

FY16 Bangladesh Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



March 2017



Acknowledgements

The Bangladesh 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 oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Bangladesh country team and the local fielding agency The Nielsen Company (Bangladesh) Limited. In particular, PORG is grateful for the support from Mehrin A. Mahbub (Communications Officer), who coordinated the survey related activities from Dhaka, Bangladesh.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Bangladesh	8
V. Overall Attitudes toward the World Bank Group.....	13
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates	23
VIII. World Bank Group's Knowledge and Instruments	29
IX. The Future Role of the World Bank Group in Bangladesh.....	34
X. Communication and Outreach	38
XI. Appendices.....	42

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I. Objectives

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

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

II. Methodology

From April to July 2016, 700 stakeholders of the WBG in Bangladesh 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 332 stakeholders participated in the survey (47% response rate). Respondents either received the questionnaire via post or courier and returned it accordingly, received an invitation via email and completed the questionnaire online, or completed the questionnaire with a representative from the fielding agency.

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.

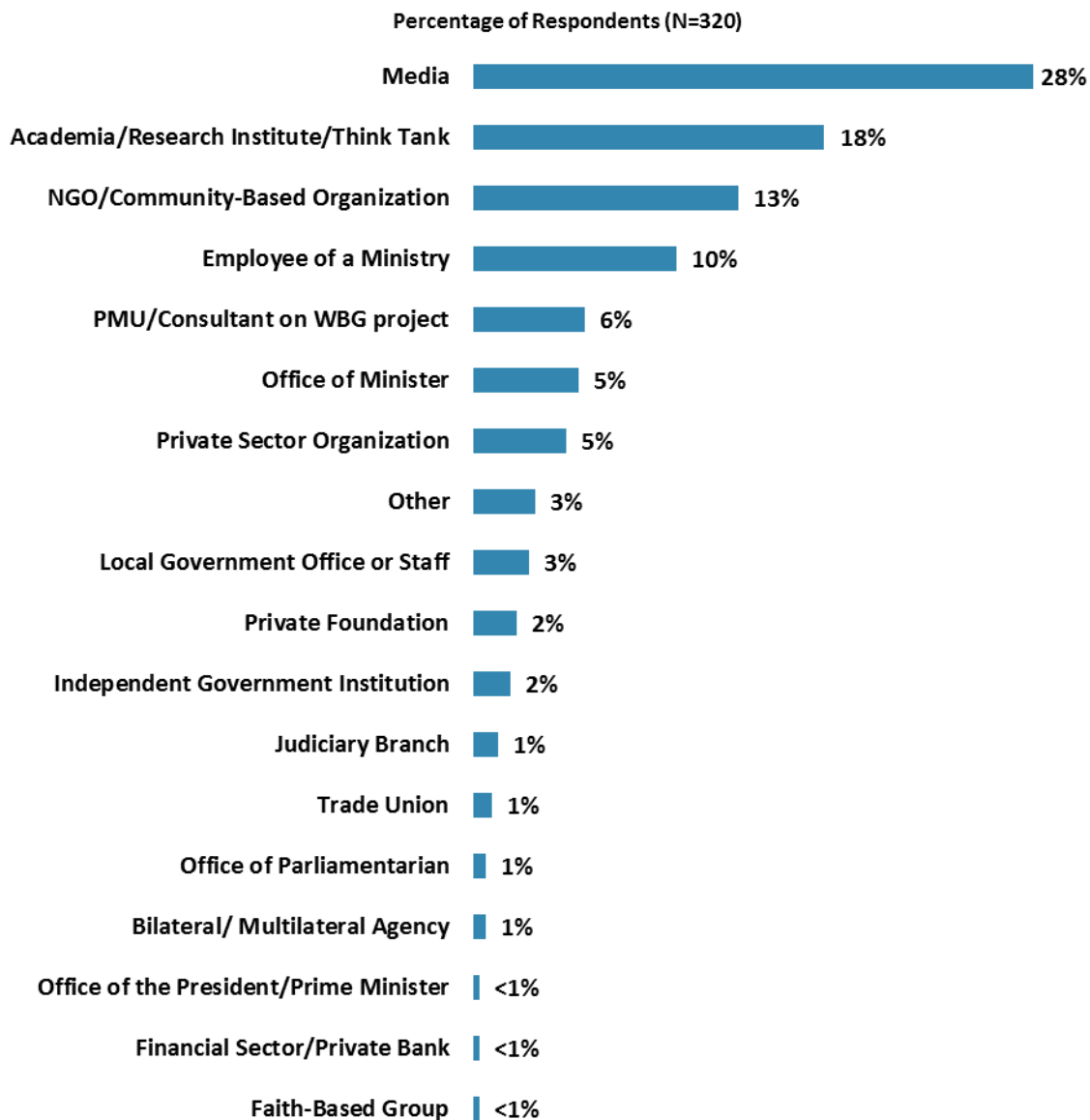
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '13 (response rate was 52%, N = 366). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from bilateral/multilateral agencies or local government in either year to be included in these analyses. 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 86).



III. Demographics of the Sample

Current Position

- For all further analyses, the small number of respondents from the office of the President/Prime Minister were combined with those from the office of a Minister, the small number of respondents from the financial sector/private banks were combined with those from the private sector, and the few respondents from bilateral/multilateral agencies, private foundations, trade unions, and faith-based groups were grouped together into an “Other Civil Society” category. The few respondents from the office of a Parliamentarian and the judiciary branch were included in the “Other” category

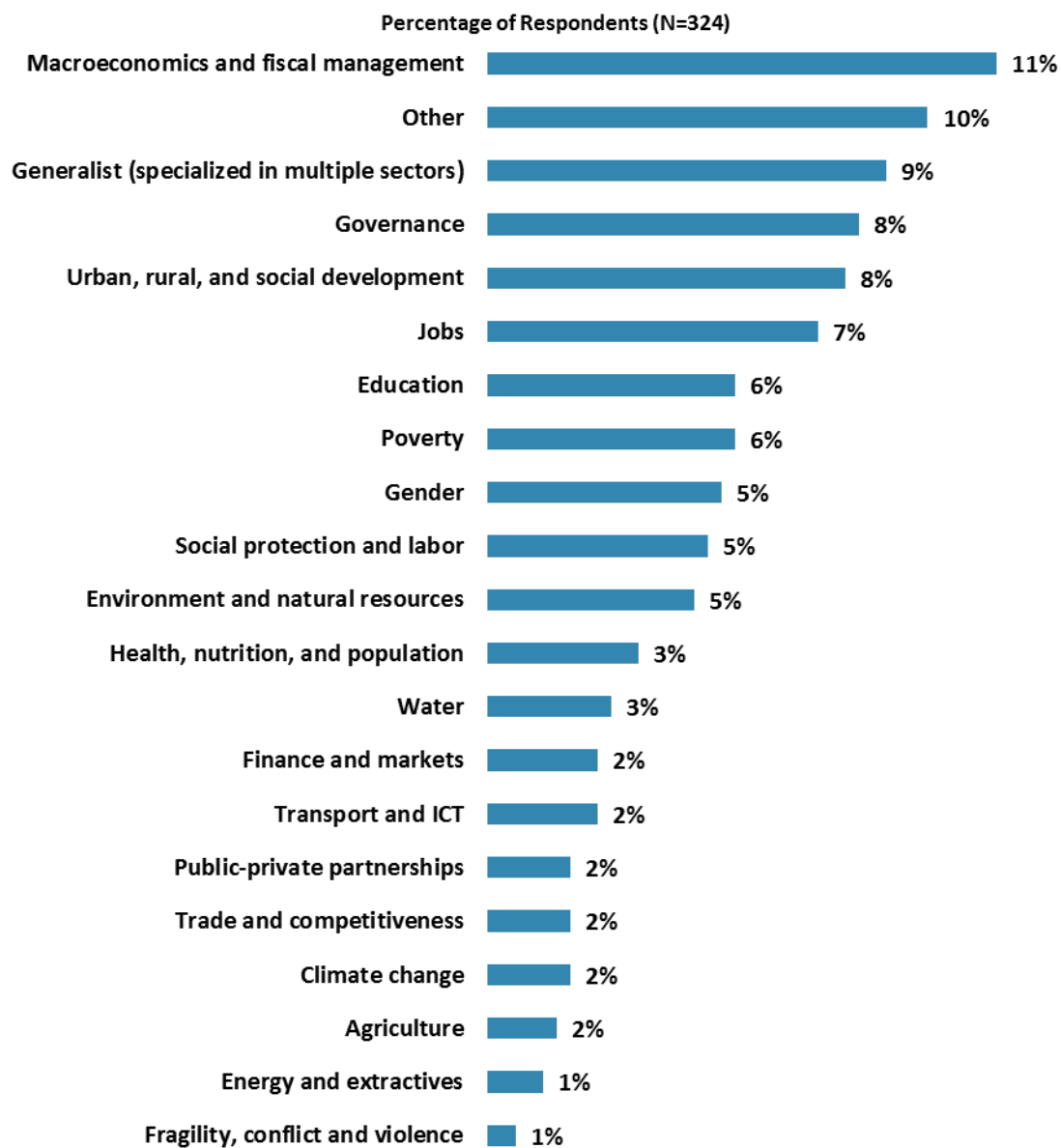


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



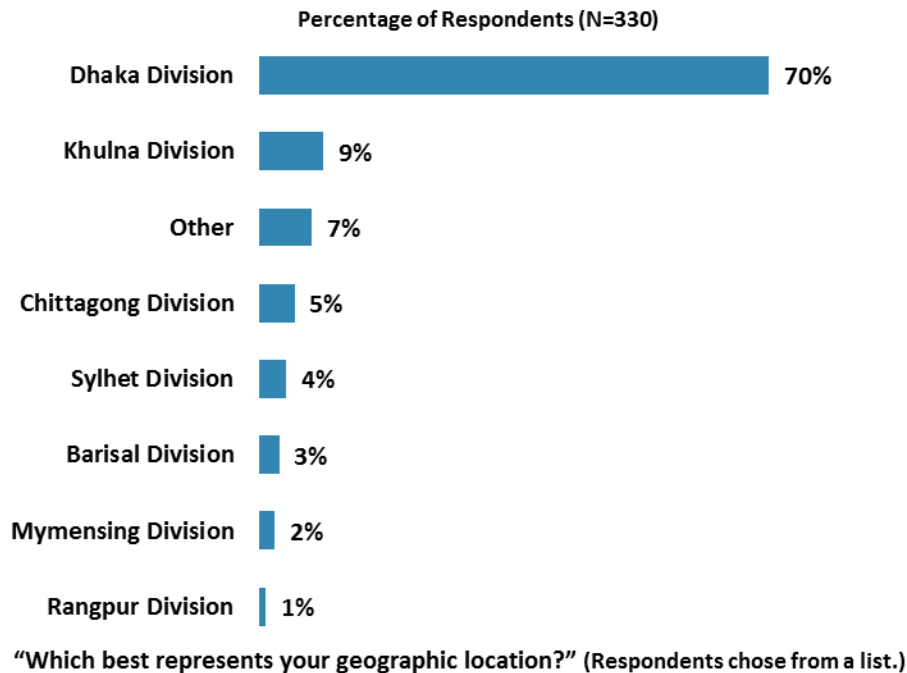
"Please identify the primary specialization of your work. (Select only ONE response)"
(Respondents chose from a list.)



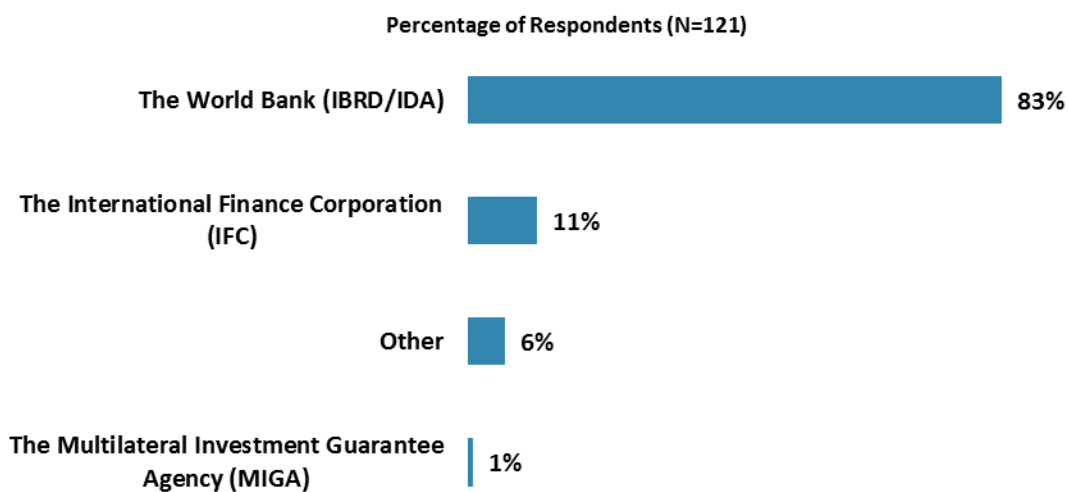
III. Demographics of the Sample (continued)

Geographic Locations

- For all further analyses, respondents from divisions outside Dhaka were combined to create an “Other Areas” category.



Exposure to Agencies within the World Bank Group



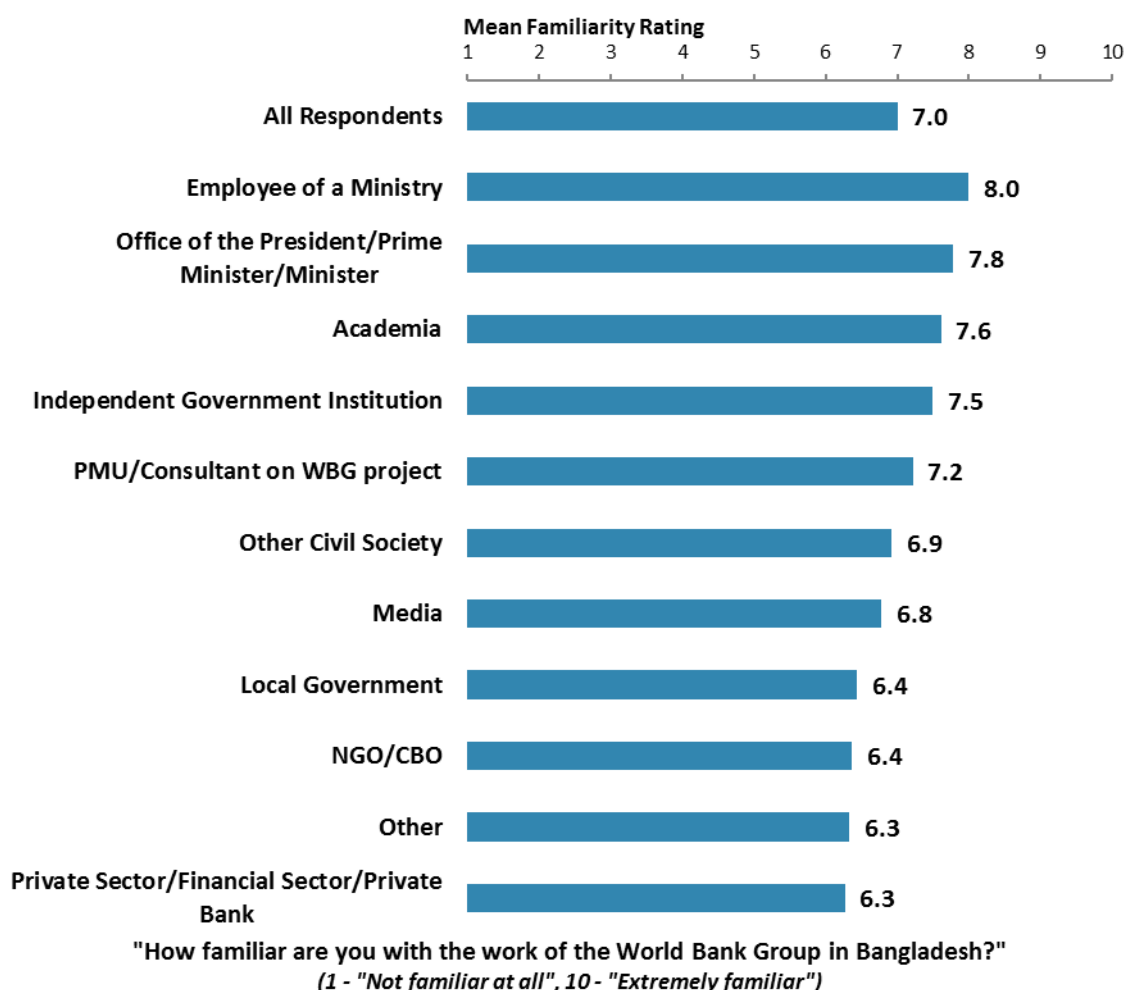
“Which of the following agencies of the World Bank Group do you primarily engage with in Bangladesh? (Select only ONE response)” (Respondents choose from a list)



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 = 7.1; weighted mean in FY '13 = 7.0)¹.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 7.7) than respondents who do not collaborate with the WBG (mean rating = 6.7).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were moderately, significantly correlated with their ratings of the WBG's overall effectiveness in Bangladesh, the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in Bangladesh.



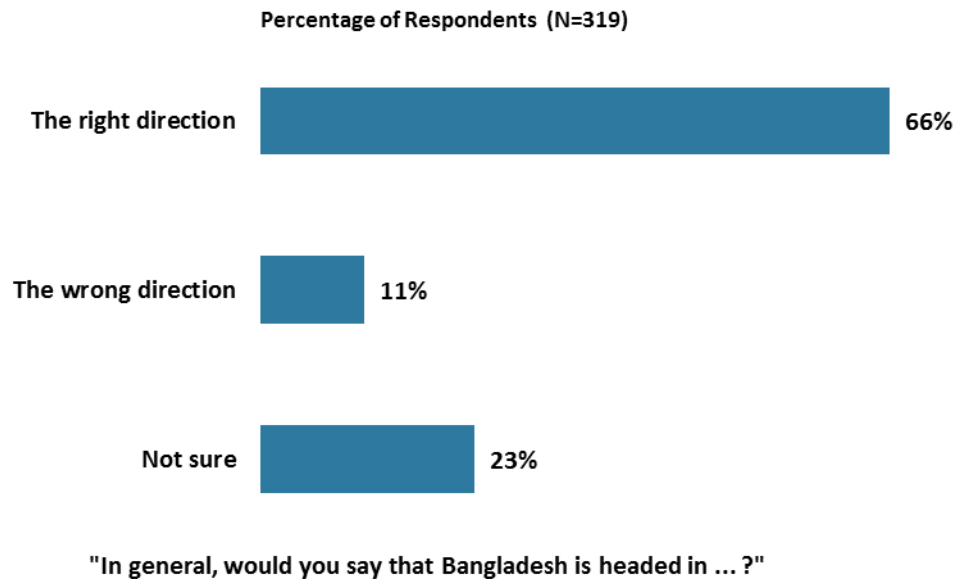
¹Please refer to Appendix E (page 86) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Bangladesh

Headed in the Right Direction

- **Year comparison:** The majority of respondents in the FY '13 Country Survey indicated that Bangladesh was headed in the right direction (percentage of respondents = 61%), with much smaller numbers indicating that Bangladesh was headed in the wrong direction (23%) or that they were not sure (16%).

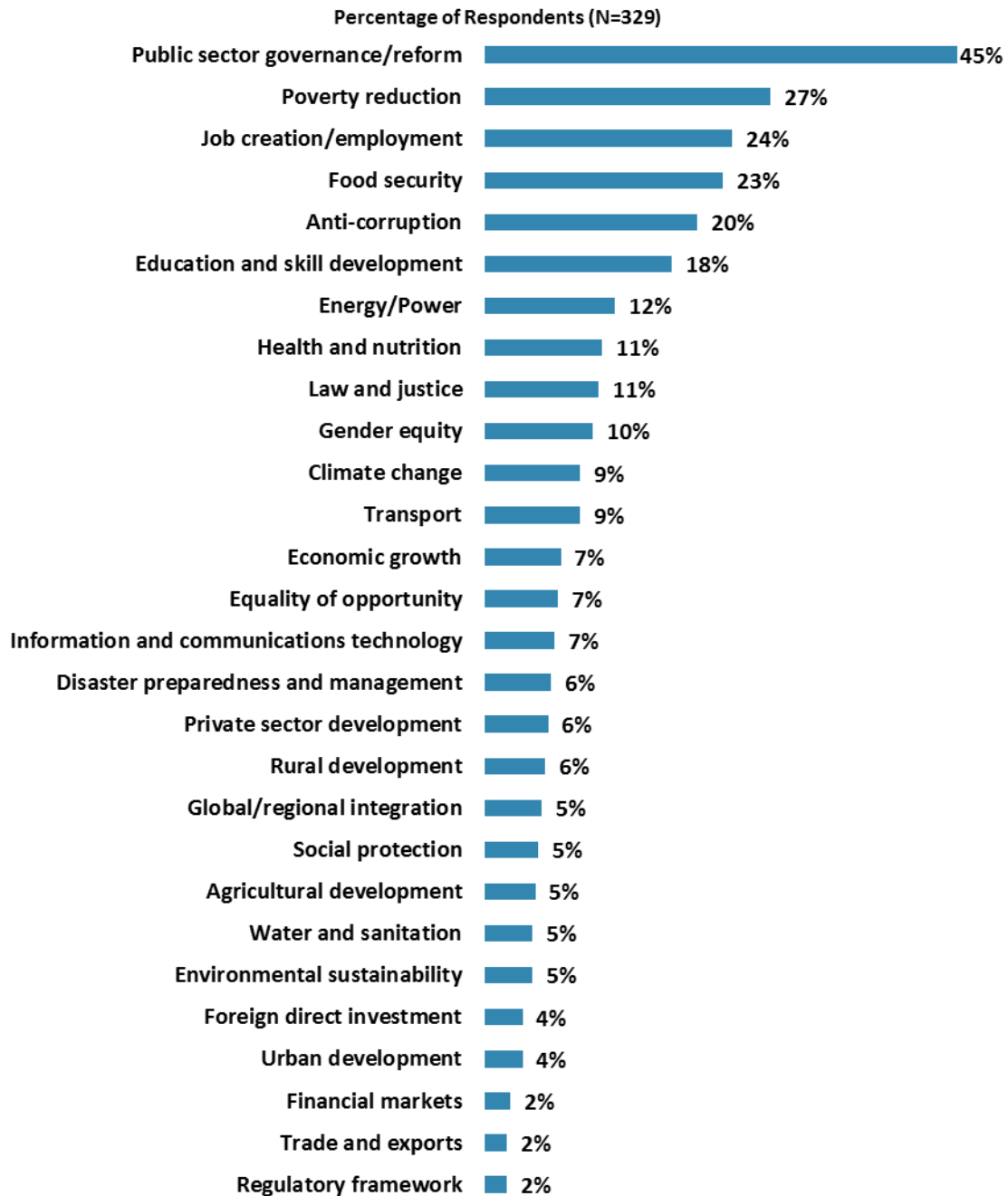




IV. General Issues Facing Bangladesh (continued)

Development Priority

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the most important development priorities in Bangladesh were public sector governance/reform (percentage of respondents = 43%) and education (41%), followed by transport (28%) and energy/power (27%).



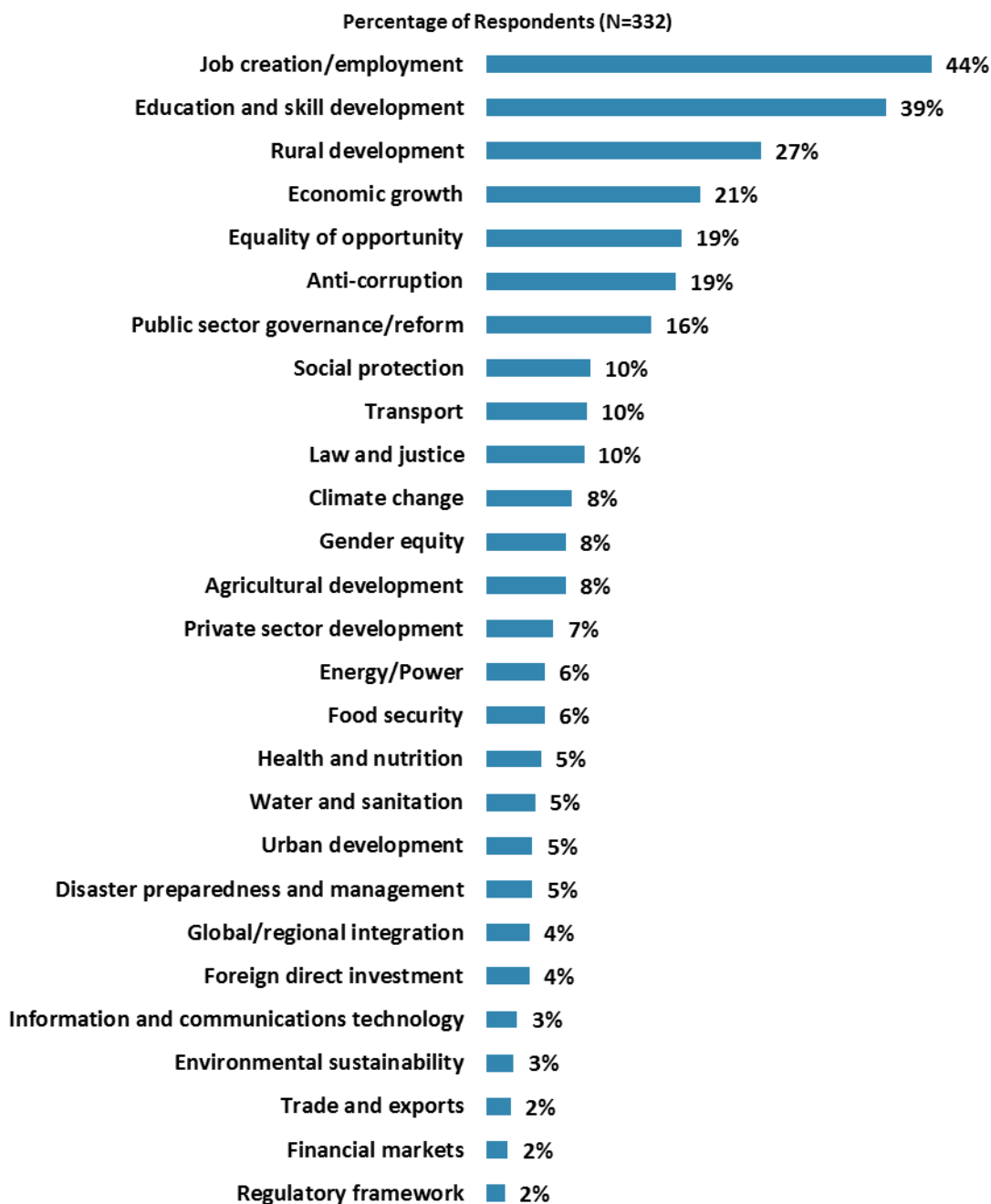
"Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Bangladesh (continued)

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the area that would contribute most to poverty reduction in Bangladesh was job creation/employment (percentage of respondents = 57%), followed by education (37%) and anti-corruption (23%).

