

# China

The World Bank  
Country Survey FY 2012

Report of Findings  
April 2012

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in China perceive the Bank;
- Obtain systematic feedback from stakeholders in China regarding:
  - Their views regarding the general environment in China;
  - Their perceived overall value of the World Bank in China;
  - Overall impressions of the World Bank as related to programs, poverty reduction, personal relationships, effectiveness, knowledge base, collaboration, and its day-to-day operation; and
  - Perceptions of the World Bank's communication and outreach in China.
- Use data to help inform the China country team's strategy.

## II. Methodology

December 2011 thru March 2012, 518 stakeholders of the World Bank in China were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among employees of a ministry or ministerial department of central government; local government officials or staff; project management offices at the central and local level; the central bank; financial sector/banks; NGOs; regulatory agencies; state-owned enterprises; bilateral or multilateral agencies; private sector organizations; consultants/contractors working on World Bank supported projects/programs; the media; and academia, research institutes or think tanks. A total of 207 stakeholders participated in the country survey (40%).

Respondents received the questionnaire in the mail and returned the completed questionnaire similarly. Respondents were asked to indicate: their overall attitudes toward the Bank; the importance of specific areas of the Bank's work and the Bank's effectiveness in those areas; and their level of agreement with a series of statements about the way the World Bank does business. Respondents were also asked about general issues facing China, the Bank's future role in China, and the Bank's communication and outreach efforts in China.

## II. Methodology (continued)

The questionnaire was broken into eight sections:

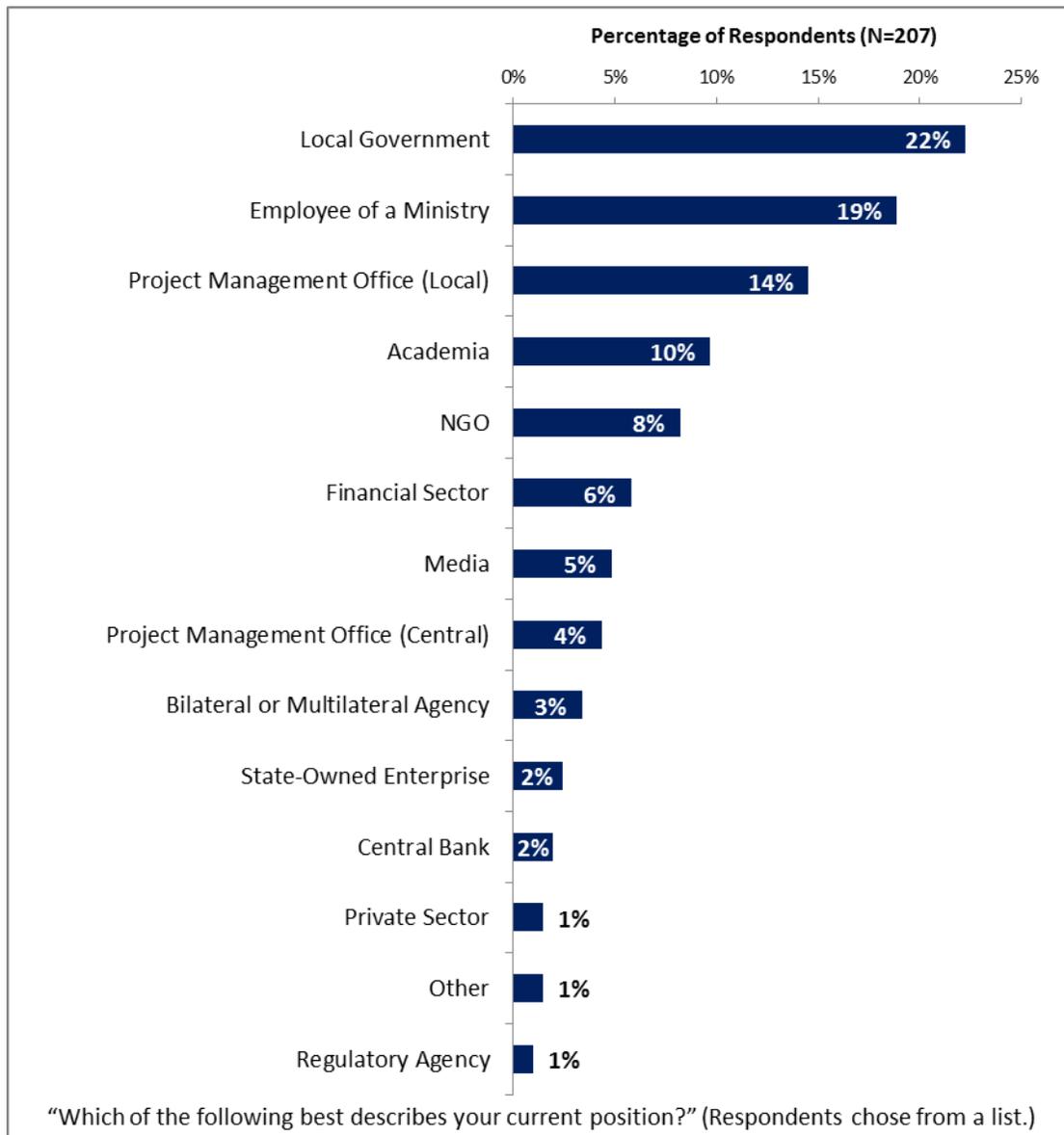
1. Background Information: The first section asked respondents for their current position; specialization; familiarity, exposure to, and involvement with the Bank; and geographic location.
2. General Issues facing China: Respondents were asked to indicate what they thought were the most important development priorities, which areas would contribute most to poverty reduction and economic growth in China, as well as rating their perspective on the future of the next generation in China.
3. Overall Attitudes toward the World Bank: Respondents were asked to rate the Bank's overall effectiveness in China, the extent to which the Bank's financial instruments meet China's needs, the extent to which the Bank meets China's need for knowledge services, and their agreement with various statements regarding the Bank's programs, poverty mission, relationships, and collaborations in China. Respondents were also asked to indicate the areas on which it would be most productive for the Bank to focus its resources and research, what the Bank's level of involvement should be, and what they felt were the Bank's greatest values and greatest weaknesses in its work.
4. The Work of the World Bank: Respondents were asked to rate their level of importance and the Bank's level of effectiveness across fifteen areas in which the Bank was involved, such as helping to reduce poverty and encouraging greater transparency in governance.
5. The Way the World Bank does Business: Respondents were asked to rate the Bank's level of effectiveness in the way it does business, including the Bank's knowledge, personal relationships, collaborations, and poverty mission.
6. Project/Program Related Issues: Respondents were asked to rate their level of agreement with a series of statements regarding the Bank's programs, day-to-day operations, and collaborations in China.
7. The Future of the World Bank in China: Respondents were asked to rate how significant a role the Bank should play in China's development and to indicate what the Bank could do to make itself of greater value and what the greatest obstacle was to the Bank playing a significant role in China.
8. Communication and Outreach: Respondents were asked to indicate where they get information about development issues and the Bank's development activities in China, as well as how they prefer to receive information from the Bank. Respondents were also asked to indicate their usage of the Bank's website and PICs, and to evaluate these communication and outreach efforts.

In addition, where possible, responses from respondents completing this year's country survey were compared to responses from the 227 respondents (43% response rate) who completed the country survey in FY 2006. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

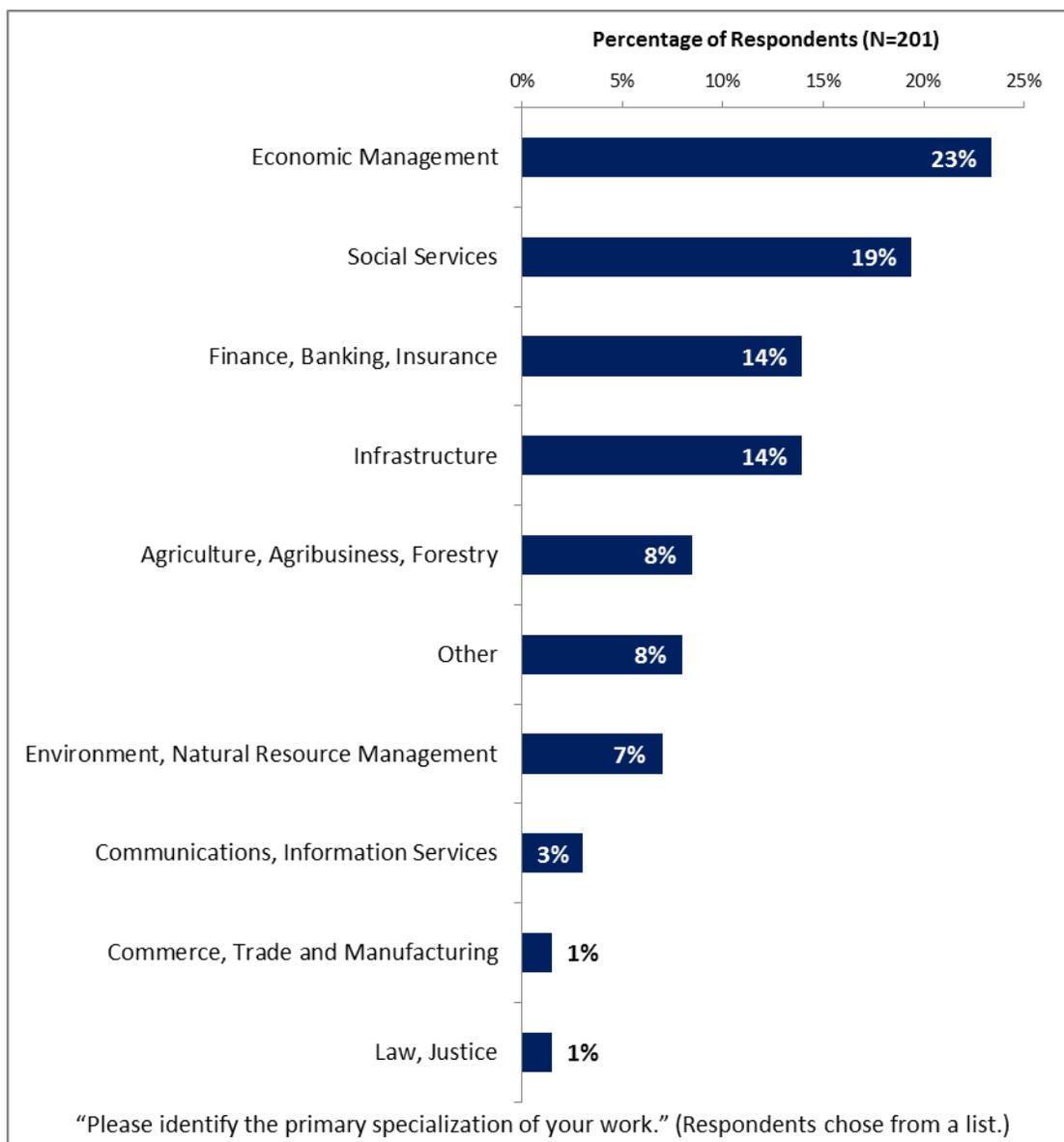
#### Current Position

- The largest number of respondents was from local government. Because of the small number of respondents from central project management offices, bilateral or multilateral agencies, state-owned enterprises, the central bank, private sector, and regulatory agencies, these respondents were included in the “Other” category for all further analyses. Note there were no respondents who were consultants/contractors working on World Bank supported projects/programs.



### III. Demographics of the Sample (continued)

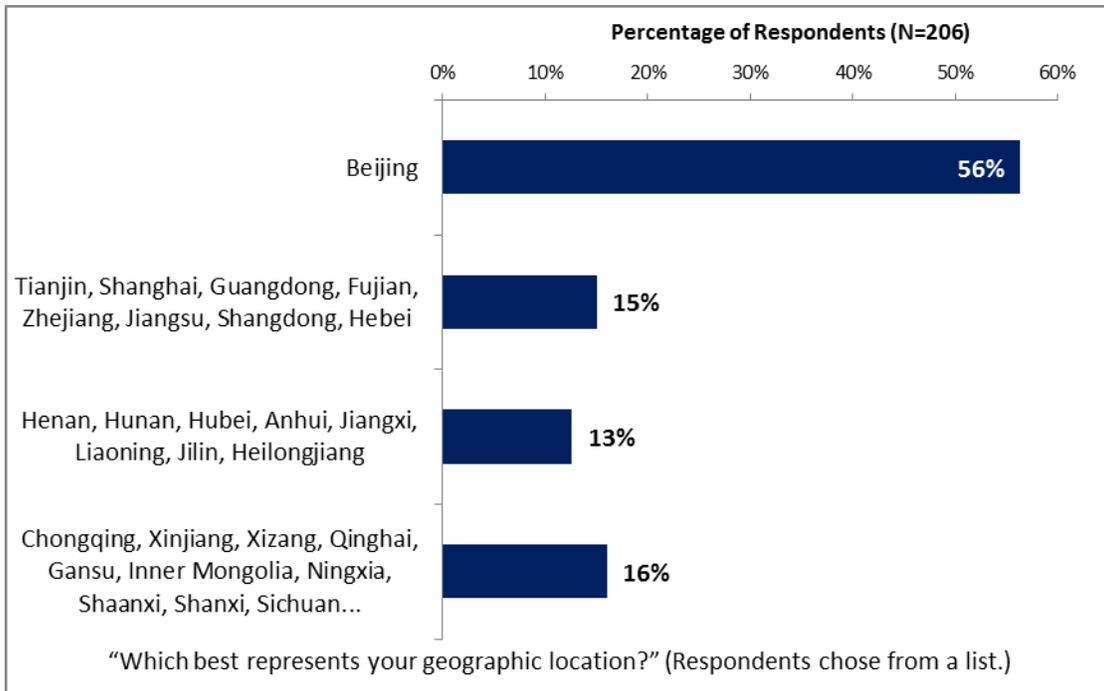
#### Area of Primary Specialization



### III. Demographics of the Sample (continued)

#### Geographic Location

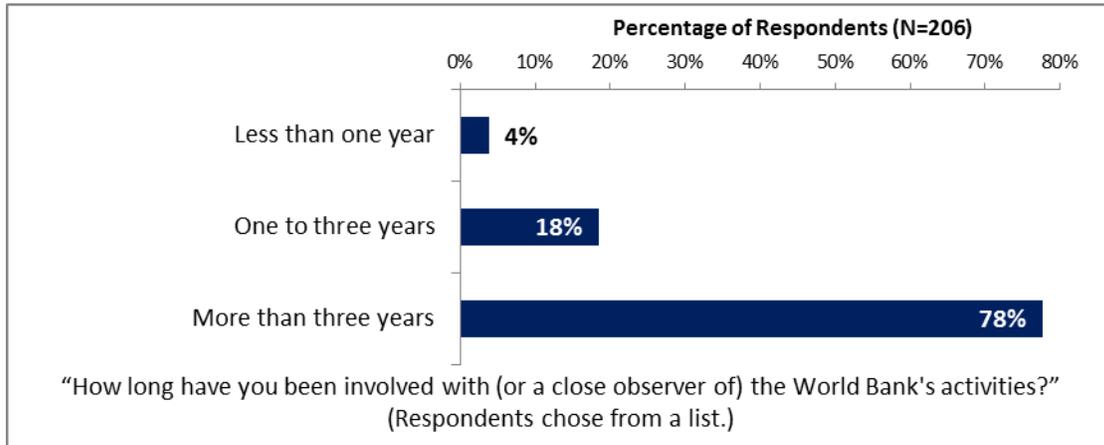
- Over half of all respondents indicated that they were located in Beijing. Because of the small number of respondents from other locations, these respondents were grouped into an “Other Areas” category for all further analyses.



### III. Demographics of the Sample (continued)

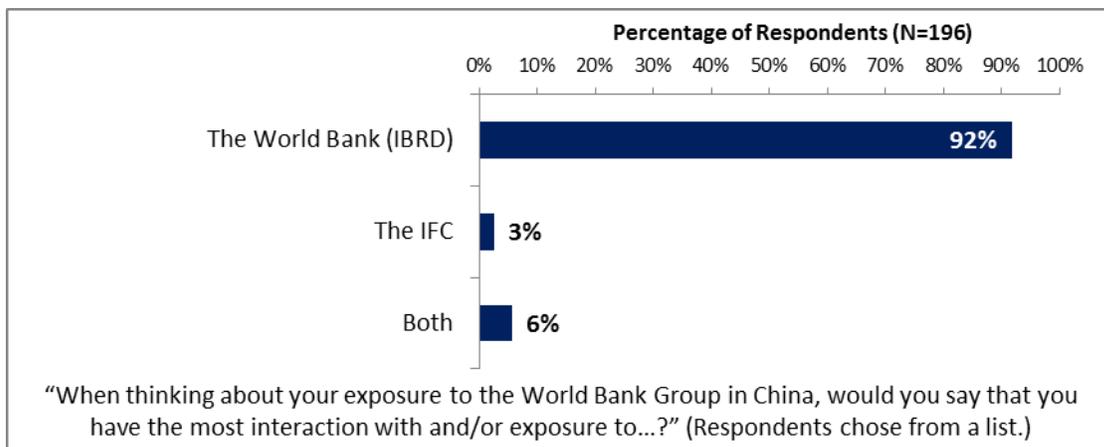
#### Involvement with the World Bank

- More than three-quarters of all respondents indicated that they have been involved with or a close observer of World Bank activities for more than three years.



#### Exposure to the World Bank

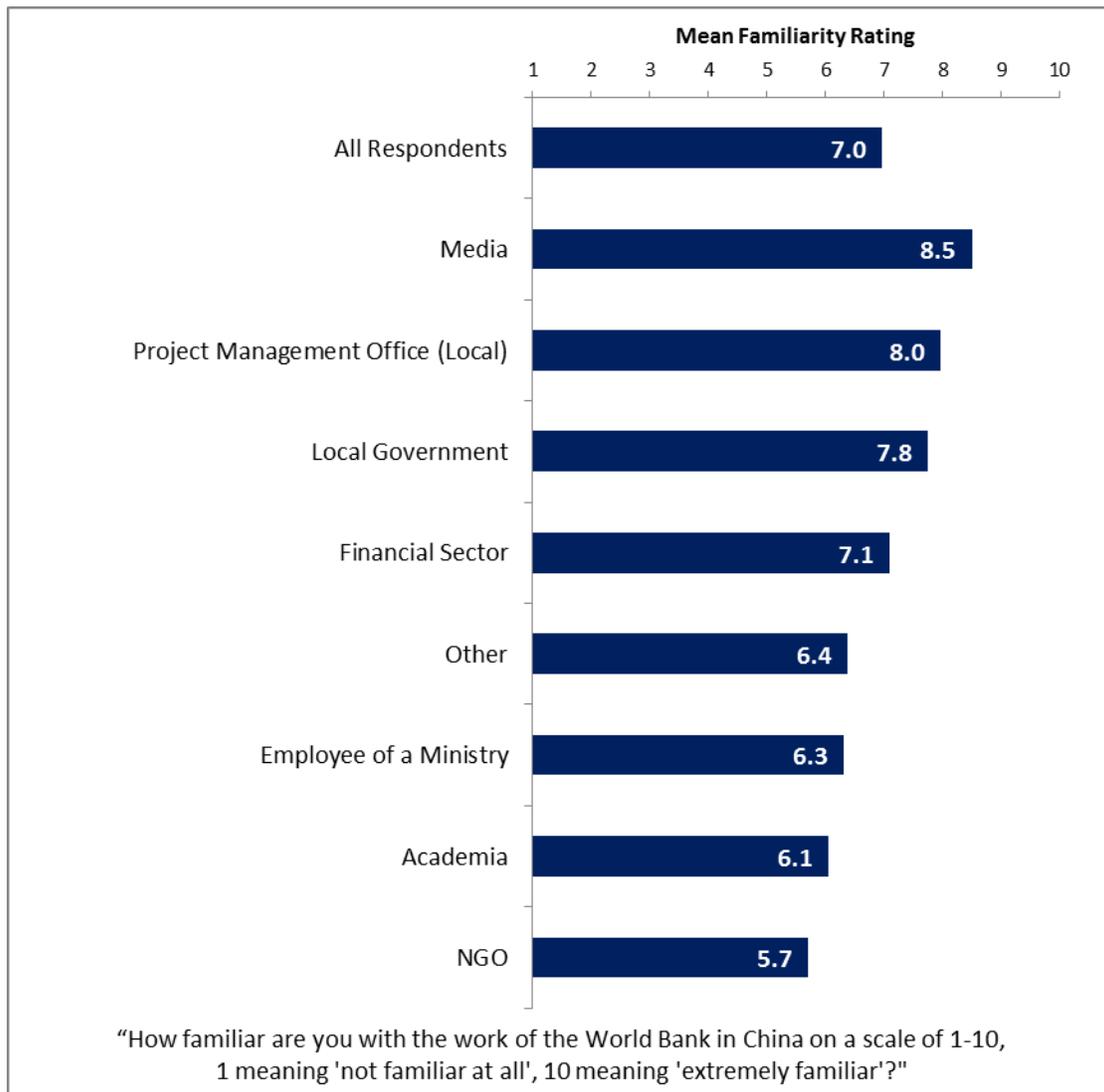
- Nearly all respondents indicated that they had the most interaction with the World Bank in China.



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

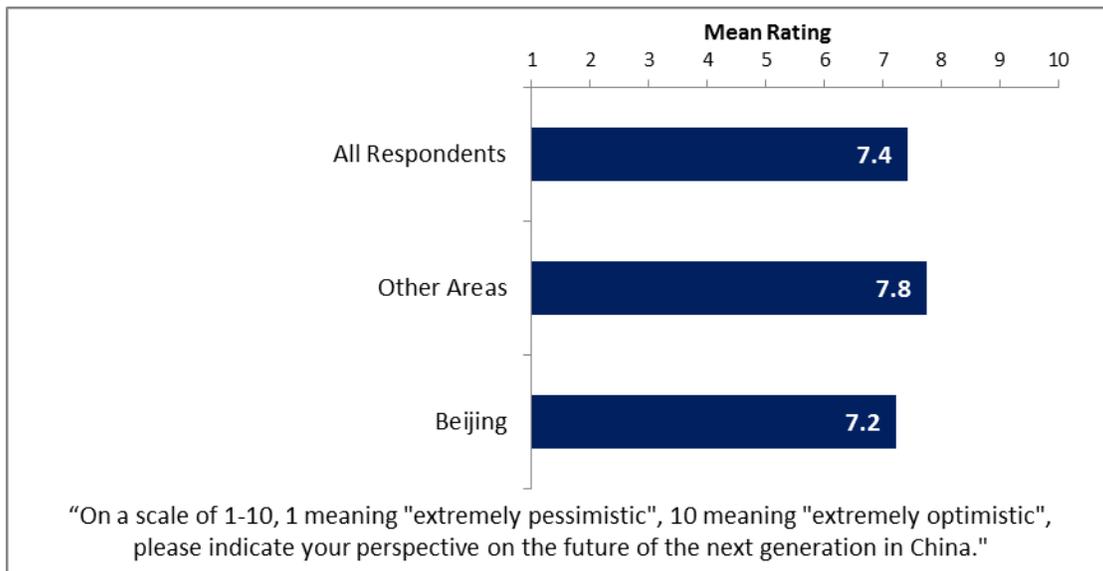
- Across all respondents, familiarity with the Bank received a mean rating of 7.0 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was statistically similar to the FY '06 survey, in which familiarity with the Bank received a mean rating of 6.9 across all respondents.
  - Respondents from the media, local project management offices, local government, and the financial sector indicated significantly higher levels of familiarity with the Bank compared to employees of ministries and respondents from academia, NGOs, and other organizations.
  - Respondents from other areas indicated significantly higher levels of familiarity with the Bank compared to respondents from Beijing.



## IV. The General Environment in China

### Optimism

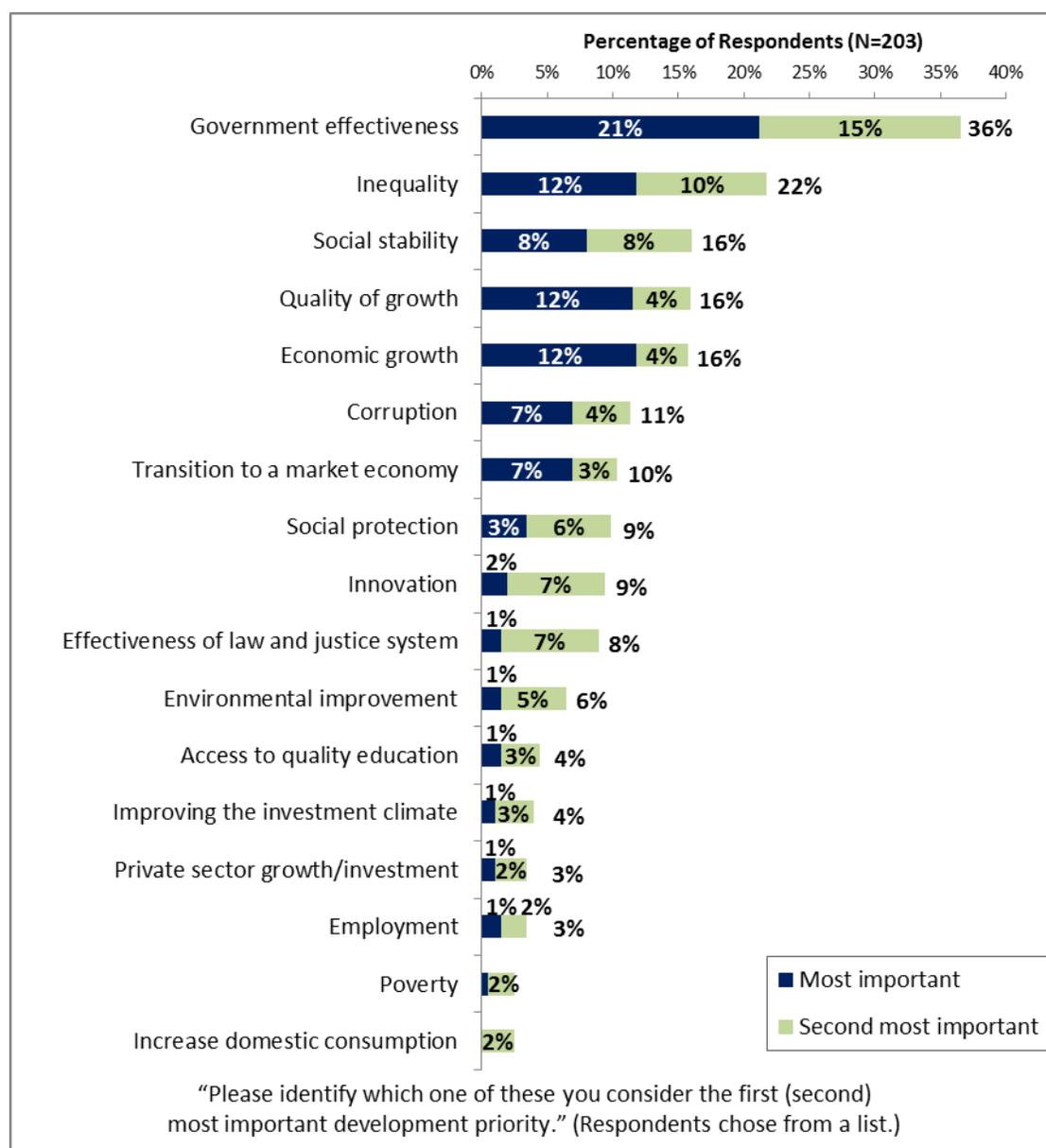
- When asked about perceptions of the future for the next generation in China, across all respondents, the overall mean rating was 7.4 on a 10-point scale of 1 being extremely pessimistic and 10 being extremely optimistic. This was statistically similar to the FY '06 survey, in which optimism for the next generation received a mean rating of 7.5 across all respondents.
  - Respondents from other areas had significantly higher ratings of optimism compared to respondents from Beijing.
  - Respondents across all stakeholder groups had statistically similar ratings of optimism for the next generation in China.



## IV. The General Environment in China (continued)

### Development Priority

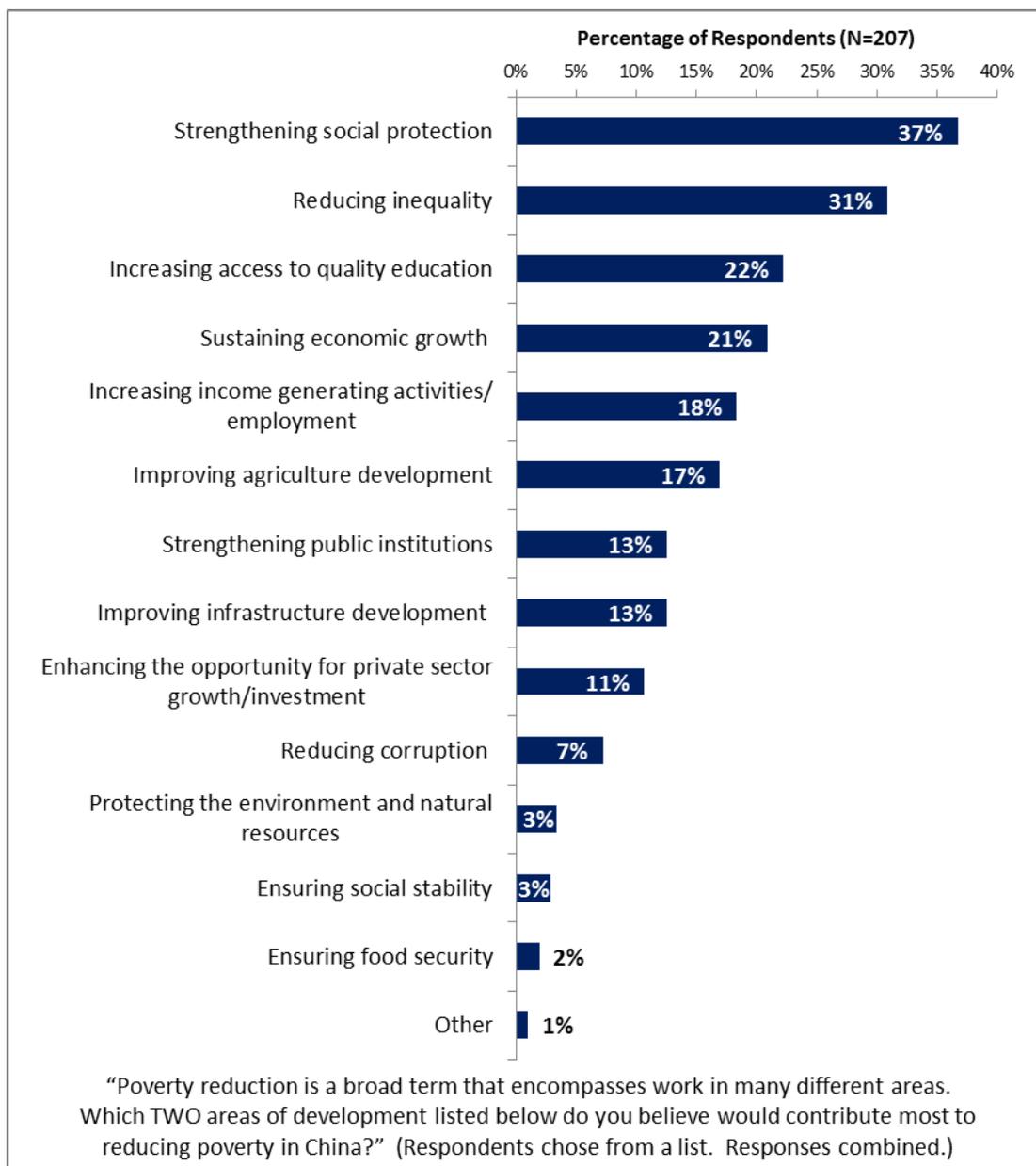
- Respondents indicated that government effectiveness was the most important development priority in China. Inequality, social stability, quality of growth, and economic growth were also considered top priorities. In the FY '06 country survey, respondents indicated education as the single most important development priority (23%) and the greatest challenge facing China (32%).
- Respondents across all stakeholder groups and geographic locations considered government effectiveness, inequality, quality of growth, and economic growth to be the most important development priorities in China.



