

FY 2019 Bangladesh Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

July 2019



Acknowledgements

The Bangladesh 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, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from Bangladesh country team and the independent fielding agency Org-Quest Research Ltd. In particular, PORG is grateful for the support from Mehrin Mahbub (Senior Communications Officer) who coordinated the survey related activities from Dhaka, Bangladesh.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Bangladesh	8
V. Overall Attitudes toward the World Bank Group.....	15
VI. Sectoral Effectiveness.....	21
VII. How the World Bank Group Operates	24
VIII. World Bank Group's Knowledge and Instruments	30
IX. The Future Role of the World Bank Group in Bangladesh.....	34
X. Communication and Outreach	39
XI. Appendices.....	43

BANGLADESH





I. Objectives

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

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

II. Methodology

In February-April 2019, 775 stakeholders of the WBG in Bangladesh 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; the financial sector/private banks; private foundations; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; judiciary branch; and other organizations.

A total of 366 stakeholders participated in the survey (47% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics, completed questionnaires with a representative from the local fielding agency or they received the questionnaire via courier, mail, or email and returned it accordingly.

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'16 (response rate was 47%, N=332). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 90).

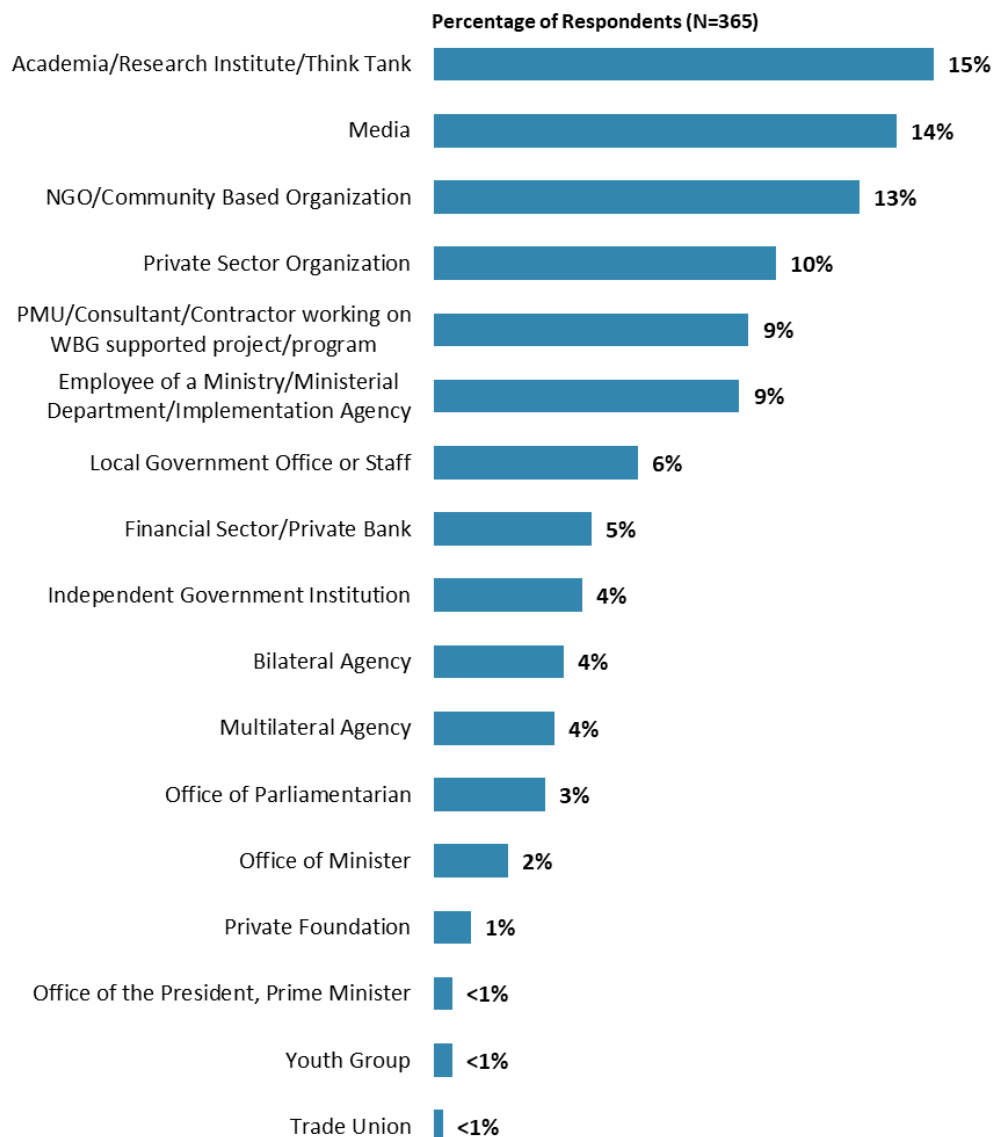
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

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

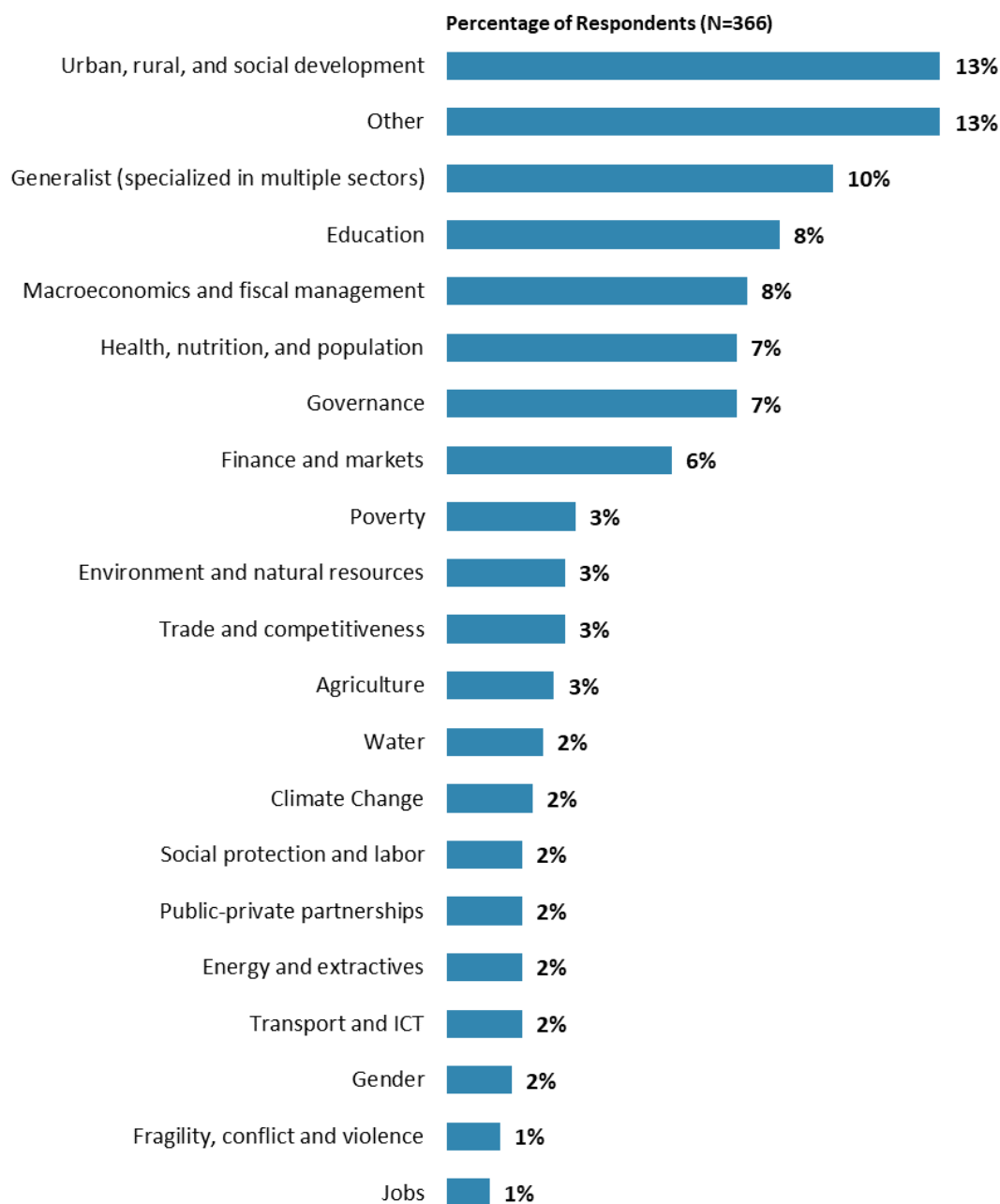


“Which of the following best describes your current position?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



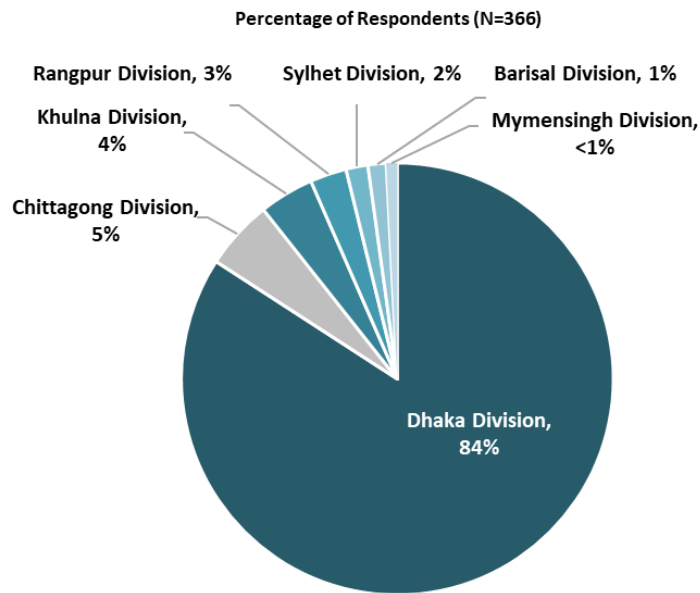
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

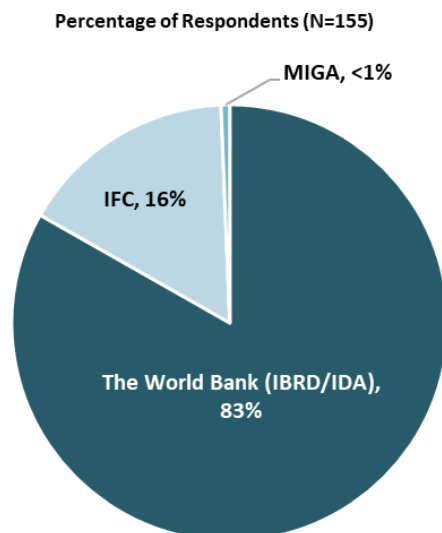
Geographic Locations

- Because of the small number of respondents from Chittagong Division, Khulna Division, Rangpur Division, Sylhet Division, Barisal Division, and Mymensingh Division, these locations were combined in one category: “Other Areas”. Geographic location comparisons can be found in Appendix C (page 81).



"Which best represents your geographic location?" (Respondents chose from a list.)
Note: No respondents selected "Rajshahi Division" response option

Exposure to Agencies within the World Bank Group



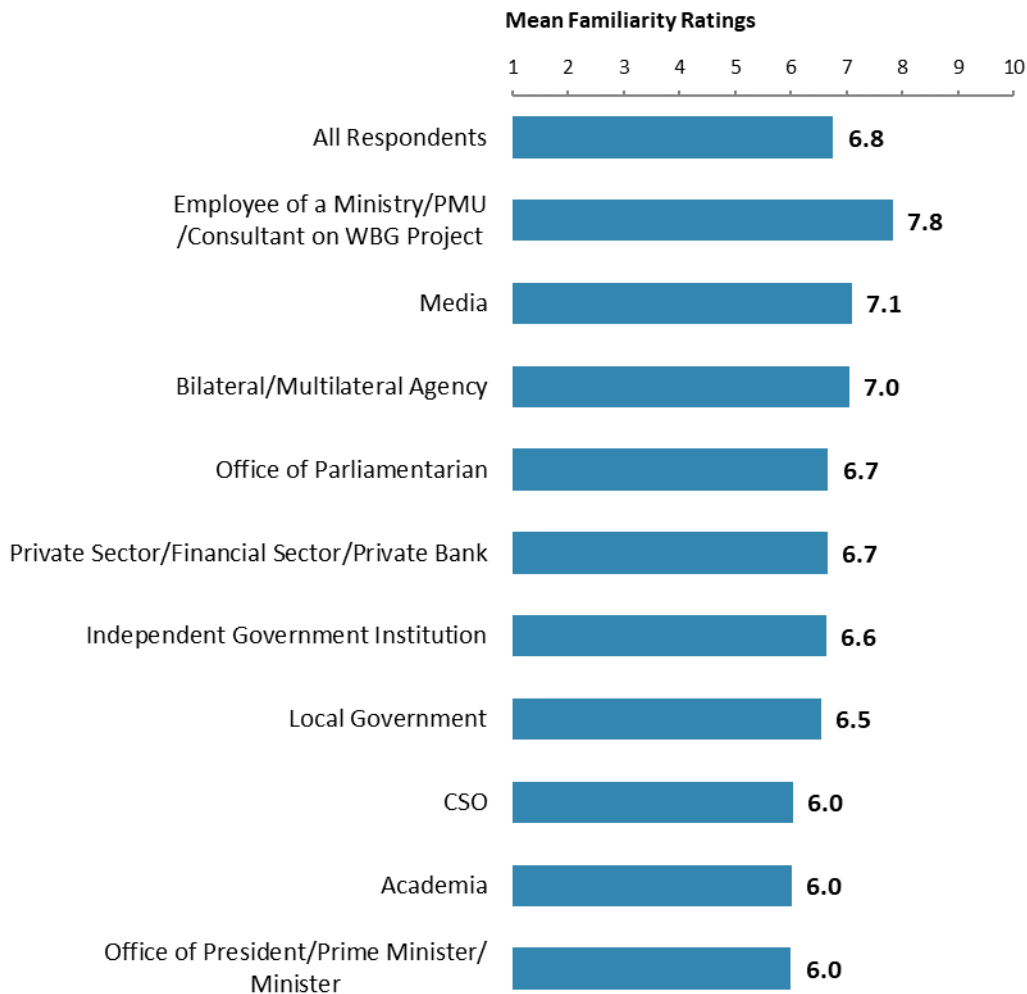
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Bangladesh?" (Respondents chose from a list.)
Note: No respondents selected "ICSID" response option



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'16 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'19 = 6.75; weighted mean in FY'16 = 7.02)¹.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in Bangladesh, and moderately, significantly correlated with their agreement that the WBG plays a relevant role in Bangladesh's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in Bangladesh.



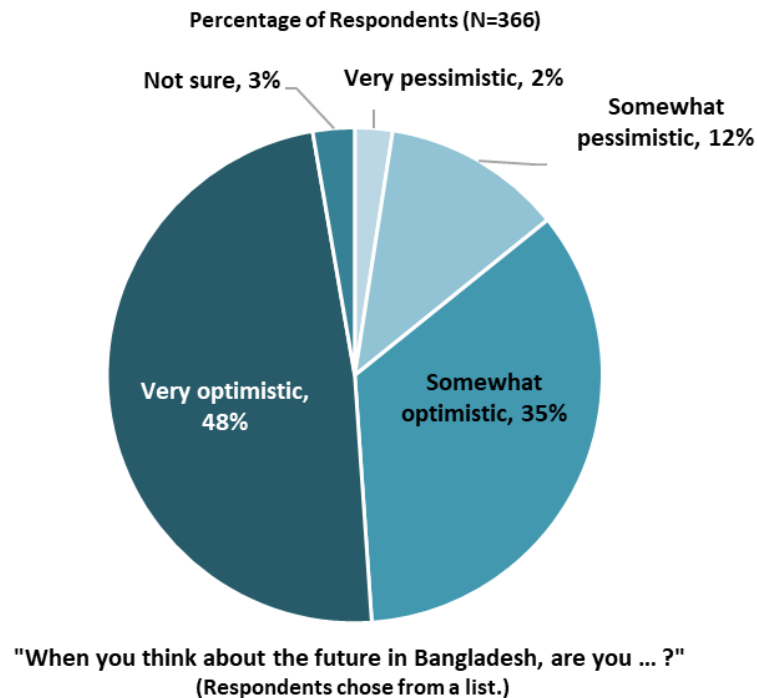
"How familiar are you with the work of the World Bank Group in Bangladesh?"
(1-"Not familiar at all", 10-"Extremely familiar")

¹ Please refer to Appendix E (page 90) for more details on weighting. The means in the chart were calculated based on un-weighted data.

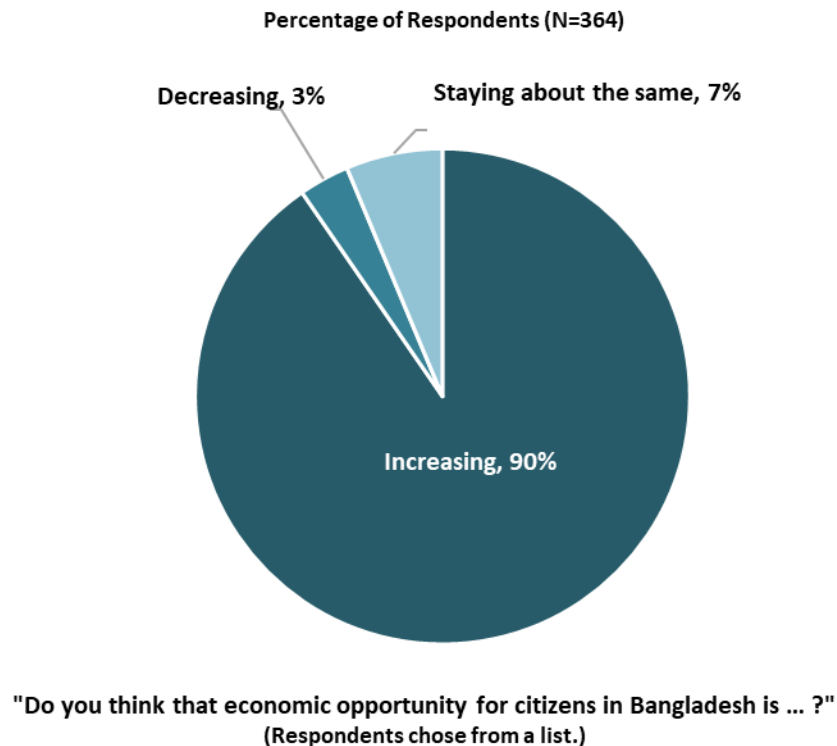


IV. General Issues Facing Bangladesh

Optimism for the Future of Bangladesh



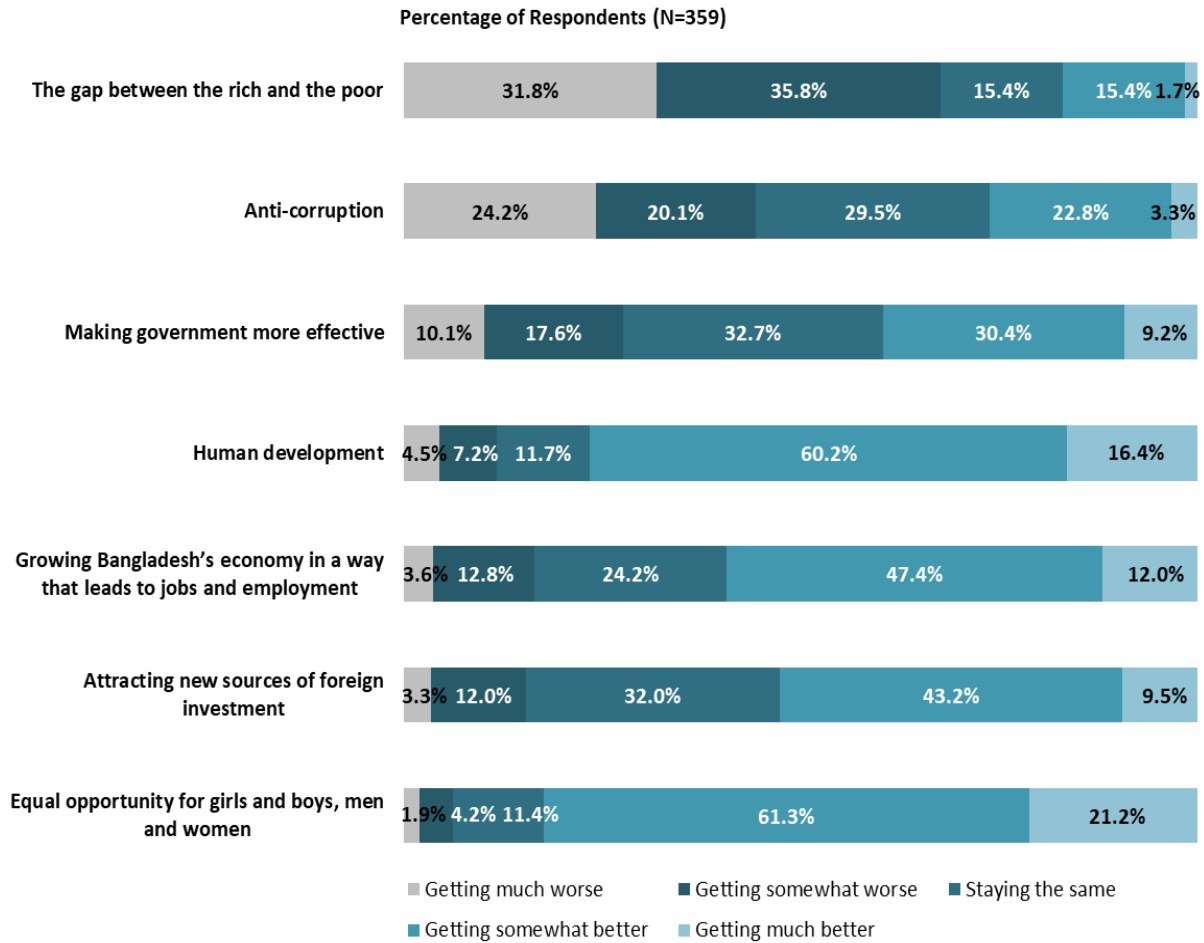
Perceptions of Economic Opportunity





IV. General Issues Facing Bangladesh (continued)

Perceptions of Improvement and Decline in Specific Areas



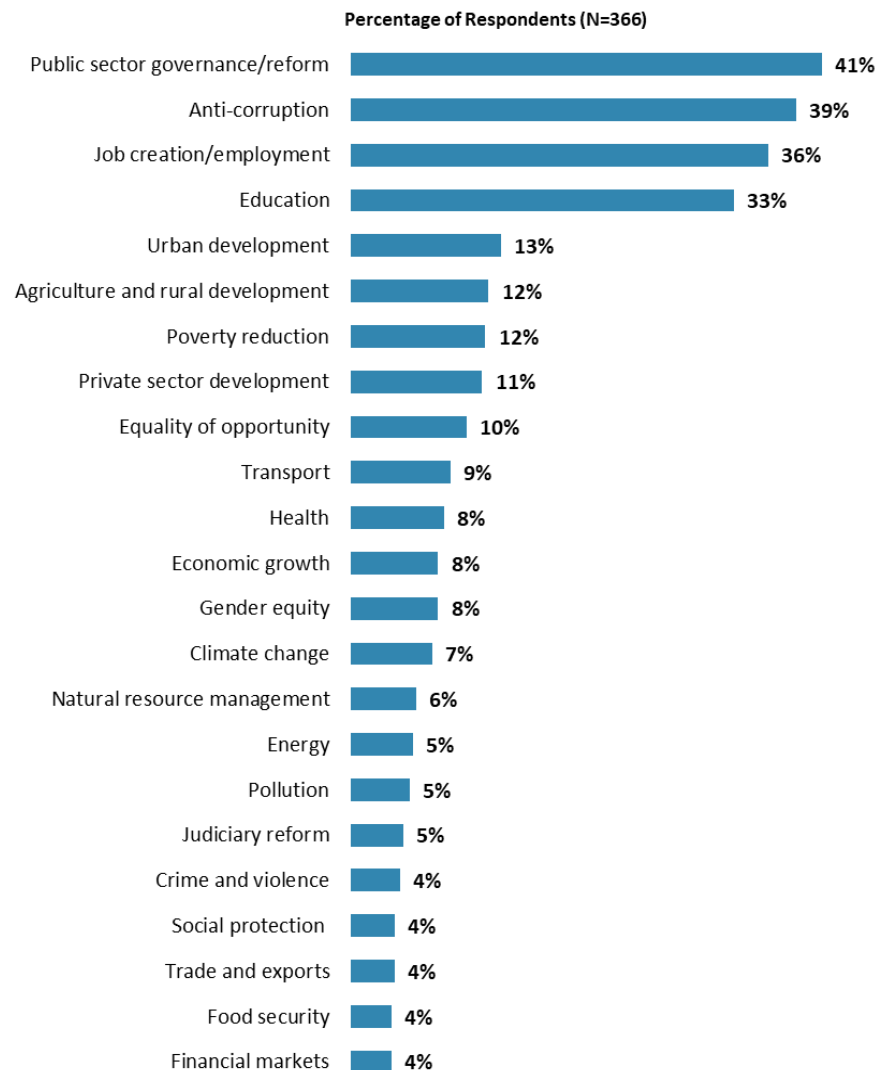
"Please describe the direction Bangladesh is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Bangladesh (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Bangladesh were “*public sector governance/reform*” (45%) and “*poverty reduction*” (27%).
- **Specialization:** Respondents who identified their primary specialization of work as “*urban, rural, and social development*” (13% of the sample) were significantly *more* likely to indicate that “*urban development*” was the most important development priority in Bangladesh, compared to the rest of respondents in other areas of work (urban, rural, and social development specialists = 35%; others = 10%).²



"Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 23 of 27 response options shown.)

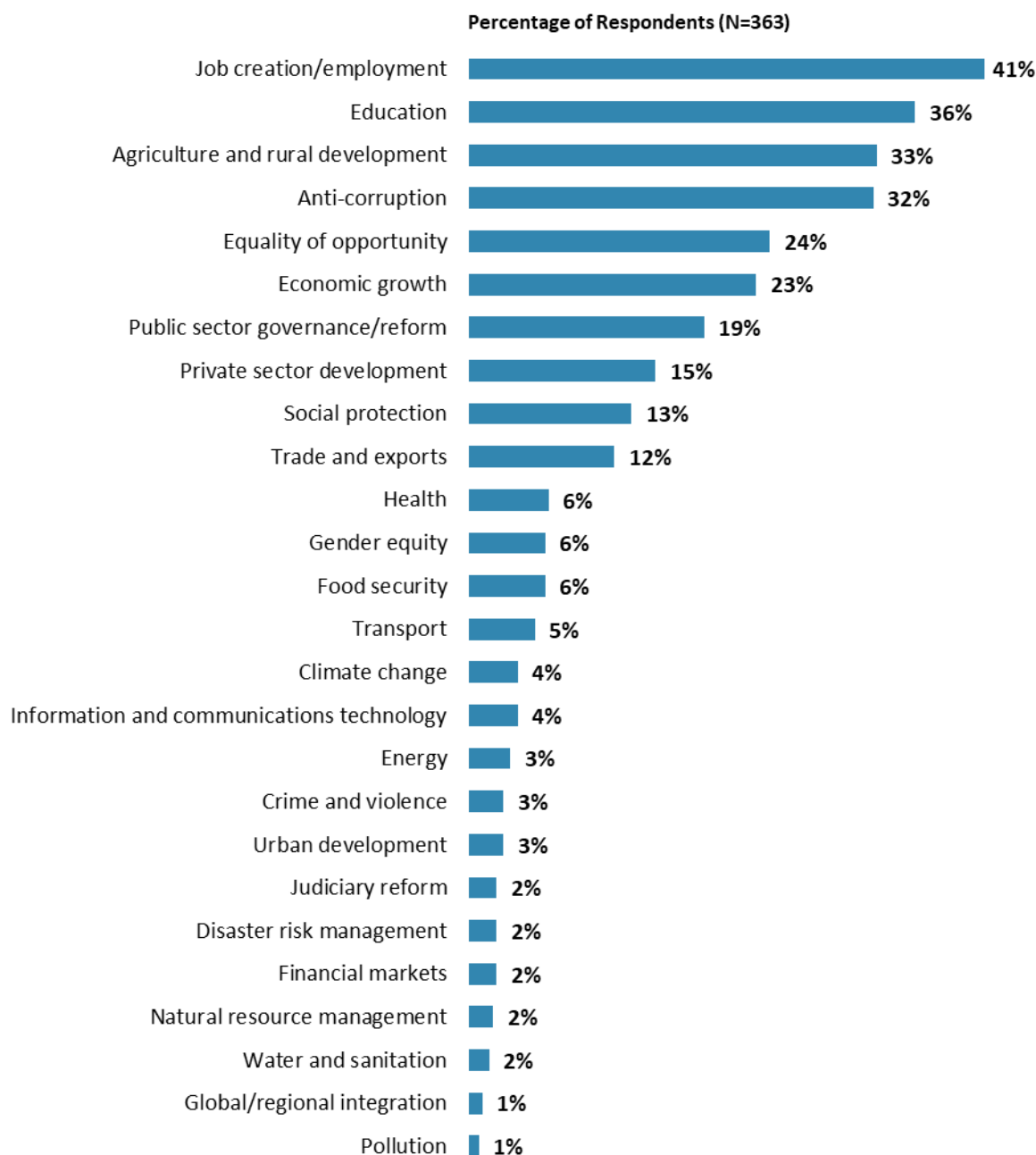
² When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



IV. General Issues Facing Bangladesh (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Bangladesh were “*job creation/employment*” (44%) and “*education and skill development*” (39%).

