

FY15 India Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2015



Acknowledgements

The India Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the India country team and the local fielding agency Nielsen India Pvt. Ltd. In particular, PORG is grateful for the support from Sudip Mozumder (Senior Communications Officer) and Patsy D'Cruz (Communications Assistant) who coordinated all survey related activities from New Delhi, India.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in India perceive the WBG. The survey explored:

- *General Issues Facing India*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in India*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to May 2015, 580 stakeholders of the WBG in India were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBO); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 263 stakeholders participated in the survey (45% response rate).

Some respondents filled out the questionnaire with a representative of the fielding agency in person, and others received and returned the questionnaires via mail or courier. Respondents were asked about: general issues facing India; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in India; and the WBG's communication and information sharing.

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

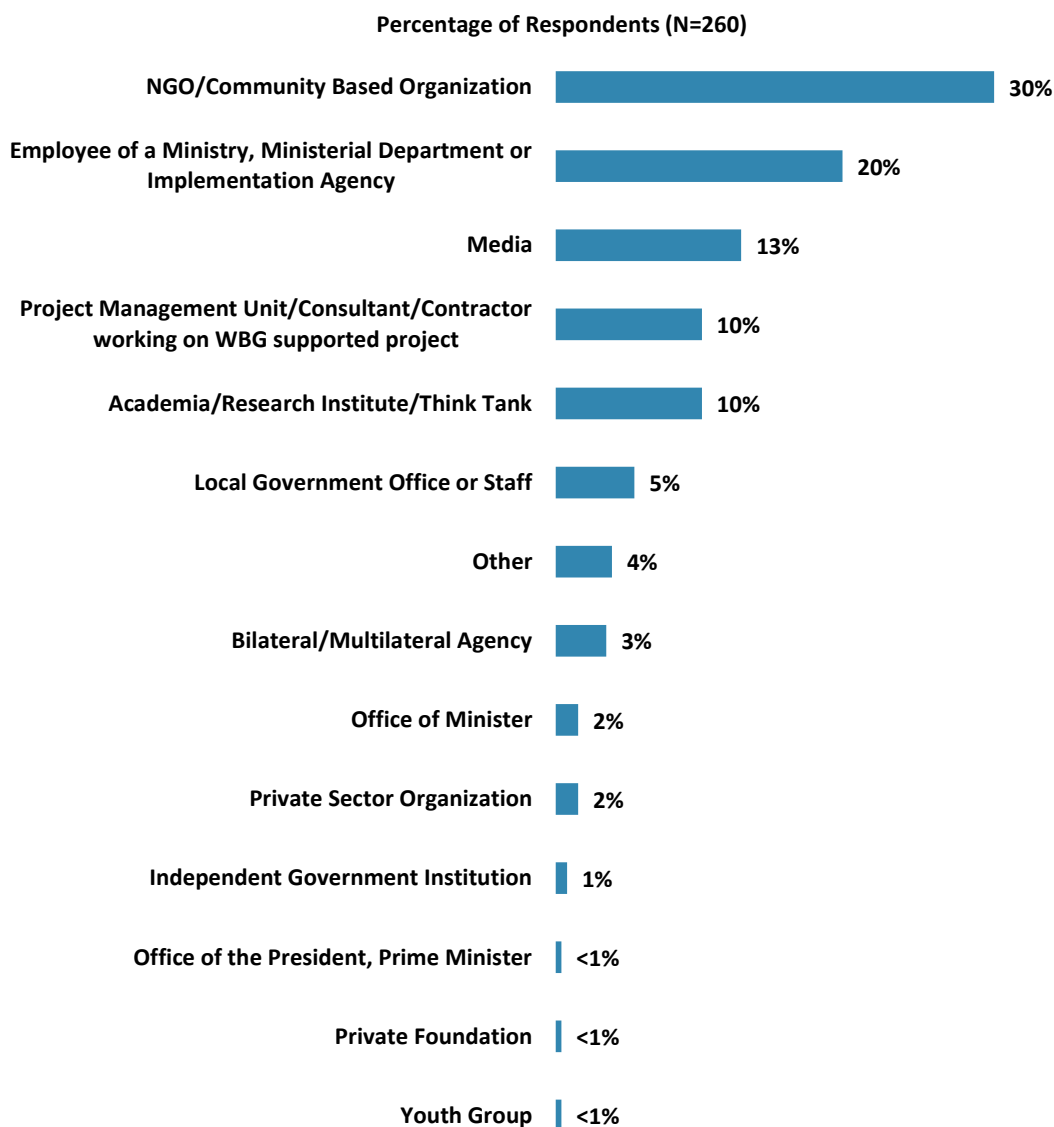
The results in this year's country survey were compared to those in the country survey conducted in FY'12 (response rate is 19%, N=271). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, E, G, and H. For the weighted stakeholder breakdown and year comparison results, please see appendix F (page 121).



III. Demographics of the Sample

Current Position (*Current Year: FY'15 Survey*)

- For further analyses, respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects were combined; respondents from NGOs/CBOs, private foundations, and youth groups were combined in the “CSO” category. Few respondents from the office of the President, Prime Minister, bilateral/multilateral agencies, private sector organizations, independent government institutions, and other organizations were included in the “Other” category. Note that there were no respondents from office of parliamentarian, financial sector/private banks, trade unions, faith-based groups, or the judiciary branch.

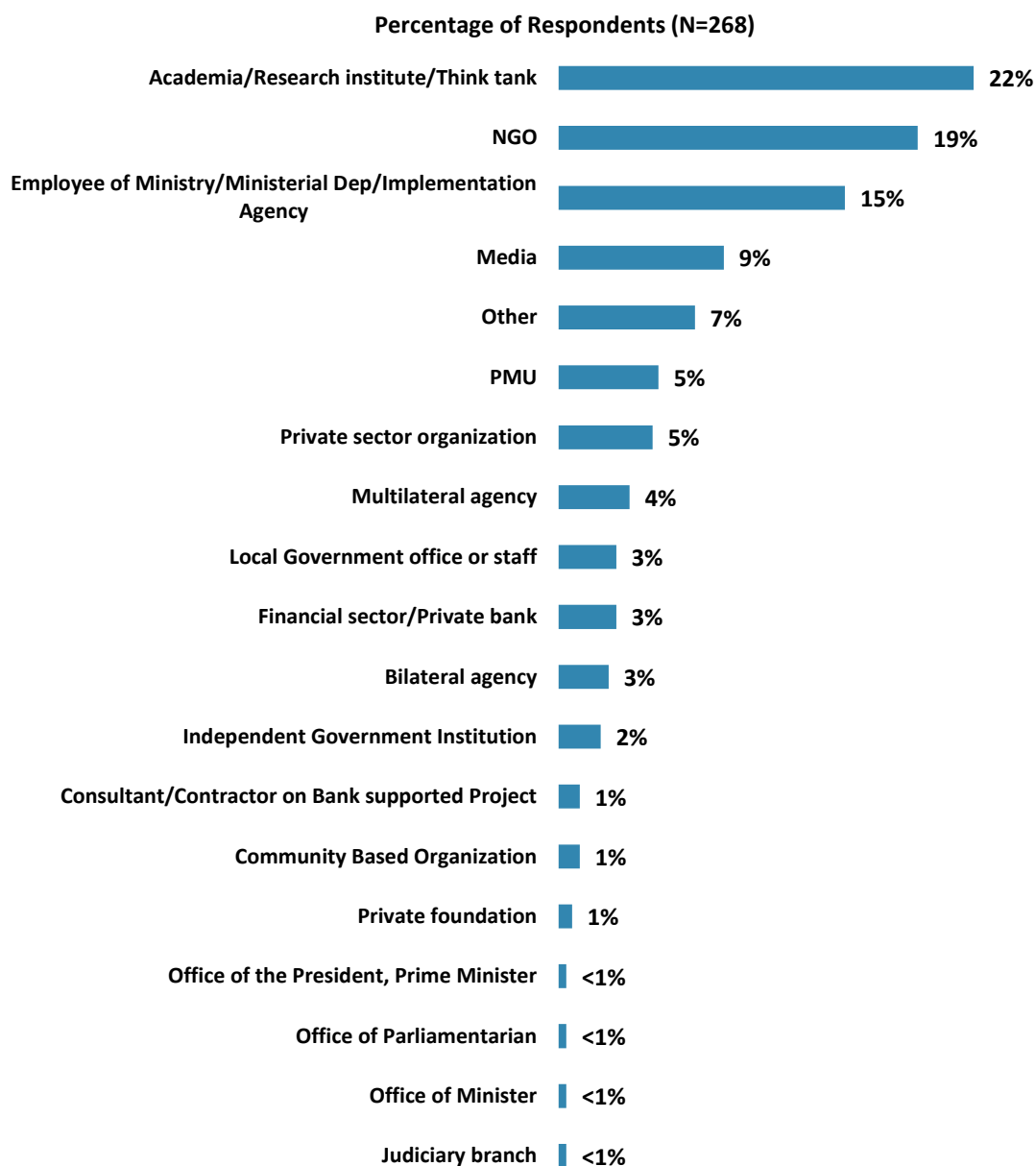


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Current Position (FY'12 Survey)

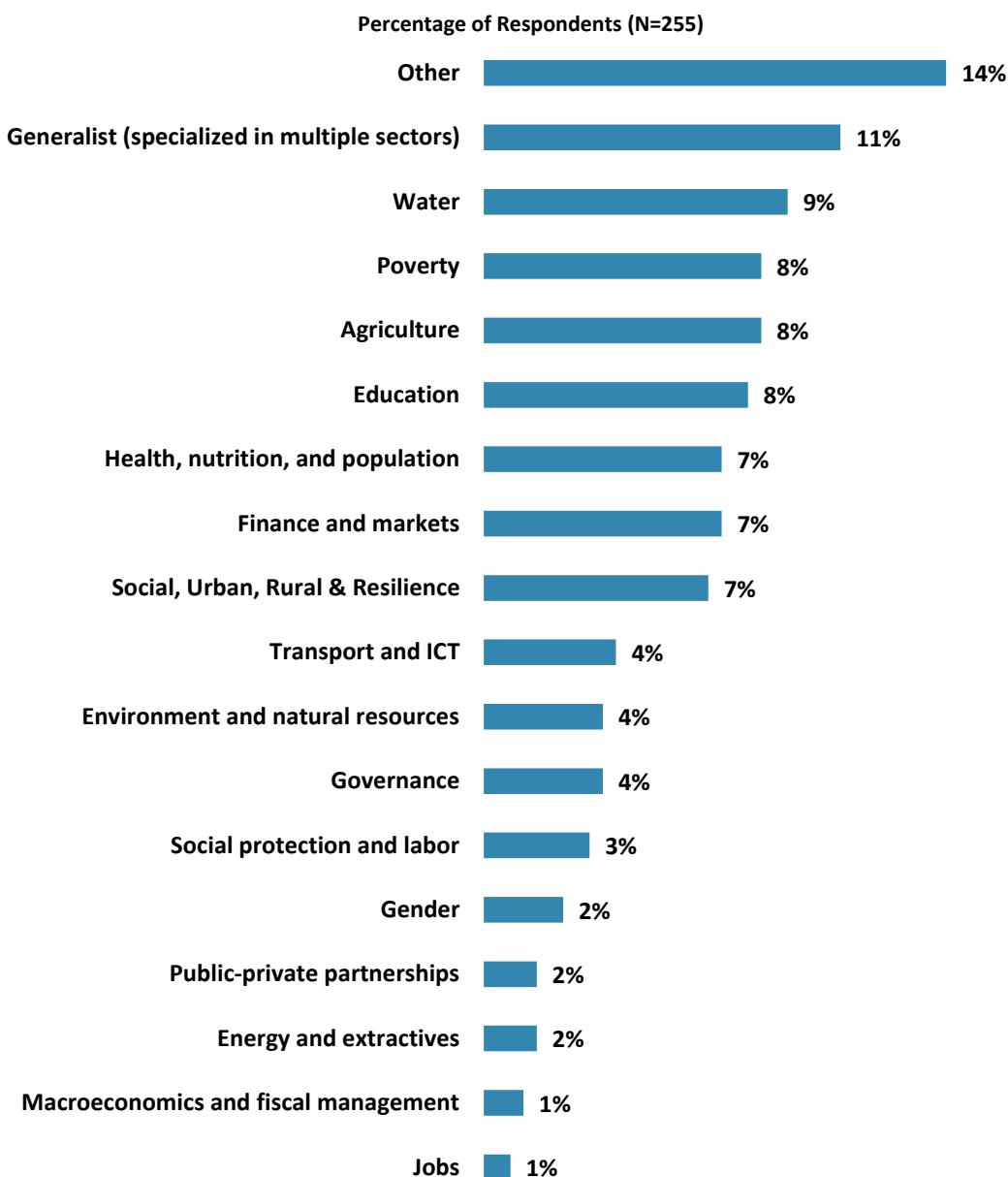


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



"Please identify the primary specialization of your work." (Respondents chose from a list.)

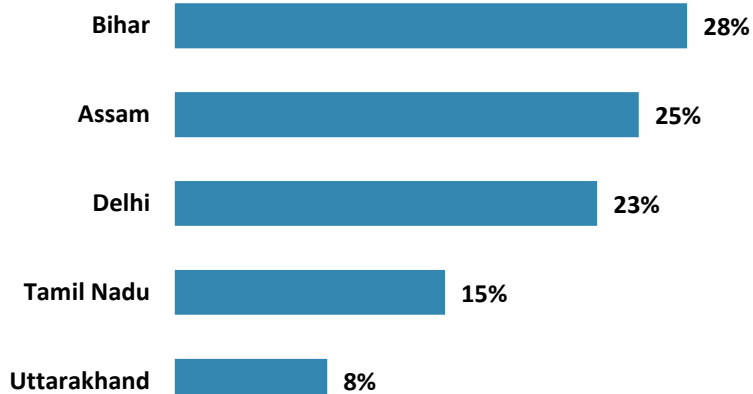


III. Demographics of the Sample (continued)

Geographic Location

- Responses to all questions were compared across geographic locations. Only significant geographic location differences in ratings on indicator questions will be discussed in the body of this report. All comparisons can be found in Appendix C (see page 82).

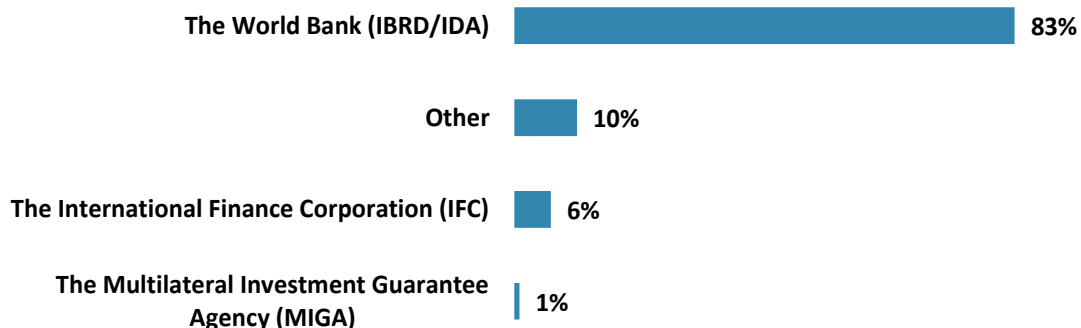
Percentage of Respondents (N=263)



"Which best represents your geographic location?" (Respondents chose from a list.)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=232)



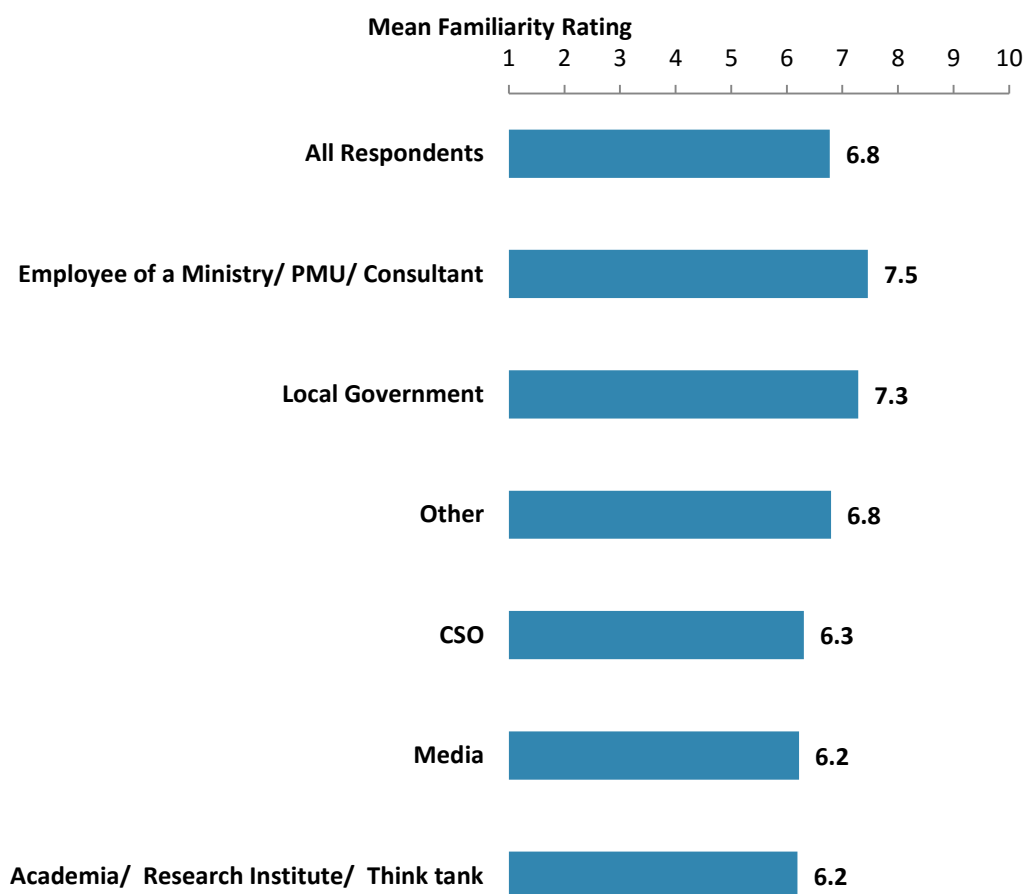
"Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 6.96; weighted mean in FY'12 = 6.81)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in India, and significantly, moderately correlated with the perceived relevance of the WBG to India's development and the WBG's help to achieve the country's development results.



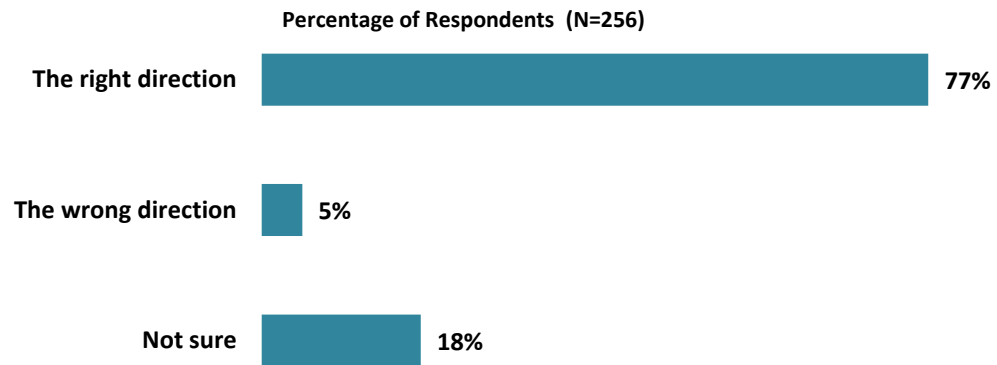
"How familiar are you with the work of the World Bank Group in India?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix F for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing India

Headed in the Right Direction



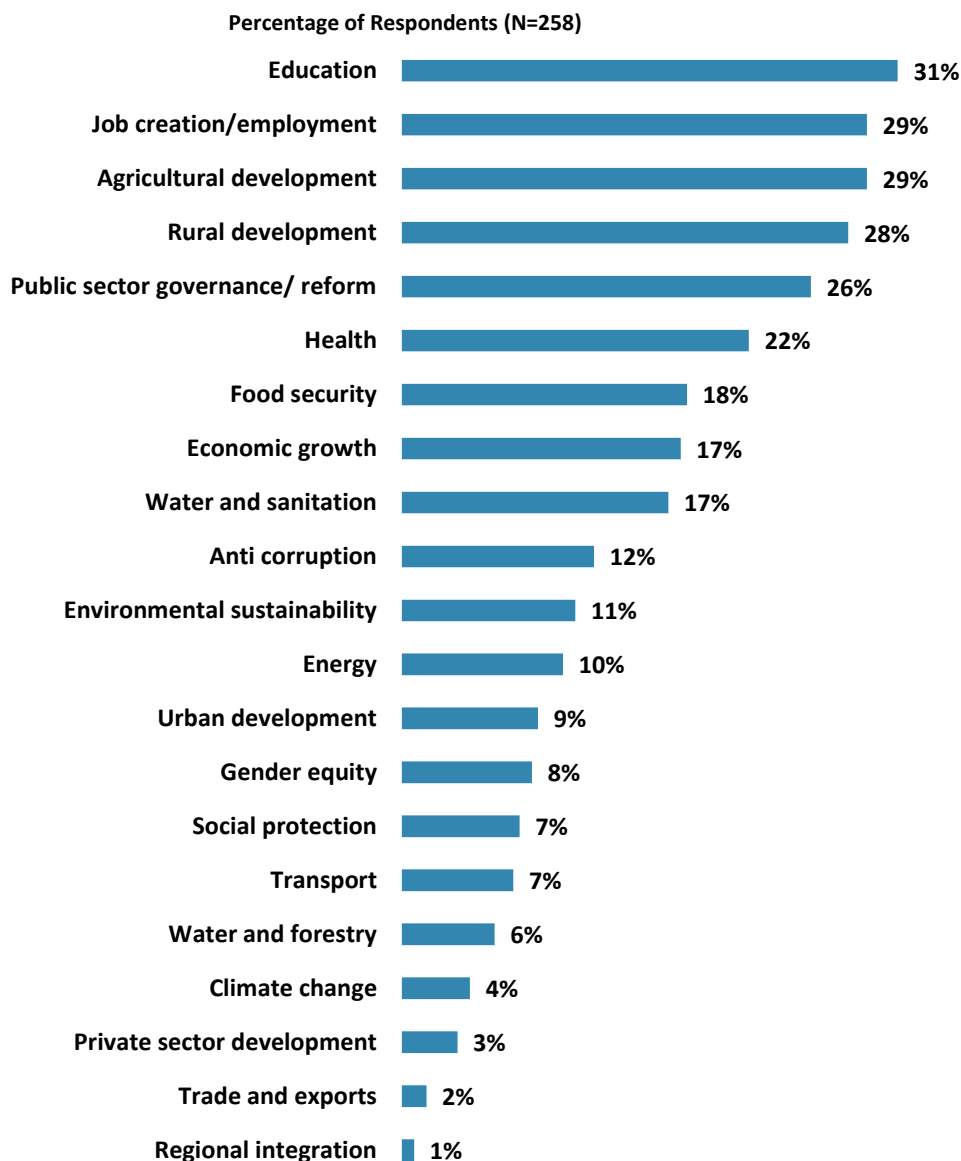
"In general, would you say that India headed in ...?"
(Respondents chose from a list.)



IV. General Issues Facing India (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 country survey indicated that the most important development priorities in India were “*poverty reduction*”² (42%), “*rural development/agricultural development/food security*” (35%), and “*economic growth*” (28%).



"Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

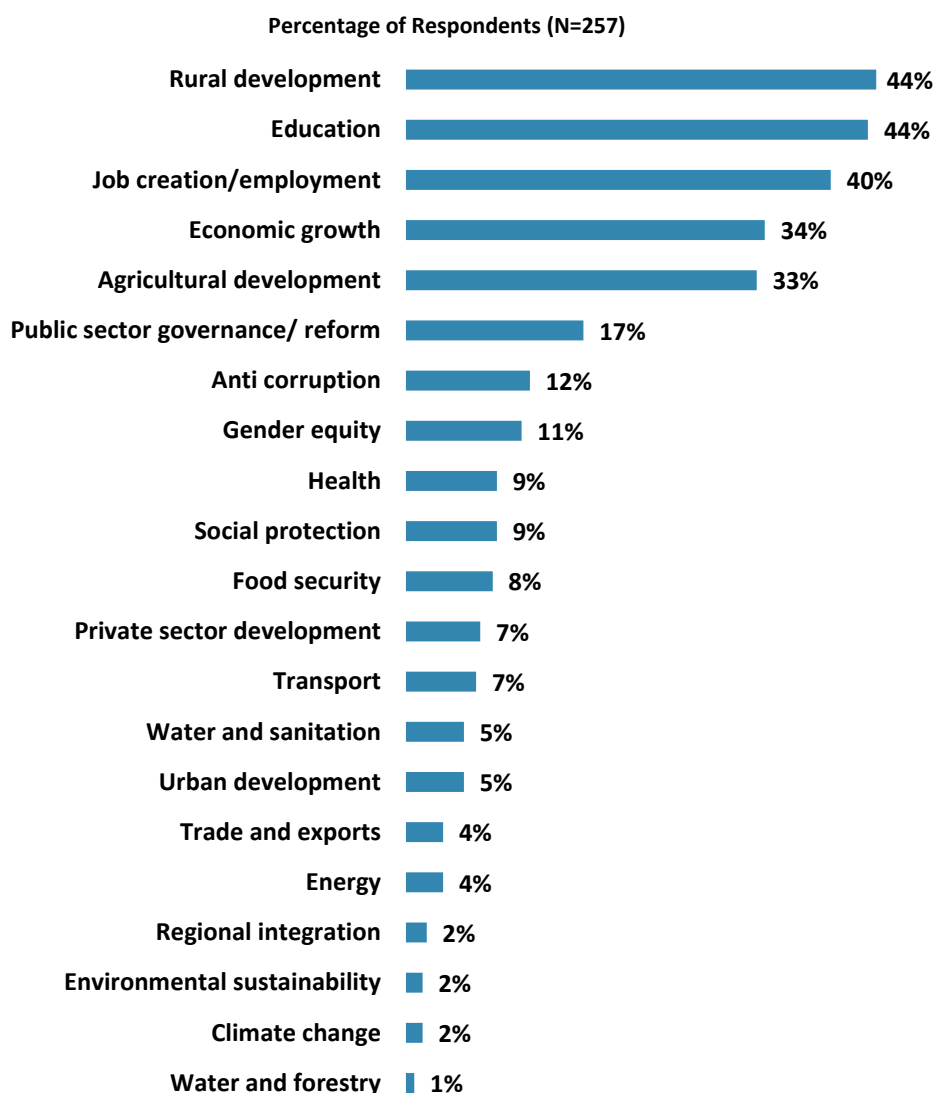
² Please note that the lists of response options to this question in FY'12 and FY'15 were different. “Poverty reduction” was not provided as a response option in the FY'15 survey.



IV. General Issues Facing India (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 country survey, respondents indicated that the greatest contributors to poverty reduction in India were “*rural development/ agricultural development/ food security*” (52%), “*education*” (43%), and “*job creation/employment*” (38%).

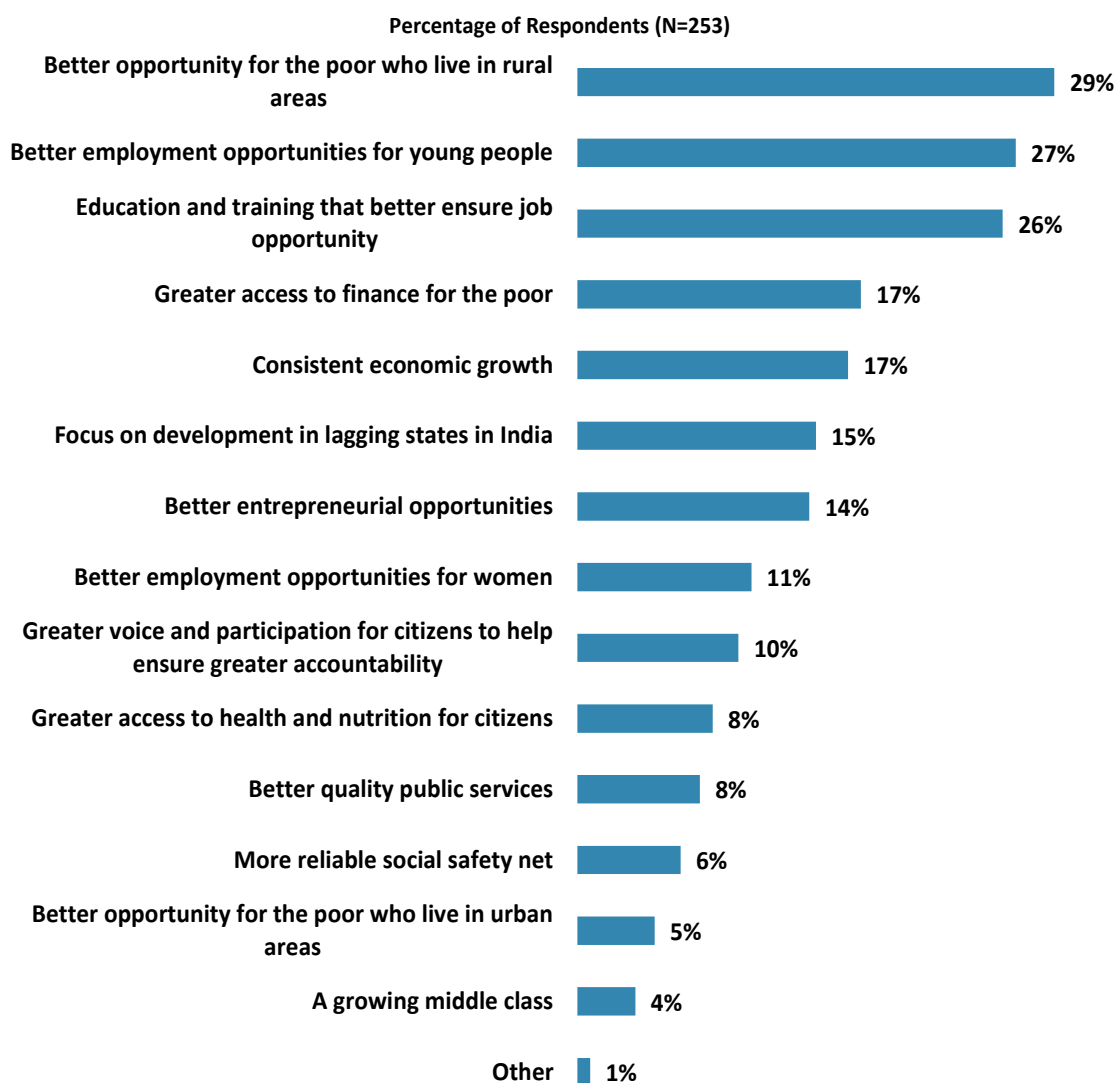


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing India (continued)

Factors Contributing to “Shared Prosperity”



"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)"

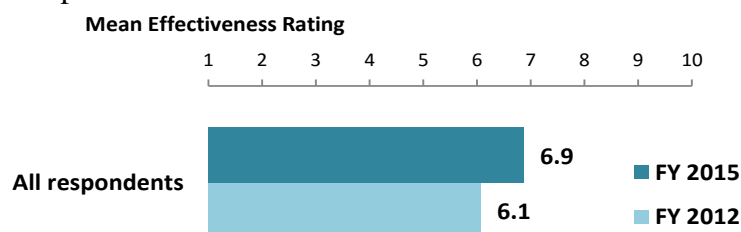


V. Overall Attitudes toward the World Bank Group

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

The World Bank Group’s Overall Effectiveness³ (Indicator Question)

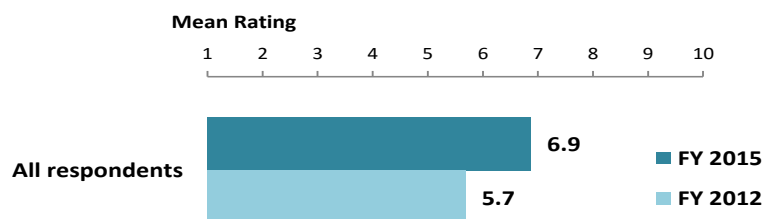
- Respondents of this year’s country survey had significantly higher ratings for the WBG’s overall effectiveness than respondents in FY12.



"Overall, please rate your impression of the World Bank Group's effectiveness in India."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)

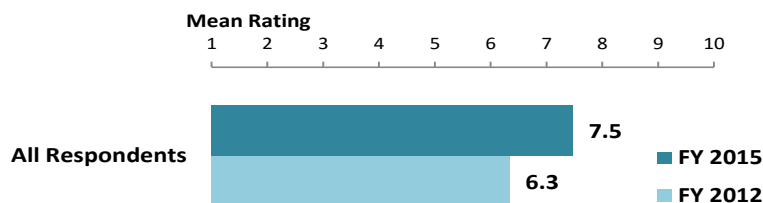
- Respondents of this year’s country survey had significantly higher ratings for the extent to which the WBG’s work helped India achieve its development results compared to respondents in FY12.



"To what extent does the World Bank Group’s work help to achieve development results in India?" (1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness

- Respondents of this year’s country survey had significantly higher ratings for the extent to which the WBG staff is well prepared to help India solve its development challenges compared to respondents in FY12.



"To what extent do you believe the World Bank Group’s staff is well prepared to help India solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

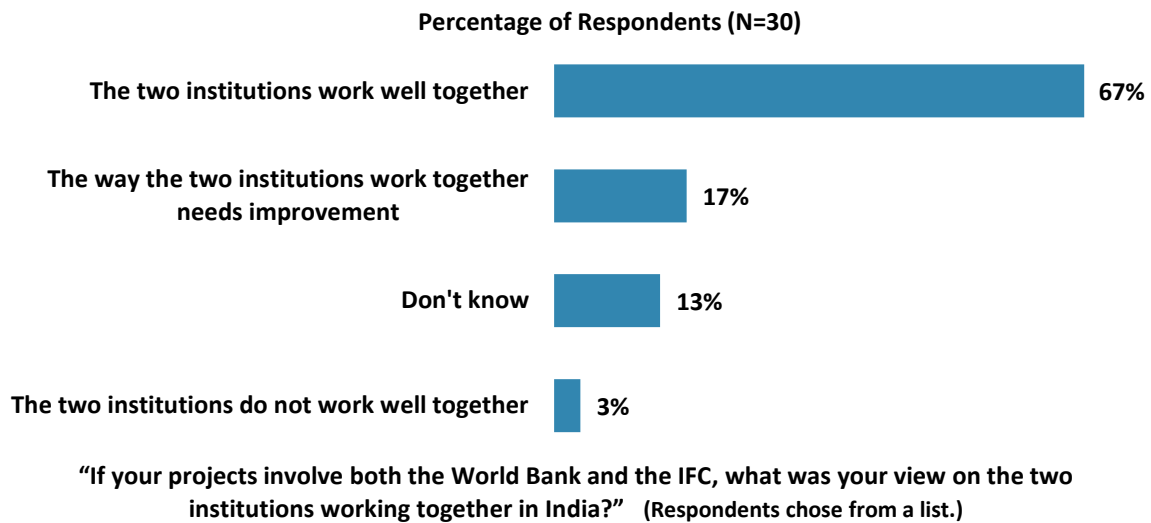
³All means presented in all charts on this page were calculated based on weighted data from FY’15 and FY’12.



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

World Bank and IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and IFC?*” provided their views on the working relationship between the World Bank and the IFC.

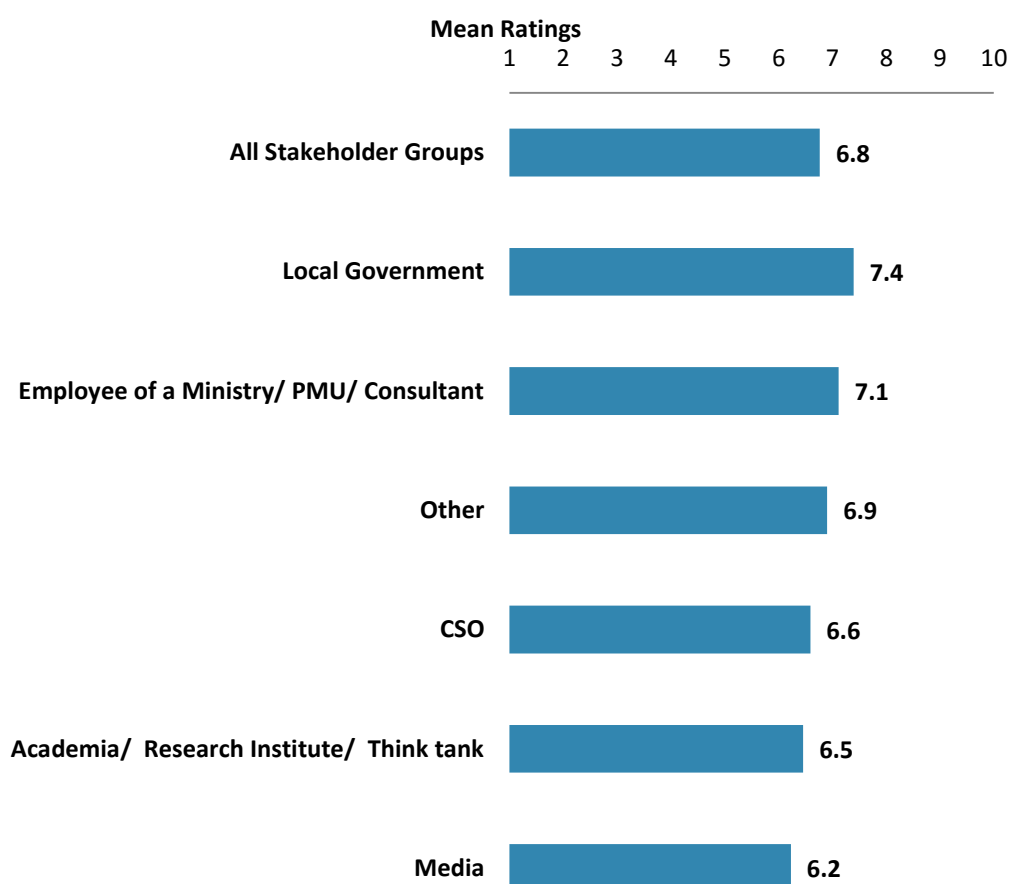




V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** Respondents from local governments had the highest overall ratings for the twenty five indicator questions, whereas respondents from the media had significantly lower ratings for these questions.
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher overall ratings for the twenty five indicator questions (7.1) than respondents who are not collaborating with the institution (6.5).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix H (page 127).