## IV. The General Environment in China (continued)

### Poverty Reduction

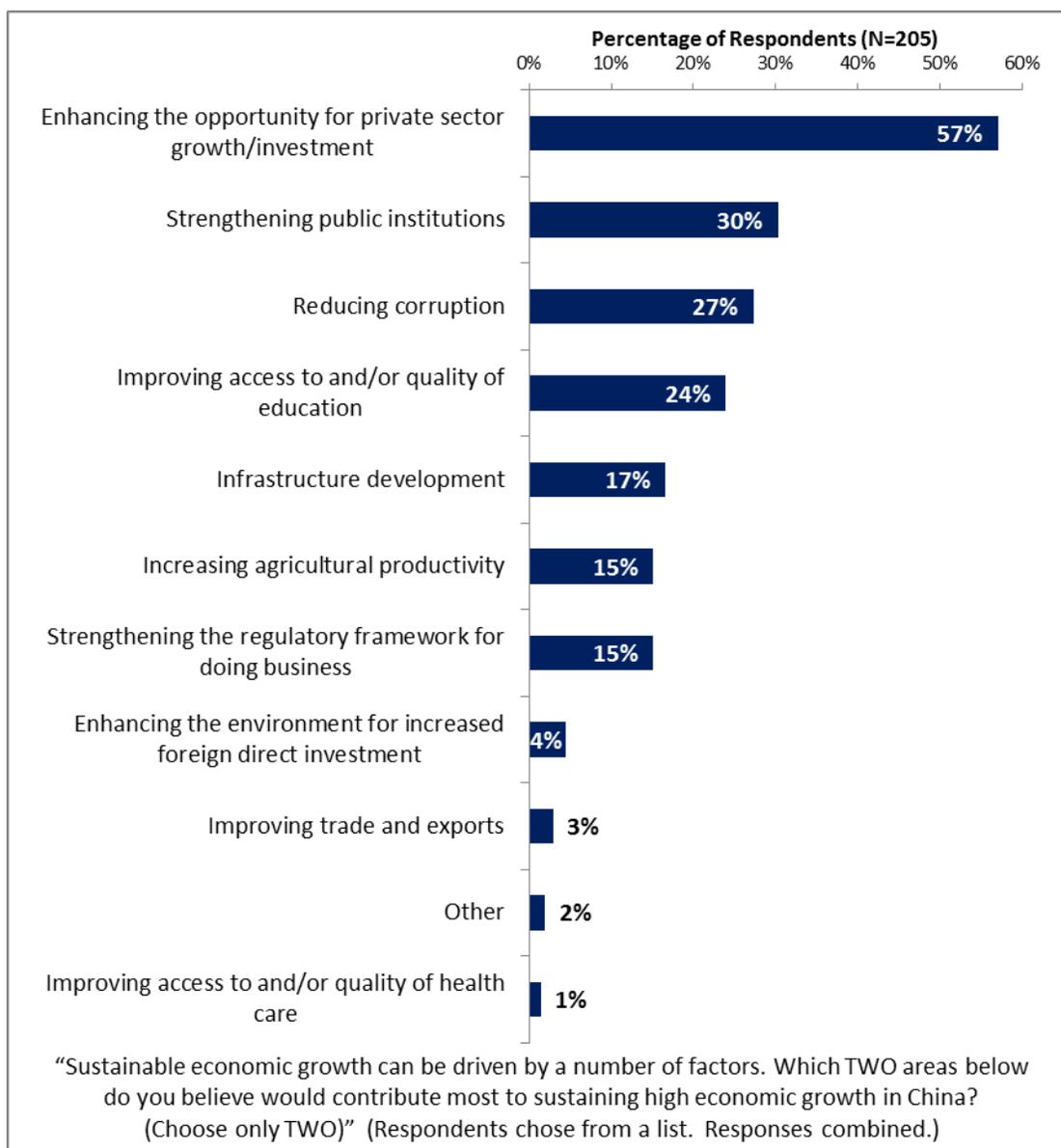
- Respondents indicated that strengthening social protection and reducing inequality would contribute most to poverty reduction in China. Increasing access to quality education, sustaining economic growth, increasing employment, and improving agriculture development were also considered key contributors to poverty reduction.



## IV. The General Environment in China (continued)

### Economic Growth

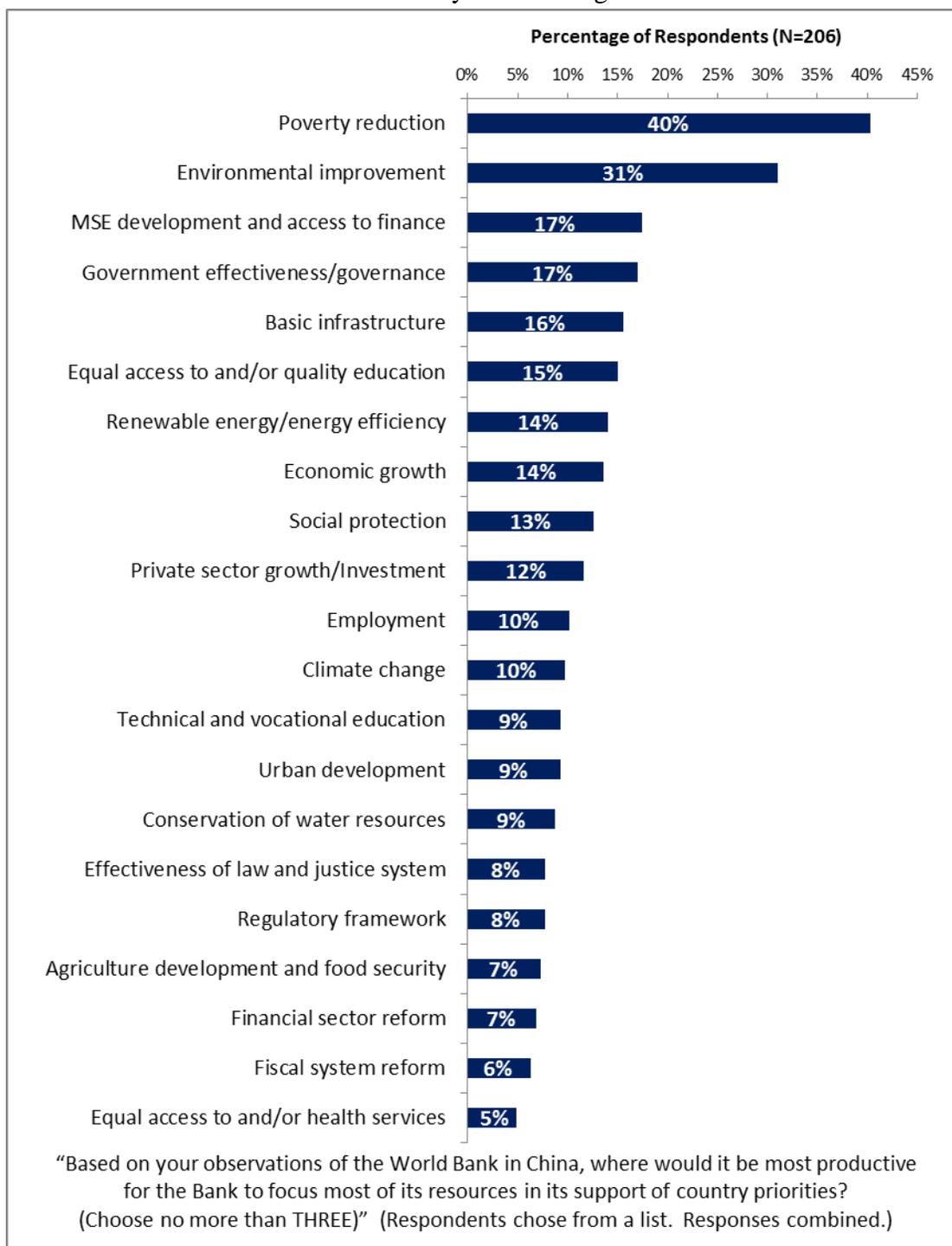
- Respondents indicated that enhancing the opportunity for private sector growth/ investment would contribute most to generating faster economic growth in China. Strengthening public institutions, reducing corruption, and improving access to and/or quality of education were also identified as key to economic growth.
  - Respondents across most stakeholder groups and both geographic locations indicated that enhancing the opportunity for private sector growth/ investment would contribute most to generating faster economic growth in China, except respondents from academia who were more likely to say that strengthening public institutions would contribute most to economic growth.



## V. Perceived Overall Value of the World Bank

### Focusing Bank Resources

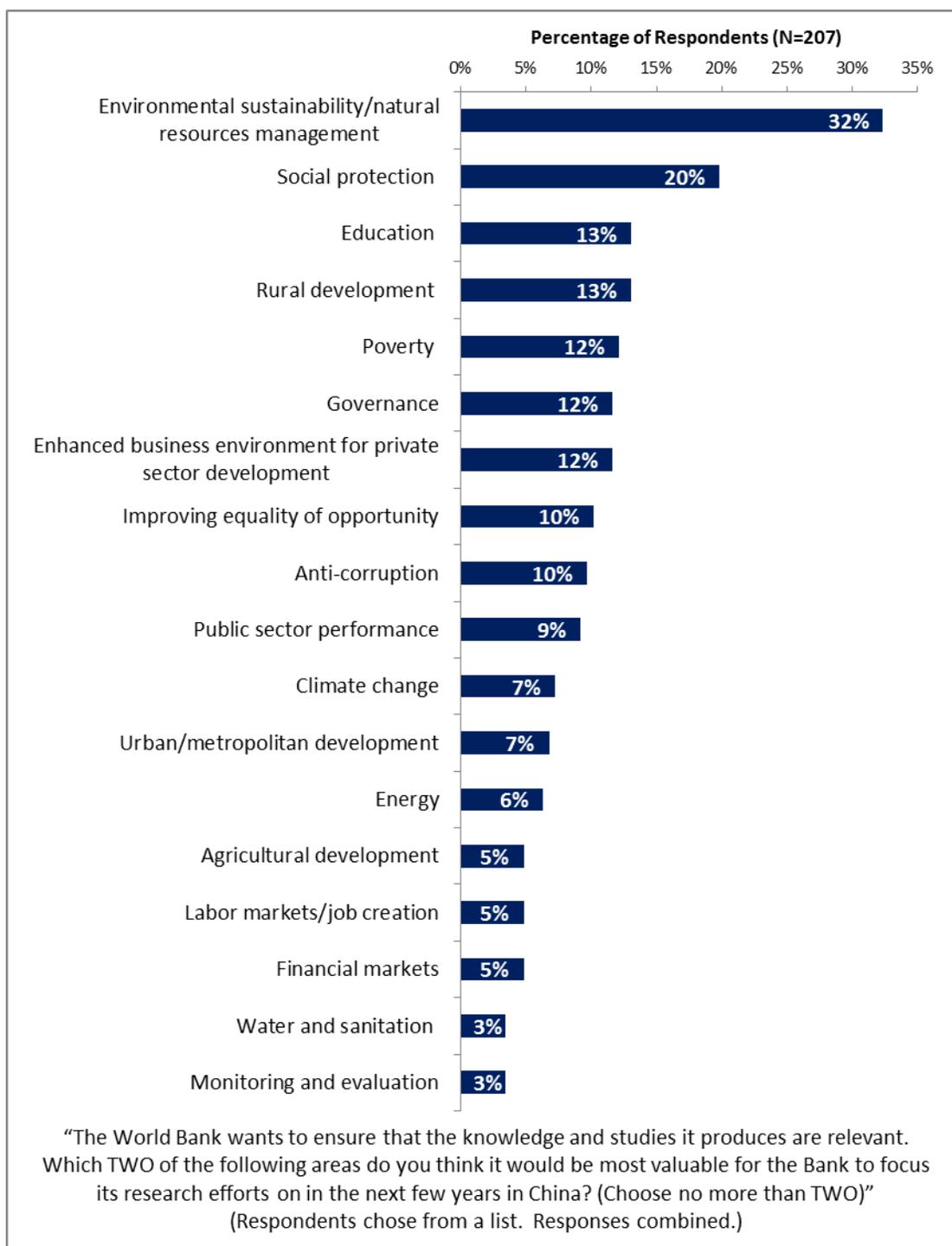
- Respondents indicated that it would be most productive for the Bank to focus most of its resources on poverty reduction and environmental improvement.
  - Respondents across most stakeholder groups and both geographic locations indicated it would be most productive for the Bank to focus most of its resources on poverty reduction and environmental improvement, except respondents from academia who were more likely to indicate government effectiveness.



## V. Perceived Overall Value of the World Bank (continued)

### Focusing Bank Research

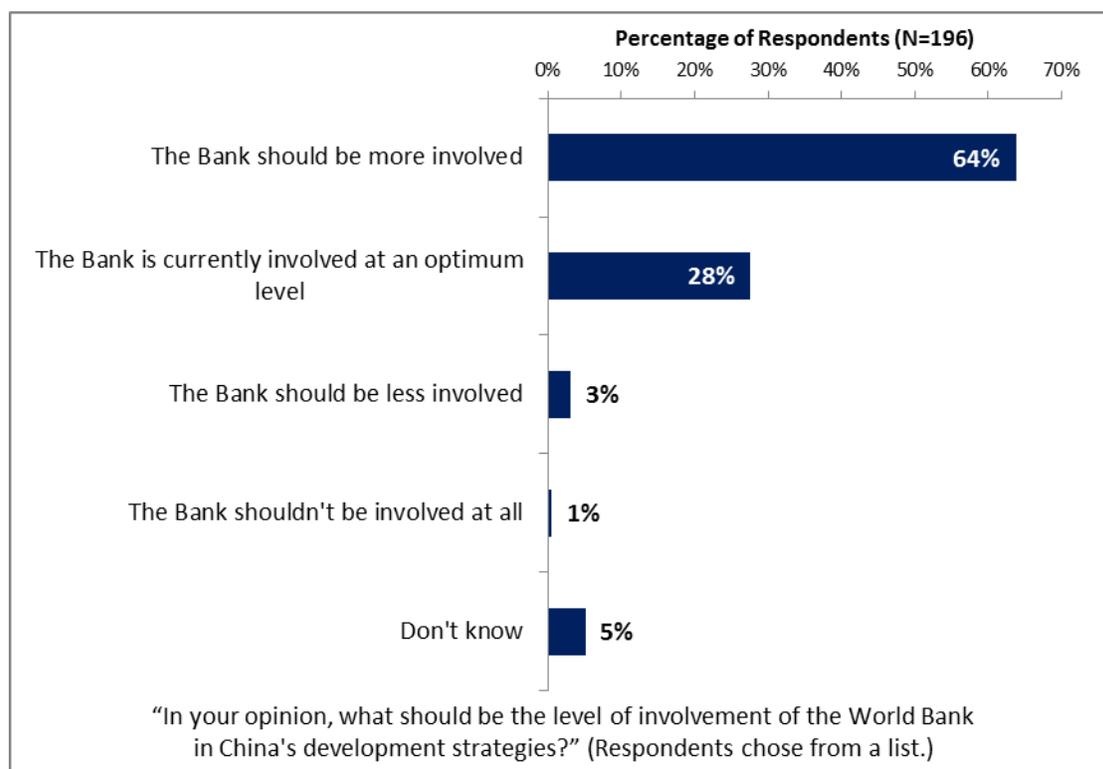
- Respondents across most stakeholder groups and both geographic locations indicated that it would be most valuable for the Bank to focus its research efforts on environmental sustainability and social protection, except respondents from academia who indicated that education, governance, and public sector performance would be most valuable.



## V. Perceived Overall Value of the World Bank (continued)

### Level of Bank Involvement

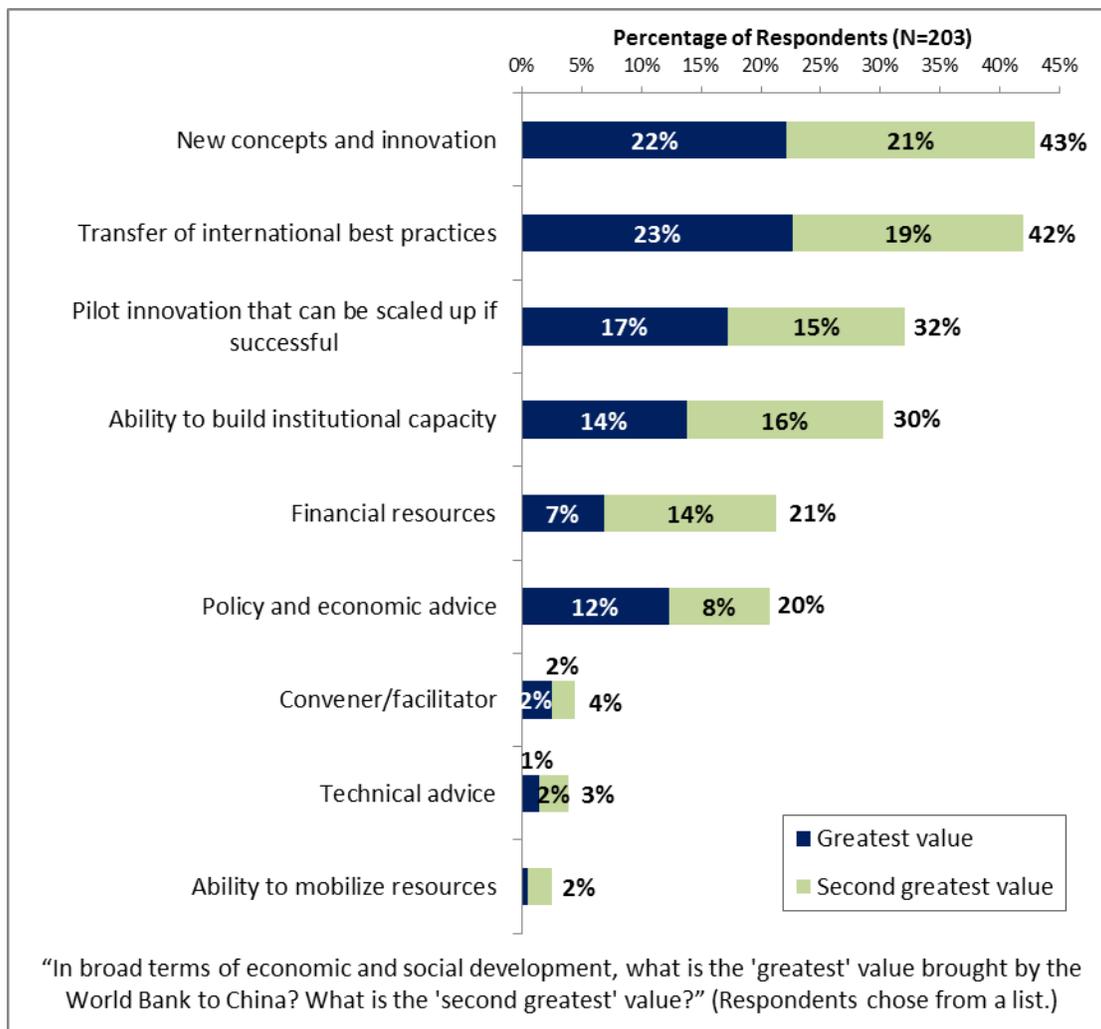
- Nearly two-thirds of all respondents indicated that the Bank should be more involved in China's development strategies; 28% indicated that the Bank is currently involved at an optimum level.
  - A plurality of respondents across all stakeholder groups and both geographic locations indicated that the Bank should be more involved in China's development strategies.



## V. Perceived Overall Value of the World Bank (continued)

### Greatest Value

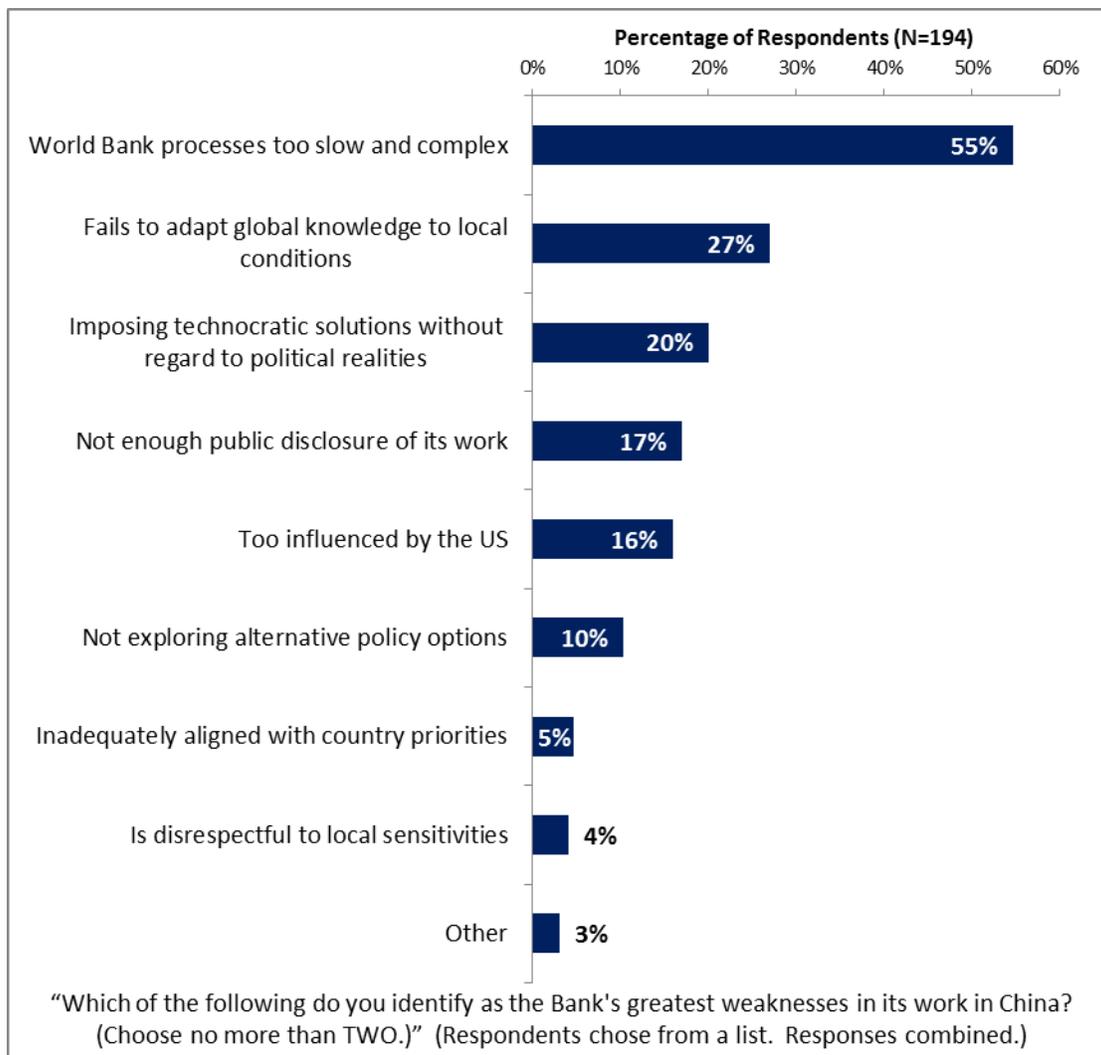
- Respondents indicated that the Bank's greatest values to China were its new concepts and innovation and its transfer of international best practices. The Bank's pilot innovations that can be scaled up if successful and its ability to build institutional capacity were also highly valued.
  - In the FY '06 country survey, respondents indicated that the Bank's knowledge (55%), financial resources (47%), and its transfer of new project concepts (37%) were its greatest values.



## V. Perceived Overall Value of the World Bank (continued)

### Greatest Weakness

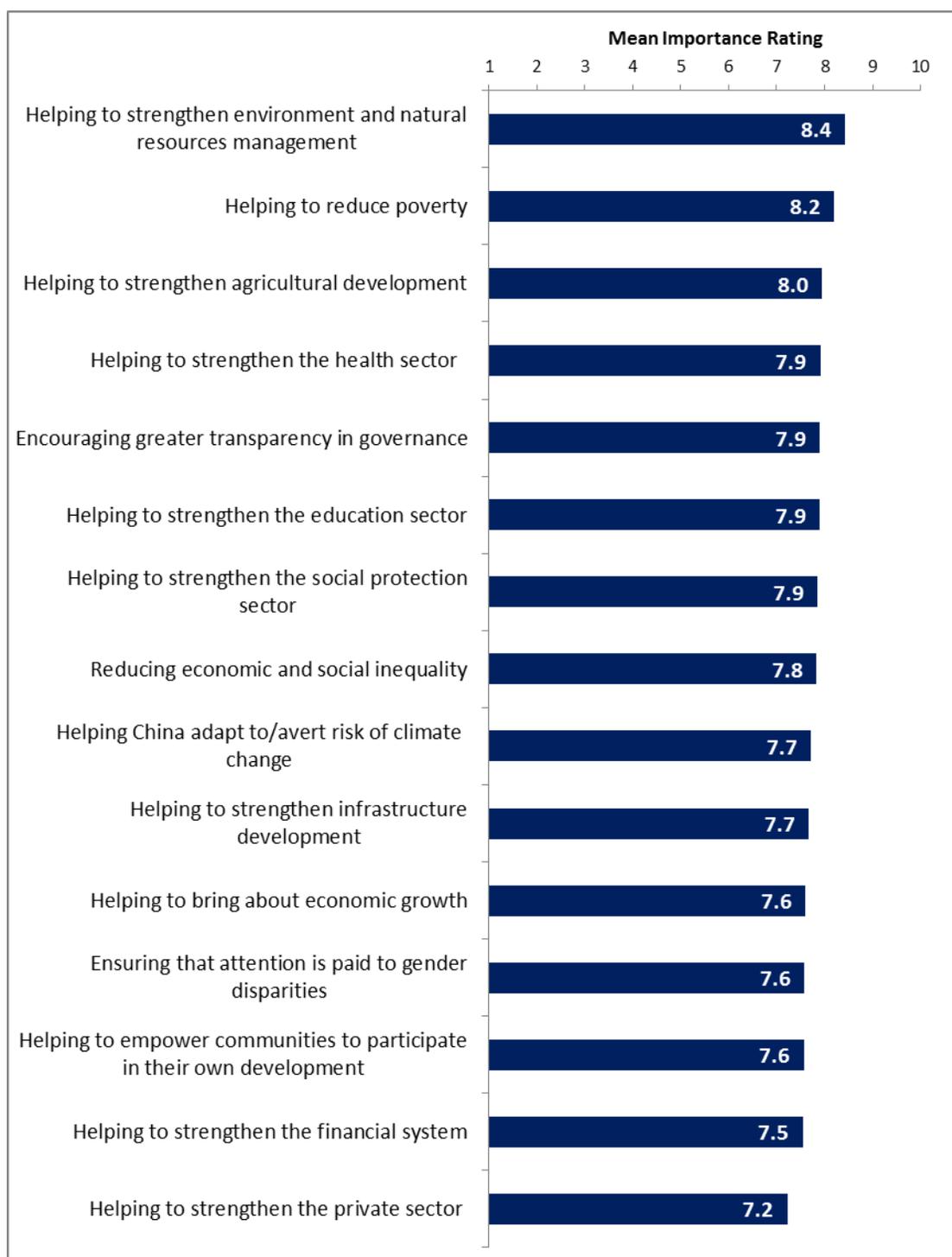
- Respondents indicated that the Bank's greatest weakness in its work in China was that its processes are too slow and complex.
  - In the FY '06 country survey, respondents indicated that the Bank's greatest weaknesses were being too bureaucratic in its operational policies and procedures (56%) and failing to adapt global knowledge to local conditions (50%).
  - Respondents across most stakeholder groups and both geographic locations indicated that the Bank's greatest weakness was that its processes are too slow and complex, except respondents from NGOs who were more likely to indicate that the Bank's greatest weaknesses are not enough public disclosure of its work and failing to adapt global knowledge to local conditions.



## V. Perceived Overall Value of the World Bank (continued)

### Importance

- Respondents indicated that it was most important for the Bank to help strengthen environment and natural resources management and to help reduce poverty, receiving mean ratings of 8.4 and 8.2, respectively, on a 10-point scale with 1 being not at all and 10 being very important.



