

FY 2018 Indonesia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



August 2018



Acknowledgements

The Indonesia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Calita Woods oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Indonesia country team and the independent fielding agency PT.Nusaresearch. In particular, PORG is grateful for the support from Lestari Boediono Qureshi (Senior Communications Officer) and Nugroho Nurdikiawan Sunjoyo (Communications Officer) who coordinated the survey related activities from Jakarta, Indonesia.



Country Opinion Surveys
THE WORLD BANK GROUP



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INDONESIA





I. Objectives

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

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

II. Methodology

From April to June 2018, 472 stakeholders of the WBG in Indonesia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 103 stakeholders participated in the survey (22% response rate). Respondents received the questionnaires via courier, completed the questionnaires with a representative from the local fielding agency, or received the questionnaires via the online survey platform Qualtrics.

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

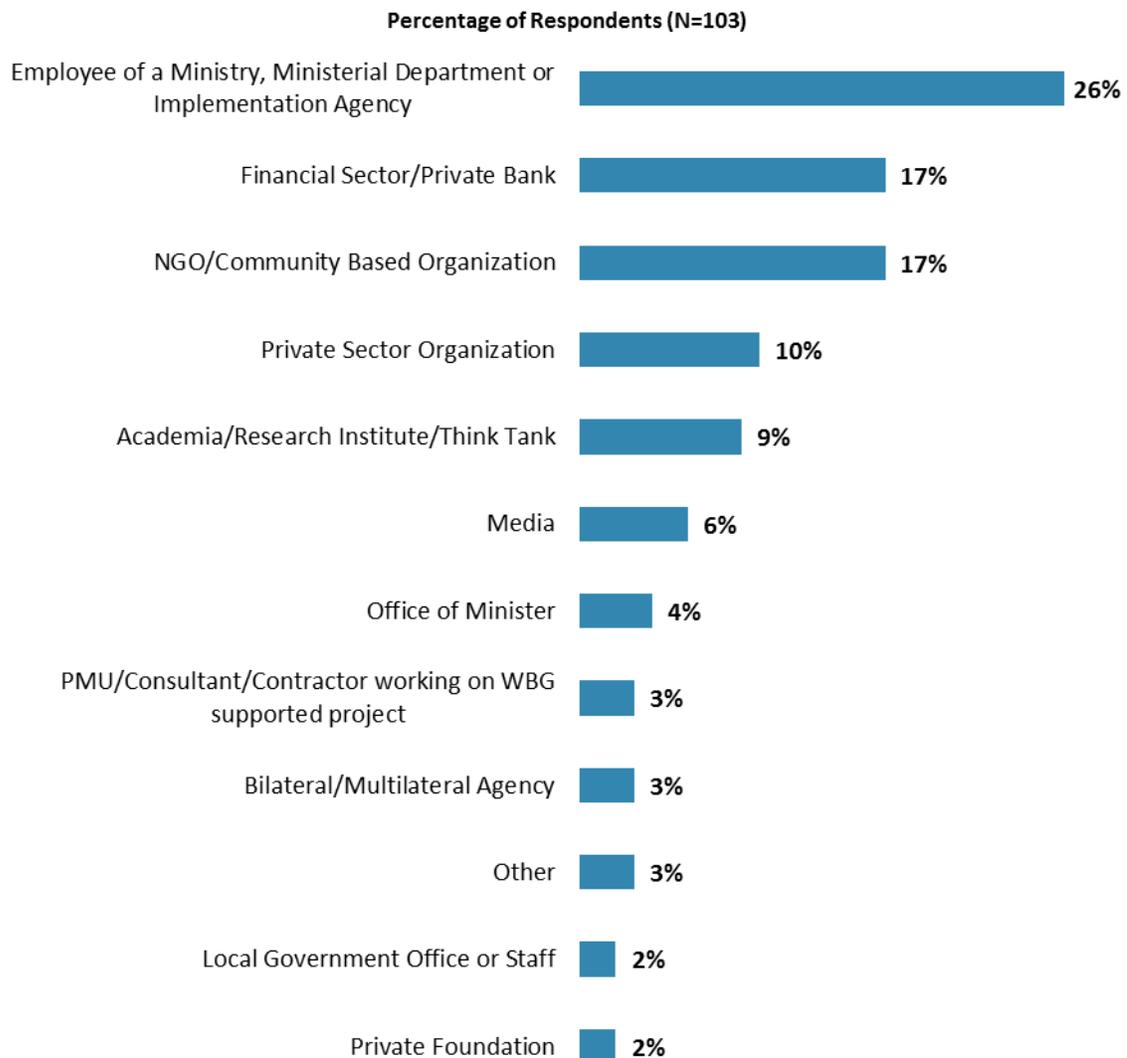
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 29%, N=316). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, 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'15 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 89).



III. Demographics of the Sample

Current Position

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

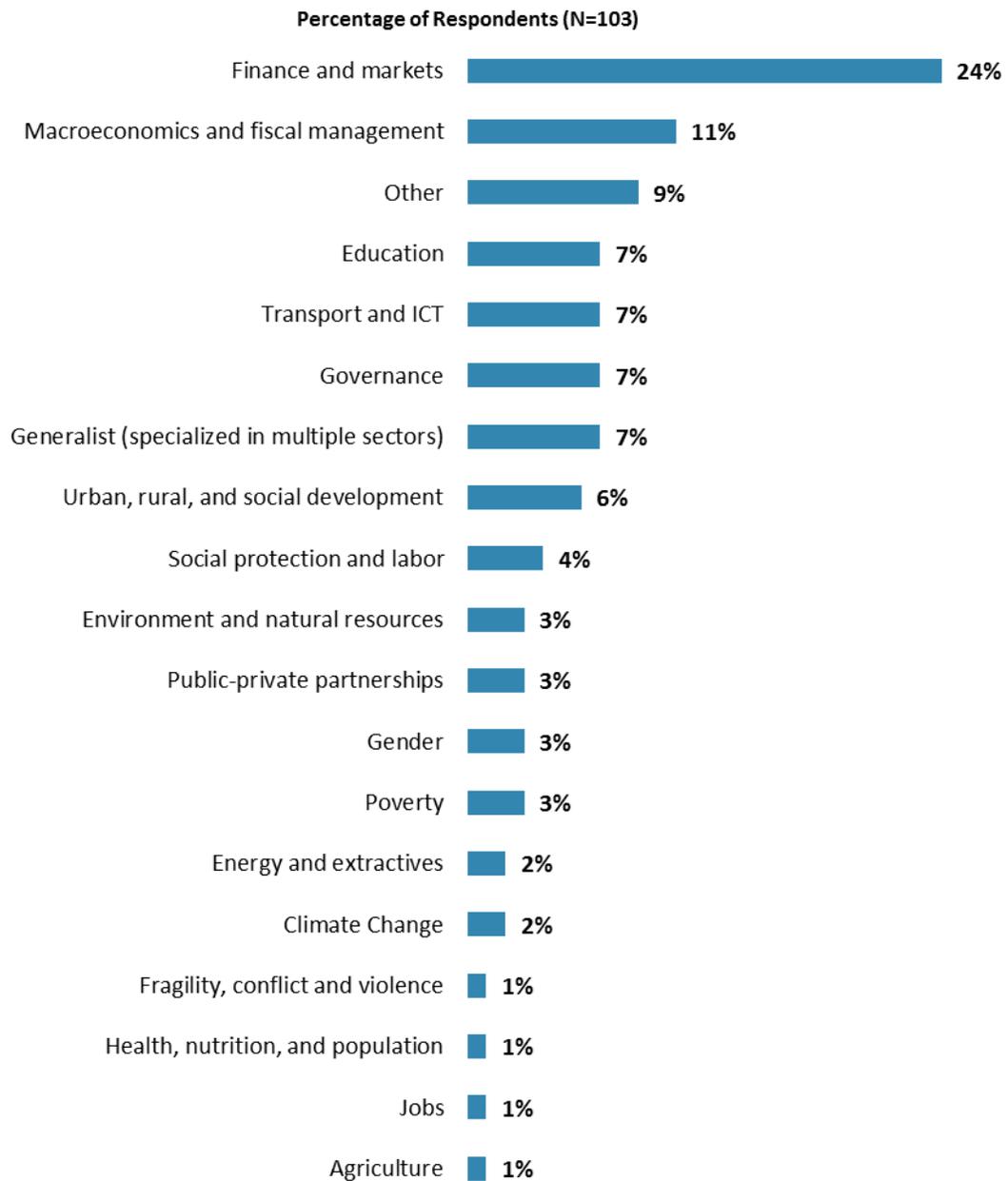


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



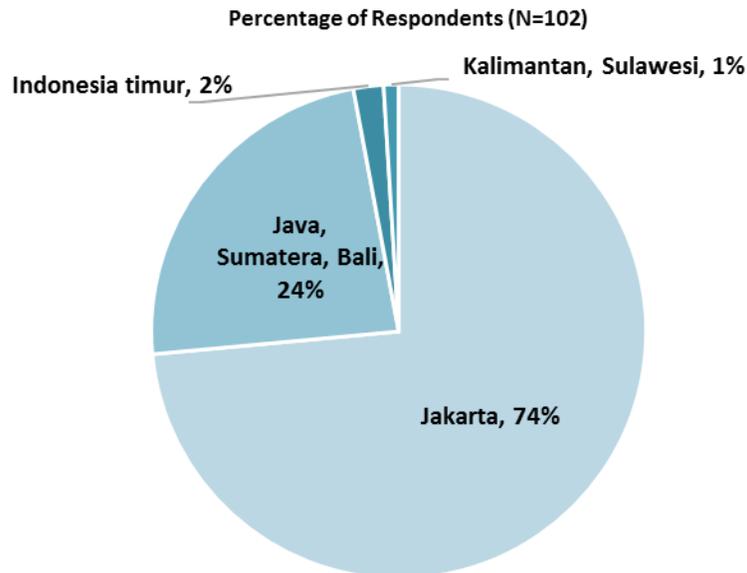
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

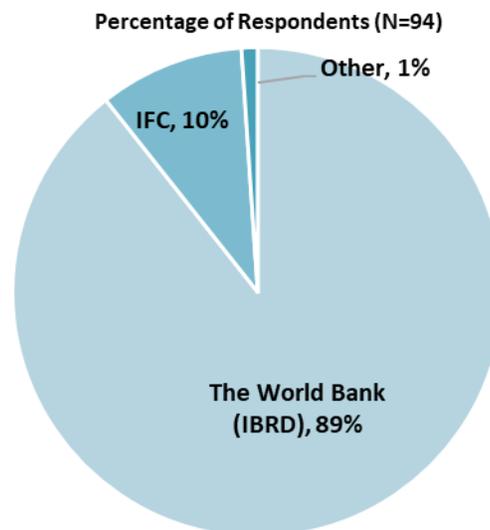
Geographic Locations

- For further analyses, the small number of respondents from Java, Sumatera, Bali, Kalimantan, Sulawesi, and Indonesia Timur were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 81).



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

Exposure to Agencies within the World Bank Group



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

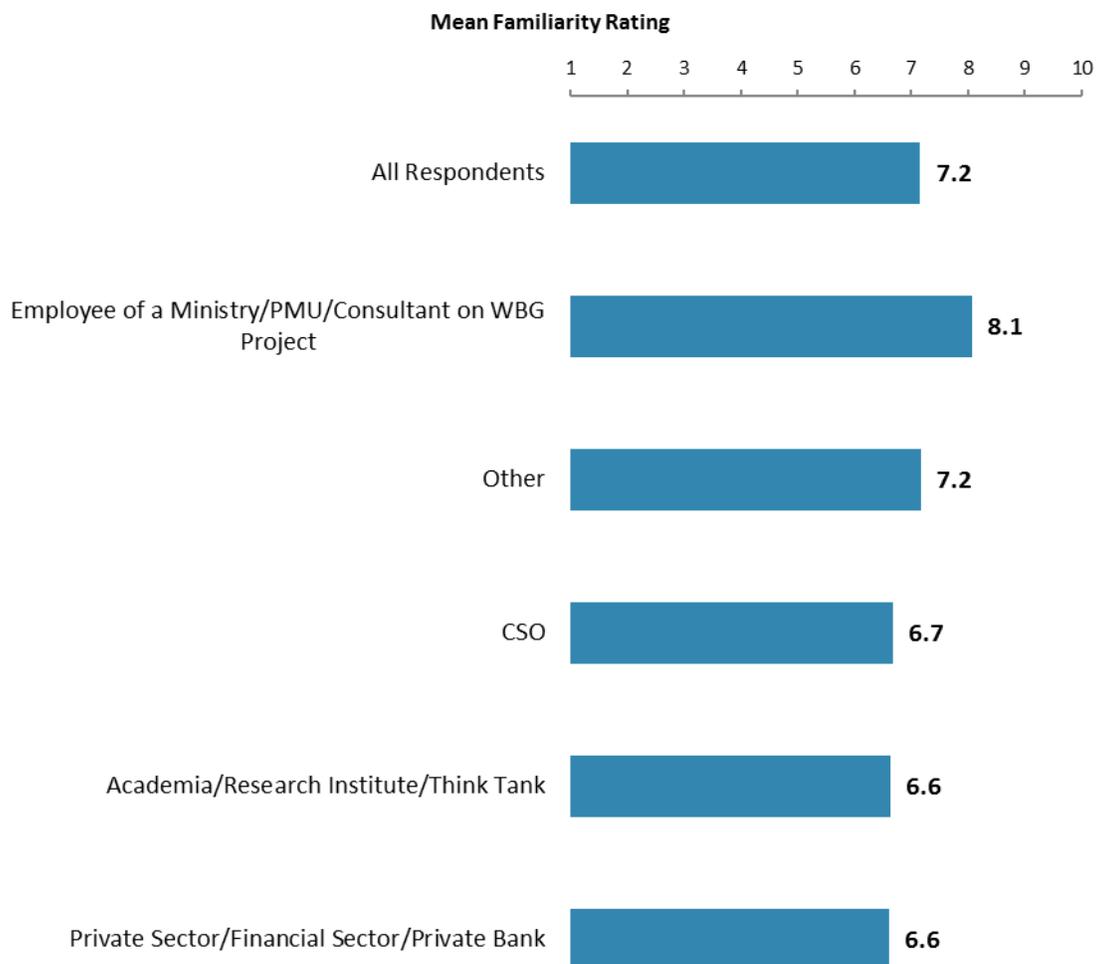
Note: No respondents selected "MIGA" response option.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG than respondents in the FY'15 Country Survey (weighted mean in FY'18 = 7.2; weighted mean in FY'15 = 6.7)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Indonesia, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in Indonesia, and the extent to which the WBG contributes to the country's development results.



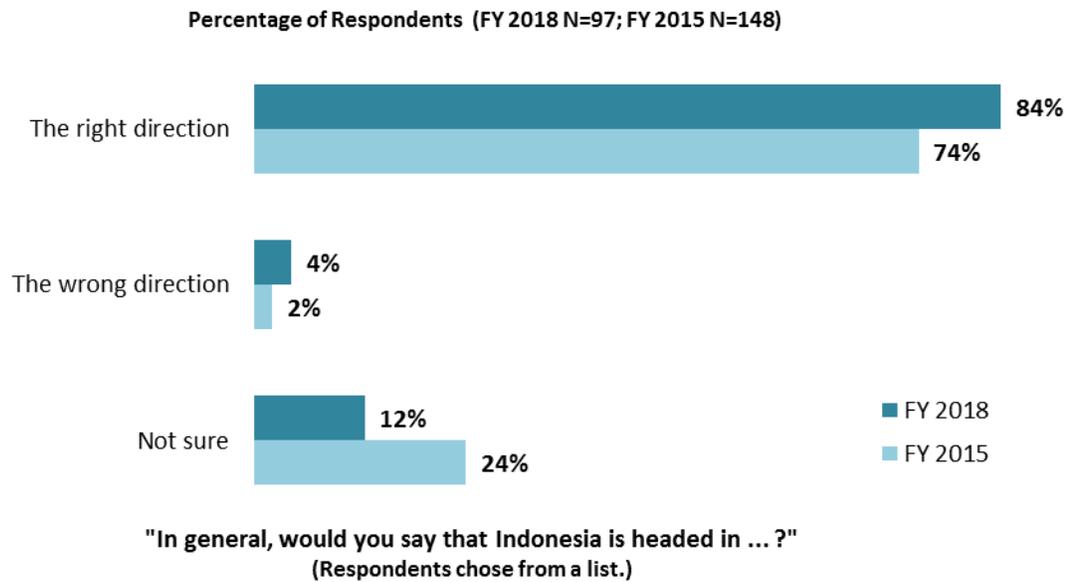
"How familiar are you with the work of the World Bank Group in Indonesia?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹ Please refer to Appendix E (page 89) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Indonesia

Headed in the Right Direction²



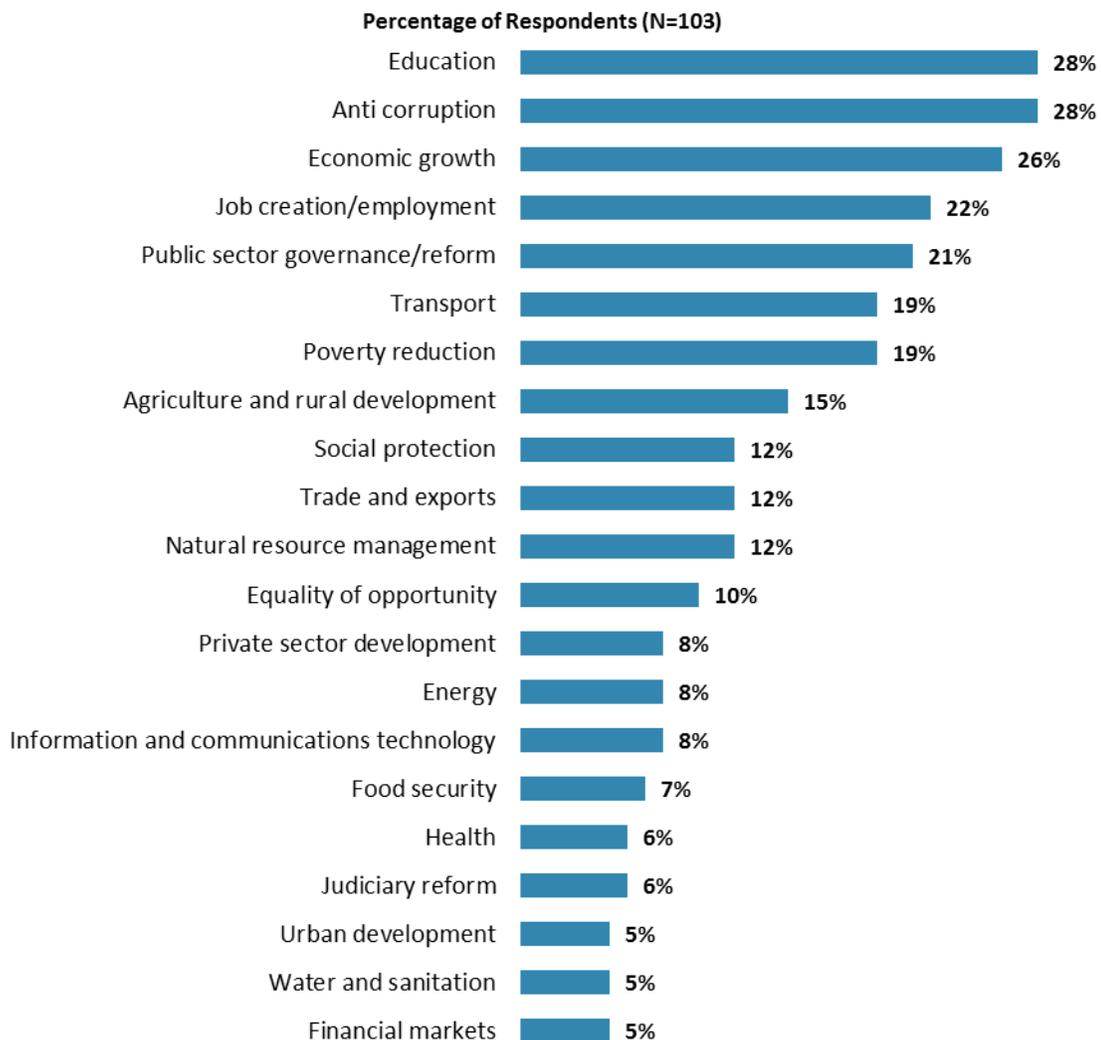
² Percentages presented in the chart were calculated based on weighted data.



IV. General Issues Facing Indonesia (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Indonesia were “*public sector governance/reform*” (44%), “*education*” (30%), “*transport and logistics*” (29%), and “*anti-corruption*” (27%).
- **Specialization:** Respondents who identified their primary specialization of work as “*finance and markets*” (24% of the sample) were more likely to indicate that “*economic growth*” was the most important development priority in Indonesia, compared to the rest of respondents in other areas of work (finance & markets specialists=40%; others=22%).



"Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 21 out of 29 response options shown.)

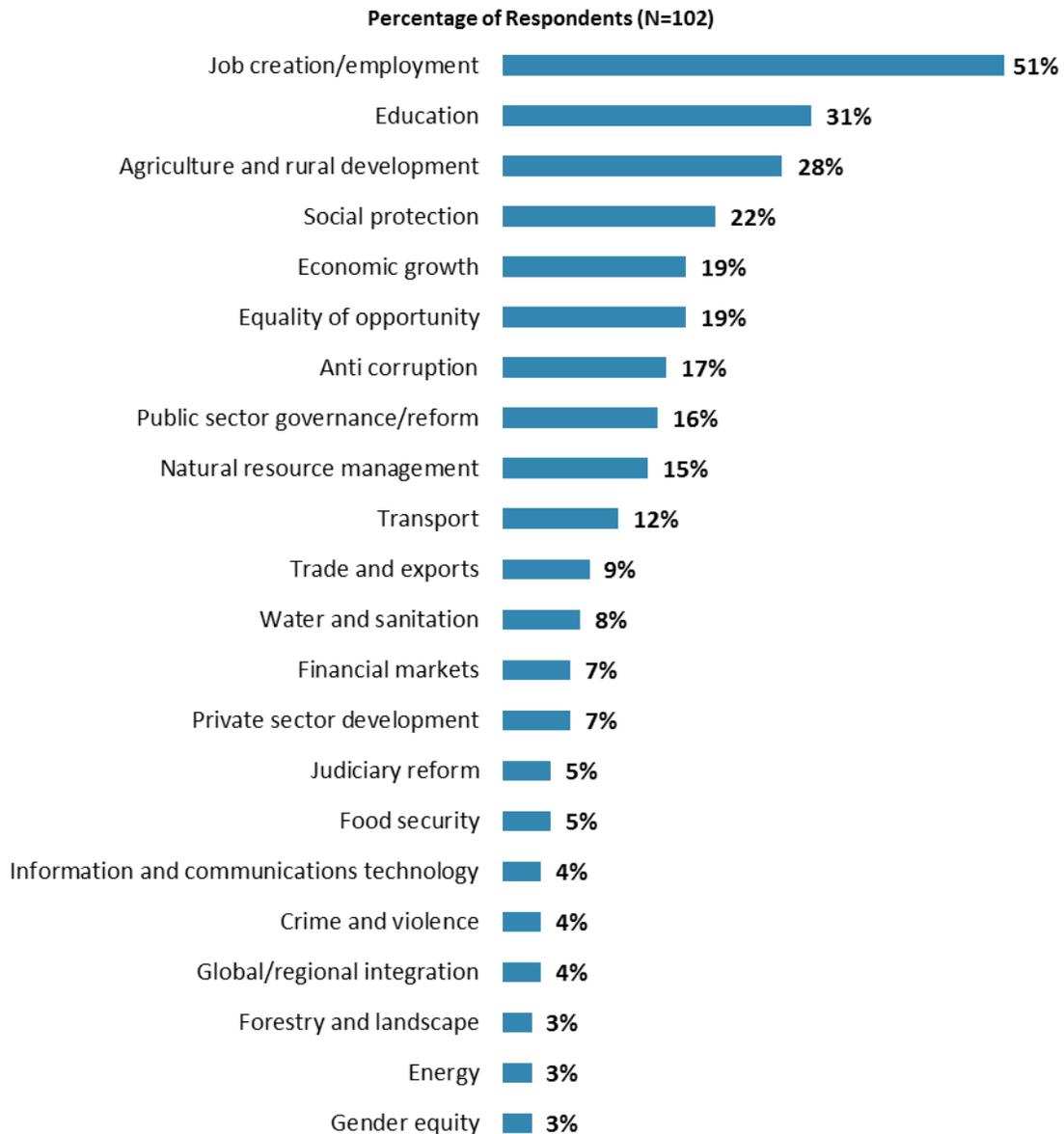
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in a country.



IV. General Issues Facing Indonesia (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Indonesia were “*education*” (39%), “*rural development*” (33%), and “*job creation/employment*” (30%).



