



World Bank Group Country Survey FY19 – Malaysia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Malaysia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Malaysia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Malaysia. We would be very grateful, if you could spend 20-25 minutes to fill out the questionnaire.

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

Finally, the survey relates to the World Bank Group's work. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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

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

SECTION A: GENERAL ISSUES FACING MALAYSIA

A1. When you think about the future in Malaysia, 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 Malaysia is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of economic and social development priorities in Malaysia. Please identify which of the following you consider the most important economic and social development priorities in Malaysia? (Choose no more than FIVE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Health
2	Transport (e.g., roads, bridges, transportation)	17	Quality of education
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Poverty reduction
4	Global/regional integration	19	Energy
5	Women's economic opportunities	20	Cost of living
6	Domestic private sector development	21	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	22	Trade and exports
8	Water and sanitation	23	Crime and violence
9	Anti corruption	24	Economic growth
10	Job creation/employment	25	Law and justice (e.g., judicial system)
11	Rural development	26	Regulatory framework
12	Financial markets	27	Natural resource management (e.g., oil, gas, mining)
13	Urban development	28	Disaster management
14	Environmental sustainability	29	Information and communications technology
15	Income inequality		

SECTION A: GENERAL ISSUES FACING MALAYSIA

A4. When economic and/or social reform efforts fail or are slow to take place in Malaysia, which of the following would you attribute this to? (Choose no more than TWO)

1	Political pressures and obstacles
2	Inadequate level of private sector participation
3	Inadequate level of citizen/civil society participation
4	Reforms are not well thought out in light of country challenges
5	Poor coordination within the government
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Corruption
9	Private sector involvement and/or influence
10	Other (please specify): _____

A5. 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	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Malaysia's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING MALAYSIA

A6. Please describe the direction Malaysia 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 Malaysia'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"/>

A7. Listed below are global challenges. Which do you think have the most serious impact on Malaysia? (Choose no more than TWO)			
1	Climate change	6	The gap between the rich and the poor
2	Terrorism	7	Environmental degradation
3	Migrants and refugees	8	Fragility in Malaysia or neighboring countries
4	Jobs/employment	9	Technology based disruption
5	Trade constraints	10	Geo political uncertainty

A8. When thinking about development efforts in Malaysia, 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

A9. To what extent do you trust domestic private sector to engage in public service delivery in Malaysia?	
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

A10. To what extent do you trust international private sector to engage in public service delivery in Malaysia?	
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 IN MALAYSIA

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

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

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

To what extent do you agree with the following statements about the World Bank Group's work in Malaysia?												
		Strongly disagree								Strongly agree		Don't know
B4	Overall the World Bank Group currently plays a relevant role in Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent is the World Bank Group an effective partner in Malaysia, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
B6	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B9	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Treating clients and stakeholders in Malaysia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Agenda setting influence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

B18. To what extent do you believe that Malaysia receives value for money from the World Bank Group's technical advisory services through the Reimbursable Advisory Services (RAS)?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B19. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not collaborating enough with stakeholders outside the Government
3	Not enough public disclosure of its work
4	Arrogant in its approach
5	Understaffed
6	Not client focused
7	Not willing to honestly criticize policies and reform efforts in the country
8	Staff too inaccessible
9	Imposing technocratic solutions without regard to political realities
10	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
11	Other (please specify): _____
12	Don't know

B20. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)			
1	Parliament	6	NGOs
2	Media	7	Youth/university groups
3	Local Government	8	Faith based organizations
4	Private sector	9	Other (please specify): _____
5	Academia/think tanks/research institutes	10	Don't know

SECTION C: THE WORLD BANK GROUP GLOBAL KNOWLEDGE AND RESEARCH HUB IN MALAYSIA

The World Bank Group (WBG) Global Knowledge and Research Hub in Malaysia opened in March 2016 with the following goals: 1) to help Malaysia share its development experiences to other countries; 2) to carry out new and innovative global research through the Kuala Lumpur-based teams from the World Bank Group Global Research and Indicators Group, while at the same time support the country's efforts to build its own research capacity; 3) to provide analytical and advisory services to the Malaysian government to support Malaysia's efforts to reach developed nation status.

C1. How familiar are you with the work of the WBG Global Knowledge and Research Hub in Malaysia? (If rating "3" or less is selected, please go to Question D1)										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all										Extremely familiar

C2. How frequently do you interact (e.g., refer to website or Facebook page, attend an event, have a meeting, email or speak to staff) with the WBG Global Knowledge and Research Hub in Malaysia? (Select only ONE response)	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia:												
		To no degree at all					To a very significant degree					Don't know
C3	Provides opportunity for Malaysia to share more broadly its knowledge with developing countries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Helps Malaysia strengthen its research capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Helps Malaysia's efforts to reach developed nation status	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you believe that the knowledge work and activities (e.g., reports, data, workshops, conferences) of the WBG Global Knowledge and Research Hub in Malaysia:												
		To no degree at all					To a very significant degree					Don't know
C6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Other (please specify): _____	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: THE WORLD BANK GROUP GLOBAL KNOWLEDGE AND RESEARCH HUB IN MALAYSIA

C13. When considering Malaysia's efforts to enter developed nation status, which of the following areas of further knowledge and experience would be of most value to the country?

(Choose no more than TWO)

1	Innovation and productivity
2	Human capital quality (education, skills, nutrition, health)
3	Green growth
4	Fiscal stability
5	Infrastructure development

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

D1. In Malaysia, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Malaysia's specific development challenges and country circumstances?											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
To no degree at all									To a very significant degree		Don't know

D2. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
Very low technical quality									Very high technical quality		Don't know

D3. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
Not significant at all									Very significant		Don't know

D4. To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services (e.g., research, analysis, data, and technical assistance)?											<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10		
Strongly disagree									Strongly agree		Don't know

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

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

SECTION F: COMMUNICATION AND INFORMATION SHARING

F1. How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)			
1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

F2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

F3	Do you use/have you used the World Bank Group Malaysia website?	Yes	No
F4	Do you currently consult the World Bank Group Malaysia Facebook page?	Yes	No

F5. 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"/>
9	Read WBG email alerts/updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: BACKGROUND INFORMATION

G1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

G2. 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		

G3. Which of the following describes most of your exposure to the World Bank Group in Malaysia? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

G4. What's your gender?	
1	Female
2	Male

G5. Which best represents your geographic location?	
1	Greater Kuala Lumpur/Klang Valley
2	Other

Thank you for completing the survey!