

# Lao PDR

The World Bank  
Country Survey FY 2012

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

## II. Methodology

In April and May, 1,017 stakeholders of the World Bank in Lao PDR 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 Government's Office; Ministry Cabinet offices; the National Assembly; 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; international NGOs; mass-based organizations; the media; independent government institutions; local non-profit associations; academia, research institutes or think tanks; and the judiciary branch. A total of 532 stakeholders participated in the country survey (52%).

Respondents received questionnaires via courier or email and returned it accordingly, or completed questionnaires with a representative of the fielding agency. Respondents were asked about: general issues facing Lao PDR, 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 Lao PDR, and the Bank's communication and information sharing in Lao PDR:

- A. General Issues facing Lao PDR: Respondents were asked to indicate whether Lao PDR is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to reducing poverty and generating economic growth in Lao PDR.

## II. Methodology (continued)

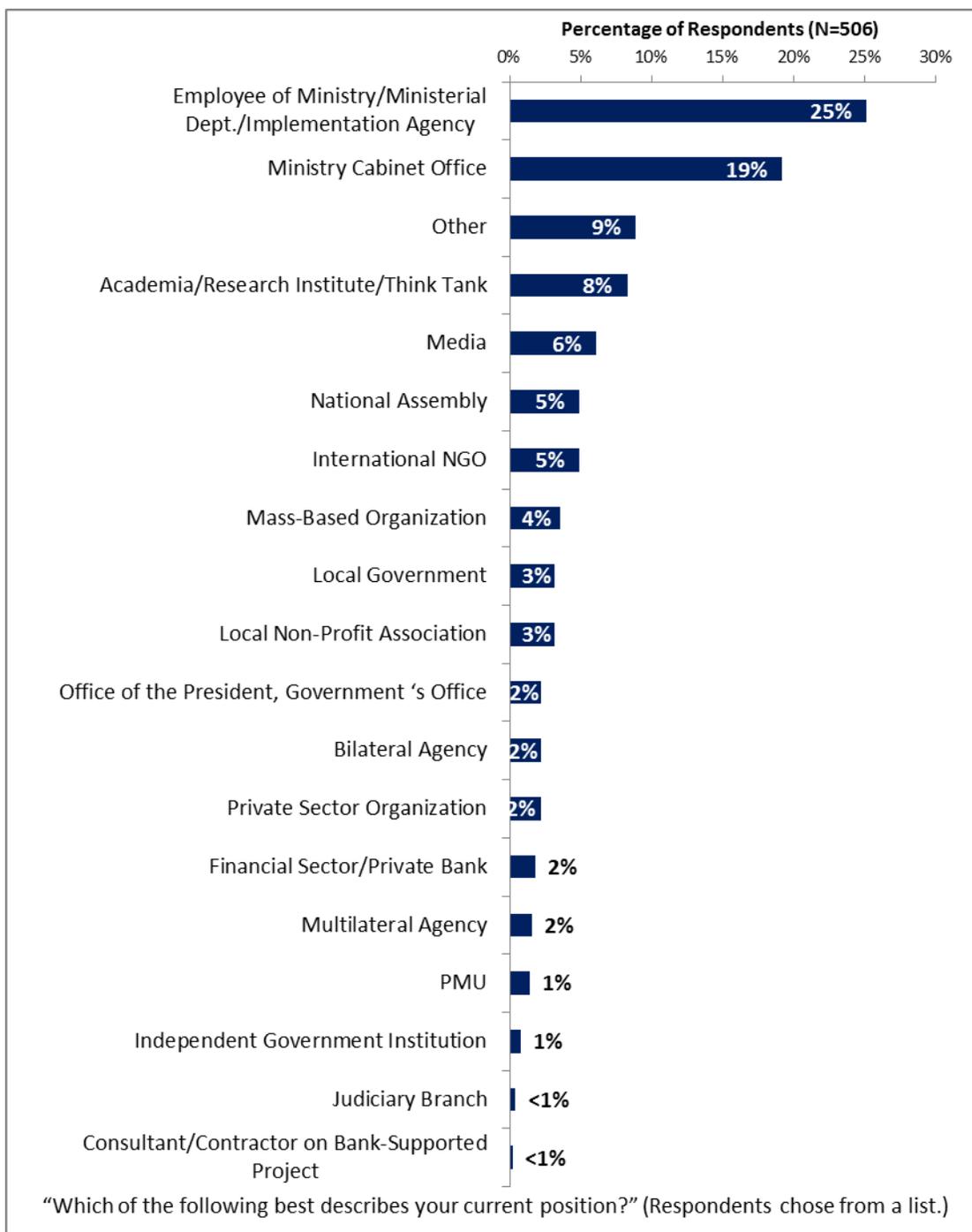
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Lao PDR, Bank staff preparedness, the extent to which the Bank meets Lao PDR's need for knowledge services and financial instruments, the extent to which the 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, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Lao PDR, with which groups the Bank should work more, and to what reasons respondents attributed failed or slow reform efforts.
- 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 Lao PDR and the Bank's level of effectiveness across thirty-two development areas, such as economic growth.
- 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, the Bank's effectiveness at providing linkage to non-Bank expertise, and the extent to which specific Bank products contribute to helping solve Lao PDR's development challenges.
- 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. Specific Project/Program Related Issues: Respondents were asked to rate their agreement with various statements regarding the World Bank's involvement in Nam Theun 2 and the Lao PDR Poverty Reduction Support Operation Series (PRSO).
- G. The Future Role of the World Bank in Lao PDR: Respondents were asked to rate how significant a role the Bank should play in Lao PDR's development in the near future and to indicate what the Bank should do to make itself of greater value in Lao PDR.
- H. 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. 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.
- I. 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 Lao PDR, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 334 respondents (39% response rate) who completed the country survey in FY 2008 and the 115 respondents (53% response rate) who completed the survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

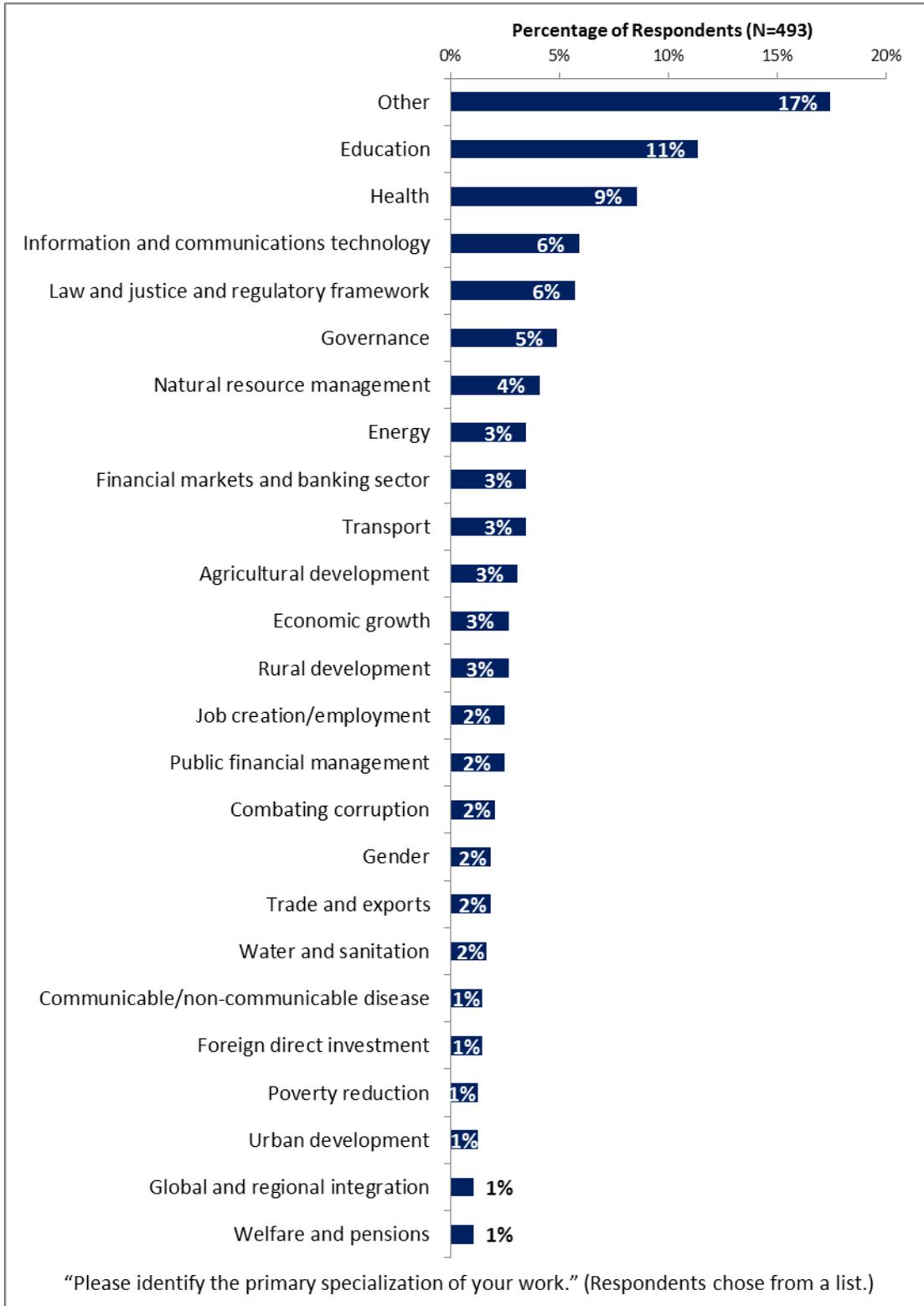
#### Current Position

- For further analyses, the small number of consultants working on Bank-supported projects were combined with respondents from PMUs, respondents from bilateral agencies were combined with those from multilateral agencies, respondents from the financial sector/private banks were combined with those from the private sector, and the few respondents from independent government institutions and the judiciary branch were included in the “Other” category. Note there were no respondents from private foundations.



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

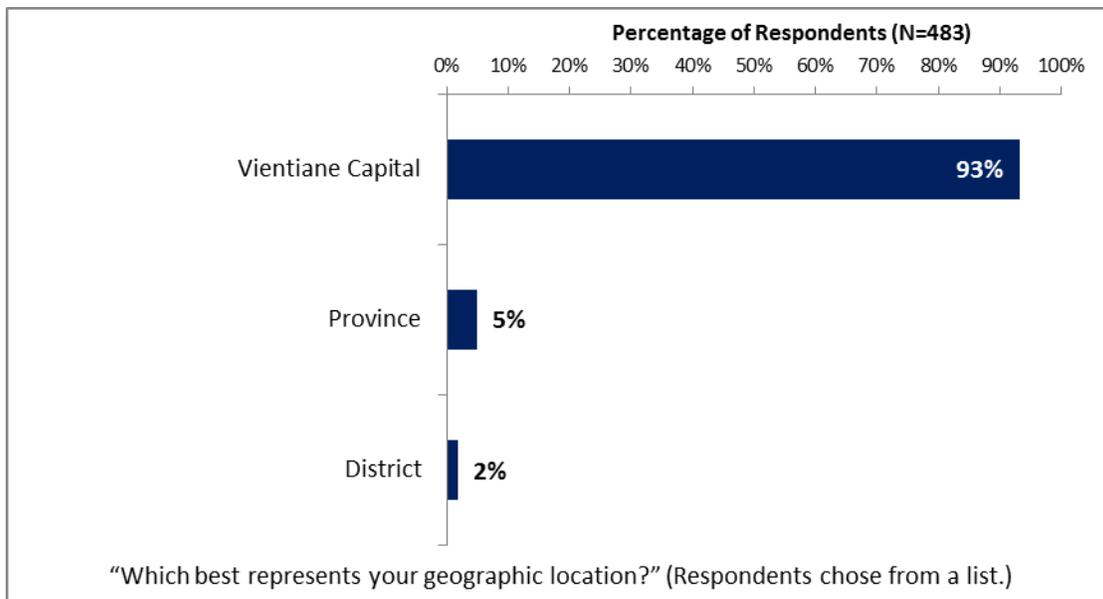
#### Area of Primary Specialization



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

#### Geographic Location

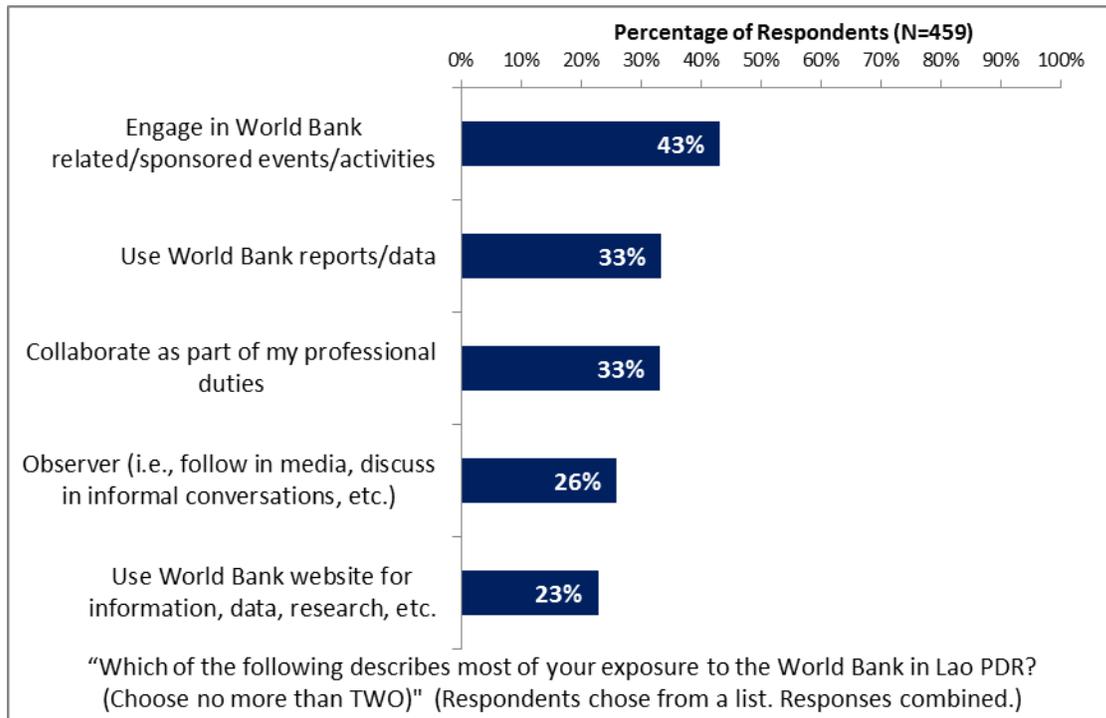
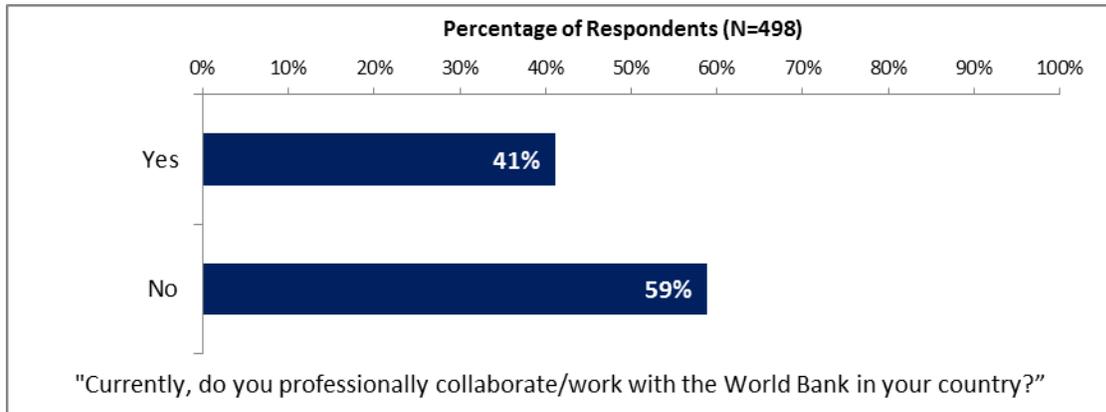
- The vast majority of respondents indicated that they were located in the Vientiane Capital. Because of the small number of respondents from provinces and districts, these locations were combined into a “Province/District” category for all further analyses.
- Responses across both geographic locations for all country survey questions can be found in the Appendix (see page 87). 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

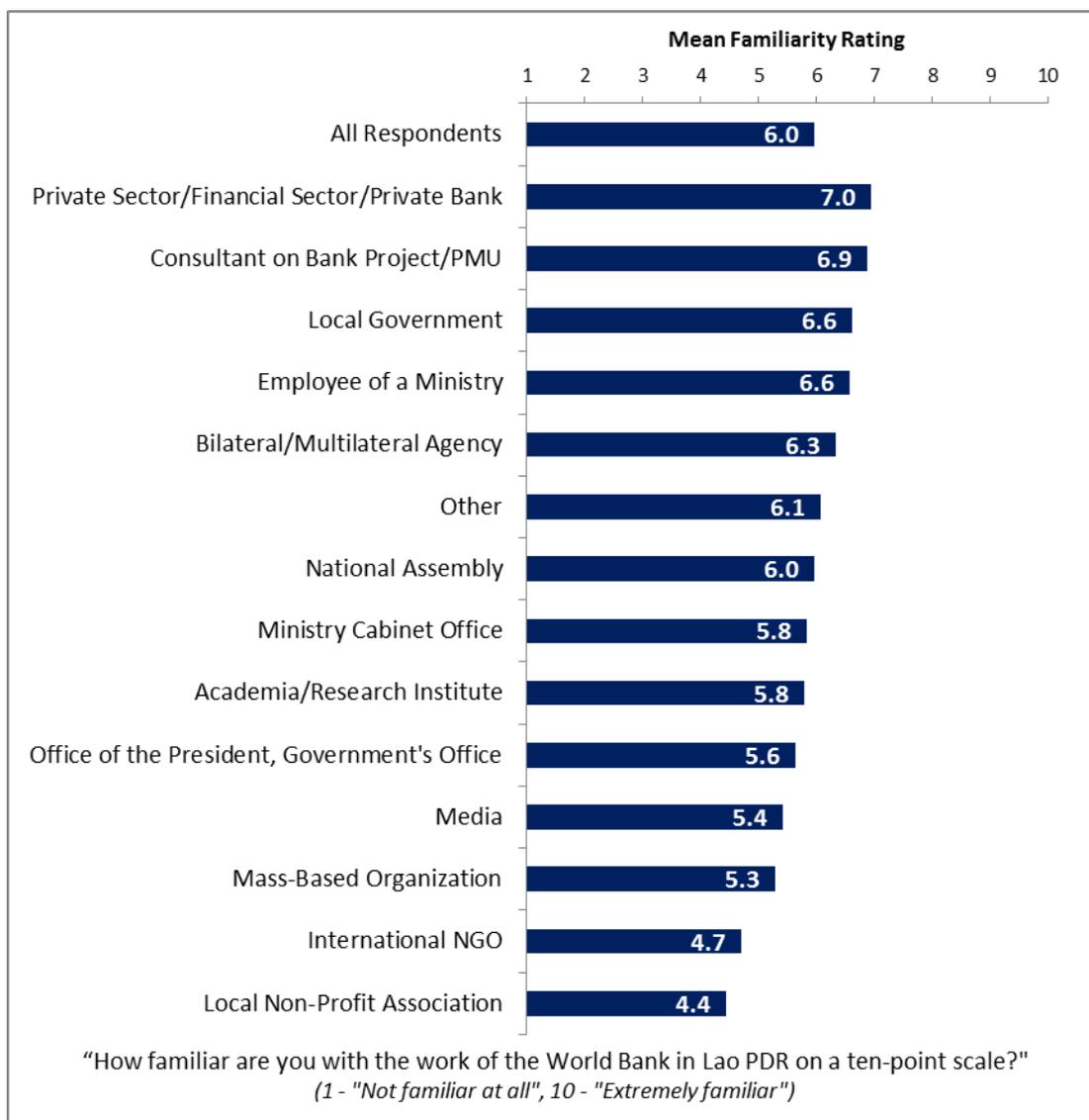
- Differences in responding to indicator questions based on collaborating with and exposure to the World Bank in Lao PDR can be found in the Appendix (see page 103).



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

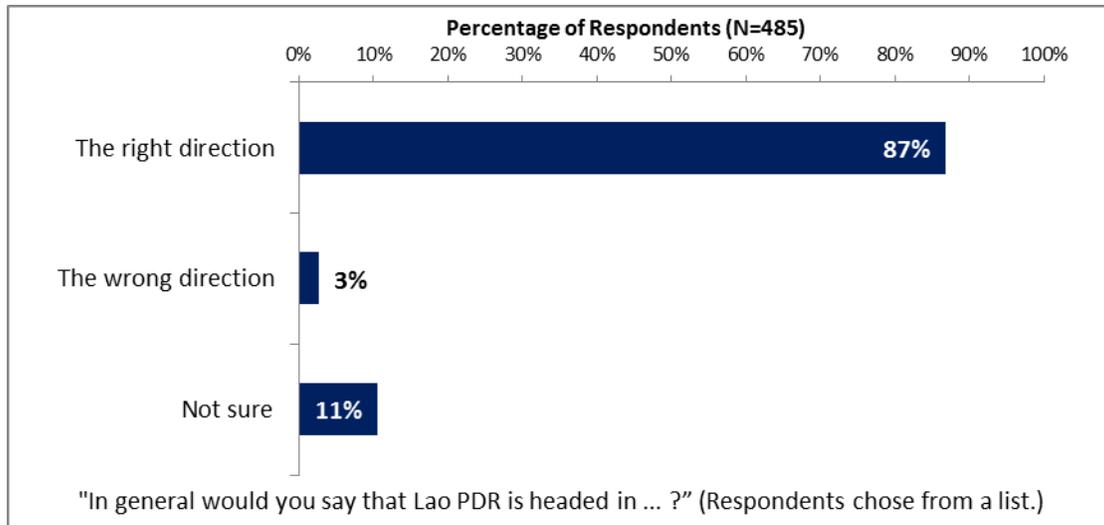
#### Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.0, this was significantly lower than the mean rating received in the FY '03 country survey (6.4), but significantly higher than the mean rating received in the FY '08 country survey (5.2).
  - Respondents from the private sector/financial sector/private banks and consultants on Bank projects/PMUs indicated the highest levels of familiarity whereas respondents from international NGOs and local non-profit associations indicated significantly lower levels.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their perceptions of the Bank's overall effectiveness in Lao PDR, the Bank's ability to help achieve sustainable development results, and the Bank's relevance to Lao PDR's development.



## IV. General Issues facing Lao PDR

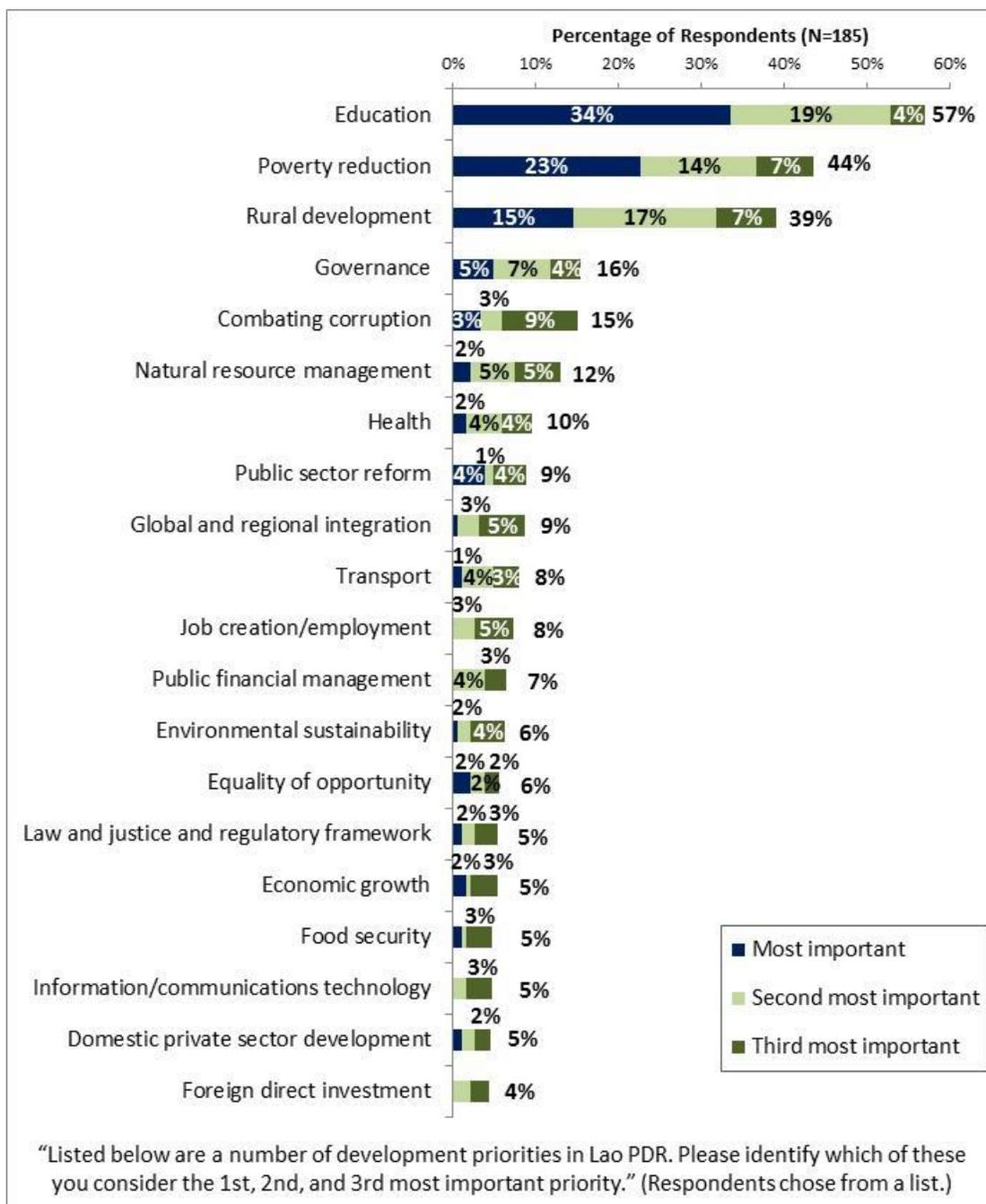
### Headed in the Right Direction



## IV. General Issues facing Lao PDR (continued)

### Development Priority

- In the FY '08 country survey\*, government effectiveness/governance (28%) and reducing poverty (28%) were considered the most important development priorities for Lao PDR.

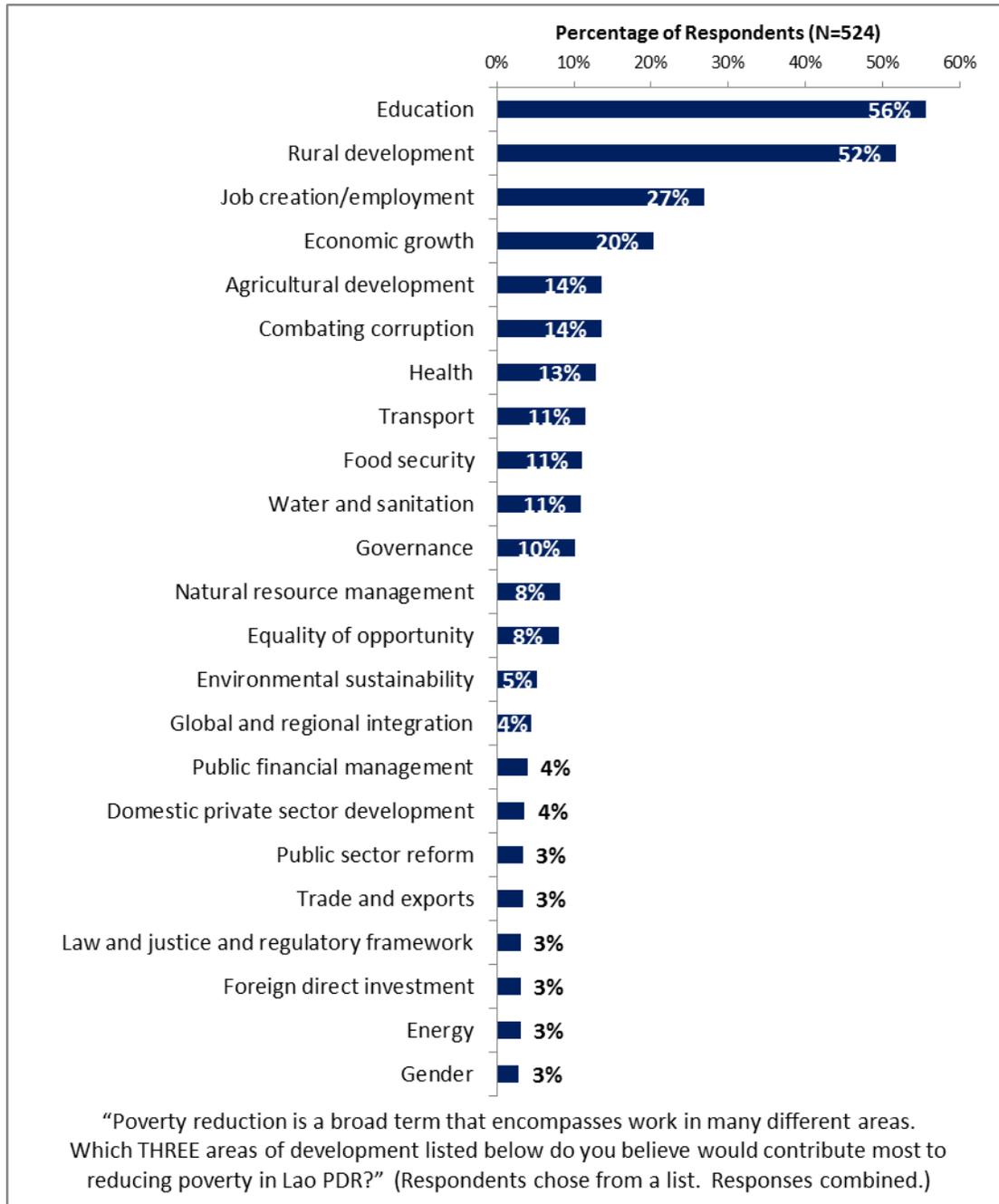


\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

## IV. General Issues facing Lao PDR (continued)

### Reducing Poverty

- In the FY '08 country survey\*, respondents indicated that infrastructure development (30%), education (29%), and agriculture development (26%) would contribute most to poverty reduction in Lao PDR.

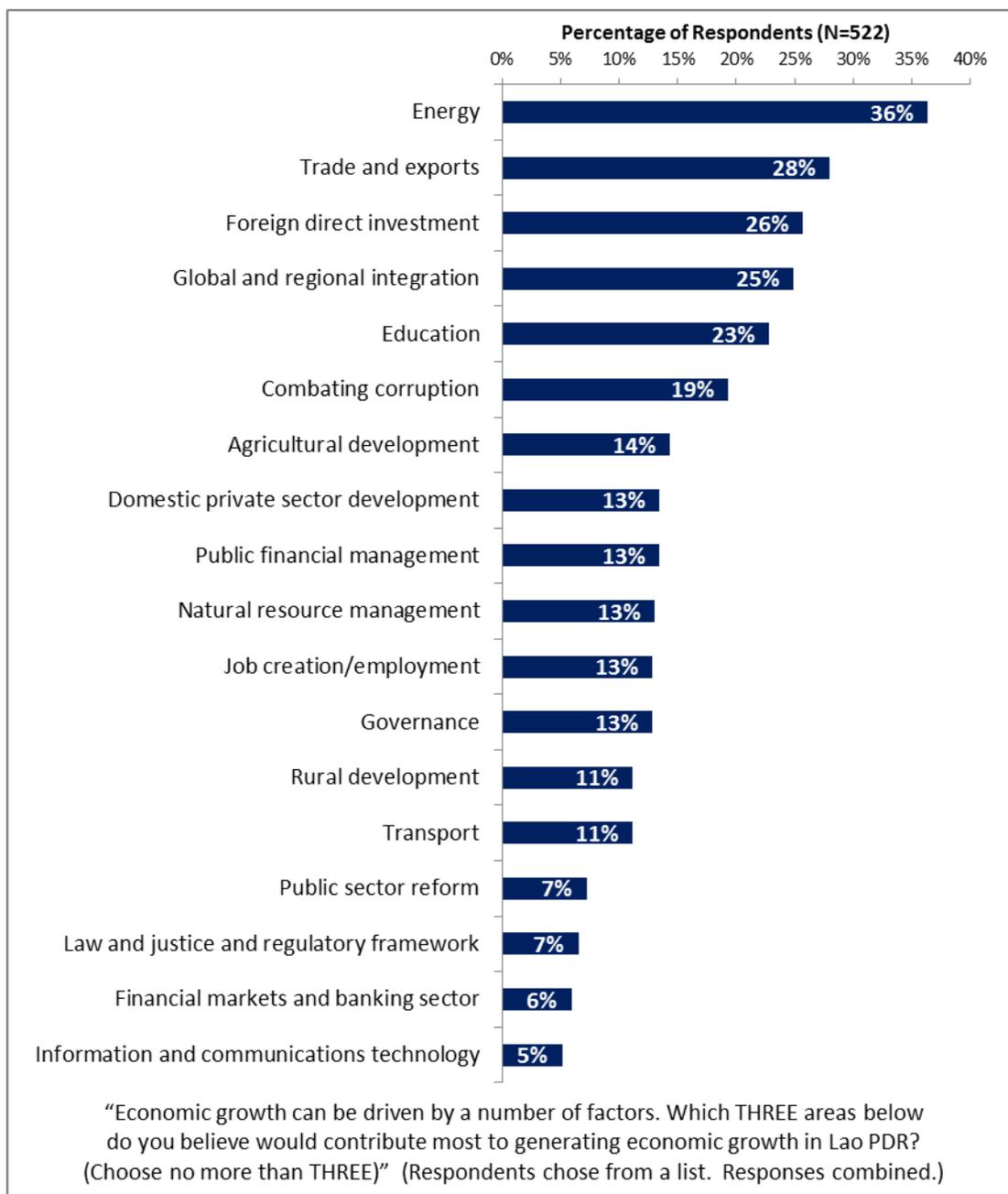


\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

## IV. General Issues facing Lao PDR (continued)

### Economic Growth

- In the FY '08 country survey\*, respondents indicated that increasing agricultural productivity (33%), improving access to and/or quality of education (30%), and sustainably developing natural resources (29%) would contribute most to generating sustainable economic growth in Lao PDR.

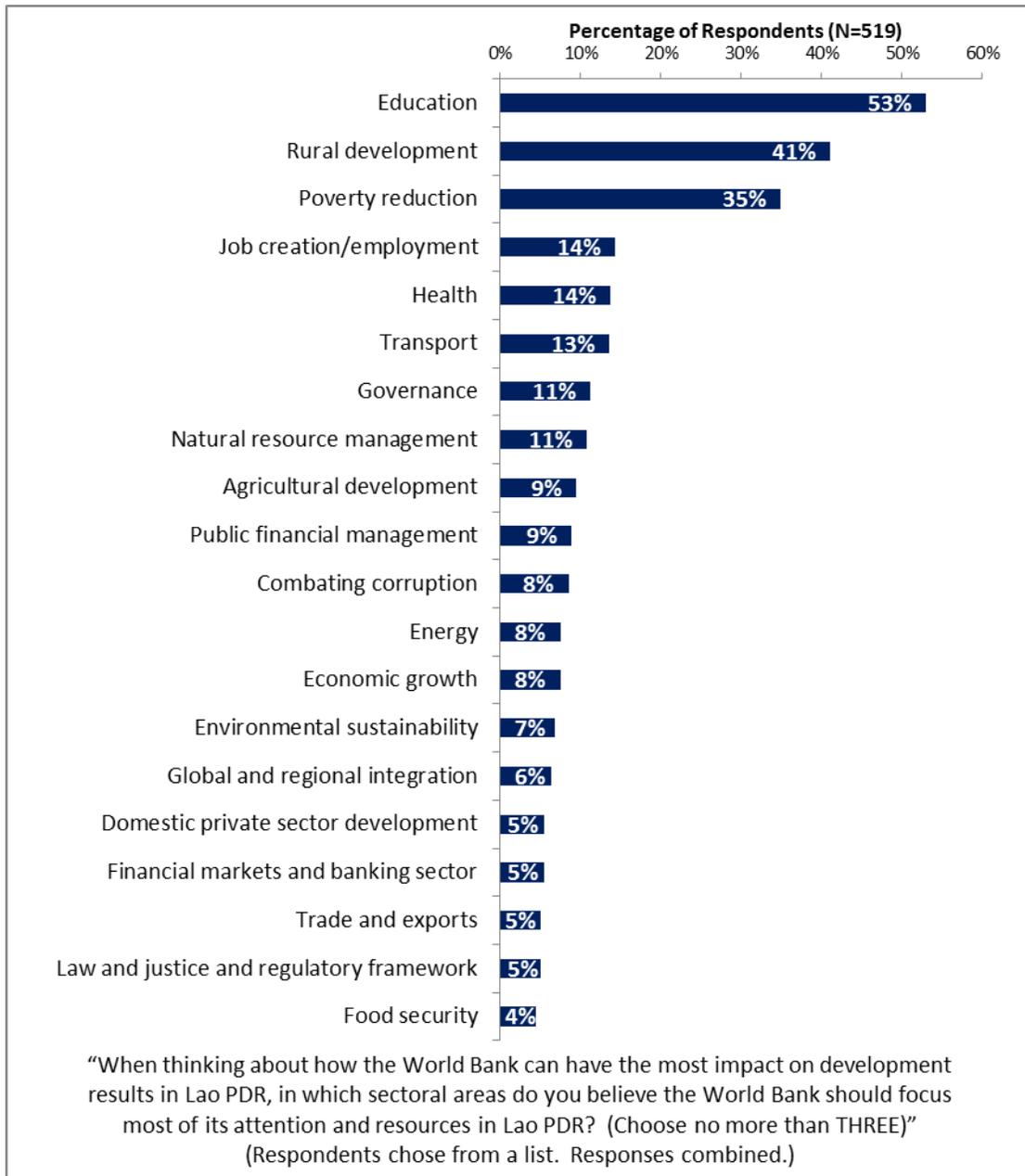


\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

## V. Overall Attitudes toward the World Bank

### Focusing World Bank Resources

- In the FY '08 country survey\*, respondents indicated that the Bank should focus on reducing poverty (33%) and increasing access to education (30%) in Lao PDR.

