

FY 2022 Thailand Country Opinion Survey Report

THE WORLD BANK GROUP

Business Intelligence



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Acknowledgements

The Thailand Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by Jose De Buerba (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. BI acknowledges the significant contribution from the Thailand country team and independent fielding agency Infosearch. In particular, BI is grateful for the support from Kanitha Kongruekreatiyos (External Affairs Officer) and Suyin Matsumoto (Program Assistant), who coordinated the survey related activities from Bangkok, Thailand.





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THAILAND





I. Objectives

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

II. Methodology

From March to May 2022, 693 stakeholders of the WBG in Thailand were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the Prime Minister; office of a Minister; office of a member of parliament/legislative body; 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 judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; professional/trade associations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 261 stakeholders participated in the survey (38% response rate). Respondents received the questionnaire link via email and completed the questionnaire online.

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

Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B 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'19 (response rate was 52%, N=202). 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. In interpreting the findings of the past-year comparison analyses, however, the differences in stakeholder group representation (in particular, there was a much larger sample of media respondents in FY'22) as well as in respondents' specialization (i.e., respondents in FY'19 indicated their primary specializations as *"finance and markets"* (25%), *"macroeconomics and fiscal management"* (16%), and *"health, nutrition, and population"* (12%) whereas respondents in FY'22 indicated *"macroeconomics and fiscal management"* (22%), *"generalist"* (10%), and *"other"* (10%)) should be taken into consideration when interpreting the results. That is, some changes in ratings over time may be partially due to changes in the respondents who completed the survey in FY'22 versus those who responded in FY'19. The distribution of respondent samples from the FY'19 and FY'22 Country Surveys used in the year comparisons analyses are listed in the table below.

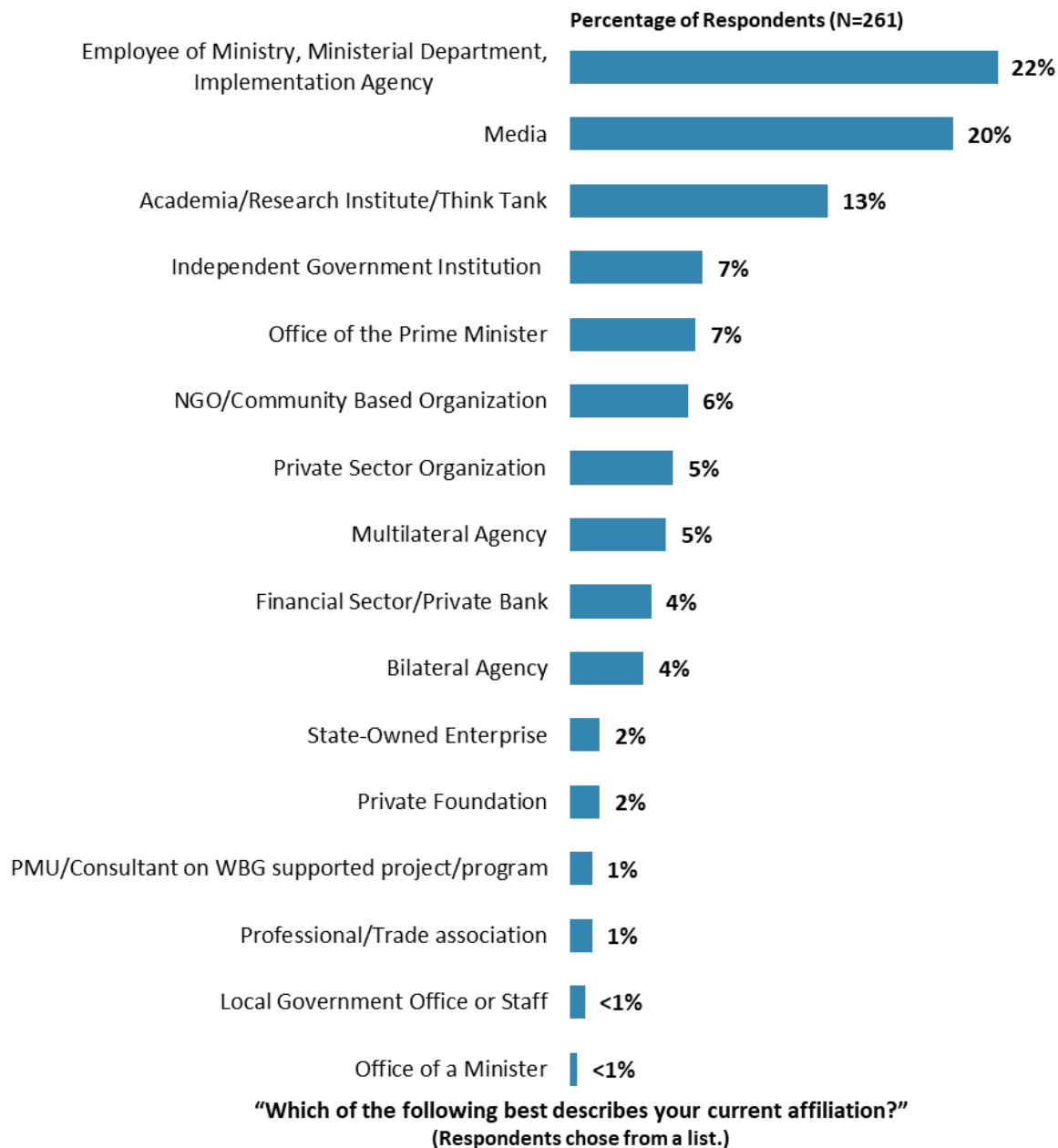
Percentage of Respondents	Distribution	
	FY 2019	FY 2022
Office of the Prime Minister; Office of Minister	8.9%	6.9%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, and state-owned enterprises)	25.7%	32.0%
Local Government Office or Staff	0.0%	0.8%
Bilateral/Multilateral Agency	7.9%	8.9%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade/professional associations, and faith-based groups)	10.9%	8.9%
Private Sector (includes private sector organization and financial sector/private banks)	19.8%	9.7%
Academia/Research Institute/Think Tank	11.4%	13.5%
Media	9.9%	20.1%
Other	4.5%	0.0%
Did not answer to the stakeholder question	1.0%	0.0%
Total Number of Respondents	202	261



III. Demographics of the Sample

Current Affiliation

- Note that for further analyses, some respondent groups were combined.¹

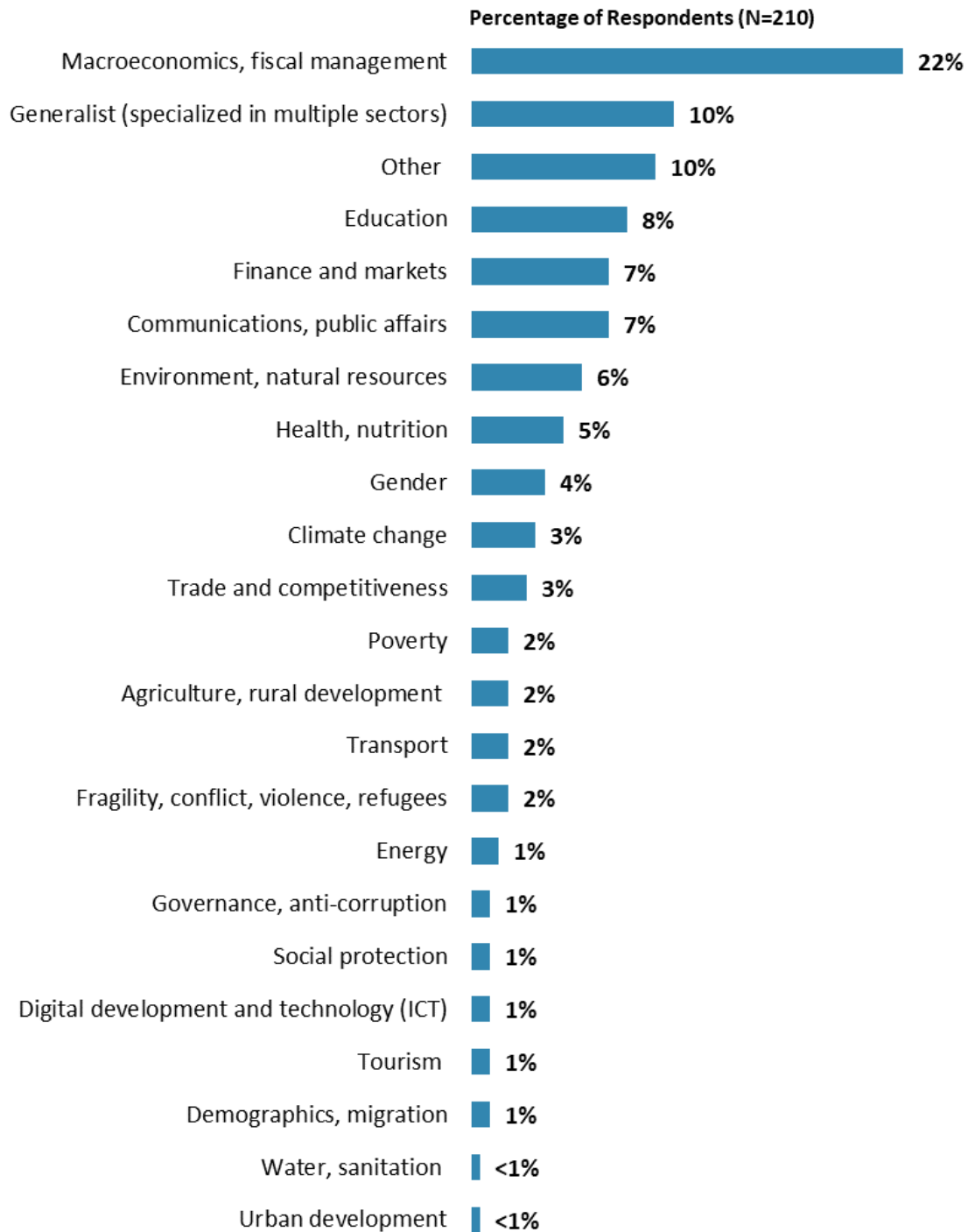


¹ Respondents from the office of the Prime Minister were combined with the respondents from the office of a Minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGO/community-based organization and professional/trade associations were included in the “civil society” category. The small number of the respondents from PMU/consultants/contractors working on WBG supported projects, local government and state-owned enterprise were included in the “Other” category. There were no respondents from the office of a member of parliament/legislative body, the judicial system, faith-based groups, or youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization



"Please identify the primary specialization of your work."

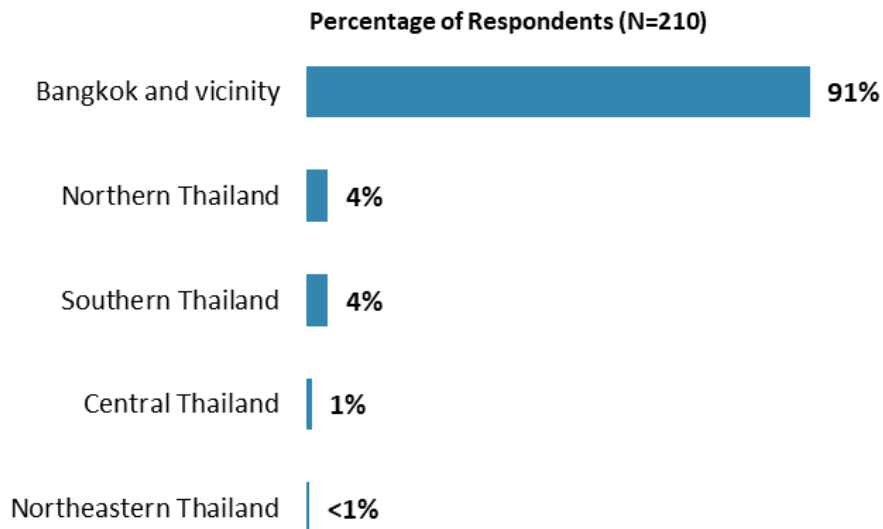
(Respondents chose from a list.)

No respondent chose Jobs



III. Demographics of the Sample (continued)

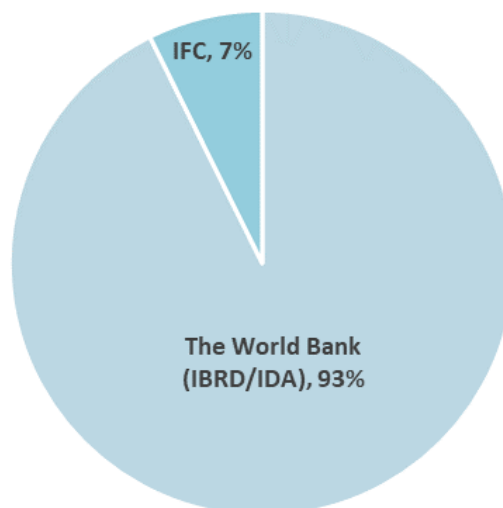
Geographic Locations



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=109)



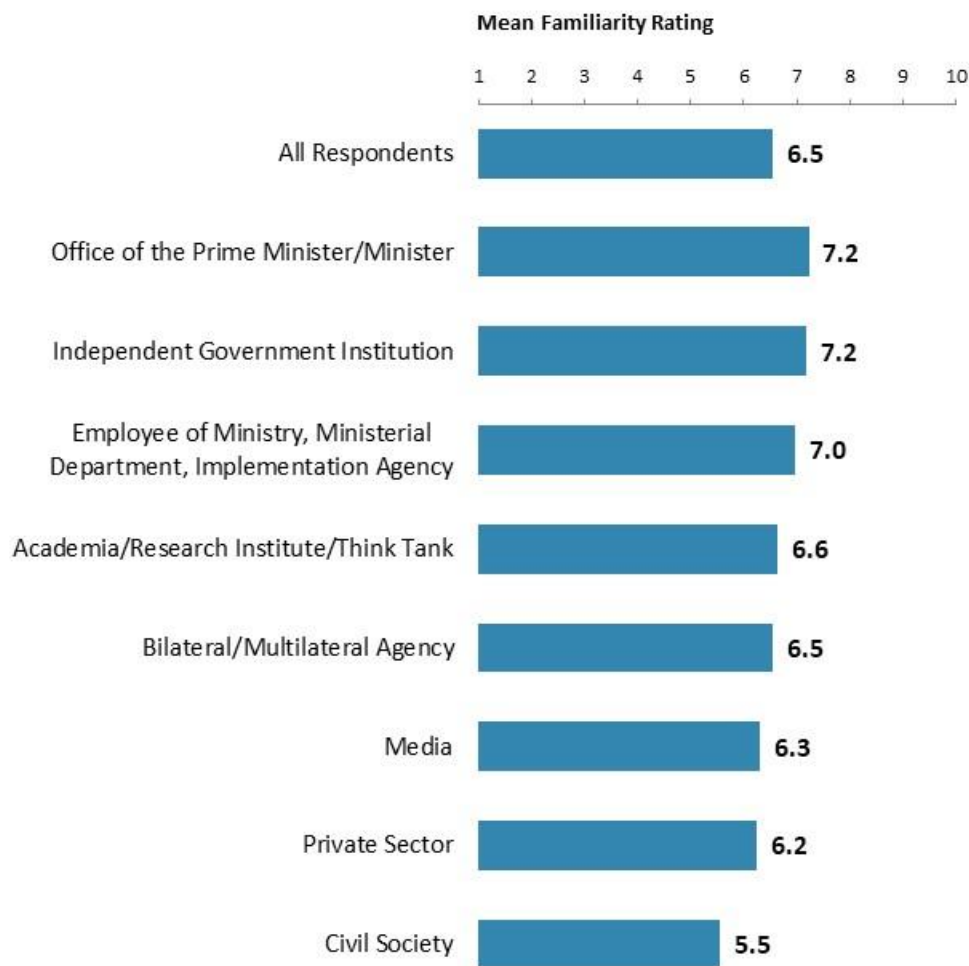
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had similar levels of familiarity with the WB compared to respondents in the FY'19 Country Survey (mean in FY'22 = 6.6; mean in FY'19 = 6.4).
- **Collaboration:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the work of the WB compared to respondents who do not collaborate (mean familiarity of collaborators = 7.3; mean familiarity of non-collaborators = 6.0).
- **Impact of familiarity:** Respondents' ratings of familiarity² with the WB were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Thailand's development, their ratings for the WB's overall effectiveness, and with ratings of the extent to which the WBG's work helps to achieve development results.



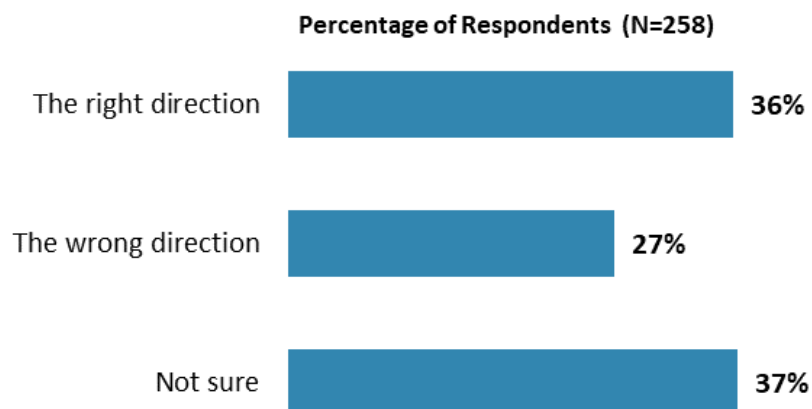
"How familiar are you with the work of the World Bank (IBRD/IDA) in Thailand?"
(1-"Not familiar at all", 10-"Extremely familiar")
(Statistically similar among stakeholder groups)

² In FY 2022, the questions about familiarity and effectiveness were asked separately about the World Bank (IBRD/IDA) and the IFC. Only the questions about the World Bank (IBRD/IDA) were used in these calculations.