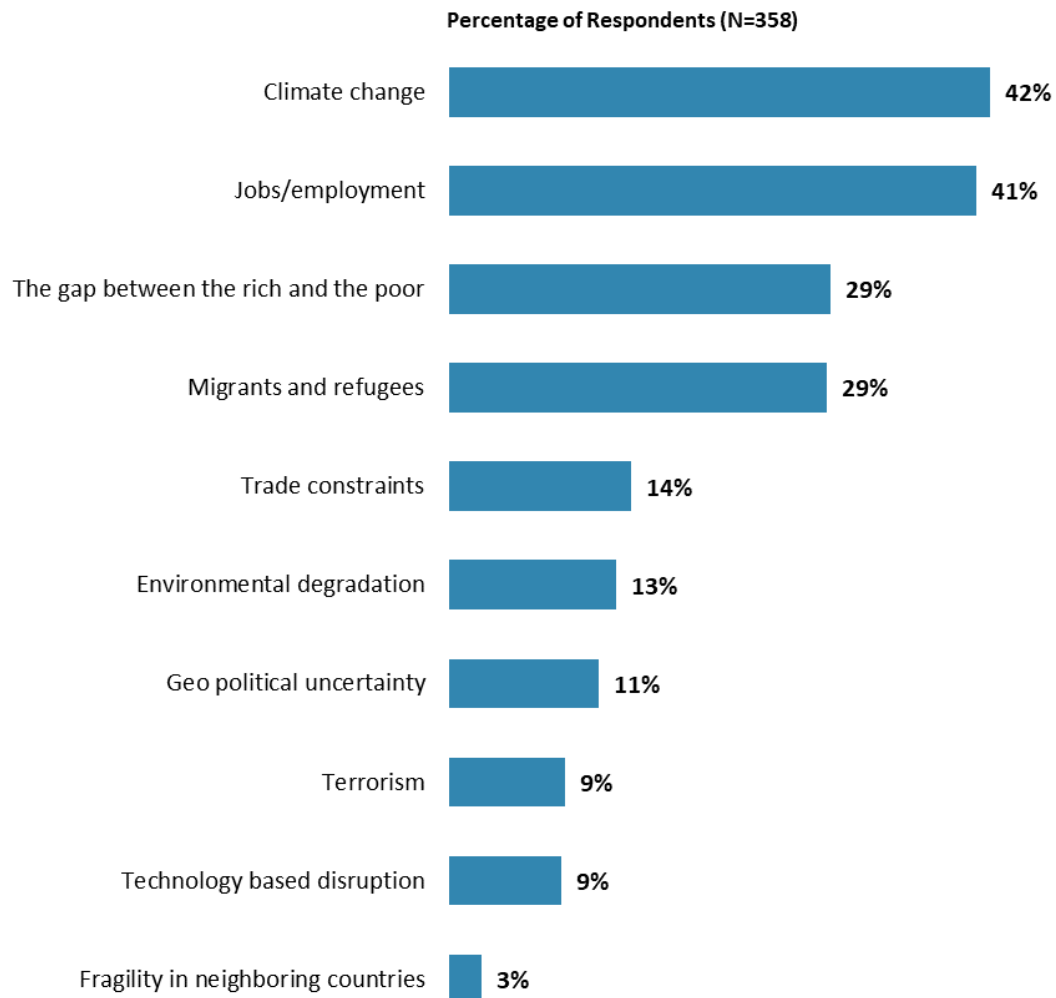


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bangladesh? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Bangladesh (continued)

The Impact of Global Challenges on Bangladesh



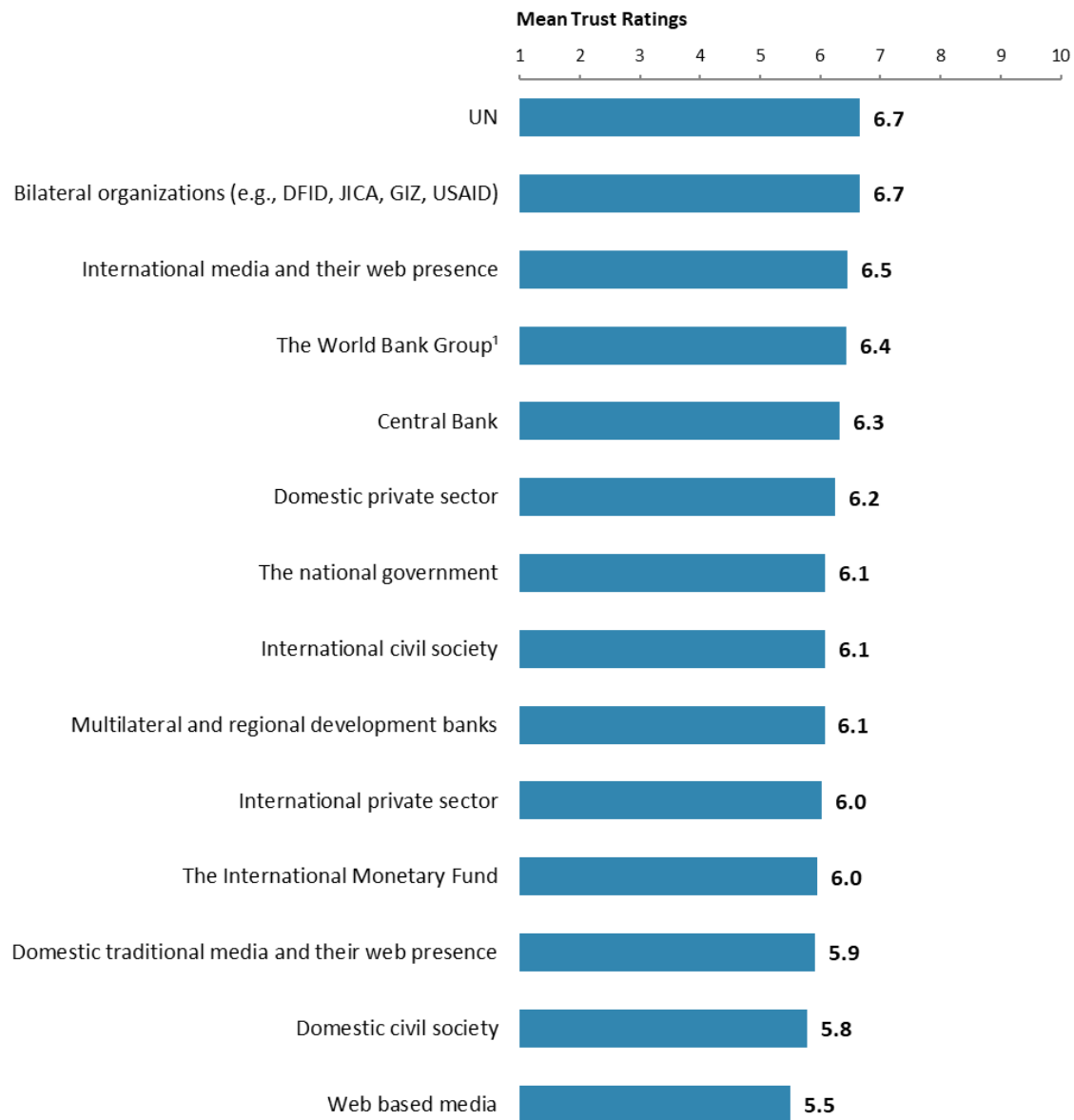
"Listed below are global challenges. Which do you think have the most serious impact on Bangladesh?
(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Bangladesh (continued)

Trust in Institutions



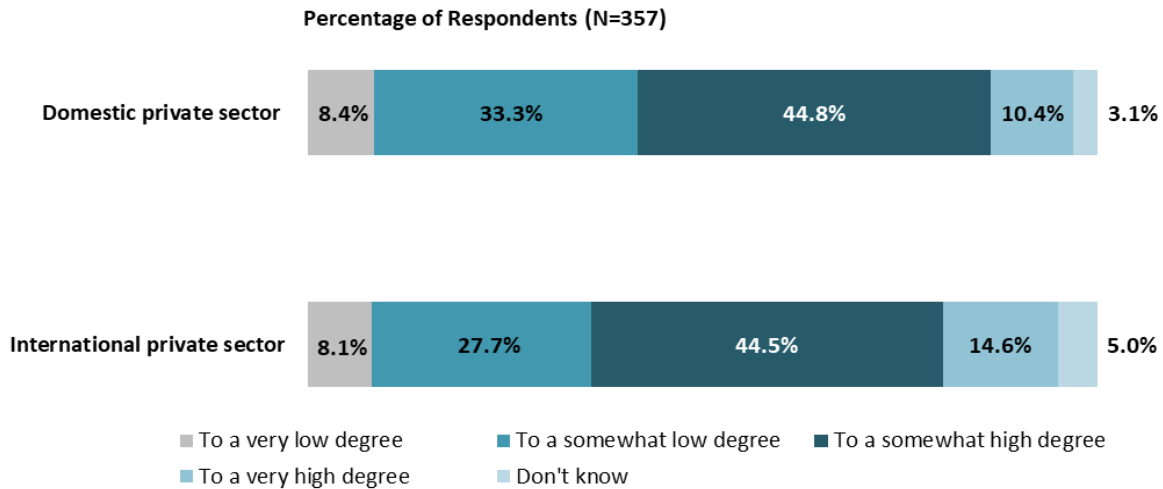
"To what extent do you trust each of the following groups to do what is right? "
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



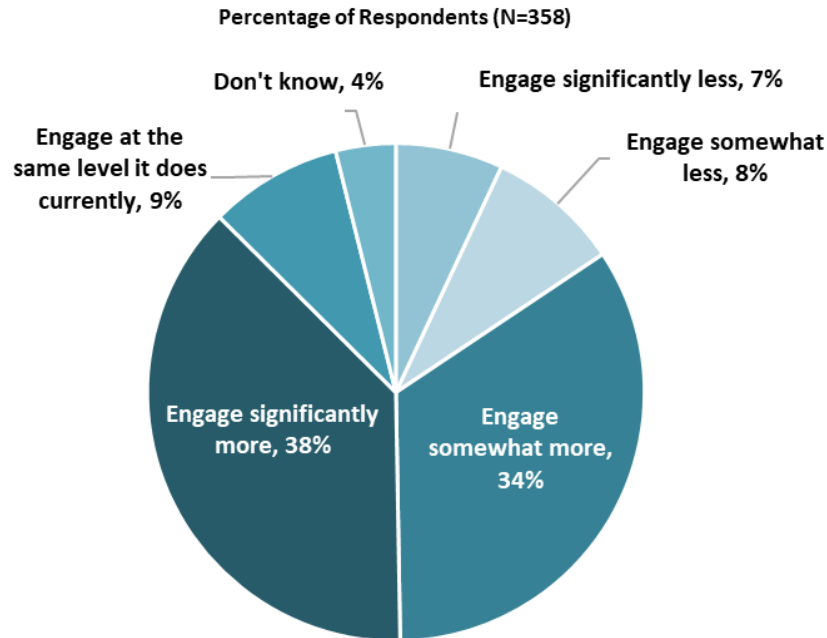
IV. General Issues Facing Bangladesh (continued)

Trust in the Private Sector



"To what extent do you trust _____ to engage in public service delivery in Bangladesh?"
(Respondents chose from a list.)

Civil Society Engagement

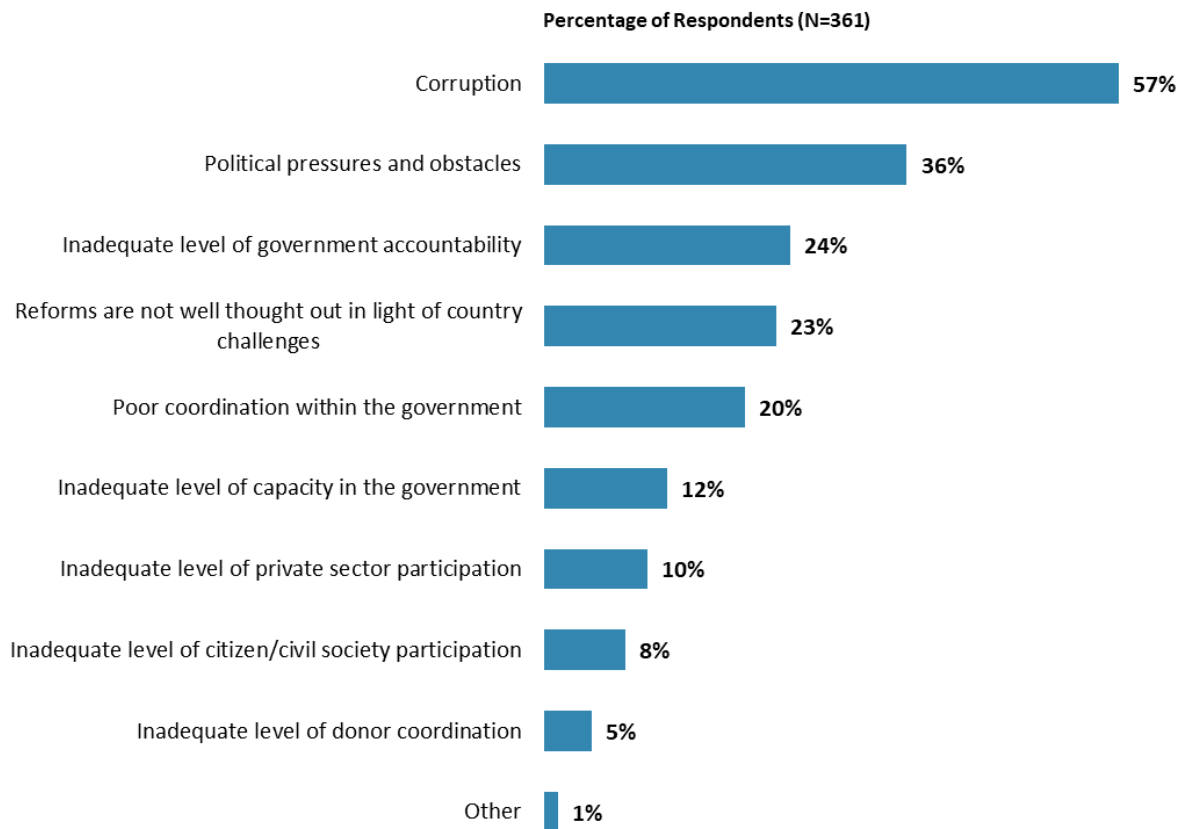


"When thinking about development efforts in Bangladesh, do you think that
civil society (e.g., NGOs, CBOs) should ... ?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributions for Slow/Failed Reform Efforts

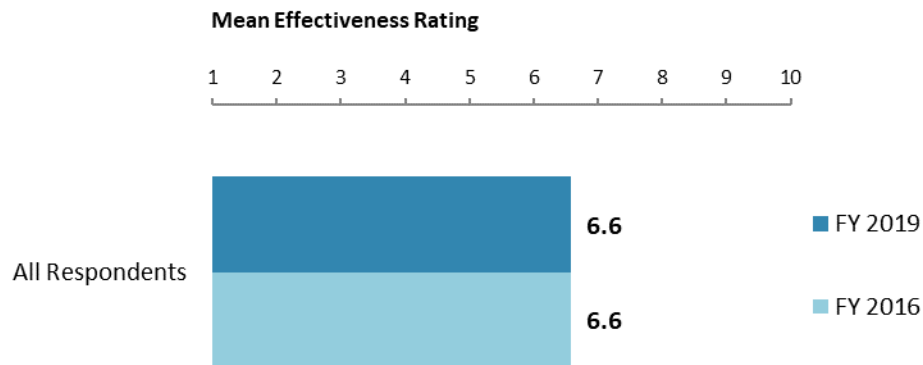


"When economic and/or social reform efforts fail or are slow to take place in Bangladesh, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



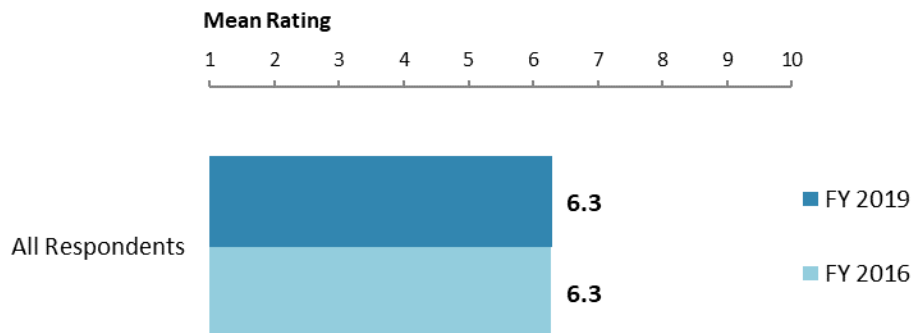
V. Overall Attitudes toward the World Bank Group (continued)

The World Bank Group's Overall Effectiveness³ (*Indicator Question*)



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

Achieving Development Results (*Indicator Question*)



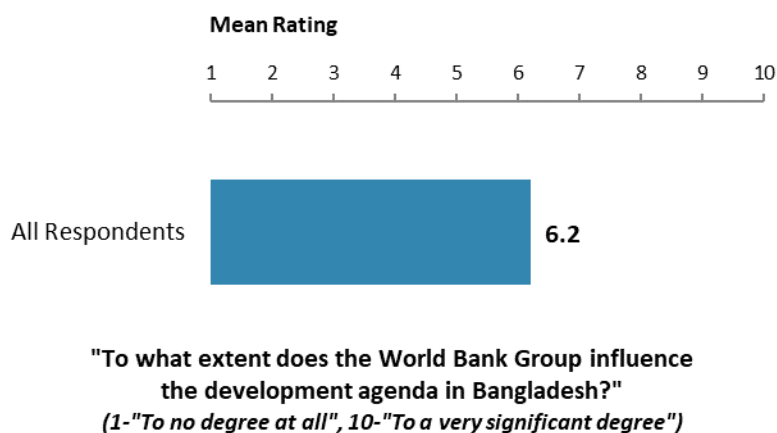
"To what extent does the World Bank Group's work help to achieve development results in Bangladesh?"
(1-"To no degree at all", 10-"To a very significant degree")

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

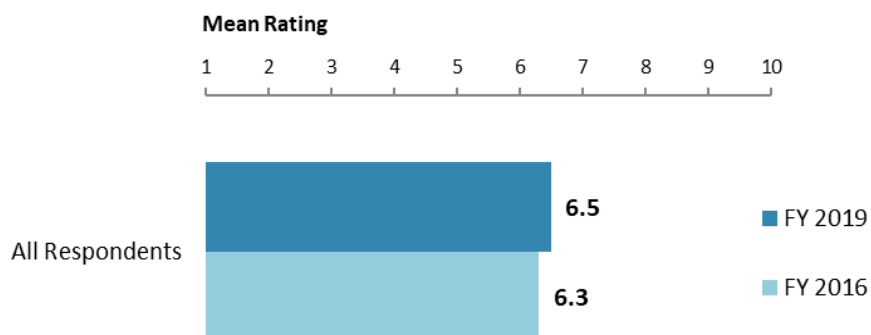


V. Overall Attitudes toward the World Bank Group (continued)

Influence on Bangladesh's Development Agenda (*Indicator Question*)



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 Bangladesh solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

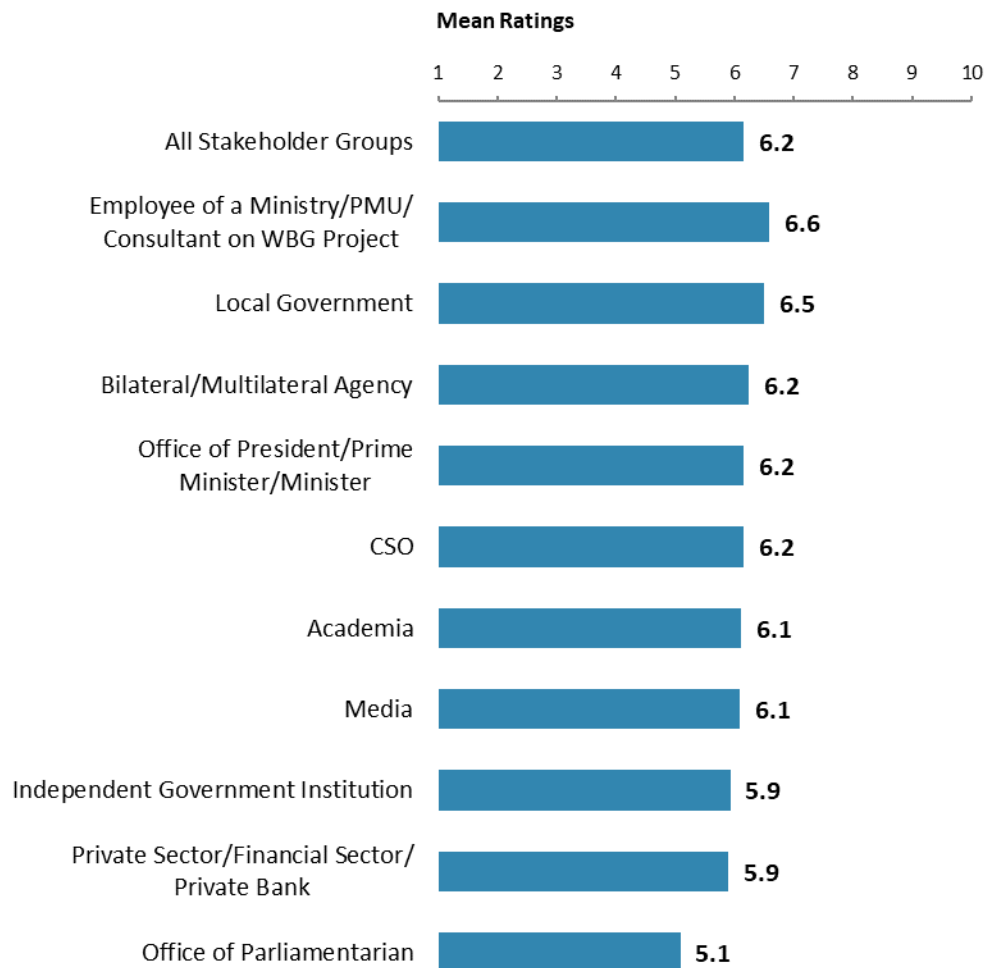
⁴ Means presented in this chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 95).



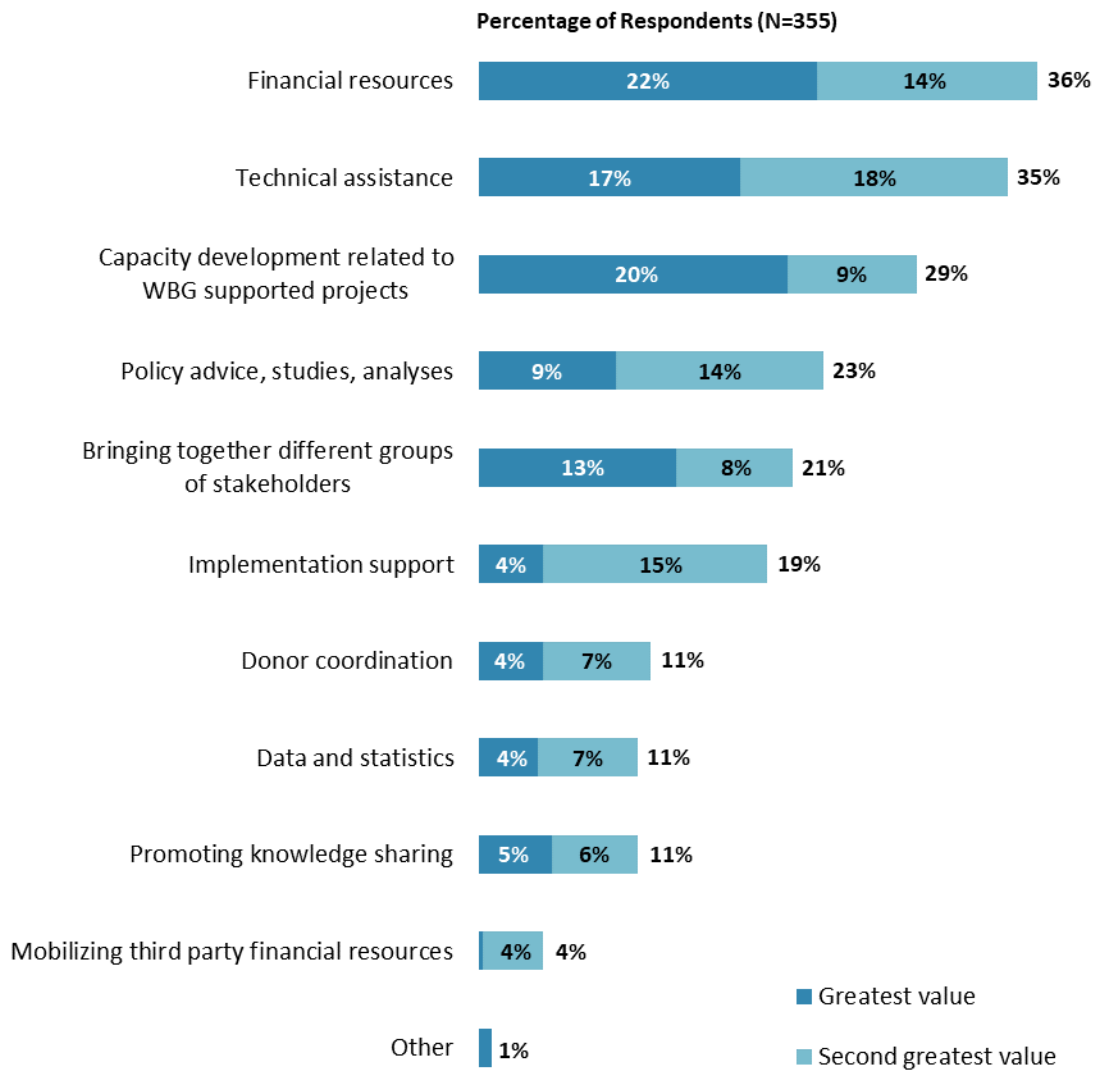
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Bangladesh were its "*policy advice, studies, analyses*" (36%), "*financial resources: investment lending*" (30%), and "*capacity development*" (28%).



"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 Bangladesh?"

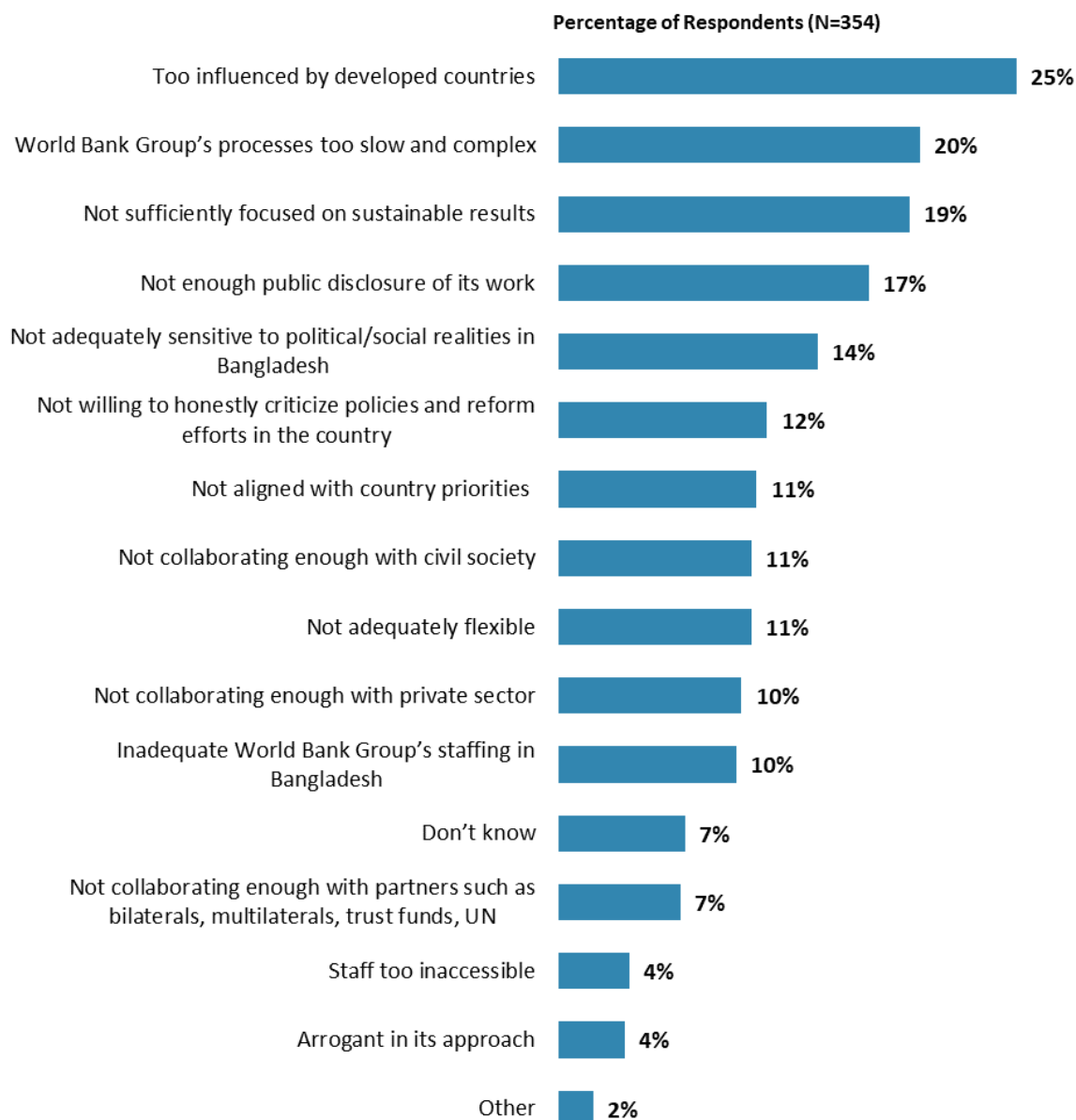
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Bangladesh was being "*too influenced by developed countries*" (49%).