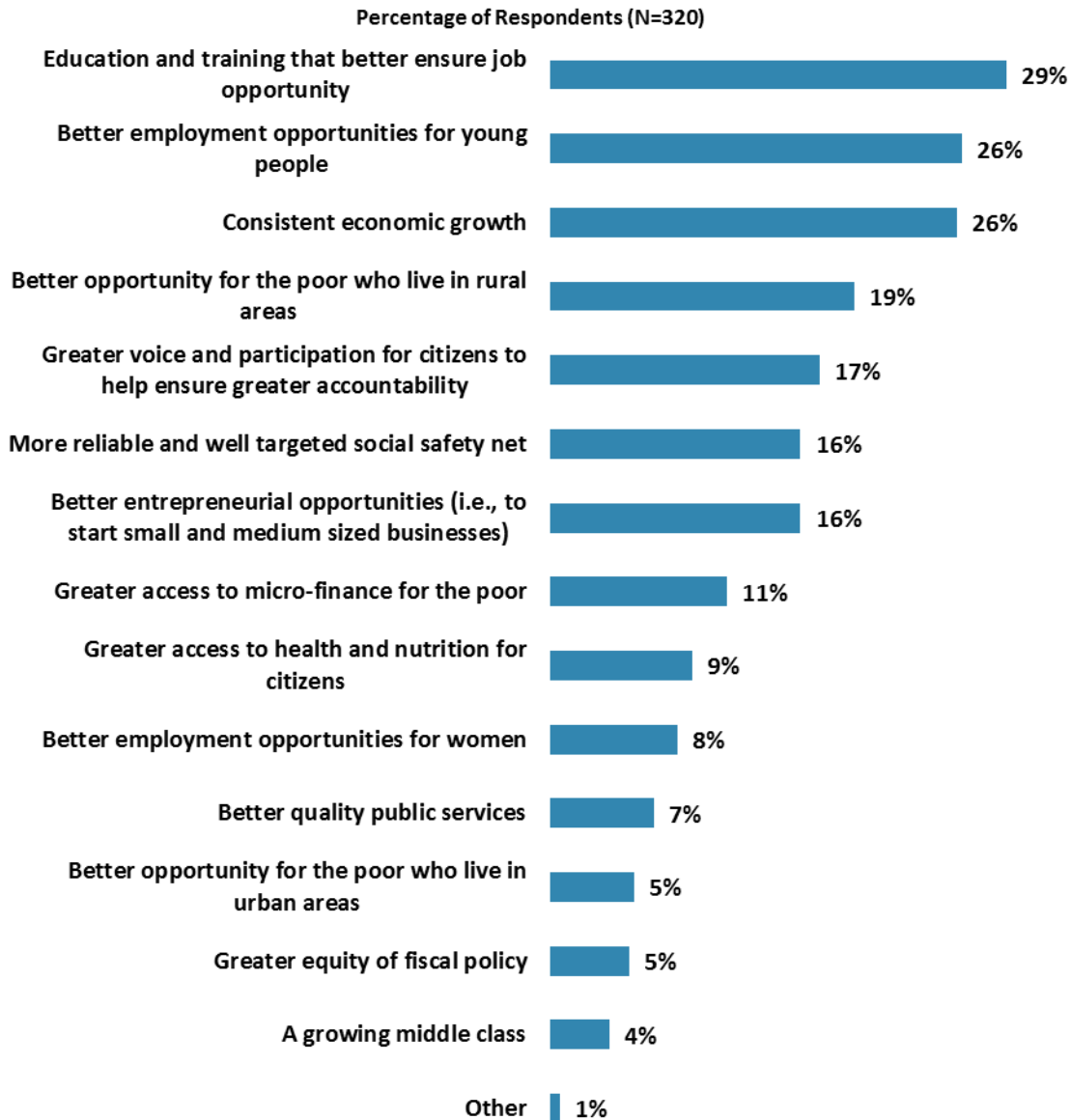


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bangladesh?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Bangladesh (continued)

Factors Contributing to “Shared Prosperity”

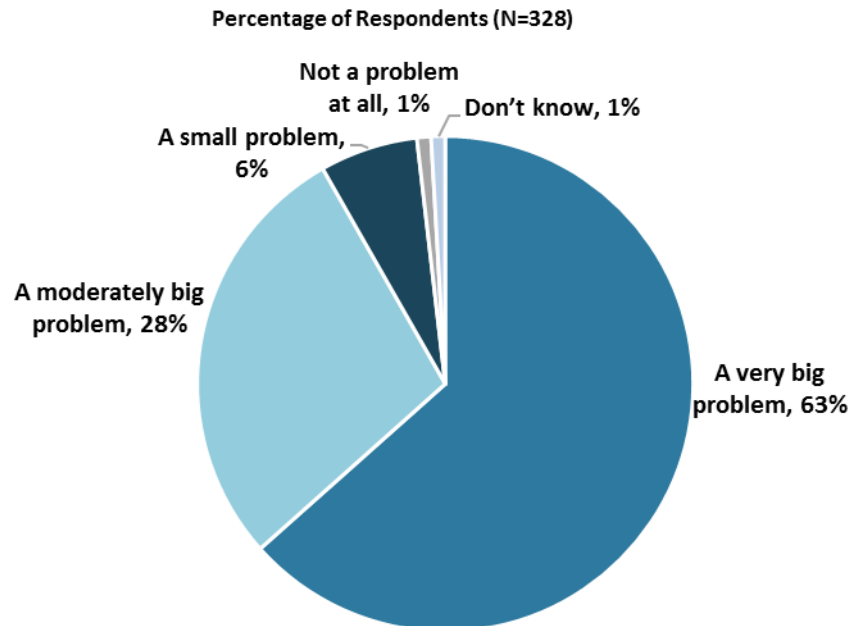


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Bangladesh? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



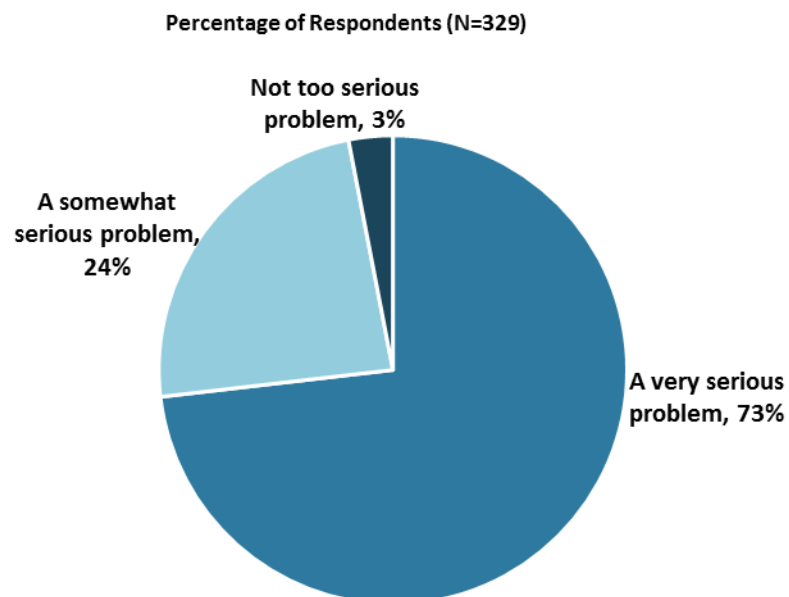
IV. General Issues Facing Bangladesh (continued)

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 Bangladesh? (Select only ONE response)" (Respondents chose from a list.)

Global Climate Change

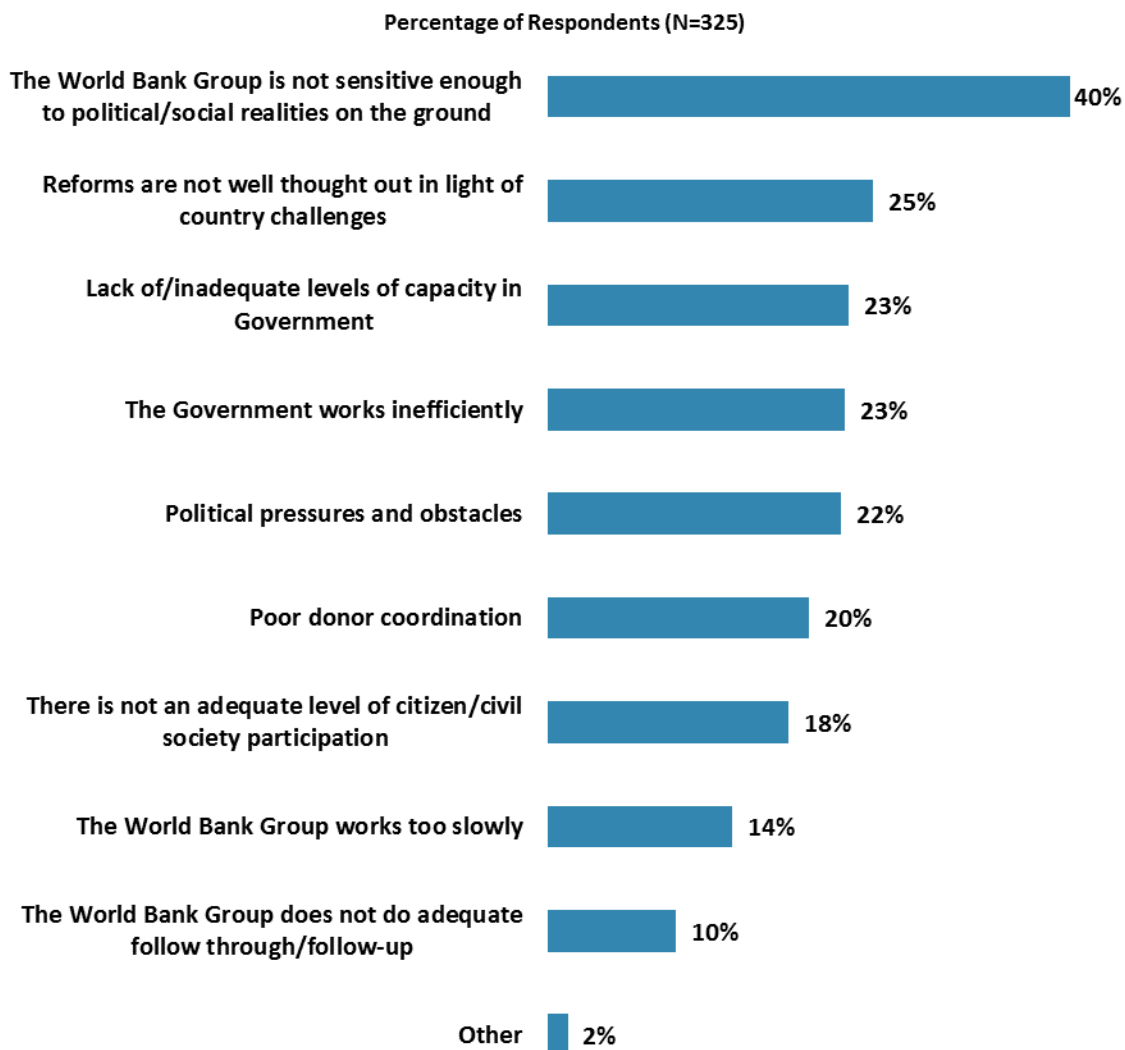


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts



"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 Bangladesh (weighted mean = 6.5) compared to respondents from the FY ’13 Country Survey (weighted mean = 6.1)².
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Bangladesh (mean rating = 7.0) compared to respondents who are not collaborating (mean rating = 6.3).



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

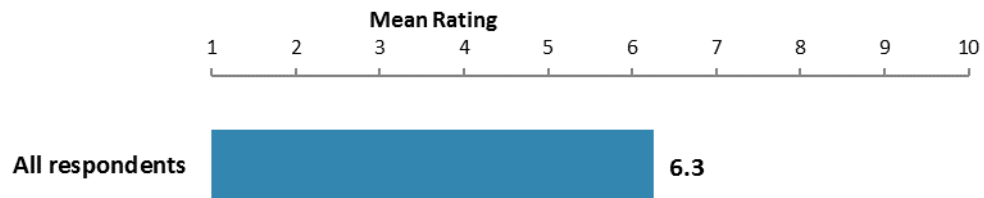
²Please refer to Appendix E (page 86) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

Achieving Development Results (*Indicator Question*)

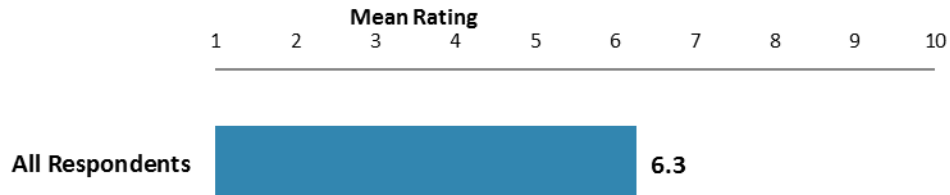
- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the extent to which the WBG achieves development results (weighted mean = 6.3) compared to respondents from the FY '13 Country Survey (weighted mean = 5.9)³.



"To what extent does the World Bank Group's work help to achieve development results in Bangladesh?" (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 significantly higher ratings for the WBG's staff being well prepared (weighted mean = 6.3) compared to respondents from the FY '13 Country Survey (weighted mean = 5.7)³.



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

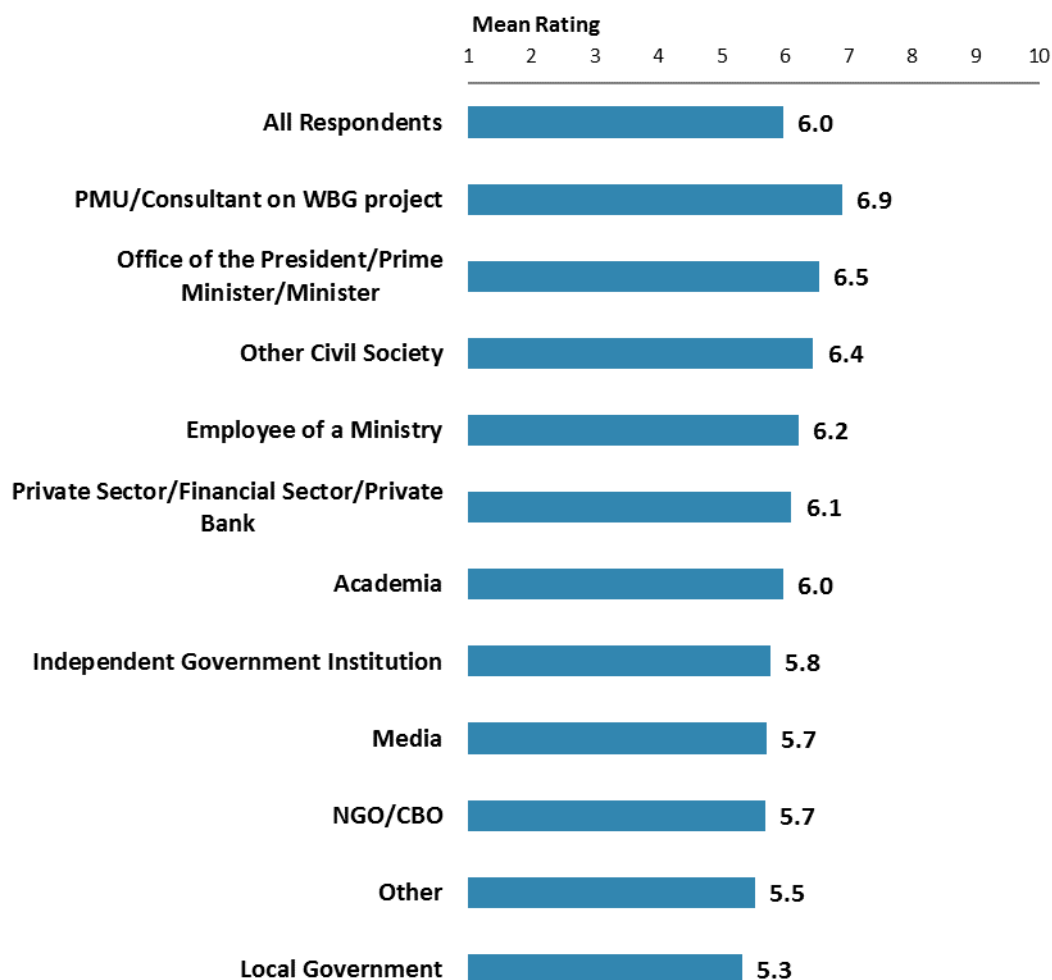
³Please refer to Appendix E (page 86) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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 local government and other organizations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 58).
- **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 = 6.3) compared to respondents who do not collaborate with the WBG (mean rating = 5.8). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 92).



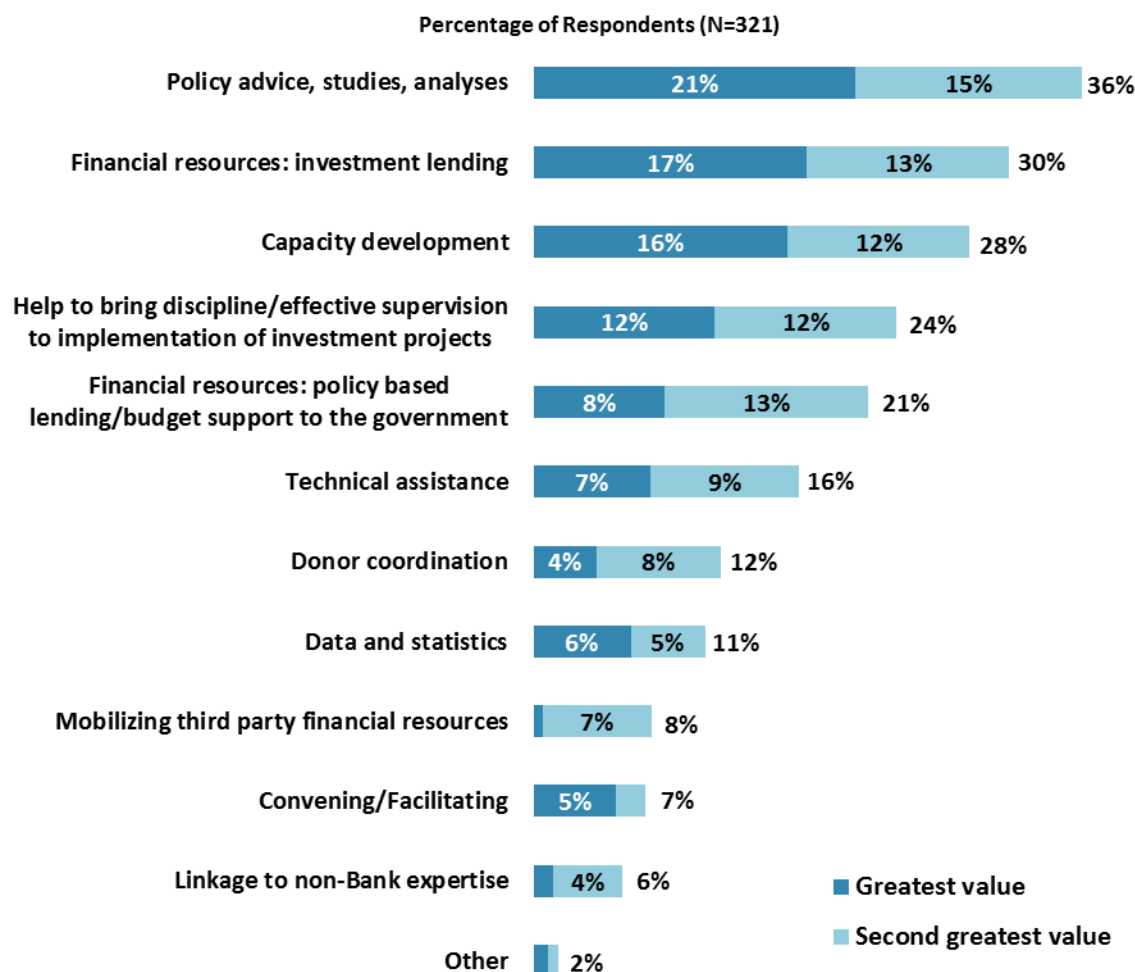
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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 Bangladesh was its financial resources for investment lending (percentage of respondents = 61%), followed by its financial resources for policy-based lending/budget support to the Government (39%) and technical assistance (32%).

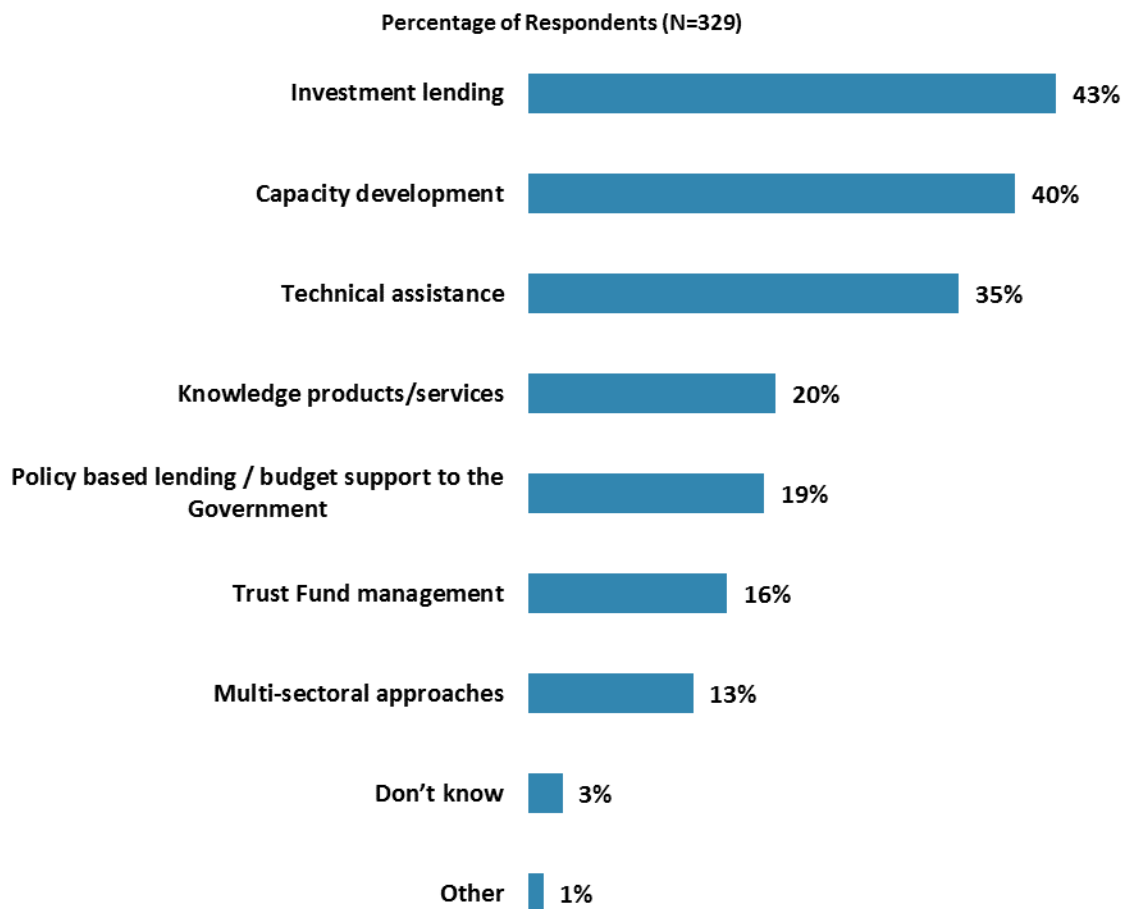


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bangladesh?" (Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty



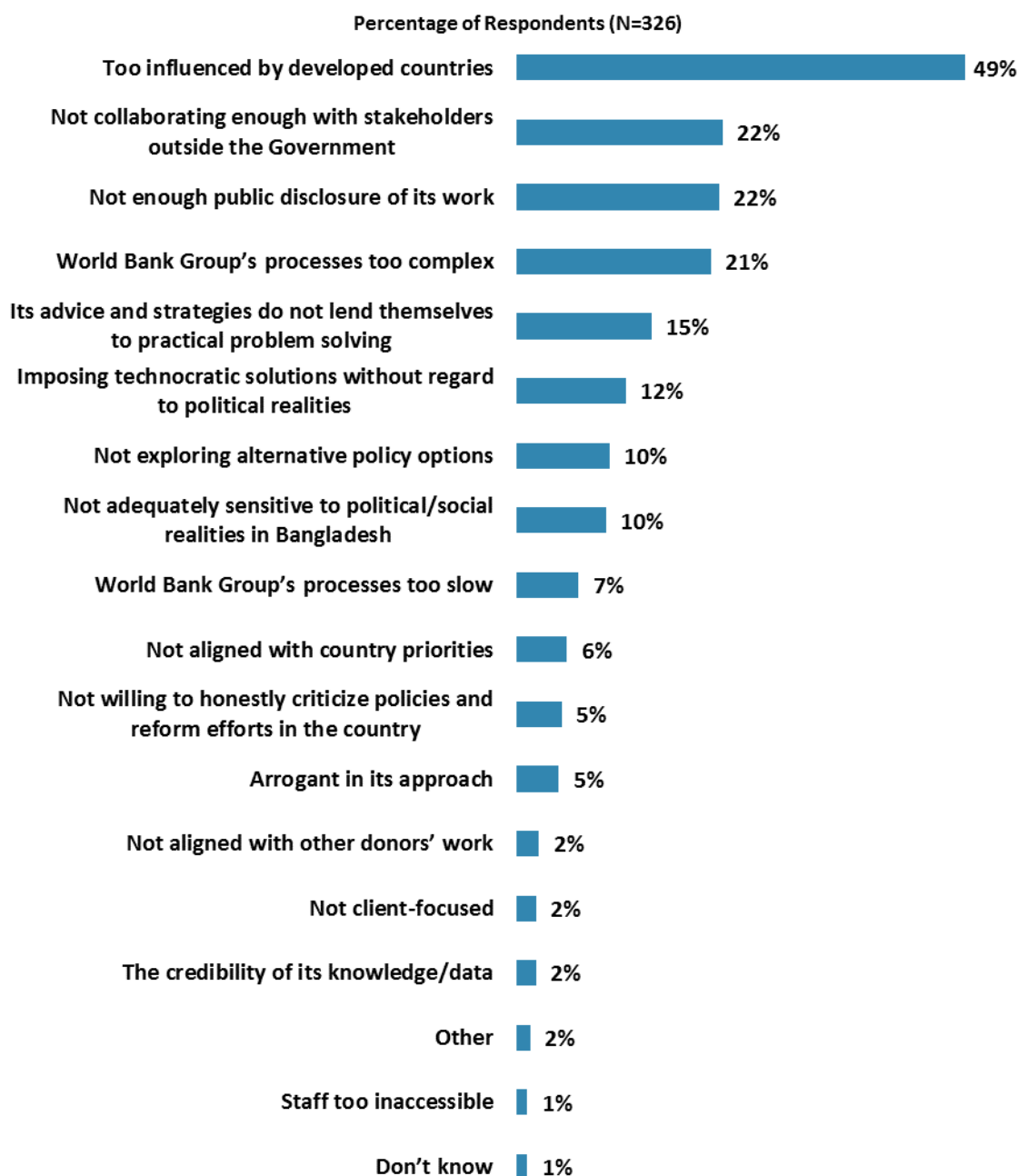
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Bangladesh? (Choose not more than TWO)"
(Respondents chose from a list. Responses combined.)