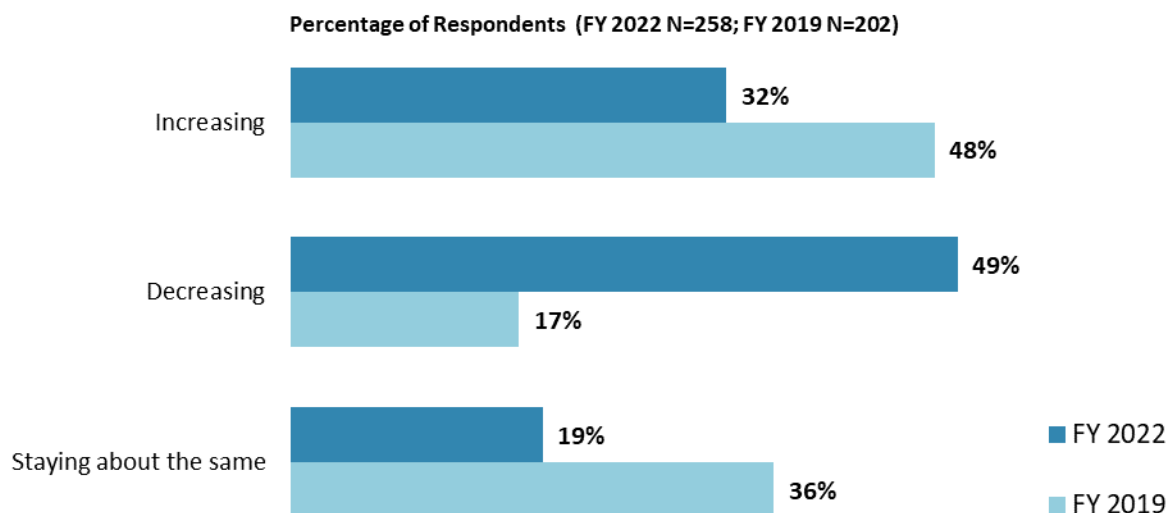
IV. Overall Context

Headed in the Right Direction



"In general, would you say that Thailand is headed in ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity



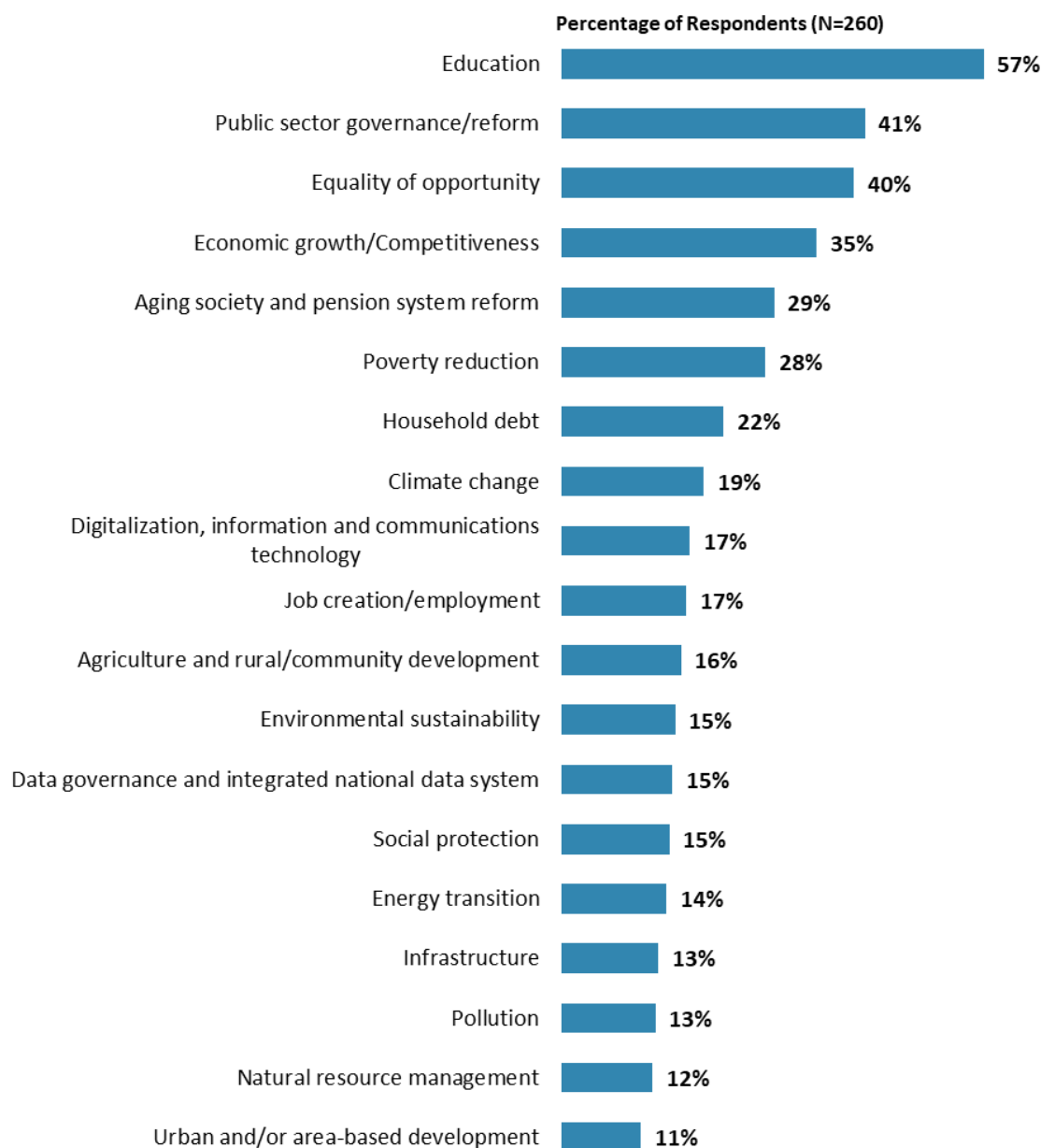
"Do you think that economic opportunity for citizens in Thailand is ... ?"
(Respondents chose from a list.)
(Significantly different between FY 2022 and FY 2019)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the most important development priority in Thailand was “*education*” (68%), followed by “*anti-corruption*” (30%), “*political stability*” (29%), and “*poverty reduction*” (29%). “*Public sector governance/reform*”, “*equality of opportunity*”, and “*economic growth*” were of significantly more concern to respondents in FY'22, increasing from 19%, 8%, and 17%, respectively, in FY'19. Also, “*aging society and pension system reform*”, a new response option in FY'22, emerged among the top 5 development priorities.



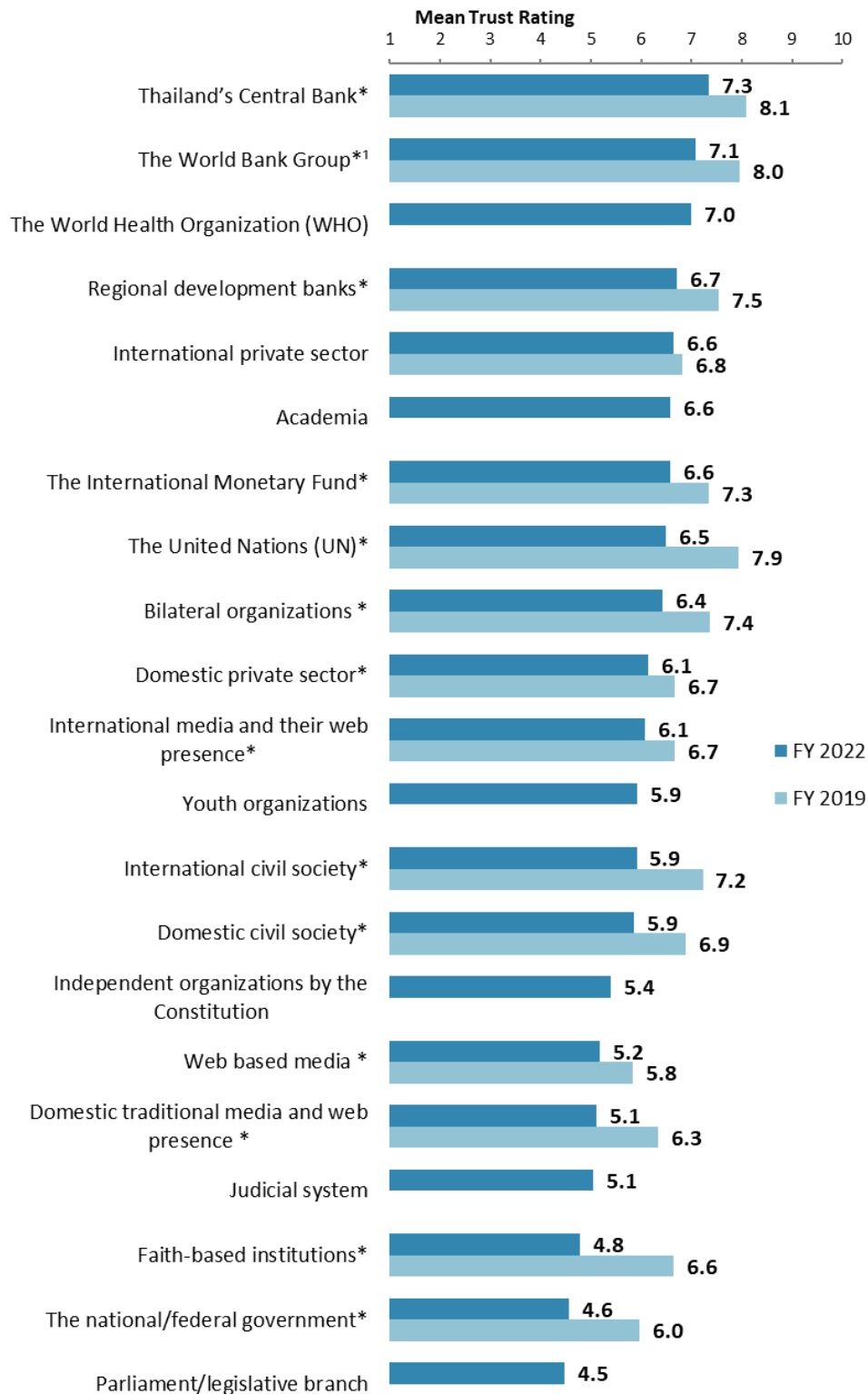
"Please identify which of the following development priorities you consider the most important in Thailand.
(Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 19 of 30 response options shown)



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")

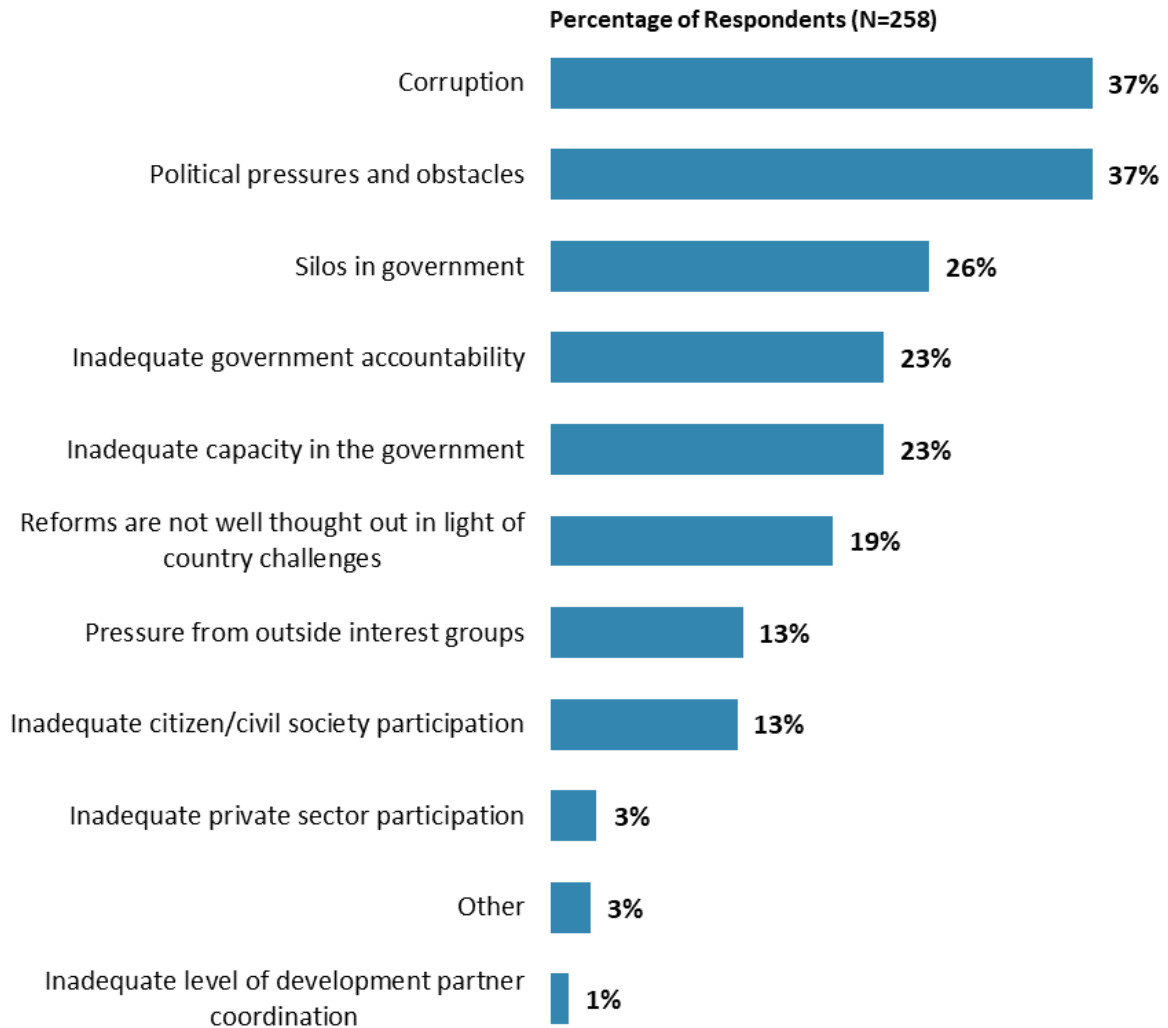
(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the primary reason for slow/failed reform efforts in Thailand was “*corruption*” (56%), followed by “*political pressures and obstacles*” (28%), “*inadequate level of capacity in the government*” (23%), “*poor coordination within the government*” (22%), and “*inadequate level of citizen/civil society participation*” (19%).

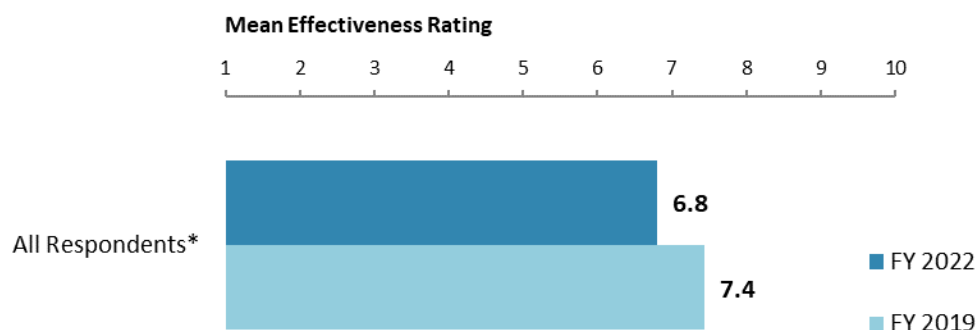


"When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



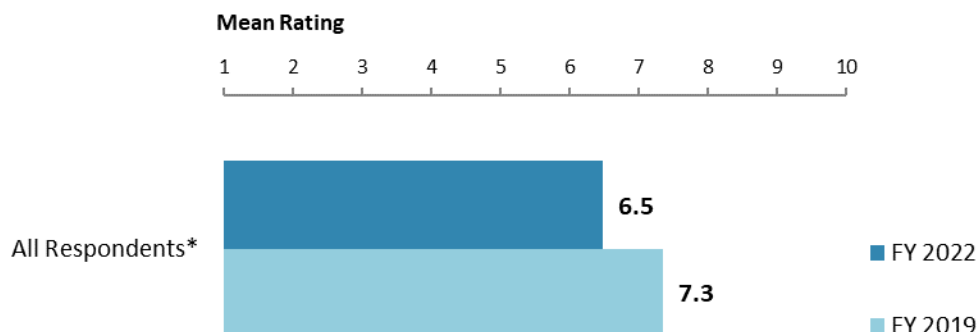
V. Overall Attitudes toward the World Bank Group

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



"Overall, please rate your impression of the World Bank Group's effectiveness in Thailand." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2022 and FY 2019)

Achieving Development Results (*Indicator Question*)