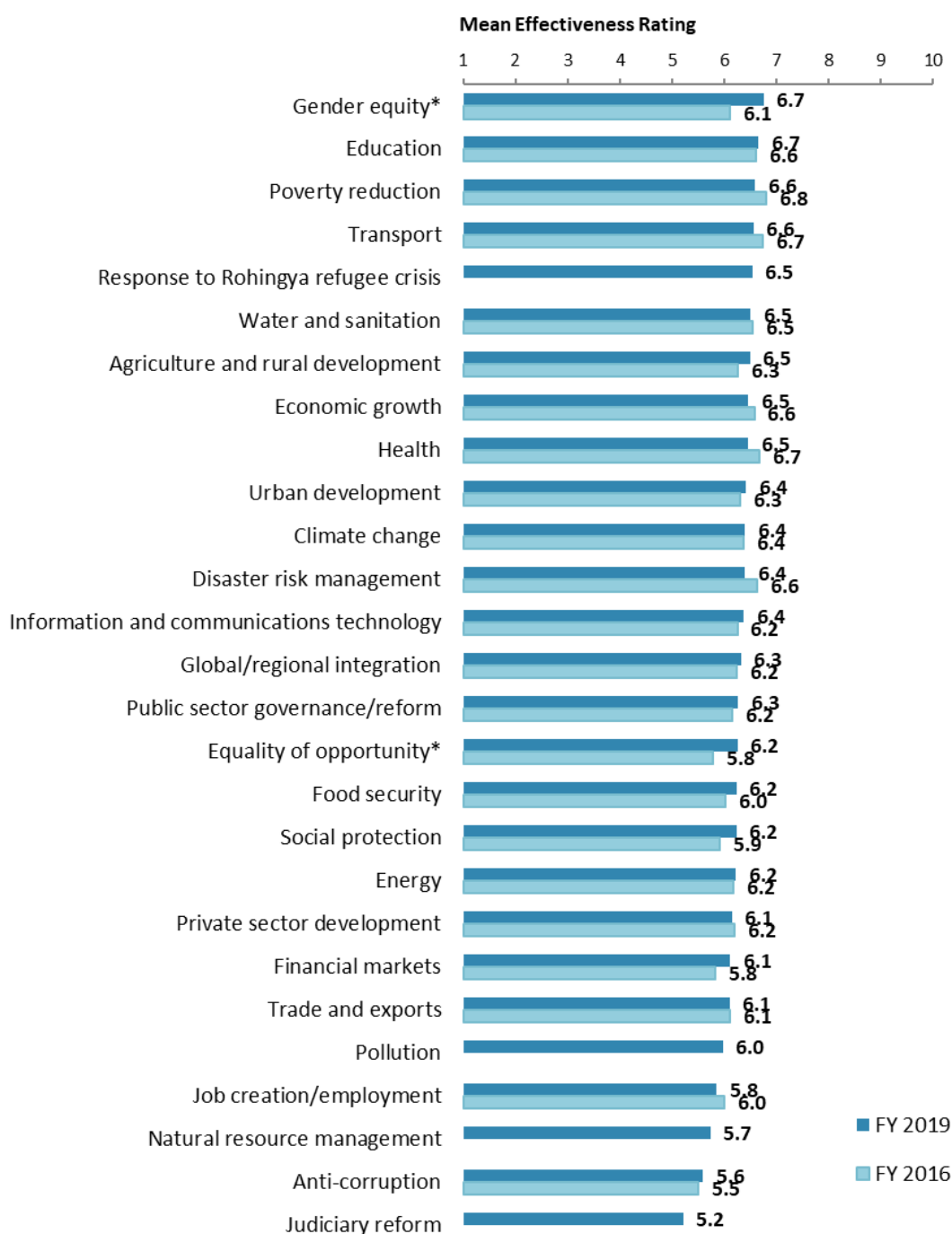


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



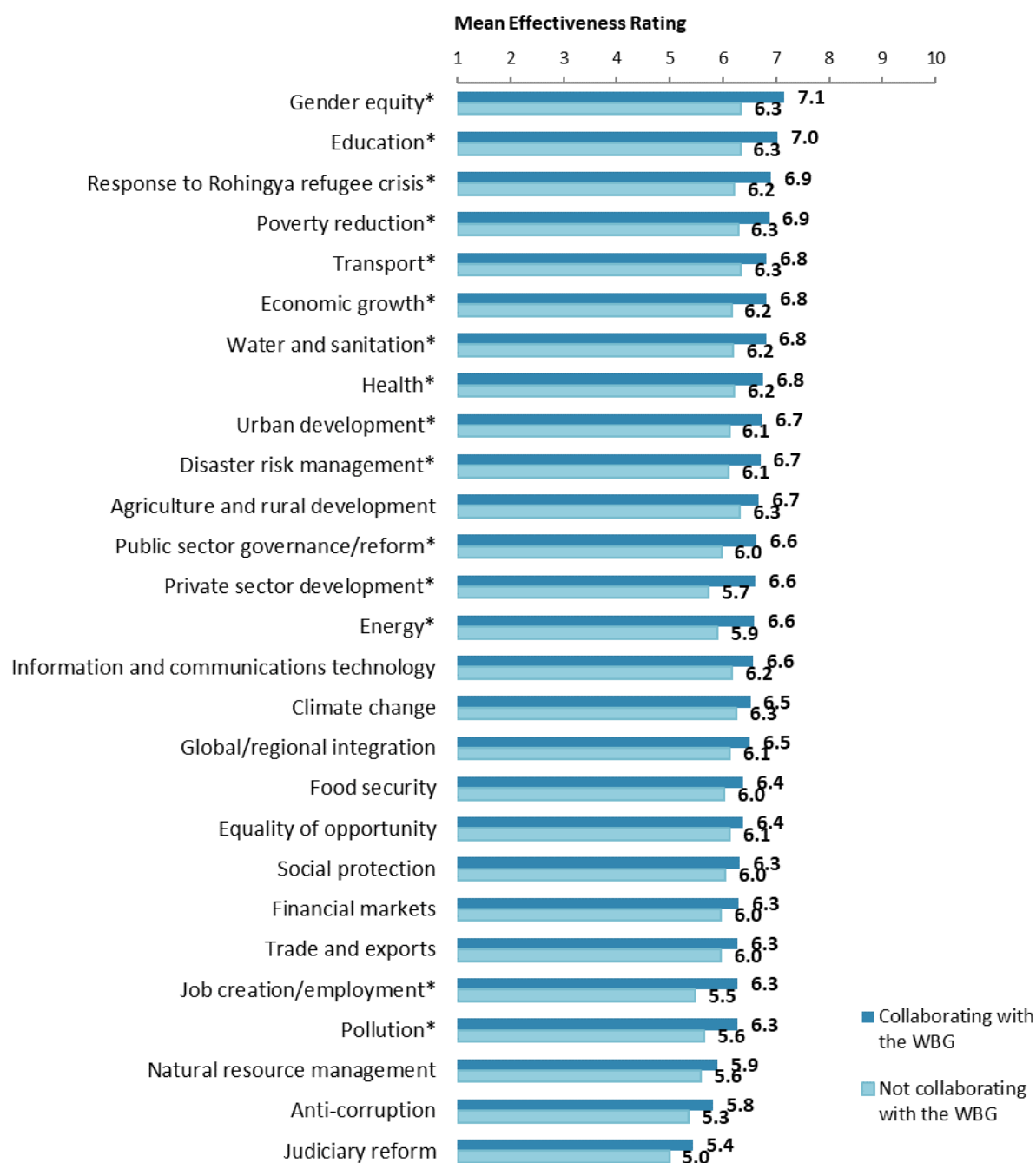
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2019 and FY 2016)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



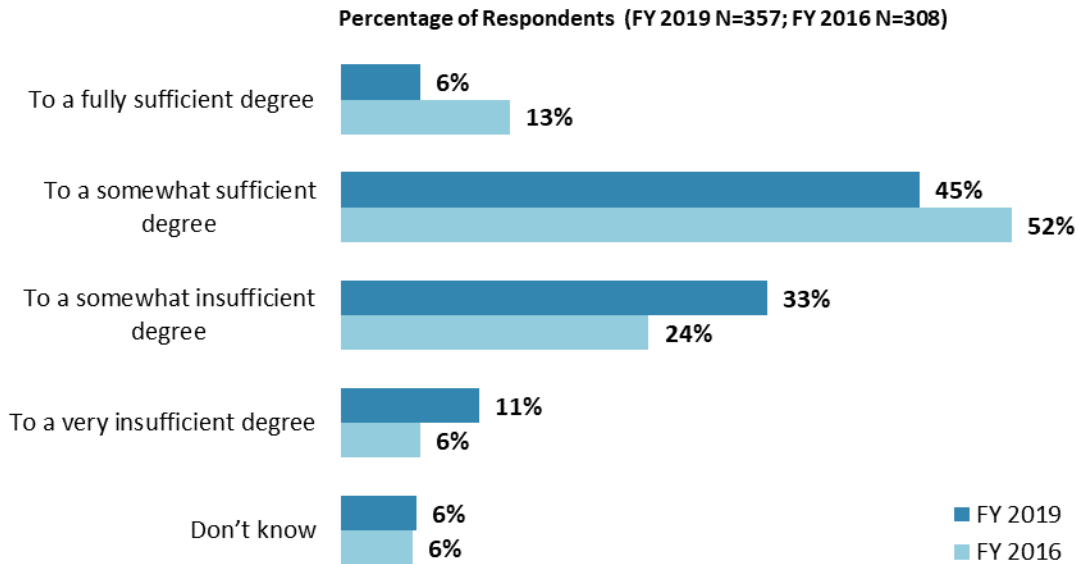
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



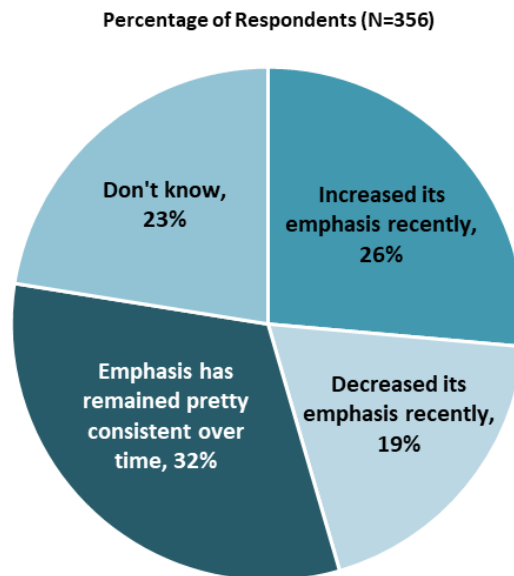
VI. Sectoral Effectiveness (continued)

Helping the Poorest⁷



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

The WBG's Human Capital Investment



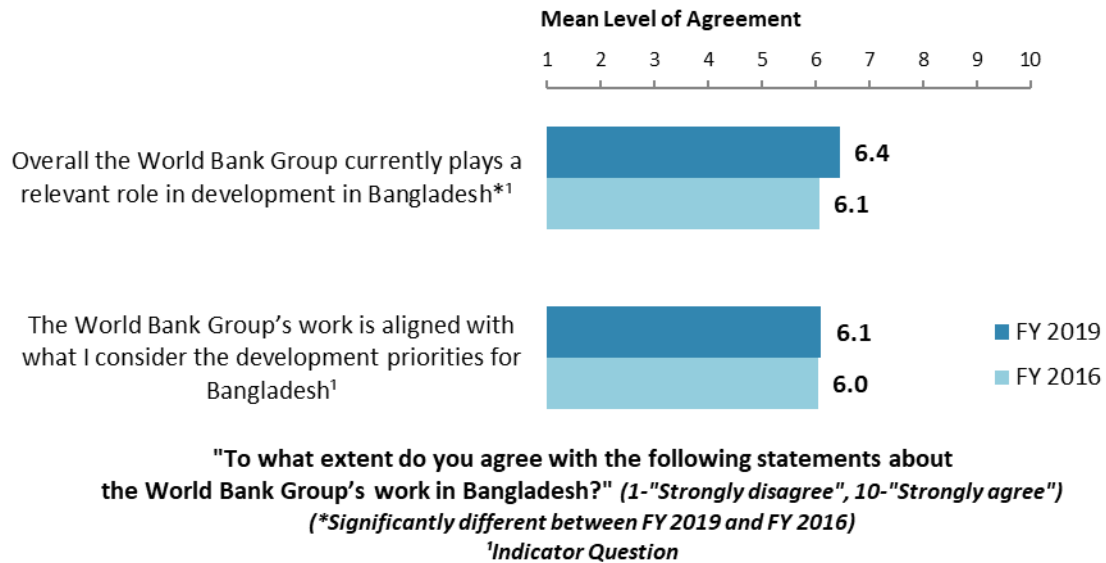
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁷ Percentages presented in the chart were calculated based on weighted data.

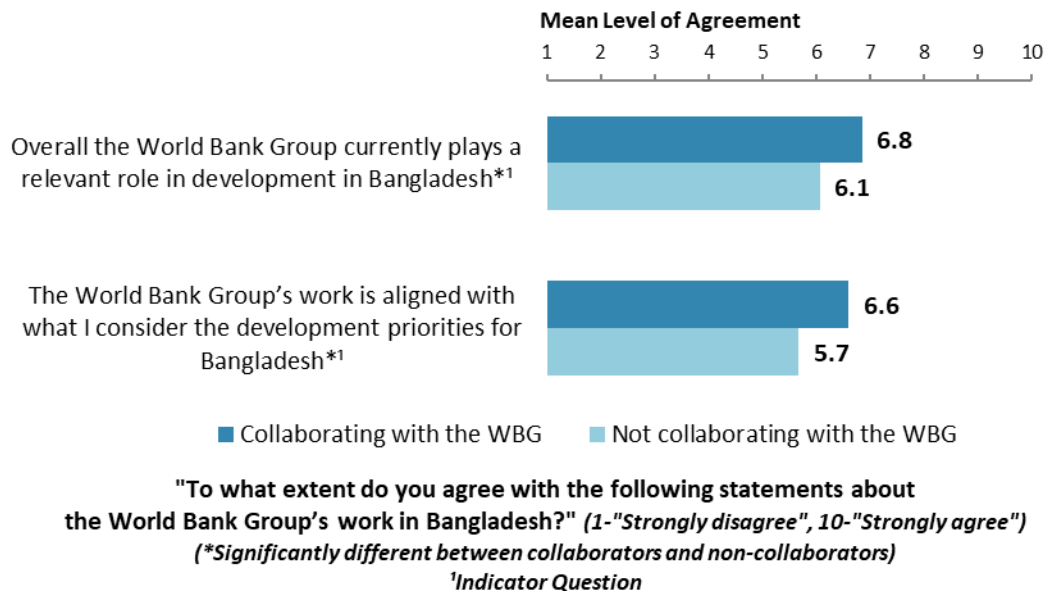


VII. How the World Bank Group Operates

The World Bank Group's Work in Bangladesh: Year Comparison⁸



The World Bank Group's Work in Bangladesh: Collaboration

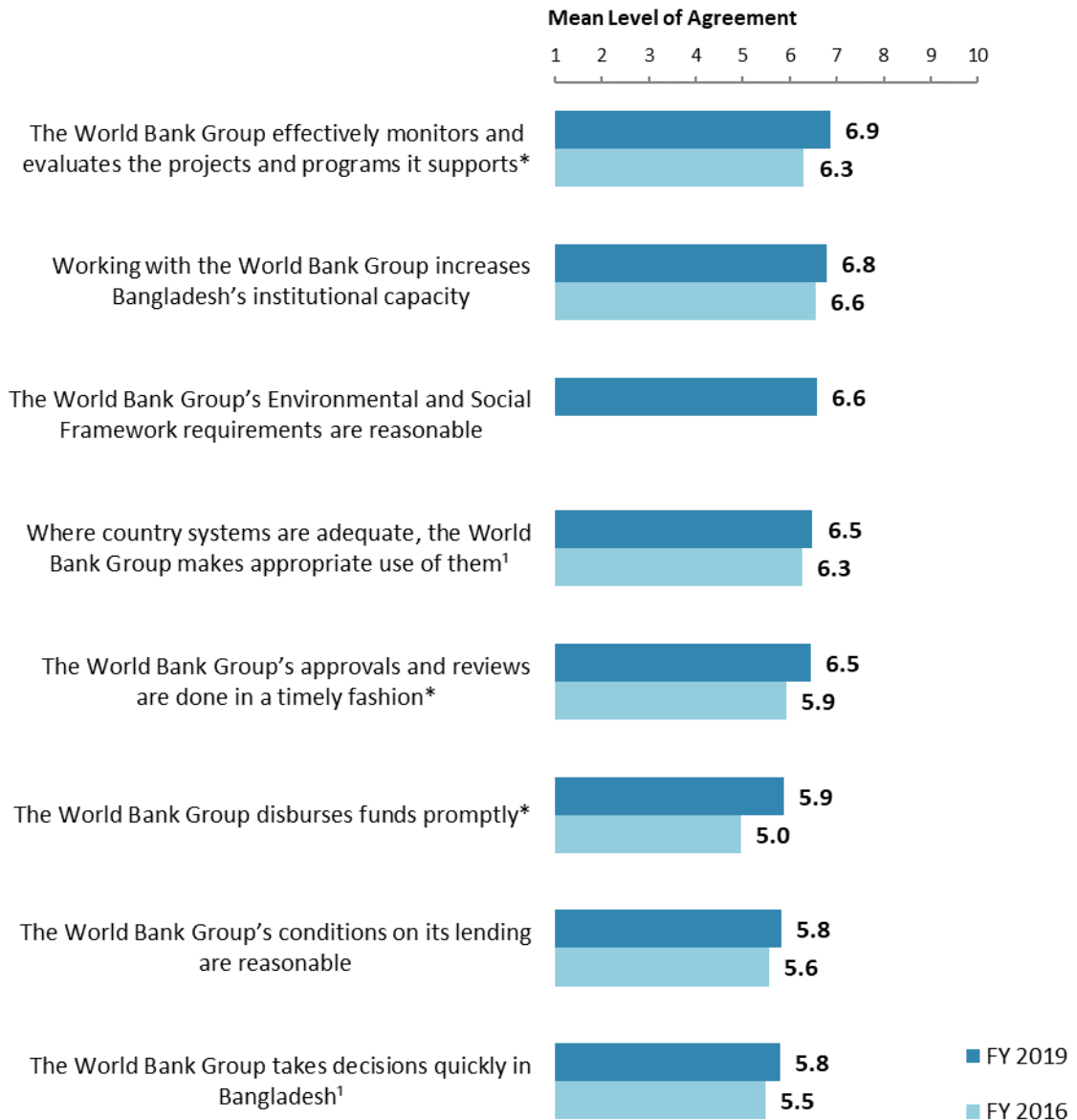


⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



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

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

(*Significantly different between FY 2019 and FY 2016)

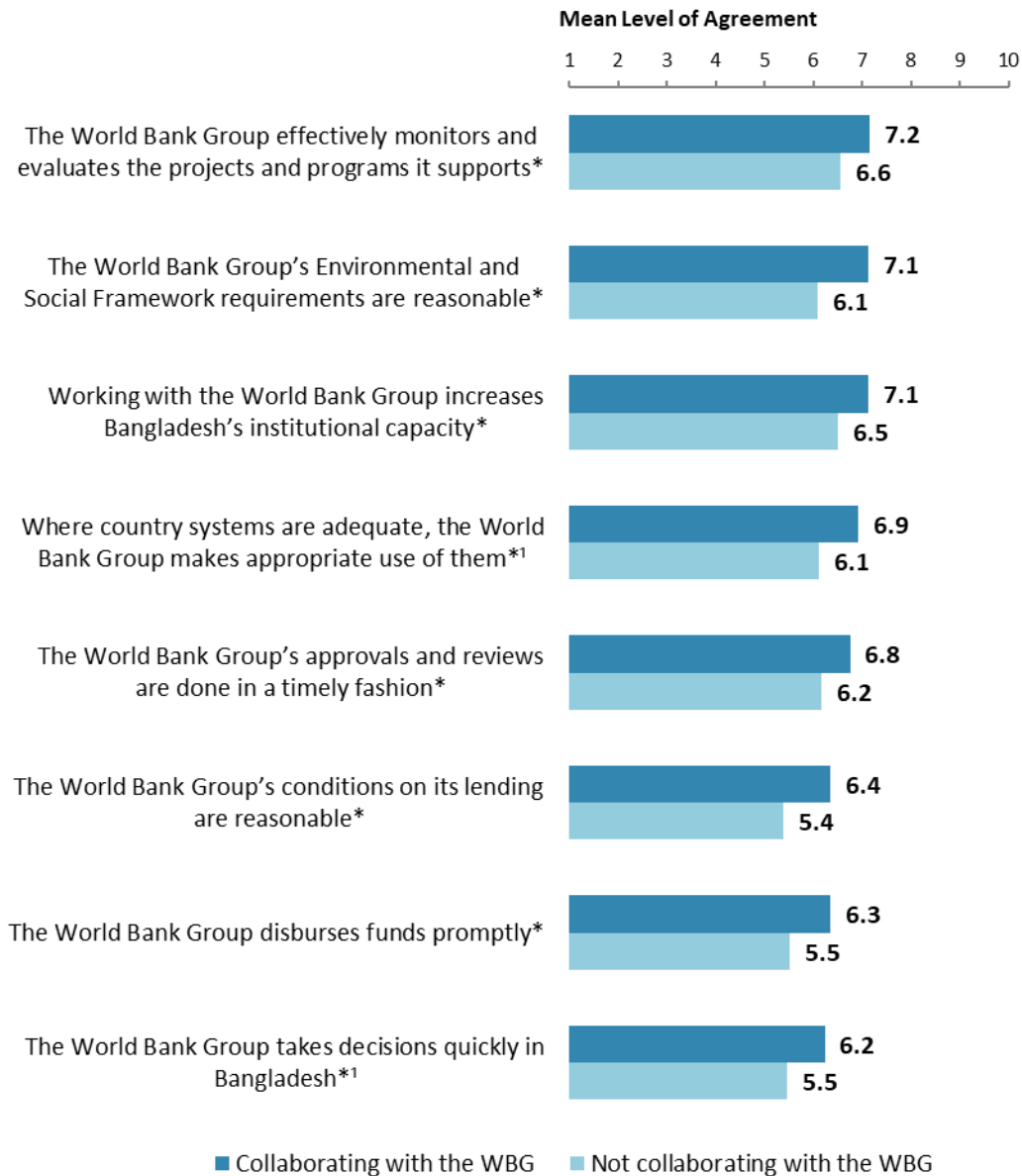
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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

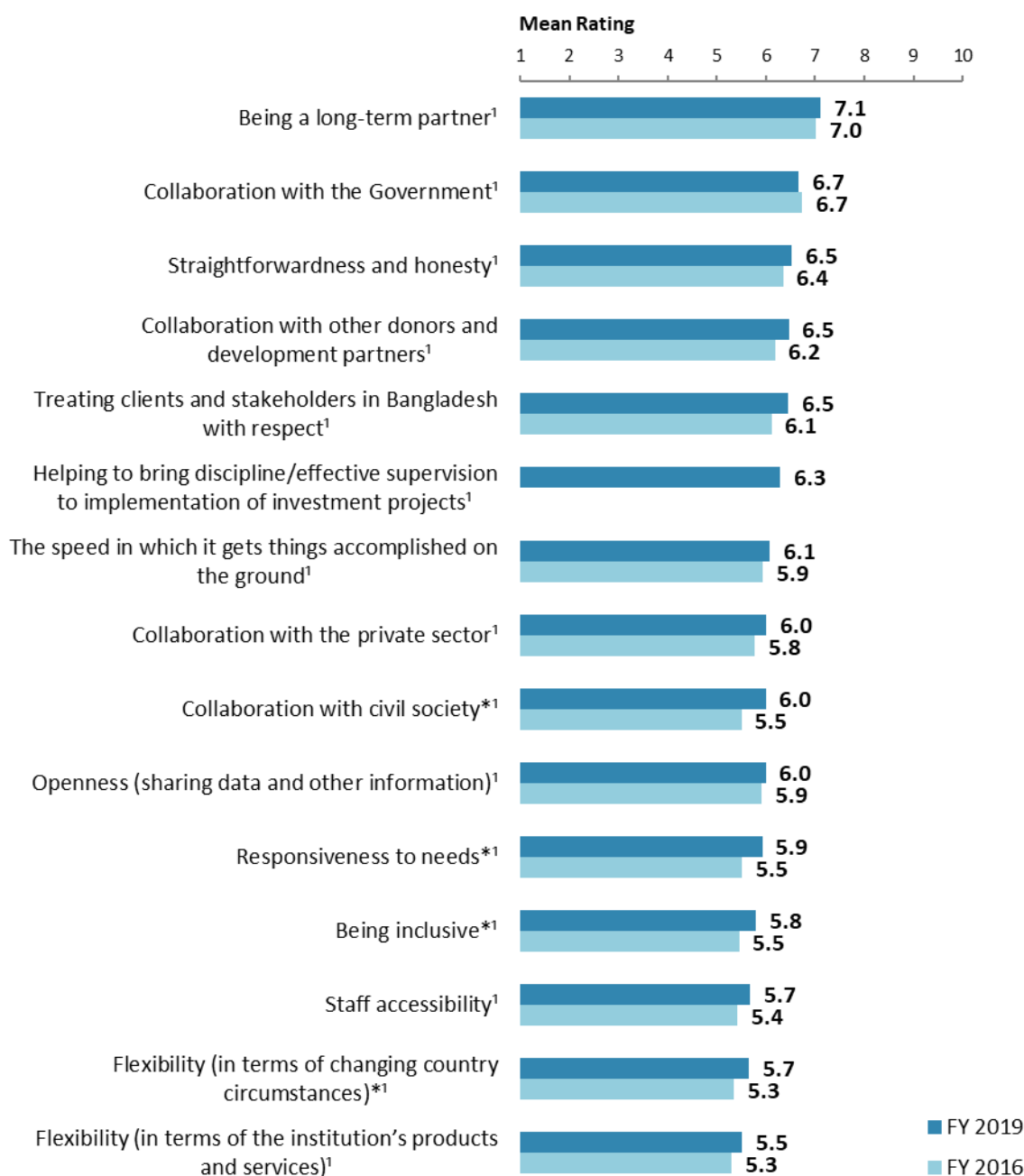
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



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

*(*Significantly different between FY 2019 and FY 2016)*

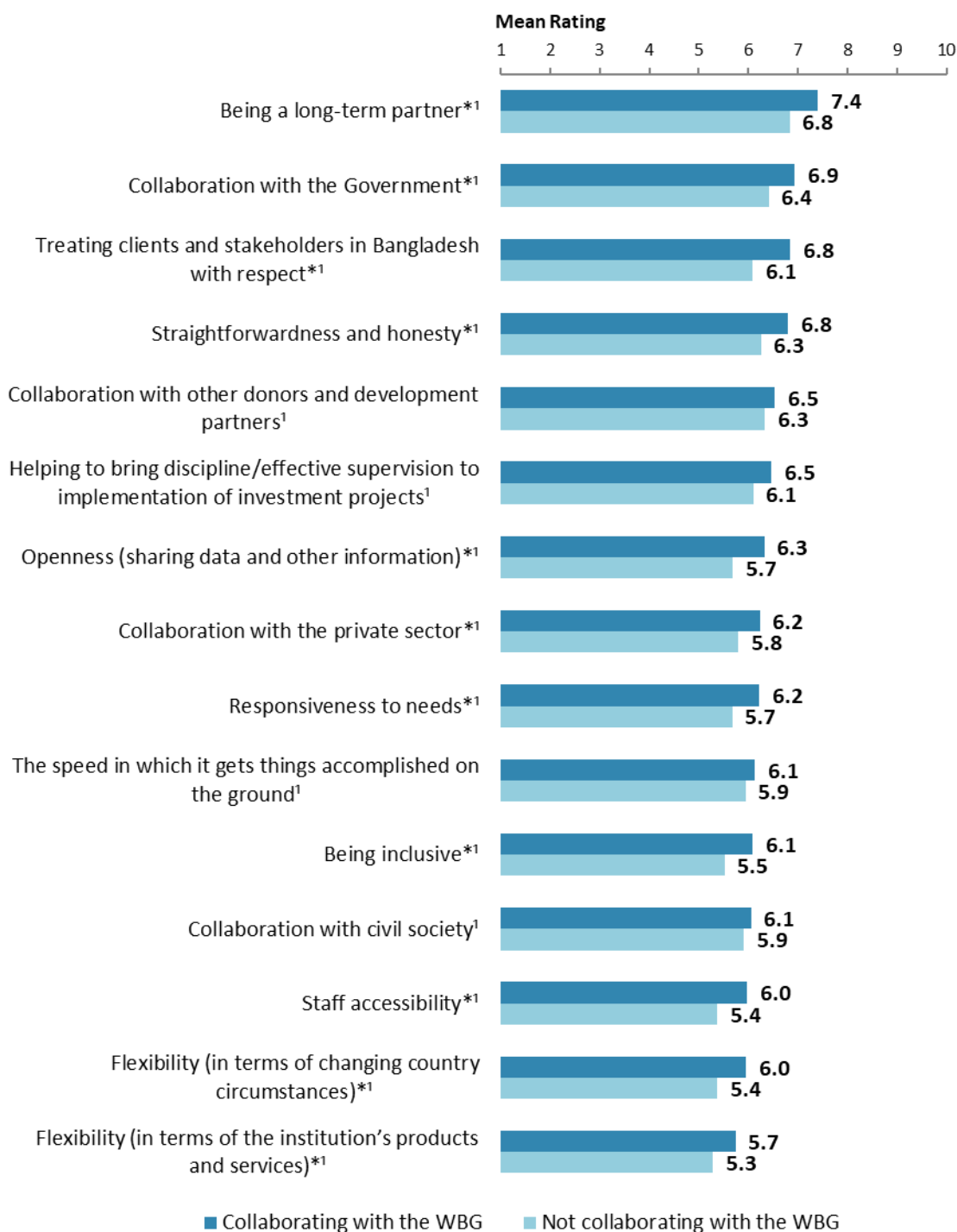
¹Indicator Question

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

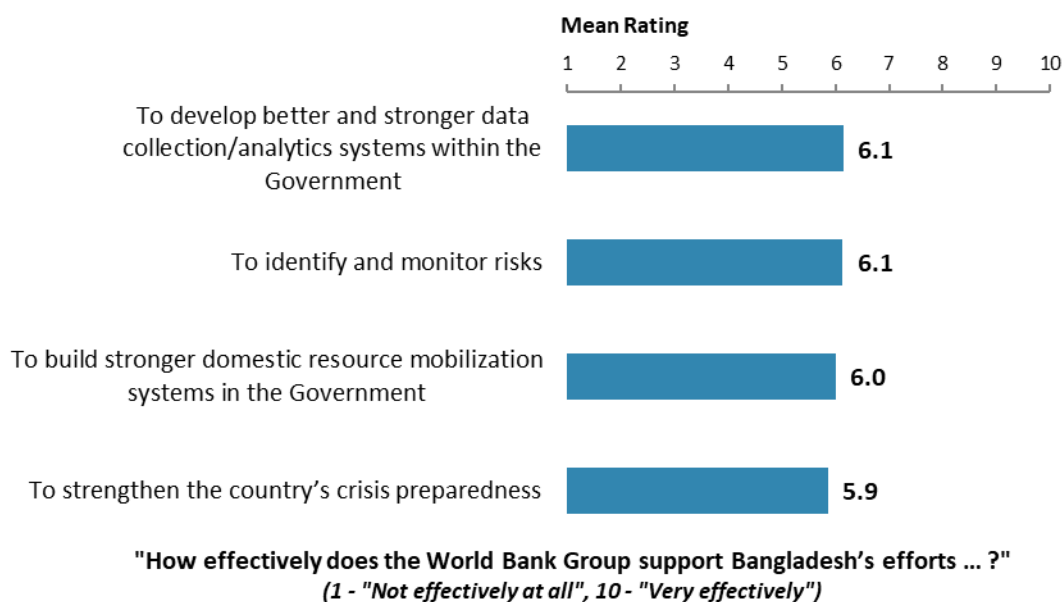
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question

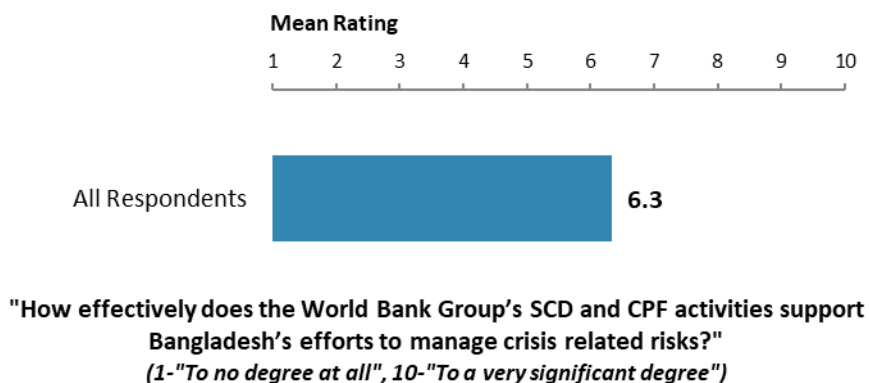


VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support



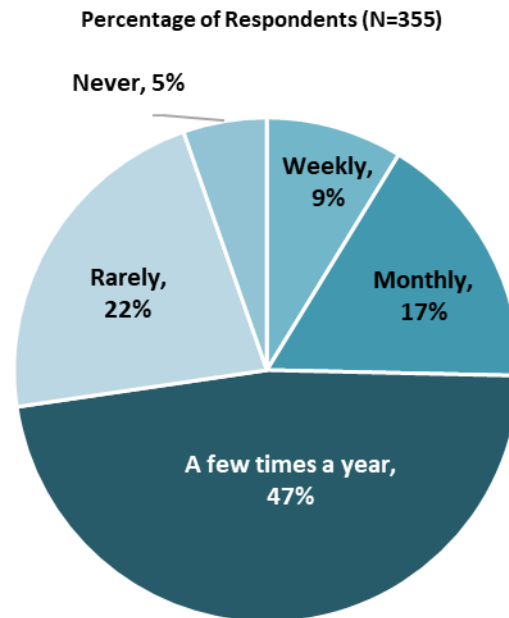
Effectiveness of WBG's Support for Management of Crisis Related Risks





VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

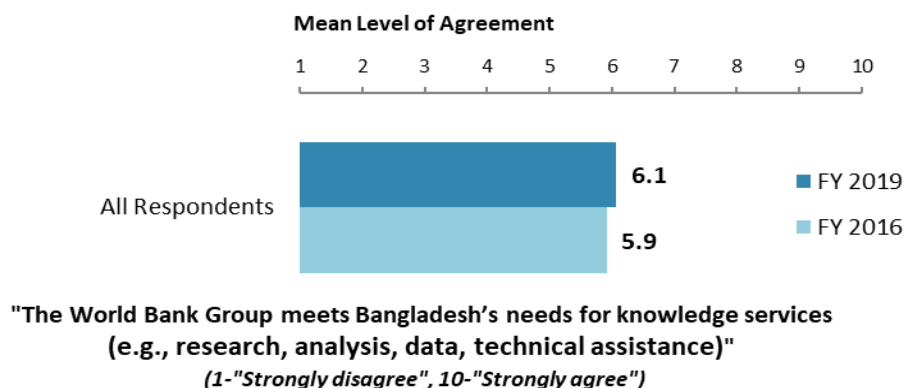


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

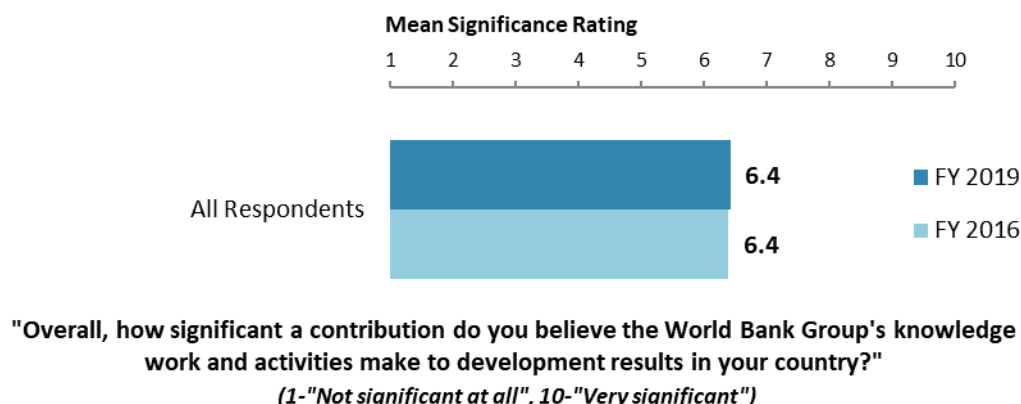


VIII. World Bank Group's Knowledge and Instruments (continued)

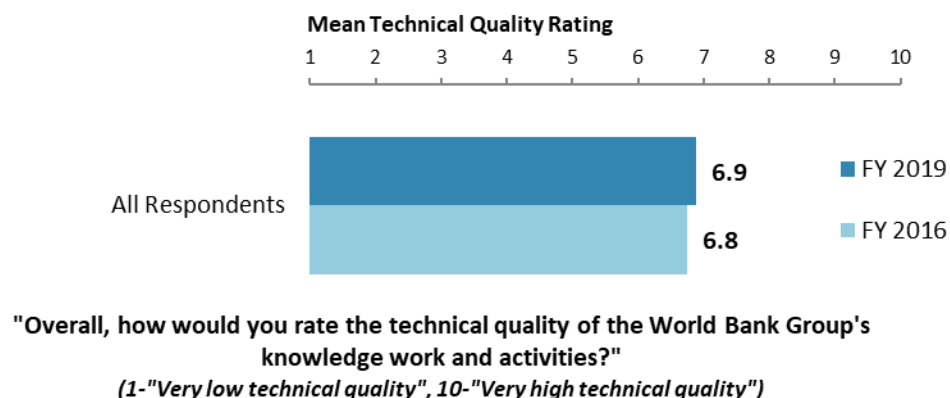
Meeting Bangladesh's Knowledge Needs¹¹ (*Indicator Question*)



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



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

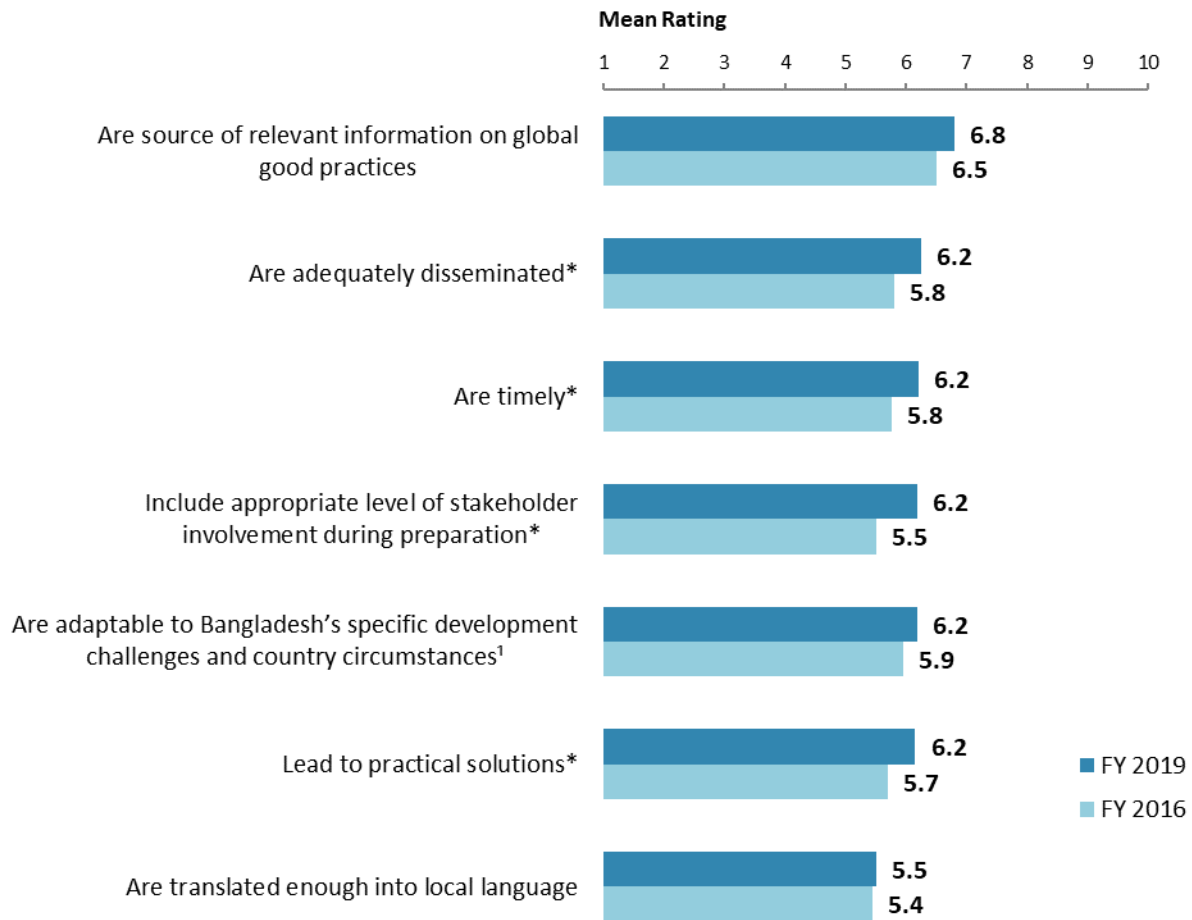


¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²



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

(*Significantly different between FY 2019 and FY 2016)

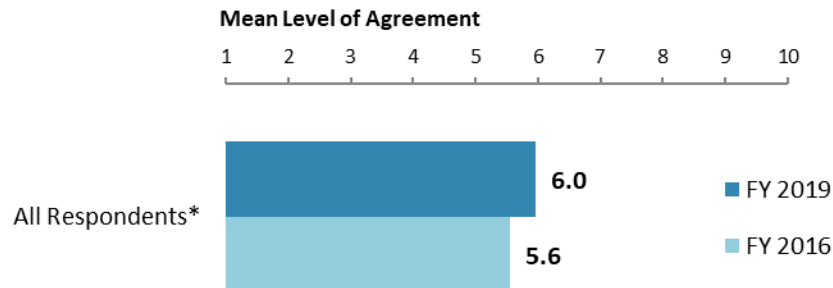
¹Indicator Question

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



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

Meeting Bangladesh's Needs for Financial Instruments¹³ (Indicator Question)

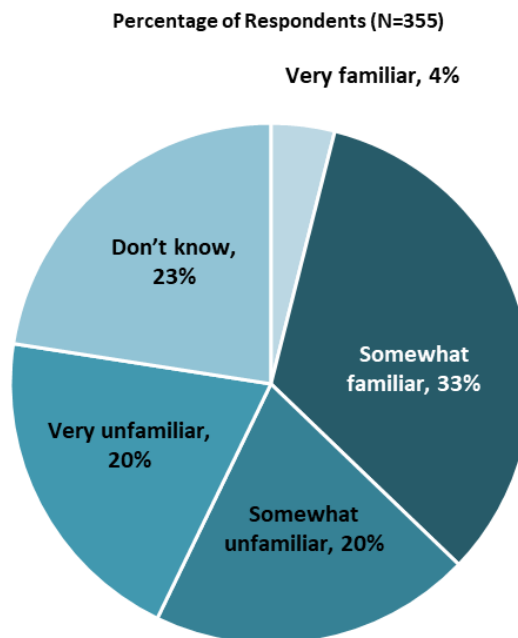


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Bangladesh"

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

(*Significantly different between FY 2019 and FY 2016)

Familiarity with WBG's New Financial Instruments



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

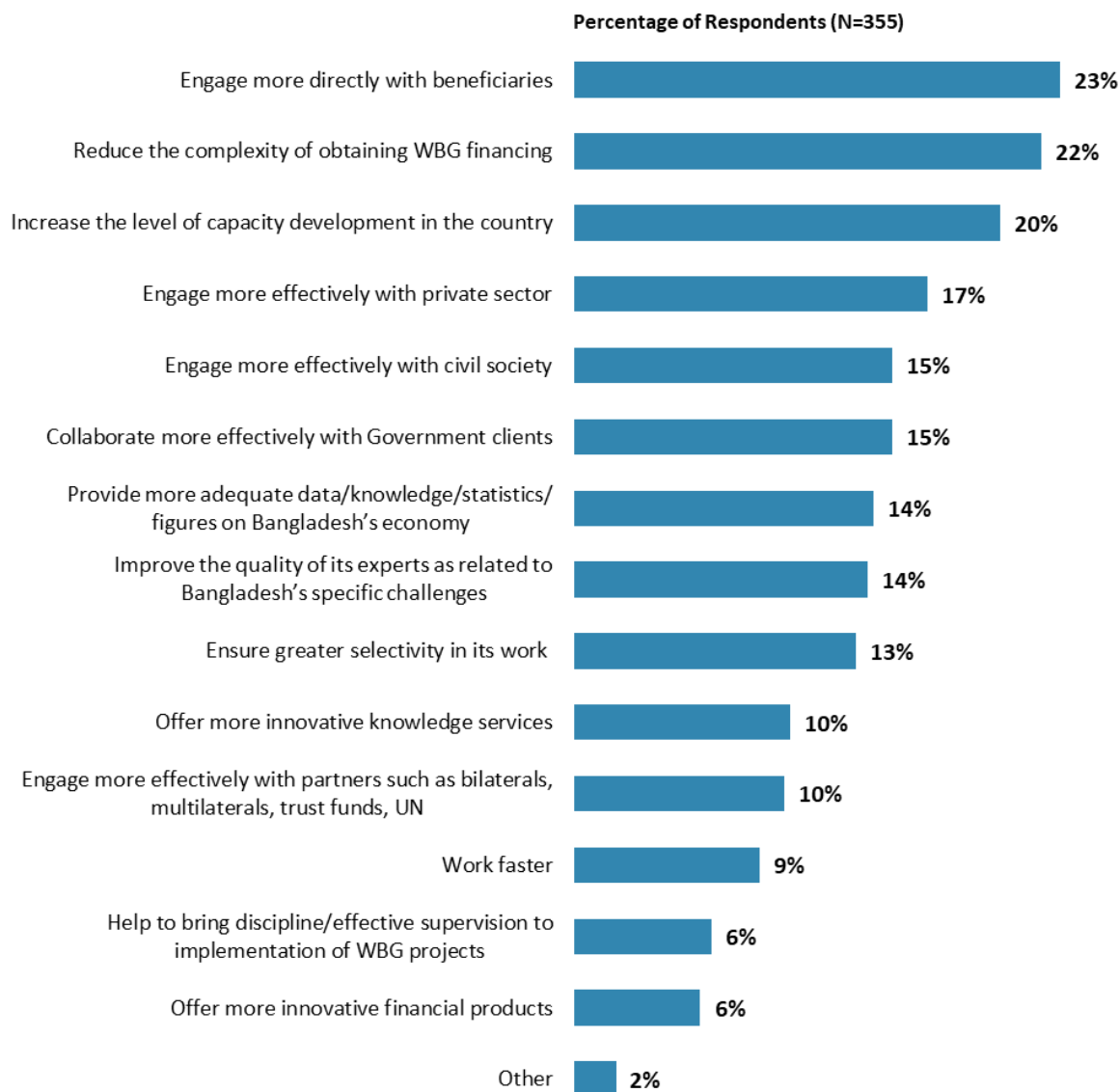
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the WBG in Bangladesh

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that, to make itself of greater value, the WBG should “*increase the level of capacity development in the country*” (27%), and “*reach out more to groups outside of Government*” (25%).



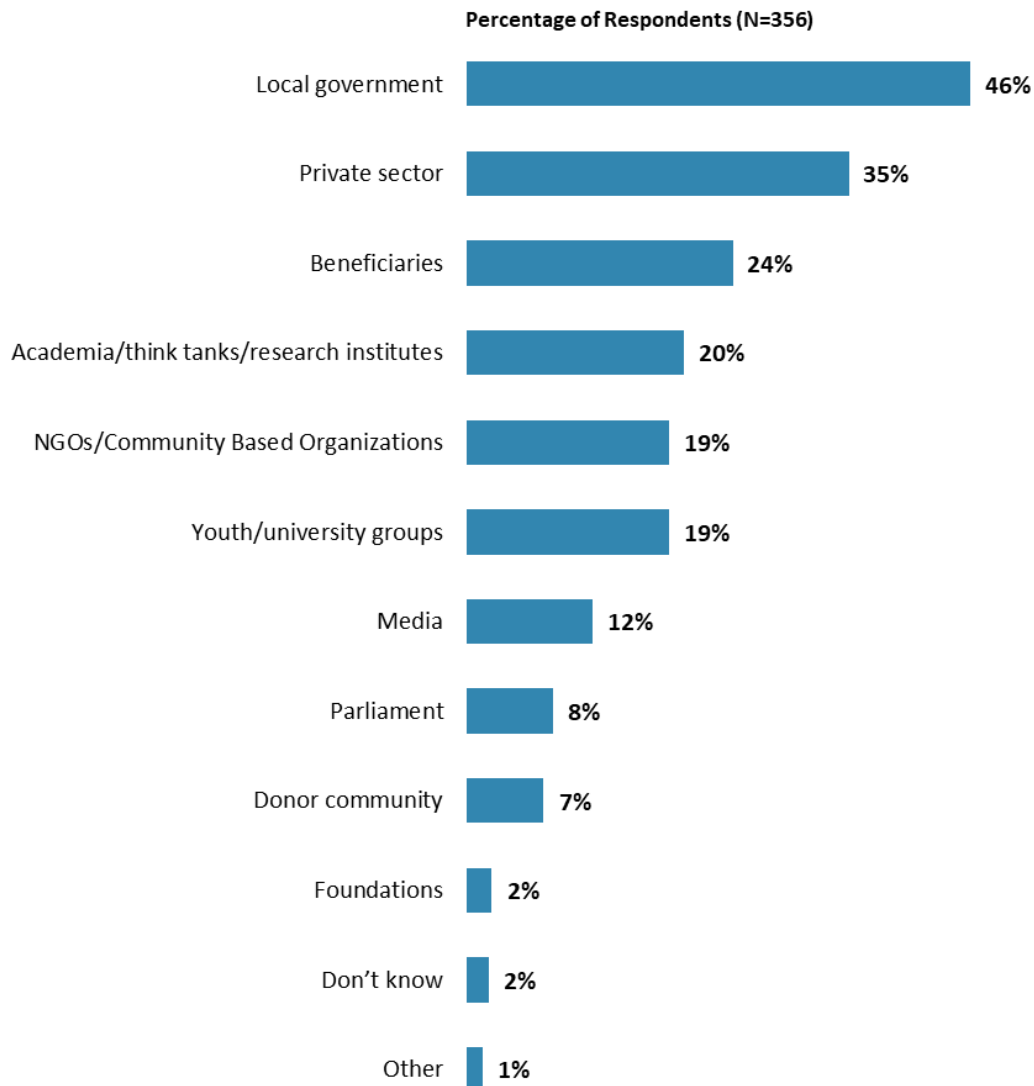
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bangladesh? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should work more with “*local government*” (43%), “*NGOs/community-based organizations*” (30%), “*academia/think tanks/research institutes*” (28%), and “*private sector*” (26%), to ensure better development results in Bangladesh.



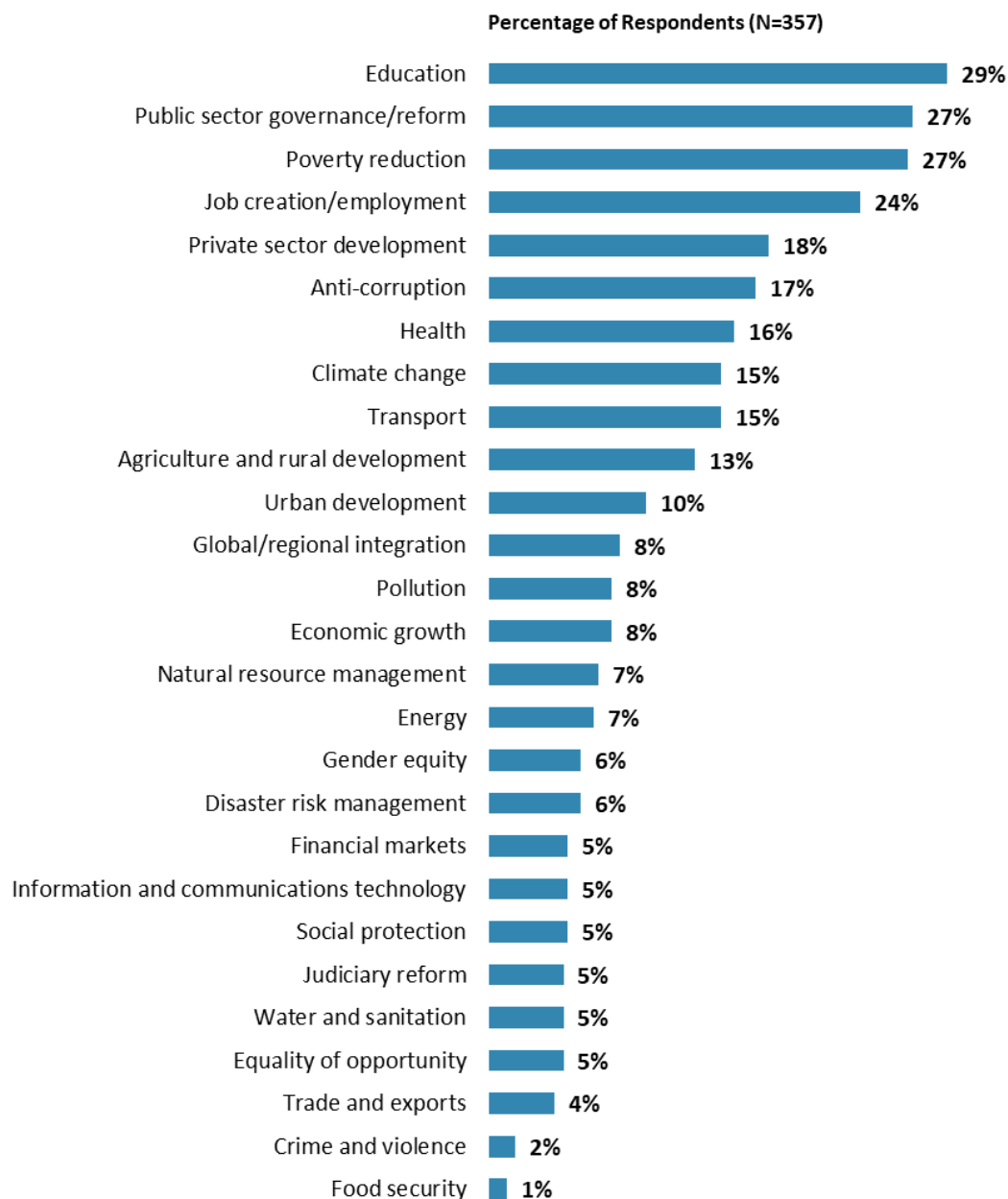
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*job creation/employment*” (33%), “*transport*” (28%), “*education and skill development*” (27%), and “*public sector governance/reform*” (26%).

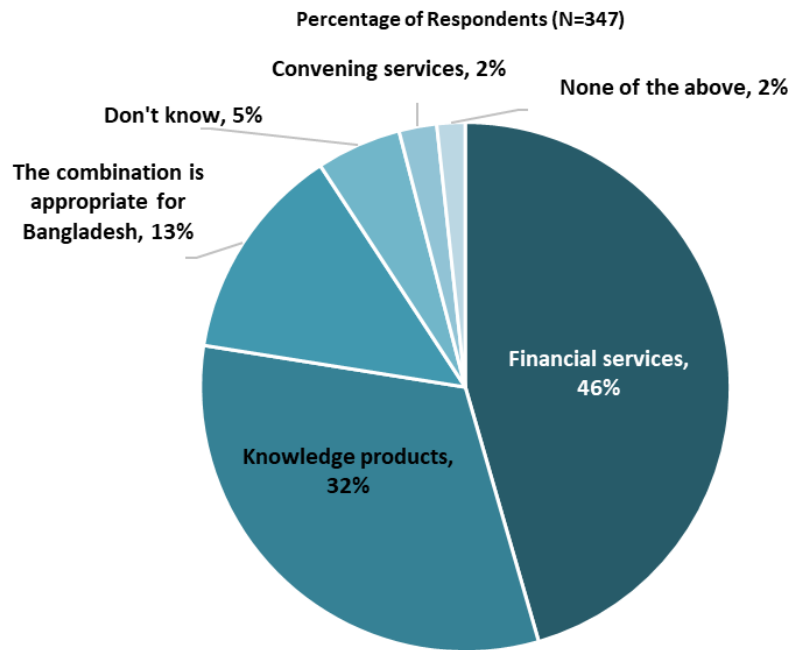


“When thinking about how the World Bank Group can have the most impact on development results in Bangladesh, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh? (Choose no more than THREE)”
(Respondents chose from a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



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

Future Combination of the WBG Services

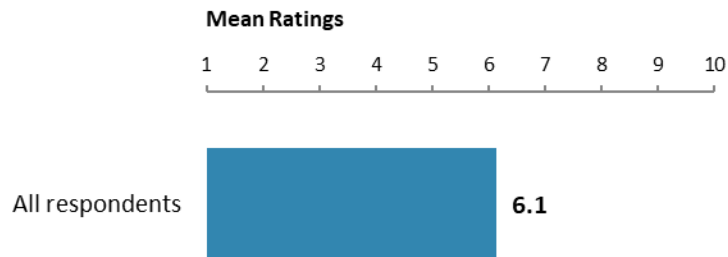


"When considering the combination of services that the World Bank Group offers in Bangladesh, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Bangladesh?" (Respondents chose from a list.)



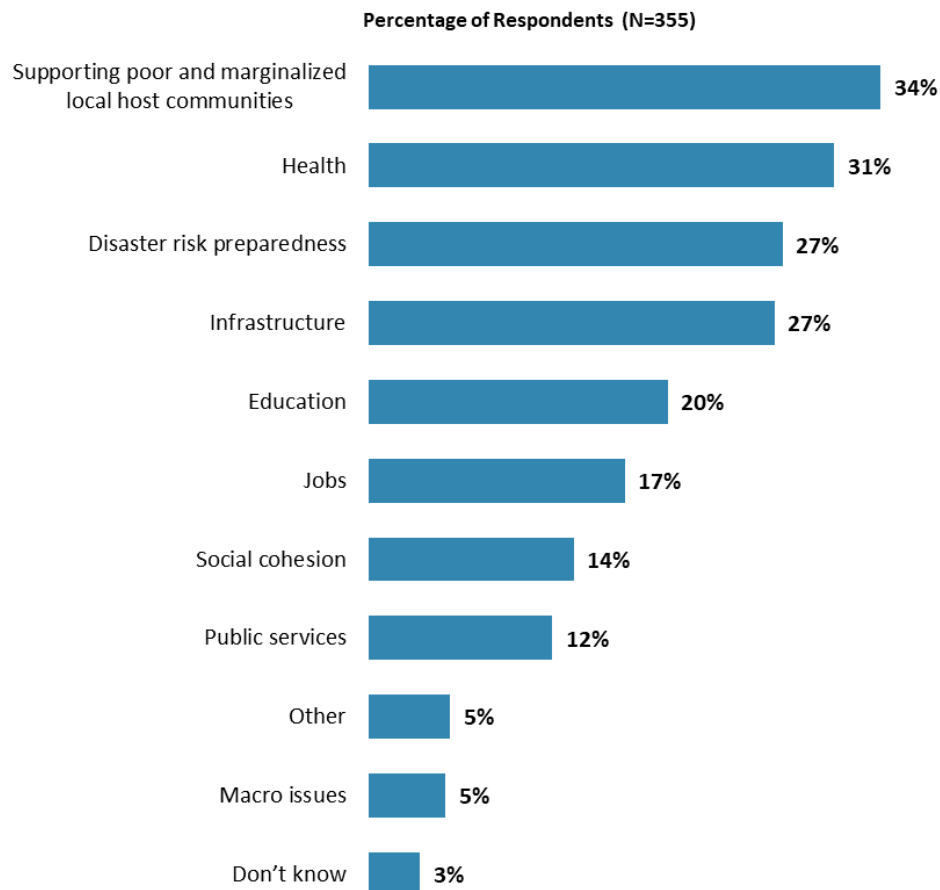
IX. The Future Role of the WBG in Bangladesh (continued)

Refugees: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Bangladesh?"
(1-"To no degree at all", 10-"To a very significant degree")

Refugees: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Bangladesh? (Choose no more than TWO)"
(Respondents chose from a list.)

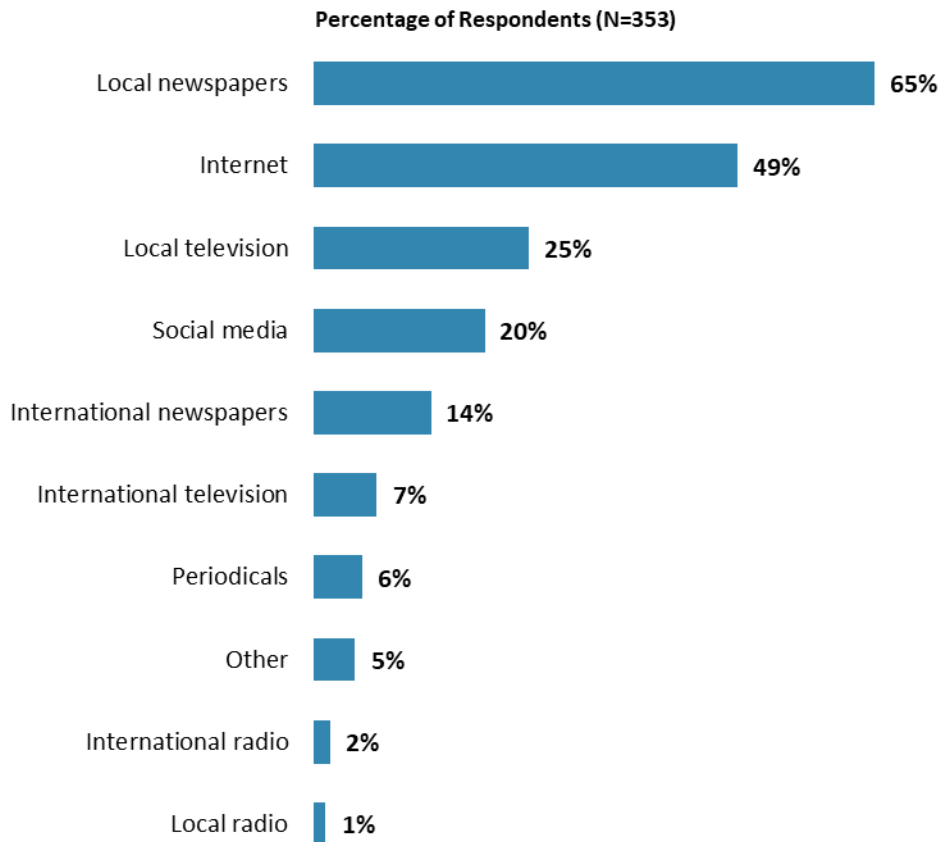


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Bangladesh from “local newspapers” (62%) and the “Internet” (44%).



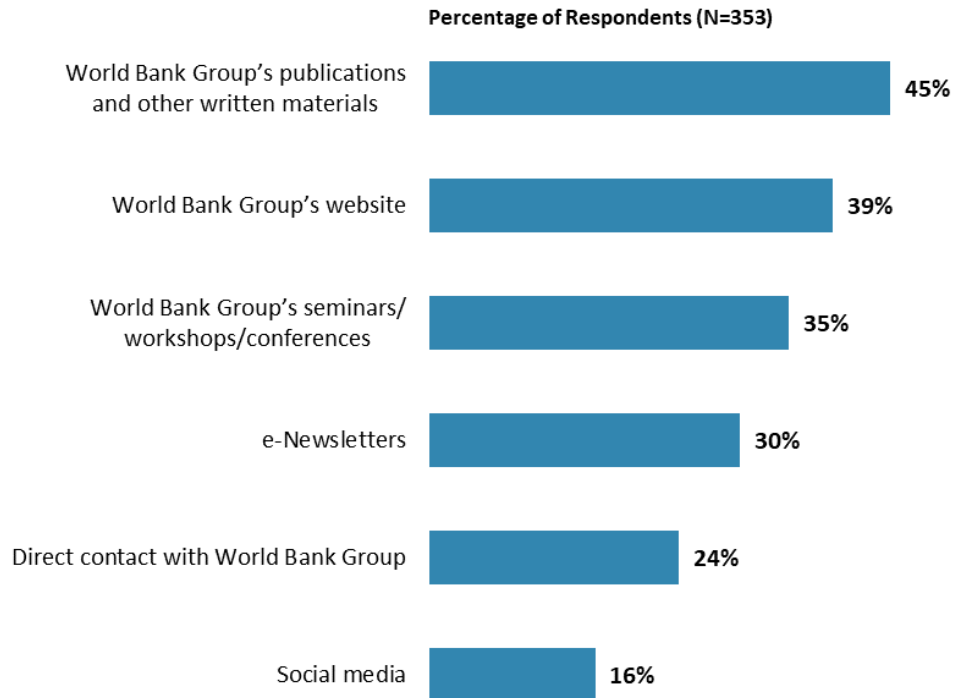
"How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “*WBG’s website*” (53%), “*WBG’s seminars/workshops/conferences*” (39%), and through “*WBG’s publications and other written materials*” (35%).

