

FY15 Indonesia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



August 2015



Acknowledgements

The Indonesia 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 Indonesia country team and the local fielding agency Nusa Research. In particular, PORG is grateful for the support from Dini Sari Djalal (Senior Communications Officer) and Gatot Bayu Surya Ningnagara (Team Assistant) who coordinated all survey related activities from Jakarta, Indonesia.





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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 Indonesia perceive the WBG. The survey explored:

- *General Issues Facing Indonesia*
- *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 Indonesia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to May 2015, 1089 stakeholders of the WBG in Indonesia 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 316 stakeholders participated in the survey (29% response rate).

Some respondents filled out the questionnaire with a representative of the fielding agency in person or on the phone, and others received and returned the questionnaires via email. Respondents were asked about: general issues facing Indonesia; 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 Indonesia; 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.

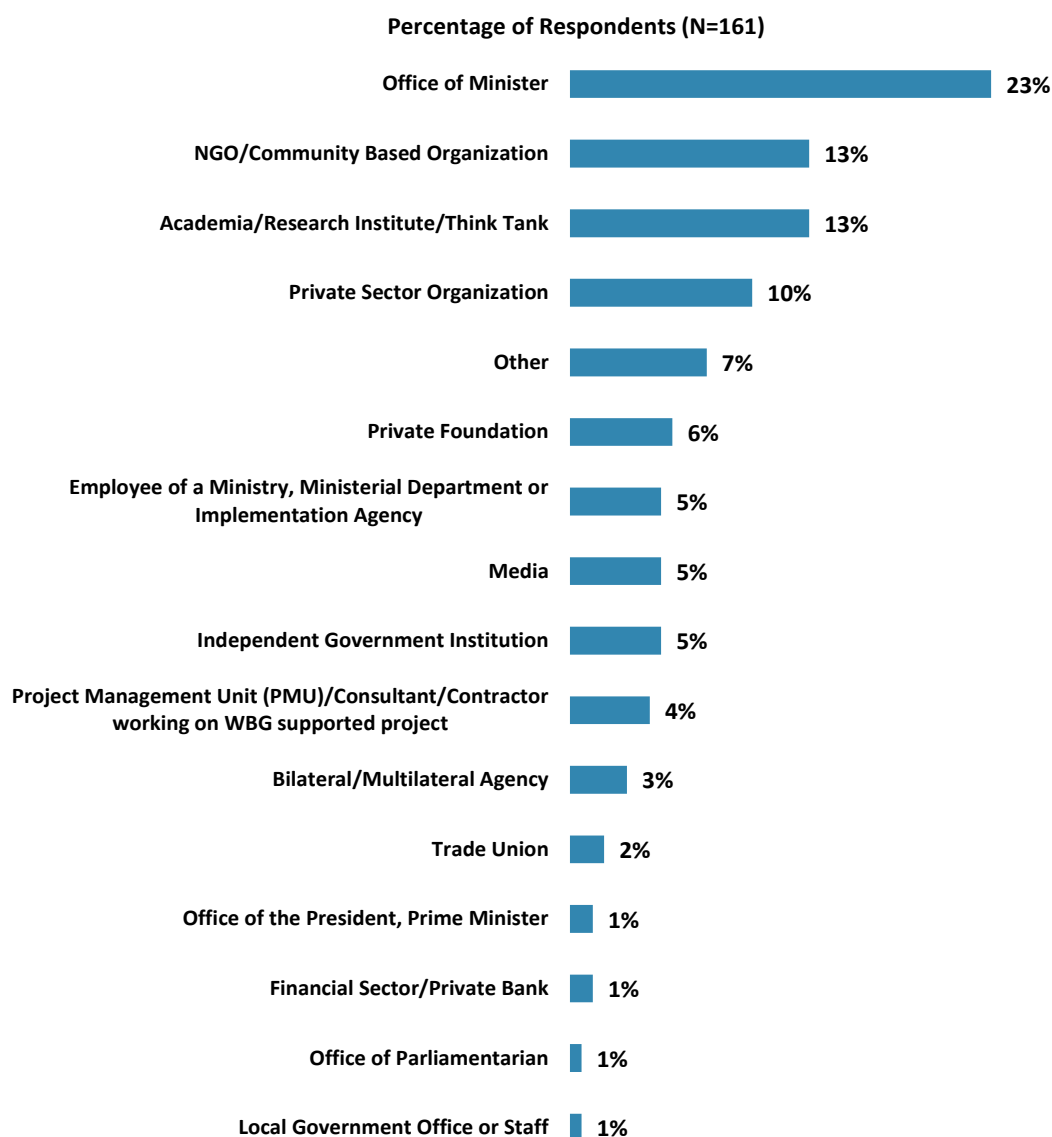
The results in this year's country survey were compared to those in the country survey conducted in FY'12 (response rate is 31%, N=265). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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, H, and I. For the weighted stakeholder breakdown and year comparison results, please see appendix F (page 127).



III. Demographics of the Sample

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

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

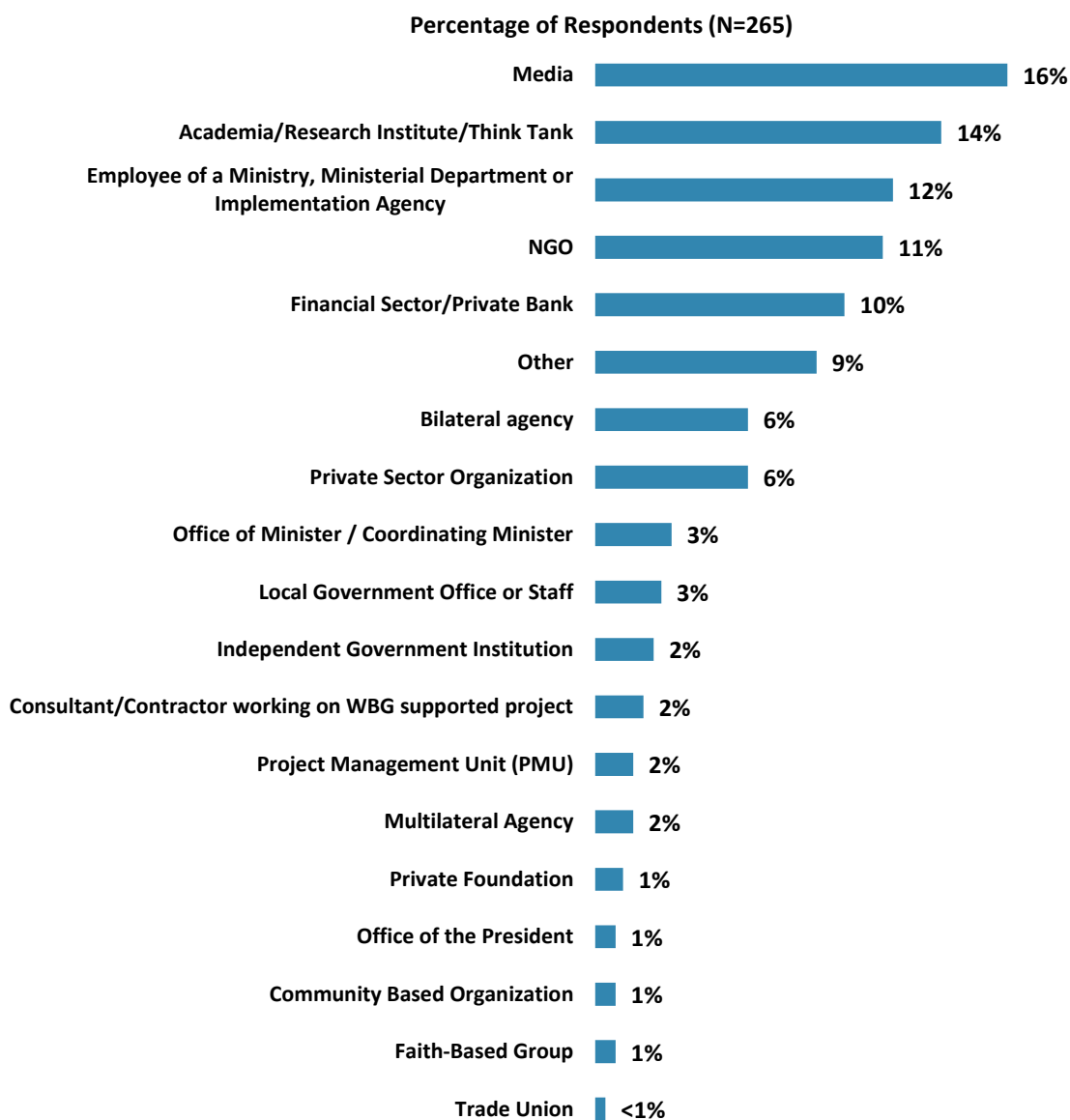


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Current Position (FY'12 Survey)

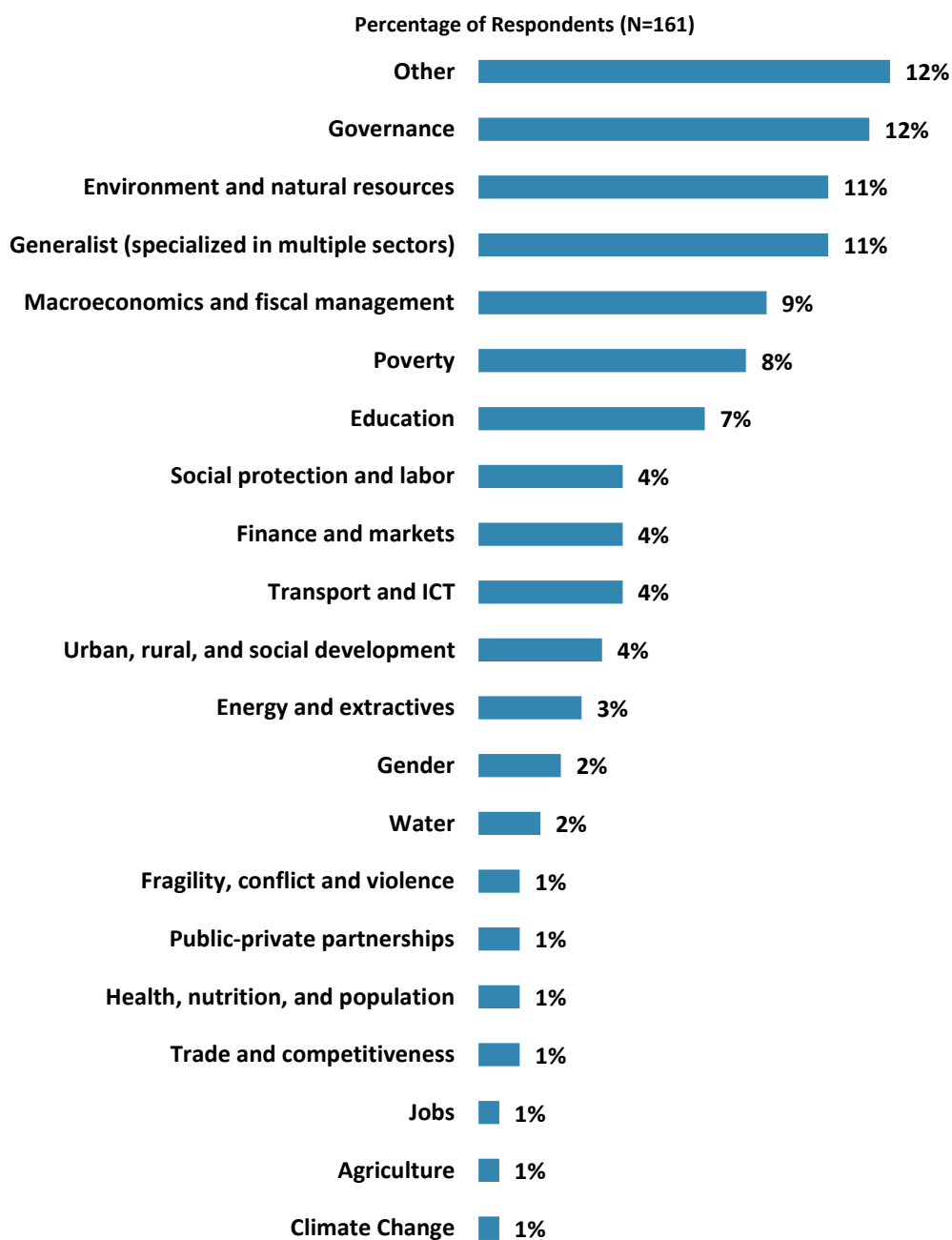


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

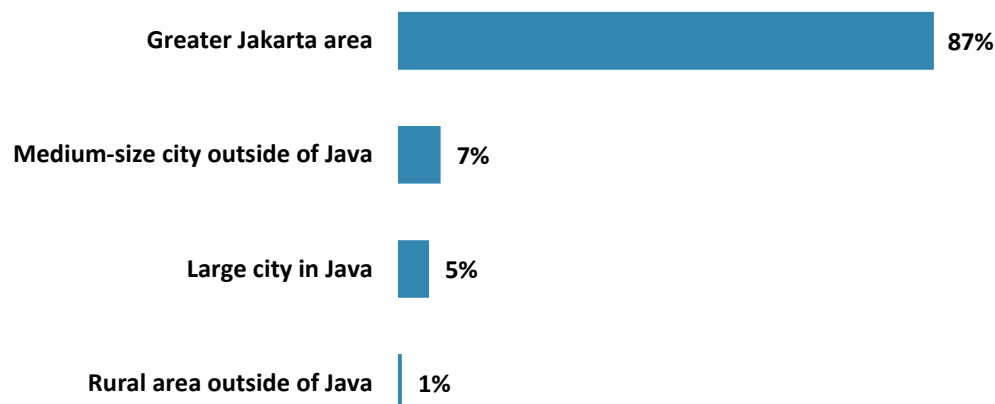


III. Demographics of the Sample (continued)

Geographic Location

- Responses to all questions were compared across geographic locations. For this comparison, the small numbers of respondents from medium-size city outside of Java, large city in Java, and rural area outside of Java were combined into “other.” 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 87).

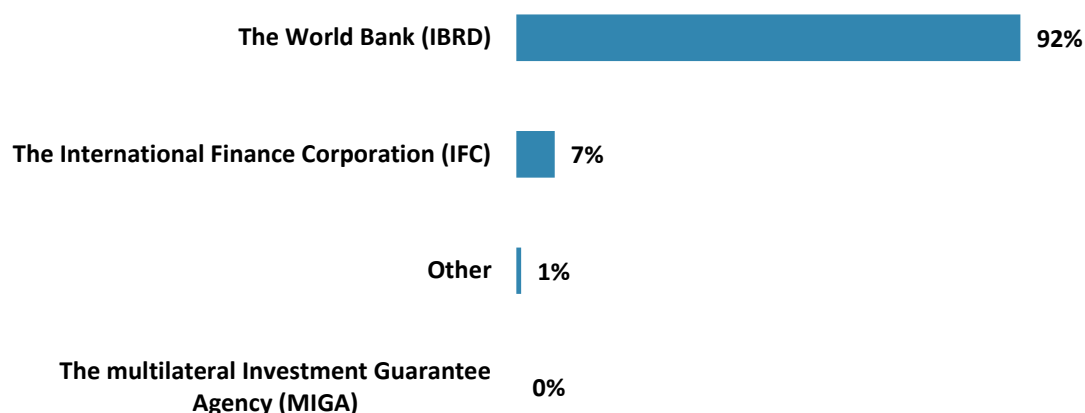
Percentage of Respondents (N=158)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=114)



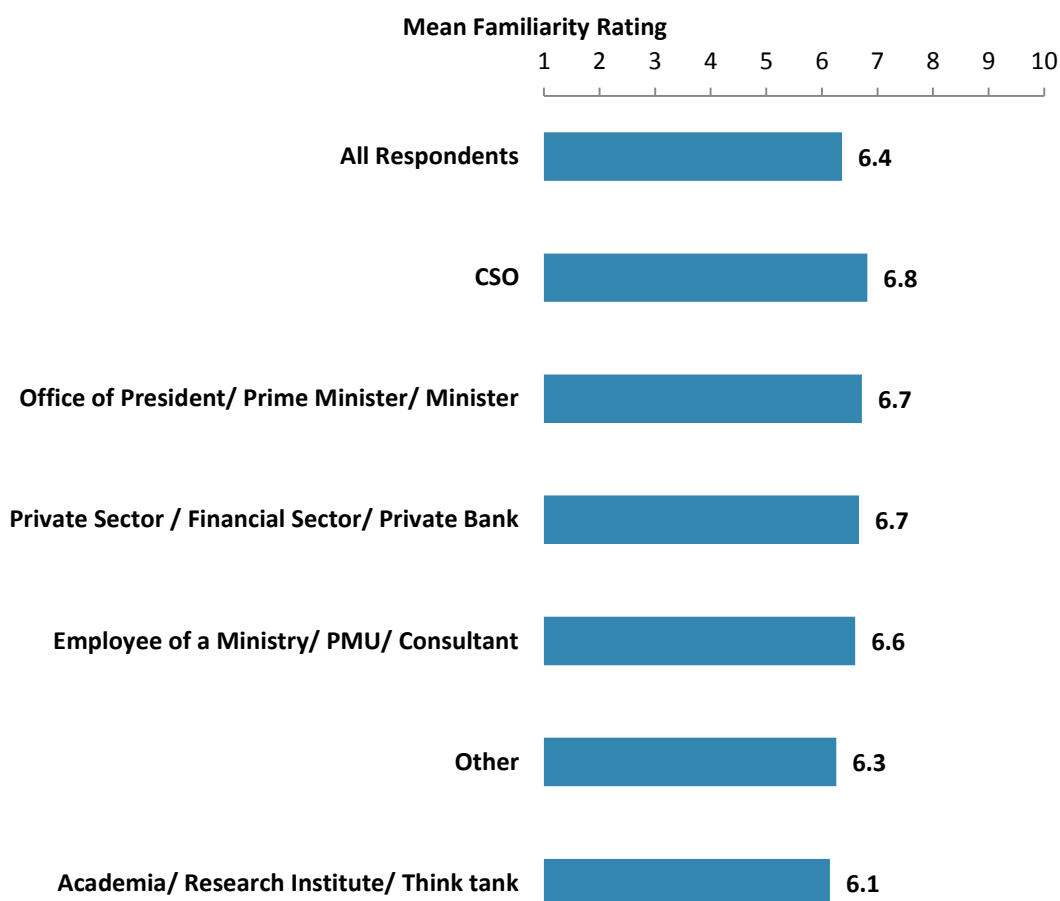
“Which of the following agencies of the World Bank Group do you primarily engage with in Indonesia? (Select only ONE response)” (Respondents chose from a list.)



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 = 6.73; weighted mean in FY'12 = 6.58)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Indonesia, and significantly, moderately correlated with the perceived relevance of the WBG to Indonesia'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 Indonesia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

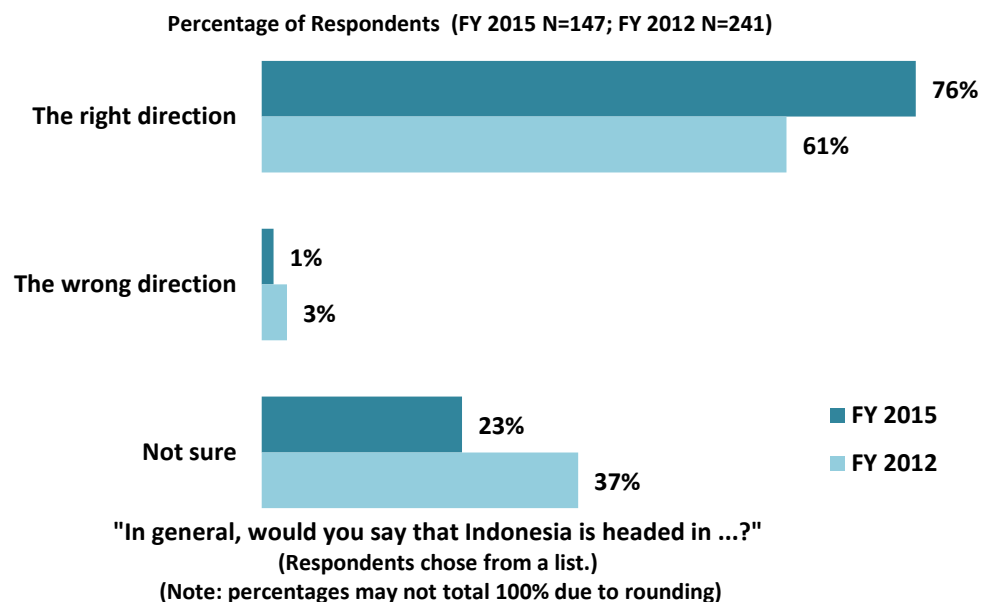
¹ Please refer to Appendix F for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Indonesia

Headed in the Right Direction²

- Respondents in this year's country survey were significantly more positive about the direction Indonesia is headed in compared to respondents in the FY'12 country survey.



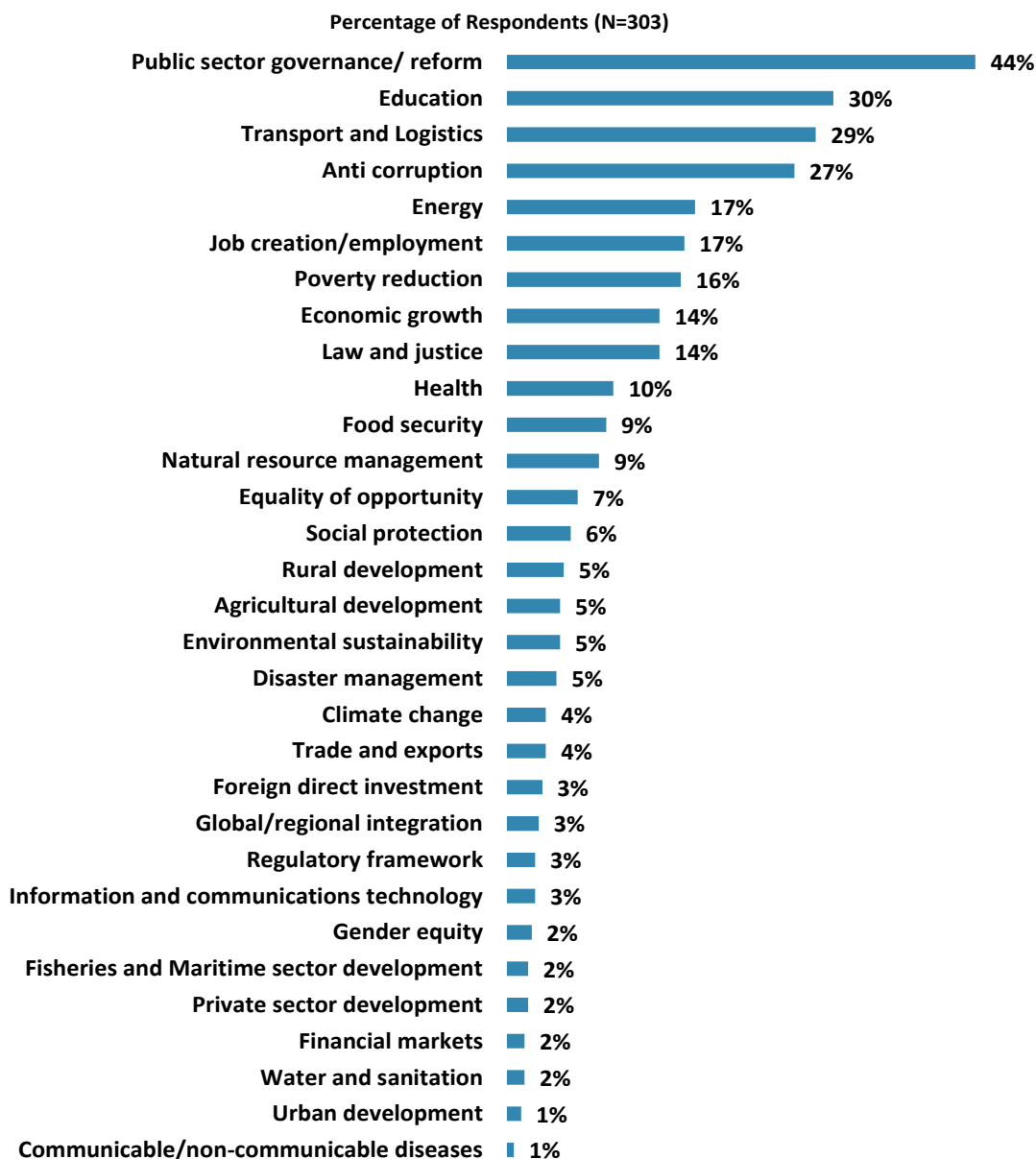
² Percentages presented in this chart were calculated based on weighted data. For details on weighting, please refer to Appendix F.



IV. General Issues Facing Indonesia (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 country survey indicated that the most important development priorities in Indonesia were “*bureaucratic reform and governance*” (61%), and “*education*” (42%).



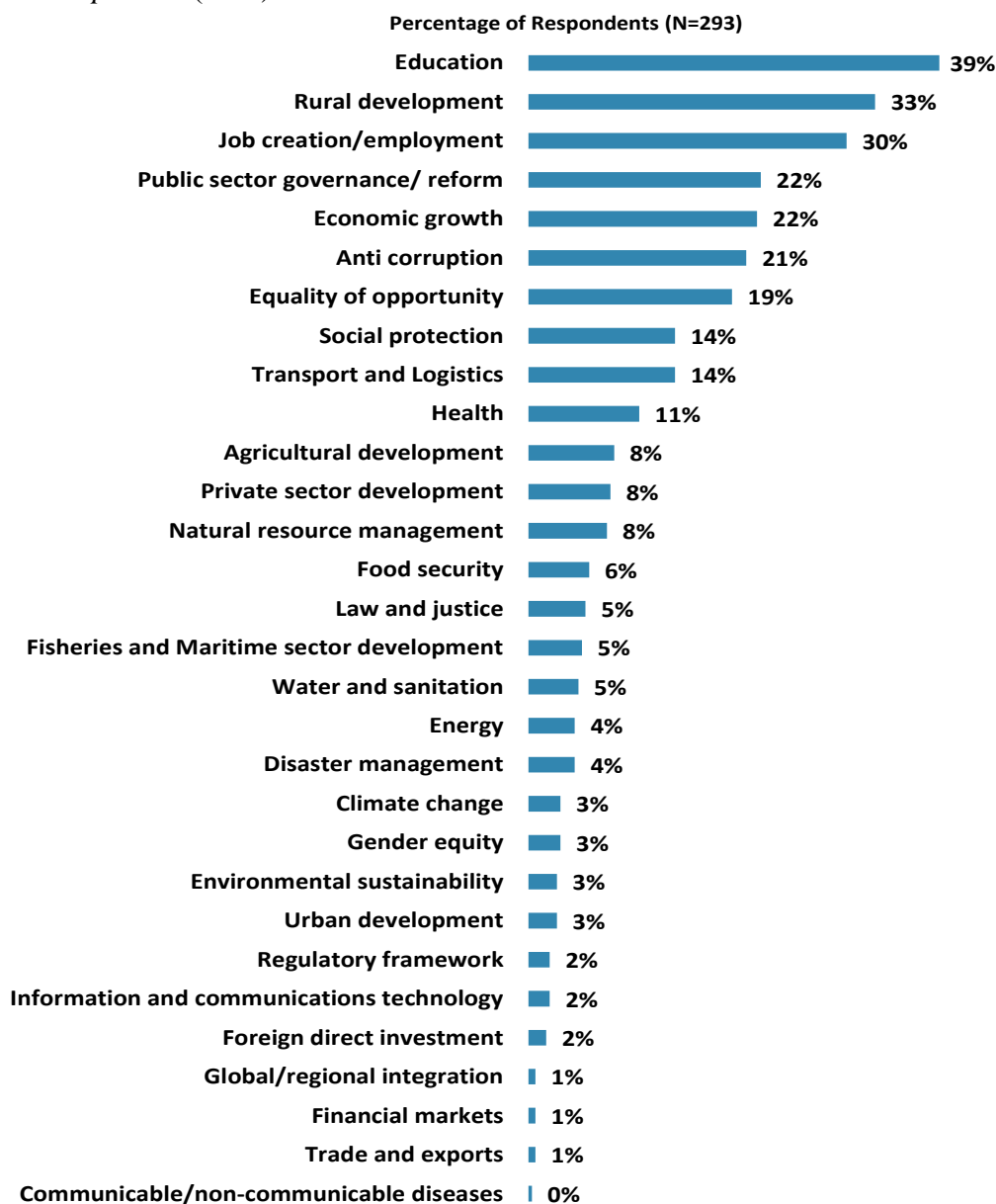
"Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Indonesia (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 Indonesia were “*education*” (37%), and “*rural development*” (36%).

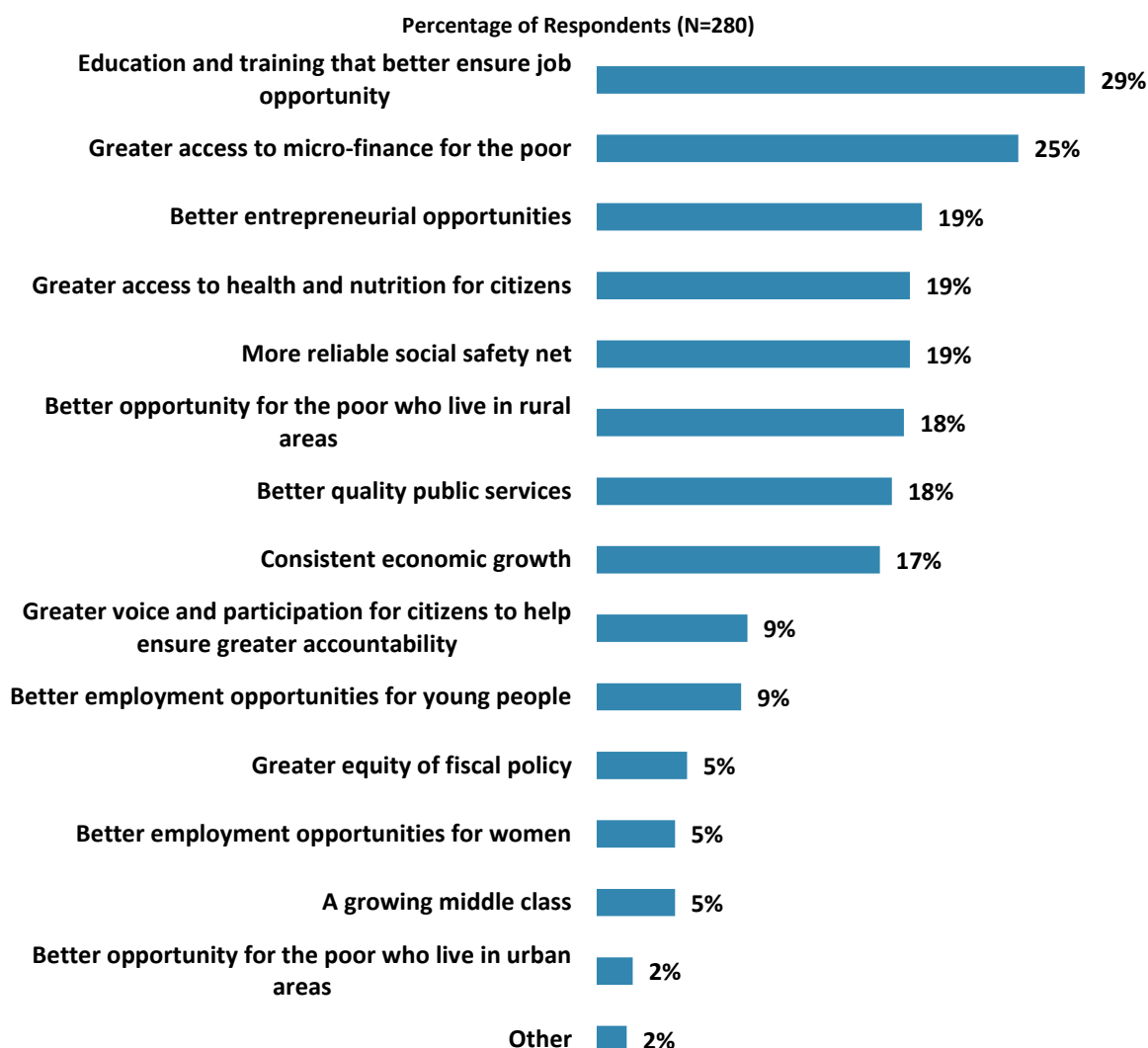


"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Indonesia?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Indonesia (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 Indonesia? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

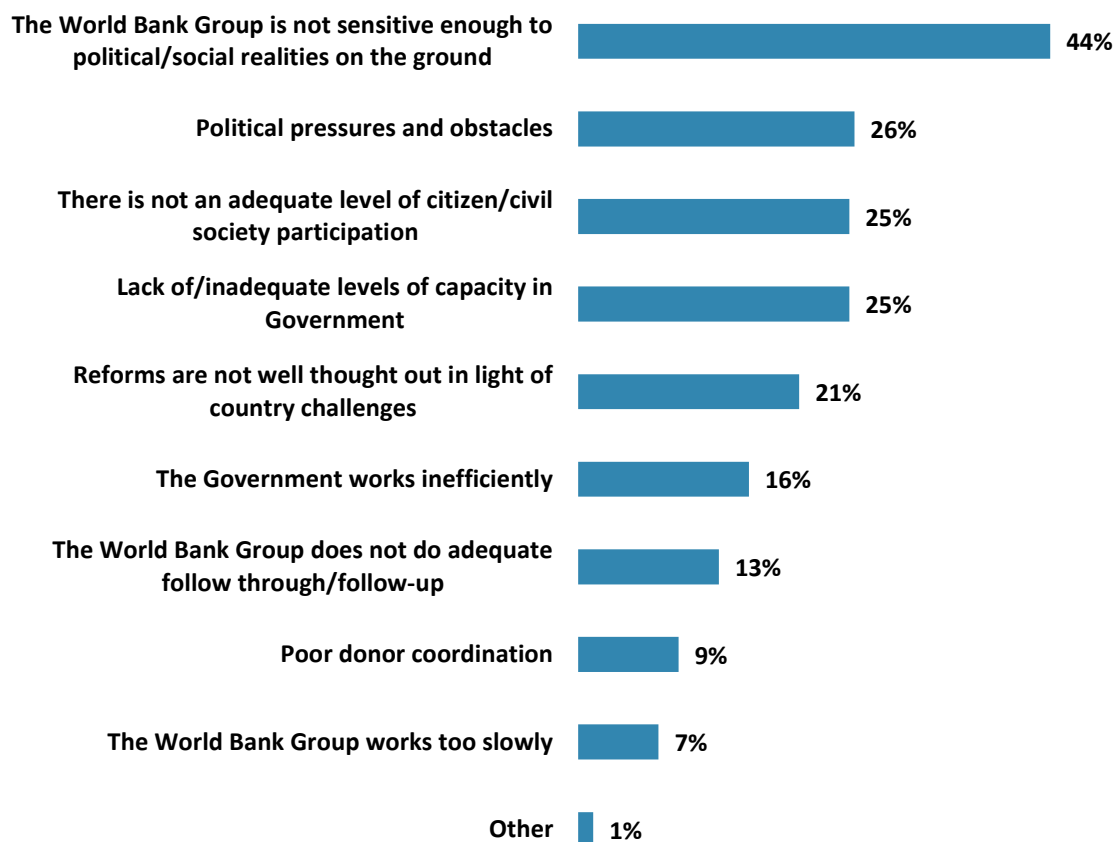


V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank-assisted reform efforts to “*the government working inefficiently/too slowly*” (32%) and “*political pressures and obstacles*” (32%).

Percentage of Respondents (N=214)



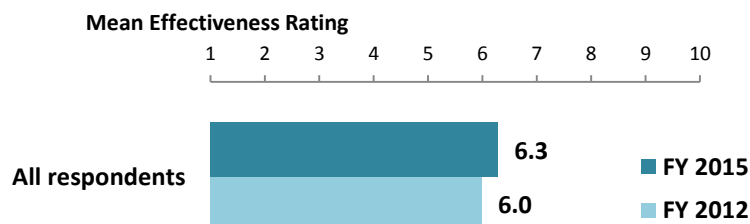
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

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.