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Indonesia? (Choose no more than THREE)"

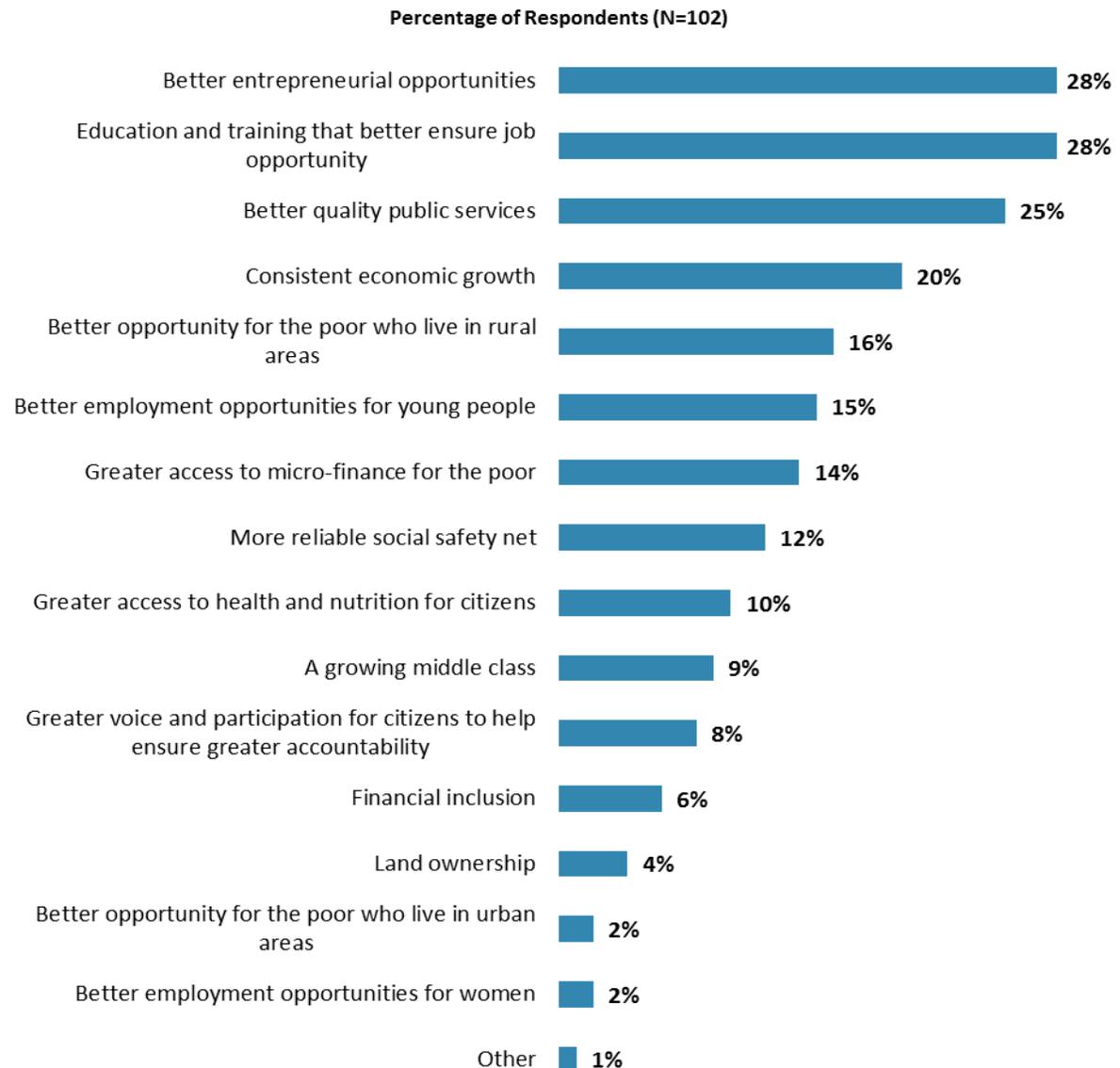
(Respondents chose from a list. Responses combined. Top 22 out of 28 response options shown.)



IV. General Issues Facing Indonesia (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in Indonesia can be best achieved through “*education and training that better ensure job opportunity*” (29%) and “*greater access to micro-finance for the poor*” (25%).



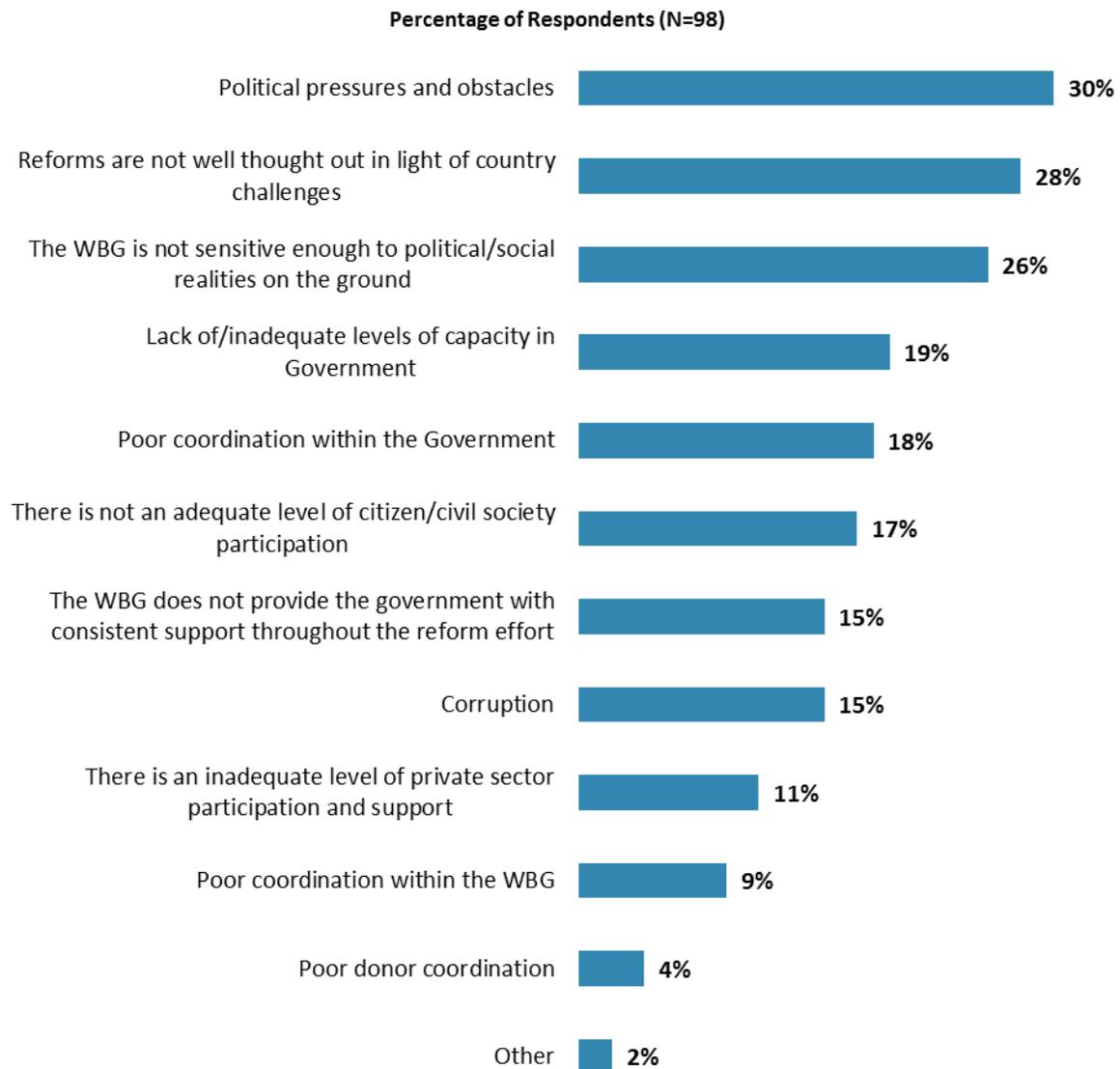
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“the World Bank Group is not sensitive enough to political/social realities on the ground”* (44%) and *“political pressures and obstacles”* (26%).



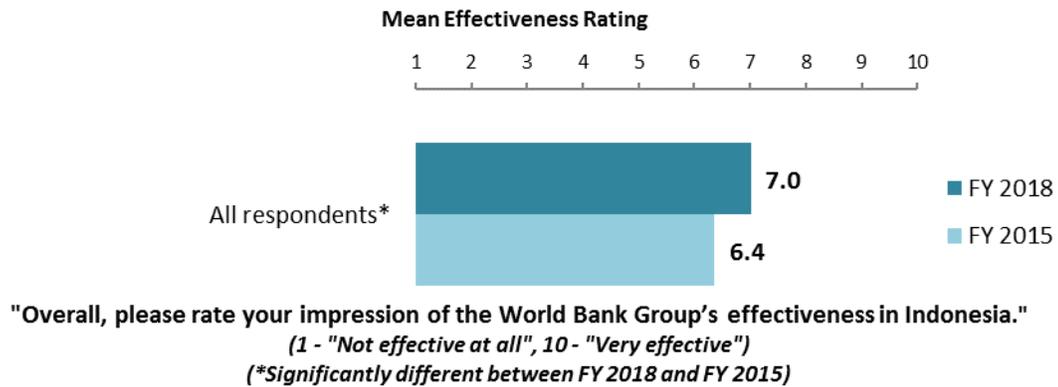
“When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



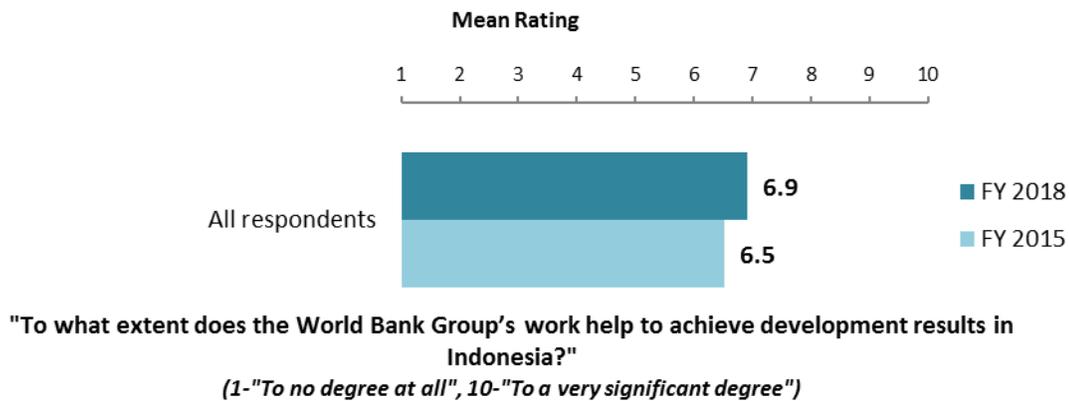
V. Overall Attitudes toward the World Bank Group (continued)

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

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



Achieving Development Results (Indicator Question)

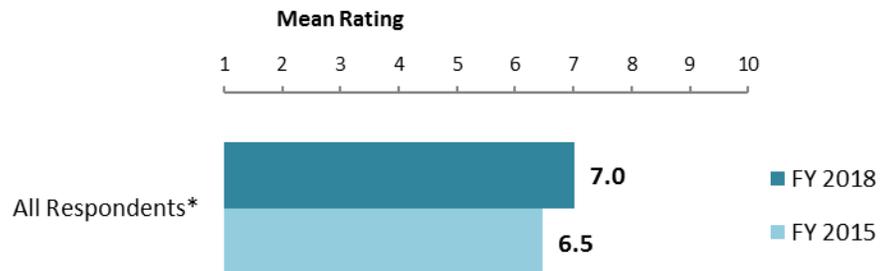


³ Means presented in the charts on this page were calculated based on weighted data.



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

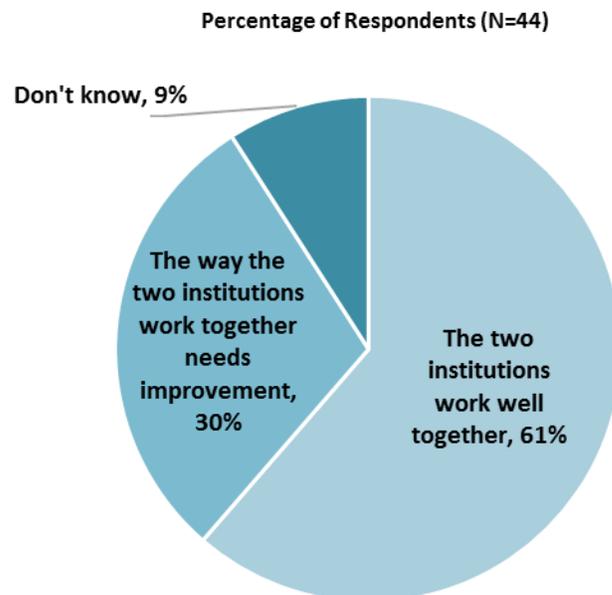
WBG Staff Preparedness⁴



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Indonesia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
*(*Significantly different between FY 2018 and FY 2015)*

The World Bank and the IFC Working Together

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



"If your projects involved both the World Bank and the IFC, what was your view of how the two institutions work together in Indonesia?" (Respondents chose from a list.)
Note: No respondents selected "The two institutions do not work well together" response option.

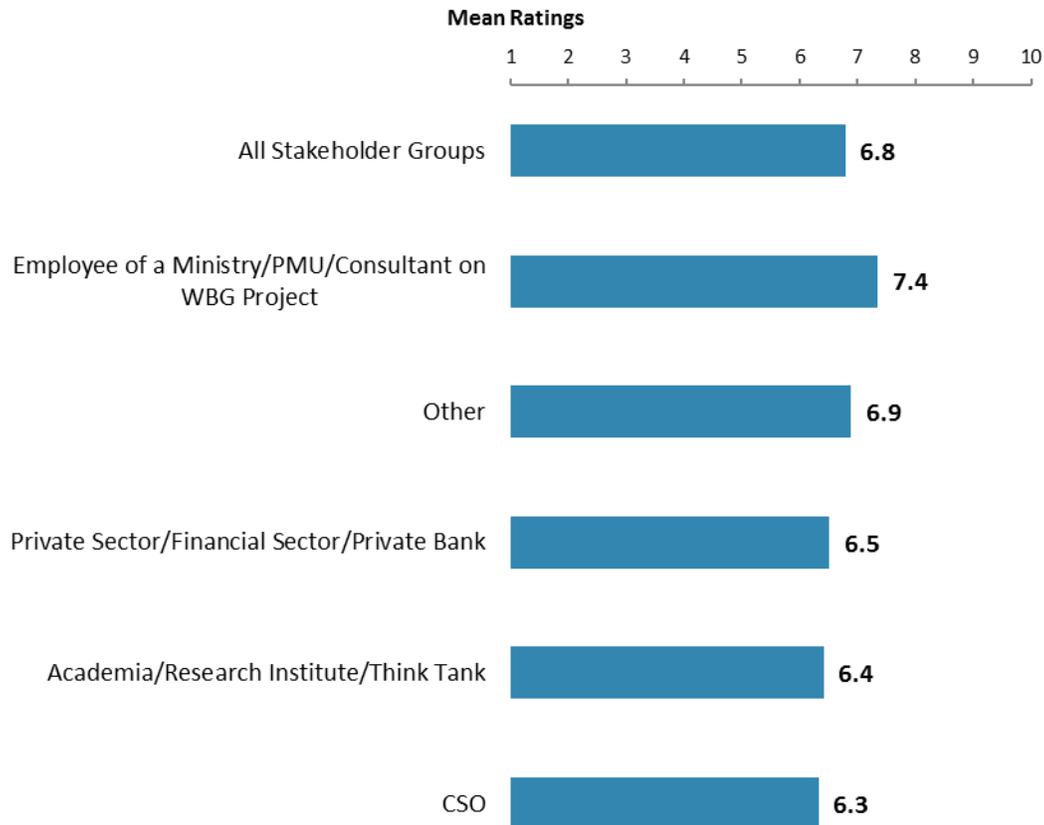
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 95).



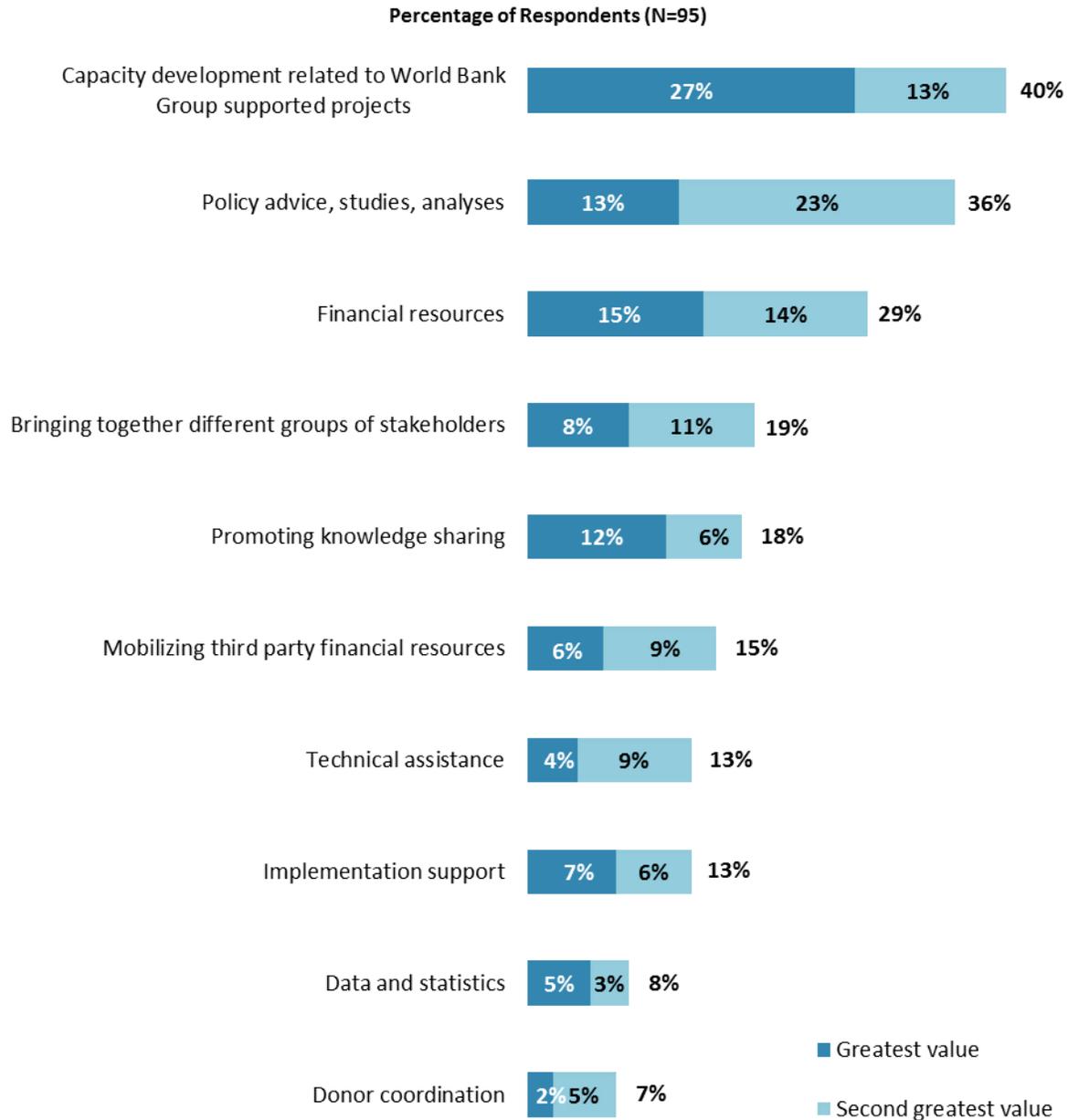
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Indonesia were its "*policy advice, studies, analyses*" (48%) and "*capacity development*" (40%).



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

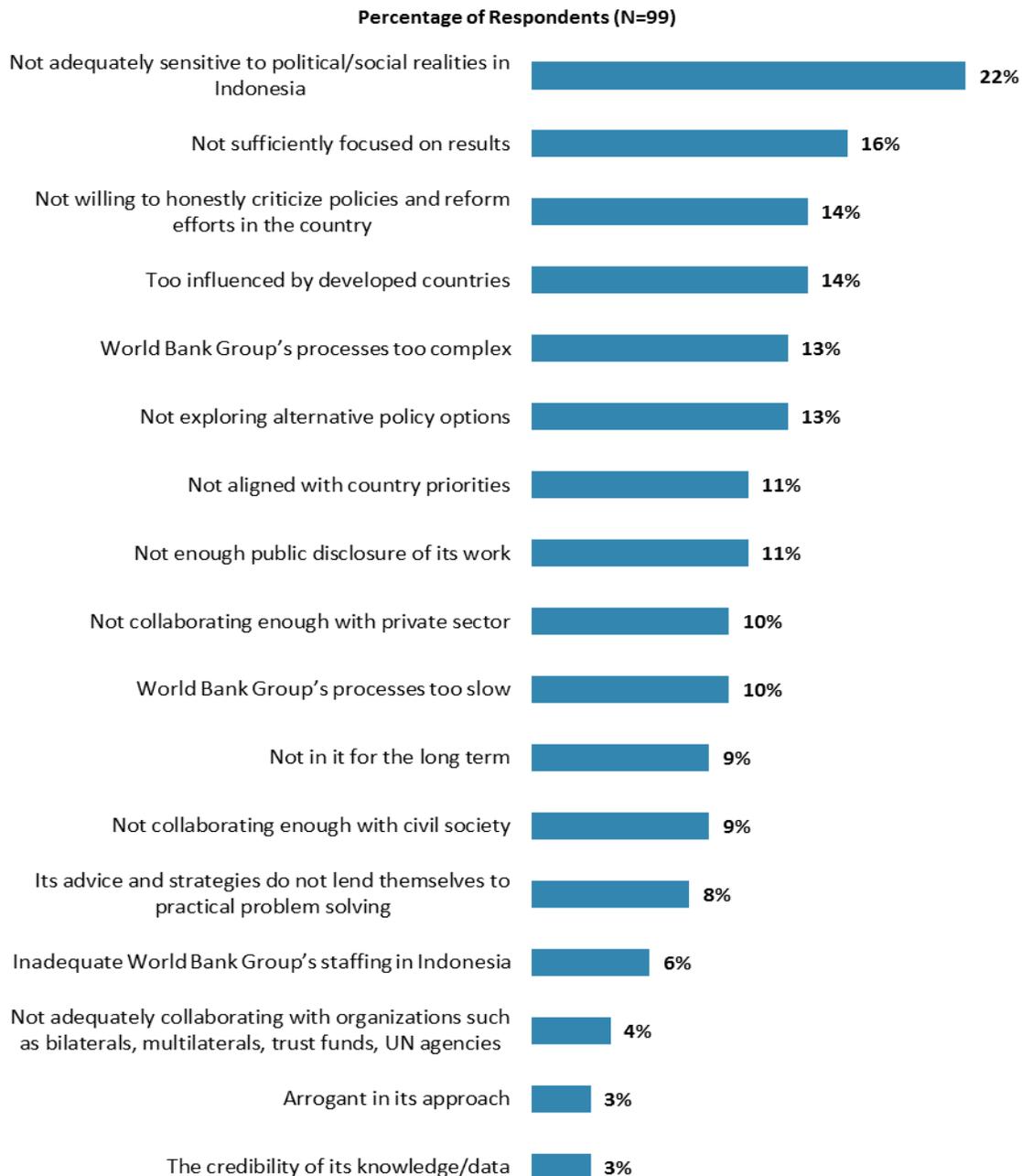
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in Indonesia were “*not enough public disclosure of its work*” (20%), “*imposing technocratic solutions without regard to political realities*” (19%), and “*World Bank Group's processes too slow*” (19%).

