutions	22.7%	17.9%	21.3%	27.8%	32.4%	7.7%
Jobs	22.7%	30.8%	21.3%	11.1%	24.3%	30.8%
Improving livelihoods*	54.5%	28.2%	46.8%	11.1%	21.6%	61.5%
Food security	27.3%	25.6%	27.7%	16.7%	5.4%	30.8%
Social safety nets	18.2%	25.6%	10.6%	22.2%	29.7%	7.7%
Stimulating dialogue to promote peace and stability	9.1%	20.5%	12.8%	11.1%	8.1%	7.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	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	4.5%	2.4%	0.0%	0.0%	2.5%	0.0%
International radio*	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Social media	31.8%	31.0%	40.4%	36.8%	25.0%	14.3%
International newspapers	4.5%	7.1%	7.7%	21.1%	7.5%	0.0%
Local television	36.4%	28.6%	40.4%	10.5%	20.0%	42.9%
Internet	40.9%	54.8%	53.8%	57.9%	45.0%	64.3%
Periodicals	13.6%	19.0%	5.8%	5.3%	17.5%	7.1%
International television	9.1%	14.3%	7.7%	0.0%	5.0%	21.4%
Local newspapers	40.9%	38.1%	34.6%	57.9%	62.5%	42.9%
Other	4.5%	2.4%	0.0%	5.3%	10.0%	0.0%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	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	34.8%	39.0%	35.3%	31.6%	32.5%	28.6%
e-Newsletters	21.7%	26.8%	23.5%	31.6%	30.0%	28.6%
World Bank Group's seminars/workshops/conferences	43.5%	26.8%	47.1%	31.6%	37.5%	35.7%
Mobile phones	8.7%	22.0%	7.8%	10.5%	7.5%	14.3%
Direct contact with World Bank Group	39.1%	26.8%	25.5%	31.6%	27.5%	21.4%
World Bank Group's website	34.8%	26.8%	21.6%	26.3%	37.5%	28.6%
Social media	13.0%	22.0%	23.5%	26.3%	12.5%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	5.0%	7.1%

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

Percentage of Respondents	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	68.2%	42.9%	66.0%	63.2%	74.4%	76.9%
No	31.8%	57.1%	34.0%	36.8%	25.6%	23.1%

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

Percentage of Respondents	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	22.7%	28.6%	28.0%	26.3%	23.1%	25.0%
No	77.3%	71.4%	72.0%	73.7%	76.9%	75.0%

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?

Percentage of Respondents	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	8.7%	9.5%	15.4%	31.6%	5.0%	7.7%
Monthly	17.4%	11.9%	7.7%	0.0%	15.0%	7.7%
A few times a year	39.1%	28.6%	28.8%	26.3%	45.0%	53.8%
Rarely	21.7%	28.6%	28.8%	26.3%	22.5%	23.1%
Never	13.0%	21.4%	19.2%	15.8%	12.5%	7.7%

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

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

	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
I find the World Bank Group's websites easy to navigate	15	6.40	1.76	18	6.78	1.99	37	7.24	2.01	13	7.08	2.14	30	7.17	1.64	9	6.44	1.24
I find the information on the World Bank Group's websites useful	16	7.19	1.94	18	7.00	1.61	37	7.38	2.05	13	7.46	1.61	30	7.30	1.64	8	7.63	1.92
The World Bank Group's social media channels are valuable sources of information about the institution	10	5.60	2.46	17	6.24	1.71	29	6.86	2.08	9	6.89	1.96	15	5.87	2.64	5	6.20	1.92

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?*

Percentage of Respondents	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	71.4%	30.6%	24.1%	15.8%	13.3%	44.4%
No	28.6%	69.4%	75.9%	84.2%	86.7%	55.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	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 (IBRD/IDA)	81.5%	12.5%	26.4%	38.9%	22.0%	43.8%
The International Finance Corporation (IFC)	3.7%	22.9%	5.7%	0.0%	4.9%	18.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	2.1%	1.9%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
None of the above	14.8%	62.5%	62.3%	61.1%	73.2%	37.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	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	19.2%	24.0%	9.8%	18.8%	4.7%	23.5%
No	80.8%	76.0%	90.2%	81.3%	95.3%	76.5%

**H. Background Information (continued)**

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

Percentage of Respondents	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	40.0%	50.0%	60.0%	66.7%	100.0%	75.0%
The way the two institutions work together needs improvement	40.0%	33.3%	40.0%	0.0%	0.0%	25.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	20.0%	16.7%	0.0%	33.3%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	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	11.1%	46.5%	42.3%	41.2%	39.0%	35.3%
Use World Bank Group reports/data*	25.9%	18.6%	21.2%	64.7%	36.6%	17.6%
Engage in World Bank Group related/sponsored events/activities*	44.4%	18.6%	23.1%	5.9%	12.2%	23.5%
Collaborate as part of my professional duties*	70.4%	16.3%	21.2%	17.6%	17.1%	41.2%
Use World Bank Group website for information, data, research, etc.	11.1%	32.6%	38.5%	35.3%	41.5%	29.4%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	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	21.4%	14.0%	22.6%	10.5%	24.4%	27.8%
Male	78.6%	86.0%	77.4%	89.5%	75.6%	72.2%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

- Sindh N=46
- Khyber Pakhtunkhwa N=16
- Punjab N=57
- Federal Capital N=83
- Other N=10

