

# FY16 Nepal Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



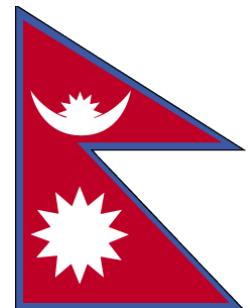
**WORLD BANK GROUP**

**August 2016**



## Acknowledgements

The Nepal 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), Jessica Cameron, Svetlana Markova, Jing Guo, and Calita Woods. 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 Nepal country team and the local fielding agency HURDEC. In particular, PORG is grateful for the support from Rajib Upadhya (Senior External Affairs Officer) and Trishna Thapa (Communications Associate), who coordinated the survey related activities from Kathmandu, Nepal.



Country Opinion Surveys  
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## NEPAL





## I. Objectives

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

- *General Issues Facing Nepal*
- *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*
- *World Bank Group's Work in Response to the Earthquake in Nepal*
- *The Future Role of the World Bank Group in Nepal*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to June 2016, 481 stakeholders of the WBG in Nepal 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, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government office or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 324 stakeholders participated in the survey (67% response rate). Respondents either received an invitation to complete the questionnaire via email and completed it online or respondents received the questionnaire via post and, once completed, returned it accordingly.

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

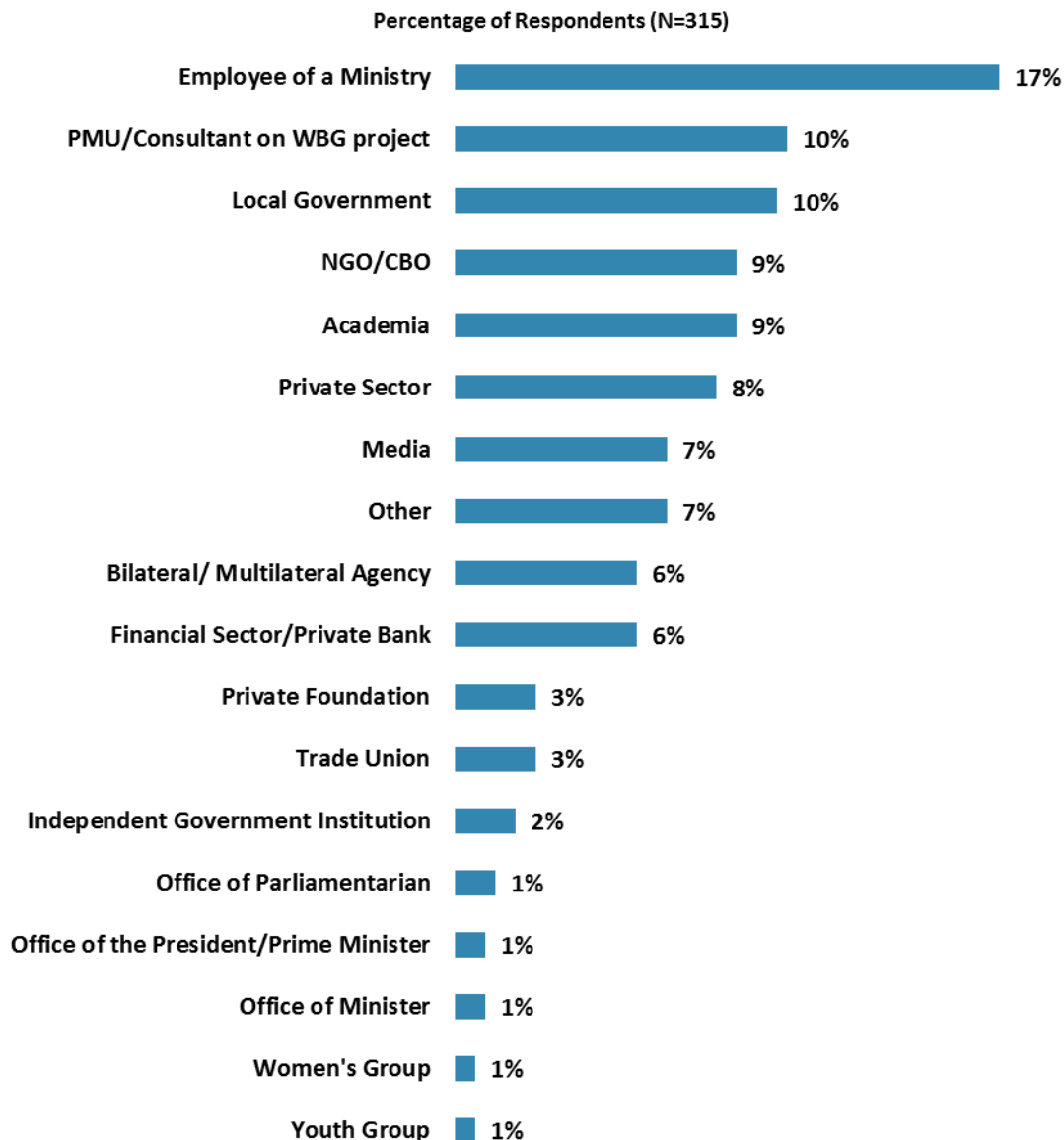
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '13 (response rate was 76%, N = 310). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '13 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 94).



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the small number of respondents from private foundations, youth groups, women's groups, and trade unions were combined with those from NGOs/CBOs to form a "Civil Society" category. The few respondents from the office of the President/Prime Minister, the office of a Minister, the Office of a Parliamentarian, and independent government institutions were included in the "Other" category.

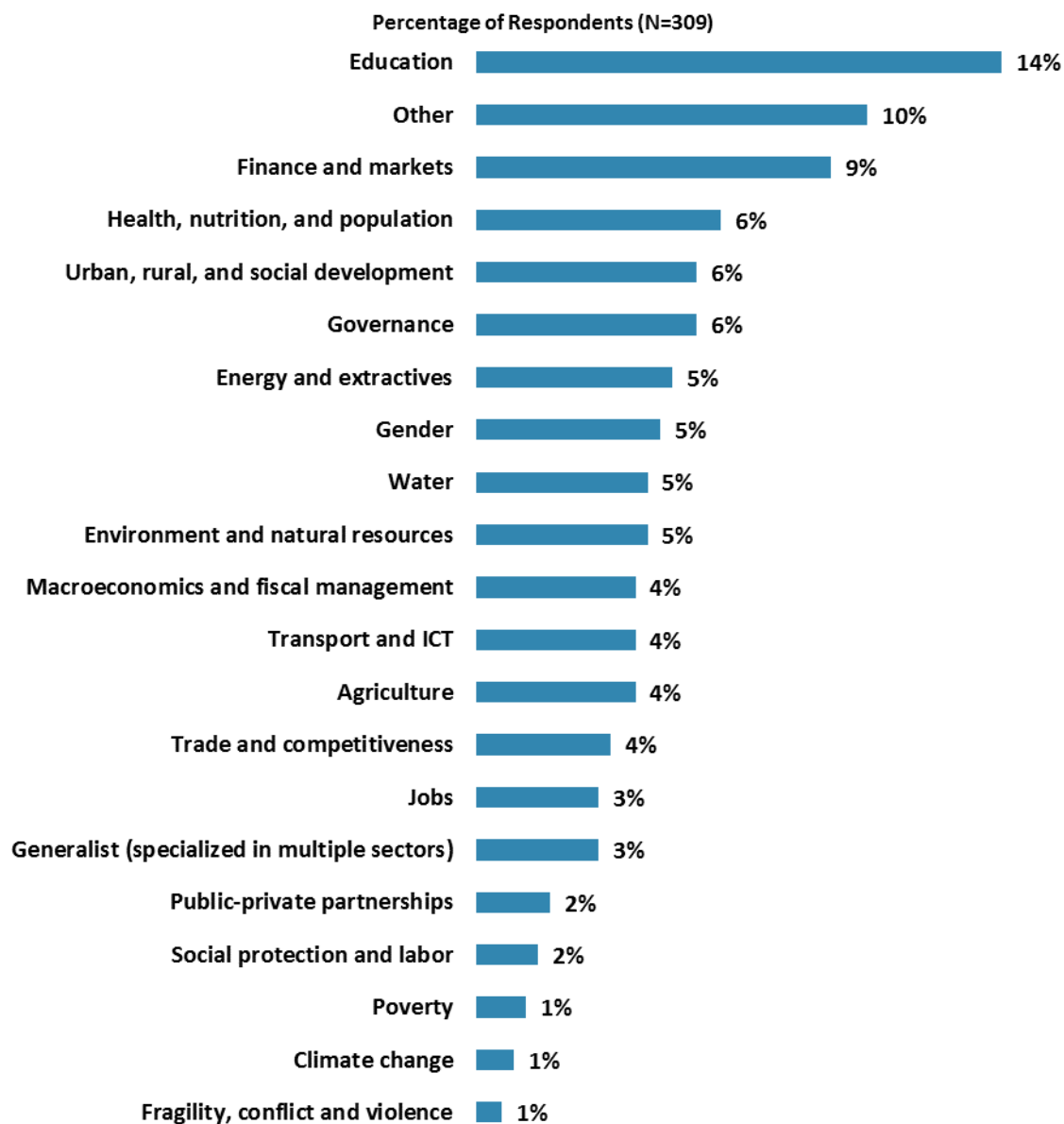


"Which of the following best describes your current position? (Select only ONE response)"  
(Respondents chose from a list.)



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

#### Area of Primary Specialization

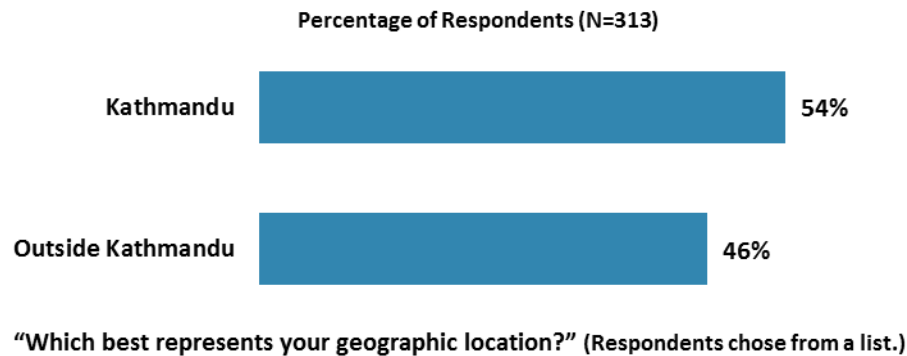


"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)

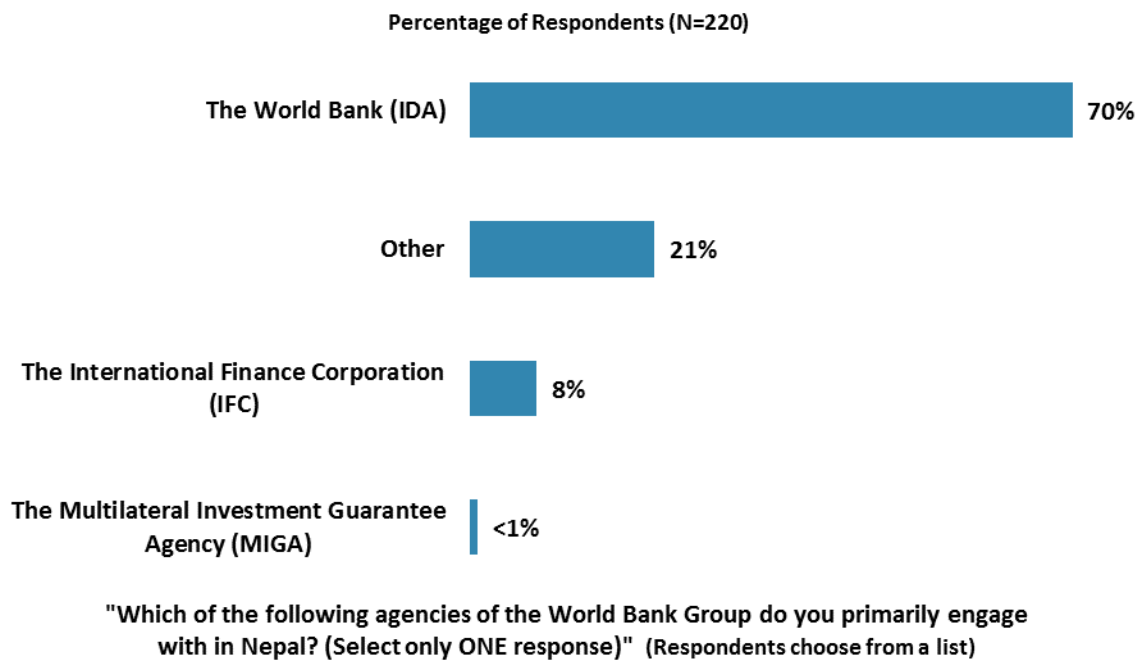


### III. Demographics of the Sample (continued)

#### Geographic Locations



#### Exposure to Agencies within the World Bank Group

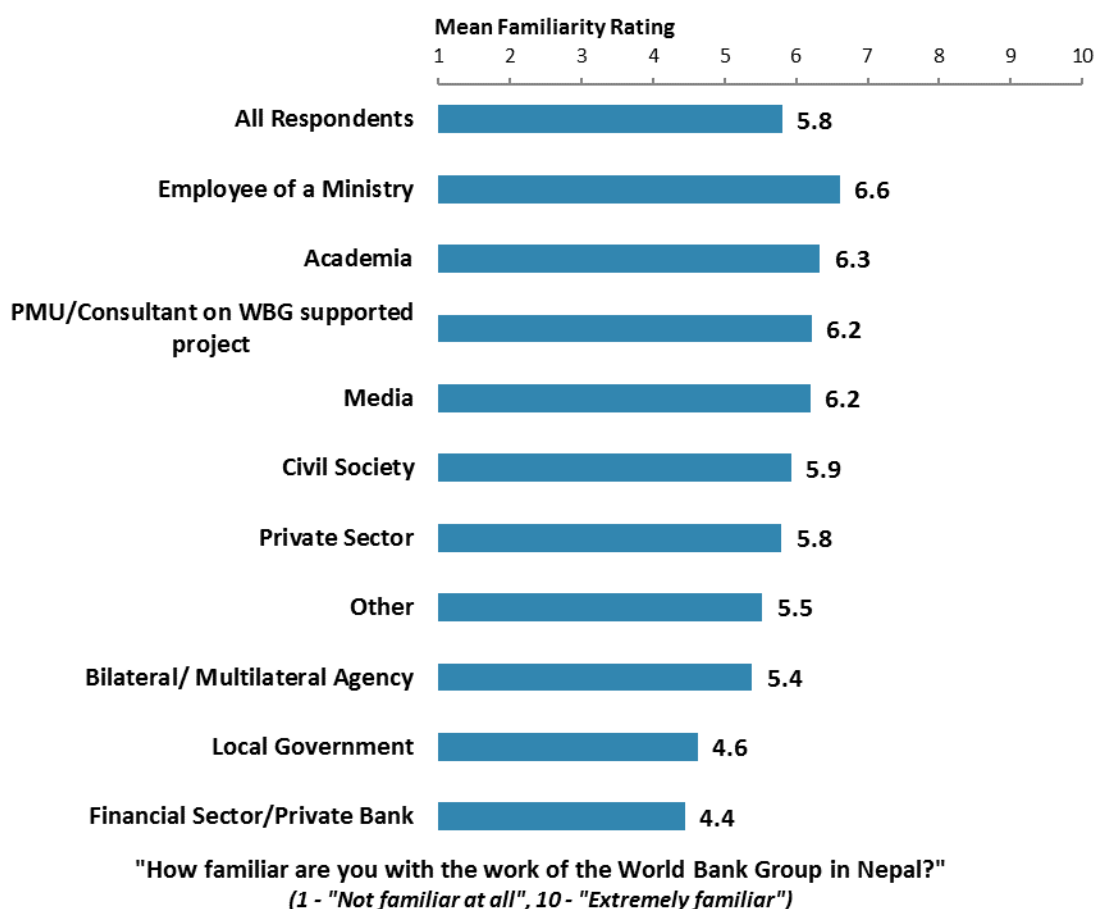




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the WBG compared to respondents from the FY '13 Country Survey (weighted mean in FY '16 = 5.9; weighted mean in FY '13 = 6.1)<sup>1</sup>.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 6.7) than respondents who do not collaborate with the WBG (mean rating = 5.3).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were moderately, significantly correlated with their ratings of the WBG's overall effectiveness in Nepal and the extent to which the WBG plays a relevant role in development in Nepal.



<sup>1</sup> Please refer to Appendix E (page 94) for more details on weighting. The means in the chart were calculated based on un-weighted data.

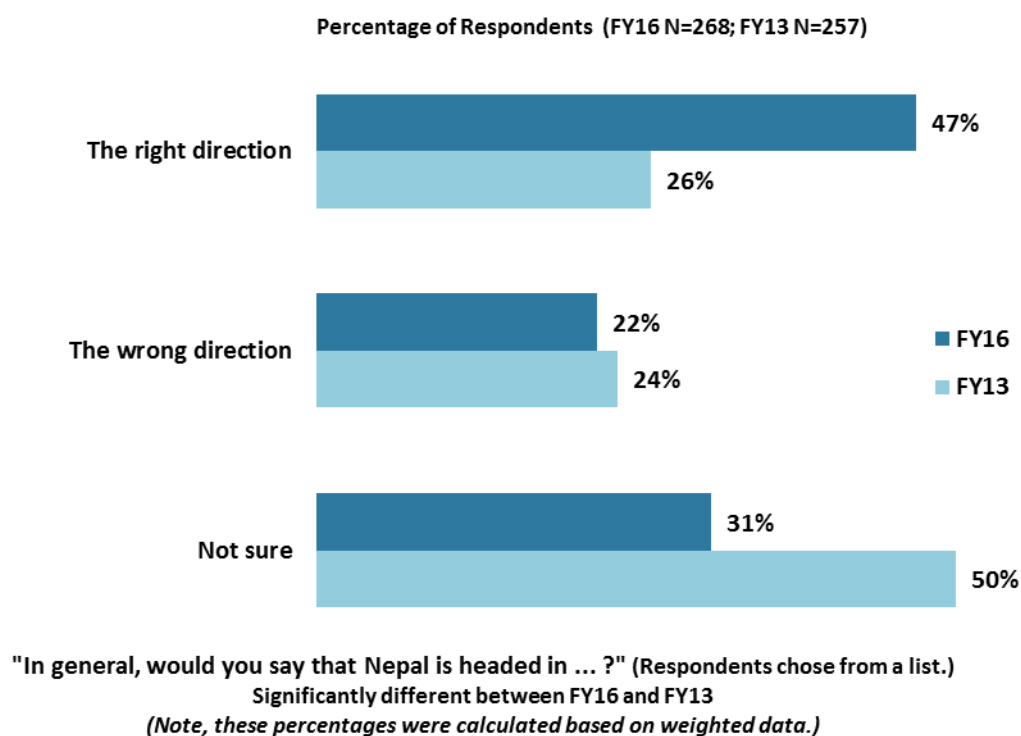




## IV. General Issues Facing Nepal

### Headed in the Right Direction

- **Year comparison<sup>2</sup>:** Respondents in the FY '16 Country Survey were significantly more likely to indicate that Nepal was headed in the right direction and significantly less likely to indicate that they were not sure compared to respondents from the FY '13 Country Survey.



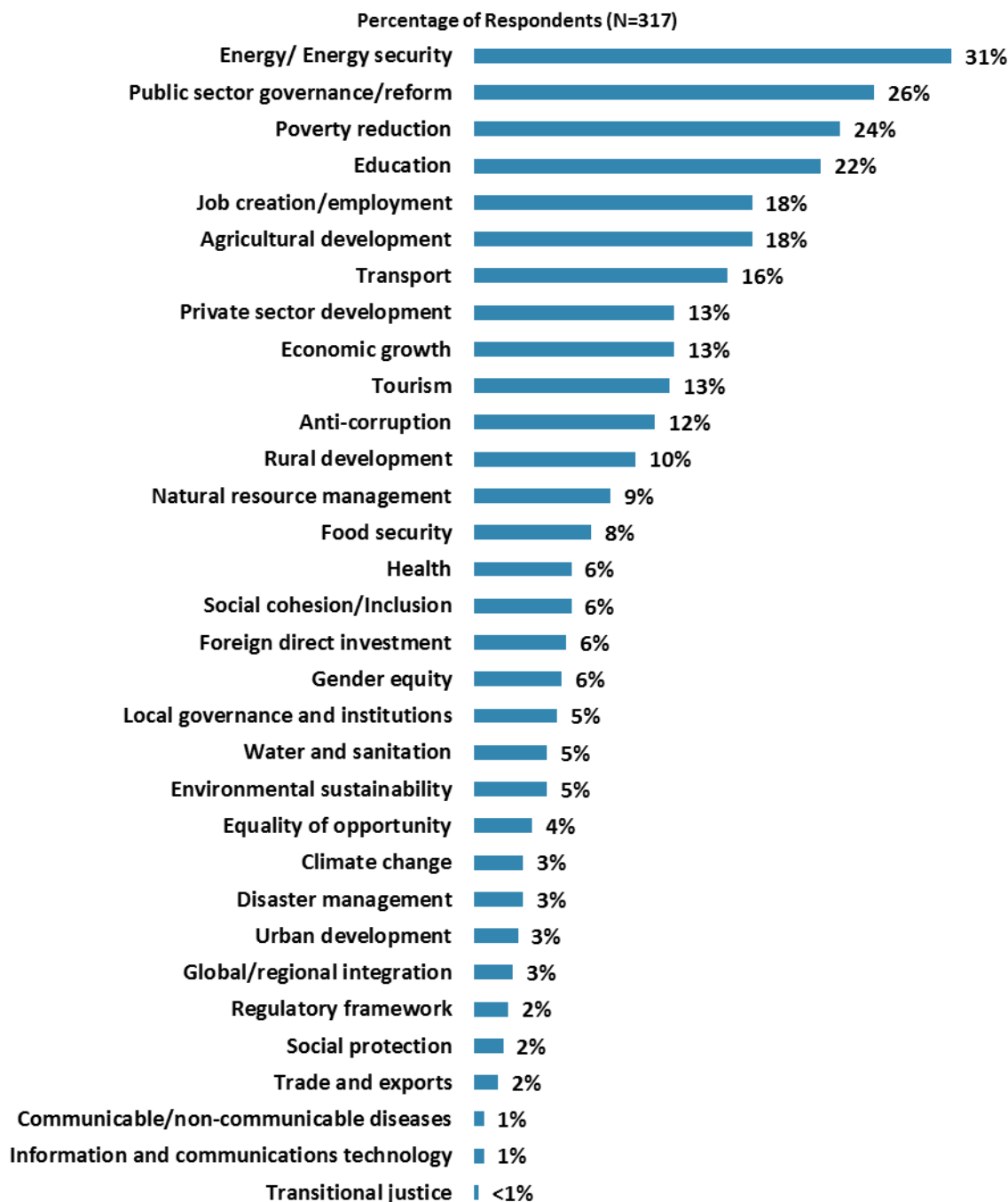
<sup>2</sup> Please refer to Appendix E (page 94) for more details on weighting. The percentages in the chart were calculated based on weighted data.



## IV. General Issues Facing Nepal (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the most important development priority in Nepal was peace and stability (percentage of respondents = 42%), followed by job creation/employment (30%) and education (29%).



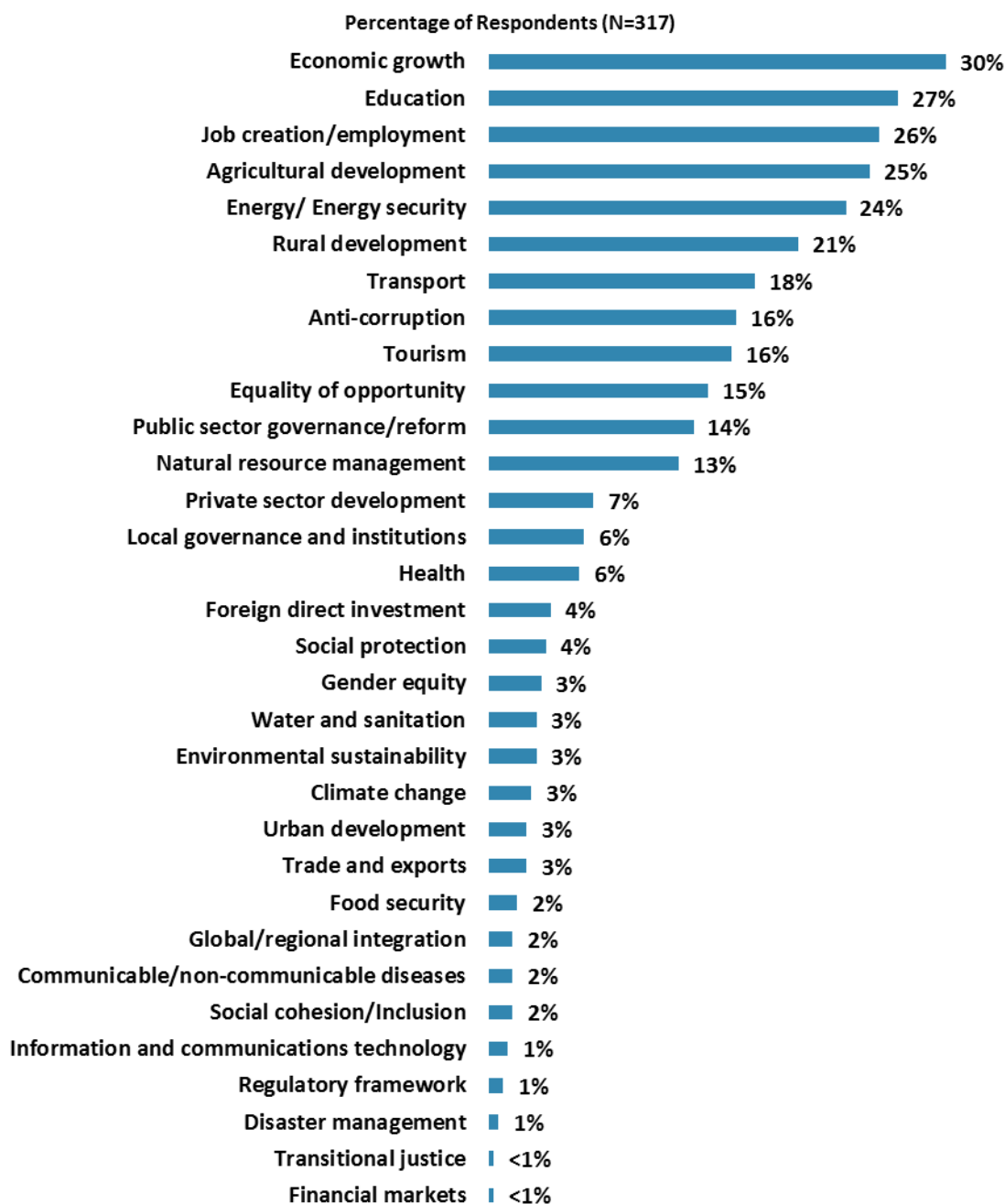
"Listed below are a number of development priorities in Nepal. Please identify which of the following you consider the most important development priorities in Nepal. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Nepal (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that job creation/employment would contribute most to poverty reduction in Nepal (percentage of respondents = 48%), followed by economic growth (38%) and agricultural/rural development (34%).

