

# FY 2021 Pakistan Country Opinion Survey Report

**THE WORLD BANK GROUP**

Strategic Insights Group



November 2021



## Acknowledgements

The Pakistan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Pakistan country team and independent fielding agency Gallup Pakistan. In particular, SI is grateful for the support from Mariam Sara Altaf (External Affairs Officer) and Neha Ravail Abdul Khaliq (Consultant), who coordinated the survey related activities from Islamabad, Pakistan.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## PAKISTAN





## I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Pakistan*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From December 2020 to March 2021, 711 stakeholders of the WBG in Pakistan were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 238 stakeholders participated in the survey (35% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via a courier or via email and returned it accordingly, or they completed the questionnaire online.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 27%, N=218). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'21 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 81).

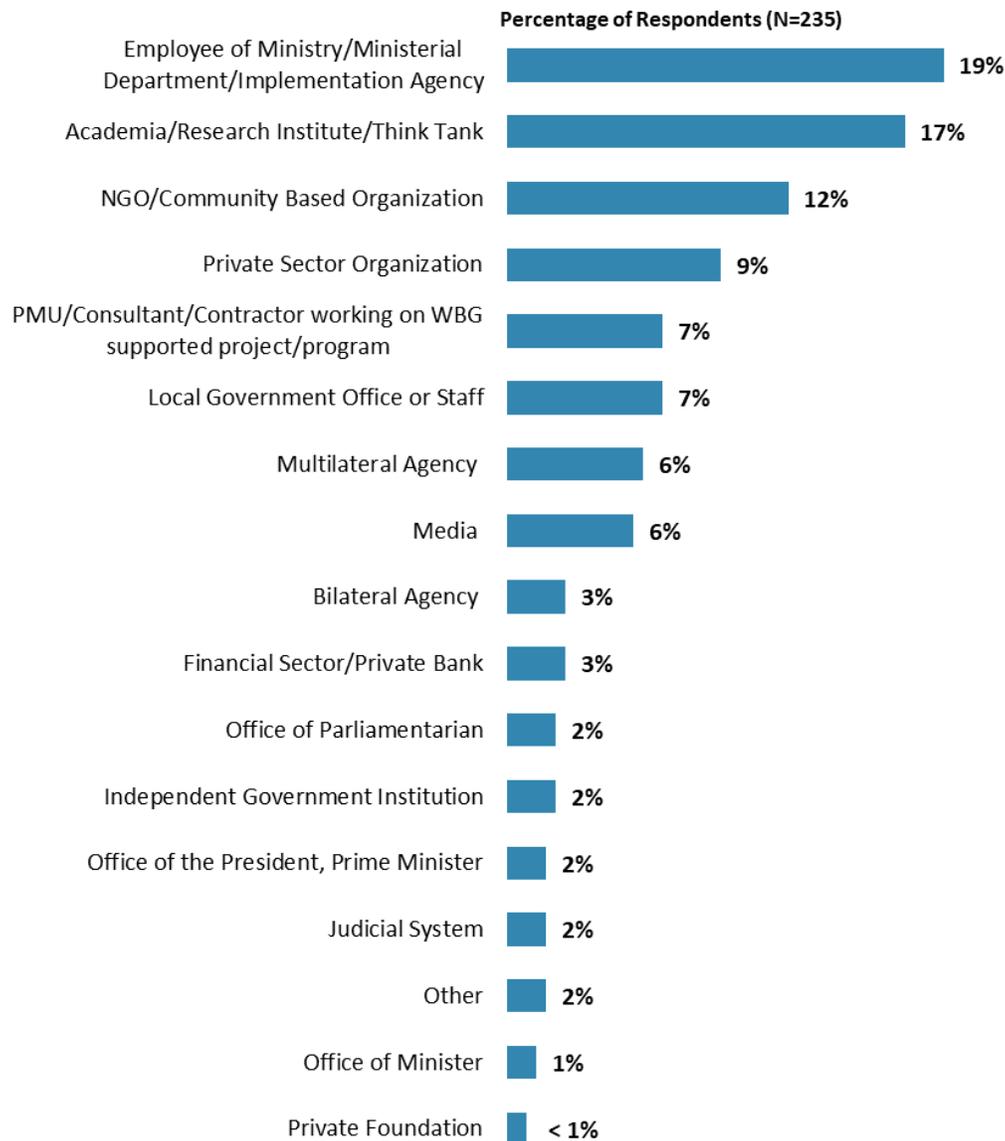
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



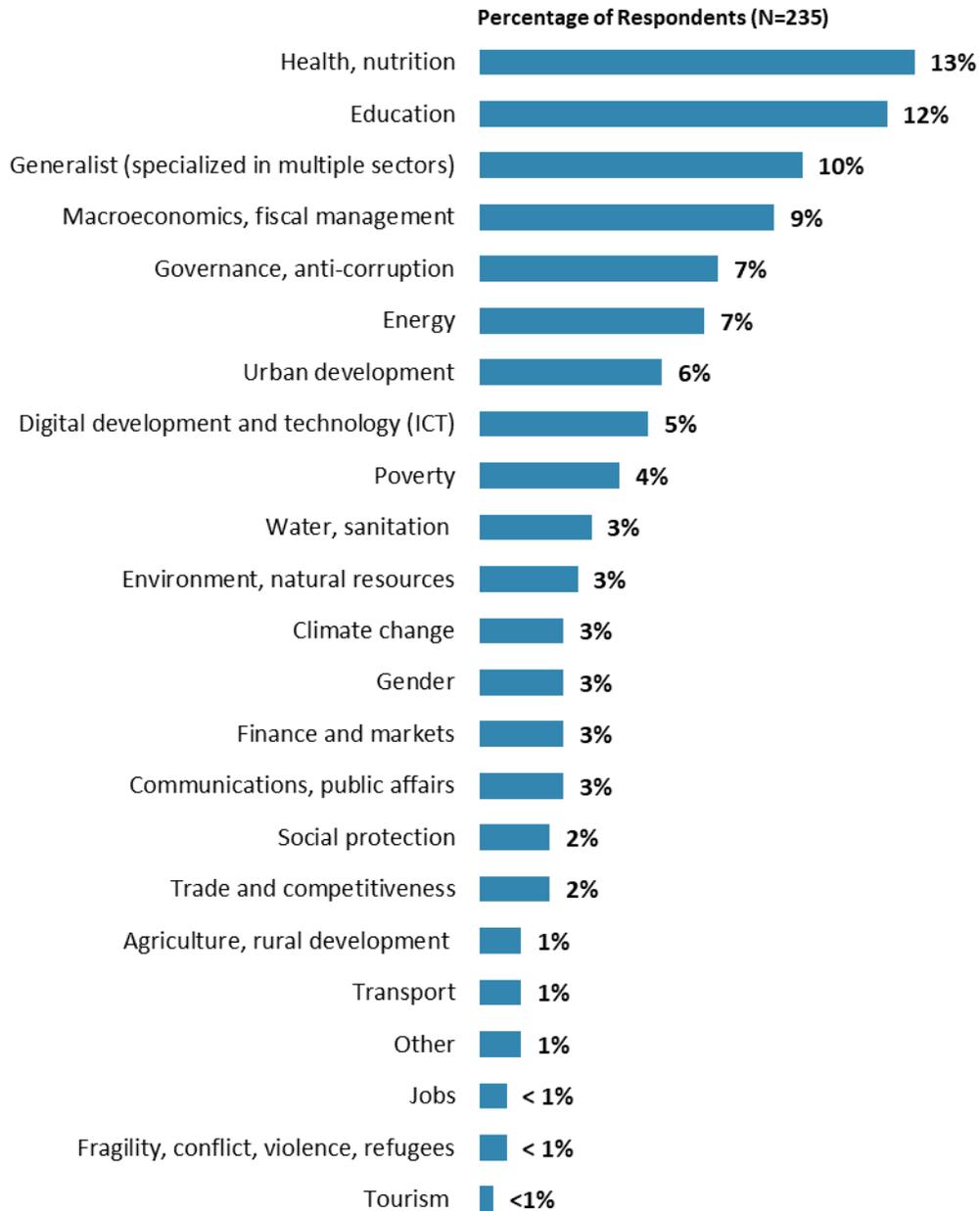
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; employees of ministries/ministerial departments/implementations agencies were combined with PMU/consultants/contractors working on a WBG supported project/program; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations were combined with respondents from NGOs/community based organizations. The small number of the respondents from the Office of a parliamentarian, independent government institutions, and the judicial system were included in the “Other” category. There were no respondents from state-owned enterprises, trade unions, faith-based Groups, and youth groups.



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

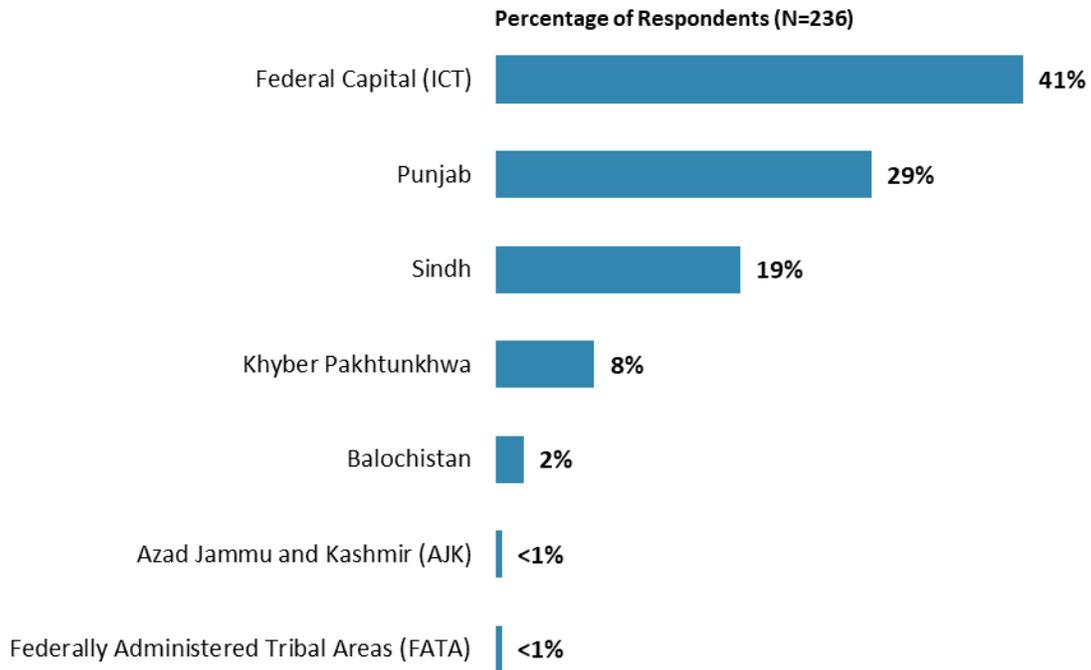


**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



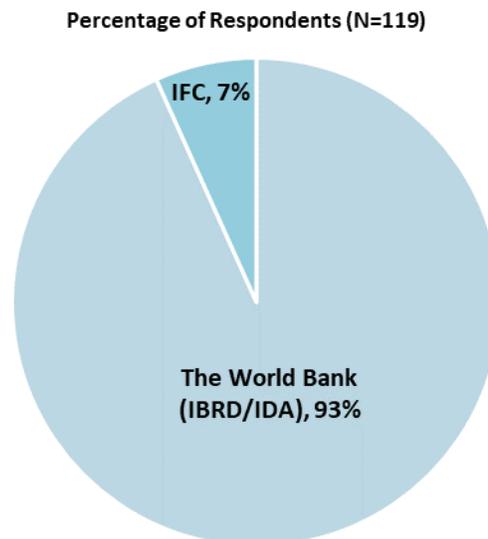
### III. Demographics of the Sample (continued)

#### Geographic Locations



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

#### Exposure to Agencies within the World Bank Group



**"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Pakistan?"**  
(Respondents chose from a list.)

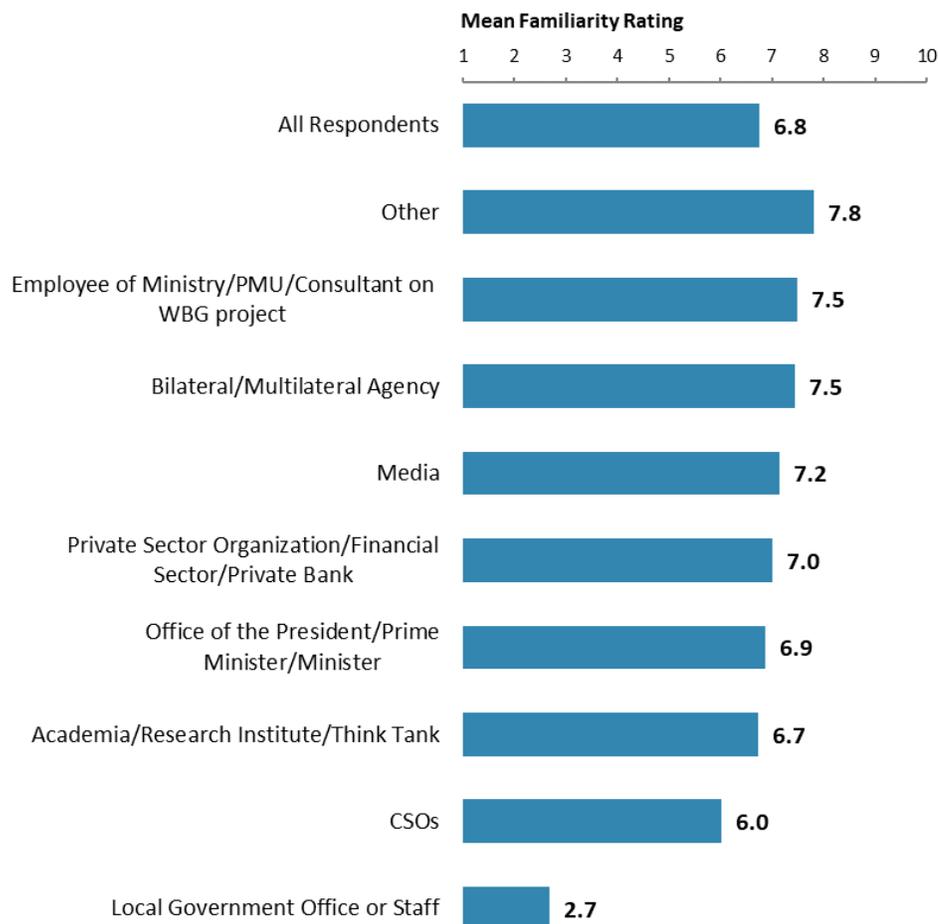
Note: no respondents selected MIGA or ICSID response options



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'21 Country Survey (weighted mean in FY'21 = 6.81; weighted mean in FY'21 = 5.92)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, moderately correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Pakistan and with their agreement that the WBG plays a relevant role in the country's development.



**"How familiar are you with the work of the World Bank (IBRD/IDA) in Pakistan?"**  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 81) for more details on weighting.

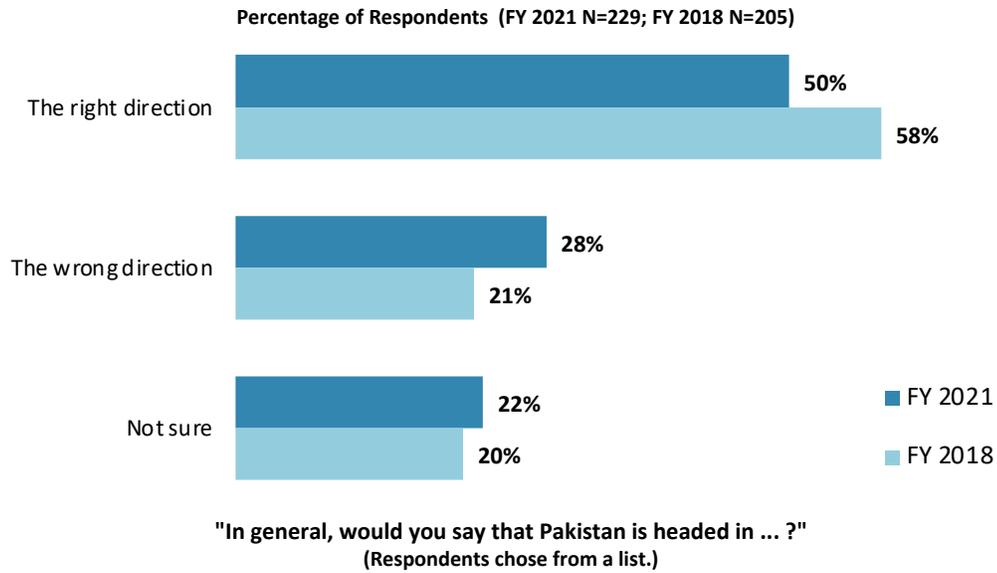
<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). Only variable B1\_1 (World Bank) was used in this calculation.

<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). Only variable B4\_1 (World Bank) was used in this calculation.

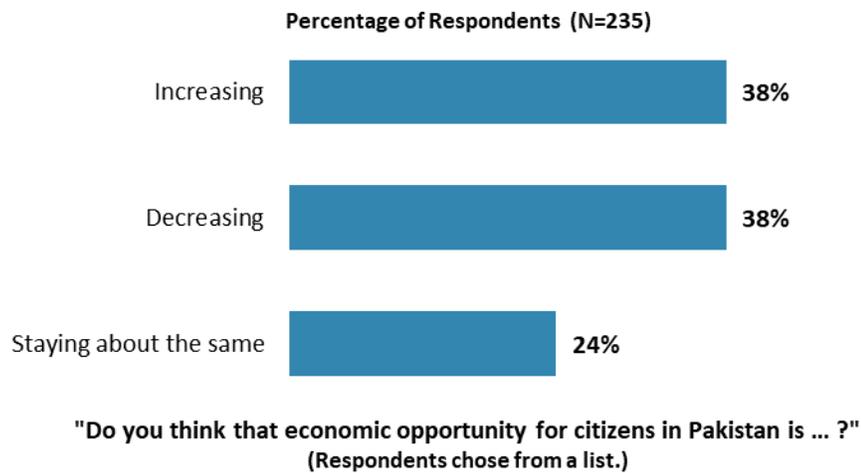


## IV. Overall Context

### Headed in the Right Direction<sup>5</sup>



### Perceptions of Economic Opportunity



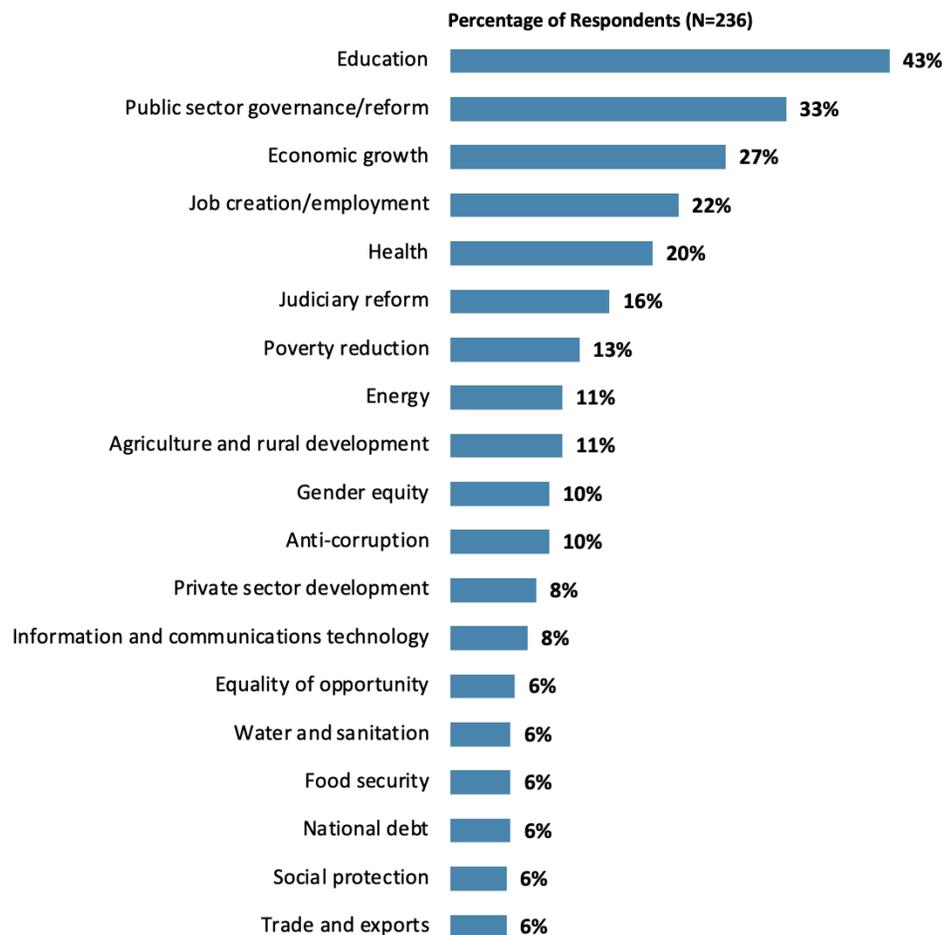
<sup>5</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Pakistan were “*education and training*” (50%), “*public sector governance/reform*” (25%), “*health*” (24%), “*job creation/employment*” (24%), and “*economic growth*” (23%).
- Specialization:** Respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Pakistan, compared to the rest of the respondents (education specialists = 83%; others = 37%). Similarly, respondents whose primary specialization was “*health, nutrition*” (13% of the sample) were significantly *more* likely to indicate that “*health*” was the most important development priority in Pakistan (health, nutrition specialists = 52%; others = 14%).<sup>6</sup>



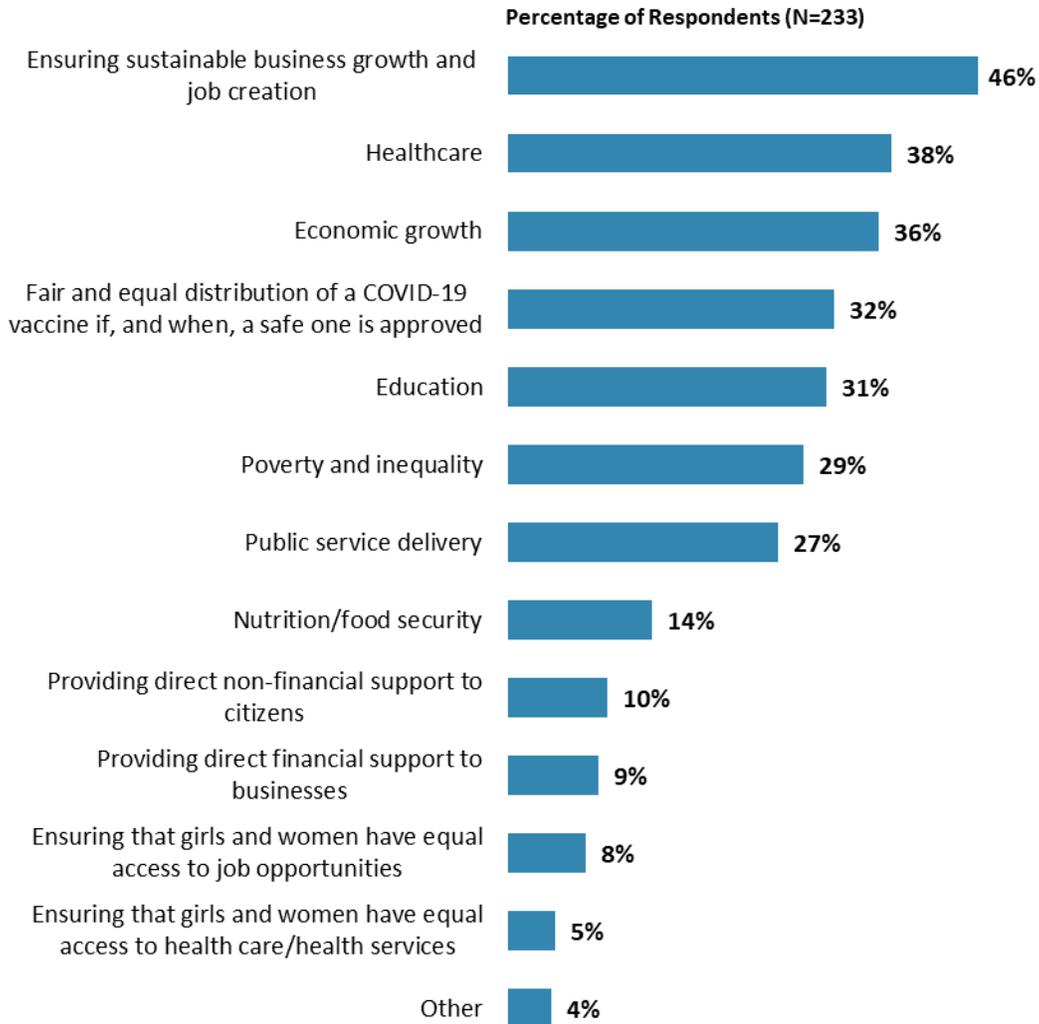
"Listed below are a number of development priorities in Pakistan. Please identify which of the following you consider the most important development priorities in Pakistan. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 19 of 30 response options shown)

