

FY 2019 Malaysia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

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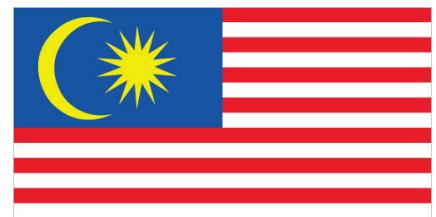




Table of Contents

I. Objectives	4
II. Methodology.....	4
III. Demographics of the Sample.....	5
IV. General Issues Facing Malaysia	9
V. Overall Attitudes toward the World Bank Group.....	16
VI. The World Bank Group Global Knowledge and Research Hub in Malaysia.....	20
VII. How the World Bank Group Operates	25
VIII. World Bank Group's Knowledge and Instruments	28
IX. The Future Role of the World Bank Group in Malaysia.....	30
X. Communication and Outreach	32
XI. Appendices.....	35

MALAYSIA





I. Objectives

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

- *General Issues Facing Malaysia*
- *Overall Attitudes toward the World Bank Group in Malaysia*
- *The World Bank Group Global Knowledge and Research Hub in Malaysia*
- *The World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Malaysia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March through May 2019, 1,753 stakeholders of the WBG in Malaysia 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 Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; and judiciary branch.

A total of 360 stakeholders participated in the survey (21% response rate). Respondents received the questionnaire via the online survey platform Qualtrics.

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 of this year's Country Survey were compared to those of the Country Survey conducted in FY '16 (response rate was 30%, N = 258). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 72).

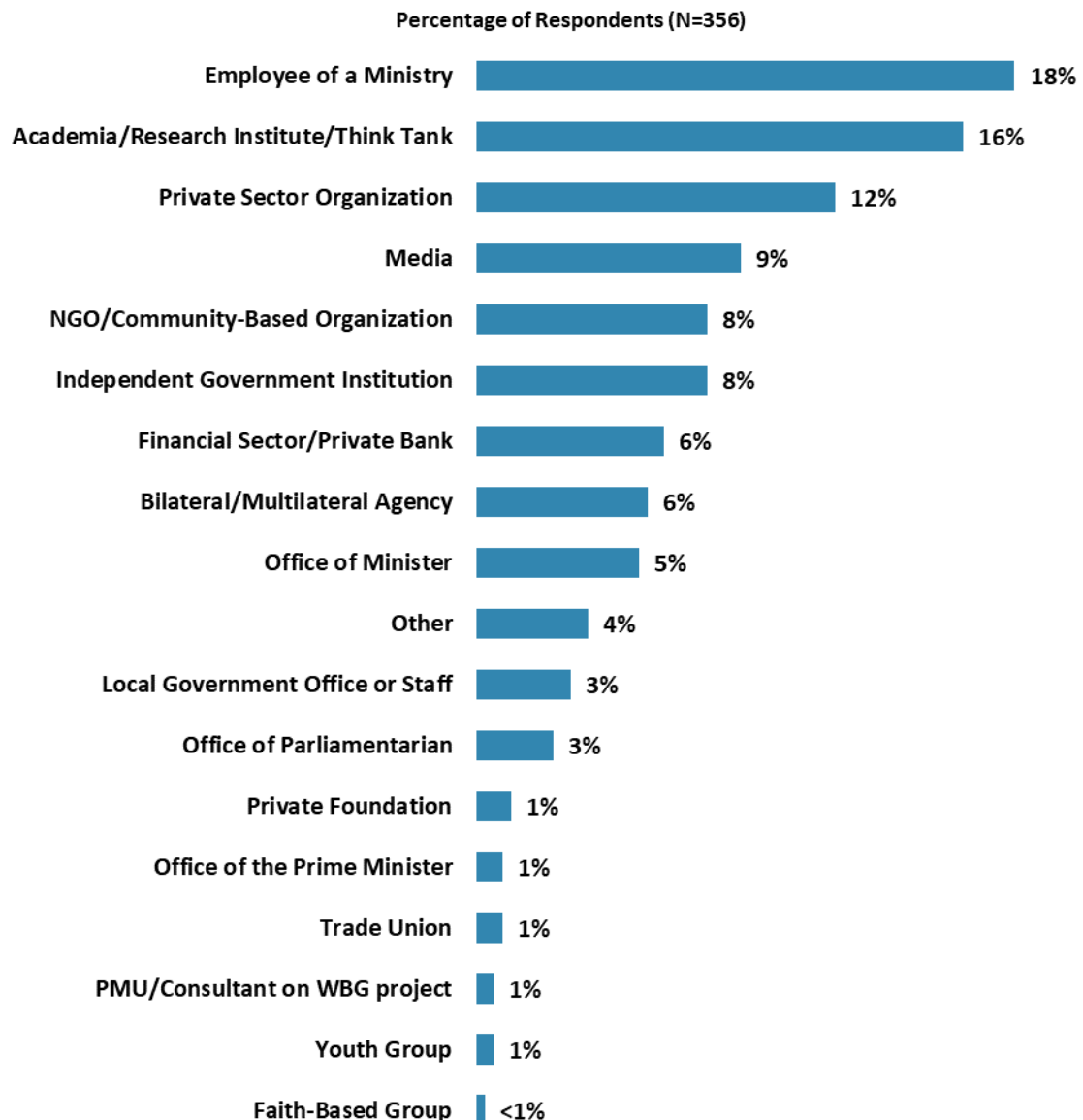
Note that the body of this report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- For all further analyses, respondents from the office of the Prime Minister were combined with those from the office of a Minister; the small number of respondents from PMUs/Consultants working on WBG-supported projects were combined with employees of ministries; and respondents from private foundations, NGOs/CBOs, trade unions, faith-based groups, and youth groups were combined into one “Civil Society” category. There were no respondents from the judiciary branch.

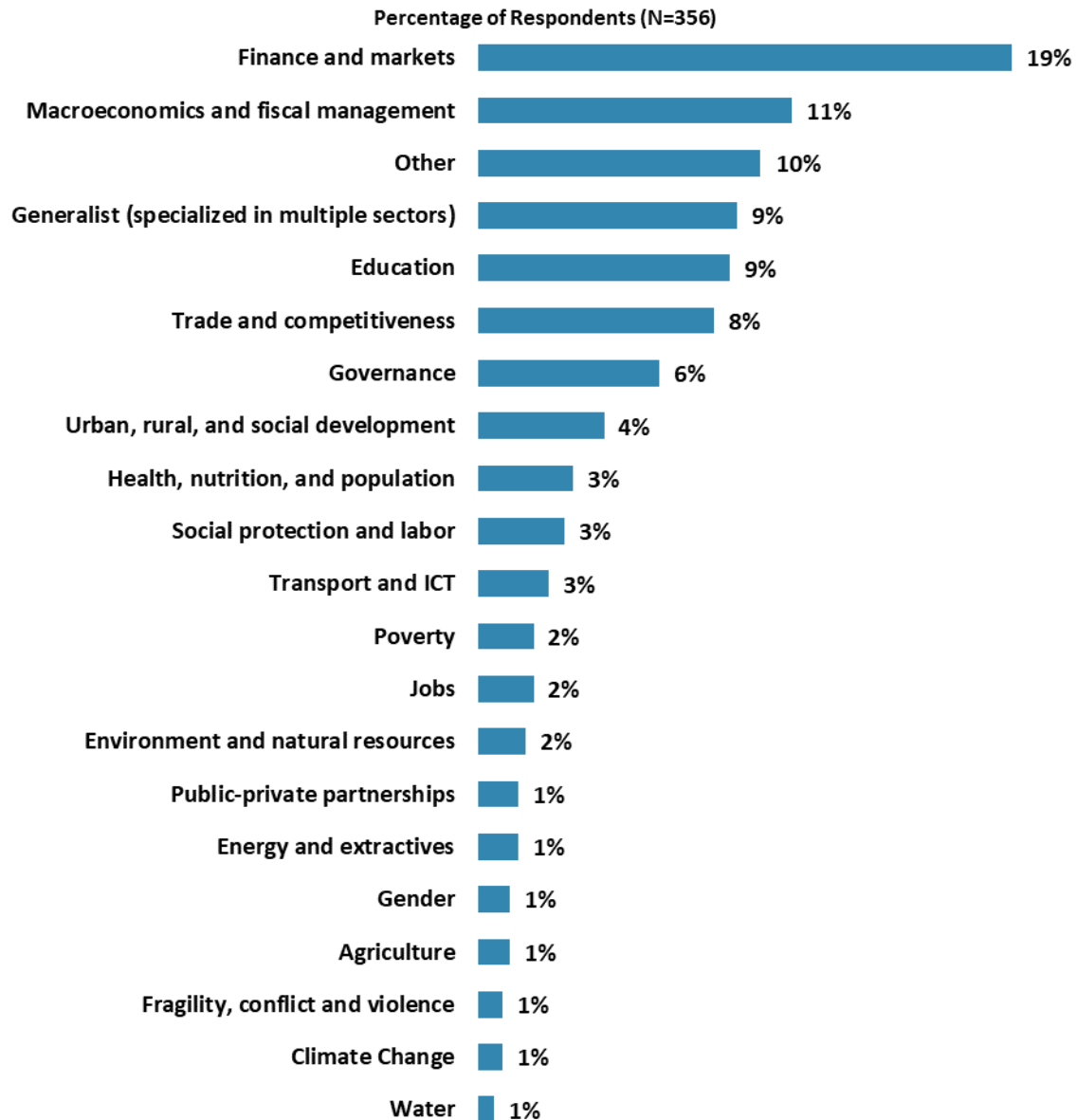


“Which of the following best describes your current affiliation? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



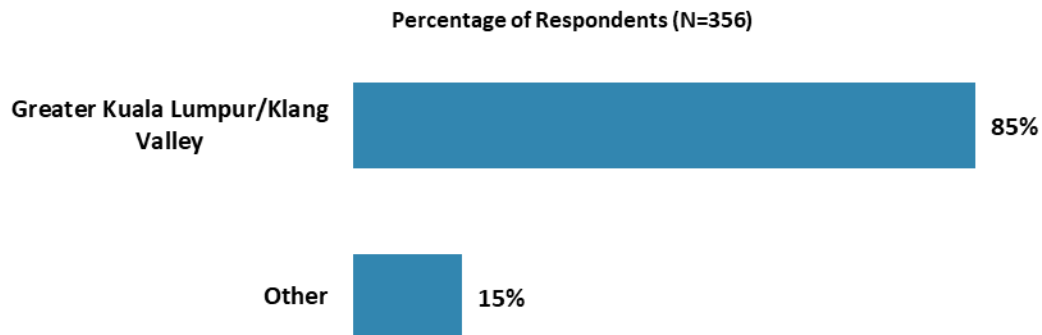
"Please identify the primary specialization of your work. (Select only ONE response)"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

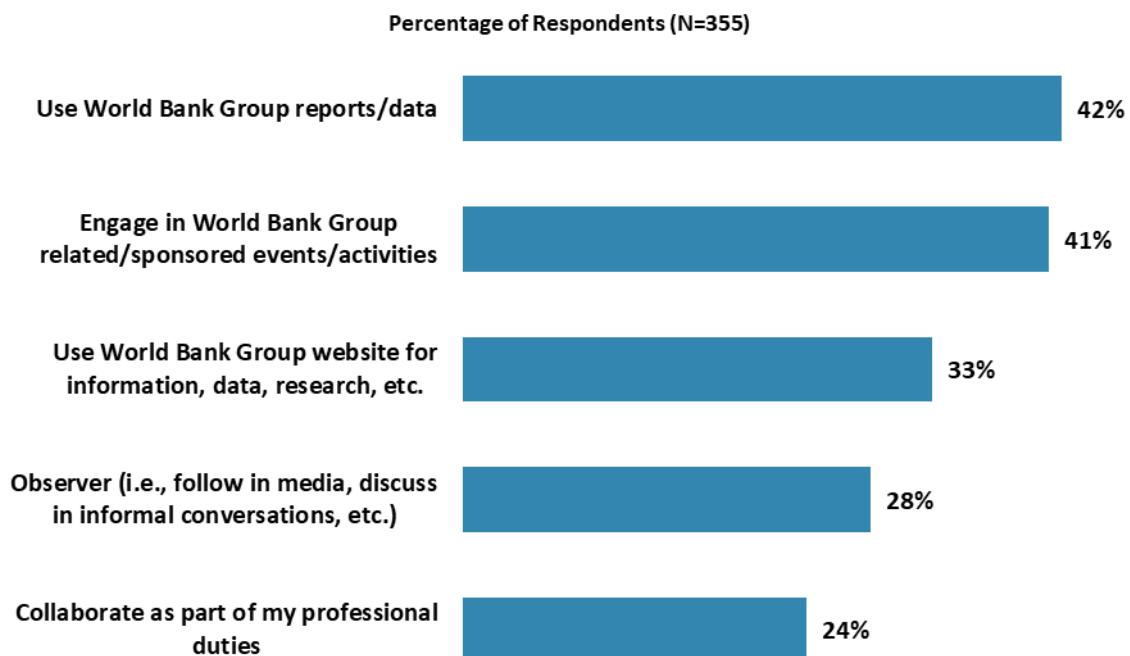
- Geographic location comparisons can be found in Appendix C (page 66).



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

Exposure to the World Bank Group

- Comparisons based on whether respondents collaborate with the WBG as part of their professional duties can be found in Appendix D (page 68).



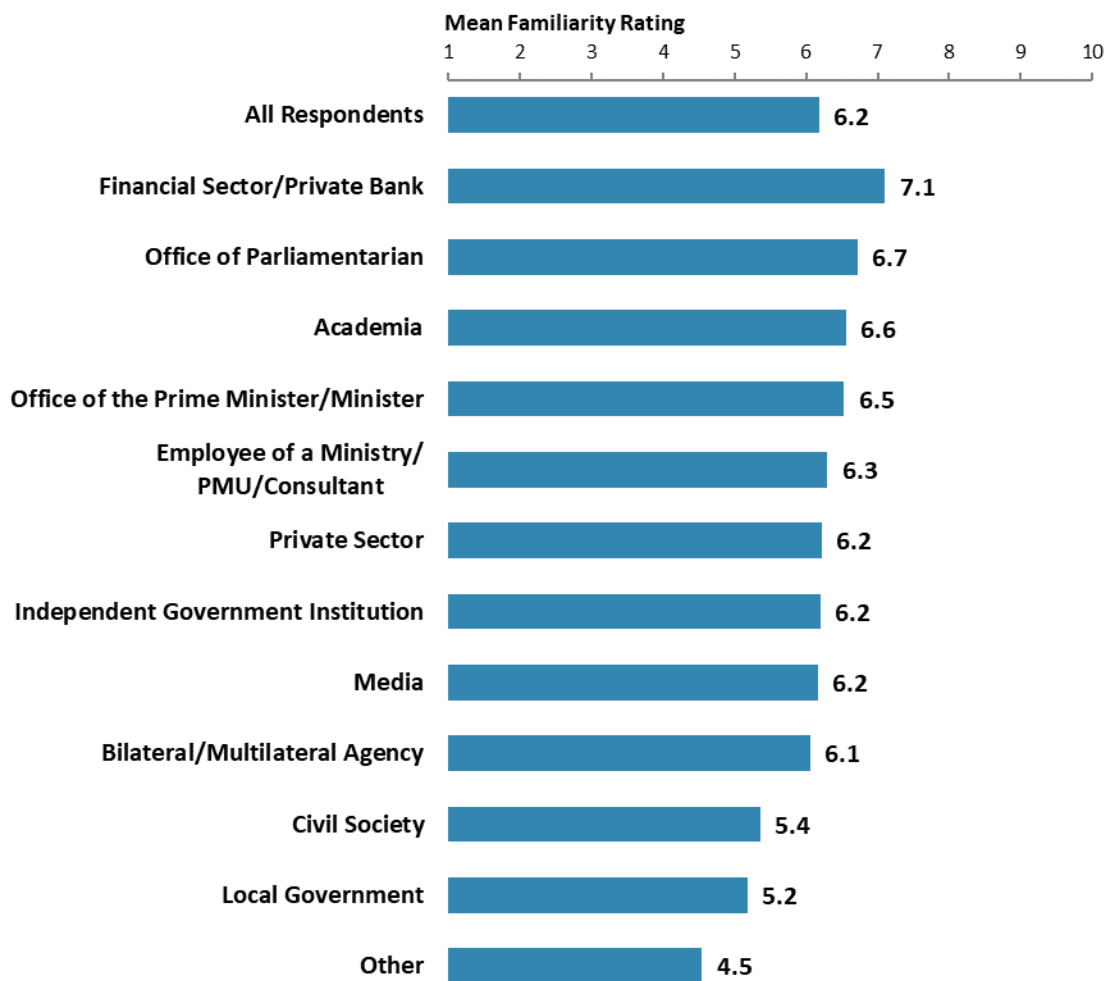
"Which of the following describes most of your exposure to the World Bank Group in Malaysia? (Choose no more than TWO)" (Respondents choose from a list. Responses combined.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG (weighted mean rating = 6.3) compared to respondents from the FY '16 Country Survey (weighted mean rating = 5.5).
- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.1) compared to those who said that they do not collaborate with the WBG (mean rating = 6.0).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in Malaysia and moderately, significantly correlated with their level of agreement that the WBG plays a relevant role in Malaysia.

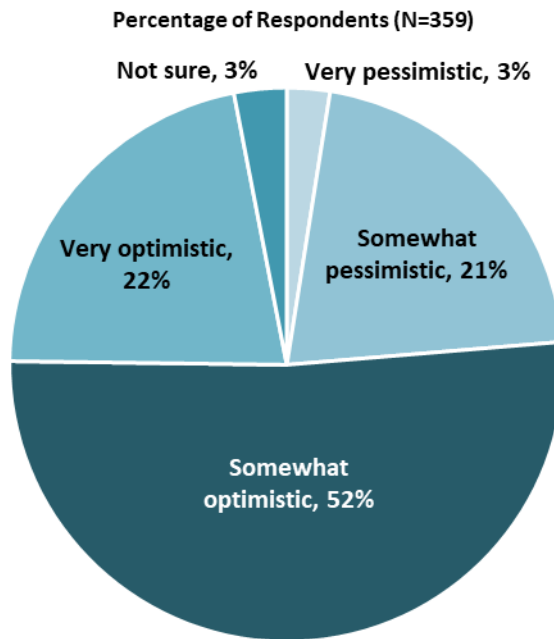


"How familiar are you with the work of the World Bank Group in Malaysia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



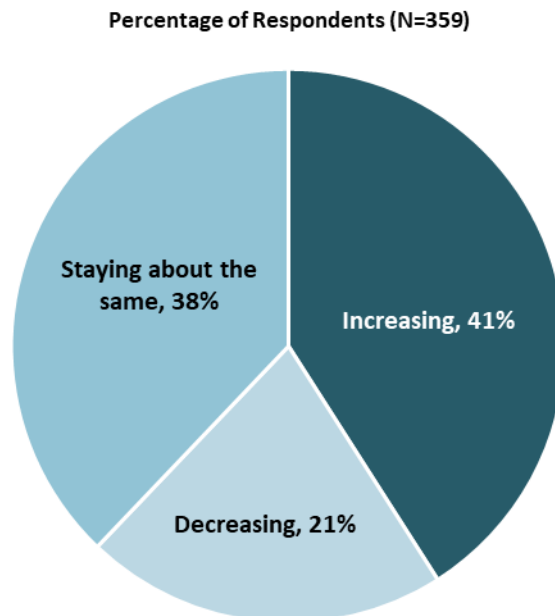
IV. General Issues Facing Malaysia

Optimism for the Future in Malaysia



"When you think about the future in Malaysia, are you...?" (Respondents chose from a list.)

Perceptions of Economic Opportunity

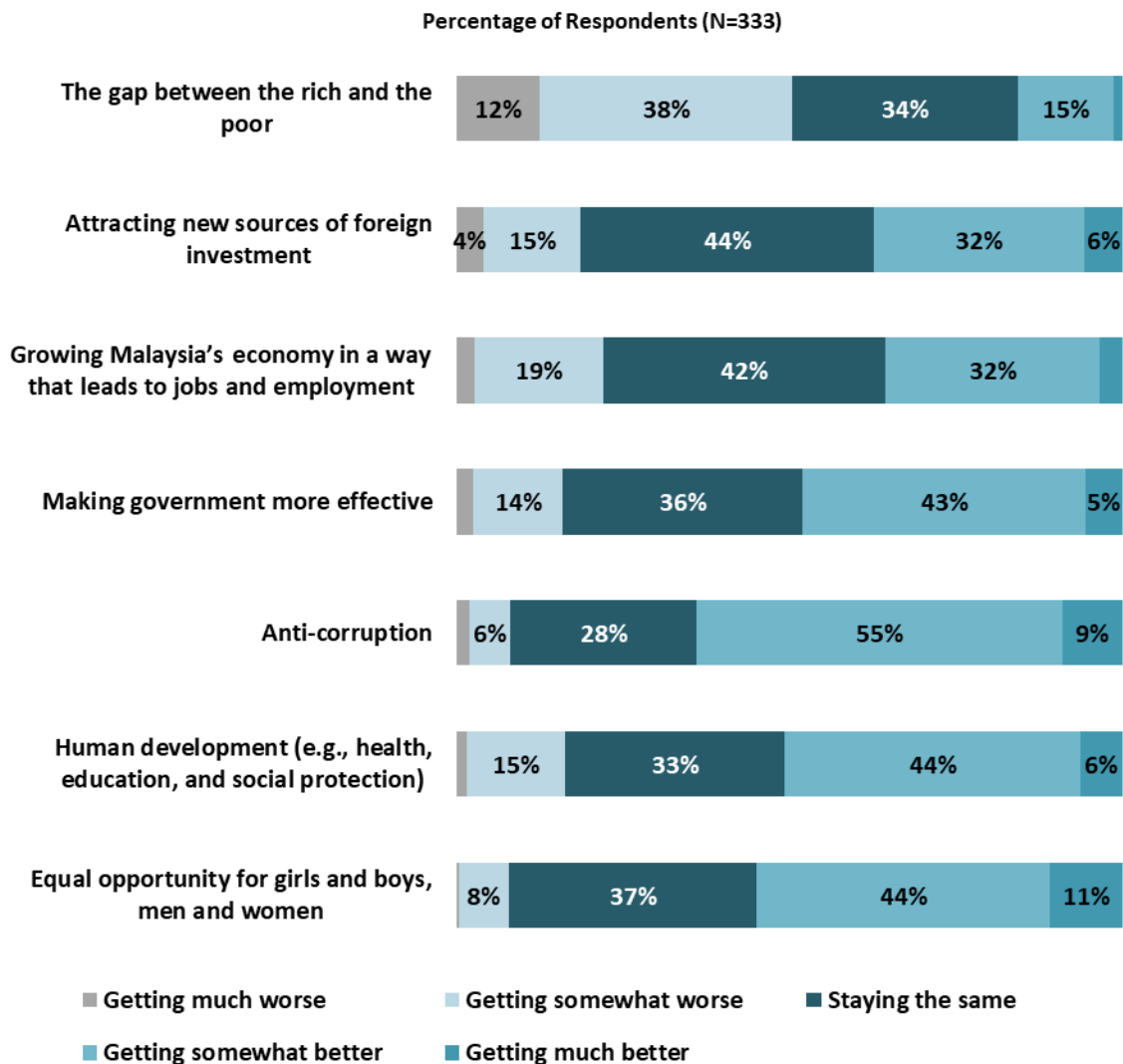


"Do you think that economic opportunity for citizens in Malaysia is ... ?" (Respondents chose from a list.)



