

FY 2021 Lao PDR Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



March 2022



Acknowledgements

The Lao PDR 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 Lao PDR country team and independent fielding agency Indochina Research (Laos) Ltd. In particular, Strategic Insights Group is grateful for the support from Viengsamay Srithirath (Nou) (Senior Country Officer) and Aiden Benedict Glendinning (External Affairs Officer), who coordinated the survey related activities from Vientiane, Lao PDR.



Country **Opinion** Surveys
THE WORLD BANK GROUP



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LAO PDR





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Lao PDR 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 Lao PDR*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to June 2021, 780 stakeholders of the WBG in Lao PDR 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; offices of Ministers; offices of Parliamentarians; employees of 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 judiciary; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector and private banks; private foundations; NGOs and community-based organizations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 527 stakeholders participated in the survey (67% response rate). Respondents received the questionnaire via a courier or via email and returned it accordingly, some completed the questionnaire with a representative of the fielding agency, and some completed the questionnaire via the online platform (Qualtrics).

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

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



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 40%, N=360). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY 2018 and FY 2021 would normally be weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. However, in this case, more than half of the sample in both the years are respondents from government institutions, mainly employees of ministries, such that weighting the other groups to be equivalent would result in less statistical reliability. Hence, the year comparisons for FY 2018 and FY 2021 Country Surveys used the original respondent samples.

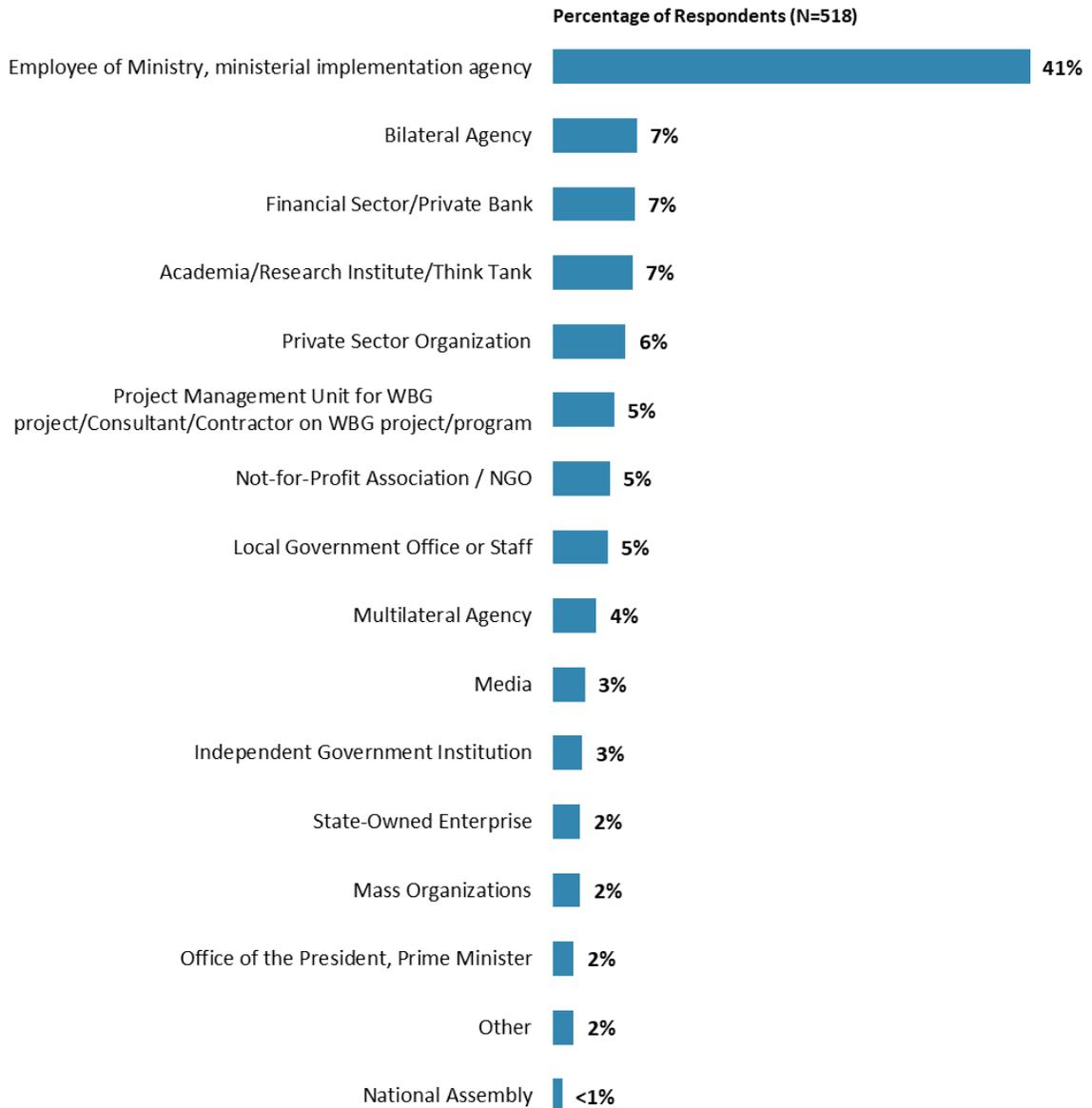
Percentage of Respondents	FY18	FY21
Office of the President/Prime Minister/Minister	9.2%	1.7%
Government Institutions (National Assembly, Employee of Ministry, PMUs for WBG project/Consultant/Contractor on WBG project, Independent Government Institution, State-Owned Enterprise)	51.7%	50.5%
Local Government	0.3%	4.6%
Bilateral/Multilateral Agency	6.3%	10.6%
Civil Society (Not-for-Profit Association, NGOs, Mass Organizations - Lao Youth Union, Lao Women Union, Lao Front, Trades Union)	8.9%	7.0%
Private Sector (Private Sector Organizations, Financial Sector, Private Banks)	4.7%	12.9%
Academia/Research Institute/Think Tank	8.6%	6.6%
Media	6.3%	2.7%
Other	3.1%	1.7%
Did not answer to the stakeholder question	0.8%	1.7%
Total Number of Respondents	360	527



III. Demographics of the Sample

Current Position

- Note that for subsequent analyses, some respondent groups were combined¹.



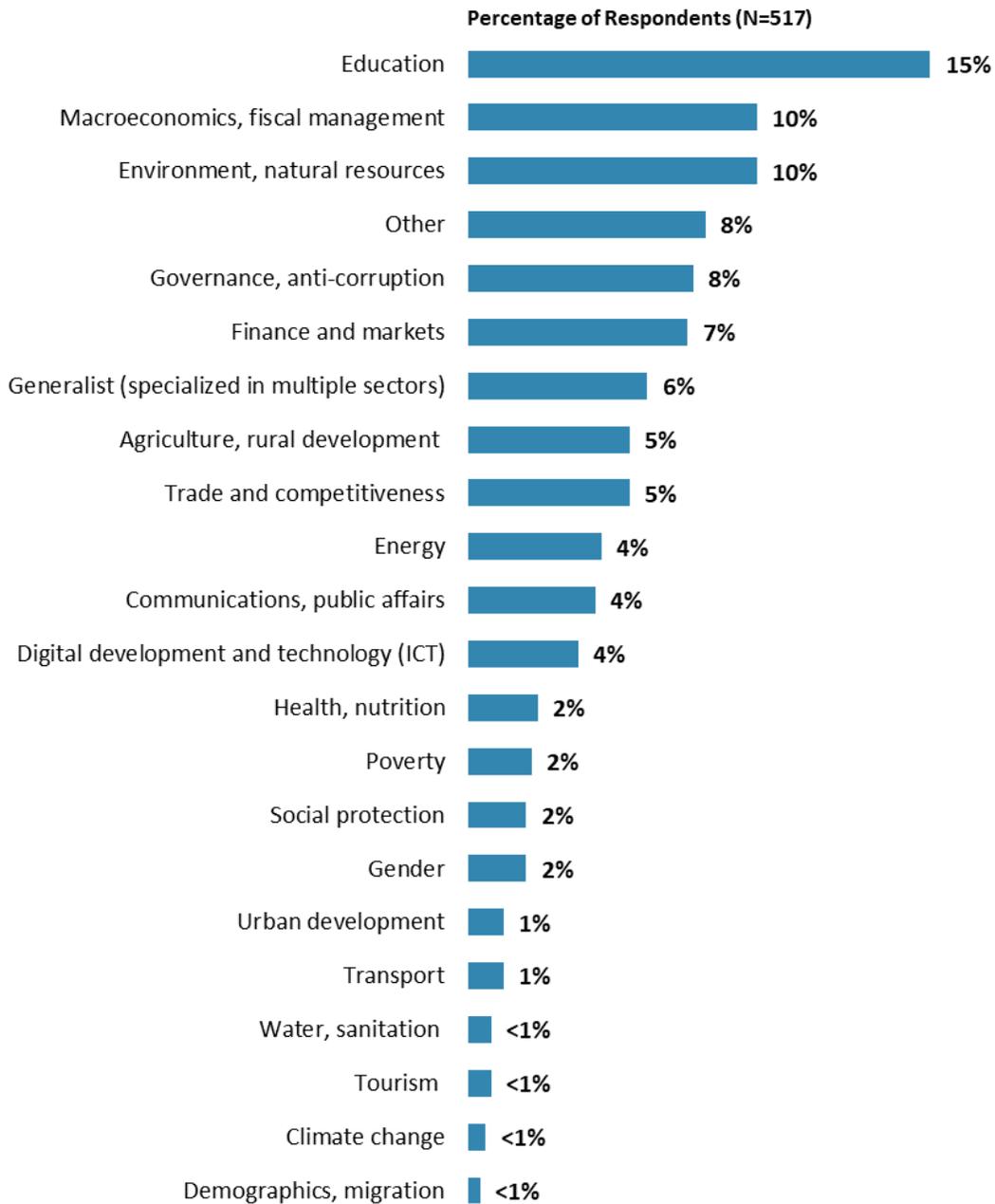
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents from the office of the President, Prime Minister were combined with those from National Assembly; 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 independent government institutions and state-owned enterprises were combined to create a “Other Government Institutions” category; and respondents from Not-for-Profit Association, NGOs, and mass organizations were combined into a “CSO” (civil society) category. There were no respondents from the judicial system.



III. Demographics of the Sample (continued)

Area of Primary Specialization

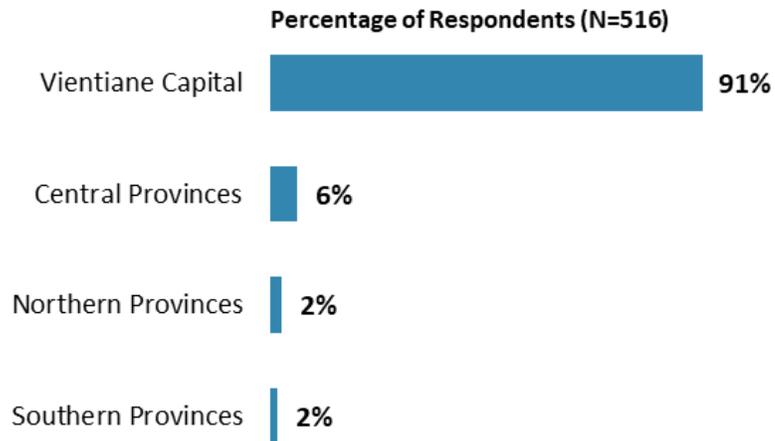


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



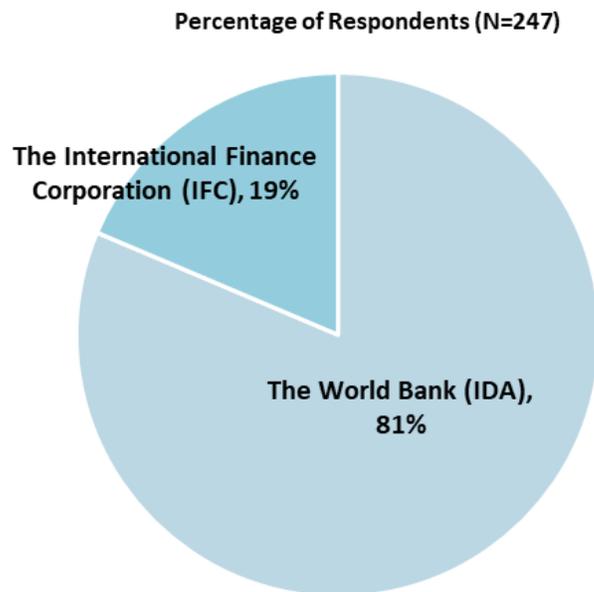
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



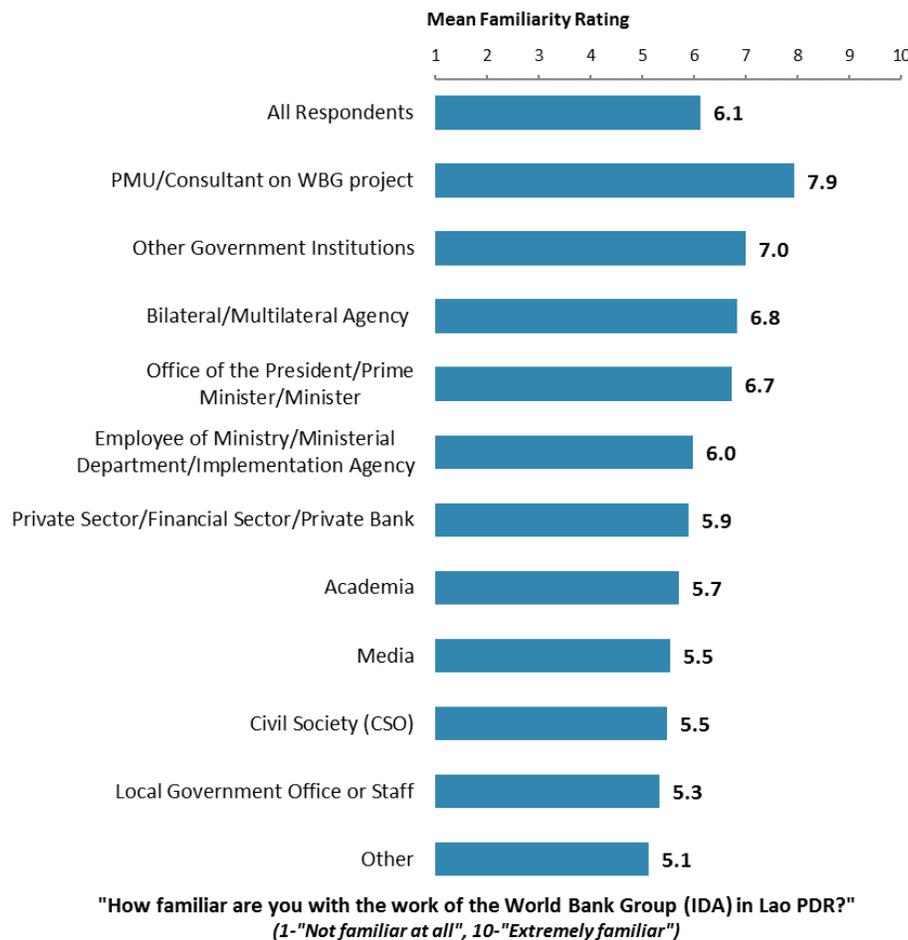
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Lao PDR?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank²

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WB compared to respondents in the FY '18 Country Survey (mean in FY '21 = 6.1; mean in FY '18 = 5.8).
- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher levels of familiarity with the WBG compared to respondents who do not collaborate (mean rating of collaborators = 6.9; mean rating non-collaborators = 5.4).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their ratings of the WBG's overall effectiveness in Lao PDR³, with the ratings of their agreement that the WBG plays a relevant role in Lao PDR's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Lao PDR.



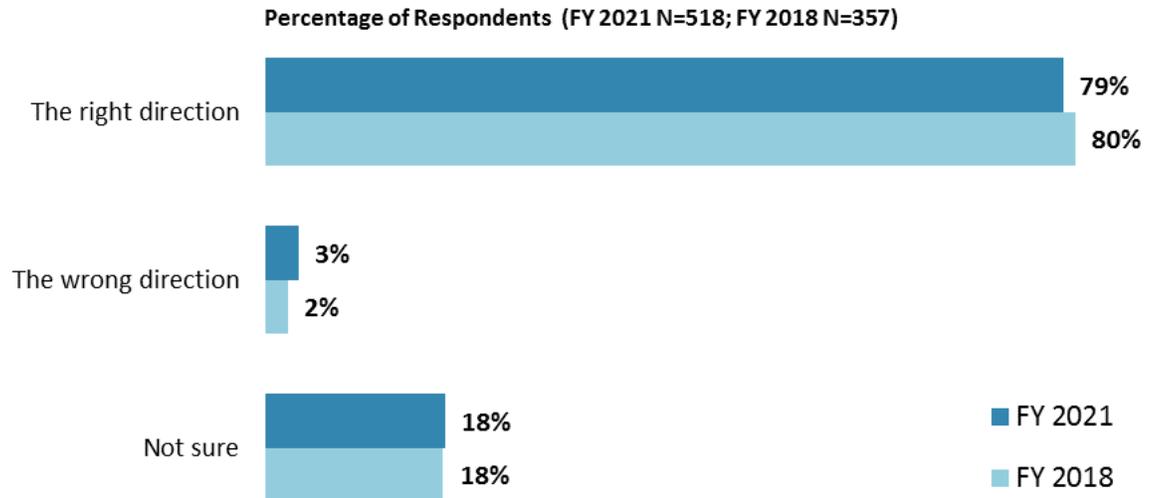
² In FY21, the question about familiarity was asked separately about the World Bank (IDA) and the IFC. Only ratings of familiarity for the World Bank (IDA) were used in these analyses.

³ In FY21, the question about effectiveness was asked separately about the World Bank (IDA) and the IFC. Only ratings of effectiveness for the World Bank (IDA) were used in these analyses.