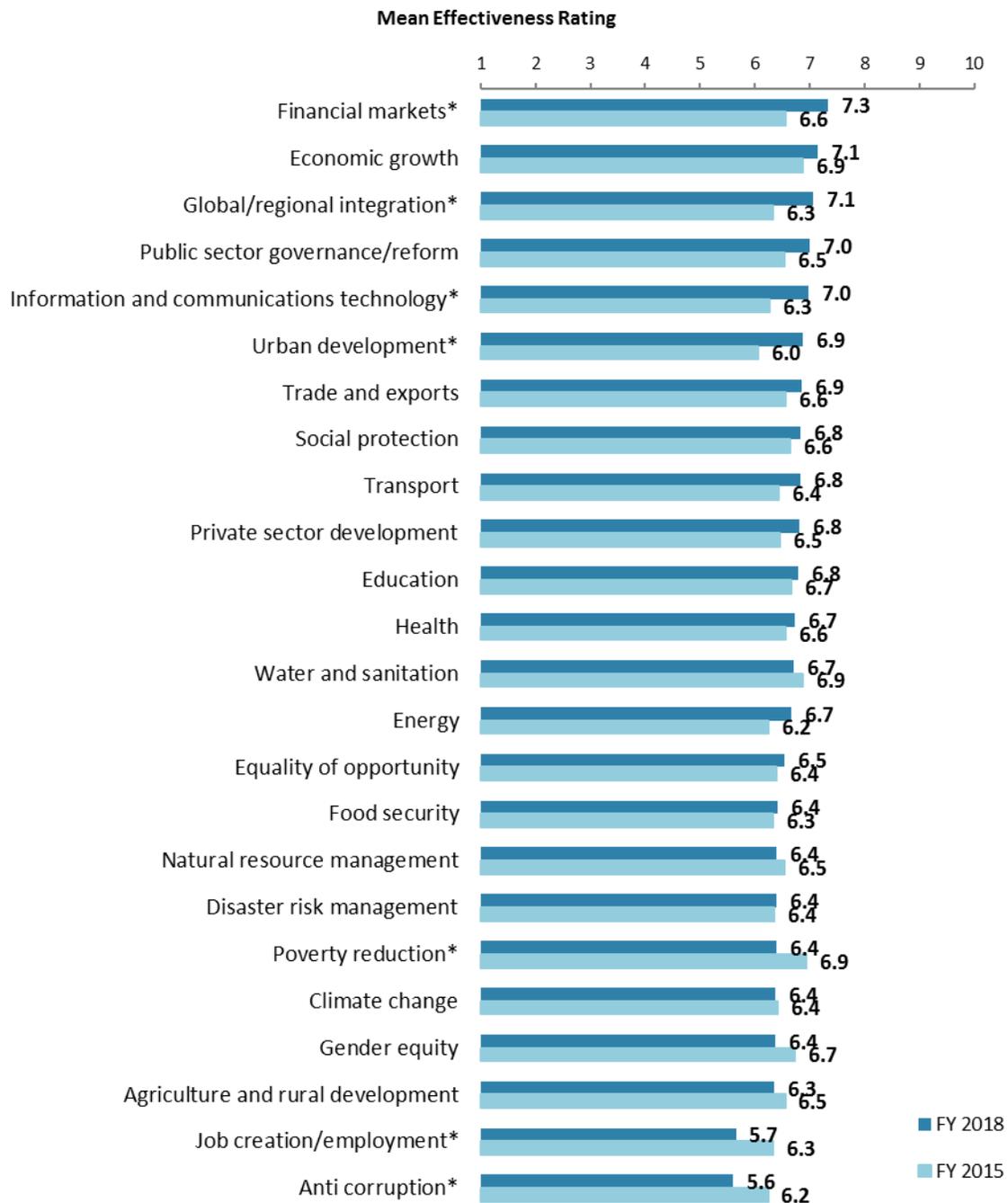


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined. Top 17 out of 20 response options shown)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



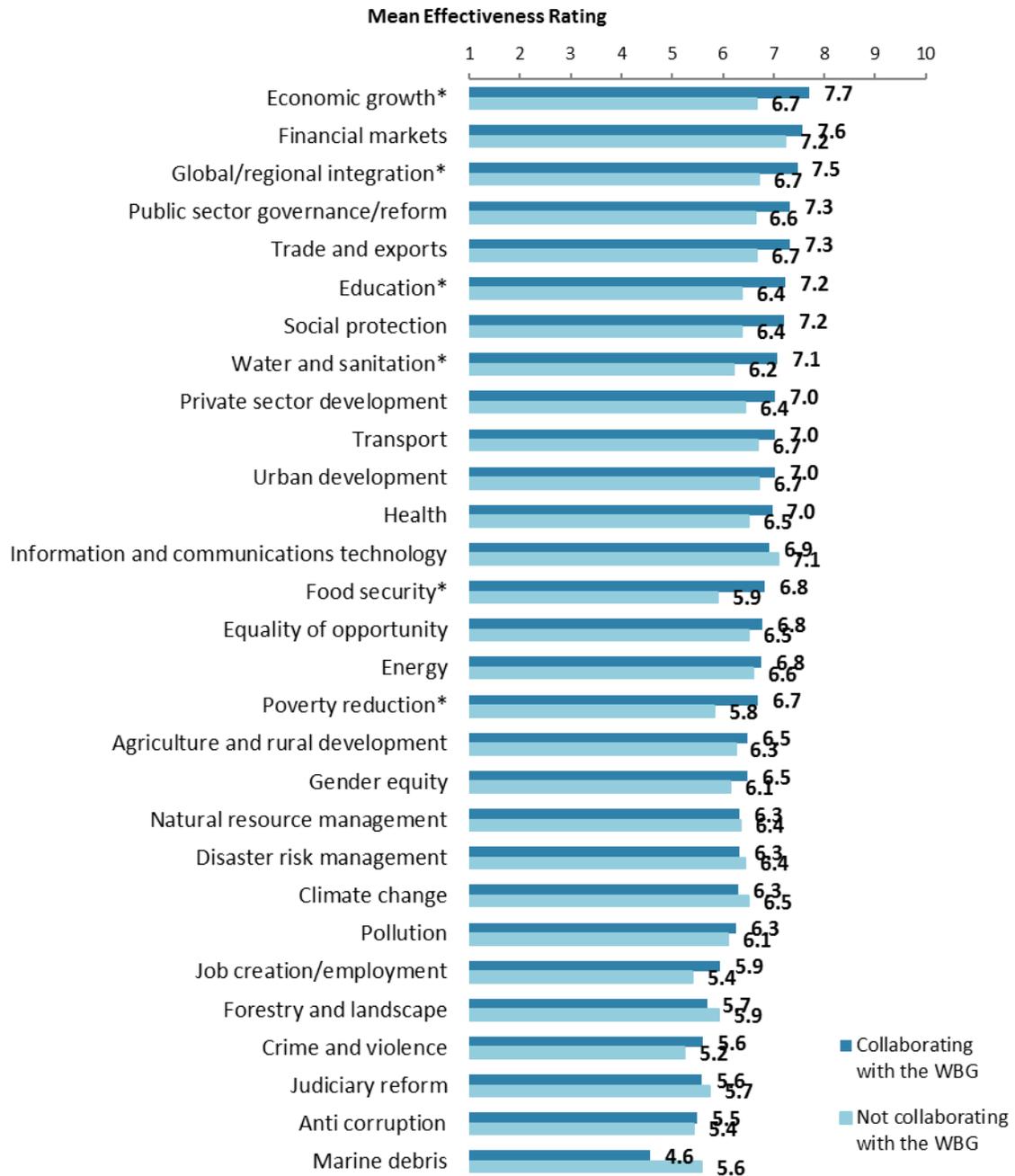
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2018 and FY 2015)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 53) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

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

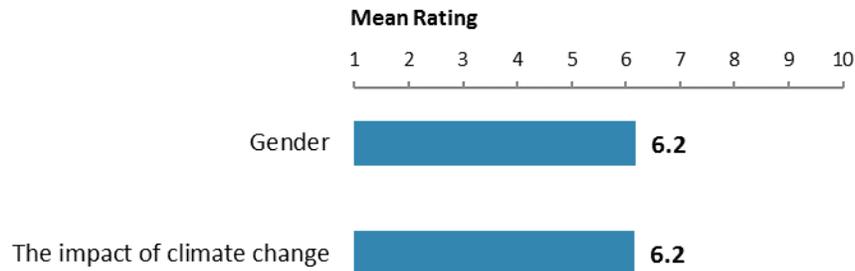
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Indonesia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at social protection; and
 - The WBG's effectiveness at economic growth.

- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Indonesia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at social protection;
 - The WBG's effectiveness at information and communications technology; and
 - The WBG's effectiveness at equality of opportunity.



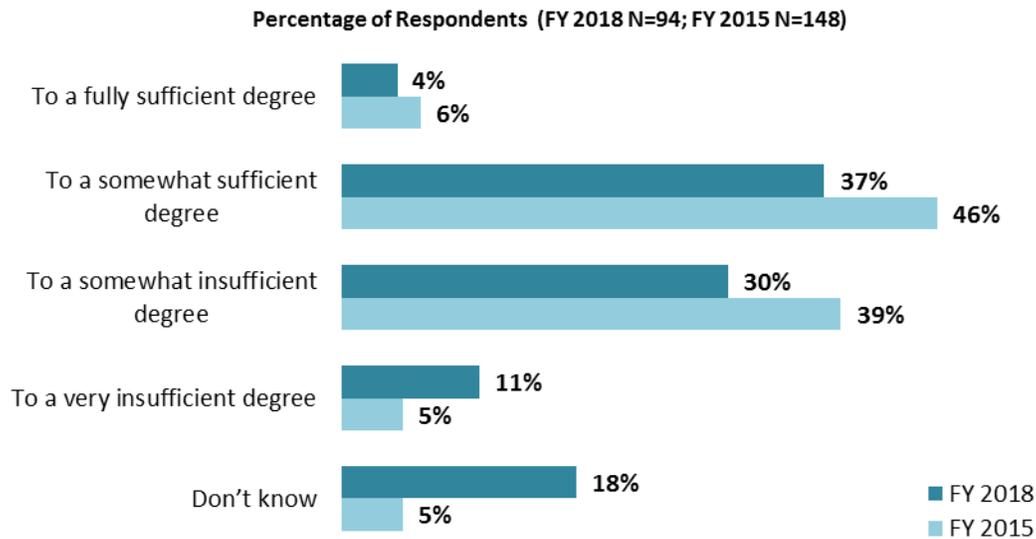
VI. Sectoral Effectiveness (continued)

WBG's Impact on Gender and Climate Change



"In Indonesia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

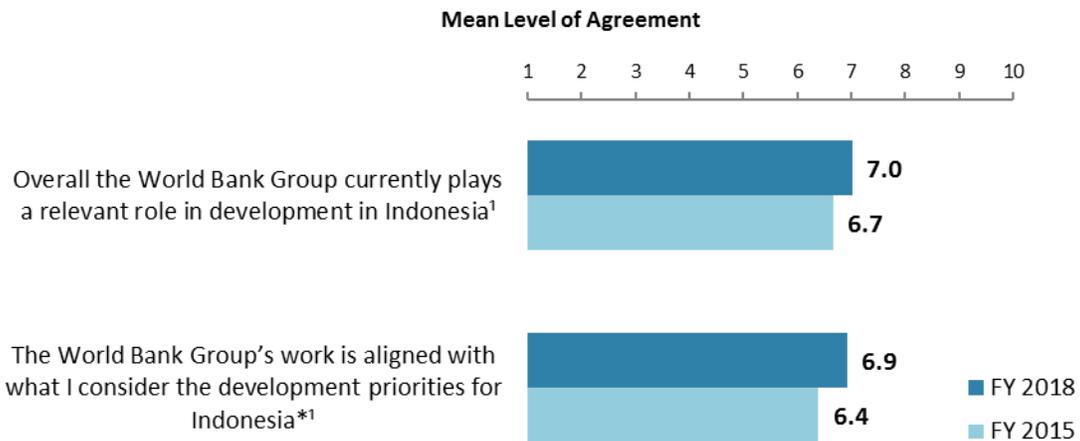


"To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia?" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in Indonesia: Year Comparison⁷

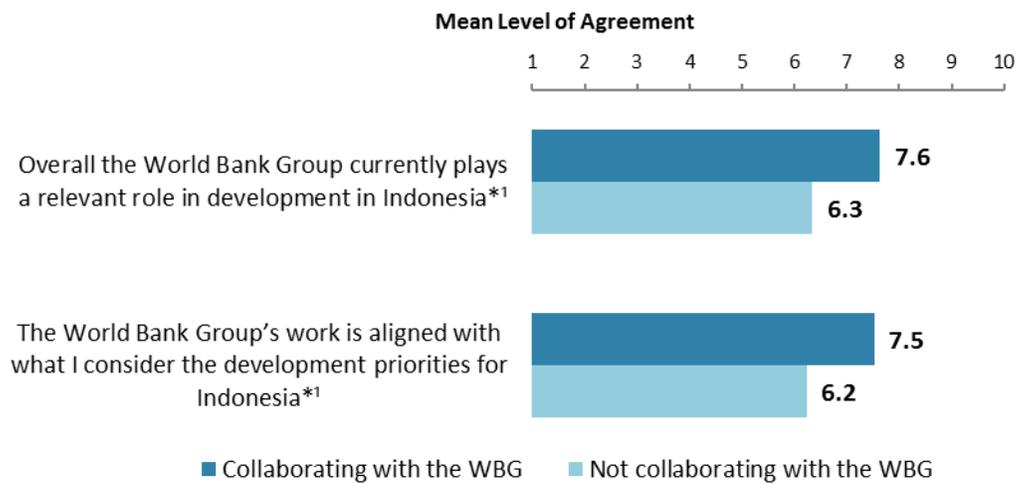


"To what extent do you agree with the following statements about the World Bank Group's work in Indonesia?" (1-"Strongly disagree", 10-"Strongly agree")

*(*Significantly different between FY 2018 and FY 2015)*

¹Indicator Question

The World Bank Group's Work in Indonesia: Collaboration



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

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

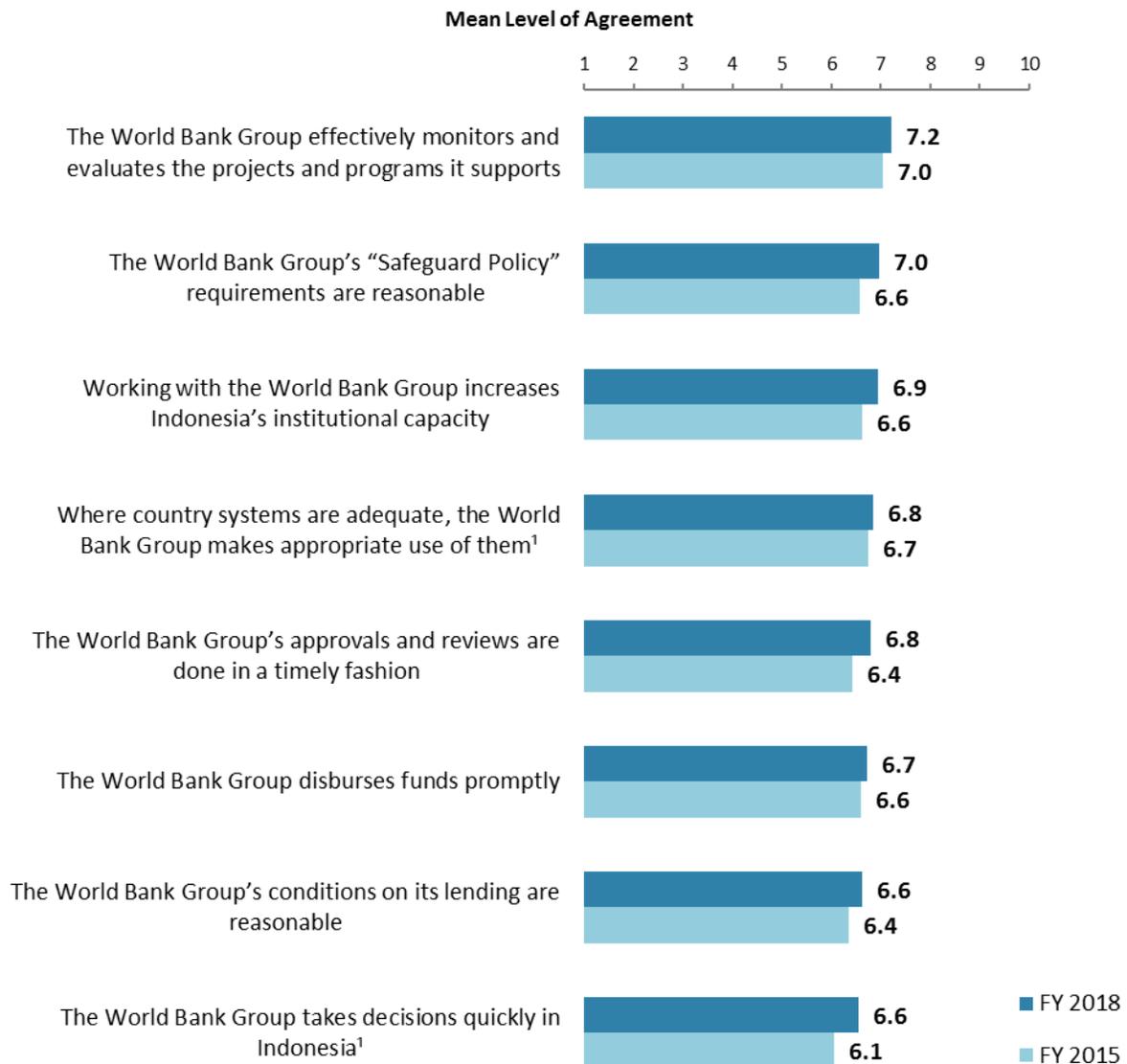
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



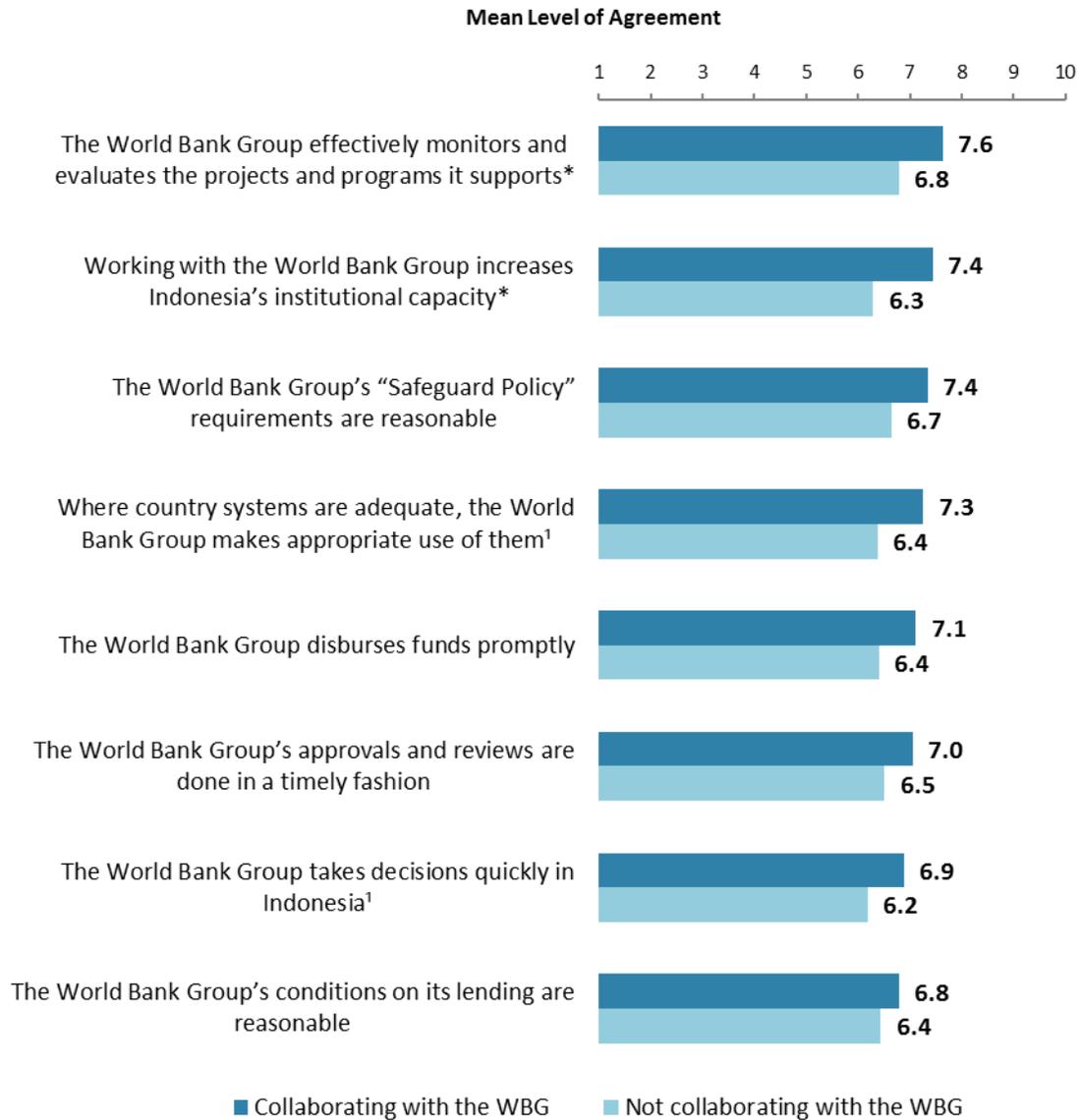
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
'Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

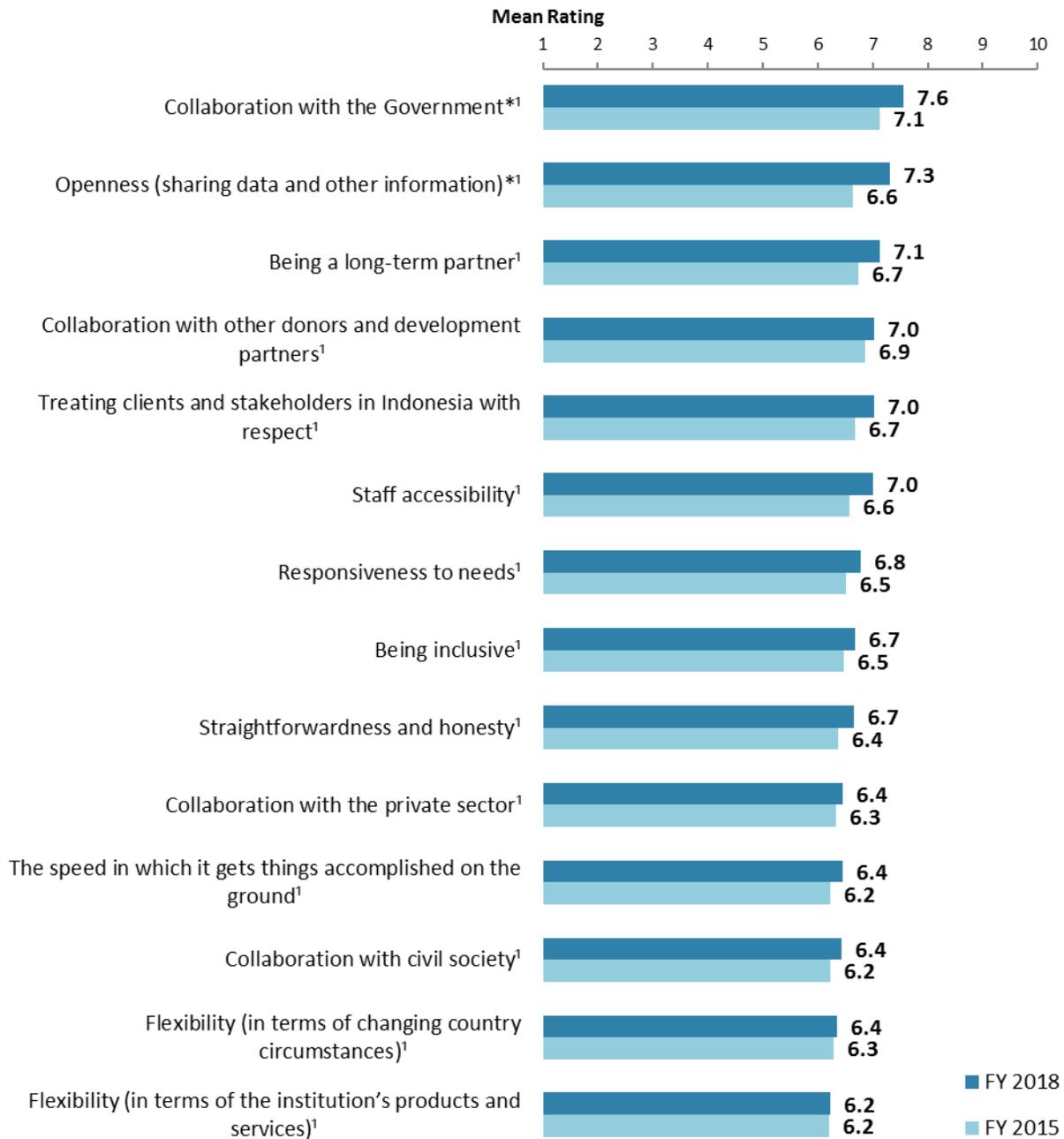


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
'Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2018 and FY 2015)

¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration

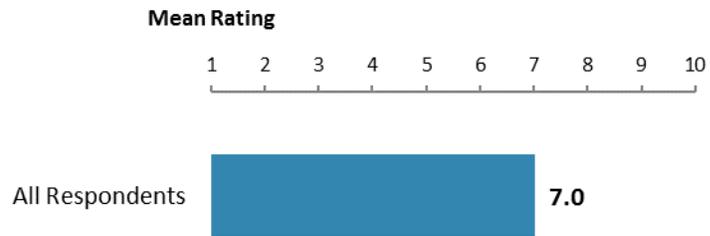


"To what extent is the World Bank Group an effective development partner in Indonesia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



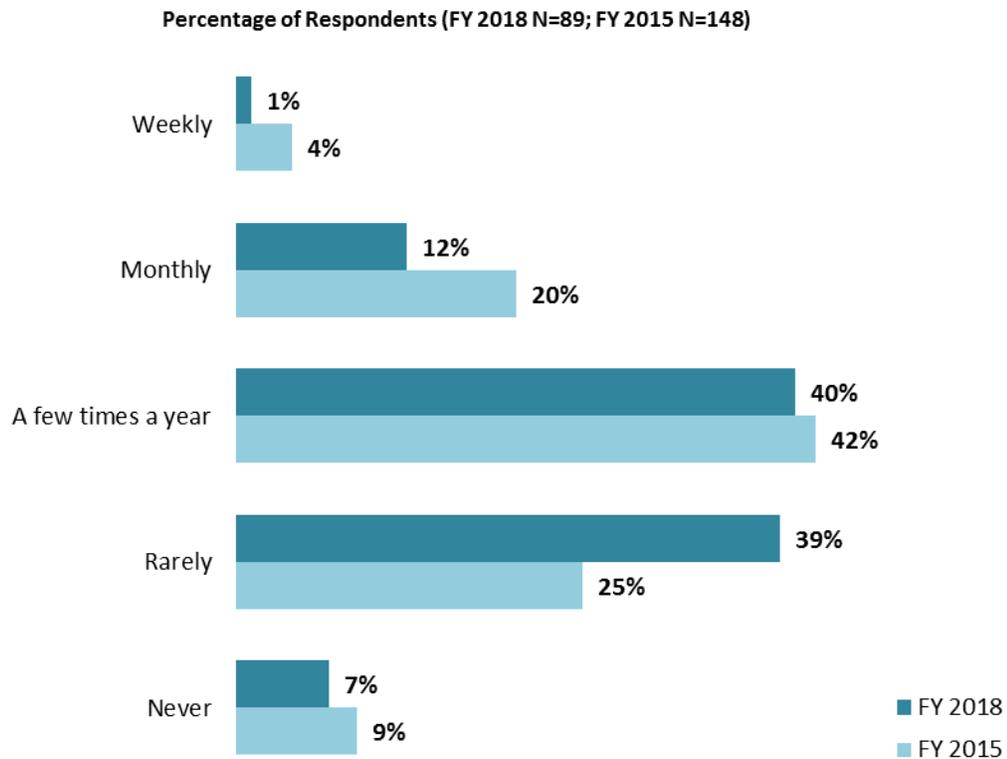
"How effectively does the World Bank Group help Indonesia to mobilize finance for development from private sector sources?" (1-"Not effectively at all", 10-"Very effectively")



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** This year, respondents from CSO and employees of ministries/ PMUs/consultants on WBG projects indicated more frequent usage of the WBG’s knowledge work and activities (“*monthly*”) compared to respondents from other stakeholder groups.