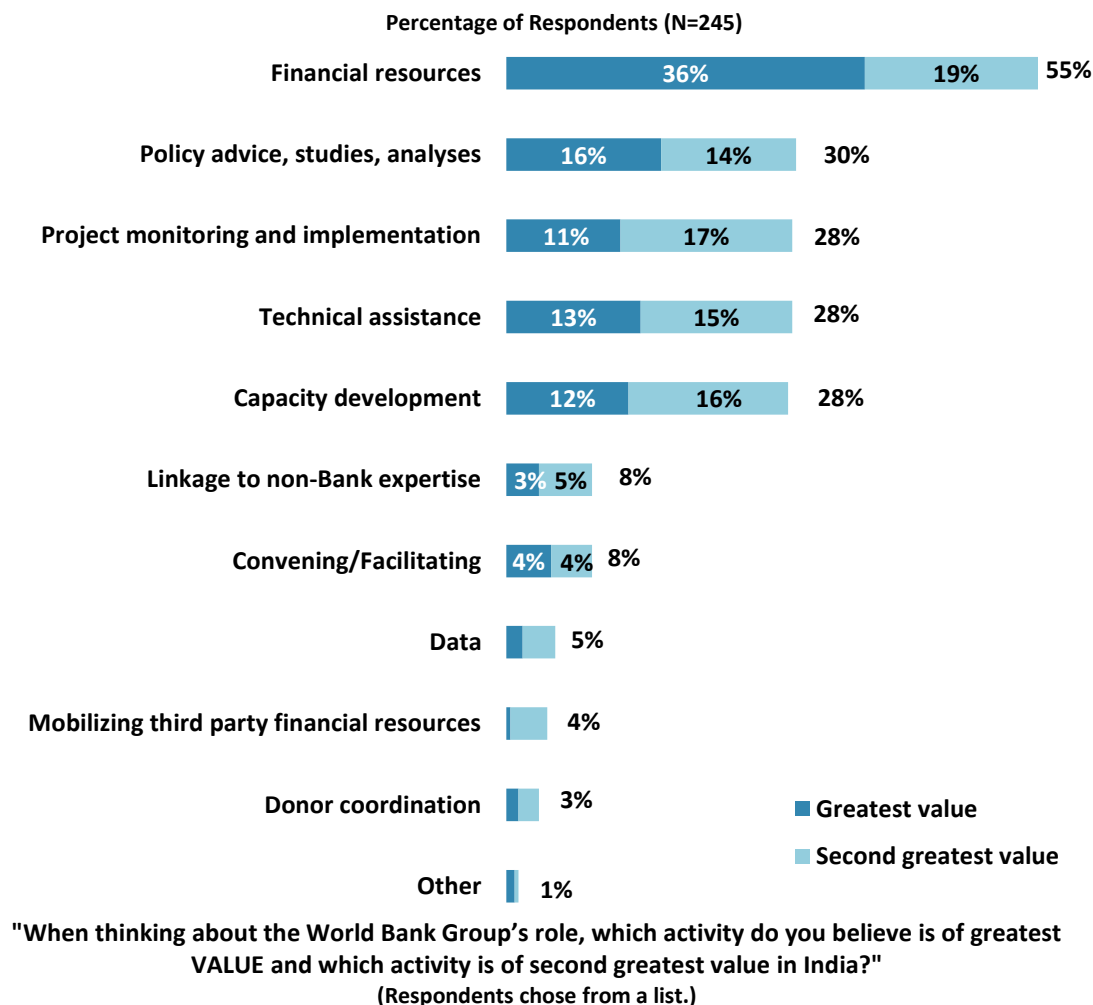
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty five indicator questions can be found in Appendices G and H.



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

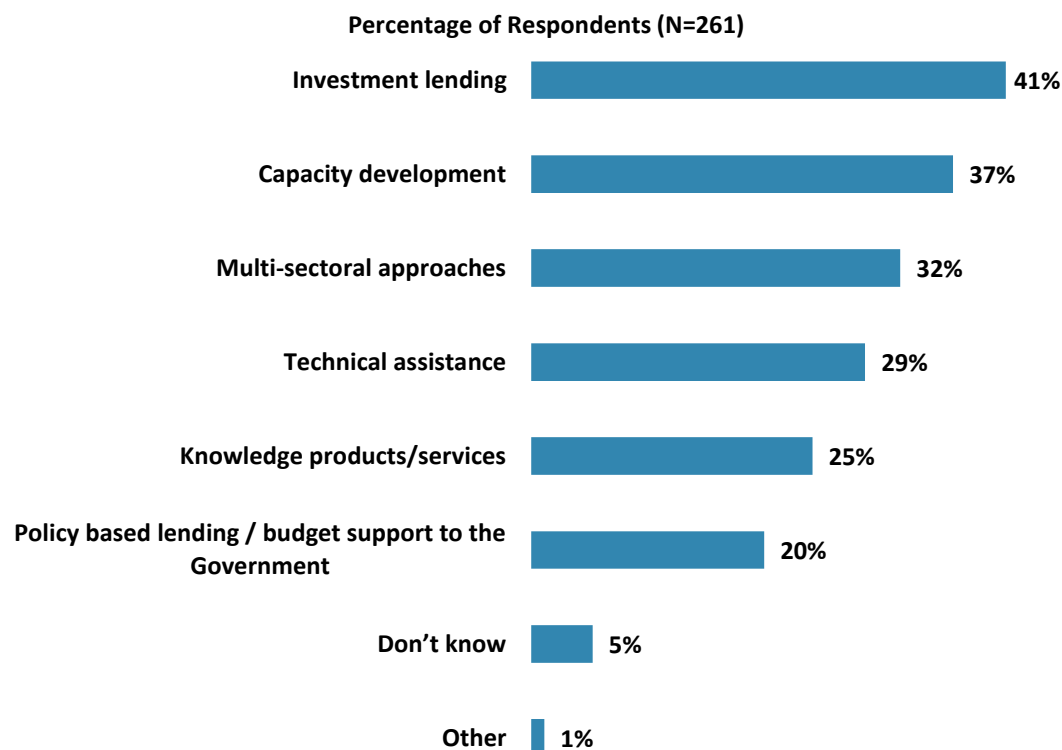
Greatest Value





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

Most Effective Instruments in Reducing Poverty

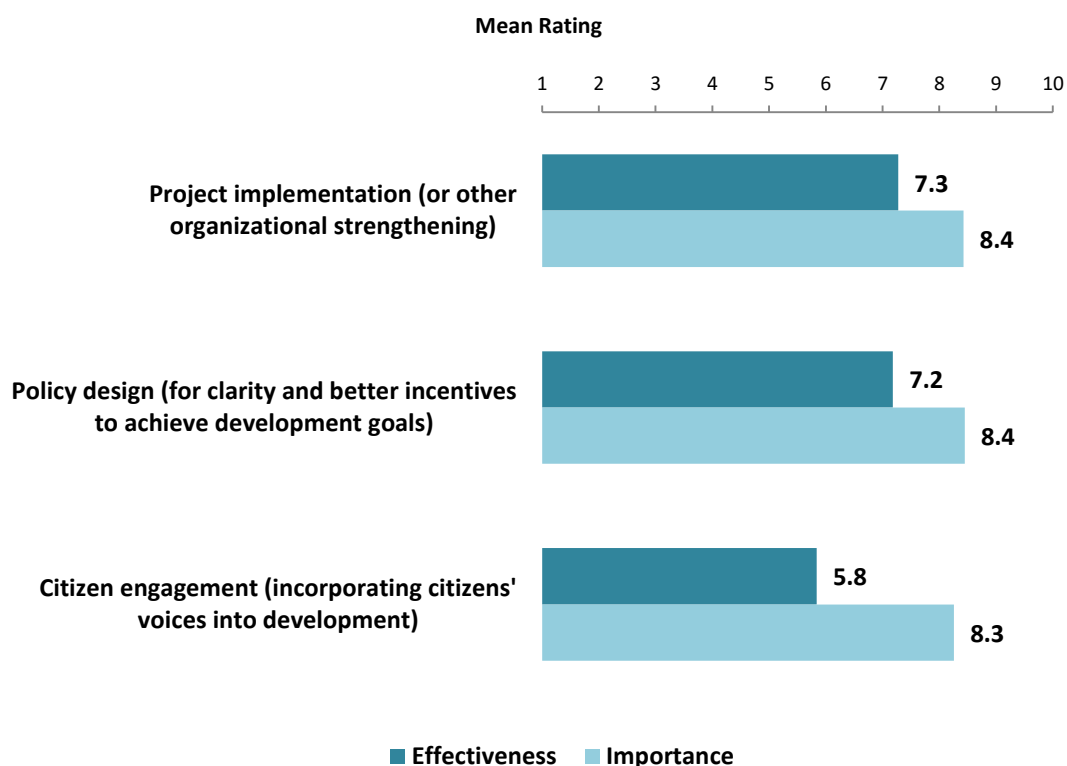


“Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India?"
(1 - "Not effective at all", 10 - "Very effective")

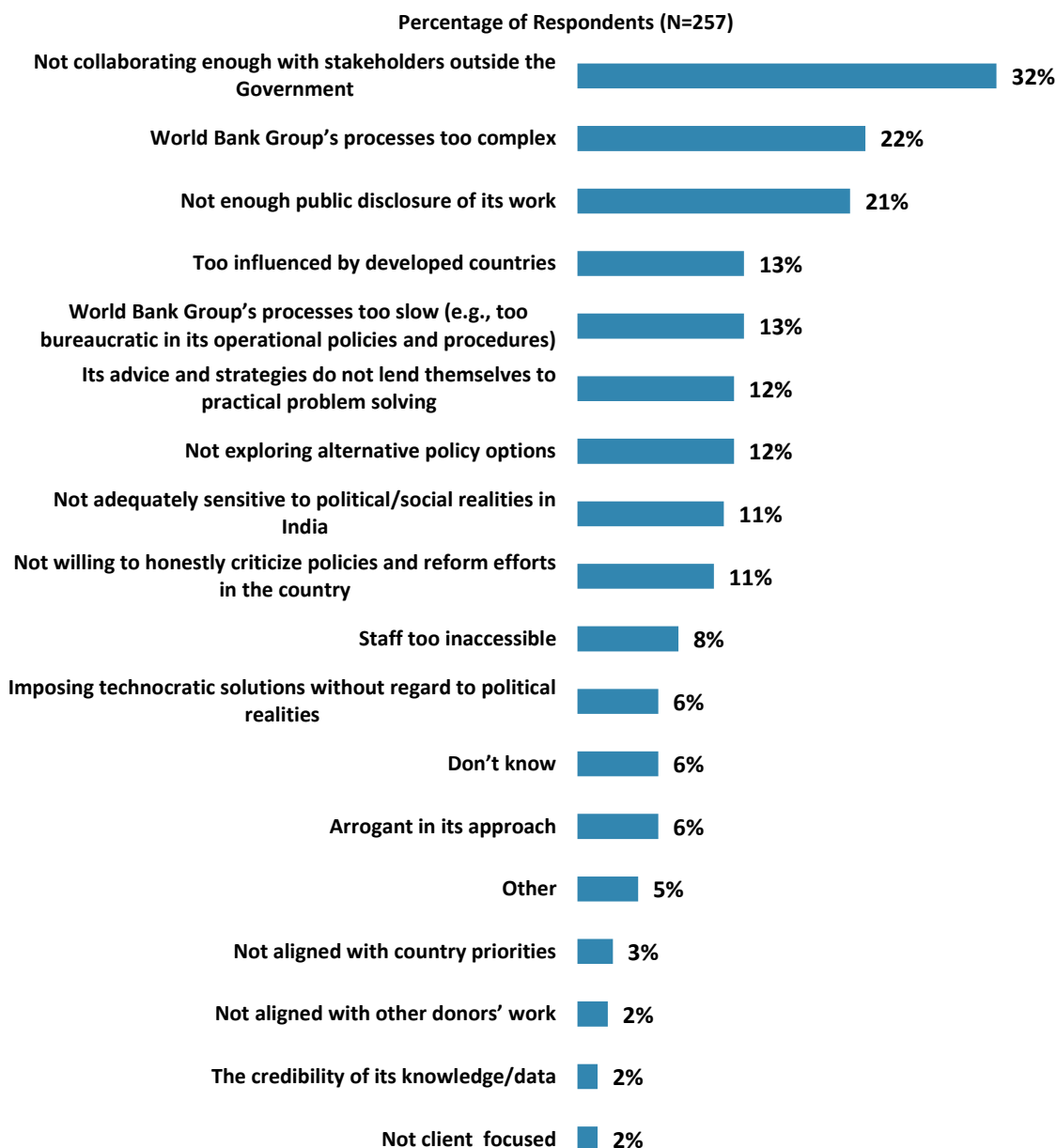
"When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank's greatest weaknesses in its work in India were "*too bureaucratic in its operational policies and procedures*" (27%) and "*too influenced by developed countries*" (27%).

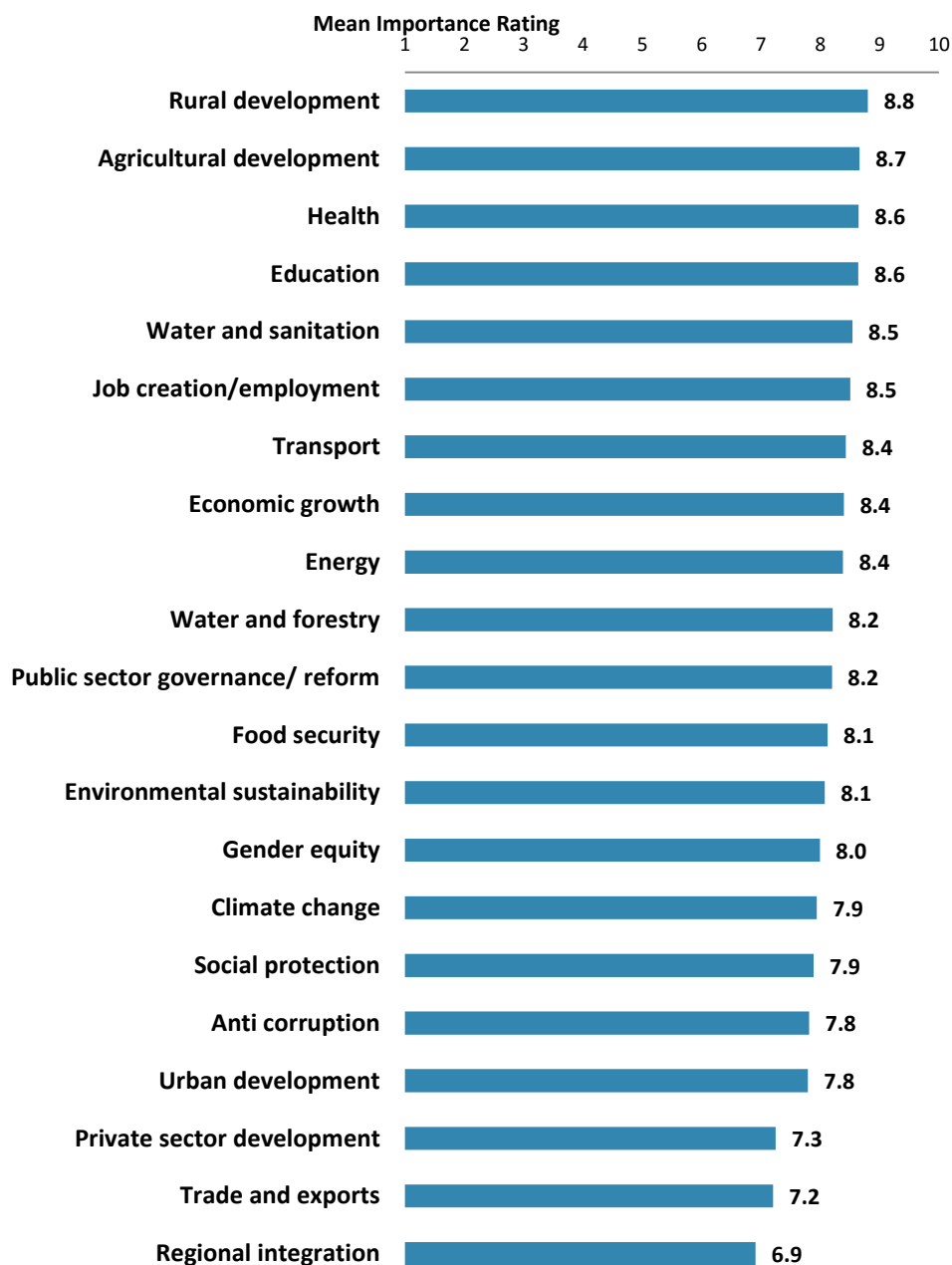


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

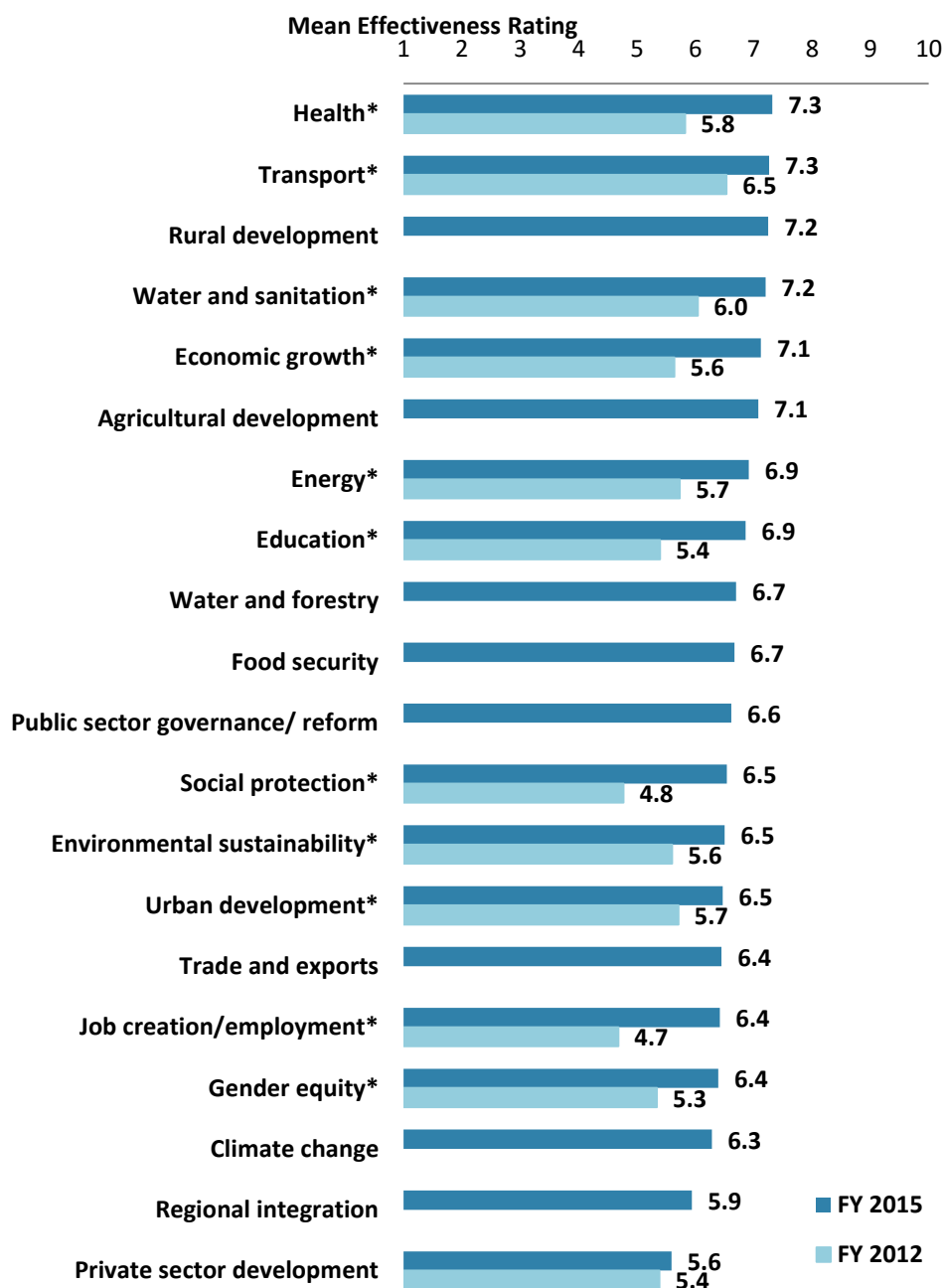


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



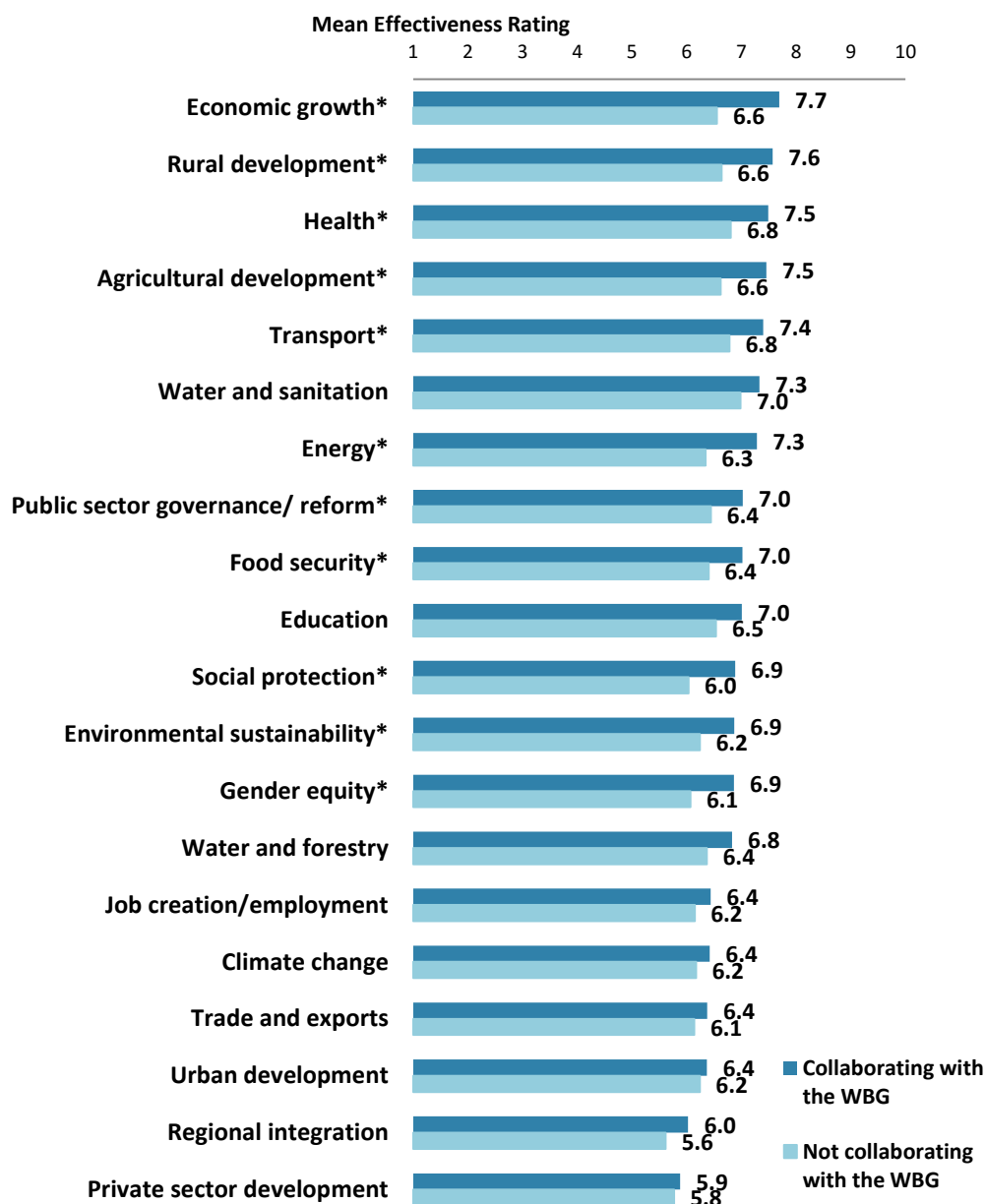
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

⁴All means presented in this chart are calculated based on weighted data. See Appendix F for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



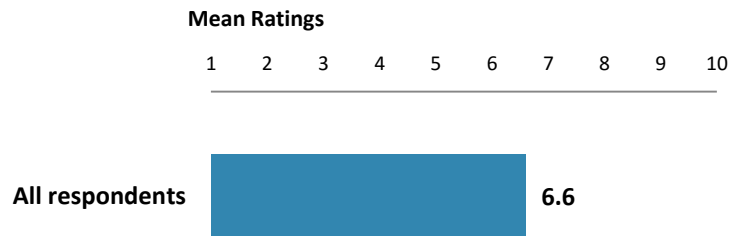
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 51) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. Please also note, all means presented in this chart were calculated based on un-weighted data.



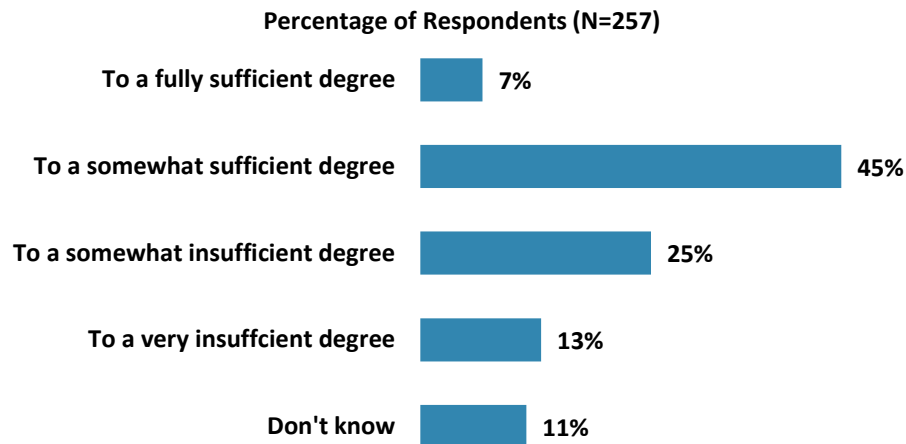
VI. Sectoral Importance and Effectiveness (continued)

WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India?"
(1-"to no degree at all", 10-"To a very significant degree")

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in India?" (Respondents chose from a list.)



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

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

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

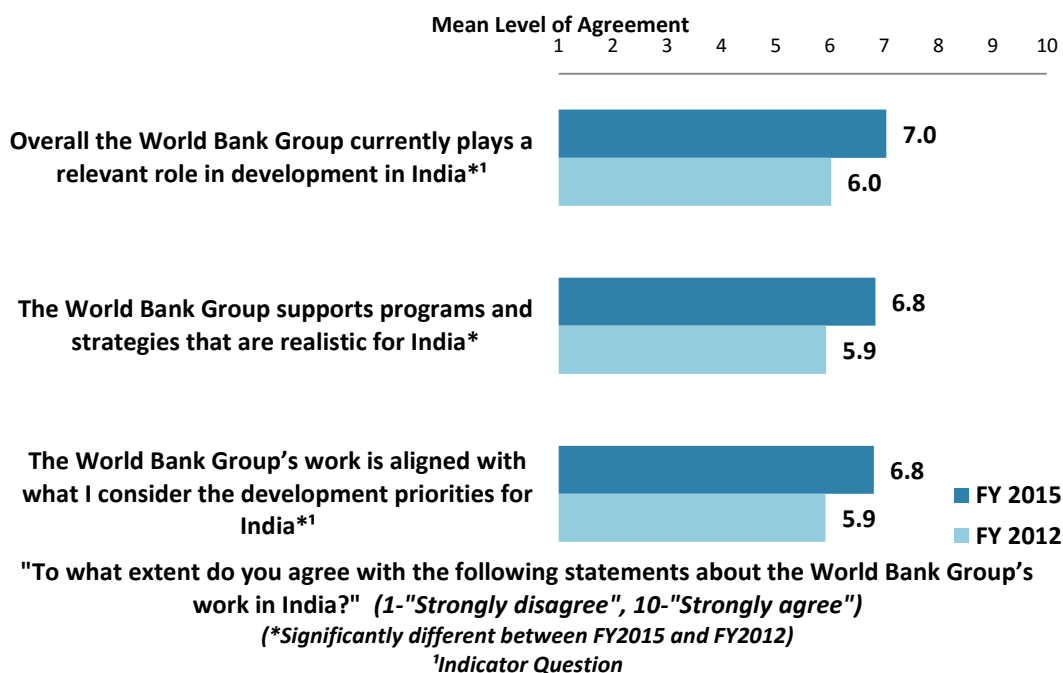
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in India. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at health;
 - The WBG's effectiveness at environmental sustainability; and
 - The WBG's effectiveness at urban development.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in India, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at economic growth; and
 - The WBG's effectiveness at agricultural development.



VII. How the World Bank Group Operates

The World Bank Group's Work in India: Year Comparison⁶

- **Year comparison:** Respondents in this year's country survey had significantly higher ratings for the following statements about the WBG's work in India than respondents in the FY12 country survey.

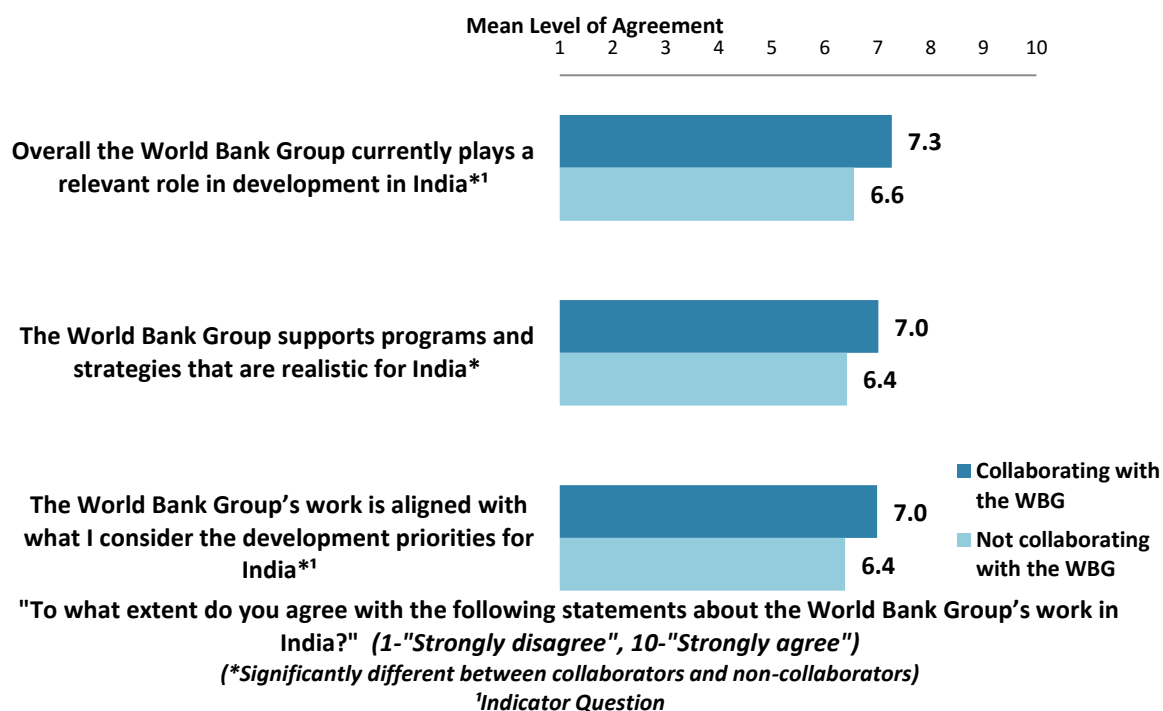


⁶ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in India: Collaboration⁷



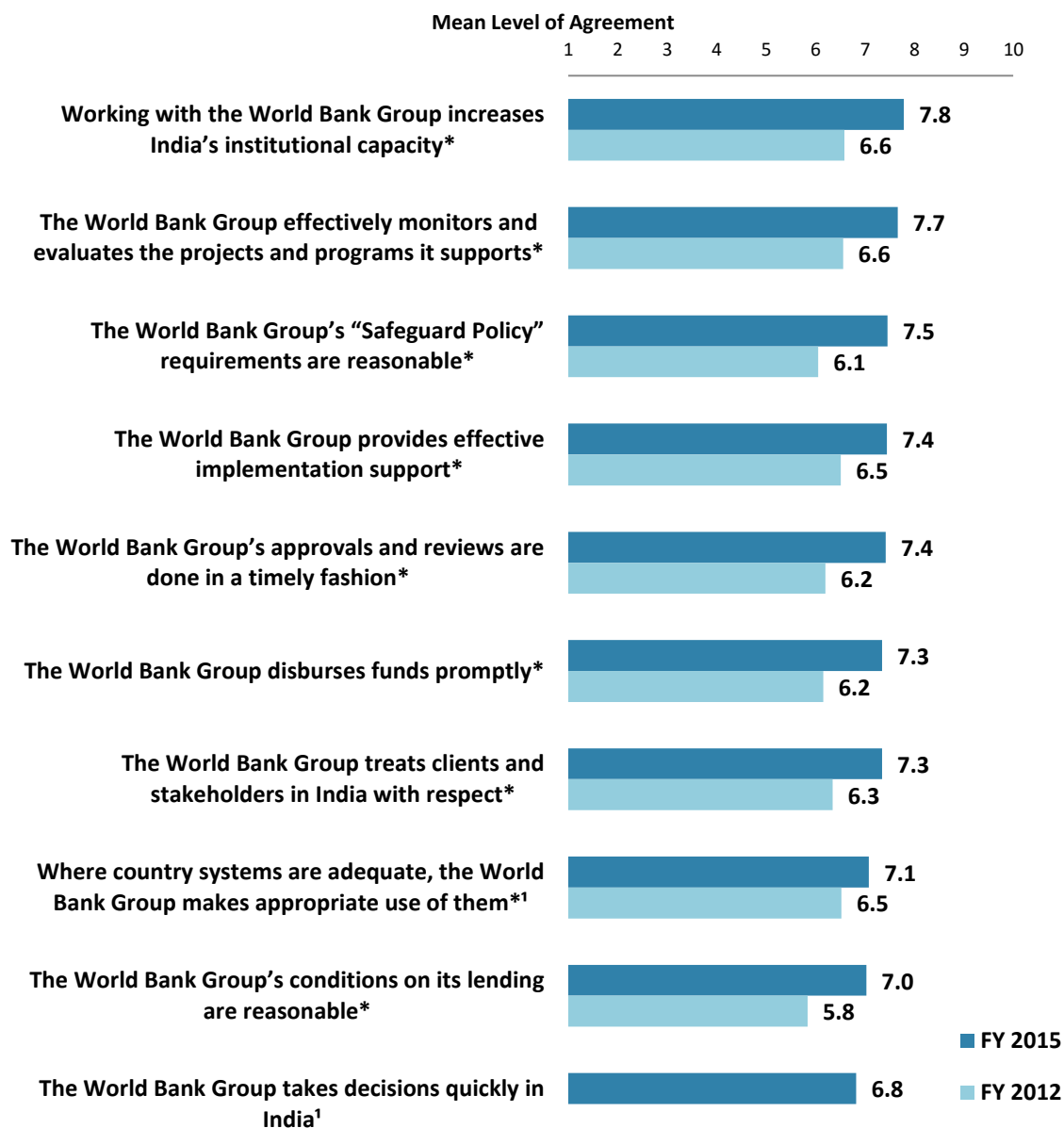
⁷ All means presented in this chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸

- **Year comparison:** Respondents in this year's country survey had significantly higher levels of agreement with a number of the following statements compared to respondents in the FY'12 country survey (see the chart below for details).