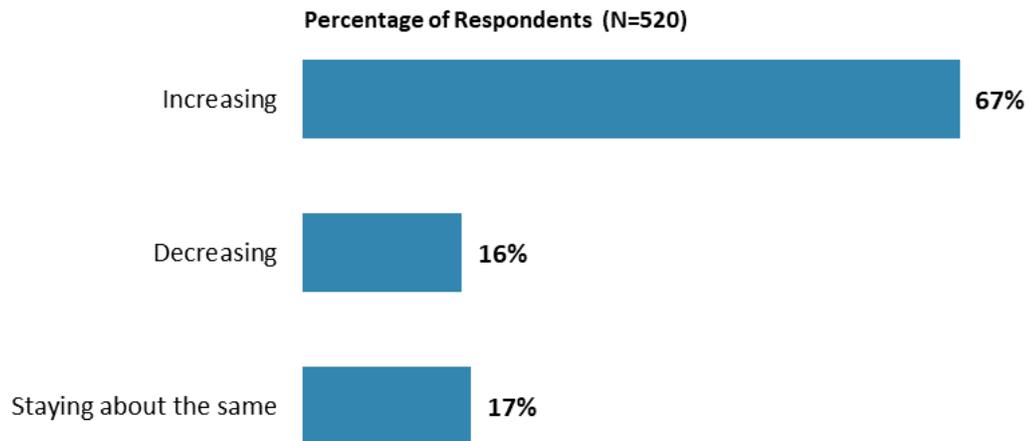
IV. Overall Context

Headed in the Right Direction



"In general, would you say that Lao PDR is headed in ... ?"
(Respondents chose from a list.)
(Statistically similar between FY 2018 and FY 2021)

Perceptions of Economic Opportunity



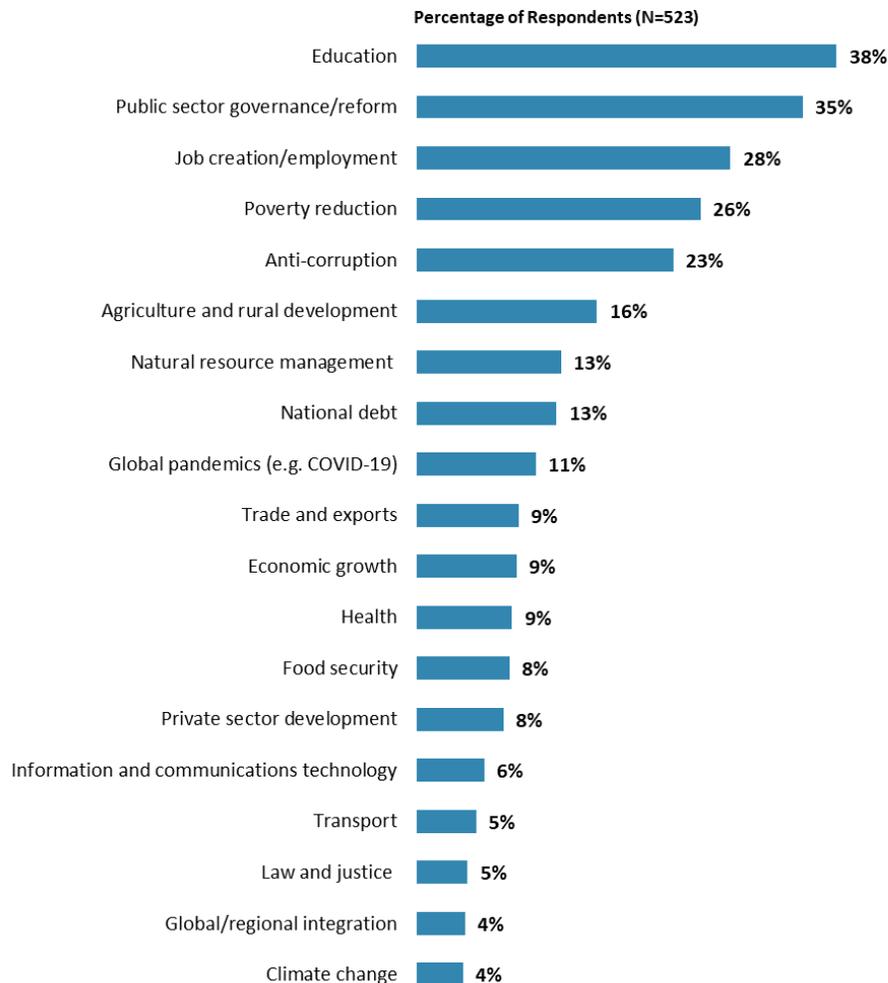
"Do you think that economic opportunity for citizens in Lao PDR is ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the most important development priority in Lao PDR was “*education*” (54%) and “*public sector governance/reform*” (42%), followed by “*agriculture and rural development*” (28%), “*poverty reduction*” (28%), and “*anti-corruption*” (17%). Of note, respondents were much more likely to indicate “*job creation/employment*” in FY '21 (28%) compared to respondents in FY '18 (14%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Lao PDR, compared to the rest of the respondents (education specialists = 71%; others = 32%).⁴



"Listed below are a number of development priorities in Lao PDR. Please identify which of the following you consider the most important development priorities in Lao PDR. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 19 of 29 response options shown)

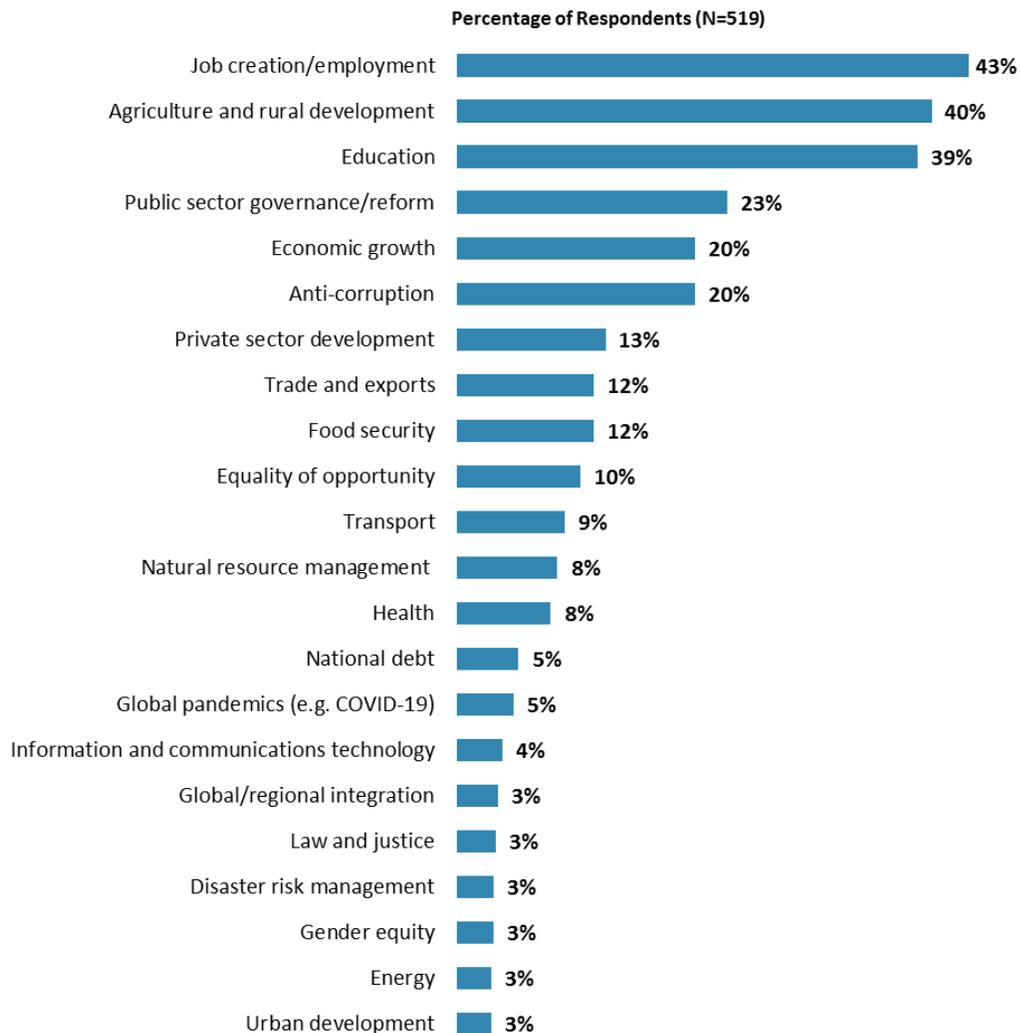
⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the biggest contributors to poverty reduction in Lao PDR were “*agriculture and rural development*” (48%), “*education*” (40%), and “*job creation/employment*” (39%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Lao PDR, compared to the rest of the respondents (education specialists = 63%; others = 34%).⁵



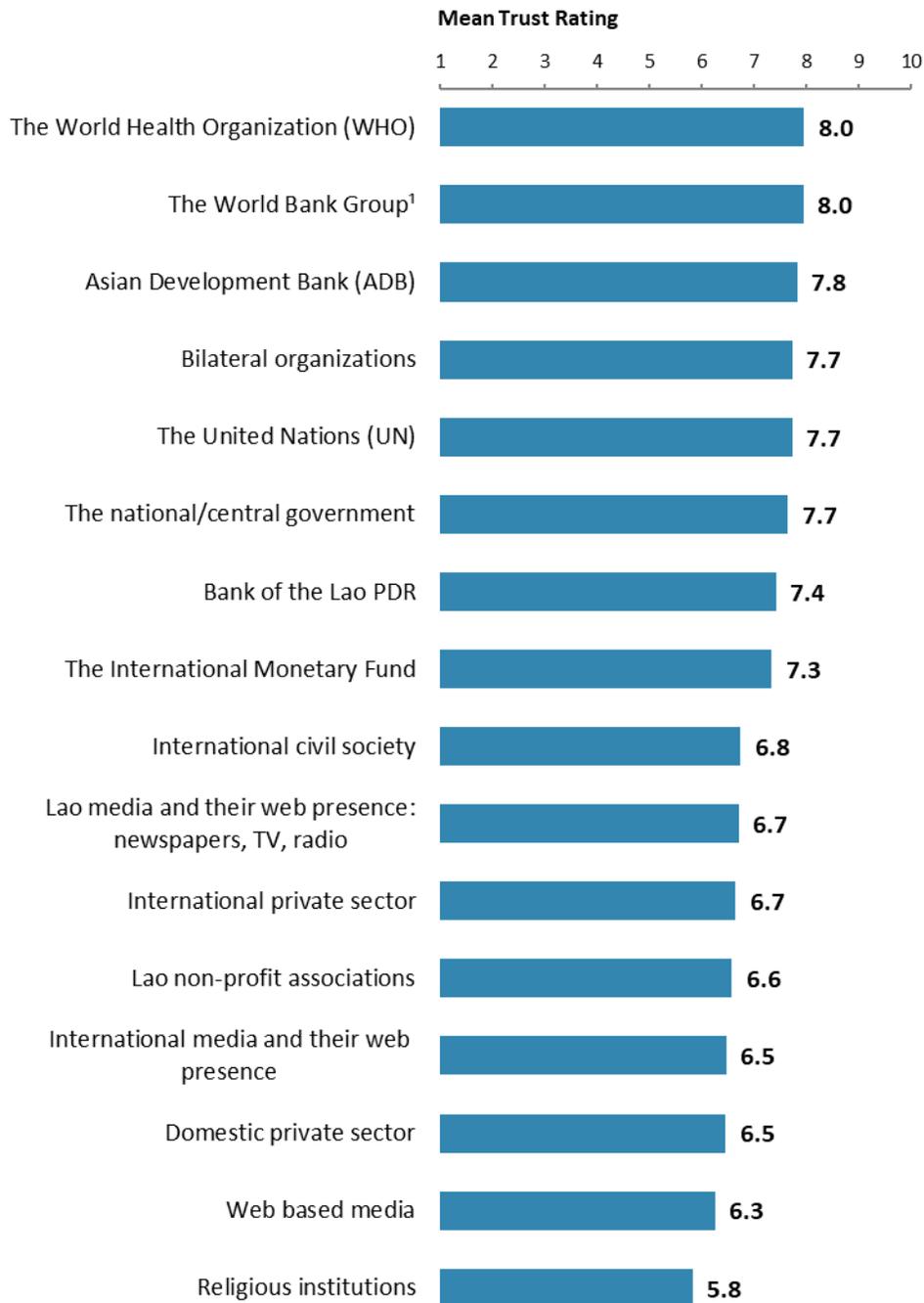
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 22 of 28 response options shown)

⁵ 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 D), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

Trust in Institutions

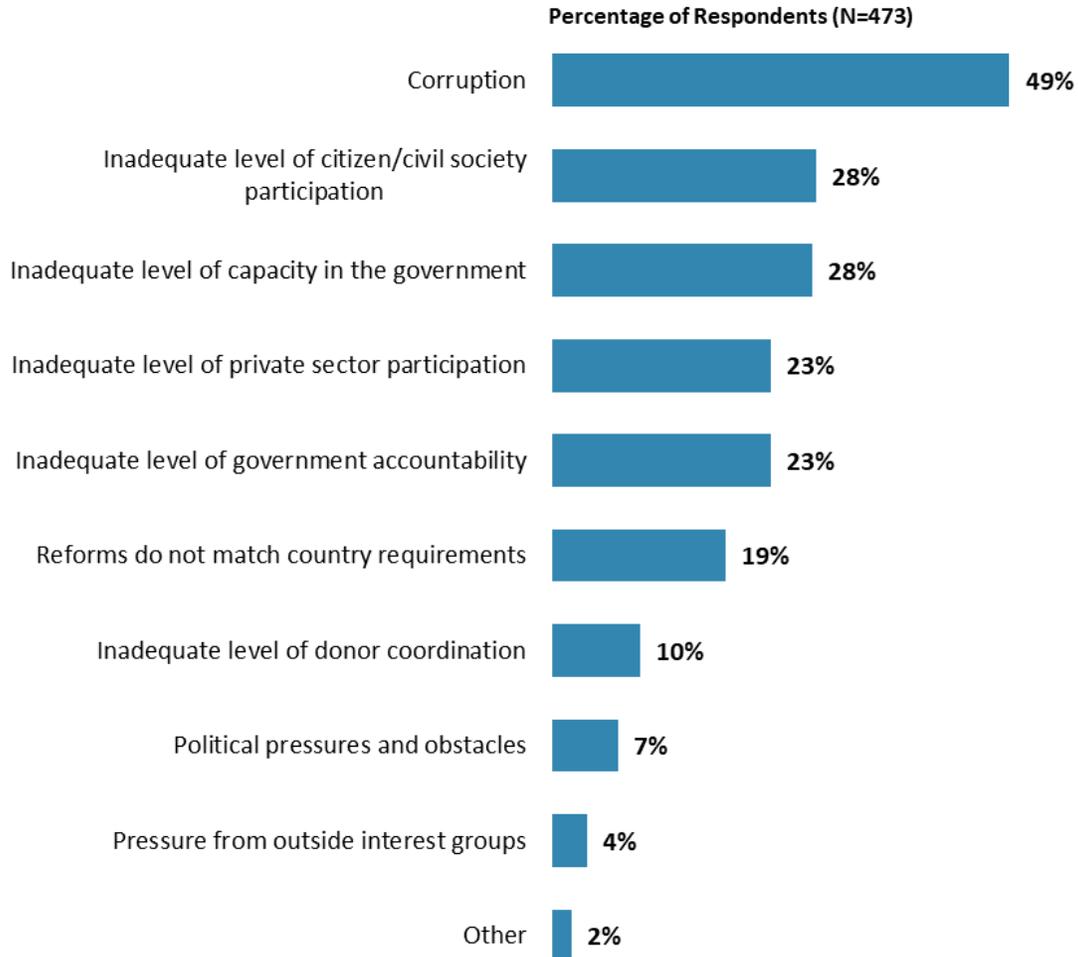


"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all ", 10-"To a very significant degree")
¹Indicator Question



IV. Overall Context (continued)

Attributing Failed/Slow Reform Efforts

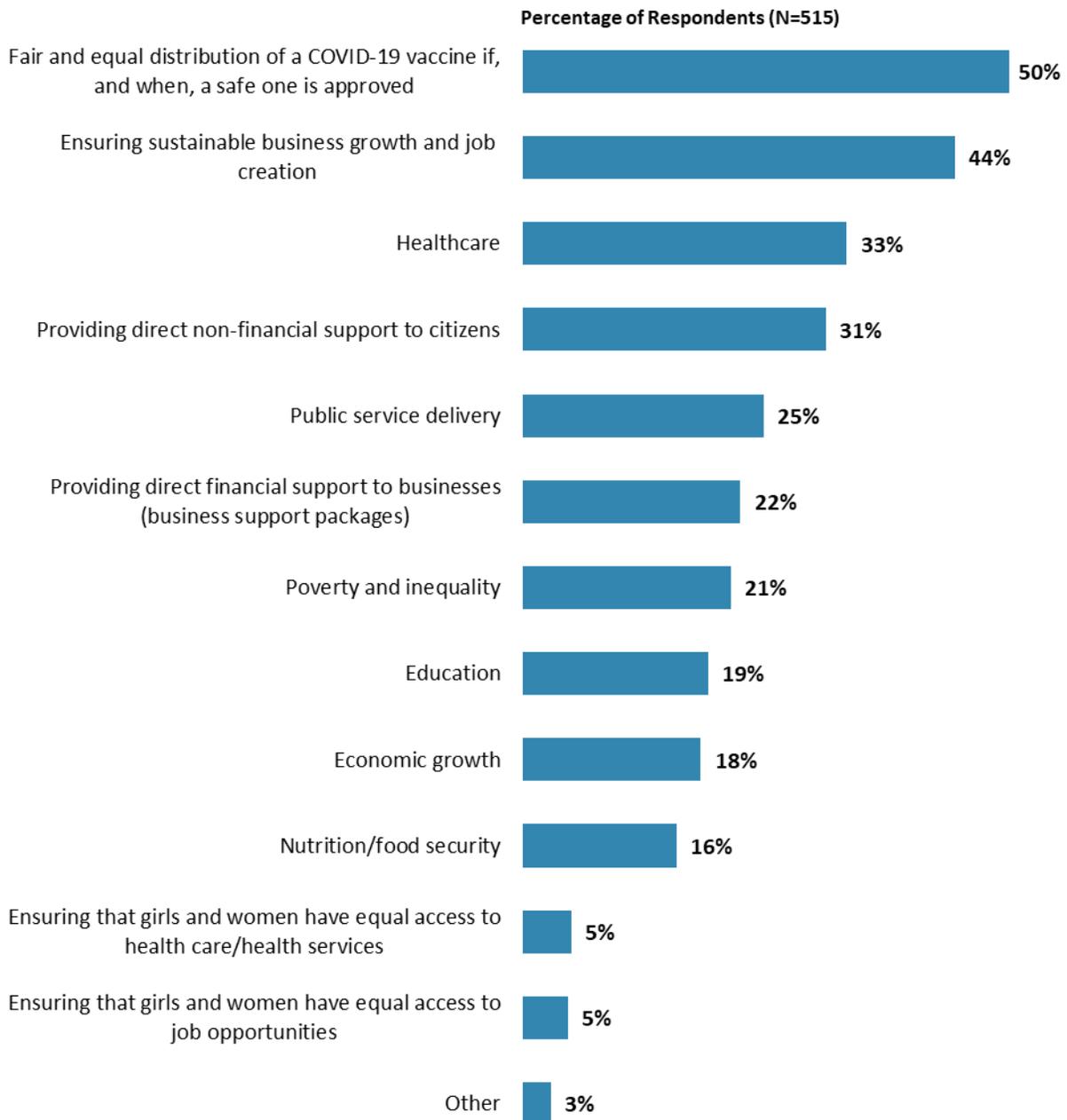


"When economic and/or social reform efforts fail or are slow to take place in Lao PDR, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Preferred Areas for Government Focus during COVID-19 Pandemic

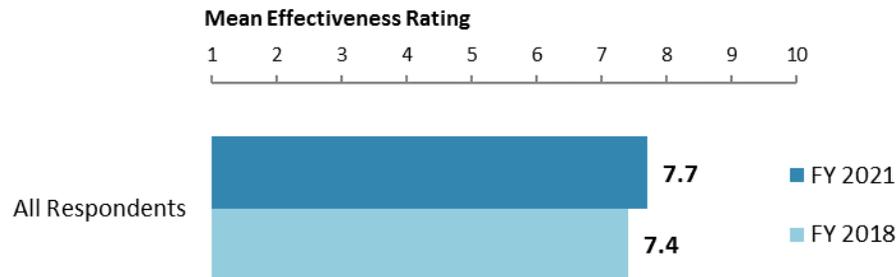


"The COVID-19 pandemic has stressed many aspects of Lao PDR's growth and development. In which areas would you like to see the Lao PDR's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