## V. Perceived Overall Value of the World Bank (continued)

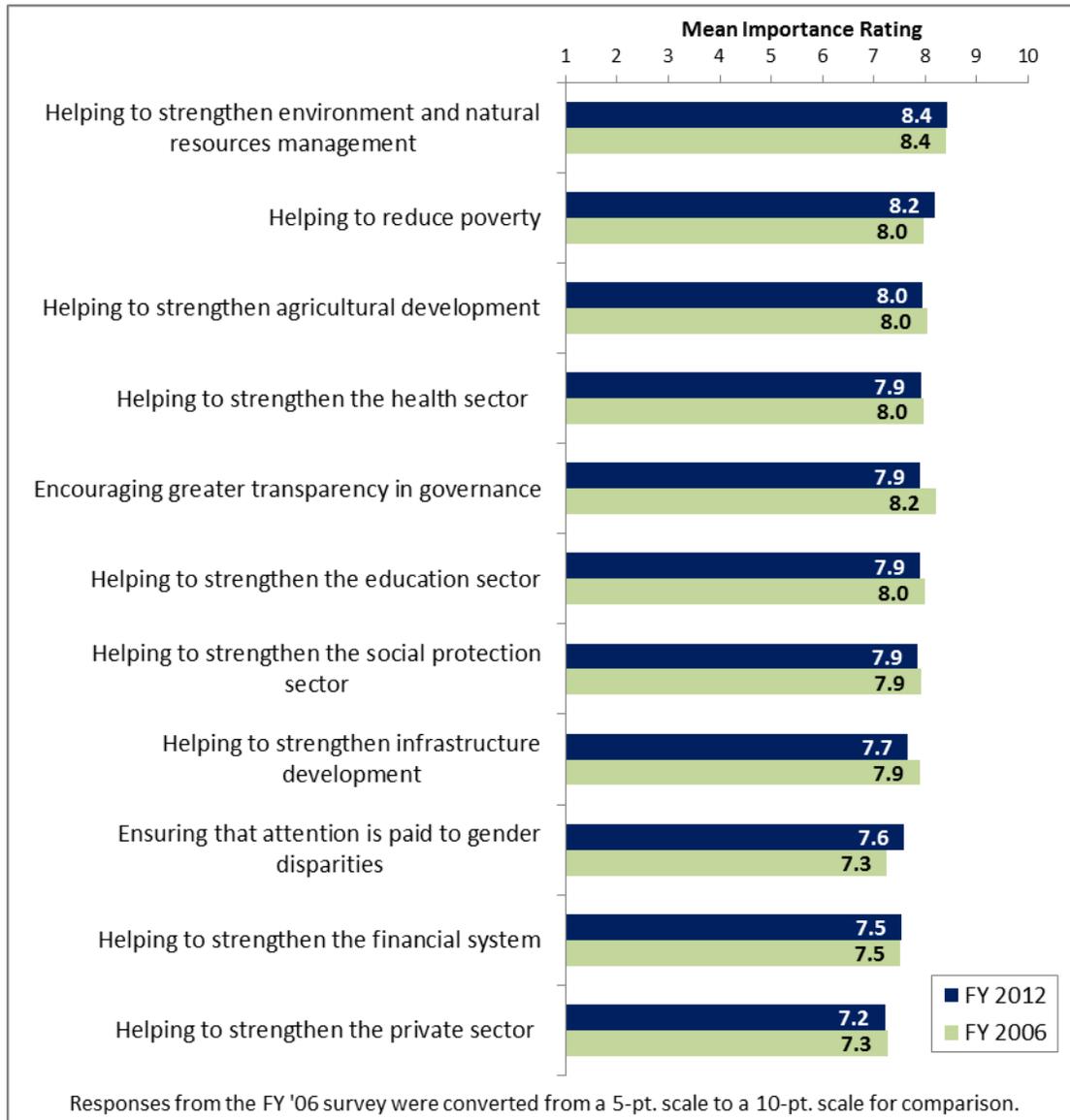
### Importance (continued)

- There were three instances in which there were significant differences between stakeholder groups across these fifteen areas.
  - Respondents from the media, academia, and other organizations had the highest ratings for the importance of “Helping to strengthen the private sector” whereas respondents from local government, local project management offices, and the financial sector had significantly lower ratings of importance.
  - Respondents from the media, academia, and other organizations had the highest ratings for the importance of “Helping to strengthen the financial system” whereas respondents from local government and local project management offices had significantly lower ratings of importance.
  - Respondents from the media had the highest ratings for the importance of “Helping to strengthen infrastructure development” whereas respondents from the financial sector and NGOs had significantly lower ratings of importance.
  
- Respondent from Beijing had higher ratings of importance across many areas compared to respondent from other areas, significantly so for “Helping to strengthen the private sector” and “Helping to strengthen the financial system”.

## V. Perceived Overall Value of the World Bank (continued)

### Importance (continued)

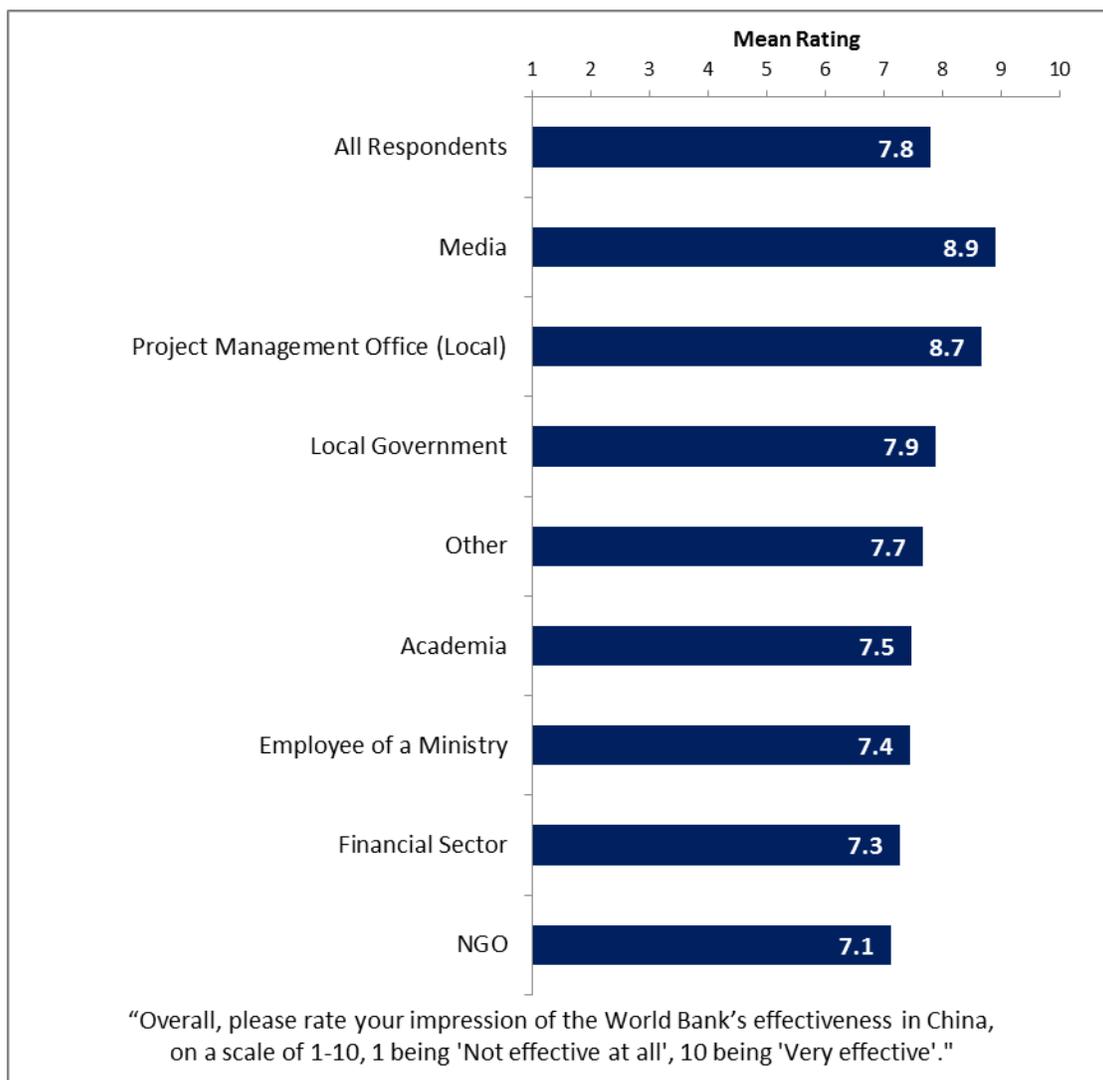
- Respondents in this year's survey had statistically similar importance ratings for all areas compared to respondents from the FY '06 country survey.



## VI. Overall Impressions of the World Bank

### The Bank's Overall Effectiveness

- Across all respondents, the Bank's overall effectiveness in China received a mean rating of 7.8 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This was statistically similar the mean overall effectiveness received in the FY '06 country survey, 7.6.
  - Respondents from the media and local project management offices had significantly higher ratings for the Bank's overall effectiveness in China compared to respondents from other stakeholder groups.
  - Respondents from other areas had significantly higher ratings for the Bank's overall effectiveness in China compared to respondents from Beijing.



## VI. Overall Impressions of the World Bank (continued)

### Meeting China's Financial Needs

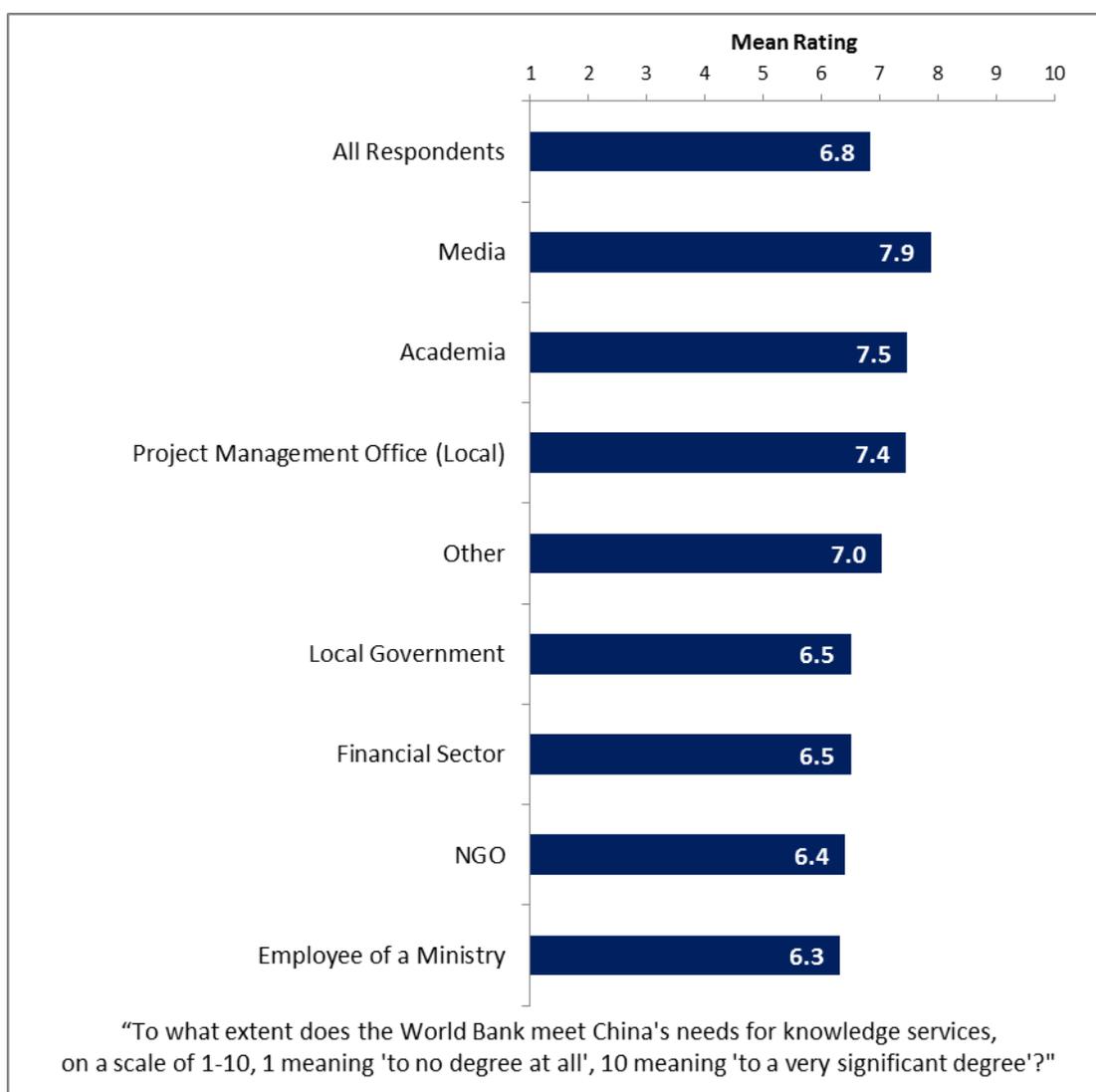
- Across all respondents, the extent to which the Bank's financial instruments meet China's needs received a mean rating of 6.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Respondents from local project management offices and the media had the highest ratings for the Bank's financial instruments meeting China's needs whereas employees of ministries had significantly lower ratings.
  - Respondents from other areas had significantly higher ratings for the Bank's financial instruments meeting China's needs compared to respondents from Beijing.



## VI. Overall Impressions of the World Bank (continued)

### Meeting China's Knowledge Needs

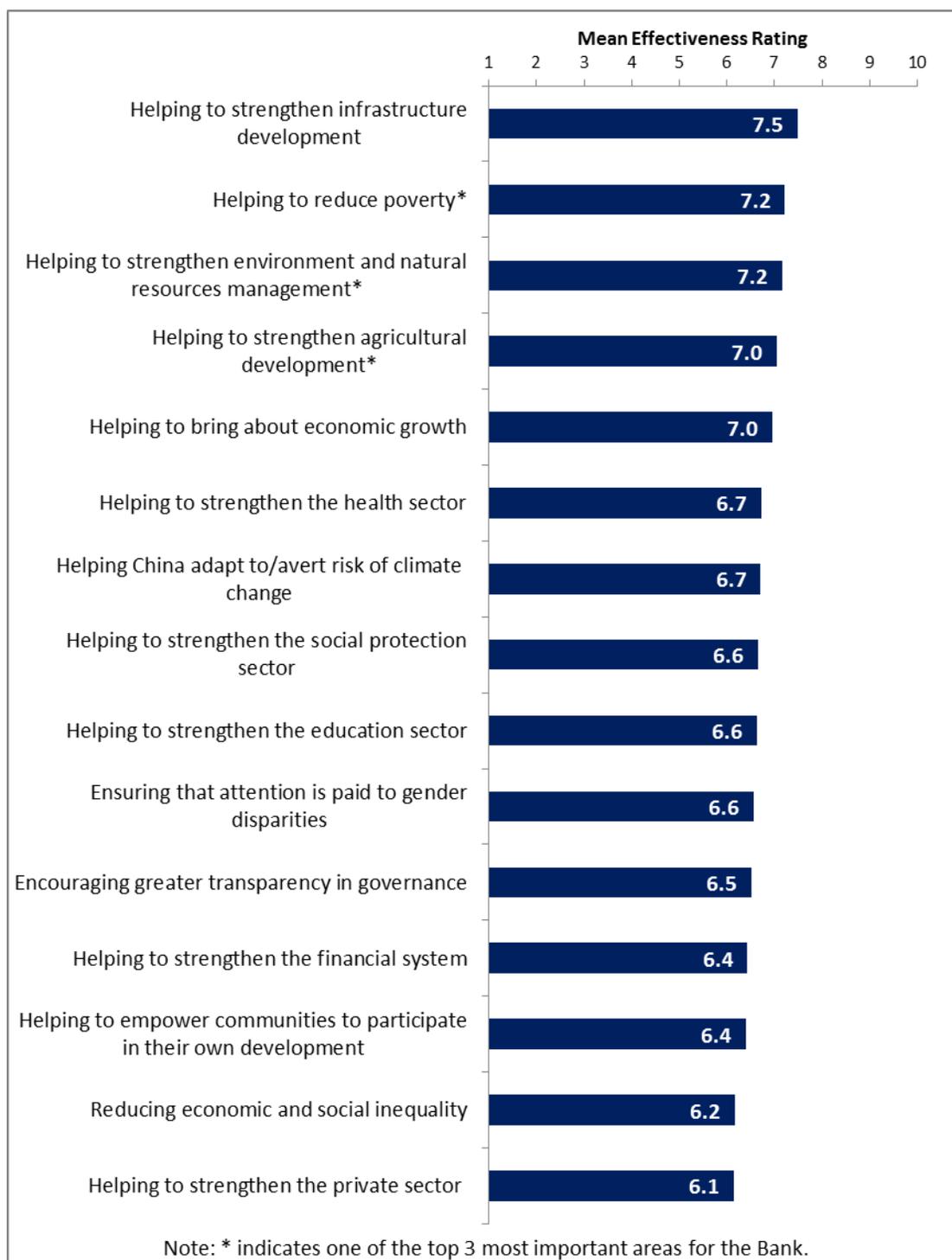
- Across all respondents, the extent to which the Bank meets China's needs for knowledge services received a mean rating of 6.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
  - Although it was not a significant difference, respondents from the media had the highest ratings for the Bank meeting China's needs for knowledge services whereas employees of ministries had the lowest ratings.
  - Respondents from Beijing and other areas had statistically similar ratings for the Bank meeting China's needs for knowledge services.



## VI. Overall Impressions of the World Bank (continued)

### Specific Areas of Effectiveness

- Respondents saw the Bank as most effective in helping to strengthen infrastructure development, receiving a mean rating of 7.5, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

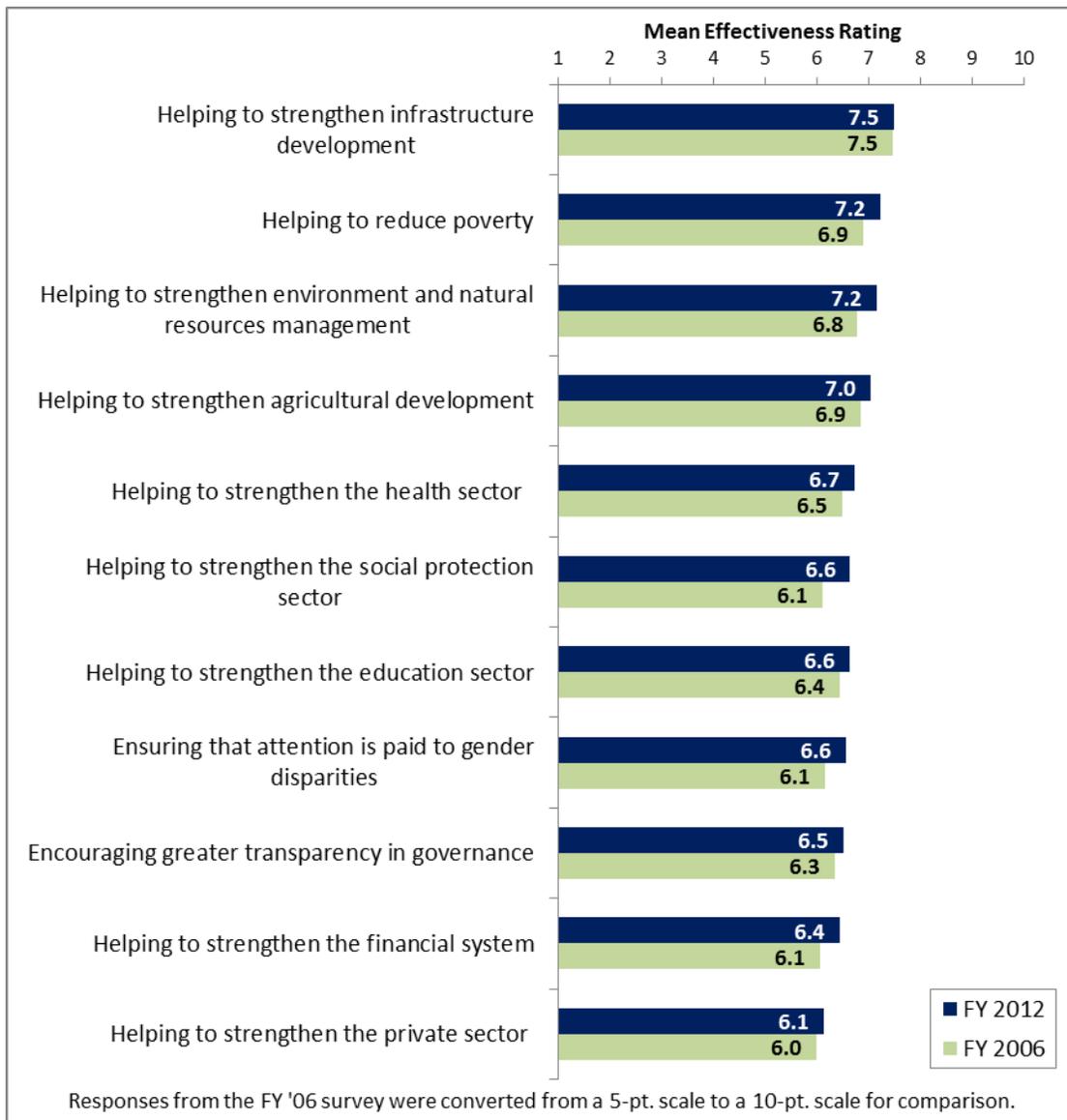
### Specific Areas of Effectiveness (continued)

- There were three instances in which there were significant stakeholder differences in their ratings of the Bank's effectiveness across these fifteen areas.
  - Respondents from the media had the highest ratings for the Bank's effectiveness at "Helping to strengthen the private sector" whereas respondents from local government had significantly lower ratings.
  - Respondents from the media had the highest ratings for the Bank's effectiveness at "Helping to strengthen infrastructure development" whereas respondents from the financial sector had significantly lower ratings.
  - Respondents from local project management offices and the media had the highest ratings for the Bank's effectiveness at "Helping to strengthen environment and natural resources management" whereas respondents from NGOs had significantly lower ratings.
  
- There was just one instance in which there were significant differences between geographic locations in their ratings of the Bank's effectiveness across these fifteen areas. Respondents from Beijing had significantly higher ratings for the Bank's effectiveness at "Helping to strengthen the private sector" compared to respondents from other areas.

## VI. Overall Impressions of the World Bank (continued)

### Specific Areas of Effectiveness (continued)

- Effectiveness ratings in this year's survey were higher than in the FY '06 country survey, significantly so for "Helping to strengthen the financial system", "Ensuring that attention is paid to gender disparities", "Helping to strengthen environment and natural resource management", and "Helping to strengthen the social protection sector".



## VI. Overall Impressions of the World Bank (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness in China, bivariate correlational analyses were conducted on respondents' ratings of the Bank's overall effectiveness in China with respondents' ratings of the fifteen specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness.

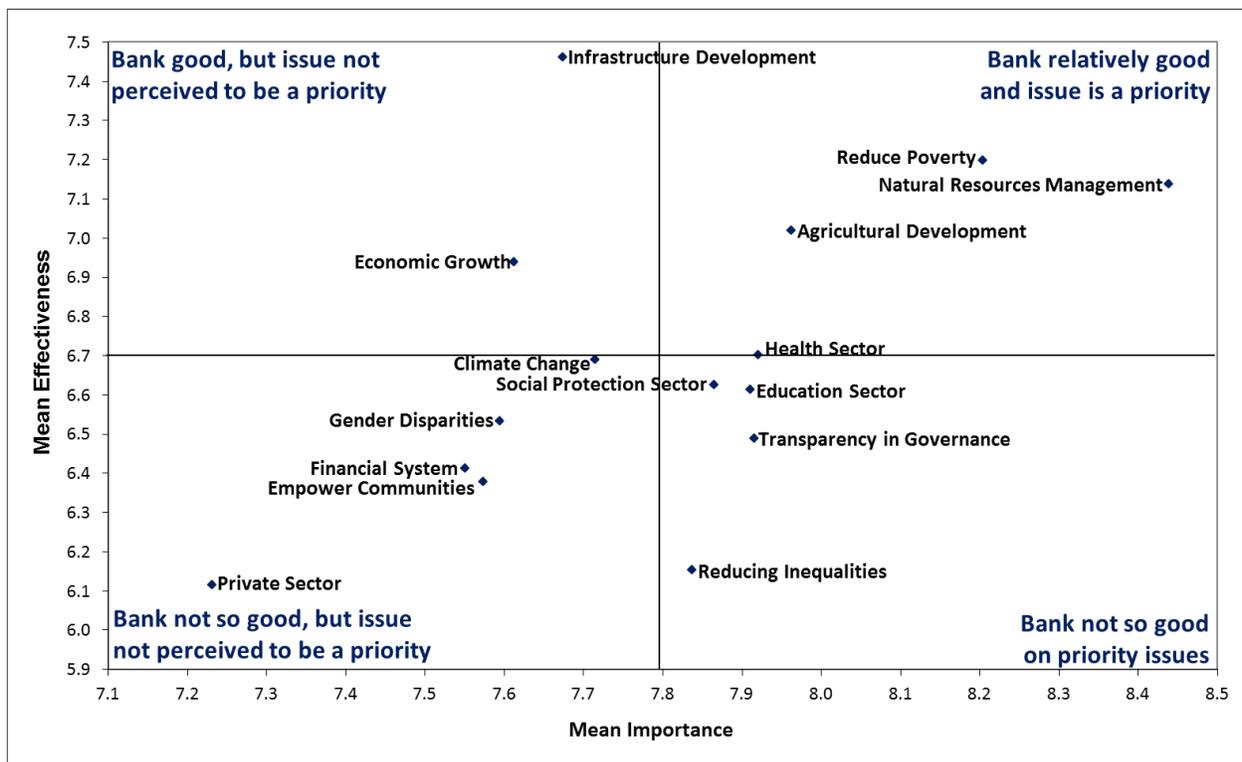
- Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at helping to bring about economic growth;
  - The Bank's effectiveness at helping to strengthen the education sector; and
  - The Bank's effectiveness at helping to strengthen environment and natural resources management.

## VI. Overall Impressions of the World Bank (continued)

### Importance versus Effectiveness – Sector Analysis

By plotting respondents' ratings of importance versus effectiveness, one can assess where respondents perceived the Bank to be performing well on priority issues in China, as well as areas in which respondents perceived the Bank to not be performing so well on priority issues, areas in which respondents perceived the Bank was performing well, but on lower priority issues, and areas in which respondents perceived the Bank to not be performing so well on lower priority issues.

- **Bank relatively good and issue is a priority:** Areas in this quadrant are those that respondents indicated a high level of importance and gave the Bank a *relatively* high rating of effectiveness (although it should be noted that ratings of effectiveness were more than a point lower than ratings of importance). It is important that the Bank continue to do well in these areas (in order of mean importance):
  - Helping to strengthen environment and natural resources management;
  - Helping to reduce poverty;
  - Helping to strengthen agricultural development; and
  - Helping to strengthen the health sector (although this is on the borderline of the Bank being not so good).



## VI. Overall Impressions of the World Bank (continued)

### Importance versus Effectiveness – Sector Analysis (continued)

- **Bank not so good on priority issues:** Areas in this quadrant were those for which respondents indicated a high level of importance, but gave the Bank a relatively low rating of effectiveness. These areas were (in order of mean importance):
  - Encouraging greater transparency in governance;
  - Helping to strengthen the education sector;
  - Helping to strengthen the social protection sector; and
  - Reducing economic and social inequality.
  
- **Bank not so good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents gave the Bank a relatively low rating of effectiveness and a moderate level of importance. These areas were (in order of mean importance):
  - Helping China adapt to/avert risk of climate change (although this is on the borderline of the Bank being good);
  - Ensuring that attention is paid to gender disparities;
  - Helping to empower communities to participate in their own development;
  - Helping to strengthen the financial system; and
  - Helping to strengthen the private sector.
  
- **Bank good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents indicated a moderate level of importance, but gave the Bank a relatively high rating of effectiveness. There were two areas in this quadrant:
  - Helping to strengthen the infrastructure development and
  - Helping to bring about strong economic growth.

## VI. Overall Impressions of the World Bank (continued)

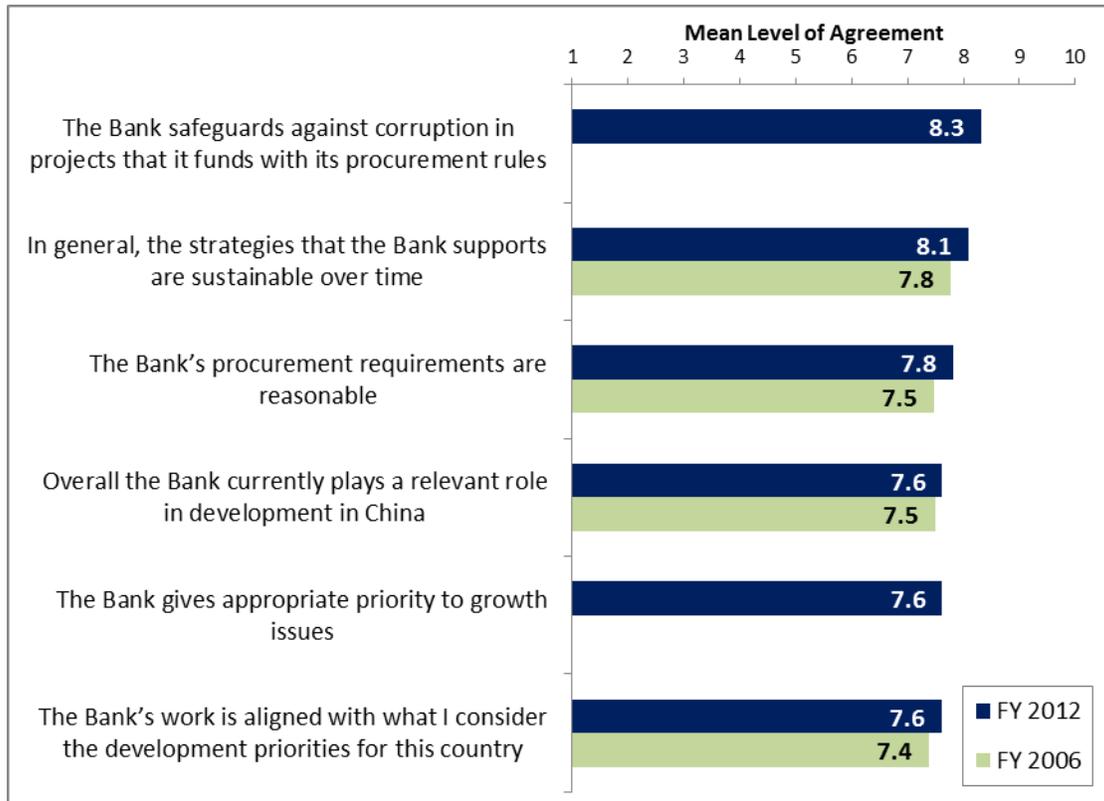
Respondents were asked a variety of questions regarding the Bank's programs, poverty mission, personal relationships, collaborations/partnerships, knowledge, and day-to-day operations.

