

## Appendix E: Bhutan FY 2013 Questionnaire



### **World Bank Group Country Survey FY13 – Bhutan**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Bhutan or who observe activities related to social and economic development. The following survey is meant to give the World Bank Group's team that works in Bhutan, 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 critical stakeholders. With this understanding, the World Bank Group hopes to develop more effective strategies, outreach and programs that support development in Bhutan. The World Bank Group commissioned an independent consultant to oversee the logistics of this effort in Bhutan. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

**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: GENERAL ISSUES FACING BHUTAN**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Bhutan.</b>			
<b>Please identify which of the following you consider the most important development priorities in Bhutan?</b>			
<b>(Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Gender equity	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Basic infrastructure
14	Environmental sustainability	30	Natural resource management (e.g., oil, gas, mining)
15	Equality of opportunity (i.e., equity)	31	Disaster management
16	Health	32	Information and communications technology

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty and increasing Gross National Happiness (GNH) in Bhutan? (Choose no more than THREE)</b>			
1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Domestic private sector development
3	Economic growth	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Education
5	Global/regional integration	21	Energy
6	Gender equity	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	23	Natural resource management (e.g., oil, gas, mining)
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Disaster management
10	Basic infrastructure	26	Health
11	Social protection (e.g., pensions, targeted social assistance)	27	Agricultural development
12	Law and justice (e.g., judicial system)	28	Job creation/employment
13	Transport (e.g., roads, bridges, transportation)	29	Financial markets
14	Crime and violence	30	Trade and exports
15	Communicable/non-communicable diseases	31	Food security
16	Information and communications technology		

**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: GENERAL ISSUES

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Bhutan? (Choose no more than THREE)</b>			
1	Energy	16	Communicable/non-communicable diseases
2	Gender equity	17	Trade and exports
3	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Natural resource management (e.g., oil, gas, mining)
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Basic infrastructure
13	Education	28	Law and justice (e.g., judicial system)
14	Information and communications technology	29	Crime and violence
15	Regulatory framework	30	Financial markets

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Bhutan? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More effective risk management
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

<b>B1. How familiar are you with the work of the World Bank Group in Bhutan?</b>										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

<b>Overall, please rate your impression of the following institutions' effectiveness in Bhutan.</b>												
		Not effective at all								Very effective		Don't know
<b>B2</b>	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B3</b>	The World Bank (IDA/GEF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B4</b>	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>B5. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Bhutan solve its most complicated development challenges?</b>											
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

<b>B6. How effectively do you believe the different parts of the World Bank Group (IDA, GEF and IFC) collaborate and coordinate efforts in Bhutan?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective		Don't know

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

**B7. When thinking about how the World Bank Group can have the most impact on development results in Bhutan, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Bhutan? (Choose no more than THREE)**

1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Energy	28	Basic infrastructure
13	Job creation/employment	29	Natural resource management (e.g., oil, gas, mining)
14	Financial markets	30	Anti corruption
15	Urban development	31	Information and communications technology
16	Environmental sustainability	32	Disaster management

**B8. Overall, how would you rate the alignment of the World Bank Group's program with Bhutan's development program and Gross National Happiness (GNH) approach?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low alignment									Very high alignment	Don't know

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

<b>B9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bhutan?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bhutan? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Bhutan
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank Group processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

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

**B11. Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Bhutan? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

**B12. To what extent do you believe the World Bank Group SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.)?**

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

**B13. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____



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

To what extent do you agree with the following statements about the World Bank Group's work in Bhutan?													
		Strongly disagree										Strongly agree	Don't know
<b>B14</b>	Overall the World Bank Group currently plays a relevant role in development in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	The World Bank Group'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>B16</b>	The World Bank Group supports programs and strategies that are realistic for Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	The World Bank Group treats clients and stakeholders in Bhutan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank Group an effective development partner in Bhutan, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
<b>B18</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B27</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B28</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank Group works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank Group does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank Group is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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## SECTION C: WORLD BANK GROUP EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bhutan?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	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"/>	
C21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION C: WORLD BANK GROUP EFFECTIVENESS AND RESULTS

<b>C33. To what extent does the World Bank Group's work help to achieve development results in Bhutan?</b>												
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 do you agree with the following statements about the World Bank Group in Bhutan?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C34</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C35</b>	IDA meets the needs of Bhutan in mobilizing financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C36</b>	IFC meets the need of Bhutan in mobilizing financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C37</b>	The World Bank Group meets Bhutan'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"/>	
<b>C38</b>	IDA meets the needs of Bhutan in providing knowledge services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C39</b>	IFC meets the needs of Bhutan in providing knowledge services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

**D1. How frequently do you consult World Bank Group knowledge work and activities in the work you do?**

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**D2. When thinking about the development challenges in Bhutan, where do you believe it would be most valuable for the World Bank Group to focus its knowledge work and activities in the next few years? (Choose no more than THREE)**