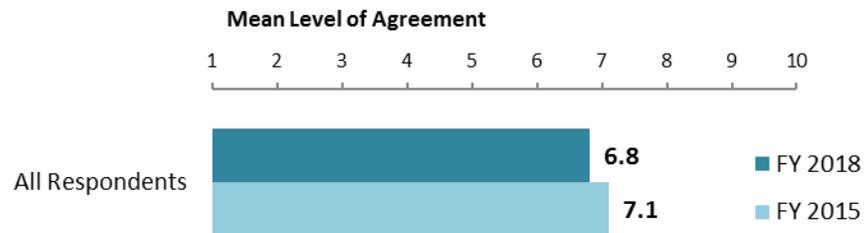
"How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?" (Respondents chose from a list.)

¹⁰ Percentages in the chart were calculated based on weighted data.



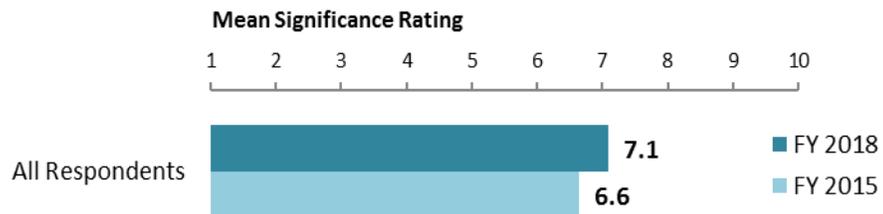
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Indonesia's Knowledge Needs¹¹ (Indicator Question)



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

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



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

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



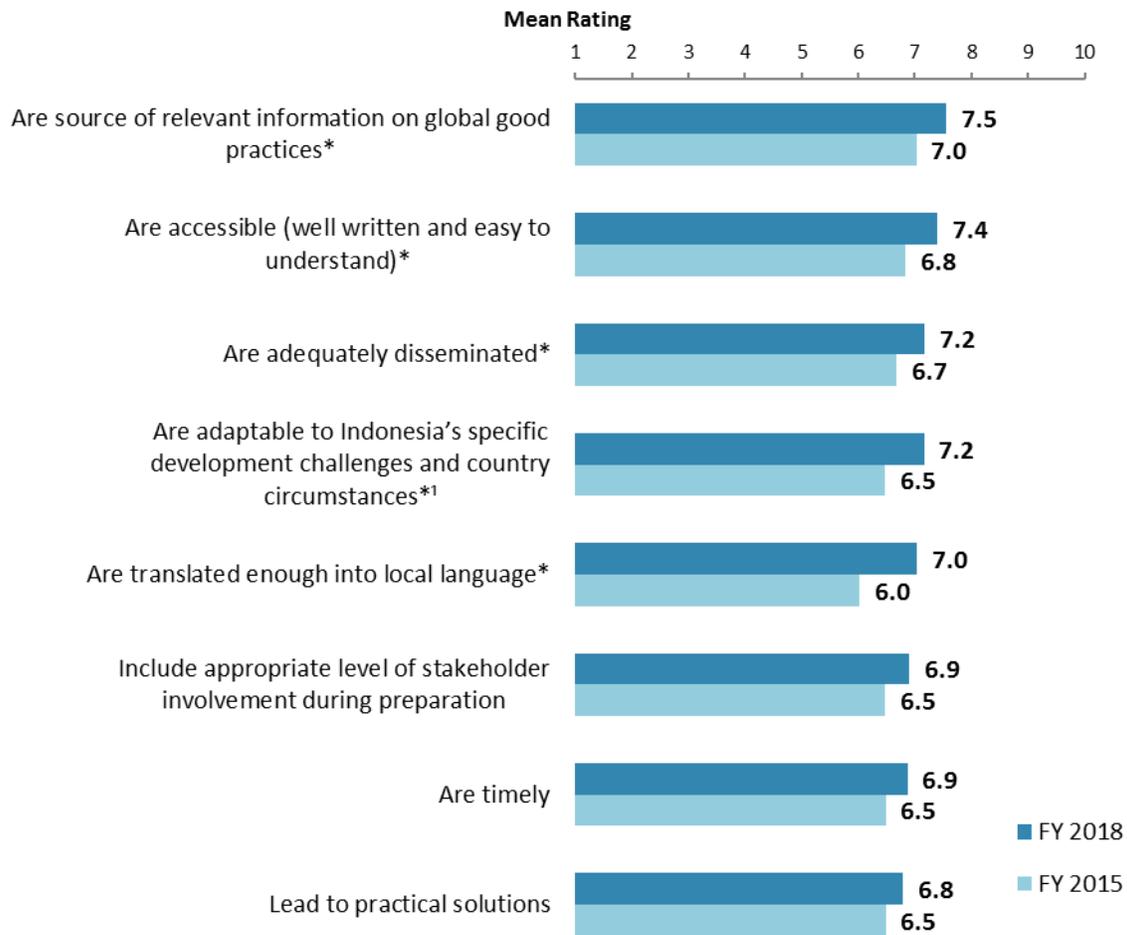
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²



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

(*Significantly different between FY 2018 and FY 2015)

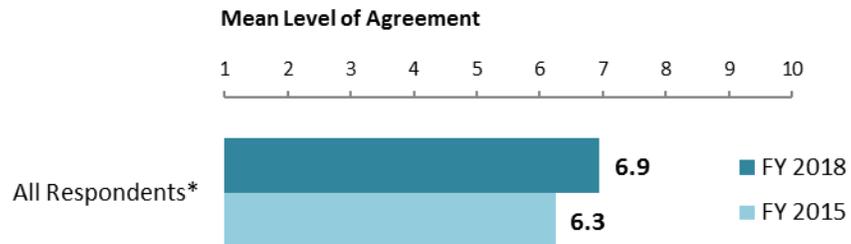
¹Indicator Question

¹² Means in the chart were calculated based on weighted data.



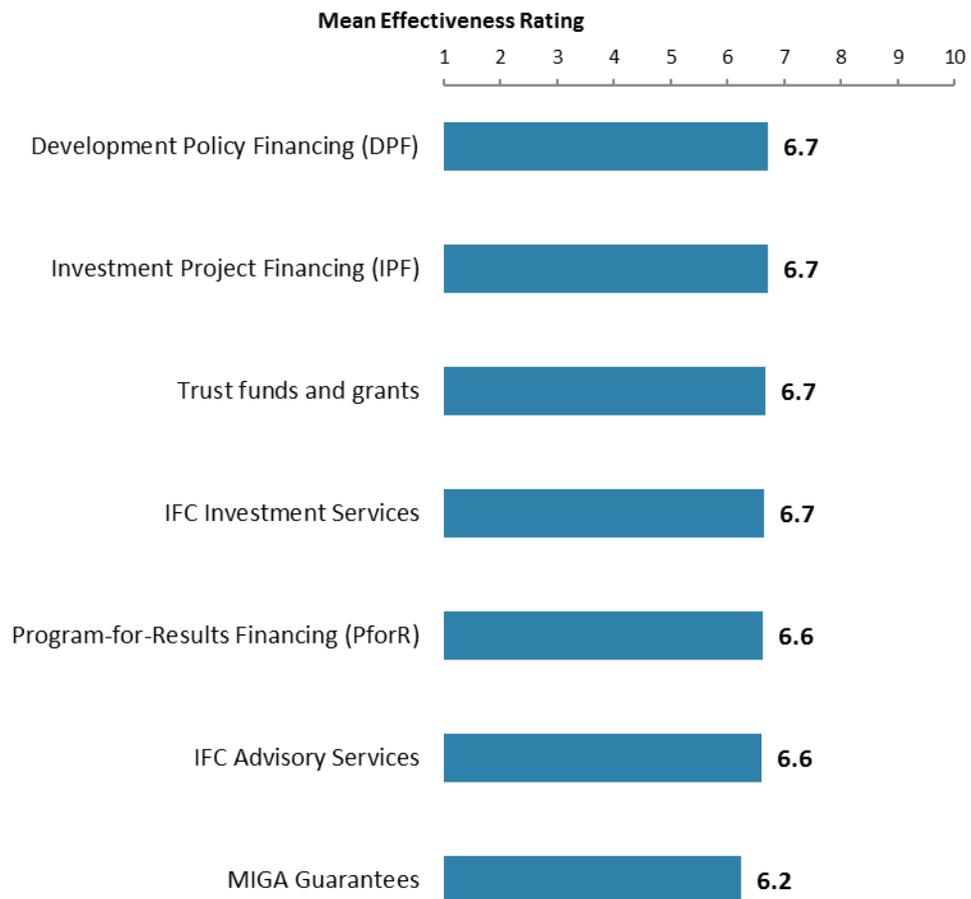
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Indonesia’s Needs for Financial Instruments¹³ (Indicator Question)



"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Indonesia."
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2018 and FY 2015)*

Effectiveness of WBG’s Instruments



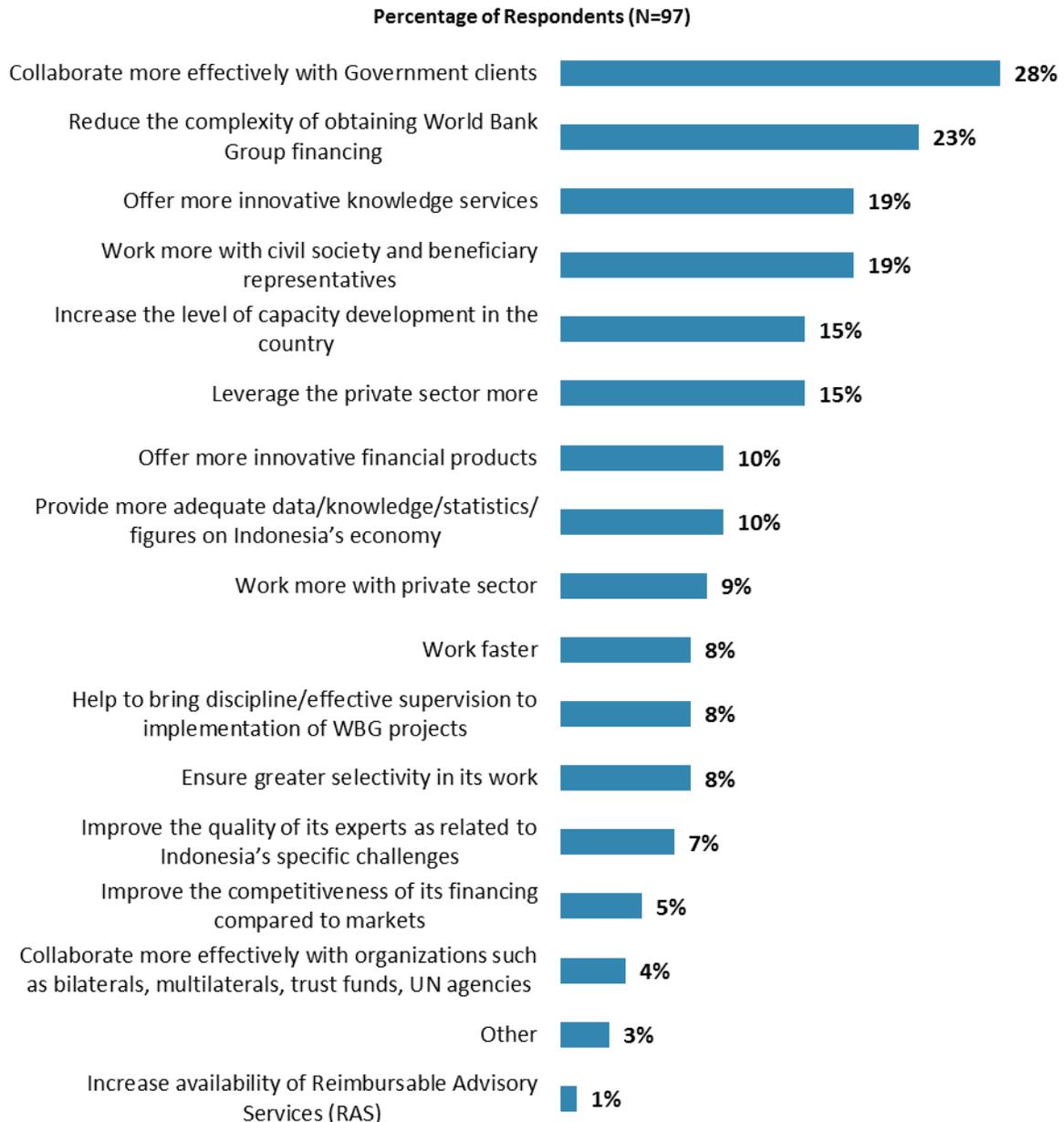
"How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Indonesia Government’s efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should “*provide more adequate data/knowledge/statistics/figures on Indonesia’s economy*” (33%) to make itself of greater value in Indonesia.



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

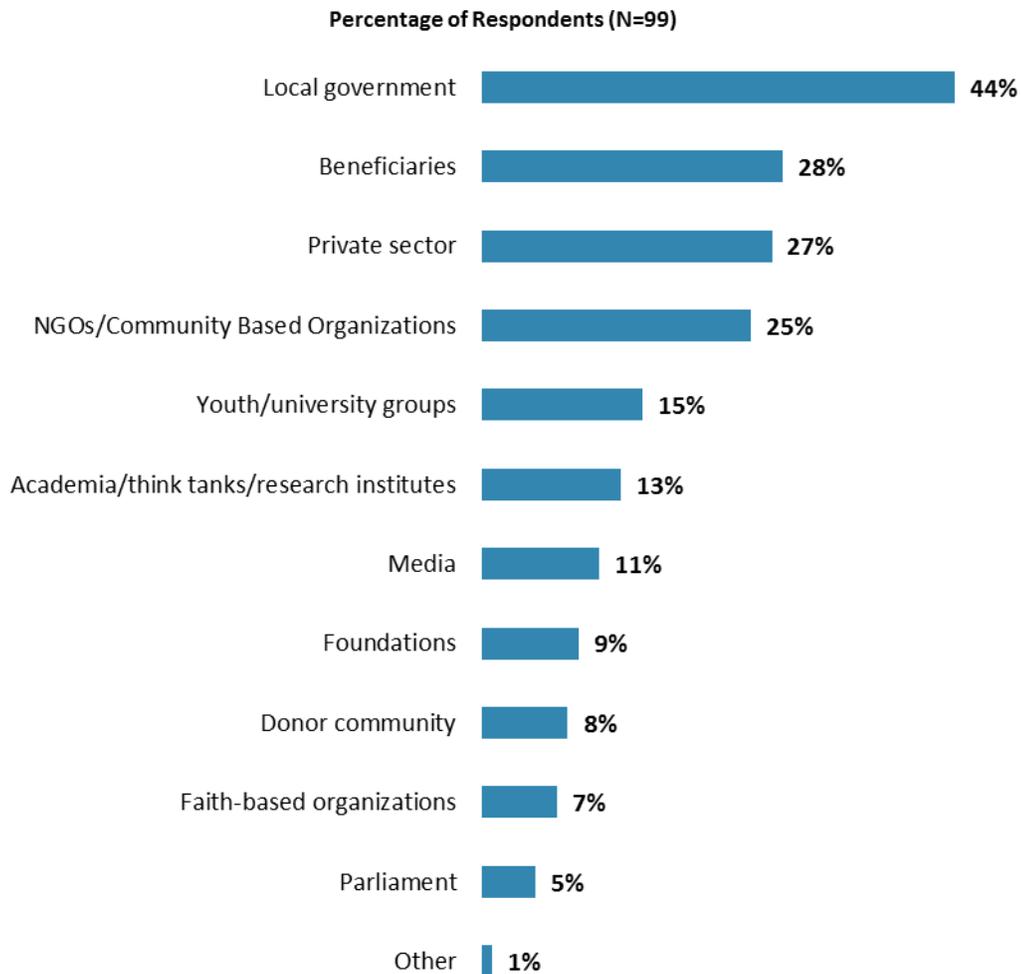
¹³ Means in the chart were calculated based on weighted data.



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the World Bank Group should work more with “*academia/think tanks/research institutes*” (35%), “*NGOs/Community Based Organizations*” (34%), “*beneficiaries*” (31%), and “*local government*” (30%) to ensure better development results in Indonesia.



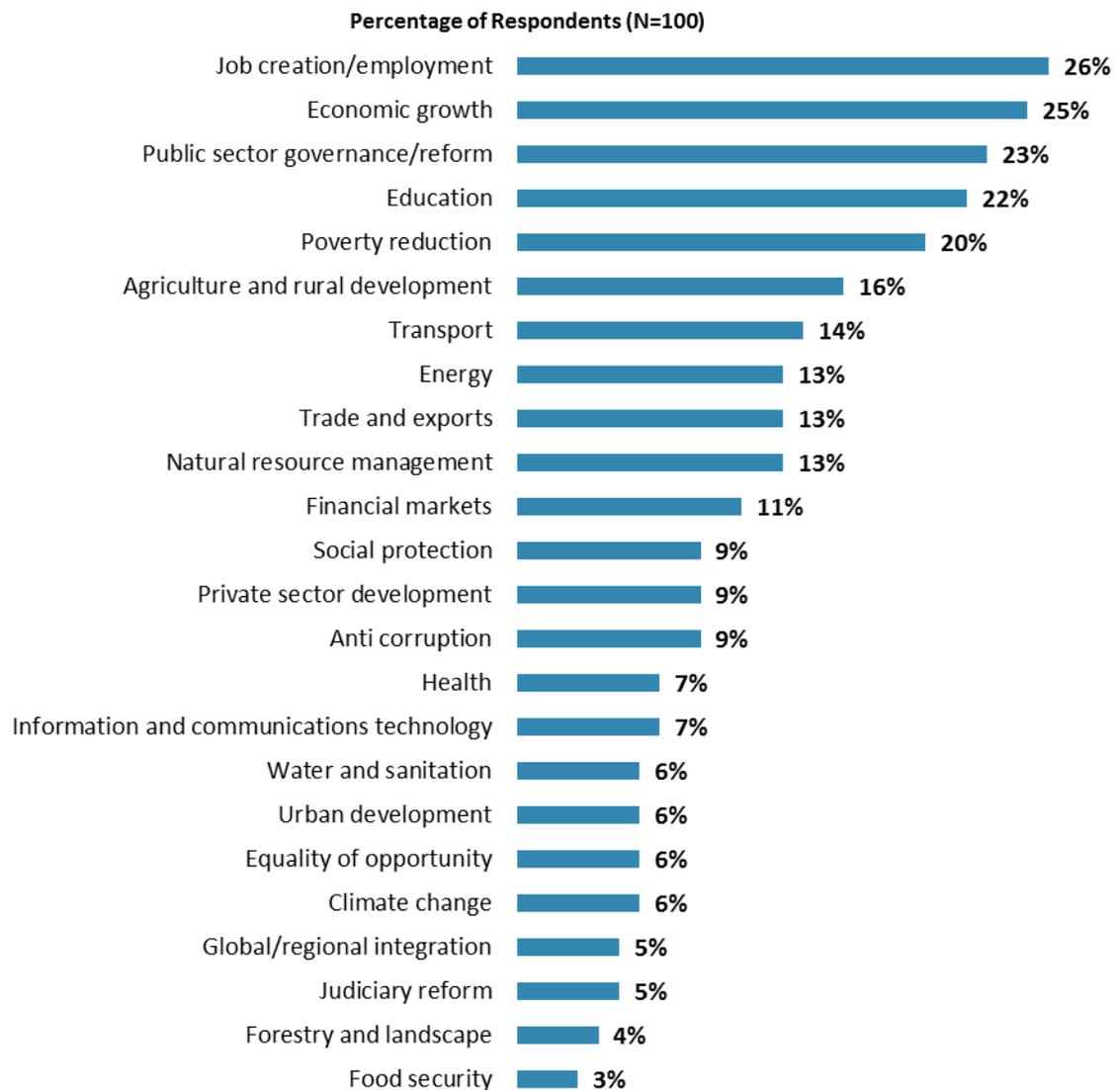
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus most of its resources on “*education*” (28%), “*public sector governance/reform*” (27%), and “*transport and logistics*” (25%).
- **Stakeholders:** In this year’s Country Survey respondents from CSO were significantly more likely than representatives from other groups to believe that the WBG should focus most its resources on “*public sector governance/reform.*”



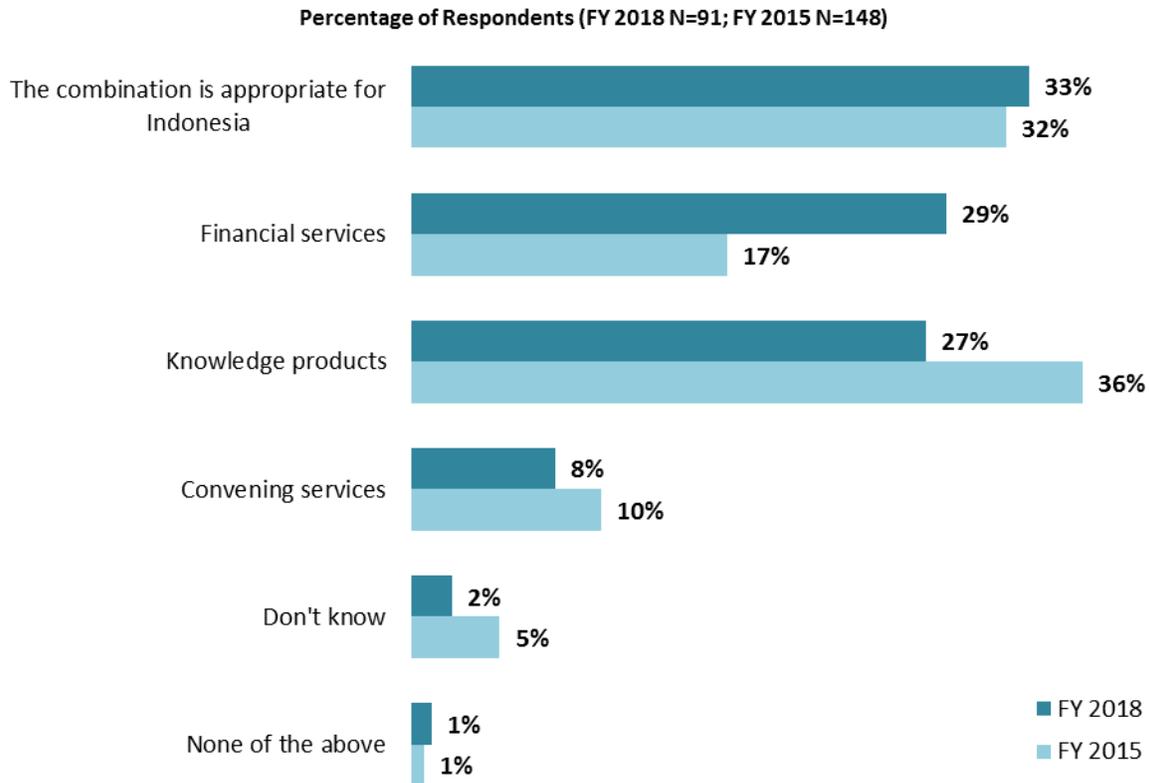
“When thinking about how the World Bank Group can have the most impact on development results in Indonesia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 24 of 29 response options shown.)



