



## World Bank Group Country Survey FY16 – Bhutan

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

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 BHUTAN

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

## SECTION A: GENERAL ISSUES

### A2. Listed below are a number of development priorities in Bhutan.

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

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

### 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 and achieving Gross National Happiness in Bhutan? (Choose no more than THREE)

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

## 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 Bhutan? (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/business/trade opportunities for young people
11	Better employment/business/trade 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 Bhutan? (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

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

<b>B1. How familiar are you with the work of the World Bank Group in Bhutan?</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 Bhutan.</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 Bhutan 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 Bhutan, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bhutan? (Choose no more than THREE)</b>			
1	Health	17	Economic growth
2	Crime and violence	18	Private sector development/Doing Business
3	Transport (e.g., roads, bridges, transportation)	19	Water and sanitation
4	Agricultural development	20	Food security
5	Tourism and cultural heritage	21	Climate change (e.g., mitigation, adaptation)
6	Job creation/employment	22	Information and communications technology
7	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Trade and exports
8	Social protection (e.g., pensions, targeted social assistance)	24	Equality of opportunity (i.e., equity)
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Education	27	Communicable/non-communicable diseases
12	Energy (including hydropower)	28	Natural resource management (e.g., hydro, mining)
13	Gender equity	29	Poverty reduction
14	Financial markets	30	Anti corruption
15	Urban development	31	Disaster management
16	Environmental sustainability	32	Global/regional integration and connectivity/trade corridor development

<b>B5. Overall, how would you rate the alignment of the World Bank Group's program with Bhutan's development program and Gross National Happiness (GNH) approach?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low alignment								Very high alignment	Don't know	

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

<b>B6. 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 Bhutan?</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>B7. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bhutan? (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 Bhutan
17	Other (please specify): _____
18	Don't know

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

### B8. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bhutan? (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	Other (please specify): _____
9	Don't know

### B9. To what extent do you believe that the World Bank Group's work and support help the poorest in Bhutan? (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

### B10. 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	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B11</b>	Overall the World Bank Group currently plays a relevant role in development in Bhutan											<input type="checkbox"/>	
<b>B12</b>	The World Bank Group's work is aligned with what I consider the development priorities for Bhutan											<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 Bhutan, 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>B13</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Treating clients and stakeholders in Bhutan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B27</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>B28. 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	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bhutan?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	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	Law and justice (e.g., judicial system)	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/Doing Business	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy (including hydropower)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration and connectivity/trade corridor development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., hydro, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Tourism and cultural heritage	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	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 Bhutan? (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	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Private sector development/Doing Business	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Tourism and cultural heritage	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	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"/>
15	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Energy (including hydropower)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Global/regional integration and connectivity/trade corridor development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Natural resource management (e.g., hydro, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Trade and exports	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 Bhutan?</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 Bhutan?</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 Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Bhutan'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 Bhutan?</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

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

		To no degree at all										To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>D9</b>	Are adaptable to Bhutan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

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

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

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

## SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	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"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Bhutan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Bhutan's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	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"/>	
<b>E9</b>	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"/>	

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bhutan?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>To no degree at all</b>		<b>To a very significant degree</b>										<b>Don't know</b>

<b>E11. Which of the following best describes the World Bank Group's support in Bhutan? (Select only one response)</b>	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Bhutan
2	The World Bank Group is not sufficiently selective in Bhutan, and it is involved in too many areas of development.
3	Don't know

## SECTION F: PROJECT/PROGRAM RELATED ISSUES

The following section should be filled out only by respondents who have/have had knowledge, experience and/or involvement in the implementation of the World Bank Group programs and/or projects.

### URBAN PROJECT

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
<b>F1</b>	The World Bank Group's support to the urban sector in Bhutan is cost-effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F2</b>	The level of the World Bank Group support to the urban sector is appropriate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F3</b>	The World Bank Group's support to the urban sector in Bhutan is having a positive impact on sustainable economic development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F4</b>	The World Bank Group implementation support to the urban sector is timely and responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

### RURAL PROJECT

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									Strongly agree	Don't know
<b>F5</b>	The World Bank Group's support to the rural sector in Bhutan is cost-effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F6</b>	The level of the World Bank Group support to the rural sector is appropriate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F7</b>	The World Bank Group's support to the rural sector in Bhutan is having a positive impact on sustainable economic development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>F8</b>	The World Bank Group implementation support to the rural sector is timely and responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION F: PROJECT/PROGRAM RELATED ISSUES

### WORLD BANK GROUP DEVELOPMENT POLICY CREDIT (DPC) PROGRAM (BUDGET FINANCING IN SUPPORT OF POLICY REFORMS)

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>F9</b>	DPCs have been effective instruments of coordination for economic policy reforms between and within government agencies and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F10</b>	DPCs have led to good economic policy and institutional reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F11</b>	The World Bank Group has provided good support for Bhutan to move to Country Systems for donor projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

### THE DOING BUSINESS TECHNICAL ASSISTANCE

The World Bank Group has been providing TA to improve the Doing Business environment in Bhutan.

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>F12</b>	The World Bank Group's support to improving the Doing Business environment is effective	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F13</b>	The level of the World Bank Group support to improving Doing Business is appropriate	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F14</b>	The World Bank Group's support to improving the Doing Business environment in Bhutan is having a positive impact	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F15</b>	The World Bank Group implementation support improving Doing Business is timely and responsive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bhutan? (Choose no more than TWO)**

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Bhutan'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 Bhutan'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	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

**G2. When considering the combination of services that the World Bank Group offers in Bhutan, 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 Bhutan? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Bhutan
6	Don't know

## SECTION H: COMMUNICATION AND INFORMATION SHARING

### H1. How do you get most of your information about economic and social development issues in Bhutan? (Choose no more than TWO)

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): _____

### H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	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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### 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)

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	Dial-up

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		
<b>H11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H12</b>	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>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H13</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>H15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION I: BACKGROUND INFORMATION

### 11. Which of the following best describes your current position? (Select only ONE response)

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

### 12. Please identify the primary specialization of your work. (Select only ONE response)

1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

### 13. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)

1	Yes
2	No

## SECTION I: BACKGROUND INFORMATION

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

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

**15. Do your projects involve both the World Bank and the IFC? (If YES please go to Question 16; If NO please go to 17)**

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

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

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

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

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

**18. What's your gender?**

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

**19. Which best represents your geographic location?**

- |   |         |
|---|---------|
| 1 | Thimphu |
| 2 | East    |
| 3 | West    |
| 4 | Central |
| 5 | South   |

**Thank you for completing the survey!**