B. Overall Attitudes toward the World Bank Group

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	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 Pakistan.	38	5.29	2.05	13	6.31	1.75	46	6.02	2.04	74	5.35	2.10	9	5.56	3.09

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

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

(1-Strongly disagree, 10-Strongly agree)

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	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 Pakistan	37	5.62	2.56	13	6.69	1.84	46	6.00	2.11	71	5.49	1.96	9	6.00	3.00
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	35	5.40	2.64	12	6.17	2.25	47	5.72	1.99	69	5.23	1.93	9	5.11	2.03

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

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

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	28	5.00	2.18	12	6.08	1.78	42	5.50	1.95	62	5.15	1.68	7	5.00	2.52
Flexibility (in terms of the institution's products and services)	26	4.38	1.72	11	6.27	1.79	35	4.94	1.80	57	4.82	1.71	7	4.43	2.51
Flexibility (in terms of changing country circumstances)	28	4.32	1.94	12	5.75	2.42	41	5.27	1.87	58	4.83	1.60	7	4.86	1.77
Being inclusive	25	5.32	1.93	11	6.36	1.69	40	5.18	2.06	61	5.16	1.98	7	4.86	1.86
Openness (sharing data and other information)	30	6.23	2.51	11	6.09	2.47	41	5.80	2.40	63	5.75	2.16	8	5.25	2.60
Collaboration with the Government	29	6.83	2.17	10	7.80	1.93	40	6.68	1.69	63	6.71	1.81	8	7.38	2.33
The speed with which it gets things accomplished on the ground	28	4.61	2.02	12	6.42	2.50	42	5.21	1.87	63	5.05	1.93	8	5.50	2.20
Helping to bring discipline/effective supervision to implementation of investment projects	28	5.14	2.43	10	6.80	2.53	40	5.73	2.11	59	5.49	1.84	7	5.14	3.34
Collaboration with civil society	29	4.14	1.96	10	5.20	2.62	41	5.02	1.89	62	4.85	2.10	7	4.14	1.77
Staff accessibility	30	4.30	2.28	12	5.00	1.95	42	5.12	2.31	62	4.61	2.30	8	4.25	2.71
Collaboration with other donors and development partners*	22	4.59	1.97	11	5.91	2.02	39	5.74	1.94	58	6.07	1.74	8	6.88	2.75
Collaboration with the private sector	23	4.61	1.92	9	5.89	2.93	35	5.31	2.00	58	5.14	1.92	7	6.00	2.58
Straightforwardness and honesty	26	6.73	2.65	9	7.67	1.58	44	6.41	2.32	59	6.03	2.09	8	5.13	3.18
Treating clients and stakeholders in Pakistan with respect*	28	7.36	2.54	9	7.67	1.58	42	6.26	2.33	61	5.85	2.20	8	6.38	3.78
Being a long-term partner	28	6.18	2.55	8	7.75	2.05	42	6.24	2.20	58	6.10	2.23	8	6.12	2.90

*Significantly different between geographic locations

¹⁷ 212 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**

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	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 Pakistan?	30	4.97	2.06	12	6.50	1.62	44	5.75	2.16	62	5.24	1.88	8	5.63	2.33

*(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 Pakistan?***(1-Strongly disagree, 10-Strongly agree)*

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	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 Pakistan	30	4.73	2.42	10	6.20	2.62	42	5.55	2.18	59	4.86	1.60	8	5.38	2.77
The World Bank Group meets Pakistan's needs for knowledge services	31	4.90	2.15	12	6.08	2.54	40	5.70	2.13	61	5.07	1.82	8	6.13	1.89

D. The World Bank Group's Knowledge Work and Activities**In Pakistan, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Pakistan's specific development challenges and country circumstances	30	5.37	2.61	10	6.40	2.12	42	5.48	2.17	57	5.65	1.84	4	5.00	2.45

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

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	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?	31	5.42	2.13	12	6.67	1.30	43	6.37	1.98	63	5.52	2.08	6	6.17	2.40
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	30	6.50	2.01	12	7.17	1.53	46	6.43	2.10	64	6.23	1.89	6	6.50	2.43

*(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)**

	Sindh			Khyber Pakhtunkhwa			Punjab			Federal Capital			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Pakistan	25	5.24	2.40	9	6.67	1.22	36	5.22	2.19	53	5.43	1.88	7	5.86	2.54
Where country systems are adequate, the World Bank Group makes appropriate use of them	26	5.73	2.13	9	6.78	1.48	36	6.25	1.98	44	5.91	1.96	8	6.63	2.62



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 FY18 Pakistan 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 Pakistan, in which sectors do you believe the World Bank Group should focus most of its resources in Pakistan?"