<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Pakistan Should Focus Efforts



**"The COVID-19 pandemic has stressed many aspects of Pakistan's growth and development. In which areas would you like to see the Pakistan's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year?**

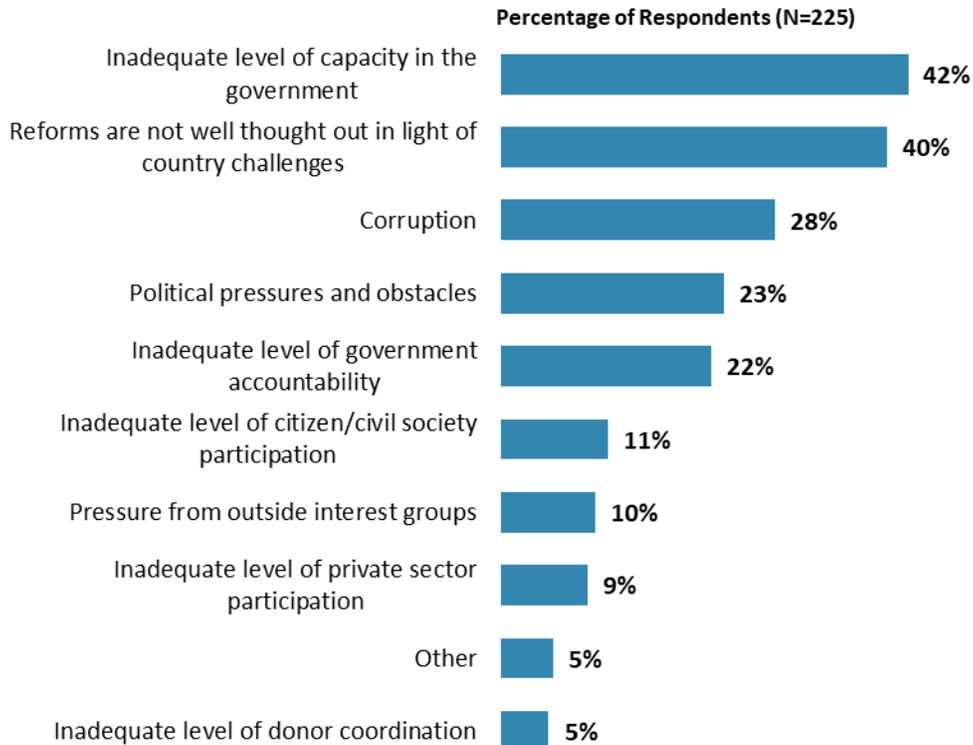
**(Choose no more than THREE)"**

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



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

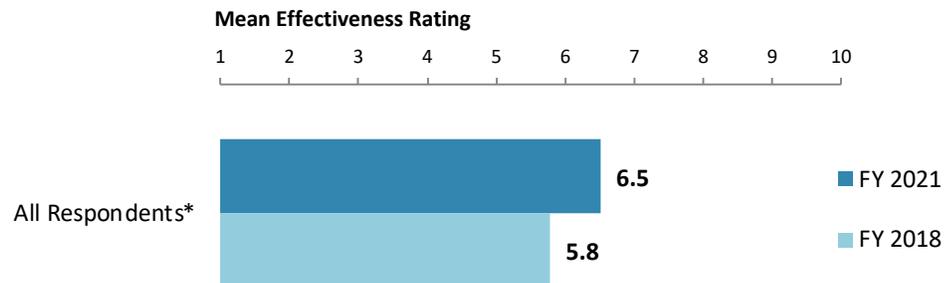


**"When economic and/or social reform efforts fail or are slow to take place in Pakistan, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



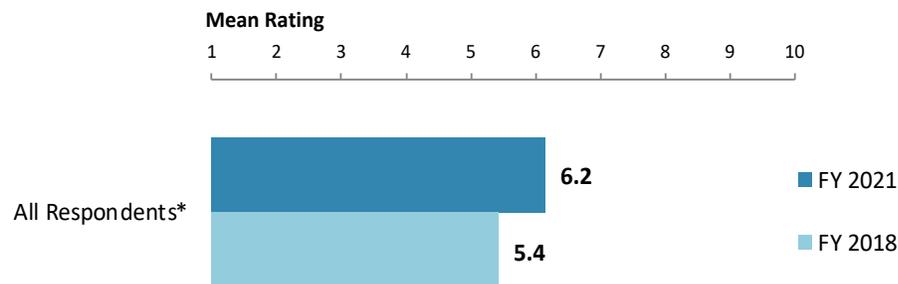
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>7</sup> (Indicator Question)



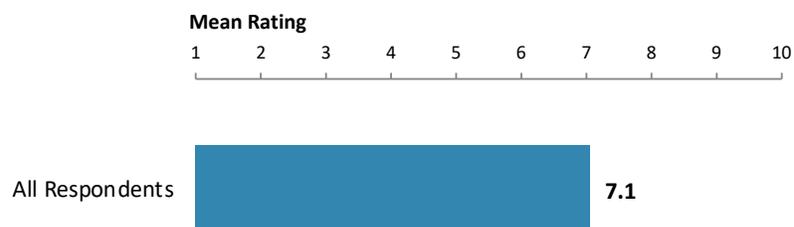
"Overall, please rate your impression of the World Bank Group's effectiveness in Pakistan."  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2018)

### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Pakistan?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2018)

### Influence on Pakistan's Development Agenda (Indicator Question)



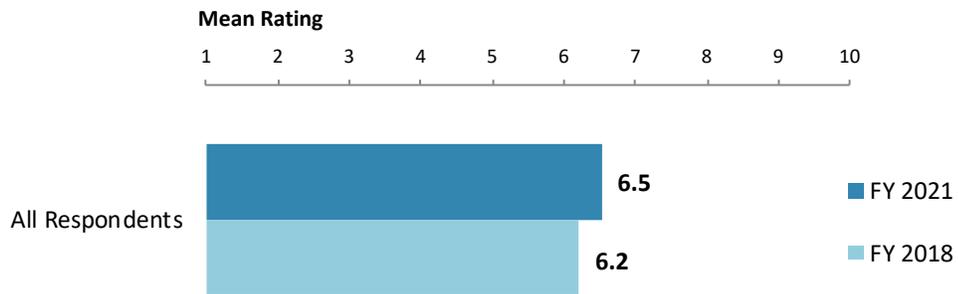
"To what extent does the World Bank Group influence the development agenda in Pakistan?"  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>7</sup> Means in the first two charts on this page were calculated based on weighted data.



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

### WBG Staff Preparedness<sup>8</sup>



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Pakistan solve its most complicated development challenges?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*

<sup>8</sup> Means in this chart were calculated based on weighted data.

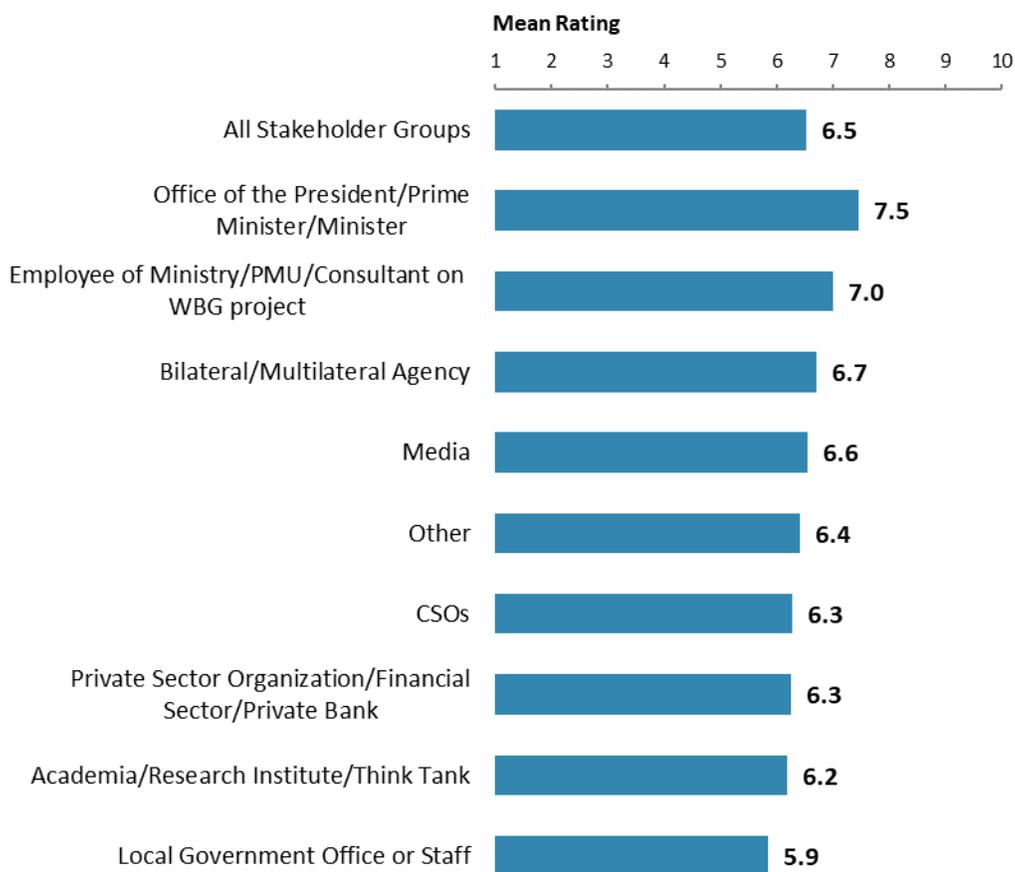


## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 6.1).

This year's collaborators had significantly higher mean ratings for the aggregated responses to the indicator questions<sup>9</sup> compared to the collaborators in FY'18 Country Survey (mean rating in FY'18 = 5.9; mean rating in FY'21=6.8). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 87).



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

<sup>9</sup> Only the means for 25 out of the 28 indicator questions were included in this calculation. These were the indicator questions that were asked both in FY18 and FY21.



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to Pakistan were "*financial resources*" (40%), "*technical assistance*" (35%), "*capacity development related to World Bank Group supported projects*" (28%), and "*policy advice, studies, analyses*" (27%).



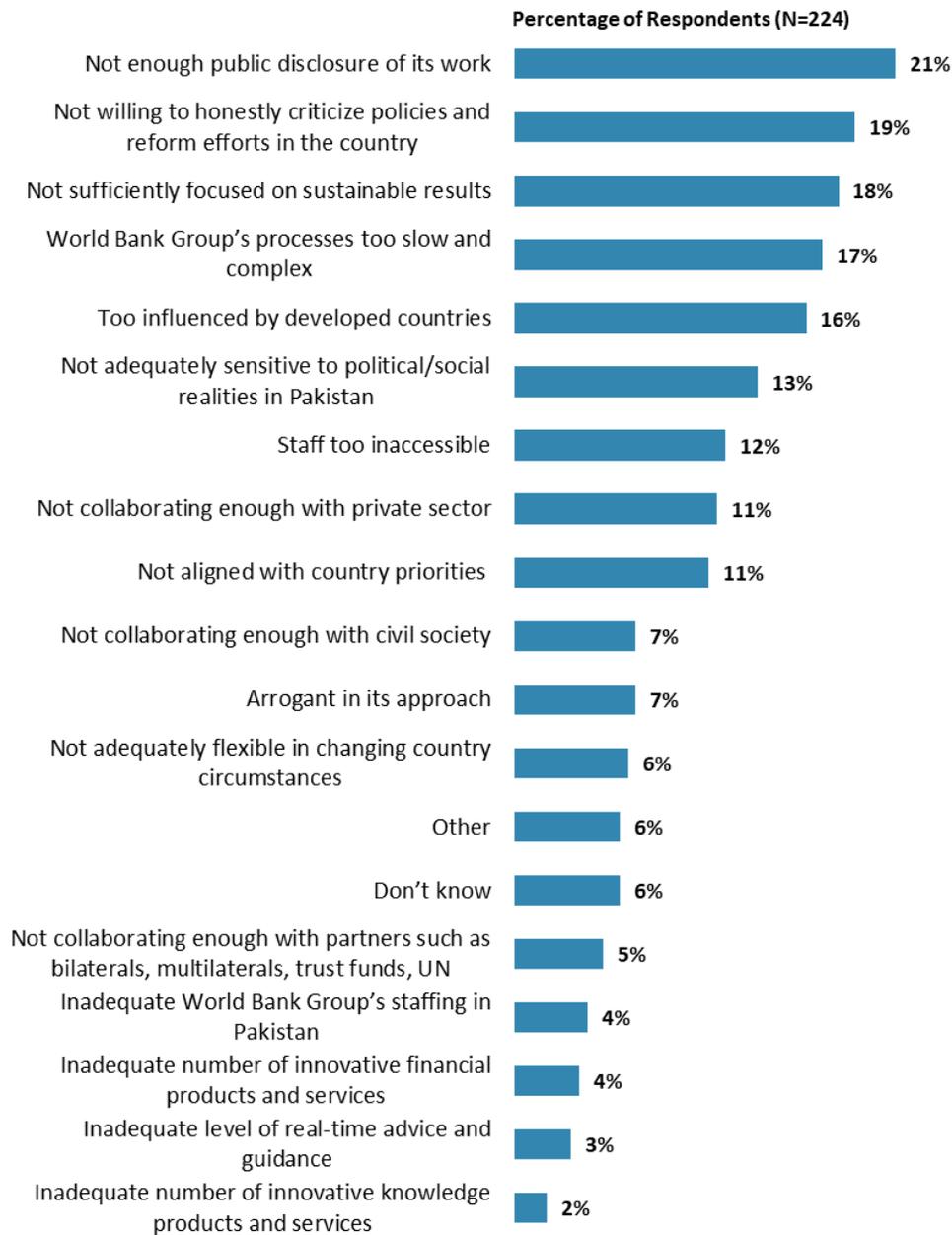
**"When thinking about the World Bank Group's role in Pakistan, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Pakistan were "*not enough public disclosure of its work*" (19%) and "*its advice and strategies to not lend themselves to practical problem solving*" (16%).

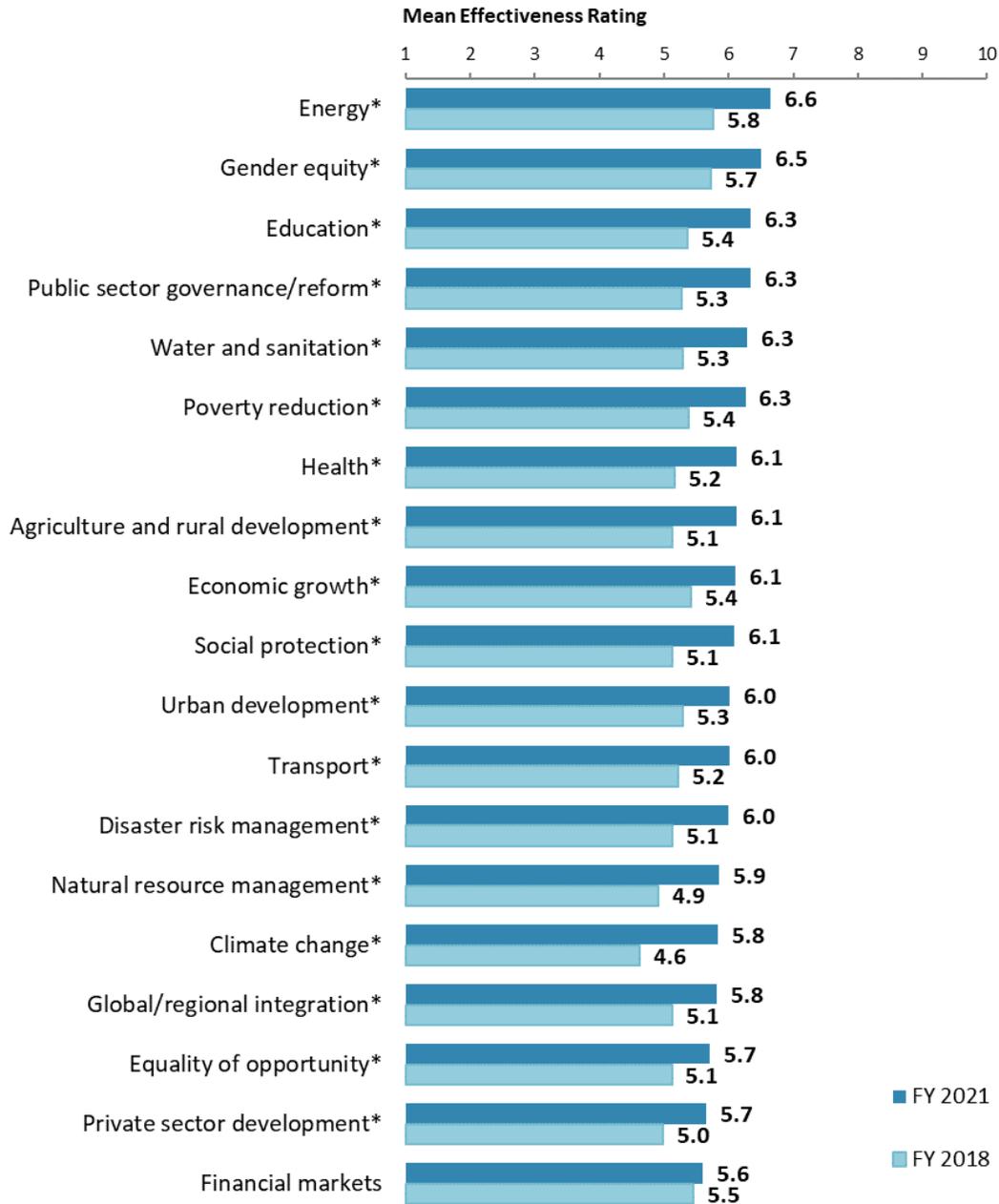


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Pakistan? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. World Bank Group’s Support in Development Areas

### Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison<sup>10</sup>



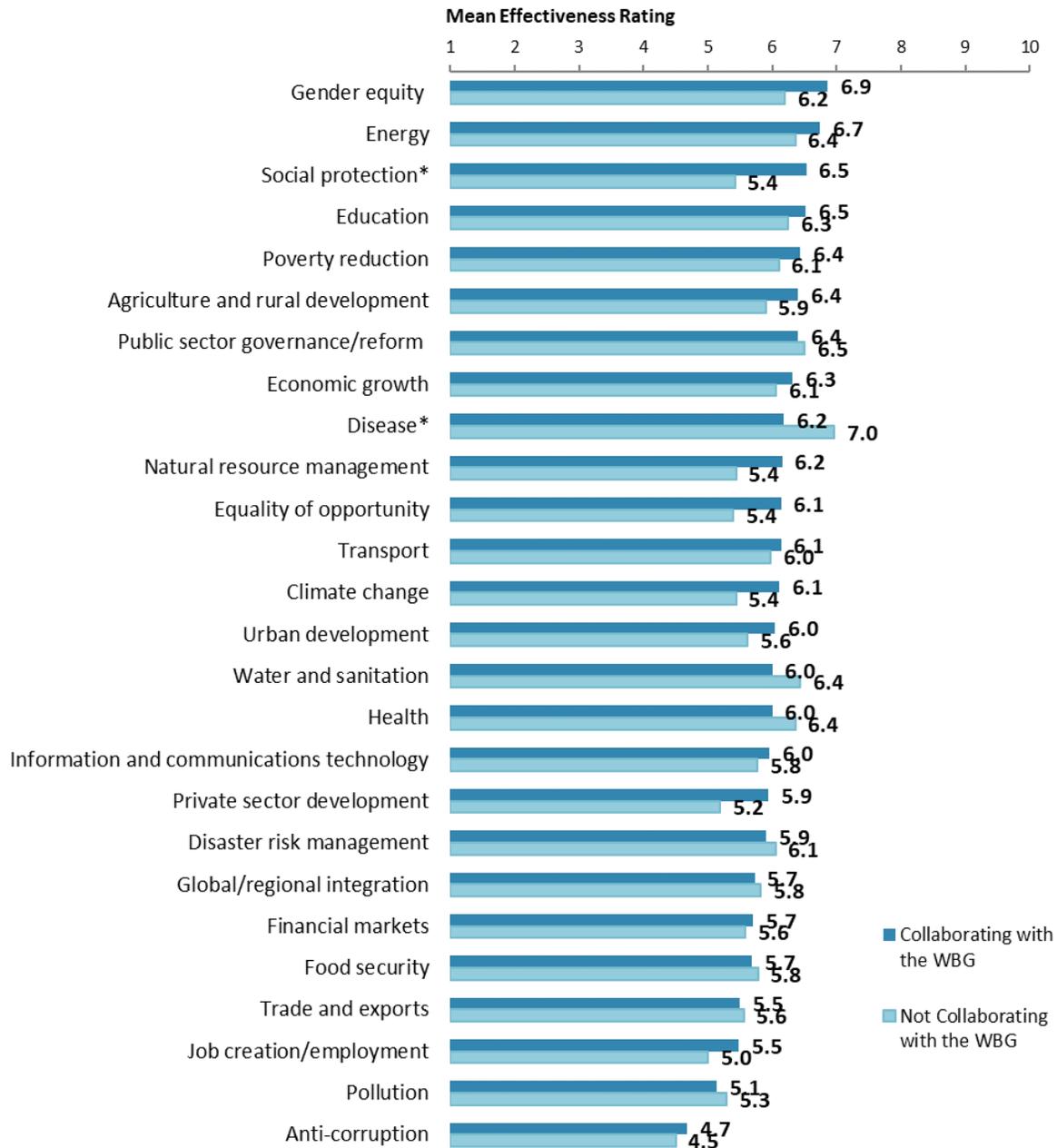
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan?"**  
*(1-"Not effective at all", 10-"Very effective")*  
*(\*Significantly different between FY 2021 and FY 2018)*