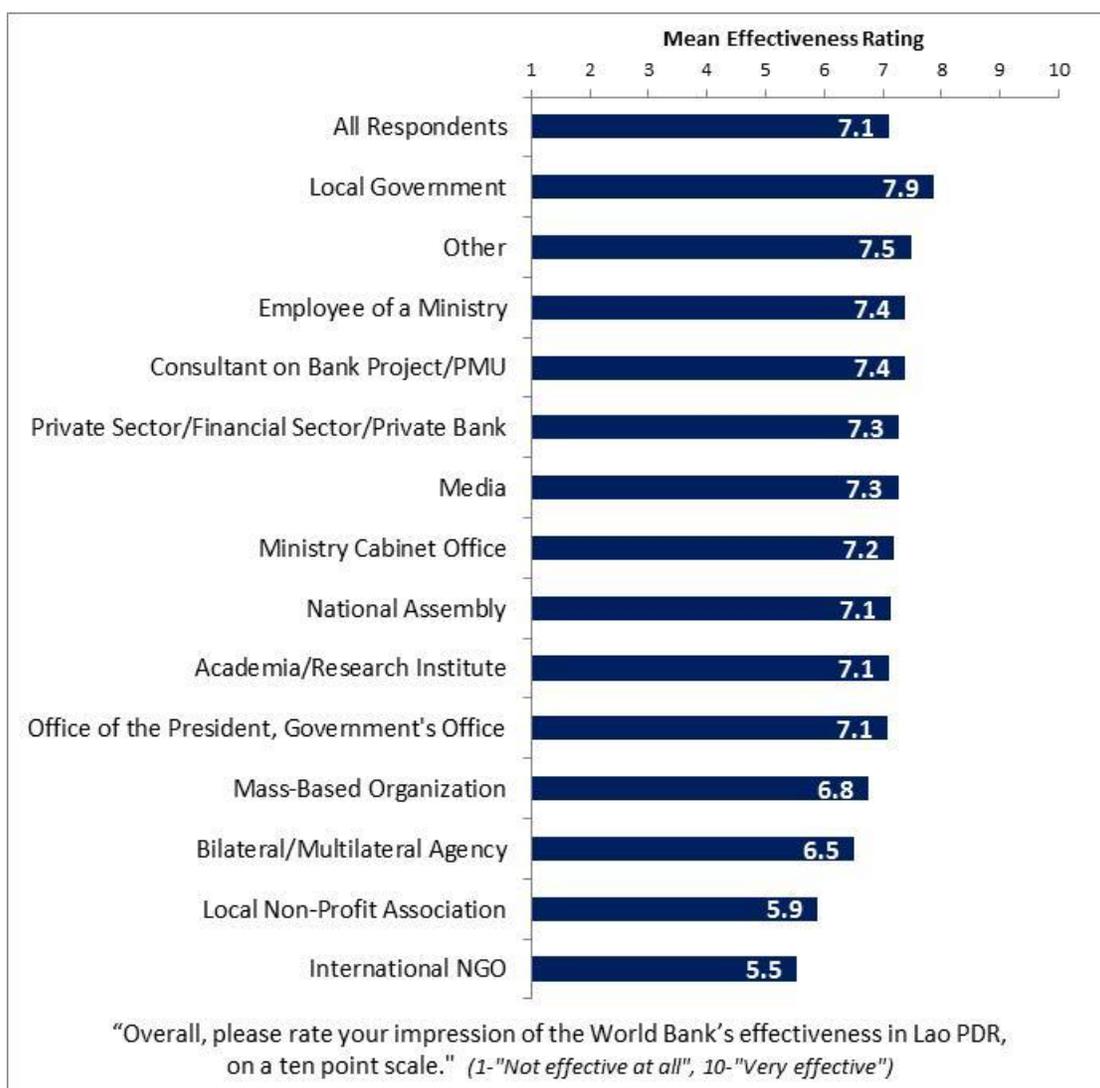


\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

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

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

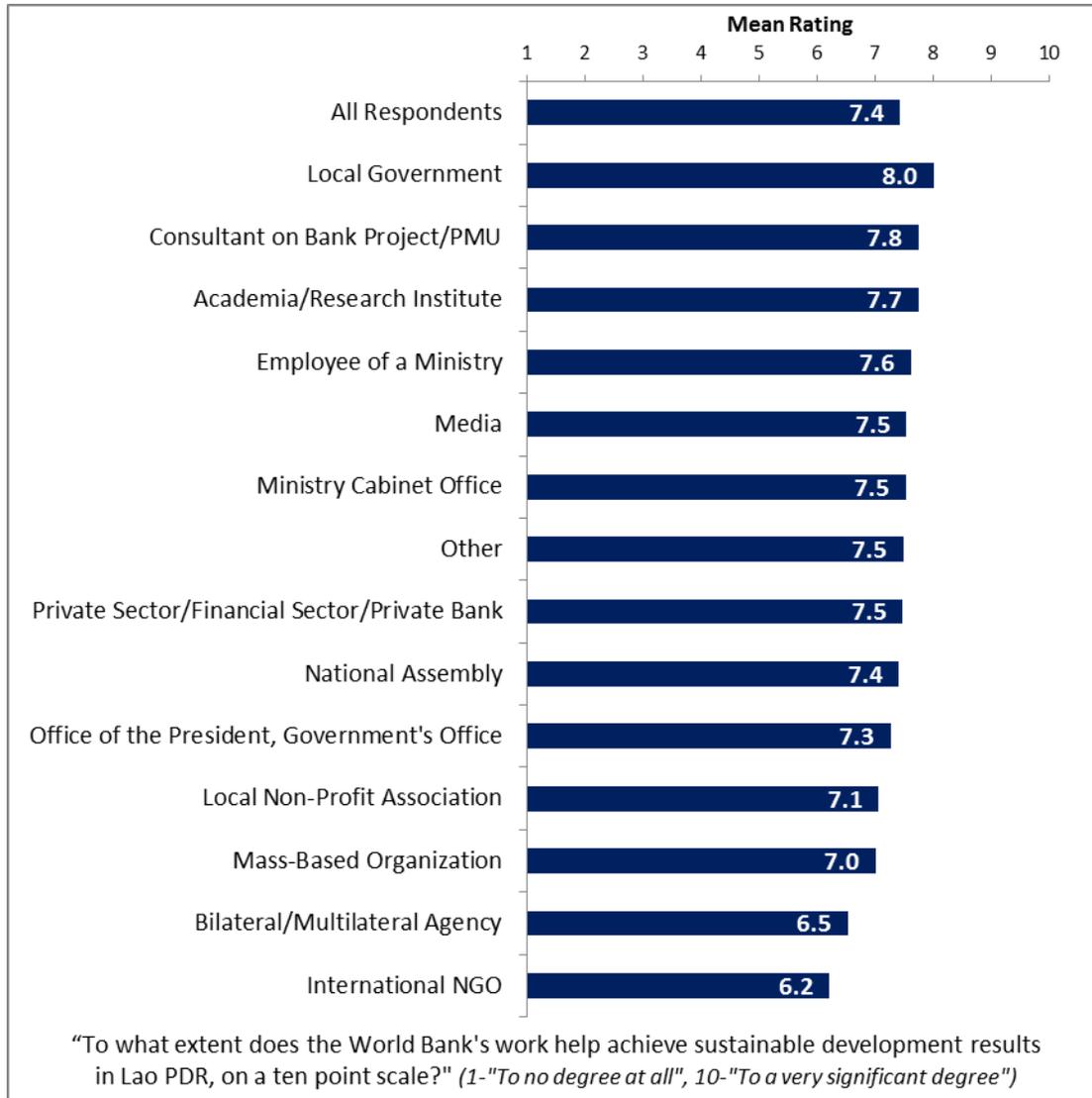
- Across all respondents, ratings of the World Bank's overall effectiveness in Lao PDR received a mean rating of 7.1; this was statistically similar to the mean rating received in the FY '03 country survey (7.0), but significantly lower than the mean rating received in the FY '08 country survey (7.6).
  - Respondent from local government gave the highest ratings for the World Bank's overall effectiveness in Lao PDR whereas respondents from local non-profit associations and international NGOs gave significantly lower ratings.
  - Respondent from provinces/districts gave significantly higher ratings for the World Bank's overall effectiveness in Lao PDR compared to the Vientiane Capital.



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

### Achieving Sustainable Development Results (*Indicator Question*)

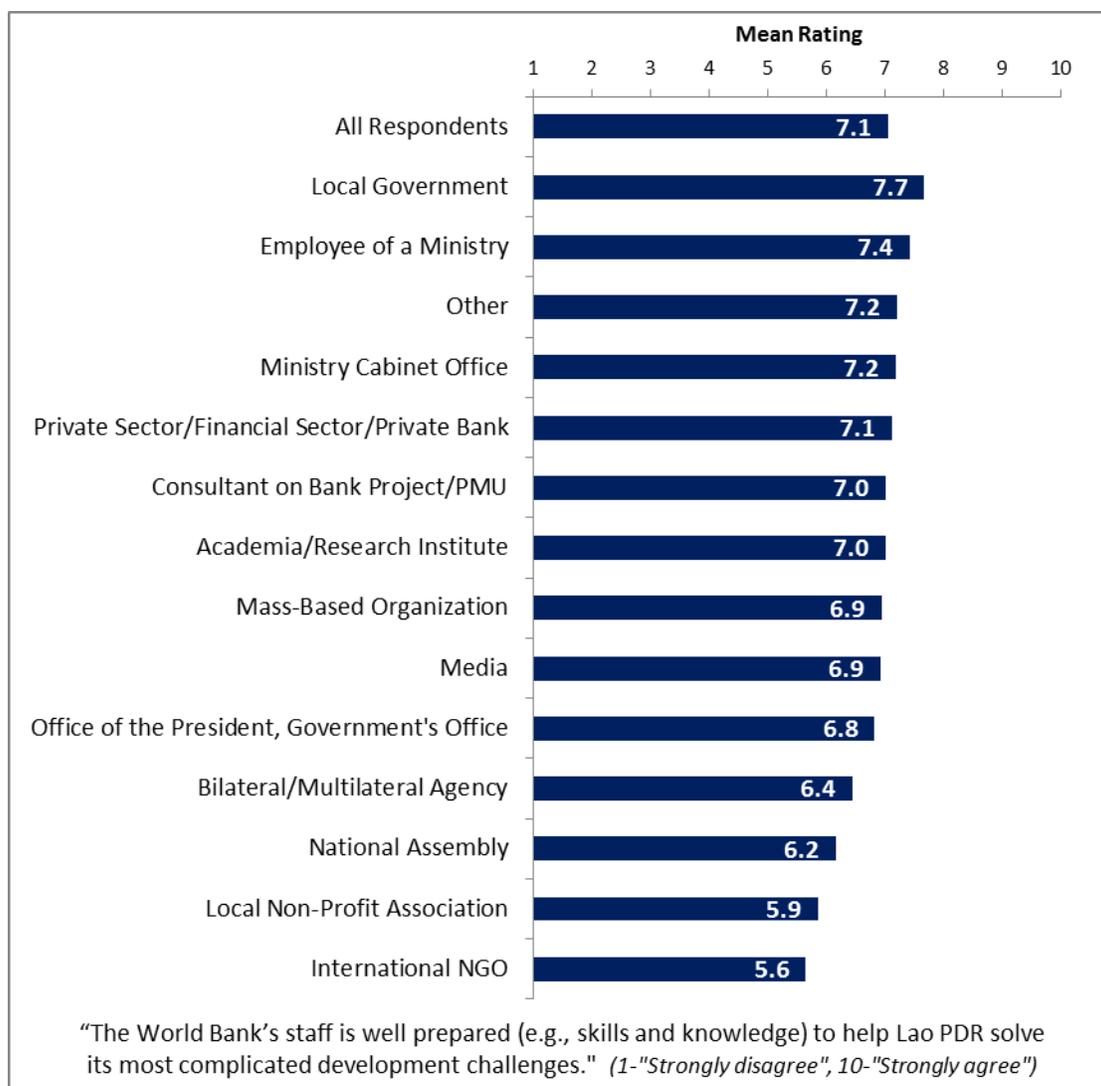
- Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank helping achieve sustainable development results in Lao PDR.



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

### Staff Preparedness

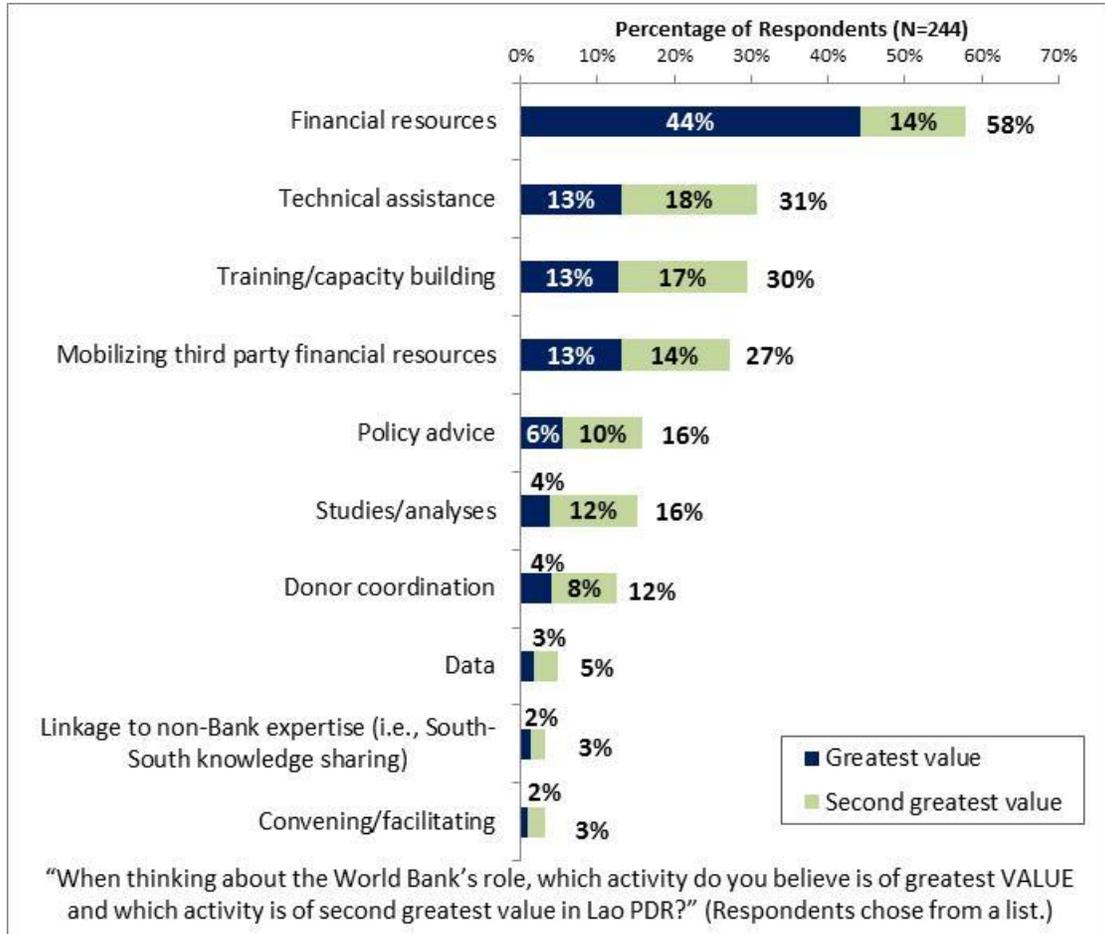
- Respondent from local government gave the highest ratings for the World Bank's staff being well prepared whereas respondents from local non-profit associations and international NGOs gave significantly lower ratings.



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

### Greatest Value

- Respondents in the FY '08 country survey\* indicated that the Bank's greatest values to Lao PDR were financing when others won't (41%), the Bank's knowledge (35%), and policy and economic advice (33%).

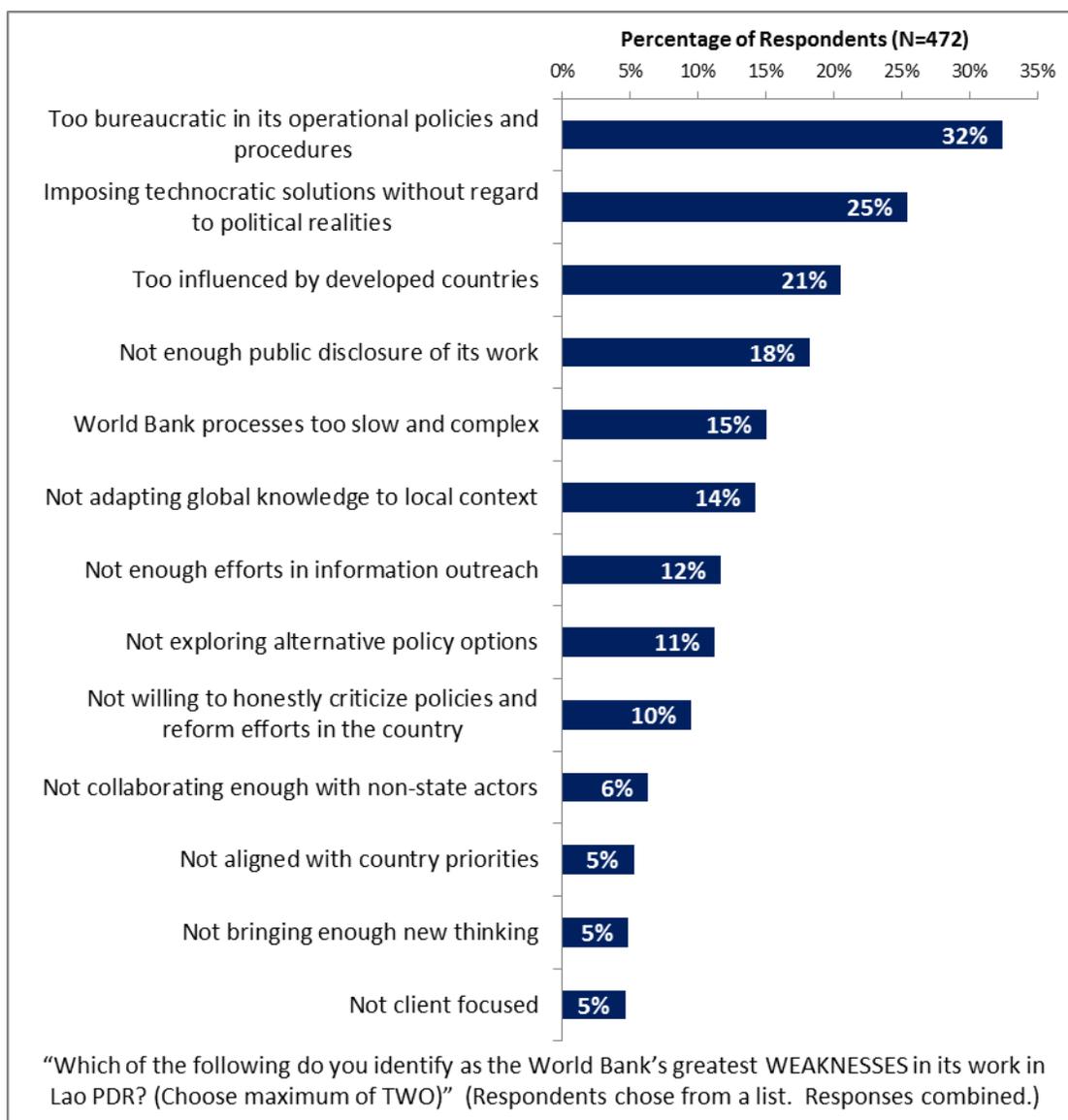


\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

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

### Greatest Weakness

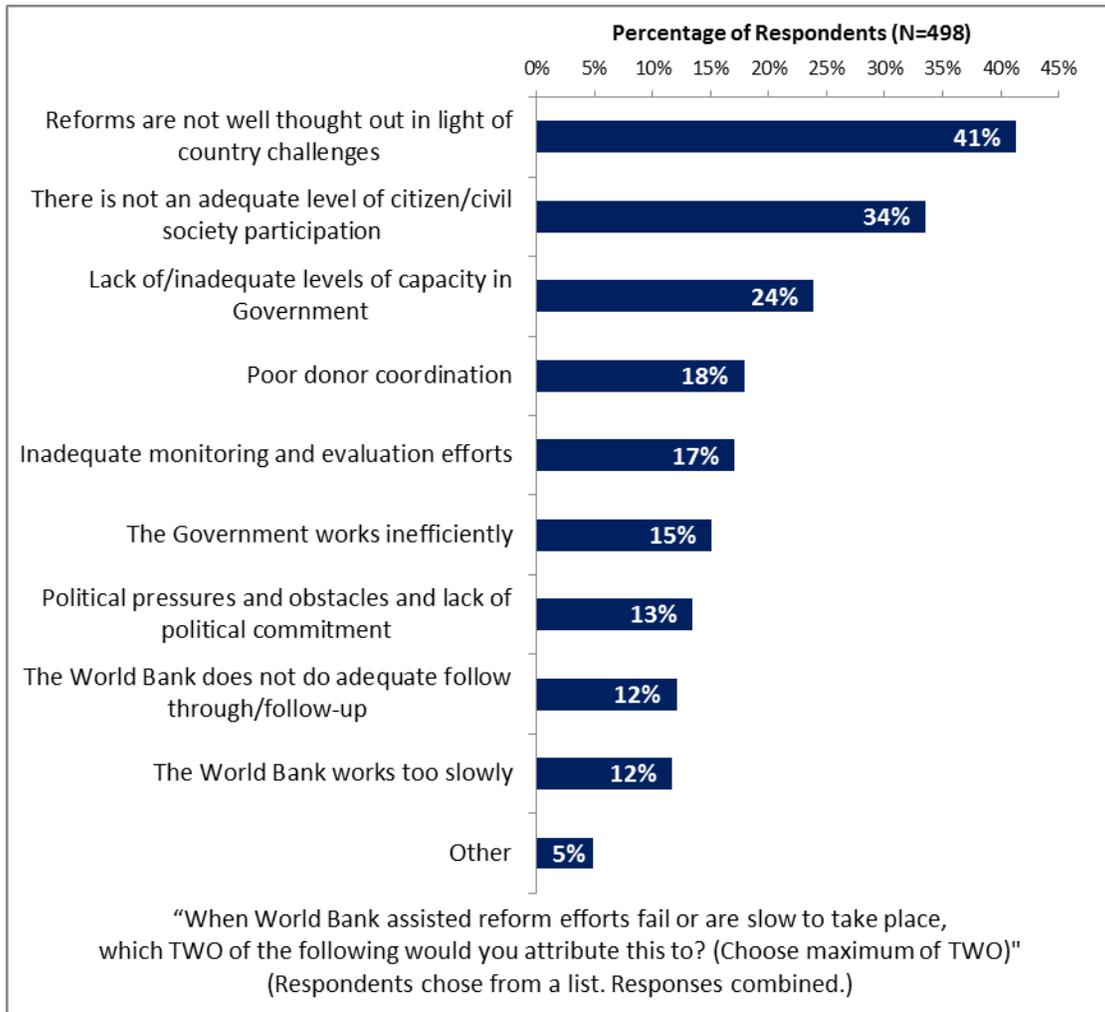
- Respondents in the FY '08 survey\* indicated that the Bank's greatest weaknesses in its work were being too bureaucratic in its operational policies and procedures (49%) and imposing technocratic solutions without regard to political realities (39%) in Lao PDR.



\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

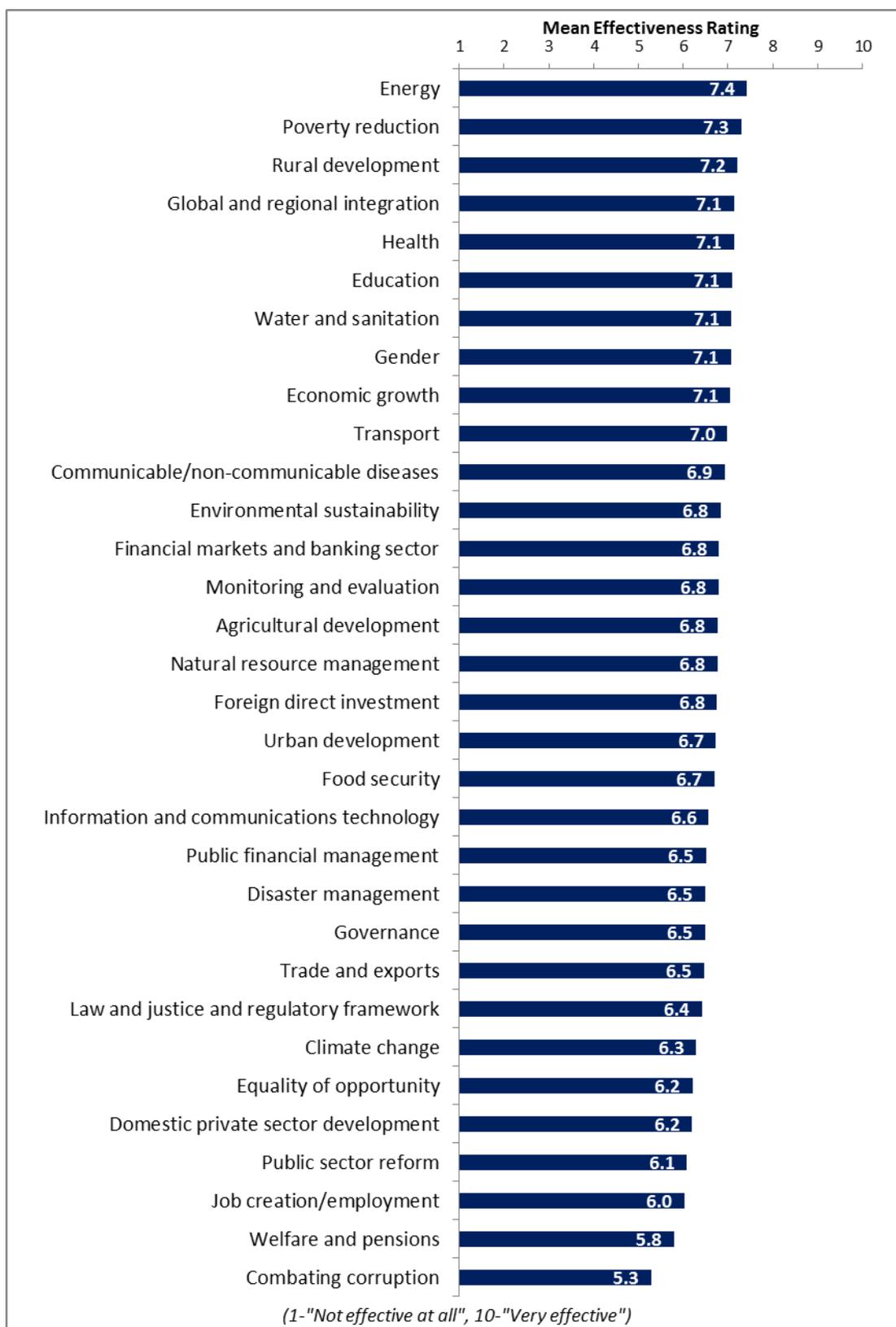
## V. Overall Attitudes toward the World Bank (continued)

### Attributing Slow or Failed Reform Efforts



## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



## VI. Sectoral Effectiveness (continued)

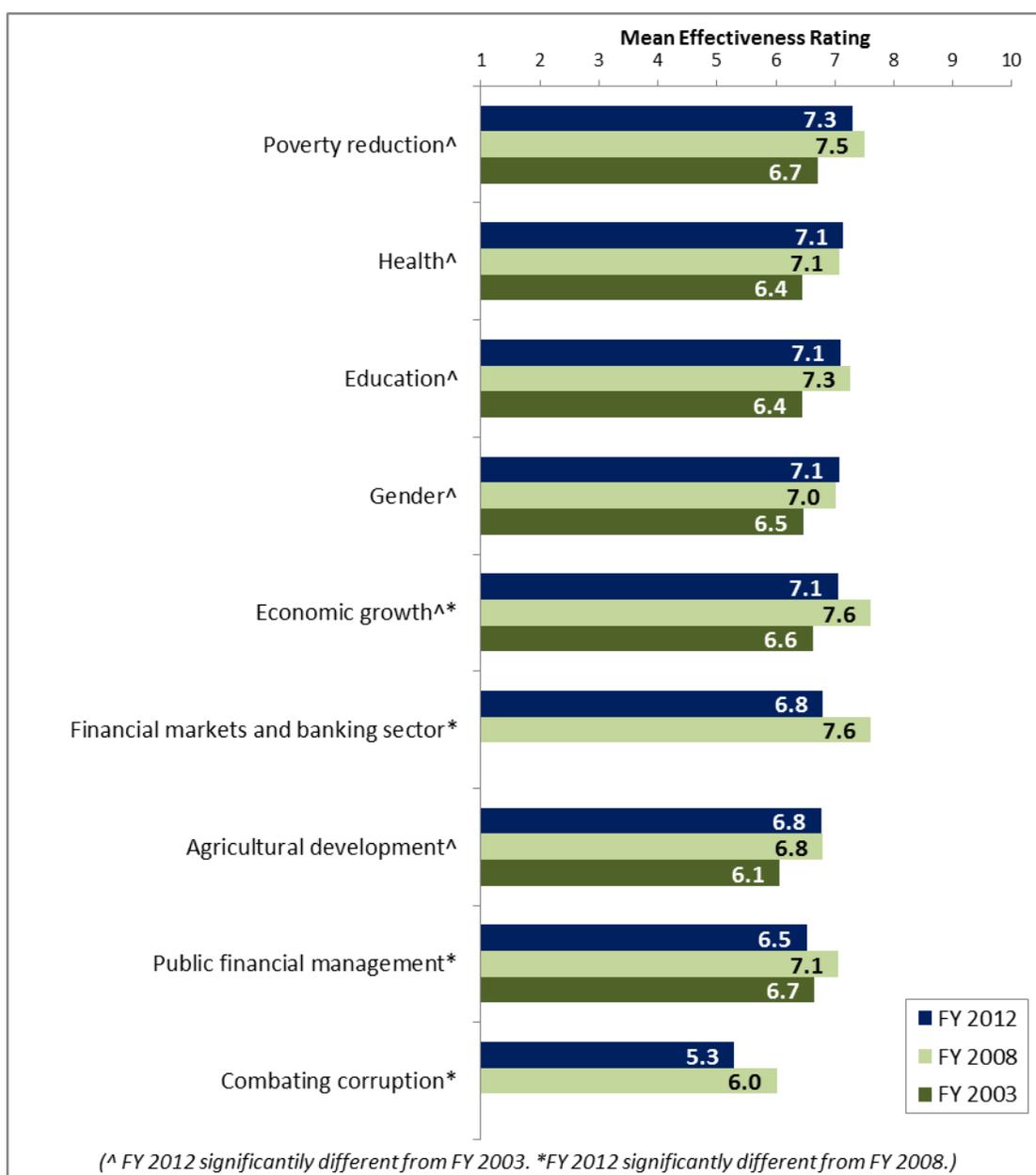
### Specific Areas of Effectiveness (continued)

- There were significant stakeholder differences in their ratings of the Bank’s effectiveness across ten of these thirty-two areas. For the most part, respondents from local government, mass-based organizations, and academia/research institutes had the highest ratings across these areas whereas respondents from international NGOs and local non-profit associations tended to have significantly lower ratings for the Bank’s effectiveness across these areas. Those areas with significant stakeholder group differences were:
  - “Combating corruption”;
  - “Information and communications technology”;
  - “Law and justice and regulatory framework”;
  - “Communicable/non-communicable disease”;
  - “Public financial management”;
  - “Financial markets and banking sector”;
  - “Equality of opportunity”;
  - “Health”;
  - “Governance”; and
  - “Education”.
  
- Responses across all stakeholder groups, geographic locations, and country surveys can be found in the Appendix.

## 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 at economic growth, financial markets and banking sector, public financial management, and combating corruption compared to respondents in the FY '08 country survey. However, respondents in this year's country survey gave significantly higher ratings for the Bank's effectiveness at poverty reduction, health, education, gender, economic growth, and agricultural development compared to respondents in the FY '03 country survey.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

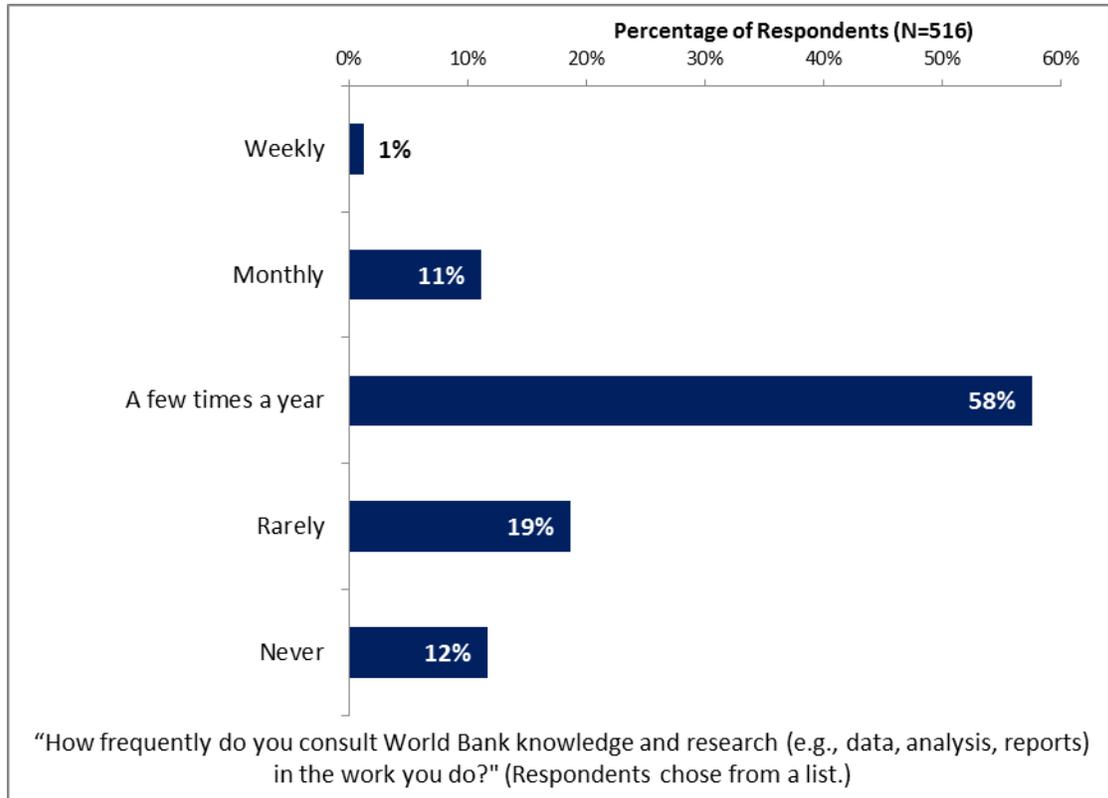
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in Lao PDR, bivariate correlational analyses were conducted using respondents' ratings of the thirty-two specific areas of effectiveness.

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 Lao PDR. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at poverty reduction; and
  - The Bank's effectiveness at governance.
  
- 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 Lao PDR, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. There was one area determined to be a key driver from this analysis:
  - The Bank's effectiveness at poverty reduction.

## VII. World Bank Knowledge and Instruments

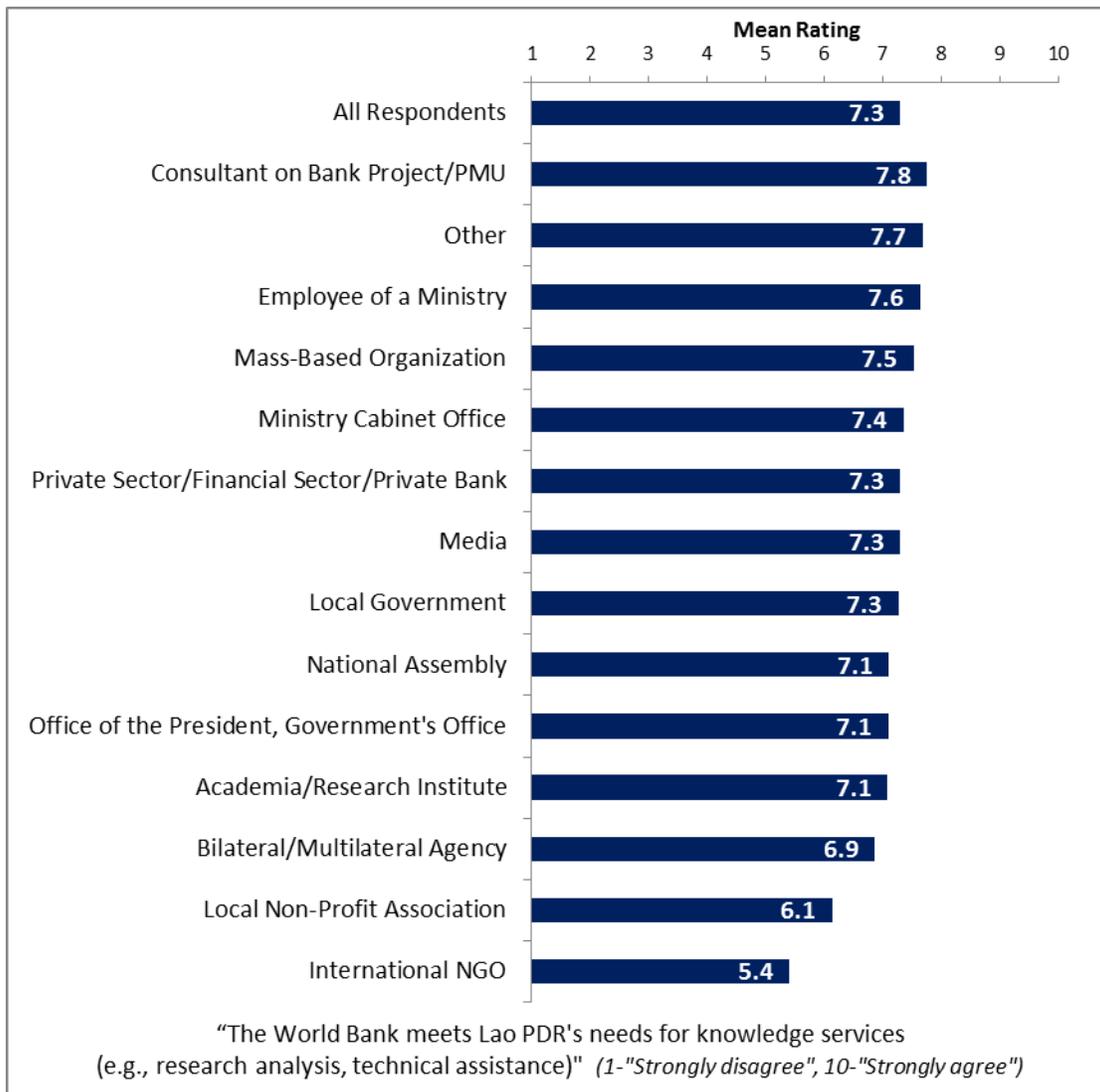
### Knowledge: Frequency of Use



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Meeting Lao PDR's Knowledge Needs (*Indicator Question*)

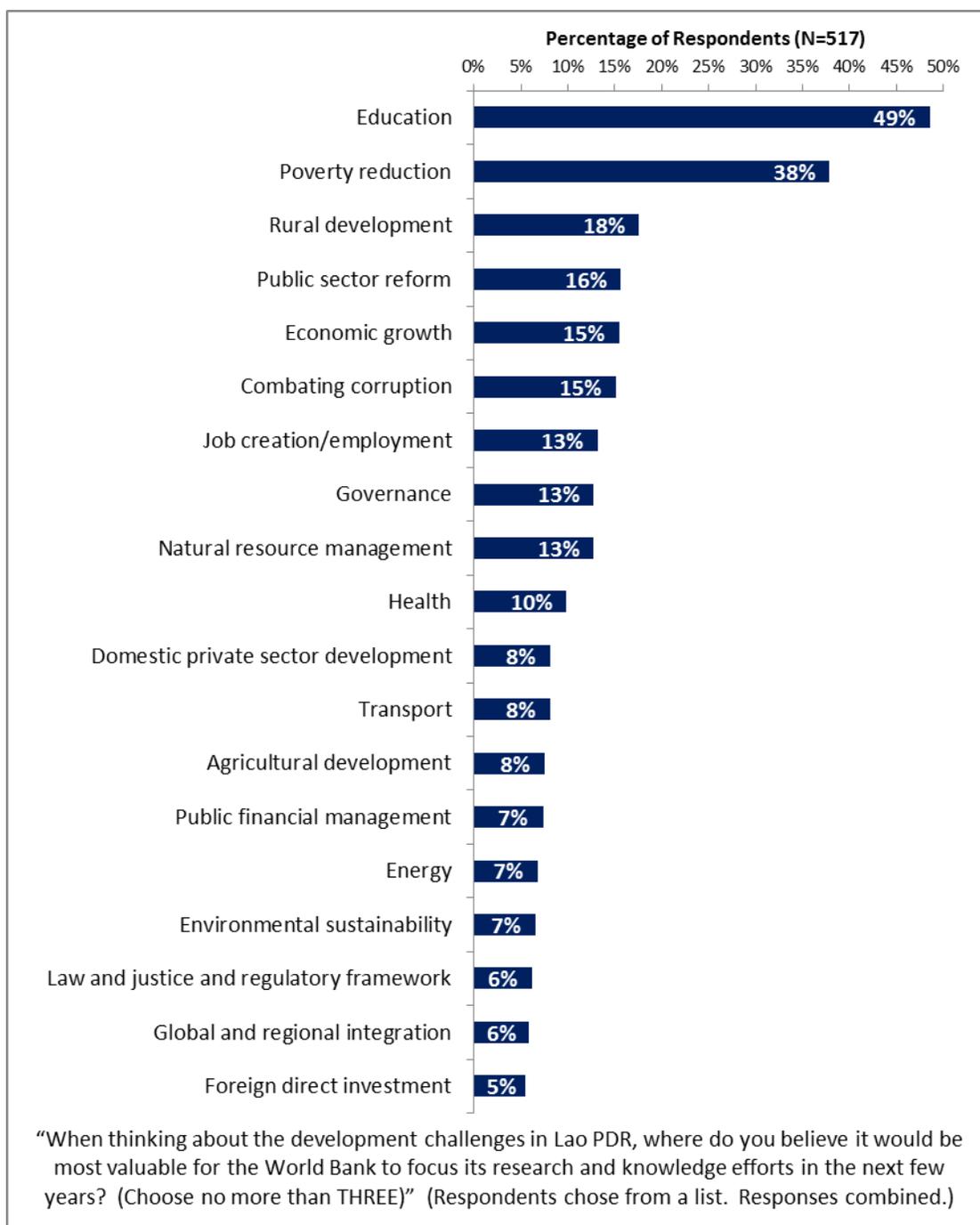
- Consultants on Bank projects/PMUs and respondents from other organizations gave the highest ratings for the Bank meeting Lao PDR's needs for knowledge services whereas respondents from local non-profit associations and international NGOs gave significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

- Respondents in the FY '08 country survey indicated that it would be most valuable for the Bank to focus on education (37%) and poverty (28%) in Lao PDR.