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 Bangladesh was being too influenced by developed countries (percentage of respondents = 34%), followed by its processes being too slow and complex (23%) and not being adequately sensitive to political/social realities (22%).



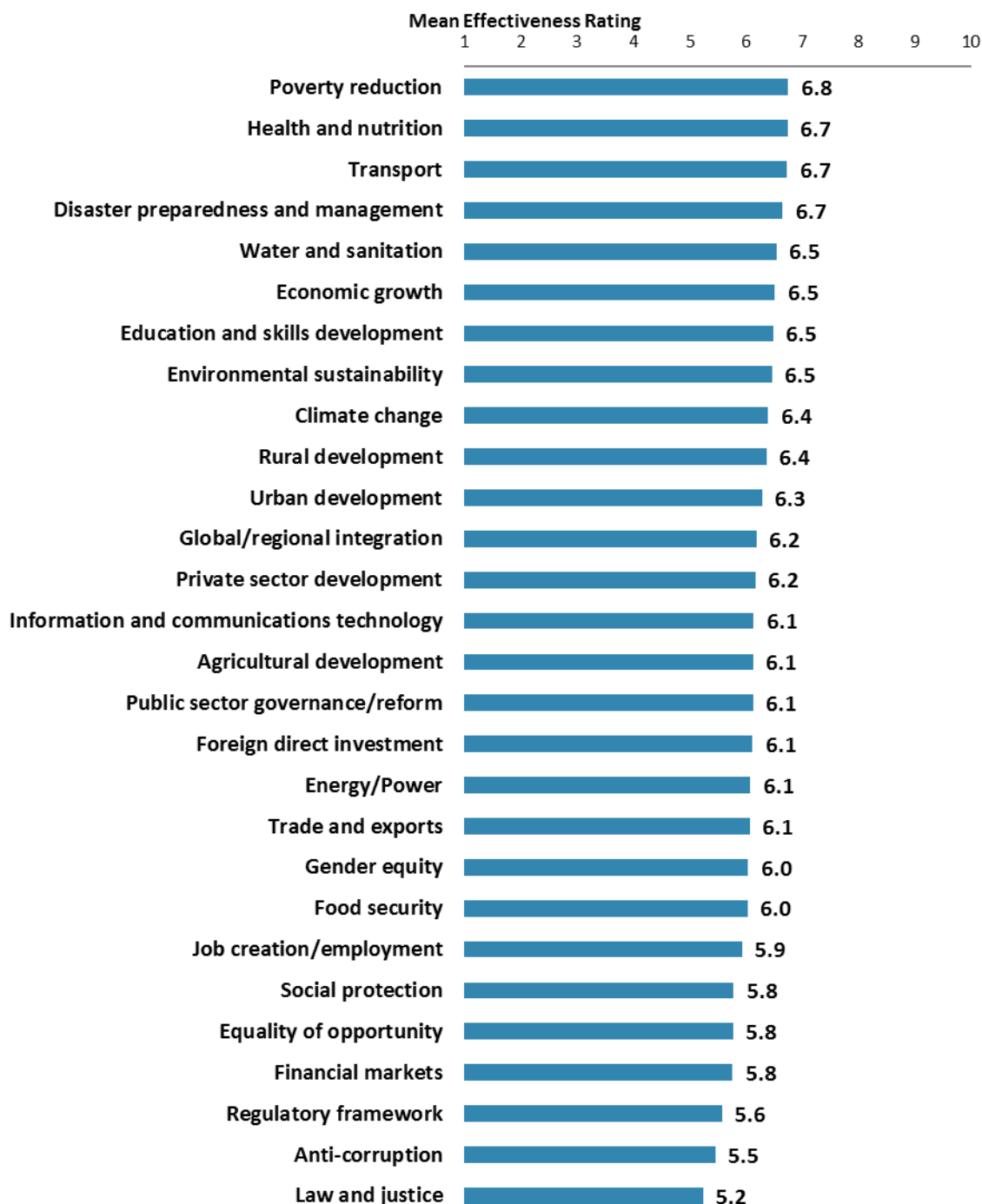
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas

- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's effectiveness at "*Regulatory framework*" (mean rating = 6.0) compared to respondents who are not collaborating (mean rating = 5.3).



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



VI. Sectoral Effectiveness (continued)

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



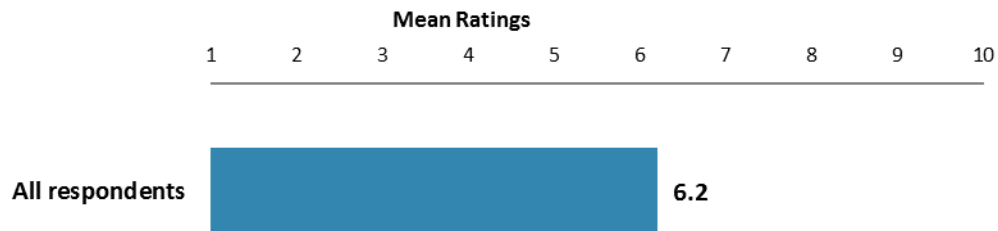
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY16 and FY13)

⁴All means presented in this chart are calculated based on weighted data. See Appendix E (page 86) for details.



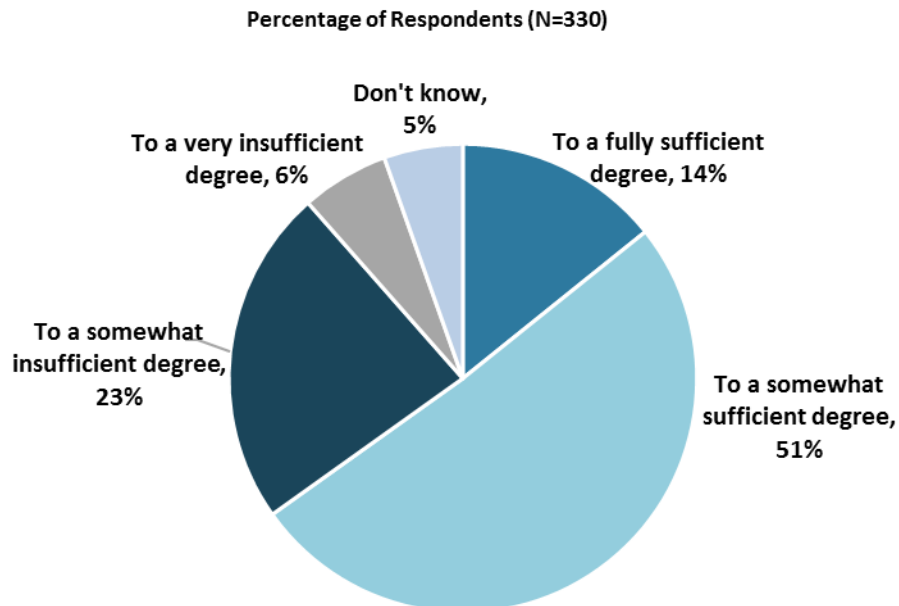
VI. Sectoral Effectiveness (continued)

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

Helping the Poorest



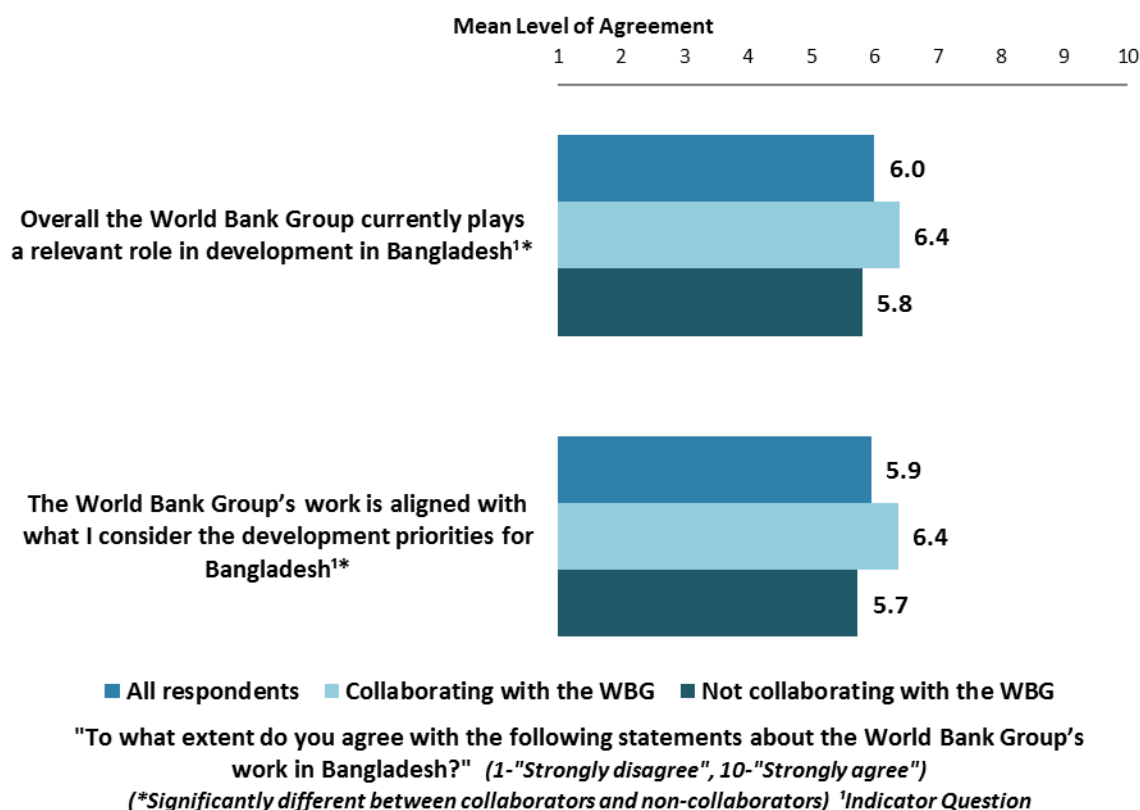
"To what extent do you believe that the World Bank Group's work and support help the poorest in Bangladesh? (Select only ONE response)" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in Bangladesh

- **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 Bangladesh"* (weighted mean rating = 6.0) compared to respondents from the FY '13 Country Survey (weighted mean rating = 5.9), but significantly higher levels of agreement that *"The WBG's work is aligned with what I consider the development priorities for Bangladesh"* (FY '16 weighted mean rating = 6.0) compared to respondents from the FY '13 Country Survey (weighted mean rating = 5.6)⁵.



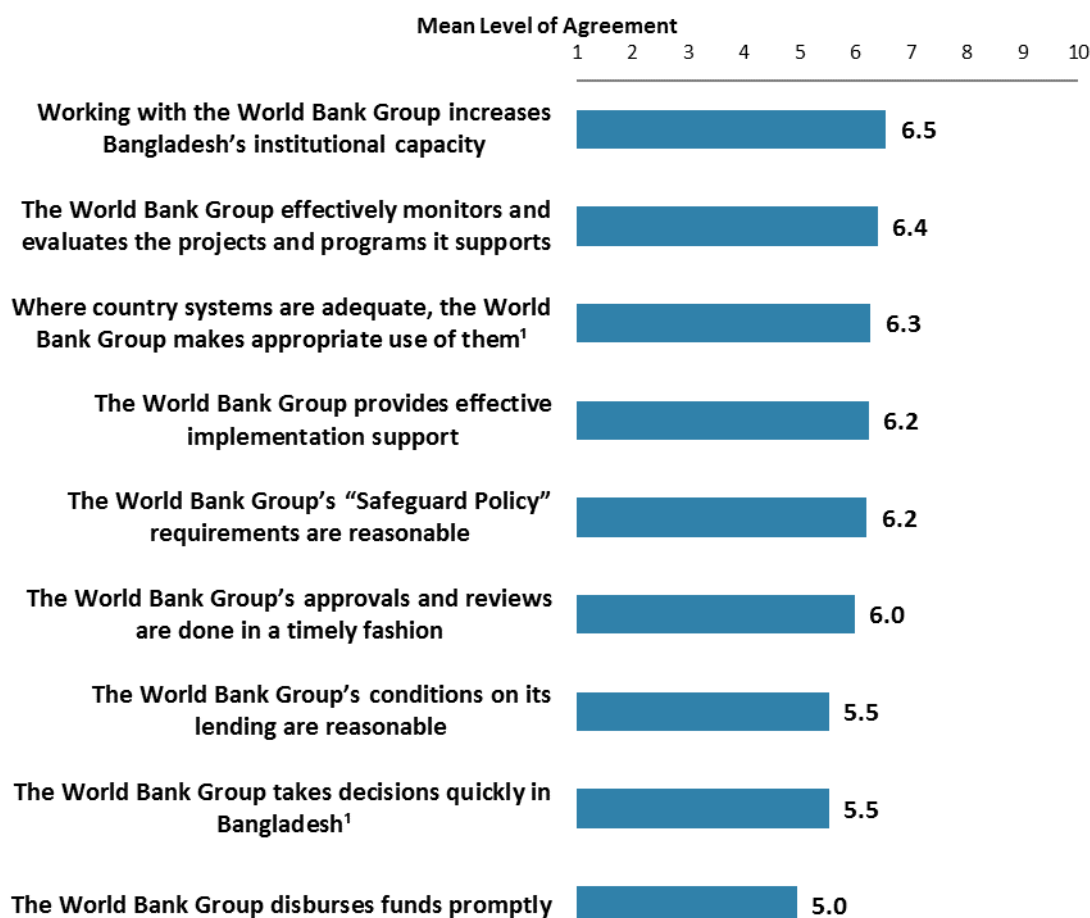
⁵Please refer to Appendix E (page 86) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



VII. 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*” and that “*The World Bank Group takes decisions quickly in Bangladesh*” whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement for the former and respondents from independent government intuitions had significantly lower levels of agreement for the latter (refer to Appendix B, page 58, for a complete breakdown).
- **Location:** Respondents from Dhaka Division had significantly higher levels of agreement that “*The World Bank Group takes decisions quickly in Bangladesh*” (mean rating = 5.7) compared to respondents from Other Areas (mean rating = 5.0).
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that “*The World Bank Group disburses funds promptly*” (mean rating = 5.9) and that “*The World Bank Group’s conditions on its lending are reasonable*” (mean rating = 6.0) compared to respondents who are not collaborating (mean rating = 4.4 and 5.3, respectively).

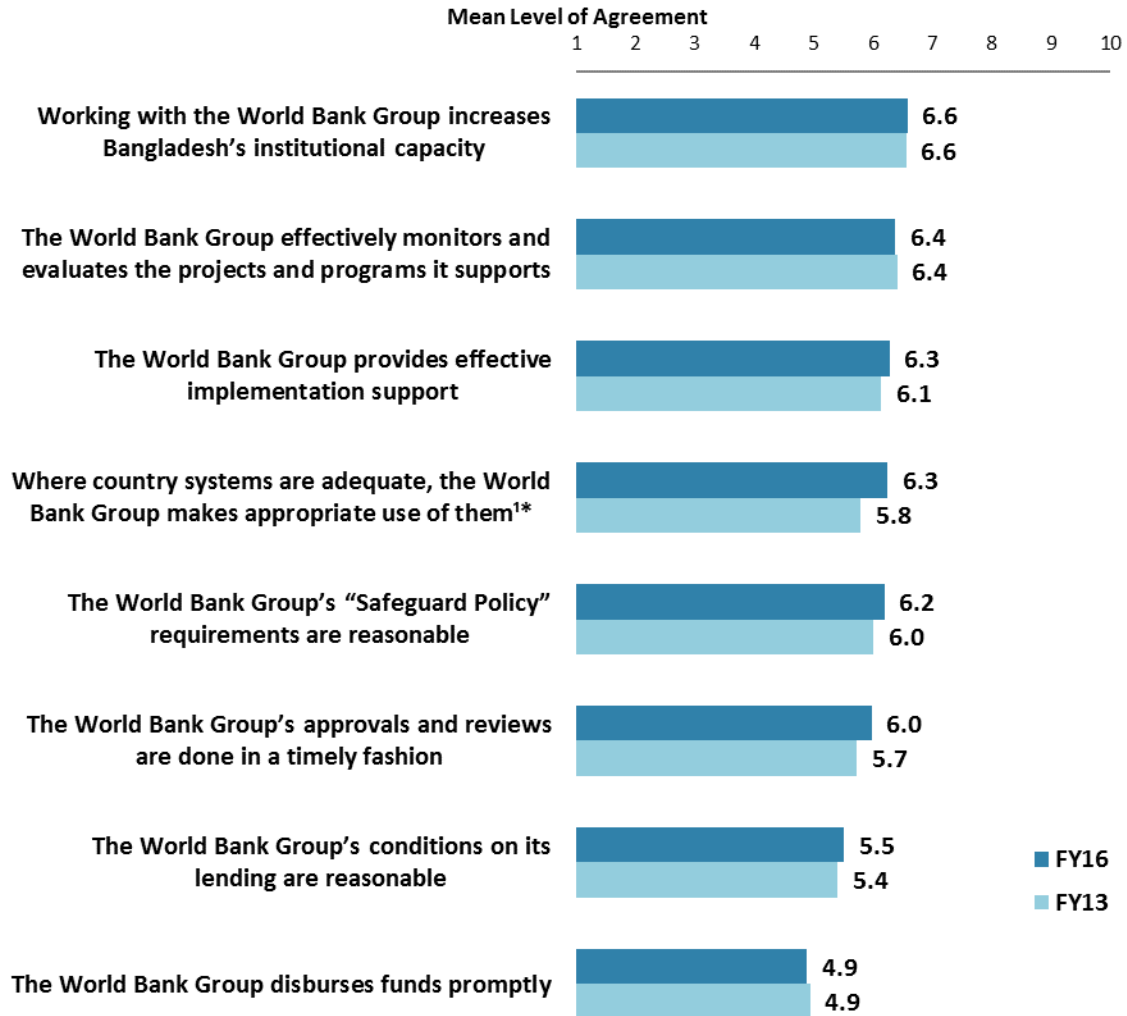


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁶



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

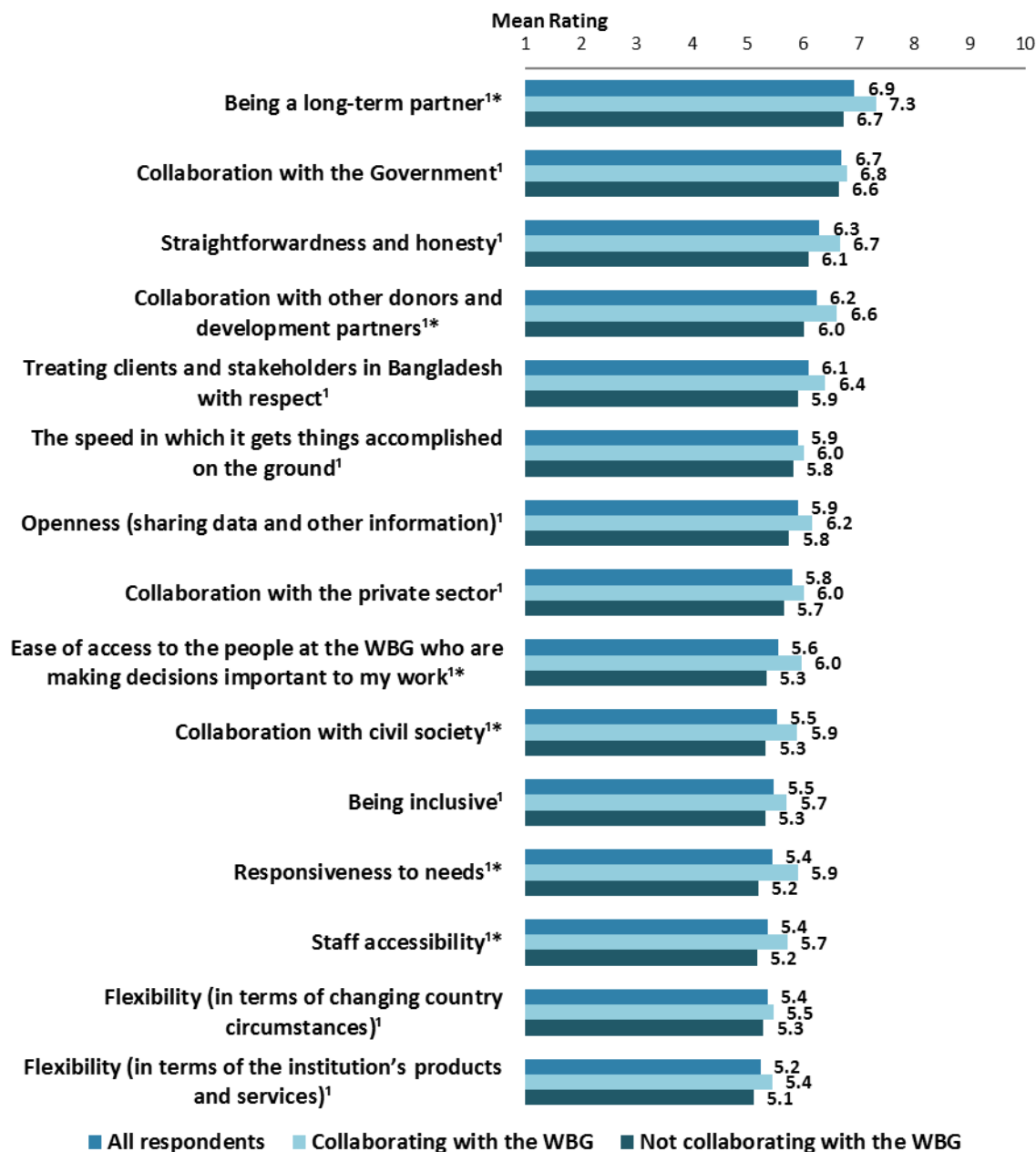
⁶All means presented in this chart are calculated based on weighted data. See Appendix E (page 86) for details.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences across four of these aspects of how the WBG operates in Bangladesh (see Appendix B, page 58). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to have the highest ratings whereas respondents from local government and the media tended to have significantly lower ratings.