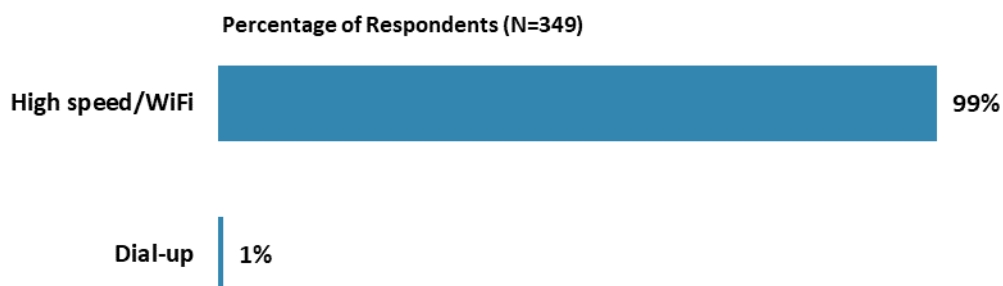


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



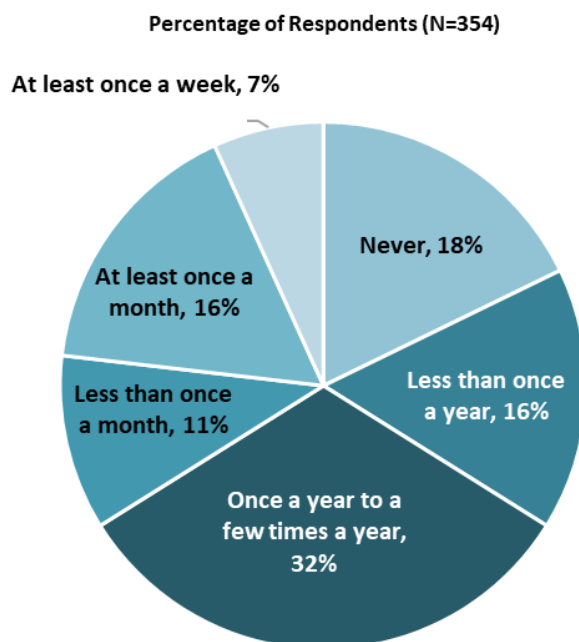
X. Communication and Outreach (continued)

Access to the Internet



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

WBG Interaction Frequency

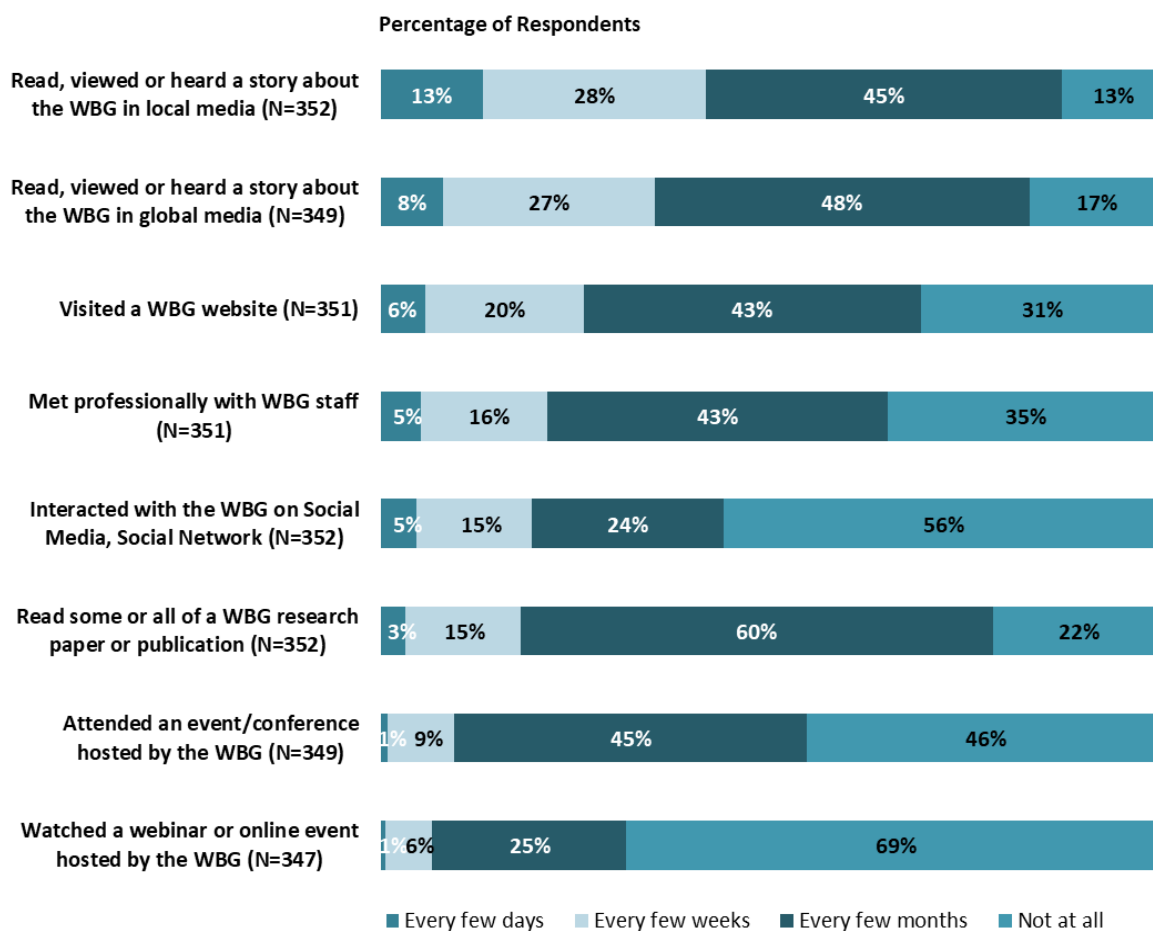


"How frequently do you interact with the World Bank Group now in Bangladesh?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	44
B. Responses to All Questions by Stakeholder Groups.....	59
C. Responses to Indicator Questions by Geographic Location	81
D. Responses to Selected Questions by Levels of Collaboration with the World Bank Group.....	84
E. Responses to Select Questions by Year.....	90
F. Indicator Questions as a Function of Exposure to the WBG.....	95
G. Bangladesh FY 2019 COS Questionnaire	96

BANGLADESH





Appendix A: Responses to All Questions across All Respondents (N=366)

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 Bangladesh

1. When you think about the future in Bangladesh, are you ... ?	Percentage of Respondents (N=366)
Very pessimistic	2.5%
Somewhat pessimistic	11.7%
Somewhat optimistic	34.7%
Very optimistic	48.4%
Not sure	2.7%

2. Do you think that economic opportunity for citizens in Bangladesh is ... ?	Percentage of Respondents (N=364)
Increasing	90.4%
Decreasing	3.3%
Staying about the same	6.3%

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

3. Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=366)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	41.0%
Anti-corruption	38.8%
Job creation/employment	36.3%
Education	33.3%
Urban development	13.1%
Agriculture and rural development	12.0%
Poverty reduction	11.7%
Private sector development	11.5%
Equality of opportunity (i.e., social inclusion)	10.1%
Transport (e.g., roads, bridges, transportation)	8.7%
Health	8.2%
Economic growth	7.7%
Gender equity (closing the gap between women and men, and boys and girls)	7.7%
Climate change (e.g., mitigation, adaptation)	7.1%
Natural resource management	5.7%
Energy	5.5%
Pollution	5.2%
Judiciary reform	4.6%
Crime and violence	4.4%
Social protection (e.g., pensions, targeted social assistance)	3.8%
Trade and exports	3.8%
Food security	3.6%
Financial markets	3.6%
Water and sanitation	3.3%
Information and communications technology	2.5%
Disaster risk management	2.5%
Global/regional integration	1.1%

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

4. 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 Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=363)
Job creation/employment	41.0%
Education	35.5%
Agriculture and rural development	32.5%
Anti-corruption	32.2%
Equality of opportunity (i.e., social inclusion)	24.0%
Economic growth	22.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.7%
Private sector development	14.9%
Social protection (e.g., pensions, targeted social assistance)	12.9%
Trade and exports	11.6%
Health	6.3%
Gender equity (closing the gap between women and men, and boys and girls)	6.1%
Food security	6.1%
Transport (e.g., roads, bridges, transportation)	5.2%
Climate change (e.g., mitigation, adaptation)	3.9%
Information and communications technology	3.9%
Energy	3.3%
Crime and violence	2.8%
Urban development	2.8%
Judiciary reform	2.2%
Disaster risk management	2.2%
Financial markets	2.2%
Natural resource management	1.9%
Water and sanitation	1.7%
Global/regional integration	1.1%
Pollution	0.8%

5. When economic and/or social reform efforts fail or are slow to take place in Bangladesh, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=361)
Corruption	57.1%
Political pressures and obstacles	36.0%
Inadequate level of government accountability	24.4%
Reforms are not well thought out in light of country challenges	23.0%
Poor coordination within the government	19.9%
Inadequate level of capacity in the government	12.2%
Inadequate level of private sector participation	10.2%
Inadequate level of citizen/civil society participation	8.0%
Inadequate level of donor coordination	4.7%
Other	1.4%

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

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	351	7	6.09	2.55
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	346	13	6.65	1.98
3. The World Bank Group*	348	11	6.44	2.13
4. The International Monetary Fund	320	36	5.95	2.26
5. UN	339	17	6.65	2.30
6. Multilateral and regional development banks	319	37	6.07	2.02
7. Central Bank	341	17	6.33	2.12
8. International private sector	330	26	6.03	2.00
9. Domestic private sector	343	12	6.24	1.87
10. International civil society (e.g., NGOs, foundations)	340	16	6.09	2.08
11. Domestic civil society (e.g., NGOs, CBOs)	346	11	5.78	2.10
12. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	345	11	5.92	2.19
13. International media and their web presence	343	14	6.45	2.05
14. Web based media (i.e., blogs, social media, other web-based news and information sources)	335	22	5.51	2.12

7. Please describe the direction Bangladesh is moving in, when considering ... ?	Direction (N=359)				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	4.5%	7.2%	11.7%	60.2%	16.4%
2. Equal opportunity for girls and boys, men and women	1.9%	4.2%	11.4%	61.3%	21.2%
3. Growing Bangladesh's economy in a way that leads to jobs and employment	3.6%	12.8%	24.2%	47.4%	12.0%
4. The gap between the rich and the poor	31.8%	35.8%	15.4%	15.4%	1.7%
5. Making government more effective	10.1%	17.6%	32.7%	30.4%	9.2%
6. Anti-corruption	24.2%	20.1%	29.5%	22.8%	3.3%
7. Attracting new sources of foreign investment	3.3%	12.0%	32.0%	43.2%	9.5%

8. Listed below are global challenges. Which do you think have the most serious impact on Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=358)
Climate change	41.6%
Jobs/employment	40.5%
The gap between the rich and the poor	29.3%
Migrants and refugees	29.1%
Trade constraints	14.0%
Environmental degradation	12.8%
Geo political uncertainty	11.5%
Terrorism	8.9%
Technology based disruption	8.7%
Fragility in neighboring countries	2.5%

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

9. When thinking about development efforts in Bangladesh, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=358)
Engage significantly less	7.0%
Engage somewhat less	8.7%
Engage somewhat more	34.1%
Engage significantly more	37.7%
Engage at the same level it does currently	8.7%
Don't know	3.9%

10. To what extent do you trust domestic private sector to engage in public service delivery in Bangladesh?	Percentage of Respondents (N=357)
To a very low degree	8.4%
To a somewhat low degree	33.3%
To a somewhat high degree	44.8%
To a very high degree	10.4%
Don't know	3.1%

11. To what extent do you trust international private sector to engage in public service delivery in Bangladesh?	Percentage of Respondents (N=357)
To a very low degree	8.1%
To a somewhat low degree	27.7%
To a somewhat high degree	44.5%
To a very high degree	14.6%
Don't know	5.0%

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 Bangladesh? (1-Not familiar at all, 10-Extremely familiar)	357	n/a	6.76	2.25

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.* (1-Not effective at all, 10-Very effective)	337	17	6.56	2.06

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 Bangladesh solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	327	29	6.47	2.01

**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 Bangladesh, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=357)
Education	29.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.2%
Poverty reduction	26.9%
Job creation/employment	23.8%
Private sector development	17.9%
Anti-corruption	17.1%
Health	15.7%
Climate change (e.g., mitigation, adaptation)	14.8%
Transport (e.g., roads, bridges, transportation)	14.8%
Agriculture and rural development	13.2%
Urban development	10.1%
Global/regional integration	8.4%
Pollution	7.8%
Economic growth	7.8%
Natural resource management	7.0%
Energy	6.7%
Gender equity (closing the gap between women and men, and boys and girls)	5.9%
Disaster risk management	5.9%
Financial markets	5.0%
Information and communications technology	5.0%
Social protection (e.g., pensions, targeted social assistance)	5.0%
Judiciary reform	4.8%
Water and sanitation	4.8%
Equality of opportunity (i.e., social inclusion)	4.8%
Trade and exports	4.2%
Crime and violence	1.7%
Food security	1.1%

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 Bangladesh?	Percentage of Respondents (N=355)		
	Greatest Value	Second Greatest Value	Combined
Financial resources	22.3%	14.5%	36.7%
Technical assistance	17.2%	17.6%	34.8%
Capacity development related to World Bank Group supported projects	20.3%	8.5%	28.8%
Policy advice, studies, analyses	9.0%	13.6%	22.7%
Bringing together different groups of stakeholders	13.0%	7.7%	20.6%
Implementation support	4.2%	14.8%	19.0%
Donor coordination	4.2%	7.1%	11.3%
Data and statistics	3.9%	6.5%	10.5%
Promoting knowledge sharing	4.8%	5.7%	10.5%
Mobilizing third party financial resources	0.3%	4.0%	4.3%
Other	0.8%	0.0%	0.8%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=354)
Too influenced by developed countries	25.4%
World Bank Group's processes too slow and complex	20.1%
Not sufficiently focused on sustainable results	19.5%
Not enough public disclosure of its work	17.2%
Not adequately sensitive to political/social realities in Bangladesh	14.4%
Not willing to honestly criticize policies and reform efforts in the country	11.6%
Not aligned with country priorities	11.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.7%
Not adequately flexible	10.7%
Not collaborating enough with private sector	10.2%
Inadequate World Bank Group's staffing in Bangladesh	9.9%
Don't know	7.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.8%
Staff too inaccessible	4.0%
Arrogant in its approach	3.7%
Other	2.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Bangladesh? (Select only ONE response)	Percentage of Respondents (N=357)
To a fully sufficient degree	5.9%
To a somewhat sufficient degree	44.8%
To a somewhat insufficient degree	32.8%
To a very insufficient degree	10.6%
Don't know	5.9%

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=356)
Increased its emphasis recently	26.4%
Decreased its emphasis recently	19.1%
Emphasis has remained pretty consistent over time	32.0%
Don't know	22.5%

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

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=356)
Local government	46.3%
Private sector	35.1%
Beneficiaries	24.4%
Academia/think tanks/research institutes	19.9%
NGOs/Community Based Organizations	18.5%
Youth/university groups	18.5%
Media	11.5%
Parliament	7.9%
Donor community	7.0%
Foundations	2.2%
Don't know	2.0%
Other	1.4%

To what extent do you agree with the following statements about the World Bank Group's work in Bangladesh? (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 Bangladesh*	348	8	6.41	1.96
11. The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh*	338	14	6.08	1.94

To what extent is the World Bank Group an effective development partner in Bangladesh, 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*	323	33	5.92	1.79
13. Flexibility (in terms of the institution's products and services)*	313	41	5.50	1.84
14. Flexibility (in terms of changing country circumstances)*	319	36	5.63	1.85
15. Being inclusive*	329	26	5.77	1.94
16. Openness (sharing data and other information)*	334	20	5.97	2.19
17. Collaboration with the Government*	341	12	6.64	1.90
18. The speed in which it gets things accomplished on the ground*	324	30	6.03	1.96
19. Helping to bring discipline/effective supervision to implementation of investment projects*	323	31	6.26	1.89
20. Collaboration with civil society*	323	32	5.97	1.92
21. Staff accessibility*	305	46	5.66	2.01
22. Collaboration with other donors and development partners*	313	40	6.42	1.78
23. Collaboration with the private sector*	319	36	5.99	1.89
24. Straightforwardness and honesty*	323	32	6.50	2.09
25. Treating clients and stakeholders in Bangladesh with respect*	319	35	6.43	2.06
26. Being a long-term partner*	329	24	7.09	1.95

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	258	98	6.16	2.01
2. Gender equity (closing the gap between women and men, and boys and girls)	286	70	6.70	1.82
3. Private sector development	289	67	6.11	1.91
4. Education	309	46	6.62	1.79
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	296	58	6.26	1.87
6. Global/regional integration	253	101	6.30	1.73
7. Food security	267	88	6.18	1.78
8. Urban development	279	76	6.38	1.82
9. Energy	269	86	6.21	1.87
10. Water and sanitation	282	73	6.47	1.83
11. Pollution	262	90	5.91	1.95
12. Job creation/employment	282	72	5.83	1.96
13. Health	285	70	6.44	1.84
14. Financial markets	259	94	6.11	1.94
15. Transport (e.g., roads, bridges, transportation)	298	55	6.54	1.92
16. Agriculture and rural development	293	60	6.47	1.83
17. Trade and exports	247	103	6.10	1.91
18. Natural resource management	233	122	5.72	1.90
19. Climate change (e.g., mitigation, adaptation)	281	74	6.37	1.89
20. Poverty reduction	309	43	6.54	1.88
21. Anti-corruption	254	98	5.55	2.18
22. Judiciary reform	226	124	5.18	2.06
23. Economic growth	299	52	6.44	1.79
24. Disaster risk management	273	79	6.37	1.86
25. Equality of opportunity (i.e., social inclusion)	259	92	6.24	1.81
26. Information and communications technology	258	95	6.34	1.82
27. Response to Rohingya refugee crisis	290	62	6.51	2.10

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Bangladesh?* (1-To no degree at all, 10-To a very significant degree)	339	17	6.27	1.80

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Bangladesh?* (1-To no degree at all, 10-To a very significant degree)	338	17	6.20	1.81

To what extent do you agree with the following statements about the World Bank Group in Bangladesh? (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 Bangladesh*	329	27	5.96	1.89
5. The World Bank Group meets Bangladesh's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	328	28	6.06	1.97

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

6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Bangladesh? (Select only ONE response)	Percentage of Respondents (N=355)
Very familiar	3.9%
Somewhat familiar	33.2%
Somewhat unfamiliar	20.0%
Very unfamiliar	20.3%
Don't know	22.5%

How effectively does the World Bank Group support Bangladesh's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	292	64	6.00	1.89
8. To develop better and stronger data collection/analytics systems within the Government	307	49	6.14	1.85
9. To strengthen the country's crisis preparedness	301	55	5.87	1.86
10. To identify and monitor risks	287	69	6.14	1.79

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
11. How effectively does the World Bank Group's SCD and CPF activities support Bangladesh's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	130	212	6.34	1.82

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=355)
Weekly	8.7%
Monthly	16.6%
A few times a year	47.3%
Rarely	22.0%
Never	5.4%

In Bangladesh, 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	308	43	6.22	1.80
3. Include appropriate level of stakeholder involvement during preparation	304	49	6.16	1.85
4. Lead to practical solutions	319	34	6.15	1.86
5. Are source of relevant information on global good practices	312	41	6.81	1.83
6. Are adequately disseminated	315	37	6.24	1.81
7. Are translated enough into local language	279	73	5.49	2.02
8. Are adaptable to Bangladesh's specific development challenges and country circumstances*	315	37	6.17	1.80

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

Overall Evaluations	N	DK	Mean	SD
9. 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)	333	23	6.40	1.73
10. 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)	324	32	6.89	1.69

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	294	62	5.89	2.07
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	328	28	6.82	1.85
3. The World Bank Group's approvals and reviews are done in a timely fashion	309	47	6.43	1.89
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	308	47	6.56	1.86
5. The World Bank Group's conditions on its lending are reasonable	307	49	5.80	2.14
6. The World Bank Group takes decisions quickly in Bangladesh*	305	51	5.81	1.96
7. Working with the World Bank Group increases Bangladesh's institutional capacity	335	21	6.78	1.94
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	296	60	6.48	2.00

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Bangladesh? (1-To no degree at all, 10-To a very significant degree)	329	2	6.15	2.13

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=355)
Supporting poor and marginalized local host communities	33.8%
Health	30.7%
Disaster risk preparedness	27.3%
Infrastructure	26.8%
Education	19.7%
Jobs	16.9%
Social cohesion	13.5%
Public services	12.1%
Other	5.4%
Macro issues (fiscal accounts, balance of payments, etc.)	5.1%
Don't know	3.4%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=355)
Engage more directly with beneficiaries	22.8%
Reduce the complexity of obtaining World Bank Group financing	22.0%
Increase the level of capacity development in the country	20.0%
Engage more effectively with private sector	16.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	14.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.9%
Provide more adequate data/knowledge/statistics/figures on Bangladesh's economy	14.1%
Improve the quality of its experts as related to Bangladesh's specific challenges	13.8%
Ensure greater selectivity in its work	13.2%
Offer more innovative knowledge services	10.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.9%
Work faster	8.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.5%
Offer more innovative financial products	5.9%
Other	2.0%

2. When considering the combination of services that the World Bank Group offers in Bangladesh, 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 Bangladesh? (Select only ONE response)	Percentage of Respondents (N=347)
Financial services	45.5%
Knowledge products	32.0%
The combination is appropriate for Bangladesh	13.3%
Don't know	5.2%
Convening services	2.3%
None of the above	1.7%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Bangladesh?	Percentage of Respondents (N=354)
Never	17.8%
Less than once a year	16.1%
Once a year to a few times a year	32.2%
Less than once a month	10.7%
At least once a month	16.4%
At least once a week	6.8%

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

2. How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=353)
Local newspapers	64.9%
Internet	49.0%
Local television	24.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.8%
International newspapers	13.6%
International television	7.4%
Periodicals	5.7%
Other	4.8%
International radio	2.0%
Local radio	1.4%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=353)
World Bank Group's publications and other written materials	45.0%
World Bank Group's website	39.4%
World Bank Group's seminars/workshops/conferences	35.1%
e-Newsletters	30.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	24.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	16.1%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=349)
High speed/WiFi	99.4%
Dial-up	0.6%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	352	13.1%	28.4%	45.5%	13.1%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	349	8.0%	26.9%	47.9%	17.2%
Interacted with the WBG on Social Media, Social Network, (e.g., read a post or tweet, liked, commented, shared, retweeted)	352	4.5%	14.8%	24.4%	56.3%
Visited a WBG website (e.g. read a blog, used data)	351	5.7%	20.2%	43.0%	31.1%
Attended an event/conference hosted by the WBG	349	0.9%	8.6%	45.0%	45.6%
Watched a webinar or online event hosted by the WBG	347	0.6%	6.1%	24.8%	68.6%
Read some or all of a WBG research paper or publication	352	3.1%	14.8%	60.2%	21.9%
Met professionally with WBG staff	351	5.1%	16.2%	43.3%	35.3%

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=365)
Academia/Research Institute/Think Tank	14.8%
Media (press, radio, TV, web, etc.)	13.7%
NGO/Community Based Organization	12.6%
Private Sector Organization	10.1%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	9.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	9.0%
Local Government Office or Staff	6.0%
Financial Sector/Private Bank	4.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.4%
Bilateral Agency	3.8%
Multilateral Agency	3.6%
Office of Parliamentarian	3.3%
Office of Minister	2.2%
Private Foundation	1.1%
Office of the President, Prime Minister	0.5%
Youth Group	0.5%
Trade Union	0.3%
Faith-Based Group	0.0%
Judiciary Branch	0.0%
Other	0.0%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=366)
Urban, rural, and social development	12.6%
Other	12.6%
Generalist (specialized in multiple sectors)	9.8%
Education	8.5%
Macroeconomics and fiscal management	7.7%
Health, nutrition, and population	7.4%
Governance	7.4%
Finance and markets	5.7%
Poverty	3.3%
Environment and natural resources	3.0%
Trade and competitiveness	3.0%
Agriculture	2.7%
Water	2.5%
Climate Change	2.2%
Social protection and labor	1.9%
Public-private partnerships	1.9%
Energy and extractives	1.9%
Transport and ICT	1.9%
Gender	1.6%
Fragility, conflict and violence	1.4%
Jobs	1.1%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=366)
Yes	42.6%
No	57.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Bangladesh? (Select only ONE response)	Percentage of Respondents (N=155)
The World Bank (IBRD/IDA)	83.2%
The International Finance Corporation (IFC)	16.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.6%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=159)
Yes	37.7%
No	62.3%

6. Which of the following describes most of your exposure to the World Bank Group in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=361)
Collaborate as part of my professional duties	38.5%
Use World Bank Group reports/data	33.5%
Engage in World Bank Group related/sponsored events/activities	30.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	28.3%
Use World Bank Group website for information, data, research, etc.	28.3%

7. What's your gender?	Percentage of Respondents (N=366)
Female	13.9%
Male	86.1%

8. What's your age?	Percentage of Respondents (N=366)
25 and under	0.3%
26-35	6.3%
36-45	26.5%
46-55	34.4%
56 and above	32.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=366)
Dhaka Division	84.2%
Chittagong Division	5.2%
Khulna Division	4.1%
Rangpur Division	2.7%
Sylhet Division	1.6%
Barisal Division	1.4%
Mymensingh Division	0.8%
Rajshahi Division	0.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁴

- Office of President/Prime Minister/Minister N=10
- Local Government N=22
- CSO N=53
- Academia N=54
- Office of Parliamentarian N=12
- Bilateral/Multilateral Agency N=27
- Media N=50
- Employee of a Ministry/PMU/Consultant on WBG Project N=67
- Private Sector/Financial Sector/Private Bank N=54
- Independent Government Institution N=16

A. General Issues facing Bangladesh

When you think about the future in Bangladesh, are you ... ?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia
Very pessimistic	0.0%	0.0%	1.5%	0.0%	3.7%	1.9%	3.8%	6.0%	0.0%	1.9%
Somewhat pessimistic	0.0%	8.3%	4.5%	4.5%	11.1%	9.3%	17.0%	22.0%	12.5%	13.0%
Somewhat optimistic	20.0%	8.3%	29.9%	18.2%	51.9%	29.6%	37.7%	34.0%	37.5%	50.0%
Very optimistic	70.0%	66.7%	62.7%	77.3%	33.3%	57.4%	37.7%	36.0%	50.0%	31.5%
Not sure	10.0%	16.7%	1.5%	0.0%	0.0%	1.9%	3.8%	2.0%	0.0%	3.7%

*Significantly different between stakeholder groups

Do you think that economic opportunity for citizens in Bangladesh is ... ?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia
Increasing	100.0%	83.3%	98.5%	100.0%	92.6%	92.6%	81.1%	84.0%	86.7%	88.9%
Decreasing	0.0%	16.7%	0.0%	0.0%	0.0%	3.7%	5.7%	4.0%	0.0%	5.6%
Staying about the same	0.0%	0.0%	1.5%	0.0%	7.4%	3.7%	13.2%	12.0%	13.3%	5.6%

¹⁴ Only 365 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Urban development*	30.0%	0.0%	13.4%	36.4%	14.8%	11.1%	15.1%	6.0%	6.3%	11.1%
Public sector governance/reform*	30.0%	41.7%	46.3%	22.7%	48.1%	48.1%	39.6%	48.0%	68.8%	20.4%
Water and sanitation	0.0%	0.0%	4.5%	4.5%	0.0%	1.9%	5.7%	6.0%	0.0%	1.9%
Job creation/employment*	30.0%	41.7%	35.8%	50.0%	33.3%	29.6%	30.2%	60.0%	25.0%	25.9%
Gender equity*	10.0%	0.0%	4.5%	4.5%	18.5%	0.0%	18.9%	12.0%	0.0%	3.7%
Private sector development*	10.0%	8.3%	11.9%	18.2%	11.1%	25.9%	3.8%	6.0%	12.5%	7.4%
Social protection	0.0%	0.0%	4.5%	0.0%	11.1%	3.7%	5.7%	0.0%	0.0%	5.6%
Education*	80.0%	50.0%	41.8%	18.2%	7.4%	29.6%	24.5%	38.0%	31.3%	38.9%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	3.8%	2.0%	0.0%	0.0%
Food security	0.0%	8.3%	1.5%	4.5%	0.0%	9.3%	5.7%	0.0%	6.3%	1.9%
Energy	10.0%	0.0%	3.0%	4.5%	7.4%	3.7%	1.9%	6.0%	6.3%	13.0%
Pollution	0.0%	0.0%	4.5%	9.1%	7.4%	1.9%	1.9%	6.0%	18.8%	5.6%
Health	10.0%	8.3%	7.5%	9.1%	3.7%	3.7%	17.0%	6.0%	6.3%	9.3%
Financial markets	0.0%	0.0%	1.5%	0.0%	0.0%	5.6%	3.8%	0.0%	6.3%	11.1%
Anti-corruption*	30.0%	8.3%	32.8%	45.5%	14.8%	42.6%	41.5%	54.0%	25.0%	46.3%
Natural resource management	0.0%	0.0%	10.4%	9.1%	3.7%	5.6%	7.5%	6.0%	0.0%	1.9%
Economic growth	10.0%	0.0%	6.0%	4.5%	3.7%	9.3%	11.3%	4.0%	12.5%	11.1%
Equality of opportunity	10.0%	8.3%	3.0%	9.1%	14.8%	11.1%	13.2%	8.0%	12.5%	14.8%
Agriculture and rural development	0.0%	41.7%	14.9%	18.2%	7.4%	11.1%	11.3%	8.0%	0.0%	13.0%
Trade and exports	0.0%	8.3%	6.0%	4.5%	3.7%	3.7%	3.8%	2.0%	0.0%	3.7%
Transport	0.0%	8.3%	13.4%	9.1%	11.1%	9.3%	7.5%	6.0%	12.5%	5.6%
Crime and violence	10.0%	0.0%	3.0%	0.0%	0.0%	5.6%	1.9%	4.0%	12.5%	9.3%
Climate change*	0.0%	0.0%	4.5%	4.5%	22.2%	1.9%	13.2%	4.0%	0.0%	11.1%
Poverty reduction*	20.0%	50.0%	14.9%	4.5%	22.2%	11.1%	7.5%	4.0%	6.3%	9.3%
Judiciary reform	0.0%	0.0%	4.5%	4.5%	7.4%	7.4%	1.9%	2.0%	12.5%	5.6%
Disaster risk management*	0.0%	0.0%	1.5%	0.0%	14.8%	0.0%	1.9%	0.0%	6.3%	3.7%
Information and communications technology	10.0%	8.3%	1.5%	4.5%	7.4%	0.0%	0.0%	2.0%	6.3%	1.9%