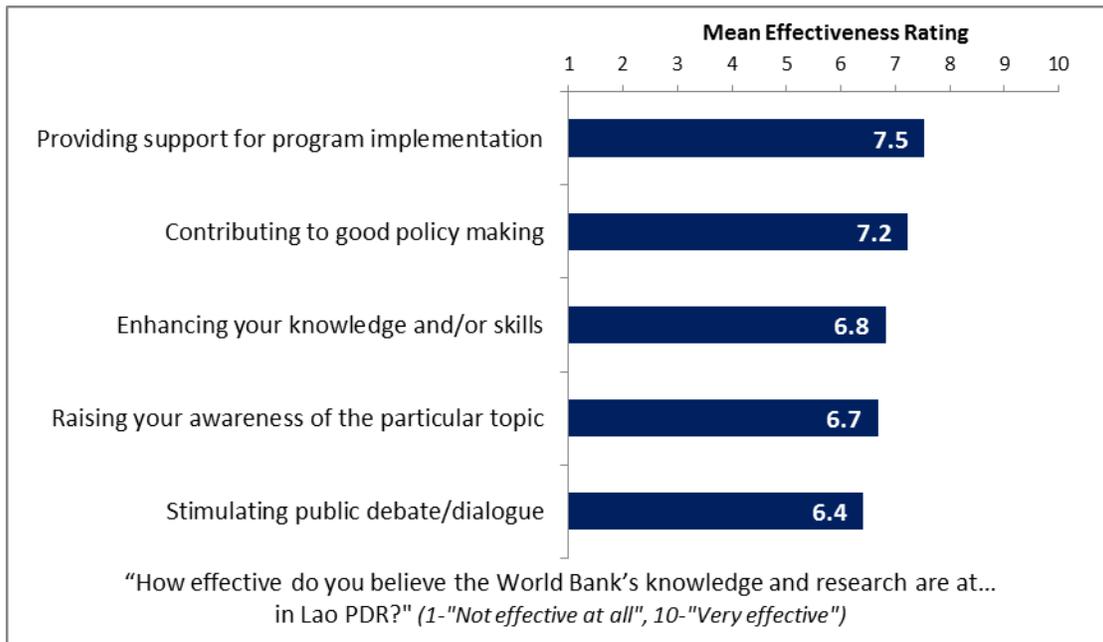


\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

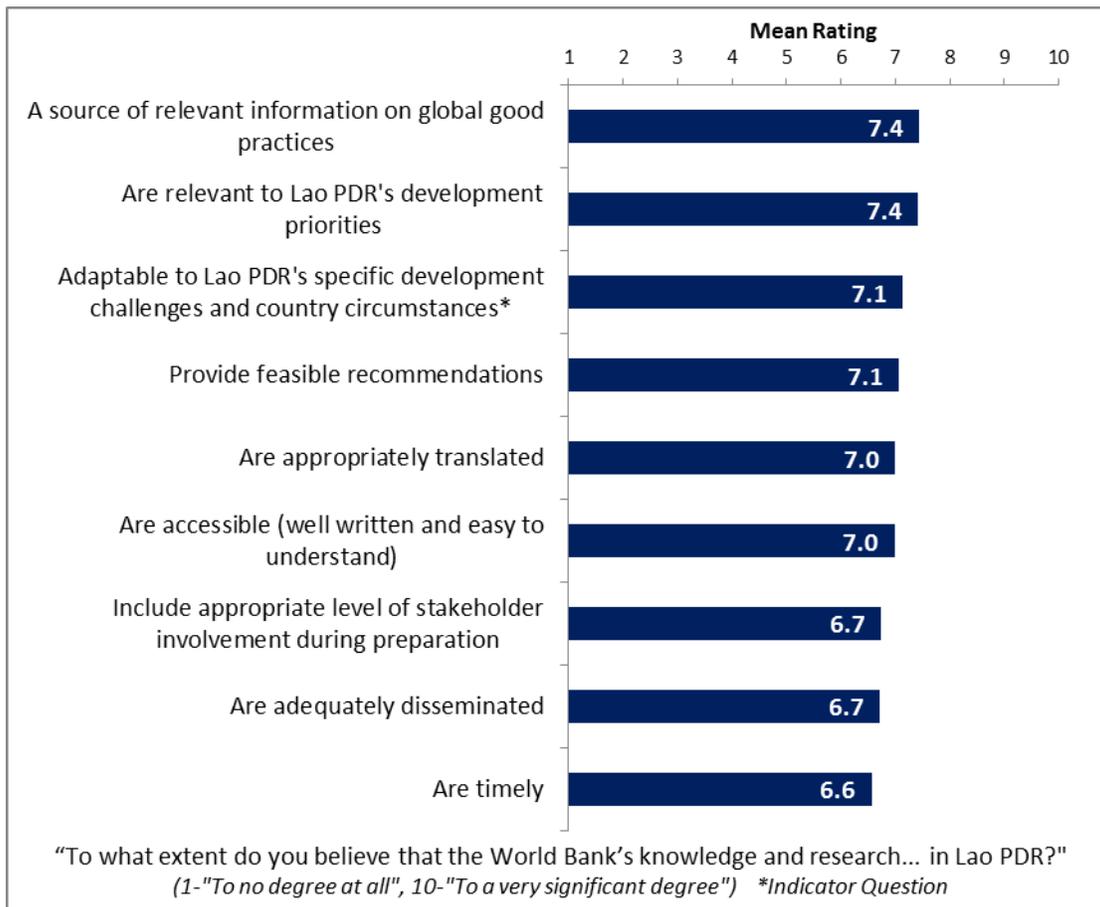
- There were significant stakeholder group differences in their ratings of the World Bank's knowledge and research effectiveness at all five of these aspects. For the most part, respondents from local government and academia/research institutes gave the highest rating for the Bank's effectiveness whereas respondents from international NGOs and local non-profit associations tended to give significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

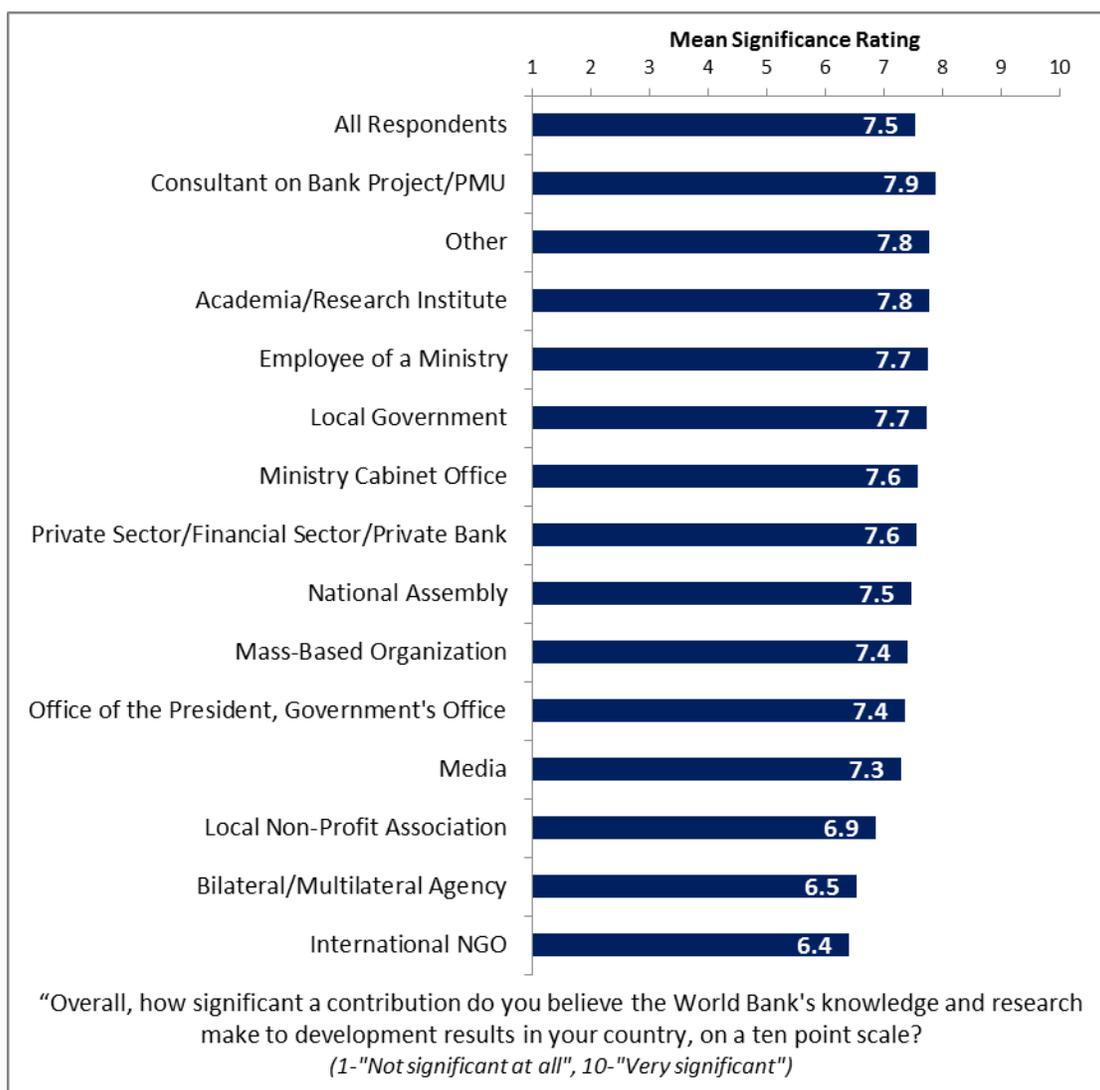
- There were significant differences between stakeholder groups across all of these qualities of the World Bank's knowledge and research, except "Are timely". For the most part, respondents from academia/research institutes gave the highest ratings regarding these aspects of the Bank's knowledge and research whereas respondents from international NGOs gave significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

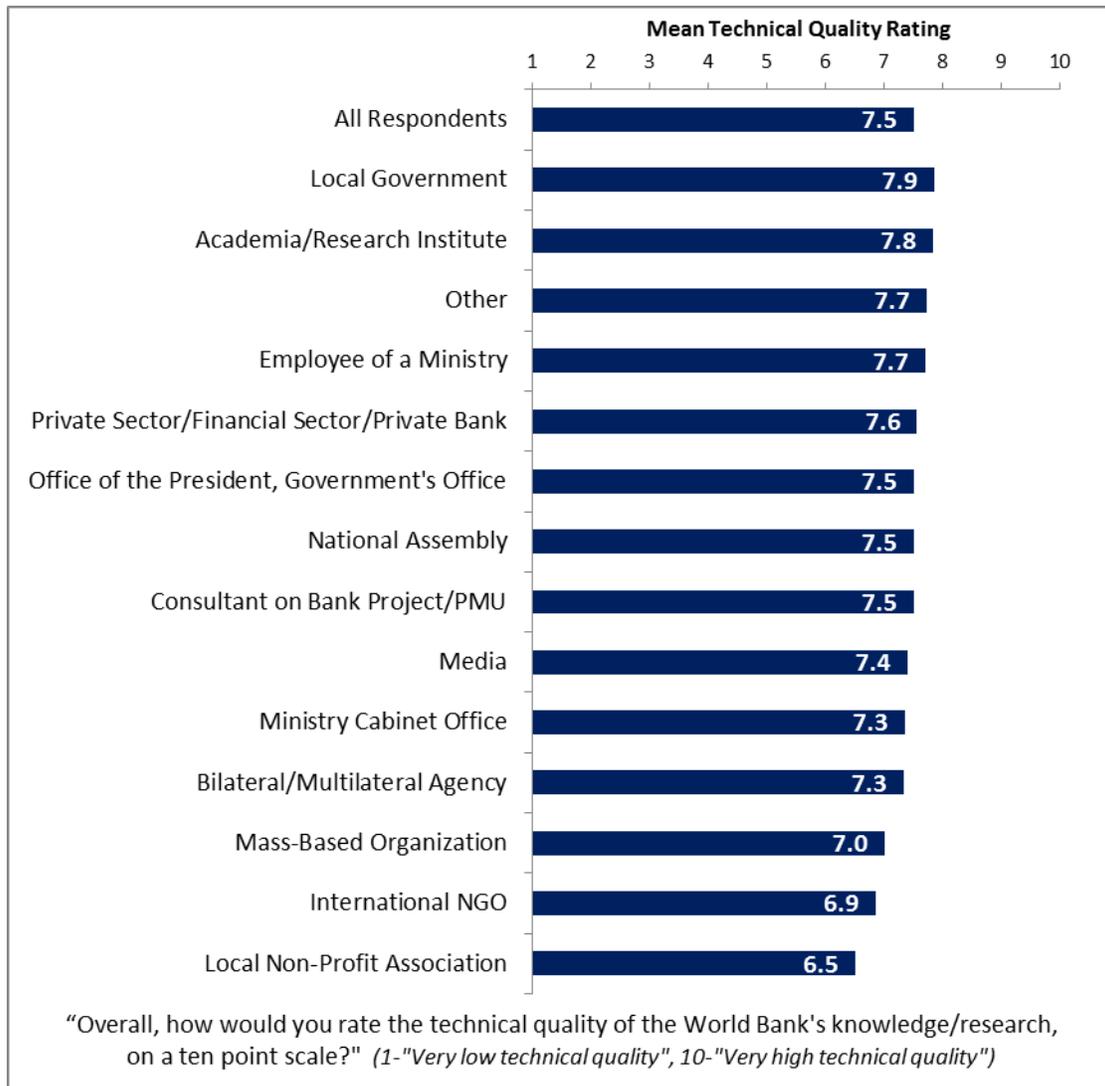
- Consultants on Bank projects/PMUs and respondents from other organizations and academia/research institutes gave the highest ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Lao PDR whereas respondents from local non-profit associations, bilateral or multilateral agencies, and international NGOs gave significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality (*Indicator Question*)

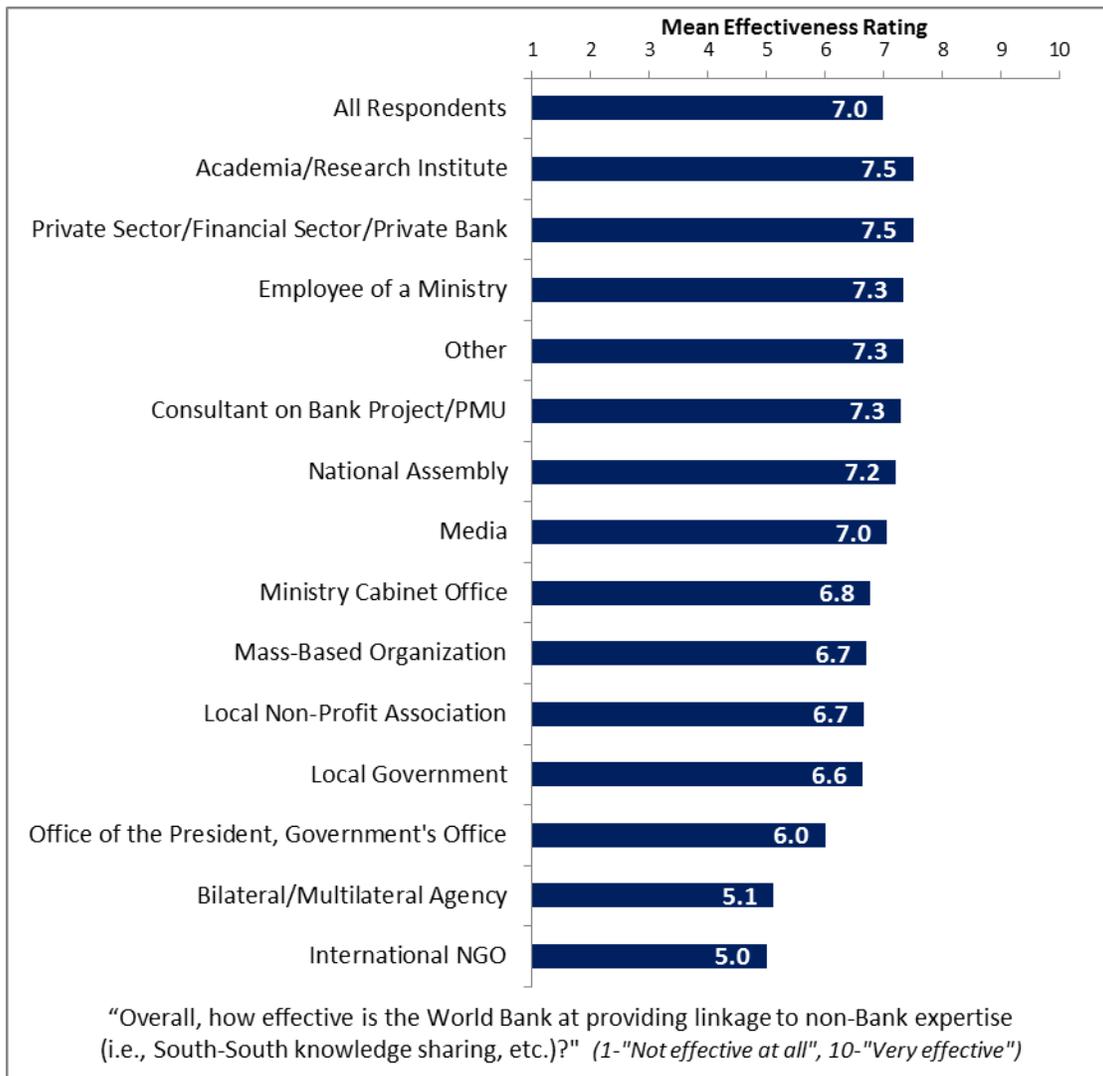
- Respondents from local government and academia/research institutes gave the highest ratings for the technical quality of the World Bank’s knowledge and research whereas respondents from mass-based organizations, international NGOs, and local non-profit associations gave significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

### Knowledge: Linkage to Non-Bank Expertise

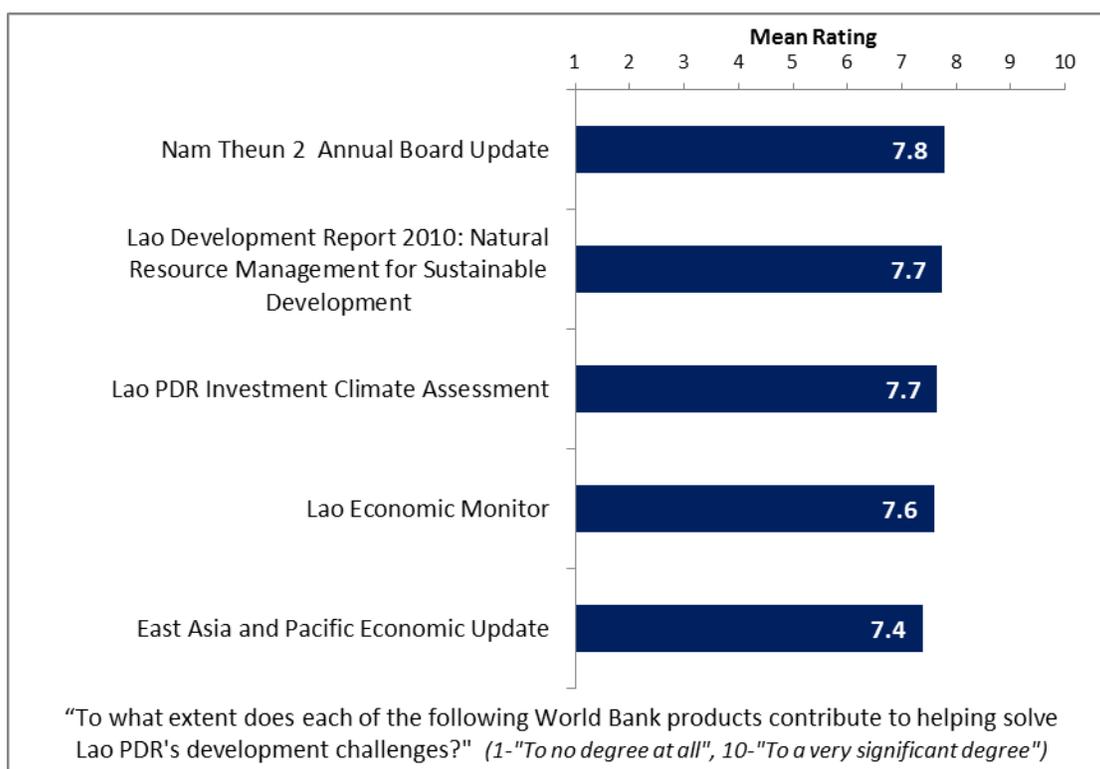
- Respondents from academia/research institutes and the private sector/financial sector/private banks gave the highest ratings for the Bank's effectiveness at providing linkage to non-Bank expertise whereas respondents from the office of the President/Government, bilateral or multilateral agencies, and international NGOs gave significantly lower ratings.



## VII. World Bank Knowledge and Instruments (continued)

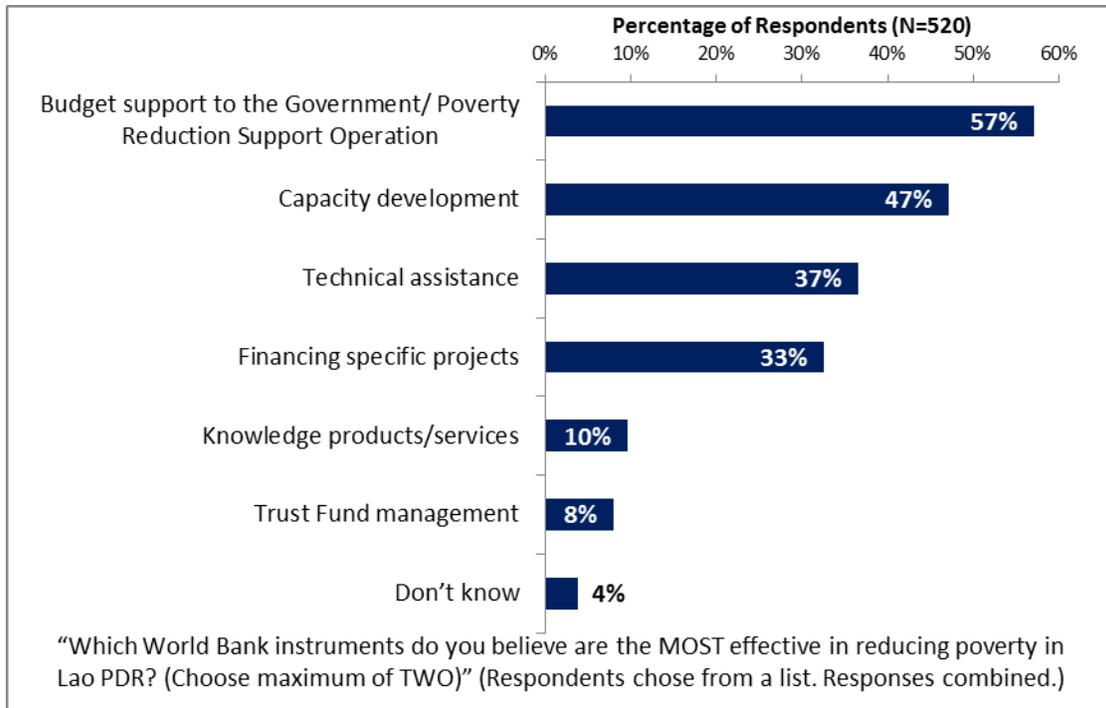
### Knowledge: World Bank Products in Lao PDR

- Respondents from the office of the President/Government and local government gave the highest ratings for the extent to which the “Nam Theun 2 Annual Board Update” contributes to helping Lao PDR solve its development challenges whereas respondents from international NGOs gave significantly lower ratings.
- Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the “Lao Development Report 2010” contributes to helping Lao PDR solve its development challenges.
- Consultants on Bank projects/PMUs and respondents from local government and mass-based organizations gave the highest ratings for the “Lao PDR Investment Climate Assessment” contributing to helping Lao PDR solve its development challenges whereas respondents from international NGOs gave significantly lower ratings.
- Respondents from local government gave the highest ratings for the extent to which the “Lao Economic Monitor” contributes to Lao PDR solving its development challenges whereas respondents from international NGOs gave significantly lower ratings.
- Respondents from local government gave the highest ratings for the extent to which the “East Asia and Pacific Economic Update” contributes to Lao PDR solving its development challenges whereas respondents from bilateral or multilateral agencies and international NGOs gave significantly lower ratings.

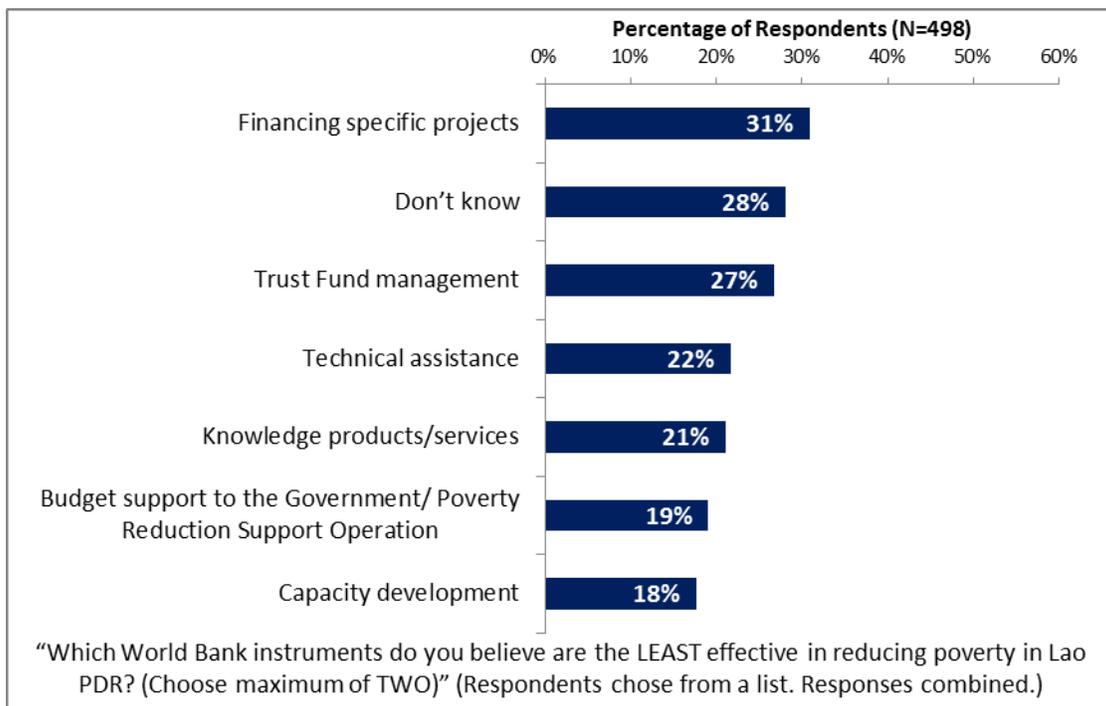


## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Most Effective



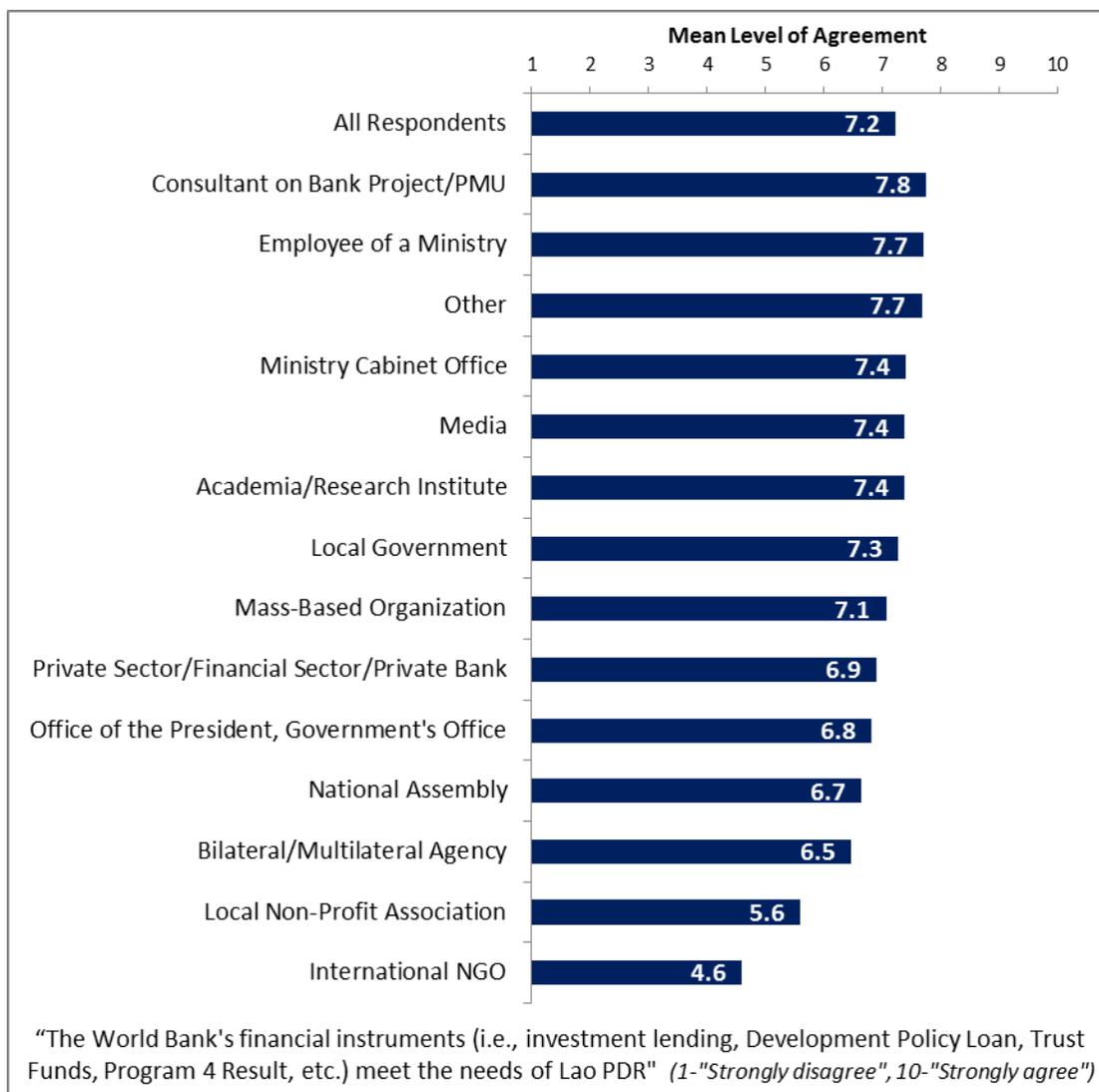
### Instruments: Least Effective



## VII. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Lao PDR's Needs (*Indicator Question*)

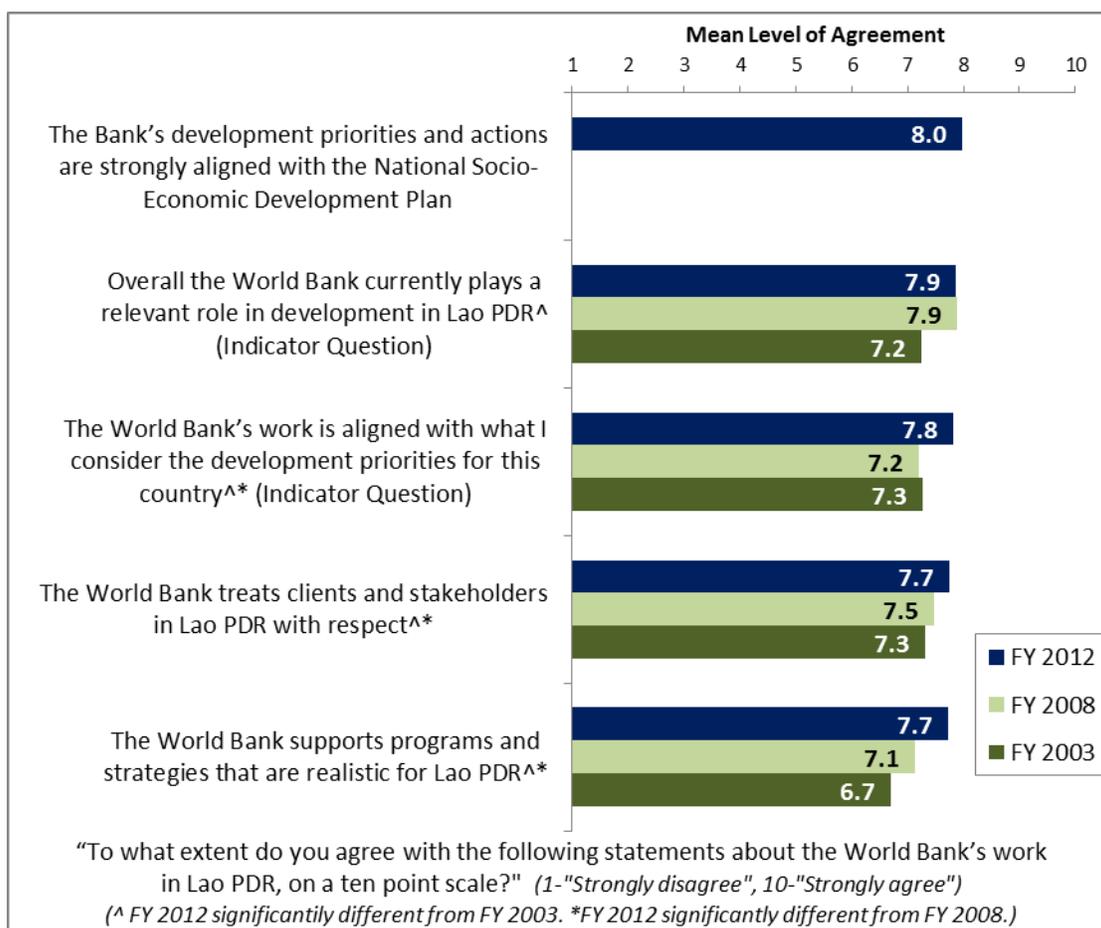
- Consultants on Bank projects/PMUs, employees of ministries, and respondents from other organizations had the highest levels of agreement that the Bank's financial instruments meet Lao PDR's needs whereas respondents from local non-profit associations and international NGOs had significantly lower levels of agreement.



## VIII. How the World Bank Operates

### The World Bank's Work in Lao PDR

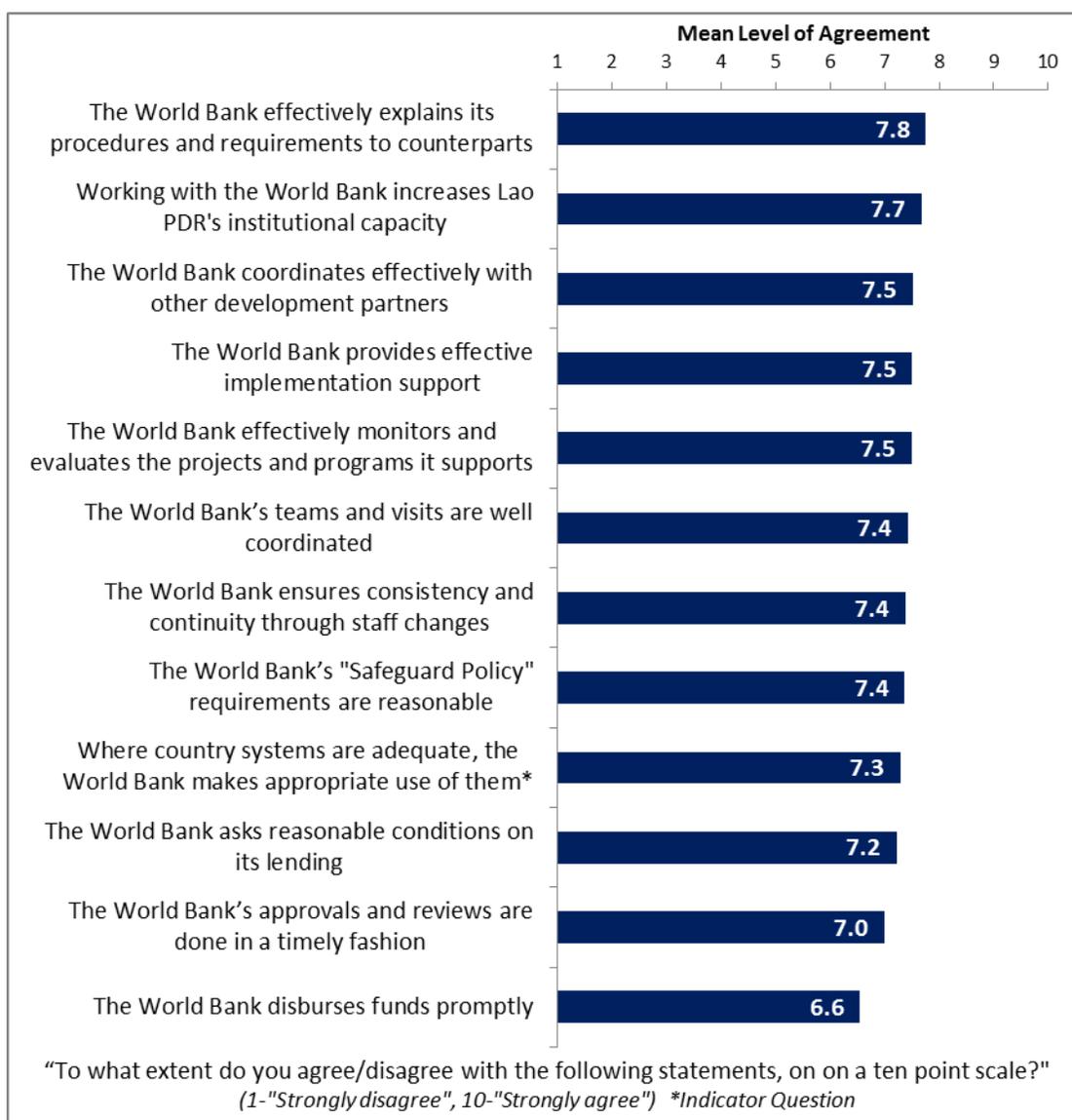
- Respondents in this year's country survey had significantly higher levels of agreement that the Bank plays a relevant role in Lao PDR's development, that the Bank is aligned with respondents' development priorities, that the Bank treats clients and stakeholders with respect, and that its programs and strategies are realistic compared to respondents from the FY '08 country survey. In addition, respondents in this year's country survey had significantly higher levels of agreement regarding all of the compatible aspects of the Bank's work in Lao PDR compared to respondents from the FY '03 country survey.
- There were significant stakeholder group differences in their levels of agreement that the Bank is aligned with respondents' development priorities, that the Bank treats clients and stakeholders with respect, and that its programs and strategies are realistic. Respondents from the office of the President/Government, mass-based organizations, and academia/research institutes tended to have the highest levels of agreement with these statements and respondents from international NGOs tended to have significantly lower levels of agreement.



