

FY 2018 Lao PDR Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Lao PDR 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, Calita Woods, and Antonina Redko oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Lao PDR country team and the independent local fielding agency Indochina Research (Laos). In particular, PORG is grateful for the support from Hannah Louise McDonald-Moniz (Communications Officer) who coordinated the survey related activities from Vientiane, Lao PDR.



Country Opinion Surveys
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LAO PDR





I. Objectives

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

- *General Issues Facing Lao PDR*
- *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 Lao PDR*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2018, 906 stakeholders of the WBG in Lao PDR 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 Presidential Office; the Prime Minister's Office; the National Assembly; 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; the financial sector/private banks; civil society organizations (e.g., NGOs, non-profit associations); the media; independent government institutions; mass organizations (Lao Trade Union, Lao Youth Union, Lao Women's Union, and Lao Front); youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 360 stakeholders participated in the survey (40% response rate). Respondents received and completed the questionnaires via the online survey platform Qualtrics, or received and returned the questionnaires via post.

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 45%, N=296). Data were weighted to reach the same stakeholder composition in two 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, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 92).

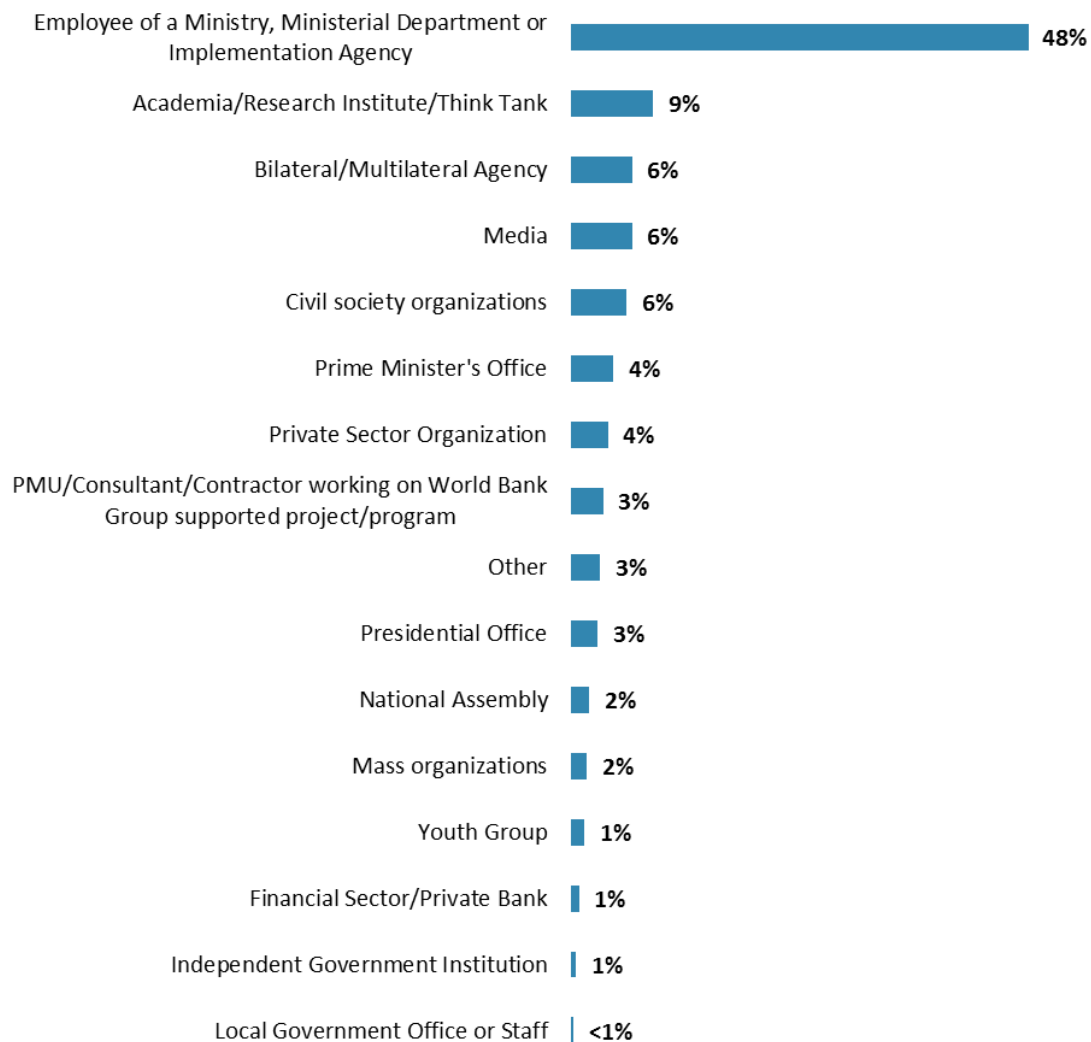


III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Presidential Office were combined with respondents from the Prime Minister's Office; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG-supported projects; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from civil society organizations, mass organizations, and youth groups were combined in the “CSO” category; and the small number of respondents from the National Assembly, local governments, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the judiciary branch.

Percentage of Respondents (N=357)

