

FY 2018 Cambodia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

September 2018



Acknowledgements

The Cambodia 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, and Antonina Redko oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Cambodia country team and the independent fielding agency Nuppun Institute for Economic Research. In particular, PORG is grateful for the support from Saroeun Bou (Communications Officer) who coordinated the survey related activities from Phnom Penh, Cambodia.



Country Opinion Surveys
THE WORLD BANK GROUP



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CAMBODIA





I. Objectives

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

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

II. Methodology

From March to May 2018, 397 stakeholders of the WBG in Cambodia 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 139 stakeholders participated in the survey (35% response rate). Respondents either received the questionnaires via courier or completed the questionnaires 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.

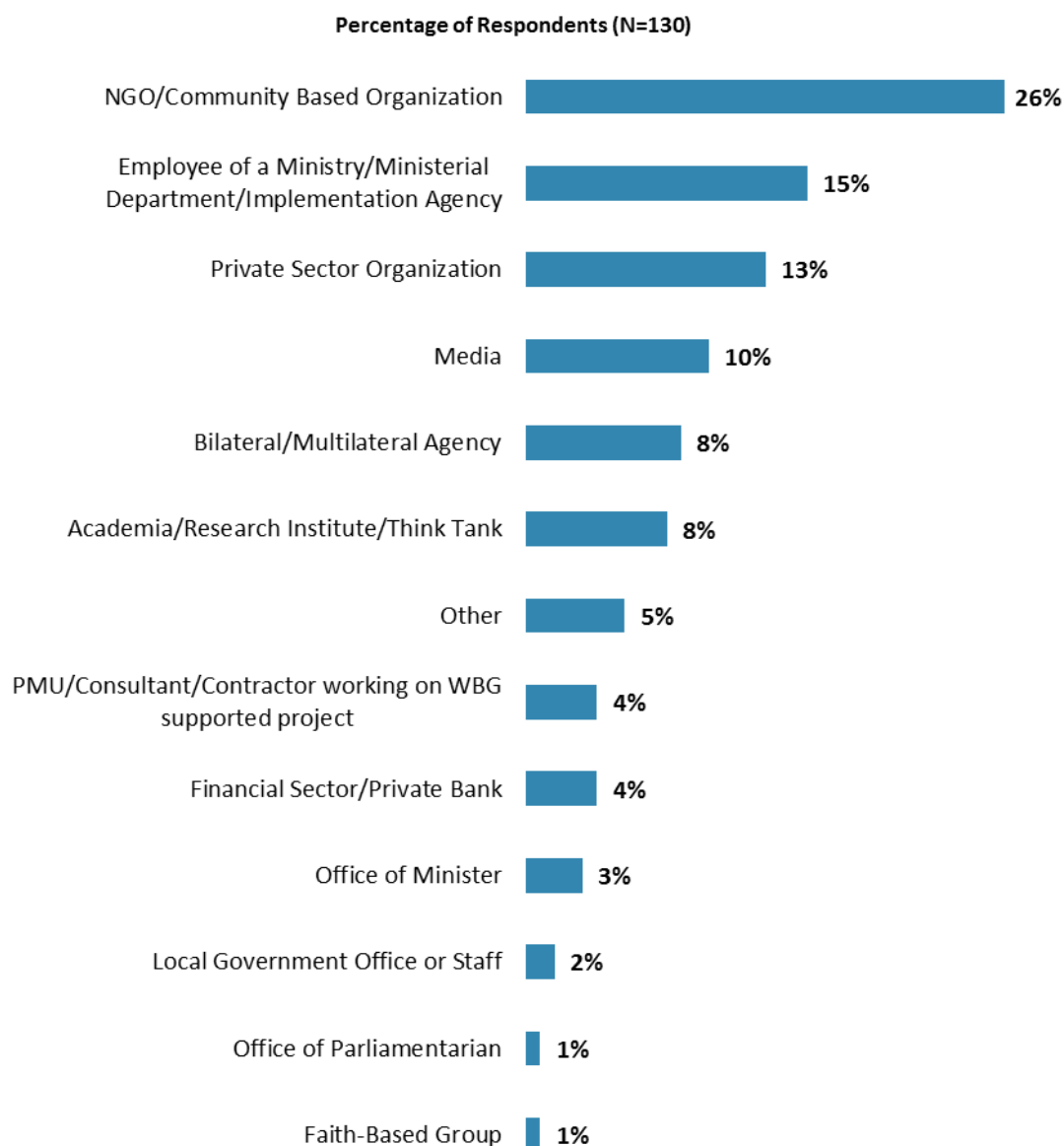
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 40%, N=156). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 87).



III. Demographics of the Sample

Current Position

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

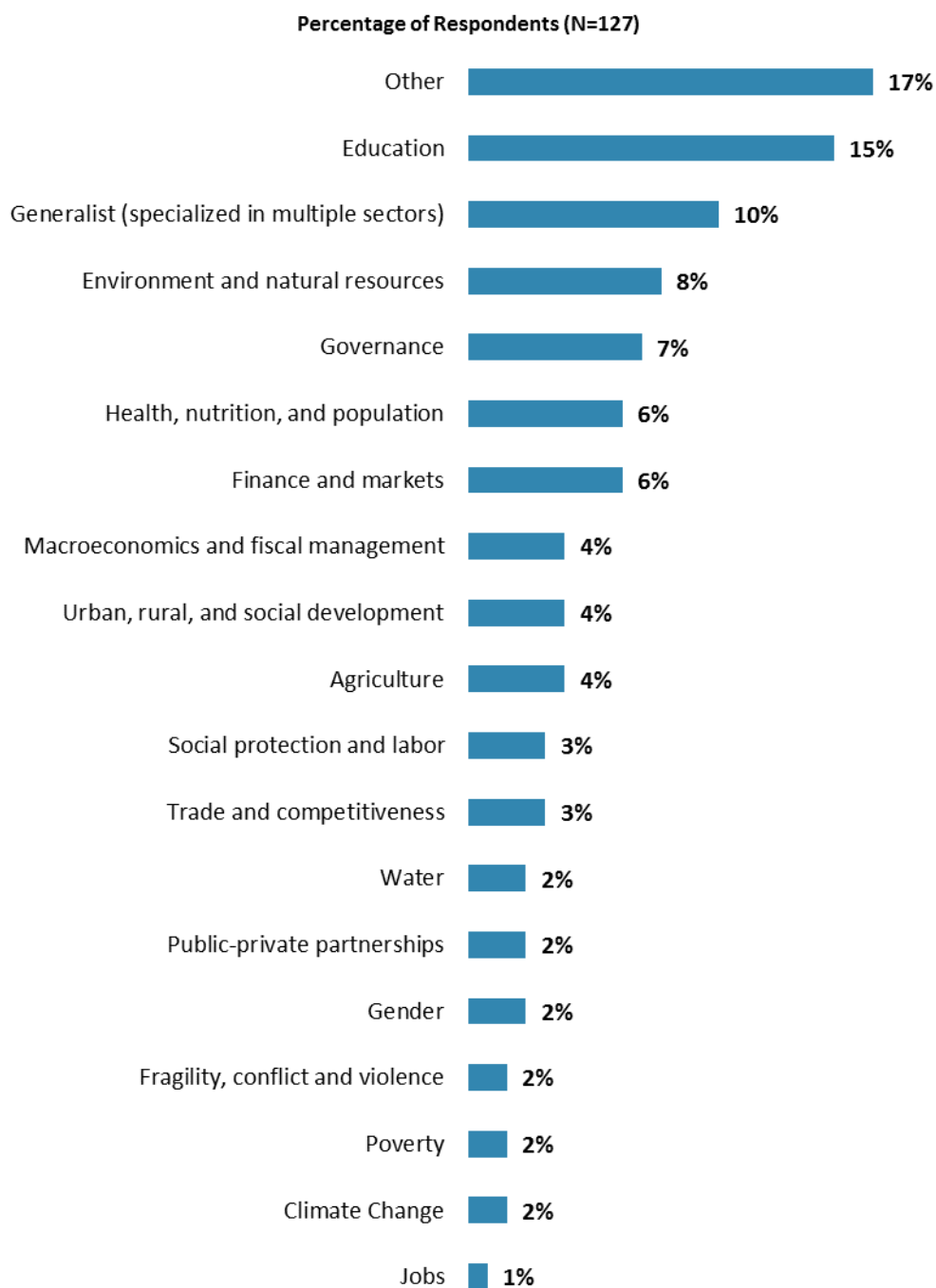


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



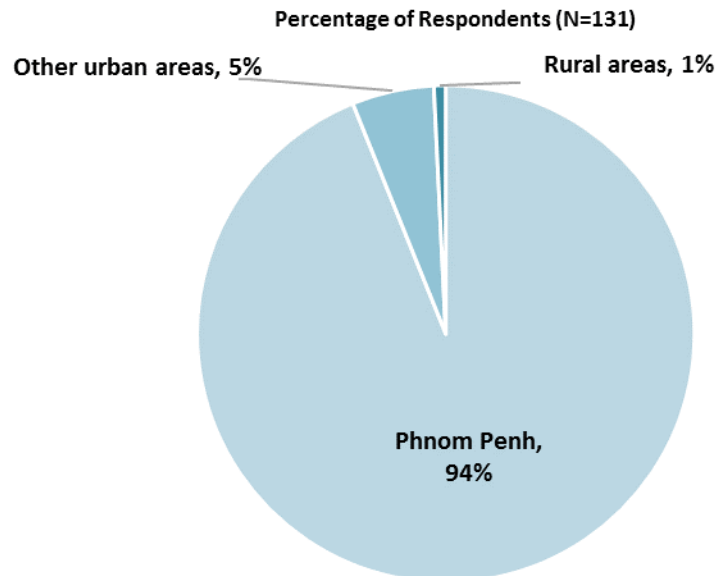
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

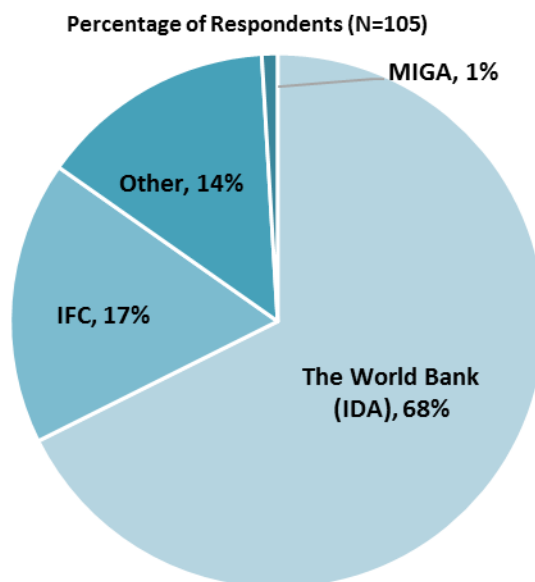
Geographic Locations

- Majority of respondents indicated that they were located in Phnom Penh. Because of the small number of respondents from other areas (Other urban areas and Rural areas), statistical comparisons across geographic locations were not conducted.



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

Exposure to Agencies within the World Bank Group



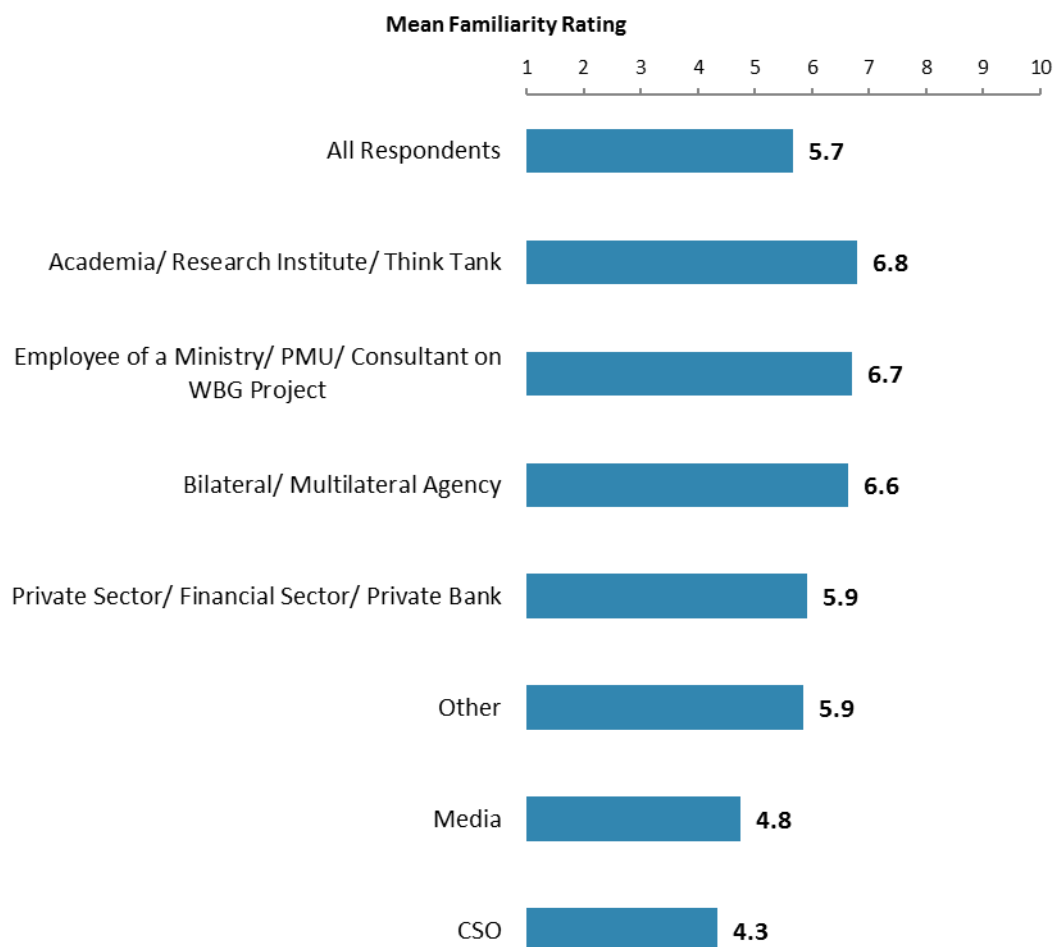
"Which of the following agencies of the World Bank Group do you primarily engage with in Cambodia?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 5.7; weighted mean in FY'15 = 5.4)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Cambodia, their ratings of the extent to which the WBG plays a relevant role in development in Cambodia, and the extent to which the WBG contributes to the country's development results.



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

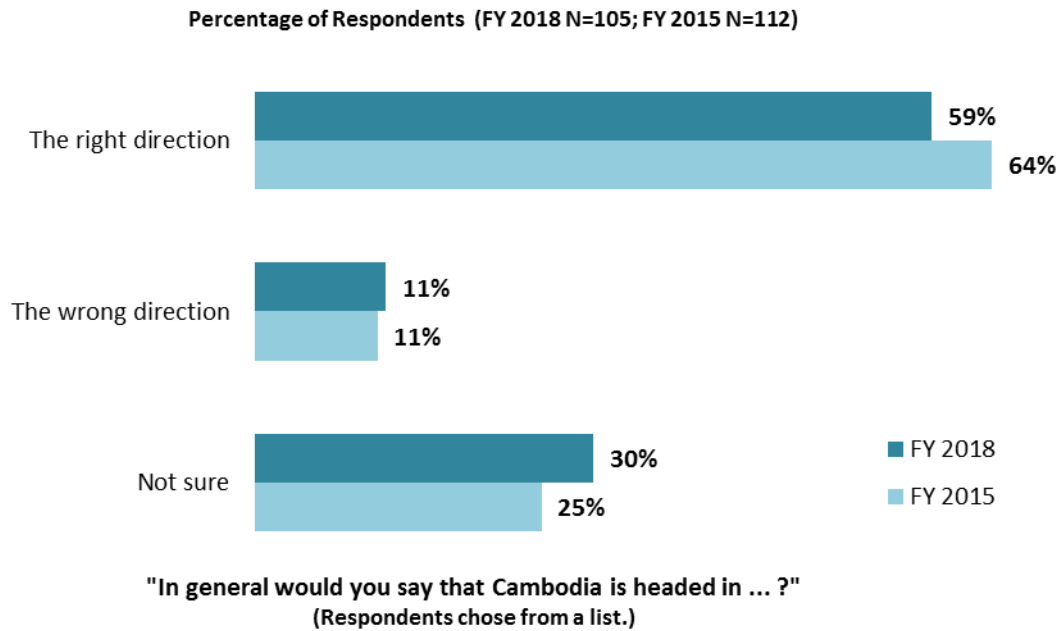
¹ Please refer to Appendix D (page 87) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Cambodia

Headed in the Right Direction²

- **Stakeholder groups:** While majority of respondents across most of stakeholder groups indicated that Cambodia is headed in the right direction, respondents from CSOs were significantly *less* positive about the prospect of Cambodia.



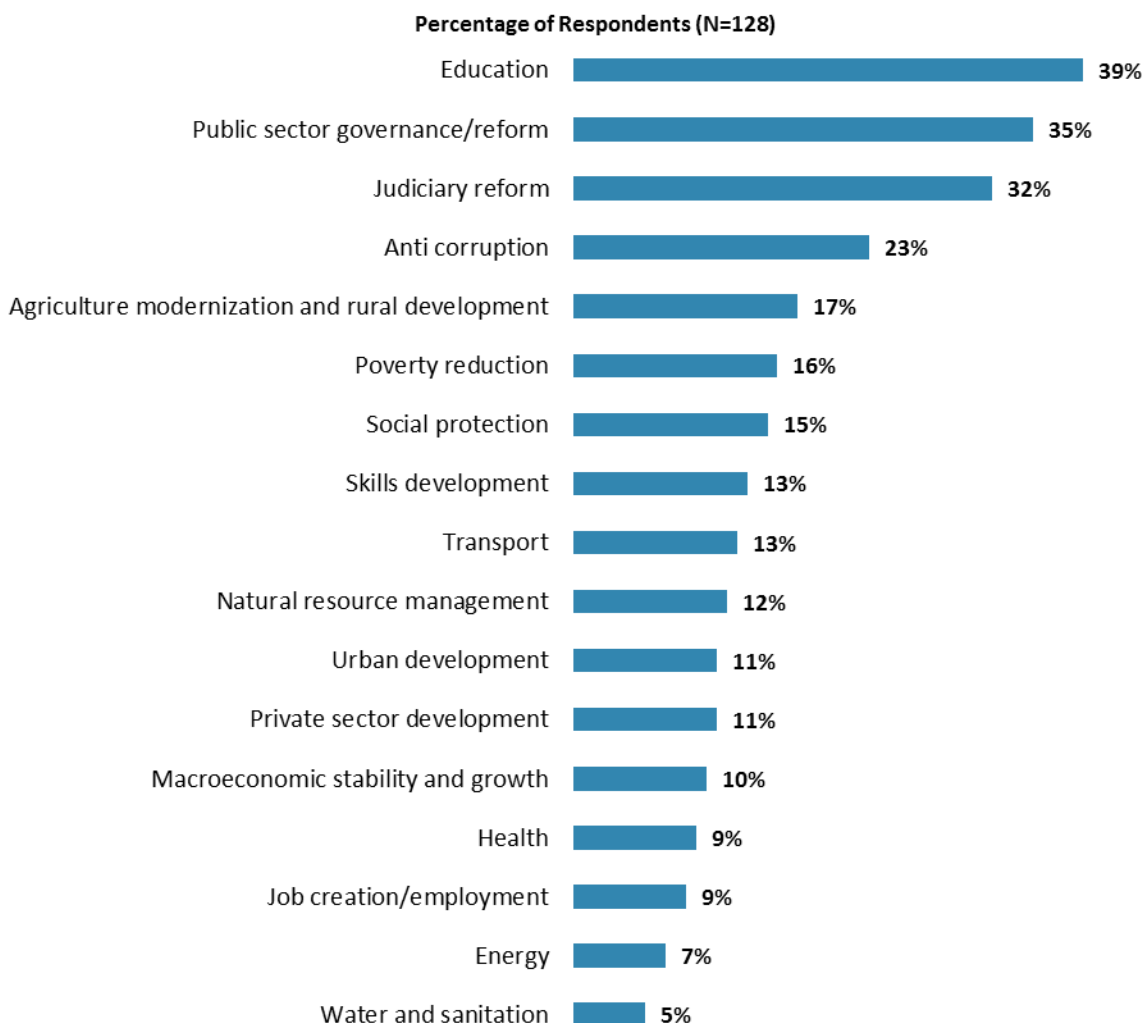
² Percentages presented in the chart were calculated based on weighted data.



IV. General Issues Facing Cambodia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Cambodia were “*education*” (47%), “*public sector governance/reform*” (45%), and “*anti-corruption*” (31%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly more likely to indicate that “*education*” was the *most* important development priority in Cambodia, compared to the rest of respondents in other areas of work (education specialists = 67%; others = 33%).



"Listed below are a number of development priorities in Cambodia. Please identify which of the following you consider the most important development priorities in Cambodia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 17 out of 27 response options shown.)

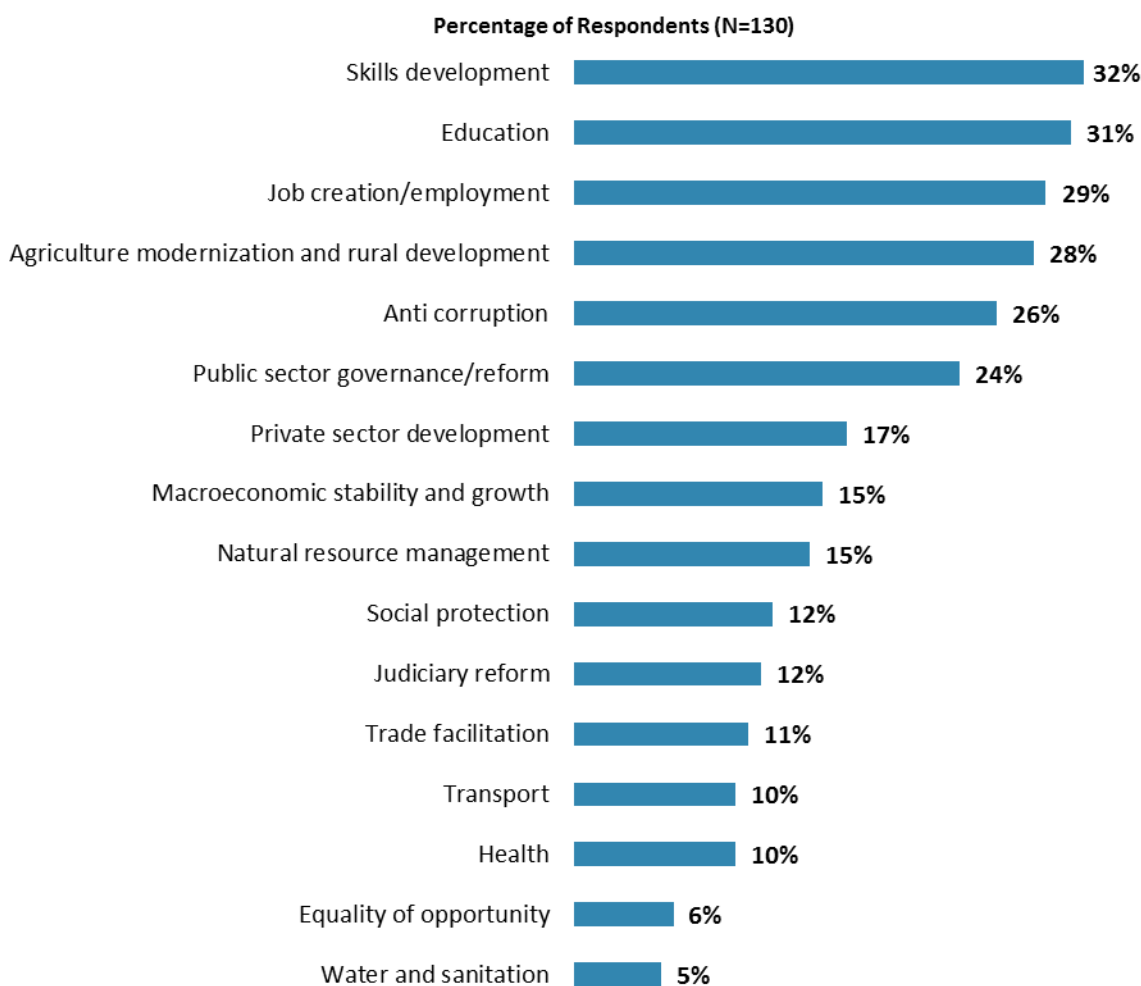
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in a country.



IV. General Issues Facing Cambodia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Cambodia were “*education*” (38%), “*public sector governance/reform*” (35%), and “*job creation/employment*” (26%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that “*education*” was the greatest contributor to poverty reduction, compared to respondents from other areas (education specialists = 67%; others = 25%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cambodia?"

(Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 16 out of 26 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 F), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.