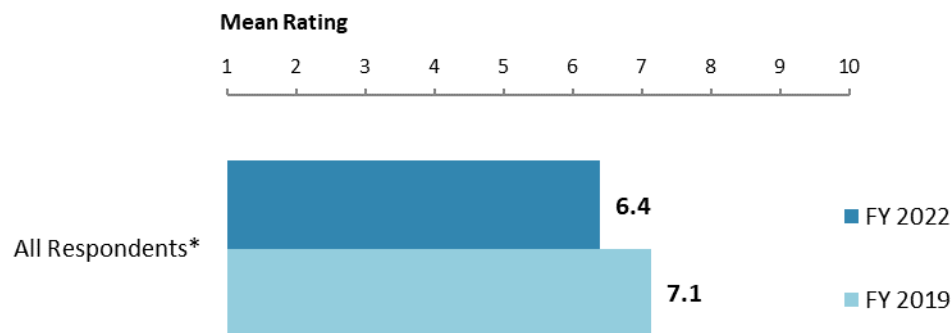


"To what extent does the World Bank Group's work help to achieve development results in Thailand?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019)



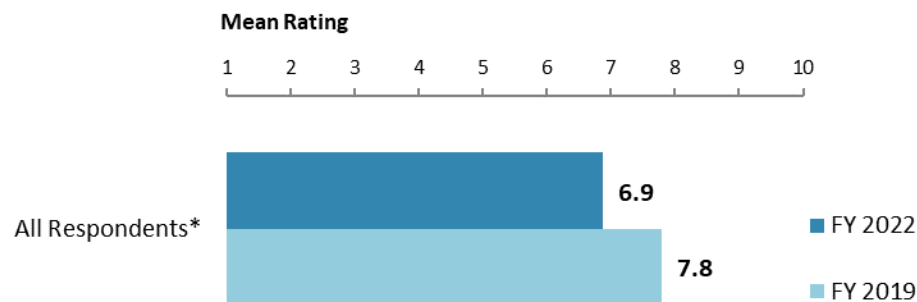
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Thailand's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Thailand?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019)

WBG Staff Preparedness³



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Thailand solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019)

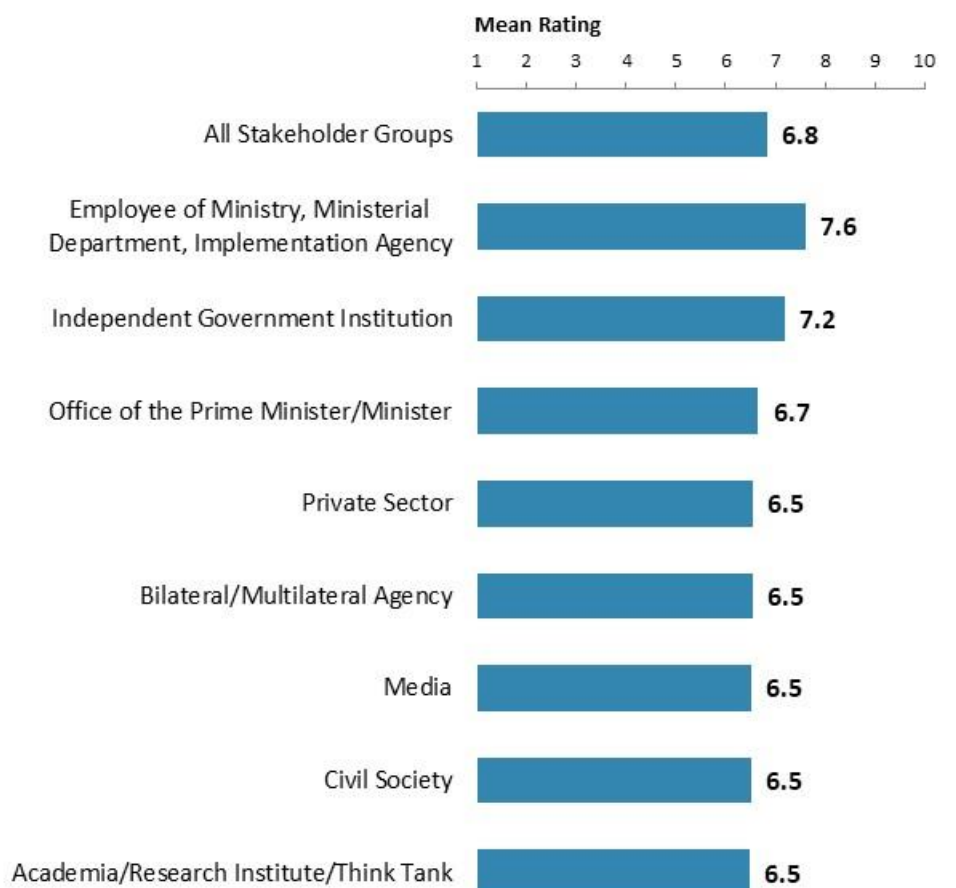
³ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-five COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.7). Responses for individual indicator questions by collaboration can be found in Appendix C (page 56).
- **Stakeholder groups:** Employees of ministries and respondents from independent government institutions had significantly higher mean ratings for the aggregated responses to the twenty-five COS indicator questions compared to respondents from other stakeholder groups. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 47).



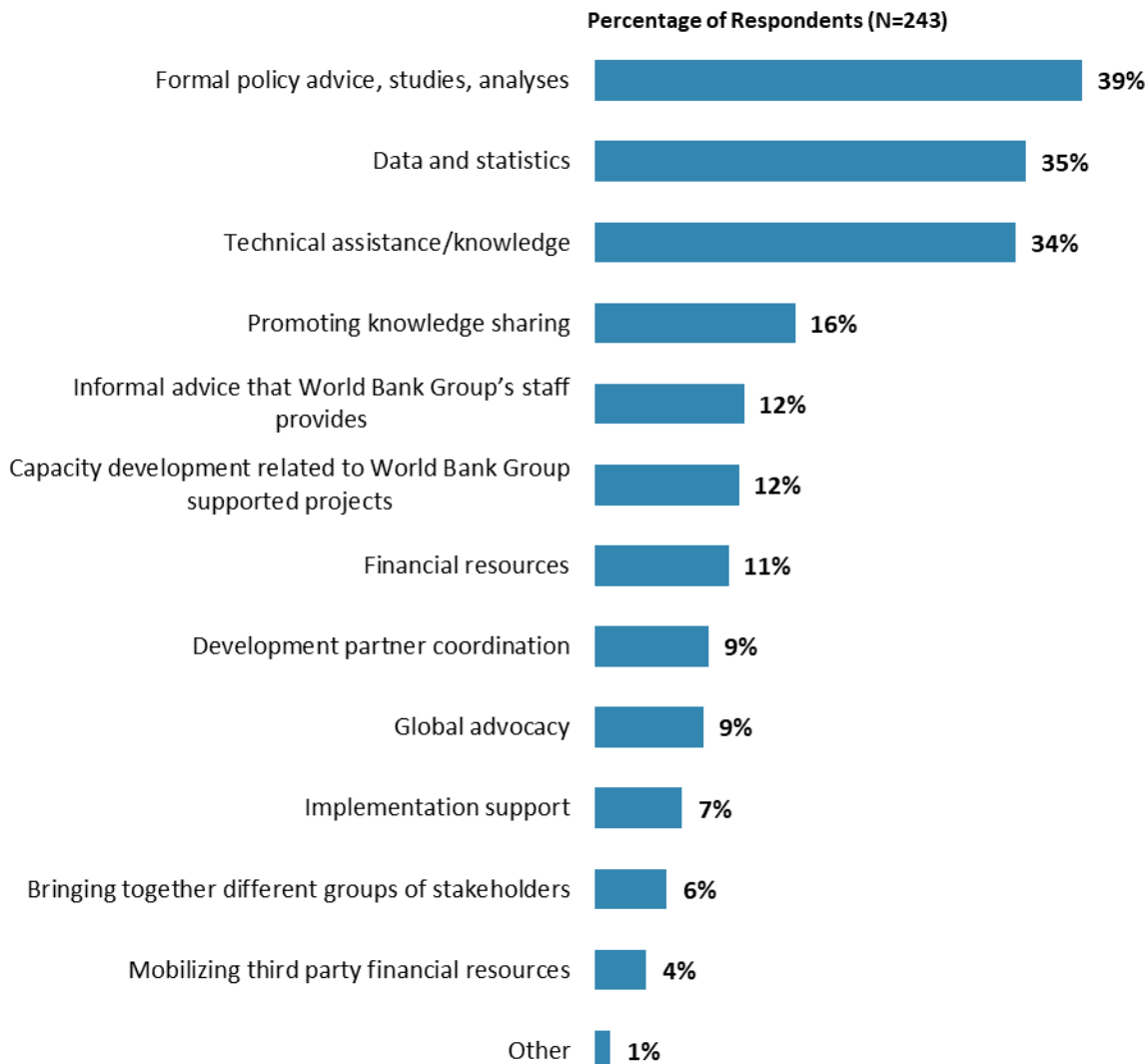
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to



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

Greatest Value

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG's greatest values to Thailand were "*policy advice, studies, analyses*" (42%), "*implementation support*" (34%), "*capacity development related to World Bank Group supported projects*" (31%), "*technical assistance*" (25%), and "*financial resources*" (24%). "*Data and statistics*" was significantly more valued in FY'22, increasing from just 8% in FY'19.

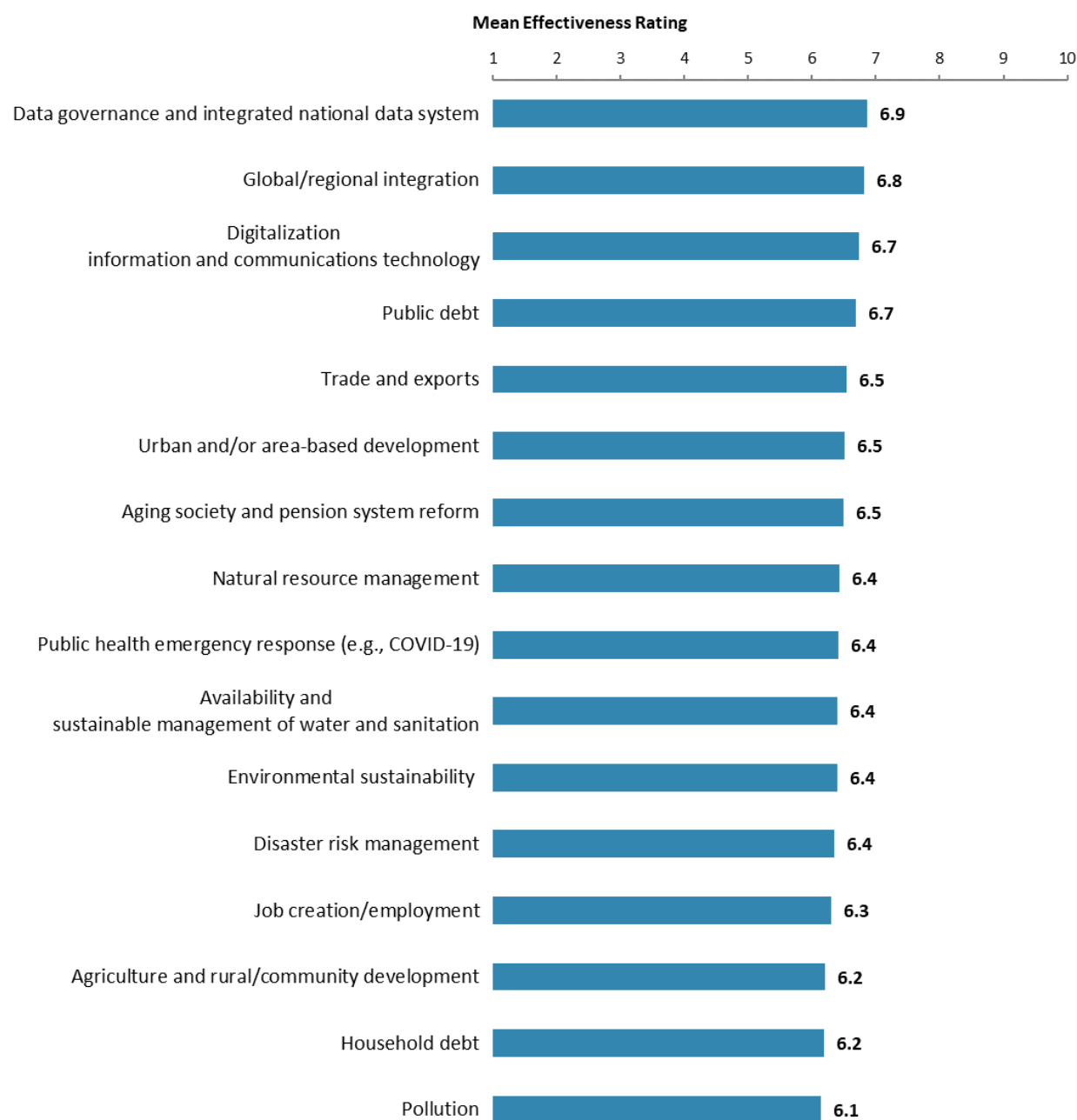


"When thinking about the World Bank Group's role in Thailand, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas⁴



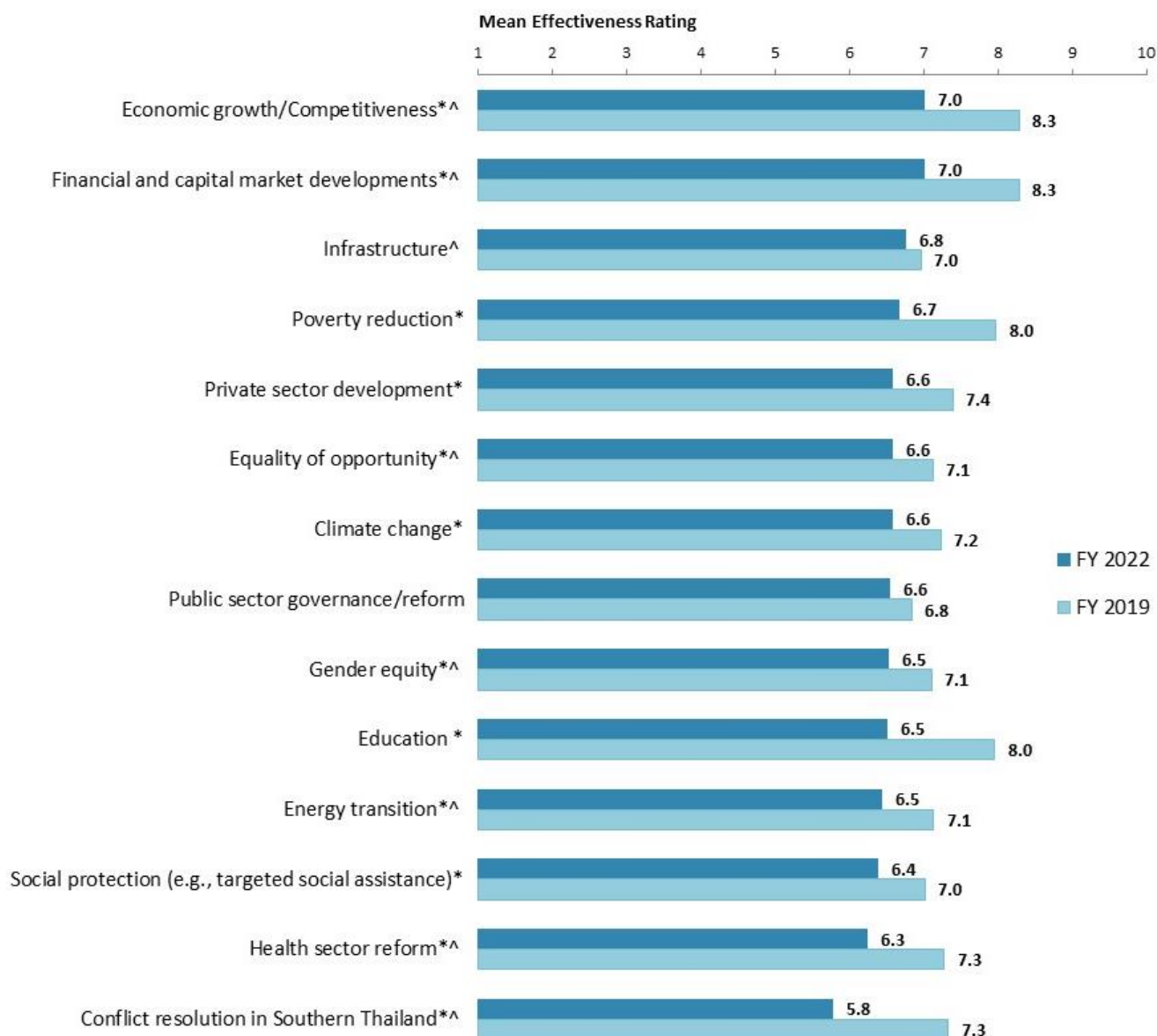
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand?"
(1-"Not effective at all", 10-"Very effective")

⁴ Informed stakeholders primarily responded to this question. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas (see Appendix A, page 33). In addition, responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



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

(*Significantly different between FY 2022 and FY 2019)

^Note slight differences in wording between FY 2022 and FY 2019 COS.

⁵ ^Note, subtle wording differences between FY 2022 and FY 2019 COS:

Economic growth/Competitiveness was "Economic growth" in FY 2019.

Financial and capital market developments was "Financial sector development" in FY 2019.

Infrastructure was compared to "Transportation" in FY 2019.

Equality of opportunity was compared to "Social inclusion" in FY 2019.

Gender equity was compared to "Gender" in FY 2019.

Energy transition was compared to "Energy" in FY 2019.

