



## **World Bank Group Country Survey FY 2019 – Sri Lanka**

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

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

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

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

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

## SECTION A: GENERAL ISSUES FACING SRI LANKA

### A1. When you think about the future in Sri Lanka, are you ... ?

1	Very optimistic
2	Somewhat optimistic
3	Somewhat pessimistic
4	Very pessimistic
5	Not sure

### A2. Do you think that economic opportunity for citizens in Sri Lanka is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

### A3. Listed below are a number of development priorities in Sri Lanka.

Please identify which of the following you consider the most important development priorities in Sri Lanka. (Choose no more than THREE)

1	Health	15	Disease (dengue and non-communicable diseases)
2	Financial markets	16	Information and communications technology
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (e.g., forests, wildlife, water, oceans)
4	Water and sanitation	18	Economic growth
5	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
6	Education	20	Crime and violence
7	Food security	21	Poverty reduction
8	Urban development	22	Anti-corruption
9	Energy	23	Judiciary reform
10	Pollution	24	Disaster risk management
11	Job creation/employment	25	Equality of opportunity (i.e., social inclusion)
12	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
13	Gender equity (closing the gap between women and men, and boys and girls)	27	Agriculture and rural development
14	Enabling environment for private sector development	28	Trade and exports

## SECTION A: GENERAL ISSUES

**A4. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Energy	16	Urban development
3	Trade and exports	17	Enabling environment for private sector development
4	Climate change (e.g., mitigation, adaptation)	18	Global/regional integration
5	Disaster risk management	19	Pollution
6	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
7	Economic growth	21	Water and sanitation
8	Disease (dengue and non-communicable diseases)	22	Health
9	Crime and violence	23	Education
10	Information and communications technology	24	Financial markets
11	Agriculture and rural development	25	Gender equity (closing the gap between women and men, and boys and girls)
12	Transport (e.g., roads, bridges, transportation)	26	Food security
13	Anti-corruption	27	Natural resource management (e.g., forests, wildlife, water, oceans)
14	Judiciary reform		

**A5. When economic and/or social reform efforts fail or are slow to take place in Sri Lanka, which of the following would you attribute this to? (Choose no more than TWO)**

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

## SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all						To a very significant degree				Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The central government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The provincial administration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Sri Lanka's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	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"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	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"/>

A7. Please describe the direction Sri Lanka 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 Sri Lanka's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION A: GENERAL ISSUES

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

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

**A9. When thinking about development efforts in Sri Lanka, do you think that civil society (e.g., non-governmental organizations, community-based organizations) should ... ?**

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

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

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

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

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Sri Lanka solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Sri Lanka, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sri Lanka? (Choose no more than THREE)</b>			
1	Urban development	15	Anti-corruption
2	Food security	16	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (e.g., forests, wildlife, water, oceans)
4	Education	18	Crime and violence
5	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
6	Water and sanitation	20	Economic growth
7	Pollution	21	Disaster risk management
8	Enabling environment for private sector development	22	Trade and exports
9	Energy	23	Judiciary reform
10	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
11	Health	25	Disease (dengue and non-communicable diseases)
12	Financial markets	26	Information and communications technology
13	Gender equity (closing the gap between women and men, and boys and girls)	27	Agriculture and rural development
14	Global/regional integration	28	Climate change (e.g., mitigation, adaptation)

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

**B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sri Lanka?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sri Lanka? (Choose no more than TWO)**

1	Inadequate World Bank Group's staffing in Sri Lanka
2	Not adequately flexible
3	Not enough public disclosure of its work
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
8	Not collaborating enough with civil society (e.g., NGOs, CBOs)
9	Arrogant in its approach
10	Not aligned with country priorities
11	Not adequately sensitive to political/social realities in Sri Lanka
12	Too influenced by developed countries
13	World Bank Group's processes too slow and complex
14	Not sufficiently focused on sustainable results
15	Other (please specify): _____
16	Don't know

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

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

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

**B8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

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

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

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

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

		Strongly disagree										Strongly agree	Don't know
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Sri Lanka	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Sri Lanka	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

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

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

**C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sri Lanka?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Natural resource management (e.g., forests, wildlife, water, oceans)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disease (dengue and non-communicable diseases)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

**C3. To what extent does the World Bank Group influence the development agenda in Sri Lanka?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

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

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

**C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Sri Lanka? (Select only ONE response)**

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

**How effectively does the World Bank Group support Sri Lanka's efforts ... ?**

		Not effectively at all										Very effectively	Don't know
<b>C7</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C11. How effectively does the World Bank Group's SCD and CPF activities support Sri Lanka's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effectively at all									Very effectively	Don't know

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

**D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

		To no degree at all					To a very significant degree					Don't know
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are adaptable to Sri Lanka's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases Sri Lanka's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SRI LANKA

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

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

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How frequently do you interact with the World Bank Group now in Sri Lanka?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

### G2. How do you get most of your information about economic and social development issues in Sri Lanka? (Choose no more than TWO)

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

### G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

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

### G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

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

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Private Sector Organization (Sole Proprietors, Partnerships, Small and Medium-sized Businesses, Large Multinationals, Professional/Trade Associations and legal services)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Private Financial Sector Organization (private banks, insurance companies, accountancy companies, consumer-finance companies, stock brokerages, and investment funds)
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	19	Judiciary
10	Independent Government Institution (Regulatory Agency, Central Bank/oversight institution)	20	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Sri Lanka? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)



## SECTION H: BACKGROUND INFORMATION

### H5. Do your projects involve both the World Bank and the IFC?

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

### H6. Which of the following describes most of your exposure to the World Bank Group in Sri Lanka? (Choose no more than TWO)

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

### H7. What's your gender?

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

### H8. What's your age?

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

### H9. Which best represents your geographic location?

- |   |                        |
|---|------------------------|
| 1 | Western Province       |
| 2 | Eastern Province       |
| 3 | Northern Province      |
| 4 | Southern Province      |
| 5 | North Western Province |
| 6 | Central Province       |
| 7 | Uva Province           |
| 8 | Sabaragamuwa Province  |
| 9 | North Central Province |

**Thank you for completing the survey!**