## VIII. How the World Bank Operates (continued)

### Overall Perceptions

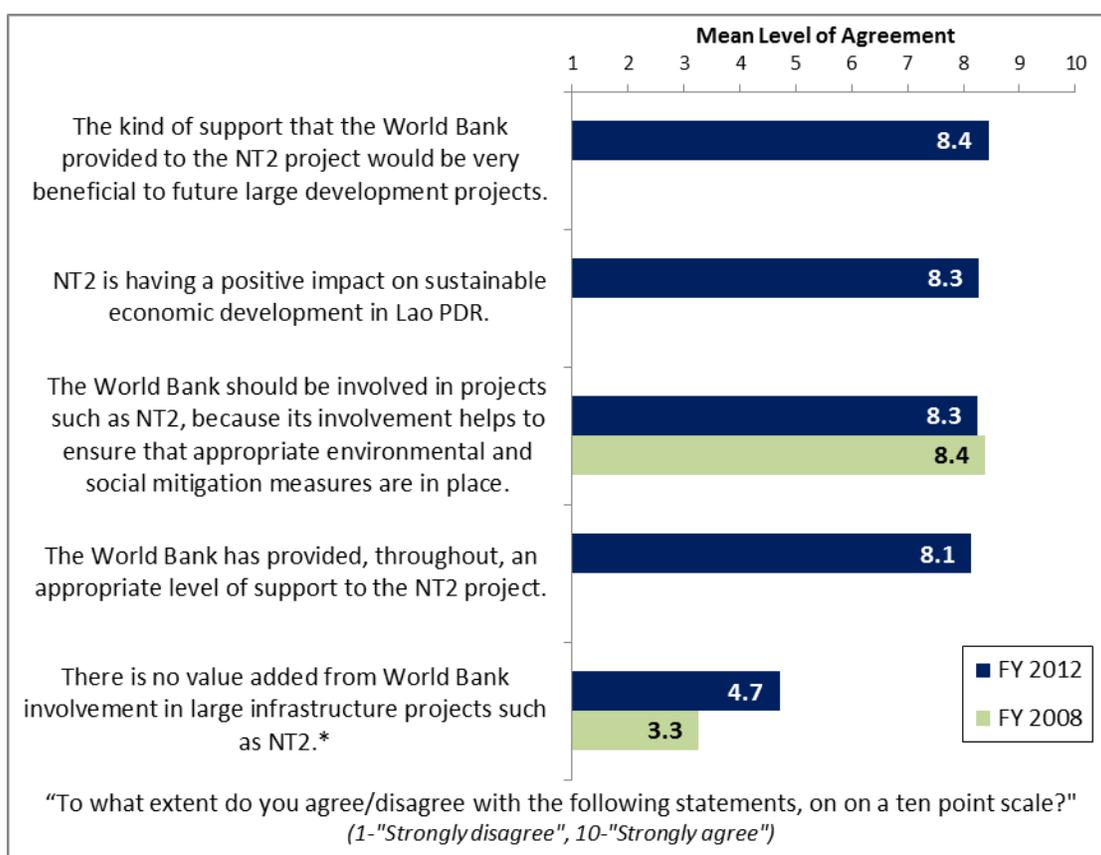
- Respondents in this year's country survey had significantly higher levels of agreement that working with the Bank increases institutional capacity compared to respondents from the FY '08 and FY '03 country surveys (7.4 and 7.2, respectively). However, respondents in this year's country survey had significantly *lower* levels of agreement that the Bank disburses funds promptly (7.0) and that the Bank effectively monitors and evaluates its projects (8.0) compared to respondents from the FY '08 country survey.
- There were significant stakeholder group differences in their levels of agreement across all of these aspects of how the Bank operates, except that the Bank's approvals and reviews are done in a timely manner. Respondents from the local government and academia/research institutes tended to have the highest levels of agreement with these statements whereas respondents from bilateral or multilateral agencies and international NGOs tended to have significantly lower levels of agreement.



## VIII. How the World Bank Operates (continued)

### Nam Theun 2

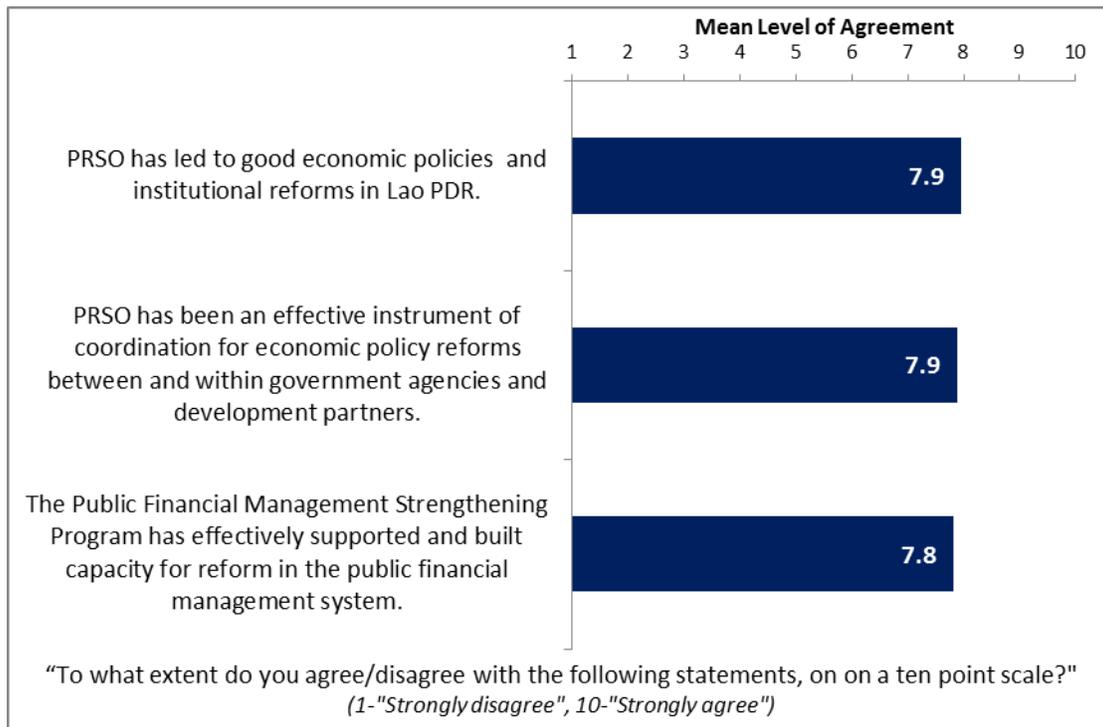
- Respondents in the FY '08 country survey had significantly *lower* levels of agreement that “There is no value added from World Bank involvement in large infrastructure projects such as NT2” compared to respondents from this year’s survey. Respondents across both country surveys, however, had statistically similar levels of agreement that “The World Bank should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place”.
- There were significant stakeholder group differences in their levels of agreement across all of these statements regarding Nam Theun 2, except that “There is no value added from World Bank involvement in large infrastructure projects such as NT2”. Respondents from the office of the President/Government, the media, and other organizations tended to have the highest levels of agreement with these statements whereas respondents from international NGOs tended to have significantly lower levels of agreement.



## VIII. How the World Bank Operates (continued)

### Poverty Reduction Support Operation Series (PRSO)

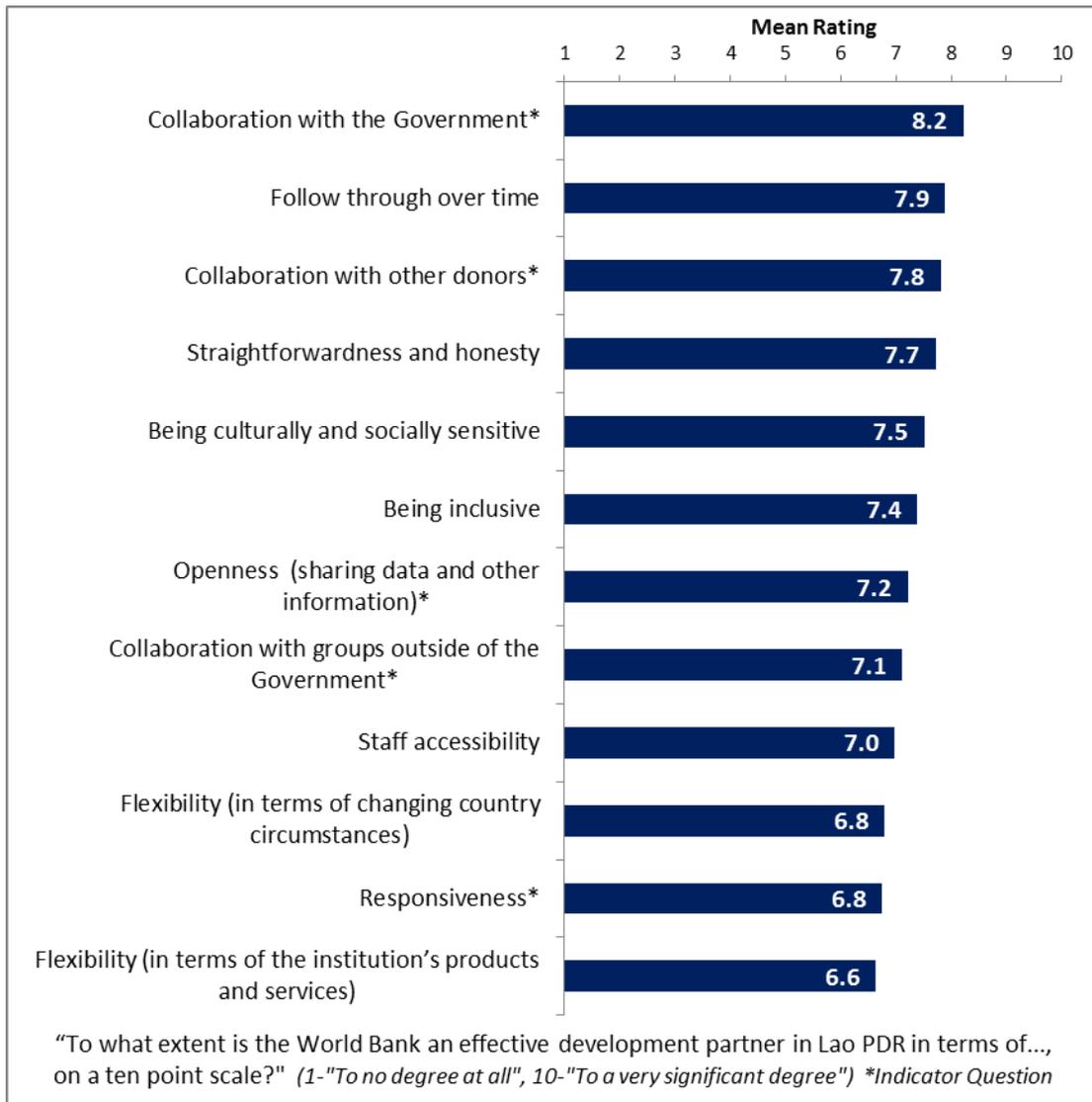
- There were significant stakeholder group differences in their levels of agreement across all of these statements regarding the PRSO. Consultants on Bank projects/PMUs and respondents from local government and mass-based organizations tended to have the highest levels of agreement with these statements whereas respondents from bilateral or multilateral agencies and international NGOs tended to have significantly lower levels of agreement.



## VIII. How the World Bank Operates (continued)

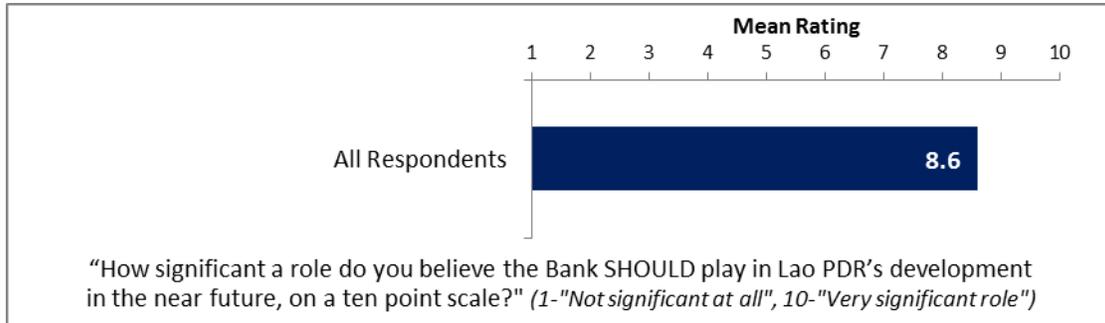
### The World Bank as an Effective Development Partner

- There were significant stakeholder group differences in their ratings across all of these aspects of the Bank being an effective development partner, except “Collaboration with the Government”. Respondents from local government and academia/research institutes tended to have the highest ratings for these aspects whereas respondents from international NGOs tended to have significantly lower ratings.

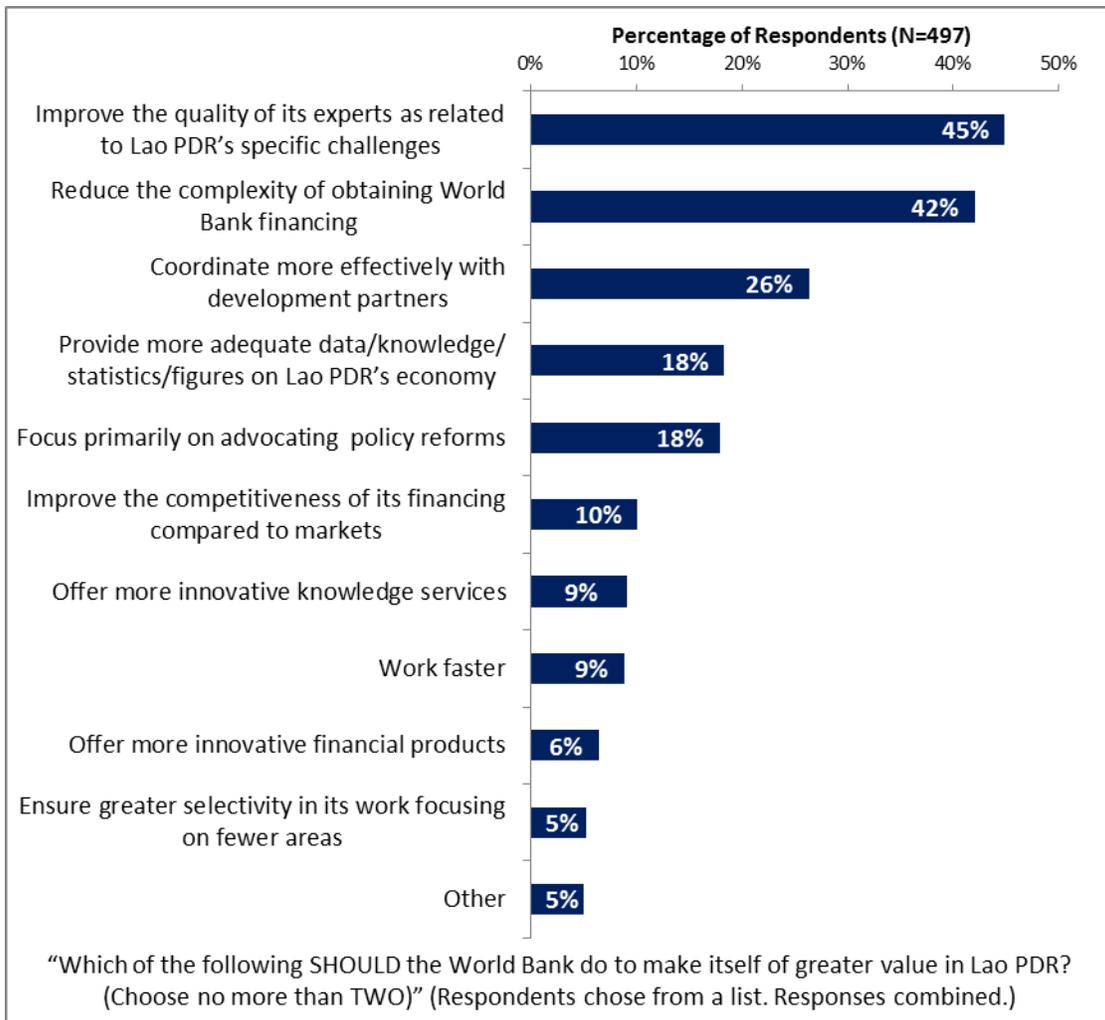


## IX. The Future Role of the World Bank in Lao PDR

### Role Significance



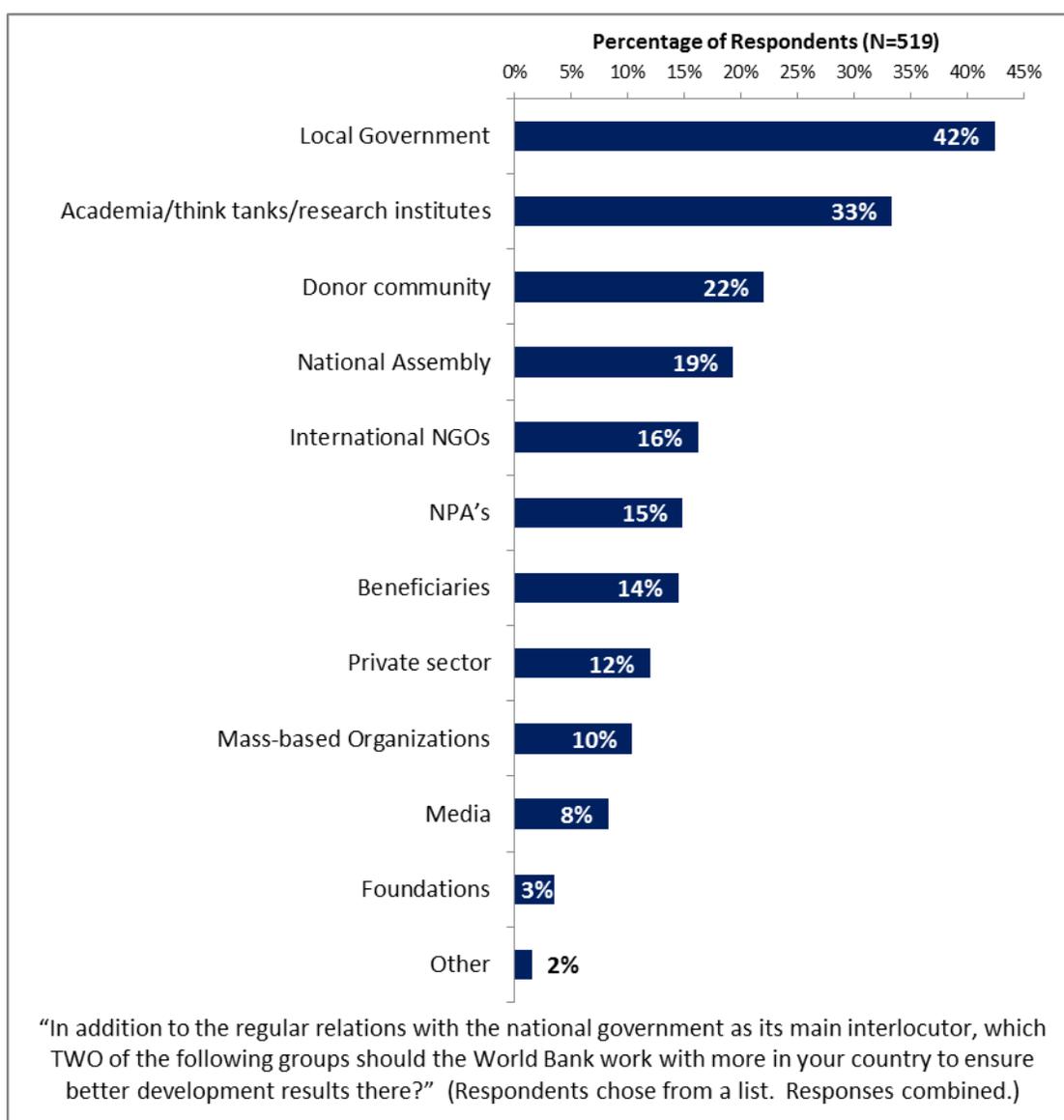
### Making the Bank of Greater Value



## IX. The Future Role of the World Bank in Lao PDR (continued)

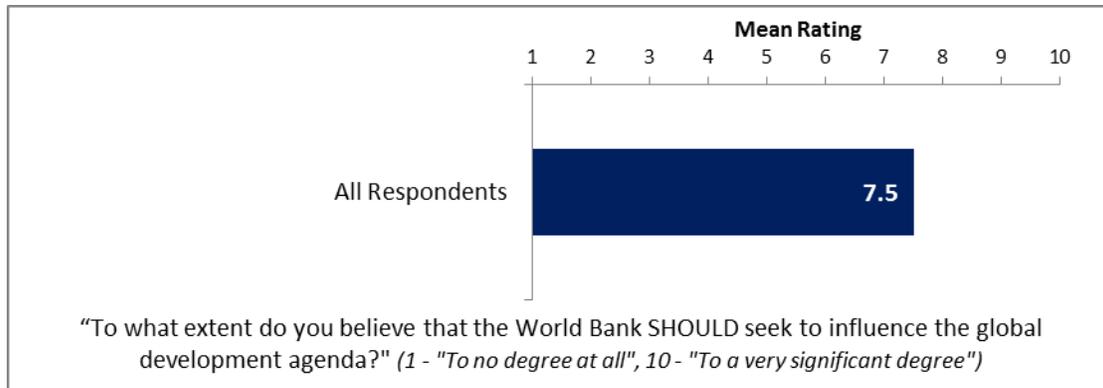
### Collaborating in Lao PDR

- Respondents indicated that the World Bank should work more closely with local government and academia/think tanks/research institutes to ensure better development results in Lao PDR. In addition, respondents from the National Assembly indicated that the Bank should work more with the National Assembly, consultants on Bank projects/PMUs and respondents from bilateral or multilateral agencies indicated that the Bank should work more with the donor community, respondents from the private sector/financial sector/private banks indicated that the Bank should work more with the private sector, respondents from international NGOs indicated that the Bank should work more with international NGOs, respondents from the media indicated that the Bank should work more with the media, and respondents from local non-profit associations indicated that the Bank should work more with NPA's.



## IX. The Future Role of the World Bank in Lao PDR (continued)

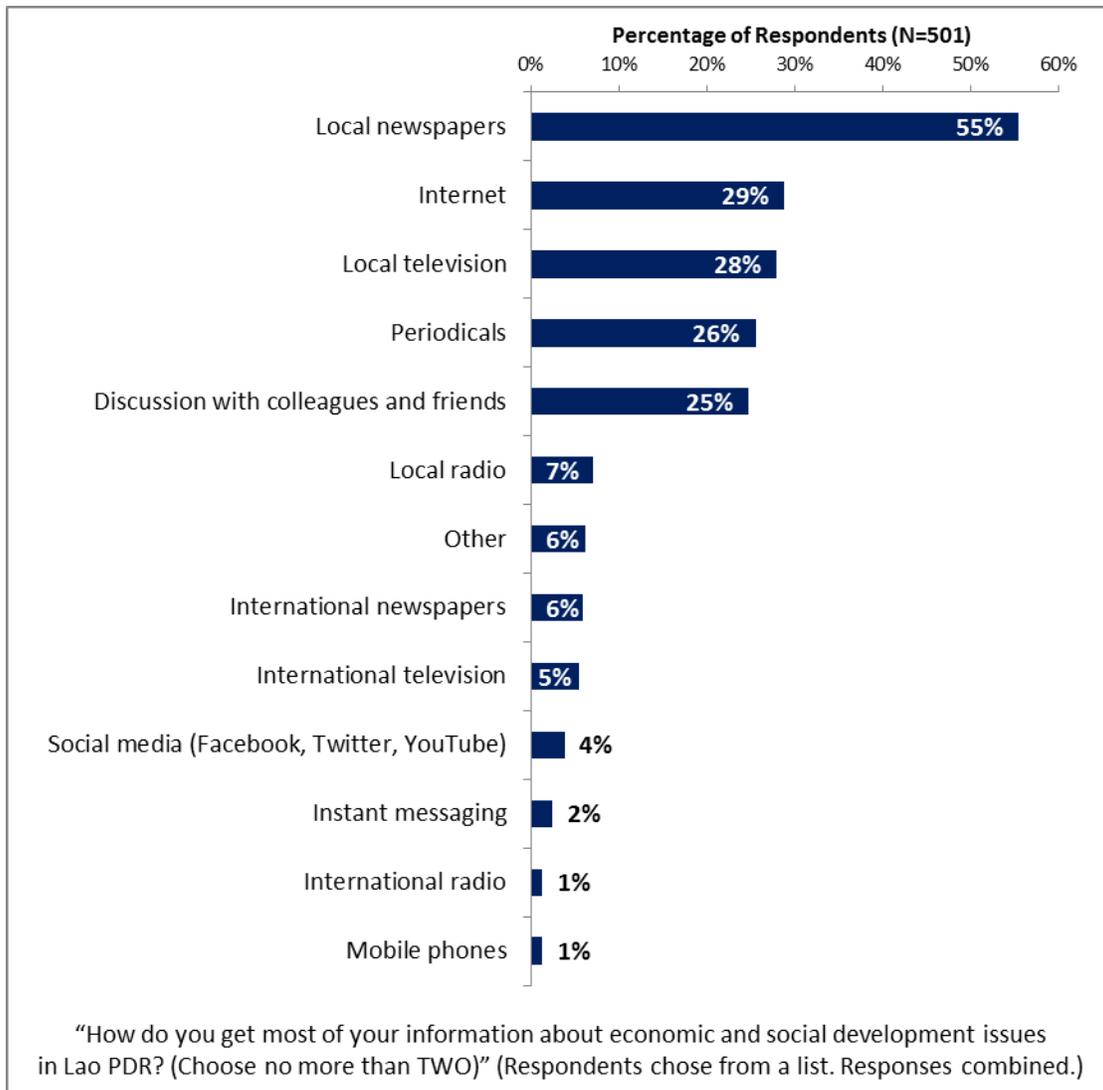
### Influencing the Global Development Agenda



## X. Communication and Openness

### Information Sources

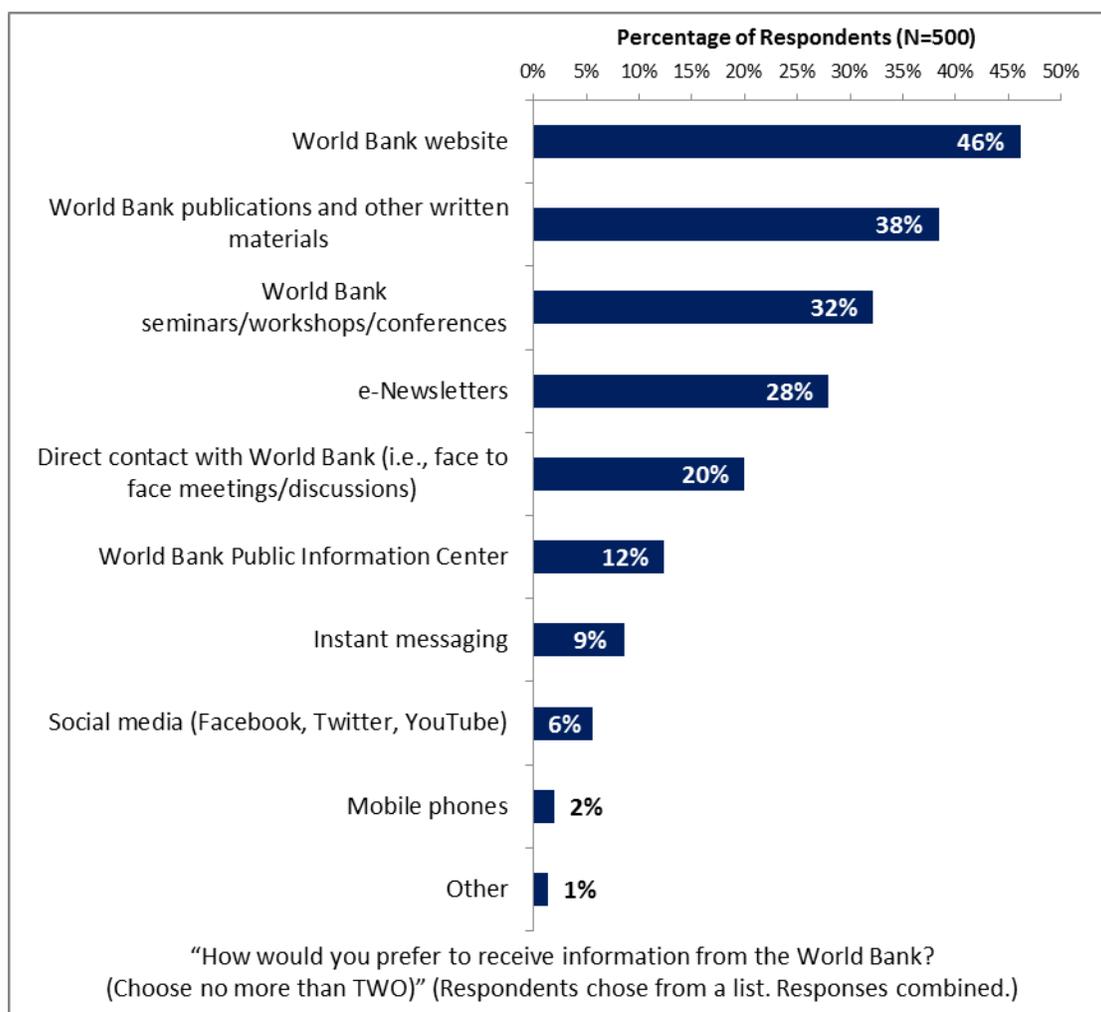
- Respondents in the FY '08 country survey\* indicated that they got most of their information about economic and social development issues in Lao PDR from local newspapers (67%) and the Internet (38%).



\*Not all of the response options provided in the FY '12 survey were provided in the FY '08 survey.

## X. Communication and Openness (continued)

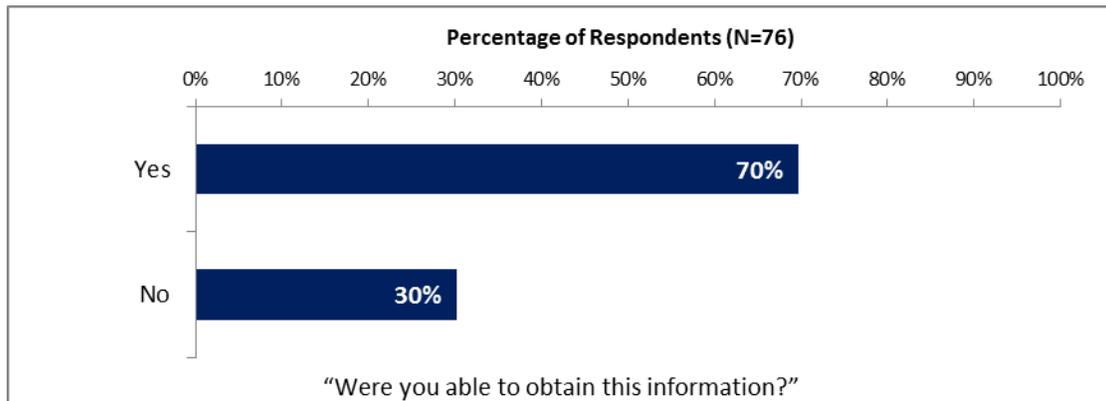
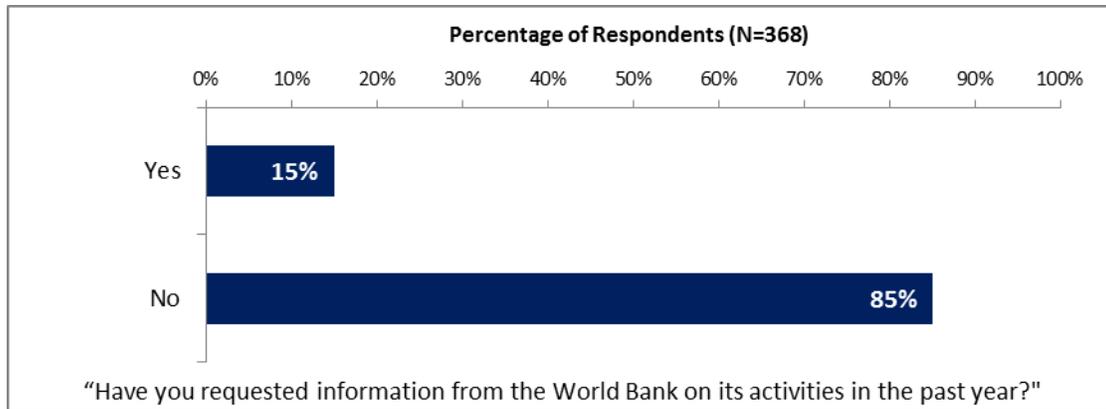
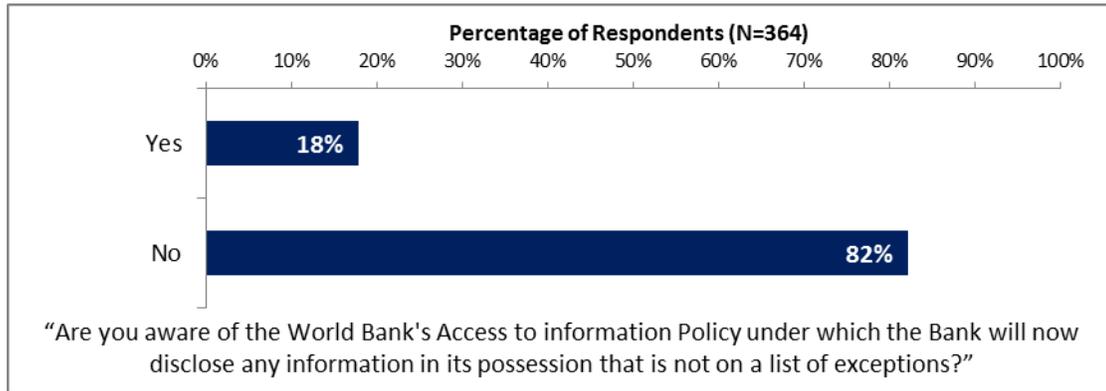
### Information Sources (continued)



## X. Communication and Openness (continued)

### Access to Information

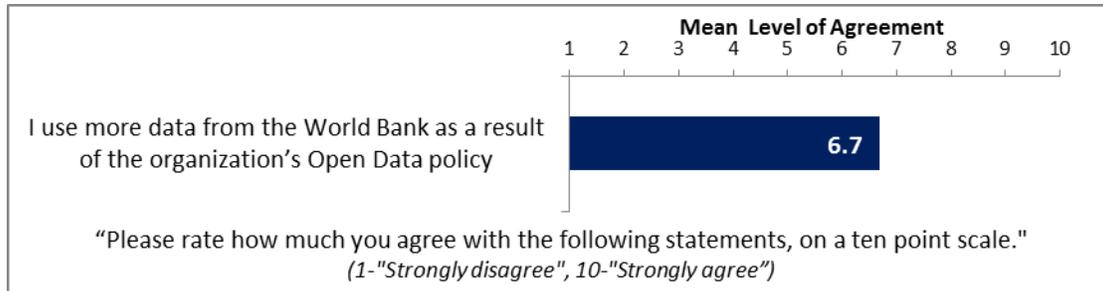
- Although consultants on Bank projects/PMUs and respondents from bilateral or multilateral agencies were significantly more likely to have requested information from the Bank in the past year compared to respondents from other stakeholder groups, respondents across all stakeholder groups had statistically similar rates of obtaining their requested information as well as statistically similar levels of awareness for the Bank’s Access to Information policy.



## X. Communication and Openness (continued)

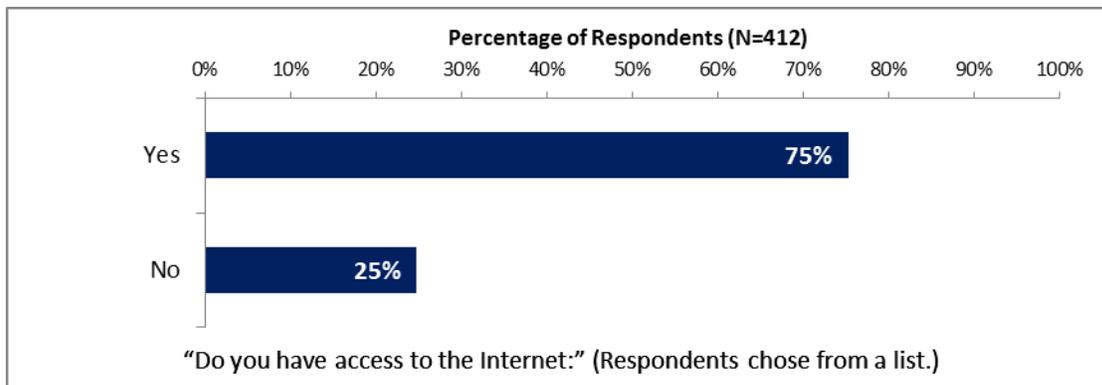
### Access to Information (continued)

- Respondents from local government had the highest levels of agreement that they use more data from the World Bank as a result of its Open Data policy whereas respondents from international NGOs had significantly lower levels of agreement.



### Internet Access

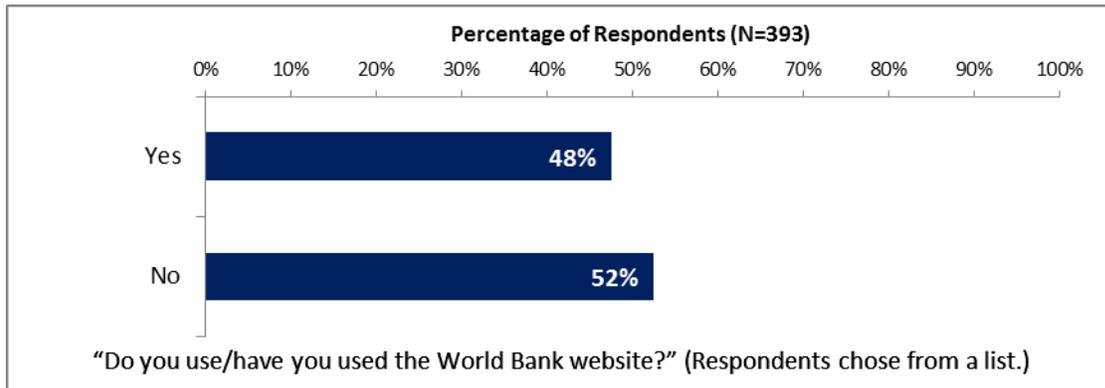
- A statistically similar number of respondents indicated Internet access in the FY '08 country survey (79%).
- Respondents from the office of the President/Government, Ministry Cabinet offices, mass-based organizations, the media, and other organizations had significantly *lower* rates of Internet access compared to respondents from other stakeholder groups.



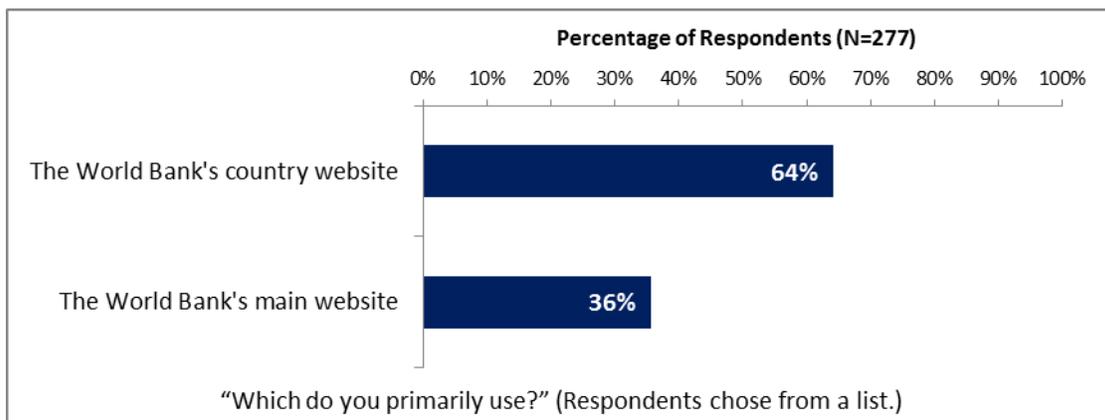
## X. Communication and Openness (continued)

### Website Usage

- A statistically similar number of respondents indicated that they utilized the World Bank's website in the FY '08 country survey (43%).
- Respondents from bilateral or multilateral agencies, the private sector/financial sector/private banks, and international NGOs had significantly higher rates of usage for the World Bank's website compared to respondents from other stakeholder groups.