- Collaborating with the WBG N=65
- Not collaborating with the WBG N=148

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 Pakistan?*	65	6.78	2.09	140	5.14	2.50

*(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 Pakistan.*	63	6.17	1.84	119	5.22	2.14

*(1-Not effective at all, 10-Very effective) *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 do you believe the World Bank Group's staff is well prepared to help Pakistan solve its most complicated development challenges?	62	6.26	2.13	111	5.80	2.30

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

¹⁸ Only 213 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 Pakistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Agriculture and rural development	21.5%	19.7%
Trade and exports	12.3%	7.0%
Crime and violence	1.5%	2.8%
Poverty reduction	20.0%	18.3%
Disaster risk management	4.6%	2.1%
Equality of opportunity	6.2%	10.6%
Immunization	1.5%	0.7%
Anti corruption	7.7%	17.6%
Economic growth	32.3%	23.2%
Natural resource management	6.2%	5.6%
Climate change	4.6%	5.6%
Transport	1.5%	2.8%
Information and communications technology	0.0%	3.5%
Job creation/employment*	24.6%	13.4%
Private sector development	9.2%	9.2%
Education and training	30.8%	43.7%
Food security	3.1%	6.3%
Water and sanitation	13.8%	16.2%
Pollution	1.5%	2.8%
Health	18.5%	21.8%
Urban development	3.1%	5.6%
Energy	9.2%	12.0%
Public sector governance/reform	32.3%	21.8%
Global/regional integration*	9.2%	2.1%
Social protection	1.5%	4.2%
Gender equity	6.2%	4.2%
Financial markets	4.6%	0.7%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Pakistan 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	38	5.74	2.04	60	5.58	2.21
Development Policy Financing	32	5.81	1.93	65	5.46	2.08
Program-for-Results Financing	34	5.79	2.03	54	5.72	2.17
Trust funds and grants	38	5.76	2.06	60	5.17	2.46
Reimbursable Advisory Services	23	5.04	1.72	45	5.11	2.56
MIGA Guarantees	24	4.92	1.79	40	5.23	2.06
IFC Investment Services	30	6.00	2.27	53	5.62	2.26
IFC Advisory Services	34	5.88	2.11	52	5.75	2.56

To what extent do you agree with the following statements about the World Bank Group's work in Pakistan? (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 Pakistan	62	6.06	2.10	116	5.50	2.22
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan*	62	5.85	2.02	112	5.17	2.13

*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group an effective development partner in Pakistan, 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	53	5.47	1.71	99	5.13	1.96
Flexibility (in terms of the institution's products and services)	51	4.82	1.62	85	4.80	1.87
Flexibility (in terms of changing country circumstances)	54	5.15	1.72	93	4.70	1.87
Being inclusive	50	5.62	1.78	94	5.01	1.99
Openness (sharing data and other information)	51	6.10	1.79	104	5.59	2.56
Collaboration with the Government	53	6.87	1.52	99	6.79	2.02
The speed with which it gets things accomplished on the ground	53	5.02	1.69	101	5.12	2.12
Helping to bring discipline/effective supervision to implementation of investment projects	50	5.58	2.08	96	5.49	2.22
Collaboration with civil society	51	4.98	1.78	100	4.55	2.09
Staff accessibility*	55	5.58	2.12	101	4.09	2.16
Collaboration with other donors and development partners	50	5.66	1.79	88	5.77	2.04
Collaboration with the private sector	47	5.34	1.68	87	5.01	2.15
Straightforwardness and honesty*	54	6.89	2.16	93	5.88	2.35
Treating clients and stakeholders in Pakistan with respect*	54	7.13	1.91	95	5.94	2.55
Being a long-term partner	49	6.73	2.21	96	5.95	2.33

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Economic growth	49	5.78	2.07	92	5.26	2.21
Social protection*	46	5.63	2.02	88	4.83	2.22
Gender equity	50	5.84	1.96	90	5.53	1.93
Private sector development	44	5.23	1.67	81	4.93	2.10
Education and training	49	5.35	1.94	91	5.11	2.08
Public sector governance/reform	49	5.61	1.90	89	5.00	2.07
Global/regional integration	39	5.13	2.12	76	5.05	2.15
Urban development	44	5.27	2.02	83	5.24	1.98
Energy	43	5.65	1.91	96	5.78	2.22
Water and sanitation	43	5.28	2.14	96	5.18	2.09
Health	45	5.33	2.12	91	4.91	2.12
Financial markets	38	5.55	1.84	78	5.37	2.16
Transport	40	5.18	2.23	81	5.15	2.20
Agriculture and rural development	39	5.13	1.78	82	5.21	2.18
Natural resource management	37	5.27	1.90	78	4.83	2.03
Climate change	36	4.42	1.89	76	4.76	2.23
Poverty reduction	45	5.71	2.01	89	5.15	2.21
Disaster risk management	39	5.13	2.13	76	5.14	2.15
Equality of opportunity	43	5.60	2.00	76	4.87	2.02
Immunization	41	5.41	2.26	75	5.31	2.15

*Significantly different between collaborators and non-collaborators

**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's work help to achieve development results in Pakistan?	53	5.66	1.71	104	5.25	2.12

*(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 Pakistan?***(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 Pakistan	50	5.34	2.01	101	4.92	2.10
The World Bank Group meets Pakistan's needs for knowledge services	54	5.59	2.07	100	5.08	2.02

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Pakistan to mobilize finance for development from private sector sources?	43	5.07	1.96	85	4.99	2.07

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services?	26	5.15	2.38	62	5.06	2.17

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In Pakistan, 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	50	5.60	2.10	85	5.12	2.30
Include appropriate level of stakeholder involvement during preparation*	51	5.90	1.65	89	4.97	2.17
Lead to practical solutions	54	5.22	1.80	95	4.83	2.10
Are accessible (well written and easy to understand)	56	6.34	1.96	92	5.73	2.42
Are source of relevant information on global good practices	52	6.46	1.63	94	6.36	2.14
Are adaptable to Pakistan's specific development challenges and country circumstances	54	5.65	1.78	91	5.40	2.30