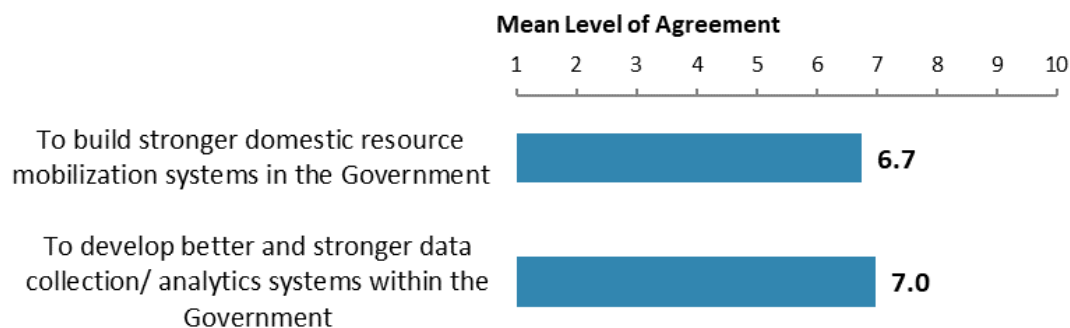
Health sector reform was "Health" in FY 2019.

Conflict resolution in Southern Thailand was compared to "Community development in Southern Thailand" in FY 2019.



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

Effectiveness of WBG's Support

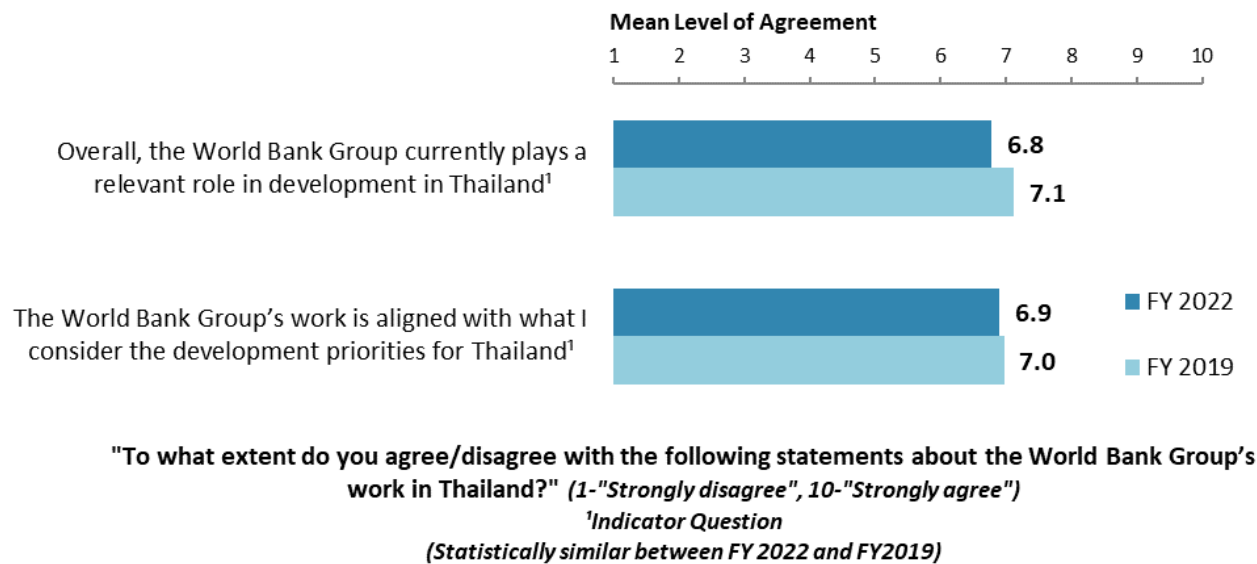


"How effectively does the World Bank Group support Thailand's efforts ... ?"
(1-"Not effective at all", 10-"Very effective")

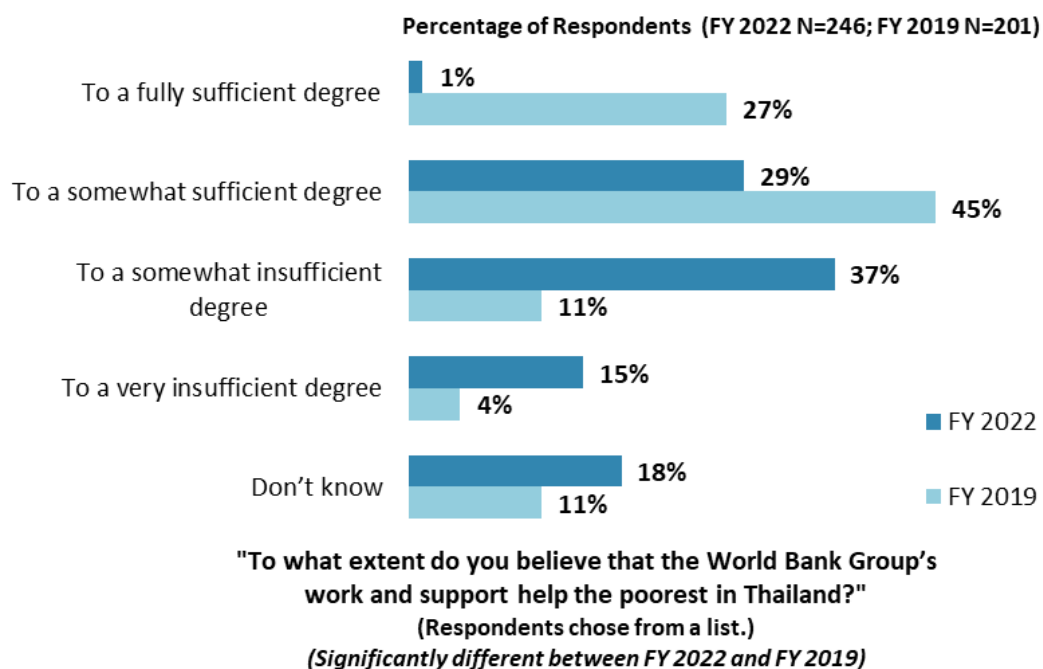


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Thailand



Helping the Poorest





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

Overall Perceptions⁶



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

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

(*Significantly different between FY 2022 and FY 2019)

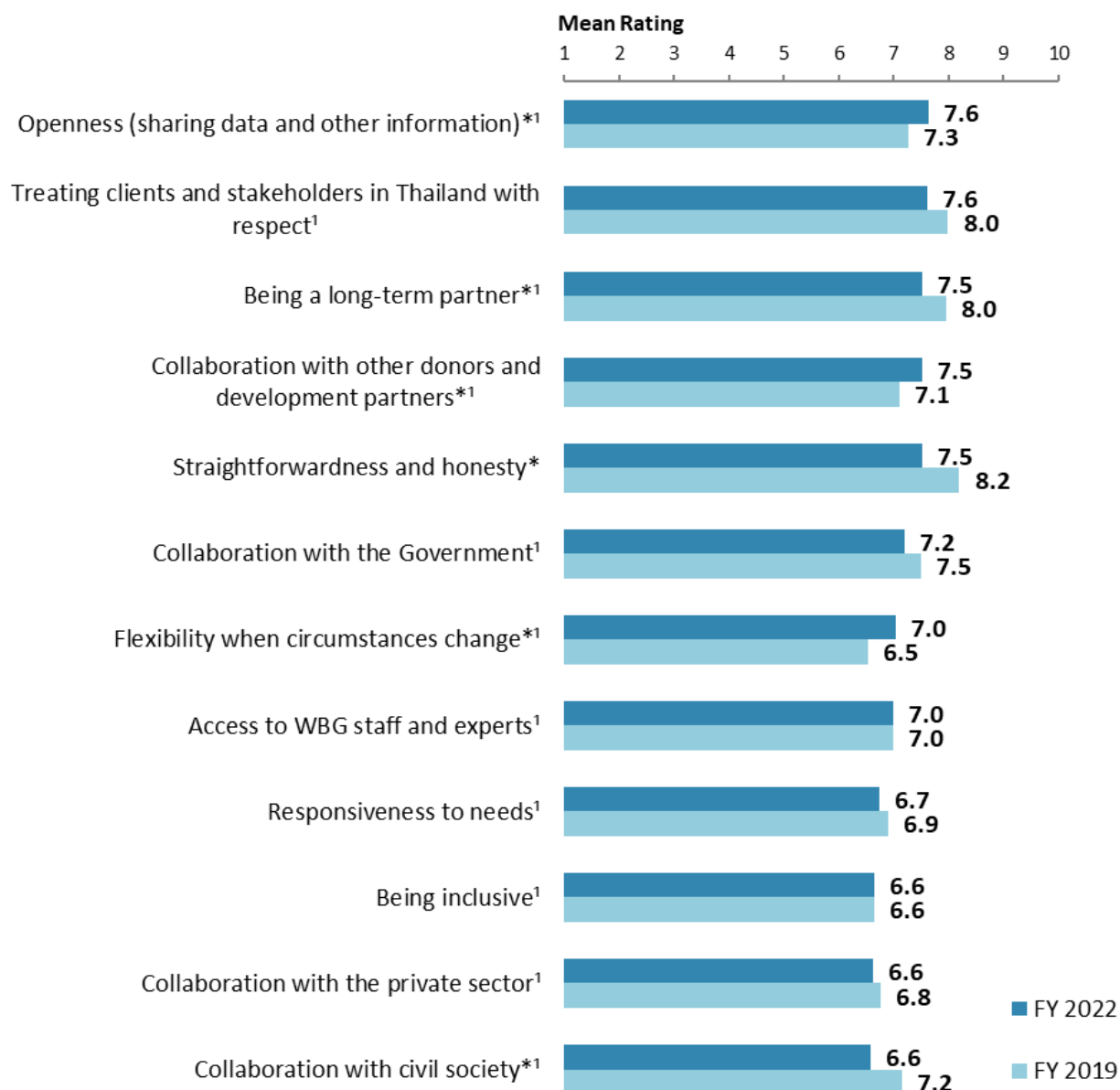
¹Indicator Question

⁶ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

The WBG as an Effective Development Partner⁷



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

(*Significantly different between FY 2022 and FY 2019)

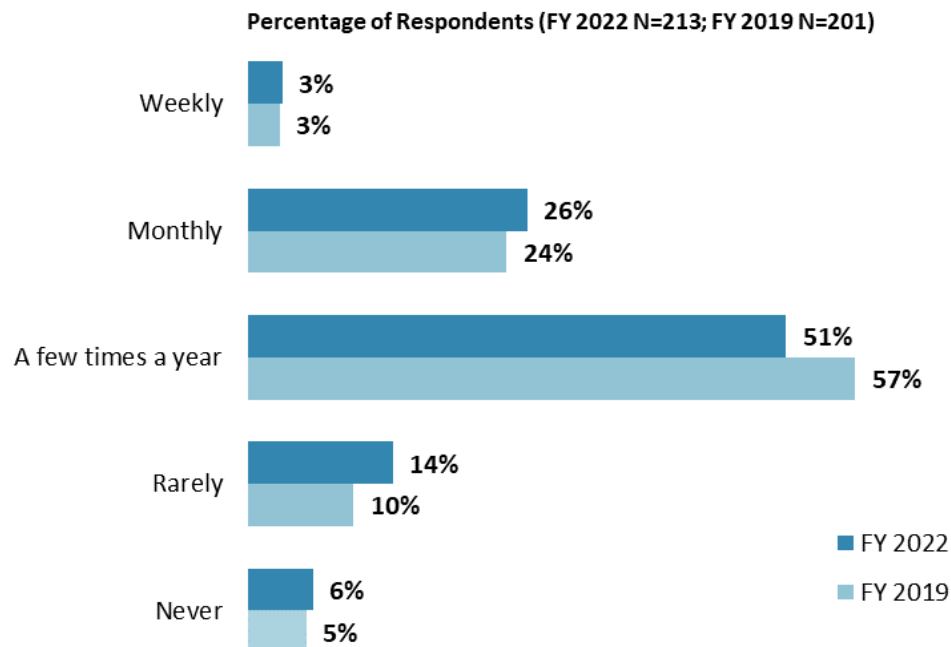
¹Indicator Question

⁷ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



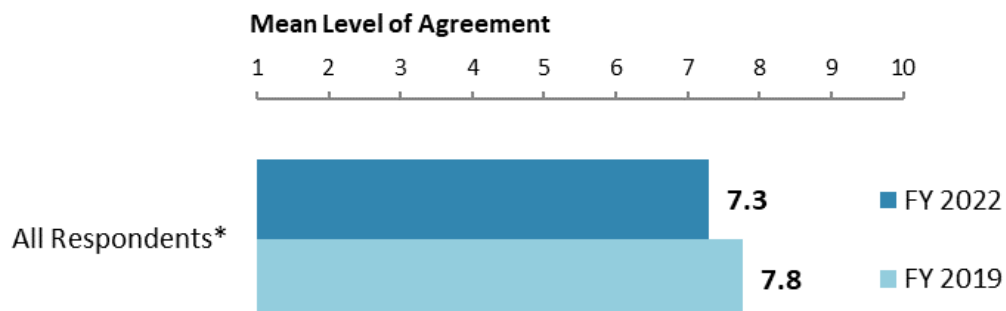
VIII. World Bank Group's Knowledge and Instruments

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.)

Meeting Thailand's Knowledge Needs (*Indicator Question*)⁸



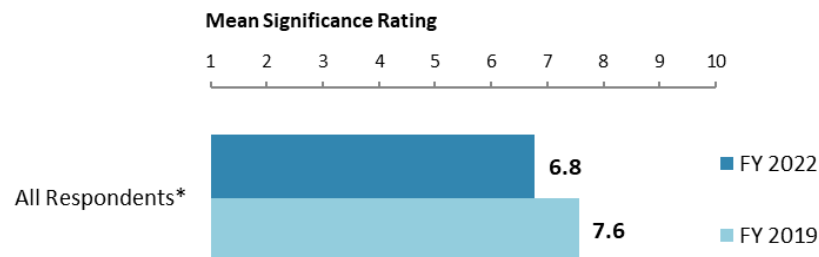
"The World Bank Group meets Thailand's needs for knowledge services
(e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2022 and FY 2019)

⁸ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

Contribution of the WBG's Knowledge Work and Activities (Indicator Question)⁹

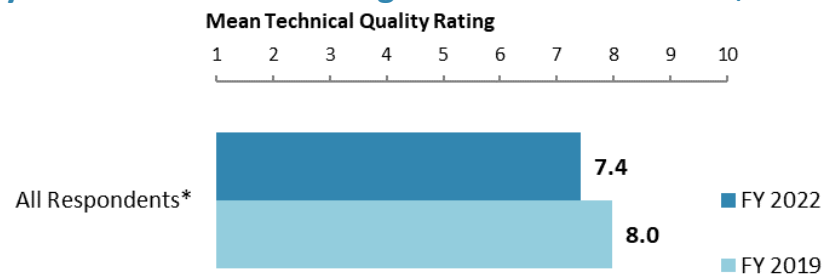


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

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

(*Significantly different between FY 2022 and FY 2019)

Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)⁹

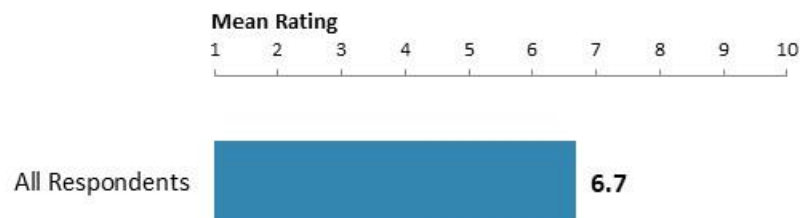


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

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

(*Significantly different between FY 2022 and FY 2019)

Reimbursable Advisory Services (RAS)¹⁰



"To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"

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

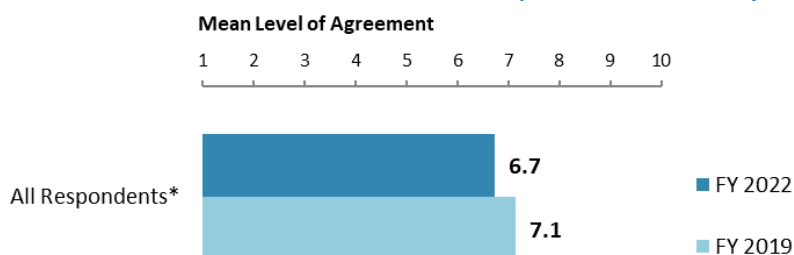
⁹ Responses from respondents who indicated that they "Never" consulted the WBG's knowledge work were not included in the analyses.