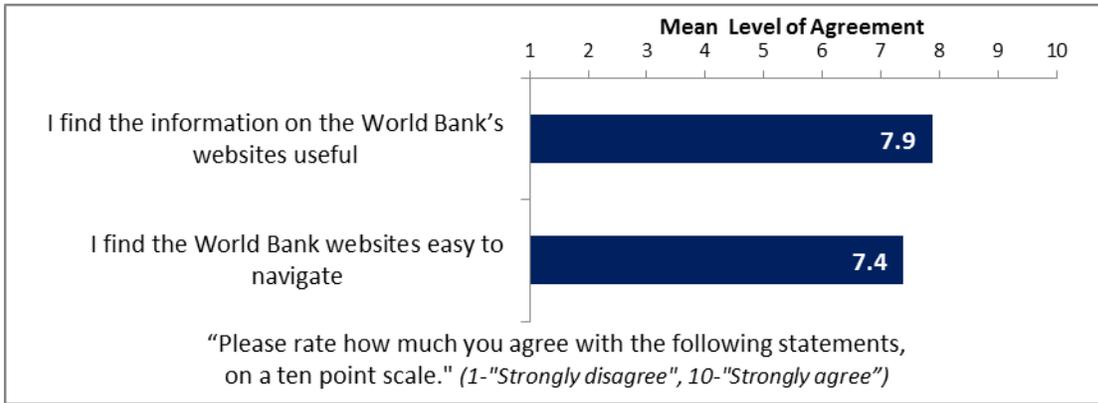
- Significantly fewer respondents indicated that they used the World Bank's country website in the FY '08 survey (50%); however, respondents in the FY '08 survey were also given the option to indicate usage of the "NT2 website" in addition to the Bank's country and main websites.



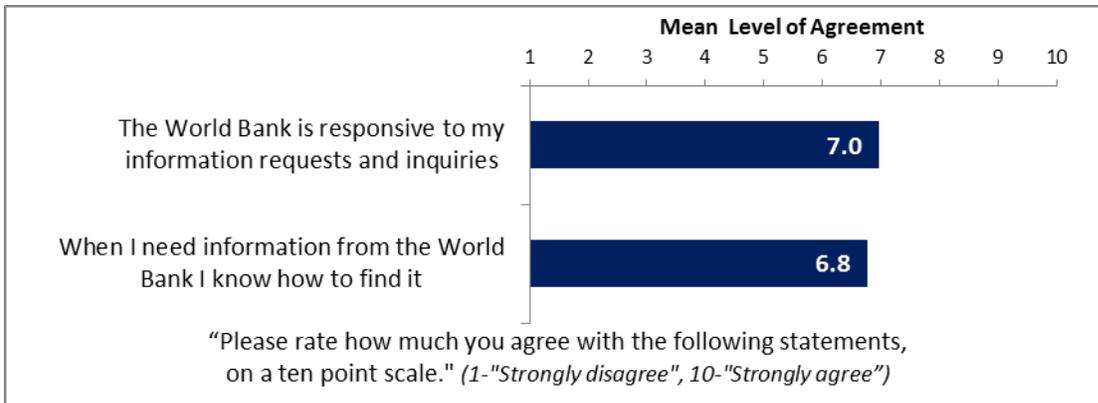
## X. Communication and Openness (continued)

### Website Evaluation

- Respondents from academia/research institutes had the highest levels of agreement that they find the information on Bank websites useful whereas respondents from international NGOs and mass-based organizations had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that Bank websites are easy to navigate.



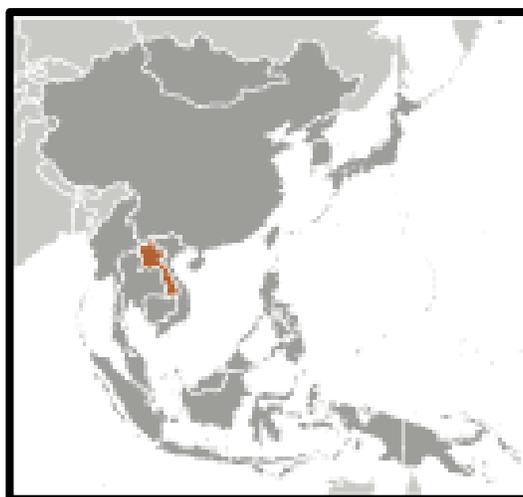
### Information Sharing



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**LAO PDR**



## Appendix A: Responses to All Questions across All Respondents (N=532)

### A. General Issues facing Lao PDR

1. In general, would you say that Lao PDR is headed in...?	Percentage of Respondents (N=485)
The right direction	86.8%
The wrong direction	2.7%
Not sure	10.5%

2. Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1 <sup>st</sup> , 2 <sup>nd</sup> , and 3 <sup>rd</sup> most important priority.	Percentage of Respondents (N=185)			
	Most Important	2 <sup>nd</sup> Most Important	3 <sup>rd</sup> Most Important	Combined
Education	33.5%	19.4%	4.1%	56.9%
Poverty reduction	22.7%	14.0%	6.8%	43.5%
Rural development	14.6%	17.2%	7.2%	39.0%
Governance	4.9%	7.0%	3.6%	15.5%
Combating corruption	3.2%	2.7%	9.0%	15.0%
Natural resource management	2.2%	5.4%	5.4%	13.0%
Health	1.6%	4.3%	3.6%	9.5%
Public sector reform	3.8%	1.1%	4.1%	8.9%
Global and regional integration	0.5%	2.7%	5.4%	8.7%
Transport	1.1%	3.8%	3.2%	8.0%
Job creation/employment	0.0%	2.7%	4.5%	7.2%
Public financial management	0.0%	3.8%	2.7%	6.5%
Environmental sustainability	0.5%	1.6%	4.1%	6.2%
Equality of opportunity	2.2%	1.6%	1.8%	5.6%
Law and justice and regulatory framework	1.1%	1.6%	2.7%	5.4%
Economic growth	1.6%	0.5%	3.2%	5.3%
Food security	1.1%	0.5%	3.2%	4.8%
Information and communications technology	0.0%	1.6%	3.2%	4.8%
Domestic private sector development	1.1%	1.6%	1.8%	4.5%
Foreign direct investment	0.0%	2.2%	2.3%	4.4%
Gender	1.1%	0.0%	2.3%	3.3%
Welfare and pensions	0.5%	0.0%	2.7%	3.3%
Climate change	0.0%	0.0%	3.2%	3.2%
Agricultural development	0.5%	1.1%	1.4%	3.0%
Water and sanitation	1.1%	0.5%	0.9%	2.5%
Energy	0.5%	1.1%	0.9%	2.5%
Financial markets and banking sector	0.5%	0.5%	0.9%	2.0%
Urban development	0.0%	1.1%	0.9%	2.0%
Disaster management	0.5%	0.0%	1.4%	1.9%
Monitoring and evaluation	0.0%	0.5%	1.4%	1.9%
Communicable/non-communicable diseases	0.0%	0.0%	1.4%	1.4%
Trade and exports	0.0%	0.0%	0.9%	0.9%

**A. General Issues facing Lao PDR (continued)**

<b>3. 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 Lao PDR? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=524)</b>
Education	55.5%
Rural development	51.7%
Job creation/employment	26.9%
Economic growth	20.2%
Agricultural development	13.5%
Combating corruption	13.5%
Health	12.8%
Transport	11.5%
Food security	11.1%
Water and sanitation	10.9%
Governance	10.1%
Natural resource management	8.2%
Equality of opportunity	8.0%
Environmental sustainability	5.2%
Global and regional integration	4.4%
Public financial management	4.0%
Domestic private sector development	3.6%
Public sector reform	3.4%
Trade and exports	3.4%
Law and justice and regulatory framework	3.1%
Foreign direct investment	3.1%
Energy	3.1%
Gender	2.9%
Information and communications technology	1.9%
Urban development	1.7%
Monitoring and evaluation	1.5%
Financial markets and banking sector	1.3%
Disaster management	1.1%
Climate change	0.6%
Welfare and pensions	0.6%
Communicable/non-communicable diseases	0.2%

**A. General Issues facing Lao PDR (continued)**

<b>4. 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 Lao PDR? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=522)</b>
Energy	36.4%
Trade and exports	28.0%
Foreign direct investment	25.7%
Global and regional integration	24.9%
Education	22.8%
Combating corruption	19.3%
Agricultural development	14.4%
Domestic private sector development	13.4%
Public financial management	13.4%
Natural resource management	13.0%
Job creation/employment	12.8%
Governance	12.8%
Rural development	11.1%
Transport	11.1%
Public sector reform	7.3%
Law and justice and regulatory framework	6.5%
Financial markets and banking sector	5.9%
Information and communications technology	5.2%
Equality of opportunity	2.5%
Urban development	2.1%
Environmental sustainability	2.1%
Monitoring and evaluation	2.1%
Health	1.9%
Gender	1.7%
Food security	1.5%
Climate change	0.6%
Water and sanitation	0.6%
Welfare and pensions	0.4%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Lao PDR, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	524	5.97	2.04

<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Lao PDR, on a ten-point scale. (1-Not effective at all, 10-Very effective)	484	7.12	1.70

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

<b>To what extent do you agree with the following statements about the World Bank in Lao PDR, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Lao PDR solve its most complicated development challenges	471	7.05	1.69
4. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lao PDR	457	7.23	1.81
5. The World Bank meets Lao PDR's needs for knowledge services (e.g., research analysis, technical assistance)	478	7.30	1.75

<b>6. When thinking about how the World Bank can have the most impact on development results in Lao PDR, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Lao PDR? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=519)</b>
Education	53.0%
Rural development	41.0%
Poverty reduction	34.9%
Job creation/employment	14.3%
Health	13.7%
Transport	13.5%
Governance	11.2%
Natural resource management	10.8%
Agricultural development	9.4%
Public financial management	8.9%
Combating corruption	8.5%
Energy	7.5%
Economic growth	7.5%
Environmental sustainability	6.7%
Global and regional integration	6.4%
Domestic private sector development	5.4%
Financial markets and banking sector	5.4%
Trade and exports	5.0%
Law and justice and regulatory framework	5.0%
Food security	4.4%
Monitoring and evaluation	3.7%
Public sector reform	3.5%
Information and communications technology	3.3%
Water and sanitation	3.1%
Foreign direct investment	2.9%
Gender	2.3%
Disaster management	2.1%
Equality of opportunity	1.9%
Welfare and pensions	1.2%
Urban development	1.2%
Climate change	1.0%
Communicable/non-communicable diseases	0.4%

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

7. 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 Lao PDR?	Percentage of Respondents (N=244)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	44.3%	13.6%	57.9%
Technical assistance	13.1%	17.6%	30.7%
Training/capacity building	12.7%	16.8%	29.5%
Mobilizing third party financial resources	13.1%	14.0%	27.1%
Policy advice	5.5%	10.4%	15.9%
Studies/analyses	3.7%	11.6%	15.3%
Donor coordination	4.1%	8.4%	12.5%
Data	1.6%	3.2%	4.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.2%	2.0%	3.2%
Convening/facilitating	0.8%	2.4%	3.2%
Other	0.0%	0.0%	0.0%

8. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Lao PDR? (Choose maximum of TWO)	Percentage of Respondents (Responses Combined; N=472)
Too bureaucratic in its operational policies and procedures	32.4%
Imposing technocratic solutions without regard to political realities	25.4%
Too influenced by developed countries	20.6%
Not enough public disclosure of its work	18.2%
World Bank processes too slow and complex	15.0%
Not adapting global knowledge to local context	14.2%
Not enough efforts in information outreach	11.7%
Not exploring alternative policy options	11.2%
Not willing to honestly criticize policies and reform efforts in the country	9.5%
Not collaborating enough with non-state actors	6.4%
Not aligned with country priorities	5.3%
Not bringing enough new thinking	4.9%
Not client focused	4.7%
Other	3.8%
Staff too inaccessible and not responsive	3.0%
Arrogant in its approach	2.1%
The credibility of its knowledge/data	1.7%
Not aligned with other donors' work	1.5%

9. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)	Percentage of Respondents (Responses Combined; N=520)
Budget support to the Government/ Poverty Reduction Support Operation	57.1%
Capacity development	47.1%
Technical assistance	36.5%
Financing specific projects	32.5%
Knowledge products/services	9.6%
Trust Fund management	8.1%
Don't know	3.8%

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

10. Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)	Percentage of Respondents (Responses Combined; N=498)
Financing specific projects	30.9%
Don't know	28.1%
Trust Fund management	26.7%
Technical assistance	21.7%
Knowledge products/services	21.1%
Budget support to the Government/ Poverty Reduction Support Operation	19.1%
Capacity development	17.7%

Global Development Agenda	N	Mean	SD
11. 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)	454	7.52	1.63

12. 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 maximum of TWO)	Percentage of Respondents (Responses Combined; N=519)
Local Government	42.4%
Academia/think tanks/research institutes	33.3%
Donor community	22.0%
National Assembly	19.3%
International NGOs	16.2%
NPA's	14.8%
Beneficiaries	14.5%
Private sector	11.9%
Mass-based Organizations	10.4%
Media	8.3%
Foundations	3.5%
Other	1.5%

To what extent do you agree with the following statements about the World Bank's work in Lao PDR, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
13. Overall the World Bank currently plays a relevant role in development in Lao PDR	506	7.86	1.66
14. The World Bank's work is aligned with what I consider the development priorities for this country	488	7.81	1.73
15. The World Bank supports programs and strategies that are realistic for Lao PDR	492	7.72	1.66
16. The World Bank treats clients and stakeholders in Lao PDR with respect	454	7.74	1.53
17. The World Bank's development priorities and actions in Lao PDR are strongly aligned with the Government of Lao PDR's National Socio-Economic Development Plan	482	7.99	1.46

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

To what extent is the World Bank an effective development partner in Lao PDR in terms of..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
18. Responsiveness	436	6.75	1.70
19. Flexibility (in terms of the institution's products and services)	405	6.63	1.68
20. Flexibility (in terms of changing country circumstances)	401	6.79	1.65
21. Being inclusive	452	7.39	1.75
22. Openness (sharing data and other information)	458	7.21	1.78
23. Staff accessibility	436	6.98	1.71
24. Straightforwardness and honesty	426	7.72	1.74
25. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	416	7.10	1.85
26. Collaboration with the Government	464	8.22	1.36
27. Collaboration with other donors	412	7.81	1.55
28. Being culturally and socially sensitive	444	7.51	1.63
29. Follow through over time	436	7.88	1.71

30. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=498)
Reforms are not well thought out in light of country challenges	41.4%
There is not an adequate level of citizen/civil society participation	33.5%
Lack of/inadequate levels of capacity in Government	23.9%
Poor donor coordination	17.9%
Inadequate monitoring and evaluation efforts	17.1%
The Government works inefficiently	15.1%
Political pressures and obstacles and lack of political commitment	13.5%
The World Bank does not do adequate follow through/follow-up	12.0%
The World Bank works too slowly	11.6%
Other	4.8%

**C. World Bank Effectiveness and Results**

Achieving Sustainable Results	N	Mean	SD
1. To what extent does the World Bank's work help achieve sustainable development results in Lao PDR, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	472	7.43	1.43

**C. World Bank Effectiveness and Results (continued)**

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Lao PDR, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
2. Combating corruption	385	5.29	2.21
3. Information and communications technology	406	6.57	1.76
4. Transport	414	6.98	1.59
5. Law and justice and regulatory framework	401	6.41	1.75
6. Urban development	418	6.73	1.54
7. Environmental sustainability	433	6.84	1.70
8. Communicable/non-communicable diseases	384	6.92	1.61
9. Poverty reduction	465	7.29	1.66
10. Gender	418	7.07	1.64
11. Domestic private sector development	378	6.20	1.67
12. Foreign direct investment	381	6.76	1.59
13. Water and sanitation	432	7.08	1.61
14. Trade and exports	380	6.47	1.63
15. Economic growth	424	7.05	1.48
16. Energy	427	7.43	1.57
17. Disaster management	386	6.49	1.69
18. Monitoring and evaluation	410	6.78	1.71
19. Public financial management	390	6.52	1.90
20. Job creation/employment	399	6.03	1.81
21. Financial markets and banking sector	389	6.80	1.65
22. Equality of opportunity	372	6.21	1.84
23. Health	435	7.14	1.53
24. Rural development	447	7.22	1.61
25. Global and regional integration	405	7.14	1.53
26. Governance	389	6.49	1.81
27. Food security	396	6.69	1.70
28. Education	438	7.10	1.71
29. Welfare and pensions	342	5.80	1.82
30. Climate change	377	6.29	1.78
31. Public sector reform	369	6.08	1.82
32. Agricultural development	415	6.77	1.72
33. Natural resource management	431	6.76	1.92

**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=516)
Weekly	1.2%
Monthly	11.0%
A few times a year	57.6%
Rarely	18.6%
Never	11.6%

**D. The World Bank's Knowledge (continued)**

<b>2. When thinking about the development challenges in Lao PDR, 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)</b>	<b>Percentage of Respondents (Responses Combined; N=517)</b>
Education	48.5%
Poverty reduction	37.9%
Rural development	17.6%
Public sector reform	15.7%
Economic growth	15.5%
Combating corruption	15.1%
Job creation/employment	13.2%
Governance	12.8%
Natural resource management	12.8%
Health	9.9%
Domestic private sector development	8.1%
Transport	8.1%
Agricultural development	7.5%
Public financial management	7.4%
Energy	6.8%
Environmental sustainability	6.6%
Law and justice and regulatory framework	6.2%
Global and regional integration	5.8%
Foreign direct investment	5.4%
Trade and exports	4.8%
Food security	4.1%
Information and communications technology	3.9%
Monitoring and evaluation	3.7%
Water and sanitation	3.5%
Gender	3.1%
Disaster management	2.9%
Equality of opportunity	2.9%
Financial markets	2.7%
Climate change	2.3%
Welfare and pensions	2.1%
Urban development	1.0%
Communicable/non-communicable diseases	0.4%

<b>How effective do you believe the World Bank's knowledge and research are at... in Lao PDR? (1-Not effective at all, 10-Very effective)</b>	<b>Level of Effectiveness</b>		
	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. Raising your awareness of the particular topic	427	6.68	1.61
4. Stimulating public debate/dialogue	404	6.41	1.86
5. Enhancing your knowledge and/or skills	439	6.82	1.87
6. Contributing to good policy making	440	7.23	1.72
7. Providing support for program implementation	451	7.53	1.72

**D. The World Bank's Knowledge (continued)**

To what extent do you believe that the World Bank's knowledge and research... in Lao PDR? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	397	6.56	1.75
9. Include appropriate level of stakeholder involvement during preparation	419	6.74	1.69
10. Are relevant to Lao PDR's development priorities	440	7.41	1.58
11. Provide feasible recommendations	428	7.07	1.48
12. Are accessible (well written and easy to understand)	437	6.98	1.68
13. A source of relevant information on global good practices	418	7.44	1.56
14. Are adequately disseminated	431	6.71	1.74
15. Are appropriately translated	410	6.99	1.73
16. Are adaptable to Lao PDR's specific development challenges and circumstances	439	7.14	1.62

Overall Evaluations	N	Mean	SD
17. 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)	476	7.54	1.54
18. 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)	457	7.51	1.36
19. 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)	336	6.98	1.47

To what extent does each of the following World Bank's products contribute to helping solve Lao PDR's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
20. Lao Economic Monitor	433	7.59	1.47
21. East Asia and Pacific Economic Update	390	7.39	1.60
22. Lao PDR Investment Climate Assessment	423	7.65	1.50
23. Lao Development Report 2010: Natural Resource Management for Sustainable Development	414	7.75	1.54
24. Nam Theun 2 Annual Board Update	381	7.78	1.69

### 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	327	6.55	1.75
2. The World Bank effectively monitors and evaluates the projects and programs it supports	416	7.49	1.54
3. The World Bank's approvals and reviews are done in a timely fashion	404	6.99	1.59
4. The World Bank's "Safeguard Policy" requirements are reasonable	411	7.37	1.52
5. The World Bank asks reasonable conditions on its lending	389	7.22	1.47
6. Working with the World Bank increases Lao PDR's institutional capacity	434	7.68	1.44
7. The World Bank ensures consistency and continuity through staff changes	387	7.37	1.45
8. The World Bank's teams and visits are well coordinated	408	7.42	1.55
9. Where country systems are adequate, the World Bank makes appropriate use of them	363	7.28	1.60
10. The World Bank provides effective implementation support	422	7.50	1.51
11. The World Bank coordinates effectively with other development partners	432	7.52	1.60
12. The World Bank is effective in explaining its procedures and requirements to its counterparts	403	7.75	1.52

### F. Specific Project/Program Related Issues

Please only respond to questions in this section if you have knowledge of/experience with the following.

NAM THEUN 2: 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 should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	410	8.25	1.57
2. The World Bank has provided, throughout, an appropriate level of support to the NT2 project.	359	8.14	1.46
3. NT2 is having a positive impact on sustainable economic development in Lao PDR.	414	8.27	1.69
4. The kind of support that the World Bank provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	403	8.44	1.56
5. There is no value added from World Bank involvement in large infrastructure projects such as NT2.	327	4.71	3.08

POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO: 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
6. PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners.	438	7.89	1.59
7. PRSO has led to good economic policies and institutional reforms in Lao PDR.	440	7.94	1.54
8. The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system.	422	7.81	1.69

### G. The Future Role of the World Bank in Lao PDR

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Lao PDR's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	500	8.60	1.35

2. Which of the following SHOULD the World Bank do to make itself of greater value in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=497)
Improve the quality of its experts as related to Lao PDR's specific challenges	44.9%
Reduce the complexity of obtaining World Bank financing	42.1%
Coordinate more effectively with development partners	26.4%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	18.3%
Focus primarily on advocating policy reforms	17.9%
Improve the competitiveness of its financing compared to markets	10.1%
Offer more innovative knowledge services	9.1%
Work faster	8.9%
Offer more innovative financial products	6.4%
Ensure greater selectivity in its work focusing on fewer areas	5.2%
Other	5.0%

### H. Communication and Information Sharing

1. Where do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=501)
Local newspapers	55.5%
Internet	28.7%
Local television	27.9%
Periodicals	25.5%
Discussion with colleagues and friends	24.8%
Local radio	7.0%
Other	6.2%
International newspapers	5.8%
International television	5.4%
Social media (Facebook, Twitter, YouTube)	3.8%
Instant messaging	2.4%
International radio	1.2%
Mobile phones	1.2%
Blogs	0.4%

**H. Communication and Information Sharing (continued)**

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=500)</b>
World Bank website	46.2%
World Bank publications and other written materials	38.4%
World Bank seminars/workshops/conferences	32.2%
e-Newsletters	28.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	20.0%
World Bank Public Information Center	12.4%
Instant messaging	8.6%
Social media (Facebook, Twitter, YouTube)	5.6%
Mobile phones	2.0%
Other	1.4%
Blogs	0.4%

<b>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?</b>	<b>Percentage of Respondents (N=364)</b>
Yes	17.9%
No	82.1%

<b>4. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=368)</b>
Yes	14.9%
No	85.1%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=76)</b>
Yes	69.7%
No	30.3%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=412)</b>
Yes	75.2%
No	24.8%

<b>7. Do you use/have used the World Bank website?</b>	<b>Percentage of Respondents (N=393)</b>
Yes	47.6%
No	52.4%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=277)</b>
The World Bank's country website ( <a href="http://www.worldbank.org/lao">www.worldbank.org/lao</a> )	64.3%
The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )	35.7%

**H. 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
9. I use more data from the World Bank as a result of the organization's Open Data policy	313	6.68	1.99
10. I find the World Bank websites easy to navigate	301	7.39	1.71
11. I find the information on the World Bank's websites useful	310	7.87	1.55
12. When I need information from the World Bank I know how to find it	314	6.76	2.16
13. The World Bank is responsive to my information requests and inquiries	281	6.96	1.97

**I. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=506)
Employee of Ministry/Ministerial Dept./Implementation Agency	25.1%
Ministry Cabinet Office	19.2%
Other	8.9%
Academia/Research Institute/Think Tank	8.3%
Media	6.1%
National Assembly	4.9%
International NGO	4.9%
Mass-Based Organization	3.6%
Local Government	3.2%
Local Non-Profit Association	3.2%
Office of the President, Government 's Office	2.2%
Bilateral Agency	2.2%
Private Sector Organization	2.2%
Financial Sector/Private Bank	1.8%
Multilateral Agency	1.6%
PMU	1.4%
Independent Government Institution	0.8%
Judiciary Branch	0.4%
Consultant/Contractor on Bank-Supported Project	0.2%

<b>2. Please identify the primary specialization of your work. (Choose ONE)</b>	<b>Percentage of Respondents (N=493)</b>
Other	17.4%
Education	11.4%
Health	8.5%
Information and communications technology	5.9%
Law and justice and regulatory framework	5.7%
Governance	4.9%
Natural resource management	4.1%
Energy	3.4%
Financial markets and banking sector	3.4%
Transport	3.4%
Agricultural development	3.0%
Economic growth	2.6%
Rural development	2.6%
Job creation/employment	2.4%
Public financial management	2.4%
Combating corruption	2.0%
Gender	1.8%
Trade and exports	1.8%
Water and sanitation	1.6%
Communicable/non-communicable disease	1.4%
Foreign direct investment	1.4%
Poverty reduction	1.2%
Urban development	1.2%
Global and regional integration	1.0%
Welfare and pensions	1.0%
Environmental sustainability	0.8%
Monitoring and evaluation	0.8%
Domestic private sector development	0.6%
Equality of opportunity	0.6%
Climate change	0.4%
Public sector reform	0.4%
Disaster management	0.2%
Food security	0.2%
<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=498)</b>
Yes	41.2%
No	58.8%
<b>4. Which of the following describes most of your exposure to the World Bank in Lao PDR? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=459)</b>
Engage in World Bank related/sponsored events/activities	43.1%
Use World Bank reports/data	33.3%
Collaborate as part of my professional duties	33.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.9%
Use World Bank website for information, data, research, etc.	22.9%
<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=483)</b>
Vientiane Capital	93.2%
Province	5.0%
District	1.9%

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

### A. General Issues facing Lao PDR

In general, would you say that Lao PDR is headed in...?

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
The right direction	90.9%	95.7%	95.5%	91.6%	100.0%	93.8%	60.0%	82.4%	41.7%	85.7%	88.5%	56.3%	94.7%	86.4%
The wrong direction	0.0%	1.1%	0.0%	2.5%	0.0%	0.0%	6.7%	0.0%	16.7%	0.0%	3.8%	6.3%	0.0%	2.3%
Not sure	9.1%	3.2%	4.5%	5.9%	0.0%	6.3%	33.3%	17.6%	41.7%	14.3%	7.7%	37.5%	5.3%	11.4%

Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1st, 2nd, and 3rd most important priority.

1 <sup>st</sup> Most Important	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Rural development	0.0%	12.5%	20.0%	28.6%	-	0.0%	13.3%	0.0%	6.3%	0.0%	50.0%	0.0%	6.7%	18.2%
Education	50.0%	40.6%	20.0%	28.6%	-	33.3%	20.0%	75.0%	12.5%	37.5%	0.0%	33.3%	46.7%	40.9%
Welfare and pensions	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	50.0%	21.9%	30.0%	20.0%	-	33.3%	13.3%	0.0%	37.5%	25.0%	33.3%	33.3%	33.3%	13.6%
Public sector reform	0.0%	6.3%	20.0%	0.0%	-	0.0%	13.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Global and regional integration	0.0%	3.1%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	3.1%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	0.0%	0.0%	0.0%	0.0%	-	0.0%	13.3%	0.0%	18.8%	12.5%	0.0%	16.7%	0.0%	9.1%
Financial markets and banking sector	0.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	6.3%	12.5%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Food security	0.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	6.3%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice and regulatory framework	0.0%	3.1%	0.0%	0.0%	-	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	10.0%	2.9%	-	33.3%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Combating corruption	0.0%	3.1%	0.0%	5.7%	-	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	13.3%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Lao PDR (continued)**

Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1st, 2nd, and 3rd most important priority.

2 <sup>nd</sup> Most Important	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Rural development	33.3%	15.2%	10.0%	14.3%	-	0.0%	6.7%	0.0%	18.8%	25.0%	40.0%	66.7%	26.7%	9.1%
Education	33.3%	15.2%	30.0%	25.7%	-	0.0%	26.7%	0.0%	18.8%	37.5%	20.0%	33.3%	6.7%	18.2%
Welfare and pensions	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	6.1%	0.0%	2.9%	-	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%
Poverty reduction	0.0%	12.1%	20.0%	5.7%	-	0.0%	6.7%	50.0%	6.3%	12.5%	40.0%	0.0%	20.0%	18.2%
Public sector reform	0.0%	0.0%	0.0%	5.7%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global and regional integration	0.0%	3.0%	0.0%	2.9%	-	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	-	0.0%	13.3%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	6.1%	10.0%	0.0%	-	0.0%	0.0%	10.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	3.0%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	10.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	3.0%	10.0%	8.6%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Job creation/employment	33.3%	0.0%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	6.7%	0.0%
Governance	0.0%	6.1%	0.0%	11.4%	-	0.0%	0.0%	12.5%	18.8%	0.0%	0.0%	0.0%	6.7%	9.1%
Financial markets and banking sector	0.0%	0.0%	10.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	3.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	-	33.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	-	33.3%	13.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	3.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	18.8%	0.0%	0.0%	0.0%	0.0%	13.6%
Food security	0.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	-	33.3%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	0.0%	0.0%	2.9%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice and regulatory framework	0.0%	6.1%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	9.1%	0.0%	5.7%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	9.1%
Combating corruption	0.0%	6.1%	0.0%	2.9%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	3.0%	0.0%	5.7%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing Lao PDR (continued)**

Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1st, 2nd, and 3rd most important priority.

3 <sup>rd</sup> Most Important	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Rural development	0.0%	13.9%	10.0%	10.2%	-	50.0%	13.3%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	4.2%
Education	0.0%	2.8%	0.0%	2.0%	-	0.0%	0.0%	12.5%	11.8%	0.0%	12.5%	0.0%	9.5%	0.0%
Welfare and pensions	0.0%	2.8%	0.0%	4.1%	-	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	4.8%	0.0%
Transport	0.0%	2.8%	0.0%	4.1%	-	50.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	4.8%	4.2%
Poverty reduction	0.0%	2.8%	0.0%	2.0%	-	0.0%	0.0%	12.5%	11.8%	28.6%	12.5%	11.1%	4.8%	16.7%
Public sector reform	25.0%	8.3%	10.0%	4.1%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Global and regional integration	25.0%	2.8%	0.0%	8.2%	-	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Gender	0.0%	2.8%	10.0%	2.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Domestic private sector development	0.0%	2.8%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	12.5%	11.1%	4.8%	0.0%
Water and sanitation	0.0%	5.6%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	2.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	2.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%	0.0%	0.0%
Public financial management	0.0%	2.8%	0.0%	0.0%	-	0.0%	13.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	8.3%
Job creation/employment	0.0%	0.0%	0.0%	4.1%	-	0.0%	0.0%	12.5%	0.0%	14.3%	12.5%	11.1%	0.0%	8.3%
Governance	0.0%	0.0%	10.0%	0.0%	-	0.0%	6.7%	0.0%	17.6%	14.3%	0.0%	0.0%	9.5%	0.0%
Financial markets and banking sector	0.0%	2.8%	10.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	4.1%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	5.6%	0.0%	6.1%	-	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	4.8%	0.0%
Equality of opportunity	0.0%	0.0%	20.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	4.2%
Health	0.0%	8.3%	10.0%	0.0%	-	0.0%	13.3%	0.0%	5.9%	0.0%	0.0%	0.0%	4.8%	0.0%
Food security	25.0%	0.0%	10.0%	0.0%	-	0.0%	20.0%	0.0%	5.9%	14.3%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	2.8%	0.0%	8.2%	-	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	4.2%
Agricultural development	25.0%	0.0%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%
Trade and exports	0.0%	0.0%	0.0%	4.1%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	2.8%	0.0%	8.2%	-	0.0%	6.7%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Law and justice and regulatory framework	0.0%	2.8%	0.0%	0.0%	-	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	8.3%
Communicable/non-communicable diseases	0.0%	2.8%	0.0%	2.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	2.8%	0.0%	12.2%	-	0.0%	6.7%	0.0%	5.9%	0.0%	0.0%	22.2%	0.0%	4.2%
Combating corruption	0.0%	16.7%	10.0%	6.1%	-	0.0%	0.0%	12.5%	0.0%	0.0%	25.0%	11.1%	0.0%	20.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	9.5%	0.0%
Information and communications technology	0.0%	2.8%	0.0%	4.1%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.5%	4.2%

**A. General Issues facing Lao PDR (continued)**

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 Lao PDR?

Percentage of Respondents (Responses Combined)	Private Sector/ Financial Sector/Private Bank											Media	Local Non-Profit Assoc.	Academia	Other
	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	International NGO	Mass-Based Org.						
Water and sanitation	10.0%	13.7%	8.0%	6.3%	0.0%	18.8%	22.2%	10.0%	8.3%	22.2%	13.3%	12.5%	7.1%	9.8%	
Equality of opportunity	0.0%	5.3%	0.0%	7.1%	0.0%	0.0%	27.8%	10.0%	16.7%	11.1%	0.0%	6.3%	11.9%	7.8%	
Economic growth	40.0%	22.1%	12.0%	21.3%	14.3%	31.3%	11.1%	5.0%	12.5%	22.2%	26.7%	6.3%	21.4%	25.5%	
Climate change	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	3.3%	0.0%	0.0%	0.0%	
Disaster management	0.0%	1.1%	0.0%	0.8%	14.3%	0.0%	5.6%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	
Global and regional integration	10.0%	4.2%	8.0%	6.3%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	
Gender	0.0%	2.1%	4.0%	3.1%	0.0%	6.3%	0.0%	0.0%	0.0%	11.1%	6.7%	6.3%	0.0%	3.9%	
Rural development	60.0%	43.2%	52.0%	58.3%	42.9%	81.3%	27.8%	45.0%	50.0%	50.0%	70.0%	62.5%	42.9%	51.0%	
Urban development	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	5.6%	3.3%	0.0%	4.8%	5.9%	
Education	40.0%	52.6%	80.0%	55.9%	57.1%	31.3%	55.6%	55.0%	54.2%	44.4%	53.3%	43.8%	69.0%	52.9%	
Welfare and pensions	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	
Law and justice and regulatory framework	0.0%	4.2%	12.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	3.3%	6.3%	2.4%	3.9%	
Transport	20.0%	20.0%	16.0%	13.4%	0.0%	18.8%	11.1%	20.0%	4.2%	5.6%	6.7%	0.0%	2.4%	5.9%	
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Information and communications technology	0.0%	2.1%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	4.8%	2.0%	
Public sector reform	10.0%	2.1%	8.0%	0.8%	0.0%	6.3%	11.1%	0.0%	4.2%	0.0%	6.7%	6.3%	4.8%	3.9%	
Domestic private sector development	0.0%	2.1%	0.0%	3.1%	28.6%	6.3%	5.6%	5.0%	8.3%	0.0%	3.3%	18.8%	0.0%	3.9%	
Foreign direct investment	0.0%	2.1%	4.0%	0.8%	14.3%	6.3%	0.0%	5.0%	0.0%	0.0%	6.7%	6.3%	4.8%	7.8%	
Energy	10.0%	5.3%	0.0%	2.4%	14.3%	6.3%	0.0%	5.0%	0.0%	0.0%	0.0%	6.3%	0.0%	3.9%	
Food security	0.0%	6.3%	0.0%	11.8%	0.0%	18.8%	27.8%	10.0%	25.0%	11.1%	13.3%	18.8%	14.3%	5.9%	
Monitoring and evaluation	0.0%	1.1%	8.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	6.3%	0.0%	2.0%	
Governance	0.0%	9.5%	8.0%	13.4%	0.0%	0.0%	11.1%	15.0%	16.7%	5.6%	6.7%	0.0%	14.3%	11.8%	
Natural resource management	10.0%	9.5%	8.0%	10.2%	0.0%	6.3%	5.6%	10.0%	16.7%	11.1%	3.3%	12.5%	4.8%	2.0%	
Environmental sustainability	0.0%	4.2%	4.0%	4.7%	14.3%	6.3%	5.6%	5.0%	12.5%	5.6%	6.7%	12.5%	7.1%	0.0%	
Health	30.0%	11.6%	8.0%	12.6%	28.6%	0.0%	22.2%	10.0%	4.2%	5.6%	0.0%	6.3%	14.3%	27.5%	
Public financial management	0.0%	5.3%	8.0%	3.1%	0.0%	0.0%	5.6%	5.0%	4.2%	0.0%	3.3%	6.3%	4.8%	3.9%	
Agricultural development	30.0%	14.7%	12.0%	11.0%	14.3%	12.5%	22.2%	30.0%	8.3%	22.2%	6.7%	12.5%	9.5%	9.8%	
Job creation/employment	10.0%	30.5%	24.0%	31.5%	14.3%	25.0%	0.0%	40.0%	12.5%	38.9%	23.3%	12.5%	33.3%	29.4%	
Financial markets and banking sector	0.0%	3.2%	4.0%	0.8%	0.0%	6.3%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Trade and exports	0.0%	5.3%	0.0%	5.5%	14.3%	6.3%	5.6%	0.0%	0.0%	0.0%	6.7%	6.3%	0.0%	0.0%	
Combating corruption	20.0%	11.6%	12.0%	8.7%	28.6%	6.3%	5.6%	10.0%	29.2%	16.7%	16.7%	18.8%	21.4%	13.7%	