- Respondents from this year's country survey had significantly higher ratings compared to respondents from the FY '06 country survey across several areas. Those areas which had significant differences between the two country surveys were:
  - "The Bank's work is aligned with what I consider the development priorities for this country";
  - "The Bank's work reflects its own mission of poverty reduction";
  - "In general, the strategies that the Bank supports are sustainable over time";
  - "The Bank's work promotes the empowerment of poor people to participate in development";
  - "Sharing knowledge about international best practices";
  - "Ability to adapt its knowledge to your country's needs";
  - "Ensuring its staff is accessible";
  - "Promoting the inclusion of local communities in the development of strategies";
  - "Promoting the inclusion of civil society in the development of strategies";
  - "Giving appropriate priority to poverty reduction";
  - "The Bank helps to build capacity at the community level";
  - "The Bank helps to build capacity of government officials"; and
  - "The Bank helps to strengthen institutional capacity".
- There were significant stakeholder differences in their ratings of the Bank across nine of these areas. For the most part, respondents from local government, local project management offices, and the media tended to give the highest ratings for the Bank whereas respondents from the financial sector, academia, and other organizations tended to give significantly lower ratings for the Bank. Those areas for which there were significant stakeholder group differences were:
  - "The Bank's work is aligned with what I consider the development priorities for this country";
  - "The Bank's work reflects its own mission of poverty reduction";
  - "In general, the strategies that the Bank supports are sustainable over time";
  - "Promoting the inclusion of civil society in the development of strategies";
  - "Giving appropriate priority to poverty reduction";
  - "The Bank disburses funds promptly";
  - "The Bank works efficiently";
  - "The Bank helps to strengthen institutional capacity"; and
  - "The Bank safeguards against corruption in projects/programs that it funds with its procurement rules".
- Respondents from other areas had significantly higher ratings compared to respondents from Beijing for:
  - "Overall, I like to work/interact with Bank staff";
  - "The Bank's work promotes the empowerment of poor people to participate in development"; and
  - "The Bank disburses funds promptly".
- Ratings for all stakeholder groups, geographic locations, and across country surveys can be found in the Appendix.

## VI. Overall Impressions of the World Bank (continued)

### Bank Programs in China

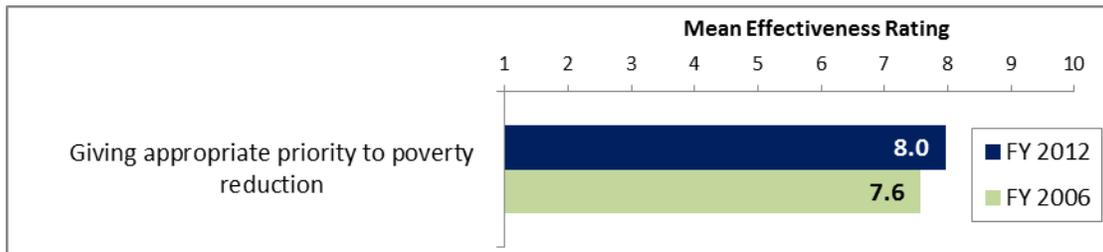
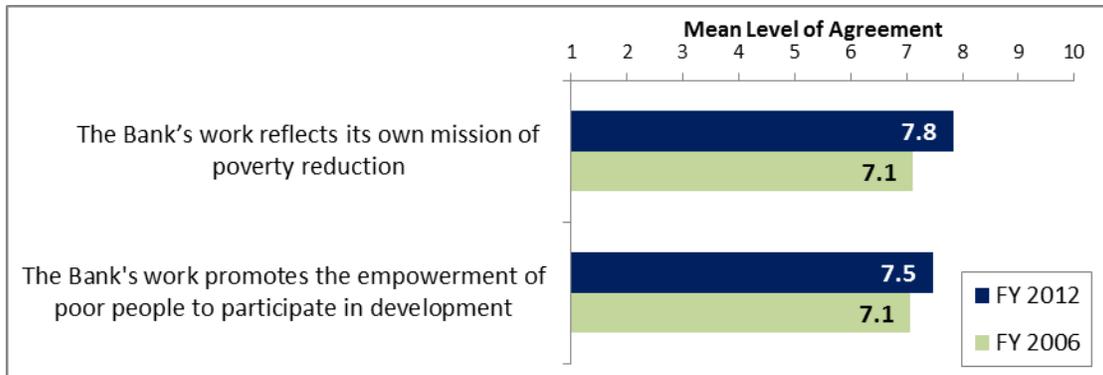
- In terms of the Bank's programs in China, the Bank safeguarding against corruption in projects/programs that it funds with its procurement rules received the highest mean level of agreement, 8.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



## VI. Overall Impressions of the World Bank (continued)

### Poverty Mission

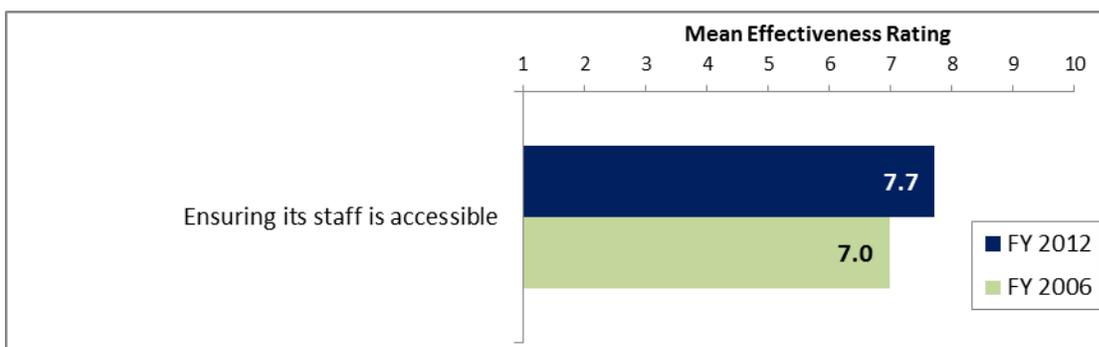
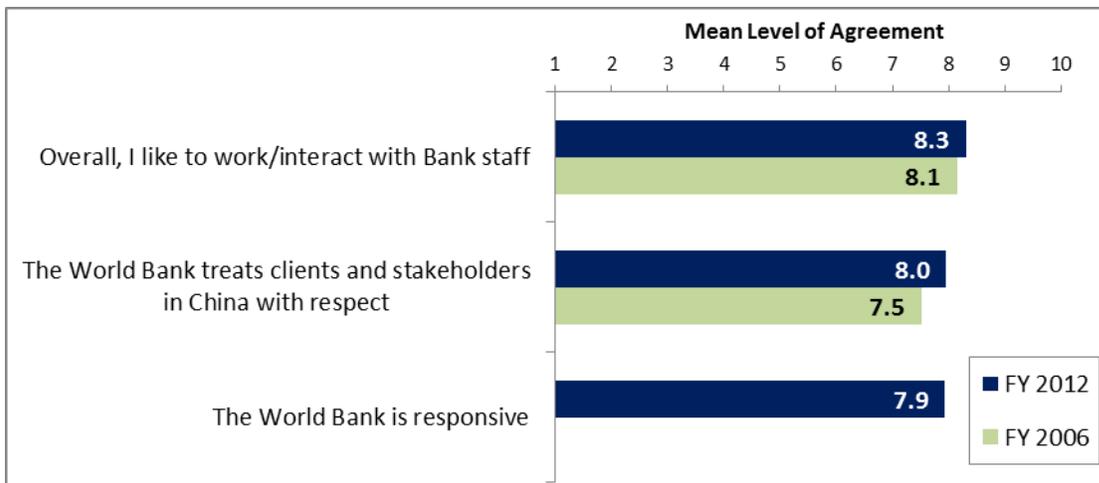
- In terms of the Bank's poverty mission in China, the Bank's work reflecting its own mission of poverty reduction received the highest mean level of agreement, 7.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at giving appropriate priority to poverty reduction received a mean rating of 8.0 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Personal Relationships

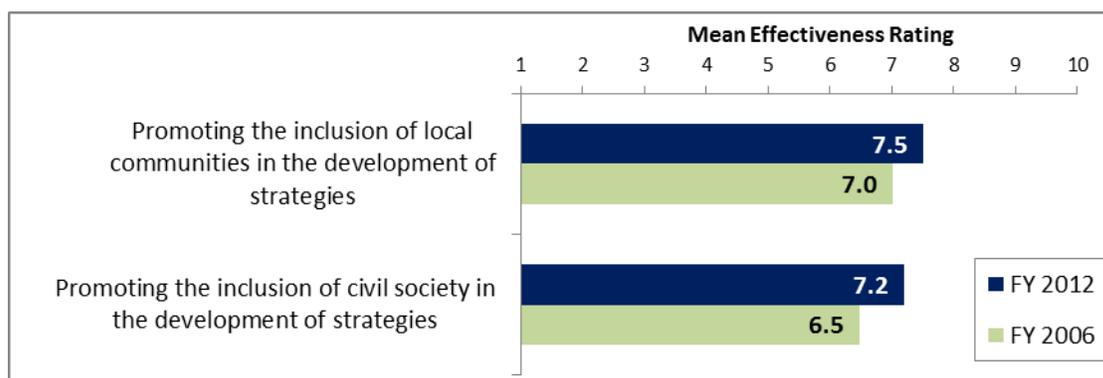
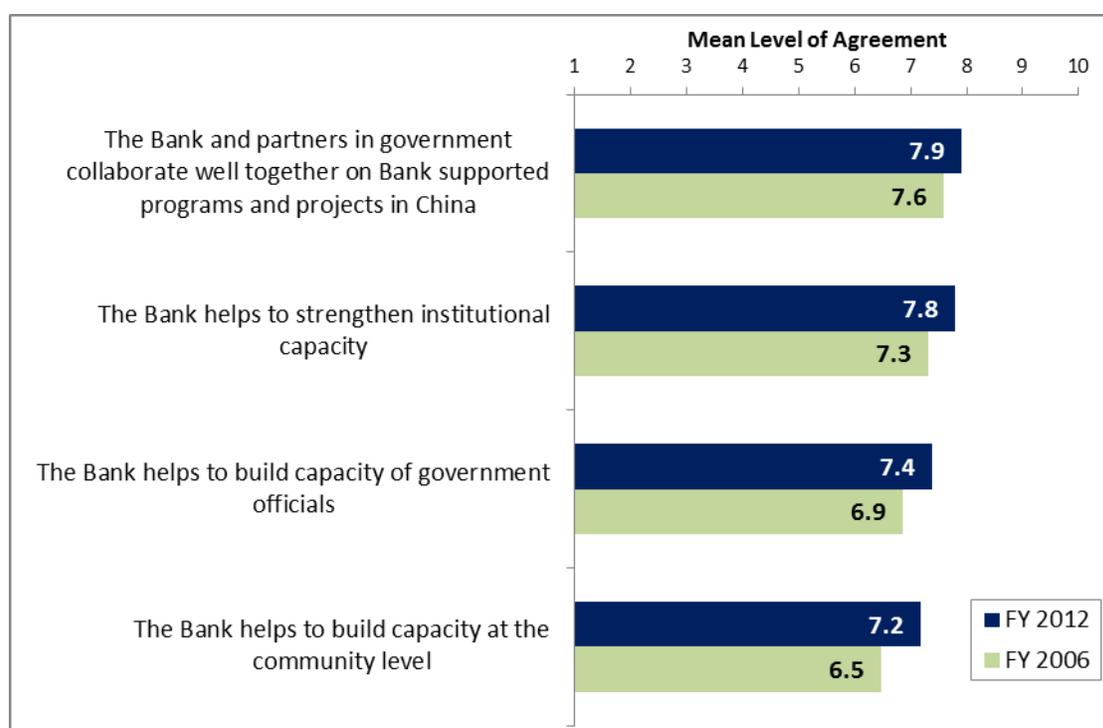
- In terms of the Bank's personal relationships in China, overall, respondents liking to work/interact with Bank staff received the highest mean level of agreement, 8.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- In terms of maintaining relationships with clients and stakeholders in China, the Bank ensuring its staff is accessible received a mean rating of 7.7, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Collaboration/Partnerships

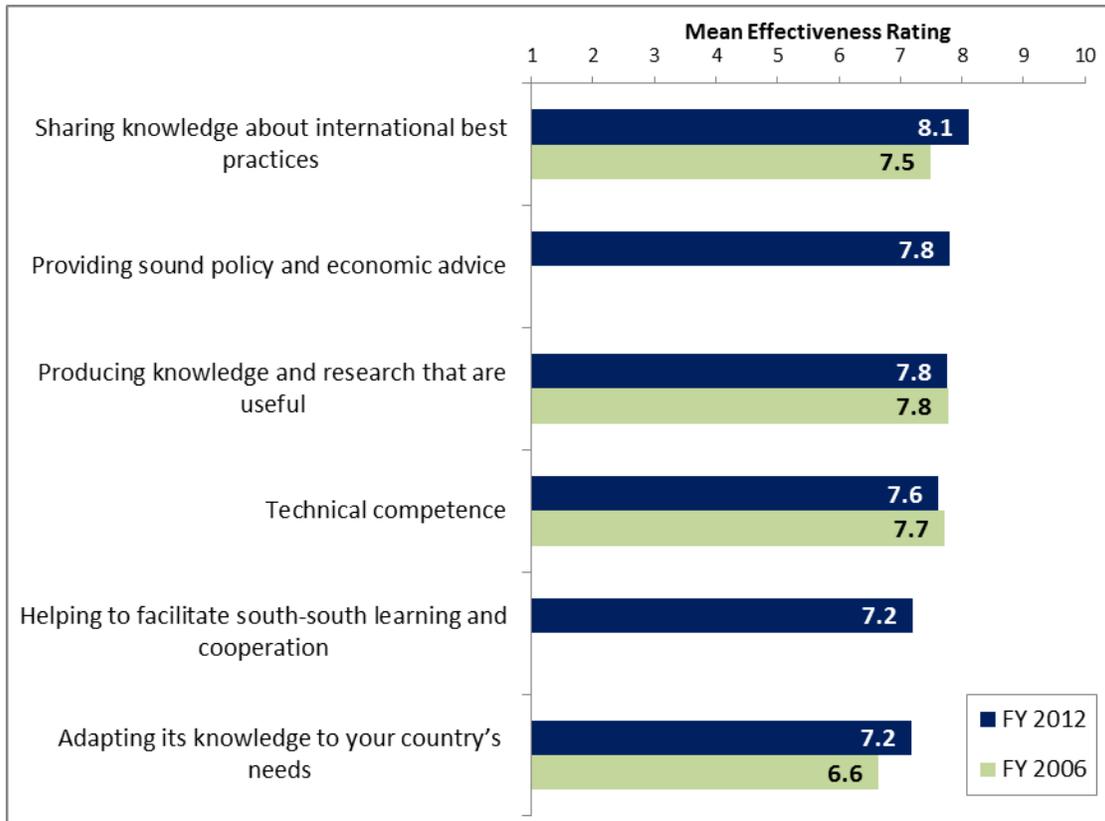
- In terms of the Bank's collaborations in China, the Bank and partners in government collaborating well together on Bank-supported programs and projects in China received the highest mean level of agreement, 7.9, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at promoting the inclusion of local communities in strategy development received the highest mean rating of 7.5 on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Knowledge

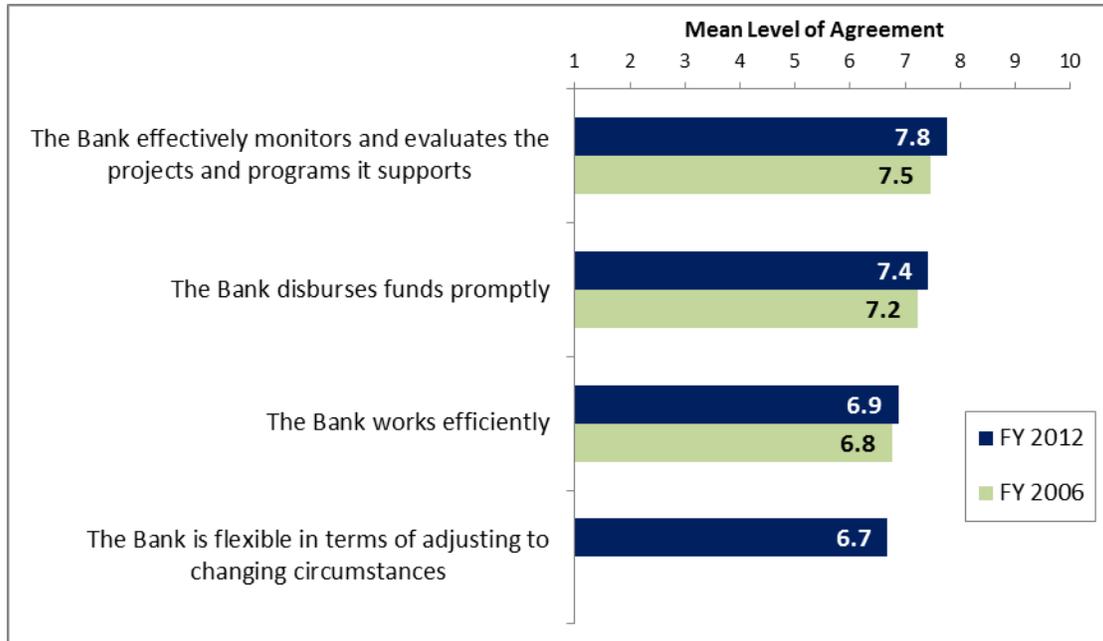
- In terms of the Bank's effectiveness at being a knowledge base in China, the Bank's sharing knowledge about international best practices received the highest mean rating, 8.1, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



## VI. Overall Impressions of the World Bank (continued)

### Day-to-Day Operations

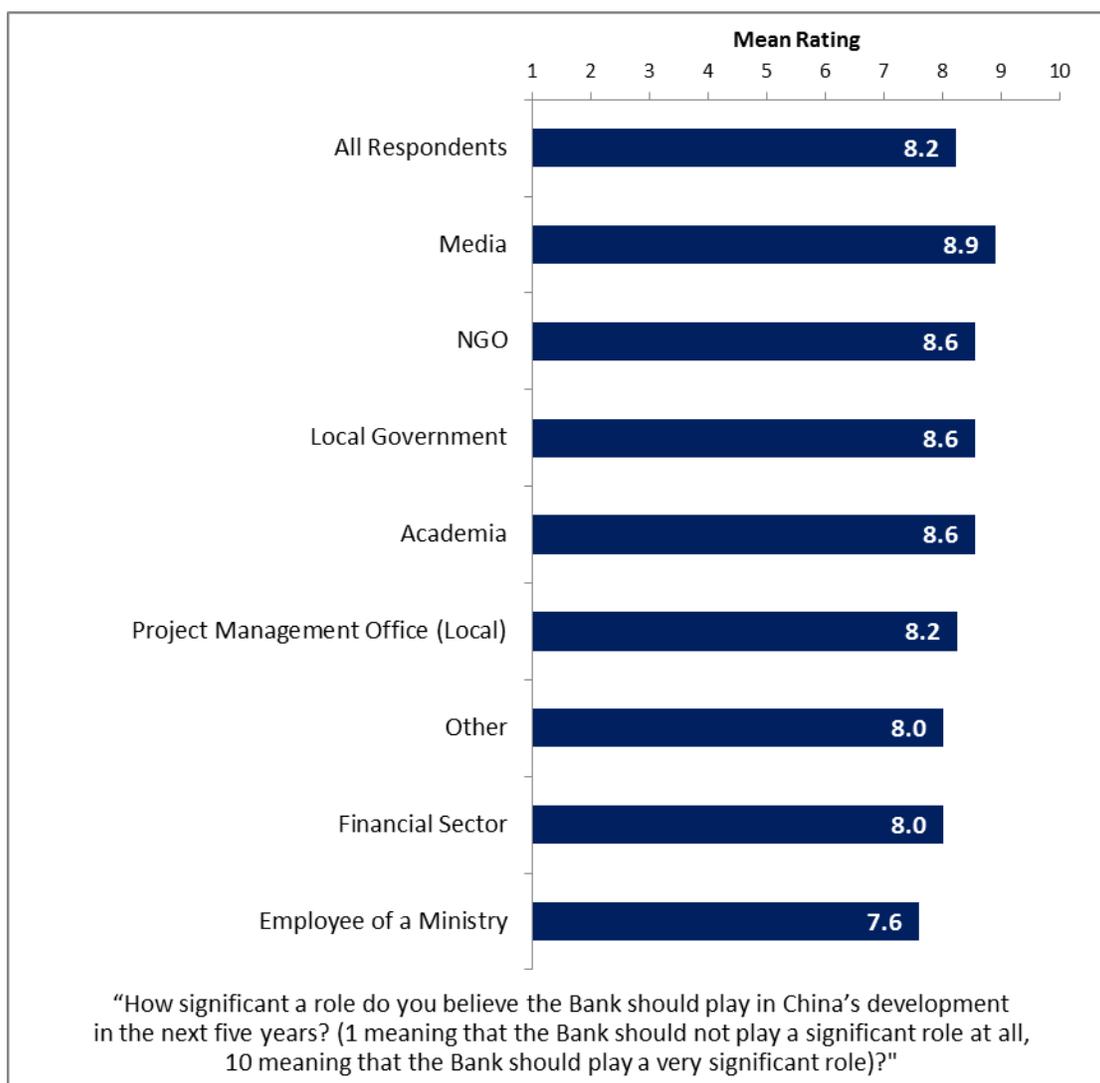
- In terms of the Bank's day-to-day operations in China, the Bank effectively monitoring and evaluating the projects and programs it supports received the highest mean level of agreement, 7.8, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



## VII. The Future Role of the World Bank in China

### Role Significance

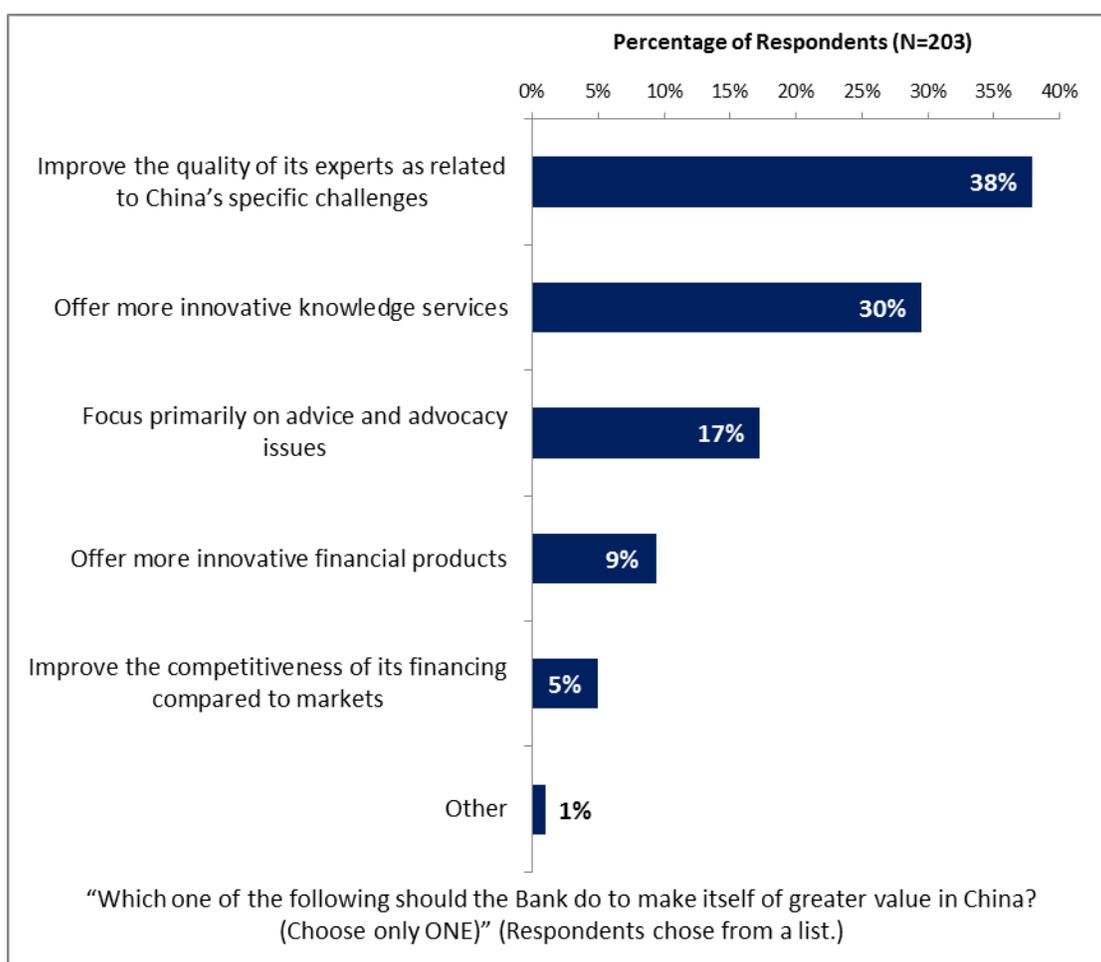
- The Bank was expected to play a significant role in China's development in the next five years, receiving a mean rating of 8.2 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role. Respondents in the FY '06 country survey gave this question a mean rating of 4.5 on a 6-point scale with 1 being not significant at all and 6 being a very significant role.
  - Although it was not a significant difference, respondents from the media gave the highest ratings for the Bank's role significance whereas employees of ministries gave the lowest ratings.
  - Respondents from Beijing and other areas had statistically similar ratings for the role significance the Bank will play in China in the next five years.



## VII. The Future Role of the World Bank in China (continued)

### Making the Bank of Greater Value

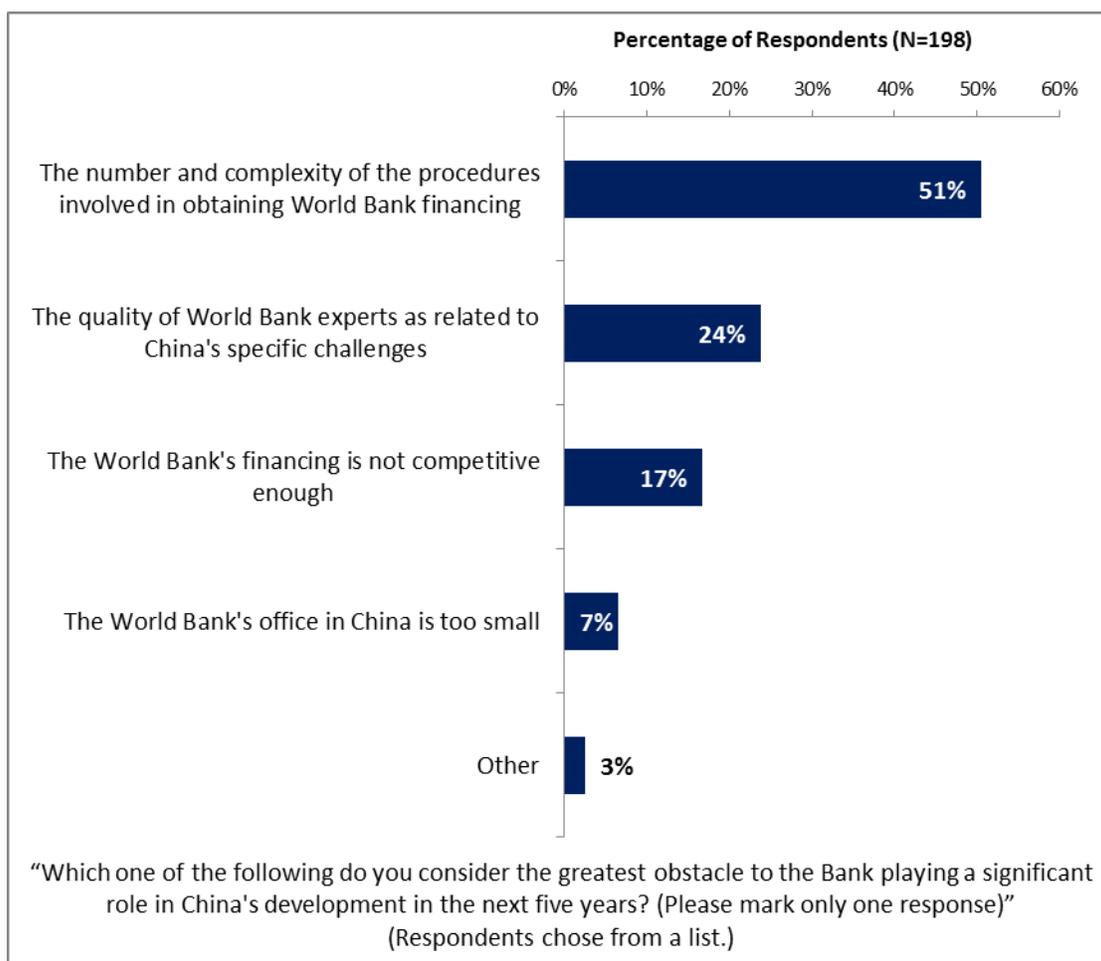
- Respondents indicated that the World Bank should improve the quality of its experts as related to China’s specific challenges and offer more innovative knowledge services to make itself of greater value in China. A smaller number of respondents indicated that the Bank should focus primarily on advice and advocacy issues to make itself of greater value in China.
  - Respondents in the FY ’06 country survey indicated that the Bank should reduce the complexity of obtaining Bank financing (23%) and improve the quality of its experts as related to China’s specific challenges (21%) to make itself of greater value in China.