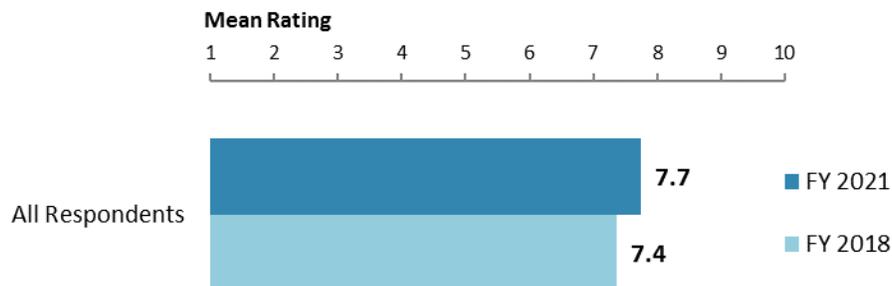
V. Overall Attitudes toward the World Bank Group

The World Bank's Overall Effectiveness⁶ (Indicator Question)



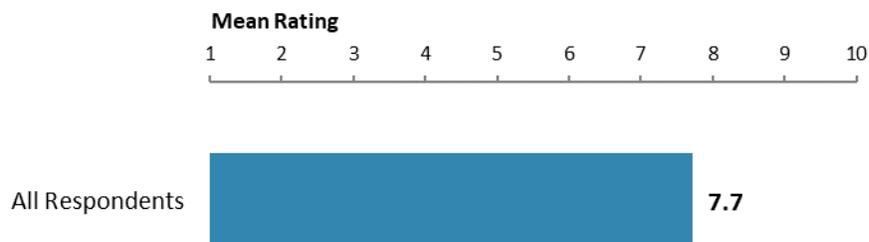
"Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR." (1-"Not effective at all", 10-"Very effective")
(Significantly different between FY 2021 and FY 2018)

Achieving Development Results (Indicator Question)



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

Influence on Lao PDR's Development Agenda (Indicator Question)



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

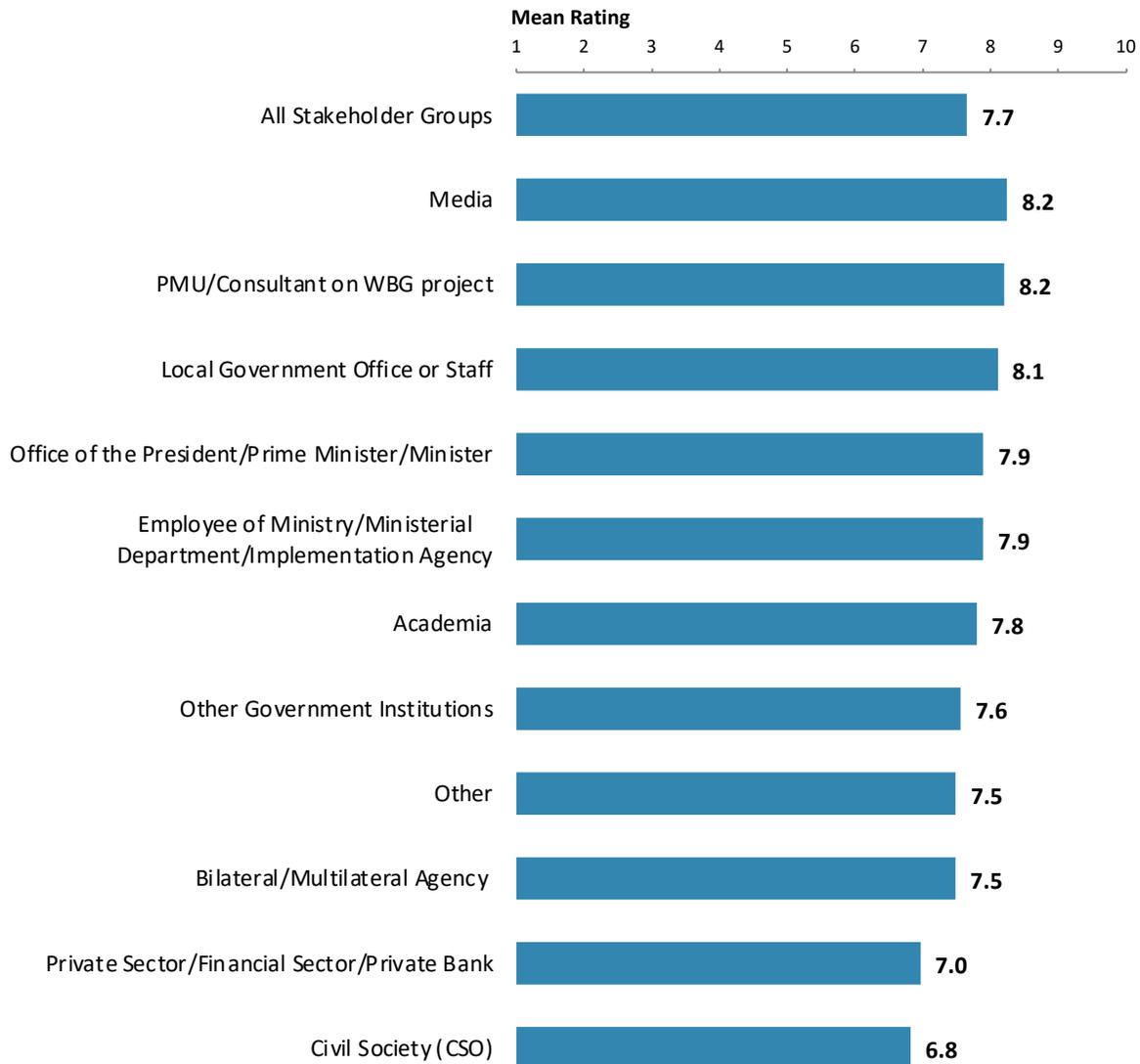
⁶ In FY21, the question about effectiveness was asked separately about the World Bank (IDA) and the IFC. Only ratings of effectiveness for the World Bank (IDA) were used in these analyses.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who reported that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 7.8) compared to respondents who reported that they do not collaborate with the WBG (mean rating = 7.5).
- **Stakeholder groups:** The respondents from media and PMUs/Consultants working on the WBG projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions whereas respondents from private sector/financial sector/private banks and civil society organizations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 54).



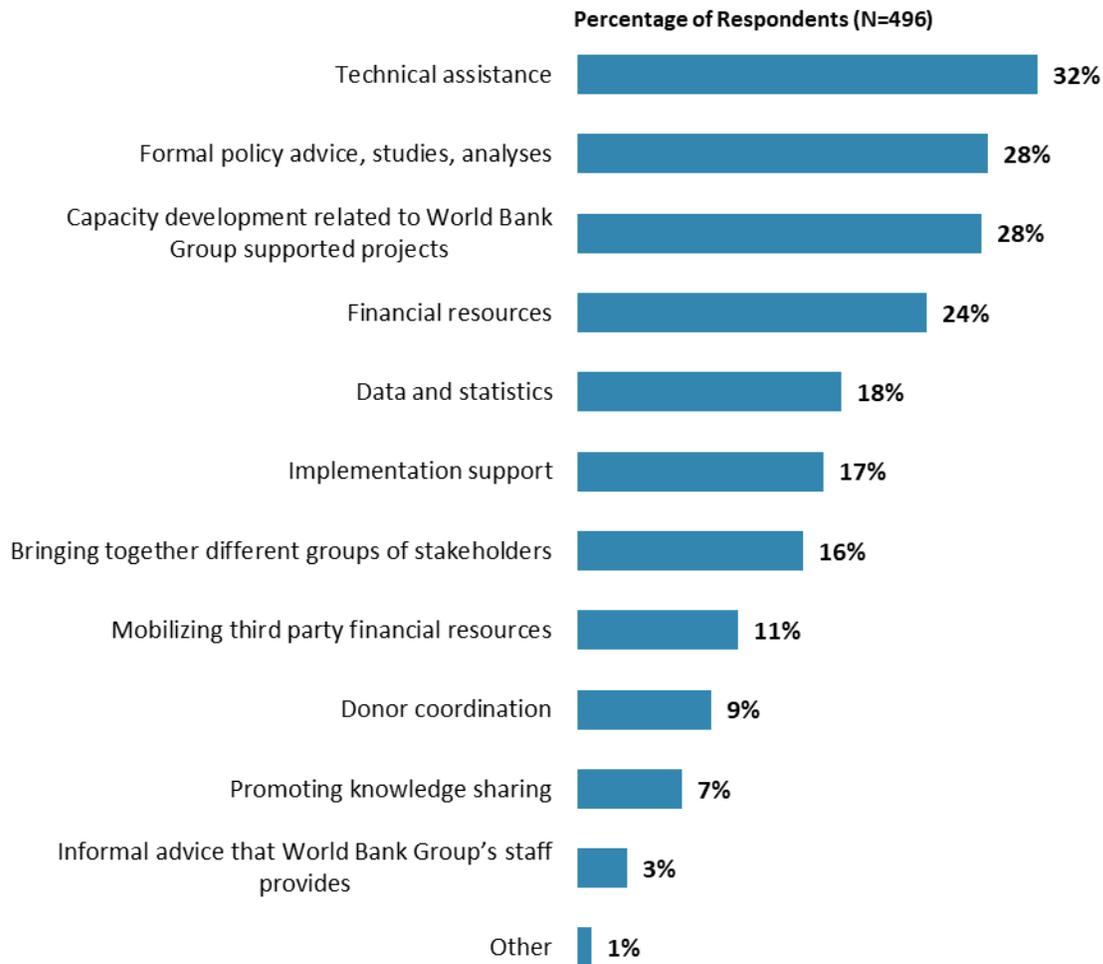
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG's greatest values to Lao PDR were “*capacity development*” (37%), “*policy advice studies, analyses*” (37%), “*technical assistance*” (29%), and “*financial resources*” (27%).



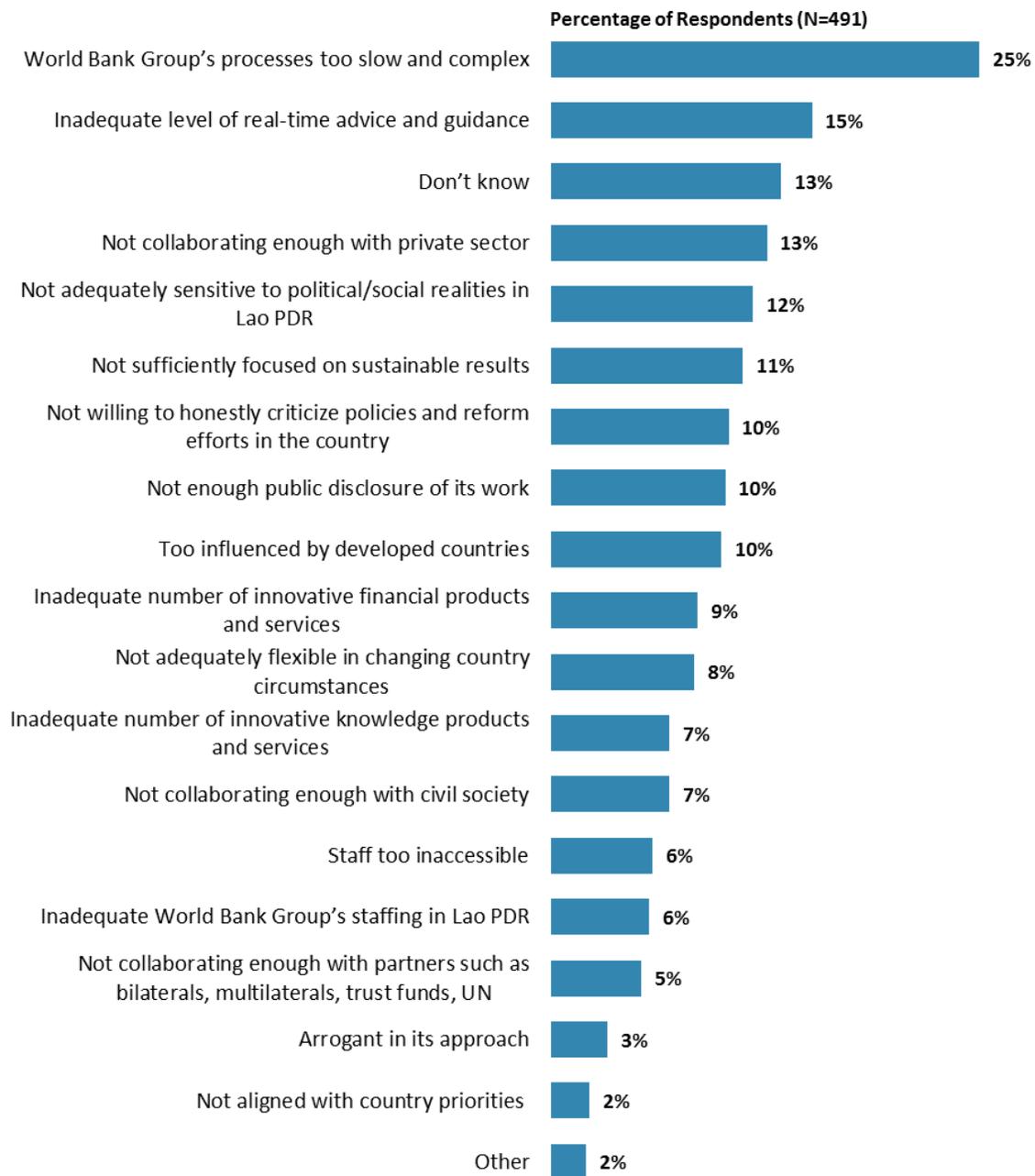
“When thinking about the World Bank Group’s role in Lao PDR, which activity do you VALUE the most? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG's greatest weaknesses in its work in Lao PDR were “*not willing to honestly criticize policies and reform efforts in the country*” (21%), “*don't know*” (21%), and “*WBG's processes too complex*” (21%).

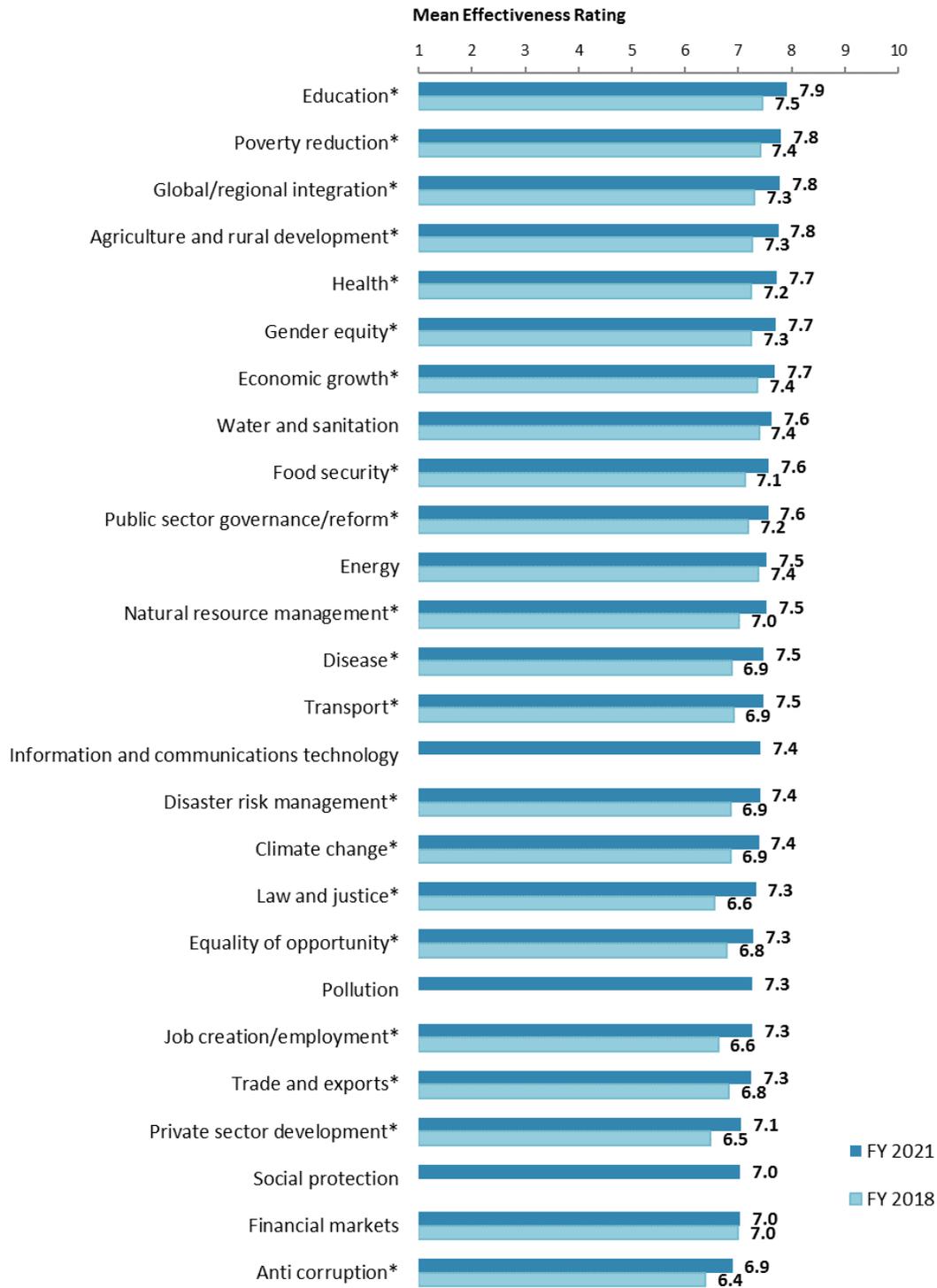


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group’s Support in Development Areas

Effectiveness of WBG’s Support in Sectoral Areas



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

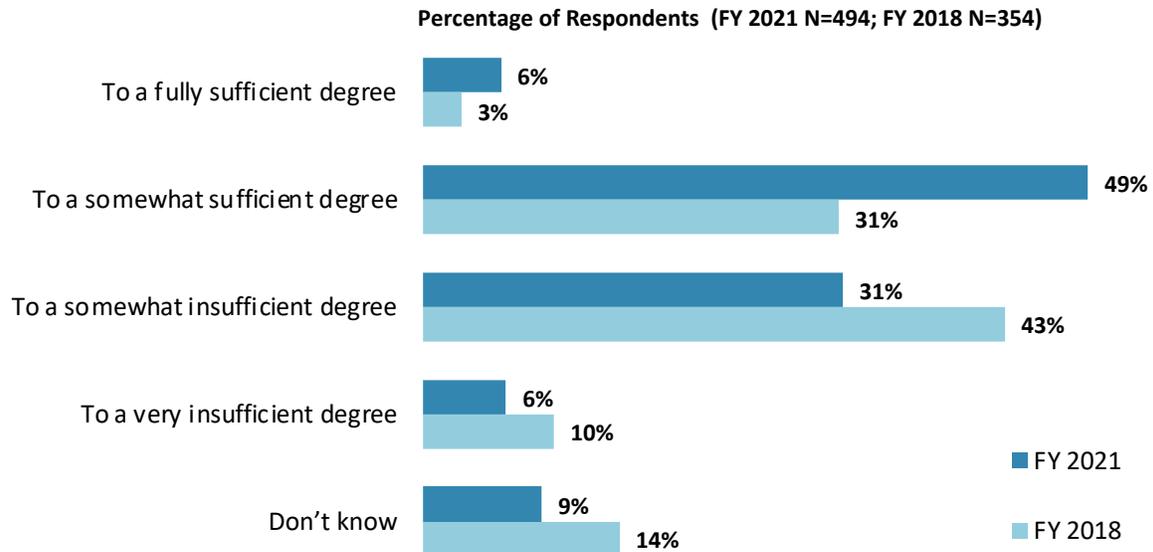
(1-"Not effective at all", 10-"Very effective")

(*Significantly different between FY 2021 and FY 2018)