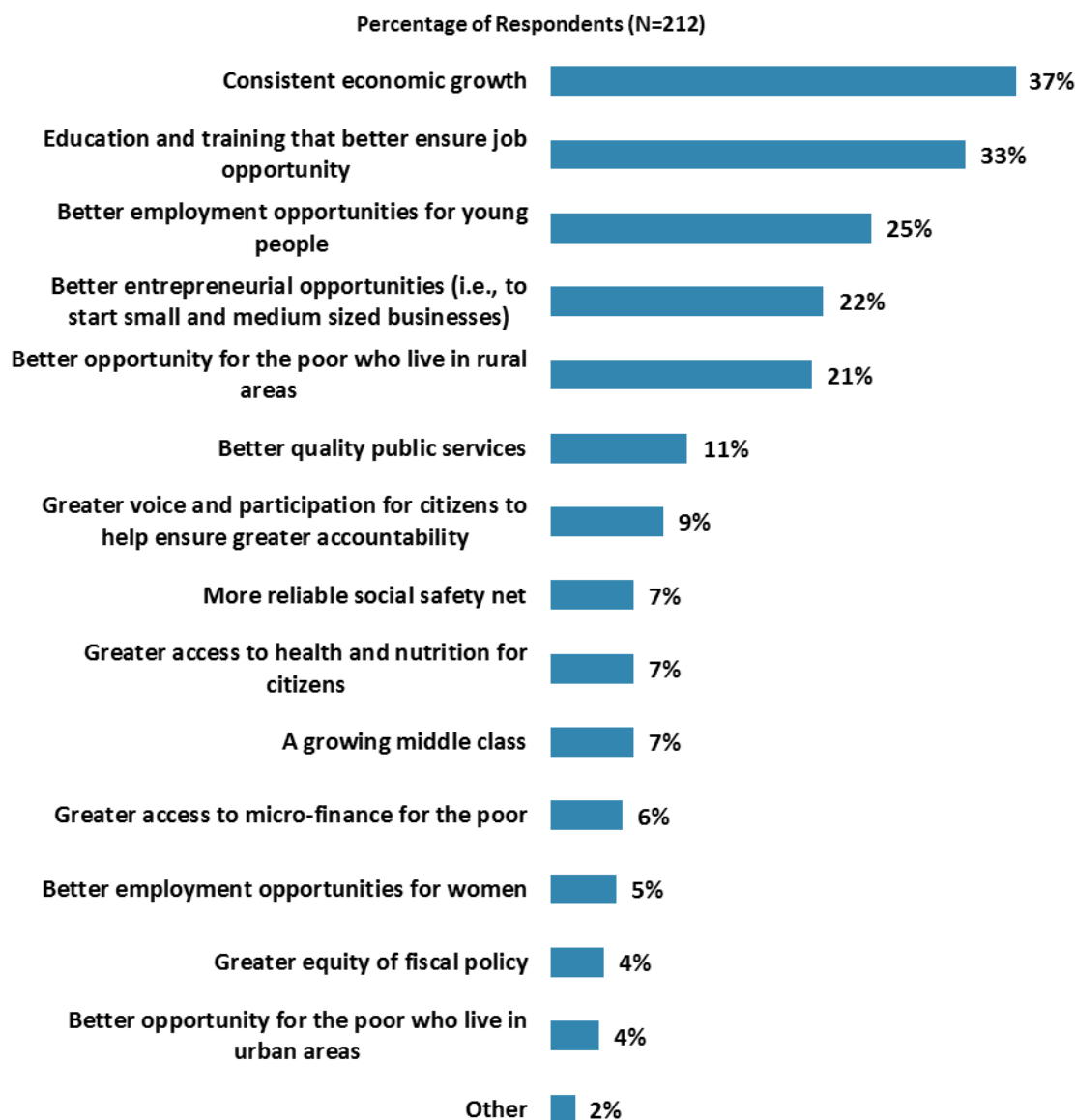


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nepal?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Nepal (continued)

### Factors Contributing to “Shared Prosperity”



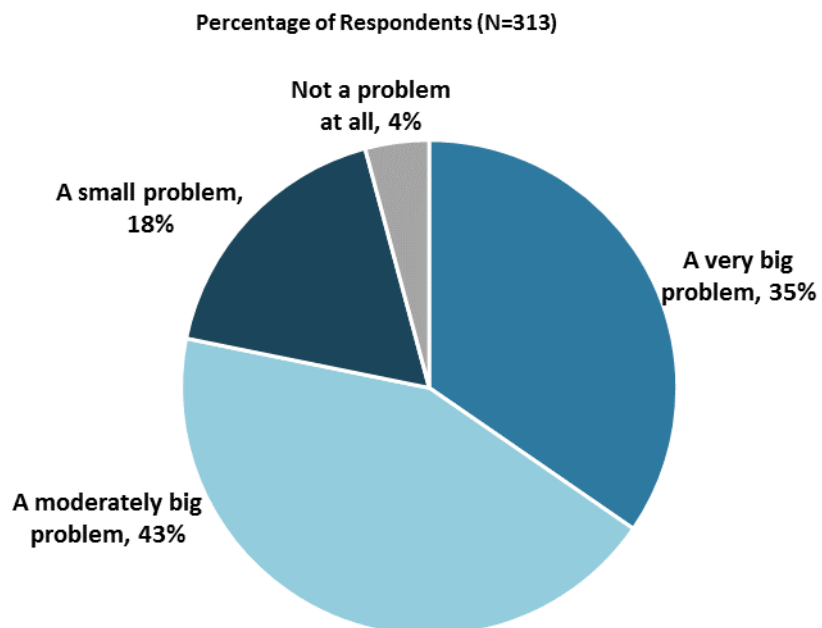
"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Nepal? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



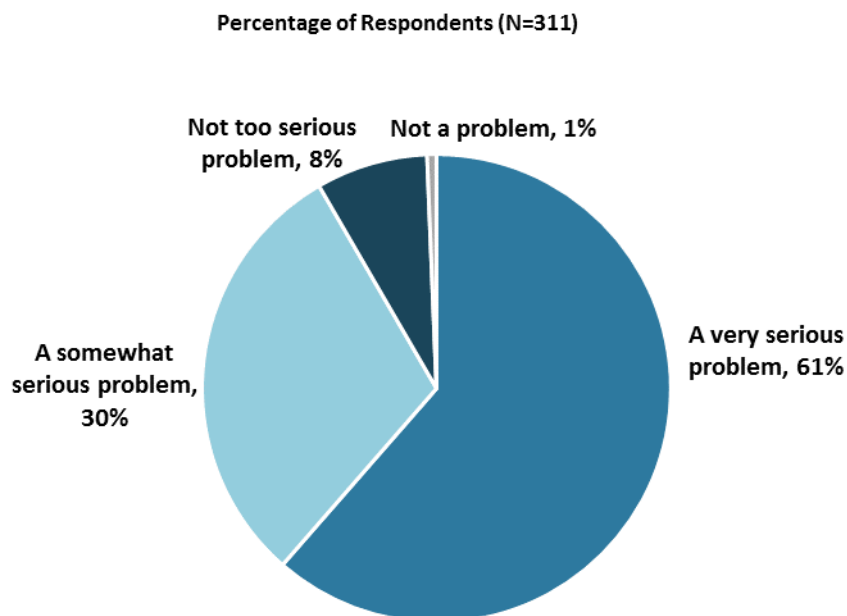
## IV. General Issues Facing Nepal (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nepal? (Select only ONE response)"  
(Respondents chose from a list.)

### Global Climate Change



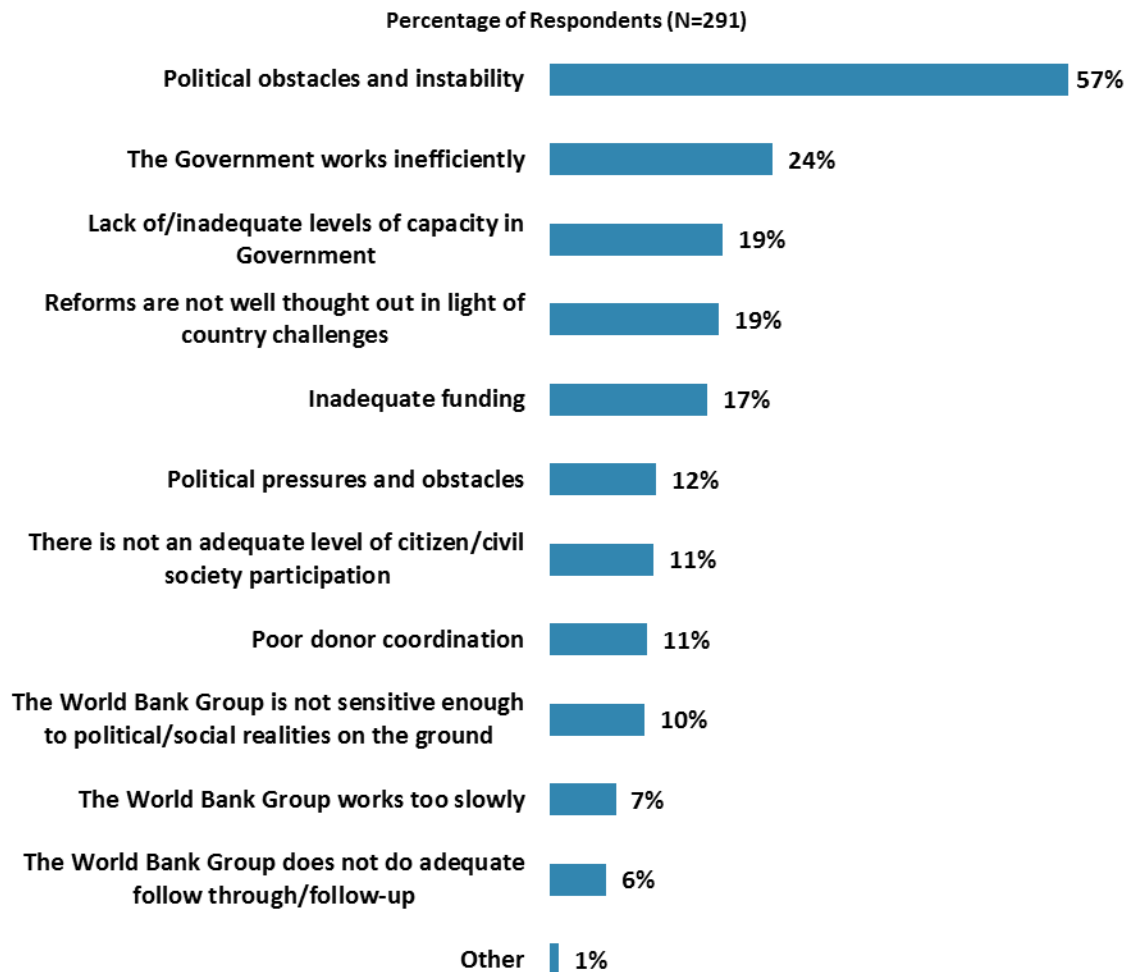
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they most often attributed failed or slow WBG assisted reform efforts to ongoing political instability (percentage of respondents = 39%), followed by an inadequate level of civil society participation (31%), the government working inefficiently (30%), and political pressures and obstacles (30%).



"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 Effectiveness (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey had significantly higher ratings for the WBG’s overall effectiveness in Nepal (weighted mean = 6.2) compared to respondents from the FY ’13 Country Survey (weighted mean = 5.7)<sup>3</sup>.
- **Stakeholders:** Employees of ministries gave the highest ratings for the WBG’s overall effectiveness whereas respondents from bilateral/multilateral agencies and the financial sector/private banks gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Nepal (mean rating = 6.5) compared to respondents who are not collaborating (mean rating = 6.0).



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

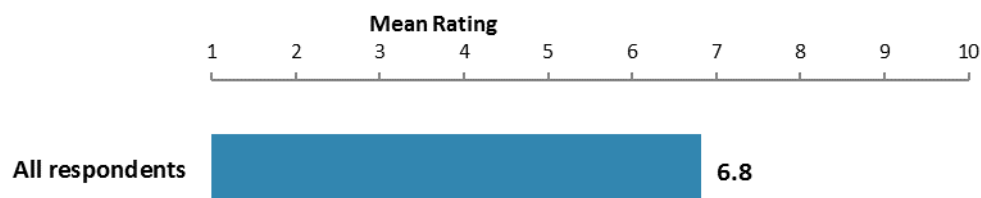
<sup>3</sup> Please refer to Appendix E (page 94) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

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

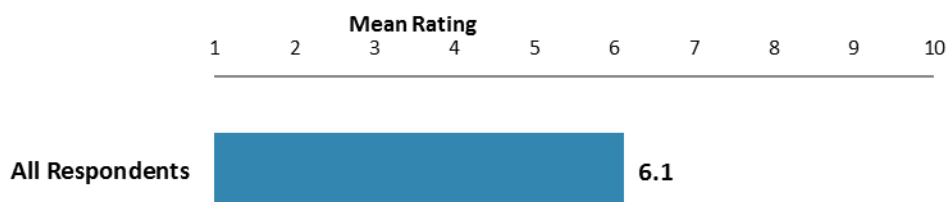
- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the extent to which the WBG achieves development results (weighted mean = 6.8) compared to respondents from the FY '13 Country Survey (weighted mean = 6.2)<sup>4</sup>.
- **Locations:** Respondents from Outside Kathmandu gave significantly higher ratings for the WBG's overall effectiveness in Nepal (mean rating = 7.4) compared to respondents from Kathmandu (mean rating = 6.2).



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

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's staff being well prepared (weighted mean = 6.1) compared to respondents from the FY '13 Country Survey (weighted mean = 5.8)<sup>4</sup>.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG's staff being well prepared whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff preparedness (mean rating = 6.7) compared to respondents who are not collaborating (mean rating = 5.7).



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

<sup>4</sup> Please refer to Appendix E (page 94) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.

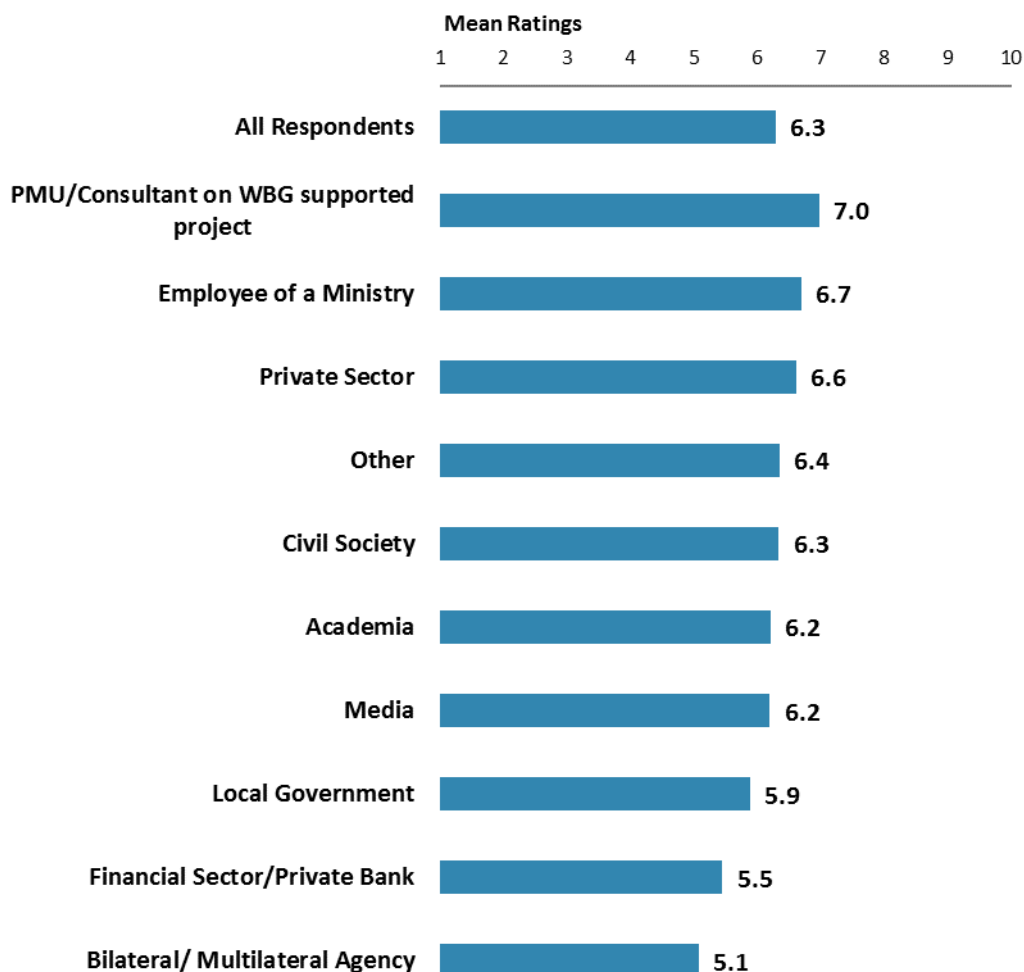




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from the financial sector/private banks and bilateral/multilateral agencies had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 67).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 100).



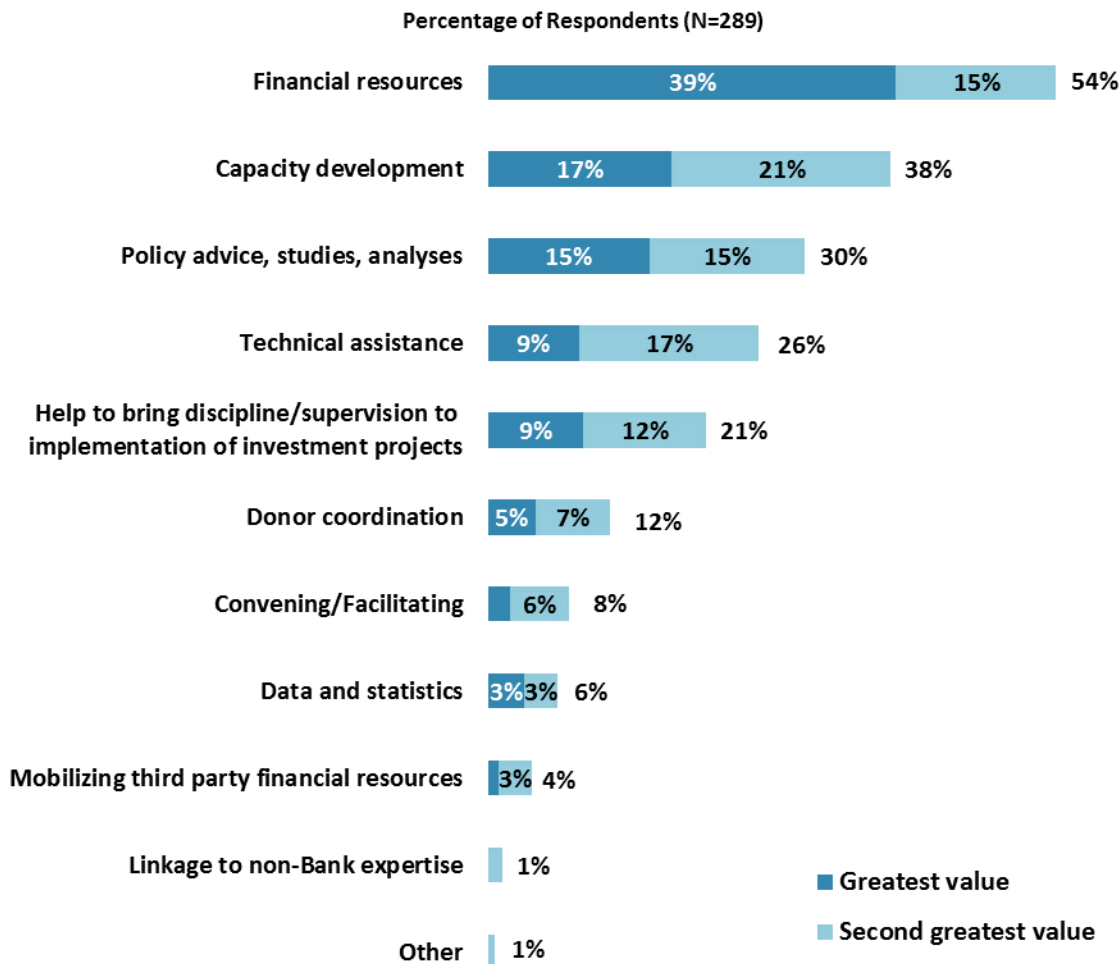
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest value to Nepal was its financial resources for policy based lending (percentage of respondents = 50%) and its financial resources for investment lending (40%).



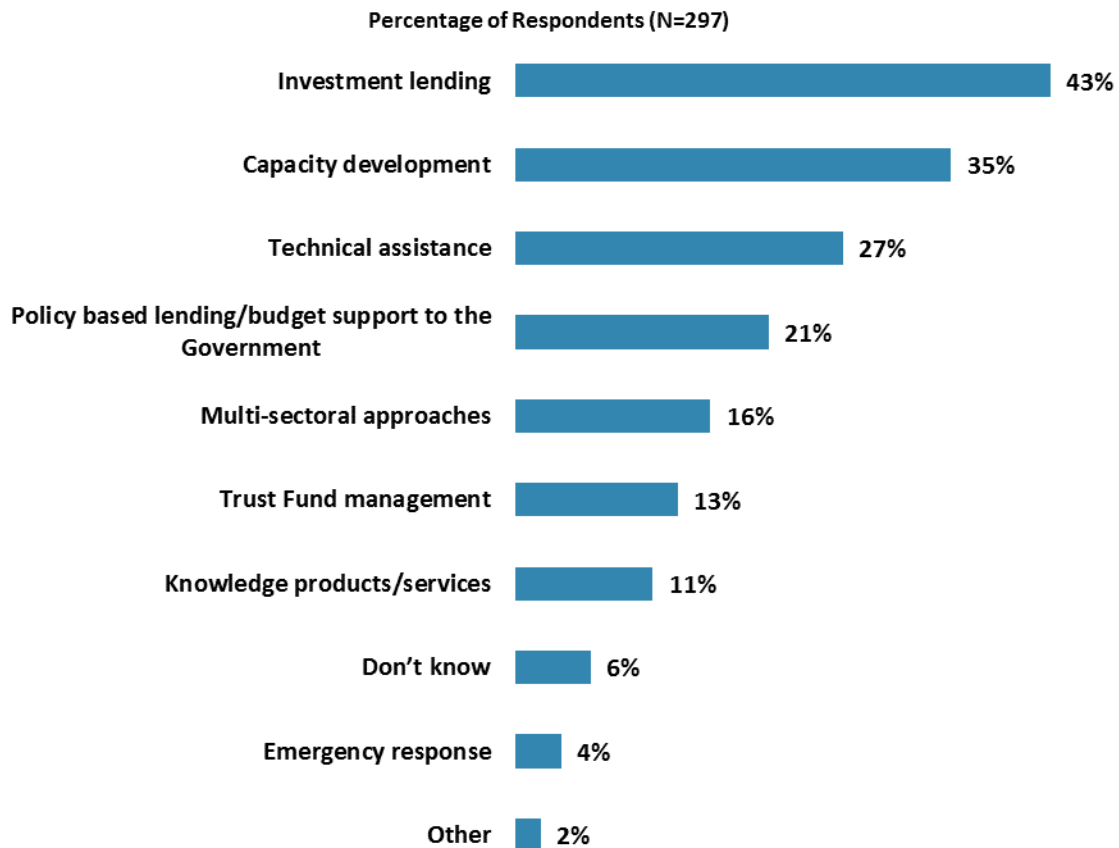
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nepal?" (Respondents chose from a list.)



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

### Effectiveness of WBG's Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the World Bank's most effective instruments at reducing poverty in Nepal was its policy based lending (percentage of respondents = 39%) and investment lending (35%), followed by capacity development (25%).



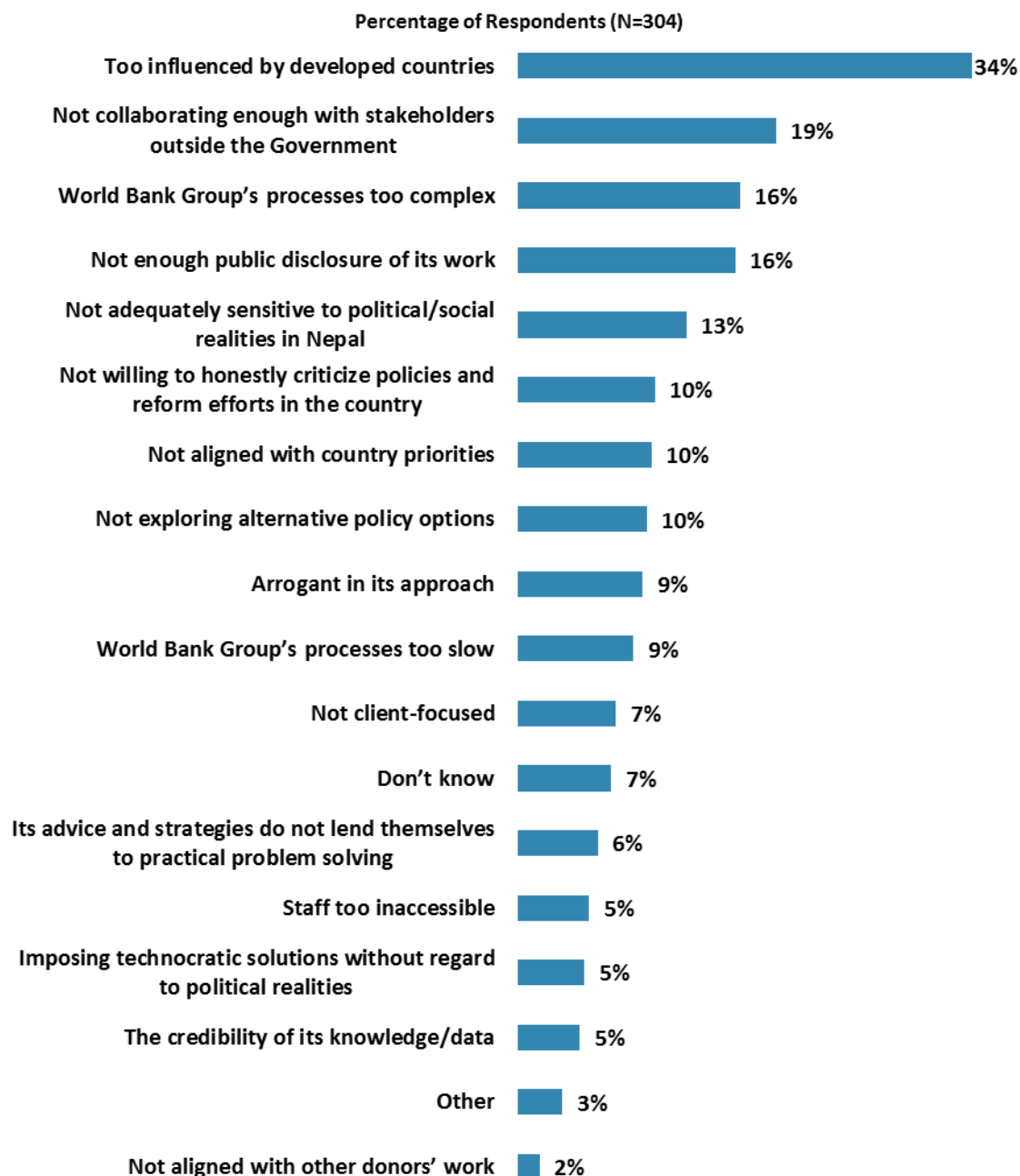
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Nepal? (Choose not more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest weakness in its work in Nepal was being too influenced by developed countries (percentage of respondents = 24%), followed by being too bureaucratic in its operational policies and procedures (17%) and not aligned with country priorities (17%).

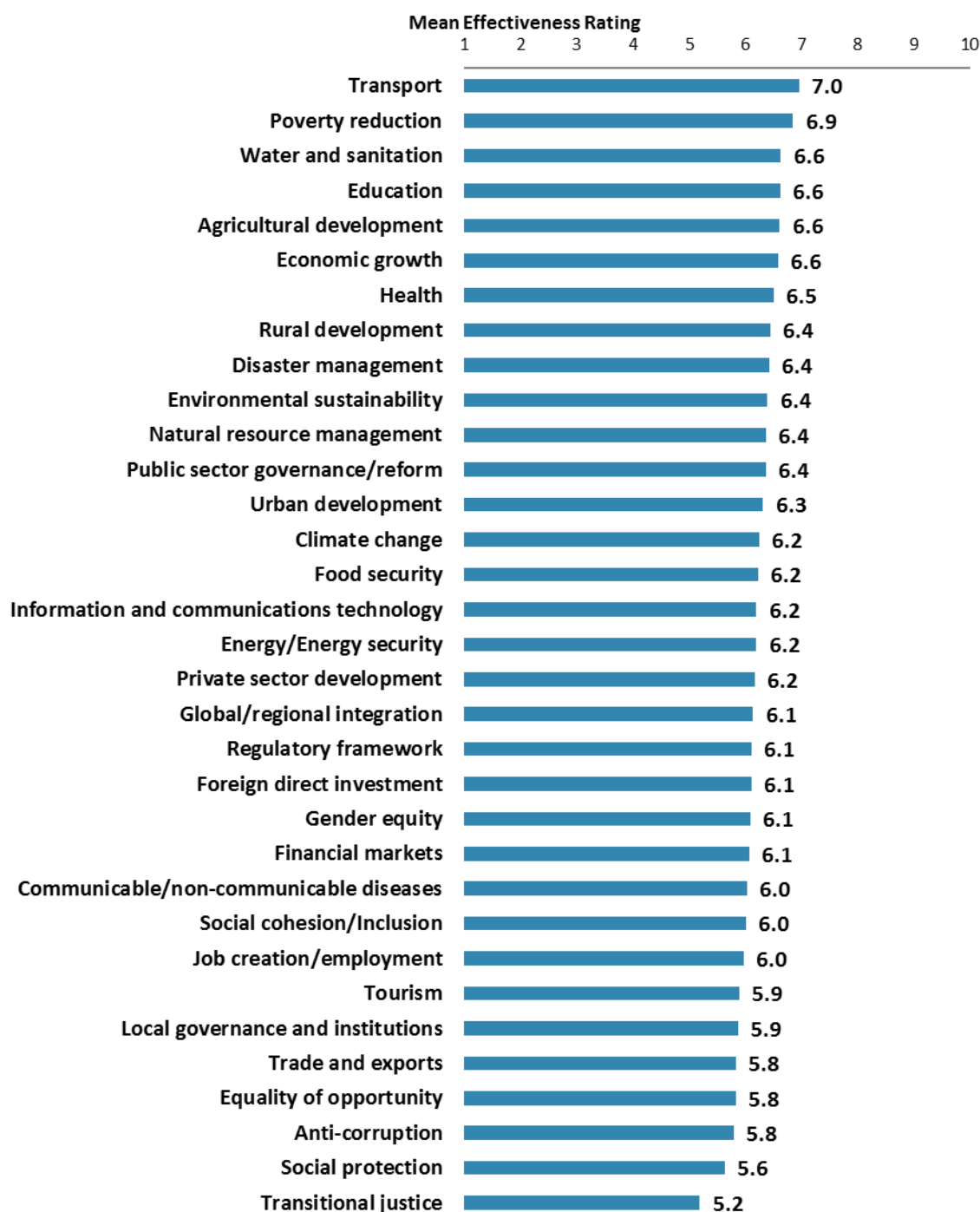


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas<sup>5</sup>



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

<sup>5</sup> Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 51) for details.