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2015 and FY 2012)

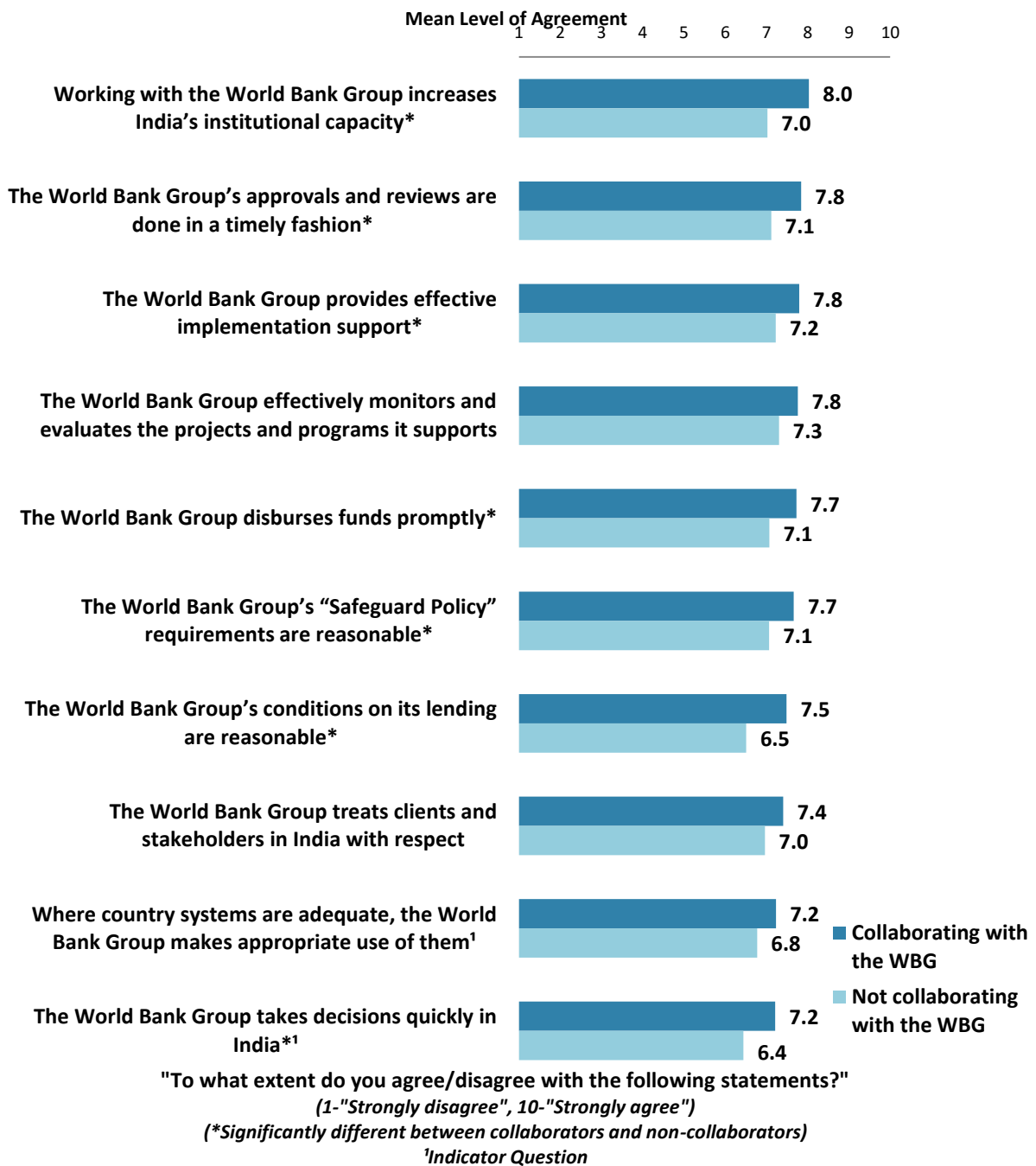
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration⁹



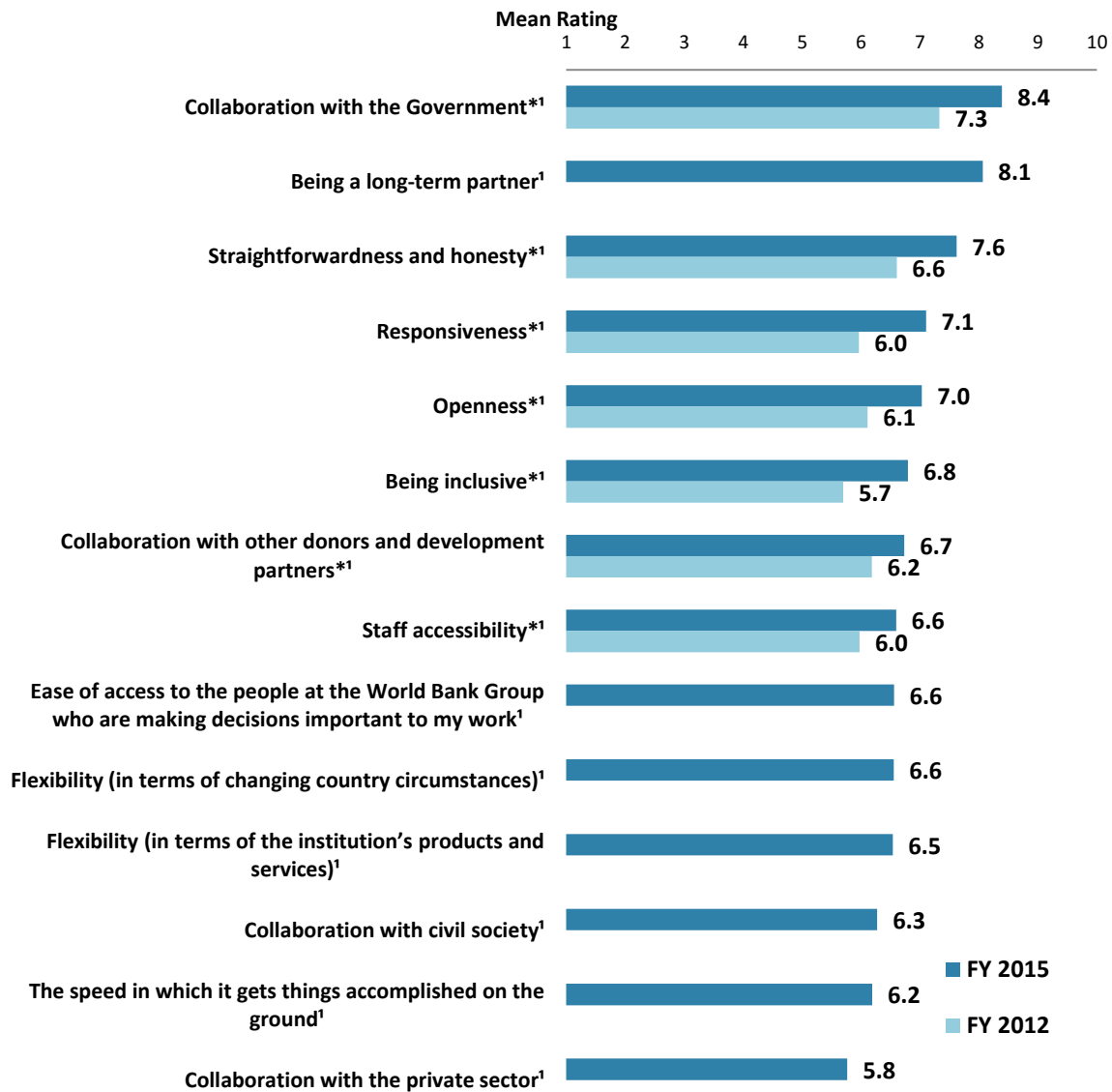
⁹ All means presented in this chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰

- **Year comparison:** As indicated in the chart below, respondents in this year's country survey gave significantly higher ratings for a number of qualities of the WBG as a development partner in India compared to respondents in the FY'12 country survey.



"To what extent is the World Bank Group an effective development partner in India, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY2015 and FY2012)

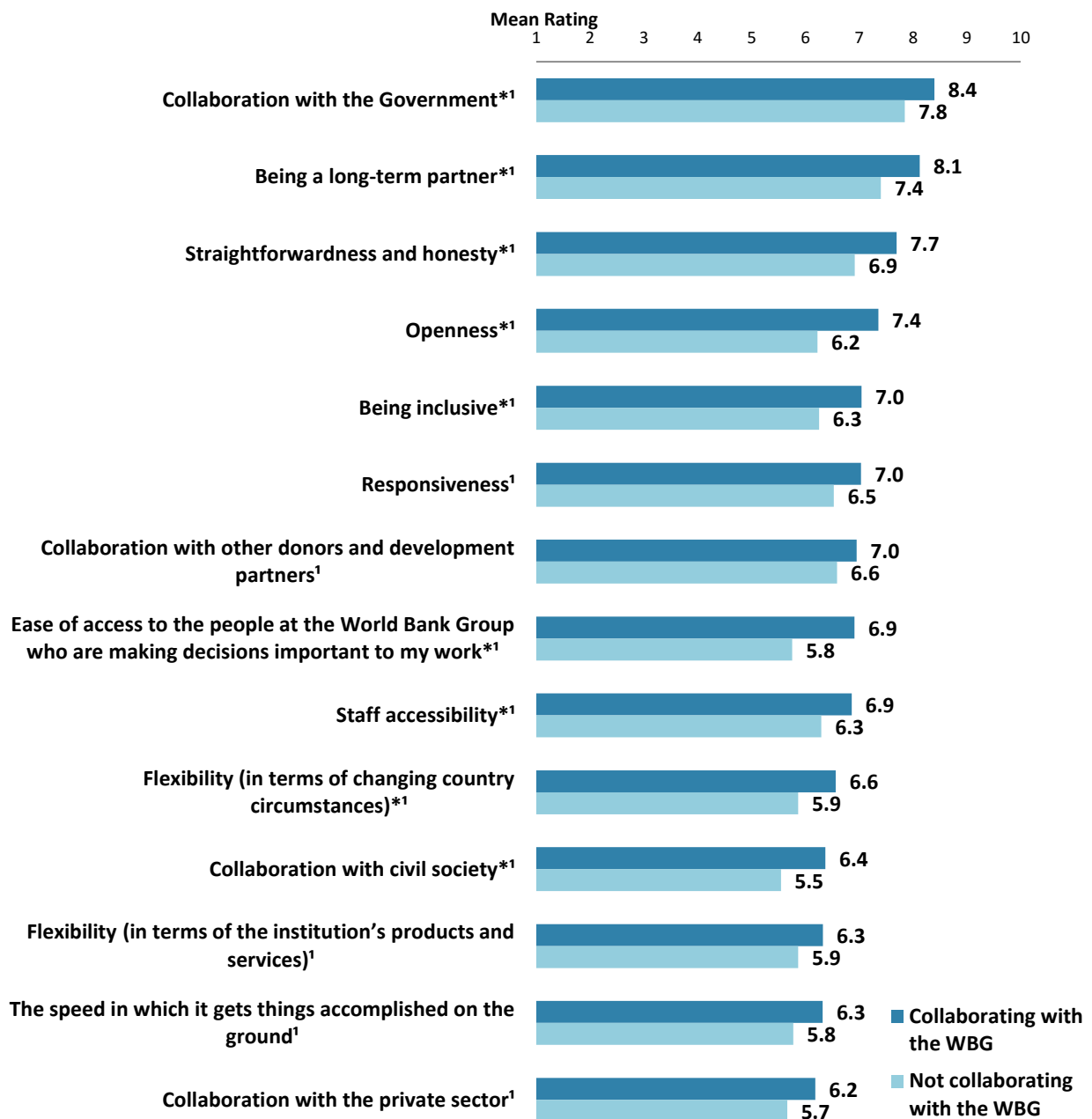
¹Indicator Question

¹⁰ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration ¹¹



"To what extent is the World Bank Group an effective development partner in India, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question

¹¹ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



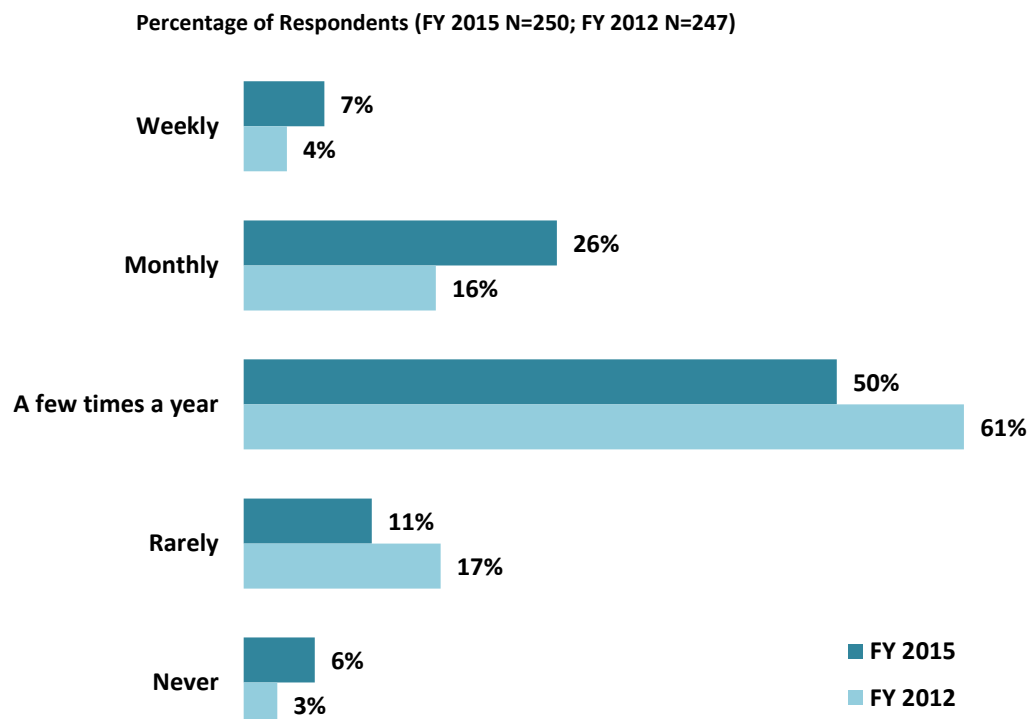
"To what extent do you believe the World Bank Group measures and corrects its work in real time in India?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹²

- **Year comparison:** Respondents in this year's country survey were significantly more likely to indicate that they consult WBG's knowledge work and activities "*weekly*" and "*monthly*" compared to respondents in the FY'12 country survey.



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

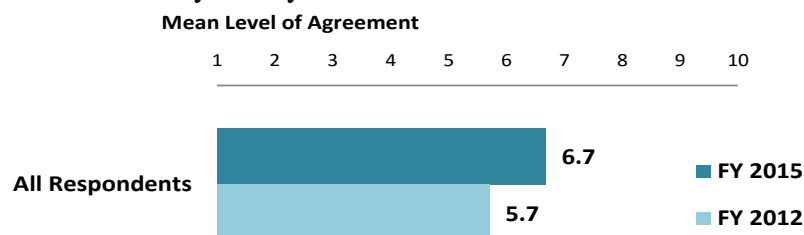
¹²All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix F for more details on weighting.



VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting India's Knowledge Needs¹³ (Indicator Question)

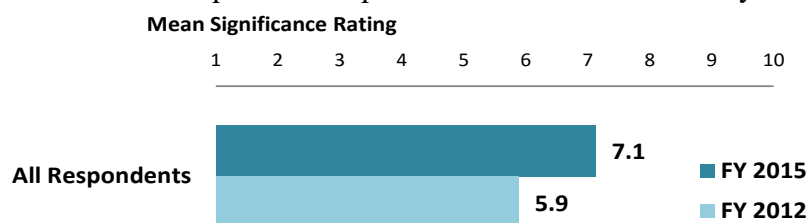
- **Year comparison:** Respondents in this year's country survey had significantly higher levels of agreement that the WBG meets India's needs for knowledge service compared to respondents in the FY'12 country survey.



"The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

Contribution of the WBG's Knowledge Work and Activities (Indicator Question)

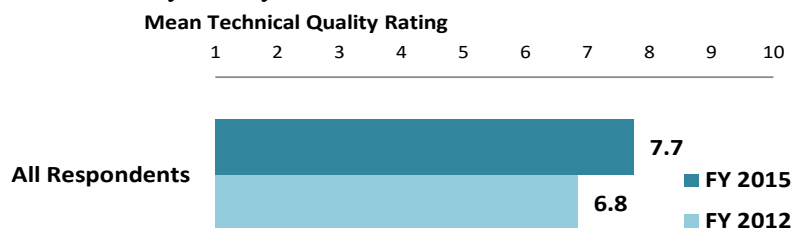
- **Year comparison:** Respondents in this year's country survey had significantly higher ratings for the level of contribution the WBG's knowledge work and activities make to the development results in India compared to respondents in the FY'12 country survey.



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?" (1-"Not significant at all", 10-"Very significant")

Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)

- **Year comparison:** Respondents in this year's country survey had significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents in the FY'12 country survey.



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

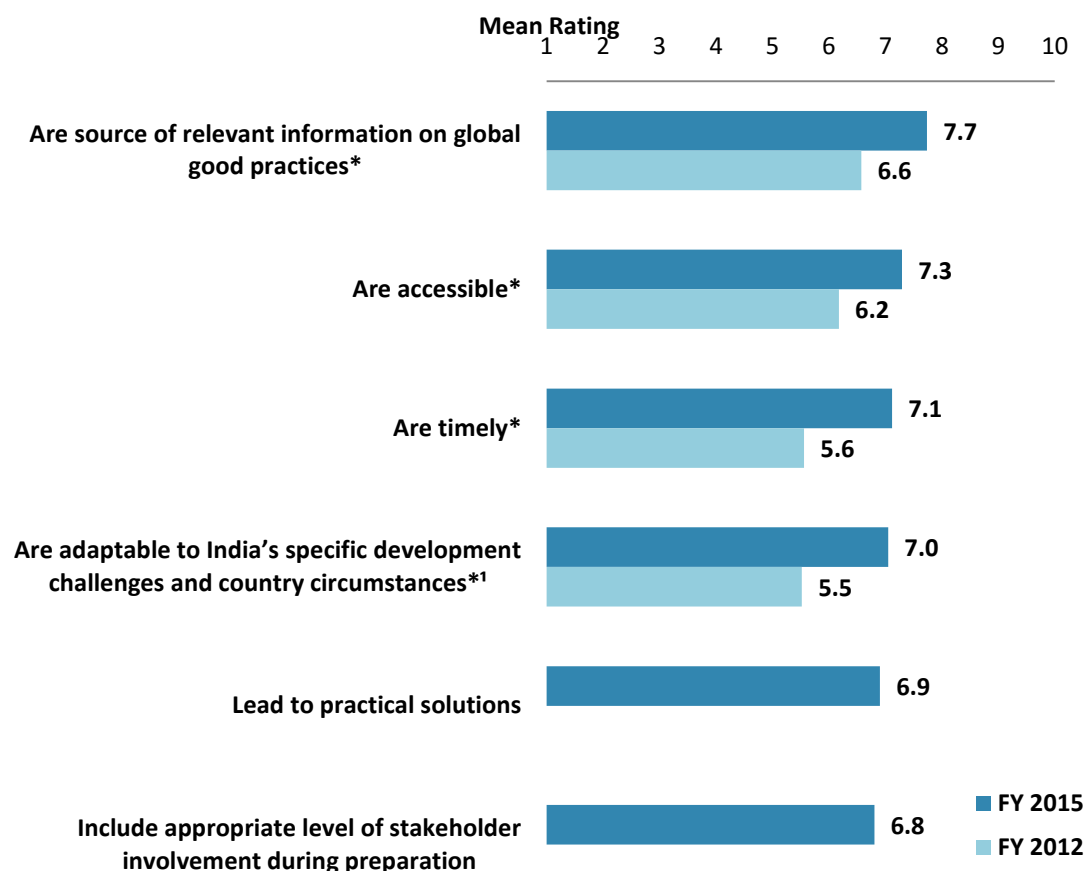
¹³All means in the charts on this page were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities¹⁴

- **Year comparison:** As indicated in the chart below, respondents in this year's country survey gave significantly higher ratings for a number of qualities of the WBG's knowledge work and activities compared to respondents in the FY'12 country survey.



"In India, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2015 and FY 2012)

¹Indicator Question

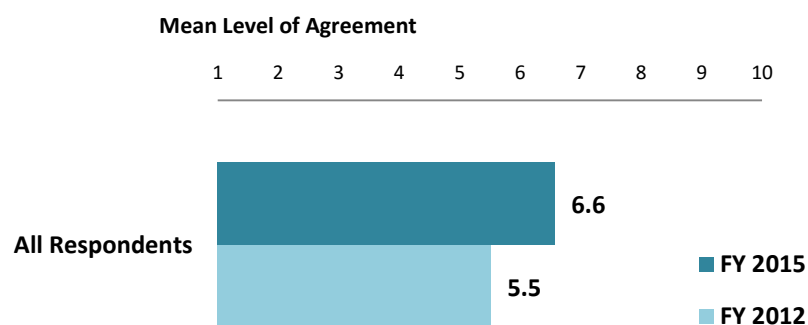
¹⁴All means in this chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting India's Needs for Financial Instruments¹⁵ (*Indicator Question*)

- **Year comparison:** Respondents in this year's country surveys had significantly higher levels of agreement that the World Bank Group's financial instruments meet India's needs compared to respondents in the FY'12 country survey.



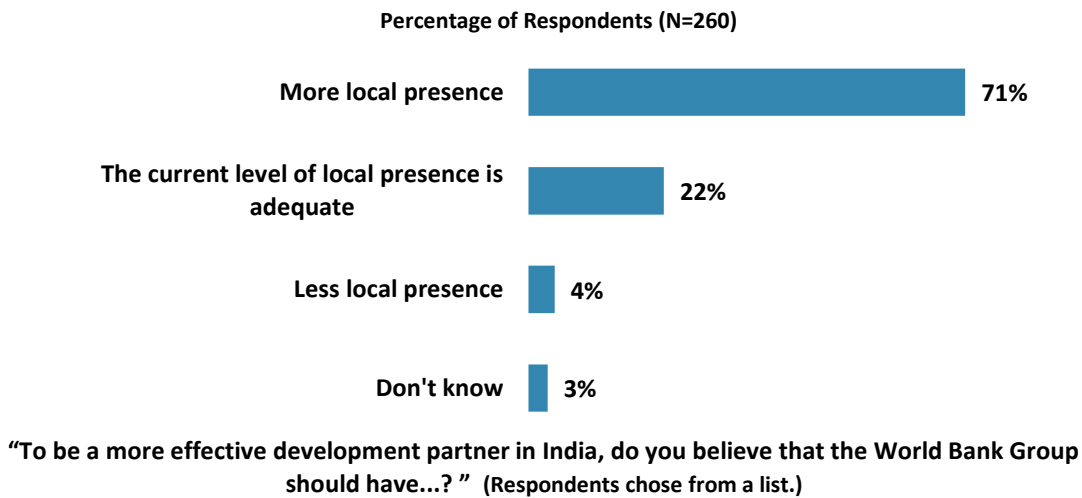
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India."
(1-"Strongly disagree", 10-"Strongly agree")

¹⁵ Means in this chart were calculated based on weighted data.

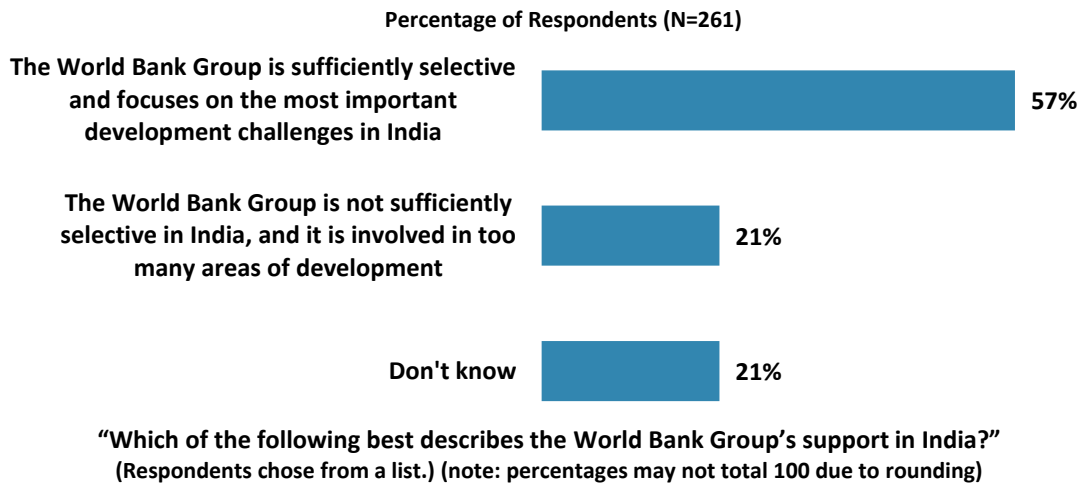


IX. The Future Role of the World Bank Group in India

The World Bank Group's Local Presence in India



Selectivity of the World Bank Group's Support

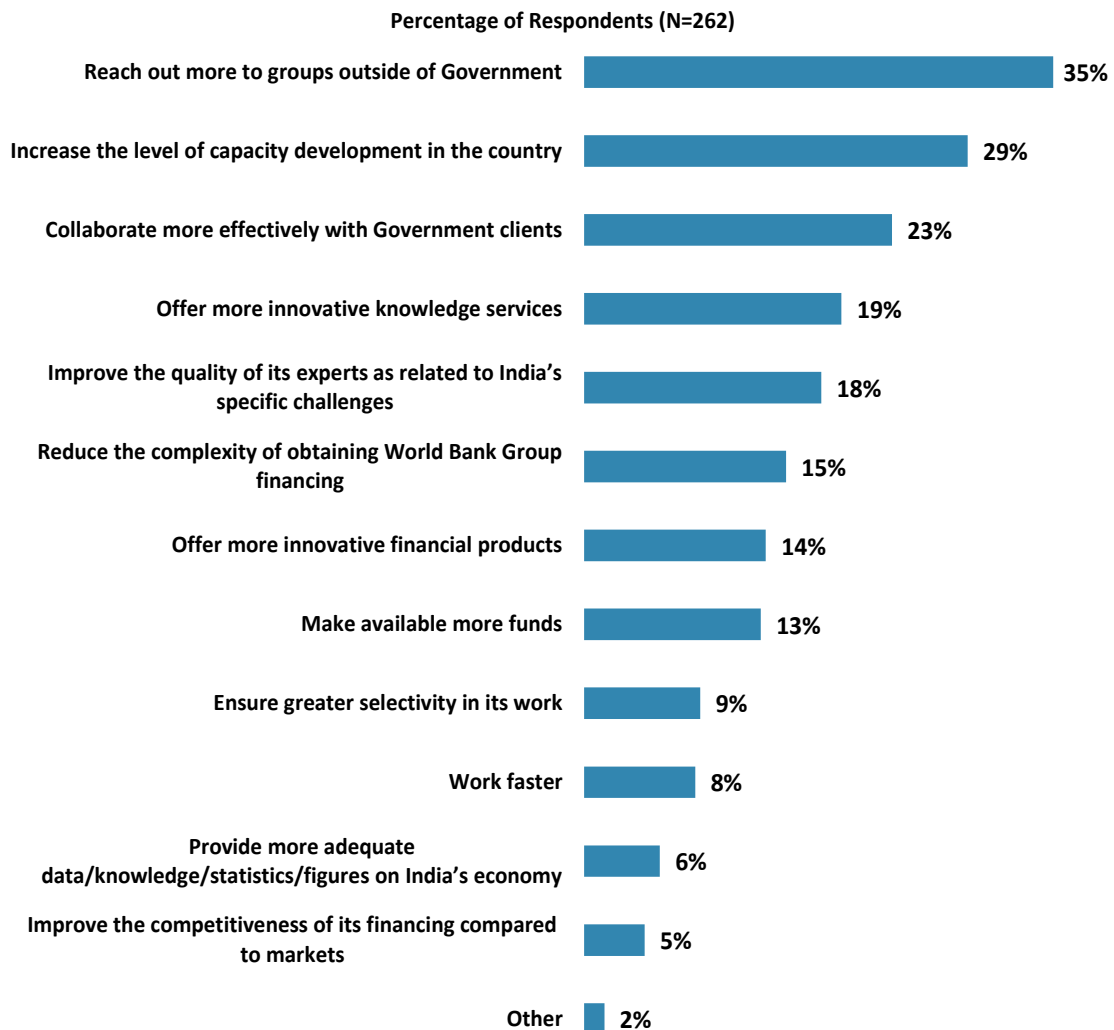




IX. The Future Role of the WBG in India (continued)

Making the World Bank Group of Greater Value

- **Collaboration:** This year's respondents who do not collaborate with the WBG were significantly more likely to indicate that the WBG should "*reach out more to groups outside of Government*" compared to those respondents who collaborate with the WBG.
- **Stakeholder groups:** It is worth mentioning that respondents from CSOs and media were significantly more likely to indicate that the WBG should "*reach out more to groups outside of Government*" than respondents from other stakeholder groups.



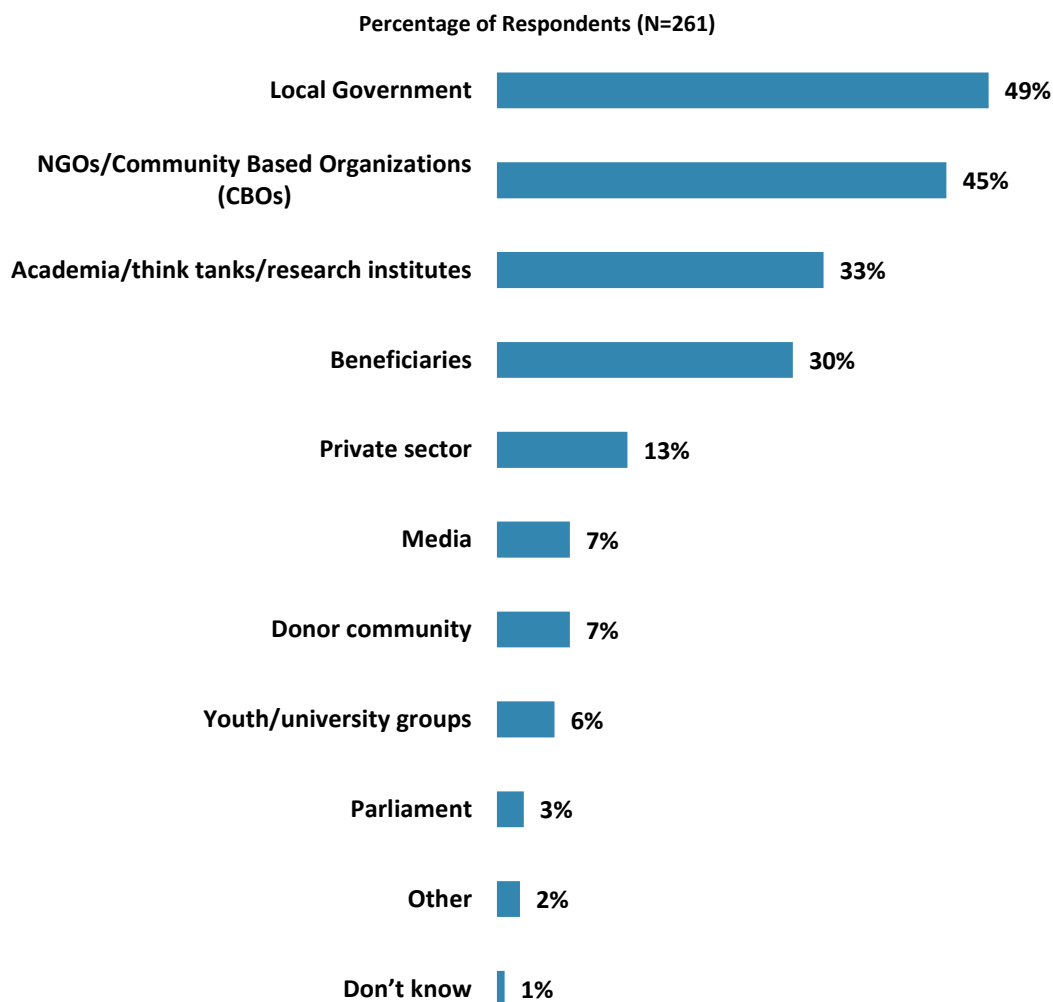
"Which of the following SHOULD the World Bank Group do to make itself of greater value in India?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank should work more with “*local governments*” (48%) to ensure better development results in India.



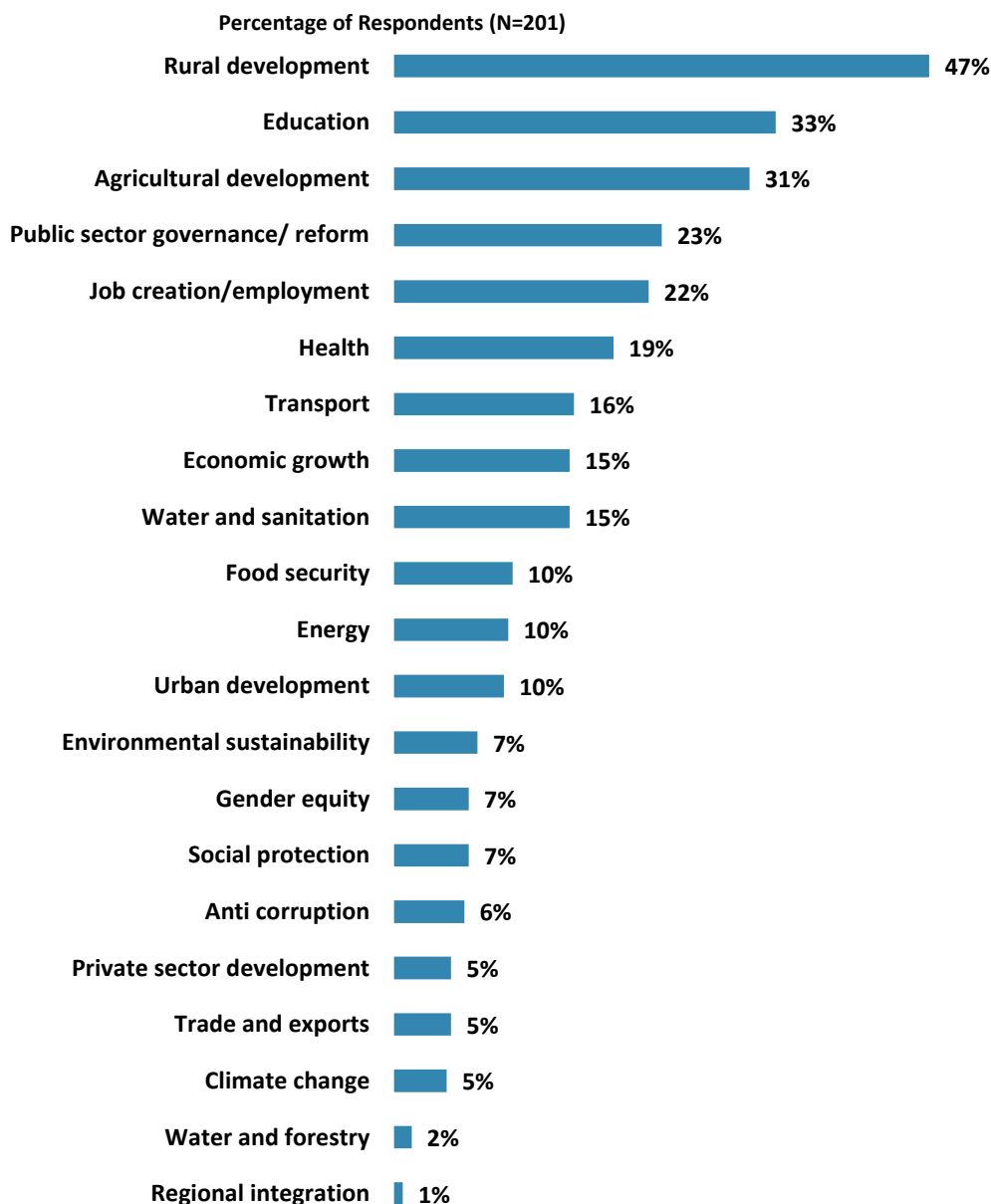
"In addition to the regular relations with the national government, which **TWO** of the following groups should the World Bank Group collaborate with more in your country ?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank should focus its resources on “*rural development/agricultural development/food security*” (52%), “*education*” (32%), and “*governance/ anti-corruption/ law and justice*” (26%).

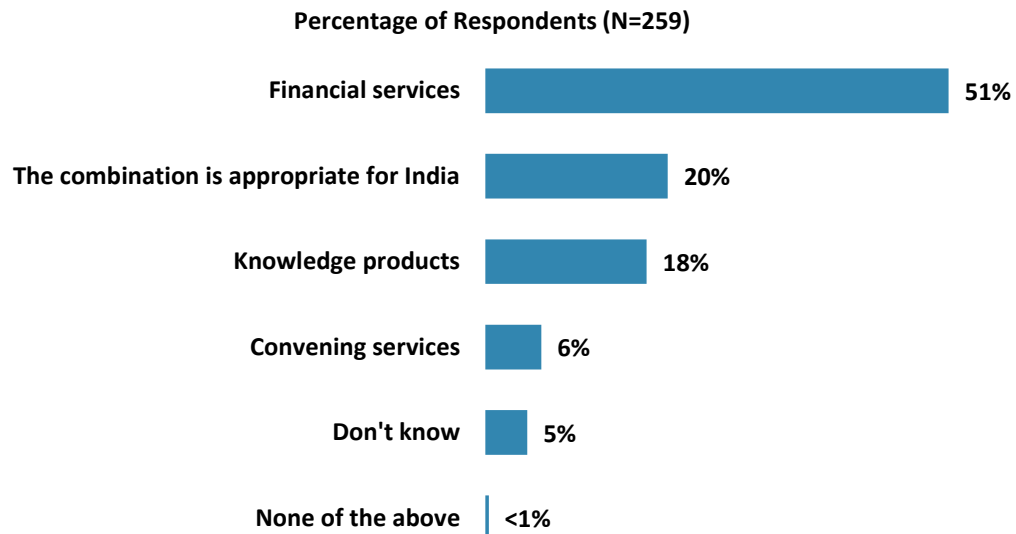


“When thinking about how the World Bank Group can have the most impact on development results in India, in which sectoral areas do you believe the WBG should focus most of its attention and resources in India? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in India?"