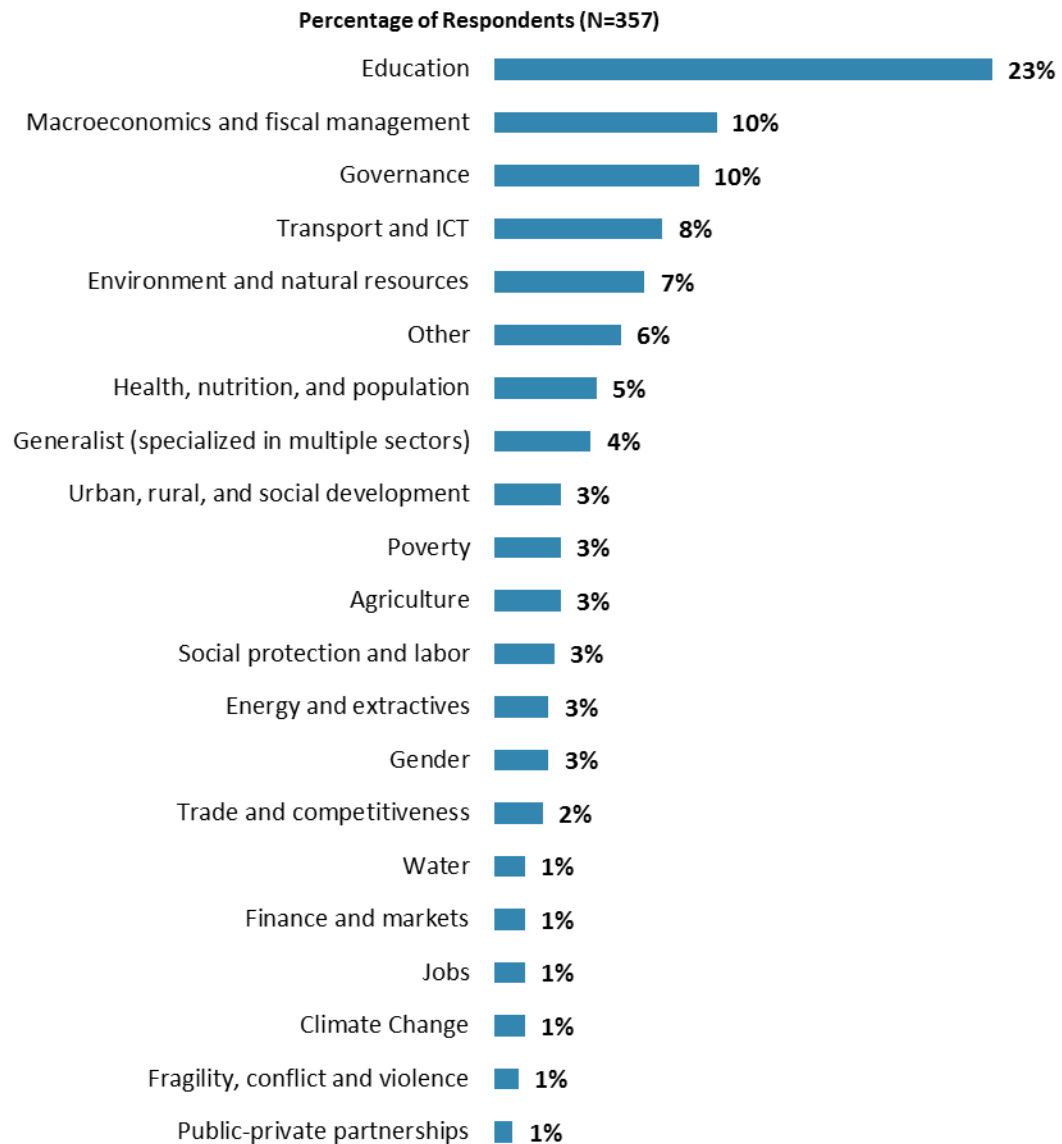


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



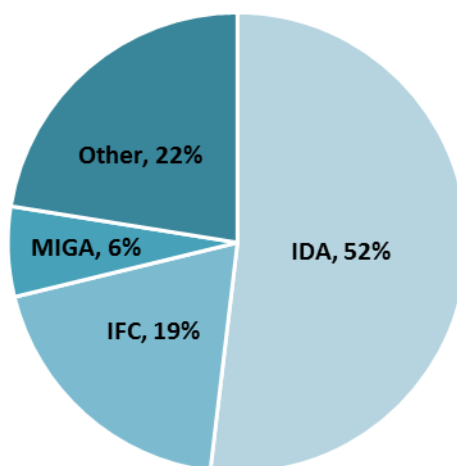
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=316)



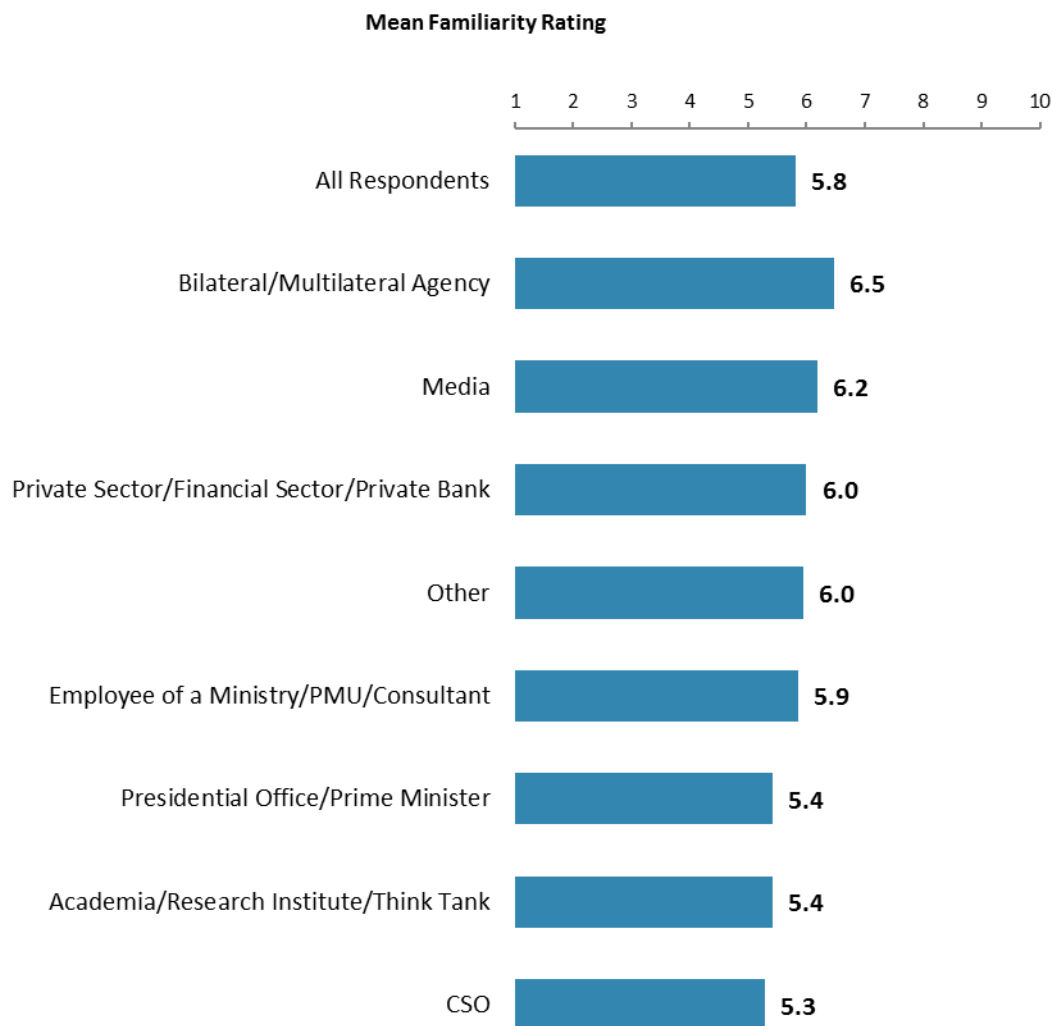
"Which of the following agencies of the World Bank Group do you primarily engage with in Lao PDR?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'15 Country Survey (weighted mean in FY'18 = 5.7; weighted mean in FY'15 = 6.5)¹.
- Respondents' levels of familiarity with the WBG were significantly, moderately correlated with their ratings of the extent to which the WBG contributes to development results in Lao PDR.