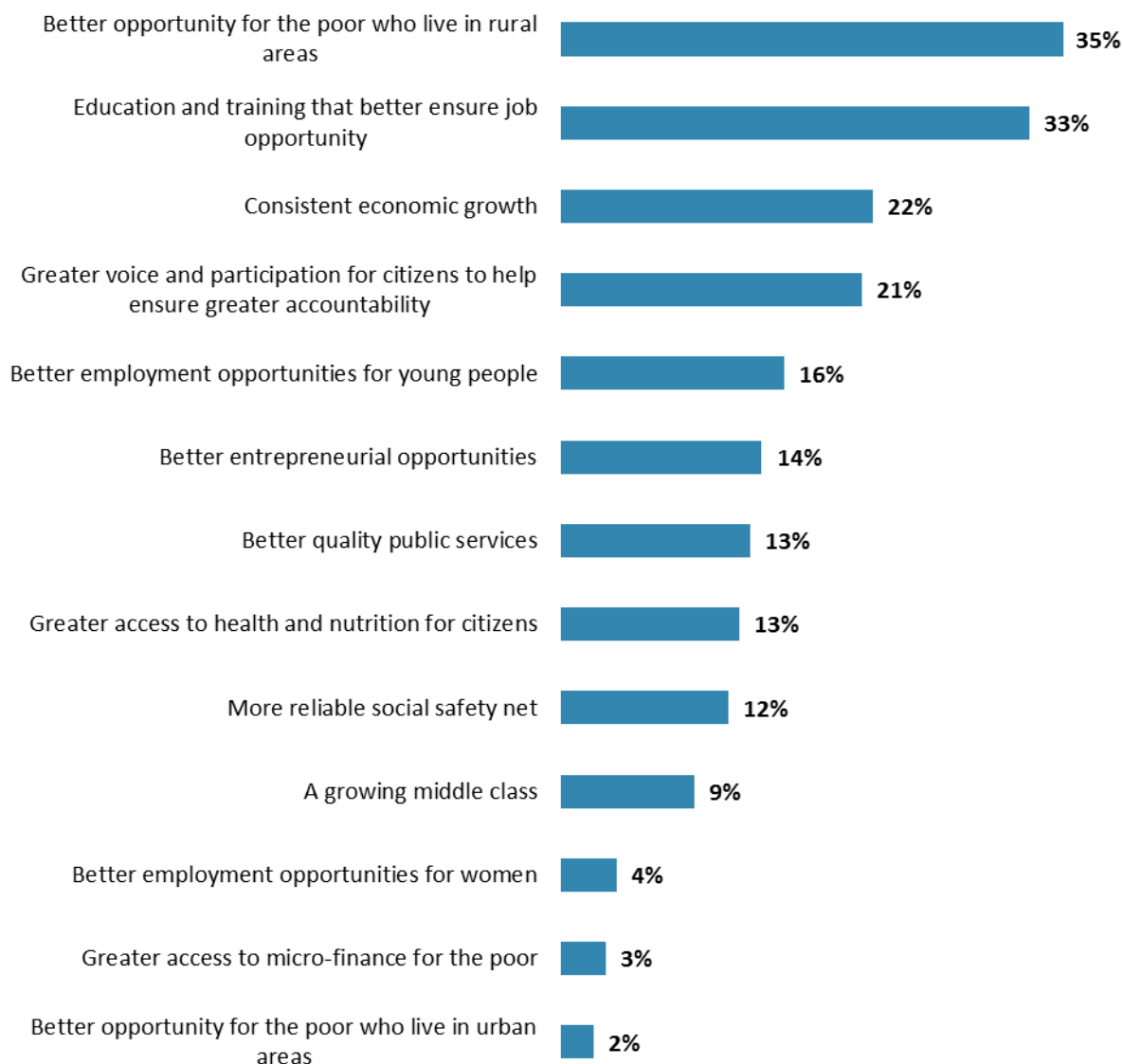


IV. General Issues Facing Cambodia (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in Cambodia can be best achieved through “*education and training that better ensure job opportunity*” (44%) and “*sustainable economic growth*” (30%).

Percentage of Respondents (N=128)



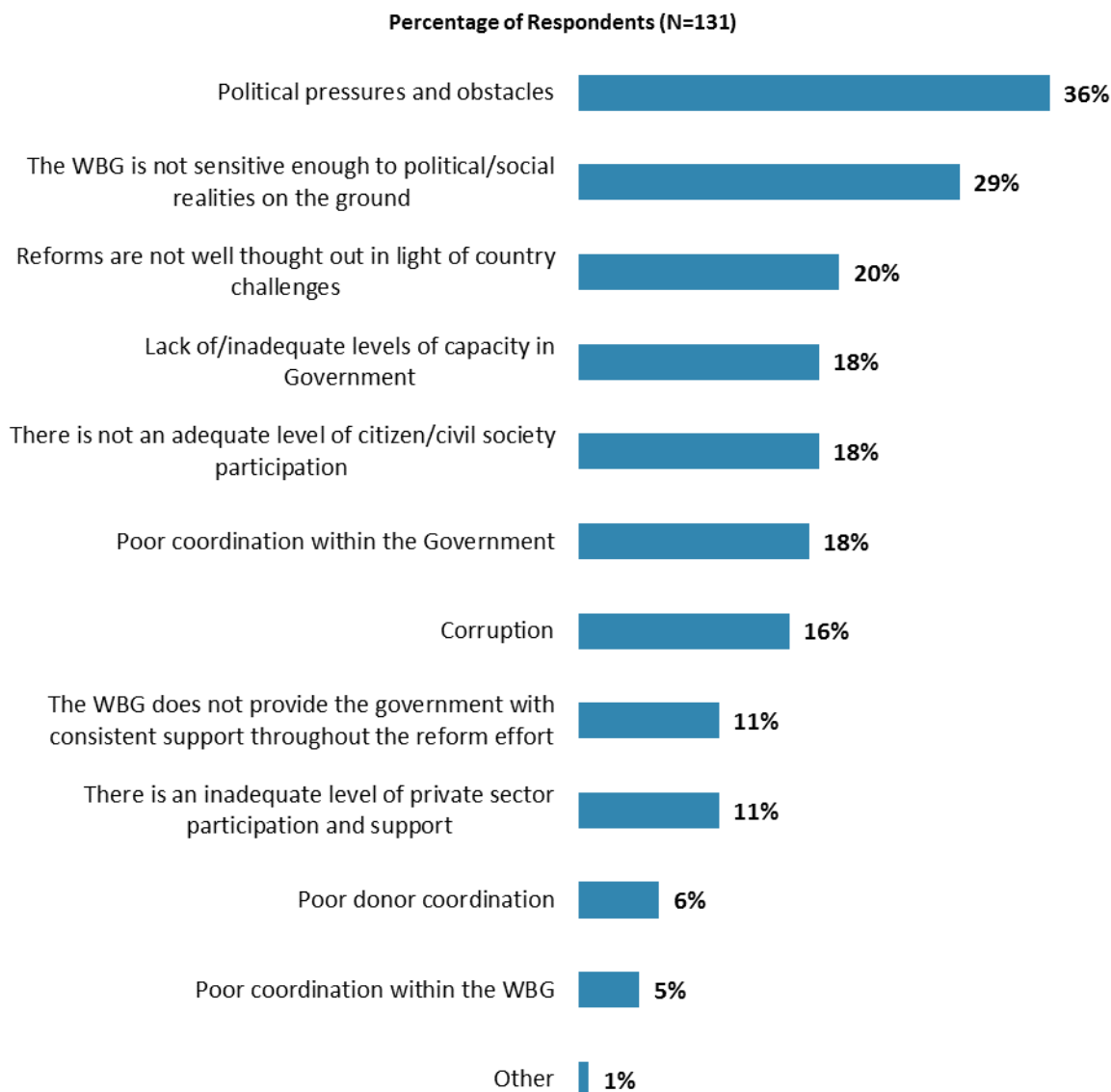
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



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”* (46%), *“there is not an adequate level of citizen/civil society participation”* (32%), and *“political pressures and obstacles”* (28%).



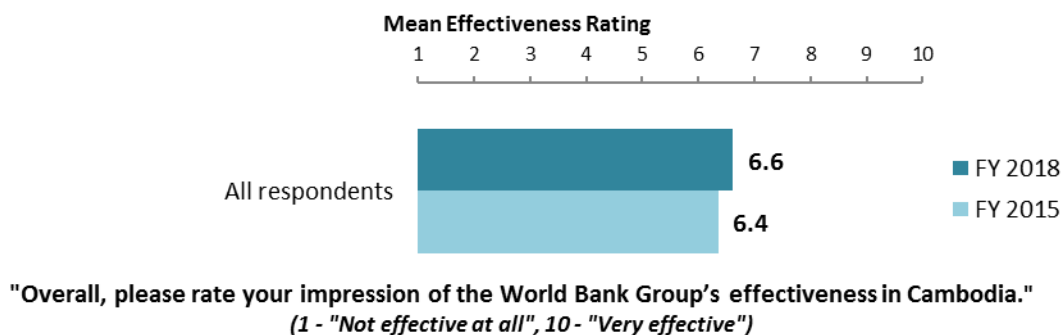
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



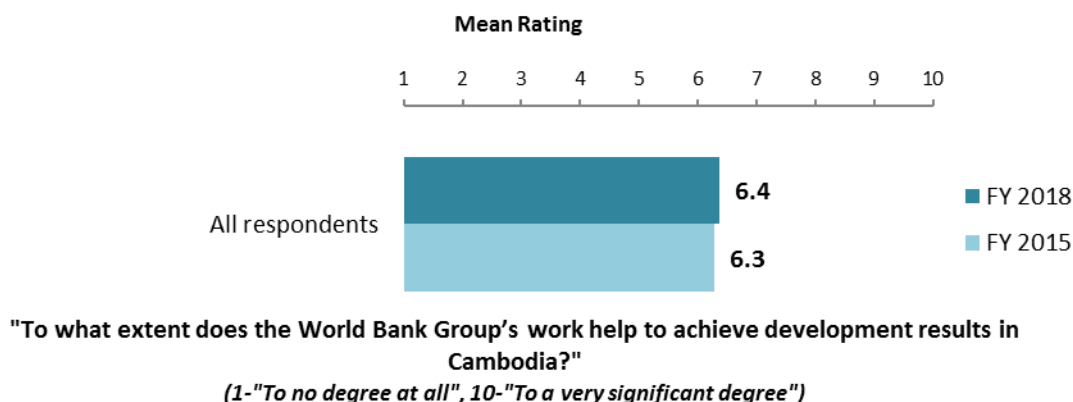
V. Overall Attitudes toward the World Bank Group (continued)

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)



Achieving Development Results (Indicator Question)

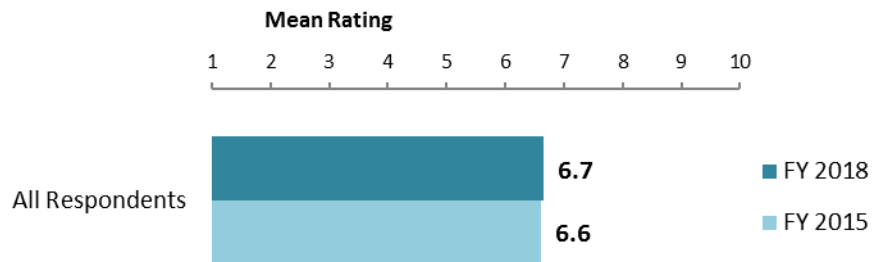


³ Means presented in the charts on this page were calculated based on weighted data.



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

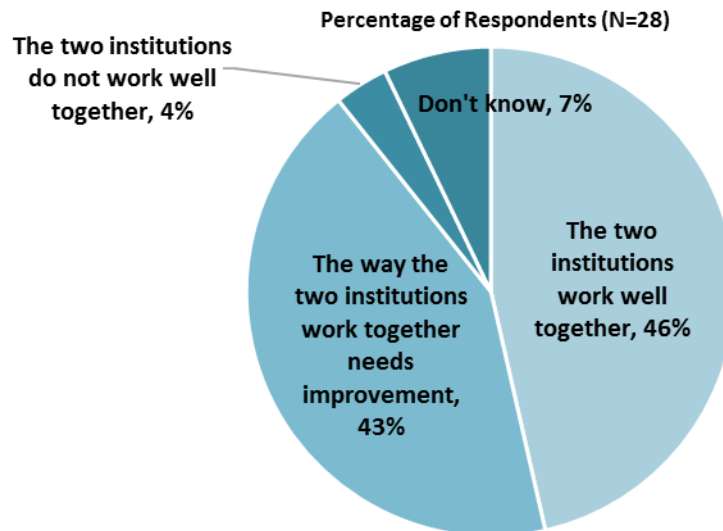
WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Cambodia 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 of how the two institutions work together in Cambodia?" (Respondents chose from a list.)

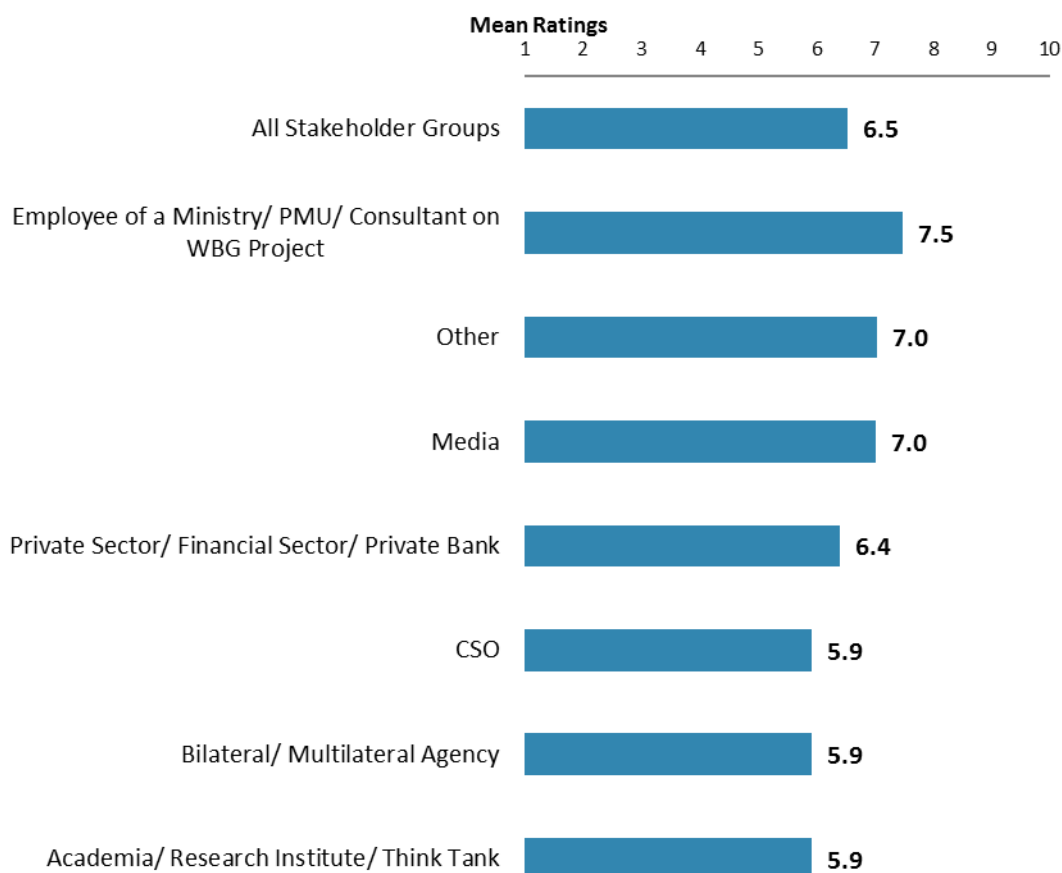
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of ministries/PMUs/consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from CSOs, bilateral/multilateral agencies, and academia had the lowest mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 58).
- **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 = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 94).



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

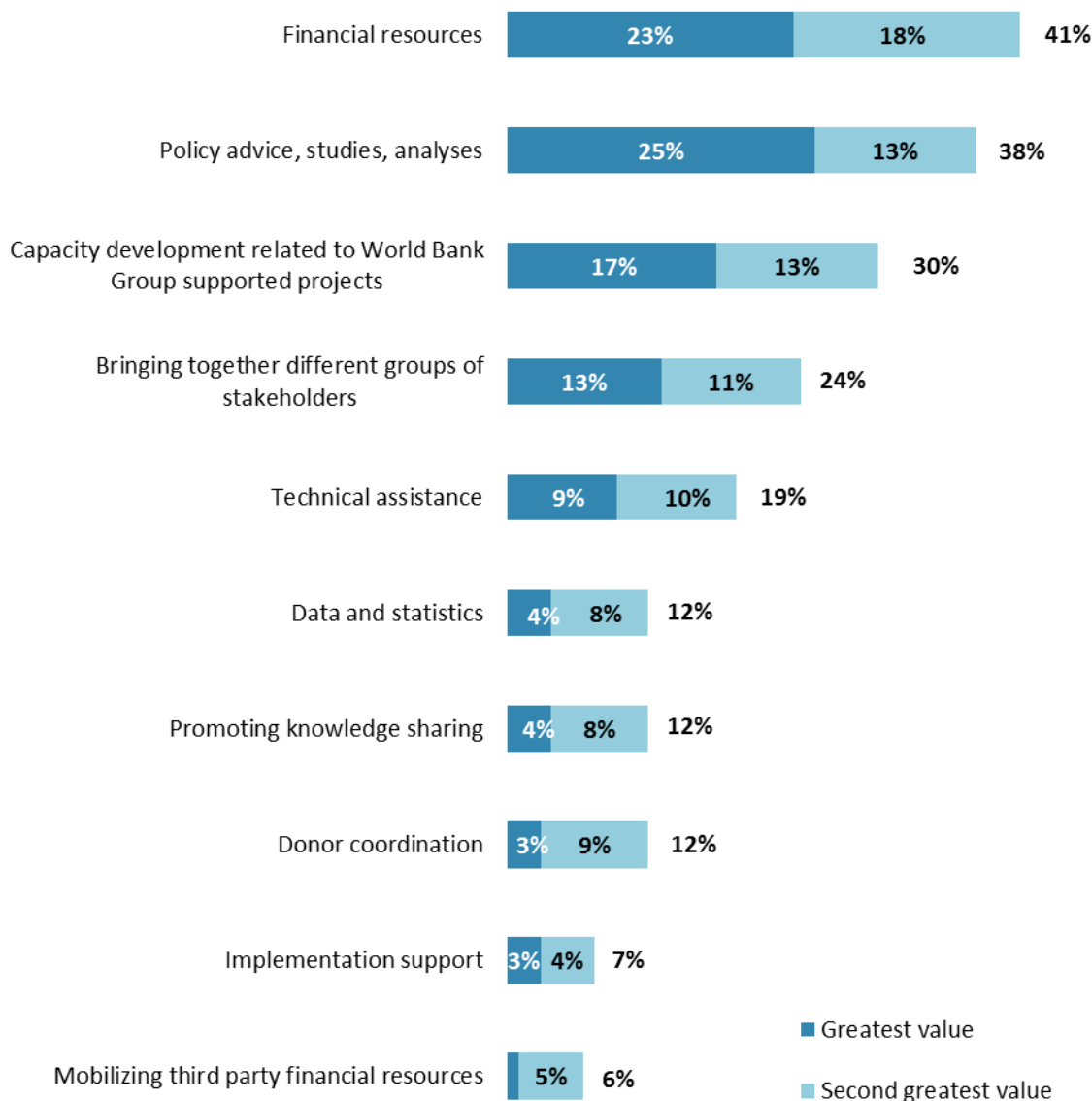


V. Overall Attitudes toward the World Bank Group (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Cambodia were its "*capacity development*" (45%), "*financial resources*" (44%), and "*policy advice, studies, analyses*" (31%).

Percentage of Respondents (N=114)



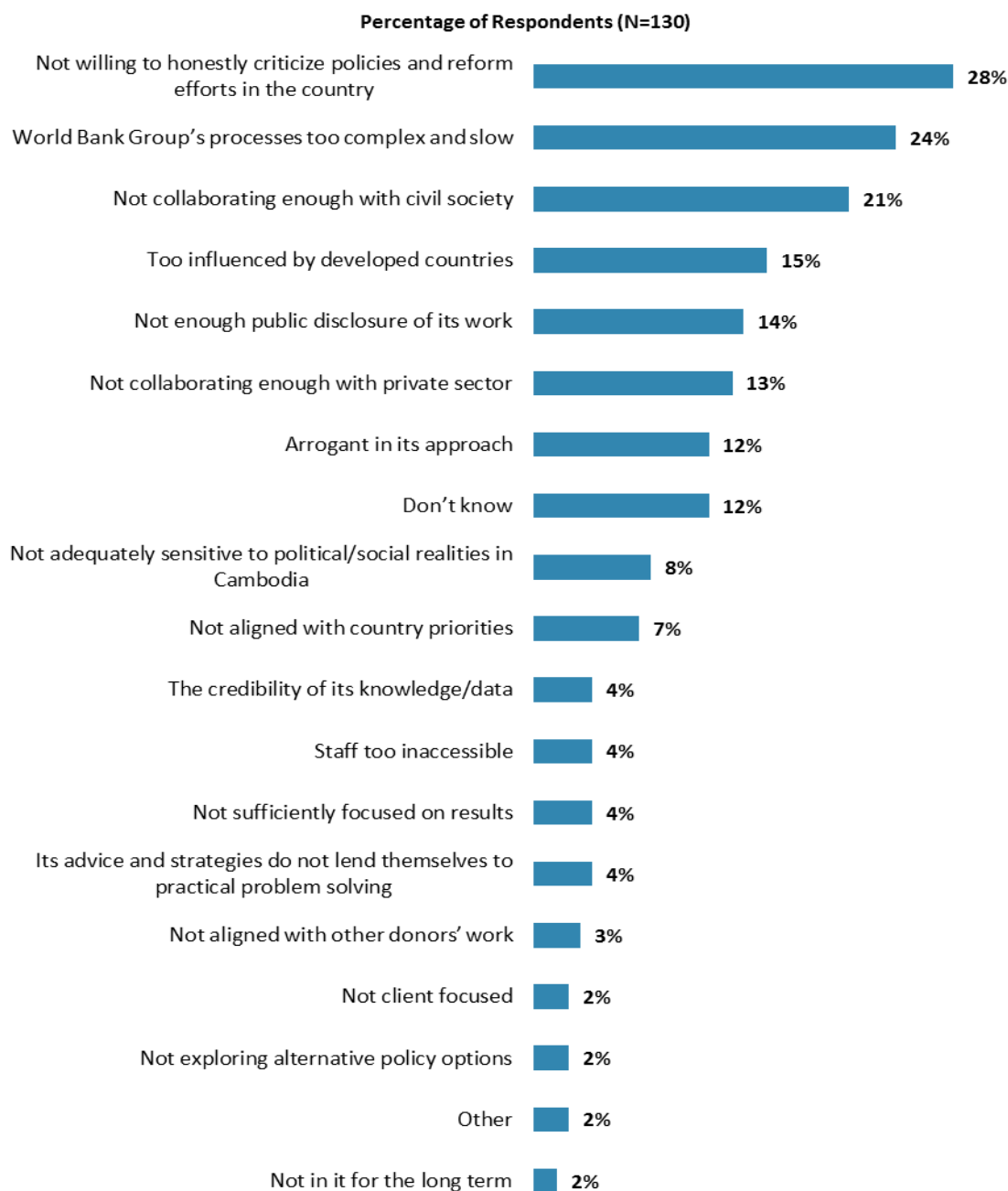
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cambodia?"
(Respondents chose from a list.)



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 weakness in its work in Cambodia were "*not collaborating enough with stakeholders outside the Government*" (22%), "*not enough public disclosure of its work*" (21%), and "*World Bank Group's processes too complex*" (21%).

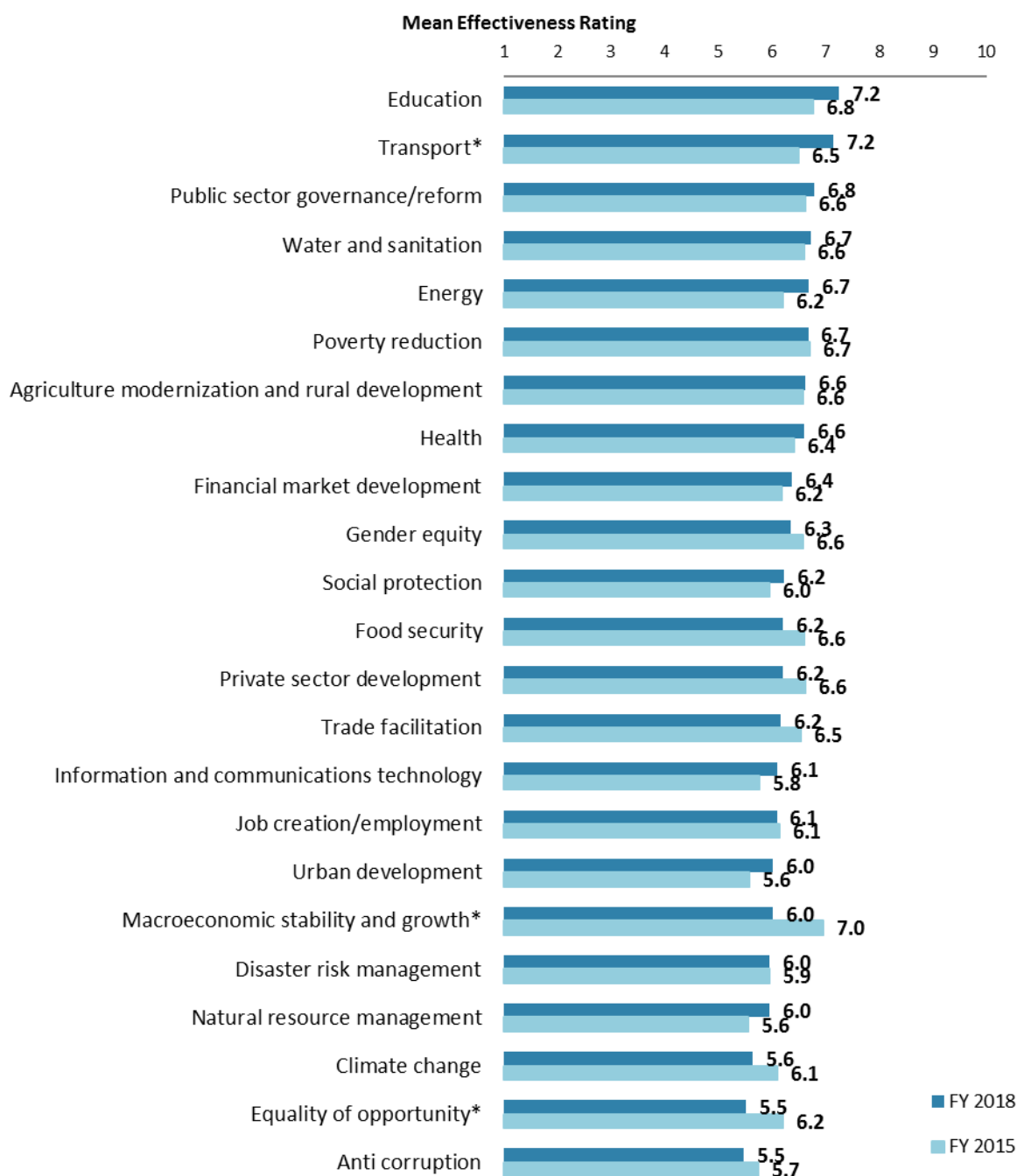


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Cambodia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



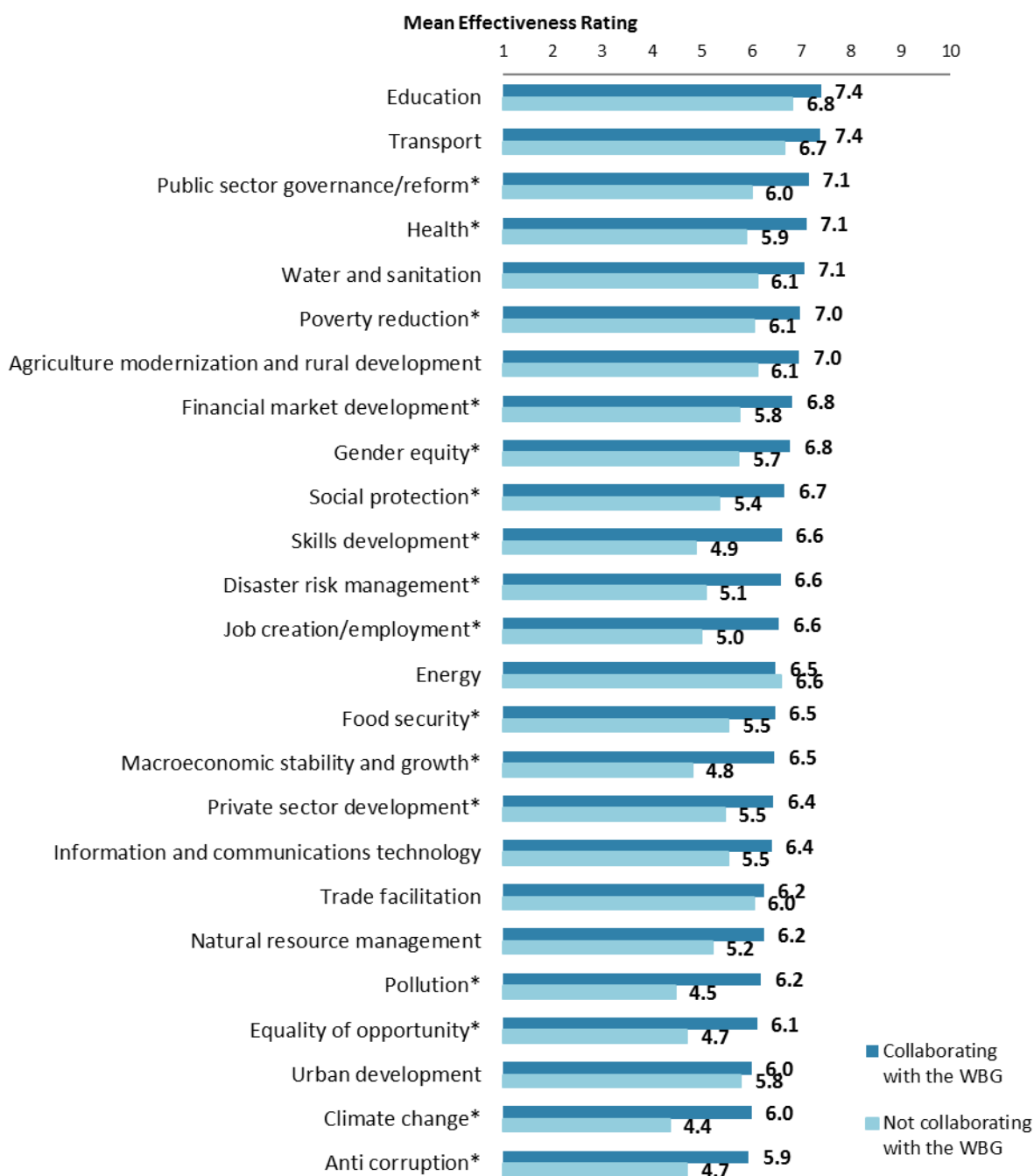
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cambodia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2018 and FY 2015)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix D 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 Cambodia?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators with the WBG)*

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) 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 Cambodia, bivariate correlational analyses were conducted using respondents' ratings of the twenty-five specific areas of effectiveness.