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

Future Combination of the WBG Services¹⁴



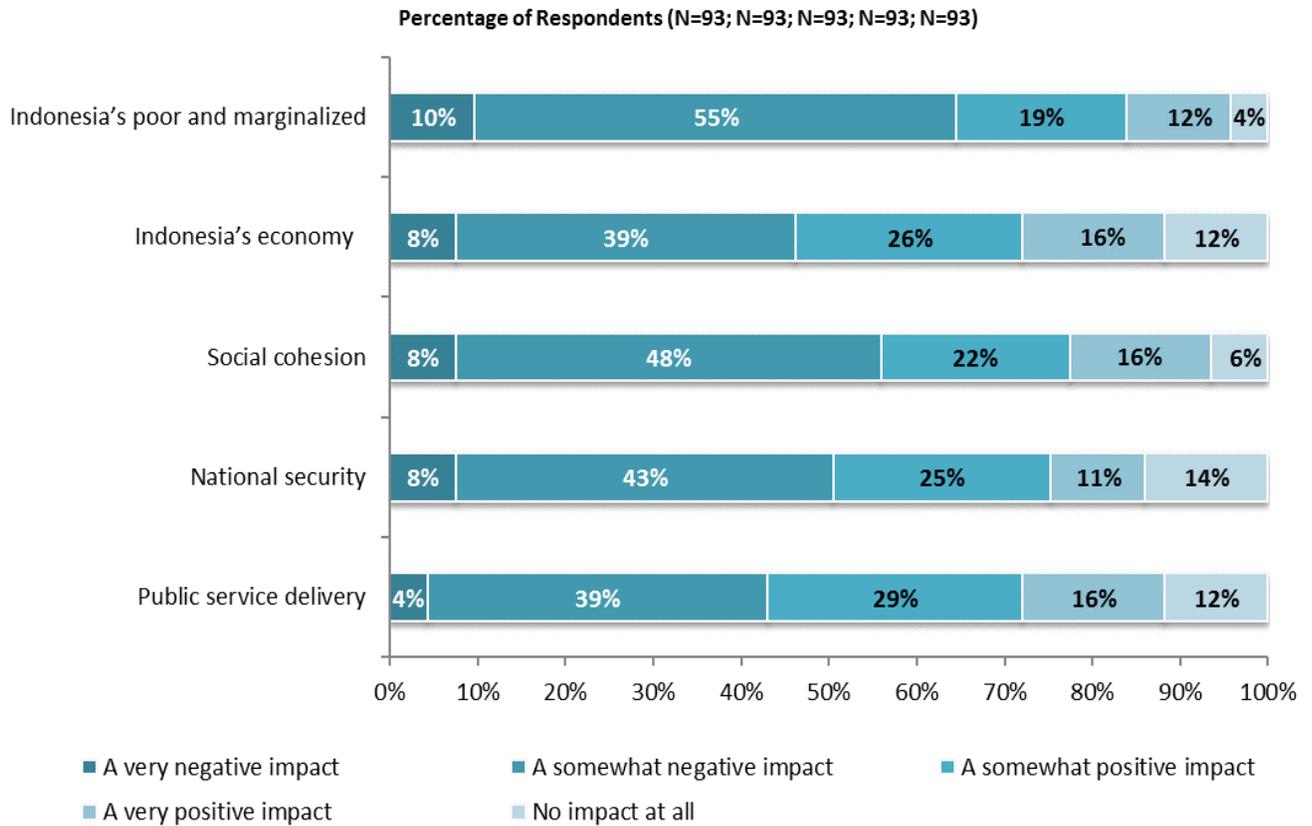
"When considering the combination of services that the World Bank Group offers in Indonesia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Indonesia?" (Respondents chose from a list.)

¹⁴ Percentages presented in this chart were calculated based on weighted data.



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

The Impact of Refugees in Indonesia



"Please rate how you feel when you think about the impact of the refugees in regards to.... "
(Respondents chose from a list.)



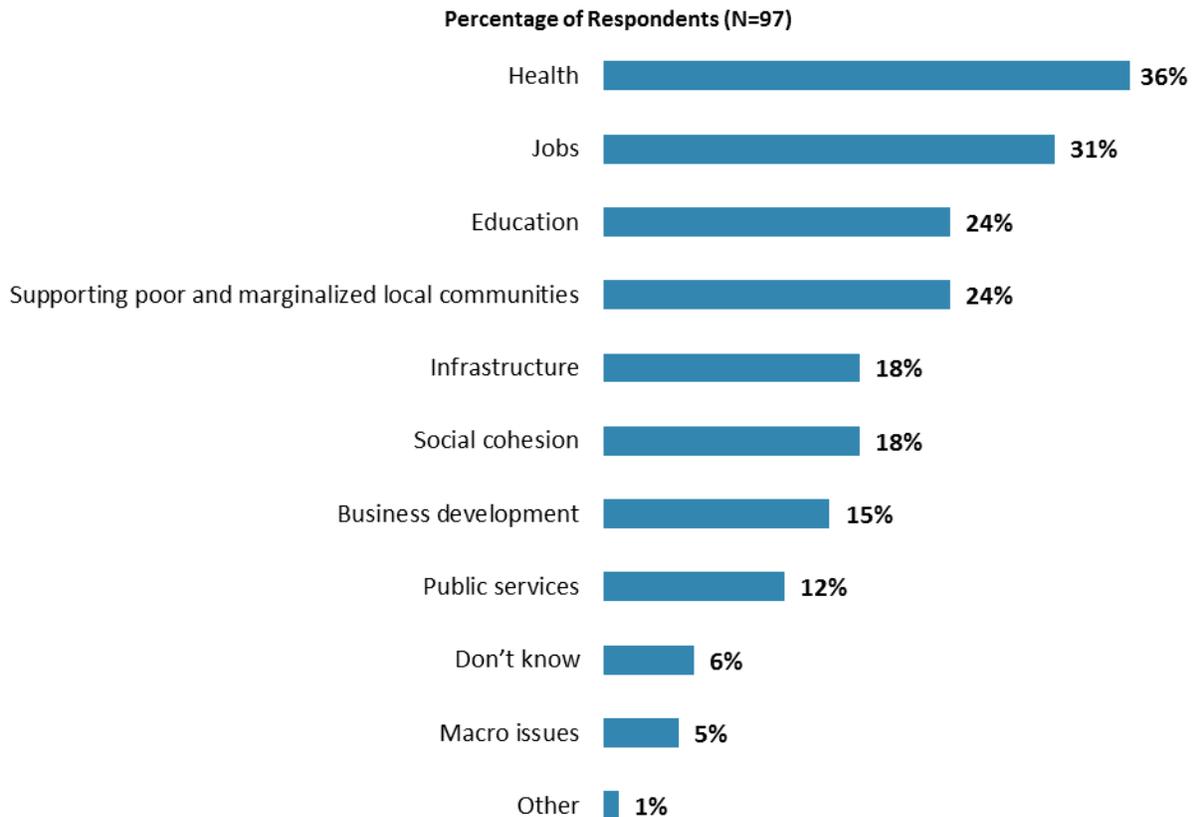
IX. The Future Role of the WBG in Indonesia (continued)

Refugees: Donor Community's Support



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Indonesia?"
(1-"To no degree at all", 10-"To a very significant degree")

Refugees: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

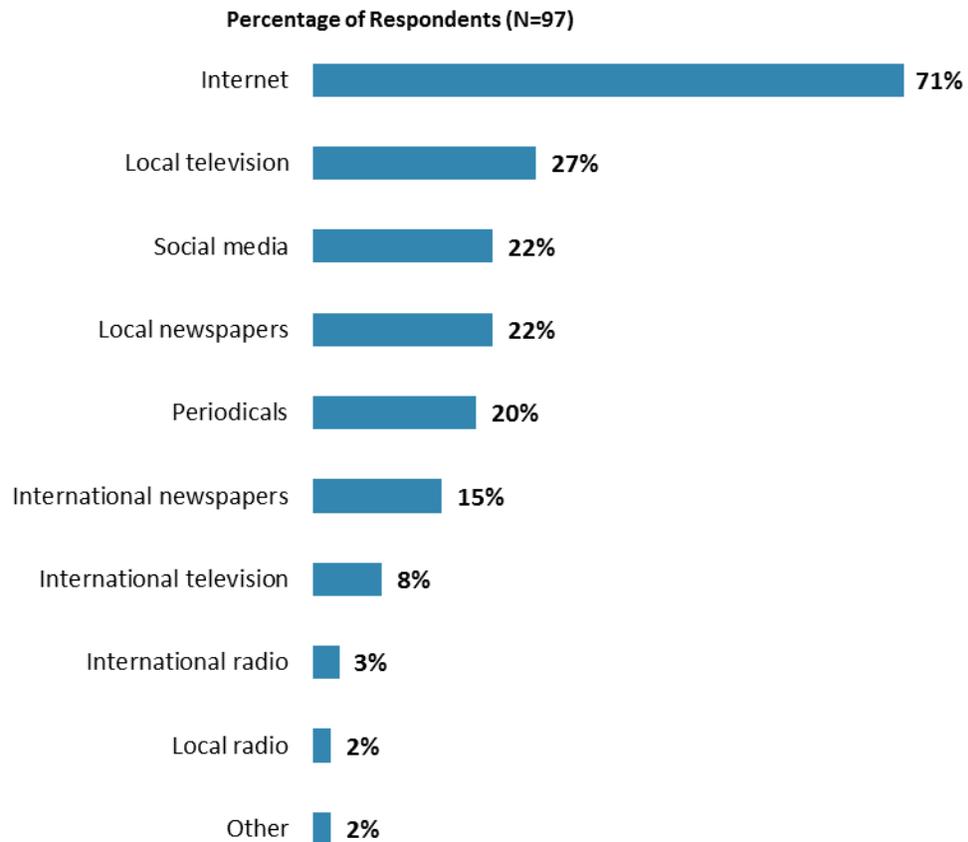


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’15 Country Survey indicated that they got most of their information about economic and social development issues in Indonesia from “Internet” (62%) and “local newspapers” (37%).



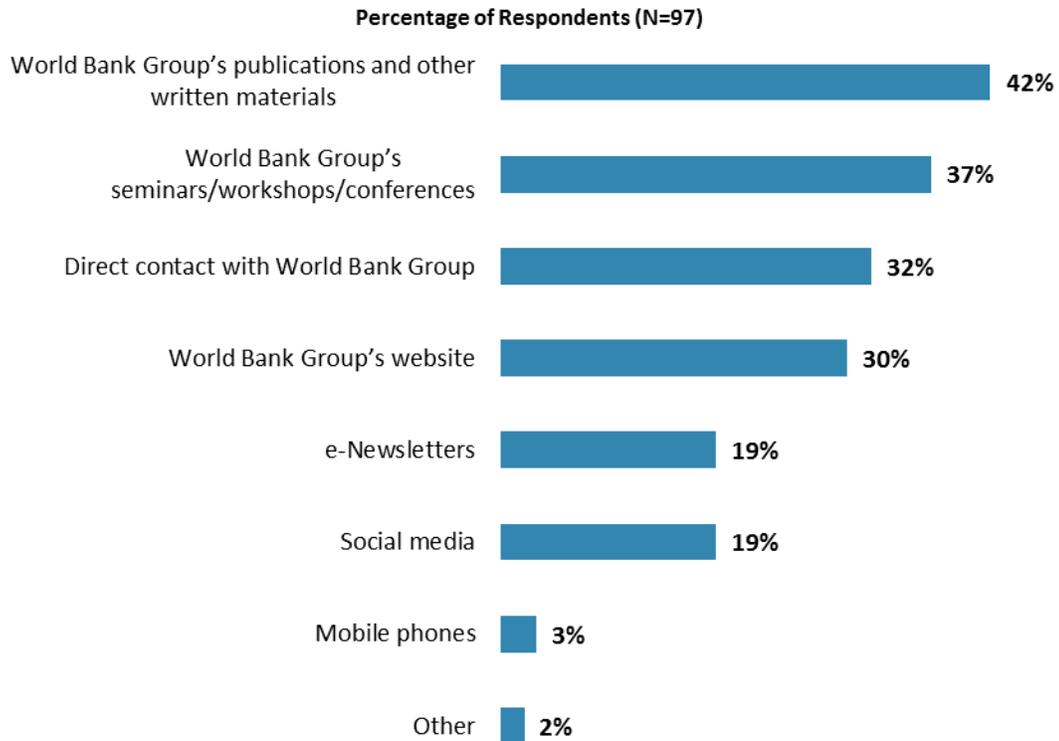
"How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s seminars/workshops/conferences*” (38%), “*World Bank Group’s publications and other written materials*” (35%), and “*World Bank Group’s website*” (34%).

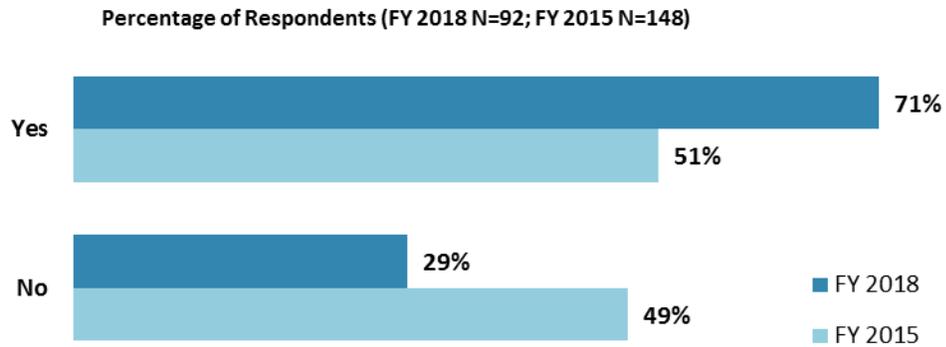


"How would you prefer to receive information from the World Bank Group?"
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

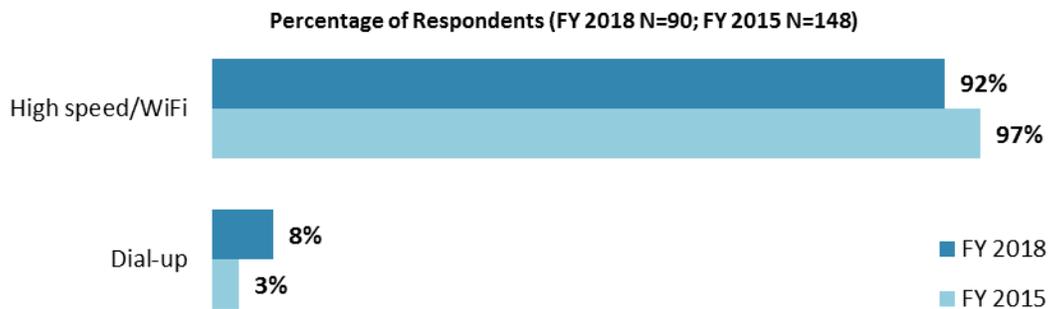
Access to Information¹⁵



"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?"

Access to the Internet

- 93 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



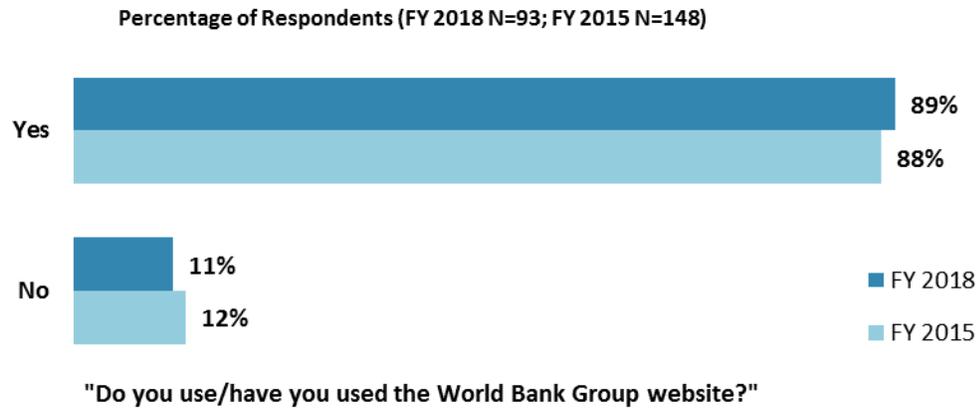
"Which Internet connection do you use primarily when visiting a World Bank Group website?"

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

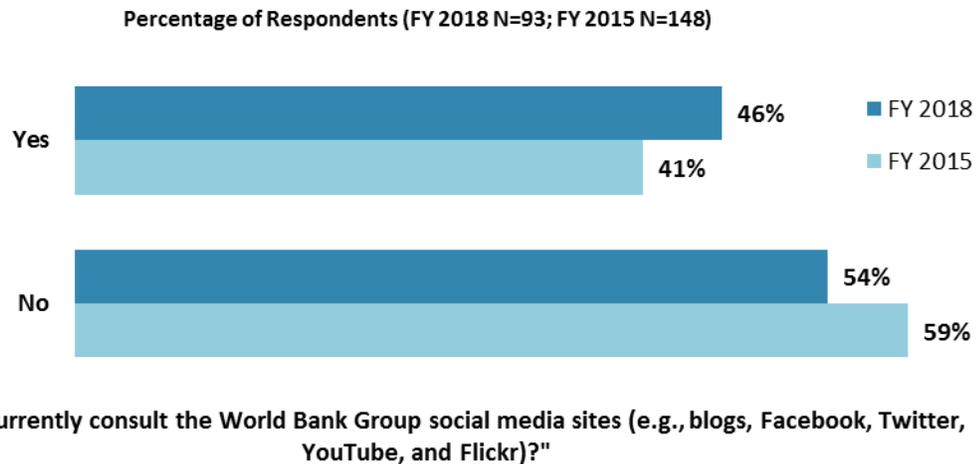


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels

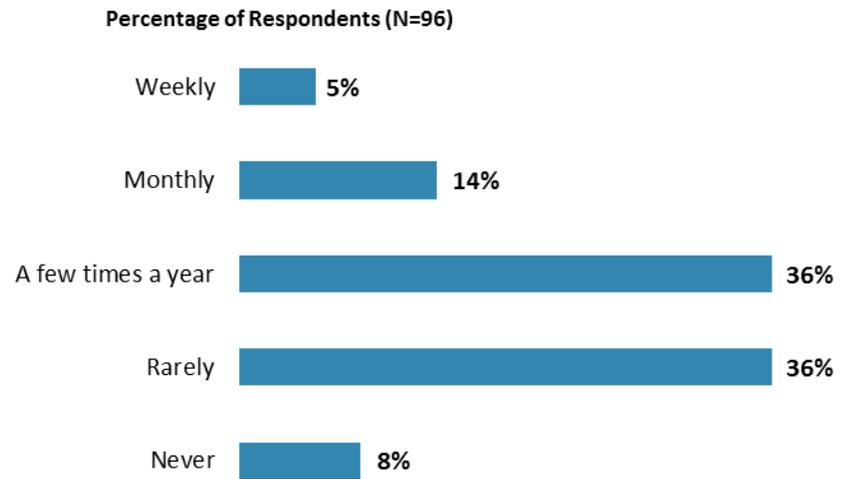


¹⁶ Percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Frequency Visiting WBG Websites and Social Media



"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?"
(Respondents chose from a list.)



XI. Appendices

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INDONESIA





Appendix A: Responses to All Questions across All Respondents (N=103)

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

A. General Issues Facing Indonesia

1. In general, would you say that Indonesia is headed in ... ?	Percentage of Respondents (N=99)
The right direction	82.8%
The wrong direction	4.0%
Not sure	13.1%

2. Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=103)
Education	28.2%
Anti corruption	28.2%
Economic growth	26.2%
Job creation/employment	22.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.4%
Transport (e.g., roads, bridges, transportation)	19.4%
Poverty reduction	19.4%
Agriculture and rural development	14.6%
Social protection (e.g., pensions, targeted social assistance)	11.7%
Trade and exports	11.7%
Natural resource management	11.7%
Equality of opportunity (i.e., social inclusion)	9.7%
Private sector development	7.8%
Energy	7.8%
Information and communications technology	7.8%
Food security	6.8%
Health	5.8%
Judiciary reform	5.8%
Urban development	4.9%
Water and sanitation	4.9%
Financial markets	4.9%
Global/regional integration	3.9%
Climate change (e.g., mitigation, adaptation)	3.9%
Forestry and landscape	2.9%
Gender equity (closing the gap between women and men, and boys and girls)	1.9%
Crime and violence	1.9%
Pollution	1.0%
Disaster risk management	1.0%
Marine debris	0.0%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=102)
Job creation/employment	51.0%
Education	31.4%
Agriculture and rural development	28.4%
Social protection (e.g., pensions, targeted social assistance)	21.6%
Economic growth	18.6%
Equality of opportunity (i.e., social inclusion)	18.6%
Anti corruption	16.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.7%
Natural resource management	14.7%
Transport (e.g., roads, bridges, transportation)	11.8%
Trade and exports	8.8%
Water and sanitation	7.8%
Financial markets	6.9%
Private sector development	6.9%
Judiciary reform	4.9%
Food security	4.9%
Information and communications technology	3.9%
Crime and violence	3.9%
Global/regional integration	3.9%
Forestry and landscape	2.9%
Energy	2.9%
Gender equity (closing the gap between women and men, and boys and girls)	2.9%
Health	2.0%
Urban development	2.0%
Climate change (e.g., mitigation, adaptation)	1.0%
Pollution	1.0%
Marine debris	1.0%
Disaster risk management	0.0%

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

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=102)
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	28.4%
Education and training that better ensure job opportunity	28.4%
Better quality public services	25.5%
Consistent economic growth	19.6%
Better opportunity for the poor who live in rural areas	15.7%
Better employment opportunities for young people	14.7%
Greater access to micro-finance for the poor	13.7%
More reliable social safety net	11.8%
Greater access to health and nutrition for citizens	9.8%
A growing middle class	8.8%
Greater voice and participation for citizens to help ensure greater accountability	7.8%
Financial inclusion	5.9%
Land ownership	3.9%
Better opportunity for the poor who live in urban areas	2.0%
Better employment opportunities for women	2.0%
Other	1.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Indonesia? (1-Not familiar at all, 10-Extremely familiar)	100	n/a	7.16	1.86
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Indonesia. (1-Not effective at all, 10-Very effective)	94	5	7.00	1.68
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Indonesia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	90	10	7.04	1.57

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

4. When thinking about how the World Bank Group can have the most impact on development results in Indonesia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=100)
Job creation/employment	26.0%
Economic growth	25.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.0%
Education	22.0%
Poverty reduction	20.0%
Agriculture and rural development	16.0%
Transport (e.g., roads, bridges, transportation)	14.0%
Energy	13.0%
Trade and exports	13.0%
Natural resource management	13.0%
Financial markets	11.0%
Social protection (e.g., pensions, targeted social assistance)	9.0%
Private sector development	9.0%
Anti corruption	9.0%
Health	7.0%
Information and communications technology	7.0%
Water and sanitation	6.0%
Urban development	6.0%
Equality of opportunity (i.e., social inclusion)	6.0%
Climate change (e.g., mitigation, adaptation)	6.0%
Global/regional integration	5.0%
Judiciary reform	5.0%
Forestry and landscape	4.0%
Food security	3.0%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Disaster risk management	2.0%
Crime and violence	2.0%
Pollution	1.0%
Marine debris	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Indonesia?	Percentage of Respondents (N=95)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development related to World Bank Group supported projects	27.4%	12.6%	40.0%
Policy advice, studies, analyses	12.6%	23.2%	35.8%
Financial resources	14.7%	13.7%	28.4%
Bringing together different groups of stakeholders	8.4%	10.5%	18.9%
Promoting knowledge sharing	11.6%	6.3%	17.9%
Mobilizing third party financial resources	6.3%	9.5%	15.8%
Technical assistance	4.2%	9.5%	13.7%
Implementation support	7.4%	6.3%	13.7%
Data and statistics	5.3%	3.2%	8.5%
Donor coordination	2.1%	5.3%	7.4%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=99)
Not adequately sensitive to political/social realities in Indonesia	22.2%
Not sufficiently focused on results	16.2%
Not willing to honestly criticize policies and reform efforts in the country	14.1%
Too influenced by developed countries	14.1%
World Bank Group's processes too complex	13.1%
Not exploring alternative policy options	13.1%
Not aligned with country priorities	11.1%
Not enough public disclosure of its work	11.1%
Not collaborating enough with private sector	10.1%
World Bank Group's processes too slow	10.1%
Not in it for the long term	9.1%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	9.1%
Its advice and strategies do not lend themselves to practical problem solving	8.1%
Inadequate World Bank Group's staffing in Indonesia	6.1%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	4.0%
Arrogant in its approach	3.0%
The credibility of its knowledge/data	3.0%
Other	3.0%
Don't know	3.0%
Staff too inaccessible	1.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia? (Select only ONE response)	Percentage of Respondents (N=98)
To a fully sufficient degree	4.1%
To a somewhat sufficient degree	36.7%
To a somewhat insufficient degree	29.6%
To a very insufficient degree	10.2%
Don't know	19.4%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Indonesia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	50	47	6.72	1.84
2. Development Policy Financing (DPF)	54	44	6.72	1.58
3. Program-for-Results Financing (PforR)	49	48	6.63	1.50
4. Trust funds and grants	68	31	6.68	1.67
5. MIGA Guarantees	43	53	6.23	1.52
6. IFC Investment Services	52	45	6.65	1.69
7. IFC Advisory Services	54	43	6.59	1.83