*Significantly different between stakeholder groups

**A. General Issues facing Bangladesh (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 Bangladesh? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Trade and exports	10.0%	9.1%	16.4%	13.6%	3.7%	20.4%	11.3%	8.0%	0.0%	7.5%
Anti-corruption	30.0%	18.2%	26.9%	27.3%	25.9%	38.9%	26.4%	52.0%	31.3%	28.3%
Crime and violence	0.0%	9.1%	1.5%	9.1%	0.0%	3.7%	1.9%	0.0%	0.0%	5.7%
Information and communications technology*	0.0%	9.1%	0.0%	18.2%	0.0%	1.9%	5.7%	4.0%	6.3%	3.8%
Economic growth	20.0%	9.1%	31.3%	18.2%	29.6%	25.9%	22.6%	12.0%	31.3%	18.9%
Equality of opportunity*	30.0%	27.3%	14.9%	0.0%	29.6%	11.1%	32.1%	38.0%	43.8%	26.4%
Social protection	10.0%	18.2%	13.4%	9.1%	25.9%	11.1%	11.3%	14.0%	6.3%	11.3%
Agriculture and rural development	30.0%	45.5%	41.8%	50.0%	18.5%	31.5%	30.2%	28.0%	12.5%	32.1%
Climate change	0.0%	0.0%	3.0%	0.0%	3.7%	1.9%	11.3%	2.0%	6.3%	3.8%
Transport	0.0%	0.0%	6.0%	13.6%	0.0%	3.7%	3.8%	12.0%	6.3%	1.9%
Energy	0.0%	9.1%	3.0%	0.0%	7.4%	3.7%	1.9%	0.0%	6.3%	5.7%
Judiciary reform	0.0%	9.1%	0.0%	0.0%	0.0%	1.9%	3.8%	4.0%	6.3%	1.9%
Disaster risk management*	0.0%	18.2%	1.5%	4.5%	0.0%	1.9%	1.9%	0.0%	6.3%	1.9%
Private sector development*	10.0%	9.1%	14.9%	4.5%	18.5%	35.2%	7.5%	8.0%	12.5%	13.2%
Health	10.0%	9.1%	3.0%	0.0%	11.1%	3.7%	7.5%	12.0%	0.0%	7.5%
Education	60.0%	27.3%	40.3%	31.8%	33.3%	29.6%	30.2%	36.0%	25.0%	43.4%
Financial markets	10.0%	9.1%	0.0%	0.0%	7.4%	0.0%	1.9%	0.0%	0.0%	5.7%
Water and sanitation	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	1.9%	2.0%	0.0%	1.9%
Job creation/employment	20.0%	45.5%	38.8%	59.1%	44.4%	46.3%	32.1%	42.0%	43.8%	39.6%
Public sector governance/reform	20.0%	9.1%	19.4%	22.7%	18.5%	18.5%	20.8%	12.0%	31.3%	18.9%
Gender equity	0.0%	9.1%	4.5%	0.0%	14.8%	1.9%	13.2%	6.0%	6.3%	3.8%
Global/regional integration*	20.0%	0.0%	0.0%	4.5%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Food security	10.0%	0.0%	6.0%	4.5%	0.0%	3.7%	9.4%	8.0%	6.3%	7.5%
Urban development	10.0%	0.0%	4.5%	9.1%	3.7%	1.9%	1.9%	0.0%	6.3%	0.0%
Natural resource management	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	5.7%
Pollution	0.0%	0.0%	0.0%	0.0%	3.7%	1.9%	1.9%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

When economic and/or social reform efforts fail or are slow to take place in Bangladesh, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Corruption	77.8%	58.3%	43.9%	59.1%	55.6%	66.7%	52.9%	60.0%	50.0%	63.0%
Political pressures and obstacles*	44.4%	16.7%	24.2%	45.5%	33.3%	38.9%	33.3%	58.0%	31.3%	31.5%
Poor coordination within the government	33.3%	8.3%	18.2%	18.2%	18.5%	27.8%	17.6%	14.0%	31.3%	20.4%
Inadequate level of government accountability	0.0%	0.0%	21.2%	13.6%	40.7%	25.9%	31.4%	22.0%	12.5%	31.5%
Inadequate level of capacity in the government	22.2%	25.0%	13.6%	9.1%	22.2%	5.6%	13.7%	4.0%	18.8%	13.0%
Inadequate level of private sector participation	0.0%	16.7%	16.7%	13.6%	11.1%	7.4%	9.8%	6.0%	25.0%	3.7%
Inadequate level of citizen/civil society participation	0.0%	16.7%	12.1%	0.0%	11.1%	3.7%	15.7%	2.0%	0.0%	9.3%
Inadequate level of donor coordination*	0.0%	25.0%	7.6%	9.1%	0.0%	0.0%	5.9%	0.0%	12.5%	3.7%
Reforms are not well thought out in light of country challenges*	22.2%	16.7%	37.9%	22.7%	7.4%	18.5%	13.7%	30.0%	18.8%	22.2%
Other	0.0%	0.0%	3.0%	4.5%	0.0%	1.9%	2.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Bangladesh (continued)

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The national government*	10	8.20	1.81	12	7.58	2.68	61	6.90	2.64	22	7.59	2.32	26	5.58	2.08	54	5.87	2.51	52	5.75	2.45	49	5.61	2.61	15	6.60	2.59	50	4.82	2.04
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	9	5.78	1.30	11	6.73	2.24	62	6.85	1.74	21	7.57	1.66	26	6.92	1.67	54	6.50	2.05	49	6.53	1.98	49	6.67	2.18	15	7.00	1.85	50	6.16	2.22
The World Bank Group	9	5.33	1.58	12	5.75	2.38	63	6.81	1.93	22	7.00	2.47	26	6.58	1.88	53	6.26	2.16	52	6.46	2.24	49	6.22	2.32	14	6.86	1.83	48	6.25	2.12
The International Monetary Fund	8	5.25	1.91	10	5.60	3.20	56	6.04	1.93	20	6.85	2.06	23	6.48	2.09	50	5.76	2.25	46	6.22	2.38	47	5.26	2.41	14	6.79	2.46	46	5.80	2.24
UN	8	5.63	2.07	11	6.91	2.95	60	6.82	1.95	22	7.68	2.38	26	7.23	1.80	53	6.49	2.42	51	6.16	2.48	46	6.59	2.43	15	7.13	1.89	47	6.38	2.36
Multilateral and regional development banks	7	6.29	1.80	11	6.55	2.16	55	6.27	1.83	20	6.65	2.11	23	6.52	1.62	52	5.85	2.02	48	5.83	2.13	43	5.74	2.22	14	6.57	1.91	46	5.87	2.15
Central Bank*	10	7.50	1.84	12	6.25	2.22	58	6.76	2.00	22	7.91	1.69	23	6.30	1.69	54	6.24	1.87	52	6.17	2.21	48	6.02	2.22	15	7.13	1.92	47	5.15	2.13
International private sector	8	5.50	1.41	11	5.91	2.17	59	6.15	1.76	19	6.37	1.38	24	6.17	1.44	54	6.31	2.00	52	5.81	2.23	46	5.59	2.22	14	6.50	1.95	43	6.02	2.33
Domestic private sector	9	6.89	1.76	11	6.27	2.01	62	5.92	1.73	22	6.68	2.19	25	6.36	1.44	54	6.63	1.69	51	5.78	2.12	46	6.50	2.15	15	6.47	1.69	48	6.02	1.70
International civil society	8	5.63	1.06	12	5.75	1.60	60	5.82	1.79	20	5.90	2.34	25	7.00	1.50	54	5.61	2.33	52	6.79	2.00	49	5.88	2.39	15	6.07	1.83	45	6.18	2.11
Domestic civil society*	9	5.33	1.12	12	5.50	2.02	63	5.38	1.92	22	5.27	2.14	25	6.52	1.98	54	5.15	2.02	52	6.37	2.25	47	5.96	2.44	15	6.13	1.81	47	6.13	1.92
Domestic traditional media and their web presence*	8	6.25	1.17	11	6.64	2.25	63	5.56	2.11	22	6.50	2.39	23	5.91	2.30	54	5.22	2.03	52	6.23	2.11	49	6.71	2.38	15	6.20	2.21	48	5.44	2.03
International media and their web presence	8	6.88	1.13	11	6.27	1.85	62	6.58	2.01	21	6.33	2.27	23	6.39	2.15	54	5.93	2.12	52	6.58	1.91	49	6.90	1.95	15	6.73	1.98	48	6.27	2.30
Web based media	8	5.63	1.51	11	6.27	1.95	61	5.41	2.12	19	5.42	2.19	23	5.22	2.34	52	5.29	2.19	51	5.41	2.18	48	5.62	2.18	15	5.40	2.23	47	5.87	1.97

*Significantly different between stakeholder groups

Please describe the direction Bangladesh is moving in, when considering ... ? (1-Getting much worse, 5-Getting much better)

	Office of President/Prime Minister/Minister		Office of Parliamentarian		Employee of a Ministry/ PMU/Consultant on WBG Project		Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Independent Government Institution		Academia	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Human development	10	4.10	12	4.08	66	3.97	22	3.86	26	3.81	54	3.70	53	3.57	50	3.70	16	4.00	50	3.58
Equal opportunity for girls and boys, men and women*	10	4.20	12	3.92	66	4.23	22	4.05	26	3.62	54	4.04	53	3.87	50	3.82	16	4.25	50	3.74
Growing Bangladesh's economy in a way that leads to jobs and employment	10	4.10	12	3.92	66	3.65	22	3.50	26	3.58	54	3.52	53	3.26	50	3.48	16	3.75	50	3.30
The gap between the rich and the poor*	10	2.40	12	2.67	66	2.55	22	2.59	26	2.12	54	2.02	52	1.88	50	2.14	16	2.25	50	1.98
Making government more effective*	10	4.20	12	4.08	66	3.47	22	3.64	26	2.88	54	3.06	53	2.89	50	2.86	15	3.33	50	2.56
Anti-corruption*	10	2.60	12	3.33	66	3.02	22	3.23	26	2.42	54	2.35	53	2.26	50	2.50	16	3.31	50	2.26
Attracting new sources of foreign investment*	10	4.10	12	3.67	66	3.64	22	3.77	26	3.08	54	3.52	53	3.36	50	3.38	16	3.56	50	3.02

*Significantly different between stakeholder groups

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

Listed below are global challenges. Which do you think have the most serious impact on Bangladesh? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Jobs/employment	80.0%	41.7%	42.4%	59.1%	30.8%	41.5%	26.4%	40.0%	43.8%	40.0%
Trade constraints	10.0%	8.3%	15.2%	13.6%	7.7%	20.8%	11.3%	16.0%	6.3%	14.0%
Climate change	20.0%	25.0%	36.4%	45.5%	46.2%	41.5%	47.2%	50.0%	43.8%	38.0%
Terrorism	10.0%	33.3%	7.6%	9.1%	7.7%	7.5%	5.7%	8.0%	18.8%	8.0%
Migrants and refugees	50.0%	16.7%	39.4%	36.4%	26.9%	30.2%	26.4%	28.0%	18.8%	18.0%
Technology based disruption	0.0%	0.0%	4.5%	9.1%	3.8%	9.4%	9.4%	12.0%	12.5%	14.0%
Geo political uncertainty	10.0%	0.0%	7.6%	0.0%	3.8%	13.2%	17.0%	12.0%	18.8%	18.0%
The gap between the rich and the poor	20.0%	41.7%	24.2%	22.7%	38.5%	24.5%	35.8%	26.0%	31.3%	34.0%
Environmental degradation*	0.0%	16.7%	18.2%	4.5%	30.8%	7.5%	18.9%	2.0%	12.5%	12.0%
Fragility in neighboring countries	0.0%	8.3%	3.0%	0.0%	3.8%	1.9%	1.9%	4.0%	0.0%	2.0%

*Significantly different between stakeholder groups

When thinking about development efforts in Bangladesh, do you think that civil society (e.g., NGOs, CBOs) should ... ?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Engage significantly less	0.0%	0.0%	4.5%	18.2%	0.0%	13.2%	3.8%	6.0%	0.0%	12.0%
Engage somewhat less	10.0%	25.0%	4.5%	13.6%	11.5%	9.4%	17.0%	6.0%	0.0%	2.0%
Engage somewhat more	40.0%	50.0%	42.4%	50.0%	15.4%	22.6%	26.4%	46.0%	50.0%	24.0%
Engage significantly more	10.0%	16.7%	36.4%	13.6%	50.0%	34.0%	47.2%	34.0%	43.8%	50.0%
Engage at the same level it does currently	20.0%	0.0%	7.6%	4.5%	19.2%	15.1%	5.7%	6.0%	0.0%	8.0%
Don't know	20.0%	8.3%	4.5%	0.0%	3.8%	5.7%	0.0%	2.0%	6.3%	4.0%

*Significantly different between stakeholder groups

To what extent do you trust domestic private sector to engage in public service delivery in Bangladesh?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
To a very low degree	10.0%	16.7%	4.5%	18.2%	3.8%	3.8%	15.1%	12.0%	6.3%	4.1%
To a somewhat low degree	60.0%	25.0%	39.4%	27.3%	50.0%	22.6%	32.1%	24.0%	43.8%	34.7%
To a somewhat high degree	30.0%	50.0%	48.5%	31.8%	26.9%	47.2%	45.3%	50.0%	43.8%	49.0%
To a very high degree	0.0%	0.0%	6.1%	22.7%	11.5%	20.8%	5.7%	10.0%	6.3%	10.2%
Don't know	0.0%	8.3%	1.5%	0.0%	7.7%	5.7%	1.9%	4.0%	0.0%	2.0%

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

To what extent do you trust international private sector to engage in public service delivery in Bangladesh?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
To a very low degree	0.0%	25.0%	1.5%	9.1%	3.8%	11.3%	9.6%	8.0%	12.5%	10.0%
To a somewhat low degree	40.0%	50.0%	34.8%	36.4%	30.8%	18.9%	32.7%	10.0%	18.8%	30.0%
To a somewhat high degree	30.0%	16.7%	47.0%	27.3%	42.3%	47.2%	40.4%	56.0%	62.5%	44.0%
To a very high degree	30.0%	8.3%	9.1%	13.6%	15.4%	18.9%	17.3%	18.0%	6.3%	12.0%
Don't know	0.0%	0.0%	7.6%	13.6%	7.7%	3.8%	0.0%	8.0%	0.0%	4.0%

B. Overall Attitudes toward the World Bank Group

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bangladesh?*	10	6.00	2.16	12	6.67	2.64	66	7.83	1.79	22	6.55	2.58	25	7.04	1.74	53	6.66	2.27	53	6.04	2.46	50	7.10	2.15	16	6.63	1.63	50	6.02	2.32

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.	10	6.10	2.02	11	6.82	2.93	65	7.32	1.75	22	6.77	2.20	24	6.17	1.69	51	6.14	2.11	48	6.44	2.18	47	6.77	2.10	14	5.93	2.13	45	6.18	1.93

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bangladesh solve its most complicated development challenges?	10	6.00	1.63	11	6.91	2.88	66	6.67	1.96	21	6.86	2.29	24	6.38	1.95	48	6.06	1.99	46	6.11	2.02	42	7.29	1.92	15	6.20	1.47	44	6.16	1.95

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



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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Global/regional integration	10.0%	8.3%	10.6%	0.0%	7.7%	9.4%	7.5%	6.0%	12.5%	10.2%
Pollution	20.0%	8.3%	6.1%	9.1%	7.7%	7.5%	7.5%	10.0%	0.0%	8.2%
Health	20.0%	8.3%	21.2%	9.1%	3.8%	13.2%	15.1%	22.0%	12.5%	16.3%
Private sector development*	0.0%	16.7%	15.2%	4.5%	19.2%	37.7%	13.2%	20.0%	18.8%	12.2%
Education*	70.0%	16.7%	25.8%	27.3%	15.4%	30.2%	20.8%	40.0%	18.8%	38.8%
Public sector governance/reform	20.0%	16.7%	25.8%	22.7%	42.3%	39.6%	28.3%	20.0%	37.5%	16.3%
Energy	10.0%	0.0%	6.1%	4.5%	15.4%	9.4%	7.5%	4.0%	0.0%	6.1%
Water and sanitation	10.0%	0.0%	6.1%	9.1%	3.8%	5.7%	3.8%	0.0%	6.3%	6.1%
Job creation/employment	10.0%	41.7%	24.2%	27.3%	11.5%	20.8%	24.5%	30.0%	43.8%	16.3%
Financial markets	10.0%	16.7%	1.5%	0.0%	7.7%	7.5%	1.9%	4.0%	12.5%	6.1%
Social protection*	0.0%	16.7%	3.0%	0.0%	19.2%	5.7%	1.9%	4.0%	6.3%	4.1%
Gender equity	0.0%	0.0%	4.5%	4.5%	15.4%	0.0%	9.4%	12.0%	6.3%	2.0%
Food security	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.9%	0.0%	6.3%	2.0%
Urban development	0.0%	0.0%	15.2%	22.7%	3.8%	13.2%	3.8%	4.0%	6.3%	16.3%
Poverty reduction	20.0%	41.7%	30.3%	27.3%	26.9%	17.0%	35.8%	26.0%	25.0%	22.4%
Disaster risk management	10.0%	16.7%	4.5%	9.1%	3.8%	1.9%	9.4%	6.0%	0.0%	6.1%
Information and communications technology	0.0%	0.0%	6.1%	18.2%	0.0%	3.8%	3.8%	4.0%	12.5%	4.1%
Crime and violence	0.0%	8.3%	0.0%	0.0%	0.0%	1.9%	1.9%	4.0%	0.0%	2.0%
Natural resource management*	0.0%	16.7%	6.1%	4.5%	3.8%	1.9%	20.8%	4.0%	0.0%	6.1%
Climate change	20.0%	0.0%	15.2%	13.6%	19.2%	7.5%	18.9%	20.0%	6.3%	16.3%
Judiciary reform	0.0%	8.3%	1.5%	13.6%	3.8%	11.3%	0.0%	6.0%	6.3%	2.0%
Economic growth*	20.0%	8.3%	3.0%	13.6%	11.5%	3.8%	13.2%	0.0%	0.0%	16.3%
Equality of opportunity	0.0%	0.0%	3.0%	0.0%	3.8%	0.0%	11.3%	8.0%	0.0%	8.2%
Transport*	0.0%	25.0%	22.7%	27.3%	23.1%	11.3%	7.5%	12.0%	25.0%	6.1%
Agriculture and rural development	30.0%	16.7%	18.2%	4.5%	11.5%	13.2%	9.4%	8.0%	0.0%	20.4%
Trade and exports	0.0%	0.0%	6.1%	0.0%	0.0%	1.9%	5.7%	8.0%	0.0%	6.1%
Anti-corruption	20.0%	0.0%	16.7%	27.3%	19.2%	20.8%	13.2%	14.0%	25.0%	16.3%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Bringing together different groups of stakeholders	30.0%	16.7%	10.6%	13.6%	15.4%	18.9%	15.1%	4.1%	6.3%	12.5%
Capacity development related to World Bank Group supported projects	30.0%	16.7%	27.3%	31.8%	7.7%	18.9%	17.0%	20.4%	18.8%	16.7%
Technical assistance	10.0%	0.0%	13.6%	22.7%	11.5%	13.2%	20.8%	22.4%	37.5%	16.7%
Policy advice, studies, analyses	0.0%	16.7%	4.5%	4.5%	11.5%	9.4%	7.5%	8.2%	6.3%	18.8%
Financial resources	0.0%	16.7%	24.2%	22.7%	30.8%	26.4%	24.5%	14.3%	31.3%	18.8%
Data and statistics	0.0%	8.3%	3.0%	4.5%	15.4%	0.0%	1.9%	8.2%	0.0%	2.1%
Promoting knowledge sharing	20.0%	16.7%	3.0%	0.0%	0.0%	3.8%	5.7%	4.1%	0.0%	8.3%
Implementation support	0.0%	8.3%	10.6%	0.0%	3.8%	3.8%	1.9%	6.1%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Donor coordination	10.0%	0.0%	1.5%	0.0%	3.8%	3.8%	5.7%	10.2%	0.0%	4.2%
Other	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	2.1%

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Bringing together different groups of stakeholders	0.0%	8.3%	13.6%	4.5%	4.0%	1.9%	9.4%	6.1%	12.5%	8.7%
Capacity development related to World Bank Group supported projects	0.0%	16.7%	10.6%	9.1%	12.0%	9.4%	7.5%	6.1%	6.3%	6.5%
Technical assistance	20.0%	16.7%	13.6%	18.2%	28.0%	17.0%	18.9%	14.3%	18.8%	19.6%
Policy advice, studies, analyses	10.0%	8.3%	6.1%	9.1%	8.0%	20.8%	18.9%	14.3%	18.8%	15.2%
Financial resources	0.0%	41.7%	13.6%	18.2%	16.0%	15.1%	13.2%	8.2%	6.3%	19.6%
Data and statistics	10.0%	8.3%	3.0%	4.5%	4.0%	3.8%	3.8%	10.2%	6.3%	15.2%
Promoting knowledge sharing*	30.0%	0.0%	10.6%	4.5%	0.0%	5.7%	1.9%	4.1%	0.0%	6.5%
Implementation support	20.0%	0.0%	16.7%	13.6%	8.0%	18.9%	13.2%	26.5%	6.3%	6.5%
Mobilizing third party financial resources	0.0%	0.0%	6.1%	4.5%	8.0%	3.8%	1.9%	4.1%	12.5%	0.0%
Donor coordination	10.0%	0.0%	6.1%	13.6%	12.0%	3.8%	11.3%	6.1%	12.5%	2.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Not sufficiently focused on sustainable results	30.0%	25.0%	20.3%	27.3%	11.5%	15.1%	17.0%	24.0%	12.5%	20.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*	10.0%	0.0%	3.1%	9.1%	34.6%	5.7%	7.5%	2.0%	6.3%	2.1%
Not collaborating enough with civil society*	10.0%	8.3%	6.3%	4.5%	11.5%	9.4%	28.3%	2.0%	6.3%	12.5%
Inadequate World Bank Group's staffing in Bangladesh	10.0%	8.3%	6.3%	18.2%	11.5%	5.7%	15.1%	4.0%	6.3%	16.7%
Not enough public disclosure of its work	30.0%	0.0%	14.1%	9.1%	7.7%	24.5%	22.6%	20.0%	31.3%	10.4%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	8.3%	3.1%	13.6%	11.5%	7.5%	5.7%	22.0%	25.0%	20.8%
Staff too inaccessible	10.0%	8.3%	3.1%	9.1%	3.8%	1.9%	1.9%	2.0%	0.0%	8.3%
Too influenced by developed countries	10.0%	25.0%	28.1%	27.3%	11.5%	32.1%	17.0%	34.0%	43.8%	18.8%
World Bank Group's processes too slow and complex*	20.0%	33.3%	34.4%	31.8%	3.8%	15.1%	17.0%	18.0%	12.5%	14.6%
Not collaborating enough with private sector*	10.0%	0.0%	6.3%	0.0%	11.5%	24.5%	15.1%	6.0%	6.3%	6.3%
Not aligned with country priorities	20.0%	8.3%	10.9%	4.5%	11.5%	18.9%	5.7%	8.0%	25.0%	8.3%
Not adequately sensitive to political/social realities in Bangladesh	20.0%	25.0%	18.8%	4.5%	15.4%	7.5%	11.3%	16.0%	6.3%	20.8%
Not adequately flexible*	0.0%	25.0%	25.0%	4.5%	3.8%	7.5%	7.5%	8.0%	12.5%	6.3%
Arrogant in its approach*	0.0%	25.0%	1.6%	4.5%	7.7%	5.7%	1.9%	2.0%	0.0%	2.1%
Other	0.0%	0.0%	4.7%	0.0%	3.8%	1.9%	0.0%	2.0%	0.0%	2.1%
Don't know	10.0%	0.0%	1.6%	13.6%	11.5%	1.9%	9.4%	14.0%	0.0%	8.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
To a fully sufficient degree	0.0%	0.0%	7.6%	4.5%	0.0%	7.5%	7.5%	10.0%	0.0%	4.1%
To a somewhat sufficient degree	30.0%	58.3%	48.5%	63.6%	46.2%	35.8%	41.5%	48.0%	37.5%	42.9%
To a somewhat insufficient degree	50.0%	25.0%	33.3%	13.6%	34.6%	39.6%	34.0%	26.0%	31.3%	36.7%
To a very insufficient degree	10.0%	16.7%	7.6%	9.1%	11.5%	11.3%	9.4%	14.0%	25.0%	6.1%
Don't know	10.0%	0.0%	3.0%	9.1%	7.7%	5.7%	7.5%	2.0%	6.3%	10.2%

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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Increased its emphasis recently	30.0%	50.0%	21.2%	13.6%	19.2%	26.4%	34.0%	18.0%	12.5%	41.7%
Decreased its emphasis recently	0.0%	33.3%	22.7%	31.8%	7.7%	22.6%	18.9%	22.0%	18.8%	8.3%
Emphasis has remained pretty consistent over time	20.0%	8.3%	34.8%	27.3%	57.7%	28.3%	28.3%	28.0%	43.8%	33.3%
Don't know	50.0%	8.3%	21.2%	27.3%	15.4%	22.6%	18.9%	32.0%	25.0%	16.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Local government*	50.0%	75.0%	60.6%	86.4%	30.8%	47.2%	32.1%	32.0%	50.0%	37.5%
Private sector*	30.0%	16.7%	39.4%	18.2%	34.6%	64.2%	26.4%	40.0%	12.5%	22.9%
Youth/university groups	0.0%	25.0%	13.6%	13.6%	7.7%	18.9%	13.2%	22.0%	37.5%	31.3%
Beneficiaries	20.0%	25.0%	36.4%	31.8%	15.4%	18.9%	24.5%	24.0%	31.3%	14.6%
Donor community*	0.0%	8.3%	7.6%	4.5%	38.5%	0.0%	13.2%	2.0%	0.0%	0.0%
NGOs/Community Based Organizations*	10.0%	0.0%	10.6%	13.6%	26.9%	15.1%	43.4%	18.0%	25.0%	8.3%
Media*	40.0%	8.3%	3.0%	0.0%	3.8%	5.7%	9.4%	38.0%	0.0%	12.5%
Foundations	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	7.5%	0.0%	6.3%	0.0%
Parliament*	0.0%	33.3%	6.1%	31.8%	11.5%	7.5%	5.7%	2.0%	0.0%	4.2%
Academia/think tanks/research institutes*	10.0%	8.3%	9.1%	0.0%	15.4%	15.1%	18.9%	14.0%	37.5%	58.3%
Other*	0.0%	0.0%	0.0%	0.0%	11.5%	0.0%	0.0%	2.0%	0.0%	2.1%
Don't know*	20.0%	0.0%	3.0%	0.0%	0.0%	0.0%	1.9%	2.0%	0.0%	2.1%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bangladesh*	10	6.50	1.27	10	3.90	2.28	66	6.86	1.73	22	6.91	2.04	26	6.54	1.88	53	6.09	1.96	51	6.27	2.04	48	6.42	2.01	16	6.38	1.82	46	6.52	1.93
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh*	10	6.30	1.77	9	3.44	1.88	66	6.45	1.88	22	6.32	1.99	26	6.54	1.79	51	5.75	1.83	47	6.02	2.15	46	5.91	2.03	15	5.93	1.62	46	6.30	1.71

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	9	6.00	1.73	10	4.30	2.06	63	6.19	1.79	19	6.32	1.67	23	6.35	1.77	50	5.64	1.76	47	6.00	2.01	47	5.60	1.65	15	5.73	1.67	40	6.15	1.63
Flexibility (in terms of the institution's products and services)	10	6.00	1.70	9	3.89	2.03	62	5.56	1.57	18	6.22	1.70	20	5.70	1.92	48	5.15	1.90	44	5.52	2.14	46	5.15	1.94	16	5.75	1.53	40	5.88	1.64
Flexibility (in terms of changing country circumstances)	10	6.30	1.34	12	4.75	1.96	63	5.89	1.74	19	6.11	1.49	21	5.71	1.59	51	5.14	2.19	45	5.78	1.91	44	5.32	1.94	15	5.80	1.70	39	5.77	1.68
Being inclusive*	10	6.00	1.63	11	4.27	1.74	64	6.23	1.68	19	6.37	1.77	22	5.27	1.80	51	5.63	2.15	48	5.71	2.23	46	5.39	2.02	15	5.27	1.53	43	6.21	1.75
Openness (sharing data and other information)*	10	5.50	1.51	10	4.40	2.07	65	6.51	2.21	19	6.79	1.44	25	5.68	2.21	50	5.68	2.22	49	6.29	2.47	48	5.44	2.23	16	5.56	1.93	42	6.17	1.96
Collaboration with the Government	10	5.90	1.37	11	5.27	2.83	64	6.77	1.94	21	6.95	1.56	26	6.77	1.80	51	6.41	1.87	51	7.00	1.73	48	6.79	2.02	16	5.94	1.88	43	6.70	1.83
The speed in which it gets things accomplished on the ground*	10	6.00	1.33	10	4.90	1.37	62	6.35	1.84	19	7.11	1.82	23	5.74	1.81	49	5.45	2.26	48	5.96	2.15	46	6.35	1.96	16	6.13	1.89	41	5.88	1.71
Helping to bring discipline/effective supervision to implementation of investment projects	10	6.00	1.56	9	5.67	1.50	63	6.70	1.96	20	6.70	1.81	23	5.65	1.92	50	6.34	1.92	47	6.21	1.99	47	6.21	1.98	16	6.19	1.83	38	5.95	1.69
Collaboration with civil society	8	5.88	1.55	12	5.75	1.86	60	6.35	1.83	19	7.05	1.27	20	5.00	2.08	48	6.00	1.65	49	5.59	2.47	48	6.00	2.02	15	5.80	1.93	44	5.93	1.53
Staff accessibility	9	5.56	1.74	10	4.60	1.96	61	6.43	1.82	19	5.79	1.69	24	5.67	2.14	45	5.40	2.14	44	5.61	2.49	42	5.38	1.81	14	5.14	1.83	37	5.51	1.74
Collaboration with other donors and development partners*	9	5.89	1.05	10	5.50	2.12	63	6.75	1.63	21	6.81	1.72	26	5.65	1.87	47	6.62	1.88	46	6.74	1.89	41	6.37	1.80	13	5.54	1.85	37	6.30	1.49
Collaboration with the private sector	9	5.89	1.36	12	4.92	1.56	62	6.26	1.82	21	6.62	1.50	18	5.89	1.60	47	5.53	2.21	47	6.34	2.01	45	5.73	1.97	16	5.56	1.93	42	6.19	1.67
Straightforwardness and honesty*	8	6.25	1.49	11	5.09	2.02	63	7.19	2.01	20	7.05	1.76	24	6.38	2.08	49	6.18	2.32	47	6.36	2.33	45	6.27	2.11	15	5.93	1.49	41	6.66	1.78
Treating clients and stakeholders in Bangladesh with respect	8	6.50	1.51	9	4.89	2.03	64	6.81	2.04	20	6.90	1.80	20	6.25	2.53	50	6.34	2.04	47	6.49	2.25	48	6.35	2.12	15	5.73	1.83	38	6.37	1.82
Being a long-term partner	9	6.67	1.12	9	5.89	2.76	64	7.69	1.78	21	6.95	1.88	23	6.78	2.32	51	7.00	2.03	48	7.19	1.72	47	7.04	2.11	15	6.40	1.59	42	7.02	1.94