IV. General Issues Facing Malaysia (continued)

Perceptions of Improvement and Decline in Specific Areas



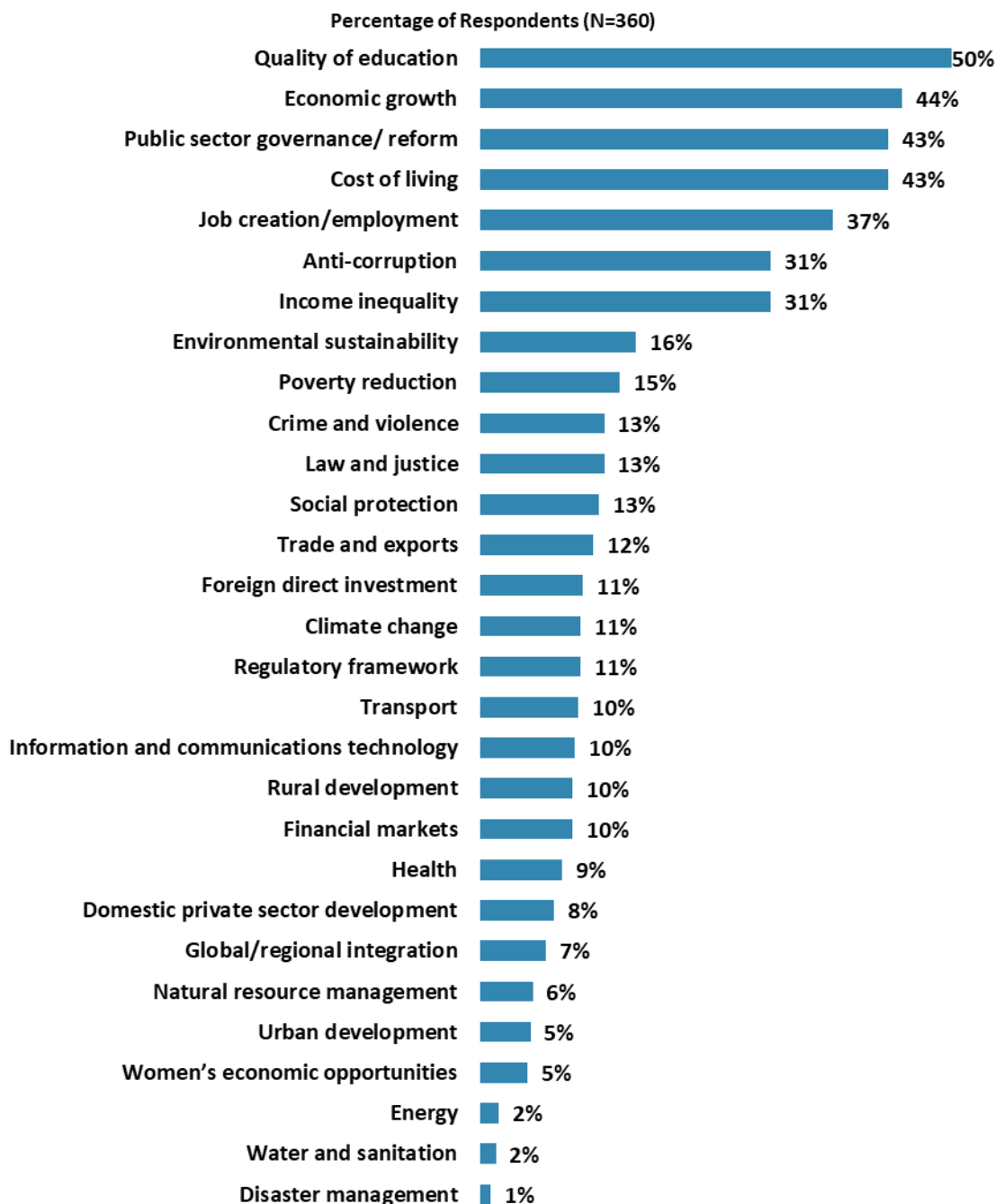
"Please describe the direction Malaysia is moving in, when considering..."
(Respondents chose from a list.)



IV. General Issues Facing Malaysia (continued)

Development Priority

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the most important development priorities in Malaysia were education (percentage of respondents = 56%) and public sector governance/reform (56%), followed by anti-corruption (41%), economic growth (32%), and cost of living (30%). For a statistical comparison, please see Appendix E (page 72).

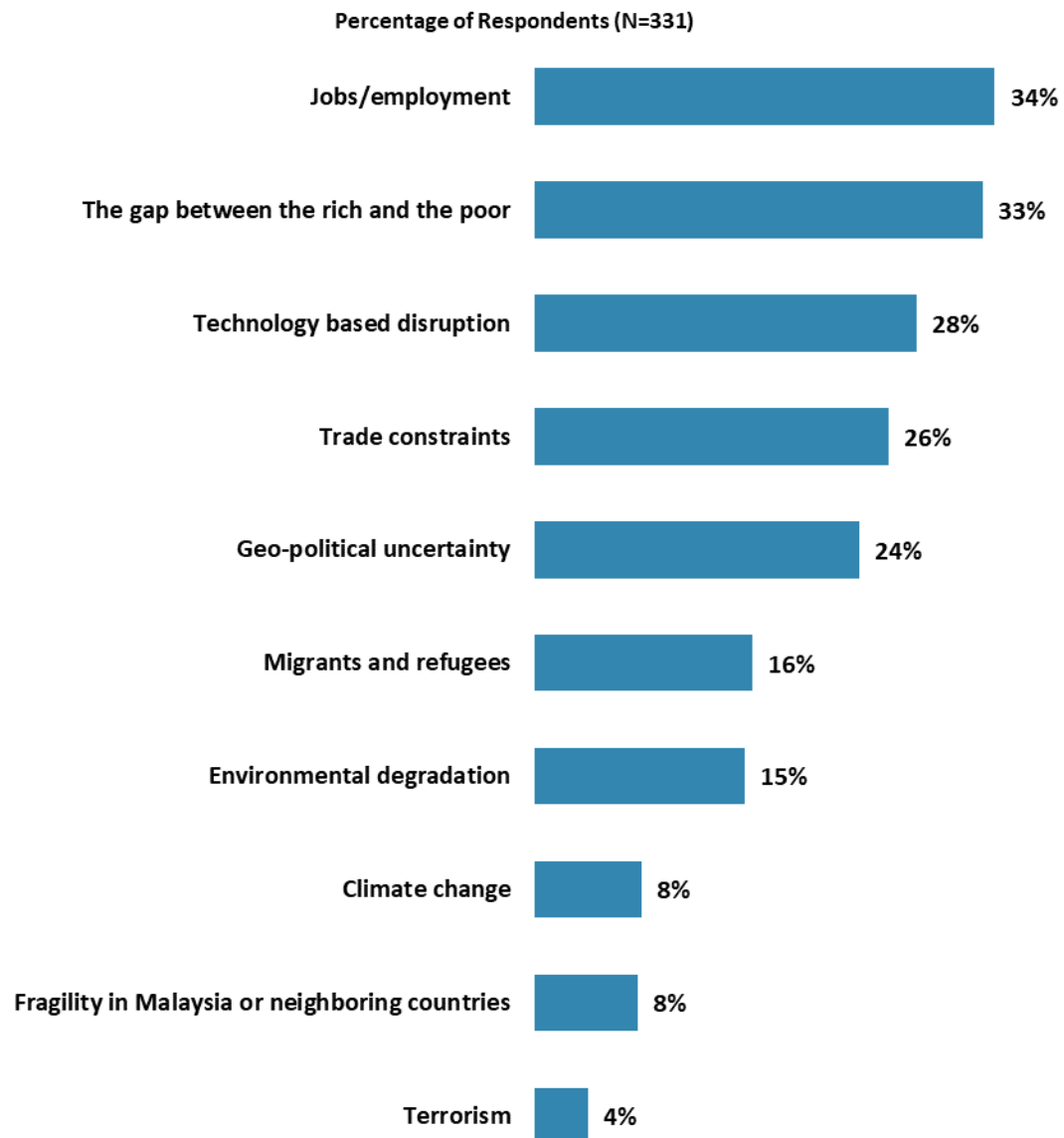


"Please identify which of the following you consider the most important economic and social development priorities in Malaysia. (Choose no more than FIVE)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Malaysia (continued)

The Impact of Global Challenges on Malaysia

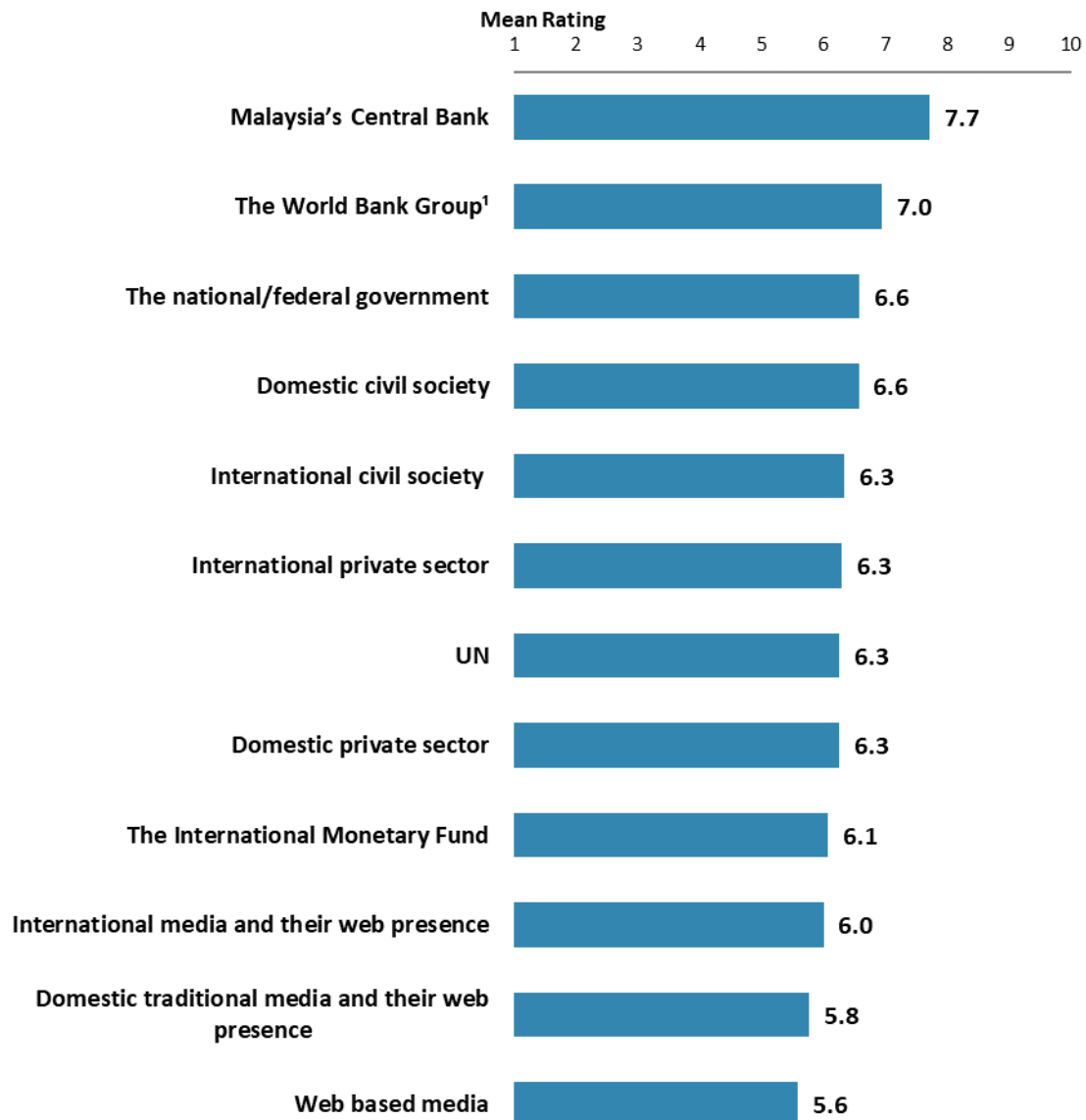


"Listed below are global challenges. Which do you think have the most serious impact on Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Malaysia (continued)

Trust in Institutions

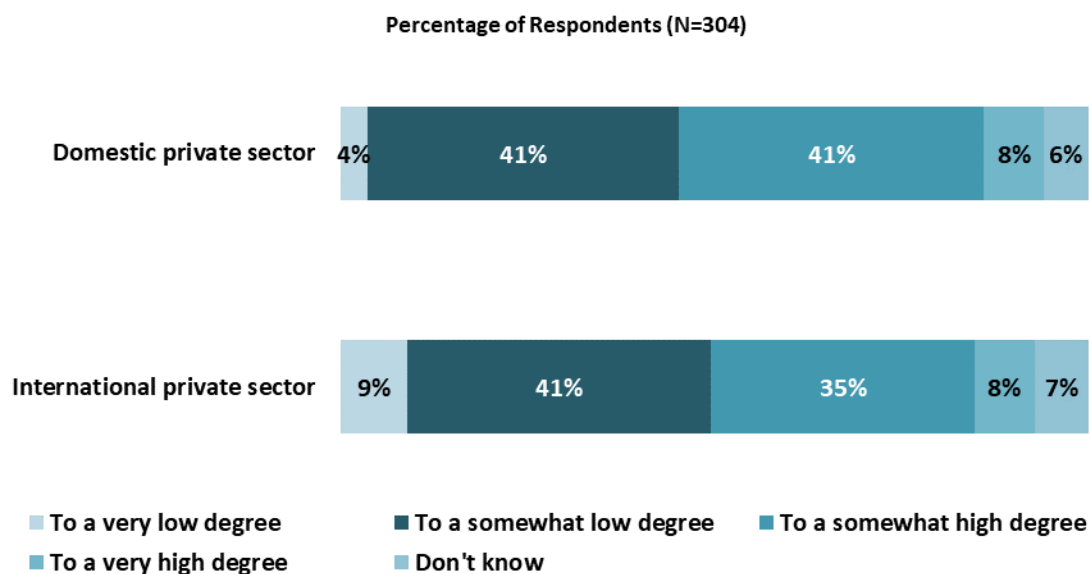


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question



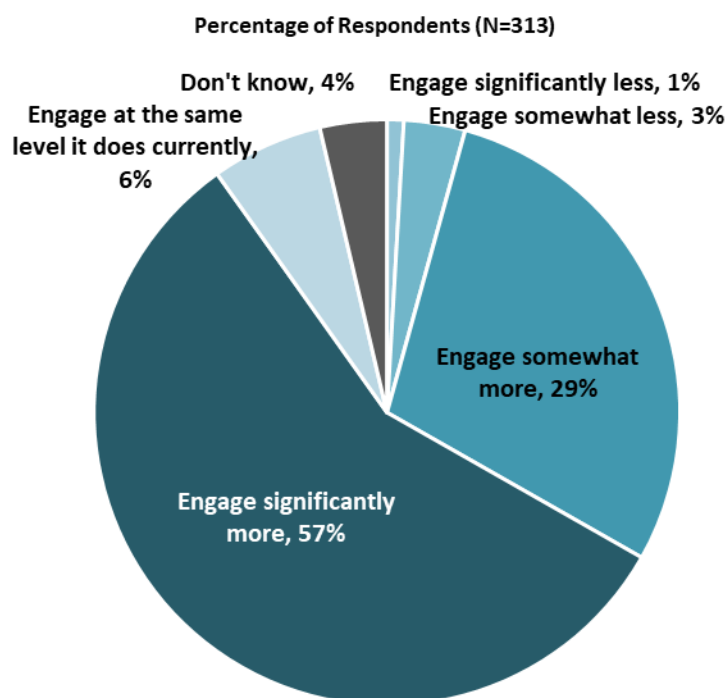
IV. General Issues Facing Malaysia (continued)

Trust in the Private Sector



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

Civil Society Engagement

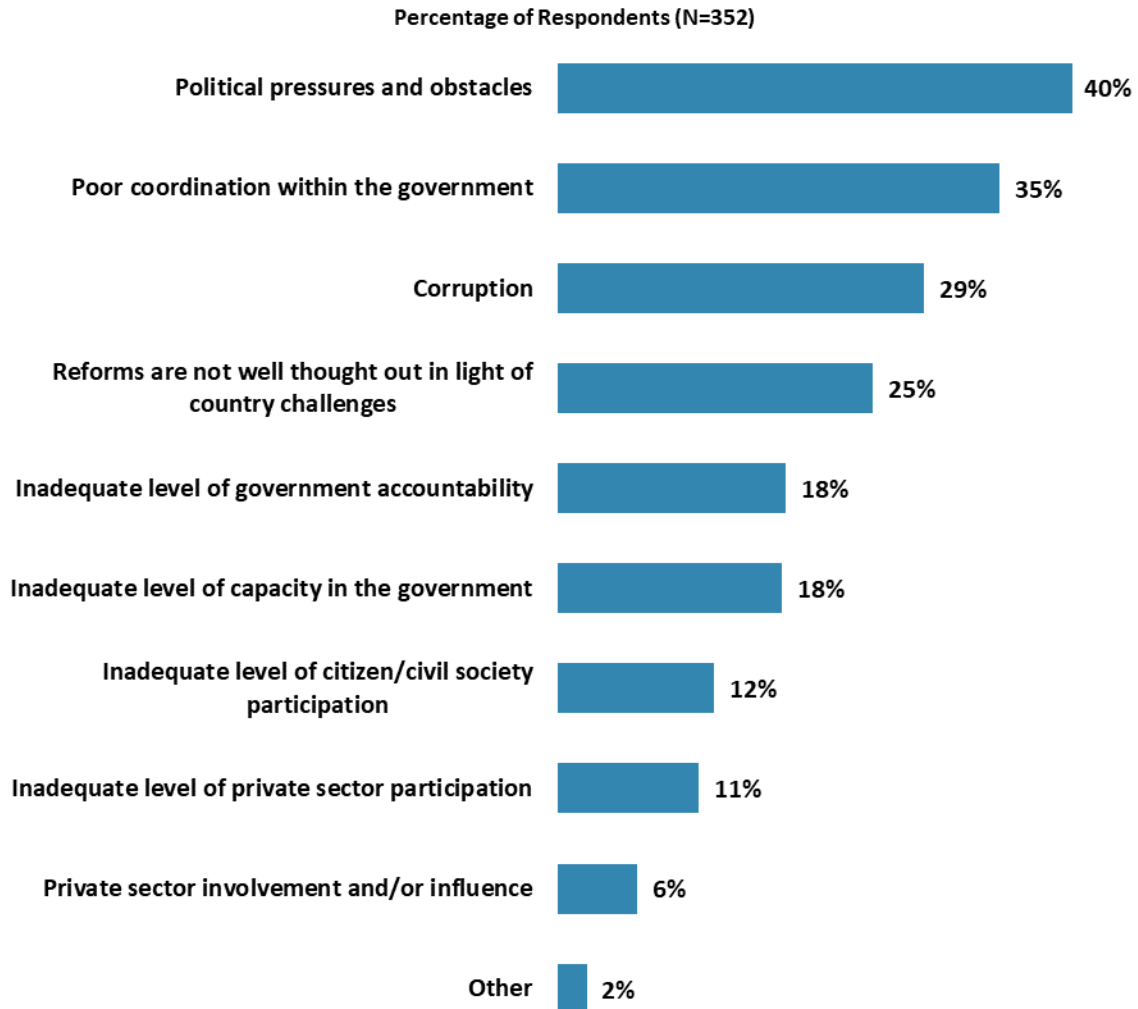


"When thinking about development efforts in Malaysia, do you think that civil society (e.g., NGOs, CBOs) should ... ?" (Respondents chose from a list.)



IV. General Issues Facing Malaysia (continued)

Attributions for Slow/Failed Reform Efforts



"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)"
(Respondents chose from a list. Responses combined.)

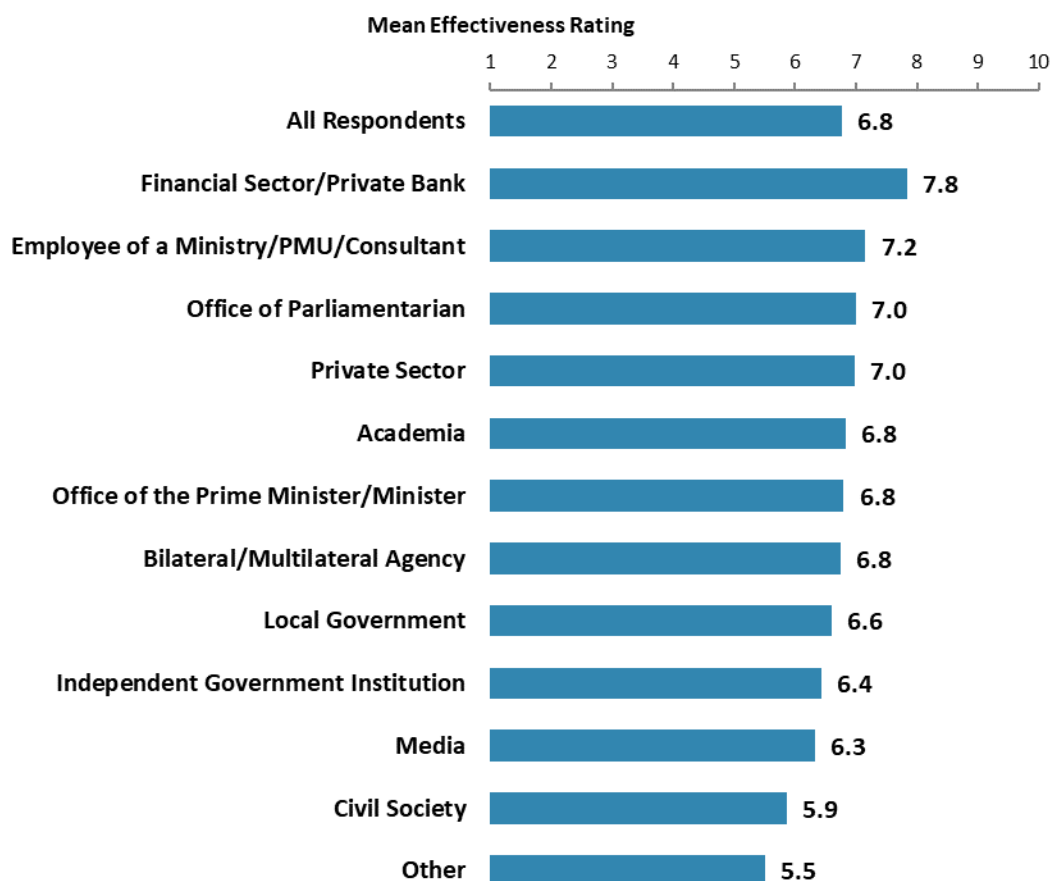


V. Overall Attitudes toward the World Bank Group

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

The World Bank Group’s Overall Effectiveness (*Indicator Question*)

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s effectiveness in Malaysia (weighted mean rating = 6.8) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 6.3).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness in Malaysia (mean rating = 7.2) compared to those who said that they do not collaborate with the WBG (mean rating = 6.7).



