



World Bank Group Country Survey FY 2018 – Lao PDR

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

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 LAO PDR

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

A2. Listed below are a number of development priorities in Lao PDR.			
Please identify which of the following you consider the most important development priorities in Lao PDR. (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 (e.g., hydropower, mining)
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	Law and justice
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	Disease
13	Health	28	Information and communications technology
14	Financial markets	29	Environmental sustainability
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 Lao PDR? (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	Disease	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 (e.g., hydropower and mining)
14	Law and justice	28	Environmental sustainability

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 Lao PDR? (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	Other (please specify): _____

SECTION A: GENERAL ISSUES

A5. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

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

A6. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Lao PDR? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

A7. Do you think the income gap between the urban and rural populations in Lao PDR is a very big problem, a moderately big problem, a small problem or not a problem at all? (Select only ONE response)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Lao PDR?									
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 Lao PDR.										
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 Lao PDR 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 Lao PDR, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lao PDR? (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	Disease
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 (e.g., hydropower and mining)
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	Environmental sustainability
15	Law and justice		

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 Lao PDR?			
		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	<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 (e.g., South-South 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	Development partner 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 Lao PDR? (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 Lao PDR
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 committed for the long term in the country
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CSOs)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	Inadequate World Bank Group's staffing in Lao PDR
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 Lao PDR? (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 Lao PDR 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	Investment Project Financing (IPF)	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		<input type="checkbox"/>
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Advisory Services	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	7	Academia/think tanks/research institutes
2	Youth/university groups	8	National assembly
3	Private sector	9	Media
4	Local government	10	Other (please specify): _____
5	Development partner community	11	Don't know
6	Civil society organizations (e.g., NGOs, Non-profit associations)		

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Lao PDR	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 Lao PDR	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 Lao PDR, in terms of each of the following?

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

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 Lao PDR? (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	<input type="checkbox"/>
1	Gender equity (closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	Private sector development											<input type="checkbox"/>
3	Education											<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>
5	Global/regional integration											<input type="checkbox"/>
6	Food security											<input type="checkbox"/>
7	Energy											<input type="checkbox"/>
8	Water and sanitation											<input type="checkbox"/>
9	Environmental sustainability											<input type="checkbox"/>
10	Job creation/employment											<input type="checkbox"/>
11	Health											<input type="checkbox"/>
12	Financial markets											<input type="checkbox"/>
13	Transport (e.g., roads, bridges, transportation)											<input type="checkbox"/>
14	Agriculture and rural development											<input type="checkbox"/>
15	Trade and exports											<input type="checkbox"/>
16	Natural resource management (e.g., hydropower, mining)											<input type="checkbox"/>
17	Climate change (e.g., mitigation, adaptation)											<input type="checkbox"/>
18	Poverty reduction											<input type="checkbox"/>
19	Anti corruption											<input type="checkbox"/>
20	Law and justice											<input type="checkbox"/>
21	Economic growth											<input type="checkbox"/>
22	Disaster risk management											<input type="checkbox"/>
23	Equality of opportunity (i.e., social inclusion)											<input type="checkbox"/>
24	Disease											<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 Lao PDR?												
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 Lao PDR?																					
											Strongly disagree			Strongly agree	Don't know						
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Lao PDR										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Lao PDR'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 Lao PDR 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

C7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Lao PDR? (Select only ONE response)	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Lao PDR's efforts ... ?																					
											Not effectively at all			Very effectively	Don't know						
C8	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	To develop better and stronger data collection/analytics systems within the Government										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	To strengthen the country's crisis preparedness										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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 Lao PDR, 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 informed government decisions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Influence policy reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to Lao PDR's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant		Don't know

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR?												
		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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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To what extent do you agree/disagree with the following statements, on a ten-point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E11	The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E12	The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E13	NT2 is having a positive impact on sustainable economic development in Lao PDR	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E14	The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E15	There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LAO PDR

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (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	Be more adaptive to the country context
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 Lao PDR'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 Lao PDR'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 Lao PDR, 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 Lao PDR? (Select only ONE response)

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LAO PDR

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Lao PDR?	B. Which THREE areas below would benefit most from other donors in Lao PDR?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
7	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
9	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
10	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
11	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
13	Food security	<input type="checkbox"/>	<input type="checkbox"/>
14	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
15	Doing Business (e.g., business climate)	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)

1	Local radio	6	Internet (e.g., websites)
2	International radio	7	Periodicals (e.g., magazines)
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	Mobile (3G/4G)

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
		1	2	3	4	5	6	7	8	9	10		
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	Presidential Office	10	Civil society organizations (e.g., NGOs, Non-profit associations)
2	Prime Minister's Office	11	Media (press, radio, TV, web, etc.)
3	National Assembly	12	Independent Government Institution (i.e., Regulatory Agency, Central Bank)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	13	Mass organizations (Lao Trade Union, Lao Youth Union, Lao Women's Union, and Lao Front)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	14	Youth Group
6	Local Government Office or Staff	15	Academia/Research Institute/Think Tank
7	Bilateral/Multilateral Agency	16	Judiciary Branch
8	Private Sector Organization	17	Other (please specify): _____
9	Financial Sector/Private Bank		

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

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

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 Lao PDR?

(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 Lao PDR?

(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 |

Thank you for completing the survey!