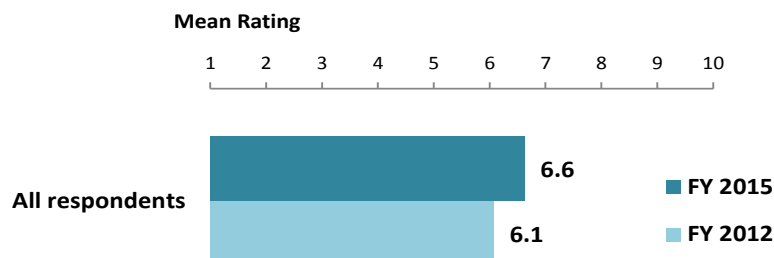
The World Bank Group’s Overall Effectiveness³ (Indicator Question)



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

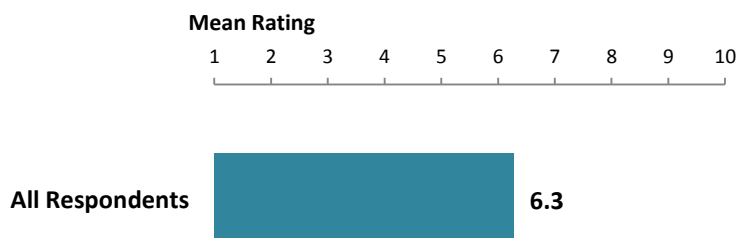
Achieving Development Results (Indicator Question)

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



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

WBG Staff Preparedness



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

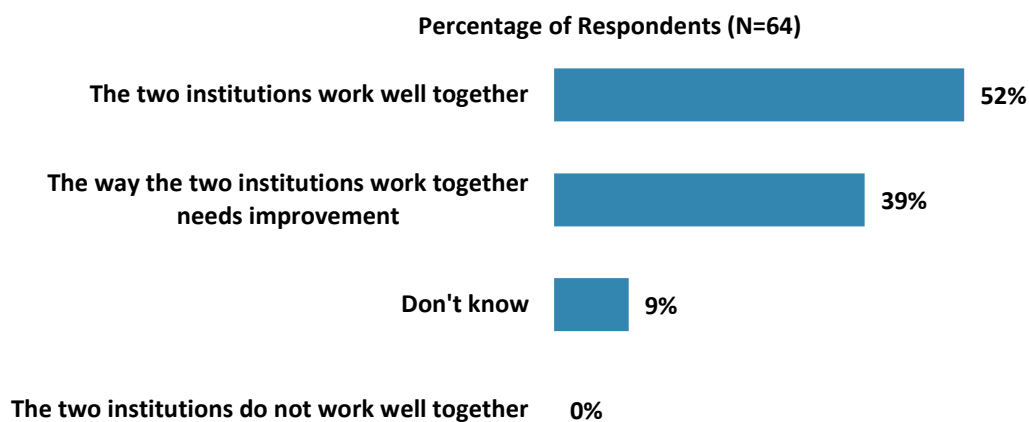
³ Means presented in the first two charts on this page were calculated based on weighted data from FY’15 and FY’12.



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.



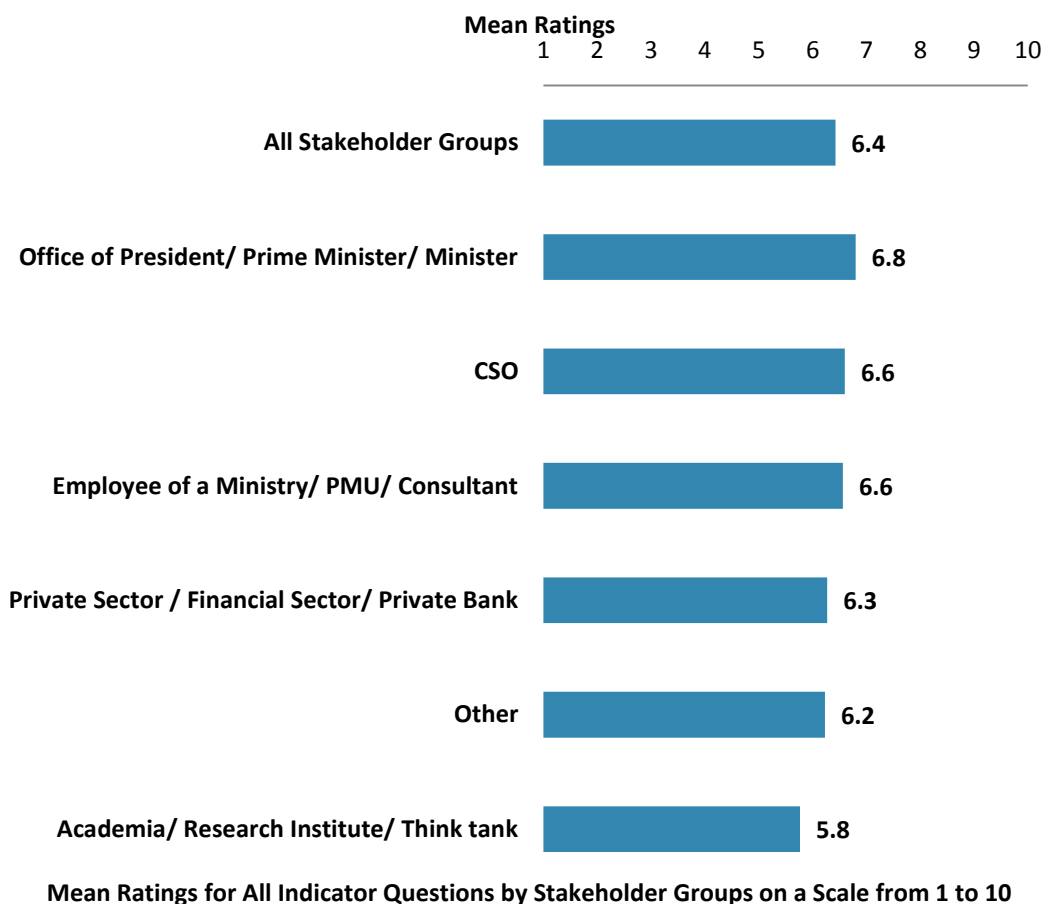
“If your projects involve both the World Bank and the IFC, what was your view on the two institutions working together in Indonesia?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty five indicator questions.
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher overall ratings for the twenty five indicator questions (6.8) than respondents who are not collaborating with the institution (6.2).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix I (page 144).



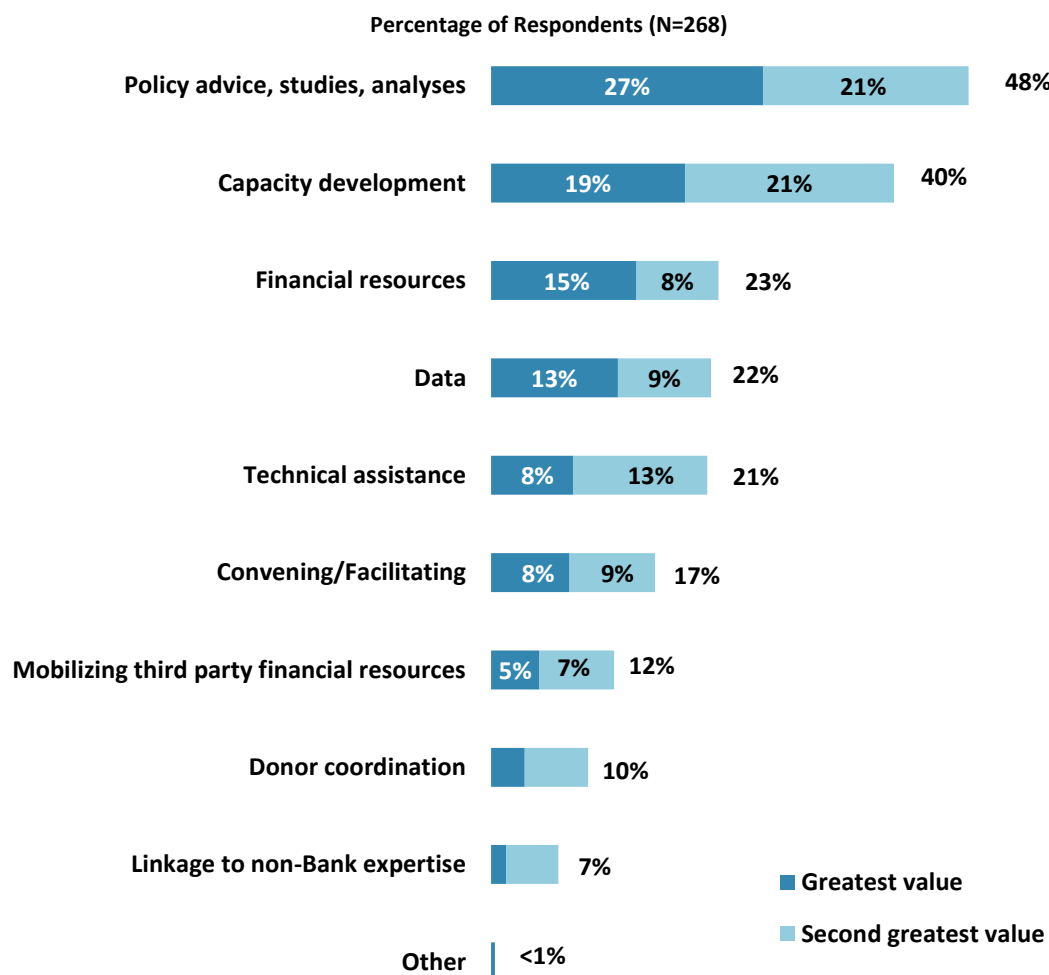
* Responses to all twenty five indicator questions can be found in Appendices H and I.



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

Greatest Value

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank's greatest values to Indonesia were its "*financial resources*" (44%) and "*technical assistance*" (31%).



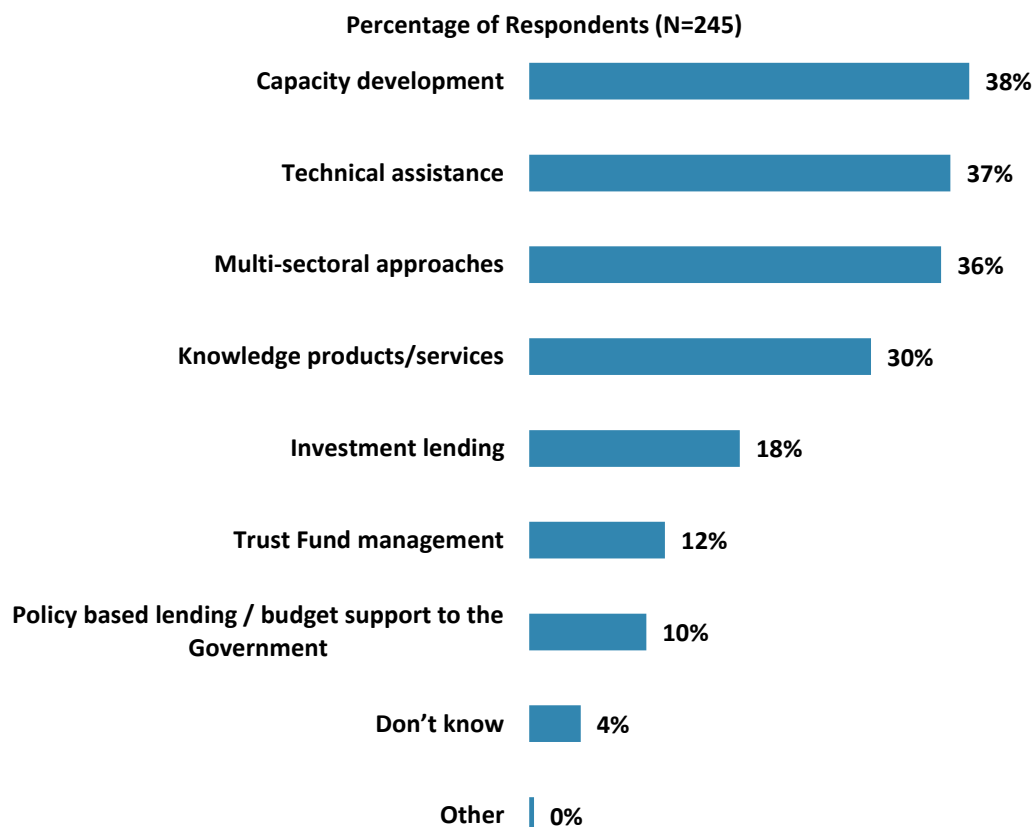
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Indonesia?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank's most effective instruments in reducing poverty in Indonesia were its "*capacity development*" (56%) and "*investment lending*" (38%).

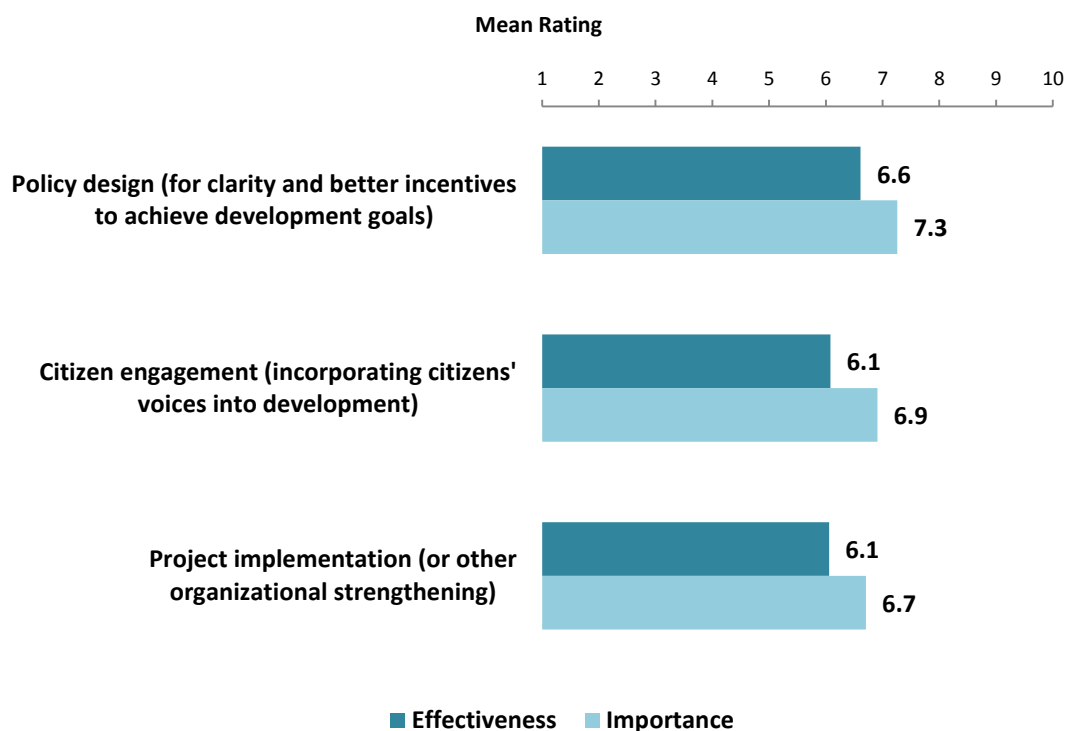


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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 Indonesia?"
(1 - "Not effective at all", 10 - "Very effective")

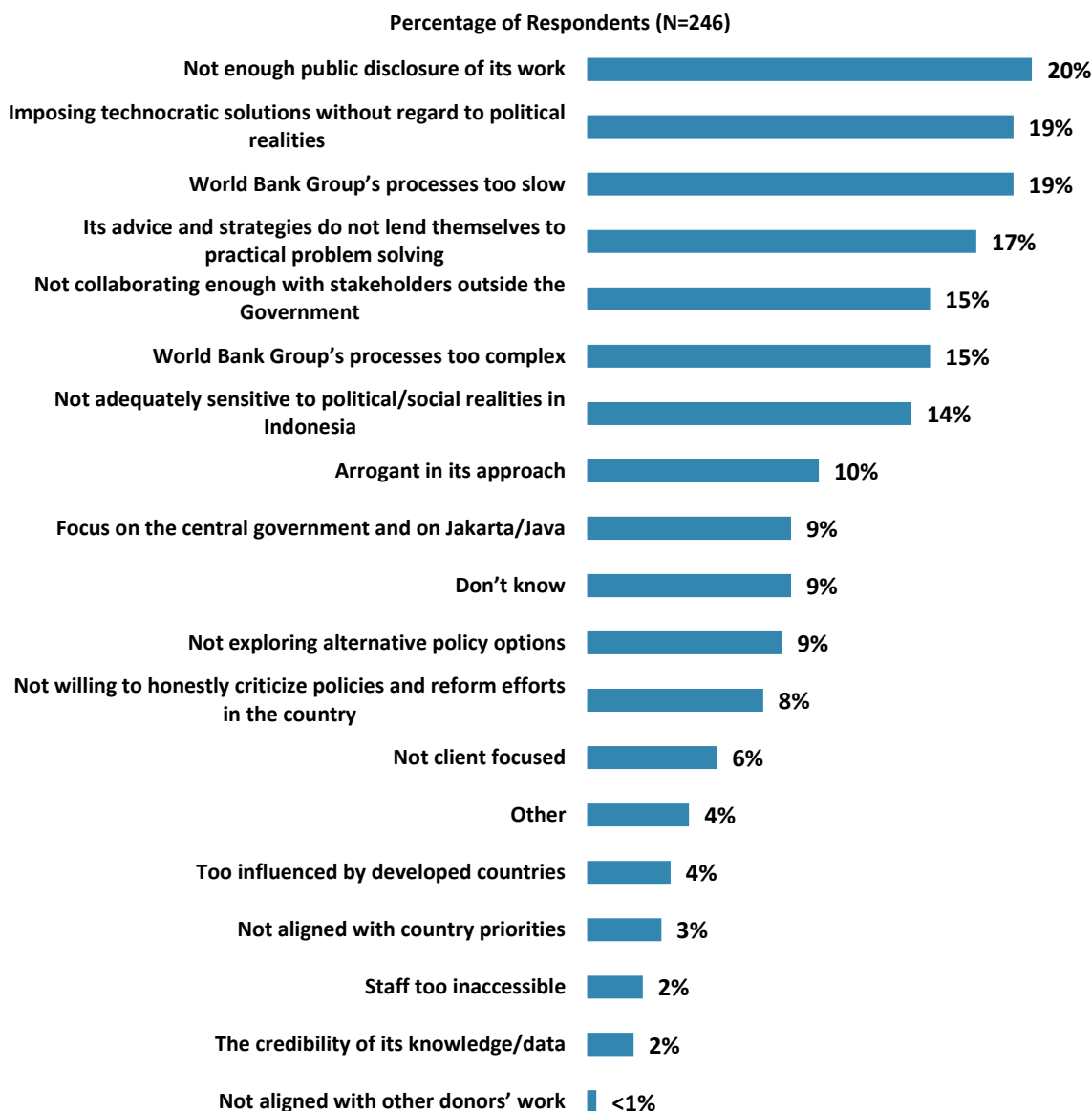
"When thinking about how to improve capacity building in Indonesia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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 Indonesia were "*imposing technocratic solutions without regard to political realities*" (30%) and "*too influenced by developed countries*" (29%).

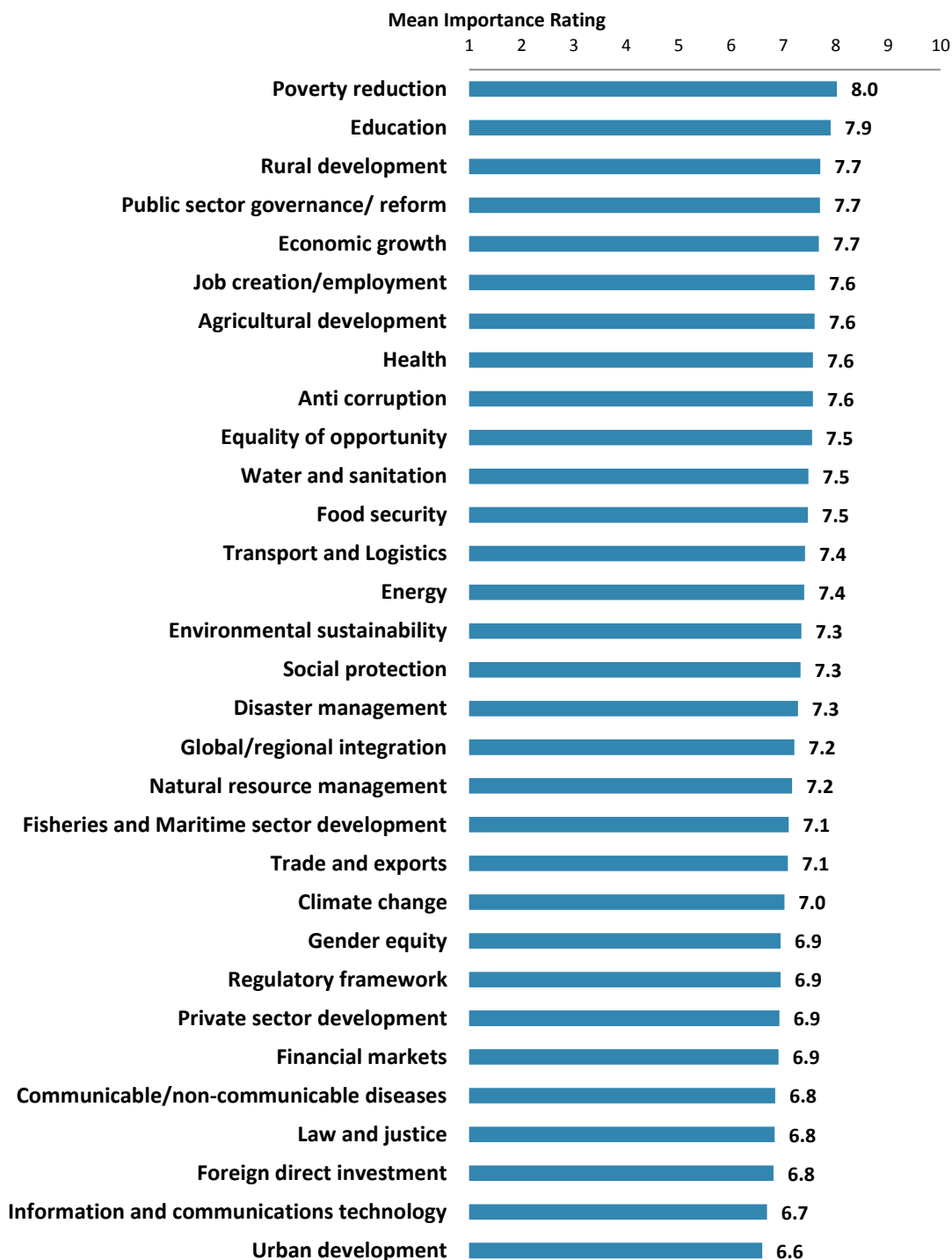


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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 Indonesia?" (1-"Not important at all", 10-"important")



VI. Sectoral Importance and Effectiveness (continued)

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



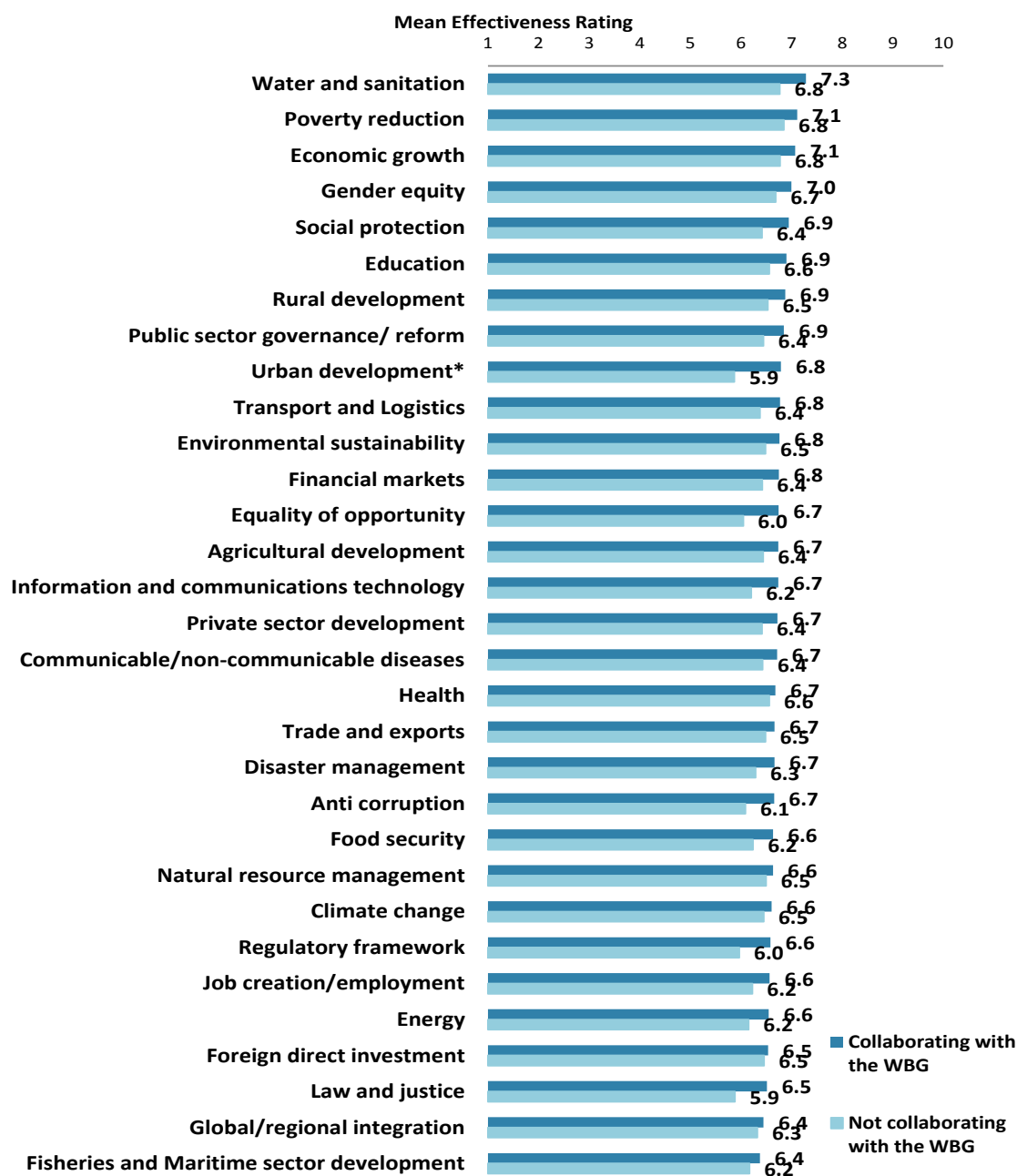
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2015 and FY 2012)

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 Indonesia?" (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 52) that only 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

Mean Ratings

1 2 3 4 5 6 7 8 9 10

All respondents



6.5

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

Helping the Poorest

Percentage of Respondents (N=241)

To a fully sufficient degree



5%

To a somewhat sufficient degree



43%

To a somewhat insufficient degree



39%

To a very insufficient degree



6%

Don't know



7%

"To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia?" (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 Indonesia, bivariate correlational analyses were conducted using respondents' ratings of the thirty one 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 Indonesia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at financial markets; and
 - The WBG's effectiveness at job creation/employment.
- 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 Indonesia, 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 urban development;
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at financial markets; and
 - The WBG's effectiveness at social protection.



VII. How the World Bank Group Operates

The World Bank Group's Work in Indonesia: 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 Indonesia than respondents in the FY12 country survey.

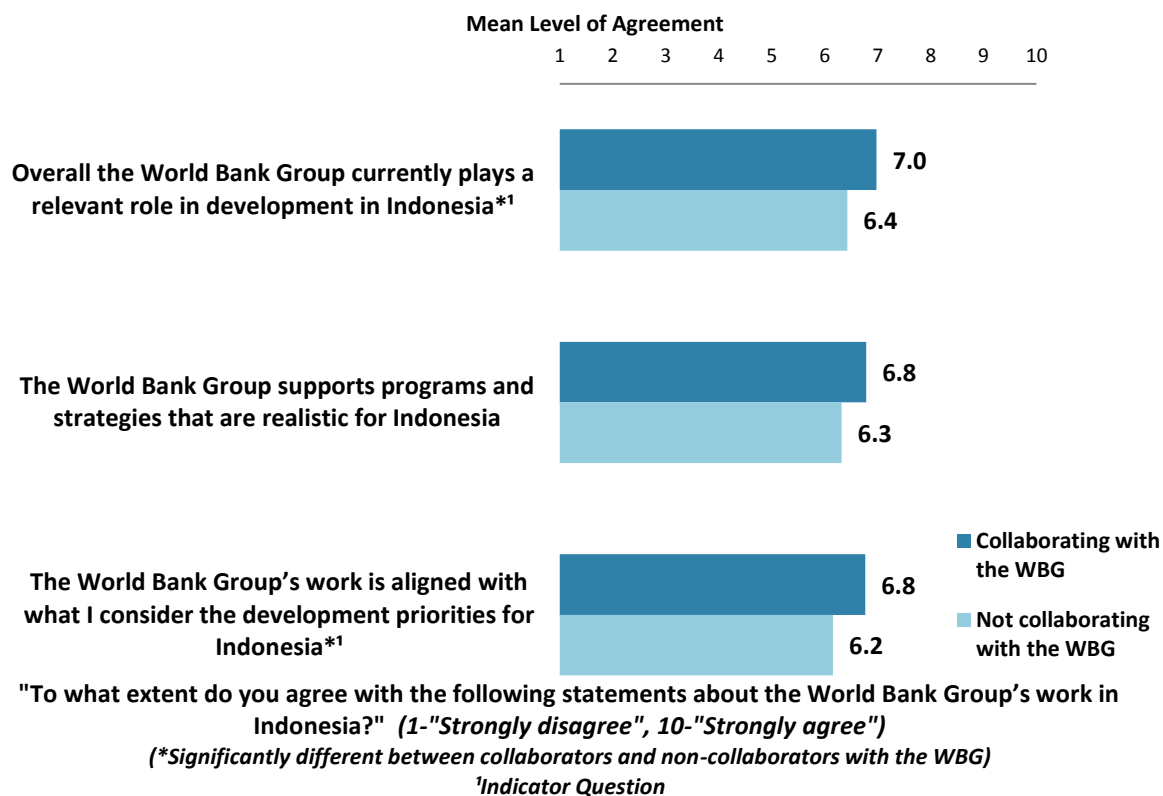


⁶ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix F.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Indonesia: Collaboration⁷



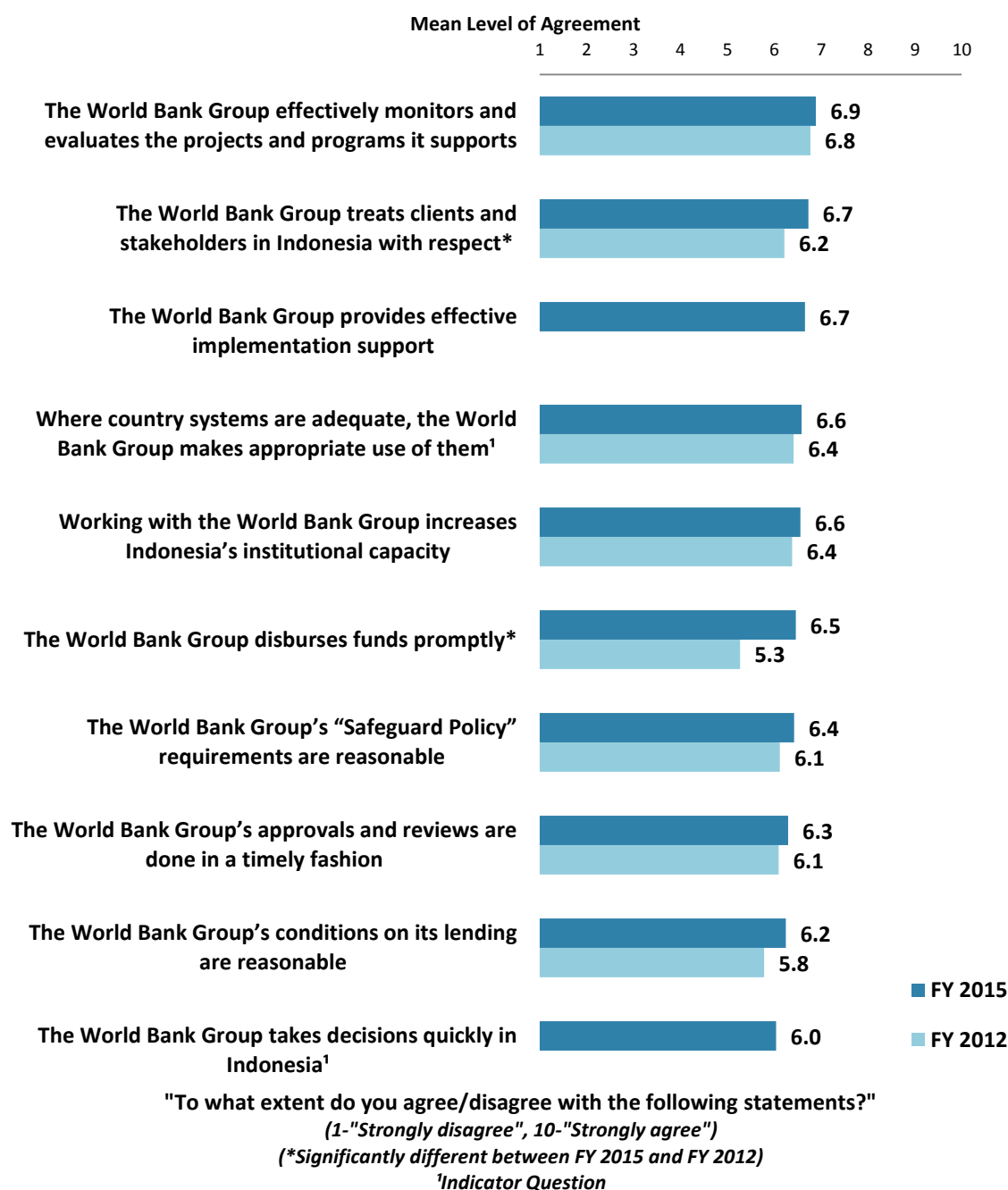
⁷ All means presented in this chart were calculated based on un-weighted data.