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

Helping the Poorest

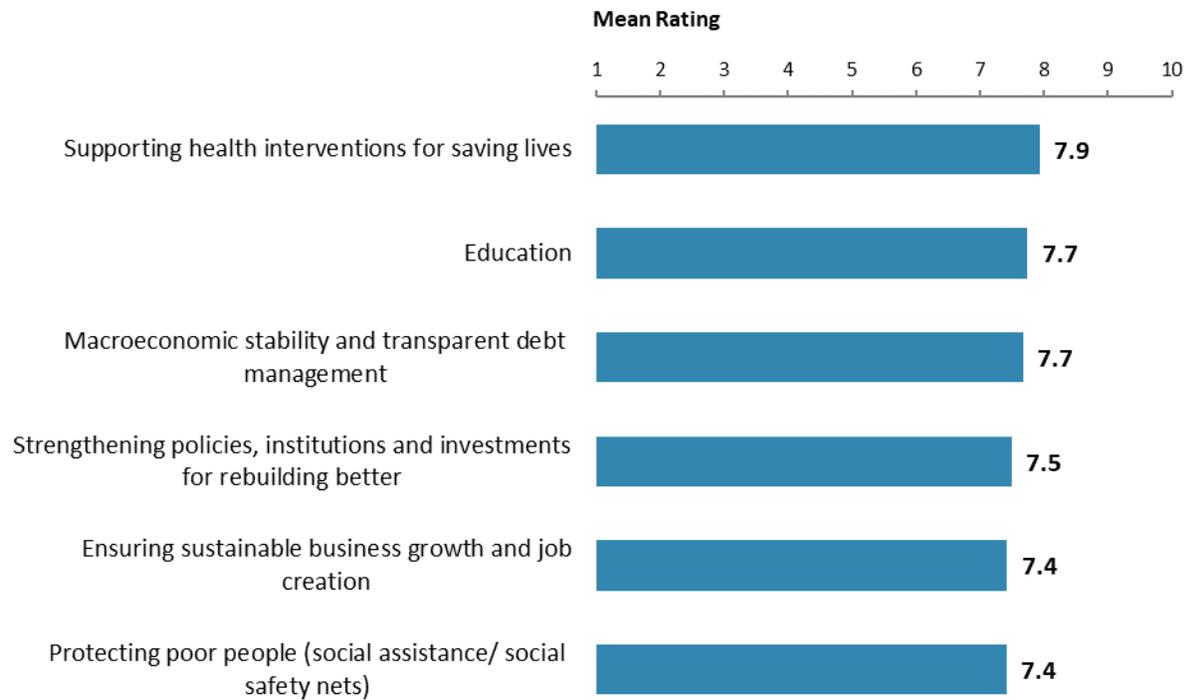


"To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR?" (Respondents chose from a list.)
(Significantly different between FY 2021 and FY 2018)



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

Fast Track COVID-19 Support

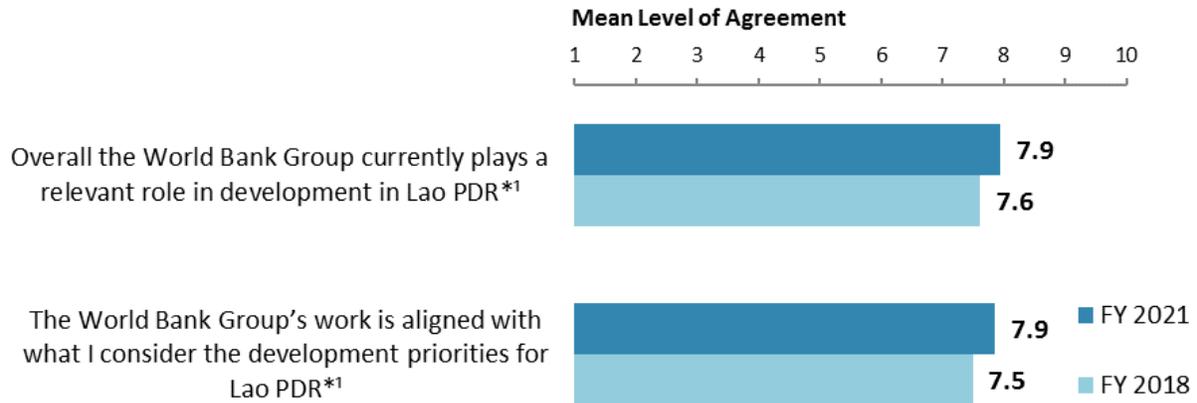


"The World Bank Group has provided fast track support to Lao PDR related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"
(1 - "Not effective at all",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



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

The World Bank Group's Work in Lao PDR



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

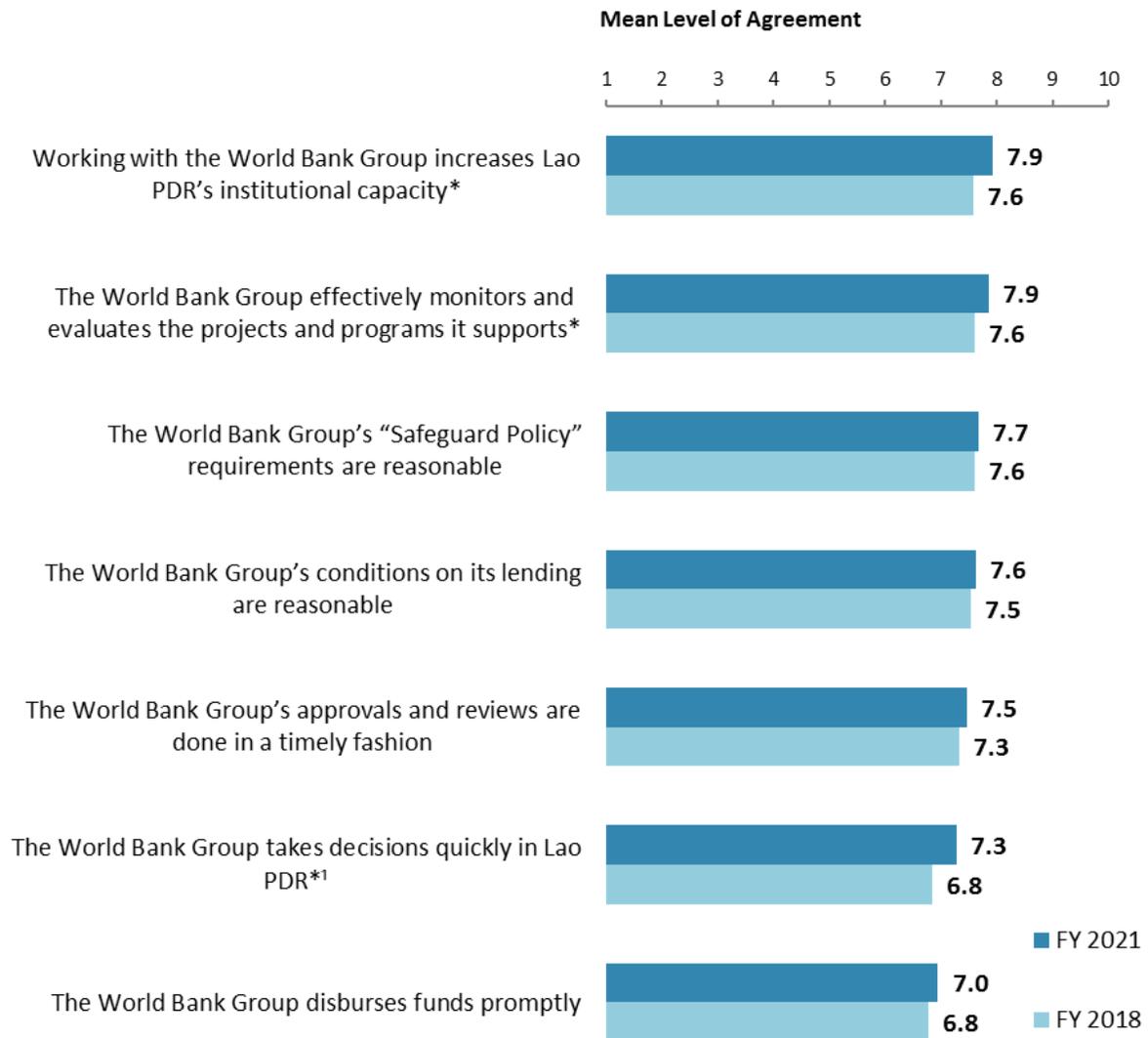
(*Significantly different between FY 2021 and FY 2018)

¹Indicator Question



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

Overall Perceptions



"To what extent do you agree/disagree with the following statements?"

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

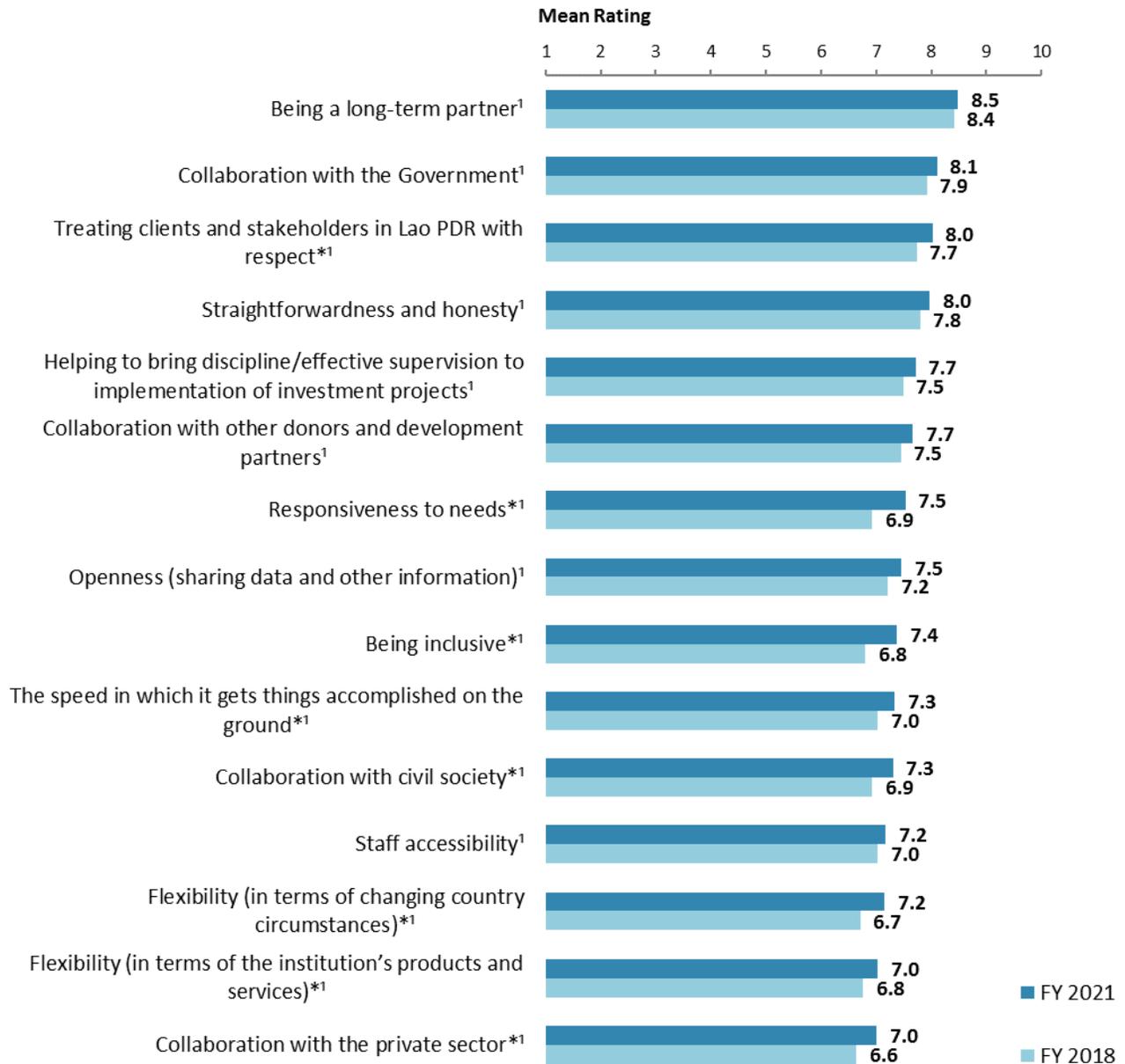
(*Significantly different between FY 2021 and FY 2018)

¹Indicator Question



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

The WBG as an Effective Development Partner



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

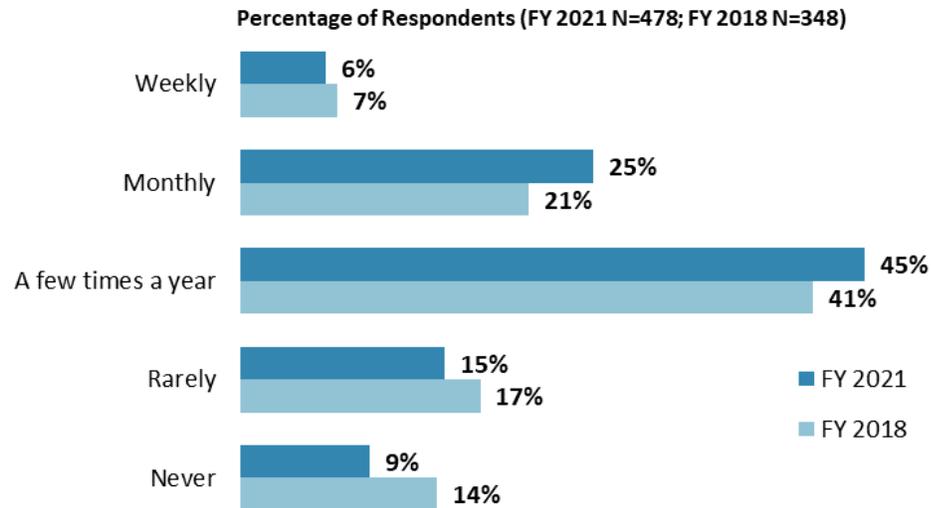
(*Significantly different between FY 2021 and FY 2018)

¹Indicator Question



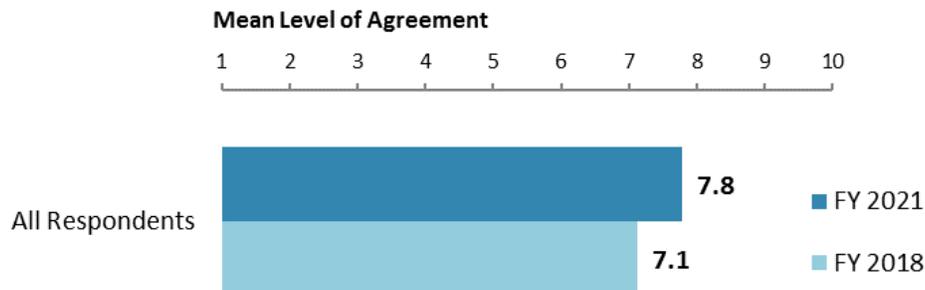
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)
(Statistically similar between FY 2021 and FY 2018)

Meeting Lao PDR's Knowledge Needs (Indicator Question)

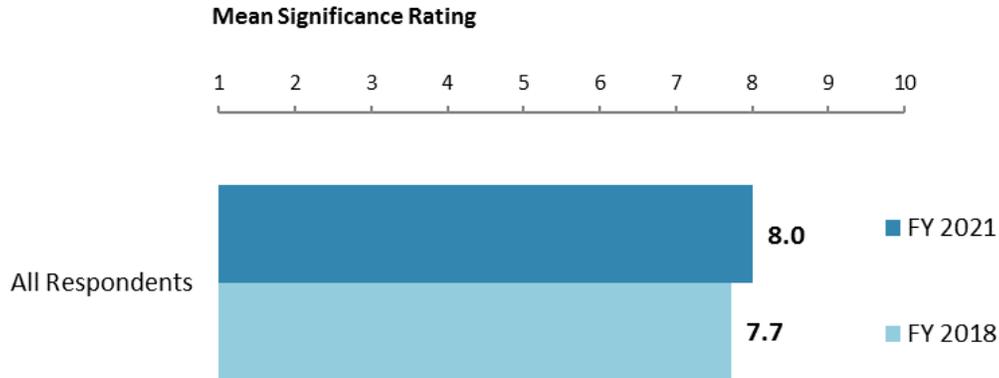


"The World Bank Group meets Lao PDR's needs for knowledge services (e.g., research, analysis, data, technical assistance) (1-"Strongly disagree", 10-"Strongly agree")
(Significantly different between FY 2021 and FY 2018)



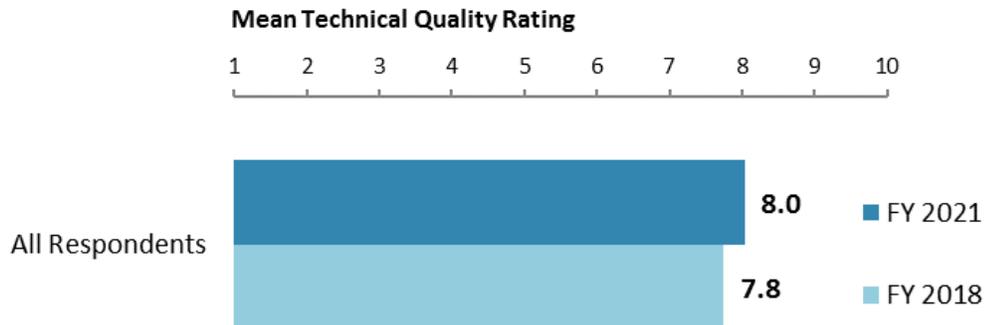
VIII. World Bank Group's Knowledge and Instruments (continued)

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?"
(1-"Not significant at all", 10-"Very significant")
(Significantly different between FY 2021 and FY 2018)

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

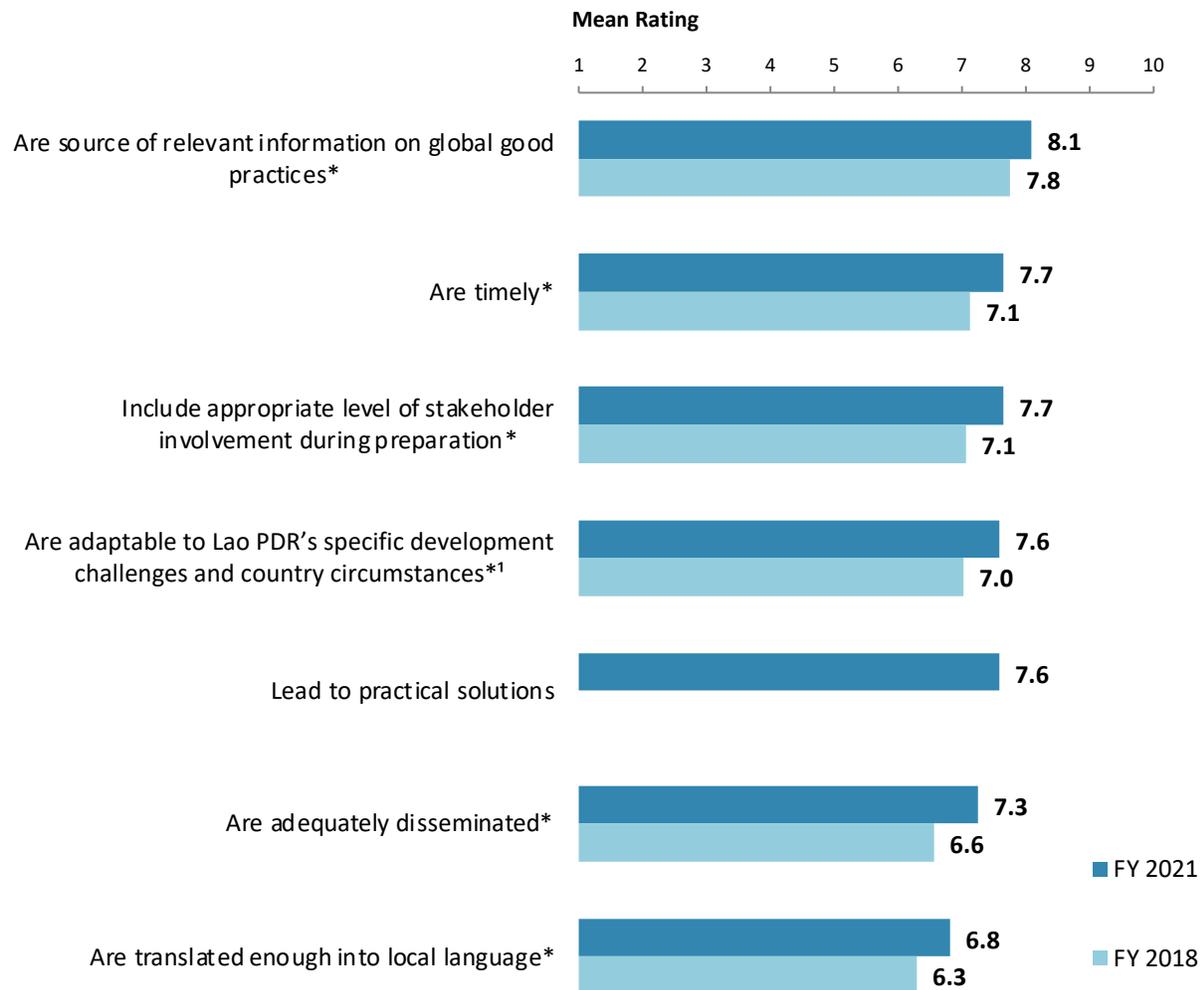


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" *(1-"Very low technical quality", 10-"Very high technical quality")*
(Significantly different between FY 2021 and FY 2018)