## VI. Sectoral Effectiveness (continued)

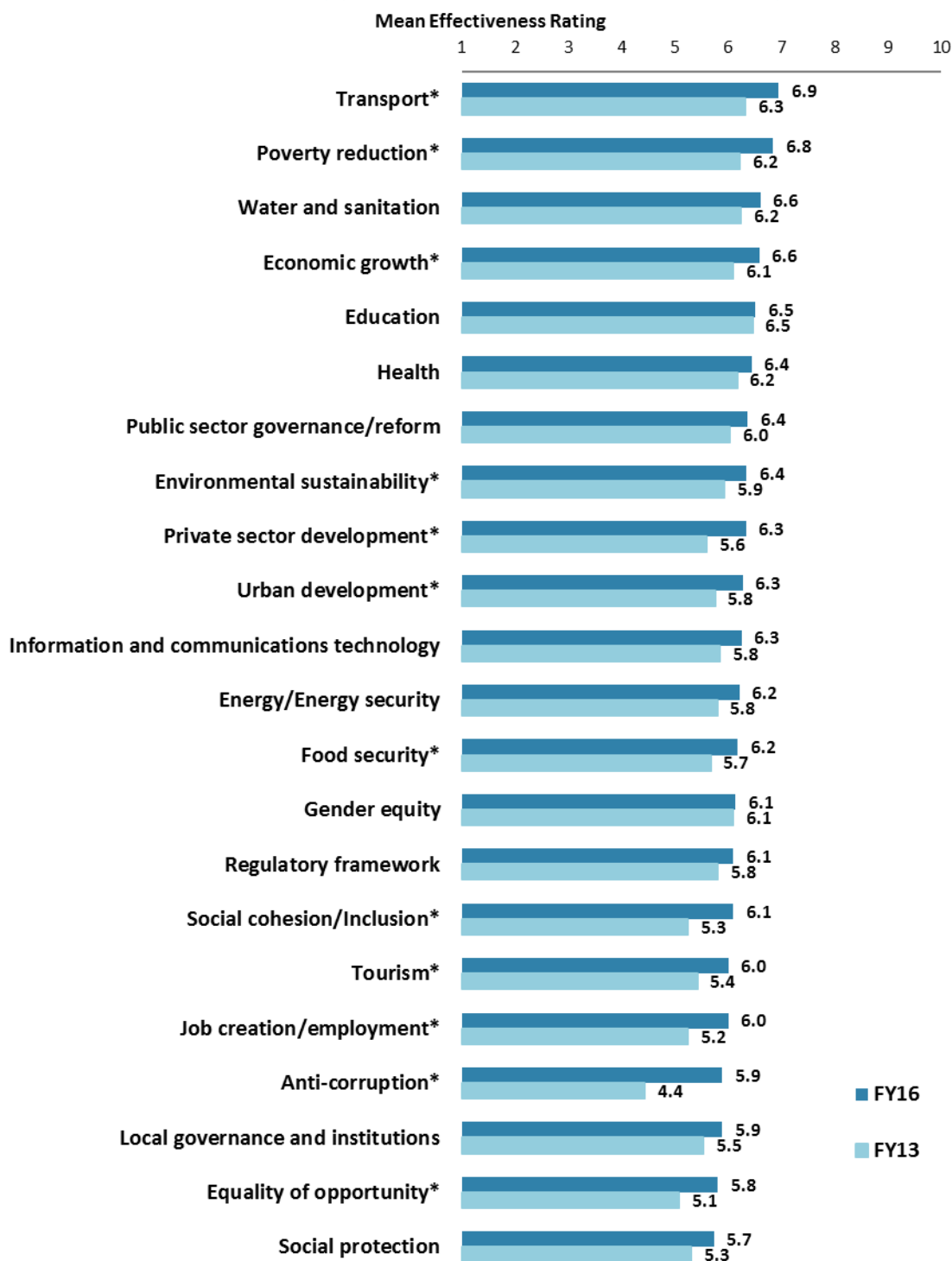
### Effectiveness of WBG's Support in Sectoral Areas (continued)

- **Stakeholders:** There were significant stakeholder group differences across eight of these thirty-three development areas (refer to Appendix B, page 67, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects, the media, and other organizations tended to give the highest ratings for the WBG's effectiveness in these areas whereas respondents from bilateral/multilateral agencies and the financial sector/private banks tended to give significantly lower ratings of effectiveness. Those development areas which had significant stakeholder group differences were:
  - “Gender equity”;
  - “Transport”;
  - “Urban development”;
  - “Regulatory framework”;
  - “Social cohesion/Inclusion”;
  - “Health”;
  - “Public sector governance/reform”; and
  - “Education”.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>6</sup>



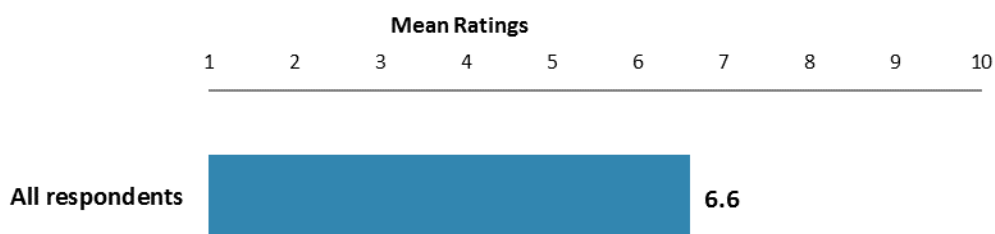
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nepal?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY16 and FY13)

<sup>6</sup>All means presented in this chart are calculated based on weighted data. See Appendix E (page 94) for details.



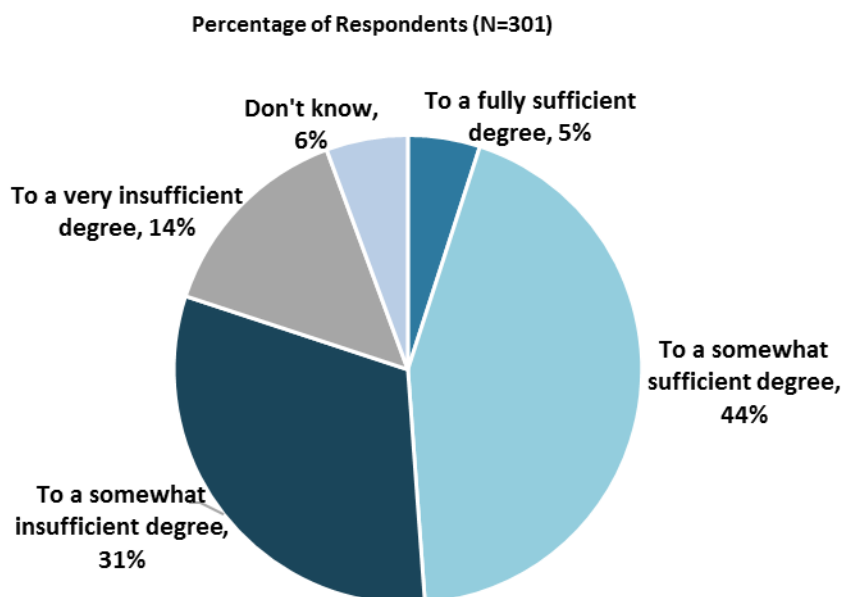
## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



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

### Helping the Poorest



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





## VI. Sectoral 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 Nepal, bivariate correlational analyses were conducted using respondents' ratings of the thirty-three 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 WBG'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 WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

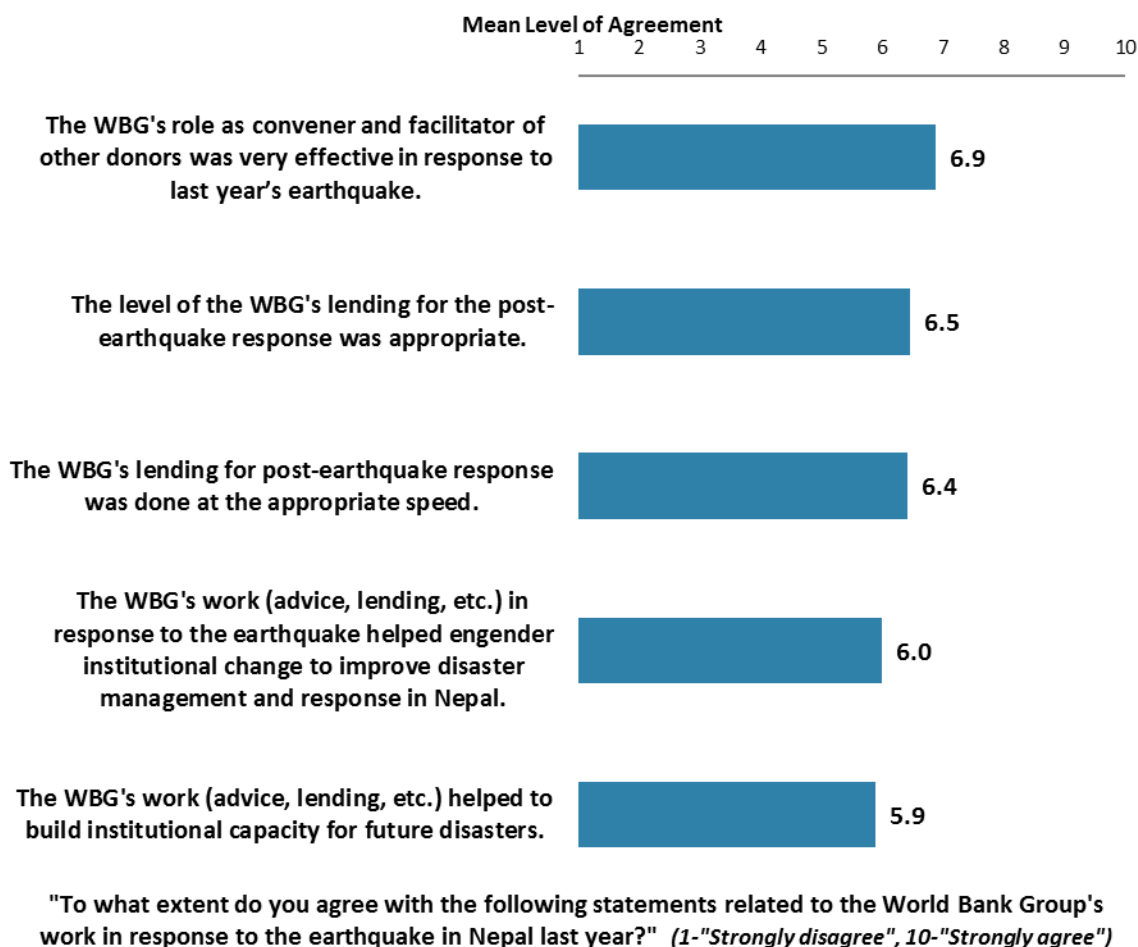
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Nepal. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at environmental sustainability;
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at urban development;
  - The WBG's effectiveness at natural resource management; and
  - The WBG's effectiveness at rural development.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Nepal, 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 social cohesion/inclusion;
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at local governance and institutions;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at job creation/employment; and
  - The WBG's effectiveness at water and sanitation.



## VII. WBG's Work in Response to the Earthquake in Nepal

### Overall Attitudes

- **Stakeholders:** Respondents from the media had the highest levels of agreement that “*The World Bank Group’s work in response to the earthquake helped engender institutional change to improve disaster management and response in Nepal*” and that “*The World Bank Group’s role as convener and facilitator of other donors was very effective in response to last year’s earthquake*” whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement (see Appendix B, page 67, for a complete breakdown).





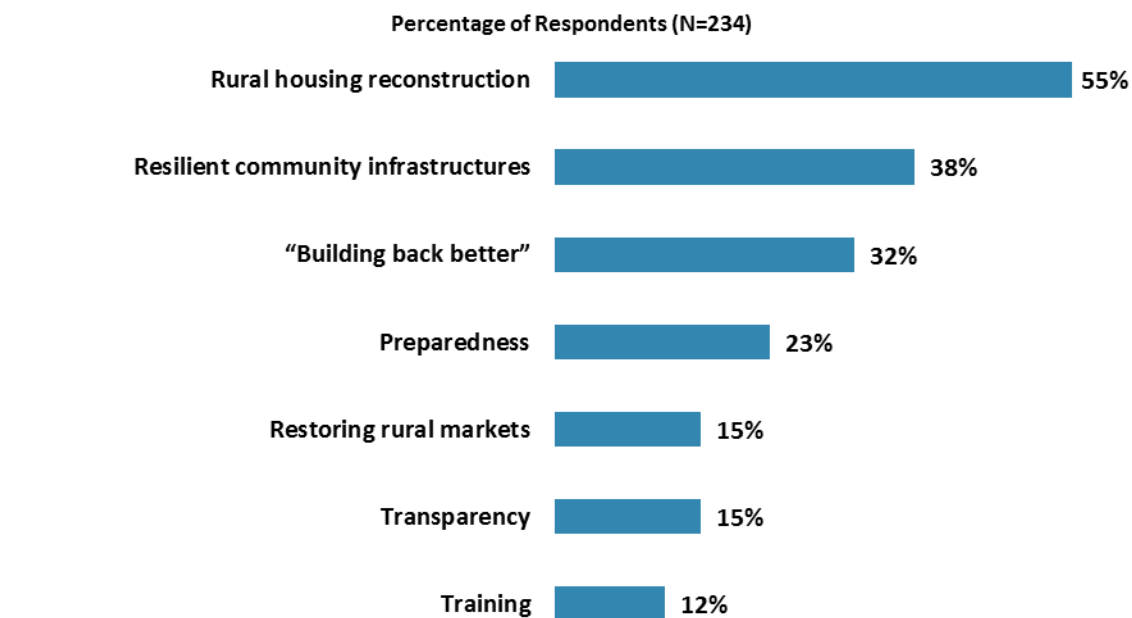
## VII. WBG's Work in Response to the Earthquake in Nepal (cont.)

### Most Useful Activities



"When considering the World Bank Group's earthquake related work in Nepal, which of the following activities were most useful? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

### Post-Earthquake Work



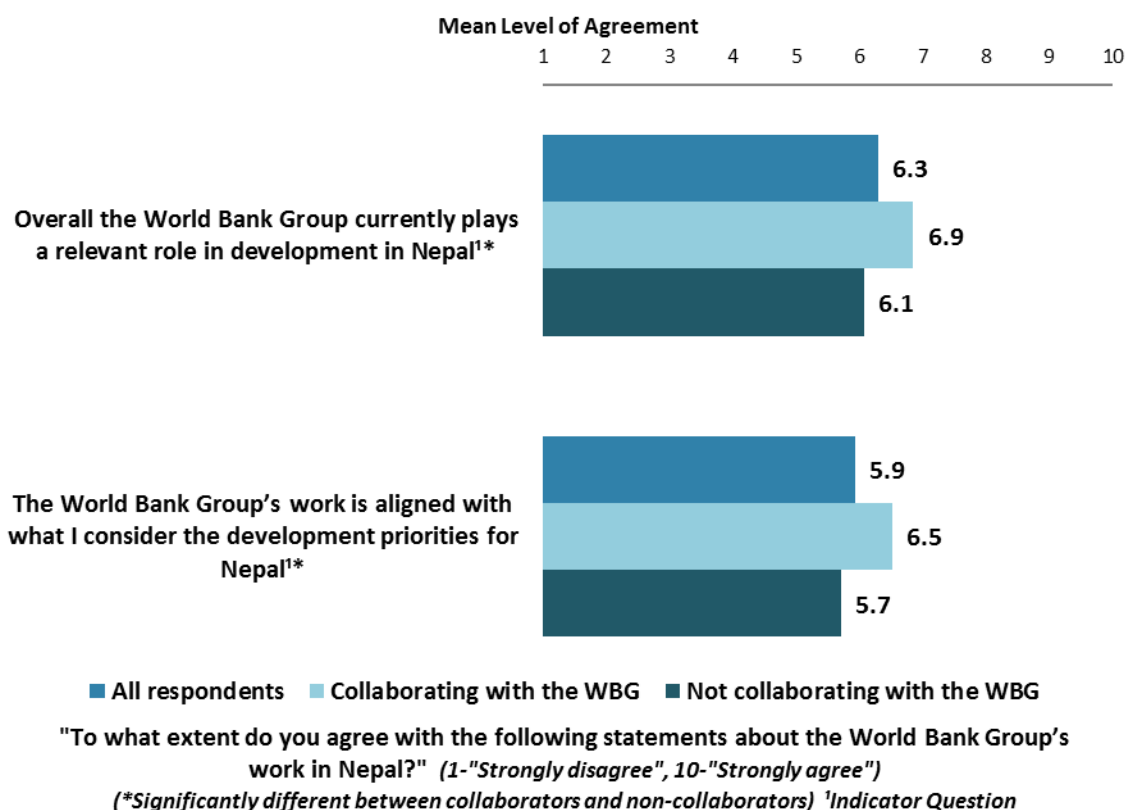
"When looking forward, which activities do you believe the World Bank Group should emphasize in its post-earthquake work in Nepal? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## VIII. How the World Bank Group Operates

### The World Bank Group's Work in Nepal

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that *"Overall the World Bank Group currently plays a relevant role in development in Nepal"* (weighted mean rating = 6.3) and that *"The WBG's work is aligned with what I consider the development priorities for Nepal"* (weighted mean rating = 5.9) compared to respondents from the FY '13 Country Survey (mean ratings = 6.3 and 6.0, respectively)<sup>7</sup>.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement *"Overall the World Bank Group currently plays a relevant role in development in Nepal"* and that *"The WBG's work is aligned with what I consider the development priorities for Nepal"* whereas respondents from bilateral/multilateral agencies and the financial sector/private banks had significantly lower levels of agreement (see Appendix B, page 67, for a complete breakdown).



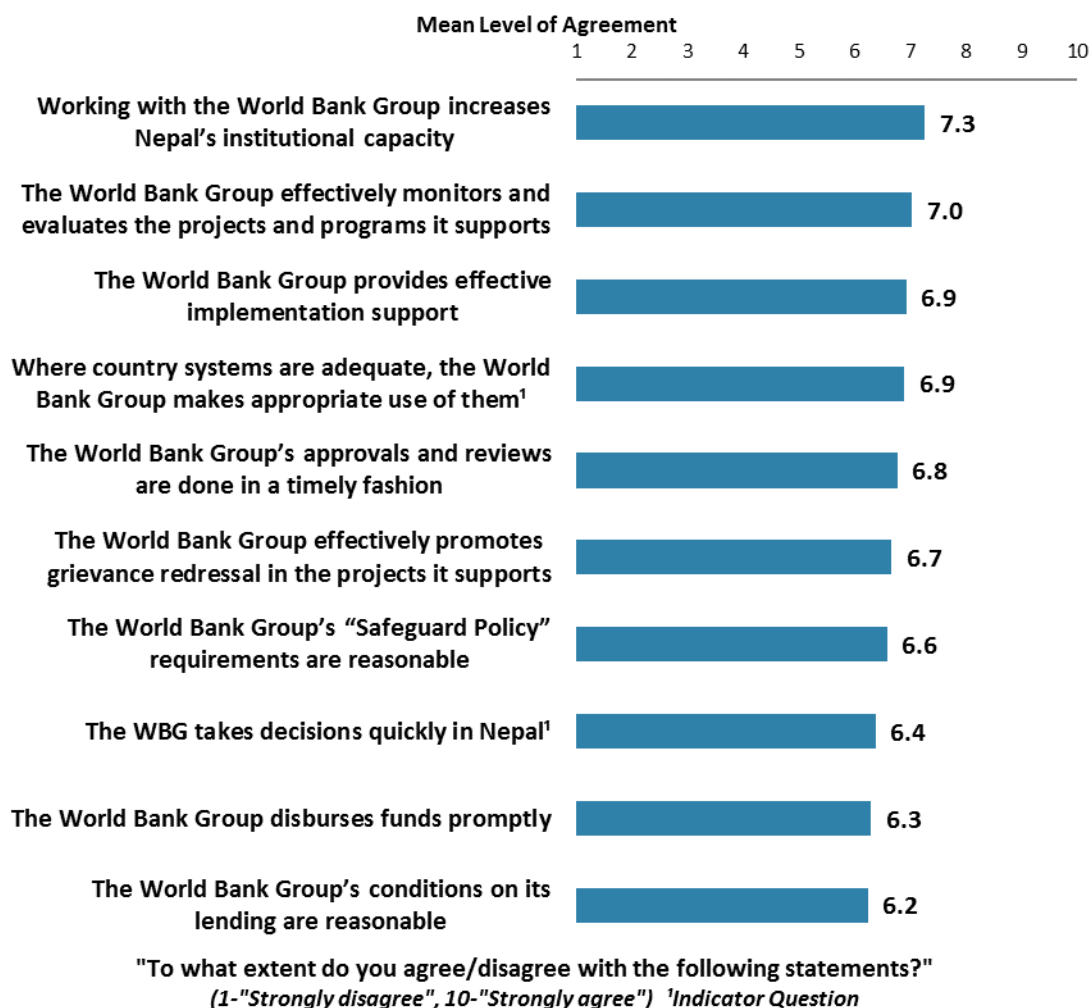
<sup>7</sup> Please refer to Appendix E (page 94) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



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

### Overall Perceptions

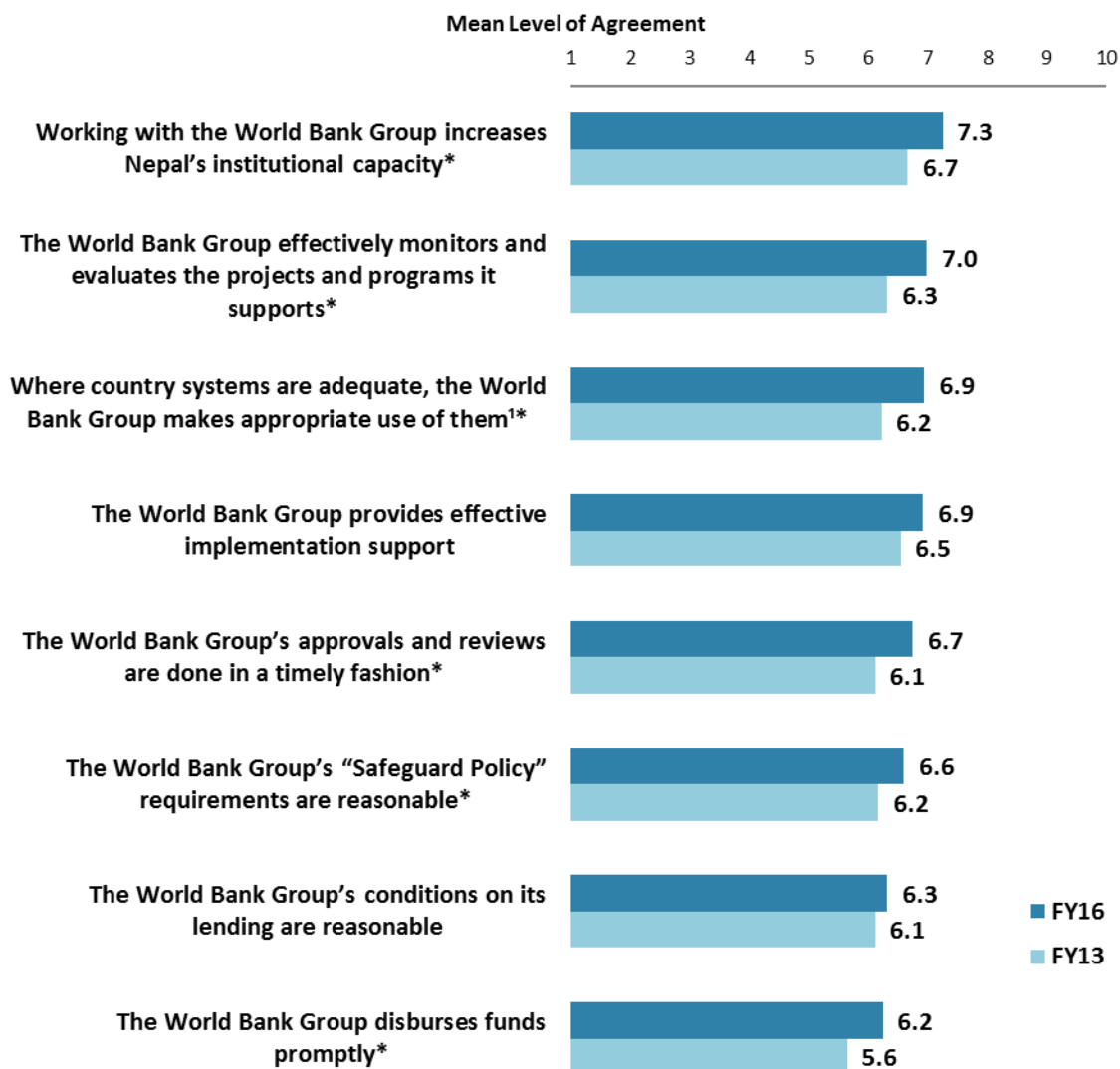
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that *“The World Bank Group disburses funds promptly”* whereas respondents from local government had significantly lower levels of agreement. Respondents from PMUs/Consultants on WBG-supported projects and the media had the highest levels of agreement that *“The World Bank Group effectively monitors and evaluates the projects and programs it supports”*, *“The World Bank Group provides effective implementation support”*, and *“The World Bank Group effectively promotes grievance redressal in the projects it supports”* whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement (refer to Appendix B, page 67, for a complete breakdown).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that *“The World Bank Group disburses funds promptly”* (mean rating = 7.0) and *“The World Bank Group’s ‘Safeguard Policy’ requirements are reasonable”* (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean ratings = 5.8 and 6.3, respectively).





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

### Overall Perceptions: Year Comparison<sup>8</sup>



"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
(\*Significantly different between FY16 and FY13)

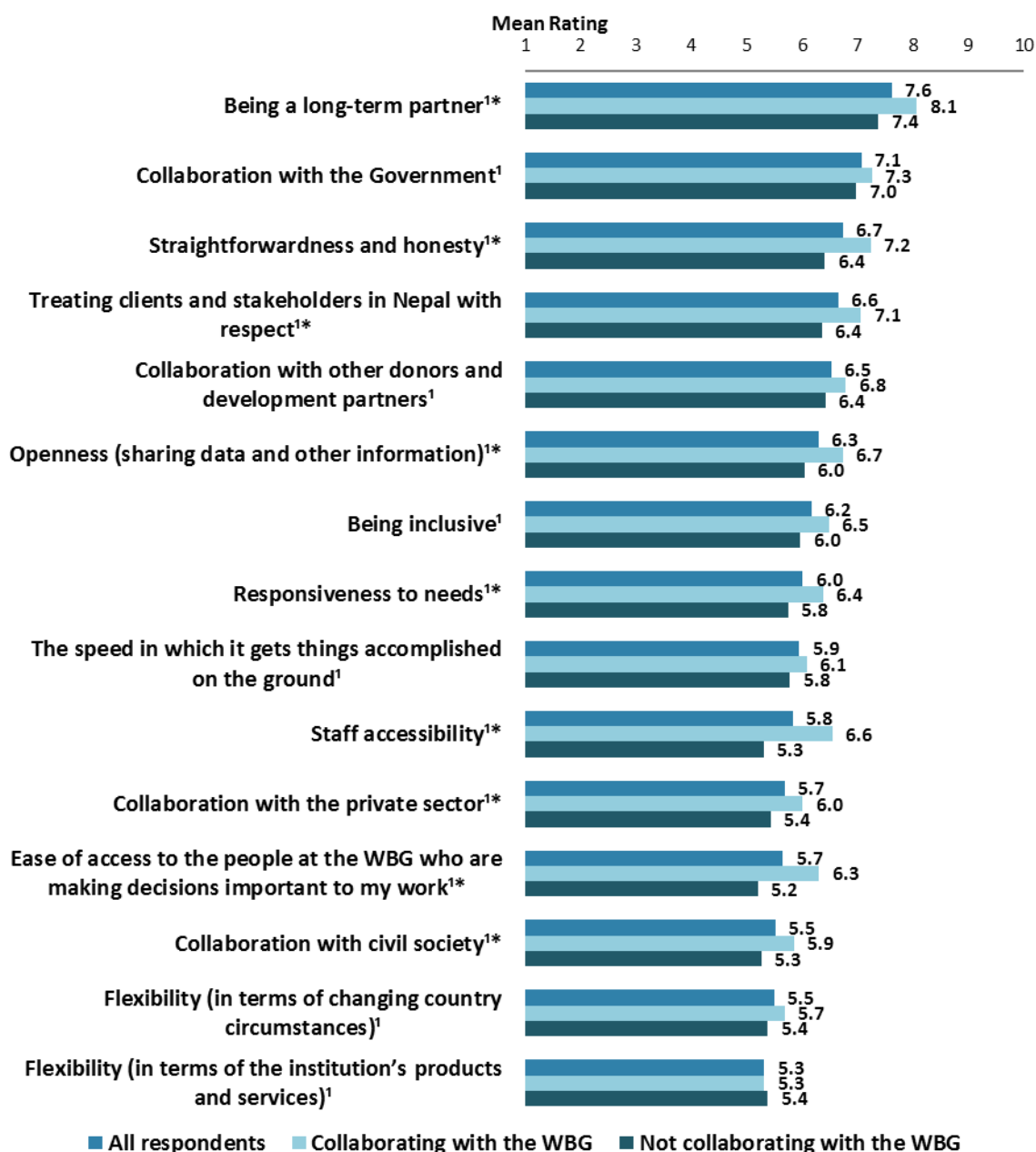
<sup>8</sup> All means presented in this chart are calculated based on weighted data. See Appendix E (page 94) for details.



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

### The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in Nepal (see Appendix B, page 67). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to have the highest ratings whereas respondents from bilateral or multilateral agencies and the financial sector/private banks tended to have significantly lower ratings.
- **Locations:** Respondents from Kathmandu had significantly higher ratings for “*Openness*” (mean rating = 6.6) and “*Collaboration with the private sector*” (mean rating = 6.0) compared to respondents from Outside Kathmandu (mean ratings = 6.0 and 5.4, respectively).

