



India

The World Bank Country Survey FY 2012

Report of Findings
October 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 India perceive the Bank;
- Obtain systematic feedback from stakeholders in India regarding:
 - Their views regarding the general environment in India;
 - Their overall attitudes toward the World Bank in India;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in India; and
 - Perceptions of the World Bank's future role in India.
- Use data to help inform the India country team's strategy.

II. Methodology

In May thru July 2012, 1,445 stakeholders of the World Bank in India 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 the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 260 stakeholders participated in the country survey (18%).

Respondents received questionnaires via courier, post, or email and returned it accordingly, or completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing India, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in India, and the Bank's communication and information sharing in India.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues facing India: Respondents were asked to indicate which areas would contribute most to reducing poverty and generating economic growth in India.

II. Methodology (continued)

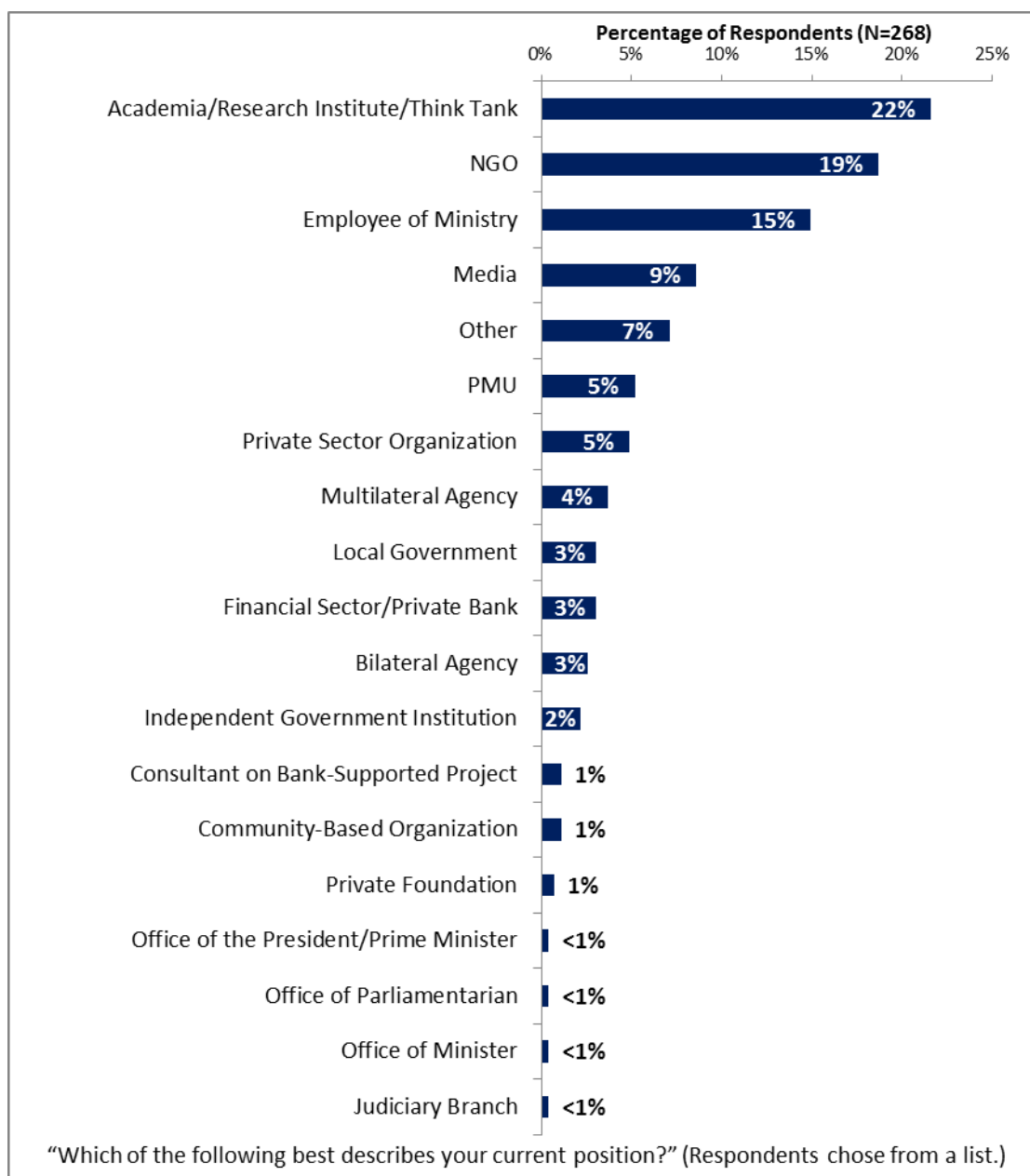
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in India, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, what they think is the Bank's priority in India, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in India, and with which groups the Bank should work more in India.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in India, the extent to which the Bank meets India's need for knowledge services and financial instruments, and the Bank's level of effectiveness across eighteen development areas, such as economic growth and urban development.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution it makes to development results, its technical quality, and the Bank's effectiveness at providing linkage to non-Bank expertise.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in India: Respondents were asked to rate how significant a role the Bank should play in India's development in the near future and to indicate what the Bank should do to make itself of greater value in India and at what level of Government the World Bank should engage more actively in India.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website and PICs. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in India, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 581 respondents (58% response rate) who completed the country survey in FY 2004. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

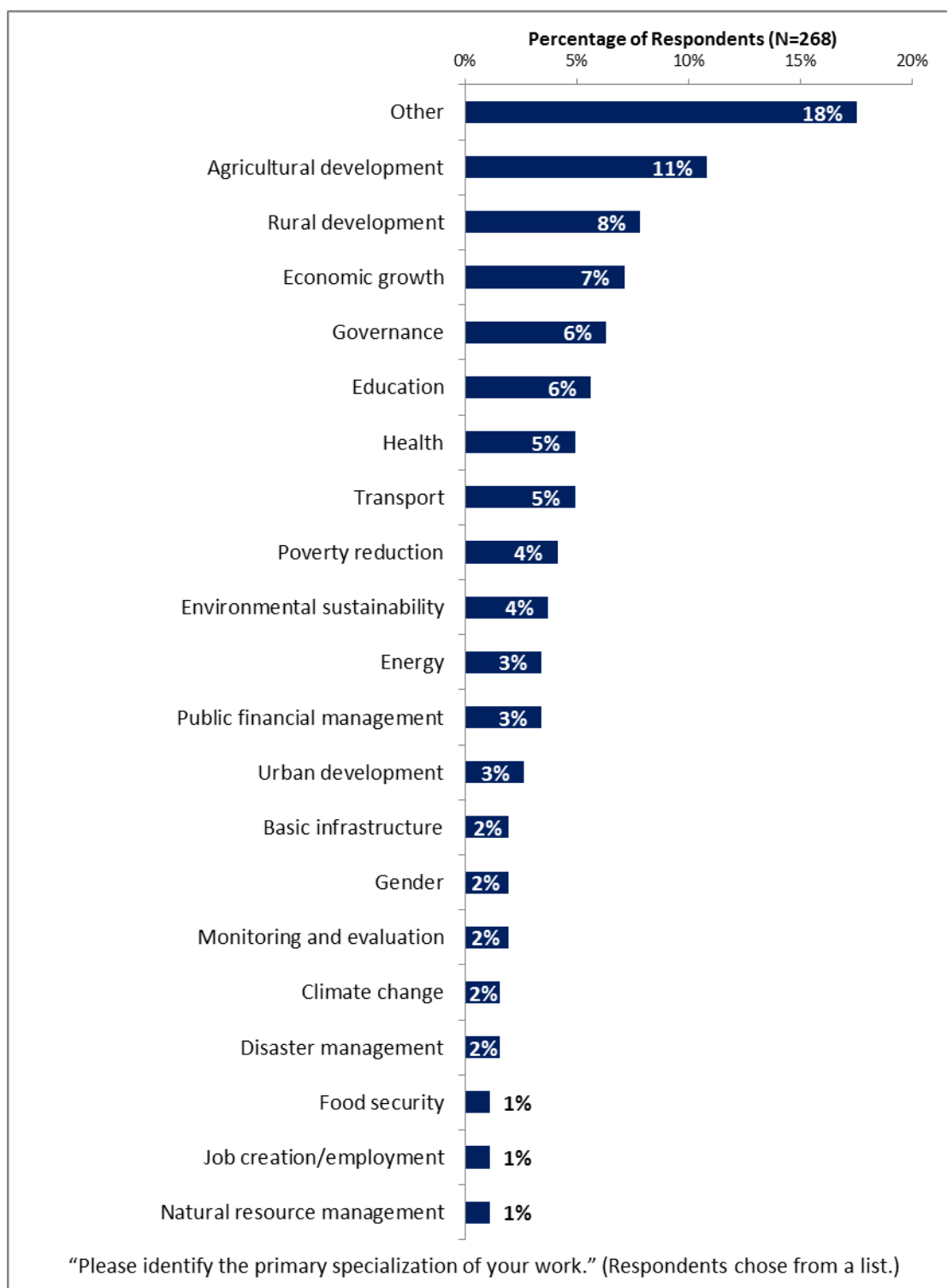
Current Position

- For further analyses, the small number of consultants working on Bank-supported projects were combined with respondents from PMUs, respondents from private foundations and CBOs were combined with those from NGOs, respondents from multilateral agencies were combined with those from bilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, and the few respondents from the office of the President/Prime Minister, the office of a Minister, the office of a Parliamentarian, independent government institutions, and the judiciary branch were included in the “Other” category.



III. Demographics of the Sample (continued)

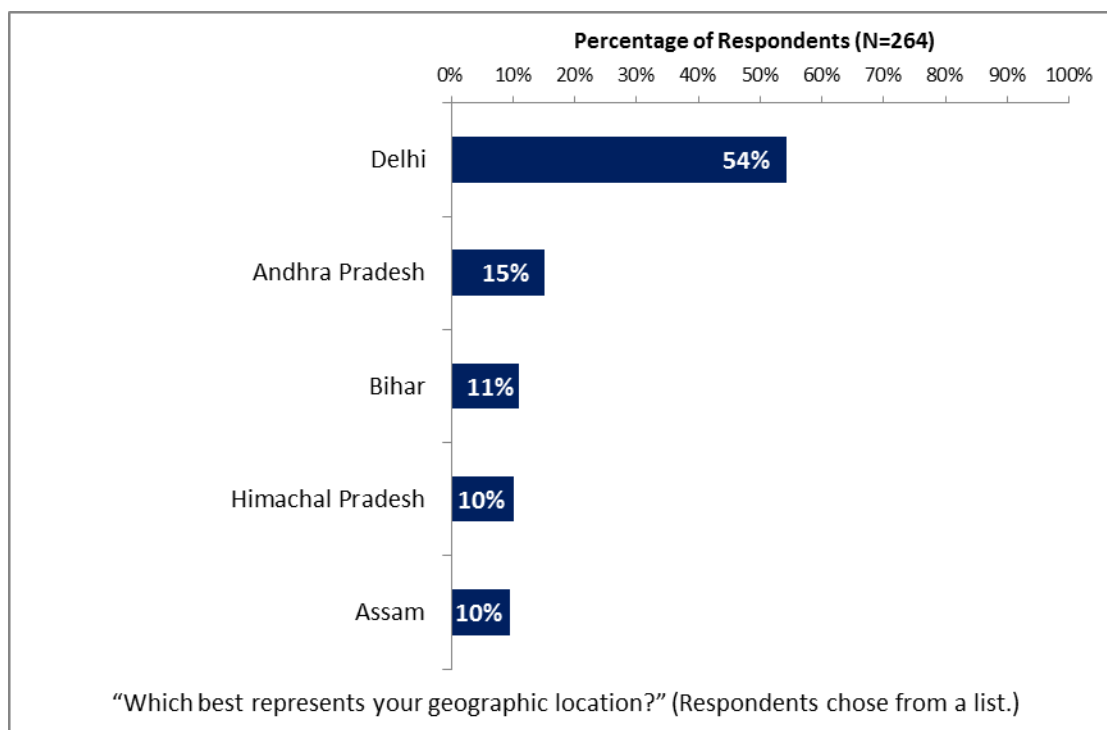
Area of Primary Specialization



III. Demographics of the Sample (continued)

Geographic Location

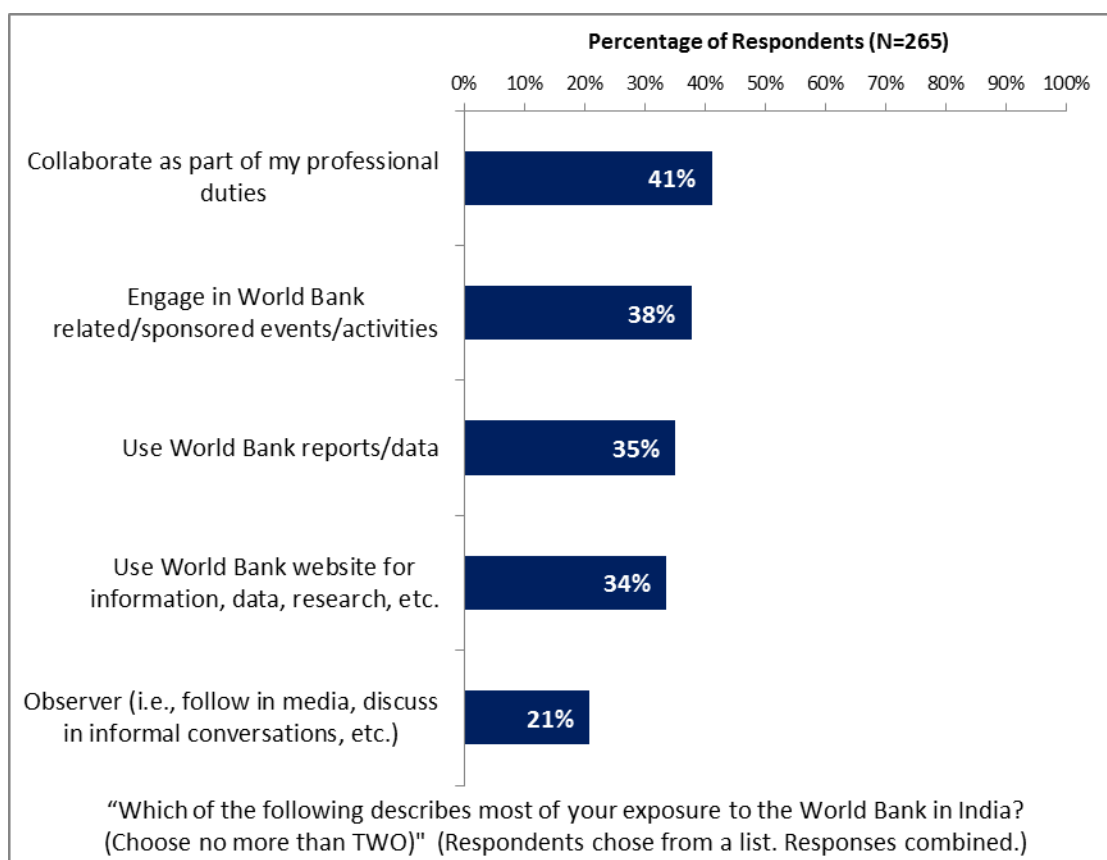
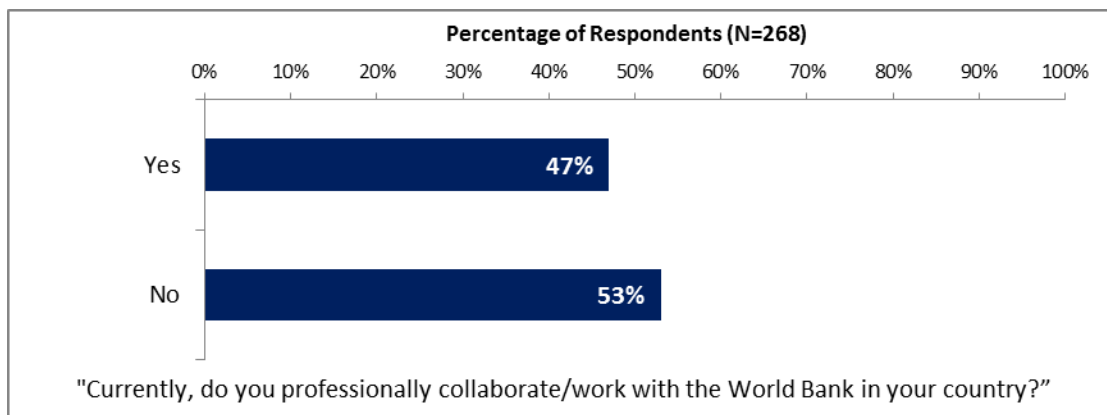
- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 83). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

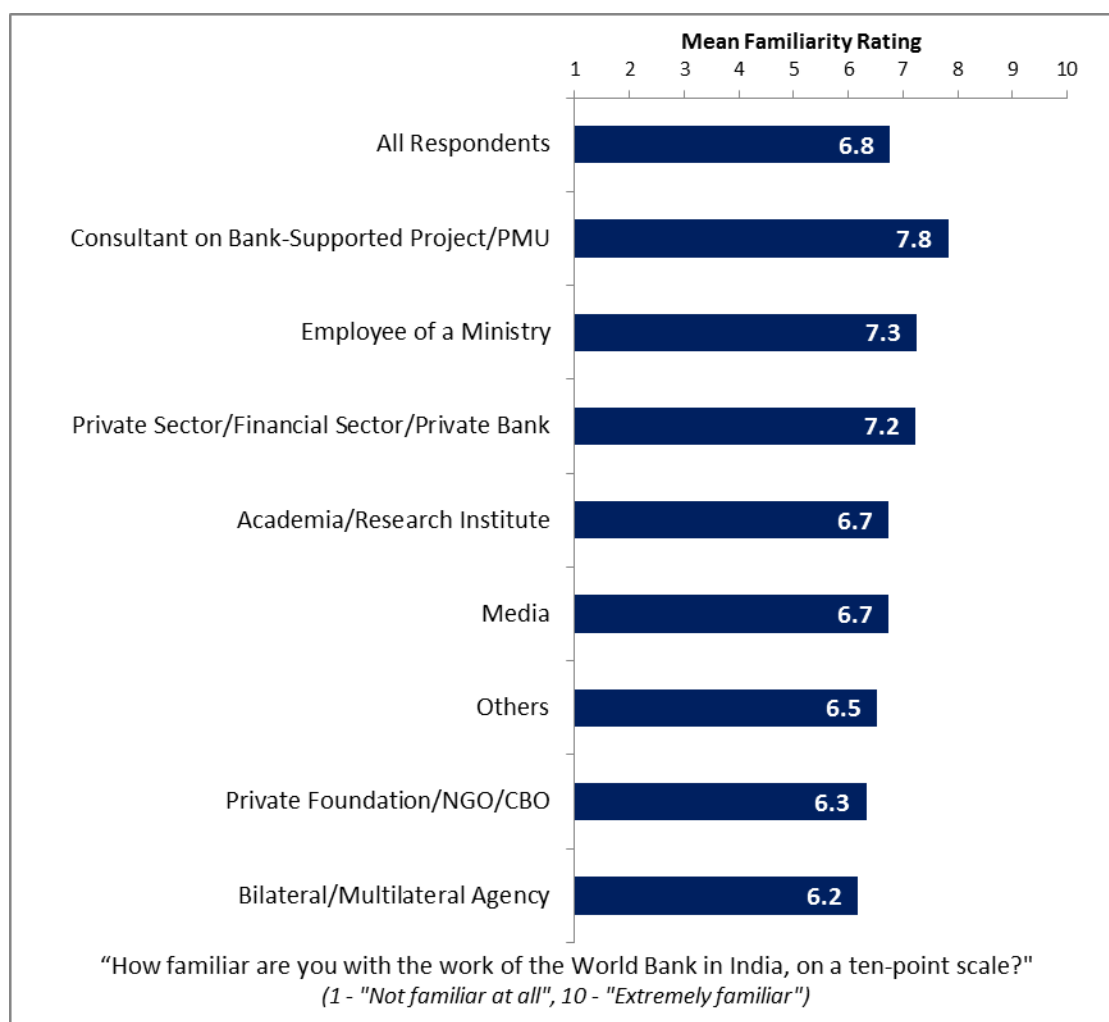
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in India, can be found in the Appendix (page 103). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



III. Demographics of the Sample (continued)

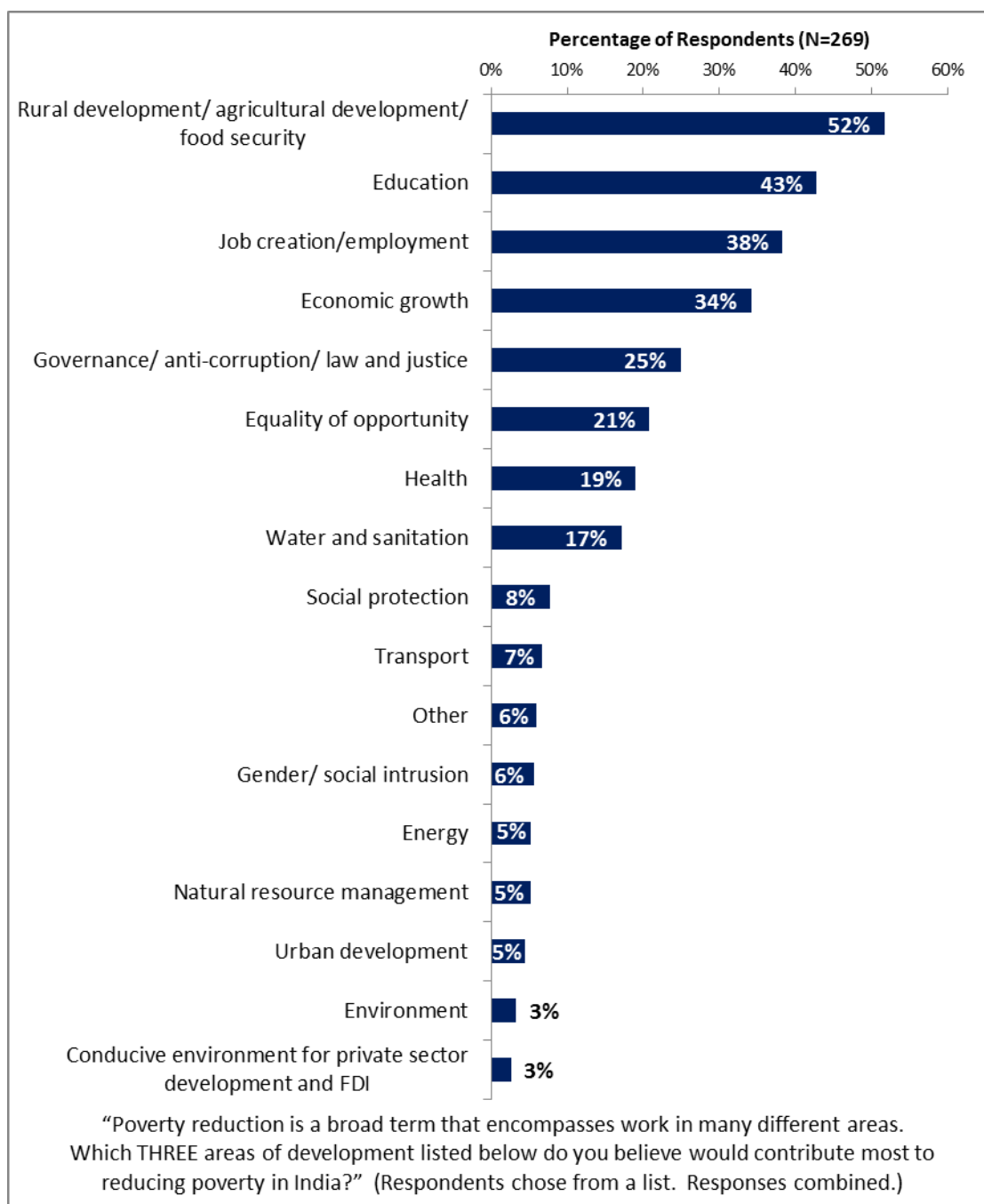
Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.8, this was significantly higher than the mean rating received in the FY '04 country survey (6.3).
 - Respondents across all stakeholder groups and geographic locations had statistically similar levels of familiarity with the Bank.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly correlated with their perceptions of the Bank's overall effectiveness in India, the Bank's ability to help achieve sustainable development results, and the Bank's relevance to India's development.



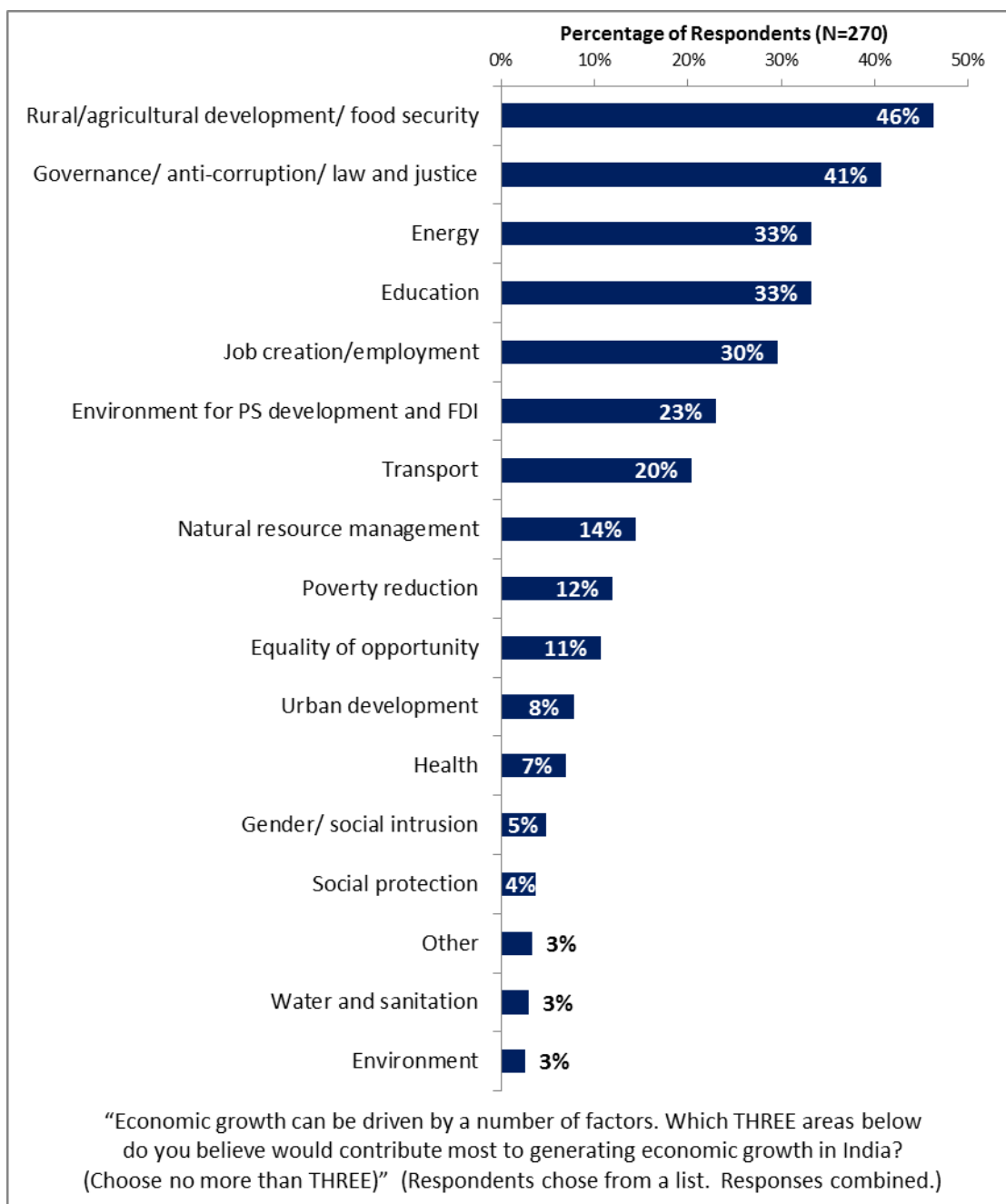
IV. General Issues facing India

What would contribute most to reducing poverty



IV. General Issues facing India (continued)

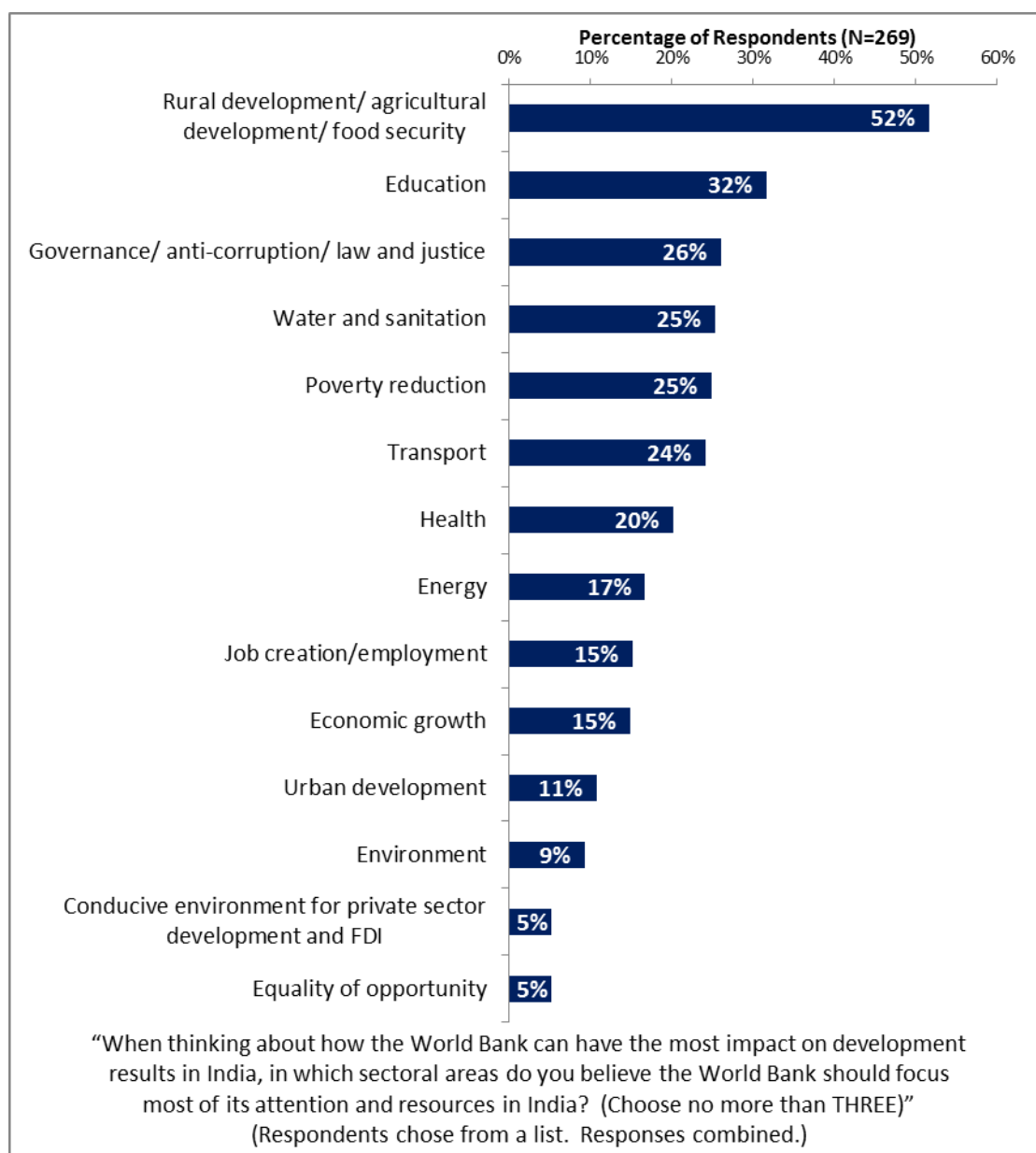
What would contribute most to economic growth