<sup>10</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



## VI. WBG’s Support in Development Areas (continued)

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration<sup>11</sup>



**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan?"**

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

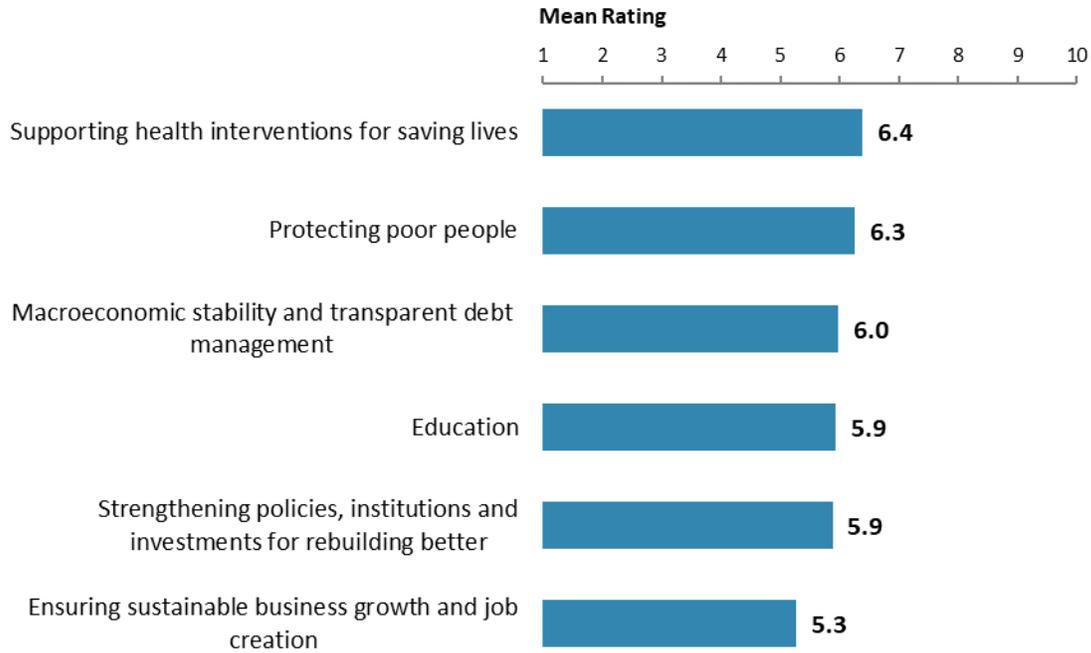
*(\*Significantly different between collaborators and non-collaborators)*

<sup>11</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 40) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. WBG's Support in Development Areas (continued)

### Support related to COVID-19 outbreak

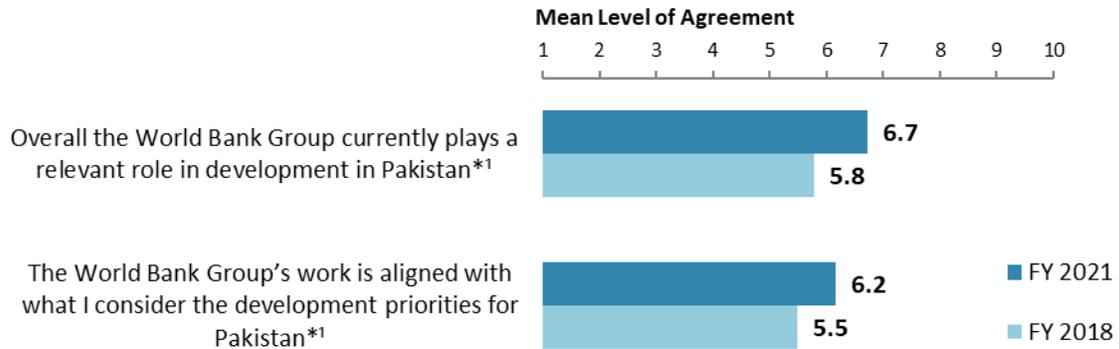


**"The World Bank Group has provided fast track support to Pakistan related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"**  
*(1 - "Not effective at all", 10 - "Very effective")*



## VII. World Bank Group’s Work and Engagement on the Ground

### The World Bank Group’s Work in Pakistan: Year Comparison<sup>12</sup>

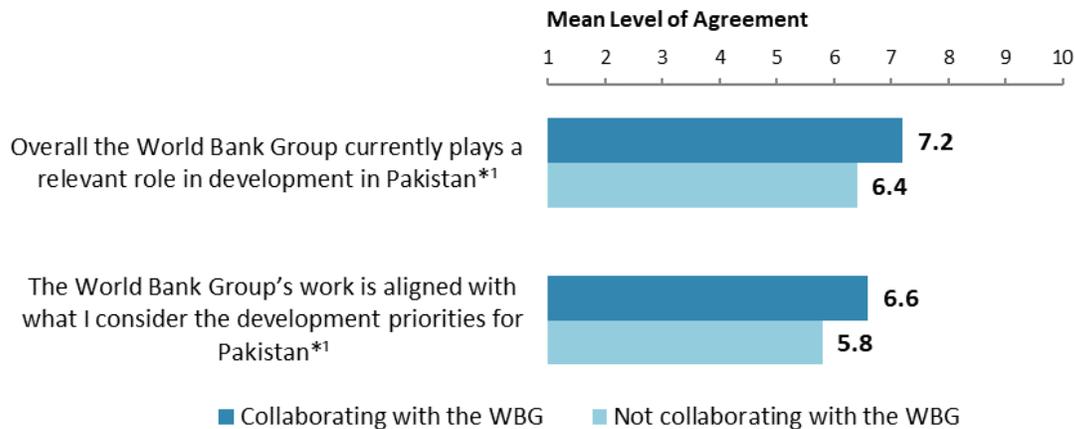


**"To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Pakistan?" (1-"Strongly disagree", 10-"Strongly agree")**

*(\*Significantly different between FY 2021 and FY 2018)*

<sup>1</sup>Indicator Question

### The World Bank Group’s Work in Pakistan: Collaboration



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

*(\*Significantly different between collaborators and non-collaborators)*

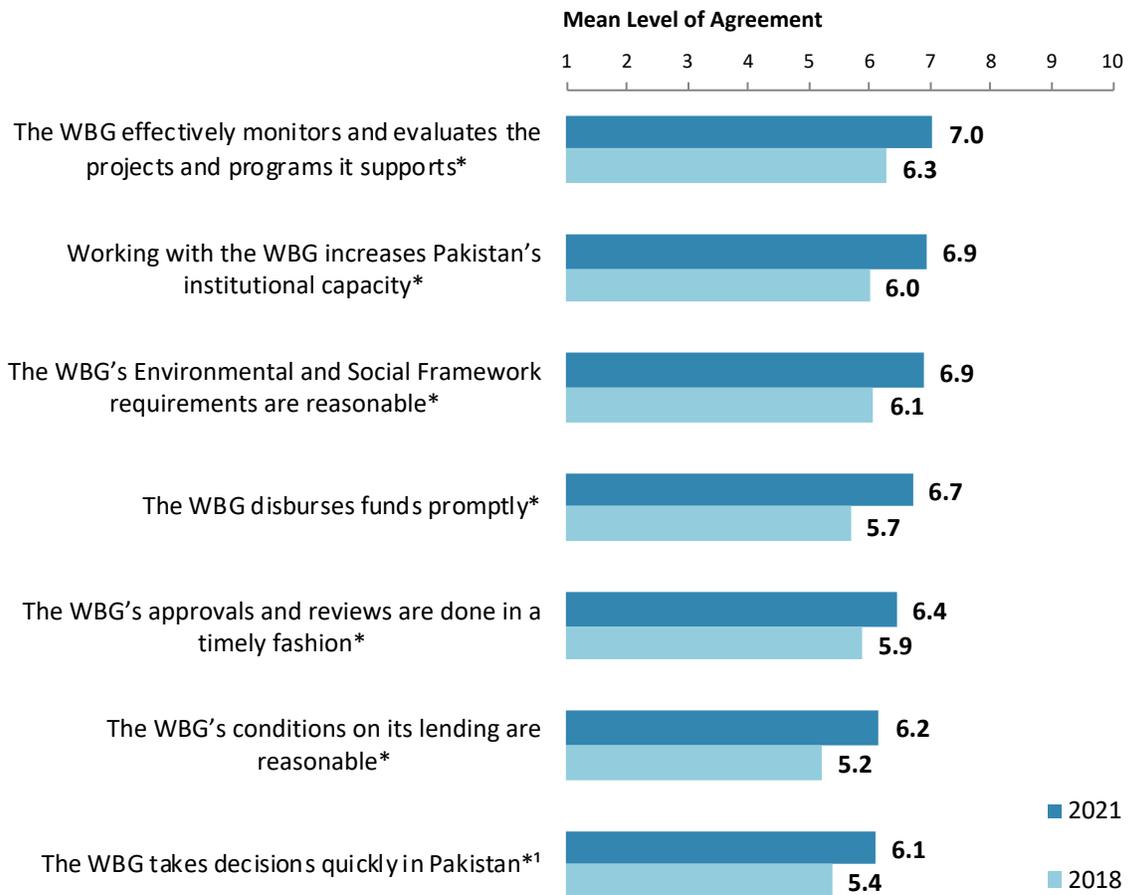
<sup>1</sup>Indicator Question

<sup>12</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison<sup>13</sup>



**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between FY 2021 and FY 2018)*  
*<sup>1</sup>Indicator Question*

<sup>13</sup> Means in this chart were calculated based on weighted data.



## VII. WBG’s Work and Engagement on the Ground (continued)

### Overall Perceptions: Collaboration

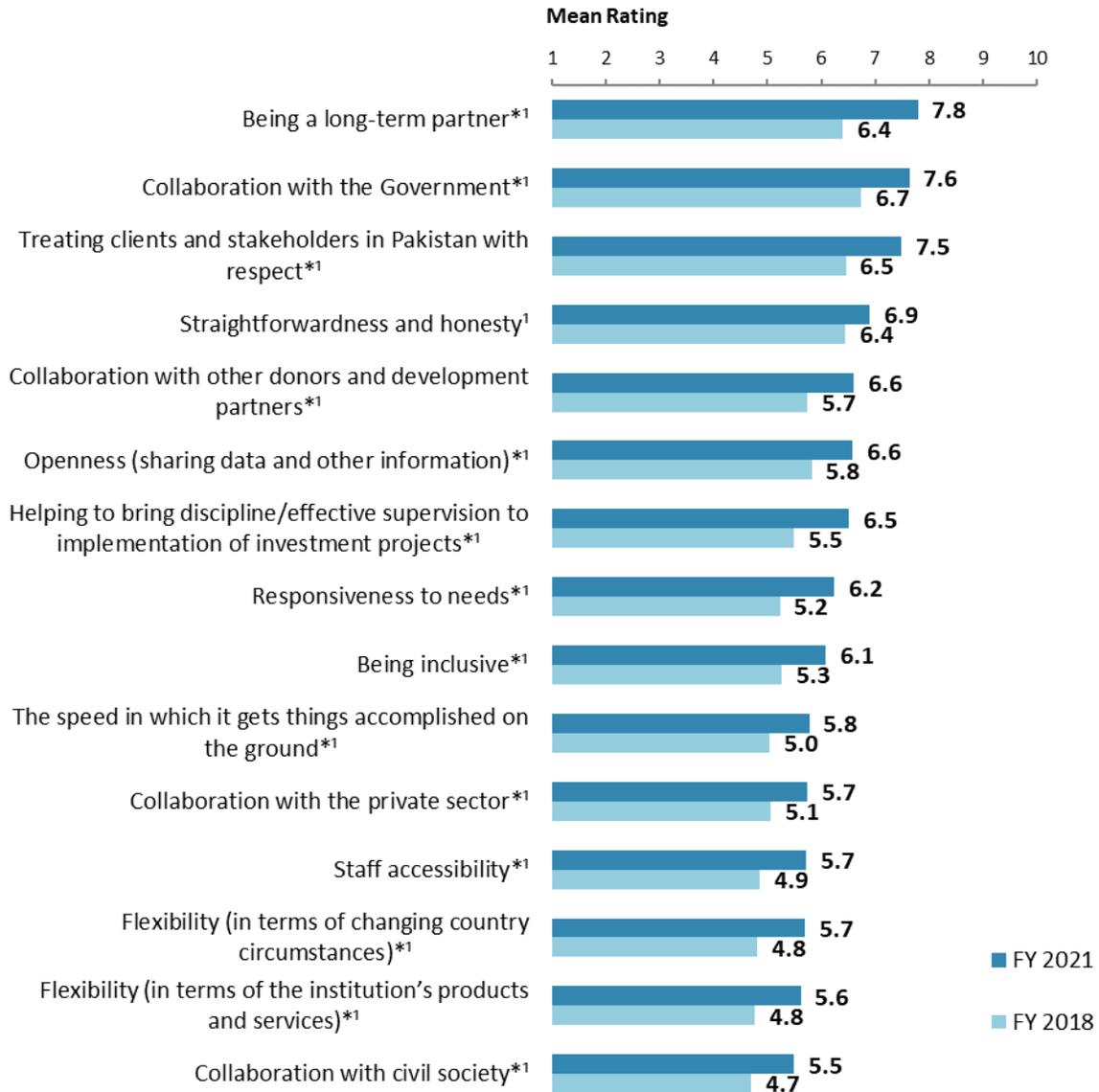


**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between collaborators and non-collaborators)*  
*<sup>1</sup>Indicator Question*



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>14</sup>



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

(\*Significantly different between FY 2021 and FY 2018)

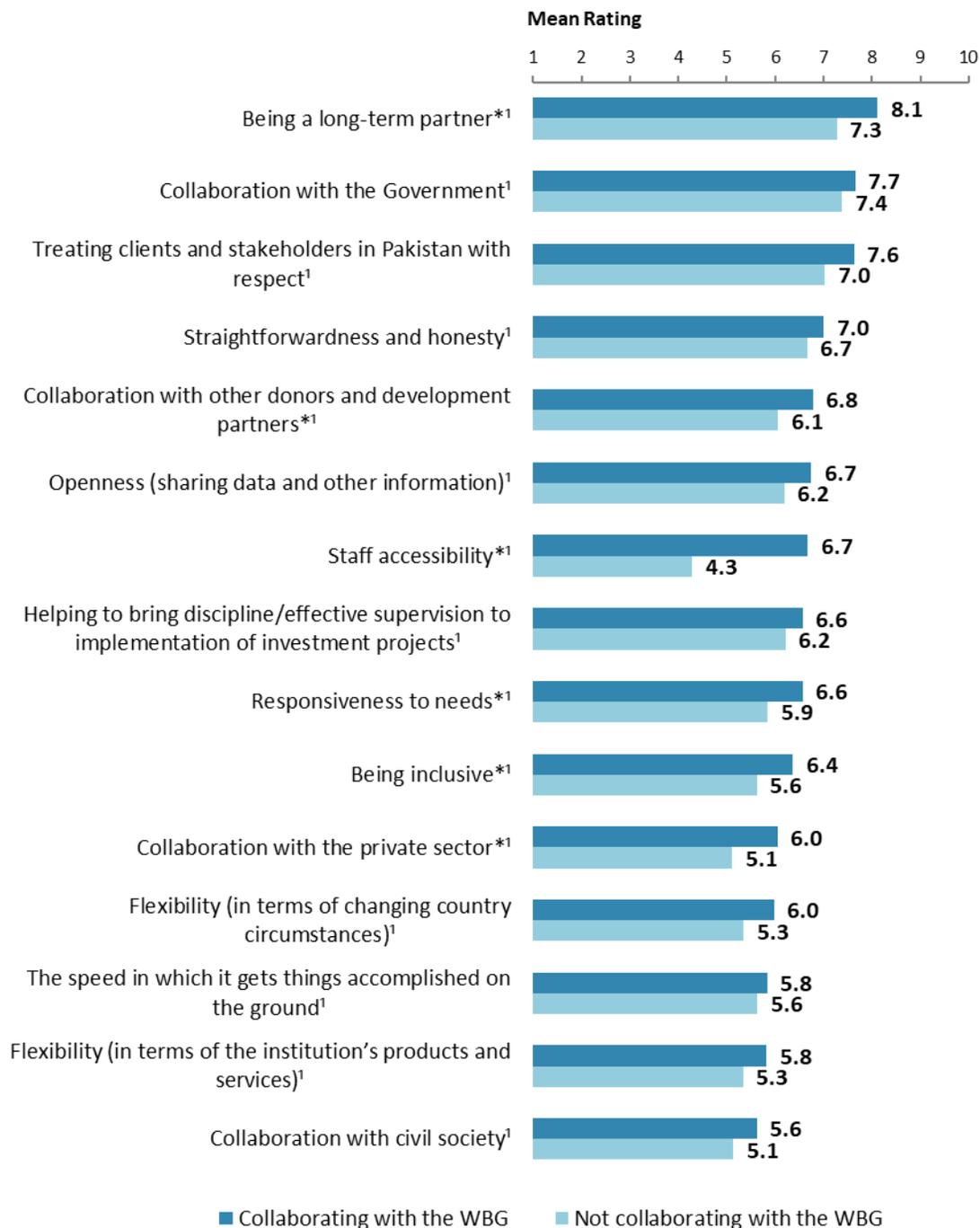
<sup>1</sup>Indicator Question

<sup>14</sup> Means in this chart were calculated based on weighted data.



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Collaboration



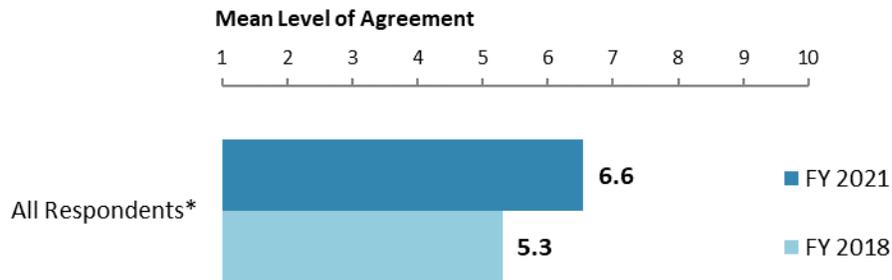
**"To what extent is the World Bank Group an effective development partner in Pakistan, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>1</sup>Indicator Question



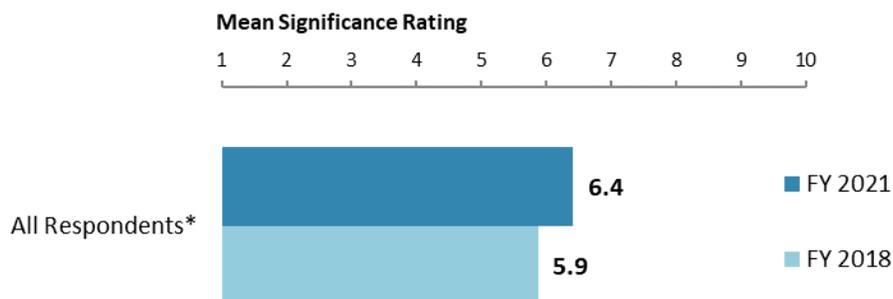
## VIII. World Bank Group's Knowledge and Instruments

### Meeting Pakistan's Knowledge Needs<sup>15</sup> (Indicator Question)



**"The World Bank Group meets Pakistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2021 and FY 2018)

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



**"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"**  
(\*Significantly different between FY 2021 and FY 2018)  
(1-"Not significant at all", 10-"Very significant")

<sup>15</sup> Means in the charts on this page were calculated based on weighted data.



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

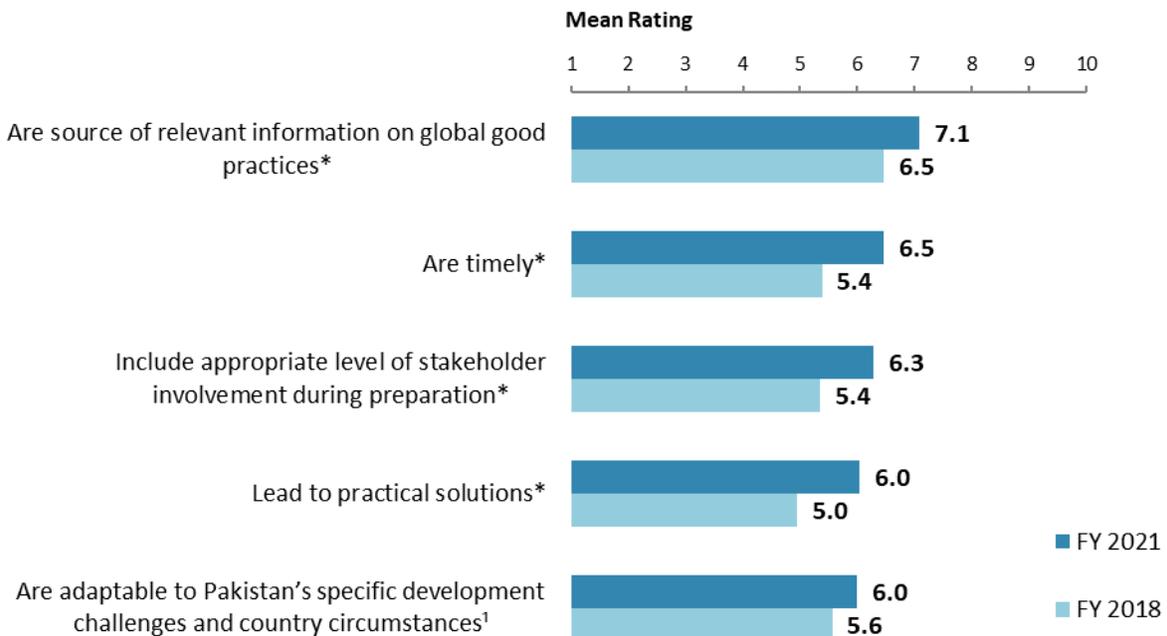
### Technical Quality of the WBG’s Knowledge Work and Activities (Indicator Question)



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

(\*Significantly different between FY 2021 and FY 2018)  
(1-"Very low technical quality", 10-"Very high technical quality")

### Qualities of the WBG’s Knowledge Work and Activities<sup>16</sup>



"In Pakistan, to what extent do you believe that the World Bank Group’s knowledge work and activities:"

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

(\*Significantly different between FY 2021 and FY 2018)

<sup>1</sup>Indicator Question

<sup>16</sup> Means in this chart were calculated based on weighted data.



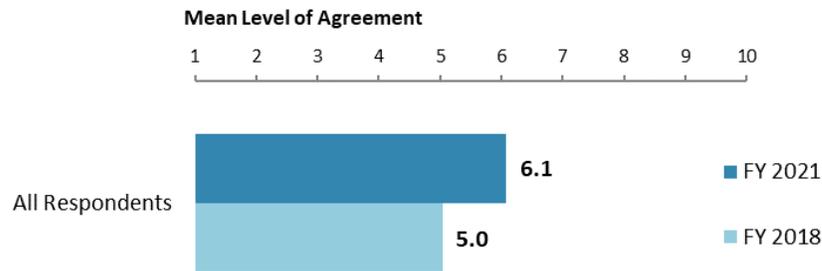
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Usefulness of the COVID-19 “Approach Paper”



**"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 Pakistani government’s efforts to support citizens throughout this crisis?"**  
*(1-"Not usefull at all", 10-"Very useful")*

### Meeting Pakistan’s Needs for Financial Instruments<sup>17</sup> (Indicator Question)



**"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Pakistan"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between FY 2021 and FY 2018)*

### WBG’s Global Advocacy Role (Indicator Question)



**"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?"**  
*(1-"Not important at all", 10-"Very important")*

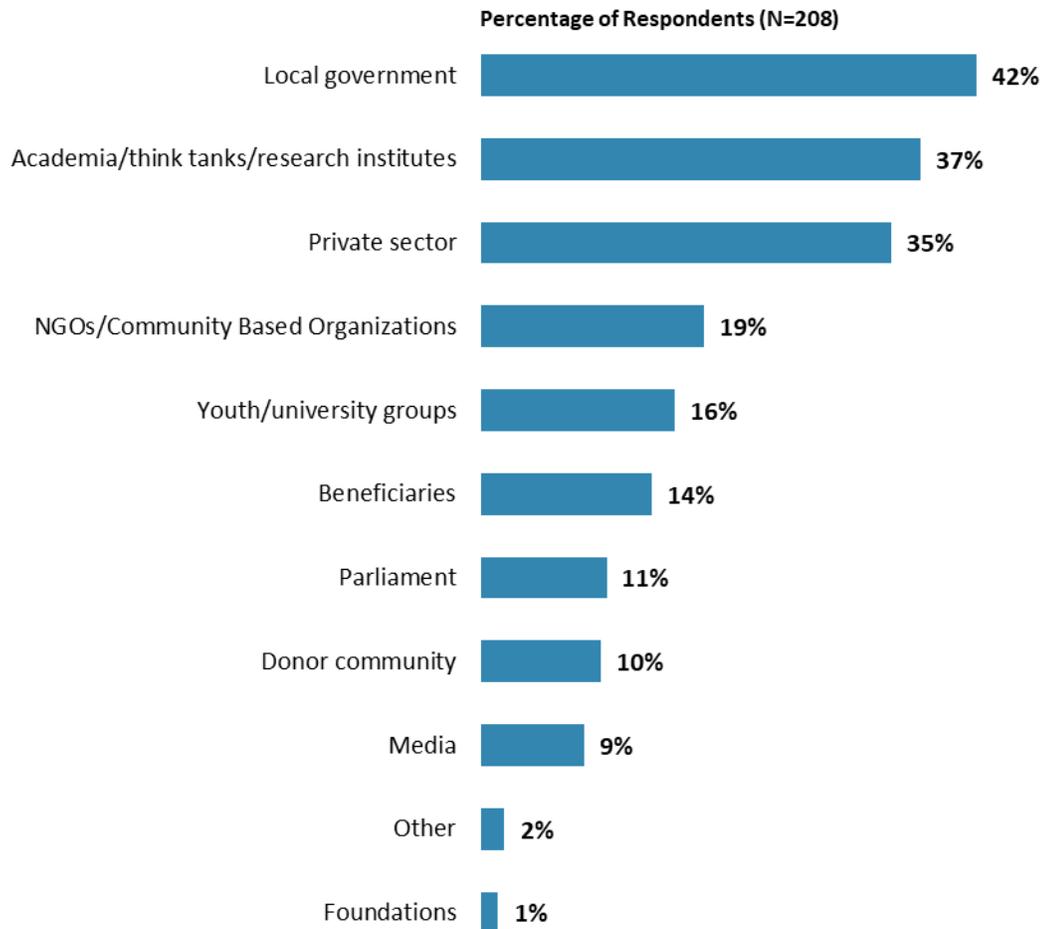
<sup>17</sup> Means in this chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Pakistan

### The World Bank Group Should Collaborate More with ...

**Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (36%), “*private sector*” (32%), “*youth/university groups*” (28%), and “*local government*” (26%) to ensure better development results in Pakistan.