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=99)
Local government	44.4%
Beneficiaries	28.3%
Private sector	27.3%
NGOs/Community Based Organizations	25.3%
Youth/university groups	15.2%
Academia/think tanks/research institutes	13.1%
Media	11.1%
Foundations	9.1%
Donor community	8.1%
Faith-based organizations	7.1%
Parliament	5.1%
Other	1.0%
Don't know	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Indonesia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Indonesia*	97	1	6.97	1.70
11. The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	94	4	6.88	1.88

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

To what extent is the World Bank Group an effective development partner in Indonesia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	86	12	6.79	1.67
13. Flexibility (in terms of the institution's products and services)*	87	11	6.28	1.70
14. Flexibility (in terms of changing country circumstances)*	87	11	6.40	1.72
15. Being inclusive*	88	9	6.73	1.53
16. Openness (sharing data and other information)*	92	6	7.20	1.54
17. Collaboration with the Government*	92	6	7.61	1.35
18. The speed in which it gets things accomplished on the ground*	83	15	6.43	1.68
19. Helping to bring discipline/effective supervision to implementation of investment projects*	82	16	6.76	1.52
20. Collaboration with civil society*	87	11	6.37	1.77
21. Staff accessibility*	88	10	6.91	1.70
22. Collaboration with other donors and development partners*	86	12	6.98	1.56
23. Collaboration with the private sector*	76	22	6.47	1.75
24. Straightforwardness and honesty*	89	9	6.63	1.69
25. Treating clients and stakeholders in Indonesia with respect*	93	5	7.00	1.56
26. Being a long-term partner*	90	8	7.17	1.52

27. 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; N=98)
Political pressures and obstacles	29.6%
Reforms are not well thought out in light of country challenges	27.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.5%
Lack of/inadequate levels of capacity in Government	19.4%
Poor coordination within the Government	18.4%
There is not an adequate level of citizen/civil society participation	17.3%
The World Bank Group does not provide the government with consistent support throughout the reform effort	15.3%
Corruption	15.3%
There is an inadequate level of private sector participation and support	11.2%
Poor coordination within the World Bank Group	9.2%
Poor donor coordination	4.1%
Other	2.0%



C. World Bank Group’s Effectiveness and Results

1. In Indonesia, to what extent do the World Bank Group’s financial resources, advice, and knowledge influence policy related to ... ? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	64	33	6.17	1.96
2. The impact of climate change	65	31	6.15	1.80

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	72	24	6.82	1.92
2. Gender equity (closing the gap between women and men, and boys and girls)	56	40	6.34	1.75
3. Private sector development	72	24	6.71	1.87
4. Education	78	18	6.77	1.72
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	81	15	6.99	1.65
6. Global/regional integration	69	25	7.07	1.54
7. Food security	62	31	6.37	1.62
8. Urban development	77	17	6.88	1.56
9. Energy	68	27	6.66	1.47
10. Water and sanitation	73	22	6.66	1.57
11. Pollution	65	30	6.15	1.75
12. Job creation/employment	74	22	5.68	1.53
13. Health	78	17	6.71	1.68
14. Financial markets	65	28	7.35	1.98
15. Transport (e.g., roads, bridges, transportation)	72	22	6.86	1.48
16. Agriculture and rural development	70	25	6.34	1.59
17. Trade and exports	62	33	6.92	1.62
18. Crime and violence	52	43	5.44	1.69
19. Natural resource management	70	25	6.36	1.71
20. Climate change (e.g., mitigation, adaptation)	65	30	6.42	1.70
21. Poverty reduction	82	13	6.27	1.70
22. Anti corruption	66	30	5.53	1.84
23. Judiciary reform	58	38	5.69	1.58
24. Economic growth	79	17	7.13	1.69
25. Disaster risk management	60	35	6.38	1.64
26. Equality of opportunity (i.e., social inclusion)	70	26	6.59	1.83
27. Forestry and landscape	47	49	5.83	1.71
28. Marine debris	39	56	5.28	2.00
29. Information and communications technology	70	26	6.96	2.12

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group’s work help to achieve development results in Indonesia? <i>(1-To no degree at all, 10-To a very significant degree)</i>	88	9	6.93	1.71

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

To what extent do you agree with the following statements about the World Bank Group in Indonesia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Indonesia*	88	9	6.98	1.58
5. The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	87	8	6.84	1.68

Mobilizing Finance for Development	N	DK	Mean	SD
6. How effectively does the World Bank Group help Indonesia to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	75	22	7.01	1.82

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=91)
Weekly	1.1%
Monthly	11.0%
A few times a year	39.6%
Rarely	40.7%
Never	7.7%

In Indonesia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	85	8	6.89	1.54
3. Include appropriate level of stakeholder involvement during preparation	90	6	6.91	1.47
4. Lead to practical solutions	88	8	6.76	1.59
5. Are accessible (well written and easy to understand)	90	6	7.41	1.36
6. Are source of relevant information on global good practices	89	7	7.56	1.36
7. Are adequately disseminated	89	6	7.19	1.72
8. Are translated enough into local language	88	8	7.11	1.90
9. Are adaptable to Indonesia's specific development challenges and country circumstances*	86	10	7.20	1.59

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	90	5	7.11	1.62
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	92	3	7.38	1.39



E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	71	26	6.79	1.78
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	83	14	7.23	1.53
3. The World Bank Group’s approvals and reviews are done in a timely fashion	79	18	6.81	1.66
4. The World Bank Group’s “Safeguard Policy” requirements are reasonable	78	19	7.03	1.78
5. The World Bank Group’s conditions on its lending are reasonable	74	23	6.66	1.85
6. The World Bank Group takes decisions quickly in Indonesia*	81	16	6.58	1.80
7. Working with the World Bank Group increases Indonesia’s institutional capacity	83	14	6.93	1.63
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	75	22	6.85	1.90

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government’s efforts related to refugees in Indonesia? <i>(1-To no degree at all, 10-To a very significant degree)</i>	66	30	6.88	2.12

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Health	36.1%
Jobs	30.9%
Education	23.7%
Supporting poor and marginalized local communities	23.7%
Infrastructure	17.5%
Social cohesion	17.5%
Business development	15.5%
Public services	12.4%
Don’t know	6.2%
Macro issues (fiscal accounts, balance of payments, etc.)	5.2%
Other	1.0%

11. Please rate how you feel when you think about the impact of the refugees in regards to....	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Indonesia’s economy (N=93)	7.5%	38.7%	25.8%	16.1%	11.8%
Social cohesion (N=93)	7.5%	48.4%	21.5%	16.1%	6.5%
National security (N=93)	7.5%	43.0%	24.7%	10.8%	14.0%
Public service delivery (N=93)	4.3%	38.7%	29.0%	16.1%	11.8%
Indonesia’s poor and marginalized (N=93)	9.7%	54.8%	19.4%	11.8%	4.3%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Collaborate more effectively with Government clients (e.g., national, state, local)	27.8%
Reduce the complexity of obtaining World Bank Group financing	22.7%
Offer more innovative knowledge services	18.6%
Work more with civil society and beneficiary representatives	18.6%
Increase the level of capacity development in the country	15.5%
Leverage the private sector more (i.e., mobilize private sector development)	15.5%
Offer more innovative financial products	10.3%
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	10.3%
Work more with private sector	9.3%
Work faster	8.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.2%
Ensure greater selectivity in its work	8.2%
Improve the quality of its experts as related to Indonesia's specific challenges	7.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	5.2%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	4.1%
Other	3.1%
Increase availability of Reimbursable Advisory Services (RAS)	1.0%

2. When considering the combination of services that the World Bank Group offers in Indonesia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Indonesia? (Select only ONE response)	Percentage of Respondents (N=95)
The combination is appropriate for Indonesia	31.6%
Financial services	28.4%
Knowledge products	28.4%
Convening services	7.4%
Don't know	3.2%
None of the above	1.1%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Internet	71.1%
Local television	26.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	21.6%
Local newspapers	21.6%
Periodicals	19.6%
International newspapers	15.5%
International television	8.2%
International radio	3.1%
Local radio	2.1%
Other	2.1%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
World Bank Group's publications and other written materials	42.3%
World Bank Group's seminars/workshops/conferences	37.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.0%
World Bank Group's website	29.9%
e-Newsletters	18.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.6%
Mobile phones	3.1%
Other	2.1%

3. 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?	Percentage of Respondents (N=95)
Yes	69.5%
No	30.5%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=96)
Yes	92.7%
No	7.3%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=96)
Yes	87.5%
No	12.5%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=96)
Yes	45.8%
No	54.2%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=94)
High speed/WiFi	92.6%
Dial-up	7.4%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=96)
Weekly	5.2%
Monthly	13.5%
A few times a year	36.5%
Rarely	36.5%
Never	8.3%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	83	4	7.61	1.51
10. I find the information on the World Bank Group's websites useful.	83	4	7.75	1.47
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	75	6	7.31	1.79

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=103)
Employee of a Ministry, Ministerial Department or Implementation Agency	26.2%
Financial Sector/Private Bank	16.5%
NGO/Community Based Organization	16.5%
Private Sector Organization	9.7%
Academia/Research Institute/Think Tank	8.7%
Media	5.8%
Office of Minister	3.9%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.9%
Bilateral/Multilateral Agency	2.9%
Other	2.9%
Local Government Office or Staff	1.9%
Private Foundation	1.9%
Office of the President, Prime Minister	0.0%
Office of Parliamentarian	0.0%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=103)
Finance and markets	24.3%
Macroeconomics and fiscal management	10.7%
Other	8.7%
Education	6.8%
Transport and ICT	6.8%
Governance	6.8%
Generalist (specialized in multiple sectors)	6.8%
Urban, rural, and social development	5.8%
Social protection and labor	3.9%
Environment and natural resources	2.9%
Public-private partnerships	2.9%
Gender	2.9%
Poverty	2.9%
Energy and extractives	1.9%
Climate Change	1.9%
Fragility, conflict and violence	1.0%
Health, nutrition, and population	1.0%
Jobs	1.0%
Agriculture	1.0%
Water	0.0%
Trade and competitiveness	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?	Percentage of Respondents (N=100)
Yes	49.0%
No	51.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Indonesia? (Select only ONE response)	Percentage of Respondents (N=94)
The World Bank (IDA)	89.3%
The International Finance Corporation (IFC)	9.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	1.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=101)
Yes	42.6%
No	57.4%

6. If yes, what was your view of how the two institutions work together in Indonesia? (Select only ONE response)	Percentage of Respondents (N=44)
The two institutions work well together	61.4%
The way the two institutions work together needs improvement	29.5%
The two institutions do not work well together	0.0%
Don't know	9.1%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=100)
Use World Bank Group reports/data	39.0%
Collaborate as part of my professional duties	38.0%
Engage in World Bank Group related/sponsored events/activities	34.0%
Use World Bank Group website for information, data, research, etc.	31.0%
Observer	20.0%

8. What's your gender?	Percentage of Respondents (N=103)
Female	35.0%
Male	65.0%

9. What's your age?	Percentage of Respondents (N=103)
25 and under	1.9%
26-35	16.5%
36-45	41.7%
46-55	27.2%
56 and above	12.6%

10. Which best represents your geographic location?	Percentage of Respondents (N=102)
Jakarta	73.5%
Java, Sumatera, Bali	23.5%
Indonesia timur	2.0%
Kalimantan, Sulawesi	1.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Employee of a Ministry/ PMU/ Consultant on WBG Project N=30
- Academia/ Research Institute/ Think Tank N=9
- Private Sector/ Financial Sector/ Private Bank N=27
- Other N=18
- CSO N=19

A. General Issues facing Indonesia

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The right direction	92.9%	74.1%	83.3%	88.9%	76.5%
The wrong direction	0.0%	7.4%	5.6%	11.1%	0.0%
Not sure	7.1%	18.5%	11.1%	0.0%	23.5%

¹⁷ All 103 respondents provided their current position.

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

Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Social protection	16.7%	7.4%	10.5%	0.0%	16.7%
Gender equity	0.0%	0.0%	10.5%	0.0%	0.0%
Private sector development	6.7%	18.5%	5.3%	0.0%	0.0%
Education	23.3%	33.3%	21.1%	11.1%	44.4%
Public sector governance/reform	16.7%	22.2%	36.8%	11.1%	16.7%
Global/regional integration	6.7%	0.0%	5.3%	11.1%	0.0%
Food security*	6.7%	0.0%	5.3%	0.0%	22.2%
Urban development	3.3%	3.7%	5.3%	0.0%	11.1%
Energy	3.3%	3.7%	10.5%	22.2%	11.1%
Water and sanitation	10.0%	0.0%	0.0%	0.0%	11.1%
Pollution	0.0%	3.7%	0.0%	0.0%	0.0%
Job creation/employment*	43.3%	7.4%	5.3%	22.2%	27.8%
Health	3.3%	7.4%	15.8%	0.0%	0.0%
Financial markets	0.0%	11.1%	5.3%	0.0%	5.6%
Transport	23.3%	18.5%	0.0%	22.2%	33.3%
Agriculture and rural development	6.7%	14.8%	21.1%	22.2%	16.7%
Trade and exports*	20.0%	22.2%	0.0%	0.0%	0.0%
Crime and violence	3.3%	0.0%	5.3%	0.0%	0.0%
Natural resource management	20.0%	3.7%	10.5%	22.2%	5.6%
Climate change	0.0%	7.4%	10.5%	0.0%	0.0%
Poverty reduction	20.0%	11.1%	26.3%	33.3%	16.7%
Anti corruption*	10.0%	37.0%	31.6%	55.6%	27.8%
Judiciary reform	0.0%	7.4%	10.5%	11.1%	5.6%
Economic growth	33.3%	33.3%	15.8%	22.2%	16.7%
Disaster risk management	3.3%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	6.7%	7.4%	21.1%	22.2%	0.0%
Forestry and landscape	0.0%	0.0%	5.3%	0.0%	11.1%
Information and communications technology	10.0%	14.8%	0.0%	11.1%	0.0%
Marine debris	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Economic growth	30.0%	14.8%	5.3%	11.1%	23.5%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	13.3%	7.4%	21.1%	44.4%	29.4%
Forestry and landscape	0.0%	3.7%	5.3%	0.0%	5.9%
Information and communications technology*	13.3%	0.0%	0.0%	0.0%	0.0%
Social protection	30.0%	22.2%	10.5%	0.0%	29.4%
Agriculture and rural development	20.0%	29.6%	47.4%	33.3%	17.6%
Trade and exports	16.7%	11.1%	0.0%	11.1%	0.0%
Crime and violence	0.0%	3.7%	10.5%	11.1%	0.0%
Climate change	3.3%	0.0%	0.0%	0.0%	0.0%
Transport	16.7%	22.2%	0.0%	0.0%	5.9%
Energy	3.3%	7.4%	0.0%	0.0%	0.0%
Anti corruption	6.7%	11.1%	21.1%	33.3%	29.4%
Judiciary reform	3.3%	7.4%	10.5%	0.0%	0.0%
Water and sanitation	3.3%	3.7%	15.8%	11.1%	11.8%
Pollution	3.3%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	53.3%	48.1%	42.1%	77.8%	47.1%
Health	3.3%	0.0%	5.3%	0.0%	0.0%
Financial markets	13.3%	7.4%	0.0%	0.0%	5.9%
Public sector governance/reform	6.7%	22.2%	21.1%	22.2%	11.8%
Gender equity*	0.0%	0.0%	15.8%	0.0%	0.0%
Private sector development	13.3%	7.4%	5.3%	0.0%	0.0%
Education	20.0%	37.0%	36.8%	33.3%	35.3%
Global/regional integration	6.7%	3.7%	0.0%	0.0%	5.9%
Food security	3.3%	3.7%	5.3%	0.0%	11.8%
Urban development	3.3%	3.7%	0.0%	0.0%	0.0%
Natural resource management	10.0%	14.8%	15.8%	11.1%	23.5%
Marine debris	0.0%	0.0%	5.3%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Indonesia (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	3.3%	14.8%	5.3%	11.1%	17.6%
Better entrepreneurial opportunities	23.3%	37.0%	21.1%	11.1%	41.2%
A growing middle class	13.3%	3.7%	5.3%	22.2%	5.9%
Better opportunity for the poor who live in rural areas	10.0%	14.8%	26.3%	22.2%	11.8%
Better opportunity for the poor who live in urban areas	0.0%	3.7%	0.0%	0.0%	5.9%
Consistent economic growth	33.3%	14.8%	10.5%	11.1%	17.6%
More reliable social safety net	20.0%	7.4%	5.3%	11.1%	11.8%
Greater access to micro-finance for the poor	16.7%	11.1%	5.3%	22.2%	17.6%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	7.4%	31.6%	0.0%	0.0%
Education and training that better ensure job opportunity	13.3%	33.3%	36.8%	33.3%	35.3%
Better quality public services	36.7%	29.6%	26.3%	11.1%	5.9%
Better employment opportunities for young people	23.3%	11.1%	10.5%	11.1%	11.8%
Better employment opportunities for women	0.0%	3.7%	0.0%	0.0%	5.9%
Land ownership	3.3%	0.0%	10.5%	11.1%	0.0%
Financial inclusion	3.3%	7.4%	5.3%	22.2%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Indonesia?*	30	8.07	1.20	26	6.62	2.16	19	6.68	1.63	8	6.63	2.45	17	7.18	1.88

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

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Indonesia.*	30	7.80	1.37	23	6.48	2.00	18	6.28	1.56	7	6.71	1.80	16	7.19	1.22

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Indonesia solve its most complicated development challenges?*	30	7.37	1.27	22	6.95	2.08	16	6.00	1.59	7	7.29	1.38	15	7.53	.74

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Energy	13.3%	23.1%	0.0%	12.5%	11.8%
Water and sanitation	6.7%	0.0%	5.3%	0.0%	17.6%
Pollution	0.0%	0.0%	5.3%	0.0%	0.0%
Job creation/employment	26.7%	34.6%	15.8%	12.5%	29.4%
Health	6.7%	7.7%	10.5%	0.0%	5.9%
Financial markets	16.7%	15.4%	5.3%	12.5%	0.0%
Social protection	16.7%	3.8%	10.5%	0.0%	5.9%
Gender equity	0.0%	0.0%	10.5%	0.0%	0.0%
Private sector development	6.7%	19.2%	0.0%	12.5%	5.9%
Education	10.0%	30.8%	26.3%	25.0%	23.5%
Public sector governance/reform*	10.0%	26.9%	47.4%	0.0%	23.5%
Global/regional integration	6.7%	7.7%	0.0%	0.0%	5.9%
Food security	0.0%	3.8%	5.3%	0.0%	5.9%
Urban development	6.7%	7.7%	0.0%	0.0%	11.8%
Judiciary reform	0.0%	7.7%	10.5%	0.0%	5.9%
Economic growth	36.7%	19.2%	15.8%	37.5%	17.6%
Disaster risk management	3.3%	0.0%	0.0%	0.0%	5.9%
Equality of opportunity	3.3%	3.8%	15.8%	12.5%	0.0%
Forestry and landscape	0.0%	0.0%	10.5%	0.0%	11.8%
Information and communications technology	10.0%	3.8%	5.3%	0.0%	11.8%
Transport	20.0%	11.5%	5.3%	12.5%	17.6%
Agriculture and rural development	20.0%	15.4%	5.3%	37.5%	11.8%
Trade and exports*	16.7%	7.7%	0.0%	50.0%	11.8%
Crime and violence	0.0%	3.8%	5.3%	0.0%	0.0%
Natural resource management	20.0%	3.8%	21.1%	12.5%	5.9%
Climate change	0.0%	0.0%	10.5%	12.5%	17.6%
Poverty reduction	26.7%	11.5%	21.1%	25.0%	17.6%
Anti corruption	0.0%	15.4%	15.8%	12.5%	5.9%
Marine debris	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	13.8%	0.0%	10.5%	12.5%	5.9%
Capacity development related to World Bank Group supported projects	34.5%	18.2%	10.5%	25.0%	47.1%
Technical assistance	0.0%	4.5%	5.3%	12.5%	5.9%
Policy advice, studies, analyses	13.8%	13.6%	10.5%	0.0%	17.6%
Financial resources	13.8%	22.7%	10.5%	25.0%	5.9%
Data and statistics	3.4%	9.1%	5.3%	12.5%	0.0%
Promoting knowledge sharing	3.4%	9.1%	21.1%	12.5%	17.6%
Implementation support	13.8%	9.1%	5.3%	0.0%	0.0%
Mobilizing third party financial resources	3.4%	4.5%	21.1%	0.0%	0.0%
Donor coordination	0.0%	9.1%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	10.3%	4.5%	10.5%	0.0%	23.5%
Capacity development related to World Bank Group supported projects	6.9%	18.2%	21.1%	12.5%	5.9%
Technical assistance	10.3%	13.6%	5.3%	0.0%	11.8%
Policy advice, studies, analyses	27.6%	22.7%	26.3%	37.5%	5.9%
Financial resources	10.3%	13.6%	0.0%	25.0%	29.4%
Data and statistics	0.0%	4.5%	5.3%	0.0%	5.9%
Promoting knowledge sharing	3.4%	9.1%	5.3%	12.5%	5.9%
Implementation support	10.3%	0.0%	10.5%	12.5%	0.0%
Mobilizing third party financial resources	10.3%	13.6%	15.8%	0.0%	0.0%
Donor coordination	10.3%	0.0%	0.0%	0.0%	11.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Not willing to honestly criticize policies and reform efforts in the country	6.9%	11.5%	26.3%	12.5%	17.6%
Staff too inaccessible	0.0%	3.8%	0.0%	0.0%	0.0%
Not collaborating enough with private sector	13.8%	11.5%	5.3%	0.0%	11.8%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	10.3%	0.0%	0.0%	0.0%	5.9%
Not aligned with country priorities	10.3%	19.2%	5.3%	25.0%	0.0%
Not adequately sensitive to political/social realities in Indonesia	24.1%	30.8%	26.3%	0.0%	11.8%
Too influenced by developed countries	10.3%	11.5%	15.8%	25.0%	17.6%
World Bank Group's processes too slow	0.0%	7.7%	21.1%	25.0%	11.8%
World Bank Group's processes too complex	13.8%	11.5%	21.1%	25.0%	0.0%
Not exploring alternative policy options	20.7%	7.7%	10.5%	0.0%	17.6%
Not sufficiently focused on results	31.0%	15.4%	5.3%	12.5%	5.9%
Not in it for the long term	10.3%	7.7%	10.5%	0.0%	11.8%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	7.7%	10.5%	0.0%	23.5%
Not collaborating enough with civil society*	3.4%	11.5%	26.3%	0.0%	0.0%
Not enough public disclosure of its work	6.9%	11.5%	5.3%	25.0%	17.6%
Arrogant in its approach	10.3%	0.0%	0.0%	0.0%	0.0%
Inadequate World Bank Group's staffing in Indonesia	6.9%	3.8%	0.0%	12.5%	11.8%
The credibility of its knowledge/data	0.0%	7.7%	0.0%	12.5%	0.0%
Other	3.4%	0.0%	0.0%	12.5%	5.9%
Don't know	3.4%	3.8%	0.0%	0.0%	5.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	14.3%	0.0%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	35.7%	30.8%	42.1%	12.5%	52.9%
To a somewhat insufficient degree	28.6%	30.8%	31.6%	37.5%	23.5%
To a very insufficient degree	14.3%	7.7%	10.5%	12.5%	5.9%
Don't know	7.1%	30.8%	15.8%	37.5%	17.6%



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

How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Indonesia Government’s efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	15	7.20	1.78	13	6.46	1.90	9	5.22	1.92	4	7.75	1.26	9	7.33	1.22
Development Policy Financing (DPF)*	14	7.57	1.40	13	6.38	1.66	13	5.69	1.55	4	8.00	0.82	10	6.80	1.14
Program-for-Results Financing (PforR)*	15	7.33	1.63	11	5.82	1.66	9	5.89	1.05	4	7.25	0.96	10	6.90	0.99
Trust funds and grants*	21	7.67	1.11	16	6.00	1.67	14	5.79	1.93	5	6.60	1.14	12	6.92	1.56
MIGA Guarantees*	13	7.08	0.95	12	5.25	1.71	7	6.00	1.53	4	6.50	1.73	7	6.43	1.27
IFC Investment Services*	17	7.65	1.22	16	6.13	1.89	7	5.57	1.99	4	7.50	0.58	8	6.13	1.13
IFC Advisory Services*	18	7.61	1.50	16	6.00	1.90	8	5.88	1.96	4	7.25	0.96	8	5.88	1.73