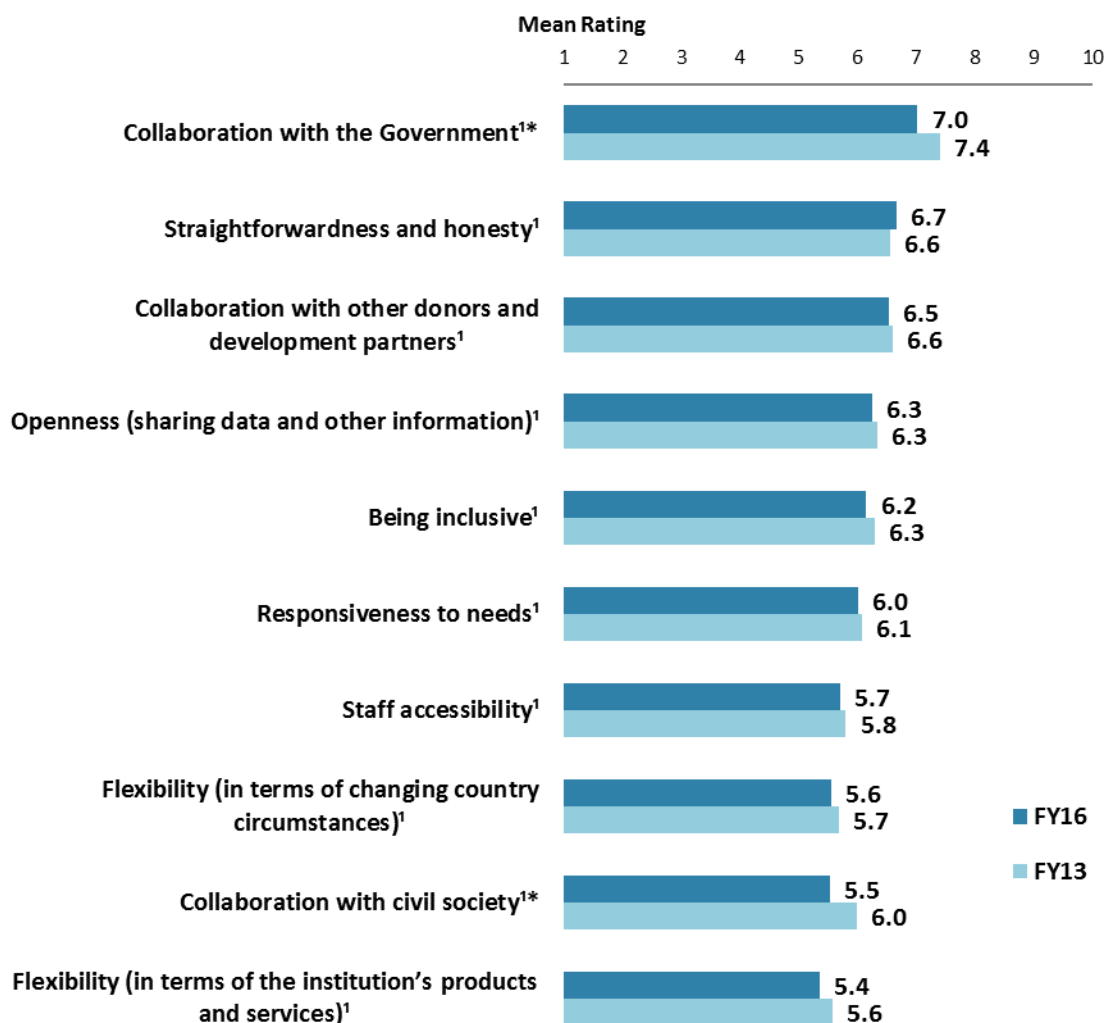


"To what extent is the World Bank Group an effective development partner in Nepal, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



"To what extent is the World Bank Group an effective development partner in Nepal in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY16 and FY13) <sup>1</sup>Indicator Question

<sup>9</sup>All means presented in this chart are calculated based on weighted data. See Appendix E (page 94) for details.

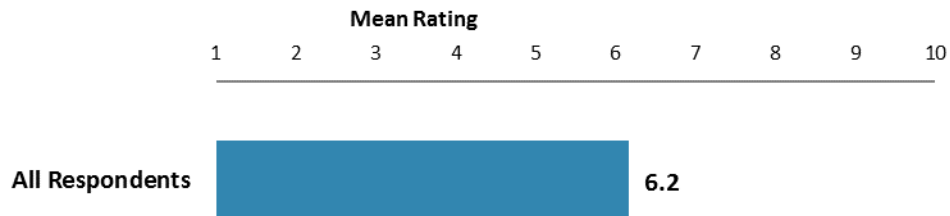




## VIII. How the World Bank Group Operates (continued)

### Internal Measuring and Monitoring

- **Stakeholders:** Employees of ministries gave the highest mean ratings for the extent to which the WBG measures and corrects its work in real time in Nepal whereas respondents from bilateral/multilateral agencies gave significantly lower mean ratings.



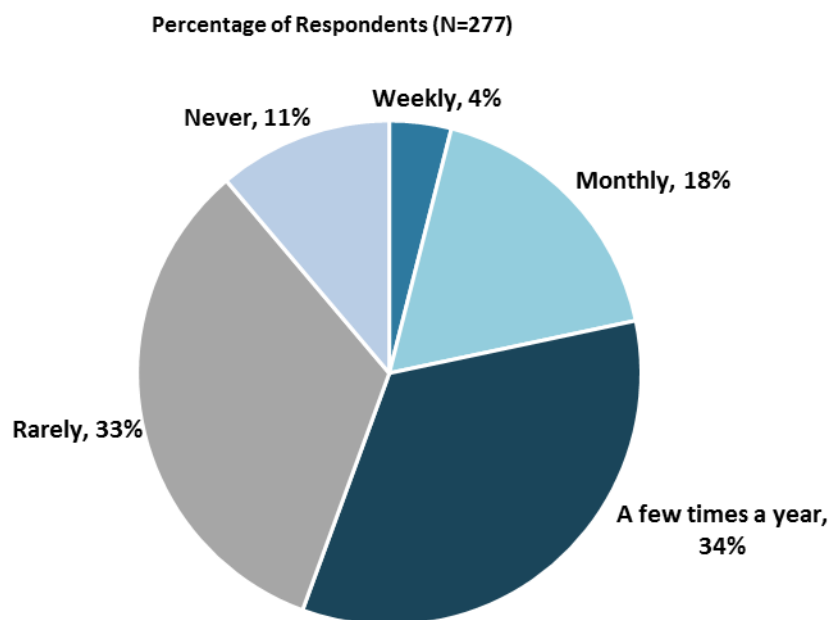
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Nepal?" (1-"To no degree at all", 10-"To a very significant degree")



## IX. World Bank Group's Knowledge and Instruments

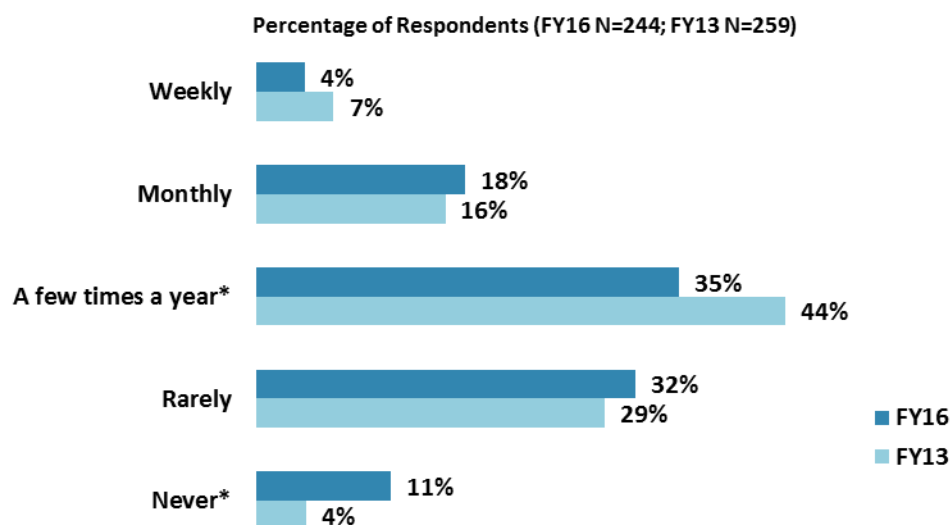
### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects indicated the most frequent usage of the WBG's knowledge work and activities (percentage of respondents = 59% weekly/monthly) whereas respondents from local government indicated significantly less frequent usage (82% rarely/never).



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)

### Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison<sup>10</sup>



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) \*Significantly different between FY16 and FY13

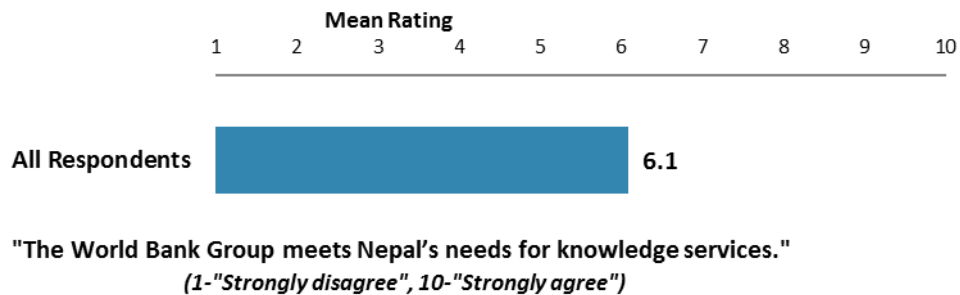
<sup>10</sup>All means presented in this chart are calculated based on weighted data. See Appendix E (page 94) for details.



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

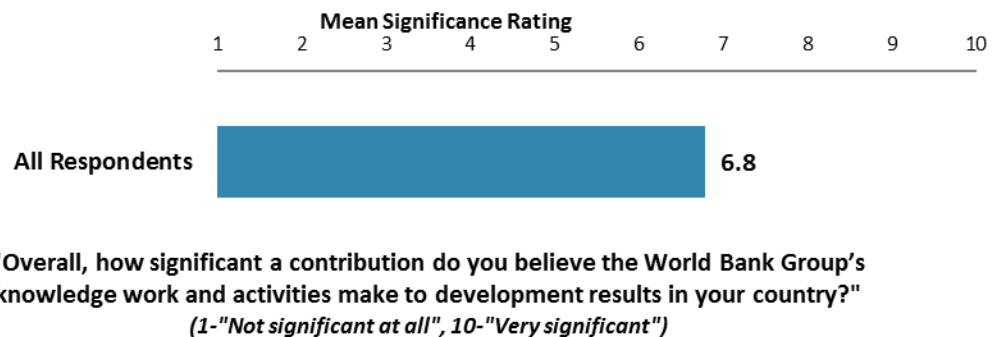
### Meeting Nepal's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets Nepal's needs for knowledge services (weighted mean = 6.0) compared to respondents from the FY '13 Country Survey (weighted mean = 6.1)<sup>11</sup>.
- **Locations:** Respondents from Outside Kathmandu had significantly higher levels of agreement that the WBG meets Nepal's needs for knowledge services (mean rating = 6.8) compared to respondents from Kathmandu (mean rating = 5.4).



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

- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 6.8) compared to respondents from the FY '13 Country Survey (weighted mean = 6.1)<sup>11</sup>.
- **Locations:** Respondents from Outside Kathmandu had significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 7.2) compared to respondents from Kathmandu (mean rating = 6.5).



<sup>11</sup> Please refer to Appendix E (page 94) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.

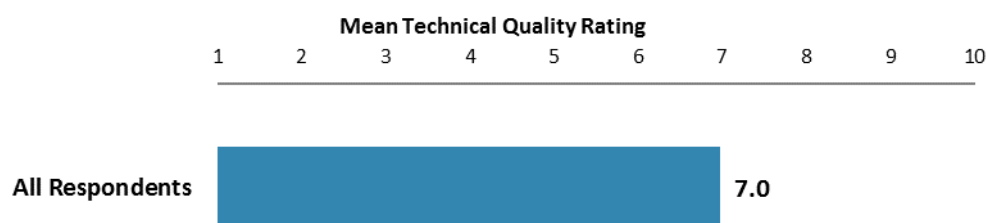


## IX. World Bank Group's Knowledge and Instruments (continued)

### Technical Quality of the WBG's Knowledge Work and Activities

(Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 7.0) compared to respondents from the FY '13 Country Survey (weighted mean = 6.5)<sup>12</sup>
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.3) compared to respondents who are not collaborating with the WBG (mean rating = 6.7).



"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")

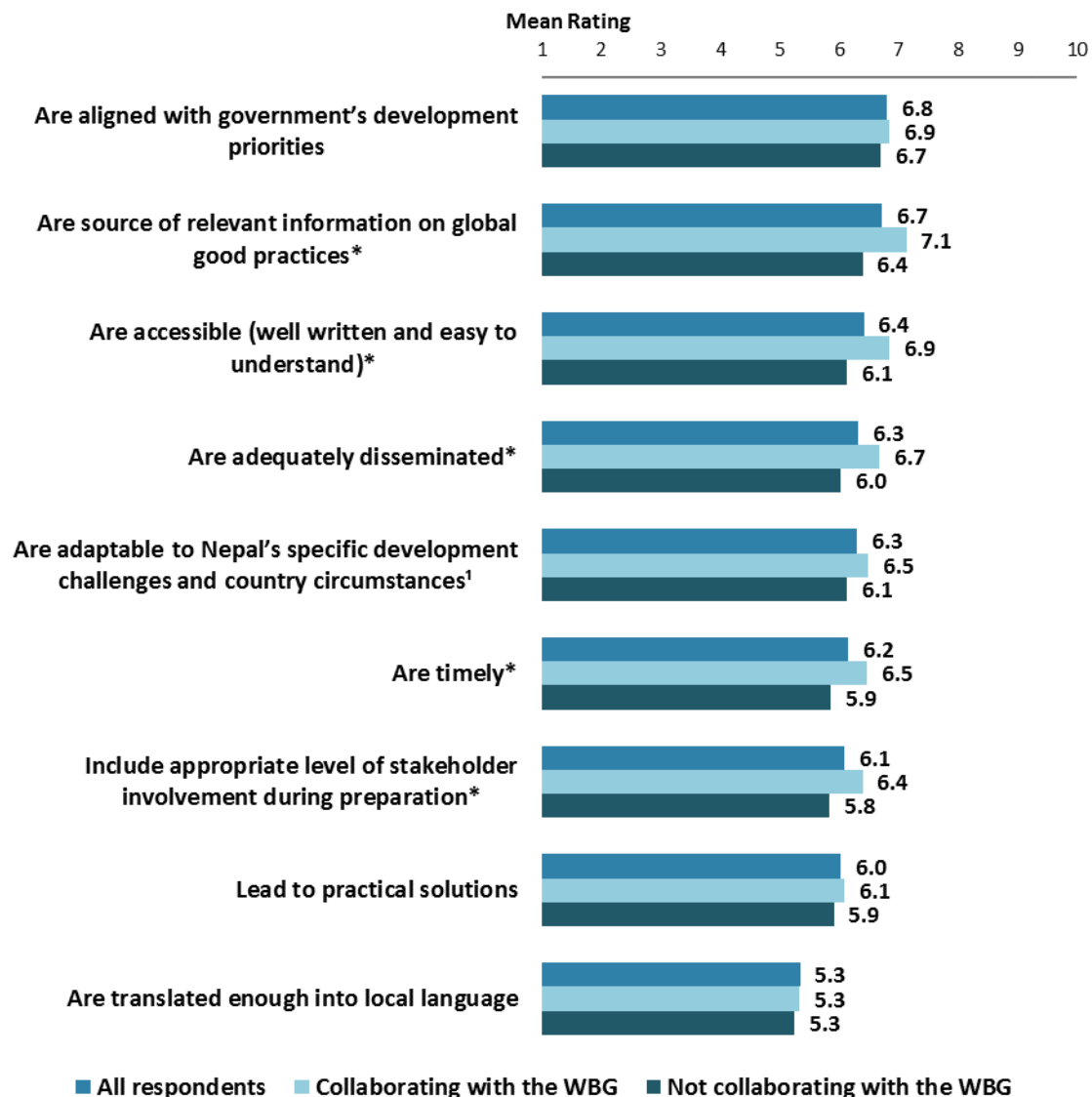
<sup>12</sup> Please refer to Appendix E (page 94) for more details on weighting for year comparisons. The mean in this chart was calculated based on un-weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of the WBG's knowledge work and activities (refer to Appendix B, page 67, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects and the media tended to give the highest ratings whereas respondents from local government and bilateral/multilateral agencies tended to give significantly lower ratings.



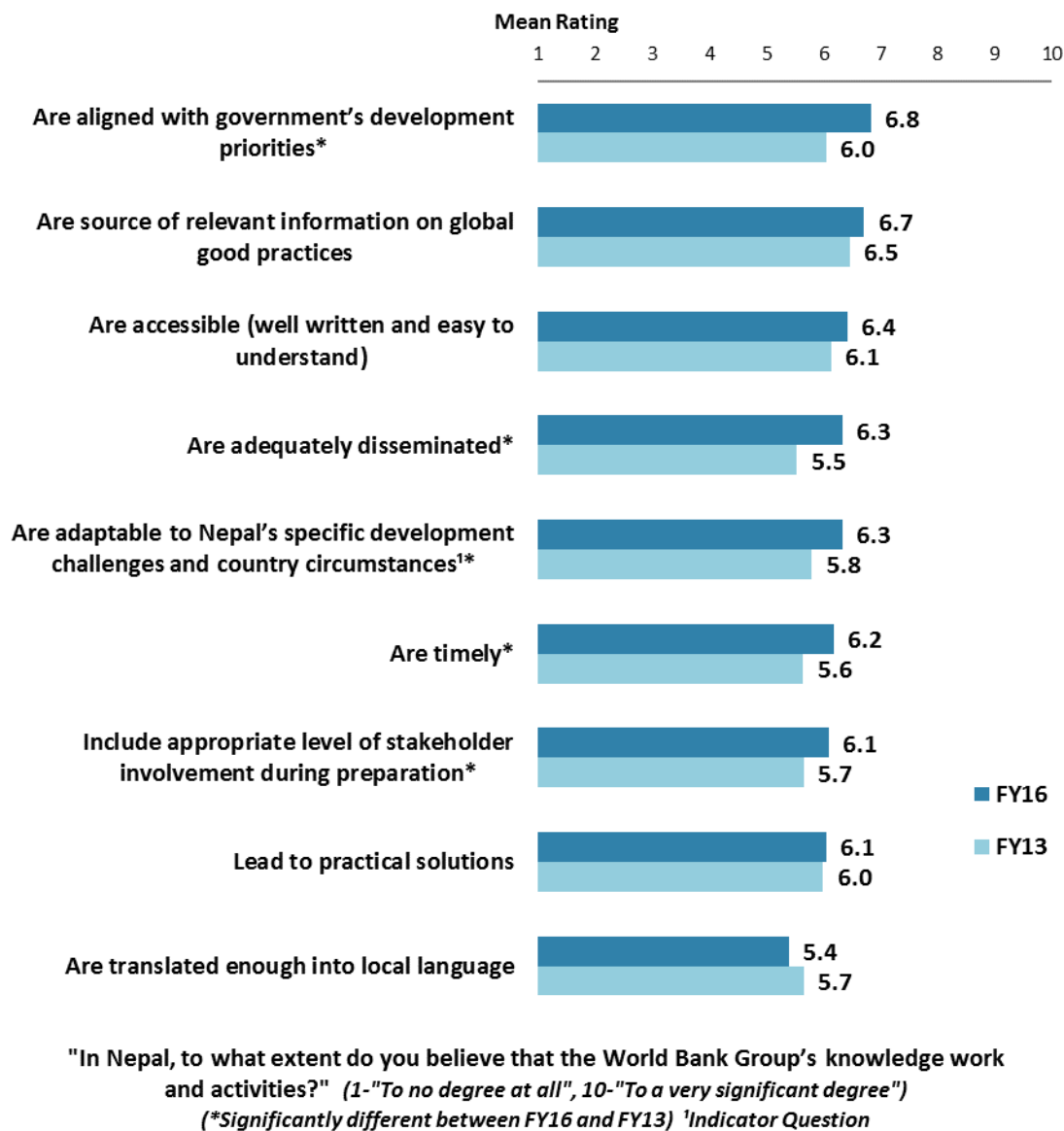
"In Nepal, to what extent do you believe that the World Bank Group's knowledge work and activities?" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Qualities of the WBG's Knowledge Work and Activities: Year Comparison<sup>13</sup>



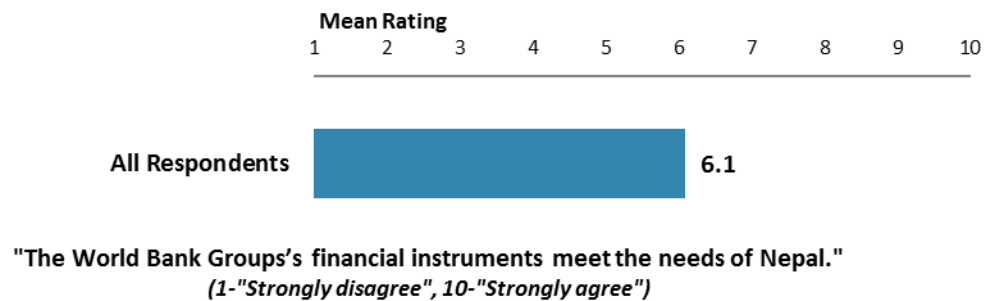
<sup>13</sup>All means presented in this chart are calculated based on weighted data. See Appendix E (page 94) for details.



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

### Meeting Nepal's Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Nepal's needs (weighted mean = 6.1) compared to respondents from the FY '13 Country Survey (weighted mean = 5.9)<sup>14</sup>.
- **Locations:** Respondents from Outside Kathmandu had significantly higher levels of agreement that the WBG's financial instruments meet Nepal's needs (mean rating = 6.9) compared to respondents from Kathmandu (mean rating = 5.3).
- **Collaboration:** Respondents who are not collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Nepal's needs (mean rating = 6.3) compared to respondents who are collaborating with the WBG (mean rating = 5.7).



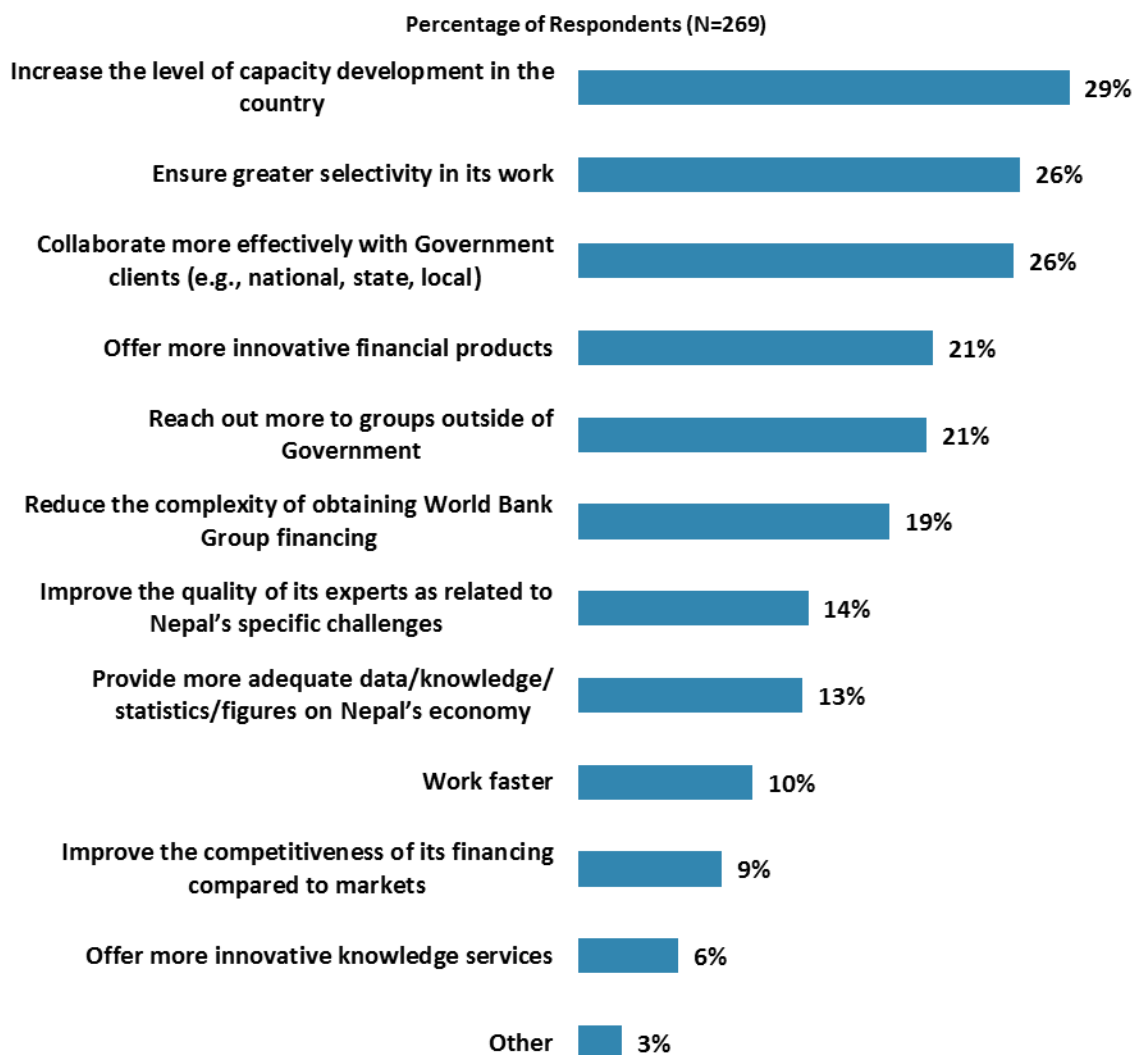
<sup>14</sup> Please refer to Appendix E (page 94) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



## X. The Future Role of the World Bank Group in Nepal

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to make itself of greater value, the WBG should reduce the complexity of obtaining WBG financing (percentage of respondents = 35%), improving the quality of its experts as related to Nepal's specific challenges (34%), and reach out more to groups outside of Government (33%).



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

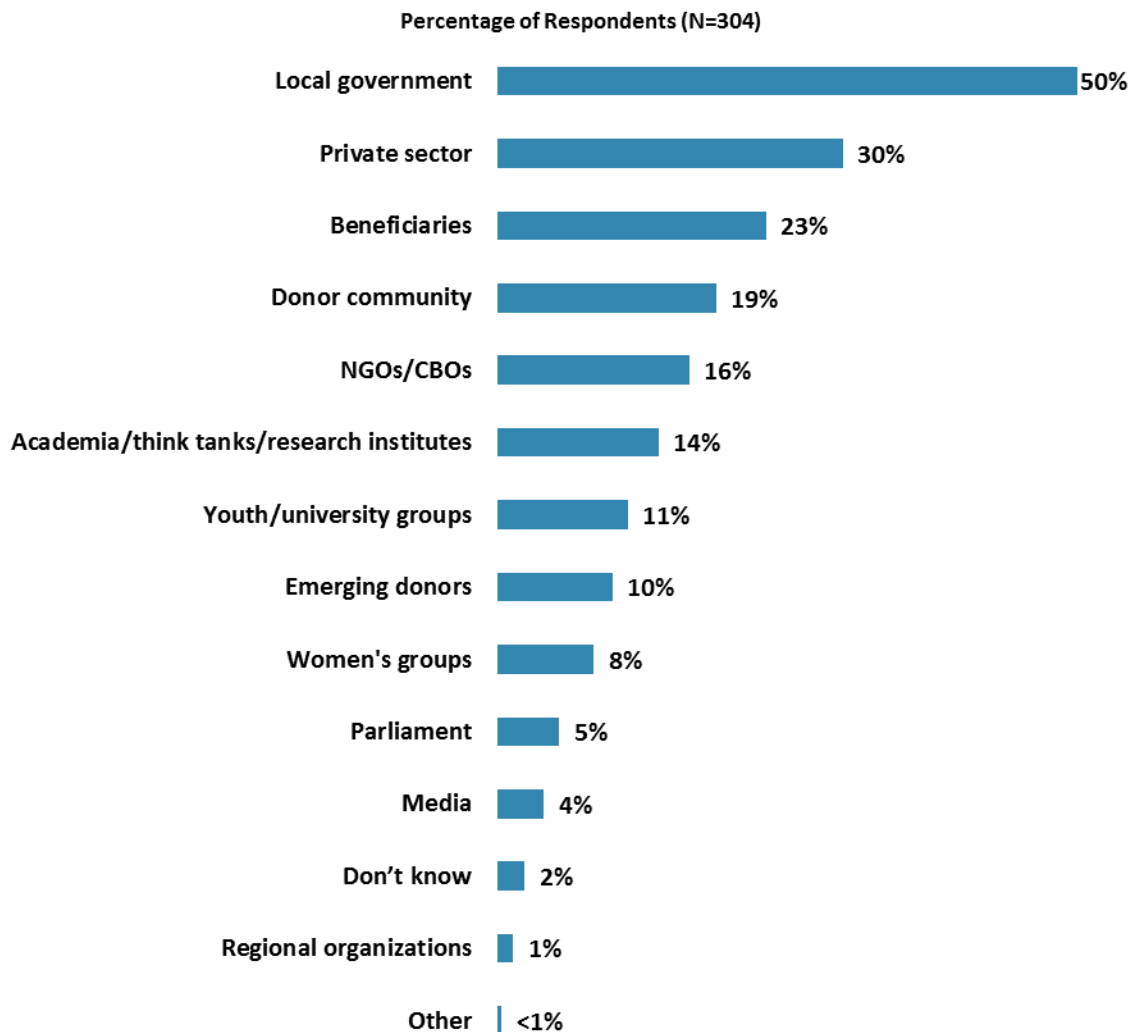




## X. The Future Role of the WBG in Nepal (continued)

### World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG should collaborate more with local government (percentage of respondents = 48%), followed by private sector (29%), NGOs (21%), and beneficiaries (19%).