V. Overall Attitudes toward the World Bank

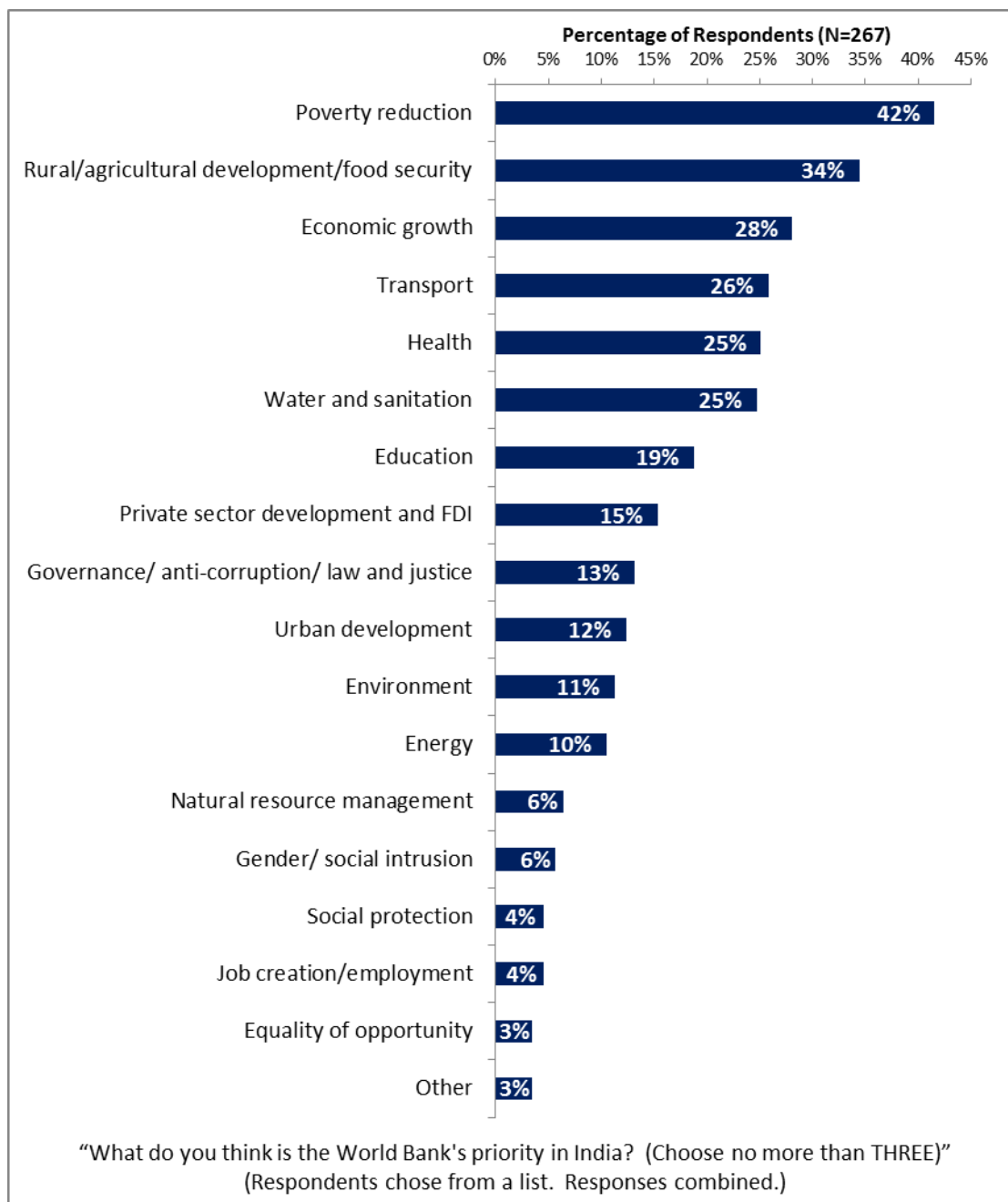
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

Where the World Bank should focus its resources



V. Overall Attitudes toward the World Bank (continued)

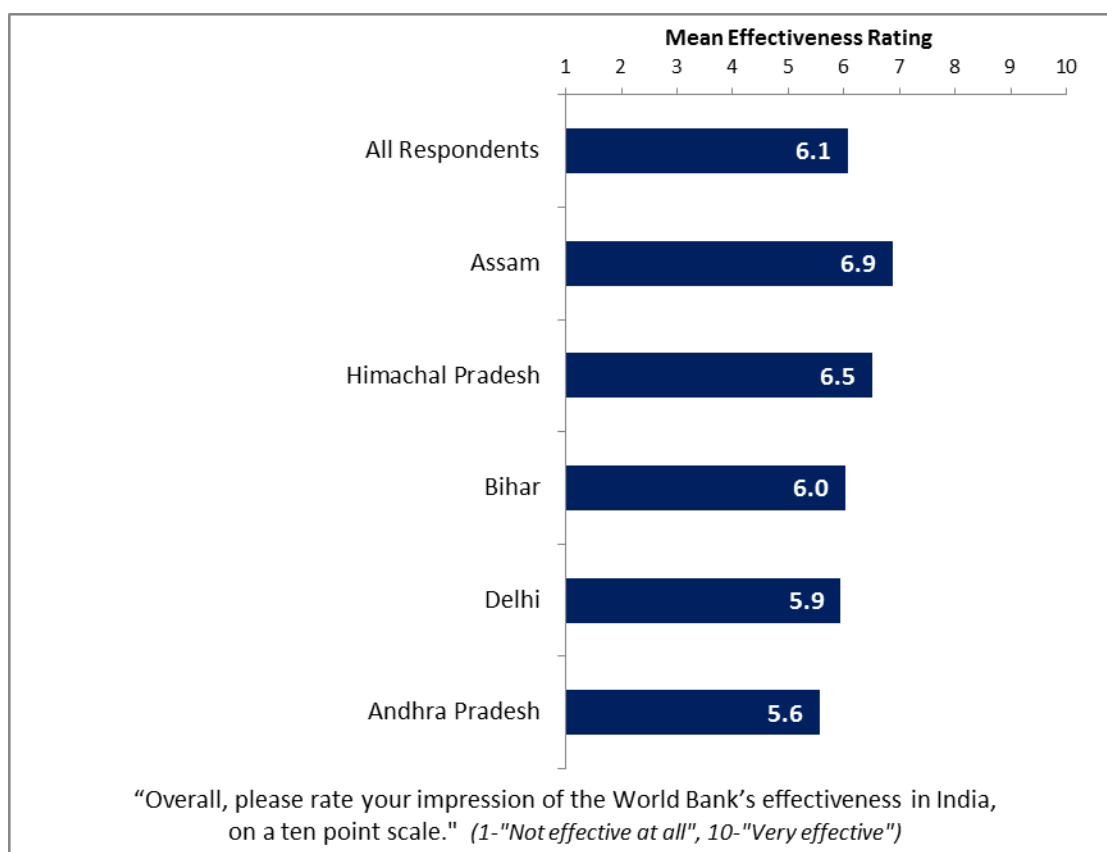
Perceived World Bank Priorities



V. Overall Attitudes toward the World Bank (continued)

The World Bank's Overall Effectiveness (*Indicator Question*)

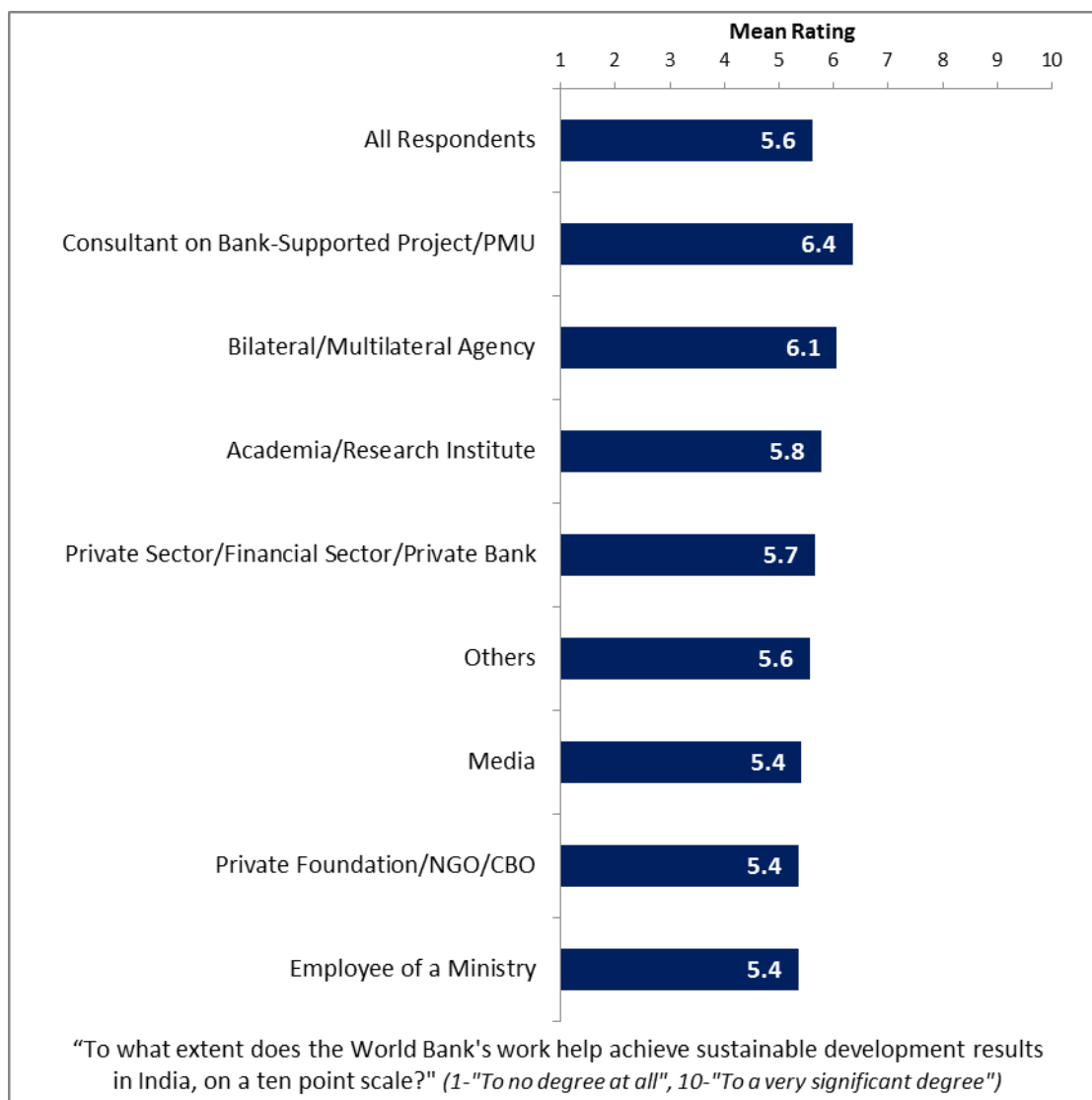
- Across all respondents, ratings of the World Bank's overall effectiveness in India received a mean rating of 6.1; this was significantly higher than the mean overall effectiveness rating received in the FY '04 country survey (5.8).
 - Respondents from Assam and Himachal Pradesh gave the highest ratings for the Bank's overall effectiveness in India whereas respondents from Andhra Pradesh gave significantly lower ratings.
 - Respondents across all stakeholder groups had statistically similar ratings for the Bank's overall effectiveness in India.



V. Overall Attitudes toward the World Bank (continued)

Achieving Sustainable Development Results (*Indicator Question*)

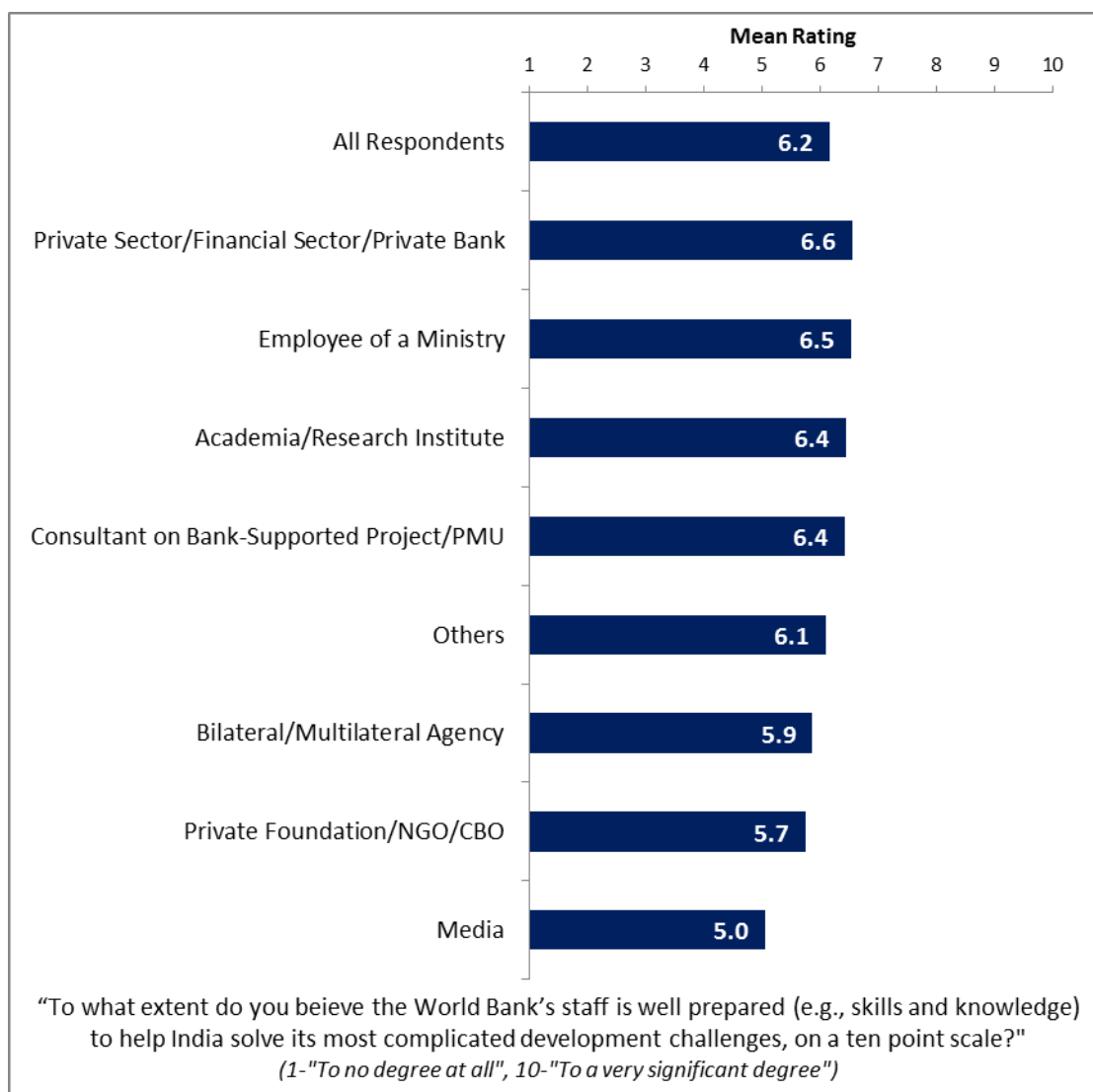
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank helping to achieve sustainable development results in India.



V. Overall Attitudes toward the World Bank (continued)

Staff Preparedness

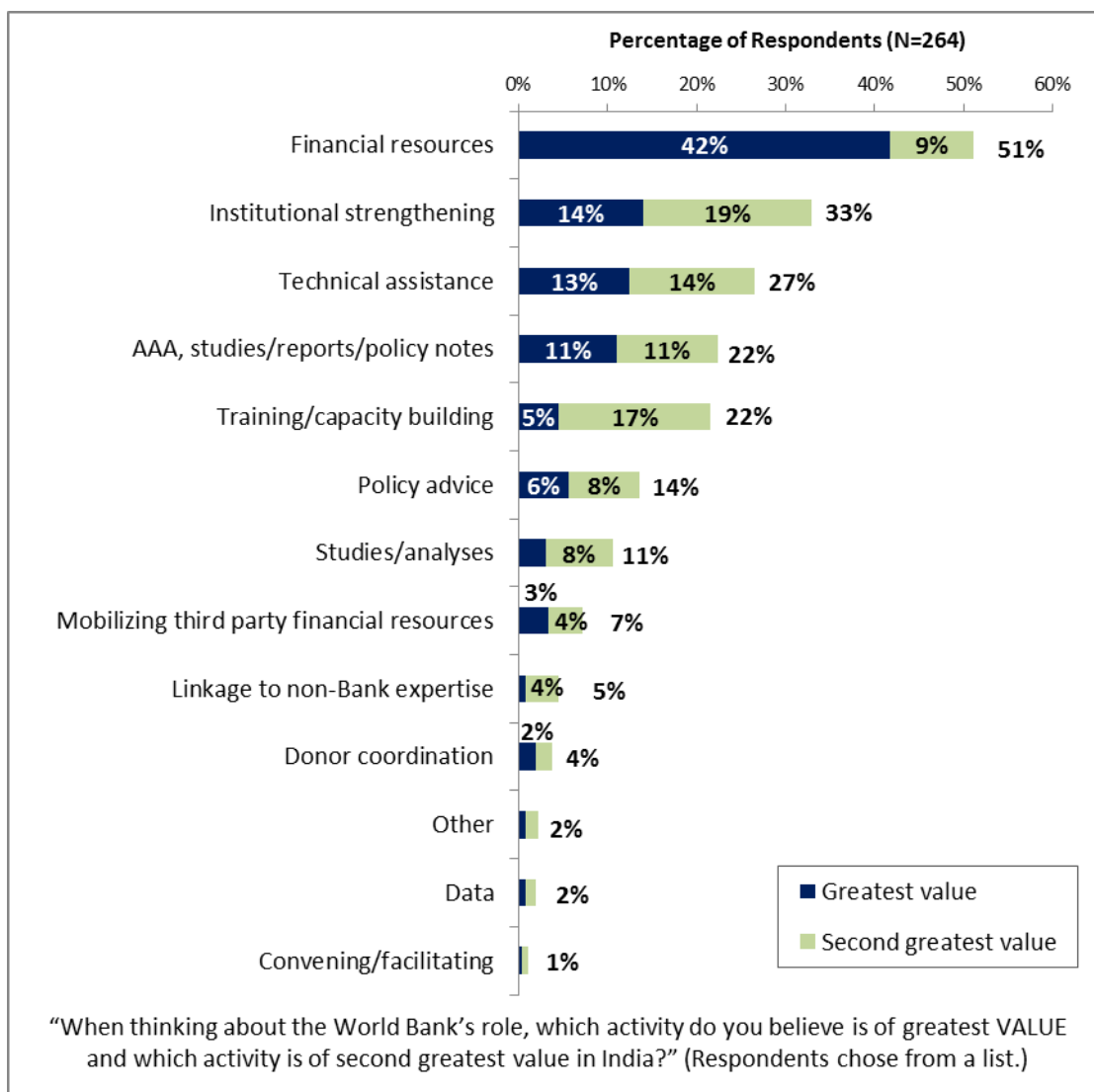
- Respondents from the private sector/financial sector/private banks gave the highest ratings for the extent to which the Bank's staff is well prepared to help India solve its most complicated development challenges whereas respondents from the media gave significantly lower ratings.



V. Overall Attitudes toward the World Bank (continued)

Greatest Value

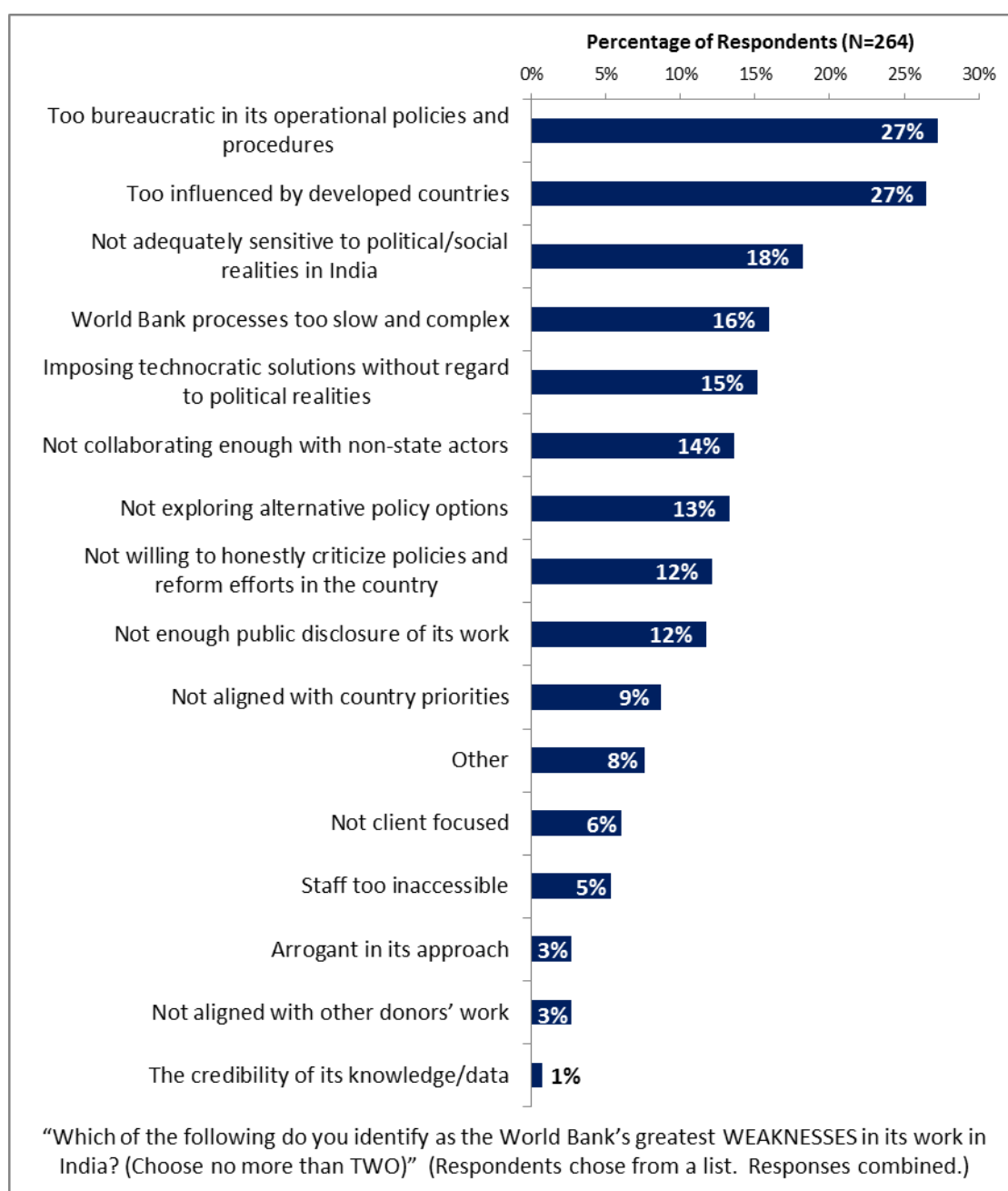
- Over two-thirds of all respondents in the FY '04 country survey indicated that providing loans to finance development projects was the greatest value of the Bank (68%).



V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

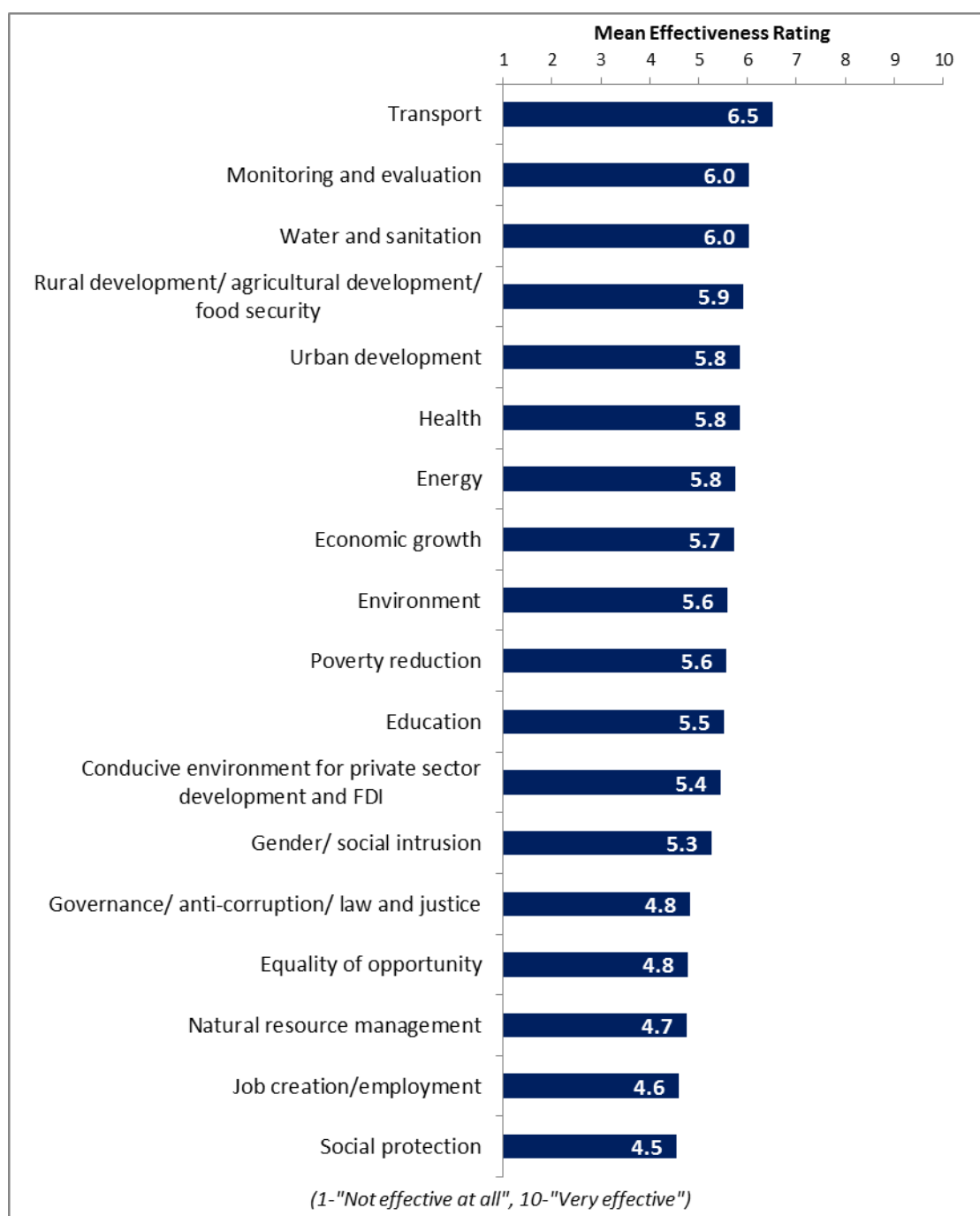
- Respondents in the FY '04 country survey indicated that the Bank's greatest weaknesses were imposing technocratic solutions without regard to political realities (24%), not considering alternative policy options (21%), and being too bureaucratic in its operational policies and procedures (20%).



VI. Sectoral Effectiveness

Specific Areas of Effectiveness

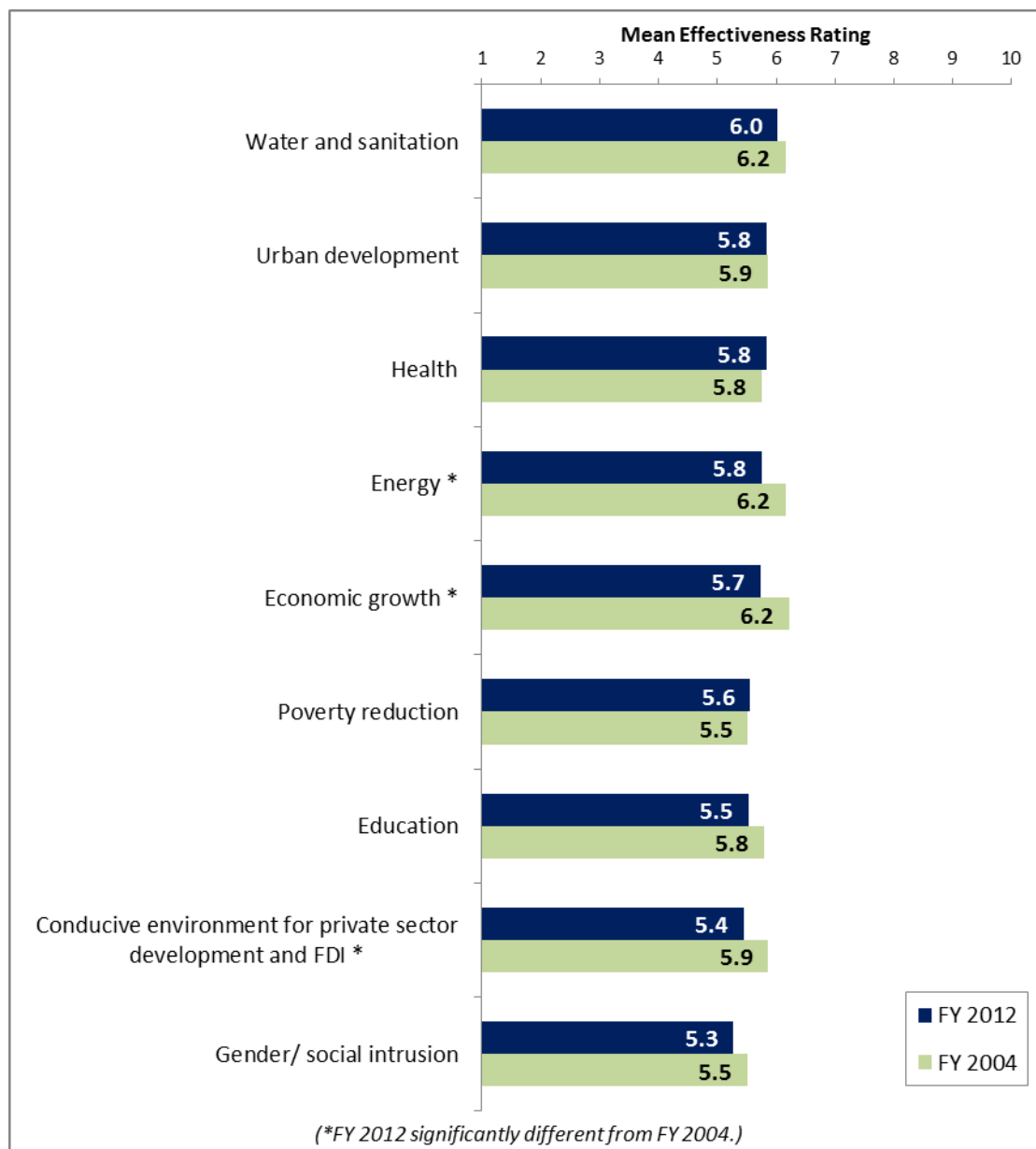
- Consultants on Bank-supported projects/PMUs had the highest ratings for the Bank's effectiveness at poverty reduction, health, rural development/agriculture development/food security, and governance/anti-corruption/law and justice whereas respondents from private foundations/NGOs/CBOs had significantly lower ratings for the Bank's effectiveness in these areas. Respondents across all stakeholder groups had statistically similar ratings for the Banks effectiveness in the other areas of development.