## VII. The Future Role of the World Bank in China (continued)

### Obstacles to the Bank's Role

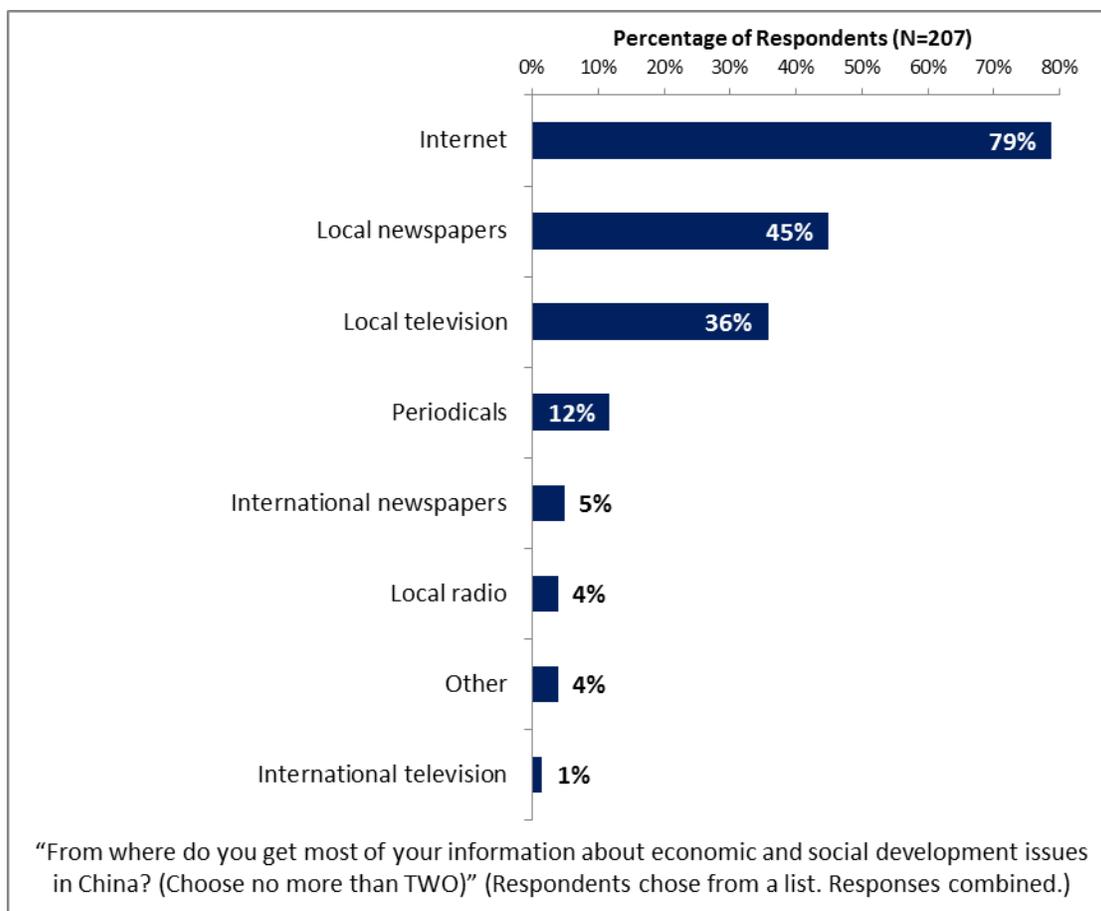
- Over half of all respondents indicated that the number and complexity of procedures involved in obtaining World Bank financing is the greatest obstacle to the Bank playing a significant role in China's development. Respondents also indicated that the quality of Bank experts related to China's specific challenges was an obstacle to a more significant role for the Bank in China.
  - Similarly, respondents in the FY '06 country survey indicated that the number and complexity of procedures involved in obtaining World Bank financing (43%) and the quality of Bank experts related to China's specific challenges (25%) were the greatest obstacles to the Bank playing a significant role in China's development.



## VIII. Communication and Outreach

### Information Sources

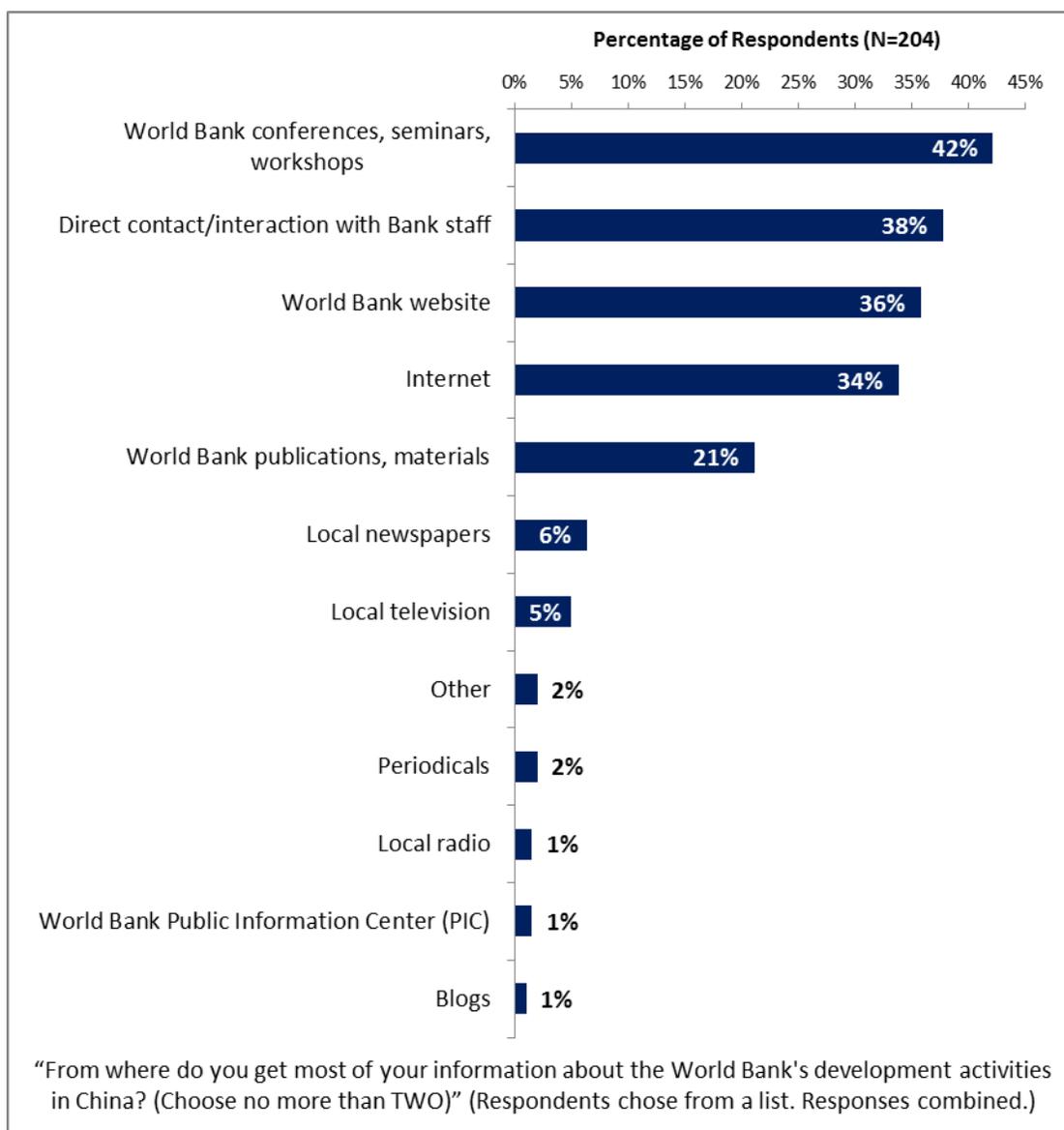
- Over three-quarters of all respondents indicated that they got most of their information about economic and social development issues in China from the Internet. Local newspapers and local television were also popular information sources.



## VIII. Communication and Outreach (continued)

### Information Sources (continued)

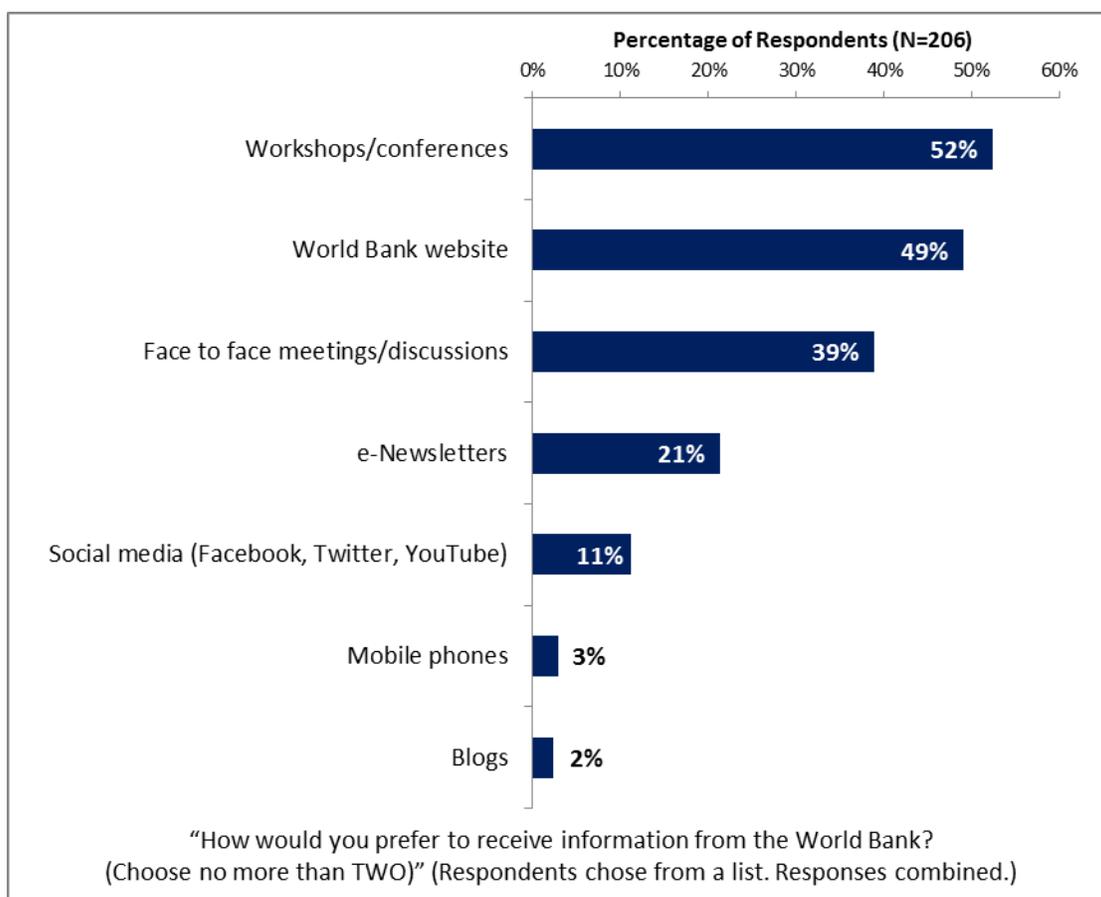
- Respondents were most likely to utilize World Bank conferences, seminars, and workshops, as well as direct contact with World Bank staff, the World Bank website, and the Internet for information about the Bank's development activities in China. World Bank publications and materials were also popular information sources.
  - Respondents in the FY '06 country survey indicated that they were most likely to get their information about the World Bank from websites (74%).



## VIII. Communication and Outreach (continued)

### Information Sources (continued)

- When asked how they would prefer to receive information from the World Bank, respondents indicated that they preferred workshops or conferences or the World Bank website. Face-to-face meetings or discussions and e-newsletters were also popular preferred information sources.



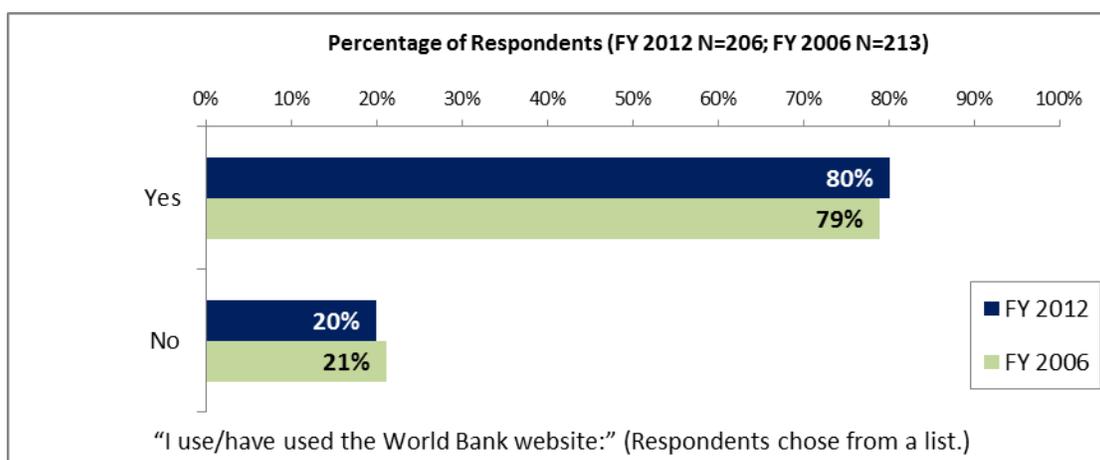
## VIII. Communication and Outreach (continued)

### Internet Access

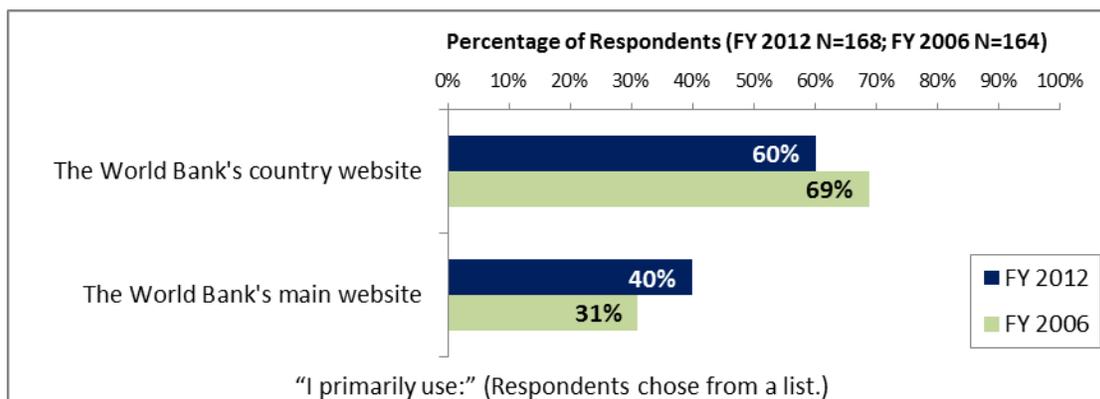
- All but one respondent indicated that they had access to the Internet.

### Website Usage

- The majority of respondents indicated that they had used the Bank's website, statistically similar to respondents in the FY '06 country survey.
  - Respondents across all stakeholder groups and both geographic locations had statistically similar rates of usage for the World Bank's website.



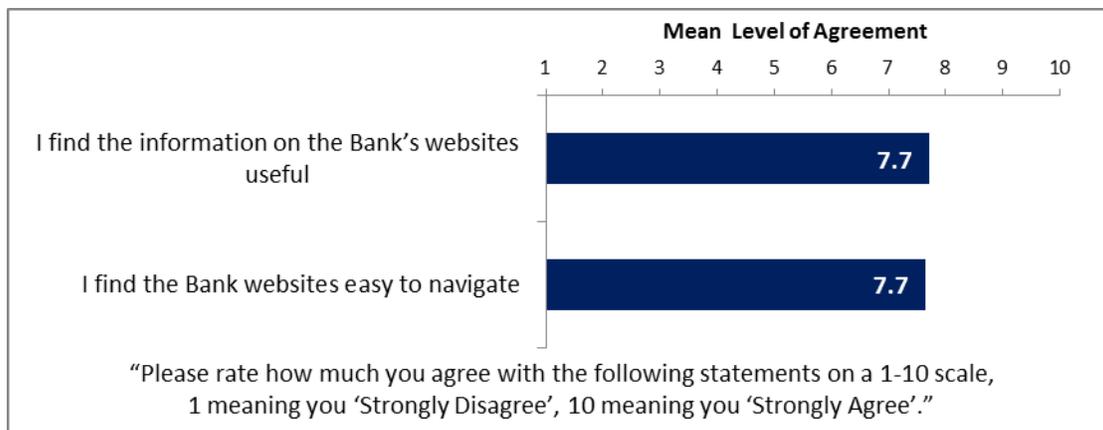
- Of those respondents who used the Bank's website, the majority indicated that they used the World Bank's country website. This is statistically similar to the website usage reported by respondents in the FY '06 country survey.
  - Respondents from the financial sector, academia, and other organizations were significantly more likely to utilize the World Bank's main website compared to respondents from other stakeholder groups.
  - Respondents from Beijing were significantly more likely to utilize the World Bank's main website compared to respondents from other areas.



## VIII. Communication and Outreach (continued)

### Website Evaluation

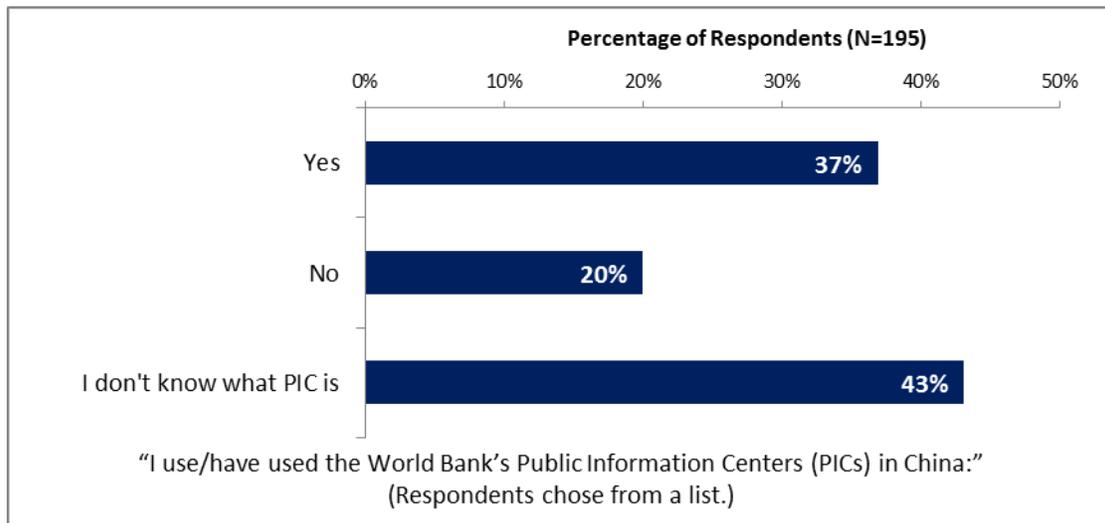
- Among those respondents who utilized the World Bank's websites, agreement that respondents find the Bank's websites useful and that they find the Bank websites easy to navigate both received a mean rating of 7.7, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - In FY '06, nearly all respondents agreed or strongly agreed that they find the Bank websites easy to navigate (95%) and that they find the information on the Bank's websites useful (94%).
  - Respondents from local government and local project management offices had significantly lower levels of agreement that they find the Bank websites easy to navigate compared to respondents from other stakeholder groups. Respondents across all stakeholder groups had statistically similar levels of agreement that they find the information on the Bank's websites useful.
  - Respondents from Beijing had significantly higher levels of agreement that they find the Bank websites easy to navigate compared to respondents from other areas. Respondents from Beijing and other areas had statistically similar levels of agreement that they find the information on the Bank's websites useful.



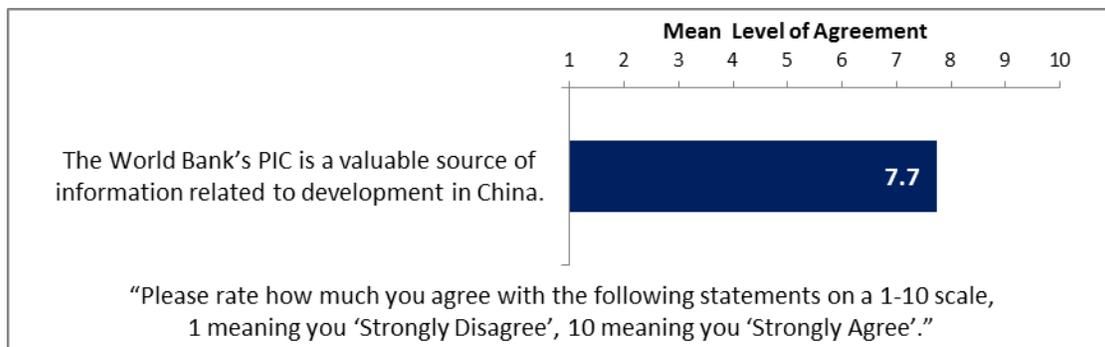
## VIII. Communication and Outreach (continued)

### Public Information Centers (PICs)

- Over a third of all respondents indicated that they had used the Bank’s PICs in China; however, 20% of all respondents were unaware of the Bank’s PICs.
  - Respondents from local government, local project management offices, the financial sector, and the media were significantly more likely to have used the Bank’s PICs compared to respondents from other stakeholder groups.
  - Respondents from other areas were significantly more likely to have used the Bank’s PICs compared to respondents from Beijing.



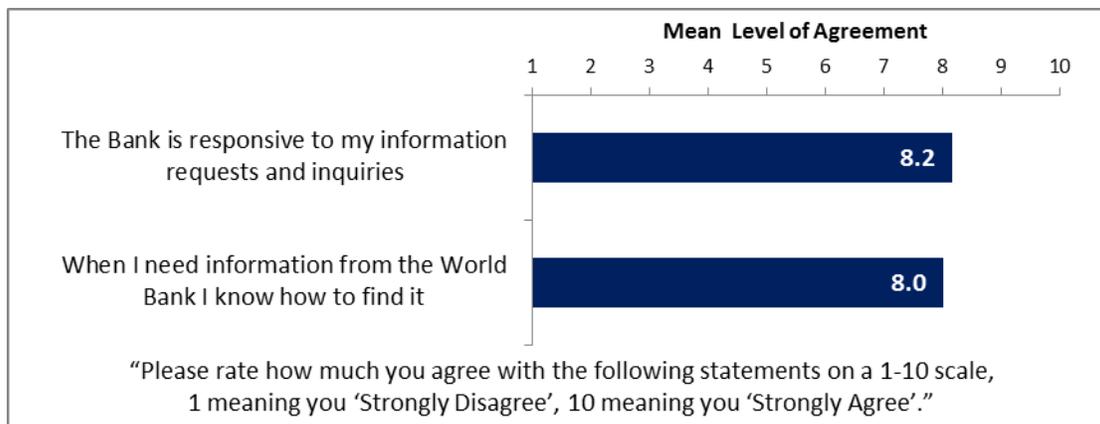
- Among those respondents who used them, agreement that the Bank’s PICs were a valuable source of information related to development in China received a mean rating of 7.7 across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - In FY '06, nearly all respondents agreed or strongly agreed that the World Bank’s PIC is a valuable source of information related to development in China (89%).
  - Respondents across all stakeholder groups and both geographic locations had statistically similar levels of agreement regarding the value of the Bank’s PICs.



## VIII. Communication and Outreach (continued)

### Communication and Outreach Efforts

- In terms of the Bank's communication and outreach efforts in China, respondents had the highest level of agreement that "The Bank is appropriately responsive to my information requests and inquiries", receiving a mean rating of 8.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - In FY '06, the vast majority of respondents agreed or strongly agreed that when they need information from the Bank they know how to find it (88%) and that the Bank is appropriately responsive to their information requests and inquiries (87%).
  - Respondents across all stakeholder groups and both geographic locations had statistically similar levels of agreement that "The Bank is appropriately responsive to my information requests and inquiries" and "When I need information from the World Bank I know how to find it".



## IX. Appendices

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## Appendix A: Responses to All Questions across All Respondents

Total Response Number = 207

### A. Background Information

1. Which of the following best describes your current position?	Percentage of Respondents
Local Government	22.2%
Employee of a Ministry	18.8%
Project Management Office (Local)	14.5%
Academia	9.7%
NGO	8.2%
Financial Sector	5.8%
Media	4.8%
Project Management Office (Central)	4.3%
Bilateral or Multilateral Agency	3.4%
State-Owned Enterprise	2.4%
Central Bank	1.9%
Private Sector	1.4%
Other	1.4%
Regulatory Agency	1.0%

2. Please identify the primary specialization of your work.	Percentage of Respondents
Economic Management	23.4%
Social Services	19.4%
Finance, Banking, Insurance	13.9%
Infrastructure	13.9%
Agriculture, Agribusiness, Forestry	8.5%
Other	8.0%
Environment, Natural Resource Management	7.0%
Communications, Information Services	3.0%
Commerce, Trade and Manufacturing	1.5%
Law, Justice	1.5%

Familiarity with the World Bank	N	Mean	SD
3. How familiar are you with the work of the World Bank in China on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	201	6.96	2.10

4. How long have you been involved with (or a close observer of) the World Bank's activities?	Percentage of Respondents
Less than one year	3.9%
One to three years	18.4%
More than three years	77.7%

5. Which best represents your geographic location?	Percentage of Respondents
Beijing	56.3%
Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei	15.0%
Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang	12.6%
Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan...	16.0%

**A. Background Information (continued)**

<b>6. When thinking about your exposure to the World Bank Group in China, would you say that you have the most interaction with and/or exposure to...?</b>	<b>Percentage of Respondents</b>
The World Bank (IBRD)	91.8%
The IFC	2.6%
Both	5.6%

**B. General Issues facing China**

<b>Optimism</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in China.	198	7.42	1.88

<b>2. Please identify which one of these you consider the <i>first (second)</i> most important development priority.</b>	<b>Percentage of Respondents</b>		
	<b><i>Most Important</i></b>	<b><i>2<sup>nd</sup> Most Important</i></b>	<b><i>Combined</i></b>
Government effectiveness/governance	21.2%	15.3%	36.5%
Inequality	11.8%	9.9%	21.7%
Social stability	7.9%	7.9%	15.8%
Quality of Growth	11.4%	4.5%	15.8%
Economic growth	11.8%	4.0%	15.8%
Corruption	6.9%	4.5%	11.4%
Completing the transition to a market economy	6.9%	3.5%	10.4%
Social protection	3.4%	6.4%	9.9%
Innovation	2.0%	7.4%	9.4%
Effectiveness of law and justice system	1.5%	7.4%	8.9%
Environmental improvement and natural resource management	1.5%	5.0%	6.4%
Access to quality education	1.5%	3.0%	4.4%
Improving the investment climate	1.0%	3.0%	4.0%
Private sector growth/investment	1.0%	2.5%	3.5%
Employment/ income generating opportunities	1.5%	2.0%	3.5%
Poverty	0.5%	2.0%	2.5%
Increase domestic consumption	0.0%	2.5%	2.5%
Urban development	0.5%	1.5%	2.0%
Conservation and management of water resources	0.5%	1.5%	2.0%
Energy efficiency	1.0%	1.0%	2.0%
Other	2.0%	0.0%	2.0%
Rural and agricultural development	0.0%	1.5%	1.5%
Access to quality health services	1.0%	0.5%	1.5%
Fiscal system reform	1.5%	0.0%	1.5%
Financial sector reform	1.5%	0.0%	1.5%
Regulatory framework	0.0%	1.0%	1.0%
Climate change	0.0%	1.0%	1.0%
Basic infrastructure	0.5%	0.5%	1.0%
SOE reform	0.0%	0.5%	0.5%
Communicable and non-communicable diseases	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%

**B. General Issues facing China (continued)**

<b>3. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in China? (Choose only TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Strengthening social protection	36.7%
Reducing inequality	30.9%
Increasing access to quality education	22.2%
Sustaining economic growth	20.9%
Increasing income generating activities/ employment	18.4%
Improving agriculture development	16.9%
Strengthening public institutions	12.6%
Improving infrastructure development	12.6%
Enhancing the opportunity for private sector growth/investment	10.6%
Reducing corruption	7.2%
Protecting the environment and natural resources	3.4%
Ensuring social stability	2.9%
Ensuring food security	1.9%
Other	1.0%
Increasing access to quality health services	0.5%

<b>4. Which TWO areas below do you believe would contribute most to sustaining high economic growth in China? (Choose only TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Enhancing the opportunity for private sector growth/investment	57.1%
Strengthening public institutions	30.2%
Reducing corruption	27.3%
Improving access to and/or quality of education	23.9%
Infrastructure development	16.6%
Increasing agricultural productivity	15.1%
Strengthening the regulatory framework for doing business	15.1%
Enhancing the environment for increased foreign direct investment	4.4%
Improving trade and exports	2.9%
Other	2.0%
Improving access to and/or quality of health care	1.5%

**C. Overall Attitudes toward the World Bank**

<b>Overall Attitudes</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. Overall, please rate your impression of the World Bank's effectiveness in China, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective".	200	7.80	1.57
2. To what extent do the World Bank's financial instruments meet the needs of China, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	178	6.80	1.98
3. To what extent does the World Bank meet China's needs for knowledge services, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	188	6.84	1.96

**C. Overall Attitudes toward the World Bank (continued)**

<b>4. Based on your observations of the World Bank in China, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Poverty reduction	40.3%
Environmental improvement and natural resource management	31.1%
MSE development and access to finance	17.5%
Government effectiveness/governance	17.0%
Basic infrastructure	15.5%
Equal access to and/or quality education	15.0%
Renewable energy and improving energy efficiency	14.1%
Economic growth	13.6%
Social protection	12.6%
Opportunity for private sector growth/Investment	11.7%
Employment/income generating opportunities	10.2%
Climate change	9.7%
Technical and vocational education	9.2%
Urban development	9.2%
Conservation and management of water resources	8.7%
Effectiveness of law and justice system	7.8%
Regulatory framework	7.8%
Agriculture development and food security	7.3%
Financial sector reform	6.8%
Fiscal system reform	6.3%
Equal access to and/or health services	4.9%
Highway and waterway transport systems	2.9%
Conservation of cultural heritage	2.9%
Communicable and non-communicable diseases	1.9%
Post-disaster recovery and reconstruction	1.5%
Other	1.5%
Modern and integrated railway	0.5%

<b>5. In your opinion, what should be the level of involvement of the World Bank in China's development strategies?</b>	<b>Percentage of Respondents</b>
The Bank should be more involved	63.8%
The Bank is currently involved at an optimum level	27.6%
The Bank should be less involved	3.1%
The Bank shouldn't be involved at all	0.5%
Don't know	5.1%