¹⁰ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



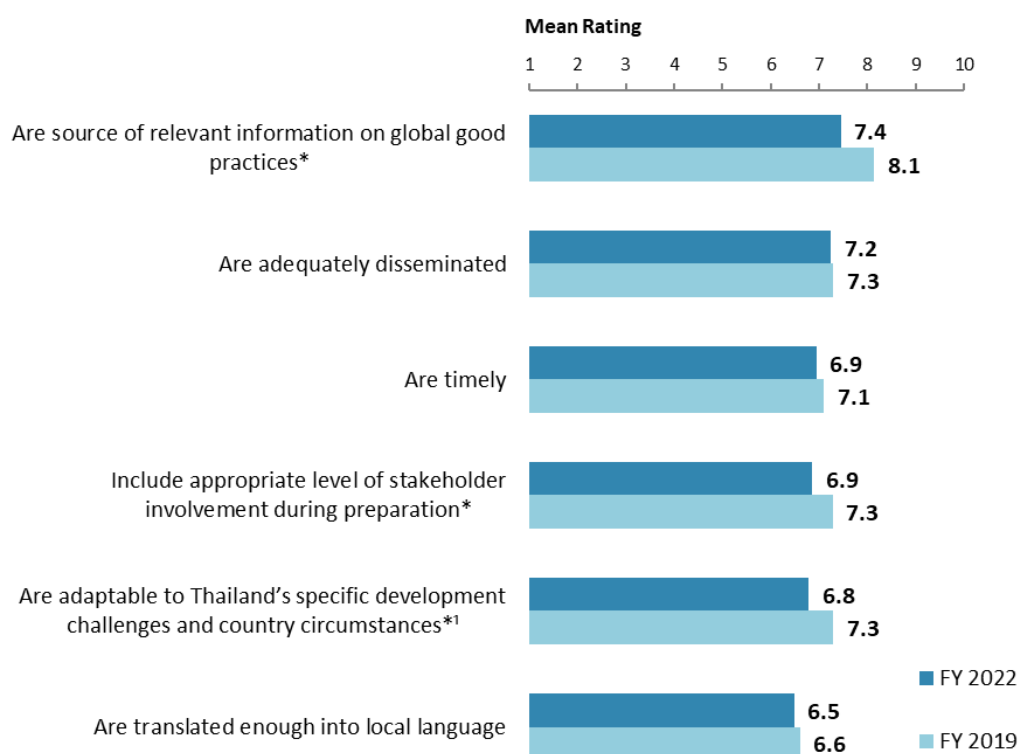
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Thailand's Needs for Financial Instruments (Indicator Question) ¹¹



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Thailand"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2022 and FY 2019)

Qualities of the WBG's Knowledge Work and Activities¹²



"In Thailand, 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 2022 and FY 2019)
¹Indicator Question

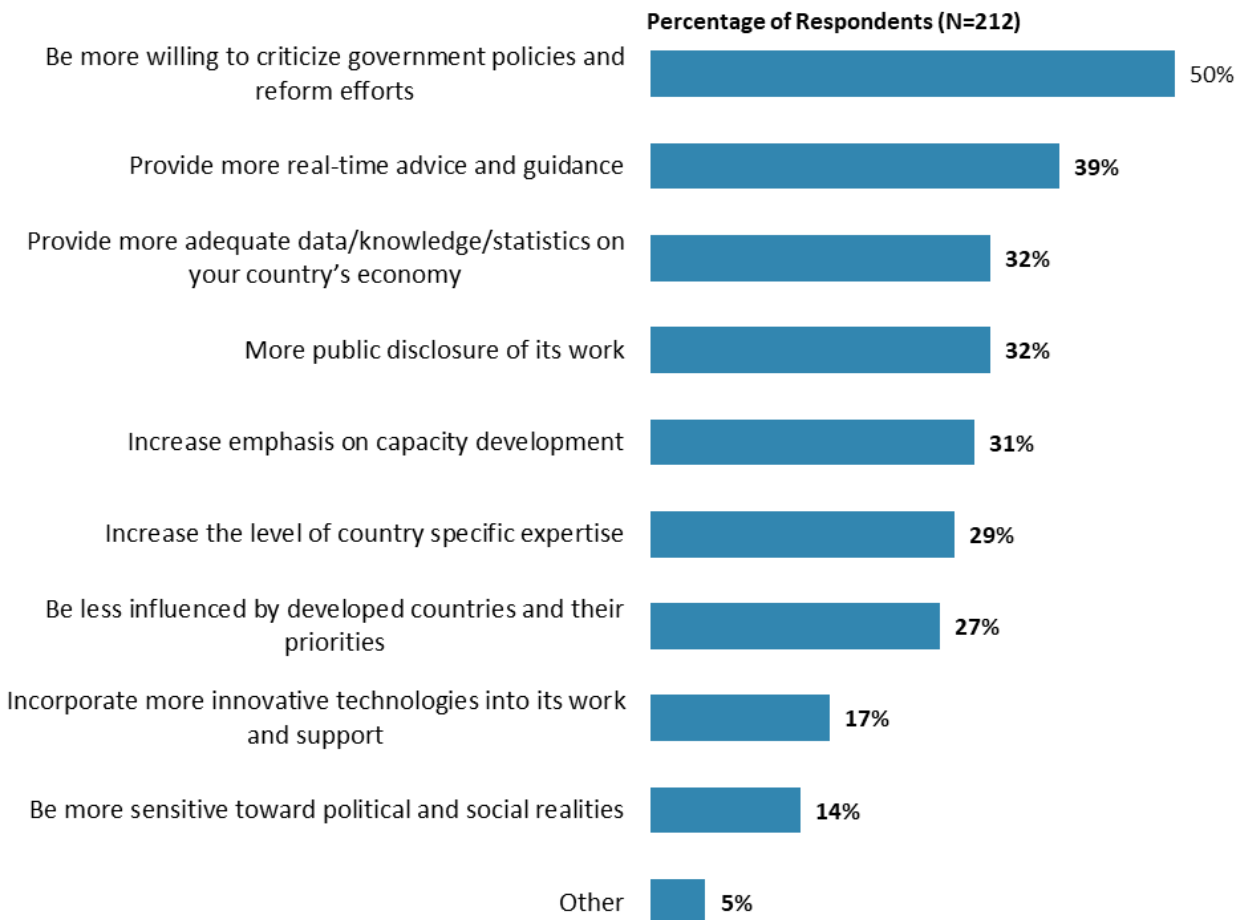
¹¹ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.

¹² Responses from respondents who indicated that they "Never" consulted the WBG's knowledge work were not included in the analyses.



IX. The Future Role of the World Bank Group in Thailand

Making the World Bank Group of Greater Value



**"Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand?
(Choose no more than 3)"**

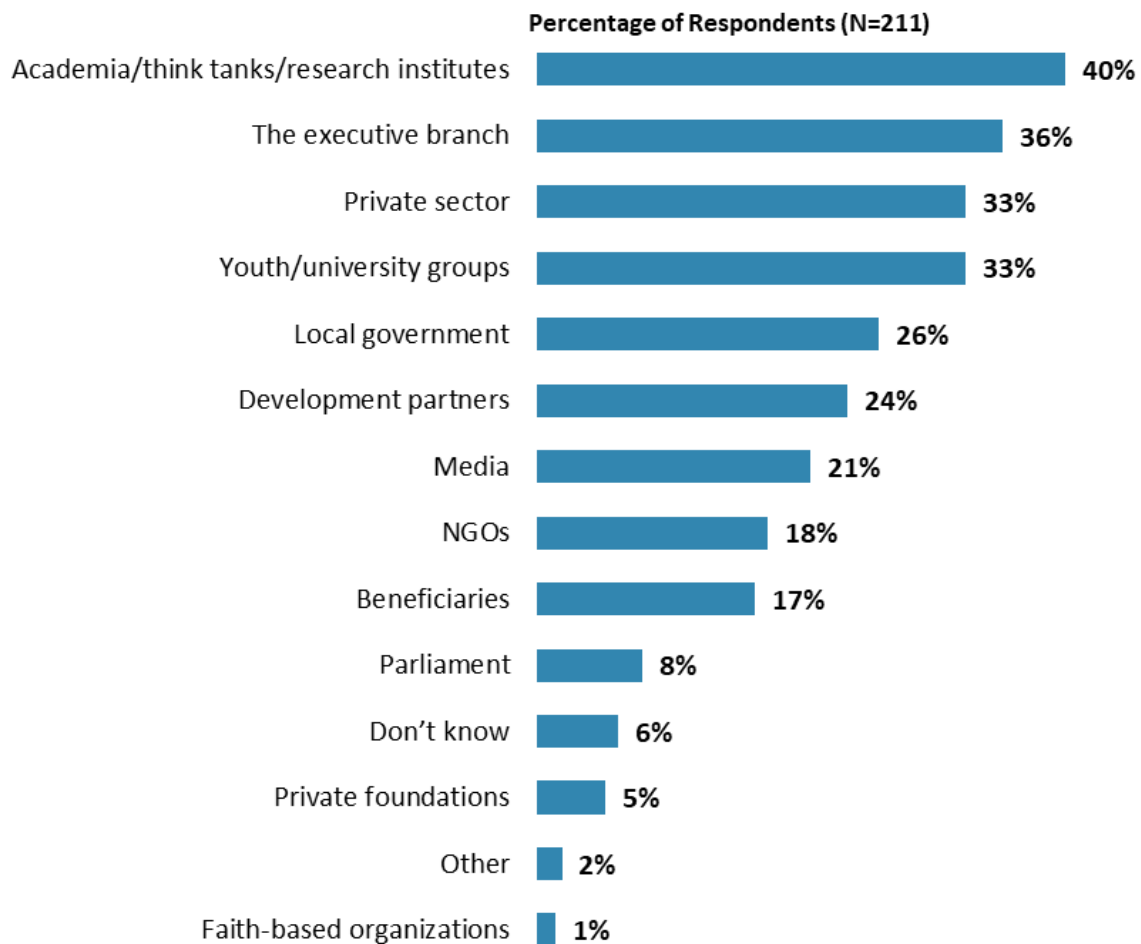
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (36%), “*private sector*” (29%), “*NGOs/community-based organizations*” (27%), “*local government*” (27%), and “*beneficiaries*” (27%) to ensure better development results in Thailand.



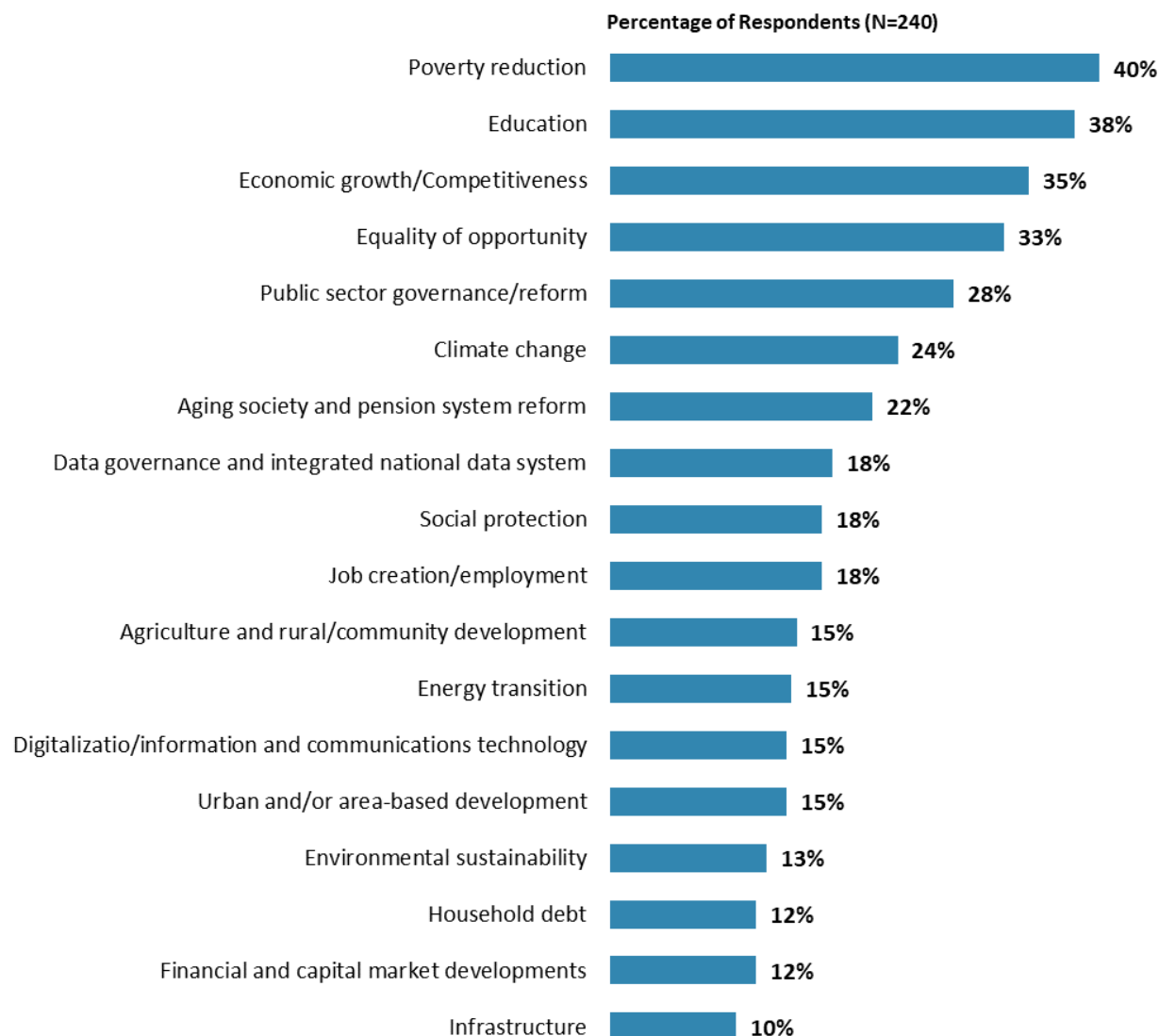
"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should focus its resources on “*poverty reduction*” (51%) and “*education*” (43%), followed by “*economic growth*” (27%), and “*job creation/employment*” (23%). Respondents were significantly more likely to indicate “*Equality of opportunity*” as a priority in FY'22, increasing from just 9% in FY'19.

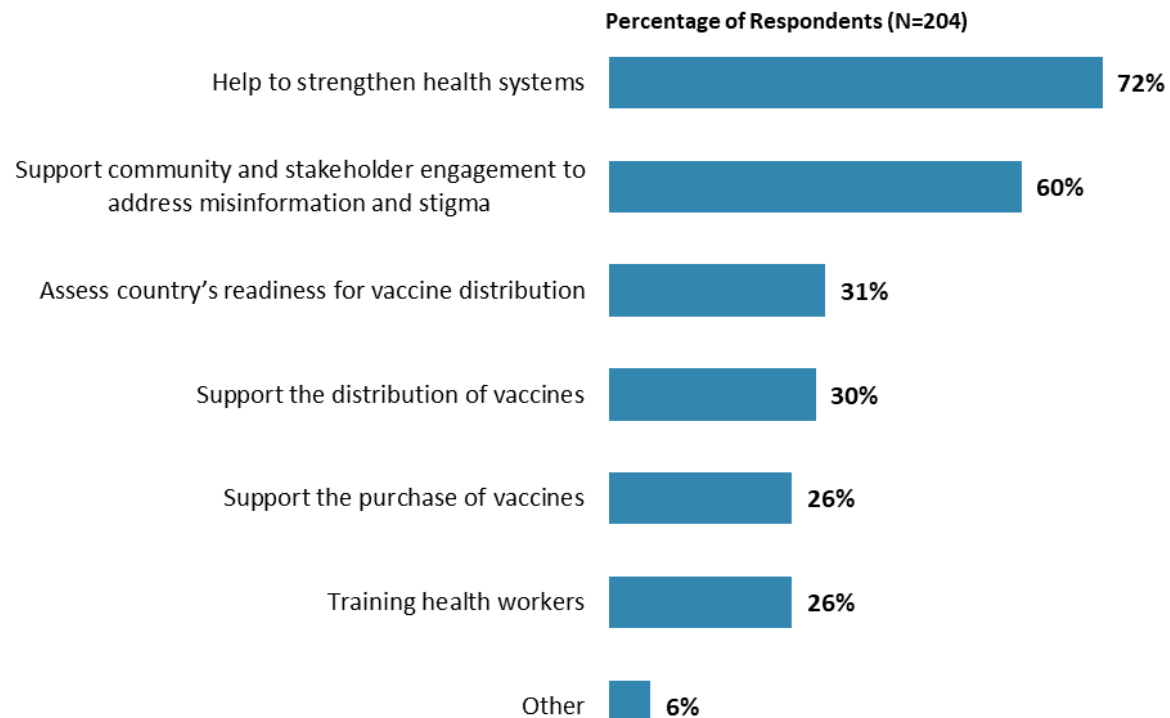


“When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5)”
(Respondents chose from a list. Responses combined. Top 18 of 30 response options shown)



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

Support related to COVID-19



"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Thailand has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic?"

(Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

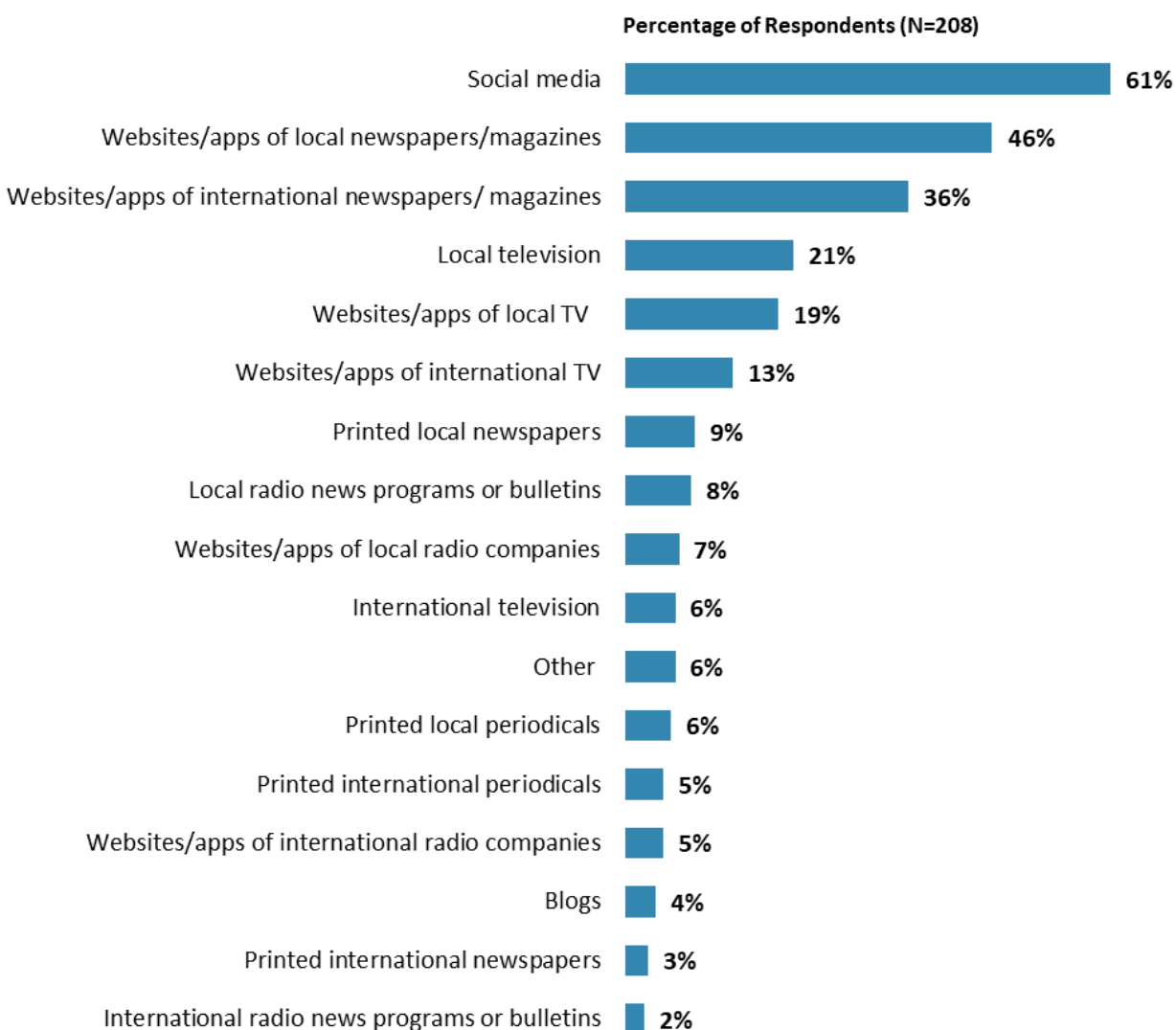


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that they got most of their information about economic and social development issues in Thailand from the “Internet” (58%) and “social media” (53%), followed by “international newspapers” (27%).



"Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

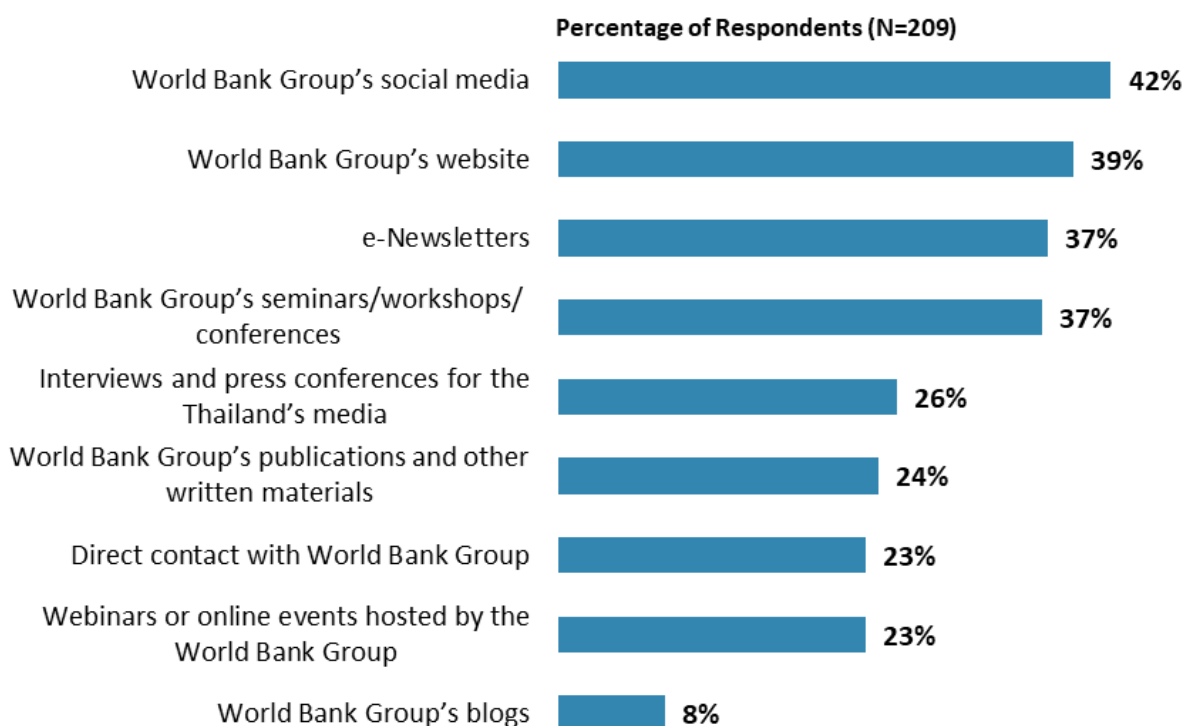


X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 33) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that they would prefer to receive information from the WBG through “social media” (58%), followed by “WBG’s website” (29%), “e-Newsletter” (28%), and “WBG’s publications and other written materials” (28%).



**"How would you prefer to obtain information about the World Bank Group and its work?
(Choose no more than 3)"**

(Respondents chose from a list. Responses combined.)



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=261)

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 (*).

Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (Responses Combined; N=261)
Employee of a Ministry, Ministerial Department, Implementation Agency	22.2%
Media (press, radio, TV, web, etc.)	19.9%
Academia/Research Institute/Think Tank	13.4%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	6.9%
Office of the Prime Minister	6.5%
NGO/Community Based Organization	6.1%
Private Sector Organization	5.4%
Multilateral Agency (UN, regional development bank)	5.0%
Financial Sector/Private Bank	4.2%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.8%
State-Owned Enterprise	1.5%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.5%
Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	1.1%
Professional/Trade association	1.1%
Local Government Office or Staff	0.8%
Office of a Minister	0.4%
Office of a member of Parliament/Legislative body	0.0%
Judicial System (e.g., courts)	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%
Other	0.0%

2. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your Thailand?	Percentage of Respondents (N=261)
Yes	41.8%
No	58.2%

3. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand? (Select only ONE response)	Percentage of Respondents (N=109)
The World Bank (IBRD/IDA)	92.7%
The International Finance Corporation (IFC)	7.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

**A. Overall Context**

1. In general, would you say that Thailand is headed in ... ?	Percentage of Respondents (N=258)
The right direction	36.4%
The wrong direction	26.7%
Not sure	36.8%

2. Do you think that economic opportunity for citizens in Thailand is ... ?	Percentage of Respondents (N=258)
Increasing	32.2%
Decreasing	49.2%
Staying about the same	18.6%

3. Please identify which of the following development priorities you consider the most important in Thailand. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=260)
Education (e.g., quality of education)	57.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	41.2%
Equality of opportunity (i.e., social inclusion)	39.6%
Economic growth/Competitiveness	34.6%
Aging society and pension system reform	28.8%
Poverty reduction	27.7%
Household debt	21.9%
Climate change (e.g., mitigation, adaptation)	19.2%
Digitalization, information and communications technology	17.3%
Job creation/employment	16.9%
Agriculture and rural/community development	16.2%
Environmental sustainability (e.g., marine plastics)	15.4%
Data governance (e.g., big data, open data) and integrated national data system	15.0%
Social protection (e.g., targeted social assistance)	14.6%
Energy transition (e.g., renewable energy)	14.2%
Infrastructure (e.g., roads, bridges, transportation, road safety)	13.1%
Pollution	12.7%
Natural resource management (water, forest, etc.)	12.3%
Urban and/or area-based development	10.8%
Health sector reform	8.8%
Public health emergency response (e.g., COVID-19)	8.5%
Disaster risk management	6.5%
Gender equity (closing the gap between women and men, and boys and girls)	5.0%
Private sector development	4.2%
Public debt	3.8%
Financial and capital market developments	3.8%
Global/regional integration (e.g., AEC, CLMVT, CPTPP)	3.5%
Trade and exports	3.1%
Conflict resolution in Southern Thailand	2.7%
Availability and sustainable management of water and sanitation	2.7%

**A. Overall Context (continued)**

4. When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=258)
Corruption	37.2%
Political pressures and obstacles	37.2%
Silos in government	26.0%
Inadequate government accountability	22.9%
Inadequate capacity in the government	22.9%
Reforms are not well thought out in light of country challenges	19.4%
Pressure from outside interest groups (e.g., private sector, unions)	13.2%
Inadequate citizen/civil society participation	12.8%
Inadequate private sector participation	3.1%
Other	2.7%
Inadequate level of development partner coordination	1.2%

5. To what extent do you trust each of the following groups to do what is right? <i>* (1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. The national/federal government	252	2	4.56	2.28
2. Parliament/legislative branch	251	3	4.49	2.12
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	227	25	6.42	1.77
4. The World Bank Group *	240	14	7.09	1.84
5. The International Monetary Fund	218	35	6.58	1.89
6. The United Nations (UN)	238	15	6.50	1.98
7. The World Health Organization (WHO)	240	13	7.00	1.79
8. Regional development banks	225	27	6.71	1.86
9. Thailand's Central Bank	245	8	7.35	1.88
10. International private sector	226	27	6.64	1.81
11. Domestic private sector	244	6	6.14	1.88
12. International civil society (e.g., NGOs, CBOs)	231	17	5.91	1.84
13. Domestic civil society (e.g., NGOs, CBOs)	234	14	5.86	1.81
14. Youth organizations	222	27	5.92	1.84
15. Faith-based institutions	217	30	4.79	2.00
16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	243	4	5.12	1.99
17. International media and their web presence	243	6	6.07	1.95
18. Web based media (i.e., blogs, social media, other web-based news, and information sources)	245	4	5.17	2.07
19. Academia	241	7	6.59	1.61
20. Independent organizations by the Constitution	226	22	5.40	2.07
21. Judicial system	240	8	5.05	2.38

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

1. How familiar are you with the work of these organizations in Thailand? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)	248	n/a	6.55	2.15
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	246	n/a	4.94	2.54

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Thailand? (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 Thailand*	233	15	6.78	1.79
3. The World Bank Group's work is aligned with what I consider the development priorities for Thailand*	229	19	6.90	1.77

4. Overall, please rate your impression of the effectiveness of these organizations in Thailand. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA) *	208	41	6.79	1.70
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	152	95	6.36	1.73

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Thailand? * (1-To no degree at all, 10-To a very significant degree)	210	38	6.49	1.71

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Thailand? * (1-To no degree at all, 10-To a very significant degree)	213	35	6.39	1.80

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Thailand? (Select only 1 response)	Percentage of Respondents (N=246)			
To a fully sufficient degree	1.2%			
To a somewhat sufficient degree	28.9%			
To a somewhat insufficient degree	36.6%			
To a very insufficient degree	15.0%			
Don't know	18.3%			

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

8. When thinking about the World Bank Group's role in Thailand, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=243)
Formal policy advice, studies, analyses	39.1%
Data and statistics	34.6%
Technical assistance/knowledge	33.7%
Promoting knowledge sharing	16.0%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	11.9%
Capacity development related to World Bank Group supported projects	11.5%
Financial resources	10.7%
Development partner coordination	9.1%
Global advocacy	8.6%
Implementation support	7.0%
Bringing together different groups of stakeholders	5.8%
Mobilizing third party financial resources	4.1%
Other	1.2%

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

9. When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=240)
Poverty reduction	40.4%
Education (e.g., quality of education)	38.3%
Economic growth/Competitiveness	34.6%
Equality of opportunity (i.e., social inclusion)	32.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28.3%
Climate change (e.g., mitigation, adaptation)	23.8%
Aging society and pension system reform	21.7%
Data governance (e.g., big data, open data) and integrated national data system	18.3%
Social protection (e.g., targeted social assistance)	17.5%
Job creation/employment	17.5%
Agriculture and rural/community development	15.4%
Energy transition (e.g., renewable energy)	15.0%
Digitalization, information and communications technology	14.6%
Urban and/or area-based development	14.6%
Environmental sustainability (e.g., marine plastics)	12.9%
Household debt	12.1%
Financial and capital market developments	12.1%
Infrastructure (e.g., roads, bridges, transportation, road safety)	10.4%
Global/regional integration (e.g., AEC, CLMVT, CPTPP)	7.9%
Public debt	7.9%
Natural resource management (water, forest, etc.)	7.1%
Private sector development	6.7%
Pollution	6.3%
Gender equity (closing the gap between women and men, and boys and girls)	6.3%
Health sector reform	5.8%
Disaster risk management	4.2%
Public health emergency response (e.g., COVID-19)	3.8%
Trade and exports	3.8%
Conflict resolution in Southern Thailand	3.3%
Availability and sustainable management of water and sanitation	2.9%

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

10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=236)
World Bank	30.5%
Investment bank	29.7%
Multi-lateral financial institution	22.9%
Don't know	22.0%
Public-private partnerships	20.8%
Development institution	19.9%
Venture capital	19.5%
Financial advisory solutions	18.2%
Impact investor	13.1%
Private sector solutions	10.6%
Innovation and entrepreneurship	5.9%
Asset manager	4.2%
Thought leader	1.3%
Other	0.4%
None of the above	0.0%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Thailand solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	207	21	6.86	1.77

To what extent is the World Bank Group an effective development partner in Thailand, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Collaboration with the private sector*	169	50	6.63	1.60
3. Being inclusive*	186	32	6.64	1.70
4. Straightforwardness and honesty*	200	19	7.51	1.80
5. Access to WBG staff and experts*	200	17	6.98	1.95
6. Being a long-term partner*	198	18	7.53	1.84
7. Responsiveness to needs*	196	21	6.74	1.74
8. Collaboration with the Government*	192	26	7.20	1.79
9. Flexibility when circumstances change*	194	22	7.03	1.66
10. Collaboration with civil society*	184	33	6.58	1.90
11. Treating clients and stakeholders in Thailand with respect*	195	21	7.61	1.85
12. Openness (sharing data and other information) *	208	9	7.63	1.84
13. Collaboration with other donors and development partners*	188	29	7.51	1.72

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
14. The World Bank Group takes decisions quickly in Thailand*	148	69	6.24	1.90
15. The World Bank Group's approvals and reviews are done in a timely fashion	139	77	6.24	1.94
16. The World Bank Group's conditions on its lending are reasonable	116	100	6.41	1.81
17. The World Bank Group disburses funds promptly	103	113	6.60	1.94
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	128	86	7.08	1.84
19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	108	108	7.00	1.92
20. The World Bank Group measures results effectively	142	74	7.30	1.78
21. Working with the World Bank Group increases Thailand's institutional capacity	178	38	7.21	1.83

To what extent do you agree/disagree with the following statements about the World Bank Group in Thailand? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
22. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Thailand *	134	82	6.73	1.89
23. The World Bank Group meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance) *	186	29	7.30	1.93

Value for Money	N	DK	Mean	SD
24. To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	127	89	6.69	2.15

**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 Thailand? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Public health emergency response (e.g., COVID-19)	89	126	6.42	1.74
2. Infrastructure (e.g., roads, bridges, transportation, road safety)	104	109	6.77	1.63
3. Private sector development	110	104	6.59	1.67
4. Energy transition (e.g., renewable energy)	95	119	6.45	1.62
5. Job creation/employment	93	120	6.30	1.51
6. Natural resource management (water, forest, etc.)	90	124	6.43	1.64
7. Global/regional integration (e.g., AEC, CLMVT, CPTPP)	96	117	6.82	1.61
8. Aging society and pension system reform	96	118	6.49	1.57
9. Poverty reduction	122	92	6.68	1.66
10. Public debt	105	107	6.69	1.79
11. Urban and/or area-based development	81	129	6.51	1.78
12. Health sector reform	67	142	6.25	1.70
13. Pollution	78	131	6.14	1.73
14. Agriculture and rural/community development	87	120	6.21	1.86
15. Climate change (e.g., mitigation, adaptation)	98	110	6.58	1.72
16. Conflict resolution in Southern Thailand	64	145	5.78	2.10
17. Environmental sustainability (e.g., marine plastics)	80	128	6.40	1.83
18. Availability and sustainable management of water and sanitation	79	130	6.41	1.82
19. Education (e.g., quality of education)	102	107	6.51	1.72
20. Digitalization, information and communications technology	93	115	6.73	1.56
21. Economic growth/Competitiveness	136	68	7.02	1.72
22. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	117	85	6.56	1.98
23. Trade and exports	88	115	6.55	1.55
24. Social protection (e.g., targeted social assistance)	88	114	6.40	1.72
25. Household debt	88	114	6.19	1.79
26. Equality of opportunity (i.e., social inclusion)	96	105	6.58	1.64
27. Gender equity (closing the gap between women and men, and boys and girls)	75	128	6.53	1.65
28. Disaster risk management	68	134	6.35	1.64
29. Data governance (e.g., big data, open data) and integrated national data system	86	116	6.87	1.64
30. Financial and capital market developments	97	105	7.01	1.65

2. How effectively does the World Bank Group support Thailand's efforts ...? (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	95	n/a	110	6.74	1.75
2. To develop better and stronger data collection/ analytics systems within the Government	117	n/a	88	6.97	1.75

**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=213)
Weekly	3.3%
Monthly	26.3%
A few times a year	50.7%
Rarely	13.6%
Never	6.1%