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

Qualities of the WBG's Knowledge Work and Activities



"In Lao PDR, 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")

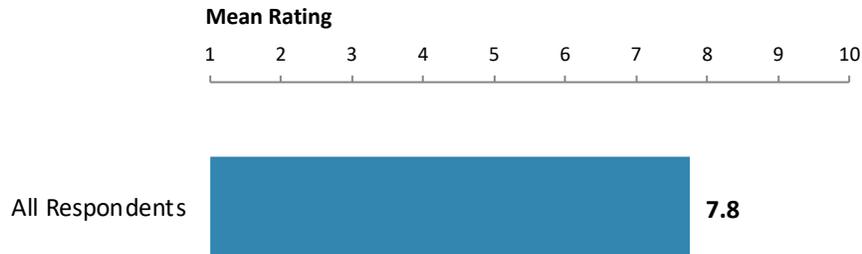
(*Significantly different between FY 2021 and FY 2018)

'Indicator Question



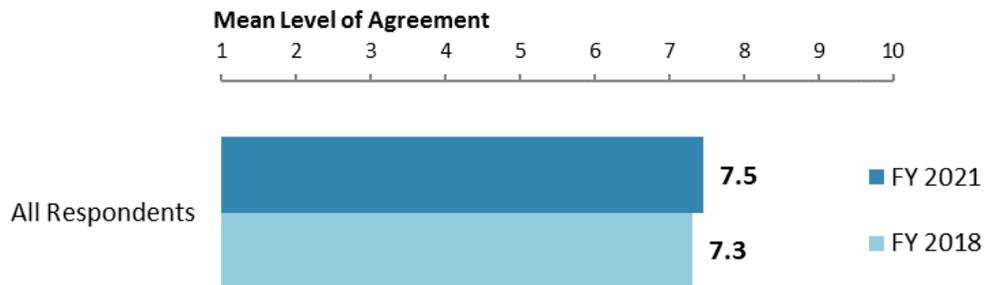
VIII. World Bank Group’s Knowledge and Instruments (continued)

Usefulness of real time advice and guidance since the COVID-19 outbreak



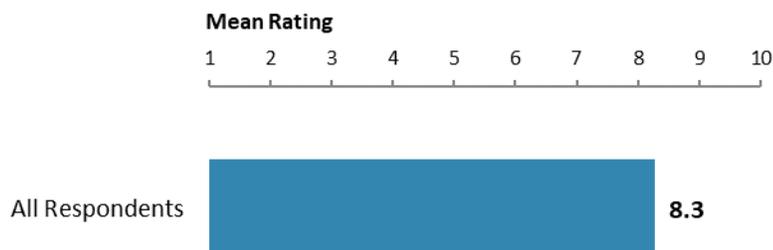
"The World Bank Group has provided real time advice and guidance to the government and policy makers, since the COVID-19 outbreak occurred. Please rate the usefulness of this informal advice and guidance to the Lao government’s efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful) "

Meeting Lao PDR’s Needs for Financial Instruments (*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 Lao PDR" (1-"Strongly disagree", 10-"Strongly agree") (Statistically similar between FY 2021 and FY 2018)

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



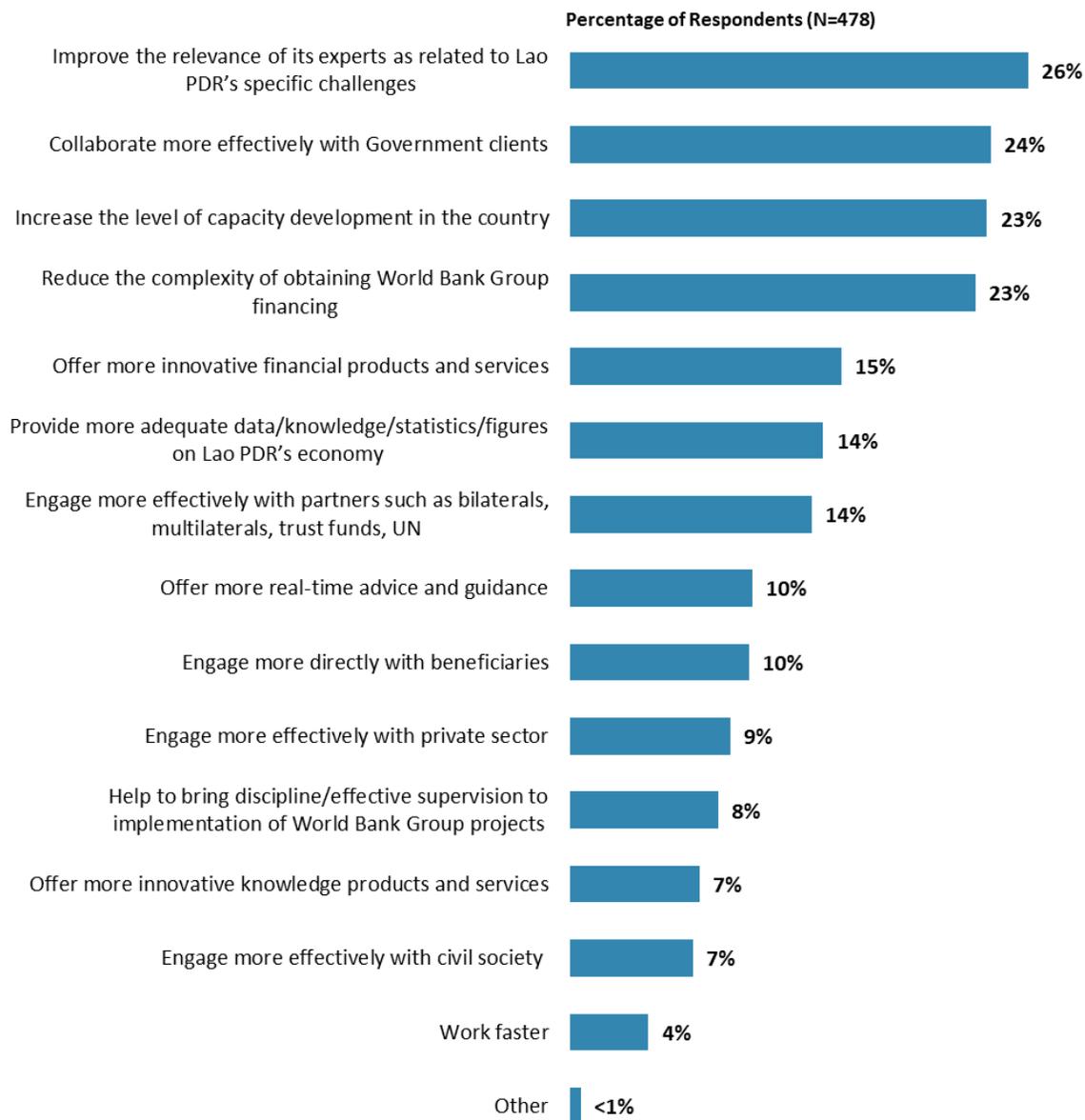
"How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?" (1-"Not important at all", 10-"Very important")



IX. The Future Role of the World Bank Group in Lao PDR

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG should “collaborate more effectively with Government clients” (39%), “be more adaptive to the country context” (24%), “increase the level of capacity development in the country” (21%) to make itself of greater value in Lao PDR. Of note, respondents were much more likely to indicate that the WBG should “improve the relevance/quality of its experts as related to Lao PDR’s specific challenges” in FY '21 (26%) compared to respondents in FY '18 (10%).



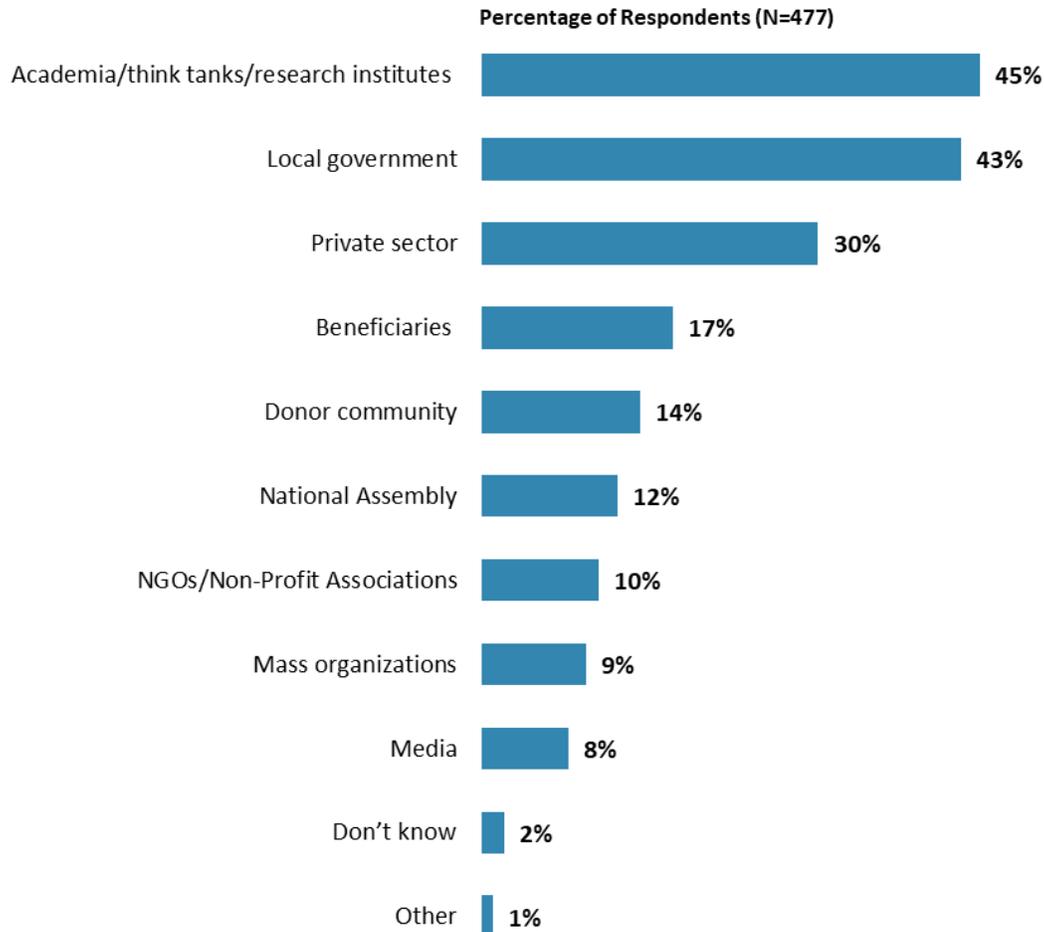
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

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*” (47%), “*local government*” (37%), “*development partner community*” (25%), “*private sector*” (18%) and “*youth/university groups*” (17%) to ensure better development results in Lao PDR.



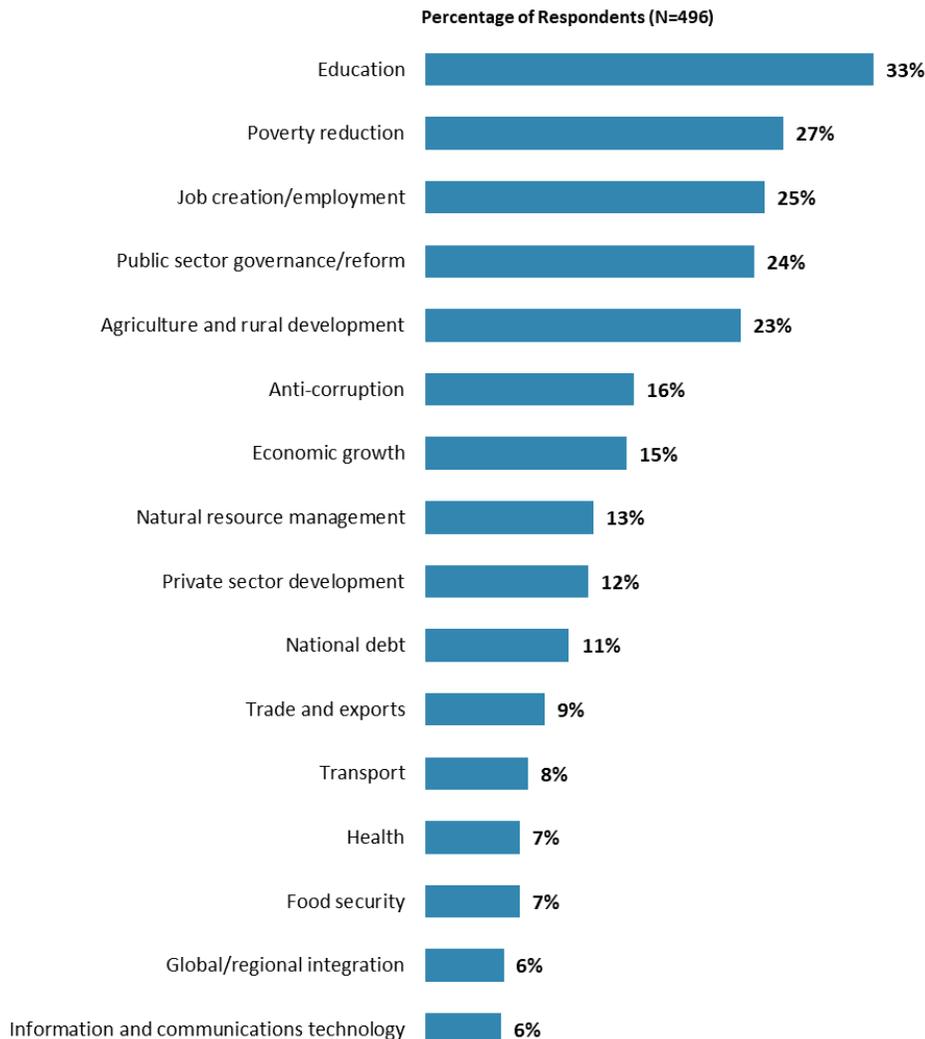
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that the WBG should focus its resources on “*education*” (46%), “*public sector governance/reform*” (31%), “*agriculture and rural development*” (27%), “*job creation/employment*” (21%), “*poverty reduction*” (18%), and “*economic growth*” (17%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Lao PDR, compared to the rest of the respondents (education specialists = 79%; others = 25%).⁷



“When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lao PDR? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 of 29 response options shown)

⁷ 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 D), analyses are done to see these respondents’ views about the development priorities in the country.

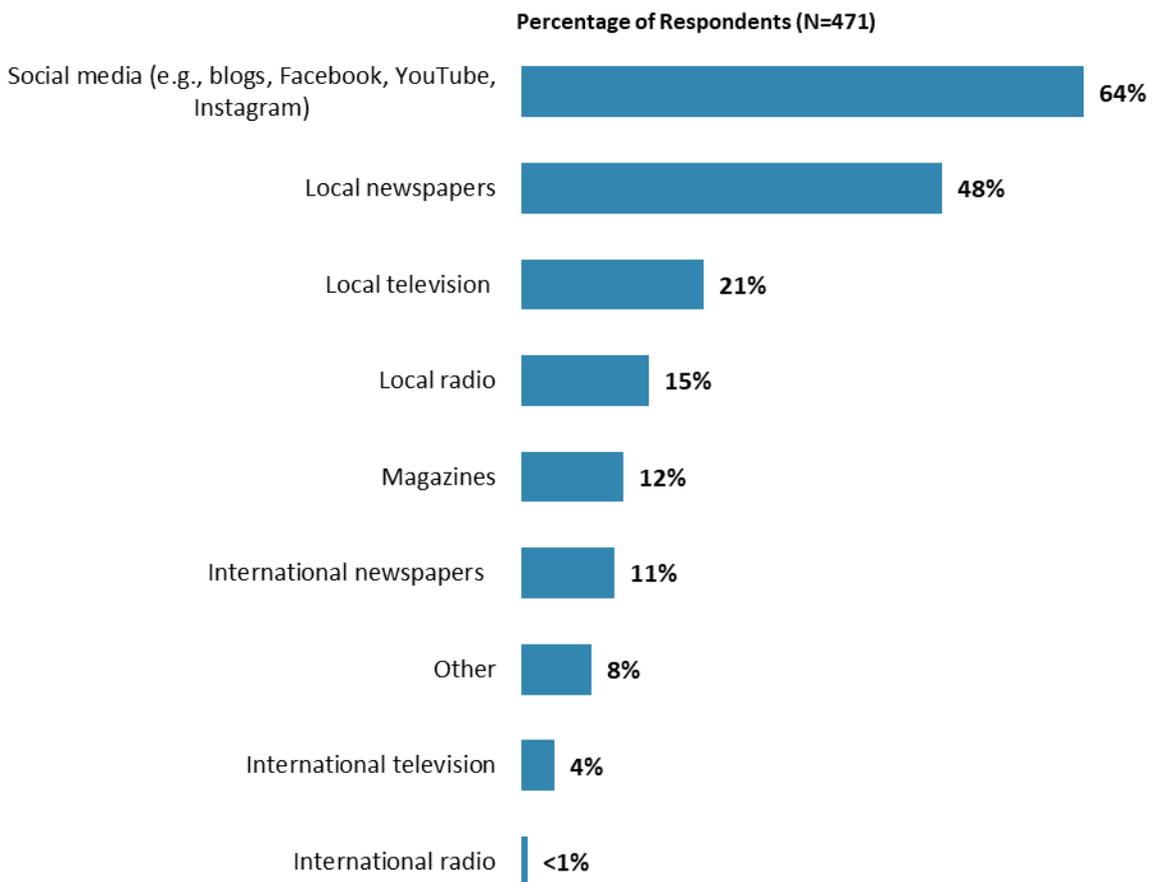


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 54) for selected responses by stakeholder groups.

Information Sources for Economic and Social Development Issues

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that they got most of their information about economic and social development issues through the “local newspapers” (46%), “Internet” (43%), and “social media” (42%), followed by “local television” (22%).