**C. Overall Attitudes toward the World Bank (continued)**

6. In broad terms of economic and social development, what is the “greatest value” brought by the World Bank to China? What is the “second greatest” value?	Percentage of Respondents		
	<i>Greatest Value</i>	<i>2<sup>nd</sup> Greatest Value</i>	<i>Combined</i>
New concepts and innovation	22.2%	20.8%	43.0%
Transfer of international best practices	22.7%	19.3%	42.0%
Pilot innovation that can be scaled up if successful	17.2%	14.9%	32.1%
Ability to build institutional capacity	13.8%	16.4%	30.2%
Financial resources	6.9%	14.4%	21.3%
Policy and economic advice	12.3%	8.4%	20.7%
Convener/facilitator	2.5%	2.0%	4.4%
Technical advice	1.5%	2.5%	4.0%
Ability to mobilize resources	0.5%	2.0%	2.5%
Other	0.5%	0.5%	1.0%

7. Which of the following do you identify as the Bank’s greatest weaknesses in its work in China? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
World Bank processes too slow and complex	54.6%
Fails to adapt global knowledge to local conditions	26.9%
Imposing technocratic solutions without regard to political realities	20.1%
Not enough public disclosure of its work	17.0%
Too influenced by the US	16.0%
Not exploring alternative policy options	10.3%
Inadequately aligned with country priorities	4.6%
Is disrespectful to local sensitivities	4.1%
Other	3.1%
Staff too inaccessible	0.5%
Is arrogant in its approach	0.5%

**C. Overall Attitudes toward the World Bank (continued)**

<b>8. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in China? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined)</b>
Environmental sustainability/natural resources management	32.4%
Social protection	19.8%
Education	13.0%
Rural development	13.0%
Poverty	12.1%
Governance	11.6%
Enhanced business environment for private sector development	11.6%
Improving equality of opportunity	10.1%
Anti-corruption	9.7%
Public sector performance	9.2%
Climate change	7.2%
Urban/metropolitan development	6.8%
Energy	6.3%
Agricultural development	4.8%
Labor markets/job creation	4.8%
Financial markets	4.8%
Water and sanitation	3.4%
Monitoring and evaluation	3.4%
Transport	2.9%
Public expenditure	2.9%
Food security	2.9%
Health	2.4%
Other	1.4%

<b>On a scale of 1-10, with 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in China.</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
9. Overall the Bank currently plays a relevant role in development in China	200	7.62	1.99
10. The Bank's work is aligned with what I consider the development priorities for this country	200	7.61	1.70
11. The Bank's work reflects its own mission of poverty reduction	205	7.83	1.85
12. The World Bank treats clients and stakeholders in China with respect	197	7.95	1.67
13. The World Bank is responsive	192	7.92	1.59
14. Overall, I like to work/interact with Bank staff	196	8.30	1.68
15. In general, the strategies that the Bank supports are sustainable over time	198	8.08	1.64
16. The Bank's work promotes the empowerment of poor people to participate in development	195	7.47	1.94
17. The Bank gives appropriate priority to growth issues	189	7.62	1.61

### D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in China? How effective do you believe the World Bank is in terms of having a positive impact on that area of development in China? (Asked on a 10-point importance/effectiveness scale, 1 being Not at all, 10 being Very.)	Importance			Effectiveness		
	N	Mean	SD	N	Mean	SD
1. Helping to reduce poverty	200	8.20	1.84	193	7.22	1.78
2. Helping to bring about economic growth	199	7.60	1.93	192	6.96	1.66
3. Encouraging greater transparency in governance	193	7.91	1.95	183	6.51	1.83
4. Helping to strengthen the private sector	185	7.22	2.15	171	6.13	1.80
5. Helping to strengthen the financial system	183	7.54	1.92	169	6.43	1.69
6. Reducing economic and social inequality	197	7.83	2.00	185	6.17	1.75
7. Helping to strengthen the education sector	192	7.90	1.71	177	6.63	1.73
8. Helping to strengthen the health sector	192	7.91	1.68	176	6.72	1.70
9. Ensuring that attention is paid to gender disparities	193	7.59	1.99	179	6.55	1.72
10. Helping to strengthen agricultural development	192	7.95	1.67	179	7.04	1.66
11. Helping to strengthen infrastructure development	194	7.66	1.98	183	7.48	1.73
12. Helping to strengthen environment and natural resources management	198	8.43	1.41	184	7.16	1.78
13. Helping to strengthen the social protection sector	187	7.86	1.87	172	6.65	1.62
14. Helping to empower communities to participate in their own development	186	7.56	1.90	171	6.40	1.79
15. Helping China adapt to/avert risk of climate change	187	7.71	1.90	173	6.71	1.73

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".	Level of Effectiveness		
	N	Mean	SD
1. Technical competence	188	7.62	1.62
2. Producing knowledge and research that are useful	200	7.77	1.59
3. Sharing knowledge about international best practices	202	8.10	1.25
4. Adapting its knowledge to your country's needs	196	7.19	1.58
5. Helping to facilitate south-south learning and cooperation	166	7.19	1.75
6. Ensuring its staff is accessible	188	7.72	1.81
7. Providing sound policy and economic advice	193	7.79	1.50
8. Promoting the inclusion of local communities in the development of strategies	183	7.50	1.57
9. Promoting the inclusion of civil society in the development of strategies	173	7.21	1.77
10. Giving appropriate priority to poverty reduction	189	7.97	1.50

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".	Level of Agreement		
	N	Mean	SD
1. The Bank is flexible in terms of adjusting to changing circumstances	189	6.68	2.03
2. The Bank disburses funds promptly	179	7.42	2.01
3. The Bank works efficiently	189	6.88	2.10
4. The Bank effectively monitors and evaluates the projects and programs it supports	191	7.76	1.67
5. The Bank helps to build capacity at the community level	162	7.17	1.73
6. The Bank helps to build capacity of government officials	181	7.38	1.79
7. The Bank and partners in government collaborate well together on Bank supported programs and projects in China	186	7.91	1.60
8. The Bank helps to strengthen institutional capacity	186	7.80	1.44
9. The Bank safeguards against corruption in projects/programs that it funds with its procurement rules	183	8.31	1.50
10. The Bank's procurement requirements are reasonable	177	7.81	1.69

### G. The Future Role of the World Bank in China

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank should play in China's development in the next five years? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)?	200	8.22	1.80

2. Which one of the following should the Bank do to make itself of greater value in China? (Choose only ONE)	Percentage of Respondents
Improve the quality of its experts as related to China's specific challenges	37.9%
Offer more innovative knowledge services	29.6%
Focus primarily on advice and advocacy issues	17.2%
Offer more innovative financial products	9.4%
Improve the competitiveness of its financing compared to markets	4.9%
Other	1.0%
Greater collaboration within the World Bank Group	0.0%

3. Which one of the following do you consider the greatest obstacle to the Bank playing a significant role in China's development over the medium term? (Please mark only one response)	Percentage of Respondents
The number and complexity of the procedures involved in obtaining World Bank financing	50.5%
The quality of World Bank experts as related to China's specific challenges	23.7%
The World Bank's financing is not competitive enough	16.7%
The World Bank's office in China is too small	6.6%
Other	2.5%
The World Bank's office in China is too big	0.0%

**H. Communication and Outreach**

<b>1. Where do you get most of your information about economic and social development issues in China? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Internet	78.7%
Local newspapers	44.9%
Local television	35.7%
Periodicals	11.7%
International newspapers	4.8%
Local radio	3.9%
Other	3.9%
International television	1.4%
International radio	0.5%

<b>2. Where do you get most of your information about the World Bank's development activities in China? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
World Bank conferences, seminars, workshops	42.2%
Direct contact/interaction with World Bank staff	37.7%
World Bank website	35.8%
Internet	33.8%
World Bank publications, materials	21.1%
Local newspapers	6.4%
Local television	4.9%
Other	2.0%
Periodicals	2.0%
Local radio	1.5%
World Bank Public Information Center (PIC)	1.5%
Blogs	1.0%
International newspapers	0.0%
International radio	0.0%
International television	0.0%

<b>3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Combined Responses)</b>
Workshops/conferences	52.4%
World Bank website	49.0%
Face to face meetings/discussions	38.8%
e-Newsletters	21.4%
Social media (Facebook, Twitter, YouTube)	11.2%
Mobile phones	2.9%
Blogs	2.4%
Other	0.5%

<b>4. Do you have access to the Internet?</b>	<b>Percentage of Respondents</b>
Yes	98.7%
No	1.3%

<b>5. I use/have used the World Bank website:</b>	<b>Percentage of Respondents</b>
Yes	92.3%
No	7.7%

**H. Communication and Outreach (continued)**

<b>6. I primarily use:</b>	<b>Percentage of Respondents</b>
The World Bank's main website	66.3%
The World Bank's country website	33.7%

<b>7. I use/have used the World Bank's Public Information Centers (PICs) in China:</b>	<b>Percentage of Respondents</b>
Yes	60.0%
No	17.8%
I don't know what PIC is	22.2%

<b>Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree"</b>	<b>Level of Agreement</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
8. The World Bank's PIC is a valuable source of information related to development in China	83	7.73	1.79
9. I find the Bank websites easy to navigate	143	7.65	1.65
10. I find the information on the Bank's websites useful	140	7.71	1.61
11. When I need information from the World Bank I know how to find it	171	8.00	1.85
12. The Bank is responsive to my information requests and inquiries	130	8.15	1.85

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. Background Information

#### Background Information

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in China on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	38	6.32	1.80	44	7.75	2.01	30	7.97	1.85	11	7.09	2.66	17	5.71	1.72	10	8.50	1.58	20	6.05	2.21	31	6.39	1.87

### B. General Issues facing China

#### General Issues facing China

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in China	38	7.61	1.65	41	7.85	1.89	30	7.87	1.78	11	7.00	2.24	16	6.50	1.79	9	7.22	1.92	20	7.30	2.23	33	7.00	1.75

**B. General Issues facing China (continued)**Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Government effectiveness/governance	21.1%	11.4%	13.3%	25.0%	29.4%	30.0%	26.3%	30.3%
Communicable and non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	5.3%	22.7%	13.3%	0.0%	0.0%	0.0%	10.5%	18.2%
Corruption	10.5%	4.5%	0.0%	8.3%	0.0%	10.0%	15.8%	9.1%
SOE reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Completing the transition to a market economy	7.9%	9.1%	6.7%	8.3%	0.0%	0.0%	15.8%	3.0%
Improving the investment climate	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Social stability	5.3%	11.4%	13.3%	16.7%	17.6%	0.0%	0.0%	0.0%
Inequality	10.5%	11.4%	10.0%	0.0%	29.4%	10.0%	5.3%	15.2%
Access to quality education	2.6%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Access to quality health services	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Innovation	0.0%	4.5%	0.0%	8.3%	0.0%	0.0%	5.3%	0.0%
Poverty	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Effectiveness of law and justice system	0.0%	2.3%	0.0%	8.3%	0.0%	0.0%	5.3%	0.0%
Quality of Growth	13.2%	9.1%	13.3%	9.1%	0.0%	30.0%	15.8%	9.1%
Basic infrastructure	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Fiscal system reform	5.3%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental improvement and natural resource management	0.0%	0.0%	6.7%	0.0%	5.9%	0.0%	0.0%	0.0%
Energy efficiency	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	3.0%
Increase domestic consumption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Employment/ income generating opportunities	2.6%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Private sector growth/investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.1%
Rural and agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial sector reform	0.0%	2.3%	3.3%	8.3%	0.0%	0.0%	0.0%	0.0%
Social protection	10.5%	2.3%	0.0%	0.0%	5.9%	0.0%	0.0%	3.0%
Conservation and management of water resources	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Other	5.3%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%

**B. General Issues facing China (continued)**Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Government effectiveness/governance	26.3%	9.1%	16.7%	16.7%	11.8%	0.0%	15.8%	15.6%
Communicable and non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	11.4%	6.7%	8.3%	0.0%	0.0%	0.0%	0.0%
Corruption	0.0%	6.8%	3.3%	0.0%	23.5%	0.0%	5.3%	0.0%
SOE reform	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Completing the transition to a market economy	2.6%	4.5%	3.3%	0.0%	0.0%	10.0%	5.3%	3.1%
Improving the investment climate	2.6%	2.3%	6.7%	0.0%	0.0%	0.0%	0.0%	6.3%
Social stability	13.2%	6.8%	6.7%	16.7%	0.0%	0.0%	5.3%	9.4%
Inequality	7.9%	6.8%	0.0%	8.3%	17.6%	20.0%	26.3%	9.4%
Access to quality education	2.6%	2.3%	3.3%	0.0%	0.0%	20.0%	5.3%	0.0%
Access to quality health services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Urban development	2.6%	2.3%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Innovation	13.2%	11.4%	6.7%	0.0%	5.9%	0.0%	0.0%	6.3%
Poverty	5.3%	2.3%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Effectiveness of law and justice system	5.3%	9.1%	0.0%	25.0%	5.9%	10.0%	5.3%	9.4%
Quality of Growth	7.9%	0.0%	0.0%	8.3%	0.0%	10.0%	10.5%	6.3%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Fiscal system reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental improvement and natural resource management	2.6%	2.3%	20.0%	0.0%	5.9%	0.0%	5.3%	0.0%
Energy efficiency	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase domestic consumption	0.0%	6.8%	0.0%	8.3%	0.0%	0.0%	0.0%	3.1%
Employment/ income generating opportunities	2.6%	4.5%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector growth/investment	2.6%	0.0%	0.0%	8.3%	0.0%	0.0%	5.3%	6.3%
Rural and agricultural development	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	3.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	5.3%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	2.6%	2.3%	10.0%	0.0%	23.5%	20.0%	0.0%	6.3%
Conservation and management of water resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	6.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in China? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Improving agriculture development	23.1%	10.9%	23.3%	0.0%	11.8%	80.0%	15.0%	3.0%
Reducing corruption	12.8%	4.3%	3.3%	8.3%	11.8%	10.0%	0.0%	9.1%
Strengthening public institutions	5.1%	8.7%	0.0%	16.7%	5.9%	10.0%	40.0%	24.2%
Enhancing the opportunity for private sector growth/investment	17.9%	10.9%	3.3%	25.0%	5.9%	0.0%	10.0%	9.1%
Improving infrastructure development	15.4%	8.7%	23.3%	16.7%	0.0%	30.0%	5.0%	9.1%
Increasing access to quality education	30.8%	30.4%	16.7%	25.0%	0.0%	10.0%	30.0%	15.2%
Reducing inequality	23.1%	23.9%	33.3%	33.3%	47.1%	10.0%	20.0%	51.5%
Sustaining economic growth	12.8%	26.1%	24.1%	16.7%	23.5%	10.0%	15.0%	27.3%
Increasing access to quality health services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Protecting the environment and natural resources	0.0%	6.5%	3.3%	8.3%	5.9%	0.0%	5.0%	0.0%
Increasing income generating activities/ employment	17.9%	30.4%	16.7%	25.0%	17.6%	0.0%	20.0%	6.1%
Ensuring food security	0.0%	2.2%	3.3%	0.0%	0.0%	20.0%	0.0%	0.0%
Ensuring social stability	7.7%	4.3%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Strengthening social protection	30.8%	32.6%	43.3%	25.0%	64.7%	20.0%	40.0%	36.4%
Other	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%

**B. General Issues facing China (continued)**

Which TWO areas below do you believe would contribute most to generating faster economic growth in China? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Increasing agricultural productivity	10.3%	9.1%	36.7%	8.3%	29.4%	20.0%	5.0%	9.1%
Reducing corruption	28.2%	36.4%	33.3%	25.0%	35.3%	30.0%	10.0%	15.2%
Strengthening public institutions	25.6%	31.8%	13.3%	41.7%	17.6%	10.0%	60.0%	39.4%
Enhancing the opportunity for private sector growth/investment	64.1%	52.3%	50.0%	83.3%	64.7%	70.0%	35.0%	57.6%
Infrastructure development	12.8%	15.9%	26.7%	8.3%	17.6%	40.0%	5.0%	15.2%
Improving access to and/or quality of education	25.6%	22.7%	10.0%	16.7%	23.5%	0.0%	45.0%	33.3%
Improving access to and/or quality of health care	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Strengthening the regulatory framework for doing business	23.1%	15.9%	10.0%	8.3%	0.0%	20.0%	20.0%	15.2%
Enhancing the environment for increased foreign direct investment	2.6%	6.8%	10.0%	0.0%	0.0%	10.0%	5.0%	0.0%
Improving trade and exports	2.6%	2.3%	0.0%	8.3%	5.9%	0.0%	5.0%	3.0%
Other	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	6.1%

**C. Overall Attitudes toward the World Bank**

## Overall Attitudes toward the World Bank

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in China, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective"	38	7.45	1.52	46	7.87	1.54	30	8.67	1.30	11	7.27	2.05	17	7.12	1.22	10	8.90	1.52	19	7.47	1.35	29	7.66	1.65
To what extent do the World Bank's financial instruments meet the needs of China, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	32	5.41	1.48	44	7.14	2.11	28	7.75	2.12	10	6.40	2.22	12	6.17	.94	10	7.50	2.01	17	7.29	1.10	25	6.80	1.98
To what extent does the World Bank meet China's needs for knowledge services, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	35	6.31	2.13	44	6.50	1.99	29	7.45	2.08	10	6.50	2.17	15	6.40	2.06	8	7.88	1.36	19	7.47	1.43	28	7.04	1.64

### C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in China, where would it be most productive for the Bank to focus most of its resources in its support of country priorities?

(Choose no more than THREE) (Combined Responses)

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Poverty reduction	53.8%	19.6%	53.3%	50.0%	29.4%	70.0%	26.3%	42.4%
Economic growth	10.3%	17.4%	26.7%	0.0%	5.9%	10.0%	10.5%	12.1%
Climate change	2.6%	13.0%	13.3%	25.0%	0.0%	20.0%	5.3%	9.1%
MSE development and access to finance	17.9%	10.9%	3.3%	50.0%	17.6%	60.0%	15.8%	15.2%
Equal access to and/or quality education	23.1%	13.0%	3.3%	0.0%	17.6%	30.0%	26.3%	12.1%
Renewable energy and improving energy efficiency	12.8%	15.2%	20.0%	8.3%	11.8%	0.0%	5.3%	21.2%
Conservation and management of water resources	15.4%	8.7%	10.0%	0.0%	5.9%	10.0%	10.5%	3.0%
Effectiveness of law and justice system	12.8%	2.2%	0.0%	8.3%	23.5%	0.0%	10.5%	9.1%
Opportunity for private sector growth/Investment	15.4%	17.4%	3.3%	0.0%	11.8%	10.0%	10.5%	12.1%
Post-disaster recovery and reconstruction	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Equal access to and/or health services	5.1%	4.3%	6.7%	0.0%	0.0%	0.0%	10.5%	6.1%
Employment/income generating opportunities	17.9%	13.0%	3.3%	0.0%	5.9%	0.0%	15.8%	9.1%
Environmental improvement and natural resource management	17.9%	34.8%	63.3%	33.3%	35.3%	20.0%	21.1%	18.2%
Basic infrastructure	12.8%	28.3%	16.7%	0.0%	11.8%	0.0%	5.3%	18.2%
Regulatory framework	5.1%	2.2%	3.3%	25.0%	5.9%	20.0%	5.3%	15.2%
Communicable and non-communicable diseases	0.0%	2.2%	0.0%	8.3%	11.8%	0.0%	0.0%	0.0%
Government effectiveness/governance	20.5%	13.0%	10.0%	16.7%	17.6%	10.0%	36.8%	15.2%
Social protection	17.9%	13.0%	0.0%	8.3%	5.9%	0.0%	26.3%	18.2%
Fiscal system reform	10.3%	6.5%	0.0%	0.0%	11.8%	0.0%	21.1%	0.0%
Technical and vocational education	7.7%	17.4%	3.3%	8.3%	5.9%	10.0%	10.5%	6.1%
Highway and waterway transport systems	5.1%	4.3%	3.3%	0.0%	0.0%	0.0%	0.0%	3.0%
Conservation of cultural heritage	0.0%	0.0%	3.3%	0.0%	11.8%	0.0%	0.0%	9.1%
Agriculture development and food security	0.0%	6.5%	20.0%	8.3%	5.9%	0.0%	5.3%	9.1%
Financial sector reform	7.7%	2.2%	0.0%	33.3%	0.0%	10.0%	10.5%	9.1%
Urban development	0.0%	21.7%	10.0%	16.7%	5.9%	0.0%	0.0%	9.1%
Modern and integrated railway	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Other	2.6%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	3.0%

In your opinion, what should be the level of involvement of the World Bank in China's development strategies?

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
The Bank should be more involved	51.4%	63.6%	69.0%	90.0%	47.1%	66.7%	77.8%	65.6%
The Bank is currently involved at an optimum level	40.5%	27.3%	24.1%	10.0%	35.3%	33.3%	16.7%	21.9%
The Bank should be less involved	5.4%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
The Bank shouldn't be involved at all	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	2.7%	4.5%	3.4%	0.0%	17.6%	0.0%	5.6%	6.3%

In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to China?

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Pilot innovation that can be scaled up if successful	12.8%	13.3%	23.3%	41.7%	18.8%	0.0%	21.1%	15.6%
Policy and economic advice	10.3%	8.9%	10.0%	33.3%	12.5%	30.0%	21.1%	3.1%
Convener/facilitator	0.0%	2.2%	0.0%	8.3%	6.3%	0.0%	0.0%	6.3%
Transfer of international best practices	25.6%	31.1%	16.7%	0.0%	0.0%	30.0%	15.8%	34.4%
Technical advice	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%
New concepts and innovation	17.9%	20.0%	33.3%	0.0%	50.0%	10.0%	31.6%	12.5%
Ability to build institutional capacity	23.1%	13.3%	10.0%	8.3%	12.5%	0.0%	10.5%	15.6%
Financial resources	2.6%	11.1%	6.7%	0.0%	0.0%	30.0%	0.0%	9.4%
Ability to mobilize resources	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Other	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank (continued)****What is the "second greatest" value?**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Pilot innovation that can be scaled up if successful	15.4%	13.6%	16.7%	16.7%	37.5%	10.0%	5.3%	9.4%
Policy and economic advice	10.3%	11.4%	3.3%	8.3%	0.0%	0.0%	10.5%	12.5%
Convener/facilitator	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	9.4%
Transfer of international best practices	20.5%	18.2%	10.0%	25.0%	31.3%	40.0%	26.3%	9.4%
Technical advice	2.6%	0.0%	6.7%	0.0%	0.0%	10.0%	0.0%	3.1%
New concepts and innovation	15.4%	22.7%	23.3%	25.0%	6.3%	10.0%	31.6%	25.0%
Ability to build institutional capacity	20.5%	15.9%	13.8%	16.7%	12.5%	10.0%	15.8%	18.8%
Financial resources	12.8%	18.2%	23.3%	0.0%	12.5%	20.0%	10.5%	9.4%
Ability to mobilize resources	5.1%	0.0%	3.3%	0.0%	0.0%	3.0%	0.0%	3.1%
Other	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Which of the following do you identify as the Bank's greatest weaknesses in its work in China? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Imposing technocratic solutions without regard to political realities	16.7%	22.7%	24.1%	18.2%	17.6%	11.1%	31.6%	13.8%
Not exploring alternative policy options	11.1%	11.4%	17.2%	18.2%	0.0%	0.0%	10.5%	6.9%
Staff too inaccessible	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Is disrespectful to local sensitivities	5.6%	4.5%	0.0%	9.1%	5.9%	0.0%	0.0%	6.9%
Too influenced by the US	13.9%	15.9%	27.6%	0.0%	17.6%	11.1%	21.1%	10.3%
Not enough public disclosure of its work	16.7%	11.4%	10.3%	0.0%	35.3%	44.4%	15.8%	20.7%
World Bank processes too slow and complex	52.8%	68.2%	58.6%	72.7%	23.5%	44.4%	52.6%	48.3%
Inadequately aligned with country priorities	5.6%	0.0%	3.4%	0.0%	5.9%	0.0%	15.8%	6.9%
Fails to adapt global knowledge to local conditions	27.8%	27.9%	20.7%	45.5%	35.3%	33.3%	15.8%	24.1%
Is arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Other	2.8%	2.3%	0.0%	9.1%	5.9%	0.0%	0.0%	6.9%

**Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in China? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Education	5.1%	17.4%	10.0%	8.3%	5.9%	20.0%	30.0%	12.1%
Health	2.6%	6.5%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	17.9%	28.3%	6.7%	33.3%	23.5%	40.0%	5.0%	18.2%
Transport	7.7%	2.2%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty	15.4%	10.9%	16.7%	0.0%	5.9%	30.0%	10.0%	9.1%
Governance	2.6%	0.0%	0.0%	33.3%	11.8%	20.0%	30.0%	27.3%
Anti-corruption	10.3%	6.5%	10.0%	16.7%	17.6%	20.0%	5.0%	6.1%
Enhanced business environment for private sector development	15.4%	10.9%	6.7%	16.7%	5.9%	10.0%	25.0%	6.1%
Energy	5.1%	4.3%	10.0%	0.0%	0.0%	0.0%	0.0%	18.2%
Agricultural development	2.6%	0.0%	13.3%	0.0%	0.0%	10.0%	10.0%	6.1%
Water and sanitation	2.6%	0.0%	10.0%	0.0%	5.9%	0.0%	0.0%	6.1%
Monitoring and evaluation	5.1%	2.2%	3.3%	0.0%	5.9%	0.0%	5.0%	3.0%
Public expenditure	5.1%	2.2%	0.0%	0.0%	5.9%	0.0%	5.0%	3.0%
Public sector performance	10.3%	4.3%	6.7%	0.0%	11.8%	0.0%	30.0%	9.1%
Labor markets/job creation	10.3%	8.7%	3.3%	0.0%	0.0%	10.0%	0.0%	0.0%
Financial markets	10.3%	2.2%	0.0%	25.0%	0.0%	0.0%	5.0%	3.0%
Urban/metropolitan development	2.6%	10.9%	10.0%	16.7%	11.8%	0.0%	0.0%	3.0%
Environmental sustainability/natural resources management	17.9%	41.3%	60.0%	25.0%	47.1%	10.0%	5.0%	30.3%
Improving equality of opportunity	17.9%	10.9%	0.0%	8.3%	23.5%	0.0%	10.0%	6.1%
Rural development	15.4%	10.9%	16.7%	8.3%	11.8%	0.0%	15.0%	15.2%
Food security	0.0%	4.3%	0.0%	0.0%	0.0%	20.0%	0.0%	6.1%
Climate change	2.6%	15.2%	3.3%	8.3%	0.0%	0.0%	5.0%	12.1%
Other	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**C. Overall Attitudes toward the World Bank (continued)**

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in China.