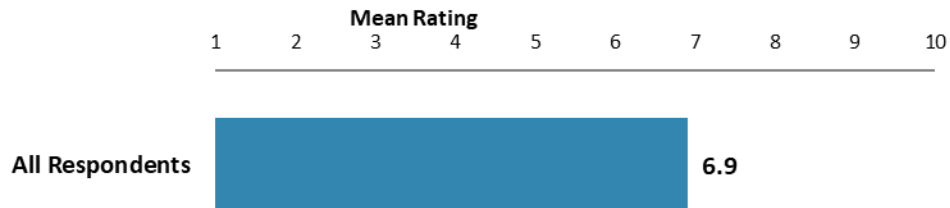
"Overall, please rate your impression of the World Bank Group’s effectiveness in Malaysia."
(1 - "Not effective at all", 10 - "Very effective")



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

WBG Staff Preparedness

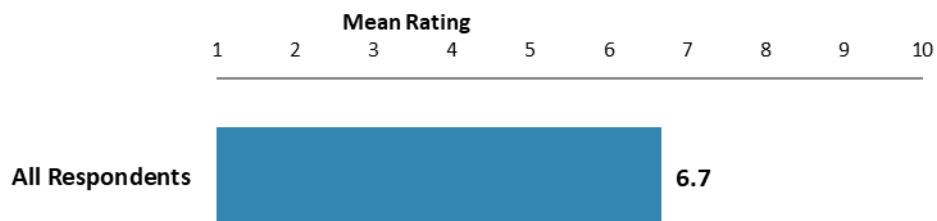
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG's staff is well prepared (weighted mean rating = 7.0) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.7).



"To what extent do you believe the World Bank Group's staff is well prepared to help Malaysia achieve its development goals?"
(1-"To no degree at all", 10-"To a very significant degree")

The WBG's Reimbursable Advisory Services (RAS)

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which Malaysia received value for money from the WBG's technical advisory services through the RAS (weighted mean rating = 6.7) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.5).



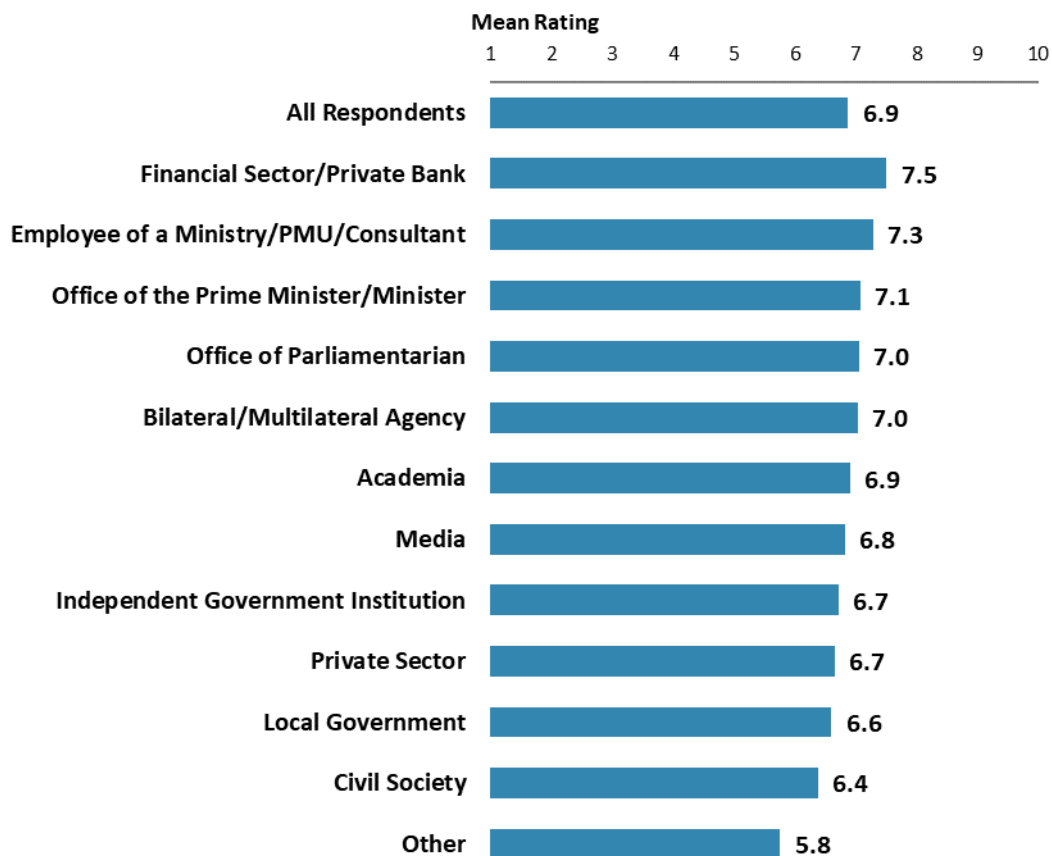
"To what extent do you believe that Malaysia receives value for money from the World Bank Group's technical advisory services through the Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions

- **Stakeholders:** There was a strong trend toward statistical significance that respondents from the financial sector/private banks gave the highest mean ratings for the aggregated responses to the nineteen COS indicator questions and respondents from other organizations gave the lowest ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the aggregated responses to the nineteen COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.8).



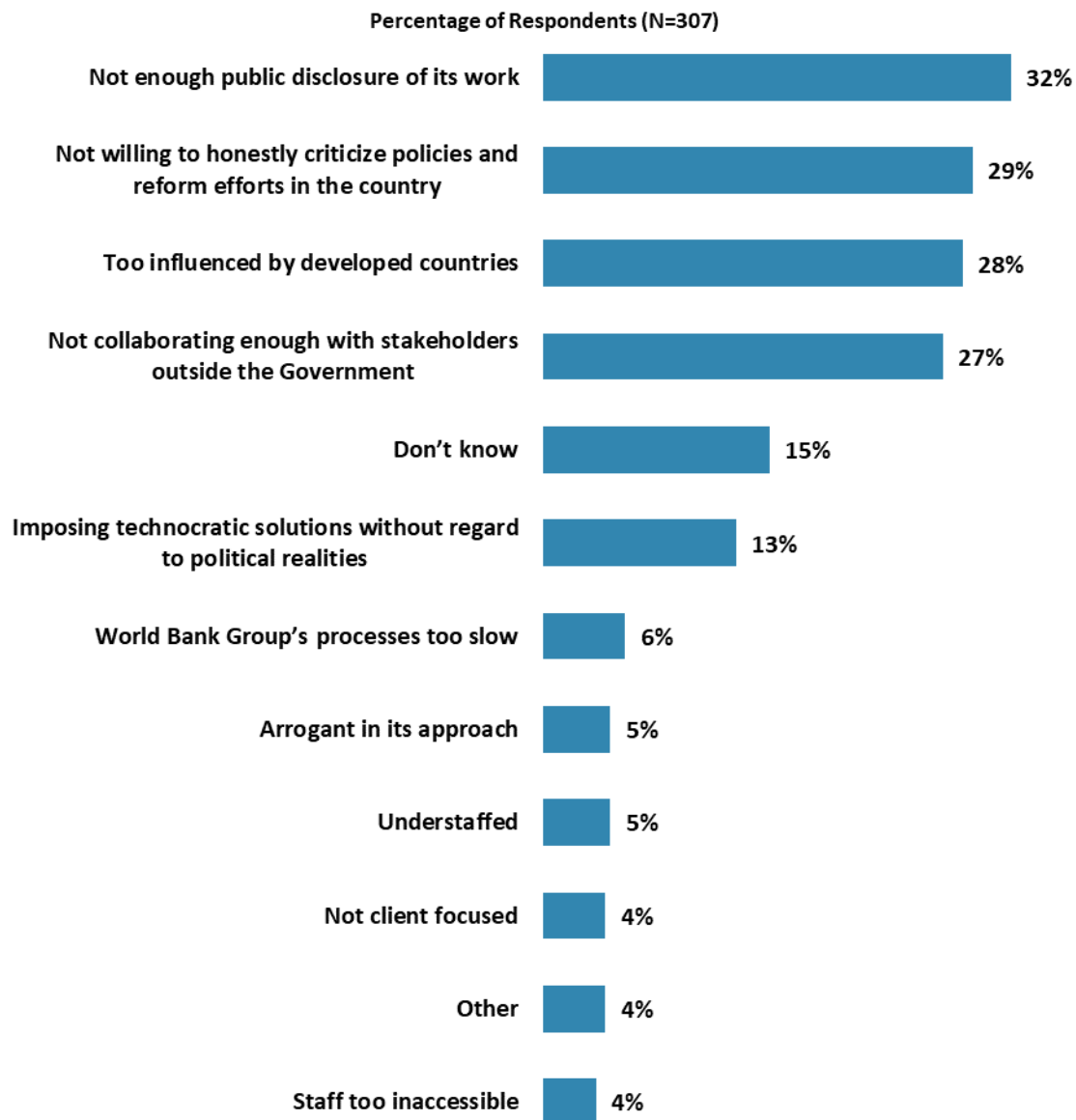
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG's greatest weaknesses in its work in Malaysia were being too influenced by developed countries (percentage of respondents = 31%) and not enough public disclosure of its work (31%), followed by not being willing to honestly criticize policies and reform efforts in the country (24%) and not collaborating enough with stakeholders outside the Government (23%). For a statistical comparison, please see Appendix E (page 72).



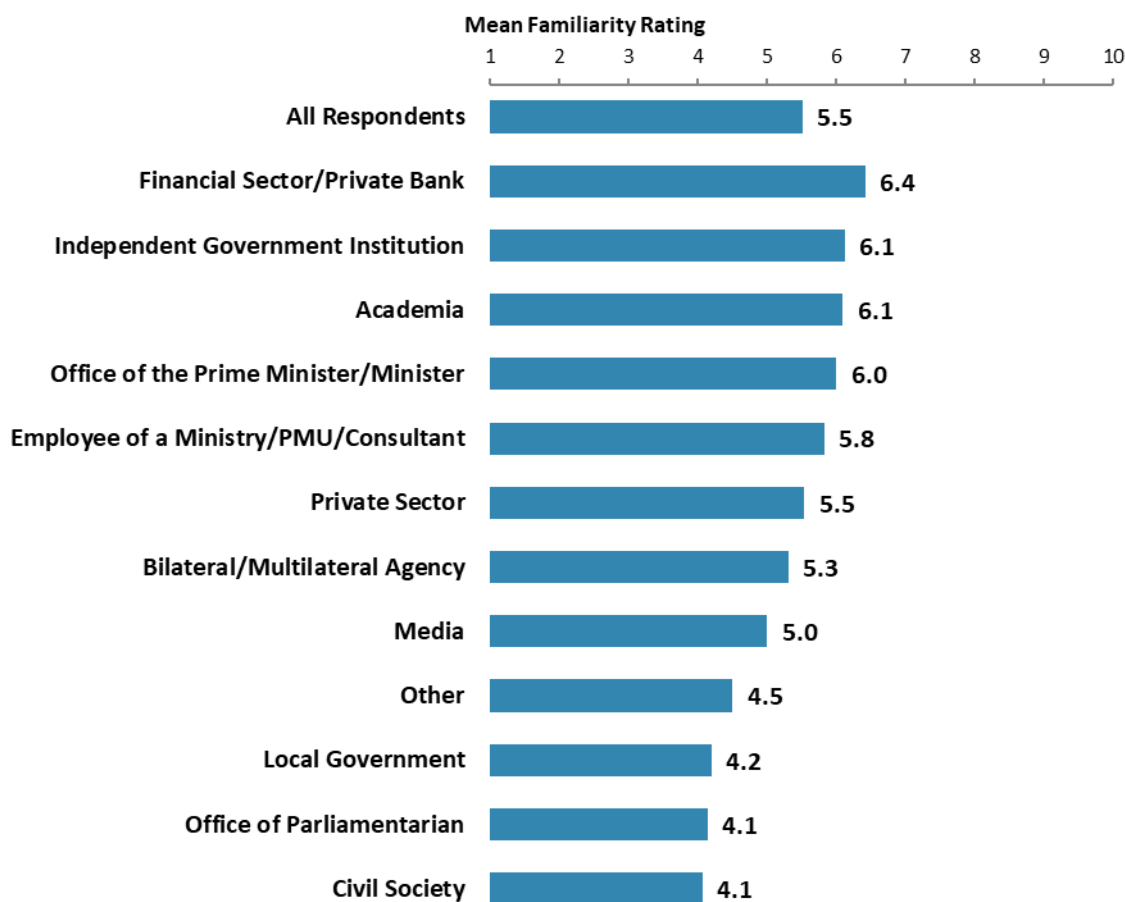
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. The WBG Global Knowledge and Research Hub

Familiarity with the WBG Global Knowledge and Research Hub¹

- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG Global Knowledge and Research Hub (mean rating = 6.7) compared to those who said that they do not collaborate with the WBG (mean rating = 5.2).



"How familiar are you with the work of the WBG Global Knowledge and Research Hub in Malaysia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

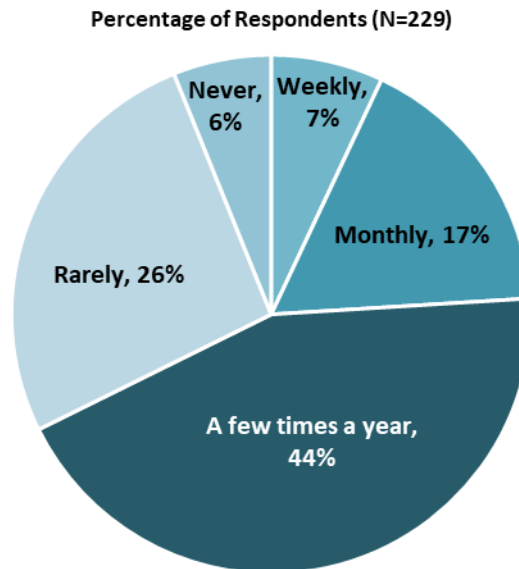
¹ Only respondents who gave a familiarity rating of 4 or higher were asked the remaining questions regarding the WBG Global Knowledge and Research Hub.



VI. The WBG Global Knowledge and Research Hub (continued)

Interaction with the WBG Global Knowledge and Research Hub

- **Stakeholders:** Respondents from bilateral/multilateral agencies indicated that they had the most frequent interaction with the WBG Global Knowledge and Research Hub (percentage of respondents = 36% weekly/monthly) whereas respondents from local government indicated the least frequent interaction (67% rarely). See Appendix B (page 47) for a complete breakdown by stakeholder group.

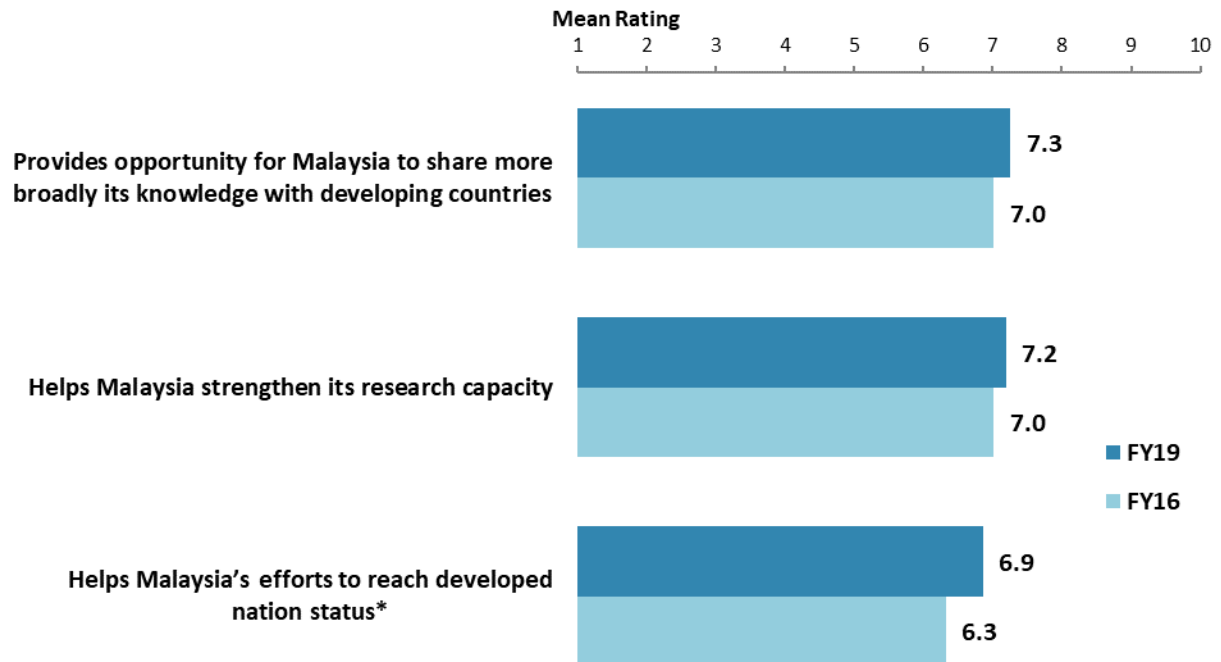


"How frequently do you interact (e.g., refer to website or Facebook page, attend an event, have a meeting, email or speak to staff) with the WBG Global Knowledge and Research Hub in Malaysia?"
(Respondents chose from a list.)



VI. The WBG Global Knowledge and Research Hub (continued)

Overall Evaluation



"To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia:"

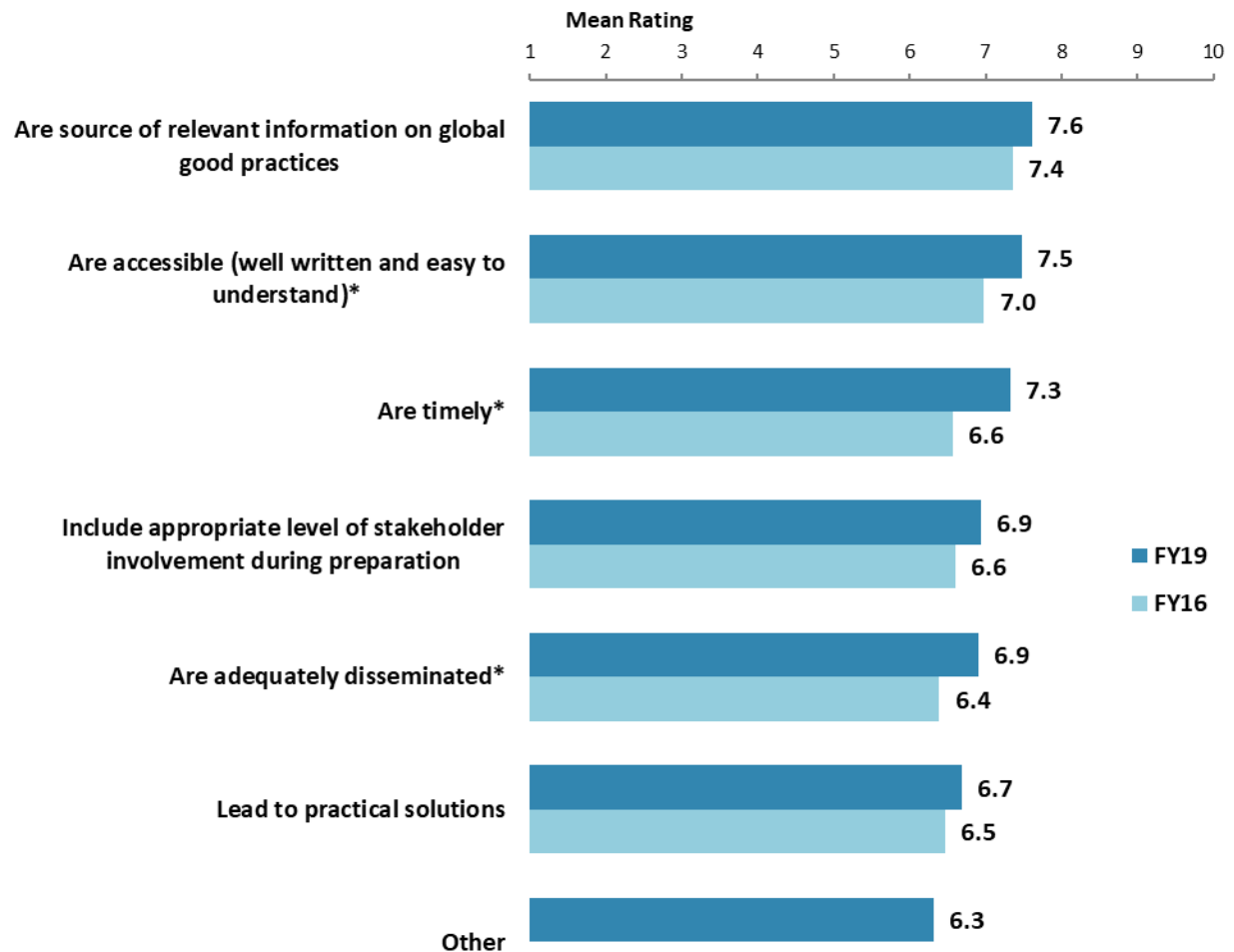
(1 - "To no degree at all", 10 - "To a very significant degree")

Means based on weighted data. (*Significantly different between FY19 and FY16)