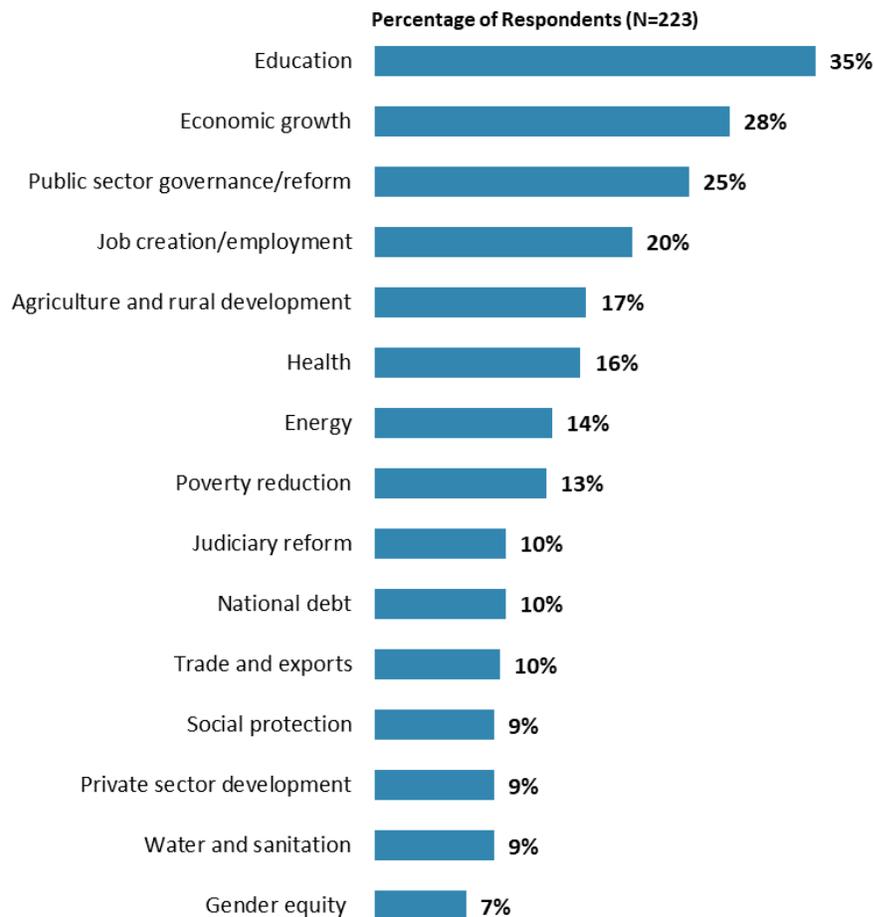
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*education and training*” (40%), “*economic growth*” (26%), “*public sector governance/reform*” (25%), “*health*” (21%), and “*agriculture and rural development*” (20%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 68%; others = 30%).<sup>18</sup>



**“When thinking about how the World Bank Group can have the most impact on development results in Pakistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 15 of 30 response options shown)

<sup>18</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.

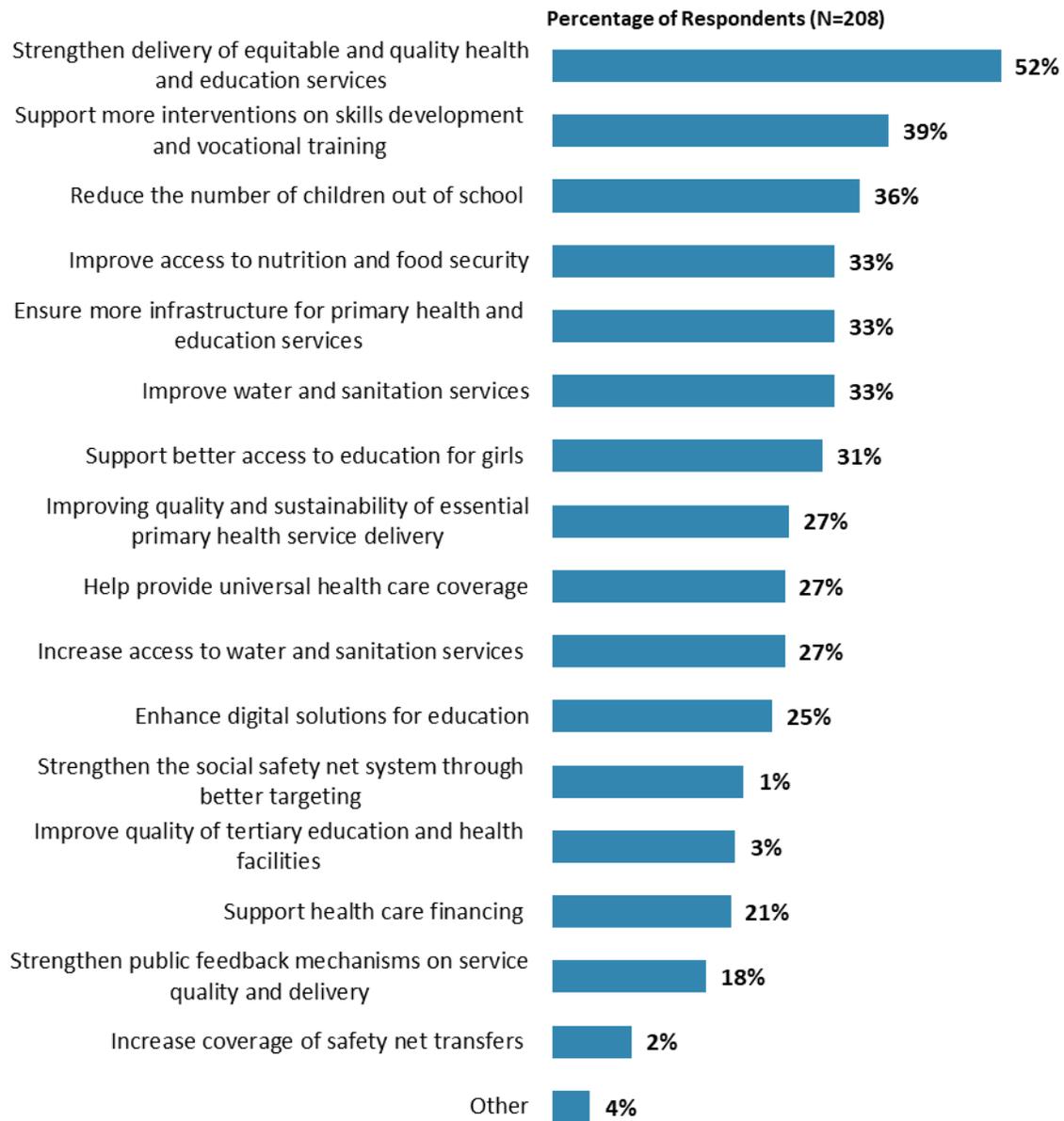


## IX. The Future Role of the WBG in Pakistan (continued)

### Country Partnership Framework

#### Focus Area A: Enhancing Human Capital for Increased Equity and Inclusion

**"Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to improve health, education and social protection for vulnerable communities? (Choose no more than FIVE)"**  
(Respondents chose from a list. Responses combined.)



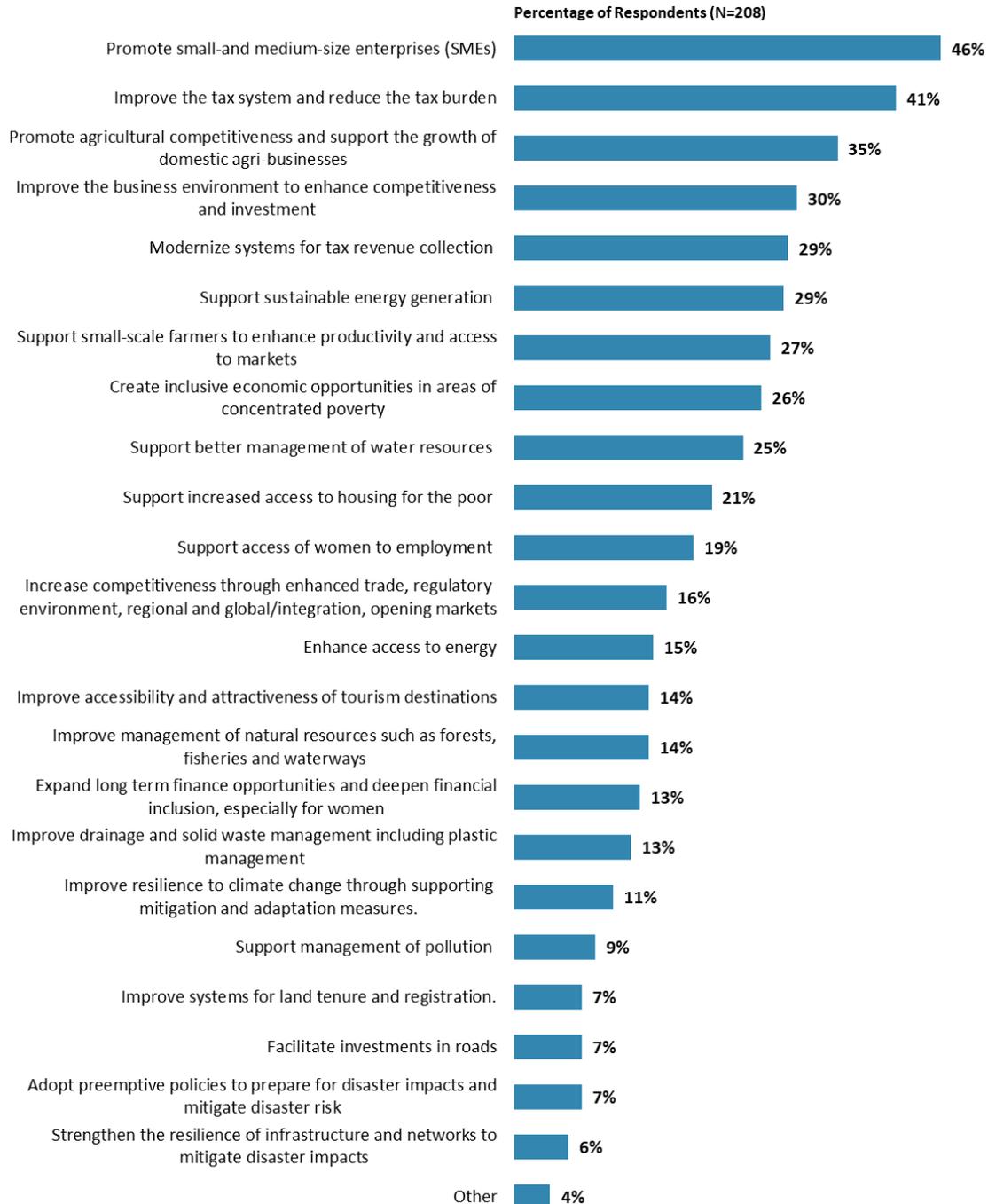


## IX. The Future Role of the WBG in Pakistan (continued)

### Country Partnership Framework

#### Focus Area B: Promote Sustainable Growth and Increase Competitiveness

**"Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to accelerate economic growth and make it more sustainable and inclusive? (Choose no more than FIVE)" (Respondents chose from a list. Responses combined.)**



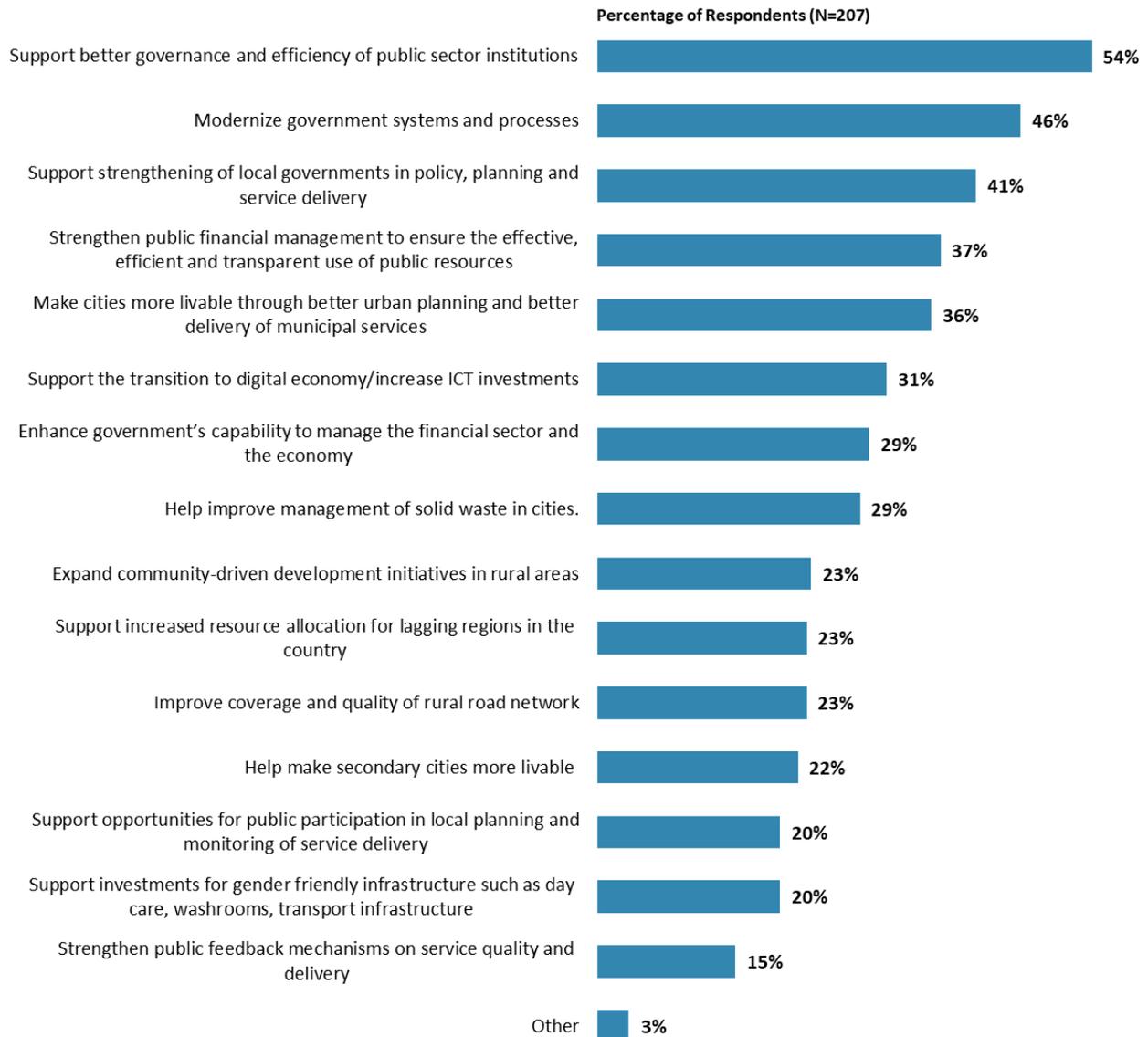


## IX. The Future Role of the WBG in Pakistan (continued)

### Country Partnership Framework

#### Focus Area C: Improve Service Delivery for Citizens

**"Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to provide better services to its citizens? (Choose no more than FIVE)"**  
(Respondents chose from a list. Responses combined.)

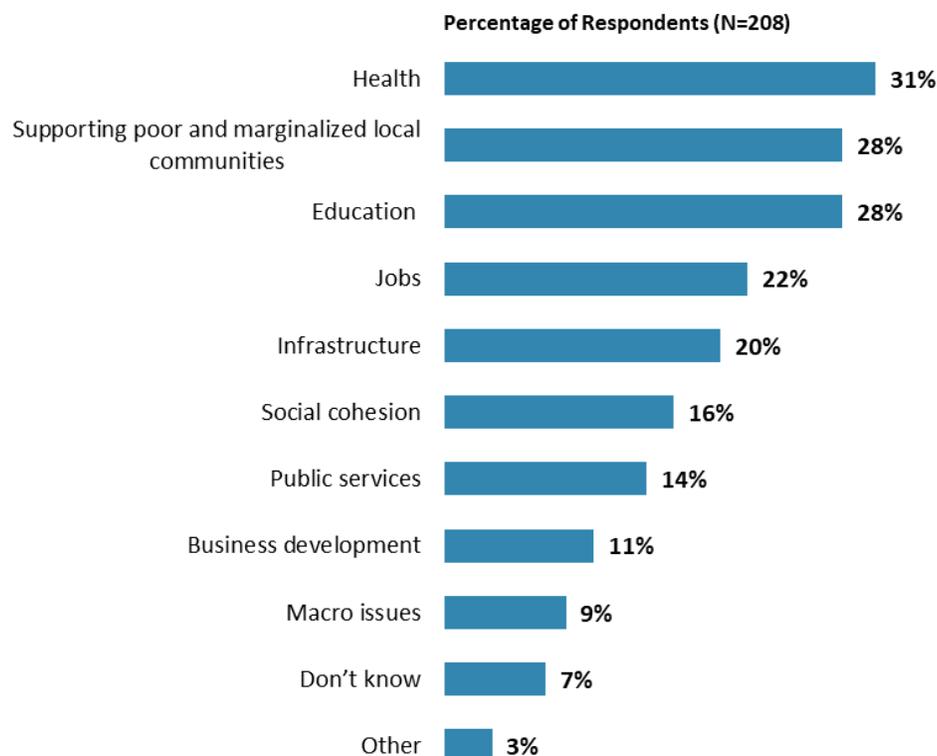




## IX. The Future Role of the WBG in Pakistan (continued)

### WBG's Support for Refugees

- Specialization:** Respondents whose primary specialization was “*health, nutrition*” (13% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*health*” when it comes to refugees’ support (health, nutrition specialists = 56%; others = 27%). Similarly, respondents who identified their primary specialization of work as “*education*” (12% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 52%; others = 25%).<sup>19</sup>



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

<sup>19</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.

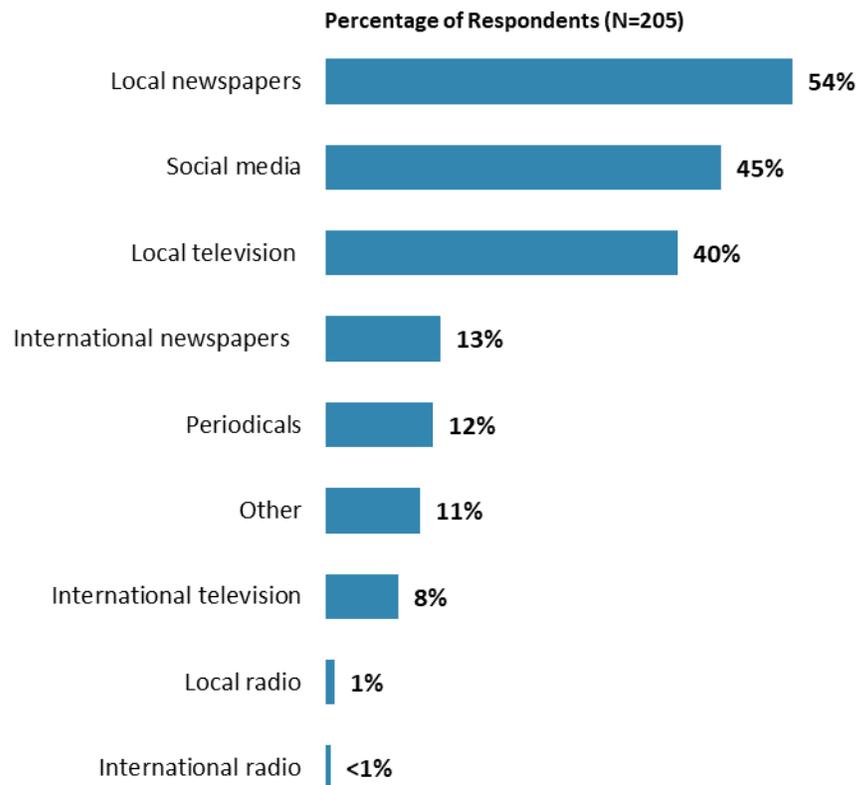


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 57) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’18 Country Survey indicated that they got most of their information about economic and social development issues in Pakistan from the “Internet” (52%), from “local newspapers” (45%), from “social media” (32%), and from “local television” (30%).



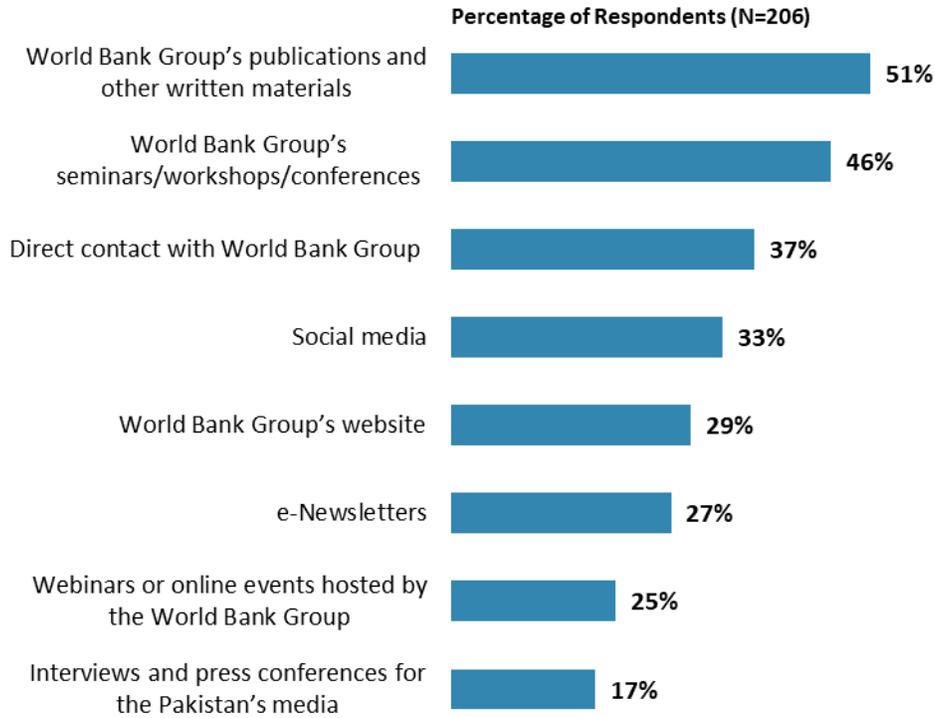
**"How do you get most of your information about economic and social development issues in Pakistan? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s seminars/workshops/conferences” (38%) and through “WBG’s publications and other written materials” (35%).