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 few of the following statements compared to respondents in the FY'12 country survey (see the chart below for details), including the statement that *"the World Bank Group disburses funds promptly."*

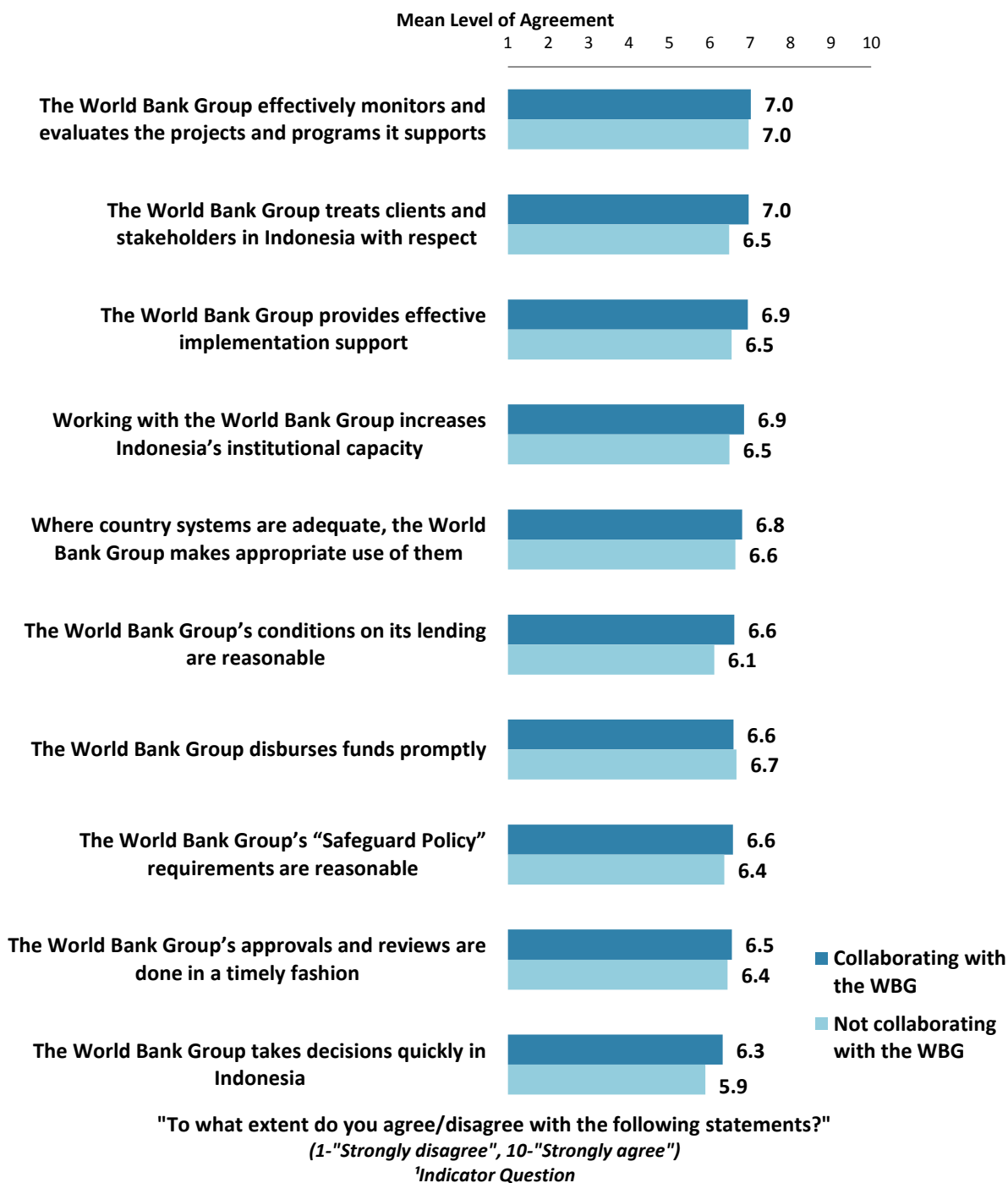


⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration⁹



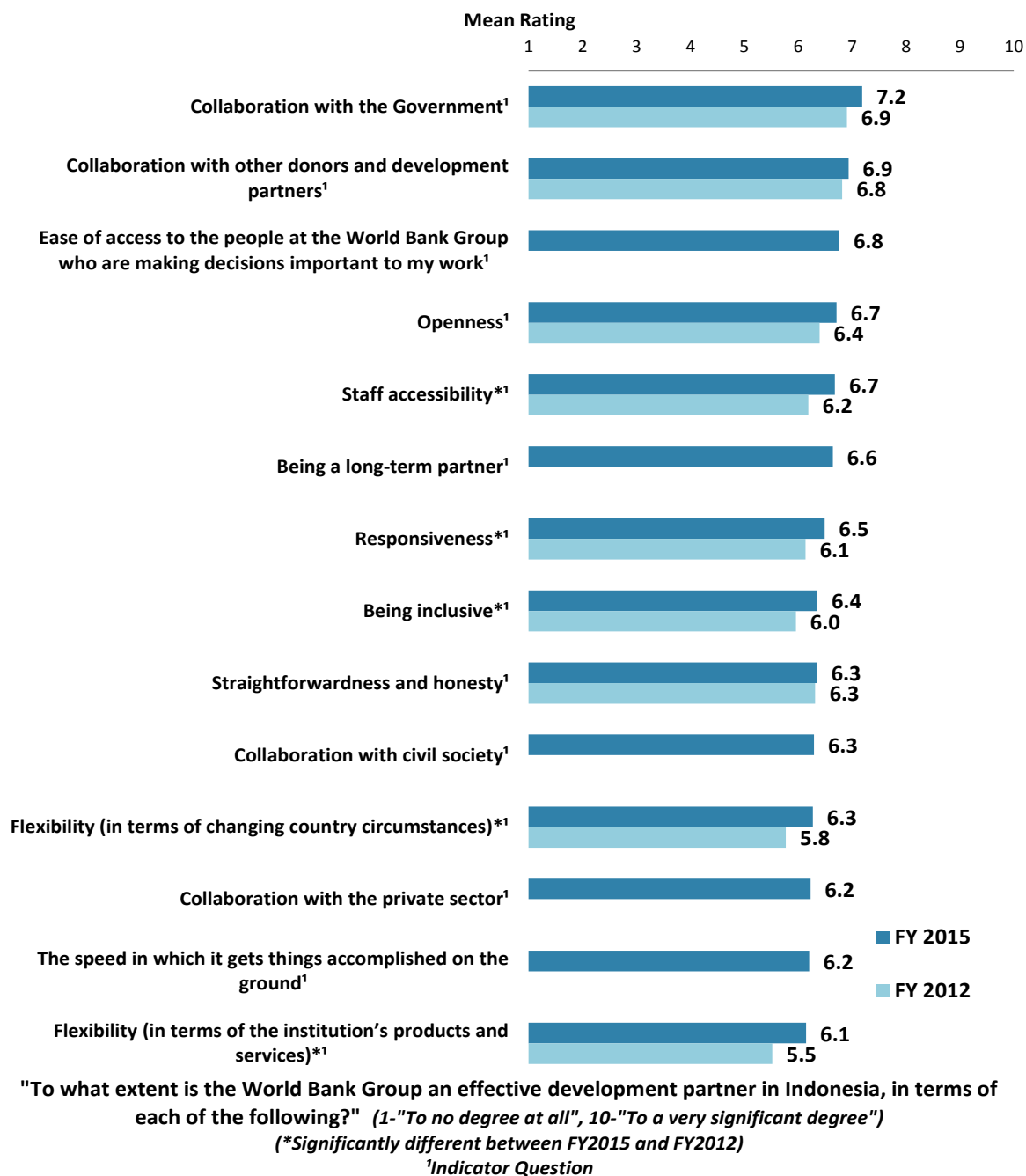
⁹ All means presented in this chart were calculated based on un-weighted data.



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 Indonesia compared to respondents in the FY'12 country survey.

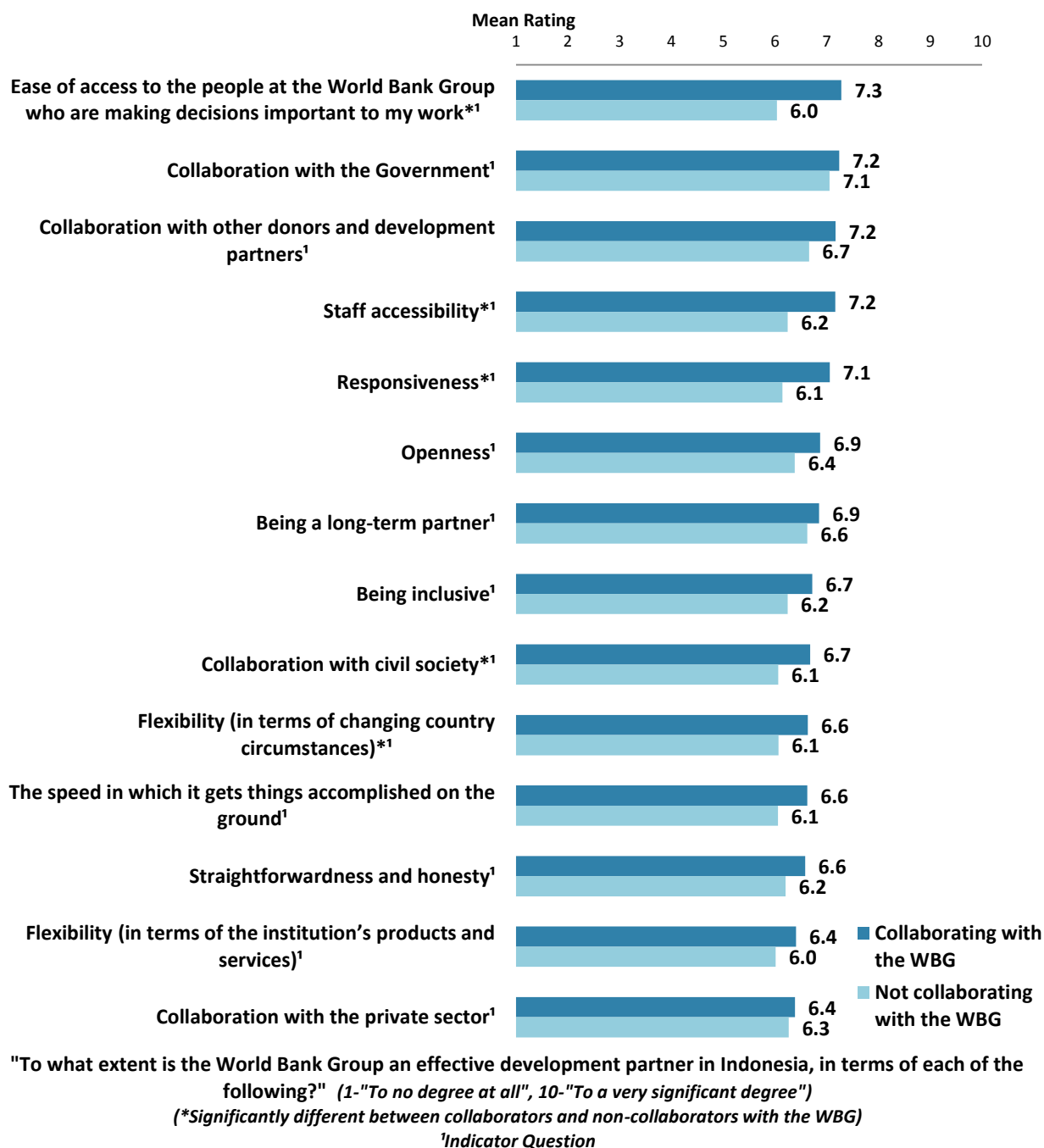


¹⁰ All means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration ¹¹



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



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

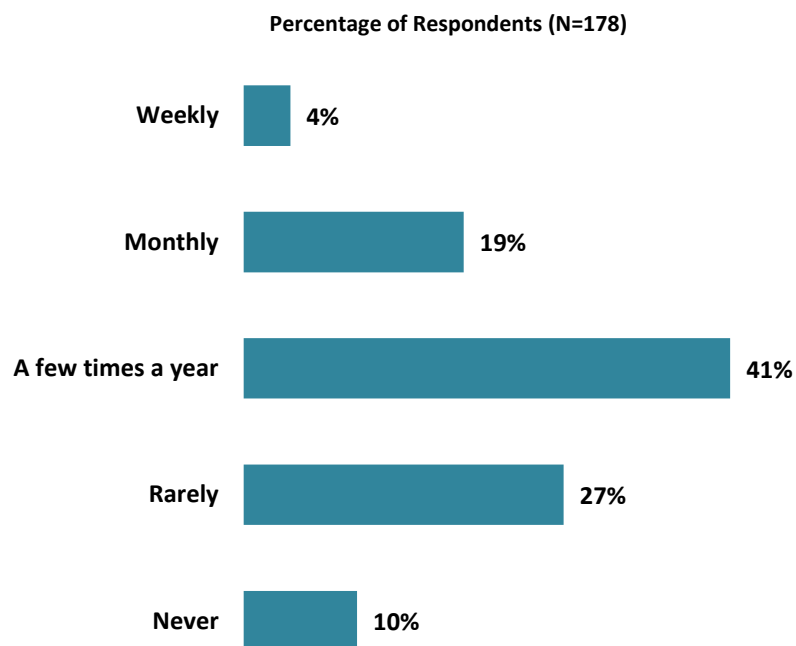


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Indonesia?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



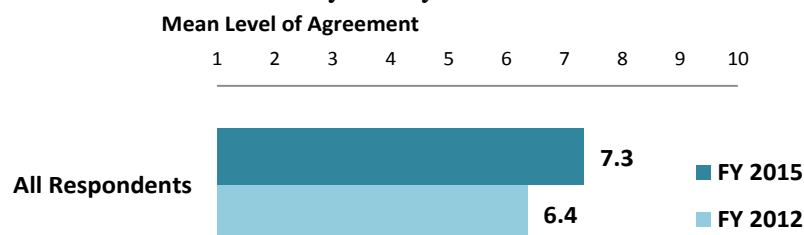
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



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

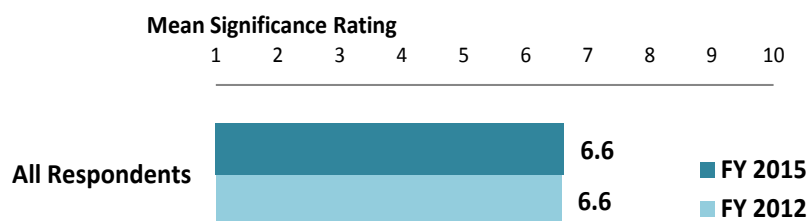
Meeting Indonesia's Knowledge Needs¹² (Indicator Question)

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



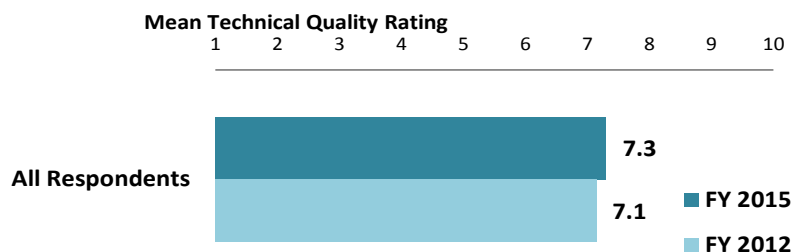
"The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

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



"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)



"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")

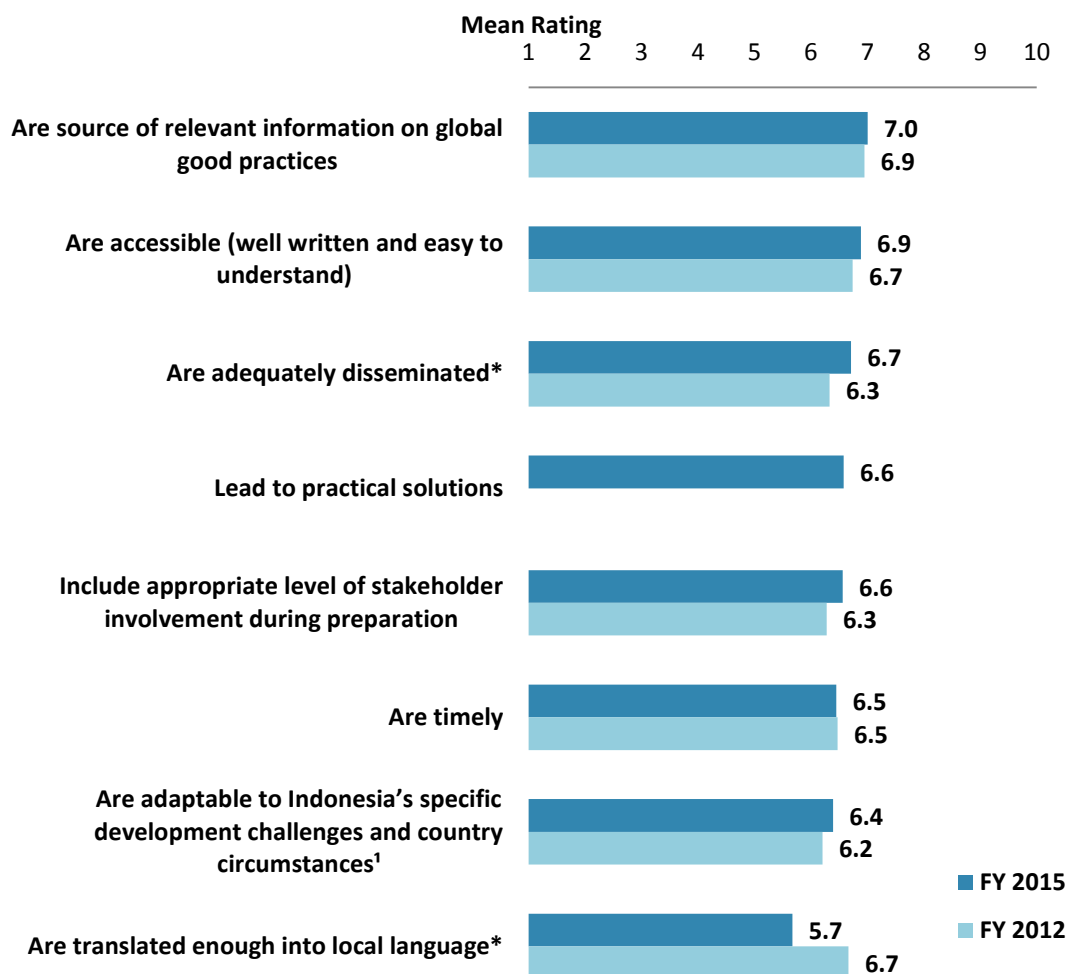
¹²All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹³

- **Year comparison:** As indicated in the chart below, respondents in this year's country survey gave significantly higher ratings for the WBG's knowledge work and activities "*being adequately disseminated*," compared to respondents in the FY'12 country survey. However, respondents in this year's country survey gave significantly lower ratings for the WBG's knowledge work and activities "*being translated enough into local language*," compared to respondents in the FY'12.



"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

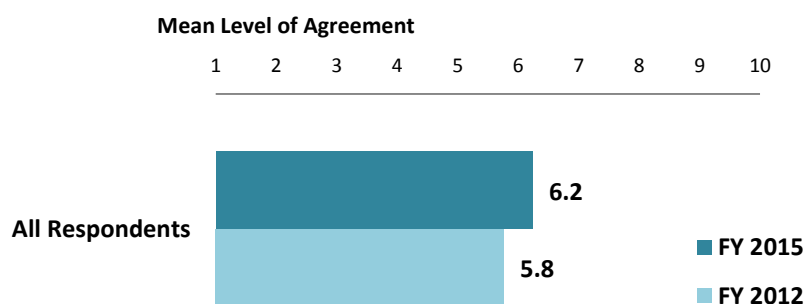
¹³All means in this chart were calculated based on weighted data.



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

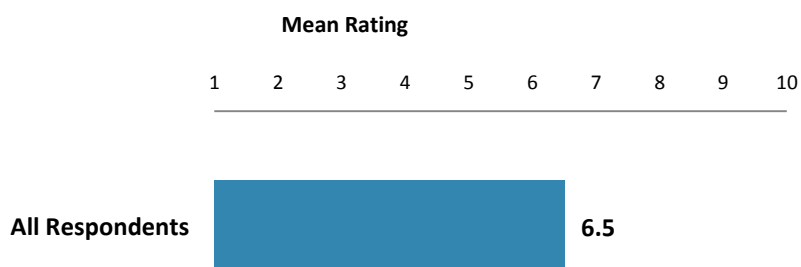
Meeting Indonesia's Needs for Financial Instruments¹⁴ (Indicator Question)

- **Year comparison:** Respondents in this year's country surveys had significantly higher levels of agreement that the World Bank Group's financial instruments meet Indonesia'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 Indonesia."
(1-"Strongly disagree", 10-"Strongly agree")

Value of WBG's Reimbursable Advisory Services (RAS)



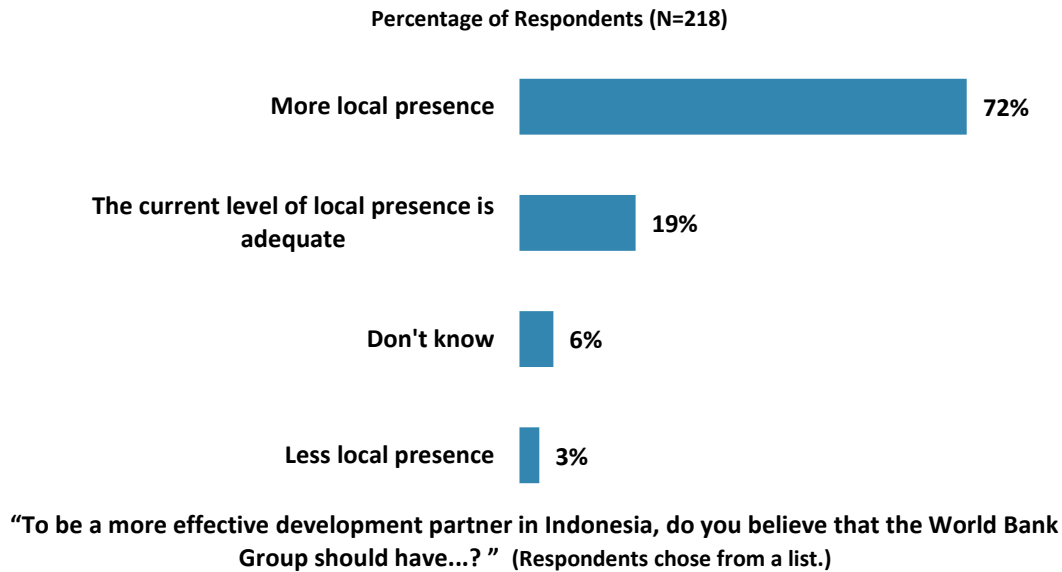
"To what extent do you believe that Indonesia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")

¹⁴ Means in the first chart were calculated based on weighted data.

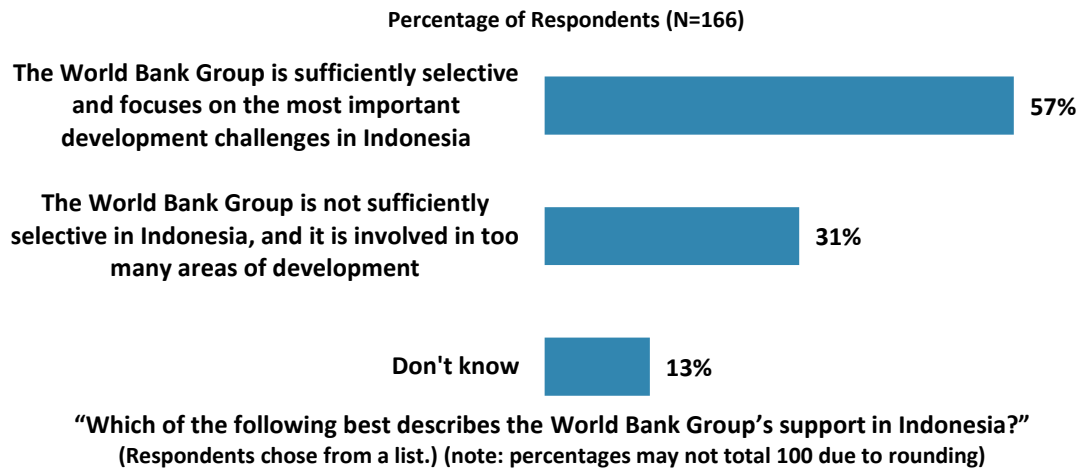


IX. The Future Role of the World Bank Group in Indonesia

The World Bank Group's Local Presence in Indonesia



Selectivity of the World Bank Group's Support

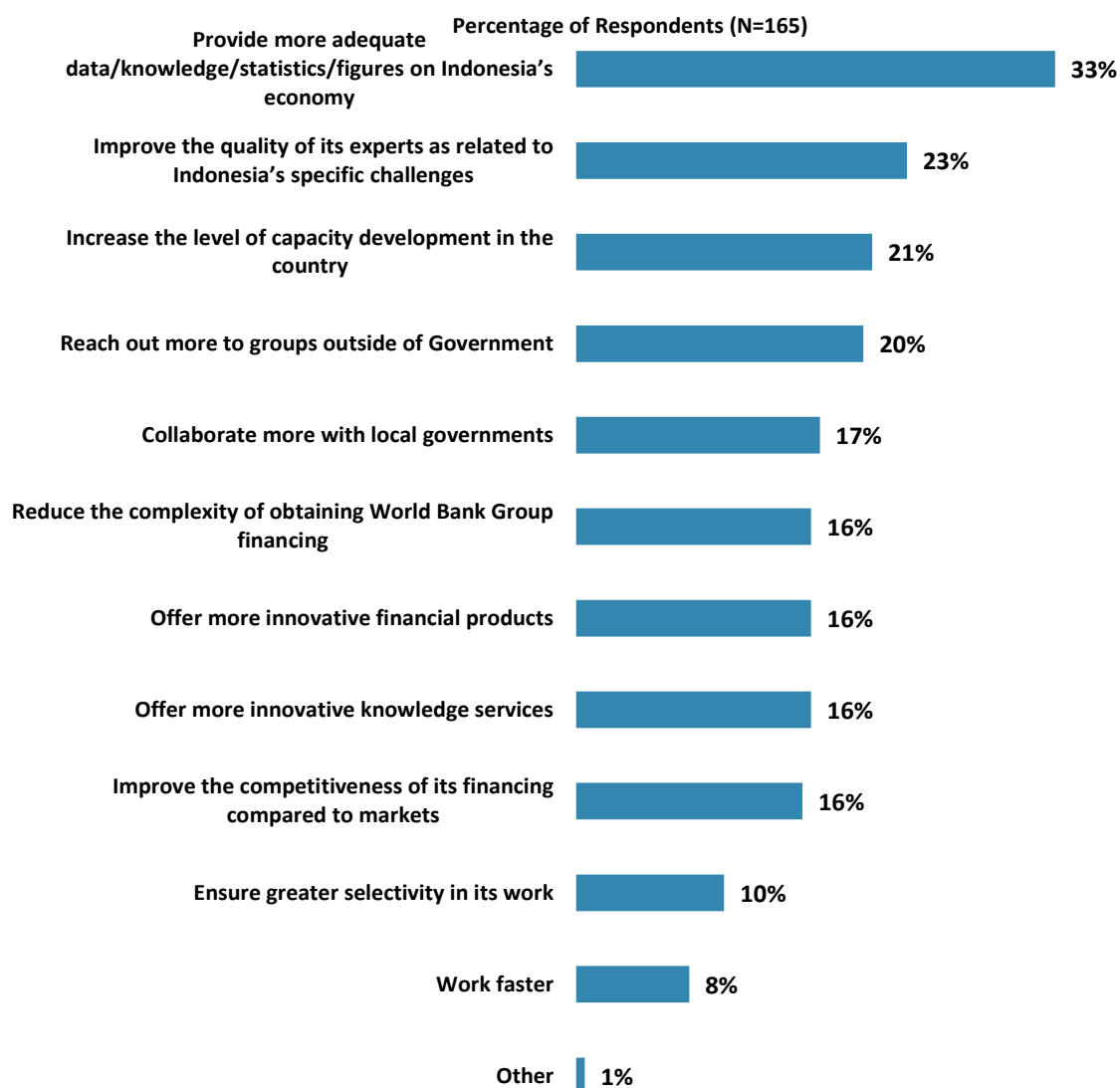




IX. The Future Role of the WBG in Indonesia (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 country survey indicated that the World Bank should “*improve the quality of its experts as related to Indonesia's specific challenges*” (42%) to make itself of greater value in Indonesia.
- **Collaboration:** This year's respondents who collaborate with the WBG were significantly more likely to indicate that the institution should “*increase the level of capacity development in the country*” than respondents who don't collaborate with the WBG.



Increase availability of Reimbursable Advisory Services (RAS) 0%

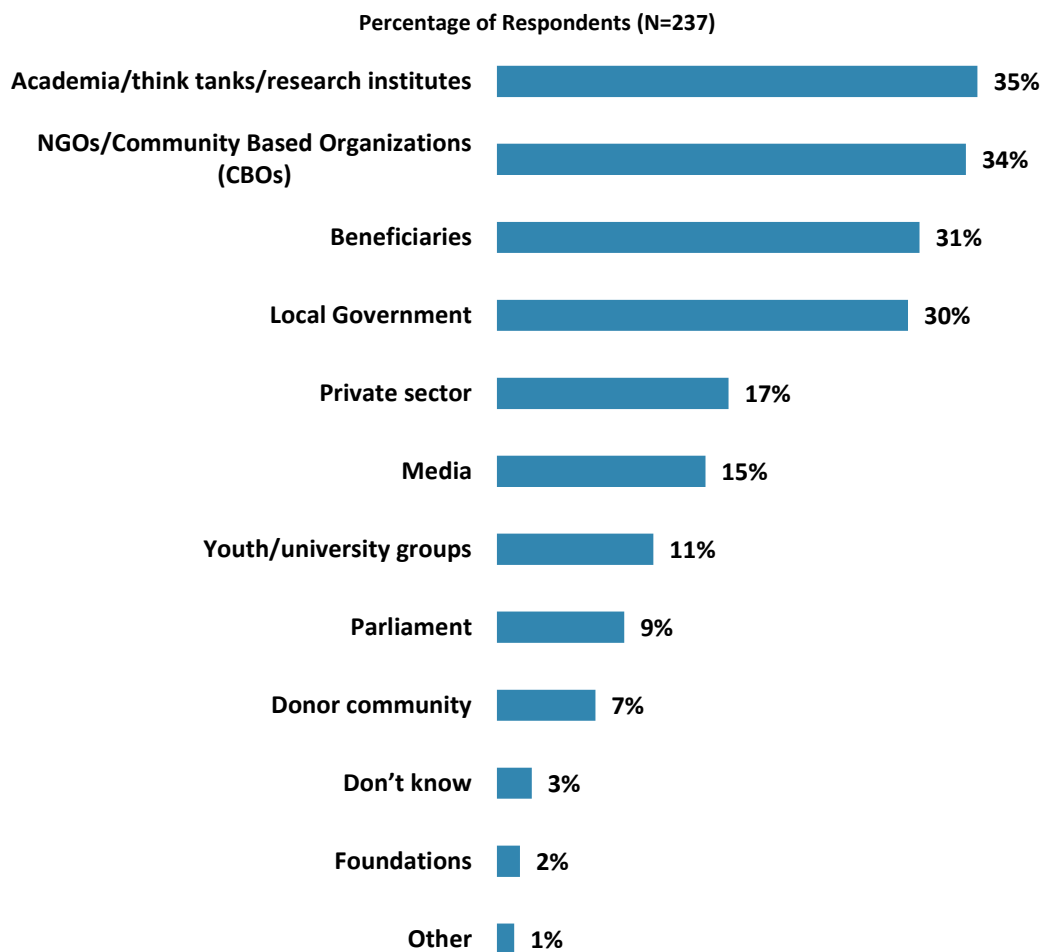
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Indonesia (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*” (38%) and “*academia/think tanks/research institutes*” (34%) to ensure better development results in Indonesia.



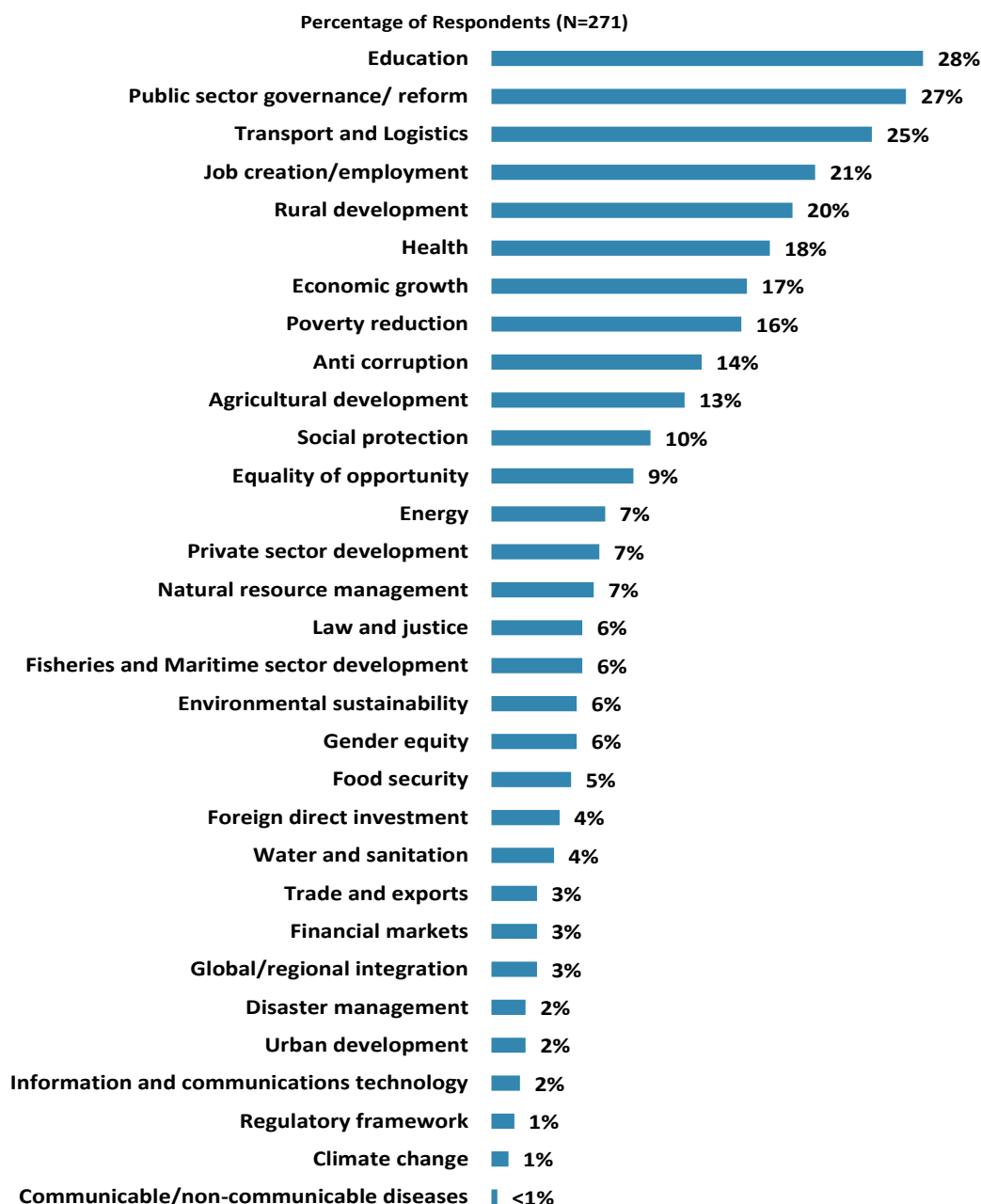
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country ?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Indonesia (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 “*poverty alleviation*” (46%), “*bureaucratic reform and governance*” (43%), and “*education*” (40%).

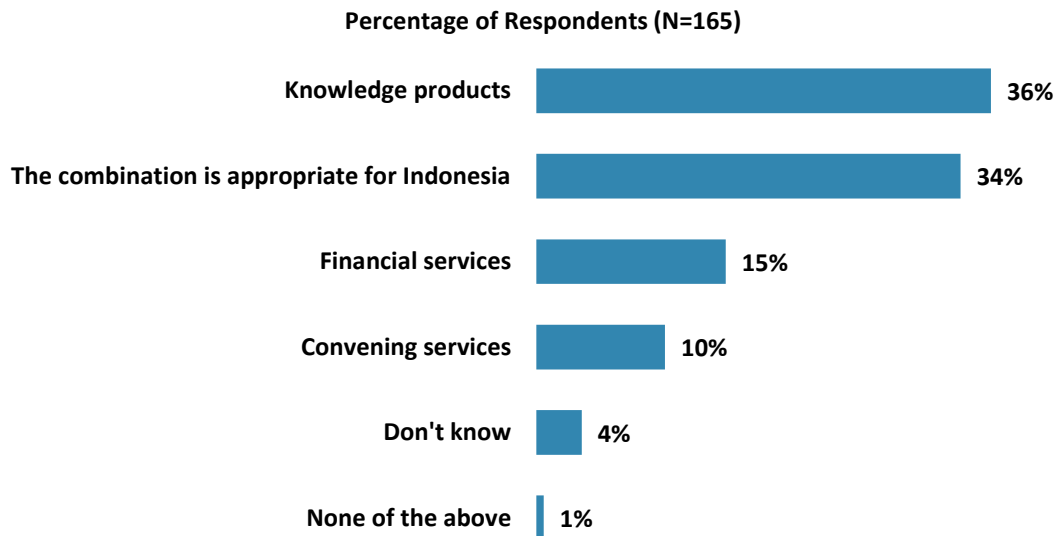


“When thinking about how the World Bank Group can have the most impact on development results in Indonesia, in which sectoral areas do you believe the WBG should focus most of its attention and resources in Indonesia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG services



"When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia?"
(Respondents chose from a list.)

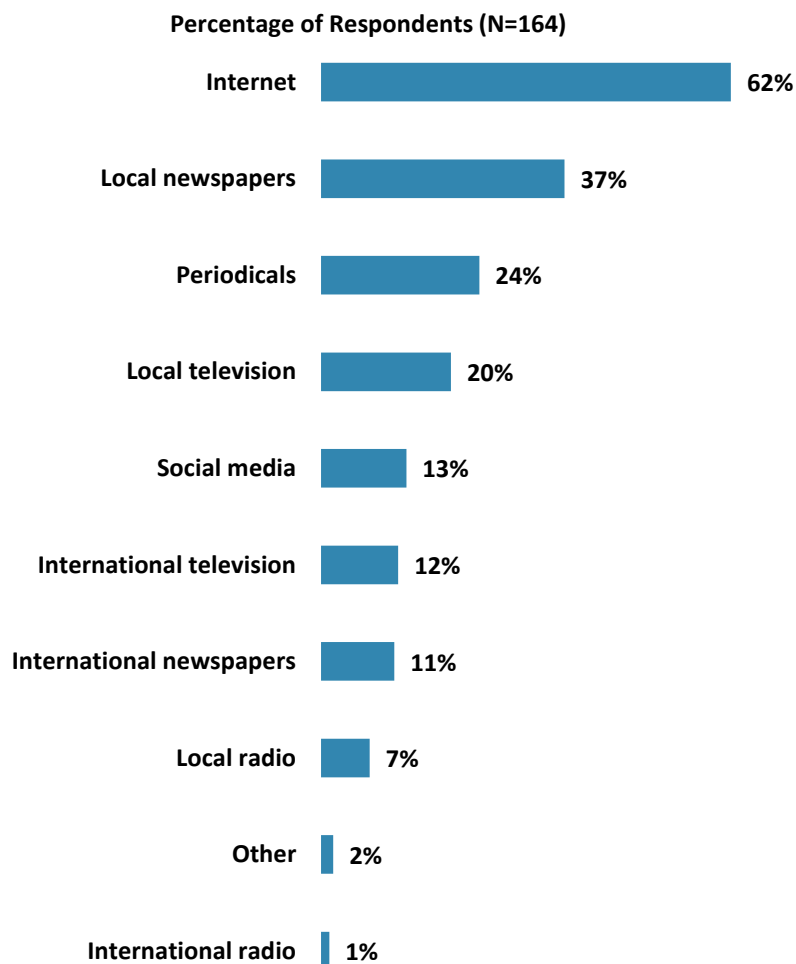


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 68) 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 Indonesia from "local newspapers" (77%) and "the Internet" (63%).