VI. The WBG Global Knowledge and Research Hub (continued)

How the WBG Global Knowledge and Research Hub Operates

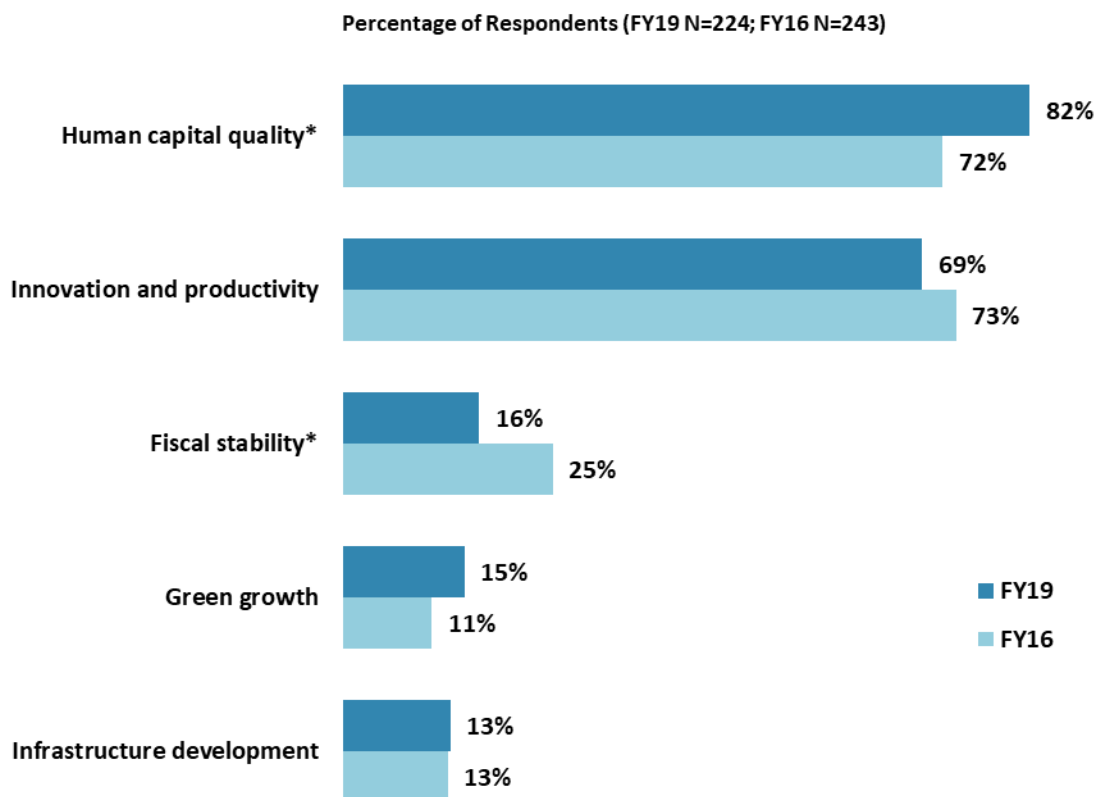


"To what extent do you believe that the knowledge work and activities of the WBG Global Knowledge and Research Hub in Malaysia:" (1 - "To no degree at all", 10 - "To a very significant degree")
Means based on weighted data. (*Significantly different between FY19 and FY16)



VI. The WBG Global Knowledge and Research Hub (continued)

Most Valuable Areas for Further Knowledge and Experience



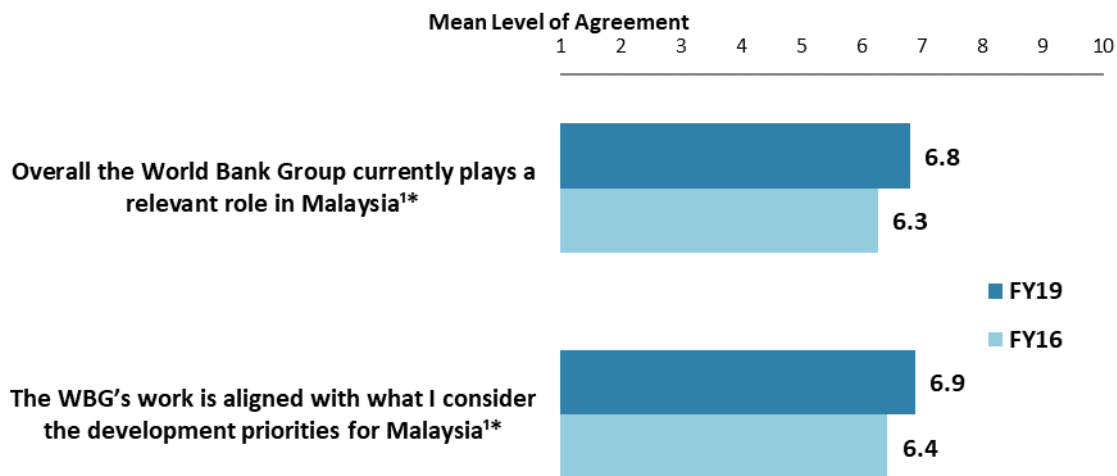
“When considering Malaysia’s efforts to enter developed nation status, which of the following areas of further knowledge and experience would be of most value to the country? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)
Percentages based on weighted data. (*Significantly different between FY19 and FY16)



VII. How the World Bank Group Operates

The World Bank Group's Work in Malaysia

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG plays a relevant role in Malaysia and that the WBG's work is aligned with their development priorities for Malaysia compared to respondents from the FY '16 Country Survey (see graph below).
- **Locations:** Respondents from the Greater Kuala Lumpur/Klang Valley had significantly higher levels of agreement that the WBG plays a relevant role in Malaysia (mean rating = 6.8) and that the WBG's work is aligned with their development priorities for Malaysia (mean rating = 7.0) compared to respondents from Other areas (mean ratings = 6.2 and 6.2, respectively).



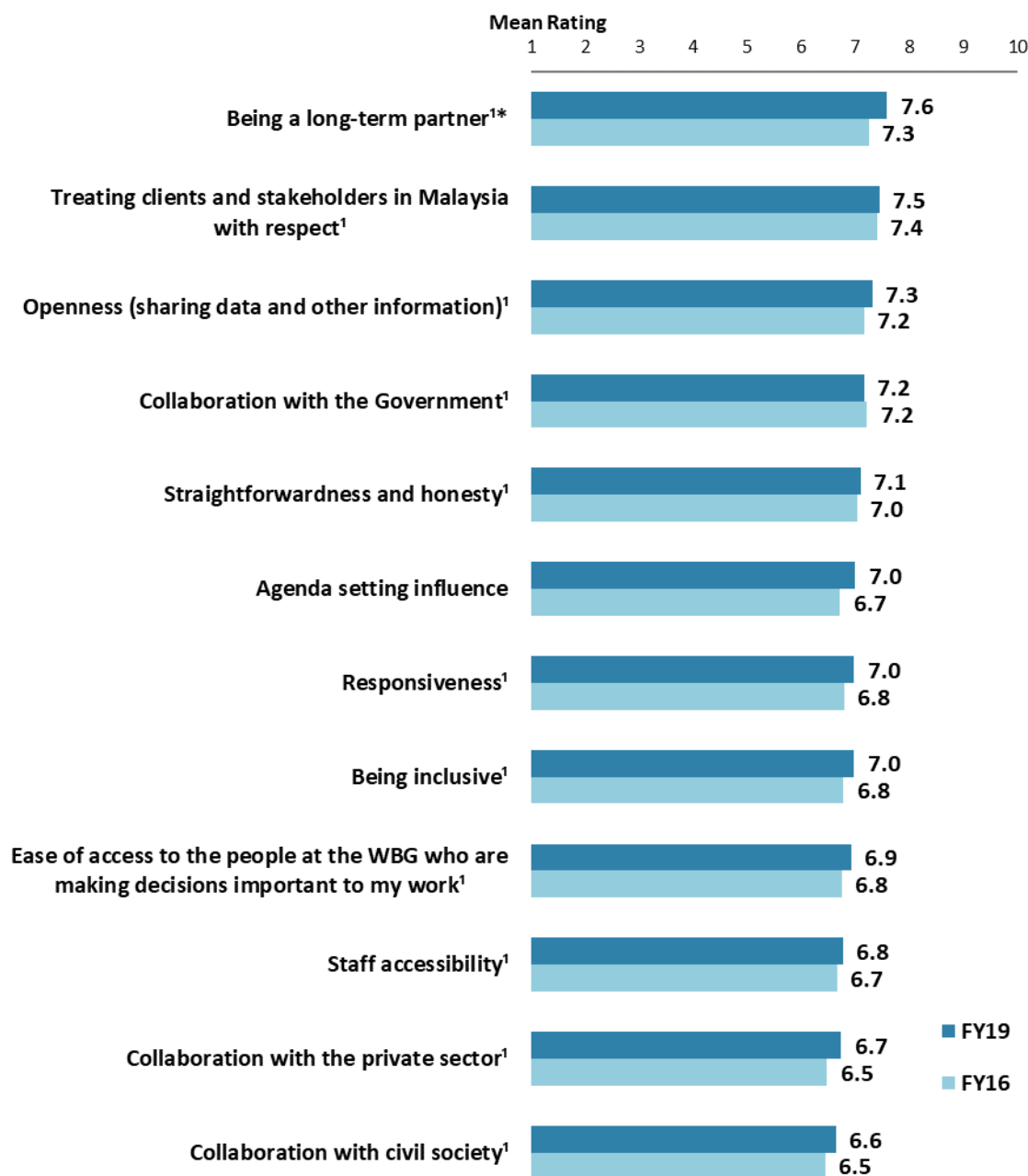
"To what extent do you agree with the following statements about the World Bank Group's work in Malaysia?" (1-"Strongly disagree", 10-"Strongly agree")

Means based on weighted data. (*Significantly different between FY19 and FY16) 'Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Partner: Year Comparison



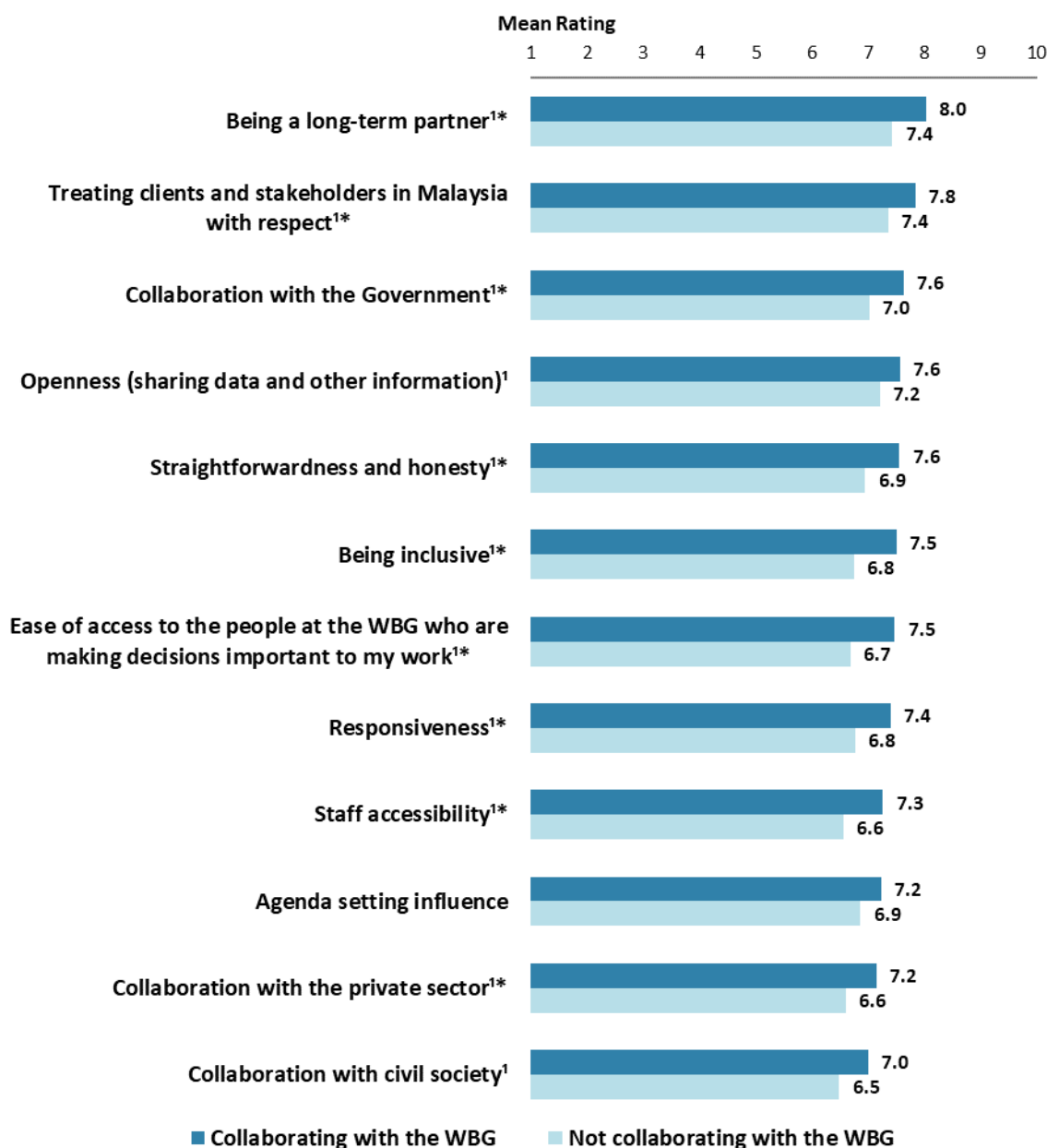
"To what extent is the World Bank Group an effective partner in Malaysia in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question Means based on weighted data. (*Significantly different between FY19 and FY16)



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Partner: Collaboration

- **Stakeholders:** Respondents from the financial sector/private banks gave the highest ratings for the WBG's staff accessibility whereas respondents from the office of a Parliamentarian, civil society, and other organizations gave significantly lower ratings. See Appendix B (page 47) for a complete breakdown by stakeholder group.



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

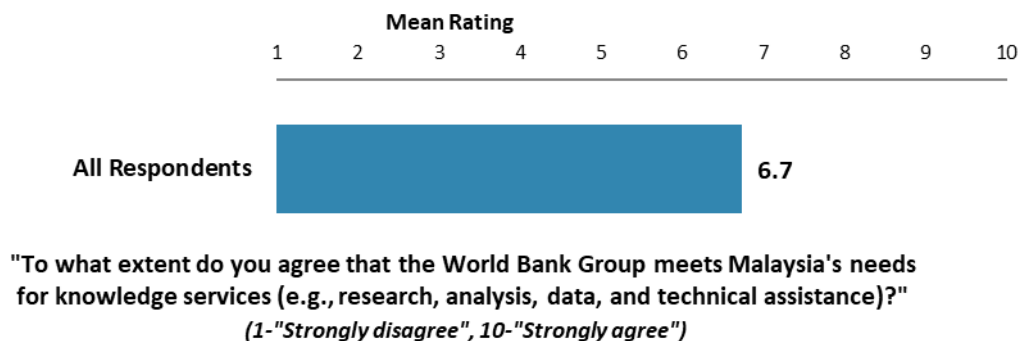
^{*}Significantly different between collaborators and non-collaborators ¹Indicator Question



VIII. World Bank Group's Knowledge and Instruments

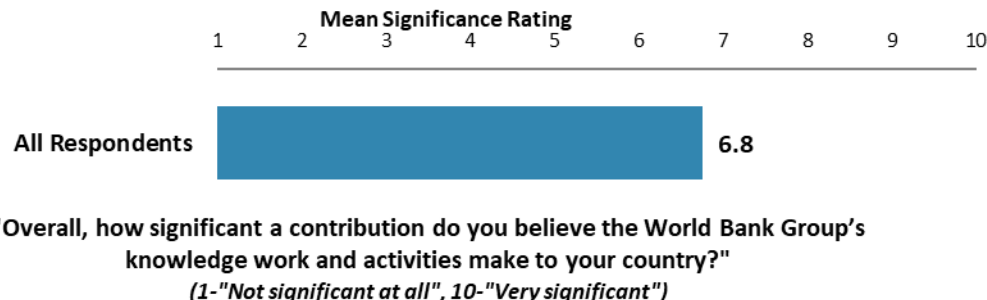
Meeting Malaysia's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets Malaysia's needs for knowledge services (weighted mean rating = 6.8) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.7).
- **Locations:** Respondents from the Greater Kuala Lumpur/Klang Valley had significantly higher levels of agreement that the WBG meets Malaysia's needs for knowledge services (mean rating = 6.8) compared to respondents from Other areas (mean rating = 6.2).



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

- **Year comparison:** Respondents in this year's Country Survey had significantly lower ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean rating = 6.8) compared to respondents from the FY '16 Country Survey (weighted mean rating = 7.4).
- **Stakeholders:** Respondents from the office of the Prime Minister/Minister and employees of ministries/PMUs/Consultants on WBG-supported projects gave the highest ratings for the significance of the contribution of the WBG's knowledge work and activities whereas respondents from bilateral/multilateral agencies and other organizations gave significantly lower ratings. See Appendix B (page 47) for a complete breakdown.

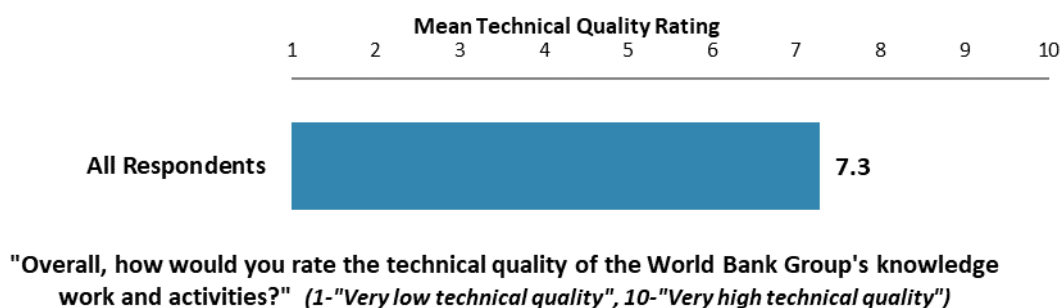




VIII. World Bank Group's Knowledge and Instruments (continued)

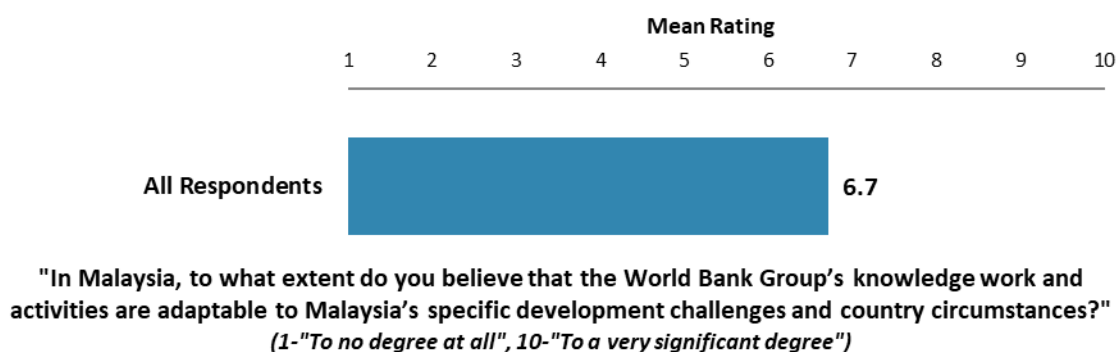
Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (weighted mean rating = 7.4) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.5).
- **Locations:** Respondents from the Greater Kuala Lumpur/Klang Valley gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.4) compared to respondents from Other areas (mean rating = 6.6).



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

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the adaptability of the WBG's knowledge work and activities (weighted mean rating = 6.8) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.3).

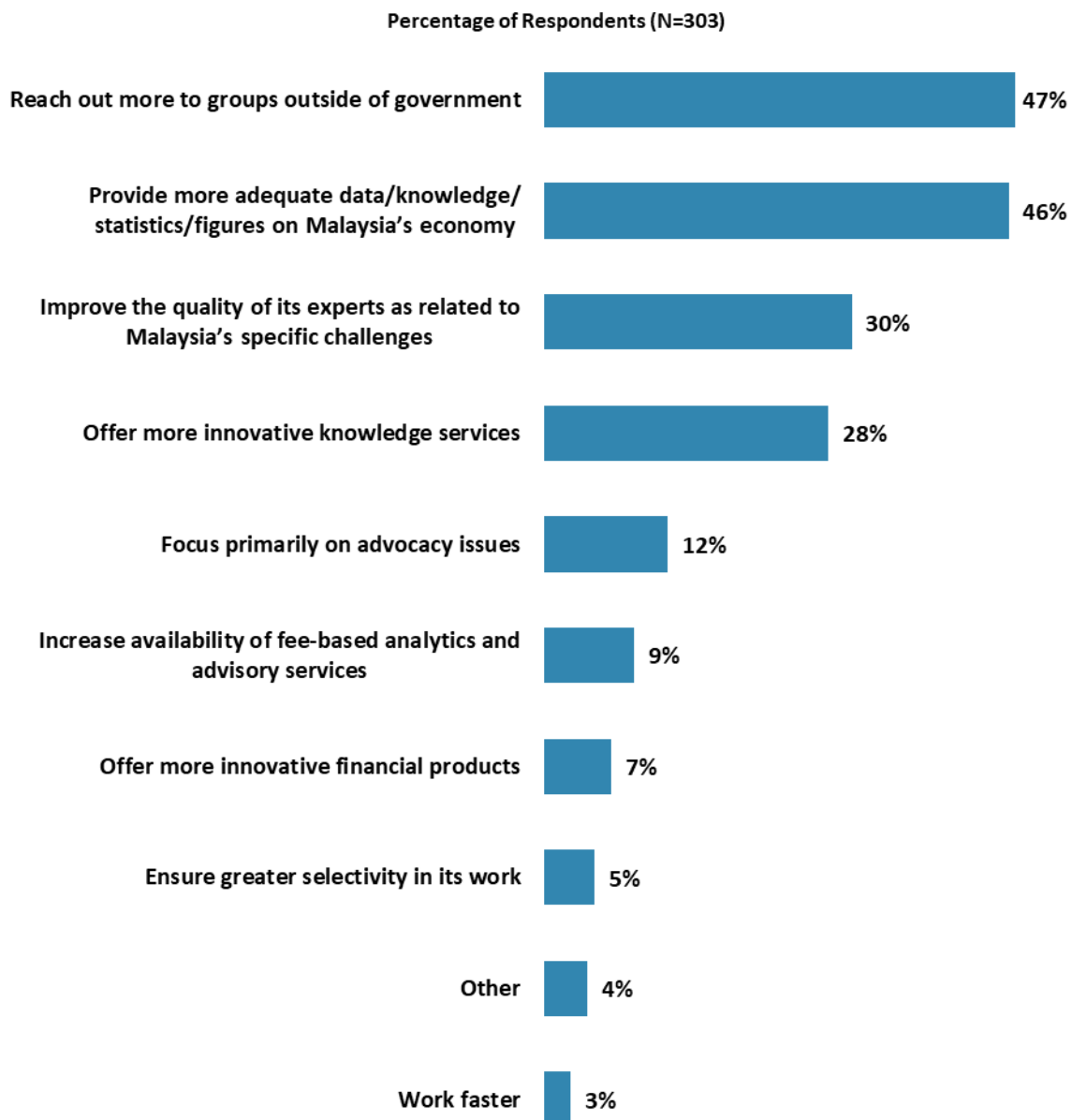




IX. The Future Role of the WBG in Malaysia

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, to make itself of greater value, the WBG should reach out more to groups outside of Government (percentage of respondents = 52%), followed by improving the quality of its experts as related to Malaysia's specific challenges (41%) and providing more adequate data/knowledge/statistics/figures on Malaysia's economy (41%).