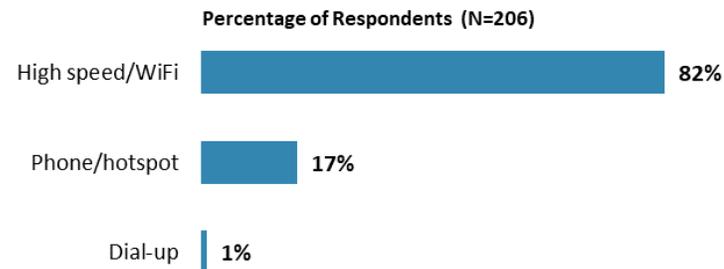


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



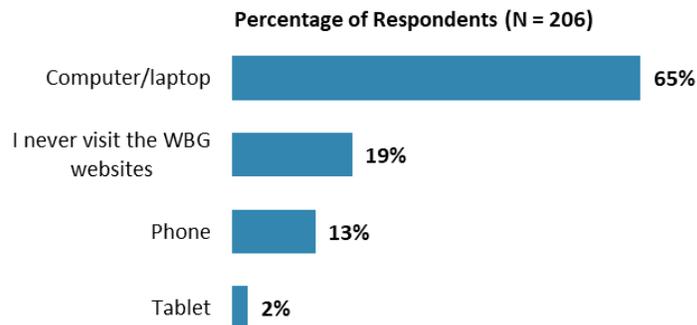
## X. Communication and Outreach (continued)

### Internet connection



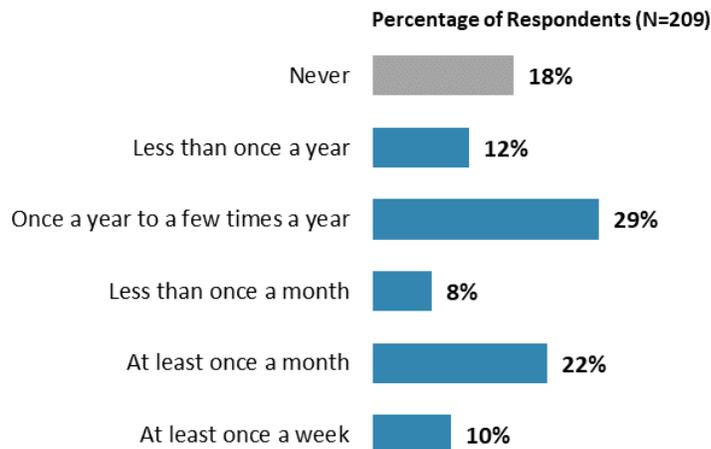
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

### Devices used to access WBG website



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

### WBG Interaction Frequency

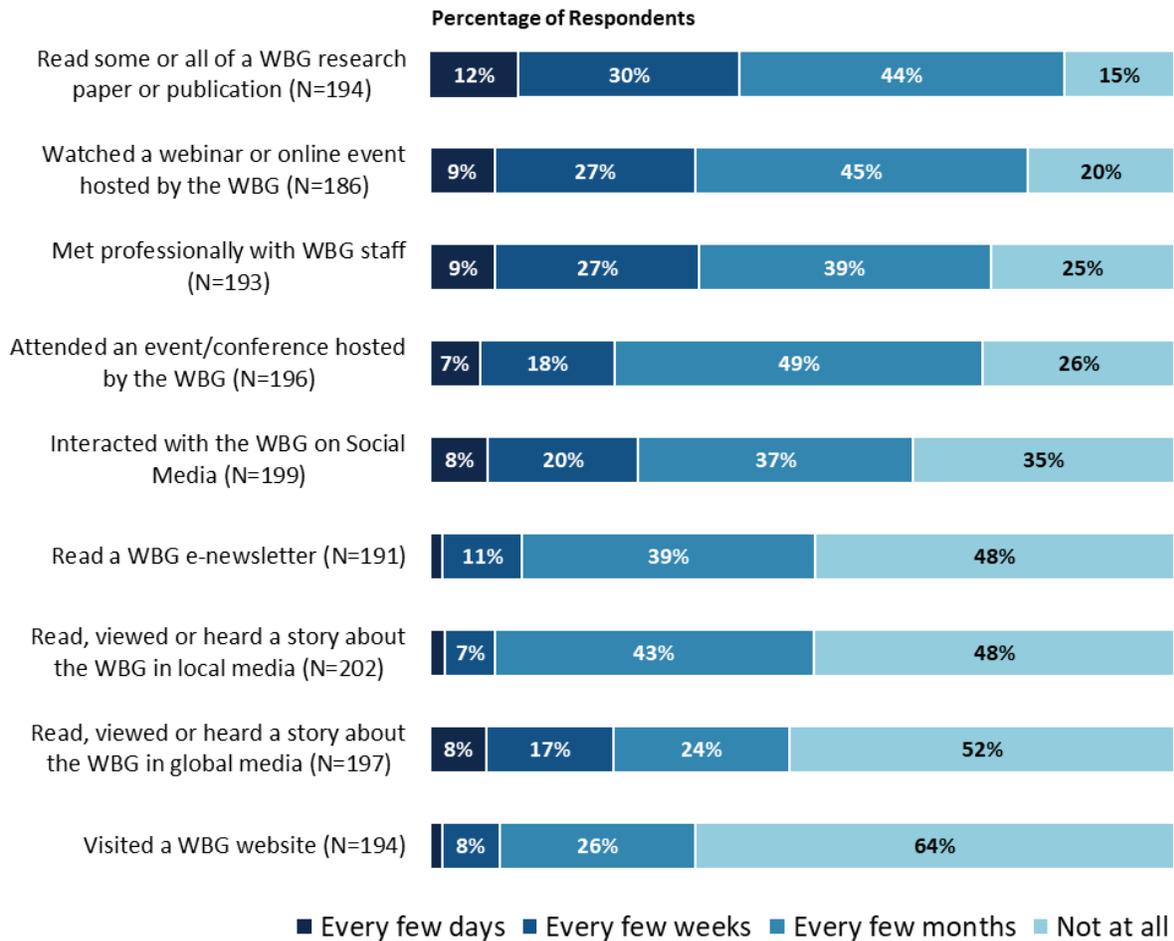


"How frequently do you interact with the World Bank Group now in Pakistan?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions

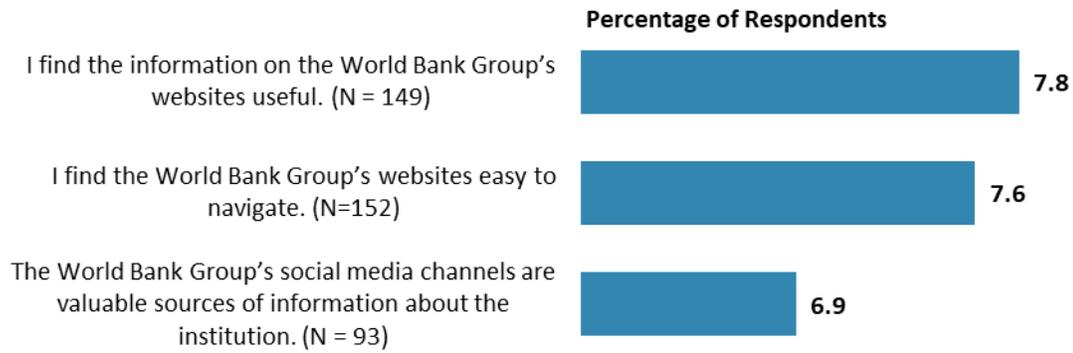


"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?"



## X. Communication and Outreach (continued)

### Experience with Using WBG Websites and Social Media Channels



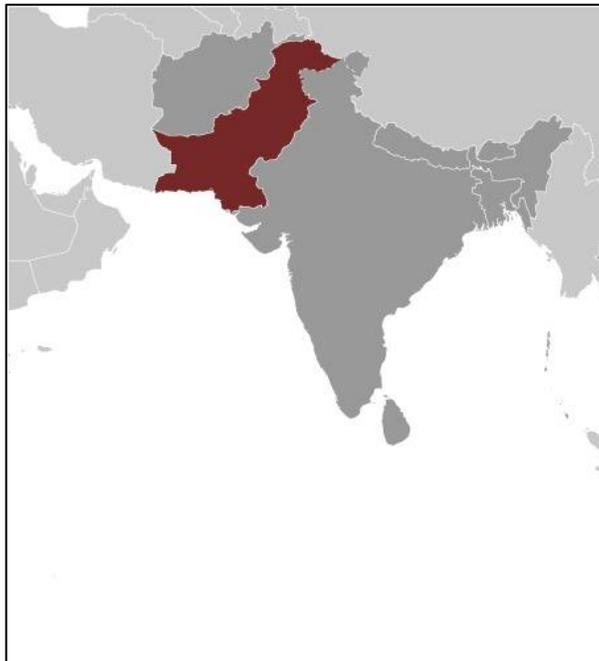
**"Please rate how much you agree with the following statements.  
(Only answer if you have used a World Bank Group website/blogs, Facebook,  
Twitter, YouTube, Flickr)"**  
(1-"Strongly disagree", 10-"Strongly agree")



## XI. Appendices

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### PAKISTAN





## Appendix A: Responses to All Questions across All Respondents (N=238)

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. Overall Context

<b>1. In general, would you say that Pakistan is headed in ... ?</b>	<b>Percentage of Respondents (N=235)</b>
The right direction	48.1%
The wrong direction	29.8%
Not sure	22.1%

<b>2. Do you think that economic opportunity for citizens in Pakistan is ... ?</b>	<b>Percentage of Respondents (N=235)</b>
Increasing	38.3%
Decreasing	38.3%
Staying about the same	23.4%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Pakistan. Please identify which of the following you consider the most important development priorities in Pakistan. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=236)</b>
Education	43.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.1%
Economic growth	27.1%
Job creation/employment	22.5%
Health	19.9%
Judiciary reform	15.7%
Poverty reduction	12.7%
Energy	11.0%
Agriculture and rural development	11.0%
Gender equity (closing the gap between women and men, and boys and girls)	9.7%
Anti-corruption	9.7%
Private sector development	8.5%
Information and communications technology	7.6%
Equality of opportunity (i.e., social inclusion)	6.4%
Water and sanitation	5.9%
Food security	5.9%
National debt	5.9%
Social protection (e.g., pensions, targeted social assistance)	5.5%
Trade and exports	5.5%
Natural resource management (renewables)	4.2%
Climate change (e.g., mitigation, adaptation)	4.2%
Urban development	3.4%
Global pandemics (e.g., COVID-19)	3.0%
Transport (e.g., roads, bridges, transportation)	2.5%
Financial markets	1.7%
Disease (e.g., Polio, stunting)	1.7%
Pollution	1.3%
Disaster risk management	1.3%
Crime and violence	0.8%
Global/regional integration	0.4%

**A. Overall Context (continued)**

<b>4. The COVID-19 pandemic has stressed many aspects of Pakistan's growth and development. In which areas would you like to see the Pakistani 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)</b>	<b>Percentage of Respondents (Responses Combined; N=233)</b>
Ensuring sustainable business growth and job creation	46.4%
Healthcare	37.8%
Economic growth	36.5%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	32.2%
Education	31.3%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	29.2%
Public service delivery (e.g., strengthening policies, institutions)	26.6%
Nutrition/food security	14.2%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	9.9%
Providing direct financial support to businesses (business support packages)	9.0%
Ensuring that girls and women have equal access to job opportunities	7.7%
Ensuring that girls and women have equal access to health care/health services	4.7%
Other	4.3%

<b>5. When economic and/or social reform efforts fail or are slow to take place in Pakistan, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=225)</b>
Inadequate level of capacity in the government	42.2%
Reforms are not well thought out in light of country challenges	40.0%
Corruption	28.4%
Political pressures and obstacles	23.1%
Inadequate level of government accountability	21.8%
Inadequate level of citizen/civil society participation	11.1%
Pressure from outside interest groups (e.g., private sector, unions)	9.8%
Inadequate level of private sector participation	8.9%
Other	5.3%
Inadequate level of donor coordination	4.9%

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

<b>1. How familiar are you with the work of these organizations in Pakistan?</b> <i>(1-Not familiar at all, 10-Extremely familiar)</i>	<b>Familiarity</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. The World Bank (IBRD/IDA)	232	n/a	6.76	2.57
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	225	n/a	5.32	2.92

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Pakistan? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall the World Bank Group currently plays a relevant role in development in Pakistan*	216	14	6.88	2.21
3. The World Bank Group's work is aligned with what I consider the development priorities for Pakistan*	207	17	6.27	2.24

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

4. Overall, please rate your impression of the effectiveness of these organizations in Pakistan. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)*	210	20	6.61	2.21
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	166	56	5.75	2.24

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Pakistan?* (1-To no degree at all, 10-To a very significant degree)	213	16	6.24	2.22

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Pakistan?* (1-To no degree at all, 10-To a very significant degree)	212	13	7.06	1.96

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Pakistan? (Select only ONE response)	Percentage of Respondents (N=228)
To a fully sufficient degree	3.9%
To a somewhat sufficient degree	45.2%
To a somewhat insufficient degree	25.0%
To a very insufficient degree	17.1%
Don't know	8.8%

8. When thinking about the World Bank Group's role in Pakistan, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=226)
Financial resources	45.6%
Technical assistance	28.8%
Capacity development related to World Bank Group supported projects	22.1%
Formal policy advice, studies, analyses	22.1%
Data and statistics	17.7%
Implementation support	15.9%
Bringing together different groups of stakeholders	11.9%
Promoting knowledge sharing	10.2%
Global advocacy	5.3%
Donor coordination	5.3%
Mobilizing third party financial resources	4.0%
Other	1.3%
Reimbursable Advisory Services (RAS)	0.4%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	0.4%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Pakistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=224)</b>
Not enough public disclosure of its work	21.0%
Not willing to honestly criticize policies and reform efforts in the country	18.8%
Not sufficiently focused on sustainable results	17.9%
World Bank Group's processes too slow and complex	17.0%
Too influenced by developed countries	16.1%
Not adequately sensitive to political/social realities in Pakistan	13.4%
Staff too inaccessible	11.6%
Not collaborating enough with private sector	11.2%
Not aligned with country priorities	10.7%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	6.7%
Arrogant in its approach	6.7%
Not adequately flexible in changing country circumstances	6.3%
Other	5.8%
Don't know	5.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.9%
Inadequate World Bank Group's staffing in Pakistan	4.0%
Inadequate number of innovative financial products and services	3.6%
Inadequate level of real-time advice and guidance	3.1%
Inadequate number of innovative knowledge products and services	1.8%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Pakistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=223)</b>
Education	34.5%
Economic growth	27.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.7%
Job creation/employment	20.2%
Agriculture and rural development	16.6%
Health	16.1%
Energy	13.9%
Poverty reduction	13.5%
Judiciary reform	10.3%
National debt	10.3%
Trade and exports	9.9%
Social protection (e.g., pensions, targeted social assistance)	9.4%
Private sector development	9.4%
Water and sanitation	9.4%
Gender equity (closing the gap between women and men, and boys and girls)	7.2%
Natural resource management (renewables)	5.8%
Anti-corruption	5.8%
Urban development	5.4%
Equality of opportunity (i.e., social inclusion)	5.4%
Climate change (e.g., mitigation, adaptation)	4.9%
Information and communications technology	4.5%
Food security	4.0%
Global pandemics (e.g., COVID-19)	3.1%
Financial markets	3.1%
Disaster risk management	2.7%
Crime and violence	2.2%
Global/regional integration	1.8%
Transport (e.g., roads, bridges, transportation)	1.8%
Disease (e.g., Polio, stunting)	1.8%
Pollution	1.3%

**C. World Bank Group's Work and Engagement on the Ground**

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Pakistan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	188	30	6.54	2.12

<b>Staffing adequacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. To what extent do you believe the World Bank Group is adequately staffed in Pakistan? (1-To no degree at all, 10-To a very significant degree)	156	60	6.14	2.24

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Pakistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	203	13	6.27	2.13
4. Flexibility (in terms of the institution's products and services)*	178	31	5.62	2.04
5. Flexibility (in terms of changing country circumstances)*	185	24	5.72	2.23
6. Being inclusive*	180	24	6.04	2.20
7. Openness (sharing data and other information)*	189	17	6.50	2.44
8. Collaboration with the Government*	200	7	7.54	1.80
9. The speed in which it gets things accomplished on the ground*	186	19	5.76	2.18
10. Helping to bring discipline/effective supervision to implementation of investment projects*	179	26	6.41	2.15
11. Collaboration with civil society*	177	29	5.39	2.30
12. Staff accessibility*	185	21	5.69	2.81
13. Collaboration with other donors and development partners*	169	38	6.50	2.10
14. Collaboration with the private sector*	160	47	5.63	2.33
15. Straightforwardness and honesty*	190	17	6.88	2.34
16. Treating clients and stakeholders in Pakistan with respect*	186	20	7.40	2.27
17. Being a long-term partner*	198	10	7.77	1.97

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
18. The World Bank Group disburses funds promptly	170	45	6.69	2.37
19. The World Bank Group effectively monitors and evaluates the projects and programs it supports	189	20	6.97	2.15
20. The World Bank Group's approvals and reviews are done in a timely fashion	176	33	6.48	2.37
21. The World Bank Group's Environmental and Social Framework requirements are reasonable	167	41	6.81	2.19
22. The World Bank Group's conditions on its lending are reasonable	160	47	6.17	2.24
23. The World Bank Group takes decisions quickly in Pakistan*	170	37	6.09	2.30
24. Working with the World Bank Group increases Pakistan's institutional capacity	188	19	6.87	2.39

To what extent do you agree/disagree with the following statements about the World Bank Group in Pakistan? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
26. The World Bank Group meets Pakistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	196	14	6.56	2.32

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
27. To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	119	96	6.00	2.39

**C. World Bank Group's Work and Engagement on the Ground (continued)**

<b>COVID-19 "Approach Paper"</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. 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 Pakistani government's efforts to support citizens throughout this crisis? <i>(1-Not useful at all, 10-Very useful)</i>	150	62	6.55	2.32

<b>Global role of advocacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
29. 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?* <i>(1-Not important at all, 10-Very important)</i>	193	21	7.89	2.13

<b>How effectively does the World Bank Group support Pakistan's efforts ... ?</b> <i>(1-Not effectively at all, 10-Very effectively)</i>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
30. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	172	42	5.76	2.34
31. To develop better and stronger data collection/analytics systems within the Government	187	24	6.52	2.27
32. To strengthen the country's crisis preparedness	172	40	5.97	2.26

<b>Donor Support to Refugees</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
33. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Pakistan? <i>(1-To no degree at all, 10-To a very significant degree)</i>	166	47	5.83	2.35

<b>34. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Pakistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=208)</b>
Health	30.8%
Supporting poor and marginalized local communities	28.4%
Education	28.4%
Jobs	21.6%
Infrastructure	19.7%
Social cohesion	16.3%
Public services	14.4%
Business development	10.6%
Macro issues (fiscal accounts, balance of payments, etc.)	8.7%
Don't know	7.2%
Other	3.4%

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Pakistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	119	92	6.05	2.26
2. Gender equity (closing the gap between women and men, and boys and girls)	149	59	6.55	2.13
3. Private sector development	129	75	5.61	2.41
4. Education	161	40	6.40	2.08
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	158	47	6.45	2.32
6. Global/regional integration	117	87	5.79	2.31
7. Food security	120	84	5.72	2.37
8. Urban development	134	70	5.86	2.40
9. Energy	145	59	6.55	2.39
10. Water and sanitation	144	61	6.19	2.26
11. Pollution	121	83	5.20	2.29
12. Job creation/employment	138	66	5.22	2.29
13. Health	144	60	6.18	2.30
14. Financial markets	115	89	5.64	2.31
15. Transport (e.g., roads, bridges, transportation)	112	91	6.05	2.31
16. Agriculture and rural development	137	67	6.17	2.23
17. Trade and exports	107	95	5.51	2.37
18. Natural resource management (renewables)	114	88	5.83	2.49
19. Climate change (e.g., mitigation, adaptation)	120	83	5.85	2.24
20. Poverty reduction	153	47	6.27	2.21
21. Anti-corruption	108	94	4.58	2.51
22. Economic growth	152	49	6.21	2.30
23. Disaster risk management	124	74	6.02	2.24
24. Equality of opportunity (i.e., social inclusion)	132	70	5.81	2.31
25. Disease (e.g., Polio, stunting)	130	72	6.55	2.31
26. Information and communications technology	125	79	5.87	2.28

2. The World Bank Group has provided fast track support to Pakistan 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: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	147	3	58	6.39	2.36
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	131	5	71	5.94	2.07
3. Protecting poor people (social assistance/ social safety nets)	144	4	55	6.26	2.34
4. Ensuring sustainable business growth and job creation	119	3	82	5.27	2.35
5. Strengthening policies, institutions and investments for rebuilding better	134	3	65	5.88	2.33
6. Macroeconomic stability and transparent debt management	119	3	80	5.97	2.46

**E. World Bank Group's Knowledge Work and Activities**

In Pakistan, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Are timely	181	23	6.43	2.14
2. Include appropriate level of stakeholder involvement during preparation	178	26	6.32	2.24
3. Lead to practical solutions	180	23	6.13	2.17
4. Are source of relevant information on global good practices	174	29	7.02	2.03
5. Are adequately disseminated	172	30	6.30	2.30
6. Are translated enough into local language	143	59	5.36	2.59
7. Are adaptable to Pakistan's specific development challenges and country circumstances*	180	22	6.06	2.19

Overall Evaluations	N	DK	Mean	SD
8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	190	18	6.48	2.30
9. 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)	192	14	7.30	2.10

**F. The Future Role of the World Bank Group in Pakistan****CPF, Focus Area A: Enhancing Human Capital for Increased Equity and Inclusion**

1. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to improve health, education and social protection for vulnerable communities? (Choose no more than FIVE)	Percentage of Respondents (Responses Combined; N=208)
Strengthen delivery of equitable and quality health and education services	51.9%
Support more interventions on skills development and vocational training	38.9%
Reduce the number of children out of school	35.6%
Improve access to nutrition and food security	32.7%
Ensure more infrastructure for primary health and education services	32.7%
Improve water and sanitation services	32.7%
Support better access to education for girls	31.3%
Improving quality and sustainability of essential primary health service delivery	27.4%
Help provide universal health care coverage	26.9%
Increase access to water and sanitation services	26.9%
Enhance digital solutions for education	25.5%
Strengthen the social safety net system through better targeting	22.1%
Improve quality of tertiary education and health facilities	21.2%
Support health care financing	20.7%
Strengthen public feedback mechanisms on service quality and delivery	17.8%
Increase coverage of safety net transfers	9.1%
Other	4.3%

**F. The Future Role of the World Bank Group in Pakistan (continued)****CPF, Focus Area B: Promote Sustainable Growth and Increase Competitiveness**