(Respondents chose from a list.) (note: percentages may not total 100 due to rounding)

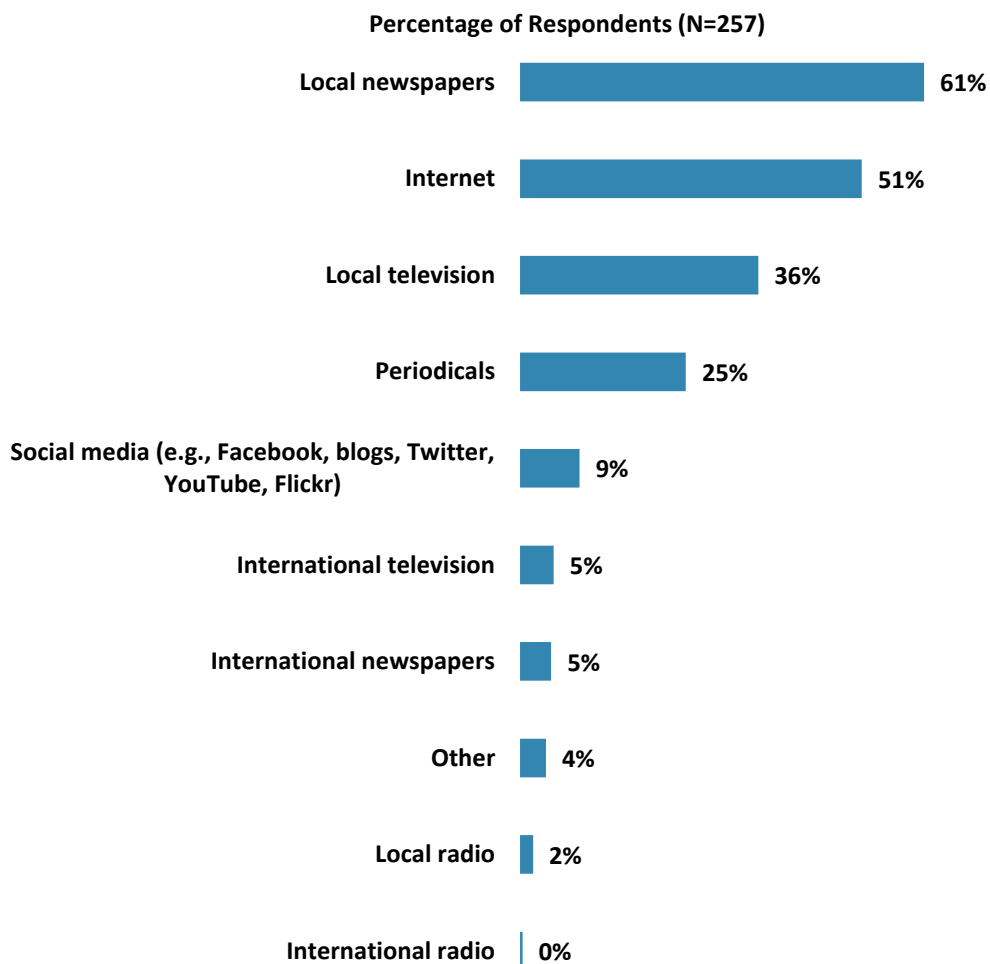


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 64) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'12 country survey indicated that they got most of their information about economic and social development issues in India from “*local newspapers*” (76%) and “*the Internet*” (47%).



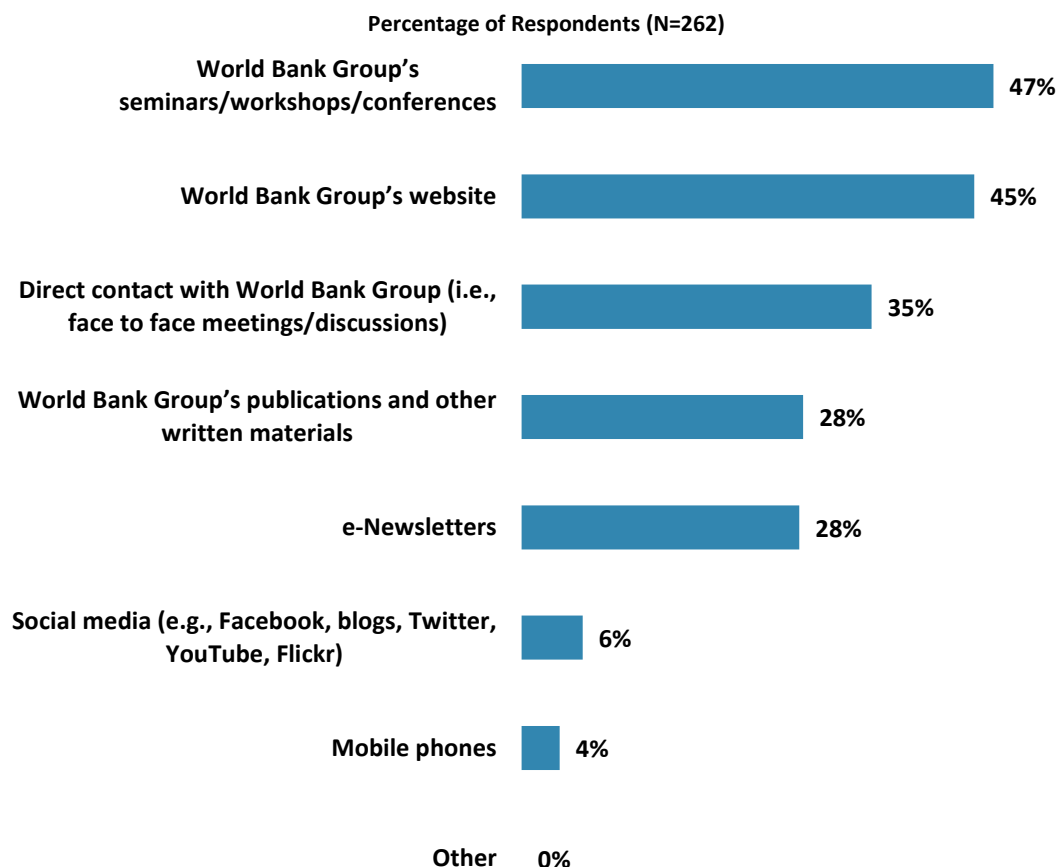
"How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 country survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (50%) and “*World Bank seminar/workshops/conferences*” (40%).



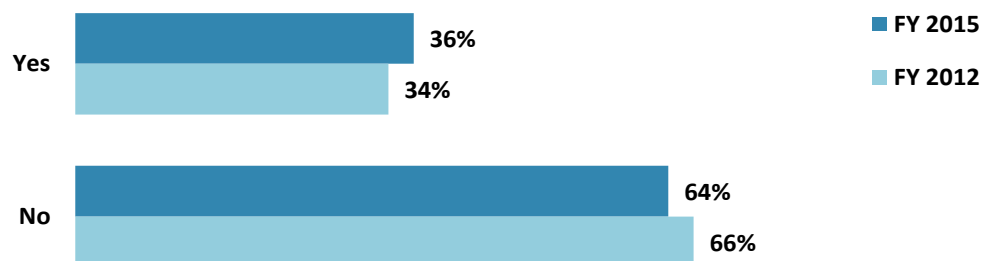
"How would you prefer to obtain information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

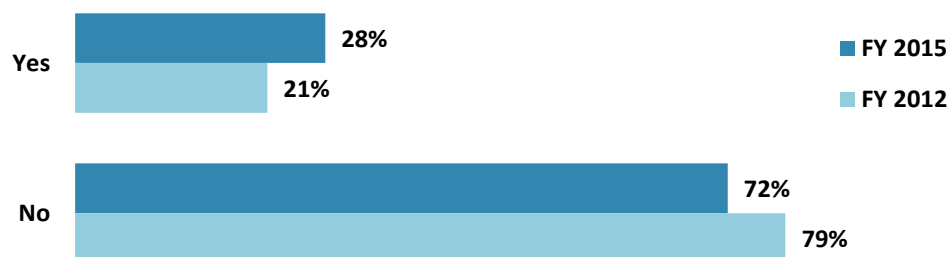
Access to Information¹⁶

Percentage of Respondents (FY 2015 N=245; FY 2012 N=244)



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

Percentage of Respondents (FY 2015 N=231; FY 2012 N=244)



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

Percentage of Respondents (FY 2015 N=63; FY 2012 N=52)



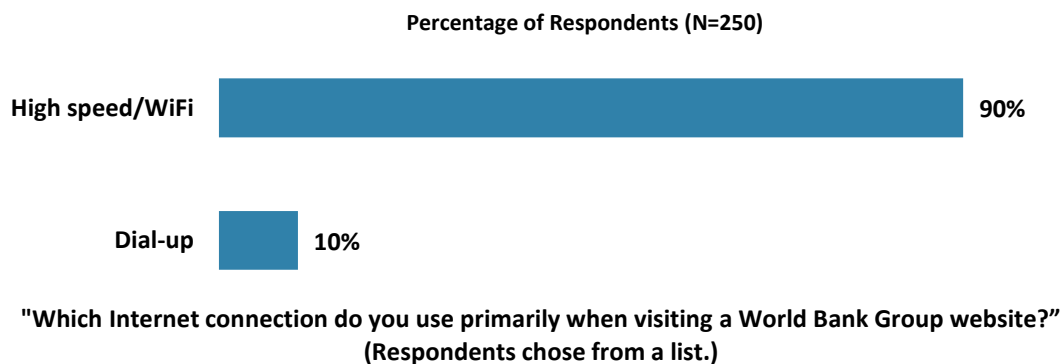
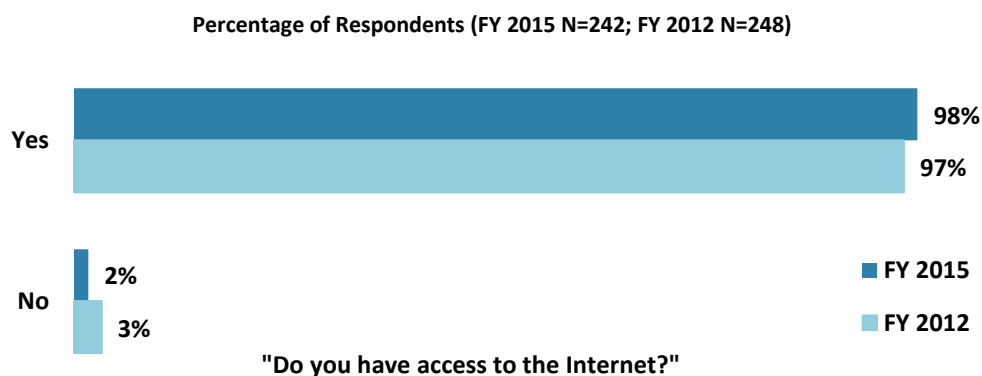
"Were you able to obtain this information?"

¹⁶All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁷

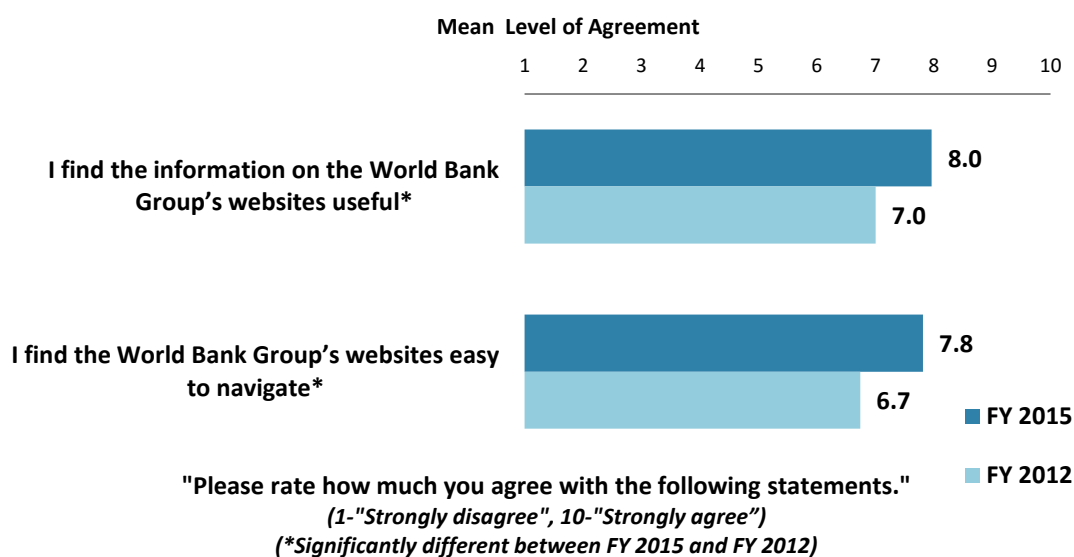
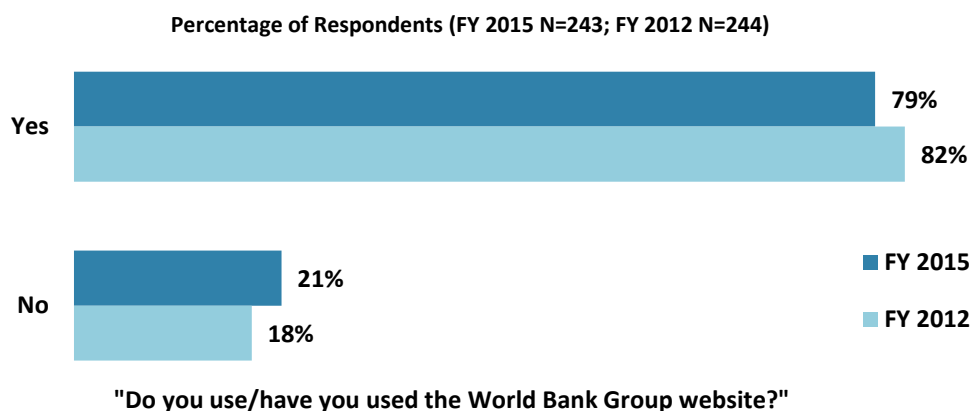


¹⁷ Percentages presented in this chart were calculated based on weighted data.



X. Communication and Outreach (continued)

WBG Website Usage¹⁸

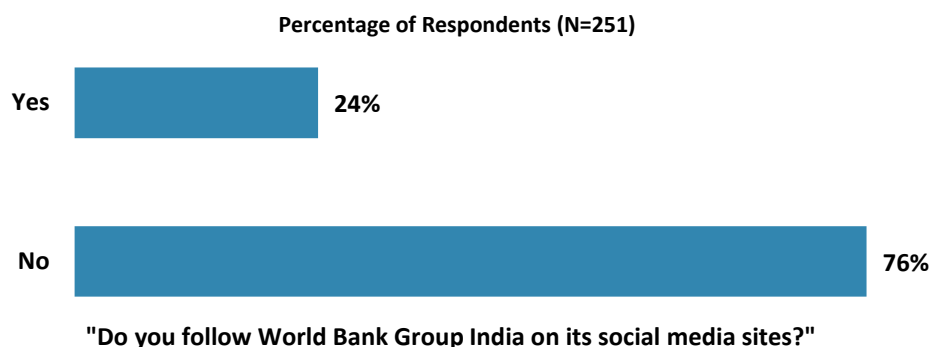


¹⁸ All percentages and means presented in the charts on this page were calculated based on weighted data.

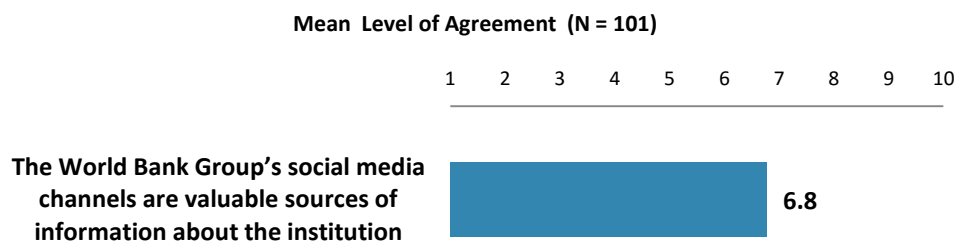


X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels



Evaluation of the WBG's Social Media Channels

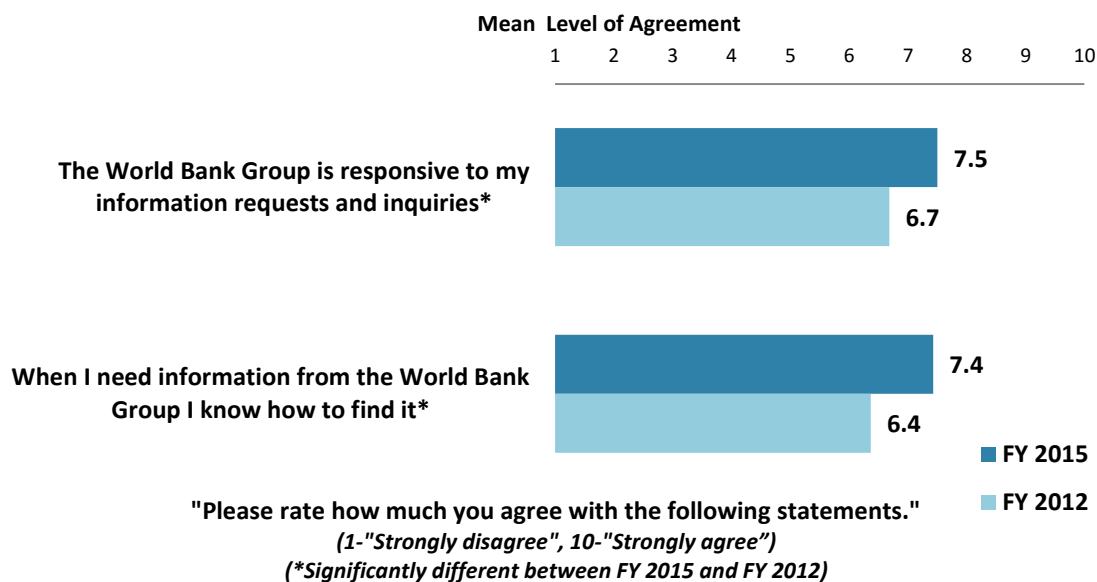


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁹



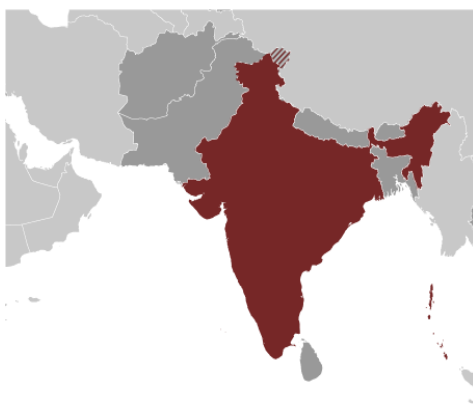
¹⁹ Means in the chart were calculated based on weighted data.



XI. Appendices

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India





Appendix A: Responses to All Questions across All Respondents (N=263)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing India

1. In general would you say that India is headed in ... ?	Percentage of Respondents (N=256)
The right direction	77.0%
The wrong direction	4.7%
Not sure	18.4%

2. Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=258)
Education	31.0%
Job creation/employment	29.1%
Agricultural development	29.1%
Rural development	27.9%
Public sector governance/ reform	25.6%
Health	21.7%
Food security	17.8%
Economic growth	17.4%
Water and sanitation	16.7%
Anti corruption	12.0%
Environmental sustainability	10.9%
Energy	10.1%
Urban development	8.5%
Gender equity	8.1%
Social protection	7.4%
Transport	7.0%
Water and forestry	5.8%
Climate change	4.3%
Private sector development	3.5%
Trade and exports	1.6%
Regional integration	0.8%

**A. General Issues Facing India (continued)**

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 India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=257)
Rural development	44.4%
Education	43.6%
Job creation/employment	40.1%
Economic growth	33.9%
Agricultural development	33.1%
Public sector governance/ reform	16.7%
Anti corruption	11.7%
Gender equity	10.9%
Health	8.6%
Social protection	8.6%
Food security	8.2%
Private sector development	7.0%
Transport	6.6%
Water and sanitation	5.4%
Urban development	5.4%
Trade and exports	3.5%
Energy	3.5%
Regional integration	1.9%
Environmental sustainability	1.6%
Climate change	1.6%
Water and forestry	0.8%

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=253)
Better opportunity for the poor who live in rural areas	29.2%
Better employment opportunities for young people	26.9%
Education and training that better ensure job opportunity	26.1%
Greater access to finance for the poor	17.4%
Consistent economic growth	16.6%
Focus on development in lagging states in India	14.6%
Better entrepreneurial opportunities	14.2%
Better employment opportunities for women	10.7%
Greater voice and participation for citizens to help ensure greater accountability	9.9%
Greater access to health and nutrition for citizens	8.3%
Better quality public services	7.5%
More reliable social safety net	6.3%
Better opportunity for the poor who live in urban areas	4.7%
A growing middle class	3.6%
Other	0.8%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in India? (1-Not familiar at all, 10-Extremely familiar)	258	0	6.78	2.04

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in India? (1-Not effective at all, 10-Very effective)	245	17	7.00	2.00

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help India solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	231	30	7.18	1.97

4. When thinking about how the World Bank Group can have the most impact on development results in India, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=201)
Rural development	46.9%
Education	33.5%
Agricultural development	31.2%
Public sector governance/ reform	23.5%
Job creation/employment	22.3%
Health	19.2%
Transport	15.8%
Economic growth	15.4%
Water and sanitation	15.4%
Food security	10.4%
Energy	10.0%
Urban development	9.6%
Environmental sustainability	7.3%
Gender equity	6.5%
Social protection	6.5%
Anti corruption	6.2%
Private sector development	5.0%
Trade and exports	5.0%
Climate change	4.6%
Water and forestry	1.5%
Regional integration	0.8%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?	Percentage of Respondents (N=245)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	35.9%	18.9%	54.8%
Policy advice, studies, analyses	15.5%	13.5%	29.0%
Project monitoring and implementation	11.4%	17.2%	28.6%
Technical assistance	13.5%	15.2%	28.6%
Capacity development	12.2%	16.0%	28.2%
Linkage to non-Bank expertise	3.3%	5.3%	8.6%
Convening/Facilitating	4.5%	4.1%	8.6%
Data	1.6%	3.3%	4.9%
Mobilizing third party financial resources	0.4%	3.7%	4.1%
Donor coordination	1.2%	2.0%	3.3%
Other	0.8%	0.4%	1.2%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	219	41	7.27	1.85
7. Citizen engagement (incorporating citizens' voices into development)	199	60	5.84	2.34
8. Policy design (for clarity and better incentives to achieve development goals)	218	41	7.18	2.15

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	228	31	8.43	1.81
10. Citizen engagement (incorporating citizens' voices into development)	213	45	8.26	1.91
11. Policy design (for clarity and better incentives to achieve development goals)	224	35	8.45	1.72

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=257)
Not collaborating enough with stakeholders outside the Government	32.3%
World Bank Group's processes too complex	22.2%
Not enough public disclosure of its work	21.0%
Too influenced by developed countries	12.8%
World Bank Group's processes too slow	12.8%
Its advice and strategies do not lend themselves to practical problem solving	12.1%
Not exploring alternative policy options	12.1%
Not adequately sensitive to political/social realities in India	11.3%
Not willing to honestly criticize policies and reform efforts in the country	10.5%
Staff too inaccessible	7.8%
Imposing technocratic solutions without regard to political realities	6.2%
Don't know	6.2%
Arrogant in its approach	6.2%
Other	4.7%
Not aligned with country priorities	2.7%
Not aligned with other donors' work	2.3%
The credibility of its knowledge/data	1.6%
Not client focused	1.6%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=261)
Investment lending	41.4%
Capacity development	36.8%
Multi-sectoral approaches	32.2%
Technical assistance	29.1%
Knowledge products/services	24.5%
Policy based lending / budget support to the Government	20.3%
Don't know	5.4%
Other	1.1%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Choose only ONE response)	Percentage of Respondents (N=257)
To a fully sufficient degree	6.6%
To a somewhat sufficient degree	44.7%
To a somewhat insufficient degree	24.5%
To a very insufficient degree	12.8%
Don't know	11.3%

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=261)
Local Government	49.0%
NGOs/Community Based Organizations (CBOs)	44.8%
Academia/think tanks/research institutes	32.6%
Beneficiaries	29.5%
Private sector	13.0%
Media	7.3%
Donor community	7.3%
Youth/university groups	5.7%
Parliament	2.7%
Other	2.3%
Don't know	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in India? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in India*	250	10	6.91	1.94
17. The World Bank Group's work is aligned with what I consider the development priorities for India*	244	16	6.70	1.97
18. The World Bank Group supports programs and strategies that are realistic for India	248	10	6.71	1.98
19. The World Bank Group treats clients and stakeholders in India with respect	239	21	7.19	2.01

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

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	227	29	6.79	2.08
21. Flexibility (in terms of the institution's products and services)*	226	31	6.12	1.98
22. Flexibility (in terms of changing country circumstances)*	211	44	6.24	1.95
23. Being inclusive*	218	33	6.67	1.93
24. Openness*	234	24	6.83	2.13
25. Staff accessibility*	229	26	6.60	2.06
26. Straightforwardness and honesty*	218	37	7.33	2.01
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	213	42	6.41	2.26
28. Collaboration with civil society*	222	33	5.98	2.29
29. Collaboration with the Government*	236	18	8.14	1.59
30. Collaboration with other donors and development partners*	200	55	6.79	1.86
31. Collaboration with the private sector*	192	65	5.96	2.12
32. The speed in which it gets things accomplished on the ground*	214	44	6.05	2.04
33. Being a long-term partner*	229	27	7.78	2.01

34. To be a more effective development partner in India, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=260)
More local presence	70.8%
The current level of local presence is adequate	21.9%
Less local presence	4.2%
Don't know	3.1%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Energy	245	13	8.38	1.81
2. Transport	249	7	8.43	1.67
3. Urban development	247	7	7.79	1.96
4. Environmental sustainability	246	9	8.08	1.72
5. Gender equity	240	13	8.00	1.88
6. Private sector development	232	22	7.25	2.12
7. Water and sanitation	250	8	8.54	1.49
8. Trade and exports	227	26	7.21	2.30
9. Economic growth	243	14	8.40	1.92
10. Anti corruption	232	22	7.81	2.42
11. Public sector governance/ reform	238	16	8.20	2.18
12. Job creation/employment	248	7	8.50	1.75
13. Health	250	4	8.65	1.47
14. Rural development	254	5	8.80	1.60
15. Regional integration	229	23	6.91	2.37
16. Food security	244	10	8.12	2.02
17. Education	246	9	8.64	1.71
18. Social protection	239	18	7.89	2.21
19. Climate change	235	20	7.94	1.86
20. Agricultural development	246	9	8.66	1.72
21. Water and forestry	245	12	8.21	1.85

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Energy	150	107	6.80	1.89
2. Transport	191	67	7.12	1.87
3. Urban development	176	80	6.30	1.93
4. Environmental sustainability	180	77	6.56	1.89
5. Gender equity	175	83	6.45	1.97
6. Private sector development	152	103	5.84	1.99
7. Water and sanitation	210	49	7.18	1.76
8. Trade and exports	142	114	6.28	1.86
9. Economic growth	181	75	7.11	1.95
10. Public sector governance/ reform	189	69	6.75	1.99
11. Job creation/employment	186	72	6.28	1.90
12. Health	204	55	7.15	1.83
13. Rural development	211	48	7.11	2.07
14. Regional integration	145	111	5.83	2.10
15. Food security	178	77	6.72	1.99
16. Education	193	61	6.77	1.90
17. Social protection	162	96	6.46	2.08
18. Climate change	173	86	6.28	2.00
19. Agricultural development	195	63	7.02	2.09
20. Water and forestry	194	64	6.59	2.00

**C. World Bank Group's Effectiveness and Results (continued)**

3. Where are the World Bank Group's decisions made primarily that support the program in India? (Select only ONE response)	Percentage of Respondents (N=258)
In the country	45.7%
Don't know	29.8%
At the Headquarters (in Washington D.C.)	24.4%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in India? (1-To no degree at all, 10-To a very significant degree)	238	22	6.71	1.91

To what extent do you agree with the following statements about the World Bank Group in India? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India*	232	30	6.44	1.92
6. The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	232	27	6.50	2.01

Measuring World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe that the World Bank Group measures and corrects its work in real time in India? (1-To no degree at all, 10-To a very significant degree)	220	39	6.57	1.99

D. The World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=262)
Weekly	8.4%
Monthly	25.6%
A few times a year	48.9%
Rarely	11.8%
Never	5.3%

In India, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	219	42	6.76	2.00
3. Include appropriate level of stakeholder involvement during preparation	224	37	6.58	2.14
4. Lead to practical solutions	232	28	6.69	2.10
5. Are accessible	236	22	7.06	2.10
6. Are source of relevant information on global good practices	237	25	7.51	1.88
7. Are adaptable to India's specific development challenges and country circumstances*	237	24	6.88	1.95

Overall Evaluations	N	DK	Mean	SD
2. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	243	17	7.05	1.93
3. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	246	16	7.70	1.66

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	201	60	7.44	1.92
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	241	20	7.54	1.83
3. The World Bank Group's approvals and reviews are done in a timely fashion	213	48	7.52	1.87
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	182	79	7.41	1.81
5. The World Bank Group's conditions on its lending are reasonable	187	74	7.06	1.95
6. The World Bank Group takes decisions quickly in India*	201	60	6.89	1.90
7. Working with the World Bank Group increases India's institutional capacity	238	22	7.55	2.01
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	207	54	7.03	2.10
9. The World Bank Group provides effective implementation support	236	24	7.50	2.01

WBG Promoting PPP in India	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India? (1-To no degree at all, 10-To a very significant degree)	201	58	6.59	1.97

11. Which of the following best describes the way the World Bank Group operates in India? (Select only one response)	Percentage of Respondents (N=261)
The World Bank Group's approach to risk is appropriate	37.9%
The World Bank Group does not take enough risk in India	37.2%
Don't know	22.6%
The World Bank Group takes too much risk in India	2.3%

12. Which of the following best describes the World Bank Group's support in India? (Select only one response)	Percentage of Respondents (N=261)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in India	57.1%
The World Bank Group is not sufficiently selective in India, and it is involved in too many areas of development	21.5%
Don't know	21.5%

F. The Future Role of the World Bank Group in India

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=262)
Reach out more to groups outside of Government	35.5%
Increase the level of capacity development in the country	29.0%
Collaborate more effectively with Government clients	23.3%
Offer more innovative knowledge services	19.5%
Improve the quality of its experts as related to India's specific challenges	17.9%
Reduce the complexity of obtaining World Bank Group financing	15.3%
Offer more innovative financial products	13.7%
Make available more funds	13.4%
Ensure greater selectivity in its work	8.8%
Work faster	8.4%
Provide more adequate data/knowledge/statistics/figures on India's economy	5.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	4.6%
Other	1.5%

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

2. When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)	Percentage of Respondents (N=259)
Financial services	51.0%
The combination is appropriate for India	20.1%
Knowledge products	17.8%
Convening services	6.2%
Don't know	4.6%
None of the above	.4%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=257)
Local newspapers	60.7%
Internet	51.4%
Local television	35.8%
Periodicals	24.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	8.9%
International television	5.1%
International newspapers	4.7%
Other	3.9%
Local radio	1.9%
International radio	0.4%

2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=262)
World Bank Group's seminars/workshops/conferences	47.3%
World Bank Group's website	45.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	35.1%
World Bank Group's publications and other written materials	28.2%
e-Newsletters	27.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6.1%
Mobile phones	3.8%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=256)
Yes	39.8%
No	60.2%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=251)
Yes	28.7%
No	71.3%

5. Were you able to obtain this information?	Percentage of Respondents (N=70)
Yes	92.9%
No	7.1%

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

6. Do you have access to the Internet?	Percentage of Respondents (N=252)			
Yes	98.0%			
No	2.0%			
7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=253)			
Yes	83.0%			
No	17.0%			
8. Do you follow World Bank Group India on its social media sites?	Percentage of Respondents (N=251)			
Yes	23.5%			
No	76.5%			
9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=250)			
High speed/WiFi	90.4%			
Dial-up	9.6%			
Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	212	36	7.58	1.67
11. I find the information on the World Bank Group's websites useful	210	37	7.80	1.57
12. The World Bank Group's social media channels are valuable sources of information about the institution	101	158	6.78	2.17
13. When I need information from the World Bank Group I know how to find it	204	55	7.26	2.26
14. The World Bank Group is responsive to my information requests and inquiries	167	89	7.53	2.12

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=260)
NGO/Community Based Organization	30.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	19.6%
Media	12.7%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	10.0%
Academia/Research Institute/Think Tank	10.0%
Local Government Office or Staff	5.4%
Other	3.8%
Bilateral/Multilateral Agency	3.5%
Office of Minister	1.5%
Private Sector Organization	1.5%
Independent Government Institution	.8%
Office of the President, Prime Minister	.4%
Private Foundation	.4%
Youth Group	.4%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=255)
Other	13.7%
Generalist (specialized in multiple sectors)	10.6%
Water	9.0%
Poverty	8.2%
Agriculture	8.2%
Education	7.8%
Health, nutrition, and population	7.1%
Finance and markets	7.1%
Social, Urban, Rural & Resilience	6.7%
Transport and ICT	3.9%
Environment and natural resources	3.5%
Governance	3.5%
Social protection and labor	3.1%
Gender	2.4%
Public-private partnerships	1.6%
Energy and extractives	1.6%
Macroeconomics and fiscal management	1.2%
Jobs	.8%

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=260)
I currently collaborate with the World Bank Group	16.5%
I have previously collaborated with the World Bank Group	23.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	34.2%
I have never collaborated with the World Bank Group	25.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)	Percentage of Respondents (N=232)
The World Bank (IBRD/IDA)	82.8%
Other	10.3%
The International Finance Corporation (IFC)	6.0%
The Multilateral Investment Guarantee Agency (MIGA)	.9%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=245)
Yes	12.7%
No	87.3%

6. If yes, what was your view of how the two institutions work together in India? (Select only ONE response)	Percentage of Respondents (N=30)
The two institutions work well together	66.7%
The way the two institutions work together needs improvement	16.7%
Don't know	13.3%
The two institutions do not work well together	3.3%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=256)
Collaborate as part of my professional duties	50.8%
Engage in World Bank Group related/sponsored events/activities	44.9%
Observer	23.8%
Use World Bank Group reports/data	22.7%
Use World Bank Group website for information, data, research, etc.	18.0%

8. What's your gender?	Percentage of Respondents (N=260)
Female	15.0%
Male	85.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=263)
Delhi	23.2%
Assam	25.5%
Bihar	28.1%
Tamil Nadu	14.8%
Uttarakhand	8.4%



Appendix B: Responses to All Questions by Stakeholder Groups²⁰

Employee of a Ministry/PMU/Consultant on WBG-supported Project N=77 ● Local Government N=14 ● CSO N=80 ● Media N=33 ●
Academia/Research Institute/Think Tank N=26 ● Other N=30

A. General Issues facing India

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
The right direction	90.7%	76.9%	74.4%	69.7%	57.7%	72.4%
The wrong direction	2.7%	0.0%	6.4%	6.1%	7.7%	3.4%
Not sure	6.7%	23.1%	19.2%	24.2%	34.6%	24.1%

Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India?