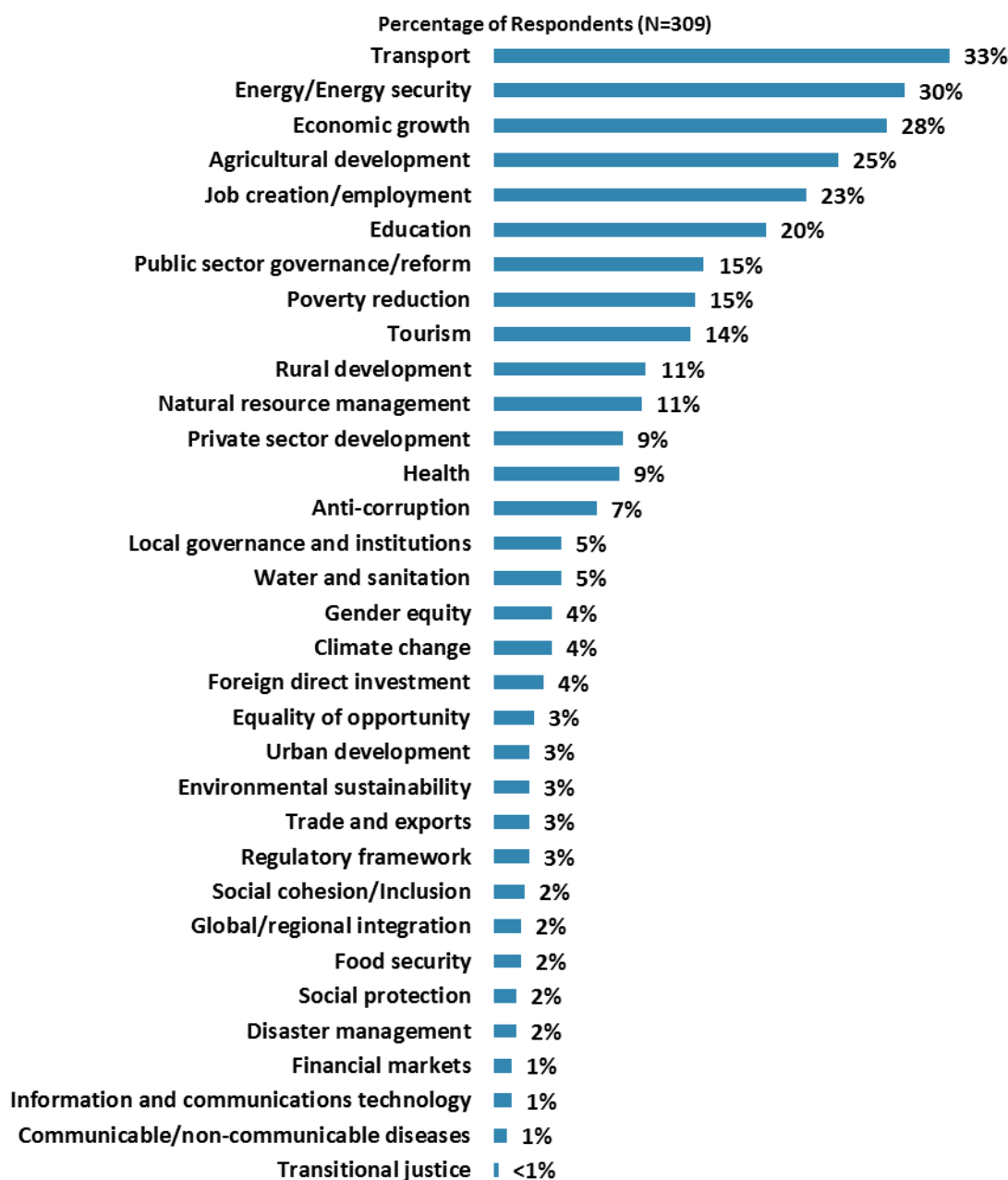
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. The Future Role of the WBG in Nepal (continued)

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents from the FY '13 Country Survey indicated that the WBG should focus its resources on energy (percentage of respondents = 39%), poverty reduction (31%), transport (30%), education (25%), agricultural/rural development (24%), and job creation/employment (24%).

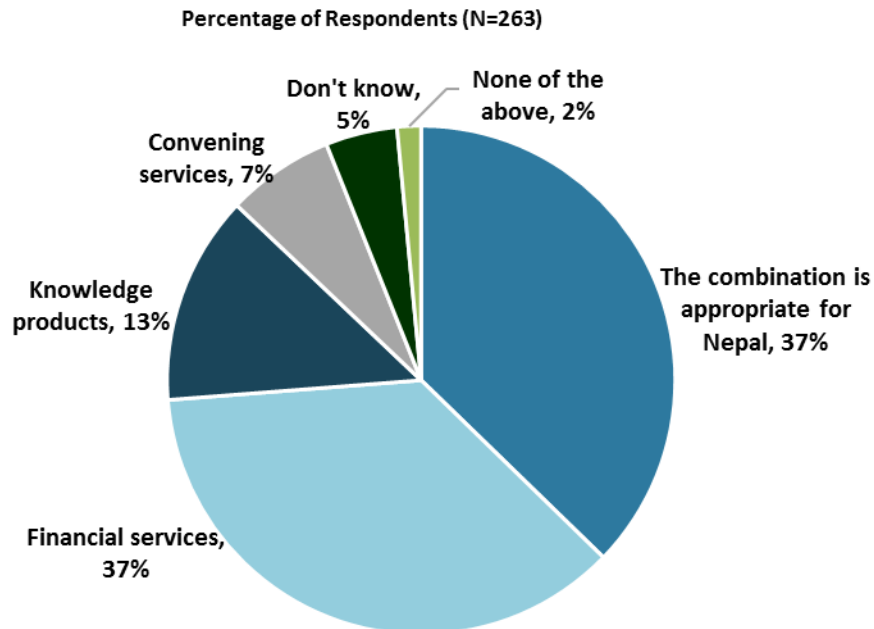


“When thinking about how the World Bank Group can have the most impact on development results in Nepal, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nepal? (Choose no more than THREE)”  
(Respondents chose from a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



## X. The Future Role of the WBG in Nepal (continued)

### Future Combination of the WBG services



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

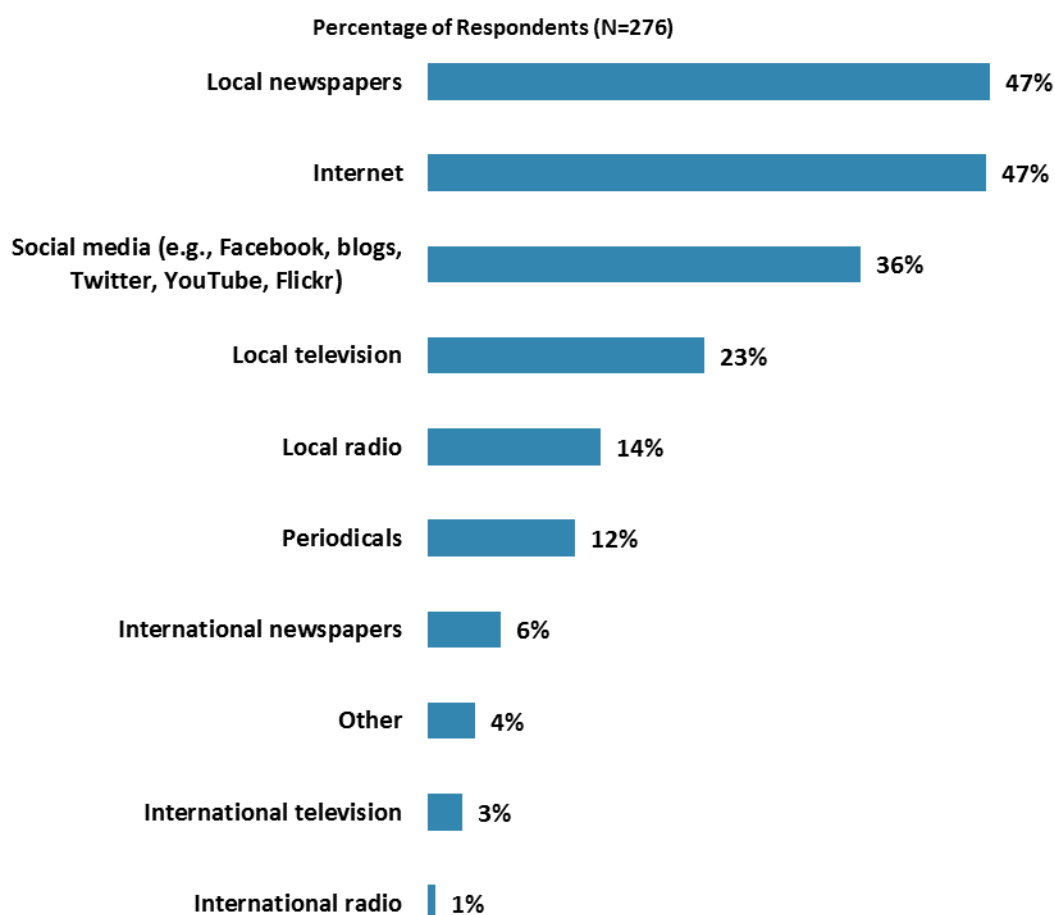


## XI. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they got most of their information about economic and social development issues from local newspapers (percentage of respondents = 64%), followed by the Internet (46%) and local television (28%).



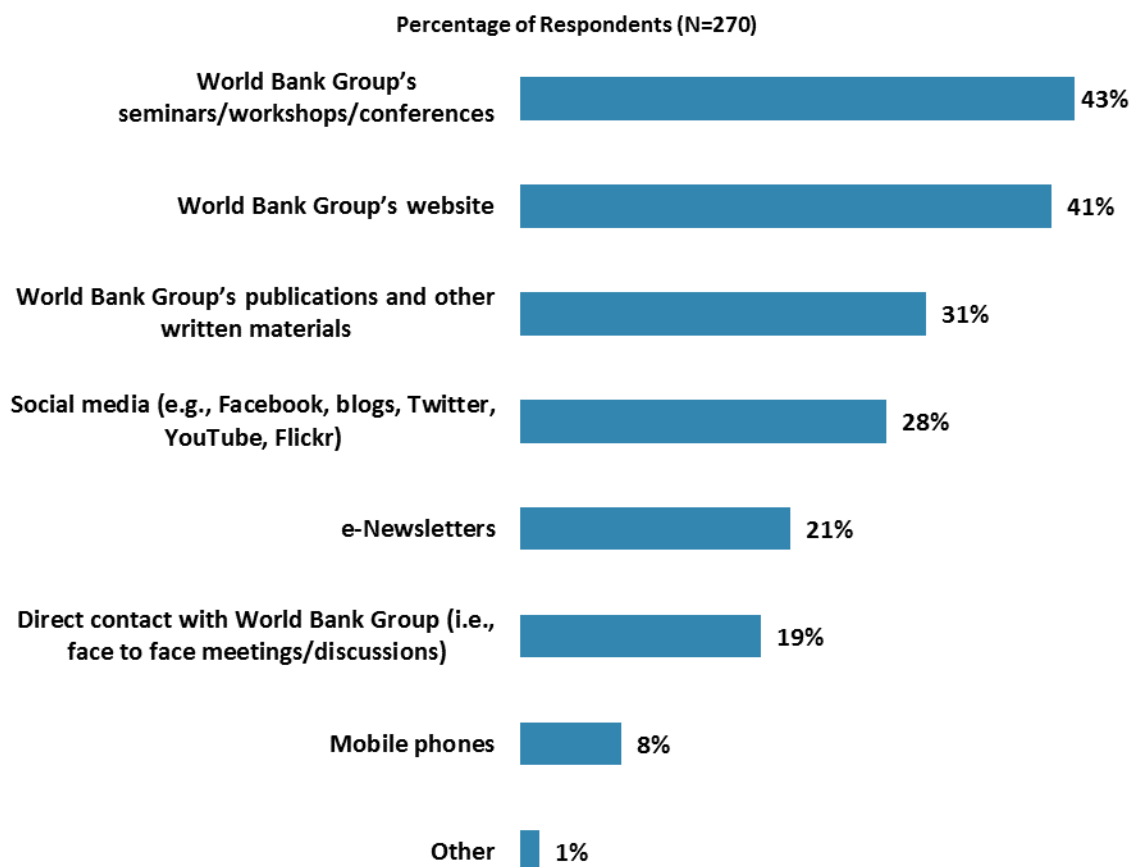
"How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## XI. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they preferred to get their information from the WBG's website (percentage of respondents = 58%), followed by WBG's publications and other written materials (36%), e-Newsletters (28%), WBG's seminars/workshops/conferences (23%), and direct contact with the WBG (20%).



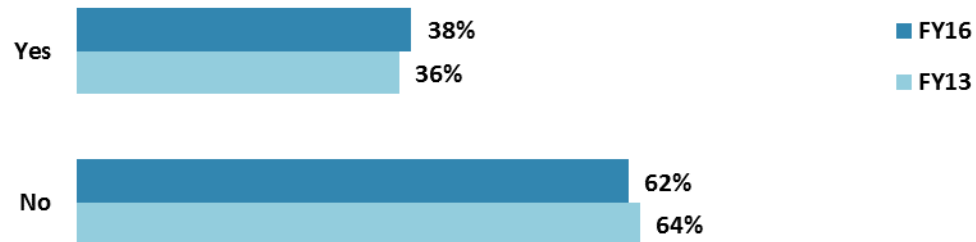
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## XI. Communication and Outreach (continued)

### Access to Information

Percentage of Respondents (FY16 N=173; FY13 N=246)



"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?"  
(Note, these percentages were calculated based on weighted data.)

Percentage of Respondents (FY16 N=189; FY13 N=221)



"Have you requested information from the World Bank Group on its activities in the past year?"  
(Note, these percentages were calculated based on weighted data.)

Percentage of Respondents (FY16 N=44; FY13 N=36)

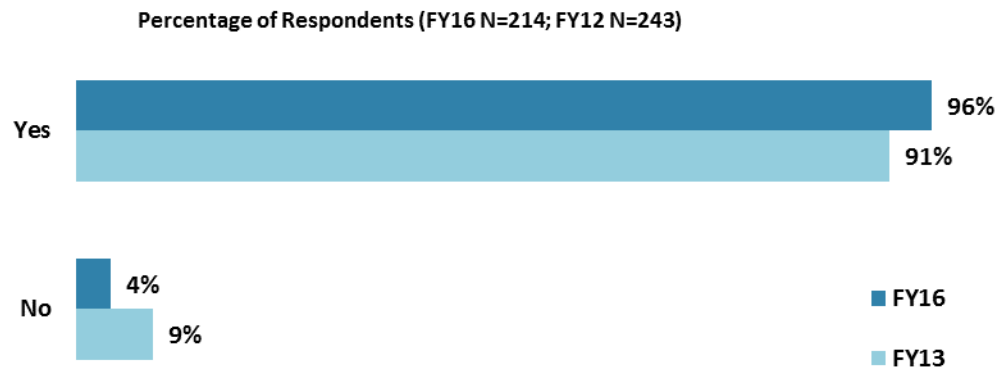


"Were you able to obtain this information?"  
(Note, these percentages were calculated based on weighted data.)



## XI. Communication and Outreach (continued)

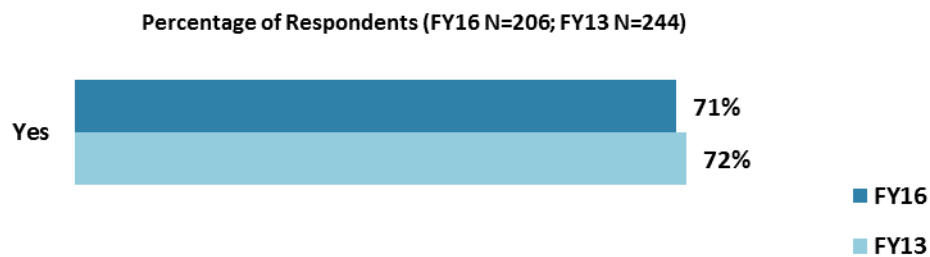
### Access to the Internet



"Do you have access to the Internet?"

*Significantly different between FY16 and FY13 (Note, these percentages were calculated based on weighted data.)*

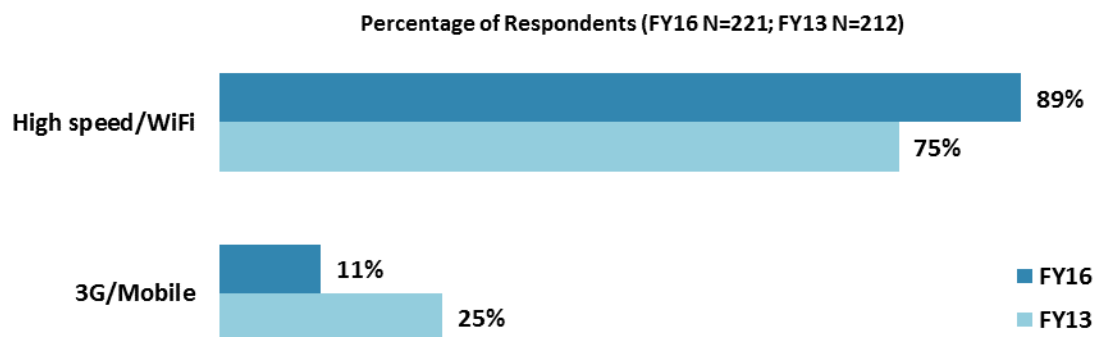
### WBG Website Usage



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

*(Note, these percentages were calculated based on weighted data.)*

### WBG Website Internet Access



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

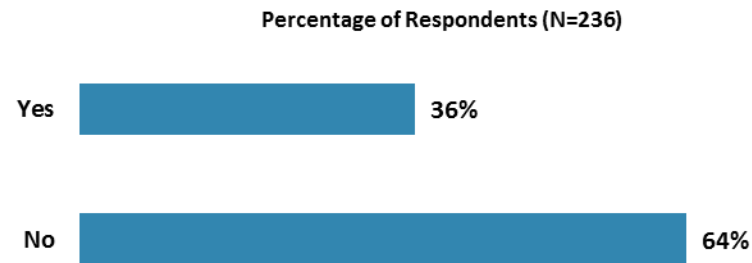
*(Respondents chose from a list.) Significantly different between FY16 and FY13*

*(Note, these percentages were calculated based on weighted data.)*



## XI. Communication and Outreach (continued)

### WBG Social Media Usage



**“Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?” (Respondents chose from a list.)**





## XII. Appendices

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### NEPAL





## Appendix A: Responses to All Questions across All Respondents (N=324)

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 Nepal

1. In general would you say that Nepal is headed in ... ?	Percentage of Respondents (N=308)
The right direction	47.7%
The wrong direction	21.4%
Not sure	30.8%

2. Listed below are a number of development priorities in Nepal. Please identify which of the following you consider the most important development priorities in Nepal? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=317)
Energy/ Energy security	30.9%
Public sector governance/reform	25.9%
Poverty reduction	23.7%
Education	22.4%
Job creation/employment	18.0%
Agricultural development	18.0%
Transport	16.4%
Private sector development	12.9%
Economic growth	12.9%
Tourism	12.6%
Anti-corruption	11.7%
Rural development	10.4%
Natural resource management	8.8%
Food security	7.6%
Health	6.3%
Social cohesion/Inclusion	6.3%
Foreign direct investment	6.0%
Gender equity	5.7%
Local governance and institutions	5.4%
Water and sanitation	4.7%
Environmental sustainability	4.7%
Equality of opportunity	3.8%
Climate change	3.2%
Disaster management	3.2%
Urban development	2.8%
Global/regional integration	2.5%
Regulatory framework	2.2%
Social protection	1.9%
Trade and exports	1.6%
Communicable/non-communicable diseases	0.6%
Information and communications technology	0.6%
Transitional justice	0.3%
Financial markets	0.0%

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

<b>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 Nepal? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=317)</b>
Economic growth	30.3%
Education	27.1%
Job creation/employment	25.9%
Agricultural development	25.2%
Energy/ Energy security	23.7%
Rural development	20.5%
Transport	17.7%
Anti-corruption	16.4%
Tourism	16.1%
Equality of opportunity	14.5%
Public sector governance/reform	13.6%
Natural resource management	12.6%
Private sector development	6.9%
Local governance and institutions	6.3%
Health	6.0%
Foreign direct investment	4.1%
Social protection	3.8%
Gender equity	3.5%
Water and sanitation	3.2%
Environmental sustainability	3.2%
Climate change	2.8%
Urban development	2.5%
Trade and exports	2.5%
Food security	1.9%
Global/regional integration	1.6%
Communicable/non-communicable diseases	1.6%
Social cohesion/Inclusion	1.6%
Information and communications technology	1.3%
Regulatory framework	0.9%
Disaster management	0.6%
Transitional justice	0.3%
Financial markets	0.3%

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

<b>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 Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=212)</b>
Consistent economic growth	37.1%
Education and training that better ensure job opportunity	33.0%
Better employment opportunities for young people	25.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.7%
Better opportunity for the poor who live in rural areas	20.8%
Better quality public services	10.8%
Greater voice and participation for citizens to help ensure greater accountability	9.0%
More reliable social safety net	6.6%
Greater access to health and nutrition for citizens	6.6%
A growing middle class	6.6%
Greater access to micro-finance for the poor	5.7%
Better employment opportunities for women	5.2%
Greater equity of fiscal policy	4.2%
Better opportunity for the poor who live in urban areas	3.8%
Other	1.9%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nepal? (Select only ONE response)</b>	<b>Percentage of Respondents (N=313)</b>
A very big problem	34.5%
A moderately big problem	43.5%
A small problem	17.6%
Not a problem at all	4.2%
Don't know	.3%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=311)</b>
A very serious problem	61.4%
A somewhat serious problem	30.2%
Not too serious problem	7.7%
Not a problem	.6%
Don't know	-

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Nepal?	307	0	5.80	2.23

<i>(1-Not effective at all, 10-Very effective)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.*	290	19	6.18	2.17

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Nepal solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	268	41	6.12	1.97

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Nepal, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nepal? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=309)</b>
Transport	33.0%
Energy/Energy security	29.8%
Economic growth	28.5%
Agricultural development	24.9%
Job creation/employment	22.7%
Education	19.7%
Public sector governance/reform	15.2%
Poverty reduction	14.6%
Tourism	14.2%
Rural development	11.0%
Natural resource management	10.7%
Private sector development	9.4%
Health	9.1%
Anti-corruption	7.4%
Local governance and institutions	4.9%
Water and sanitation	4.9%
Gender equity	4.2%
Climate change	4.2%
Foreign direct investment	3.6%
Equality of opportunity	2.9%
Urban development	2.6%
Environmental sustainability	2.6%
Trade and exports	2.6%
Regulatory framework	2.6%
Social cohesion/Inclusion	2.3%
Global/regional integration	1.9%
Food security	1.9%
Social protection	1.6%
Disaster management	1.6%
Financial markets	1.3%
Information and communications technology	1.3%
Communicable/non-communicable diseases	1.0%
Transitional justice	0.3%

**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 Nepal?	Percentage of Respondents (N=289)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	38.5%	15.1%	53.6%
Capacity development	17.4%	20.7%	38.1%
Policy advice, studies, analyses	15.2%	14.7%	30.0%
Technical assistance	8.7%	16.8%	25.5%
Help to bring discipline/effective supervision to implementation of investment projects	9.0%	11.6%	20.6%
Donor coordination	4.5%	7.0%	11.5%
Convening/Facilitating	2.1%	5.6%	7.7%
Data and statistics	3.5%	3.2%	6.6%
Mobilizing third party financial resources	1.0%	3.2%	4.2%
Linkage to non-Bank expertise	0.0%	1.4%	1.4%
Other	0.0%	0.7%	0.7%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=304)
Too influenced by developed countries	33.6%
Not collaborating enough with stakeholders outside the Government	19.1%
World Bank Group's processes too complex	16.4%
Not enough public disclosure of its work	16.1%
Not adequately sensitive to political/social realities in Nepal	12.5%
Not willing to honestly criticize policies and reform efforts in the country	10.2%
Not aligned with country priorities	9.9%
Not exploring alternative policy options	9.5%
Arrogant in its approach	9.2%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	8.6%
Not client-focused	7.2%
Don't know	6.9%
Its advice and strategies do not lend themselves to practical problem solving	5.9%
Staff too inaccessible	5.3%
Imposing technocratic solutions without regard to political realities	4.9%
The credibility of its knowledge/data	4.6%
Other	3.3%
Not aligned with other donors' work	1.6%

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

<b>7. Which World Bank Group's instruments do you believe are the most effective in reducing poverty in Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=297)</b>
Investment lending	43.4%
Capacity development	35.4%
Technical assistance	26.6%
Policy based lending / budget support to the Government	20.5%
Multi-sectoral approaches	15.8%
Trust Fund management	13.1%
Knowledge products/services	11.1%
Don't know	6.1%
Emergency response	3.7%
Other	2.0%

<b>8. To what extent do you believe that the World Bank Group's work and support help the poorest in Nepal? (Select only ONE response)</b>	<b>Percentage of Respondents (N=301)</b>
To a fully sufficient degree	5.0%
To a somewhat sufficient degree	43.9%
To a somewhat insufficient degree	31.2%
To a very insufficient degree	14.3%
Don't know	5.6%

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=304)</b>
Local government	49.7%
Private sector	29.6%
Beneficiaries	23.0%
Donor community	18.8%
NGOs/Community-Based Organizations (CBOs)	16.4%
Academia/think tanks/research institutes	13.8%
Youth/university groups	11.2%
Emerging donors	9.9%
Women's groups	8.2%
Parliament	5.3%
Media	3.9%
Don't know	2.3%
Regional organizations	1.3%
Other	0.3%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Nepal? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in Nepal*	284	8	6.30	2.05
11. The World Bank Group's work is aligned with what I consider the development priorities for Nepal*	277	10	5.93	2.10

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

To what extent is the World Bank Group an effective development partner in Nepal, 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
12. Responsiveness to needs*	259	19	6.02	1.92
13. Flexibility (in terms of the institution's products and services)*	234	30	5.32	1.88
14. Flexibility (in terms of changing country circumstances)*	238	22	5.49	1.86
15. Being inclusive*	244	19	6.17	1.98
16. Openness (sharing data and other information)*	248	20	6.29	2.25
17. Collaboration with the Government*	258	9	7.07	1.85
18. The speed in which it gets things accomplished on the ground*	243	24	5.95	1.89
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	237	28	5.66	2.32
20. Collaboration with civil society*	252	21	5.52	2.11
21. Staff accessibility*	250	18	5.83	2.20
22. Collaboration with other donors and development partners*	244	26	6.52	1.89
23. Collaboration with the private sector*	237	28	5.69	2.06
24. Straightforwardness and honesty*	246	21	6.74	2.00
25. Treating clients and stakeholders in Nepal with respect	249	24	6.65	2.06
26. Being a long-term partner*	262	16	7.62	2.13

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=291)
Political obstacles and instability	56.7%
The Government works inefficiently	24.4%
Lack of/inadequate levels of capacity in Government	18.9%
Reforms are not well thought out in light of country challenges	18.6%
Inadequate funding	17.2%
Political pressures and obstacles	11.7%
There is not an adequate level of citizen/civil society participation	11.3%
Poor donor coordination	10.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	10.3%
The World Bank Group works too slowly	7.2%
The World Bank Group does not do adequate follow through/follow-up	6.2%
Other	1.0%



**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 Nepal? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Tourism	272	8	7.44	2.51
2. Financial markets	262	7	7.19	2.20
3. Transport	277	3	8.36	2.06
4. Anti-corruption	263	10	7.15	2.74
5. Transitional justice	258	11	6.00	2.65
6. Urban development	266	3	7.47	2.00
7. Environmental sustainability	270	3	7.54	2.08
8. Trade and exports	256	11	7.24	2.26
9. Information and communications technology	260	7	7.31	2.19
10. Poverty reduction	275	8	8.65	1.82
11. Gender equity	258	8	7.01	2.34
12. Private sector development	265	5	7.35	2.30
13. Foreign direct investment	253	11	7.53	2.19
14. Local governance and institutions	263	4	7.39	2.33
15. Water and sanitation	264	6	7.78	1.91
16. Regulatory framework	247	13	7.04	2.40
17. Economic growth	267	7	8.74	1.59
18. Energy/Energy security	267	6	8.86	1.79
19. Disaster management	255	7	7.88	2.03
20. Public sector governance/reform	266	7	7.75	2.25
21. Job creation/employment	273	5	8.34	1.96
22. Communicable/non-communicable diseases	253	6	7.00	2.35
23. Social cohesion/Inclusion	253	6	6.84	2.57
24. Equality of opportunity	249	7	7.22	2.41
25. Social protection	259	7	6.71	2.52
26. Rural development	264	14	8.27	1.87
27. Global/regional integration	249	15	7.08	2.45
28. Food security	258	11	7.62	2.22
29. Natural resource management	260	7	7.88	2.20
30. Health	266	6	8.03	1.95
31. Climate change	268	4	8.02	2.03
32. Agricultural development	272	9	8.68	1.77
33. Education	274	11	8.62	1.78

**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 Nepal? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	175	96	6.09	2.03
2. Information and communications technology	165	102	6.20	1.98
3. Transport	221	49	6.95	2.02
4. Tourism	155	109	5.90	2.33
5. Transitional justice	133	132	5.19	2.13
6. Urban development	202	64	6.32	2.09
7. Environmental sustainability	182	82	6.40	2.08
8. Regulatory framework	165	100	6.11	2.07
9. Communicable/non-communicable diseases	152	107	6.03	2.21
10. Poverty reduction	215	52	6.85	2.17
11. Anti-corruption	164	101	5.79	2.40
12. Private sector development	183	83	6.17	2.32
13. Foreign direct investment	151	109	6.11	2.11
14. Local governance and institutions	176	87	5.88	2.17
15. Water and sanitation	202	62	6.63	1.98
16. Trade and exports	145	111	5.83	2.09
17. Social cohesion/Inclusion	164	93	6.01	2.32
18. Economic growth	197	64	6.58	2.22
19. Health	192	68	6.50	2.19
20. Disaster management	187	69	6.42	2.32
21. Public sector governance/reform	179	79	6.37	2.12
22. Job creation/employment	178	82	5.97	2.23
23. Financial markets	146	110	6.08	2.14
24. Equality of opportunity	163	94	5.83	2.20
25. Energy/Energy security	193	68	6.20	2.32
26. Rural development	197	64	6.45	2.17
27. Global/regional integration	142	111	6.14	2.27
28. Food security	177	81	6.23	2.27
29. Education	212	55	6.63	2.19
30. Social protection	141	117	5.64	2.26
31. Climate change	178	88	6.25	2.20
32. Agricultural development	195	63	6.61	2.26
33. Natural resource management	175	91	6.37	2.22

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Nepal? (1-To no degree at all, 10-To a very significant degree)	274	14	6.82	1.99

**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 Nepal? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Nepal*	259	25	6.10	2.23
5. The World Bank Group meets Nepal's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	254	25	6.08	2.23

Internal monitoring	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Nepal? (1-To no degree at all, 10-To a very significant degree)	234	49	6.17	2.00

**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=277)
Weekly	4.0%
Monthly	17.7%
A few times a year	33.9%
Rarely	33.2%
Never	11.2%

In Nepal, 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	231	38	6.16	2.00
3. Include appropriate level of stakeholder involvement during preparation	225	39	6.08	1.97
4. Lead to practical solutions	226	41	6.03	2.01
5. Are accessible (well written and easy to understand)	234	26	6.41	2.09
6. Are source of relevant information on global good practices	229	35	6.71	2.05
7. Are adequately disseminated	228	32	6.32	2.14
8. Are translated enough into local language	199	60	5.34	2.30
9. Are adaptable to Nepal's specific development challenges and country circumstances*	230	30	6.30	2.07
10. Are aligned with government's development priorities	238	27	6.80	2.10