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave significantly *lower* ratings for the Bank's effectiveness in energy, economic growth, and private sector development compared to respondents in the FY '04 country survey.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

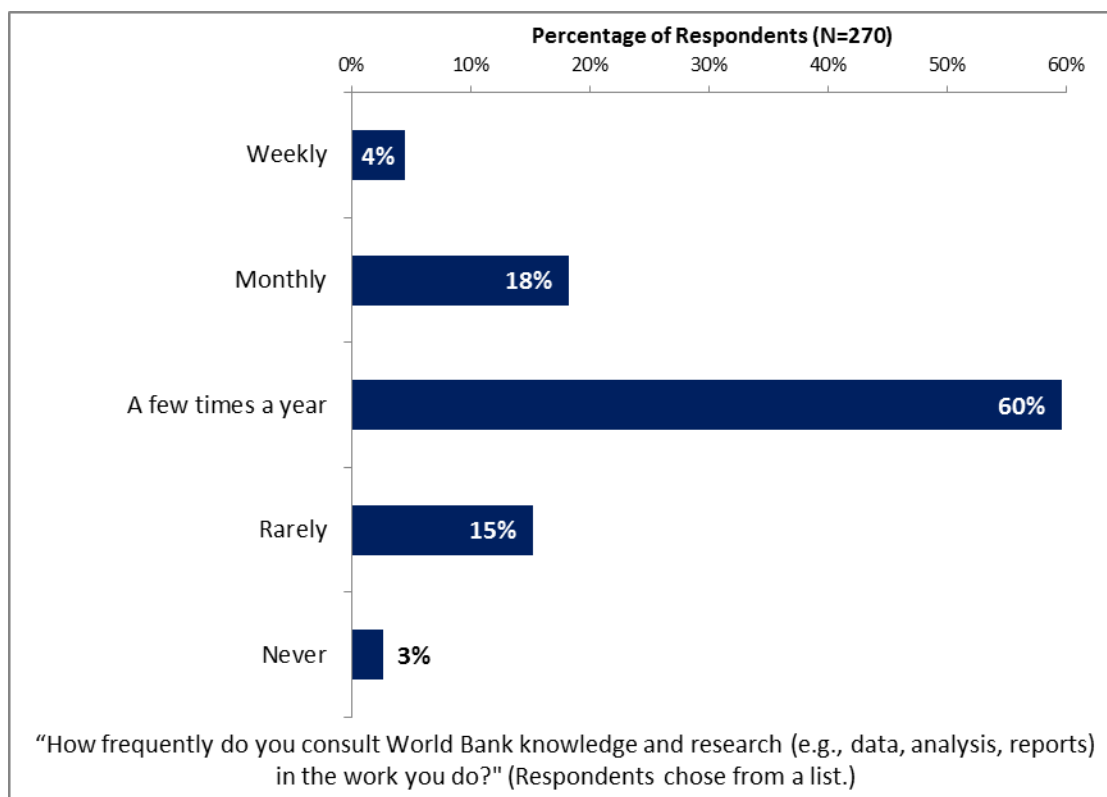
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in India, bivariate correlational analyses were conducted using respondents' ratings of the eighteen specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve sustainable development results 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 or perceptions of the Bank's ability to help achieve sustainable development results.

- 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 in India. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at environment;
 - The Bank's effectiveness at poverty reduction;
 - The Bank's effectiveness at urban development; and
 - The Bank's effectiveness at health.
 - Of note, the areas determined to be key drivers of the Bank's overall effectiveness in the FY '04 country survey were:
 - The Bank's effectiveness in helping to reduce poverty;
 - The Bank's effectiveness in helping to bring about economic growth;
 - The Bank's effectiveness in empowering communities to access basic services in rural areas; and
 - The Bank's effectiveness in improving access of the poor to health services.
- Achieving Sustainable Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in India, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at environment; and
 - The Bank's effectiveness at rural development/ agricultural development/ food security.

VII. World Bank Knowledge and Instruments

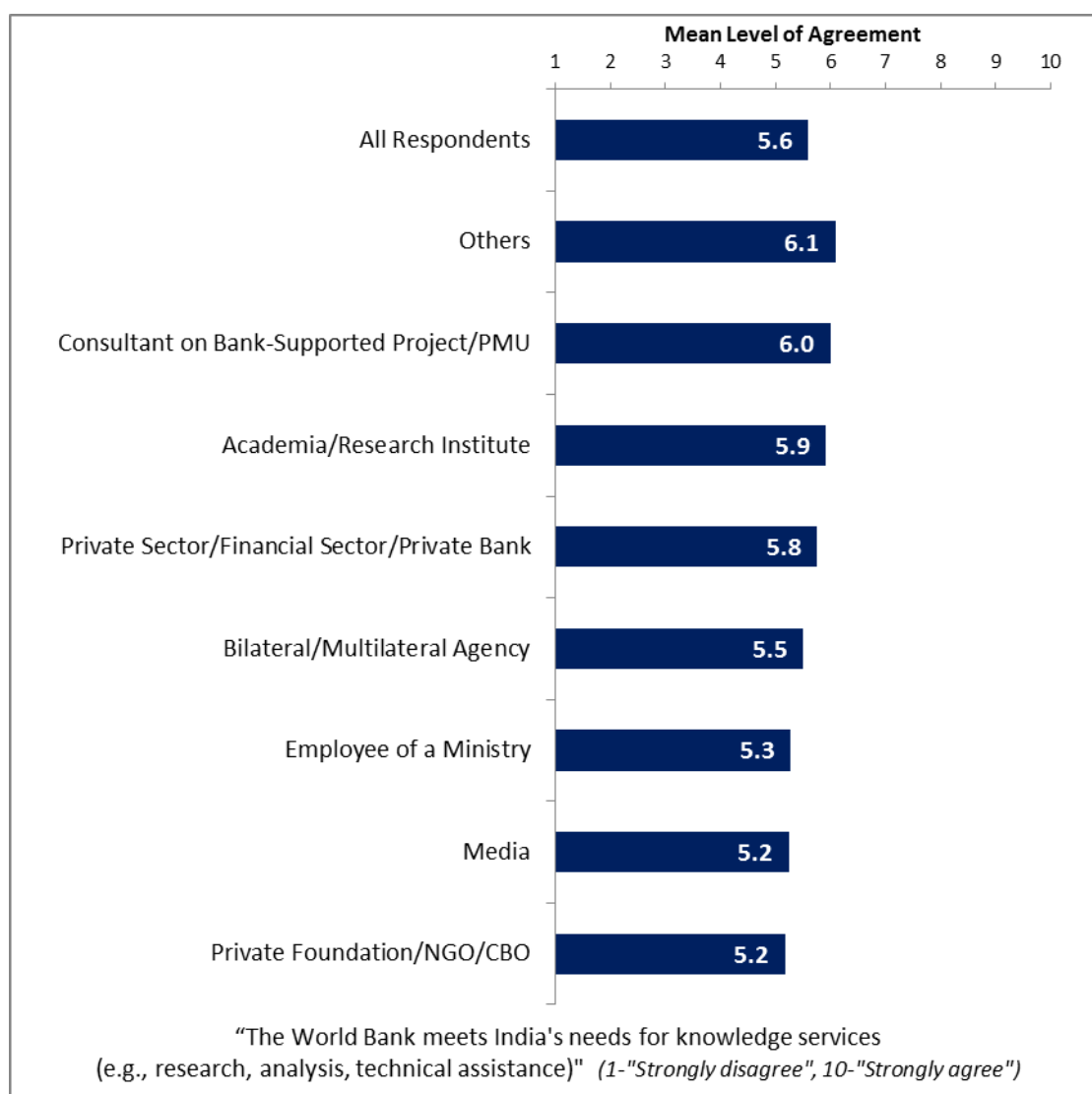
Knowledge: Frequency of Use



VII. World Bank Knowledge and Instruments (continued)

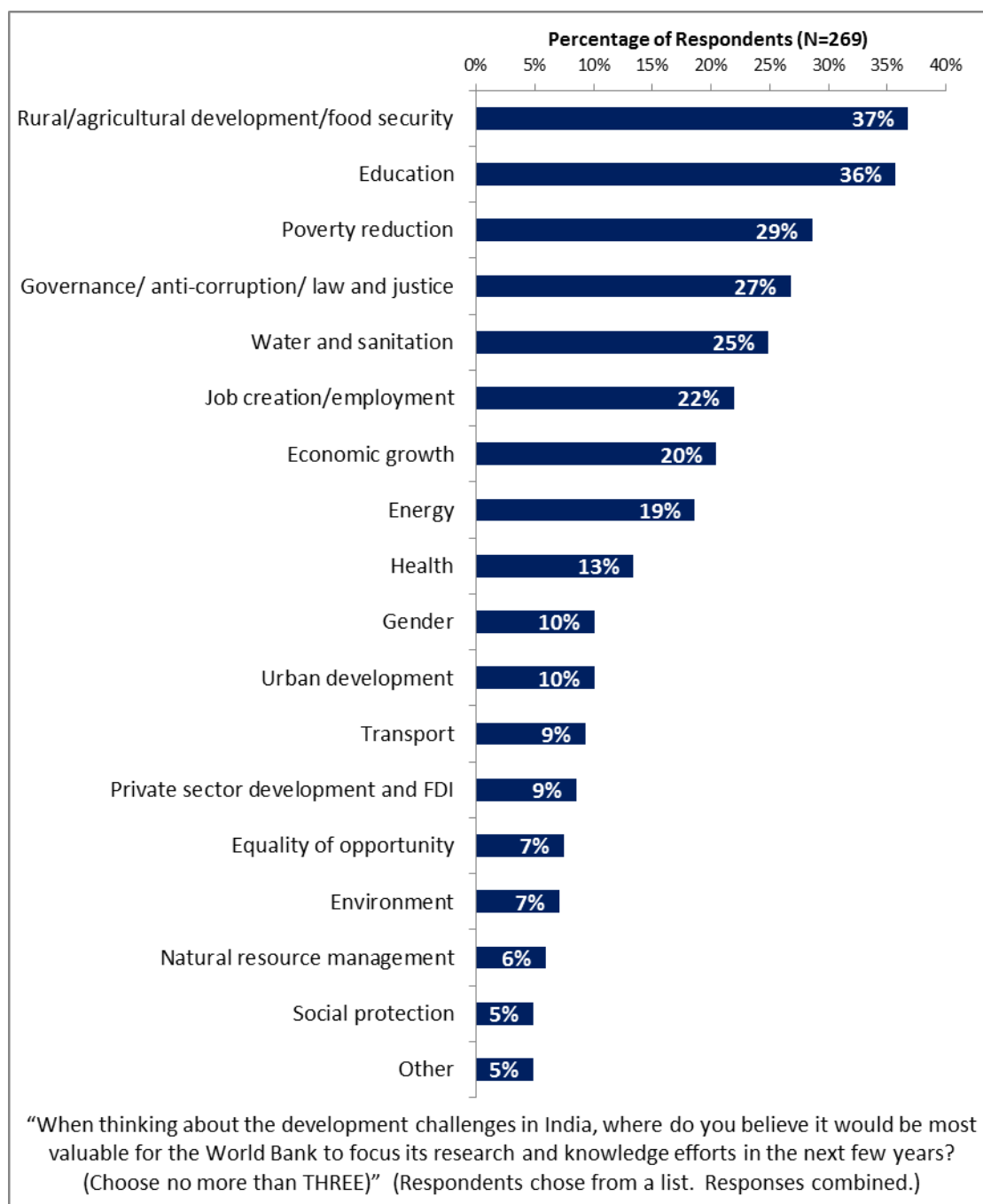
Knowledge: Meeting India's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the Bank meeting India's needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

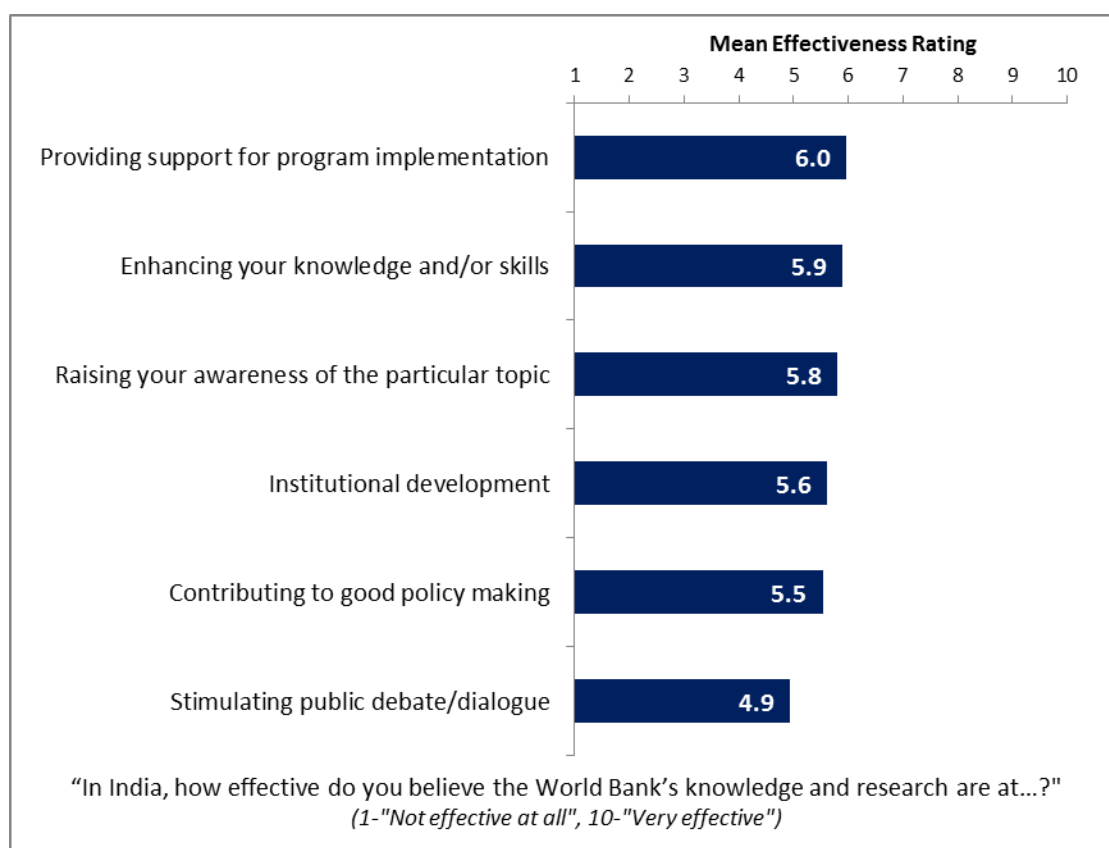
Knowledge: Focusing Bank Research



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

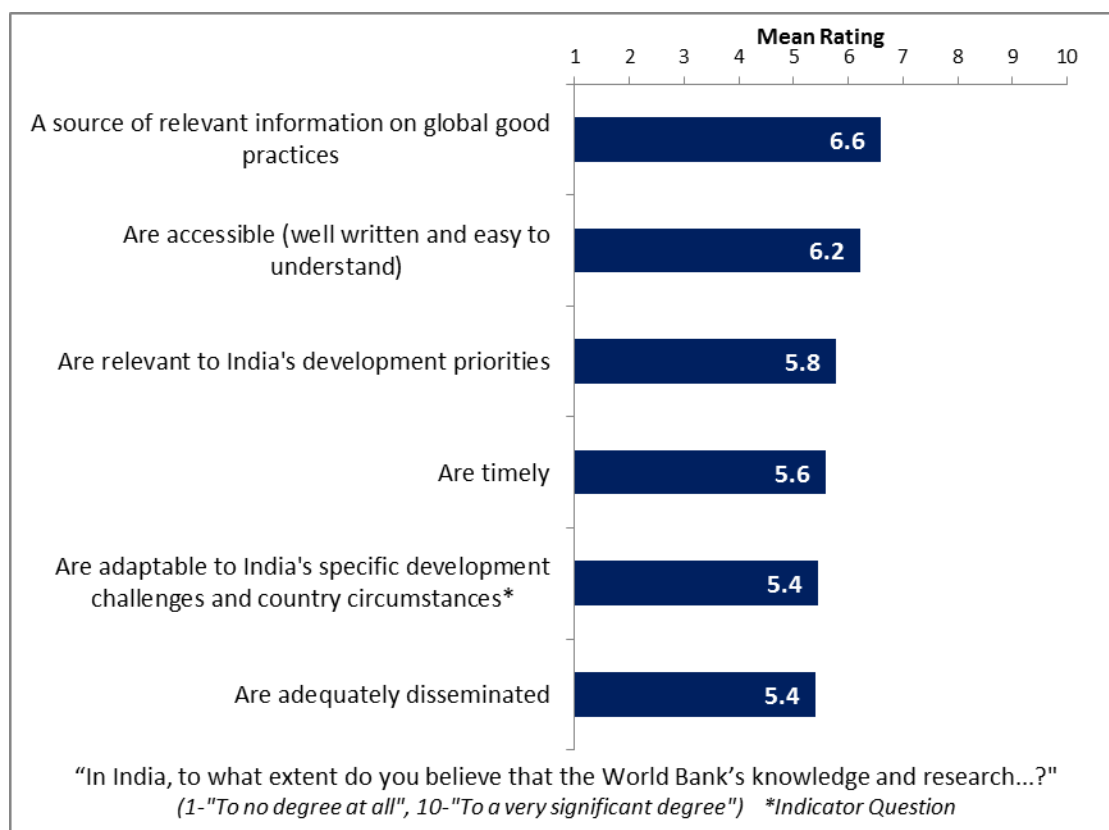
- Respondents from academia/research institutes had the highest ratings for the effectiveness of the Bank's knowledge and research to raise awareness of a particular topic whereas respondents from the media had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs and respondents from academia/research institutes had the highest ratings for the effectiveness of the Bank's knowledge and research to enhance knowledge and/or skills whereas respondents from private foundations/NGOs/CBOs had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs and respondents from academia/research institutes had the highest ratings for the effectiveness of the Bank's knowledge and research to contribute to good policy making whereas respondents from the media had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs had the highest ratings for the effectiveness of the Bank's knowledge and research to provide support for program implementation whereas respondents from private foundations/NGOs/CBOs and the media had significantly lower ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

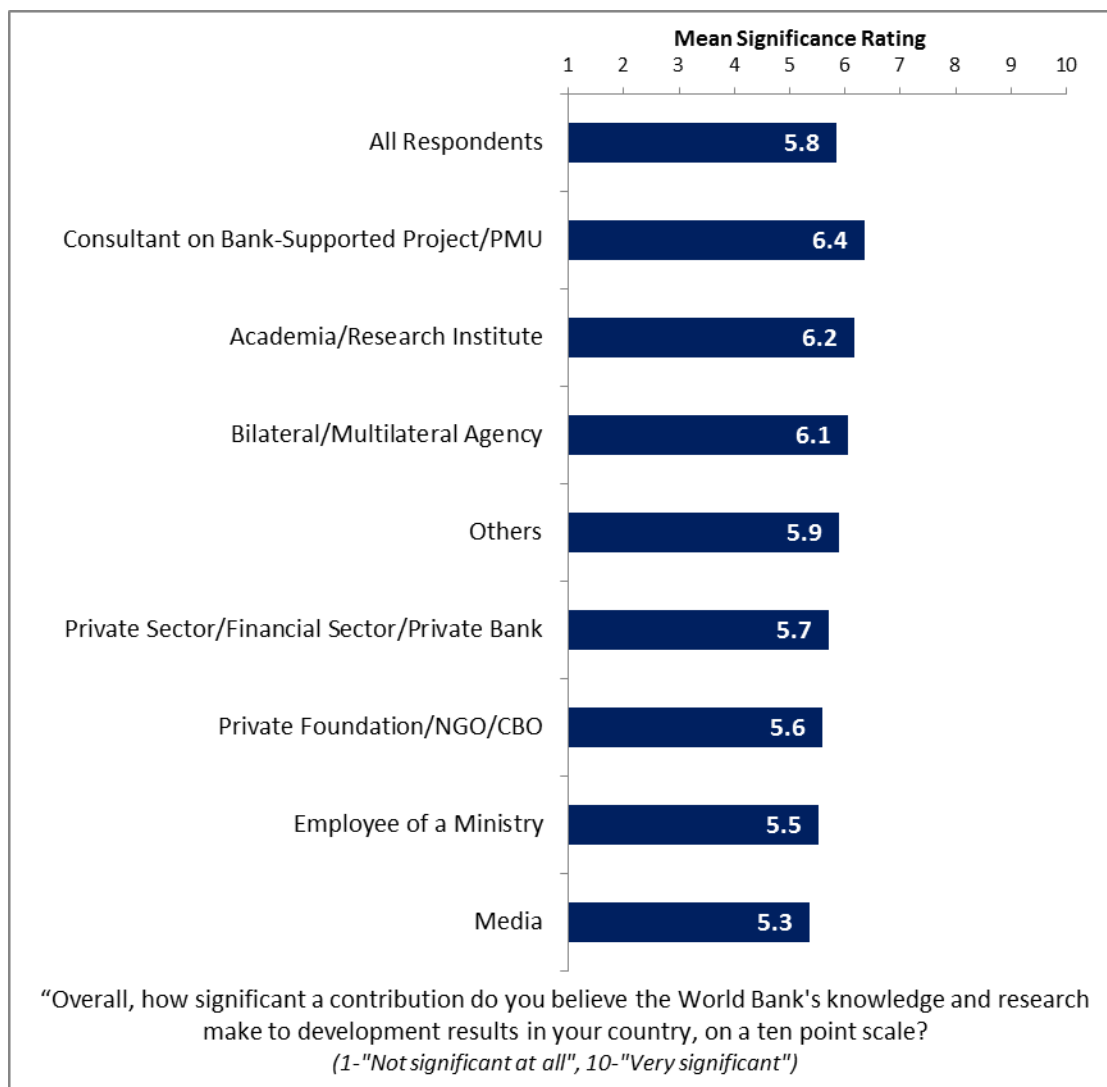
- Respondents in this year's country survey had significantly *lower* ratings for the extent to which the Bank's knowledge is adaptable to India's challenges compared to respondents from the FY '04 country survey (6.1).
- Respondents from academia/research institutes had the highest ratings that the Bank's knowledge and research is timely whereas respondents from the media had significantly lower ratings.
- Respondents from academia/research institutes had the highest ratings that the Bank's knowledge and research is accessible whereas respondents from the media, private foundations/NGOs/CBOs, and other organizations had significantly lower ratings.
- Respondents from academia/research institutes had the highest ratings that the Bank's knowledge/research is a source of relevant information on global good practices whereas respondents from private foundations/NGOs/CBOs had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs had the highest ratings that the Bank's knowledge and research is adequately disseminated whereas respondents from private foundations/NGOs/CBOs and the media had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs and respondents from bilateral or multilateral agencies had the highest ratings that the Bank's knowledge and research is adaptable to India's specific challenges whereas respondents from private foundations/NGOs/CBOs and the media had significantly lower ratings.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution (*Indicator Question*)

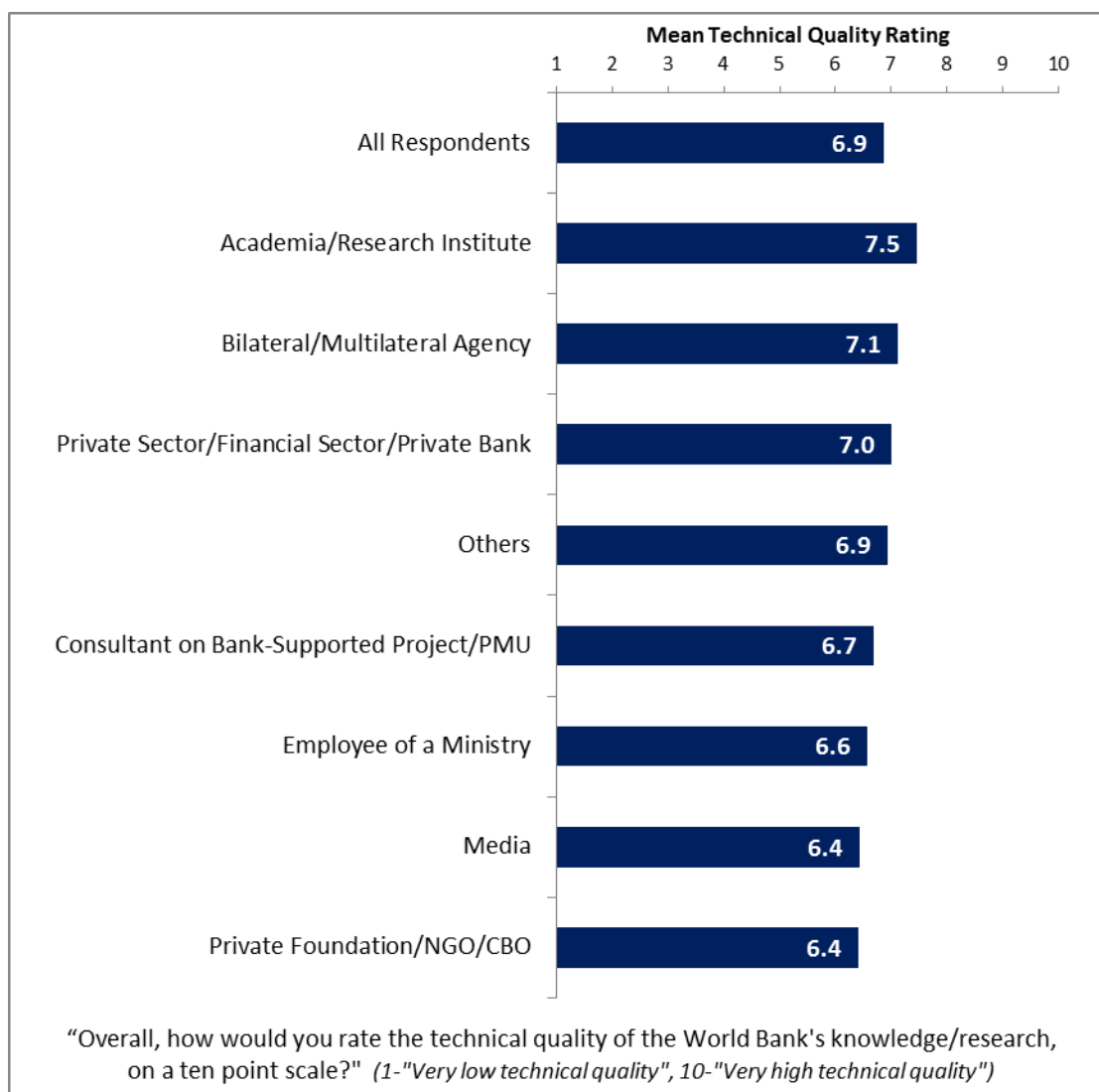
- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in India.



VII. World Bank Knowledge and Instruments (continued)

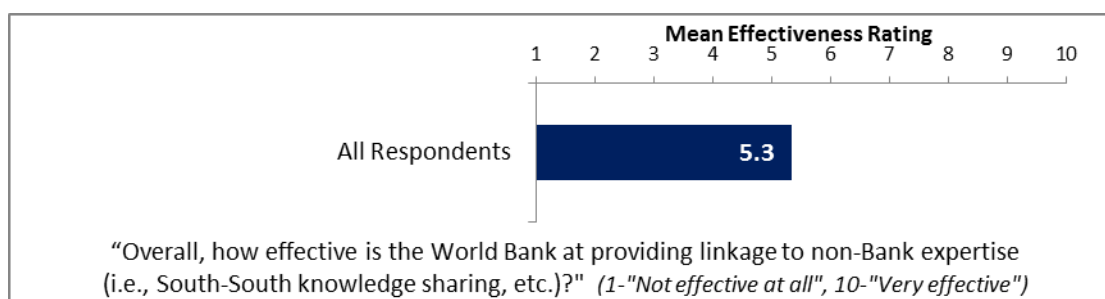
Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the technical quality of the World Bank's knowledge and research.