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



X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 36) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY '18 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG's publications and other written materials*” (39%), “*WBG's seminars/workshops/ conferences*” (39%), and “*WBG's website*” (37%), followed by “*social media*” (29%) and “*direct contact with WBG*” (25%).

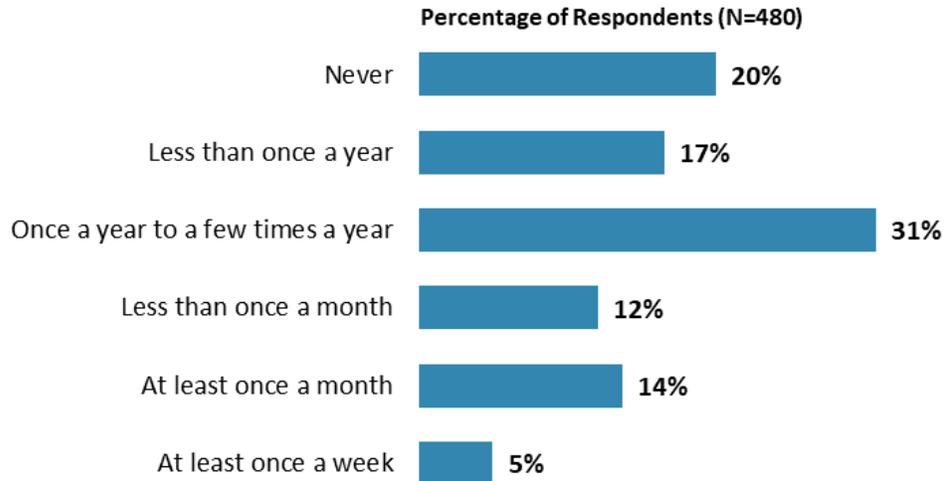


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



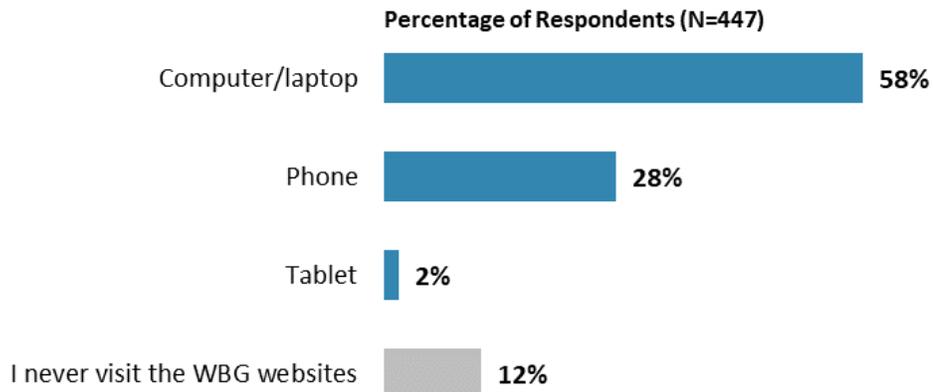
X. Communication and Outreach (continued)

WBG Interaction Frequency



"How frequently do you interact with the World Bank Group now in Lao PDR?"
(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.)



XI. Appendices

A. Responses to All Questions Across All Respondents	36
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LAO PDR





Appendix A: Responses to All Questions across All Respondents (N=527)

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

In general, would you say that Lao PDR is headed in ... ?	Percentage of Respondents (N=518)
The right direction	79.0%
The wrong direction	3.3%
Not sure	17.8%

Do you think that economic opportunity for citizens in Lao PDR is ... ?	Percentage of Respondents (N=520)
Increasing	66.7%
Decreasing	16.2%
Staying about the same	17.1%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Lao PDR. Please identify which of the following you consider the most important development priorities in Lao PDR. (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=523)
Education	37.9%
Public sector governance/reform	34.8%
Job creation/employment	28.3%
Poverty reduction	25.6%
Anti-corruption	23.1%
Agriculture and rural development	16.3%
Natural resource management	13.0%
National debt	12.6%
Global pandemics	10.7%
Trade and exports	9.2%
Economic growth	9.0%
Health	8.6%
Food security	8.4%
Private sector development	7.8%
Information and communications technology	6.1%
Transport	5.4%
Law and justice	4.6%
Global/regional integration	4.4%
Climate change	4.2%
Equal opportunity	3.4%
Energy	3.4%
Social protection	3.3%
Gender equity	3.3%
Urban development	1.9%
Financial markets	1.9%
Disaster risk management	1.7%
Pollution	1.5%
Water and sanitation	1.0%
Disease: TB, HIV, dengue	0.0%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which 3 areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=519)
Job creation/employment	43.0%
Agriculture and rural development	39.9%
Education	38.7%
Public sector governance/reform	22.7%
Economic growth	20.0%
Anti-corruption	20.0%
Private sector development	12.5%
Trade and exports	11.6%
Food security	11.6%
Equality of opportunity	10.4%
Transport	9.1%
Natural resource management	8.5%
Health	7.9%
National debt	5.2%
Global pandemics	4.8%
Information and communications technology	3.9%
Global/regional integration	3.5%
Law and justice	3.3%
Disaster risk management	3.1%
Gender equity	3.1%
Energy	2.9%
Urban development	2.9%
Social protection	2.3%
Climate change	2.1%
Water and sanitation	1.9%
Financial markets	0.8%
Pollution	0.4%
Disease: TB, HIV, dengue	0.2%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of Lao PDR's growth and development. In which areas would you like to see the Lao PDR'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 3)	Percentage of Respondents (Responses Combined; N=515)
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	49.9%
Ensuring sustainable business growth and job creation	44.3%
Healthcare	33.2%
Providing direct non-financial support to citizens	31.1%
Public service delivery	24.7%
Providing direct financial support to businesses	22.3%
Poverty and inequality	21.4%
Education	19.0%
Economic growth	18.3%
Nutrition/food security	15.7%
Ensuring that girls and women have equal access to health care/health services	5.0%
Ensuring that girls and women have equal access to job opportunities	4.7%
Other	2.9%

6. When economic and/or social reform efforts fail or are slow to take place in Lao PDR, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=473)
Corruption	49.0%
Inadequate level of citizen/civil society participation	28.3%
Inadequate level of capacity in the government	27.9%
Inadequate level of private sector participation	23.5%
Inadequate level of government accountability	23.5%
Reforms do not match country requirements	18.6%
Inadequate level of donor coordination	9.5%
Political pressures and obstacles	7.2%
Pressure from outside interest groups	3.8%
Other	2.1%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/central government	453	34	7.65	2.06
2. Bilateral organizations (e.g. JICA, GIZ, USAID, AusAID)	418	60	7.74	1.67
3. The World Bank Group*	433	46	7.95	1.58
4. The International Monetary Fund	367	103	7.34	1.82
5. The United Nations (UN)	419	51	7.73	1.77
6. The World Health Organization (WHO)	412	56	7.96	1.60
7. Asian Development Bank (ADB)	413	55	7.83	1.52
8. Bank of the Lao PDR	411	59	7.43	1.95
9. International private sector	364	103	6.65	1.63
10. Domestic private sector	398	70	6.46	1.75
11. International civil society (e.g., NGOs)	384	83	6.75	1.85
12. Lao non-profit associations	359	104	6.58	1.77
13. Religious institutions	345	119	5.83	2.11
14. Lao media and their web presence: newspapers, TV, radio	421	46	6.71	2.12
15. International media and their web presence	387	79	6.47	1.79
16. Web based media	391	73	6.26	1.82

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Lao PDR? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	487	-	6.11	2.77
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	478	-	5.30	2.76

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Lao PDR? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Lao PDR*	465	27	7.94	1.73
3. The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR*	448	31	7.86	1.66

4. Overall, please rate your impression of the effectiveness of these organizations in Lao PDR. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	434	60	7.70	1.61
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	367	117	7.25	1.78

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

	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Lao PDR?* (1-To no degree at all, 10-To a very significant degree)	236	35	6.56	3.11

	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Lao PDR?* (1-To no degree at all, 10-To a very significant degree)	272	24	6.49	3.26

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR? (Select only 1 response)	Percentage of Respondents (N=494)
To a fully sufficient degree	5.7%
To a somewhat sufficient degree	48.8%
To a somewhat insufficient degree	30.8%
To a very insufficient degree	6.1%
Don't know	8.7%

8. When thinking about the World Bank Group's role in Lao PDR, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=496)
Technical assistance	31.7%
Formal policy advice, studies, analyses	28.2%
Capacity development related to World Bank Group supported projects	27.8%
Financial resources	24.0%
Data and statistics	18.1%
Implementation support	16.9%
Bringing together different groups of stakeholders	15.5%
Mobilizing third party financial resources	11.1%
Donor coordination	9.3%
Promoting knowledge sharing	7.3%
Informal advice that World Bank Group's staff provides	3.4%
Other	1.0%

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

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=491)
World Bank Group's processes too slow and complex	25.1%
Inadequate level of real-time advice and guidance	15.3%
Don't know	13.4%
Not collaborating enough with private sector	12.6%
Not adequately sensitive to political/social realities in Lao PDR	11.8%
Not sufficiently focused on sustainable results	11.2%
Not willing to honestly criticize policies and reform efforts in the country	10.4%
Not enough public disclosure of its work	10.2%
Too influenced by developed countries	10.0%
Inadequate number of innovative financial products and services	8.6%
Not adequately flexible in changing country circumstances	8.4%
Inadequate number of innovative knowledge products and services	6.9%
Not collaborating enough with civil society	6.9%
Staff too inaccessible	5.9%
Inadequate World Bank Group's staffing in Lao PDR	5.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.3%
Arrogant in its approach	3.3%
Not aligned with country priorities	2.2%
Other	2.0%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lao PDR? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=496)
Education	33.3%
Poverty reduction	26.6%
Job creation/employment	25.2%
Public sector governance/reform	24.4%
Agriculture and rural development	23.4%
Anti-corruption	15.5%
Economic growth	14.9%
Natural resource management	12.5%
Private sector development	12.1%
National debt	10.7%
Trade and exports	8.9%
Transport	7.7%
Health	7.1%
Food security	7.1%
Global/regional integration	5.8%
Information and communications technology	5.6%
Global pandemics	5.4%
Equality of opportunity	5.0%
Climate change	4.6%
Gender equity	4.2%
Law and justice	3.4%
Disaster risk management	3.2%
Urban development	3.0%
Social protection	3.0%
Energy	2.8%
Water and sanitation	2.6%
Financial markets	2.6%
Pollution	2.2%
Disease: TB, HIV, dengue	0.4%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=490)
World Bank	36.5%
Financial Advisory Solutions	31.8%
Multi-lateral financial institution	26.3%
Development institution	24.3%
Public-private partnerships	24.1%
Investment Bank	23.7%
Don't know	12.9%
Private Sector Solutions	12.2%
Impact Investor	7.8%
Venture Capital	4.5%
Innovation and Entrepreneurship	4.1%
Thought leader	3.3%
Asset Manager	2.2%
Other	1.4%
None of the above	0.6%

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

To what extent is the World Bank Group an effective development partner in Lao PDR, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Responsiveness to needs*	426	58	7.53	1.59
2. Flexibility (in terms of the institution's products and services) *	387	85	7.03	1.66
3. Flexibility (in terms of changing country circumstances) *	385	81	7.15	1.59
4. Being inclusive*	417	49	7.38	1.66
5. Openness*	424	45	7.46	1.75
6. Collaboration with the Government*	438	33	8.11	1.48
7. The speed in which it gets things accomplished on the ground*	407	61	7.34	1.76
8. Helping to bring discipline/effective supervision to implementation of investment projects*	411	55	7.72	1.62
9. Collaboration with civil society*	386	82	7.31	1.78
10. Staff accessibility*	401	63	7.17	1.78
11. Collaboration with other donors and development partners*	402	65	7.67	1.62
12. Collaboration with the private sector*	347	119	7.01	1.79
13. Straightforwardness and honesty*	388	77	7.97	1.64
14. Treating clients and stakeholders in Lao PDR with respect*	404	61	8.02	1.46
15. Being a long-term partner*	424	40	8.49	1.51

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. The World Bank Group disburses funds promptly	360	120	6.95	1.92
17. The World Bank Group effectively monitors and evaluates the projects and programs it supports	419	57	7.86	1.57
18. The World Bank Group's approvals and reviews are done in a timely fashion	392	83	7.46	1.68
19. The World Bank Group's Environmental and Social Framework requirements are reasonable	379	92	7.67	1.63
20. The World Bank Group's conditions on its lending are reasonable	366	104	7.63	1.66
21. The World Bank Group takes decisions quickly in Lao PDR*	358	111	7.29	1.78
22. Working with the World Bank Group increases Lao PDR's institutional capacity	422	48	7.92	1.58

To what extent do you agree/disagree with the following statements about the World Bank Group in Lao PDR? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
23. The World Bank Group's financial instruments meet the needs of Lao PDR*	402	85	7.45	1.79
24. The World Bank Group meets Lao PDR's needs for knowledge services*	427	50	7.78	1.62

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

	N	DK	Mean	SD
25. The World Bank Group has provided real time advice and guidance to the government and policy makers, since the COVID-19 outbreak occurred. Please rate the usefulness of this informal advice and guidance to the Lao government's efforts to support citizens throughout this crisis? <i>(1-Not useful at all, 10-Very useful)</i>	364	121	7.75	1.66

	N	DK	Mean	SD
26. 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>	429	51	8.28	1.62

**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 Lao PDR? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	190	288	7.04	2.01
2. Gender equity	293	178	7.71	1.64
3. Private sector development	270	196	7.05	1.88
4. Education	333	133	7.91	1.56
5. Public sector governance/reform	303	161	7.56	1.63
6. Global/regional integration	289	173	7.78	1.60
7. Food security	267	197	7.57	1.56
8. Energy	269	197	7.53	1.64
9. Water and sanitation	282	182	7.63	1.61
10. Pollution	256	212	7.27	1.77
11. Job creation/employment	266	200	7.27	1.71
12. Health	295	168	7.72	1.56
13. Financial markets	228	230	7.04	1.83
14. Transport	262	198	7.47	1.70
15. Agriculture and rural development	310	156	7.75	1.59
16. Trade and exports	255	209	7.25	1.66
17. Natural resource management	283	182	7.53	1.74
18. Climate change	273	189	7.39	1.76
19. Poverty reduction	333	130	7.80	1.64
20. Anti-corruption	243	219	6.89	2.10
21. Law and justice	237	222	7.33	1.83
22. Economic growth	321	140	7.68	1.59
23. Disaster risk management	266	192	7.41	1.62
24. Equality of opportunity	270	194	7.29	1.70
25. Disease	220	241	7.48	1.71
26. Information and communications technology	257	206	7.42	1.69

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

2. The World Bank Group has provided fast track support to Lao PDR 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	327	25	124	7.93	1.69
2. Education	314	22	132	7.74	1.74
3. Protecting poor people	281	28	157	7.41	1.80
4. Ensuring sustainable business growth and job creation	298	29	139	7.42	1.79
5. Strengthening policies, institutions and investments for rebuilding better	318	23	128	7.49	1.77
6. Macroeconomic stability and transparent debt management	302	29	135	7.67	1.73

E. World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=478)
Weekly	6.1%
Monthly	25.3%
A few times a year	44.8%
Rarely	14.6%
Never	9.2%

In Lao PDR, 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
2. Are timely	379	87	7.65	1.65
3. Include appropriate level of stakeholder involvement during preparation	375	87	7.65	1.52
4. Lead to practical solutions	392	70	7.58	1.61
5. Are source of relevant information on global good practices	405	60	8.09	1.54
6. Are adequately disseminated	393	71	7.25	1.73
7. Are translated enough into local language	366	97	6.81	1.91
8. Are adaptable to Lao PDR's specific development challenges and country circumstances*	392	72	7.59	1.61

Overall Evaluations	N	DK	Mean	SD
9. 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)	433	42	8.00	1.5
10. 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)	425	43	8.04	1.4

**F. The Future Role of the World Bank Group in Lao PDR**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=478)
Improve the relevance of its experts as related to Lao PDR's specific challenges	25.7%
Collaborate more effectively with Government clients	23.6%
Increase the level of capacity development in the country	23.4%
Reduce the complexity of obtaining World Bank Group financing	22.8%
Offer more innovative financial products and services	15.3%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	14.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	13.6%
Offer more real-time advice and guidance	10.3%
Engage more directly with beneficiaries	10.0%
Engage more effectively with private sector	9.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.4%
Offer more innovative knowledge products and services	7.3%
Engage more effectively with civil society	6.9%
Work faster	4.4%
Other	0.6%

2. 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 2)	Percentage of Respondents (Responses Combined; N=477)
Academia/think tanks/research institutes	44.7%
Local government	43.0%
Private sector	30.2%
Beneficiaries	17.2%
Donor community	14.3%
National Assembly	12.2%
NGOs/Non-Profit Associations	10.5%
Mass organizations	9.4%
Media	7.8%
Don't know	2.1%
Other	1.0%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Lao PDR?	Percentage of Respondents (N=480)
Rarely	20.4%
Less than once a year	16.9%
Once a year to a few times a year	31.5%
Less than once a month	12.3%
At least once a month	14.0%
At least once a week	5.0%

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

2. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=471)
Social media (e.g., blogs, Facebook, YouTube, Instagram)	64.1%
Local newspapers	48.0%
Local television	20.8%
Local radio	14.6%
Magazines	11.7%
International newspapers	10.6%
Other	8.1%
International television	3.8%
International radio	0.8%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=471)
Social media (e.g., blogs, Facebook, YouTube)	48.4%
World Bank Group's publications and other written materials	48.0%
World Bank Group's seminars/workshops/ conferences	44.8%
World Bank Group's website	38.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.2%
e-Newsletters	23.6%
Webinars or online events hosted by the World Bank Group	10.6%
Interviews and press conferences for the Lao media	9.1%

4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=447)
Computer/laptop	58.2%
Phone	28.2%
I never visit the WBG websites	11.9%
Tablet	1.8%

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

5. 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	475	6.5%	23.2%	42.7%	27.6%
Read, viewed or heard a story about the WBG in global media	461	5.6%	21.3%	42.5%	30.6%
Interacted with the WBG on Social Media	459	3.7%	11.3%	19.8%	65.1%
Visited a WBG website	450	2.9%	16.2%	41.3%	39.6%
Attended an event/conference hosted by the WBG	452	1.3%	9.3%	42.3%	47.1%
Watched a webinar or online event hosted by the WBG	453	0.9%	5.5%	23.0%	70.6%
Read some or all of a WBG research paper or publication	452	1.1%	11.3%	53.5%	34.1%
Met professionally with WBG staff	455	2.2%	9.0%	38.9%	49.9%
Read a WBG e-newsletter	452	1.5%	8.8%	33.0%	56.6%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=518)
Employee of Ministry, ministerial implementation agency	40.5%
Bilateral Agency	7.1%
Financial Sector/Private Bank	6.9%
Academia/Research Institute/Think Tank	6.8%
Private Sector Organization	6.2%
Project Management Unit for WBG project/Consultant/Contractor on WBG project/program	5.2%
Not-for-Profit Association / NGO	4.8%
Local Government Office or Staff	4.6%
Multilateral Agency	3.7%
Media	2.7%
Independent Government Institution	2.5%
State-Owned Enterprise	2.3%
Mass Organizations	2.3%
Office of the President, Prime Minister	1.7%
Other	1.7%
National Assembly	0.8%
Judicial System	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=517)
Education	15.5%
Macroeconomics, fiscal management	9.7%
Environment, natural resources	9.7%
Other	7.9%
Governance, anti-corruption	7.5%
Finance and markets	7.4%
Generalist (specialized in multiple sectors)	6.0%
Agriculture, rural development	5.4%
Trade and competitiveness	5.4%
Energy	4.4%
Communications, public affairs	4.3%
Digital development and technology (ICT)	3.7%
Health, nutrition	2.3%
Poverty	2.1%
Social protection	1.9%
Gender	1.9%
Urban development	1.2%
Transport	1.2%
Water, sanitation	0.8%
Tourism	0.8%
Climate change	0.6%
Demographics, migration	0.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=503)
Yes	52.1%
No	47.9%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Lao PDR? (Select only 1 response)	Percentage of Respondents (N=247)
The World Bank (IDA)	81.4%
The International Finance Corporation (IFC)	18.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=282)
Yes	63.5%
No	36.5%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=503)
Engage in World Bank Group related/sponsored events/activities	42.9%
Collaborate as part of my professional duties	40.6%
Use World Bank Group reports/data	28.8%
Use World Bank Group website for information, data, research, etc.	20.1%
Observer	18.1%

7. What's your gender?	Percentage of Respondents (N=514)
Female	33.5%
Male	66.5%

8. What's your age?	Percentage of Respondents (N=519)
25 and under	0.8%
26-35	19.5%
36-45	30.4%
46-55	25.4%
56 and above	23.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=516)
Vientiane Capital	90.5%
Central Provinces	5.6%
Northern Provinces	2.3%
Southern Provinces	1.6%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁸

- Office of President/Prime Minister/Minister N=13
- Employee of a Ministry/Ministerial Department/Implementation Agency N=210
- Project Management Units (PMU)/Consultant on WBG Project N=27
- Local Government Office or Staff N=24
- Other Government Institutions⁹ N=25
- Bilateral/Multilateral Agency N=56
- Private Sector/Financial Sector/Private Bank N=68
- Civil Society (CSO)¹⁰ N=37
- Academia N=35
- Media N=14
- Other N=9

A. Overall Context

In general, would you say that Lao PDR is headed in ... ?