<b>2. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to accelerate economic growth and make it more sustainable and inclusive? (Choose no more than FIVE)</b>	<b>Percentage of Respondents (Responses Combined; N=208)</b>
Promote small-and medium-size enterprises (SMEs)	45.7%
Improve the tax system and reduce the tax burden	40.9%
Promote agricultural competitiveness and support the growth of domestic agri-businesses	34.6%
Improve the business environment to enhance competitiveness and investment	30.3%
Modernize systems for tax revenue collection	29.3%
Support sustainable energy generation	28.8%
Support small-scale farmers to enhance productivity and access to markets	27.4%
Create inclusive economic opportunities in areas of concentrated poverty	26.4%
Support better management of water resources	24.5%
Support increased access to housing for the poor	21.2%
Support access of women to employment	19.2%
Increase competitiveness through enhanced trade, regulatory environment, regional and global/integration, opening markets	16.3%
Enhance access to energy	14.9%
Improve accessibility and attractiveness of tourism destinations	14.4%
Improve management of natural resources such as forests, fisheries and waterways	14.4%
Expand long term finance opportunities and deepen financial inclusion, especially for women	13.5%
Improve drainage and solid waste management including plastic management	12.5%
Improve resilience to climate change through supporting mitigation and adaptation measures.	10.6%
Support management of pollution	8.7%
Improve systems for land tenure and registration.	7.2%
Facilitate investments in roads	7.2%
Adopt preemptive policies to prepare for disaster impacts and mitigate disaster risk	7.2%
Strengthen the resilience of infrastructure and networks to mitigate disaster impacts	5.8%
Other	3.8%

**F. The Future Role of the World Bank Group in Pakistan (continued)****CPF, Focus Area C: Improve Service Delivery for Citizens**

<b>3. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to provide better services to its citizens? (Choose no more than FIVE)</b>	<b>Percentage of Respondents (Responses Combined; N=207)</b>
Support better governance and efficiency of public sector institutions	53.6%
Modernize government systems and processes (e.g., public procurement, tax revenue collection, etc.)	45.9%
Support strengthening of local governments in policy, planning and service delivery	41.1%
Strengthen public financial management to ensure the effective, efficient and transparent use of public resources	37.2%
Make cities more livable through better urban planning and better delivery of municipal services	36.2%
Support the transition to digital economy/increase ICT investments	31.4%
Enhance government's capability to manage the financial sector and the economy	29.5%
Help improve management of solid waste in cities.	28.5%
Expand community-driven development initiatives in rural areas	23.2%
Support increased resource allocation for lagging regions in the country	22.7%
Improve coverage and quality of rural road network	22.7%
Help make secondary cities more livable	21.7%
Support opportunities for public participation in local planning and monitoring of service delivery	19.8%
Support investments for gender friendly infrastructure such as day care, washrooms, transport infrastructure	19.8%
Strengthen public feedback mechanisms on service quality and delivery	15.0%
Other	3.4%

<b>4. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=208)</b>
Local government	41.8%
Academia/think tanks/research institutes	37.0%
Private sector	34.6%
NGOs/Community Based Organizations	18.8%
Youth/university groups	16.3%
Beneficiaries	14.4%
Parliament	10.6%
Donor community	10.1%
Media	8.7%
Other	1.9%
Foundations	1.4%
Don't know	0.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Pakistan?</b>	<b>Percentage of Respondents (N=209)</b>
Never	18.2%
Less than once a year	12.4%
Once a year to a few times a year	29.2%
Less than once a month	7.7%
At least once a month	22.5%
At least once a week	10.0%

<b>2. How do you get most of your information about economic and social development issues in Pakistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=205)</b>
Local newspapers	53.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	45.4%
Local television	40.5%
International newspapers	13.2%
Periodicals	12.2%
Other	10.7%
International television	8.3%
Local radio	1.0%
International radio	0.5%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=206)</b>
World Bank Group's publications and other written materials	51.0%
World Bank Group's seminars/workshops/conferences	46.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	36.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	33.0%
World Bank Group's website	29.1%
e-Newsletters	26.7%
Webinars or online events hosted by the World Bank Group	19.9%
Interviews and press conferences for the Pakistan's media	17.5%

<b>4. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=200)</b>
Yes	75.0%
No	25.0%

<b>5. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=199)</b>
Yes	36.7%
No	63.3%

<b>6. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=206)</b>
High speed/WiFi	82.0%
I never visit the WBG websites	17.0%
Dial-up	1.0%

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

7. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=204)
Computer/laptop	65.2%
I never visit the WBG websites	19.1%
Phone	13.2%
Tablet	2.5%

8. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	202	11.9%	29.7%	43.6%	14.9%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	197	8.6%	26.9%	44.7%	19.8%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	199	7.5%	17.1%	23.6%	51.8%
Visited a WBG website (e.g., read a blog, used data)	194	8.8%	27.3%	39.2%	24.7%
Attended an event/conference hosted by the WBG	196	2.0%	6.6%	42.9%	48.5%
Watched a webinar or online event hosted by the WBG	186	1.6%	10.8%	39.2%	48.4%
Read some or all of a WBG research paper or publication	194	6.7%	18.0%	49.5%	25.8%
Met professionally with WBG staff	193	7.8%	20.2%	36.8%	35.2%
Read a WBG e-newsletter	191	1.6%	7.9%	26.2%	64.4%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	152	45	7.61	1.98
10. I find the information on the World Bank Group's websites useful.	149	43	7.79	1.63
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution.	93	98	6.88	2.15



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=235)
Employee of Ministry, Ministerial Department, Implementation Agency	19.1%
Academia/Research Institute/Think Tank	17.4%
Multilateral Agency (UN, regional development bank)	12.3%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	9.4%
Project Management Unit (PMU) overseeing implementation of WBG project/	6.8%
Consultant/Contractor working on WBG supported project/program	6.8%
Financial Sector/Private Bank	6.0%
Media (press, radio, TV, web, etc.)	5.5%
Private Sector Organization	2.6%
NGO/Community Based Organization	2.6%
Office of Parliamentarian	2.1%
Local Government Office or Staff	2.1%
Office of the President, Prime Minister	1.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	1.7%
Other	1.7%
Office of Minister	1.3%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.9%
State-Owned Enterprise	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=235)</b>
Health, nutrition	13.2%
Education	12.3%
Generalist (specialized in multiple sectors)	9.8%
Macroeconomics, fiscal management	8.9%
Governance, anti-corruption	7.2%
Energy	6.8%
Urban development	5.5%
Digital development and technology (ICT)	5.1%
Poverty	4.3%
Water, sanitation	3.4%
Environment, natural resources	3.0%
Climate change	2.6%
Gender	2.6%
Finance and markets	2.6%
Communications, public affairs	2.6%
Social protection	2.1%
Trade and competitiveness	2.1%
Agriculture, rural development	1.3%
Transport	1.3%
Other	1.3%
Jobs	0.9%
Fragility, conflict, violence, refugees	0.9%
Tourism	0.4%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in Pakistan?</b>	<b>Percentage of Respondents (N=236)</b>
Yes	53.4%
No	46.6%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Pakistan? (Select only ONE response)</b>	<b>Percentage of Respondents (N=119)</b>
The World Bank (IBRD/IDA)	93.3%
The International Finance Corporation (IFC)	6.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=132)</b>
Yes	31.1%
No	68.9%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Pakistan? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=232)</b>
Collaborate as part of my professional duties	43.5%
Engage in World Bank Group related/sponsored events/activities	32.8%
Use World Bank Group reports/data	32.3%
Use World Bank Group website for information, data, research, etc.	29.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.1%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=233)</b>
Female	20.2%
Male	79.8%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=238)</b>
25 and under	0.4%
26-35	14.3%
36-45	25.2%
46-55	34.9%
56 and above	25.2%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=236)</b>
Federal Capital (ICT)	41.1%
Punjab	29.2%
Sindh	19.1%
Khyber Pakhtunkhwa	7.6%
Balochistan	2.1%
Azad Jammu and Kashmir (AJK)	0.4%
Federally Administered Tribal Areas (FATA)	0.4%
Gilgit-Baltistan (GB)	0.0%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>20</sup>

- Office of President/Prime Minister/Minister N=7   ● Employee of a Ministry/PMU/Consultant N=61   ● Local Government N=16   ● Bilateral/Multilateral Agency N=20
- Private Sector/Financial Sector/Private Bank (Private Sector) N=28   ● NGO/Community Based Organization/ Private Foundation (CSO) N=31
- Academia/Research Institute/Think Tank (Academia) N=41   ● Media N=13   ● Other<sup>21</sup> N=18

### A. Overall Context

In general, would you say that Pakistan is headed in ... ?\*

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction*	71.4%	54.2%	0.0%	45.0%	60.7%	45.2%	42.5%	46.2%	61.1%
The wrong direction*	14.3%	20.3%	100.0%	30.0%	28.6%	22.6%	27.5%	38.5%	22.2%
Not sure	14.3%	25.4%	0.0%	25.0%	10.7%	32.3%	30.0%	15.4%	16.7%

\*Significantly different between stakeholder groups

<sup>20</sup> Only 235 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>21</sup> Includes the following categories: Office of Parliamentarian (N=5), Independent Government Institution (N=5), Judicial System (N=4) and Other (N=4). There were no respondents from State-Owned Enterprise, Trade Union, Faith-Based Group and Youth Group.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Energy	28.6%	14.8%	6.3%	10.0%	7.4%	3.3%	9.8%	15.4%	11.1%
Water and sanitation	0.0%	6.6%	18.8%	5.0%	3.7%	3.3%	7.3%	7.7%	0.0%
Pollution	0.0%	1.6%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	14.3%	21.3%	25.0%	35.0%	22.2%	6.7%	29.3%	0.0%	38.9%
Health	28.6%	23.0%	43.8%	10.0%	14.8%	30.0%	12.2%	7.7%	11.1%
Financial markets*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	2.4%	0.0%	5.6%
Social protection	14.3%	3.3%	0.0%	10.0%	3.7%	6.7%	2.4%	0.0%	22.2%
Gender equity *	0.0%	0.0%	0.0%	10.0%	3.7%	30.0%	19.5%	7.7%	11.1%
Private sector development*	0.0%	16.4%	0.0%	5.0%	3.7%	6.7%	0.0%	0.0%	33.3%
Education	28.6%	42.6%	50.0%	30.0%	44.4%	33.3%	56.1%	61.5%	22.2%
Public sector governance/reform*	14.3%	42.6%	0.0%	45.0%	33.3%	36.7%	36.6%	30.8%	16.7%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Food security	0.0%	8.2%	6.3%	5.0%	3.7%	6.7%	7.3%	0.0%	5.6%
Urban development*	14.3%	3.3%	25.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Global pandemics*	28.6%	1.6%	6.3%	0.0%	3.7%	3.3%	0.0%	7.7%	0.0%
Judiciary reform	0.0%	13.1%	6.3%	20.0%	25.9%	13.3%	7.3%	38.5%	22.2%
Economic growth	0.0%	32.8%	18.8%	30.0%	29.6%	20.0%	29.3%	30.8%	27.8%
Disaster risk management	0.0%	1.6%	0.0%	0.0%	0.0%	3.3%	2.4%	0.0%	0.0%
Equality of opportunity	0.0%	3.3%	0.0%	10.0%	11.1%	13.3%	4.9%	7.7%	5.6%
Disease	0.0%	0.0%	0.0%	0.0%	3.7%	6.7%	0.0%	7.7%	0.0%
Information and communications technology*	0.0%	1.6%	0.0%	0.0%	29.6%	6.7%	12.2%	0.0%	11.1%
Transport	14.3%	3.3%	6.3%	0.0%	3.7%	0.0%	0.0%	7.7%	0.0%
Agriculture and rural development	0.0%	9.8%	18.8%	5.0%	11.1%	13.3%	17.1%	7.7%	0.0%
Trade and exports	0.0%	4.9%	12.5%	10.0%	7.4%	0.0%	2.4%	15.4%	5.6%
Crime and violence	0.0%	1.6%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%
Natural resource management	14.3%	4.9%	6.3%	5.0%	3.7%	3.3%	0.0%	0.0%	11.1%
Climate change*	0.0%	3.3%	0.0%	15.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Poverty reduction*	57.1%	16.4%	18.8%	10.0%	7.4%	13.3%	9.8%	7.7%	0.0%
National debt	14.3%	6.6%	0.0%	10.0%	3.7%	6.7%	2.4%	15.4%	5.6%
Anti-corruption	28.6%	6.6%	0.0%	10.0%	14.8%	6.7%	14.6%	7.7%	11.1%

\*Significantly different between stakeholder groups



**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister		Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Pressure from outside interest groups	14.3%		8.5%		12.5%		0.0%		14.3%		7.1%		16.2%		7.7%		0.0%	
Inadequate level of donor coordination*	28.6%		10.2%		0.0%		5.3%		0.0%		3.6%		0.0%		0.0%		6.7%	
Inadequate level of citizen/civil society participation	28.6%		8.5%		0.0%		5.3%		21.4%		7.1%		21.6%		7.7%		0.0%	
Inadequate level of private sector participation	0.0%		11.9%		12.5%		5.3%		10.7%		3.6%		5.4%		0.0%		20.0%	
Corruption*	14.3%		13.6%		87.5%		31.6%		28.6%		21.4%		32.4%		30.8%		33.3%	
Political pressures and obstacles	28.6%		25.4%		25.0%		21.1%		28.6%		21.4%		18.9%		30.8%		13.3%	
Reforms are not well thought out in light of country challenges	14.3%		52.5%		18.8%		42.1%		28.6%		42.9%		40.5%		30.8%		33.3%	
Inadequate level of government accountability*	28.6%		13.6%		18.8%		15.8%		14.3%		46.4%		18.9%		23.1%		33.3%	
Inadequate level of capacity in the government	28.6%		47.5%		12.5%		63.2%		42.9%		39.3%		37.8%		53.8%		46.7%	
Other	14.3%		1.7%		6.3%		10.5%		3.6%		3.6%		8.1%		7.7%		6.7%	

\*Significantly different between stakeholder groups

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

How familiar are you with the work of these organizations in Pakistan? (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/PM/ Minister		Employee of Ministry/PMU/ Consultant		Local Government		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)*	7	6.86	61	7.48	16	2.69	20	7.45	28	7.00	29	6.03	39	6.74	13	7.15	16	7.81
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	6	6.33	58	5.24	16	1.94	20	4.95	28	6.82	29	4.48	36	5.42	13	5.54	16	7.44

\*Significantly different between stakeholder groups

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

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

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	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 development in Pakistan*	7	7.71	58	7.45	9	6.33	20	7.35	28	6.68	28	5.71	37	6.49	12	6.58	14	7.86
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	6	6.83	57	6.89	9	4.67	19	6.53	27	5.85	25	5.92	36	5.83	12	5.92	13	6.92

\*Significantly different between stakeholder groups

Overall, please rate your impression of the effectiveness of these organizations in Pakistan. (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	7	7.57	59	7.24	6	6.00	19	6.79	27	6.04	26	6.19	37	6.16	13	6.62	14	6.64
The International Finance Corporation (IFC), the World Bank Group's private sector arm	6	7.33	42	5.74	6	5.00	11	5.36	26	5.96	18	5.94	30	5.43	11	6.09	13	5.85

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Pakistan?	7	8.00	58	6.78	13	6.69	19	6.05	27	5.93	26	5.81	37	5.70	11	6.18	13	5.92

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

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Pakistan?	6	6.17	55	6.84	16	7.44	19	7.68	28	6.89	27	7.33	35	7.14	11	7.27	13	6.46

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Social protection	0.0%	10.0%	0.0%	5.3%	3.7%	15.4%	8.1%	23.1%	13.3%
Gender equity	0.0%	1.7%	0.0%	0.0%	11.1%	19.2%	10.8%	7.7%	13.3%
Private sector development	14.3%	11.7%	12.5%	5.3%	3.7%	7.7%	5.4%	7.7%	20.0%
Education	42.9%	31.7%	62.5%	31.6%	33.3%	23.1%	43.2%	23.1%	20.0%
Public sector governance/reform	14.3%	31.7%	0.0%	31.6%	29.6%	7.7%	27.0%	30.8%	26.7%
Global pandemics (e.g., COVID-19)	0.0%	3.3%	0.0%	0.0%	3.7%	3.8%	2.7%	7.7%	0.0%
Food security	0.0%	3.3%	0.0%	5.3%	3.7%	7.7%	2.7%	0.0%	6.7%
Urban development	14.3%	3.3%	18.8%	5.3%	0.0%	11.5%	2.7%	7.7%	0.0%
Energy	28.6%	16.7%	18.8%	21.1%	7.4%	3.8%	13.5%	23.1%	6.7%
Water and sanitation*	0.0%	8.3%	37.5%	5.3%	7.4%	7.7%	10.8%	0.0%	6.7%
Pollution	0.0%	0.0%	6.3%	0.0%	0.0%	3.8%	2.7%	0.0%	0.0%
Job creation/employment	42.9%	16.7%	18.8%	26.3%	14.8%	26.9%	27.0%	7.7%	13.3%
Health*	14.3%	15.0%	62.5%	0.0%	7.4%	19.2%	21.6%	0.0%	0.0%
Financial markets	14.3%	1.7%	0.0%	0.0%	7.4%	3.8%	2.7%	7.7%	0.0%
Global/regional integration*	0.0%	1.7%	0.0%	0.0%	3.7%	0.0%	0.0%	15.4%	0.0%
Transport	0.0%	3.3%	6.3%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	0.0%	18.3%	0.0%	5.3%	18.5%	11.5%	21.6%	30.8%	33.3%
Trade and exports	0.0%	10.0%	6.3%	15.8%	11.1%	0.0%	13.5%	7.7%	20.0%
Crime and violence	0.0%	1.7%	6.3%	0.0%	0.0%	3.8%	2.7%	0.0%	6.7%
Natural resource management	0.0%	8.3%	6.3%	5.3%	11.1%	7.7%	2.7%	0.0%	0.0%
Information and communications technology	0.0%	3.3%	0.0%	0.0%	11.1%	3.8%	8.1%	0.0%	6.7%
Poverty reduction	42.9%	11.7%	6.3%	21.1%	7.4%	19.2%	13.5%	0.0%	13.3%
Anti-corruption	0.0%	1.7%	0.0%	0.0%	11.1%	7.7%	10.8%	15.4%	6.7%
Judiciary reform	0.0%	8.3%	6.3%	15.8%	11.1%	15.4%	2.7%	23.1%	20.0%
Economic growth	28.6%	38.3%	12.5%	26.3%	40.7%	11.5%	27.0%	23.1%	20.0%
Disaster risk management	0.0%	5.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	6.7%
Equality of opportunity	14.3%	3.3%	0.0%	15.8%	7.4%	3.8%	2.7%	15.4%	0.0%
Disease (e.g., Polio, stunting)	0.0%	0.0%	6.3%	5.3%	0.0%	3.8%	2.7%	0.0%	0.0%
National debt	14.3%	10.0%	0.0%	26.3%	3.7%	19.2%	2.7%	7.7%	20.0%
Climate change	0.0%	3.3%	0.0%	15.8%	3.7%	15.4%	0.0%	0.0%	6.7%

\*Significantly different between stakeholder groups



**C. World Bank Group’s Work and Engagement on the Ground**

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

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	5	6.20	52	6.83	15	6.07	19	6.84	20	6.00	22	6.18	32	5.78	12	5.58	12	5.50
Flexibility (in terms of the institution’s products and services)	5	6.40	53	5.81	13	5.77	16	5.88	18	5.56	19	5.26	29	5.52	9	5.33	13	5.46
Flexibility (in terms of changing country circumstances)	4	4.75	55	6.22	13	5.38	17	5.88	21	5.52	20	5.70	31	5.26	9	5.22	13	5.85
Being inclusive	3	6.00	53	6.72	11	5.00	18	5.94	23	6.00	20	6.05	30	5.77	10	5.90	11	5.00
Openness	3	5.67	55	7.00	13	5.31	19	6.95	23	6.57	20	6.55	31	6.35	11	6.55	12	5.67
Collaboration with the Government	3	7.33	58	7.86	15	7.60	19	7.05	23	7.74	24	7.92	32	7.41	11	7.27	12	6.58
The speed in which it gets things accomplished on the ground	3	5.00	56	6.09	13	6.23	19	5.47	19	5.79	21	5.43	31	5.52	9	6.33	12	5.08
Helping to bring discipline/effective supervision to implementation of investment projects	3	6.67	57	6.91	12	5.42	18	6.06	19	6.53	18	6.61	29	6.10	10	6.40	11	5.91
Collaboration with civil society	3	5.00	46	5.89	14	3.86	13	5.92	22	5.50	24	5.04	31	5.65	11	5.55	11	4.91
Staff accessibility*	3	5.33	57	7.09	16	2.31	17	6.12	22	5.18	20	5.30	27	5.04	10	5.70	11	5.64
Collaboration with other donors and development partners	3	5.67	49	6.78	10	5.00	19	6.16	22	6.64	19	6.74	26	6.50	10	6.90	10	6.10
Collaboration with the private sector	3	4.33	46	5.89	12	4.33	9	6.11	24	5.13	16	6.00	27	6.15	10	6.10	11	5.27
Straightforwardness and honesty	3	7.67	58	7.45	13	6.46	16	6.38	24	7.08	20	6.70	30	6.17	11	7.00	12	6.42
Treating clients and stakeholders in Pakistan with respect	3	7.00	57	8.04	11	7.09	17	6.47	22	7.73	22	6.95	28	7.00	11	8.00	12	7.00
Being a long-term partner*	3	7.67	57	8.51	15	6.87	19	7.63	23	8.00	20	7.10	34	7.26	12	8.00	12	7.75

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Pakistan*	4	7.25	53	7.02	10	4.70	15	5.53	16	5.25	19	5.37	29	6.21	9	6.33	12	5.42

\*Significantly different between stakeholder groups



**C. World Bank Group’s Work and Engagement on the Ground (continued)**

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

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group’s financial instruments meet the needs of Pakistan	6	6.00	55	6.85	16	5.50	16	6.63	18	5.67	17	5.65	31	5.77	12	6.25	13	5.08
The World Bank Group meets Pakistan’s needs for knowledge services	4	6.50	55	7.02	16	6.31	17	6.47	23	5.78	22	7.14	33	6.24	12	6.67	11	6.09

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	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 Pakistan received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?	5	6.80	31	6.77	10	5.10	5	6.20	15	4.67	14	5.50	21	5.62	6	7.17	9	6.33

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

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
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?	6	7.17	55	8.04	11	6.91	17	7.65	21	8.14	22	8.00	34	7.97	12	8.17	13	7.38

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	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 the donor community is doing enough to support the government's efforts related to refugees in Pakistan?	6	7.33	37	6.22	12	6.42	14	6.00	22	5.18	20	5.40	31	5.29	11	6.36	11	5.82

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

**E. World Bank Group's Knowledge Work and Activities**

	Office of the President/PM/Minister		Employee of Ministry/PMU/Consultant		Local Government		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	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 development results in your country?	6	7.67	53	6.79	14	6.29	18	7.06	18	6.28	22	6.45	33	5.94	11	5.82	13	6.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6	7.50	53	7.70	15	6.73	18	8.00	20	7.65	23	7.39	34	6.91	10	6.60	11	6.09