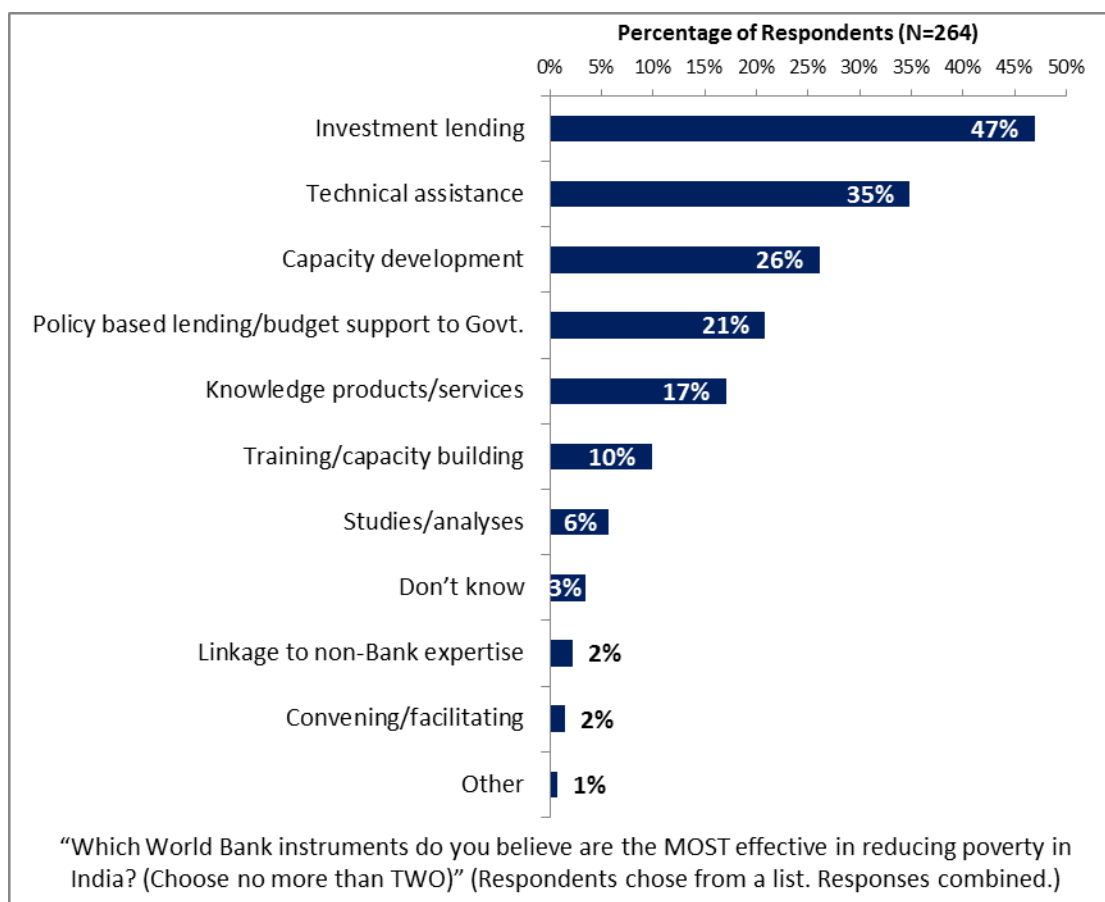


VII. World Bank Knowledge and Instruments (continued)

Knowledge: Linkage to Non-Bank Expertise

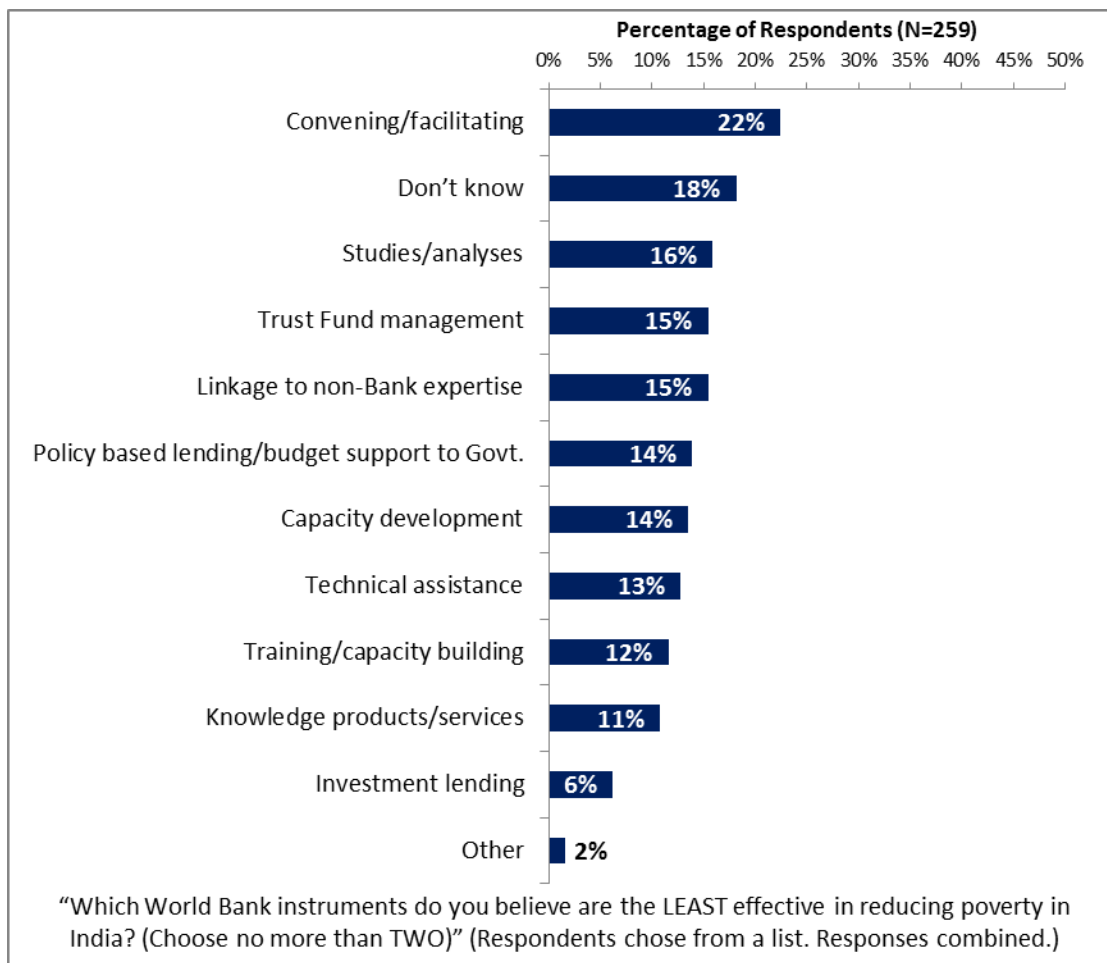


Instruments: Most Effective



VII. World Bank Knowledge and Instruments (continued)

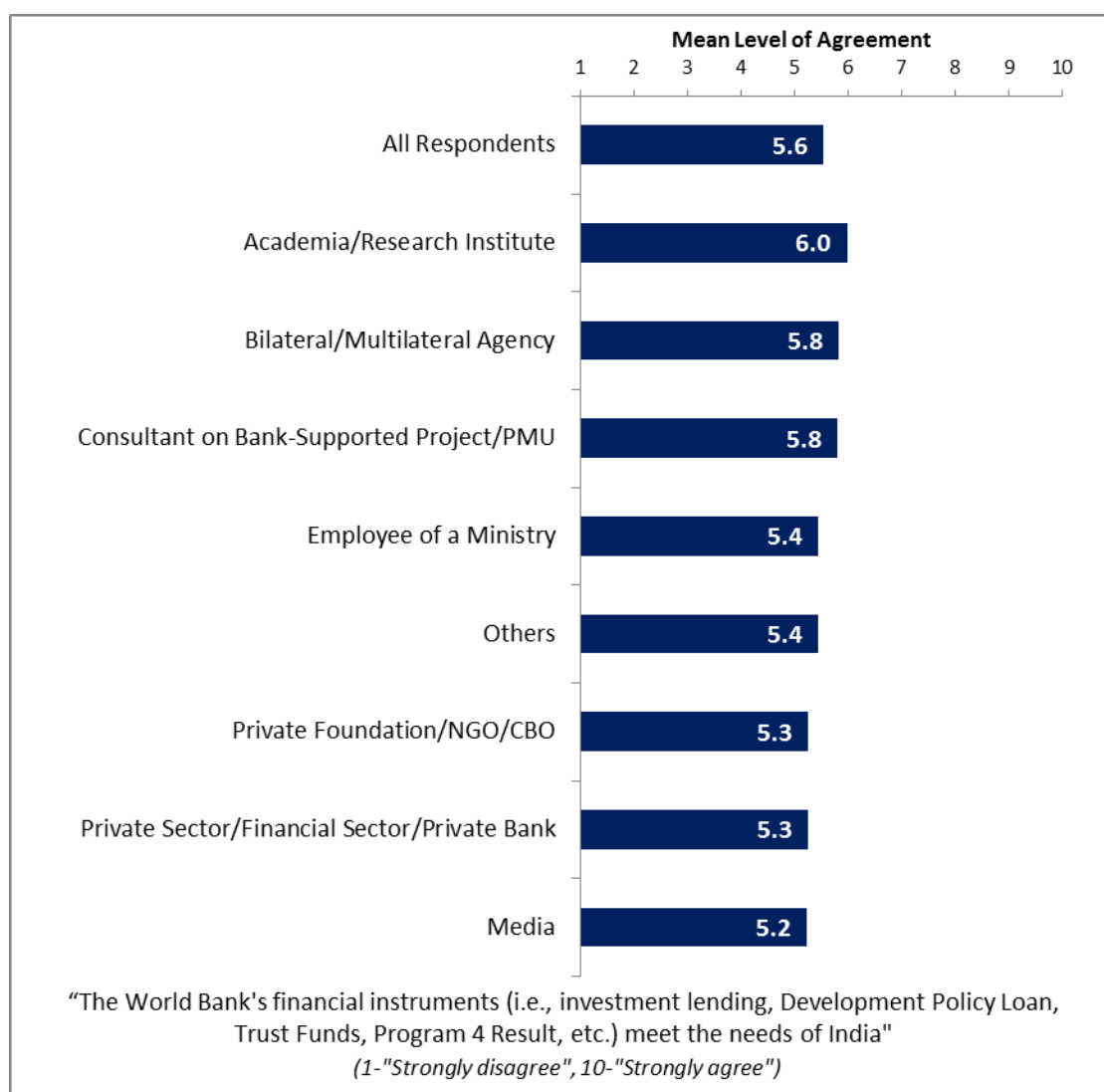
Instruments: Least Effective



VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting India's Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet India's needs.



VIII. How the World Bank Operates

The World Bank's Work in India

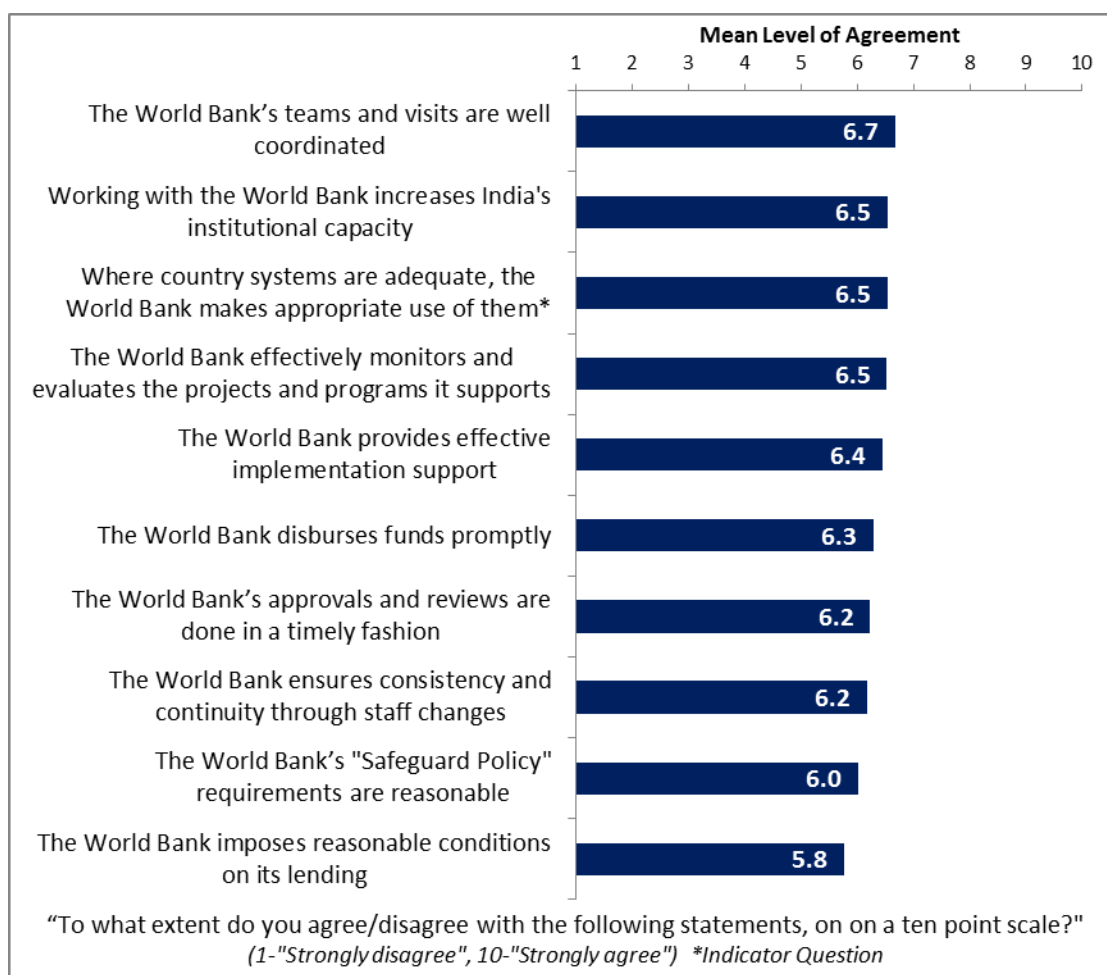
- Respondents in this year's country survey had statistically similar levels of agreement regarding these aspects of the Bank's work in India compared to respondents from the FY '04 country survey.
- Respondents from Assam had the highest levels of agreement that the World Bank's work is aligned with what I consider the development priorities for India, that the World Bank supports programs and strategies that are realistic for India, and that the World Bank treats clients and stakeholders in India whereas respondents from Andhra Pradesh had significantly lower levels of agreement.
- Respondents across all stakeholder groups had statistically similar levels of agreement regarding these aspects of the Bank's work in India.



VIII. How the World Bank Operates (continued)

Overall Perceptions

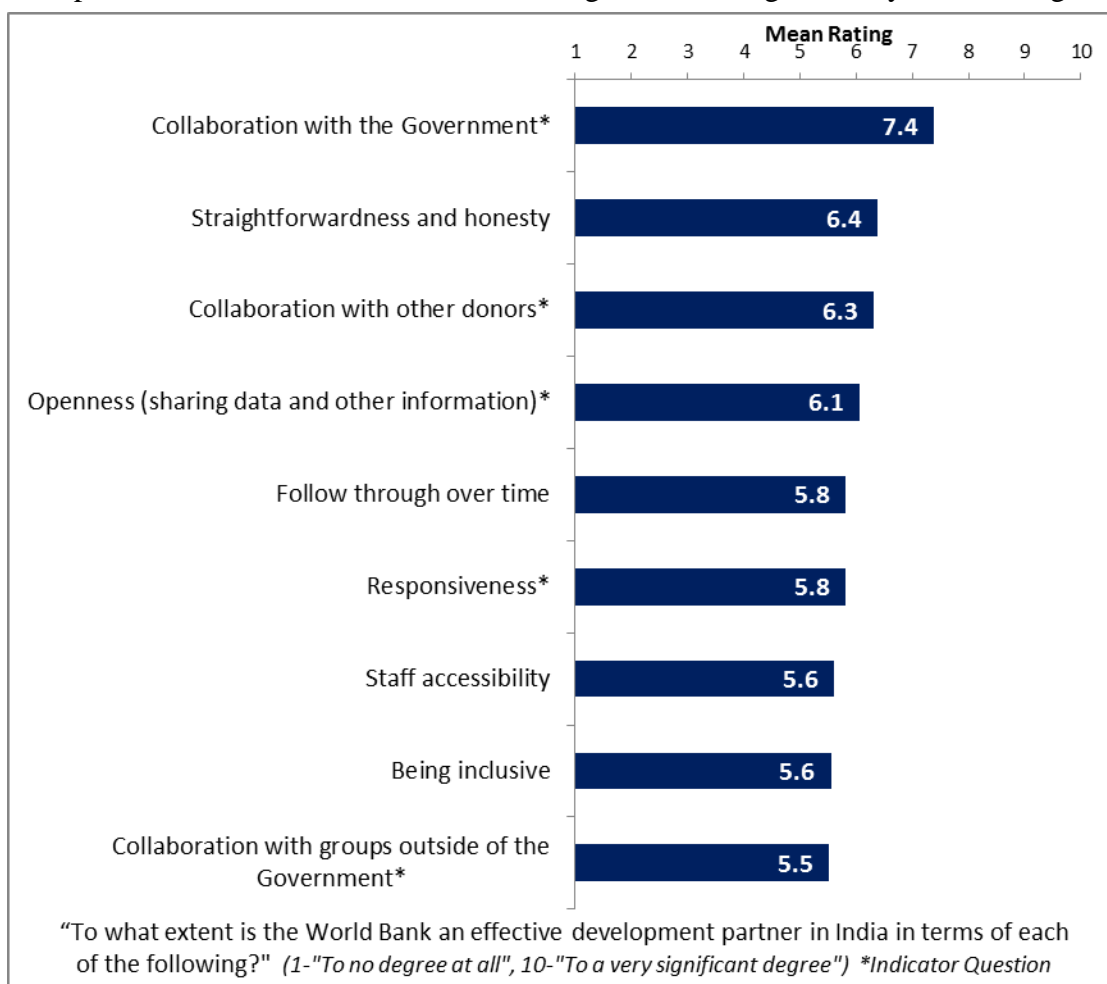
- Respondents in this year's country survey had significantly *lower* levels of agreement that working with the World Bank increases India's institutional capacity compared to respondents from the FY '04 country survey (6.9). Respondents in both country surveys, however, had statistically similar levels of agreement that the Bank effectively monitors and evaluates its projects/programs and that the World Bank imposes reasonable conditions on its lending.
- Consultants on Bank-supported projects/PMUs had the highest levels of agreement that the World Bank disburses funds promptly and that the World Bank's teams and visits are well coordinated whereas respondents from bilateral or multilateral agencies had significantly lower levels of agreement.



VIII. How the World Bank Operates (continued)

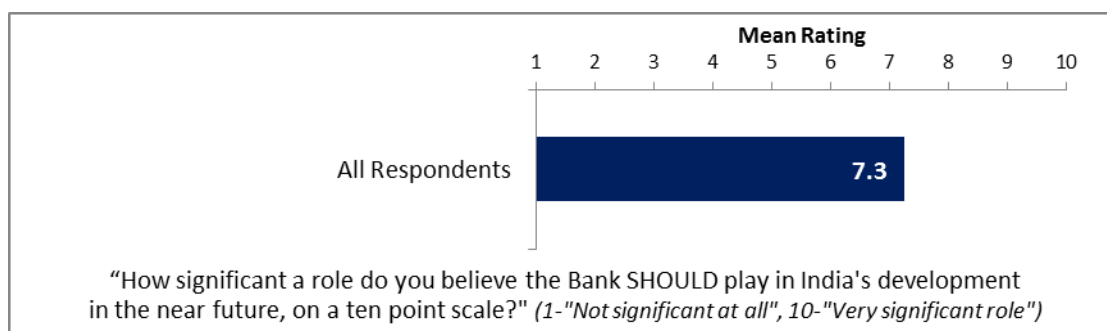
The World Bank as an Effective Development Partner

- Respondents in this year's country survey had significantly *lower* ratings for the Bank's staff accessibility, but statistically similar ratings for the Bank's straightforwardness and honesty compared to respondents from the FY '04 survey (6.2 and 6.6, respectively).
- Consultants on Bank-supported projects/PMUs and respondents from private/financial sector/private banks had the highest ratings regarding the accessibility of the Bank's staff and the Bank being inclusive whereas respondents from bilateral or multilateral agencies and private foundations/NGOs/CBOs had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs had the highest ratings regarding the Bank's openness whereas respondents from bilateral or multilateral agencies had significantly lower ratings.
- Consultants on Bank-supported projects/PMUs and respondents from private/financial sector/private banks had the highest ratings regarding the Bank's straightforwardness and honesty whereas respondents from bilateral or multilateral agencies had significantly lower ratings.
- Employees of ministries and respondents from private/financial sector/private banks and academia/research institutes had the highest ratings regarding the Bank's collaboration with other donors whereas consultants on Bank-supported projects/PMUs and respondents from bilateral or multilateral agencies had significantly lower ratings.

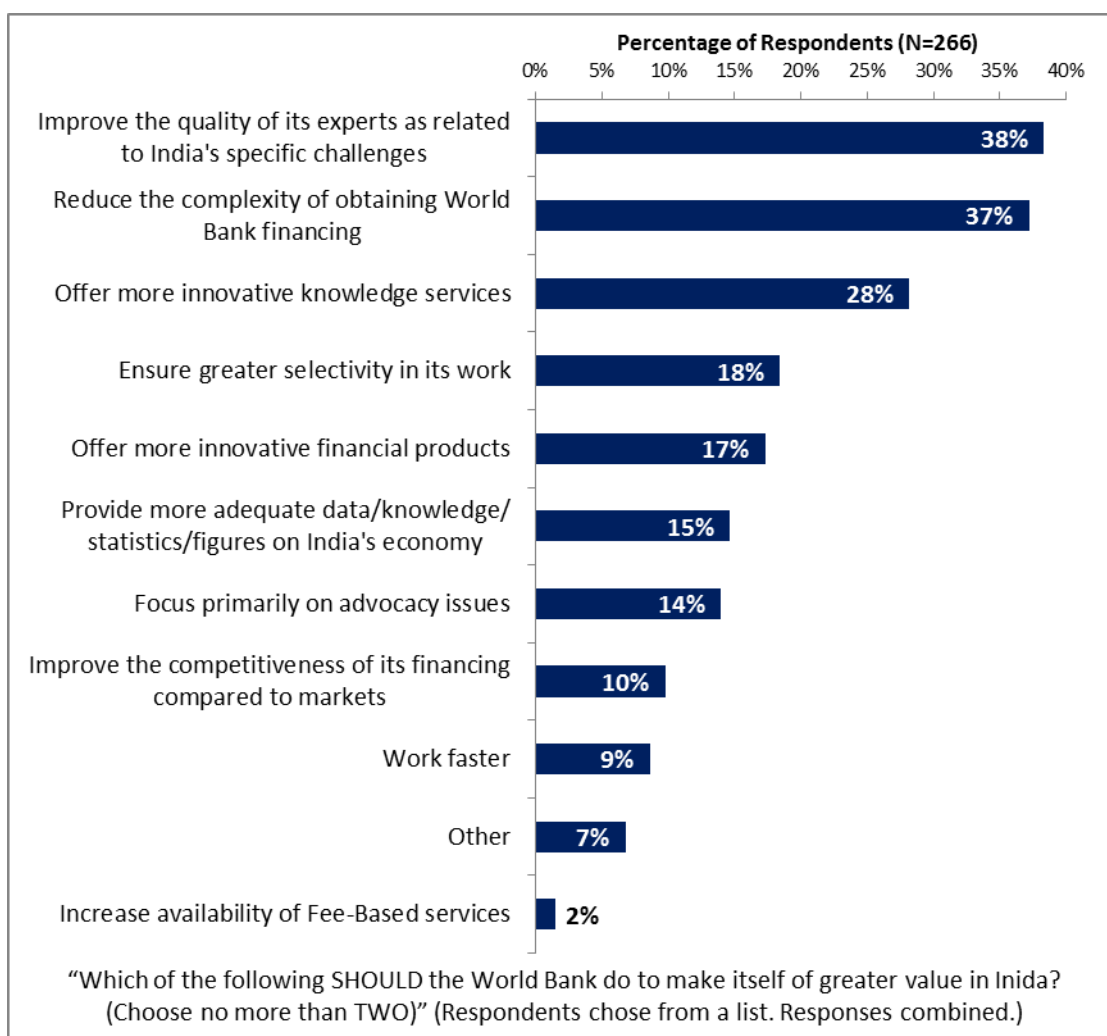


IX. The Future Role of the World Bank in India

Role Significance



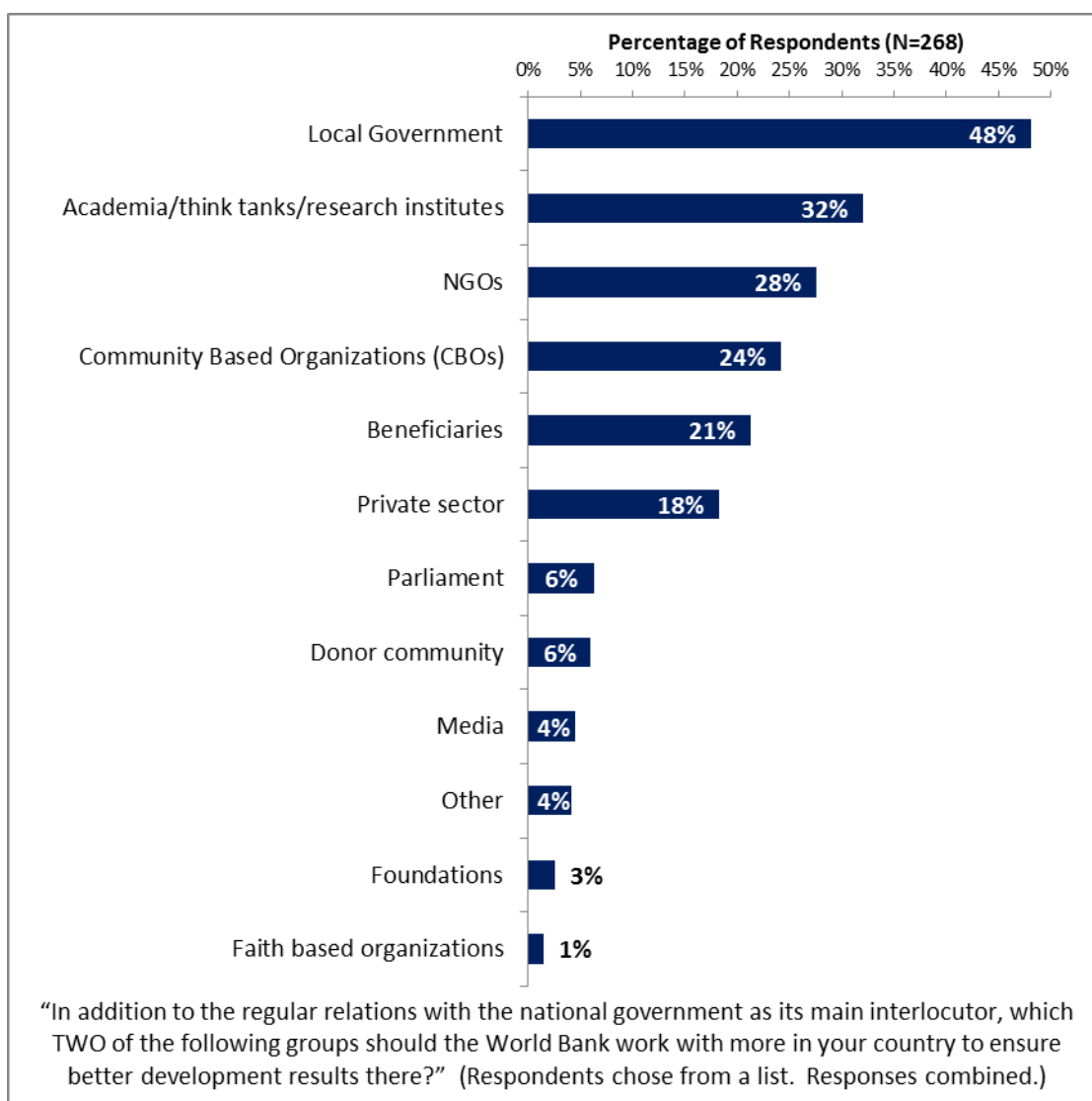
Making the Bank of Greater Value



IX. The Future Role of the World Bank in India (continued)

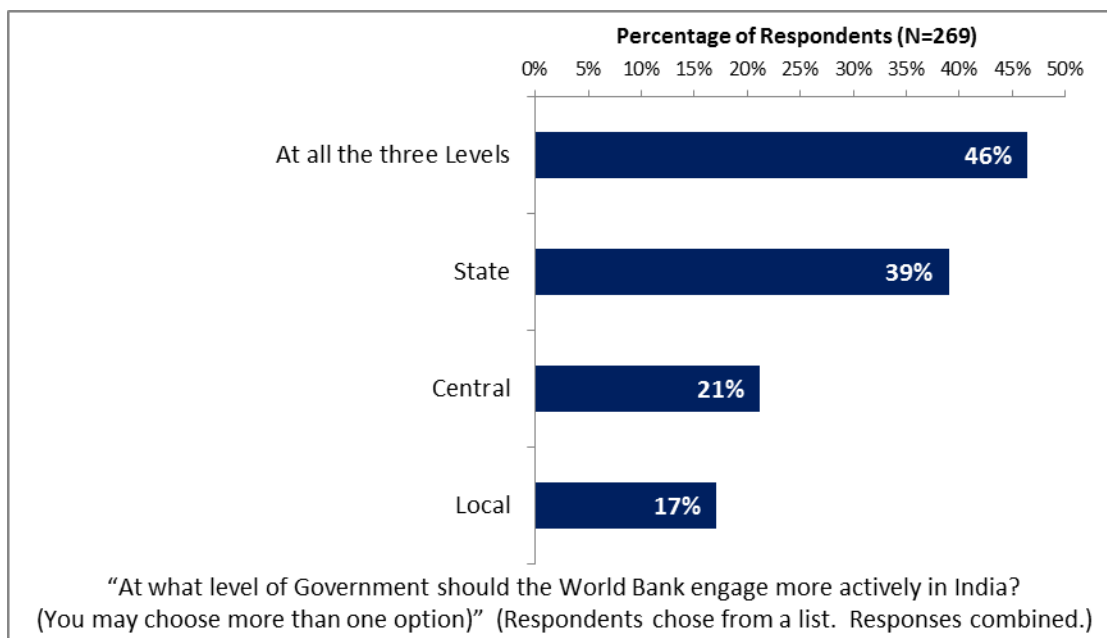
Collaborating in India

- In addition to working more with local government, respondents from private foundations/NGOs/CBOs indicated that the World Bank should work more with NGOs, respondents from bilateral or multilateral agencies indicated that the World Bank should work more with private sector, and respondents from academia/research institutes indicated that the World Bank should work more with academia in India to ensure better development results.



IX. The Future Role of the World Bank in India (continued)

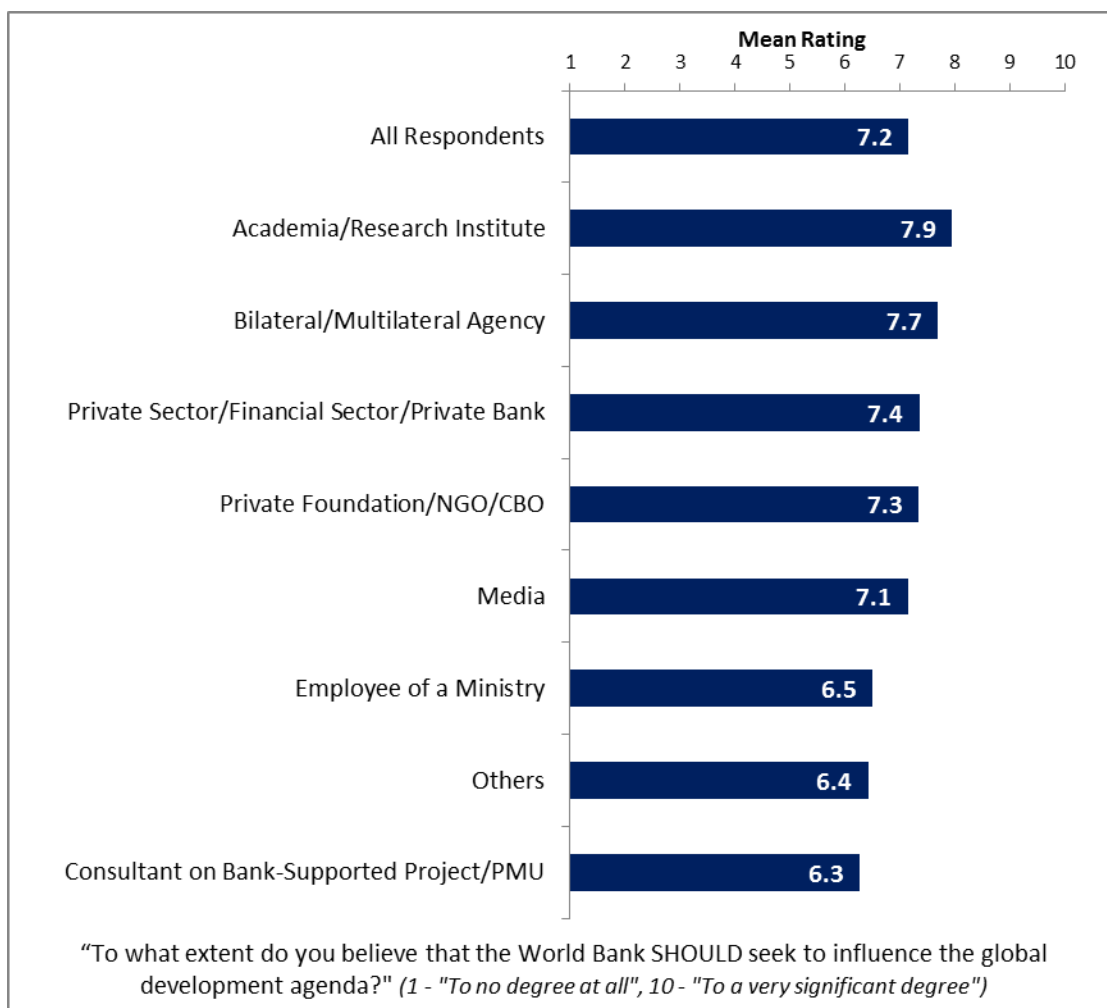
Collaborating with Government in India



IX. The Future Role of the World Bank in India (continued)

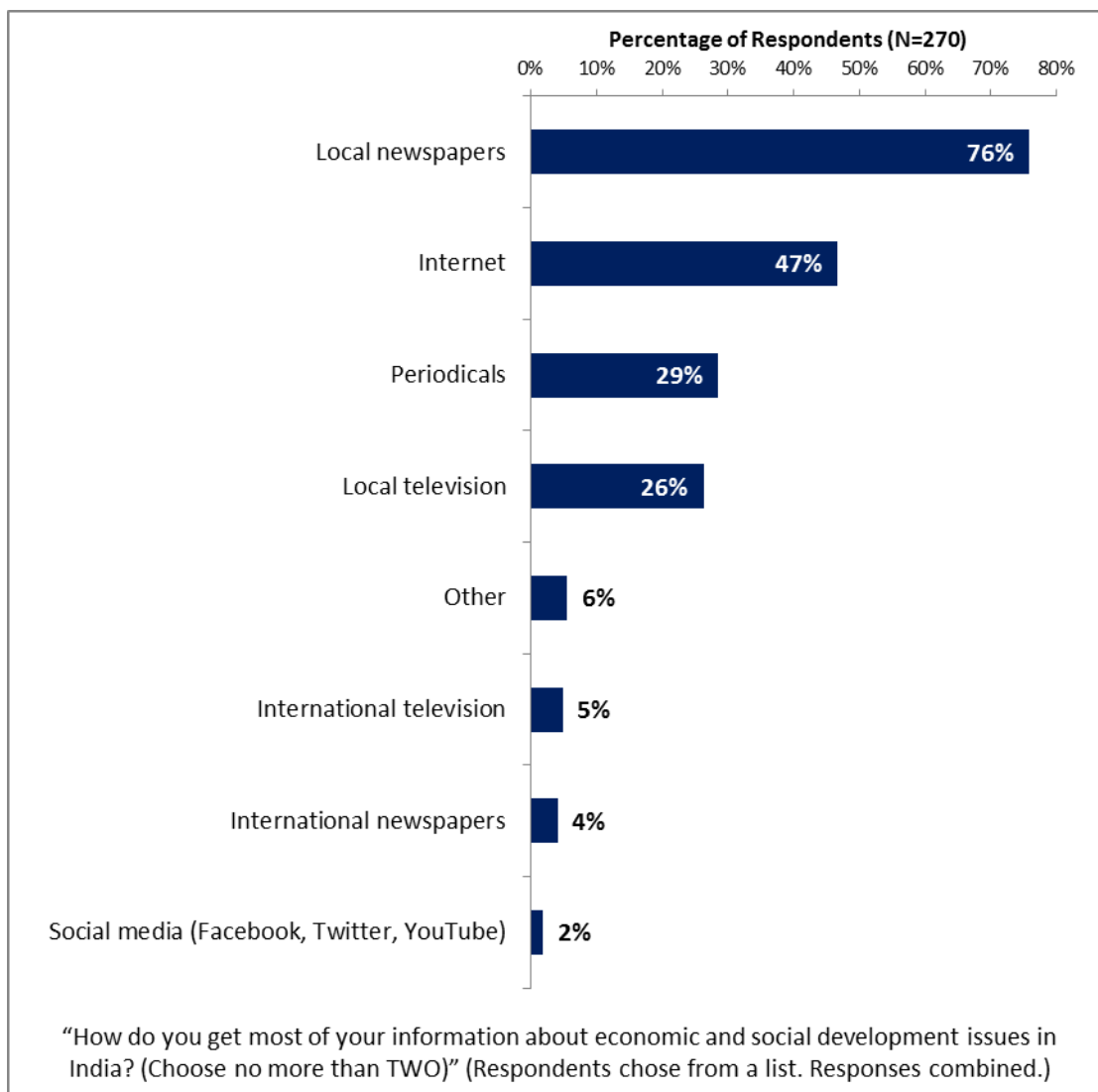
Influencing the Global Development Agenda

- Respondents from academia/research institutes had the highest ratings that the World Bank should seek to influence the global development agenda whereas employees of ministries, consultants on Bank-supported projects/PMUs, and respondents from other organizations had significantly lower ratings.



