



## **World Bank Group Country Survey FY 2021 – Cambodia**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Cambodia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Cambodia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Cambodia.

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

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

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

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

## SECTION A: OVERALL CONTEXT

### A1. In general, would you say that Cambodia is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

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

1	Increasing
2	Decreasing
3	Staying about the same

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

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

1	Health	16	Debt
2	Social protection (e.g., pensions, targeted social assistance)	17	Information and communications technology
3	Private sector development	18	Trade and exports
4	Education	19	Crime and violence
5	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
6	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
7	Food security	22	Poverty reduction
8	Urban development	23	Anti-corruption
9	Energy	24	Judiciary reform
10	Water and sanitation	25	Economic growth
11	Pollution	26	Disaster risk management
12	Job creation/employment	27	Equality of opportunity (i.e., social inclusion)
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Natural resource management
14	Financial markets	29	Transport (e.g., roads, bridges, transportation)
15	Global pandemics (e.g., COVID-19)		

## SECTION A: OVERALL CONTEXT

**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 Cambodia? (Choose no more than THREE)**

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

**A5. The COVID-19 pandemic has stressed many aspects of Cambodia's growth and development. In which areas would you like to see the Cambodia government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)**

1	Healthcare
2	Providing direct financial support to businesses (business support packages)
3	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
4	Education
5	Improvements in the business environment and/or economic diversification
6	Nutrition/food security
7	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
8	Public service delivery (e.g., strengthening policies, institutions)
9	Ensuring sustainable business growth and job creation
10	Ensuring that girls and women have equal access to job opportunities
11	Ensuring that girls and women have equal access to health care/health services
12	Economic growth
13	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
14	Other (please specify): _____

## SECTION A: OVERALL CONTEXT

**A6. When economic and/or social reform efforts fail or are slow to take place in Cambodia, which of the following would you attribute this to? (Choose no more than TWO)**

1	Political pressures and obstacles
2	Corruption
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Reforms are not well thought out in light of country challenges
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Inadequate level of donor coordination
9	Pressure from outside interest groups (e.g., private sector, unions)
10	Other (please specify): _____

**A7. 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	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	The World Health Organization (WHO)	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	Cambodia'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	Youth organizations	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
15	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"/>
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
17	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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

<b>B1. How familiar are you with the work of these organizations in Cambodia?</b>											
		Not familiar at all								Extremely familiar	
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Cambodia?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>B2</b>	Overall the World Bank Group currently plays a relevant role in development in Cambodia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B3</b>	The World Bank Group's work is aligned with what I consider the development priorities for Cambodia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B4. Overall, please rate your impression of the effectiveness of these organizations in Cambodia.</b>												
		Not effective at all								Very effective		Don't know
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Cambodia?</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>B6. To what extent does the World Bank Group influence the development agenda in Cambodia?</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>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Cambodia? (Select only ONE response)</b>											
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										

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

**B8. When thinking about the World Bank Group's role in Cambodia, which activity do you VALUE the most? (Choose no more than TWO)**

1	Bringing together different groups of stakeholders
2	Capacity development related to World Bank Group supported projects
3	Donor coordination
4	Technical assistance
5	Formal policy advice, studies, analyses
6	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
7	Global advocacy
8	Data and statistics
9	Promoting knowledge sharing
10	Implementation support
11	Mobilizing third party financial resources
12	Financial resources
13	Other (please specify): _____

**B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Cambodia? (Choose no more than TWO)**

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

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

**B10. When thinking about how the World Bank Group can have the most impact on development results in Cambodia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Cambodia? (Choose no more than THREE)**

1	Energy	16	Judiciary reform
2	Global pandemics (e.g., COVID-19)	17	Food security
3	Water and sanitation	18	Economic growth
4	Pollution	19	Disaster risk management
5	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
6	Health	21	Information and communications technology
7	Transport (e.g., roads, bridges, transportation)	22	Financial markets
8	Social protection (e.g., pensions, targeted social assistance)	23	Agriculture and rural development
9	Gender equity (closing the gap between women and men, and boys and girls)	24	Trade and exports
10	Private sector development	25	Crime and violence
11	Education	26	Natural resource management
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27	Climate change (e.g., mitigation, adaptation)
13	Global/regional integration	28	Poverty reduction
14	Urban development	29	Anti-corruption
15	Debt		

**B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)**

1	Investment Bank	9	Venture Capital
2	Asset Manager	10	Innovation and Entrepreneurship
3	Impact Investor	11	Development institution
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

## SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

<b>C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Cambodia 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>C2. To what extent do you believe the World Bank Group is adequately staffed in Cambodia?</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>To what extent is the World Bank Group an effective development partner in Cambodia, in terms of each of the following?</b>													
		To no degree at all					To a very significant degree					Don't know	
		1	2	3	4	5	6	7	8	9	10		
<b>C3</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</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>C5</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</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>C10</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>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Treating clients and stakeholders in Cambodia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</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 WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>C18</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C19</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>C20</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>C21</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>C22</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>C23</b>	The World Bank Group takes decisions quickly in Cambodia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C24</b>	Working with the World Bank Group increases Cambodia's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Cambodia?													
		Strongly disagree										Strongly agree	Don't know
<b>C25</b>	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Cambodia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C26</b>	The World Bank Group meets Cambodia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

<b>C27. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Cambodia government's efforts to support citizens throughout this crisis?</b>													
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
Not useful at all									Very useful	Don't know			

<b>C28. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?</b>													
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>		
Not important at all									Very important	Don't know			

## SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

How effectively does the World Bank Group support Cambodia's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C29</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)											<input type="checkbox"/>
<b>C30</b>	To develop better and stronger data collection/analytics systems within the Government											<input type="checkbox"/>
<b>C31</b>	To strengthen the country's crisis preparedness											<input type="checkbox"/>

## SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

**D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cambodia?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	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	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

**D2. The World Bank Group has provided fast track support to Cambodia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:**

		Not effective at all										Very effective		N/A	Don't know
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		

**SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)**

**E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

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

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

		To no degree at all					To a very significant degree					Don't know
<b>E2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	Are adaptable to Cambodia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**E9. 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

**E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CAMBODIA

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

1	Offer more innovative knowledge products and services
2	Engage more directly with beneficiaries
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Work faster
5	Ensure greater selectivity in its work
6	Offer more real-time advice and guidance
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 and services
10	Provide more adequate data/knowledge/statistics/figures on Cambodia's economy
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Increase the level of capacity development in the country
13	Reduce the complexity of obtaining World Bank Group financing
14	Improve the quality of its experts as related to Cambodia's specific challenges
15	Engage more effectively with private sector
16	Other (please specify): _____

**F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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 Cambodia? (Choose no more than TWO)

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

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

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Cambodia's media

### G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

### G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		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 a WBG e-newsletter	<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 Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (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 Cambodia? (Select only ONE response)</b>	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

## SECTION H: BACKGROUND INFORMATION

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

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

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

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

### 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 | Phnom Penh        |
| 2 | Other urban areas |
| 3 | Rural areas       |

**Thank you for completing the survey!**