**A. General Issues facing Lao PDR (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 Lao PDR? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/Private Bank			International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Energy	70.0%	49.0%	24.0%	33.6%	37.5%	50.0%	27.8%	30.0%	4.2%	11.8%	43.3%	18.8%	33.3%	44.0%		
Equality of opportunity	0.0%	2.1%	0.0%	2.4%	0.0%	0.0%	16.7%	5.0%	4.2%	0.0%	0.0%	12.5%	0.0%	0.0%		
Welfare and pensions	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%		
Global and regional integration	10.0%	22.9%	40.0%	22.4%	37.5%	25.0%	16.7%	40.0%	8.3%	29.4%	33.3%	18.8%	28.6%	20.0%		
Climate change	0.0%	1.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%		
Combating corruption	20.0%	18.8%	48.0%	12.8%	12.5%	0.0%	16.7%	20.0%	20.8%	29.4%	23.3%	12.5%	31.0%	18.0%		
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Rural development	10.0%	11.5%	4.0%	9.6%	12.5%	18.8%	5.6%	15.0%	25.0%	11.8%	10.0%	31.3%	4.8%	6.0%		
Foreign direct investment	30.0%	21.9%	16.0%	36.0%	25.0%	37.5%	22.2%	45.0%	12.5%	35.3%	20.0%	18.8%	16.7%	18.0%		
Urban development	0.0%	2.1%	0.0%	0.8%	0.0%	6.3%	5.6%	0.0%	4.2%	0.0%	3.3%	12.5%	2.4%	0.0%		
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	2.0%		
Education	30.0%	16.7%	24.0%	16.8%	25.0%	12.5%	33.3%	30.0%	41.7%	17.6%	13.3%	18.8%	45.2%	26.0%		
Information and communications technology	0.0%	3.1%	8.0%	4.8%	12.5%	0.0%	0.0%	5.0%	4.2%	11.8%	6.7%	12.5%	2.4%	6.0%		
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
Trade and exports	40.0%	26.0%	24.0%	39.2%	25.0%	25.0%	22.2%	20.0%	20.8%	23.5%	40.0%	12.5%	9.5%	32.0%		
Public sector reform	0.0%	5.2%	16.0%	7.2%	0.0%	6.3%	0.0%	10.0%	8.3%	5.9%	13.3%	12.5%	11.9%	4.0%		
Domestic private sector development	20.0%	13.5%	4.0%	12.8%	25.0%	18.8%	22.2%	10.0%	4.2%	17.6%	16.7%	6.3%	9.5%	20.0%		
Job creation/employment	10.0%	14.6%	8.0%	10.4%	0.0%	6.3%	22.2%	10.0%	4.2%	29.4%	10.0%	25.0%	23.8%	10.0%		
Agricultural development	10.0%	12.5%	8.0%	16.0%	37.5%	31.3%	5.6%	15.0%	20.8%	17.6%	13.3%	6.3%	11.9%	12.0%		
Food security	0.0%	1.0%	4.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%		
Governance	20.0%	12.5%	12.0%	10.4%	0.0%	18.8%	11.1%	5.0%	29.2%	0.0%	3.3%	18.8%	11.9%	20.0%		
Transport	30.0%	14.6%	4.0%	12.0%	25.0%	6.3%	11.1%	15.0%	12.5%	11.8%	6.7%	0.0%	11.9%	8.0%		
Gender	0.0%	2.1%	0.0%	0.8%	0.0%	12.5%	0.0%	0.0%	0.0%	5.9%	0.0%	12.5%	2.4%	0.0%		
Natural resource management	0.0%	13.5%	12.0%	12.8%	0.0%	0.0%	27.8%	20.0%	25.0%	5.9%	6.7%	12.5%	16.7%	14.0%		
Environmental sustainability	0.0%	0.0%	12.0%	1.6%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	4.0%		
Health	0.0%	3.1%	0.0%	0.0%	12.5%	0.0%	5.6%	0.0%	0.0%	5.9%	0.0%	0.0%	2.4%	6.0%		
Law and justice and regulatory framework	0.0%	6.3%	8.0%	9.6%	0.0%	12.5%	5.6%	0.0%	16.7%	0.0%	3.3%	6.3%	0.0%	8.0%		
Public financial management	0.0%	16.7%	8.0%	16.8%	12.5%	0.0%	11.1%	0.0%	12.5%	11.8%	13.3%	25.0%	19.0%	6.0%		
Monitoring and evaluation	0.0%	1.0%	4.0%	1.6%	0.0%	0.0%	0.0%	0.0%	4.2%	5.9%	10.0%	0.0%	2.4%	2.0%		
Financial markets and banking sector	0.0%	7.3%	12.0%	5.6%	0.0%	12.5%	5.6%	5.0%	4.2%	5.9%	6.7%	0.0%	2.4%	8.0%		

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

Overall Attitudes toward the World Bank

How familiar are you with the work of the World Bank in Lao PDR?*	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
11	5.64	1.50	97	5.84	1.91	23	5.96	2.48	126	6.57	1.61	8	6.87	.83	16	6.63	2.22	18	6.33	2.06	20	6.95	1.64	24	4.71	2.14	17	5.29	2.39	31	5.42	2.11	16	4.44	2.13	42	5.79	2.32	50	6.08	2.15	

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

Overall Attitudes toward the World Bank

Overall, please rate your impression of the World Bank's effectiveness in Lao PDR.*	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
11	7.09	1.30	92	7.18	1.62	21	7.14	1.71	123	7.38	1.60	8	7.38	1.77	15	7.87	2.20	16	6.50	1.55	19	7.26	1.28	19	5.53	2.39	16	6.75	1.77	27	7.26	1.91	16	5.88	1.89	37	7.11	1.39	42	7.48	1.42	

(1-Not effective at all, 10-Very effective) \*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 in Lao PDR, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank's staff is well prepared to help Lao PDR solve its most complicated development challenges.*	11	6.82	1.991	91	7.18	1.575	20	6.15	2.110	120	7.43	1.554	8	7.00	1.069	15	7.67	2.059	16	6.44	1.365	18	7.11	1.231	14	5.64	2.134	16	6.94	1.692	27	6.93	1.838	14	5.86	2.143	36	7.00	1.414	44	7.20	1.665
The World Bank's financial instruments meet the needs of Lao PDR.*	11	6.82	2.228	85	7.40	1.552	20	6.65	1.531	117	7.70	1.544	8	7.75	1.488	15	7.27	2.434	15	6.47	1.807	19	6.89	1.629	15	4.60	1.957	15	7.07	2.086	26	7.38	1.813	15	5.60	2.501	34	7.38	1.436	40	7.68	1.685
The World Bank meets Lao PDR's needs for knowledge services.*	11	7.09	1.868	91	7.35	1.696	20	7.10	1.804	121	7.64	1.571	8	7.75	886	15	7.27	2.344	15	6.87	1.598	20	7.30	1.302	15	5.40	1.993	17	7.53	1.463	27	7.30	1.857	15	6.13	1.959	38	7.08	1.950	43	7.67	1.658

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Rural development	60.0%	42.1%	28.0%	41.1%	37.5%	50.0%	26.3%	15.0%	36.4%	27.8%	50.0%	43.8%	46.3%	45.1%
Education	50.0%	50.5%	52.0%	45.2%	87.5%	75.0%	15.8%	70.0%	45.5%	55.6%	56.7%	56.3%	78.0%	52.9%
Governance	10.0%	10.5%	12.0%	8.1%	12.5%	6.3%	21.1%	10.0%	36.4%	0.0%	13.3%	18.8%	12.2%	9.8%
Welfare and pensions	10.0%	3.2%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	30.0%	13.7%	12.0%	15.3%	0.0%	25.0%	15.8%	15.0%	13.6%	16.7%	13.3%	6.3%	12.2%	3.9%
Poverty reduction	40.0%	29.5%	32.0%	36.3%	12.5%	37.5%	36.8%	45.0%	18.2%	61.1%	36.7%	56.3%	36.6%	27.5%
Public sector reform	0.0%	3.2%	8.0%	1.6%	0.0%	0.0%	15.8%	5.0%	9.1%	0.0%	3.3%	6.3%	2.4%	3.9%
Global and regional integration	0.0%	7.4%	16.0%	5.6%	12.5%	0.0%	0.0%	20.0%	9.1%	5.6%	0.0%	6.3%	4.9%	5.9%
Gender	0.0%	3.2%	0.0%	2.4%	0.0%	18.8%	0.0%	0.0%	0.0%	5.6%	3.3%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	2.1%	4.0%	5.6%	12.5%	6.3%	21.1%	10.0%	4.5%	0.0%	3.3%	18.8%	2.4%	2.0%
Foreign direct investment	0.0%	4.2%	4.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	3.3%	6.3%	2.4%	2.0%
Water and sanitation	10.0%	1.1%	4.0%	4.0%	0.0%	12.5%	5.3%	5.0%	9.1%	0.0%	0.0%	6.3%	0.0%	2.0%
Energy	10.0%	12.6%	4.0%	4.8%	25.0%	6.3%	5.3%	0.0%	0.0%	0.0%	6.7%	12.5%	2.4%	15.7%
Monitoring and evaluation	0.0%	5.3%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	6.7%	0.0%	2.4%	2.0%
Public financial management	0.0%	6.3%	12.0%	8.1%	0.0%	12.5%	36.8%	0.0%	13.6%	0.0%	16.7%	0.0%	9.8%	7.8%
Job creation/employment	0.0%	13.7%	24.0%	12.9%	12.5%	0.0%	0.0%	0.0%	4.5%	22.2%	16.7%	18.8%	26.8%	21.6%
Financial markets and banking sector	10.0%	4.2%	16.0%	7.3%	0.0%	0.0%	0.0%	15.0%	0.0%	5.6%	0.0%	0.0%	0.0%	11.8%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	11.1%	6.7%	0.0%	0.0%	0.0%
Environmental sustainability	10.0%	5.3%	4.0%	8.1%	0.0%	6.3%	0.0%	5.0%	4.5%	16.7%	6.7%	6.3%	7.3%	7.8%
Equality of opportunity	0.0%	3.2%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	6.3%	4.9%	0.0%
Health	10.0%	18.9%	4.0%	16.1%	25.0%	0.0%	10.5%	15.0%	9.1%	5.6%	10.0%	6.3%	9.8%	19.6%
Food security	0.0%	5.3%	0.0%	3.2%	0.0%	12.5%	5.3%	0.0%	13.6%	11.1%	0.0%	6.3%	4.9%	3.9%
Climate change	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	6.3%	0.0%	0.0%
Agricultural development	0.0%	8.4%	8.0%	12.9%	12.5%	25.0%	21.1%	5.0%	4.5%	5.6%	6.7%	0.0%	4.9%	9.8%
Trade and exports	0.0%	2.1%	4.0%	5.6%	12.5%	0.0%	15.8%	5.0%	9.1%	0.0%	10.0%	0.0%	4.9%	5.9%
Economic growth	10.0%	11.6%	0.0%	6.5%	12.5%	6.3%	5.3%	5.0%	0.0%	0.0%	0.0%	6.3%	2.4%	21.6%
Law and justice and regulatory framework	0.0%	5.3%	12.0%	7.3%	0.0%	0.0%	0.0%	5.0%	13.6%	5.6%	0.0%	0.0%	2.4%	5.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.8%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	11.6%	4.0%	15.3%	0.0%	0.0%	36.8%	30.0%	9.1%	5.6%	3.3%	0.0%	7.3%	5.9%
Combating corruption	30.0%	7.4%	20.0%	6.5%	0.0%	0.0%	5.3%	10.0%	18.2%	11.1%	16.7%	6.3%	7.3%	3.9%
Disaster management	0.0%	4.2%	0.0%	2.4%	12.5%	0.0%	0.0%	0.0%	4.5%	5.6%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	10.0%	2.1%	12.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	2.4%	2.0%

**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 Lao PDR?

Greatest Value	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Financial resources	66.7%	57.1%	41.7%	27.5%	-	100.0%	31.3%	27.3%	58.8%	70.0%	55.6%	83.3%	34.8%	42.9%
Mobilizing third party financial resources	16.7%	19.0%	8.3%	17.6%	-	0.0%	12.5%	0.0%	5.9%	10.0%	0.0%	0.0%	26.1%	10.7%
Technical assistance	0.0%	9.5%	0.0%	13.7%	-	0.0%	12.5%	45.5%	11.8%	0.0%	11.1%	16.7%	17.4%	14.3%
Policy advice	0.0%	0.0%	8.3%	2.0%	-	0.0%	12.5%	0.0%	17.6%	10.0%	0.0%	0.0%	4.3%	3.6%
Donor coordination	0.0%	2.4%	0.0%	7.8%	-	0.0%	0.0%	9.1%	5.9%	0.0%	0.0%	0.0%	0.0%	10.7%
Data	16.7%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	4.3%	3.6%
Training/capacity building	0.0%	7.1%	41.7%	23.5%	-	0.0%	12.5%	9.1%	0.0%	0.0%	11.1%	0.0%	13.0%	10.7%
Studies/analyses	0.0%	4.8%	0.0%	7.8%	-	0.0%	18.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	9.1%	0.0%	10.0%	11.1%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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 Lao PDR?

2 <sup>nd</sup> Greatest Value	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Financial resources	20.0%	9.1%	16.7%	17.6%	-	0.0%	31.3%	25.0%	6.3%	0.0%	15.4%	16.7%	4.3%	6.7%
Mobilizing third party financial resources	0.0%	9.1%	8.3%	17.6%	-	100.0%	6.3%	8.3%	12.5%	11.1%	23.1%	33.3%	13.0%	10.0%
Technical assistance	0.0%	22.7%	25.0%	23.5%	-	0.0%	0.0%	8.3%	25.0%	22.2%	23.1%	0.0%	17.4%	10.0%
Policy advice	40.0%	11.4%	8.3%	5.9%	-	0.0%	12.5%	8.3%	18.8%	22.2%	0.0%	16.7%	4.3%	13.3%
Donor coordination	20.0%	6.8%	0.0%	7.8%	-	0.0%	6.3%	0.0%	18.8%	22.2%	7.7%	16.7%	4.3%	13.3%
Data	0.0%	2.3%	0.0%	2.0%	-	0.0%	12.5%	0.0%	0.0%	0.0%	7.7%	0.0%	8.7%	3.3%
Training/capacity building	20.0%	25.0%	16.7%	19.6%	-	0.0%	6.3%	8.3%	0.0%	22.2%	0.0%	0.0%	30.4%	20.0%
Studies/analyses	0.0%	9.1%	16.7%	3.9%	-	0.0%	25.0%	33.3%	18.8%	0.0%	7.7%	16.7%	17.4%	10.0%
Convening/facilitating	0.0%	4.5%	8.3%	2.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	3.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	8.3%	0.0%	0.0%	7.7%	0.0%	0.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 Lao PDR? (Choose maximum of TWO)

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Imposing technocratic solutions without regard to political realities	44.4%	33.7%	13.6%	26.1%	14.3%	21.4%	16.7%	47.4%	15.8%	25.0%	26.9%	20.0%	22.5%	16.7%
Not exploring alternative policy options	11.1%	11.6%	13.6%	11.3%	0.0%	14.3%	16.7%	5.3%	15.8%	18.8%	19.2%	0.0%	5.0%	4.2%
Too bureaucratic in its operational policies and procedures	11.1%	33.7%	50.0%	39.1%	42.9%	50.0%	22.2%	31.6%	26.3%	25.0%	23.1%	33.3%	27.5%	22.9%
Staff too inaccessible and not responsive	0.0%	3.5%	0.0%	1.7%	14.3%	0.0%	11.1%	0.0%	5.3%	6.3%	3.8%	0.0%	2.5%	4.2%
Arrogant in its approach	0.0%	2.3%	0.0%	0.9%	0.0%	0.0%	16.7%	0.0%	10.5%	0.0%	3.8%	0.0%	0.0%	0.0%
Not client focused	0.0%	7.0%	4.5%	2.6%	0.0%	21.4%	11.1%	10.5%	0.0%	18.8%	0.0%	6.7%	2.5%	0.0%
The credibility of its knowledge/data	0.0%	1.2%	4.5%	0.9%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	4.2%
Not willing to honestly criticize policies and reform efforts in the country	11.1%	7.0%	4.5%	7.8%	14.3%	0.0%	22.2%	15.8%	10.5%	6.3%	7.7%	13.3%	12.5%	12.5%
Too influenced by developed countries	44.4%	15.1%	27.3%	25.2%	14.3%	28.6%	5.6%	21.1%	15.8%	18.8%	15.4%	6.7%	27.5%	18.8%
Not enough public disclosure of its work	0.0%	11.6%	22.7%	20.9%	14.3%	14.3%	5.6%	10.5%	5.3%	31.3%	30.8%	20.0%	25.0%	22.9%
World Bank processes too slow and complex	11.1%	17.4%	13.6%	18.3%	14.3%	0.0%	5.6%	5.3%	15.8%	6.3%	11.5%	20.0%	15.0%	14.6%
Not aligned with country priorities	11.1%	10.5%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	18.8%	3.8%	0.0%	5.0%	6.3%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	6.3%
Not collaborating enough with non-state actors	11.1%	1.2%	4.5%	3.5%	0.0%	0.0%	11.1%	15.8%	42.1%	0.0%	0.0%	40.0%	2.5%	6.3%
Not bringing enough new thinking	11.1%	9.3%	0.0%	3.5%	14.3%	14.3%	0.0%	0.0%	0.0%	6.3%	3.8%	6.7%	5.0%	4.2%
Not adapting global knowledge to local context	22.2%	15.1%	18.2%	15.7%	28.6%	21.4%	5.6%	10.5%	10.5%	12.5%	15.4%	6.7%	17.5%	10.4%
Not enough efforts in information outreach	11.1%	10.5%	13.6%	8.7%	28.6%	7.1%	5.6%	10.5%	5.3%	6.3%	15.4%	26.7%	15.0%	16.7%
Other	0.0%	1.2%	4.5%	1.7%	0.0%	0.0%	5.6%	5.3%	5.3%	0.0%	3.8%	0.0%	7.5%	12.5%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Financing specific projects	70.0%	20.8%	16.7%	34.4%	12.5%	43.8%	44.4%	47.4%	56.0%	16.7%	32.3%	68.8%	26.2%	32.7%
Capacity development	40.0%	58.3%	41.7%	40.0%	62.5%	37.5%	33.3%	42.1%	36.0%	77.8%	35.5%	50.0%	57.1%	40.8%
Budget support to the Government/ Poverty Reduction Support Operation	70.0%	67.7%	66.7%	67.2%	50.0%	50.0%	11.1%	36.8%	32.0%	55.6%	58.1%	25.0%	45.2%	59.2%
Knowledge products/services	10.0%	3.1%	12.5%	10.4%	12.5%	6.3%	33.3%	5.3%	0.0%	11.1%	12.9%	6.3%	19.0%	6.1%
Technical assistance	10.0%	38.5%	54.2%	34.4%	12.5%	50.0%	16.7%	47.4%	36.0%	11.1%	41.9%	37.5%	35.7%	44.9%
Trust Fund management	0.0%	8.3%	0.0%	6.4%	37.5%	6.3%	5.6%	15.8%	12.0%	16.7%	9.7%	6.3%	7.1%	10.2%
Don't know	0.0%	0.0%	4.2%	3.2%	0.0%	0.0%	22.2%	5.3%	16.0%	5.6%	0.0%	6.3%	4.8%	4.1%

Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Financing specific projects	0.0%	33.3%	50.0%	32.8%	28.6%	26.7%	17.6%	27.8%	12.0%	52.9%	26.7%	20.0%	34.1%	22.4%
Capacity development	50.0%	15.6%	25.0%	19.3%	14.3%	6.7%	17.6%	16.7%	16.0%	5.9%	23.3%	20.0%	14.6%	20.4%
Budget support to the Government/ Poverty Reduction Support Operation	0.0%	16.7%	12.5%	11.8%	42.9%	33.3%	35.3%	11.1%	32.0%	11.8%	23.3%	46.7%	19.5%	18.4%
Knowledge products/services	25.0%	25.6%	0.0%	26.9%	14.3%	40.0%	23.5%	16.7%	28.0%	11.8%	13.3%	20.0%	19.5%	14.3%
Technical assistance	25.0%	22.2%	20.8%	27.7%	42.9%	26.7%	17.6%	22.2%	28.0%	11.8%	23.3%	6.7%	24.4%	10.2%
Trust Fund management	37.5%	30.0%	41.7%	25.2%	14.3%	33.3%	11.8%	11.1%	16.0%	17.6%	16.7%	73.3%	26.8%	32.7%
Don't know	25.0%	23.3%	20.8%	25.2%	28.6%	13.3%	23.5%	50.0%	24.0%	41.2%	36.7%	13.3%	31.7%	36.7%

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

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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"?	9	7.44	1.74	84	7.42	1.52	21	7.38	1.86	110	7.36	1.60	8	7.38	1.30	14	8.00	1.66	15	7.73	1.71	19	7.47	1.65	21	7.10	2.45	15	7.47	1.36	26	7.19	1.83	14	8.14	1.66	39	8.13	1.34	39	7.59	1.58

(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 maximum of TWO)

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
International NGOs	20.0%	10.4%	4.2%	15.7%	12.5%	6.3%	15.8%	29.4%	62.5%	11.8%	12.9%	6.3%	11.9%	20.4%
NPA's	10.0%	15.6%	20.8%	8.7%	25.0%	0.0%	21.1%	0.0%	45.8%	0.0%	9.7%	93.8%	2.4%	10.2%
Local Government	60.0%	45.8%	37.5%	49.6%	25.0%	50.0%	36.8%	17.6%	37.5%	64.7%	38.7%	12.5%	38.1%	38.8%
Beneficiaries	20.0%	15.6%	12.5%	19.7%	25.0%	6.3%	10.5%	11.8%	8.3%	5.9%	9.7%	12.5%	9.5%	14.3%
Private sector	10.0%	11.5%	8.3%	11.0%	12.5%	6.3%	26.3%	52.9%	12.5%	0.0%	9.7%	12.5%	7.1%	8.2%
Mass-based Organizations	10.0%	8.3%	0.0%	10.2%	12.5%	6.3%	10.5%	5.9%	0.0%	58.8%	6.5%	0.0%	9.5%	14.3%
Donor community	40.0%	20.8%	4.2%	26.0%	37.5%	31.3%	47.4%	0.0%	12.5%	11.8%	9.7%	18.8%	11.9%	32.7%
Foundations	0.0%	5.2%	16.7%	1.6%	12.5%	6.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	7.1%	2.0%
Academia/think tanks/research institutes	10.0%	27.1%	25.0%	34.6%	25.0%	75.0%	5.3%	41.2%	8.3%	35.3%	25.8%	31.3%	85.7%	24.5%
National Assembly	20.0%	22.9%	62.5%	15.0%	12.5%	12.5%	21.1%	29.4%	12.5%	5.9%	19.4%	6.3%	11.9%	20.4%
Media	0.0%	13.5%	4.2%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	54.8%	6.3%	4.8%	6.1%
Other	0.0%	1.0%	4.2%	1.6%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	2.0%

To what extent do you agree with the following statements about the World Bank's work in Lao PDR, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Lao PDR	10	8.40	1.17	93	7.90	1.41	22	7.77	1.63	126	7.94	1.71	8	8.38	1.41	16	7.69	1.85	18	7.17	1.65	18	7.89	1.49	18	6.50	2.01	18	7.56	1.72	30	8.20	1.54	16	8.00	1.75	41	8.00	1.58	47	7.77	1.89
The World Bank's work is aligned with what I consider the development priorities for this country*	10	8.30	.95	88	7.90	1.69	20	7.70	1.49	121	7.97	1.66	8	8.13	1.55	14	7.79	1.37	18	7.33	1.75	18	7.78	1.17	21	5.86	2.56	17	7.59	1.58	29	8.03	1.70	16	8.06	2.26	38	8.18	1.61	45	7.71	1.74
The World Bank supports programs and strategies that are realistic for Lao PDR*	11	8.27	1.10	91	7.86	1.56	22	7.45	1.71	122	7.92	1.64	8	7.88	1.55	14	7.71	1.38	18	6.50	1.42	18	7.39	1.29	19	5.89	2.66	17	8.18	1.51	29	8.00	1.67	16	7.63	1.45	39	8.10	1.39	44	7.73	1.77
The World Bank treats clients and stakeholders in Lao PDR with respect*	8	8.13	.83	86	7.78	1.55	20	7.85	1.09	114	7.85	1.38	8	7.75	1.58	14	7.79	1.25	16	6.38	1.82	16	7.81	1.05	14	6.57	2.77	16	8.19	1.28	25	7.76	1.71	16	7.94	1.73	36	7.92	1.38	42	7.67	1.56
The World Bank's development priorities and actions in Lao PDR are strongly aligned with the Government of Lao PDR's National Socio-Economic Development Plan	11	8.36	1.21	92	8.07	1.36	19	7.58	1.74	123	8.00	1.55	7	8.57	1.27	13	8.38	.77	17	7.47	1.77	18	7.61	1.14	19	7.84	1.61	16	7.50	1.41	28	7.79	1.83	16	8.31	1.40	37	8.11	1.35	42	8.00	1.48

\*Significantly different between stakeholder groups

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

To what extent is the World Bank an effective development partner in Lao PDR in terms of..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	10	6.20	1.23	84	6.81	1.63	19	6.95	1.54	118	6.86	1.72	8	6.50	1.20	14	7.36	1.45	16	6.50	2.10	18	6.56	1.15	14	5.21	2.42	12	6.92	1.31	20	6.80	1.67	10	5.70	1.83	36	7.33	1.31	38	6.61	1.88
Flexibility (in terms of the institution's products and services)*	7	6.14	1.21	74	6.93	1.52	19	6.26	2.00	112	6.78	1.52	7	6.14	1.46	12	7.67	.98	15	5.60	1.84	18	6.33	1.19	13	4.85	2.19	10	6.70	1.42	20	6.20	1.47	12	5.67	2.23	33	7.42	1.28	34	6.65	1.77
Flexibility (in terms of changing country circumstances)*	9	6.44	1.24	76	6.95	1.53	19	6.42	1.95	109	6.94	1.52	8	6.00	1.07	12	7.58	1.44	14	5.57	1.70	17	6.65	.93	12	5.00	2.41	8	7.25	1.16	19	6.89	1.56	12	5.92	1.83	33	7.48	1.20	34	6.79	1.63
Being inclusive*	7	7.57	1.27	83	7.57	1.50	21	6.48	2.02	121	7.66	1.42	8	7.63	1.19	14	7.93	1.49	15	5.53	2.20	17	7.71	1.31	14	4.71	2.27	13	7.46	1.90	23	7.61	1.62	14	6.00	1.24	36	8.08	1.44	44	7.43	2.02
Openness (sharing data and other information)*	10	7.20	1.23	82	7.15	1.72	20	6.50	2.24	120	7.27	1.61	8	8.00	1.07	14	7.71	1.64	17	6.65	2.62	17	7.76	1.92	18	6.11	2.54	14	7.64	1.22	26	7.23	1.68	14	6.21	1.97	37	7.35	1.51	41	7.54	1.75
Staff accessibility*	8	6.63	1.41	78	7.06	1.65	21	6.29	1.90	117	7.20	1.40	8	6.88	1.13	13	7.85	.69	16	6.25	2.41	18	6.89	1.60	16	5.12	3.12	12	7.08	1.31	21	6.81	1.99	13	7.08	2.02	37	7.11	1.47	39	7.23	1.77
Straightforwardness and honesty*	10	7.40	1.96	80	7.81	1.60	20	7.60	1.47	114	7.93	1.49	8	8.63	1.06	14	8.21	1.31	16	6.06	2.79	17	7.41	1.12	12	5.83	3.46	11	8.18	.98	21	7.76	1.51	12	7.17	1.90	33	8.03	1.67	39	7.95	1.72
Collaboration with groups outside of the Government*	9	6.44	1.13	76	6.96	1.78	18	6.94	2.13	109	7.28	1.54	8	7.25	1.58	11	7.27	1.27	11	5.27	2.45	17	7.94	1.03	19	4.89	3.00	13	6.92	1.19	21	7.29	1.79	12	7.58	2.07	35	7.54	1.87	37	7.54	1.52
Collaboration with the Government	10	7.90	.99	84	8.17	1.54	21	7.86	1.96	122	8.39	1.18	8	8.50	1.20	14	8.86	.95	17	7.24	1.30	16	7.94	1.12	15	7.80	1.97	15	8.27	1.33	27	8.33	1.21	14	8.21	1.25	38	8.47	1.11	42	8.17	1.50
Collaboration with other donors*	7	7.86	1.21	79	7.89	1.61	18	7.33	2.20	110	8.02	1.25	7	7.14	1.35	12	8.50	.90	18	6.33	2.14	14	8.21	.80	12	6.50	2.58	13	8.31	.85	22	7.64	1.36	9	7.22	1.48	33	8.33	1.22	38	8.03	1.42
Being culturally and socially sensitive*	11	7.45	1.04	84	7.29	1.60	21	7.43	1.89	113	7.69	1.35	8	7.88	1.13	14	8.29	1.44	16	6.50	1.55	17	7.82	.95	12	5.92	3.18	14	7.57	1.50	24	7.29	1.85	12	8.08	2.27	38	7.82	1.57	41	7.73	1.61
Follow through over time*	10	8.00	1.56	83	8.01	1.63	19	7.84	1.46	115	8.07	1.45	8	7.50	1.60	14	8.50	.85	15	6.33	2.32	17	7.65	1.32	11	5.91	3.59	13	7.62	.87	25	7.92	1.82	12	8.08	2.02	36	8.28	1.41	41	7.90	1.71

\*Significantly different between stakeholder groups

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President/ Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
The World Bank works too slowly	44.4%	14.6%	17.4%	8.9%	12.5%	6.3%	0.0%	0.0%	16.7%	18.8%	6.9%	33.3%	5.0%	10.9%
The Government works inefficiently	0.0%	15.7%	21.7%	13.7%	25.0%	0.0%	22.2%	20.0%	20.8%	6.3%	6.9%	20.0%	12.5%	19.6%
There is not an adequate level of citizen/civil society participation	22.2%	37.1%	17.4%	26.6%	12.5%	43.8%	27.8%	35.0%	37.5%	75.0%	37.9%	60.0%	30.0%	39.1%
Poor donor coordination	11.1%	16.9%	30.4%	18.5%	25.0%	18.8%	16.7%	15.0%	20.8%	12.5%	13.8%	0.0%	17.5%	19.6%
The World Bank does not do adequate follow through/follow-up	11.1%	13.5%	0.0%	13.7%	12.5%	6.3%	16.7%	15.0%	4.2%	18.8%	24.1%	20.0%	10.0%	4.3%
Lack of/inadequate levels of capacity in Government	22.2%	15.7%	30.4%	24.2%	12.5%	18.8%	38.9%	25.0%	37.5%	18.8%	27.6%	13.3%	32.5%	23.9%
Political pressures and obstacles and lack of political commitment	11.1%	10.1%	21.7%	14.5%	25.0%	6.3%	22.2%	25.0%	25.0%	0.0%	6.9%	0.0%	7.5%	21.7%
Reforms are not well thought out in light of country challenges	66.7%	44.9%	39.1%	46.8%	12.5%	68.8%	11.1%	25.0%	20.8%	12.5%	51.7%	40.0%	55.0%	32.6%
Inadequate monitoring and evaluation efforts	11.1%	14.6%	17.4%	21.8%	50.0%	12.5%	22.2%	5.0%	4.2%	25.0%	17.2%	13.3%	22.5%	13.0%
Other	0.0%	4.5%	0.0%	3.2%	12.5%	6.3%	5.6%	20.0%	4.2%	6.3%	3.4%	0.0%	2.5%	6.5%

**C. World Bank Effectiveness and Results**

World Bank Effectiveness and Results

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Lao PDR?*	11	7.27	1.10	88	7.53	1.36	22	7.41	1.37	118	7.62	1.27	8	7.75	1.28	14	8.00	1.66	17	6.53	1.66	19	7.47	1.02	19	6.21	2.20	16	7.00	1.10	26	7.54	1.63	16	7.06	1.61	35	7.74	1.15	44	7.48	1.42

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

### C. World Bank Effectiveness and Results (continued)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Lao PDR, on a ten point scale? (1-Not effective at all, 10-Very effective)

	World Bank Effectiveness and Results																																											
	Which of the following best describes your current position?																																											
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other				
N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Combating corruption*	8	5.25	1.16	74	5.74	1.95	23	5.39	3.00	91	5.76	2.06	8	5.00	2.39	11	6.82	1.60	12	4.75	2.42	13	4.54	2.03	14	3.00	1.80	11	5.27	1.42	21	5.14	2.63	14	3.14	2.32	33	5.36	2.26	37	5.00	1.90		
Information and communications technology*	7	6.43	.98	81	6.42	1.68	22	6.41	2.46	103	6.66	1.72	8	6.25	1.39	11	7.27	1.10	11	6.27	1.10	15	6.80	1.66	8	5.00	2.33	13	7.62	.87	25	6.40	2.12	15	5.13	2.17	37	7.14	1.53	37	6.57	1.59		
Transport	10	5.90	1.97	82	7.01	1.61	23	7.04	1.77	106	7.19	1.40	8	6.25	1.16	14	7.50	1.16	11	7.18	.98	14	6.64	1.50	14	7.07	1.59	11	7.36	2.16	22	6.45	1.53	13	6.62	1.39	32	7.34	1.38	41	6.90	1.85		
Law and justice and regulatory framework*	9	6.00	.71	76	6.71	1.71	22	6.50	2.30	111	6.57	1.62	7	5.71	2.06	13	6.46	1.56	12	5.75	1.66	14	6.64	1.91	13	5.08	2.29	11	6.64	1.29	23	6.39	1.88	11	4.82	1.60	33	6.85	1.33	33	6.12	1.65		
Urban development	8	6.87	1.36	80	6.60	1.49	23	6.65	1.67	109	6.79	1.61	8	6.50	1.20	13	7.38	.65	11	5.64	1.86	14	6.71	1.77	13	6.62	1.45	14	6.93	1.98	23	6.74	1.48	14	6.50	1.22	35	7.11	1.18	41	6.76	1.67		
Environmental sustainability	9	6.89	1.27	81	6.81	1.76	21	6.71	2.10	109	7.04	1.55	8	6.38	1.06	13	7.46	.97	15	6.60	1.50	14	7.07	1.27	16	6.06	2.05	13	6.69	2.06	23	6.43	1.59	16	6.12	2.22	37	7.16	1.66	44	6.70	1.65		
Communicable/non-communicable diseases*	10	6.80	1.23	76	6.76	1.59	19	6.47	2.12	100	7.09	1.44	8	6.75	1.49	11	7.27	.90	7	6.43	1.72	13	7.54	.97	12	5.17	1.95	11	7.18	1.40	23	6.91	1.62	11	6.45	1.97	34	7.41	1.62	35	6.94	1.73		
Poverty reduction	11	7.27	1.68	84	7.31	1.54	22	7.32	1.49	123	7.44	1.65	8	7.38	1.19	14	7.29	1.90	16	6.75	1.81	18	7.56	1.62	18	6.22	2.10	14	7.29	1.64	24	7.29	1.78	16	6.94	2.02	38	7.64	1.46	43	7.30	1.77		
Gender	9	7.33	1.50	77	6.92	1.70	21	7.05	2.09	108	7.06	1.65	8	7.00	1.31	13	7.69	.85	11	6.18	1.72	14	6.86	1.46	13	6.38	1.89	14	7.07	1.27	24	7.50	1.35	14	6.50	1.56	38	7.66	1.40	39	6.90	1.77		
Domestic private sector development	9	5.67	1.41	74	5.99	1.58	21	6.33	1.98	100	6.46	1.64	8	5.25	1.39	12	6.75	1.29	11	6.45	1.51	14	6.36	1.22	10	5.00	2.00	9	6.11	.93	22	6.64	1.53	10	5.20	1.48	30	6.43	1.74	35	6.20	1.86		
Foreign direct investment	10	6.30	1.42	72	6.76	1.58	21	6.62	1.75	96	6.86	1.56	8	6.88	1.64	11	6.91	1.14	9	6.00	1.41	14	6.50	1.22	14	6.14	2.35	13	6.62	1.61	22	7.18	1.10	10	5.10	1.91	32	7.22	1.29	36	6.89	1.72		
Water and sanitation	10	7.20	1.75	82	7.01	1.60	21	6.65	2.04	110	7.19	1.55	8	6.63	1.19	12	6.92	1.51	12	6.50	1.73	14	7.14	1.23	15	7.33	1.50	15	7.13	1.73	24	7.04	1.57	15	6.40	1.88	37	7.49	1.46	41	6.78	1.72		
Trade and exports	8	6.00	2.20	72	6.33	1.68	21	6.48	2.06	99	6.64	1.51	7	6.14	1.68	10	6.50	1.08	12	7.08	.90	13	6.62	1.19	9	6.11	2.15	7	5.71	2.14	22	6.09	1.57	12	5.25	1.82	31	6.77	1.59	42	6.52	1.52		
Economic growth	10	7.20	1.23	78	6.99	1.53	22	7.27	1.52	108	7.11	1.38	8	7.00	1.07	12	7.33	.98	15	7.13	1.25	14	7.14	1.41	15	6.40	1.55	13	7.38	1.76	23	7.13	1.82	12	5.83	1.75	37	7.27	1.28	42	7.05	1.51		
Energy	11	7.00	1.55	79	7.32	1.59	21	7.33	1.62	108	7.51	1.38	7	7.14	1.07	12	7.58	1.31	16	7.31	1.35	13	7.46	1.71	14	6.86	2.32	13	7.77	1.59	25	7.84	1.40	14	6.14	2.63	36	7.81	1.14	43	7.51	1.68		
Disaster management	9	6.44	1.13	80	6.31	1.72	21	6.14	2.06	101	6.75	1.55	8	6.63	1.19	12	6.50	.90	10	6.70	1.49	13	6.23	1.74	10	6.00	1.70	7	6.43	2.30	24	6.96	1.71	11	5.27	2.05	34	6.88	1.61	35	6.26	1.87		
Monitoring and evaluation	10	6.40	1.65	79	6.73	1.71	19	6.63	2.06	107	6.99	1.53	8	6.75	1.58	13	7.23	1.01	12	6.17	1.19	18	7.33	1.61	12	5.75	2.38	13	6.85	1.68	23	7.13	1.89	14	5.71	2.23	33	7.09	1.65	38	6.61	1.85		
Public financial management*	9	6.89	1.76	75	6.67	1.65	20	6.35	2.62	102	6.72	1.80	8	6.63	1.60	11	7.18	.75	14	6.43	1.65	12	6.83	1.53	12	5.42	2.15	12	7.17	1.85	22	6.27	2.10	10	3.40	1.78	33	6.67	1.83	38	6.61	1.94		
Job creation/employment	10	5.70	1.49	77	6.16	1.88	22	6.05	2.59	102	6.05	1.74	8	6.75	1.39	12	6.50	1.31	11	5.73	1.19	12	5.50	1.51	12	6.00	1.91	13	5.85	1.63	21	5.57	1.89	12	4.67	1.61	35	6.57	1.65	38	6.24	1.72		
Financial markets and banking sector*	10	6.40	1.51	72	6.78	1.66	23	6.61	1.97	103	6.90	1.64	8	6.75	1.49	12	7.58	1.16	8	5.00	1.93	17	7.18	1.19	12	6.92	1.71	12	6.92	1.62	21	7.14	1.35	12	5.58	1.62	31	7.16	1.55	35	7.06	1.70		
Equality of opportunity*	9	6.00	1.73	68	6.40	1.62	21	5.62	2.42	93	6.29	1.73	7	6.57	1.27	12	6.75	1.36	11	5.55	2.38	13	6.62	1.94	13	5.46	2.88	12	6.08	1.16	21	6.52	1.81	12	4.25	1.60	34	6.74	1.83	32	6.28	1.46		
Health*	10	7.00	2.00	83	7.40	1.29	22	6.82	1.99	112	7.19	1.44	8	6.12	1.36	13	7.54	1.05	11	6.27	2.00	17	7.24	1.39	14	5.93	1.27	14	7.21	1.42	23	7.04	1.40	15	6.00	1.73	36	7.69	1.28	41	7.17	1.73		
Rural development	9	7.33	1.32	86	7.33	1.33	23	6.91	1.65	117	7.30	1.53	8	7.12	1.55	13	7.31	1.25	13	6.62	1.98	15	6.93	1.62	15	6.40	1.76	14	6.86	1.79	24	7.79	1.53	16	6.50	2.31	37	7.81	1.24	43	7.19	1.91		
Global and regional integration	8	7.13	.64	80	7.18	1.49	23	6.96	1.61	105	7.22	1.42	8	7.50	1.07	12	7.83	1.03	10	5.60	1.71	14	7.21	1.25	11	6.27	1.85	14	7.21	1.48	22	7.45	1.44	12	6.42	2.19	36	7.33	1.60	38	7.16	1.72		
Governance*	9	6.11	1.90	74	6.78	1.56	21	6.33	2.52	97	6.74	1.54	8	6.75	1.16	12	7.08	1.00	11	5.36	2.25	12	5.92	1.73	15	4.73	2.60	13	7.38	1.39	21	6.48	1.91	12	4.50	1.98	33	6.79	1.49	39	6.36	1.87		
Food security	10	7.00	1.56	76	6.86	1.48	21	6.33	1.93	104	6.86	1.62	7	7.14	.90	13	6.85	1.14	9	5.87	2.45	13	6.46	1.61	12	5.75	2.09	11	6.91	1.70	23	6.78	1.73	14	5.71	2.46	36	6.97	1.28	34	6.29	1.98		
Education*	11	7.09	1.30	83	7.27	1.51	22	7.09	2.09	111	7.25	1.61	8	7.25	1.04	13	7.46	1.05	14	6.07	2.09	19	7.21	1.75	14	6.14	2.28	14	7.14	1.35	25	7.28	1.57	14	5.43	1.55	37	7.22	1.90	39	7.26	1.68		
Welfare and pensions	9	5.11	1.83	70	5.77	1.77	21	5.29	2.28	90	6.04	1.99	7	5.57	1.27	11	6.27	1.19	7	5.14	1.77	10	5.50	1.58	5	5.20	2.77	10	6.00	1.49	21	6.00	1.41	12	5.25	1.76	28	5.96	1.79	30	5.67	1.81		
Climate change	8	6.75	1.58	72	6.21	1.77	20	6.00	2.18	98	6.38	1.74	7	6.14	1.35	12	6.58	1.08	8	5.88	1.89	13	6.31	1.65	11	5.82	2.60	9	6.00	2.24	23	6.65	1.64	13	5.15	2.28	34	6.82	1.62	36	6.17	1.73		
Public sector reform	8	5.75	2.25	72	6.08	1.62	20	5.75	2.36	91	6.24	1.80	7	5.43	1.72	11	6.45	.93	10	6.20	1.14	12	6.42	1.73	11	5.82	2.60	9	6.00	1.41	21	5.90	2.10	13	4.31	2.18	33	6.33	1.85	38	6.39	1.65		
Agricultural development	10	6.60	1.90	81	6.93	1.49	23	6.22	2.13	105	6.98	1.54	8	6.63	1.85	13	6.69	1.38	9	5.56	2.55	16	7.06	1.39	14	5.93	1.90	9	6															

