



## World Bank Group Country Survey FY 2024 – Bhutan

The World Bank Group seeks your insights regarding our engagement and activities in Bhutan. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in Bhutan but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

Your responses will remain anonymous and no feedback will be linked to any specific individual.

**Please click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.**

## BACKGROUND INFORMATION

1. What is your primary professional affiliation? (Select only 1 response)	
1	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian (National Assembly, Legislative body)
3	Government Institution: Employee of a Ministry / Public Entity / Project Implementation Unit / Independent Government Institution (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary
4	State-Owned Enterprise
5	Local Government Office or Staff
6	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
7	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
8	Private Sector: Private Company / Financial Sector Organization / Private Bank
9	Academia / Research Centers
10	Media
11	Other (please specify): _____

2. How familiar are you with the World Bank Group's work in Bhutan?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all										Very familiar

3. Do you collaborate/work with the World Bank Group (WBG) in Bhutan?	
1	Yes
2	No

4. Which of the following WBG agencies do you collaborate/work with in Bhutan? (Select ALL that apply)	
1	World Bank (IDA)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

5. What's your gender?	
1	Female
2	Male
3	Other

6. Which best represents your geographic location?	
1	Bhutan
2	Outside of Bhutan

## OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK IN BHUTAN

<b>A1. How much do you trust each of the following institutions to do what is right for Bhutan?</b>												Don't know
		Not at all					Very much					
1	The Royal Government of Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The Royal Monetary Authority (Central Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN) Agencies	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (e.g., Asian Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Civil society organizations (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Bilateral organizations (e.g., Japan International Cooperation Agency)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>A2. How effective is the World Bank Group (WBG) in helping Bhutan achieve development results?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

<b>A3. How significant a contribution do you believe the WBG's <u>knowledge work</u> make to development results in Bhutan?</b>											
<i>Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.</i>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

<b>To what extent do you agree with the following statements?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>A4</b>	The WBG currently plays a relevant role in development in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>A5</b>	The WBG's work is aligned with what I consider the development priorities for Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>A6</b>	The WBG has a positive influence on shaping development policy in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>A7</b>	The WBG's work helps end poverty in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## WORLD BANK GROUP'S WORK IN BHUTAN

<b>B1. To what extent is the WBG an effective development partner in terms of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
1	Responsiveness to needs in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Flexibility when circumstances change in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Being a long-term partner to Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B2. To what extent is the WBG an effective development partner in Bhutan, in terms of collaborating with the following groups?</b>												
		To no degree at all					To a very significant degree					Don't know
1	National government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Collaboration with other donors and development partners (UNICEF, UNDP, Austria Development Agency (ADA))	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Bhutan? (Select up to 2)</b>	
1	Private sector
2	Civil society (e.g., NGOs, CBOs)
3	Other donors and development partners
4	Academia / research centers
5	Other (please specify): _____

<b>B4. Which WBG instruments do you VALUE the most in Bhutan? (Select up to 2)</b>	
1	Convening power/ capacity to bring together different groups of stakeholders
2	Capacity to implement development projects and provide training
3	Technical assistance and implementation support (incl. project design and implementation)
4	Financial resources (e.g., budget support, investment lending, grants, trust funds)
5	Mobilizing third party financial resources (incl. both public and private)
6	Participate in donor coordination
7	Knowledge and analytical products (e.g., data, reports, policy notes)
8	Other (please specify): _____

## WORLD BANK GROUP'S WORK IN BHUTAN

<b>B5. Which areas should the WBG prioritize to have the most impact on development results in Bhutan? (Select up to 5)</b>			
1	Gender equity	10	Digital infrastructure development
2	Water / sanitation	11	Private sector development
3	Health / pandemic preparedness	12	Environment / natural resource management
4	Transport infrastructure	13	Urban development
5	Energy	14	Social protection / access to finance
6	Public sector governance	15	Jobs
7	Agriculture / food security	16	Debt management
8	Education	17	Other (please specify): _____
9	Climate change: resilience and adaptation		

<b>B6. How EFFECTIVE has the WBG been at achieving development results in each of these areas in Bhutan?</b>													
<i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Public sector governance (public financial management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Macroeconomic stability (budget support)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Jobs (youth entrepreneurship, rural employment)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environment / natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Climate change (strengthening resilience)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Agriculture and food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Digital development (skilling, re-skilling)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Education (human capital strengthening)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Health: support during COVID-19 pandemic	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Social protection (supporting mother and child)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity (education, training, livelihood)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

<b>B7. In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Bhutan? (Please be specific)</b>

## COMMUNICATION PREFERENCES

<b>C1. How would you prefer to receive communication from the WBG? (Select up to 2)</b>			
1	e-Newsletters	4	Direct messaging (e.g., WhatsApp, Telegram, Viber)
2	Direct contact with staff (e.g., in person, virtually, phone, email)	5	Event / conference / seminar / workshop (in person or online)
3	Social media (e.g., Facebook, Twitter)	6	Other (please specify): _____

<b>C2. Do you recall seeing or hearing anything about the WBG recently?</b>	
1	Yes
2	No

<b>C3. Where do you recall seeing or hearing this information? (Select ALL that apply)</b>			
1	Television (TV)	7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	8	Blogs
3	Newspapers (print or online)	9	Podcasts
4	Event / conference / seminar (in person or online)	10	e-Newsletters
5	WBG websites	11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
6	Social media	12	Other (please specify): _____

<b>C4. What topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)</b>	
1	Climate change
2	Pandemic preparedness
3	Job creation / employment
4	Food security
5	Digital economy
6	Women empowerment
7	Youth development
8	Debt relief for developing countries
9	Ending poverty in developing countries
10	WBG economic forecasts
11	Changes to the WBG financial and operational model
12	COVID-19 response and recovery
13	Human capital (improving health care, nutrition, education, and jobs skills)
14	Macro-fiscal and financial stability
15	Other (please specify): _____

## COMMUNICATION PREFERENCES

<b>C5. How concerned are you about the following potential impacts of climate change in Bhutan?</b>						
		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	More frequent and intense wild fires	<input type="checkbox"/>				
2	Decreased crop yields / increased food insecurity	<input type="checkbox"/>				
3	More frequent and severe floods	<input type="checkbox"/>				
4	More frequent and severe droughts	<input type="checkbox"/>				
5	Dying glaciers and rising temperatures	<input type="checkbox"/>				
6	Air pollution	<input type="checkbox"/>				
7	Extinction of plant / animal species	<input type="checkbox"/>				
8	Land and forest degradation	<input type="checkbox"/>				
9	Loss of jobs / livelihood / property	<input type="checkbox"/>				
10	Increased erosion due to flash floods	<input type="checkbox"/>				
11	Glacier lake outburst floods	<input type="checkbox"/>				
12	Decreased water availability / quality	<input type="checkbox"/>				
13	Climate-driven internal displacement of people	<input type="checkbox"/>				
14	Power shortages	<input type="checkbox"/>				
15	Falling rocks and road damages	<input type="checkbox"/>				