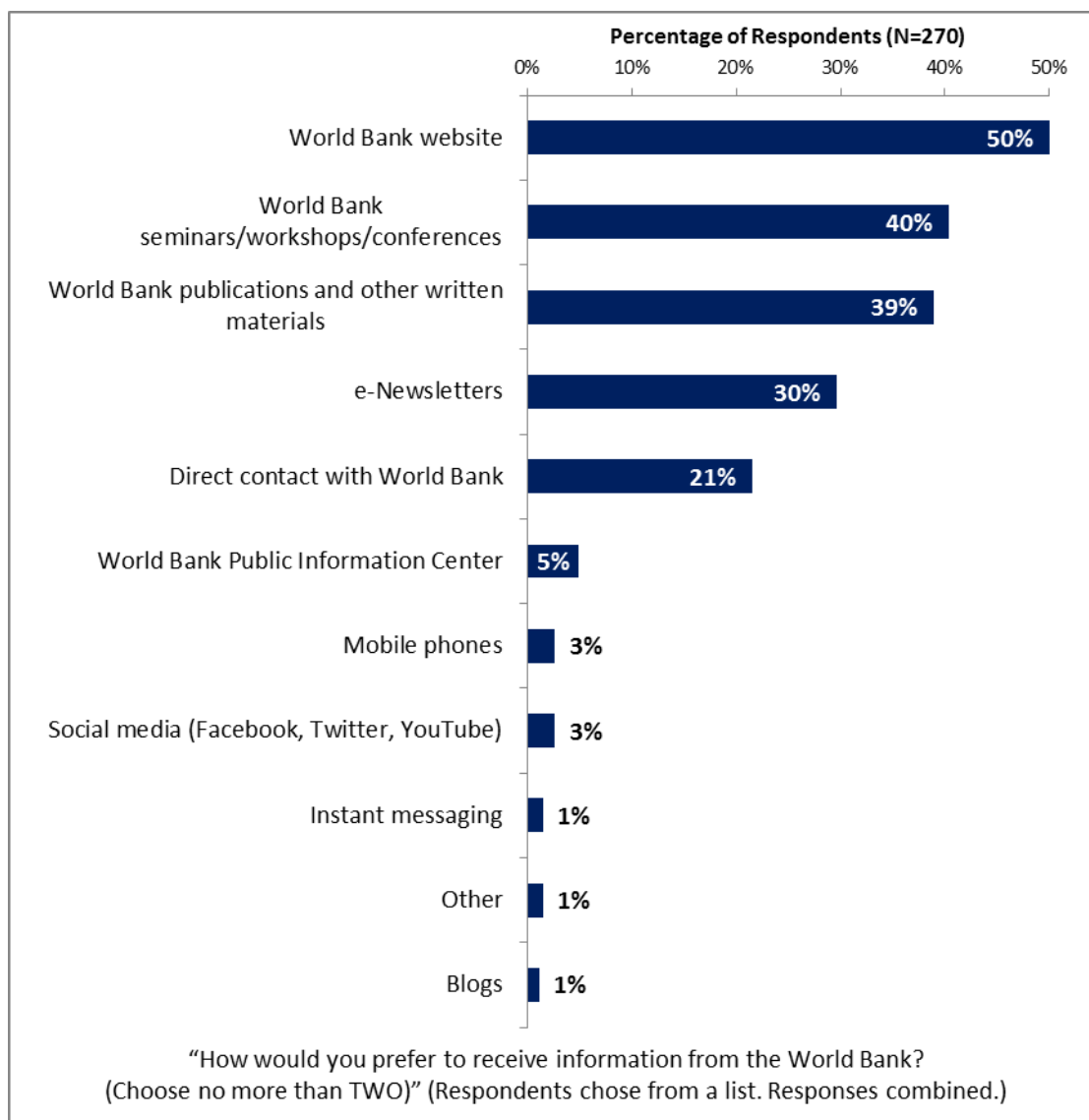
X. Communication and Openness

Information Sources



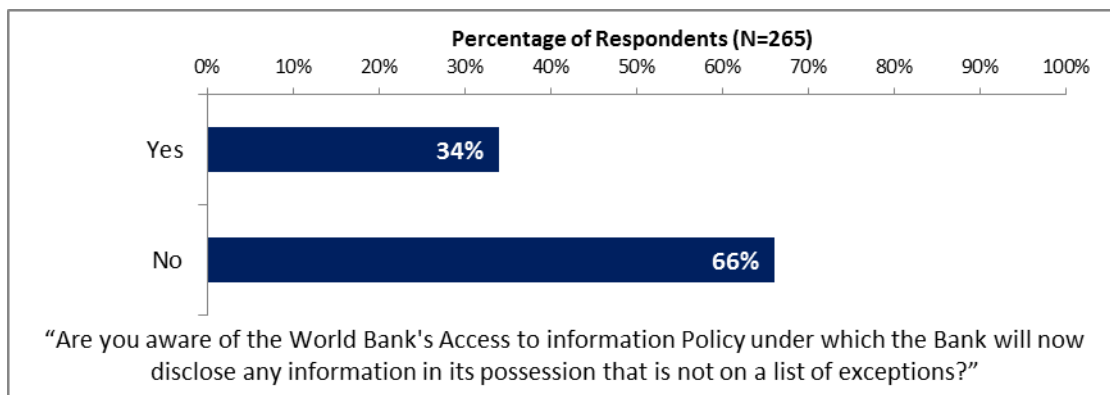
X. Communication and Openness (continued)

Information Sources (continued)

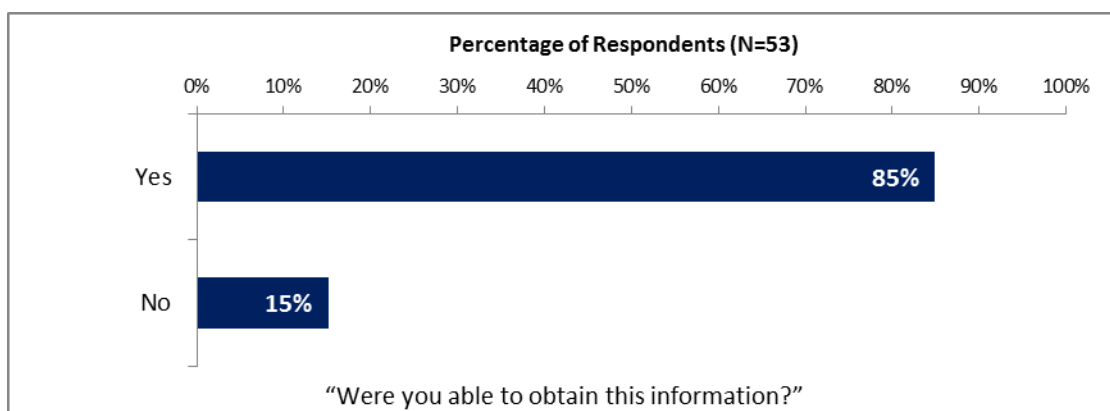
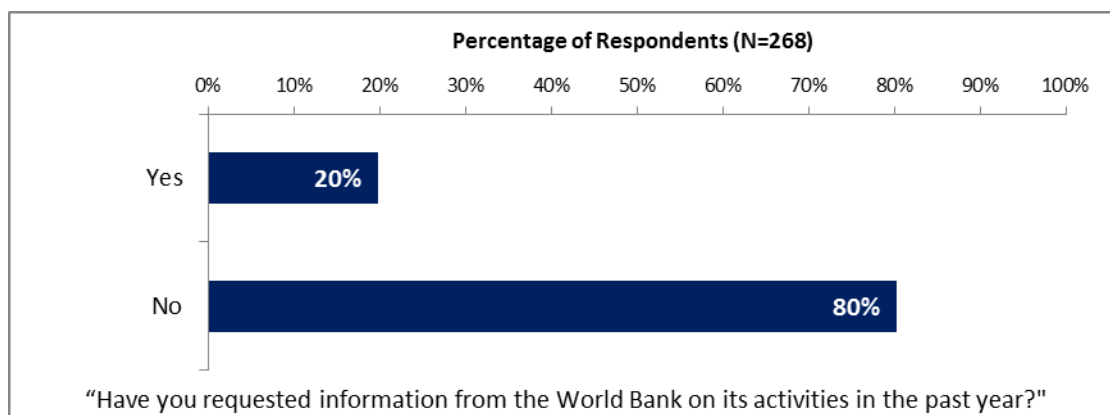


X. Communication and Openness (continued)

Access to Information

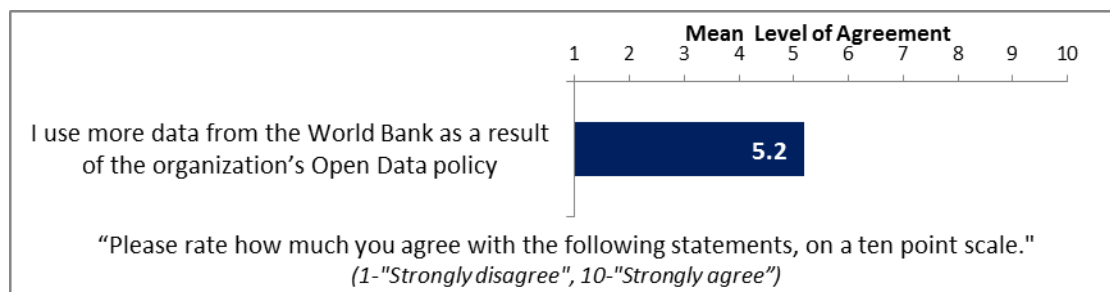


- Consultants on Bank-supported projects/PMUs and respondents from bilateral or multilateral agencies had significantly higher rates of requesting information from the Bank compared to respondents from other stakeholder groups.

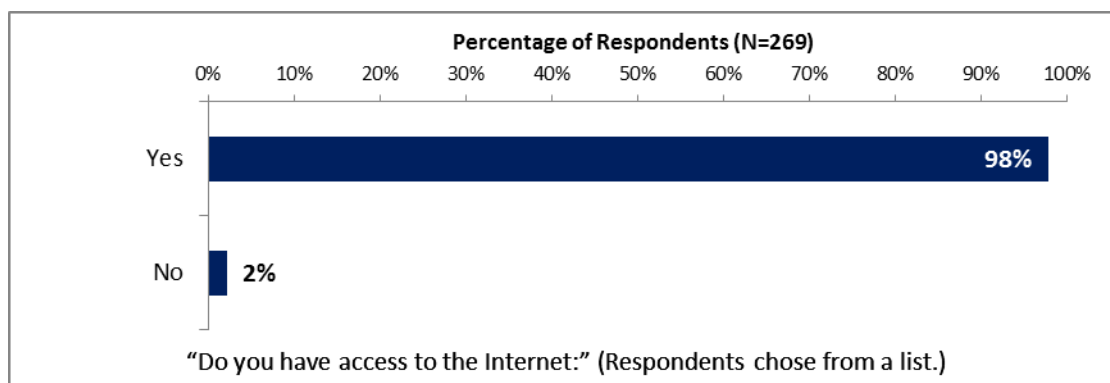


X. Communication and Openness (continued)

Access to Information (continued)

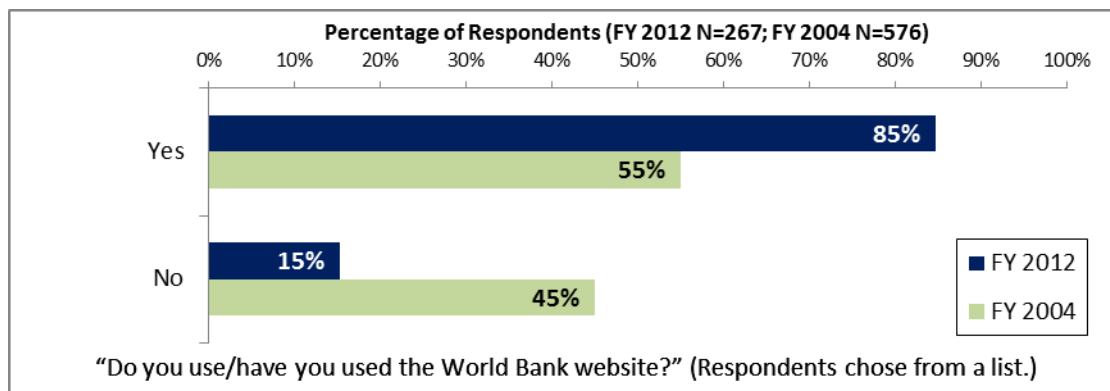


Internet Access



Website Usage

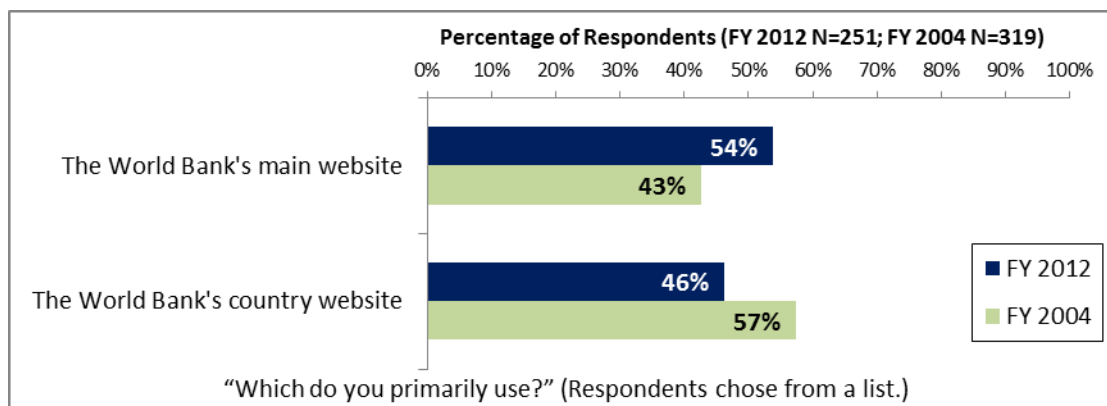
- Respondents in this year's country survey were significantly *more* likely to have used the Bank's website compared to respondents from the FY '04 country survey.



X. Communication and Openness (continued)

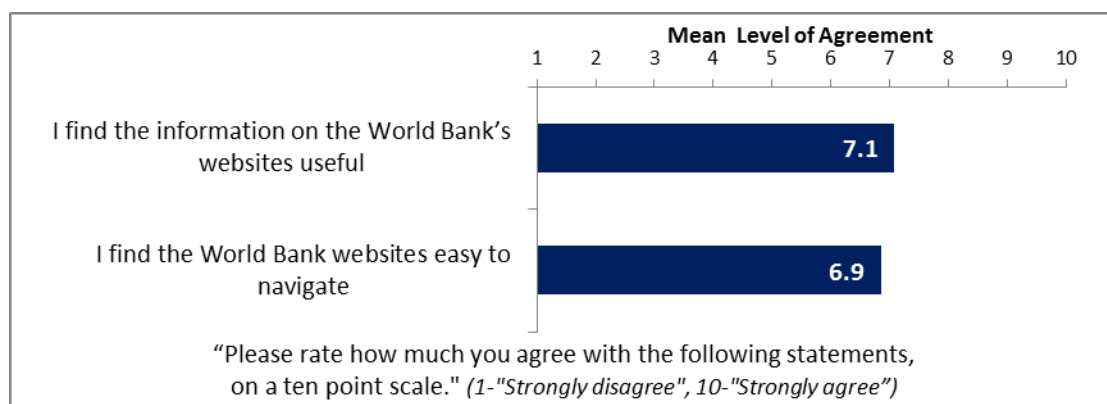
Website Usage

- Respondents in this year's country survey were significantly *more* likely to have used the Bank's main website compared to respondents from the FY '04 country survey.



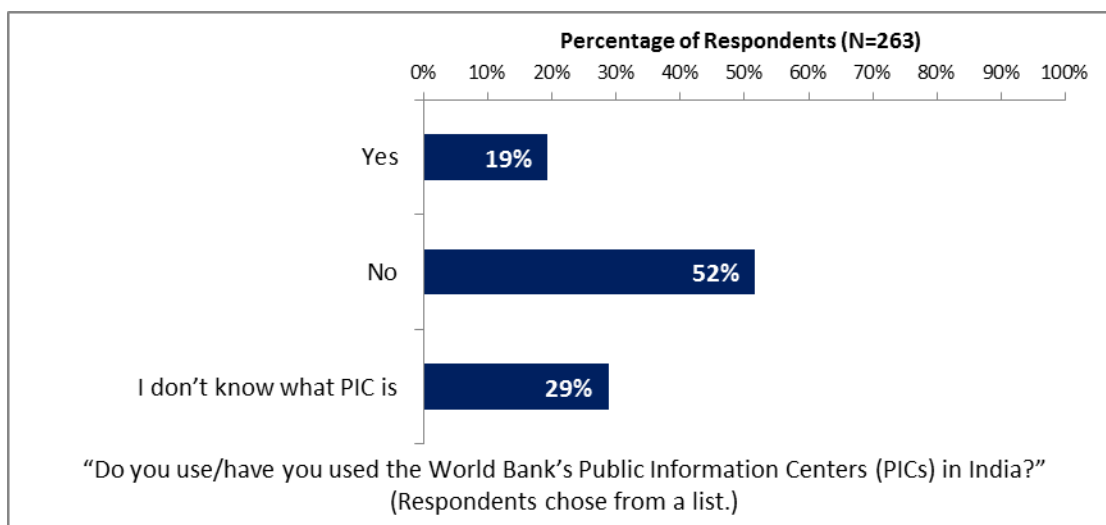
Website Evaluation

- Consultants on Bank-supported projects and respondents from academia/research institutes had the highest levels of agreement that they find the information on the World Bank's websites useful whereas respondents from the media had significantly lower levels of agreement.

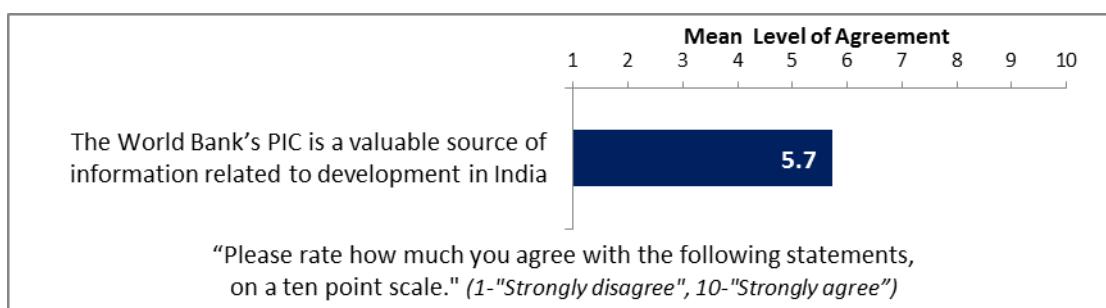


X. Communication and Openness (continued)

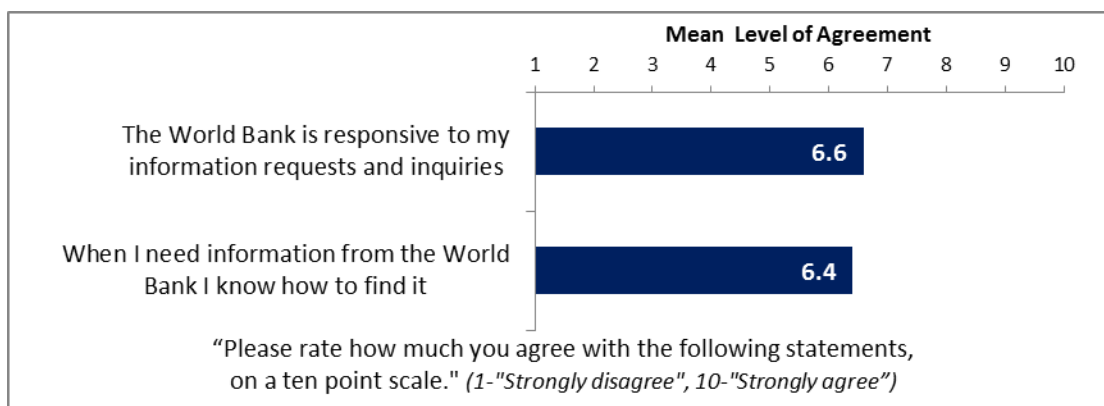
PIC Usage



PIC Evaluation



Information Sharing



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INDIA



Appendix A: Responses to All Questions across All Respondents (N=271)

A. General Issues facing India

1. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=269)
Rural development/ agricultural development/ food security	51.7%
Education	42.8%
Job creation/employment	38.3%
Economic growth	34.2%
Governance/ anti-corruption/ law and justice	24.9%
Equality of opportunity	20.8%
Health	19.0%
Water and sanitation	17.1%
Social protection	7.8%
Transport	6.7%
Other	5.9%
Gender/ social intrusion	5.6%
Energy	5.2%
Natural resource management	5.2%
Urban development	4.5%
Environment	3.3%
Conducive environment for private sector development and FDI	2.6%

2. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=270)
Rural development/ agricultural development/ food security	46.3%
Governance/ anti-corruption/ law and justice	40.7%
Energy	33.3%
Education	33.3%
Job creation/employment	29.6%
Conducive environment for private sector development and FDI	23.0%
Transport	20.4%
Natural resource management	14.4%
Poverty reduction	11.9%
Equality of opportunity	10.7%
Urban development	7.8%
Health	7.0%
Gender/ social intrusion	4.8%
Social protection	3.7%
Other	3.3%
Water and sanitation	3.0%
Environment	2.6%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in India, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	269	6.77	1.95

Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in India, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i>	252	6.08	1.80

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help India solve its most complicated development challenges, on a ten-point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i>	250	6.15	1.79

4. When thinking about how the World Bank can have the most impact on development results in India, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=269)
Rural development/ agricultural development/ food security	51.7%
Education	31.6%
Governance/ anti-corruption/ law and justice	26.0%
Water and sanitation	25.3%
Poverty reduction	24.9%
Transport	24.2%
Health	20.1%
Energy	16.7%
Job creation/employment	15.2%
Economic growth	14.9%
Urban development	10.8%
Environment	9.3%
Conducive environment for private sector development and FDI	5.2%
Equality of opportunity	5.2%
Other	4.8%
Social protection	4.5%
Gender/ social intrusion	3.0%
Natural resource management	3.0%

B. Overall Attitudes toward the World Bank (continued)

5. What do you think is the World Bank's priority in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=267)
Poverty reduction	41.6%
Rural development/ agricultural development/ food security	34.5%
Economic growth	28.1%
Transport	25.8%
Health	25.1%
Water and sanitation	24.7%
Education	18.7%
Conducive environment for private sector development and FDI	15.4%
Governance/ anti-corruption/ law and justice	13.1%
Urban development	12.4%
Environment	11.2%
Energy	10.5%
Natural resource management	6.4%
Gender/ social intrusion	5.6%
Social protection	4.5%
Job creation/employment	4.5%
Equality of opportunity	3.4%
Other	3.4%

6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?	Percentage of Respondents (N=264)		
	<i>Greatest Value</i>	<i>2nd Greatest Value</i>	<i>Combined</i>
Financial resources	41.7%	9.5%	51.1%
Institutional strengthening	14.0%	18.9%	33.0%
Technical assistance	12.5%	14.0%	26.5%
AAA, studies/reports/policy notes	11.0%	11.4%	22.3%
Training/capacity building	4.5%	17.0%	21.6%
Policy advice	5.7%	8.0%	13.6%
Studies/analyses	3.0%	7.6%	10.6%
Mobilizing third party financial resources	3.4%	3.8%	7.2%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.8%	3.8%	4.5%
Donor coordination	1.9%	1.9%	3.8%
Other	0.8%	1.5%	2.3%
Data	0.8%	1.1%	1.9%
Convening/facilitating	0.4%	0.8%	1.1%

B. Overall Attitudes toward the World Bank (continued)

7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=264)
Too bureaucratic in its operational policies and procedures	27.3%
Too influenced by developed countries	26.5%
Not adequately sensitive to political/social realities in India	18.2%
World Bank processes too slow and complex	15.9%
Imposing technocratic solutions without regard to political realities	15.2%
Not collaborating enough with non-state actors	13.6%
Not exploring alternative policy options	13.3%
Not willing to honestly criticize policies and reform efforts in the country	12.1%
Not enough public disclosure of its work	11.7%
Not aligned with country priorities	8.7%
Other	7.6%
Not client focused	6.1%
Staff too inaccessible	5.3%
Arrogant in its approach	2.7%
Not aligned with other donors' work	2.7%
The credibility of its knowledge/data	0.8%

8A. Which World Bank instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=264)
Investment lending	47.0%
Technical assistance	34.8%
Capacity development	26.1%
Policy based lending/ budget support to the Government	20.8%
Knowledge products/services	17.0%
Training/capacity building	9.8%
Studies/analyses	5.7%
Don't know	3.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	2.3%
Convening/facilitating	1.5%
Other	0.8%
Trust Fund management	0.4%

8B. Which World Bank instruments do you believe are the LEAST effective in reducing poverty in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=259)
Convening/facilitating	22.4%
Don't know	18.1%
Studies/analyses	15.8%
Trust Fund management	15.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	15.4%
Policy based lending/ budget support to the Government	13.9%
Capacity development	13.5%
Technical assistance	12.7%
Training/capacity building	11.6%
Knowledge products/services	10.8%
Investment lending	6.2%
Other	1.5%

B. Overall Attitudes toward the World Bank (continued)

Global Development Agenda	N	Mean	SD
9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	248	7.16	2.12

10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=268)
Local Government	48.1%
Academia/think tanks/research institutes	32.1%
NGOs	27.6%
Community Based Organizations (CBOs)	24.3%
Beneficiaries	21.3%
Private sector	18.3%
Parliament	6.3%
Donor community	6.0%
Media	4.5%
Other	4.1%
Foundations	2.6%
Faith based organizations	1.5%

To what extent do you agree with the following statements about the World Bank's work in India, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
11. Overall the World Bank currently plays a relevant role in development in India	263	6.04	2.02
12. The World Bank's work is aligned with what I consider the development priorities for this country	263	5.89	2.01
13. The World Bank supports programs and strategies that are realistic for India	259	5.81	1.89
14. The World Bank treats clients and stakeholders in India with respect	244	6.22	2.17

To what extent is the World Bank an effective development partner in India in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
15. Responsiveness	240	5.80	1.91
16. Being inclusive	239	5.55	1.88
17. Openness (sharing data and other information)	254	6.07	2.07
18. Staff accessibility	244	5.61	2.09
19. Straightforwardness and honesty	236	6.38	2.12
20. Collaboration with groups outside of the Government	242	5.52	2.11
21. Collaboration with the Government	256	7.38	1.62
22. Collaboration with other donors	200	6.32	1.94
23. Follow through over time	215	5.82	1.99

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in India, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
1. Transport	219	6.53	1.91
2. Urban development	222	5.83	1.74
3. Environment	226	5.59	1.89
4. Poverty reduction	238	5.56	2.07
5. Gender/ social intrusion	207	5.27	1.99
6. Conducive environment for private sector development and FDI	201	5.44	2.09
7. Water and sanitation	242	6.02	1.90
8. Economic growth	222	5.73	1.97
9. Energy	216	5.75	1.86
10. Monitoring and evaluation	218	6.03	2.06
11. Job creation/employment	209	4.59	1.96
12. Equality of opportunity	190	4.78	2.05
13. Health	228	5.83	1.93
14. Rural development/ agricultural development/ food security	228	5.91	1.99
15. Governance/ anti-corruption/ law and justice	210	4.81	2.22
16. Education	225	5.53	1.98
17. Social protection	188	4.55	1.98
18. Natural resource management	189	4.75	2.06

Achieving Development Results	N	Mean	SD
19. To what extent does the World Bank's work help achieve development results in India, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	259	5.61	1.70

To what extent do you agree with the following statements about the World Bank in India, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
20. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India	240	5.55	1.84
21. The World Bank meets India's needs for knowledge services (e.g., research analysis, technical assistance)	258	5.60	1.87

