



## **World Bank Group Country Survey FY 2023 – Malaysia**

The World Bank Group is interested in gauging your views as someone involved in development in Malaysia. The following survey will give us greater insight into how the Bank's work is perceived by its clients, partners, opinion leaders, and decision makers in Malaysia.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. None of the results will be attributable to a specific individual. We hope you'll be candid. If you feel that you do not have enough information on a subject to answer a question, please select "Don't know".

If you have any questions about this survey, please contact us at:  
[countrysurveys@worldbankgroup.org](mailto:countrysurveys@worldbankgroup.org)

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.

<b>1. Which of the following best describes your current affiliation? (Select only 1 response)</b>	
1	<b>Office of the President, Prime Minister, Minister</b>
2	<b>Office of a Parliamentarian</b> (Legislative body)
3	<b>Government Institution: Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution</b> (e.g., Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise
4	<b>Local Government Office or Staff</b>
5	<b>Bilateral or Multilateral Agency</b> (e.g., embassy, development organization, development bank, UN Agency)
6	<b>Civil Society Organization: local and regional</b> (NGO; Community Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	<b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank
8	<b>Academia / Research Institute / Think Tank</b>
9	<b>Media</b>
10	<b>Other</b> (please specify)

<b>2. How familiar are you with the work of the World Bank Group in Malaysia?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	
1	Yes
2	No

<b>4. Which, if any, of the following agencies of the World Bank Group do you primarily collaborate/work with in Malaysia? (Select only 1 response)</b>	
1	The World Bank (IBRD)
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 AND ATTITUDES TOWARD THE WORLD BANK GROUP IN MALAYSIA

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

<b>A2. To what extent, do you trust each of the following groups to do what is right?</b>												
		To no degree at all					To a very significant degree					Don't know
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Malaysia Central Bank (Bank Negara Malaysia)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The World Bank Group	<del>1</del>	<del>2</del>	<del>3</del>	<del>4</del>	<del>5</del>	<del>6</del>	<del>7</del>	<del>8</del>	<del>9</del>	<del>10</del>	<input checked="" type="checkbox"/>
6	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regional development banks (ADB, JICA, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Academia/think tanks/research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>A3. How effective has the World Bank Group been in achieving development results in Malaysia?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

## SECTION A: OVERALL CONTEXT AND ATTITUDES TOWARD THE WORLD BANK GROUP IN MALAYSIA

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Malaysia?													
		Strongly disagree										Strongly agree	Don't know
<b>A4</b>	The World Bank Group currently plays a relevant role in development in Malaysia.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A5</b>	The World Bank Group's work is well aligned with what I consider the development priorities for Malaysia.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>A6</b>	The World Bank Group's work helps end extreme poverty in Malaysia.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A7. To what extent does the World Bank Group influence the development agenda in Malaysia?											
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	

A8. How significant a contribution do you believe the World Bank Group's <u>knowledge work</u> and activities make to development results in Malaysia?											
<i><b>Knowledge work</b> includes analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. This may be delivered as part of ongoing WBG operations or through Reimbursable Advisory Services (RAS).</i>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant	Don't know	

## SECTION B: DEVELOPMENT PRIORITIES IN MALAYSIA

<b>B1. Which areas should the World Bank Group prioritize in its work in Malaysia to have the most impact on development results in the country? (Choose no more than 5)</b>	
1	<b>Gender equity:</b> close gender gaps in health, education, social protection, economic opportunities, and voice and agency
2	<b>Water supply and sanitation infrastructure</b>
3	<b>Health:</b> universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases
4	<b>Transport:</b> roads, bridges, sustainable transportation
5	<b>Energy / Extractives:</b> access to energy, transition to cleaner energy sources; governance of oil, gas, and mineral resources
6	<b>Public sector governance:</b> efficiency, effectiveness, accountability, and transparency of government institutions
7	<b>Agriculture and food security:</b> sustainable agriculture, inclusive and efficient food systems
8	<b>Education:</b> education quality, more resilient and equitable education systems
9	<b>Climate change:</b> mitigation, adaptation, and transition to a low-carbon economy
10	<b>Digital Development:</b> digital infrastructure, digital services, digital skills development
11	<b>Macroeconomic stability:</b> sustainable fiscal policy, effective tax administration, monetary policy
12	<b>Social Inclusion:</b> increasing opportunities for marginalized people to participate fully in markets, services, and society
13	<b>Crime and violence:</b> violence prevention and law enforcement
14	<b>Private sector development:</b> business regulation, access to finance, improved competitiveness
15	<b>Environment / Natural resource management:</b> air/water quality, sustainable land and aquatic resource management, biodiversity; disaster risk management
16	<b>Urban development:</b> urban planning, services, and institutions
17	<b>Cost of living / income inequality</b>
18	<b>Law and justice:</b> efficient and fair justice institutions
19	<b>Foreign direct investment</b>
20	<b>Trade:</b> access to markets, tariffs, customs
21	<b>Social protection:</b> pensions, social assistance, social safety nets
22	<b>Job creation / employment:</b> labor policies, skills development
23	<b>Regional integration:</b> promote common physical and institutional infrastructure
24	<b>Debt sustainability:</b> management, relief, financing, and transparency
25	Other (please specify): _____