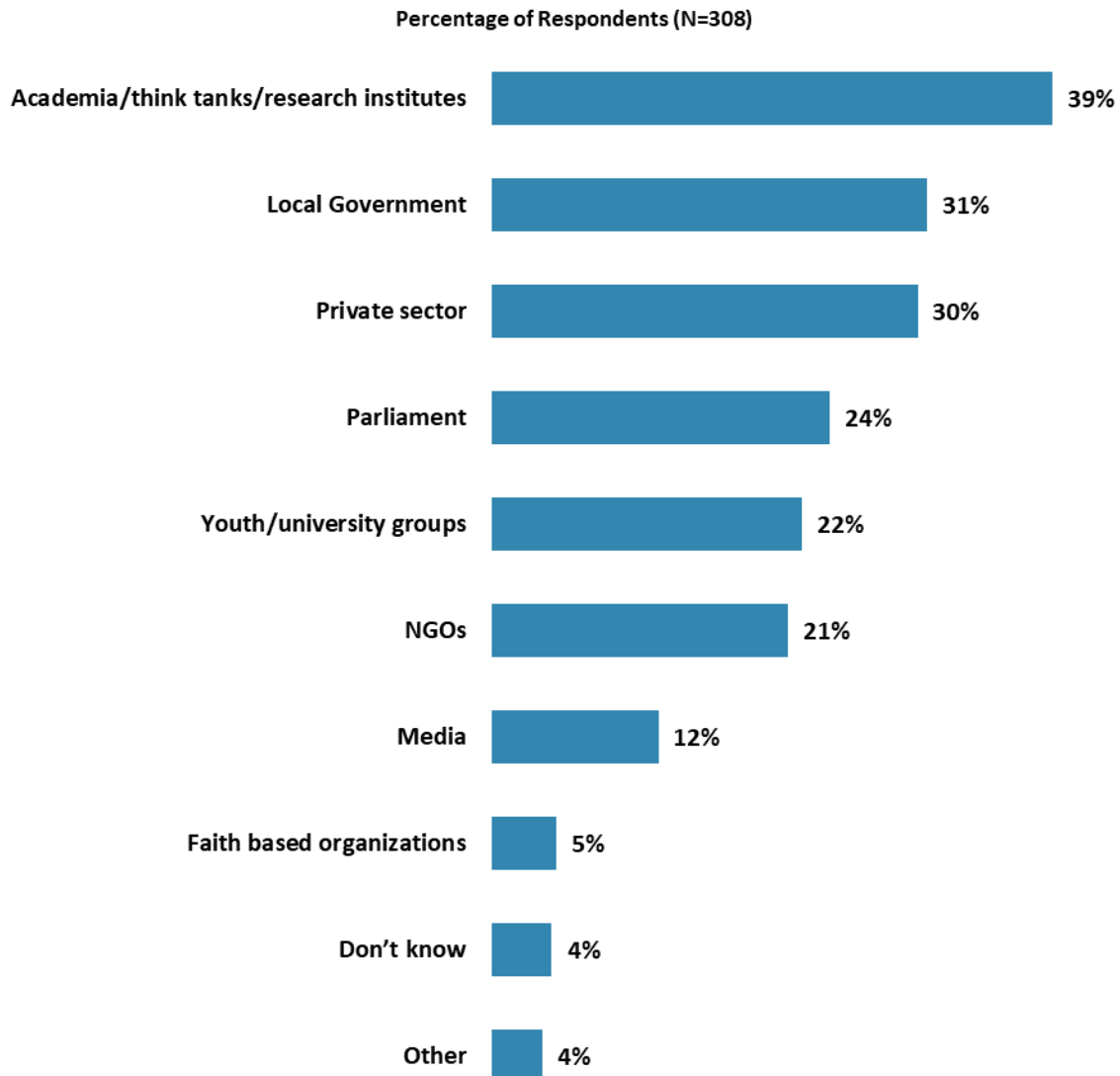
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG should collaborate more with private sector (percentage of respondents = 43%) and academia/think tanks/research institutes (41%). For a statistical comparison, please see Appendix E (page 72).



"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.)

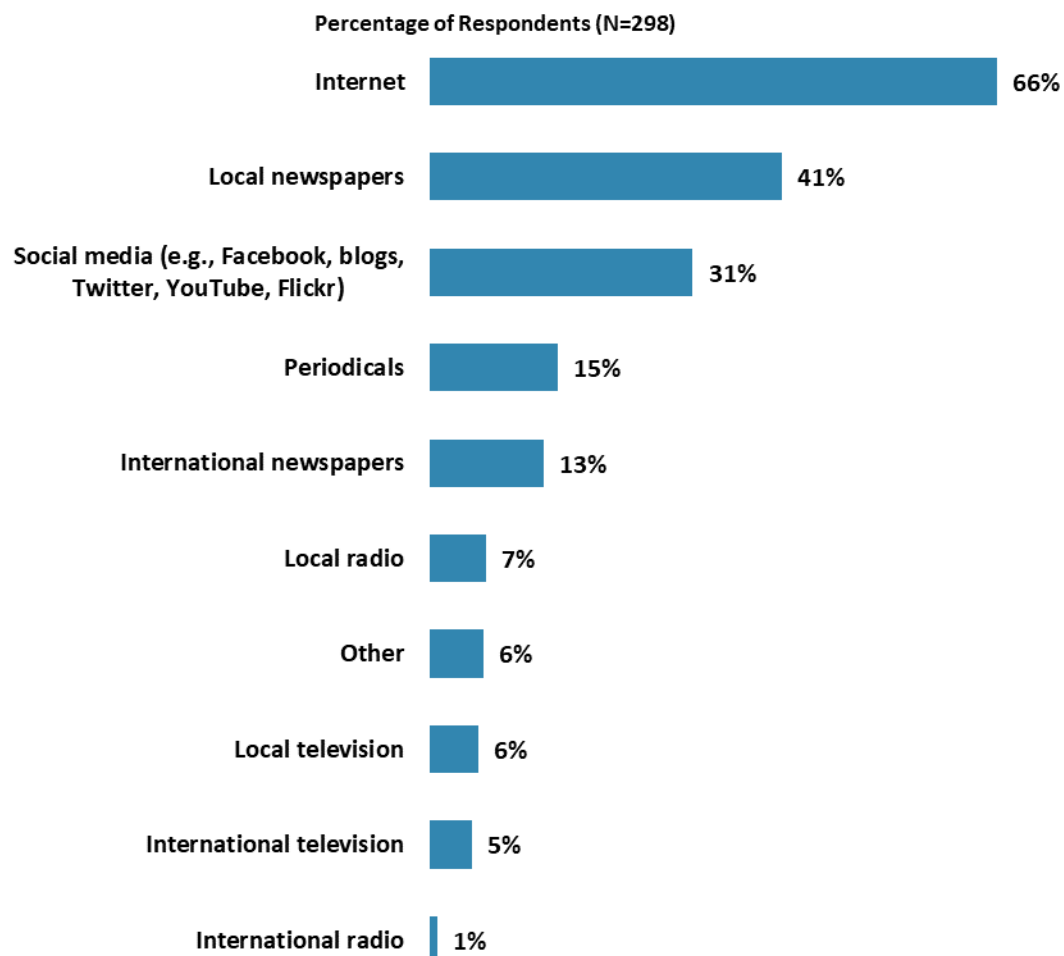


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 47) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 57%), followed by local newspapers (42%) and social media (27%). For a statistical comparison, please see Appendix E (page 72).



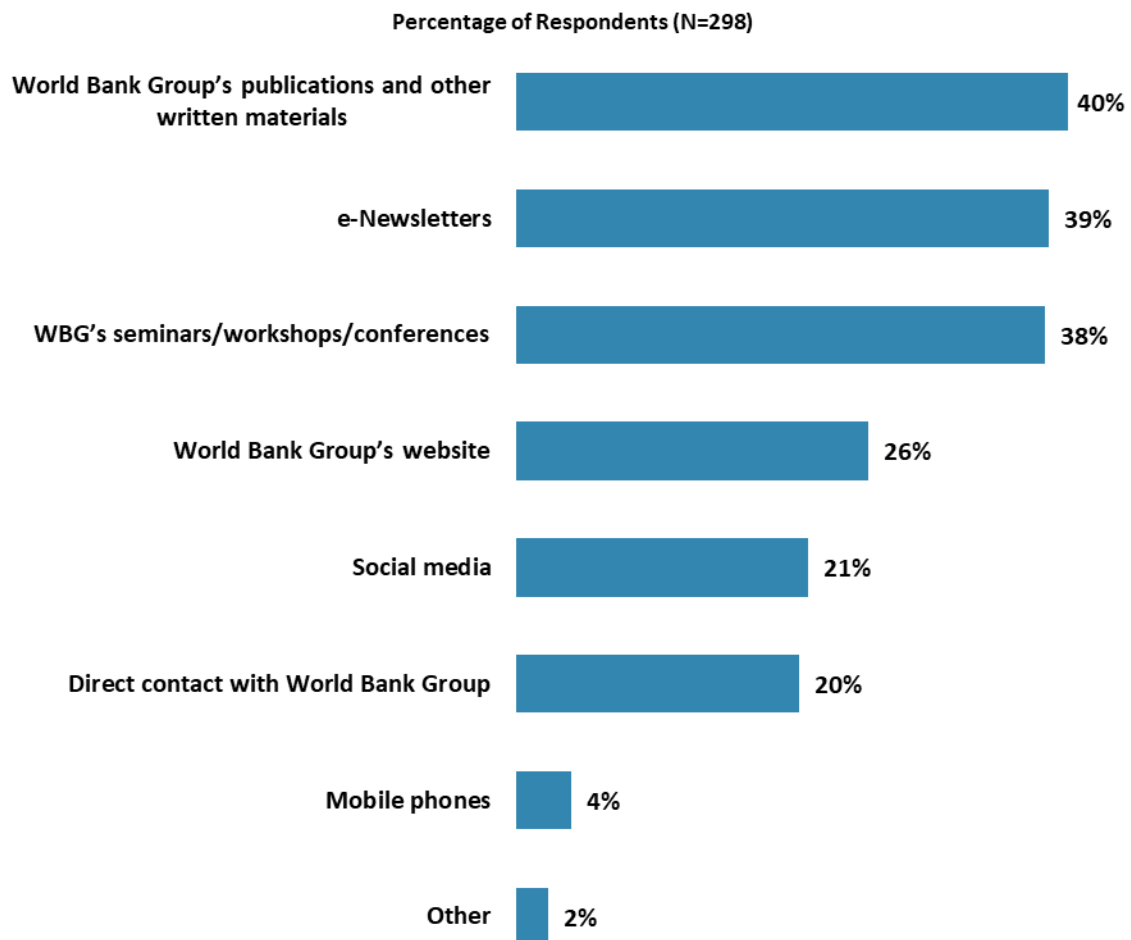
"How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that they preferred to get their information from the WBG's publications and other written materials (percentage of respondents = 42%), and the WBG's seminars/workshops/conferences (40%), followed by the WBG's website (33%) and e-Newsletters (26%). For a statistical comparison, please see Appendix E (page 72).



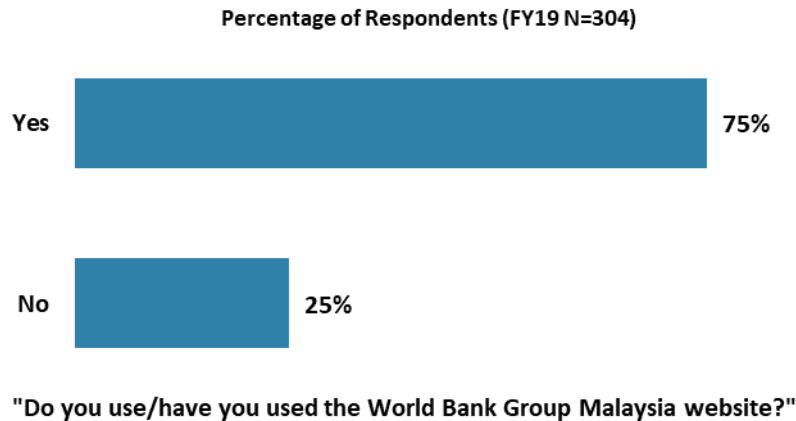
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

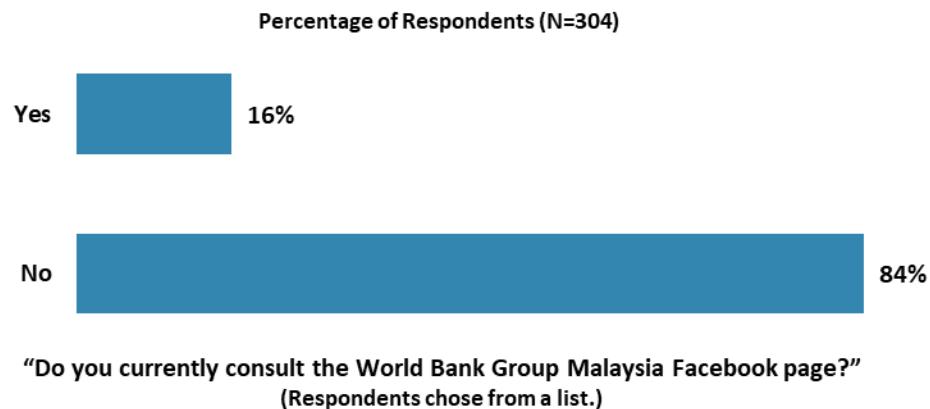
Website Usage

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of usage of the WBG's Malaysia website (weighted percentage of respondents = 75%) compared to respondents from the FY '16 Country Survey (weighted percentage of respondents = 69%).



Facebook Page Usage

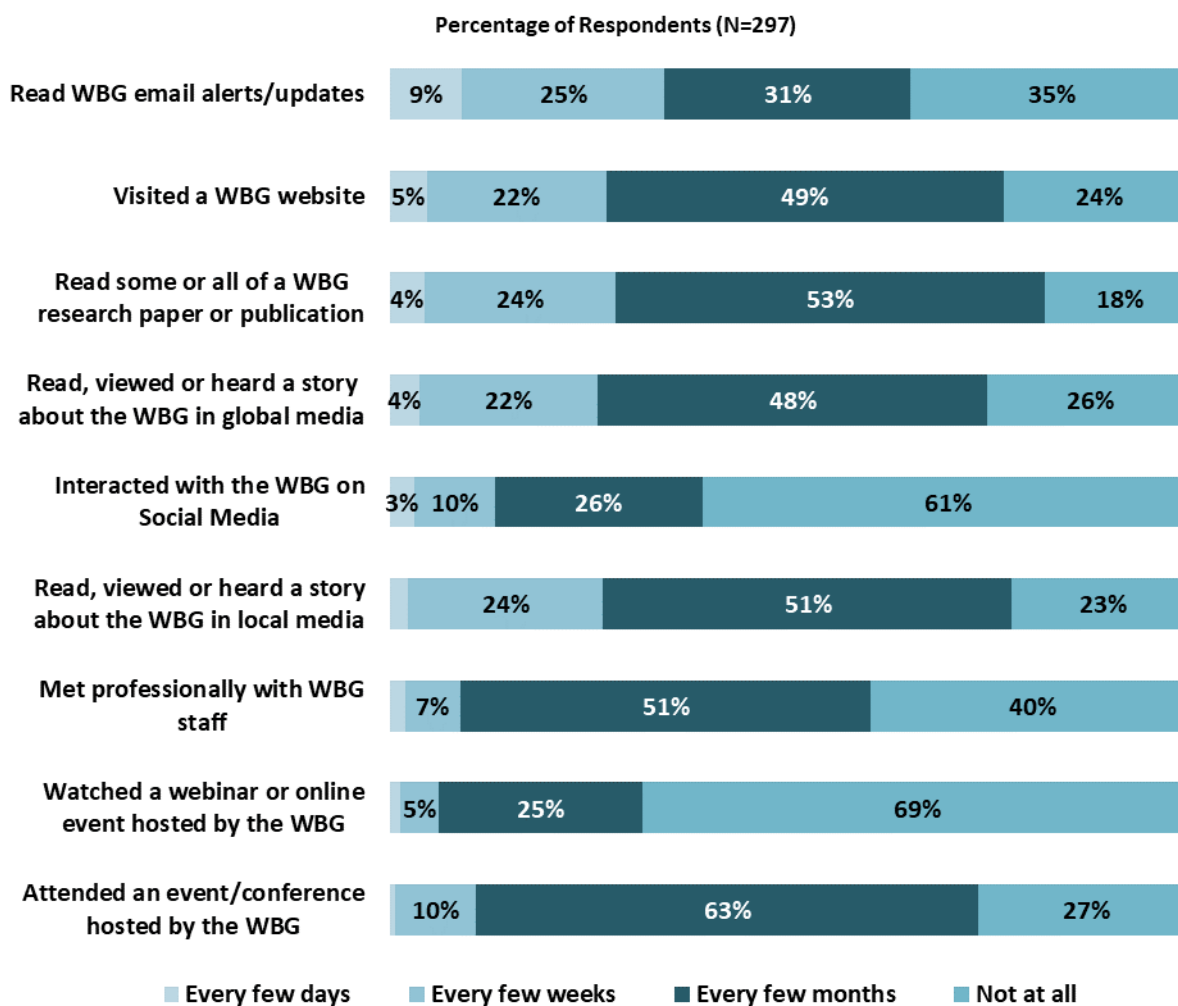
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of usage of the WBG's Malaysia Facebook page (weighted percentage of respondents = 17%) compared to respondents from the FY '16 Country Survey (weighted percentage of respondents = 15%).





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.....	37
B. Responses to All Questions by Stakeholder Groups.....	47
C. Responses to Indicator Questions by Geographic Location	66
D. Responses to Select Questions by Collaboration with the World Bank Group	68
E. Responses to Select Questions by Year.....	72
F. Indicator Questions as a Function of Exposure to the WBG.....	79
G. Malaysia FY 2019 COS Questionnaire	80

MALAYSIA





Appendix A: Responses to All Questions across All Respondents (N=360)

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 Malaysia

1. When you think about the future in Malaysia, are you...?	Percentage of Respondents (N=359)
Very pessimistic	2.5%
Somewhat pessimistic	21.2%
Somewhat optimistic	51.5%
Very optimistic	21.7%
Not sure	3.1%

2. Do you think that economic opportunity for citizens in Malaysia is...?	Percentage of Respondents (N=359)
Increasing	40.9%
Decreasing	21.2%
Staying about the same	37.9%

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

3. 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)	Percentage of Respondents (Responses Combined; N=360)
Quality of education	49.7%
Economic growth	44.4%
Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	43.1%
Cost of living	43.1%
Job creation/employment	37.2%
Anti-corruption	30.6%
Income inequality	30.6%
Environmental sustainability	16.4%
Poverty reduction	14.7%
Crime and violence	13.1%
Law and justice (e.g., judicial system)	13.1%
Social protection (e.g., pensions, targeted social assistance)	12.5%
Trade and exports	11.9%
Foreign direct investment	10.8%
Climate change (e.g., mitigation, adaptation)	10.6%
Regulatory framework	10.6%
Transport (e.g., roads, bridges, transportation)	10.3%
Information and communications technology	10.0%
Rural development	9.7%
Financial markets	9.7%
Health	8.6%
Domestic private sector development	7.8%
Global/regional integration	6.9%
Natural resource management (e.g., oil, gas, mining)	5.6%
Urban development	5.3%
Women's economic opportunities	5.0%
Energy	1.9%
Water and sanitation	1.7%
Disaster management	1.1%

4. 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)	Percentage of Respondents (Responses Combined; N=352)
Political pressures and obstacles	40.3%
Poor coordination within the government	34.7%
Corruption	28.7%
Reforms are not well thought out in light of country challenges	24.7%
Inadequate level of government accountability	17.9%
Inadequate level of capacity in the government	17.6%
Inadequate level of citizen/civil society participation	12.2%
Inadequate level of private sector participation	11.1%
Private sector involvement and/or influence	6.3%
Other	2.3%

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

5. 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/federal government	336	0	6.58	1.84
2. The World Bank Group*	312	18	6.95	1.85
3. The International Monetary Fund	307	25	6.08	2.06
4. UN	307	13	6.26	2.09
5. Malaysia's Central Bank	330	2	7.72	1.58
6. International private sector	314	8	6.30	1.92
7. Domestic private sector	324	4	6.26	1.77
8. International civil society (e.g., NGOs, CBOs)	318	8	6.33	1.84
9. Domestic civil society (e.g., NGOs, CBOs)	325	4	6.57	1.68
10. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	323	4	5.77	1.84
11. International media and their web presence	322	7	6.00	1.88
12. Web based media (i.e., blogs, social media, other web-based news and information sources)	318	7	5.58	2.12

6. Please describe the direction Malaysia is moving in, when considering...?	Percentage of Respondents				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. The gap between the rich and the poor (N=331)	12.4%	38.1%	33.8%	14.5%	1.2%
2. Attracting new sources of foreign investment (N=333)	3.9%	14.7%	44.1%	31.5%	5.7%
3. Growing Malaysia's economy in a way that leads to jobs and employment (N=332)	2.7%	19.3%	42.5%	32.2%	3.3%
4. Making government more effective (N=333)	2.4%	13.5%	36.0%	42.6%	5.4%
5. Anti-corruption (N=334)	1.8%	6.3%	27.8%	55.1%	9.0%
6. Human development (e.g., health, education, and social protection) (N=333)	1.5%	14.7%	33.0%	44.4%	6.3%
7. Equal opportunity for girls and boys, men and women (N=333)	.3%	7.5%	37.2%	44.1%	10.8%

7. Listed below are global challenges. Which do you think have the most serious impact on Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=331)
Jobs/employment	33.8%
The gap between the rich and the poor	32.9%
Technology based disruption	28.1%
Trade constraints	26.0%
Geo-political uncertainty	23.9%
Migrants and refugees	16.0%
Environmental degradation	15.4%
Climate change	7.9%
Fragility in Malaysia or neighboring countries	7.6%
Terrorism	3.9%