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	Other Gov-t Institutions/Organizations	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction*	92.3%	90.4%	81.5%	91.7%	76.0%	46.3%	66.2%	58.3%	88.6%	92.9%	77.8%
The wrong direction	0.0%	1.9%	3.7%	0.0%	4.0%	5.6%	3.1%	11.1%	5.7%	0.0%	0.0%
Not sure *	7.7%	7.7%	14.8%	8.3%	20.0%	48.1%	30.8%	30.6%	5.7%	7.1%	22.2%

*Significantly different between stakeholder groups

⁸ 518 respondents answered this question, therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁹ Includes respondents from independent government institutions and state-owned enterprises. There were no respondents from the judicial system.

¹⁰ Includes respondents from Not-for-Profit Association/NGOs, and mass organizations.

**A. Overall Context (continued)**

Listed below are a number of development priorities in Lao PDR. Please identify which of the following you consider the most important development priorities in Lao PDR. (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Job creation/employment*	15.4%	34.4%	22.2%	16.7%	16.0%	19.6%	22.1%	22.2%	57.1%	14.3%	22.2%
Food security*	30.8%	7.7%	14.8%	12.5%	16.0%	1.8%	5.9%	5.6%	11.4%	7.1%	0.0%
National debt*	15.4%	12.9%	7.4%	0.0%	20.0%	25.0%	14.7%	2.8%	8.6%	7.1%	0.0%
Private sector development	15.4%	6.7%	11.1%	8.3%	0.0%	8.9%	16.2%	5.6%	2.9%	7.1%	0.0%
Education	46.2%	35.9%	40.7%	33.3%	32.0%	41.1%	38.2%	25.0%	51.4%	57.1%	44.4%
Public sector governance/reform	38.5%	35.9%	25.9%	29.2%	48.0%	42.9%	33.8%	30.6%	20.0%	50.0%	22.2%
Global/regional integration	7.7%	5.7%	3.7%	0.0%	4.0%	0.0%	5.9%	5.6%	0.0%	14.3%	0.0%
Social protection*	0.0%	1.9%	7.4%	0.0%	0.0%	3.6%	1.5%	16.7%	2.9%	0.0%	11.1%
Urban development	0.0%	1.0%	0.0%	4.2%	0.0%	3.6%	1.5%	2.8%	2.9%	0.0%	0.0%
Information and communications technology	7.7%	7.7%	3.7%	4.2%	4.0%	0.0%	13.2%	2.8%	0.0%	7.1%	11.1%
Gender equity*	0.0%	2.9%	0.0%	12.5%	4.0%	3.6%	0.0%	13.9%	0.0%	0.0%	0.0%
Pollution	0.0%	1.4%	0.0%	0.0%	0.0%	1.8%	1.5%	5.6%	2.9%	0.0%	0.0%
Water and sanitation	0.0%	1.0%	3.7%	0.0%	0.0%	0.0%	1.5%	0.0%	2.9%	0.0%	0.0%
Financial markets*	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	8.8%	0.0%	0.0%	0.0%	0.0%
Global pandemics	7.7%	11.0%	11.1%	20.8%	8.0%	8.9%	13.2%	8.3%	8.6%	0.0%	22.2%
Disease: TB, HIV, dengue	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	15.4%	19.1%	22.2%	20.8%	28.0%	21.4%	33.8%	22.2%	40.0%	7.1%	22.2%
Health*	0.0%	7.7%	3.7%	8.3%	20.0%	19.6%	5.9%	11.1%	2.9%	7.1%	0.0%
Trade and exports*	23.1%	8.6%	3.7%	8.3%	4.0%	5.4%	19.1%	0.0%	11.4%	14.3%	0.0%
Natural resource management *	7.7%	12.0%	29.6%	25.0%	4.0%	12.5%	5.9%	11.1%	22.9%	0.0%	33.3%
Climate change*	0.0%	2.9%	7.4%	4.2%	0.0%	8.9%	0.0%	13.9%	2.9%	0.0%	22.2%
Poverty reduction	23.1%	31.1%	25.9%	37.5%	16.0%	12.5%	20.6%	16.7%	22.9%	42.9%	22.2%
Transport	0.0%	6.2%	0.0%	0.0%	0.0%	10.7%	4.4%	2.8%	2.9%	14.3%	22.2%
Law and justice	0.0%	4.3%	0.0%	0.0%	8.0%	5.4%	7.4%	8.3%	2.9%	7.1%	0.0%
Economic growth	7.7%	7.2%	7.4%	8.3%	16.0%	8.9%	10.3%	13.9%	2.9%	7.1%	22.2%
Agriculture and rural development	23.1%	17.7%	29.6%	20.8%	20.0%	12.5%	4.4%	19.4%	11.4%	21.4%	22.2%
Equal opportunity*	7.7%	1.9%	0.0%	8.3%	0.0%	5.4%	1.5%	16.7%	0.0%	7.1%	0.0%
Disaster risk management*	0.0%	0.0%	11.1%	8.3%	0.0%	1.8%	0.0%	5.6%	0.0%	7.1%	0.0%
Energy	0.0%	6.2%	0.0%	0.0%	0.0%	5.4%	1.5%	0.0%	2.9%	0.0%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Lao PDR, which of the following would you attribute this to?

(Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Political pressures and obstacles*	9.1%	1.6%	19.2%	0.0%	8.0%	16.1%	9.8%	6.1%	11.1%	0.0%	25.0%
Corruption*	63.6%	44.6%	57.7%	42.9%	52.0%	35.7%	54.1%	57.6%	81.5%	42.9%	37.5%
Inadequate level of private sector participation*	36.4%	25.3%	15.4%	52.4%	24.0%	16.1%	23.0%	24.2%	3.7%	35.7%	0.0%
Inadequate level of donor coordination	9.1%	13.4%	0.0%	14.3%	4.0%	3.6%	8.2%	12.1%	7.4%	14.3%	0.0%
Inadequate level of citizen/civil society participation	18.2%	32.8%	30.8%	38.1%	20.0%	10.7%	24.6%	39.4%	29.6%	28.6%	25.0%
Inadequate level of government accountability*	0.0%	20.4%	26.9%	4.8%	24.0%	44.6%	32.8%	27.3%	11.1%	14.3%	0.0%
Inadequate level of capacity in the government*	18.2%	22.6%	38.5%	23.8%	40.0%	53.6%	24.6%	18.2%	14.8%	21.4%	50.0%
Reforms do not match country requirements*	27.3%	25.8%	11.5%	14.3%	12.0%	5.4%	11.5%	9.1%	22.2%	35.7%	37.5%
Pressure from outside interest groups	0.0%	4.3%	0.0%	4.8%	4.0%	7.1%	6.6%	0.0%	0.0%	0.0%	0.0%
Other	9.1%	1.6%	0.0%	0.0%	4.0%	1.8%	1.6%	3.0%	3.7%	0.0%	12.5%

*Significantly different between stakeholder groups

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
To what extent do you trust the World Bank Group to do what is right?*	9	7.56	173	8.22	25	8.32	17.00	8.59	20	7.30	51	7.84	55	7.82	30	6.97	30	7.93	11	8.00	7	7.29

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

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

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
The World Bank (IDA)*	11	6.73	198	5.97	27	7.93	21.00	5.33	25	7.00	52	6.83	62	5.90	32	5.47	33	5.70	13	5.54	8	5.13
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	11	6.27	193	5.07	25	5.28	20.00	4.50	25	7.32	53	5.45	60	6.00	33	4.61	32	4.88	13	5.92	8	3.38

*Significantly different between stakeholder groups

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Lao PDR*	10	8.00	190	8.28	27	8.70	17.00	7.41	24	7.83	52	7.88	62	7.29	30	7.37	31	7.65	12	7.83	6	7.83
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR*	10	8.10	182	8.10	26	8.73	16.00	8.31	24	7.79	51	7.76	60	7.33	30	6.87	29	7.59	11	8.27	5	7.60

*Significantly different between stakeholder groups

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
The World Bank (IDA)*	9	7.78	172	7.94	27	8.11	17.00	8.24	22	7.95	50	7.48	57	7.19	28	6.50	31	7.74	13	8.31	5	7.40
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	9	7.89	149	7.41	20	7.50	14.00	7.50	22	7.86	33	7.33	55	6.78	21	6.00	25	6.88	13	8.00	3	6.67

*Significantly different between stakeholder groups



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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?*	10	7.70	176	8.03	25	8.08	15.00	8.53	23	7.43	51	7.43	60	7.23	27	6.70	27	7.78	11	8.73	6	7.83

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
To what extent does the World Bank Group influence the development agenda in Lao PDR?*	10	7.80	180	7.97	27	8.48	17.00	8.53	23	7.30	49	7.55	59	7.15	29	6.62	25	7.44	12	8.75	6	7.50

(1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

**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 Lao PDR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lao PDR? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Gender equity	0.0%	4.9%	3.7%	9.5%	4.0%	1.9%	0.0%	11.8%	0.0%	0.0%	12.5%
Private sector development*	27.3%	9.4%	7.4%	14.3%	16.0%	9.4%	21.7%	26.5%	5.9%	0.0%	0.0%
Water and sanitation	0.0%	3.0%	7.4%	0.0%	0.0%	1.9%	1.7%	0.0%	2.9%	7.1%	0.0%
Pollution	0.0%	1.5%	0.0%	9.5%	4.0%	0.0%	5.0%	0.0%	5.9%	0.0%	0.0%
Job creation/employment	36.4%	28.1%	25.9%	14.3%	32.0%	20.8%	11.7%	26.5%	32.4%	35.7%	25.0%
Health	9.1%	6.4%	3.7%	4.8%	12.0%	11.3%	3.3%	11.8%	2.9%	14.3%	12.5%
Financial markets	0.0%	2.5%	0.0%	0.0%	8.0%	0.0%	3.3%	0.0%	5.9%	14.3%	0.0%
Anti-corruption	18.2%	13.3%	14.8%	14.3%	12.0%	13.2%	26.7%	8.8%	29.4%	7.1%	0.0%
Food security	0.0%	8.9%	11.1%	9.5%	4.0%	3.8%	5.0%	5.9%	8.8%	0.0%	0.0%
Energy	0.0%	3.9%	3.7%	0.0%	0.0%	1.9%	3.3%	5.9%	0.0%	0.0%	0.0%
Education*	18.2%	36.5%	29.6%	28.6%	28.0%	20.8%	36.7%	20.6%	61.8%	35.7%	25.0%
Public sector governance/reform*	45.5%	21.7%	22.2%	14.3%	24.0%	49.1%	28.3%	17.6%	11.8%	21.4%	12.5%
Global/regional integration*	0.0%	6.9%	3.7%	9.5%	4.0%	1.9%	6.7%	0.0%	0.0%	28.6%	12.5%
Urban development*	9.1%	2.0%	14.8%	0.0%	4.0%	3.8%	1.7%	0.0%	2.9%	0.0%	0.0%
Global pandemics	0.0%	8.4%	3.7%	0.0%	0.0%	3.8%	3.3%	8.8%	5.9%	0.0%	0.0%
Agriculture and rural development	18.2%	26.6%	29.6%	33.3%	36.0%	9.4%	11.7%	23.5%	20.6%	28.6%	37.5%
Trade and exports	9.1%	9.4%	3.7%	9.5%	12.0%	5.7%	13.3%	0.0%	11.8%	14.3%	0.0%
Economic growth	0.0%	15.8%	11.1%	19.0%	16.0%	18.9%	20.0%	8.8%	8.8%	0.0%	25.0%
Disaster risk management	0.0%	3.4%	3.7%	9.5%	0.0%	3.8%	0.0%	5.9%	2.9%	7.1%	0.0%
Equality of opportunity*	9.1%	3.0%	3.7%	0.0%	0.0%	9.4%	1.7%	11.8%	14.7%	0.0%	12.5%
Disease: TB, HIV, dengue	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	9.1%	7.4%	0.0%	4.8%	8.0%	3.8%	5.0%	2.9%	2.9%	14.3%	0.0%
Transport	27.3%	9.4%	3.7%	4.8%	8.0%	9.4%	3.3%	8.8%	5.9%	0.0%	0.0%
National debt*	9.1%	8.9%	11.1%	9.5%	0.0%	18.9%	21.7%	5.9%	0.0%	7.1%	25.0%
Law and justice	0.0%	3.9%	3.7%	0.0%	4.0%	1.9%	5.0%	8.8%	0.0%	0.0%	0.0%
Natural resource management	0.0%	10.3%	22.2%	23.8%	4.0%	17.0%	8.3%	14.7%	14.7%	21.4%	12.5%
Climate change	0.0%	4.4%	0.0%	4.8%	0.0%	9.4%	5.0%	8.8%	0.0%	7.1%	12.5%
Poverty reduction	27.3%	27.6%	37.0%	28.6%	36.0%	17.0%	20.0%	23.5%	29.4%	21.4%	50.0%
Social protection*	0.0%	1.0%	3.7%	0.0%	4.0%	11.3%	1.7%	11.8%	0.0%	0.0%	0.0%

*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 Lao PDR, 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		Other Gov-t Institutions/ Organizations		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	N	Mean
Responsiveness to needs*	9	7.44	159	7.65	24	8.08	14.00	8.00	21	7.67	47	7.15	50	6.84	25	6.88	24	7.88	11	8.36	6	6.83
Flexibility (in terms of the institution's products and services)*	7	6.71	146	7.30	26	7.42	14.00	7.21	22	7.18	46	6.70	49	6.27	22	6.05	26	7.54	11	7.91	4	7.25
Flexibility (in terms of changing country circumstances)*	7	7.14	146	7.42	27	7.78	15.00	7.13	21	7.19	48	6.98	52	6.33	24	5.96	26	7.73	11	8.09	5	7.00
Being inclusive*	8	7.50	167	7.54	26	8.23	15.00	7.80	24	7.54	47	7.21	56	6.84	26	6.27	28	7.57	11	7.55	6	7.50
Being inclusive*	6	7.67	172	7.56	26	7.73	15.00	8.00	23	7.57	52	7.37	55	6.95	27	6.81	28	7.57	11	8.27	6	7.67
Collaboration with the Government*	9	8.22	181	8.41	26	8.69	16.00	8.38	22	8.05	48	7.54	56	7.61	30	7.80	29	8.00	11	8.64	7	7.29
The speed in which it gets things accomplished on the ground*	8	7.63	172	7.72	26	7.58	17.00	8.18	19	7.21	44	6.66	53	6.49	25	6.20	25	7.56	10	8.10	5	7.40
Helping to bring discipline/effective supervision to implementation of investment projects*	9	7.89	169	8.08	26	8.69	15.00	8.00	21	7.67	47	7.11	54	6.94	23	6.74	27	7.63	10	8.50	7	7.29
Collaboration with civil society*	8	7.50	158	7.78	25	7.96	14.00	7.50	19	7.21	43	6.28	50	6.70	23	5.61	27	7.59	11	8.55	5	7.00
Staff accessibility*	8	7.13	167	7.58	26	7.73	13.00	7.00	21	7.19	46	6.65	53	6.38	22	5.82	27	7.41	10	8.00	5	7.40
Collaboration with other donors and development partners*	8	7.75	166	7.91	24	7.92	14.00	7.93	22	8.27	51	7.20	53	7.26	21	6.43	25	7.88	10	8.60	5	7.20
Collaboration with the private sector*	5	7.00	135	7.33	21	7.24	13.00	6.92	18	6.83	37	7.08	57	6.39	18	5.83	25	7.00	9	8.67	6	6.67
Straightforwardness and honesty*	7	8.14	159	8.14	25	8.80	16.00	8.06	18	7.83	47	7.62	52	7.42	22	7.14	23	8.09	10	8.90	6	8.17
Treating clients and stakeholders in Lao PDR with respect*	7	8.00	168	8.14	26	8.62	15.00	8.27	20	8.25	47	7.83	52	7.71	22	7.00	27	8.00	10	8.70	7	7.43
Being a long-term partner*	8	8.75	176	8.85	25	8.96	16.00	8.63	23	8.39	50	8.24	55	7.78	24	7.29	26	8.23	11	9.27	7	8.57

*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		Other Gov-t Institutions/ Organizations		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	N	Mean
The World Bank Group takes decisions quickly in Lao PDR*	6	6.83	156	7.69	24	7.88	14.00	7.50	21	6.76	34	6.91	48	6.50	17	6.41	25	7.60	7	6.57	4	6.50

*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 Lao PDR? (1- Strongly disagree, 10- Strongly agree)

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
The World Bank Group's financial instruments meet the needs of Lao PDR*	11	7.45	167	7.72	25	7.96	17.00	7.88	21	6.76	40	7.40	53	6.51	23	6.83	28	8.00	9	7.89	6	6.67
The World Bank Group meets Lao PDR's needs for knowledge services*	10	8.10	179	8.02	25	7.72	16.00	8.44	23	7.74	46	7.54	54	7.15	25	7.16	31	8.10	10	7.90	6	7.50

*Significantly different between stakeholder groups

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	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?	11	8.64	175	8.42	25	8.68	18.00	8.39	23	7.96	51	8.47	53	7.68	24	7.71	30	8.30	10	8.90	7	7.86

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

E. World Bank Group's Knowledge Work and Activities (continued)

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	9.1%	7.1%	3.7%	10.0%	9.5%	9.4%	1.8%	0.0%	3.0%	14.3%	0.0%
Monthly	27.3%	26.3%	48.1%	20.0%	33.3%	24.5%	22.8%	12.5%	21.2%	21.4%	14.3%
A few times a year	45.5%	43.4%	44.4%	40.0%	47.6%	56.6%	49.1%	40.6%	39.4%	35.7%	42.9%
Rarely*	18.2%	12.6%	0.0%	20.0%	9.5%	5.7%	15.8%	28.1%	24.2%	28.6%	14.3%
Never	0.0%	10.6%	3.7%	10.0%	0.0%	3.8%	10.5%	18.8%	12.1%	0.0%	28.6%