**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?*	55	6.36	1.73	102	5.42	2.18
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	56	6.61	1.72	103	6.23	2.13

*(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	51	5.88	2.16	74	5.53	2.10
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	54	6.67	1.91	91	6.01	1.91
The World Bank Group's approvals and reviews are done in a timely fashion	54	5.94	2.06	75	5.83	2.16
The World Bank Group's "Safeguard Policy" requirements are reasonable	40	6.40	2.02	69	6.00	1.94
The World Bank Group's conditions on its lending are reasonable*	42	5.88	1.99	80	4.96	2.17
The World Bank Group takes decisions quickly in Pakistan	54	5.63	2.10	78	5.23	2.11
Working with the World Bank Group increases Pakistan's institutional capacity*	54	6.56	1.80	91	5.68	2.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	47	6.19	1.97	78	5.92	2.10

*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	48	7.08	1.61	74	6.91	1.99
I find the information on the World Bank Group's websites useful	48	7.38	1.47	74	7.26	1.99
The World Bank Group's social media channels are valuable sources of information about the institution	34	6.44	1.76	51	6.33	2.38



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents = 243
- FY 2018 Number of comparable respondents = 208

By weighting, the FY 2015 and FY 2018 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 2015	FY 2018
Office of the President/Prime Minister/Minister	1.0%	1.0%
Office of Parliamentarian	0.5%	0.5%
Government institutions	28.0%	28.0%
Local Government	1.5%	1.5%
Bilateral/multilateral agencies	2.0%	2.0%
Civil society	22.0%	22.0%
Private sector	20.0%	20.0%
Academia	20.0%	20.0%
Media	5.0%	5.0%

A. General Issues facing Pakistan

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

Percentage of Respondents	FY 2015	FY 2018
The right direction	52.2%	57.1%
The wrong direction	32.5%	21.5%
Not sure	15.3%	21.5%

*Significantly different between FY2015 and FY2018

B. Overall Attitudes toward the World Bank Group

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Pakistan?	239	6.29	2.45	199	5.89	2.44

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Pakistan.	229	5.83	2.15	181	5.70	2.12

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Pakistan solve its most complicated development challenges?	207	5.92	2.31	173	6.10	2.22

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

¹⁹ Only those questions that were asked in the FY 2015 and FY 2018 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 Pakistan?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Pakistan	220	5.95	2.20	175	5.81	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	220	5.54	2.16	170	5.48	2.13

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	206	5.92	2.11	149	5.26	1.84
Flexibility (in terms of the institution's products and services)*	203	5.48	1.91	137	4.76	1.74
Flexibility (in terms of changing country circumstances)*	202	5.31	1.91	146	4.82	1.82
Being inclusive	197	5.69	2.08	144	5.30	1.90
Openness (sharing data and other information)	205	5.61	2.24	152	5.84	2.22
Collaboration with the Government	211	7.03	2.12	151	6.81	1.83
The speed with which it gets things accomplished on the ground*	196	5.57	2.19	152	5.12	1.97
Helping to bring discipline/effective supervision to implementation of investment projects				145	5.53	2.14
Collaboration with civil society*	197	5.64	2.27	146	4.72	1.99
Staff accessibility*	204	5.65	2.34	155	4.84	2.26
Collaboration with other donors and development partners*	192	6.57	1.98	137	5.72	1.89
Collaboration with the private sector*	197	5.58	2.04	128	5.09	1.96
Straightforwardness and honesty	205	6.10	2.35	146	6.41	2.31
Treating clients and stakeholders in Pakistan with respect	200	6.50	2.34	148	6.46	2.35
Being a long-term partner	200	6.76	2.26	143	6.34	2.26

**Significantly different between FY2015 and FY2018*



C. World Bank Group's Effectiveness and Results

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Economic growth*	165	6.04	2.27	132	5.46	2.23
Social protection*	154	5.75	2.29	127	5.15	2.21
Gender equity	162	5.79	2.02	133	5.76	1.91
Private sector development	144	5.35	2.18	116	5.03	1.94
Education and training*	171	6.27	2.28	133	5.36	2.05
Urban development	141	5.49	2.26	120	5.33	2.01
Energy	168	6.17	2.34	128	5.77	2.13
Water and sanitation	151	5.80	2.30	127	5.31	2.13
Health*	159	6.06	2.20	130	5.23	2.19
Transport	161	5.51	2.23	110	5.28	2.25
Natural resource management*	139	5.63	2.26	106	4.93	1.99
Climate change*	150	5.33	2.18	105	4.68	2.08
Poverty reduction*	179	6.08	2.50	125	5.45	2.14
Disaster risk management*	162	5.93	2.29	105	5.16	2.15
Equality of opportunity	158	5.70	2.32	112	5.17	2.07

*Significantly different between FY2015 and FY2018

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Pakistan?*	213	5.99	1.95	151	5.44	1.94

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2018

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Pakistan	202	5.16	2.17	145	5.11	2.00
The World Bank Group meets Pakistan's needs for knowledge services	204	5.54	2.19	149	5.37	2.05

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 2015	FY 2018
Weekly	6.8%	7.3%
Monthly	14.8%	11.3%
A few times a year	37.1%	41.2%
Rarely	23.6%	26.0%
Never	17.7%	14.1%