*Significantly different between stakeholder groups

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	20.7%	26.9%	26.3%	37.5%	41.2%
Youth/university groups	24.1%	19.2%	0.0%	25.0%	5.9%
Private sector*	27.6%	50.0%	0.0%	12.5%	29.4%
Local government	44.8%	42.3%	52.6%	25.0%	47.1%
Donor community	13.8%	7.7%	5.3%	0.0%	5.9%
NGOs/Community Based Organizations*	6.9%	23.1%	68.4%	25.0%	11.8%
Academia/think tanks/research institutes*	24.1%	3.8%	10.5%	37.5%	0.0%
Parliament	3.4%	0.0%	10.5%	12.5%	5.9%
Foundations	17.2%	7.7%	5.3%	0.0%	5.9%
Media	13.8%	0.0%	10.5%	25.0%	17.6%
Faith-based organizations	0.0%	11.5%	10.5%	0.0%	11.8%
Other	0.0%	3.8%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Indonesia*	28	7.89	1.37	26	6.58	1.65	19	6.42	2.04	8	6.63	1.85	16	6.81	1.33
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	28	7.89	1.45	25	6.40	1.94	17	5.88	2.03	8	6.38	1.69	16	7.19	1.64

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	29	7.55	1.18	18	6.94	1.21	17	5.59	2.32	6	5.83	1.60	16	6.88	1.36
Flexibility (in terms of the institution's products and services)*	29	6.83	1.75	21	6.43	1.12	15	4.73	1.83	6	6.17	1.83	16	6.56	1.36
Flexibility (in terms of changing country circumstances)*	29	7.14	1.68	22	6.36	1.43	14	4.86	1.92	6	6.17	1.72	16	6.56	1.15
Being inclusive	29	7.17	1.47	21	6.90	0.94	17	5.82	1.55	6	6.50	2.51	15	6.73	1.58
Openness (sharing data and other information)	29	7.83	1.10	24	6.71	1.33	17	7.00	1.70	6	7.33	2.25	16	6.94	1.84
Collaboration with the Government*	29	8.17	1.26	23	7.61	1.12	16	7.06	1.53	8	7.00	1.77	16	7.44	1.15
The speed in which it gets things accomplished on the ground*	29	7.34	1.40	20	6.20	1.24	15	5.27	2.25	6	6.50	1.52	13	6.08	1.26
Helping to bring discipline/effective supervision to implementation of investment projects	26	7.15	1.78	20	7.05	0.94	15	6.40	1.72	6	6.50	1.64	15	6.13	1.25
Collaboration with civil society	27	6.96	1.76	21	6.19	1.75	18	6.33	2.11	8	5.88	1.46	13	5.77	1.30
Staff accessibility	29	7.55	1.35	19	6.42	1.74	17	6.59	1.87	7	6.29	1.80	16	6.94	1.81
Collaboration with other donors and development partners	29	7.48	1.40	21	6.76	0.89	16	6.56	2.10	6	6.83	1.94	14	6.79	1.72
Collaboration with the private sector	27	7.00	1.64	20	6.55	1.57	10	5.40	2.27	6	6.00	2.00	13	6.31	1.44
Straightforwardness and honesty	29	7.10	1.59	22	6.50	1.71	17	6.06	1.98	6	6.67	1.97	15	6.53	1.36
Treating clients and stakeholders in Indonesia with respect	29	7.41	1.62	23	6.57	1.16	18	6.56	1.92	7	6.71	1.80	16	7.50	1.21
Being a long-term partner*	29	7.69	1.26	22	7.05	0.90	16	6.63	2.25	7	5.71	1.70	16	7.56	1.15

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort	20.7%	11.5%	16.7%	12.5%	11.8%
Political pressures and obstacles	27.6%	42.3%	16.7%	12.5%	35.3%
Reforms are not well thought out in light of country challenges	17.2%	26.9%	33.3%	12.5%	47.1%
Poor coordination within the Government	17.2%	19.2%	11.1%	37.5%	17.6%
There is an inadequate level of private sector participation and support	13.8%	15.4%	5.6%	12.5%	5.9%
Poor donor coordination	6.9%	3.8%	0.0%	12.5%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	31.0%	23.1%	33.3%	25.0%	11.8%
Lack of/inadequate levels of capacity in Government	20.7%	15.4%	11.1%	0.0%	41.2%
There is not an adequate level of citizen/civil society participation	17.2%	11.5%	38.9%	12.5%	5.9%
Corruption	10.3%	23.1%	5.6%	37.5%	11.8%
Poor coordination within the World Bank Group	10.3%	3.8%	22.2%	0.0%	5.9%
Other	0.0%	3.8%	0.0%	12.5%	0.0%

C. World Bank Group's Effectiveness and Results

In Indonesia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender	17	7.12	1.54	14	6.00	2.00	17	6.00	1.80	6	5.17	2.40	10	5.70	2.26
The impact of climate change*	17	7.24	1.35	15	5.87	1.25	14	5.43	2.10	6	5.67	2.34	13	6.08	1.89

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	26	7.54	1.73	19	6.32	1.57	12	6.00	2.04	4	6.75	1.89	11	6.91	2.43
Gender equity	15	7.20	1.57	13	6.31	1.44	15	6.33	1.68	2	4.50	2.12	11	5.55	2.02
Private sector development	22	7.55	1.30	22	6.55	2.13	11	6.45	1.81	5	7.00	2.35	12	5.58	1.68
Education*	25	7.80	1.58	21	6.38	1.28	12	5.83	1.70	8	6.50	1.77	12	6.42	1.88
Public sector governance/reform*	28	7.68	1.28	23	6.96	1.55	13	6.08	1.80	5	6.60	2.30	12	6.58	1.73
Global/regional integration	23	7.61	1.20	21	6.90	1.26	9	6.44	2.30	6	6.67	2.25	10	7.00	1.41
Food security	21	7.00	1.58	17	6.41	1.42	7	5.57	1.90	5	6.40	1.14	12	5.67	1.72
Urban development	28	7.25	1.53	22	6.77	1.34	8	5.88	1.73	5	6.60	1.82	14	7.00	1.66
Energy*	23	7.13	1.18	20	6.55	1.19	9	5.44	2.01	5	7.20	1.64	11	6.64	1.57
Water and sanitation	25	7.28	1.49	17	6.65	0.79	10	5.60	1.78	6	6.17	1.17	15	6.53	2.00
Pollution	23	6.70	1.77	17	5.76	1.56	9	5.67	2.06	5	6.60	0.89	11	5.82	1.94
Job creation/employment	25	5.80	1.44	22	5.77	1.38	9	4.89	2.15	6	5.50	1.38	12	5.92	1.56
Health	26	7.27	1.59	23	6.61	1.16	11	6.45	1.75	6	6.00	2.00	12	6.25	2.34
Financial markets*	22	8.23	1.77	21	7.38	1.47	9	6.11	2.37	4	7.75	2.63	9	6.22	2.05
Transport	24	7.21	1.53	21	7.10	1.18	9	5.89	1.76	6	6.83	1.17	12	6.50	1.57
Agriculture and rural development	23	6.87	1.77	17	6.35	1.50	11	5.73	1.56	7	6.14	1.35	12	6.00	1.41
Trade and exports*	20	7.70	1.38	18	7.22	1.26	10	5.70	1.57	6	6.83	1.33	8	5.88	2.03
Crime and violence	18	5.44	1.76	15	5.80	1.78	7	5.29	2.06	4	5.25	0.50	8	5.00	1.60
Natural resource management	20	6.65	1.90	18	6.61	1.24	12	6.42	1.56	6	6.33	1.51	14	5.57	2.10
Climate change	21	6.67	1.80	16	7.00	1.03	11	6.00	2.05	4	5.25	0.96	13	6.00	1.91
Poverty reduction	27	6.56	1.63	21	5.86	1.49	13	6.54	1.61	7	6.00	1.63	14	6.21	2.26
Anti corruption	22	5.59	1.74	19	5.37	1.80	10	6.10	1.73	5	5.80	1.79	10	5.00	2.40
Judiciary reform	20	5.90	1.59	15	5.40	1.30	10	5.50	1.58	5	6.60	1.34	8	5.38	2.20
Economic growth*	26	8.12	1.24	21	7.05	1.43	13	6.23	1.74	7	6.29	1.89	12	6.58	1.93
Disaster risk management	23	6.48	1.73	16	6.56	1.03	8	6.00	2.20	4	7.25	1.26	9	5.78	1.92
Equality of opportunity	23	7.13	1.89	20	6.75	1.12	11	5.36	2.06	6	6.50	0.55	10	6.40	2.59
Forestry and landscape	9	5.78	2.22	13	6.15	1.21	11	5.64	1.69	6	6.00	1.41	8	5.50	2.27
Marine debris	9	5.22	2.05	12	5.92	2.02	6	4.67	2.42	3	5.33	1.15	9	4.89	2.03
Information and communications technology	25	7.68	2.01	19	6.95	1.68	9	6.00	2.35	6	7.17	1.83	11	6.00	2.61

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Indonesia?*	28	7.68	1.36	24	6.83	1.52	14	5.79	1.93	7	6.86	1.86	15	6.80	1.86

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

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Indonesia*	28	7.61	1.26	22	7.00	1.54	17	6.18	2.01	7	6.57	1.40	14	6.86	1.41
The World Bank Group meets Indonesia's needs for knowledge services	27	7.41	1.37	22	6.86	1.21	17	6.12	2.18	6	6.33	1.51	15	6.80	2.01

*Significantly different between stakeholder groups

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Indonesia to mobilize finance for development from private sector sources?	24	7.71	1.78	22	6.95	1.40	12	6.42	2.23	7	6.71	1.60	10	6.40	2.12

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

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	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	0.0%	0.0%	0.0%	6.3%
Monthly	14.8%	4.5%	22.2%	0.0%	6.3%
A few times a year	33.3%	36.4%	50.0%	12.5%	56.3%
Rarely	48.1%	50.0%	22.2%	62.5%	25.0%
Never	3.7%	9.1%	5.6%	25.0%	6.3%

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

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	27	6.93	1.49	23	7.22	1.28	15	6.33	1.80	5	7.00	0.71	15	6.87	1.92
Include appropriate level of stakeholder involvement during preparation	27	7.41	1.22	25	6.84	1.43	17	6.41	1.77	7	6.43	1.62	14	6.93	1.38
Lead to practical solutions	27	7.33	1.66	22	6.64	1.47	17	6.18	1.59	7	6.57	1.51	15	6.67	1.54
Are accessible (well written and easy to understand)	27	7.78	1.34	24	7.29	1.30	17	7.24	1.39	7	7.00	1.63	15	7.33	1.40
Are source of relevant information on global good practices	26	8.19	1.13	24	7.29	1.33	18	7.33	1.50	7	7.00	.82	14	7.43	1.60
Are adequately disseminated	26	7.77	1.37	24	7.13	1.83	18	6.72	1.67	7	6.43	1.81	14	7.21	2.01
Are translated enough into local language*	26	7.88	1.51	23	7.09	1.50	18	5.94	2.29	7	6.86	1.46	14	7.36	2.21
Are adaptable to Indonesia's specific development challenges and country circumstances	26	7.69	1.62	23	7.13	1.58	16	6.38	1.67	6	7.17	0.75	15	7.33	1.54

*Significantly different between stakeholder groups

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	27	7.67	1.36	23	6.87	1.79	17	6.41	1.91	8	6.88	1.13	15	7.40	1.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	27	7.78	1.01	24	7.46	1.28	18	7.00	1.64	8	6.63	1.85	15	7.40	1.45

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

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

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	25	7.16	1.31	20	6.75	1.33	11	6.27	2.37	7	5.71	2.06	8	7.38	2.62
The World Bank Group effectively monitors and evaluates the projects and programs it supports	27	7.78	1.34	23	6.91	1.38	15	7.13	1.51	7	6.43	1.13	11	7.18	2.23
The World Bank Group's approvals and reviews are done in a timely fashion	27	7.30	1.35	20	6.90	1.29	14	5.93	2.02	7	6.14	1.21	11	7.00	2.28
The World Bank Group's "Safeguard Policy" requirements are reasonable	26	7.50	1.77	21	7.10	1.22	14	6.21	2.22	6	6.17	0.75	11	7.27	2.20
The World Bank Group's conditions on its lending are reasonable	26	7.19	1.92	22	6.68	1.43	8	5.38	2.26	6	6.33	1.63	12	6.50	2.02
The World Bank Group takes decisions quickly in Indonesia*	28	7.32	1.61	22	6.32	1.21	13	5.08	2.18	7	6.29	0.95	11	7.18	2.14
Working with the World Bank Group increases Indonesia's institutional capacity	28	7.46	1.48	21	6.81	1.33	15	6.07	1.75	7	6.57	1.51	12	7.17	2.04
Where country systems are adequate, the World Bank Group makes appropriate use of them	26	7.38	1.68	20	6.80	1.79	12	5.83	2.17	7	6.43	1.27	10	7.10	2.42

*Significantly different between stakeholder groups

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Indonesia?	22	7.55	2.13	20	6.60	1.98	11	6.00	2.00	5	7.40	0.89	8	6.63	2.83

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

E. Working with the World Bank Group (continued)

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Indonesia?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Education*	3.6%	46.2%	15.8%	37.5%	25.0%
Health	32.1%	34.6%	26.3%	50.0%	50.0%
Supporting poor and marginalized local communities	25.0%	19.2%	21.1%	0.0%	43.8%
Jobs	46.4%	11.5%	42.1%	25.0%	25.0%
Business development	10.7%	23.1%	15.8%	12.5%	12.5%
Infrastructure	28.6%	15.4%	10.5%	25.0%	6.3%
Social cohesion	21.4%	19.2%	10.5%	25.0%	12.5%
Public services	10.7%	11.5%	26.3%	0.0%	6.3%
Macro issues (fiscal accounts, balance of payments, etc.)	7.1%	11.5%	0.0%	0.0%	0.0%
Don't know	7.1%	0.0%	10.5%	0.0%	12.5%
Other*	0.0%	0.0%	0.0%	12.5%	0.0%

*Significantly different between stakeholder groups

Please rate how you feel when you think about the impact of the refugees in regards to....

Indonesia's economy Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very negative impact	0.0%	11.5%	5.9%	0.0%	20.0%
A somewhat negative impact	40.7%	26.9%	58.8%	25.0%	40.0%
A somewhat positive impact	22.2%	30.8%	23.5%	37.5%	20.0%
A very positive impact	33.3%	11.5%	5.9%	12.5%	6.7%
No impact at all	3.7%	19.2%	5.9%	25.0%	13.3%

Social cohesion Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very negative impact	11.1%	3.8%	5.9%	0.0%	13.3%
A somewhat negative impact	48.1%	42.3%	58.8%	37.5%	53.3%
A somewhat positive impact	18.5%	23.1%	11.8%	50.0%	20.0%
A very positive impact	18.5%	15.4%	17.6%	12.5%	13.3%
No impact at all	3.7%	15.4%	5.9%	0.0%	0.0%

National security Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very negative impact	11.1%	7.7%	0.0%	12.5%	6.7%
A somewhat negative impact	40.7%	38.5%	58.8%	50.0%	33.3%
A somewhat positive impact	22.2%	23.1%	23.5%	37.5%	26.7%
A very positive impact	14.8%	7.7%	11.8%	0.0%	13.3%
No impact at all	11.1%	23.1%	5.9%	0.0%	20.0%

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

Please rate how you feel when you think about the impact of the refugees in regards to....

Public service delivery* Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very negative impact	0.0%	3.8%	0.0%	0.0%	20.0%
A somewhat negative impact	55.6%	26.9%	41.2%	37.5%	26.7%
A somewhat positive impact	22.2%	23.1%	41.2%	62.5%	20.0%
A very positive impact	18.5%	19.2%	11.8%	0.0%	20.0%
No impact at all	3.7%	26.9%	5.9%	0.0%	13.3%

**Significantly different between stakeholder groups*

Indonesia's poor and marginalized Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
A very negative impact	7.4%	7.7%	0.0%	12.5%	26.7%
A somewhat negative impact	63.0%	50.0%	52.9%	50.0%	53.3%
A somewhat positive impact	18.5%	15.4%	29.4%	37.5%	6.7%
A very positive impact	11.1%	11.5%	17.6%	0.0%	13.3%
No impact at all	0.0%	15.4%	0.0%	0.0%	0.0%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	25.0%	15.4%	15.8%	12.5%	18.8%
Collaborate more effectively with Government clients	25.0%	26.9%	26.3%	25.0%	37.5%
Work faster	10.7%	11.5%	5.3%	12.5%	0.0%
Reduce the complexity of obtaining World Bank Group financing	21.4%	19.2%	26.3%	37.5%	18.8%
Increase availability of Reimbursable Advisory Services (RAS)	3.6%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.7%	3.8%	10.5%	12.5%	6.3%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	0.0%	0.0%	10.5%	0.0%	12.5%
Offer more innovative financial products	14.3%	7.7%	5.3%	12.5%	12.5%
Ensure greater selectivity in its work	7.1%	19.2%	5.3%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	0.0%	15.4%	15.8%	0.0%	18.8%
Improve the competitiveness of its financing compared to markets	3.6%	3.8%	5.3%	12.5%	6.3%
Work more with civil society and beneficiary representatives*	14.3%	11.5%	42.1%	25.0%	6.3%
Increase the level of capacity development in the country*	28.6%	0.0%	10.5%	12.5%	25.0%
Leverage the private sector more	14.3%	23.1%	5.3%	25.0%	12.5%
Improve the quality of its experts as related to Indonesia's specific challenges	10.7%	7.7%	10.5%	0.0%	0.0%
Work more with private sector	3.6%	23.1%	0.0%	12.5%	6.3%
Other	0.0%	3.8%	0.0%	0.0%	12.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Financial services	37.0%	38.5%	22.2%	37.5%	0.0%
Knowledge products	25.9%	26.9%	33.3%	12.5%	37.5%
Convening services	7.4%	3.8%	11.1%	12.5%	6.3%
None of the above	0.0%	0.0%	0.0%	0.0%	6.3%
The combination is appropriate for Indonesia	25.9%	30.8%	33.3%	25.0%	43.8%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Local radio	0.0%	3.8%	5.3%	0.0%	0.0%
International radio	3.6%	3.8%	0.0%	0.0%	6.3%
Social media	14.3%	38.5%	21.1%	0.0%	18.8%
International newspapers	25.0%	15.4%	10.5%	12.5%	6.3%
Local television	28.6%	23.1%	26.3%	50.0%	18.8%
Internet	64.3%	69.2%	84.2%	75.0%	68.8%
Periodicals	17.9%	11.5%	21.1%	12.5%	37.5%
International television	7.1%	7.7%	5.3%	12.5%	12.5%
Local newspapers	28.6%	15.4%	21.1%	25.0%	18.8%
Other	0.0%	0.0%	5.3%	0.0%	6.3%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	42.9%	30.8%	52.6%	50.0%	43.8%
e-Newsletters	17.9%	26.9%	10.5%	12.5%	18.8%
World Bank Group's seminars/workshops/conferences	46.4%	34.6%	21.1%	50.0%	37.5%
Mobile phones	3.6%	3.8%	5.3%	0.0%	0.0%
Direct contact with World Bank Group	35.7%	23.1%	26.3%	25.0%	50.0%
World Bank Group's website	21.4%	38.5%	42.1%	25.0%	18.8%
Social media	10.7%	34.6%	21.1%	12.5%	6.3%
Other	0.0%	0.0%	0.0%	12.5%	6.3%

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?*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	89.3%	60.0%	73.7%	62.5%	46.7%
No	10.7%	40.0%	26.3%	37.5%	53.3%

*Significantly different between stakeholder groups

Do you have reliable access to the Internet?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	84.0%	94.7%	87.5%	93.8%
No	0.0%	16.0%	5.3%	12.5%	6.3%



G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	92.9%	84.0%	89.5%	75.0%	87.5%
No	7.1%	16.0%	10.5%	25.0%	12.5%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	39.3%	36.0%	63.2%	50.0%	50.0%
No	60.7%	64.0%	36.8%	50.0%	50.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	85.7%	96.0%	94.7%	100.0%	93.8%
Dial-up	14.3%	4.0%	5.3%	0.0%	6.3%

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Weekly	3.6%	4.0%	10.5%	0.0%	6.3%
Monthly	21.4%	8.0%	15.8%	0.0%	12.5%
A few times a year	32.1%	32.0%	47.4%	12.5%	50.0%
Rarely	32.1%	48.0%	21.1%	75.0%	25.0%
Never	10.7%	8.0%	5.3%	12.5%	6.3%

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

	Which of the following best describes your current position?														
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	25	8.00	1.47	21	7.57	1.43	17	7.24	1.56	6	7.83	.75	14	7.36	1.86
I find the information on the World Bank Group's websites useful.	24	8.29	1.00	21	7.52	1.63	17	7.53	1.42	7	7.71	.95	14	7.43	2.03
The World Bank Group's social media channels are valuable sources of information about the institution	22	7.77	1.19	19	7.63	1.67	19	6.74	1.94	6	6.83	2.40	9	7.00	2.40

**H. Background Information**

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	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	86.7%	32.0%	21.1%	11.1%	58.8%
No	13.3%	68.0%	78.9%	88.9%	41.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	86.2%	88.0%	93.3%	85.7%	94.4%
The International Finance Corporation (IFC)	13.8%	12.0%	0.0%	14.3%	5.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	6.7%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Yes	73.3%	11.5%	36.8%	37.5%	44.4%
No	26.7%	88.5%	63.2%	62.5%	55.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	63.6%	100.0%	42.9%	25.0%	75.0%
The way the two institutions work together needs improvement	31.8%	0.0%	42.9%	50.0%	12.5%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	4.5%	0.0%	14.3%	25.0%	12.5%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Observer*	10.3%	25.9%	36.8%	37.5%	0.0%
Use World Bank Group reports/data	48.3%	40.7%	36.8%	0.0%	41.2%
Engage in World Bank Group related/sponsored events/activities*	34.5%	11.1%	47.4%	37.5%	52.9%
Collaborate as part of my professional duties	41.4%	33.3%	26.3%	50.0%	47.1%
Use World Bank Group website for information, data, research, etc.	27.6%	33.3%	21.1%	50.0%	35.3%

*Significantly different between stakeholder groups

**H. Background Information (continued)****What's your gender?***

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Female	13.3%	44.4%	47.4%	22.2%	50.0%
Male	86.7%	55.6%	52.6%	77.8%	50.0%

*Significantly different between stakeholder groups

What's your age?*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
25 and under	0.0%	0.0%	5.3%	0.0%	5.6%
26-35	10.0%	18.5%	15.8%	22.2%	22.2%
36-45	56.7%	59.3%	36.8%	11.1%	11.1%
46-55	26.7%	14.8%	36.8%	44.4%	27.8%
56 and above	6.7%	7.4%	5.3%	22.2%	33.3%

*Significantly different between stakeholder groups

Which best represents your geographic location?*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Academia/ Research Institute/ Think Tank	Other
Jakarta	90.0%	80.8%	57.9%	33.3%	72.2%
Java, Sumatera, Bali	10.0%	19.2%	36.8%	66.7%	16.7%
Kalimantan, Sulawesi	0.0%	0.0%	0.0%	0.0%	5.6%
Indonesia timur	0.0%	0.0%	5.3%	0.0%	5.6%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁸

● Jakarta N=75 ● Other N=27

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Indonesia.	68	7.12	1.71	25	6.64	1.60

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Indonesia	71	7.04	1.73	25	6.64	1.55
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia	68	6.99	1.97	25	6.48	1.48

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

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

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	61	6.97	1.66	24	6.29	1.65
Flexibility (in terms of the institution's products and services)	62	6.37	1.73	24	5.96	1.63
Flexibility (in terms of changing country circumstances)	63	6.52	1.76	23	6.00	1.60
Being inclusive	63	6.81	1.42	24	6.46	1.79
Openness (sharing data and other information)	66	7.20	1.66	25	7.16	1.25
Collaboration with the Government*	66	7.79	1.34	25	7.12	1.30
The speed in which it gets things accomplished on the ground	59	6.63	1.62	23	5.87	1.77
Helping to bring discipline/effective supervision to implementation of investment projects	58	6.91	1.58	23	6.30	1.29
Collaboration with civil society	61	6.43	1.84	25	6.16	1.62
Staff accessibility	62	6.95	1.69	25	6.68	1.65
Collaboration with other donors and development partners*	61	7.23	1.36	24	6.29	1.85
Collaboration with the private sector	54	6.65	1.74	21	5.95	1.72
Straightforwardness and honesty	64	6.73	1.72	24	6.29	1.63
Treating clients and stakeholders in Indonesia with respect*	67	7.19	1.50	25	6.44	1.64
Being a long-term partner*	65	7.38	1.45	24	6.54	1.56

*Significantly different between geographic locations

¹⁸ 102 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	65	7.02	1.62	22	6.59	1.94

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in Indonesia?***(1-Strongly disagree, 10-Strongly agree)*

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Indonesia	65	7.08	1.60	23	6.70	1.52
The World Bank Group meets Indonesia's needs for knowledge services*	64	7.08	1.54	22	6.09	1.90

Significantly different between geographic locations*D. The World Bank Group's Knowledge Work and Activities****In Indonesia, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Indonesia's specific development challenges and country circumstances*	62	7.45	1.52	23	6.39	1.47

**Significantly different between geographic locations*

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	66	7.15	1.63	23	6.87	1.55
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	67	7.49	1.27	24	6.96	1.57

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Which best represents your geographic location?					
	Jakarta			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Indonesia*	58	6.95	1.55	23	5.65	2.08
Where country systems are adequate, the World Bank Group makes appropriate use of them*	53	7.26	1.69	22	5.86	2.05

**Significantly different between geographic locations*



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY 2018 Indonesia COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Indonesia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia?”