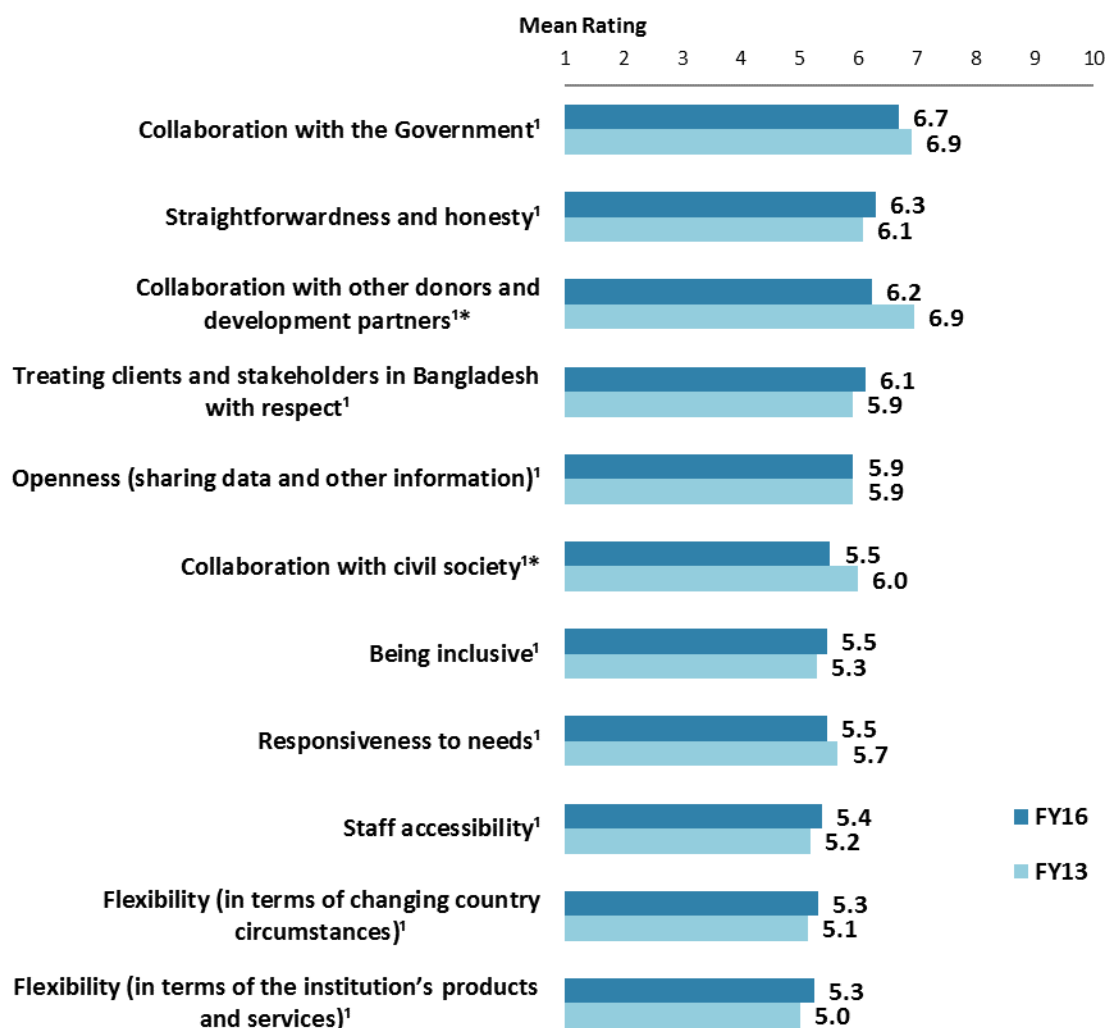
"To what extent is the World Bank Group an effective development partner in Bangladesh, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁷



"To what extent is the World Bank Group an effective development partner in Bangladesh 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) ¹Indicator Question

⁷All means presented in this chart are calculated based on weighted data. See Appendix E (page 86) for details.



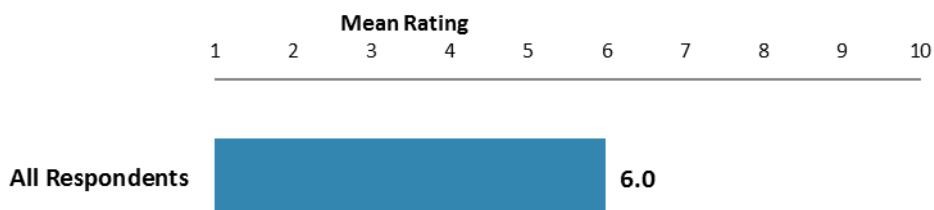
VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



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

Reimbursable Advisory Services (RAS)



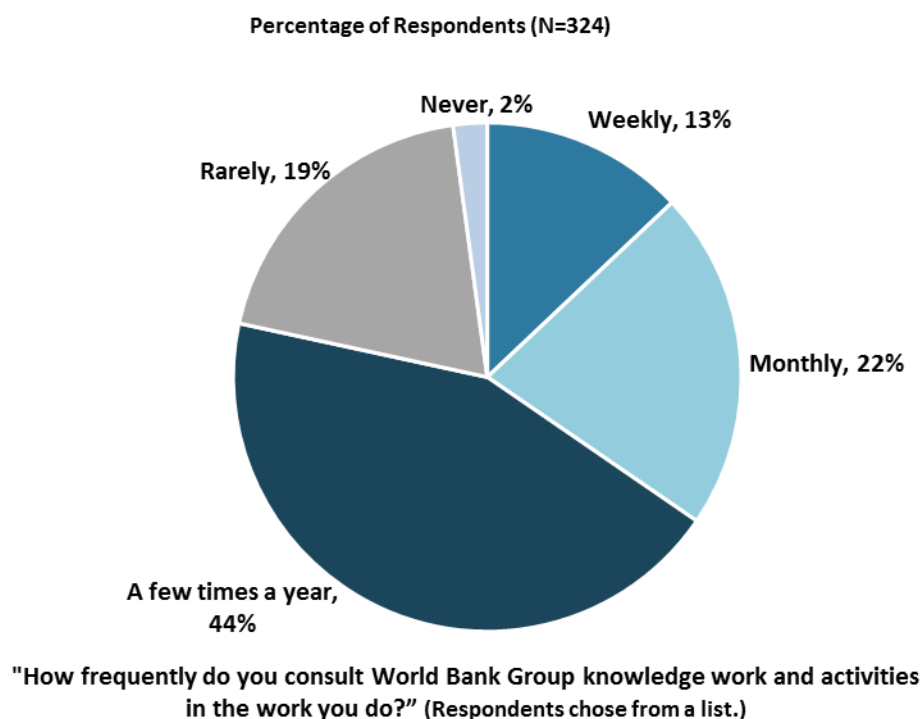
"To what extent do you believe that Bangladesh received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")



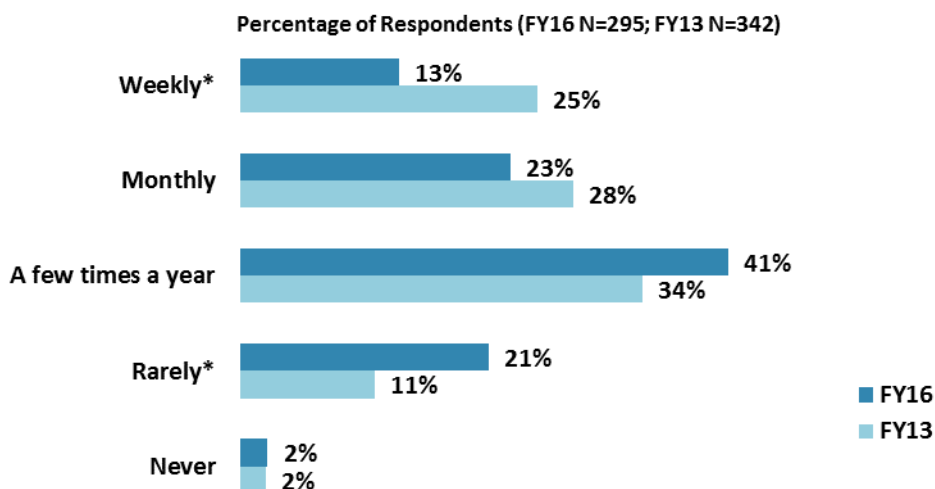
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholders:** Respondents from the media and academia indicated the most frequent usage of the WBG's knowledge work (percentage of respondents = 54% and 44% weekly/monthly, respectively) whereas respondents from the private sector/financial sector/private banks and independent government intuitions indicated significantly less frequent usage (53% and 67% rarely/never, respectively).



Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison⁸



"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

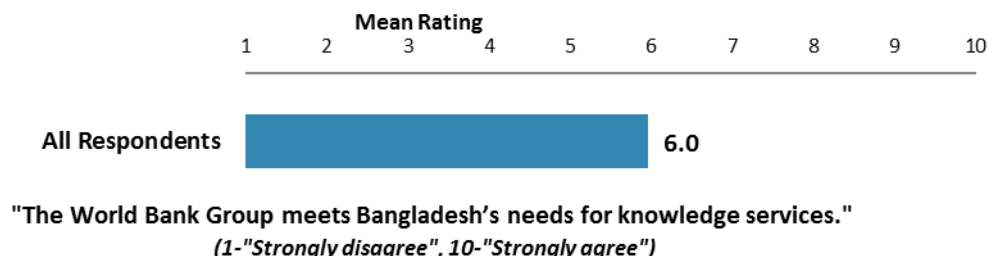
⁸All percentages presented in this chart are calculated based on weighted data. See Appendix E (page 86) for details.



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

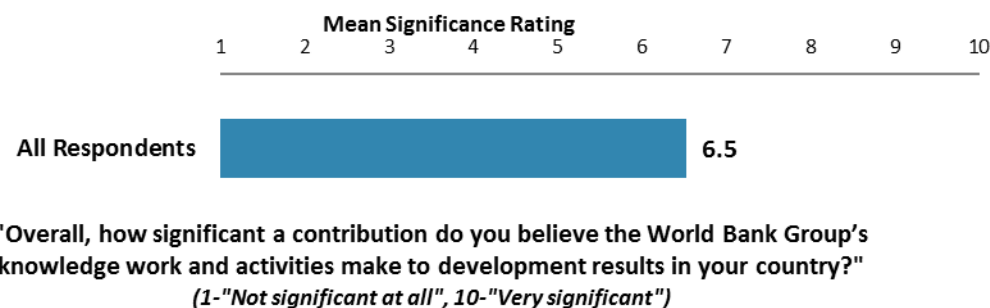
Meeting Bangladesh's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets Bangladesh's needs for knowledge services (weighted mean = 6.0) compared to respondents from the FY '13 Country Survey (weighted mean = 5.8)⁹.



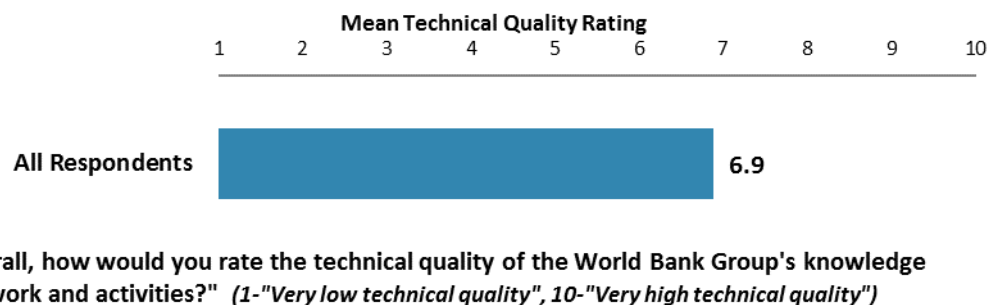
Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)

- **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 = 6.5) compared to respondents from the FY '13 Country Survey (weighted mean = 6.0)⁹.



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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 6.9) compared to respondents from the FY '13 Country Survey (weighted mean = 6.7)⁹.



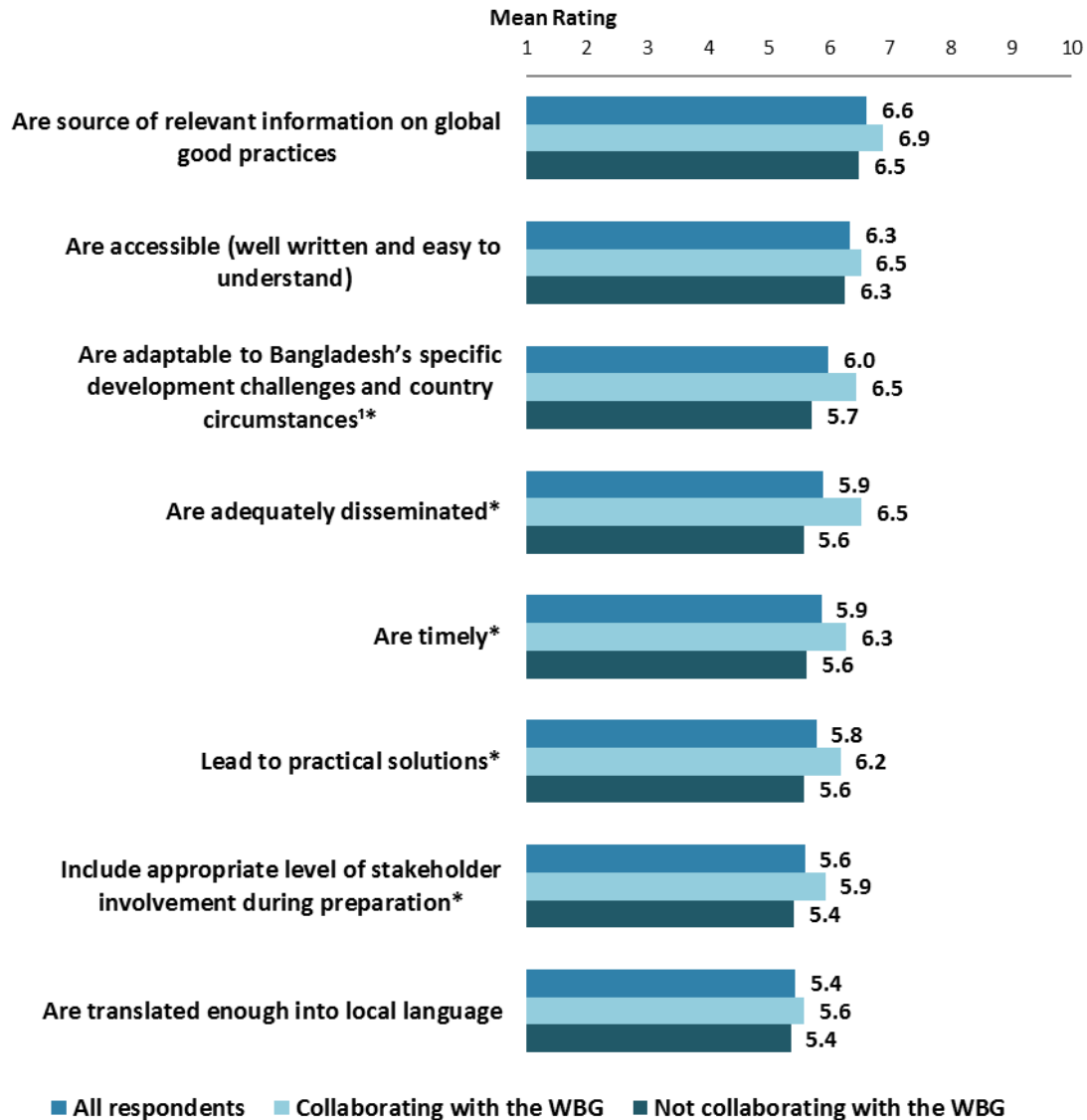
⁹Please refer to Appendix E (page 86) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



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

Qualities of the WBG's Knowledge Work and Activities

- **Stakeholders:** Respondents from the office of the President/Prime Minister/Minister and PMUs/Consultants on WBG-supported projects gave the highest ratings that the WBG's knowledge work "*Are adequately disseminated*" whereas respondents from local government and other organizations gave significantly lower ratings (refer to Appendix B, page 58, for a complete breakdown).



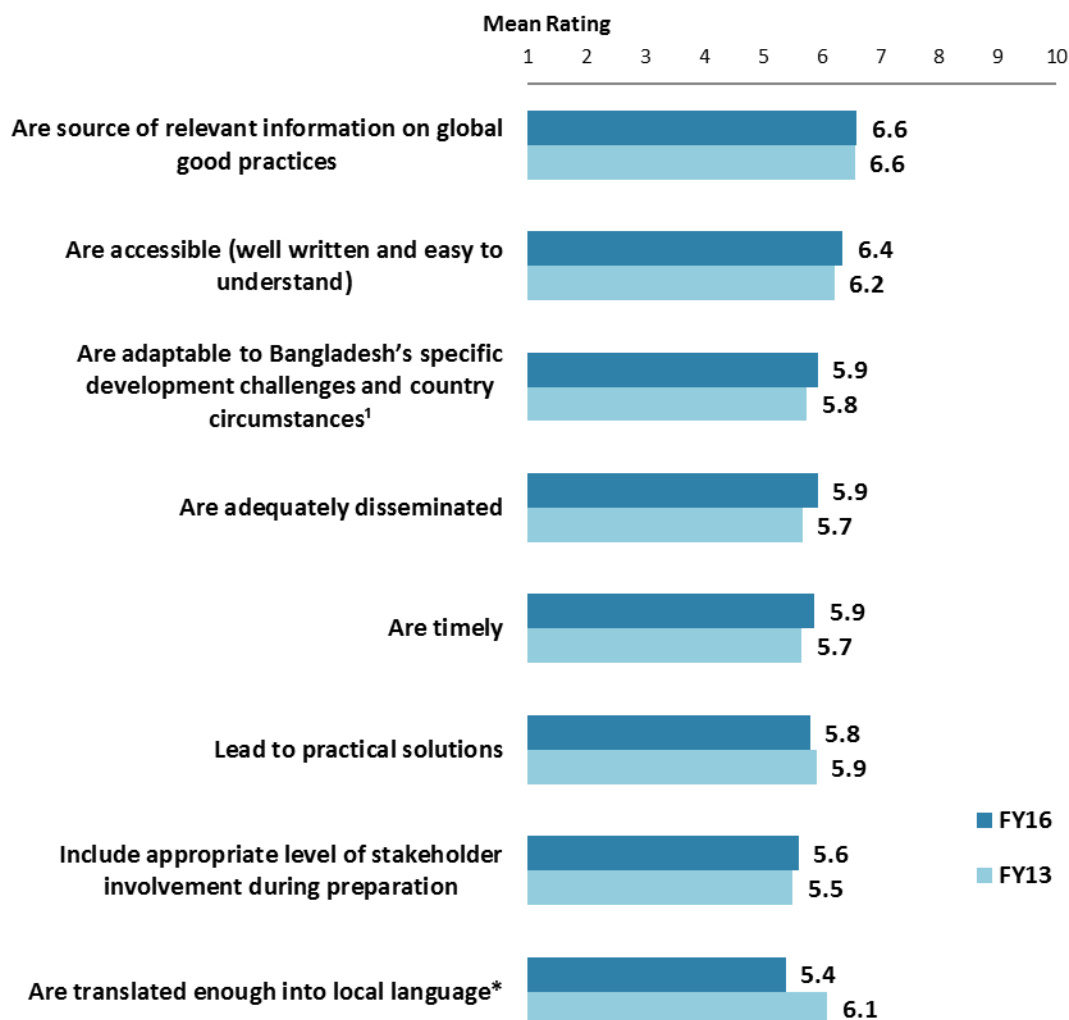
"In Bangladesh, to what extent do you believe that the World Bank Group's knowledge work and activities..." (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison¹⁰



"In Bangladesh, 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 FY16 and FY13) ¹Indicator Question

¹⁰All means presented in this chart are calculated based on weighted data. See Appendix E (page 86) for details.



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

Meeting Bangladesh'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 Bangladesh's needs (weighted mean = 5.6) compared to respondents from the FY '13 Country Survey (weighted mean = 5.4)¹¹.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Bangladesh's needs (mean rating = 6.1) compared to respondents who are not collaborating with the WBG (mean rating = 5.3).



"The World Bank Groups's financial instruments meet the needs of Bangladesh."
(1-"Strongly disagree", 10-"Strongly agree")

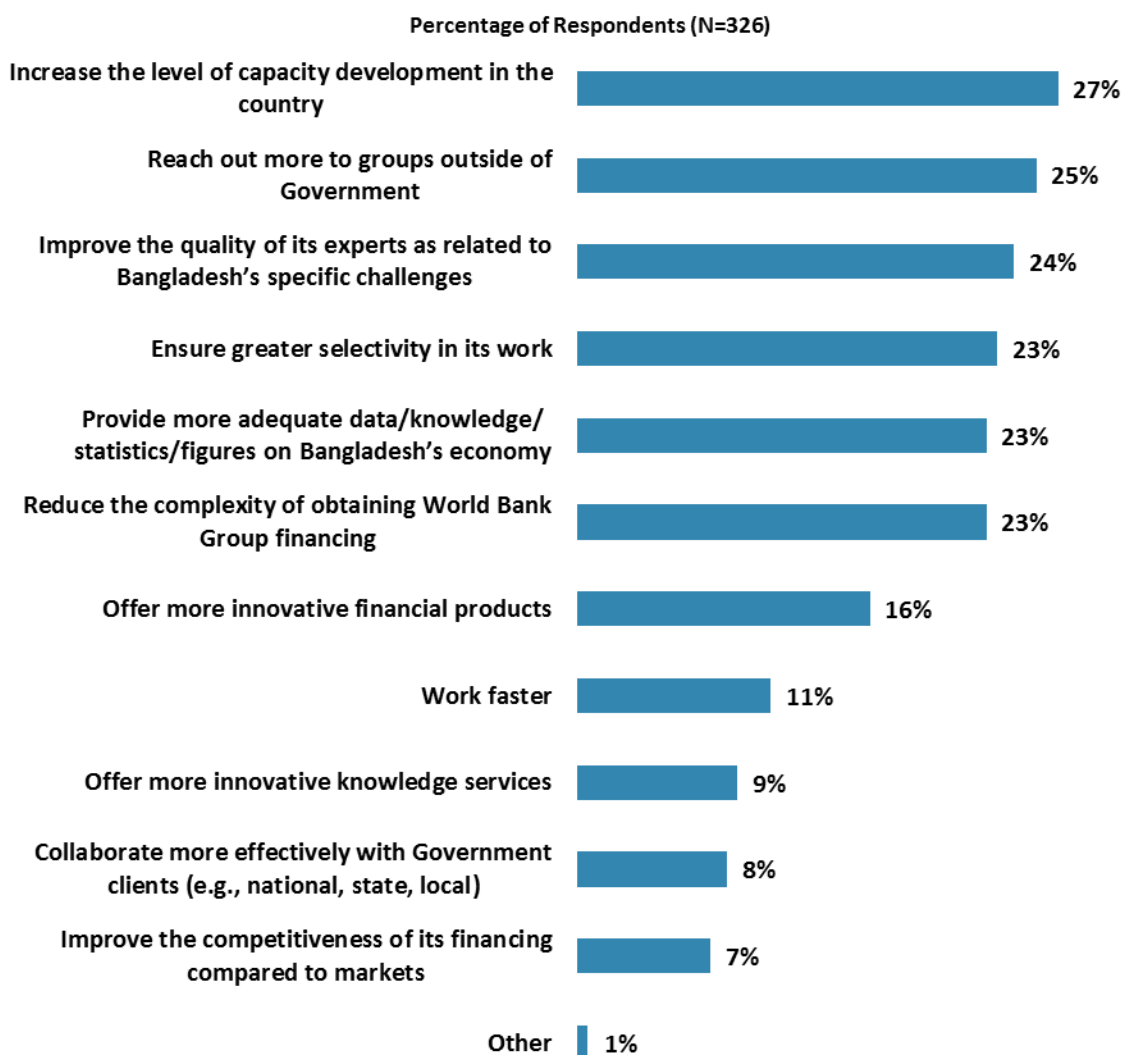
¹¹Please refer to Appendix E (page 86) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



IX. The Future Role of the WBG in Bangladesh

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 = 65%), followed by reaching out more to groups outside of Government (33%), improving the quality of its experts as related to Bangladesh's specific challenges (33%), and working faster (22%).