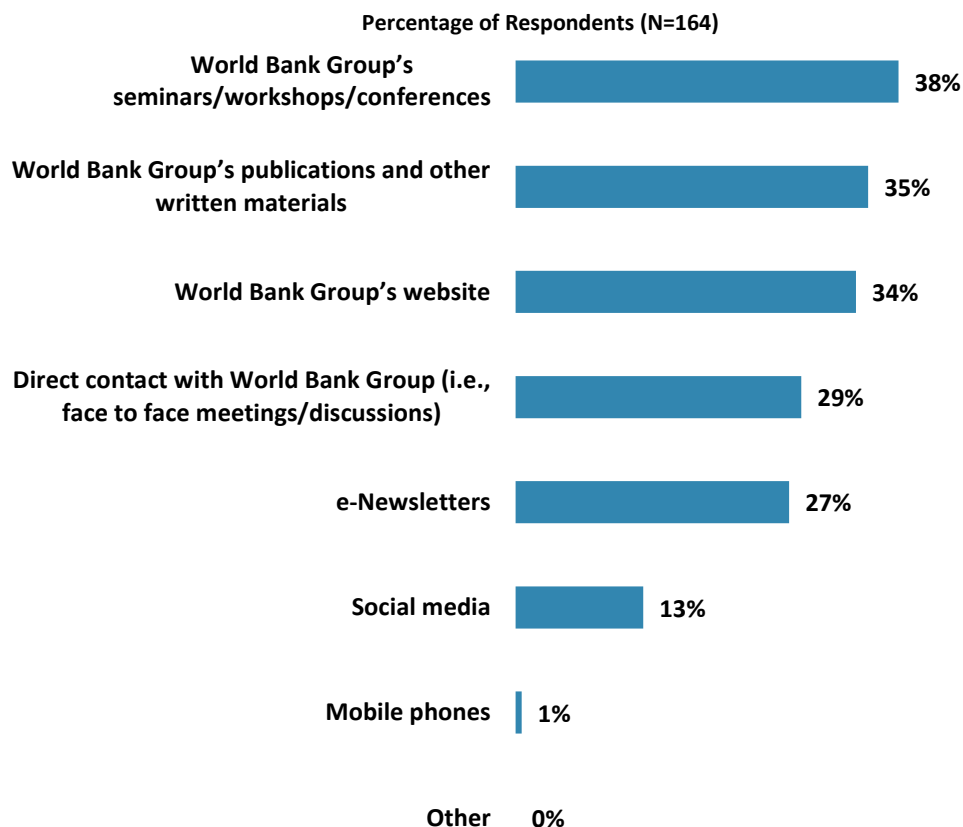
"How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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*” (52%) and “*World Bank publications and other written materials*” (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.)

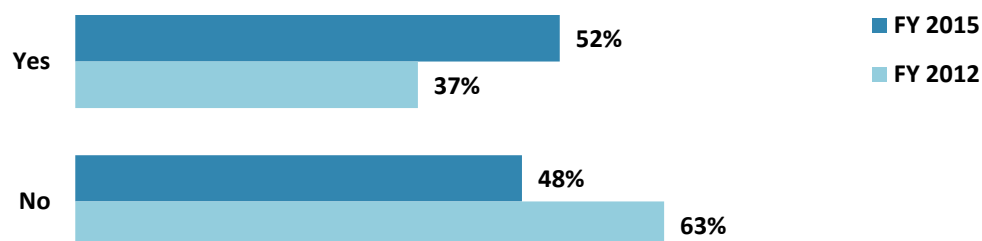


X. Communication and Outreach (continued)

Access to Information¹⁵

- **Year comparison:** This year's respondents were significantly more likely to be aware of the Access to Information Policy than respondents in the FY'12 country survey.

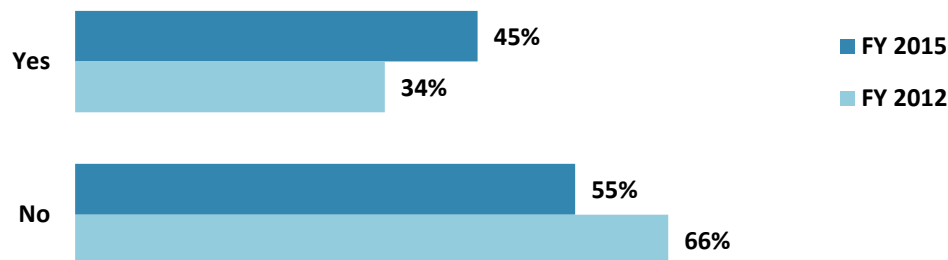
Percentage of Respondents (FY 2015 N=148; FY 2012 N=242)



"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?"

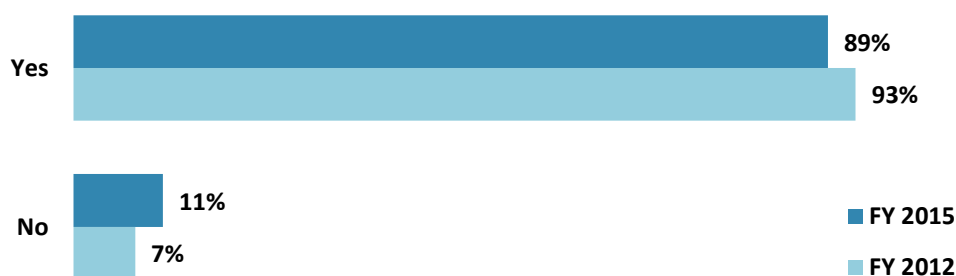
- **Year comparison:** This year's respondents were significantly more likely to have requested information from the WBG than respondents in the FY'12 country survey.

Percentage of Respondents (FY 2015 N=148; FY 2012 N=242)



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

Percentage of Respondents (FY 2015 N=66; FY 2012 N=82)



"Were you able to obtain this information?"

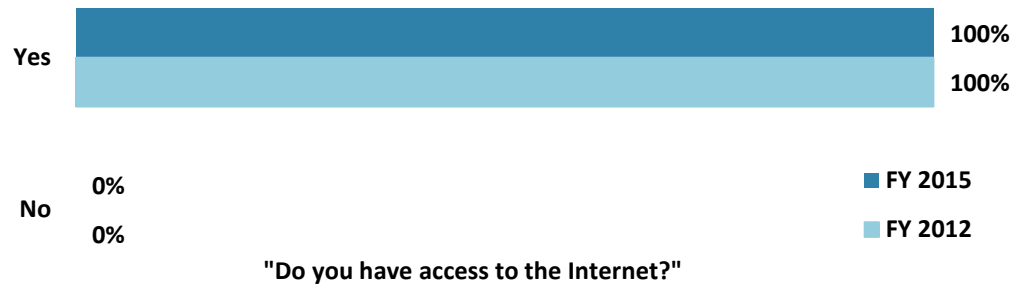
¹⁵All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁶

Percentage of Respondents (FY 2015 N=147; FY 2012 N=242)



Percentage of Respondents (N=250)

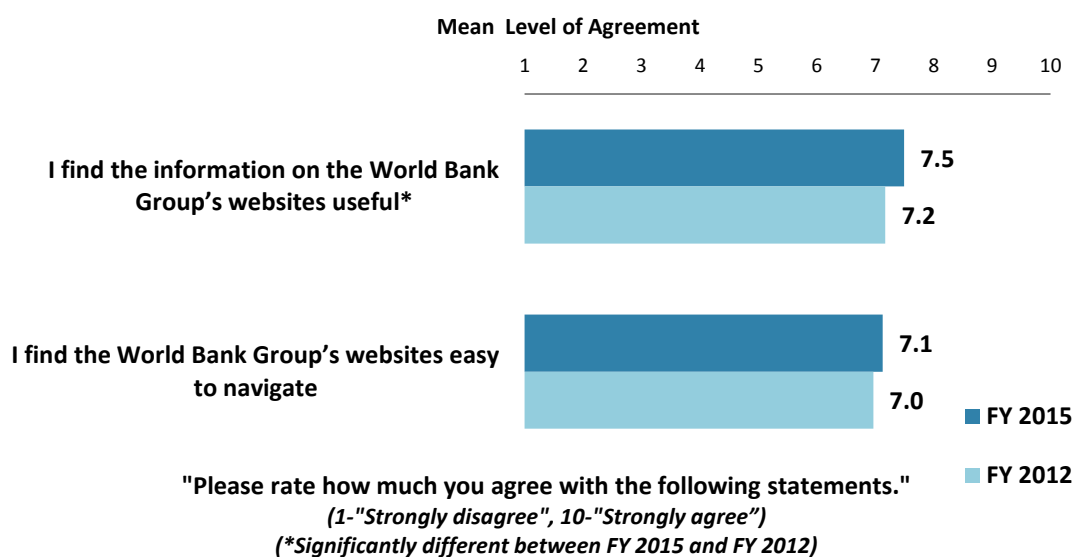
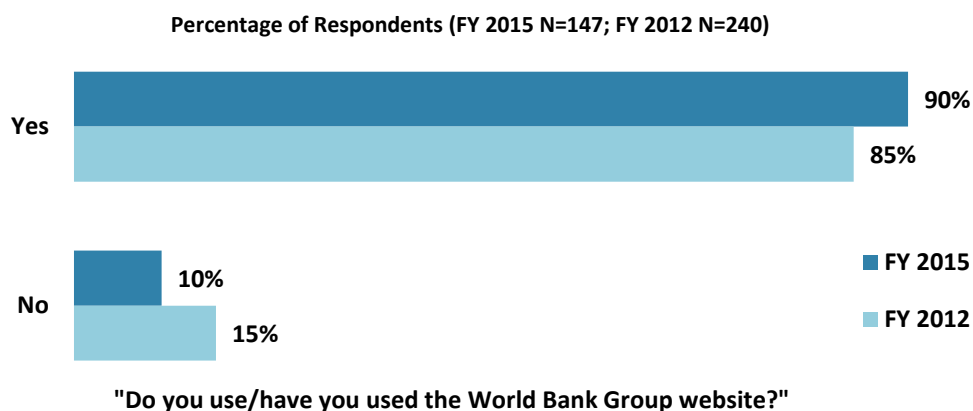


¹⁶ Percentages presented in the first chart were calculated based on weighted data.



X. Communication and Outreach (continued)

WBG Website Usage¹⁷



¹⁷ 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

Percentage of Respondents (FY 2015 N=162)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Evaluation of the WBG's Social Media Channels

Mean Level of Agreement (N = 94)

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels are valuable sources of information about the institution

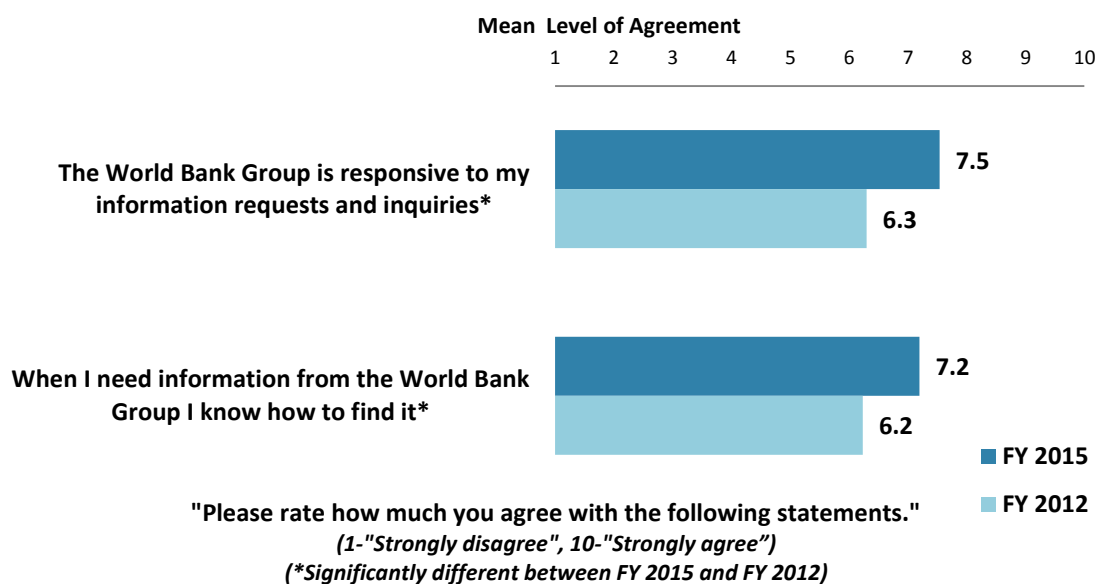


"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing¹⁸



¹⁸ Means in the chart were calculated based on weighted data.



XI. Appendices

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Indonesia





Appendix A: Responses to All Questions across All Respondents (N=316)

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 Indonesia

1. In general would you say that Indonesia is headed in ... ?	Percentage of Respondents (N=316)
The right direction	70.6%
The wrong direction	7.3%
Not sure	22.2%

2. Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=303)
Public sector governance/ reform	43.6%
Education	30.4%
Transport and Logistics	28.7%
Anti corruption	26.7%
Energy	17.5%
Job creation/employment	16.5%
Poverty reduction	16.2%
Economic growth	14.2%
Law and justice	14.2%
Health	9.9%
Food security	9.2%
Natural resource management	8.6%
Equality of opportunity	6.6%
Social protection	5.9%
Rural development	5.3%
Agricultural development	5.0%
Environmental sustainability	5.0%
Disaster management	4.6%
Climate change	3.6%
Trade and exports	3.6%
Foreign direct investment	3.3%
Global/regional integration	3.0%
Regulatory framework	2.6%
Information and communications technology	2.6%
Gender equity	2.3%
Fisheries and Maritime sector development	2.0%
Private sector development	2.0%
Financial markets	1.7%
Water and sanitation	1.7%
Urban development	1.3%
Communicable/non-communicable diseases	0.7%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=293)
Education	39.2%
Rural development	33.1%
Job creation/employment	30.4%
Public sector governance/ reform	22.2%
Economic growth	21.8%
Anti corruption	20.8%
Equality of opportunity	19.5%
Social protection	14.0%
Transport and Logistics	14.0%
Health	10.6%
Agricultural development	8.2%
Private sector development	7.8%
Natural resource management	7.5%
Food security	5.8%
Law and justice	5.5%
Fisheries and Maritime sector development	5.1%
Water and sanitation	4.8%
Energy	4.4%
Disaster management	4.4%
Climate change	3.1%
Gender equity	3.1%
Environmental sustainability	2.7%
Urban development	2.7%
Regulatory framework	2.0%
Information and communications technology	2.0%
Foreign direct investment	1.7%
Global/regional integration	0.7%
Financial markets	0.7%
Trade and exports	0.7%
Communicable/non-communicable diseases	0.3%

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

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 Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=280)
Education and training that better ensure job opportunity	28.9%
Greater access to micro-finance for the poor	25.0%
Better entrepreneurial opportunities	19.3%
Greater access to health and nutrition for citizens	18.6%
More reliable social safety net	18.6%
Better opportunity for the poor who live in rural areas	18.2%
Better quality public services	17.5%
Consistent economic growth	16.8%
Greater voice and participation for citizens to help ensure greater accountability	8.9%
Better employment opportunities for young people	8.6%
Greater equity of fiscal policy	5.4%
Better employment opportunities for women	4.6%
A growing middle class	4.6%
Better opportunity for the poor who live in urban areas	2.1%
Other	1.8%

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 Indonesia? (1-Not familiar at all, 10-Extremely familiar)	278	0	6.36	2.22

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Indonesia? (1-Not effective at all, 10-Very effective)	243	34	6.10	1.68

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 Indonesia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	256	21	6.28	1.82

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

4. When thinking about how the World Bank Group can have the most impact on development results in Indonesia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=271)
Education	28.0%
Public sector governance/ reform	26.9%
Transport and Logistics	24.7%
Job creation/employment	21.0%
Rural development	19.6%
Health	18.1%
Economic growth	16.6%
Poverty reduction	16.2%
Anti corruption	13.7%
Agricultural development	12.5%
Social protection	10.3%
Equality of opportunity	9.2%
Energy	7.4%
Private sector development	7.0%
Natural resource management	6.6%
Law and justice	5.9%
Fisheries and Maritime sector development	5.9%
Environmental sustainability	5.5%
Gender equity	5.5%
Food security	5.2%
Foreign direct investment	4.4%
Water and sanitation	4.1%
Trade and exports	3.0%
Financial markets	3.0%
Global/regional integration	3.0%
Disaster management	2.2%
Urban development	2.2%
Information and communications technology	1.8%
Regulatory framework	1.5%
Climate change	1.1%
Communicable/non-communicable diseases	0.4%

**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 Indonesia?	Percentage of Respondents (N=268)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	27.2%	20.5%	47.8%
Capacity development	19.4%	20.9%	40.3%
Financial resources	14.6%	8.2%	22.8%
Data	12.7%	9.3%	22.0%
Technical assistance	8.2%	13.4%	21.6%
Convening/Facilitating	7.8%	8.6%	16.4%
Mobilizing third party financial resources	4.9%	7.5%	12.3%
Donor coordination	3.4%	6.3%	9.7%
Linkage to non-Bank expertise	1.5%	5.2%	6.7%
Other	0.4%	0.0%	0.4%

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 Indonesia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	195	68	6.06	1.65
7. Citizen engagement (incorporating citizens' voices into development)	185	78	6.08	1.76
8. Policy design (for clarity and better incentives to achieve development goals)	199	64	6.61	1.58

When thinking about how to improve capacity building in Indonesia 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)	193	60	6.70	1.89
10. Citizen engagement (incorporating citizens' voices into development)	187	66	6.91	2.00
11. Policy design (for clarity and better incentives to achieve development goals)	192	61	7.26	1.79

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Not enough public disclosure of its work	19.5%
Imposing technocratic solutions without regard to political realities	18.7%
World Bank Group's processes too slow	18.7%
Its advice and strategies do not lend themselves to practical problem solving	17.1%
Not collaborating enough with stakeholders outside the Government	15.0%
World Bank Group's processes too complex	15.0%
Not adequately sensitive to political/social realities in Indonesia	14.2%
Arrogant in its approach	10.2%
Focus on the central government and on Jakarta/Java	8.9%
Don't know	8.9%
Not exploring alternative policy options	8.5%
Not willing to honestly criticize policies and reform efforts in the country	7.7%
Not client focused	5.7%
Other	4.5%
Too influenced by developed countries	3.7%
Not aligned with country priorities	3.3%
Staff too inaccessible	2.4%
The credibility of its knowledge/data	2.0%
Not aligned with other donors' work	0.4%

**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 Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Capacity development	38.4%
Technical assistance	36.7%
Multi-sectoral approaches	35.9%
Knowledge products/services	29.8%
Investment lending	18.4%
Trust Fund management	11.8%
Policy based lending / budget support to the Government	10.2%
Don't know	4.5%
Other	0.4%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia? (Choose only ONE response)	Percentage of Respondents (N=241)
To a fully sufficient degree	5.4%
To a somewhat sufficient degree	43.2%
To a somewhat insufficient degree	38.6%
To a very insufficient degree	6.2%
Don't know	6.6%

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=237)
Academia/think tanks/research institutes	35.0%
NGOs/Community Based Organizations (CBOs)	34.2%
Beneficiaries	30.8%
Local Government	30.0%
Private sector	16.9%
Media	15.2%
Youth/university groups	11.4%
Parliament	9.3%
Donor community	7.2%
Don't know	2.5%
Foundations	1.7%
Other	1.3%

To what extent do you agree with the following statements about the World Bank Group's work in Indonesia? (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 Indonesia*	221	12	6.59	1.73
17. The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	220	13	6.35	1.73
18. The World Bank Group supports programs and strategies that are realistic for Indonesia	219	14	6.42	1.75
19. The World Bank Group treats clients and stakeholders in Indonesia with respect	214	19	6.57	1.83

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

To what extent is the World Bank Group an effective development partner in Indonesia, 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*	188	32	6.35	1.70
21. Flexibility (in terms of the institution's products and services)*	189	31	5.97	1.69
22. Flexibility (in terms of changing country circumstances)*	188	32	6.15	1.56
23. Being inclusive*	191	29	6.21	1.74
24. Openness*	201	19	6.55	1.78
25. Staff accessibility*	190	30	6.56	1.82
26. Straightforwardness and honesty*	193	27	6.24	1.89
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	186	34	6.53	1.95
28. Collaboration with civil society*	191	29	6.19	1.74
29. Collaboration with the Government*	203	17	7.13	1.50
30. Collaboration with other donors and development partners*	191	29	6.85	1.72
31. Collaboration with the private sector*	176	44	6.30	1.64
32. The speed in which it gets things accomplished on the ground*	189	31	6.18	1.81
33. Being a long-term partner*	193	27	6.71	1.80

34. To be a more effective development partner in Indonesia, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=218)
More local presence	72.5%
The current level of local presence is adequate	18.8%
Don't know	5.5%
Less local presence	3.2%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (N=214)
The World Bank Group is not sensitive enough to political/social realities on the ground	43.9%
Political pressures and obstacles	25.7%
There is not an adequate level of citizen/civil society participation	25.2%
Lack of/inadequate levels of capacity in Government	25.2%
Reforms are not well thought out in light of country challenges	20.6%
The Government works inefficiently	15.9%
The World Bank Group does not do adequate follow through/follow-up	13.1%
Poor donor coordination	9.3%
The World Bank Group works too slowly	7.5%
Other	1.4%

**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 Indonesia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Urban development	196	8	6.60	2.00
2. Information and communications technology	194	10	6.69	1.96
3. Transport and Logistics	197	7	7.42	2.05
4. Fisheries and Maritime sector development	193	11	7.10	2.07
5. Law and justice	194	10	6.84	2.25
6. Anti corruption	196	8	7.57	2.14
7. Environmental sustainability	193	11	7.35	1.94
8. Regulatory framework	193	11	6.95	2.05
9. Communicable/non-communicable diseases	190	14	6.85	1.91
10. Poverty reduction	199	5	8.03	1.78
11. Gender equity	194	10	6.95	2.11
12. Private sector development	195	9	6.92	1.90
13. Foreign direct investment	193	11	6.81	1.99
14. Water and sanitation	196	8	7.48	1.96
15. Trade and exports	193	11	7.09	1.95
16. Economic growth	197	7	7.68	1.85
17. Health	196	8	7.57	1.96
18. Disaster management	197	7	7.28	1.93
19. Public sector governance/ reform	197	7	7.70	1.84
20. Job creation/employment	200	4	7.60	1.91
21. Financial markets	194	10	6.91	1.94
22. Equality of opportunity	197	7	7.55	1.99
23. Energy	195	9	7.40	1.91
24. Rural development	198	6	7.71	1.86
25. Global/regional integration	193	11	7.21	1.88
26. Food security	198	6	7.47	1.91
27. Education	201	3	7.91	1.93
28. Social protection	199	5	7.33	1.96
29. Climate change	192	12	7.02	2.03
30. Agricultural development	195	9	7.60	1.81
31. Natural resource management	194	10	7.17	2.16

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

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 Indonesia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Urban development	104	81	6.21	1.81
2. Information and communications technology	89	96	6.45	1.68
3. Transport and Logistics	103	82	6.58	1.63
4. Fisheries and Maritime sector development	84	101	6.24	1.79
5. Law and justice	96	89	6.10	1.83
6. Anti corruption	118	67	6.31	1.99
7. Environmental sustainability	112	73	6.55	1.75
8. Regulatory framework	99	86	6.20	1.78
9. Communicable/non-communicable diseases	94	91	6.53	1.78
10. Poverty reduction	137	48	6.93	1.71
11. Gender equity	119	66	6.73	1.74
12. Private sector development	104	81	6.53	1.62
13. Foreign direct investment	99	86	6.46	1.69
14. Water and sanitation	118	67	6.94	1.86
15. Trade and exports	101	84	6.60	1.67
16. Economic growth	128	57	6.90	1.68
17. Health	125	60	6.64	1.76
18. Disaster management	110	75	6.43	1.82
19. Public sector governance/ reform	130	55	6.60	1.59
20. Job creation/employment	117	68	6.32	1.76
21. Financial markets	105	80	6.58	1.74
22. Equality of opportunity	110	75	6.27	1.80
23. Energy	104	81	6.34	1.92
24. Rural development	119	66	6.68	1.90
25. Global/regional integration	97	88	6.39	1.85
26. Food security	106	79	6.43	1.95
27. Education	127	58	6.75	1.79
28. Social protection	109	76	6.63	1.76
29. Climate change	104	81	6.50	1.76
30. Agricultural development	105	80	6.63	1.86
31. Natural resource management	97	88	6.59	1.81

**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 Indonesia? (Select only ONE response)	Percentage of Respondents (N=182)
At the Headquarters (in Washington D.C.)	44.5%
Don't know	28.0%
In the country	27.5%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Indonesia? (1-To no degree at all, 10-To a very significant degree)	165	16	6.44	1.84

To what extent do you agree with the following statements about the World Bank Group in Indonesia? (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 Indonesia*	157	23	6.20	1.86
6. The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	167	13	7.04	1.68

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
7. To what extent do you believe that Indonesia received value for money for the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	99	81	6.52	2.12

Measuring World Bank Group's Work	N	DK	Mean	SD
8. To what extent do you believe that the World Bank Group measures and corrects its work in real time in Indonesia? (1-To no degree at all, 10-To a very significant degree)	150	30	6.37	1.94

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=178)
Weekly	3.9%
Monthly	18.5%
A few times a year	41.0%
Rarely	27.0%
Never	9.6%

In Indonesia, 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	144	28	6.50	1.57
3. Include appropriate level of stakeholder involvement during preparation	151	21	6.57	1.66
4. Lead to practical solutions	158	14	6.55	1.66
5. Are accessible (well written and easy to understand)	158	14	6.89	1.65
6. Are source of relevant information on global good practices	156	16	7.06	1.57
7. Are adequately disseminated	153	19	6.73	1.63
8. Are translated enough into local language	134	38	6.11	2.05
9. Are adaptable to Indonesia's specific development challenges and country circumstances*	152	20	6.51	1.64

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

Overall Evaluations	N	DK	Mean	SD
10. 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)	152	19	6.58	1.75
11. 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)	155	15	7.12	1.47

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	113	54	6.65	1.67
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	139	28	6.99	1.54
3. The World Bank Group's approvals and reviews are done in a timely fashion	129	38	6.50	1.62
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	108	59	6.48	1.72
5. The World Bank Group's conditions on its lending are reasonable	111	56	6.32	1.79
6. The World Bank Group takes decisions quickly in Indonesia*	133	34	6.08	1.76
7. Working with the World Bank Group increases Indonesia's institutional capacity	145	22	6.66	1.87
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	119	48	6.76	1.75
9. The World Bank Group provides effective implementation support	143	24	6.74	1.69

WBG Promoting PPP in Indonesia	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 Indonesia? (1-To no degree at all, 10-To a very significant degree)	139	28	6.49	1.87

11. Which of the following best describes the way the World Bank Group operates in Indonesia? (Select only one response)	Percentage of Respondents (N=166)
The World Bank Group does not take enough risk in Indonesia	46.4%
Don't know	28.9%
The World Bank Group's approach to risk is appropriate	19.9%
The World Bank Group takes too much risk in Indonesia	4.8%

12. Which of the following best describes the World Bank Group's support in Indonesia? (Select only one response)	Percentage of Respondents (N=166)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Indonesia	56.6%
The World Bank Group is not sufficiently selective in Indonesia, and it is involved in too many areas of development	30.7%
Don't know	12.7%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=165)
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	33.3%
Improve the quality of its experts as related to Indonesia's specific challenges	23.0%
Increase the level of capacity development in the country	20.6%
Reach out more to groups outside of Government	20.0%
Collaborate more with local governments	17.0%
Reduce the complexity of obtaining World Bank Group financing	16.4%
Offer more innovative financial products	16.4%
Offer more innovative knowledge services	16.4%
Improve the competitiveness of its financing compared to markets	15.8%
Ensure greater selectivity in its work	10.3%
Work faster	7.9%
Other	0.6%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%

2. When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia? (Select only ONE response)	Percentage of Respondents (N=165)
Knowledge products	36.4%
The combination is appropriate for Indonesia	33.9%
Financial services	15.2%
Convening services	10.3%
Don't know	3.6%
None of the above	.6%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=164)
Internet	61.6%
Local newspapers	36.6%
Periodicals	23.8%
Local television	19.5%
Social media	12.8%
International television	11.6%
International newspapers	11.0%
Local radio	7.3%
Other	1.8%
International radio	1.2%

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

2. How would you prefer to obtain information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=164)
World Bank Group's seminars/workshops/conferences	38.4%
World Bank Group's publications and other written materials	35.4%
World Bank Group's website	34.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.7%
e-Newsletters	27.4%
Social media	12.8%
Mobile phones	0.6%
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=163)
Yes	50.9%
No	49.1%
4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=163)
Yes	41.7%
No	58.3%
5. Were you able to obtain this information?	Percentage of Respondents (N=68)
Yes	92.6%
No	7.4%
6. Do you have access to the Internet?	Percentage of Respondents (N=163)
Yes	98.8%
No	1.2%
7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=162)
Yes	86.4%
No	13.6%
8. Do you follow World Bank Group Indonesia on its social media sites?	Percentage of Respondents (N=162)
Yes	42.0%
No	58.0%
9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=250)
High speed/WiFi	96.3%
Dial-up	3.7%

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

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	138	23	7.29	1.48
11. I find the information on the World Bank Group's websites useful	138	23	7.51	1.35
12. The World Bank Group's social media channels are valuable sources of information about the institution	94	67	7.10	1.77
13. When I need information from the World Bank Group I know how to find it	138	23	6.97	1.77
14. The World Bank Group is responsive to my information requests and inquiries	122	39	7.21	1.57

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=161)
Office of Minister	23.0%
NGO/Community Based Organization	13.0%
Academia/Research Institute/Think Tank	13.0%
Private Sector Organization	9.9%
Other	7.5%
Private Foundation	5.6%
Employee of a Ministry, Ministerial Department or Implementation Agency	5.0%
Media	5.0%
Independent Government Institution	5.0%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	4.3%
Bilateral/Multilateral Agency	3.1%
Trade Union	1.9%
Office of the President, Prime Minister	1.2%
Financial Sector/Private Bank	1.2%
Office of Parliamentarian	.6%
Local Government Office or Staff	.6%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=161)
Other	12.4%
Governance	11.8%
Environment and natural resources	10.6%
Generalist (specialized in multiple sectors)	10.6%
Macroeconomics and fiscal management	8.7%
Poverty	8.1%
Education	6.8%
Social protection and labor	4.3%
Finance and markets	4.3%
Transport and ICT	4.3%
Urban, rural, and social development	3.7%
Energy and extractives	3.1%
Gender	2.5%
Water	1.9%
Fragility, conflict and violence	1.2%
Public-private partnerships	1.2%
Health, nutrition, and population	1.2%
Trade and competitiveness	1.2%
Jobs	.6%
Agriculture	.6%
Climate Change	.6%

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=161)
I currently collaborate with the World Bank Group	17.4%
I have previously collaborated with the World Bank Group	36.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	17.4%
I have never collaborated with the World Bank Group	29.2%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Indonesia? (Select only ONE response)	Percentage of Respondents (N=114)
The World Bank (IBRD)	92.1%
The International Finance Corporation (IFC)	7.0%
Other	.9%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=159)
Yes	40.9%
No	59.1%

6. If yes, what was your view of how the two institutions work together in Indonesia? (Select only ONE response)	Percentage of Respondents (N=64)
The two institutions work well together	51.6%
The way the two institutions work together needs improvement	39.1%
Don't know	9.4%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=158)
Use World Bank Group reports/data	43.0%
Engage in World Bank Group related/sponsored events/activities	39.9%
Collaborate as part of my professional duties	32.9%
Use World Bank Group website for information, data, research, etc.	18.4%
Observer	17.1%

8. What's your gender?	Percentage of Respondents (N=158)
Female	38.0%
Male	62.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=158)
Greater Jakarta area	87.3%
Medium-size city outside of Java	7.0%
Large city in Java	5.1%
Rural area outside of Java	.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁹

Office of President/ Prime Minister / Minister N=39 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=15
 ● Private Sector/Financial Sector/Private Banks N=18 ● CSO N=33 ● Academia/Research Institute/Think Tank N=21 ● Other N=35

A. General Issues facing Indonesia

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
The right direction	87.2%	73.3%	44.4%	78.8%	76.2%	77.1%
The wrong direction	0.0%	0.0%	5.6%	3.0%	0.0%	2.9%
Not sure	12.8%	26.7%	50.0%	18.2%	23.8%	20.0%

¹⁹ Only 161 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 Indonesia (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Disaster management	10.3%	0.0%	5.6%	0.0%	0.0%	5.7%
Energy	20.5%	20.0%	0.0%	15.2%	19.0%	25.7%
Public sector governance/ reform	38.5%	53.3%	44.4%	36.4%	47.6%	45.7%
Global/regional integration	2.6%	0.0%	0.0%	9.1%	0.0%	2.9%
Gender equity	5.1%	0.0%	0.0%	6.1%	0.0%	0.0%
Private sector development	2.6%	0.0%	11.1%	0.0%	4.8%	2.9%
Foreign direct investment	5.1%	0.0%	5.6%	6.1%	0.0%	8.6%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Anti corruption*	10.3%	40.0%	50.0%	27.3%	28.6%	22.9%
Job creation/employment	28.2%	33.3%	16.7%	15.2%	14.3%	8.6%
Rural development	2.6%	6.7%	5.6%	9.1%	0.0%	0.0%
Financial markets	2.6%	0.0%	0.0%	3.0%	0.0%	2.9%
Urban development	0.0%	0.0%	0.0%	3.0%	0.0%	5.7%
Environmental sustainability	5.1%	0.0%	0.0%	6.1%	9.5%	2.9%
Equality of opportunity	0.0%	0.0%	5.6%	15.2%	9.5%	8.6%
Health	5.1%	6.7%	0.0%	12.1%	9.5%	2.9%
Education	23.1%	33.3%	27.8%	24.2%	38.1%	31.4%
Poverty reduction	28.2%	20.0%	5.6%	12.1%	23.8%	17.1%
Food security	12.8%	6.7%	5.6%	3.0%	9.5%	11.4%
Transport and Logistics	35.9%	33.3%	55.6%	15.2%	38.1%	25.7%
Climate change	2.6%	0.0%	0.0%	6.1%	0.0%	2.9%
Agricultural development	2.6%	13.3%	5.6%	0.0%	0.0%	0.0%
Trade and exports	7.7%	0.0%	5.6%	0.0%	0.0%	11.4%
Fisheries and Maritime sector development	5.1%	0.0%	0.0%	0.0%	0.0%	5.7%
Economic growth	7.7%	6.7%	22.2%	12.1%	9.5%	17.1%
Law and justice	7.7%	13.3%	16.7%	18.2%	23.8%	8.6%
Regulatory framework	0.0%	0.0%	5.6%	6.1%	0.0%	5.7%
Communicable/non-communicable diseases	2.6%	0.0%	0.0%	3.0%	0.0%	0.0%
Natural resource management	12.8%	6.7%	5.6%	21.2%	4.8%	11.4%
Social protection	7.7%	6.7%	0.0%	9.1%	4.8%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	6.1%	4.8%	2.9%