D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=270)
Weekly	4.4%
Monthly	18.1%
A few times a year	59.6%
Rarely	15.2%
Never	2.6%

D. The World Bank's Knowledge (continued)

2. When thinking about the development challenges in India, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=269)
Rural development/ agricultural development/ food security	36.8%
Education	35.7%
Poverty reduction	28.6%
Governance/ anti-corruption/ law and justice	26.8%
Water and sanitation	24.9%
Job creation/employment	21.9%
Economic growth	20.4%
Energy	18.6%
Health	13.4%
Gender	10.0%
Urban development	10.0%
Transport	9.3%
Conducive environment for private sector development and FDI	8.6%
Equality of opportunity	7.4%
Environment	7.1%
Natural resource management	5.9%
Social protection	4.8%
Other	4.8%

How effective do you believe the World Bank's knowledge and research are at... in India? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	255	5.80	2.19
4. Stimulating public debate/dialogue	250	4.94	1.96
5. Enhancing your knowledge and/or skills	261	5.89	2.10
6. Contributing to good policy making	252	5.53	2.06
7. Providing support for program implementation	246	5.97	1.90
8. Institutional development	245	5.62	2.02

To what extent do you believe that the World Bank's knowledge and research... in India? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
9. Are timely	248	5.59	2.01
10. Are relevant to India's development priorities	259	5.78	1.99
11. Are accessible (well written and easy to understand)	260	6.22	2.02
12. A source of relevant information on global good practices	259	6.60	1.93
13. Are adequately disseminated	251	5.40	2.15
14. Are adaptable to India's specific development challenges and country circumstances	255	5.44	2.04

D. The World Bank's Knowledge (continued)

Overall Evaluations	N	Mean	SD
15. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	258	5.84	1.88
16. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	259	6.87	1.72
17. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)? (1-Not effective at all, 10-Very effective)	187	5.33	1.80

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	192	6.28	2.38
2. The World Bank effectively monitors and evaluates the projects and programs it supports	237	6.53	2.08
3. The World Bank's approvals and reviews are done in a timely fashion	210	6.23	2.08
4. The World Bank's "Safeguard Policy" requirements are reasonable	186	6.01	2.11
5. The World Bank imposes reasonable conditions on its lending	223	5.77	2.11
6. Working with the World Bank increases India's institutional capacity	236	6.53	1.93
7. The World Bank ensures consistency and continuity through staff changes	187	6.18	2.08
8. The World Bank's teams and visits are well coordinated	207	6.67	2.03
9. Where country systems are adequate, the World Bank makes appropriate use of them	191	6.53	2.08
10. The World Bank provides effective implementation support	219	6.44	1.98

F. The Future Role of the World Bank in India

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in India's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	268	7.25	2.01

F. The Future Role of the World Bank in India (continued)

2. Which of the following SHOULD the World Bank do to make itself of greater value in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=266)
1. Improve the quality of its experts as related to India's specific challenges	38.3%
2. Reduce the complexity of obtaining World Bank financing	37.2%
3. Offer more innovative knowledge services	28.2%
4. Ensure greater selectivity in its work	18.4%
5. Offer more innovative financial products	17.3%
6. Provide more adequate data/knowledge/statistics/figures on India's economy	14.7%
7. Focus primarily on advocacy issues	13.9%
8. Improve the competitiveness of its financing compared to markets	9.8%
9. Work faster	8.6%
10. Other	6.8%
11. Increase availability of Fee-Based services	1.5%

3. At what level of Government should the World Bank engage more actively in India? (You may choose more than ONE option)	Percentage of Respondents (Responses Combined; N=269)
1. Central	21.2%
2. State	39.0%
3. Local	17.1%
4. At all the three Levels	46.5%

G. Communication and Information Sharing

1. Where do you get most of your information about economic and social development issues in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=270)
Local newspapers	75.9%
Internet	46.7%
Periodicals	28.5%
Local television	26.3%
Other	5.6%
International television	4.8%
International newspapers	4.1%
Social media (Facebook, Twitter, YouTube)	1.9%
Local radio	0.4%
International radio	0.4%
Blogs	0.4%
Mobile phones	0.0%
Instant messaging	0.0%

G. Communication and Information Sharing (continued)

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=270)
World Bank website	50.0%
World Bank seminars/workshops/conferences	40.4%
World Bank publications and other written materials	38.9%
e-Newsletters	29.6%
Direct contact with World Bank (i.e., face to face meetings/discussions)	21.5%
World Bank Public Information Center	4.8%
Mobile phones	2.6%
Social media (Facebook, Twitter, YouTube)	2.6%
Instant messaging	1.5%
Other	1.5%
Blogs	1.1%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=265)
Yes	34.0%
No	66.0%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=268)
Yes	19.8%
No	80.2%

5. Were you able to obtain this information?	Percentage of Respondents (N=53)
Yes	84.9%
No	15.1%

6. Do you have access to the Internet?	Percentage of Respondents (N=269)
Yes	97.8%
No	2.2%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=267)
Yes	84.6%
No	15.4%

8. Which do you primarily use?	Percentage of Respondents (N=251)
The World Bank's country website	46.2%
The World Bank's main website	53.8%

9. Do you use / have you used the World Bank's Public Information Center (PICs) in India?	Percentage of Respondents (N=263)
Yes	19.4%
No	51.7%
I don't know what PIC is	28.9%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	198	5.19	2.49
11. The World Bank's PIC is a valuable source of information related to development in India	80	5.74	2.82
12. I find the World Bank websites easy to navigate	223	6.86	1.90
13. I find the information on the World Bank's websites useful	224	7.08	1.88
14. When I need information from the World Bank I know how to find it	215	6.40	2.49
15. The World Bank is responsive to my information requests and inquiries	170	6.59	2.36

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=268)
Academia/Research institute/Think tank	21.6%
NGO	18.7%
Employee of Ministry/Ministerial Dep/Implementation Agency	14.9%
Media	8.6%
Other	7.1%
PMU	5.2%
Private sector organization	4.9%
Multilateral agency	3.7%
Local Government office or staff	3.0%
Financial sector/Private bank	3.0%
Bilateral agency	2.6%
Independent Government Institution	2.2%
Consultant/Contractor on Bank supported Project	1.1%
Community Based Organization	1.1%
Private foundation	0.7%
Office of the President, Prime Minister	0.4%
Office of Parliamentarian	0.4%
Office of Minister	0.4%
Judiciary branch	0.4%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=268)
Other	17.5%
Agricultural development	10.8%
Rural development	7.8%
Economic growth	7.1%
Governance	6.3%
Education	5.6%
Health	4.9%
Transport	4.9%
Poverty reduction	4.1%
Environmental sustainability	3.7%
Energy	3.4%
Public financial management	3.4%
Urban development	2.6%
Basic infrastructure	1.9%
Gender	1.9%
Monitoring and evaluation	1.9%
Climate change	1.5%
Disaster management	1.5%
Food security	1.1%
Job creation/employment	1.1%
Natural resource management	1.1%
Equality of opportunity	0.7%
Financial markets	0.7%
Law and justice	0.7%
Regulatory framework	0.7%
Social protection	0.7%
Water and sanitation	0.7%
Crime and violence	0.4%
Domestic private sector development	0.4%
Information and communications technology	0.4%
Public sector reform	0.4%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=268)
Yes	47.0%
No	53.0%

4. Which of the following describes most of your exposure to the World Bank in India? (Choose no more than TWO)	Percentage of Respondents (N=265)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	20.8%
Use World Bank reports/data	35.1%
Engage in World Bank related/sponsored events/activities	37.7%
Collaborate as part of my professional duties	41.1%
Use World Bank website for information, data, research, etc.	33.6%

H. Background Information (continued)

5. Which best represents your geographic location?	Percentage of Respondents (N=264)
Delhi	54.2%
Assam	9.5%
Andhra Pradesh	15.2%
Bihar	11.0%
Himachal Pradesh	10.2%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing India

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Water and sanitation	15.0%	5.9%	23.5%	9.5%	16.4%	13.0%	26.3%	11.1%
Equality of opportunity	15.0%	17.6%	17.6%	9.5%	34.5%	21.7%	24.6%	11.1%
Economic growth	42.5%	29.4%	35.3%	38.1%	23.6%	47.8%	31.6%	33.3%
Gender/ social intrusion	0.0%	0.0%	5.9%	4.8%	12.7%	4.3%	5.3%	5.6%
Rural development/ agricultural development/ food security	52.5%	64.7%	23.5%	52.4%	52.7%	56.5%	52.6%	50.0%
Urban development	7.5%	5.9%	0.0%	9.5%	0.0%	8.7%	5.3%	2.8%
Education	45.0%	47.1%	47.1%	38.1%	38.2%	43.5%	40.4%	50.0%
Social protection	10.0%	0.0%	11.8%	14.3%	7.3%	4.3%	8.8%	5.6%
Governance/ anti-corruption/ law and justice	22.5%	11.8%	23.5%	23.8%	36.4%	17.4%	22.8%	22.2%
Transport	12.5%	17.6%	0.0%	4.8%	3.6%	8.7%	5.3%	5.6%
Conducive environment for private sector development and FDI	5.0%	0.0%	0.0%	9.5%	1.8%	8.7%	0.0%	0.0%
Energy	5.0%	11.8%	11.8%	9.5%	1.8%	8.7%	3.5%	2.8%
Natural resource management	2.5%	11.8%	5.9%	0.0%	7.3%	0.0%	3.5%	11.1%
Health	17.5%	23.5%	35.3%	9.5%	14.5%	17.4%	19.3%	25.0%
Job creation/employment	40.0%	29.4%	35.3%	42.9%	38.2%	34.8%	38.6%	44.4%
Environment	2.5%	0.0%	11.8%	0.0%	7.3%	0.0%	3.5%	0.0%
Other	5.0%	5.9%	11.8%	9.5%	3.6%	4.3%	3.5%	11.1%

A. General Issues facing India (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in India? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Energy *	52.5%	52.9%	35.3%	23.8%	20.0%	26.1%	35.1%	32.4%
Equality of opportunity	2.5%	11.8%	0.0%	9.5%	21.8%	8.7%	10.5%	8.1%
Social protection	2.5%	0.0%	11.8%	4.8%	1.8%	0.0%	5.3%	5.4%
Rural development/ agricultural development/ food security *	35.0%	76.5%	29.4%	28.6%	47.3%	60.9%	49.1%	51.4%
Conducive environment for private sector development and FDI	25.0%	0.0%	41.2%	38.1%	16.4%	30.4%	21.1%	21.6%
Urban development	12.5%	11.8%	5.9%	14.3%	5.5%	8.7%	7.0%	2.7%
Water and sanitation	2.5%	0.0%	0.0%	0.0%	7.3%	4.3%	1.8%	2.7%
Education	17.5%	17.6%	17.6%	47.6%	34.5%	39.1%	43.9%	32.4%
Job creation/employment	17.5%	17.6%	47.1%	42.9%	27.3%	43.5%	24.6%	32.4%
Governance/ anti-corruption/ law and justice	35.0%	23.5%	47.1%	38.1%	38.2%	30.4%	56.1%	40.5%
Transport *	50.0%	29.4%	11.8%	23.8%	14.5%	17.4%	12.3%	10.8%
Gender/ social intrusion	2.5%	0.0%	5.9%	4.8%	10.9%	0.0%	3.5%	5.4%
Natural resource management *	30.0%	29.4%	11.8%	0.0%	20.0%	0.0%	3.5%	18.9%
Environment	2.5%	0.0%	11.8%	0.0%	3.6%	0.0%	1.8%	2.7%
Health	2.5%	0.0%	5.9%	14.3%	9.1%	8.7%	7.0%	5.4%
Poverty reduction	5.0%	11.8%	17.6%	4.8%	14.5%	17.4%	10.5%	13.5%
Other	2.5%	0.0%	0.0%	4.8%	3.6%	4.3%	3.5%	5.4%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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 India? *	39	7.26	1.90	17	7.82	1.85	17	6.18	2.16	21	7.24	1.79	55	6.33	1.89	23	6.74	2.18	58	6.74	2.03	36	6.53	1.63

(1-Not familiar at all, 10-Extremely familiar); *Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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 India.	38	6.32	1.65	16	7.00	1.79	12	5.50	1.45	21	6.19	1.78	53	5.77	2.07	20	5.75	1.86	53	6.06	1.56	36	6.06	1.84

(1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help India solve its most complicated development challenges? *	38	6.53	1.29	17	6.41	2.09	15	5.87	1.46	20	6.55	1.19	47	5.74	1.87	21	5.05	1.86	56	6.45	1.78	33	6.09	2.05

(1-To no degree at all, 10-To a very significant degree); *Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Rural development/ agricultural development/ food security	38.5%	70.6%	29.4%	47.6%	61.8%	56.5%	55.2%	47.2%
Education	30.8%	41.2%	29.4%	38.1%	30.9%	34.8%	27.6%	30.6%
Social protection	0.0%	0.0%	5.9%	9.5%	3.6%	4.3%	5.2%	5.6%
Governance/ anti-corruption/ law and justice	23.1%	17.6%	41.2%	33.3%	34.5%	13.0%	20.7%	25.0%
Transport *	41.0%	35.3%	23.5%	38.1%	9.1%	13.0%	22.4%	27.8%
Poverty reduction	25.6%	41.2%	23.5%	14.3%	27.3%	26.1%	24.1%	22.2%
Gender/ social intrusion	2.6%	0.0%	5.9%	0.0%	9.1%	0.0%	0.0%	2.8%
Conducive environment for private sector development and FDI	7.7%	0.0%	11.8%	14.3%	1.8%	8.7%	5.2%	0.0%
Water and sanitation	25.6%	23.5%	17.6%	19.0%	25.5%	43.5%	25.9%	16.7%
Energy	23.1%	23.5%	17.6%	4.8%	7.3%	17.4%	20.7%	22.2%
Job creation/employment	7.7%	0.0%	17.6%	9.5%	25.5%	13.0%	13.8%	19.4%
Urban development	7.7%	5.9%	11.8%	23.8%	7.3%	13.0%	10.3%	11.1%
Environment *	23.1%	5.9%	23.5%	0.0%	3.6%	0.0%	15.5%	0.0%
Equality of opportunity	2.6%	0.0%	0.0%	4.8%	12.7%	4.3%	3.4%	5.6%
Health	20.5%	11.8%	5.9%	19.0%	10.9%	34.8%	20.7%	33.3%
Economic growth	20.5%	11.8%	17.6%	9.5%	12.7%	13.0%	19.0%	11.1%
Natural resource management	0.0%	11.8%	0.0%	4.8%	3.6%	0.0%	3.4%	2.8%
Other *	0.0%	0.0%	5.9%	9.5%	3.6%	4.3%	1.7%	16.7%

*Significantly different between stakeholder groups

What do you think is the World Bank's priority in India?

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Governance/ anti-corruption/ law and justice	7.7%	23.5%	11.8%	19.0%	14.5%	4.3%	19.3%	5.7%
Natural resource management *	12.8%	5.9%	5.9%	4.8%	14.5%	4.3%	0.0%	0.0%
Economic growth	12.8%	41.2%	47.1%	19.0%	29.1%	34.8%	31.6%	20.0%
Education	23.1%	11.8%	23.5%	23.8%	10.9%	26.1%	15.8%	25.7%
Energy	10.3%	11.8%	17.6%	0.0%	10.9%	4.3%	14.0%	11.4%
Environment	20.5%	17.6%	5.9%	9.5%	7.3%	8.7%	14.0%	5.7%
Health	30.8%	23.5%	23.5%	33.3%	16.4%	30.4%	24.6%	28.6%
Poverty reduction	53.8%	58.8%	64.7%	33.3%	36.4%	43.5%	33.3%	34.3%
Rural development/ agricultural development/ food security	33.3%	41.2%	17.6%	42.9%	34.5%	21.7%	36.8%	40.0%
Social protection	5.1%	0.0%	0.0%	4.8%	5.5%	4.3%	1.8%	11.4%
Transport	23.1%	35.3%	11.8%	33.3%	30.9%	21.7%	19.3%	31.4%
Urban development	2.6%	5.9%	0.0%	23.8%	16.4%	21.7%	14.0%	11.4%
Water and sanitation	25.6%	23.5%	17.6%	28.6%	20.0%	17.4%	29.8%	28.6%
Equality of opportunity	7.7%	0.0%	5.9%	0.0%	5.5%	4.3%	1.8%	0.0%
Gender/ social intrusion	7.7%	0.0%	0.0%	4.8%	7.3%	4.3%	5.3%	8.6%
Conducive environment for private sector development and FDI	7.7%	0.0%	23.5%	14.3%	20.0%	8.7%	22.8%	14.3%
Job creation/employment	2.6%	0.0%	11.8%	0.0%	5.5%	4.3%	1.8%	11.4%
Other	0.0%	0.0%	0.0%	4.8%	3.6%	4.3%	3.5%	5.7%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?

Greatest Value	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Financial resources	43.6%	35.3%	11.8%	50.0%	41.8%	59.1%	37.0%	48.6%
Mobilizing third party financial resources	2.6%	5.9%	0.0%	0.0%	7.3%	0.0%	5.6%	0.0%
Technical assistance	17.9%	23.5%	17.6%	25.0%	7.3%	4.5%	9.3%	10.8%
Institutional strengthening	23.1%	11.8%	17.6%	10.0%	10.9%	4.5%	13.0%	18.9%
AAA, studies/reports/policy notes	10.3%	11.8%	17.6%	0.0%	9.1%	4.5%	18.5%	8.1%
Policy advice	2.6%	5.9%	17.6%	10.0%	7.3%	4.5%	5.6%	0.0%
Donor coordination *	0.0%	0.0%	0.0%	0.0%	3.6%	13.6%	0.0%	0.0%
Data *	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	5.9%	0.0%	5.0%	3.6%	9.1%	5.6%	8.1%
Studies/analyses	0.0%	0.0%	5.9%	0.0%	5.5%	0.0%	7.4%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	5.9%	0.0%	1.8%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	2.7%

*Significantly different between stakeholder groups

Second Greatest Value	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Financial resources	10.3%	11.8%	5.9%	10.0%	9.1%	4.5%	7.4%	10.8%
Mobilizing third party financial resources	5.1%	11.8%	0.0%	0.0%	7.3%	0.0%	0.0%	5.4%
Technical assistance	12.8%	17.6%	11.8%	10.0%	14.5%	13.6%	13.0%	18.9%
Institutional strengthening	17.9%	17.6%	17.6%	20.0%	14.5%	22.7%	25.9%	16.2%
AAA, studies/reports/policy notes	12.8%	11.8%	23.5%	10.0%	9.1%	13.6%	11.1%	8.1%
Policy advice	5.1%	11.8%	5.9%	20.0%	5.5%	13.6%	7.4%	2.7%
Donor coordination	2.6%	0.0%	0.0%	5.0%	1.8%	4.5%	0.0%	2.7%
Data	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	1.9%	0.0%
Training/capacity building	28.2%	11.8%	5.9%	20.0%	18.2%	13.6%	13.0%	18.9%
Studies/analyses	5.1%	0.0%	23.5%	5.0%	9.1%	4.5%	9.3%	5.4%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	1.9%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	5.9%	0.0%	3.6%	9.1%	7.4%	2.7%
Other	0.0%	5.9%	0.0%	0.0%	1.8%	0.0%	0.0%	5.4%

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Imposing technocratic solutions without regard to political realities	10.3%	11.8%	11.8%	10.5%	10.9%	30.4%	21.8%	13.9%
Not exploring alternative policy options	15.4%	5.9%	11.8%	10.5%	12.7%	17.4%	14.5%	11.1%
Too bureaucratic in its operational policies and procedures *	41.0%	41.2%	11.8%	52.6%	21.8%	13.0%	21.8%	22.2%
Staff too inaccessible *	0.0%	0.0%	23.5%	0.0%	10.9%	4.3%	5.5%	0.0%
Arrogant in its approach	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	7.3%	5.6%
Not client focused	7.7%	5.9%	5.9%	5.3%	10.9%	4.3%	3.6%	2.8%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	1.8%	4.3%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	15.4%	17.6%	5.9%	21.1%	12.7%	17.4%	9.1%	5.6%
Too influenced by developed countries	30.8%	5.9%	11.8%	15.8%	23.6%	39.1%	30.9%	36.1%
Not enough public disclosure of its work	10.3%	5.9%	17.6%	15.8%	20.0%	8.7%	7.3%	8.3%
World Bank processes too slow and complex	25.6%	52.9%	11.8%	42.1%	5.5%	8.7%	5.5%	13.9%
Not aligned with country priorities	10.3%	0.0%	5.9%	5.3%	9.1%	0.0%	12.7%	11.1%
Not aligned with other donors' work	2.6%	5.9%	29.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	5.9%	11.8%	5.3%	21.8%	0.0%	21.8%	22.2%
Not adequately sensitive to political/social realities in India	12.8%	0.0%	17.6%	5.3%	16.4%	26.1%	20.0%	30.6%
Other	7.7%	11.8%	11.8%	0.0%	10.9%	8.7%	5.5%	5.6%

*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Investment lending	40.5%	58.8%	52.9%	52.4%	47.3%	47.8%	42.9%	47.2%
Capacity development	27.0%	17.6%	17.6%	23.8%	14.5%	39.1%	28.6%	38.9%
Policy based lending/ budget support to the Government	21.6%	11.8%	23.5%	14.3%	29.1%	13.0%	19.6%	22.2%
Knowledge products/services	13.5%	17.6%	23.5%	9.5%	20.0%	4.3%	25.0%	13.9%
Technical assistance *	54.1%	52.9%	41.2%	38.1%	23.6%	34.8%	30.4%	25.0%
Trust Fund management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Other	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	2.8%
Don't know	5.4%	5.9%	0.0%	4.8%	0.0%	4.3%	3.6%	5.6%
Training/capacity building	18.9%	0.0%	0.0%	9.5%	9.1%	17.4%	7.1%	11.1%
Studies/analyses	0.0%	0.0%	11.8%	4.8%	5.5%	4.3%	10.7%	5.6%
Convening/facilitating	0.0%	0.0%	0.0%	4.8%	3.6%	0.0%	1.8%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	5.9%	0.0%	1.8%	4.3%	5.4%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in India? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Investment lending	11.1%	12.5%	0.0%	10.0%	1.8%	0.0%	7.4%	8.3%
Capacity development	16.7%	18.8%	5.9%	0.0%	14.5%	26.1%	11.1%	13.9%
Policy based lending/ budget support to the Government	11.1%	12.5%	5.9%	20.0%	20.0%	21.7%	11.1%	8.3%
Knowledge products/services	11.1%	12.5%	11.8%	15.0%	12.7%	8.7%	7.4%	8.3%
Technical assistance	11.1%	6.3%	17.6%	15.0%	12.7%	8.7%	14.8%	13.9%
Trust Fund management	19.4%	6.3%	23.5%	15.0%	10.9%	13.0%	13.0%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	3.6%	4.3%	0.0%	2.8%
Don't know	16.7%	6.3%	5.9%	30.0%	16.4%	13.0%	25.9%	19.4%
Training/capacity building	8.3%	25.0%	5.9%	15.0%	9.1%	4.3%	16.7%	5.6%
Studies/analyses	16.7%	18.8%	11.8%	10.0%	20.0%	30.4%	11.1%	11.1%
Convening/facilitating	19.4%	18.8%	52.9%	20.0%	20.0%	13.0%	25.9%	19.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	27.8%	12.5%	11.8%	15.0%	12.7%	17.4%	11.1%	16.7%

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"? *	36	6.50	1.90	15	6.27	2.46	16	7.69	2.15	20	7.35	2.18	51	7.33	2.17	21	7.14	2.20	53	7.94	1.63	33	6.42	2.24

(1-To no degree at all, 10-To a very significant degree); *Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
NGOs *	5.1%	23.5%	11.8%	4.8%	66.7%	8.7%	22.4%	33.3%
Local Government *	66.7%	70.6%	41.2%	52.4%	31.5%	69.6%	39.7%	44.4%
Beneficiaries *	30.8%	35.3%	11.8%	19.0%	9.3%	39.1%	19.0%	22.2%
Private sector *	15.4%	5.9%	47.1%	42.9%	11.1%	13.0%	19.0%	13.9%
Community Based Organizations (CBOs) *	33.3%	29.4%	0.0%	9.5%	29.6%	30.4%	13.8%	36.1%
Donor community *	2.6%	5.9%	41.2%	4.8%	9.3%	0.0%	0.0%	2.8%
Foundations *	2.6%	0.0%	0.0%	14.3%	1.9%	4.3%	1.7%	0.0%
Academia/think tanks/research institutes *	23.1%	29.4%	11.8%	23.8%	24.1%	8.7%	70.7%	22.2%
Parliament	7.7%	0.0%	11.8%	9.5%	7.4%	8.7%	0.0%	8.3%
Media	5.1%	0.0%	0.0%	4.8%	5.6%	13.0%	5.2%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	3.7%	4.3%	1.7%	0.0%
Other *	0.0%	0.0%	23.5%	4.8%	0.0%	0.0%	3.4%	11.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in India, on a ten point scale?

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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 World Bank currently plays a relevant role in development in India	38	5.97	2.06	17	6.47	2.21	16	6.19	1.80	21	6.29	1.74	53	5.77	2.23	23	5.74	2.07	57	6.33	1.88	35	5.60	1.93
The World Bank's work is aligned with what I consider the development priorities for India	38	6.16	1.70	17	6.94	2.14	16	6.25	1.91	20	5.90	1.74	53	5.38	2.18	23	5.96	2.14	58	6.03	1.71	35	5.31	2.35
The World Bank supports programs and strategies that are realistic for India	37	5.86	1.65	17	6.71	1.99	16	6.19	1.42	21	6.33	1.77	52	5.21	2.08	23	5.74	1.89	56	5.96	1.69	35	5.49	2.17
The World Bank treats clients and stakeholders in India with respect	38	6.11	1.56	17	7.12	2.37	13	5.38	1.89	17	7.18	2.10	49	6.22	1.85	19	5.53	2.78	56	6.29	2.18	32	5.75	2.58

(1-Strongly disagree, 10-Strongly agree)

To what extent is the World Bank an effective development partner in India in terms of each of the following?

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	39	6.03	1.93	17	6.24	1.79	11	5.45	1.37	19	5.74	1.69	50	5.46	2.17	20	5.65	2.25	49	5.94	1.68	32	5.91	1.91
Being inclusive *	36	6.00	1.90	16	6.31	1.70	14	4.50	1.56	18	6.33	1.78	48	4.90	1.57	20	5.25	1.94	52	5.52	1.91	32	5.66	1.94
Openness (sharing data and other information) *	38	6.24	2.15	17	7.47	1.42	16	4.94	1.39	19	6.21	1.99	50	5.64	1.96	22	5.45	2.54	56	6.55	2.14	33	5.64	1.73
Staff accessibility *	38	6.37	2.03	16	6.69	1.40	14	4.43	1.22	17	6.94	2.01	48	4.73	1.85	20	5.05	2.31	54	5.63	2.08	35	5.51	2.19
Straightforwardness and honesty *	36	6.64	2.11	16	7.00	2.13	13	5.15	1.34	19	7.32	2.03	48	5.79	2.17	20	5.85	2.58	51	6.31	1.89	30	6.83	1.95
Collaboration with groups outside of the Government	36	5.64	1.94	16	5.75	1.53	13	5.08	1.50	18	6.61	1.85	50	4.96	2.35	19	6.00	2.77	52	5.38	1.99	35	5.51	2.13
Collaboration with the Government	38	6.89	1.84	17	7.41	1.66	16	6.94	1.18	20	7.55	1.61	52	7.54	1.67	19	7.47	2.17	56	7.54	1.48	35	7.37	1.35
Collaboration with other donors *	29	6.79	1.50	15	4.93	1.87	16	4.81	1.28	18	7.00	1.64	39	6.00	2.00	17	6.41	2.27	36	6.86	1.81	27	6.44	2.03
Follow through over time	35	5.80	1.95	14	6.07	1.49	12	4.75	1.48	18	6.00	1.57	41	5.59	2.29	18	6.17	2.28	43	5.88	2.06	32	5.94	1.95

(1-To no degree at all, 10-To a very significant degree); *Significantly different between stakeholder groups

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in India, on a ten point scale?

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Transport	31	6.32	2.06	15	6.80	2.01	10	6.80	0.79	20	6.00	1.75	43	6.44	2.07	19	6.68	1.89	47	6.74	1.88	32	6.53	2.02
Urban development	27	5.33	1.86	15	5.93	2.19	8	6.38	0.52	18	6.00	1.61	48	5.69	1.78	20	6.05	1.73	52	6.17	1.50	31	5.35	1.85
Environment	31	5.61	2.09	16	6.44	1.86	11	5.91	1.45	18	5.67	1.61	47	5.06	2.02	21	5.29	2.00	49	5.90	1.81	30	5.30	1.60
Poverty reduction *	29	5.66	2.21	16	6.75	1.81	16	5.69	1.14	18	5.44	2.06	51	4.96	2.18	20	5.05	2.21	53	5.98	1.96	32	5.25	2.05
Gender/ social intrusion	26	5.50	2.25	11	6.18	2.18	10	5.10	1.52	16	5.69	1.54	47	4.89	2.06	18	4.83	1.95	45	5.53	1.95	32	4.91	1.82
Conducive environment for private sector development and FDI	23	4.78	2.07	11	4.64	1.96	14	5.64	1.78	18	4.83	1.82	42	6.21	2.05	18	4.89	2.68	41	5.78	2.08	32	5.38	1.93
Water and sanitation	36	5.81	1.69	15	6.60	1.72	14	6.00	0.88	18	5.94	1.86	48	5.71	2.02	21	6.38	2.27	55	6.40	1.92	32	5.53	1.93
Economic growth	31	5.39	1.99	13	6.38	2.14	14	6.64	1.65	16	5.31	1.58	48	5.58	1.96	18	5.22	2.16	48	6.04	1.77	31	5.42	2.16
Energy	27	6.00	2.02	16	6.69	1.85	13	5.92	1.61	18	5.44	1.62	41	5.68	1.85	19	4.95	2.15	49	5.94	1.74	30	5.43	1.94
Monitoring and evaluation	30	6.40	1.98	16	6.69	1.92	13	6.08	1.66	15	6.20	1.57	45	5.56	2.02	19	5.32	2.19	48	6.10	2.25	30	6.10	2.16
Job creation/employment	32	4.16	2.19	13	6.00	2.04	10	5.30	1.83	16	5.13	1.86	46	4.50	2.15	18	4.11	1.91	41	4.39	1.67	32	4.59	1.66
Equality of opportunity	28	4.57	2.04	10	6.70	2.06	9	5.67	2.35	12	4.83	2.29	42	4.38	1.94	18	4.83	2.28	42	4.67	1.69	27	4.48	1.95
Health *	32	5.91	1.91	14	6.86	1.35	11	6.36	1.43	18	6.39	1.85	50	5.14	2.07	19	5.84	2.50	49	6.02	1.69	32	5.41	1.78
Rural development/ agricultural development/ food security *	30	5.93	1.95	16	7.44	1.71	11	6.82	1.72	17	5.82	1.67	48	5.15	2.18	19	5.42	2.57	51	6.25	1.76	34	5.71	1.62
Governance/ anti-corruption/ law and justice *	25	4.92	2.40	14	6.36	2.50	14	5.50	1.99	15	5.67	1.95	45	4.16	2.03	19	4.58	2.39	43	4.81	2.14	32	4.25	2.05
Education	30	5.73	2.20	13	6.62	1.56	13	5.85	1.57	18	5.11	2.17	48	5.15	2.08	19	5.53	2.22	52	5.77	1.81	31	5.16	1.86
Social protection	27	4.26	2.01	7	5.43	2.07	14	5.71	1.59	13	4.69	1.80	41	4.15	2.10	16	4.13	2.13	40	4.73	1.91	29	4.48	1.96
Natural resource management	25	4.64	2.22	11	5.64	1.75	12	5.75	1.60	13	4.23	1.96	43	5.02	2.22	14	3.64	1.98	43	4.77	1.95	26	4.50	1.94

(1-To no degree at all, 10-To a very significant degree); *Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in India?	37	5.35	1.93	17	6.35	1.73	16	6.06	1.12	20	5.65	1.35	54	5.35	1.83	22	5.41	2.02	56	5.77	1.46	34	5.56	1.83

(1-To no degree at all, 10-To a very significant degree)

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in India, on a ten point scale?