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	8	6.50	1.51	11	5.00	1.73	51	6.47	1.89	16	6.69	1.89	18	6.06	1.51	35	5.31	2.25	36	6.50	1.94	38	6.39	2.27	10	5.60	2.41	35	6.23	1.80
Gender equity*	8	6.38	1.69	11	4.64	1.43	57	7.33	1.68	16	7.38	1.54	22	6.59	1.56	38	6.53	1.87	41	6.68	1.86	44	6.84	1.86	12	6.50	1.68	37	6.30	1.85
Private sector development*	6	6.50	1.64	9	3.89	1.54	52	6.33	1.92	20	7.10	1.45	21	6.24	1.45	46	5.59	2.17	38	6.13	1.93	45	6.00	1.81	13	6.00	1.96	39	6.46	1.79
Education*	7	6.14	0.90	11	4.91	1.97	61	7.05	1.76	19	6.89	1.10	22	7.05	1.59	43	6.02	2.08	41	6.63	1.64	46	6.85	1.80	15	6.73	1.75	44	6.52	1.79
Public sector governance/reform*	8	6.13	1.55	10	5.10	1.85	62	6.52	1.78	19	6.95	1.58	22	6.77	1.77	43	5.86	1.89	39	6.41	1.76	44	6.36	1.98	11	6.73	1.62	38	5.58	2.10
Global/regional integration	6	7.00	1.79	6	5.17	1.72	53	6.23	1.83	17	6.76	1.60	15	6.60	1.40	42	5.93	1.85	32	6.19	1.73	37	6.59	1.89	11	6.09	1.45	34	6.41	1.48
Food security	9	6.67	1.66	12	4.92	1.83	58	6.59	1.88	15	6.33	1.54	11	6.55	1.51	41	5.56	2.10	38	6.32	1.86	38	6.08	1.50	12	6.67	1.44	33	6.18	1.45
Urban development*	6	5.33	1.51	12	4.83	1.90	60	6.68	1.86	18	7.28	1.53	17	6.41	1.28	43	6.02	1.95	36	6.39	1.84	41	6.61	1.82	13	6.15	1.68	33	6.36	1.73
Energy*	7	5.71	1.50	11	4.27	2.28	53	6.30	1.84	19	7.05	1.43	18	6.78	1.31	42	5.67	1.91	36	6.50	2.12	37	6.03	1.76	11	6.55	1.51	35	6.46	1.79
Water and sanitation	8	6.25	1.49	10	5.30	2.00	58	6.74	1.72	20	7.00	1.17	16	6.31	1.58	42	6.02	2.04	37	6.54	2.10	41	6.54	2.06	12	6.42	1.78	38	6.55	1.50
Pollution	9	5.89	0.60	10	4.40	1.35	52	6.10	2.11	18	6.33	1.68	12	5.25	2.01	41	5.71	2.19	33	5.79	2.09	39	6.21	1.81	11	6.27	1.68	37	6.00	1.92
Job creation/employment*	9	6.22	0.97	11	4.55	1.21	56	6.21	2.07	17	6.47	1.28	19	6.47	1.61	41	5.24	2.14	41	5.85	2.19	43	5.81	1.86	13	6.15	1.07	32	5.34	2.16
Health*	7	6.00	1.53	12	4.92	1.24	57	6.56	1.76	19	6.79	1.40	21	7.14	1.68	40	5.88	2.26	39	6.54	1.78	43	6.49	1.88	11	6.82	1.54	36	6.61	1.86
Financial markets	7	6.71	0.76	10	5.50	1.27	44	6.30	1.88	17	6.47	1.55	19	6.53	1.50	43	6.00	2.25	35	6.37	2.13	39	5.74	1.94	12	5.58	1.83	33	6.00	2.18
Transport	7	6.00	1.53	9	5.33	1.41	60	6.65	1.82	21	6.86	1.20	21	6.86	1.35	44	5.95	2.21	41	6.73	2.12	46	6.50	2.17	15	7.20	1.57	34	6.68	1.92
Agriculture and rural development	9	6.44	1.24	10	5.30	1.77	59	6.61	2.01	21	6.81	1.63	15	6.53	1.13	45	6.09	1.81	39	6.72	1.99	44	6.25	2.00	15	6.27	1.58	36	6.89	1.65
Trade and exports*	5	6.80	1.10	10	4.90	1.20	45	5.82	1.91	16	6.75	1.81	15	6.87	1.30	43	5.72	2.03	33	6.52	2.15	38	5.76	1.79	11	5.73	1.35	31	6.71	2.00
Natural resource management	5	7.00	1.87	7	4.14	1.95	49	5.76	1.80	13	5.92	1.89	13	6.15	1.35	38	5.53	1.83	31	6.10	2.27	35	5.29	1.98	11	5.55	2.07	31	5.94	1.65
Climate change	8	7.13	1.13	11	5.36	1.50	58	6.40	1.79	18	6.83	1.95	18	6.56	1.89	38	6.24	2.26	38	6.24	1.91	44	6.36	1.86	11	6.36	1.75	37	6.43	1.98
Poverty reduction*	9	6.44	1.42	12	4.67	1.97	62	6.98	1.67	20	7.00	1.92	20	6.95	1.32	46	5.85	1.86	41	6.46	1.80	47	6.70	2.07	14	6.43	1.51	38	6.76	2.05
Anti-corruption	8	5.88	1.36	8	4.38	2.07	49	5.90	2.26	19	6.53	2.12	13	5.46	1.94	40	4.88	2.16	34	6.15	2.45	41	5.32	1.96	10	5.90	1.60	32	5.06	2.24
Judiciary reform	8	5.88	1.25	8	4.25	1.39	43	5.53	2.11	17	6.29	2.05	10	5.00	1.83	37	4.59	1.89	28	5.43	2.20	35	4.69	2.17	10	5.70	1.57	30	5.07	2.23
Economic growth*	8	6.13	1.25	11	5.00	1.73	58	6.67	1.72	19	6.63	1.74	21	7.00	1.34	46	5.74	2.04	41	6.66	1.96	44	6.34	1.77	12	6.42	1.38	39	6.90	1.59
Disaster risk management	8	6.13	0.99	9	5.11	2.15	57	6.61	1.75	19	6.26	1.97	19	6.95	1.62	38	5.76	2.03	35	6.63	2.13	42	6.38	1.87	12	6.33	1.30	34	6.47	1.71
Equality of opportunity	8	5.25	1.04	9	5.56	1.13	50	6.48	1.88	18	6.72	1.81	16	6.50	1.59	38	5.66	1.99	36	6.42	2.02	38	6.45	1.74	12	5.83	1.59	34	6.29	1.70
Information and communications technology	7	6.29	0.76	11	5.45	1.64	50	6.46	1.98	18	6.72	1.93	15	6.60	1.60	40	5.98	2.03	36	6.75	1.81	36	6.25	1.63	12	6.58	1.56	33	6.18	1.81
Response to Rohingya refugee crisis	8	6.13	2.03	10	5.60	3.57	58	6.79	2.25	19	6.63	1.83	23	6.91	1.24	38	5.84	2.26	41	6.34	1.93	44	7.02	1.85	12	6.25	2.09	37	6.43	2.12

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bangladesh?*	10	6.10	1.45	11	3.82	1.78	65	6.66	1.81	21	6.52	1.72	24	6.83	1.55	51	6.12	1.77	50	6.26	1.85	46	6.39	1.75	16	6.00	1.83	45	6.09	1.65

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



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Bangladesh?*	10	6.00	1.33	11	4.00	2.32	65	6.38	1.74	21	6.52	1.50	25	6.36	1.55	51	6.16	1.96	48	6.27	1.61	47	6.47	1.76	16	6.13	2.09	44	6.02	1.86

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bangladesh	9	6.33	1.73	11	4.55	2.30	63	6.11	1.89	20	6.60	1.82	22	6.27	1.64	51	5.80	2.29	49	5.84	1.93	48	5.81	1.89	15	5.60	1.40	41	6.20	1.44
The World Bank Group meets Bangladesh's needs for knowledge services	9	5.89	1.45	9	3.89	2.09	63	5.94	1.84	19	6.53	1.98	23	6.52	1.53	50	6.00	2.30	48	6.27	2.09	46	6.11	1.90	16	5.81	1.83	45	6.16	1.87

As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. In general, how familiar are you with these new or expanded financial instruments in Bangladesh?

Percentage of Respondents	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
Very familiar	0.0%			8.3%			4.5%			0.0%			7.7%			0.0%			3.8%			8.0%			0.0%			4.2%		
Somewhat familiar	40.0%			41.7%			40.9%			33.3%			19.2%			34.0%			22.6%			40.0%			31.3%			31.3%		
Somewhat unfamiliar	10.0%			25.0%			21.2%			9.5%			26.9%			17.0%			20.8%			18.0%			37.5%			18.8%		
Very unfamiliar	20.0%			8.3%			18.2%			19.0%			34.6%			26.4%			13.2%			18.0%			25.0%			20.8%		
Don't know	30.0%			16.7%			15.2%			38.1%			11.5%			22.6%			39.6%			16.0%			6.3%			25.0%		

How effectively does the World Bank Group support Bangladesh's efforts ... ? (1-Not effectively at all, 10- Very effectively)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	7	6.14	0.38	10	5.20	2.57	54	6.07	1.95	20	6.80	1.58	21	6.33	1.49	47	5.87	1.88	41	5.93	2.15	40	5.88	1.91	13	6.15	1.73	39	5.82	1.88
To develop better and stronger data collection/analytics systems within the Government	6	5.33	0.52	9	5.11	1.83	60	6.35	1.92	19	6.58	1.84	23	6.43	1.41	50	6.06	1.93	44	6.39	1.79	41	5.98	2.03	14	6.14	1.70	41	5.83	1.86
To strengthen the country's crisis preparedness	5	6.20	1.30	9	4.67	1.80	60	6.23	1.77	19	6.63	1.67	19	6.63	1.57	47	5.51	1.93	44	5.68	2.23	45	5.60	1.59	14	5.93	1.86	39	5.72	1.81
To identify and monitor risks	5	5.40	1.14	8	5.25	1.67	57	6.39	1.72	18	6.83	1.69	19	6.42	1.74	49	5.84	1.94	41	6.51	1.94	42	5.86	1.86	13	5.77	1.69	35	5.97	1.51

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Bangladesh's efforts to manage crisis related risks?	1	6.00	.	6	7.00	2.53	34	6.62	1.48	8	6.25	1.83	10	6.40	1.43	15	5.87	2.50	17	6.71	2.09	19	6.37	1.80	4	5.50	1.29	16	5.75	1.61

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
Weekly	0.0%			0.0%			13.6%			0.0%			11.5%			0.0%			7.5%			18.0%			12.5%			8.5%		
Monthly	20.0%			16.7%			24.2%			9.1%			19.2%			13.2%			9.4%			28.0%			12.5%			8.5%		
A few times a year	10.0%			33.3%			43.9%			31.8%			61.5%			58.5%			56.6%			40.0%			56.3%			44.7%		
Rarely	50.0%			50.0%			18.2%			50.0%			3.8%			20.8%			18.9%			14.0%			18.8%			25.5%		
Never	20.0%			0.0%			0.0%			9.1%			3.8%			7.5%			7.5%			0.0%			0.0%			12.8%		

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	9	5.67	1.12	10	5.10	0.99	60	6.37	1.84	17	6.41	1.62	23	6.87	1.63	50	5.74	2.16	43	6.26	1.69	44	6.11	1.70	13	6.23	1.83	39	6.64	1.72
Include appropriate level of stakeholder involvement during preparation	9	5.78	1.39	10	5.10	1.79	60	6.45	1.80	18	6.33	1.53	20	5.90	1.80	50	5.94	1.99	44	6.02	2.01	45	6.24	1.90	14	5.43	1.74	34	6.79	1.61
Lead to practical solutions	8	5.25	1.49	11	5.27	1.79	63	6.52	1.95	20	6.30	1.38	25	6.52	1.58	50	5.60	2.09	44	6.09	1.97	45	5.98	1.88	15	6.07	1.62	38	6.71	1.54
Are source of relevant information on global good practices	6	6.17	1.47	10	5.70	2.16	60	7.20	1.80	18	6.56	1.54	24	7.21	1.59	51	6.69	1.98	42	6.69	1.97	47	6.74	1.76	16	6.56	2.25	38	6.92	1.60
Are adequately disseminated*	7	6.00	1.16	11	5.09	1.81	62	6.69	1.86	19	6.11	1.63	22	6.77	1.69	50	5.74	1.90	43	6.47	1.78	48	5.92	1.80	15	5.80	2.08	38	6.61	1.52
Are translated enough into local language	7	5.71	1.80	11	4.55	1.81	57	5.63	1.93	17	5.29	1.40	14	5.86	2.14	45	5.33	2.23	33	5.36	1.88	46	5.61	2.12	15	4.93	2.31	34	5.88	2.11
Are adaptable to Bangladesh's specific development challenges and country circumstances	8	6.38	1.06	11	5.73	1.85	62	6.52	1.89	18	5.83	1.15	24	6.38	1.81	50	5.66	1.91	40	6.35	1.67	46	5.96	1.83	16	5.63	2.00	40	6.63	1.74

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	8	6.38	1.06	12	5.50	2.07	63	6.63	1.74	20	6.80	1.61	26	6.58	1.36	50	6.02	1.93	49	6.22	1.87	46	6.70	1.66	16	6.37	1.82	43	6.35	1.56
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	8	6.50	1.07	11	6.27	1.68	64	7.06	1.83	21	6.90	1.51	25	7.12	1.36	49	6.61	2.01	46	6.93	1.60	43	6.81	1.76	14	7.07	1.44	43	6.98	1.55

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	9	5.67	2.00	12	5.17	1.90	64	6.44	2.25	17	6.41	2.29	18	5.94	1.73	40	5.85	2.17	39	5.67	2.02	44	5.16	1.99	14	5.71	1.82	37	6.19	1.82
The World Bank Group effectively monitors and evaluates the projects and programs it supports	10	6.50	2.17	12	5.42	2.23	66	7.24	1.64	20	7.10	1.71	23	6.22	1.73	48	6.71	1.71	46	6.78	1.99	45	6.98	1.97	16	6.25	1.77	42	7.07	1.81
The World Bank Group's approvals and reviews are done in a timely fashion	8	5.87	1.81	10	5.10	1.85	66	6.52	2.05	21	7.14	1.59	19	6.16	1.68	47	6.17	2.06	40	6.60	1.85	43	6.49	1.82	15	5.93	1.94	40	6.75	1.71
The World Bank Group's Environmental and Social Framework requirements are reasonable*	9	6.44	1.67	10	5.00	2.31	64	6.88	2.06	21	7.33	1.56	20	6.65	1.69	47	6.28	1.91	42	6.50	1.53	46	6.26	1.90	13	5.85	1.86	36	7.06	1.59
The World Bank Group's conditions on its lending are reasonable*	10	5.80	1.75	10	4.40	1.71	63	6.29	2.31	20	5.65	1.76	17	6.59	2.00	49	5.04	2.28	41	5.90	1.84	46	5.33	2.23	13	5.31	2.36	38	6.74	1.62
The World Bank Group takes decisions quickly in Bangladesh*	9	5.22	1.30	11	4.91	2.07	65	6.25	2.04	21	6.57	1.66	17	6.35	1.58	47	5.28	2.09	40	5.42	2.04	45	5.82	1.95	14	5.36	2.17	36	6.03	1.65
Working with the World Bank Group increases Bangladesh's institutional capacity	9	5.67	1.12	11	6.64	2.06	65	7.29	1.86	22	6.95	1.62	23	6.74	1.48	52	6.56	2.14	47	6.57	2.00	48	6.96	2.02	16	6.25	2.49	42	6.71	1.83
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	6.75	1.49	11	4.91	2.12	65	6.83	1.95	20	7.05	1.73	16	6.88	1.96	44	6.30	2.08	41	6.29	2.14	42	6.05	2.12	14	6.50	2.38	35	6.74	1.56

*Significantly different between stakeholder groups



E. Working with the World Bank Group (continued)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Bangladesh?	7	6.14	1.35	11	4.91	2.39	59	6.36	2.13	22	6.27	2.10	26	7.38	1.72	47	5.68	2.40	50	6.04	1.81	48	6.27	2.08	15	5.93	2.25	44	5.93	2.26

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Bangladesh? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Macro issues*	20.0%	8.3%	3.0%	13.6%	7.7%	5.7%	1.9%	0.0%	18.8%	2.1%
Disaster risk preparedness	30.0%	16.7%	16.7%	27.3%	30.8%	20.8%	32.1%	34.0%	37.5%	34.0%
Supporting poor and marginalized local host communities	30.0%	16.7%	34.8%	22.7%	23.1%	39.6%	43.4%	40.0%	31.3%	25.5%
Public services	0.0%	25.0%	13.6%	22.7%	19.2%	5.7%	13.2%	10.0%	18.8%	6.4%
Social cohesion	10.0%	25.0%	9.1%	9.1%	7.7%	17.0%	7.5%	18.0%	6.3%	23.4%
Health	10.0%	33.3%	36.4%	18.2%	23.1%	28.3%	26.4%	40.0%	18.8%	38.3%
Education	20.0%	25.0%	19.7%	13.6%	34.6%	20.8%	11.3%	24.0%	18.8%	17.0%
Jobs	30.0%	25.0%	10.6%	36.4%	11.5%	13.2%	24.5%	14.0%	25.0%	10.6%
Infrastructure	10.0%	16.7%	37.9%	22.7%	30.8%	34.0%	30.2%	14.0%	25.0%	19.1%
Other	10.0%	8.3%	4.5%	4.5%	3.8%	9.4%	1.9%	2.0%	0.0%	10.6%
Don't know	10.0%	0.0%	6.1%	4.5%	3.8%	1.9%	1.9%	2.0%	0.0%	4.3%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Ensure greater selectivity in its work	20.0%	0.0%	13.6%	31.8%	3.8%	9.4%	9.6%	20.0%	12.5%	12.5%
Provide more adequate data/knowledge/statistics/figures on Bangladesh's economy	20.0%	33.3%	7.6%	18.2%	7.7%	17.0%	9.6%	20.0%	6.3%	16.7%
Engage more effectively with civil society*	10.0%	8.3%	3.0%	0.0%	23.1%	9.4%	44.2%	8.0%	6.3%	20.8%
Engage more directly with beneficiaries	0.0%	8.3%	19.7%	18.2%	7.7%	24.5%	26.9%	32.0%	31.3%	27.1%
Improve the quality of its experts as related to Bangladesh's specific challenges	30.0%	16.7%	10.6%	9.1%	11.5%	9.4%	11.5%	14.0%	18.8%	22.9%
Engage more effectively with private sector*	10.0%	16.7%	15.2%	13.6%	15.4%	37.7%	15.4%	6.0%	6.3%	14.6%
Offer more innovative knowledge services*	0.0%	16.7%	9.1%	9.1%	0.0%	3.8%	7.7%	24.0%	12.5%	12.5%
Collaborate more effectively with Government clients*	20.0%	16.7%	25.8%	27.3%	3.8%	11.3%	7.7%	10.0%	31.3%	10.4%
Work faster	20.0%	25.0%	6.1%	4.5%	7.7%	7.5%	7.7%	16.0%	6.3%	4.2%
Reduce the complexity of obtaining World Bank Group financing*	20.0%	8.3%	43.9%	22.7%	15.4%	22.6%	21.2%	10.0%	12.5%	14.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	30.0%	0.0%	4.5%	4.5%	7.7%	3.8%	7.7%	6.0%	0.0%	10.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	25.0%	3.0%	4.5%	46.2%	7.5%	11.5%	4.0%	12.5%	6.3%
Offer more innovative financial products	0.0%	0.0%	4.5%	0.0%	7.7%	13.2%	5.8%	8.0%	6.3%	2.1%
Increase the level of capacity development in the country	20.0%	25.0%	31.8%	13.6%	30.8%	18.9%	11.5%	14.0%	31.3%	12.5%
Other	0.0%	0.0%	1.5%	4.5%	0.0%	1.9%	0.0%	2.0%	6.3%	4.2%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Bangladesh, 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 Bangladesh? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Financial services	30.0%	66.7%	60.3%	68.2%	24.0%	47.1%	52.8%	38.8%	37.5%	23.9%
Knowledge products	60.0%	25.0%	20.6%	13.6%	24.0%	29.4%	24.5%	46.9%	50.0%	45.7%
Convening services	0.0%	0.0%	1.6%	0.0%	12.0%	2.0%	1.9%	0.0%	0.0%	4.3%
None of the above	0.0%	8.3%	0.0%	0.0%	0.0%	2.0%	1.9%	2.0%	6.3%	2.2%
The combination is appropriate for Bangladesh	10.0%	0.0%	12.7%	9.1%	24.0%	15.7%	13.2%	8.2%	6.3%	19.6%
Don't know	0.0%	0.0%	4.8%	9.1%	16.0%	3.9%	5.7%	4.1%	0.0%	4.3%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Bangladesh?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Never	30.0%	33.3%	4.5%	13.6%	3.8%	20.8%	34.0%	8.0%	12.5%	30.4%
Less than once a year	0.0%	33.3%	7.6%	27.3%	3.8%	15.1%	18.9%	16.0%	31.3%	21.7%
Once a year to a few times a year	50.0%	16.7%	24.2%	40.9%	30.8%	47.2%	24.5%	40.0%	37.5%	21.7%
Less than once a month	10.0%	0.0%	9.1%	13.6%	15.4%	9.4%	9.4%	8.0%	12.5%	17.4%
At least once a month	10.0%	16.7%	28.8%	4.5%	38.5%	7.5%	11.3%	24.0%	0.0%	6.5%
At least once a week	0.0%	0.0%	25.8%	0.0%	7.7%	0.0%	1.9%	4.0%	6.3%	2.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Local radio	0.0%	8.3%	1.5%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
International radio	0.0%	8.3%	3.1%	0.0%	0.0%	1.9%	0.0%	2.0%	6.3%	2.2%
Social media	30.0%	16.7%	21.5%	9.1%	11.5%	17.0%	32.1%	14.0%	6.3%	26.1%
International newspapers*	10.0%	16.7%	3.1%	9.1%	19.2%	20.8%	22.6%	8.0%	25.0%	10.9%
Local television*	40.0%	25.0%	26.2%	45.5%	7.7%	17.0%	34.0%	30.0%	37.5%	8.7%
Internet	40.0%	41.7%	53.8%	36.4%	53.8%	54.7%	41.5%	52.0%	25.0%	56.5%
Periodicals*	0.0%	0.0%	4.6%	0.0%	11.5%	3.8%	3.8%	2.0%	25.0%	10.9%
International television	20.0%	25.0%	3.1%	9.1%	3.8%	7.5%	9.4%	2.0%	6.3%	10.9%
Local newspapers*	60.0%	41.7%	70.8%	81.8%	69.2%	67.9%	47.2%	80.0%	62.5%	54.3%
Other*	0.0%	0.0%	10.8%	0.0%	15.4%	1.9%	0.0%	6.0%	0.0%	4.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
World Bank Group's publications and other written materials	60.0%	25.0%	52.3%	54.5%	23.1%	50.0%	45.3%	46.0%	37.5%	40.4%
e-Newsletters*	50.0%	0.0%	16.9%	27.3%	30.8%	38.5%	41.5%	18.0%	43.8%	40.4%
World Bank Group's seminars/workshops/conferences*	10.0%	75.0%	53.8%	31.8%	19.2%	40.4%	18.9%	36.0%	37.5%	25.5%
Direct contact with World Bank Group*	10.0%	33.3%	20.0%	50.0%	50.0%	15.4%	20.8%	30.0%	12.5%	17.0%
World Bank Group's website	50.0%	25.0%	41.5%	27.3%	38.5%	28.8%	37.7%	44.0%	62.5%	44.7%
Social media	20.0%	25.0%	10.8%	4.5%	23.1%	19.2%	17.0%	20.0%	6.3%	17.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
High speed/WiFi	100%	100%	100%	100%	100%	100%	100%	96.0%	100%	100%
Dial-up	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%

Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

Read, viewed or heard a story about the WBG in local media	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	10.0%	25.0%	21.5%	0.0%	8.0%	9.4%	7.5%	22.0%	6.3%	10.9%
Every few weeks	10.0%	8.3%	26.2%	36.4%	32.0%	30.2%	15.1%	44.0%	37.5%	28.3%
Every few months	70.0%	50.0%	40.0%	54.5%	52.0%	47.2%	56.6%	30.0%	37.5%	43.5%
Not at all	10.0%	16.7%	12.3%	9.1%	8.0%	13.2%	20.8%	4.0%	18.8%	17.4%

Read, viewed or heard a story about the WBG in global media	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	10.0%	16.7%	9.2%	0.0%	4.0%	9.4%	7.7%	14.0%	6.3%	2.3%
Every few weeks	30.0%	25.0%	30.8%	18.2%	44.0%	22.6%	13.5%	42.0%	6.3%	27.3%
Every few months	50.0%	33.3%	44.6%	59.1%	44.0%	52.8%	55.8%	32.0%	75.0%	45.5%
Not at all	10.0%	25.0%	15.4%	22.7%	8.0%	15.1%	23.1%	12.0%	12.5%	25.0%

Interacted with the WBG on Social Media	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	0.0%	8.3%	7.8%	0.0%	7.7%	1.9%	3.8%	6.0%	6.3%	2.2%
Every few weeks	10.0%	0.0%	9.4%	0.0%	15.4%	13.2%	17.0%	22.0%	12.5%	26.1%
Every few months	30.0%	33.3%	25.0%	27.3%	26.9%	26.4%	26.4%	22.0%	18.8%	17.4%
Not at all	60.0%	58.3%	57.8%	72.7%	50.0%	58.5%	52.8%	50.0%	62.5%	54.3%

Visited a WBG website*	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	0.0%	0.0%	7.7%	0.0%	8.0%	3.8%	5.8%	4.0%	6.3%	10.9%
Every few weeks	20.0%	0.0%	26.2%	4.5%	32.0%	13.2%	11.5%	34.0%	31.3%	17.4%
Every few months	70.0%	41.7%	43.1%	27.3%	52.0%	56.6%	40.4%	36.0%	37.5%	37.0%
Not at all	10.0%	58.3%	23.1%	68.2%	8.0%	26.4%	42.3%	26.0%	25.0%	34.8%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

Attended an event/conference hosted by the WBG*	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Every few weeks	20.0%	0.0%	12.3%	4.8%	12.0%	1.9%	9.4%	4.1%	0.0%	17.4%
Every few months	30.0%	41.7%	63.1%	33.3%	56.0%	46.2%	26.4%	57.1%	43.8%	30.4%
Not at all	50.0%	58.3%	21.5%	61.9%	32.0%	51.9%	64.2%	38.8%	56.3%	50.0%

*Significantly different between stakeholder groups

Watched a webinar or online event hosted by the WBG	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%
Every few weeks	0.0%	16.7%	9.7%	0.0%	8.0%	1.9%	5.7%	2.0%	6.3%	11.1%
Every few months	30.0%	16.7%	40.3%	22.7%	16.0%	22.6%	15.1%	30.6%	18.8%	20.0%
Not at all	70.0%	66.7%	48.4%	77.3%	76.0%	75.5%	79.2%	67.3%	75.0%	66.7%

Read some or all of a WBG research paper or publication*	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	0.0%	8.3%	1.5%	0.0%	0.0%	0.0%	1.9%	4.0%	0.0%	13.0%
Every few weeks	10.0%	0.0%	18.5%	0.0%	12.0%	15.1%	7.5%	24.0%	31.3%	15.2%
Every few months	50.0%	58.3%	63.1%	63.6%	64.0%	60.4%	69.8%	52.0%	68.8%	50.0%
Not at all	40.0%	33.3%	16.9%	36.4%	24.0%	24.5%	20.8%	20.0%	0.0%	21.7%

*Significantly different between stakeholder groups

Met professionally with WBG staff*	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Every few days	0.0%	0.0%	17.2%	0.0%	8.0%	1.9%	1.9%	2.0%	0.0%	4.3%
Every few weeks	10.0%	0.0%	35.9%	0.0%	28.0%	7.5%	11.3%	16.0%	12.5%	13.0%
Every few months	20.0%	33.3%	35.9%	72.7%	52.0%	49.1%	34.0%	54.0%	56.3%	30.4%
Not at all	70.0%	66.7%	10.9%	27.3%	12.0%	41.5%	52.8%	28.0%	31.3%	52.2%

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia
Observer*	30.0%	50.0%	9.0%	22.7%	7.4%	34.6%	41.5%	40.8%	6.3%	34.6%
Use World Bank Group reports/data*	10.0%	41.7%	14.9%	22.7%	44.4%	42.3%	32.1%	46.9%	43.8%	34.6%
Engage in World Bank Group related/sponsored events/activities*	30.0%	8.3%	44.8%	50.0%	25.9%	36.5%	17.0%	20.4%	31.3%	28.8%
Collaborate as part of my professional duties*	20.0%	16.7%	73.1%	50.0%	70.4%	23.1%	24.5%	24.5%	50.0%	21.2%
Use World Bank Group website for information, data, research, etc.*	30.0%	25.0%	14.9%	18.2%	11.1%	38.5%	37.7%	30.6%	31.3%	36.5%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location

● Dhaka Division N=308 ● Other Areas N=58

A. General Issues Facing Bangladesh

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	291	6.37	2.13	57	6.77	2.15

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

B. Overall Attitudes toward the World Bank Group

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.*	284	6.45	2.05	53	7.11	2.07

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

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

(1-Strongly disagree, 10-Strongly agree)

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bangladesh	292	6.35	1.97	56	6.77	1.90
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh	283	6.03	1.91	55	6.35	2.10

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

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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	273	5.83	1.77	50	6.42	1.83
Flexibility (in terms of the institution's products and services)	263	5.44	1.83	50	5.80	1.88
Flexibility (in terms of changing country circumstances)	269	5.56	1.84	50	5.98	1.86
Being inclusive	277	5.72	1.90	52	6.04	2.16
Openness (sharing data and other information)	281	5.92	2.18	53	6.25	2.24
Collaboration with the Government	287	6.57	1.88	54	7.00	1.94
The speed in which it gets things accomplished on the ground*	272	5.90	1.91	52	6.71	2.12
Helping to bring discipline/effective supervision to implementation of investment projects*	271	6.14	1.88	52	6.88	1.85
Collaboration with civil society	273	5.91	1.82	50	6.32	2.41
Staff accessibility	257	5.62	1.96	48	5.85	2.27
Collaboration with other donors and development partners*	261	6.32	1.74	52	6.94	1.90
Collaboration with the private sector*	268	5.90	1.84	51	6.47	2.09
Straightforwardness and honesty	271	6.41	2.06	52	6.96	2.17
Treating clients and stakeholders in Bangladesh with respect*	267	6.32	2.03	52	6.98	2.16
Being a long-term partner	277	7.00	1.99	52	7.56	1.67

*Significantly different between geographic locations

C. World Bank Group's Effectiveness and Results

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bangladesh?	285	6.20	1.80	54	6.65	1.77

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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Bangladesh?	286	6.17	1.81	52	6.38	1.78

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Bangladesh?***(1-Strongly disagree, 10-Strongly agree)*

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bangladesh	276	5.93	1.89	53	6.09	1.93
The World Bank Group meets Bangladesh's needs for knowledge services	277	6.00	1.96	51	6.37	2.05

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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to Bangladesh's specific development challenges and country circumstances	268	6.16	1.82	47	6.19	1.70

	Dhaka Division			Other Areas		
	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?	281	6.36	1.68	52	6.62	1.98
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	272	6.86	1.70	52	7.00	1.62

*(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)**

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Bangladesh	253	5.73	1.90	52	6.21	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them	246	6.44	1.96	50	6.68	2.22



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

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 FY19 Bangladesh 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 Bangladesh, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh?"