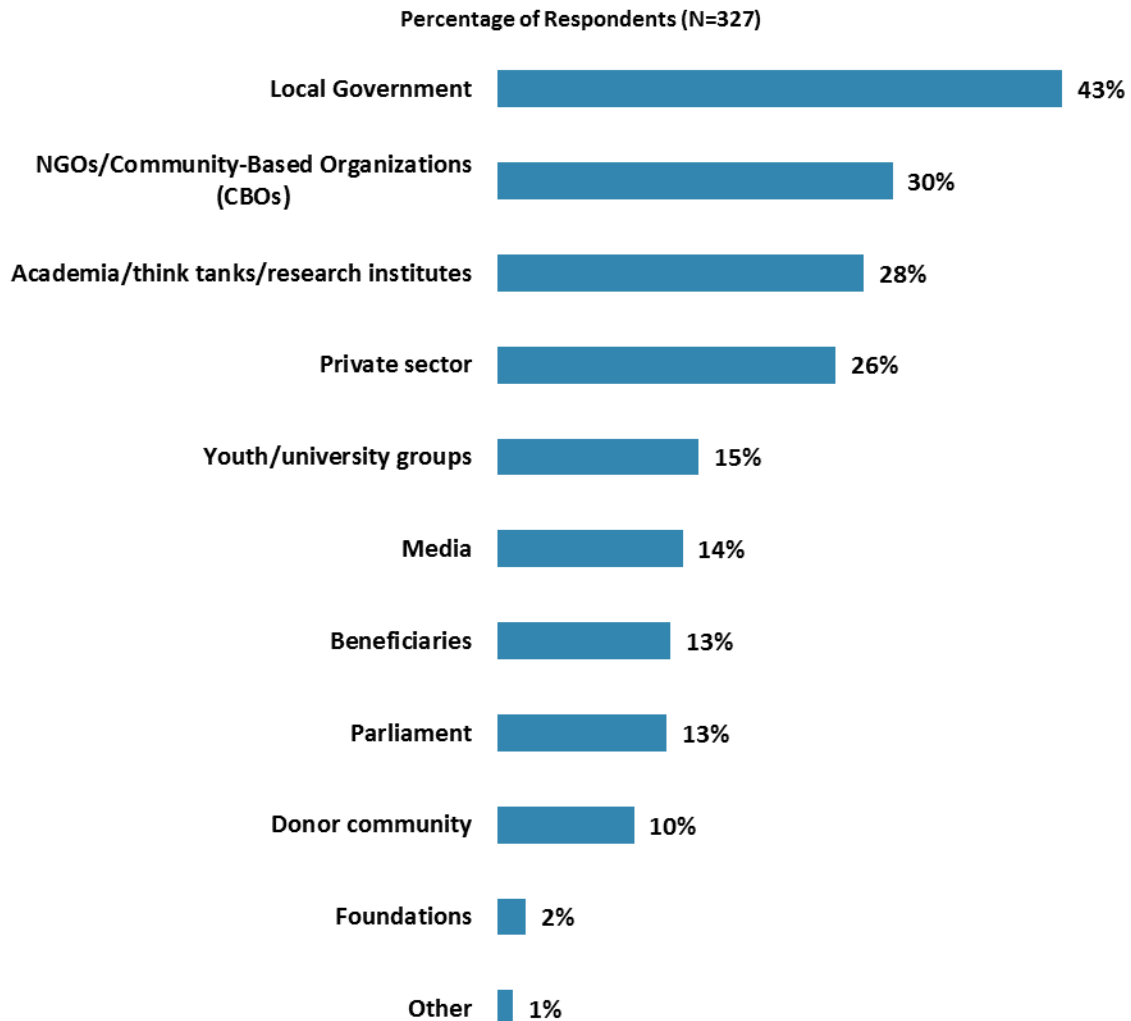
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Bangladesh? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Bangladesh (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 = 52%) and private sector (47%).



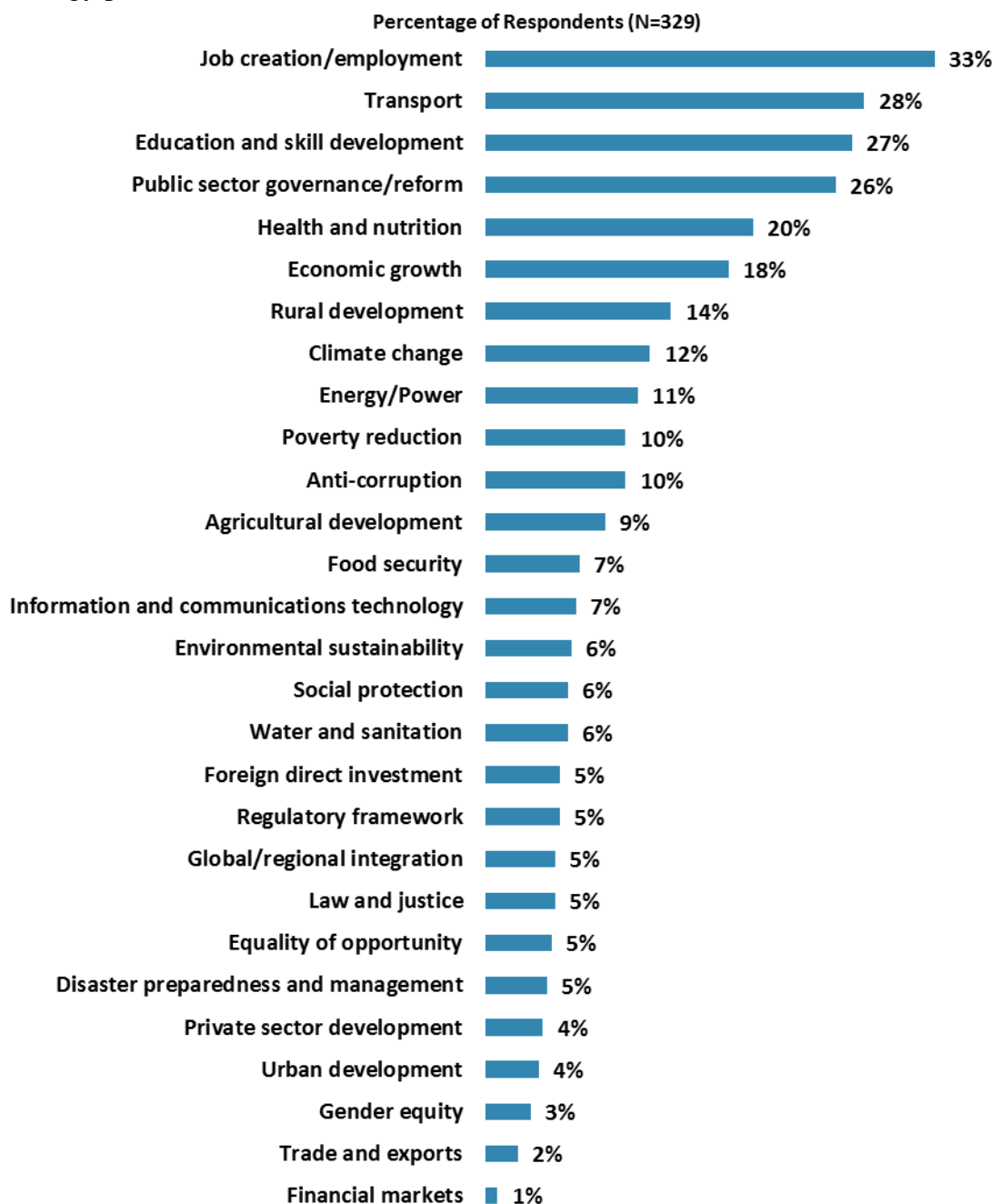
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Bangladesh (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 basic infrastructure (percentage of respondents = 39%), public sector governance/reform (30%), transport (28%), poverty reduction (28%), energy/power (27%), and education (23%).



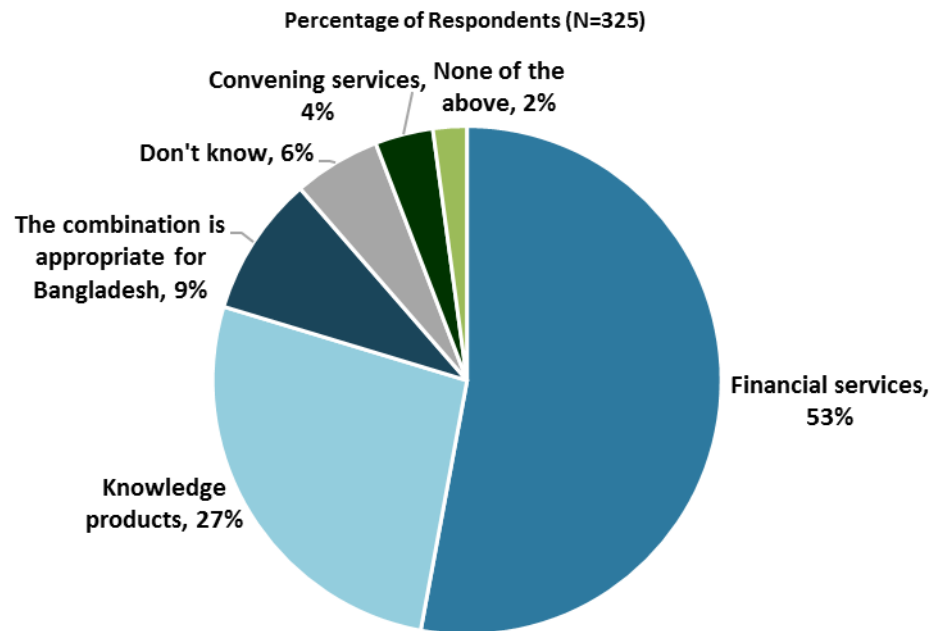
“When thinking about how the World Bank Group can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh?

(Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG services



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

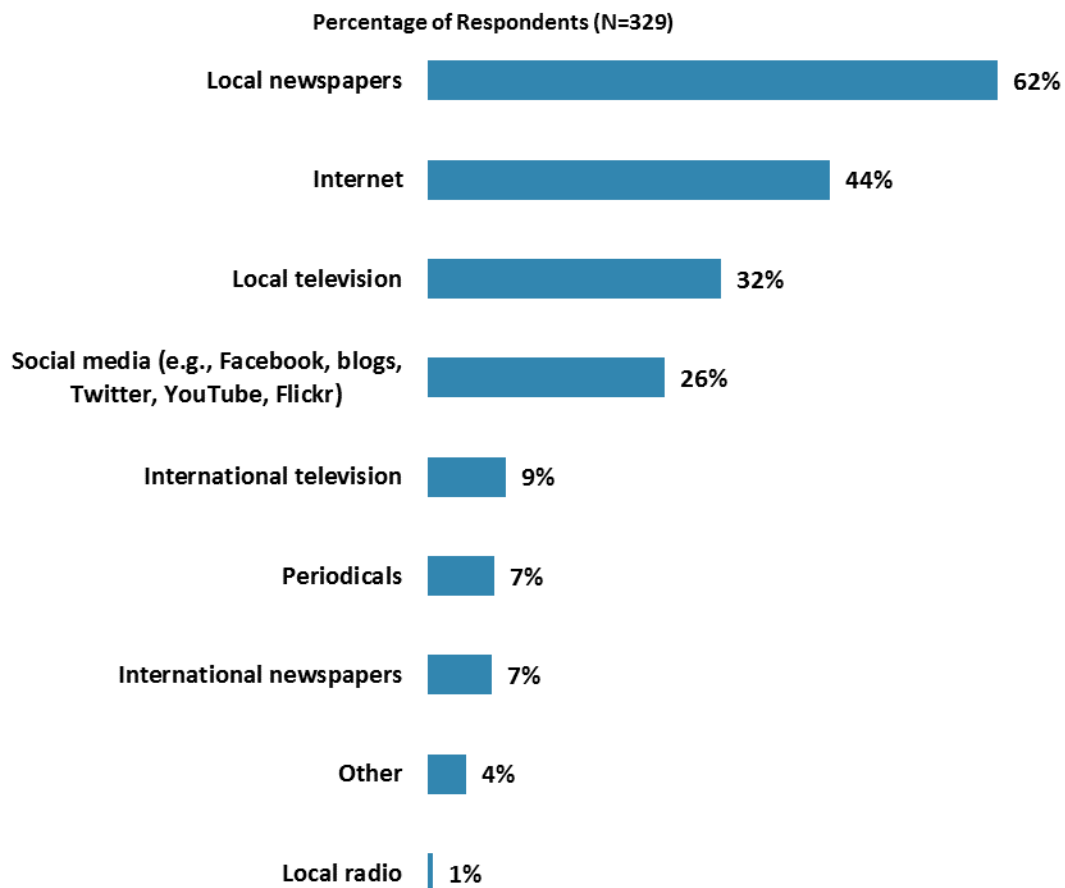


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) 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 = 87%), followed by the Internet (42%) and local television (39%).



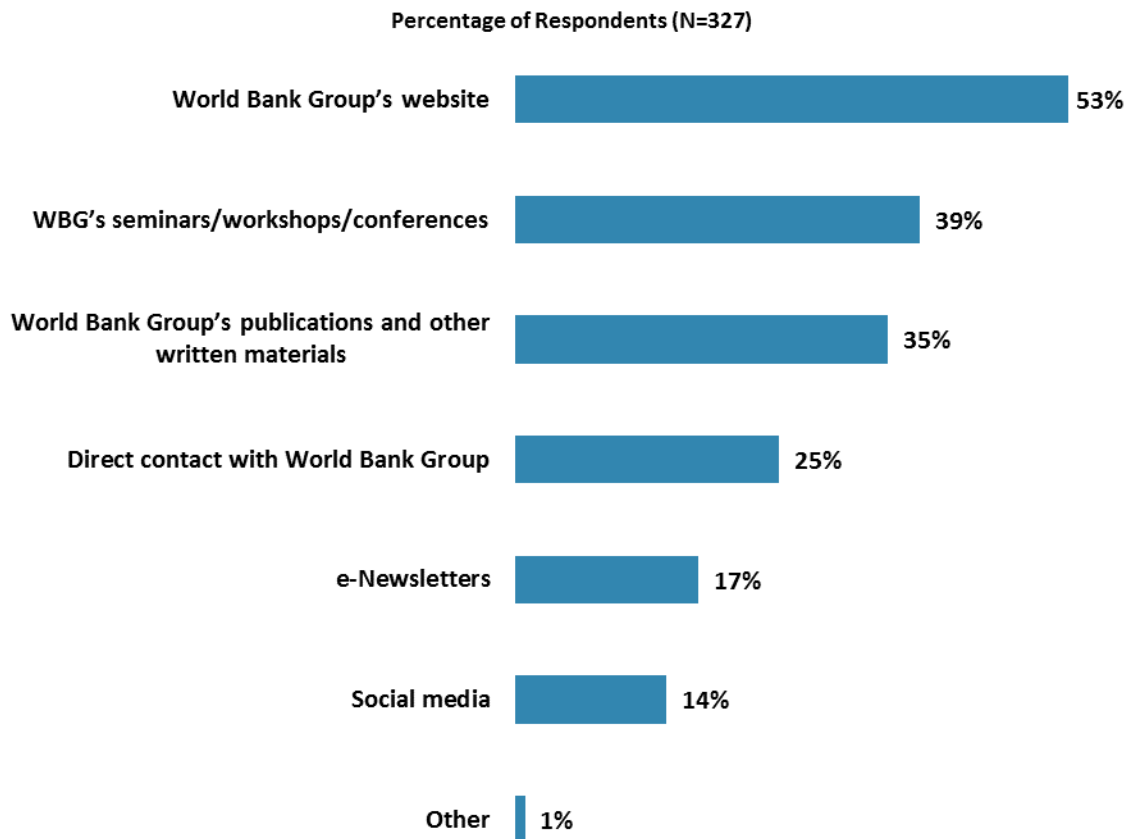
"How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they preferred to get their information from the WBG's website (percentage of respondents = 73%), followed by WBG publications and other written materials (31%), the WBG's seminars/workshops/conferences (26%), direct contact with the WBG (19%), and e-Newsletters (18%).



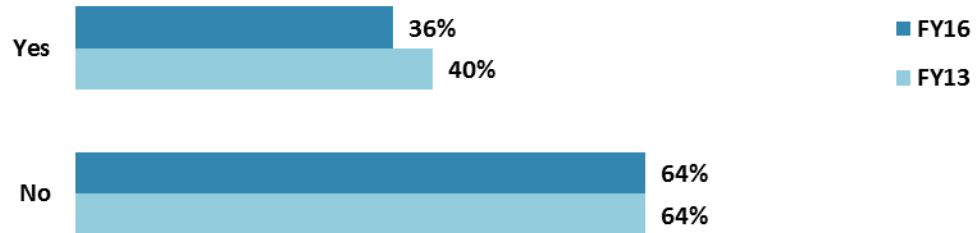
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information

Percentage of Respondents (FY16 N=270; FY13 N=339)



"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.)

Access to the Internet

Percentage of Respondents (FY16 N=280; FY13 N=341)

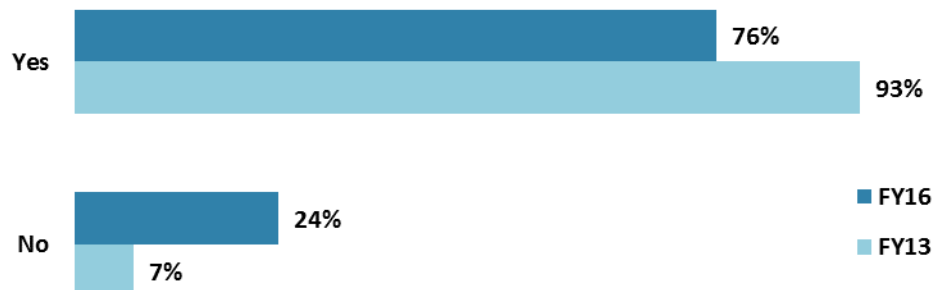


"Do you have access to the Internet?"

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

WBG Website Usage

Percentage of Respondents (FY16 N=279; FY13 N=342)



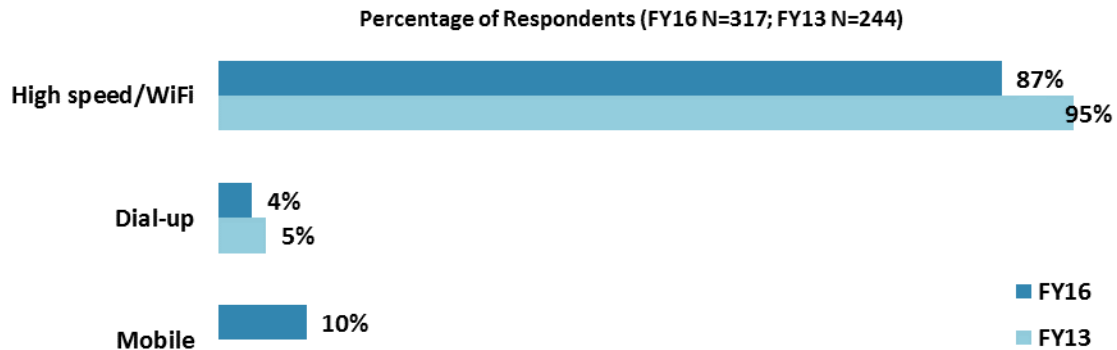
"Do you use/have you used the World Bank Group website?"

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



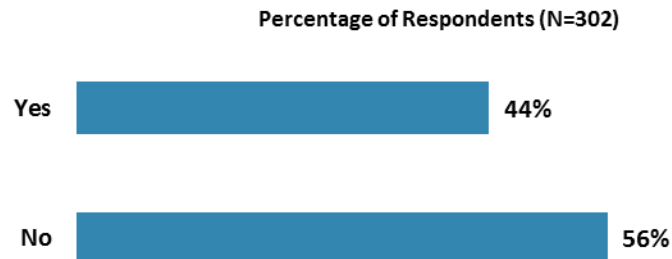
X. Communication and Outreach (continued)

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.)

WBG Social Media Usage



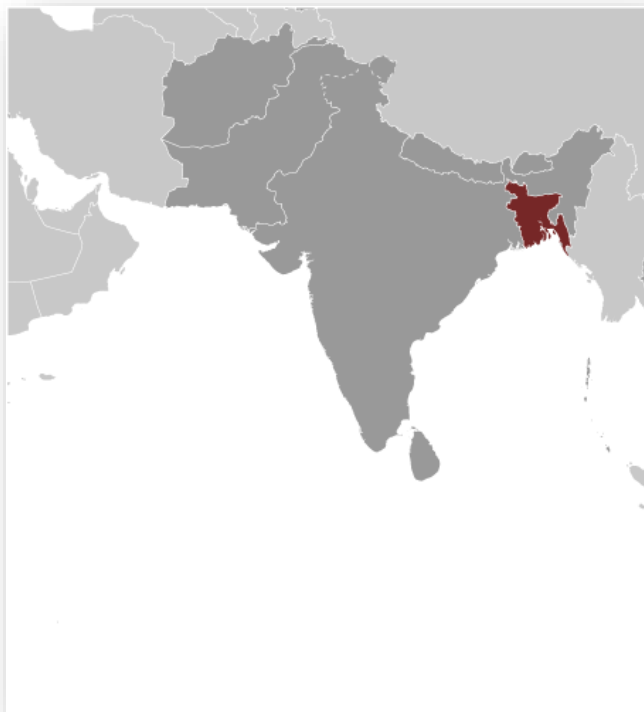
“Do you currently consult the World Bank Group social media sites
(e.g., blogs, Facebook, Twitter, YouTube, Flickr)?” (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	43
B. Responses to All Questions by Stakeholder Groups.....	58
C. Responses to Indicator Questions by Geographic Location.....	76
D. Responses to Select Questions by Collaboration with WBG	79
E. Responses to Select Questions by Year.....	86
F. Indicator Questions as a Function of Exposure to the WBG	92
G. WBG Country Opinion Survey FY16 – Bangladesh.....	93

BANGLADESH





Appendix A: Responses to All Questions across All Respondents (N=332)

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 Bangladesh

1. In general would you say that Bangladesh is headed in ...?	Percentage of Respondents (N=319)
The right direction	66.5%
The wrong direction	11.0%
Not sure	22.6%

2. Listed below are a number of development priorities in Bangladesh. Please identify which of the following you consider the most important development priorities in Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=329)
Public sector governance/reform	45.3%
Poverty reduction	27.4%
Job creation/employment	23.7%
Food security	22.8%
Anti-corruption	20.4%
Education and skill development	17.9%
Energy/Power	12.5%
Health and nutrition	11.2%
Law and justice	10.9%
Gender equity	10.3%
Climate change	9.1%
Transport	9.1%
Economic growth	7.3%
Equality of opportunity	7.0%
Information and communications technology	6.7%
Disaster preparedness and management	6.4%
Private sector development	6.1%
Rural development	5.8%
Global/regional integration	5.5%
Social protection	5.2%
Agricultural development	4.9%
Water and sanitation	4.6%
Environmental sustainability	4.6%
Foreign direct investment	3.6%
Urban development	3.6%
Financial markets	2.4%
Trade and exports	2.1%
Regulatory framework	2.1%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=332)
Job creation/employment	44.0%
Education and skill development	39.5%
Rural development	27.1%
Economic growth	21.1%
Equality of opportunity	19.3%
Anti-corruption	18.7%
Public sector governance/reform	16.3%
Social protection	10.2%
Transport	9.9%
Law and justice	9.6%
Climate change	8.4%
Gender equity	7.8%
Agricultural development	7.8%
Private sector development	6.6%
Energy/Power	5.7%
Food security	5.7%
Health and nutrition	5.4%
Water and sanitation	4.8%
Urban development	4.5%
Disaster preparedness and management	4.5%
Global/regional integration	4.2%
Foreign direct investment	4.2%
Information and communications technology	3.0%
Environmental sustainability	2.7%
Trade and exports	2.4%
Financial markets	2.1%
Regulatory framework	1.8%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=320)
Education and training that better ensure job opportunity	29.1%
Better employment opportunities for young people	26.3%
Consistent economic growth	25.9%
Better opportunity for the poor who live in rural areas	19.4%
Greater voice and participation for citizens to help ensure greater accountability	17.2%
More reliable and well targeted social safety net	15.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	15.9%
Greater access to micro-finance for the poor	11.3%
Greater access to health and nutrition for citizens	9.1%
Better employment opportunities for women	8.1%
Better quality public services	6.6%
Better opportunity for the poor who live in urban areas	5.3%
Greater equity of fiscal policy	5.0%
A growing middle class	3.8%
Other	0.6%

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 Bangladesh? (Select only ONE response)	Percentage of Respondents (N=328)
A very big problem	63.4%
A moderately big problem	28.4%
A small problem	6.4%
Not a problem at all	.9%
Don't know	.9%

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)	Percentage of Respondents (N=329)
A very serious problem	72.9%
A somewhat serious problem	23.7%
Not too serious problem	3.0%
Not a problem	-
Don't know	.3%

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Bangladesh?	330	0	7.00	2.26

<i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.*	316	12	6.52	2.07

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Bangladesh solve its most complicated development challenges?	301	28	6.26	2.10

4. When thinking about how the World Bank Group can have the most impact on development results in Bangladesh, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=329)
Job creation/employment	33.1%
Transport	28.0%
Education and skill development	27.1%
Public sector governance/reform	25.8%
Health and nutrition	19.8%
Economic growth	17.9%
Rural development	13.7%
Climate change	12.2%
Energy/Power	11.2%
Poverty reduction	10.3%
Anti-corruption	10.3%
Agricultural development	8.8%
Food security	7.0%
Information and communications technology	6.7%
Environmental sustainability	6.4%
Social protection	6.1%
Water and sanitation	6.1%
Foreign direct investment	5.5%
Regulatory framework	5.5%
Global/regional integration	5.2%
Law and justice	5.2%
Equality of opportunity	4.9%
Disaster preparedness and management	4.6%
Private sector development	4.3%
Urban development	4.0%
Gender equity	3.3%
Trade and exports	2.4%
Financial markets	0.9%

**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 Bangladesh?	Percentage of Respondents (N=321)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	20.6%	14.5%	35.1%
Financial resources: investment lending	17.4%	12.9%	30.4%
Capacity development	16.2%	11.7%	27.9%
Help to bring discipline/effective supervision to implementation of investment projects	11.5%	11.7%	23.2%
Financial resources: policy based lending/budget support to the government	8.4%	12.9%	21.3%
Technical assistance	7.5%	9.5%	16.9%
Donor coordination	4.0%	7.9%	11.9%
Data and statistics	6.2%	4.7%	11.0%
Mobilizing third party financial resources	0.6%	6.9%	7.6%
Convening/Facilitating	5.3%	1.9%	7.2%
Linkage to non-Bank expertise	1.2%	4.4%	5.7%
Other	0.9%	0.6%	1.6%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=326)
Too influenced by developed countries	48.8%
Not collaborating enough with stakeholders outside the Government	22.4%
Not enough public disclosure of its work	22.1%
World Bank Group's processes too complex	21.2%
Its advice and strategies do not lend themselves to practical problem solving	14.7%
Imposing technocratic solutions without regard to political realities	12.0%
Not exploring alternative policy options	10.1%
Not adequately sensitive to political/social realities in Bangladesh	9.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	6.7%
Not aligned with country priorities	5.5%
Not willing to honestly criticize policies and reform efforts in the country	4.9%
Arrogant in its approach	4.6%
Not aligned with other donors' work	2.5%
Not client-focused	2.1%
The credibility of its knowledge/data	2.1%
Other	1.5%
Staff too inaccessible	1.2%
Don't know	1.2%