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

8. When thinking about development efforts in Malaysia, do you think that civil society (e.g., NGOs, CBOs) should...?	Percentage of Respondents (N=325)
Engage significantly less	.9%
Engage somewhat less	3.4%
Engage somewhat more	28.9%
Engage significantly more	56.9%
Engage at the same level it does currently	6.2%
Don't know	3.7%

9. To what extent do you trust <u>domestic private sector</u> to engage in public service delivery in Malaysia?	Percentage of Respondents (N=323)
To a very low degree	3.7%
To a somewhat low degree	41.5%
To a somewhat high degree	40.9%
To a very high degree	8.0%
Don't know	5.9%

10. To what extent do you trust <u>international private sector</u> to engage in public service delivery in Malaysia?	Percentage of Respondents (N=323)
To a very low degree	9.0%
To a somewhat low degree	40.6%
To a somewhat high degree	35.3%
To a very high degree	8.0%
Don't know	7.1%

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 Malaysia? (1-Not familiar at all, 10-Extremely familiar)	324	n/a	6.18	2.08

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.* (1-Not effective at all, 10-Very effective)	302	22	6.76	1.81

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 Malaysia achieve its development goals? (1-To no degree at all, 10-To a very significant degree)	282	38	6.91	1.72

To what extent do you agree with the following statements about the World Bank Group's work in Malaysia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
4. Overall the World Bank Group currently plays a relevant role in Malaysia*	297	22	6.72	1.80
5. The World Bank Group's work is aligned with what I consider the development priorities for Malaysia*	288	29	6.83	1.82

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

To what extent is the World Bank Group an effective partner in Malaysia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
6. Responsiveness*	264	46	6.91	1.73
7. Being inclusive*	268	42	6.91	1.80
8. Openness (sharing data and other information)*	279	31	7.27	1.79
9. Collaboration with the Government*	268	41	7.14	1.65
10. Ease of access to the people at the World Bank Group who are making decisions important to my work*	249	60	6.84	2.01
11. Collaboration with civil society*	239	68	6.56	1.85
12. Staff accessibility*	252	56	6.71	1.83
13. Collaboration with the private sector*	225	83	6.71	1.76
14. Straightforwardness and honesty*	258	49	7.07	1.79
15. Treating clients and stakeholders in Malaysia with respect*	260	48	7.44	1.77
16. Being a long-term partner*	261	48	7.55	1.77
17. Agenda setting influence	253	55	6.93	1.98

Reimbursable Advisory Services	N	DK	Mean	SD
18. To what extent do you believe that Malaysia receives value for money from the WBG's technical advisory services through the Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	183	114	6.67	1.80

19. 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)	Percentage of Respondents (Responses Combined; N=307)
Not enough public disclosure of its work	31.6%
Not willing to honestly criticize policies and reform efforts in the country	29.0%
Too influenced by developed countries	28.3%
Not collaborating enough with stakeholders outside the Government	27.0%
Don't know	15.3%
Imposing technocratic solutions without regard to political realities	13.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	5.5%
Arrogant in its approach	4.6%
Understaffed	4.6%
Not client focused	4.2%
Other	4.2%
Staff too inaccessible	3.6%

20. 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=308)
Academia/think tanks/research institutes	39.3%
Local Government	30.5%
Private sector	29.9%
Parliament	23.7%
Youth/university groups	21.8%
NGOs	20.8%
Media	11.7%
Faith based organizations	4.5%
Don't know	4.2%
Other	3.6%

**C. The World Bank Group Global Knowledge and Research Hub in Malaysia**

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the WBG Global Knowledge and Research Hub in Malaysia? (1-Not familiar at all, 10-Extremely familiar)	308	n/a	5.51	2.54

Only respondents who gave a familiarity rating of 4 or higher were asked the remaining questions regarding the WBG Global Knowledge and Research Hub.

2. 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?	Percentage of Respondents (N=229)
Weekly	7.0%
Monthly	17.0%
A few times a year	43.7%
Rarely	26.2%
Never	6.1%

To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia: (1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. Provides opportunity for Malaysia to share more broadly its knowledge with developing countries	210	19	7.27	1.56
4. Helps Malaysia strengthen its research capacity	216	13	7.20	1.68
5. Helps Malaysia's efforts to reach developed nation status	206	21	6.89	1.79

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: (1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
6. Are timely	206	19	7.34	1.49
7. Include appropriate level of stakeholder involvement during preparation	192	35	6.93	1.65
8. Lead to practical solutions	201	24	6.69	1.62
9. Are accessible (well written and easy to understand)	216	11	7.49	1.52
10. Are source of relevant information on global good practices	213	13	7.64	1.52
11. Are adequately disseminated	204	21	6.93	1.67
12. Other	32	28	6.31	2.18

13. 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)	Percentage of Respondents (Responses Combined; N=226)
Human capital quality (education, skills, nutrition, health)	81.4%
Innovation and productivity	68.6%
Fiscal stability	17.7%
Green growth	15.0%
Infrastructure development	12.4%



D. The World Bank Group's Knowledge Work and Activities
(i.e., Global and Regional Reports, Studies, Research, Analysis, Conferences)

Adaptable	N	DK	Mean	SD
1. 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?* (1-To no degree at all, 10-To a very significant degree)	270	32	6.71	1.77
Technical Quality	N	DK	Mean	SD
2. 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)	270	34	7.29	1.71
Contribution	N	DK	Mean	SD
3. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?* (1-Not significant at all, 10-Very significant)	267	37	6.75	1.78
Meets Needs for Knowledge	N	DK	Mean	SD
4. 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)?* (1-Strongly disagree, 10-Strongly agree)	270	35	6.74	1.76

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=303)
Reach out more to groups outside of government	46.5%
Provide more adequate data/knowledge/statistics/figures on Malaysia's economy	45.9%
Improve the quality of its experts as related to Malaysia's specific challenges	30.4%
Offer more innovative knowledge services	28.1%
Focus primarily on advocacy issues	12.2%
Increase availability of fee-based analytics and advisory services	8.9%
Offer more innovative financial products	6.6%
Ensure greater selectivity in its work	5.0%
Other	4.3%
Work faster	2.6%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=298)
Internet	66.4%
Local newspapers	41.3%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	30.9%
Periodicals	15.1%
International newspapers	13.4%
Local radio	6.7%
Other	6.4%
Local television	5.7%
International television	5.0%
International radio	1.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=298)
World Bank Group's publications and other written materials	39.9%
e-Newsletters	38.6%
World Bank Group's seminars/workshops/ conferences	38.3%
World Bank Group's website	25.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	21.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.5%
Mobile phones	4.0%
Other	2.3%

3. Do you use/have you used the World Bank Group Malaysia website?	Percentage of Respondents (N=304)
Yes	74.7%
No	25.3%

4. Do you currently consult the World Bank Group Malaysia Facebook page?	Percentage of Respondents (N=304)
Yes	16.4%
No	83.6%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	Percentage of Respondents			
	Every few days	Every few weeks	Every few months	Not at all
Read WBG email alerts/updates (N=298)	9.1%	25.2%	30.5%	35.2%
Visited a WBG website (N=297)	4.7%	22.2%	49.5%	23.6%
Read some or all of a WBG research paper or publication (N=298)	4.4%	23.8%	53.4%	18.5%
Read, viewed or heard a story about the WBG in global media (N=297)	3.7%	22.2%	48.5%	25.6%
Interacted with the WBG on Social Media (N=298)	3.0%	10.1%	25.8%	61.1%
Read, viewed or heard a story about the WBG in local media (N=297)	2.4%	24.2%	50.8%	22.6%
Met professionally with WBG staff (N=294)	2.0%	6.8%	51.0%	40.1%
Watched a webinar or online event hosted by the WBG (N=296)	1.4%	4.7%	25.3%	68.6%
Attended an event/conference hosted by the WBG (N=296)	.7%	10.1%	62.5%	26.7%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=356)
Employee of a Ministry, Ministerial Department or Implementation Agency	17.7%
Academia/Research Institute/Think Tank	16.0%
Private Sector Organization	11.8%
Media	8.7%
NGO/Community Based Organization	7.6%
Independent Government Institution	7.6%
Financial Sector/Private Bank	6.2%
Bilateral/Multilateral Agency	5.6%
Office of Minister	5.3%
Other	3.7%
Local Government Office or Staff	3.1%
Office of Parliamentarian	2.5%
Private Foundation	1.1%
Office of the Prime Minister	.8%
Trade Union	.8%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	.6%
Youth Group	.6%
Faith-Based Group	.3%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=356)
Finance and markets	19.1%
Macroeconomics and fiscal management	11.2%
Other	10.1%
Generalist (specialized in multiple sectors)	9.3%
Education	9.0%
Trade and competitiveness	8.4%
Governance	6.5%
Urban, rural, and social development	4.5%
Health, nutrition, and population	3.4%
Social protection and labor	3.1%
Transport and ICT	2.5%
Poverty	2.0%
Jobs	2.0%
Environment and natural resources	1.7%
Public-private partnerships	1.4%
Energy and extractives	1.4%
Gender	1.1%
Agriculture	1.1%
Fragility, conflict and violence	.8%
Climate Change	.8%
Water	.6%

**H. Background Information (continued)**

3. Which of the following describes most of your exposure to the World Bank Group in Malaysia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=355)
Use World Bank Group reports/data	41.7%
Engage in World Bank Group related/sponsored events/activities	40.8%
Use World Bank Group website for information, data, research, etc.	32.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	28.5%
Collaborate as part of my professional duties	23.9%

4. What's your gender?	Percentage of Respondents (N=356)
Female	43.3%
Male	56.7%

5. Which best represents your geographic location?	Percentage of Respondents (N=356)
Greater Kuala Lumpur/Klang Valley	85.1%
Other	14.9%



Appendix B: Responses to All Questions by Stakeholder Groups²

Office of Prime Minister/Minister N=22 ● Office of Parliamentarian N=9 ● Employee of a Ministry/PMU/Consultant on WBG Project N= 65 ●

Local Government N=11 ● Bilateral/Multilateral Agency N=20 ● Private Sector N=42 ● Financial Sector/Private Bank N=22 ●

Civil Society N=31 ● Media N=31 ● Independent Government Institution N=27 ● Academia N=57 ● Other N=13

A. General Issues facing Malaysia

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

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Very pessimistic	9.1%			9.1%		4.8%			3.2%		5.3%	
Somewhat pessimistic		22.2%	10.8%	18.2%	25.0%	23.8%	27.3%	11.1%	38.7%	18.5%	29.8%	30.8%
Somewhat optimistic	50.0%	22.2%	56.9%	18.2%	60.0%	52.4%	59.1%	47.2%	54.8%	59.3%	49.1%	46.2%
Very optimistic	40.9%	44.4%	30.8%	45.5%	15.0%	19.0%	9.1%	30.6%	3.2%	18.5%	12.3%	23.1%
Not sure		11.1%	1.5%	9.1%			4.5%	11.1%		3.7%	3.5%	

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Increasing	72.7%	66.7%	43.1%	45.5%	45.0%	39.0%	31.8%	40.5%	19.4%	40.7%	40.4%	38.5%
Decreasing	9.1%	22.2%	15.4%	18.2%	20.0%	22.0%	27.3%	21.6%	19.4%	14.8%	31.6%	30.8%
Staying about the same	18.2%	11.1%	41.5%	36.4%	35.0%	39.0%	40.9%	37.8%	61.3%	44.4%	28.1%	30.8%

*Significantly different between stakeholder groups

² Only 356 respondents provided their current position. For these analyses, respondents from the office of the Prime Minister and the office of a Minister were combined into one category, respondents from PMUs/Consultants/Contractors working on WBG-supported projects were combined with employees of ministries, and respondents from private foundations, trade unions, faith-based groups, and youth groups were combined with those from NGOs/CBOs into a "Civil Society" category.

A. General Issues facing Malaysia (continued)

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)

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parlia- mentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Social protection	13.6%	22.2%	12.3%	9.1%	20.0%	4.8%	0.0%	16.2%	19.4%	7.4%	17.5%	0.0%
Transport	22.7%	0.0%	10.8%	9.1%	5.0%	11.9%	18.2%	5.4%	16.1%	7.4%	7.0%	7.7%
Public sector governance/ reform	31.8%	55.6%	50.8%	27.3%	40.0%	40.5%	36.4%	45.9%	48.4%	44.4%	40.4%	46.2%
Global/regional integration*	0.0%	11.1%	3.1%	18.2%	10.0%	2.4%	22.7%	10.8%	6.5%	0.0%	10.5%	0.0%
Women's economic opportunities	9.1%	0.0%	4.6%	0.0%	5.0%	2.4%	0.0%	13.5%	6.5%	7.4%	3.5%	0.0%
Domestic private sector development*	0.0%	0.0%	6.2%	27.3%	5.0%	11.9%	22.7%	0.0%	12.9%	7.4%	7.0%	0.0%
Foreign direct investment	4.5%	0.0%	10.8%	27.3%	15.0%	19.0%	13.6%	10.8%	6.5%	11.1%	3.5%	15.4%
Water and sanitation	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	8.1%	0.0%	0.0%	3.5%	0.0%
Anti-corruption	36.4%	22.2%	21.5%	27.3%	45.0%	42.9%	22.7%	27.0%	29.0%	25.9%	26.3%	46.2%
Job creation/employment	45.5%	44.4%	30.8%	27.3%	30.0%	45.2%	63.6%	24.3%	45.2%	29.6%	38.6%	38.5%
Rural development	27.3%	11.1%	4.6%	9.1%	5.0%	4.8%	9.1%	10.8%	9.7%	18.5%	10.5%	7.7%
Financial markets	4.5%	22.2%	10.8%	18.2%	10.0%	11.9%	13.6%	8.1%	12.9%	3.7%	7.0%	7.7%
Urban development	0.0%	0.0%	6.2%	9.1%	10.0%	4.8%	4.5%	5.4%	3.2%	3.7%	3.5%	23.1%
Environmental sustainability	9.1%	0.0%	13.8%	9.1%	15.0%	28.6%	13.6%	27.0%	19.4%	11.1%	14.0%	7.7%
Income inequality*	54.5%	0.0%	30.8%	27.3%	35.0%	19.0%	40.9%	18.9%	32.3%	59.3%	24.6%	30.8%
Health*	4.5%	11.1%	7.7%	36.4%	10.0%	2.4%	4.5%	18.9%	9.7%	0.0%	10.5%	0.0%
Quality of education*	45.5%	11.1%	36.9%	27.3%	60.0%	42.9%	68.2%	51.4%	58.1%	63.0%	56.1%	61.5%
Poverty reduction*	13.6%	22.2%	13.8%	9.1%	5.0%	4.8%	9.1%	21.6%	9.7%	3.7%	26.3%	30.8%
Energy*	4.5%	0.0%	1.5%	0.0%	10.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%
Cost of living	50.0%	55.6%	49.2%	54.5%	35.0%	40.5%	31.8%	48.6%	35.5%	59.3%	33.3%	38.5%
Climate change	13.6%	0.0%	9.2%	9.1%	10.0%	11.9%	0.0%	16.2%	6.5%	11.1%	14.0%	7.7%
Trade and exports	13.6%	11.1%	23.1%	18.2%	10.0%	9.5%	9.1%	8.1%	6.5%	3.7%	7.0%	15.4%
Crime and violence	9.1%	0.0%	18.5%	9.1%	0.0%	11.9%	4.5%	13.5%	12.9%	22.2%	17.5%	7.7%
Economic growth	45.5%	66.7%	56.9%	45.5%	25.0%	45.2%	63.6%	27.0%	45.2%	40.7%	36.8%	46.2%
Law and justice	4.5%	33.3%	7.7%	0.0%	25.0%	11.9%	9.1%	16.2%	19.4%	14.8%	14.0%	7.7%
Regulatory framework	4.5%	11.1%	13.8%	9.1%	5.0%	23.8%	0.0%	10.8%	9.7%	7.4%	8.8%	7.7%
Natural resource management	4.5%	0.0%	4.6%	0.0%	5.0%	4.8%	4.5%	5.4%	3.2%	7.4%	7.0%	15.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.1%	0.0%	0.0%	1.8%	0.0%
Information and communications technology	18.2%	0.0%	18.5%	0.0%	5.0%	11.9%	13.6%	2.7%	3.2%	7.4%	10.5%	7.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parlia- mentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Political pressures and obstacles	36.8%	12.5%	46.9%	54.5%	40.0%	23.8%	50.0%	36.1%	61.3%	25.9%	43.6%	30.8%
Inadequate level of private sector participation	21.1%	12.5%	17.2%	18.2%	0.0%	16.7%	4.5%	5.6%	0.0%	14.8%	9.1%	15.4%
Inadequate level of citizen/civil society participation	10.5%	0.0%	15.6%	9.1%	10.0%	7.1%	9.1%	19.4%	16.1%	7.4%	12.7%	7.7%
Reforms are not well thought out in light of country challenges	15.8%	12.5%	23.4%	9.1%	20.0%	28.6%	40.9%	22.2%	16.1%	40.7%	27.3%	15.4%
Poor coordination within the government	47.4%	37.5%	35.9%	18.2%	30.0%	40.5%	22.7%	27.8%	38.7%	29.6%	32.7%	53.8%
Inadequate level of government accountability	10.5%	37.5%	14.1%	18.2%	25.0%	19.0%	9.1%	25.0%	19.4%	14.8%	20.0%	15.4%
Inadequate level of capacity in the government	10.5%	12.5%	21.9%	18.2%	30.0%	14.3%	9.1%	25.0%	9.7%	37.0%	12.7%	0.0%
Corruption	26.3%	50.0%	17.2%	27.3%	35.0%	28.6%	36.4%	36.1%	32.3%	25.9%	25.5%	38.5%
Private sector involvement and/or influence	15.8%	12.5%	6.3%	0.0%	5.0%	9.5%	13.6%	2.8%	6.5%	0.0%	5.5%	0.0%
Other	5.3%	0.0%	0.0%	0.0%	5.0%	4.8%	4.5%	0.0%	0.0%	0.0%	3.6%	7.7%

**A. General Issues facing Malaysia (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 the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The national/federal government*	16	7.63	8	7.00	62	7.29	11	6.91	19	6.21	40	6.33	20	6.55	33	6.12	31	6.39	25	6.72	55	6.16	12	5.92
The World Bank Group	16	6.69	7	7.71	59	7.10	11	6.64	18	7.28	35	6.74	18	7.94	30	6.40	30	6.93	22	7.05	53	6.92	9	6.11
The International Monetary Fund	16	6.06	8	6.63	56	6.00	11	5.91	17	6.53	32	6.06	18	6.72	28	5.36	31	6.06	22	6.18	54	6.15	10	5.60
UN	16	6.44	6	6.83	58	6.34	10	6.30	18	6.39	34	5.94	18	6.61	29	5.86	30	6.37	22	6.27	51	6.45	11	5.18
Malaysia's Central Bank*	16	8.25	7	7.43	61	7.98	11	7.73	18	7.61	39	7.49	20	8.55	31	7.13	31	8.23	25	7.92	55	7.40	12	6.83
International private sector	16	5.88	7	7.00	58	6.34	11	6.09	19	7.21	36	6.89	20	6.55	29	6.14	31	5.74	21	6.10	52	6.13	10	5.60
Domestic private sector	16	6.56	7	7.00	59	6.32	11	6.27	19	5.95	37	6.62	20	6.60	32	6.19	31	5.84	24	6.50	54	5.87	10	6.50
International civil society	16	6.38	7	5.43	58	6.16	11	6.00	19	7.11	35	6.14	19	6.58	31	6.29	31	6.77	23	6.43	53	6.11	11	6.55
Domestic civil society	16	7.13	7	5.86	60	6.42	11	6.09	19	6.84	35	6.37	20	6.70	32	6.87	31	7.03	24	6.67	55	6.29	11	6.64
Domestic traditional media and their web presence	16	6.13	7	5.14	61	6.18	11	4.91	19	5.00	35	6.03	20	5.80	31	5.45	31	6.55	23	5.78	54	5.46	11	5.45
International media and their web presence	16	5.81	7	6.29	59	5.78	11	5.55	19	6.47	34	6.32	20	5.95	32	5.88	31	6.65	23	5.91	55	5.78	11	5.64
Web-based media	16	6.06	7	6.14	59	5.66	11	4.91	19	6.37	34	6.15	20	5.05	29	5.17	31	4.74	23	5.83	54	5.35	11	6.64

*Significantly different between stakeholder groups

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

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Human development	16	3.56	7	3.43	62	3.55	11	3.45	18	3.44	39	3.41	20	3.20	34	3.44	31	3.26	25	3.36	54	3.33	12	3.08
Equal opportunity for girls and boys, men and women	16	3.75	7	3.57	62	3.77	11	3.55	18	3.33	39	3.59	20	3.85	33	3.45	31	3.26	25	3.68	55	3.53	12	3.33
Growing Malaysia's economy in a way that leads to jobs and employment	16	3.44	7	2.86	62	3.32	11	3.18	18	3.00	39	3.21	20	3.05	33	3.09	31	3.00	25	3.20	54	3.07	12	2.75
The gap between the rich and the poor*	16	2.69	7	2.57	62	2.73	11	2.91	18	2.39	38	2.71	20	2.10	34	2.53	31	2.19	25	2.68	54	2.54	11	1.91
Making government more effective	16	3.44	7	3.14	62	3.48	11	3.45	18	3.28	39	3.28	20	3.30	33	3.48	31	3.35	25	3.40	55	3.24	12	3.00
Anti-corruption	16	3.88	7	3.57	62	3.68	11	3.36	18	3.44	39	3.62	20	3.60	34	3.82	31	3.74	25	3.72	55	3.49	12	3.50
Attracting new sources of foreign investment	16	3.69	7	3.43	62	3.19	11	3.45	18	3.06	38	3.37	20	2.90	34	3.32	31	2.94	25	3.16	55	3.18	12	3.08