Overall Evaluations	N	DK	Mean	SD
11. 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)	261	14	6.79	1.96
12. 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)	259	21	6.97	1.87

**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	207	69	6.30	2.34
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	239	30	7.03	2.00
3. The World Bank Group's approvals and reviews are done in a timely fashion	228	42	6.76	1.99
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	202	64	6.58	1.92
5. The World Bank Group's conditions on its lending are reasonable	206	60	6.23	2.22
6. The World Bank Group takes decisions quickly in Nepal	219	42	6.37	2.03
7. Working with the World Bank Group increases Nepal's institutional capacity	244	23	7.26	1.94
8. Where country systems are adequate, the World Bank Group makes appropriate use of them	211	52	6.89	1.91
9. The World Bank Group provides effective implementation support	232	36	6.93	2.01
10. The World Bank Group effectively promotes grievance redressal in the projects it supports	211	58	6.66	2.05

WBG Promoting PPP in Nepal	N	DK	Mean	SD
11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nepal? (1-To no degree at all, 10-To a very significant degree)	225	48	6.60	2.00

11. Which of the following best describes the World Bank Group's support in Nepal? (Select only one response)	Percentage of Respondents (N=263)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nepal	44.5%
The World Bank Group is not sufficiently selective in Nepal, and it is involved in too many areas of development	35.4%
Don't know	20.2%

**F. World Bank Group's Work in Response to the Earthquake in Nepal**

To what extent do you agree with the following statements related to the World Bank Group's work in response to the earthquake in Nepal last year? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The level of the World Bank Group's lending for the post-earthquake response was appropriate.	168	74	6.45	2.16
2. The World Bank Group's lending for post-earthquake response was done at the appropriate speed.	161	77	6.42	2.28
3. The World Bank Group's work (advice, lending, etc.) in response to the earthquake helped engender institutional change to improve disaster management and response in Nepal.	155	82	5.99	2.30
4. The World Bank Group's work (advice, lending, etc.) helped to build institutional capacity for future disasters.	154	83	5.89	2.34
5. The World Bank Group's role as convener and facilitator of other donors was very effective in response to last year's earthquake.	161	78	6.87	2.33

**F. World Bank Group's Work in Response to the Earthquake in Nepal (continued)**

<b>6. When considering the World Bank Group's earthquake related work in Nepal, which of the following activities were most useful? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=208)</b>
Damage assessment (post-disaster needs assessment)	51.9%
Mobilizing donor support	39.9%
World Bank Group lending	39.9%
Knowledge exchange	20.2%
Disaster preparedness	12.0%
Institutional capacity building	10.1%
Beneficiary targeting	8.7%

<b>7. When looking forward, which activities do you believe the World Bank Group should emphasize in its post-earthquake work in Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=234)</b>
Rural housing reconstruction	54.7%
Resilient community infrastructures	38.0%
"Building back better"	31.6%
Preparedness	22.6%
Restoring rural markets	15.4%
Transparency	15.4%
Training	11.5%

**G. The Future Role of the World Bank Group in Nepal**

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=269)</b>
Increase the level of capacity development in the country	29.4%
Ensure greater selectivity in its work	26.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	26.0%
Offer more innovative financial products	21.2%
Reach out more to groups outside of Government	20.8%
Reduce the complexity of obtaining World Bank Group financing	18.6%
Improve the quality of its experts as related to Nepal's specific challenges	13.8%
Provide more adequate data/knowledge/statistics/figures on Nepal's economy	13.4%
Work faster	10.4%
Improve the competitiveness of its financing compared to markets	8.6%
Offer more innovative knowledge services	5.9%
Other	2.6%

<b>2. When considering the combination of services that the World Bank Group offers in Nepal, 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 Nepal? (Select only ONE response)</b>	<b>Percentage of Respondents (N=263)</b>
The combination is appropriate for Nepal	37.3%
Financial services	36.5%
Knowledge products	13.3%
Convening services	6.8%
Don't know	4.6%
None of the above	1.5%

**H. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=276)</b>
Local newspapers	47.1%
Internet	46.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	36.2%
Local television	23.2%
Local radio	14.5%
Periodicals	12.3%
International newspapers	6.2%
Other	4.0%
International television	2.9%
International radio	0.7%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=270)</b>
World Bank Group's seminars/workshops/conferences	42.6%
World Bank Group's website	40.7%
World Bank Group's publications and other written materials	31.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	28.1%
e-Newsletters	20.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	18.5%
Mobile phones	7.8%
Other	1.5%

<b>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?</b>	<b>Percentage of Respondents (N=195)</b>
Yes	36.9%
No	63.1%

<b>4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)</b>	<b>Percentage of Respondents (Responses Combined; N=91)</b>
World Bank Group's website	42.9%
World Bank Group's seminars/workshops/conferences	24.2%
News/Media	14.3%
Colleagues/Friends/Peer organizations	12.1%
World Bank Group's e-Newsletters	6.6%
Other	-

<b>5. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=211)</b>
Yes	19.9%
No	80.1%

<b>6. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=48)</b>
Yes	81.3%
No	18.8%

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

<b>7. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=242)</b>
Yes	95.9%
No	4.1%

<b>8. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=233)</b>
Yes	69.5%
No	30.5%

<b>9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?</b>	<b>Percentage of Respondents (N=236)</b>
Yes	35.6%
No	64.4%

<b>10. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=244)</b>
High speed/WiFi	90.2%
3G/Mobile	9.8%

<b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. I find the World Bank Group's websites easy to navigate.	169	46	6.68	2.07
12. I find the information on the World Bank Group's websites useful.	167	39	7.34	1.73
13. The World Bank Group's social media channels are valuable sources of information about the institution	139	85	7.32	1.98
14. When I need information from the World Bank Group I know how to find it	150	79	6.71	2.36
15. The World Bank Group is responsive to my information requests and inquiries	141	87	6.72	2.23

**I. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=315)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	17.1%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	10.5%
Local Government Office or Staff	10.2%
NGO/Community-Based Organization	8.9%
Academia/Research Institute/Think Tank	8.9%
Private Sector Organization	8.3%
Media	6.7%
Other	6.7%
Bilateral/ Multilateral Agency	5.7%
Financial Sector/Private Bank	5.7%
Private Foundation	2.5%
Trade Union	2.5%
Independent Government Institution	1.9%
Office of Parliamentarian	1.3%
Office of the President/Prime Minister	1.0%
Office of Minister	1.0%
Women's Group	.6%
Youth Group	.6%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=309)</b>
Education	13.9%
Other	10.4%
Finance and markets	9.4%
Health, nutrition, and population	6.5%
Urban, rural, and social development	5.8%
Governance	5.8%
Energy and extractives	5.2%
Gender	4.9%
Water	4.5%
Environment and natural resources	4.5%
Macroeconomics and fiscal management	4.2%
Transport and ICT	4.2%
Agriculture	4.2%
Trade and competitiveness	3.6%
Jobs	3.2%
Generalist (specialized in multiple sectors)	3.2%
Public-private partnerships	1.9%
Social protection and labor	1.6%
Poverty	1.3%
Climate change	1.0%
Fragility, conflict and violence	.6%



**I. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=300)</b>
Yes	40.7%
No	59.3%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Nepal? (Select only ONE response)</b>	<b>Percentage of Respondents (N=220)</b>
The World Bank (IDA)	70.0%
Other	21.4%
The International Finance Corporation (IFC)	7.7%
The Multilateral Investment Guarantee Agency (MIGA)	.9%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=244)</b>
Yes	16.8%
No	83.2%

<b>6. If yes, what was your view of how the two institutions work together in Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=43)</b>
The two institutions work well together	41.9%
The way the two institutions work together needs improvement	34.9%
Don't know	20.9%
The two institutions do not work well together	2.3%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Nepal? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=286)</b>
Collaborate as part of my professional duties	35.3%
Engage in World Bank Group related/sponsored events/activities	33.2%
Observer	31.5%
Use World Bank Group website for information, data, research, etc.	24.5%
Use World Bank Group reports/data	24.1%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=313)</b>
Female	15.7%
Male	84.3%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=313)</b>
Kathmandu	54.0%
Outside Kathmandu	46.0%

## Appendix B: Responses to All Questions by Stakeholder Groups<sup>15</sup>

Employee of a Ministry N=54 ● PMU/Consultant on WBG-supported project N=33 ● Local Government N=32 ● Bilateral/Multilateral Agency N=18 ● Private Sector N=26 ● Financial Sector/Private Bank N=18 ● Civil Society N=48 ● Media N=21 ● Academia N=28 ● Other N=37

### A. General Issues facing Nepal

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Academia	Other
The right direction	70.6%	43.8%	64.3%	16.7%	34.6%		50.0%	47.6%	42.9%	52.9%
The wrong direction	2.0%	31.3%	7.1%	44.4%	15.4%	47.1%	22.9%	28.6%	28.6%	17.6%
Not sure	27.5%	25.0%	28.6%	38.9%	50.0%	52.9%	27.1%	23.8%	28.6%	29.4%

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Nepal?*	54	6.61	2.24	32	6.22	2.30	32	4.63	1.88	18	5.39	1.82	25	5.80	2.45	18	4.44	1.72	43	5.93	2.13	20	6.20	2.57	27	6.33	2.06	34	5.53	2.06

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.*	52	6.94	1.92	30	6.50	1.89	27	5.48	1.74	16	4.88	1.75	23	6.30	2.53	18	5.00	2.45	44	6.52	2.23	20	6.35	2.52	26	5.85	1.99	30	6.27	2.08

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Nepal solve its most complicated development challenges?*	50	6.60	1.69	27	6.89	1.72	22	5.23	1.57	15	4.60	1.92	23	6.52	2.13	16	5.88	2.06	40	6.27	1.97	18	5.67	2.54	23	5.65	1.80	30	6.23	1.98

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

<sup>15</sup> Only 315 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Health*	24.1%	0.0%	12.5%	11.1%	4.0%	5.6%	2.1%	10.0%	3.6%	9.4%
Tourism*	5.6%	9.7%	40.6%	16.7%	12.0%	22.2%	12.8%	15.0%	10.7%	6.3%
Transport	33.3%	41.9%	37.5%	27.8%	28.0%	22.2%	29.8%	25.0%	42.9%	28.1%
Agricultural development*	18.5%	16.1%	28.1%	5.6%	32.0%	22.2%	21.3%	25.0%	50.0%	34.4%
Global/regional integration	1.9%	3.2%	0.0%	5.6%	0.0%	0.0%	2.1%	5.0%	0.0%	3.1%
Job creation/employment	24.1%	16.1%	18.8%	5.6%	28.0%	38.9%	27.7%	15.0%	14.3%	34.4%
Public sector governance/reform*	5.6%	32.3%	12.5%	33.3%	16.0%	5.6%	12.8%	15.0%	14.3%	15.6%
Social protection*	0.0%	0.0%	0.0%	16.7%	4.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Rural development	11.1%	12.9%	15.6%	16.7%	4.0%	27.8%	2.1%	10.0%	3.6%	18.8%
Foreign direct investment	3.7%	6.5%	0.0%	5.6%	8.0%	5.6%	6.4%	0.0%	0.0%	0.0%
Education*	27.8%	12.9%	12.5%	11.1%	28.0%	27.8%	8.5%	5.0%	35.7%	21.9%
Energy/Energy security	27.8%	35.5%	37.5%	16.7%	24.0%	16.7%	23.4%	55.0%	28.6%	31.3%
Gender equity	3.7%	0.0%	12.5%	0.0%	4.0%	0.0%	8.5%	0.0%	3.6%	3.1%
Financial markets*	0.0%	0.0%	0.0%	5.6%	0.0%	11.1%	0.0%	5.0%	0.0%	0.0%
Local governance and institutions	1.9%	9.7%	0.0%	5.6%	12.0%	0.0%	8.5%	0.0%	3.6%	6.3%
Urban development*	3.7%	3.2%	0.0%	16.7%	0.0%	0.0%	2.1%	0.0%	0.0%	3.1%
Environmental sustainability	9.3%	3.2%	3.1%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%
Economic growth	25.9%	32.3%	15.6%	38.9%	20.0%	33.3%	34.0%	35.0%	28.6%	28.1%
Private sector development*	1.9%	6.5%	0.0%	0.0%	12.0%	16.7%	27.7%	15.0%	0.0%	12.5%
Water and sanitation	11.1%	0.0%	0.0%	11.1%	8.0%	0.0%	0.0%	10.0%	7.1%	3.1%
Food security	3.7%	3.2%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	3.1%
Climate change	9.3%	3.2%	9.4%	0.0%	8.0%	0.0%	0.0%	5.0%	3.6%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports*	0.0%	3.2%	0.0%	16.7%	0.0%	0.0%	4.3%	5.0%	0.0%	3.1%
Equality of opportunity	5.6%	3.2%	0.0%	0.0%	0.0%	0.0%	8.5%	0.0%	3.6%	0.0%
Transitional justice	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	1.9%	3.2%	0.0%	0.0%	4.0%	0.0%	6.4%	10.0%	0.0%	0.0%
Communicable/non-communicable diseases	3.7%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	13.0%	12.9%	15.6%	0.0%	8.0%	11.1%	10.6%	5.0%	17.9%	6.3%
Poverty reduction	14.8%	19.4%	9.4%	11.1%	12.0%	11.1%	21.3%	20.0%	7.1%	12.5%
Anti-corruption	0.0%	6.5%	6.3%	16.7%	4.0%	22.2%	12.8%	0.0%	10.7%	6.3%
Social cohesion/Inclusion	0.0%	3.2%	3.1%	0.0%	4.0%	0.0%	0.0%	0.0%	7.1%	6.3%
Disaster management	3.7%	0.0%	6.3%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*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 Nepal?

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Policy advice, studies, analyses	19.2%	3.6%	4.0%	16.7%	4.3%	22.2%	16.7%	10.0%	26.9%	23.5%
Data and statistics	0.0%	3.6%	8.3%	11.1%	4.3%	0.0%	2.4%	10.0%	0.0%	2.9%
Convening/Facilitating	0.0%	3.6%	0.0%	5.6%	4.3%	0.0%	4.8%	0.0%	0.0%	0.0%
Financial resources	46.2%	46.4%	20.8%	33.3%	39.1%	50.0%	42.9%	20.0%	30.8%	41.2%
Capacity development	17.3%	17.9%	16.7%	5.6%	34.8%	11.1%	9.5%	25.0%	26.9%	14.7%
Technical assistance	7.7%	7.1%	4.2%	5.6%	4.3%	16.7%	9.5%	15.0%	7.7%	8.8%
Help to bring discipline/effective supervision to implementation of investment projects*	5.8%	17.9%	25.0%	11.1%	0.0%	0.0%	11.9%	20.0%	3.8%	0.0%
Mobilizing third party financial resources	1.9%	0.0%	4.2%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Donor coordination*	1.9%	0.0%	16.7%	11.1%	8.7%	0.0%	0.0%	0.0%	3.8%	8.8%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Policy advice, studies, analyses	19.2%	3.6%	4.5%	27.8%	18.2%	11.1%	7.5%	25.0%	19.2%	14.7%
Data and statistics*	0.0%	3.6%	0.0%	16.7%	0.0%	0.0%	5.0%	0.0%	3.8%	2.9%
Convening/Facilitating	3.8%	10.7%	4.5%	11.1%	4.5%	0.0%	12.5%	5.0%	0.0%	2.9%
Financial resources	11.5%	10.7%	36.4%	11.1%	22.7%	5.6%	12.5%	25.0%	3.8%	20.6%
Capacity development	26.9%	28.6%	18.2%	16.7%	18.2%	27.8%	22.5%	15.0%	15.4%	11.8%
Technical assistance	13.5%	14.3%	31.8%	11.1%	18.2%	22.2%	17.5%	5.0%	23.1%	17.6%
Help to bring discipline/effective supervision to implementation of investment projects*	3.8%	17.9%	0.0%	5.6%	4.5%	22.2%	12.5%	10.0%	26.9%	14.7%
Mobilizing third party financial resources	5.8%	7.1%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	7.7%	0.0%
Donor coordination	7.7%	3.6%	4.5%	0.0%	9.1%	11.1%	5.0%	15.0%	0.0%	14.7%
Linkage to non-Bank expertise	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	1.9%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

## 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 Nepal? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Too influenced by developed countries*	24.5%	20.0%	31.3%	27.8%	12.0%	38.9%	34.8%	44.4%	53.8%	47.1%
Not exploring alternative policy options*	7.5%	0.0%	25.0%	0.0%	16.0%	11.1%	10.9%	0.0%	11.5%	5.9%
Not collaborating enough with stakeholders outside the Government	11.3%	13.3%	6.3%	22.2%	20.0%	16.7%	26.1%	16.7%	26.9%	35.3%
Its advice and strategies do not lend themselves to practical problem solving	5.7%	6.7%	9.4%	5.6%	8.0%	11.1%	0.0%	11.1%	3.8%	5.9%
Not enough public disclosure of its work	20.8%	10.0%	15.6%	5.6%	16.0%	11.1%	30.4%	11.1%	19.2%	5.9%
Arrogant in its approach*	3.8%	3.3%	25.0%	27.8%	12.0%	0.0%	2.2%	11.1%	11.5%	5.9%
Not client-focused	7.5%	6.7%	9.4%	16.7%	0.0%	0.0%	2.2%	5.6%	19.2%	8.8%
The credibility of its knowledge/data	7.5%	0.0%	9.4%	0.0%	8.0%	5.6%	8.7%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	34.0%	20.0%	12.5%	16.7%	20.0%	0.0%	15.2%	5.6%	7.7%	11.8%
Not willing to honestly criticize policies and reform efforts in the country*	5.7%	13.3%	3.1%	16.7%	12.0%	33.3%	4.3%	16.7%	7.7%	11.8%
Staff too inaccessible	3.8%	10.0%	6.3%	5.6%	0.0%	11.1%	8.7%	5.6%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	5.7%	0.0%	3.1%	11.1%	0.0%	0.0%	2.2%	16.7%	7.7%	5.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)*	18.9%	16.7%	3.1%	11.1%	8.0%	11.1%	2.2%	11.1%	0.0%	2.9%
Not aligned with other donors' work	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	2.9%
Not aligned with country priorities	15.1%	3.3%	21.9%	0.0%	12.0%	0.0%	6.5%	5.6%	7.7%	14.7%
Not adequately sensitive to political/social realities in Nepal*	5.7%	3.3%	0.0%	0.0%	24.0%	38.9%	19.6%	16.7%	15.4%	14.7%
Other	5.7%	10.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	3.8%	0.0%
Don't know	3.8%	20.0%	12.5%	11.1%	12.0%	5.6%	2.2%	5.6%	0.0%	2.9%

\*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 Nepal? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Trust Fund management	10.4%	21.4%	6.3%	11.1%	12.0%	23.5%	10.9%	15.8%	18.5%	12.5%
Knowledge products/services*	4.2%	7.1%	3.1%	22.2%	12.0%	17.6%	23.9%	5.3%	14.8%	3.1%
Capacity development	31.3%	39.3%	40.6%	11.1%	28.0%	35.3%	34.8%	42.1%	37.0%	46.9%
Technical assistance*	22.9%	10.7%	6.3%	27.8%	24.0%	47.1%	43.5%	31.6%	29.6%	31.3%
Investment lending	50.0%	35.7%	50.0%	38.9%	36.0%	52.9%	45.7%	26.3%	40.7%	43.8%
Policy based lending / budget support to the Government*	22.9%	7.1%	43.8%	27.8%	28.0%	5.9%	17.4%	21.1%	18.5%	9.4%
Multi-sectoral approaches*	25.0%	28.6%	0.0%	22.2%	20.0%	5.9%	8.7%	31.6%	3.7%	18.8%
Emergency response	6.3%	0.0%	9.4%	11.1%	4.0%	0.0%	0.0%	5.3%	3.7%	0.0%
Other	0.0%	3.6%	0.0%	0.0%	4.0%	0.0%	0.0%	5.3%	11.1%	0.0%
Don't know	2.1%	7.1%	18.8%	5.6%	8.0%	5.9%	4.3%	0.0%	0.0%	6.3%

\*Significantly different between stakeholder groups

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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Parliament*	0.0%	13.3%	0.0%	11.1%	4.0%	0.0%	4.3%	21.1%	3.7%	3.0%
Donor community	31.4%	13.3%	18.8%	22.2%	20.0%	16.7%	13.0%	5.3%	11.1%	27.3%
Media*	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	6.5%	36.8%	0.0%	0.0%
Local government*	51.0%	46.7%	84.4%	33.3%	40.0%	38.9%	41.3%	42.1%	63.0%	45.5%
Emerging donors	19.6%	13.3%	12.5%	16.7%	4.0%	16.7%	0.0%	5.3%	3.7%	9.1%
Private sector*	23.5%	30.0%	12.5%	33.3%	60.0%	50.0%	32.6%	42.1%	18.5%	18.2%
Academia/think tanks/research institutes*	7.8%	16.7%	3.1%	22.2%	0.0%	11.1%	13.0%	5.3%	44.4%	18.2%
NGOs/Community-Based Organizations (CBOs)*	7.8%	16.7%	3.1%	27.8%	20.0%	5.6%	47.8%	0.0%	14.8%	9.1%
Youth/university groups*	0.0%	0.0%	15.6%	0.0%	16.0%	27.8%	17.4%	10.5%	22.2%	12.1%
Beneficiaries	21.6%	33.3%	28.1%	27.8%	4.0%	16.7%	19.6%	26.3%	14.8%	39.4%
Women's groups	13.7%	3.3%	18.8%	5.6%	16.0%	5.6%	4.3%	0.0%	0.0%	6.1%
Regional organizations	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	3.9%	3.3%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	3.0%

\*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 Nepal? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nepal*	49	6.61	1.90	27	6.93	1.52	31	5.55	1.73	16	5.13	2.75	22	6.68	2.23	17	5.12	1.58	43	6.35	2.19	18	6.39	2.75	27	6.37	1.76	32	6.66	1.86
The WBG's work is aligned with what I consider the development priorities for Nepal*	47	6.17	2.11	27	6.93	1.62	29	5.31	1.83	16	5.12	2.22	21	5.90	2.39	17	4.59	1.18	44	5.91	2.37	17	5.65	2.55	26	6.08	1.77	31	6.39	2.03

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	44	6.32	1.70	25	7.04	1.90	26	5.08	1.55	13	5.15	1.46	21	6.38	2.09	18	4.89	1.08	43	5.93	2.21	16	5.94	2.27	25	6.24	2.15	27	6.37	1.50
Flexibility (in terms of the institution's products and services)*	38	5.50	1.80	25	5.92	2.34	26	4.69	1.46	12	3.67	1.30	18	5.50	2.53	17	4.76	1.48	38	5.66	1.84	14	5.64	1.91	22	5.55	1.77	23	5.30	1.43
Flexibility (in terms of changing country circumstances)*	42	5.50	1.84	23	5.83	2.10	24	5.33	1.66	12	4.00	1.60	17	5.41	2.35	15	4.13	0.83	42	5.88	1.74	13	6.31	1.70	23	5.83	1.92	26	5.62	1.70
Being inclusive	44	6.16	1.73	24	6.75	1.82	21	5.86	1.71	13	4.77	1.92	21	6.62	2.60	16	5.38	1.36	37	6.22	2.04	14	6.43	1.65	26	6.15	2.20	26	6.42	2.10
Openness (sharing data and other information)*	41	6.54	2.04	25	7.60	1.85	24	5.13	1.75	14	5.07	2.65	21	6.71	2.28	18	5.00	2.20	41	6.10	2.35	14	6.71	2.05	22	6.45	2.39	26	6.92	1.92
Collaboration with the Government*	43	7.28	1.47	26	7.96	1.95	29	6.41	1.72	13	6.08	2.06	18	7.11	2.11	17	6.18	1.51	41	6.98	1.97	17	7.71	1.57	25	7.08	1.50	27	7.26	2.21
The speed in which it gets things accomplished on the ground	41	6.32	1.71	22	6.14	1.83	20	5.40	1.85	14	4.43	2.03	20	5.75	2.29	16	5.56	1.71	40	6.25	2.02	15	6.13	2.26	26	6.23	1.48	27	5.81	1.57
Ease of access to the people at the World Bank Group who are making decisions important to my work*	45	6.51	1.91	24	6.00	2.78	15	4.53	2.10	12	3.92	1.98	21	6.33	2.63	15	3.87	1.55	36	5.42	2.22	17	5.82	2.58	23	5.52	2.27	27	6.00	1.94
Collaboration with civil society*	41	6.12	2.02	24	5.92	2.59	25	5.00	1.50	13	4.00	1.92	21	5.81	2.32	17	3.88	1.32	40	5.60	2.09	18	6.22	1.77	26	5.58	2.10	25	5.52	2.18
Staff accessibility*	43	6.77	2.00	26	6.54	2.75	22	4.95	1.56	13	4.54	1.61	21	6.10	2.47	16	4.75	1.61	41	5.44	2.43	16	5.13	1.78	24	5.58	1.74	26	6.50	2.10
Collaboration with other donors and development partners	42	6.64	1.85	23	7.13	2.12	24	5.67	1.52	14	5.57	1.83	21	6.86	1.93	15	6.60	1.68	38	6.45	2.11	14	6.86	1.41	25	6.64	2.00	26	6.38	1.75
Collaboration with the private sector	40	6.23	2.18	22	6.05	2.04	18	4.83	1.89	10	5.30	1.77	21	5.76	2.30	17	4.29	1.16	38	5.87	1.88	17	5.76	2.39	25	5.84	2.14	27	5.59	2.04
Straightforwardness and honesty*	40	7.27	1.72	25	7.72	1.84	24	6.54	1.53	13	5.08	2.02	20	7.10	2.08	17	6.12	2.15	37	6.11	2.25	16	6.25	1.65	24	7.33	1.76	28	6.61	2.04
Treating clients and stakeholders in Nepal with respect*	41	6.88	2.00	26	7.77	2.12	24	5.96	1.83	13	5.31	1.80	20	7.15	2.37	17	5.71	1.72	40	6.60	2.21	16	6.81	1.56	25	6.56	2.16	25	6.64	1.80
Being a long-term partner	45	7.73	2.15	26	8.38	1.96	28	7.36	2.20	13	6.77	2.28	20	7.95	1.93	17	6.71	2.20	41	7.54	2.08	18	7.11	2.40	25	7.92	1.89	26	7.96	2.09

\*Significantly different between stakeholder groups

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

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 (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Inadequate funding*	23.4%	13.8%	35.5%	11.1%	31.8%	0.0%	18.2%	17.6%	0.0%	9.4%
Poor donor coordination*	6.4%	10.3%	0.0%	11.1%	0.0%	16.7%	20.5%	17.6%	3.7%	21.9%
Political obstacles and instability	61.7%	48.3%	54.8%	50.0%	63.6%	72.2%	54.5%	64.7%	59.3%	46.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	12.8%	10.3%	6.5%	27.8%	9.1%	0.0%	4.5%	5.9%	22.2%	6.3%
The Government works inefficiently*	14.9%	41.4%	9.7%	33.3%	22.7%	61.1%	27.3%	17.6%	3.7%	34.4%
Lack of/inadequate levels of capacity in Government	23.4%	27.6%	12.9%	11.1%	22.7%	27.8%	13.6%	23.5%	18.5%	15.6%
There is not an adequate level of citizen/civil society participation	8.5%	10.3%	9.7%	11.1%	9.1%	0.0%	15.9%	5.9%	25.9%	9.4%
The World Bank Group works too slowly*	8.5%	0.0%	12.9%	0.0%	0.0%	0.0%	9.1%	11.8%	22.2%	3.1%
The World Bank Group does not do adequate follow through/follow-up	0.0%	3.4%	3.2%	11.1%	9.1%	0.0%	11.4%	11.8%	7.4%	6.3%
Political pressures and obstacles	8.5%	10.3%	12.9%	11.1%	9.1%	5.6%	13.6%	11.8%	14.8%	15.6%
Reforms are not well thought out in light of country challenges	25.5%	17.2%	32.3%	11.1%	9.1%	11.1%	11.4%	11.8%	18.5%	28.1%
Other	2.1%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	3.7%	0.0%