● Collaborating with the WBG N=156 ● Not collaborating with the WBG N=210

A. General Issues Facing Bangladesh

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government	151	6.21	2.61	200	6.00	2.51
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)*	150	6.93	1.90	196	6.44	2.01
The World Bank Group*	152	6.74	2.03	196	6.20	2.19
The International Monetary Fund	140	6.14	2.20	180	5.81	2.31
UN	148	6.89	2.18	191	6.47	2.37
Multilateral and regional development banks	138	6.31	1.98	181	5.89	2.05
Central Bank	145	6.53	2.04	196	6.17	2.17
International private sector	143	6.03	1.92	187	6.04	2.06
Domestic private sector	150	6.15	1.88	193	6.32	1.86
International civil society	146	6.21	2.00	194	5.99	2.13
Domestic civil society	150	5.89	2.12	196	5.70	2.08
Domestic traditional media and their web presence	149	5.94	2.19	196	5.90	2.19
International media and their web presence	147	6.63	2.01	196	6.33	2.07
Web based media	143	5.60	2.08	192	5.44	2.16

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bangladesh?*	153	7.44	1.85	204	6.24	2.38

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.*	150	6.97	1.84	187	6.22	2.17

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bangladesh solve its most complicated development challenges?*	148	6.80	1.92	179	6.20	2.06

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Global/regional integration	9.2%	7.8%
Pollution*	4.6%	10.3%
Health	16.3%	15.2%
Private sector development	18.3%	17.6%
Education	26.1%	31.9%
Public sector governance/reform*	36.6%	20.1%
Energy	9.2%	4.9%
Water and sanitation	7.2%	2.9%
Job creation/employment	20.9%	26.0%
Financial markets	3.3%	6.4%
Social protection	5.2%	4.9%
Gender equity	5.9%	5.9%
Food security	0.7%	1.5%
Urban development*	15.0%	6.4%
Poverty reduction	25.5%	27.9%
Disaster risk management	3.9%	7.4%
Information and communications technology	5.9%	4.4%
Crime and violence	1.3%	2.0%
Natural resource management	6.5%	7.4%
Climate change	13.1%	16.2%
Judiciary reform	3.9%	5.4%
Economic growth	7.2%	8.3%
Equality of opportunity	5.9%	3.9%
Transport	19.0%	11.8%
Agriculture and rural development	9.2%	16.2%
Trade and exports	6.5%	2.5%
Anti-corruption*	11.8%	21.1%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bangladesh*	153	6.85	1.93	195	6.07	1.93
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh*	149	6.60	1.85	189	5.68	1.93

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	145	6.22	1.69	178	5.67	1.84
Flexibility (in terms of the institution's products and services)*	143	5.74	1.77	170	5.29	1.88
Flexibility (in terms of changing country circumstances)*	140	5.95	1.76	179	5.37	1.88
Being inclusive*	145	6.09	1.82	184	5.52	2.01
Openness (sharing data and other information)*	148	6.32	2.17	186	5.69	2.16
Collaboration with the Government*	150	6.94	1.90	191	6.41	1.87
The speed in which it gets things accomplished on the ground	147	6.14	2.06	177	5.94	1.88
Helping to bring discipline/effective supervision to implementation of investment projects	143	6.47	1.96	180	6.10	1.83
Collaboration with civil society	139	6.06	1.96	184	5.91	1.90
Staff accessibility*	144	5.98	2.01	161	5.37	1.97
Collaboration with other donors and development partners	140	6.54	1.72	173	6.33	1.82
Collaboration with the private sector*	137	6.23	1.84	182	5.80	1.91
Straightforwardness and honesty*	143	6.80	2.06	180	6.26	2.08
Treating clients and stakeholders in Bangladesh with respect*	142	6.85	2.12	177	6.09	1.96
Being a long-term partner*	143	7.41	1.94	186	6.84	1.92

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	116	6.31	2.13	142	6.04	1.90
Gender equity*	128	7.15	1.78	158	6.34	1.78
Private sector development*	127	6.61	1.80	162	5.72	1.90
Education*	132	7.02	1.67	177	6.33	1.82
Public sector governance/reform*	132	6.62	1.79	164	5.97	1.89
Global/regional integration	115	6.50	1.79	138	6.13	1.67
Food security	117	6.38	1.81	150	6.03	1.75
Urban development*	122	6.73	1.79	157	6.11	1.80
Energy*	120	6.59	1.77	149	5.90	1.90
Water and sanitation*	125	6.81	1.64	157	6.20	1.92
Pollution*	113	6.27	2.01	149	5.64	1.87
Job creation/employment*	123	6.27	1.84	159	5.48	1.98
Health*	122	6.76	1.75	163	6.20	1.88
Financial markets	114	6.30	2.01	145	5.97	1.88
Transport*	127	6.82	1.75	171	6.33	2.01
Agriculture and rural development	128	6.67	1.86	165	6.31	1.80
Trade and exports	110	6.27	1.94	137	5.96	1.87
Natural resource management	102	5.89	2.02	131	5.58	1.79
Climate change	123	6.51	1.86	158	6.26	1.92
Poverty reduction*	137	6.87	1.89	172	6.28	1.83
Anti-corruption	109	5.82	2.34	145	5.34	2.04
Judiciary reform	97	5.44	2.24	129	4.98	1.91
Economic growth*	129	6.81	1.72	170	6.16	1.80
Disaster risk management*	121	6.70	1.77	152	6.10	1.89
Equality of opportunity	113	6.38	1.81	146	6.13	1.81
Information and communications technology	114	6.57	1.83	144	6.17	1.79
Response to Rohingya refugee crisis*	128	6.90	2.02	162	6.20	2.11

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bangladesh?*	149	6.58	1.72	190	6.03	1.83

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Bangladesh?*	149	6.52	1.62	189	5.96	1.91

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bangladesh*	142	6.33	1.86	187	5.68	1.88
The World Bank Group meets Bangladesh's needs for knowledge services*	146	6.32	1.85	182	5.86	2.05

(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators

How effectively does the World Bank Group support Bangladesh's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	128	6.16	1.82	164	5.88	1.94
To develop better and stronger data collection/analytics systems within the Government*	137	6.52	1.84	170	5.84	1.80
To strengthen the country's crisis preparedness*	133	6.26	1.77	168	5.56	1.87
To identify and monitor risks*	128	6.40	1.79	159	5.92	1.77

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Bangladesh's efforts to manage crisis related risks?	74	6.55	1.58	56	6.05	2.07

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	140	6.71	1.62	168	5.82	1.84
Include appropriate level of stakeholder involvement during preparation*	137	6.57	1.71	167	5.82	1.89
Lead to practical solutions*	145	6.59	1.82	174	5.79	1.81
Are source of relevant information on global good practices*	143	7.23	1.68	169	6.45	1.88
Are adequately disseminated*	144	6.60	1.83	171	5.94	1.74
Are translated enough into local language	124	5.58	1.95	155	5.42	2.08
Are adaptable to Bangladesh's specific development challenges and country circumstances*	144	6.39	1.74	171	5.98	1.83

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	146	6.77	1.61	187	6.11	1.77

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	145	7.23	1.67	179	6.60	1.65

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

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	132	6.34	2.11	162	5.52	1.97
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	143	7.16	1.79	185	6.56	1.85
The World Bank Group's approvals and reviews are done in a timely fashion*	138	6.75	1.83	171	6.17	1.91
The World Bank Group's Environmental and Social Framework requirements are reasonable*	138	7.14	1.76	170	6.09	1.82
The World Bank Group's conditions on its lending are reasonable*	134	6.35	2.09	173	5.38	2.09
The World Bank Group takes decisions quickly in Bangladesh*	137	6.23	1.97	168	5.46	1.89
Working with the World Bank Group increases Bangladesh's institutional capacity*	149	7.12	1.90	186	6.51	1.93
Where country systems are adequate, the World Bank Group makes appropriate use of them	134	6.92	2.05	162	6.12	1.90

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Bangladesh?*	142	6.45	2.20	187	5.91	2.05

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁵

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 310
- FY 2019 Number of comparable respondents = 365

By weighting, the FY 2016 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2019
Office of the President/Prime Minister/Minister	4%	4%
Office of Parliamentarian	2%	2%
Government Institutions	25%	25%
Local Government	5%	5%
Bilateral/Multilateral Agencies	3%	3%
Civil Society	17%	17%
Private Sector	12%	12%
Academia	15%	15%
Media	17%	17%

B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bangladesh?	308	7.02	2.14	358	6.75	2.63

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.	297	6.58	2.04	338	6.59	2.06

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Bangladesh solve its most complicated development challenges?	283	6.30	2.08	327	6.49	2.00

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

¹⁵ Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	13.0%	6.2%
To a somewhat sufficient degree	51.6%	44.5%
To a somewhat insufficient degree	23.7%	32.8%
To a very insufficient degree	6.2%	10.6%
Don't know	5.5%	5.9%

*Significantly different between FY2016 and FY2019

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bangladesh*	298	6.06	2.13	349	6.45	1.94
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh	296	6.04	2.03	338	6.10	1.94

*Significantly different between FY2016 and FY2019

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	286	5.51	1.85	325	5.92	1.78
Flexibility (in terms of the institution's products and services)	274	5.30	1.98	317	5.51	1.83
Flexibility (in terms of changing country circumstances)*	283	5.35	1.98	320	5.66	1.84
Being inclusive*	294	5.46	2.23	331	5.80	1.94
Openness (sharing data and other information)	283	5.91	2.18	336	5.99	2.19
Collaboration with the Government	295	6.74	1.95	341	6.66	1.88
The speed in which it gets things accomplished on the ground	290	5.94	2.06	326	6.08	1.95
Helping to bring discipline/effective supervision to implementation of investment projects ¹				325	6.29	1.89
Collaboration with civil society*	286	5.50	2.21	326	6.00	1.93
Staff accessibility	282	5.42	2.19	305	5.68	2.00
Collaboration with other donors and development partners	274	6.19	2.05	311	6.46	1.75
Collaboration with the private sector	269	5.77	2.09	322	6.01	1.89
Straightforwardness and honesty	266	6.35	2.32	323	6.52	2.08
Treating clients and stakeholders in Bangladesh with respect	286	6.12	2.20	322	6.45	2.05
Being a long-term partner	290	7.02	2.19	331	7.12	1.91

*Significantly different between FY2016 and FY2019

¹ Only FY 2019 questionnaire had this response option.



C. World Bank Group's Effectiveness and Results

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection	233	5.92	2.31	259	6.23	2.01
Gender equity*	234	6.12	2.19	287	6.75	1.82
Private sector development	236	6.20	2.16	288	6.14	1.90
Education [†]	251	6.61	2.16	310	6.66	1.77
Public sector governance/reform	239	6.15	2.34	296	6.27	1.87
Global/regional integration	219	6.24	2.04	255	6.32	1.74
Food security	240	6.02	2.20	273	6.23	1.76
Urban development	256	6.30	2.04	279	6.41	1.82
Energy [‡]	239	6.17	2.16	268	6.22	1.86
Water and sanitation	251	6.54	1.99	285	6.50	1.83
Pollution [§]				266	5.97	1.93
Job creation/employment	233	6.01	2.20	285	5.84	1.96
Health	248	6.68	1.91	285	6.45	1.83
Financial markets	207	5.82	2.16	257	6.10	1.95
Transport	264	6.74	2.16	299	6.56	1.94
Agriculture and rural development	269	6.26	1.85	297	6.49	1.85
Trade and exports	216	6.10	2.00	246	6.10	1.92
Natural resource management [¶]				236	5.73	1.92
Climate change	246	6.37	2.24	284	6.38	1.88
Poverty reduction	261	6.80	2.08	311	6.58	1.87
Anti-corruption	224	5.50	2.60	258	5.59	2.17
Judiciary reform				230	5.21	2.07
Economic growth	241	6.58	2.06	299	6.46	1.78
Disaster risk management ^{¶¶}	249	6.64	2.04	275	6.38	1.84
Equality of opportunity*	219	5.79	2.26	261	6.25	1.81
Information and communications technology	234	6.25	2.10	259	6.37	1.80
Response to Rohingya refugee crisis ^{¶¶¶}				291	6.53	2.09

*Significantly different between FY2016 and FY2019

[†] In FY 2016, the category was "Education and skill development"

[‡] In FY 2016, the category was "Energy/Power"

[§] Only FY 2019 questionnaire had this response option.

^{||} In FY 2016, the category was "Health and nutrition"

[¶] In FY 2016, the category was "Disaster preparedness and management"

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Bangladesh?	288	6.27	2.05	340	6.29	1.78

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Bangladesh?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bangladesh*	290	5.56	1.99	331	5.96	1.87
The World Bank Group meets Bangladesh's needs for knowledge services	285	5.91	2.10	330	6.06	1.96

Significantly different between FY2016 and FY2019*D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	FY 2016	FY 2019
Weekly	11.5%	9.3%
Monthly	18.4%	17.2%
A few times a year	46.1%	46.2%
Rarely	22.0%	22.0%
Never	2.0%	5.4%

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	269	5.77	2.05	308	6.21	1.78
Include appropriate level of stakeholder involvement during preparation*	282	5.51	1.98	306	6.18	1.84
Lead to practical solutions*	287	5.69	1.97	317	6.15	1.86
Are source of relevant information on global good practices	255	6.51	2.04	310	6.81	1.83
Are adequately disseminated*	281	5.81	2.17	315	6.25	1.80
Are translated enough into local language	256	5.45	2.39	283	5.51	2.02
Are adaptable to Bangladesh's specific development challenges and country circumstances	283	5.95	1.93	314	6.18	1.79

**Significantly different between FY2016 and FY2019*

	FY 2016			FY 2019		
	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?	293	6.39	2.00	332	6.42	1.73
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	291	6.76	1.99	322	6.89	1.69

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

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	264	4.95	2.46	298	5.87	2.08
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	284	6.30	2.24	329	6.87	1.85
The World Bank Group's approvals and reviews are done in a timely fashion*	268	5.93	2.04	311	6.46	1.89
The World Bank Group's Environmental and Social Framework requirements are reasonable [†]				310	6.57	1.85
The World Bank Group's conditions on its lending are reasonable	250	5.56	2.38	311	5.82	2.13
The World Bank Group takes decisions quickly in Bangladesh	257	5.48	2.27	308	5.80	1.96
Working with the World Bank Group increases Bangladesh's institutional capacity	281	6.55	2.11	336	6.78	1.95
Where country systems are adequate, the World Bank Group makes appropriate use of them	241	6.26	2.02	300	6.48	2.00

*Significantly different between FY2016 and FY2019

[†] Only FY 2019 questionnaire had this response option.

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

When considering the combination of services that the World Bank Group offers in Bangladesh, 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 Bangladesh? (Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
Financial services	52.5%	45.8%
Knowledge products	27.5%	33.4%
Convening services	3.6%	1.7%
None of the above	2.3%	1.7%
The combination is appropriate for Bangladesh	8.9%	12.7%
Don't know	5.2%	4.6%



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Bangladesh? (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
To what extent do you trust The World Bank Group to do what is right?	6.20	6.74	6.65	5.95	6.36	6.62	6.31	6.77	6.35	6.61	6.38	6.62
Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.	6.22	6.97	6.73	6.17	6.49	6.77	6.36	7.08	6.47	6.74	6.64	6.41
Overall the World Bank Group currently plays a relevant role in development in Bangladesh	6.07	6.85	6.65	5.82	6.31	6.66	6.23	6.88	6.31	6.60	6.47	6.32
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh	5.68	6.60	6.30	5.52	6.04	6.22	5.93	6.46	5.92	6.36	6.19	5.85
Responsiveness to needs	5.67	6.22	6.03	5.66	5.88	6.06	5.82	6.19	5.87	6.02	5.98	5.82
Flexibility (in terms of the institution's products and services)	5.29	5.74	5.62	5.23	5.50	5.54	5.33	5.91	5.39	5.69	5.61	5.24
Flexibility (in terms of changing country circumstances)	5.37	5.95	5.71	5.47	5.60	5.75	5.51	5.95	5.56	5.77	5.71	5.48
Being inclusive	5.52	6.09	5.87	5.56	5.79	5.78	5.59	6.19	5.72	5.88	5.81	5.71
Openness (sharing data and other information)	5.69	6.32	6.05	5.77	5.93	6.06	5.83	6.29	5.87	6.13	6.11	5.65
Collaboration with the Government	6.41	6.94	6.64	6.67	6.59	6.78	6.49	7.01	6.66	6.64	6.71	6.51
The speed in which it gets things accomplished on the ground	5.94	6.14	6.10	5.88	5.97	6.19	6.00	6.14	6.13	5.92	5.93	6.34
Helping to bring discipline/effective supervision to implementation of investment projects	6.10	6.47	6.35	6.05	6.22	6.38	6.19	6.46	6.28	6.27	6.21	6.43
Collaboration with civil society	5.91	6.06	6.05	5.84	5.88	6.22	5.97	6.03	6.06	5.89	6.01	5.94
Staff accessibility	5.37	5.98	5.78	5.38	5.67	5.69	5.57	5.91	5.52	5.90	5.76	5.44
Collaboration with other donors and development partners	6.33	6.54	6.40	6.53	6.37	6.55	6.41	6.47	6.45	6.41	6.47	6.35
Collaboration with the private sector	5.80	6.23	6.03	5.93	5.92	6.17	6.00	6.00	5.93	6.10	6.07	5.83
Straightforwardness and honesty	6.26	6.80	6.57	6.40	6.47	6.63	6.41	6.77	6.51	6.54	6.50	6.58
Treating clients and stakeholders in Bangladesh with respect	6.09	6.85	6.54	6.15	6.32	6.69	6.36	6.61	6.38	6.52	6.45	6.40
Being a long-term partner	6.84	7.41	7.19	6.85	6.99	7.31	6.93	7.46	7.14	7.02	7.11	7.06
To what extent does the World Bank Group's work help to achieve development results in Bangladesh?	6.03	6.58	6.37	5.99	6.24	6.33	6.10	6.64	6.19	6.39	6.30	6.18
To what extent does the World Bank Group influence the development agenda in Bangladesh?	5.96	6.52	6.28	6.04	6.13	6.40	6.10	6.48	6.20	6.23	6.31	5.98
The World Bank Group's financial instruments meet the needs of Bangladesh	5.68	6.33	6.04	5.77	5.87	6.16	5.86	6.21	5.93	6.02	6.06	5.73
The World Bank Group meets Bangladesh's needs for knowledge services	5.86	6.32	6.05	6.10	5.92	6.37	5.97	6.27	6.09	6.04	6.18	5.80
The World Bank Group's knowledge work and activities are adaptable to Bangladesh's specific development challenges and country circumstances	5.98	6.39	6.21	6.12	6.12	6.31	6.12	6.33	6.17	6.20	6.26	5.99
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.11	6.77	6.54	6.10	6.34	6.57	6.27	6.75	6.37	6.48	6.48	6.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.60	7.23	6.94	6.76	6.80	7.09	6.76	7.19	6.85	6.95	6.97	6.71
The World Bank Group takes decisions quickly in Bangladesh	5.46	6.23	5.95	5.47	5.87	5.70	5.66	6.14	5.67	6.04	5.82	5.82
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.12	6.92	6.62	6.11	6.43	6.66	6.32	6.89	6.35	6.72	6.58	6.30

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Bangladesh FY19 COS Questionnaire



World Bank Group Country Survey FY 2019 – Bangladesh

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

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 BANGLADESH

A1. When you think about the future in Bangladesh, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Bangladesh is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Bangladesh.			
Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than THREE)			
1	Urban development	15	Anti-corruption
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Natural resource management
3	Water and sanitation	17	Economic growth
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
6	Private sector development	20	Trade and exports
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Education	22	Crime and violence
9	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
10	Food security	24	Poverty reduction
11	Energy	25	Judiciary reform
12	Pollution	26	Disaster risk management
13	Health	27	Information and communications technology
14	Financial markets		

SECTION A: GENERAL ISSUES

A4. 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 Bangladesh? (Choose no more than THREE)			
1	Trade and exports	14	Private sector development
2	Anti-corruption	15	Health
3	Crime and violence	16	Education
4	Information and communications technology	17	Financial markets
5	Economic growth	18	Water and sanitation
6	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
7	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
9	Climate change (e.g., mitigation, adaptation)	22	Global/regional integration
10	Transport (e.g., roads, bridges, transportation)	23	Food security
11	Energy	24	Urban development
12	Judiciary reform	25	Natural resource management
13	Disaster risk management	26	Pollution

A5. When economic and/or social reform efforts fail or are slow to take place in Bangladesh, which of the following would you attribute this to? (Choose no more than TWO)	
1	Corruption
2	Political pressures and obstacles
3	Poor coordination within the government
4	Inadequate level of government accountability
5	Inadequate level of capacity in the government
6	Inadequate level of private sector participation
7	Inadequate level of citizen/civil society participation
8	Inadequate level of donor coordination
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?													
		To no degree at all					To a very significant degree					Don't know	
1	The national government	1	2	3	4	5	6	7	8	9	7	<input type="checkbox"/>	
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	13	<input type="checkbox"/>	
3	The World Bank Group	1	2	3	4	5	6	7	8	9	11	<input type="checkbox"/>	
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	36	<input type="checkbox"/>	
5	UN	1	2	3	4	5	6	7	8	9	17	<input type="checkbox"/>	
6	Multilateral and regional development banks	1	2	3	4	5	6	7	8	9	37	<input type="checkbox"/>	
7	Central Bank	1	2	3	4	5	6	7	8	9	17	<input type="checkbox"/>	
8	International private sector	1	2	3	4	5	6	7	8	9	26	<input type="checkbox"/>	
9	Domestic private sector	1	2	3	4	5	6	7	8	9	12	<input type="checkbox"/>	
10	International civil society (e.g., NGOs, foundations)	1	2	3	4	5	6	7	8	9	16	<input type="checkbox"/>	
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	11	<input type="checkbox"/>	
12	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	11	<input type="checkbox"/>	
13	International media and their web presence	1	2	3	4	5	6	7	8	9	14	<input type="checkbox"/>	
14	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	22	<input type="checkbox"/>	

A7. Please describe the direction Bangladesh is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Bangladesh's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Bangladesh? (Choose no more than TWO)

1	Jobs/employment	6	Technology based disruption
2	Trade constraints	7	Geo political uncertainty
3	Climate change	8	The gap between the rich and the poor
4	Terrorism	9	Environmental degradation
5	Migrants and refugees	10	Fragility in neighboring countries

A9. When thinking about development efforts in Bangladesh, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Bangladesh?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Bangladesh?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Bangladesh?									
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 Bangladesh.										
1	2	3	4	5	6	7	8	9	17	<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 Bangladesh solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	29	<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 Bangladesh, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh? (Choose no more than THREE)			
1	Global/regional integration	15	Poverty reduction
2	Pollution	16	Disaster risk management
3	Health	17	Information and communications technology
4	Private sector development	18	Crime and violence
5	Education	19	Natural resource management
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Climate change (e.g., mitigation, adaptation)
7	Energy	21	Judiciary reform
8	Water and sanitation	22	Economic growth
9	Job creation/employment	23	Equality of opportunity (i.e., social inclusion)
10	Financial markets	24	Transport (e.g., roads, bridges, transportation)
11	Social protection (e.g., pensions, targeted social assistance)	25	Agriculture and rural development
12	Gender equity (closing the gap between women and men, and boys and girls)	26	Trade and exports
13	Food security	27	Anti-corruption
14	Urban development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bangladesh?			
		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 Bangladesh? (Choose no more than TWO)	
1	Not sufficiently focused on sustainable results
2	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
3	Not collaborating enough with civil society (e.g., NGOs, CBOs)
4	Inadequate World Bank Group's staffing in Bangladesh
5	Not enough public disclosure of its work
6	Not willing to honestly criticize policies and reform efforts in the country
7	Staff too inaccessible
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not collaborating enough with private sector
11	Not aligned with country priorities
12	Not adequately sensitive to political/social realities in Bangladesh
13	Not adequately flexible
14	Arrogant in its approach
15	Other (please specify): _____
16	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 Bangladesh? (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. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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	Local government	7	Media
2	Private sector	8	Foundations
3	Youth/university groups	9	Parliament
4	Beneficiaries	10	Academia/think tanks/research institutes
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 Bangladesh?

		Strongly disagree									Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Bangladesh	1	2	3	4	5	6	7	8	9	8	<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh	1	2	3	4	5	6	7	8	9	14	<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 Bangladesh, 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	33	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)										41	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)										36	<input type="checkbox"/>
B15	Being inclusive										26	<input type="checkbox"/>
B16	Openness (sharing data and other information)										20	<input type="checkbox"/>
B17	Collaboration with the Government										12	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground										30	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects										31	<input type="checkbox"/>
B20	Collaboration with civil society										32	<input type="checkbox"/>
B21	Staff accessibility										46	<input type="checkbox"/>
B22	Collaboration with other donors and development partners										40	<input type="checkbox"/>
B23	Collaboration with the private sector										36	<input type="checkbox"/>
B24	Straightforwardness and honesty										32	<input type="checkbox"/>
B25	Treating clients and stakeholders in Bangladesh with respect										35	<input type="checkbox"/>
B26	Being a long-term partner										24	<input type="checkbox"/>

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh? *(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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	98	<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	70	<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	67	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	46	<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	58	<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	101	<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	88	<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	76	<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	86	<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	73	<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	90	<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	72	<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	70	<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	94	<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	55	<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	60	<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	103	<input type="checkbox"/>
18	Natural resource management	1	2	3	4	5	6	7	8	9	122	<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	74	<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	43	<input type="checkbox"/>
21	Anti-corruption	1	2	3	4	5	6	7	8	9	98	<input type="checkbox"/>
22	Judiciary reform	1	2	3	4	5	6	7	8	9	124	<input type="checkbox"/>
23	Economic growth	1	2	3	4	5	6	7	8	9	52	<input type="checkbox"/>
24	Disaster risk management	1	2	3	4	5	6	7	8	9	79	<input type="checkbox"/>
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	92	<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	95	<input type="checkbox"/>
27	Response to Rohingya refugee crisis	1	2	3	4	5	6	7	8	9	62	<input type="checkbox"/>

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

1	2	3	4	5	6	7	8	9	17	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group influence the development agenda in Bangladesh?												
1	2	3	4	5	6	7	8	9	17	□		
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 Bangladesh?													
		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 Bangladesh	1	2	3	4	5	6	7	8	9	27	<input type="checkbox"/>	
C5	The World Bank Group meets Bangladesh's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	28	<input type="checkbox"/>	

C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Bangladesh? (Select only ONE response)												
1	Very familiar											
2	Somewhat familiar											
3	Somewhat unfamiliar											
4	Very unfamiliar											
5	Don't know											

How effectively does the World Bank Group support Bangladesh’s efforts ... ?													
		Not effectively at all									Very effectively	Don't know	
C7	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	64	<input type="checkbox"/>	
C8	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	49	<input type="checkbox"/>	
C9	To strengthen the country’s crisis preparedness	1	2	3	4	5	6	7	8	9	55	<input type="checkbox"/>	
C10	To identify and monitor risks	1	2	3	4	5	6	7	8	9	69	<input type="checkbox"/>	

C11. How effectively does the World Bank Group's SCD and CPF activities support Bangladesh's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]												
1	2	3	4	5	6	7	8	9	212	□		
Not effectively at all									Very effectively		Don't know	

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 Bangladesh, 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	43	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	49	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	34	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	41	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	37	<input type="checkbox"/>
D7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	73	<input type="checkbox"/>
D8	Are adaptable to Bangladesh's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	37	<input type="checkbox"/>

D9. 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	23	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D10. 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	32	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	62	<input type="checkbox"/>
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	28	<input type="checkbox"/>
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	47	<input type="checkbox"/>
E4	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	47	<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	49	<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Bangladesh	1	2	3	4	5	6	7	8	9	51	<input type="checkbox"/>
E7	Working with the World Bank Group increases Bangladesh's institutional capacity	1	2	3	4	5	6	7	8	9	21	<input type="checkbox"/>
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	60	<input type="checkbox"/>

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Bangladesh?												
1	2	3	4	5	6	7	8	9	25	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Bangladesh? (Choose no more than TWO)	
1	Macro issues (fiscal accounts, balance of payments, etc.)
2	Disaster risk preparedness
3	Supporting poor and marginalized local host communities
4	Public services
5	Social cohesion
6	Health
7	Education
8	Jobs
9	Infrastructure
10	Other (please specify): _____
11	Don't know

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

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

1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Bangladesh's economy
3	Engage more effectively with civil society (e.g., NGOs, CBOs)
4	Engage more directly with beneficiaries
5	Improve the quality of its experts as related to Bangladesh's specific challenges
6	Engage more effectively with private sector
7	Offer more innovative knowledge services
8	Collaborate more effectively with Government clients (e.g., national, state, local)
9	Work faster
10	Reduce the complexity of obtaining World Bank Group financing
11	Help to bring discipline/effective supervision to implementation of World Bank Group projects
12	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
13	Offer more innovative financial products
14	Increase the level of capacity development in the country
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Bangladesh, 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 Bangladesh? (Select only ONE response)

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Bangladesh?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. 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	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

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

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Bangladesh? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Bangladesh? (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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Dhaka Division
2	Chittagong Division
3	Sylhet Division
4	Khulna Division
5	Mymensingh Division
6	Rangpur Division
7	Barisal Division
8	Rajshahi Division

Thank you for completing the survey!