In Thailand, 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	179	20	6.94	1.81
3. Include appropriate level of stakeholder involvement during preparation	150	47	6.86	1.96
4. Are source of relevant information on global good practices	183	15	7.45	1.76
5. Are adequately disseminated	181	17	7.25	1.78
6. Are translated enough into local language	158	42	6.48	2.07
7. Are adaptable to Thailand's specific development challenges and country circumstances*	174	25	6.79	1.85

Overall Evaluations	N	DK	Mean	SD
8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? * (1-Not significant at all, 10-Very significant)	178	20	6.78	2.01
9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? * (1-Very low technical quality, 10-Very high technical quality)	179	19	7.41	1.78

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

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=212)
Be more willing to criticize government policies and reform efforts	49.5%
Provide more real-time advice and guidance	38.7%
Provide more adequate data/knowledge/statistics on your country's economy	32.1%
More public disclosure of its work	32.1%
Increase emphasis on capacity development	30.7%
Increase the level of country specific expertise	28.8%
Be less influenced by developed countries and their priorities	27.4%
Incorporate more innovative technologies into its work and support	17.0%
Be more sensitive toward political and social realities	14.2%
Other	5.2%

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

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=211)
Academia/think tanks/research institutes	40.3%
The executive branch	35.5%
Private sector	32.7%
Youth/university groups	32.7%
Local government	26.1%
Development partners	23.7%
Media	20.9%
NGOs	17.5%
Beneficiaries	16.6%
Parliament	8.1%
Don't know	6.2%
Private foundations	5.2%
Other	1.9%
Faith-based organizations	1.4%

3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Thailand has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=204)
Help to strengthen health systems	71.6%
Support community and stakeholder engagement to address misinformation and stigma	59.8%
Assess country's readiness for vaccine distribution	31.4%
Support the distribution of vaccines	29.9%
Support the purchase of vaccines	26.5%
Training health workers	26.5%
Other	5.9%

**G. Communication and Information Sharing**

1. Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=208)
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)	61.1%
Websites/apps of local newspapers/magazines	46.2%
Websites/apps of international newspapers/ magazines	35.6%
Local television	21.2%
Websites/apps of local TV	19.2%
Websites/apps of international TV	13.5%
Printed local newspapers	8.7%
Local radio news programs or bulletins	8.2%
Websites/apps of local radio companies	6.7%
International television	6.3%
Other	6.3%
Printed local periodicals	5.8%
Printed international periodicals	4.8%
Websites/apps of international radio companies	4.8%
Blogs	3.8%
Printed international newspapers	2.9%
International radio news programs or bulletins	2.4%

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=209)
World Bank Group's social media	42.1%
World Bank Group's website	39.2%
e-Newsletters	37.3%
World Bank Group's seminars/workshops/ conferences	36.8%
Interviews and press conferences for the Thailand's media	25.8%
World Bank Group's publications and other written materials	24.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.4%
Webinars or online events hosted by the World Bank Group	23.4%
World Bank Group's blogs	8.1%

3. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=206)
High speed/WiFi	99.0%
Dial-up	1.0%

4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=209)
Mobile	18.2%
Computer/laptop	74.2%
I never visit the WBG websites	7.7%

**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 (newspaper, magazine, TV, radio)	210	1.4%	17.6%	56.7%	24.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	208	2.4%	20.2%	51.4%	26.0%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	207	2.9%	12.1%	33.3%	51.7%
Visited a WBG website (e.g., read a blog, used data)	207	1.9%	18.8%	50.2%	29.0%
Attended an event/conference hosted by the WBG	205	0.5%	4.9%	54.6%	40.0%
Attended/participated in a webinar or online event hosted by the WBG	206	1.0%	3.4%	47.6%	48.1%
Read some or all of a WBG research paper or publication	205	1.5%	15.6%	60.0%	22.9%
Met professionally with WBG staff	206	1.0%	7.8%	47.1%	44.2%
Read a WBG e-newsletter	206	1.0%	18.0%	38.8%	42.2%

H. Background Information

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=210)
Macroeconomics, fiscal management	22.4%
Generalist (specialized in multiple sectors)	10.5%
Other	9.5%
Education	8.1%
Finance and markets	7.1%
Communications, public affairs	7.1%
Environment, natural resources	5.7%
Health, nutrition	4.8%
Gender	3.8%
Climate change	3.3%
Trade and competitiveness	2.9%
Poverty	1.9%
Agriculture, rural development	1.9%
Transport	1.9%
Fragility, conflict, violence, refugees	1.9%
Energy	1.4%
Governance, anti-corruption	1.0%
Social protection	1.0%
Digital development and technology (ICT)	1.0%
Tourism	1.0%
Demographics, migration	1.0%
Water, sanitation	0.5%
Urban development	0.5%
Jobs	0.0%

**H. Background Information (continued)**

2. What's your gender?	Percentage of Respondents (N=210)
Female	47.6%
Male	52.4%

3. Within your organization, would you describe yourself as	Percentage of Respondents (N=210)
Senior level	37.1%
Mid-level staff	31.9%
Mid-level decision-maker / manager	22.4%
Junior level	8.6%

4. What's your age?	Percentage of Respondents (N=210)
25 and under	0.5%
26-35	15.7%
36-45	31.0%
46-55	27.6%
56 and above	25.2%

5. Which best represents your geographic location?	Percentage of Respondents (N=210)
Bangkok and vicinity	91.0%
Northern Thailand	3.8%
Northeastern Thailand	0.5%
Southern Thailand	3.8%
Central Thailand	1.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹³

- Office of Prime Minister/a Minister N=18
- Employee of a Ministry/Ministerial Department, Implementation Agency N=58
- Independent Government Institution N=18
- Bilateral/Multilateral Agency N=23
- Private Sector/Financial Sector/Private Bank (Private Sector) N=25
- Private Foundation/NGO/Community Based Organization/Professional/Trade association (Civil Society) N=23
- Academia/Research Institute/Think Tank (Academia) N=35
- Media N=52
- Other¹⁴ N=9 (Not included in the analyses)

Background Information

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

Percentage of Respondents	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Media
Yes	88.9%	50.0%	33.3%	65.2%	44.0%	17.4%	22.9%	30.8%
No	11.1%	50.0%	66.7%	34.8%	56.0%	82.6%	77.1%	69.2%

* Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Media
The World Bank (IDA)	100.0%	96.6%	100.0%	100.0%	45.5%	100.0%	100.0%	93.8%
The International Finance Corporation (IFC)	0.0%	3.4%	0.0%	0.0%	54.5%	0.0%	0.0%	6.3%
The Multilateral Investment Guarantee Agency (MIGA)	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%

* Significantly different between stakeholder groups

A. Overall Context

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

Percentage of Respondents	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Media
The right direction*	61.1%	51.8%	41.2%	39.1%	52.0%	21.7%	20.0%	19.2%
The wrong direction*	16.7%	16.1%	29.4%	30.4%	16.0%	47.8%	25.7%	38.5%
Not sure	22.2%	32.1%	29.4%	30.4%	32.0%	30.4%	54.3%	42.3%

* Significantly different between stakeholder groups

¹³ Only 261 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁴ Includes the following categories: PMU/Consultant working on WBG Project (N=3), Local Government Office or Staff (N=2) and State-Owned Enterprise (N=4). There is no response from the categories: Office of a member of Parliament, Judicial System, Faith-Based Group and Youth Group.

**A. Overall Context (continued)**

Please identify which of the following development priorities you consider the most important in Thailand. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Agriculture and rural/community development	11.1%	21.1%	11.1%	8.7%	8.0%	13.0%	31.4%	13.5%
Infrastructure	5.6%	17.5%	5.6%	4.3%	12.0%	21.7%	14.3%	15.4%
Private sector development*	0.0%	5.3%	0.0%	17.4%	12.0%	0.0%	0.0%	1.9%
Energy transition	16.7%	22.8%	11.1%	17.4%	20.0%	4.3%	14.3%	7.7%
Climate change*	16.7%	24.6%	33.3%	30.4%	24.0%	13.0%	2.9%	9.6%
Urban and/or area-based development	27.8%	5.3%	16.7%	8.7%	16.0%	8.7%	14.3%	3.8%
Job creation/employment	16.7%	17.5%	11.1%	13.0%	20.0%	34.8%	8.6%	17.3%
Natural resource management	5.6%	15.8%	0.0%	13.0%	16.0%	13.0%	14.3%	7.7%
Global/regional integration	0.0%	0.0%	5.6%	13.0%	4.0%	0.0%	5.7%	3.8%
Conflict resolution in Southern Thailand	0.0%	0.0%	5.6%	4.3%	4.0%	8.7%	2.9%	0.0%
Public health emergency response	11.1%	12.3%	0.0%	8.7%	12.0%	13.0%	5.7%	5.8%
Household debt	11.1%	22.8%	33.3%	13.0%	20.0%	13.0%	17.1%	30.8%
Poverty reduction	27.8%	31.6%	5.6%	17.4%	40.0%	26.1%	28.6%	32.7%
Public debt	5.6%	10.5%	0.0%	0.0%	0.0%	0.0%	2.9%	3.8%
Pollution	5.6%	8.8%	5.6%	13.0%	12.0%	21.7%	11.4%	21.2%
Aging society and pension system reform	27.8%	19.3%	38.9%	26.1%	32.0%	30.4%	42.9%	26.9%
Environmental sustainability	16.7%	12.3%	11.1%	30.4%	20.0%	17.4%	8.6%	15.4%
Availability and sustainable management of water and sanitation	0.0%	5.3%	0.0%	0.0%	4.0%	4.3%	2.9%	1.9%
Education	61.1%	57.9%	72.2%	47.8%	40.0%	52.2%	65.7%	57.7%
Financial and capital market developments*	0.0%	3.5%	5.6%	4.3%	20.0%	4.3%	0.0%	0.0%
Equality of opportunity	38.9%	40.4%	38.9%	47.8%	44.0%	39.1%	37.1%	36.5%
Digitalization, information and communications technology	38.9%	15.8%	33.3%	17.4%	20.0%	13.0%	14.3%	7.7%
Economic growth/Competitiveness	33.3%	28.1%	55.6%	47.8%	32.0%	30.4%	22.9%	38.5%
Public sector governance/reform	61.1%	31.6%	61.1%	43.5%	32.0%	34.8%	51.4%	34.6%
Trade and exports	0.0%	3.5%	0.0%	4.3%	8.0%	0.0%	0.0%	5.8%
Data governance and integrated national data system	5.6%	15.8%	0.0%	0.0%	20.0%	17.4%	17.1%	23.1%
Disaster risk management*	33.3%	3.5%	5.6%	0.0%	4.0%	0.0%	5.7%	7.7%
Social protection*	16.7%	8.8%	27.8%	34.8%	4.0%	21.7%	11.4%	11.5%
Health sector reform*	0.0%	7.0%	5.6%	0.0%	0.0%	8.7%	11.4%	21.2%
Gender equity*	0.0%	1.8%	0.0%	4.3%	0.0%	34.8%	2.9%	3.8%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Media
Inadequate private sector participation	0.0%	7.1%	11.1%	0.0%	8.0%	0.0%	0.0%	0.0%
Silos in government*	44.4%	21.4%	55.6%	30.4%	40.0%	13.0%	20.0%	15.4%
Corruption	27.8%	23.2%	38.9%	43.5%	28.0%	39.1%	34.3%	53.8%
Inadequate government accountability	16.7%	14.3%	11.1%	26.1%	16.0%	43.5%	25.7%	30.8%
Inadequate level of development partner coordination	0.0%	5.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inadequate capacity in the government	27.8%	23.2%	16.7%	4.3%	20.0%	21.7%	40.0%	23.1%
Reforms are not well thought out in light of country challenges	11.1%	26.8%	11.1%	8.7%	32.0%	26.1%	17.1%	13.5%
Political pressures and obstacles	50.0%	41.1%	44.4%	39.1%	20.0%	43.5%	37.1%	32.7%
Pressure from outside interest groups	11.1%	19.6%	5.6%	17.4%	12.0%	4.3%	5.7%	17.3%
Inadequate citizen/civil society participation	5.6%	12.5%	5.6%	26.1%	20.0%	4.3%	11.4%	11.5%
Other	5.6%	1.8%	0.0%	4.3%	4.0%	4.3%	5.7%	0.0%

*Significantly different between stakeholder groups

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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?	18	7.28	52	7.46	17	7.24	20	6.90	24	7.08	20	6.90	35	6.71	47	6.96

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

B. Overall Attitudes Toward the World Bank Group

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

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	18	7.22	52	6.96	16	7.19	22	6.55	25	6.24	22	5.55	34	6.65	52	6.31
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	18	4.28	51	5.39	16	6.19	21	3.81	25	6.28	22	4.09	34	4.53	52	4.83

*Significantly different between stakeholder groups

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

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

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Thailand	18	6.72	51	7.22	16	6.75	20	6.90	24	6.46	20	6.05	33	6.64		
The World Bank Group's work is aligned with what I consider the development priorities for Thailand	18	6.78	51	7.31	15	7.20	19	6.58	25	6.60	19	6.37	33	6.79	43	6.79

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

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	18	6.78	47	7.19	15	7.00	17	6.65	22	6.45	19	6.26	26	6.35	39	6.82
The International Finance Corporation (IFC), the World Bank Group's private sector arm	12	6.75	35	6.57	11	6.64	5	6.00	24	6.29	13	5.85	22	5.95	28	6.50

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Thailand?	17	6.29	46	6.96	16	6.50	15	6.27	24	6.08	20	6.25	28	6.21	40	6.47

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

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Thailand*	18	6.39	46	7.15	16	6.38	16	5.31	23	6.04	18	6.11	29	6.21	42	6.17

(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 Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Agriculture and rural/community development	5.6%	13.7%	12.5%	23.8%	13.0%	9.5%	14.7%	22.4%
Infrastructure	11.1%	9.8%	12.5%	4.8%	17.4%	9.5%	17.6%	6.1%
Digitalization, information and communications technology	11.1%	13.7%	18.8%	19.0%	21.7%	14.3%	11.8%	10.2%
Pollution	0.0%	11.8%	0.0%	9.5%	8.7%	4.8%	5.9%	4.1%
Household debt	5.6%	5.9%	25.0%	14.3%	8.7%	9.5%	8.8%	20.4%
Urban and/or area-based development*	11.1%	9.8%	18.8%	9.5%	21.7%	0.0%	38.2%	8.2%
Private sector development	0.0%	5.9%	0.0%	4.8%	13.0%	14.3%	5.9%	6.1%
Equality of opportunity	38.9%	29.4%	31.3%	38.1%	39.1%	33.3%	41.2%	24.5%
Energy transition	5.6%	19.6%	6.3%	14.3%	26.1%	9.5%	14.7%	12.2%
Natural resource management	5.6%	13.7%	0.0%	4.8%	4.3%	9.5%	2.9%	4.1%
Global/regional integration*	16.7%	5.9%	0.0%	9.5%	26.1%	4.8%	5.9%	4.1%
Aging society and pension system reform	11.1%	17.6%	43.8%	14.3%	30.4%	14.3%	35.3%	16.3%
Health sector reform	0.0%	3.9%	6.3%	0.0%	0.0%	0.0%	14.7%	10.2%
Public health emergency response	0.0%	5.9%	0.0%	4.8%	0.0%	14.3%	0.0%	4.1%
Climate change	27.8%	29.4%	31.3%	28.6%	26.1%	23.8%	11.8%	14.3%
Data governance	16.7%	17.6%	12.5%	14.3%	17.4%	28.6%	20.6%	20.4%
Environmental sustainability	5.6%	21.6%	18.8%	9.5%	17.4%	4.8%	11.8%	8.2%
Social protection*	44.4%	13.7%	12.5%	23.8%	4.3%	33.3%	17.6%	12.2%
Disaster risk management	5.6%	7.8%	6.3%	0.0%	0.0%	4.8%	2.9%	2.0%
Poverty reduction	55.6%	35.3%	43.8%	28.6%	34.8%	47.6%	35.3%	46.9%
Gender equity*	0.0%	2.0%	0.0%	4.8%	4.3%	47.6%	2.9%	2.0%
Availability and sustainable management of water and sanitation	11.1%	5.9%	0.0%	4.8%	0.0%	0.0%	0.0%	2.0%
Public debt	11.1%	7.8%	0.0%	4.8%	4.3%	19.0%	8.8%	6.1%
Education	50.0%	39.2%	37.5%	33.3%	26.1%	28.6%	35.3%	46.9%
Economic growth/Competitiveness	33.3%	31.4%	62.5%	38.1%	43.5%	23.8%	23.5%	40.8%
Public sector governance/reform*	44.4%	17.6%	43.8%	52.4%	21.7%	19.0%	41.2%	20.4%
Trade and exports	0.0%	3.9%	0.0%	0.0%	8.7%	4.8%	0.0%	8.2%
Job creation/employment	11.1%	19.6%	6.3%	14.3%	13.0%	23.8%	14.7%	20.4%
Conflict resolution in Southern Thailand	5.6%	3.9%	0.0%	9.5%	0.0%	4.8%	2.9%	0.0%
Financial and capital market developments	5.6%	11.8%	18.8%	19.0%	26.1%	14.3%	8.8%	4.1%