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

7. Which World Bank Group's instruments do you believe are the most effective in reducing poverty in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=329)
Investment lending	42.9%
Capacity development	39.5%
Technical assistance	35.0%
Knowledge products/services	20.1%
Policy based lending / budget support to the Government	19.1%
Trust Fund management	16.1%
Multi-sectoral approaches	13.4%
Don't know	2.7%
Other	1.2%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Bangladesh? (Select only ONE response)	Percentage of Respondents (N=330)
To a fully sufficient degree	14.2%
To a somewhat sufficient degree	50.9%
To a somewhat insufficient degree	23.3%
To a very insufficient degree	6.1%
Don't know	5.5%

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)	Percentage of Respondents (Responses Combined; N=327)
Local Government	42.8%
NGOs/Community-Based Organizations (CBOs)	30.0%
Academia/think tanks/research institutes	27.8%
Private sector	25.7%
Youth/university groups	15.3%
Media	14.1%
Beneficiaries	13.1%
Parliament	12.8%
Donor community	10.4%
Foundations	2.1%
Other	1.2%
Don't know	0.9%

To what extent do you agree with the following statements about the World Bank Group's work in Bangladesh? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Bangladesh*	319	9	6.00	2.08
11. The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh*	318	8	5.95	2.00

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

To what extent is the World Bank Group an effective development partner in Bangladesh, 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*	299	24	5.44	1.89
13. Flexibility (in terms of the institution's products and services)*	287	28	5.24	2.00
14. Flexibility (in terms of changing country circumstances)*	297	20	5.36	2.00
15. Being inclusive*	312	11	5.48	2.20
16. Openness (sharing data and other information)*	303	13	5.90	2.21
17. Collaboration with the Government*	315	5	6.69	2.00
18. The speed in which it gets things accomplished on the ground*	308	14	5.91	2.07
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	295	26	5.56	2.18
20. Collaboration with civil society*	304	20	5.53	2.23
21. Staff accessibility*	294	27	5.36	2.20
22. Collaboration with other donors and development partners*	291	27	6.24	2.12
23. Collaboration with the private sector*	291	31	5.80	2.05
24. Straightforwardness and honesty*	284	32	6.30	2.28
25. Treating clients and stakeholders in Bangladesh with respect*	300	20	6.10	2.23
26. Being a long-term partner*	309	13	6.93	2.27

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=325)
The World Bank Group is not sensitive enough to political/social realities on the ground	40.0%
Reforms are not well thought out in light of country challenges	24.9%
Lack of/inadequate levels of capacity in Government	23.1%
The Government works inefficiently	22.8%
Political pressures and obstacles	22.5%
Poor donor coordination	20.0%
There is not an adequate level of citizen/civil society participation	18.5%
The World Bank Group works too slowly	14.2%
The World Bank Group does not do adequate follow through/follow-up	9.8%
Other	1.5%

**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 Bangladesh? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Financial markets	302	19	6.29	2.55
2. Transport	320	8	7.91	2.03
3. Anti-corruption	321	6	7.16	2.51
4. Law and justice	311	10	6.51	2.57
5. Urban development	316	7	7.56	2.05
6. Environmental sustainability	315	5	7.81	2.15
7. Trade and exports	310	10	7.03	2.21
8. Information and communications technology	317	8	7.58	2.15
9. Poverty reduction	318	8	8.27	2.07
10. Gender equity	314	9	7.58	2.30
11. Private sector development	311	5	7.51	2.16
12. Foreign direct investment	311	9	7.27	2.33
13. Water and sanitation	314	7	7.67	2.11
14. Regulatory framework	312	9	6.57	2.53
15. Economic growth	314	8	7.83	2.12
16. Energy/Power	318	5	7.86	2.06
17. Disaster preparedness and management	312	8	7.72	2.16
18. Public sector governance/reform	314	12	7.47	2.39
19. Job creation/employment	318	9	8.11	2.13
20. Equality of opportunity	310	14	7.50	2.25
21. Social protection	312	11	7.12	2.26
22. Rural development	313	10	7.84	2.09
23. Global/regional integration	307	9	7.30	2.09
24. Food security	310	10	7.42	2.17
25. Health and nutrition	316	10	7.94	2.05
26. Climate change	310	11	7.91	2.30
27. Agricultural development	310	11	7.61	2.21
28. Education and skills development	314	10	8.32	1.98

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Bangladesh? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	253	73	6.04	2.19
2. Information and communications technology	252	72	6.14	2.14
3. Transport	285	39	6.73	2.19
4. Law and justice	218	104	5.23	2.19
5. Urban development	275	44	6.28	2.08
6. Environmental sustainability	266	54	6.46	2.15
7. Regulatory framework	232	86	5.57	2.16
8. Poverty reduction	281	36	6.75	2.18
9. Anti-corruption	239	78	5.46	2.53
10. Private sector development	257	64	6.17	2.21
11. Foreign direct investment	236	85	6.12	2.18
12. Water and sanitation	272	50	6.54	2.08
13. Trade and exports	236	85	6.07	2.04
14. Economic growth	269	47	6.52	2.08
15. Health and nutrition	266	53	6.74	1.97
16. Disaster preparedness and management	266	56	6.65	2.11
17. Public sector governance/reform	254	68	6.13	2.30
18. Job creation/employment	253	68	5.93	2.21
19. Financial markets	229	87	5.76	2.20
20. Equality of opportunity	238	83	5.77	2.31
21. Energy/Power	260	59	6.08	2.20
22. Rural development	270	44	6.36	2.14
23. Global/regional integration	244	72	6.18	2.14
24. Food security	259	54	6.03	2.24
25. Education and skills development	276	44	6.49	2.22
26. Social protection	250	70	5.78	2.25
27. Climate change	272	53	6.40	2.24
28. Agricultural development	268	53	6.13	2.14

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Bangladesh?*	304	22	6.26	2.05

To what extent do you agree with the following statements about the World Bank Group in Bangladesh? (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 Bangladesh*	304	24	5.59	1.99
5. The World Bank Group meets Bangladesh's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	300	25	5.97	2.09

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

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bangladesh?	239	88	5.65	2.18

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
7. To what extent do you believe that Bangladesh received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	156	169	5.99	2.10

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=324)
Weekly	13.0%
Monthly	21.6%
A few times a year	43.8%
Rarely	19.4%
Never	2.2%

In Bangladesh, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	279	43	5.86	2.04
3. Include appropriate level of stakeholder involvement during preparation	291	34	5.59	1.91
4. Lead to practical solutions	301	24	5.78	1.97
5. Are accessible (well written and easy to understand)	300	24	6.33	2.15
6. Are source of relevant information on global good practices	272	50	6.61	1.99
7. Are adequately disseminated	293	30	5.90	2.22
8. Are translated enough into local language	274	46	5.43	2.37
9. Are adaptable to Bangladesh's specific development challenges and country circumstances*	298	26	5.98	1.98

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	313	15	6.53	2.02
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	307	20	6.89	1.94

**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	278	49	4.96	2.43
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	301	25	6.40	2.18
3. The World Bank Group's approvals and reviews are done in a timely fashion	282	41	5.99	2.02
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	226	99	6.20	2.08
5. The World Bank Group's conditions on its lending are reasonable	274	52	5.53	2.35
6. The World Bank Group takes decisions quickly in Bangladesh*	274	48	5.53	2.26
7. Working with the World Bank Group increases Bangladesh's institutional capacity	304	22	6.55	2.08
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	251	74	6.28	2.04
9. The World Bank Group provides effective implementation support	294	32	6.24	2.03

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Bangladesh?	266	62	6.21	2.07

11. Which of the following best describes the World Bank Group's support in Bangladesh? (Select only one response)	Percentage of Respondents (N=320)
The WBG is sufficiently selective and focuses on the most important development challenges in Bangladesh	49.4%
The WBG is not sufficiently selective in Bangladesh, and it is involved in too many areas of development	30.9%
Don't know	19.7%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=326)
Increase the level of capacity development in the country	26.7%
Reach out more to groups outside of Government	25.5%
Improve the quality of its experts as related to Bangladesh's specific challenges	24.2%
Ensure greater selectivity in its work	23.3%
Provide more adequate data/knowledge/statistics/figures on Bangladesh's economy	22.7%
Reduce the complexity of obtaining World Bank Group financing	22.7%
Offer more innovative financial products	16.3%
Work faster	10.7%
Offer more innovative knowledge services	8.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	8.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.4%
Other	0.6%

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

2. When considering the combination of services that the World Bank Group offers in Bangladesh, 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 Bangladesh? (Select only ONE response)	Percentage of Respondents (N=325)
Financial services	52.9%
Knowledge products	26.8%
Convening services	3.7%
None of the above	2.2%
The combination is appropriate for Bangladesh	8.9%
Don't know	5.5%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=329)
Local newspapers	62.0%
Internet	43.8%
Local television	31.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	25.8%
International television	8.5%
Periodicals	7.3%
International newspapers	7.0%
Other	4.3%
Local radio	0.6%
International radio	0.3%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=327)
World Bank Group's website	52.6%
World Bank Group's seminars/workshops/conferences	38.5%
World Bank Group's publications and other written materials	35.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.1%
e-Newsletters	17.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	14.4%
Other	0.9%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=295)
Yes	36.9%
No	63.1%

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)	Percentage of Respondents (Responses Combined; N=109)
World Bank Group's website	45.0%
World Bank Group's seminars/workshops/conferences	32.1%
News/Media	11.0%
Colleagues/Friends/Peer organizations	8.3%
World Bank Group's e-Newsletters	3.7%
Social media	-
Other	-

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

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=295)
Yes	28.1%
No	71.9%

6. Were you able to obtain this information?	Percentage of Respondents (N=81)
Yes	86.4%
No	13.6%

7. Do you have access to the Internet?	Percentage of Respondents (N=302)
Yes	93.7%
No	6.3%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=303)
Yes	74.9%
No	25.1%

9. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=302)
Yes	43.7%
No	56.3%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=265)
High speed/WiFi	86.4%
Dial-up	3.8%
Mobile	9.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate.	249	40	7.09	2.06
12. I find the information on the World Bank Group's websites useful.	247	40	7.34	1.90
13. The World Bank Group's social media channels are valuable sources of information about the institution	208	106	6.81	2.07
14. When I need information from the World Bank Group I know how to find it	260	56	6.95	2.18
15. The World Bank Group is responsive to my information requests and inquiries	226	73	6.47	2.13

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=320)
Media	28.4%
Academia/Research Institute/Think Tank	17.8%
NGO/Community-Based Organization	13.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.3%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	5.6%
Office of Minister	5.3%
Private Sector Organization	4.7%
Other	3.1%
Local Government Office or Staff	2.8%
Private Foundation	2.2%
Independent Government Institution	1.9%
Judiciary Branch	1.3%
Trade Union	.9%
Office of Parliamentarian	.6%
Bilateral/ Multilateral Agency	.6%
Office of the President/Prime Minister	.3%
Financial Sector/Private Bank	.3%
Faith-Based Group	.3%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=324)
Macroeconomics and fiscal management	11.4%
Other	9.9%
Generalist (specialized in multiple sectors)	9.0%
Governance	8.3%
Urban, rural, and social development	8.0%
Jobs	7.4%
Education	5.6%
Poverty	5.6%
Gender	5.2%
Social protection and labor	4.9%
Environment and natural resources	4.6%
Health, nutrition, and population	3.4%
Water	2.8%
Finance and markets	2.5%
Transport and ICT	2.5%
Public-private partnerships	1.9%
Trade and competitiveness	1.9%
Climate change	1.9%
Agriculture	1.5%
Energy and extractives	1.2%
Fragility, conflict and violence	.6%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=326)
Yes	32.2%
No	67.8%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Bangladesh? (Select only ONE response)	Percentage of Respondents (N=121)
The World Bank (IBRD/IDA)	82.6%
The International Finance Corporation (IFC)	10.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.8%
Other	5.8%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=313)
Yes	16.3%
No	83.7%

6. If yes, what was your view of how the two institutions work together in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (N=52)
The two institutions work well together	71.2%
The way the two institutions work together needs improvement	19.2%
Don't know	9.6%
The two institutions do not work well together	-

7. Which of the following describes most of your exposure to the World Bank Group in Bangladesh? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=327)
Collaborate as part of my professional duties	39.4%
Use World Bank Group reports/data	39.1%
Observer	29.1%
Engage in World Bank Group related/sponsored events/activities	28.7%
Use World Bank Group website for information, data, research, etc.	27.5%

8. What's your gender?	Percentage of Respondents (N=328)
Female	15.9%
Male	84.1%

9. Which best represents your geographic location?	Percentage of Respondents (N=330)
Dhaka Division	69.7%
Khulna Division	8.8%
Chittagong Division	4.8%
Sylhet Division	3.6%
Barisal Division	2.7%
Mymensing Division	2.1%
Rangpur Division	0.9%
Other	7.3%

Appendix B: Responses to All Questions by Stakeholder Groups¹²

Office of the President/Prime Minister/Minister N=18 ● Employee of a Ministry N=33 ● PMU/Consultant on WBG-supported project N=18 ● Local Government N=9 ● Private Sector/Financial Sector/Private Bank N=16 ● NGO/CBO N=43 ● Other Civil Society N=13 ● Media N=91 ● Independent Government Institution N=6 ● Academia N=57 ● Other N=16

A. General Issues facing Bangladesh

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other Civil Society	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The right direction	82.4%	74.2%	77.8%	50.0%	61.5%	81.3%	69.8%	58.0%	66.7%	60.8%	75.0%
The wrong direction	5.9%				7.7%	6.3%	7.0%	19.3%	16.7%	15.7%	12.5%
Not sure	11.8%	25.8%	22.2%	50.0%	30.8%	12.5%	23.3%	22.7%	16.7%	23.5%	12.5%

B. Overall Attitudes toward the World Bank Group

	Office of President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other Civil Society		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Bangladesh?*	18	7.78	33	8.00	18	7.22	9	6.44	13	6.92	15	6.27	43	6.37	91	6.78	6	7.50	57	7.61	15	6.33

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

	Office of President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other Civil Society		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Bangladesh.	18	7.33	32	6.81	18	7.39	8	6.63	12	7.50	15	7.07	43	5.98	84	6.23	6	7.17	54	6.15	15	6.40

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

¹² Only 320 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)**

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Bangladesh solve its most complicated development challenges?	17	7.06	30	6.47	17	7.12	8	5.75	12	7.42	15	6.53	38	6.29	80	5.81	5	6.80	54	5.98	14	5.64

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Health and nutrition	16.7%	24.2%	16.7%	11.1%	23.1%	13.3%	9.3%	31.1%	0.0%	19.3%	6.7%
Transport	22.2%	21.2%	27.8%	44.4%	23.1%	33.3%	20.9%	33.3%	66.7%	21.1%	33.3%
Agricultural development	0.0%	9.1%	11.1%	22.2%	7.7%	13.3%	9.3%	13.3%	16.7%	3.5%	0.0%
Global/regional integration	5.6%	0.0%	16.7%	0.0%	7.7%	6.7%	0.0%	4.4%	0.0%	5.3%	13.3%
Job creation/employment	22.2%	24.2%	22.2%	55.6%	53.8%	20.0%	27.9%	34.4%	50.0%	33.3%	33.3%
Public sector governance/reform	55.6%	9.1%	16.7%	22.2%	15.4%	26.7%	30.2%	25.6%	16.7%	29.8%	33.3%
Social protection	11.1%	6.1%	11.1%	0.0%	23.1%	6.7%	4.7%	1.1%	0.0%	8.8%	13.3%
Rural development	0.0%	12.1%	11.1%	11.1%	23.1%	26.7%	16.3%	13.3%	33.3%	15.8%	0.0%
Foreign direct investment	16.7%	3.0%	16.7%	0.0%	0.0%	0.0%	7.0%	3.3%	16.7%	7.0%	0.0%
Education and skill development	16.7%	21.2%	27.8%	22.2%	15.4%	33.3%	20.9%	33.3%	33.3%	36.8%	20.0%
Energy/Power	5.6%	21.2%	16.7%	22.2%	30.8%	6.7%	11.6%	5.6%	33.3%	8.8%	13.3%
Gender equity	0.0%	0.0%	0.0%	11.1%	7.7%	6.7%	4.7%	3.3%	0.0%	3.5%	0.0%
Financial markets*	11.1%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	3.0%	5.6%	0.0%	0.0%	0.0%	4.7%	3.3%	0.0%	10.5%	0.0%
Environmental sustainability	16.7%	12.1%	5.6%	11.1%	15.4%	0.0%	4.7%	3.3%	0.0%	7.0%	0.0%
Economic growth	16.7%	33.3%	5.6%	11.1%	15.4%	20.0%	23.3%	15.6%	0.0%	12.3%	26.7%
Private sector development	5.6%	9.1%	0.0%	0.0%	7.7%	0.0%	7.0%	4.4%	0.0%	1.8%	6.7%
Water and sanitation*	11.1%	18.2%	5.6%	0.0%	7.7%	20.0%	2.3%	4.4%	0.0%	0.0%	0.0%
Food security	0.0%	9.1%	11.1%	0.0%	0.0%	6.7%	7.0%	7.8%	0.0%	8.8%	13.3%
Climate change*	11.1%	27.3%	27.8%	0.0%	0.0%	6.7%	14.0%	6.7%	16.7%	10.5%	6.7%
Information and communications technology*	27.8%	3.0%	0.0%	33.3%	0.0%	6.7%	7.0%	5.6%	0.0%	5.3%	6.7%
Trade and exports	5.6%	0.0%	0.0%	11.1%	0.0%	6.7%	2.3%	3.3%	0.0%	0.0%	6.7%
Equality of opportunity	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	7.8%	0.0%	8.8%	20.0%
Law and justice	5.6%	0.0%	0.0%	0.0%	7.7%	6.7%	11.6%	2.2%	0.0%	8.8%	13.3%
Regulatory framework	5.6%	3.0%	5.6%	11.1%	0.0%	13.3%	4.7%	5.6%	0.0%	8.8%	0.0%
Poverty reduction	5.6%	15.2%	11.1%	0.0%	0.0%	13.3%	20.9%	5.6%	16.7%	10.5%	0.0%
Anti-corruption	0.0%	6.1%	0.0%	0.0%	15.4%	6.7%	16.3%	15.6%	0.0%	7.0%	20.0%
Disaster preparedness and management	5.6%	6.1%	11.1%	0.0%	0.0%	0.0%	2.3%	2.2%	0.0%	1.8%	13.3%

*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 Bangladesh?

Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Policy advice, studies, analyses*	5.6%	12.9%	11.8%	22.2%	8.3%	6.7%	21.4%	35.6%	16.7%	13.0%	13.3%
Data and statistics	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	10.0%	0.0%	13.0%	0.0%
Convening/Facilitating	22.2%	3.2%	11.8%	11.1%	0.0%	0.0%	9.5%	2.2%	0.0%	3.7%	6.7%
Financial resources: investment lending	27.8%	25.8%	17.6%	44.4%	16.7%	20.0%	16.7%	11.1%	33.3%	13.0%	26.7%
Capacity development	11.1%	16.1%	23.5%	0.0%	33.3%	13.3%	7.1%	17.8%	0.0%	25.9%	0.0%
Technical assistance	0.0%	6.5%	5.9%	11.1%	16.7%	26.7%	9.5%	5.6%	33.3%	3.7%	6.7%
Help to bring discipline/effective supervision to implementation of investment projects	16.7%	19.4%	17.6%	0.0%	8.3%	13.3%	19.0%	6.7%	0.0%	5.6%	26.7%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%
Donor coordination	0.0%	3.2%	0.0%	0.0%	0.0%	6.7%	2.4%	1.1%	0.0%	7.4%	6.7%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	2.2%	0.0%	0.0%	6.7%
Financial resources: policy based lending/budget support to the government	11.1%	12.9%	11.8%	11.1%	8.3%	13.3%	7.1%	3.3%	16.7%	14.8%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	6.7%

*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 Bangladesh?

2nd Greatest Value Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Policy advice, studies, analyses	11.1%	16.1%	11.8%	12.5%	8.3%	6.7%	4.8%	18.2%	0.0%	24.5%	13.3%
Data and statistics	0.0%	6.5%	5.9%	0.0%	0.0%	20.0%	7.1%	3.4%	0.0%	3.8%	6.7%
Convening/Facilitating	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	4.8%	1.1%	0.0%	3.8%	0.0%
Financial resources: investment lending	5.6%	16.1%	11.8%	0.0%	16.7%	20.0%	14.3%	9.1%	0.0%	11.3%	13.3%
Capacity development	22.2%	12.9%	23.5%	12.5%	0.0%	6.7%	11.9%	10.2%	33.3%	11.3%	0.0%
Technical assistance	5.6%	0.0%	11.8%	12.5%	16.7%	13.3%	11.9%	9.1%	16.7%	11.3%	13.3%
Help to bring discipline/effective supervision to implementation of investment projects	33.3%	9.7%	5.9%	25.0%	16.7%	6.7%	16.7%	11.4%	16.7%	7.5%	0.0%
Mobilizing third party financial resources*	5.6%	3.2%	11.8%	25.0%	8.3%	26.7%	2.4%	5.7%	16.7%	0.0%	20.0%
Donor coordination*	0.0%	9.7%	5.9%	0.0%	8.3%	0.0%	0.0%	17.0%	0.0%	5.7%	6.7%
Linkage to non-Bank expertise	11.1%	3.2%	0.0%	0.0%	8.3%	0.0%	11.9%	5.7%	0.0%	0.0%	0.0%
Financial resources: policy based lending/budget support to the government	5.6%	22.6%	5.9%	12.5%	8.3%	0.0%	14.3%	8.0%	16.7%	20.8%	20.0%
Other	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%

*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 Bangladesh? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Too influenced by developed countries	66.7%	39.4%	27.8%	55.6%	30.8%	40.0%	58.1%	56.8%	66.7%	49.1%	40.0%
Not exploring alternative policy options	11.1%	6.1%	11.1%	0.0%	15.4%	13.3%	7.0%	8.0%	33.3%	12.3%	6.7%
Not collaborating enough with stakeholders outside the Government*	0.0%	12.1%	16.7%	33.3%	46.2%	20.0%	39.5%	17.0%	16.7%	21.1%	33.3%
Its advice and strategies do not lend themselves to practical problem solving	27.8%	18.2%	33.3%	0.0%	23.1%	20.0%	16.3%	12.5%	16.7%	8.8%	6.7%
Not enough public disclosure of its work	22.2%	21.2%	11.1%	11.1%	7.7%	26.7%	23.3%	26.1%	0.0%	24.6%	26.7%
Arrogant in its approach*	0.0%	0.0%	5.6%	0.0%	7.7%	0.0%	7.0%	1.1%	33.3%	7.0%	6.7%
Not client-focused*	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	1.1%	0.0%	1.8%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	5.6%	0.0%	7.7%	0.0%	0.0%	5.7%	0.0%	0.0%	0.0%
WBG's processes too complex	16.7%	36.4%	22.2%	22.2%	7.7%	33.3%	14.0%	14.8%	16.7%	22.8%	33.3%
Not willing to honestly criticize policies and reform efforts in the country	5.6%	3.0%	0.0%	0.0%	15.4%	0.0%	9.3%	4.5%	0.0%	3.5%	13.3%
Staff too inaccessible	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	1.8%	0.0%
Imposing technocratic solutions without regard to political realities*	11.1%	15.2%	33.3%	33.3%	15.4%	6.7%	4.7%	14.8%	16.7%	5.3%	0.0%
WBG's processes too slow	5.6%	18.2%	5.6%	22.2%	7.7%	6.7%	7.0%	4.5%	0.0%	5.3%	0.0%
Not aligned with other donors' work	0.0%	3.0%	0.0%	11.1%	0.0%	0.0%	2.3%	1.1%	0.0%	3.5%	6.7%
Not aligned with country priorities	5.6%	9.1%	0.0%	0.0%	0.0%	6.7%	2.3%	3.4%	0.0%	5.3%	20.0%
Not adequately sensitive to political/social realities in Bangladesh	5.6%	12.1%	22.2%	0.0%	15.4%	0.0%	4.7%	11.4%	0.0%	15.8%	0.0%
Other	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	3.5%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	2.3%	0.0%	1.8%	0.0%

*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 Bangladesh? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Trust Fund management*	61.1%	15.2%	16.7%	33.3%	23.1%	14.3%	25.6%	8.8%	0.0%	1.8%	13.3%
Knowledge products/services	11.1%	18.2%	27.8%	22.2%	15.4%	7.1%	27.9%	18.7%	16.7%	29.8%	6.7%
Capacity development	11.1%	39.4%	66.7%	44.4%	38.5%	50.0%	30.2%	42.9%	16.7%	40.4%	46.7%
Technical assistance	44.4%	33.3%	22.2%	44.4%	46.2%	35.7%	32.6%	40.7%	33.3%	31.6%	26.7%
Investment lending*	33.3%	48.5%	27.8%	22.2%	30.8%	28.6%	41.9%	49.5%	100.0%	33.3%	53.3%
Policy based lending / budget support to the Government	16.7%	18.2%	11.1%	22.2%	46.2%	35.7%	20.9%	12.1%	16.7%	21.1%	26.7%
Multi-sectoral approaches	16.7%	12.1%	5.6%	0.0%	0.0%	28.6%	14.0%	9.9%	0.0%	22.8%	13.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	5.3%	0.0%
Don't know	0.0%	3.0%	11.1%	0.0%	0.0%	0.0%	2.3%	2.2%	0.0%	3.5%	6.7%