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

In Pakistan, 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)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	190	5.79	2.33	130	5.36	2.17
Include appropriate level of stakeholder involvement during preparation	191	5.71	2.34	137	5.37	2.00
Lead to practical solutions*	191	5.69	2.23	143	4.98	1.97
Are accessible (well written and easy to understand)	188	6.12	2.35	143	5.98	2.23
Are source of relevant information on global good practices	192	6.38	2.15	139	6.47	1.93
Are adaptable to Pakistan's specific development challenges and country circumstances	198	5.67	2.27	139	5.54	2.11

*Significantly different between FY2015 and FY2018

	FY 2015			FY 2018		
	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?	210	5.88	2.12	150	5.81	2.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	213	6.68	1.97	153	6.45	1.95

(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)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	178	6.07	2.35	123	5.75	2.13
The World Bank Group effectively monitors and evaluates the projects and programs it supports	205	6.53	2.19	142	6.38	1.94
The World Bank Group's approvals and reviews are done in a timely fashion	193	6.13	2.38	128	5.92	2.09
The World Bank Group's "Safeguard Policy" requirements are reasonable	169	5.79	2.14	108	6.09	1.95
The World Bank Group's conditions on its lending are reasonable	182	5.65	2.29	115	5.29	2.13
The World Bank Group takes decisions quickly in Pakistan	182	5.32	2.42	130	5.41	2.07
Working with the World Bank Group increases Pakistan's institutional capacity	202	5.79	2.49	143	6.05	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them	180	5.85	2.23	123	6.07	2.00

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2015	FY 2018
Yes	66.8%	65.5%
No	33.2%	34.5%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	21.4%	26.6%
No	78.6%	73.4%

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	164	7.36	2.05	119	6.87	1.82
I find the information on the World Bank Group's websites useful	164	7.43	1.84	120	7.24	1.81
The World Bank Group's social media channels are valuable sources of information about the institution	111	6.55	2.31	81	6.31	2.17

*Significantly different between FY2015 and FY2018



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 Pakistan? (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 Pakistan.	5.22	6.17	5.68	5.54	5.55	5.81	5.43	6.29	5.54	5.85	5.74	5.42
Overall the World Bank Group currently plays a relevant role in development in Pakistan	5.50	6.06	5.81	5.75	5.64	6.12	5.62	6.37	5.81	5.74	5.89	5.58
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	5.17	5.85	5.43	5.57	5.43	5.58	5.37	5.82	5.49	5.45	5.59	5.24
Responsiveness to needs	5.13	5.47	5.23	5.47	5.29	5.38	5.22	5.64	5.34	5.26	5.42	5.12
Flexibility (in terms of the institution's products and services)	4.80	4.82	4.70	5.21	4.81	5.03	4.87	4.88	4.92	4.78	5.09	4.40
Flexibility (in terms of changing country circumstances)	4.70	5.15	4.97	4.72	4.88	4.91	4.76	5.26	4.89	4.87	5.00	4.65
Being inclusive	5.01	5.62	5.43	5.11	5.44	5.05	5.15	5.88	5.24	5.52	5.41	5.17
Openness (sharing data and other information)	5.59	6.10	5.89	5.57	5.63	6.20	5.69	6.09	5.79	5.76	5.75	5.84
Collaboration with the Government	6.79	6.87	7.03	6.34	6.65	7.17	6.67	7.21	6.80	6.78	6.70	6.98
The speed in which it gets things accomplished on the ground	5.12	5.02	5.11	5.02	4.92	5.51	5.08	5.09	5.21	4.80	5.09	5.06
Helping to bring discipline/effective supervision to implementation of investment projects	5.49	5.58	5.53	5.58	5.54	5.58	5.35	6.21	5.80	5.02	5.54	5.57
Collaboration with civil society	4.55	4.98	4.75	4.79	4.80	4.69	4.67	5.13	4.90	4.45	4.72	4.86
Staff accessibility	4.09	5.58	4.88	4.48	4.92	4.30	4.63	5.15	4.46	5.33	4.81	4.61
Collaboration with other donors and development partners	5.77	5.66	5.88	5.52	5.59	6.19	5.83	5.50	5.78	5.71	5.69	5.89
Collaboration with the private sector	5.01	5.34	5.12	5.11	5.01	5.40	5.14	5.04	5.20	4.92	5.04	5.27
Straightforwardness and honesty	5.88	6.89	6.16	6.40	6.28	6.13	6.20	6.38	6.18	6.36	6.17	6.37
Treating clients and stakeholders in Pakistan with respect	5.94	7.13	6.37	6.46	6.35	6.53	6.31	6.68	6.31	6.59	6.46	6.29
Being a long-term partner	5.95	6.73	6.34	6.06	6.12	6.56	6.17	6.50	6.19	6.36	6.27	6.20
To what extent does the World Bank Group's work help to achieve development results in Pakistan?	5.25	5.66	5.36	5.60	5.45	5.45	5.43	5.52	5.57	5.17	5.56	5.22
The World Bank Group's financial instruments meet the needs of Pakistan	4.92	5.34	4.96	5.33	5.10	5.07	5.00	5.42	5.20	4.84	5.15	4.96
The World Bank Group meets Pakistan's needs for knowledge services	5.08	5.59	5.41	5.22	5.33	5.39	5.27	5.62	5.30	5.46	5.28	5.48
The World Bank Group's knowledge work and activities are adaptable to Pakistan's specific development challenges and country circumstances	5.40	5.65	5.64	5.43	5.39	5.98	5.44	6.00	5.68	5.33	5.47	5.78
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.42	6.36	5.97	5.60	5.77	6.00	5.73	6.21	5.78	5.96	5.78	5.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.23	6.61	6.53	6.23	6.26	6.83	6.34	6.76	6.41	6.47	6.32	6.66
The World Bank Group takes decisions quickly in Pakistan	5.23	5.63	5.51	5.24	5.29	5.81	5.40	5.48	5.47	5.34	5.33	5.62
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.92	6.19	6.15	5.79	6.00	6.06	5.88	6.48	6.03	6.00	6.04	5.97