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

**F. The Future Role of The World Bank Group in Pakistan**

Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to improve health, education and social protection for vulnerable communities? (Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Strengthen delivery of equitable and quality health and education services	85.7%	58.9%	25.0%	55.6%	65.2%	43.5%	45.7%	46.2%	35.7%
Support better access to education for girls*	42.9%	17.9%	25.0%	33.3%	26.1%	39.1%	57.1%	30.8%	21.4%
Support more interventions on skills development and vocational training*	42.9%	41.1%	25.0%	16.7%	69.6%	39.1%	40.0%	23.1%	28.6%
Enhance digital solutions for education	14.3%	23.2%	37.5%	22.2%	26.1%	21.7%	17.1%	38.5%	42.9%
Reduce the number of children out of school	71.4%	32.1%	62.5%	33.3%	26.1%	34.8%	31.4%	53.8%	21.4%
Improve access to nutrition and food security	28.6%	26.8%	18.8%	33.3%	21.7%	43.5%	37.1%	46.2%	50.0%
Ensure more infrastructure for primary health and education services	0.0%	33.9%	25.0%	50.0%	39.1%	39.1%	20.0%	30.8%	35.7%
Improve quality of tertiary education and health facilities	28.6%	23.2%	0.0%	22.2%	34.8%	13.0%	20.0%	15.4%	28.6%
Improving quality and sustainability of essential primary health service delivery	28.6%	35.7%	0.0%	27.8%	26.1%	34.8%	28.6%	7.7%	28.6%
Help provide universal health care coverage	0.0%	26.8%	25.0%	27.8%	21.7%	30.4%	28.6%	46.2%	28.6%
Support health care financing*	14.3%	23.2%	62.5%	38.9%	8.7%	4.3%	14.3%	23.1%	0.0%
Strengthen the social safety net system through better targeting	28.6%	25.0%	0.0%	33.3%	17.4%	30.4%	20.0%	15.4%	28.6%
Increase coverage of safety net transfers	0.0%	7.1%	0.0%	16.7%	4.3%	13.0%	14.3%	7.7%	14.3%
Improve water and sanitation services	28.6%	37.5%	62.5%	16.7%	21.7%	39.1%	31.4%	15.4%	21.4%
Increase access to water and sanitation services	14.3%	33.9%	50.0%	11.1%	34.8%	8.7%	20.0%	30.8%	28.6%
Strengthen public feedback mechanisms on service quality and delivery	14.3%	10.7%	18.8%	16.7%	13.0%	21.7%	28.6%	30.8%	14.3%
Other	0.0%	1.8%	0.0%	11.1%	0.0%	8.7%	5.7%	0.0%	14.3%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Pakistan (continued)**

Which of the following should the World Bank Group **PRIORITIZE** when supporting the Pakistani government's efforts to accelerate economic growth and make it more sustainable and inclusive? (Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Improve the tax system and reduce the tax burden	57.1%	51.8%	18.8%	44.4%	50.0%	29.2%	34.3%	53.8%	21.4%
Modernize systems for tax revenue collection	28.6%	26.8%	12.5%	44.4%	45.5%	20.8%	28.6%	23.1%	28.6%
Improve the business environment to enhance competitiveness and investment	57.1%	33.9%	12.5%	27.8%	31.8%	12.5%	25.7%	38.5%	57.1%
Increase competitiveness through enhanced trade, regulatory environment, regional and global/integration, opening markets	14.3%	19.6%	0.0%	16.7%	9.1%	20.8%	22.9%	7.7%	21.4%
Promote agricultural competitiveness and support the growth of domestic agri-businesses*	42.9%	41.1%	25.0%	5.6%	54.5%	20.8%	22.9%	38.5%	57.1%
Support small-scale farmers to enhance productivity and access to markets	14.3%	26.8%	12.5%	16.7%	40.9%	33.3%	34.3%	30.8%	14.3%
Promote small-and medium-size enterprises (SMEs)*	14.3%	46.4%	56.3%	50.0%	54.5%	29.2%	65.7%	30.8%	28.6%
Support increased access to housing for the poor*	14.3%	14.3%	56.3%	5.6%	22.7%	29.2%	25.7%	7.7%	14.3%
Support access of women to employment	42.9%	7.1%	25.0%	27.8%	13.6%	16.7%	34.3%	15.4%	21.4%
Improve systems for land tenure and registration.	0.0%	5.4%	0.0%	16.7%	4.5%	20.8%	2.9%	7.7%	7.1%
Improve accessibility and attractiveness of tourism destinations	0.0%	17.9%	6.3%	16.7%	13.6%	25.0%	14.3%	7.7%	0.0%
Expand long term finance opportunities and deepen financial inclusion, especially for women	0.0%	10.7%	0.0%	27.8%	18.2%	20.8%	17.1%	7.7%	7.1%
Support sustainable energy generation	28.6%	39.3%	12.5%	27.8%	18.2%	45.8%	14.3%	30.8%	28.6%
Enhance access to energy	14.3%	14.3%	31.3%	22.2%	4.5%	4.2%	22.9%	0.0%	21.4%
Facilitate investments in roads*	14.3%	5.4%	50.0%	0.0%	4.5%	4.2%	2.9%	0.0%	0.0%
Adopt preemptive policies to prepare for disaster impacts and mitigate disaster risk*	28.6%	5.4%	6.3%	0.0%	4.5%	12.5%	0.0%	23.1%	7.1%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Pakistan (continued)***Continued from previous page*

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Support better management of water resources	42.9%	32.1%	12.5%	16.7%	22.7%	20.8%	22.9%	15.4%	35.7%
Improve management of natural resources such as forests, fisheries and waterways	0.0%	19.6%	6.3%	11.1%	22.7%	12.5%	11.4%	23.1%	7.1%
Support management of pollution	0.0%	5.4%	25.0%	16.7%	0.0%	8.3%	5.7%	15.4%	7.1%
Improve drainage and solid waste management including plastic management	14.3%	10.7%	31.3%	22.2%	9.1%	8.3%	5.7%	23.1%	7.1%
Improve resilience to climate change through supporting mitigation and adaptation measures.	28.6%	8.9%	0.0%	22.2%	9.1%	20.8%	5.7%	7.7%	7.1%
Create inclusive economic opportunities in areas of concentrated poverty	28.6%	19.6%	31.3%	33.3%	27.3%	37.5%	28.6%	30.8%	14.3%
Strengthen the resilience of infrastructure and networks to mitigate disaster impacts	0.0%	8.9%	6.3%	11.1%	0.0%	8.3%	0.0%	0.0%	7.1%
Other	0.0%	1.8%	0.0%	0.0%	4.5%	8.3%	5.7%	0.0%	7.1%

**F. The Future Role of The World Bank Group in Pakistan (continued)**

Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to provide better services to its citizens?  
(Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Support better governance and efficiency of public sector institutions*	71.4%	64.3%	6.3%	61.1%	54.5%	50.0%	45.7%	61.5%	61.5%
Enhance government's capability to manage the financial sector and the economy	14.3%	44.6%	37.5%	22.2%	18.2%	20.8%	28.6%	15.4%	30.8%
Modernize government systems and processes*	71.4%	50.0%	6.3%	61.1%	59.1%	33.3%	40.0%	46.2%	53.8%
Strengthen public feedback mechanisms on service quality and delivery	28.6%	7.1%	18.8%	27.8%	18.2%	20.8%	17.1%	7.7%	7.7%
Strengthen public financial management to ensure the effective, efficient and transparent use of public resources*	14.3%	51.8%	0.0%	38.9%	40.9%	37.5%	28.6%	38.5%	53.8%
Support the transition to digital economy/increase ICT investments	42.9%	28.6%	12.5%	33.3%	45.5%	33.3%	34.3%	23.1%	30.8%
Support opportunities for public participation in local planning and monitoring of service delivery	28.6%	17.9%	31.3%	11.1%	9.1%	20.8%	20.0%	30.8%	23.1%
Support strengthening of local governments in policy, planning and service delivery	28.6%	37.5%	31.3%	50.0%	36.4%	50.0%	42.9%	30.8%	53.8%
Support increased resource allocation for lagging regions in the country	28.6%	21.4%	6.3%	38.9%	22.7%	25.0%	22.9%	30.8%	7.7%
Make cities more livable through better urban planning and better delivery of municipal services	28.6%	32.1%	25.0%	33.3%	31.8%	33.3%	54.3%	30.8%	38.5%
Help improve management of solid waste in cities*	14.3%	19.6%	87.5%	22.2%	27.3%	29.2%	17.1%	38.5%	30.8%
Help make secondary cities more livable	28.6%	23.2%	6.3%	16.7%	22.7%	25.0%	17.1%	38.5%	30.8%
Expand community-driven development initiatives in rural areas	0.0%	25.0%	18.8%	5.6%	27.3%	33.3%	28.6%	30.8%	0.0%
Improve coverage and quality of rural road network*	28.6%	16.1%	68.8%	16.7%	9.1%	25.0%	20.0%	23.1%	23.1%
Support investments for gender friendly infrastructure such as day care, washrooms, transport infrastructure*	28.6%	12.5%	0.0%	16.7%	22.7%	33.3%	37.1%	15.4%	7.7%
Other	0.0%	1.8%	0.0%	11.1%	0.0%	4.2%	5.7%	0.0%	7.7%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Pakistan (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 President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Academia/think tanks/research institutes*	57.1%	37.5%	18.8%	33.3%	31.8%	4.2%	74.3%	7.7%	35.7%
NGOs/Community Based Organizations*	14.3%	7.1%	12.5%	11.1%	18.2%	66.7%	17.1%	7.7%	21.4%
Media*	28.6%	7.1%	6.3%	0.0%	4.5%	4.2%	5.7%	46.2%	7.1%
Youth/university groups	28.6%	17.9%	25.0%	11.1%	9.1%	16.7%	20.0%	0.0%	21.4%
Donor community	14.3%	16.1%	12.5%	16.7%	4.5%	4.2%	0.0%	15.4%	14.3%
Foundations	0.0%	1.8%	0.0%	0.0%	4.5%	4.2%	0.0%	0.0%	0.0%
Private sector*	14.3%	37.5%	18.8%	33.3%	77.3%	33.3%	20.0%	30.8%	21.4%
Parliament*	14.3%	8.9%	6.3%	16.7%	4.5%	4.2%	5.7%	38.5%	21.4%
Local government*	14.3%	41.1%	81.3%	50.0%	31.8%	37.5%	34.3%	53.8%	35.7%
Beneficiaries	14.3%	19.6%	6.3%	27.8%	9.1%	16.7%	14.3%	0.0%	7.1%
Other	0.0%	0.0%	6.3%	0.0%	0.0%	4.2%	2.9%	0.0%	7.1%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never*	16.7%	5.6%	93.8%	0.0%	20.0%	8.7%	6.9%	8.3%	45.5%
Less than once a year*	50.0%	5.6%	0.0%	6.3%	15.0%	13.0%	20.7%	33.3%	0.0%
Once a year to a few times a year*	16.7%	14.8%	6.3%	37.5%	40.0%	47.8%	51.7%	33.3%	9.1%
Less than once a month	0.0%	3.7%	0.0%	12.5%	5.0%	17.4%	6.9%	8.3%	9.1%
At least once a month*	0.0%	42.6%	0.0%	43.8%	10.0%	13.0%	13.8%	8.3%	36.4%
At least once a week*	16.7%	27.8%	0.0%	0.0%	10.0%	0.0%	0.0%	8.3%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local newspapers	28.6%	52.7%	43.8%	58.8%	36.4%	58.3%	57.1%	69.2%	76.9%
International newspapers*	14.3%	7.3%	0.0%	41.2%	13.6%	12.5%	5.7%	23.1%	23.1%
Local television	28.6%	43.6%	68.8%	23.5%	50.0%	45.8%	25.7%	23.1%	46.2%
International television	28.6%	0.0%	6.3%	11.8%	13.6%	4.2%	11.4%	15.4%	15.4%
Periodicals	14.3%	14.5%	6.3%	11.8%	9.1%	4.2%	22.9%	7.7%	7.7%
Social media*	42.9%	49.1%	6.3%	35.3%	54.5%	58.3%	57.1%	38.5%	30.8%
Other	14.3%	16.4%	0.0%	11.8%	9.1%	8.3%	11.4%	15.4%	0.0%

*\*Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	71.4%	52.6%	31.3%	66.7%	42.9%	50.0%	57.1%	46.2%	35.7%
e-Newsletters	14.3%	26.3%	0.0%	27.8%	28.6%	40.9%	34.3%	15.4%	28.6%
World Bank Group's seminars/workshops/conferences	57.1%	57.9%	50.0%	27.8%	42.9%	45.5%	48.6%	23.1%	35.7%
Social media	28.6%	28.1%	25.0%	33.3%	38.1%	50.0%	28.6%	30.8%	42.9%
Direct contact with World Bank Group	57.1%	42.1%	12.5%	38.9%	28.6%	31.8%	31.4%	53.8%	50.0%
World Bank Group's website	14.3%	36.8%	0.0%	44.4%	23.8%	22.7%	25.7%	38.5%	35.7%
Webinars or online events hosted by the World Bank Group*	0.0%	15.8%	0.0%	38.9%	19.0%	31.8%	28.6%	15.4%	7.1%
Interviews and press conferences for the Pakistan's media*	14.3%	5.3%	37.5%	0.0%	33.3%	22.7%	5.7%	61.5%	21.4%

*\*Significantly different between stakeholder groups*

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

Percentage of Respondents	Office of the President/PM/ Minister	Employee of Ministry/PMU/ Consultant	Local Government	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	66.7%	85.2%	6.3%	94.4%	72.7%	77.3%	78.8%	76.9%	76.9%
No	0.0%	14.8%	93.8%	5.6%	27.3%	22.7%	21.2%	23.1%	23.1%

*\*Significantly different between stakeholder groups*

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

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	33.3%	34.0%	0.0%	27.8%	45.5%	52.2%	42.4%	53.8%	38.5%
No	66.7%	66.0%	100.0%	72.2%	54.5%	47.8%	57.6%	46.2%	61.5%

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?\*

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	71.4%	85.2%	6.3%	80.0%	39.3%	35.5%	40.0%	23.1%	55.6%
No	28.6%	14.8%	93.8%	20.0%	60.7%	64.5%	60.0%	76.9%	44.4%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Pakistan?\* (Select only ONE response)

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD/IDA)	100.0%	100.0%	100.0%	100.0%	54.5%	100.0%	86.7%	100.0%	87.5%
The International Finance Corporation (IFC)	0.0%	0.0%	0.0%	0.0%	45.5%	0.0%	13.3%	0.0%	12.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of Ministry/PMU/Consultant	Local Government	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer*	28.6%	5.0%	93.8%	15.0%	34.6%	16.7%	26.8%	23.1%	31.3%
Use World Bank Group reports/data*	28.6%	20.0%	0.0%	45.0%	34.6%	43.3%	39.0%	53.8%	43.8%
Engage in World Bank Group related/sponsored events/activities*	14.3%	46.7%	0.0%	35.0%	42.3%	43.3%	26.8%	0.0%	25.0%
Collaborate as part of my professional duties*	28.6%	75.0%	6.3%	70.0%	23.1%	30.0%	29.3%	23.1%	37.5%
Use World Bank Group website for information, data, research, etc.*	28.6%	18.3%	0.0%	20.0%	30.8%	36.7%	46.3%	69.2%	18.8%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>22</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Pakistan COS questionnaire: All 10-point scale questions and questions B7, B9, B10, F1, F2 and F3.*

- Collaborating with the WBG N=126
- Not collaborating with the WBG N=110

### B. Overall Attitudes Toward the World Bank Group

**How familiar are you with the work of these organizations in Pakistan?**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	124	7.81	1.62	106	5.52	2.93
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	120	5.80	2.87	103	4.76	2.90

*\*Significantly different between collaborators and non-collaborators*

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Pakistan*	122	7.20	2.21	92	6.40	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan*	115	6.59	2.20	90	5.80	2.21

*\*Significantly different between collaborators and non-collaborators*

**Overall, please rate your impression of the effectiveness of these organizations in Pakistan.**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	121	6.92	2.13	87	6.16	2.25
The International Finance Corporation (IFC), the World Bank Group's private sector arm	90	5.88	2.21	74	5.62	2.29

*\*Significantly different between collaborators and non-collaborators*

<sup>22</sup> 236 respondents provided information about their level of collaboration with the World Bank Group (question H3 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 does the World Bank Group's work help to achieve development results in Pakistan?*	119	6.51	2.17	92	5.86	2.24

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Pakistan?*	115	7.33	1.69	95	6.76	2.23

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

**To what extent do you believe that the World Bank Group's work and support help the poorest in Pakistan?**

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	4.1%	3.9%
To a somewhat sufficient degree	52.0%	36.9%
To a somewhat insufficient degree	22.8%	27.2%
To a very insufficient degree	14.6%	20.4%
Don't know	6.5%	11.7%

**Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Pakistan?**

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Inadequate World Bank Group's staffing in Pakistan	4.1%	3.9%
Not sufficiently focused on sustainable results	21.5%	13.7%
Not enough public disclosure of its work*	14.0%	28.4%
Not willing to honestly criticize policies and reform efforts in the country	20.7%	16.7%
Staff too inaccessible	9.1%	14.7%
Not collaborating enough with private sector*	7.4%	15.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.6%	2.9%
Not aligned with country priorities	11.6%	9.8%
Not adequately sensitive to political/social realities in Pakistan	14.0%	12.7%
Too influenced by developed countries	14.9%	16.7%
World Bank Group's processes too slow and complex*	23.1%	9.8%
Not adequately flexible in changing country circumstances	5.8%	6.9%
Not collaborating enough with civil society	5.8%	7.8%
Arrogant in its approach	8.3%	4.9%
Inadequate level of real-time advice and guidance	1.7%	4.9%
Inadequate number of innovative knowledge products and services	2.5%	1.0%
Inadequate number of innovative financial products and services	3.3%	3.9%
Other	4.1%	7.8%
Don't know	8.3%	2.9%

\*Significantly different between collaborators and non-collaborators



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	9.2%	8.9%
Gender equity	8.3%	5.9%
Private sector development	8.3%	10.9%
Education*	26.7%	43.6%
Public sector governance/reform	28.3%	19.8%
Global pandemics (e.g., COVID-19)	1.7%	4.0%
Food security	4.2%	4.0%
Urban development	3.3%	7.9%
Energy	15.8%	11.9%
Water and sanitation	7.5%	11.9%
Pollution	0.8%	2.0%
Job creation/employment	20.8%	19.8%
Health	15.0%	17.8%
Financial markets	3.3%	3.0%
Global/regional integration	2.5%	1.0%
Transport (e.g., roads, bridges, transportation)	2.5%	1.0%
Agriculture and rural development	16.7%	15.8%
Trade and exports	9.2%	10.9%
Crime and violence	1.7%	3.0%
Natural resource management (renewables)	6.7%	5.0%
Information and communications technology	5.0%	4.0%
Poverty reduction	12.5%	13.9%
Anti-corruption	3.3%	8.9%
Judiciary reform	9.2%	11.9%
Economic growth*	37.5%	16.8%
Disaster risk management	3.3%	2.0%
Equality of opportunity (i.e., social inclusion)	3.3%	7.9%
Disease (e.g., Polio, stunting)	1.7%	2.0%
National debt*	14.2%	5.9%
Climate change (e.g., mitigation, adaptation)	6.7%	3.0%

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group’s Work and Engagement on the Ground**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group’s staff is well prepared to help Pakistan solve its most complicated development challenges?*	114	6.77	2.00	72	6.11	2.24

(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 the World Bank Group is adequately staffed in Pakistan?*	93	6.48	2.12	61	5.54	2.29

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	114	6.56	2.02	87	5.85	2.21
Flexibility (in terms of the institution's products and services)	101	5.82	2.12	75	5.33	1.93
Flexibility (in terms of changing country circumstances)	105	5.98	2.26	78	5.35	2.16
Being inclusive*	102	6.36	2.19	76	5.62	2.20
Openness (sharing data and other information)	109	6.74	2.47	78	6.19	2.41
Collaboration with the Government	112	7.65	1.77	86	7.38	1.85
The speed in which it gets things accomplished on the ground	108	5.83	2.19	76	5.63	2.18
Helping to bring discipline/effective supervision to implementation of investment projects	106	6.57	2.20	71	6.21	2.08
Collaboration with civil society	91	5.62	2.27	84	5.13	2.32
Staff accessibility*	105	6.68	2.63	78	4.28	2.43
Collaboration with other donors and development partners*	96	6.78	2.06	71	6.06	2.08
Collaboration with the private sector*	86	6.05	2.34	72	5.11	2.24
Straightforwardness and honesty	111	7.00	2.37	77	6.66	2.30
Treating clients and stakeholders in Pakistan with respect	109	7.63	2.21	75	7.03	2.33
Being a long-term partner*	111	8.12	1.74	85	7.28	2.16

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	99	6.95	2.43	69	6.28	2.25
The World Bank Group effectively monitors and evaluates the projects and programs it supports	107	7.10	2.16	80	6.76	2.14
The World Bank Group's approvals and reviews are done in a timely fashion*	103	6.75	2.38	71	6.04	2.30
The World Bank Group's Environmental and Social Framework requirements are reasonable	94	7.01	2.14	72	6.56	2.25
The World Bank Group's conditions on its lending are reasonable*	93	6.44	2.13	65	5.71	2.30
The World Bank Group takes decisions quickly in Pakistan*	101	6.34	2.33	67	5.63	2.17
Working with the World Bank Group increases Pakistan's institutional capacity	107	6.97	2.49	79	6.67	2.25

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Pakistan?**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Pakistan*	106	6.39	1.93	78	5.71	2.42
The World Bank Group meets Pakistan's needs for knowledge services	106	6.62	2.27	88	6.47	2.38

*(1- Strongly disagree, 10- Strongly agree) \*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 Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	58	6.09	2.56	59	5.85	2.21

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The 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 to the Pakistani government's efforts to support citizens throughout this crisis?	78	6.74	2.32	70	6.27	2.32

*(1- Not useful at all, 10- Very useful)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
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?	110	7.95	2.08	81	7.79	2.22

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	98	5.92	2.40	73	5.53	2.26
To develop better and stronger data collection/analytics systems within the Government	103	6.43	2.32	82	6.59	2.21
To strengthen the country's crisis preparedness	91	6.11	2.37	79	5.73	2.09

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Pakistan?	83	5.78	2.27	81	5.85	2.42

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

**D. World Bank Group's Support in Development Areas**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	68	6.53	2.23	50	5.42	2.18
Gender equity	78	6.86	1.92	69	6.20	2.32
Private sector development	72	5.94	2.25	56	5.20	2.58
Education	83	6.52	2.12	76	6.25	2.03
Public sector governance/reform	89	6.40	2.40	67	6.51	2.25
Global/regional integration	66	5.73	2.26	49	5.82	2.37
Food security	63	5.68	2.35	55	5.78	2.42
Urban development	69	6.04	2.27	63	5.62	2.55
Energy	80	6.74	2.37	64	6.36	2.41
Water and sanitation	77	6.00	2.34	66	6.44	2.16
Pollution	66	5.14	2.39	54	5.30	2.20
Job creation/employment	73	5.48	2.27	63	5.00	2.29
Health	75	6.00	2.31	67	6.36	2.26
Financial markets	63	5.70	2.38	51	5.59	2.27
Transport (e.g., roads, bridges, transportation)	59	6.14	2.31	51	5.98	2.36
Agriculture and rural development	76	6.41	2.20	59	5.90	2.26
Trade and exports	56	5.50	2.57	50	5.56	2.17
Natural resource management (renewables)	65	6.15	2.68	48	5.44	2.17
Climate change (e.g., mitigation, adaptation)	68	6.12	2.37	50	5.44	2.05
Poverty reduction	83	6.43	2.12	69	6.10	2.33
Anti-corruption	57	4.68	2.59	50	4.50	2.46
Economic growth	85	6.32	2.42	65	6.06	2.17
Disaster risk management	66	5.91	2.28	56	6.05	2.16
Equality of opportunity (i.e., social inclusion)	73	6.14	2.32	58	5.40	2.28
Disease (e.g., Polio, stunting)*	69	6.17	2.46	59	6.97	2.08
Information and communications technology	68	5.96	2.35	56	5.77	2.23

\*Significantly different between collaborators and non-collaborators

The World Bank Group has provided fast track support to Pakistan 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: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	75	6.56	2.42	71	6.24	2.30
Education	67	6.12	2.11	63	5.76	2.05
Protecting poor people	73	6.49	2.27	70	6.04	2.42
Ensuring sustainable business growth and job creation	62	5.55	2.43	56	4.96	2.26
Strengthening policies, institutions and investments for rebuilding better	74	6.23	2.30	59	5.46	2.32
Macroeconomic stability and transparent debt management	64	6.14	2.50	54	5.78	2.44