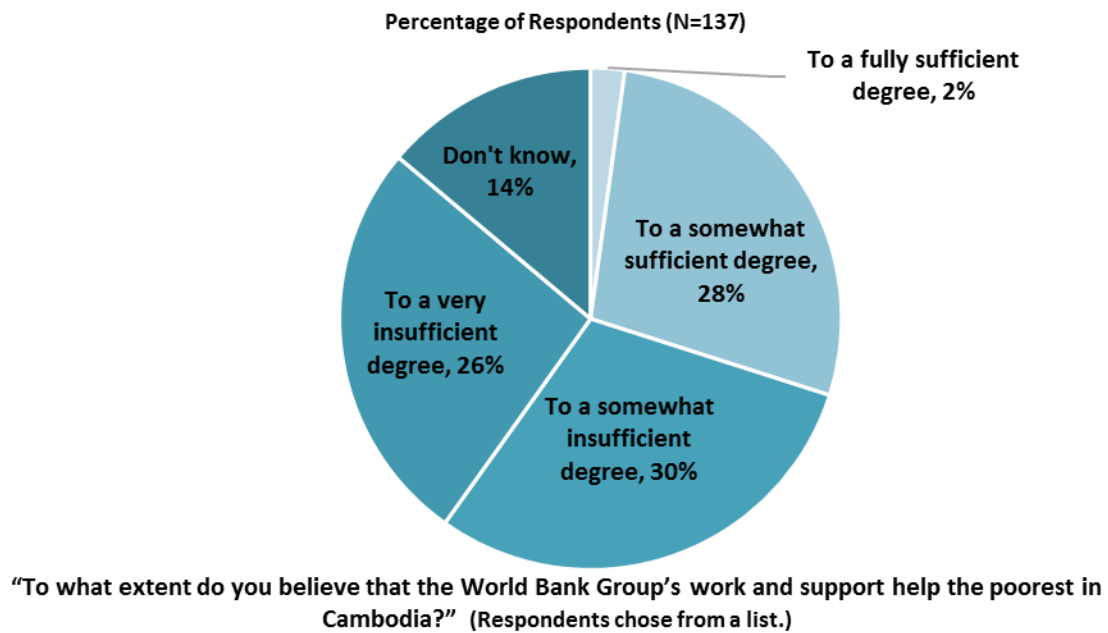
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Cambodia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at disaster risk management; and
 - The WBG's effectiveness at skills development.
- 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 Cambodia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at climate change;
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at anti-corruption.



VI. Sectoral Effectiveness (continued)

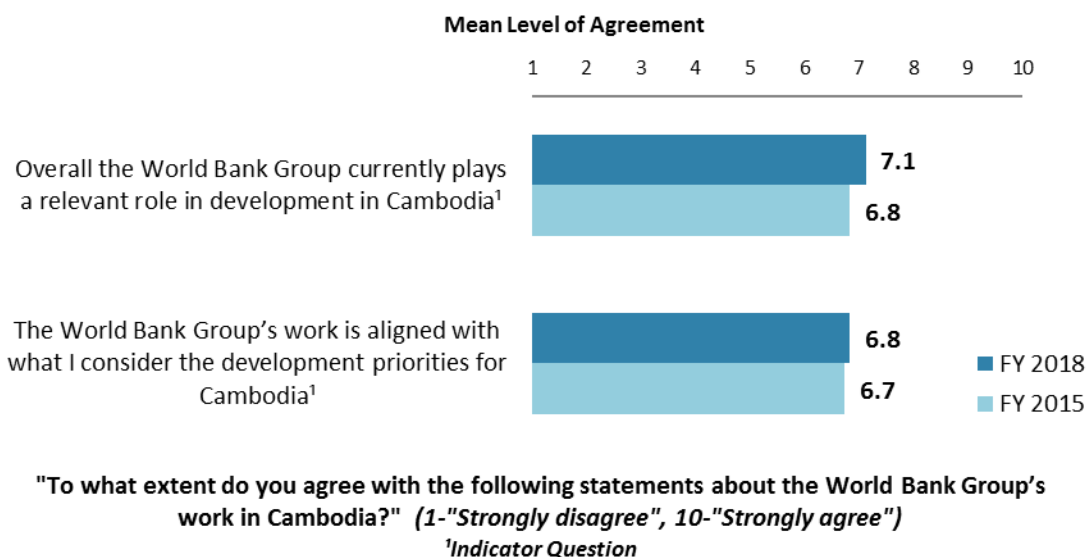
Helping the Poorest



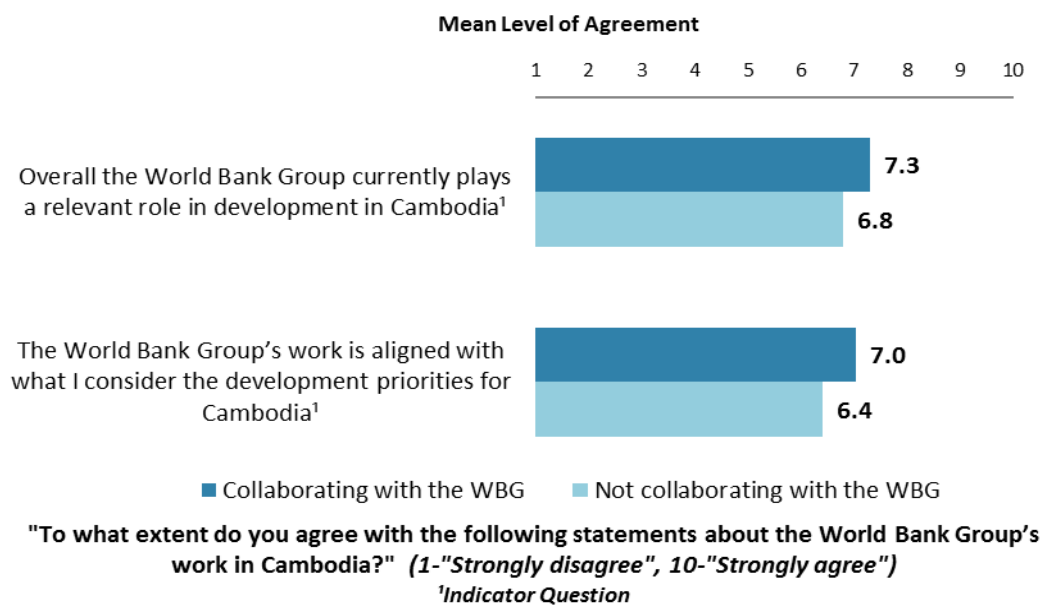


VII. How the World Bank Group Operates

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



The World Bank Group's Work in Cambodia: Collaboration

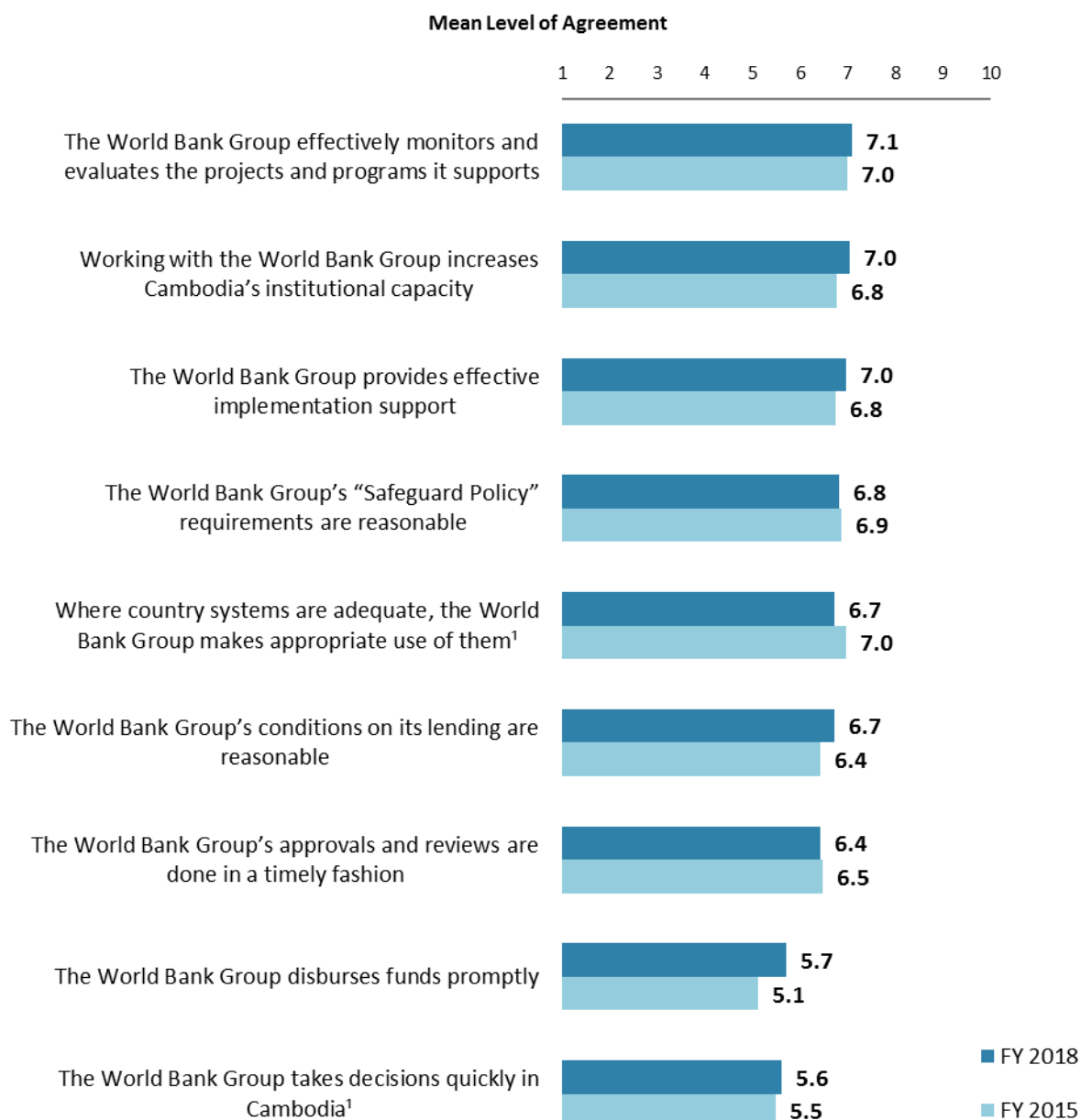


⁷ Means in the chart were calculated based on weighted data.



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")

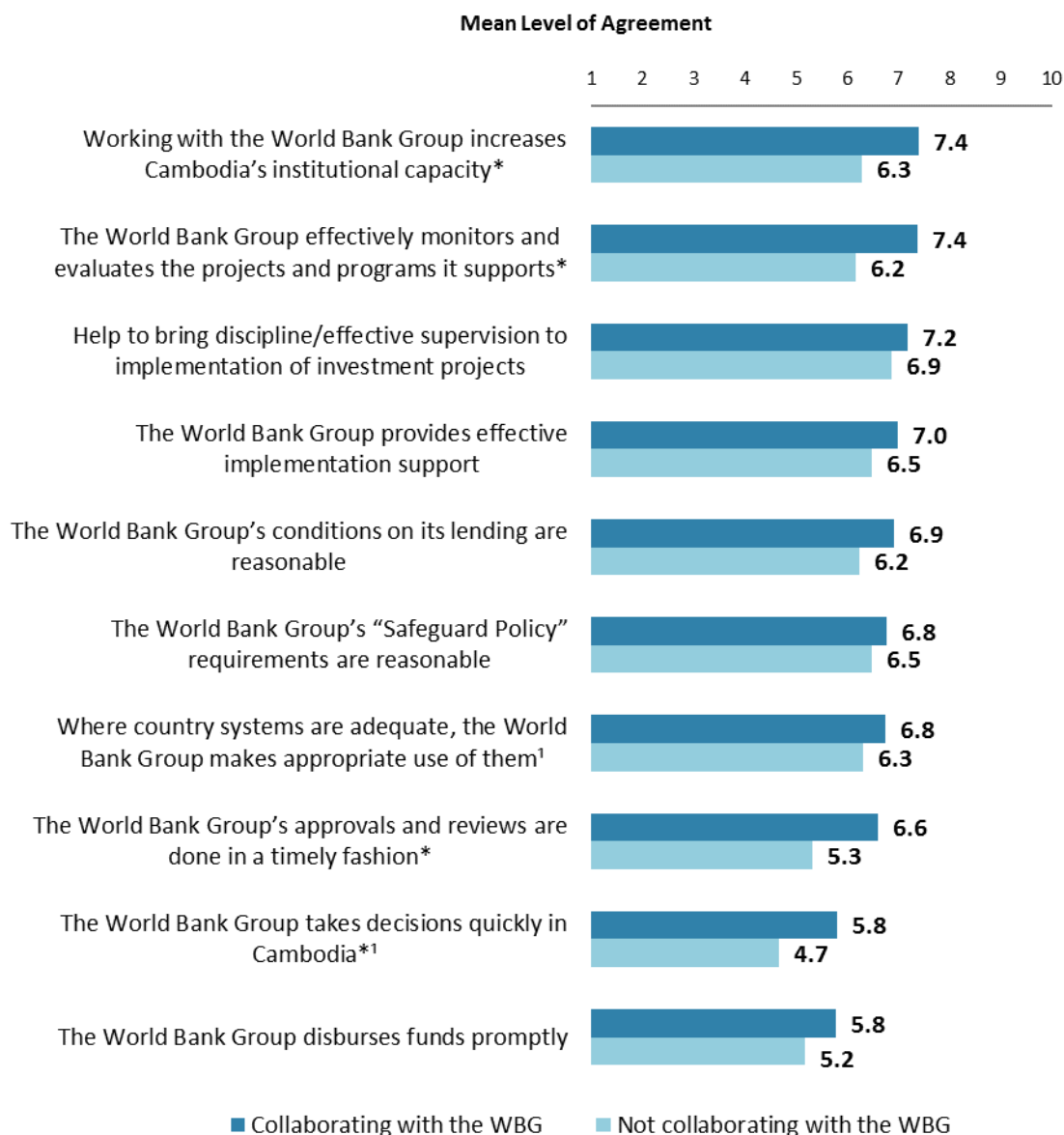
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

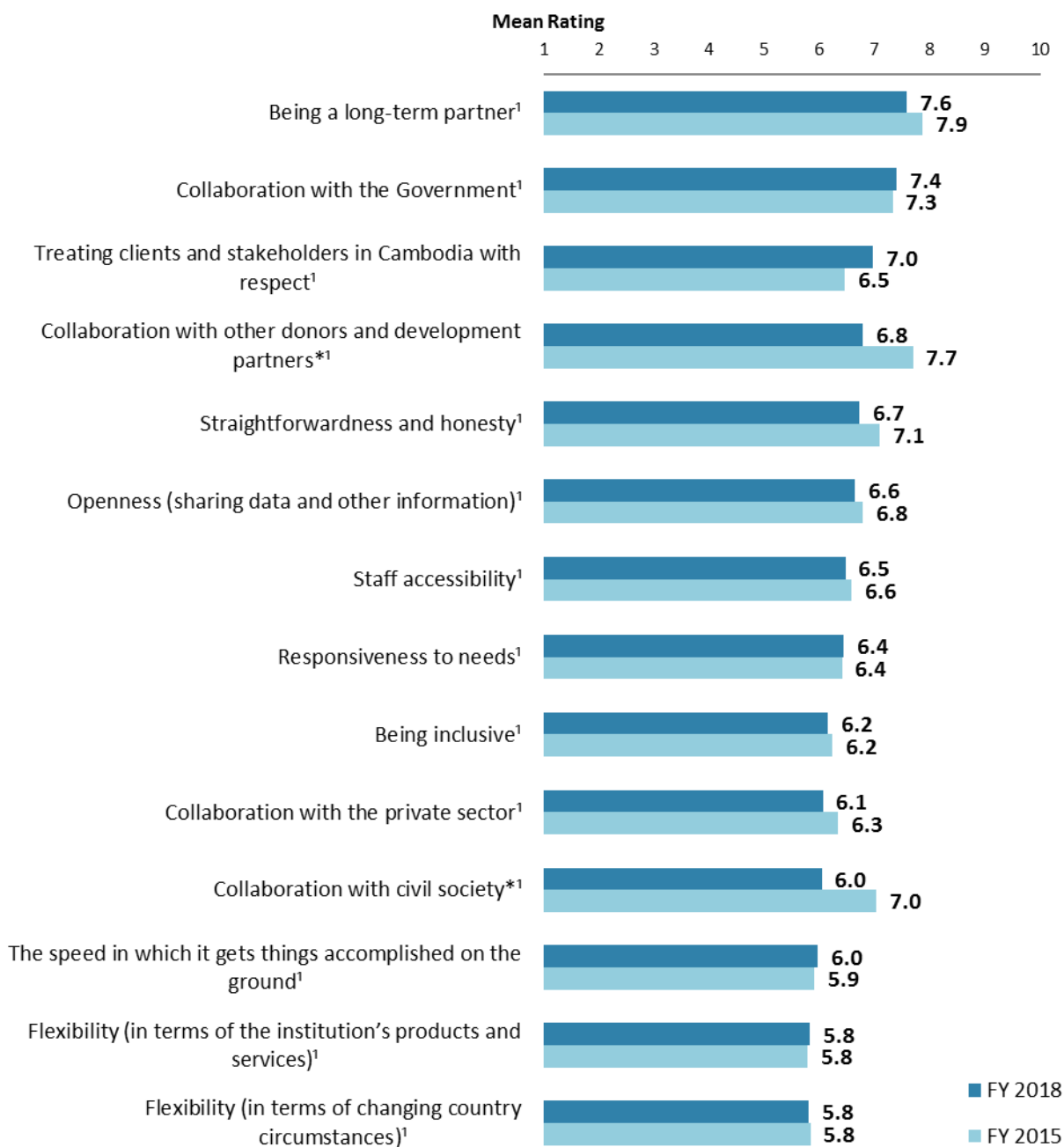


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



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 Cambodia, 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)

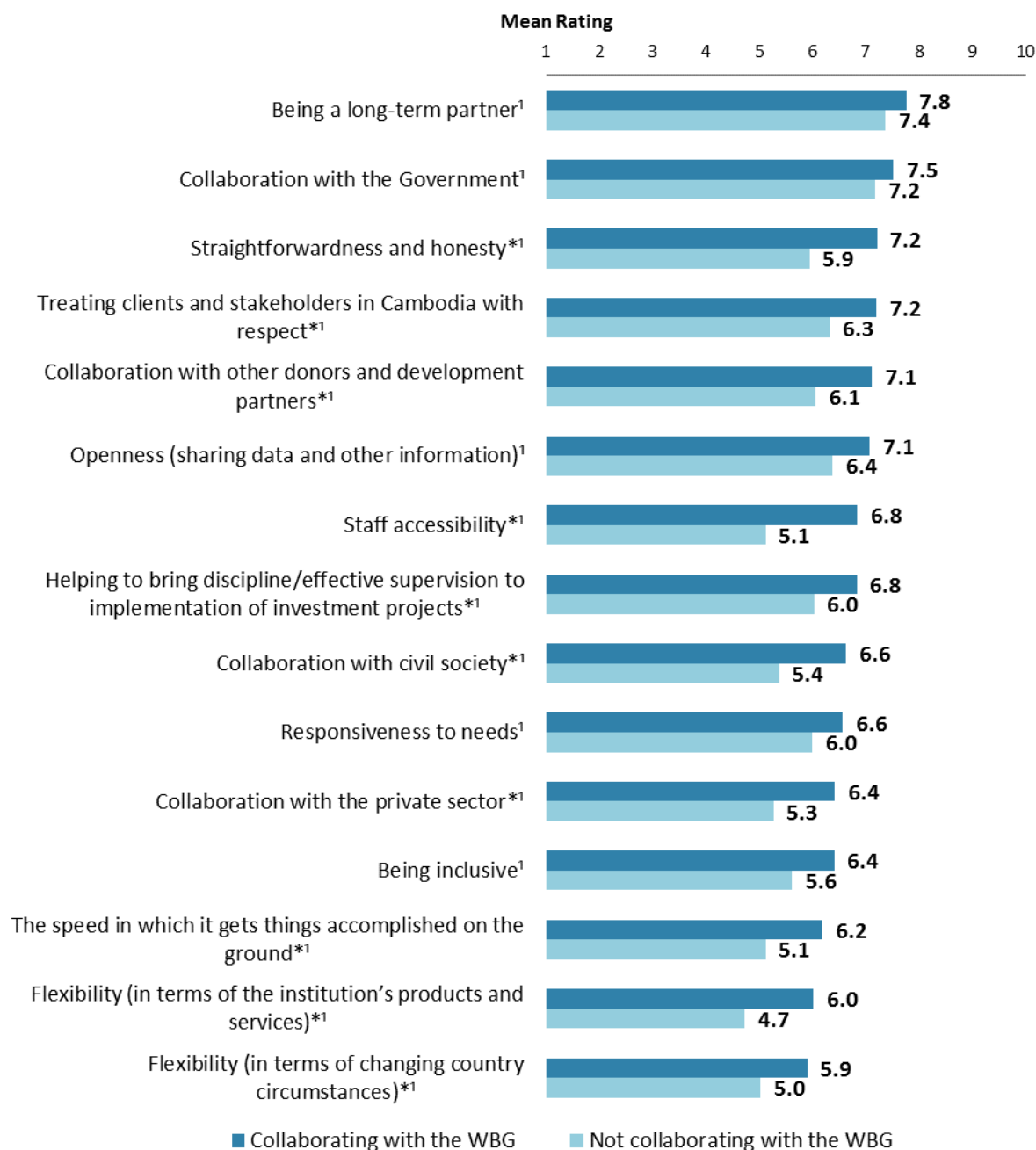
¹Indicator Question

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

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

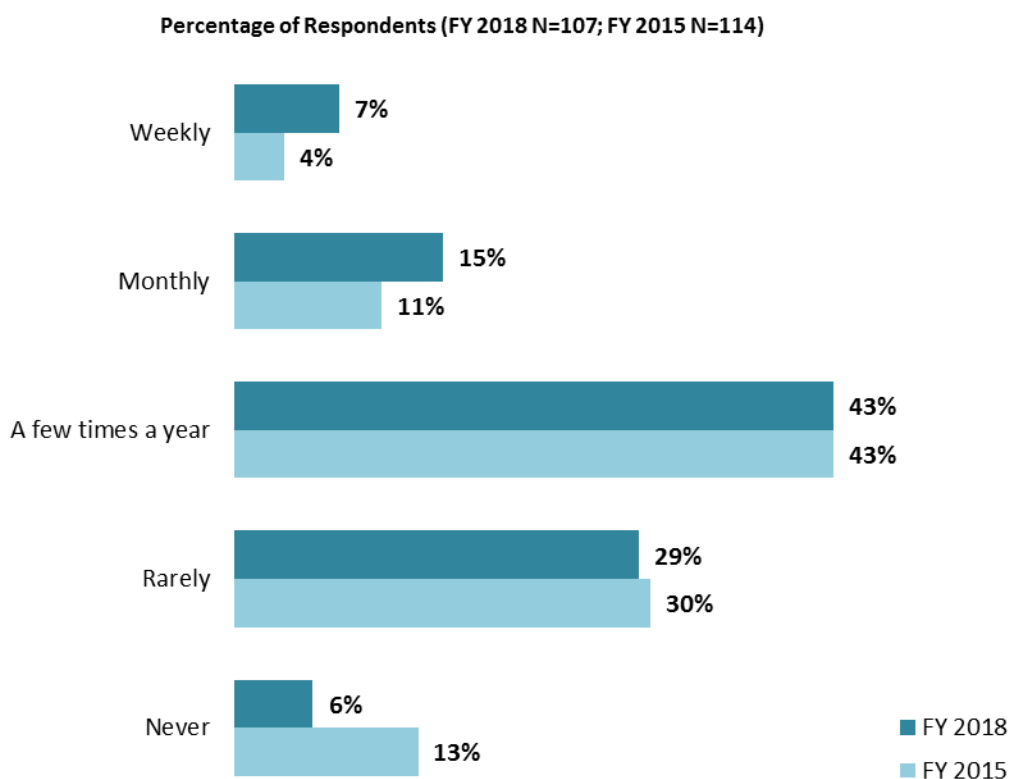
¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** This year, respondents from the media, employees of ministries/ PMUs/consultants on WBG projects, and respondents from bilateral/multilateral agencies indicated the most frequent usage of the WBG's knowledge work and activities ("weekly/monthly") compared to respondents from other stakeholder groups.