*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Parliament*	50.0%	15.2%	5.6%	0.0%	7.7%	6.7%	9.5%	13.5%	0.0%	8.8%	20.0%
Donor community*	27.8%	12.1%	0.0%	0.0%	15.4%	26.7%	7.1%	6.7%	50.0%	7.0%	20.0%
Media*	5.6%	0.0%	5.6%	0.0%	0.0%	6.7%	4.8%	41.6%	16.7%	3.5%	0.0%
Local Government*	50.0%	51.5%	50.0%	100.0%	53.8%	33.3%	31.0%	37.1%	50.0%	43.9%	60.0%
Private sector	5.6%	21.2%	44.4%	22.2%	38.5%	53.3%	16.7%	25.8%	16.7%	22.8%	26.7%
Academia/think tanks/research institutes*	33.3%	30.3%	33.3%	33.3%	15.4%	13.3%	16.7%	20.2%	0.0%	54.4%	33.3%
NGOs/CBOs*	11.1%	21.2%	27.8%	22.2%	23.1%	13.3%	78.6%	19.1%	33.3%	24.6%	20.0%
Youth/university groups	5.6%	15.2%	5.6%	11.1%	7.7%	40.0%	4.8%	16.9%	0.0%	19.3%	20.0%
Beneficiaries	5.6%	24.2%	22.2%	11.1%	23.1%	0.0%	4.8%	15.7%	16.7%	12.3%	0.0%
Foundations*	5.6%	3.0%	0.0%	0.0%	15.4%	6.7%	4.8%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	1.8%	0.0%
Don't know	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	2.4%	1.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in Bangladesh	18	6.94	31	6.19	18	6.83	9	5.78	12	6.75	14	6.71	43	5.93	84	5.48	6	5.67	57	5.98	15	5.53
The WBG's work is aligned with what I consider the development priorities for Bangladesh	18	6.39	31	6.23	17	7.06	9	5.33	12	6.75	14	6.36	43	5.79	84	5.54	6	5.67	57	6.04	15	5.33

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

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

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	16	6.44	31	5.97	18	6.50	9	4.67	12	5.83	14	5.64	41	5.20	76	4.78	5	6.00	54	5.57	13	5.31
Flexibility (in terms of the institution's products and services)	18	5.61	29	5.24	18	5.83	8	5.13	11	6.09	14	6.14	39	5.15	72	4.74	6	6.33	52	5.02	10	5.00
Flexibility (in terms of changing country circumstances)	17	6.29	30	5.50	17	5.53	8	4.88	12	6.25	15	5.53	41	5.51	76	4.93	6	4.33	54	5.17	11	5.64
Being inclusive	18	6.17	30	5.83	18	6.50	9	5.11	12	6.00	14	6.00	42	4.71	84	5.20	6	5.33	55	5.38	13	5.31
Openness (sharing data and other information)	18	6.11	31	6.29	17	7.24	8	5.88	12	5.17	14	5.79	42	5.86	82	5.48	5	5.60	51	6.18	12	5.58
Collaboration with the Government	18	7.00	32	6.31	17	7.59	9	6.67	13	7.46	15	6.87	41	7.02	83	6.30	6	6.83	57	6.81	13	6.31
The speed in which it gets things accomplished on the ground	18	6.44	31	5.74	18	6.61	9	5.11	12	7.17	14	6.50	40	5.78	81	5.62	5	6.00	55	5.95	13	5.46
Ease of access to the people at the WBG who are making decisions important to my work*	18	5.78	31	6.42	17	6.88	9	5.00	11	6.09	14	5.14	38	5.13	81	5.23	5	6.40	49	5.27	12	5.17
Collaboration with civil society	18	5.83	29	6.14	17	6.53	9	4.22	12	6.17	15	5.47	41	4.78	81	5.21	6	5.83	53	5.66	13	6.08
Staff accessibility*	18	6.11	31	6.58	18	6.78	9	3.67	13	5.62	14	4.93	38	4.92	74	4.78	6	5.33	50	5.28	12	5.08
Collaboration with other donors and development partners	16	6.88	29	6.17	18	7.11	9	5.67	12	7.58	14	6.00	38	5.42	80	6.26	5	6.20	48	6.27	10	5.50
Collaboration with the private sector*	18	6.61	28	5.89	16	6.50	8	3.75	11	6.91	15	5.47	38	5.58	80	5.34	5	6.80	50	6.14	12	5.75
Straightforwardness and honesty	18	7.00	29	6.62	14	7.50	7	5.86	12	7.00	14	6.43	33	5.97	80	5.80	6	6.83	46	6.37	13	6.23
Treating clients and stakeholders in Bangladesh with respect	17	6.59	31	6.48	17	7.18	9	4.89	12	6.33	15	6.40	39	5.92	79	5.65	6	7.00	52	6.02	11	6.55
Being a long-term partner	18	7.11	32	7.22	17	7.71	9	6.22	13	7.23	15	7.87	39	6.97	82	6.60	6	7.67	53	6.75	13	6.31

*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)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
The Government works inefficiently	27.8%	6.1%	17.6%	11.1%	46.2%	20.0%	16.7%	24.4%	33.3%	25.5%	33.3%
Poor donor coordination	16.7%	15.2%	11.8%	22.2%	15.4%	26.7%	21.4%	25.6%	0.0%	21.8%	20.0%
The WBG is not sensitive enough to political/social realities on the ground*	61.1%	45.5%	47.1%	55.6%	15.4%	53.3%	47.6%	35.6%	33.3%	36.4%	6.7%
Lack of/inadequate levels of capacity in Government	5.6%	33.3%	23.5%	22.2%	23.1%	13.3%	14.3%	30.0%	0.0%	23.6%	40.0%
There is not an adequate level of citizen/civil society participation*	11.1%	15.2%	5.9%	22.2%	46.2%	13.3%	35.7%	12.2%	0.0%	18.2%	20.0%
The WBG works too slowly	16.7%	6.1%	17.6%	0.0%	7.7%	40.0%	7.1%	17.8%	16.7%	9.1%	13.3%
The WBG does not do adequate follow through/follow-up	27.8%	6.1%	0.0%	0.0%	7.7%	13.3%	9.5%	12.2%	0.0%	7.3%	13.3%
Political pressures and obstacles	11.1%	33.3%	29.4%	44.4%	15.4%	13.3%	23.8%	22.2%	16.7%	18.2%	20.0%
Reforms are not well thought out in light of country challenges*	22.2%	27.3%	47.1%	22.2%	23.1%	6.7%	19.0%	18.9%	83.3%	32.7%	33.3%
Other	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	3.6%	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 Bangladesh? (1-Not effective at all, 10-Very effective)

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Gender equity	15	5.67	26	6.00	14	6.36	7	5.29	10	7.30	11	5.82	31	5.77	72	5.57	3	7.67	44	6.80	12	5.92
Information and communications technology*	15	6.53	26	6.85	14	6.43	8	5.63	10	7.60	12	5.83	36	6.19	72	5.26	4	7.75	35	6.74	11	5.82
Transport	17	6.76	24	7.12	15	6.87	8	6.50	11	7.45	13	5.62	39	7.18	80	6.09	6	7.17	50	7.22	14	6.29
Law and justice	14	5.93	16	5.94	13	5.69	7	4.71	9	5.33	10	4.90	31	5.19	61	4.70	3	6.33	37	5.62	9	4.33
Urban development	16	5.88	26	6.88	14	7.07	7	5.86	11	6.18	13	6.23	38	6.16	80	5.85	5	6.80	45	6.69	13	5.69
Environmental sustainability	17	6.82	27	7.11	16	7.06	7	6.86	11	6.27	12	6.25	39	6.38	71	6.14	5	6.60	41	6.61	12	5.75
Regulatory framework	15	6.60	21	5.29	12	5.92	7	5.00	11	5.64	12	5.58	32	5.47	67	5.31	3	8.00	33	5.55	11	4.91
Poverty reduction	17	6.71	26	7.65	14	7.50	7	6.29	12	6.58	13	6.46	39	6.72	82	6.34	4	7.00	43	6.84	13	6.38
Anti-corruption	15	5.80	18	6.17	14	6.14	7	5.14	12	4.92	10	5.60	33	5.12	73	5.19	4	4.25	36	5.94	11	4.55
Private sector development	16	6.13	23	6.13	13	6.46	6	5.50	11	7.00	13	6.62	38	6.42	73	5.44	4	6.75	40	6.73	11	5.55
Foreign direct investment	14	6.50	20	6.90	12	6.42	6	5.33	9	6.00	13	6.23	36	6.28	66	5.36	2	8.00	38	6.42	10	5.70
Water and sanitation	16	6.50	26	7.04	15	6.80	8	5.88	11	5.91	13	6.62	37	6.81	75	6.12	5	6.00	45	7.00	10	5.60
Trade and exports	16	6.00	20	6.40	11	5.73	7	5.14	10	6.30	12	6.33	34	6.18	68	5.71	6	6.17	35	6.57	9	5.89
Economic growth*	16	6.19	26	7.31	11	7.27	7	5.29	10	6.80	13	6.38	37	6.92	79	5.94	4	6.75	46	6.98	10	5.00
Health and nutrition	16	6.75	25	7.40	13	6.92	7	5.86	11	6.73	14	6.21	37	6.86	76	6.62	4	6.75	45	7.00	9	5.11
Disaster preparedness and management	16	7.25	26	7.08	15	6.93	7	6.71	11	7.00	13	6.15	38	6.55	77	6.25	4	7.25	40	6.87	10	5.80
Public sector governance/reform	16	6.94	24	6.71	13	7.00	6	6.50	12	6.67	12	5.50	35	6.09	75	5.67	4	7.25	38	5.82	11	5.73
Job creation/employment*	16	6.81	22	6.59	14	6.79	5	4.20	9	5.33	14	6.29	36	6.22	70	5.23	4	5.25	43	6.23	12	5.25
Financial markets	16	5.88	19	6.42	13	6.85	6	4.83	9	5.78	10	5.50	36	5.83	64	5.19	4	3.75	32	6.47	12	5.33
Equality of opportunity	16	6.00	21	6.24	14	7.00	6	6.00	8	5.25	11	5.73	37	5.65	64	5.30	5	3.40	36	6.44	12	4.83
Energy/Power	16	6.06	25	6.76	16	7.00	6	5.50	9	6.78	12	6.17	36	6.22	71	5.45	5	6.20	43	6.23	12	5.33
Rural development	16	6.31	27	6.93	15	7.13	6	5.83	11	6.45	14	6.00	38	6.16	75	6.03	4	7.00	43	6.63	13	5.46
Global/regional integration	16	6.69	22	6.27	14	6.71	7	5.86	9	6.33	11	6.00	33	6.48	68	5.79	4	6.25	40	6.38	11	5.36
Food security	15	6.47	21	6.86	12	6.75	8	4.75	11	7.00	13	5.69	39	5.82	74	5.57	5	5.80	42	6.40	11	5.27
Education and skills development*	16	6.69	26	7.38	15	7.27	8	5.38	10	7.00	14	7.00	36	6.56	81	5.78	4	8.00	45	6.87	11	5.00
Social protection	16	6.31	20	6.10	14	6.43	6	4.83	11	6.18	12	6.42	35	5.63	73	5.41	4	6.50	43	5.88	9	5.22
Climate change	17	6.47	24	6.67	15	6.93	8	6.25	9	7.56	12	5.83	40	6.08	77	6.45	5	7.00	44	6.34	11	5.09
Agricultural development	16	6.12	25	6.48	15	7.00	7	6.86	10	6.10	12	6.33	37	5.86	75	5.73	5	6.40	43	6.35	13	5.46

*Significantly different between stakeholder groups

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

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Bangladesh?	17	7.00	29	6.59	17	7.47	9	5.33	13	6.31	14	6.64	42	6.24	80	6.09	6	5.17	55	6.02	12	5.92

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

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Bangladesh	17	6.24	29	5.86	18	6.50	9	4.89	13	6.00	15	5.60	41	5.68	83	5.11	5	5.40	52	5.65	14	5.21
The WBG meets Bangladesh's needs for knowledge services	18	6.89	29	6.14	17	6.59	9	4.67	11	5.55	15	6.20	38	5.95	82	5.85	5	5.00	53	6.13	14	5.21

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG measures and corrects its work in real time in Bangladesh?	16	6.88	25	5.68	13	6.38	8	7.13	9	5.11	10	5.10	36	5.56	61	5.26	4	4.50	35	5.31	13	5.54

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

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Bangladesh received value for money from the World Bank Group's reimbursable advisory services (RAS)?	14	6.14	16	5.44	10	6.80	4	5.75	8	5.63	6	6.33	20	6.45	41	5.98	2	6.50	21	5.29	7	5.71

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

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Weekly	5.6%	18.2%	5.6%	11.1%	15.4%		9.3%	18.0%		20.4%	
Monthly	16.7%	21.2%	33.3%		23.1%		11.6%	36.0%		24.1%	
A few times a year	77.8%	30.3%	44.4%	66.7%	46.2%	46.7%	53.5%	31.5%	33.3%	40.7%	73.3%
Rarely		30.3%	16.7%	22.2%	7.7%	46.7%	25.6%	11.2%	66.7%	13.0%	20.0%
Never					7.7%	6.7%		3.4%		1.9%	6.7%

*Significantly different between stakeholder groups

In Bangladesh, 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)

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	17	6.47	32	5.94	17	6.18	9	4.89	13	5.62	13	5.62	30	5.43	76	5.80	5	6.40	47	6.40	13	4.92
Include appropriate level of stakeholder involvement during preparation	18	6.50	30	5.73	17	6.53	9	5.22	13	5.38	15	5.33	38	5.18	74	5.42	5	6.00	51	5.78	12	4.50
Lead to practical solutions	18	6.50	32	5.69	17	6.47	8	5.00	13	5.92	15	5.73	39	5.46	78	5.94	5	5.00	53	5.77	14	5.00
Are accessible (well written and easy to understand)	17	6.53	32	6.50	17	6.41	9	5.44	13	5.62	13	5.85	40	6.20	80	6.23	5	5.40	53	7.00	12	6.17
Are source of relevant information on global good practices	17	6.29	24	6.21	14	6.93	9	6.44	12	6.42	12	5.67	37	6.57	71	6.68	4	6.75	51	7.27	13	5.85
Are adequately disseminated*	17	6.82	29	5.86	16	6.94	9	4.67	13	5.46	14	5.36	40	5.27	77	6.19	5	5.20	52	6.12	13	4.69
Are translated enough into local language	17	5.71	27	5.74	15	6.27	9	5.78	11	6.00	14	4.79	37	5.41	73	5.23	5	5.40	44	5.25	14	4.79
Are adaptable to Bangladesh's specific development challenges and country circumstances	18	6.50	30	6.27	16	6.56	8	6.50	13	6.77	14	5.71	40	5.43	79	5.99	5	4.40	53	5.79	13	5.62

*Significantly different between stakeholder groups

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

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	18	7.22	30	6.67	18	6.89	8	6.25	13	6.46	14	6.21	42	6.26	86	6.64	6	5.50	54	6.56	14	5.36
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	7.11	32	7.13	17	7.59	8	6.37	13	7.31	14	6.36	41	6.59	81	6.99	6	5.83	54	6.87	13	6.08

(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)

	Office of President/PM /Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Other Civil Society		Private/ Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG disburses funds promptly*	18	6.00	30	6.40	18	6.89	9	5.22	12	5.17	14	3.29	31	4.23	76	4.04	5	6.40	45	5.29	12	5.17
The WBG effectively monitors and evaluates the projects and programs it supports	18	7.11	31	6.81	18	7.50	8	6.13	12	5.75	15	6.00	39	6.05	81	6.10	6	6.50	51	6.63	12	5.58
The World Bank Group's approvals and reviews are done in a timely fashion	18	6.56	30	6.20	18	6.56	9	5.33	11	6.36	15	5.60	34	5.82	77	5.61	5	6.00	44	6.39	12	5.67
The World Bank Group's "Safeguard Policy" requirements are reasonable	16	6.50	24	5.88	17	7.18	7	6.43	8	6.63	11	6.64	25	6.08	60	5.88	4	5.00	37	6.30	9	5.56
The World Bank Group's conditions on its lending are reasonable	18	6.06	26	5.62	16	6.50	8	5.38	10	5.80	12	5.42	34	5.74	75	5.11	5	4.20	47	5.68	13	5.31
The World Bank Group takes decisions quickly in Bangladesh*	18	5.89	30	5.80	18	6.89	7	4.71	12	5.42	13	5.08	33	5.03	72	5.01	6	4.00	44	6.14	12	5.83
Working with the World Bank Group increases Bangladesh's institutional capacity	17	6.88	33	6.39	18	7.56	9	6.00	11	7.27	15	6.13	39	6.62	80	6.51	6	6.00	53	6.74	12	5.67
Where country systems are adequate, the WBG makes appropriate use of them	17	6.47	27	6.15	16	6.94	9	6.22	10	7.50	13	5.62	29	6.07	69	6.06	3	5.67	39	6.74	11	5.82
The World Bank Group provides effective implementation support	17	6.59	32	6.47	18	7.28	8	5.38	12	6.50	14	6.36	36	6.28	79	5.85	6	5.50	49	6.59	12	5.33

*Significantly different between stakeholder groups

E. Working with the World Bank Group (continued)

	Office of President/PM/Minister		Employee of a Ministry		PMU/Consultant on WBG project		Local Government		Other Civil Society		Private/Financial Sector/ Bank		NGO/CBO		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Bangladesh?	17	6.88	24	5.67	14	7.14	6	6.67	13	6.31	14	5.79	36	6.61	71	6.13	4	5.25	45	5.76	12	5.75

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

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Other Civil Society	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Independent Government Institution	Academia	Other
The WBG is sufficiently selective and focuses on the most important development challenges in Bangladesh	72.2%	30.3%	76.5%	55.6%	53.8%	20.0%	43.9%	55.8%	50.0%	44.6%	53.3%
The WBG is not sufficiently selective in Bangladesh, and it is involved in too many areas of development	16.7%	42.4%	17.6%	33.3%	15.4%	53.3%	46.3%	25.6%	16.7%	32.1%	33.3%
Don't know	11.1%	27.3%	5.9%	11.1%	30.8%	26.7%	9.8%	18.6%	33.3%	23.2%	13.3%

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Offer more innovative financial products*	50.0%	12.5%	35.3%	22.2%	23.1%	6.7%	21.4%	16.7%	0.0%	5.3%	0.0%
Ensure greater selectivity in its work	22.2%	25.0%	29.4%	33.3%	38.5%	33.3%	28.6%	22.2%	33.3%	10.5%	20.0%
Provide more adequate data/ knowledge/statistics/figures on Bangladesh's economy	11.1%	21.9%	5.9%	33.3%	15.4%	0.0%	26.2%	28.9%	33.3%	28.1%	13.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	11.1%	3.1%	11.8%	22.2%	0.0%	13.3%	7.1%	7.8%	16.7%	7.0%	0.0%
Reach out more to groups outside of Government	11.1%	12.5%	23.5%	11.1%	38.5%	20.0%	35.7%	24.4%	0.0%	33.3%	20.0%
Increase the level of capacity development in the country	22.2%	28.1%	23.5%	55.6%	23.1%	40.0%	11.9%	25.6%	16.7%	33.3%	40.0%
Improve the quality of its experts as related to Bangladesh's specific challenges	38.9%	34.4%	23.5%	0.0%	23.1%	20.0%	21.4%	17.8%	0.0%	29.8%	40.0%
Offer more innovative knowledge services	5.6%	9.4%	5.9%	0.0%	0.0%	6.7%	7.1%	10.0%	16.7%	14.0%	13.3%
Collaborate more effectively with Government clients*	0.0%	15.6%	17.6%	11.1%	0.0%	6.7%	7.1%	4.4%	50.0%	7.0%	6.7%
Work faster	16.7%	12.5%	0.0%	11.1%	15.4%	13.3%	11.9%	11.1%	0.0%	10.5%	13.3%
Reduce the complexity of obtaining World Bank Group financing	5.6%	21.9%	17.6%	0.0%	23.1%	33.3%	16.7%	28.9%	33.3%	21.1%	26.7%
Other	5.6%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. 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)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Direct contact with WBG	38.9%	30.3%	27.8%	11.1%	46.2%	40.0%	21.4%	23.6%	16.7%	19.3%	13.3%
WBG's seminars/workshops/ conferences*	66.7%	48.5%	33.3%	55.6%	61.5%	40.0%	50.0%	25.8%	16.7%	33.3%	46.7%
World Bank Group's publications and other written materials*	11.1%	33.3%	22.2%	11.1%	23.1%	13.3%	35.7%	36.0%	66.7%	54.4%	60.0%
World Bank Group's website	61.1%	45.5%	72.2%	44.4%	30.8%	40.0%	50.0%	51.7%	66.7%	52.6%	60.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	16.7%	15.2%	5.6%	33.3%	7.7%	26.7%	21.4%	16.9%	16.7%	5.3%	6.7%
e-Newsletters*	0.0%	9.1%	22.2%	11.1%	7.7%	20.0%	14.3%	23.6%	0.0%	28.1%	0.0%
Other	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	2.4%	1.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	78.6%	32.3%	33.3%	22.2%	30.8%	7.1%	30.8%	43.2%	16.7%	45.1%	23.1%
No	21.4%	67.7%	66.7%	77.8%	69.2%	92.9%	69.2%	56.8%	83.3%	54.9%	76.9%

*Significantly different between stakeholder groups

Do you have access to the Internet?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	93.8%	100.0%	85.7%	83.3%	86.7%	90.2%	92.9%	100.0%	96.0%	100.0%
No		6.3%		14.3%	16.7%	13.3%	9.8%	7.1%		4.0%	

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	88.9%	78.8%	94.1%	37.5%	50.0%	41.7%	75.6%	77.4%	66.7%	84.6%	61.5%
No	11.1%	21.2%	5.9%	62.5%	50.0%	58.3%	24.4%	22.6%	33.3%	15.4%	38.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Yes	83.3%	46.9%	31.3%	50.0%	25.0%	14.3%	36.6%	52.9%	16.7%	37.3%	46.2%
No	16.7%	53.1%	68.8%	50.0%	75.0%	85.7%	63.4%	47.1%	83.3%	62.7%	53.8%

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Other Civil Society	Private Sector/ Financial Sector/ Private Bank	NGO/ CBO	Media	Independent Government Institution	Academia	Other
Observer	38.9%	22.6%	5.6%	33.3%	15.4%	25.0%	44.2%	31.1%	50.0%	28.1%	25.0%
Use WBG reports/data*	27.8%	16.1%	27.8%	44.4%	15.4%	12.5%	37.2%	54.4%	16.7%	47.4%	50.0%
Engage in WBG related/ sponsored events/activities*	11.1%	45.2%	27.8%	22.2%	61.5%	25.0%	39.5%	21.1%	0.0%	26.3%	37.5%
Collaborate as part of my professional duties*	33.3%	67.7%	77.8%	55.6%	53.8%	50.0%	34.9%	30.0%	66.7%	28.1%	25.0%
Use WBG website for information, data, research, etc.	11.1%	25.8%	5.6%	11.1%	15.4%	37.5%	18.6%	30.0%	16.7%	40.4%	37.5%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Location¹³

Dhaka Division N=230 ● Other Areas N=100

B. Overall Attitudes toward the World Bank Group

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Bangladesh?*	228	7.34	2.08	100	6.30	2.45

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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Bangladesh.	223	6.48	2.04	92	6.58	2.14

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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Bangladesh solve its most complicated development challenges?	217	6.19	2.05	83	6.45	2.26

(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 Bangladesh?

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bangladesh	223	5.98	2.09	94	6.05	2.08
The WBG's work is aligned with what I consider the development priorities for Bangladesh	221	5.91	1.98	95	6.02	2.09

(1-Strongly disagree, 10-Strongly agree)

¹³ Only 330 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 Bangladesh, in terms of each of the following?

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	210	5.53	1.94	88	5.22	1.77
Flexibility (in terms of the institution's products and services)	204	5.12	1.96	82	5.48	2.02
Flexibility (in terms of changing country circumstances)	211	5.30	2.01	85	5.53	1.97
Being inclusive	217	5.53	2.09	94	5.32	2.43
Openness (sharing data and other information)	210	5.98	2.20	91	5.73	2.24
Collaboration with the Government	217	6.63	1.95	97	6.82	2.13
The speed in which it gets things accomplished on the ground*	213	5.75	2.08	93	6.27	1.96
Ease of access to the people at the World Bank Group who are making decisions important to my work	208	5.63	2.08	86	5.41	2.40
Collaboration with civil society	214	5.51	2.18	89	5.52	2.33
Staff accessibility	212	5.47	2.14	81	5.10	2.37
Collaboration with other donors and development partners	208	6.23	1.95	81	6.26	2.47
Collaboration with the private sector	204	5.77	1.93	86	5.83	2.30
Straightforwardness and honesty*	201	6.06	2.28	81	6.88	2.16
Treating clients and stakeholders in Bangladesh with respect	206	5.99	2.17	92	6.33	2.31
Being a long-term partner	213	6.85	2.25	94	7.09	2.29

(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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Bangladesh?	218	6.23	1.97	86	6.34	2.26

(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 Bangladesh?