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Water and forestry	3.9%	14.3%	5.1%	3.2%	11.5%	6.9%
Food security	13.0%	14.3%	21.8%	29.0%	15.4%	13.8%
Public sector governance/ reform	32.5%	35.7%	12.8%	25.8%	34.6%	27.6%
Regional integration	0.0%	0.0%	1.3%	0.0%	3.8%	0.0%
Health	16.9%	28.6%	19.2%	32.3%	30.8%	17.2%
Private sector development	2.6%	0.0%	5.1%	6.5%	0.0%	3.4%
Water and sanitation*	24.7%	35.7%	15.4%	3.2%	11.5%	10.3%
Anti corruption	9.1%	0.0%	15.4%	19.4%	11.5%	10.3%
Job creation/employment	24.7%	21.4%	24.4%	41.9%	38.5%	31.0%
Rural development*	31.2%	21.4%	37.2%	9.7%	15.4%	24.1%
Urban development*	10.4%	28.6%	2.6%	0.0%	15.4%	13.8%
Environmental sustainability	9.1%	14.3%	11.5%	9.7%	7.7%	17.2%
Gender equity*	1.3%	7.1%	16.7%	3.2%	11.5%	6.9%
Education*	20.8%	21.4%	38.5%	64.5%	19.2%	20.7%
Energy*	20.8%	14.3%	6.4%	0.0%	7.7%	3.4%
Transport*	15.6%	21.4%	0.0%	3.2%	0.0%	6.9%
Climate change*	0.0%	0.0%	7.7%	0.0%	11.5%	6.9%
Agricultural development	32.5%	7.1%	34.6%	16.1%	30.8%	20.7%
Trade and exports	2.6%	7.1%	0.0%	0.0%	0.0%	3.4%
Economic growth	18.2%	7.1%	11.5%	19.4%	23.1%	31.0%
Social protection	7.8%	0.0%	6.4%	9.7%	0.0%	17.2%

*Significantly different between stakeholder groups

²⁰ Only 260 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Trade and exports	5.3%	0.0%	3.8%	0.0%	0.0%	6.7%
Economic growth	34.2%	21.4%	26.9%	33.3%	50.0%	40.0%
Climate change*	0.0%	0.0%	1.3%	0.0%	11.5%	0.0%
Regional integration	5.3%	0.0%	0.0%	3.3%	0.0%	0.0%
Gender equity*	3.9%	14.3%	23.1%	3.3%	3.8%	10.0%
Rural development	42.1%	64.3%	48.7%	33.3%	53.8%	33.3%
Urban development*	6.6%	14.3%	1.3%	0.0%	15.4%	6.7%
Social protection*	5.3%	0.0%	6.4%	10.0%	3.8%	30.0%
Transport	7.9%	21.4%	3.8%	6.7%	3.8%	6.7%
Anti corruption	6.6%	0.0%	16.7%	6.7%	11.5%	23.3%
Private sector development	2.6%	7.1%	9.0%	13.3%	7.7%	6.7%
Education*	44.7%	78.6%	41.0%	60.0%	19.2%	36.7%
Energy	6.6%	0.0%	3.8%	0.0%	3.8%	0.0%
Public sector governance/ reform	18.4%	14.3%	10.3%	33.3%	19.2%	13.3%
Water and forestry*	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Environmental sustainability	0.0%	0.0%	1.3%	3.3%	0.0%	6.7%
Health	10.5%	7.1%	10.3%	6.7%	0.0%	10.0%
Agricultural development	39.5%	21.4%	33.3%	36.7%	23.1%	20.0%
Job creation/employment	36.8%	28.6%	37.2%	43.3%	50.0%	46.7%
Water and sanitation	10.5%	0.0%	5.1%	0.0%	7.7%	0.0%
Food security	10.5%	7.1%	10.3%	6.7%	3.8%	3.3%

*Significantly different between stakeholder groups

**A. General Issues facing India (continued)**

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant		Local Government		CSO		Media		Academia/ Research Institute/ Think tank		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Better employment opportunities for young people	19.7%		33.3%		26.9%		38.7%		33.3%		27.6%	
Better employment opportunities for women	5.3%		8.3%		16.7%		6.5%		4.2%		20.7%	
Greater access to finance for the poor	17.1%		25.0%		15.4%		22.6%		12.5%		17.2%	
Greater voice and participation for citizens to help ensure greater accountability*	2.6%		16.7%		17.9%		3.2%		12.5%		10.3%	
Greater access to health and nutrition for citizens	13.2%		0.0%		6.4%		6.5%		12.5%		3.4%	
Better entrepreneurial opportunities	15.8%		8.3%		20.5%		3.2%		8.3%		13.8%	
A growing middle class	1.3%		0.0%		3.8%		6.5%		4.2%		0.0%	
Better opportunity for the poor who live in rural areas	32.9%		33.3%		28.2%		16.1%		20.8%		37.9%	
Better opportunity for the poor who live in urban areas	5.3%		16.7%		3.8%		3.2%		8.3%		0.0%	
Consistent economic growth	15.8%		0.0%		15.4%		32.3%		12.5%		13.8%	
More reliable social safety net	7.9%		0.0%		2.6%		3.2%		8.3%		17.2%	
Focus on development in lagging states in India	17.1%		25.0%		10.3%		9.7%		29.2%		10.3%	
Education and training that better ensure job opportunity	34.2%		25.0%		20.5%		38.7%		12.5%		20.7%	
Better quality public services	7.9%		0.0%		7.7%		6.5%		16.7%		3.4%	
Other	0.0%		0.0%		1.3%		0.0%		0.0%		3.4%	

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?*	76	7.46	1.82	14	7.29	1.54	78	6.31	2.07	32	6.22	2.12	26	6.19	1.74	29	6.79	2.21

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.*	75	7.56	1.70	14	7.29	1.68	75	6.77	2.29	30	6.40	2.04	22	6.09	1.85	26	7.04	1.66

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	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 Group's staff is well prepared to help India solve its most complicated development challenges?*	75	7.71	1.69	14	7.29	1.73	68	7.00	2.12	27	7.15	1.70	24	6.13	1.78	20	7.85	1.50

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Rural development*	32.9%	57.1%	67.1%	31.3%	42.3%	43.3%
Transport*	26.3%	35.7%	6.3%	12.5%	7.7%	16.7%
Agricultural development	32.9%	14.3%	32.9%	21.9%	42.3%	23.3%
Regional integration	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%
Gender equity	2.6%	7.1%	11.4%	3.1%	7.7%	6.7%
Public sector governance/ reform	27.6%	14.3%	12.7%	25.0%	34.6%	33.3%
Health	15.8%	35.7%	20.3%	21.9%	15.4%	20.0%
Social protection	7.9%	0.0%	7.6%	9.4%	0.0%	6.7%
Education*	35.5%	50.0%	29.1%	59.4%	7.7%	30.0%
Energy	10.5%	21.4%	7.6%	9.4%	11.5%	10.0%
Job creation/employment	15.8%	7.1%	22.8%	25.0%	34.6%	26.7%
Urban development*	7.9%	14.3%	5.1%	3.1%	30.8%	13.3%
Environmental sustainability	7.9%	0.0%	5.1%	15.6%	0.0%	13.3%
Private sector development	5.3%	0.0%	3.8%	6.3%	7.7%	6.7%
Water and sanitation*	25.0%	35.7%	8.9%	15.6%	11.5%	3.3%
Food security	10.5%	0.0%	13.9%	6.3%	7.7%	13.3%
Climate change*	1.3%	0.0%	6.3%	0.0%	15.4%	6.7%
Trade and exports	6.6%	0.0%	1.3%	9.4%	3.8%	10.0%
Economic growth	15.8%	7.1%	19.0%	12.5%	15.4%	10.0%
Water and forestry	1.3%	0.0%	2.5%	3.1%	0.0%	0.0%
Anti corruption	6.6%	0.0%	8.9%	6.3%	3.8%	3.3%

*Significantly different between stakeholder groups

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Convening/Facilitating	5.6%	0.0%	6.7%	0.0%	4.2%	3.4%
Data	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	19.7%	7.7%	10.7%	12.5%	25.0%	17.2%
Financial resources*	23.9%	69.2%	41.3%	43.8%	20.8%	41.4%
Technical assistance	14.1%	15.4%	12.0%	9.4%	25.0%	6.9%
Project monitoring and implementation	12.7%	0.0%	9.3%	25.0%	8.3%	6.9%
Mobilizing third party financial resources	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	2.7%	0.0%	0.0%	3.4%
Capacity development	16.9%	7.7%	10.7%	6.3%	8.3%	17.2%
Linkage to non-Bank expertise	5.6%	0.0%	1.3%	0.0%	8.3%	3.4%
Other	1.4%	0.0%	0.0%	3.1%	0.0%	0.0%

*Significantly different between stakeholder groups

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

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Convening/Facilitating	2.8%	0.0%	8.0%	0.0%	4.3%	3.4%
Data	4.2%	0.0%	2.7%	3.1%	0.0%	6.9%
Policy advice, studies, analyses	9.9%	0.0%	16.0%	15.6%	21.7%	13.8%
Financial resources	29.6%	23.1%	14.7%	9.4%	13.0%	17.2%
Technical assistance	11.3%	15.4%	13.3%	21.9%	13.0%	24.1%
Project monitoring and implementation*	22.5%	0.0%	12.0%	34.4%	0.0%	17.2%
Mobilizing third party financial resources	2.8%	0.0%	6.7%	0.0%	4.3%	3.4%
Donor coordination	1.4%	0.0%	4.0%	0.0%	4.3%	0.0%
Capacity development*	4.2%	61.5%	17.3%	12.5%	39.1%	6.9%
Linkage to non-Bank expertise	8.5%	0.0%	5.3%	3.1%	0.0%	6.9%
Other	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	74	7.74	1.50	13	8.08	1.55	69	6.91	2.11	23	6.35	1.90	13	7.00	1.47	24	7.21	1.79
Citizen engagement (incorporating citizens' voices into development)*	66	6.71	1.97	12	6.67	1.72	64	5.72	2.62	25	4.56	1.83	12	4.08	1.98	19	5.74	2.16
Policy design (for clarity and better incentives to achieve development goals)*	73	7.79	1.85	13	6.85	2.03	66	6.92	2.45	24	6.42	2.06	17	6.29	2.14	24	7.50	1.79

*Significantly different between stakeholder groups

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	72	8.51	1.70	13	8.92	1.04	70	8.30	2.00	24	8.46	1.61	19	7.95	2.30	27	8.41	1.80
Citizen engagement (incorporating citizens' voices into development)	68	8.29	1.75	13	8.46	1.76	63	8.57	1.77	26	8.46	1.92	17	7.41	2.53	25	7.56	2.14
Policy design (for clarity and better incentives to achieve development goals)	72	8.47	1.77	13	8.77	1.64	69	8.46	1.88	23	8.52	1.56	20	8.05	1.73	26	8.35	1.41

**B. Overall Attitudes toward the World Bank Group (continued)****Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Staff too inaccessible	5.2%	7.1%	11.5%	6.5%	8.3%	6.7%
Not exploring alternative policy options*	14.3%	42.9%	9.0%	6.5%	12.5%	6.7%
Not collaborating enough with stakeholders outside the Government*	18.2%	7.1%	48.7%	48.4%	20.8%	26.7%
Its advice and strategies do not lend themselves to practical problem solving	14.3%	14.3%	11.5%	0.0%	8.3%	13.3%
Not enough public disclosure of its work*	7.8%	7.1%	26.9%	61.3%	16.7%	10.0%
Arrogant in its approach	9.1%	7.1%	3.8%	6.5%	4.2%	6.7%
Not client focused	3.9%	0.0%	0.0%	0.0%	0.0%	3.3%
The credibility of its knowledge/data	1.3%	0.0%	1.3%	0.0%	0.0%	6.7%
World Bank Group's processes too complex*	32.5%	35.7%	19.2%	6.5%	8.3%	26.7%
Not willing to honestly criticize policies and reform efforts in the country*	15.6%	0.0%	5.1%	3.2%	25.0%	13.3%
Too influenced by developed countries	13.0%	7.1%	14.1%	22.6%	12.5%	3.3%
Imposing technocratic solutions without regard to political realities	7.8%	7.1%	3.8%	6.5%	0.0%	13.3%
World Bank Group's processes too slow*	14.3%	50.0%	7.7%	3.2%	12.5%	13.3%
Not aligned with other donors' work	2.6%	0.0%	2.6%	0.0%	0.0%	6.7%
Not aligned with country priorities	1.3%	0.0%	2.6%	3.2%	0.0%	10.0%
Not adequately sensitive to political/social realities in India	16.9%	7.1%	7.7%	12.9%	8.3%	10.0%
Other	5.2%	0.0%	5.1%	3.2%	8.3%	3.3%
Don't know*	2.6%	0.0%	5.1%	3.2%	33.3%	3.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Knowledge products/services	20.8%	14.3%	27.5%	35.5%	23.1%	23.3%
Investment lending	36.4%	35.7%	48.8%	35.5%	34.6%	46.7%
Technical assistance	27.3%	35.7%	32.5%	12.9%	38.5%	30.0%
Capacity development*	28.6%	78.6%	41.3%	45.2%	30.8%	26.7%
Policy based lending / budget support to the Government	29.9%	0.0%	16.3%	19.4%	15.4%	20.0%
Multi-sectoral approaches	45.5%	21.4%	25.0%	32.3%	23.1%	26.7%
Other	2.6%	7.1%	0.0%	0.0%	0.0%	0.0%
Don't know	3.9%	0.0%	2.5%	6.5%	15.4%	10.0%

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in India?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
To a fully sufficient degree	7.8%	0.0%	9.1%	9.4%	0.0%	0.0%
To a somewhat sufficient degree	51.9%	50.0%	41.6%	37.5%	42.3%	40.0%
To a somewhat insufficient degree	20.8%	8.3%	27.3%	40.6%	30.8%	13.3%
To a very insufficient degree	10.4%	8.3%	15.6%	9.4%	11.5%	20.0%
Don't know	9.1%	33.3%	6.5%	3.1%	15.4%	26.7%

*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government, which TWO of the following groups should the WBG collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Academia/think tanks/research institutes*	29.9%	42.9%	20.0%	19.4%	88.5%	36.7%
Donor community	5.2%	0.0%	10.0%	0.0%	7.7%	16.7%
Media*	1.3%	0.0%	1.3%	45.2%	7.7%	3.3%
Local Government*	79.2%	85.7%	22.5%	32.3%	46.2%	43.3%
Private sector*	19.5%	0.0%	6.3%	12.9%	0.0%	33.3%
Parliament	2.6%	0.0%	2.5%	0.0%	7.7%	3.3%
NGOs/Community Based Organizations (CBOs)*	20.8%	7.1%	87.5%	35.5%	26.9%	33.3%
Youth/university groups	2.6%	0.0%	7.5%	16.1%	0.0%	6.7%
Beneficiaries*	31.2%	50.0%	32.5%	38.7%	7.7%	16.7%
Other	5.2%	0.0%	0.0%	0.0%	0.0%	6.7%
Don't know	1.3%	7.1%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank Group's work in India? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India*	73	7.25	1.94	14	7.93	1.64	75	6.52	2.02	32	6.53	2.09	24	6.58	1.84	29	7.07	1.36
The World Bank Group's work is aligned with what I consider the development priorities for India*	74	6.84	1.96	14	8.00	1.66	73	6.51	2.20	29	5.93	1.79	23	6.48	1.50	28	6.96	1.55
The World Bank Group supports programs and strategies that are realistic for India	74	6.97	1.94	14	7.36	2.44	76	6.46	2.18	31	6.16	1.90	22	6.55	1.44	28	6.93	1.49
The World Bank Group treats clients and stakeholders in India with respect	75	7.44	2.17	14	7.21	2.15	71	7.04	1.82	30	6.77	2.18	21	6.95	1.72	25	7.32	1.95

*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	74	7.20	1.83	14	8.14	1.61	68	6.41	2.31	28	6.14	1.84	18	6.06	2.10	24	6.96	2.01
Flexibility (in terms of the institution's products and services)	75	6.47	1.85	14	6.64	2.13	67	5.81	2.20	25	5.84	1.68	20	5.90	1.86	24	6.13	2.03
Flexibility (in terms of changing country circumstances)	73	6.59	1.78	12	6.33	2.15	63	5.84	2.15	25	5.64	1.96	14	6.86	1.56	23	6.57	1.73
Being inclusive	75	7.09	1.78	12	7.42	1.83	62	6.26	2.13	28	6.21	2.06	18	6.39	1.75	22	6.77	1.63
Openness*	75	7.68	1.85	13	7.23	1.74	68	6.49	2.28	30	5.70	2.28	22	6.18	1.87	25	6.96	1.93
Staff accessibility*	76	7.17	1.89	14	7.36	1.95	66	6.27	2.17	26	6.04	2.11	21	5.76	1.79	23	6.17	1.72
Straightforwardness and honesty*	73	7.79	1.81	14	8.64	1.22	65	6.85	2.09	26	6.58	2.55	17	7.29	1.31	22	7.14	1.83
Ease of access to the people at the World Bank Group who are making decisions important to my work*	74	6.96	2.17	14	7.14	1.99	59	6.00	2.46	25	5.40	2.38	18	6.06	1.39	22	6.45	2.09
Collaboration with civil society	70	6.26	2.18	10	7.30	2.16	68	5.74	2.47	27	5.22	2.17	21	6.33	1.88	23	5.70	2.10
Collaboration with the Government	75	8.23	1.35	14	8.71	1.38	68	7.79	2.07	29	7.79	1.47	19	8.21	1.13	28	8.61	1.07
Collaboration with other donors and development partners	64	7.03	1.71	9	7.22	1.09	62	6.47	2.15	22	6.86	1.67	17	7.06	1.48	24	6.25	1.87
Collaboration with the private sector	59	5.88	2.04	9	5.67	2.06	59	6.10	2.28	26	5.42	2.08	17	6.41	1.37	20	5.80	2.24
The speed in which it gets things accomplished on the ground	75	6.47	1.90	12	6.50	2.15	62	5.76	2.11	23	5.39	2.25	17	5.88	2.03	24	5.92	1.93
Being a long-term partner*	76	8.26	1.90	12	8.25	2.01	69	7.17	2.28	28	7.46	1.67	18	7.67	1.78	25	8.12	1.67

*Significantly different between stakeholder groups

To be more effective development partner in India, do you believe that the World Bank Group should have?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
More local presence	63.6%	69.2%	77.2%	90.6%	73.1%	53.3%
The current level of local presence is adequate	29.9%	30.8%	11.4%	6.3%	23.1%	36.7%
Less local presence	5.2%	0.0%	6.3%	3.1%	3.8%	0.0%
Don't know	1.3%	0.0%	5.1%	0.0%	0.0%	10.0%

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy	77	8.62	1.71	12	8.67	1.50	71	7.86	2.12	32	8.84	1.55	24	8.38	1.66	28	8.50	1.55
Transport	77	8.73	1.44	14	7.93	2.16	75	8.00	1.88	32	8.72	1.49	23	8.57	1.56	27	8.70	1.41
Urban development	76	7.75	1.84	12	7.42	2.02	73	7.55	2.16	32	8.41	1.66	23	7.70	2.24	28	8.00	1.76
Environmental sustainability	74	8.16	1.70	12	7.50	1.57	75	7.93	1.66	31	8.23	1.71	23	7.91	1.98	28	8.50	1.50
Gender equity	76	7.96	1.58	12	7.25	2.63	72	8.47	1.74	30	7.87	1.87	21	7.52	2.23	28	7.86	2.01
Private sector development	69	7.28	2.06	12	6.08	2.61	70	7.21	2.25	32	7.25	2.11	20	6.90	2.00	28	8.04	1.69
Water and sanitation	76	8.75	1.18	12	7.75	2.01	76	8.54	1.60	32	8.59	1.36	23	8.52	1.88	28	8.32	1.39
Trade and exports	71	7.30	2.30	10	7.90	1.60	66	7.35	2.27	31	7.48	2.05	21	6.38	2.29	27	6.85	2.73
Economic growth	76	8.29	2.15	12	8.42	1.38	73	8.38	1.96	30	8.67	1.56	21	7.76	1.95	28	8.75	1.71
Anti corruption	73	7.77	2.51	11	6.00	2.83	68	8.10	2.34	32	8.06	1.92	20	7.35	2.64	27	8.19	2.20
Public sector governance/ reform	73	8.67	1.80	10	8.20	2.70	73	7.96	2.24	32	7.97	2.04	21	7.57	2.93	28	8.25	2.22
Job creation/employment	76	8.62	1.40	12	9.00	.95	75	8.35	2.03	32	9.06	1.41	23	7.91	2.02	29	8.31	2.00
Health	77	8.69	1.55	12	8.83	1.03	76	8.63	1.31	32	8.81	1.38	22	8.23	1.97	30	8.70	1.53
Rural development	77	8.82	1.62	13	9.00	1.22	78	9.01	1.26	32	8.78	1.88	23	8.61	1.85	28	8.29	1.94
Regional integration	66	6.91	2.22	10	6.30	2.79	69	7.04	2.35	31	6.77	2.26	22	6.36	2.82	28	7.29	2.31
Food security	76	8.18	2.07	12	7.83	1.40	74	8.43	1.67	32	8.19	1.84	22	7.14	2.82	28	7.96	2.30
Education	75	8.52	1.82	12	8.33	1.15	74	8.81	1.60	32	9.31	1.26	22	8.05	2.10	29	8.48	1.68
Social protection	76	7.97	2.22	10	7.20	2.66	73	7.86	2.11	30	8.33	1.73	21	7.10	2.47	27	8.19	2.34
Climate change	73	7.70	1.80	10	7.80	2.20	72	8.03	1.92	29	8.10	1.80	22	8.09	2.00	28	8.04	1.77
Agricultural development	73	8.74	1.74	12	8.33	1.78	78	8.60	1.65	32	9.16	1.27	21	8.24	2.26	28	8.43	1.87
Water and forestry	76	8.25	1.57	12	8.08	2.11	73	8.18	1.72	32	8.78	1.58	21	7.57	2.96	28	8.07	1.84

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy*	42	7.48	1.76	8	7.50	1.51	49	6.55	1.96	23	5.61	1.85	12	6.83	1.80	16	7.13	1.54
Transport*	60	7.62	1.71	10	7.90	1.79	66	6.82	2.05	24	6.04	1.57	11	6.82	1.72	19	7.53	1.35
Urban development	53	6.40	1.81	11	7.55	1.44	57	6.33	2.13	23	5.87	1.71	13	5.54	2.15	18	6.00	1.57
Environmental sustainability*	53	7.00	1.78	11	7.00	2.57	63	6.56	1.79	24	6.04	1.97	11	5.18	1.94	18	6.50	1.65
Gender equity*	53	7.19	1.47	7	6.86	.90	63	6.14	2.21	23	5.48	1.53	12	6.33	2.10	17	6.53	2.48
Private sector development	40	5.83	1.84	8	4.63	1.69	55	6.31	2.14	21	5.52	1.75	10	5.20	1.69	18	5.72	2.19
Water and sanitation*	67	7.60	1.64	12	7.83	1.34	61	7.10	1.90	25	6.36	1.73	23	6.65	1.82	20	6.95	1.19
Trade and exports	41	6.54	1.91	9	7.44	1.59	46	6.35	1.86	22	5.32	1.86	9	6.44	1.33	15	6.00	1.73
Economic growth*	53	7.70	1.56	9	8.44	1.01	61	6.66	2.05	25	6.20	1.85	13	6.92	2.25	18	7.33	2.03
Public sector governance/ reform*	57	7.23	1.80	9	8.33	1.00	60	6.35	2.09	24	6.25	1.89	19	6.74	2.05	20	6.45	2.11
Job creation/employment*	54	6.44	1.77	9	8.33	1.00	65	6.20	2.05	27	5.33	1.30	13	6.00	2.08	17	6.47	1.77
Health*	64	7.72	1.62	11	8.27	.90	68	6.71	1.99	24	6.08	1.79	15	6.33	1.40	19	7.68	1.20
Rural development*	63	7.62	2.07	12	8.75	1.06	72	6.85	2.12	25	5.84	1.68	17	6.59	1.77	20	7.20	1.96
Regional integration	42	5.95	1.85	9	7.22	2.49	50	5.76	2.25	20	5.20	1.79	11	5.73	2.10	13	5.77	2.28
Food security*	59	7.29	1.78	7	7.00	1.29	62	6.52	2.30	23	5.57	1.47	9	6.33	1.32	17	6.94	1.92
Education*	65	7.25	1.78	7	7.57	.79	64	6.45	2.14	23	5.87	1.77	14	6.14	1.35	18	7.17	1.34
Social protection*	52	6.96	2.07	7	7.14	1.21	55	6.09	2.30	21	5.33	1.53	10	6.80	2.20	17	7.06	1.48
Climate change	49	6.55	1.99	11	7.27	2.00	64	6.23	2.05	22	5.55	1.90	12	5.83	1.53	15	6.27	2.12
Agricultural development*	58	7.52	2.10	11	7.91	1.64	67	6.82	2.08	25	5.84	1.86	15	6.20	1.86	17	7.65	1.87
Water and forestry*	58	6.84	2.05	11	7.73	1.62	63	6.40	2.11	25	5.80	1.89	16	5.88	1.45	19	7.05	1.47

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

Where are the World Bank Group's decisions made primarily that support the program in India?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
At the Headquarters (in Washington D.C.)	24.7%	64.3%	16.3%	34.4%	19.2%	20.0%
In the country	63.0%	7.1%	47.5%	31.3%	34.6%	40.0%
Don't know	12.3%	28.6%	36.3%	34.4%	46.2%	40.0%

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	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 Group's work help to achieve development results in India?*	76	7.05	1.99	12	7.75	1.29	73	6.78	1.94	28	5.39	1.47	21	6.62	1.77	27	6.67	1.73

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

To what extent do you agree with the following statements about the World Bank Group in India? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India*	72	6.68	1.79	14	7.57	1.74	66	6.27	2.07	30	5.63	1.92	22	6.00	1.98	27	6.96	1.48
The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	70	6.91	1.93	11	6.55	1.92	71	6.35	2.10	31	5.77	2.09	22	6.05	2.01	26	7.12	1.53

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	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 Group measures and corrects its work in real time in India?*	72	6.90	1.86	13	7.08	1.93	71	6.54	2.06	26	5.15	1.97	12	6.25	1.71	23	6.78	1.59

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?* (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Weekly	18.2%	0.0%	6.3%	0.0%	0.0%	6.7%
Monthly	29.9%	28.6%	27.5%	18.8%	19.2%	16.7%
A few times a year	46.8%	64.3%	46.3%	46.9%	65.4%	46.7%
Rarely	5.2%	7.1%	12.5%	18.8%	15.4%	20.0%
Never	0.0%	0.0%	7.5%	15.6%	0.0%	10.0%

*Significantly different between stakeholder groups

In India, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	74	7.01	2.00	13	7.31	1.70	66	6.65	2.03	24	5.29	2.14	18	6.83	1.65	23	7.35	1.56
Include appropriate level of stakeholder involvement during preparation*	73	7.15	2.06	13	6.23	2.71	72	6.15	2.07	21	5.19	2.06	19	6.32	1.80	23	7.39	1.62
Lead to practical solutions*	76	7.38	2.01	14	6.50	2.47	70	6.36	2.06	25	5.24	2.22	20	6.45	1.47	25	6.96	1.67
Are accessible*	75	7.67	2.13	14	7.57	1.70	74	6.72	2.13	24	5.71	2.49	23	7.17	1.19	26	7.12	1.73
Are source of relevant information on global good practices*	76	8.11	1.63	12	7.58	1.73	74	7.15	1.89	24	6.17	2.33	23	7.52	1.50	27	7.93	1.77
Are adaptable to India's specific development challenges and country circumstances*	75	7.20	1.97	14	7.50	1.79	73	6.77	1.81	25	5.16	2.15	21	6.95	1.50	26	7.31	1.62

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	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 Group's knowledge work and activities make to development results in your country?	75	7.35	2.04	12	7.67	1.50	74	6.96	1.90	31	6.29	2.10	21	6.71	1.87	29	7.38	1.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	76	7.92	1.55	14	7.43	1.87	73	7.60	1.81	28	7.39	1.71	25	7.48	1.71	29	7.86	1.38

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

**E. Working with the World Bank Group**

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

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	73	7.86	1.68	14	7.36	1.45	60	7.27	2.04	19	6.58	2.39	14	7.00	1.71	18	7.17	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	75	7.92	1.77	14	7.86	1.66	71	7.38	1.88	29	6.41	1.88	21	7.48	1.40	28	7.68	1.70
The World Bank Group's approvals and reviews are done in a timely fashion	74	7.80	1.92	13	8.00	1.58	65	7.45	1.73	20	6.50	1.96	17	7.24	1.35	21	7.29	2.22
The World Bank Group's "Safeguard Policy" requirements are reasonable	66	7.55	2.01	9	7.56	1.33	57	7.40	1.55	16	6.81	2.01	13	7.31	1.75	20	7.35	1.93
The World Bank Group's conditions on its lending are reasonable	69	7.30	2.01	9	7.33	1.22	60	6.87	2.09	17	6.65	1.84	10	6.90	1.29	21	7.14	2.01
The World Bank Group takes decisions quickly in India	73	7.23	1.89	14	7.57	1.40	52	6.50	1.94	23	6.26	2.05	14	6.50	1.74	22	6.68	1.62
Working with the World Bank Group increases India's institutional capacity*	75	8.09	1.96	14	8.29	1.59	71	7.31	1.99	29	6.48	2.49	22	7.45	1.44	26	7.50	1.79
Where country systems are adequate, the World Bank Group makes appropriate use of them	73	7.19	2.20	14	6.71	2.13	60	7.15	2.08	24	6.38	2.12	13	7.08	1.44	20	6.60	1.96
The World Bank Group provides effective implementation support*	74	7.96	1.98	13	7.00	2.16	68	7.46	1.90	30	6.50	2.36	22	7.36	1.29	26	7.58	2.00

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India?	66	6.70	1.88	8	5.75	2.25	64	6.77	1.97	24	6.08	2.39	15	6.80	1.26	21	6.10	1.79

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

Which of the following best describes the way the World Bank Group operates in India?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
The World Bank Group takes too much risk in India	0.0%	0.0%	3.8%	6.3%	0.0%	3.3%
The World Bank Group does not take enough risk in India	37.7%	0.0%	38.0%	59.4%	30.8%	36.7%
The World Bank Group's approach to risk is appropriate	54.5%	42.9%	34.2%	15.6%	23.1%	33.3%
Don't know	7.8%	57.1%	24.1%	18.8%	46.2%	26.7%

*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

Which of the following best describes the World Bank Group's support in India?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in India	72.7%	71.4%	49.4%	40.6%	50.0%	50.0%
The World Bank Group is not sufficiently selective in India, and it is involved in too many areas of development	15.6%	0.0%	29.1%	28.1%	19.2%	23.3%
Don't know	11.7%	28.6%	21.5%	31.3%	30.8%	26.7%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in India

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Offer more innovative knowledge services	24.7%	28.6%	15.0%	12.5%	23.1%	20.0%
Ensure greater selectivity in its work	6.5%	0.0%	7.5%	12.5%	15.4%	13.3%
Offer more innovative financial products*	18.2%	14.3%	6.3%	12.5%	7.7%	30.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)*	3.9%	0.0%	11.3%	0.0%	0.0%	0.0%
Reach out more to groups outside of Government*	10.4%	14.3%	58.8%	59.4%	42.3%	20.0%
Work faster	11.7%	0.0%	10.0%	3.1%	0.0%	6.7%
Improve the quality of its experts as related to India's specific challenges	15.6%	14.3%	22.5%	15.6%	23.1%	6.7%
Provide more adequate data/knowledge/statistics/figures on India's economy	3.9%	0.0%	3.8%	15.6%	7.7%	6.7%
Collaborate more effectively with Government clients*	36.4%	35.7%	6.3%	12.5%	26.9%	36.7%
Increase the level of capacity development in the country	28.6%	42.9%	31.3%	25.0%	30.8%	23.3%
Reduce the complexity of obtaining World Bank Group financing*	23.4%	35.7%	8.8%	9.4%	3.8%	16.7%
Make available more funds	15.6%	14.3%	16.3%	15.6%	0.0%	10.0%
Other	0.0%	0.0%	1.3%	3.1%	3.8%	3.3%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Financial services	64.5%	42.9%	43.8%	50.0%	37.5%	53.3%
Knowledge products	7.9%	21.4%	20.0%	31.3%	25.0%	16.7%
Convening services	2.6%	0.0%	10.0%	9.4%	8.3%	3.3%
None of the above	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
The combination is appropriate for India	23.7%	21.4%	21.3%	6.3%	20.8%	23.3%
Don't know	1.3%	14.3%	3.8%	3.1%	8.3%	3.3%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Periodicals	28.0%	21.4%	19.2%	12.5%	38.5%	37.9%
International newspapers	2.7%	0.0%	3.8%	9.4%	3.8%	10.3%
Local radio	1.3%	7.1%	3.8%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%
Local television	42.7%	14.3%	41.0%	28.1%	26.9%	31.0%
International television	4.0%	21.4%	3.8%	9.4%	3.8%	0.0%
Local newspapers	64.0%	57.1%	56.4%	75.0%	53.8%	51.7%
Internet	48.0%	64.3%	50.0%	56.3%	61.5%	41.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	5.3%	0.0%	15.4%	3.1%	3.8%	17.2%
Other	2.7%	0.0%	3.8%	3.1%	7.7%	6.9%

Significantly different between stakeholder groups*How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	36.4%	42.9%	30.0%	37.5%	30.8%	43.3%
e-Newsletters	26.0%	42.9%	26.3%	37.5%	26.9%	23.3%
World Bank Group's seminars/workshops/conferences*	49.4%	28.6%	58.8%	34.4%	57.7%	26.7%
World Bank Group's publications and other written materials	20.8%	14.3%	28.8%	34.4%	38.5%	40.0%
World Bank Group's website	59.7%	42.9%	38.8%	34.4%	38.5%	50.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	1.3%	0.0%	13.8%	6.3%	0.0%	6.7%
Mobile phones	1.3%	14.3%	2.5%	3.1%	3.8%	3.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Significantly different between stakeholder groups*Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	47.9%	42.9%	39.2%	40.6%	28.0%	26.7%
No	52.1%	57.1%	60.8%	59.4%	72.0%	73.3%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	31.1%	33.3%	24.7%	32.3%	20.0%	31.0%
No	68.9%	66.7%	75.3%	67.7%	80.0%	69.0%

**G. Communication and Information Sharing****Were you able to obtain this information?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	100.0%	100.0%	89.5%	77.8%	75.0%	100.0%
No	0.0%	0.0%	10.5%	22.2%	25.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	100.0%	100.0%	96.0%	100.0%	100.0%	93.3%
No	0.0%	0.0%	4.0%	0.0%	0.0%	6.7%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	94.6%	78.6%	74.7%	78.1%	88.0%	80.0%
No	5.4%	21.4%	25.3%	21.9%	12.0%	20.0%

Significantly different between stakeholder groups*Do you follow World Bank Group India on its social media sites?***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	20.0%	0.0%	33.8%	37.5%	8.0%	16.7%
No	80.0%	100.0%	66.2%	62.5%	92.0%	83.3%

Significantly different between stakeholder groups*Which Internet connection do you use primarily when visiting a World Bank Group website?***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
High speed/WiFi	94.4%	100.0%	79.5%	90.6%	100.0%	96.4%
Dial-up	5.6%	0.0%	20.5%	9.4%	0.0%	3.6%

**Significantly different between stakeholder groups*

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	72	7.60	1.50	11	8.27	.90	58	7.79	1.75	25	6.84	2.17	23	7.52	1.50	23	7.57	1.70
I find the information on the World Bank Group's websites useful	71	7.97	1.42	11	8.27	1.01	55	7.80	1.60	25	6.92	2.10	24	7.67	1.43	24	8.08	1.41
The World Bank Group's social media channels are valuable sources of information about the institution*	22	7.50	1.97	5	7.60	2.19	44	6.70	2.08	18	5.44	2.48	4	6.50	1.29	8	7.88	1.55
When I need information from the World Bank Group I know how to find it*	71	7.54	2.24	13	8.77	1.30	58	7.16	2.08	22	5.77	2.69	17	7.29	2.49	23	7.22	2.00
The World Bank Group is responsive to my information requests and inquiries*	62	7.82	1.81	13	8.62	1.33	46	7.48	2.09	14	5.43	3.01	15	7.53	2.26	17	7.53	1.87

*Significantly different between stakeholder groups

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
I currently collaborate with the World Bank Group	22.1%	35.7%	10.1%	3.1%	26.9%	17.2%
I have previously collaborated with the World Bank Group	13.0%	21.4%	39.2%	25.0%	11.5%	20.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	59.7%	21.4%	13.9%	12.5%	42.3%	41.4%
I have never collaborated with the World Bank Group	5.2%	21.4%	36.7%	59.4%	19.2%	20.7%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
The World Bank (IBRD/IDA)	94.7%	100.0%	76.6%	76.0%	78.3%	71.4%
The International Finance Corporation (IFC)	1.3%	0.0%	6.3%	4.0%	13.0%	10.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	1.6%	4.0%	0.0%	0.0%
Other	4.0%	0.0%	15.6%	16.0%	8.7%	17.9%



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H. Background Information (continued)**Do your projects involve both the World Bank and the IFC?**

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Yes	16.2%	7.7%	9.7%	6.7%	16.0%	10.7%
No	83.8%	92.3%	90.3%	93.3%	84.0%	89.3%

If yes, what was your view of how the two institutions work together in India? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
The two institutions work well together	66.7%	100.0%	71.4%	50.0%	66.7%	100.0%
The way the two institutions work together needs improvement	8.3%	0.0%	0.0%	50.0%	33.3%	0.0%
The two institutions do not work well together	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Don't know	25.0%	0.0%	14.3%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Observer*	6.6%	28.6%	35.5%	50.0%	7.7%	24.1%
Use World Bank Group reports/data*	13.2%	7.1%	27.6%	28.1%	38.5%	24.1%
Engage in World Bank Group related/sponsored events/activities	51.3%	57.1%	47.4%	31.3%	42.3%	34.5%
Collaborate as part of my professional duties*	88.2%	57.1%	23.7%	21.9%	46.2%	58.6%
Use World Bank Group website for information, data, research, etc.*	9.2%	0.0%	14.5%	34.4%	30.8%	24.1%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant	Local Government	CSO	Media	Academia/ Research Institute/ Think tank	Other
Female	9.1%	15.4%	16.5%	12.1%	23.1%	24.1%
Male	90.9%	84.6%	83.5%	87.9%	76.9%	75.9%



Appendix C: Responses to All Questions by Geographical Locations²¹

Delhi N=61 ● Assam N=67 ● Bihar N=74 ● Tamil Nadu N=39 ● Uttarakhand N=22

A. General Issues facing India

In general, would you say that India is headed in...?*

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
The right direction	75.0%	66.2%	88.9%	68.4%	90.5%
The wrong direction	8.3%	6.2%	1.4%	5.3%	0.0%
Not sure	16.7%	27.7%	9.7%	26.3%	9.5%

*Significantly different among geographic locations

Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India?

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Water and forestry*	3.3%	12.1%	0.0%	5.1%	14.3%
Food security	18.3%	21.2%	18.1%	10.3%	19.0%
Public sector governance/ reform*	33.3%	10.6%	23.6%	43.6%	23.8%
Regional integration	1.7%	0.0%	1.4%	0.0%	0.0%
Health	20.0%	10.6%	26.4%	30.8%	28.6%
Private sector development	3.3%	3.0%	6.9%	0.0%	0.0%
Water and sanitation*	16.7%	3.0%	13.9%	23.1%	57.1%
Anti corruption*	11.7%	28.8%	5.6%	2.6%	0.0%
Job creation/employment*	40.0%	21.2%	26.4%	17.9%	52.4%
Rural development*	15.0%	42.4%	27.8%	20.5%	33.3%
Urban development*	16.7%	1.5%	4.2%	20.5%	0.0%
Environmental sustainability	11.7%	13.6%	5.6%	17.9%	4.8%
Gender equity*	16.7%	3.0%	9.7%	5.1%	0.0%
Education*	16.7%	16.7%	54.2%	41.0%	19.0%
Energy	6.7%	12.1%	11.1%	7.7%	14.3%
Transport	3.3%	13.6%	2.8%	10.3%	4.8%
Climate change	1.7%	4.5%	5.6%	7.7%	0.0%
Agricultural development*	18.3%	56.1%	20.8%	25.6%	9.5%
Trade and exports*	1.7%	1.5%	0.0%	0.0%	9.5%
Economic growth	26.7%	18.2%	15.3%	10.3%	9.5%
Social protection*	11.7%	4.5%	12.5%	0.0%	0.0%

*Significantly different among geographic locations

²¹ 263 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix.