● Collaborating with the WBG N=49

● Not collaborating with the WBG N=51

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Indonesia?*	47	7.70	1.25	50	6.66	2.24

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Indonesia.*	47	7.43	1.41	44	6.48	1.84

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Indonesia solve its most complicated development challenges?	45	7.33	1.30	42	6.71	1.83

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

¹⁹ Only 100 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	17.0%	8.0%
Water and sanitation	8.5%	4.0%
Pollution	0.0%	2.0%
Job creation/employment	23.4%	28.0%
Health	6.4%	8.0%
Financial markets	17.0%	6.0%
Social protection	10.6%	8.0%
Gender equity	0.0%	4.0%
Private sector development	10.6%	8.0%
Education*	10.6%	28.0%
Public sector governance/reform	19.1%	26.0%
Global/regional integration	8.5%	2.0%
Food security	0.0%	6.0%
Urban development	10.6%	2.0%
Judiciary reform	6.4%	4.0%
Economic growth	29.8%	22.0%
Disaster risk management	4.3%	0.0%
Equality of opportunity	6.4%	6.0%
Forestry and landscape	2.1%	6.0%
Information and communications technology	6.4%	6.0%
Transport	17.0%	12.0%
Agriculture and rural development	10.6%	22.0%
Trade and exports	14.9%	12.0%
Crime and violence	2.1%	2.0%
Natural resource management	10.6%	14.0%
Climate change	6.4%	6.0%
Poverty reduction	25.5%	16.0%
Anti corruption	4.3%	12.0%
Marine debris	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Indonesia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	24	7.13	1.65	24	6.21	1.98
Development Policy Financing (DPF)	26	7.04	1.43	26	6.35	1.72
Program-for-Results Financing (PforR)	26	6.96	1.51	22	6.23	1.45
Trust funds and grants*	38	7.13	1.49	27	5.96	1.74
MIGA Guarantees	19	6.63	1.42	23	5.87	1.58
IFC Investment Services*	27	7.19	1.33	23	5.96	1.85
IFC Advisory Services*	29	7.10	1.65	23	5.83	1.83

*Significantly different between collaborators and non-collaborators

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Indonesia*	45	7.62	1.45	49	6.35	1.75
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	44	7.52	1.58	47	6.23	1.98

*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	46	7.41	1.24	37	6.03	1.89
Flexibility (in terms of the institution's products and services)	45	6.56	1.67	39	5.97	1.77
Flexibility (in terms of changing country circumstances)*	44	6.77	1.65	40	6.03	1.79
Being inclusive	45	6.98	1.54	40	6.43	1.53
Openness (sharing data and other information)	45	7.47	1.18	44	6.95	1.84
Collaboration with the Government*	45	7.98	1.16	44	7.27	1.47
The speed in which it gets things accomplished on the ground*	44	6.86	1.49	36	5.97	1.84
Helping to bring discipline/effective supervision to implementation of investment projects	42	6.93	1.66	37	6.57	1.37
Collaboration with civil society	41	6.71	1.74	43	6.05	1.83
Staff accessibility*	45	7.60	1.39	40	6.23	1.76
Collaboration with other donors and development partners*	46	7.33	1.45	37	6.62	1.64
Collaboration with the private sector*	39	6.90	1.64	34	6.06	1.82
Straightforwardness and honesty*	46	7.13	1.47	40	6.10	1.84
Treating clients and stakeholders in Indonesia with respect	46	7.33	1.51	44	6.70	1.61
Being a long-term partner*	46	7.63	1.25	41	6.71	1.68

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In Indonesia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender	29	6.34	2.00	32	5.91	1.96
The impact of climate change	32	6.56	1.88	30	5.67	1.71



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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection	35	7.20	1.98	34	6.38	1.84
Gender equity	25	6.48	1.96	28	6.14	1.63
Private sector development	31	7.03	1.76	38	6.45	2.01
Education*	35	7.23	1.66	40	6.38	1.75
Public sector governance/reform	40	7.33	1.53	38	6.63	1.76
Global/regional integration*	32	7.47	1.39	34	6.71	1.64
Food security*	29	6.83	1.65	30	5.90	1.56
Urban development	39	7.03	1.63	35	6.71	1.49
Energy	33	6.76	1.37	32	6.59	1.64
Water and sanitation*	37	7.08	1.61	33	6.21	1.47
Pollution	31	6.26	1.55	31	6.10	2.02
Job creation/employment	32	5.94	1.48	39	5.41	1.58
Health	36	6.97	1.86	39	6.51	1.54
Financial markets	28	7.57	2.04	34	7.24	1.95
Transport	33	7.03	1.57	36	6.69	1.39
Agriculture and rural development	31	6.48	1.73	36	6.25	1.54
Trade and exports	25	7.32	1.77	34	6.68	1.49
Crime and violence	20	5.60	1.82	29	5.24	1.55
Natural resource management	30	6.33	1.97	37	6.35	1.49
Climate change	30	6.30	2.04	32	6.50	1.34
Poverty reduction*	38	6.68	1.71	41	5.83	1.61
Anti corruption	30	5.50	1.83	33	5.42	1.85
Judiciary reform	24	5.58	1.74	31	5.74	1.53
Economic growth*	35	7.71	1.47	41	6.66	1.77
Disaster risk management	28	6.32	1.79	29	6.45	1.55
Equality of opportunity	31	6.77	2.03	36	6.50	1.68
Forestry and landscape	16	5.69	2.15	28	5.93	1.49
Marine debris	14	4.57	1.79	22	5.59	2.02
Information and communications technology	32	6.91	2.32	35	7.09	2.01

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Indonesia?	43	7.26	1.63	42	6.57	1.80

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Indonesia?***(1-Strongly disagree, 10-Strongly agree)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Indonesia*	42	7.38	1.48	43	6.56	1.64
The World Bank Group meets Indonesia's needs for knowledge services	44	7.18	1.73	40	6.50	1.62

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Indonesia to mobilize finance for development from private sector sources?	34	7.41	1.91	38	6.61	1.73

*(1-Not effectively at all, 10-Very effectively)***D. The World Bank Group's Knowledge Work and Activities****In Indonesia, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	43	6.84	1.68	39	6.95	1.45
Include appropriate level of stakeholder involvement during preparation	44	7.20	1.36	43	6.60	1.58
Lead to practical solutions*	44	7.11	1.54	41	6.41	1.63
Are accessible (well written and easy to understand)*	44	7.73	1.23	43	7.14	1.47
Are source of relevant information on global good practices*	42	7.90	1.38	44	7.27	1.32
Are adequately disseminated	43	7.56	1.64	43	6.88	1.79
Are translated enough into local language	42	7.45	1.80	43	6.81	2.00
Are adaptable to Indonesia's specific development challenges and country circumstances	42	7.40	1.67	41	7.02	1.56

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	42	7.55	1.48	45	6.69	1.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	43	7.72	1.30	46	7.07	1.45

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	34	7.12	1.68	34	6.41	1.89
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	41	7.63	1.65	39	6.79	1.30
The World Bank Group's approvals and reviews are done in a timely fashion	41	7.05	1.69	35	6.51	1.65
The World Bank Group's "Safeguard Policy" requirements are reasonable	40	7.35	1.99	35	6.66	1.51
The World Bank Group's conditions on its lending are reasonable	37	6.78	1.95	34	6.44	1.80
The World Bank Group takes decisions quickly in Indonesia	41	6.88	1.89	37	6.19	1.70
Working with the World Bank Group increases Indonesia's institutional capacity*	43	7.44	1.65	37	6.30	1.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	38	7.26	1.90	34	6.38	1.89

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Indonesia?	30	6.93	2.45	33	6.76	1.87

(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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	41	7.80	1.62	40	7.43	1.43
I find the information on the World Bank Group's websites useful.	40	8.08	1.54	41	7.46	1.38
The World Bank Group's social media channels are valuable sources of information about the institution	33	7.61	1.73	39	7.03	1.87



Appendix E: Responses to Selected Questions by Year²⁰

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents N=148
- FY 2018 Number of comparable respondents N=100

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2015	FY 2018
Office of the President/Prime Minister/Minister and State/Local Government Institutions	39%	39%
Bilateral/Multilateral Agencies	3%	3%
Civil Society	22%	22%
Private Sector	19%	19%
Academia	11%	11%
Media	6%	6%

A. General Issues facing Indonesia

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

Percentage of Respondents	FY 2015	FY 2018
The right direction	74.3%	83.5%
The wrong direction	2.0%	4.1%
Not sure	23.6%	12.4%

B. Overall Attitudes toward the World Bank Group

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Indonesia?*	148	6.67	2.12	97	7.20	1.73

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY 2015 and FY 2018

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Indonesia.*	135	6.37	1.66	93	7.01	1.65

(1-Not effective at all, 10-Very effective) *Significantly different between FY 2015 and FY 2018

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Indonesia solve its most complicated development challenges?*	141	6.48	1.85	88	7.02	1.53

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY 2015 and FY 2018

²⁰ Only those questions that were asked in the FY 2015 and FY 2018 country opinion surveys, with similar response scales/options, are presented.

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

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

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2018
To a fully sufficient degree	6.1%	4.3%
To a somewhat sufficient degree	45.9%	37.2%
To a somewhat insufficient degree	38.5%	29.8%
To a very insufficient degree	4.7%	10.6%
Don't know	4.7%	18.1%

*Significantly different between FY 2015 and FY 2018

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Indonesia	141	6.66	1.63	95	7.01	1.72
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	143	6.39	1.64	92	6.92	1.85

*Significantly different between FY 2015 and FY 2018

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	133	6.52	1.58	86	6.77	1.71
Flexibility (in terms of the institution's products and services)	135	6.20	1.55	85	6.22	1.75
Flexibility (in terms of changing country circumstances)	130	6.30	1.52	85	6.36	1.77
Being inclusive	131	6.46	1.51	88	6.69	1.58
Openness (sharing data and other information)*	137	6.64	1.67	90	7.31	1.47
Collaboration with the Government*	137	7.13	1.46	90	7.56	1.37
The speed in which it gets things accomplished on the ground	129	6.23	1.78	82	6.44	1.74
Helping to bring discipline/effective supervision to implementation of investment projects [†]				80	6.72	1.57
Collaboration with civil society	134	6.23	1.69	86	6.44	1.76
Staff accessibility	130	6.57	1.65	88	7.01	1.63
Collaboration with other donors and development partners	132	6.86	1.67	85	7.03	1.61
Collaboration with the private sector	120	6.32	1.56	74	6.45	1.75
Straightforwardness and honesty	132	6.38	1.69	87	6.65	1.71
Treating clients and stakeholders in Indonesia with respect [‡]	139	6.68	1.67	91	7.02	1.61
Being a long-term partner	130	6.73	1.66	88	7.12	1.59

*Significantly different between FY 2015 and FY 2018

[†]Only FY 2018 COS questionnaire had this response option.

[‡]In FY 2015, the response option was "The World Bank Group treats clients and stakeholders in Indonesia with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



C. World Bank Group's Effectiveness and Results

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia?²¹ (1-Not effective at all, 10-Very effective)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	100	6.64	1.78	70	6.83	1.95
Gender equity	102	6.72	1.79	56	6.37	1.78
Private sector development	89	6.47	1.66	68	6.80	1.80
Education	111	6.66	1.85	76	6.79	1.77
Public sector governance/reform	112	6.54	1.65	78	6.99	1.64
Global/regional integration*	85	6.33	1.89	66	7.05	1.60
Food security	94	6.33	1.94	59	6.42	1.63
Urban development*	88	6.05	1.85	73	6.88	1.59
Energy	87	6.24	1.90	65	6.66	1.53
Water and sanitation	98	6.87	1.96	70	6.71	1.57
Pollution				62	6.19	1.67
Job creation/employment*	105	6.34	1.75	70	5.65	1.57
Health	107	6.56	1.79	74	6.73	1.73
Financial markets*	92	6.55	1.76	61	7.33	2.04
Transport [†]	89	6.44	1.67	69	6.83	1.51
Agriculture and rural development ^{**}	105	6.55	1.78	69	6.35	1.61
Trade and exports	90	6.56	1.70	60	6.86	1.66
Crime and violence				49	5.48	1.63
Natural resource management	84	6.54	1.88	67	6.40	1.69
Climate change	89	6.42	1.86	63	6.38	1.76
Poverty reduction*	118	6.93	1.69	79	6.39	1.67
Anti corruption*	99	6.24	2.06	62	5.61	1.79
Judiciary reform				56	5.70	1.59
Economic growth	111	6.86	1.73	76	7.14	1.70
Disaster risk management ^{***}	95	6.35	1.92	59	6.40	1.69
Equality of opportunity	97	6.40	1.74	67	6.54	1.87
Forestry and landscape				46	5.77	1.75
Marine debris				37	5.13	1.95
Information and communications technology*	77	6.26	1.73	67	6.97	2.15

*Significantly different between FY 2015 and FY 2018

[†] In FY 2015, the category was "Transport (e.g., roads, bridges, transportation) and Logistics (e.g. ports operations)."

^{**} In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture and rural development" category.

^{***} In FY 2015, the category was "Disaster management."

²¹ The categories that were compared had the same wording or slightly different wording, but the same meaning. The categories "Pollution," "Crime and violence," "Forestry and landscape," and "Marine debris" were absent in FY 2015; FY 2018 "Judiciary reform" category could not be compared to FY 2015 "Law and justice (e.g., judicial system)" category.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	134	6.52	1.64	85	6.92	1.74

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

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Indonesia*	127	6.25	1.78	86	6.95	1.61
The World Bank Group meets Indonesia's needs for knowledge services	137	7.11	1.54	85	6.81	1.73

*Significantly different between FY2015 and FY2018

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	FY 2015	FY 2018
Weekly	4.1%	1.1%
Monthly	20.3%	12.4%
A few times a year	41.9%	40.4%
Rarely	25.0%	39.3%
Never	8.8%	6.7%

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	131	6.49	1.59	82	6.87	1.56
Include appropriate level of stakeholder involvement during preparation	134	6.48	1.68	88	6.90	1.49
Lead to practical solutions	139	6.48	1.72	86	6.78	1.61
Are accessible (well written and easy to understand)*	140	6.84	1.66	88	7.40	1.38
Are source of relevant information on global good practices*	138	7.03	1.63	87	7.55	1.36
Are adequately disseminated*	135	6.67	1.67	87	7.18	1.71
Are translated enough into local language*	120	6.02	2.17	86	7.04	1.92
Are adaptable to Indonesia's specific development challenges and country circumstances*	135	6.47	1.69	84	7.16	1.60

*Significantly different between FY2015 and FY2018

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	132	6.64	1.72	88	7.09	1.61
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	137	7.13	1.45	90	7.34	1.42

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

E. Working with the World Bank Group

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	100	6.59	1.69	69	6.72	1.83
The World Bank Group effectively monitors and evaluates the projects and programs it supports	124	7.05	1.52	81	7.21	1.53
The World Bank Group's approvals and reviews are done in a timely fashion	116	6.42	1.66	78	6.79	1.69
The World Bank Group's "Safeguard Policy" requirements are reasonable	95	6.57	1.66	76	6.97	1.84
The World Bank Group's conditions on its lending are reasonable	96	6.35	1.82	70	6.63	1.90
The World Bank Group takes decisions quickly in Indonesia	118	6.06	1.76	79	6.56	1.87
Working with the World Bank Group increases Indonesia's institutional capacity	129	6.61	1.87	81	6.95	1.66
Where country systems are adequate, the World Bank Group makes appropriate use of them	105	6.75	1.72	73	6.84	1.90

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

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

Percentage of Respondents	FY 2015	FY 2018
Financial services	16.9%	28.6%
Knowledge products	35.8%	27.5%
Convening services	10.1%	7.7%
None of the above	0.7%	1.1%
The combination is appropriate for Indonesia	31.8%	33.0%
Don't know	4.7%	2.2%

**G. Communication and Information Sharing**

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?*

Percentage of Respondents	FY 2015	FY 2018
Yes	51.4%	70.7%
No	48.6%	29.3%

*Significantly different between FY2015 and FY2018

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

Percentage of Respondents	FY 2015	FY 2018
Yes	87.8%	89.2%
No	12.2%	10.8%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	40.5%	46.2%
No	59.5%	53.8%

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	96.6%	92.2%
Dial-up	3.4%	7.8%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	127	7.29	1.50	82	7.61	1.51
I find the information on the World Bank Group's websites useful.	128	7.57	1.35	83	7.77	1.45
The World Bank Group's social media channels are valuable sources of information about the institution	86	7.03	1.81	74	7.23	1.82



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Indonesia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use 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 Indonesia.	6.48	7.43	7.08	6.70	6.66	7.46	6.94	7.14	7.00	7.00	7.05	6.88
Overall the World Bank Group currently plays a relevant role in development in Indonesia	6.35	7.62	7.03	6.60	6.59	7.44	6.71	7.43	6.87	7.06	7.09	6.61
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia	6.23	7.52	7.00	6.32	6.30	7.62	6.59	7.46	6.74	7.06	7.10	6.34
Responsiveness to needs	6.03	7.41	6.81	6.71	6.44	7.24	6.67	7.04	6.69	6.94	6.95	6.38
Flexibility (in terms of the institution's products and services)	5.97	6.56	6.29	6.44	5.96	6.81	6.27	6.41	6.35	6.26	6.30	6.35
Flexibility (in terms of changing country circumstances)	6.02	6.77	6.46	6.24	6.14	6.81	6.35	6.58	6.48	6.32	6.32	6.65
Being inclusive	6.43	6.98	6.84	6.35	6.48	7.11	6.53	7.21	6.70	6.82	6.90	6.38
Openness (sharing data and other information)	6.95	7.47	7.27	6.82	6.91	7.59	6.90	7.79	7.11	7.32	7.22	7.13
Collaboration with the Government	7.27	7.98	7.81	7.00	7.48	7.89	7.51	7.93	7.52	7.85	7.77	7.38
The speed in which it gets things accomplished on the ground	5.97	6.86	6.30	6.94	6.17	6.75	6.40	6.48	6.32	6.59	6.59	6.04
Helping to bring discipline/effective supervision to implementation of investment projects	6.57	6.93	6.77	6.80	6.47	7.21	6.66	7.04	6.84	6.67	6.87	6.58
Collaboration with civil society	6.05	6.71	6.21	7.11	5.90	7.08	6.29	6.63	6.52	6.17	6.61	6.00
Staff accessibility	6.23	7.60	7.00	6.41	6.71	7.14	6.55	7.55	6.61	7.33	7.12	6.39
Collaboration with other donors and development partners	6.62	7.33	6.94	7.06	6.84	7.14	6.73	7.41	6.92	7.03	7.12	6.62
Collaboration with the private sector	6.06	6.90	6.48	6.44	6.02	7.06	6.44	6.57	6.46	6.50	6.54	6.33
Straightforwardness and honesty	6.10	7.13	6.68	6.37	6.31	7.03	6.44	7.00	6.40	6.97	6.79	6.22
Treating clients and stakeholders in Indonesia with respect	6.70	7.33	7.11	6.63	6.75	7.41	6.73	7.60	6.97	7.09	7.08	6.87
Being a long-term partner	6.71	7.63	7.31	6.61	6.81	7.69	7.02	7.47	7.15	7.21	7.21	7.07
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	6.57	7.26	7.01	6.88	6.66	7.44	6.97	7.04	6.96	7.03	7.04	6.90
The World Bank Group's financial instruments meet the needs of Indonesia	6.56	7.38	6.94	7.16	6.76	7.31	7.02	6.93	7.02	6.93	6.98	7.00
The World Bank Group meets Indonesia's needs for knowledge services	6.50	7.18	6.81	7.06	6.63	7.16	6.86	6.85	6.96	6.68	6.83	6.92
World Bank Group's knowledge work and activities are adaptable to Indonesia's specific development challenges and country circumstances	7.02	7.40	7.28	6.88	6.90	7.59	7.19	7.21	7.31	7.00	7.25	7.10
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.69	7.55	7.15	6.94	6.88	7.42	6.97	7.43	7.14	7.06	7.13	7.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.07	7.72	7.45	7.33	7.11	7.87	7.42	7.45	7.53	7.26	7.39	7.50
The World Bank Group takes decisions quickly in Indonesia	6.19	6.88	6.59	6.59	6.21	7.12	6.64	6.45	6.71	6.39	6.57	6.62
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.38	7.26	6.91	6.69	6.39	7.57	6.85	6.91	7.00	6.64	6.92	6.74

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Indonesia FY 2018 Questionnaire



WORLD BANK GROUP

World Bank Group Country Survey FY 2018 – Indonesia

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

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

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

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

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

**SECTION A: GENERAL ISSUES FACING INDONESIA**

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

A2. Listed below are a number of development priorities in Indonesia.			
Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	16	Agriculture and rural development
2	Gender equity (closing the gap between women and men, and boys and girls)	17	Trade and exports
3	Private sector development	18	Crime and violence
4	Education	19	Natural resource management
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Climate change (e.g., mitigation, adaptation)
6	Global/regional integration	21	Poverty reduction
7	Food security	22	Anti corruption
8	Urban development	23	Judiciary reform
9	Energy	24	Economic growth
10	Water and sanitation	25	Disaster risk management
11	Pollution	26	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	27	Forestry and landscape
13	Health	28	Information and communications technology
14	Financial markets	29	Marine debris
15	Transport (e.g., roads, bridges, transportation)		

**SECTION A: GENERAL ISSUES**

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

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

1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Forestry and landscape	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management
14	Judiciary reform	28	Marine debris

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

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

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

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

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Indonesia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)			
1	Energy	16	Economic growth
2	Water and sanitation	17	Disaster risk management
3	Pollution	18	Equality of opportunity (i.e., social inclusion)
4	Job creation/employment	19	Forestry and landscape
5	Health	20	Information and communications technology
6	Financial markets	21	Transport (e.g., roads, bridges, transportation)
7	Social protection (e.g., pensions, targeted social assistance)	22	Agriculture and rural development
8	Gender equity (closing the gap between women and men, and boys and girls)	23	Trade and exports
9	Private sector development	24	Crime and violence
10	Education	25	Natural resource management
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	27	Poverty reduction
13	Food security	28	Anti corruption
14	Urban development	29	Marine debris
15	Judiciary reform		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Indonesia?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	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 Indonesia? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Indonesia
7	Too influenced by developed countries
8	World Bank Group's processes too slow
9	World Bank Group's processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	Inadequate World Bank Group's staffing in Indonesia
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	Don't know

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia? (Select only ONE response)

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Indonesia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective		N/A								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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	Beneficiaries	8	Parliament
2	Youth/university groups	9	Foundations
3	Private sector	10	Media
4	Local government	11	Faith-based organizations
5	Donor community	12	Other (please specify): _____
6	NGOs/Community Based Organizations		
7	Academia/think tanks/research institutes	13	Don't know

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

		Strongly disagree										Strongly agree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
B10	Overall the World Bank Group currently plays a relevant role in development in Indonesia	1	2	3	4	5	6	7	8	9	10	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 Indonesia	1	2	3	4	5	6	7	8	9	10	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 Indonesia, 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Indonesia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<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 World Bank Group does not provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS****C1. In Indonesia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?**

		To no degree at all					To a very significant degree					Don't know
1	Gender (i.e., closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The impact of climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Forestry and landscape	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Marine debris	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Information and communications technology	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 Indonesia?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

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

C6. How effectively does the World Bank Group help Indonesia to mobilize finance for development from private sector sources?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not effectively at all									Very effectively			Don't know



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

D1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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 Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Working with the World Bank Group increases Indonesia'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"/>

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

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Indonesia?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Indonesia? (Choose no more than TWO)	
1	Education
2	Health
3	Supporting poor and marginalized local communities
4	Jobs
5	Business development
6	Infrastructure
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Don't know
11	Other (please specify): _____

E11. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Indonesia's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Indonesia's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)	
1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Increase availability of Reimbursable Advisory Services (RAS)
6	Help to bring discipline/effective supervision to implementation of World Bank Group projects
7	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
8	Offer more innovative financial products
9	Ensure greater selectivity in its work
10	Provide more adequate data/knowledge/statistics/figures on Indonesia's economy
11	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
12	Work more with civil society and beneficiary representatives
13	Increase the level of capacity development in the country
14	Leverage the private sector more (i.e., mobilize private sector development)
15	Improve the quality of its experts as related to Indonesia's specific challenges
16	Work more with private sector
17	Other (please specify): _____

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

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

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
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	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	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?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
G9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**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, IFC, or MIGA) in your country?	
1	Yes
2	No

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

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

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

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

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

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

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

H8. What's your gender?

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

H9. What's your age?

- | | |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

H10. Which best represents your geographic location?

- | | |
|---|----------------------|
| 1 | Jakarta |
| 2 | Java, Sumatera, Bali |
| 3 | Kalimantan, Sulawesi |
| 4 | Indonesia timur |

Thank you for completing the survey!