### E. World Bank Group's Knowledge Work and Activities

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	101	6.75	2.17	79	6.03	2.04
Include appropriate level of stakeholder involvement during preparation*	103	6.65	2.34	74	5.88	2.04
Lead to practical solutions	102	6.36	2.23	77	5.83	2.08
Are source of relevant information on global good practices	101	7.21	2.14	72	6.79	1.85
Are adequately disseminated*	101	6.68	2.34	70	5.77	2.15
Are translated enough into local language	77	5.47	2.75	65	5.23	2.43
Are adaptable to Pakistan's specific development challenges and country circumstances*	104	6.41	2.17	75	5.57	2.16

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	108	6.64	2.30	81	6.27	2.31

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

	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?*	108	7.61	2.05	83	6.92	2.11

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

### F. The future role of the World Bank Group in Pakistan

Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to improve health, education and social protection for vulnerable communities? (Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Strengthen delivery of equitable and quality health and education services*	58.4%	44.1%
Support better access to education for girls	28.3%	35.5%
Support more interventions on skills development and vocational training	43.4%	32.3%
Enhance digital solutions for education	24.8%	25.8%
Reduce the number of children out of school*	26.5%	47.3%
Improve access to nutrition and food security	34.5%	31.2%
Ensure more infrastructure for primary health and education services	31.0%	34.4%
Improve quality of tertiary education and health facilities	19.5%	23.7%
Improving quality and sustainability of essential primary health service delivery	31.9%	21.5%
Help provide universal health care coverage	22.1%	33.3%
Support health care financing	16.8%	24.7%
Strengthen the social safety net system through better targeting*	28.3%	15.1%
Increase coverage of safety net transfers	10.6%	7.5%
Improve water and sanitation services	31.9%	33.3%
Increase access to water and sanitation services	28.3%	25.8%
Strengthen public feedback mechanisms on service quality and delivery*	11.5%	25.8%
Other	6.2%	2.2%

\*Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in Pakistan (continued)**

Which of the following should the World Bank Group **PRIORITIZE** when supporting the Pakistani government's efforts to accelerate economic growth and make it more sustainable and inclusive? (Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the tax system and reduce the tax burden	38.6%	44.6%
Modernize systems for tax revenue collection	32.5%	25.0%
Improve the business environment to enhance competitiveness and investment	28.1%	33.7%
Increase competitiveness through enhanced trade, regulatory environment, regional and global/integration, opening markets	20.2%	12.0%
Promote agricultural competitiveness and support the growth of domestic agri-businesses	35.1%	32.6%
Support small-scale farmers to enhance productivity and access to markets	28.9%	25.0%
Promote small-and medium-size enterprises (SMEs)	45.6%	45.7%
Support increased access to housing for the poor	17.5%	25.0%
Support access of women to employment	21.1%	17.4%
Improve systems for land tenure and registration.	8.8%	5.4%
Improve accessibility and attractiveness of tourism destinations	12.3%	17.4%
Expand long term finance opportunities and deepen financial inclusion, especially for women	14.0%	13.0%
Support sustainable energy generation	30.7%	27.2%
Enhance access to energy	14.9%	15.2%
Facilitate investments in roads*	3.5%	12.0%
Adopt preemptive policies to prepare for disaster impacts and mitigate disaster risk*	3.5%	10.9%
Support better management of water resources*	30.7%	17.4%
Improve management of natural resources such as forests, fisheries and waterways	14.0%	15.2%
Support management of pollution	6.1%	12.0%
Improve drainage and solid waste management including plastic management	12.3%	13.0%
Improve resilience to climate change through supporting mitigation and adaptation measures.	13.2%	7.6%
Create inclusive economic opportunities in areas of concentrated poverty	26.3%	27.2%
Strengthen the resilience of infrastructure and networks to mitigate disaster impacts	6.1%	4.3%
Other	4.4%	3.3%

\*Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in Pakistan (continued)**

Which of the following should the World Bank Group **PRIORITIZE** when supporting the Pakistani government's efforts to provide better services to its citizens? (Choose no more than FIVE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Support better governance and efficiency of public sector institutions	57.9%	48.4%
Enhance government's capability to manage the financial sector and the economy	30.7%	27.5%
Modernize government systems and processes	49.1%	41.8%
Strengthen public feedback mechanisms on service quality and delivery	14.0%	16.5%
Strengthen public financial management to ensure the effective, efficient and transparent use of public resources	42.1%	31.9%
Support the transition to digital economy/increase ICT investments	35.1%	27.5%
Support opportunities for public participation in local planning and monitoring of service delivery	17.5%	22.0%
Support strengthening of local governments in policy, planning and service delivery	43.0%	38.5%
Support increased resource allocation for lagging regions in the country	23.7%	20.9%
Make cities more livable through better urban planning and better delivery of municipal services	36.0%	36.3%
Help improve management of solid waste in cities*	22.8%	36.3%
Help make secondary cities more livable	22.8%	20.9%
Expand community-driven development initiatives in rural areas	21.1%	25.3%
Improve coverage and quality of rural road network*	14.0%	34.1%
Support investments for gender friendly infrastructure such as day care, washrooms, transport infrastructure	21.1%	18.7%
Other	5.3%	1.1%

\*Significantly different between collaborators and non-collaborators

**G. Communication and information sharing**

Please rate how much you agree with the following statements.

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	94	7.64	1.88	58	7.55	2.15
I find the information on the World Bank Group's websites useful.	94	7.79	1.59	55	7.78	1.73
The World Bank Group's social media channels are valuable sources of information about the institution	59	6.81	2.10	34	7.00	2.27



## Appendix D: Responses to Selected Questions by Year<sup>23</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.

- FY 2018 Number of comparable respondents = 208
- FY 2021 Number of comparable respondents = 231

By weighting, the FY 2018 and FY 2021 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2018	FY 2021
Office of the President/Prime Minister/Minister	2.0%	2.0%
Office of Parliamentarian	1.5%	1.5%
Government Institutions	25.0%	25.0%
Local Government	3.0%	3.0%
Bilateral/Multilateral Agency	4.0%	4.0%
Civil Society	19.5%	19.5%
Private Sector	18.0%	18.0%
Academia/Research Institute/Think Tank	19.5%	19.5%
Media	7.5%	7.5%

### A. Overall Context

In general, would you say that Pakistan is headed in ... ?\*

Percentage of Respondents	FY 2018	FY 2021
The right direction	58.0%	49.8%
The wrong direction	21.5%	27.9%
Not sure	20.5%	22.3%

\*Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Pakistan? <sup>i</sup>	198	5.92	2.46	225	6.81	2.46

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

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). For this calculation, question B1\_1 that refers to the World Bank was compared to question B1 from FY 2018 – “How familiar are you with the work of the World Bank Group in Pakistan”.

<sup>23</sup> Only those questions that were asked both in FY 2018 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Pakistan*	175	5.79	2.16	213	6.73	2.22
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan*	171	5.50	2.08	204	6.17	2.24

\*Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Pakistan.* <sup>i</sup>	180	5.78	2.10	209	6.51	2.23

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

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). For this calculation, question B4\_1 that refers to the World Bank was compared to question B2 from FY 2018 – "Overall, please rate your impression of the World Bank Group's effectiveness in Pakistan".

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Pakistan?*	152	5.43	1.91	207	6.15	2.19

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2018 and FY2021

**C. World Bank Group's Work and Engagement on the Ground**

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Pakistan solve its most complicated development challenges?	172	6.22	2.22	176	6.53	2.08

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	145	5.23	1.80	193	6.24	2.07
Flexibility (in terms of the institution's products and services)*	133	4.76	1.71	166	5.61	2.01
Flexibility (in terms of changing country circumstances)*	142	4.80	1.81	176	5.70	2.29
Being inclusive*	142	5.25	1.86	175	6.09	2.22
Openness (sharing data and other information)*	150	5.82	2.21	181	6.58	2.40
Collaboration with the Government*	147	6.74	1.83	191	7.63	1.76
The speed in which it gets things accomplished on the ground*	150	5.04	1.83	175	5.77	2.13
Helping to bring discipline/effective supervision to implementation of investment projects*	142	5.49	1.83	169	6.50	2.07
Collaboration with civil society*	145	4.69	1.83	175	5.49	2.23
Staff accessibility*	152	4.85	1.83	175	5.71	2.73
Collaboration with other donors and development partners*	136	5.74	1.83	164	6.61	2.03
Collaboration with the private sector*	125	5.06	1.83	158	5.73	2.31
Straightforwardness and honesty	144	6.44	1.83	182	6.90	2.33
Treating clients and stakeholders in Pakistan with respect*	146	6.46	1.83	179	7.48	2.24
Being a long-term partner*	141	6.40	1.83	188	7.79	1.94

\* Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	121	5.68	2.13	160	6.70	2.40
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	140	6.28	1.98	185	7.04	2.15
The World Bank Group's approvals and reviews are done in a timely fashion*	127	5.87	2.10	170	6.44	2.41
The WBG's Environmental and Social Framework requirements are reasonable* <sup>i</sup>	106	6.07	1.98	164	6.89	2.13
The World Bank Group's conditions on its lending are reasonable*	113	5.21	2.16	153	6.16	2.22
The World Bank Group takes decisions quickly in Pakistan*	129	5.37	2.08	160	6.09	2.25
Working with the World Bank Group increases Pakistan's institutional capacity*	142	5.99	2.10	179	6.94	2.41

\* Significantly different between FY2018 and FY2021

<sup>i</sup> In FY 2018, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements about the World Bank Group in Pakistan?

(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Pakistan*	148	5.04	1.98	173	6.08	2.17
The World Bank Group meets Pakistan's needs for knowledge services*	151	5.30	2.05	188	6.55	2.32

\* Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Pakistan received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	79	5.18	2.26	115	5.88	2.40

(1-To no degree at all, 10-To a very significant degree) \* Significantly different between FY2018 and FY2021

**D. World Bank Group's Support in Development Areas**

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection*	124	5.13	2.19	106	6.08	2.25
Gender equity*	133	5.72	1.89	142	6.51	2.19
Private sector development*	113	4.99	1.93	130	5.66	2.42
Education* <sup>i</sup>	134	5.36	2.09	152	6.34	2.14
Public sector governance/reform*	128	5.28	2.12	150	6.34	2.35
Global/regional integration*	105	5.13	2.13	112	5.82	2.33
Food security <sup>ii</sup>				117	5.82	2.42
Urban development*	118	5.29	2.05	128	6.02	2.38
Energy*	127	5.77	2.16	138	6.64	2.40
Water and sanitation*	126	5.29	2.16	138	6.28	2.28
Pollution <sup>ii</sup>				115	5.09	2.29
Job creation/employment <sup>ii</sup>				134	5.25	2.33
Health*	125	5.17	2.21	135	6.13	2.34
Financial markets	103	5.45	2.08	113	5.60	2.37
Transport*	107	5.22	2.28	107	6.02	2.28
Agriculture and rural development*	108	5.13	2.10	132	6.12	2.29
Trade and exports <sup>ii</sup>				104	5.45	2.44
Natural resource management*	103	4.91	1.99	109	5.85	2.58
Climate change*	101	4.63	2.11	114	5.83	2.33
Poverty reduction*	122	5.38	2.18	149	6.26	2.29
Anti-corruption <sup>ii</sup>				103	4.52	2.48
Economic growth*	127	5.42	2.22	145	6.10	2.39
Disaster risk management*	103	5.13	2.18	118	6.00	2.26
Equality of opportunity*	110	5.12	2.11	128	5.71	2.30
Disease <sup>ii</sup>				119	6.44	2.38
Information and communications technology <sup>ii</sup>				121	5.78	2.31

\*Significantly different between FY2018 and FY2021

<sup>i</sup> In FY18, this option was "Education and training"

<sup>ii</sup> Only FY21 questionnaire had this response option

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

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely*	128	5.38	2.23	171	6.46	2.13
Include appropriate level of stakeholder involvement during preparation*	135	5.35	1.96	170	6.28	2.21
Lead to practical solutions*	141	4.95	1.95	175	6.04	2.18
Are source of relevant information on global good practices*	138	6.47	1.89	169	7.09	1.99
Are adequately disseminated <sup>i</sup>				195	6.83	2.71
Are translated enough into local language <sup>i</sup>				194	6.94	3.44
Are adaptable to Pakistan's specific development challenges and country circumstances	139	5.56	2.06	176	5.99	2.19

\*Significantly different between FY2018 and FY2021

<sup>i</sup> Only FY21 questionnaire had this response option

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	151	5.87	2.04	180	6.41	2.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	153	6.49	1.95	184	7.32	2.09

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

\*Significantly different between FY2018 and FY2021

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2018	FY 2021
Yes	67.1%	77.0%
No	32.9%	23.0%

\*Significantly different between FY2018 and FY2021

Do you currently consult the World Bank Group social media sites?\*

Percentage of Respondents	FY 2018	FY 2021
Yes	27.5%	41.9%
No	72.5%	58.1%

\*Significantly different between FY2018 and FY2021

Please rate how much you agree with the following statements. (Only answer if you have used a World Bank Group website)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	120	6.85	1.80	149	7.66	1.89
I find the information on the World Bank Group's websites useful.*	120	7.27	1.81	148	7.79	1.62
The World Bank Group's social media channels are valuable sources of information about the institution*	80	6.36	2.13	94	7.02	2.08

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2018 and FY2021



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
Overall the World Bank Group currently plays a relevant role in development in Pakistan	6.40	7.20
The World Bank Group's work is aligned with what I consider the development priorities for Pakistan	5.80	6.59
Overall, please rate your impression of the World Bank's effectiveness in Pakistan.	6.16	6.92
Overall, please rate your impression of the IFC's effectiveness in Pakistan.	5.62	5.88
To what extent does the World Bank Group's work help to achieve development results in Pakistan?	5.86	6.51
To what extent does the World Bank Group influence the development agenda in Pakistan?	6.76	7.33
Responsiveness to needs	5.85	6.56
Flexibility (in terms of the institution's products and services)	5.33	5.82
Flexibility (in terms of changing country circumstances)	5.35	5.98
Being inclusive	5.62	6.36
Openness (sharing data and other information)	6.19	6.74
Collaboration with the Government	7.38	7.65
The speed in which it gets things accomplished on the ground	5.63	5.83
Helping to bring discipline/effective supervision to implementation of investment projects	6.21	6.57
Collaboration with civil society	5.13	5.62
Staff accessibility	4.28	6.68
Collaboration with other donors and development partners	6.06	6.78
Collaboration with the private sector	5.11	6.05
Straightforwardness and honesty	6.66	7.00
Treating clients and stakeholders in Pakistan with respect	7.03	7.63
Being a long-term partner	7.28	8.12
The World Bank Group takes decisions quickly in Pakistan	5.63	6.34
The World Bank Group's financial instruments meet the needs of Pakistan	5.71	6.39
The World Bank Group meets Pakistan's needs for knowledge services	6.47	6.62
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 a range of areas including climate, health, gender, and debt?	7.79	7.95
In Pakistan, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Pakistan's specific development challenges and country circumstances	5.57	6.41
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.27	6.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.92	7.61

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Pakistan FY21 COS Questionnaire



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

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

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**

<b>A1. In general, would you say that Pakistan is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

<b>A2. Do you think that economic opportunity for citizens in Pakistan is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Pakistan.</b>			
<b>Please identify which of the following you consider the most important development priorities in Pakistan. (Choose no more than THREE)</b>			
1	Energy	16	Judiciary reform
2	Water and sanitation	17	Economic growth
3	Pollution	18	Disaster risk management
4	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
5	Health	20	Disease (e.g., Polio, stunting)
6	Financial markets	21	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
9	Private sector development	24	Trade and exports
10	Education	25	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Natural resource management (renewables)
12	Global/regional integration	27	Climate change (e.g., mitigation, adaptation)
13	Food security	28	Poverty reduction
14	Urban development	29	National debt
15	Global pandemics (e.g., COVID-19)	30	Anti-corruption

**SECTION A: OVERALL CONTEXT**

**A4. The COVID-19 pandemic has stressed many aspects of Pakistan’s growth and development. In which areas would you like to see the Pakistani 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	Ensuring that girls and women have equal access to health care/health services
2	Ensuring sustainable business growth and job creation
3	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
4	Education
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Healthcare
7	Ensuring that girls and women have equal access to job opportunities
8	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
9	Nutrition/food security
10	Public service delivery (e.g., strengthening policies, institutions)
11	Providing direct financial support to businesses (business support packages)
12	Economic growth
13	Other (please specify): _____

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

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

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

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

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

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

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Pakistan?</b>												
1	2	3	4	5	6	7	8	9	10			
To no degree at all										To a very significant degree		Don't know
												<input type="checkbox"/>

<b>B6. To what extent does the World Bank Group influence the development agenda in Pakistan?</b>												
1	2	3	4	5	6	7	8	9	10			
To no degree at all										To a very significant degree		Don't know
												<input type="checkbox"/>

<b>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Pakistan? (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 Pakistan, which activity do you VALUE the most? (Choose no more than TWO)**

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

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

1	Inadequate World Bank Group’s staffing in Pakistan
2	Not sufficiently focused on sustainable results
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 aligned with country priorities
9	Not adequately sensitive to political/social realities in Pakistan
10	Too influenced by developed countries
11	World Bank Group’s processes too slow and complex
12	Not adequately flexible in changing country circumstances
13	Not collaborating enough with civil society (e.g., NGOs, CBOs)
14	Arrogant in its approach
15	Inadequate level of real-time advice and guidance
16	Inadequate number of innovative knowledge products and services
17	Inadequate number of innovative financial products and services
18	Other (please specify): _____
19	Don’t know

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

<b>B10. When thinking about how the World Bank Group can have the most impact on development results in Pakistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	16	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	17	Agriculture and rural development
3	Private sector development	18	Trade and exports
4	Education	19	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Natural resource management (renewables)
6	Global pandemics (e.g., COVID-19)	21	Information and communications technology
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	Health	28	Disease (e.g., Polio, stunting)
14	Financial markets	29	National debt
15	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)

**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 Pakistan 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 Pakistan?</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 Pakistan, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
<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 Pakistan 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 Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	Working with the World Bank Group increases Pakistan’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 Pakistan?												
		Strongly disagree								Strongly agree		Don't know
<b>C25</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 Pakistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C26</b>	The World Bank Group meets Pakistan’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. To what extent do you believe that Pakistan received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?</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>C28. 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 Pakistani 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>C29. 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 Pakistan's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
<b>C30</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>C31</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>C32</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C33. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Pakistan?												
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	

C34. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Pakistan? (Choose no more than TWO)	
1	Supporting poor and marginalized local communities
2	Jobs
3	Education
4	Business development
5	Infrastructure
6	Health
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Other (please specify): _____
11	Don't know

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

<b>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 Pakistan? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
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	Natural resource management (renewables)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Disease (e.g., Polio, stunting)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	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**

<b>D2. The World Bank Group has provided fast track support to Pakistan 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:</b>														
		Not effective at all										Very effective	N/A	Don't know
		1	2	3	4	5	6	7	8	9	10			
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)**

In Pakistan, 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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E1</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E3</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E4</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Are adaptable to Pakistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all						Very significant						Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all						Very significant						Don't know

<b>E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality						Very high technical quality						Don't know
		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 PAKISTAN**

The World Bank Group is seeking your views on how it can best engage in the three focus areas proposed for its upcoming Country Partnership Framework with the Government of Pakistan. Please choose no more than FIVE for each of the areas below, where you think the World Bank Group can have the most impact on country's development results over the next five years.

**Focus Area A: Enhancing Human Capital for Increased Equity and Inclusion**

**F1. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to improve health, education and social protection for vulnerable communities? (Choose no more than FIVE)**

1	Strengthen delivery of equitable and quality health and education services
2	Support better access to education for girls
3	Support more interventions on skills development and vocational training
4	Enhance digital solutions for education
5	Reduce the number of children out of school
6	Improve access to nutrition and food security
7	Ensure more infrastructure for primary health and education services
8	Improve quality of tertiary education and health facilities
9	Improving quality and sustainability of essential primary health service delivery
10	Help provide universal health care coverage
11	Support health care financing
12	Strengthen the social safety net system through better targeting
13	Increase coverage of safety net transfers
14	Improve water and sanitation services
15	Increase access to water and sanitation services
16	Strengthen public feedback mechanisms on service quality and delivery
17	Other (please specify): _____

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAKISTAN****Focus Area B: Promote Sustainable Growth and Increase Competitiveness**

<b>F2. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to accelerate economic growth and make it more sustainable and inclusive? (Choose no more than FIVE)</b>	
1	Improve the tax system and reduce the tax burden
2	Modernize systems for tax revenue collection
3	Improve the business environment to enhance competitiveness and investment
4	Increase competitiveness through enhanced trade, regulatory environment, regional and global/integration, opening markets
5	Promote agricultural competitiveness and support the growth of domestic agri-businesses
6	Support small-scale farmers to enhance productivity and access to markets
7	Promote small-and medium-size enterprises (SMEs)
8	Support increased access to housing for the poor
9	Support access of women to employment
10	Improve systems for land tenure and registration.
11	Improve accessibility and attractiveness of tourism destinations
12	Expand long term finance opportunities and deepen financial inclusion, especially for women
13	Support sustainable energy generation
14	Enhance access to energy
15	Facilitate investments in roads
16	Adopt preemptive policies to prepare for disaster impacts and mitigate disaster risk
17	Support better management of water resources
18	Improve management of natural resources such as forests, fisheries and waterways
19	Support management of pollution
20	Improve drainage and solid waste management including plastic management
21	Improve resilience to climate change through supporting mitigation and adaptation measures.
22	Create inclusive economic opportunities in areas of concentrated poverty
23	Strengthen the resilience of infrastructure and networks to mitigate disaster impacts
24	Other (please specify): _____

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAKISTAN****Focus Area C: Improve Service Delivery for Citizens**

**F3. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to provide better services to its citizens? (Choose no more than FIVE)**

1	Support better governance and efficiency of public sector institutions
2	Enhance government's capability to manage the financial sector and the economy
3	Modernize government systems and processes (e.g., public procurement, tax revenue collection, etc.)
4	Strengthen public feedback mechanisms on service quality and delivery
5	Strengthen public financial management to ensure the effective, efficient and transparent use of public resources
6	Support the transition to digital economy/increase ICT investments
7	Support opportunities for public participation in local planning and monitoring of service delivery
8	Support strengthening of local governments in policy, planning and service delivery
9	Support increased resource allocation for lagging regions in the country
10	Make cities more livable through better urban planning and better delivery of municipal services
11	Help improve management of solid waste in cities.
12	Help make secondary cities more livable
13	Expand community-driven development initiatives in rural areas
14	Improve coverage and quality of rural road network
15	Support investments for gender friendly infrastructure such as day care, washrooms, transport infrastructure
16	Other (please specify): _____

**F4. 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	Academia/think tanks/research institutes	7	Private sector
2	NGOs/Community Based Organizations	8	Parliament
3	Media	9	Local government
4	Youth/university groups	10	Beneficiaries
5	Donor community	11	Other (please specify): _____
6	Foundations	12	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How frequently do you interact with the World Bank Group now in Pakistan?</b>	
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

<b>G2. How do you get most of your information about economic and social development issues in Pakistan? (Choose no more than TWO)</b>			
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): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>			
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 Pakistan's media

<b>G4</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

<b>G6. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	High speed/WiFi
2	Dial-up
3	I never visit the WBG websites

<b>G7. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. 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"/>

<b>Please rate how much you agree with the following statements.</b>													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	<input type="checkbox"/>											
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	<input type="checkbox"/>											
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	<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	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 (IBRD/IDA, IFC, MIGA, ICSID) in Pakistan?</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 Pakistan? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

**SECTION H: BACKGROUND INFORMATION**

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

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Pakistan? (Choose no more than TWO)</b>	
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.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	Sindh
2	Khyber Pakhtunkhwa
3	Balochistan
4	Punjab
5	Federal Capital (ICT)
6	Azad Jammu and Kashmir (AJK)
7	Gilgit-Baltistan (GB)
8	Federally Administered Tribal Areas (FATA)

**Thank you for completing the survey!**