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Pakistan FY18 COS Questionnaire



World Bank Group Country Survey FY 2018 – Pakistan

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

Gallup Pakistan, 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 International Bank for Reconstruction and Development (IBRD), International Development Association (IDA), International Finance Corporation (IFC), Multilateral Investment Guarantee Agency (MIGA), and International Centre for Settlement of Investment Disputes (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 PAKISTAN**

A1. In general, would you say that Pakistan is headed in ... ?		
1	The right direction	<input type="checkbox"/>
2	The wrong direction	<input type="checkbox"/>
3	Not sure	<input type="checkbox"/>

A2. Listed below are a number of development priorities in Pakistan.					
Please identify which of the following you consider the most important development priorities in Pakistan. (Choose no more than THREE)					
1	Job creation/employment	<input type="checkbox"/>	15	Immunization	<input type="checkbox"/>
2	Urban development	<input type="checkbox"/>	16	Anti corruption	<input type="checkbox"/>
3	Energy	<input type="checkbox"/>	17	Economic growth	<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	<input type="checkbox"/>	18	Natural resource management (renewables)	<input type="checkbox"/>
5	Global/regional integration	<input type="checkbox"/>	19	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>
6	Social protection (e.g., safety nets, pensions, targeted social assistance)	<input type="checkbox"/>	20	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>
7	Gender equity (closing the gap between women and men, and boys and girls)	<input type="checkbox"/>	21	Agriculture and rural development	<input type="checkbox"/>
8	Private sector development	<input type="checkbox"/>	22	Trade and exports	<input type="checkbox"/>
9	Education and training	<input type="checkbox"/>	23	Crime and violence	<input type="checkbox"/>
10	Food security	<input type="checkbox"/>	24	Poverty reduction	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	25	Disaster risk management	<input type="checkbox"/>
12	Pollution	<input type="checkbox"/>	26	Equality of opportunity (i.e., social inclusion)	<input type="checkbox"/>
13	Health	<input type="checkbox"/>	27	Information and communications technology	<input type="checkbox"/>
14	Financial markets	<input type="checkbox"/>			

**SECTION A: GENERAL ISSUES**

A3. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Pakistan? (Choose no more than TWO)

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

A4. Which of the following do you consider as the main constraint in gaining education and training that is necessary for jobs? (Choose no more than TWO)

1	Access to post basic education (secondary, technical and vocational, and higher education)	<input type="checkbox"/>
2	Quality of education and training provided	<input type="checkbox"/>
3	Relevance of education and training for the labor market	<input type="checkbox"/>
4	Cost of education and training	<input type="checkbox"/>
5	Other (please specify): _____	

A5. When thinking about women who have paying jobs in Pakistan, which of the following do you consider the greatest challenges for these women? (Choose no more than TWO)

1	Safe transport	<input type="checkbox"/>
2	Discrimination at workplace	<input type="checkbox"/>
3	Balancing family and home	<input type="checkbox"/>
4	Difficult hours (i.e., inflexible, long)	<input type="checkbox"/>
5	Permission to work outside the house	<input type="checkbox"/>
6	Sexual harassment	<input type="checkbox"/>
7	Other (please specify): _____	

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

B1. How familiar are you with the work of the World Bank Group in Pakistan?									
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 Pakistan.										
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 Pakistan 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 Pakistan, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)										
1	Agriculture and rural development	<input type="checkbox"/>	15	Private sector development	<input type="checkbox"/>					
2	Trade and exports	<input type="checkbox"/>	16	Education and training	<input type="checkbox"/>					
3	Crime and violence	<input type="checkbox"/>	17	Food security	<input type="checkbox"/>					
4	Poverty reduction	<input type="checkbox"/>	18	Water and sanitation	<input type="checkbox"/>					
5	Disaster risk management	<input type="checkbox"/>	19	Pollution	<input type="checkbox"/>					
6	Equality of opportunity (i.e., social inclusion)	<input type="checkbox"/>	20	Health	<input type="checkbox"/>					
7	Immunization	<input type="checkbox"/>	21	Urban development	<input type="checkbox"/>					
8	Anti corruption	<input type="checkbox"/>	22	Energy	<input type="checkbox"/>					
9	Economic growth	<input type="checkbox"/>	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	<input type="checkbox"/>					
10	Natural resource management (renewables)	<input type="checkbox"/>	24	Global/regional integration	<input type="checkbox"/>					
11	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	25	Social protection (e.g., safety nets, pensions, targeted social assistance)	<input type="checkbox"/>					
12	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	26	Gender equity (closing the gap between women and men, and boys and girls)	<input type="checkbox"/>					
13	Information and communications technology	<input type="checkbox"/>	27	Financial markets	<input type="checkbox"/>					
14	Job creation/employment	<input type="checkbox"/>								