*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 Thailand, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector*	14	6.00	38	7.16	12	6.83	10	5.40	16	6.50	18	7.17	22	6.68	35	6.20
Being inclusive	16	6.31	41	7.24	15	6.47	14	5.50	16	6.62	17	6.53	27	6.67	37	6.68
Straightforwardness and honesty	17	6.71	45	8.16	16	7.44	16	7.25	17	7.41	18	7.22	27	7.67	40	7.15
Access to WBG staff and experts*	17	6.24	46	7.91	16	7.19	16	6.88	16	6.50	17	6.29	27	6.41	41	6.95
Being a long-term partner	17	7.53	45	8.07	16	7.81	16	6.75	16	7.31	17	7.00	28	7.18	39	7.59
Responsiveness to needs*	17	6.24	46	7.52	16	6.69	14	6.71	16	6.06	17	6.29	28	6.54	38	6.68
Collaboration with the Government*	17	6.88	46	8.15	15	7.07	15	7.20	14	6.64	16	7.19	26	6.88	38	6.74
Flexibility when circumstances change*	16	7.06	47	7.79	16	6.50	15	6.87	16	6.38	17	6.88	26	6.92	37	6.81
Collaboration with civil society*	14	6.64	41	7.49	15	6.40	13	5.00	15	6.60	18	6.50	27	6.19	38	6.45
Treating clients and stakeholders in Thailand with respect*	17	6.82	45	8.60	16	7.81	17	7.24	16	7.19	15	7.27	27	7.15	38	7.37
Openness (sharing data and Media information)*	16	7.12	47	8.47	16	7.81	19	7.00	16	7.06	17	7.18	29	7.72	44	7.41
Collaboration with Media donors and development partners*	14	7.71	42	8.29	14	7.43	19	6.63	16	6.94	17	7.41	26	7.27	35	7.40

*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 Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Thailand*	14	5.43	38	7.18	12	5.92	6	5.17	17	5.76	9	6.33	19	6.11	29	6.00

*Significantly different between stakeholder groups

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

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Thailand	10	6.90	36	7.11	7	6.00	5	4.80	17	5.94	10	7.00	19	6.74	28	6.93
The World Bank Group meets Thailand's needs for knowledge services	14	6.29	43	7.86	15	7.87	13	6.77	17	6.59	14	7.07	25	7.16	40	7.22

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

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	15	5.47	32	7.53	8	7.12	4	5.00	10	5.90	9	7.22	19	6.37	27	6.67

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

E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector	Civil Society	Academia	Media
Weekly	7.1%	4.3%	6.7%	0.0%	5.6%	0.0%	3.3%	2.3%
Monthly	21.4%	34.0%	20.0%	22.2%	22.2%	14.3%	30.0%	29.5%
A few times a year	57.1%	42.6%	53.3%	55.6%	66.7%	38.1%	43.3%	56.8%
Rarely	14.3%	14.9%	20.0%	16.7%	0.0%	33.3%	13.3%	6.8%
Never	0.0%	4.3%	0.0%	5.6%	5.6%	14.3%	10.0%	4.5%

In Thailand, 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 Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Thailand's specific development challenges and country circumstances	14	5.86	38	7.32	14	6.71	15	6.87	17	6.65	15	7.00	25	6.56	32	6.75

	Office of the Prime Minister/Minister		Employee of a Ministry		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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?	14	6.29	42	7.45	14	7.00	12	6.17	17	5.76	17	6.94	25	6.72	32	6.59
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	14	6.29	41	7.95	14	8.00	14	8.29	16	6.69	17	7.29	25	7.16	33	6.97

(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 Thailand**Which of the following **SHOULD** the WBG do to improve its advice and guidance in Thailand? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Provide more real-time advice and guidance	57.1%	44.7%	43.8%	27.8%	38.9%	28.6%	43.3%	33.3%
Provide more adequate data/knowledge/statistics on your country's economy*	28.6%	42.6%	18.8%	16.7%	11.1%	19.0%	50.0%	40.5%
Be more sensitive toward political and social realities	21.4%	17.0%	6.3%	33.3%	5.6%	9.5%	20.0%	7.1%
Incorporate more innovative technologies into its work and support	14.3%	23.4%	18.8%	11.1%	22.2%	23.8%	16.7%	7.1%
Increase the level of country specific expertise*	50.0%	38.3%	50.0%	11.1%	27.8%	19.0%	20.0%	19.0%
More public disclosure of its work	14.3%	25.5%	18.8%	38.9%	38.9%	47.6%	20.0%	42.9%
Be more willing to criticize government policies and reform efforts*	50.0%	25.5%	62.5%	44.4%	55.6%	57.1%	63.3%	64.3%
Increase emphasis on capacity development	0.0%	34.0%	50.0%	33.3%	44.4%	28.6%	26.7%	21.4%
Be less influenced by developed countries and their priorities	35.7%	21.3%	31.3%	27.8%	38.9%	38.1%	16.7%	23.8%
Other	14.3%	4.3%	0.0%	11.1%	0.0%	4.8%	6.7%	2.4%

*Significantly different between stakeholder groups

In addition to its regular relations, which **THREE** of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Parliament	14.3%	6.4%	0.0%	22.2%	5.6%	9.5%	6.7%	4.9%
Beneficiaries	21.4%	19.1%	18.8%	22.2%	16.7%	23.8%	13.3%	7.3%
The executive branch*	28.6%	53.2%	37.5%	16.7%	38.9%	9.5%	30.0%	36.6%
Media*	7.1%	14.9%	6.3%	0.0%	11.1%	23.8%	13.3%	56.1%
Local government*	42.9%	27.7%	12.5%	66.7%	16.7%	9.5%	30.0%	19.5%
Academia/think tanks/research institutes*	50.0%	42.6%	62.5%	11.1%	27.8%	33.3%	80.0%	19.5%
NGOs*	14.3%	12.8%	6.3%	22.2%	11.1%	61.9%	16.7%	9.8%
Faith-based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	4.9%
Development partners	35.7%	21.3%	43.8%	27.8%	33.3%	23.8%	23.3%	9.8%
Private sector	28.6%	27.7%	56.3%	22.2%	55.6%	19.0%	23.3%	34.1%
Youth/university groups	21.4%	27.7%	37.5%	27.8%	22.2%	33.3%	50.0%	39.0%
Private foundations*	0.0%	0.0%	0.0%	0.0%	11.1%	33.3%	3.3%	2.4%
Other	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	3.3%	4.9%
Don't know	7.1%	6.4%	0.0%	11.1%	11.1%	4.8%	0.0%	7.3%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing****Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3)**

Percentage of Respondents (Responses combined)	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Local television	7.1%	31.9%	12.5%	18.8%	16.7%	33.3%	10.3%	17.1%
International television	0.0%	6.4%	18.8%	12.5%	5.6%	9.5%	3.4%	0.0%
Local radio news programs or bulletins	14.3%	8.5%	0.0%	18.8%	11.1%	9.5%	0.0%	7.3%
International radio news programs or bulletins	0.0%	0.0%	0.0%	6.3%	5.6%	0.0%	3.4%	2.4%
Printed local newspapers	0.0%	6.4%	6.3%	18.8%	16.7%	0.0%	3.4%	14.6%
Printed international newspapers	0.0%	0.0%	0.0%	12.5%	0.0%	4.8%	3.4%	4.9%
Printed local periodicals	7.1%	6.4%	0.0%	6.3%	5.6%	0.0%	10.3%	7.3%
Printed international periodicals	7.1%	0.0%	12.5%	6.3%	0.0%	0.0%	13.8%	4.9%
Websites/apps of local TV	14.3%	25.5%	25.0%	0.0%	38.9%	14.3%	13.8%	17.1%
Websites/apps of international TV	14.3%	14.9%	12.5%	12.5%	16.7%	14.3%	24.1%	2.4%
Websites/apps of local radio companies	7.1%	2.1%	0.0%	6.3%	5.6%	19.0%	6.9%	9.8%
Websites/apps of international radio companies	0.0%	6.4%	6.3%	6.3%	5.6%	9.5%	0.0%	4.9%
Websites/apps of local newspapers/magazines	64.3%	38.3%	37.5%	37.5%	50.0%	47.6%	37.9%	56.1%
Websites/apps of international newspapers/magazines	50.0%	36.2%	50.0%	37.5%	27.8%	33.3%	48.3%	19.5%
Social media	64.3%	61.7%	68.8%	50.0%	50.0%	57.1%	75.9%	61.0%
Blogs	0.0%	6.4%	12.5%	0.0%	5.6%	4.8%	0.0%	2.4%
Other	7.1%	2.1%	6.3%	12.5%	5.6%	9.5%	3.4%	9.8%

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the Prime Minister/Minister	Employee of a Ministry	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
World Bank Group's publications and other written materials	35.7%	23.4%	25.0%	29.4%	11.1%	14.3%	34.5%	24.4%
e-Newsletters	57.1%	23.4%	43.8%	29.4%	33.3%	61.9%	34.5%	34.1%
World Bank Group's seminars/workshops/conferences	57.1%	23.4%	43.8%	29.4%	33.3%	61.9%	34.5%	34.1%
World Bank Group's blogs	7.1%	10.6%	18.8%	11.8%	16.7%	0.0%	10.3%	0.0%
World Bank Group's social media	35.7%	48.9%	43.8%	17.6%	33.3%	61.9%	41.4%	39.0%
Direct contact with World Bank Group*	14.3%	8.5%	25.0%	47.1%	27.8%	28.6%	17.2%	31.7%
World Bank Group's website	35.7%	44.7%	31.3%	29.4%	55.6%	38.1%	51.7%	24.4%
Webinars or online events hosted by the World Bank Group	21.4%	23.4%	31.3%	29.4%	22.2%	19.0%	24.1%	19.5%
Interviews and press conferences for the Thailand's media*	14.3%	31.9%	18.8%	5.9%	27.8%	4.8%	6.9%	58.5%



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?	6.83	7.43
Overall, the World Bank Group currently plays a relevant role in development in Thailand	6.57	7.05
The World Bank Group's work is aligned with what I consider the development priorities for Thailand	6.65	7.21
Overall, please rate your impression of the effectiveness of the World Bank (IBRD/IDA) in Thailand.	6.54	7.09
Overall, please rate your impression of the effectiveness of the IFC in Thailand.	6.15	6.65
To what extent does the World Bank Group's work help to achieve development results in Thailand?	6.39	6.61
To what extent does the World Bank Group influence the development agenda in Thailand?	6.25	6.56
Collaboration with the private sector	6.64	6.61
Being inclusive	6.53	6.77
Straightforwardness and honesty	7.47	7.56
Access to WBG staff and experts	6.85	7.14
Being a long-term partner	7.38	7.70
Responsiveness to needs	6.67	6.82
Collaboration with the Government	7.00	7.44
Flexibility when circumstances change	6.97	7.10
Collaboration with civil society	6.51	6.67
Treating clients and stakeholders in Thailand with respect	7.42	7.82
Openness (sharing data and other information)	7.43	7.88
Collaboration with other donors and development partners	7.35	7.71
The World Bank Group takes decisions quickly in Thailand	6.19	6.31
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Credit, Trust Funds, Program-for-Results) meet the needs of Thailand	6.72	6.75
The World Bank Group meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance, advisory services)	7.17	7.46
Are adaptable to Thailand's specific development challenges and country circumstances	6.86	6.69
Overall, how significant a contribution do you believe the World Bank Groups knowledge work and activities make to development results in your country?	6.76	6.81
Overall, how would you rate the technical quality of the World Bank Groups knowledge work and activities?	7.23	7.66

Yellow highlight indicates significant difference between Yes and No means.

Appendix D: Thailand FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Thailand

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

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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

BACKGROUND INFORMATION

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of a Minister	13	Financial Sector/Private Bank
3	Office of a member of Parliament/Legislative body	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of a Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Professional/Trade association
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)	
1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand? (Select only 1 response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION A: OVERALL CONTEXT

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

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

A3. Please identify which of the following development priorities you consider the most important in Thailand. (Choose no more than 5)			
1	Agriculture and rural/community development	16	Aging society and pension system reform
2	Infrastructure (e.g., roads, bridges, transportation, road safety)	17	Environmental sustainability (e.g., marine plastics)
3	Private sector development	18	Availability and sustainable management of water and sanitation
4	Energy transition (e.g., renewable energy)	19	Education (e.g., quality of education)
5	Climate change (e.g., mitigation, adaptation)	20	Financial and capital market developments
6	Urban and/or area-based development	21	Equality of opportunity (i.e., social inclusion)
7	Job creation/employment	22	Digitalization, information and communications technology
8	Natural resource management (water, forest, etc.)	23	Economic growth/Competitiveness
9	Global/regional integration (e.g., AEC, CLMVT, CPTPP)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
10	Conflict resolution in Southern Thailand	25	Trade and exports
11	Public health emergency response (e.g., COVID-19)	26	Data governance (e.g., big data, open data) and integrated national data system
12	Household debt	27	Disaster risk management
13	Poverty reduction	28	Social protection (e.g., targeted social assistance)
14	Public debt	29	Health sector reform
15	Pollution	30	Gender equity (closing the gap between women and men, and boys and girls)

SECTION A: OVERALL CONTEXT

A4. When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2)

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

A5. To what extent, do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Thailand's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	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"/>
19	Academia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Independent organizations by the Constitution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Judicial system	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 Thailand?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

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

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

B5. To what extent does the World Bank Group's work help to achieve development results in Thailand?												
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 Thailand?												
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 Thailand? (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 Thailand, which activity do you VALUE the most? (Choose no more than 2)

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

B9. When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5)

1	Agriculture and rural/community development	16	Data governance (e.g., big data, open data) and integrated national data system
2	Infrastructure (e.g., roads, bridges, transportation, road safety)	17	Environmental sustainability (e.g., marine plastics)
3	Digitalization, information and communications technology	18	Social protection (e.g., targeted social assistance)
4	Pollution	19	Disaster risk management
5	Household debt	20	Poverty reduction
6	Urban and/or area-based development	21	Gender equity (closing the gap between women and men, and boys and girls)
7	Private sector development	22	Availability and sustainable management of water and sanitation
8	Equality of opportunity (i.e., social inclusion)	23	Public debt
9	Energy transition (e.g., renewable energy)	24	Education (e.g., quality of education)
10	Natural resource management (water, forest, etc.)	25	Economic growth/Competitiveness
11	Global/regional integration (e.g., AEC, CLMVT, CPTPP)	26	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
12	Aging society and pension system reform	27	Trade and exports
13	Health sector reform	28	Job creation/employment
14	Public health emergency response (e.g., COVID-19)	29	Conflict resolution in Southern Thailand
15	Climate change (e.g., mitigation, adaptation)	30	Financial and capital market developments

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3)			
1	Investment bank	9	Thought leader
2	World Bank	10	Financial advisory solutions
3	Public-private partnerships	11	Venture capital
4	Impact investor	12	Asset manager
5	Innovation and entrepreneurship	13	None of the above
6	Private sector solutions	14	Don't know
7	Multi-lateral financial institution	15	Other (please specify): _____
8	Development institution		

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

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Thailand solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

To what extent is the World Bank Group an effective development partner in Thailand, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Treating clients and stakeholders in Thailand with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C14	The World Bank Group takes decisions quickly in Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	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"/>
C16	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	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"/>
C19	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	Working with the World Bank Group increases Thailand's institutional capacity	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 about the World Bank Group in Thailand?												
		Strongly disagree								Strongly agree		Don't know
C22	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	The World Bank Group meets Thailand'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"/>

C24. To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree	Don't know		

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 Thailand? *(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	Public health emergency response (e.g., COVID-19)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Infrastructure (e.g., roads, bridges, transportation, road safety)	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	Energy transition (e.g., renewable energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Natural resource management (water, forest, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Global/regional integration (e.g., AEC, CLMVT, CPTPP)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Aging society and pension system reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Public debt	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Urban and/or area-based development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health sector reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural/community development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Conflict resolution in Southern Thailand	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Environmental sustainability (e.g., marine plastics)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Availability and sustainable management of water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Education (e.g., quality of education)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Digitalization, information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Economic growth/Competitiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	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"/>
23	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Social protection (e.g., targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Household debt	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	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"/>
28	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Data governance (e.g., big data, open data) and integrated national data system	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Financial and capital market developments	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

D2. How effectively does the World Bank Group support Thailand's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
		1	2	3	4	5	6	7	8	9	10	
1	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)											<input type="checkbox"/>
2	To develop better and stronger data collection/ analytics systems within the Government											<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 Thailand, to what extent do you believe that the World Bank Group's knowledge work and activities:

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
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	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Thailand's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

E9. 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 THAILAND

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand? (Choose no more than 3)

1	Provide more real-time advice and guidance
2	Provide more adequate data/knowledge/statistics on your country's economy
3	Be more sensitive toward political and social realities
4	Incorporate more innovative technologies into its work and support
5	Increase the level of country specific expertise
6	More public disclosure of its work
7	Be more willing to criticize government policies and reform efforts
8	Increase emphasis on capacity development
9	Be less influenced by developed countries and their priorities
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3)

1	Parliament	8	Faith-based organizations
2	Beneficiaries	9	Development partners
3	The executive branch	10	Private sector
4	Media	11	Youth/university groups
5	Local government	12	Private foundations
6	Academia/think tanks/research institutes	13	Other (please specify): _____
7	NGOs	14	Don't know

F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Thailand has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3)

1	Support the distribution of vaccines
2	Support community and stakeholder engagement to address misinformation and stigma
3	Assess country's readiness for vaccine distribution
4	Help to strengthen health systems
5	Support the purchase of vaccines
6	Training health workers
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3)

1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the Thailand's media
5	World Bank Group's social media		

G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	High speed/WiFi
2	Dial-up

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)

1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Attended/participated in 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. Please identify the primary specialization of your work. (Select only 1 response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H5. Which best represents your geographic location?	
1	Bangkok and vicinity
2	Northern Thailand
3	Northeastern Thailand
4	Southern Thailand
5	Central Thailand

Thank you for completing the survey!