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

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Trade and exports	3.4%	9.0%	1.4%	0.0%	0.0%
Economic growth	47.5%	32.8%	25.7%	28.2%	36.4%
Climate change	1.7%	4.5%	0.0%	0.0%	0.0%
Regional integration	3.4%	1.5%	2.9%	0.0%	0.0%
Gender equity*	22.0%	6.0%	12.9%	5.1%	0.0%
Rural development*	33.9%	52.2%	45.7%	20.5%	86.4%
Urban development*	8.5%	1.5%	1.4%	17.9%	0.0%
Social protection	11.9%	3.0%	11.4%	10.3%	4.5%
Transport*	1.7%	14.9%	5.7%	2.6%	4.5%
Anti corruption	16.9%	14.9%	5.7%	15.4%	0.0%
Private sector development	5.1%	7.5%	8.6%	7.7%	4.5%
Education*	42.4%	16.4%	58.6%	56.4%	59.1%
Energy	0.0%	7.5%	5.7%	0.0%	0.0%
Public sector governance/ reform	13.6%	10.4%	22.9%	23.1%	13.6%
Water and forestry	1.7%	1.5%	0.0%	0.0%	0.0%
Environmental sustainability	5.1%	1.5%	0.0%	0.0%	0.0%
Health*	8.5%	0.0%	11.4%	12.8%	18.2%
Agricultural development*	13.6%	53.7%	31.4%	35.9%	22.7%
Job creation/employment	54.2%	37.3%	34.3%	41.0%	27.3%
Water and sanitation	3.4%	6.0%	2.9%	5.1%	18.2%
Food security*	0.0%	11.9%	7.1%	17.9%	4.5%

*Significantly different among geographic locations

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Better employment opportunities for young people	31.6%	27.3%	25.4%	20.5%	30.0%
Better employment opportunities for women	5.3%	13.6%	16.9%	7.7%	0.0%
Greater access to finance for the poor	22.8%	13.6%	19.7%	15.4%	10.0%
Greater voice and participation for citizens to help ensure greater accountability	17.5%	9.1%	7.0%	10.3%	0.0%
Greater access to health and nutrition for citizens	5.3%	6.1%	9.9%	12.8%	10.0%
Better entrepreneurial opportunities	15.8%	12.1%	18.3%	12.8%	5.0%
A growing middle class	3.5%	6.1%	4.2%	0.0%	0.0%
Better opportunity for the poor who live in rural areas*	14.0%	48.5%	22.5%	28.2%	35.0%
Better opportunity for the poor who live in urban areas*	5.3%	1.5%	1.4%	15.4%	5.0%
Consistent economic growth	15.8%	6.1%	21.1%	25.6%	20.0%
More reliable social safety net*	15.8%	4.5%	4.2%	2.6%	0.0%
Focus on development in lagging states in India*	19.3%	18.2%	7.0%	7.7%	30.0%
Education and training that better ensure job opportunity	21.1%	21.2%	31.0%	33.3%	25.0%
Better quality public services	5.3%	9.1%	7.0%	2.6%	20.0%
Other	1.8%	1.5%	0.0%	0.0%	0.0%

*Significantly different among geographic locations

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

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?	61	6.59	2.18	65	7.20	2.16	72	6.49	2.00	38	7.21	1.70	22	6.23	1.69

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

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.*	52	6.48	1.97	61	7.82	2.07	72	6.89	2.02	38	6.63	1.88	22	6.91	1.41

(1-Not effective at all, 10-Very effective) *Significantly different among geographic locations

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?*	49	6.49	2.05	56	7.79	2.18	70	7.06	1.86	35	7.31	1.89	21	7.33	1.11

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

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

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Rural development*	31.7%	68.7%	47.9%	25.6%	57.1%
Transport	11.7%	22.4%	8.2%	23.1%	19.0%
Agricultural development*	15.0%	56.7%	23.3%	35.9%	14.3%
Regional integration	1.7%	0.0%	1.4%	0.0%	0.0%
Gender equity	8.3%	6.0%	9.6%	2.6%	0.0%
Public sector governance/ reform*	36.7%	7.5%	23.3%	28.2%	28.6%
Health*	15.0%	9.0%	24.7%	25.6%	33.3%
Social protection*	10.0%	0.0%	13.7%	0.0%	4.8%
Education*	28.3%	17.9%	50.7%	38.5%	28.6%
Energy	11.7%	6.0%	12.3%	12.8%	4.8%
Job creation/employment	21.7%	29.9%	26.0%	7.7%	14.3%
Urban development*	21.7%	1.5%	2.7%	23.1%	0.0%
Environmental sustainability	10.0%	6.0%	5.5%	10.3%	4.8%
Private sector development	10.0%	6.0%	2.7%	2.6%	0.0%
Water and sanitation*	13.3%	7.5%	11.0%	17.9%	57.1%
Food security	10.0%	13.4%	8.2%	12.8%	4.8%
Climate change	5.0%	7.5%	4.1%	2.6%	0.0%
Trade and exports*	1.7%	11.9%	2.7%	2.6%	4.8%
Economic growth	18.3%	10.4%	13.7%	20.5%	19.0%
Water and forestry	1.7%	1.5%	1.4%	0.0%	4.8%
Anti corruption	10.0%	9.0%	2.7%	5.1%	0.0%

*Significantly different among geographic locations

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

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

Greatest Value Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Convening/Facilitating*	13.1%	0.0%	2.9%	2.6%	0.0%
Data	0.0%	1.7%	4.3%	0.0%	0.0%
Policy advice, studies, analyses	23.0%	15.0%	10.1%	21.1%	0.0%
Financial resources*	29.5%	23.3%	50.7%	26.3%	64.7%
Technical assistance*	16.4%	10.0%	8.7%	28.9%	0.0%
Project monitoring and implementation*	6.6%	16.7%	10.1%	5.3%	29.4%
Mobilizing third party financial resources	0.0%	1.7%	0.0%	0.0%	0.0%
Donor coordination	0.0%	1.7%	2.9%	0.0%	0.0%
Capacity development	6.6%	18.3%	11.6%	15.8%	5.9%
Linkage to non-Bank expertise*	4.9%	8.3%	0.0%	0.0%	0.0%
Other	0.0%	3.3%	0.0%	0.0%	0.0%

*Significantly different among geographic locations

2 nd Greatest Value Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Convening/Facilitating*	5.0%	1.7%	1.4%	13.2%	0.0%
Data	8.3%	1.7%	1.4%	0.0%	5.9%
Policy advice, studies, analyses*	23.3%	6.7%	13.0%	15.8%	0.0%
Financial resources	10.0%	21.7%	24.6%	13.2%	29.4%
Technical assistance	18.3%	10.0%	18.8%	10.5%	17.6%
Project monitoring and implementation*	8.3%	11.7%	20.3%	36.8%	11.8%
Mobilizing third party financial resources	5.0%	8.3%	0.0%	0.0%	5.9%
Donor coordination	5.0%	3.3%	0.0%	0.0%	0.0%
Capacity development*	10.0%	25.0%	17.4%	2.6%	29.4%
Linkage to non-Bank expertise	6.7%	8.3%	1.4%	7.9%	0.0%
Other	0.0%	1.7%	0.0%	0.0%	0.0%

*Significantly different among geographic locations

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	42	6.43	1.71	61	8.15	1.81	63	6.90	1.92	32	7.53	1.59	21	7.14	1.31
Citizen engagement (incorporating citizens' voices into development)*	34	4.79	1.89	54	6.80	2.53	63	5.38	2.41	27	6.04	2.28	21	6.19	1.25
Policy design (for clarity and better incentives to achieve development goals)*	48	6.21	2.10	55	8.22	2.22	63	7.08	2.00	33	7.58	1.87	19	6.32	1.57

*Significantly different among geographic locations

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	49	7.94	2.14	60	9.10	1.47	66	8.24	1.72	33	8.45	1.82	20	8.15	1.76
Citizen engagement (incorporating citizens' voices into development)	45	7.87	2.18	56	8.75	1.89	63	8.11	1.91	28	8.11	1.64	21	8.43	1.57
Policy design (for clarity and better incentives to achieve development goals)*	51	7.90	1.93	57	9.11	1.32	63	8.59	1.62	33	8.48	1.72	20	7.45	1.76

*Significantly different among geographic locations

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Staff too inaccessible*	8.2%	18.8%	2.8%	2.6%	0.0%
Not exploring alternative policy options	13.1%	12.5%	11.1%	7.9%	18.2%
Not collaborating enough with stakeholders outside the Government*	24.6%	39.1%	43.1%	23.7%	13.6%
Its advice and strategies do not lend themselves to practical problem solving	9.8%	14.1%	8.3%	13.2%	22.7%
Not enough public disclosure of its work*	6.6%	21.9%	36.1%	15.8%	18.2%
Arrogant in its approach*	4.9%	0.0%	2.8%	13.2%	27.3%
Not client focused*	6.6%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	3.3%	0.0%	1.4%	2.6%	0.0%
World Bank Group's processes too complex	18.0%	12.5%	30.6%	28.9%	22.7%
Not willing to honestly criticize policies and reform efforts in the country*	16.4%	15.6%	2.8%	13.2%	0.0%
Too influenced by developed countries	14.8%	6.3%	16.7%	10.5%	18.2%
Imposing technocratic solutions without regard to political realities	9.8%	4.7%	6.9%	2.6%	4.5%
World Bank Group's processes too slow*	13.1%	9.4%	5.6%	31.6%	13.6%
Not aligned with other donors' work	6.6%	0.0%	2.8%	0.0%	0.0%
Not aligned with country priorities	3.3%	1.6%	2.8%	5.3%	0.0%
Not adequately sensitive to political/social realities in India	11.5%	9.4%	13.9%	5.3%	18.2%
Other	3.3%	6.3%	4.2%	7.9%	0.0%
Don't know*	11.5%	10.9%	1.4%	2.6%	0.0%

*Significantly different among geographic locations

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Knowledge products/services*	31.1%	10.4%	37.5%	23.1%	9.1%
Investment lending	42.6%	43.3%	36.1%	46.2%	40.9%
Technical assistance	27.9%	29.9%	31.9%	33.3%	13.6%
Capacity development	27.9%	41.8%	37.5%	35.9%	45.5%
Policy based lending / budget support to the Government	23.0%	7.5%	25.0%	25.6%	27.3%
Multi-sectoral approaches*	21.3%	52.2%	27.8%	28.2%	22.7%
Other	1.6%	0.0%	1.4%	0.0%	4.5%
Don't know	6.6%	7.5%	1.4%	2.6%	13.6%

*Significantly different among geographic locations

To what extent do you believe that the World Bank Group's work and support help the poorest in India?*

(Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
To a fully sufficient degree	3.3%	7.5%	10.0%	7.7%	0.0%
To a somewhat sufficient degree	41.0%	47.8%	32.9%	51.3%	75.0%
To a somewhat insufficient degree	24.6%	22.4%	28.6%	23.1%	20.0%
To a very insufficient degree	13.1%	11.9%	20.0%	7.7%	0.0%
Don't know	18.0%	10.4%	8.6%	10.3%	5.0%

*Significantly different among geographic locations

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

In addition to the regular relations with the national government, which TWO of the following groups should the WBG collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Academia/think tanks/research institutes	42.6%	31.3%	29.2%	35.9%	13.6%
Donor community	14.8%	6.0%	5.6%	5.1%	0.0%
Media	3.3%	6.0%	12.5%	5.1%	9.1%
Local Government	44.3%	53.7%	40.3%	59.0%	59.1%
Private sector*	16.4%	20.9%	6.9%	12.8%	0.0%
Parliament	6.6%	1.5%	2.8%	0.0%	0.0%
NGOs/Community Based Organizations (CBOs)	44.3%	46.3%	54.2%	33.3%	31.8%
Youth/university groups	6.6%	3.0%	8.3%	2.6%	9.1%
Beneficiaries*	18.0%	23.9%	34.7%	30.8%	59.1%
Other	0.0%	3.0%	4.2%	2.6%	0.0%
Don't know	1.6%	0.0%	0.0%	0.0%	4.5%

*Significantly different among geographic locations

To what extent do you agree with the following statements about the World Bank Group's work in India?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India*	56	6.34	2.00	66	7.91	1.71	69	6.32	2.01	37	6.92	1.75	22	7.18	1.18
The World Bank Group's work is aligned with what I consider the development priorities for India*	57	6.19	2.11	60	7.67	1.96	68	6.32	1.86	37	6.65	1.84	22	6.59	1.22
The World Bank Group supports programs and strategies that are realistic for India*	56	6.25	1.85	64	7.67	1.93	68	6.32	2.02	38	6.50	1.89	22	6.64	1.73
The World Bank Group treats clients and stakeholders in India with respect*	50	6.94	2.00	62	8.15	1.90	68	6.76	1.82	37	7.30	1.87	22	6.18	2.17

*Significantly different among geographic locations

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	47	5.94	2.16	54	7.67	2.01	70	6.51	2.01	35	6.69	1.97	21	7.52	1.47
Flexibility (in terms of the institution's products and services)*	50	5.62	1.95	52	6.92	2.23	69	5.71	1.72	34	6.09	2.15	21	6.67	1.20
Flexibility (in terms of changing country circumstances)*	46	6.22	1.81	48	7.04	2.22	65	5.69	1.78	32	6.03	2.10	20	6.50	1.05
Being inclusive*	47	5.89	1.80	49	7.67	2.00	66	6.33	1.91	35	7.03	1.82	21	6.52	1.17
Openness*	55	6.51	2.04	54	7.72	2.32	69	6.06	1.97	35	7.29	1.86	21	7.19	1.89
Staff accessibility*	53	5.94	2.03	53	7.19	2.35	69	6.13	1.76	33	7.21	1.96	21	7.38	1.56
Straightforwardness and honesty*	48	6.79	2.05	52	7.94	2.36	64	6.77	1.86	33	7.70	1.45	21	8.14	1.31
Ease of access to the people at the World Bank Group who are making decisions important to my work*	48	6.21	2.12	47	6.34	2.54	64	5.84	2.18	33	7.21	2.18	21	7.48	1.72
Collaboration with civil society*	46	5.41	2.14	54	6.13	2.64	66	5.56	2.02	37	6.54	2.32	19	7.32	1.80
Collaboration with the Government	51	7.86	1.20	58	8.55	1.79	69	7.88	1.79	37	8.16	1.46	21	8.43	1.08
Collaboration with other donors and development partners*	42	6.19	1.80	49	7.24	2.10	59	6.53	1.77	33	7.03	1.63	17	7.35	1.62
Collaboration with the private sector	36	6.25	1.98	50	6.28	2.45	58	5.43	1.97	32	6.22	2.06	16	5.69	1.74
The speed in which it gets things accomplished on the ground*	44	5.48	1.72	49	6.29	2.17	64	5.58	2.03	36	6.69	1.85	21	7.00	2.12
Being a long-term partner*	52	7.40	2.13	55	8.69	1.84	64	7.33	1.94	36	7.69	1.91	22	7.86	1.91

*Significantly different among geographic locations

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

To be more effective development partner in India, do you believe that the World Bank Group should have?*

(Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
More local presence	68.9%	63.6%	87.5%	59.0%	63.6%
The current level of local presence is adequate	26.2%	31.8%	6.9%	25.6%	22.7%
Less local presence	0.0%	4.5%	2.8%	7.7%	13.6%
Don't know	4.9%	0.0%	2.8%	7.7%	0.0%

*Significantly different among geographic locations

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy*	57	8.04	1.91	61	8.97	1.46	66	8.58	1.76	39	7.62	2.17	22	8.45	1.30
Transport*	56	8.18	1.76	65	9.06	1.18	68	8.41	1.67	38	8.13	1.89	22	7.82	1.82
Urban development*	56	7.86	2.04	66	7.24	2.16	67	8.34	1.73	37	8.08	1.86	21	7.10	1.45
Environmental sustainability*	53	7.96	1.53	67	8.78	1.44	67	7.88	1.74	37	7.46	2.12	22	7.86	1.55
Gender equity*	52	7.67	1.96	62	8.73	1.37	66	8.15	1.85	38	7.76	2.06	22	6.64	1.81
Private sector development*	51	6.86	2.08	63	7.35	2.01	61	7.92	2.01	36	7.42	2.33	21	5.67	1.59
Water and sanitation	57	8.25	1.62	66	8.64	1.37	67	8.75	1.43	38	8.63	1.42	22	8.27	1.80
Trade and exports*	50	6.14	2.48	60	7.73	1.81	61	8.05	2.04	37	6.49	2.71	19	7.05	1.65
Economic growth*	54	7.85	2.23	62	9.31	1.18	68	8.57	1.58	38	7.61	2.43	21	8.00	1.73
Anti corruption*	50	7.76	2.32	60	9.03	1.80	64	7.75	2.12	36	6.36	3.08	22	7.18	2.22
Public sector governance/ reform*	54	7.44	2.52	62	8.71	1.86	64	8.48	1.73	38	8.11	2.47	20	7.90	2.43
Job creation/employment*	57	8.07	1.83	65	9.09	1.39	67	8.49	1.83	37	7.92	1.99	22	8.91	1.19
Health*	58	8.12	1.68	64	9.02	1.46	68	8.72	1.34	38	8.82	1.25	22	8.45	1.41
Rural development*	56	8.00	1.93	67	9.40	1.26	72	9.08	1.33	38	8.58	1.69	21	8.48	1.44
Regional integration*	52	6.37	2.53	63	7.76	2.01	57	7.37	2.20	37	6.00	2.60	20	6.00	1.86
Food security*	55	7.47	2.29	64	8.89	1.52	66	8.47	1.68	37	7.24	2.40	22	7.95	1.89
Education*	55	8.09	1.97	62	9.31	1.25	69	9.04	1.38	38	8.00	2.00	22	8.00	1.63
Social protection*	53	7.47	2.34	62	8.50	2.01	66	8.21	2.12	38	7.24	2.14	20	7.25	2.34
Climate change*	53	7.66	2.05	61	8.25	1.50	63	8.44	1.62	38	7.47	2.13	20	7.05	1.99
Agricultural development*	53	7.92	2.12	66	9.35	1.42	69	8.83	1.48	36	8.44	1.58	22	8.23	1.66
Water and forestry*	54	7.63	2.15	66	8.61	1.73	66	8.48	1.58	37	7.97	1.92	22	8.00	1.75

*Significantly different among geographic locations

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Energy*	32	6.38	1.68	46	7.80	1.50	47	6.40	2.12	13	5.15	1.34	12	7.42	1.24
Transport*	35	6.14	1.59	54	8.19	1.48	60	6.72	1.93	29	7.52	1.92	13	6.23	1.17
Urban development*	38	5.84	1.78	46	6.11	2.39	55	6.29	1.74	28	7.29	1.58	9	6.11	1.17
Environmental sustainability*	39	6.05	1.56	51	7.55	1.81	54	6.07	1.84	22	6.05	2.13	14	7.00	1.47
Gender equity*	34	5.76	2.10	51	7.14	2.04	57	5.98	1.89	21	7.05	1.43	12	6.67	1.37
Private sector development	31	5.77	2.26	44	5.82	2.07	51	5.86	1.85	18	6.33	1.71	8	5.00	2.00
Water and sanitation*	52	6.71	1.75	52	7.52	1.71	60	6.82	1.70	25	7.40	1.80	21	8.24	1.41
Trade and exports	26	5.96	1.75	42	6.57	1.58	48	5.96	2.20	19	6.89	1.70	7	6.29	1.38
Economic growth*	36	6.56	1.80	54	8.26	1.97	57	6.39	1.74	23	7.04	1.58	11	7.18	1.72
Public sector governance/ reform*	45	6.09	1.98	53	7.58	1.89	55	6.36	1.81	25	7.08	2.23	11	6.55	1.51
Job creation/employment*	38	5.24	1.98	53	7.21	1.85	53	5.94	1.55	28	6.61	1.89	14	6.21	1.42
Health*	43	6.70	1.60	54	7.78	1.77	60	6.48	1.89	31	7.39	1.75	16	8.25	1.34
Rural development*	46	6.35	1.45	57	8.39	1.84	63	6.51	2.11	29	6.59	2.20	16	8.06	1.69
Regional integration*	26	5.31	1.98	43	6.79	1.85	51	5.43	2.09	19	5.58	2.41	6	5.33	1.51
Food security*	36	5.97	1.50	46	8.07	1.83	60	6.25	1.98	23	6.43	2.21	13	6.69	1.18
Education*	40	6.35	1.49	52	7.56	2.01	59	6.29	1.93	28	6.71	1.98	14	7.21	1.19
Social protection*	32	6.41	1.54	44	7.91	2.07	57	5.67	1.87	21	5.81	2.14	8	6.13	1.36
Climate change	35	6.00	1.93	52	6.90	1.86	53	5.96	1.95	22	5.91	2.37	11	6.45	1.97
Agricultural development*	36	6.22	1.73	60	8.42	2.01	57	6.09	1.93	27	6.78	1.72	15	7.33	1.40
Water and forestry*	38	5.92	1.91	58	7.36	1.84	55	6.00	2.13	27	6.96	1.95	16	6.75	1.24

*Significantly different among geographic locations

Where are the World Bank Group's decisions made primarily that support the program in India?*

(Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
At the Headquarters (in Washington D.C.)	31.1%	10.8%	12.5%	46.2%	47.6%
In the country	36.1%	58.5%	47.2%	35.9%	47.6%
Don't know	32.8%	30.8%	40.3%	17.9%	4.8%

*Significantly different among geographic locations

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?*	53	6.26	1.93	60	7.48	1.93	66	6.35	1.87	37	6.78	1.95	22	6.68	1.25

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

To what extent do you agree with the following statements about the World Bank Group in India? (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India*	54	6.02	1.95	56	7.34	1.88	67	6.19	1.89	34	6.41	1.84	21	5.95	1.50
The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	54	6.11	1.88	59	7.25	2.15	67	6.43	1.86	34	6.35	2.12	18	5.67	1.68

*Significantly different among geographic locations

**C. World Bank Group's Effectiveness and Results (continued)**

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in India?	43	6.35	1.88	58	6.93	2.32	61	6.39	2.01	37	6.62	1.88	21	6.48	1.25

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

D. The World Bank Group's Knowledge Work and Activities

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

(Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Weekly	1.6%	7.5%	11.0%	17.9%	4.5%
Monthly	29.5%	23.9%	30.1%	20.5%	13.6%
A few times a year	52.5%	44.8%	41.1%	56.4%	63.6%
Rarely	14.8%	14.9%	9.6%	2.6%	18.2%
Never	1.6%	9.0%	8.2%	2.6%	0.0%

In India, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	47	6.13	2.15	53	7.70	1.78	63	6.25	2.02	35	6.80	1.78	21	7.24	1.48
Include appropriate level of stakeholder involvement during preparation*	48	5.85	2.33	58	7.53	2.03	60	6.02	1.76	36	6.58	2.10	22	7.14	2.03
Lead to practical solutions*	49	5.88	2.00	60	7.75	1.99	65	6.11	1.94	37	6.84	2.10	21	7.05	1.91
Are accessible*	56	6.86	2.19	57	7.88	1.75	66	6.41	2.17	37	7.03	2.14	20	7.45	1.76
Are source of relevant information on global good practices*	56	7.34	1.60	59	8.41	1.77	65	6.74	1.96	38	7.47	1.93	19	7.89	1.45
Are adaptable to India's specific development challenges and country circumstances*	54	6.31	1.86	60	7.93	1.80	64	6.30	2.02	38	7.05	1.77	21	6.81	1.47

*Significantly different among geographic locations

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	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 Group's knowledge work and activities make to development results in your country?*	52	6.40	2.03	63	7.75	1.91	69	6.78	2.02	37	7.22	1.70	22	7.09	1.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	56	7.23	1.81	62	8.24	1.56	69	7.61	1.62	38	7.76	1.62	21	7.48	1.44

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

*Significantly different among geographic locations

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	37	6.73	1.76	54	8.07	1.86	57	6.98	2.09	31	7.42	1.67	22	8.27	1.49
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	52	6.83	1.80	64	8.28	1.82	69	7.01	1.82	34	8.06	1.48	22	7.86	1.32
The World Bank Group's approvals and reviews are done in a timely fashion*	41	6.59	2.06	58	8.29	1.87	59	7.29	1.73	34	7.59	1.56	21	7.71	1.49
The World Bank Group's "Safeguard Policy" requirements are reasonable*	43	6.67	1.63	45	8.36	1.75	49	7.16	1.52	26	7.00	2.00	19	8.05	1.78
The World Bank Group's conditions on its lending are reasonable*	39	6.46	1.85	50	8.18	1.66	50	6.70	1.69	28	6.14	2.10	20	7.60	1.88
The World Bank Group takes decisions quickly in India*	39	6.15	1.86	48	7.29	2.10	59	6.81	1.80	34	6.85	1.81	21	7.57	1.60
Working with the World Bank Group increases India's institutional capacity*	51	6.86	2.12	60	8.45	1.77	68	7.07	2.00	37	7.65	1.92	22	7.95	1.65
Where country systems are adequate, the World Bank Group makes appropriate use of them	35	6.40	2.02	54	7.44	2.35	63	6.71	2.02	34	7.29	1.64	21	7.52	2.23
The World Bank Group provides effective implementation support*	48	6.79	1.84	65	8.26	2.03	66	6.97	2.08	36	7.83	1.63	21	7.90	1.81

*Significantly different among geographic locations

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India?*	38	5.95	1.99	53	7.32	2.20	59	6.49	1.73	35	6.66	1.76	16	5.94	1.77

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

Which of the following best describes the way the World Bank Group operates in India?* (Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
The World Bank Group takes too much risk in India	1.7%	0.0%	5.5%	2.6%	0.0%
The World Bank Group does not take enough risk in India	41.7%	28.4%	45.2%	41.0%	18.2%
The World Bank Group's approach to risk is appropriate	25.0%	55.2%	28.8%	33.3%	59.1%
Don't know	31.7%	16.4%	20.5%	23.1%	22.7%

*Significantly different among geographic locations

Which of the following best describes the World Bank Group's support in India?* (Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
The World Bank Group is sufficiently selective and focuses on the most important development challenges in India	33.3%	79.1%	46.6%	64.1%	77.3%
The World Bank Group is not sufficiently selective in India, and it is involved in too many areas of development	36.7%	9.0%	27.4%	17.9%	4.5%
Don't know	30.0%	11.9%	26.0%	17.9%	18.2%

*Significantly different among geographic locations

**F. The Future Role of the World Bank Group in India**

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

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Offer more innovative knowledge services	21.3%	26.9%	13.7%	15.4%	18.2%
Ensure greater selectivity in its work*	18.0%	4.5%	8.2%	7.7%	0.0%
Offer more innovative financial products*	8.2%	26.9%	6.8%	15.4%	9.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	1.6%	10.4%	4.1%	0.0%	4.5%
Reach out more to groups outside of Government*	39.3%	28.4%	49.3%	23.1%	22.7%
Work faster	6.6%	14.9%	4.1%	10.3%	4.5%
Improve the quality of its experts as related to India's specific challenges	23.0%	10.4%	30.1%	10.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on India's economy	3.3%	6.0%	8.2%	7.7%	0.0%
Collaborate more effectively with Government clients*	29.5%	14.9%	13.7%	33.3%	45.5%
Increase the level of capacity development in the country*	23.0%	26.9%	32.9%	20.5%	54.5%
Reduce the complexity of obtaining World Bank Group financing*	8.2%	10.4%	15.1%	38.5%	9.1%
Make available more funds	4.9%	14.9%	17.8%	12.8%	18.2%
Other	3.3%	1.5%	0.0%	0.0%	4.5%

*Significantly different among geographic locations

When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Financial services	33.9%	64.2%	46.6%	55.3%	63.6%
Knowledge products	28.8%	11.9%	17.8%	7.9%	22.7%
Convening services	6.8%	9.0%	6.8%	2.6%	0.0%
None of the above	0.0%	0.0%	1.4%	0.0%	0.0%
The combination is appropriate for India	22.0%	10.4%	23.3%	31.6%	13.6%
Don't know	8.5%	4.5%	4.1%	2.6%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Periodicals*	27.1%	10.4%	30.1%	47.2%	9.1%
International newspapers	3.4%	3.0%	4.1%	11.1%	4.5%
Local radio	0.0%	1.5%	4.1%	2.8%	0.0%
International radio	0.0%	0.0%	1.4%	0.0%	0.0%
Local television*	28.8%	49.3%	34.2%	19.4%	45.5%
International television*	0.0%	9.0%	4.1%	0.0%	18.2%
Local newspapers	66.1%	61.2%	64.4%	52.8%	45.5%
Internet	52.5%	55.2%	45.2%	47.2%	63.6%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	10.2%	7.5%	6.8%	16.7%	4.5%
Other	8.5%	3.0%	4.1%	0.0%	0.0%

*Significantly different among geographic locations

**G. Communication and Information Sharing (continued)****How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	27.9%	23.9%	53.4%	33.3%	31.8%
e-Newsletters*	27.9%	20.9%	21.9%	51.3%	27.3%
World Bank Group's seminars/workshops/conferences	41.0%	53.7%	53.4%	38.5%	40.9%
World Bank Group's publications and other written materials*	37.7%	22.4%	34.2%	23.1%	9.1%
World Bank Group's website*	55.7%	55.2%	26.0%	46.2%	50.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	3.3%	10.4%	4.1%	5.1%	9.1%
Mobile phones	1.6%	7.5%	5.5%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different among geographic locations

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

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	41.4%	31.3%	46.5%	51.3%	19.0%
No	58.6%	68.7%	53.5%	48.7%	81.0%

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

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	31.0%	25.8%	34.8%	27.8%	13.6%
No	69.0%	74.2%	65.2%	72.2%	86.4%

Were you able to obtain this information?

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	94.1%	100.0%	83.3%	100.0%	100.0%
No	5.9%	0.0%	16.7%	0.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	96.6%	98.5%	98.5%	97.4%	100.0%
No	3.4%	1.5%	1.5%	2.6%	0.0%

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

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	88.3%	75.4%	76.1%	97.4%	86.4%
No	11.7%	24.6%	23.9%	2.6%	13.6%

*Significantly different among geographic locations

Do you follow World Bank Group India on its social media sites?*

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	18.3%	9.2%	40.3%	32.4%	13.6%
No	81.7%	90.8%	59.7%	67.6%	86.4%

*Significantly different among geographic locations

Which Internet connection do you use primarily when visiting a World Bank Group website?*

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
High speed/WiFi	100.0%	83.6%	91.3%	94.4%	73.7%
Dial-up	0.0%	16.4%	8.7%	5.6%	26.3%

*Significantly different among geographic locations

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	Delhi			Assam			Bihar			Tamil Nadu			Uttarakhand		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	51	7.76	1.39	48	7.38	1.81	58	7.38	2.02	35	7.97	1.40	20	7.55	1.23
I find the information on the World Bank Group's websites useful*	52	7.77	1.41	48	8.38	1.57	56	7.21	1.77	34	8.21	1.32	20	7.40	1.19
The World Bank Group's social media channels are valuable sources of information about the institution	18	6.44	2.04	14	6.79	2.91	44	6.64	2.18	17	7.18	1.85	8	7.50	1.69
When I need information from the World Bank Group I know how to find it*	51	7.10	2.43	41	7.90	1.97	59	6.80	2.27	34	7.91	1.69	19	6.58	2.81
The World Bank Group is responsive to my information requests and inquiries*	34	7.47	2.18	39	8.36	1.63	50	6.98	2.48	29	7.59	1.64	15	7.27	2.22

*Significantly different among geographic locations

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
I currently collaborate with the World Bank Group	20.0%	10.6%	16.4%	10.3%	36.4%
I have previously collaborated with the World Bank Group	23.3%	21.2%	24.7%	30.8%	18.2%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	38.3%	40.9%	23.3%	43.6%	22.7%
I have never collaborated with the World Bank Group	18.3%	27.3%	35.6%	15.4%	22.7%

Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
The World Bank (IBRD/IDA)	86.2%	77.2%	78.0%	83.8%	100.0%
The International Finance Corporation (IFC)	6.9%	7.0%	6.8%	5.4%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	3.4%	0.0%	0.0%
Other	6.9%	15.8%	11.9%	10.8%	0.0%

Do your projects involve both the World Bank and the IFC?*

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Yes	15.3%	4.7%	16.9%	21.6%	0.0%
No	84.7%	95.3%	83.1%	78.4%	100.0%

*Significantly different among geographic locations

If yes, what was your view of how the two institutions work together in India? (Select only ONE response)

Percentage of Respondents	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
The two institutions work well together	62.5%	0.0%	81.8%	75.0%	0.0%
The way the two institutions work together needs improvement	25.0%	100.0%	0.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	9.1%	0.0%	0.0%
Don't know	12.5%	0.0%	9.1%	25.0%	0.0%

*Significantly different among geographic locations

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

Percentage of Respondents (Responses combined)	Delhi	Assam	Bihar	Tamil Nadu	Uttarakhand
Observer	23.3%	18.8%	31.0%	20.5%	22.7%
Use World Bank Group reports/data*	33.3%	17.2%	23.9%	25.6%	0.0%
Engage in World Bank Group related/sponsored events/activities*	25.0%	62.5%	53.5%	41.0%	27.3%
Collaborate as part of my professional duties*	46.7%	50.0%	39.4%	66.7%	72.7%
Use World Bank Group website for information, data, research, etc.	20.0%	23.4%	15.5%	7.7%	22.7%

*Significantly different among geographic locations



Appendix D: Responses to All Questions by Level of Collaboration with the WBG²²

Collaborating with the WBG N=132 ● Not collaborating with the WBG N=128

A. General Issues facing India

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

Percentage of Respondents	Currently collaborating	Not collaborating
The right direction	81.9%	71.4%
The wrong direction	2.4%	7.1%
Not sure	15.7%	21.4%

Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India?

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Water and forestry	7.6%	4.0%
Food security	16.7%	19.2%
Public sector governance/ reform	27.3%	24.0%
Regional integration	0.8%	0.8%
Health	19.7%	23.2%
Private sector development	3.0%	4.0%
Water and sanitation	18.2%	15.2%
Anti corruption	8.3%	15.2%
Job creation/employment	28.8%	29.6%
Rural development*	34.8%	20.8%
Urban development*	12.9%	4.0%
Environmental sustainability	9.8%	12.0%
Gender equity	6.1%	10.4%
Education*	19.7%	42.4%
Energy*	14.4%	5.6%
Transport*	12.1%	1.6%
Climate change	2.3%	6.4%
Agricultural development	32.6%	25.6%
Trade and exports	0.8%	2.4%
Economic growth	16.7%	18.4%
Social protection	6.1%	8.8%

*Significantly different between collaborators and non-collaborators

²² Only 260 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options “I currently collaborate with the WBG” and “both of the above” were combined as “Currently collaborating with the WBG” for the comparisons in this appendix. “I have previously collaborated with the WBG,” and “I have never collaborated with the WBG” were combined as “Not collaborating with the WBG”.