1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Crime and violence
2	Gender equity	18	Education
3	Domestic private sector development	19	Global/regional integration
4	Foreign direct investment	20	Information and communications technology
5	Water and sanitation	21	Transport (e.g., roads, bridges, transportation)
6	Trade and exports	22	Agricultural development
7	Energy	23	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	24	Job creation/employment
9	Social protection (e.g., pensions, targeted social assistance)	25	Health
10	Climate change (e.g., mitigation, adaptation)	26	Economic growth
11	Poverty reduction	27	Rural development
12	Law and justice (e.g., judicial system)	28	Food security
13	Anti corruption	29	Environmental sustainability
14	Financial markets	30	Regulatory framework
15	Equality of opportunity (i.e., equity)	31	Basic infrastructure
16	Urban development	32	Communicable/non-communicable diseases

**In Bhutan, how effective do you believe the World Bank Group's knowledge work and activities are at:**

		Not effective at all										Very effective	Don't know
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Bhutan, 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
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to Bhutan's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adaptable to Bhutan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. 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	

D17. 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 E: WORKING WITH THE WORLD BANK GROUP**

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		
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	Working with the World Bank Group increases Bhutan's institutional capacity											<input type="checkbox"/>	
<b>E7</b>	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>	
<b>E8</b>	The World Bank Group's teams and visits are well coordinated											<input type="checkbox"/>	
<b>E9</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E10</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

**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 F: PROJECT/PROGRAM RELATED ISSUES

The following section should be filled out only by respondents who have/have had knowledge, experience and/or involvement in the implementation of the World Bank Group programs and/or projects.

### URBAN PROJECT

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>F1</b>	The World Bank Group's support to the urban sector in Bhutan is cost-effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F2</b>	The level of the World Bank Group support to the urban sector is appropriate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F3</b>	The World Bank Group's support to the urban sector in Bhutan is having a positive impact on sustainable economic development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F4</b>	The World Bank Group implementation support to the urban sector is timely and responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

### RURAL PROJECT

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>F5</b>	The World Bank Group's support to the rural sector in Bhutan is cost-effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F6</b>	The level of the World Bank Group support to the rural sector is appropriate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F7</b>	The World Bank Group's support to the rural sector in Bhutan is having a positive impact on sustainable economic development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F8</b>	The World Bank Group implementation support to the rural sector is timely and responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



## SECTION F: PROJECT/PROGRAM RELATED ISSUES

### WORLD BANK GROUP DEVELOPMENT POLICY CREDIT (DPC) PROGRAM (BUDGET FINANCING IN SUPPORT OF POLICY REFORMS)

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>F9</b>	DPCs have been effective instruments of coordination for economic policy reforms between and within government agencies and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F10</b>	DPCs have led to good economic policy and institutional reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F11</b>	The World Bank Group has provided good support for Bhutan to move to Country Systems for donor projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

### THE PROGRAMMATIC APPROACH

The World Bank Group is considering moving to a strengthened programmatic approach that would consolidate/group task managers and missions around common themes. The objectives are to reduce transaction costs with one focal World Bank expert, focusing the program around a few central themes, and analyzing synergies with GNH approach and metrics.

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>F12</b>	I support the World Bank Group's move to the programmatic approach	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F13</b>	Grouping missions and task managers around common themes will save transaction costs and will be more effective for the government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F14</b>	It is important for the World Bank Group to increase coordination among Bank teams working in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F15</b>	It is important for the World Bank Group to focus scarce Bank resources on the highest priority areas	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BHUTAN

<b>G1. How significant a role do you believe the World Bank Group SHOULD play in Bhutan's development in the near future?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not a significant role at all									Very significant role		Don't know	

<b>Thinking about the future, how important a role do you think each of the following institutions will play in helping Bhutan achieve its economic and social development goals?</b>														
		Not important at all										Very important		Don't know
<b>G2</b>	The World Bank (IDA/GEF)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>G3</b>	International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>G4. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bhutan? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Bhutan's specific challenges
2	Reduce the complexity of obtaining World Bank Group financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Bhutan's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

## SECTION H: COMMUNICATION AND INFORMATION SHARING

### H1. How do you get most of your information about economic and social development issues in Bhutan? (Choose no more than TWO)

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

### H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	World Bank Group website
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank Group seminars/workshops/conferences
6	World Bank Group Public Information Center
7	World Bank Group publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

<b>H3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>H4</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question H5; if NO please go to H6)	<b>Yes</b>	<b>No</b>
<b>H5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>H6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>H7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

## SECTION H: COMMUNICATION AND INFORMATION SHARING

H8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank Group's country website ( <a href="http://www.worldbank.org/en/country/bhutan">http://www.worldbank.org/en/country/bhutan</a> )
2	The World Bank Group's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
H9	I use/consult World Bank Group data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H10	I find the World Bank Group websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H11	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H12	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
H13	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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**SECTION H: BACKGROUND INFORMATION**

<b>11. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank Group supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

<b>12. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender equity / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

**I3. Currently, do you professionally collaborate/work with the World Bank Group in your country?**

1	Yes
2	No

**I4. Which of the following describes most of your exposure to the World Bank Group in Bhutan? (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.

**I5. Currently, which of the following agencies of the World Bank Group do you primarily work with in Bhutan? (Please mark only ONE response)**

1	The World Bank (IDA/GEF)
2	International Finance Corporation (IFC)
3	Both World Bank and IFC
4	I don't collaborate/work with the World Bank Group

**I6. Which best represents your geographic location?**

1	Thimphu
2	Other

**Thank you for completing the survey!**