



World Bank Group Country Survey FY 2021 – India

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

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

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

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

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

SECTION A: OVERALL CONTEXT

A1. In the present post-lockdown scenario, would you say that India is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

A2. How has easing of COVID-19 related restrictions impacted economic opportunities for India's citizens?

1	Beginning to improve
2	Continue to decrease
3	Staying about the same

A3. Listed below are a number of development priorities in India.

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

1	Regional integration	15	Climate change (mitigation, adaptation)
2	Food security	16	Poverty reduction
3	Urban development	17	Anti-corruption
4	Energy	18	Digital development
5	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
6	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
7	Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	21	Trade and exports
8	Education and skills development	22	Civil service reforms
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (e.g., environment, water, forests)
10	Water and sanitation	24	Economic growth
11	Air pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health (including health services delivery)	27	Nutrition
14	Financial markets	28	Managing pandemics (e.g., COVID-19)

SECTION A: OVERALL CONTEXT

A4. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)

1	Disaster risk management	14	Air pollution
2	Digital development	15	Financial markets
3	Equality of opportunity (i.e., social inclusion)	16	Job creation/employment
4	Nutrition	17	Health (including health services delivery)
5	Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Agriculture and rural development	19	Gender equity (closing the gap between women and men, and boys and girls)
7	Natural resource management (e.g., environment, water, forests)	20	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)
8	Civil service reforms	21	Education and skills development
9	Climate change (mitigation, adaptation)	22	Regional integration
10	Transport (e.g., roads, bridges, transportation)	23	Food security
11	Energy	24	Urban development
12	Anti-corruption	25	Trade and exports
13	Economic growth	26	Water and sanitation

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

1	Ensuring that girls and women have equal access to job opportunities
2	Improving access to finance for businesses (especially micro, small and medium enterprises (MSMEs) and small businesses)
3	Investing in infrastructure for growth
4	Ensuring that girls and women have equal access to health care/health services
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
7	Education
8	Healthcare services in rural and urban areas
9	Economic growth
10	Social protection for the poor and vulnerable (strengthening the social safety net, social assistance)
11	Nutrition/food security
12	Public service delivery (strengthening policies, institutions to deliver public services)
13	Ensuring sustainable business growth and job creation
14	Other (please specify): _____

SECTION A: OVERALL CONTEXT

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

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

A7. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The state/provincial government	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 (e.g., AIIB, NDB, ADB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	The Reserve Bank of India	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"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in India?											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
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 India?												
		Strongly disagree								Strongly agree		Don't know
B2		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B2	Overall the World Bank Group currently plays a relevant role in development in India	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 India	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 India.												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (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 India?													
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		
													<input type="checkbox"/>

B6. To what extent does the World Bank Group influence the development agenda in India?													
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		
													<input type="checkbox"/>

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE 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 India, which activity do you VALUE the most? (Choose no more than TWO)

1	Implementation support and project monitoring
2	Mobilizing third party financial resources
3	Donor coordination
4	Reimbursable Advisory Services (RAS)
5	Bringing together different groups of stakeholders
6	Capacity development related to World Bank Group supported projects
7	Technical assistance for strengthening systems and institutions of service delivery
8	Policy advice, studies, analyses
9	Informal advice that World Bank Group's staff provides (e.g., just-in-time notes, informal discussions)
10	Advocacy on global issues (e.g., climate resilience, pollution, poverty, debt)
11	Financial resources
12	Data and statistics
13	Promoting knowledge sharing
14	Other (please specify): _____

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

1	Gender equity (closing the gap between women and men, and boys and girls)	15	Agriculture and rural development
2	Food security	16	Poverty reduction
3	Urban development	17	Anti-corruption
4	Energy	18	Managing pandemics (e.g., COVID-19)
5	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
6	Health (including health services delivery)	20	Nutrition
7	Financial markets	21	Digital development
8	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
9	Private sector development (e.g., development of micro, small and medium enterprises (MSMEs), ease of doing business)	23	Trade and exports
10	Education and skills development	24	Civil service reforms
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management (e.g., environment, water, forests)
12	Regional integration	26	Climate change (mitigation, adaptation)
13	Water and sanitation	27	Economic growth
14	Air pollution	28	Disaster risk management

B11. The COVID-19 pandemic has stressed many aspects of India's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in India over the next six months to a year? (Choose no more than THREE)