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Trade and exports	2.3%	4.8%
Economic growth	38.9%	29.0%
Climate change*	3.1%	0.0%
Regional integration*	3.8%	0.0%
Gender equity	11.5%	10.5%
Rural development	48.9%	39.5%
Urban development	6.9%	3.2%
Social protection	6.9%	9.7%
Transport	8.4%	4.8%
Anti corruption*	5.3%	17.7%
Private sector development	5.3%	8.9%
Education	38.9%	48.4%
Energy	4.6%	2.4%
Public sector governance/ reform	13.7%	20.2%
Water and forestry	0.8%	0.8%
Environmental sustainability	1.5%	1.6%
Health	5.3%	12.1%
Agricultural development	32.8%	33.9%
Job creation/employment	42.7%	37.1%
Water and sanitation	7.6%	3.2%
Food security	7.6%	8.9%

*Significantly different between collaborators and non-collaborators

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following **TWO** best illustrate how this would be achieved in India? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Better employment opportunities for young people	22.0%	31.5%
Better employment opportunities for women	10.2%	11.3%
Greater access to finance for the poor	20.5%	14.5%
Greater voice and participation for citizens to help ensure greater accountability	7.1%	11.3%
Greater access to health and nutrition for citizens	9.4%	7.3%
Better entrepreneurial opportunities	11.0%	17.7%
A growing middle class	2.4%	4.8%
Better opportunity for the poor who live in rural areas	32.3%	26.6%
Better opportunity for the poor who live in urban areas	3.1%	6.5%
Consistent economic growth	18.1%	15.3%
More reliable social safety net	5.5%	7.3%
Focus on development in lagging states in India*	21.3%	8.1%
Education and training that better ensure job opportunity	26.0%	26.6%
Better quality public services	7.9%	7.3%
Other	0.8%	0.8%

*Significantly different between collaborators and non-collaborators

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?*	131	7.40	1.88	124	6.12	2.01

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.	126	7.25	1.90	116	6.75	2.10

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?	124	7.19	2.11	104	7.20	1.81

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

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Rural development	43.2%	51.2%
Transport*	21.2%	9.6%
Agricultural development	34.1%	28.8%
Regional integration	1.5%	0.0%
Gender equity	6.8%	6.4%
Public sector governance/ reform	27.3%	19.2%
Health	16.7%	21.6%
Social protection	5.3%	8.0%
Education	28.8%	37.6%
Energy	12.1%	8.0%
Job creation/employment	23.5%	20.8%
Urban development	11.4%	7.2%
Environmental sustainability	6.8%	7.2%
Private sector development	5.3%	4.8%
Water and sanitation	18.9%	12.0%
Food security	9.8%	11.2%
Climate change	3.8%	5.6%
Trade and exports	3.0%	7.2%
Economic growth	12.9%	18.4%
Water and forestry*	0.0%	3.2%
Anti corruption	5.3%	7.2%

*Significantly different between collaborators and non-collaborators

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

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

Greatest Value Percentage of Respondents	Currently collaborating	Not collaborating
Convening/Facilitating	5.8%	3.3%
Data*	0.0%	3.3%
Policy advice, studies, analyses	16.7%	14.8%
Financial resources	31.7%	39.3%
Technical assistance	12.5%	14.8%
Project monitoring and implementation	10.8%	12.3%
Mobilizing third party financial resources	0.8%	0.0%
Donor coordination	0.8%	1.6%
Capacity development	14.2%	9.8%
Linkage to non-Bank expertise*	5.8%	0.8%
Other	0.8%	0.8%

*Significantly different between collaborators and non-collaborators

2 nd Greatest Value Percentage of Respondents	Currently collaborating	Not collaborating
Convening/Facilitating	4.2%	4.1%
Data	4.2%	1.6%
Policy advice, studies, analyses	17.6%	9.8%
Financial resources	21.8%	16.4%
Technical assistance	10.9%	19.7%
Project monitoring and implementation	18.5%	16.4%
Mobilizing third party financial resources	3.4%	4.1%
Donor coordination	1.7%	2.5%
Capacity development	11.8%	19.7%
Linkage to non-Bank expertise	5.0%	4.9%
Other	0.8%	0.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	118	7.68	1.60	98	6.89	1.94
Citizen engagement (incorporating citizens' voices into development)	106	6.14	2.29	90	5.52	2.35
Policy design (for clarity and better incentives to achieve development goals)	115	7.45	2.15	100	6.89	2.12

*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	123	8.75	1.57	102	8.07	1.96
Citizen engagement (incorporating citizens' voices into development)	114	8.44	1.87	96	8.02	1.96
Policy design (for clarity and better incentives to achieve development goals)	118	8.64	1.67	103	8.21	1.77

*Significantly different between collaborators and non-collaborators

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Staff too inaccessible	6.9%	8.1%
Not exploring alternative policy options*	16.9%	7.3%
Not collaborating enough with stakeholders outside the Government*	26.2%	38.7%
Its advice and strategies do not lend themselves to practical problem solving	14.6%	8.9%
Not enough public disclosure of its work*	8.5%	33.9%
Arrogant in its approach*	9.2%	3.2%
Not client focused*	3.1%	0.0%
The credibility of its knowledge/data	1.5%	1.6%
World Bank Group's processes too complex*	27.7%	16.1%
Not willing to honestly criticize policies and reform efforts in the country*	16.2%	4.8%
Too influenced by developed countries	12.3%	13.7%
Imposing technocratic solutions without regard to political realities	6.9%	5.6%
World Bank Group's processes too slow	13.1%	12.1%
Not aligned with other donors' work	3.1%	1.6%
Not aligned with country priorities	2.3%	3.2%
Not adequately sensitive to political/social realities in India	12.3%	10.5%
Other	5.4%	4.0%
Don't know	3.8%	8.9%

*Significantly different between collaborators and non-collaborators

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Knowledge products/services	22.0%	27.8%
Investment lending	40.9%	42.1%
Technical assistance	26.5%	31.0%
Capacity development	34.1%	38.9%
Policy based lending / budget support to the Government	22.7%	17.5%
Multi-sectoral approaches*	40.2%	24.6%
Other	1.5%	0.8%
Don't know	4.5%	6.3%

*Significantly different between collaborators and non-collaborators

To what extent do you believe that the World Bank Group's work and support help the poorest in India?

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
To a fully sufficient degree	6.2%	7.2%
To a somewhat sufficient degree	47.3%	41.6%
To a somewhat insufficient degree	22.5%	26.4%
To a very insufficient degree	14.7%	11.2%
Don't know	9.3%	13.6%

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

In addition to the regular relations with the national government, which TWO of the following groups should the WBG collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Academia/think tanks/research institutes	34.1%	31.0%
Donor community	6.1%	8.7%
Media*	2.3%	11.9%
Local Government*	63.6%	33.3%
Private sector	16.7%	9.5%
Parliament	3.0%	2.4%
NGOs/Community Based Organizations (CBOs)*	34.8%	55.6%
Youth/university groups	3.0%	8.7%
Beneficiaries	31.8%	27.0%
Other	3.0%	1.6%
Don't know	0.8%	0.8%

*Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group's work in India?

(1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India*	127	7.27	1.97	120	6.56	1.84
The World Bank Group's work is aligned with what I consider the development priorities for India*	128	6.99	1.93	113	6.39	1.97
The World Bank Group supports programs and strategies that are realistic for India*	129	7.02	1.92	116	6.42	2.01
The World Bank Group treats clients and stakeholders in India with respect	127	7.41	2.09	109	6.96	1.89

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Responsiveness	124	7.03	1.98	100	6.53	2.17
Flexibility (in terms of the institution's products and services)	126	6.33	1.96	97	5.87	2.01
Flexibility (in terms of changing country circumstances)*	117	6.56	1.77	91	5.87	2.10
Being inclusive*	121	7.04	1.76	94	6.26	2.01
Openness*	129	7.36	1.97	102	6.23	2.17
Staff accessibility*	128	6.86	2.04	98	6.30	2.07
Straightforwardness and honesty*	118	7.69	1.81	97	6.92	2.15
Ease of access to the people at the World Bank Group who are making decisions important to my work*	124	6.91	2.15	86	5.76	2.27
Collaboration with civil society*	121	6.37	2.25	99	5.55	2.27
Collaboration with the Government*	124	8.40	1.27	109	7.84	1.87
Collaboration with other donors and development partners	108	6.95	1.77	90	6.59	1.96
Collaboration with the private sector	104	6.18	1.99	86	5.66	2.26
The speed in which it gets things accomplished on the ground	118	6.32	1.87	93	5.77	2.18
Being a long-term partner*	122	8.12	1.85	104	7.40	2.14

*Significantly different between collaborators and non-collaborators

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

To be more effective development partner in India, do you believe that the World Bank Group should have?*

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
More local presence	58.0%	84.1%
The current level of local presence is adequate	32.8%	10.3%
Less local presence	6.1%	2.4%
Don't know	3.1%	3.2%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India? (1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Energy	125	8.54	1.72	117	8.22	1.92
Transport*	127	8.69	1.55	119	8.16	1.77
Urban development	126	7.99	1.89	118	7.60	2.03
Environmental sustainability	123	8.10	1.76	120	8.06	1.68
Gender equity	123	7.90	1.80	114	8.11	1.97
Private sector development	118	7.32	2.08	111	7.21	2.20
Water and sanitation*	126	8.73	1.29	121	8.36	1.68
Trade and exports	112	7.11	2.31	112	7.34	2.30
Economic growth	124	8.37	1.97	116	8.44	1.89
Anti corruption	116	7.77	2.41	113	7.84	2.46
Public sector governance/ reform*	119	8.52	1.93	116	7.84	2.38
Job creation/employment	124	8.48	1.67	121	8.51	1.84
Health	124	8.58	1.61	123	8.72	1.34
Rural development	129	8.76	1.74	122	8.86	1.44
Regional integration	114	6.96	2.36	112	6.87	2.40
Food security	124	7.92	2.25	117	8.35	1.74
Education	123	8.45	1.83	120	8.82	1.59
Social protection	119	7.76	2.37	117	8.00	2.05
Climate change	118	7.82	1.90	114	8.09	1.80
Agricultural development	122	8.69	1.87	121	8.67	1.54
Water and forestry	125	8.27	1.82	117	8.15	1.89

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Energy*	73	7.29	1.89	75	6.35	1.80
Transport*	99	7.40	1.75	89	6.79	1.97
Urban development	92	6.37	1.90	82	6.24	1.99
Environmental sustainability*	92	6.87	1.80	86	6.24	1.95
Gender equity*	88	6.86	1.87	85	6.07	2.00
Private sector development	76	5.88	1.89	74	5.77	2.12
Water and sanitation	117	7.33	1.80	90	6.99	1.71
Trade and exports	69	6.38	1.91	70	6.14	1.84
Economic growth*	91	7.69	1.76	88	6.56	1.95
Public sector governance/ reform*	104	7.03	1.94	83	6.45	1.99
Job creation/employment	91	6.44	1.88	93	6.15	1.91
Health*	108	7.49	1.74	94	6.81	1.81
Rural development*	112	7.57	2.03	97	6.64	1.99
Regional integration	71	6.03	2.20	73	5.62	2.00
Food security*	92	7.02	1.95	84	6.40	2.02
Education	103	7.01	1.91	87	6.54	1.78
Social protection*	82	6.89	2.01	78	6.04	2.09
Climate change	85	6.42	2.13	86	6.17	1.83
Agricultural development*	100	7.46	2.18	93	6.62	1.85
Water and forestry	100	6.83	2.13	91	6.37	1.79

*Significantly different between collaborators and non-collaborators

Where are the World Bank Group's decisions made primarily that support the program in India?*(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
At the Headquarters (in Washington D.C.)	25.8%	22.8%
In the country	52.3%	39.4%
Don't know	21.9%	37.8%

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?*	124	7.01	1.94	111	6.41	1.83

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

To what extent do you agree with the following statements about the World Bank Group in India? (1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India*	119	6.82	1.85	110	6.02	1.93
The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	115	6.93	1.94	114	6.05	2.02

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in India?	113	6.81	1.98	104	6.36	1.97

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

D. The World Bank Group's Knowledge Work and Activities

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
Weekly	14.4%	2.4%
Monthly	31.1%	19.7%
A few times a year	48.5%	49.6%
Rarely	5.3%	18.1%
Never	.8%	10.2%

*Significantly different between collaborators and non-collaborators

In India, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Are timely*	120	7.09	1.87	96	6.35	2.09
Include appropriate level of stakeholder involvement during preparation*	123	6.92	2.14	98	6.20	2.07
Lead to practical solutions*	124	6.98	2.10	105	6.40	2.05
Are accessible*	126	7.45	1.99	107	6.60	2.14
Are source of relevant information on global good practices*	124	7.75	1.76	110	7.23	2.01
Are adaptable to India's specific development challenges and country circumstances*	126	7.21	1.88	108	6.55	1.97

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	122	7.38	1.95	118	6.70	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	128	7.91	1.56	115	7.46	1.76

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

*Significantly different between collaborators and non-collaborators

**E. Working with the World Bank Group**

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

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	114	7.73	1.86	84	7.07	1.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports	127	7.76	1.77	111	7.31	1.87
The World Bank Group's approvals and reviews are done in a timely fashion*	116	7.84	1.91	94	7.12	1.78
The World Bank Group's "Safeguard Policy" requirements are reasonable*	107	7.66	1.87	73	7.07	1.68
The World Bank Group's conditions on its lending are reasonable*	106	7.49	1.96	78	6.51	1.81
The World Bank Group takes decisions quickly in India*	117	7.21	1.95	81	6.44	1.77
Working with the World Bank Group increases India's institutional capacity*	124	8.03	1.89	111	7.03	2.04
Where country systems are adequate, the World Bank Group makes appropriate use of them	116	7.23	2.14	89	6.78	2.05
The World Bank Group provides effective implementation support*	126	7.79	1.96	107	7.22	2.02

*Significantly different between collaborators and non-collaborators

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India?	110	6.67	1.91	88	6.52	2.04

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

Which of the following best describes the way the World Bank Group operates in India?* (Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
The World Bank Group takes too much risk in India	1.5%	3.2%
The World Bank Group does not take enough risk in India	38.6%	34.9%
The World Bank Group's approach to risk is appropriate	46.2%	29.4%
Don't know	13.6%	32.5%

*Significantly different between collaborators and non-collaborators

Which of the following best describes the World Bank Group's support in India?* (Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
The World Bank Group is sufficiently selective and focuses on the most important development challenges in India	57.6%	56.3%
The World Bank Group is not sufficiently selective in India, and it is involved in too many areas of development	26.5%	15.9%
Don't know	15.9%	27.8%

*Significantly different between collaborators and non-collaborators

**F. The Future Role of the World Bank Group in India**

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Offer more innovative knowledge services	20.5%	18.1%
Ensure greater selectivity in its work	12.1%	5.5%
Offer more innovative financial products	15.9%	11.8%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	3.8%	5.5%
Reach out more to groups outside of Government*	25.0%	44.9%
Work faster	9.1%	7.9%
Improve the quality of its experts as related to India's specific challenges	17.4%	17.3%
Provide more adequate data/knowledge/statistics/figures on India's economy	3.0%	8.7%
Collaborate more effectively with Government clients*	31.8%	15.0%
Increase the level of capacity development in the country	25.8%	33.1%
Reduce the complexity of obtaining World Bank Group financing	16.7%	14.2%
Make available more funds	12.9%	14.2%
Other	2.3%	0.8%

*Significantly different between collaborators and non-collaborators

When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in India?
(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
Financial services	53.5%	48.8%
Knowledge products	13.2%	22.0%
Convening services	5.4%	6.3%
None of the above	0.0%	.8%
The combination is appropriate for India	20.9%	19.7%
Don't know	7.0%	2.4%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Periodicals	29.8%	20.3%
International newspapers	3.1%	6.5%
Local radio	2.3%	1.6%
International radio	0.0%	0.8%
Local television	33.6%	39.0%
International television	2.3%	7.3%
Local newspapers	61.8%	59.3%
Internet	53.4%	48.8%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6.9%	10.6%
Other	3.8%	4.1%

**G. Communication and Information Sharing (continued)****How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	40.2%	29.1%
e-Newsletters*	19.7%	37.0%
World Bank Group's seminars/workshops/conferences	49.2%	46.5%
World Bank Group's publications and other written materials	24.2%	30.7%
World Bank Group's website	50.8%	40.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	3.0%	9.4%
Mobile phones	5.3%	2.4%
Other	0.0%	0.0%

Significantly different between collaborators and non-collaborators*Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?***

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	49.2%	31.2%
No	50.8%	68.8%

Significantly different between collaborators and non-collaborators*Have you requested information from the World Bank Group on its activities in the past year?***

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	41.6%	14.6%
No	58.4%	85.4%

Significantly different between collaborators and non-collaborators*Were you able to obtain this information?***

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	98.0%	76.5%
No	2.0%	23.5%

Significantly different between collaborators and non-collaborators*Do you have access to the Internet?**

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	99.2%	96.7%
No	.8%	3.3%

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	93.8%	71.3%
No	6.3%	28.7%

Significantly different between collaborators and non-collaborators*Do you follow World Bank Group India on its social media sites?**

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	24.6%	23.0%
No	75.4%	77.0%

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Currently collaborating	Not collaborating
High speed/WiFi	92.9%	87.5%
Dial-up	7.1%	12.5%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Currently collaborating			Not collaborating		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	122	7.70	1.54	88	7.40	1.85
I find the information on the World Bank Group's websites useful	122	7.89	1.55	86	7.67	1.60
The World Bank Group's social media channels are valuable sources of information about the institution	45	7.18	2.08	54	6.48	2.23
When I need information from the World Bank Group I know how to find it*	120	7.61	2.20	82	6.77	2.30
The World Bank Group is responsive to my information requests and inquiries*	110	7.82	2.00	56	6.96	2.26

*Significantly different between collaborators and non-collaborators

H. Background Information

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Observer*	5.3%	43.1%
Use World Bank Group reports/data	17.6%	27.6%
Engage in World Bank Group related/sponsored events/activities*	55.0%	35.0%
Collaborate as part of my professional duties*	76.3%	24.4%
Use World Bank Group website for information, data, research, etc.	13.7%	22.0%

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to All Questions by Gender²³

Female N=39 ● Male N=221

A. General Issues facing India

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

Percentage of Respondents	Female	Male
The right direction	66.7%	78.5%
The wrong direction	5.1%	4.7%
Not sure	28.2%	16.8%

Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India?

Percentage of Respondents (Responses combined)	Female	Male
Water and forestry	2.6%	6.5%
Food security	20.5%	17.1%
Public sector governance/ reform	20.5%	26.9%
Regional integration	2.6%	0.5%
Health	25.6%	21.3%
Private sector development	2.6%	3.7%
Water and sanitation	20.5%	16.2%
Anti corruption	5.1%	13.4%
Job creation/employment	30.8%	28.2%
Rural development*	12.8%	30.6%
Urban development	7.7%	8.8%
Environmental sustainability	10.3%	11.1%
Gender equity*	23.1%	5.6%
Education*	46.2%	28.2%
Energy	12.8%	9.3%
Transport	2.6%	7.9%
Climate change	5.1%	4.2%
Agricultural development	17.9%	30.6%
Trade and exports	0.0%	1.4%
Economic growth	12.8%	18.5%
Social protection*	15.4%	6.0%

*Significantly different between women and men

²³ 260 respondents provided their demographic information about gender and were included in the comparisons presented in this appendix.

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

Percentage of Respondents (Responses combined)	Female	Male
Trade and exports	0.0%	4.2%
Economic growth	38.5%	33.5%
Climate change	0.0%	1.9%
Regional integration	0.0%	2.3%
Gender equity	17.9%	9.3%
Rural development	35.9%	45.6%
Urban development	2.6%	6.0%
Social protection	12.8%	7.9%
Transport	7.7%	6.5%
Anti corruption	10.3%	11.6%
Private sector development	2.6%	7.4%
Education	53.8%	41.9%
Energy	7.7%	2.8%
Public sector governance/ reform	12.8%	17.7%
Water and forestry	0.0%	0.9%
Environmental sustainability	2.6%	1.4%
Health	15.4%	7.4%
Agricultural development	30.8%	33.0%
Job creation/employment	41.0%	40.5%
Water and sanitation	2.6%	5.6%
Food security	2.6%	9.3%

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following **TWO** best illustrate how this would be achieved in India? (Choose no more than **TWO**)

Percentage of Respondents (Responses combined)	Female	Male
Better employment opportunities for young people	28.9%	26.9%
Better employment opportunities for women*	21.1%	9.0%
Greater access to finance for the poor	13.2%	18.4%
Greater voice and participation for citizens to help ensure greater accountability	7.9%	10.4%
Greater access to health and nutrition for citizens	5.3%	9.0%
Better entrepreneurial opportunities*	23.7%	11.3%
A growing middle class	2.6%	3.8%
Better opportunity for the poor who live in rural areas	15.8%	31.1%
Better opportunity for the poor who live in urban areas	7.9%	4.2%
Consistent economic growth	15.8%	17.0%
More reliable social safety net	7.9%	6.1%
Focus on development in lagging states in India	15.8%	14.6%
Education and training that better ensure job opportunity	23.7%	26.4%
Better quality public services	5.3%	8.0%
Other	2.6%	0.5%

*Significantly different between women and men

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?	39	6.28	2.11	216	6.86	2.03

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.	33	6.85	1.58	209	7.02	2.07

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?	26	7.12	1.84	202	7.18	2.00

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

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

Percentage of Respondents (Responses combined)	Female	Male
Rural development	41.0%	47.2%
Transport	12.8%	16.1%
Agricultural development	23.1%	32.6%
Regional integration	0.0%	0.9%
Gender equity	10.3%	6.0%
Public sector governance/ reform	20.5%	24.3%
Health	30.8%	17.4%
Social protection*	15.4%	5.0%
Education	43.6%	31.7%
Energy	17.9%	8.3%
Job creation/employment	15.4%	23.4%
Urban development	12.8%	9.2%
Environmental sustainability	7.7%	7.3%
Private sector development	2.6%	5.5%
Water and sanitation	12.8%	16.1%
Food security	2.6%	11.9%
Climate change	5.1%	4.6%
Trade and exports	0.0%	6.0%
Economic growth	17.9%	14.7%
Water and forestry	0.0%	1.8%
Anti corruption	5.1%	6.4%

*Significantly different between women and men

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

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

Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating*	11.1%	3.4%
Data	2.8%	1.4%
Policy advice, studies, analyses	11.1%	16.4%
Financial resources	38.9%	35.7%
Technical assistance	13.9%	13.5%
Project monitoring and implementation	5.6%	11.6%
Mobilizing third party financial resources	0.0%	0.5%
Donor coordination	2.8%	1.0%
Capacity development	11.1%	12.6%
Linkage to non-Bank expertise	2.8%	3.4%
Other	0.0%	1.0%

*Significantly different between women and men

2 nd Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating*	13.9%	2.4%
Data	2.8%	3.4%
Policy advice, studies, analyses	8.3%	14.1%
Financial resources	13.9%	19.9%
Technical assistance*	27.8%	13.1%
Project monitoring and implementation	16.7%	17.5%
Mobilizing third party financial resources	2.8%	3.4%
Donor coordination	5.6%	1.5%
Capacity development	8.3%	17.5%
Linkage to non-Bank expertise	0.0%	6.3%
Other	0.0%	0.5%

*Significantly different between women and men

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (1-Not effective at all, 10-Very effective)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	29	7.00	1.93	187	7.33	1.84
Citizen engagement (incorporating citizens' voices into development)	23	6.13	2.44	173	5.81	2.35
Policy design (for clarity and better incentives to achieve development goals)	30	7.03	2.13	186	7.22	2.16

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	30	8.20	2.04	195	8.45	1.79
Citizen engagement (incorporating citizens' voices into development)	29	8.34	1.88	182	8.23	1.93
Policy design (for clarity and better incentives to achieve development goals)	29	8.17	1.71	192	8.48	1.73

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

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

Percentage of Respondents (Responses combined)	Female	Male
Staff too inaccessible	5.3%	8.3%
Not exploring alternative policy options*	0.0%	13.9%
Not collaborating enough with stakeholders outside the Government	26.3%	33.8%
Its advice and strategies do not lend themselves to practical problem solving	15.8%	11.6%
Not enough public disclosure of its work	18.4%	21.8%
Arrogant in its approach	2.6%	6.5%
Not client focused	0.0%	1.9%
The credibility of its knowledge/data	2.6%	1.4%
World Bank Group's processes too complex	21.1%	22.7%
Not willing to honestly criticize policies and reform efforts in the country	2.6%	12.0%
Too influenced by developed countries	15.8%	12.5%
Imposing technocratic solutions without regard to political realities	10.5%	5.6%
World Bank Group's processes too slow	13.2%	13.0%
Not aligned with other donors' work	2.6%	2.3%
Not aligned with country priorities	2.6%	2.3%
Not adequately sensitive to political/social realities in India	10.5%	11.1%
Other	7.9%	4.2%
Don't know*	21.1%	3.2%

*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Knowledge products/services	33.3%	23.3%
Investment lending	33.3%	42.9%
Technical assistance	25.6%	29.7%
Capacity development*	20.5%	39.3%
Policy based lending / budget support to the Government	20.5%	20.5%
Multi-sectoral approaches	33.3%	32.0%
Other	0.0%	0.9%
Don't know	10.3%	4.6%

*Significantly different between women and men

To what extent do you believe that the World Bank Group's work and support help the poorest in India?*

(Select only ONE response)

Percentage of Respondents	Female	Male
To a fully sufficient degree	2.6%	7.4%
To a somewhat sufficient degree	43.6%	44.7%
To a somewhat insufficient degree	20.5%	25.6%
To a very insufficient degree	7.7%	14.0%
Don't know	25.6%	8.4%

*Significantly different between women and men

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

In addition to the regular relations with the national government, which TWO of the following groups should the WBG collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Academia/think tanks/research institutes	35.9%	32.0%
Donor community	10.3%	6.8%
Media	5.1%	7.8%
Local Government*	30.8%	52.1%
Private sector	7.7%	14.2%
Parliament	0.0%	3.2%
NGOs/Community Based Organizations (CBOs)	53.8%	43.4%
Youth/university groups	7.7%	5.5%
Beneficiaries	33.3%	29.2%
Other	2.6%	2.3%
Don't know	0.0%	0.5%

*Significantly different between women and men

To what extent do you agree with the following statements about the World Bank Group's work in India?

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India	35	6.57	1.77	212	6.97	1.97
The World Bank Group's work is aligned with what I consider the development priorities for India	34	6.74	1.64	208	6.70	2.03
The World Bank Group supports programs and strategies that are realistic for India	37	6.73	1.90	208	6.72	1.99
The World Bank Group treats clients and stakeholders in India with respect	31	6.81	1.68	205	7.27	2.04

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Responsiveness	29	6.52	1.79	195	6.81	2.12
Flexibility (in terms of the institution's products and services)	28	6.18	2.09	195	6.11	1.98
Flexibility (in terms of changing country circumstances)	27	6.52	1.76	181	6.20	1.98
Being inclusive	28	6.29	1.82	188	6.72	1.95
Openness	29	6.83	2.02	203	6.84	2.16
Staff accessibility	27	6.74	1.68	200	6.58	2.12
Straightforwardness and honesty	27	7.26	1.29	188	7.34	2.08
Ease of access to the people at the World Bank Group who are making decisions important to my work	28	6.61	2.22	182	6.36	2.29
Collaboration with civil society	29	6.24	2.20	190	5.93	2.31
Collaboration with the Government	32	7.91	1.92	202	8.16	1.53
Collaboration with other donors and development partners	26	7.27	1.46	173	6.72	1.91
Collaboration with the private sector	22	6.50	1.82	168	5.87	2.15
The speed in which it gets things accomplished on the ground	27	6.37	1.92	184	6.02	2.05
Being a long-term partner	32	7.63	1.72	194	7.80	2.07

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

To be more effective development partner in India, do you believe that the World Bank Group should have?*

(Select only ONE response)

Percentage of Respondents	Female	Male
More local presence	59.0%	73.1%
The current level of local presence is adequate	30.8%	20.1%
Less local presence	2.6%	4.6%
Don't know	7.7%	2.3%

*Significantly different between women and men

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India? (1-Not important at all, 10-Very important)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Energy	38	8.29	1.61	205	8.39	1.86
Transport	38	8.50	1.48	208	8.44	1.70
Urban development	38	7.92	1.68	207	7.78	2.01
Environmental sustainability	37	7.92	1.50	206	8.11	1.76
Gender equity	35	7.83	1.93	203	8.05	1.81
Private sector development	34	7.12	2.10	195	7.29	2.13
Water and sanitation	37	8.27	1.66	210	8.62	1.44
Trade and exports	33	6.88	2.04	192	7.24	2.34
Economic growth	34	8.03	1.95	207	8.47	1.91
Anti corruption	35	7.11	2.30	195	7.97	2.38
Public sector governance/ reform*	36	7.36	2.40	200	8.38	2.06
Job creation/employment	36	8.06	1.87	209	8.57	1.73
Health	38	8.45	1.41	209	8.68	1.49
Rural development	38	8.55	1.48	214	8.85	1.63
Regional integration*	35	5.63	2.38	192	7.16	2.26
Food security	37	7.92	2.03	204	8.15	2.03
Education	38	8.42	1.57	206	8.67	1.74
Social protection	35	7.63	2.31	202	7.96	2.15
Climate change	36	7.78	1.79	196	7.96	1.88
Agricultural development	37	8.46	1.76	206	8.69	1.73
Water and forestry	35	7.66	2.18	207	8.30	1.78

*Significantly different between women and men

**C. World Bank Group's Effectiveness and Results (continued)**

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Energy	20	6.65	2.11	129	6.82	1.87
Transport	23	6.83	2.01	166	7.15	1.86
Urban development	22	6.73	1.88	152	6.23	1.95
Environmental sustainability	22	5.95	2.08	157	6.64	1.86
Gender equity	24	6.71	1.60	150	6.42	2.03
Private sector development	19	6.26	2.05	130	5.79	2.00
Water and sanitation	25	7.32	1.49	182	7.18	1.79
Trade and exports	15	6.73	1.83	126	6.23	1.87
Economic growth	23	7.30	1.82	157	7.09	1.98
Public sector governance/ reform	21	6.86	1.82	167	6.72	2.02
Job creation/employment	24	6.75	1.67	160	6.19	1.93
Health	27	7.15	1.63	175	7.15	1.87
Rural development	28	6.89	1.62	181	7.13	2.14
Regional integration	18	5.83	2.26	126	5.83	2.09
Food security	23	6.57	1.67	153	6.75	2.05
Education	25	6.96	1.54	167	6.75	1.95
Social protection	24	6.79	1.82	137	6.41	2.13
Climate change	20	6.35	1.81	151	6.26	2.04
Agricultural development	23	7.09	1.73	170	7.02	2.15
Water and forestry	23	6.70	1.69	169	6.58	2.05

Where are the World Bank Group's decisions made primarily that support the program in India?

(Select only ONE response)

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	33.3%	23.1%
In the country	35.9%	48.1%
Don't know	30.8%	28.7%

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?	32	6.81	1.80	203	6.68	1.94

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

To what extent do you agree with the following statements about the World Bank Group in India?

(1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India*	32	7.09	1.47	198	6.34	1.98
The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)	32	6.97	1.56	198	6.41	2.07

*Significantly different between women and men

**C. World Bank Group's Effectiveness and Results (continued)**

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in India?	30	7.07	1.57	188	6.50	2.05

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

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?*****(Select only ONE response)**

Percentage of Respondents	Female	Male
Weekly	0.0%	10.0%
Monthly	20.5%	25.9%
A few times a year	56.4%	48.2%
Rarely	15.4%	10.9%
Never	7.7%	5.0%

In India, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Are timely	31	6.81	1.51	186	6.75	2.08
Include appropriate level of stakeholder involvement during preparation	29	6.52	1.74	192	6.57	2.20
Lead to practical solutions	31	6.81	1.72	198	6.66	2.17
Are accessible	34	6.85	1.94	199	7.09	2.14
Are source of relevant information on global good practices	33	7.39	1.80	201	7.51	1.90
Are adaptable to India's specific development challenges and country circumstances	32	7.00	1.59	202	6.85	2.01

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	33	7.12	1.49	207	7.03	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	36	7.81	1.58	207	7.68	1.68

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	27	7.04	2.03	172	7.48	1.90
The World Bank Group effectively monitors and evaluates the projects and programs it supports	34	7.62	1.46	204	7.50	1.88
The World Bank Group's approvals and reviews are done in a timely fashion	28	7.50	1.64	182	7.53	1.91
The World Bank Group's "Safeguard Policy" requirements are reasonable	24	7.00	1.69	158	7.47	1.82
The World Bank Group's conditions on its lending are reasonable	26	6.81	1.86	159	7.10	1.97
The World Bank Group takes decisions quickly in India	29	6.59	1.57	170	6.95	1.96
Working with the World Bank Group increases India's institutional capacity	34	7.32	1.41	201	7.57	2.10
Where country systems are adequate, the World Bank Group makes appropriate use of them	30	7.37	1.40	175	7.01	2.16
The World Bank Group provides effective implementation support	33	7.52	1.54	201	7.50	2.09

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India?	28	6.86	1.72	171	6.54	2.02

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

Which of the following best describes the way the World Bank Group operates in India? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in India	5.1%	1.8%
The World Bank Group does not take enough risk in India	38.5%	37.0%
The World Bank Group's approach to risk is appropriate	25.6%	40.2%
Don't know	30.8%	21.0%

Which of the following best describes the World Bank Group's support in India?* (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in India	43.6%	59.4%
The World Bank Group is not sufficiently selective in India, and it is involved in too many areas of development	25.6%	21.0%
Don't know	30.8%	19.6%

*Significantly different between women and men

**F. The Future Role of the World Bank Group in India**

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

Percentage of Respondents (Responses combined)	Female	Male
Offer more innovative knowledge services	15.4%	20.0%
Ensure greater selectivity in its work	10.3%	8.6%
Offer more innovative financial products	17.9%	13.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	5.1%	4.1%
Reach out more to groups outside of Government*	17.9%	39.1%
Work faster	5.1%	9.1%
Improve the quality of its experts as related to India's specific challenges	30.8%	15.9%
Provide more adequate data/knowledge/statistics/figures on India's economy	5.1%	5.5%
Collaborate more effectively with Government clients	30.8%	21.8%
Increase the level of capacity development in the country	28.2%	29.1%
Reduce the complexity of obtaining World Bank Group financing	15.4%	15.5%
Make available more funds	12.8%	13.2%
Other	2.6%	1.4%

*Significantly different between women and men

When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in India?

(Select only ONE response)

Percentage of Respondents	Female	Male
Financial services	43.6%	52.5%
Knowledge products	20.5%	17.5%
Convening services	2.6%	6.5%
None of the above	0.0%	.5%
The combination is appropriate for India	28.2%	18.4%
Don't know	5.1%	4.6%

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in India?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	21.6%	25.3%
International newspapers	0.0%	5.5%
Local radio	0.0%	2.3%
International radio	0.0%	0.5%
Local television	43.2%	34.1%
International television	2.7%	5.5%
Local newspapers	64.9%	59.9%
Internet	56.8%	51.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	8.1%	8.8%
Other	2.7%	4.1%

**G. Communication and Information Sharing (continued)****How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.2%	35.9%
e-Newsletters*	46.2%	25.0%
World Bank Group's seminars/workshops/conferences	38.5%	49.1%
World Bank Group's publications and other written materials	30.8%	27.7%
World Bank Group's website	51.3%	44.5%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	2.6%	6.4%
Mobile phones	0.0%	4.5%
Other	0.0%	0.0%

*Significantly different between women and men

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

Percentage of Respondents	Female	Male
Yes	33.3%	41.1%
No	66.7%	58.9%

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

Percentage of Respondents	Female	Male
Yes	15.8%	30.5%
No	84.2%	69.5%

*Significantly different between women and men

Were you able to obtain this information?*

Percentage of Respondents	Female	Male
Yes	60.0%	95.2%
No	40.0%	4.8%

*Significantly different between women and men

Do you have access to the Internet?

Percentage of Respondents	Female	Male
Yes	94.9%	98.6%
No	5.1%	1.4%

Do you use/have used the World Bank Group website?

Percentage of Respondents	Female	Male
Yes	89.7%	82.0%
No	10.3%	18.0%

Do you follow World Bank Group India on its social media sites?