**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 Pakistan?			
		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	Technical assistance	<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	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	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 Pakistan? (Choose no more than TWO)		
1	Not in it for the long term	<input type="checkbox"/>
2	Its advice and strategies do not lend themselves to practical problem solving	<input type="checkbox"/>
3	Inadequate World Bank Group's staffing in Pakistan	<input type="checkbox"/>
4	The credibility of its knowledge/data	<input type="checkbox"/>
5	Not enough public disclosure of its work	<input type="checkbox"/>
6	Not willing to honestly criticize policies and reform efforts in the country	<input type="checkbox"/>
7	Staff too inaccessible	<input type="checkbox"/>
8	Not collaborating enough with private sector	<input type="checkbox"/>
9	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	<input type="checkbox"/>
10	Not aligned with country priorities	<input type="checkbox"/>
11	Not adequately sensitive to political/social realities in Pakistan	<input type="checkbox"/>
12	Too influenced by developed countries	<input type="checkbox"/>
13	World Bank Group's processes too slow	<input type="checkbox"/>
14	World Bank Group's processes too complex	<input type="checkbox"/>
15	Not exploring alternative policy options	<input type="checkbox"/>
16	Not sufficiently focused on results	<input type="checkbox"/>
17	Not collaborating enough with civil society (including non-governmental organizations (NGOs), Community Based Organizations (CBOs), beneficiary representatives)	<input type="checkbox"/>
18	Arrogant in its approach	<input type="checkbox"/>
19	Other (please specify): _____	
20	Don't know	<input type="checkbox"/>



SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Pakistan 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	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	Reimbursable Advisory Services (RAS)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B8. 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	<input type="checkbox"/>	7	Academia/think tanks/research institutes	<input type="checkbox"/>
2	Youth/university groups	<input type="checkbox"/>	8	Parliament	<input type="checkbox"/>
3	Private sector	<input type="checkbox"/>	9	Foundations	<input type="checkbox"/>
4	Local government	<input type="checkbox"/>	10	Media	<input type="checkbox"/>
5	Donor community	<input type="checkbox"/>	11	Other (please specify): _____	
6	NGOs/CBOs	<input type="checkbox"/>	12	Don't know	<input type="checkbox"/>

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	10	
B9	Overall the World Bank Group currently plays a relevant role in development in Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	The World Bank Group’s work is aligned with what I consider the development priorities for Pakistan	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 Pakistan, 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	
B11	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The speed with which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Treating clients and stakeholders in Pakistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B26. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	Poor donor coordination	<input type="checkbox"/>
2	Corruption	<input type="checkbox"/>
3	Political pressures and obstacles	<input type="checkbox"/>
4	Reforms are not well thought out in light of country challenges	<input type="checkbox"/>
5	Poor coordination within the Government	<input type="checkbox"/>
6	The World Bank Group does not provide the government with consistent support throughout the reform effort	<input type="checkbox"/>
7	There is an inadequate level of private sector participation and support	<input type="checkbox"/>
8	The World Bank Group is not sensitive enough to political/social realities on the ground	<input type="checkbox"/>
9	Lack of/inadequate levels of capacity in Government	<input type="checkbox"/>
10	There is not an adequate level of citizen/civil society participation	<input type="checkbox"/>
11	Poor coordination within the World Bank Group	<input type="checkbox"/>
12	Other (please specify): _____	



SECTION C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan? (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	10	<input type="checkbox"/>
1	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Social protection (e.g., safety nets, pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Education and training	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	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"/>	
7	Global/regional integration	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	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Natural resource management (renewables)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Immunization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C2. To what extent does the World Bank Group’s work help to achieve development results in Pakistan?

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

To what extent do you agree with the following statements about the World Bank Group in Pakistan?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	The World Bank Group's financial instruments (i.e., Investment Lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Pakistan											<input type="checkbox"/>
C4	The World Bank Group meets Pakistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C5. How effectively does the World Bank Group help Pakistan to mobilize finance for development from private sector sources?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
		Not effectively at all								Very effectively		Don't know
												<input type="checkbox"/>

C6. To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
		To no degree at all								To a very significant degree		Don't know
												<input type="checkbox"/>

C7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Pakistan? (Select only ONE response)												
1	Very familiar	<input type="checkbox"/>										
2	Somewhat familiar	<input type="checkbox"/>										
3	Somewhat unfamiliar	<input type="checkbox"/>										
4	Very unfamiliar	<input type="checkbox"/>										
5	Don't know	<input type="checkbox"/>										



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

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

In Pakistan, 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 adaptable to Pakistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D8. 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	

D9. 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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Pakistan											<input type="checkbox"/>
E7	Working with the World Bank Group increases Pakistan's institutional capacity											<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

E9. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Pakistan's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The poor and marginalized in Pakistan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Pakistan? (Choose no more than TWO)		
1	Reduce the complexity of obtaining World Bank Group financing	<input type="checkbox"/>
2	Increase availability of Reimbursable Advisory Services (RAS)	<input type="checkbox"/>
3	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	<input type="checkbox"/>
4	Offer more innovative financial products	<input type="checkbox"/>
5	Ensure greater selectivity in its work	<input type="checkbox"/>
6	Provide more adequate data/knowledge/statistics/figures on Pakistan's economy	<input type="checkbox"/>
7	Offer more innovative knowledge services	<input type="checkbox"/>
8	Collaborate more effectively with Government clients (e.g., national, state, local)	<input type="checkbox"/>
9	Work faster	<input type="checkbox"/>
10	Work more with civil society and beneficiary representatives	<input type="checkbox"/>
11	Increase the level of capacity development in the country	<input type="checkbox"/>
12	Leverage the private sector more (i.e., mobilize private sector development)	<input type="checkbox"/>
13	Improve the quality of its experts as related to Pakistan's specific challenges	<input type="checkbox"/>
14	Other (please specify): _____	