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Climate change	6.7%	0.0%	6.5%	9.1%	11.1%	7.9%	0.0%	14.7%	6.5%	8.0%	9.3%	8.3%
Terrorism	0.0%	0.0%	4.8%	9.1%	0.0%	0.0%	5.0%	2.9%	6.5%	0.0%	5.6%	8.3%
Migrants and refugees	6.7%	14.3%	16.1%	27.3%	11.1%	10.5%	10.0%	11.8%	6.5%	36.0%	20.4%	33.3%
Jobs/employment*	53.3%	71.4%	30.6%	45.5%	38.9%	28.9%	50.0%	29.4%	19.4%	12.0%	42.6%	25.0%
Trade constraints	40.0%	14.3%	30.6%	27.3%	16.7%	39.5%	30.0%	11.8%	32.3%	12.0%	22.2%	16.7%
The gap between the rich and the poor	33.3%	42.9%	27.4%	18.2%	44.4%	23.7%	65.0%	29.4%	41.9%	24.0%	35.2%	25.0%
Environmental degradation	0.0%	0.0%	17.7%	9.1%	27.8%	13.2%	5.0%	32.4%	16.1%	12.0%	9.3%	25.0%
Fragility in Malaysia or neighboring countries	6.7%	14.3%	11.3%	0.0%	0.0%	2.6%	5.0%	5.9%	12.9%	16.0%	3.7%	8.3%
Technology based disruption	26.7%	0.0%	32.3%	18.2%	27.8%	36.8%	20.0%	23.5%	29.0%	36.0%	27.8%	25.0%
Geo-political uncertainty	26.7%	42.9%	19.4%	18.2%	22.2%	28.9%	10.0%	32.4%	29.0%	36.0%	18.5%	16.7%

*Significantly different between stakeholder groups

**A. General Issues facing Malaysia (continued)****When thinking about development efforts in Malaysia, do you think that civil society (e.g., NGOs, CBOs) should...?**

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Engage significantly less			1.7%			5.6%						
Engage somewhat less			5.0%		11.1%	8.3%	5.0%			4.0%	1.9%	
Engage somewhat more	40.0%	28.6%	26.7%	27.3%	22.2%	25.0%	25.0%	27.3%	35.5%	44.0%	25.9%	27.3%
Engage significantly more	53.3%	71.4%	61.7%	54.5%	66.7%	52.8%	45.0%	63.6%	54.8%	36.0%	63.0%	54.5%
Engage at the same level it does currently	6.7%		3.3%	9.1%		5.6%	15.0%	3.0%	9.7%	8.0%	3.7%	18.2%
Don't know			1.7%	9.1%		2.8%	10.0%	6.1%		8.0%	5.6%	

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

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
To a very low degree			5.0%	9.1%	5.6%	2.7%		3.2%	3.2%		5.7%	
To a somewhat low degree	46.7%	57.1%	30.0%	36.4%	66.7%	29.7%	25.0%	38.7%	41.9%	52.0%	50.9%	63.6%
To a somewhat high degree	53.3%	28.6%	51.7%	36.4%	11.1%	43.2%	65.0%	41.9%	41.9%	44.0%	30.2%	18.2%
To a very high degree		14.3%	11.7%	9.1%	5.6%	16.2%		9.7%	6.5%		7.5%	9.1%
Don't know			1.7%	9.1%	11.1%	8.1%	10.0%	6.5%	6.5%	4.0%	5.7%	9.1%

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

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
To a very low degree	6.7%		6.7%		5.6%	8.1%	5.0%	9.7%	6.5%	16.7%	14.8%	18.2%
To a somewhat low degree	66.7%	42.9%	33.3%	36.4%	38.9%	27.0%	40.0%	45.2%	41.9%	54.2%	42.6%	36.4%
To a somewhat high degree	26.7%	42.9%	46.7%	54.5%	33.3%	35.1%	40.0%	29.0%	32.3%	25.0%	31.5%	27.3%
To a very high degree		14.3%	8.3%		16.7%	21.6%		6.5%	9.7%		5.6%	9.1%
Don't know			5.0%	9.1%	5.6%	8.1%	15.0%	9.7%	9.7%	4.2%	5.6%	9.1%

*Significantly different between stakeholder groups

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Malaysia?*	15	6.53	7	6.71	60	6.30	11	5.18	18	6.06	37	6.22	20	7.10	31	5.35	31	6.16	25	6.20	54	6.56	11	4.55

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Malaysia.*	15	6.80	7	7.00	57	7.16	10	6.60	16	6.75	34	6.97	18	7.83	24	5.88	30	6.33	25	6.44	53	6.83	10	5.50

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Malaysia achieve its development goals?	15	7.40	7	7.29	56	6.95	10	6.70	14	7.43	31	6.94	17	7.47	21	6.57	28	7.04	23	6.74	50	6.74	8	5.13

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

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in Malaysia	15	6.93	6	6.67	57	7.05	11	6.82	16	6.38	32	6.91	20	7.20	24	6.13	30	6.73	24	6.67	50	6.60	9	5.44
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	15	6.80	6	6.83	58	7.14	11	6.73	16	6.81	30	6.73	18	7.33	23	6.39	28	6.79	22	6.73	49	6.84	9	5.56

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

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness	14	7.43	6	7.00	50	7.26	10	7.00	15	7.00	27	7.04	16	7.37	22	6.14	25	6.60	23	7.04	47	6.81	7	5.14
Being inclusive	14	7.07	6	6.67	54	7.39	10	6.10	14	6.43	27	6.96	15	7.53	22	6.18	26	6.85	23	7.09	47	6.91	7	5.71
Openness (sharing data and other information)	14	7.29	7	7.29	56	7.41	10	6.70	15	6.73	28	7.36	19	8.26	20	6.75	28	6.93	24	7.13	48	7.46	7	6.71
Collaboration with the Government	14	7.29	6	7.33	56	7.59	9	7.00	15	7.07	29	6.90	13	7.69	22	6.64	27	6.93	23	6.87	46	7.11	7	6.86
Ease of access to the people at the World Bank Group who are making decisions important to my work	14	7.14	6	6.00	50	7.16	10	6.20	14	6.93	27	6.63	15	7.53	17	5.94	26	6.88	21	7.38	42	6.90	5	4.20
Collaboration with civil society	13	6.23	6	6.00	45	6.89	9	6.56	13	6.69	27	6.56	14	7.43	22	5.95	23	6.35	15	6.67	44	6.77	5	4.40
Staff accessibility*	14	7.07	6	5.50	46	7.11	10	6.30	13	6.38	29	6.52	17	7.41	19	5.58	23	6.74	21	7.05	44	6.89	7	5.43
Collaboration with the private sector	12	7.08	5	6.60	42	7.17	10	5.90	11	6.82	27	6.59	14	7.43	18	6.44	22	6.23	17	6.59	41	6.66	5	5.60
Straightforwardness and honesty	14	7.64	6	6.83	49	7.31	9	6.56	14	7.00	29	6.86	19	7.58	20	6.45	26	6.65	20	7.50	44	7.14	7	6.29
Treating clients and stakeholders in Malaysia with respect	14	7.86	7	6.86	52	8.02	10	6.90	14	7.57	28	6.75	16	7.94	19	6.74	25	7.36	21	7.86	45	7.24	7	6.86
Being a long-term partner	14	7.71	6	8.00	54	8.02	10	6.80	14	7.14	29	7.34	16	8.19	20	6.95	26	7.35	20	7.75	44	7.48	6	6.67
Agenda setting influence	14	7.14	7	7.00	50	7.50	10	6.40	13	6.46	25	7.04	15	7.67	18	6.28	26	6.23	21	7.10	45	6.93	6	6.00

*Significantly different between stakeholder groups

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Malaysia receives value for money from the WBG's technical advisory services through the Reimbursable Advisory Services (RAS)?	12	6.50	7	7.14	39	7.05	6	6.83	7	5.29	18	7.06	10	7.30	13	5.85	19	6.58	17	6.35	31	6.61	3	6.67

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

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)

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Too influenced by developed countries	42.9%	0.0%	43.9%	50.0%	37.5%	20.6%	15.8%	23.3%	30.0%	28.0%	20.8%	12.5%
Not collaborating enough with stakeholders outside the Government	28.6%	42.9%	17.5%	20.0%	25.0%	23.5%	21.1%	46.7%	26.7%	32.0%	28.3%	37.5%
Not enough public disclosure of its work	35.7%	57.1%	31.6%	40.0%	18.8%	41.2%	42.1%	23.3%	13.3%	40.0%	28.3%	37.5%
Arrogant in its approach	7.1%	0.0%	1.8%	10.0%	12.5%	2.9%	0.0%	6.7%	10.0%	0.0%	3.8%	12.5%
Understaffed	0.0%	0.0%	3.5%	10.0%	0.0%	8.8%	10.5%	0.0%	10.0%	0.0%	5.7%	0.0%
Not client focused	7.1%	14.3%	8.8%	10.0%	0.0%	8.8%	5.3%	0.0%	0.0%	4.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	28.6%	28.6%	15.8%	20.0%	37.5%	20.6%	15.8%	20.0%	43.3%	52.0%	37.7%	25.0%
Staff too inaccessible	0.0%	0.0%	3.5%	0.0%	12.5%	8.8%	0.0%	6.7%	3.3%	0.0%	1.9%	0.0%
Imposing technocratic solutions without regard to political realities	28.6%	14.3%	17.5%	10.0%	12.5%	8.8%	5.3%	3.3%	20.0%	8.0%	15.1%	12.5%
WBG's processes too slow	0.0%	28.6%	5.3%	0.0%	6.3%	5.9%	0.0%	6.7%	10.0%	8.0%	3.8%	0.0%
Other	14.3%	0.0%	3.5%	0.0%	0.0%	2.9%	0.0%	13.3%	3.3%	0.0%	3.8%	12.5%
Don't know	0.0%	0.0%	12.3%	10.0%	12.5%	17.6%	36.8%	20.0%	10.0%	8.0%	17.0%	25.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parlia- mentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Parliament*	35.7%	71.4%	20.3%	30.0%	31.3%	21.2%	15.8%	10.0%	41.9%	28.0%	13.5%	12.5%
Media*	7.1%	14.3%	15.3%	0.0%	6.3%	0.0%	5.3%	10.0%	45.2%	0.0%	9.6%	12.5%
Local Government*	7.1%	28.6%	45.8%	60.0%	18.8%	30.3%	21.1%	23.3%	16.1%	32.0%	30.8%	37.5%
Private sector*	42.9%	28.6%	28.8%	0.0%	37.5%	57.6%	57.9%	13.3%	16.1%	44.0%	17.3%	25.0%
Academia/think tanks/research institutes*	50.0%	14.3%	35.6%	40.0%	50.0%	24.2%	57.9%	23.3%	29.0%	36.0%	61.5%	37.5%
NGOs*	7.1%	14.3%	15.3%	10.0%	6.3%	33.3%	0.0%	70.0%	12.9%	12.0%	13.5%	37.5%
Youth/university groups	28.6%	14.3%	20.3%	20.0%	12.5%	15.2%	26.3%	26.7%	16.1%	24.0%	30.8%	0.0%
Faith based organizations	14.3%	14.3%	3.4%	10.0%	6.3%	0.0%	0.0%	6.7%	6.5%	8.0%	1.9%	0.0%
Other*	0.0%	0.0%	3.4%	0.0%	6.3%	6.1%	0.0%	10.0%	0.0%	0.0%	0.0%	37.5%
Don't know	0.0%	0.0%	3.4%	10.0%	12.5%	3.0%	0.0%	3.3%	6.5%	4.0%	5.8%	0.0%

*Significantly different between stakeholder groups

C. The World Bank Group Global Knowledge and Research Hub in Malaysia

	Office of the PM/Minister		Office of Parlia- mentarian		Employee of a Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the WBG Global Knowledge and Research Hub in Malaysia?*	14	6.00	7	4.14	59	5.83	10	4.20	16	5.31	33	5.55	19	6.42	30	4.07	31	5.00	25	6.12	52	6.10	8	4.50

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

**C. The World Bank Group Global Knowledge and Research Hub in Malaysia (continued)**

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?*

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Weekly	10.0%		6.3%		18.2%	4.3%	25.0%			4.3%	6.7%	25.0%
Monthly	10.0%		20.8%		18.2%	8.7%	18.8%	31.3%	10.5%	13.0%	22.2%	25.0%
A few times a year	40.0%		43.8%	33.3%	63.6%	52.2%	31.3%	50.0%	47.4%	34.8%	46.7%	25.0%
Rarely	30.0%	100.0%	27.1%	66.7%		26.1%	12.5%	18.8%	42.1%	26.1%	17.8%	25.0%
Never	10.0%		2.1%			8.7%	12.5%			21.7%	6.7%	

*Significantly different between stakeholder groups

To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia: (1-To no degree at all, 10-To a very significant degree)

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Provides opportunity for Malaysia to share more broadly its knowledge with developing countries	9	8.00	3	7.67	46	7.57	5	7.00	11	7.36	20	7.05	15	7.47	13	6.62	17	7.00	21	7.14	43	7.09	4	8.25
Helps Malaysia strengthen its research capacity	9	8.11	4	7.25	46	7.35	4	6.50	11	6.82	20	7.40	16	7.25	15	6.60	18	7.06	22	7.32	44	7.02	4	8.25
Helps Malaysia's efforts to reach developed nation status	9	8.00	4	7.50	42	7.29	4	6.50	11	6.91	19	7.16	16	6.44	13	6.54	16	6.69	22	6.50	43	6.58	4	8.00

**C. The World Bank Group Global Knowledge and Research Hub in Malaysia (continued)**

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	8	7.00	4	7.25	46	7.39	5	7.60	8	8.13	20	7.15	13	7.38	14	6.93	19	7.21	20	7.30	41	7.44	4	8.25
Include appropriate level of stakeholder involvement during preparation	9	7.00	4	7.25	45	7.04	5	6.00	7	7.29	18	6.94	14	7.43	13	6.00	16	7.06	17	7.12	37	6.73	4	7.50
Lead to practical solutions	9	6.67	4	6.25	45	7.04	5	6.00	10	6.20	19	6.79	12	6.92	14	5.71	17	6.71	19	6.26	40	6.83	3	8.00
Are accessible (well written and easy to understand)	9	7.67	4	6.50	47	7.55	5	6.40	11	7.91	20	7.35	15	7.80	16	6.94	18	7.56	21	7.43	42	7.57	4	7.75
Are source of relevant information on global good practices	9	8.33	4	7.50	46	7.80	5	7.00	11	7.91	20	7.10	15	7.87	16	7.50	18	7.67	22	7.14	39	7.77	4	8.00
Are adequately disseminated	9	6.89	4	6.75	42	7.00	4	6.75	10	7.30	19	6.47	14	7.29	15	6.53	17	6.88	21	6.81	42	7.00	3	7.67
Other			1	8.00	6	6.50	2	7.00			3	4.67			3	3.33	7	6.57	1	8.00	8	7.00		

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)

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Innovation and productivity	40.0%	75.0%	70.8%	66.7%	81.8%	87.0%	60.0%	56.3%	63.2%	71.4%	68.9%	75.0%
Human capital quality (education, skills, nutrition, health)	70.0%	100.0%	81.3%	66.7%	63.6%	82.6%	93.3%	75.0%	89.5%	95.2%	77.8%	50.0%
Green growth	30.0%	0.0%	12.5%	0.0%	45.5%	8.7%	6.7%	25.0%	21.1%	4.8%	17.8%	0.0%
Fiscal stability	20.0%	25.0%	25.0%	0.0%	0.0%	4.3%	13.3%	25.0%	15.8%	19.0%	15.6%	50.0%
Infrastructure development	40.0%	0.0%	8.3%	33.3%	0.0%	13.0%	20.0%	18.8%	10.5%	9.5%	11.1%	0.0%

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
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?	13	6.54	5	7.20	52	6.96	10	6.10	14	6.50	30	6.80	16	6.81	22	6.05	29	6.55	22	6.91	47	7.04	8	5.50

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	13	7.46	5	7.00	56	7.36	9	6.56	14	7.43	27	7.22	17	7.94	18	7.28	29	7.21	22	7.41	49	7.41	8	5.25

(1-Very low technical quality, 10-Very high technical quality)

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?*	13	7.23	7	7.00	54	7.26	10	6.70	12	5.42	28	6.71	17	7.12	21	6.14	27	6.56	22	6.86	48	6.77	6	4.83

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

	Office of the PM/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		Financial Sector/ Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?	13	6.85	6	6.83	54	7.19	10	6.80	13	6.38	26	6.85	18	7.00	21	6.19	29	6.55	22	6.50	49	6.76	7	5.29

(1- Strongly disagree, 10- Strongly agree)

**F. The Future Role of the World Bank Group in Malaysia****Which of the following SHOULD the World Bank Group do to make itself of greater value in Malaysia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parlia- mentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Improve the quality of its experts as related to Malaysia's specific challenges	28.6%	42.9%	35.6%	60.0%	12.5%	18.8%	38.9%	24.1%	25.8%	50.0%	23.5%	37.5%
Increase availability of fee-based analytics and advisory services	14.3%	0.0%	10.2%	20.0%	6.3%	6.3%	16.7%	6.9%	12.9%	0.0%	9.8%	0.0%
Focus primarily on advocacy issues	14.3%	14.3%	13.6%	20.0%	25.0%	15.6%	5.6%	0.0%	16.1%	8.3%	11.8%	0.0%
Reach out more to groups outside of government*	57.1%	28.6%	22.0%	30.0%	50.0%	62.5%	33.3%	62.1%	54.8%	33.3%	64.7%	50.0%
Ensure greater selectivity in its work	7.1%	14.3%	6.8%	0.0%	0.0%	3.1%	0.0%	6.9%	3.2%	12.5%	3.9%	0.0%
Provide more adequate data/ knowledge/statistics/figures on Malaysia's economy	35.7%	57.1%	57.6%	50.0%	25.0%	46.9%	61.1%	41.4%	41.9%	37.5%	39.2%	50.0%
Offer more innovative financial products	7.1%	14.3%	3.4%	10.0%	6.3%	18.8%	16.7%	10.3%	0.0%	4.2%	2.0%	0.0%
Offer more innovative knowledge services *	7.1%	14.3%	40.7%	10.0%	56.3%	18.8%	11.1%	27.6%	29.0%	37.5%	23.5%	25.0%
Work faster	0.0%	14.3%	1.7%	0.0%	0.0%	3.1%	0.0%	3.4%	0.0%	4.2%	3.9%	12.5%
Other	0.0%	0.0%	3.4%	0.0%	6.3%	0.0%	5.6%	6.9%	6.5%	0.0%	7.8%	12.5%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Social media*	28.6%	85.7%	40.7%	44.4%	18.8%	35.5%	11.1%	42.9%	30.0%	21.7%	15.7%	50.0%
International newspapers	0.0%	14.3%	8.5%	0.0%	25.0%	12.9%	22.2%	17.9%	16.7%	8.7%	15.7%	25.0%
Local radio	7.1%	0.0%	5.1%	0.0%	18.8%	12.9%	0.0%	3.6%	3.3%	8.7%	3.9%	25.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	6.7%	0.0%	0.0%	0.0%
Local television	7.1%	0.0%	6.8%	11.1%	0.0%	3.2%	0.0%	7.1%	6.7%	4.3%	9.8%	0.0%
International television	0.0%	0.0%	5.1%	11.1%	0.0%	3.2%	5.6%	7.1%	6.7%	0.0%	7.8%	0.0%
Local newspapers	50.0%	28.6%	33.9%	44.4%	50.0%	41.9%	38.9%	35.7%	53.3%	47.8%	35.3%	62.5%
Internet	71.4%	71.4%	72.9%	88.9%	56.3%	67.7%	72.2%	39.3%	70.0%	73.9%	66.7%	37.5%
Periodicals	28.6%	0.0%	15.3%	0.0%	6.3%	12.9%	16.7%	21.4%	3.3%	17.4%	25.5%	0.0%
Other	7.1%	0.0%	3.4%	0.0%	0.0%	3.2%	11.1%	14.3%	3.3%	13.0%	9.8%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Direct contact with WBG	14.3%	42.9%	10.2%	11.1%	31.3%	13.3%	16.7%	20.7%	33.3%	34.8%	19.6%	37.5%
Mobile phones	7.1%	0.0%	6.8%	0.0%	0.0%	3.3%	0.0%	6.9%	10.0%	4.3%	0.0%	0.0%
WBG's seminars/workshops/conferences*	28.6%	0.0%	52.5%	44.4%	18.8%	30.0%	38.9%	24.1%	20.0%	34.8%	56.9%	37.5%
World Bank Group's publications and other written materials	50.0%	42.9%	39.0%	33.3%	31.3%	43.3%	44.4%	37.9%	36.7%	39.1%	43.1%	12.5%
World Bank Group's website	35.7%	28.6%	22.0%	33.3%	37.5%	30.0%	33.3%	10.3%	26.7%	26.1%	25.5%	25.0%
Social media*	0.0%	42.9%	25.4%	44.4%	6.3%	30.0%	0.0%	31.0%	33.3%	17.4%	9.8%	37.5%
e-Newsletters	35.7%	42.9%	32.2%	33.3%	56.3%	43.3%	44.4%	55.2%	30.0%	26.1%	37.3%	37.5%
Other	7.1%	0.0%	3.4%	0.0%	6.3%	3.3%	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Yes	50.0%	71.4%	79.7%	60.0%	62.5%	66.7%	94.4%	55.2%	83.9%	70.8%	88.2%	62.5%
No	50.0%	28.6%	20.3%	40.0%	37.5%	33.3%	5.6%	44.8%	16.1%	29.2%	11.8%	37.5%

*Significantly different between stakeholder groups

Do you currently consult the World Bank Group Malaysia Facebook page?