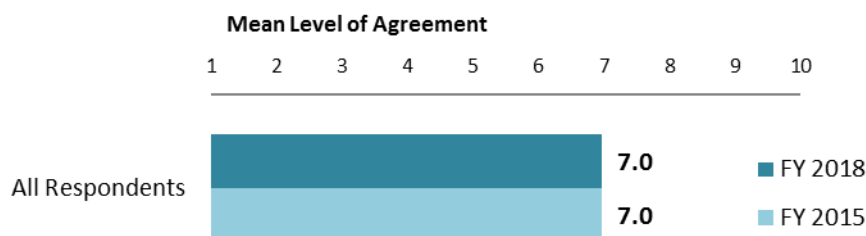
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

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



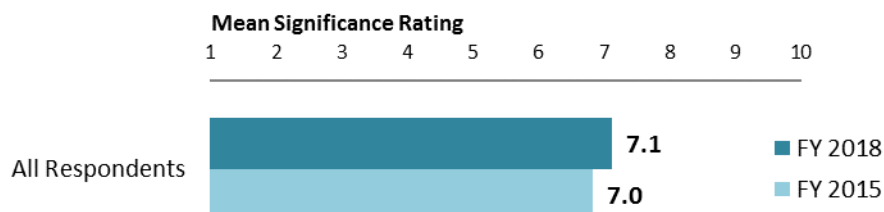
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Cambodia's Knowledge Needs¹¹ (*Indicator Question*)



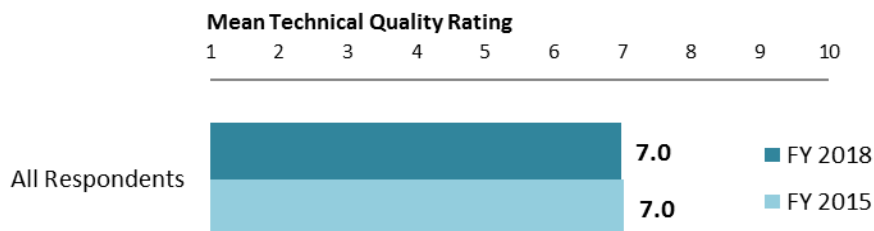
"The World Bank Group meets Cambodia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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*)



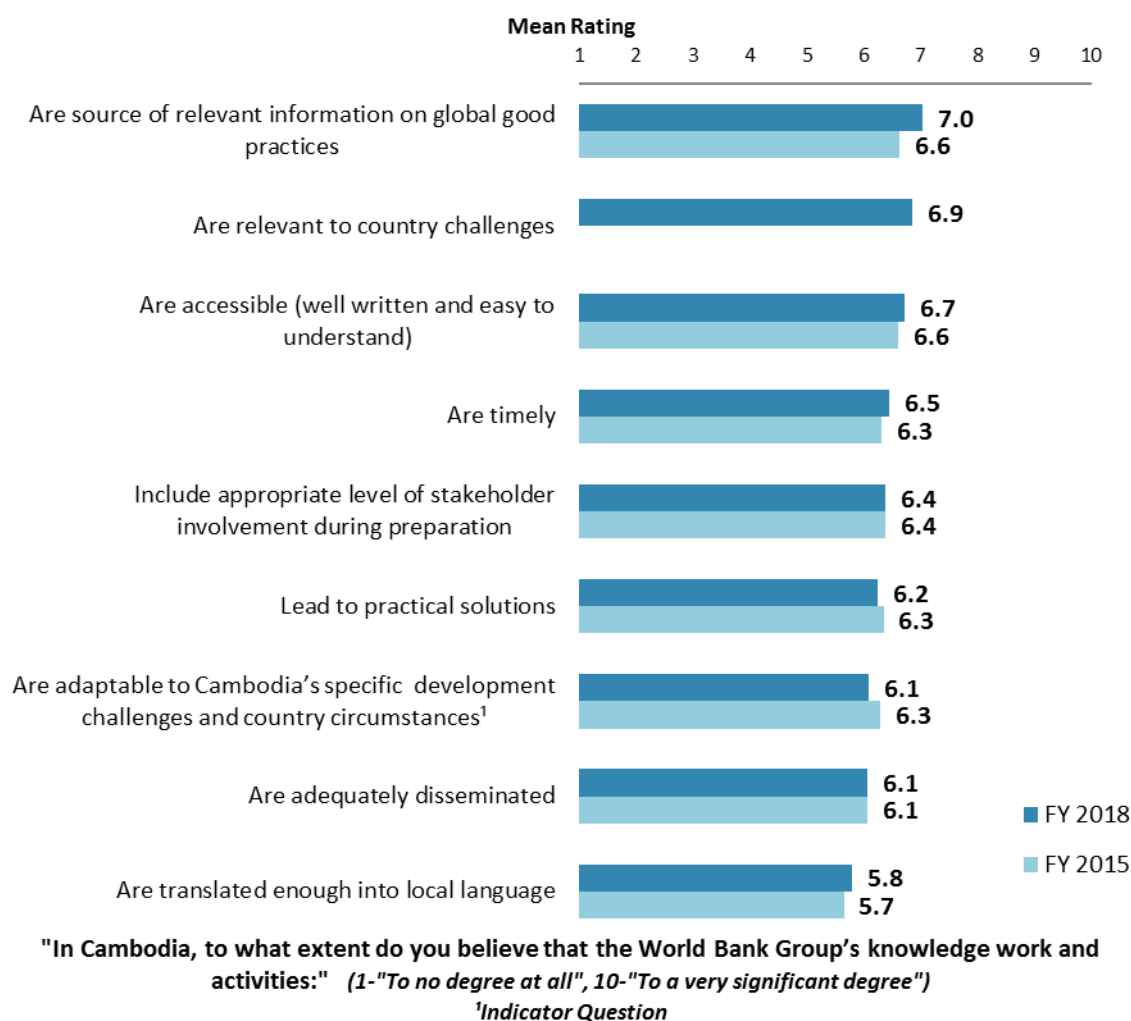
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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

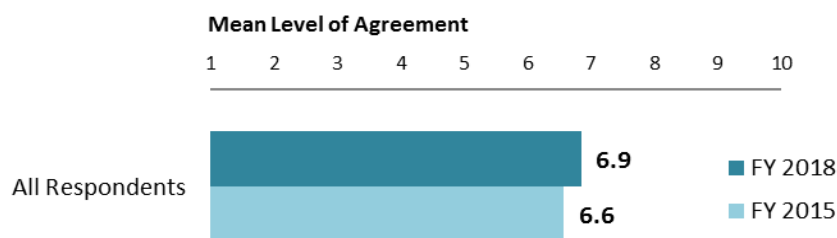


¹² Means in the chart were calculated based on weighted data.



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

Meeting Cambodia'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 Cambodia."
(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 Cambodia Government's efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")

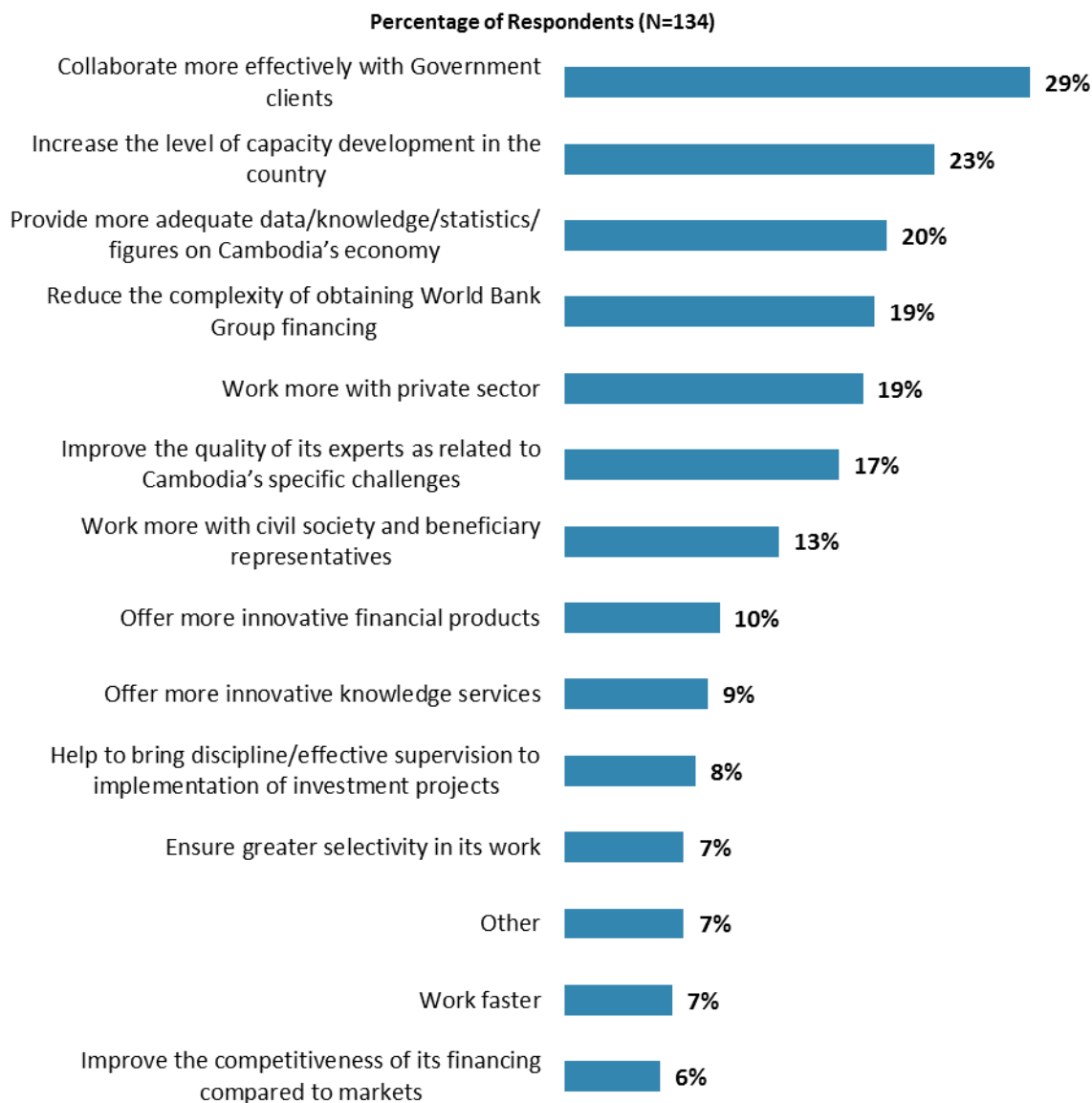
¹³ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should “*collaborate more effectively with Government clients*” (38%) to make itself of greater value in Cambodia.



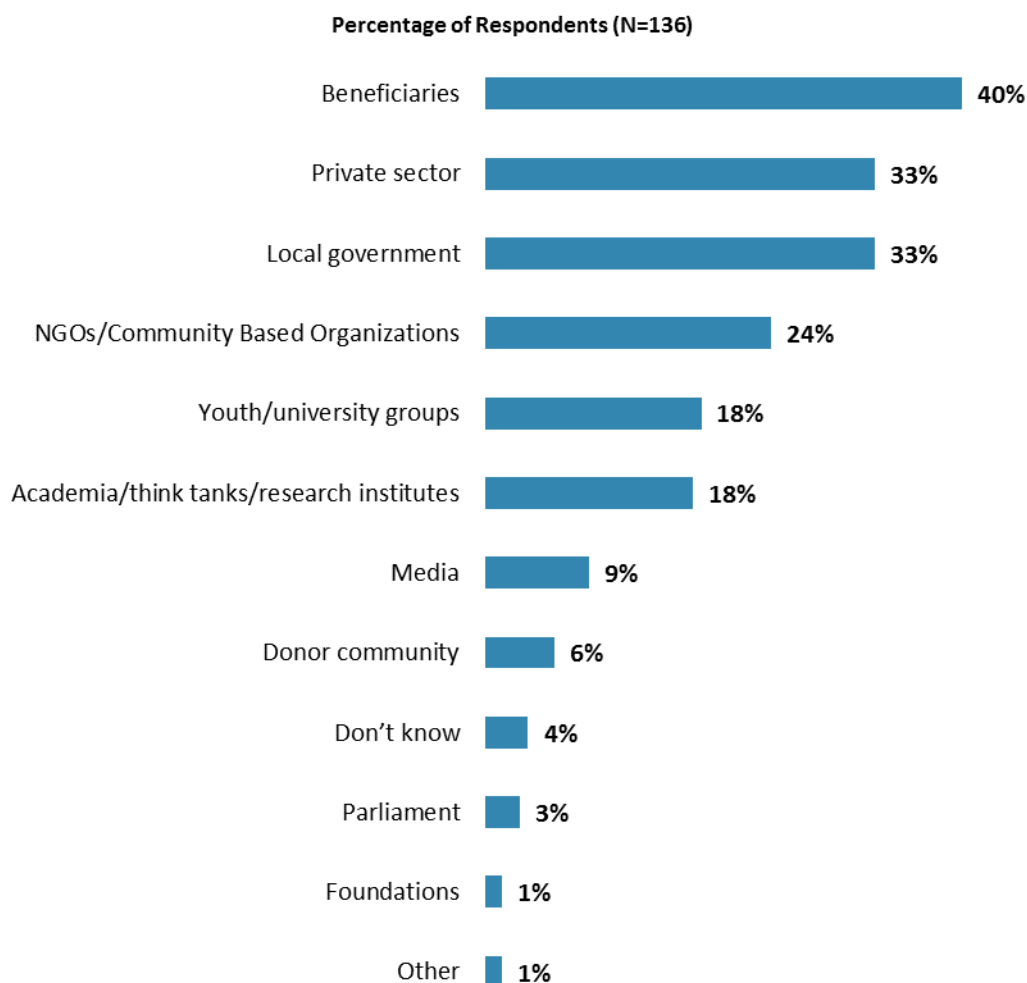
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Cambodia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should work more with “*NGOs/Community-based organizations*” (39%), “*local government*” (38%), and “*beneficiaries*” (27%) to ensure better development results in Cambodia.



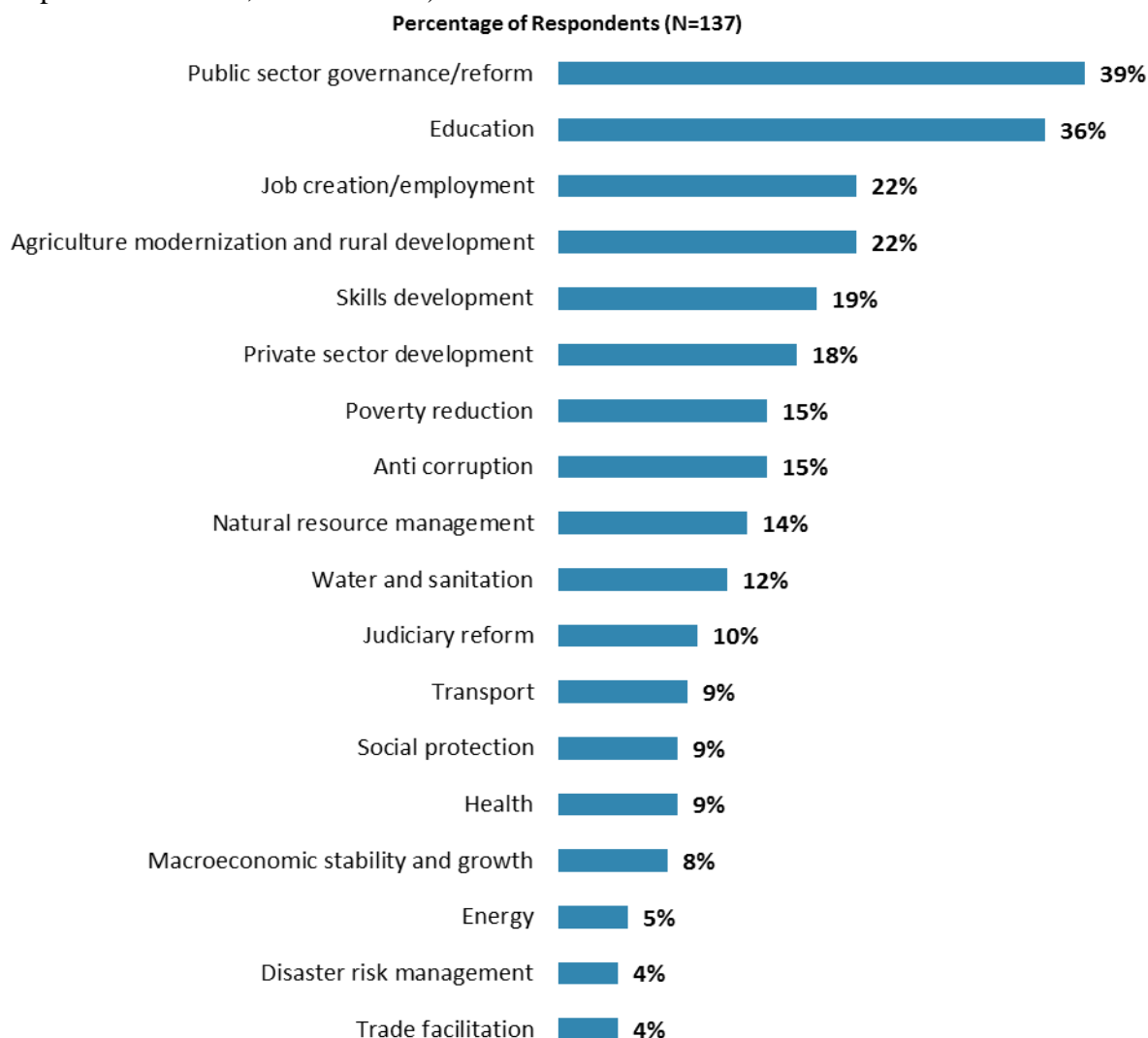
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Cambodia (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 most of its resources on “*public sector governance/reform*” (35%), “*education*” (34%), and “*agricultural development*” (28%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to respondents from other areas (education specialists = 68%; others = 29%).



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

(Respondents chose from a list. Responses combined. Top 18 of 27 response options shown.)

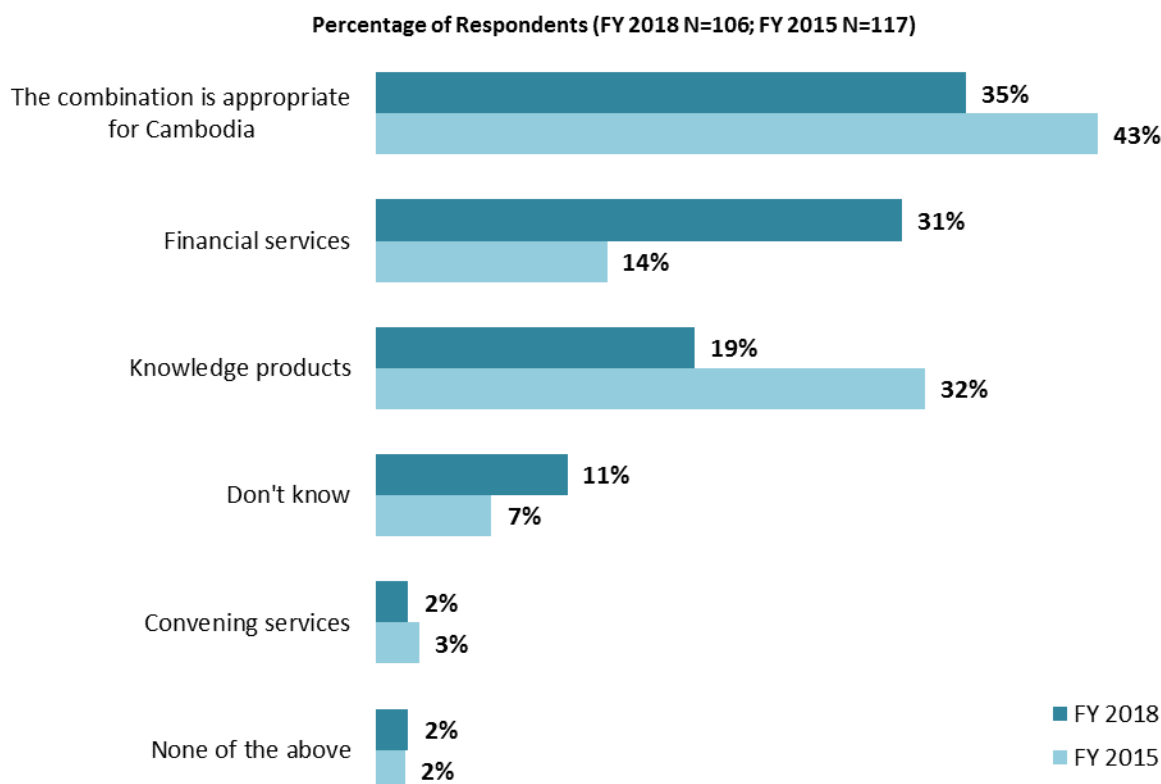
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas the World Bank Group should focus most of its resources on.



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

Future Combination of the WBG Services¹⁴

- **Year comparison:** This year's respondents were significantly more likely to believe that the WBG should offer more of "*financial services*" in Cambodia and significantly less likely to identify "*knowledge products*" compared to respondents in the FY'15 Country Survey. This year's respondents also were significantly less likely to believe that the combination of WBG services is appropriate for Cambodia compared to FY'15 Country Survey respondents.



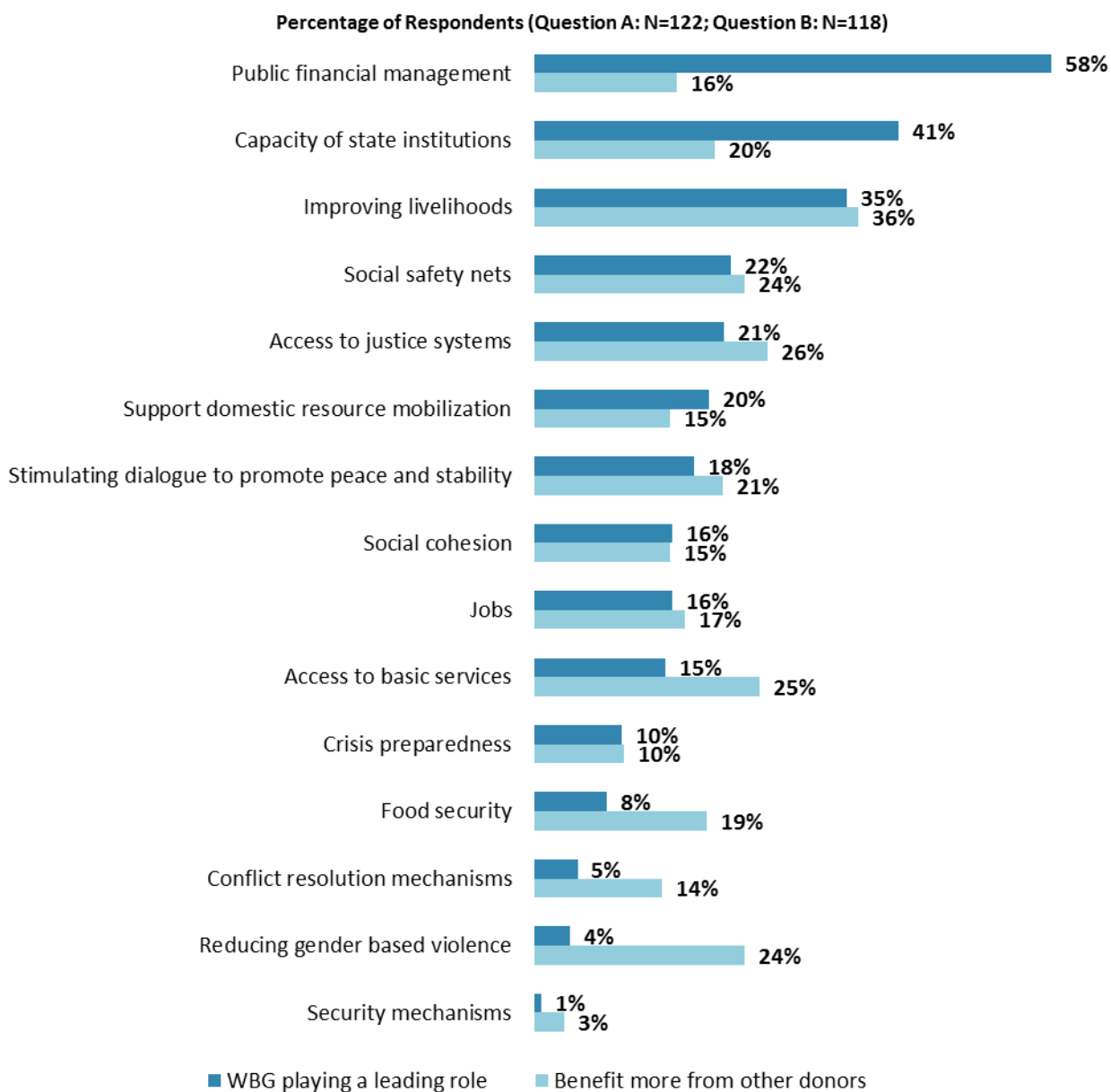
"When considering the combination of services that the World Bank Group offers in Cambodia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Cambodia?" (Respondents chose from a list.)

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



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

WBG Playing a Leading Role



"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 Cambodia?