F2. 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 Pakistan?	B. Which THREE areas below would benefit most from other donors in Pakistan?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
16	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 Pakistan? (Choose no more than TWO)					
1	Local radio	<input type="checkbox"/>	6	Internet	<input type="checkbox"/>
2	International radio	<input type="checkbox"/>	7	Periodicals	<input type="checkbox"/>
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	<input type="checkbox"/>	8	International television	<input type="checkbox"/>
4	International newspapers	<input type="checkbox"/>	9	Local newspapers	<input type="checkbox"/>
5	Local television	<input type="checkbox"/>	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	<input type="checkbox"/>	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	<input type="checkbox"/>
2	e-Newsletters	<input type="checkbox"/>	6	World Bank Group's website	<input type="checkbox"/>
3	World Bank Group's seminars/workshops/conferences	<input type="checkbox"/>	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	<input type="checkbox"/>
4	Mobile phones	<input type="checkbox"/>	8	Other (please specify): _____	

G3	Do you use/have you used the World Bank Group website?	Yes	No
G4	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G5. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?		
1	Weekly	<input type="checkbox"/>
2	Monthly	<input type="checkbox"/>
3	A few times a year	<input type="checkbox"/>
4	Rarely	<input type="checkbox"/>
5	Never	<input type="checkbox"/>

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		
G6	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G7	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G8	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)					
1	Water	<input type="checkbox"/>	12	Gender	<input type="checkbox"/>
2	Social protection and labor	<input type="checkbox"/>	13	Transport and ICT	<input type="checkbox"/>
3	Fragility, conflict and violence	<input type="checkbox"/>	14	Urban, rural, and social development	<input type="checkbox"/>
4	Environment and natural resources	<input type="checkbox"/>	15	Governance	<input type="checkbox"/>
5	Public-private partnerships	<input type="checkbox"/>	16	Poverty	<input type="checkbox"/>
6	Education	<input type="checkbox"/>	17	Jobs	<input type="checkbox"/>
7	Health, nutrition, and population	<input type="checkbox"/>	18	Agriculture	<input type="checkbox"/>
8	Energy and extractives	<input type="checkbox"/>	19	Climate change	<input type="checkbox"/>
9	Macroeconomics and fiscal management	<input type="checkbox"/>	20	Generalist (specialized in multiple sectors)	<input type="checkbox"/>
10	Trade and competitiveness	<input type="checkbox"/>	21	Other (please specify): _____	
11	Finance and markets	<input type="checkbox"/>			

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?		
1	Yes	<input type="checkbox"/>
2	No	<input type="checkbox"/>

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Pakistan? (Select only ONE response)		
1	The World Bank (IBRD/IDA)	<input type="checkbox"/>
2	The International Finance Corporation (IFC)	<input type="checkbox"/>
3	The Multilateral Investment Guarantee Agency (MIGA)	<input type="checkbox"/>
4	Other (please specify): _____	
5	None of the above	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC? <i>(If YES please go to Question H6; If NO please go to H7)</i>		
1	Yes	<input type="checkbox"/>
2	No	<input type="checkbox"/>

H6. If yes, what was your view of how the two institutions work together in Pakistan? (Select only ONE response)		
1	The two institutions work well together	<input type="checkbox"/>
2	The way the two institutions work together needs improvement	<input type="checkbox"/>
3	The two institutions do not work well together	<input type="checkbox"/>
4	Don't know	<input type="checkbox"/>

H7. Which of the following describes most of your exposure to the World Bank Group in Pakistan? (Choose no more than TWO)		
1	Observer (i.e., follow on media, discuss in informal conversations, etc.)	<input type="checkbox"/>
2	Use World Bank Group reports/data	<input type="checkbox"/>
3	Engage in World Bank Group related/sponsored events/activities	<input type="checkbox"/>
4	Collaborate as part of my professional duties	<input type="checkbox"/>
5	Use World Bank Group website for information, data, research, etc.	<input type="checkbox"/>

H8. What's your gender?		
1	Female	<input type="checkbox"/>
2	Male	<input type="checkbox"/>

H9. What's your age?		
1	25 and under	<input type="checkbox"/>
2	26-35	<input type="checkbox"/>
3	36-45	<input type="checkbox"/>
4	46-55	<input type="checkbox"/>
5	56 and above	<input type="checkbox"/>



SECTION H: BACKGROUND INFORMATION

H10. Which best represents your geographic location?		
1	Sindh	<input type="checkbox"/>
2	Khyber Pakhtunkhwa	<input type="checkbox"/>
3	Balochistan	<input type="checkbox"/>
4	Punjab	<input type="checkbox"/>
5	Federal Capital (ICT)	<input type="checkbox"/>
6	Azad Jammu and Kashmir (AJK)	<input type="checkbox"/>
7	Gilgit-Baltistan (GB)	<input type="checkbox"/>
8	Federally Administered Tribal Areas (FATA)	<input type="checkbox"/>

Thank you for completing the survey!