## SECTION B: DEVELOPMENT PRIORITIES IN MALAYSIA

<b>B2. What is your level of concern for each of the potential impacts of climate change as it affects your country?</b>					
		Not concerned at all	A little concerned	Somewhat concerned	Very concerned
1	Forest fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Decreased crop yields/food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Climate-driven migration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	More frequent and severe droughts / heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Effects on public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Extinction of plant/animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Increase in natural disasters (for example, cyclones or sea-level surges)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Increase erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Unsafe drinking water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Diminished water supply for people and the economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN MALAYSIA

### C1. When thinking about the WBG's role in Malaysia, which activity or activities do you VALUE the most? (Choose no more than 2)

1	Bringing together different stakeholder groups (including other development agencies and donors) to support Malaysia's development efforts
2	Providing data and statistics
3	Producing research on global development issues (e.g., reports, publications, research papers)
4	Providing advisory services and analytics to support design or implementation of policies
5	Providing financial resources (i.e., investment lending, Development Policy Loans, Trust Funds, Program-for-Results)
6	Capacity building and training
7	Mobilizing third-party financial resources
8	Other (please specify): _____

### To what extent is the WBG an effective development partner in Malaysia, 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	
<b>C2</b>	Responsiveness to needs											<input type="checkbox"/>
<b>C3</b>	Access to WBG staff and experts											<input type="checkbox"/>
<b>C4</b>	Flexibility when circumstances change											<input type="checkbox"/>
<b>C5</b>	Being a long-term partner											<input type="checkbox"/>

### C6. Which THREE of the following groups should the WBG collaborate with more in Malaysia? (Choose no more than 3)

1	The national/federal government
2	Local government
3	Parliament/legislative branch
4	Regional development banks (ADB, JICA, etc.)
5	Private sector
6	Civil society (e.g., NGOs, CBOs)
7	Other donors and development partners
8	Academia/think tanks/research institutions
9	Media
10	Other (please specify): _____

## SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN MALAYSIA

### C7. To what extent is the WBG an effective development partner in Malaysia, in terms of collaborating with the following groups:

		To no degree at all					To a very significant degree					Don't know
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Local government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Parliament/legislative branch	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Regional development banks (ADB, JICA, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Academia/think tanks/research institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



## SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN MALAYSIA

The following questions ask about **the WBG's advisory services and analytical (knowledge) work in Malaysia**.

***Advisory services and analytics** are non-lending activities that help clients or audiences advance a development objective. These may include analytical reports, data, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. Advisory services and analytics may be delivered as part of ongoing World Bank Group operations or through Reimbursable Advisory Services (RAS).*

<b>C8. Have you used the WBG's advisory services and analytics in the past?</b>	
1	Yes
2	No
3	Not sure

<b>To what extent do you believe that the WBG Global Knowledge and Research Hub in Malaysia:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C9</b>	Provides opportunity for Malaysia to share more broadly its knowledge with developing countries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Helps Malaysia strengthen its research capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Helps Malaysia's efforts to reach developed nation status	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: EFFECTIVENESS OF WORLD BANK GROUP WORK AND ENGAGEMENT IN MALAYSIA

### C12. To what extent do you agree/disagree with the following statements?

(If you have NO exposure to, or experience with, the World Bank Group's advisory services and analytical work – please respond "Don't know")

		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the <b>quality</b> of the WBG's advisory services and analytical work in Malaysia.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	The WBG's advisory services and analytical work are <b>timely</b> .	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	The World Bank Group's advisory services and analytical work include <b>appropriate level of stakeholder involvement</b> during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	The WBG brings <b>global expertise</b> to Malaysia as part of its advisory services and analytical work.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	The World Bank Group's analytical products are <b>adequately disseminated</b>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	The WBG's advice and recommendations are <b>tailored</b> to Malaysia's context.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	I <b>anticipate using</b> the WBG's advisory services and analytical work in the future.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION D: THE WORLD BANK GROUP IN MALAYSIA GOING FORWARD

**D1. In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Malaysia? (Please be specific)**

## SECTION E: COMMUNICATION AND INFORMATION SHARING

### E1. How do you get most of your information about economic and social development issues in Malaysia? (Choose no more than 3)