*Significantly different between stakeholder groups

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Water and sanitation	2.6%	0.0%	5.6%	3.0%	4.8%	8.6%
Equality of opportunity	10.3%	13.3%	27.8%	15.2%	9.5%	25.7%
Economic growth	25.6%	0.0%	16.7%	18.2%	23.8%	22.9%
Climate change	7.7%	0.0%	0.0%	6.1%	0.0%	5.7%
Global/regional integration	0.0%	0.0%	5.6%	0.0%	0.0%	2.9%
Disaster management	12.8%	6.7%	0.0%	3.0%	0.0%	2.9%
Rural development	33.3%	13.3%	44.4%	33.3%	28.6%	22.9%
Urban development	2.6%	0.0%	0.0%	6.1%	0.0%	5.7%
Regulatory framework	0.0%	0.0%	0.0%	6.1%	0.0%	2.9%
Social protection	23.1%	6.7%	16.7%	12.1%	19.0%	8.6%
Law and justice	0.0%	0.0%	5.6%	3.0%	4.8%	2.9%
Transport and Logistics	5.1%	20.0%	16.7%	12.1%	28.6%	11.4%
Fisheries and Maritime sector development	5.1%	13.3%	11.1%	3.0%	9.5%	2.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Information and communications technology	0.0%	0.0%	0.0%	3.0%	0.0%	2.9%
Anti corruption	10.3%	33.3%	11.1%	18.2%	23.8%	31.4%
Private sector development	17.9%	6.7%	22.2%	3.0%	4.8%	8.6%
Foreign direct investment	2.6%	0.0%	0.0%	0.0%	4.8%	2.9%
Education	25.6%	53.3%	33.3%	36.4%	52.4%	37.1%
Energy	5.1%	13.3%	0.0%	6.1%	0.0%	5.7%
Public sector governance/ reform	33.3%	40.0%	16.7%	30.3%	19.0%	17.1%
Natural resource management	2.6%	0.0%	5.6%	15.2%	4.8%	20.0%
Environmental sustainability	7.7%	0.0%	0.0%	0.0%	4.8%	5.7%
Gender equity	5.1%	0.0%	0.0%	15.2%	0.0%	2.9%
Health	10.3%	6.7%	16.7%	6.1%	14.3%	2.9%
Agricultural development	2.6%	26.7%	5.6%	12.1%	9.5%	2.9%
Job creation/employment	35.9%	46.7%	38.9%	27.3%	33.3%	20.0%
Financial markets	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
Food security	5.1%	0.0%	0.0%	3.0%	0.0%	8.6%

**A. General Issues facing Indonesia (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 Indonesia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
More reliable social safety net	15.4%	20.0%	16.7%	6.1%	28.6%	28.6%
Better employment opportunities for women	5.1%	0.0%	5.6%	9.1%	4.8%	2.9%
Greater access to micro-finance for the poor	28.2%	13.3%	16.7%	24.2%	9.5%	28.6%
Greater voice and participation for citizens to help ensure greater accountability	17.9%	6.7%	5.6%	6.1%	4.8%	5.7%
Greater access to health and nutrition for citizens*	41.0%	20.0%	11.1%	12.1%	19.0%	2.9%
Greater equity of fiscal policy	5.1%	0.0%	5.6%	9.1%	0.0%	14.3%
A growing middle class	10.3%	0.0%	5.6%	3.0%	9.5%	2.9%
Better opportunity for the poor who live in rural areas	25.6%	20.0%	16.7%	24.2%	14.3%	14.3%
Better opportunity for the poor who live in urban areas	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	12.8%	6.7%	22.2%	15.2%	19.0%	22.9%
Better employment opportunities for young people*	7.7%	33.3%	5.6%	12.1%	0.0%	8.6%
Better entrepreneurial opportunities	5.1%	26.7%	33.3%	24.2%	28.6%	14.3%
Education and training that better ensure job opportunity	20.5%	33.3%	44.4%	21.2%	42.9%	28.6%
Better quality public services	2.6%	20.0%	11.1%	24.2%	14.3%	25.7%
Other	0.0%	0.0%	0.0%	6.1%	4.8%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia?	39	6.72	2.03	15	6.60	1.24	18	6.67	2.81	33	6.82	1.81	21	6.14	2.41	35	6.26	2.52

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

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia.*	39	6.72	1.72	14	6.57	.85	13	6.62	.96	33	6.42	1.90	18	5.11	1.64	29	6.07	1.67

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

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia solve its most complicated development challenges?*	39	6.87	1.78	14	6.93	.83	16	6.63	2.06	32	6.25	2.05	20	5.20	2.04	32	6.50	1.46

(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 Indonesia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Health	12.8%	26.7%	11.1%	6.1%	23.8%	14.3%
Fisheries and Maritime sector development	7.7%	6.7%	11.1%	6.1%	4.8%	8.6%
Transport and Logistics	28.2%	33.3%	33.3%	18.2%	23.8%	17.1%
Agricultural development	10.3%	20.0%	16.7%	12.1%	4.8%	8.6%
Global/regional integration	2.6%	0.0%	5.6%	6.1%	0.0%	2.9%
Gender equity*	10.3%	0.0%	0.0%	21.2%	4.8%	0.0%
Public sector governance/ reform	28.2%	40.0%	22.2%	30.3%	28.6%	20.0%
Social protection	12.8%	6.7%	11.1%	9.1%	14.3%	14.3%
Rural development	17.9%	13.3%	38.9%	27.3%	4.8%	22.9%
Foreign direct investment	2.6%	0.0%	11.1%	3.0%	0.0%	2.9%
Education	23.1%	40.0%	27.8%	21.2%	52.4%	28.6%
Energy	7.7%	13.3%	0.0%	3.0%	14.3%	14.3%
Job creation/employment	17.9%	33.3%	27.8%	15.2%	9.5%	22.9%
Financial markets	2.6%	0.0%	5.6%	6.1%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	3.0%	0.0%	5.7%
Environmental sustainability	7.7%	6.7%	0.0%	6.1%	4.8%	5.7%
Equality of opportunity	7.7%	0.0%	11.1%	3.0%	14.3%	8.6%
Private sector development	12.8%	0.0%	22.2%	6.1%	4.8%	14.3%
Water and sanitation	5.1%	0.0%	0.0%	3.0%	4.8%	0.0%
Food security	7.7%	0.0%	5.6%	9.1%	4.8%	5.7%
Climate change	2.6%	0.0%	0.0%	3.0%	0.0%	2.9%
Poverty reduction	17.9%	20.0%	0.0%	15.2%	14.3%	17.1%
Trade and exports	2.6%	0.0%	11.1%	0.0%	0.0%	2.9%
Economic growth	20.5%	6.7%	11.1%	18.2%	14.3%	11.4%
Law and justice	0.0%	6.7%	5.6%	6.1%	14.3%	2.9%
Regulatory framework	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Communicable/non-communicable diseases	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.1%	0.0%	5.6%	15.2%	4.8%	14.3%
Anti corruption*	2.6%	26.7%	5.6%	9.1%	23.8%	22.9%
Information and communications technology	2.6%	0.0%	0.0%	6.1%	4.8%	0.0%
Disaster management	5.1%	0.0%	0.0%	0.0%	0.0%	2.9%

*Significantly different between stakeholder groups

**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 Indonesia?

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Convening/Facilitating	10.3%	0.0%	22.2%	3.0%	4.8%	8.6%
Data	12.8%	20.0%	0.0%	21.2%	19.0%	5.7%
Policy advice, studies, analyses	30.8%	33.3%	27.8%	27.3%	28.6%	28.6%
Financial resources	12.8%	0.0%	22.2%	3.0%	14.3%	17.1%
Capacity development	17.9%	26.7%	11.1%	15.2%	4.8%	25.7%
Technical assistance	5.1%	20.0%	11.1%	15.2%	14.3%	2.9%
Mobilizing third party financial resources	5.1%	0.0%	5.6%	0.0%	14.3%	8.6%
Donor coordination	5.1%	0.0%	0.0%	6.1%	0.0%	2.9%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Convening/Facilitating	12.8%	6.7%	11.1%	12.1%	4.8%	5.7%
Data	15.4%	0.0%	5.6%	6.1%	14.3%	8.6%
Policy advice, studies, analyses	12.8%	20.0%	44.4%	9.1%	19.0%	20.0%
Financial resources	2.6%	6.7%	0.0%	6.1%	4.8%	11.4%
Capacity development	20.5%	26.7%	16.7%	33.3%	28.6%	14.3%
Technical assistance	20.5%	20.0%	16.7%	3.0%	9.5%	14.3%
Mobilizing third party financial resources	7.7%	0.0%	5.6%	12.1%	0.0%	11.4%
Donor coordination	5.1%	6.7%	0.0%	12.1%	19.0%	2.9%
Linkage to non-Bank expertise	2.6%	13.3%	0.0%	6.1%	0.0%	11.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	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 Indonesia? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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)	37	6.54	1.39	12	6.50	1.09	14	6.21	1.93	29	6.38	1.18	14	5.21	2.22	21	6.05	1.16
Citizen engagement (incorporating citizens' voices into development)*	33	6.76	1.60	10	6.60	1.07	12	5.42	2.02	29	6.34	1.29	13	5.00	2.04	23	6.30	1.58
Policy design (for clarity and better incentives to achieve development goals)	35	7.03	1.56	10	7.20	1.23	13	6.92	1.12	29	6.66	1.49	18	6.06	2.18	24	6.63	1.17

*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in Indonesia 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?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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)	35	7.06	1.26	14	6.86	1.46	15	7.27	1.98	28	6.75	1.43	16	6.06	2.38	20	6.75	2.02
Citizen engagement (incorporating citizens' voices into development)	34	7.32	1.49	10	6.90	1.20	14	8.00	1.66	29	6.79	1.45	16	6.81	2.59	21	6.90	2.07
Policy design (for clarity and better incentives to achieve development goals)	36	7.56	1.54	13	7.00	1.15	14	8.14	1.29	28	7.11	1.64	18	6.78	2.26	20	7.60	1.85

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Not client focused	10.3%	6.7%	16.7%	3.0%	0.0%	2.9%
Not exploring alternative policy options	7.7%	6.7%	0.0%	9.1%	14.3%	5.7%
Not collaborating enough with stakeholders outside the Government*	23.1%	0.0%	38.9%	15.2%	4.8%	14.3%
Its advice and strategies do not lend themselves to practical problem solving	33.3%	20.0%	11.1%	15.2%	19.0%	20.0%
Not enough public disclosure of its work	7.7%	20.0%	33.3%	21.2%	23.8%	14.3%
Arrogant in its approach	2.6%	0.0%	16.7%	12.1%	23.8%	11.4%
Staff too inaccessible	5.1%	0.0%	5.6%	3.0%	0.0%	5.7%
Focus on the central government and on Jakarta/Java	17.9%	26.7%	11.1%	0.0%	4.8%	11.4%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
World Bank Group's processes too complex	17.9%	33.3%	5.6%	21.2%	9.5%	11.4%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	20.0%	5.6%	15.2%	9.5%	8.6%
Too influenced by developed countries	2.6%	0.0%	0.0%	6.1%	0.0%	14.3%
Imposing technocratic solutions without regard to political realities	23.1%	20.0%	0.0%	9.1%	28.6%	20.0%
World Bank Group's processes too slow	12.8%	33.3%	11.1%	24.2%	14.3%	8.6%
Not aligned with other donors' work	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Not aligned with country priorities	2.6%	0.0%	5.6%	0.0%	4.8%	5.7%
Not adequately sensitive to political/social realities in Indonesia	12.8%	6.7%	11.1%	18.2%	4.8%	17.1%
Other	0.0%	0.0%	5.6%	9.1%	4.8%	0.0%
Don't know	7.7%	0.0%	11.1%	3.0%	9.5%	8.6%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Multi-sectoral approaches	33.3%	53.3%	22.2%	48.5%	28.6%	34.3%
Knowledge products/services	30.8%	20.0%	38.9%	36.4%	42.9%	31.4%
Investment lending	17.9%	13.3%	33.3%	9.1%	9.5%	25.7%
Technical assistance	38.5%	33.3%	61.1%	36.4%	23.8%	34.3%
Capacity development	30.8%	66.7%	22.2%	30.3%	42.9%	34.3%
Policy based lending / budget support to the Government*	25.6%	0.0%	0.0%	15.2%	4.8%	11.4%
Trust Fund management	7.7%	0.0%	5.6%	18.2%	14.3%	14.3%
Other	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Don't know	5.1%	6.7%	5.6%	0.0%	4.8%	2.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
To a fully sufficient degree	10.3%	0.0%	0.0%	12.1%	4.8%	2.9%
To a somewhat sufficient degree	66.7%	46.7%	44.4%	33.3%	23.8%	45.7%
To a somewhat insufficient degree	17.9%	26.7%	44.4%	51.5%	57.1%	42.9%
To a very insufficient degree	2.6%	0.0%	5.6%	3.0%	14.3%	5.7%
Don't know	2.6%	26.7%	5.6%	0.0%	0.0%	2.9%

*Significantly different between stakeholder groups

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)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Academia/think tanks/research institutes	35.9%	33.3%	27.8%	27.3%	61.9%	45.7%
Donor community	5.1%	0.0%	11.1%	9.1%	0.0%	5.7%
Media	25.6%	0.0%	16.7%	6.1%	9.5%	22.9%
Local Government	35.9%	46.7%	44.4%	21.2%	23.8%	25.7%
Private sector	12.8%	6.7%	27.8%	15.2%	4.8%	28.6%
Parliament*	7.7%	26.7%	0.0%	3.0%	0.0%	11.4%
NGOs/Community Based Organizations (CBOs)*	30.8%	26.7%	27.8%	54.5%	52.4%	5.7%
Youth/university groups	12.8%	6.7%	5.6%	15.2%	19.0%	8.6%
Beneficiaries	20.5%	53.3%	33.3%	33.3%	23.8%	40.0%
Foundations	0.0%	0.0%	5.6%	6.1%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.8%	2.9%
Don't know	2.6%	0.0%	0.0%	3.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**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 Indonesia? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia	39	6.77	1.95	12	6.25	1.22	16	7.13	1.45	33	6.73	1.51	20	5.90	1.55	34	6.68	1.68
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	39	6.44	1.82	14	6.43	1.22	16	6.50	1.32	33	6.61	1.77	20	5.25	1.59	34	6.68	1.59
The World Bank Group supports programs and strategies that are realistic for Indonesia	39	6.56	1.92	15	6.47	1.30	16	6.88	1.36	33	6.70	1.67	20	5.55	1.99	32	6.59	1.56
The World Bank Group treats clients and stakeholders in Indonesia with respect	38	7.21	1.45	15	6.67	1.40	15	6.73	1.71	33	6.30	1.79	19	6.05	1.61	32	6.69	1.80

*Significantly different between stakeholder groups

To what extent is the World Bank Group an effective development partner in Indonesia, 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?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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*	35	7.14	1.46	14	6.50	1.09	14	6.36	1.55	33	6.39	1.64	19	5.68	1.86	27	6.37	1.57
Flexibility (in terms of the institution's products and services)	36	6.75	1.34	15	5.87	1.13	14	6.07	1.59	33	6.21	1.73	18	5.44	1.69	28	6.00	1.70
Flexibility (in terms of changing country circumstances)	35	6.74	1.29	14	6.36	1.01	13	6.08	1.89	32	6.25	1.65	18	5.61	1.69	28	6.21	1.50
Being inclusive*	36	7.08	1.30	14	6.64	.93	13	6.23	1.24	33	6.52	1.79	18	5.61	1.61	30	6.00	1.68
Openness	38	6.82	1.61	15	6.73	1.22	14	6.79	1.63	33	6.70	1.63	20	5.80	2.46	29	6.41	1.50
Staff accessibility	36	7.03	1.40	15	7.27	1.79	13	6.15	1.72	31	6.42	1.69	17	5.76	2.02	28	6.64	1.45
Straightforwardness and honesty*	36	6.83	1.50	15	6.53	1.25	13	6.69	1.93	30	6.37	1.69	20	5.20	2.24	29	6.28	1.41
Ease of access to the people at the World Bank Group who are making decisions important to my work	36	6.78	1.57	15	7.20	1.61	12	6.33	2.46	30	6.33	1.88	17	5.59	2.18	26	6.69	1.74
Collaboration with civil society	36	6.44	1.73	12	6.42	1.24	15	5.93	1.75	33	6.36	1.71	19	5.63	2.01	28	6.54	1.67
Collaboration with the Government	36	7.28	1.41	14	7.21	1.25	15	6.93	1.71	33	7.52	1.39	20	6.50	1.57	31	6.97	1.56
Collaboration with other donors and development partners*	34	7.26	1.50	14	6.93	1.49	15	6.13	2.13	33	7.27	1.42	18	6.00	1.68	27	6.74	1.58
Collaboration with the private sector*	32	6.84	1.35	11	6.27	1.27	12	6.08	1.73	32	6.56	1.56	17	4.94	1.48	26	6.35	1.70
The speed in which it gets things accomplished on the ground*	36	6.97	1.38	14	6.36	1.39	13	5.62	2.29	30	6.30	1.95	19	5.58	1.74	28	6.07	1.54
Being a long-term partner	37	7.35	1.38	14	6.50	1.45	12	7.00	1.76	31	6.58	1.77	18	6.11	1.94	30	6.40	1.69

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To be more effective development partner in Indonesia, do you believe that the World Bank Group should have? (Select only ONE response)**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
More local presence	51.3%	80.0%	61.1%	69.7%	85.7%	82.9%
The current level of local presence is adequate	41.0%	6.7%	33.3%	21.2%	9.5%	14.3%
Less local presence	2.6%	0.0%	0.0%	6.1%	0.0%	0.0%
Don't know	5.1%	13.3%	5.6%	3.0%	4.8%	2.9%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Reforms are not well thought out in light of country challenges	20.5%	6.7%	11.1%	27.3%	28.6%	20.0%
Poor donor coordination	15.4%	6.7%	5.6%	9.1%	4.8%	8.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	43.6%	26.7%	44.4%	36.4%	47.6%	40.0%
Lack of/inadequate levels of capacity in Government	20.5%	33.3%	33.3%	21.2%	33.3%	28.6%
There is not an adequate level of citizen/civil society participation	28.2%	6.7%	27.8%	45.5%	14.3%	25.7%
The World Bank Group works too slowly	15.4%	6.7%	0.0%	12.1%	4.8%	5.7%
The Government works inefficiently*	23.1%	60.0%	5.6%	9.1%	19.0%	8.6%
Political pressures and obstacles*	10.3%	33.3%	33.3%	15.2%	19.0%	45.7%
The World Bank Group does not do adequate follow through/follow-up	5.1%	20.0%	22.2%	12.1%	19.0%	2.9%
Other	0.0%	0.0%	5.6%	0.0%	4.8%	2.9%

*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 Indonesia? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Urban development	38	6.55	1.59	12	6.17	1.90	18	6.39	1.97	33	7.00	1.90	20	6.40	1.82	35	7.09	2.37
Information and communications technology	38	6.71	1.56	12	7.25	1.29	17	6.59	1.97	32	7.22	1.58	20	6.65	2.18	35	6.66	2.42
Transport and Logistics	38	6.92	1.82	13	7.62	1.45	18	7.50	2.18	33	7.85	1.44	20	7.50	2.37	35	7.34	2.41
Fisheries and Maritime sector development	37	6.73	1.73	12	7.33	1.50	17	6.41	2.40	33	7.39	1.90	21	7.00	1.76	35	7.29	2.50
Law and justice	37	6.32	1.67	12	7.83	1.59	17	7.00	2.35	33	7.42	1.98	20	6.75	2.63	35	6.94	2.62
Anti corruption	37	6.81	1.70	13	8.23	1.48	17	7.65	2.37	33	8.18	1.57	20	7.75	2.31	35	7.74	2.39
Environmental sustainability	37	7.03	1.55	12	7.92	1.44	16	7.13	2.03	33	7.79	1.75	20	7.30	1.69	35	7.43	2.33
Regulatory framework	37	6.35	1.75	12	7.50	1.51	18	6.89	1.94	32	7.53	1.85	20	6.20	2.17	35	7.23	2.31
Communicable/non-communicable diseases	37	6.73	1.59	11	6.82	1.17	16	6.63	2.28	32	7.44	1.76	21	6.38	1.77	35	7.03	2.08
Poverty reduction	39	7.69	1.78	13	8.38	1.45	18	8.17	1.76	33	8.15	1.33	21	7.81	1.78	33	7.97	2.24
Gender equity	37	6.70	1.82	12	6.75	1.91	18	6.67	2.72	33	7.45	1.46	20	6.60	3.05	34	6.79	2.19
Private sector development	36	7.06	1.41	12	6.75	1.91	18	7.78	1.31	32	7.09	1.63	21	6.29	2.41	35	7.06	2.06
Foreign direct investment	35	6.77	1.26	12	6.08	1.62	17	8.18	1.47	33	6.88	2.25	21	6.43	2.04	35	6.91	2.29
Water and sanitation	37	6.95	1.91	13	7.77	1.54	17	7.76	2.33	32	8.00	1.24	21	7.52	2.20	35	7.26	2.47
Trade and exports*	35	6.57	1.61	12	6.67	1.92	18	8.72	1.13	33	7.27	1.86	21	6.24	1.70	34	7.41	2.11
Economic growth*	38	7.24	1.81	13	7.62	1.61	18	8.67	1.24	33	7.73	1.63	21	6.95	1.77	34	7.94	2.07
Health	38	7.13	2.00	13	8.31	1.44	16	7.25	2.41	33	7.97	1.45	21	7.29	2.19	35	7.66	2.38
Disaster management	39	7.15	1.55	13	7.92	1.61	17	6.94	2.25	33	7.73	1.53	20	6.50	2.40	35	7.37	2.39
Public sector governance/ reform	37	7.16	1.69	13	8.38	1.33	18	7.67	1.64	33	8.21	1.45	21	7.29	2.41	35	7.77	1.86
Job creation/employment	39	7.03	1.97	13	7.92	1.66	18	7.94	1.70	33	7.88	1.73	21	6.86	2.37	35	8.11	1.79
Financial markets*	37	6.57	1.74	12	6.67	1.87	18	7.72	1.32	32	7.19	1.82	21	6.10	2.55	34	7.35	1.81
Equality of opportunity	36	7.06	1.98	13	6.77	1.88	18	8.06	1.95	32	7.69	1.62	21	7.38	2.48	35	8.09	1.79
Energy	36	7.17	1.81	13	7.54	1.51	18	7.61	2.15	32	7.50	1.80	21	6.90	2.49	35	7.54	1.99
Rural development	38	7.29	1.69	13	8.15	1.41	18	7.83	2.18	33	7.76	1.64	21	7.48	2.16	35	7.71	2.28
Global/regional integration*	36	6.81	1.80	12	7.25	1.14	18	8.11	1.45	32	7.38	1.50	21	6.48	2.20	35	7.71	1.96
Food security	39	7.21	1.79	12	7.75	1.48	18	7.61	2.33	33	7.39	1.85	21	7.14	2.10	35	7.83	2.13
Education	39	7.49	2.00	13	8.54	1.13	18	7.83	2.20	33	7.91	1.51	21	8.05	2.22	35	7.86	2.29
Social protection	39	7.15	1.94	13	6.85	1.82	18	7.50	1.98	33	7.70	1.65	21	6.90	2.59	35	7.49	1.95
Climate change	37	6.46	1.83	12	6.83	1.95	16	7.63	1.93	33	7.48	1.64	20	6.45	2.58	35	7.11	2.46
Agricultural development	38	7.26	1.61	12	7.50	2.24	17	8.12	1.45	33	7.73	1.70	21	7.48	2.14	35	7.49	2.25
Natural resource management	37	6.89	1.82	12	8.00	1.54	17	7.76	1.79	33	7.48	2.12	21	6.29	2.94	35	7.17	2.27

*Significantly different between stakeholder groups

**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 Indonesia? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Urban development	27	6.56	1.45	5	6.60	.55	9	4.78	1.92	21	6.33	2.33	12	5.25	1.96	18	6.56	1.34
Information and communications technology*	27	6.81	1.21	7	7.00	1.29	6	4.67	2.07	18	6.72	1.56	7	5.43	2.44	16	6.06	1.77
Transport and Logistics	29	6.62	1.18	6	6.83	.75	10	6.00	2.21	20	6.75	1.71	10	6.30	2.36	17	6.35	1.73
Fisheries and Maritime sector development	27	6.19	1.52	5	6.60	.55	6	5.17	2.71	19	6.74	1.82	8	6.13	1.89	12	6.00	2.22
Law and justice*	27	6.52	1.09	6	7.00	.63	10	4.80	2.15	24	6.58	1.95	9	5.22	2.17	13	5.46	2.26
Anti corruption*	27	6.52	1.45	10	7.20	.92	11	4.91	2.30	25	7.04	1.84	13	5.62	2.47	17	5.65	2.47
Environmental sustainability	28	6.68	1.12	8	7.00	1.07	8	5.00	2.33	22	7.05	1.81	12	6.17	1.95	20	6.65	1.90
Regulatory framework	27	6.56	1.15	5	7.00	1.22	10	5.70	1.77	22	6.59	1.94	10	5.10	2.28	16	5.63	2.16
Communicable/non-communicable diseases	27	6.74	1.35	5	6.80	.84	8	5.38	2.45	19	6.89	1.59	11	6.55	2.25	16	6.19	2.04
Poverty reduction	36	6.94	1.58	8	8.00	.76	14	6.93	1.77	27	7.11	1.55	18	6.17	2.33	20	7.00	1.52
Gender equity	30	6.83	1.56	7	7.14	.69	12	5.92	2.23	25	7.36	1.38	14	6.36	2.44	19	6.74	1.69
Private sector development	30	6.97	1.38	4	6.75	.96	9	5.89	1.83	24	6.54	1.64	10	5.60	2.01	17	6.47	1.74
Foreign direct investment	29	6.83	1.51	4	6.75	.50	8	5.63	2.07	21	6.62	1.69	11	6.27	2.10	16	6.19	1.64
Water and sanitation	28	7.18	1.22	6	7.83	.98	11	5.91	2.91	23	7.35	1.53	16	6.25	2.44	20	7.00	1.78
Trade and exports	30	6.80	1.35	4	7.00	0.00	10	6.30	1.89	21	6.71	1.79	10	6.10	2.23	18	6.22	1.80
Economic growth	33	7.03	1.31	8	7.38	.92	14	6.64	1.91	25	7.08	1.89	16	6.38	2.00	19	6.74	1.91
Health	32	6.47	1.57	9	7.11	1.17	11	6.27	2.28	26	7.08	1.47	17	6.18	2.35	20	6.50	1.85
Disaster management	31	6.61	1.54	7	7.14	.90	9	5.00	2.18	22	6.91	1.82	13	5.62	2.18	20	6.50	1.96
Public sector governance/ reform	32	6.91	1.42	9	7.22	1.30	13	5.85	1.68	29	6.97	1.61	15	6.00	1.41	18	6.11	1.88
Job creation/employment	34	6.41	1.76	6	7.00	.89	12	5.92	1.56	24	6.79	1.67	15	5.87	2.13	17	6.06	1.82
Financial markets	31	7.16	1.44	5	6.40	.55	9	6.22	1.20	23	6.70	1.87	11	5.27	2.41	17	6.18	1.91
Equality of opportunity	28	6.36	1.68	6	6.83	.75	12	6.50	1.45	23	6.78	1.65	13	5.15	2.34	18	6.06	2.18
Energy	28	6.36	1.50	7	6.43	.98	9	5.22	2.28	21	6.62	1.99	10	6.70	2.54	19	6.00	2.16
Rural development	31	6.74	1.65	6	7.83	.75	12	6.42	1.93	26	6.81	1.83	16	5.88	2.66	16	6.63	2.00
Global/regional integration	29	6.86	1.75	4	6.50	.58	8	5.75	1.91	19	6.42	1.84	13	5.46	2.26	17	6.41	1.97
Food security	29	6.62	1.57	6	6.17	.75	11	5.55	2.30	22	6.59	1.84	13	6.23	2.45	19	6.37	2.43
Education	33	6.64	1.56	9	7.33	.71	13	6.31	2.36	25	7.08	1.55	17	6.35	2.15	18	6.44	2.23
Social protection	33	7.00	1.37	6	7.00	.63	10	6.60	1.96	23	6.78	1.68	15	6.13	2.53	17	5.94	2.01
Climate change	27	6.67	1.11	6	6.17	.75	9	5.33	2.40	22	6.82	1.62	12	6.17	2.41	19	6.79	2.20
Agricultural development	29	6.69	1.54	6	7.17	.75	10	5.70	2.50	23	6.87	1.87	10	6.10	1.97	17	6.35	2.03
Natural resource management	28	6.86	1.43	6	6.67	.52	9	5.78	1.79	18	6.78	2.29	11	6.45	2.34	16	6.19	2.04

*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 Indonesia? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
At the Headquarters (in Washington D.C.)	43.6%	53.3%	33.3%	54.5%	33.3%	42.9%
In the country	35.9%	20.0%	33.3%	24.2%	23.8%	25.7%
Don't know	20.5%	26.7%	33.3%	21.2%	42.9%	31.4%

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia?	37	7.00	1.67	13	6.31	1.03	14	6.50	1.65	33	6.52	1.62	19	5.68	1.70	30	6.13	2.22

(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 Indonesia? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia	36	6.58	1.59	10	6.60	1.26	13	5.92	2.25	32	6.38	1.90	18	5.33	1.68	30	6.00	2.05
The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	37	6.92	1.40	13	7.00	1.53	15	7.07	1.62	33	7.27	1.55	19	7.37	1.92	32	6.84	1.85

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	28	7.39	1.42	8	6.13	1.13	5	5.80	3.42	22	6.73	2.10	12	5.25	2.30	16	6.19	2.34

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

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia?*	35	7.03	1.46	13	6.23	1.17	12	6.00	2.52	31	6.61	1.86	18	5.11	1.91	28	6.04	2.08

(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	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Weekly	7.7%	0.0%	0.0%	6.1%	0.0%	2.9%
Monthly	15.4%	46.7%	27.8%	9.1%	9.5%	22.9%
A few times a year	61.5%	26.7%	27.8%	36.4%	52.4%	34.3%
Rarely	10.3%	20.0%	22.2%	42.4%	38.1%	25.7%
Never	5.1%	6.7%	22.2%	6.1%	0.0%	14.3%

*Significantly different between stakeholder groups

In Indonesia, 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?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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	37	6.81	1.22	14	6.00	1.84	17	6.71	1.65	28	6.50	1.71	17	5.76	2.02	25	6.44	1.26
Include appropriate level of stakeholder involvement during preparation	36	6.94	1.41	13	6.85	1.21	16	6.06	1.88	32	6.56	1.68	20	5.70	2.08	27	6.56	1.45
Lead to practical solutions	39	6.67	1.51	14	6.64	1.15	17	6.24	2.28	32	6.66	1.45	20	5.80	2.17	27	6.70	1.46
Are accessible (well written and easy to understand)	39	7.05	1.28	14	6.93	1.27	17	6.41	2.18	32	7.00	1.55	21	6.62	2.04	27	6.85	1.79
Are source of relevant information on global good practices	39	7.31	1.08	14	7.21	1.19	17	6.94	2.16	30	7.17	1.37	21	6.38	2.31	27	6.89	1.55
Are adequately disseminated	36	7.06	1.04	14	6.79	1.31	17	6.12	2.03	31	6.87	1.65	20	6.15	2.35	27	6.81	1.42
Are translated enough into local language	34	6.62	1.58	10	5.90	.99	15	5.33	2.94	28	6.29	2.09	18	5.00	2.35	23	6.22	1.83
Are adaptable to Indonesia's specific development challenges and country circumstances	36	6.89	1.35	13	6.62	1.39	17	6.24	2.08	32	6.53	1.72	19	5.74	2.00	27	6.41	1.34

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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?*	38	7.16	1.69	12	6.92	1.08	14	6.50	1.65	32	6.72	1.69	19	5.47	1.84	29	6.24	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	38	7.16	1.37	15	6.80	1.57	15	7.73	1.03	32	7.06	1.54	20	6.80	1.96	29	7.10	1.29

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups

**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?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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	31	7.00	1.37	13	6.23	1.88	10	6.40	1.78	22	6.77	1.97	13	6.08	1.93	20	6.65	1.50
The World Bank Group effectively monitors and evaluates the projects and programs it supports	36	7.11	1.14	13	6.92	2.10	13	7.38	1.89	29	7.21	1.40	18	7.00	1.64	26	6.38	1.68
The World Bank Group's approvals and reviews are done in a timely fashion	35	6.97	1.15	14	6.21	2.08	12	5.83	1.99	24	6.38	1.84	14	6.14	1.88	26	6.58	1.39
The World Bank Group's "Safeguard Policy" requirements are reasonable*	31	6.84	1.10	8	6.25	1.67	9	7.78	1.30	26	6.19	2.17	9	5.11	1.54	21	6.24	1.81
The World Bank Group's conditions on its lending are reasonable	31	6.84	1.46	10	6.30	1.49	7	6.57	2.82	23	6.00	2.13	14	5.43	1.60	22	6.23	1.60
The World Bank Group takes decisions quickly in Indonesia*	32	6.88	1.04	13	5.92	1.38	14	5.43	2.17	27	6.07	2.02	16	5.44	1.79	27	5.78	1.91
Working with the World Bank Group increases Indonesia's institutional capacity	37	7.14	1.46	14	7.14	1.56	14	6.00	2.32	30	6.77	1.77	20	6.15	2.23	25	6.16	2.01
Where country systems are adequate, the World Bank Group makes appropriate use of them	35	6.91	1.15	11	6.64	1.75	10	6.60	2.37	23	7.13	1.87	12	6.17	2.08	24	6.29	1.85
The World Bank Group provides effective implementation support	36	7.17	1.03	15	6.80	1.66	14	6.21	2.01	30	6.60	1.87	18	6.61	2.06	26	6.42	1.72

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia?*	36	7.11	1.67	9	6.22	.83	15	5.73	2.25	30	6.60	1.83	16	5.31	1.74	29	6.52	1.96

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
The World Bank Group takes too much risk in Indonesia	15.4%	0.0%	0.0%	6.1%	0.0%	0.0%
The World Bank Group does not take enough risk in Indonesia	51.3%	53.3%	33.3%	51.5%	42.9%	42.9%
The World Bank Group's approach to risk is appropriate	12.8%	6.7%	27.8%	21.2%	23.8%	25.7%
Don't know	20.5%	40.0%	38.9%	21.2%	33.3%	31.4%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Indonesia	71.8%	66.7%	33.3%	54.5%	52.4%	54.3%
The World Bank Group is not sufficiently selective in Indonesia, and it is involved in too many areas of development	23.1%	20.0%	44.4%	36.4%	33.3%	28.6%
Don't know	5.1%	13.3%	22.2%	9.1%	14.3%	17.1%

**F. The Future Role of the World Bank Group in Indonesia**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	33.3%	13.3%	16.7%	36.4%	52.4%	34.3%
Work faster	2.6%	20.0%	11.1%	12.1%	4.8%	5.7%
Offer more innovative financial products	17.9%	6.7%	27.8%	18.2%	4.8%	17.1%
Improve the competitiveness of its financing compared to markets	17.9%	6.7%	22.2%	15.2%	9.5%	11.4%
Reach out more to groups outside of Government	15.4%	6.7%	33.3%	30.3%	28.6%	11.4%
Ensure greater selectivity in its work	15.4%	6.7%	11.1%	12.1%	0.0%	11.4%
Improve the quality of its experts as related to Indonesia's specific challenges	35.9%	20.0%	27.8%	12.1%	33.3%	14.3%
Offer more innovative knowledge services	23.1%	20.0%	11.1%	9.1%	14.3%	20.0%
Collaborate more with local governments	7.7%	33.3%	22.2%	15.2%	9.5%	25.7%
Increase the level of capacity development in the country	17.9%	26.7%	11.1%	18.2%	19.0%	28.6%
Reduce the complexity of obtaining World Bank Group financing	10.3%	40.0%	5.6%	18.2%	19.0%	14.3%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%