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

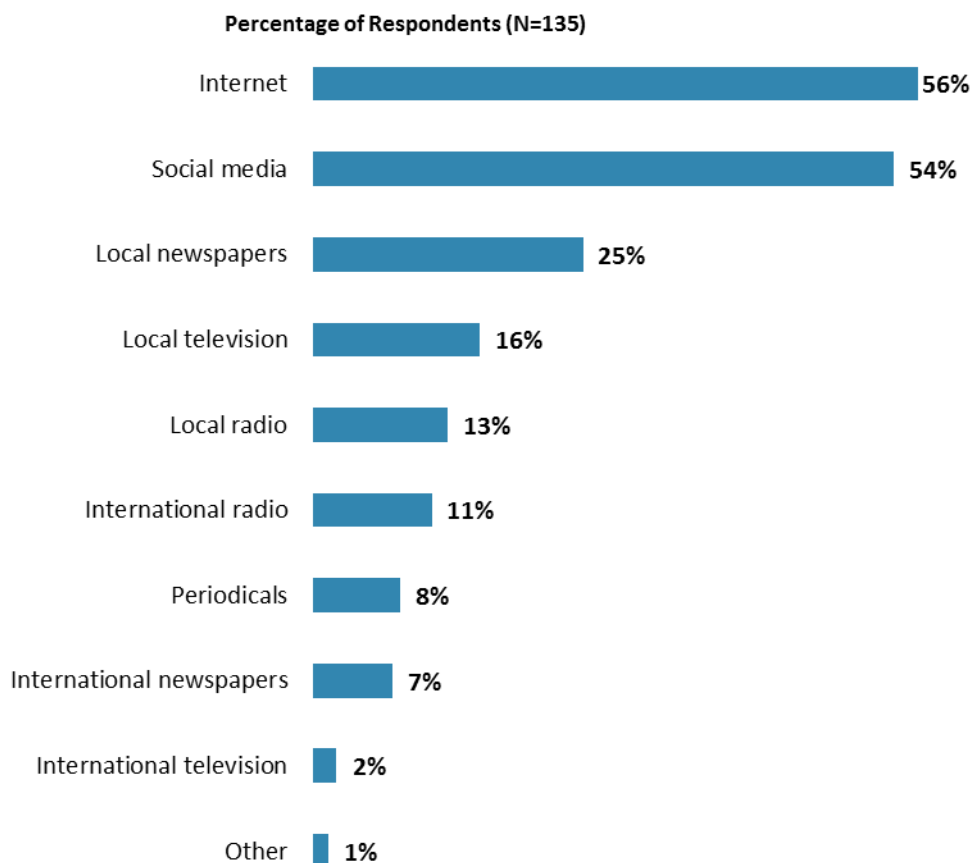


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) 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 Cambodia from “*the Internet*” (35%) and “*local television*” (31%).



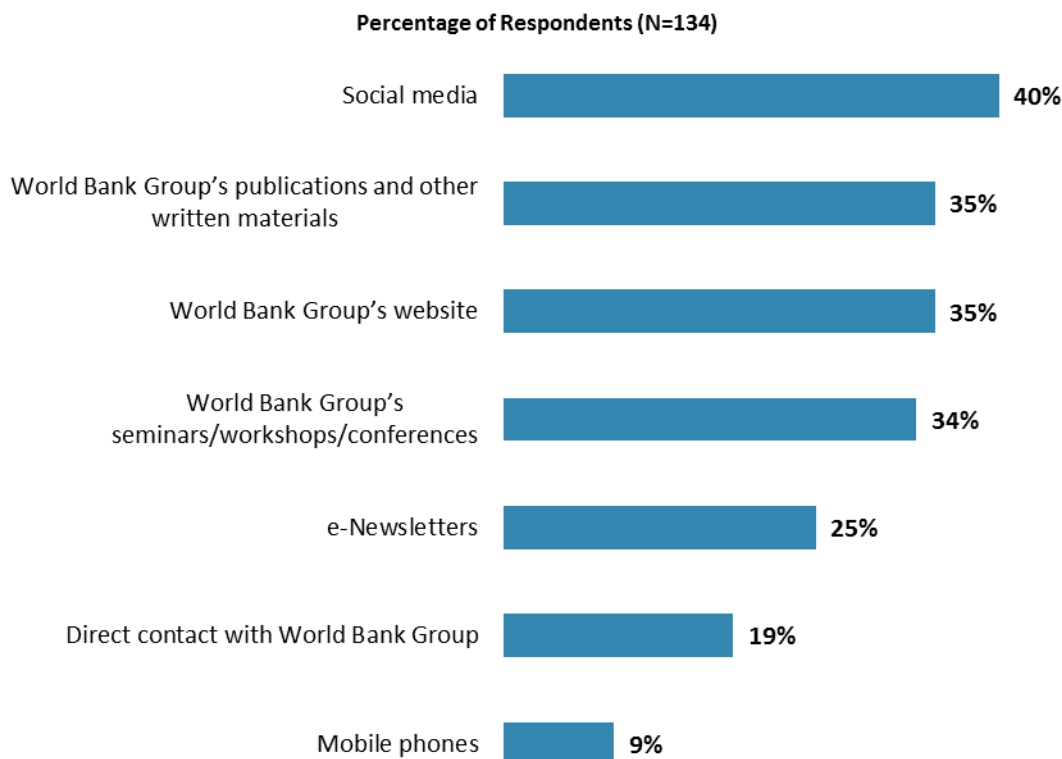
"How do you get most of your information about economic and social development issues in Cambodia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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 “*website*” (41%) and “*seminars/workshops/conferences*” (40%).

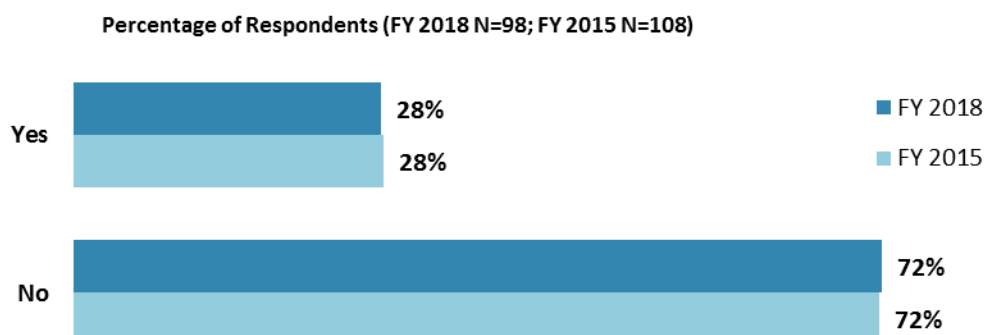


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

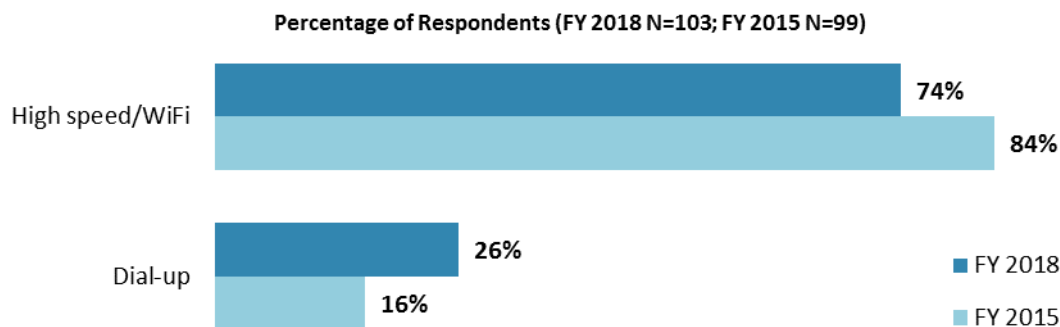
Access to Information¹⁵



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

Access to the Internet

- 79 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



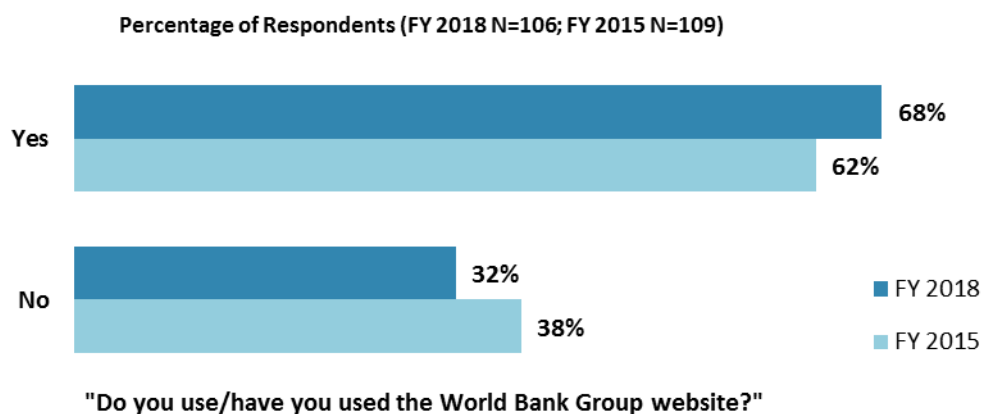
"Which Internet connection do you use primarily when visiting a World Bank Group website?"

¹⁵ Percentages presented in the charts on this page were calculated based on weighted data.

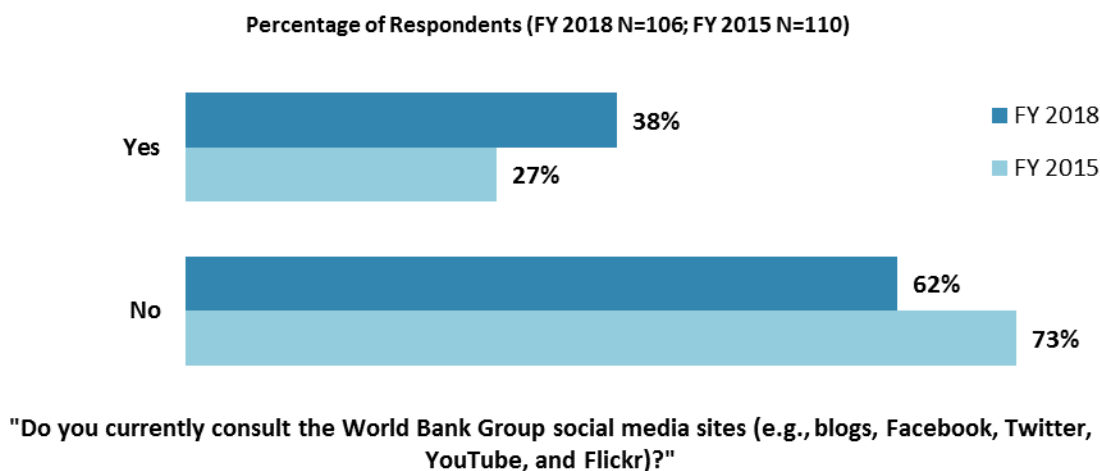


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels



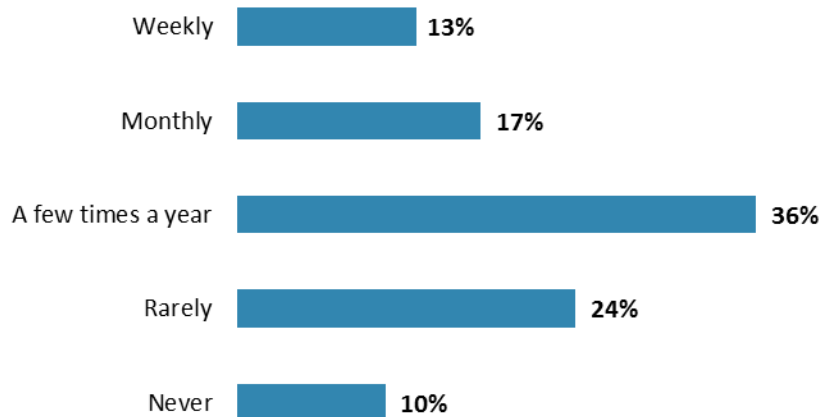
¹⁶ Percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Frequency Visiting WBG Websites and Social Media

Percentage of Respondents (N=135)



"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.)



XI. Appendices

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CAMBODIA





Appendix A: Responses to All Questions across All Respondents (N=139)

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 Cambodia

1. In general would you say that Cambodia is headed in ... ?	Percentage of Respondents (N=127)
The right direction	59.1%
The wrong direction	11.0%
Not sure	29.9%

2. Listed below are a number of development priorities in Cambodia. Please identify which of the following you consider the most important development priorities in Cambodia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=128)
Education	39.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.2%
Judiciary reform	32.0%
Anti corruption	22.7%
Agriculture modernization and rural development	17.2%
Poverty reduction	15.6%
Social protection (e.g., pensions, targeted social assistance)	14.8%
Skills development	13.3%
Transport (e.g., roads, bridges, transportation)	12.5%
Natural resource management	11.7%
Urban development	10.9%
Private sector development	10.9%
Macroeconomic stability and growth	10.2%
Health	9.4%
Job creation/employment	8.6%
Energy	7.0%
Water and sanitation	5.5%
Equality of opportunity (i.e., social inclusion)	3.9%
Gender equity	3.1%
Information and communications technology	3.1%
Food security	2.3%
Climate change (e.g., mitigation, adaptation)	2.3%
Financial market development	1.6%
Trade facilitation	1.6%
Pollution	0.8%
Crime and violence	0.0%
Disaster risk management	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cambodia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=130)
Skills development	31.5%
Education	30.8%
Job creation/employment	29.2%
Agriculture modernization and rural development	28.5%
Anti corruption	26.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.8%
Private sector development	16.9%
Macroeconomic stability and growth	15.4%
Natural resource management	14.6%
Social protection (e.g., pensions, targeted social assistance)	12.3%
Judiciary reform	11.5%
Trade facilitation	10.8%
Transport (e.g., roads, bridges, transportation)	10.0%
Health	10.0%
Equality of opportunity (i.e., social inclusion)	6.2%
Water and sanitation	5.4%
Disaster risk management	2.3%
Energy	2.3%
Climate change (e.g., mitigation, adaptation)	1.5%
Information and communications technology	1.5%
Food security	1.5%
Crime and violence	0.8%
Financial market development	0.8%
Gender equity	0.8%
Urban development	0.0%
Pollution	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Cambodia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=128)
Better opportunity for the poor who live in rural areas	35.2%
Education and training that better ensure job opportunity	32.8%
Consistent economic growth	21.9%
Greater voice and participation for citizens to help ensure greater accountability	21.1%
Better employment opportunities for young people	15.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.1%
Better quality public services	13.3%
Greater access to health and nutrition for citizens	12.5%
More reliable social safety net	11.7%
A growing middle class	9.4%
Better employment opportunities for women	3.9%
Greater access to micro-finance for the poor	3.1%
Better opportunity for the poor who live in urban areas	2.3%
Other	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Cambodia? (1-Not familiar at all, 10-Extremely familiar)	132	n/a	5.67	2.26
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Cambodia. (1-Not effective at all, 10-Very effective)	119	15	6.54	2.02
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Cambodia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	110	24	6.54	1.84

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

4. When thinking about how the World Bank Group can have the most impact on development results in Cambodia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Cambodia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=137)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	38.7%
Education	35.8%
Job creation/employment	21.9%
Agriculture modernization and rural development	21.9%
Skills development	19.0%
Private sector development	17.5%
Poverty reduction	15.3%
Anti corruption	15.3%
Natural resource management	13.9%
Water and sanitation	12.4%
Judiciary reform	10.2%
Transport (e.g., roads, bridges, transportation)	9.5%
Social protection (e.g., pensions, targeted social assistance)	8.8%
Health	8.8%
Macroeconomic stability and growth	8.0%
Energy	5.1%
Disaster risk management	4.4%
Trade facilitation	4.4%
Urban development	3.6%
Equality of opportunity (i.e., social inclusion)	3.6%
Gender equity	2.9%
Financial market development	2.9%
Climate change (e.g., mitigation, adaptation)	2.2%
Pollution	1.5%
Food security	1.5%
Information and communications technology	1.5%
Crime and violence	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cambodia?	Percentage of Respondents (N=114)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	23.2%	18.4%	41.6%
Policy advice, studies, analyses	25.0%	13.2%	38.2%
Capacity development related to World Bank Group supported projects	17.0%	13.2%	30.1%
Bringing together different groups of stakeholders	12.5%	11.4%	23.9%
Technical assistance	8.9%	9.6%	18.6%
Data and statistics	3.6%	7.9%	11.5%
Promoting knowledge sharing	3.6%	7.9%	11.5%
Donor coordination	2.7%	8.8%	11.5%
Implementation support	2.7%	4.4%	7.1%
Mobilizing third party financial resources	0.9%	5.3%	6.2%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Cambodia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=130)
Not willing to honestly criticize policies and reform efforts in the country	27.7%
World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)	23.8%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	20.8%
Too influenced by developed countries	15.4%
Not enough public disclosure of its work	13.8%
Not collaborating enough with private sector	13.1%
Arrogant in its approach	11.5%
Don't know	11.5%
Not adequately sensitive to political/social realities in Cambodia	7.7%
Not aligned with country priorities	6.9%
The credibility of its knowledge/data	3.8%
Staff too inaccessible	3.8%
Not sufficiently focused on results	3.8%
Its advice and strategies do not lend themselves to practical problem solving	3.8%
Not aligned with other donors' work	3.1%
Not client focused	2.3%
Not exploring alternative policy options	2.3%
Other	2.3%
Not in it for the long term	1.5%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Cambodia? (Select only ONE response)	Percentage of Respondents (N=137)
To a fully sufficient degree	2.2%
To a somewhat sufficient degree	27.7%
To a somewhat insufficient degree	29.9%
To a very insufficient degree	26.3%
Don't know	13.9%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Cambodia 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)	66	56	6.76	1.91
2. Development Policy Financing (DPF)	63	58	6.57	1.71
3. Program-for-Results Financing (PforR)	45	70	6.56	1.60
4. Trust funds and grants	61	58	6.70	2.07
5. Guarantees	34	80	6.21	1.72
6. IFC Investment Services	43	75	6.58	1.58
7. IFC Advisory Services	40	76	6.50	1.59

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=136)
Beneficiaries	40.4%
Private sector	33.1%
Local government	33.1%
NGOs/Community Based Organizations	24.3%
Youth/university groups	18.4%
Academia/think tanks/research institutes	17.6%
Media	8.8%
Donor community	5.9%
Don't know	3.7%
Parliament	2.9%
Foundations	1.5%
Other	1.5%

To what extent do you agree with the following statements about the World Bank Group's work in Cambodia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Cambodia*	122	13	7.04	1.84
11. The World Bank Group's work is aligned with what I consider the development priorities for Cambodia*	116	14	6.76	1.92

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

To what extent is the World Bank Group an effective development partner in Cambodia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	112	18	6.31	1.69
13. Flexibility (in terms of the institution's products and services)*	95	32	5.55	1.88
14. Flexibility (in terms of changing country circumstances)*	94	31	5.54	1.81
15. Being inclusive*	89	32	6.11	2.00
16. Openness (sharing data and other information)*	114	11	6.78	2.11
17. Collaboration with the Government*	112	13	7.42	1.70
18. The speed in which it gets things accomplished on the ground*	93	28	5.84	1.95
19. Helping to bring discipline/effective supervision to implementation of investment projects*	91	29	6.56	1.80
20. Collaboration with civil society*	99	25	6.03	2.00
21. Staff accessibility*	101	22	6.24	2.23
22. Collaboration with other donors and development partners*	91	30	6.77	1.81
23. Collaboration with the private sector*	85	38	5.96	1.94
24. Straightforwardness and honesty*	96	28	6.77	2.02
25. Treating clients and stakeholders in Cambodia with respect*	94	30	6.93	1.83
26. Being a long-term partner*	103	25	7.59	1.84

27. 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=131)
Political pressures and obstacles	35.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.0%
Reforms are not well thought out in light of country challenges	19.8%
Lack of/inadequate levels of capacity in Government	18.3%
There is not an adequate level of citizen/civil society participation	18.3%
Poor coordination within the Government	17.6%
Corruption	16.0%
The World Bank Group does not provide the government with consistent support throughout the reform effort	10.7%
There is an inadequate level of private sector participation and support	10.7%
Poor donor coordination	6.1%
Poor coordination within the World Bank Group	4.6%
Other	0.8%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Cambodia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Urban development	111	14	7.11	1.98
2. Energy	108	17	7.66	1.81
3. Social protection (e.g., pensions, targeted social assistance)	107	15	7.39	1.85
4. Gender equity	112	13	7.10	1.89
5. Private sector development	113	11	7.71	1.48
6. Education	119	10	8.58	1.48
7. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	118	9	8.27	1.60
8. Poverty reduction	125	3	8.30	1.77
9. Food security	112	11	7.26	1.96
10. Water and sanitation	114	9	7.56	1.88
11. Pollution	103	18	6.84	2.09
12. Job creation/employment	110	12	7.93	1.84
13. Health	117	9	8.07	1.84
14. Financial market development	104	18	7.38	1.96
15. Judiciary reform	104	21	7.74	2.41
16. Macroeconomic stability and growth	110	12	8.10	1.51
17. Transport (e.g., roads, bridges, transportation)	116	9	7.76	1.90
18. Agriculture modernization and rural development	117	7	7.73	2.09
19. Trade facilitation	105	15	7.38	1.86
20. Crime and violence	98	21	6.16	2.29
21. Natural resource management	112	11	7.43	2.13
22. Climate change (e.g., mitigation, adaptation)	114	9	7.08	2.07
23. Anti corruption	111	14	7.84	2.14
24. Disaster risk management	108	14	6.97	2.00
25. Equality of opportunity (i.e., social inclusion)	106	17	7.38	1.68
26. Skills development	111	12	8.05	1.80
27. Information and communications technology	110	13	7.23	2.15

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cambodia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Urban development	58	69	5.84	1.99
2. Energy	65	64	6.45	1.89
3. Social protection (e.g., pensions, targeted social assistance)	64	60	6.00	1.90
4. Gender equity	69	54	6.30	1.87
5. Private sector development	73	52	6.07	1.89
6. Education	93	33	7.19	1.51
7. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	90	38	6.66	1.80
8. Poverty reduction	99	29	6.54	1.80
9. Food security	69	57	6.19	1.85
10. Water and sanitation	67	58	6.69	1.88
11. Pollution	47	78	5.47	2.02
12. Job creation/employment	65	58	5.92	2.03
13. Health	76	46	6.51	1.81
14. Financial market development	58	67	6.33	1.92
15. Macroeconomic stability and growth	68	58	5.72	2.54
16. Transport (e.g., roads, bridges, transportation)	70	55	7.11	1.50
17. Agriculture modernization and rural development	77	51	6.57	1.86
18. Trade facilitation	67	60	6.09	1.97
19. Natural resource management	54	70	5.83	1.87
20. Climate change (e.g., mitigation, adaptation)	51	69	5.29	2.20
21. Anti corruption	67	57	5.36	2.31
22. Disaster risk management	67	57	5.94	1.92
23. Equality of opportunity (i.e., social inclusion)	55	69	5.36	2.10
24. Skills development	62	62	5.82	2.00
25. Information and communications technology	51	74	6.08	1.76

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Cambodia? (1-To no degree at all, 10-To a very significant degree)	106	27	6.26	1.56

To what extent do you agree with the following statements about the World Bank Group in Cambodia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Cambodia *	96	38	6.65	1.87
5. The World Bank Group meets Cambodia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	103	27	6.85	1.77

**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=131)
Weekly	5.3%
Monthly	13.7%
A few times a year	42.0%
Rarely	33.6%
Never	5.3%

In Cambodia, 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	97	33	6.27	2.06
3. Include appropriate level of stakeholder involvement during preparation	101	27	6.33	1.96
4. Lead to practical solutions	104	27	6.12	2.00
5. Are accessible (well written and easy to understand)	110	18	6.72	1.98
6. Are source of relevant information on global good practices	107	20	7.04	1.72
7. Are relevant to country challenges	108	22	6.77	1.79
8. Are adequately disseminated	109	20	5.89	1.93
9. Are translated enough into local language	101	27	5.81	2.12
10. Are adaptable to Cambodia's specific development challenges and country circumstances*	101	25	6.00	1.77

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	116	17	6.94	1.88
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	112	20	6.93	1.55

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	74	61	5.65	2.27
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	92	41	6.95	1.89
3. The World Bank Group's approvals and reviews are done in a timely fashion	82	51	6.17	2.08
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	67	64	6.63	1.76
5. The World Bank Group's conditions on its lending are reasonable	77	56	6.64	1.78
6. The World Bank Group takes decisions quickly in Cambodia*	79	52	5.38	2.11
7. Working with the World Bank Group increases Cambodia's institutional capacity	106	28	6.96	1.79
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	74	58	6.58	2.11
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	91	41	6.84	1.99
10. Help to bring discipline/effective supervision to implementation of investment projects	85	48	7.06	1.60

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Cambodia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=134)
Collaborate more effectively with Government clients (e.g., national, state, local)	29.1%
Increase the level of capacity development in the country	23.1%
Provide more adequate data/knowledge/statistics/figures on Cambodia's economy	20.1%
Reduce the complexity of obtaining World Bank Group financing	19.4%
Work more with private sector	18.7%
Improve the quality of its experts as related to Cambodia's specific challenges	17.2%
Work more with civil society and beneficiary representatives	13.4%
Offer more innovative financial products	9.7%
Offer more innovative knowledge services	9.0%
Help to bring discipline/effective supervision to implementation of investment projects	8.2%
Ensure greater selectivity in its work	7.5%
Other	7.5%
Work faster	6.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.0%

2. When considering the combination of services that the World Bank Group offers in Cambodia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Cambodia? (Select only ONE response)	Percentage of Respondents (N=131)
Financial services	32.1%
Knowledge products	18.3%
Convening services	1.5%
None of the above	1.5%
The combination is appropriate for Cambodia	34.4%
Don't know	12.2%

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

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Cambodia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=122)
Public financial management	58.2%
Capacity of state institutions	41.0%
Improving livelihoods	35.2%
Social safety nets	22.1%
Access to justice systems	21.3%
Support domestic resource mobilization	19.7%
Stimulating dialogue to promote peace and stability	18.0%
Social cohesion	15.6%
Jobs	15.6%
Access to basic services	14.8%
Crisis preparedness	9.8%
Food security	8.2%
Conflict resolution mechanisms	4.9%
Reducing gender based violence	4.1%
Security mechanisms	0.8%