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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 financial instruments meet the needs of India	36	5.44	2.02	16	5.81	1.83	11	5.82	1.89	20	5.25	1.55	50	5.26	1.74	21	5.24	2.51	51	5.98	1.50	32	5.44	1.83
The World Bank meets India's needs for knowledge services	37	5.27	1.82	17	6.00	2.03	16	5.50	2.39	20	5.75	1.52	53	5.17	1.89	21	5.24	2.55	56	5.91	1.75	35	6.09	1.38

(1-Strongly disagree, 10-Strongly agree)

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/NGO/CBO	Media	Academic/Research/Think-tanks	Others
Weekly	2.5%	11.8%	6.3%	0.0%	3.6%	0.0%	10.3%	0.0%
Monthly	22.5%	11.8%	12.5%	9.5%	5.5%	30.4%	24.1%	21.6%
A few times a year	55.0%	58.8%	68.8%	57.1%	61.8%	52.2%	60.3%	64.9%
Rarely	17.5%	17.6%	12.5%	28.6%	21.8%	17.4%	5.2%	10.8%
Never	2.5%	0.0%	0.0%	4.8%	7.3%	0.0%	0.0%	2.7%

When thinking about the development challenges in India, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/NGO/CBO	Media	Academic/Research/Think-tanks	Others
Gender	2.5%	5.9%	12.5%	4.8%	20.0%	8.7%	10.3%	8.3%
Education *	30.0%	35.3%	18.8%	38.1%	30.9%	56.5%	27.6%	52.8%
Conducive environment for private sector development and FDI *	5.0%	11.8%	37.5%	14.3%	5.5%	0.0%	8.6%	5.6%
Water and sanitation	25.0%	29.4%	12.5%	23.8%	23.6%	39.1%	24.1%	19.4%
Economic growth	25.0%	17.6%	12.5%	14.3%	18.2%	43.5%	17.2%	16.7%
Energy *	20.0%	29.4%	31.3%	14.3%	5.5%	13.0%	29.3%	16.7%
Governance/ anti-corruption/ law and justice	22.5%	17.6%	50.0%	33.3%	34.5%	8.7%	25.9%	22.2%
Social protection *	0.0%	0.0%	25.0%	9.5%	1.8%	0.0%	6.9%	5.6%
Poverty reduction	30.0%	35.3%	18.8%	19.0%	36.4%	30.4%	25.9%	27.8%
Equality of opportunity *	0.0%	0.0%	6.3%	9.5%	18.2%	4.3%	8.6%	2.8%
Urban development	12.5%	5.9%	0.0%	9.5%	1.8%	17.4%	17.2%	8.3%
Transport *	30.0%	11.8%	6.3%	9.5%	1.8%	8.7%	1.7%	11.1%
Rural development/ agricultural development/ food security	40.0%	41.2%	12.5%	28.6%	41.8%	30.4%	44.8%	30.6%
Natural resource management	2.5%	11.8%	6.3%	0.0%	9.1%	0.0%	12.1%	0.0%
Job creation/employment	20.0%	17.6%	31.3%	33.3%	25.5%	13.0%	12.1%	30.6%
Health	12.5%	17.6%	6.3%	9.5%	10.9%	13.0%	12.1%	25.0%
Environment	15.0%	5.9%	12.5%	0.0%	1.8%	4.3%	10.3%	5.6%
Other	5.0%	5.9%	0.0%	9.5%	3.6%	0.0%	3.4%	11.1%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)**How effective do you believe the World Bank's knowledge and research are at... in India?**

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic *	39	6.08	2.02	15	6.07	2.12	12	6.00	2.17	20	5.10	1.71	53	5.38	2.10	23	4.87	2.80	56	6.48	2.11	35	5.80	2.23
Stimulating public debate/dialogue	37	4.78	1.87	14	5.29	2.27	14	5.79	2.46	20	4.65	1.98	49	4.69	1.83	23	4.17	1.90	57	5.28	1.85	34	5.03	2.01
Enhancing your knowledge and/or skills *	39	6.18	1.90	15	6.40	2.10	15	6.07	1.87	20	5.75	1.80	53	5.06	2.08	23	5.35	2.66	58	6.41	1.87	35	5.91	2.19
Contributing to good policy making *	39	5.69	2.04	17	6.47	2.53	13	6.08	1.75	20	5.30	2.03	53	5.09	2.12	22	4.55	1.99	51	5.86	1.71	34	5.41	2.03
Providing support for program implementation *	39	6.31	1.75	17	7.18	2.13	13	5.77	1.92	19	5.68	2.03	53	5.45	2.06	20	5.40	2.21	48	6.10	1.59	35	6.06	1.53
Institutional development	39	5.56	2.27	16	6.56	2.68	14	5.64	1.69	19	6.05	1.93	52	5.04	2.18	19	5.16	2.24	50	5.74	1.60	34	5.85	1.58

(1-Not effective at all, 10-Very effective); *Significantly different between stakeholder groups

To what extent do you believe that the World Bank's knowledge and research... in India?

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely *	37	5.22	1.96	16	6.13	2.16	14	5.64	2.13	18	5.33	2.22	51	5.37	2.08	21	4.57	1.86	55	6.42	1.61	34	5.41	2.08
Are relevant to India's development priorities	39	5.74	1.77	16	6.38	2.19	15	6.40	1.55	20	5.95	1.76	54	5.24	2.25	23	5.39	2.37	56	6.29	1.66	34	5.38	2.09
Are accessible (well written and easy to understand) *	39	6.15	1.98	16	6.50	1.97	16	6.31	1.82	19	6.42	1.64	53	5.64	2.18	23	5.43	2.64	56	7.16	1.55	35	5.74	1.90
A source of relevant information on global good practices *	38	6.45	1.94	15	7.13	1.73	15	6.80	1.37	19	7.00	1.37	53	5.96	2.15	23	6.00	2.68	58	7.28	1.39	35	6.37	1.99
Are adequately disseminated *	37	5.51	2.09	16	6.56	1.75	15	5.20	1.93	18	5.50	1.76	52	4.75	2.20	22	4.55	2.48	55	5.96	2.02	34	5.32	2.27
Are adaptable to India's specific development challenges and country circumstances *	39	5.18	1.85	16	6.25	1.95	12	6.33	2.15	19	5.95	1.51	54	4.81	2.29	22	4.95	2.66	56	5.93	1.55	34	5.26	2.08

(1-To no degree at all, 10-To a very significant degree); *Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	39	5.51	1.85	17	6.35	1.84	16	6.06	1.61	20	5.70	1.84	52	5.60	1.91	23	5.35	2.17	53	6.17	1.68	35	5.89	2.00
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	38	6.58	1.72	16	6.69	2.27	17	7.12	1.36	19	7.00	0.88	53	6.42	1.82	21	6.43	2.31	56	7.46	1.45	36	6.94	1.58
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?	27	4.96	1.85	11	5.55	1.75	6	5.33	1.63	15	5.20	1.70	35	5.46	1.74	16	4.69	1.82	43	5.91	1.86	31	4.87	1.73

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale?

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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 disburses funds promptly *	35	6.20	2.51	17	7.88	1.96	5	4.60	1.67	15	5.60	1.84	37	6.19	2.70	17	6.76	2.11	33	6.27	2.32	30	5.70	2.25
The World Bank effectively monitors and evaluates the projects and programs it supports	39	7.00	2.16	17	7.24	2.41	12	5.83	1.64	18	6.89	1.60	50	6.12	2.09	21	6.05	2.36	43	6.53	2.26	34	6.47	1.67
The World Bank's approvals and reviews are done in a timely fashion	39	6.13	2.08	17	7.06	1.98	7	5.14	2.04	16	5.38	2.03	42	5.98	2.12	15	6.07	1.98	41	6.63	2.09	30	6.30	2.05
The World Bank's "Safeguard Policy" requirements are reasonable	36	5.50	2.12	13	6.77	2.42	7	6.14	1.35	13	5.23	1.92	39	5.74	2.23	15	5.87	1.77	31	6.52	2.11	29	6.45	2.13
The World Bank imposes reasonable conditions on its lending	38	5.13	1.85	16	6.63	2.00	9	5.89	2.09	18	5.50	1.62	44	5.61	2.20	19	5.79	2.68	43	5.98	2.14	33	5.94	2.06
Working with the World Bank increases India's institutional capacity	39	6.18	2.02	16	7.44	1.71	14	6.36	1.45	18	6.83	1.29	45	5.87	2.32	21	6.48	2.04	47	6.98	1.84	34	6.68	1.65
The World Bank ensures consistency and continuity through staff changes	35	5.66	1.80	15	7.33	2.06	6	5.50	1.52	15	6.20	2.08	40	5.60	2.12	13	6.31	2.39	30	6.60	2.37	30	6.60	1.87
The World Bank's teams and visits are well coordinated *	36	6.69	1.91	17	7.88	1.93	10	4.90	2.13	15	6.33	1.76	42	6.50	1.89	16	6.44	2.66	37	6.81	2.16	32	6.81	1.67
Where country systems are adequate, the World Bank makes appropriate use of them	29	5.59	2.38	16	7.00	2.42	7	6.14	1.95	11	6.64	1.80	41	6.54	1.95	16	6.69	2.36	37	7.08	1.80	31	6.39	2.04
The World Bank provides effective implementation support	38	6.47	1.57	17	7.71	1.93	10	5.50	1.18	15	6.33	1.76	46	6.30	2.14	19	5.95	2.37	38	6.47	2.18	33	6.45	1.94

(1-Strongly disagree, 10-Strongly agree); *Significantly different between stakeholder groups

F. The Future Role of the World Bank in India

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	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 India's development in the near future?	40	6.48	1.96	17	7.94	1.89	17	6.71	1.26	21	7.33	1.59	54	7.30	2.37	23	7.30	1.94	57	7.61	1.91	36	7.19	2.11

(1-Not a significant role at all, 10-Very significant role)

F. The Future Role of the World Bank in India

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Improve the quality of its experts as related to India's specific challenges	41.0%	52.9%	23.5%	19.0%	39.6%	34.8%	40.4%	41.7%
Reduce the complexity of obtaining World Bank financing *	51.3%	52.9%	17.6%	52.4%	30.2%	21.7%	38.6%	33.3%
Focus primarily on advocacy issues *	7.7%	0.0%	11.8%	14.3%	30.2%	8.7%	14.0%	2.8%
Improve the competitiveness of its financing compared to markets	7.7%	11.8%	5.9%	19.0%	11.3%	21.7%	5.3%	5.6%
Ensure greater selectivity in its work *	15.4%	5.9%	29.4%	0.0%	18.9%	39.1%	14.0%	27.8%
Provide more adequate data/knowledge/statistics/figures on India's economy	15.4%	0.0%	35.3%	9.5%	13.2%	13.0%	19.3%	8.3%
Offer more innovative financial products	12.8%	17.6%	17.6%	33.3%	9.4%	26.1%	14.0%	25.0%
Offer more innovative knowledge services	33.3%	29.4%	23.5%	28.6%	22.6%	21.7%	29.8%	36.1%
Increase availability of Fee-Based services	0.0%	0.0%	5.9%	0.0%	3.8%	4.3%	0.0%	0.0%
Work faster	10.3%	17.6%	11.8%	9.5%	7.5%	8.7%	3.5%	11.1%
Other	2.6%	5.9%	5.9%	9.5%	9.4%	0.0%	10.5%	5.6%

*Significantly different between stakeholder groups

At what level of Government should the World Bank engage more actively in India? (You may choose more than one option)

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Central	46.2%	29.4%	11.8%	19.0%	12.7%	8.7%	13.8%	30.6%
State	66.7%	76.5%	52.9%	38.1%	21.8%	34.8%	27.6%	36.1%
Local	12.8%	5.9%	23.5%	19.0%	20.0%	39.1%	6.9%	19.4%
At all the three Levels	25.6%	11.8%	35.3%	52.4%	60.0%	30.4%	67.2%	41.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Local newspapers	84.6%	70.6%	70.6%	90.5%	70.9%	82.6%	65.5%	86.5%
International newspapers	0.0%	5.9%	11.8%	0.0%	3.6%	0.0%	6.9%	5.4%
Local radio	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
International radio	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	41.0%	41.2%	17.6%	52.4%	27.3%	17.4%	10.3%	21.6%
International television	12.8%	5.9%	5.9%	4.8%	7.3%	0.0%	1.7%	0.0%
Periodicals*	28.2%	17.6%	11.8%	19.0%	20.0%	17.4%	56.9%	21.6%
Internet	28.2%	47.1%	64.7%	33.3%	56.4%	60.9%	43.1%	43.2%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	5.9%	0.0%	1.8%	0.0%	3.4%	2.7%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	2.6%	5.9%	5.9%	0.0%	5.5%	8.7%	6.9%	8.1%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
World Bank website	52.5%	81.3%	35.3%	38.1%	43.6%	47.8%	51.7%	54.1%
Direct contact with World Bank (i.e., face to face meetings/discussions)	20.0%	18.8%	17.6%	23.8%	21.8%	43.5%	17.2%	13.5%
e-Newsletters	32.5%	25.0%	29.4%	38.1%	34.5%	43.5%	17.2%	27.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	1.7%	2.7%
World Bank seminars/workshops/conferences	40.0%	50.0%	58.8%	33.3%	34.5%	26.1%	46.6%	40.5%
World Bank Public Information Center	2.5%	0.0%	0.0%	0.0%	9.1%	0.0%	6.9%	8.1%
World Bank publications and other written materials	40.0%	18.8%	41.2%	47.6%	40.0%	21.7%	51.7%	32.4%
Mobile phones	5.0%	0.0%	0.0%	0.0%	3.6%	4.3%	1.7%	2.7%
Social media (Facebook, Twitter, YouTube)	2.5%	0.0%	11.8%	0.0%	3.6%	4.3%	0.0%	2.7%
Blogs	0.0%	0.0%	0.0%	4.8%	3.6%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	8.1%

*Significantly different between stakeholder groups

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	32.5%	37.5%	35.3%	38.1%	38.9%	22.7%	30.4%	35.1%
No	67.5%	62.5%	64.7%	61.9%	61.1%	77.3%	69.6%	64.9%

Have you requested information from the World Bank on its activities in the past year? *

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	12.5%	35.3%	47.1%	19.0%	18.2%	26.1%	17.9%	8.3%
No	87.5%	64.7%	52.9%	81.0%	81.8%	73.9%	82.1%	91.7%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	60.0%	100.0%	100.0%	50.0%	90.0%	66.7%	90.0%	100.0%
No	40.0%	0.0%	0.0%	50.0%	10.0%	33.3%	10.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	95.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	94.6%
No	5.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	5.4%

Do you use/have used the World Bank website?

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	77.5%	94.1%	88.2%	90.5%	74.5%	82.6%	94.6%	83.3%
No	22.5%	5.9%	11.8%	9.5%	25.5%	17.4%	5.4%	16.7%

G. Communication and Information Sharing (continued)

Which do you primarily use? *

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
The World Bank's country website	34.2%	35.7%	41.2%	57.9%	69.2%	56.5%	30.8%	45.5%
The World Bank's main website	65.8%	64.3%	58.8%	42.1%	30.8%	43.5%	69.2%	54.5%

*Significantly different between stakeholder groups

Do you use/have used the World Bank's Public Information Center (PICs) in India?

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	10.3%	20.0%	5.9%	23.8%	28.3%	30.4%	20.7%	5.9%
No	71.8%	46.7%	52.9%	57.1%	37.7%	43.5%	44.8%	67.6%
I don't know what PIC is	17.9%	33.3%	41.2%	19.0%	34.0%	26.1%	34.5%	26.5%

Please rate how much you agree with the following statements, on a ten point scale.

	Which of the following best describes your current position?																							
	Employee of Ministry/Ministerial Dept/Implementation Agency			PMU/Consultant/Contractors on Bank supported Projects			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			Private Foundation/NGO/CBO			Media			Academia/Research Institute/Think-tanks			Others		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	23	4.87	2.40	15	5.13	2.61	9	4.33	2.45	13	5.38	2.75	41	4.90	2.63	20	4.30	2.54	47	6.00	2.55	28	5.25	1.90
The World Bank's PIC is a valuable source of information related to development in India	10	5.00	3.09	9	5.56	3.05	3	4.67	4.62	6	6.17	2.40	22	5.59	2.74	8	4.63	3.16	14	6.86	2.93	7	6.43	1.62
I find the World Bank websites easy to navigate	30	6.40	1.67	16	7.56	1.63	15	6.87	1.85	19	6.95	1.27	39	6.64	2.19	20	6.20	2.04	52	7.42	1.96	30	6.50	1.76
I find the information on the World Bank's websites useful *	31	6.81	1.54	16	8.00	1.59	15	7.07	1.79	19	6.68	1.70	40	6.63	2.05	20	6.25	2.61	51	7.94	1.62	30	6.77	1.61
When I need information from the World Bank I know how to find it	29	6.38	2.27	15	7.60	1.92	13	6.62	2.02	16	6.81	1.80	42	5.95	2.63	21	6.14	3.28	48	6.56	2.56	29	6.00	2.55
The World Bank is responsive to my information requests and inquiries	24	6.54	2.36	13	7.54	1.66	11	6.27	1.85	14	7.29	1.86	29	6.17	2.51	21	5.90	3.16	34	6.97	2.42	23	6.43	2.06

(1-Strongly disagree, 10-Strongly agree); *Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Yes	64.1%	70.6%	82.4%	66.7%	20.4%	30.4%	51.7%	33.3%
No	35.9%	29.4%	17.6%	33.3%	79.6%	69.6%	48.3%	66.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Employee of Ministry/Ministerial Dept/Implementation Agency	PMU/Consultant/ Contractors on Bank supported Projects	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Private Foundation/ NGO/CBO	Media	Academic/Research/ Think-tanks	Others
Observer (i.e., follow in media, discuss in informal conversations, etc.) *	7.7%	12.5%	17.6%	10.0%	31.5%	34.8%	10.3%	37.1%
Use World Bank reports/data *	20.5%	6.3%	41.2%	35.0%	31.5%	60.9%	51.7%	22.9%
Engage in World Bank related/sponsored events/activities	56.4%	37.5%	29.4%	30.0%	37.0%	17.4%	43.1%	31.4%
Collaborate as part of my professional duties *	64.1%	62.5%	64.7%	60.0%	22.2%	17.4%	34.5%	40.0%
Use World Bank website for information, data, research, etc. *	15.4%	18.8%	35.3%	15.0%	38.9%	17.4%	44.8%	51.4%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing India

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Water and sanitation *	18.4%	4.0%	30.0%	6.9%	14.8%
Equality of opportunity	19.9%	20.0%	20.0%	20.7%	29.6%
Economic growth *	41.8%	32.0%	17.5%	31.0%	25.9%
Gender/ social intrusion	8.5%	4.0%	0.0%	3.4%	3.7%
Rural development/ agricultural development/ food security	46.1%	72.0%	55.0%	55.2%	55.6%
Urban development	6.4%	0.0%	0.0%	3.4%	3.7%
Education *	41.8%	32.0%	45.0%	69.0%	29.6%
Social protection	7.1%	0.0%	12.5%	0.0%	14.8%
Governance/ anti-corruption/ law and justice *	18.4%	44.0%	22.5%	17.2%	51.9%
Transport	7.1%	12.0%	2.5%	6.9%	7.4%
Conducive environment for private sector development and FDI	2.8%	8.0%	0.0%	0.0%	3.7%
Energy	7.8%	0.0%	2.5%	6.9%	0.0%
Natural resource management	3.5%	4.0%	7.5%	6.9%	7.4%
Health	16.3%	8.0%	32.5%	24.1%	14.8%
Job creation/employment	39.0%	44.0%	42.5%	34.5%	25.9%
Environment	4.3%	0.0%	0.0%	0.0%	7.4%
Other	6.4%	8.0%	7.5%	3.4%	3.7%

*Significantly different between locations

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in India? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Energy	32.4%	36.0%	35.0%	37.9%	33.3%
Equality of opportunity	12.0%	8.0%	10.0%	17.2%	3.7%
Social protection	4.9%	0.0%	0.0%	3.4%	3.7%
Rural development/ agricultural development/ food security	43.0%	68.0%	42.5%	44.8%	51.9%
Conducive environment for private sector development and FDI	26.1%	16.0%	17.5%	27.6%	22.2%
Urban development	9.2%	4.0%	12.5%	0.0%	3.7%
Water and sanitation	2.1%	0.0%	12.5%	0.0%	0.0%
Education	33.1%	20.0%	32.5%	48.3%	29.6%
Job creation/employment	33.1%	28.0%	20.0%	24.1%	29.6%
Governance/ anti-corruption/ law and justice	43.7%	44.0%	35.0%	34.5%	44.4%
Transport	17.6%	32.0%	17.5%	20.7%	25.9%
Gender/ social intrusion	5.6%	0.0%	2.5%	6.9%	7.4%
Natural resource management	12.0%	16.0%	17.5%	6.9%	25.9%
Environment	1.4%	0.0%	7.5%	3.4%	3.7%
Health	6.3%	0.0%	12.5%	6.9%	3.7%
Poverty reduction	9.2%	20.0%	15.0%	13.8%	7.4%
Other	4.2%	0.0%	5.0%	3.4%	0.0%

B. Overall Attitudes toward the World Bank

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	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 India?	142	6.87	1.82	25	7.12	2.17	40	6.33	1.98	29	6.41	2.26	27	6.78	2.04

(1-Not familiar at all, 10-Extremely familiar)

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	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 India. *	129	5.95	1.55	25	6.88	2.15	39	5.56	2.30	27	6.04	1.45	25	6.52	1.76

*Significantly different between locations; (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help India solve its most complicated development challenges?	128	6.13	1.65	25	6.64	1.85	37	5.84	1.97	27	5.74	1.70	26	6.69	2.07

(1-To no degree at all, 10-To a very significant degree)

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Rural development/ agricultural development/ food security	48.2%	72.0%	52.5%	58.6%	48.1%
Education	29.8%	28.0%	30.0%	55.2%	22.2%
Social protection	5.0%	0.0%	5.0%	3.4%	3.7%
Governance/ anti-corruption/ law and justice	26.2%	32.0%	15.0%	34.5%	25.9%
Transport	24.1%	28.0%	7.5%	27.6%	37.0%
Poverty reduction	20.6%	32.0%	37.5%	20.7%	25.9%
Gender/ social intrusion	5.0%	0.0%	0.0%	3.4%	0.0%
Conducive environment for private sector development and FDI	5.7%	8.0%	5.0%	3.4%	3.7%
Water and sanitation	28.4%	16.0%	32.5%	10.3%	22.2%
Energy	14.9%	16.0%	15.0%	20.7%	22.2%
Job creation/employment	17.0%	24.0%	10.0%	13.8%	11.1%
Urban development	12.8%	4.0%	12.5%	6.9%	3.7%
Environment	7.1%	4.0%	12.5%	6.9%	22.2%
Equality of opportunity	6.4%	4.0%	2.5%	10.3%	0.0%
Health	22.0%	4.0%	30.0%	10.3%	18.5%
Economic growth	14.9%	16.0%	15.0%	6.9%	25.9%
Natural resource management	1.4%	4.0%	7.5%	0.0%	7.4%
Other	6.4%	4.0%	5.0%	3.4%	0.0%

What do you think is the World Bank's priority in India? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Governance/ anti-corruption/ law and justice	11.4%	28.0%	12.5%	21.4%	3.7%
Natural resource management	6.4%	8.0%	7.5%	0.0%	11.1%
Economic growth	29.3%	32.0%	17.5%	32.1%	25.9%
Education *	17.9%	16.0%	10.0%	42.9%	18.5%
Energy	8.6%	12.0%	12.5%	7.1%	18.5%
Environment *	11.4%	4.0%	5.0%	10.7%	29.6%
Health	26.4%	8.0%	30.0%	32.1%	22.2%
Poverty reduction	45.0%	52.0%	35.0%	42.9%	22.2%
Rural development/ agricultural development/ food security *	32.1%	60.0%	32.5%	35.7%	22.2%
Social protection	4.3%	4.0%	7.5%	0.0%	3.7%
Transport *	20.0%	40.0%	27.5%	17.9%	48.1%
Urban development	14.3%	4.0%	15.0%	14.3%	0.0%
Water and sanitation *	29.3%	0.0%	20.0%	14.3%	37.0%
Equality of opportunity	4.3%	4.0%	0.0%	7.1%	0.0%
Gender/ social intrusion *	5.7%	0.0%	15.0%	0.0%	0.0%
Conducive environment for private sector development and FDI	16.4%	8.0%	25.0%	7.1%	11.1%
Job creation/employment	2.9%	16.0%	5.0%	3.6%	3.7%
Other	2.9%	0.0%	7.5%	7.1%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?

Greatest Value					
Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Financial resources	33.6%	41.7%	55.3%	42.9%	55.6%
Mobilizing third party financial resources	4.3%	8.3%	0.0%	0.0%	3.7%
Technical assistance	15.0%	8.3%	5.3%	17.9%	11.1%
Institutional strengthening	14.3%	20.8%	10.5%	14.3%	14.8%
AAA, studies/reports/policy notes	15.7%	8.3%	2.6%	3.6%	7.4%
Policy advice	5.0%	0.0%	7.9%	10.7%	3.7%
Donor coordination *	0.0%	8.3%	5.3%	3.6%	0.0%
Data	1.4%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	5.7%	0.0%	2.6%	7.1%	3.7%
Studies/analyses	3.6%	4.2%	5.3%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	2.6%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.4%	0.0%	0.0%	0.0%	0.0%
Other	0.7%	0.0%	2.6%	0.0%	0.0%

*Significantly different between locations

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?

2 nd Greatest Value					
Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Financial resources	12.1%	4.2%	7.9%	3.6%	7.4%
Mobilizing third party financial resources	2.9%	8.3%	5.3%	0.0%	3.7%
Technical assistance	15.0%	20.8%	7.9%	17.9%	11.1%
Institutional strengthening	21.4%	20.8%	18.4%	14.3%	11.1%
AAA, studies/reports/policy notes	11.4%	4.2%	13.2%	7.1%	14.8%
Policy advice	7.1%	4.2%	10.5%	14.3%	7.4%
Donor coordination	2.9%	0.0%	0.0%	0.0%	3.7%
Data	0.7%	4.2%	2.6%	0.0%	0.0%
Training/capacity building	14.3%	25.0%	13.2%	17.9%	29.6%
Studies/analyses	5.7%	0.0%	13.2%	10.7%	11.1%
Convening/facilitating	0.7%	0.0%	0.0%	3.6%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	3.6%	4.2%	7.9%	3.6%	0.0%
Other	0.7%	4.2%	0.0%	7.1%	0.0%

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Imposing technocratic solutions without regard to political realities	17.4%	4.2%	25.0%	10.3%	7.4%
Not exploring alternative policy options	12.3%	12.5%	22.5%	6.9%	11.1%
Too bureaucratic in its operational policies and procedures	28.3%	33.3%	17.5%	27.6%	25.9%
Staff too inaccessible	5.1%	8.3%	2.5%	13.8%	0.0%
Arrogant in its approach	2.9%	0.0%	5.0%	3.4%	0.0%
Not client focused	4.3%	8.3%	7.5%	6.9%	11.1%
The credibility of its knowledge/data *	0.0%	8.3%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	8.7%	20.8%	15.0%	6.9%	22.2%
Too influenced by developed countries	26.1%	20.8%	17.5%	31.0%	37.0%
Not enough public disclosure of its work	9.4%	20.8%	12.5%	6.9%	18.5%
World Bank processes too slow and complex *	18.1%	29.2%	5.0%	20.7%	3.7%
Not aligned with country priorities	6.5%	4.2%	10.0%	20.7%	11.1%
Not aligned with other donors' work	2.9%	4.2%	0.0%	3.4%	3.7%
Not collaborating enough with non-state actors	14.5%	8.3%	17.5%	13.8%	11.1%
Not adequately sensitive to political/social realities in India	19.6%	8.3%	20.0%	17.2%	14.8%
Other	9.4%	0.0%	10.0%	3.4%	7.4%

*Significantly different between locations

Which World Bank instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Investment lending	45.7%	40.0%	56.4%	48.3%	40.7%
Capacity development *	32.6%	36.0%	0.0%	27.6%	18.5%
Policy based lending/ budget support to the Government	17.4%	28.0%	20.5%	24.1%	25.9%
Knowledge products/services	18.8%	12.0%	17.9%	13.8%	14.8%
Technical assistance	37.7%	20.0%	41.0%	24.1%	44.4%
Trust Fund management	0.0%	0.0%	2.6%	0.0%	0.0%
Other	1.4%	0.0%	0.0%	0.0%	0.0%
Don't know	4.3%	4.0%	0.0%	0.0%	3.7%
Training/capacity building *	6.5%	4.0%	12.8%	17.2%	22.2%
Studies/analyses	5.1%	8.0%	7.7%	10.3%	0.0%
Convening/facilitating	1.4%	0.0%	5.1%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.4%	4.0%	5.1%	3.4%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in India? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Investment lending	7.5%	4.0%	5.3%	0.0%	11.1%
Capacity development	9.0%	12.0%	23.7%	17.2%	22.2%
Policy based lending/ budget support to the Government *	11.3%	8.0%	26.3%	6.9%	25.9%
Knowledge products/services	9.0%	8.0%	18.4%	13.8%	0.0%
Technical assistance	13.5%	20.0%	15.8%	3.4%	3.7%
Trust Fund management	15.8%	12.0%	7.9%	24.1%	22.2%
Other	2.3%	0.0%	2.6%	0.0%	0.0%
Don't know	20.3%	16.0%	10.5%	17.2%	18.5%
Training/capacity building	11.3%	16.0%	10.5%	6.9%	11.1%
Studies/analyses	12.0%	24.0%	18.4%	17.2%	22.2%
Convening/facilitating	24.8%	20.0%	18.4%	37.9%	7.4%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	19.5%	12.0%	2.6%	17.2%	14.8%

*Significantly different between locations

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	131	7.31	2.10	22	7.55	1.74	38	6.92	2.27	27	6.93	2.45	23	6.83	1.61

(1-To no degree at all, 10-To a very significant degree)

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
NGOs	24.8%	36.0%	35.9%	27.6%	25.9%
Local Government	50.4%	40.0%	38.5%	51.7%	44.4%
Beneficiaries	19.1%	40.0%	15.4%	24.1%	18.5%
Private sector	23.4%	16.0%	12.8%	13.8%	7.4%
Community Based Organizations (CBOs)	20.6%	32.0%	25.6%	27.6%	29.6%
Donor community	7.8%	0.0%	2.6%	10.3%	3.7%
Foundations	2.1%	0.0%	7.7%	3.4%	0.0%
Academia/think tanks/research institutes	32.6%	28.0%	33.3%	20.7%	51.9%
Parliament *	2.8%	4.0%	15.4%	3.4%	11.1%
Media	5.0%	4.0%	5.1%	3.4%	3.7%
Faith based organizations *	0.0%	0.0%	2.6%	6.9%	3.7%
Other	6.4%	0.0%	2.6%	3.4%	0.0%