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bangladesh	215	5.61	1.90	89	5.54	2.21
The World Bank Group meets Bangladesh's needs for knowledge services	214	5.99	2.01	86	5.91	2.31

(1-Strongly disagree, 10-Strongly agree)

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

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

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to Bangladesh's specific development challenges and country circumstances	209	6.00	1.93	88	5.89	2.07

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

	Dhaka Division			Other Areas		
	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?	222	6.43	1.99	90	6.74	2.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	213	6.85	1.89	93	6.94	2.05

(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?

	Dhaka Division			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Bangladesh*	199	5.73	2.15	75	4.99	2.44
Where country systems are adequate, the World Bank Group makes appropriate use of them	179	6.30	2.02	72	6.22	2.12

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



Appendix D: Responses to Select Questions by Collaboration with the WBG¹⁴

Currently collaborating with the WBG N=105 ● Not collaborating with the WBG N=221

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 Bangladesh?*	105	7.71	1.92	219	6.67	2.32

(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 Bangladesh.*	105	7.00	1.87	206	6.25	2.14

(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 Bangladesh solve its most complicated development challenges?	102	6.58	1.94	194	6.09	2.19

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

¹⁴Only 326 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 Bangladesh, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Bangladesh? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Health and nutrition	21.9%	18.8%
Transport	30.5%	27.1%
Agricultural development*	3.8%	11.5%
Global/regional integration	6.7%	3.7%
Job creation/employment	34.3%	33.0%
Public sector governance/reform	29.5%	24.8%
Social protection	9.5%	4.6%
Rural development	12.4%	14.2%
Foreign direct investment	8.6%	4.1%
Education and skill development	21.0%	30.7%
Energy/Power	14.3%	10.1%
Gender equity	1.0%	4.6%
Financial markets*	2.9%	0.0%
Urban development	6.7%	2.8%
Environmental sustainability	4.8%	6.0%
Economic growth	19.0%	17.9%
Private sector development	4.8%	4.1%
Water and sanitation	7.6%	5.5%
Food security	3.8%	8.3%
Climate change	13.3%	11.0%
Information and communications technology	7.6%	6.4%
Trade and exports	1.0%	3.2%
Equality of opportunity	2.9%	6.0%
Law and justice	1.9%	6.9%
Regulatory framework	5.7%	5.0%
Poverty reduction	8.6%	10.6%
Anti-corruption*	4.8%	12.8%
Disaster preparedness and management	3.8%	4.6%

*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 Bangladesh?

	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 Bangladesh*	103	6.39	2.08	211	5.81	2.08
The WBG's work is aligned with what I consider the development priorities for Bangladesh*	102	6.37	1.89	211	5.74	2.05

(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 Bangladesh, 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*	100	5.91	1.94	195	5.19	1.84
Flexibility (in terms of the institution's products and services)	98	5.44	1.94	186	5.11	2.00
Flexibility (in terms of changing country circumstances)	98	5.47	1.88	195	5.29	2.06
Being inclusive	103	5.71	2.02	204	5.32	2.28
Openness (sharing data and other information)	98	6.17	2.12	200	5.75	2.26
Collaboration with the Government	104	6.79	1.93	207	6.64	2.06
The speed in which it gets things accomplished on the ground	104	6.01	1.97	199	5.83	2.08
Ease of access to the people at the World Bank Group who are making decisions important to my work*	101	5.97	1.99	189	5.34	2.25
Collaboration with civil society*	96	5.90	2.09	204	5.33	2.28
Staff accessibility*	102	5.72	2.20	188	5.17	2.19
Collaboration with other donors and development partners*	96	6.61	1.71	190	6.02	2.26
Collaboration with the private sector	94	6.01	1.83	192	5.66	2.15
Straightforwardness and honesty	96	6.66	2.20	183	6.10	2.30
Treating clients and stakeholders in Bangladesh with respect	100	6.40	2.00	195	5.91	2.32
Being a long-term partner*	102	7.32	1.96	202	6.72	2.39

(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 Bangladesh?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Financial markets	95	6.28	2.40	203	6.27	2.63
Transport	103	8.01	1.83	212	7.88	2.12
Anti-corruption*	102	6.75	2.50	214	7.37	2.51
Law and justice*	100	6.01	2.52	207	6.73	2.59
Urban development	102	7.49	2.02	210	7.63	2.05
Environmental sustainability	101	7.82	2.19	209	7.77	2.15
Trade and exports	101	6.84	2.13	205	7.17	2.25
Information and communications technology	103	7.49	2.06	210	7.64	2.21
Poverty reduction	102	8.20	2.04	212	8.29	2.10
Gender equity*	101	7.11	2.32	209	7.81	2.26
Private sector development	100	7.23	2.23	206	7.65	2.12
Foreign direct investment	100	7.39	2.06	207	7.21	2.47
Water and sanitation	102	7.79	1.86	208	7.61	2.24
Regulatory framework	102	6.50	2.40	205	6.61	2.61
Economic growth	101	7.74	2.18	208	7.88	2.11
Energy/Power	103	7.90	2.06	211	7.85	2.06
Disaster preparedness and management	101	7.55	2.02	207	7.81	2.23
Public sector governance/reform	103	7.60	2.15	206	7.41	2.52
Job creation/employment	100	7.90	2.23	213	8.22	2.11
Equality of opportunity	98	7.46	2.18	208	7.53	2.30
Social protection	101	6.98	2.19	207	7.17	2.31
Rural development	101	7.69	2.08	208	7.91	2.10
Global/regional integration	100	7.58	1.75	203	7.17	2.23
Food security	100	7.24	2.07	206	7.50	2.22
Health and nutrition	101	7.87	1.85	210	7.98	2.16
Climate change	100	7.89	2.07	205	7.94	2.42
Agricultural development*	99	7.18	2.20	207	7.83	2.19
Education and skills development	101	8.28	1.89	208	8.36	2.05

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	85	5.96	2.11	164	6.08	2.26
Information and communications technology	86	6.27	2.00	162	6.08	2.21
Transport	95	6.76	2.16	188	6.72	2.23
Law and justice	74	5.24	1.89	141	5.25	2.35
Urban development	92	6.24	1.93	182	6.30	2.17
Environmental sustainability	93	6.57	1.96	170	6.40	2.25
Regulatory framework*	84	5.96	1.87	145	5.32	2.29
Poverty reduction	93	6.91	1.86	183	6.65	2.33
Anti-corruption	78	5.53	2.43	159	5.43	2.58
Private sector development	85	6.21	2.11	169	6.11	2.26
Foreign direct investment	77	6.18	2.05	156	6.06	2.23
Water and sanitation	94	6.59	1.82	173	6.51	2.22
Trade and exports	79	5.92	1.99	154	6.13	2.08
Economic growth	87	6.68	1.82	179	6.41	2.20
Health and nutrition	90	6.81	1.92	173	6.70	2.00
Disaster preparedness and management	90	6.74	1.86	172	6.58	2.24
Public sector governance/reform	87	6.48	2.09	163	5.93	2.40
Job creation/employment	86	6.23	2.18	165	5.77	2.23
Financial markets	76	5.95	2.15	151	5.67	2.24
Equality of opportunity	78	5.83	2.16	157	5.73	2.39
Energy/Power	90	6.16	2.08	167	6.02	2.29
Rural development	92	6.43	2.01	176	6.30	2.21
Global/regional integration	81	6.30	1.88	160	6.09	2.27
Food security	86	6.23	1.99	171	5.92	2.35
Education and skills development	91	6.76	2.04	182	6.34	2.30
Social protection	83	6.17	1.97	165	5.61	2.36
Climate change	89	6.63	1.87	179	6.27	2.40
Agricultural development	90	6.48	1.96	175	5.97	2.21

(1-Not effective at all, 10-Very effective) *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 Bangladesh?	103	6.45	1.90	197	6.18	2.14

(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.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Bangladesh*	102	6.14	1.86	198	5.32	2.02
The WBG meets Bangladesh's needs for knowledge services	101	6.17	1.88	196	5.87	2.21

(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 Bangladesh?	85	5.79	2.00	150	5.55	2.27

(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.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Bangladesh received value for money from the World Bank Group's reimbursable advisory services (RAS)?	61	6.26	1.97	92	5.84	2.10

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

D. The World Bank Group's Knowledge Work and Activities**In Bangladesh, 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*	99	6.27	2.07	178	5.63	2.00
Include appropriate level of stakeholder involvement during preparation*	100	5.93	1.99	188	5.41	1.86
Lead to practical solutions*	102	6.18	1.99	196	5.59	1.94
Are accessible (well written and easy to understand)	102	6.52	2.07	194	6.26	2.20
Are source of relevant information on global good practices	94	6.89	1.84	175	6.48	2.05
Are adequately disseminated*	98	6.53	2.25	192	5.57	2.15
Are translated enough into local language	91	5.59	2.30	180	5.36	2.41
Are adaptable to Bangladesh's specific development challenges and country circumstances*	101	6.45	1.83	193	5.71	2.00

(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?	104	6.78	1.83	204	6.37	2.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	103	7.11	1.78	200	6.77	2.02

(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)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	100	5.94	2.27	176	4.38	2.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports	103	6.71	2.11	195	6.22	2.22
The World Bank Group's approvals and reviews are done in a timely fashion	99	6.16	1.92	180	5.86	2.06
The World Bank Group's "Safeguard Policy" requirements are reasonable	88	6.47	1.79	134	5.98	2.22
The World Bank Group's conditions on its lending are reasonable*	99	5.99	2.28	172	5.27	2.33
The World Bank Group takes decisions quickly in Bangladesh	100	5.60	2.31	171	5.45	2.23
Working with the WBG increases Bangladesh's institutional capacity	102	6.83	2.03	198	6.42	2.08
Where country systems are adequate, the World Bank Group makes appropriate use of them	92	6.57	2.01	156	6.09	2.06
The World Bank Group provides effective implementation support	102	6.57	1.86	188	6.09	2.08

*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 Bangladesh?	91	6.33	1.80	171	6.13	2.20

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

G. 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.	93	7.16	1.98	153	7.04	2.12
I find the information on the World Bank Group's websites useful.	91	7.52	1.81	153	7.22	1.96
The World Bank Group's social media channels are valuable sources of information about the institution	69	6.75	2.08	137	6.81	2.07
When I need information from the World Bank Group I know how to find it	91	7.26	2.08	167	6.78	2.23
The WBG is responsive to my information requests and inquiries*	82	6.93	1.82	142	6.19	2.25

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



Appendix E: Responses to Select Questions by Year¹⁵

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. To reduce the influence of the former, the samples from both FY13 and FY16 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY13	FY16
Office of the President/Prime Minister/Minister	2.6%	6.0%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and judiciary)	25.3%	21.1%
Private sector (includes financial sector/private banks)	16.2%	5.4%
Academia	14.5%	19.1%
Media	29.8%	30.4%
Civil society (includes NGOs/CBOs, private foundations, trade unions, and youth groups)	11.6%	18.1%
Total Number of Respondents (Un-Weighted)	352	299

(Note, there were insufficient numbers of respondents from bilateral/multilateral agencies or local government in either year to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY13	FY16
Office of the President/Prime Minister/Minister	4.3%	4.2%
Government Institutions	23.5%	23.3%
Private Sector	10.7%	10.6%
Academia	16.0%	16.9%
Media	30.6%	30.1%
Civil Society	14.9%	14.8%
Total Number of Respondents (Weighted)	343	302

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 than 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 Bangladesh

In general would you say that Bangladesh is headed in?

Percentage of Respondents	FY13	FY16
The right direction	59.8%	67.7%
The wrong direction	23.5%	11.2%
Not sure	16.7%	21.1%

¹⁵ 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 Bangladesh?	343	7.04	1.78	300	7.06	2.26

(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 Bangladesh.*	341	6.08	1.72	289	6.53	2.08

(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 Bangladesh solve its most complicated development challenges?*	326	5.74	1.86	274	6.27	2.10

(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's work in Bangladesh?

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Bangladesh	339	5.90	1.95	288	6.01	2.11
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh*	340	5.57	1.89	287	5.99	2.02

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

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	335	5.65	1.93	273	5.46	1.91
Flexibility (in terms of the institution's products and services)	331	5.00	1.91	264	5.25	1.99
Flexibility (in terms of changing country circumstances)	325	5.13	1.90	274	5.32	2.03
Being inclusive	333	5.29	1.98	284	5.47	2.24
Openness (sharing data and other information)	338	5.91	2.06	277	5.91	2.21
Collaboration with the Government	340	6.91	1.67	287	6.69	2.02
Collaboration with civil society*	323	5.98	1.80	279	5.52	2.25
Staff accessibility	320	5.18	2.12	268	5.37	2.19
Collaboration with other donors and development partners*	323	6.94	1.70	265	6.22	2.11
Straightforwardness and honesty	324	6.08	1.98	259	6.30	2.30
Treating clients and stakeholders in Bangladesh with respect	326	5.90	2.21	274	6.12	2.23

(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 Bangladesh?

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
Gender equity	319	6.18	1.89	231	6.03	2.22
Information and communications technology	317	5.90	1.78	229	6.12	2.16
Transport*	337	6.10	1.98	261	6.65	2.25
Law and justice	302	4.93	1.82	196	5.24	2.20
Urban development*	324	5.68	1.83	255	6.29	2.07
Environmental sustainability*	322	5.85	1.93	244	6.48	2.17
Regulatory framework	312	5.73	1.94	211	5.52	2.17
Poverty reduction*	335	6.23	1.82	255	6.75	2.21
Anti-corruption	320	5.73	2.17	217	5.47	2.55
Private sector development*	317	5.33	1.77	235	6.14	2.25
Foreign direct investment*	310	5.09	2.09	216	6.11	2.19
Water and sanitation*	328	6.14	1.79	248	6.55	2.11
Trade and exports*	299	5.06	1.87	217	6.09	2.04
Economic growth*	325	5.71	1.81	247	6.55	2.11
Health and nutrition*	329	6.12	1.66	244	6.76	1.99
Public sector governance/reform*	335	5.69	1.96	233	6.07	2.34
Job creation/employment*	314	5.19	1.96	236	5.97	2.22
Financial markets	302	5.43	1.80	207	5.78	2.22
Equality of opportunity*	310	5.10	1.97	218	5.75	2.35
Energy/Power*	314	5.35	2.01	240	6.10	2.21
Rural development*	326	5.96	1.67	251	6.35	2.15
Global/regional integration*	299	5.25	1.91	221	6.19	2.19
Food security*	308	5.64	1.90	237	6.04	2.25
Education and skills development*	332	6.21	1.82	255	6.55	2.25
Social protection	315	5.76	1.84	229	5.85	2.30
Climate change*	323	5.76	1.86	248	6.39	2.29
Agricultural development*	324	5.58	1.78	244	6.11	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 does the World Bank Group's work help to achieve development results in Bangladesh?*	339	5.90	1.71	277	6.31	2.09

(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 (continued)**

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

	FY13			FY16		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Bangladesh	336	5.40	1.89	280	5.57	2.00
The World Bank Group meets Bangladesh's needs for knowledge services	341	5.76	1.86	275	6.02	2.10

(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*	24.9%	13.3%
Monthly	27.9%	22.7%
A few times a year	33.7%	40.9%
Rarely*	11.3%	20.8%
Never	2.1%	2.3%

*Significantly different between FY16 and FY13 respondents.

In Bangladesh, 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	327	5.66	1.90	257	5.88	2.03
Include appropriate level of stakeholder involvement during preparation	326	5.51	1.89	268	5.60	1.96
Lead to practical solutions	331	5.92	1.83	277	5.81	2.00
Are accessible (well written and easy to understand)	334	6.22	1.84	273	6.36	2.16
Are source of relevant information on global good practices	323	6.57	1.79	244	6.60	2.03
Are adequately disseminated	327	5.68	2.02	269	5.93	2.23
Are translated enough into local language*	305	6.10	2.06	252	5.39	2.36
Are adaptable to Bangladesh's specific development challenges and country circumstances	336	5.75	1.79	273	5.94	1.96

(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?*	337	6.01	1.66	286	6.51	2.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	331	6.70	1.59	282	6.87	2.00

(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	315	4.94	2.10	257	4.89	2.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports	335	6.41	1.80	279	6.38	2.19
The World Bank Group's approvals and reviews are done in a timely fashion	326	5.73	2.02	261	5.98	2.02
The World Bank Group's "Safeguard Policy" requirements are reasonable	293	6.01	1.94	210	6.19	2.13
The World Bank Group's conditions on its lending are reasonable	328	5.40	2.11	250	5.51	2.43
Working with the World Bank Group increases Bangladesh's institutional capacity	336	6.56	1.89	280	6.58	2.13
Where country systems are adequate, the World Bank Group makes appropriate use of them*	293	5.80	1.85	232	6.25	2.10
The World Bank Group provides effective implementation support	330	6.14	1.87	271	6.28	2.01

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

G. Communication and Information Sharing

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

Percentage of Respondents	FY13	FY16
Yes	40.2%	35.8%
No	59.8%	64.2%

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

Percentage of Respondents	FY13	FY16
Yes	19.6%	27.4%
No	80.4%	72.6%

*Significantly different between FY16 and FY13 respondents.

Were you able to obtain this information?

Percentage of Respondents	FY13	FY16
Yes	76.6%	85.0%
No	23.4%	15.0%

Do you have access to the Internet?*

Percentage of Respondents	FY13	FY16
Yes	99.6%	93.2%
No	0.4%	6.8%

*Significantly different between FY16 and FY13 respondents.

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

Percentage of Respondents	FY13	FY16
Yes	92.9%	75.9%
No	7.1%	24.1%

*Significantly different between FY16 and FY13 respondents.

**G. 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	94.8%	86.8%
Dial-up	5.2%	3.6%
Mobile	-	9.7%

*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 information on the World Bank Group's websites useful.*	310	6.85	1.99	228	7.35	1.95
When I need information from the World Bank Group I know how to find it*	314	6.43	2.45	237	6.89	2.27
The World Bank Group is responsive to my information requests and inquiries	245	6.46	2.22	208	6.44	2.19

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

H. 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	42.1%	31.4%
No	57.9%	68.6%

*Significantly different between FY16 and FY13 respondents.

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

Percentage of Respondents (Responses combined)	FY13	FY16
Observer*	39.2%	29.6%
Use World Bank Group reports/data*	48.1%	36.9%
Engage in World Bank Group related/sponsored events/activities	22.7%	28.9%
Collaborate as part of my professional duties	35.4%	41.5%
Use World Bank Group website for information, data, research, etc.*	41.1%	27.0%

*Significantly different between FY16 and FY13 respondents.

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 your exposure to the World Bank in Bangladesh? (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 Bangladesh.	6.25	7.00	6.56	6.37	6.55	6.44	6.48	6.59	6.32	6.80	6.54	6.41
Overall the World Bank Group currently plays a relevant role in development in Bangladesh	5.81	6.39	6.09	5.80	6.06	5.93	5.95	6.14	5.82	6.29	6.01	5.99
The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh	5.74	6.37	6.10	5.61	5.98	5.93	5.90	6.10	5.81	6.19	5.94	6.00
Responsiveness to needs	5.19	5.91	5.51	5.26	5.46	5.41	5.42	5.49	5.35	5.57	5.39	5.59
Flexibility (in terms of the institution's products and services)	5.11	5.44	5.36	4.88	5.21	5.25	5.11	5.49	5.23	5.20	5.19	5.32
Flexibility (in terms of changing country circumstances)	5.29	5.47	5.33	5.39	5.37	5.32	5.27	5.56	5.35	5.35	5.28	5.53
Being inclusive	5.32	5.71	5.63	5.09	5.51	5.43	5.38	5.74	5.33	5.70	5.48	5.49
Openness (sharing data and other information)	5.75	6.17	5.95	5.77	5.81	6.03	5.78	6.20	5.85	5.97	5.93	5.81
Collaboration with the Government	6.64	6.79	6.71	6.66	6.69	6.70	6.64	6.82	6.51	6.96	6.79	6.45
The speed in which it gets things accomplished on the ground	5.83	6.01	5.91	5.87	6.03	5.70	5.85	6.02	5.88	5.92	5.86	6.01
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.34	5.97	5.56	5.48	5.64	5.37	5.46	5.74	5.48	5.61	5.46	5.76
Collaboration with civil society	5.33	5.90	5.60	5.30	5.59	5.40	5.58	5.36	5.38	5.71	5.31	6.06
Staff accessibility	5.17	5.72	5.45	5.10	5.45	5.21	5.31	5.45	5.25	5.50	5.35	5.36
Collaboration with other donors and development partners	6.02	6.61	6.28	6.04	6.25	6.17	6.20	6.27	6.09	6.40	6.17	6.33
Collaboration with the private sector	5.66	6.01	5.76	5.90	5.74	5.88	5.90	5.53	5.76	5.85	5.73	5.97
Straightforwardness and honesty	6.10	6.66	6.34	6.18	6.49	6.00	6.27	6.35	6.14	6.52	6.16	6.67
Treating clients and stakeholders in Bangladesh with respect	5.91	6.40	6.06	6.15	6.14	6.00	6.03	6.21	6.08	6.09	6.08	6.10
Being a long-term partner	6.72	7.32	6.93	6.85	7.03	6.72	6.94	6.84	6.81	7.05	6.86	7.05
To what extent does the World Bank Group's work help to achieve development results in Bangladesh?	6.18	6.45	6.27	6.22	6.31	6.17	6.25	6.28	6.13	6.45	6.21	6.38
The World Bank Group's financial instruments meet the needs of Bangladesh	5.32	6.14	5.75	5.20	5.58	5.62	5.55	5.71	5.56	5.65	5.53	5.77
The World Bank Group meets Bangladesh's needs for knowledge services	5.87	6.17	6.07	5.71	5.88	6.10	5.90	6.16	5.91	6.06	5.86	6.24
Are adaptable to Bangladesh's specific development challenges and country circumstances	5.71	6.45	6.01	5.82	6.06	5.81	5.98	5.90	5.85	6.13	5.85	6.23
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.37	6.78	6.56	6.39	6.48	6.56	6.56	6.39	6.47	6.57	6.56	7.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.77	7.11	6.93	6.71	6.73	7.08	6.90	6.80	6.83	6.94	7.24	7.26
The World Bank Group takes decisions quickly in Bangladesh	5.45	5.60	5.64	5.21	5.63	5.35	5.47	5.65	5.49	5.57	6.52	6.73
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.09	6.57	6.32	6.15	6.25	6.30	6.32	6.16	6.17	6.43	7.37	7.31

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Bangladesh FY16 Questionnaire



World Bank Group Country Survey FY16 – Bangladesh

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

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 BANGLADESH

A1. In general would you say that Bangladesh 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 Bangladesh.

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

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

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 Bangladesh? (Choose no more than THREE)

1	Water and sanitation	15	Education and skill development
2	Equality of opportunity (i.e., equity)	16	Foreign direct investment
3	Rural development	17	Energy/Power
4	Climate change (e.g., mitigation, adaptation)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Global/regional integration	19	Private sector development
6	Gender equity	20	Environmental sustainability
7	Economic growth	21	Health and nutrition
8	Urban development	22	Agricultural development
9	Regulatory framework	23	Disaster preparedness and management
10	Social protection (e.g., pensions, targeted social assistance)	24	Job creation/employment
11	Law and justice (e.g., judicial system)	25	Financial markets
12	Transport (e.g., roads, bridges, transportation)	26	Trade and exports
13	Information and communications technology	27	Food security
14	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 Bangladesh? (Choose no more than TWO)

1	Consistent economic growth
2	More reliable and well targeted 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 Bangladesh? (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

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

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

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

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

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Bangladesh?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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: investment lending	<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	Financial resources: policy based lending/budget support to government	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Bangladesh? (Choose no more than TWO)	
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 Bangladesh
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 Bangladesh? (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

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Bangladesh	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Bangladesh	1	2	3	4	5	6	7	8	9	10		<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 Bangladesh, 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		
B12	Responsiveness to needs											<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B15	Being inclusive											<input type="checkbox"/>	
B16	Openness (sharing data and other information)											<input type="checkbox"/>	
B17	Collaboration with the Government											<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B20	Collaboration with civil society											<input type="checkbox"/>	
B21	Staff accessibility											<input type="checkbox"/>	
B22	Collaboration with other donors and development partners											<input type="checkbox"/>	
B23	Collaboration with the private sector											<input type="checkbox"/>	
B24	Straightforwardness and honesty											<input type="checkbox"/>	
B25	Treating clients and stakeholders in Bangladesh with respect											<input type="checkbox"/>	
B26	Being a long-term partner											<input type="checkbox"/>	

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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

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

C6. To what extent do you believe that Bangladesh received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Bangladesh?											
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 Bangladesh, to what extent do you believe that the World Bank Group's knowledge work and activities:

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D9	Are adaptable to Bangladesh'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
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 Bangladesh	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Bangladesh's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BANGLADESH

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bangladesh? (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 Bangladesh'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 Bangladesh'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): _____

F2. When considering the combination of services that the World Bank Group offers in Bangladesh, 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 Bangladesh? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Bangladesh
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Bangladesh? (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): _____

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

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

G3	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 G4; if NO please go to G5)	Yes	No
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G4. 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	Social media
7	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up
3	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	
G11	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"/>
G12	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"/>
G13	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"/>
G14	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"/>
G15	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

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

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

H3. 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 H: BACKGROUND INFORMATION

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Bangladesh? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

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

H6. If yes, what was your view of how the two institutions work together in Bangladesh? (Select only ONE response)	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Bangladesh? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Dhaka Division
2	Chittagong Division
3	Sylhet Division
4	Khulna Division
5	Mymensing Division
6	Rangpur Division
7	Barisal Division

Thank you for completing the survey!