3B. Which THREE areas below would benefit most from other donors in Cambodia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=118)
Improving livelihoods	36.4%
Access to justice systems	26.3%
Access to basic services	25.4%
Reducing gender based violence	23.7%
Social safety nets	23.7%
Stimulating dialogue to promote peace and stability	21.2%
Capacity of state institutions	20.3%
Food security	19.5%
Jobs	16.9%
Public financial management	16.1%
Social cohesion	15.3%
Support domestic resource mobilization	15.3%
Conflict resolution mechanisms	14.4%
Crisis preparedness	10.2%
Security mechanisms	3.4%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Cambodia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=135)
Internet	56.3%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	54.1%
Local newspapers	25.2%
Local television	15.6%
Local radio	12.6%
International radio	11.1%
Periodicals	8.1%
International newspapers	7.4%
International television	2.2%
Other	1.5%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=134)
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	40.3%
World Bank Group's publications and other written materials	35.1%
World Bank Group's website	35.1%
World Bank Group's seminars/workshops/conferences	33.6%
e-Newsletters	25.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	18.7%
Mobile phones	9.0%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=119)
Yes	26.1%
No	73.9%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=124)
Yes	79.0%
No	21.0%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=127)
Yes	69.3%
No	30.7%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=127)
Yes	36.2%
No	63.8%

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

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=124)
High speed/WiFi	71.8%
Dial-up	28.2%

8. 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=135)
Weekly	12.6%
Monthly	17.0%
A few times a year	36.3%
Rarely	23.7%
Never	10.4%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	72	8	7.21	1.50
10. I find the information on the World Bank Group's websites useful.	73	6	7.70	1.47
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	74	49	7.23	2.11

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=130)
NGO/Community Based Organization	26.2%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.4%
Private Sector Organization	13.1%
Media	10.0%
Bilateral/Multilateral Agency	8.5%
Academia/Research Institute/Think Tank	7.7%
Other	5.4%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project	3.8%
Financial Sector/Private Bank	3.8%
Office of Minister	3.1%
Local Government Office or Staff	1.5%
Office of Parliamentarian	0.8%
Faith-Based Group	0.8%
Office of the President, Prime Minister	0.0%
Private Foundation	0.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	0.0%
Trade Union	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=127)
Other	16.5%
Education	15.0%
Generalist (specialized in multiple sectors)	10.2%
Environment and natural resources	7.9%
Governance	7.1%
Health, nutrition, and population	6.3%
Finance and markets	6.3%
Macroeconomics and fiscal management	3.9%
Urban, rural, and social development	3.9%
Agriculture	3.9%
Social protection and labor	3.1%
Trade and competitiveness	3.1%
Water	2.4%
Public-private partnerships	2.4%
Gender	2.4%
Fragility, conflict and violence	1.6%
Poverty	1.6%
Climate Change	1.6%
Jobs	0.8%
Energy and extractives	0.0%
Transport and ICT	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=125)
Yes	53.6%
No	46.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Cambodia? (Select only ONE response)	Percentage of Respondents (N=105)
The World Bank (IDA)	67.6%
The International Finance Corporation (IFC)	17.1%
The Multilateral Investment Guarantee Agency (MIGA)	1.0%
Other	14.3%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=113)
Yes	24.8%
No	75.2%

6. If yes, what was your view of how the two institutions work together in Cambodia? (Select only ONE response)	Percentage of Respondents (N=28)
The two institutions work well together	46.4%
The way the two institutions work together needs improvement	42.9%
The two institutions do not work well together	3.6%
Don't know	7.1%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Cambodia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=124)
Use World Bank Group reports/data	46.0%
Use World Bank Group website for information, data, research, etc.	35.5%
Engage in World Bank Group related/sponsored events/activities	33.9%
Collaborate as part of my professional duties	33.1%
Observer	16.1%

8. What's your gender?	Percentage of Respondents (N=131)
Female	14.5%
Male	85.5%

9. What's your age?	Percentage of Respondents (N=131)
25 and under	0.8%
26-35	21.4%
36-45	37.4%
46-55	22.9%
56 and above	17.6%

10. Which best represents your geographic location?	Percentage of Respondents (N=131)
Phnom Penh	93.9%
Other urban areas	5.3%
Rural areas	0.8%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Employee of a Ministry/ PMU/ Consultant on WBG Project N=25 ● Bilateral/ Multilateral Agency N=11
- Private Sector/ Financial Sector/ Private Bank N=22 ● CSO N=35 ● Media N=13 ● Academia/ Research Institute/ Think Tank N=10
- Other N=14

A. General Issues facing Cambodia

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	95.8%	50.0%	57.1%	12.9%	66.7%	80.0%	92.9%
The wrong direction	0.0%	0.0%	9.5%	29.0%	16.7%	10.0%	0.0%
Not sure	4.2%	50.0%	33.3%	58.1%	16.7%	10.0%	7.1%

*Significantly different between stakeholder groups

¹⁷ Only 130 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this appendix

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Urban development	16.7%	27.3%	0.0%	6.1%	8.3%	20.0%	15.4%
Energy*	4.2%	0.0%	0.0%	0.0%	16.7%	20.0%	30.8%
Social protection	16.7%	27.3%	10.0%	18.2%	8.3%	10.0%	15.4%
Gender equity	0.0%	0.0%	5.0%	6.1%	0.0%	0.0%	0.0%
Private sector development	12.5%	18.2%	20.0%	0.0%	16.7%	10.0%	0.0%
Education	29.2%	45.5%	45.0%	33.3%	25.0%	60.0%	46.2%
Public sector governance/reform	20.8%	27.3%	35.0%	42.4%	41.7%	30.0%	53.8%
Poverty reduction	20.8%	18.2%	10.0%	21.2%	16.7%	0.0%	15.4%
Food security	4.2%	9.1%	5.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	16.7%	0.0%	0.0%	6.1%	0.0%	0.0%	7.7%
Pollution	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	12.5%	0.0%	0.0%	6.1%	25.0%	10.0%	15.4%
Health	8.3%	18.2%	15.0%	6.1%	0.0%	20.0%	0.0%
Financial market development	0.0%	0.0%	5.0%	3.0%	0.0%	0.0%	0.0%
Judiciary reform	16.7%	36.4%	40.0%	45.5%	50.0%	20.0%	7.7%
Macroeconomic stability and growth	12.5%	0.0%	15.0%	6.1%	0.0%	20.0%	15.4%
Transport	16.7%	27.3%	5.0%	3.0%	16.7%	10.0%	23.1%
Agriculture modernization and rural development	20.8%	9.1%	25.0%	12.1%	16.7%	20.0%	15.4%
Trade facilitation	4.2%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	12.5%	0.0%	0.0%	24.2%	8.3%	10.0%	7.7%
Climate change	4.2%	9.1%	0.0%	3.0%	0.0%	0.0%	0.0%
Anti corruption*	4.2%	9.1%	40.0%	36.4%	33.3%	20.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.2%	9.1%	0.0%	6.1%	0.0%	0.0%	7.7%
Skills development*	33.3%	9.1%	10.0%	6.1%	0.0%	20.0%	7.7%
Information and communications technology	4.2%	0.0%	5.0%	3.0%	0.0%	0.0%	7.7%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trade facilitation	16.7%	0.0%	10.0%	12.5%	7.7%	10.0%	7.7%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Natural resource management*	12.5%	0.0%	20.0%	12.5%	7.7%	50.0%	15.4%
Climate change	0.0%	9.1%	0.0%	3.1%	0.0%	0.0%	0.0%
Anti corruption*	4.2%	27.3%	50.0%	31.3%	46.2%	30.0%	7.7%
Judiciary reform*	4.2%	18.2%	5.0%	18.8%	38.5%	0.0%	0.0%
Macroeconomic stability and growth	12.5%	9.1%	20.0%	12.5%	7.7%	30.0%	30.8%
Disaster risk management	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Equality of opportunity	4.2%	18.2%	5.0%	12.5%	0.0%	0.0%	0.0%
Skills development	41.7%	18.2%	40.0%	21.9%	30.8%	60.0%	23.1%
Information and communications technology	0.0%	0.0%	5.0%	0.0%	7.7%	0.0%	0.0%
Transport*	25.0%	27.3%	10.0%	0.0%	0.0%	0.0%	7.7%
Agriculture modernization and rural development	50.0%	9.1%	30.0%	15.6%	23.1%	50.0%	30.8%
Private sector development	12.5%	36.4%	25.0%	15.6%	15.4%	0.0%	7.7%
Education	20.8%	18.2%	25.0%	34.4%	30.8%	30.0%	53.8%
Public sector governance/reform*	12.5%	27.3%	10.0%	46.9%	15.4%	20.0%	23.1%
Food security	4.2%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%
Water and sanitation	12.5%	9.1%	0.0%	0.0%	0.0%	0.0%	15.4%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	37.5%	9.1%	35.0%	37.5%	23.1%	20.0%	15.4%
Health	8.3%	9.1%	5.0%	6.3%	0.0%	0.0%	23.1%
Financial market development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	12.5%	36.4%	5.0%	15.6%	15.4%	0.0%	7.7%
Gender equity	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Better opportunity for the poor who live in rural areas*	37.5%	72.7%	5.0%	35.5%	41.7%	50.0%	23.1%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	6.5%	8.3%	0.0%	0.0%
Consistent economic growth	33.3%	9.1%	35.0%	16.1%	8.3%	0.0%	38.5%
More reliable social safety net*	0.0%	36.4%	15.0%	12.9%	25.0%	0.0%	0.0%
Greater access to health and nutrition for citizens	25.0%	9.1%	5.0%	12.9%	8.3%	10.0%	15.4%
Better entrepreneurial opportunities	12.5%	18.2%	15.0%	16.1%	8.3%	20.0%	15.4%
A growing middle class	4.2%	9.1%	15.0%	9.7%	8.3%	20.0%	0.0%
Greater access to micro-finance for the poor	0.0%	0.0%	10.0%	3.2%	0.0%	0.0%	7.7%
Greater voice and participation for citizens to help ensure greater accountability*	8.3%	27.3%	20.0%	38.7%	25.0%	10.0%	0.0%
Education and training that better ensure job opportunity	45.8%	9.1%	30.0%	16.1%	41.7%	50.0%	38.5%
Better quality public services	8.3%	9.1%	25.0%	9.7%	0.0%	30.0%	23.1%
Better employment opportunities for young people	12.5%	0.0%	25.0%	16.1%	8.3%	10.0%	23.1%
Better employment opportunities for women	4.2%	0.0%	0.0%	6.5%	0.0%	0.0%	15.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Cambodia?*	24	6.71	2.14	11	6.64	1.69	21	5.90	2.05	33	4.33	1.98	12	4.75	2.80	10	6.80	1.75	14	5.86	2.54

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Cambodia*	21	8.00	1.26	11	6.18	1.47	18	6.94	2.73	28	5.25	1.71	11	7.36	1.69	10	5.40	1.65	13	6.54	1.85

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Cambodia solve its most complicated development challenges?*	23	7.57	1.12	11	6.64	1.69	18	5.94	2.13	24	5.58	1.79	9	7.56	1.88	8	5.38	1.85	11	7.18	1.54

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	24.0%	9.1%	4.5%	5.9%	0.0%	10.0%	21.4%
Pollution	0.0%	0.0%	0.0%	2.9%	0.0%	10.0%	0.0%
Job creation/employment	24.0%	9.1%	22.7%	17.6%	46.2%	20.0%	21.4%
Urban development	8.0%	0.0%	4.5%	2.9%	0.0%	0.0%	0.0%
Energy*	4.0%	0.0%	0.0%	0.0%	0.0%	20.0%	21.4%
Social protection	4.0%	27.3%	9.1%	8.8%	7.7%	10.0%	7.1%
Gender equity	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	7.1%
Private sector development	16.0%	45.5%	27.3%	5.9%	23.1%	10.0%	14.3%
Education	36.0%	18.2%	40.9%	29.4%	30.8%	50.0%	35.7%
Public sector governance/reform*	24.0%	45.5%	36.4%	61.8%	30.8%	10.0%	42.9%
Poverty reduction	20.0%	27.3%	0.0%	26.5%	0.0%	10.0%	21.4%
Food security	4.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Health	8.0%	9.1%	18.2%	8.8%	0.0%	10.0%	0.0%
Financial market development	4.0%	0.0%	4.5%	0.0%	7.7%	10.0%	0.0%
Disaster risk management	8.0%	0.0%	0.0%	2.9%	7.7%	0.0%	14.3%
Equality of opportunity	0.0%	18.2%	4.5%	2.9%	0.0%	0.0%	7.1%
Skills development	32.0%	27.3%	13.6%	5.9%	30.8%	30.0%	7.1%
Judiciary reform	0.0%	9.1%	22.7%	11.8%	23.1%	10.0%	0.0%
Macroeconomic stability and growth	16.0%	9.1%	9.1%	5.9%	0.0%	10.0%	7.1%
Transport	16.0%	9.1%	13.6%	2.9%	0.0%	0.0%	14.3%
Agriculture modernization and rural development	32.0%	9.1%	31.8%	8.8%	23.1%	30.0%	14.3%
Trade facilitation	4.0%	9.1%	0.0%	2.9%	0.0%	20.0%	7.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	12.0%	0.0%	13.6%	32.4%	7.7%	0.0%	0.0%
Climate change	4.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Anti corruption	0.0%	18.2%	18.2%	26.5%	23.1%	20.0%	7.1%
Information and communications technology	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	7.1%

*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 Cambodia?

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	9.5%	0.0%	11.1%	25.0%	0.0%	0.0%	10.0%
Capacity development related to World Bank Group supported projects	23.8%	18.2%	11.1%	10.7%	25.0%	10.0%	30.0%
Technical assistance	14.3%	18.2%	5.6%	7.1%	0.0%	0.0%	20.0%
Policy advice, studies, analyses	14.3%	45.5%	33.3%	14.3%	37.5%	40.0%	10.0%
Financial resources	28.6%	18.2%	33.3%	28.6%	0.0%	20.0%	20.0%
Data and statistics*	0.0%	0.0%	0.0%	7.1%	25.0%	0.0%	0.0%
Promoting knowledge sharing	9.5%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Implementation support	0.0%	0.0%	5.6%	7.1%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	9.1%	0.0%	5.6%	20.7%	12.5%	0.0%	30.0%
Capacity development related to World Bank Group supported projects	0.0%	9.1%	11.1%	20.7%	25.0%	10.0%	20.0%
Technical assistance	9.1%	9.1%	11.1%	10.3%	12.5%	20.0%	0.0%
Policy advice, studies, analyses	27.3%	27.3%	0.0%	6.9%	25.0%	20.0%	0.0%
Financial resources	22.7%	27.3%	22.2%	17.2%	0.0%	20.0%	0.0%
Data and statistics	4.5%	9.1%	11.1%	6.9%	12.5%	10.0%	0.0%
Promoting knowledge sharing*	9.1%	0.0%	33.3%	0.0%	12.5%	0.0%	0.0%
Implementation support	4.5%	9.1%	0.0%	3.4%	0.0%	0.0%	20.0%
Mobilizing third party financial resources	9.1%	9.1%	0.0%	0.0%	0.0%	10.0%	10.0%
Donor coordination	4.5%	0.0%	5.6%	13.8%	0.0%	10.0%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Not client focused	0.0%	9.1%	5.6%	2.9%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	8.3%	0.0%	5.6%	0.0%	7.7%	10.0%	0.0%
Not collaborating enough with private sector*	4.2%	9.1%	50.0%	5.7%	0.0%	20.0%	7.7%
Not aligned with other donors' work*	0.0%	9.1%	5.6%	0.0%	0.0%	20.0%	0.0%
Not aligned with country priorities*	8.3%	9.1%	0.0%	0.0%	0.0%	20.0%	23.1%
World Bank Group's processes too complex and slow	33.3%	45.5%	27.8%	14.3%	7.7%	30.0%	30.8%
Not willing to honestly criticize policies and reform efforts in the country*	16.7%	27.3%	38.9%	40.0%	38.5%	10.0%	0.0%
Staff too inaccessible*	0.0%	9.1%	0.0%	2.9%	23.1%	0.0%	0.0%
Not adequately sensitive to political/social realities in Cambodia	0.0%	9.1%	11.1%	11.4%	7.7%	0.0%	7.7%
Too influenced by developed countries*	41.7%	9.1%	5.6%	0.0%	15.4%	30.0%	15.4%
Not exploring alternative policy options	0.0%	9.1%	0.0%	2.9%	0.0%	10.0%	0.0%
Not sufficiently focused on results	8.3%	0.0%	11.1%	2.9%	0.0%	0.0%	0.0%
Not in it for the long term	4.2%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	8.3%	0.0%	0.0%	2.9%	7.7%	0.0%	0.0%
Not collaborating enough with civil society	0.0%	0.0%	0.0%	57.1%	0.0%	20.0%	15.4%
Not enough public disclosure of its work	0.0%	9.1%	16.7%	22.9%	15.4%	0.0%	23.1%
Arrogant in its approach*	33.3%	9.1%	11.1%	0.0%	0.0%	20.0%	15.4%
Other	0.0%	9.1%	0.0%	2.9%	0.0%	0.0%	0.0%
Don't know	12.5%	9.1%	0.0%	11.4%	30.8%	0.0%	23.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	4.5%	0.0%	7.7%	0.0%	0.0%
To a somewhat sufficient degree	52.0%	36.4%	27.3%	17.6%	15.4%	20.0%	21.4%
To a somewhat insufficient degree	24.0%	45.5%	36.4%	29.4%	30.8%	30.0%	21.4%
To a very insufficient degree	8.0%	18.2%	27.3%	38.2%	30.8%	30.0%	35.7%
Don't know	16.0%	0.0%	4.5%	14.7%	15.4%	20.0%	21.4%

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	17	7.29	1.45	4	6.25	.96	9	7.44	2.60	15	5.87	1.13	6	7.33	1.21	6	6.17	3.19	6	7.50	2.07
Development Policy Financing (DPF)	14	7.07	1.59	5	6.60	1.52	8	6.63	2.00	16	6.19	1.28	5	7.00	1.58	7	5.71	1.98	6	7.67	1.63
Program-for-Results Financing (PforR)	13	7.31	1.18	4	6.25	1.71	8	6.63	2.26	11	5.36	0.81	3	7.00	1.00	3	7.33	2.89	2	6.50	0.71
Trust funds and grants	17	7.47	1.55	6	6.67	1.37	7	7.43	2.51	13	6.08	1.80	4	7.25	2.22	6	5.00	3.16	6	6.83	2.32
Guarantees	8	6.75	0.46	3	6.33	.58	7	5.86	2.27	6	6.83	1.47	3	6.00	1.73	3	4.00	3.00	4	6.50	1.73
IFC Investment Services	9	7.00	0.87	3	7.00	1.00	13	6.54	2.07	9	5.67	0.87	4	7.75	0.96	2	7.00	1.41	2	7.50	2.12
IFC Advisory Services	8	6.88	0.99	3	7.67	.58	10	6.50	2.22	8	5.75	1.04	4	6.25	1.89	4	6.50	1.73	2	7.50	2.12

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 WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	40.0%	36.4%	31.8%	60.6%	23.1%	10.0%	50.0%
Youth/university groups	24.0%	9.1%	13.6%	12.1%	15.4%	30.0%	35.7%
Private sector*	40.0%	45.5%	68.2%	12.1%	30.8%	30.0%	7.1%
Local government*	40.0%	63.6%	27.3%	18.2%	38.5%	0.0%	57.1%
Donor community*	4.0%	9.1%	4.5%	3.0%	0.0%	30.0%	0.0%
NGOs/Community Based Organizations*	8.0%	0.0%	13.6%	78.8%	7.7%	0.0%	0.0%
Academia/think tanks/research institutes*	28.0%	27.3%	13.6%	3.0%	0.0%	60.0%	21.4%
Parliament	4.0%	0.0%	4.5%	0.0%	0.0%	20.0%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	7.1%
Media*	0.0%	0.0%	4.5%	3.0%	38.5%	10.0%	21.4%
Other	0.0%	0.0%	4.5%	3.0%	0.0%	0.0%	0.0%
Don't know	4.0%	0.0%	0.0%	3.0%	15.4%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Cambodia	23	8.00	1.31	11	6.36	1.36	20	7.00	2.49	28	6.75	1.97	11	6.64	2.20	9	6.67	1.12	13	7.23	1.59
The World Bank Group's work is aligned with what I consider the development priorities for Cambodia	23	7.52	1.65	11	6.27	1.27	20	6.60	2.37	24	6.42	1.98	11	6.45	2.11	9	5.89	1.90	12	7.67	1.67

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	23	7.48	1.31	11	5.91	1.14	17	5.88	2.29	27	5.74	1.40	8	6.25	1.04	10	5.90	1.66	11	7.09	1.58
Flexibility (in terms of the institution's products and services)*	22	6.68	1.39	9	4.67	1.87	18	5.39	2.30	19	5.05	1.18	5	6.60	1.67	8	4.25	1.91	10	5.60	2.07
Flexibility (in terms of changing country circumstances)*	23	6.78	1.48	8	4.25	1.28	16	5.06	1.81	20	5.30	1.13	4	6.25	2.06	7	4.14	2.34	10	5.80	2.15
Being inclusive*	18	7.28	1.32	11	5.36	1.91	14	5.43	2.79	19	5.21	1.72	4	6.75	1.26	7	5.71	1.98	12	7.17	1.40
Openness (sharing data and other information)*	23	7.52	1.50	11	5.55	2.11	19	6.84	2.48	25	5.68	2.23	9	7.78	1.56	9	7.22	2.44	11	7.64	1.21
Collaboration with the Government	23	7.78	1.17	10	6.30	2.06	19	7.11	2.71	25	7.92	1.08	9	7.00	1.12	9	7.22	1.79	10	7.70	1.70
The speed in which it gets things accomplished on the ground*	19	7.21	1.18	10	4.60	2.37	17	5.35	2.52	22	5.50	1.60	6	6.33	1.21	8	5.00	1.93	9	5.89	0.78
Helping to bring discipline/effective supervision to implementation of investment projects	16	7.31	1.45	11	6.09	1.81	16	5.75	2.54	20	6.65	1.63	5	6.40	1.14	8	6.38	1.85	11	7.27	0.90
Collaboration with civil society*	16	7.19	1.22	9	5.22	1.99	18	6.28	1.96	27	4.81	2.04	7	7.57	1.99	7	5.43	1.62	10	7.10	1.45
Staff accessibility*	20	7.95	1.36	10	5.90	2.56	16	5.69	2.57	22	4.91	1.82	11	7.45	2.11	8	5.38	2.13	10	6.20	1.62
Collaboration with other donors and development partners*	17	7.82	1.38	11	6.18	1.60	16	6.69	2.06	21	5.95	1.66	8	7.25	1.16	6	5.67	2.80	7	7.57	1.27
Collaboration with the private sector	14	7.21	1.19	10	5.70	1.77	20	5.30	2.60	20	6.00	1.84	7	5.71	1.60	7	5.57	1.81	4	6.00	1.41
Straightforwardness and honesty	19	7.63	1.50	9	5.89	2.20	16	6.88	2.94	21	5.76	1.89	10	7.00	1.63	8	6.50	1.51	10	7.60	1.07
Treating clients and stakeholders in Cambodia with respect*	18	7.78	1.06	11	6.64	2.16	17	7.35	2.37	20	5.80	1.36	6	7.33	1.03	8	6.25	2.55	9	7.44	1.01
Being a long-term partner	22	8.09	1.63	10	6.70	2.36	18	7.39	2.57	20	7.25	1.48	9	8.00	0.87	6	7.17	2.40	12	8.33	1.15

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort	21.7%	9.1%	5.6%	2.9%	7.7%	10.0%	28.6%
Political pressures and obstacles	30.4%	36.4%	16.7%	45.7%	53.8%	30.0%	28.6%
Reforms are not well thought out in light of country challenges	30.4%	27.3%	33.3%	14.3%	0.0%	20.0%	14.3%
Poor coordination within the Government	21.7%	27.3%	11.1%	11.4%	38.5%	30.0%	0.0%
There is an inadequate level of private sector participation and support*	8.7%	9.1%	38.9%	2.9%	7.7%	0.0%	7.1%
Poor donor coordination	4.3%	9.1%	5.6%	2.9%	0.0%	20.0%	7.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.7%	18.2%	38.9%	42.9%	15.4%	10.0%	21.4%
Lack of/inadequate levels of capacity in Government	30.4%	36.4%	16.7%	11.4%	7.7%	10.0%	21.4%
There is not an adequate level of citizen/civil society participation*	4.3%	0.0%	0.0%	37.1%	15.4%	30.0%	21.4%
Corruption	8.7%	9.1%	22.2%	20.0%	23.1%	20.0%	7.1%
Poor coordination within the World Bank Group	8.7%	0.0%	0.0%	2.9%	7.7%	0.0%	14.3%
Other	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Urban development	20	7.45	1.64	9	6.67	2.18	20	7.25	2.07	28	6.86	2.17	10	7.00	1.89	7	7.57	1.72	12	7.50	1.78
Energy	21	7.43	1.63	8	7.63	0.92	21	8.00	1.67	23	7.13	2.12	11	7.55	2.34	7	8.14	1.95	13	8.31	1.44
Social protection	20	7.20	1.79	10	7.10	2.02	21	7.24	1.81	25	7.76	1.88	9	7.78	1.99	6	6.50	3.02	11	7.64	1.43
Gender equity	21	7.33	1.68	9	6.78	1.79	21	6.38	2.29	27	7.48	1.95	9	5.78	1.30	8	7.75	1.75	13	7.85	1.57
Private sector development*	20	7.85	1.23	11	8.09	0.94	21	8.57	1.12	27	7.33	1.57	7	7.43	1.81	9	7.00	2.24	13	7.46	1.33
Education	21	8.71	1.23	9	7.78	1.48	21	8.95	1.20	30	8.40	1.81	9	8.67	1.87	10	8.40	1.90	13	8.85	0.90
Public sector governance/reform	21	8.24	1.14	10	8.30	0.95	21	8.62	1.83	31	8.23	2.01	9	8.00	1.22	8	8.38	1.19	13	8.38	1.26
Poverty reduction	23	8.43	1.53	10	8.70	1.06	20	8.10	2.20	30	8.37	1.88	11	8.36	1.75	9	8.00	1.58	14	8.43	1.55
Food security	22	7.41	1.68	8	6.75	1.83	21	7.14	2.08	27	7.41	2.19	9	7.22	2.28	8	6.38	2.13	12	7.75	1.29
Water and sanitation	23	8.04	1.52	9	7.22	1.39	20	7.55	1.96	27	7.26	2.38	10	6.90	1.91	7	7.43	1.72	12	8.17	1.11
Pollution	18	7.17	1.47	7	6.57	2.07	20	6.90	2.47	27	6.52	2.52	10	6.40	2.27	6	6.67	1.37	12	7.25	1.60
Job creation/employment	20	7.95	1.73	7	7.86	1.21	20	8.35	1.50	27	7.67	2.06	11	8.00	2.49	9	7.56	2.24	12	8.08	1.31
Health	22	8.23	1.31	10	7.80	1.75	22	8.36	1.68	25	7.48	2.29	10	7.90	2.38	9	8.11	1.96	13	8.62	1.26
Financial market development	20	7.00	1.89	10	7.70	1.42	21	7.71	2.22	25	7.44	2.04	7	7.14	2.12	6	7.33	2.50	11	7.36	1.36
Judiciary reform	19	7.16	1.86	6	7.83	2.14	22	8.41	2.24	26	7.96	2.60	7	7.29	3.45	6	7.17	2.04	13	7.23	2.59
Macroeconomic stability and growth	20	7.90	1.37	11	8.00	1.26	21	8.81	1.40	24	7.75	1.57	8	8.00	1.51	9	7.67	1.73	11	8.36	1.69
Transport	23	7.87	1.46	9	7.22	1.64	21	8.10	1.84	26	7.00	2.67	8	7.88	1.36	9	8.56	1.33	13	8.15	1.46
Agriculture modernization and rural development	23	8.17	1.27	10	7.10	1.60	22	7.73	2.10	27	7.48	2.55	9	8.11	1.62	9	8.00	2.40	12	7.50	2.11
Trade facilitation	18	7.83	1.34	8	6.25	1.28	21	7.67	1.62	25	7.12	2.03	7	7.14	2.19	9	7.56	2.24	12	7.67	1.56
Crime and violence	18	6.44	1.46	7	5.71	2.06	20	6.45	2.52	24	5.42	2.50	6	7.17	2.23	8	5.63	1.51	10	6.70	2.45
Natural resource management	20	7.45	1.73	9	7.33	1.66	20	7.60	2.21	28	7.96	2.24	9	6.78	2.59	9	6.22	1.99	12	7.33	1.67
Climate change	22	7.09	1.63	10	7.20	2.04	20	6.25	2.61	28	7.79	2.18	8	6.50	1.93	8	6.13	2.17	12	7.50	1.51
Anti corruption	19	7.21	1.90	9	8.22	1.72	21	8.24	2.19	28	8.39	2.10	9	7.22	3.31	8	6.63	2.13	12	7.25	1.60
Disaster risk management	20	7.10	1.48	9	6.89	1.54	21	6.86	1.93	26	6.88	2.70	7	6.71	2.29	8	6.00	2.00	12	7.50	1.45
Equality of opportunity	19	7.63	1.30	10	7.70	1.06	19	6.68	2.29	25	7.80	1.76	8	6.50	1.60	8	6.75	1.83	13	7.69	1.11
Skills development	22	8.18	1.50	9	8.22	1.48	21	7.90	2.30	25	8.20	1.78	7	7.43	2.07	9	7.78	2.44	13	7.85	1.34
Information and communications technology	21	7.86	1.11	9	6.67	2.40	21	7.19	2.54	26	7.54	1.94	7	7.29	2.29	8	5.13	2.90	12	7.67	1.44