\*Significantly different between stakeholder groups





### 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 Nepal? (1-Not effective at all, 10-Very effective)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity*	30	6.17	2.21	16	6.13	1.46	15	6.33	2.66	8	4.13	1.89	12	6.08	2.19	7	4.43	2.44	35	6.20	1.73	13	7.46	1.45	19	6.47	1.50	18	5.56	2.18
Information and communications technology	29	5.97	2.11	13	6.46	1.76	15	6.13	1.51	7	5.43	2.30	13	5.92	2.75	9	5.11	1.27	30	6.60	2.19	14	7.00	2.04	16	6.13	1.78	17	6.18	1.55
Transport*	41	6.90	2.34	22	7.64	1.56	18	6.89	2.03	10	5.50	2.32	17	7.59	2.06	14	5.64	1.50	38	7.08	2.24	14	7.79	2.01	21	6.71	1.49	24	6.88	1.54
Tourism	28	5.86	2.10	8	5.50	1.20	12	6.17	2.66	6	5.83	2.23	14	5.71	2.40	11	4.64	2.25	31	6.32	2.66	14	7.07	2.53	12	6.08	1.88	18	5.17	2.26
Transitional justice	22	5.73	2.47	9	5.44	2.01	12	4.83	2.48	6	4.50	1.38	10	5.10	2.38	9	4.11	1.97	26	4.85	1.71	12	6.00	2.34	9	6.44	2.24	17	4.53	1.46
Urban development*	38	6.47	2.33	17	6.59	1.87	19	6.58	2.09	9	4.56	1.74	16	6.56	2.31	14	4.79	1.85	36	6.58	2.20	14	7.00	1.80	18	5.83	1.58	20	6.55	1.70
Environmental sustainability	34	6.59	2.36	15	6.47	1.64	18	6.39	2.20	9	5.00	1.94	15	6.33	2.09	11	4.82	2.27	32	6.50	2.06	13	7.23	1.69	15	6.60	1.84	19	6.58	1.81
Regulatory framework*	28	5.82	2.18	14	6.86	2.14	10	4.00	1.41	8	5.50	1.85	15	6.93	2.31	11	5.45	1.75	34	6.06	2.07	13	6.77	1.96	12	6.67	1.72	19	6.26	1.88
Communicable/non-communicable diseases	31	6.26	2.35	11	6.00	2.53	16	5.06	1.44	5	4.60	2.41	11	6.45	1.81	9	5.78	1.64	30	6.13	2.52	12	6.25	2.42	9	6.44	1.67	17	6.06	2.33
Poverty reduction	36	6.58	2.50	20	7.25	1.86	21	7.10	1.45	9	5.78	1.86	17	6.88	2.50	14	5.64	2.27	36	7.19	2.40	15	7.53	2.17	23	6.52	1.95	23	7.09	1.88
Anti-corruption	28	5.46	2.25	10	6.00	1.83	11	4.91	1.64	6	4.17	2.93	16	6.31	3.01	11	5.00	2.10	34	6.38	2.47	14	6.57	2.68	17	5.82	2.35	16	5.50	2.25
Private sector development	33	6.33	2.41	15	6.20	2.43	14	5.07	1.39	7	5.43	2.51	19	6.37	2.97	14	5.29	1.94	35	6.94	2.06	15	7.00	2.17	12	6.17	2.13	18	5.39	2.50
Foreign direct investment	32	5.94	2.40	10	6.60	2.22	13	6.08	1.94	7	5.14	2.41	13	6.00	2.24	10	6.20	1.75	26	6.46	2.08	14	6.71	2.20	9	6.22	1.92	16	5.38	1.78
Local governance and institutions	30	6.13	2.35	12	6.08	2.19	14	5.36	1.39	9	3.89	2.47	14	6.14	2.38	11	4.91	1.81	34	6.29	2.29	13	6.08	2.25	20	5.75	2.22	18	6.33	1.46
Water and sanitation	37	6.46	2.21	17	6.94	1.60	16	6.56	1.37	8	4.38	1.92	17	7.12	2.09	13	6.62	2.06	36	6.78	1.99	13	7.31	1.89	23	6.39	1.83	21	6.71	2.00
Trade and exports	26	5.73	2.20	7	6.00	2.16	11	4.82	2.04	7	6.00	2.16	15	6.13	1.92	11	5.18	2.09	26	6.19	2.06	15	7.00	2.10	11	5.55	1.75	15	5.40	2.13
Social cohesion/inclusion*	29	6.10	2.38	12	6.83	2.13	14	5.64	2.27	6	3.50	1.76	15	6.13	2.10	9	6.00	2.55	35	6.51	2.27	13	6.77	1.92	14	6.00	2.25	16	4.63	2.47
Economic growth	34	6.24	2.43	19	6.74	1.70	16	5.88	1.50	8	7.00	2.62	17	7.12	2.32	14	5.79	2.46	34	6.76	2.40	15	8.07	2.15	20	6.05	2.09	19	6.53	1.87
Health*	35	6.40	2.46	16	7.25	1.81	17	5.82	1.67	4	3.50	1.73	14	6.71	2.30	14	5.86	2.45	36	6.50	2.02	14	7.50	2.68	22	6.18	2.06	19	7.16	1.71
Disaster management	33	6.45	2.72	13	6.77	1.88	18	6.17	1.58	8	4.13	1.96	18	7.28	2.30	11	5.82	2.23	33	6.39	2.42	14	7.36	2.59	17	5.71	2.02	21	6.81	2.11
Public sector governance/reform*	32	6.59	2.43	16	6.50	2.16	13	4.69	0.95	9	6.11	2.09	12	6.25	2.26	12	6.25	2.09	36	6.64	1.82	13	7.38	2.02	17	4.94	2.08	18	7.33	1.72
Job creation/employment	32	6.13	2.58	14	6.29	1.94	17	4.88	0.86	6	5.17	2.79	13	6.77	2.56	13	5.38	1.50	38	6.24	2.31	13	6.92	2.81	13	5.23	1.92	18	5.94	2.04
Financial markets	26	5.88	2.47	9	6.11	1.97	10	5.10	1.10	6	5.33	2.58	12	7.50	1.83	13	5.23	1.36	33	6.27	2.38	12	7.33	1.97	10	5.50	2.01	14	5.86	1.83
Equality of opportunity	31	5.97	2.59	14	5.93	1.77	14	5.43	2.17	8	4.00	1.77	11	6.09	2.30	13	5.31	1.60	33	5.58	2.21	11	7.55	1.57	11	6.36	2.54	16	6.06	1.95
Energy/Energy security	33	5.94	2.40	20	6.90	2.13	17	5.76	1.89	5	4.40	2.51	15	6.93	2.79	15	5.40	2.32	36	6.47	2.40	13	7.08	1.61	19	5.74	2.40	19	6.32	2.14
Rural development	36	6.28	2.48	17	6.65	2.06	17	5.82	1.63	7	5.29	1.98	15	6.93	2.37	15	6.07	2.05	36	6.64	2.23	12	7.08	1.83	20	6.00	2.15	21	7.14	2.18
Global/regional integration	27	5.89	2.50	8	5.50	1.93	12	6.58	1.56	5	5.20	2.17	15	7.53	1.85	6	5.33	3.39	32	6.28	2.19	13	6.46	2.33	10	5.20	1.99	13	5.69	2.50
Food security	35	6.00	2.53	13	6.85	2.04	14	5.36	1.45	7	4.57	2.88	16	7.00	2.37	10	5.80	2.39	36	6.42	2.36	12	7.25	2.05	16	5.38	1.59	17	6.65	2.03
Education*	42	6.64	2.57	21	7.33	1.80	16	6.06	1.73	9	3.67	1.66	18	6.94	2.10	12	7.17	1.90	34	6.12	2.10	13	7.69	1.89	23	6.17	1.95	23	7.57	1.81
Social protection	29	6.03	2.50	10	6.40	1.96	10	4.80	1.40	5	5.00	1.87	12	5.83	2.29	8	4.63	2.62	29	5.69	2.21	14	6.79	2.33	9	5.11	1.17	14	4.86	2.45
Climate change	36	6.33	2.29	18	6.61	2.09	17	6.41	2.00	8	3.88	2.17	13	7.15	1.95	10	5.60	2.32	33	6.00	2.21	14	7.07	2.24	9	5.56	1.74	19	6.32	2.03
Agricultural development	35	6.37	2.37	18	7.00	2.06	17	6.06	1.82	8	5.63	2.72	16	7.63	2.36	15	5.73	2.12	34	6.74	2.39	13	7.46	2.63	19	6.16	1.98	19	7.05	1.96
Natural resource management	36	6.47	2.31	13	6.77	1.79	15	6.13	1.73	7	4.71	2.36	18	7.17	2.20	10	5.10	2.51	31	6.35	2.51	14	7.36	1.69	12	5.67	2.27	18	6.44	1.92

\*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Nepal?	50	7.38	1.59	26	6.88	1.99	28	6.75	1.74	15	5.27	2.19	21	6.95	2.50	18	6.61	1.98	44	6.84	2.09	17	6.65	1.77	25	6.76	2.15	26	6.58	1.94

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

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

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Nepal	45	6.24	2.22	24	5.75	2.54	26	6.54	2.23	13	4.46	1.45	19	6.26	2.66	17	6.59	2.09	44	6.20	2.33	17	6.71	2.26	25	5.80	2.10	27	5.70	1.77
The WBG meets Nepal's needs for knowledge services	44	6.07	2.23	25	6.36	2.72	21	6.52	2.02	14	4.71	1.98	20	6.15	2.50	16	6.62	1.93	44	5.86	2.26	17	6.53	2.10	25	5.80	2.42	25	5.96	1.70

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG measures and corrects its work in real time in Nepal?*	40	6.88	1.71	20	6.05	1.99	22	6.00	1.83	14	4.43	1.56	18	6.28	2.22	17	5.82	2.04	37	6.49	2.26	17	6.00	2.40	22	5.82	1.99	24	6.33	1.40

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Academia	Other
Weekly	4.2%	18.5%	-	5.6%	-	-	-	-	7.7%	3.3%
Monthly	18.8%	40.7%	7.1%	11.1%	14.3%	12.5%	14.3%	29.4%	7.7%	20.0%
A few times a year	37.5%	22.2%	10.7%	44.4%	23.8%	37.5%	45.2%	47.1%	34.6%	40.0%
Rarely	35.4%	18.5%	57.1%	22.2%	42.9%	50.0%	23.8%	23.5%	30.8%	30.0%
Never	4.2%	-	25.0%	16.7%	19.0%	-	16.7%	-	19.2%	6.7%

\*Significantly different between stakeholder groups

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

In Nepal, 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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	39	6.54	2.19	23	7.00	1.83	21	5.19	1.60	12	5.08	1.78	19	6.84	2.04	15	5.20	2.08	39	6.38	1.97	16	6.13	2.34	22	5.95	1.94	23	6.09	1.51
Include appropriate level of stakeholder involvement during preparation*	37	6.32	1.56	22	6.77	2.14	24	5.54	1.62	12	4.00	1.65	20	6.50	2.28	15	6.13	2.50	40	6.05	2.11	14	7.00	0.78	20	6.10	2.13	19	5.89	1.63
Lead to practical solutions	39	6.08	1.65	22	6.77	1.57	21	5.33	1.93	13	4.46	1.90	18	5.83	2.53	15	6.33	1.84	40	6.35	2.39	15	6.40	2.47	21	5.95	1.72	20	5.90	1.55
Are accessible (well written and easy to understand)*	39	6.67	1.53	26	7.31	2.33	23	4.83	1.85	14	5.86	2.21	20	6.55	1.93	14	5.93	1.86	40	6.27	2.10	15	7.60	2.17	22	6.27	2.47	19	6.84	1.64
Are source of relevant information on global good practices	39	7.13	1.66	25	7.48	2.14	22	5.77	1.72	14	6.14	2.21	16	6.37	2.09	14	6.29	1.90	37	6.78	2.00	14	6.71	3.07	24	6.58	2.08	22	6.95	2.01
Are adequately disseminated*	38	6.66	1.60	26	7.27	2.03	19	4.79	1.84	13	5.46	2.47	17	6.41	2.27	14	5.79	1.58	41	6.22	2.49	15	7.27	2.49	22	6.00	1.90	21	6.71	1.90
Are translated enough into local language*	34	5.62	1.92	21	5.29	3.04	20	4.20	1.54	9	4.11	2.67	16	6.69	2.44	11	5.45	1.57	37	5.78	2.21	15	6.00	2.36	16	4.38	2.00	18	4.94	2.49
Are adaptable to Nepal's specific development challenges and country circumstances	40	6.33	2.01	26	6.88	2.37	23	5.48	1.93	12	5.92	1.98	17	6.82	2.51	15	5.67	1.68	40	6.33	2.33	15	6.73	1.83	20	6.50	1.36	20	6.30	2.11
Are aligned with government's development priorities	42	7.12	1.67	27	7.15	2.11	23	5.83	1.99	13	6.08	2.60	20	7.10	2.17	14	6.64	1.87	41	6.90	2.59	15	6.87	2.03	20	7.15	1.18	21	6.67	1.98

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	43	7.16	1.68	27	7.19	1.96	28	6.50	1.73	14	6.14	1.99	20	7.05	2.40	16	6.88	2.16	43	6.49	2.35	16	6.75	1.92	25	6.84	1.93	26	6.54	1.56
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	44	6.93	1.77	26	7.50	1.75	27	6.74	1.75	14	6.64	1.91	18	7.00	1.82	16	6.06	2.08	42	6.79	2.22	17	7.59	1.94	25	7.24	1.72	26	7.00	1.63

(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)

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	39	6.10	2.28	24	7.75	2.27	24	4.50	1.75	6	<b>5.50</b>	1.87	15	<b>6.47</b>	2.88	12	7.08	1.62	28	6.18	2.16	16	6.31	2.44	16	5.50	2.03	24	7.25	2.09
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	43	7.35	1.54	26	7.73	1.99	24	6.38	1.79	9	5.11	2.21	17	6.59	2.53	14	6.57	1.87	38	6.87	2.17	16	7.69	1.96	25	6.84	1.93	24	7.50	1.84
The World Bank Group's approvals and reviews are done in a timely fashion	42	6.74	1.82	27	7.44	1.83	24	6.46	1.64	7	4.86	2.41	15	7.00	2.45	13	6.15	1.57	35	7.06	2.22	16	6.31	1.96	22	6.45	1.77	24	7.17	2.22
The World Bank Group's "Safeguard Policy" requirements are reasonable	42	6.31	2.12	21	7.33	1.91	15	6.40	1.35	6	5.33	1.97	14	6.79	2.69	11	7.00	0.89	31	6.68	1.94	15	6.60	1.64	21	6.71	1.85	23	6.13	1.89
The World Bank Group's conditions on its lending are	43	6.26	2.15	19	7.32	1.67	21	4.52	1.78	8	<b>5.38</b>	1.60	17	<b>6.41</b>	3.14	11	6.45	1.44	25	7.16	2.36	16	6.00	2.63	21	6.38	2.09	22	5.73	1.61
The World Bank Group takes decisions quickly in Nepal	39	6.69	1.82	23	7.30	1.87	22	5.64	1.94	8	4.75	1.98	17	6.18	2.83	14	6.50	1.70	34	6.47	2.08	16	6.75	2.18	21	5.81	1.69	22	6.36	1.99
Working with the World Bank Group increases Nepal's institutional capacity	46	7.17	1.74	28	7.71	1.96	25	6.80	1.96	10	6.10	1.85	16	7.00	2.76	14	7.50	1.16	37	7.43	2.22	16	7.62	1.82	24	7.33	1.81	25	7.24	1.88
Where country systems are adequate, the World Bank Group makes appropriate use of them	41	6.66	1.87	24	7.71	1.73	19	5.84	1.83	9	7.00	1.23	18	7.39	2.09	12	7.08	1.56	28	6.93	1.86	15	7.60	1.96	19	6.42	1.58	23	6.52	2.33
The World Bank Group provides effective implementation support*	43	7.05	1.81	27	7.67	1.88	22	6.18	1.87	10	4.60	2.17	18	7.11	2.59	13	6.77	1.92	34	7.15	1.71	15	7.87	1.25	23	6.43	2.13	24	7.00	2.15
The World Bank Group effectively promotes grievance redressal in the projects it supports*	38	6.89	1.77	24	7.46	2.11	21	5.29	1.68	7	4.86	2.19	18	7.06	2.36	11	6.55	1.92	29	6.93	2.28	14	7.79	1.72	23	6.17	1.88	23	6.39	1.80

\*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Nepal?	39	6.46	1.89	21	6.86	2.22	22	6.36	1.87	10	5.30	2.06	19	6.53	2.63	15	5.73	2.22	38	6.92	1.79	15	7.27	1.67	20	7.05	2.11	23	6.52	1.76

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

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

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Academia	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Nepal	50.0%	48.1%	50.0%	14.3%	33.3%	43.8%	43.9%	50.0%	54.2%	37.0%
The World Bank Group is not sufficiently selective in Nepal, and it is involved in too many areas of development	43.2%	25.9%	30.0%	50.0%	38.1%	43.8%	31.7%	37.5%	33.3%	33.3%
Don't know	6.8%	25.9%	20.0%	35.7%	28.6%	12.5%	24.4%	12.5%	12.5%	29.6%

### F. World Bank Group's Work in Response to the Earthquake in Nepal

To what extent do you agree with the following statements related to the World Bank Group's work in response to the earthquake in Nepal last year?

	Employee of a Ministry			PMU/Consultant on WBG project			Local Government			Bilateral/Multilateral Agency			Private Sector			Financial Sector/Private Bank			Civil Society			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The level of the World Bank Group's lending for the post-earthquake response was appropriate.	27	6.93	1.52	13	6.54	2.03	12	5.42	2.15	9	4.67	2.45	12	6.67	3.26	13	6.69	1.32	30	6.97	2.24	16	6.25	2.02	13	6.31	2.14	21	6.43	2.01
The World Bank Group's lending for post-earthquake response was done at the appropriate speed.	29	6.86	1.75	15	6.00	2.10	8	5.38	1.85	9	4.67	2.18	12	6.58	3.32	13	7.08	1.71	27	6.81	2.22	15	6.53	2.62	12	6.83	2.48	19	5.95	2.25
The World Bank Group's work in response to the earthquake helped engender institutional change to improve disaster management and response in Nepal.*	28	6.46	1.43	12	6.08	2.47	8	5.62	2.39	11	3.36	2.06	12	6.08	3.75	13	6.46	0.97	25	7.00	2.10	14	6.14	2.45	11	5.18	2.27	19	5.58	1.84
The World Bank Group's work helped to build institutional capacity for future disasters.	26	6.38	1.36	12	6.67	1.92	8	4.88	2.64	12	4.08	2.68	12	6.00	3.86	13	5.62	1.12	25	6.28	2.48	16	6.13	2.53	10	5.10	2.47	18	6.11	1.84
The World Bank Group's role as convener and facilitator of other donors was very effective in response to last year's earthquake.*	28	7.07	1.65	12	7.08	1.73	10	6.70	2.36	12	4.08	3.15	12	7.17	2.69	12	6.75	1.87	26	7.88	2.10	16	6.88	2.28	12	7.25	2.49	19	6.63	2.01

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

## F. World Bank Group's Work in Response to the Earthquake in Nepal (continued)

When considering the World Bank Group's earthquake related work in Nepal, which of the following activities were most useful? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Damage assessment (post-disaster needs assessment)	71.8%	43.8%	44.4%	36.4%	41.2%	46.2%	47.1%	50.0%	55.6%	58.3%
Knowledge exchange	20.5%	31.3%	27.8%	36.4%	23.5%	0.0%	17.6%	31.3%	5.6%	12.5%
Mobilizing donor support	23.1%	25.0%	27.8%	63.6%	47.1%	53.8%	35.3%	56.3%	44.4%	50.0%
World Bank Group lending*	25.6%	31.3%	50.0%	18.2%	52.9%	92.3%	41.2%	37.5%	38.9%	33.3%
Institutional capacity building	20.5%	12.5%	5.6%	0.0%	5.9%	0.0%	8.8%	6.3%	16.7%	8.3%
Beneficiary targeting	2.6%	12.5%	0.0%	9.1%	11.8%	0.0%	8.8%	6.3%	16.7%	20.8%
Disaster preparedness	17.9%	12.5%	16.7%	0.0%	11.8%	7.7%	17.6%	0.0%	11.1%	8.3%

\*Significantly different between stakeholder groups

When looking forward, which activities do you believe the World Bank Group should emphasize in its post-earthquake work in Nepal? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Rural housing reconstruction*	58.5%	70.0%	64.0%	40.0%	33.3%	85.7%	34.2%	43.8%	60.0%	66.7%
Restoring rural markets	4.9%	15.0%	20.0%	13.3%	27.8%	28.6%	7.9%	18.8%	30.0%	12.5%
Resilient community infrastructures	39.0%	35.0%	56.0%	33.3%	33.3%	14.3%	34.2%	31.3%	40.0%	45.8%
"Building back better"	34.1%	15.0%	24.0%	40.0%	33.3%	42.9%	28.9%	62.5%	25.0%	29.2%
Transparency	17.1%	20.0%	0.0%	26.7%	33.3%	14.3%	18.4%	18.8%	10.0%	4.2%
Training	4.9%	10.0%	8.0%	6.7%	16.7%	0.0%	23.7%	12.5%	20.0%	8.3%
Preparedness	26.8%	25.0%	12.0%	26.7%	22.2%	14.3%	34.2%	6.3%	10.0%	29.2%

\*Significantly different between stakeholder groups

### G. The Future Role of the World Bank Group in Nepal

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Offer more innovative financial products*	28.3%	33.3%	11.1%	11.8%	15.8%	18.8%	11.9%	52.9%	14.8%	17.9%
Ensure greater selectivity in its work	21.7%	25.9%	40.7%	17.6%	31.6%	37.5%	23.8%	5.9%	40.7%	21.4%
Provide more adequate data/knowledge/ statistics/figures on Nepal's economy	10.9%	3.7%	18.5%	0.0%	10.5%	18.8%	16.7%	5.9%	14.8%	28.6%
Improve the competitiveness of its financing compared to markets	10.9%	3.7%	7.4%	17.6%	10.5%	12.5%	4.8%	11.8%	0.0%	14.3%
Reach out more to groups outside of Government*	13.0%	11.1%	3.7%	17.6%	36.8%	43.8%	40.5%	17.6%	18.5%	14.3%
Increase the level of capacity development in the country	34.8%	22.2%	14.8%	47.1%	15.8%	31.3%	23.8%	47.1%	37.0%	25.0%
Improve the quality of its experts as related to Nepal's specific challenges	13.0%	3.7%	11.1%	35.3%	10.5%	25.0%	14.3%	17.6%	7.4%	14.3%
Offer more innovative knowledge services*	6.5%	14.8%	0.0%	5.9%	0.0%	0.0%	16.7%	0.0%	3.7%	0.0%
Collaborate more effectively with Government clients	34.8%	29.6%	29.6%	5.9%	36.8%	0.0%	21.4%	29.4%	25.9%	28.6%
Work faster	8.7%	22.2%	11.1%	11.8%	10.5%	12.5%	9.5%	0.0%	7.4%	10.7%
Reduce the complexity of obtaining World Bank Group financing*	15.2%	25.9%	44.4%	11.8%	21.1%	0.0%	14.3%	5.9%	18.5%	14.3%
Other	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	5.9%	7.4%	7.1%

\*Significantly different between stakeholder groups

### H. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Direct contact with World Bank Group	20.9%	14.8%	6.9%	17.6%	5.0%	25.0%	20.0%	37.5%	14.8%	28.6%
Mobile phones	7.0%	7.4%	6.9%	0.0%	20.0%	18.8%	2.2%	18.8%	0.0%	7.1%
World Bank Group's seminars/ workshops/conferences*	62.8%	63.0%	34.5%	41.2%	10.0%	12.5%	44.4%	62.5%	33.3%	35.7%
World Bank Group's publications and other written materials*	25.6%	22.2%	51.7%	41.2%	15.0%	6.3%	26.7%	37.5%	44.4%	39.3%
World Bank Group's website*	51.2%	40.7%	24.1%	29.4%	65.0%	62.5%	33.3%	12.5%	44.4%	46.4%
Social media*	18.6%	22.2%	27.6%	29.4%	55.0%	50.0%	37.8%	25.0%	22.2%	7.1%
e-Newsletters	9.3%	22.2%	31.0%	23.5%	15.0%	18.8%	31.1%	0.0%	18.5%	25.0%
Other*	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%

\*Significantly different between stakeholder groups

## H. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	45.2%	57.1%	20.0%	7.7%	7.7%	30.8%	35.3%	66.7%	38.9%	36.0%
No	54.8%	42.9%	80.0%	92.3%	92.3%	69.2%	64.7%	33.3%	61.1%	64.0%

\*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	93.0%	92.0%	85.0%	100.0%	94.4%	100.0%	97.1%	100.0%	100.0%	100.0%
No	7.0%	8.0%	15.0%	-	5.6%	-	2.9%	-	-	-

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	59.5%	92.0%	45.0%	75.0%	55.6%	92.3%	72.7%	82.4%	61.5%	76.9%
No	40.5%	8.0%	55.0%	25.0%	44.4%	7.7%	27.3%	17.6%	38.5%	23.1%

\*Significantly different between stakeholder groups

Do you currently consult the World Bank Group social media sites?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	20.5%	20.0%	35.0%	25.0%	61.1%	15.4%	50.0%	70.6%	30.8%	38.5%
No	79.5%	80.0%	65.0%	75.0%	38.9%	84.6%	50.0%	29.4%	69.2%	61.5%

\*Significantly different between stakeholder groups



**I. Background Information**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Observer*	19.1%	3.2%	30.4%	26.7%	39.1%	56.3%	51.1%	40.0%	32.1%	26.5%
Use World Bank Group reports/data	21.3%	9.7%	47.8%	13.3%	21.7%	12.5%	21.3%	40.0%	28.6%	26.5%
Engage in World Bank Group related/sponsored events/activities	34.0%	48.4%	26.1%	33.3%	34.8%	18.8%	40.4%	15.0%	21.4%	38.2%
Collaborate as part of my professional duties*	53.2%	67.7%	13.0%	60.0%	26.1%	6.3%	12.8%	15.0%	32.1%	50.0%
Use World Bank Group website for information, data, research, etc.*	23.4%	12.9%	26.1%	0.0%	8.7%	62.5%	23.4%	55.0%	32.1%	17.6%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Location<sup>16</sup>

Kathmandu N=169 • Outside Kathmandu N=144

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Nepal?*	160	6.30	1.96	140	5.28	2.38

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.	151	5.98	1.94	132	6.47	2.35

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Nepal solve its most complicated development challenges?	143	6.07	2.03	118	6.17	1.91

(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's work in Nepal?

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nepal	146	6.29	1.87	133	6.27	2.27
The WBG's work is aligned with what I consider the development priorities for Nepal	142	6.10	1.94	130	5.72	2.28

(1-Strongly disagree, 10-Strongly agree)

<sup>16</sup> Only 313 respondents provided the information about their geographic location. Thus only these respondents were included in the analysis presented in this appendix.

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

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	136	6.05	1.72	118	6.03	2.12
Flexibility (in terms of the institution's products and services)	118	5.16	1.78	111	5.50	1.97
Flexibility (in terms of changing country circumstances)	126	5.40	1.79	107	5.64	1.93
Being inclusive	130	6.18	1.96	109	6.17	2.06
Openness (sharing data and other information)*	133	6.62	2.06	110	5.96	2.40
Collaboration with the Government	133	7.16	1.73	120	7.02	1.93
The speed in which it gets things accomplished on the ground	129	5.82	1.89	109	6.07	1.87
Ease of access to the people at the World Bank Group who are making decisions important to my work	133	5.89	2.27	99	5.37	2.38
Collaboration with civil society	130	5.66	2.00	117	5.36	2.24
Staff accessibility	134	6.04	2.18	111	5.54	2.21
Collaboration with other donors and development partners	127	6.61	1.87	112	6.38	1.92
Collaboration with the private sector*	124	6.01	1.92	108	5.38	2.17
Straightforwardness and honesty	128	6.73	2.10	113	6.73	1.90
Treating clients and stakeholders in Nepal with respect	130	6.82	2.05	114	6.46	2.07
Being a long-term partner	135	7.67	2.14	121	7.61	2.10

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

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Nepal?*	133	6.23	1.98	134	7.38	1.87

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

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nepal*	130	5.32	2.00	124	6.94	2.19
The World Bank Group meets Nepal's needs for knowledge services*	128	5.35	2.18	120	6.84	2.02

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

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

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
Are adaptable to Nepal's specific development challenges and country circumstances	115	6.10	1.94	111	6.53	2.19

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	128	6.45	1.92	128	7.17	1.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	129	6.81	1.82	124	7.13	1.92

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

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

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

	Kathmandu			Outside Kathmandu		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Nepal	111	6.32	1.96	104	6.45	2.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	110	6.93	1.90	97	6.84	1.95

\*Significantly different between locations.



## Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>17</sup>

Currently collaborating with the WBG N=122 ● Not collaborating with the WBG N=178

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Nepal?*	119	6.65	1.93	172	5.33	2.27

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.*	118	6.53	1.87	156	5.98	2.32

(1-Not effective at all, 10-Very effective) \*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Nepal solve its most complicated development challenges?*	110	6.65	1.85	142	5.70	1.95

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not.

<sup>17</sup> Only 300 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.



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

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Transport	37.3%	29.8%
Energy/Energy security*	37.3%	26.3%
Economic growth	28.8%	28.7%
Agricultural development	19.5%	28.1%
Job creation/employment	17.8%	27.5%
Education	16.1%	22.2%
Poverty reduction	15.3%	12.9%
Rural development	14.4%	8.8%
Public sector governance/reform	13.6%	15.8%
Tourism	12.7%	14.6%
Natural resource management	12.7%	8.2%
Water and sanitation*	9.3%	2.3%
Local governance and institutions	6.8%	4.1%
Private sector development	6.8%	12.3%
Climate change*	6.8%	1.8%
Health*	4.2%	12.4%
Foreign direct investment	4.2%	3.5%
Urban development	4.2%	1.2%
Environmental sustainability*	4.2%	0.6%
Anti-corruption	4.2%	9.9%
Equality of opportunity	3.4%	2.3%
Regulatory framework	3.4%	2.3%
Global/regional integration	2.5%	1.8%
Social protection	2.5%	1.2%
Food security	2.5%	0.6%
Trade and exports	2.5%	1.8%
Social cohesion/Inclusion	2.5%	2.3%
Disaster management	2.5%	1.2%
Gender equity*	0.8%	6.4%
Transitional justice	0.8%	0.0%
Financial markets	0.0%	2.3%
Information and communications technology	0.0%	1.8%
Communicable/non-communicable diseases	0.0%	1.8%

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nepal*	108	6.85	1.88	159	6.07	1.97
The WBG's work is aligned with what I consider the development priorities for Nepal*	105	6.51	1.85	156	5.71	2.15

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	104	6.38	1.67	142	5.75	1.99
Flexibility (in terms of the institution's products and services)	93	5.32	1.86	131	5.38	1.92
Flexibility (in terms of changing country circumstances)	95	5.69	1.82	131	5.38	1.93
Being inclusive	96	6.48	1.81	139	5.97	2.10
Openness (sharing data and other information)*	99	6.74	1.95	137	6.04	2.36
Collaboration with the Government	98	7.26	1.70	146	6.98	1.92
The speed in which it gets things accomplished on the ground	92	6.09	1.83	139	5.78	1.86
Ease of access to the people at the World Bank Group who are making decisions important to my work*	95	6.31	2.27	135	5.21	2.29
Collaboration with civil society*	94	5.86	2.07	144	5.27	2.13
Staff accessibility*	96	6.55	2.11	144	5.31	2.11
Collaboration with other donors and development partners	92	6.79	1.81	141	6.42	1.89
Collaboration with the private sector*	87	6.01	1.94	141	5.44	2.14
Straightforwardness and honesty*	97	7.24	1.91	139	6.41	1.97
Treating clients and stakeholders in Nepal with respect*	98	7.06	1.98	141	6.36	2.09
Being a long-term partner*	100	8.07	1.88	149	7.38	2.22

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

\*Significantly different between those who collaborate with the WBG and those who do not.