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in India, on a ten point scale?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in India	138	5.91	1.90	25	6.20	2.29	39	5.77	2.38	28	6.32	2.40	26	6.46	1.36
The World Bank's work is aligned with what I consider the development priorities for India *	139	5.83	1.85	25	6.92	2.12	38	5.26	2.26	28	5.57	1.89	26	6.38	2.00
The World Bank supports programs and strategies that are realistic for India*	137	5.77	1.72	24	7.00	1.91	38	5.21	2.18	28	5.46	2.28	25	6.08	1.44
The World Bank treats clients and stakeholders in India with respect*	128	6.08	2.02	24	7.42	2.15	37	5.62	2.41	26	5.96	2.29	23	6.61	1.97

*Significantly different between locations; (1-Strongly disagree, 10-Strongly agree)

To what extent is the World Bank an effective development partner in India in terms of each of the following?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	120	5.63	1.83	21	6.24	2.00	40	5.28	1.91	25	6.24	2.03	27	6.37	1.84
Being inclusive	122	5.48	1.84	21	6.05	1.83	39	5.13	2.05	24	5.33	1.97	26	6.00	1.70
Openness (sharing data and other information)	135	6.07	1.96	23	6.74	1.98	38	5.42	2.38	26	5.92	2.53	25	6.40	1.73
Staff accessibility	128	5.77	2.14	21	5.90	1.81	37	4.95	2.01	26	5.00	2.02	25	5.92	1.87
Straightforwardness and honesty	120	6.25	1.91	21	6.90	2.36	38	5.71	2.37	24	6.67	2.18	26	6.88	2.03
Collaboration with groups outside of the Government	127	5.50	2.05	23	5.91	2.35	34	4.94	2.07	26	5.81	2.33	25	5.20	1.83
Collaboration with the Government	134	7.28	1.58	24	8.13	1.75	38	7.26	1.69	27	7.56	1.89	26	7.12	1.24
Collaboration with other donors	112	6.40	1.89	19	6.21	2.07	27	6.48	2.19	20	5.65	1.84	15	6.13	2.03
Follow through over time	112	5.66	1.87	16	6.81	2.04	35	5.57	2.24	21	5.33	2.08	24	6.46	1.96

(1-To no degree at all, 10-To a very significant degree)

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in India, on a ten point scale?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Transport	109	6.33	1.73	24	6.88	2.25	28	6.68	2.42	27	6.41	1.60	24	6.96	1.92
Urban development	113	5.86	1.51	23	5.96	1.97	36	5.83	2.21	25	5.88	1.88	19	5.53	1.84
Environment	113	5.57	1.73	21	5.67	2.44	36	5.50	2.31	25	5.36	1.75	25	6.12	1.69
Poverty reduction	123	5.43	1.97	22	6.14	2.40	40	5.65	2.14	27	5.56	2.38	20	5.55	1.85
Gender/ social intrusion	107	5.19	1.85	16	5.69	2.18	34	5.32	2.17	25	5.16	2.12	20	5.65	2.13
Conducive environment for private sector development and FDI	106	5.23	2.02	17	4.94	1.71	31	6.19	2.21	25	5.56	1.96	17	5.65	2.50
Water and sanitation	128	6.00	1.81	21	6.10	1.87	36	6.14	2.21	26	6.23	2.01	25	5.96	1.97
Economic growth	119	5.76	1.84	20	5.40	2.30	31	5.87	2.22	27	5.96	1.97	19	5.58	1.98
Energy	111	5.87	1.77	21	5.05	2.22	31	5.97	1.91	26	5.35	1.87	21	5.90	2.02
Monitoring and evaluation	113	5.97	1.95	22	6.41	2.06	33	6.06	2.09	20	5.85	2.32	24	6.04	2.46
Job creation/employment	104	4.45	1.71	21	5.10	2.36	30	4.77	2.05	25	4.92	2.31	24	4.42	2.17
Equality of opportunity	96	4.78	1.88	15	5.53	2.42	30	4.70	2.23	23	4.74	1.86	21	4.71	2.43
Health	112	5.86	1.79	22	5.86	2.19	39	5.38	2.25	26	6.19	1.88	23	6.13	1.91
Rural development/ agricultural development/ food security	117	5.79	1.89	22	6.41	2.61	37	5.73	2.28	27	6.07	1.62	19	6.32	1.80
Governance/ anti-corruption/ law and justice	108	4.92	1.96	19	5.37	3.22	34	4.32	2.34	26	4.96	1.93	17	4.59	2.53
Education	116	5.59	1.76	22	5.59	2.48	34	5.32	1.97	28	5.96	1.88	20	5.45	2.50
Social protection	100	4.67	2.02	13	4.31	2.18	24	4.08	1.67	26	4.58	1.92	20	4.40	2.30
Natural resource management	95	4.67	1.92	14	4.00	2.11	32	4.91	2.13	24	4.54	2.47	19	5.58	2.14

(1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in India?	134	5.44	1.62	25	6.00	1.55	40	5.50	2.11	28	5.61	1.50	27	6.30	1.79

(1-To no degree at all, 10-To a very significant degree)

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in India, on a ten point scale?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of India	121	5.50	1.77	24	6.04	1.63	39	5.21	2.14	26	5.62	2.00	24	5.83	1.79
The World Bank meets India's needs for knowledge services	134	5.60	1.86	24	5.83	2.04	39	5.33	1.88	29	5.62	1.90	26	5.81	1.83

(1-Strongly disagree, 10-Strongly agree)

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Weekly	6.3%	4.0%	5.0%	0.0%	0.0%
Monthly	16.2%	16.0%	25.0%	6.9%	22.2%
A few times a year	63.4%	60.0%	52.5%	79.3%	40.7%
Rarely	13.4%	12.0%	15.0%	10.3%	33.3%
Never	0.7%	8.0%	2.5%	3.4%	3.7%

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in India, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Gender	10.6%	16.0%	7.5%	6.9%	11.1%
Education *	33.3%	24.0%	37.5%	62.1%	33.3%
Conducive environment for private sector development and FDI	12.8%	4.0%	7.5%	0.0%	3.7%
Water and sanitation	25.5%	8.0%	25.0%	20.7%	37.0%
Economic growth *	18.4%	48.0%	7.5%	34.5%	14.8%
Energy	22.7%	8.0%	20.0%	6.9%	18.5%
Governance/ anti-corruption/ law and justice	27.7%	24.0%	20.0%	27.6%	33.3%
Social protection	6.4%	0.0%	5.0%	3.4%	3.7%
Poverty reduction *	24.8%	52.0%	35.0%	34.5%	7.4%
Equality of opportunity	7.8%	4.0%	12.5%	3.4%	3.7%
Urban development	9.2%	8.0%	5.0%	17.2%	11.1%
Transport *	9.9%	4.0%	2.5%	3.4%	22.2%
Rural development/ agricultural development/ food security	32.6%	48.0%	37.5%	41.4%	40.7%
Natural resource management	5.0%	4.0%	15.0%	0.0%	7.4%
Job creation/employment	22.7%	36.0%	20.0%	17.2%	18.5%
Health	13.5%	0.0%	20.0%	13.8%	7.4%
Environment	7.8%	4.0%	5.0%	3.4%	14.8%
Other	5.0%	0.0%	7.5%	3.4%	7.4%

*Significantly different between locations

How effective do you believe the World Bank's knowledge and research are at... in India?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	134	5.85	2.19	24	5.88	2.33	39	5.64	2.18	26	5.38	2.19	25	6.24	2.20
Stimulating public debate/dialogue	133	5.03	1.93	24	5.42	2.30	37	4.59	1.92	25	4.48	1.83	24	5.17	1.66
Enhancing your knowledge and/or skills *	137	5.96	1.89	24	6.50	2.40	40	5.25	2.42	27	5.48	2.28	26	6.50	1.98
Contributing to good policy making	132	5.45	1.80	23	5.96	2.55	36	5.31	2.42	27	5.19	2.06	27	6.41	2.00
Providing support for program implementation	124	5.78	1.68	24	6.58	2.19	38	5.66	2.13	27	5.93	1.90	26	6.73	2.05
Institutional development	124	5.71	1.74	23	6.13	2.40	37	5.22	2.27	27	5.52	2.08	27	5.33	2.32

*Significantly different between locations; (1-Not effective at all, 10-Very effective)

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in India?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	131	5.71	1.85	23	5.61	2.37	36	5.42	2.12	25	5.36	2.22	26	5.58	2.10
Are relevant to India's development priorities	136	5.96	1.84	23	6.26	2.51	39	5.21	2.24	28	5.50	1.93	26	5.77	1.82
Are accessible (well written and easy to understand)*	136	6.64	1.75	23	6.35	2.39	40	5.83	2.38	28	5.11	2.06	26	5.85	1.74
A source of relevant information on global good practices *	138	6.91	1.69	23	6.70	2.14	40	5.65	2.36	26	6.58	1.96	25	6.48	1.81
Are adequately disseminated	132	5.61	2.04	24	5.58	2.39	38	5.00	2.55	26	4.69	1.76	24	5.33	2.18
Are adaptable to India's specific development challenges and country circumstances	130	5.58	1.87	24	5.67	2.24	40	5.03	2.34	28	5.18	2.06	26	5.69	2.15

*Significantly different between locations; (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	133	5.67	1.74	24	6.38	1.74	38	5.74	2.27	29	5.66	1.97	27	6.52	1.87
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	137	6.99	1.53	24	7.00	1.93	38	6.53	2.11	28	6.36	1.89	26	7.31	1.54
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?	100	5.39	1.63	17	5.71	1.49	27	5.26	2.43	21	4.95	1.88	17	5.18	1.91

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective;

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale?

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly *	87	5.86	2.10	20	6.50	2.78	34	7.35	2.33	21	4.86	2.41	23	7.30	2.32
The World Bank effectively monitors and evaluates the projects and programs it supports	115	6.53	1.93	24	6.67	2.60	39	6.79	2.10	26	6.27	1.73	26	6.19	2.58
The World Bank's approvals and reviews are done in a timely fashion	98	5.93	1.96	21	6.71	2.55	37	6.65	1.86	22	5.64	2.28	25	6.88	2.13
The World Bank's "Safeguard Policy" requirements are reasonable	86	5.80	1.99	20	7.00	2.29	32	6.00	2.02	18	5.39	2.64	23	6.26	2.12
The World Bank imposes reasonable conditions on its lending	108	5.49	1.99	22	6.77	2.37	36	5.92	2.38	25	5.68	2.23	25	6.00	1.85
Working with the World Bank increases India's institutional capacity	122	6.53	1.97	21	7.29	2.10	37	6.22	2.10	24	6.67	1.63	25	6.32	1.63
The World Bank ensures consistency and continuity through staff changes	86	6.14	1.97	16	6.25	2.93	35	6.23	2.21	21	6.00	1.92	22	6.23	2.00
The World Bank's teams and visits are well coordinated	101	6.50	2.09	20	7.05	2.48	33	7.09	1.91	24	6.21	1.74	24	7.00	1.98
Where country systems are adequate, the World Bank makes appropriate use of them	89	6.20	2.00	20	7.45	2.37	36	6.83	1.81	21	6.05	2.73	18	7.00	1.75
The World Bank provides effective implementation support	103	6.21	1.86	21	7.10	2.32	38	6.45	2.20	25	6.36	1.89	25	6.72	2.07

*Significantly different between locations; (1-Strongly disagree, 10-Strongly agree)

F. The Future Role of the World Bank in India

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	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 India's development in the near future? *	141	6.96	1.93	24	8.21	1.74	40	7.25	2.23	29	7.62	2.32	27	7.41	1.76

*Significantly different between locations; (1-Not a significant role at all, 10-Very significant role)

F. The Future Role of the World Bank in India (continued)

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Improve the quality of its experts as related to India's specific challenges	38.6%	20.0%	45.0%	37.0%	44.4%
Reduce the complexity of obtaining World Bank financing	35.7%	40.0%	40.0%	37.0%	37.0%
Focus primarily on advocacy issues *	9.3%	16.0%	27.5%	18.5%	7.4%
Improve the competitiveness of its financing compared to markets	7.9%	16.0%	2.5%	11.1%	22.2%
Ensure greater selectivity in its work	14.3%	24.0%	22.5%	25.9%	22.2%
Provide more adequate data/knowledge/statistics/figures on India's economy	17.9%	8.0%	10.0%	14.8%	11.1%
Offer more innovative financial products	20.7%	20.0%	12.5%	7.4%	14.8%
Offer more innovative knowledge services	31.4%	32.0%	12.5%	29.6%	33.3%
Increase availability of Fee-Based services	2.1%	0.0%	2.5%	0.0%	0.0%
Work faster	9.3%	16.0%	2.5%	11.1%	3.7%
Other	7.1%	4.0%	15.0%	3.7%	0.0%

*Significantly different between locations

At what level of Government should the World Bank engage more actively in India?

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Central	19.9%	12.0%	20.0%	20.7%	33.3%
State	39.0%	36.0%	22.5%	44.8%	59.3%
Local	14.2%	20.0%	15.0%	13.8%	29.6%
At all three levels	49.6%	52.0%	55.0%	41.4%	22.2%

*Significantly different between locations

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Local newspapers	75.4%	72.0%	62.5%	89.7%	85.2%
International newspapers	5.6%	0.0%	2.5%	3.4%	3.7%
Local radio	0.7%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	2.5%	0.0%	0.0%
Local television *	19.0%	48.0%	25.0%	41.4%	33.3%
International television	6.3%	8.0%	2.5%	0.0%	0.0%
Periodicals *	35.2%	12.0%	35.0%	17.2%	11.1%
Internet	42.3%	56.0%	52.5%	44.8%	51.9%
Social media (Facebook, Twitter, YouTube)	1.4%	0.0%	7.5%	0.0%	0.0%
Blogs	0.7%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%
Other	8.5%	4.0%	5.0%	0.0%	0.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
World Bank website	47.6%	58.3%	47.5%	51.7%	59.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	21.7%	25.0%	20.0%	27.6%	14.8%
e-Newsletters	30.1%	25.0%	30.0%	31.0%	22.2%
Instant messaging *	0.0%	4.2%	2.5%	6.9%	0.0%
World Bank seminars/workshops/conferences	41.3%	25.0%	40.0%	37.9%	51.9%
World Bank Public Information Center *	2.1%	4.2%	5.0%	10.3%	14.8%
World Bank publications and other written materials	42.7%	37.5%	45.0%	20.7%	29.6%
Mobile phones *	2.1%	12.5%	2.5%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	2.8%	0.0%	5.0%	3.4%	0.0%
Blogs	1.4%	4.2%	0.0%	0.0%	0.0%
Other	0.7%	0.0%	2.5%	6.9%	0.0%

*Significantly different between locations

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	37.9%	28.0%	36.8%	25.0%	22.2%
No	62.1%	72.0%	63.2%	75.0%	77.8%

G. Communication and Information Sharing (continued)

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	25.5%	20.8%	10.0%	20.7%	7.4%
No	74.5%	79.2%	90.0%	79.3%	92.6%

Were you able to obtain this information?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	83.3%	100.0%	75.0%	83.3%	100.0%
No	16.7%	0.0%	25.0%	16.7%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	97.9%	96.0%	97.5%	96.6%	100.0%
No	2.1%	4.0%	2.5%	3.4%	0.0%

Do you use/have used the World Bank website?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	88.6%	83.3%	77.5%	82.8%	77.8%
No	11.4%	16.7%	22.5%	17.2%	22.2%

Which do you primarily use?*

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
The World Bank's country website	34.1%	52.2%	52.8%	77.8%	57.7%
The World Bank's main website	65.9%	47.8%	47.2%	22.2%	42.3%

*Significantly different between locations

Which do you primarily use?

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	17.9%	20.0%	27.5%	20.0%	11.5%
No	54.3%	56.0%	40.0%	44.0%	53.8%
I don't know what PIC is	27.9%	24.0%	32.5%	36.0%	34.6%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale.

	Which best represents your geographic location?														
	Delhi			Assam			Andhra Pradesh			Bihar			Himachal Pradesh		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy *	102	5.71	2.45	22	4.27	2.21	28	4.61	2.53	24	4.92	2.75	17	4.88	2.09
The World Bank's PIC is a valuable source of information related to development in India	32	5.72	2.87	11	4.73	2.41	12	5.92	3.09	11	6.27	2.97	12	5.67	2.96
I find the World Bank websites easy to navigate	125	6.95	1.63	18	6.89	2.08	31	6.84	2.37	23	7.13	1.84	22	6.00	2.43
I find the information on the World Bank's websites useful	125	7.14	1.64	19	7.32	2.14	31	7.03	2.29	23	6.87	2.26	22	6.86	2.12
When I need information from the World Bank I know how to find it *	121	6.64	2.39	19	7.37	2.34	29	5.72	2.75	23	5.70	2.57	20	5.60	2.41
The World Bank is responsive to my information requests and inquiries *	100	6.98	2.17	17	6.76	2.22	19	5.68	2.81	17	5.29	2.57	14	6.14	2.32

*Significantly different between locations; (1-Strongly disagree, 10-Strongly agree)

H. Background Information

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

Percentage of Respondents	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Yes	51.7%	36.0%	42.5%	27.6%	55.6%
No	48.3%	64.0%	57.5%	72.4%	44.4%

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

Percentage of Respondents (Responses Combined)	Delhi	Assam	Andhra Pradesh	Bihar	Himachal Pradesh
Observer (i.e., follow in media, discuss in informal conversations, etc.)	16.1%	30.4%	30.0%	17.9%	25.9%
Use World Bank reports/data	41.3%	17.4%	35.0%	35.7%	22.2%
Engage in World Bank related/sponsored events/activities *	40.6%	56.5%	35.0%	25.0%	18.5%
Collaborate as part of my professional duties	42.7%	34.8%	32.5%	35.7%	55.6%
Use World Bank website for information, data, research, etc.	35.7%	13.0%	32.5%	50.0%	25.9%

*Significantly different between locations

Appendix D: Responses to All Questions by Year¹

FY '04 Response Number = 581 • FY '12 Response Number = 271

B. Overall Attitudes toward the World Bank

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in India? *	580	6.33	2.06	269	6.77	1.95

*Significantly different between FY12 and FY04 country surveys; (1-Strongly disagree, 10-Strongly agree)

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in India. *	561	5.79	1.87	252	6.08	1.80

*Significantly different between FY12 and FY04 country surveys; (1-Strongly disagree, 10-Strongly agree)

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in India	562	5.91	2.11	263	6.04	2.02
The World Bank's work is aligned with what I consider the development priorities for India	564	5.77	2.29	263	5.89	2.01
The World Bank treats clients and stakeholders in India with respect	516	6.27	2.51	244	6.22	2.17

(1-Strongly disagree, 10-Strongly agree)

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
Staff accessibility *	515	6.24	2.31	244	5.61	2.09
Straightforwardness and honesty	518	6.60	2.38	236	6.38	2.12

*Significantly different between FY12 and FY04 country surveys; (1-Strongly disagree, 10-Strongly agree)

C. World Bank Effectiveness and Results

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
Urban development	542	5.85	2.13	222	5.83	1.74
Poverty reduction	556	5.52	2.09	238	5.56	2.07
Gender/ social intrusion	513	5.51	2.28	207	5.27	1.99
Conducive environment for private sector development and FDI *	480	5.87	2.38	201	5.44	2.09
Water and sanitation	543	6.16	2.10	242	6.02	1.90
Economic growth *	557	6.21	2.02	222	5.73	1.97
Energy *	520	6.16	2.24	216	5.75	1.86
Health	530	5.75	2.20	228	5.83	1.93
Education	529	5.79	2.10	225	5.53	1.98

*Significantly different between FY12 and FY04 country surveys; (1-Strongly disagree, 10-Strongly agree)

¹ Only those questions that were asked in the FY '04 and FY '12 country surveys, with similar response scales/options, are presented.

D. The World Bank's Knowledge

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
Are adaptable to India's specific development challenges and country circumstances *	554	6.13	2.15	255	5.44	2.04

*Significantly different between FY12 and FY04 country surveys; (1-Strongly disagree, 10-Strongly agree)

E. Working with the World Bank

	FY 2004			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank effectively monitors and evaluates the projects and programs it supports	332	6.89	2.24	237	6.53	2.08
The World Bank imposes reasonable conditions on its lending	528	5.73	2.54	223	5.77	2.11
Working with the World Bank increases India's institutional capacity *	321	6.89	2.13	236	6.53	1.93

*Significantly different between FY12 and FY04 country surveys; (1-Strongly disagree, 10-Strongly agree)

G. Communication and Information Sharing**Do you use/have used the World Bank website? ***

Percentage of Respondents	2004	2012
Yes	55.0%	84.6%
No	45.0%	15.4%

*Significantly different between FY12 and FY04 country surveys

Which do you primarily use? *

Percentage of Respondents	2004	2012
The World Bank's country website	57.4%	46.2%
The World Bank's main website	42.6%	53.8%

*Significantly different between FY12 and FY04 country surveys

Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in India? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use World Bank website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in India.	5.82	6.36	6.22	5.44	6.04	6.10	5.89	6.33	5.94	6.23	6.08	6.02
To what extent do you believe the World Bank's staff is well prepared to help India solve its most complicated development challenges?	5.86	6.51	6.37	5.35	6.17	6.16	6.01	6.42	5.95	6.48	6.21	6.08
Overall the World Bank currently plays a relevant role in development in India	5.92	6.16	6.19	5.48	6.02	6.08	5.99	6.13	6.11	5.94	6.00	6.13
The World Bank's work is aligned with what I consider the development priorities for India	5.53	6.28	6.11	4.94	5.85	5.90	5.69	6.16	5.77	6.02	5.96	5.68
Responsiveness	5.62	6.01	5.97	5.16	5.82	5.79	5.59	6.16	5.73	5.91	5.84	5.74
Openness (sharing data and other information)	5.78	6.36	6.24	5.34	6.05	6.07	5.76	6.53	5.97	6.17	6.08	6.00
Collaboration with groups outside of the Government	5.22	5.80	5.70	4.75	5.45	5.57	5.32	5.77	5.39	5.64	5.54	5.39
Collaboration with the Government	7.30	7.48	7.52	6.85	7.37	7.41	7.25	7.59	7.28	7.52	7.37	7.42
Collaboration with other donors	6.22	6.41	6.47	5.80	6.32	6.38	6.21	6.52	6.16	6.56	6.38	6.24
To what extent does the World Bank's work help to achieve development results in India?	5.41	5.85	5.73	5.19	5.59	5.66	5.70	5.47	5.51	5.77	5.59	5.67
The World Bank's financial instruments meet the needs of India	5.44	5.67	5.69	5.04	5.51	5.64	5.53	5.59	5.54	5.58	5.48	5.72
The World Bank meets India's needs for knowledge services	5.39	5.83	5.71	5.24	5.63	5.60	5.63	5.59	5.55	5.71	5.52	5.80
The World Bank's knowledge and research are adaptable to India's specific development challenges and country circumstances	5.21	5.77	5.64	4.81	5.48	5.44	5.34	5.68	5.41	5.55	5.46	5.48
Overall, how significant a contribution do you believe the	5.63	6.07	6.01	5.28	5.81	5.95	5.79	5.96	5.82	5.90	5.76	6.05
Overall, how would you rate the technical quality of the	6.63	7.14	7.01	6.42	6.76	7.13	6.82	7.01	6.88	6.91	6.85	6.99
Where country systems are adequate, the World Bank makes appropriate use of them	6.36	6.73	6.56	6.43	6.50	6.59	6.38	6.75	6.64	6.36	6.54	6.52

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: India FY 2012 Questionnaire



World Bank Country Survey FY12 – INDIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in INDIA or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in INDIA, greater insight into how the Bank's work is perceived. This is one tool the World 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 INDIA. The World Bank commissioned an independent firm to oversee the logistics of this effort in INDIA. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES

A1. Poverty reduction is a broad term that encompasses work in many different areas.

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

1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Gender/ Social Intrusion
5	Rural development/ Agricultural Development/ Food Security
6	Urban development
7	Education
8	Social protection (e.g., pensions, targeted social assistance)
9	Governance/ Anti-Corruption/ Law and justice (e.g., judicial system)
10	Transport (e.g., roads, bridges, transportation)
11	Conducive Environment for Pvt. Sector Development & FDI
12	Energy
13	Natural resource management (e.g., oil, gas, mining)
14	Health
15	Job creation/employment
16	Environment
17	Any Other (Please Specify)

SECTION A: GENERAL ISSUES**A2. Economic growth can be driven by a number of factors.**

Which THREE areas below do you believe would contribute most to generating economic growth in India? (Choose no more than THREE)

1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Rural development/ Agricultural Development/ Food Security
5	Conducive Environment for Pvt. Sector Development & FDI
6	Urban development
7	Water and sanitation
8	Education
9	Job creation/employment
10	Governance (i.e., government effectiveness)/ Anti-Corruption/ Law & Justice
11	Transport (e.g., roads, bridges, transportation)
12	Gender/ Social Intrusion
13	Natural resource management (e.g., oil, gas, mining)
14	Environment
15	Health
16	Poverty Reduction
17	Any Other (Please Specify)

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in India, on a ten point scale?

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

B2. Overall, please rate your impression of the World Bank's effectiveness in India, on a ten point scale?

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

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help India solve its most complicated development challenges, on a ten point scale?

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

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B4. When thinking about how the World Bank can have the most impact on development results in India, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in India? (Choose no more than THREE)

1	Rural development/ Agricultural Development/ Food Security
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., government effectiveness)/ Anti-Corruption/ Law & Justice
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Gender/ Social Intrusion
8	Conducive Environment for Private sector development & FDI
9	Water and sanitation
10	Energy
11	Job creation/employment
12	Urban development
13	Environment
14	Equality of opportunity (i.e., equity)
15	Health
16	Economic growth
17	Natural resource management (e.g., oil, gas, mining)
18	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**B5. What do you think is the World Bank's priority in India?
(Choose no more than THREE)**

1	Governance (i.e., government effectiveness)/ Anti-Corruption/ Law & Justice
2	Natural resource management (e.g., oil, gas, mining)
3	Economic growth
4	Education
5	Energy
6	Environment
7	Health
8	Poverty reduction
9	Rural development/ Agricultural Development/ Food Security
10	Social protection (e.g., pensions, targeted social assistance)
11	Transport (e.g., roads, bridges, transportation)
12	Urban development
13	Water and sanitation
14	Equality of opportunity (i.e., equity)
15	Gender/ Social Intrusion
16	Conducive Environment for Private sector development & FDI
17	Job creation/employment
18	Other (please specify): _____

B6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Institutional strengthening	<input type="checkbox"/>	<input type="checkbox"/>
5	Analytical Advisory Activities (AAA), Studies/Reports/Policy Notes	<input type="checkbox"/>	<input type="checkbox"/>
6	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
7	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
8	Data	<input type="checkbox"/>	<input type="checkbox"/>
9	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
10	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
11	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
12	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>

13	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
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B7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in India
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B8. Which World Bank instruments do you consider the MOST effective in reducing poverty in India, and which do you consider the LEAST effective?

(Choose no more than TWO from each column)

		MOST Effective (Choose no more than TWO)	LEAST Effective (Choose no more than TWO)
1	Investment lending (financing specific projects)	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy based lending / Budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
4	Knowledge products/services (analytical work, studies, surveys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
5	Technical assistance (advice, best practice, international experience, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
6	Trust Fund management	<input type="checkbox"/>	<input type="checkbox"/>
7	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
8	Don't know	<input type="checkbox"/>	<input type="checkbox"/>
9	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
10	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
11	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
12	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
13	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

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

To what extent do you agree with the following statements about the World Bank's work in India, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B11	Overall the World Bank currently plays a relevant role in development in India												<input type="checkbox"/>
B12	The World Bank's work is aligned with what I consider the development priorities for India												<input type="checkbox"/>
B13	The World Bank supports programs and strategies that are realistic for India												<input type="checkbox"/>
B14	The World Bank treats clients and stakeholders in India with respect												<input type="checkbox"/>

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SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in India, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Follow through over time	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in India, on a ten point scale?

		Not effective at all										Very effective	Don't know
C1	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C2	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C3	Environment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C4	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	Gender/ Social Intrusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	Conducive Environment for Private Sector Development & FDI	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C7	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C8	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C10	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C12	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C14	Rural development/Agricultural Development/ Food Security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C15	Governance (i.e., government effectiveness)/ Anti- Corruption/ Law & Justice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C16	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C17	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C18	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C19. To what extent does the World Bank's work help to achieve development results in India, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

To what extent do you agree with the following statements about the World Bank in India, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
C20	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	The World Bank meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

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

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SECTION D: THE WORLD BANK'S KNOWLEDGE

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

1	Gender
2	Education
3	Conducive Environment for Private Sector Development & FDI
4	Water and sanitation
5	Economic growth
6	Energy
7	Governance (i.e., government effectiveness)/ Anti-Corruption/ Law & Justice
8	Social protection (e.g., pensions, targeted social assistance)
9	Poverty reduction
10	Equality of opportunity (i.e., equity)
11	Urban development
12	Transport (e.g., roads, bridges, transportation)
13	Rural development / Agricultural development/ Food security
14	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment
16	Health
17	Environment
18	Any Other (Please Specify)

SECTION D: THE WORLD BANK'S KNOWLEDGE

In India, how effective do you believe the World Bank's knowledge and research are at:													
		Not effective at all									Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10		
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Institutional Development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

In India, to what extent do you believe that the World Bank's knowledge and research:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D9	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D10	Are relevant to India's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D11	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D12	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D14	Are adaptable to India's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D15. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?													
1	2	3	4	5	6	7	8	9	10				
Not significant at all										Very significant	Don't know		

SECTION D: THE WORLD BANK'S KNOWLEDGE

D16. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D17. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

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SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases India's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN INDIA

F1. How significant a role do you believe the World Bank SHOULD play in India's development in the near future, on a ten point scale?

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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in India? (Choose no more than TWO)

1	Improve the quality of its experts as related to India's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on India's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

F3. At what level of Government should the World Bank engage more actively in India? (You May Choose More than One Option)

1	Central
2	State
3	Local
4	At all the three Levels

SECTION G: COMMUNICATION AND INFORMATION SHARING**G1. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)**

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

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)

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

G3	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org.in)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in India?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
G10	I use more data from the World Bank as a result of the organization's Open Data policy											<input type="checkbox"/>	
G11	The World Bank's PIC is a valuable source of information related to development in India. <i>(Only answer if you have used the PIC)</i>											<input type="checkbox"/>	
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>											<input type="checkbox"/>	
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)											<input type="checkbox"/>	
G15	The World Bank is responsive to my information requests and inquiries											<input type="checkbox"/>	

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SECTION H: BACKGROUND INFORMATION**H1. Which of the following best describes your current position? (Please mark only ONE response)**

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

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable diseases
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global integration
19	Governance (i.e., government effectiveness)
20	Health
21	Information and communications technology
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Monitoring and evaluation
25	Natural resource management (e.g., oil, gas, mining)
26	Poverty reduction
27	Public financial management (e.g., public expenditure, fiscal system reform)
28	Public sector reform
29	Regional integration
30	Regulatory framework
31	Rural development
32	Social protection (e.g., pensions, targeted social assistance)
33	Trade and exports
34	Transport (e.g., roads, bridges, transportation)
35	Urban development
36	Water and sanitation
37	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?

1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in India? (Choose no more than TWO)

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

H5. Which best represents your geographic location?

1	Delhi
2	Assam
3	Andhra Pradesh
4	Bihar
5	Himachal Pradesh

Thank you for completing the survey!