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Urban development	8	6.50	2.20	3	4.67	.58	9	5.11	2.71	21	5.86	1.56	6	6.50	2.07	1	5.00		8	6.50	2.20
Energy	12	6.83	1.95	4	6.00	2.16	11	5.45	2.30	15	6.53	1.25	8	7.13	1.89	4	5.25	0.96	9	7.33	2.18
Social protection	11	6.73	1.49	6	6.50	1.97	11	4.82	2.56	15	5.93	1.49	7	7.14	1.95	4	5.75	0.96	8	6.00	0.93
Gender equity	14	7.50	1.16	5	5.80	1.92	11	5.73	2.87	19	5.68	1.25	7	6.57	2.15	4	7.50	1.29	6	6.33	1.63
Private sector development*	13	6.92	0.95	6	6.50	1.87	18	4.72	2.49	15	6.40	1.55	7	6.86	1.68	5	6.20	1.48	6	6.33	0.82
Education	18	8.00	1.41	8	6.88	1.55	14	6.86	1.88	20	6.55	1.67	8	7.63	1.41	8	7.00	1.51	12	7.33	0.65
Public sector governance/reform	14	7.86	1.17	10	6.80	1.75	15	5.80	2.40	25	6.32	1.86	7	7.00	1.63	5	7.20	1.30	11	6.55	1.21
Poverty reduction*	20	7.40	1.31	9	7.33	1.22	17	5.35	1.93	22	6.00	1.85	9	6.89	2.09	5	6.80	1.30	12	7.00	1.35
Food security*	12	7.25	0.87	5	5.20	1.92	14	5.00	2.25	17	5.82	1.85	7	7.43	1.99	4	6.75	1.26	9	6.56	0.88
Water and sanitation	13	7.54	1.20	6	5.50	2.26	12	6.33	2.27	18	6.28	1.99	8	7.25	1.98	3	6.67	1.15	6	7.50	0.84
Pollution	9	6.22	1.39	3	4.33	2.52	8	5.13	3.09	12	4.83	1.85	7	5.57	2.15	2	6.00	1.41	5	6.60	0.89
Job creation/employment	15	6.53	1.46	4	5.50	3.00	10	5.10	2.69	17	5.71	1.90	9	6.67	1.94	3	5.00	3.00	6	6.50	1.05
Health*	17	7.29	1.16	7	6.86	1.46	12	6.00	2.26	16	5.56	1.86	8	7.00	1.85	3	5.33	2.52	10	7.20	1.14
Financial market development	11	6.45	1.29	3	6.00	2.00	13	6.46	2.73	15	6.13	1.64	6	6.33	2.58	3	6.67	2.08	5	6.80	0.84
Macroeconomic stability and growth	11	6.91	1.51	7	7.43	2.15	15	5.13	3.02	18	5.17	2.28	5	5.60	3.51	2	3.50	2.12	7	5.57	2.37
Transport	16	7.69	1.30	4	7.25	.96	12	6.83	1.64	15	6.40	1.30	7	7.14	1.57	6	7.17	2.23	7	7.86	1.35
Agriculture modernization and rural development	15	7.13	1.30	4	6.75	.50	15	5.33	2.44	17	6.41	1.54	6	7.17	1.72	5	7.20	2.59	11	7.09	1.64
Trade facilitation	13	6.69	1.18	3	5.67	2.08	13	5.54	2.22	16	5.50	1.83	7	6.57	1.72	3	7.33	1.53	10	6.60	2.12
Natural resource management	10	6.70	1.16	2	6.00	1.41	11	4.73	2.49	12	5.67	1.50	7	6.43	2.37	5	5.40	2.30	6	6.33	0.82
Climate change	9	6.44	1.59	4	6.00	1.41	9	4.56	2.92	15	5.13	1.73	4	6.00	2.83	2	3.50	2.12	6	5.17	2.40
Anti corruption	12	6.50	1.83	5	4.20	2.05	12	4.92	2.64	21	5.05	2.33	5	6.40	2.30	4	6.25	2.99	6	5.50	1.38
Disaster risk management	13	6.62	1.61	5	6.20	1.79	11	5.91	2.91	18	5.11	1.68	6	6.83	1.94	5	6.20	1.64	7	5.86	1.46
Equality of opportunity	9	6.33	1.50	3	6.33	2.08	9	4.22	3.46	19	5.05	1.43	5	6.40	2.51	2	6.00	.00	6	5.50	1.52
Skills development*	13	6.85	1.46	4	6.50	1.91	11	5.27	2.61	18	5.39	1.46	5	7.60	1.52	2	3.00	1.41	7	5.43	2.15
Information and communications technology	9	6.56	1.74	4	6.75	1.89	10	5.30	2.41	15	5.60	1.35	5	7.40	1.52	3	6.33	2.08	5	6.20	0.84

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Cambodia?*	20	7.15	1.53	10	6.40	0.97	18	6.06	1.83	26	5.69	1.23	7	5.86	1.07	8	6.00	1.07	11	6.73	2.00

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Cambodia	19	7.58	1.30	7	5.86	1.46	18	7.11	1.97	24	6.38	1.41	5	5.20	3.42	7	5.43	2.07	9	7.11	1.62
The World Bank Group meets Cambodia's needs for knowledge services*	21	7.62	1.36	8	6.13	1.89	19	6.79	2.07	26	6.65	1.62	7	6.86	1.86	8	7.13	1.73	7	6.57	2.15

*Significantly different between stakeholder groups

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	17.4%	0.0%	0.0%	0.0%	23.1%	0.0%	0.0%
Monthly	17.4%	30.0%	9.1%	9.4%	23.1%	10.0%	7.1%
A few times a year	39.1%	40.0%	54.5%	43.8%	30.8%	40.0%	35.7%
Rarely	26.1%	30.0%	36.4%	34.4%	7.7%	50.0%	50.0%
Never	0.0%	0.0%	0.0%	12.5%	15.4%	0.0%	7.1%

*Significantly different between stakeholder groups

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

In Cambodia, 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)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	19	7.37	1.16	10	5.90	2.28	16	6.06	2.17	21	5.86	1.49	11	6.91	2.84	6	5.83	2.14	9	5.56	2.74
Include appropriate level of stakeholder involvement during preparation*	18	7.56	1.29	10	5.30	1.49	19	6.84	1.92	23	5.17	1.61	9	7.11	2.03	7	6.57	2.07	9	5.89	2.76
Lead to practical solutions	18	7.28	1.49	8	5.50	1.85	18	6.06	2.44	26	5.46	1.30	11	6.64	2.16	7	5.43	2.07	10	6.50	2.72
Are accessible (well written and easy to understand)	22	7.68	1.04	10	6.70	2.36	21	6.76	2.28	24	5.88	1.51	11	6.64	2.46	6	7.17	2.79	9	6.33	2.45
Are source of relevant information on global good practices	21	7.67	1.32	10	7.20	1.32	17	7.18	2.01	25	6.36	1.70	11	7.64	1.75	7	7.29	1.11	9	6.44	2.51
Are relevant to country challenges	22	7.55	1.41	10	6.90	1.20	20	6.50	2.24	25	6.60	1.63	9	6.78	2.17	9	6.44	2.01	8	6.25	2.19
Are adequately disseminated*	20	7.15	1.27	10	5.20	2.04	21	5.76	2.10	25	5.32	1.57	10	6.70	1.77	8	5.13	2.10	9	5.56	2.83
Are translated enough into local language*	23	6.26	1.45	7	4.57	2.15	17	5.94	2.46	24	4.96	1.63	10	7.90	1.97	8	5.50	2.33	9	5.89	2.62
Are adaptable to Cambodia's specific development challenges and country circumstances*	19	7.05	1.39	8	5.38	1.19	17	6.18	2.04	24	5.38	1.66	11	6.55	2.11	8	5.88	1.64	8	5.25	1.98

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	21	7.86	1.11	10	5.90	1.73	20	7.25	1.89	26	6.42	1.75	11	7.64	2.50	9	6.22	1.92	13	7.15	1.68
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	21	7.29	1.31	10	6.40	1.71	20	6.95	1.85	24	6.79	0.93	11	6.82	2.14	10	6.60	1.71	10	7.80	1.14

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

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	20	6.90	1.92	7	4.43	1.90	15	5.87	2.67	11	4.36	1.80	4	4.25	2.22	4	4.50	2.38	8	6.00	1.85
The World Bank Group effectively monitors and evaluates the projects and programs it supports	20	7.75	1.48	8	6.38	1.92	17	6.65	2.57	18	6.50	1.86	8	7.50	1.51	5	6.80	1.10	10	6.90	1.97
The World Bank Group's approvals and reviews are done in a timely fashion*	19	7.47	1.47	8	4.88	1.96	17	6.18	2.58	15	5.53	1.13	4	7.50	1.29	5	3.40	1.82	10	6.30	1.95
The World Bank Group's "Safeguard Policy" requirements are reasonable*	15	7.60	1.24	5	6.80	0.45	12	6.83	1.40	14	6.29	1.59	5	5.20	2.05	6	4.67	2.73	7	7.43	1.72
The World Bank Group's conditions on its lending are reasonable	16	7.50	1.15	4	6.00	2.16	15	6.67	2.13	16	5.81	1.38	6	7.00	1.26	6	5.50	2.88	9	7.22	1.72
The World Bank Group takes decisions quickly in Cambodia*	18	6.78	1.56	7	4.14	1.57	13	5.38	2.79	14	4.86	1.61	8	5.63	1.69	6	3.50	2.88	9	5.33	1.87
Working with the World Bank Group increases Cambodia's institutional capacity	21	7.52	1.83	10	5.80	1.87	19	7.05	2.44	19	6.58	1.26	9	7.56	1.42	7	6.43	1.99	13	7.23	1.54
Where country systems are adequate, the World Bank Group makes appropriate use of them	18	7.72	1.64	5	5.00	1.73	13	5.85	2.85	14	6.29	1.94	8	6.75	1.67	6	6.17	2.79	6	7.17	1.47
The World Bank Group provides effective implementation support	19	7.95	1.39	8	5.88	1.89	16	6.31	2.50	19	6.53	1.93	8	6.75	2.19	7	6.29	2.69	8	7.50	0.93
Help to bring discipline/effective supervision to implementation of investment projects	20	7.55	1.43	8	6.38	1.51	13	6.46	2.18	18	6.89	1.53	7	7.57	0.98	6	6.83	1.47	8	8.00	1.20

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Ensure greater selectivity in its work	0.0%	18.2%	9.5%	0.0%	7.7%	20.0%	14.3%
Provide more adequate data/knowledge/statistics/figures on Cambodia's economy	4.3%	18.2%	19.0%	20.6%	38.5%	20.0%	28.6%
Offer more innovative knowledge services	0.0%	27.3%	14.3%	2.9%	7.7%	10.0%	14.3%
Collaborate more effectively with Government clients	52.2%	36.4%	19.0%	20.6%	38.5%	30.0%	21.4%
Work faster	8.7%	18.2%	9.5%	0.0%	7.7%	10.0%	7.1%
Reduce the complexity of obtaining World Bank Group financing	34.8%	9.1%	14.3%	17.6%	15.4%	10.0%	35.7%
Help to bring discipline/effective supervision to implementation of investment projects	13.0%	9.1%	0.0%	5.9%	0.0%	20.0%	7.1%
Offer more innovative financial products	4.3%	9.1%	19.0%	8.8%	7.7%	10.0%	7.1%
Improve the competitiveness of its financing compared to markets	4.3%	0.0%	14.3%	2.9%	0.0%	10.0%	0.0%
Work more with civil society and beneficiary representatives	13.0%	0.0%	4.8%	23.5%	7.7%	10.0%	7.1%
Increase the level of capacity development in the country*	13.0%	36.4%	4.8%	52.9%	23.1%	10.0%	7.1%
Improve the quality of its experts as related to Cambodia's specific challenges	26.1%	0.0%	19.0%	17.6%	7.7%	40.0%	14.3%
Work more with private sector	26.1%	18.2%	33.3%	11.8%	0.0%	0.0%	28.6%
Other*	0.0%	0.0%	19.0%	8.8%	23.1%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	17.4%	27.3%	61.9%	27.3%	30.8%	50.0%	23.1%
Knowledge products	21.7%	18.2%	9.5%	21.2%	30.8%	20.0%	7.7%
Convening services	0.0%	0.0%	0.0%	3.0%	7.7%	0.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	7.7%
The combination is appropriate for Cambodia	52.2%	45.5%	19.0%	36.4%	7.7%	20.0%	46.2%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	9.1%	18.2%	19.0%	10.0%	20.0%	10.0%	25.0%
Public financial management	68.2%	72.7%	52.4%	60.0%	40.0%	70.0%	50.0%
Reducing gender based violence	4.5%	0.0%	0.0%	3.3%	0.0%	10.0%	16.7%
Crisis preparedness	22.7%	9.1%	4.8%	3.3%	10.0%	10.0%	8.3%
Access to justice systems*	4.5%	27.3%	33.3%	36.7%	10.0%	10.0%	8.3%
Security mechanisms	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Conflict resolution mechanisms	0.0%	0.0%	4.8%	13.3%	0.0%	10.0%	0.0%
Support domestic resource mobilization*	13.6%	54.5%	19.0%	3.3%	20.0%	40.0%	33.3%
Access to basic services	13.6%	9.1%	14.3%	20.0%	10.0%	20.0%	0.0%
Capacity of state institutions	59.1%	36.4%	38.1%	40.0%	40.0%	30.0%	41.7%
Jobs	4.5%	0.0%	28.6%	10.0%	20.0%	20.0%	25.0%
Improving livelihoods	50.0%	9.1%	14.3%	36.7%	50.0%	30.0%	50.0%
Food security	13.6%	0.0%	9.5%	6.7%	10.0%	10.0%	0.0%
Social safety nets	22.7%	54.5%	19.0%	23.3%	30.0%	10.0%	8.3%
Stimulating dialogue to promote peace and stability	13.6%	9.1%	19.0%	20.0%	20.0%	20.0%	16.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	23.8%	27.3%	21.1%	13.3%	0.0%	10.0%	8.3%
Public financial management	19.0%	0.0%	26.3%	13.3%	20.0%	20.0%	0.0%
Reducing gender based violence	19.0%	36.4%	21.1%	33.3%	50.0%	10.0%	0.0%
Crisis preparedness*	9.5%	36.4%	0.0%	6.7%	10.0%	30.0%	0.0%
Access to justice systems	23.8%	9.1%	21.1%	23.3%	30.0%	50.0%	41.7%
Security mechanisms	0.0%	9.1%	15.8%	0.0%	0.0%	0.0%	0.0%
Conflict resolution mechanisms	4.8%	9.1%	5.3%	30.0%	10.0%	20.0%	8.3%
Support domestic resource mobilization	23.8%	9.1%	31.6%	3.3%	20.0%	0.0%	25.0%
Access to basic services	23.8%	45.5%	21.1%	20.0%	30.0%	30.0%	25.0%
Capacity of state institutions	14.3%	0.0%	31.6%	23.3%	20.0%	20.0%	16.7%
Jobs	23.8%	9.1%	0.0%	13.3%	20.0%	30.0%	25.0%
Improving livelihoods	33.3%	36.4%	47.4%	30.0%	40.0%	40.0%	41.7%
Food security	19.0%	27.3%	15.8%	23.3%	20.0%	10.0%	16.7%
Social safety nets	28.6%	27.3%	10.5%	36.7%	0.0%	20.0%	16.7%
Stimulating dialogue to promote peace and stability	33.3%	18.2%	15.8%	20.0%	20.0%	10.0%	33.3%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio	8.3%	9.1%	9.1%	14.3%	7.7%	30.0%	23.1%
International radio*	12.5%	0.0%	0.0%	25.7%	7.7%	10.0%	0.0%
Social media	54.2%	36.4%	50.0%	60.0%	53.8%	40.0%	61.5%
International newspapers	4.2%	9.1%	4.5%	11.4%	7.7%	10.0%	7.7%
Local television*	33.3%	0.0%	4.5%	5.7%	7.7%	30.0%	38.5%
Internet	50.0%	63.6%	63.6%	60.0%	69.2%	40.0%	38.5%
Periodicals	8.3%	0.0%	13.6%	2.9%	7.7%	20.0%	15.4%
International television	0.0%	0.0%	4.5%	2.9%	0.0%	10.0%	0.0%
Local newspapers*	25.0%	63.6%	31.8%	14.3%	38.5%	10.0%	15.4%
Other	4.2%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	47.8%	45.5%	40.9%	22.9%	15.4%	55.6%	35.7%
e-Newsletters	8.7%	27.3%	40.9%	20.0%	38.5%	11.1%	28.6%
World Bank Group's seminars/workshops/conferences*	56.5%	9.1%	13.6%	37.1%	23.1%	44.4%	35.7%
Mobile phones	0.0%	9.1%	9.1%	11.4%	7.7%	22.2%	14.3%
Direct contact with World Bank Group	8.7%	36.4%	18.2%	22.9%	23.1%	11.1%	7.1%
World Bank Group's website	47.8%	18.2%	45.5%	37.1%	38.5%	22.2%	14.3%
Social media	30.4%	45.5%	27.3%	48.6%	46.2%	22.2%	64.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	34.8%	9.1%	31.6%	25.8%	25.0%	33.3%	20.0%
No	65.2%	90.9%	68.4%	74.2%	75.0%	66.7%	80.0%

Do you have reliable access to the Internet?*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	87.0%	100.0%	90.0%	53.1%	92.3%	100.0%	66.7%
No	13.0%	0.0%	10.0%	46.9%	7.7%	0.0%	33.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	69.6%	72.7%	66.7%	66.7%	69.2%	90.0%	58.3%
No	30.4%	27.3%	33.3%	33.3%	30.8%	10.0%	41.7%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	69.6%		25.0%	23.5%	61.5%	40.0%	25.0%
No	30.4%	100.0%	75.0%	76.5%	38.5%	60.0%	75.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	72.7%	100.0%	71.4%	74.2%	61.5%	71.4%	46.2%
Dial-up	27.3%	0.0%	28.6%	25.8%	38.5%	28.6%	53.8%

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	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	13.0%		22.7%	2.9%	30.8%	10.0%	7.1%
Monthly	34.8%	18.2%	13.6%	14.3%	15.4%	20.0%	7.1%
A few times a year	26.1%	45.5%	45.5%	48.6%	23.1%	30.0%	14.3%
Rarely	26.1%	18.2%	13.6%	28.6%	15.4%	20.0%	42.9%
Never		18.2%	4.5%	5.7%	15.4%	20.0%	28.6%

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	16	7.88	1.63	7	7.00	1.15	13	7.08	1.44	17	6.65	1.17	6	6.33	1.75	7	8.00	1.91	5	7.60	1.14
I find the information on the World Bank Group's websites useful.	16	8.44	1.36	7	7.29	1.38	13	7.92	1.44	17	7.12	1.05	7	7.00	2.16	7	7.86	1.86	5	7.80	0.84
The World Bank Group's social media channels are valuable sources of information about the institution	19	7.16	2.03	3	3.33	1.15	12	7.33	2.61	17	7.24	1.48	8	7.25	2.43	4	7.75	2.06	9	8.00	1.87

**H. Background Information**

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	78.3%	72.7%	66.7%	25.0%	72.7%	50.0%	42.9%
No	21.7%	27.3%	33.3%	75.0%	27.3%	50.0%	57.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	91.3%	100.0%	10.5%	60.9%	75.0%	100.0%	75.0%
The International Finance Corporation (IFC)	4.3%	0.0%	78.9%	4.3%	8.3%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)		0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Other	4.3%	0.0%	10.5%	30.4%	16.7%	0.0%	25.0%

*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 WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	28.6%	10.0%	50.0%	16.1%	0.0%	25.0%	30.0%
No	71.4%	90.0%	50.0%	83.9%	100.0%	75.0%	70.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	83.3%	0.0%	40.0%	20.0%	0.0%	50.0%	66.7%
The way the two institutions work together needs improvement	16.7%	100.0%	50.0%	60.0%	0.0%	0.0%	33.3%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%
Don't know	0.0%	0.0%	10.0%	20.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	4.3%	9.1%	14.3%	32.4%	8.3%	33.3%	0.0%
Use World Bank Group reports/data	34.8%	36.4%	52.4%	52.9%	50.0%	33.3%	46.2%
Engage in World Bank Group related/sponsored events/activities*	65.2%	45.5%	33.3%	26.5%	8.3%	11.1%	30.8%
Collaborate as part of my professional duties	52.2%	54.5%	38.1%	17.6%	25.0%	22.2%	30.8%
Use World Bank Group website for information, data, research, etc.	30.4%	18.2%	38.1%	38.2%	50.0%	33.3%	30.8%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	0.0%	40.0%	19.0%	25.7%	0.0%	20.0%	0.0%
Male	100.0%	60.0%	81.0%	74.3%	100.0%	80.0%	100.0%

*Significantly different between stakeholder groups

What's your age?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
25 and under	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
26-35	26.1%	20.0%	14.3%	17.1%	46.2%	10.0%	14.3%
36-45	34.8%	20.0%	47.6%	48.6%	30.8%	40.0%	21.4%
46-55	26.1%	60.0%	14.3%	17.1%	23.1%	40.0%	14.3%
56 and above	13.0%	0.0%	23.8%	14.3%	0.0%	10.0%	50.0%



Appendix C: 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 Cambodia 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 Cambodia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Cambodia?”

● Collaborating with the WBG N=67

● Not collaborating with the WBG N=58

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Cambodia?*	65	6.29	2.21	55	5.02	2.18

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Cambodia*	61	7.23	1.76	48	5.63	2.11

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Cambodia solve its most complicated development challenges?*	62	6.97	1.70	40	5.93	1.87

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

¹⁸ Only 125 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.