**Overall Attitudes toward the World Bank**

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in China	39	7.33	2.38	44	7.95	1.87	29	8.07	1.71	12	6.75	2.18	16	6.94	2.54	10	8.60	.97	20	7.50	1.57	30	7.53	1.85
The Bank's work is aligned with what I consider the development priorities for this country	38	7.18	1.75	45	8.11	1.54	30	8.07	1.53	11	6.64	1.80	16	7.19	1.64	10	8.40	1.84	20	7.30	1.66	30	7.43	1.76
The Bank's work reflects its own mission of poverty reduction	39	7.97	1.65	45	8.22	1.88	29	7.76	1.96	12	7.67	1.56	17	7.76	2.39	10	9.20	1.03	20	7.75	1.21	33	6.94	1.97
The World Bank treats clients and stakeholders in China with respect	39	8.00	1.45	45	8.13	1.87	29	8.10	1.50	10	7.30	1.77	17	8.12	1.50	10	8.80	1.32	20	7.85	.93	27	7.33	2.25
The World Bank is responsive	39	8.08	1.36	42	8.07	1.84	28	8.36	1.16	11	7.18	2.18	15	7.73	1.62	10	8.40	1.17	19	7.63	1.12	28	7.46	1.90
Overall, I like to work/interact with Bank staff	38	8.11	1.77	44	8.36	1.56	28	8.71	1.82	11	8.09	1.22	15	8.27	2.02	10	9.10	1.10	20	8.30	1.30	30	7.90	1.90
In general, the strategies that the Bank supports are sustainable over time	38	8.26	1.66	45	8.36	1.69	29	8.76	1.15	11	7.36	1.57	17	6.47	1.62	10	8.90	1.10	19	7.68	1.29	29	7.93	1.69
The Bank's work promotes the empowerment of poor people to participate in development	38	7.61	1.94	44	7.66	1.89	29	8.24	1.79	12	7.00	2.37	16	7.00	1.97	10	8.20	1.81	17	6.82	1.67	29	6.83	1.93
The Bank gives appropriate priority to growth issues	37	7.78	1.69	41	7.90	1.55	27	7.78	1.67	11	7.45	1.21	15	6.93	1.33	10	8.10	2.77	20	7.50	1.05	28	7.18	1.59

**D. The Work of the World Bank**

How important is it for the World Bank to be involved in that particular area of work in China? (Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

**The Work of the World Bank: Importance**

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	38	8.05	2.42	45	8.18	1.77	28	8.00	1.78	11	8.45	1.69	16	8.50	1.51	10	8.80	1.55	19	8.21	1.47	33	8.12	1.80
Helping to bring about economic growth	36	7.72	1.99	45	7.71	1.60	29	7.38	1.78	12	6.83	2.29	16	7.62	2.09	10	8.60	1.65	18	7.94	1.83	33	7.30	2.27
Encouraging greater transparency in governance	34	7.97	1.93	44	7.82	2.03	29	7.55	1.86	12	7.00	2.63	16	8.50	1.97	10	8.30	1.77	19	8.32	1.06	29	7.97	2.11
Helping to strengthen the private sector	31	7.16	2.31	43	6.67	2.18	28	6.54	2.35	12	6.75	1.71	16	7.31	2.41	10	8.90	1.60	18	7.83	1.42	27	8.00	1.78
Helping to strengthen the financial system	33	7.39	2.03	42	6.90	1.88	28	6.89	2.22	11	7.73	1.85	14	8.00	1.75	10	8.30	1.70	18	8.50	1.10	27	8.15	1.73
Reducing economic and social inequality	37	7.68	2.11	43	7.58	1.98	29	7.21	2.14	12	7.33	2.93	16	8.56	1.75	10	8.20	1.87	19	8.47	1.35	31	8.23	1.71
Helping to strengthen the education sector	38	7.87	1.96	43	7.72	1.62	28	7.61	1.95	11	7.27	1.79	15	8.00	1.13	10	8.60	1.51	18	8.56	1.34	29	8.03	1.68
Helping to strengthen the health sector	37	8.05	2.04	43	7.81	1.52	28	7.71	1.70	11	7.73	1.68	16	7.50	1.51	10	8.20	1.75	18	8.33	1.28	29	8.00	1.75
Ensuring that attention is paid to gender disparities	37	7.35	2.32	43	7.07	2.05	29	7.79	1.76	10	7.80	1.75	16	7.44	2.58	10	8.40	1.84	17	8.18	1.19	31	7.81	1.74
Helping to strengthen agricultural development	36	7.83	1.86	43	7.77	1.62	30	8.13	1.41	11	7.36	1.75	16	8.25	1.29	10	8.30	2.11	19	8.32	1.77	27	7.89	1.74
Helping to strengthen infrastructure development	36	7.03	2.56	43	7.91	1.49	29	8.14	1.33	11	6.73	1.74	16	6.75	2.32	10	8.90	1.10	19	8.16	1.80	30	7.73	2.16
Helping to strengthen environment and natural resources management	37	8.22	1.83	44	8.32	1.29	29	8.45	1.24	12	8.00	1.54	16	8.31	1.66	10	8.80	1.32	20	8.80	1.15	30	8.70	1.15
Helping to strengthen the social protection sector	37	7.57	2.32	41	7.46	1.80	26	7.50	1.77	12	7.58	2.68	15	8.20	1.42	10	8.50	1.35	18	9.00	1.08	28	8.11	1.52
Helping to empower communities to participate in their own development	35	7.23	2.18	39	7.03	1.75	29	7.72	1.77	11	6.91	2.66	15	8.20	2.01	10	8.00	1.83	19	8.32	1.20	28	7.82	1.68
Helping China adapt to/avert risk of climate change	35	7.34	2.39	41	7.44	1.72	28	8.00	1.47	12	7.33	2.50	15	7.73	1.75	9	8.33	1.87	18	7.89	1.53	29	8.07	1.94

**D. The Work of the World Bank (continued)**

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in China? (Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

**The Work of the World Bank: Effectiveness**

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	37	6.76	2.05	44	7.36	1.64	29	7.10	1.95	11	6.64	1.91	15	7.47	1.73	10	8.50	1.51	19	7.11	1.10	28	7.43	1.75
Helping to bring about economic growth	34	6.65	1.77	46	7.04	1.56	29	7.03	1.61	12	6.25	2.14	15	6.67	1.45	10	8.40	1.58	19	7.05	1.22	27	7.00	1.73
Encouraging greater transparency in governance	32	6.25	1.72	44	6.52	1.55	29	7.10	1.86	12	5.67	1.97	15	6.00	1.85	10	7.10	1.91	17	6.53	1.59	24	6.58	2.36
Helping to strengthen the private sector	28	5.82	1.47	41	5.46	1.48	25	6.12	2.15	12	5.92	1.62	15	6.07	2.05	10	7.80	1.75	17	6.71	1.21	23	6.74	2.03
Helping to strengthen the financial system	28	6.04	1.43	41	6.05	1.66	26	6.69	1.62	11	6.82	1.25	14	6.07	2.13	10	7.60	1.65	17	6.76	1.52	22	6.59	1.99
Reducing economic and social inequality	34	6.12	1.47	42	6.10	1.72	29	6.38	1.80	12	5.75	2.14	14	5.71	1.49	10	7.30	1.89	19	6.05	1.58	25	6.24	2.11
Helping to strengthen the education sector	34	6.24	1.92	42	6.67	1.48	26	6.81	1.81	10	6.60	1.58	14	6.50	1.65	10	7.60	1.58	17	6.53	1.77	24	6.71	1.94
Helping to strengthen the health sector	33	6.24	1.68	42	6.79	1.47	26	6.85	1.59	11	6.45	2.16	14	6.93	1.38	10	7.80	1.55	17	6.47	1.94	23	6.87	1.96
Ensuring that attention is paid to gender disparities	35	6.17	1.77	41	6.27	1.28	28	7.18	1.70	10	6.90	1.79	14	6.43	1.91	10	7.30	1.77	17	6.82	1.42	24	6.29	2.18
Helping to strengthen agricultural development	33	6.76	1.68	43	7.00	1.51	28	7.43	1.35	11	7.18	1.78	15	7.20	1.66	10	7.50	2.42	18	6.61	1.50	21	7.00	2.00
Helping to strengthen infrastructure development	33	7.36	1.75	43	7.79	1.64	29	7.97	1.15	11	6.82	1.54	15	6.47	2.36	10	8.60	1.35	19	7.11	1.49	23	7.26	2.07
Helping to strengthen environment and natural resources management	34	6.65	1.77	44	7.30	1.75	29	8.00	1.56	11	6.45	1.81	14	6.29	2.02	10	7.90	1.52	18	7.06	1.35	24	7.21	1.93
Helping to strengthen the social protection sector	34	6.62	1.35	41	6.24	1.55	26	6.69	1.64	11	6.18	2.23	13	6.77	1.54	10	7.60	1.07	16	6.69	1.49	21	7.10	2.05
Helping to empower communities to participate in their own development	31	6.19	1.68	39	5.95	1.39	27	7.22	1.80	10	5.40	2.17	14	6.50	2.10	10	6.70	2.00	18	6.61	1.24	22	6.55	2.20
Helping China adapt to/avert risk of climate change	31	6.29	1.62	40	6.55	1.50	28	7.39	1.45	11	6.73	1.79	13	6.23	1.88	9	7.22	2.05	17	6.59	1.18	24	6.88	2.42

**E. The Way the World Bank does Business**

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".

**The Way the World Bank does Business**

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Technical competence	35	7.29	2.11	42	7.83	1.61	27	8.00	1.07	12	7.25	1.22	17	7.94	1.39	10	8.10	1.45	14	7.43	1.22	31	7.26	1.83
Producing knowledge and research that are useful	38	7.68	1.74	45	7.78	1.57	29	7.90	1.37	11	7.27	1.49	17	7.88	1.65	10	8.60	1.35	19	7.95	1.31	31	7.45	1.86
Sharing knowledge about international best practices	38	8.05	1.16	45	8.07	1.30	29	8.21	1.05	12	7.67	1.30	17	8.71	.99	10	9.00	1.25	18	7.94	1.30	33	7.79	1.36
Adapting its knowledge to your country's needs	37	7.14	1.75	44	7.07	1.55	30	7.63	1.38	12	6.83	1.99	16	7.25	1.69	10	8.40	1.35	18	6.89	1.02	29	6.86	1.55
Helping to facilitate south-south learning and cooperation	30	6.97	1.85	34	7.21	1.90	25	7.20	1.63	10	6.30	1.89	15	7.40	1.96	10	8.10	1.52	17	7.12	1.36	25	7.36	1.68
Ensuring its staff is accessible	34	7.88	1.81	43	7.30	2.03	27	8.15	1.59	11	7.64	1.57	16	7.94	1.77	10	8.60	1.71	18	7.78	1.44	29	7.34	1.97
Providing sound policy and economic advice	36	7.47	1.73	43	7.67	1.70	28	8.11	1.45	11	7.45	1.37	17	8.24	1.09	10	8.50	1.27	18	7.61	1.14	30	7.80	1.37
Promoting the inclusion of local communities in the development of strategies	35	7.69	1.23	42	7.36	1.65	27	8.11	1.53	10	7.50	1.72	15	7.40	1.50	10	8.30	1.25	17	7.24	1.20	27	6.81	1.94
Promoting the inclusion of civil society in the development of strategies	33	7.48	1.37	38	6.95	1.79	26	7.92	1.44	10	7.40	1.51	15	7.33	2.38	10	8.60	1.26	16	6.89	1.08	25	6.12	2.09
Giving appropriate priority to poverty reduction	35	8.23	1.37	42	7.88	1.66	29	8.45	1.30	10	7.90	1.37	16	7.63	1.54	10	9.00	1.25	17	7.47	.94	30	7.47	1.74

**F. Project/Program Related Issues**

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

**Project/Program Related Issues**

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	34	7.09	1.91	43	6.67	2.22	29	6.83	2.35	12	6.33	2.15	16	6.38	1.67	10	7.60	1.51	17	6.53	1.23	28	6.14	2.21
The Bank disburses funds promptly	36	7.00	2.12	40	7.55	2.16	30	8.30	1.47	10	6.60	2.27	13	8.15	1.46	9	7.89	1.36	15	6.73	1.53	26	6.96	2.32
The Bank works efficiently	38	6.45	1.95	43	6.70	2.24	28	7.43	2.04	12	5.92	2.11	15	8.60	1.18	9	8.11	1.17	16	6.81	1.17	28	6.36	2.51
The Bank effectively monitors and evaluates the projects and programs it supports	38	7.68	1.38	43	7.42	2.24	30	8.40	1.43	11	7.27	1.56	17	8.06	1.75	10	8.30	1.34	16	7.69	1.14	26	7.54	1.53
The Bank helps to build capacity at the community level	26	7.19	1.81	40	6.80	1.98	23	8.00	1.24	9	6.78	1.64	15	7.07	1.67	10	8.10	1.66	16	7.06	.77	23	6.83	1.99
The Bank helps to build capacity of government officials	37	7.46	1.88	40	7.13	1.90	29	7.79	1.84	10	6.60	1.58	13	7.38	1.76	10	8.30	1.42	16	7.44	1.41	26	7.12	1.84
The Bank and partners in government collaborate well together on Bank supported programs and projects in China	39	7.79	1.47	44	8.09	1.85	30	8.27	1.36	10	7.10	1.79	12	7.42	1.24	10	8.70	1.16	15	7.93	1.33	26	7.58	1.79
The Bank helps to strengthen institutional capacity	35	7.77	1.55	42	7.64	1.54	29	8.52	1.27	10	7.30	1.49	15	7.53	1.36	10	8.50	1.18	18	7.33	.91	27	7.67	1.47
The Bank safeguards against corruption in projects/programs that it funds with its procurement rules	37	8.41	1.48	45	8.27	1.40	29	8.86	1.19	11	7.00	2.32	13	8.00	1.58	9	9.11	.93	13	8.15	1.72	26	8.12	1.28
The Bank's procurement requirements are reasonable	35	7.71	2.04	43	7.77	1.63	28	8.18	1.56	10	7.30	2.11	12	7.92	1.24	9	8.89	.93	13	7.69	1.38	27	7.48	1.72

### G. The Future Role of the World Bank in China

#### The Future Role of the World Bank in China

Which of the following best describes your current position?

	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in China's development in the next five years?	39	7.59	1.87	43	8.56	1.78	29	8.24	1.81	12	8.00	1.65	16	8.56	1.41	10	8.90	1.10	20	8.55	1.00	31	8.00	2.37

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

#### Which one of the following should the Bank do to make itself of greater value in China? (Choose only ONE)

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Improve the quality of its experts as related to China's specific challenges	53.8%	24.4%	41.4%	41.7%	11.8%	60.0%	25.0%	48.4%
Focus primarily on advice and advocacy issues	10.3%	11.1%	10.3%	33.3%	29.4%	20.0%	30.0%	19.4%
Improve the competitiveness of its financing compared to markets	0.0%	8.9%	0.0%	0.0%	0.0%	3.4%	0.0%	16.1%
Greater collaboration within the World Bank Group	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Offer more innovative financial products	0.0%	20.0%	10.3%	8.3%	11.8%	10.0%	5.0%	6.5%
Offer more innovative knowledge services	35.9%	33.3%	34.5%	16.7%	41.2%	10.0%	40.0%	9.7%
Other	0.0%	2.2%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%

#### Which one of the following do you consider the greatest obstacle to the Bank playing a significant role in China's development over the medium term? (Please mark only one response)

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
The World Bank's financing is not competitive enough	7.9%	25.0%	3.6%	16.7%	23.5%	20.0%	15.8%	23.3%
The quality of World Bank experts as related to China's specific challenges	31.6%	6.8%	7.1%	33.3%	35.3%	40.0%	47.4%	23.3%
The number and complexity of the procedures involved in obtaining World Bank financing	55.3%	61.4%	85.7%	41.7%	23.5%	20.0%	26.3%	40.0%
The World Bank's office in China is too small	5.3%	6.8%	0.0%	0.0%	17.6%	20.0%	5.3%	6.7%
The World Bank's office in China is too big	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	3.6%	8.3%	0.0%	0.0%	5.3%	6.7%

### H. Communication and Outreach

#### Where do you get most of your information about economic and social development issues in China? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Local newspapers	43.6%	63.0%	56.7%	50.0%	29.4%	20.0%	35.0%	30.3%
International newspapers	0.0%	0.0%	0.0%	8.3%	5.9%	30.0%	0.0%	15.2%
Local radio	2.6%	4.3%	3.3%	0.0%	5.9%	0.0%	5.0%	6.1%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Local television	30.8%	43.5%	43.3%	41.7%	47.1%	10.0%	20.0%	33.3%
International television	2.6%	2.2%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Periodicals	10.3%	13.0%	3.4%	0.0%	5.9%	20.0%	25.0%	15.2%
Internet	79.5%	63.0%	80.0%	91.7%	82.4%	90.0%	90.0%	81.8%
Other	12.8%	2.2%	0.0%	0.0%	0.0%	10.0%	0.0%	3.0%

**H. Communication and Outreach (continued)****Where do you get most of your information about the World Bank's development activities in China? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Local newspapers	2.6%	15.2%	3.4%	18.2%	5.9%	0.0%	0.0%	3.1%
International newspapers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local radio	2.6%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	5.1%	6.5%	3.4%	18.2%	11.8%	0.0%	0.0%	0.0%
International television	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Periodicals	2.6%	4.3%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	3.1%
Internet	25.6%	26.1%	37.9%	63.6%	64.7%	40.0%	20.0%	31.3%
World Bank conferences, seminars, workshops	46.2%	47.8%	37.9%	9.1%	29.4%	60.0%	55.0%	37.5%
World Bank publications, materials	23.1%	17.4%	10.3%	27.3%	41.2%	20.0%	20.0%	21.9%
World Bank website	33.3%	32.6%	51.7%	18.2%	29.4%	20.0%	45.0%	37.5%
World Bank Public Information Center (PIC)	2.6%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	3.1%
Direct contact/interaction with World Bank staff	30.8%	32.6%	44.8%	45.5%	11.8%	50.0%	40.0%	53.1%
Other	7.7%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**How you would prefer to receive information from the World Bank? (Choose no more than TWO) (Combined Responses)**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
World Bank website	46.2%	52.2%	72.4%	33.3%	35.3%	20.0%	75.0%	33.3%
Face to face meetings/discussions	46.2%	28.3%	37.9%	66.7%	29.4%	40.0%	20.0%	51.5%
e-Newsletters	25.6%	15.2%	10.3%	8.3%	29.4%	40.0%	35.0%	21.2%
Workshops/conferences	48.7%	63.0%	48.3%	66.7%	41.2%	40.0%	45.0%	54.5%
Mobile phones	5.1%	2.2%	0.0%	8.3%	5.9%	10.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	5.1%	10.9%	17.2%	0.0%	17.6%	40.0%	0.0%	12.1%
Blogs	2.6%	6.5%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Other	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Do you have access to the Internet:**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Yes	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**I use/have used the World Bank website:**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Yes	74.4%	71.7%	89.7%	66.7%	70.6%	100.0%	85.0%	90.9%
No	25.6%	28.3%	10.3%	33.3%	29.4%	0.0%	15.0%	9.1%

**I primarily use:**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
The World Bank's country website	65.7%	72.2%	69.6%	25.0%	91.7%	70.0%	33.3%	37.9%
The World Bank's main website	34.3%	27.8%	30.4%	75.0%	8.3%	30.0%	66.7%	62.1%

**I use/have used the World Bank's Public Information Centers (PICs) in China:**

Percentage of Respondents	Employee of a Ministry	Local Government	Project Mgmt. Office-Local	Financial Sector	NGO	Media	Academia	Other
Yes	12.8%	47.4%	51.9%	41.7%	35.3%	90.0%	25.0%	31.3%
No	30.8%	15.8%	11.1%	16.7%	35.3%	0.0%	20.0%	18.8%
I don't know what PIC is	56.4%	36.8%	37.0%	41.7%	29.4%	10.0%	55.0%	50.0%

**H. Communication and Outreach (continued)**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.

**Communication and Outreach**

Which of the following best describes your current position?

	Which of the following best describes your current position?																							
	Employee of a Ministry			Local Government			Project Management Office (Local)			Financial Sector			NGO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's PIC is a valuable source of information related to development in China.	8	7.75	1.04	21	7.10	1.89	12	8.00	1.76	6	7.67	1.86	8	6.63	2.07	8	9.13	1.25	6	8.00	1.79	14	8.21	1.72
I find the Bank websites easy to navigate	21	7.95	1.66	26	7.08	1.72	23	7.04	1.66	7	8.14	1.21	12	7.42	1.78	10	9.00	.94	14	7.93	1.21	30	7.80	1.73
I find the information on the Bank's websites useful	22	7.68	1.64	25	7.76	1.64	23	7.96	1.36	7	7.57	1.99	12	7.08	2.27	9	8.22	1.30	14	8.14	1.03	28	7.43	1.69
When I need information from the World Bank I know how to find it	32	7.97	2.09	33	8.18	1.81	26	7.96	1.66	9	7.78	1.20	15	7.93	2.43	10	9.80	.42	17	8.00	1.32	29	7.34	1.90
The Bank is responsive to my information requests and inquiries	28	8.00	2.04	23	8.13	1.49	23	8.00	2.09	7	8.00	1.29	9	8.00	2.40	9	9.56	.73	13	8.62	.87	18	7.72	2.30

## Appendix C: Responses to All Questions by Geographic Location

### A. Background Information

#### Background Information

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in China on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	113	6.50	2.04	88	7.55	2.04

### B. General Issues facing China

#### General Issues facing China

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in China	112	7.23	1.83	85	7.75	1.78

Please identify which one of these you consider the *first most important* development priority.

Percentage of Respondents	Beijing	Other Areas
Government effectiveness/governance	24.6%	17.0%
Communicable and non-communicable diseases	0.0%	0.0%
Economic growth	10.5%	13.6%
Corruption	8.8%	3.4%
SOE reform	0.0%	0.0%
Completing the transition to a market economy	5.3%	9.1%
Improving the investment climate	0.9%	1.1%
Social stability	5.3%	11.4%
Inequality	12.3%	11.4%
Access to quality education	0.9%	2.3%
Access to quality health services	0.0%	2.3%
Urban development	0.9%	0.0%
Innovation	1.8%	2.3%
Poverty	0.9%	0.0%
Effectiveness of law and justice system	1.8%	1.1%
Quality of Growth	9.7%	13.6%
Basic infrastructure	0.0%	1.1%
Fiscal system reform	1.8%	1.1%
Environmental improvement and natural resource management	0.0%	3.4%
Energy efficiency	0.9%	1.1%
Increase domestic consumption	0.0%	0.0%
Employment/ income generating opportunities	1.8%	1.1%
Private sector growth/investment	1.8%	0.0%
Rural and agricultural development	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Trade and exports	0.0%	0.0%
Climate change	0.0%	0.0%
Food security	0.0%	0.0%
Financial sector reform	0.9%	2.3%
Social protection	5.3%	1.1%
Conservation and management of water resources	0.9%	0.0%
Other	3.5%	0.0%

## B. General Issues facing China (continued)

Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Beijing	Other Areas
Government effectiveness/governance	18.6%	11.4%
Communicable and non-communicable diseases	0.0%	0.0%
Economic growth	0.9%	8.0%
Corruption	2.7%	6.8%
SOE reform	0.0%	1.1%
Completing the transition to a market economy	3.5%	3.4%
Improving the investment climate	2.7%	3.4%
Social stability	7.1%	9.1%
Inequality	13.3%	5.7%
Access to quality education	4.4%	1.1%
Access to quality health services	0.9%	0.0%
Urban development	0.9%	2.3%
Innovation	6.2%	9.1%
Poverty	1.8%	2.3%
Effectiveness of law and justice system	8.0%	5.7%
Quality of Growth	8.0%	0.0%
Basic infrastructure	0.9%	0.0%
Fiscal system reform	0.0%	0.0%
Environmental improvement and natural resource management	0.9%	10.2%
Energy efficiency	0.0%	2.3%
Increase domestic consumption	0.9%	4.5%
Employment/ income generating opportunities	0.9%	3.4%
Private sector growth/investment	3.5%	1.1%
Rural and agricultural development	0.9%	2.3%
Regulatory framework	0.9%	1.1%
Trade and exports	0.0%	0.0%
Climate change	0.9%	1.1%
Food security	0.0%	0.0%
Financial sector reform	0.0%	0.0%
Social protection	8.0%	4.5%
Conservation and management of water resources	2.7%	0.0%
Other	0.0%	0.0%

Which **TWO** areas of development listed below do you believe would contribute most to reducing poverty in China?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Improving agriculture development	19.0%	14.4%
Reducing corruption	8.6%	4.4%
Strengthening public institutions	15.5%	8.9%
Enhancing the opportunity for private sector growth/investment	12.9%	6.7%
Improving infrastructure development	12.1%	13.3%
Increasing access to quality education	20.7%	24.4%
Reducing inequality	31.9%	30.0%
Sustaining economic growth	21.6%	20.2%
Increasing access to quality health services	0.9%	0.0%
Protecting the environment and natural resources	1.7%	5.6%
Increasing income generating activities/ employment	12.9%	25.6%
Ensuring food security	1.7%	2.2%
Ensuring social stability	2.6%	3.3%
Strengthening social protection	35.3%	38.9%
Other	1.7%	0.0%

Which **TWO** areas below do you believe would contribute most to generating faster economic growth in China?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Increasing agricultural productivity	12.1%	19.3%
Reducing corruption	22.4%	33.0%
Strengthening public institutions	33.6%	26.1%
Enhancing the opportunity for private sector growth/investment	59.5%	53.4%
Infrastructure development	14.7%	19.3%
Improving access to and/or quality of education	28.4%	18.2%
Improving access to and/or quality of health care	0.9%	2.3%
Strengthening the regulatory framework for doing business	17.2%	12.5%
Enhancing the environment for increased foreign direct investment	1.7%	8.0%
Improving trade and exports	2.6%	3.4%
Other	3.4%	0.0%

### C. Overall Attitudes toward the World Bank

#### Overall Attitude toward the World Bank

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in China, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective"	110	7.57	1.51	90	8.07	1.61
To what extent do the World Bank's financial instruments meet the needs of China, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	93	6.42	1.81	85	7.22	2.07
To what extent does the World Bank meet China's needs for knowledge services, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very significant degree"?	102	6.83	1.79	86	6.85	2.15

Based on your observations of the World Bank in China, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than THREE) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Poverty reduction	44.0%	34.8%
Economic growth	10.3%	18.0%
Climate change	8.6%	11.2%
MSE development and access to finance	20.7%	12.4%
Equal access to and/or quality education	16.4%	13.5%
Renewable energy and improving energy efficiency	12.1%	16.9%
Conservation and management of water resources	8.6%	9.0%
Effectiveness of law and justice system	12.1%	2.2%
Opportunity for private sector growth/Investment	12.9%	10.1%
Post-disaster recovery and reconstruction	0.9%	2.2%
Equal access to and/or health services	4.3%	5.6%
Employment/income generating opportunities	11.2%	9.0%
Environmental improvement and natural resource management	21.6%	42.7%
Basic infrastructure	11.2%	21.3%
Regulatory framework	11.2%	3.4%
Communicable and non-communicable diseases	1.7%	2.2%
Government effectiveness/governance	19.8%	13.5%
Social protection	17.2%	6.7%
Fiscal system reform	8.6%	3.4%
Technical and vocational education	7.8%	11.2%
Highway and waterway transport systems	2.6%	3.4%
Conservation of cultural heritage	3.4%	2.2%
Agriculture development and food security	5.2%	10.1%
Financial sector reform	9.5%	3.4%
Urban development	4.3%	15.7%
Modern and integrated railway	0.9%	0.0%
Other	2.6%	0.0%

In your opinion, what should be the level of involvement of the World Bank in China's development strategies?

Percentage of Respondents	Beijing	Other Areas
The Bank should be more involved	59.6%	68.6%
The Bank is currently involved at an optimum level	29.4%	25.6%
The Bank should be less involved	4.6%	1.2%
The Bank shouldn't be involved at all	0.0%	1.2%
Don't know	6.4%	3.5%

In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to China?

Percentage of Respondents	Beijing	Other Areas
Pilot innovation that can be scaled up if successful	14.0%	20.5%
Policy and economic advice	15.8%	8.0%
Convener/facilitator	1.8%	3.4%
Transfer of international best practices	23.7%	21.6%
Technical advice	2.6%	0.0%
New concepts and innovation	19.3%	26.1%
Ability to build institutional capacity	15.8%	11.4%
Financial resources	6.1%	8.0%
Ability to mobilize resources	0.0%	1.1%
Other	0.9%	0.0%

### C. Overall Attitudes toward the World Bank (continued)

What is the "second greatest" value?

Percentage of Respondents	Beijing	Other Areas
Pilot innovation that can be scaled up if successful	14.0%	16.1%
Policy and economic advice	9.6%	5.7%
Convener/facilitator	3.5%	0.0%
Transfer of international best practices	22.8%	14.9%
Technical advice	2.6%	2.3%
New concepts and innovation	18.4%	24.1%
Ability to build institutional capacity	17.5%	15.1%
Financial resources	9.6%	20.7%
Ability to mobilize resources	2.6%	1.1%
Other	0.9%	0.0%

Which of the following do you identify as the Bank's greatest weaknesses in its work in China? (Choose no more than TWO)  
(Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Imposing technocratic solutions without regard to political realities	15.9%	25.6%
Not exploring alternative policy options	8.4%	12.8%
Staff too inaccessible	0.9%	0.0%
Is disrespectful to local sensitivities	5.6%	2.3%
Too influenced by the US	11.2%	22.1%
Not enough public disclosure of its work	22.4%	10.5%
World Bank processes too slow and complex	51.4%	59.3%
Inadequately aligned with country priorities	7.5%	1.2%
Fails to adapt global knowledge to local conditions	26.2%	28.2%
Is arrogant in its approach	0.9%	0.0%
Other	3.7%	1.2%

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in China? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Education	10.3%	16.7%
Health	0.9%	4.4%
Social protection	19.8%	20.0%
Transport	2.6%	3.3%
Poverty	12.9%	11.1%
Governance	15.5%	6.7%
Anti-corruption	9.5%	8.9%
Enhanced business environment for private sector development	12.9%	8.9%
Energy	6.9%	5.6%
Agricultural development	5.2%	4.4%
Water and sanitation	1.7%	5.6%
Monitoring and evaluation	4.3%	2.2%
Public expenditure	4.3%	1.1%
Public sector performance	10.3%	7.8%
Labor markets/job creation	4.3%	5.6%
Financial markets	6.9%	2.2%
Urban/metropolitan development	6.0%	7.8%
Environmental sustainability/natural resources management	22.4%	45.6%
Improving equality of opportunity	12.9%	6.7%
Rural development	13.8%	12.2%
Food security	3.4%	2.2%
Climate change	5.2%	10.0%
Other	2.6%	0.0%

### C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in China.

#### Overall Attitude toward the World Bank

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in China	112	7.57	1.99	87	7.71	2.00
The Bank's work is aligned with what I consider the development priorities for this country	110	7.43	1.74	89	7.82	1.66
The Bank's work reflects its own mission of poverty reduction	116	7.78	1.75	88	7.94	1.97
The World Bank treats clients and stakeholders in China with respect	109	7.83	1.70	88	8.10	1.64
The World Bank is responsive	108	7.79	1.51	84	8.10	1.69
Overall, I like to work/interact with Bank staff	110	8.06	1.84	86	8.60	1.39
In general, the strategies that the Bank supports are sustainable over time	109	7.96	1.66	88	8.23	1.63
The Bank's work promotes the empowerment of poor people to participate in development	108	7.26	1.93	86	7.81	1.81
The Bank gives appropriate priority to growth issues	107	7.59	1.64	82	7.66	1.58

### D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in China?

(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)

#### The Work of the World Bank: Importance

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	113	8.27	1.93	87	8.10	1.73
Helping to bring about economic growth	110	7.71	2.01	88	7.50	1.82
Encouraging greater transparency in governance	105	7.97	1.92	87	7.91	1.86
Helping to strengthen the private sector	99	7.74	1.99	85	6.66	2.17
Helping to strengthen the financial system	99	7.82	1.89	84	7.21	1.93
Reducing economic and social inequality	110	7.93	1.91	86	7.78	2.00
Helping to strengthen the education sector	108	7.99	1.72	84	7.79	1.70
Helping to strengthen the health sector	106	7.94	1.78	86	7.87	1.55
Ensuring that attention is paid to gender disparities	109	7.57	2.02	84	7.61	1.96
Helping to strengthen agricultural development	105	7.93	1.81	87	7.98	1.49
Helping to strengthen infrastructure development	108	7.55	2.19	86	7.81	1.67
Helping to strengthen environment and natural resources management	110	8.47	1.49	87	8.38	1.32
Helping to strengthen the social protection sector	106	8.04	1.84	80	7.70	1.76
Helping to empower communities to participate in their own development	105	7.70	1.97	80	7.47	1.67
Helping China adapt to/avert risk of climate change	103	7.77	2.11	83	7.60	1.62

### D. The Work of the World Bank (continued)

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in China?  
(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)

The Work of the World Bank: Effectiveness

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	106	7.28	1.78	87	7.14	1.79
Helping to bring about economic growth	102	7.07	1.65	89	6.87	1.65
Encouraging greater transparency in governance	95	6.48	1.87	87	6.60	1.71
Helping to strengthen the private sector	91	6.41	1.77	79	5.86	1.77
Helping to strengthen the financial system	89	6.54	1.69	80	6.31	1.70
Reducing economic and social inequality	100	6.15	1.75	84	6.26	1.69
Helping to strengthen the education sector	96	6.50	1.78	81	6.79	1.66
Helping to strengthen the health sector	95	6.53	1.82	81	6.95	1.52
Ensuring that attention is paid to gender disparities	98	6.51	1.82	81	6.60	1.59
Helping to strengthen agricultural development	94	7.00	1.77	85	7.08	1.54
Helping to strengthen infrastructure development	97	7.37	1.84	86	7.60	1.61
Helping to strengthen environment and natural resources management	96	6.96	1.81	87	7.41	1.70
Helping to strengthen the social protection sector	93	6.86	1.55	78	6.46	1.58
Helping to empower communities to participate in their own development	92	6.40	1.83	78	6.46	1.66
Helping China adapt to/avert risk of climate change	90	6.76	1.84	82	6.62	1.57

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".