1	Television (TV)	6	Blogs
2	Radio	7	Podcasts
3	Newspapers (Print or online)	8	e-Newsletters
4	Social media	9	Other (please specify): _____
5	Research papers / Official statistics		

### E2. How would you prefer to obtain information from the WBG? (Choose no more than 3)

1	e-Newsletters	6	Website
2	Direct contact with staff (e.g., in person, virtually, phone, email)	7	Direct messaging (e.g., WhatsApp, Telegram, Viber)
3	Blogs	8	Event/conference/ seminar/workshop (in person or online)
4	Social media (e.g., Facebook, Twitter)	9	Interviews and press conferences
5	Podcasts	10	Other (please specify): _____

### E3. Do you recall seeing or hearing anything about the WBG in the last 30 days?

1	Yes
2	No

### E4. Where do you recall seeing or hearing this information? (Check all that apply)

1	Television (TV)
2	Radio
3	Newspapers (Print or online)
4	Event / conference / seminar (in person or online)
5	WBG Website
6	Social media
7	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
8	Blogs
9	Podcasts
10	e-Newsletters
11	Direct messaging (e.g., WhatsApp, Telegram, Viber)
12	Other (please specify): _____

## SECTION E: COMMUNICATION AND INFORMATION SHARING

**E5. On what social media platforms do you recall seeing this information? (Check all that apply)**

1	Facebook
2	Instagram
3	Twitter
4	LinkedIn
5	YouTube
6	WhatsApp
7	Other (please specify): _____

**E6. What topics were included in what you saw or heard? (Check all that apply)**

1	WBG work or research on <b>climate change</b> (mitigation, adaptation)
2	WBG work or research on <b>food insecurity</b>
3	WBG work to provide <b>debt relief for developing countries</b>
4	WBG <b>global economic forecasts</b>
5	WBG research or work in support for <b>education systems</b> in developing countries
6	WBG work or research on <b>energy</b> (increasing energy supply, reducing dependence of fossil fuels)
7	WBG work or research on <b>inclusive growth in Malaysia</b>
8	WBG work or research to promote <b>Sustainable Finance in Southeast Asia</b>
9	Other (please specify): _____

## SECTION E: COMMUNICATION AND INFORMATION SHARING

E7. To what extent do you agree with the following statements:												
		To no degree at all						To a very significant degree				Don't know
1	The WBG helps address <b>the current food crisis</b> and enables greater preparedness <b>to future food security crises</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The WBG supports countries to ensure transition to more <b>diversified and cleaner sources of energy</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The WBG helps countries <b>boost climate resilience</b> and mitigate the effects of <b>climate challenge</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The WBG provides support to improve access and quality of <b>education</b> in developing countries.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The WBG is committed to comprehensive <b>debt solutions</b> that bring significant benefits to people in poor countries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The WBG's work on <b>inclusive growth</b> aims to ensure that the <b>benefits of economic development are shared equitably</b> across all segments of society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The WBG leverages Malaysia's expertise in Islamic finance, green finance, and socially responsible investing to <b>promote sustainable finance in Southeast Asia</b>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION E: COMMUNICATION AND INFORMATION SHARING

<b>E8. Over the past SIX MONTHS, how often did you engage with the WBG in any of the following ways?</b>					
		Every few <b>DAYS</b>	Every few <b>WEEKS</b>	Every few <b>MONTHS</b>	Not at all
1	Read or heard a story about the WBG in national or local media (newspaper, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read or heard a story about the WBG in international media (newspaper, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Read a WBG post / tweet on social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used its data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended a WBG event/conference/seminar/workshop (in person or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Read some, or all, of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Had an exchange with WBG staff, in person, virtually, or by phone/email/text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION F: BACKGROUND INFORMATION

**F1. Which, if any, of the following is the primary specialization of your work?**  
(Select only 1 response)

1	Education	11	Trade
2	Health	12	Environment / Natural resource management
3	Poverty reduction, social protection, labor policies, jobs	13	Climate change
4	Gender	14	Agriculture and food security
5	Transport	15	Urban development
6	Water, sanitation	16	Disaster risk management
7	Digital development	17	Finance and markets
8	Energy / Extractives	18	Generalist (specialize in multiple sectors)
9	Public sector governance, anti-corruption	19	Other (please specify): _____
10	Macroeconomics, fiscal management	20	None of the above

**F2. Within your organization, would you describe yourself as ....**

1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

**F3. What's your gender?**

1	Female
2	Male

**F4. What's your age?**

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

**F5. Which best represents your geographic location?**

1	Putrajaya and Kuala Lumpur / Klang Valley
2	Rest of Peninsular Malaysia
3	Sabah
4	Sarawak

**Thank you for completing this survey!**