Percentage of Respondents	Female	Male
Yes	15.8%	24.8%
No	84.2%	75.2%

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Female	Male
High speed/WiFi	94.7%	90.0%
Dial-up	5.3%	10.0%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	33	7.88	1.34	177	7.54	1.74
I find the information on the World Bank Group's websites useful	32	8.00	1.14	177	7.76	1.64
The World Bank Group's social media channels are valuable sources of information about the institution	13	7.77	1.30	86	6.69	2.22
When I need information from the World Bank Group I know how to find it	32	6.72	2.07	171	7.36	2.30
The World Bank Group is responsive to my information requests and inquiries	22	7.36	1.65	144	7.56	2.19

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	12.8%	17.4%
I have previously collaborated with the World Bank Group	33.3%	21.6%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	23.1%	36.2%
I have never collaborated with the World Bank Group	30.8%	24.8%

Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank (IBRD/IDA)	88.2%	81.5%
The International Finance Corporation (IFC)	2.9%	6.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	1.0%
Other	8.8%	10.8%

Do your projects involve both the World Bank and the IFC?*

Percentage of Respondents	Female	Male
Yes	0.0%	15.0%
No	100.0%	85.0%

*Significantly different among geographic locations

If yes, what was your view of how the two institutions work together in India? (Select only ONE response)

Percentage of Respondents	Female	Male
The two institutions work well together	-	66.7%
The way the two institutions work together needs improvement	-	16.7%
The two institutions do not work well together	-	3.3%
Don't know	-	13.3%

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

Percentage of Respondents (Responses combined)	Female	Male
Observer	20.5%	24.3%
Use World Bank Group reports/data*	38.5%	20.1%
Engage in World Bank Group related/sponsored events/activities	33.3%	46.7%
Collaborate as part of my professional duties	43.6%	51.9%
Use World Bank Group website for information, data, research, etc.	20.5%	17.8%

*Significantly different between women and men



Appendix F: Responses to All Questions by Year²⁴

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY '12 Number of comparable respondents = 248 • FY '15 Number of comparable respondents = 250

By weighting, FY 2012 and FY 2015 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister	5%	5%
Government institutions	25%	25%
Local Government	10%	10%
Bilateral/multilateral agencies	10%	10%
Civil society	20%	20%
Private sector	15%	15%
Academia	10%	10%
Media	5%	5%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?	246	6.81	1.90	238	6.96	1.98

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.*	231	6.08	1.85	227	6.88	1.90

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2012

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?*	230	6.34	1.74	215	7.47	1.81

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

²⁴ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

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

To what extent do you agree with the following statements about the World Bank Group's work in India?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India*	240	6.03	1.97	239	7.04	1.79
The World Bank Group's work is aligned with what I consider the development priorities for India*	239	5.92	2.03	227	6.81	1.85
The World Bank Group supports programs and strategies that are realistic for India*	238	5.93	1.76	229	6.84	1.87
The World Bank Group treats clients and stakeholders in India with respect*	222	6.34	2.20	221	7.34	1.97

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness*	223	5.97	1.89	218	7.10	2.03
Being inclusive*	221	5.70	1.83	205	6.79	1.92
Openness*	233	6.11	1.97	227	7.03	1.99
Staff accessibility*	222	5.98	2.11	223	6.60	1.90
Straightforwardness and honesty*	221	6.61	2.13	214	7.62	1.87
Collaboration with the Government*	235	7.33	1.55	227	8.39	1.46
Collaboration with other donors and development partners*	193	6.19	1.90	201	6.73	1.76

*Significantly different between FY2015 and FY2012

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (1-Not effective at all, 10-Very effective)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Energy*	191	5.73	1.81	136	6.92	1.74
Transport*	194	6.54	1.88	162	7.26	1.74
Urban development*	191	5.71	1.72	154	6.47	1.88
Environmental sustainability*	199	5.60	1.84	154	6.50	1.89
Gender equity*	184	5.34	1.84	147	6.39	1.97
Private sector development	184	5.39	2.09	131	5.59	2.19
Water and sanitation*	210	6.04	1.84	189	7.20	1.63
Economic growth*	195	5.64	1.88	145	7.12	1.88
Job creation/employment*	189	4.68	1.98	143	6.42	1.95
Health*	202	5.82	1.90	170	7.32	1.66
Education*	196	5.40	2.03	157	6.86	1.74
Social protection*	166	4.77	2.01	136	6.54	1.91

*Significantly different between FY2015 and FY2012

**C. World Bank Group's Effectiveness and Results**

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?*	237	5.69	1.64	213	6.88	1.79

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

To what extent do you agree with the following statements about the World Bank Group in India?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India*	222	5.52	1.77	220	6.58	1.80
The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	236	5.70	1.87	214	6.67	1.90

*Significantly different between FY2015 and FY2012

D. The World Bank Group's Knowledge Work and Activities**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

(Select only ONE response)

Percentage of Respondents	FY 2012	FY 2015
Weekly	3.6%	6.8%
Monthly	16.2%	26.4%
A few times a year	60.7%	50.0%
Rarely	16.6%	10.8%
Never	2.8%	6.0%

*Significantly different between FY2015 and FY2012

In India, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely*	226	5.56	2.03	204	7.12	1.92
Are accessible*	236	6.18	1.97	223	7.29	1.98
Are source of relevant information on global good practices*	234	6.57	1.87	221	7.74	1.75
Are adaptable to India's specific development challenges and country circumstances*	231	5.52	2.00	219	7.05	1.84

*Significantly different between FY2015 and FY2012

**D. The World Bank Group's Knowledge Work and Activities (continued)**

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	238	5.88	1.84	233	7.12	1.75
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	237	6.84	1.68	239	7.74	1.54

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

*Significantly different between FY2015 and FY2012

E. Working with the World Bank Group

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	182	6.15	2.41	195	7.34	1.77
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	220	6.56	1.98	231	7.66	1.74
The World Bank Group's approvals and reviews are done in a timely fashion*	197	6.20	2.08	205	7.42	1.82
The World Bank Group's "Safeguard Policy" requirements are reasonable*	178	6.06	2.10	184	7.45	1.82
The World Bank Group's conditions on its lending are reasonable*	207	5.84	2.03	188	7.03	1.87
Working with the World Bank Group increases India's institutional capacity*	220	6.58	1.79	229	7.78	1.85
Where country systems are adequate, the World Bank Group makes appropriate use of them*	171	6.52	2.14	191	7.08	2.02
The World Bank Group provides effective implementation support*	204	6.51	1.90	223	7.44	1.93

*Significantly different between FY2015 and FY2012

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2012	FY 2015
Yes	33.6%	36.3%
No	66.4%	63.7%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	21.3%	27.7%
No	78.7%	72.3%

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	84.6%	95.2%
No	15.4%	4.8%

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	96.8%	98.3%
No	3.2%	1.7%

Do you use/have used the World Bank Group website?

Percentage of Respondents	FY 2012	FY 2015
Yes	82.4%	79.4%
No	17.6%	20.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	201	6.74	1.85	194	7.82	1.55
I find the information on the World Bank Group's websites useful*	202	7.01	1.83	195	7.97	1.45
When I need information from the World Bank Group I know how to find it*	195	6.37	2.35	194	7.43	2.19
The World Bank Group is responsive to my information requests and inquiries*	151	6.69	2.24	154	7.50	2.04

*Significantly different between FY2015 and FY2012



Appendix G: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in India? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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 Group's effectiveness in India.	6.75	7.25	7.22	6.23	7.12	6.55	6.58	7.47	6.66	7.30	7.06	6.68
Overall the World Bank Group currently plays a relevant role in development in India	6.56	7.27	7.15	6.24	6.89	7.07	6.64	7.28	6.67	7.18	6.97	6.74
The World Bank Group's work is aligned with what I consider the development priorities for India	6.39	6.99	6.99	5.72	6.63	6.96	6.36	7.12	6.51	6.88	6.78	6.35
Responsiveness	6.53	7.03	7.15	5.67	6.80	6.92	6.49	7.16	6.52	7.07	6.93	6.21
Flexibility (in terms of the institution's products and services)	5.87	6.33	6.30	5.51	6.12	6.16	5.84	6.43	5.89	6.31	6.24	5.40
Flexibility (in terms of changing country circumstances)	5.87	6.56	6.55	5.35	6.25	6.40	5.96	6.60	6.01	6.49	6.38	5.63
Being inclusive	6.26	7.04	6.98	5.67	6.66	6.89	6.25	7.20	6.42	6.93	6.83	6.06
Openness	6.23	7.36	7.19	5.60	6.84	6.85	6.50	7.22	6.38	7.22	6.93	6.36
Staff accessibility	6.30	6.86	6.81	5.93	6.71	6.38	6.46	6.82	6.20	6.98	6.79	5.73
Straightforwardness and honesty	6.92	7.69	7.75	5.98	7.36	7.30	7.10	7.60	6.99	7.63	7.39	7.07
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.76	6.91	6.72	5.40	6.50	6.32	6.31	6.60	6.00	6.77	6.52	6.04
Collaboration with civil society	5.55	6.37	6.20	5.37	5.99	6.12	6.03	6.02	5.91	6.12	6.05	5.90
Collaboration with the Government	7.84	8.40	8.32	7.53	8.12	8.19	7.92	8.40	7.98	8.28	8.20	7.88
Collaboration with other donors and development partners	6.59	6.95	6.92	6.43	6.75	7.02	6.75	6.88	6.95	6.69	6.79	6.91
Collaboration with the private sector	5.66	6.18	6.15	5.29	5.90	6.18	5.84	6.09	6.12	5.83	6.01	5.72
The speed in which it gets things accomplished on the ground	5.77	6.32	6.35	5.20	6.07	6.17	5.89	6.31	5.93	6.22	6.13	5.86
Being a long-term partner	7.40	8.12	8.12	6.80	7.76	7.92	7.43	8.19	7.52	8.02	7.82	7.59
To what extent does the World Bank Group's work help to achieve development results in India?	6.41	7.01	6.91	6.22	6.77	6.67	6.46	7.07	6.46	6.99	6.83	6.33
The World Bank Group's financial instruments meet the needs of India	6.02	6.82	6.69	5.83	6.49	6.50	6.13	6.91	6.27	6.69	6.65	5.77
The World Bank Group meets India's needs for knowledge services	6.05	6.93	6.82	5.74	6.51	6.69	6.20	6.93	6.17	6.91	6.74	5.58
The World Bank Group's knowledge work and activities are adaptable to India's specific development challenges and country circumstances	6.55	7.21	7.19	6.06	6.88	7.17	6.70	7.21	6.67	7.19	7.06	6.31
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.70	7.38	7.32	6.35	7.01	7.31	6.86	7.33	6.82	7.30	7.14	6.76
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.46	7.91	7.87	7.21	7.74	7.60	7.31	8.18	7.54	7.87	7.78	7.38
The World Bank Group takes decisions quickly in India	6.44	7.21	7.04	6.22	6.99	6.56	6.78	7.02	6.63	7.09	6.93	6.70
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.78	7.23	7.21	6.33	6.96	7.30	6.94	7.11	7.05	7.01	6.97	7.34

Yellow highlight indicates significant difference between Yes and No means.



Appendix H: Indicator Questions by Stakeholder Groups

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	Which of the following best describes your current position?																	
	Employee of a Ministry/ PMU/ Consultant			Local Government			CSO			Media			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.*	75	7.56	1.70	14	7.29	1.68	75	6.77	2.29	30	6.40	2.04	22	6.09	1.85	26	7.04	1.66
Overall the World Bank Group currently plays a relevant role in development in India*	73	7.25	1.94	14	7.93	1.64	75	6.52	2.02	32	6.53	2.09	24	6.58	1.84	29	7.07	1.36
The World Bank Group's work is aligned with what I consider the development priorities for India*	74	6.84	1.96	14	8.00	1.66	73	6.51	2.20	29	5.93	1.79	23	6.48	1.50	28	6.96	1.55
Responsiveness*	74	7.20	1.83	14	8.14	1.61	68	6.41	2.31	28	6.14	1.84	18	6.06	2.10	24	6.96	2.01
Flexibility (in terms of the institution's products and services)	75	6.47	1.85	14	6.64	2.13	67	5.81	2.20	25	5.84	1.68	20	5.90	1.86	24	6.13	2.03
Flexibility (in terms of changing country circumstances)	73	6.59	1.78	12	6.33	2.15	63	5.84	2.15	25	5.64	1.96	14	6.86	1.56	23	6.57	1.73
Being inclusive	75	7.09	1.78	12	7.42	1.83	62	6.26	2.13	28	6.21	2.06	18	6.39	1.75	22	6.77	1.63
Openness*	75	7.68	1.85	13	7.23	1.74	68	6.49	2.28	30	5.70	2.28	22	6.18	1.87	25	6.96	1.93
Staff accessibility*	76	7.17	1.89	14	7.36	1.95	66	6.27	2.17	26	6.04	2.11	21	5.76	1.79	23	6.17	1.72
Straightforwardness and honesty*	73	7.79	1.81	14	8.64	1.22	65	6.85	2.09	26	6.58	2.55	17	7.29	1.31	22	7.14	1.83
Ease of access to the people at the World Bank Group who are making decisions important to my work*	74	6.96	2.17	14	7.14	1.99	59	6.00	2.46	25	5.40	2.38	18	6.06	1.39	22	6.45	2.09
Collaboration with civil society	70	6.26	2.18	10	7.30	2.16	68	5.74	2.47	27	5.22	2.17	21	6.33	1.88	23	5.70	2.10
Collaboration with the Government	75	8.23	1.35	14	8.71	1.38	68	7.79	2.07	29	7.79	1.47	19	8.21	1.13	28	8.61	1.07
Collaboration with other donors and development partners	64	7.03	1.71	9	7.22	1.09	62	6.47	2.15	22	6.86	1.67	17	7.06	1.48	24	6.25	1.87
Collaboration with the private sector	59	5.88	2.04	9	5.67	2.06	59	6.10	2.28	26	5.42	2.08	17	6.41	1.37	20	5.80	2.24
The speed in which it gets things accomplished on the ground	75	6.47	1.90	12	6.50	2.15	62	5.76	2.11	23	5.39	2.25	17	5.88	2.03	24	5.92	1.93
Being a long-term partner*	76	8.26	1.90	12	8.25	2.01	69	7.17	2.28	28	7.46	1.67	18	7.67	1.78	25	8.12	1.67
To what extent does the World Bank Group's work help to achieve development results in India?*	76	7.05	1.99	12	7.75	1.29	73	6.78	1.94	28	5.39	1.47	21	6.62	1.77	27	6.67	1.73
The World Bank Group's financial instruments meet the needs of India*	72	6.68	1.79	14	7.57	1.74	66	6.27	2.07	30	5.63	1.92	22	6.00	1.98	27	6.96	1.48
The World Bank Group meets India's needs for knowledge services*	70	6.91	1.93	11	6.55	1.92	71	6.35	2.10	31	5.77	2.09	22	6.05	2.01	26	7.12	1.53
The World Bank Group's knowledge work and activities are adaptable to India's specific development challenges and country circumstances*	75	7.20	1.97	14	7.50	1.79	73	6.77	1.81	25	5.16	2.15	21	6.95	1.50	26	7.31	1.62
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	75	7.35	2.04	12	7.67	1.50	74	6.96	1.90	31	6.29	2.10	21	6.71	1.87	29	7.38	1.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	76	7.92	1.55	14	7.43	1.87	73	7.60	1.81	28	7.39	1.71	25	7.48	1.71	29	7.86	1.38
The World Bank Group takes decisions quickly in India	73	7.23	1.89	14	7.57	1.40	52	6.50	1.94	23	6.26	2.05	14	6.50	1.74	22	6.68	1.62
Where country systems are adequate, the World Bank Group makes appropriate use of them	73	7.19	2.20	14	6.71	2.13	60	7.15	2.08	24	6.38	2.12	13	7.08	1.44	20	6.60	1.96

*Significantly different between stakeholder groups



Appendix I: India FY 2015 Questionnaire



World Bank Group Country Survey FY15 – India

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in India or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in India, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in India.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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

SECTION A: GENERAL ISSUES FACING INDIA

A1. In general would you say that India is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in India.			
Please identify which of the following you consider the most important development priorities in India? (Choose no more than THREE)			
1	Water and forestry	12	Environmental sustainability
2	Food security	13	Gender equity
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14	Education
4	Regional integration	15	Energy
5	Health	16	Transport (e.g., roads, bridges, transportation)
6	Private sector development	17	Climate change (e.g., mitigation, adaptation)
7	Water and sanitation	18	Agricultural development
8	Anti corruption	19	Trade and exports
9	Job creation/employment	20	Economic growth
10	Rural development	21	Social protection (e.g., pensions, targeted social assistance)
11	Urban development		

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)			
1	Trade and exports	12	Education
2	Economic growth	13	Energy
3	Climate change (e.g., mitigation, adaptation)	14	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Regional integration	15	Water and forestry
5	Gender equity	16	Environmental sustainability
6	Rural development	17	Health
7	Urban development	18	Agricultural development
8	Social protection (e.g., pensions, targeted social assistance)	19	Job creation/employment
9	Transport (e.g., roads, bridges, transportation)	20	Water and sanitation
10	Anti corruption	21	Food security
11	Private sector development		

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Focus on development in lagging states in India
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

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

B1. How familiar are you with the work of the World Bank Group in India?											
1	2	3	4	5	6	7	8	9	10		
Not familiar at all									Extremely familiar		
B2. Overall, please rate your impression of the World Bank Group's effectiveness in India.											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective	Don't know	
B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help India solve its most complicated development challenges?											
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	
B4. When thinking about how the World Bank Group can have the most impact on development results in India, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in India? (Choose no more than THREE)											
1	Rural development					12	Urban development				
2	Transport (e.g., roads, bridges, transportation)					13	Environmental sustainability				
3	Agricultural development					14	Private sector development				
4	Regional integration					15	Water and sanitation				
5	Gender equity					16	Food security				
6	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)					17	Climate change (e.g., mitigation, adaptation)				
7	Health					18	Trade and exports				
8	Social protection (e.g., pensions, targeted social assistance)					19	Economic growth				
9	Education					20	Water and forestry				
10	Energy					21	Anti corruption				
11	Job creation/employment										
B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?											
						Greatest Value (Choose only ONE)		Second Greatest Value (Choose only ONE)			
1	Convening/Facilitating					<input type="checkbox"/>		<input type="checkbox"/>			
2	Data					<input type="checkbox"/>		<input type="checkbox"/>			
3	Policy advice, studies, analyses					<input type="checkbox"/>		<input type="checkbox"/>			
4	Financial resources					<input type="checkbox"/>		<input type="checkbox"/>			
5	Technical assistance					<input type="checkbox"/>		<input type="checkbox"/>			
6	Project monitoring and implementation					<input type="checkbox"/>		<input type="checkbox"/>			
7	Mobilizing third party financial resources					<input type="checkbox"/>		<input type="checkbox"/>			
8	Donor coordination					<input type="checkbox"/>		<input type="checkbox"/>			
9	Capacity development					<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"/>			

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)												<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)												<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in India
17	Other (please specify): _____
18	Don't know

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

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)

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

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Other (please specify): _____
5	Private sector	11	Don't know
6	Parliament		

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

To what extent do you agree with the following statements about the World Bank Group's work in India?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	The World Bank Group's work is aligned with what I consider the development priorities for India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The World Bank Group supports programs and strategies that are realistic for India	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	The World Bank Group treats clients and stakeholders in India with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B34. To be a more effective development partner in India, do you believe that the World Bank Group should have... ? (Select only ONE response)			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Water and forestry	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Water and forestry	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C3. Where are the World Bank Group's decisions made primarily that support the program in India?
(Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in India?

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

To what extent do you agree with the following statements about the World Bank Group in India?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of India	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
C6	The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in India?

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

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



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

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

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

In India, to what extent do you believe that the World Bank Group's knowledge work and activities:

	To no degree at all	To a very significant degree										Don't know
D2 Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3 Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4 Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5 Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6 Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7 Are adaptable to India's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in India?												
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	

E11. Which of the following best describes the way the World Bank Group operates in India? (Select only one response)	
1	The World Bank Group takes too much risk in India
2	The World Bank Group does not take enough risk in India
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in India? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in India
2	The World Bank Group is not sufficiently selective in India, and it is involved in too many areas of development.
3	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)	
1	Offer more innovative knowledge services
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to India's specific challenges
8	Provide more adequate data/knowledge/statistics/figures on India's economy
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Make available more funds
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)	
1	Development finance
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for India
6	Don't know

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

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you follow World Bank Group India on its social media sites (e.g., Facebook, Twitter, etc.)	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
G10	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Social, Urban, Rural & Resilience
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)**

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

**H6. If yes, what was your view of how the two institutions work together in India?
(Select only ONE response)**

- | | |
|---|--|
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don't know |

**H7. Which of the following describes most of your exposure to the World Bank Group in India?
(Choose no more than TWO)**

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

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|-------------|
| 1 | Delhi |
| 2 | Assam |
| 3 | Bihar |
| 4 | Tamil Nadu |
| 5 | Uttarakhand |

Thank you for completing the survey!



Appendix J: Qualitative Comments



135-

EMPLOYEE OF A MINISTRY
MINISTERIAL DEPT.
IMPLEMENTATION AGENCYMok -
Bihar

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)

- 1 Knowledge products/services (analytical work, studies, surveys, etc.)
- 2 Investment lending (financing specific projects)
- 3 Technical assistance (advice, best practice, international experience, etc.)
- 4 Capacity development
- 5 Policy based lending / budget support to the Government
- 6 Multi-sectoral approaches
- 7 Other (please specify): Supporting through Grants the Projects for Social Security of ultra-poor & Destitutes.
- 8 Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE response)

- 1 To a fully sufficient degree
- 2 To a somewhat sufficient degree
- 3 To a somewhat insufficient degree
- 4 To a very insufficient degree
- 5 Don't know

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

- | | |
|--|---|
| 1 Academia/think tanks/research institutes | 7 NGOs/Community Based Organizations (CBOs) |
| 2 Donor community | 8 Youth/university groups |
| 3 Media | 9 Beneficiaries |
| 4 Local Government | 10 Other (please specify): <u>Foundations & Donors Working in area of Education & Skill development of ultra-poor destitutes.</u> |
| 5 Private sector | 11 Don't know |
| 6 Parliament | |



148 - NGO, Male - Bihar



WORLD BANK GROUP

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)-												<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)-												<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)-												<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)												<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government (Yes)
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in India
17	Other (please specify): Don't work with grass root small NGOs and have major focus to work with Govt., whereas grass root NGOs have the ability to contribute in national rural development
18	Don't know



172- NGO, Mole-Bihar



WORLD BANK GROUP

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have **NO** exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)-												<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)-												<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)-												<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have **NO** exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)												<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government (Yes)
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in India
17	Other (please specify): <u>Don't work with grass root small NGOs and have major focus to work with Govt., whereas grass root NGOs have the ability to contribute in national rural development</u>
18	Don't know



WORLD BANK GROUP

182-NGO, Male, Assam

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)

- 1 Better employment opportunities for young people
- 2 Better employment opportunities for women
- 3 Greater access to finance for the poor
- ✓ 4 Greater voice and participation for citizens to help ensure greater accountability
- 5 Greater access to health and nutrition for citizens
- 6 Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
- 7 A growing middle class
- 8 Better opportunity for the poor who live in rural areas
- 9 Better opportunity for the poor who live in urban areas
- 10 Consistent economic growth
- 11 More reliable social safety net
- 12 Focus on development in lagging states in India
- 13 Education and training that better ensure job opportunity
- 14 Better quality public services
- ✓ 15 Other (please specify): *Leadership crisis among policy makers on empathy and self realization.*

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.



187 -
WORLD BANK GROUP

PROJECT MANAGEMENT OVERSIGHT
IMPLEMENTATION OF PROJECT / CONSULTANT /
CONTRACTOR WORKING ON WORLD BANK GROUP
SUPPORTED PROJECT / PROGRAM

- MALE
- ASSAM

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in India.

Please identify which of the following you consider the most important development priorities in India?
(Choose no more than THREE)

81

- | | |
|--|---|
| 1 Water and forestry | 12 Environmental sustainability |
| 2 Food security | 13 Gender equity |
| 3 Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 14 Education |
| 4 Regional integration | 15 Energy |
| 5 Health | ✓ 16 Transport (e.g., roads, bridges, transportation) |
| 6 Private sector development | 17 Climate change (e.g., mitigation, adaptation) |
| 7 Water and sanitation | ✓ 18 Agricultural development |
| 8 Anti corruption | 19 Trade and exports |
| 9 Job creation/employment | 20 Economic growth |
| ✓ 10 Rural development | 21 Social protection (e.g., pensions, targeted social assistance) |
| 11 Urban development | |

A3. Poverty reduction is a broad term that encompasses work in many different areas.

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

- | | |
|--|---|
| 1 Trade and exports | 12 Education |
| 2 Economic growth | 13 Energy |
| 3 Climate change (e.g., mitigation, adaptation) | 14 Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 4 Regional integration | 15 Water and forestry |
| 5 Gender equity | 16 Environmental sustainability |
| ✓ 6 Rural development | 17 Health |
| 7 Urban development | ✓ 18 Agricultural development |
| 8 Social protection (e.g., pensions, targeted social assistance) | 19 Job creation/employment |
| 9 Transport (e.g., roads, bridges, transportation) | 20 Water and sanitation |
| 10 Anti corruption | 21 Food security |
| 11 Private sector development | |

22. Market Access of Targeted Farmer



1966 - Employee of a Ministry, Male, Assam
Ministerial Dept. or Implementation Agency

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in India?

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

B2. Overall, please rate your impression of the World Bank Group's effectiveness in India.

1 2 3 4 5 6 7 8 9 10
Not effective at all Very effective Don't know

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

1 2 3 4 5 6 7 8 9 10
To no degree at all To a very significant degree Don't know

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

- | | |
|--|--|
| 1 Rural development | 12 Urban development |
| 2 Transport (e.g., roads, bridges, transportation) | 13 Environmental sustainability |
| 3 Agricultural development | 14 Private sector development |
| 4 Regional integration | 15 Water and sanitation |
| 5 Gender equity | 16 Food security |
| 6 Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 17 Climate change (e.g., mitigation, adaptation) |
| 7 Health | 18 Trade and exports |
| 8 Social protection (e.g., pensions, targeted social assistance) | 19 Economic growth |
| 9 Education | 20 Water and forestry |
| 10 Energy | 21 Anti corruption |
| 11 Job creation/employment | |

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?

- | | Greatest Value
(Choose only ONE) | Second Greatest Value
(Choose only ONE) |
|--|-------------------------------------|--|
| 1 Convening/Facilitating | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Data | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Policy advice, studies, analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Technical assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Project monitoring and implementation | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7 Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 Capacity development | <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): <u>Shared Prosperity Goal</u> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

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

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have **NO** exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)									✓			<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)									✓			<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)									✓			<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have **NO** exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project Implementation (or other organizational strengthening)										✓		<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)										✓		<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)										✓		<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

- 1 Staff too inaccessible
- 2 Not exploring alternative policy options
- 3 Not collaborating enough with stakeholders outside the Government
- 4 Its advice and strategies do not lend themselves to practical problem solving
- 5 Not enough public disclosure of its work
- 6 Arrogant in its approach
- 7 Not client focused
- 8 The credibility of its knowledge/data
- 9 World Bank Group's processes too complex
- 10 Not willing to honestly criticize policies and reform efforts in the country
- 11 Too influenced by developed countries
- 12 Imposing technocratic solutions without regard to political realities
- ✓ 13 World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
- 14 Not aligned with other donors' work
- 15 Not aligned with country priorities
- 16 Not adequately sensitive to political/social realities in India
- ✓ 17 Other (please specify): Monitoring of projects is poor
- 18 Don't know

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

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)

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

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE response)

- ☒ 1 To a fully sufficient degree
- 2 To a somewhat sufficient degree
- 3 To a somewhat insufficient degree
- 4 To a very insufficient degree
- 5 Don't know

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

- | | |
|---|---|
| 1 Academia/think tanks/research institutes | 7 NGOs/Community Based Organizations (CBOs) |
| 2 Donor community | 8 Youth/university groups |
| <input checked="" type="checkbox"/> 3 Media | 9 Beneficiaries |
| 4 Local Government | <input checked="" type="checkbox"/> 10 Other (please specify): <u>JUDICIARY</u> |
| 5 Private sector | 11 Don't know |
| 6 Parliament | |



WORLD BANK GROUP

219-PRIVATE SECTOR
ORGANIZATION. Female.
Delhi

SECTION A: GENERAL ISSUES

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)

- 1 Better employment opportunities for young people
- 2 Better employment opportunities for women
- 3 Greater access to finance for the poor
- 4 Greater voice and participation for citizens to help ensure greater accountability
- 5 Greater access to health and nutrition for citizens
- 6 Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
- 7 A growing middle class
- 8 Better opportunity for the poor who live in rural areas
- 9 Better opportunity for the poor who live in urban areas
- 10 Consistent economic growth
- 11 More reliable social safety net
- 12 Focus on development in lagging states in India
- 13 Education and training that better ensure job opportunity
- 14 Better quality public services
- 15 Other (please specify): Social Inclusion

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.



WORLD BANK GROUP

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)

- 1 Offer more Innovative knowledge services
- 2 Ensure greater selectivity in its work
- 3 Offer more innovative financial products
- 4 Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
- 5 Reach out more to groups outside of Government
- 6 Work faster
- 7 Improve the quality of its experts as related to India's specific challenges
- 8 Provide more adequate data/knowledge/statistics/figures on India's economy
- ☒ 9 Collaborate more effectively with Government clients (e.g., national, state, local)
- 10 Increase the level of capacity development in the country
- 11 Reduce the complexity of obtaining World Bank Group financing
- 12 Make available more funds
- 13 Other (please specify): Convene, Consult, Deliver

F2. When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)

- 1 Development finance
- 2 Knowledge products
- ☒ 3 Convening services
- 4 None of the above
- 5 The combination is appropriate for India
- 6 Don't know



WORLD BANK GROUP

220-MEDIA - TOTALE
- DELHI

SECTION H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)

- ☒ 1 The World Bank (IBRD/IDA)
- ☐ 2 The International Finance Corporation (IFC)
- ☐ 3 The Multilateral Investment Guarantee Agency (MIGA)
- ☐ 4 Other (please specify): extremely limited.

H5. Do your projects involve both the World Bank and the IFC?

(If YES please go to Question H6; If NO please go to H7)

- ☐ 1 Yes
- ☒ 2 No

H6. If yes, what was your view of how the two institutions work together in India?

(Select only ONE response)

- ☐ 1 The two institutions work well together
- ☐ 2 The way the two institutions work together needs improvement
- ☐ 3 The two institutions do not work well together
- ☐ 4 Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in India?

(Choose no more than TWO)

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

H8. What's your gender?

- ☐ 1 Female
- ☒ 2 Male

H9. Which best represents your geographic location?

- ☒ 1 Delhi
- ☐ 2 Assam
- ☐ 3 Bihar
- ☐ 4 Tamil Nadu
- ☐ 5 Uttarakhand

Thank you for completing the survey!



WORLD BANK GROUP

228 - NGO, Male, Delhi

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)												<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

Not the sort of balance I would like to see.

World Bank Group to be involved in the following areas in India? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

Area	1	2	3	4	5	6	7	8	9	10	Very effective	Don't know
B6 Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B7 Citizen engagement (incorporating citizens' voices into development)												<input type="checkbox"/>
B8 Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

World Bank Group's greatest WFA/KNESSES in its work in India (Choose no more than 10/10)

1. Staff too inaccessible
2. Not exploring alternative policy options
3. Not considering enough what stakeholders outside the Government think
4. Its advice and strategies do not seem to be based on practical experience
5. Not enough public disclosure of its work
6. Arrogant in its approach
7. Not client focused
8. The credibility of its knowledge/data is not good
9. World Bank Group's processes too complex
10. Not willing to honestly criticize policies and reform efforts in the country
11. Too influenced by developed countries
12. Imposing technological solutions without regard for local context
13. World Bank Group's processes too slow (e.g., too bureaucratic)
14. Not aligned with other donors' work
15. Not aligned with country priorities
16. Not able, rarely sensitive to political/social realities in India
17. Other (please specify):
18. Don't know



WORLD BANK GROUP

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in India?

		Not important at all										Very Important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Energy												<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)												<input type="checkbox"/>
3	Urban development												<input type="checkbox"/>
4	Environmental sustainability												<input type="checkbox"/>
5	Gender equity												<input type="checkbox"/>
6	Private sector development												<input type="checkbox"/>
7	Water and sanitation												<input type="checkbox"/>
8	Trade and exports												<input type="checkbox"/>
9	Economic growth												<input type="checkbox"/>
10	Anti corruption												<input type="checkbox"/>
11	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)												<input type="checkbox"/>
12	Job creation/employment												<input type="checkbox"/>
13	Health												<input type="checkbox"/>
14	Rural development												<input type="checkbox"/>
15	Regional integration												<input type="checkbox"/>
16	Food security												<input type="checkbox"/>
17	Education												<input type="checkbox"/>
18	Social protection (e.g., pensions, targeted social assistance)												<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)												<input type="checkbox"/>
20	Agricultural development												<input type="checkbox"/>
21	Water and forestry												<input type="checkbox"/>

and Indian Agriculture system are Poles apart.



WORLD BANK GROUP

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent do you agree with the following statements about the World Bank Group's work in India?

		Strongly disagree	1	2	3	4	5	6	7	8	9	10	Strongly agree	Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in India	<input checked="" type="checkbox"/>												<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for India		<input checked="" type="checkbox"/>											<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for India			<input checked="" type="checkbox"/>										<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in India with respect													<input type="checkbox"/>

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

		To no degree at all	1	2	3	4	5	6	7	8	9	10	To a very significant degree	Don't know
B20	Responsiveness				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B23	Being inclusive				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B24	Openness (sharing data and other information)				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B25	Staff accessibility				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B26	Straightforwardness and honesty				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B28	Collaboration with civil society				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B29	Collaboration with the Government				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B30	Collaboration with other donors and development partners				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B31	Collaboration with the private sector				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground				<input checked="" type="checkbox"/>									<input type="checkbox"/>
B33	Being a long-term partner				<input checked="" type="checkbox"/>									<input type="checkbox"/>

B34. To be a more effective development partner in India, do you believe that the World Bank Group should have...? (Select only ONE response)

☐ More local presence

☒ The current level of local presence is adequate

☐ Less local presence

☐ Don't know



WORLD BANK GROUP

247- EMPLOYEE OF A MINISTRY Male,
MINISTERIAL DEPT. OR
IMPLEMENTATION AGENCY Delhi

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How **EFFECTIVE** do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have **NO** exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)					5							<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have **NO** exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)												<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)							7					<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)												<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

- 1 Staff too inaccessible
- 2 Not exploring alternative policy options ✓
- 3 Not collaborating enough with stakeholders outside the Government
- 4 Its advice and strategies do not lend themselves to practical problem solving ✓
- 5 Not enough public disclosure of its work
- 6 Arrogant in its approach
- 7 Not client focused
- 8 The credibility of its knowledge/data
- 9 World Bank Group's processes too complex
- 10 Not willing to honestly criticize policies and reform efforts in the country
- 11 Too influenced by developed countries
- 12 Imposing technocratic solutions without regard to political realities
- 13 World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
- 14 Not aligned with other donors' work
- 15 Not aligned with country priorities
- 16 Not adequately sensitive to political/social realities in India
- 17 Other (please specify): May explore adoption of best policies and practices available in the States such as TN Tender Transparency Act, which ensures max share to Most competitive vendor, multiple vendors for speedy project execution.
- 18 Don't know



WORLD BANK GROUP

254- PROJECT IMPLEMENTATION
OVERSEEING IMPLEMENTATION
OF PROJECT/CONSULTANT/CONTRACTOR WORKING
ON WORLD BANK GROUP SUPPORTED PROJECT
PROGRAM

FEMALE

TAMIL NADU

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all									Very effective	Don't know
B6	Project implementation (for other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all									Very important	Don't know
B9	Project implementation (for other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

- 1 Staff too inaccessible
- 2 Not exploring alternative policy options
- 3 Not collaborating enough with stakeholders outside the Government
- 4 Its advice and strategies do not lend themselves to practical problem solving
- 5 Not enough public disclosure of its work
- 6 Arrogant in its approach
- 7 Not client focused
- 8 The credibility of its knowledge/data
- 9 World Bank Group's processes too complex
- 10 Not willing to honestly criticize policies and reform efforts in the country
- 11 Too influenced by developed countries
- 12 Imposing technocratic solutions without regard to political realities
- 13 World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
- 14 Not aligned with other donors' work
- 15 Not aligned with country priorities
- 16 Not adequately sensitive to political/social realities in India
- 17 Other (please specify): Not flexible enough to make change
- 18 Don't know



WORLD BANK GROUP

269-ACADEMIA/
RESEARCH INSTITUTE/
THINK TANKMALE
DELHI

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

F1. Which of the following **SHOULD** the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)

- 1 Offer more innovative knowledge services
- 2 Ensure greater selectivity in its work
- 3 Offer more innovative financial products
- 4 Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
- 5 Reach out more to groups outside of Government
- 6 Work faster
- 7 Improve the quality of its experts as related to India's specific challenges
- 8 Provide more adequate data/knowledge/statistics/figures on India's economy
- 9 Collaborate more effectively with Government clients (e.g., national, state, local)
- 10 Increase the level of capacity development in the country
- 11 Reduce the complexity of obtaining World Bank Group financing
- 12 Make available more funds
- 13 Other (please specify): parliament/legislators

F2. When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)

- 1 Development finance
- 2 Knowledge products
- 3 Convening services
- 4 None of the above
- 5 The combination is appropriate for India
- 6 Don't know



306 - NGO - MALE
ASSAULT

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)

- 1 Offer more innovative knowledge services
- 2 Ensure greater selectivity in its work
- 3 Offer more innovative financial products
- 4 Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
- 5 Reach out more to groups outside of Government
- 6 Work faster✓
- 7 Improve the quality of its experts as related to India's specific challenges
- 8 Provide more adequate data/knowledge/statistics/figures on India's economy
- 9 Collaborate more effectively with Government clients (e.g., national, state, local)
- 10 Increase the level of capacity development in the country
- 11 Reduce the complexity of obtaining World Bank Group financing
- 12 Make available more funds
- 13 Other (please specify): _____ FOLLOW UP AGAINST CORRUPTION

F2. When considering the combination of services that the World Bank Group offers in India, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in India? (Select only ONE response)

- 1 Development finance
- 2 Knowledge products
- 3 Convening services✓
- 4 None of the above
- 5 The combination is appropriate for India
- 6 Don't know



WORLD BANK GROUP

326 -

LOCAL GOVERNMENT
OFFICE OR STAFF

LITB KNOW

LITTA RA KHAN

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in India? (Choose no more than TWO)

- 1 Knowledge products/services (analytical work, studies, surveys, etc.)
- 2 Investment lending (financing specific projects)
- 3 Technical assistance (advice, best practice, international experience, etc.)
- ☒ 4 Capacity development
- 5 Policy based lending / budget support to the Government
- 6 Multi-sectoral approaches
- 7 Other (please specify): Development of Small Scale Industries with marketing
- 8 Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE response)

- 1 To a fully sufficient degree
- 2 To a somewhat sufficient degree
- 3 To a somewhat insufficient degree
- 4 To a very insufficient degree
- ☒ 5 Don't know

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

- | | |
|--|---|
| 1 Academia/think tanks/research institutes | 7 NGOs/Community Based Organizations (CBOs) |
| 2 Donor community | 8 Youth/university groups |
| 3 Media | 9 Beneficiaries |
| 4 Local Government | 10 Other (please specify): _____ |
| 5 Private sector | <input checked="" type="checkbox"/> 11 Don't know |
| 6 Parliament | |



WORLD BANK GROUP

360 - EMPLOYEE OF A MINISTRY
- MINISTERIAL DEPT OR IMPLEMENTATION
AGENCY. Male, TAMIL NADU

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in India? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)								8				<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)							7					<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)							7					<input type="checkbox"/>

When thinking about how to improve capacity building in India to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)									9			<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)							7					<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)									9			<input type="checkbox"/>

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)

- 1 Staff too inaccessible
- 2 Not exploring alternative policy options
- 3 Not collaborating enough with stakeholders outside the Government
- 4 Its advice and strategies do not lend themselves to practical problem solving
- 5 Not enough public disclosure of its work
- 6 Arrogant in its approach
- 7 Not client focused
- 8 The credibility of its knowledge/data
- 9 World Bank Group's processes too complex
- 10 Not willing to honestly criticize policies and reform efforts in the country
- 11 Too influenced by developed countries
- 12 Imposing technocratic solutions without regard to political realities
- 13 World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
- 14 Not aligned with other donors' work
- 15 Not aligned with country priorities
- 16 Not adequately sensitive to political/social realities in India
- 17 Other (please specify): Post design & approval, it's difficult to incorporate the changes needed to address the new needs.
- 18 Don't know