The Way the World Bank does Business

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
Technical competence	105	7.47	1.79	82	7.83	1.37
Producing knowledge and research that are useful	113	7.73	1.66	86	7.83	1.50
Sharing knowledge about international best practices	114	8.08	1.33	87	8.14	1.14
Adapting its knowledge to your country's needs	108	7.22	1.59	87	7.14	1.57
Helping to facilitate south-south learning and cooperation	96	7.18	1.65	70	7.21	1.90
Ensuring its staff is accessible	105	7.74	1.78	83	7.70	1.87
Providing sound policy and economic advice	109	7.76	1.48	84	7.83	1.53
Promoting the inclusion of local communities in the development of strategies	102	7.43	1.52	81	7.59	1.64
Promoting the inclusion of civil society in the development of strategies	99	7.14	1.84	74	7.30	1.68
Giving appropriate priority to poverty reduction	106	7.95	1.46	83	7.99	1.57

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

#### Project/Program Related Issues

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	103	6.77	1.93	85	6.62	2.14
The Bank disburses funds promptly	97	7.10	2.01	82	7.79	1.95
The Bank works efficiently	104	6.73	2.09	84	7.08	2.12
The Bank effectively monitors and evaluates the projects and programs it supports	105	7.70	1.41	86	7.84	1.96
The Bank helps to build capacity at the community level	89	7.13	1.67	73	7.21	1.82
The Bank helps to build capacity of government officials	102	7.39	1.72	79	7.37	1.89
The Bank and partners in government collaborate well together on Bank supported programs and projects in China	101	7.80	1.56	85	8.04	1.64
The Bank helps to strengthen institutional capacity	103	7.67	1.40	83	7.95	1.47
The Bank safeguards against corruption in projects/programs that it funds with its procurement rules	96	8.21	1.49	87	8.41	1.51
The Bank's procurement requirements are reasonable	93	7.72	1.75	84	7.92	1.62

### G. The Future Role of the World Bank in China

#### The Future Role of the World Bank in China

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in China's development in the next five years?	114	8.16	1.76	85	8.28	1.87

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

#### Which one of the following should the Bank do to make itself of greater value in China? (Choose only ONE)

Percentage of Respondents	Beijing	Other Areas
Improve the quality of its experts as related to China's specific challenges	43.4%	31.5%
Focus primarily on advice and advocacy issues	19.5%	14.6%
Improve the competitiveness of its financing compared to markets	4.4%	5.6%
Greater collaboration within the World Bank Group	0.0%	0.0%
Offer more innovative financial products	3.5%	15.7%
Offer more innovative knowledge services	29.2%	30.3%
Other	0.0%	2.2%

#### Which one of the following do you consider the greatest obstacle to the Bank playing a significant role in China's development over the medium term? (Please mark only one response)

Percentage of Respondents	Beijing	Other Areas
The World Bank's financing is not competitive enough	20.7%	11.6%
The quality of World Bank experts as related to China's specific challenges	32.4%	12.8%
The number and complexity of the procedures involved in obtaining World Bank financing	36.9%	67.4%
The World Bank's office in China is too small	7.2%	5.8%
The World Bank's office in China is too big	0.0%	0.0%
Other	2.7%	2.3%

## H. Communication and Outreach

Where do you get most of your information about economic and social development issues in China?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Local newspapers	35.3%	56.7%
International newspapers	7.8%	1.1%
Local radio	3.4%	4.4%
International radio	0.9%	0.0%
Local television	32.8%	40.0%
International television	1.7%	1.1%
Periodicals	13.8%	9.0%
Internet	81.0%	75.6%
Other	6.0%	1.1%

Where do you get most of your information about the World Bank's development activities in China?  
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
Local newspapers	4.4%	7.9%
International newspapers	0.0%	0.0%
Local radio	2.6%	0.0%
International radio	0.0%	0.0%
Local television	3.5%	6.7%
International television	0.0%	0.0%
Periodicals	1.8%	2.2%
Blogs	1.8%	0.0%
Internet	31.6%	36.0%
World Bank conferences, seminars, workshops	43.0%	41.6%
World Bank publications, materials	24.6%	16.9%
World Bank website	32.5%	40.4%
World Bank Public Information Center (PIC)	0.9%	2.2%
Direct contact/interaction with World Bank staff	38.6%	37.1%
Other	2.6%	1.1%

How would you prefer to receive information from the World Bank? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Beijing	Other Areas
World Bank website	38.8%	62.9%
Face to face meetings/discussions	39.7%	37.1%
e-Newsletters	27.6%	13.5%
Workshops/conferences	48.3%	57.3%
Mobile phones	4.3%	1.1%
Social media (Facebook, Twitter, YouTube)	13.8%	7.9%
Blogs	1.7%	3.4%
Other	0.0%	1.1%

Do you have access to the Internet:

Percentage of Respondents	Beijing	Other Areas
Yes	99.1%	100.0%
No	0.9%	0.0%

I use/have used the World Bank website:

Percentage of Respondents	Beijing	Other Areas
Yes	79.3%	82.0%
No	20.7%	18.0%

I primarily use:

Percentage of Respondents	Beijing	Other Areas
The World Bank's country website	53.6%	69.0%
The World Bank's main website	46.4%	31.0%

I use/have used the World Bank's Public Information Centers (PICs) in China:

Percentage of Respondents	Beijing	Other Areas
Yes	28.9%	48.8%
No	22.8%	16.3%
I don't know what PIC is	48.2%	35.0%

**H. Communication and Outreach (continued)**

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

**Communication and Outreach**

	Which best represents your geographic location?					
	Beijing			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank's PIC is a valuable source of information related to development in China.	39	8.05	1.69	44	7.45	1.86
I find the Bank websites easy to navigate	80	7.93	1.54	63	7.30	1.74
I find the information on the Bank's websites useful	79	7.71	1.55	61	7.72	1.69
When I need information from the World Bank I know how to find it	100	7.93	1.89	71	8.10	1.79
The Bank is responsive to my information requests and inquiries	73	8.08	2.03	57	8.25	1.60

## Appendix D: Responses to All Questions by Year<sup>1</sup>

FY '06 Response Number = 227 • FY '12 Response Number = 207

### A. Background Information

Which of the following describes your current position?

Percentage of Respondents	FY 2006	FY 2012
Local Government	16.9%	22.2%
Employee of a Ministry	36.0%	18.8%
Project Management Office (Local)	8.4%	14.5%
Academia	12.4%	9.7%
NGO	5.3%	8.2%
Financial Sector	-	5.8%
Media	3.1%	4.8%
Project Management Office (Central)	-	4.3%
Bilateral or Multilateral Agency	3.6%	3.4%
State-Owned Enterprise	-	2.4%
Central Bank	-	1.9%
Private Sector	6.7%	1.4%
Other	7.6%	1.4%
Regulatory Agency	-	1.0%

Please identify the primary specialization of your work.

Percentage of Respondents	FY 2006	FY 2012
Economic Management	17.4%	23.4%
Social Services	14.3%	19.4%
Finance, Banking, Insurance	18.3%	13.9%
Infrastructure	10.3%	13.9%
Agriculture, Agribusiness, Forestry	8.9%	8.5%
Other	17.9%	8.0%
Environment, Natural Resource Management	4.9%	7.0%
Communications, Information Services	2.2%	3.0%
Commerce, Trade and Manufacturing	5.8%	1.5%
Law, Justice	0.0%	1.5%

#### Background Information

Variables	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in China on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	226	6.91	1.93	201	6.96	2.10

How long have you been involved with (or a close observer of) the World Bank's activities?

Percentage of Respondents	FY 2006	FY 2012
Less than one year	6.7%	3.9%
One to three years	28.9%	18.4%
More than three years	64.4%	77.7%

Which best represents your geographic location?

Percentage of Respondents	FY 2006	FY 2012
Beijing	56.9%	56.3%
Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei	13.8%	15.0%
Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang	7.6%	12.6%
Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan...	21.8%	16.0%

When thinking about your exposure to the World Bank Group in China, would you say that you have the most interaction with and/or exposure to...

Percentage of Respondents	FY 2006	FY 2012
The World Bank (IBRD)	84.8%	91.8%
The IFC	15.2%	2.6%
Both	-	5.6%

<sup>1</sup> Only those questions that were asked in the FY '06 and FY '12 country surveys, with similar response scales/options, are presented.

## B. General Issues facing China

### General Issues facing China

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in China	216	7.46	1.47	198	7.42	1.87

## C. Overall Attitudes toward the World Bank

### Overall Attitudes toward the World Bank

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in China, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective"	215	7.55	1.32	200	7.79	1.57

On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in China.

### Overall Attitudes toward the World Bank

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in China	216	7.49	1.87	200	7.62	1.99
The Bank's work is aligned with what I consider the development priorities for this country	214	7.37	1.73	200	7.60	1.70
The Bank's work reflects its own mission of poverty reduction	211	7.12	2.09	205	7.83	1.85
The World Bank treats clients and stakeholders in China with respect	204	7.51	1.65	197	7.95	1.67
Overall, I like to work/interact with Bank staff	207	8.14	1.57	196	8.30	1.68
In general, the strategies that the Bank supports are sustainable over time	206	7.77	1.50	198	8.08	1.64
The Bank's work promotes the empowerment of poor people to participate in development	200	7.07	2.02	195	7.47	1.94

## D. The Work of the World Bank: Importance

How important is it for the World Bank to be involved in that particular area of work in China?

(Asked on a 10-point\* importance scale, 1 being Not at all, 10 being Very.)

### The Work of the World Bank: Importance

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	213	7.96	1.76	200	8.20	1.84
Encouraging greater transparency in governance	206	8.21	1.77	193	7.91	1.95
Helping to strengthen the private sector	192	7.26	1.93	185	7.22	2.15
Helping to strengthen the financial system	190	7.51	2.00	183	7.54	1.92
Helping to strengthen the education sector	204	7.99	1.98	192	7.90	1.71
Helping to strengthen the health sector	201	7.96	1.90	192	7.91	1.68
Ensuring that attention is paid to gender disparities	195	7.25	1.92	193	7.59	1.99
Helping to strengthen agricultural development	209	8.03	1.89	192	7.95	1.67
Helping to strengthen infrastructure development	213	7.89	1.69	194	7.66	1.98
Helping to strengthen environment and natural resources management	211	8.41	1.58	198	8.43	1.41
Helping to strengthen the social protection sector	199	7.91	1.93	187	7.86	1.87

\* Responses from the FY '06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### D. The Work of the World Bank: Effectiveness

How effective do you believe the World Bank is in terms of having a positive impact on that area of development in China?

(Asked on a 10-point\* effectiveness scale, 1 being Not at all, 10 being Very.)

The Work of the World Bank: Effectiveness

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	198	6.90	1.49	193	7.22	1.78
Encouraging greater transparency in governance	189	6.35	1.61	183	6.51	1.83
Helping to strengthen the private sector	172	5.98	1.64	171	6.13	1.80
Helping to strengthen the financial system	174	6.07	1.59	169	6.43	1.69
Helping to strengthen the education sector	181	6.44	1.66	177	6.63	1.73
Helping to strengthen the health sector	180	6.50	1.70	176	6.72	1.70
Ensuring that attention is paid to gender disparities	174	6.15	1.66	179	6.55	1.72
Helping to strengthen agricultural development	194	6.86	1.76	179	7.04	1.66
Helping to strengthen infrastructure development	194	7.47	1.60	183	7.48	1.73
Helping to strengthen environment and natural resources management	194	6.79	1.62	184	7.16	1.78
Helping to strengthen the social protection sector	179	6.10	1.54	172	6.65	1.62

\* Responses from the FY'06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below.

(Asked on a 10-point\* effectiveness scale, 1 being Not at all, 10 being Very.)

The Way the World Bank does Business

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
Technical competence	206	7.72	1.56	188	7.62	1.62
Producing knowledge and research that are useful	212	7.77	1.56	200	7.77	1.59
Sharing knowledge about international best practices	213	7.50	1.60	202	8.10	1.25
Adapting its knowledge to your country's needs	212	6.65	1.46	196	7.19	1.58
Ensuring its staff is accessible	212	6.98	1.79	188	7.72	1.81
Promoting the inclusion of local communities in the development of strategies	193	7.02	1.64	183	7.50	1.57
Promoting the inclusion of civil society in the development of strategies	176	6.47	1.73	173	7.21	1.77
Giving appropriate priority to poverty reduction	202	7.57	1.70	189	7.97	1.50

\* Responses from the FY'06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

### F. Project/Program Related Issues

Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

Project/Program Related Issues

	year					
	2006			2012		
	N	Mean	SD	N	Mean	SD
The Bank disburses funds promptly	158	7.22	2.18	179	7.42	2.01
The Bank works efficiently	179	6.75	2.22	189	6.88	2.10
The Bank effectively monitors and evaluates the projects and programs it supports	173	7.46	1.80	191	7.76	1.67
The Bank helps to build capacity at the community level	128	6.47	1.90	162	7.17	1.73
The Bank helps to build capacity of government officials	157	6.86	2.06	181	7.38	1.79
The Bank and partners in government collaborate well together on Bank supported programs and projects in China	163	7.59	1.77	186	7.91	1.60
The Bank helps to strengthen institutional capacity	168	7.30	1.76	186	7.80	1.44
The Bank's procurement requirements are reasonable	156	7.47	1.85	177	7.81	1.69

### G. The Future Role of the World Bank in China

Which one of the following should the World Bank do to make itself of greater value in China?

Percentage of Respondents	FY 2006	FY 2012
Improve the quality of its experts as related to China's specific challenges	20.5%	37.9%
Focus primarily on advice and advocacy issues	-	17.2%
Improve the competitiveness of its financing compared to markets	11.2%	4.9%
Offer more innovative financial products	2.2%	9.4%
Offer more innovative knowledge services	9.8%	29.6%
Other*	56.3%	1.0%

\*Includes response options not included in FY 12 survey, including "Reduce the complexity of obtaining World Bank financing", "Be more strategic in its focus", and "Play a greater role in helping China integrate more globally and regionally".

Which one of the following do you consider the greatest obstacle to the Bank playing a significant role in China's development over the medium term?

Percentage of Respondents	FY 2006	FY 2012
The World Bank's financing is not competitive enough	19.6%	16.7%
The quality of World Bank experts as related to China's specific challenges	25.1%	23.7%
The number and complexity of the procedures involved in obtaining World Bank financing	42.5%	50.5%
The World Bank's office in China is too small	7.3%	6.6%
Other	5.5%	2.5%

### H. Communication and Outreach

I use/have used the World Bank website:

Percentage of Respondents	FY 2006	FY 2012
Yes	78.9%	80.1%
No	21.1%	19.9%

I primarily use:

Percentage of Respondents	FY 2006	FY 2012
The World Bank's country website	68.9%	60.1%
The World Bank's main website	31.1%	39.9%

## Appendix E: China Questionnaire



### **World Bank Client Survey FY12 – CHINA**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in China or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in China, more in-depth insight into how the Bank's work is perceived. This is one tool the Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in China. The World Bank commissioned an independent firm to oversee the logistics of this effort in China. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **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: BACKGROUND INFORMATION**

##### **A1. Which of the following best describes your current position? (Please mark only one response)**

- 1 Employee of a Ministry, Ministerial Department of Central government
- 2 Local Government Official or Staff
- 3 Project Management Office (central level)
- 4 Project Management Office (local level)
- 5 Central Bank
- 6 Financial sector/bank
- 7 NGO
- 8 Regulatory Agency
- 9 State owned enterprise
- 10 Bilateral or Multilateral Agency
- 11 Private Sector Organization
- 12 Consultant/Contracter working on World Bank supported Project/Program
- 13 Media (Press, Radio, TV, Web etc.)
- 14 Academia/Research Institute/Think tank
- 15 Other (please specify): \_\_\_\_\_

**A2. Please identify the primary specialization of your work. (Please mark only one response)**

- 1 Agriculture, Agribusiness, Forestry
- 2 Commerce, Trade and Manufacturing
- 3 Communications, Information Services
- 4 Economic Management
- 5 Environment, Natural Resource Management
- 6 Finance, Banking, Insurance
- 7 Infrastructure (e.g., Transport, Water, Energy)
- 8 Law, Justice
- 9 Social Services (e.g., Education, Health)
- 10 Other (please specify): \_\_\_\_\_

**A3. How familiar are you with the work of the World Bank in China on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar?"**

1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

**A4. How long have you been involved with (or a close observer of) the World Bank's activities?**

- 1 Less than one year
- 2 One to three years
- 3 More than three years

**A5. Which best represents your geographic location?**

- 1 Beijing
- 2 Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei
- 3 Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang
- 4 Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan, Yunnan, Guizhou, Guangxi

**A6. When thinking about your exposure to the World Bank Group in China, would you say that you have the most interaction with and/or exposure to....(Please mark only ONE response)**

1	The World Bank (IBRD)
2	The IFC
3	Both

## SECTION B: GENERAL ISSUES FACING CHINA

**B1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China**

1	2	3	4	5	6	7	8	9	10	11
Extremely Pessimistic								Extremely Optimistic	Don't Know	

<b>B2. Listed below are a number of development priorities in China.</b>			
<b>Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority.</b>		<b>Most Important Development priority (Choose only ONE)</b>	<b>Second Most Important Development priority (Choose only ONE)</b>
1	Government effectiveness/governance	<input type="checkbox"/>	<input type="checkbox"/>
2	Communicable and non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	SOE reform	<input type="checkbox"/>	<input type="checkbox"/>
6	Completing the transition to a market economy	<input type="checkbox"/>	<input type="checkbox"/>
7	Improving the investment climate	<input type="checkbox"/>	<input type="checkbox"/>
8	Social stability	<input type="checkbox"/>	<input type="checkbox"/>
9	Inequality	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to quality education	<input type="checkbox"/>	<input type="checkbox"/>
11	Access to quality health services	<input type="checkbox"/>	<input type="checkbox"/>
12	Urban development	<input type="checkbox"/>	<input type="checkbox"/>
13	Innovation	<input type="checkbox"/>	<input type="checkbox"/>
14	Poverty	<input type="checkbox"/>	<input type="checkbox"/>
15	Effectiveness of law and justice system	<input type="checkbox"/>	<input type="checkbox"/>
16	Quality of Growth	<input type="checkbox"/>	<input type="checkbox"/>
17	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
18	Fiscal system reform	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental improvement and natural resource management	<input type="checkbox"/>	<input type="checkbox"/>
20	Energy efficiency	<input type="checkbox"/>	<input type="checkbox"/>
21	Increase domestic consumption	<input type="checkbox"/>	<input type="checkbox"/>
22	Employment/ income generating opportunities	<input type="checkbox"/>	<input type="checkbox"/>
23	Private sector growth/investment	<input type="checkbox"/>	<input type="checkbox"/>
24	Rural and agricultural development	<input type="checkbox"/>	<input type="checkbox"/>
25	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>
26	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
27	Climate change	<input type="checkbox"/>	<input type="checkbox"/>
28	Food security	<input type="checkbox"/>	<input type="checkbox"/>
29	Financial sector reform	<input type="checkbox"/>	<input type="checkbox"/>
30	Social protection	<input type="checkbox"/>	<input type="checkbox"/>
31	Conservation and management of water resources	<input type="checkbox"/>	<input type="checkbox"/>
32	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in China? (Choose no more than TWO)**

- 1 Improving agriculture development
- 2 Reducing corruption
- 3 Strengthening public institutions
- 4 Enhancing the opportunity for private sector growth/investment
- 5 Improving infrastructure development
- 6 Increasing access to quality education
- 7 Reducing inequality
- 8 Sustaining economic growth
- 9 Increasing access to quality health services
- 10 Protecting the environment and natural resources
- 11 Increasing income generating activities/ employment
- 12 Ensuring food security
- 13 Ensuring social stability
- 14 Strengthening social protection
- 15 Other (please specify): \_\_\_\_\_

**B4. Sustainable equitable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to sustaining high economic growth in China? (Choose no more than TWO)**

- 1 Increasing agricultural productivity
- 2 Reducing corruption
- 3 Strengthening public institutions
- 4 Enhancing the opportunity for private sector growth/investment
- 5 Infrastructure development
- 6 Improving access to and/or quality of education
- 7 Improving access to and/or quality of health care
- 8 Strengthening the regulatory framework for doing business
- 9 Enhancing the environment for increased foreign direct investment
- 10 Improving trade and exports
- 11 Other (please specify): \_\_\_\_\_

**SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>C1. Overall, please rate your impression of the World Bank's effectiveness in China, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective."</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effective at all									Very effective		Don't Know	

<b>C2. To what extent do the World Bank's financial instruments meet the needs of China's, on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."</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>C3. To what extent does the World Bank meet China's needs for knowledge services (e.g., research, analysis, technical assistance), on a scale of 1-10, 1 meaning "to no degree at all", 10 meaning "to a very Significant degree."</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>C4. Based on your observations of the World Bank in China...</b>		
<b>1. Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than THREE)</b>		
		<b>Where would it be most productive for the Bank to focus most of its resources? (Choose no more than THREE)</b>
1	Poverty reduction	<input type="checkbox"/>
2	Economic growth	<input type="checkbox"/>
3	Climate change	<input type="checkbox"/>
4	MSE (Micro and Small enterprise) development and access to finance	<input type="checkbox"/>
5	Access to quality education	<input type="checkbox"/>
6	Renewable energy and improving energy efficiency	<input type="checkbox"/>
7	Conservation and management of water resources	<input type="checkbox"/>
8	Effectiveness of law and justice system	<input type="checkbox"/>
9	Opportunity for private sector growth/Investment	<input type="checkbox"/>
10	Post-disaster recovery and reconstruction	<input type="checkbox"/>
11	Access to quality health services	<input type="checkbox"/>
12	Employment/income generating opportunities	<input type="checkbox"/>
13	Environmental improvement and natural resource management	<input type="checkbox"/>
14	Basic infrastructure	<input type="checkbox"/>
15	Regulatory framework	<input type="checkbox"/>
16	Communicable and non-communicable diseases	<input type="checkbox"/>
17	Government effectiveness/governance	<input type="checkbox"/>
18	Social protection	<input type="checkbox"/>
19	Fiscal system reform	<input type="checkbox"/>
20	Technical and vocational education	<input type="checkbox"/>
21	Highway and waterway transport systems	<input type="checkbox"/>
22	Conservation of cultural heritage	<input type="checkbox"/>
23	Agriculture development and food security	<input type="checkbox"/>
24	Financial sector reform	<input type="checkbox"/>
25	Urban development	<input type="checkbox"/>
26	Modern and integrated railway	<input type="checkbox"/>
27	Other (please specify): _____	<input type="checkbox"/>

**C5. In your opinion, what should be the level of involvement of the World Bank in China's development strategies?**

- 1 The Bank should be more involved
- 2 The Bank is currently involved at an optimum level
- 3 The Bank should be less involved
- 4 The Bank shouldn't be involved at all
- 5 Don't know

**C6. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to China? What is the "second greatest" value?**

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Pilot innovation that can be scaled up if successful	<input type="checkbox"/>	<input type="checkbox"/>
2	Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
3	Convener/facilitator	<input type="checkbox"/>	<input type="checkbox"/>
4	Transfer of international best practices (eg. From OECD and/or other middle income countries)	<input type="checkbox"/>	<input type="checkbox"/>
5	Technical advice	<input type="checkbox"/>	<input type="checkbox"/>
6	New concepts and innovation	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to build institutional capacity	<input type="checkbox"/>	<input type="checkbox"/>
8	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to mobilize resources (from private sector, government, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**C7. Which of the following do you identify as the Bank's greatest weaknesses in its work in China? (Choose no more than TWO)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Staff too inaccessible
4	Is disrespectful to local sensitivities
5	Too influenced by the US
6	Not enough public disclosure of its work
7	World Bank procedures complex and processes too slow and bureaucratic
8	Inadequately aligned with country priorities
9	Fails to adapt global knowledge to local conditions
10	Is arrogant in its approach
11	Other (please specify): _____

**C8. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in China? (Choose no more than TWO)**

- 1 Education
- 2 Health
- 3 Social protection
- 4 Transport
- 5 Poverty
- 6 Governance
- 7 Anti-corruption
- 8 Enhanced business environment for private sector development
- 9 Energy
- 10 Agricultural development
- 11 Water and sanitation
- 12 Monitoring and evaluation
- 13 Public expenditure
- 14 Public sector performance
- 15 Labor markets/job creation
- 16 Financial markets
- 17 Urban/metropolitan development
- 18 Environmental sustainability/ natural resources management
- 19 Improving equality of opportunity
- 20 Rural development
- 21 Food security
- 22 Climate change
- 23 Other (please specify): \_\_\_\_\_

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in China.**

		Strongly Disagree								Strongly Agree		Don't Know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9.	Overall the Bank currently plays a relevant role in development in China	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10.	The Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11.	The Bank's work reflects its own mission of poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12.	The World Bank treats clients and stakeholders in China with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14.	Overall, I like to work/interact with Bank staff	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15.	In general, the strategies that the Bank supports are sustainable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16.	The Bank's work promotes the empowerment of people to participate in development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION D: THE WORK OF THE WORLD BANK

For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in China. Second, effectiveness, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in China.

		Level of Importance											Level of Effectiveness																					
		Not important at all									Very important		Don't Know	Not effective at all									Very effective		Don't Know									
		1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9
D1.	Helping to reduce poverty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D2.	Helping to bring about economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3.	Encouraging greater transparency in governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4.	Helping to strengthen the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5.	Helping to strengthen the financial system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6.	Reducing economic and social inequality	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7.	Helping to strengthen the education sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8.	Helping to strengthen the health sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9.	Ensuring that attention is paid to gender disparities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10.	Helping to strengthen agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11.	Helping to strengthen infrastructure development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12.	Helping to strengthen environment and natural resources management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13.	Helping to strengthen the social protection sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14.	Helping to empower communities to participate in their own development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15.	Helping China adapt to/avert risk of climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/ activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.												Not effective at all	Very effective	Don't Know
		1	2	3	4	5	6	7	8	9	10			
E1.	Technical competence	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E2.	Producing knowledge and research (studies, analyses) that are useful	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E3.	Sharing knowledge about international best practices	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E4.	Adapting its knowledge to your country's needs	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E5.	Helping to facilitate south-south learning and cooperation	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E6.	Ensuring its staff is accessible	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E7.	Providing sound policy and economic advice	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E8.	Promoting the inclusion of local communities (beneficiaries) in the development of strategies	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E9.	Promoting the inclusion of civil society (NGOs, religious groups, interest groups) in the development of strategies	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
E10.	Giving appropriate priority to poverty reduction	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

## SECTION F: PROJECT/PROGRAM RELATED ISSUES

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.												Strongly Disagree	Strongly Agree	Don't Know
		1	2	3	4	5	6	7	8	9	10			
F1.	The Bank is flexible in terms of adjusting to changing circumstances	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F2.	The Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F3.	The Bank works efficiently	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F4.	The Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F5.	The Bank helps to build capacity at the community level	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F6.	The Bank helps to build capacity of government officials	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F7.	The Bank and partners in government collaborate well together on Bank supported programs and projects in China	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F8.	The Bank helps to strengthen institutional capacity	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F9.	The Bank safeguards against corruption in projects/programs that it funds with its procurement rules	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
F10.	The Bank's procurement requirements are reasonable	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN CHINA**

<b>G1. How significant a role do you believe the World Bank should play in China's development in the next five years? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)</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>G2. Which one of the following should the World Bank do to make itself of greater value in China? (Choose only ONE)</b>	
1	Improve the quality of its experts as related to China's specific challenges
2	Focus primarily on advice and advocacy issues
3	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
4	Greater collaboration within the World Bank Group (IBRD and IFC)
5	Offer more innovative financial products
6	Offer more innovative knowledge services
7	Other (please specify): _____

<b>G3. Which one of the following do you consider the greatest obstacle to the Bank playing a significant role in China's development in the next five years? (Please mark only one response)</b>	
1	The World Bank's financing is not competitive enough (eg., cost, timeliness and other terms) when compared to markets and/or other international financial institutions
2	The quality of World Bank experts as related to China's specific challenges
3	The number and complexity of the procedures involved in obtaining World Bank financing
4	The World Bank's office in China is too small
5	The World Bank's office in China is too big
6	Others (please specify): _____

**SECTION H: COMMUNICATION AND OUTREACH****H1. Where do you get most of your information about economic and social development issues in China? (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 Other (please specify): \_\_\_\_\_

**H2. Where do you get most of your information about the World Bank's development activities in China? (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 Blogs
- 9 Internet
- 10 World Bank conferences, seminars, workshops
- 11 World Bank publications, materials
- 12 World Bank website
- 13 World Bank Public Information Center (PIC)
- 14 Direct contact/interaction with World Bank staff
- 15 Other (please specify): \_\_\_\_\_

**H3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)**

- 1 World Bank website
- 2 Face to face meetings/discussions
- 3 e-newsletters
- 4 Workshops/conferences
- 5 Mobile phones
- 6 Social media (facebook, twitter, youtube)
- 7 Blogs
- 8 Others (please specify): \_\_\_\_\_

**H4. Do you have access to the internet?**

1	Yes
2	No

**H5. I use/have used the World Bank website:**

1	Yes
2	No

**H6. I primarily use:**

1	The World Bank's country website ( <a href="http://www.worldbank.org/china">www.worldbank.org/china</a> )
2	The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

**H7. I use/have used the World Bank's Public Information Centers (PICs) in China:**

1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".

		Strongly Disagree								Strongly Agree		Don't Know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H8.	The World Bank's PIC is a valuable source of information related to development in China. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H9.	I find the Bank websites easy to navigate. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H10.	I find the information on the Bank's websites useful. <i>(Only answer if you have used a Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
H11.	When I need information from the World Bank 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"/>
H12.	The Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>