### C. World Bank Group's Sectoral 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 Nepal? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Tourism	99	7.01	2.43	158	7.63	2.58
Financial markets	95	6.83	2.35	152	7.33	2.13
Transport	103	8.21	2.18	157	8.48	2.02
Anti-corruption*	95	6.37	2.68	154	7.63	2.63
Transitional justice*	95	5.55	2.42	150	6.28	2.74
Urban development	98	7.23	2.05	155	7.62	1.97
Environmental sustainability	104	7.21	2.24	151	7.72	1.90
Trade and exports*	91	6.75	2.25	152	7.46	2.25
Information and communications technology	94	6.89	2.07	155	7.44	2.26
Poverty reduction*	100	8.19	2.11	159	8.86	1.62
Gender equity	94	6.87	2.35	150	7.01	2.37
Private sector development	102	7.30	2.10	149	7.53	2.30
Foreign direct investment	96	7.46	2.08	144	7.56	2.31
Local governance and institutions	102	7.34	2.11	151	7.40	2.44
Water and sanitation	96	7.53	2.00	152	7.94	1.89
Regulatory framework	92	6.87	2.54	147	7.09	2.29
Economic growth	100	8.45	1.76	149	8.85	1.51
Energy/Energy security*	102	8.57	1.91	150	9.05	1.69
Disaster management	92	7.71	1.92	150	7.98	2.09
Public sector governance/reform	101	7.83	2.01	149	7.79	2.29
Job creation/employment	103	8.17	1.95	155	8.38	1.99
Communicable/non-communicable diseases	92	6.66	2.18	146	7.07	2.44
Social cohesion/Inclusion	94	6.77	2.41	147	6.81	2.66
Equality of opportunity	94	7.04	2.40	142	7.27	2.42
Social protection	96	6.59	2.45	150	6.74	2.59
Rural development	95	8.14	1.71	153	8.29	2.00
Global/regional integration	93	7.11	2.26	144	7.12	2.55
Food security	94	7.30	2.24	149	7.79	2.23
Natural resource management	95	7.80	2.00	152	7.84	2.35
Health	98	7.76	2.04	152	8.12	1.94
Climate change*	96	7.56	2.07	156	8.19	1.97
Agricultural development*	98	8.29	1.77	157	8.88	1.78
Education*	101	8.20	1.94	156	8.85	1.66

\*Significantly different between those who collaborate with the WBG and those who do not.



**C. World Bank Group's Sectoral 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 Nepal?** (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	63	5.86	1.94	102	6.16	2.15
Information and communications technology	60	6.17	1.76	94	6.15	2.16
Transport	89	7.17	2.02	119	6.76	2.05
Tourism	53	6.00	2.36	93	5.72	2.30
Transitional justice	48	5.25	2.22	77	5.06	2.13
Urban development	74	6.43	2.17	118	6.25	2.06
Environmental sustainability	73	6.51	2.08	99	6.25	2.12
Regulatory framework	66	6.29	2.13	88	6.01	2.13
Communicable/non-communicable diseases	54	5.85	2.36	91	6.16	2.16
Poverty reduction	86	6.88	2.35	119	6.78	2.03
Anti-corruption	61	5.36	2.39	94	5.95	2.38
Private sector development	71	6.01	2.33	101	6.17	2.33
Foreign direct investment	56	5.98	2.28	89	6.18	2.05
Local governance and institutions	68	5.96	2.26	98	5.71	2.13
Water and sanitation	78	6.68	1.98	112	6.54	2.04
Trade and exports	52	5.98	2.31	86	5.73	1.96
Social cohesion/Inclusion	61	5.90	2.25	94	6.10	2.41
Economic growth	77	6.30	2.22	111	6.81	2.19
Health	71	6.63	2.24	111	6.48	2.21
Disaster management	71	6.17	2.44	111	6.59	2.28
Public sector governance/reform	71	6.68	2.20	97	6.19	2.11
Job creation/employment	66	6.02	2.28	100	5.91	2.25
Financial markets	51	6.47	2.10	85	5.82	2.18
Equality of opportunity	55	5.76	2.11	99	5.82	2.29
Energy/Energy security	79	6.38	2.29	104	6.10	2.38
Rural development	76	6.66	2.19	111	6.32	2.17
Global/regional integration	49	6.29	2.19	84	5.98	2.32
Food security	62	6.18	2.32	105	6.18	2.25
Education	87	6.85	2.31	115	6.50	2.15
Social protection	49	5.98	2.25	85	5.56	2.29
Climate change	73	6.34	2.36	97	6.23	2.12
Agricultural development	78	6.64	2.23	109	6.62	2.33
Natural resource management	69	6.45	2.21	97	6.33	2.22

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Nepal?	102	6.90	1.83	157	6.68	2.08

(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 Nepal?**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Nepal*	99	5.70	2.01	147	6.31	2.35
The WBG meets Nepal's needs for knowledge services	96	5.77	2.26	145	6.27	2.16

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG measures and corrects its work in real time in Nepal?	94	5.99	1.84	128	6.21	2.08

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

**D. The World Bank Group's Knowledge Work and Activities****In Nepal, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	93	6.46	1.85	127	5.86	2.06
Include appropriate level of stakeholder involvement during preparation*	87	6.39	1.96	127	5.83	1.96
Lead to practical solutions	89	6.09	1.79	127	5.91	2.14
Are accessible (well written and easy to understand)*	93	6.85	1.93	130	6.13	2.12
Are source of relevant information on global good practices*	91	7.13	1.87	127	6.39	2.11
Are adequately disseminated*	94	6.68	2.05	124	6.02	2.16
Are translated enough into local language	75	5.33	2.41	114	5.25	2.22
Are adaptable to Nepal's specific development challenges and country circumstances	91	6.49	1.96	130	6.13	2.13
Are aligned with government's development priorities	95	6.85	1.98	131	6.69	2.12

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	96	6.98	1.65	151	6.67	2.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	98	7.31	1.49	147	6.70	2.04

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	89	6.96	2.19	106	5.82	2.39
The World Bank Group effectively monitors and evaluates the projects and programs it supports	99	7.29	1.82	128	6.82	2.10
The World Bank Group's approvals and reviews are done in a timely fashion	96	7.02	1.91	120	6.52	2.06
The World Bank Group's "Safeguard Policy" requirements are reasonable*	89	6.97	1.95	103	6.26	1.87
The World Bank Group's conditions on its lending are reasonable	87	6.39	2.01	109	6.12	2.41
The World Bank Group takes decisions quickly in Nepal	90	6.63	2.08	119	6.24	2.01
Working with the World Bank Group increases Nepal's institutional capacity	99	7.30	1.83	133	7.19	2.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	95	7.15	1.81	107	6.73	2.00
The World Bank Group provides effective implementation support	95	7.15	2.03	125	6.74	2.00
The World Bank Group effectively promotes grievance redressal in the projects it supports	87	6.94	2.10	114	6.50	2.01

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Nepal?	80	6.57	1.85	132	6.61	2.09

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

**F. World Bank Group's Work in Response to the Earthquake in Nepal**

To what extent do you agree with the following statements related to the World Bank Group's work in response to the earthquake in Nepal last year?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The level of the World Bank Group's lending for the post-earthquake response was appropriate.	66	6.58	2.08	94	6.46	2.19
The World Bank Group's lending for post-earthquake response was done at the appropriate speed.	71	6.51	2.34	82	6.41	2.27
The World Bank Group's work (advice, lending, etc.) in response to the earthquake helped engender institutional change to improve disaster management and response in Nepal.	66	5.95	2.14	82	6.07	2.44
The World Bank Group's work (advice, lending, etc.) helped to build institutional capacity for future disasters.	63	6.10	2.19	84	5.79	2.48
The World Bank Group's role as convener and facilitator of other donors was very effective in response to last year's earthquake.	67	6.90	2.39	87	6.91	2.29

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

**H. Communication and Information Sharing**

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	81	6.86	2.19	86	6.52	1.97
I find the information on the World Bank Group's websites useful.	78	7.44	1.65	87	7.26	1.82
The World Bank Group's social media channels are valuable sources of information about the institution	51	7.25	2.06	85	7.35	1.98
When I need information from the World Bank Group I know how to find it*	80	7.23	2.11	69	6.07	2.49
The World Bank Group is responsive to my information requests and inquiries*	70	7.20	2.09	66	6.15	2.28

\*Significantly different between those who collaborate with the WBG and those who do not.



## Appendix E: Responses to Select Questions by Year<sup>18</sup>

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Although the FY13 and FY16 samples were fairly similar, the samples from both years were weighted to have equivalent stakeholder groups.*

Original Distribution		
Percentage of Respondents	FY13	FY16
Office of the President/Prime Minister/Minister	3.8%	2.0%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and judiciary)	23.2%	33.0%
Bilateral/multilateral agencies	7.8%	6.1%
Private sector (includes financial sector/private banks)	10.2%	15.0%
Academia	9.2%	9.5%
Media	6.8%	7.1%
Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, women's groups, and youth groups)	34.8%	16.3%
Local government	4.1%	10.9%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>293</b>	<b>294</b>

(Note, respondents who indicated Other were excluded.)

*The weighted stakeholder breakdown is presented below:*

Weighted Distribution		
Percentage of Respondents	FY13	FY16
Office of the President/Prime Minister/Minister	2.3%	2.3%
Government Institutions	28.6%	28.4%
Bilateral/Multilateral Agency	6.9%	7.4%
Private Sector	13.7%	13.6%
Academia	10.1%	10.1%
Media	7.5%	7.6%
Civil Society	22.9%	22.7%
Local Government	8.0%	7.9%
<b>Total Number of Respondents (Weighted)</b>	<b>267</b>	<b>277</b>

*All data presented in this appendix are weighted. As a result, means of the FY16 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY13 respondents and the total number of respondents indicated may differ from those reported in the FY13 COS report.*

### A. General Issues facing Nepal

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

Percentage of Respondents	FY13	FY16
The right direction	26.2%	47.1%
The wrong direction	23.7%	22.0%
Not sure	50.1%	31.0%

\*Significantly different between FY16 and FY13 respondents.

<sup>18</sup> Only those questions that were asked in the FY '13 and FY '16 country opinion surveys, with similar response scales/options, are presented.

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Nepal?	261	6.13	2.03	266	5.88	2.22

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.*	253	5.73	1.92	255	6.21	2.18

(1-Not effective at all, 10-Very effective) \*Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Nepal solve its most complicated development challenges?	232	5.82	2.01	235	6.09	1.99

(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's work in Nepal?**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Nepal	254	6.33	2.06	249	6.27	2.11
The World Bank Group's work is aligned with what I consider the development priorities for Nepal	248	5.99	2.06	244	5.88	2.15

(1-Strongly disagree, 10-Strongly agree)

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	224	6.08	1.91	231	6.01	1.98
Flexibility (in terms of the institution's products and services)	223	5.57	1.95	209	5.36	1.89
Flexibility (in terms of changing country circumstances)	221	5.68	1.81	213	5.55	1.87
Being inclusive	219	6.29	1.99	217	6.15	2.00
Openness (sharing data and other information)	218	6.33	2.00	221	6.25	2.28
Collaboration with the Government*	230	7.40	1.68	228	7.02	1.87
Collaboration with civil society*	212	5.99	1.99	226	5.53	2.10
Staff accessibility	220	5.80	2.04	222	5.70	2.23
Collaboration with other donors and development partners	210	6.59	1.81	217	6.53	1.92
Straightforwardness and honesty	222	6.55	1.87	216	6.66	2.07

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY16 and FY13 respondents.



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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Gender equity	215	6.09	1.80	159	6.13	2.00
Information and communications technology	203	5.84	1.97	148	6.25	2.03
Transport*	225	6.32	1.94	196	6.94	2.09
Tourism*	193	5.42	1.97	142	6.00	2.37
Urban development*	207	5.75	1.98	182	6.27	2.11
Environmental sustainability*	212	5.93	1.90	163	6.35	2.07
Regulatory framework	188	5.81	1.79	150	6.09	2.09
Poverty reduction*	227	6.22	1.89	191	6.84	2.22
Anti-corruption*	210	4.44	2.18	151	5.88	2.45
Private sector development*	213	5.60	2.03	166	6.33	2.28
Local governance and institutions	202	5.54	1.84	161	5.88	2.23
Water and sanitation	208	6.24	1.87	182	6.60	1.99
Social cohesion/Inclusion*	196	5.25	1.98	151	6.09	2.28
Economic growth*	217	6.10	2.00	178	6.58	2.27
Health	214	6.17	1.87	173	6.44	2.22
Public sector governance/reform	201	6.03	1.75	164	6.37	2.11
Job creation/employment*	216	5.24	1.91	162	6.00	2.26
Equality of opportunity*	192	5.08	1.99	148	5.80	2.22
Energy/Energy security	213	5.79	1.93	174	6.21	2.35
Food security*	199	5.67	1.80	160	6.18	2.30
Education	219	6.46	1.89	189	6.51	2.21
Social protection	187	5.31	2.06	129	5.73	2.19

\*Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Nepal?*	254	6.23	1.91	244	6.78	2.03

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY16 and FY13 respondents.

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Nepal	244	5.86	1.89	232	6.10	2.26
The World Bank Group meets Nepal's needs for knowledge services	245	6.05	1.90	228	6.03	2.27

(1-Strongly disagree, 10-Strongly agree)

**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?**

Percentage of Respondents	FY13	FY16
Weekly	6.5%	4.0%
Monthly	15.8%	17.5%
A few times a year*	44.3%	35.4%
Rarely	29.2%	31.8%
Never*	4.2%	11.3%

\*Significantly different between FY16 and FY13 respondents.

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Are timely*	204	5.64	2.01	207	6.18	2.04
Include appropriate level of stakeholder involvement during preparation*	216	5.65	1.80	203	6.08	2.02
Lead to practical solutions	216	5.99	1.76	204	6.05	2.09
Are accessible (well written and easy to understand)	224	6.13	2.01	211	6.42	2.12
Are source of relevant information on global good practices	220	6.45	1.80	204	6.71	2.08
Are adequately disseminated*	224	5.53	2.16	207	6.33	2.20
Are translated enough into local language	207	5.65	2.08	180	5.39	2.34
Are adaptable to Nepal's specific development challenges and country circumstances*	223	5.79	1.81	206	6.32	2.12
Are aligned with government's development priorities*	231	6.04	1.88	213	6.82	2.16

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY16 and FY13 respondents.

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	244	6.10	1.85	232	6.78	2.03
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	240	6.52	1.62	229	6.97	1.92

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

\*Significantly different between FY16 and FY13 respondents



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

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	198	5.64	2.15	178	6.24	2.32
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	227	6.31	2.01	211	6.98	2.03
The World Bank Group's approvals and reviews are done in a timely fashion*	212	6.11	1.91	200	6.74	2.02
The World Bank Group's "Safeguard Policy" requirements are reasonable*	195	6.17	1.86	178	6.59	1.95
The World Bank Group's conditions on its lending are reasonable	211	6.11	2.15	179	6.32	2.28
Working with the World Bank Group increases Nepal's institutional capacity*	235	6.66	1.98	214	7.25	2.00
Where country systems are adequate, the World Bank Group makes appropriate use of them*	196	6.22	1.96	184	6.93	1.87
The World Bank Group provides effective implementation support	219	6.54	1.95	204	6.92	2.03

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY16 and FY13 respondents.

**H. 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	FY13	FY16
Yes	36.4%	37.8%
No	63.6%	62.2%

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

Percentage of Respondents	FY13	FY16
Yes	14.6%	20.8%
No	85.4%	79.2%

Were you able to obtain this information?

Percentage of Respondents	FY13	FY16
Yes	77.9%	78.1%
No	22.1%	21.9%

Do you have access to the Internet?\*

Percentage of Respondents	FY13	FY16
Yes	91.4%	96.1%
No	8.6%	3.9%

\*Significantly different between FY16 and FY13 respondents.

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

Percentage of Respondents	FY13	FY16
Yes	72.4%	71.1%
No	27.6%	28.9%

**H. Communication and Information Sharing (continued)****Which Internet connection do you use primarily when visiting a World Bank Group website?\***

Percentage of Respondents	FY13	FY16
High speed/WiFi	75.3%	88.8%
3G/Mobile	24.7%	11.2%

\*Significantly different between FY16 and FY13 respondents.

**Please rate how much you agree with the following statements.**

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	179	6.61	1.91	155	6.63	2.09
I find the information on the World Bank Group's websites useful.*	178	6.74	1.88	153	7.35	1.72
When I need information from the World Bank Group I know how to find it*	170	5.87	2.26	136	6.67	2.40
The World Bank Group is responsive to my information requests and inquiries	140	6.29	2.01	128	6.68	2.27

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY16 and FY13 respondents.

**I. Background Information****Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?**

Percentage of Respondents	FY13	FY16
Yes	48.0%	39.4%
No	52.0%	60.6%

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

Percentage of Respondents (Responses combined)	FY13	FY16
Observer*	23.3%	33.4%
Use World Bank Group reports/data*	40.1%	23.7%
Engage in World Bank Group related/sponsored events/activities	34.4%	33.4%
Collaborate as part of my professional duties*	21.2%	33.3%
Use World Bank Group website for information, data, research, etc.*	41.5%	24.9%

\*Significantly different between FY16 and FY13 respondents.

**Which best represents your geographic location?**

Percentage of Respondents	FY13	FY16
Kathmandu	45.4%	53.4%
Outside Kathmandu	54.6%	46.6%

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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Nepal? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 Nepal.	5.98	6.53	6.32	5.96	6.15	6.39	6.06	6.50	6.12	6.37	6.22	6.18
Overall the World Bank Group currently plays a relevant role in development in Nepal	6.07	6.85	6.59	5.77	6.23	6.59	6.35	6.28	6.15	6.66	6.35	6.25
The World Bank Group's work is aligned with what I consider the development priorities for Nepal	5.71	6.51	6.28	5.32	5.87	6.30	5.98	5.98	5.68	6.53	6.02	5.85
Responsiveness to needs	5.75	6.38	6.07	5.79	5.92	6.14	5.86	6.24	5.77	6.42	6.10	5.63
Flexibility (in terms of the institution's products and services)	5.38	5.32	5.42	4.84	5.11	5.63	5.28	5.20	5.31	5.15	5.14	5.59
Flexibility (in terms of changing country circumstances)	5.38	5.69	5.66	5.14	5.27	6.08	5.56	5.35	5.50	5.47	5.42	5.72
Being inclusive	5.97	6.48	6.27	5.77	5.97	6.57	5.99	6.39	6.05	6.27	6.19	5.95
Openness (sharing data and other information)	6.04	6.74	6.56	5.79	6.18	6.72	6.30	6.36	6.12	6.72	6.34	6.26
Collaboration with the Government	6.98	7.26	7.27	6.61	7.07	7.05	7.04	7.11	6.90	7.38	7.10	6.97
The speed in which it gets things accomplished on the ground	5.78	6.09	5.92	5.87	5.98	5.68	5.87	5.97	5.95	5.81	5.81	6.18
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.21	6.31	5.94	4.85	5.65	5.48	5.40	6.03	5.32	6.13	5.74	5.23
Collaboration with civil society	5.27	5.86	5.55	5.21	5.44	5.45	5.29	5.76	5.40	5.52	5.40	5.56
Staff accessibility	5.31	6.55	5.97	5.26	5.92	5.25	5.56	6.14	5.39	6.46	5.88	5.37
Collaboration with other donors and development partners	6.42	6.79	6.55	6.20	6.48	6.32	6.28	6.77	6.37	6.58	6.46	6.39
Collaboration with the private sector	5.44	6.01	5.74	5.29	5.58	5.63	5.35	6.11	5.53	5.72	5.70	5.32
Straightforwardness and honesty	6.41	7.24	6.73	6.61	6.78	6.46	6.53	7.01	6.50	7.06	6.76	6.52
Treating clients and stakeholders in Nepal with respect	6.36	7.06	6.77	6.19	6.64	6.46	6.49	6.78	6.35	7.05	6.72	6.23
Being a long-term partner	7.38	8.07	7.70	7.33	7.56	7.65	7.55	7.65	7.49	7.77	7.65	7.38
To what extent does the World Bank Group's work help to achieve development results in Nepal?	6.68	6.90	6.65	6.88	6.57	7.19	6.83	6.51	6.87	6.44	6.62	7.07
The WBG's financial instruments meet the needs of Nepal	6.31	5.70	5.99	6.04	5.91	6.27	6.03	5.95	6.20	5.61	5.84	6.48
The WBG meets Nepal's needs for knowledge services	6.27	5.77	5.97	6.01	5.82	6.45	5.96	6.03	6.09	5.77	5.86	6.34
Are adaptable to Nepal's specific development challenges and country circumstances	6.13	6.49	6.47	5.78	6.35	6.03	6.24	6.31	6.17	6.45	6.22	6.39
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.67	6.98	6.78	6.64	6.67	6.92	6.80	6.60	6.70	6.80	6.69	6.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.70	7.31	7.16	6.48	6.95	6.87	6.90	7.00	6.79	7.23	6.85	7.18
The World Bank Group takes decisions quickly in Nepal	6.24	6.63	6.62	5.89	6.40	6.39	6.39	6.41	6.40	6.39	6.41	6.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.73	7.15	7.04	6.36	6.95	6.53	6.77	6.98	6.72	7.06	6.85	6.81

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: Nepal FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – Nepal**

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

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 NEPAL**

<b>A1. In general would you say that Nepal is headed in ... ?</b>	
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 Nepal.

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

1	Global/Regional integration	18	Poverty reduction
2	Food security	19	Transport (e.g., roads, bridges, transportation)
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Education
4	Social protection (e.g., pensions, targeted social assistance)	21	Agricultural development
5	Gender equity	22	Trade and exports
6	Private sector development	23	Tourism
7	Foreign direct investment	24	Anti corruption
8	Urban development	25	Local governance/Institutions
9	Energy/ Energy security	26	Regulatory framework
10	Job creation/employment	27	Communicable/non-communicable diseases
11	Rural development	28	Natural resource management
12	Financial markets	29	Transitional justice
13	Water and sanitation	30	Economic growth
14	Environmental sustainability	31	Disaster management
15	Equality of opportunity (i.e., equity)	32	Information and communications technology
16	Health	33	Social cohesion/Inclusion
17	Climate change (e.g., mitigation, adaptation)		

### 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 Nepal? (Choose no more than THREE)

1	Water and sanitation	17	Anti corruption
2	Equality of opportunity (i.e., equity)	18	Education
3	Rural development	19	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	20	Energy/Energy security
5	Global/Regional integration	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equity	22	Private sector development
7	Economic growth	23	Natural resource management
8	Urban development	24	Environmental sustainability
9	Regulatory framework	25	Health
10	Social protection (e.g., pensions, targeted social assistance)	26	Agricultural development
11	Transitional justice	27	Disaster management
12	Transport (e.g., roads, bridges, transportation)	28	Job creation/employment
13	Tourism	29	Financial markets
14	Communicable/non-communicable diseases	30	Trade and exports
15	Information and communications technology	31	Food security
16	Local governance/Institutions	32	Social cohesion/Inclusion

## 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 Nepal? (Choose no more than TWO)**

1	Consistent economic growth
2	More reliable social safety net
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	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Nepal? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

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

<b>B1. How familiar are you with the work of the World Bank Group in Nepal?</b>										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Nepal solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Nepal, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nepal? (Choose no more than THREE)</b>				
1	Health		18	Economic growth
2	Tourism		19	Private sector development
3	Transport (e.g., roads, bridges, transportation)		20	Water and sanitation
4	Agricultural development		21	Food security
5	Global/Regional integration		22	Climate change (e.g., mitigation, adaptation)
6	Job creation/employment		23	Information and communications technology
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)		24	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)		25	Equality of opportunity (i.e., equity)
9	Rural development		26	Transitional justice
10	Foreign direct investment		27	Regulatory framework
11	Education		28	Communicable/non-communicable diseases
12	Energy/ Energy security		29	Natural resource management
13	Gender equity		30	Poverty reduction
14	Financial markets		31	Anti corruption
15	Local governance/Institutions		32	Social cohesion/Inclusion
16	Urban development		33	Disaster management
17	Environmental sustainability			

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

<b>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 Nepal?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/Facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)</b>	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Nepal
17	Other (please specify): _____
18	Don't know



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

**B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Nepal? (Choose no more than TWO)**

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

**B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Nepal? (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

**B9. 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	Parliament	8	NGOs/Community Based Organizations (CBOs)
2	Donor community	9	Youth/university groups
3	Media	10	Beneficiaries
4	Local Government	11	Women's groups
5	Emerging donors (e.g., India, China)	12	Regional organizations
6	Private sector	13	Other (please specify): _____
7	Academia/think tanks/research institutes	14	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Nepal												<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Nepal												<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in Nepal, in terms of each of the following?		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>	
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B15</b>	Being inclusive											<input type="checkbox"/>	
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B19</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>	
<b>B21</b>	Staff accessibility											<input type="checkbox"/>	
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>	
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>	
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B25</b>	Treating clients and stakeholders in Nepal with respect											<input type="checkbox"/>	
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>	

<b>B27. 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)</b>	
1	Inadequate funding
2	Poor donor coordination
3	Political obstacles and instability
4	The World Bank Group is not sensitive enough to political/social realities on the ground
5	The Government works inefficiently
6	Lack of/inadequate levels of capacity in Government
7	There is not an adequate level of citizen/civil society participation
8	The World Bank Group works too slowly
9	The World Bank Group does not do adequate follow through/follow-up
10	Political pressures and obstacles
11	Reforms are not well thought out in light of country challenges
12	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 Nepal?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Transitional justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	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	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	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	Local governance/Institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Energy/Energy security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	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"/>	
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion/Inclusion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Global/Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Education	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 Nepal? (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	Gender equity	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)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Transitional justice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	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	Anti corruption	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	Local governance/Institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Social cohesion/Inclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	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"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Energy/Energy security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Global/Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Nepal?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Nepal?</b>															
				Strongly disagree						Strongly agree		Don't know			
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Nepal				1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Nepal'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"/>

<b>C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Nepal?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

**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 Nepal, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Are 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 Nepal's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D10	Are aligned with government's development priorities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D11. 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		

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Very low technical quality									Very high technical quality		Don't know		

## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Nepal?												
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

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

## SECTION F: WORLD BANK GROUP'S WORK IN RESPONSE TO THE EARTHQUAKE IN NEPAL

PLEASE ONLY RESPOND TO QUESTIONS IN THIS SECTION IF YOU HAVE KNOWLEDGE OF/EXPERIENCE WITH THE WORLD BANK GROUP'S WORK IN RESPONSE TO THE EARTHQUAKE IN NEPAL IN APRIL, 2015

To what extent do you agree with the following statements related to the World Bank Group's work in response to the earthquake in Nepal last year?													
		Strongly disagree										Strongly agree	Don't know
<b>F1</b>	The level of the World Bank Group's lending for the post-earthquake response was appropriate.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F2</b>	The World Bank Group's lending for post-earthquake response was done at the appropriate speed.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F3</b>	The World Bank Group's work (advice, lending, etc.) in response to the earthquake helped engender institutional change to improve disaster management and response in Nepal.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F4</b>	The World Bank Group's work (advice, lending, etc.) helped to build institutional capacity for future disasters.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F5</b>	The World Bank Group's role as convener and facilitator of other donors was very effective in response to last year's earthquake.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>F6. When considering the World Bank Group's earthquake related work in Nepal, which of the following activities were most useful? (Choose no more than TWO)</b>	
1	Damage assessment (post-disaster needs assessment)
2	Knowledge exchange
3	Mobilizing donor support
4	World Bank Group lending
5	Institutional capacity building
6	Beneficiary targeting
7	Disaster preparedness

<b>F7. When looking forward, which activities do you believe the World Bank Group should emphasize in its post-earthquake work in Nepal? (Choose no more than TWO)</b>	
1	Rural housing reconstruction
2	Restoring rural markets
3	Resilient community infrastructures
4	"Building back better"
5	Transparency
6	Training
7	Preparedness



## SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN NEPAL

<b>G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nepal? (Choose no more than TWO)</b>	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more timely data/knowledge/statistics/figures on Nepal's economy
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	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Nepal's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

<b>G2. When considering the combination of services that the World Bank Group offers in Nepal, 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 Nepal? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Nepal
6	Don't know

## SECTION H: COMMUNICATION AND INFORMATION SHARING

<b>H1. How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)</b>			
1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

<b>H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>H3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question H4; if NO please go to H5)	<b>Yes</b>	<b>No</b>
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<b>H4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)</b>	
1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

<b>H5</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question H6; if NO please go to H7)	<b>Yes</b>	<b>No</b>
<b>H6</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>H7</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>H8</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>H9</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

## SECTION H: COMMUNICATION AND INFORMATION SHARING

H10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	3G/Mobile

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
H11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>
H12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>
H13	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>
H14	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.)											<input type="checkbox"/>
H15	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>

## SECTION I: BACKGROUND INFORMATION

<b>11. Which of the following best describes your current position? (Select only ONE response)</b>			
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	Women's 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		

<b>12. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>13. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	Yes
2	No

## SECTION H: BACKGROUND INFORMATION

<b>14. Which of the following agencies of the World Bank Group do you primarily engage with in Nepal? (Select only ONE response)</b>	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

<b>15. Do your projects involve both the World Bank and the IFC? (If YES please go to Question H6; If NO please go to H7)</b>	
1	Yes
2	No

<b>16. If yes, what was your view of how the two institutions work together in Nepal? (Select only ONE response)</b>	
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

<b>17. Which of the following describes most of your exposure to the World Bank Group in Nepal? (Choose no more than TWO)</b>	
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.

<b>18. What's your gender?</b>	
1	Female
2	Male

<b>19. Which best represents your geographic location?</b>	
1	Kathmandu
2	Outside Kathmandu

**Thank you for completing the survey!**