1	Public service delivery (strengthening policies, institutions to deliver public services)
2	Ensuring sustainable business growth and job creation
3	Healthcare services in rural and urban areas
4	Ensuring that girls and women have equal access to job opportunities
5	Improving access to finance for businesses (especially micro, small and medium enterprises (MSMEs) and small businesses)
6	Investing in infrastructure for growth
7	Education
8	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
9	Supporting efforts that can help counter misinformation about vaccines
10	Economic growth
11	Social protection for the poor and vulnerable (strengthening the social safety net, social assistance)
12	Nutrition/food security
13	Ensuring that girls and women have equal access to health care/health services
14	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)

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

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

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help India 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 India, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	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	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in India with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Insisting 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"/>
C19	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
C20	The quantum of World Bank Group lending is adequate for India's needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	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"/>	
C24	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"/>	
C25	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	The World Bank Group takes decisions quickly in India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Working with the World Bank Group increases India's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements about the World Bank Group in India?													
		Strongly disagree										Strongly agree	Don't know
C28	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	The World Bank Group meets India'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"/>	

C30. To what extent do you believe that India 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 C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C31. The World Bank Group has provided real time advice, guidance, and financial support to the Government of India for the COVID-19 response. To what extent do you believe that the World Bank Group's support throughout this crisis was ...

		To no degree at all					To a very significant degree					Don't know
1	Timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Useful	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Adequate in terms of the scale of financing	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C32. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?

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

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

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection for the poor and vulnerable (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy: Distribution sector reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Renewable energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Air pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (e.g., environment, water, forests)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Digital development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

		Not effective at all										Very effective	N/A	Don't know
		1	2	3	4	5	6	7	8	9	10			
1	Supporting health interventions for saving lives	<input type="checkbox"/>												
2	Social protection for poor in rural and urban areas (social assistance/social safety nets)	<input type="checkbox"/>												
3	Ensuring sustainable business growth and job creation for the MSME sector	<input type="checkbox"/>												
4	Strengthening policies, institutions and investments for rebuilding better	<input type="checkbox"/>												
5	Macroeconomic stability and transparent debt management	<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 India, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	Are adaptable to India's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E10. 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

E11. 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 INDIA

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

1	Provide more adequate data/knowledge/statistics/figures on India's economy
2	Reduce the complexity of obtaining World Bank Group financing
3	Offer more real-time advice and guidance
4	Increase availability of Reimbursable Advisory Services (RAS)
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Offer more innovative financial products and services
8	Engage more effectively with private sector
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Increase the level of capacity development in the country
11	Engage more directly with beneficiaries
12	Offer more timely and innovative knowledge products and services
13	Collaborate more effectively with Government clients (e.g., national, state, local)
14	Work faster
15	Other (please specify): _____

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

1	Rarely
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)

1	Radio	5	Websites
2	Magazines	6	Blogs
3	Newspapers (local and international)	7	Social media (e.g., Facebook, Twitter, Instagram, YouTube)
4	Television (Indian and international)	8	Other (please specify): _____

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

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group through virtual platforms (i.e., Webex, Zoom meetings, etc.)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's webinars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube)	8	Interviews and press conferences for the India's media

G4. The World Bank Group has provided support of \$2.75 billion to India to combat the COVID-19 pandemic. If you are aware of this support, what was the source of your information? (Select ALL that apply)

1	Newspapers
2	TV channels
3	Press releases
4	Social media (e.g., Facebook, Twitter)
5	e-Newsletters from the World Bank Group
6	World Bank Group India website
7	Other (please specify): _____
8	I am not aware of this support.

G5. How would you rate the information provided by the World Bank Group on the COVID-19 related support through info notes, press releases, social media channels, and videos?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not informative at all									Very informative	Did not receive information

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

G7. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

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

G8. 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	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	10	Multilateral Agency (e.g., UN, regional development bank)
2	Office of Minister	11	Private Sector Organization
3	Office of Parliamentarian	12	Financial Sector/Private Bank
4	Employee of Ministry, Ministerial Department, Implementation Agency	13	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	14	NGO/Community Based Organization
6	Local Government Office or Staff	15	Youth Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	16	Academia/Research Institute/Think Tank
8	State-Owned Enterprise	17	Media (press, radio, TV, web, etc.)
9	Bilateral Agency (e.g., embassy, diplomatic, military)	18	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE 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): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in India? (Select only ONE 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 H: BACKGROUND INFORMATION

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

1	Yes
2	No

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

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

H7. What's your gender?

1	Female
2	Male
3	Third gender
4	Other: _____
5	Prefer not to say

H8. What's your age?

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

H9. Which best represents your geographic location?

1	Central India
2	East India
3	North India
4	Northeast India
5	South India
6	Western India

Thank you for completing the survey!