## D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Lao PDR, 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)	Private Sector/											Media	Local Non-Profit Assoc.	Academia	Other
	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Financial Sector/Private Bank	International NGO	Mass-Based Org.					
Public sector reform	18.2%	16.0%	16.0%	15.9%	0.0%	0.0%	31.6%	20.0%	20.0%	0.0%	17.2%	25.0%	19.0%	11.8%	
Gender	0.0%	4.3%	0.0%	1.6%	0.0%	12.5%	0.0%	0.0%	8.0%	11.8%	3.4%	6.3%	2.4%	0.0%	
Education	27.3%	53.2%	32.0%	47.6%	37.5%	62.5%	5.3%	65.0%	24.0%	47.1%	48.3%	56.3%	69.0%	56.9%	
Domestic private sector development	9.1%	5.3%	4.0%	7.1%	37.5%	12.5%	21.1%	25.0%	8.0%	0.0%	10.3%	12.5%	2.4%	5.9%	
Foreign direct investment	0.0%	2.1%	8.0%	5.6%	0.0%	0.0%	15.8%	10.0%	8.0%	0.0%	3.4%	0.0%	7.1%	2.0%	
Water and sanitation	0.0%	3.2%	0.0%	4.8%	0.0%	6.3%	5.3%	0.0%	4.0%	0.0%	10.3%	0.0%	0.0%	3.9%	
Trade and exports	0.0%	7.4%	4.0%	2.4%	0.0%	6.3%	10.5%	0.0%	8.0%	5.9%	6.9%	0.0%	2.4%	9.8%	
Economic growth	9.1%	16.0%	12.0%	18.3%	0.0%	18.8%	15.8%	15.0%	4.0%	17.6%	10.3%	6.3%	23.8%	15.7%	
Energy	0.0%	7.4%	12.0%	5.6%	25.0%	6.3%	5.3%	0.0%	4.0%	5.9%	0.0%	12.5%	2.4%	11.8%	
Disaster management	9.1%	2.1%	12.0%	2.4%	0.0%	12.5%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	3.9%	
Monitoring and evaluation	0.0%	4.3%	8.0%	4.8%	0.0%	0.0%	0.0%	5.0%	8.0%	5.9%	0.0%	6.3%	0.0%	3.9%	
Governance	9.1%	12.8%	16.0%	6.3%	12.5%	6.3%	10.5%	5.0%	40.0%	5.9%	10.3%	6.3%	11.9%	25.5%	
Welfare and pensions	9.1%	3.2%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	5.9%	3.4%	0.0%	0.0%	3.9%	
Climate change	0.0%	5.3%	4.0%	1.6%	0.0%	6.3%	0.0%	0.0%	4.0%	0.0%	3.4%	0.0%	0.0%	0.0%	
Poverty reduction	63.6%	34.0%	28.0%	40.5%	50.0%	31.3%	15.8%	25.0%	36.0%	47.1%	41.4%	68.8%	50.0%	37.3%	
Law and justice and regulatory framework	9.1%	8.5%	8.0%	4.8%	0.0%	6.3%	5.3%	5.0%	12.0%	0.0%	6.9%	12.5%	0.0%	9.8%	
Combating corruption	27.3%	12.8%	24.0%	14.3%	12.5%	0.0%	5.3%	15.0%	16.0%	17.6%	24.1%	31.3%	9.5%	15.7%	
Financial markets	0.0%	1.1%	8.0%	4.8%	0.0%	0.0%	10.5%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	
Equality of opportunity	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	15.8%	0.0%	8.0%	0.0%	0.0%	6.3%	7.1%	0.0%	
Urban development	0.0%	1.1%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	3.4%	0.0%	0.0%	2.0%	
Information and communications technology	0.0%	3.2%	4.0%	4.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.9%	10.3%	6.3%	7.1%	0.0%	
Transport	18.2%	8.5%	12.0%	10.3%	12.5%	6.3%	5.3%	5.0%	0.0%	5.9%	10.3%	0.0%	9.5%	5.9%	
Agricultural development	18.2%	5.3%	8.0%	7.9%	12.5%	18.8%	10.5%	0.0%	4.0%	17.6%	6.9%	0.0%	7.1%	7.8%	
Natural resource management	18.2%	10.6%	20.0%	12.7%	0.0%	25.0%	26.3%	50.0%	4.0%	17.6%	6.9%	6.3%	2.4%	9.8%	
Public financial management	0.0%	6.4%	4.0%	8.7%	12.5%	0.0%	31.6%	0.0%	4.0%	11.8%	13.8%	0.0%	2.4%	7.8%	
Job creation/employment	0.0%	12.8%	12.0%	15.1%	0.0%	12.5%	15.8%	5.0%	8.0%	29.4%	6.9%	12.5%	23.8%	9.8%	
Health	0.0%	13.8%	8.0%	11.1%	37.5%	0.0%	5.3%	15.0%	0.0%	5.9%	3.4%	0.0%	11.9%	11.8%	
Rural development	18.2%	16.0%	16.0%	22.2%	12.5%	31.3%	15.8%	5.0%	24.0%	0.0%	27.6%	18.8%	11.9%	17.6%	
Global and regional integration	18.2%	4.3%	8.0%	7.1%	0.0%	12.5%	0.0%	10.0%	4.0%	5.9%	0.0%	0.0%	7.1%	2.0%	
Food security	0.0%	4.3%	4.0%	4.8%	0.0%	6.3%	0.0%	0.0%	12.0%	5.9%	3.4%	6.3%	2.4%	2.0%	
Environmental sustainability	18.2%	8.5%	4.0%	5.6%	12.5%	0.0%	0.0%	5.0%	24.0%	17.6%	0.0%	0.0%	7.1%	2.0%	
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	

How effective do you believe the World Bank's knowledge and research are at... in Lao PDR? (1-Not effective at all, 10-Very effective)

## The World Bank's Knowledge

Which of the following best describes your current position?

	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
	Raising your awareness of the particular topic*	7	5.71	1.60	80	6.76	1.43	19	6.68	1.80	109	6.83	1.38	7	6.43	.98	15	6.93	1.67	16	6.50	1.59	14	7.07	1.33	20	6.55	2.62	14	6.71	1.27	24	6.50	1.53	13	5.69	1.60	33	7.03	1.74	43	6.74
Stimulating public debate/dialogue*	8	5.75	1.58	73	6.55	1.63	22	6.23	2.29	106	6.66	1.62	7	6.00	1.91	11	7.18	.98	16	5.50	2.19	13	7.00	1.47	17	5.24	2.95	11	6.55	2.07	23	6.13	1.60	11	5.27	2.05	33	6.91	1.74	40	6.30	1.95
Enhancing your knowledge and/or skills*	9	6.44	1.51	82	6.88	1.73	22	6.86	2.12	113	7.18	1.75	7	6.86	1.35	13	7.31	1.70	16	6.50	1.83	19	6.95	1.27	20	5.55	2.68	14	6.50	2.14	21	6.29	1.76	12	4.83	1.80	35	7.37	1.73	43	6.81	1.89
Contributing to good policy making*	10	7.00	1.25	85	7.48	1.51	23	7.43	2.02	114	7.54	1.37	7	7.71	1.25	14	7.57	2.24	16	5.50	2.00	13	7.08	1.71	19	5.53	2.37	13	7.23	1.74	22	7.09	2.02	14	5.79	2.15	35	7.71	1.05	40	7.23	1.49
Providing support for program implementation*	11	7.36	1.63	85	7.85	1.53	23	7.70	1.79	117	7.77	1.42	7	7.71	1.50	13	8.00	.91	15	6.27	1.87	18	7.61	1.24	19	4.84	2.81	14	7.14	1.51	25	7.48	1.96	14	6.93	1.94	35	8.00	1.00	40	7.65	1.75

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge (continued)**

To what extent do you believe that the World Bank's knowledge and research... in Lao PDR? (1-To no degree at all, 10-To a very significant degree)

	The World Bank's Knowledge																																											
	Which of the following best describes your current position?																																											
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other				
N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	9	5.56	1.81	80	6.54	1.68	20	6.20	1.54	104	6.82	1.65	7	7.43	.98	13	6.77	1.69	14	6.36	1.82	11	6.18	1.72	13	5.92	2.75	11	6.64	1.21	19	6.00	2.00	9	5.11	1.54	35	7.03	1.22	40	6.80	2.05		
Include appropriate level of stakeholder involvement during preparation*	10	6.10	1.91	81	6.89	1.53	20	6.60	1.50	107	7.07	1.58	8	7.13	1.36	14	6.79	1.97	15	5.40	2.26	17	6.53	.87	16	5.19	2.74	11	6.82	1.40	22	6.55	1.63	12	5.92	2.35	36	7.17	1.03	38	6.89	1.59		
Are relevant to Lao PDR's development priorities*	11	6.82	1.72	86	7.49	1.61	19	6.84	1.68	113	7.56	1.42	8	8.38	.92	13	7.92	1.12	16	6.69	1.96	16	7.38	1.09	17	6.35	2.03	12	7.00	1.54	23	7.39	1.56	14	7.21	1.97	36	7.81	1.26	44	7.48	1.76		
Provide feasible recommendations*	8	7.00	1.41	80	7.19	1.47	21	6.57	1.57	109	7.17	1.36	8	7.37	1.51	14	7.57	.84	17	5.94	1.75	17	7.00	1.06	15	6.20	2.31	12	7.17	1.03	22	6.86	1.70	14	6.29	1.77	36	7.72	1.19	42	7.14	1.35		
Are accessible (well written and easy to understand)*	10	7.00	1.56	78	7.08	1.62	19	6.95	1.75	109	7.32	1.39	8	6.63	1.30	13	7.08	1.50	17	6.35	1.84	18	7.00	1.28	20	5.80	2.61	13	6.54	1.81	24	6.83	1.69	14	5.71	2.20	36	7.61	1.15	45	6.93	1.79		
A source of relevant information on global good practices*	10	7.10	1.97	83	7.53	1.53	18	7.39	1.69	110	7.64	1.34	8	7.50	1.20	14	7.57	1.16	13	7.00	1.63	17	7.29	1.49	14	5.71	2.37	8	7.00	1.93	22	7.50	1.26	13	6.38	2.02	35	7.91	1.27	41	7.61	1.61		
Are adequately disseminated*	9	6.33	1.66	81	6.84	1.70	18	6.11	2.08	112	6.97	1.50	8	6.88	1.13	14	7.36	1.08	17	6.29	2.05	17	7.00	1.37	18	5.44	2.36	11	6.64	1.80	23	6.65	1.67	13	4.92	1.93	35	7.06	1.70	43	6.84	1.76		
Are appropriately translated*	10	7.10	1.79	81	7.06	1.65	19	6.21	1.69	107	7.13	1.60	8	6.50	1.60	13	7.69	.95	10	5.80	2.44	15	7.47	1.19	13	5.38	2.93	10	6.90	1.37	23	6.91	1.56	12	6.75	1.91	36	7.50	1.11	41	7.10	2.11		
Are adaptable to Lao PDR's specific development challenges and country circumstances*	11	7.18	1.40	83	7.28	1.54	20	6.95	1.39	114	7.30	1.43	8	7.37	1.06	13	7.54	1.27	16	6.12	1.86	16	7.31	1.14	15	5.13	2.42	13	6.54	1.94	22	7.23	1.51	14	6.93	2.27	35	7.74	1.44	46	7.11	1.57		

\*Significantly different between stakeholder groups

	The World Bank's Knowledge																																											
	Which of the following best describes your current position?																																											
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other				
N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	11	7.36	1.43	84	7.58	1.51	24	7.46	1.28	119	7.75	1.39	8	7.88	.83	15	7.73	1.58	15	6.53	1.68	18	7.56	.98	20	6.40	2.41	15	7.40	1.45	30	7.30	2.02	14	6.86	1.51	39	7.77	1.22	48	7.77	1.53		
Overall, how would you rate the technical quality of the World Bank's knowledge/research?*	10	7.50	1.51	89	7.35	1.37	22	7.50	1.22	120	7.71	1.27	8	7.50	.53	15	7.87	1.51	15	7.33	1.45	16	7.56	.96	20	6.85	2.21	11	7.00	1.00	23	7.39	1.41	14	6.50	1.34	35	7.83	1.18	45	7.73	1.27		
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?*	8	6.00	1.31	62	6.77	1.34	20	7.20	1.44	87	7.34	1.23	7	7.29	.76	11	6.64	1.96	8	5.13	2.17	12	7.50	1.17	11	5.00	2.19	10	6.70	1.16	21	7.05	1.50	9	6.67	1.94	30	7.50	1.04	29	7.34	1.34		

(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)

To what extent does each of the following World Bank's products contribute to helping solve Lao PDR's development challenges? (1-To no degree at all, 10-To a very significant degree)

	The World Bank's Knowledge																																											
	Which of the following best describes your current position?																																											
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other				
N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Lao Economic Monitor*	11	7.36	1.29	82	7.44	1.56	18	7.33	1.64	112	7.90	1.16	8	7.88	.64	13	8.46	1.05	15	6.93	1.98	18	7.22	1.26	16	5.81	2.01	15	7.80	1.32	27	7.52	1.31	13	6.92	2.14	34	7.82	1.53	36	8.03	1.11		
East Asia and Pacific Economic Update*	10	7.10	1.10	73	7.48	1.55	17	7.12	1.73	102	7.51	1.26	8	7.75	1.04	12	8.17	.94	11	5.82	2.32	18	7.72	1.27	14	5.64	2.44	10	7.50	1.43	21	7.76	1.67	13	6.23	1.78	34	7.71	1.59	33	7.58	1.58		
Lao PDR Investment Climate Assessment*	11	7.36	1.69	79	7.52	1.56	17	7.76	1.56	114	7.90	1.16	8	8.25	.89	13	8.38	.65	13	6.77	1.48	16	7.69	1.01	16	6.13	2.45	13	8.15	1.14	24	7.63	1.41	12	6.83	2.41	35	7.94	1.61	37	7.84	1.32		
Lao Development Report 2010: Natural Resource Management for Sustainable Development	11	7.27	1.62	81	7.79	1.65	18	7.44	1.76	109	7.83	1.30	8	7.63	.74	12	8.42	1.00	12	7.67	1.37	14	7.86	.77	13	6.69	1.93	14	7.86	2.14	25	7.52	1.48	13	6.77	2.24	34	8.09	1.64	35	8.17	1.25		
Nam Theun 2 Annual Board Update*	10	8.60	1.07	68	7.87	1.47	16	8.00	1.79	100	7.93	1.39	8	7.63	.92	12	8.50	1.31	12	6.08	2.57	15	7.67	1.45	16	6.19	2.48	9	7.56	2.24	23	7.87	1.91	13	7.23	2.24	33	8.12	1.47	31	8.03	1.40		

\*Significantly different between stakeholder groups

**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)

**Working with the World Bank**

Which of the following best describes your current position?

	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank disburses funds promptly*	8	5.75	1.67	65	6.48	1.74	16	7.56	1.50	99	6.45	1.80	7	7.29	.95	10	6.90	1.52	6	6.00	.63	7	6.71	1.38	8	4.63	2.07	6	6.17	.98	15	7.27	2.22	10	5.70	2.06	26	7.04	1.40	33	6.82	1.33
The World Bank effectively monitors and evaluates the projects and programs it supports*	11	7.36	1.57	76	7.58	1.69	20	7.75	1.52	115	7.63	1.29	8	7.50	.93	12	7.83	.72	13	6.08	1.66	15	7.20	1.74	12	5.83	2.52	12	7.75	1.22	24	7.58	1.86	13	7.00	1.63	31	7.84	1.21	41	7.63	1.46
The World Bank's approvals and reviews are done in a timely fashion	11	6.45	2.02	78	6.99	1.60	21	7.14	1.53	113	6.97	1.56	8	6.87	1.55	11	7.64	1.12	11	6.09	1.45	17	7.00	1.32	12	5.83	2.08	11	7.18	1.47	23	7.30	1.74	12	6.58	1.51	28	7.29	1.27	35	7.46	1.44
The World Bank's "Safeguard Policy" requirements are reasonable*	10	7.30	1.06	80	7.34	1.55	20	7.10	1.77	111	7.50	1.33	8	7.25	.71	13	7.85	.99	10	6.50	1.18	15	7.47	.99	11	5.45	2.88	12	6.75	1.76	25	7.68	1.52	13	6.31	1.55	32	7.91	1.17	38	7.84	1.41
The World Bank asks reasonable conditions on its lending*	11	6.73	1.62	76	7.13	1.55	20	6.80	1.58	111	7.48	1.38	8	7.13	.99	12	7.67	.78	7	5.86	1.68	14	6.79	1.53	9	6.11	1.05	8	7.00	1.31	21	7.19	1.63	11	7.09	1.81	29	7.69	1.20	40	7.55	1.32
Working with the World Bank increases Lao PDR's institutional capacity*	11	7.36	1.80	83	7.63	1.43	17	7.29	1.72	116	7.80	1.29	8	8.00	.76	12	8.33	.78	13	6.38	2.14	15	7.47	1.13	14	6.36	1.78	13	7.54	.88	27	7.63	1.31	14	7.36	2.02	35	8.26	1.09	45	8.04	1.36
The World Bank ensures consistency and continuity through staff changes*	10	7.30	1.49	79	7.23	1.48	17	7.18	1.67	103	7.52	1.21	8	7.63	.92	12	7.92	.90	10	6.20	1.32	16	7.56	.96	10	5.50	2.51	6	8.00	1.41	26	7.46	1.27	13	6.77	2.09	31	7.87	.96	34	7.74	1.40
The World Bank's teams and visits are well coordinated*	11	7.45	1.37	80	7.27	1.59	17	7.35	1.17	110	7.69	1.34	7	8.00	.82	11	8.18	.87	15	5.87	2.03	17	7.24	1.25	10	5.40	2.46	9	7.33	.87	24	7.50	1.41	13	7.00	2.12	32	8.06	1.01	39	7.62	1.60
Where country systems are adequate, the World Bank makes appropriate use of them*	9	6.33	2.12	76	7.14	1.67	17	6.82	1.67	102	7.52	1.48	7	7.57	.53	12	8.17	1.03	12	5.67	2.31	13	7.15	1.21	7	6.43	1.90	5	6.60	1.34	22	7.59	1.56	8	7.13	2.30	28	7.71	1.05	34	7.47	1.58
The World Bank provides effective implementation support*	9	7.11	1.76	82	7.50	1.58	17	7.41	1.46	112	7.73	1.27	8	7.63	.92	13	8.00	.71	14	6.00	2.08	17	7.12	1.11	12	5.67	2.39	13	7.77	1.42	24	7.29	1.71	14	7.29	1.90	34	8.18	.90	41	7.76	1.46
The World Bank coordinates effectively with other development partners*	9	7.44	1.74	82	7.57	1.56	20	7.30	1.72	111	7.79	1.32	6	7.67	.82	13	8.00	.82	19	5.84	2.39	14	7.79	.80	15	5.60	2.64	13	7.69	1.38	26	7.46	1.39	14	7.14	1.88	33	8.12	.96	44	7.77	1.36
The World Bank is effective in explaining its procedures and requirements to its counterparts*	9	7.89	1.05	83	7.72	1.52	18	7.78	1.70	110	7.90	1.35	7	7.43	1.27	12	8.33	.78	6	5.83	2.86	14	7.57	.94	11	5.82	2.68	12	8.50	1.45	24	7.79	1.35	14	7.50	1.95	32	8.12	1.01	39	7.82	1.47

\*Significantly different between stakeholder groups

**F. Specific Project/Program Related Issues**

Please only respond to questions in this section if you have knowledge of/experience with the following.

**NAM THEUN 2: To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)**

Specific Project/Program Related Issues: Nam Theun 2

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.*	9	8.56	1.13	77	8.23	1.35	21	7.90	1.30	105	8.46	1.41	8	8.13	1.25	13	8.38	1.76	13	7.54	1.51	18	7.67	1.57	16	7.75	2.84	11	8.00	1.10	27	8.78	1.37	13	7.23	2.83	33	8.55	1.15	34	8.62	1.37
The World Bank has provided throughout an appropriate level of support to the NT2 project.*	10	8.60	.97	69	8.30	1.19	21	7.71	1.15	97	8.24	1.34	7	7.71	1.38	13	8.54	1.33	10	7.70	1.25	15	7.87	1.19	12	6.75	3.05	6	7.67	1.75	24	8.54	1.25	10	7.00	2.45	24	8.04	1.27	30	8.80	1.16
NT2 is having a positive impact on sustainable economic development in Lao PDR.*	10	8.90	.57	76	8.55	1.30	21	7.81	1.99	112	8.52	1.45	8	8.38	.74	13	8.31	1.25	14	7.57	1.45	15	7.93	1.75	15	5.87	3.07	11	7.82	1.25	27	8.81	1.42	15	6.67	2.79	32	8.44	1.34	34	8.79	1.23
The kind of support that the World Bank provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.*	10	8.70	.82	72	8.79	1.01	21	8.24	1.37	108	8.59	1.53	7	8.57	.98	12	8.92	.79	12	7.92	1.31	17	7.82	1.70	14	6.36	3.08	11	8.27	.90	27	8.81	1.47	14	7.36	2.17	33	8.70	1.13	33	8.76	1.25
There is no value added from World Bank involvement in large infrastructure projects such as NT2.	7	3.57	2.82	55	5.09	3.32	18	4.44	2.79	90	4.67	3.10	8	4.63	3.02	10	6.40	3.34	12	3.25	2.30	15	4.07	2.81	13	4.77	3.32	5	4.20	2.77	17	4.29	3.29	12	5.08	2.71	24	4.83	3.12	31	4.90	3.30

\*Significantly different between stakeholder groups

**POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO: To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)**

Specific Project/Program Related Issues

	Which of the following best describes your current position?																																											
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners.*	10	7.80	1.55	89	8.18	1.24	21	7.52	1.72	117	8.15	1.31	8	8.38	1.41	14	8.36	1.65	12	5.25	2.09	17	7.88	1.50	11	6.00	1.73	14	8.36	1.08	29	7.69	1.58	14	6.57	2.03	35	8.20	1.53	35	8.09	1.58		
PRSO has led to good economic policies and institutional reforms in Lao PDR.*	10	7.90	1.66	88	8.33	1.18	21	7.57	1.72	117	8.08	1.33	8	8.75	.89	13	8.46	.78	12	5.58	1.68	17	7.94	1.43	10	5.40	2.41	14	8.43	1.02	29	7.97	1.35	15	6.80	1.70	36	8.11	1.47	38	8.08	1.62		
The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system.*	10	7.80	1.93	88	8.10	1.52	20	7.55	1.70	113	8.10	1.35	8	7.88	1.13	12	8.00	.85	12	5.08	2.64	14	7.50	1.74	9	6.44	1.88	14	8.64	1.15	27	7.59	1.91	14	6.21	1.93	34	7.94	1.32	36	8.06	1.76		

\*Significantly different between stakeholder groups

**G. The Future Role of the World Bank in Lao PDR**

The Future Role of the World Bank in Lao PDR

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Lao PDR's development in the near future?*	11	8.73	.90	93	8.86	1.19	24	8.42	1.47	123	8.69	1.20	8	8.37	1.06	15	8.73	1.79	16	7.38	1.67	20	8.25	1.21	24	7.67	2.20	16	8.81	1.11	30	8.97	.96	16	8.69	1.40	40	8.70	1.16	49	8.61	1.43

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

\*Significantly different between stakeholder groups

### G. The Future Role of the World Bank in Lao PDR (continued)

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

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Improve the quality of its experts as related to Lao PDR's specific challenges	30.0%	51.1%	44.0%	43.1%	62.5%	68.8%	5.9%	73.7%	22.7%	64.7%	36.7%	25.0%	48.8%	41.7%
Reduce the complexity of obtaining World Bank financing	40.0%	48.9%	36.0%	45.5%	25.0%	25.0%	11.8%	52.6%	36.4%	52.9%	43.3%	62.5%	34.1%	33.3%
Focus primarily on advocating policy reforms	10.0%	15.2%	24.0%	22.8%	12.5%	6.3%	23.5%	10.5%	18.2%	17.6%	20.0%	18.8%	17.1%	16.7%
Improve the competitiveness of its financing compared to markets	20.0%	9.8%	12.0%	9.8%	12.5%	18.8%	0.0%	5.3%	9.1%	23.5%	10.0%	6.3%	7.3%	10.4%
Ensure greater selectivity in its work focusing on fewer areas	0.0%	5.4%	0.0%	2.4%	12.5%	6.3%	17.6%	5.3%	18.2%	5.9%	0.0%	0.0%	4.9%	10.4%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	20.0%	12.0%	12.0%	20.3%	25.0%	25.0%	17.6%	26.3%	13.6%	5.9%	23.3%	12.5%	26.8%	18.8%
Offer more innovative financial products	0.0%	6.5%	4.0%	7.3%	0.0%	0.0%	17.6%	0.0%	9.1%	0.0%	3.3%	18.8%	7.3%	8.3%
Offer more innovative knowledge services	0.0%	12.0%	0.0%	9.8%	0.0%	12.5%	0.0%	10.5%	9.1%	11.8%	10.0%	6.3%	22.0%	2.1%
Work faster	10.0%	9.8%	28.0%	8.9%	12.5%	0.0%	5.9%	5.3%	4.5%	0.0%	13.3%	12.5%	4.9%	6.3%
Coordinate more effectively with development partners	50.0%	26.1%	28.0%	22.0%	37.5%	25.0%	47.1%	5.3%	40.9%	17.6%	26.7%	31.3%	22.0%	29.2%
Other	10.0%	0.0%	4.0%	2.4%	0.0%	12.5%	29.4%	5.3%	13.6%	0.0%	6.7%	6.3%	0.0%	10.4%

### H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Local newspapers	30.0%	54.3%	60.0%	57.4%	42.9%	56.3%	57.9%	55.0%	43.5%	76.5%	56.7%	68.8%	46.3%	59.2%
International newspapers	20.0%	4.3%	8.0%	5.7%	0.0%	0.0%	0.0%	0.0%	17.4%	0.0%	10.0%	0.0%	9.8%	6.1%
Local radio	0.0%	9.8%	4.0%	9.0%	0.0%	0.0%	0.0%	15.0%	0.0%	5.9%	10.0%	0.0%	4.9%	6.1%
International radio	0.0%	1.1%	0.0%	1.6%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	6.3%	0.0%	0.0%
Local television	10.0%	35.9%	24.0%	34.4%	71.4%	25.0%	0.0%	10.0%	4.3%	64.7%	26.7%	31.3%	17.1%	22.4%
International television	0.0%	5.4%	4.0%	5.7%	0.0%	12.5%	0.0%	5.0%	4.3%	5.9%	3.3%	0.0%	14.6%	4.1%
Periodicals	50.0%	29.3%	44.0%	24.6%	0.0%	25.0%	10.5%	35.0%	0.0%	17.6%	16.7%	18.8%	24.4%	32.7%
Internet	20.0%	25.0%	20.0%	25.4%	28.6%	18.8%	57.9%	50.0%	82.6%	0.0%	30.0%	25.0%	34.1%	16.3%
Social media (Facebook, Twitter, YouTube)	0.0%	1.1%	8.0%	2.5%	0.0%	25.0%	0.0%	5.0%	4.3%	0.0%	3.3%	0.0%	7.3%	6.1%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	2.4%	0.0%
Mobile phones	0.0%	1.1%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	4.1%
Instant messaging	0.0%	1.1%	0.0%	4.9%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	6.7%	0.0%	2.4%	0.0%
Discussion with colleagues and friends	30.0%	22.8%	20.0%	23.8%	42.9%	31.3%	47.4%	20.0%	30.4%	17.6%	13.3%	43.8%	24.4%	20.4%
Other	20.0%	5.4%	0.0%	3.3%	0.0%	6.3%	15.8%	0.0%	8.7%	0.0%	6.7%	6.3%	9.8%	12.2%

## H. 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)	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
World Bank website	40.0%	42.6%	43.5%	51.6%	37.5%	50.0%	52.9%	55.0%	43.5%	25.0%	50.0%	18.8%	46.2%	50.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	20.0%	16.0%	26.1%	13.7%	50.0%	12.5%	41.2%	15.0%	17.4%	43.8%	13.3%	50.0%	15.4%	22.0%
e-Newsletters	20.0%	34.0%	21.7%	20.2%	25.0%	25.0%	29.4%	50.0%	47.8%	25.0%	26.7%	0.0%	30.8%	32.0%
Instant messaging	0.0%	9.6%	21.7%	12.1%	25.0%	0.0%	0.0%	10.0%	0.0%	0.0%	3.3%	12.5%	7.7%	4.0%
World Bank seminars/workshops/conferences	30.0%	31.9%	39.1%	32.3%	12.5%	50.0%	17.6%	25.0%	34.8%	43.8%	20.0%	43.8%	30.8%	36.0%
World Bank Public Information Center	10.0%	8.5%	8.7%	16.1%	25.0%	25.0%	11.8%	5.0%	13.0%	6.3%	16.7%	25.0%	10.3%	6.0%
World Bank publications and other written materials	70.0%	42.6%	34.8%	40.3%	12.5%	31.3%	23.5%	30.0%	13.0%	37.5%	50.0%	50.0%	43.6%	40.0%
Mobile phones	0.0%	2.1%	0.0%	3.2%	12.5%	0.0%	0.0%	0.0%	0.0%	12.5%	3.3%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	0.0%	5.3%	4.3%	8.1%	0.0%	0.0%	5.9%	5.0%	8.7%	6.3%	3.3%	0.0%	7.7%	2.0%
Blogs	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.0%	0.0%	3.3%	0.0%	0.0%	4.0%

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	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Yes	16.7%	18.8%	5.3%	25.3%	25.0%	45.5%	16.7%	7.1%	9.5%	0.0%	27.8%	0.0%	20.7%	12.1%
No	83.3%	81.2%	94.7%	74.7%	75.0%	54.5%	83.3%	92.9%	90.5%	100.0%	72.2%	100.0%	79.3%	87.9%

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

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Yes	0.0%	3.0%	0.0%	7.9%	37.5%	15.4%	56.3%	28.6%	15.0%	20.0%	25.0%	22.2%	19.4%	22.2%
No	100.0%	97.0%	100.0%	92.1%	62.5%	84.6%	43.8%	71.4%	85.0%	80.0%	75.0%	77.8%	80.6%	77.8%

\*Significantly different between stakeholder groups

Were you able to obtain this information?\*

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Yes	0.0%	100.0%	0.0%	53.8%	66.7%	100.0%	88.9%	66.7%	100.0%	50.0%	55.6%	75.0%	63.6%	90.0%
No	100.0%	0.0%	100.0%	46.2%	33.3%	0.0%	11.1%	33.3%	0.0%	50.0%	44.4%	25.0%	36.4%	10.0%

Do you have access to the Internet?\*

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Yes	42.9%	62.5%	70.6%	82.9%	100.0%	71.4%	100.0%	92.3%	100.0%	58.8%	60.9%	81.8%	86.1%	61.0%
No	57.1%	37.5%	29.4%	17.1%	0.0%	28.6%	0.0%	7.7%	0.0%	41.2%	39.1%	18.2%	13.9%	39.0%

\*Significantly different between stakeholder groups

## H. Communication and Information Sharing (continued)

Do you use/have used the World Bank website?\*

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Yes	12.5%	34.7%	33.3%	49.5%	50.0%	41.7%	94.4%	71.4%	85.0%	13.3%	35.0%	36.4%	52.9%	48.6%
No	87.5%	65.3%	66.7%	50.5%	50.0%	58.3%	5.6%	28.6%	15.0%	86.7%	65.0%	63.6%	47.1%	51.4%

\*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
The World Bank's country website	66.7%	63.3%	76.9%	61.2%	50.0%	81.8%	66.7%	58.3%	54.5%	50.0%	75.0%	83.3%	60.0%	64.0%
The World Bank's main website	33.3%	36.7%	23.1%	38.8%	50.0%	18.2%	33.3%	41.7%	45.5%	50.0%	25.0%	16.7%	40.0%	36.0%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

### Communication and Information Sharing

	Which of the following best describes your current position?																																									
	Office of the President, Government's Office			Ministry Cabinet Office			National Assembly			Employee of a Ministry			Consultant on Bank Project/PMU			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			International NGO			Mass-Based Organization			Media			Local Non-Profit Association			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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*	2	7.00	1.41	58	7.02	2.11	18	6.89	1.71	89	6.90	1.75	6	7.00	1.10	10	7.50	1.35	9	6.11	1.76	12	6.42	1.51	15	4.73	2.37	7	6.00	1.63	17	6.29	2.26	9	5.67	2.69	32	7.13	2.09	21	6.33	2.11
I find the World Bank websites easy to navigate	2	7.00	1.41	49	7.47	1.87	13	7.54	1.94	83	7.59	1.81	7	7.14	1.57	12	7.08	1.56	16	7.25	1.44	12	7.42	1.38	19	6.74	1.52	3	6.00	1.00	18	7.17	1.86	9	6.44	2.74	26	8.00	1.02	23	7.39	1.62
I find the information on the World Bank's websites useful*	3	7.33	.58	51	8.16	1.65	15	8.07	1.79	83	8.17	1.36	7	8.14	.90	12	7.50	1.68	15	7.40	1.55	13	7.46	1.27	18	6.83	1.76	3	6.67	1.53	18	7.78	1.70	9	7.11	2.20	30	8.43	.94	24	7.75	1.67
When I need information from the World Bank I know how to find it	4	7.25	1.71	48	7.10	2.02	13	6.08	2.47	85	6.79	1.96	6	6.67	1.86	11	6.36	2.58	18	7.61	1.65	10	6.20	2.90	19	5.68	2.55	7	6.86	1.35	20	7.15	2.32	9	6.11	2.26	29	6.66	2.45	28	6.89	2.17
The World Bank is responsive to my information requests and inquiries	3	7.67	1.53	45	7.02	2.08	12	7.08	1.73	83	7.05	1.74	6	6.33	1.37	10	7.30	1.77	16	7.13	1.96	8	6.88	1.36	10	5.20	3.12	5	7.20	.45	18	7.17	2.16	10	6.00	2.31	26	7.27	2.18	23	6.78	2.15

\*Significantly different between stakeholder groups

## I. Background Information

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

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Yes	10.0%	30.0%	29.2%	52.5%	71.4%	43.8%	84.2%	55.0%	26.1%	22.2%	32.3%	25.0%	55.0%	29.2%
No	90.0%	70.0%	70.8%	47.5%	28.6%	56.3%	15.8%	45.0%	73.9%	77.8%	67.7%	75.0%	45.0%	70.8%

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

Percentage of Respondents	Office of President/Government	Ministry Cabinet Office	National Assembly	Employee of a Ministry	Consultant on Bank project/PMU	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	International NGO	Mass-Based Org.	Media	Local Non-Profit Assoc.	Academia	Other
Observer	50.0%	29.1%	26.1%	21.4%	0.0%	14.3%	5.6%	11.8%	36.4%	62.5%	36.7%	28.6%	25.0%	29.5%
Use World Bank reports/data	62.5%	36.7%	43.5%	29.9%	37.5%	7.1%	11.1%	29.4%	27.3%	43.8%	53.3%	14.3%	22.2%	40.9%
Engage in World Bank related/sponsored events/activities	12.5%	53.2%	26.1%	53.0%	62.5%	85.7%	11.1%	47.1%	13.6%	37.5%	13.3%	50.0%	61.1%	31.8%
Collaborate as part of my professional duties	0.0%	34.2%	4.3%	40.2%	62.5%	42.9%	77.8%	29.4%	31.8%	6.3%	16.7%	28.6%	19.4%	36.4%
Use World Bank website for information, data, research, etc.	0.0%	17.7%	47.8%	17.1%	25.0%	14.3%	16.7%	29.4%	50.0%	6.3%	40.0%	28.6%	27.8%	13.6%

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

### A. General Issues facing Lao PDR

In general, would you say that Lao PDR is headed in...?

Percentage of Respondents	Vientiane Capital	Province/District
The right direction	87.6%	84.4%
The wrong direction	1.9%	3.1%
Not sure	10.4%	12.5%

Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1st, 2nd, and 3rd most important priority.

1 <sup>st</sup> Most Important		
Percentage of Respondents	Vientiane Capital	Province/District
Rural development	14.4%	0.0%
Education	33.1%	22.2%
Welfare and pensions	0.6%	0.0%
Transport	0.6%	0.0%
Poverty reduction	23.8%	33.3%
Public sector reform	3.1%	22.2%
Global and regional integration	0.6%	0.0%
Gender	1.3%	0.0%
Domestic private sector development	1.3%	0.0%
Foreign direct investment	0.0%	0.0%
Water and sanitation	1.3%	0.0%
Energy	0.6%	0.0%
Monitoring and evaluation	0.0%	0.0%
Public financial management	0.0%	0.0%
Job creation/employment	0.0%	0.0%
Governance	3.8%	11.1%
Financial markets and banking sector	0.6%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	0.6%	0.0%
Equality of opportunity	1.9%	11.1%
Health	1.9%	0.0%
Food security	1.3%	0.0%
Climate change	0.0%	0.0%
Agricultural development	0.6%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	1.9%	0.0%
Law and justice and regulatory framework	1.3%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	2.5%	0.0%
Combating corruption	3.1%	0.0%
Disaster management	0.6%	0.0%
Information and communications technology	0.0%	0.0%

### A. General Issues facing Lao PDR (continued)

Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1st, 2nd, and 3rd most important priority.

<b>2<sup>nd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Vientiane Capital</b>	<b>Province/District</b>
Rural development	16.1%	33.3%
Education	21.1%	11.1%
Welfare and pensions	0.0%	0.0%
Transport	3.1%	11.1%
Poverty reduction	13.7%	11.1%
Public sector reform	1.2%	0.0%
Global and regional integration	2.5%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	1.2%	11.1%
Foreign direct investment	1.9%	0.0%
Water and sanitation	0.6%	0.0%
Energy	1.2%	0.0%
Monitoring and evaluation	0.6%	0.0%
Public financial management	4.3%	0.0%
Job creation/employment	3.1%	0.0%
Governance	8.1%	0.0%
Financial markets and banking sector	0.0%	0.0%
Urban development	1.2%	0.0%
Environmental sustainability	1.2%	11.1%
Equality of opportunity	1.9%	0.0%
Health	4.3%	0.0%
Food security	0.6%	0.0%
Climate change	0.0%	0.0%
Agricultural development	0.6%	11.1%
Trade and exports	0.0%	0.0%
Economic growth	0.6%	0.0%
Law and justice and regulatory framework	1.2%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	5.6%	0.0%
Combating corruption	3.1%	0.0%
Disaster management	0.0%	0.0%
Information and communications technology	0.6%	0.0%

### A. General Issues facing Lao PDR (continued)

Listed below are a number of development priorities in Lao PDR. Please identify which of these you consider the 1st, 2nd, and 3rd most important priority.