When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia? (Select only **ONE** response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Financial services	23.1%	0.0%	11.1%	21.2%	4.8%	17.1%
Knowledge products	41.0%	33.3%	27.8%	33.3%	42.9%	37.1%
Convening services	10.3%	20.0%	5.6%	3.0%	9.5%	14.3%
None of the above	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
The combination is appropriate for Indonesia	23.1%	40.0%	44.4%	42.4%	33.3%	28.6%
Don't know	2.6%	6.7%	11.1%	0.0%	4.8%	2.9%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Periodicals	15.4%	26.7%	11.1%	27.3%	23.8%	31.4%
International newspapers*	15.4%	6.7%	27.8%	3.0%	0.0%	11.4%
Local radio	17.9%	0.0%	0.0%	6.1%	0.0%	8.6%
International radio	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	17.9%	33.3%	5.6%	21.2%	23.8%	20.0%
International television	25.6%	13.3%	11.1%	6.1%	4.8%	5.7%
Local newspapers	38.5%	33.3%	50.0%	30.3%	33.3%	34.3%
Internet	51.3%	66.7%	66.7%	69.7%	85.7%	51.4%
Social media	5.1%	20.0%	11.1%	18.2%	9.5%	14.3%
Other	0.0%	0.0%	5.6%	0.0%	0.0%	5.7%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	38.5%	33.3%	16.7%	30.3%	9.5%	31.4%
e-Newsletters	15.4%	26.7%	38.9%	42.4%	38.1%	17.1%
World Bank Group's seminars/workshops/conferences	20.5%	46.7%	33.3%	45.5%	38.1%	48.6%
World Bank Group's publications and other written materials*	25.6%	53.3%	55.6%	18.2%	47.6%	31.4%
World Bank Group's website	48.7%	20.0%	27.8%	33.3%	33.3%	31.4%
Social media	7.7%	6.7%	16.7%	18.2%	9.5%	17.1%
Mobile phones	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
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	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	56.4%	26.7%	38.9%	63.6%	57.1%	45.7%
No	43.6%	73.3%	61.1%	36.4%	42.9%	54.3%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	61.5%	33.3%	27.8%	39.4%	23.8%	42.9%
No	38.5%	66.7%	72.2%	60.6%	76.2%	57.1%

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	91.7%	60.0%	100.0%	100.0%	100.0%	93.3%
No	8.3%	40.0%	0.0%	0.0%	0.0%	6.7%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	94.9%	100.0%	100.0%	100.0%	100.0%	100.0%
No	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	76.9%	86.7%	83.3%	93.9%	95.2%	85.7%
No	23.1%	13.3%	16.7%	6.1%	4.8%	14.3%

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	51.3%	33.3%	27.8%	48.5%	33.3%	40.0%
No	48.7%	66.7%	72.2%	51.5%	66.7%	60.0%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
High speed/WiFi	97.4%	86.7%	100.0%	100.0%	90.5%	97.1%
Dial-up	2.6%	13.3%	0.0%	0.0%	9.5%	2.9%

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?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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	33	7.52	1.35	10	7.50	2.01	13	7.23	1.79	31	7.23	1.41	21	7.24	1.70	30	7.10	1.24
I find the information on the World Bank Group's websites useful	32	7.56	1.34	10	7.80	1.48	14	8.07	1.27	31	7.39	1.28	21	7.52	1.89	30	7.23	.90
The World Bank Group's social media channels are valuable sources of information about the institution	25	7.16	1.40	5	8.00	2.00	8	6.50	2.62	26	7.35	1.57	11	6.00	2.00	19	7.32	1.73
When I need information from the World Bank Group I know how to find it*	35	7.43	1.33	13	7.46	1.76	14	6.79	2.29	29	7.14	1.38	19	5.79	2.20	28	6.89	1.77
The World Bank Group is responsive to my information requests and inquiries	33	7.52	1.25	12	8.00	1.71	9	7.33	.87	26	7.12	1.51	17	6.29	2.39	25	7.12	1.24

*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	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
I currently collaborate with the World Bank Group	35.9%	20.0%	5.6%	12.1%	4.8%	14.3%
I have previously collaborated with the World Bank Group	35.9%	13.3%	38.9%	36.4%	52.4%	34.3%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	15.4%	60.0%	16.7%	3.0%	14.3%	17.1%
I have never collaborated with the World Bank Group	12.8%	6.7%	38.9%	48.5%	28.6%	34.3%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
The World Bank (IBRD)	100.0%	100.0%	72.7%	94.1%	80.0%	91.3%
The International Finance Corporation (IFC)	0.0%	0.0%	27.3%	5.9%	20.0%	4.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Yes	76.9%	40.0%	33.3%	21.2%	25.0%	32.4%
No	23.1%	60.0%	66.7%	78.8%	75.0%	67.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
The two institutions work well together	51.7%	50.0%	16.7%	42.9%	80.0%	63.6%
The way the two institutions work together needs improvement	44.8%	33.3%	83.3%	42.9%	0.0%	18.2%
Don't know	3.4%	16.7%	0.0%	14.3%	20.0%	18.2%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Observer	15.8%	0.0%	27.8%	21.2%	5.0%	23.5%
Use World Bank Group reports/data	50.0%	13.3%	50.0%	33.3%	50.0%	50.0%
Engage in World Bank Group related/sponsored events/activities	31.6%	46.7%	22.2%	45.5%	60.0%	38.2%
Collaborate as part of my professional duties*	34.2%	66.7%	22.2%	18.2%	40.0%	32.4%
Use World Bank Group website for information, data, research, etc.	7.9%	13.3%	27.8%	30.3%	25.0%	11.8%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant	Private Sector / Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think tank	Other
Female	34.2%	26.7%	38.9%	51.5%	45.0%	29.4%
Male	65.8%	73.3%	61.1%	48.5%	55.0%	70.6%



Appendix C: Responses to All Questions by Geographical Locations²⁰

Greater Jakarta area N=138 ● Other N=20

A. General Issues facing Indonesia

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

Percentage of Respondents	Greater Jakarta area	Other
The right direction	76.8%	70.0%
The wrong direction	2.2%	0.0%
Not sure	21.0%	30.0%

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

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Disaster management	5.1%	0.0%
Energy	16.7%	25.0%
Public sector governance/ reform	42.0%	55.0%
Global/regional integration	3.6%	0.0%
Gender equity	2.2%	5.0%
Private sector development	3.6%	0.0%
Foreign direct investment	5.8%	0.0%
Water and sanitation	0.7%	0.0%
Anti corruption	24.6%	35.0%
Job creation/employment	20.3%	10.0%
Rural development	3.6%	5.0%
Financial markets	2.2%	0.0%
Urban development	2.2%	0.0%
Environmental sustainability	3.6%	5.0%
Equality of opportunity	8.0%	0.0%
Health	6.5%	5.0%
Education	29.7%	25.0%
Poverty reduction	18.8%	20.0%
Food security*	6.5%	20.0%
Transport and Logistics	32.6%	20.0%
Climate change	2.9%	0.0%
Agricultural development	2.9%	0.0%
Trade and exports	5.8%	0.0%
Fisheries and Maritime sector development	2.2%	5.0%
Economic growth	12.3%	15.0%
Law and justice*	10.9%	30.0%
Regulatory framework	2.9%	5.0%
Communicable/non-communicable diseases	1.4%	0.0%
Natural resource management	10.9%	15.0%
Social protection	5.1%	0.0%
Information and communications technology	2.9%	0.0%

*Significantly different between geographic locations

²⁰ 158 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix. Because of the small numbers of respondents from “large city in Java,” “medium-size city outside of Java,” and “rural area outside of Java,” respondents from these three locations were combined into “other” for the comparisons in this appendix.

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Water and sanitation	5.1%	0.0%
Equality of opportunity	18.8%	5.0%
Economic growth	19.6%	25.0%
Climate change	5.1%	0.0%
Global/regional integration	1.4%	0.0%
Disaster management	5.8%	0.0%
Rural development	31.2%	25.0%
Urban development	3.6%	0.0%
Regulatory framework	1.4%	5.0%
Social protection*	16.7%	0.0%
Law and justice	2.2%	5.0%
Transport and Logistics	13.0%	10.0%
Fisheries and Maritime sector development	5.1%	15.0%
Communicable/non-communicable diseases	0.7%	0.0%
Information and communications technology	1.4%	0.0%
Anti corruption*	15.2%	55.0%
Private sector development	12.3%	0.0%
Foreign direct investment	2.2%	0.0%
Education	35.5%	50.0%
Energy	4.3%	5.0%
Public sector governance/ reform	26.1%	30.0%
Natural resource management	8.0%	15.0%
Environmental sustainability	2.9%	5.0%
Gender equity*	3.6%	15.0%
Health	10.1%	0.0%
Agricultural development	7.2%	15.0%
Job creation/employment	34.1%	15.0%
Financial markets	0.7%	0.0%
Trade and exports	0.7%	0.0%
Food security	3.6%	5.0%

*Significantly different between geographic locations

**A. General Issues facing Indonesia (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 Indonesia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
More reliable social safety net	21.0%	5.0%
Better employment opportunities for women	5.8%	0.0%
Greater access to micro-finance for the poor	20.3%	35.0%
Greater voice and participation for citizens to help ensure greater accountability	8.7%	10.0%
Greater access to health and nutrition for citizens	18.8%	15.0%
Greater equity of fiscal policy	8.0%	0.0%
A growing middle class	6.5%	0.0%
Better opportunity for the poor who live in rural areas	19.6%	20.0%
Better opportunity for the poor who live in urban areas	0.7%	0.0%
Consistent economic growth*	14.5%	35.0%
Better employment opportunities for young people	11.6%	0.0%
Better entrepreneurial opportunities	20.3%	10.0%
Education and training that better ensure job opportunity	26.8%	45.0%
Better quality public services	14.5%	25.0%
Other	2.2%	0.0%

*Significantly different between geographic locations

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Indonesia?	138	6.61	2.23	20	6.15	1.95

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

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Indonesia.	127	6.40	1.69	17	5.65	1.32

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

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Indonesia solve its most complicated development challenges?*	132	6.56	1.81	18	5.44	1.62

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

**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 Indonesia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Health	14.5%	15.0%
Fisheries and Maritime sector development	7.2%	10.0%
Transport and Logistics	24.6%	15.0%
Agricultural development	11.6%	10.0%
Global/regional integration	3.6%	0.0%
Gender equity	7.2%	10.0%
Public sector governance/ reform	27.5%	30.0%
Social protection	12.3%	10.0%
Rural development	21.0%	20.0%
Foreign direct investment	2.9%	5.0%
Education	29.0%	40.0%
Energy	7.2%	15.0%
Job creation/employment	22.5%	5.0%
Financial markets	2.9%	0.0%
Urban development	2.2%	0.0%
Environmental sustainability*	3.6%	15.0%
Equality of opportunity	8.0%	5.0%
Private sector development	12.3%	0.0%
Water and sanitation	2.9%	0.0%
Food security	5.1%	10.0%
Climate change	2.2%	0.0%
Poverty reduction	15.9%	5.0%
Trade and exports	2.9%	0.0%
Economic growth	14.5%	20.0%
Law and justice*	3.6%	15.0%
Regulatory framework	0.7%	0.0%
Communicable/non-communicable diseases	0.7%	0.0%
Natural resource management	8.0%	10.0%
Anti corruption	12.3%	20.0%
Information and communications technology	2.9%	0.0%
Disaster management	2.2%	0.0%

*Significantly different between geographic locations

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 Indonesia?

Greatest Value Percentage of Respondents	Greater Jakarta area	Other
Convening/Facilitating	8.7%	0.0%
Data	12.3%	20.0%
Policy advice, studies, analyses	30.4%	25.0%
Financial resources	12.3%	5.0%
Capacity development	15.9%	30.0%
Technical assistance	10.1%	10.0%
Mobilizing third party financial resources	5.8%	0.0%
Donor coordination	2.9%	5.0%
Linkage to non-Bank expertise	0.7%	5.0%
Other	0.7%	0.0%

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

2 nd Greatest Value Percentage of Respondents	Greater Jakarta area	Other
Convening/Facilitating	9.4%	5.0%
Data*	7.2%	25.0%
Policy advice, studies, analyses	19.6%	15.0%
Financial resources	5.8%	5.0%
Capacity development	23.2%	20.0%
Technical assistance	14.5%	10.0%
Mobilizing third party financial resources	7.2%	10.0%
Donor coordination	7.2%	5.0%
Linkage to non-Bank expertise	5.8%	5.0%
Other	0.0%	0.0%

*Significantly different between 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 Indonesia? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	111	6.23	1.50	14	6.43	1.02
Citizen engagement (incorporating citizens' voices into development)	106	6.26	1.65	13	6.31	1.38
Policy design (for clarity and better incentives to achieve development goals)	112	6.73	1.50	15	6.93	1.58

When thinking about how to improve capacity building in Indonesia 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?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	113	6.87	1.69	13	6.62	1.61
Citizen engagement (incorporating citizens' voices into development)	110	7.08	1.70	13	7.69	1.84
Policy design (for clarity and better incentives to achieve development goals)	113	7.38	1.63	14	7.50	1.95

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

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Not client focused	6.5%	5.0%
Not exploring alternative policy options	8.0%	5.0%
Not collaborating enough with stakeholders outside the Government	18.8%	5.0%
Its advice and strategies do not lend themselves to practical problem solving	21.0%	25.0%
Not enough public disclosure of its work	16.7%	25.0%
Arrogant in its approach	10.1%	15.0%
Staff too inaccessible	4.3%	0.0%
Focus on the central government and on Jakarta/Java	10.9%	15.0%
The credibility of its knowledge/data	0.7%	0.0%
World Bank Group's processes too complex	16.7%	10.0%
Not willing to honestly criticize policies and reform efforts in the country	8.7%	10.0%
Too influenced by developed countries	5.1%	0.0%
Imposing technocratic solutions without regard to political realities	14.5%	30.0%
World Bank Group's processes too slow	17.4%	10.0%
Not aligned with other donors' work	0.7%	0.0%
Not aligned with country priorities	2.9%	5.0%
Not adequately sensitive to political/social realities in Indonesia	11.6%	25.0%
Other	2.9%	0.0%
Don't know	6.5%	10.0%

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

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Multi-sectoral approaches	34.8%	55.0%
Knowledge products/services	36.2%	20.0%
Investment lending	19.6%	10.0%
Technical assistance*	40.6%	15.0%
Capacity development*	32.6%	60.0%
Policy based lending / budget support to the Government	12.3%	5.0%
Trust Fund management	10.9%	10.0%
Other	0.0%	0.0%
Don't know	3.6%	5.0%

*Significantly different between geographic locations

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

(Select only ONE response)

Percentage of Respondents	Greater Jakarta area	Other
To a fully sufficient degree	7.2%	0.0%
To a somewhat sufficient degree	47.8%	25.0%
To a somewhat insufficient degree	35.5%	70.0%
To a very insufficient degree	5.1%	0.0%
Don't know	4.3%	5.0%

*Significantly different between geographic locations

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)	Greater Jakarta area	Other
Academia/think tanks/research institutes	36.2%	55.0%
Donor community	5.8%	5.0%
Media	16.7%	10.0%
Local Government	32.6%	20.0%
Private sector	15.9%	20.0%
Parliament	8.7%	0.0%
NGOs/Community Based Organizations (CBOs)	31.2%	40.0%
Youth/university groups	12.3%	10.0%
Beneficiaries	31.9%	30.0%
Foundations	2.2%	0.0%
Other	1.4%	0.0%
Don't know	0.7%	5.0%

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Indonesia*	131	6.73	1.60	20	5.90	1.71
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	133	6.50	1.58	20	5.55	1.90
The World Bank Group supports programs and strategies that are realistic for Indonesia	134	6.57	1.64	18	6.06	1.98
The World Bank Group treats clients and stakeholders in Indonesia with respect	133	6.71	1.68	16	6.19	1.52

*Significantly different between geographic locations

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

To what extent is the World Bank Group an effective development partner in Indonesia, 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?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	123	6.54	1.60	17	6.24	1.48
Flexibility (in terms of the institution's products and services)	125	6.18	1.60	17	5.94	1.56
Flexibility (in terms of changing country circumstances)	122	6.25	1.55	16	6.25	1.29
Being inclusive	125	6.44	1.58	17	6.18	1.51
Openness	129	6.62	1.60	17	6.12	2.23
Staff accessibility	125	6.69	1.62	13	6.00	1.83
Straightforwardness and honesty	125	6.42	1.64	15	5.93	2.02
Ease of access to the people at the World Bank Group who are making decisions important to my work*	122	6.61	1.83	13	5.54	1.98
Collaboration with civil society	124	6.24	1.75	16	6.69	1.14
Collaboration with the Government	129	7.09	1.52	17	7.24	1.35
Collaboration with other donors and development partners	123	6.85	1.63	16	6.88	1.82
Collaboration with the private sector	112	6.38	1.62	17	5.76	1.48
The speed in which it gets things accomplished on the ground	122	6.30	1.71	16	6.31	1.74
Being a long-term partner	124	6.65	1.68	17	7.06	1.68

*Significantly different between geographic locations

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

Percentage of Respondents	Greater Jakarta area	Other
More local presence	67.4%	85.0%
The current level of local presence is adequate	24.6%	15.0%
Less local presence	2.2%	0.0%
Don't know	5.8%	0.0%

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

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Reforms are not well thought out in light of country challenges	22.5%	10.0%
Poor donor coordination	10.1%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	39.9%	45.0%
Lack of/inadequate levels of capacity in Government	25.4%	35.0%
There is not an adequate level of citizen/civil society participation	28.3%	25.0%
The World Bank Group works too slowly	10.1%	0.0%
The Government works inefficiently	18.1%	20.0%
Political pressures and obstacles	21.7%	40.0%
The World Bank Group does not do adequate follow through/follow-up	10.1%	20.0%
Other	1.4%	0.0%



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

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Urban development	133	6.66	1.95	20	6.85	1.90
Information and communications technology	132	6.78	1.87	19	7.05	2.07
Transport and Logistics	134	7.36	2.00	20	7.50	1.96
Fisheries and Maritime sector development	132	6.97	1.97	20	7.35	2.41
Law and justice	132	6.89	2.16	19	7.37	2.61
Anti corruption	133	7.56	2.00	19	8.16	2.36
Environmental sustainability	131	7.28	1.84	19	8.05	1.90
Regulatory framework	133	6.88	1.94	18	7.39	2.59
Communicable/non-communicable diseases*	130	6.78	1.80	19	7.68	1.97
Poverty reduction	134	7.97	1.71	20	7.95	2.21
Gender equity	132	6.81	2.13	19	7.26	2.45
Private sector development	132	6.91	1.82	19	7.68	1.70
Foreign direct investment	130	6.85	1.94	20	6.85	2.13
Water and sanitation	133	7.37	2.01	19	8.21	2.10
Trade and exports	130	7.13	1.85	20	7.10	2.31
Economic growth	134	7.63	1.72	20	7.65	2.35
Health	133	7.47	2.02	20	8.05	2.09
Disaster management	135	7.24	1.99	19	7.42	1.89
Public sector governance/ reform	134	7.69	1.71	20	7.80	2.42
Job creation/employment	136	7.60	1.86	20	7.45	2.42
Financial markets	132	6.98	1.85	19	6.63	2.31
Equality of opportunity	133	7.49	1.92	19	7.95	2.27
Energy	133	7.32	1.95	19	7.74	2.13
Rural development	135	7.57	1.87	20	7.90	2.25
Global/regional integration	132	7.23	1.78	19	7.42	2.09
Food security	135	7.41	1.86	20	7.65	2.64
Education	136	7.80	1.94	20	8.30	2.30
Social protection	136	7.35	1.95	20	7.15	2.28
Climate change	131	6.93	2.08	19	7.32	2.38
Agricultural development	133	7.54	1.79	20	7.65	2.56
Natural resource management	132	7.22	2.11	20	6.95	2.70

*Significantly different between 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 Indonesia? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Urban development	80	6.20	1.85	11	6.27	1.19
Information and communications technology	71	6.31	1.77	10	6.90	.88
Transport and Logistics	79	6.46	1.69	12	6.75	1.29
Fisheries and Maritime sector development	67	6.16	1.89	10	6.70	1.16
Law and justice	77	6.09	1.90	11	6.00	1.73
Anti corruption	90	6.28	1.98	12	6.75	2.05
Environmental sustainability	85	6.54	1.72	12	7.17	1.40
Regulatory framework	79	6.20	1.84	11	5.91	1.70
Communicable/non-communicable diseases*	74	6.28	1.74	12	8.00	1.21
Poverty reduction	107	6.87	1.67	14	7.71	1.59
Gender equity*	96	6.65	1.73	11	8.09	1.38
Private sector development*	83	6.45	1.61	10	7.50	.85
Foreign direct investment	78	6.37	1.67	11	7.27	1.62
Water and sanitation	89	6.87	1.87	14	7.71	1.44
Trade and exports	81	6.49	1.65	11	6.82	1.89
Economic growth	100	6.77	1.69	14	7.57	1.65
Health*	101	6.50	1.78	13	7.69	1.03
Disaster management	90	6.42	1.88	11	6.73	1.56
Public sector governance/ reform	100	6.57	1.62	15	6.60	1.64
Job creation/employment	95	6.33	1.71	12	6.83	1.70
Financial markets	85	6.47	1.77	11	7.00	1.90
Equality of opportunity	88	6.30	1.87	11	6.55	1.37
Energy	84	6.19	1.97	10	7.00	1.41
Rural development	92	6.57	1.96	14	7.36	1.34
Global/regional integration	79	6.30	1.86	11	6.82	2.09
Food security	86	6.31	1.95	13	7.08	1.75
Education*	101	6.55	1.84	14	7.57	1.45
Social protection	91	6.56	1.82	12	6.92	1.62
Climate change	82	6.43	1.79	12	7.42	1.16
Agricultural development	84	6.44	1.87	11	7.27	1.42
Natural resource management	77	6.51	1.79	11	6.82	2.36

*Significantly different between geographic locations

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

(Select only ONE response)

Percentage of Respondents	Greater Jakarta area	Other
At the Headquarters (in Washington D.C.)	46.4%	35.0%
In the country	29.7%	15.0%
Don't know	23.9%	50.0%

*Significantly different between geographic locations

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

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	126	6.55	1.75	17	5.76	1.68

(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 Indonesia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	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 Indonesia	120	6.31	1.81	17	5.53	1.77
The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	129	7.07	1.65	18	6.94	1.51

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Indonesia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	80	6.64	2.07	10	6.10	2.02

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

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	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 Indonesia?	120	6.35	1.92	15	6.27	1.58

(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	Greater Jakarta area	Other
Weekly	4.3%	0.0%
Monthly	21.7%	5.0%
A few times a year	43.5%	30.0%
Rarely	23.9%	45.0%
Never	6.5%	20.0%

*Significantly different between geographic locations

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

In Indonesia, 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?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
Are timely	122	6.47	1.57	14	6.64	1.34
Include appropriate level of stakeholder involvement during preparation	125	6.50	1.64	17	6.88	1.17
Lead to practical solutions	130	6.52	1.68	17	6.65	1.27
Are accessible (well written and easy to understand)	131	6.89	1.67	17	6.82	1.13
Are source of relevant information on global good practices	130	7.05	1.54	16	7.06	1.69
Are adequately disseminated	127	6.77	1.57	16	6.50	1.79
Are translated enough into local language	110	6.14	2.04	17	5.65	2.03
Are adaptable to Indonesia's specific development challenges and country circumstances	126	6.47	1.70	17	6.41	1.12

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	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	6.71	1.77	19	6.00	1.33
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	129	7.19	1.38	18	6.72	1.67

(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 best represents your geographic location?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	93	6.59	1.72	14	6.79	1.58
The World Bank Group effectively monitors and evaluates the projects and programs it supports	116	6.91	1.58	17	7.53	1.42
The World Bank Group's approvals and reviews are done in a timely fashion	110	6.45	1.67	13	6.77	1.48
The World Bank Group's "Safeguard Policy" requirements are reasonable	90	6.47	1.78	14	6.29	1.49
The World Bank Group's conditions on its lending are reasonable	91	6.36	1.73	14	6.00	2.00
The World Bank Group takes decisions quickly in Indonesia	113	6.04	1.82	15	6.07	1.44
Working with the World Bank Group increases Indonesia's institutional capacity	121	6.62	1.89	17	6.88	1.50
Where country systems are adequate, the World Bank Group makes appropriate use of them	101	6.72	1.78	13	6.46	1.39
The World Bank Group provides effective implementation support	120	6.68	1.70	17	7.06	1.20

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

	Which best represents your geographic location?					
	Greater Jakarta area			Other		
	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 Indonesia?	116	6.54	1.88	17	6.00	1.54

(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 Indonesia? (Select only ONE response)

Percentage of Respondents	Greater Jakarta area	Other
The World Bank Group takes too much risk in Indonesia	5.1%	5.0%
The World Bank Group does not take enough risk in Indonesia	46.4%	50.0%
The World Bank Group's approach to risk is appropriate	21.0%	15.0%
Don't know	27.5%	30.0%

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

Percentage of Respondents	Greater Jakarta area	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Indonesia	60.9%	30.0%
The World Bank Group is not sufficiently selective in Indonesia, and it is involved in too many areas of development	29.0%	40.0%
Don't know	10.1%	30.0%

*Significantly different between geographic locations

F. The Future Role of the World Bank Group in Indonesia**Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	31.9%	45.0%
Work faster	8.0%	5.0%
Offer more innovative financial products	16.7%	10.0%
Improve the competitiveness of its financing compared to markets	13.8%	20.0%
Reach out more to groups outside of Government	20.3%	20.0%
Ensure greater selectivity in its work	11.6%	5.0%
Improve the quality of its experts as related to Indonesia's specific challenges	21.7%	35.0%
Offer more innovative knowledge services	18.1%	10.0%
Collaborate more with local governments	18.1%	15.0%
Increase the level of capacity development in the country	21.0%	20.0%
Reduce the complexity of obtaining World Bank Group financing	15.9%	15.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%
Other	0.0%	0.0%

When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia? (Select only ONE response)

Percentage of Respondents	Greater Jakarta area	Other
Financial services	17.4%	5.0%
Knowledge products	37.0%	40.0%
Convening services	8.7%	15.0%
The combination is appropriate for Indonesia	33.3%	35.0%
Don't know	3.6%	5.0%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Periodicals	22.5%	25.0%
International newspapers	11.6%	5.0%
Local radio	8.7%	0.0%
International radio	1.4%	0.0%
Local television	18.1%	25.0%
International television	12.3%	10.0%
Local newspapers	38.4%	25.0%
Internet	60.1%	75.0%
Social media	10.9%	25.0%
Other	2.2%	0.0%

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

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	29.0%	25.0%
e-Newsletters	26.8%	30.0%
World Bank Group's seminars/workshops/conferences	38.4%	35.0%
World Bank Group's publications and other written materials	32.6%	45.0%
World Bank Group's website	35.5%	30.0%
Social media	13.0%	15.0%
Mobile phones*	0.0%	5.0%
Other	0.0%	0.0%

*Significantly different between 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	Greater Jakarta area	Other
Yes	52.2%	45.0%
No	47.8%	55.0%

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

Percentage of Respondents	Greater Jakarta area	Other
Yes	46.4%	10.0%
No	53.6%	90.0%

*Significantly different between geographic locations

Were you able to obtain this information?

Percentage of Respondents	Greater Jakarta area	Other
Yes	92.2%	100.0%
No	7.8%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Greater Jakarta area	Other
Yes	98.6%	100.0%
No	1.4%	0.0%

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

Percentage of Respondents	Greater Jakarta area	Other
Yes	86.2%	85.0%
No	13.8%	15.0%

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

Percentage of Respondents	Greater Jakarta area	Other
Yes	42.8%	40.0%
No	57.2%	60.0%

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

Percentage of Respondents	Greater Jakarta area	Other
High speed/WiFi	97.1%	90.0%
Dial-up	2.9%	10.0%

**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?					
	Greater Jakarta area			Other		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	118	7.28	1.50	17	7.35	1.50
I find the information on the World Bank Group's websites useful	118	7.47	1.35	17	7.82	1.42
The World Bank Group's social media channels are valuable sources of information about the institution	84	7.15	1.77	10	6.60	1.71
When I need information from the World Bank Group I know how to find it	122	7.01	1.78	14	6.57	1.79
The World Bank Group is responsive to my information requests and inquiries	104	7.30	1.47	16	6.88	1.93

H. Background InformationWhich 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	Greater Jakarta area	Other
I currently collaborate with the World Bank Group	19.6%	5.0%
I have previously collaborated with the World Bank Group	34.8%	45.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	18.8%	5.0%
I have never collaborated with the World Bank Group	26.8%	45.0%

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

Percentage of Respondents	Greater Jakarta area	Other
The World Bank (IBRD)	94.1%	81.8%
The International Finance Corporation (IFC)	5.0%	18.2%
Other	1.0%	0.0%

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

Percentage of Respondents	Greater Jakarta area	Other
Yes	42.0%	30.0%
No	58.0%	70.0%

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

Percentage of Respondents	Greater Jakarta area	Other
The two institutions work well together	51.7%	50.0%
The way the two institutions work together needs improvement	41.4%	16.7%
Don't know	6.9%	33.3%

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

Percentage of Respondents (Responses combined)	Greater Jakarta area	Other
Observer	16.7%	20.0%
Use World Bank Group reports/data	44.2%	35.0%
Engage in World Bank Group related/sponsored events/activities	38.4%	50.0%
Collaborate as part of my professional duties	34.1%	25.0%
Use World Bank Group website for information, data, research, etc.	16.7%	30.0%



Appendix D: Responses to All Questions by Level of Collaboration with the WBG²¹

Collaborating with the WBG N=56 ● Not collaborating with the WBG N=105

A. General Issues facing Indonesia

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

Percentage of Respondents	Currently collaborating	Not collaborating
The right direction	78.6%	74.3%
The wrong direction	0.0%	2.9%
Not sure	21.4%	22.9%

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Disaster management	5.4%	3.8%
Energy	19.6%	17.1%
Public sector governance/ reform	50.0%	39.0%
Global/regional integration*	7.1%	1.0%
Gender equity	0.0%	3.8%
Private sector development	1.8%	3.8%
Foreign direct investment	3.6%	5.7%
Water and sanitation	1.8%	0.0%
Anti corruption	17.9%	30.5%
Job creation/employment*	32.1%	11.4%
Rural development	3.6%	3.8%
Financial markets	3.6%	1.0%
Urban development	0.0%	2.9%
Environmental sustainability	1.8%	5.7%
Equality of opportunity	3.6%	8.6%
Health	3.6%	7.6%
Education	26.8%	29.5%
Poverty reduction	19.6%	18.1%
Food security	8.9%	8.6%
Transport and Logistics	33.9%	30.5%
Climate change	3.6%	1.9%
Agricultural development	5.4%	1.0%
Trade and exports	5.4%	4.8%
Fisheries and Maritime sector development	0.0%	3.8%
Economic growth	8.9%	14.3%
Law and justice	7.1%	17.1%
Regulatory framework	1.8%	3.8%
Communicable/non-communicable diseases	0.0%	1.9%
Natural resource management	8.9%	13.3%
Social protection*	10.7%	1.9%
Information and communications technology	0.0%	3.8%

*Significantly different between collaborators and non-collaborators

²¹ Only 161 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 Indonesia (continued)**

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Water and sanitation	3.6%	4.8%
Equality of opportunity	17.9%	16.2%
Economic growth*	32.1%	13.3%
Climate change	5.4%	3.8%
Global/regional integration	0.0%	1.9%
Disaster management	3.6%	5.7%
Rural development*	17.9%	36.2%
Urban development*	7.1%	1.0%
Regulatory framework	1.8%	1.9%
Social protection	17.9%	13.3%
Law and justice	1.8%	2.9%
Transport and Logistics	12.5%	14.3%
Fisheries and Maritime sector development	3.6%	7.6%
Communicable/non-communicable diseases	1.8%	0.0%
Information and communications technology	0.0%	1.9%
Anti corruption	16.1%	22.9%
Private sector development	16.1%	7.6%
Foreign direct investment*	5.4%	0.0%
Education	32.1%	40.0%
Energy	3.6%	5.7%
Public sector governance/ reform	30.4%	23.8%
Natural resource management	7.1%	10.5%
Environmental sustainability	0.0%	5.7%
Gender equity	3.6%	5.7%
Health	8.9%	8.6%
Agricultural development	7.1%	8.6%
Job creation/employment	37.5%	28.6%
Financial markets	1.8%	0.0%
Trade and exports	1.8%	0.0%
Food security	1.8%	4.8%

*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 Indonesia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
More reliable social safety net	21.4%	17.1%
Better employment opportunities for women	5.4%	4.8%
Greater access to micro-finance for the poor	19.6%	23.8%
Greater voice and participation for citizens to help ensure greater accountability	10.7%	7.6%
Greater access to health and nutrition for citizens	17.9%	19.0%
Greater equity of fiscal policy*	12.5%	3.8%
A growing middle class	3.6%	6.7%
Better opportunity for the poor who live in rural areas	19.6%	20.0%
Better opportunity for the poor who live in urban areas	1.8%	0.0%
Consistent economic growth	19.6%	15.2%
Better employment opportunities for young people	12.5%	8.6%
Better entrepreneurial opportunities	14.3%	21.9%
Education and training that better ensure job opportunity	28.6%	29.5%
Better quality public services*	7.1%	21.0%
Other	3.6%	1.0%

*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 Indonesia?*	56	7.21	1.55	105	6.19	2.38

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

	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 Indonesia.*	55	6.93	1.32	91	5.92	1.77

(1-Not effective at all, 10-Very effective) *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 the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Indonesia solve its most complicated development challenges?*	56	7.09	1.27	97	6.04	2.00

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

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Health	10.7%	16.2%
Fisheries and Maritime sector development	7.1%	7.6%
Transport and Logistics	25.0%	23.8%
Agricultural development	5.4%	14.3%
Global/regional integration	3.6%	2.9%
Gender equity	7.1%	7.6%
Public sector governance/ reform*	37.5%	21.9%
Social protection	17.9%	8.6%
Rural development	14.3%	24.8%
Foreign direct investment	0.0%	4.8%
Education	26.8%	31.4%
Energy	3.6%	11.4%
Job creation/employment	26.8%	16.2%
Financial markets	1.8%	2.9%
Urban development	3.6%	1.0%
Environmental sustainability	3.6%	6.7%
Equality of opportunity	5.4%	8.6%
Private sector development	16.1%	7.6%
Water and sanitation	5.4%	1.0%
Food security	1.8%	8.6%
Climate change	1.8%	1.9%
Poverty reduction	16.1%	14.3%
Trade and exports	1.8%	2.9%
Economic growth	19.6%	12.4%
Law and justice	3.6%	5.7%
Regulatory framework	1.8%	0.0%
Communicable/non-communicable diseases	0.0%	1.0%
Natural resource management	8.9%	8.6%
Anti corruption	8.9%	16.2%
Information and communications technology	3.6%	1.9%
Disaster management	3.6%	1.0%

*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 Indonesia?

Greatest Value Percentage of Respondents	Currently collaborating	Not collaborating
Convening/Facilitating	3.6%	10.5%
Data*	5.4%	17.1%
Policy advice, studies, analyses*	41.1%	22.9%
Financial resources	12.5%	11.4%
Capacity development	19.6%	16.2%
Technical assistance	10.7%	9.5%
Mobilizing third party financial resources	3.6%	6.7%
Donor coordination	3.6%	2.9%
Linkage to non-Bank expertise	0.0%	1.9%
Other	0.0%	1.0%

*Significantly different between collaborators and non-collaborators

2 nd Greatest Value Percentage of Respondents	Currently collaborating	Not collaborating
Convening/Facilitating	10.7%	8.6%
Data*	16.1%	5.7%
Policy advice, studies, analyses	16.1%	20.0%
Financial resources	7.1%	4.8%
Capacity development	14.3%	27.6%
Technical assistance	16.1%	12.4%
Mobilizing third party financial resources	5.4%	8.6%
Donor coordination	7.1%	7.6%
Linkage to non-Bank expertise	7.1%	4.8%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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 Indonesia? (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)	50	6.46	1.40	77	6.09	1.54
Citizen engagement (incorporating citizens' voices into development)	45	6.44	1.60	75	6.11	1.69
Policy design (for clarity and better incentives to achieve development goals)*	48	7.15	1.30	81	6.49	1.61

*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in Indonesia 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)	51	6.98	1.50	77	6.71	1.83
Citizen engagement (incorporating citizens' voices into development)	47	7.06	1.37	77	7.13	1.98
Policy design (for clarity and better incentives to achieve development goals)	51	7.45	1.47	78	7.31	1.83

**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 Indonesia?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Not client focused	7.1%	5.7%
Not exploring alternative policy options	7.1%	7.6%
Not collaborating enough with stakeholders outside the Government	21.4%	14.3%
Its advice and strategies do not lend themselves to practical problem solving	23.2%	20.0%
Not enough public disclosure of its work	10.7%	21.9%
Arrogant in its approach	7.1%	12.4%
Staff too inaccessible	3.6%	3.8%
Focus on the central government and on Jakarta/Java*	19.6%	6.7%
The credibility of its knowledge/data	1.8%	0.0%
World Bank Group's processes too complex	19.6%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	5.4%	10.5%
Too influenced by developed countries	5.4%	4.8%
Imposing technocratic solutions without regard to political realities	23.2%	14.3%
World Bank Group's processes too slow	21.4%	13.3%
Not aligned with other donors' work	0.0%	1.0%
Not aligned with country priorities	0.0%	4.8%
Not adequately sensitive to political/social realities in Indonesia*	3.6%	18.1%
Other	0.0%	4.8%
Don't know	7.1%	6.7%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Multi-sectoral approaches	28.6%	41.0%
Knowledge products/services	37.5%	31.4%
Investment lending	14.3%	20.0%
Technical assistance*	48.2%	31.4%
Capacity development	37.5%	34.3%
Policy based lending / budget support to the Government	14.3%	11.4%
Trust Fund management	8.9%	12.4%
Other	0.0%	1.0%
Don't know	1.8%	4.8%

*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 Indonesia?*(
(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
To a fully sufficient degree	7.1%	5.7%
To a somewhat sufficient degree	60.7%	37.1%
To a somewhat insufficient degree	21.4%	48.6%
To a very insufficient degree	1.8%	6.7%
Don't know	8.9%	1.9%

*Significantly different between collaborators and non-collaborators

**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	41.1%	37.1%
Donor community	3.6%	6.7%
Media	21.4%	12.4%
Local Government	33.9%	29.5%
Private sector	14.3%	18.1%
Parliament*	14.3%	3.8%
NGOs/Community Based Organizations (CBOs)	28.6%	34.3%
Youth/university groups	10.7%	12.4%
Beneficiaries	26.8%	35.2%
Foundations	0.0%	2.9%
Other	0.0%	1.9%
Don't know	1.8%	1.0%

*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 Indonesia?