Percentage of Respondents	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Yes	28.6%	14.3%	15.3%	20.0%	6.3%	24.2%	22.2%	6.9%	16.1%	8.3%	19.6%	
No	71.4%	85.7%	84.7%	80.0%	93.8%	75.8%	77.8%	93.1%	83.9%	91.7%	80.4%	100.0%

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 the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	21.4%		3.4%			3.2%					2.0%	
Every few weeks	28.6%		37.3%		12.5%	19.4%	38.9%	18.5%	16.7%	18.2%	27.5%	12.5%
Every few months	21.4%	100.0%	40.7%	80.0%	31.3%	58.1%	33.3%	44.4%	76.7%	59.1%	51.0%	50.0%
Not at all	28.6%		18.6%	20.0%	56.3%	19.4%	27.8%	37.0%	6.7%	22.7%	19.6%	37.5%

*Significantly different between stakeholder groups

Read, viewed or heard a story about the WBG in global media	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	14.3%		3.4%			3.2%			10.0%	4.5%	3.9%	
Every few weeks	35.7%		27.1%		18.8%	22.6%	38.9%	22.2%	13.3%	18.2%	21.6%	12.5%
Every few months	28.6%	85.7%	42.4%	60.0%	31.3%	51.6%	33.3%	44.4%	60.0%	54.5%	58.8%	25.0%
Not at all	21.4%	14.3%	27.1%	40.0%	50.0%	22.6%	27.8%	33.3%	16.7%	22.7%	15.7%	62.5%

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

Interacted with the WBG on Social Media	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	14.3%		1.7%			3.2%		3.6%	3.3%	9.1%	2.0%	
Every few weeks	14.3%		6.8%		6.3%	12.9%	11.1%	14.3%	10.0%	9.1%	11.8%	25.0%
Every few months	14.3%	14.3%	32.2%	30.0%	18.8%	25.8%	27.8%	17.9%	30.0%	9.1%	31.4%	25.0%
Not at all	57.1%	85.7%	59.3%	70.0%	75.0%	58.1%	61.1%	64.3%	56.7%	72.7%	54.9%	50.0%

Visited a WBG website*	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	21.4%		3.4%		6.3%	3.2%	5.6%	7.4%	3.3%	9.1%	2.0%	
Every few weeks	28.6%		27.1%	10.0%	25.0%	19.4%	55.6%	22.2%	10.0%	9.1%	21.6%	25.0%
Every few months	7.1%	57.1%	47.5%	40.0%	50.0%	38.7%	33.3%	40.7%	66.7%	72.7%	62.7%	25.0%
Not at all	42.9%	42.9%	22.0%	50.0%	18.8%	38.7%	5.6%	29.6%	20.0%	9.1%	13.7%	50.0%

*Significantly different between stakeholder groups

Attended an event/conference hosted by the WBG*	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days						3.2%					2.0%	
Every few weeks	7.1%		10.3%		12.5%	9.7%	11.1%	7.4%		13.6%	15.7%	25.0%
Every few months	64.3%	42.9%	65.5%	30.0%	62.5%	61.3%	72.2%	51.9%	66.7%	59.1%	76.5%	25.0%
Not at all	28.6%	57.1%	24.1%	70.0%	25.0%	25.8%	16.7%	40.7%	33.3%	27.3%	5.9%	50.0%

*Significantly different between stakeholder groups

Watched a webinar or online event hosted by the WBG	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	7.1%					3.2%					4.0%	
Every few weeks		14.3%	3.4%				5.6%	3.4%	6.9%	13.6%	4.0%	12.5%
Every few months	21.4%	28.6%	25.4%	20.0%	18.8%	16.1%	16.7%	20.7%	27.6%	22.7%	38.0%	25.0%
Not at all	71.4%	57.1%	71.2%	80.0%	81.3%	80.6%	77.8%	75.9%	65.5%	63.6%	54.0%	62.5%

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

Read some or all of a WBG research paper or publication	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	7.1%					3.2%	11.1%	7.1%		4.5%	7.8%	25.0%
Every few weeks	35.7%		32.2%	10.0%	25.0%	16.1%	38.9%	21.4%	16.7%	36.4%	19.6%	
Every few months	21.4%	85.7%	57.6%	40.0%	43.8%	61.3%	44.4%	39.3%	70.0%	40.9%	64.7%	12.5%
Not at all	35.7%	14.3%	10.2%	50.0%	31.3%	19.4%	5.6%	32.1%	13.3%	18.2%	7.8%	62.5%

Met professionally with WBG staff	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days			1.7%			3.2%				4.5%	6.1%	
Every few weeks	7.1%		6.8%	11.1%	6.3%	3.2%		11.1%	3.3%	13.6%	10.2%	
Every few months	50.0%		57.6%	44.4%	56.3%	45.2%	66.7%	37.0%	66.7%	40.9%	55.1%	50.0%
Not at all	42.9%	100.0%	33.9%	44.4%	37.5%	48.4%	33.3%	51.9%	30.0%	40.9%	28.6%	50.0%

Read WBG email alerts/updates*	Office of the PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Every few days	21.4%		3.4%		18.8%	6.5%	16.7%	3.6%	3.3%	9.1%	15.7%	25.0%
Every few weeks	14.3%		32.2%		18.8%	16.1%	44.4%	21.4%	16.7%	31.8%	35.3%	12.5%
Every few months	14.3%	28.6%	25.4%	40.0%	18.8%	32.3%	22.2%	25.0%	40.0%	36.4%	37.3%	25.0%
Not at all	50.0%	71.4%	39.0%	60.0%	43.8%	45.2%	16.7%	50.0%	40.0%	22.7%	11.8%	37.5%

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of the PM/Minister	Office of Parlia- mentarian	Employee of a Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Observer*	40.0%	55.6%	9.2%	63.6%	40.0%	43.9%	18.2%	43.2%	22.6%	26.9%	17.5%	16.7%
Use WBG reports/data	40.0%	44.4%	53.8%	18.2%	50.0%	31.7%	45.5%	29.7%	41.9%	42.3%	45.6%	41.7%
Engage in WBG related/ sponsored events/activities	50.0%	22.2%	50.8%	18.2%	25.0%	36.6%	54.5%	32.4%	35.5%	26.9%	50.9%	50.0%
Collaborate as part of my professional duties	35.0%	22.2%	29.2%	27.3%	5.0%	19.5%	22.7%	13.5%	25.8%	46.2%	22.8%	16.7%
Use WBG website for information, data, research, etc.*	5.0%	22.2%	29.2%	27.3%	55.0%	31.7%	50.0%	18.9%	45.2%	26.9%	38.6%	41.7%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location³

Greater Kuala Lumpur/Klang Valley N=303 ● Other N=53

A. General Issues Facing Malaysia

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you trust The World Bank Group to do what is right?	260	7.03	1.81	48	6.50	1.97

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

B. Overall Attitudes toward the World Bank Group

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.	253	6.84	1.74	46	6.37	2.07

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

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

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Overall the WBG currently plays a relevant role in Malaysia*	248	6.82	1.76	46	6.24	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia*	239	6.95	1.75	46	6.22	2.07

(1-Strongly disagree, 10-Strongly agree) *Significantly different between geographic locations

³ 356 respondents provided information about their geographic location (question G5 in the questionnaire).

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

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

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

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	218	7.00	1.67	44	6.55	1.99
Being inclusive	223	7.00	1.77	43	6.49	1.92
Openness (sharing data and other information)	234	7.36	1.74	43	6.79	2.00
Collaboration with the Government	222	7.22	1.58	44	6.84	1.94
Ease of access to the people at the World Bank Group who are making decisions important to my work	207	6.93	2.01	40	6.48	2.01
Collaboration with civil society	199	6.61	1.90	38	6.39	1.60
Staff accessibility	211	6.77	1.86	39	6.38	1.68
Collaboration with the private sector	186	6.74	1.79	37	6.57	1.64
Straightforwardness and honesty	217	7.13	1.79	39	6.74	1.80
Treating clients and stakeholders in Malaysia with respect	218	7.50	1.77	40	7.10	1.72
Being a long-term partner	220	7.62	1.75	39	7.21	1.81
Agenda setting influence	209	6.94	2.00	42	6.88	1.90

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

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
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?	228	6.79	1.72	39	6.28	1.97

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

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	229	7.39	1.66	38	6.63	1.90

(1-Very low technical quality, 10-Very high technical quality) *Significantly different between geographic locations

	Greater Kuala Lumpur/ Klang Valley			Other		
	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 your country?	224	6.82	1.78	40	6.40	1.74

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

	Greater Kuala Lumpur/ Klang Valley			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?*	225	6.84	1.70	42	6.19	1.99

(1-Strongly disagree, 10-Strongly agree) *Significantly different between geographic locations



Appendix D: Responses to Select Questions by Collaboration with the WBG⁴

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 (based on their response to question G3 in the questionnaire) and covers all 10-point scale questions from the FY19 Malaysia COS questionnaire.

Collaborate as part of my professional duties N=85 ● Do not collaborate as part of my professional duties N=270

A. General Issues Facing Malaysia

To what extent do you trust each of the following groups to do what is right?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	76	6.62	1.83	255	6.54	1.84
The World Bank Group	73	6.92	1.86	235	6.99	1.80
The International Monetary Fund	71	6.07	2.03	232	6.10	2.04
UN	71	6.17	1.99	231	6.30	2.09
Malaysia's Central Bank	75	7.92	1.61	250	7.66	1.55
International private sector*	72	5.88	2.05	237	6.45	1.84
Domestic private sector	73	6.12	1.91	246	6.28	1.72
International civil society (e.g., NGOs, CBOs)	73	6.25	1.78	240	6.34	1.84
Domestic civil society (e.g., NGOs, CBOs)	74	6.43	1.84	246	6.59	1.63
Domestic traditional media and their web presence	73	5.75	1.88	245	5.76	1.83
International media and their web presence	72	5.82	1.87	245	6.05	1.89
Web based media	72	5.17	2.04	241	5.68	2.14

(1-To no degree at all, 10-To a very significant degree) *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 Malaysia?*	74	7.14	1.68	245	5.95	2.07

(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 Malaysia.*	72	7.18	1.80	225	6.68	1.73

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

⁴ Only 355 respondents provided information about their exposure to the World Bank Group in Malaysia, including whether they collaborate as part of their professional duties (question G3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this Appendix.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Malaysia achieve its development goals?	69	7.09	1.41	210	6.86	1.78

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

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

	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 Malaysia	73	6.97	1.74	220	6.65	1.80
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	69	7.10	1.72	216	6.78	1.80

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	67	7.39	1.64	193	6.77	1.72
Being inclusive*	66	7.50	1.61	198	6.75	1.78
Openness (sharing data and other information)	68	7.56	1.56	207	7.20	1.80
Collaboration with the Government*	64	7.62	1.43	200	7.02	1.68
Ease of access to the people at the World Bank Group who are making decisions important to my work*	66	7.47	1.88	179	6.68	1.97
Collaboration with civil society	57	7.00	1.70	178	6.48	1.84
Staff accessibility*	65	7.26	1.59	183	6.56	1.83
Collaboration with the private sector*	55	7.15	1.64	166	6.59	1.78
Straightforwardness and honesty*	66	7.55	1.68	188	6.94	1.78
Treating clients and stakeholders in Malaysia with respect*	65	7.83	1.84	191	7.35	1.67
Being a long-term partner*	66	8.03	1.67	191	7.43	1.71
Agenda setting influence	65	7.23	1.98	185	6.86	1.93

(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 do you believe that Malaysia receives value for money from the World Bank Group's technical advisory services through the Reimbursable Advisory Services (RAS)?	50	6.94	1.88	132	6.58	1.77

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

**C. The World Bank Group Global Knowledge and Research Hub in Malaysia**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the WBG Global Knowledge and Research Hub in Malaysia?*	70	6.67	2.02	233	5.23	2.57

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

To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia:

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Provides opportunity for Malaysia to share more broadly its knowledge with developing countries	59	7.51	1.47	151	7.17	1.59
Helps Malaysia strengthen its research capacity	62	7.32	1.63	154	7.16	1.70
Helps Malaysia's efforts to reach developed nation status	57	6.95	2.00	149	6.87	1.71

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

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:

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	56	7.29	1.58	150	7.37	1.46
Include appropriate level of stakeholder involvement during preparation	56	6.80	1.83	136	6.98	1.58
Lead to practical solutions	58	6.67	1.67	143	6.69	1.61
Are accessible (well written and easy to understand)	61	7.59	1.35	155	7.45	1.59
Are source of relevant information on global good practices	60	7.83	1.52	153	7.56	1.51
Are adequately disseminated	55	6.95	1.63	149	6.92	1.69
Other	10	7.20	1.69	22	5.91	2.29

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
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?	67	7.01	1.52	200	6.65	1.81

(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
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	67	7.49	1.35	199	7.24	1.76

(1-Very low technical quality, 10-Very high technical quality)

	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 your country?	67	6.97	1.63	196	6.71	1.78

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?	68	6.84	1.35	198	6.74	1.86

(1- Strongly disagree, 10- Strongly agree)



Appendix E: Responses to Selected Questions by Year⁵

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY16 and FY19 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY16	FY19
Office of the Prime Minister/Minister	4.7%	6.2%
Government Institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG-supported projects, and judiciary)	31.6%	28.4%
Bilateral/Multilateral Agency	3.1%	5.6%
Private Sector (includes financial sector/private banks)	28.9%	18.0%
Academia	13.7%	16.0%
Media	7.4%	8.7%
Civil Society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups)	7.4%	10.4%
Local Government	2.7%	3.1%
Total Number of Respondents (Un-Weighted)	256	356

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY16	FY19
Office of the Prime Minister/Minister	5.6%	5.6%
Government Institutions	30.5%	30.5%
Bilateral/Multilateral Agency	4.6%	4.6%
Private Sector	23.9%	23.9%
Academia	15.2%	15.2%
Media	8.1%	8.1%
Civil Society	9.1%	9.1%
Local Government	3.0%	3.0%
Total Number of Respondents (Weighted)	252	351

All data presented in this Appendix are weighted. As a result, means of the FY19 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY16 respondents and the total number of respondents indicated may differ from those reported in that COS report.

⁵ 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.

**A. General Issues facing Malaysia**

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)

Percentage of Respondents (Responses Combined)	FY16	FY19
Quality of education	54.8%	49.0%
Economic growth*	31.9%	45.4%
Cost of living*	29.5%	43.4%
Public sector governance/ reform*	55.9%	43.1%
Job creation/employment*	15.0%	38.5%
Income inequality*	22.3%	30.8%
Anti-corruption*	41.1%	29.3%
Environmental sustainability	15.9%	16.9%
Crime and violence*	22.5%	13.4%
Poverty reduction	13.4%	13.1%
Law and justice	15.8%	12.8%
Social protection*	23.5%	12.0%
Trade and exports	10.5%	11.5%
Regulatory framework	9.8%	11.2%
Foreign direct investment	10.8%	10.9%
Transport*	21.5%	10.7%
Information and communications technology*	2.7%	10.6%
Climate change*	5.1%	10.2%
Financial markets	6.9%	10.1%
Rural development	10.6%	9.6%
Domestic private sector development	10.3%	8.7%
Health*	16.1%	8.5%
Global/regional integration*	12.3%	7.3%
Natural resource management	6.9%	4.9%
Women's economic opportunities	5.6%	4.9%
Urban development	4.6%	4.7%
Water and sanitation	2.9%	1.6%
Energy	2.9%	1.4%
Disaster management*	3.6%	1.0%

*Significantly different between FY16 and FY19

B. Overall Attitudes toward the World Bank Group

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Malaysia?*	234	5.47	2.50	316	6.26	2.05

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY16 and FY19

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.*	192	6.31	1.96	296	6.84	1.78

(1-Not effective at all, 10-Very effective) *Significantly different between FY16 and FY19

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Malaysia achieve its development goals?	185	6.74	1.82	279	6.96	1.65

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

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in Malaysia*	196	6.26	1.93	292	6.79	1.75
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia*	184	6.42	1.87	282	6.88	1.78

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY16 and FY19

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Responsiveness	170	6.80	1.80	260	6.98	1.67
Being inclusive	160	6.78	1.74	263	6.98	1.76
Openness (sharing data and other information)	183	7.17	1.83	276	7.31	1.73
Collaboration with the Government	168	7.22	1.81	265	7.16	1.65
Ease of access to the people at the World Bank Group who are making decisions important to my work	162	6.75	2.03	248	6.92	1.94
Collaboration with civil society	161	6.45	1.91	235	6.64	1.80
Staff accessibility	167	6.67	1.95	249	6.77	1.76
Collaboration with the private sector	153	6.48	1.94	225	6.74	1.73
Straightforwardness and honesty	166	7.03	1.87	257	7.10	1.75
Treating clients and stakeholders in Malaysia with respect	178	7.41	1.77	257	7.45	1.73
Being a long-term partner*	176	7.25	1.88	259	7.59	1.70
Agenda setting influence	168	6.72	2.04	249	7.00	1.92

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY19

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
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)?	126	6.51	2.04	183	6.72	1.77

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



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)

Percentage of Respondents (Responses Combined)	FY16	FY19
Not enough public disclosure of its work	31.1%	32.2%
Too influenced by developed countries	32.0%	28.7%
Not willing to honestly criticize policies and reform efforts in the country	23.6%	28.1%
Not collaborating enough with stakeholders outside the Government	22.7%	26.6%
Don't know	16.6%	15.1%
Imposing technocratic solutions without regard to political realities	16.3%	12.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	6.8%	5.7%
Understaffed	4.7%	5.0%
Not client focused	3.5%	4.8%
Arrogant in its approach*	0.4%	4.0%
Other	4.5%	3.8%
Staff too inaccessible*	0.8%	3.7%

*Significantly different between FY16 and FY19

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)	FY16	FY19
Academia/think tanks/research institutes	41.4%	39.2%
Private sector*	41.4%	32.3%
Local Government	22.9%	30.5%
Parliament	17.9%	23.5%
Youth/university groups	18.9%	22.1%
NGOs	19.4%	19.6%
Media	14.6%	11.2%
Faith based organizations	1.9%	4.4%
Don't know	4.1%	4.2%
Other*	7.1%	2.7%

*Significantly different between FY16 and FY19



C. The World Bank Group Global Knowledge and Research Hub in Malaysia

To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia:

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Provides opportunity for Malaysia to share more broadly its knowledge with developing countries	227	7.02	1.96	209	7.26	1.56
Helps Malaysia strengthen its research capacity	218	7.02	2.01	215	7.20	1.67
Helps Malaysia's efforts to reach developed nation status*	217	6.33	2.10	205	6.87	1.78

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY19

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:

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Are timely*	160	6.56	1.92	204	7.33	1.48
Include appropriate level of stakeholder involvement during preparation	153	6.60	1.78	191	6.94	1.65
Lead to practical solutions	158	6.46	1.61	199	6.68	1.59
Are accessible (well written and easy to understand)*	170	6.98	1.80	213	7.47	1.52
Are source of relevant information on global good practices	173	7.36	1.70	210	7.61	1.52
Are adequately disseminated*	169	6.39	2.13	202	6.90	1.67

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY19

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)

Percentage of Respondents (Responses Combined)	FY16	FY19
Human capital quality*	71.9%	82.3%
Innovation and productivity	73.5%	69.4%
Fiscal stability*	25.1%	16.3%
Green growth	10.6%	14.6%
Infrastructure development	12.6%	12.9%

*Significantly different between FY16 and FY19

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
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?*	164	6.30	1.71	266	6.76	1.70

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY16 and FY19

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	183	6.45	1.93	265	7.36	1.64

(1-Very low technical quality, 10-Very high technical quality) *Significantly different between FY16 and FY19

	FY16			FY19		
	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 your country?*	174	7.39	1.49	265	6.82	1.69

(1-Not significant at all, 10-Very significant) *Significantly different between FY16 and FY19

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?	172	6.65	1.81	267	6.79	1.70

(1-Strongly disagree, 10-Strongly agree)

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	FY16	FY19
Internet*	56.1%	67.8%
Local newspapers	42.1%	40.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	26.7%	30.8%
Periodicals	17.6%	15.6%
International newspapers*	22.4%	13.2%
Other	5.8%	6.6%
Local radio	5.6%	6.0%
Local television	6.4%	5.7%
International television*	9.6%	4.8%
International radio	0.0%	0.9%

*Significantly different between FY16 and FY19

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

Percentage of Respondents (Responses Combined)	FY16	FY19
World Bank Group's publications and other written materials	40.9%	40.5%
e-Newsletters*	25.7%	38.3%
World Bank Group's seminars/workshops/ conferences	39.8%	38.0%
World Bank Group's website*	34.6%	26.1%
Social media	14.8%	21.1%
Direct contact with World Bank Group	21.9%	19.8%
Mobile phones*	9.1%	4.1%
Other	0.7%	2.3%

*Significantly different between FY16 and FY19

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

Percentage of Respondents	FY16	FY19
Yes	69.4%	75.1%
No	30.6%	24.9%

Do you currently consult the World Bank Group Malaysia Facebook page?

Percentage of Respondents	FY16	FY19
Yes	14.9%	16.9%
No	85.1%	83.1%

H. Background Information**Which of the following describes most of your exposure to the World Bank Group in Malaysia? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	FY16	FY19
Use World Bank Group reports/data	40.8%	42.1%
Engage in WBG related/sponsored events/activities*	30.0%	41.0%
Use WBG website for information, data, research, etc.	33.9%	32.6%
Observer	31.3%	28.2%
Collaborate as part of my professional duties	22.1%	24.7%

*Significantly different between FY16 and FY19

What's your gender?

Percentage of Respondents	FY16	FY19
Female	35.1%	41.3%
Male	64.9%	58.7%

Which best represents your geographic location?

Percentage of Respondents	FY16	FY19
Greater Kuala Lumpur/Klang Valley	83.3%	85.9%
Other	16.7%	14.1%



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

Indicator Question	Which of the following describes your exposure to the World Bank in Malaysia? (Choose no more than TWO)									
	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?	6.87	7.26	7.01	6.93	6.89	7.09	6.99	6.92	6.95	7.03
Overall, please rate your impression of the World Bank Group's effectiveness in Malaysia.	6.94	6.40	6.64	7.01	6.62	7.02	6.68	7.18	6.73	6.93
Overall the World Bank Group currently plays a relevant role in Malaysia	6.83	6.47	6.57	6.95	6.62	6.88	6.65	6.97	6.73	6.74
The World Bank Group's work is aligned with what I consider the development priorities for Malaysia	6.98	6.54	6.73	7.02	6.65	7.13	6.78	7.10	6.85	6.88
Responsiveness	7.02	6.69	6.89	6.97	6.75	7.14	6.77	7.39	6.97	6.83
Being inclusive	7.12	6.46	6.93	6.96	6.66	7.28	6.75	7.50	6.99	6.83
Openness (sharing data and other information)	7.39	7.01	7.27	7.32	7.05	7.58	7.20	7.56	7.26	7.35
Collaboration with the Government	7.26	6.93	7.10	7.26	6.93	7.46	7.02	7.62	7.26	6.96
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.01	6.52	6.83	6.96	6.62	7.20	6.68	7.47	6.98	6.71
Collaboration with civil society	6.66	6.48	6.75	6.42	6.34	6.92	6.48	7.00	6.67	6.47
Staff accessibility	6.87	6.39	6.70	6.80	6.51	7.04	6.56	7.26	6.85	6.53
Collaboration with the private sector	6.79	6.55	6.78	6.67	6.49	7.02	6.59	7.15	6.79	6.59
Straightforwardness and honesty	7.08	7.15	7.20	6.96	6.88	7.35	6.94	7.55	7.18	6.93
Treating clients and stakeholders in Malaysia with respect	7.58	7.15	7.50	7.43	7.21	7.76	7.35	7.83	7.49	7.41
Being a long-term partner	7.66	7.35	7.60	7.56	7.32	7.91	7.43	8.03	7.65	7.43
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?	6.86	6.38	6.68	6.82	6.41	7.15	6.65	7.01	6.79	6.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.33	7.21	7.22	7.40	7.11	7.53	7.24	7.49	7.27	7.36
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?	6.74	6.88	6.76	6.80	6.77	6.78	6.71	6.97	6.72	6.89
To what extent do you agree that the World Bank Group meets Malaysia's needs for knowledge services?	6.75	6.80	6.71	6.83	6.63	6.92	6.74	6.84	6.75	6.79

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Malaysia FY19 COS Questionnaire



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?											
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	

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

D3. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
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)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
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!