<b>3<sup>rd</sup> Most Important</b>		
<b>Percentage of Respondents</b>	<b>Vientiane Capital</b>	<b>Province/District</b>
Rural development	7.4%	9.1%
Education	4.2%	9.1%
Welfare and pensions	2.6%	0.0%
Transport	3.2%	9.1%
Poverty reduction	7.9%	0.0%
Public sector reform	4.2%	0.0%
Global and regional integration	5.8%	9.1%
Gender	2.6%	0.0%
Domestic private sector development	1.6%	0.0%
Foreign direct investment	2.1%	0.0%
Water and sanitation	0.5%	0.0%
Energy	0.5%	0.0%
Monitoring and evaluation	1.6%	0.0%
Public financial management	3.2%	0.0%
Job creation/employment	3.7%	9.1%
Governance	3.7%	0.0%
Financial markets and banking sector	1.1%	0.0%
Urban development	1.1%	0.0%
Environmental sustainability	4.2%	9.1%
Equality of opportunity	1.1%	9.1%
Health	3.7%	9.1%
Food security	3.7%	0.0%
Climate change	3.2%	0.0%
Agricultural development	1.1%	9.1%
Trade and exports	1.1%	0.0%
Economic growth	3.2%	0.0%
Law and justice and regulatory framework	2.6%	0.0%
Communicable/non-communicable diseases	1.1%	0.0%
Natural resource management	5.8%	0.0%
Combating corruption	7.9%	18.2%
Disaster management	1.6%	0.0%
Information and communications technology	3.2%	0.0%

### A. General Issues facing Lao PDR (continued)

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 Lao PDR?

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
Water and sanitation	12.2%	3.2%
Equality of opportunity	7.7%	6.5%
Economic growth	20.5%	19.4%
Climate change	0.5%	3.2%
Disaster management	1.1%	0.0%
Global and regional integration	3.8%	3.2%
Gender	2.9%	3.2%
Rural development	50.9%	54.8%
Urban development	2.0%	0.0%
Education	55.9%	38.7%
Welfare and pensions	0.5%	3.2%
Law and justice and regulatory framework	3.4%	0.0%
Transport	11.5%	9.7%
Communicable/non-communicable diseases	0.2%	0.0%
Information and communications technology	2.0%	0.0%
Public sector reform	3.2%	6.5%
Domestic private sector development	3.4%	6.5%
Foreign direct investment	2.9%	9.7%
Energy	2.9%	9.7%
Food security	10.4%	19.4%
Monitoring and evaluation	1.6%	3.2%
Governance	11.0%	3.2%
Natural resource management	8.6%	6.5%
Environmental sustainability	4.5%	9.7%
Health	13.5%	6.5%
Public financial management	3.8%	3.2%
Agricultural development	13.7%	19.4%
Job creation/employment	25.9%	32.3%
Financial markets and banking sector	1.1%	3.2%
Trade and exports	3.6%	3.2%
Combating corruption	13.7%	12.9%

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 Lao PDR? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
Energy	35.5%	37.5%
Equality of opportunity	2.5%	3.1%
Welfare and pensions	0.5%	0.0%
Global and regional integration	24.9%	25.0%
Climate change	0.7%	0.0%
Combating corruption	19.7%	9.4%
Disaster management	0.0%	0.0%
Rural development	10.6%	15.6%
Foreign direct investment	24.7%	25.0%
Urban development	2.3%	3.1%
Water and sanitation	0.7%	0.0%
Education	24.2%	6.3%
Information and communications technology	5.4%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Trade and exports	27.1%	40.6%
Public sector reform	7.0%	9.4%
Domestic private sector development	13.6%	12.5%
Job creation/employment	12.7%	9.4%
Agricultural development	13.1%	31.3%
Food security	1.4%	3.1%
Governance	12.7%	15.6%
Transport	12.2%	9.4%
Gender	1.6%	6.3%
Natural resource management	14.0%	6.3%
Environmental sustainability	1.6%	3.1%
Health	2.0%	0.0%
Law and justice and regulatory framework	6.3%	12.5%
Public financial management	14.7%	6.3%
Monitoring and evaluation	2.3%	0.0%
Financial markets and banking sector	5.7%	9.4%

## B. Overall Attitudes toward the World Bank

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Lao PDR?	443	6.09	2.01	33	5.73	2.27

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

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Lao PDR.*	410	7.09	1.69	29	7.83	1.69

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

To what extent do you agree with the following statements about the World Bank in Lao PDR, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
The World Bank's staff is well prepared to help Lao PDR solve its most complicated development challenges.*	401	7.00	1.67	29	7.66	1.80
The World Bank's financial instruments meet the needs of Lao PDR.	383	7.21	1.79	31	7.52	2.10
The World Bank meets Lao PDR 's needs for knowledge services.	408	7.26	1.70	30	7.60	2.06

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
Rural development	39.9%	40.6%
Education	54.4%	53.1%
Governance	11.2%	12.5%
Welfare and pensions	1.1%	3.1%
Transport	13.0%	15.6%
Poverty reduction	35.8%	34.4%
Public sector reform	3.2%	6.3%
Global and regional integration	6.4%	3.1%
Gender	1.8%	9.4%
Domestic private sector development	5.7%	6.3%
Foreign direct investment	3.0%	0.0%
Water and sanitation	3.2%	3.1%
Energy	6.8%	12.5%
Monitoring and evaluation	3.4%	0.0%
Public financial management	8.9%	9.4%
Job creation/employment	14.6%	9.4%
Financial markets and banking sector	5.9%	3.1%
Urban development	1.4%	0.0%
Environmental sustainability	7.1%	3.1%
Equality of opportunity	2.1%	0.0%
Health	14.6%	9.4%
Food security	3.9%	12.5%
Climate change	0.9%	3.1%
Agricultural development	8.4%	21.9%
Trade and exports	5.5%	3.1%
Economic growth	7.7%	3.1%
Law and justice and regulatory framework	5.2%	3.1%
Communicable/non-communicable diseases	0.5%	0.0%
Natural resource management	10.5%	6.3%
Combating corruption	8.0%	9.4%
Disaster management	1.8%	3.1%
Information and communications technology	3.4%	0.0%

## 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 Lao PDR?

<b>Greatest Value</b>		
<b>Percentage of Respondents</b>	<b>Vientiane Capital</b>	<b>Province/District</b>
Financial resources	43.0%	44.4%
Mobilizing third party financial resources	13.6%	22.2%
Technical assistance	12.6%	11.1%
Policy advice	5.6%	0.0%
Donor coordination	3.7%	22.2%
Data	1.9%	0.0%
Training/capacity building	13.6%	0.0%
Studies/analyses	4.2%	0.0%
Convening/facilitating	0.5%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.4%	0.0%
Other	0.0%	0.0%

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 Lao PDR?

<b>2<sup>nd</sup> Greatest Value</b>		
<b>Percentage of Respondents</b>	<b>Vientiane Capital</b>	<b>Province/District</b>
Financial resources	13.5%	11.1%
Mobilizing third party financial resources	13.5%	11.1%
Technical assistance	17.6%	11.1%
Policy advice	10.4%	11.1%
Donor coordination	8.1%	11.1%
Data	3.6%	0.0%
Training/capacity building	16.7%	33.3%
Studies/analyses	12.2%	11.1%
Convening/facilitating	2.3%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	2.3%	0.0%
Other	0.0%	0.0%

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Lao PDR? (Choose maximum of TWO)

<b>Percentage of Respondents (Responses Combined)</b>	<b>Vientiane Capital</b>	<b>Province/District</b>
Imposing technocratic solutions without regard to political realities	26.2%	23.3%
Not exploring alternative policy options	10.9%	10.0%
Too bureaucratic in its operational policies and procedures	31.2%	40.0%
Staff too inaccessible and not responsive	3.5%	0.0%
Arrogant in its approach	2.2%	0.0%
Not client focused	5.0%	6.7%
The credibility of its knowledge/data	1.5%	3.3%
Not willing to honestly criticize policies and reform efforts in the country	9.7%	3.3%
Too influenced by developed countries	20.5%	26.7%
Not enough public disclosure of its work	19.1%	13.3%
World Bank processes too slow and complex	14.4%	13.3%
Not aligned with country priorities	5.2%	0.0%
Not aligned with other donors' work	1.5%	0.0%
Not collaborating enough with non-state actors	6.4%	6.7%
Not bringing enough new thinking	4.7%	13.3%
Not adapting global knowledge to local context	13.9%	20.0%
Not enough efforts in information outreach	11.1%	13.3%
Other	3.7%	3.3%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)

<b>Percentage of Respondents (Responses Combined)</b>	<b>Vientiane Capital</b>	<b>Province/District</b>
Financing specific projects	33.1%	37.5%
Capacity development	47.2%	43.8%
Budget support to the Government/ Poverty Reduction Support Operation	56.0%	59.4%
Knowledge products/services	9.8%	6.3%
Technical assistance	36.3%	40.6%
Trust Fund management	8.4%	6.3%
Don't know	4.1%	3.1%

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

Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Vientiane Capital	Province/District
Financing specific projects	30.5%	30.3%
Capacity development	18.6%	12.1%
Budget support to the Government/ Poverty Reduction Support Operation	18.4%	21.2%
Knowledge products/services	20.3%	24.2%
Technical assistance	22.7%	21.2%
Trust Fund management	27.0%	39.4%
Don't know	28.2%	24.2%

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	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"?	388	7.49	1.65	27	7.63	1.33

(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 maximum of TWO)

Percentage of Respondents (Responses Combined)	Which best represents your geographic location?	
	Vientiane Capital	Province/District
International NGOs	16.8%	12.9%
NPA's	14.3%	9.7%
Local Government	42.6%	45.2%
Beneficiaries	14.5%	3.2%
Private sector	12.0%	9.7%
Mass-based Organizations	10.2%	3.2%
Donor community	22.7%	22.6%
Foundations	3.2%	6.5%
Academia/think tanks/research institutes	33.1%	51.6%
National Assembly	18.6%	25.8%
Media	8.6%	6.5%
Other	1.6%	3.2%

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

(1-Strongly disagree, 10-Strongly agree)

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Lao PDR	431	7.88	1.66	29	7.90	1.35
The World Bank's work is aligned with what I consider the development priorities for this country	417	7.81	1.76	28	7.89	1.59
The World Bank supports programs and strategies that are realistic for Lao PDR	420	7.73	1.69	28	8.00	.94
The World Bank treats clients and stakeholders in Lao PDR with respect	390	7.73	1.54	25	7.76	1.27
The World Bank's development priorities and actions in Lao PDR are strongly aligned with the Government of Lao PDR's National Socio-Economic Development Plan	411	7.96	1.48	28	8.21	.99

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

To what extent is the World Bank an effective development partner in Lao PDR in terms of..., on a ten point scale?

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

### Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Responsiveness	375	6.74	1.70	27	6.78	1.42
Flexibility (in terms of the institution's products and services)	346	6.57	1.70	24	7.08	1.18
Flexibility (in terms of changing country circumstances)	345	6.70	1.64	23	7.35	1.27
Being inclusive	389	7.33	1.78	27	7.74	1.40
Openness (sharing data and other information)	394	7.17	1.80	28	7.29	1.67
Staff accessibility	377	6.96	1.74	27	6.96	1.60
Straightforwardness and honesty	366	7.73	1.75	27	7.56	1.53
Collaboration with groups outside of the Government	358	7.08	1.87	26	6.77	1.75
Collaboration with the Government	398	8.18	1.40	29	8.41	1.21
Collaboration with other donors	357	7.79	1.58	23	7.87	1.42
Being culturally and socially sensitive	384	7.47	1.65	29	7.86	1.60
Follow through over time	377	7.86	1.73	27	8.11	1.34

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
The World Bank works too slowly	11.6%	6.5%
The Government works inefficiently	15.4%	6.5%
There is not an adequate level of citizen/civil society participation	33.1%	41.9%
Poor donor coordination	17.0%	29.0%
The World Bank does not do adequate follow through/follow-up	12.3%	9.7%
Lack of/inadequate levels of capacity in Government	25.1%	12.9%
Political pressures and obstacles and lack of political commitment	14.2%	9.7%
Reforms are not well thought out in light of country challenges	40.2%	58.1%
Inadequate monitoring and evaluation efforts	17.3%	19.4%
Other	5.0%	0.0%

## C. World Bank Effectiveness and Results

### World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Lao PDR?	402	7.40	1.41	29	7.76	1.48

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

### C. World Bank Effectiveness and Results (continued)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Lao PDR, on a ten point scale? (1-Not effective at all, 10-Very effective)

World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Combating corruption	326	5.33	2.19	25	5.24	2.22
Information and communications technology	351	6.58	1.77	24	6.75	1.45
Transport	351	6.96	1.58	30	7.17	1.64
Law and justice and regulatory framework	341	6.43	1.73	29	6.17	1.79
Urban development	357	6.68	1.57	29	7.07	1.22
Environmental sustainability	371	6.80	1.70	30	6.97	1.83
Communicable/non-communicable diseases	325	6.89	1.65	28	6.82	1.39
Poverty reduction	400	7.27	1.69	31	7.13	1.59
Gender	357	7.03	1.67	29	7.41	1.27
Domestic private sector development	325	6.18	1.65	29	6.10	1.76
Foreign direct investment	323	6.78	1.55	30	6.37	1.73
Water and sanitation	371	7.06	1.63	28	6.86	1.46
Trade and exports	329	6.47	1.60	28	5.96	1.69
Economic growth	363	7.04	1.46	30	6.90	1.54
Energy	365	7.42	1.56	30	7.23	1.61
Disaster management	332	6.47	1.71	27	6.26	1.56
Monitoring and evaluation	352	6.78	1.76	29	6.66	1.34
Public financial management	338	6.54	1.93	28	6.14	1.48
Job creation/employment	343	6.02	1.78	27	5.85	1.90
Financial markets and banking sector	335	6.80	1.66	27	6.78	1.67
Equality of opportunity	317	6.22	1.82	27	5.89	1.89
Health	373	7.13	1.52	29	6.90	1.61
Rural development	385	7.21	1.60	29	7.10	1.35
Global and regional integration	349	7.10	1.55	29	7.45	1.27
Governance	332	6.51	1.82	28	6.36	1.75
Food security	337	6.68	1.72	29	6.66	1.40
Education	376	7.11	1.70	29	7.21	1.47
Welfare and pensions	291	5.76	1.86	26	5.62	1.72
Climate change	323	6.26	1.80	25	6.28	1.51
Public sector reform	314	6.08	1.81	28	5.68	1.68
Agricultural development	355	6.76	1.74	30	6.57	1.68
Natural resource management	372	6.78	1.92	29	6.48	1.99

### 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	Vientiane Capital	Province/District
Weekly	1.4%	0.0%
Monthly	11.1%	6.3%
A few times a year	57.1%	68.8%
Rarely	19.0%	18.8%
Never	11.3%	6.3%

### D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Lao PDR, 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)	Vientiane Capital	Province/District
Public sector reform	15.6%	18.8%
Gender	2.9%	6.3%
Education	49.7%	34.4%
Domestic private sector development	8.6%	9.4%
Foreign direct investment	5.0%	0.0%
Water and sanitation	3.8%	3.1%
Trade and exports	4.5%	9.4%
Economic growth	15.8%	15.6%
Energy	6.3%	12.5%
Disaster management	2.7%	3.1%
Monitoring and evaluation	3.8%	6.3%
Governance	12.2%	3.1%
Welfare and pensions	2.3%	3.1%
Climate change	2.0%	3.1%
Poverty reduction	38.1%	28.1%
Law and justice and regulatory framework	6.1%	12.5%
Combating corruption	15.3%	12.5%
Financial markets	2.7%	0.0%
Equality of opportunity	2.9%	3.1%
Urban development	1.1%	0.0%
Information and communications technology	4.3%	0.0%
Transport	8.1%	9.4%
Agricultural development	6.8%	18.8%
Natural resource management	12.9%	15.6%
Public financial management	8.1%	3.1%
Job creation/employment	13.5%	9.4%
Health	10.2%	9.4%
Rural development	16.7%	21.9%
Global and regional integration	5.6%	9.4%
Food security	3.4%	9.4%
Environmental sustainability	6.5%	9.4%
Communicable/non-communicable diseases	0.5%	0.0%

How effective do you believe the World Bank's knowledge and research are at... in Lao PDR? (1-Not effective at all, 10-Very effective)

#### The World Bank's Knowledge

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	365	6.61	1.63	27	7.11	1.22
Stimulating public debate/dialogue	347	6.35	1.87	27	6.93	1.30
Enhancing your knowledge and/or skills	379	6.79	1.89	28	7.00	1.78
Contributing to good policy making	378	7.21	1.76	28	7.29	1.44
Providing support for program implementation	387	7.53	1.74	28	7.64	1.37

To what extent do you believe that the World Bank's knowledge and research... in Lao PDR? (1-To no degree at all, 10-To a very significant degree)

#### The World Bank's Knowledge

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Are timely	347	6.53	1.78	25	6.56	1.66
Include appropriate level of stakeholder involvement during preparation	361	6.71	1.73	27	6.85	1.41
Are relevant to Lao PDR's development priorities	381	7.40	1.59	28	7.46	1.79
Provide feasible recommendations*	371	7.03	1.51	27	7.70	.95
Are accessible (well written and easy to understand)	380	6.97	1.72	26	7.15	1.16
A source of relevant information on global good practices	359	7.46	1.60	27	7.22	1.25
Are adequately disseminated	374	6.70	1.78	27	6.89	1.40
Are appropriately translated	355	6.99	1.77	26	7.08	1.32
Are adaptable to Lao PDR's specific development challenges and country circumstances	381	7.12	1.64	29	7.34	1.49

\*Significantly different between locations

**D. The World Bank's Knowledge (continued)****The World Bank's Knowledge**

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	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?	413	7.53	1.53	29	7.62	1.70
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	392	7.48	1.37	28	7.61	1.31
Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?	288	6.99	1.48	23	7.00	1.31

(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)

**To what extent does each of the following World Bank's products contribute to helping solve Lao PDR's development challenges?**

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

**The World Bank's Knowledge**

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
Lao Economic Monitor	375	7.58	1.49	27	7.78	1.40
East Asia and Pacific Economic Update	342	7.35	1.62	23	7.52	1.41
Lao PDR Investment Climate Assessment	366	7.64	1.51	26	7.58	1.47
Lao Development Report 2010: Natural Resource Management for Sustainable Development	362	7.75	1.54	25	7.80	1.63
Nam Theun 2 Annual Board Update	331	7.76	1.72	25	8.08	1.47

**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)****Working with the World Bank**

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	281	6.51	1.72	22	6.82	1.26
The World Bank effectively monitors and evaluates the projects and programs it supports	361	7.45	1.58	24	7.75	1.15
The World Bank's approvals and reviews are done in a timely fashion	350	6.99	1.58	26	6.92	1.60
The World Bank's "Safeguard Policy" requirements are reasonable	352	7.34	1.49	27	7.56	1.45
The World Bank asks reasonable conditions on its lending	334	7.19	1.50	26	7.38	1.17
Working with the World Bank increases Lao PDR's institutional capacity	374	7.67	1.44	28	7.61	1.29
The World Bank ensures consistency and continuity through staff changes	334	7.35	1.50	25	7.60	1.00
The World Bank's teams and visits are well coordinated	352	7.40	1.57	23	7.91	1.08
Where country systems are adequate, the World Bank makes appropriate use of them	311	7.23	1.61	25	7.72	1.57
The World Bank provides effective implementation support	363	7.46	1.55	28	7.79	1.29
The World Bank coordinates effectively with other development partners	371	7.49	1.60	28	7.75	1.55
The World Bank is effective in explaining its procedures and requirements to its counterparts*	347	7.71	1.53	26	8.38	1.06

\*Significantly different between locations

### F. Specific Project/Program Related Issues

Please only respond to questions in this section if you have knowledge of/experience with the following.

**NAM THEUN 2: To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)**

#### Special Project/Program Related Issues: Nam Theun 2

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
The World Bank should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	350	8.24	1.61	30	8.43	1.25
The World Bank has provided, throughout, an appropriate level of support to the NT2 project.	304	8.12	1.51	29	8.21	1.21
NT2 is having a positive impact on sustainable economic development in Lao PDR.	356	8.27	1.71	29	8.31	1.51
The kind of support that the World Bank provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	344	8.43	1.62	29	8.48	1.24
There is no value added from World Bank involvement in large infrastructure projects such as NT2.*	276	4.49	3.06	27	6.11	3.00

\*Significantly different between locations

### POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO:

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

#### Specific Project/Program Related Issues

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners.	378	7.87	1.64	30	8.30	1.29
PRSO has led to good economic policies and institutional reforms in Lao PDR.	376	7.94	1.56	31	8.06	1.50
The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system.	361	7.83	1.74	29	7.83	1.31

### G. The Future Role of the World Bank in Lao PDR

#### The Future Role of the World Bank in Lao PDR

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Lao PDR's development in the near future?	431	8.58	1.34	32	8.72	1.22

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

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

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
Improve the quality of its experts as related to Lao PDR's specific challenges	44.4%	53.1%
Reduce the complexity of obtaining World Bank financing	42.8%	34.4%
Focus primarily on advocating policy reforms	18.1%	9.4%
Improve the competitiveness of its financing compared to markets	9.8%	18.8%
Ensure greater selectivity in its work focusing on fewer areas	5.1%	6.3%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	19.1%	15.6%
Offer more innovative financial products	6.7%	0.0%
Offer more innovative knowledge services	8.6%	12.5%
Work faster	9.3%	3.1%
Coordinate more effectively with development partners	24.9%	37.5%
Other	5.1%	6.3%

## H. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
Local newspapers	56.6%	62.5%
International newspapers	6.0%	0.0%
Local radio	7.2%	6.3%
International radio	1.4%	0.0%
Local television	28.2%	31.3%
International television	5.5%	6.3%
Periodicals	26.8%	15.6%
Internet	28.6%	31.3%
Social media (Facebook, Twitter, YouTube)	2.3%	12.5%
Blogs	0.5%	0.0%
Mobile phones	1.2%	0.0%
Instant messaging	2.3%	3.1%
Discussion with colleagues and friends	24.2%	21.9%
Other	5.3%	9.4%

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

Percentage of Respondents (Responses Combined)	Vientiane Capital	Province/District
World Bank website	45.0%	45.2%
Direct contact with World Bank (i.e., face to face meetings/discussions)	19.9%	22.6%
e-Newsletters	28.4%	19.4%
Instant messaging	9.7%	3.2%
World Bank seminars/workshops/conferences	31.4%	64.5%
World Bank Public Information Center	11.5%	16.1%
World Bank publications and other written materials	40.4%	22.6%
Mobile phones	2.3%	0.0%
Social media (Facebook, Twitter, YouTube)	4.4%	3.2%
Blogs	0.5%	0.0%
Other	1.2%	3.2%

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	Vientiane Capital	Province/District
Yes	17.2%	35.0%
No	82.8%	65.0%

\*Significantly different between locations

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

Percentage of Respondents	Vientiane Capital	Province/District
Yes	15.1%	13.0%
No	84.9%	87.0%

Were you able to obtain this information?

Percentage of Respondents	Vientiane Capital	Province/District
Yes	69.6%	100.0%
No	30.4%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Vientiane Capital	Province/District
Yes	75.1%	70.8%
No	24.9%	29.2%

Do you use/have used the World Bank website?

Percentage of Respondents	Vientiane Capital	Province/District
Yes	47.1%	37.5%
No	52.9%	62.5%

Which do you primarily use?\*

Percentage of Respondents	Vientiane Capital	Province/District
The World Bank's country website	63.5%	88.2%
The World Bank's main website	36.5%	11.8%

\*Significantly different between locations

### H. 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)

#### Communication and Information Sharing

	Which best represents your geographic location?					
	Vientiane Capital			Province/District		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	272	6.68	2.02	20	6.50	1.88
I find the World Bank websites easy to navigate	255	7.43	1.70	21	7.14	1.65
I find the information on the World Bank's websites useful	264	7.89	1.56	21	7.86	1.35
When I need information from the World Bank I know how to find it	271	6.78	2.17	20	6.75	1.89
The World Bank is responsive to my information requests and inquiries	244	6.96	1.99	18	6.78	1.99

### I. Background Information

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

Percentage of Respondents	Vientiane Capital	Province/District
The World Bank's country website	41.8%	37.5%
The World Bank's main website	58.2%	62.5%

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

Percentage of Respondents	Vientiane Capital	Province/District
Observer	26.0%	16.7%
Use World Bank reports/data	35.1%	16.7%
Engage in World Bank related/sponsored events/activities	42.0%	60.0%
Collaborate as part of my professional duties	32.5%	43.3%
Use World Bank website for information, data, research, etc.	22.9%	23.3%

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

FY '03 Response Number = 208 • FY '08 Response Number = 319 • FY '12 Response Number = 312

### B. Overall Attitudes toward the World Bank

#### Overall Attitudes toward the World Bank

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Lao PDR? <sup>**</sup>	115	6.41	2.26	325	5.24	2.99	524	5.97	2.04
Overall, please rate your impression of the World Bank's effectiveness in Lao PDR.*	110	7.03	1.74	301	7.64	2.00	484	7.12	1.70

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

\*Significantly different between FY12 and FY08 country surveys. ^Significantly different between FY12 and FY03 country surveys.

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

(1-Strongly disagree, 10-Strongly agree)

#### Overall Attitudes toward the World Bank

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Lao PDR <sup>^</sup>	108	7.24	1.91	297	7.88	1.99	506	7.86	1.66
The World Bank's work is aligned with what I consider the development priorities for this country <sup>**</sup>	105	7.28	1.90	277	7.19	2.20	488	7.81	1.73
The World Bank supports programs and strategies that are realistic for Lao PDR <sup>**</sup>	106	6.71	1.95	272	7.13	2.04	492	7.72	1.66
The World Bank treats clients and stakeholders in Lao PDR with respect <sup>**</sup>	107	7.32	1.89	260	7.47	2.01	454	7.74	1.53

\*Significantly different between FY12 and FY08 country surveys. ^Significantly different between FY12 and FY03 country surveys.

### 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 Lao PDR, on a ten point scale?

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

#### World Bank Effectiveness and Results

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Combating corruption <sup>*</sup>				199	6.02	2.66	385	5.29	2.21
Poverty reduction <sup>^</sup>	112	6.71	1.76	264	7.50	2.30	465	7.29	1.66
Gender <sup>^</sup>	101	6.46	1.63	209	7.01	2.48	418	7.07	1.64
Economic growth <sup>**</sup>	112	6.62	1.54	232	7.61	2.20	424	7.05	1.48
Public financial management <sup>*</sup>	109	6.66	1.95	213	7.06	2.40	390	6.52	1.90
Financial markets and banking sector <sup>*</sup>				212	7.61	2.16	389	6.80	1.65
Health <sup>^</sup>	109	6.45	1.84	199	7.07	2.26	435	7.14	1.53
Education <sup>^</sup>	107	6.45	1.72	212	7.26	2.34	438	7.10	1.71
Agricultural development <sup>^</sup>	100	6.06	1.82	205	6.80	2.32	415	6.77	1.72

\*Significantly different between FY12 and FY08 country surveys. ^Significantly different between FY12 and FY03 country surveys.

<sup>1</sup> Only those questions that were asked in the FY '04, FY '07 and FY '12 country surveys, with similar response scales/options, are presented.

### 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)

#### Working with the World Bank

	year								
	FY 2003			FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	76	6.88	2.14	150	7.01	2.31	327	6.55	1.75
The World Bank effectively monitors and evaluates the projects and programs it supports*	83	7.48	1.86	184	7.96	2.00	416	7.49	1.54
The World Bank asks reasonable conditions on its lending				258	7.13	2.23	389	7.22	1.47
Working with the World Bank increases Lao PDR's institutional capacity <sup>A*</sup>	84	7.21	1.95	182	7.36	2.08	434	7.68	1.44

\*Significantly different between FY12 and FY08 country surveys. <sup>A</sup>Significantly different between FY12 and FY03 country surveys.

### F. Specific Project/Program Related Issues

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

#### Specific Project/Program Related Issues

	year					
	FY 2008			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	247	8.38	2.30	410	8.25	1.57
There is no value added from World Bank involvement in large infrastructure projects such as NT2.*	205	3.25	2.75	327	4.71	3.08

\*Significantly different between FY12 and FY08 country surveys.

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Lao PDR? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			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 Lao PDR.	7.08	7.19	7.20	7.00	7.06	7.32	7.13	7.17	7.19	7.07	7.20	6.99
The World Bank's financial instruments meet the needs of Lao PDR.	7.21	7.24	7.33	7.05	7.15	7.49	7.26	7.26	7.22	7.36	7.26	7.28
The World Bank meets Lao PDR's needs for knowledge services.	7.23	7.36	7.41	6.97	7.14	7.64	7.26	7.36	7.28	7.35	7.36	7.11
Overall the World Bank currently plays a relevant role in development in Lao PDR	7.81	7.96	7.97	7.73	7.77	8.19	7.89	7.94	7.89	7.95	7.96	7.76
The World Bank's work is aligned with what I consider the development priorities for this country	7.80	7.87	7.93	7.56	7.73	8.06	7.80	7.90	7.83	7.86	7.86	7.77
Responsiveness	6.75	6.74	6.78	6.63	6.63	6.98	6.75	6.74	6.75	6.74	6.74	6.76
Openness (sharing data and other information)	7.04	7.39	7.25	7.08	7.13	7.37	7.15	7.29	7.18	7.28	7.20	7.23
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	6.95	7.27	7.17	6.85	7.02	7.22	6.90	7.31	7.13	7.00	7.10	7.02
Collaboration with the Government	8.07	8.39	8.29	8.04	8.17	8.33	8.08	8.39	8.15	8.36	8.32	7.88
Collaboration with other donors	7.75	7.89	7.85	7.60	7.71	7.94	7.61	7.99	7.80	7.77	7.83	7.65
To what extent does the World Bank's work help to achieve development results in Lao PDR?	7.42	7.45	7.51	7.23	7.34	7.65	7.33	7.59	7.45	7.44	7.48	7.34
Are adaptable to Lao PDR's specific development challenges and country circumstances	7.09	7.18	7.22	6.81	6.99	7.39	7.02	7.25	7.15	7.08	7.09	7.24
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	7.49	7.61	7.62	7.36	7.45	7.77	7.43	7.71	7.60	7.47	7.58	7.47
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.46	7.56	7.57	7.31	7.41	7.70	7.46	7.56	7.52	7.48	7.52	7.46
Where country systems are adequate, the World Bank makes appropriate use of them	7.18	7.42	7.43	7.12	7.28	7.55	7.29	7.43	7.38	7.33	7.38	7.30

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Lao PDR FY 2012 Questionnaire



### **World Bank Client Survey FY12 – Lao PDR**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Lao PDR 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 Lao PDR, 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 Lao PDR.

**The World Bank commissioned an independent firm to oversee the logistics of this Survey. This ensures anonymity and confidentiality. We hope you will be candid. To complete the survey please use dark ink pen or pencil to circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank.**

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

#### **SECTION A: GENERAL ISSUES FACING LAO PDR**

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

**SECTION A: GENERAL ISSUES FACING LAO PDR (CONT...)**

<b>A2. Listed below are a number of development priorities in Lao PDR.</b>				
<b>Please identify which of these you consider the 1st, 2nd, and 3d most important development priority</b>		<b>FIRST priority (Choose only ONE)</b>	<b>SECOND priority (Choose only ONE)</b>	<b>THIRD priority (Choose only ONE)</b>
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Welfare and pensions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Global and regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets and banking sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice and regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Communicable/non-communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Natural resource management (e.g., hydro, mining and forestry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Combating corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION A: GENERAL ISSUES FACING LAO PDR (CONT...)**

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

**SECTION A: GENERAL ISSUES FACING LAO PDR (CONT...)**

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

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

<b>B1. How familiar are you with the work of the World Bank in Lao PDR, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Lao PDR, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>To what extent do you agree with the following statements about the World Bank in Lao PDR, on a ten point scale?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>B3</b>	The World Bank's staff is well prepared (e.g., skills and knowledge) to help Lao PDR solve its most complicated development challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B4</b>	The World Bank's financial instruments (i.e. investment lending, Development Policy Loan, Trust Fund, Program 4 Result, etc.) meet the needs of Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B5</b>	The World Bank meets Lao PDR 's needs for knowledge services (e.g., research, analysis, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<b>B6. When thinking about how the World Bank can have the most impact on development results in Lao PDR, in which sectoral areas, do you believe the World Bank should focus most of its attention and resources in Lao PDR? (Choose no more than THREE)</b>	
1	Rural development
2	Education
3	Governance (i.e., government effectiveness)
4	Welfare and pensions
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Global and regional integration
9	Gender
10	Domestic private sector development
11	Foreign direct investment
12	Water and sanitation
13	Energy
14	Monitoring and evaluation
15	Public financial management (e.g., public expenditure, fiscal system reform)
16	Job creation/employment
17	Financial markets and banking sector
18	Urban development
19	Environmental sustainability
20	Equality of opportunity (i.e., equity)
21	Health
22	Food security
23	Climate change (e.g., mitigation, adaptation)
24	Agricultural development
25	Trade and exports
26	Economic growth
27	Law and justice and regulatory framework
28	Communicable/non-communicable diseases
29	Natural resource management (e.g., hydro, mining and forestry)
30	Combating corruption
31	Disaster management
32	Information and communications technology

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<b>B7. 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 Lao PDR?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
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	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B8. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Lao PDR? (Choose maximum of TWO)</b>	
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 and not responsive
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 bringing enough new thinking
16	Not adapting global knowledge to local context
17	Not enough efforts in information outreach
18	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

<b>B9. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose maximum of TWO)</b>	
1	Financing specific projects
2	Capacity development
3	Budget support to the Government/ Poverty Reduction Support Operation (PRSO)
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Don't know

<b>B10. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Lao PDR? (Choose maximum of TWO)</b>	
1	Financing specific projects
2	Capacity development
3	Budget support to the Government/ Poverty Reduction Support Operation (PRSO)
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Don't know

<b>B11. 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?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

**B12. 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 maximum of TWO)**

1	International NGOs
2	NPA's
3	Local Government
4	Beneficiaries
5	Private sector
6	Mass-based Organizations
7	Donor community
8	Foundations
9	Academia/think tanks/research institutes
10	National Assembly
11	Media
12	Other (please specify): _____

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B13</b>	Overall the World Bank currently plays a relevant role in development in Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B14</b>	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B15</b>	The World Bank supports programs and strategies that are realistic for Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B16</b>	The World Bank treats clients and stakeholders in Lao PDR with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank's development priorities and actions in Lao PDR are strongly aligned with the Government of Lao PDR's National Socio-Economic Development Plan.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**

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

<b>B30. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose maximum of TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles and lack of political commitment
8	Reforms are not well thought out in light of country challenges
9	Inadequate monitoring and evaluation efforts
10	Other (please specify): _____

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C1. To what extent does the World Bank's work help to achieve development results in Lao PDR, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>									<b>To a very significant degree</b>	<b>Don't know</b>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)**

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Lao PDR, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C2</b>	Combating corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C4</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	Law and justice and regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C6</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C7</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C8</b>	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C9</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C10</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C11</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C12</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C13</b>	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C14</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C15</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C16</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C17</b>	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C18</b>	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C19</b>	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C20</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C21</b>	Financial markets and banking sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C23</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C24</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C25</b>	Global and regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C26</b>	Governance (i.e., government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C27</b>	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C28</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C29</b>	Welfare and pensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C30</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C31</b>	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C32</b>	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C33</b>	Natural resource management (e.g., hydro, mining and forestry)	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

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

<b>D2. When thinking about the development challenges in Lao PDR, 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)</b>	
1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Disaster management
11	Monitoring and evaluation
12	Governance (i.e., government effectiveness)
13	Welfare and pensions
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice and regulatory framework
17	Combating corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Information and communications technology
22	Transport (e.g., roads, bridges, transportation)
23	Agricultural development
24	Natural resource management (e.g., hydro, mining and forestry)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Job creation/employment
27	Health
28	Rural development
29	Global and regional integration
30	Food security
31	Environmental sustainability
32	Communicable/non-communicable diseases

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

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

To what extent do you believe that the World Bank's knowledge and research ... in Lao PDR?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>D8</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are relevant to Lao PDR's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D16</b>	Are adaptable to Lao PDR's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D17. 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	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)**

<b>D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality						Very high technical quality				Don't know	

<b>D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all						Very effective				Don't know	

<b>To what extent does each of the following World Bank's products contribute to helping solve Lao PDR's development challenges?</b>													
		To no degree at all					To a very significant degree					Don't know	
<b>D20</b>	Lao Economic Monitor	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D21</b>	East Asia and Pacific Economic Update	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D22</b>	Lao PDR Investment Climate Assessment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D23</b>	Lao Development Report 2010: Natural Resource Management for Sustainable Development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D24</b>	Nam Theun 2 Annual Board Update	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**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	
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	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"/>
<b>E3</b>	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"/>
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank asks reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	Working with the World Bank increases Lao PDR's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E9</b>	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"/>
<b>E10</b>	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"/>
<b>E11</b>	The World Bank coordinates effectively with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E12</b>	The World Bank is effective in explaining its procedures and requirements to its counterparts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION F: SPECIFIC PROJECT/PROGRAM RELATED ISSUES

PLEASE ONLY RESPOND TO QUESTIONS IN THIS SECTION IF YOU HAVE KNOWLEDGE OF/EXPERIENCE WITH THE FOLLOWING

### NAM THEUN 2

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		
<b>F1</b>	The World Bank should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F2</b>	The World Bank has provided, throughout, an appropriate level of support to the NT2 project.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F3</b>	NT2 is having a positive impact on sustainable economic development in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F4</b>	The kind of support that the World Bank provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F5</b>	There is no value added from World Bank involvement in large infrastructure projects such as NT2.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

### POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO

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		
<b>F6</b>	PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F7</b>	PRSO has led to good economic policies and institutional reforms in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F8</b>	The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN LAO PDR**

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

<b>G2. Which of the following SHOULD the World Bank do to make itself of greater value in Lao PDR? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Lao PDR's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocating policy reforms
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work focusing on fewer areas
6	Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Coordinate more effectively with development partners
11	Others (please specify): _____

**SECTION H: COMMUNICATION AND INFORMATION SHARING**

<b>H1. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)</b>	
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	Discussion with colleagues and friends
14	Other (please specify): _____

<b>H2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
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): _____

<b>H3</b>	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?	<b>Yes</b>	<b>No</b>
<b>H4</b>	Have you requested information from the World Bank on its activities in the past year? <b>(If YES please go to Question H5; if NO please go to H6)</b>	<b>Yes</b>	<b>No</b>
<b>H5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>H6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>H7</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>

**SECTION H: COMMUNICATION AND INFORMATION SHARING (CONT...)**

<b>H8. Which do you primarily use?</b>	
1	The World Bank's country website (www.worldbank.org/lao)
2	The World Bank's main website (www.worldbank.org)

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

**SECTION I: BACKGROUND INFORMATION**

<b>11. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Government 's Office
2	Ministry Cabinet Office
3	National Assembly
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	International NGO
14	Mass-Based Organization (i.e. Lao Women's Union, Lao Trade Union)
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Local Non-Profit Association
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

**SECTION I: BACKGROUND INFORMATION (CONT...)**

<b>I2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	
1	Agricultural development
2	Combating corruption
3	Climate change (e.g., mitigation, adaptation)
4	Communicable/non-communicable diseases
5	Disaster management
6	Domestic private sector development
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability
11	Equality of opportunity (i.e., equity)
12	Financial markets and banking sector
13	Food security
14	Foreign direct investment
15	Gender
16	Global and regional integration
17	Governance (i.e., government effectiveness)
18	Health
19	Information and communications technology
20	Job creation/employment
21	Law and justice and regulatory framework
22	Monitoring and evaluation
23	Natural resource management (hydro, mining and forestry)
24	Poverty reduction
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Public sector reform
27	Rural development
28	Trade and exports
29	Transport (e.g., roads, bridges, transportation)
30	Urban development
31	Welfare and pensions
32	Water and sanitation
33	Other (please specify): _____

**SECTION I: BACKGROUND INFORMATION (CONT...)**

<b>13. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>14. Which of the following describes most of your exposure to the World Bank in Lao PDR? (Choose no more than TWO)</b>	
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.

<b>15. Which best represents your geographic location?</b>	
1	Vientiane Capital
2	Province
3	District

**Thank you for completing the survey!**