*Significantly different between stakeholder groups



E. World Bank Group's Knowledge Work and Activities (continued)

In Lao PDR, 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)

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	N	Mean
Are adaptable to Lao PDR's specific development challenges and country circumstances	9	8.11	162	7.74	26	7.81	14.00	8.07	22	7.45	49	7.51	47	7.15	21	6.71	28	7.64	8	8.38	3	6.67

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		Other Gov-t Institutions/ Organizations		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	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?*	11	8.55	184	8.21	26	8.50	16.00	8.75	23	7.39	49	7.65	51	7.47	24	7.42	30	7.90	11	8.73	5	7.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	11	8.27	181	8.18	26	8.62	14.00	8.36	22	7.05	51	8.18	50	7.40	22	7.45	29	8.28	11	8.82	5	7.40

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Lao PDR**

Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Improve the relevance of its experts as related to Lao PDR's specific challenges*	45.5%	33.3%	25.9%	15.8%	34.8%	15.1%	10.7%	12.9%	39.4%	7.1%	14.3%
Offer more innovative financial products and services	36.4%	15.7%	7.4%	26.3%	13.0%	1.9%	19.6%	16.1%	24.2%	14.3%	14.3%
Collaborate more effectively with Government clients	27.3%	27.8%	22.2%	36.8%	21.7%	17.0%	7.1%	22.6%	30.3%	21.4%	28.6%
Work faster	9.1%	5.6%	7.4%	0.0%	8.7%	5.7%	3.6%	0.0%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	36.4%	27.8%	25.9%	31.6%	34.8%	7.5%	14.3%	16.1%	18.2%	14.3%	14.3%
Offer more real-time advice and guidance	18.2%	13.1%	7.4%	0.0%	17.4%	13.2%	7.1%	0.0%	3.0%	14.3%	14.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	6.6%	18.5%	15.8%	13.0%	3.8%	8.9%	9.7%	6.1%	14.3%	14.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	11.6%	18.5%	10.5%	8.7%	30.2%	8.9%	16.1%	9.1%	7.1%	14.3%
Offer more innovative knowledge products and services	9.1%	5.1%	3.7%	10.5%	4.3%	11.3%	14.3%	6.5%	6.1%	7.1%	0.0%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy*	9.1%	12.6%	7.4%	15.8%	8.7%	26.4%	17.9%	6.5%	6.1%	42.9%	14.3%
Engage more effectively with civil society*	0.0%	3.0%	7.4%	0.0%	8.7%	5.7%	8.9%	38.7%	9.1%	0.0%	0.0%
Engage more directly with beneficiaries	9.1%	6.1%	18.5%	10.5%	8.7%	13.2%	10.7%	16.1%	9.1%	21.4%	28.6%
Increase the level of capacity development in the country	0.0%	26.8%	29.6%	15.8%	8.7%	30.2%	23.2%	12.9%	27.3%	21.4%	14.3%
Engage more effectively with private sector*	0.0%	1.5%	0.0%	0.0%	8.7%	15.1%	37.5%	16.1%	3.0%	14.3%	14.3%
Other	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	1.8%	3.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Lao PDR (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 2)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local government*	20.0%	57.5%	37.0%	57.9%	31.8%	37.7%	14.3%	22.6%	40.6%	28.6%	57.1%
Private sector*	60.0%	24.5%	14.8%	5.3%	18.2%	41.5%	58.9%	32.3%	31.3%	14.3%	42.9%
Beneficiaries	10.0%	14.0%	37.0%	26.3%	18.2%	22.6%	23.2%	9.7%	12.5%	7.1%	14.3%
Donor community*	10.0%	13.0%	14.8%	31.6%	27.3%	26.4%	10.7%	9.7%	0.0%	7.1%	0.0%
NGOs/Non-Profit Associations*	10.0%	3.5%	3.7%	0.0%	9.1%	20.8%	10.7%	58.1%	6.3%	7.1%	0.0%
National Assembly	20.0%	11.0%	18.5%	15.8%	27.3%	15.1%	12.5%	3.2%	6.3%	0.0%	14.3%
Mass organizations*	10.0%	7.0%	14.8%	5.3%	9.1%	5.7%	8.9%	38.7%	0.0%	7.1%	14.3%
Academia/think tanks/research institutes*	40.0%	50.5%	51.9%	47.4%	50.0%	13.2%	44.6%	19.4%	84.4%	50.0%	14.3%
Media*	0.0%	6.5%	3.7%	0.0%	4.5%	1.9%	7.1%	6.5%	9.4%	78.6%	14.3%
Other	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Don't know	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Lao PDR?

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never	36.4%	23.0%	11.1%	10.5%	17.4%	9.6%	15.8%	28.1%	36.4%	7.1%	28.6%
Less than once a year *	18.2%	12.0%	3.7%	42.1%	26.1%	1.9%	26.3%	15.6%	27.3%	28.6%	28.6%
Once a year to a few times a year	18.2%	28.0%	25.9%	26.3%	21.7%	44.2%	40.4%	37.5%	27.3%	50.0%	28.6%
Less than once a month	18.2%	12.5%	18.5%	15.8%	13.0%	15.4%	10.5%	9.4%	3.0%	14.3%	14.3%
At least once a month*	9.1%	17.5%	37.0%	0.0%	13.0%	21.2%	7.0%	9.4%	0.0%	0.0%	0.0%
At least once a week	0.0%	7.0%	3.7%	5.3%	8.7%	7.7%	0.0%	0.0%	6.1%	0.0%	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 Lao PDR? (Choose no more than 2)**

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio*	18.2%	16.7%	23.1%	41.2%	13.0%	1.9%	7.3%	10.0%	25.0%	14.3%	0.0%
International radio	0.0%	1.0%	0.0%	0.0%	4.3%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%
Local newspapers*	18.2%	48.5%	53.8%	23.5%	47.8%	69.8%	40.0%	56.7%	28.1%	57.1%	42.9%
International newspapers*	18.2%	4.5%	11.5%	0.0%	13.0%	35.8%	9.1%	6.7%	6.3%	21.4%	14.3%
Local television*	0.0%	29.3%	26.9%	5.9%	8.7%	1.9%	14.5%	20.0%	25.0%	21.4%	28.6%
International television	9.1%	3.0%	3.8%	5.9%	4.3%	0.0%	7.3%	3.3%	9.4%	0.0%	0.0%
Magazines*	36.4%	14.6%	3.8%	23.5%	21.7%	1.9%	9.1%	3.3%	12.5%	0.0%	0.0%
Social media	36.4%	63.1%	65.4%	76.5%	60.9%	52.8%	74.5%	70.0%	68.8%	64.3%	71.4%
Other*	36.4%	5.1%	0.0%	5.9%	8.7%	13.2%	10.9%	3.3%	12.5%	7.1%	28.6%

*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	63.6%	50.0%	44.4%	60.0%	40.9%	46.2%	39.6%	46.9%	40.6%	78.6%	42.9%
e-Newsletters	36.4%	17.3%	29.6%	25.0%	22.7%	36.5%	26.4%	37.5%	21.9%	21.4%	0.0%
World Bank Group's seminars/workshops/ conferences*	18.2%	55.1%	63.0%	15.0%	36.4%	30.8%	39.6%	40.6%	46.9%	21.4%	42.9%
Social media	36.4%	46.9%	51.9%	50.0%	45.5%	30.8%	60.4%	56.3%	62.5%	35.7%	57.1%
Direct contact with World Bank Group	45.5%	29.6%	37.0%	15.0%	31.8%	36.5%	24.5%	18.8%	21.9%	14.3%	14.3%
World Bank Group's website	54.5%	35.2%	37.0%	50.0%	45.5%	50.0%	37.7%	25.0%	40.6%	42.9%	28.6%
Webinars or online events hosted by the World Bank Group*	0.0%	8.7%	0.0%	10.0%	22.7%	26.9%	15.1%	6.3%	3.1%	0.0%	14.3%
Interviews and press conferences for the Lao media*	9.1%	7.1%	7.4%	10.0%	9.1%	1.9%	11.3%	12.5%	9.4%	50.0%	0.0%

*Significantly different between stakeholder groups

What do you use primarily when visiting a World Bank Group website? * (Select only 1 response)

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Phone	20.0%	28.8%	33.3%	64.7%	36.4%	15.4%	28.0%	16.1%	28.1%	30.8%	14.3%
Tablet	20.0%	0.0%	0.0%	0.0%	0.0%	1.9%	4.0%	3.2%	6.3%	0.0%	0.0%
Computer/laptop	50.0%	57.1%	62.5%	23.5%	59.1%	80.8%	62.0%	58.1%	50.0%	53.8%	42.9%
I never visit the WBG websites	10.0%	14.1%	4.2%	11.8%	4.5%	1.9%	6.0%	22.6%	15.6%	15.4%	42.9%

*Significantly different between stakeholder groups



H. Background Information

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	33.3%	56.7%	80.0%	50.0%	50.0%	58.9%	56.7%	29.4%	26.5%	42.9%	33.3%
No	66.7%	43.3%	20.0%	50.0%	50.0%	41.1%	43.3%	70.6%	73.5%	57.1%	66.7%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Lao PDR?*

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IDA)	50.0%	82.4%	100.0%	87.5%	60.0%	90.6%	62.2%	90.0%	100.0%	66.7%	100.0%
The International Finance Corporation (IFC)	50.0%	17.6%	0.0%	12.5%	40.0%	9.4%	37.8%	10.0%	0.0%	33.3%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	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%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	Other Gov-t Institutions/ Organizations	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer	25.0%	16.6%	7.4%	17.4%	12.5%	12.7%	20.0%	32.4%	24.2%	28.6%	12.5%
Use World Bank Group reports/data*	41.7%	22.0%	25.9%	17.4%	33.3%	49.1%	32.3%	29.4%	36.4%	28.6%	25.0%
Engage in World Bank Group related/sponsored events/activities*	33.3%	58.5%	59.3%	52.2%	20.8%	27.3%	30.8%	20.6%	36.4%	7.1%	37.5%
Collaborate as part of my professional duties*	33.3%	38.5%	59.3%	26.1%	41.7%	65.5%	38.5%	41.2%	18.2%	21.4%	37.5%
Use World Bank Group website for information, data, research, etc. *	16.7%	15.6%	3.7%	21.7%	33.3%	18.2%	26.2%	11.8%	39.4%	57.1%	12.5%

*Significantly different between stakeholder groups



Appendix C: 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
To what extent do you trust the World Bank Group to do what is right?	7.84	8.06
Overall the World Bank Group currently plays a relevant role in development in Lao PDR	7.81	8.05
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	7.62	8.07
Overall, please rate your impression of the World Bank's effectiveness in Lao PDR.	7.46	7.88
Overall, please rate your impression of the IFC's effectiveness in Lao PDR.	6.92	7.54
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?	7.51	7.94
To what extent does the World Bank Group influence the development agenda in Lao PDR?	7.51	7.89
Responsiveness to needs	7.41	7.61
Flexibility (in terms of the institution's products and services)	6.90	7.11
Flexibility (in terms of changing country circumstances)	6.95	7.27
Being inclusive	7.30	7.44
Openness (sharing data and other information)	7.33	7.56
Collaboration with the Government	7.95	8.24
The speed in which it gets things accomplished on the ground	7.24	7.38
Helping to bring discipline/effective supervision to implementation of investment projects	7.57	7.82
Collaboration with civil society	7.30	7.29
Staff accessibility	6.84	7.42
Collaboration with other donors and development partners	7.54	7.79
Collaboration with the private sector	6.74	7.25
Straightforwardness and honesty	7.83	8.06
Treating clients and stakeholders in Lao PDR with respect	7.88	8.11
Being a long-term partner	8.38	8.56
The World Bank Group takes decisions quickly in Lao PDR	6.91	7.59
The World Bank Group's financial instruments meet the needs of Lao PDR	7.25	7.58
The World Bank Group meets Lao PDR's needs for knowledge services	7.66	7.90
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?	8.19	8.37
In Lao PDR, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Lao PDR's specific development challenges and country circumstances	7.41	7.74
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.88	8.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.91	8.15

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Lao PDR FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Lao PDR

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

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

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

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

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

**SECTION A: OVERALL CONTEXT**

A1. In general, would you say that Lao PDR is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Lao PDR is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

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

**SECTION A: OVERALL CONTEXT**

A4. Poverty reduction is a broad term that encompasses work in many different areas.			
Which 3 areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than 3)			
1	Economic growth	15	Pollution
2	Water and sanitation	16	Global pandemics (e.g. COVID-19)
3	Disaster risk management	17	Job creation/employment
4	Disease: TB, HIV, dengue	18	Financial markets (e.g. stock market)
5	Equality of opportunity (i.e., social inclusion)	19	Health
6	Social protection (e.g. pensions, targeted social assistance)	20	Gender equity (closing the gap between women and men, and boys and girls)
7	Agriculture and rural development	21	Private sector development
8	Information and communications technology	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Climate change (e.g. mitigation, adaptation)	23	Global/regional integration
10	Transport (e.g. roads, bridges, railway)	24	Food security
11	Energy	25	Urban development
12	Trade and exports	26	Education
13	Law and justice	27	National debt
14	Anti-corruption	28	Natural resource management

**SECTION A: OVERALL CONTEXT**

A5. The COVID-19 pandemic has stressed many aspects of Lao PDR's growth and development. In which areas would you like to see the Lao PDR'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 3)

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

A6. When economic and/or social reform efforts fail or are slow to take place in Lao PDR, which of the following would you attribute this to? (Choose no more than 2)

1	Political pressures and obstacles
2	Corruption
3	Inadequate level of private sector participation
4	Inadequate level of donor coordination
5	Inadequate level of citizen/civil society participation
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Reforms do not match country requirements
9	Pressure from outside interest groups (e.g. neighboring countries)
10	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A7. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The national/central government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g. JICA, GIZ, USAID, AusAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Asian Development Bank (ADB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Bank of the Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Lao non-profit associations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Religious institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Lao media and their web presence: newspapers, TV, radio	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

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

B5. To what extent does the World Bank Group's work help to achieve development results in Lao PDR?											
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

B6. To what extent does the World Bank Group influence the development agenda in Lao PDR?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR? (Select only 1 response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

B8. When thinking about the World Bank Group's role in Lao PDR, which activity do you VALUE the most? (Choose no more than 2)	
1	Bringing together different groups of stakeholders
2	Data and statistics
3	Capacity development related to World Bank Group supported projects
4	Technical assistance
5	Donor coordination
6	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
7	Financial resources
8	Formal policy advice, studies, analyses
9	Promoting knowledge sharing
10	Implementation support
11	Mobilizing third party financial resources
12	Other (please specify): _____

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

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than 2)	
1	Too influenced by developed countries
2	World Bank Group's processes too slow and complex
3	Staff too inaccessible
4	Not collaborating enough with private sector
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Inadequate number of innovative knowledge products and services
7	Not adequately sensitive to political/social realities in Lao PDR
8	Not aligned with country priorities
9	Not willing to honestly criticize policies and reform efforts in the country
10	Not adequately flexible in changing country circumstances
11	Not collaborating enough with civil society (e.g., NGOs)
12	Inadequate World Bank Group's staffing in Lao PDR
13	Arrogant in its approach
14	Not sufficiently focused on sustainable results
15	Inadequate level of real-time advice and guidance
16	Not enough public disclosure of its work
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**

B10. When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Lao PDR? (Choose no more than 3)

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

B11. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

1	Multi-lateral financial institution	9	Public-private partnerships
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Development institution	12	Impact Investor
5	Private Sector Solutions	13	None of the above
6	World Bank	14	Don't know
7	Financial Advisory Solutions	15	Other (please specify): _____
8	Thought leader		

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

To what extent is the World Bank Group an effective development partner in Lao PDR, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
C1	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Treating clients and stakeholders in Lao PDR with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	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
C16	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	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"/>
C18	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"/>
C19	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"/>
C20	The World Bank Group’s conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	The World Bank Group takes decisions quickly in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	Working with the World Bank Group increases Lao PDR’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 Lao PDR?												
		Strongly disagree								Strongly agree		Don't know
C23	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, guarantee, etc.) meet the needs of Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	The World Bank Group meets Lao PDR’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"/>

C25. The World Bank Group has provided real time advice and guidance to the government and policy makers, since the COVID-19 outbreak occurred. Please rate the usefulness of this informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Lao government’s efforts to support citizens throughout this crisis?

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

C26. 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	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not important at all									Very important	Don't know

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

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lao PDR? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")		Not effective at all										Very effective	Don't know
		1	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	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Financial markets (e.g. stock market)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Transport (e.g., roads, bridges, railway)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Law and justice	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 (TB, HIV)	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**

D2. The World Bank Group has provided fast track support to Lao PDR related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:														
		Not effective at all										Very effective	N/A	Don't know
		1	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)

E1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Lao PDR, 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	
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Are adaptable to Lao PDR’s specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all								Very significant		Don't know	

E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality								Very high technical quality		Don't know	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LAO PDR**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than 2)	
1	Improve the relevance of its experts as related to Lao PDR's specific challenges
2	Offer more innovative financial products and services
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Work faster
5	Reduce the complexity of obtaining World Bank Group financing
6	Offer more real-time advice and guidance
7	Help to bring discipline/effective supervision to implementation of World Bank Group projects
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative knowledge products and services
10	Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy
11	Engage more effectively with civil society (e.g. NGOs, Non-Profit Associations)
12	Engage more directly with beneficiaries
13	Increase the level of capacity development in the country
14	Engage more effectively with private sector
15	Other (please specify): _____

F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)			
1	Local government	7	Mass organizations
2	Private sector	8	Academia/think tanks/research institutes
3	Beneficiaries	9	Media
4	Donor community	10	Other (please specify): _____
5	NGOs/Non-Profit Associations	11	Don't know
6	National Assembly		

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How frequently do you interact with the World Bank Group now in Lao PDR?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than 2)			
1	Local radio	6	International television
2	International radio	7	Magazines
3	Local newspapers	8	Social media (e.g., blogs, Facebook, YouTube, Instagram)
4	International newspapers		
5	Local television	9	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)			
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, YouTube)	8	Interviews and press conferences for the Lao media

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G5. Over the past 6 MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (Website, 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 (Website, newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	10	Multilateral Agency (UN, ADB, etc.)
2	National Assembly	11	Private Sector Organization
3	Employee of Ministry, ministerial implementation agency	12	Financial Sector/Private Bank
4	Project Management Unit for WBG project/ Consultant/Contractor on WBG project/program	13	Not-for-Profit Association / NGO
5	Local Government Office or Staff	14	Mass Organizations (Lao Youth Union, Lao Women Union, Lao Front, Trades Union)
6	Independent Government Institution (i.e., regulatory agency, central bank/supervising agency)	15	Academia/Research Institute/Think Tank
7	Judicial System (e.g., courts)	16	Media (press, radio, TV, web, etc.)
8	State-Owned Enterprise	17	Other (please specify): _____
9	Bilateral Agency (e.g., embassy, military)		

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country? (If YES, please go to H4; if NO, please go to H6)	
1	Yes
2	No

**SECTION H: BACKGROUND INFORMATION**

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Lao PDR? (Select only 1 response)

1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

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

1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Lao PDR? (Choose no more than 2)

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

H7. What's your gender?

1	Female
2	Male

H8. What's your age?

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



SECTION H: BACKGROUND INFORMATION

H9. Which best represents your geographic location?	
1	Vientiane Capital
2	Central Provinces
3	Northern Provinces
4	Southern Provinces

Thank you for completing the survey!