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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Water and sanitation	9.0%	17.5%
Pollution	0.0%	3.5%
Job creation/employment	22.4%	19.3%
Urban development	6.0%	1.8%
Energy	4.5%	7.0%
Social protection	11.9%	5.3%
Gender equity	0.0%	5.3%
Private sector development*	25.4%	8.8%
Education	35.8%	31.6%
Public sector governance/reform	34.3%	42.1%
Poverty reduction	14.9%	15.8%
Food security	1.5%	1.8%
Health	7.5%	8.8%
Financial market development	4.5%	1.8%
Disaster risk management	6.0%	3.5%
Equality of opportunity	6.0%	1.8%
Skills development	17.9%	19.3%
Judiciary reform	10.4%	10.5%
Macroeconomic stability and growth	9.0%	7.0%
Transport	7.5%	12.3%
Agriculture modernization and rural development	20.9%	19.3%
Trade facilitation	6.0%	3.5%
Crime and violence	0.0%	0.0%
Natural resource management	9.0%	21.1%
Climate change	1.5%	3.5%
Anti corruption	13.4%	19.3%
Information and communications technology	3.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	39	7.18	1.83	22	6.18	1.87
Development Policy Financing (DPF)*	39	7.00	1.49	20	5.95	1.73
Program-for-Results Financing (PforR)*	29	6.90	1.63	14	5.71	1.33
Trust funds and grants*	35	7.26	1.90	22	5.95	2.21
Guarantees	21	6.38	1.56	13	5.92	1.98
IFC Investment Services	30	6.90	1.40	12	6.08	1.62
IFC Advisory Services*	26	6.92	1.67	12	5.75	1.14

*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Cambodia	63	7.30	1.66	47	6.79	1.97
The World Bank Group's work is aligned with what I consider the development priorities for Cambodia	63	7.03	1.91	43	6.40	2.03

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	62	6.56	1.73	42	6.00	1.53
Flexibility (in terms of the institution's products and services)*	57	6.02	1.80	33	4.73	1.79
Flexibility (in terms of changing country circumstances)*	53	5.91	1.68	34	5.03	1.96
Being inclusive	51	6.41	1.83	34	5.62	2.19
Openness (sharing data and other information)	64	7.08	1.94	40	6.38	2.33
Collaboration with the Government	61	7.52	1.65	39	7.18	1.93
The speed in which it gets things accomplished on the ground*	54	6.19	1.93	34	5.12	1.77
Helping to bring discipline/effective supervision to implementation of investment projects*	54	6.83	1.80	31	6.03	1.72
Collaboration with civil society*	49	6.63	1.88	40	5.38	2.03
Staff accessibility*	58	6.84	2.08	33	5.12	2.15
Collaboration with other donors and development partners*	51	7.12	1.49	33	6.06	2.15
Collaboration with the private sector*	48	6.42	1.82	33	5.27	2.04
Straightforwardness and honesty*	57	7.21	1.81	34	5.94	2.23
Treating clients and stakeholders in Cambodia with respect*	54	7.20	1.84	31	6.32	1.85
Being a long-term partner	55	7.76	1.72	40	7.38	2.10

**Significantly different between collaborators and non-collaborators*



C. World Bank Group's Effectiveness and Results

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Urban development	57	7.30	1.84	46	6.91	2.09
Energy	57	7.74	1.53	43	7.56	2.16
Social protection	58	7.53	1.79	41	7.22	1.97
Gender equity	59	7.29	2.05	45	6.93	1.74
Private sector development*	60	8.03	1.30	45	7.33	1.65
Education	59	8.58	1.54	51	8.63	1.50
Public sector governance/reform	61	8.57	1.23	47	8.15	1.72
Poverty reduction	62	8.44	1.30	50	8.30	2.02
Food security	59	7.20	1.68	46	7.33	2.25
Water and sanitation	58	7.52	1.70	46	7.59	2.08
Pollution	53	6.81	1.94	43	6.88	2.32
Job creation/employment	57	7.93	1.73	45	7.98	1.98
Health	60	8.07	1.65	47	8.13	2.00
Financial market development	54	7.57	1.95	43	7.28	1.89
Judiciary reform	51	8.00	1.90	47	7.68	2.70
Macroeconomic stability and growth	60	8.05	1.57	41	8.27	1.47
Transport	61	7.90	1.69	46	7.61	2.12
Agriculture modernization and rural development	63	7.87	1.72	45	7.60	2.33
Trade facilitation	57	7.74	1.51	43	7.12	1.99
Crime and violence	52	6.23	2.20	39	6.08	2.38
Natural resource management	60	7.53	1.81	45	7.40	2.41
Climate change	61	7.16	1.69	45	6.93	2.48
Anti corruption	57	8.11	1.82	47	7.55	2.45
Disaster risk management	59	7.05	1.90	42	6.83	2.20
Equality of opportunity	57	7.51	1.48	44	7.20	1.98
Skills development	60	8.17	1.60	43	7.81	1.97
Information and communications technology	58	7.34	1.83	44	7.18	2.40

*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Urban development	29	6.00	2.10	23	5.78	2.00
Energy	35	6.49	1.76	25	6.60	2.16
Social protection*	35	6.66	1.70	25	5.36	1.75
Gender equity*	35	6.77	1.61	27	5.74	2.14
Private sector development*	43	6.44	1.68	24	5.46	2.19
Education	51	7.39	1.59	33	6.82	1.47
Public sector governance/reform*	49	7.14	1.73	34	6.00	1.81
Poverty reduction*	51	6.98	1.56	39	6.05	1.96
Food security*	36	6.47	1.66	28	5.54	1.97
Water and sanitation	36	7.06	1.57	26	6.12	2.23
Pollution*	26	6.19	1.72	17	4.47	2.24
Job creation/employment*	36	6.56	1.75	25	5.00	2.12
Health*	40	7.10	1.48	30	5.90	1.88
Financial market development*	33	6.82	1.78	21	5.76	1.87
Macroeconomic stability and growth*	37	6.46	2.29	26	4.81	2.58
Transport	42	7.38	1.25	21	6.67	1.88
Agriculture modernization and rural development	42	6.95	1.40	28	6.11	2.33
Trade facilitation	37	6.24	1.67	25	6.04	1.97
Natural resource management	33	6.24	1.66	19	5.21	2.12
Climate change*	27	6.00	1.88	20	4.35	2.23
Anti corruption*	35	5.94	2.11	27	4.70	2.43
Disaster risk management*	36	6.58	1.59	26	5.08	2.13
Equality of opportunity*	27	6.11	2.12	24	4.71	1.76
Skills development*	33	6.61	1.68	25	4.88	1.99
Information and communications technology	30	6.40	1.59	19	5.53	2.01

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Cambodia?*	57	6.63	1.42	43	5.81	1.56

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Cambodia	49	6.92	1.77	40	6.40	1.95
The World Bank Group meets Cambodia's needs for knowledge services*	54	7.20	1.50	41	6.46	2.00

*Significantly different between collaborators and non-collaborators

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

In Cambodia, 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	55	6.82	1.78	36	5.42	2.23
Include appropriate level of stakeholder involvement during preparation*	56	6.93	1.69	37	5.27	2.02
Lead to practical solutions*	55	6.76	1.74	41	5.24	2.05
Are accessible (well written and easy to understand)*	61	7.39	1.45	40	5.63	2.31
Are source of relevant information on global good practices*	60	7.48	1.40	38	6.39	2.05
Are relevant to country challenges*	62	7.19	1.59	39	5.97	1.93
Are adequately disseminated*	60	6.35	1.66	41	5.24	2.13
Are translated enough into local language*	60	6.47	1.79	36	4.72	2.08
Are adaptable to Cambodia's specific development challenges and country circumstances*	56	6.43	1.66	37	5.30	1.82

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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?*	61	7.36	1.83	45	6.47	1.82
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	62	7.23	1.46	41	6.51	1.60

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	46	5.78	2.24	23	5.17	2.31
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	53	7.38	1.67	32	6.16	2.07
The World Bank Group's approvals and reviews are done in a timely fashion*	47	6.60	2.03	31	5.32	2.01
The World Bank Group's "Safeguard Policy" requirements are reasonable	38	6.76	1.91	25	6.48	1.64
The World Bank Group's conditions on its lending are reasonable	43	6.91	1.73	30	6.23	1.91
The World Bank Group takes decisions quickly in Cambodia*	46	5.80	2.11	29	4.66	2.06
Working with the World Bank Group increases Cambodia's institutional capacity*	55	7.40	1.67	42	6.29	1.90
Where country systems are adequate, the World Bank Group makes appropriate use of them	44	6.75	1.94	25	6.32	2.54
The World Bank Group provides effective implementation support	53	6.98	1.98	31	6.48	2.16
Help to bring discipline/effective supervision to implementation of investment projects	50	7.18	1.38	28	6.86	1.98

*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)

	Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	45	7.40	1.51	26	6.88	1.48
I find the information on the World Bank Group's websites useful.	45	7.78	1.49	26	7.50	1.48
The World Bank Group's social media channels are valuable sources of information about the institution	40	7.25	2.15	29	6.93	2.15



Appendix D: 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 N=124
- FY 2018 Number of comparable respondents N=112

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2015	FY 2018
Office of the President/Prime Minister/Minister	5%	5%
State and local government institutions	30%	30%
Bilateral/multilateral agencies	10%	10%
Civil society	30%	30%
Private sector	15%	15%
Media	10%	10%

A. General Issues facing Cambodia

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

Percentage of Respondents	FY 2015	FY 2018
The right direction	64.3%	59.0%
The wrong direction	10.7%	11.4%
Not sure	25.0%	29.5%

B. Overall Attitudes toward the World Bank Group

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Cambodia?	118	5.41	2.25	107	5.69	2.28

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Cambodia	101	6.35	1.60	96	6.62	2.00

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

	Year					
	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 Cambodia solve its most complicated development challenges?	99	6.60	1.69	92	6.65	1.77

(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.

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you believe that the World Bank Group's work and support help the poorest in Cambodia?**

Percentage of Respondents	FY 2015	FY 2018
To a fully sufficient degree	3.3%	1.8%
To a somewhat sufficient degree	23.8%	31.3%
To a somewhat insufficient degree	34.4%	29.5%
To a very insufficient degree	26.2%	25.0%
Don't know	12.3%	12.5%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Cambodia	103	6.82	1.961	100	7.12	1.893
The World Bank Group's work is aligned with what I consider the development priorities for Cambodia	98	6.73	2.014	94	6.83	1.899

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	86	6.41	1.81	91	6.44	1.67
Flexibility (in terms of the institution's products and services)	84	5.78	1.80	78	5.82	1.75
Flexibility (in terms of changing country circumstances)	87	5.84	1.89	77	5.81	1.65
Being inclusive	76	6.24	1.80	73	6.16	1.96
Openness (sharing data and other information)	93	6.78	1.94	92	6.65	2.09
Collaboration with the Government	93	7.33	1.69	89	7.40	1.66
The speed in which it gets things accomplished on the ground	72	5.91	1.88	77	5.96	1.93
Helping to bring discipline/effective supervision to implementation of investment projects ¹				71	6.58	1.78
Collaboration with civil society*	84	7.02	1.85	79	6.04	2.05
Staff accessibility	79	6.59	2.20	82	6.47	2.26
Collaboration with other donors and development partners*	87	7.70	1.65	76	6.78	1.70
Collaboration with the private sector	75	6.34	1.98	71	6.06	1.93
Straightforwardness and honesty	83	7.09	1.73	79	6.73	2.05
Treating clients and stakeholders in Cambodia with respect	89	6.46	1.94	76	6.97	1.74
Being a long-term partner	86	7.86	1.56	85	7.59	1.82

^{*}Significantly different between FY 2015 and FY 2018¹Only FY 2018 Cambodia COS questionnaire had this response option.



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Cambodia?²⁰ (1-Not important at all, 10-Very important)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Urban development	99	6.98	1.97	90	7.10	1.92
Energy	95	7.71	1.81	89	7.56	1.79
Social protection	99	7.92	1.87	88	7.42	1.81
Gender equity	102	7.30	1.94	92	7.01	1.89
Private sector development ¹	92	7.85	1.89	91	7.78	1.38
Education	100	8.63	1.69	95	8.57	1.49
Public sector governance/reform	103	8.60	1.57	97	8.27	1.56
Poverty reduction	105	8.43	1.93	100	8.38	1.71
Food security [*]	101	7.87	1.75	91	7.26	1.91
Water and sanitation	100	7.86	1.94	93	7.52	1.86
Pollution				85	6.77	2.10
Job creation/employment	100	8.21	1.66	88	7.92	1.78
Health	102	8.33	1.67	94	8.00	1.81
Financial market development ^{''}	90	7.21	1.87	87	7.36	1.89
Judiciary reform				84	7.75	2.29
Macroeconomic stability and growth ^{'''}	100	8.36	1.62	88	8.08	1.44
Transport	94	7.52	1.95	92	7.64	1.93
Agriculture modernization and rural development ^{''''}	107	8.23	1.75	95	7.77	1.89
Trade facilitation ^{'''''}	96	7.62	1.75	83	7.39	1.70
Crime and violence				78	6.18	2.14
Natural resource management	105	7.67	2.11	89	7.53	2.02
Climate change	99	7.61	1.92	92	7.12	2.06
Anti corruption	108	8.16	2.22	89	7.85	2.13
Disaster risk management ^{'''''}	98	7.32	1.73	87	6.97	2.01
Equality of opportunity	97	7.56	1.86	86	7.42	1.64
Skills development				89	8.06	1.72
Information and communications technology [*]	93	6.72	2.11	88	7.44	1.89

^{*}Significantly different between FY 2015 and FY 2018

¹ In FY 2015, the category was "Private sector development/Foreign direct investment."

^{''} In FY 2015, the category was "Financial markets."

^{'''} In FY 2015, the category was "Economic growth."

^{''''} In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture modernization and rural development" category.

^{'''''} In FY 2015, the category was "Trade and exports."

^{'''''} In FY 2015, the category was "Disaster management."

²⁰ The categories that were compared had the same wording or slightly different wording, but the same meaning.

The categories "Pollution," "Crime and violence," and "Skills development" were absent in FY 2015; FY 2018 "Judiciary reform" category could not be compared to FY 2015 "Law and justice (e.g., judicial system)" category.

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cambodia?²¹ (1-Not effective at all, 10-Very effective)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Urban development	53	5.59	1.63	49	6.02	1.96
Energy	57	6.21	1.62	54	6.69	1.95
Social protection	64	5.96	1.92	53	6.22	1.84
Gender equity	75	6.58	1.84	59	6.35	1.79
Private sector development ¹	63	6.62	1.79	62	6.20	1.83
Education	70	6.78	1.54	74	7.24	1.59
Public sector governance/reform	80	6.63	1.96	76	6.79	1.83
Poverty reduction	88	6.70	1.89	83	6.68	1.80
Food security	69	6.61	1.39	57	6.21	1.89
Water and sanitation	76	6.61	1.65	60	6.73	1.88
Pollution				42	5.49	2.02
Job creation/employment	67	6.14	1.57	58	6.09	1.95
Health	81	6.41	1.67	65	6.60	1.71
Financial market development ²	52	6.19	1.51	50	6.36	1.84
Macroeconomic stability and growth ³	75	6.96	1.58	59	6.01	2.40
Transport ⁴	75	6.49	1.60	59	7.15	1.44
Agriculture modernization and rural development ⁵	84	6.58	1.67	62	6.63	1.82
Trade facilitation ⁶	62	6.55	1.56	57	6.15	1.79
Natural resource management	67	5.56	2.27	46	5.96	1.79
Climate change	66	6.11	1.76	44	5.63	1.99
Anti corruption	75	5.74	2.17	58	5.47	2.22
Disaster risk management ⁷	63	5.95	1.78	55	5.96	1.94
Equality of opportunity ⁸	65	6.21	1.66	48	5.51	2.03
Skills development				54	6.13	1.82
Information and communications technology	47	5.77	1.68	44	6.09	1.77

*Significantly different between FY2015 and FY2018

¹ In FY 2015, the category was "Private sector development/Foreign direct investment."

² In FY 2015, the category was "Financial markets."

³ In FY 2015, the category was "Economic growth."

⁵ In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture modernization and rural development" category.

⁶ In FY 2015, the category was "Trade and exports."

⁷ In FY 2015, the category was "Disaster management."

²¹ The categories that were compared had the same wording or slightly different wording, but the same meaning.

The categories "Pollution," and "Skills development" were absent in FY 2015; FY 2018 "Judiciary reform" category could not be compared to FY 2015 "Law and justice (e.g., judicial system)" category.

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

	Year					
	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 Cambodia?	96	6.28	1.57	86	6.37	1.53

(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 Cambodia?

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Cambodia	92	6.57	1.91	79	6.85	1.77
The World Bank Group meets Cambodia's needs for knowledge services	98	6.96	1.67	85	6.97	1.67

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	3.5%	7.5%
Monthly	10.5%	15.0%
A few times a year	43.0%	43.0%
Rarely	29.8%	29.0%
Never	13.2%	5.6%

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	84	6.32	1.64	81	6.46	2.01
Include appropriate level of stakeholder involvement during preparation	74	6.38	1.53	82	6.39	2.00
Lead to practical solutions	87	6.35	1.63	85	6.24	1.98
Are accessible (well written and easy to understand)	90	6.61	1.88	92	6.73	1.96
Are source of relevant information on global good practices	88	6.63	1.74	88	7.04	1.77
Are relevant to country challenges				90	6.86	1.81
Are adequately disseminated	89	6.07	1.95	89	6.07	1.94
Are translated enough into local language	79	5.65	1.97	86	5.80	2.03
Are adaptable to Cambodia's specific development challenges and country circumstances	95	6.29	1.62	83	6.10	1.84

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

	Year					
	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?	99	6.82	1.54	94	7.11	1.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	95	7.03	1.45	91	6.98	1.47

(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)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	72	5.11	2.05	63	5.72	2.24
The World Bank Group effectively monitors and evaluates the projects and programs it supports	90	6.99	1.62	78	7.10	1.86
The World Bank Group's approvals and reviews are done in a timely fashion	80	6.48	1.73	71	6.43	1.92
The World Bank Group's "Safeguard Policy" requirements are reasonable	78	6.87	1.71	56	6.82	1.50
The World Bank Group's conditions on its lending are reasonable	73	6.42	2.07	63	6.71	1.60
The World Bank Group takes decisions quickly in Cambodia	80	5.49	1.70	66	5.60	2.00
Working with the World Bank Group increases Cambodia's institutional capacity	95	6.76	1.88	85	7.03	1.83
Where country systems are adequate, the World Bank Group makes appropriate use of them	77	6.97	1.74	63	6.73	2.06
The World Bank Group provides effective implementation support	91	6.76	1.78	75	6.96	1.94
Help to bring discipline/effective supervision to implementation of investment projects'				73	7.13	1.57

*Only FY 2018 Cambodia COS questionnaire had this response option.

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

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
Financial services	13.7%	31.1%
Knowledge products	32.5%	18.9%
Convening services	2.6%	1.9%
None of the above	1.7%	1.9%
The combination is appropriate for Cambodia	42.7%	34.9%
Don't know	6.8%	11.3%

*Significantly different between FY2015 and FY2018

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2015	FY 2018
Yes	27.8%	27.6%
No	72.2%	72.4%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	62.4%	67.9%
No	37.6%	32.1%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	27.3%	37.7%
No	72.7%	62.3%

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	83.8%	73.8%
Dial-up	16.2%	26.2%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	78	6.93	2.15	61	7.15	1.48
I find the information on the World Bank Group's websites useful.	80	7.66	1.53	62	7.69	1.45
The World Bank Group's social media channels are valuable sources of information about the institution	56	7.48	1.76	64	7.18	2.15



Appendix E: 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 Cambodia? (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 Cambodia	5.63	7.23	6.49	6.19	6.42	6.48	6.28	6.75	6.22	6.92	6.67	6.03
Overall the World Bank Group currently plays a relevant role in development in Cambodia	6.79	7.30	7.02	6.93	6.86	7.17	6.85	7.30	6.93	7.16	7.18	6.68
The World Bank Group's work is aligned with what I consider the development priorities for Cambodia	6.40	7.03	6.75	6.75	6.75	6.75	6.57	7.08	6.44	7.37	7.09	6.11
Responsiveness to needs	6.00	6.56	6.29	6.43	6.27	6.35	6.20	6.49	6.27	6.39	6.26	6.39
Flexibility (in terms of the institution's products and services)	4.73	6.02	5.51	5.40	5.37	5.63	5.26	5.91	5.54	5.40	5.51	5.47
Flexibility (in terms of changing country circumstances)	5.03	5.91	5.49	5.67	5.49	5.54	5.17	6.03	5.52	5.50	5.44	5.65
Being inclusive	5.62	6.41	5.96	6.75	5.93	6.16	6.02	6.06	6.09	5.93	5.93	6.24
Openness (sharing data and other information)	6.38	7.08	6.65	7.40	6.64	6.88	6.70	6.87	6.77	6.73	6.84	6.61
Collaboration with the Government	7.18	7.52	7.29	8.23	7.44	7.38	7.37	7.49	7.40	7.44	7.33	7.57
The speed in which it gets things accomplished on the ground	5.12	6.19	5.69	6.15	5.58	5.95	5.60	6.00	5.85	5.57	5.69	5.87
Helping to bring discipline/effective supervision to implementation of investment projects	6.03	6.83	6.39	7.40	6.68	6.32	6.49	6.53	6.34	6.83	6.50	6.52
Collaboration with civil society	5.37	6.63	6.02	5.45	5.94	5.98	5.93	6.00	5.86	6.17	5.95	5.97
Staff accessibility	5.12	6.84	6.20	5.82	6.27	6.02	5.82	6.68	6.07	6.32	6.10	6.27
Collaboration with other donors and development partners	6.06	7.12	6.73	6.45	6.81	6.56	6.58	6.88	6.54	7.00	6.60	6.86
Collaboration with the private sector	5.27	6.42	5.91	5.92	5.98	5.84	5.80	6.10	5.68	6.38	5.98	5.75
Straightforwardness and honesty	5.94	7.21	6.68	6.67	6.68	6.67	6.62	6.76	6.53	6.97	6.62	6.81
Treating clients and stakeholders in Cambodia with respect	6.32	7.20	6.84	7.00	6.85	6.87	6.72	7.05	6.87	6.84	6.73	7.15
Being a long-term partner	7.37	7.76	7.47	7.77	7.65	7.35	7.37	7.71	7.49	7.55	7.50	7.53
To what extent does the World Bank Group's work help to achieve development results in Cambodia?	5.81	6.63	6.30	6.07	6.24	6.30	6.08	6.54	6.04	6.79	6.57	5.76
The World Bank Group's financial instruments meet the needs of Cambodia	6.40	6.92	6.71	6.31	6.41	6.90	6.48	6.94	6.53	6.90	6.78	6.36
The World Bank Group meets Cambodia's needs for knowledge services	6.46	7.20	6.83	7.00	6.68	7.04	6.95	6.67	6.86	6.87	6.87	6.85
World Bank Group's knowledge work and activities are adaptable to Cambodia's specific development challenges and country circumstances	5.30	6.43	5.94	6.07	5.92	6.00	6.00	5.88	5.84	6.19	5.93	6.00
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.47	7.36	6.97	6.73	6.77	7.15	6.91	6.98	6.94	6.92	6.99	6.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.51	7.23	6.87	7.13	6.93	6.89	6.88	6.98	6.75	7.22	7.14	6.46
The World Bank Group takes decisions quickly in Cambodia	4.66	5.80	5.28	6.43	5.10	5.71	5.12	5.75	5.19	5.71	5.70	4.57
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.32	6.75	6.49	7.71	6.49	6.76	6.47	6.80	6.29	7.15	6.85	6.10

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Cambodia FY 2018 Questionnaire



WORLD BANK GROUP

World Bank Group Country Survey FY 2018 – Cambodia

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

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

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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

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

SECTION A: GENERAL ISSUES FACING CAMBODIA

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Cambodia.			
Please identify which of the following you consider the most important development priorities in Cambodia. (Choose no more than THREE)			
1	Urban development	15	Judiciary reform
2	Energy	16	Macroeconomic stability and growth
3	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
4	Gender equity	18	Agriculture modernization and rural development
5	Private sector development	19	Trade facilitation
6	Education	20	Crime and violence
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management
8	Poverty reduction	22	Climate change (e.g., mitigation, adaptation)
9	Food security	23	Anti corruption
10	Water and sanitation	24	Disaster risk management
11	Pollution	25	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	26	Skills development
13	Health	27	Information and communications technology
14	Financial market development		

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cambodia? (Choose no more than THREE)			
1	Trade facilitation	14	Private sector development
2	Crime and violence	15	Education
3	Natural resource management	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Climate change (e.g., mitigation, adaptation)	17	Food security
5	Anti corruption	18	Urban development
6	Judiciary reform	19	Energy
7	Macroeconomic stability and growth	20	Water and sanitation
8	Disaster risk management	21	Pollution
9	Equality of opportunity (i.e., social inclusion)	22	Job creation/employment
10	Skills development	23	Health
11	Information and communications technology	24	Financial market development
12	Transport (e.g., roads, bridges, transportation)	25	Social protection (e.g., pensions, targeted social assistance)
13	Agriculture modernization and rural development	26	Gender equity

**SECTION A: GENERAL ISSUES**

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

1	Better opportunity for the poor who live in rural areas
2	Better opportunity for the poor who live in urban areas
3	Consistent economic growth
4	More reliable social safety net
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	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 Cambodia?									
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 Cambodia.										
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 Cambodia 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 Cambodia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Cambodia? (Choose no more than THREE)							
1	Water and sanitation			15	Disaster risk management		
2	Pollution			16	Equality of opportunity (i.e., social inclusion)		
3	Job creation/employment			17	Skills development		
4	Urban development			18	Judiciary reform		
5	Energy			19	Macroeconomic stability and growth		
6	Social protection (e.g., pensions, targeted social assistance)			20	Transport (e.g., roads, bridges, transportation)		
7	Gender equity			21	Agriculture modernization and rural development		
8	Private sector development			22	Trade facilitation		
9	Education			23	Crime and violence		
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			24	Natural resource management		
11	Poverty reduction			25	Climate change (e.g., mitigation, adaptation)		
12	Food security			26	Anti corruption		
13	Health			27	Information and communications technology		
14	Financial market development						

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cambodia?			
		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	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	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 Cambodia? (Choose no more than TWO)	
1	Not client focused
2	The credibility of its knowledge/data
3	Not collaborating enough with private sector
4	Not aligned with other donors' work
5	Not aligned with country priorities
6	World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)
7	Not willing to honestly criticize policies and reform efforts in the country
8	Staff too inaccessible
9	Not adequately sensitive to political/social realities in Cambodia
10	Too influenced by developed countries
11	Not exploring alternative policy options
12	Not sufficiently focused on results
13	Not in it for the long term
14	Its advice and strategies do not lend themselves to practical problem solving
15	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
16	Not enough public disclosure of its work
17	Arrogant in its approach
18	Other (please specify): _____
19	Don't know

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

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

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

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

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

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Cambodia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Cambodia	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 Cambodia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Straightforwardness and honesty											<input type="checkbox"/>
B25	Treating clients and stakeholders in Cambodia with respect											<input type="checkbox"/>
B26	Being a long-term partner											<input type="checkbox"/>

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank Group does not provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Cambodia?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	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"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial market development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Macroeconomic stability and growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Agriculture modernization and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Trade facilitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cambodia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	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"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial market development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Macroeconomic stability and growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Agriculture modernization and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade facilitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C3. To what extent does the World Bank Group's work help to achieve development results in Cambodia?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Cambodia?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Cambodia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Cambodia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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



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

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

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

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

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

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
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 Cambodia											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Cambodia'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	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	
E10	Help to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CAMBODIA****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Cambodia? (Choose no more than TWO)**

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

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

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

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Cambodia?	B. Which THREE areas below would benefit most from other donors in Cambodia?
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	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
6	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
9	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
10	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
11	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
13	Food security	<input type="checkbox"/>	<input type="checkbox"/>
14	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
15	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 Cambodia? (Choose no more than TWO)**

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

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

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

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

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

1	High speed/WiFi
2	Dial-up

G8. 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
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G9	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"/>	
G10	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"/>	
G11	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	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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

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

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

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

1	Yes
2	No

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

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

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

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

H8. What's your gender?

1	Female
2	Male

H9. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H10. Which best represents your geographic location?

1	Phnom Penh
2	Other urban areas
3	Rural areas

Thank you for completing the survey!