(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 Indonesia*	54	6.98	1.57	100	6.43	1.68
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	56	6.77	1.55	100	6.16	1.70
The World Bank Group supports programs and strategies that are realistic for Indonesia	56	6.79	1.63	99	6.32	1.75
The World Bank Group treats clients and stakeholders in Indonesia with respect	55	6.96	1.51	97	6.48	1.73

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Indonesia, 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*	53	7.06	1.31	89	6.15	1.66
Flexibility (in terms of the institution's products and services)	54	6.41	1.62	90	6.01	1.55
Flexibility (in terms of changing country circumstances)*	52	6.63	1.22	88	6.07	1.65
Being inclusive	54	6.72	1.27	90	6.24	1.70
Openness	55	6.87	1.50	94	6.38	1.80
Staff accessibility*	55	7.16	1.30	85	6.25	1.78
Straightforwardness and honesty	55	6.58	1.45	88	6.20	1.85
Ease of access to the people at the World Bank Group who are making decisions important to my work*	53	7.28	1.50	83	6.04	1.92
Collaboration with civil society*	50	6.68	1.43	93	6.06	1.82
Collaboration with the Government	54	7.24	1.33	95	7.05	1.57
Collaboration with other donors and development partners	53	7.17	1.53	88	6.66	1.69
Collaboration with the private sector	44	6.39	1.56	86	6.27	1.63
The speed in which it gets things accomplished on the ground	53	6.62	1.40	87	6.06	1.88
Being a long-term partner	54	6.85	1.43	88	6.63	1.82

*Significantly different between collaborators and non-collaborators

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

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
More local presence	53.6%	79.0%
The current level of local presence is adequate	35.7%	16.2%
Less local presence	3.6%	1.0%
Don't know	7.1%	3.8%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Reforms are not well thought out in light of country challenges	12.5%	24.8%
Poor donor coordination	10.7%	8.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	41.1%	40.0%
Lack of/inadequate levels of capacity in Government	21.4%	29.5%
There is not an adequate level of citizen/civil society participation	26.8%	27.6%
The World Bank Group works too slowly	12.5%	6.7%
The Government works inefficiently	23.2%	15.2%
Political pressures and obstacles	23.2%	25.7%
The World Bank Group does not do adequate follow through/follow-up	8.9%	12.4%
Other	1.8%	1.9%

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 Indonesia? (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
Urban development	52	6.71	1.95	104	6.69	1.95
Information and communications technology	51	6.78	1.81	103	6.84	1.94
Transport and Logistics	53	7.26	1.88	104	7.48	2.04
Fisheries and Maritime sector development	52	6.71	2.00	103	7.21	2.03
Law and justice	52	6.79	2.05	102	7.03	2.28
Anti corruption*	54	7.20	1.99	101	7.88	2.02
Environmental sustainability	52	7.31	1.77	101	7.45	1.91
Regulatory framework	53	6.98	1.62	101	6.90	2.19
Communicable/non-communicable diseases	51	6.71	1.68	101	6.99	1.91
Poverty reduction	55	7.71	1.75	102	8.12	1.76
Gender equity	53	6.96	1.90	101	6.82	2.27
Private sector development	52	6.87	1.50	102	7.10	1.96
Foreign direct investment	51	6.63	1.74	102	7.01	2.05
Water and sanitation	54	7.33	2.00	101	7.54	2.02
Trade and exports	51	6.82	1.69	102	7.27	1.98
Economic growth	53	7.45	1.69	104	7.75	1.85
Health	53	7.36	1.92	103	7.66	2.08
Disaster management	55	7.29	1.82	102	7.27	2.06
Public sector governance/ reform	54	7.52	1.67	103	7.79	1.86
Job creation/employment	54	7.50	1.61	105	7.65	2.08
Financial markets	52	6.88	1.75	102	6.98	1.99
Equality of opportunity	52	7.25	1.74	103	7.71	2.05
Energy	51	7.25	1.98	104	7.42	1.95
Rural development	54	7.24	1.89	104	7.85	1.90
Global/regional integration	52	7.08	1.54	102	7.37	1.93
Food security*	54	7.04	1.76	104	7.68	2.03
Education	55	7.69	1.85	104	7.94	2.03
Social protection	55	7.11	1.77	104	7.43	2.07
Climate change	52	7.06	1.96	101	6.94	2.17
Agricultural development*	53	7.11	2.08	103	7.78	1.74
Natural resource management	52	7.23	2.06	103	7.16	2.23

*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 Indonesia? (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
Urban development*	29	6.79	1.18	63	5.87	2.00
Information and communications technology	27	6.74	1.38	54	6.20	1.82
Transport and Logistics	31	6.77	1.23	61	6.38	1.81
Fisheries and Maritime sector development	24	6.38	1.71	53	6.17	1.87
Law and justice	29	6.52	1.38	60	5.88	2.03
Anti corruption	35	6.66	1.35	68	6.09	2.30
Environmental sustainability	34	6.76	1.50	64	6.48	1.83
Regulatory framework	29	6.59	1.57	61	5.97	1.91
Communicable/non-communicable diseases	28	6.71	1.51	58	6.43	1.89
Poverty reduction	44	7.11	1.47	79	6.85	1.82
Gender equity	36	7.00	1.37	71	6.69	1.91
Private sector development	29	6.72	1.60	65	6.42	1.66
Foreign direct investment	28	6.54	1.48	61	6.46	1.78
Water and sanitation	35	7.29	1.47	69	6.77	2.03
Trade and exports	33	6.67	1.61	60	6.48	1.71
Economic growth	40	7.08	1.23	75	6.77	1.90
Health	38	6.68	1.58	77	6.56	1.87
Disaster management	36	6.67	1.62	66	6.29	1.98
Public sector governance/ reform	40	6.85	1.46	76	6.45	1.68
Job creation/employment	37	6.57	1.48	71	6.23	1.88
Financial markets	32	6.75	1.63	64	6.42	1.86
Equality of opportunity	35	6.74	1.50	65	6.05	1.96
Energy	29	6.55	1.45	65	6.15	2.10
Rural development	32	6.88	1.74	75	6.53	2.01
Global/regional integration	29	6.45	1.70	61	6.33	1.98
Food security	33	6.64	1.48	67	6.24	2.17
Education	40	6.90	1.57	75	6.56	1.94
Social protection	39	6.95	1.57	65	6.42	1.89
Climate change	33	6.61	1.77	62	6.45	1.83
Agricultural development	31	6.74	1.63	64	6.44	1.93
Natural resource management	30	6.63	1.75	58	6.50	1.92

*Significantly different between collaborators and non-collaborators

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

(Select only ONE response)

Percentage of Respondents	Currently collaborating	Not collaborating
At the Headquarters (in Washington D.C.)	51.8%	40.0%
In the country	37.5%	22.9%
Don't know	10.7%	37.1%

*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 Indonesia?*	54	6.93	1.52	92	6.14	1.85

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

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

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

(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 Indonesia	48	6.60	1.63	91	5.97	1.92
The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	53	7.30	1.55	96	6.93	1.66

	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 Indonesia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	31	7.13	1.96	60	6.23	2.09

(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
To what extent do you believe the World Bank Group measures and corrects its work in real time in Indonesia?	52	6.50	1.64	85	6.20	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	Currently collaborating	Not collaborating
Weekly	8.9%	1.0%
Monthly	32.1%	12.4%
A few times a year	50.0%	38.1%
Rarely	8.9%	35.2%
Never	0.0%	13.3%

*Significantly different between collaborators and non-collaborators

In Indonesia, 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	56	6.43	1.41	82	6.48	1.69
Include appropriate level of stakeholder involvement during preparation*	55	6.87	1.28	89	6.28	1.82
Lead to practical solutions*	56	6.88	1.29	93	6.28	1.83
Are accessible (well written and easy to understand)	56	7.05	1.34	94	6.74	1.81
Are source of relevant information on global good practices	56	7.16	1.37	92	6.93	1.72
Are adequately disseminated	56	6.77	1.40	89	6.67	1.76
Are translated enough into local language	48	6.25	1.77	80	5.91	2.22
Are adaptable to Indonesia's specific development challenges and country circumstances	55	6.64	1.22	89	6.36	1.85

*Significantly different between collaborators and non-collaborators

**D. The World Bank Group's Knowledge Work and Activities (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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	51	7.12	1.48	93	6.27	1.84
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	56	7.32	1.25	93	6.97	1.58

(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	46	6.59	1.53	63	6.67	1.81
The World Bank Group effectively monitors and evaluates the projects and programs it supports	54	7.02	1.49	81	6.96	1.62
The World Bank Group's approvals and reviews are done in a timely fashion	53	6.55	1.50	72	6.44	1.74
The World Bank Group's "Safeguard Policy" requirements are reasonable	38	6.58	1.24	66	6.36	1.97
The World Bank Group's conditions on its lending are reasonable	36	6.61	1.40	71	6.11	1.95
The World Bank Group takes decisions quickly in Indonesia	47	6.32	1.51	82	5.89	1.90
Working with the World Bank Group increases Indonesia's institutional capacity	54	6.85	1.70	86	6.49	1.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	41	6.80	1.58	74	6.64	1.82
The World Bank Group provides effective implementation support	54	6.94	1.55	85	6.54	1.75

	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 Indonesia?*	45	6.91	1.62	90	6.21	1.95

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

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

Percentage of Respondents	Currently collaborating	Not collaborating
The World Bank Group takes too much risk in Indonesia	7.1%	3.8%
The World Bank Group does not take enough risk in Indonesia	46.4%	46.7%
The World Bank Group's approach to risk is appropriate	23.2%	18.1%
Don't know	23.2%	31.4%

Which of the following best describes the World Bank Group's support in Indonesia? (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 Indonesia	73.2%	48.6%
The World Bank Group is not sufficiently selective in Indonesia, and it is involved in too many areas of development	23.2%	34.3%
Don't know	3.6%	17.1%

*Significantly different between collaborators and non-collaborators



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

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	23.2%	38.1%
Work faster	8.9%	7.6%
Offer more innovative financial products	14.3%	17.1%
Improve the competitiveness of its financing compared to markets	14.3%	14.3%
Reach out more to groups outside of Government	12.5%	24.8%
Ensure greater selectivity in its work	14.3%	8.6%
Improve the quality of its experts as related to Indonesia's specific challenges	23.2%	23.8%
Offer more innovative knowledge services	19.6%	15.2%
Collaborate more with local governments	16.1%	18.1%
Increase the level of capacity development in the country*	30.4%	15.2%
Reduce the complexity of obtaining World Bank Group financing	23.2%	12.4%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%
Other	0.0%	1.0%

*Significantly different between collaborators and non-collaborators

When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia? (Select only **ONE** response)

Percentage of Respondents	Currently collaborating	Not collaborating
Financial services	17.9%	14.3%
Knowledge products	41.1%	34.3%
Convening services	8.9%	10.5%
None of the above	0.0%	1.0%
The combination is appropriate for Indonesia	28.6%	36.2%
Don't know	3.6%	3.8%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Periodicals	19.6%	24.8%
International newspapers	12.5%	9.5%
Local radio	10.7%	5.7%
International radio	3.6%	0.0%
Local television	23.2%	18.1%
International television	16.1%	9.5%
Local newspapers	37.5%	35.2%
Internet	58.9%	64.8%
Social media	10.7%	13.3%
Other	3.6%	1.0%

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)	35.7%	24.8%
e-Newsletters*	16.1%	34.3%
World Bank Group's seminars/workshops/conferences	35.7%	39.0%
World Bank Group's publications and other written materials	35.7%	33.3%
World Bank Group's website	37.5%	33.3%
Social media	10.7%	14.3%
Mobile phones	1.8%	0.0%
Other	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

**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	Currently collaborating	Not collaborating
Yes	55.4%	48.6%
No	44.6%	51.4%

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	55.4%	34.3%
No	44.6%	65.7%

*Significantly different between collaborators and non-collaborators

Were you able to obtain this information?

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	87.1%	97.2%
No	12.9%	2.8%

Do you have access to the Internet?

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	96.4%	100.0%
No	3.6%	0.0%

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	85.7%	86.7%
No	14.3%	13.3%

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

Percentage of Respondents	Currently collaborating	Not collaborating
Yes	39.3%	42.9%
No	60.7%	57.1%

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

Percentage of Respondents	Currently collaborating	Not collaborating
High speed/WiFi	100.0%	94.3%
Dial-up	0.0%	5.7%

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	48	7.21	1.54	90	7.33	1.45
I find the information on the World Bank Group's websites useful	48	7.60	1.32	90	7.47	1.37
The World Bank Group's social media channels are valuable sources of information about the institution	29	7.28	1.53	65	7.02	1.87
When I need information from the World Bank Group I know how to find it*	53	7.40	1.41	85	6.71	1.93
The World Bank Group is responsive to my information requests and inquiries	48	7.48	1.60	74	7.04	1.54

*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 Indonesia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently collaborating	Not collaborating
Observer	9.1%	21.4%
Use World Bank Group reports/data*	29.1%	50.5%
Engage in World Bank Group related/sponsored events/activities	45.5%	36.9%
Collaborate as part of my professional duties*	60.0%	18.4%
Use World Bank Group website for information, data, research, etc.*	5.5%	25.2%

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to All Questions by Gender²²

Female N=60 ● Male N=98

A. General Issues facing Indonesia

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

Percentage of Respondents	Female	Male
The right direction	73.3%	77.6%
The wrong direction	1.7%	2.0%
Not sure	25.0%	20.4%

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

Percentage of Respondents (Responses combined)	Female	Male
Disaster management	5.0%	4.1%
Energy	15.0%	19.4%
Public sector governance/ reform	43.3%	43.9%
Global/regional integration	3.3%	3.1%
Gender equity	5.0%	1.0%
Private sector development	3.3%	3.1%
Foreign direct investment	1.7%	7.1%
Water and sanitation	0.0%	1.0%
Anti corruption	20.0%	29.6%
Job creation/employment	21.7%	17.3%
Rural development	3.3%	4.1%
Financial markets	3.3%	1.0%
Urban development	3.3%	1.0%
Environmental sustainability	5.0%	3.1%
Equality of opportunity	10.0%	5.1%
Health	3.3%	8.2%
Education	26.7%	30.6%
Poverty reduction*	28.3%	13.3%
Food security	5.0%	10.2%
Transport and Logistics	30.0%	31.6%
Climate change	0.0%	4.1%
Agricultural development	1.7%	3.1%
Trade and exports	6.7%	4.1%
Fisheries and Maritime sector development	1.7%	3.1%
Economic growth	13.3%	12.2%
Law and justice	11.7%	14.3%
Regulatory framework	1.7%	4.1%
Communicable/non-communicable diseases	3.3%	0.0%
Natural resource management	11.7%	11.2%
Social protection	6.7%	3.1%
Information and communications technology	3.3%	2.0%

*Significantly different between female and male respondents

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

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Water and sanitation	3.3%	5.1%
Equality of opportunity	20.0%	15.3%
Economic growth	13.3%	24.5%
Climate change	5.0%	4.1%
Global/regional integration	0.0%	2.0%
Disaster management	6.7%	4.1%
Rural development	36.7%	26.5%
Urban development	3.3%	3.1%
Regulatory framework	1.7%	2.0%
Social protection	20.0%	11.2%
Law and justice	0.0%	4.1%
Transport and Logistics	11.7%	13.3%
Fisheries and Maritime sector development	3.3%	8.2%
Communicable/non-communicable diseases	0.0%	1.0%
Information and communications technology	3.3%	0.0%
Anti corruption	18.3%	21.4%
Private sector development	10.0%	11.2%
Foreign direct investment*	5.0%	0.0%
Education	30.0%	41.8%
Energy	3.3%	5.1%
Public sector governance/ reform	25.0%	27.6%
Natural resource management	10.0%	8.2%
Environmental sustainability	5.0%	2.0%
Gender equity*	10.0%	2.0%
Health	8.3%	9.2%
Agricultural development	6.7%	9.2%
Job creation/employment	33.3%	30.6%
Financial markets	1.7%	0.0%
Trade and exports	1.7%	0.0%
Food security	3.3%	4.1%

*Significantly different between female and male respondents

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 Indonesia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
More reliable social safety net	15.0%	21.4%
Better employment opportunities for women	8.3%	3.1%
Greater access to micro-finance for the poor	20.0%	23.5%
Greater voice and participation for citizens to help ensure greater accountability	13.3%	6.1%
Greater access to health and nutrition for citizens	13.3%	21.4%
Greater equity of fiscal policy	5.0%	8.2%
A growing middle class	1.7%	8.2%
Better opportunity for the poor who live in rural areas	18.3%	20.4%
Better opportunity for the poor who live in urban areas	0.0%	1.0%
Consistent economic growth	16.7%	17.3%
Better employment opportunities for young people	10.0%	10.2%
Better entrepreneurial opportunities*	28.3%	13.3%
Education and training that better ensure job opportunity	26.7%	30.6%
Better quality public services*	23.3%	11.2%
Other	0.0%	3.1%

*Significantly different between female and male respondents

**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 Indonesia?	60	6.55	2.30	98	6.55	2.14

(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 Indonesia.	54	6.46	1.76	90	6.22	1.61

(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 (e.g., skills and knowledge) to help Indonesia solve its most complicated development challenges?	58	6.57	1.95	92	6.34	1.74

(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 Indonesia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Health	10.0%	17.3%
Fisheries and Maritime sector development	10.0%	6.1%
Transport and Logistics	18.3%	26.5%
Agricultural development	13.3%	10.2%
Global/regional integration*	6.7%	1.0%
Gender equity	10.0%	6.1%
Public sector governance/ reform	25.0%	29.6%
Social protection	10.0%	13.3%
Rural development	20.0%	21.4%
Foreign direct investment	3.3%	3.1%
Education	25.0%	33.7%
Energy	5.0%	10.2%
Job creation/employment	20.0%	20.4%
Financial markets	3.3%	2.0%
Urban development	1.7%	2.0%
Environmental sustainability	3.3%	6.1%
Equality of opportunity	10.0%	6.1%
Private sector development	13.3%	9.2%
Water and sanitation	1.7%	3.1%
Food security*	0.0%	9.2%
Climate change	1.7%	2.0%
Poverty reduction*	25.0%	8.2%
Trade and exports	3.3%	2.0%
Economic growth	18.3%	13.3%
Law and justice	3.3%	6.1%
Regulatory framework	0.0%	1.0%
Communicable/non-communicable diseases	0.0%	1.0%
Natural resource management	10.0%	7.1%
Anti corruption	13.3%	13.3%
Information and communications technology	5.0%	1.0%
Disaster management	1.7%	2.0%

*Significantly different between female and male respondents

**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 Indonesia?

Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating	6.7%	8.2%
Data	15.0%	12.2%
Policy advice, studies, analyses	28.3%	30.6%
Financial resources	13.3%	10.2%
Capacity development	11.7%	21.4%
Technical assistance	15.0%	7.1%
Mobilizing third party financial resources	6.7%	4.1%
Donor coordination	3.3%	3.1%
Linkage to non-Bank expertise	0.0%	2.0%
Other	0.0%	1.0%

2nd Greatest Value		
Percentage of Respondents	Female	Male
Convening/Facilitating	8.3%	9.2%
Data	8.3%	10.2%
Policy advice, studies, analyses	20.0%	18.4%
Financial resources	3.3%	7.1%
Capacity development	25.0%	21.4%
Technical assistance	18.3%	11.2%
Mobilizing third party financial resources	3.3%	10.2%
Donor coordination	8.3%	6.1%
Linkage to non-Bank expertise	5.0%	6.1%
Other	0.0%	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 Indonesia? (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)	43	6.14	1.66	82	6.32	1.33
Citizen engagement (incorporating citizens' voices into development)	41	6.10	1.84	78	6.36	1.49
Policy design (for clarity and better incentives to achieve development goals)	44	6.48	1.80	83	6.90	1.31

When thinking about how to improve capacity building in Indonesia 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)	47	6.85	1.71	79	6.84	1.68
Citizen engagement (incorporating citizens' voices into development)	45	6.98	1.71	78	7.24	1.72
Policy design (for clarity and better incentives to achieve development goals)	46	7.17	1.82	81	7.52	1.56

**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 Indonesia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Not client focused	5.0%	7.1%
Not exploring alternative policy options	8.3%	7.1%
Not collaborating enough with stakeholders outside the Government	15.0%	18.4%
Its advice and strategies do not lend themselves to practical problem solving	16.7%	24.5%
Not enough public disclosure of its work	18.3%	17.3%
Arrogant in its approach	6.7%	13.3%
Staff too inaccessible	3.3%	4.1%
Focus on the central government and on Jakarta/Java	10.0%	12.2%
The credibility of its knowledge/data	0.0%	1.0%
World Bank Group's processes too complex	21.7%	12.2%
Not willing to honestly criticize policies and reform efforts in the country	10.0%	8.2%
Too influenced by developed countries	5.0%	4.1%
Imposing technocratic solutions without regard to political realities	18.3%	15.3%
World Bank Group's processes too slow	13.3%	18.4%
Not aligned with other donors' work	1.7%	0.0%
Not aligned with country priorities	0.0%	5.1%
Not adequately sensitive to political/social realities in Indonesia	13.3%	13.3%
Other	5.0%	1.0%
Don't know	8.3%	6.1%

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Multi-sectoral approaches	35.0%	38.8%
Knowledge products/services	38.3%	31.6%
Investment lending	18.3%	18.4%
Technical assistance	43.3%	33.7%
Capacity development	30.0%	39.8%
Policy based lending / budget support to the Government	10.0%	12.2%
Trust Fund management	11.7%	10.2%
Other	0.0%	0.0%
Don't know	3.3%	4.1%

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

(Select only ONE response)

Percentage of Respondents	Female	Male
To a fully sufficient degree	5.0%	7.1%
To a somewhat sufficient degree	48.3%	42.9%
To a somewhat insufficient degree	40.0%	39.8%
To a very insufficient degree	3.3%	5.1%
Don't know	3.3%	5.1%

**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	45.0%	34.7%
Donor community	6.7%	5.1%
Media	15.0%	16.3%
Local Government	28.3%	32.7%
Private sector	13.3%	18.4%
Parliament	5.0%	9.2%
NGOs/Community Based Organizations (CBOs)	35.0%	30.6%
Youth/university groups	11.7%	12.2%
Beneficiaries	28.3%	33.7%
Foundations	3.3%	1.0%
Other	0.0%	2.0%
Don't know	0.0%	2.0%

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

(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 Indonesia	57	6.68	1.68	94	6.59	1.62
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia	58	6.57	1.60	95	6.26	1.68
The World Bank Group supports programs and strategies that are realistic for Indonesia	57	6.58	1.70	95	6.46	1.69
The World Bank Group treats clients and stakeholders in Indonesia with respect	56	6.55	1.79	93	6.71	1.60

To what extent is the World Bank Group an effective development partner in Indonesia, 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	52	6.71	1.47	88	6.39	1.64
Flexibility (in terms of the institution's products and services)	52	6.25	1.49	90	6.09	1.65
Flexibility (in terms of changing country circumstances)	51	6.37	1.47	87	6.18	1.55
Being inclusive	52	6.50	1.60	90	6.36	1.56
Openness	55	6.67	1.63	91	6.49	1.72
Staff accessibility	50	6.48	1.46	88	6.70	1.74
Straightforwardness and honesty	51	6.27	1.64	89	6.42	1.72
Ease of access to the people at the World Bank Group who are making decisions important to my work	50	6.52	1.88	85	6.51	1.87
Collaboration with civil society	52	6.21	1.72	88	6.34	1.68
Collaboration with the Government	54	7.09	1.39	92	7.12	1.57
Collaboration with other donors and development partners	52	6.98	1.43	87	6.77	1.77
Collaboration with the private sector	45	6.36	1.61	84	6.27	1.62
The speed in which it gets things accomplished on the ground	48	6.21	1.65	90	6.34	1.74
Being a long-term partner	50	6.82	1.57	91	6.64	1.74

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

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

(Select only ONE response)

Percentage of Respondents	Female	Male
More local presence	65.0%	72.4%
The current level of local presence is adequate	26.7%	21.4%
Less local presence	1.7%	2.0%
Don't know	6.7%	4.1%

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

Percentage of Respondents (Responses combined)	Female	Male
Reforms are not well thought out in light of country challenges	13.3%	25.5%
Poor donor coordination	10.0%	8.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	38.3%	41.8%
Lack of/inadequate levels of capacity in Government	28.3%	25.5%
There is not an adequate level of citizen/civil society participation	35.0%	23.5%
The World Bank Group works too slowly	6.7%	10.2%
The Government works inefficiently	18.3%	18.4%
Political pressures and obstacles	21.7%	25.5%
The World Bank Group does not do adequate follow through/follow-up	10.0%	12.2%
Other	3.3%	0.0%

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

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Urban development	59	6.80	2.02	94	6.62	1.90
Information and communications technology	58	7.17	1.74	93	6.59	1.96
Transport and Logistics	58	7.53	1.98	96	7.28	2.00
Fisheries and Maritime sector development	58	7.16	1.92	94	6.94	2.10
Law and justice	59	7.03	2.24	92	6.89	2.22
Anti corruption	59	7.81	1.89	93	7.53	2.14
Environmental sustainability	58	7.55	1.98	92	7.27	1.79
Regulatory framework	58	7.02	1.89	93	6.89	2.11
Communicable/non-communicable diseases	58	7.07	1.91	91	6.79	1.80
Poverty reduction	60	8.25	1.51	94	7.79	1.91
Gender equity	59	7.29	2.05	92	6.60	2.20
Private sector development	59	7.17	1.82	92	6.90	1.82
Foreign direct investment	58	6.91	2.14	92	6.82	1.85
Water and sanitation	59	7.85	1.83	93	7.24	2.12
Trade and exports	58	7.26	1.91	92	7.04	1.92
Economic growth	60	7.92	1.58	94	7.45	1.93
Health	59	7.81	1.87	94	7.38	2.13
Disaster management	60	7.58	1.89	94	7.06	2.02
Public sector governance/ reform	59	7.76	1.57	95	7.66	1.95
Job creation/employment	60	7.72	1.79	96	7.50	2.03
Financial markets	58	7.09	1.88	93	6.84	1.94
Equality of opportunity	59	7.75	1.84	93	7.42	2.03
Energy	59	7.46	1.88	93	7.32	2.03
Rural development	60	7.82	1.81	95	7.48	1.99
Global/regional integration	59	7.49	1.65	92	7.11	1.91
Food security	60	7.77	1.70	95	7.24	2.10
Education	60	7.85	1.97	96	7.88	2.00
Social protection*	60	7.73	1.91	96	7.06	2.00
Climate change	57	7.18	2.04	93	6.86	2.17
Agricultural development	58	7.83	1.87	95	7.39	1.91
Natural resource management	57	7.33	2.17	95	7.09	2.21

*Significantly different between female and male respondents

**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 Indonesia? (1-Not effective at all, 10-Very effective)

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
Urban development	31	6.42	1.84	60	6.10	1.75
Information and communications technology	28	6.54	1.55	53	6.30	1.77
Transport and Logistics	30	6.60	1.50	61	6.44	1.72
Fisheries and Maritime sector development	26	6.50	1.82	51	6.10	1.81
Law and justice	30	6.23	1.74	58	6.00	1.95
Anti corruption	34	6.71	1.73	68	6.15	2.08
Environmental sustainability	32	6.84	1.69	65	6.51	1.70
Regulatory framework	28	6.36	1.77	62	6.08	1.85
Communicable/non-communicable diseases	30	6.97	1.40	56	6.29	1.91
Poverty reduction	44	7.18	1.57	77	6.84	1.72
Gender equity	39	6.97	1.44	68	6.69	1.90
Private sector development	33	6.48	1.56	60	6.60	1.60
Foreign direct investment	31	6.42	1.69	58	6.52	1.69
Water and sanitation	36	7.17	1.58	67	6.88	1.97
Trade and exports	31	6.45	1.65	61	6.57	1.70
Economic growth	41	6.88	1.75	73	6.86	1.69
Health	41	6.83	1.56	73	6.52	1.85
Disaster management	35	6.43	1.69	66	6.47	1.93
Public sector governance/ reform	41	6.73	1.47	74	6.49	1.69
Job creation/employment	38	6.26	1.73	69	6.45	1.70
Financial markets	32	6.59	1.72	64	6.50	1.83
Equality of opportunity	34	6.68	1.72	65	6.14	1.85
Energy	33	6.70	1.86	61	6.05	1.94
Rural development	39	6.62	1.83	67	6.70	1.96
Global/regional integration	30	6.43	1.99	60	6.33	1.85
Food security	33	6.73	1.75	66	6.26	2.01
Education	41	7.02	1.41	74	6.49	1.99
Social protection	36	7.00	1.74	67	6.39	1.80
Climate change	31	6.74	1.39	63	6.46	1.91
Agricultural development	33	6.52	1.79	62	6.55	1.88
Natural resource management	28	6.68	2.04	60	6.48	1.78

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

(Select only ONE response)

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	35.0%	51.0%
In the country	35.0%	23.5%
Don't know	30.0%	25.5%

	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 Indonesia?	51	6.65	1.62	92	6.35	1.82

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

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

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

(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 Indonesia	51	6.31	1.66	86	6.15	1.92
The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	56	7.55	1.44	91	6.75	1.68

*Significantly different between female and male respondents

	What's your gender?					
	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Indonesia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	33	6.67	2.04	57	6.53	2.09

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

	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 Indonesia?	52	6.73	1.69	83	6.10	1.95

(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	3.3%	4.1%
Monthly	11.7%	24.5%
A few times a year	46.7%	38.8%
Rarely	26.7%	26.5%
Never	11.7%	6.1%

In Indonesia, 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	49	6.45	1.70	87	6.51	1.45
Include appropriate level of stakeholder involvement during preparation	54	6.48	1.62	88	6.58	1.59
Lead to practical solutions	55	6.56	1.71	92	6.51	1.60
Are accessible (well written and easy to understand)	56	6.80	1.69	92	6.93	1.57
Are source of relevant information on global good practices	55	7.22	1.50	91	6.95	1.58
Are adequately disseminated	54	6.94	1.45	89	6.62	1.67
Are translated enough into local language	49	6.12	2.11	78	6.04	2.00
Are adaptable to Indonesia's specific development challenges and country circumstances	54	6.56	1.69	89	6.40	1.62

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

	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?	50	6.98	1.49	91	6.42	1.82
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	54	7.31	1.45	93	7.02	1.40

(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	35	6.31	1.86	72	6.76	1.61
The World Bank Group effectively monitors and evaluates the projects and programs it supports	46	7.13	1.60	87	6.91	1.56
The World Bank Group's approvals and reviews are done in a timely fashion	41	6.34	1.68	82	6.55	1.64
The World Bank Group's "Safeguard Policy" requirements are reasonable	35	6.60	1.77	69	6.36	1.73
The World Bank Group's conditions on its lending are reasonable	35	6.37	1.73	70	6.29	1.79
The World Bank Group takes decisions quickly in Indonesia	41	6.22	1.54	87	5.95	1.88
Working with the World Bank Group increases Indonesia's institutional capacity	49	6.61	1.58	89	6.67	1.99
Where country systems are adequate, the World Bank Group makes appropriate use of them	37	7.14	1.23	77	6.48	1.91
The World Bank Group provides effective implementation support	47	6.94	1.39	90	6.62	1.76

	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 Indonesia?	45	6.80	1.77	88	6.31	1.87

(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 Indonesia? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Indonesia	6.7%	4.1%
The World Bank Group does not take enough risk in Indonesia	36.7%	53.1%
The World Bank Group's approach to risk is appropriate	21.7%	19.4%
Don't know	35.0%	23.5%

Which of the following best describes the World Bank Group's support in Indonesia? (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 Indonesia	55.0%	58.2%
The World Bank Group is not sufficiently selective in Indonesia, and it is involved in too many areas of development	26.7%	32.7%
Don't know	18.3%	9.2%



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

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

Percentage of Respondents (Responses combined)	Female	Male
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	36.7%	31.6%
Work faster	11.7%	5.1%
Offer more innovative financial products	18.3%	14.3%
Improve the competitiveness of its financing compared to markets	11.7%	16.3%
Reach out more to groups outside of Government	21.7%	19.4%
Ensure greater selectivity in its work	13.3%	9.2%
Improve the quality of its experts as related to Indonesia's specific challenges*	13.3%	29.6%
Offer more innovative knowledge services	15.0%	18.4%
Collaborate more with local governments	16.7%	18.4%
Increase the level of capacity development in the country	23.3%	19.4%
Reduce the complexity of obtaining World Bank Group financing	15.0%	16.3%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%
Other	0.0%	0.0%

*Significantly different between female and male respondents

When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia? (Select only **ONE** response)

Percentage of Respondents	Female	Male
Financial services	11.7%	18.4%
Knowledge products	36.7%	37.8%
Convening services	8.3%	10.2%
The combination is appropriate for Indonesia	40.0%	29.6%
Don't know	3.3%	4.1%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	23.3%	22.4%
International newspapers	8.3%	12.2%
Local radio	8.3%	7.1%
International radio	1.7%	1.0%
Local television	15.0%	21.4%
International television*	20.0%	7.1%
Local newspapers*	26.7%	42.9%
Internet	61.7%	62.2%
Social media	15.0%	11.2%
Other*	5.0%	0.0%

*Significantly different between female and male respondents

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)	21.7%	32.7%
e-Newsletters	35.0%	22.4%
World Bank Group's seminars/workshops/conferences	40.0%	36.7%
World Bank Group's publications and other written materials	28.3%	37.8%
World Bank Group's website	35.0%	34.7%
Social media	20.0%	9.2%
Mobile phones	0.0%	1.0%
Other	0.0%	0.0%

**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	Female	Male
Yes	55.0%	49.0%
No	45.0%	51.0%

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

Percentage of Respondents	Female	Male
Yes	38.3%	43.9%
No	61.7%	56.1%

Were you able to obtain this information?

Percentage of Respondents	Female	Male
Yes	91.3%	93.0%
No	8.7%	7.0%

Do you have access to the Internet?

Percentage of Respondents	Female	Male
Yes	100.0%	98.0%
No	0.0%	2.0%

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

Percentage of Respondents	Female	Male
Yes	90.0%	83.7%
No	10.0%	16.3%

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

Percentage of Respondents	Female	Male
Yes	55.0%	34.7%
No	45.0%	65.3%

*Significantly different between female and male respondents

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

Percentage of Respondents	Female	Male
High speed/WiFi	96.7%	95.9%
Dial-up	3.3%	4.1%

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	55	7.38	1.28	80	7.23	1.62
I find the information on the World Bank Group's websites useful	55	7.55	1.18	80	7.49	1.48
The World Bank Group's social media channels are valuable sources of information about the institution	40	7.13	1.59	54	7.07	1.90
When I need information from the World Bank Group I know how to find it	53	7.04	1.70	83	6.92	1.84
The World Bank Group is responsive to my information requests and inquiries	45	7.42	1.29	75	7.13	1.66

**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	13.3%	20.4%
I have previously collaborated with the World Bank Group	31.7%	38.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	16.7%	17.3%
I have never collaborated with the World Bank Group	38.3%	23.5%

Which of the following agencies of the World Bank Group do you primarily engage with in Indonesia?

(Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank (IBRD)	94.6%	92.0%
The International Finance Corporation (IFC)	2.7%	8.0%
Other	2.7%	0.0%

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

Percentage of Respondents	Female	Male
Yes	30.0%	46.9%
No	70.0%	53.1%

*Significantly different between female and male respondents

If yes, what was your view of how the two institutions work together in Indonesia?

(Select only ONE response)

Percentage of Respondents	Female	Male
The two institutions work well together	61.1%	47.8%
The way the two institutions work together needs improvement	38.9%	39.1%
Don't know	0.0%	13.0%

Which of the following describes most of your exposure to the World Bank Group in Indonesia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Observer	13.3%	19.4%
Use World Bank Group reports/data	48.3%	39.8%
Engage in World Bank Group related/sponsored events/activities	41.7%	38.8%
Collaborate as part of my professional duties	25.0%	37.8%
Use World Bank Group website for information, data, research, etc.*	31.7%	10.2%

*Significantly different between female and male respondents



Appendix F: Responses to All Questions by Year²³

*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 = 242 • FY '15 Number of comparable respondents = 147²⁴

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%

A. General Issues Facing Indonesia

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

Percentage of Respondents	FY 2012	FY 2015
The right direction	60.6%	75.5%
The wrong direction	2.9%	1.4%
Not sure	36.5%	23.1%

*Significantly different between FY2015 and FY2012

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 Indonesia?	242	6.58	1.74	147	6.73	1.99

(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 Indonesia.	232	5.99	1.72	134	6.29	1.52

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

²³ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

²⁴ Please note that only 147 respondents from the FY'15 country survey were included in this analysis, because only 161 respondents provided the information about their stakeholder group (question H1 in FY'15) which was necessary for weighting.

**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 Indonesia?

(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 Indonesia*	239	6.09	1.78	139	6.85	1.56
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	234	5.87	1.87	143	6.53	1.56
The World Bank Group supports programs and strategies that are realistic for Indonesia*	238	6.06	1.75	140	6.70	1.50
The World Bank Group treats clients and stakeholders in Indonesia with respect*	227	6.22	1.81	138	6.73	1.79

*Significantly different between FY2015 and FY2012

To what extent is the World Bank Group an effective development partner in Indonesia 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*	224	6.14	1.63	133	6.49	1.52
Flexibility (in terms of the institution's products and services)*	220	5.52	1.70	135	6.15	1.65
Flexibility (in terms of changing country circumstances)*	217	5.77	1.72	128	6.27	1.41
Being inclusive*	219	5.96	1.77	129	6.36	1.43
Openness	229	6.40	1.85	136	6.71	1.59
Staff accessibility*	219	6.19	1.90	130	6.68	1.61
Straightforwardness and honesty	216	6.32	1.73	133	6.35	1.52
Collaboration with the Government	226	6.91	1.78	136	7.19	1.46
Collaboration with other donors and development partners	206	6.82	1.69	132	6.94	1.65

*Significantly different between FY2015 and FY2012

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

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

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Urban development	205	5.98	1.58	88	6.16	1.69
Information and communications technology	194	6.31	1.60	76	6.19	1.72
Transport and Logistics	207	6.06	1.61	74	6.36	1.74
Law and justice*	194	5.03	1.71	71	5.82	2.09
Anti corruption*	205	5.09	2.20	87	6.24	2.11
Environmental sustainability*	205	5.99	1.66	93	6.79	2.00
Regulatory framework	195	5.83	1.66	70	6.01	2.03
Communicable/non-communicable diseases	184	5.99	1.71	69	6.26	2.00
Poverty reduction*	219	6.22	1.81	99	6.97	1.72
Gender equity*	195	6.29	1.69	100	7.02	1.86
Private sector development	195	5.93	1.75	73	6.28	1.74
Foreign direct investment	195	6.48	1.81	68	6.27	1.75
Water and sanitation*	204	6.37	1.66	97	7.11	2.04
Trade and exports	183	6.17	1.65	87	6.50	1.76
Economic growth*	213	6.55	1.61	105	7.16	1.78
Health	207	6.43	1.52	92	6.50	1.93
Disaster management*	200	6.03	1.60	94	6.81	2.30
Public sector governance/ reform*	210	6.00	1.53	96	6.47	1.73
Job creation/employment*	193	5.49	1.67	85	6.26	1.74
Financial markets	189	6.21	1.60	74	6.25	1.81
Equality of opportunity*	191	5.79	1.50	82	6.36	1.82
Energy	182	5.93	1.66	75	6.09	1.96
Rural development	214	6.26	1.63	85	6.58	2.07
Food security*	190	5.74	1.63	90	6.61	2.12
Education	211	6.51	1.68	94	6.60	2.00
Social protection*	194	5.95	1.55	82	6.42	1.99
Climate change*	191	6.07	1.64	90	6.85	2.32
Agricultural development*	193	5.89	1.66	76	6.38	2.06
Natural resource management*	181	5.78	1.62	68	6.29	2.10

*Significantly different between FY2015 and FY2012

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

	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 Indonesia?*	232	6.07	1.61	132	6.62	1.68

(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 Indonesia?

(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 Indonesia*	219	5.77	1.77	123	6.24	1.69
The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	223	6.36	1.96	136	7.33	1.52

*Significantly different between FY2015 and FY2012

D. The World Bank Group's Knowledge Work and Activities**In Indonesia, 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	210	6.47	1.70	128	6.45	1.67
Include appropriate level of stakeholder involvement during preparation	220	6.28	1.70	131	6.56	1.65
Are accessible (well written and easy to understand)	232	6.74	1.57	135	6.88	1.64
Are source of relevant information on global good practices	228	6.95	1.58	133	7.01	1.67
Are adequately disseminated*	232	6.33	1.54	133	6.71	1.72
Are translated enough into local language*	218	6.67	1.61	117	5.67	2.10
Are adaptable to Indonesia's specific development challenges and country circumstances	227	6.21	1.63	131	6.39	1.61

*Significantly different between FY2015 and FY2012

	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?	236	6.57	1.52	129	6.62	1.64
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	234	7.14	1.54	135	7.31	1.47

(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)

	year					
	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	186	5.27	1.95	102	6.46	1.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports	219	6.77	1.63	124	6.89	1.62
The World Bank Group's approvals and reviews are done in a timely fashion	197	6.10	1.75	118	6.30	1.65
The World Bank Group's "Safeguard Policy" requirements are reasonable	195	6.12	1.74	81	6.43	1.71
The World Bank Group's conditions on its lending are reasonable	195	5.78	1.86	82	6.25	1.77
Working with the World Bank Group increases Indonesia's institutional capacity	221	6.38	1.82	127	6.56	1.95
Where country systems are adequate, the World Bank Group makes appropriate use of them	184	6.41	1.54	89	6.58	1.90

*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	36.8%	52.0%
No	63.2%	48.0%

*Significantly different between FY2015 and FY2012

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

Percentage of Respondents	FY 2012	FY 2015
Yes	34.3%	44.6%
No	65.7%	55.4%

*Significantly different between FY2015 and FY2012

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	92.7%	89.4%
No	7.3%	10.6%

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	100.0%	100.0%
No	0.0%	0.0%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	84.6%	90.5%
No	15.4%	9.5%

**G. Communication and Information Sharing**

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	206	6.97	1.56	127	7.13	1.47
I find the information on the World Bank Group's websites useful*	207	7.17	1.56	128	7.50	1.24
When I need information from the World Bank Group I know how to find it*	214	6.23	1.87	127	7.20	1.69
The World Bank Group is responsive to my information requests and inquiries*	181	6.30	1.67	115	7.54	1.61

*Significantly different between FY2015 and FY2012



Appendix G: Responses to Key Questions by Respondents' Areas of Specialization

In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Indonesia, there were 12% of respondents from the governance sector and 11% of respondents from the environmental and natural resources sector.

Governance N=19 ● Other N=142

A. General Issues facing Indonesia

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

Percentage of Respondents (Responses combined)	Governance	Other
Disaster management	0.0%	4.9%
Energy	10.5%	19.0%
Public sector governance/ reform	57.9%	40.8%
Global/regional integration*	10.5%	2.1%
Gender equity	0.0%	2.8%
Private sector development	0.0%	3.5%
Foreign direct investment	5.3%	4.9%
Water and sanitation	0.0%	0.7%
Anti corruption*	47.4%	23.2%
Job creation/employment	10.5%	19.7%
Rural development	0.0%	4.2%
Financial markets	5.3%	1.4%
Urban development	5.3%	1.4%
Environmental sustainability	5.3%	4.2%
Equality of opportunity	5.3%	7.0%
Health	10.5%	5.6%
Education	26.3%	28.9%
Poverty reduction	21.1%	18.3%
Food security	0.0%	9.9%
Transport and Logistics	21.1%	33.1%
Climate change	0.0%	2.8%
Agricultural development	5.3%	2.1%
Trade and exports	5.3%	4.9%
Fisheries and Maritime sector development	0.0%	2.8%
Economic growth	15.8%	12.0%
Law and justice	15.8%	13.4%
Regulatory framework	0.0%	3.5%
Communicable/non-communicable diseases	0.0%	1.4%
Natural resource management	15.8%	11.3%
Social protection	0.0%	5.6%
Information and communications technology	0.0%	2.8%

*Significantly different between respondents who specialize in governance and those specializing in other sectors

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Governance	Other
Water and sanitation	5.3%	4.2%
Equality of opportunity	21.1%	16.2%
Economic growth	26.3%	19.0%
Climate change	0.0%	4.9%
Global/regional integration	0.0%	1.4%
Disaster management	0.0%	5.6%
Rural development	21.1%	31.0%
Urban development	0.0%	3.5%
Regulatory framework	0.0%	2.1%
Social protection	5.3%	16.2%
Law and justice	0.0%	2.8%
Transport and Logistics	21.1%	12.7%
Fisheries and Maritime sector development	0.0%	7.0%
Communicable/non-communicable diseases	0.0%	0.7%
Information and communications technology	0.0%	1.4%
Anti corruption	31.6%	19.0%
Private sector development*	31.6%	7.7%
Foreign direct investment	5.3%	1.4%
Education	42.1%	36.6%
Energy	0.0%	5.6%
Public sector governance/ reform	42.1%	23.9%
Natural resource management	5.3%	9.9%
Environmental sustainability	0.0%	4.2%
Gender equity	5.3%	4.9%
Health	5.3%	9.2%
Agricultural development	10.5%	7.7%
Job creation/employment	21.1%	33.1%
Financial markets	0.0%	0.7%
Trade and exports	0.0%	0.7%
Food security	0.0%	4.2%

*Significantly different between respondents who specialize in governance and those specializing in other sectors

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

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

Percentage of Respondents (Responses combined)	Governance	Other
Health	15.8%	14.1%
Fisheries and Maritime sector development	5.3%	7.7%
Transport and Logistics	26.3%	23.9%
Agricultural development	5.3%	12.0%
Global/regional integration	5.3%	2.8%
Gender equity	0.0%	8.5%
Public sector governance/ reform*	57.9%	23.2%
Social protection	5.3%	12.7%
Rural development	15.8%	21.8%
Foreign direct investment	0.0%	3.5%
Education	31.6%	29.6%
Energy	0.0%	9.9%
Job creation/employment	15.8%	20.4%
Financial markets	0.0%	2.8%
Urban development	0.0%	2.1%
Environmental sustainability	5.3%	5.6%
Equality of opportunity	5.3%	7.7%
Private sector development	10.5%	10.6%
Water and sanitation	5.3%	2.1%
Food security	10.5%	5.6%
Climate change	0.0%	2.1%
Poverty reduction	21.1%	14.1%
Trade and exports	0.0%	2.8%
Economic growth	15.8%	14.8%
Law and justice	5.3%	4.9%
Regulatory framework	0.0%	0.7%
Communicable/non-communicable diseases	0.0%	0.7%
Natural resource management	0.0%	9.9%
Anti corruption	26.3%	12.0%
Information and communications technology	5.3%	2.1%
Disaster management	0.0%	2.1%

*Significantly different between respondents who specialize in governance and those specializing in other sectors

**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 Indonesia? (1-Not important at all, 10-Very important)

	Please identify the primary specialization of your work.					
	Governance			Other		
	N	Mean	SD	N	Mean	SD
Urban development	19	6.63	1.92	137	6.71	1.95
Information and communications technology*	19	7.63	1.21	135	6.71	1.95
Transport and Logistics	19	8.05	1.27	138	7.32	2.05
Fisheries and Maritime sector development	19	7.63	1.42	136	6.96	2.09
Law and justice	19	7.26	1.97	135	6.90	2.23
Anti corruption	19	8.47	1.50	136	7.53	2.07
Environmental sustainability	19	7.84	1.30	134	7.34	1.92
Regulatory framework	19	7.53	1.61	135	6.84	2.05
Communicable/non-communicable diseases	18	6.89	2.08	134	6.90	1.80
Poverty reduction	19	8.53	1.39	138	7.90	1.80
Gender equity	19	7.00	2.16	135	6.85	2.15
Private sector development	19	6.32	2.14	135	7.12	1.75
Foreign direct investment	19	6.11	2.16	134	6.99	1.91
Water and sanitation	19	8.11	1.66	136	7.38	2.04
Trade and exports	19	6.89	1.88	134	7.16	1.90
Economic growth	19	7.89	1.88	138	7.62	1.79
Health	19	8.32	1.63	137	7.45	2.06
Disaster management	19	7.79	2.07	138	7.21	1.96
Public sector governance/ reform*	19	8.74	1.28	138	7.55	1.81
Job creation/employment	19	7.84	1.98	140	7.56	1.92
Financial markets	19	7.00	2.00	135	6.94	1.90
Equality of opportunity	19	7.74	1.82	136	7.53	1.98
Energy	19	7.63	2.17	136	7.33	1.93
Rural development	19	8.16	1.50	139	7.57	1.96
Global/regional integration	19	7.53	1.50	135	7.24	1.85
Food security	19	7.32	2.00	139	7.48	1.96
Education	19	8.42	1.39	140	7.78	2.03
Social protection	19	6.84	2.41	140	7.39	1.90
Climate change	19	7.37	2.09	134	6.93	2.10
Agricultural development	19	7.58	2.24	137	7.55	1.84
Natural resource management	19	7.63	2.41	136	7.12	2.14

*Significantly different between respondents who specialize in governance and those specializing in other sectors

**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 Indonesia? (1-Not effective at all, 10-Very effective)

	Please identify the primary specialization of your work.					
	Governance			Other		
	N	Mean	SD	N	Mean	SD
Urban development	11	6.73	1.10	81	6.09	1.89
Information and communications technology	11	7.00	1.10	70	6.29	1.75
Transport and Logistics	11	6.82	.75	81	6.47	1.73
Fisheries and Maritime sector development	9	6.78	1.09	68	6.16	1.88
Law and justice	12	6.42	1.31	77	6.04	1.94
Anti corruption	16	6.94	1.29	87	6.16	2.13
Environmental sustainability	11	6.18	1.47	87	6.63	1.75
Regulatory framework	13	6.38	1.85	77	6.13	1.82
Communicable/non-communicable diseases	10	7.10	1.29	76	6.45	1.82
Poverty reduction	14	7.07	1.54	109	6.93	1.73
Gender equity	13	6.77	1.69	94	6.80	1.76
Private sector development	10	6.60	.84	84	6.50	1.71
Foreign direct investment	9	6.56	.73	80	6.48	1.76
Water and sanitation	13	7.54	1.56	91	6.86	1.90
Trade and exports	9	6.33	1.50	84	6.57	1.70
Economic growth	15	6.80	1.74	100	6.89	1.70
Health	15	6.73	1.62	100	6.58	1.80
Disaster management	10	6.90	1.52	92	6.37	1.90
Public sector governance/ reform	18	7.11	1.45	98	6.49	1.63
Job creation/employment	13	6.62	1.50	95	6.31	1.79
Financial markets	11	6.82	1.33	85	6.49	1.84
Equality of opportunity	12	7.00	1.65	88	6.19	1.85
Energy	9	6.67	1.00	85	6.24	2.00
Rural development	14	6.43	1.87	93	6.67	1.95
Global/regional integration	10	6.50	1.51	80	6.35	1.94
Food security	11	6.64	1.75	89	6.34	2.01
Education	15	7.27	1.28	100	6.59	1.88
Social protection	11	6.82	1.60	93	6.59	1.82
Climate change	11	7.00	1.67	84	6.44	1.82
Agricultural development	10	7.00	1.89	85	6.48	1.84
Natural resource management	10	6.40	1.51	78	6.56	1.90

**Environment and natural resources N=17 ● Other N=144****A. General Issues facing Indonesia**

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

Percentage of Respondents (Responses combined)	Environment and natural resources	Other
Disaster management	5.9%	4.2%
Energy	17.6%	18.1%
Public sector governance/ reform	41.2%	43.1%
Global/regional integration	0.0%	3.5%
Gender equity	0.0%	2.8%
Private sector development	5.9%	2.8%
Foreign direct investment	0.0%	5.6%
Water and sanitation	0.0%	0.7%
Anti corruption	29.4%	25.7%
Job creation/employment	11.8%	19.4%
Rural development	5.9%	3.5%
Financial markets	0.0%	2.1%
Urban development	0.0%	2.1%
Environmental sustainability*	29.4%	1.4%
Equality of opportunity	5.9%	6.9%
Health	0.0%	6.9%
Education	29.4%	28.5%
Poverty reduction	5.9%	20.1%
Food security	11.8%	8.3%
Transport and Logistics	11.8%	34.0%
Climate change	5.9%	2.1%
Agricultural development	0.0%	2.8%
Trade and exports	0.0%	5.6%
Fisheries and Maritime sector development*	11.8%	1.4%
Economic growth	5.9%	13.2%
Law and justice*	35.3%	11.1%
Regulatory framework*	11.8%	2.1%
Communicable/non-communicable diseases	5.9%	0.7%
Natural resource management	11.8%	11.8%
Social protection	0.0%	5.6%
Information and communications technology	0.0%	2.8%

*Significantly different between respondents who specialize in governance and those specializing in other sectors

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Environment and natural resources	Other
Water and sanitation	0.0%	4.9%
Equality of opportunity	17.6%	16.7%
Economic growth	5.9%	21.5%
Climate change	5.9%	4.2%
Global/regional integration	0.0%	1.4%
Disaster management	11.8%	4.2%
Rural development	17.6%	31.3%
Urban development	0.0%	3.5%
Regulatory framework	5.9%	1.4%
Social protection	0.0%	16.7%
Law and justice	5.9%	2.1%
Transport and Logistics	5.9%	14.6%
Fisheries and Maritime sector development*	17.6%	4.9%
Communicable/non-communicable diseases	0.0%	0.7%
Information and communications technology	0.0%	1.4%
Anti corruption	17.6%	20.8%
Private sector development	0.0%	11.8%
Foreign direct investment	0.0%	2.1%
Education	47.1%	36.1%
Energy	11.8%	4.2%
Public sector governance/ reform	41.2%	24.3%
Natural resource management*	23.5%	7.6%
Environmental sustainability	5.9%	3.5%
Gender equity	11.8%	4.2%
Health	5.9%	9.0%
Agricultural development	11.8%	7.6%
Job creation/employment	29.4%	31.9%
Financial markets	0.0%	0.7%
Trade and exports	0.0%	0.7%
Food security	0.0%	4.2%

*Significantly different between respondents who specialize in governance and those specializing in other sectors

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

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

Percentage of Respondents (Responses combined)	Environment and natural resources	Other
Health	5.9%	15.3%
Fisheries and Maritime sector development	11.8%	6.9%
Transport and Logistics	11.8%	25.7%
Agricultural development	17.6%	10.4%
Global/regional integration	0.0%	3.5%
Gender equity	17.6%	6.3%
Public sector governance/ reform	29.4%	27.1%
Social protection	11.8%	11.8%
Rural development	17.6%	21.5%
Foreign direct investment	5.9%	2.8%
Education	23.5%	30.6%
Energy	5.9%	9.0%
Job creation/employment*	0.0%	22.2%
Financial markets	0.0%	2.8%
Urban development	0.0%	2.1%
Environmental sustainability*	29.4%	2.8%
Equality of opportunity	0.0%	8.3%
Private sector development	5.9%	11.1%
Water and sanitation	5.9%	2.1%
Food security*	23.5%	4.2%
Climate change	0.0%	2.1%
Poverty reduction	11.8%	15.3%
Trade and exports	0.0%	2.8%
Economic growth	11.8%	15.3%
Law and justice	11.8%	4.2%
Regulatory framework	0.0%	0.7%
Communicable/non-communicable diseases	0.0%	0.7%
Natural resource management	11.8%	8.3%
Anti corruption	11.8%	13.9%
Information and communications technology	0.0%	2.8%
Disaster management	5.9%	1.4%

*Significantly different between respondents who specialize in governance and those specializing in other sectors

**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 Indonesia? (1-Not important at all, 10-Very important)

	Please identify the primary specialization of your work.					
	Environment and natural resources			Other		
	N	Mean	SD	N	Mean	SD
Urban development	17	6.65	1.84	139	6.71	1.96
Information and communications technology	16	6.88	1.86	138	6.82	1.90
Transport and Logistics	17	7.12	2.34	140	7.44	1.95
Fisheries and Maritime sector development	17	7.24	1.99	138	7.02	2.04
Law and justice	17	7.06	2.38	137	6.93	2.18
Anti corruption	17	7.35	2.45	138	7.68	1.98
Environmental sustainability	17	7.35	1.90	136	7.40	1.86
Regulatory framework	16	7.13	2.03	138	6.91	2.01
Communicable/non-communicable diseases	16	6.75	1.77	136	6.91	1.84
Poverty reduction	17	7.59	1.42	140	8.02	1.80
Gender equity	16	6.81	2.04	138	6.88	2.16
Private sector development	15	7.27	1.16	139	6.99	1.87
Foreign direct investment	16	7.25	1.48	137	6.84	2.00
Water and sanitation	16	7.06	2.24	139	7.52	1.99
Trade and exports	16	6.94	1.88	137	7.15	1.90
Economic growth	16	7.50	1.59	141	7.67	1.83
Health	17	7.24	2.31	139	7.60	2.00
Disaster management	17	7.24	1.99	140	7.29	1.98
Public sector governance/ reform	17	7.65	2.23	140	7.70	1.74
Job creation/employment	17	7.59	1.84	142	7.60	1.94
Financial markets	15	6.93	2.09	139	6.95	1.90
Equality of opportunity	15	7.33	2.38	140	7.58	1.92
Energy	15	7.93	1.91	140	7.31	1.96
Rural development	17	7.65	2.12	141	7.64	1.90
Global/regional integration	15	7.73	1.22	139	7.22	1.86
Food security	17	7.71	1.76	141	7.43	1.99
Education	17	7.82	2.16	142	7.86	1.95
Social protection	17	7.29	2.28	142	7.32	1.94
Climate change	17	7.06	2.11	136	6.97	2.10
Agricultural development	17	7.53	1.62	139	7.55	1.92
Natural resource management	17	7.53	2.27	138	7.14	2.16

**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 Indonesia? (1-Not effective at all, 10-Very effective)

	Please identify the primary specialization of your work.					
	Environment and natural resources			Other		
	N	Mean	SD	N	Mean	SD
Urban development	12	5.33	2.35	80	6.29	1.72
Information and communications technology	11	6.27	2.15	70	6.40	1.63
Transport and Logistics	12	6.17	2.12	80	6.56	1.57
Fisheries and Maritime sector development	11	6.00	1.48	66	6.27	1.87
Law and justice	12	6.25	2.09	77	6.06	1.84
Anti corruption	13	5.69	2.59	90	6.37	1.95
Environmental sustainability	17	6.71	1.65	81	6.56	1.75
Regulatory framework	11	5.91	2.07	79	6.20	1.79
Communicable/non-communicable diseases	11	6.00	2.10	75	6.60	1.72
Poverty reduction*	13	5.92	2.40	110	7.06	1.57
Gender equity	11	6.00	2.53	96	6.89	1.63
Private sector development	12	5.92	2.15	82	6.60	1.55
Foreign direct investment	11	6.55	1.97	78	6.47	1.65
Water and sanitation	12	6.08	2.35	92	7.05	1.78
Trade and exports	11	6.45	2.07	82	6.56	1.63
Economic growth	12	6.92	1.93	103	6.87	1.68
Health	13	5.77	2.24	102	6.71	1.69
Disaster management	12	5.67	2.35	90	6.52	1.78
Public sector governance/ reform	13	6.54	1.56	103	6.59	1.62
Job creation/employment	13	6.00	2.27	95	6.39	1.68
Financial markets	11	6.09	2.51	85	6.59	1.68
Equality of opportunity*	12	5.25	2.42	88	6.43	1.71
Energy	13	6.54	2.03	81	6.23	1.92
Rural development	14	6.07	2.30	93	6.72	1.87
Global/regional integration	11	6.09	2.21	79	6.41	1.85
Food security	14	5.86	2.25	86	6.45	1.93
Education	12	6.00	2.22	103	6.76	1.76
Social protection	11	6.09	2.39	93	6.68	1.71
Climate change	15	6.47	2.00	80	6.51	1.78
Agricultural development	12	6.17	1.75	83	6.59	1.85
Natural resource management	14	6.79	1.85	74	6.50	1.87



Appendix H: 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 Indonesia? (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 Indonesia.	5.92	6.93	6.43	5.70	6.31	6.32	6.35	6.27	6.24	6.45	6.37	6.00
Overall the World Bank Group currently plays a relevant role in development in Indonesia	6.43	6.98	6.71	6.16	6.67	6.56	6.62	6.62	6.42	7.04	6.64	6.54
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia	6.16	6.77	6.48	5.88	6.40	6.35	6.36	6.40	6.23	6.69	6.46	6.00
Responsiveness	6.15	7.06	6.62	5.96	6.61	6.39	6.51	6.51	6.45	6.61	6.66	5.74
Flexibility (in terms of the institution's products and services)	6.01	6.41	6.18	6.00	6.26	6.02	6.17	6.12	6.15	6.14	6.25	5.61
Flexibility (in terms of changing country circumstances)	6.07	6.63	6.36	5.74	6.39	6.08	6.17	6.37	6.20	6.35	6.41	5.41
Being inclusive	6.24	6.72	6.52	5.82	6.59	6.17	6.37	6.46	6.34	6.54	6.46	6.17
Openness	6.38	6.87	6.57	6.50	6.72	6.37	6.60	6.50	6.57	6.54	6.51	6.80
Staff accessibility	6.25	7.16	6.76	5.91	6.82	6.38	6.60	6.66	6.40	7.00	6.66	6.39
Straightforwardness and honesty	6.20	6.58	6.48	5.78	6.40	6.32	6.33	6.42	6.32	6.44	6.45	5.90
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.04	7.28	6.68	5.64	6.77	6.20	6.50	6.53	6.24	6.98	6.60	5.94
Collaboration with civil society	6.06	6.68	6.44	5.58	6.47	6.08	6.13	6.55	6.23	6.42	6.32	6.17
Collaboration with the Government	7.05	7.24	7.21	6.60	7.09	7.14	7.01	7.25	7.06	7.20	7.07	7.28
Collaboration with other donors and development partners	6.66	7.17	6.91	6.55	7.00	6.66	6.71	7.05	6.76	7.00	6.91	6.57
Collaboration with the private sector	6.27	6.39	6.35	6.05	6.41	6.17	6.30	6.31	6.33	6.24	6.34	6.14
The speed in which it gets things accomplished on the ground	6.06	6.62	6.45	5.52	6.39	6.18	6.30	6.29	6.19	6.48	6.39	5.76
Being a long-term partner	6.63	6.85	6.80	6.22	6.81	6.56	6.57	6.90	6.71	6.69	6.76	6.38
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	6.14	6.93	6.57	5.87	6.53	6.37	6.53	6.34	6.27	6.80	6.55	6.00
The World Bank Group's financial instruments meet the needs of Indonesia	5.97	6.60	6.38	5.44	6.40	6.00	6.17	6.27	5.99	6.70	6.33	5.68
The World Bank Group meets Indonesia's needs for knowledge services	6.93	7.30	7.25	6.12	7.19	6.90	6.87	7.34	6.84	7.50	7.01	7.26
The World Bank Group knowledge work and activities are adaptable to Indonesia's specific development challenges and country circumstances	6.36	6.64	6.56	5.91	6.48	6.44	6.45	6.48	6.40	6.58	6.56	6.00
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.27	7.12	6.69	6.25	6.55	6.70	6.82	6.33	6.56	6.74	6.65	6.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.97	7.32	7.21	6.70	7.22	7.02	7.10	7.16	6.97	7.43	7.07	7.38
The World Bank Group takes decisions quickly in Indonesia	5.89	6.32	6.24	5.13	5.92	6.20	6.04	6.04	6.02	6.07	6.16	5.43
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.64	6.80	6.78	6.26	6.82	6.54	6.68	6.71	6.56	7.00	6.70	6.63

Yellow highlight indicates significant difference between Yes and No means.



Appendix I: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																	
	Office of President/ Prime Minister/ Minister			Employee of a Ministry/ PMU/ Consultant			Private Sector / Financial Sector/ Private Bank			CSO			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 Indonesia.*	39	6.72	1.72	14	6.57	.85	13	6.62	.96	33	6.42	1.90	18	5.11	1.64	29	6.07	1.67
Overall the World Bank Group currently plays a relevant role in development in Indonesia	39	6.77	1.95	12	6.25	1.22	16	7.13	1.45	33	6.73	1.51	20	5.90	1.55	34	6.68	1.68
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	39	6.44	1.82	14	6.43	1.22	16	6.50	1.32	33	6.61	1.77	20	5.25	1.59	34	6.68	1.59
Responsiveness*	35	7.14	1.46	14	6.50	1.09	14	6.36	1.55	33	6.39	1.64	19	5.68	1.86	27	6.37	1.57
Flexibility (in terms of the institution's products and services)	36	6.75	1.34	15	5.87	1.13	14	6.07	1.59	33	6.21	1.73	18	5.44	1.69	28	6.00	1.70
Flexibility (in terms of changing country circumstances)	35	6.74	1.29	14	6.36	1.01	13	6.08	1.89	32	6.25	1.65	18	5.61	1.69	28	6.21	1.50
Being inclusive*	36	7.08	1.30	14	6.64	.93	13	6.23	1.24	33	6.52	1.79	18	5.61	1.61	30	6.00	1.68
Openness	38	6.82	1.61	15	6.73	1.22	14	6.79	1.63	33	6.70	1.63	20	5.80	2.46	29	6.41	1.50
Staff accessibility	36	7.03	1.40	15	7.27	1.79	13	6.15	1.72	31	6.42	1.69	17	5.76	2.02	28	6.64	1.45
Straightforwardness and honesty*	36	6.83	1.50	15	6.53	1.25	13	6.69	1.93	30	6.37	1.69	20	5.20	2.24	29	6.28	1.41
Ease of access to the people at the World Bank Group who are making decisions important to my work	36	6.78	1.57	15	7.20	1.61	12	6.33	2.46	30	6.33	1.88	17	5.59	2.18	26	6.69	1.74
Collaboration with civil society	36	6.44	1.73	12	6.42	1.24	15	5.93	1.75	33	6.36	1.71	19	5.63	2.01	28	6.54	1.67
Collaboration with the Government	36	7.28	1.41	14	7.21	1.25	15	6.93	1.71	33	7.52	1.39	20	6.50	1.57	31	6.97	1.56
Collaboration with other donors and development partners*	34	7.26	1.50	14	6.93	1.49	15	6.13	2.13	33	7.27	1.42	18	6.00	1.68	27	6.74	1.58
Collaboration with the private sector*	32	6.84	1.35	11	6.27	1.27	12	6.08	1.73	32	6.56	1.56	17	4.94	1.48	26	6.35	1.70
The speed in which it gets things accomplished on the ground*	36	6.97	1.38	14	6.36	1.39	13	5.62	2.29	30	6.30	1.95	19	5.58	1.74	28	6.07	1.54
Being a long-term partner	37	7.35	1.38	14	6.50	1.45	12	7.00	1.76	31	6.58	1.77	18	6.11	1.94	30	6.40	1.69
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	37	7.00	1.67	13	6.31	1.03	14	6.50	1.65	33	6.52	1.62	19	5.68	1.70	30	6.13	2.22
The World Bank Group's financial instruments meet the needs of Indonesia	36	6.58	1.59	10	6.60	1.26	13	5.92	2.25	32	6.38	1.90	18	5.33	1.68	30	6.00	2.05
The World Bank Group meets Indonesia's needs for knowledge services	37	6.92	1.40	13	7.00	1.53	15	7.07	1.62	33	7.27	1.55	19	7.37	1.92	32	6.84	1.85
The World Bank Group's knowledge work and activities are adaptable to Indonesia's specific development challenges and country circumstances	36	6.89	1.35	13	6.62	1.39	17	6.24	2.08	32	6.53	1.72	19	5.74	2.00	27	6.41	1.34
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	38	7.16	1.69	12	6.92	1.08	14	6.50	1.65	32	6.72	1.69	19	5.47	1.84	29	6.24	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	38	7.16	1.37	15	6.80	1.57	15	7.73	1.03	32	7.06	1.54	20	6.80	1.96	29	7.10	1.29
The World Bank Group takes decisions quickly in Indonesia*	32	6.88	1.04	13	5.92	1.38	14	5.43	2.17	27	6.07	2.02	16	5.44	1.79	27	5.78	1.91
Where country systems are adequate, the World Bank Group makes appropriate use of them	35	6.91	1.15	11	6.64	1.75	10	6.60	2.37	23	7.13	1.87	12	6.17	2.08	24	6.29	1.85

*Significantly different between stakeholder groups



Appendix J: Indonesia FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Indonesia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Indonesia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Indonesia, 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 Indonesia.

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 INDONESIA

A1. In general would you say that Indonesia 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 Indonesia.****Please identify which of the following you consider the most important development priorities in Indonesia? (Choose no more than THREE)**

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

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Indonesia? (Choose no more than THREE)**

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

**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 Indonesia?

(Choose no more than TWO)

1	More reliable social safety net
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Greater equity of fiscal policy
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	Better employment opportunities for young people
12	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
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 Indonesia?										
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 Indonesia.										
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 Indonesia 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 Indonesia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)			
1	Health	17	Equality of opportunity (i.e., equity)
2	Fisheries and Maritime sector development	18	Private sector development
3	Transport (e.g., roads, bridges, transportation) and Logistics (e.g. ports operations)	19	Water and sanitation
4	Agricultural development	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Poverty reduction
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Education	27	Communicable/non-communicable diseases
12	Energy	28	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

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

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 Indonesia?		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	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<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	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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 Indonesia? (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 (or 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 Indonesia 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 (or 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"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)**

1	Not client focused
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	Staff too inaccessible
8	Focus on the central government and on Jakarta/Java
9	The credibility of its knowledge/data
10	World Bank Group's processes too complex
11	Not willing to honestly criticize policies and reform efforts in the country
12	Too influenced by developed countries
13	Imposing technocratic solutions without regard to political realities
14	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
15	Not aligned with other donors' work
16	Not aligned with country priorities
17	Not adequately sensitive to political/social realities in Indonesia
18	Other (please specify): _____
19	Don't know

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

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

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia? (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

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

**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	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B16	Overall the World Bank Group currently plays a relevant role in development in Indonesia	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 Indonesia	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 Indonesia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Indonesia 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 Indonesia, in terms of each of the following?

		To no degree at all										To a very significant degree	Don't know
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"/>

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

B34. To be a more effective development partner in Indonesia, 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
--	--	--	-------------------------------------

B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	Reforms are not well thought out in light of country challenges
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	The World Bank Group does not do adequate follow through/follow-up
10	Other (please specify): _____

**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 Indonesia?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation) and Logistics (e.g. ports operations)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Fisheries and Maritime sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'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 Indonesia? (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	2	3	4	5	6	7	8	9	10		
1	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation) and Logistics (e.g. ports operations)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Fisheries and Maritime sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	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"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C3. Where are the World Bank Group's decisions made primarily that support the program in Indonesia? (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 Indonesia?

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 Indonesia?

		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 Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Indonesia'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 that Indonesia received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?

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

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Indonesia?

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 Indonesia, 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
		1	2	3	4	5	6	7	8	9	10			
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 adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
D9	Are adaptable to Indonesia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

D10. 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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

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

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Indonesia's economy
2	Work faster
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	Ensure greater selectivity in its work
7	Improve the quality of its experts as related to Indonesia's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more with local governments
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Indonesia, 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 Indonesia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Indonesia
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 Indonesia? (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 receive 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 currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	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	Urban, rural, and social development
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 Indonesia? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IBRD) |
| 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 Indonesia?
(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 Indonesia?
(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 | Greater Jakarta area |
| 2 | Large city in Java |
| 3 | Medium-size city outside of Java |
| 4 | Rural area outside of Java |

Thank you for completing the survey!