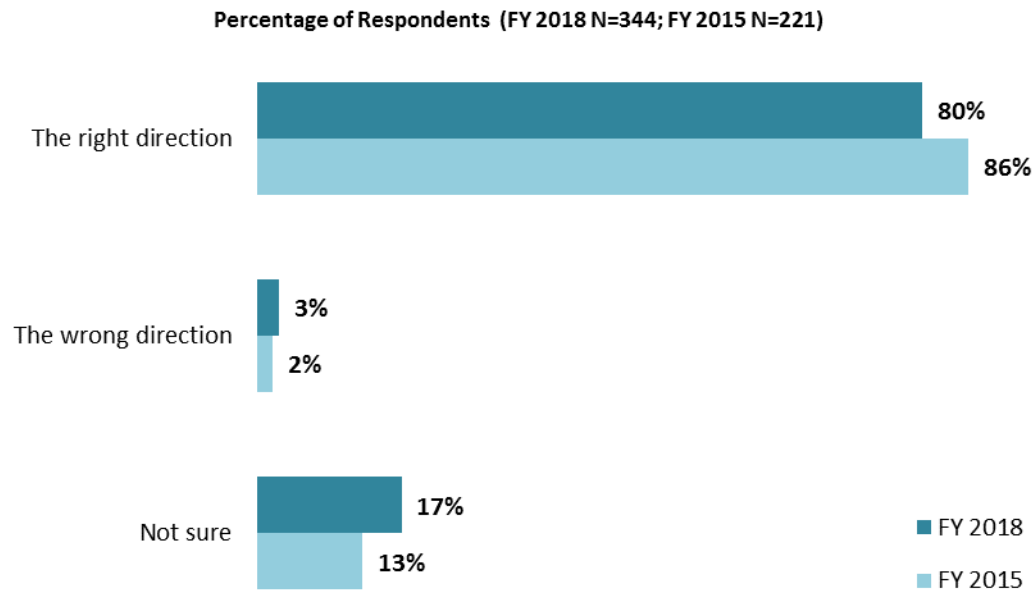
"How familiar are you with the work of the World Bank Group in Lao PDR?"
(1-"Not familiar at all", 10-"Extremely familiar")

¹ Please refer to Appendix D (page 92) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Lao PDR

Headed in the Right Direction²



"In general, would you say that Lao PDR is headed in ... ?"
(Respondents chose from a list.)

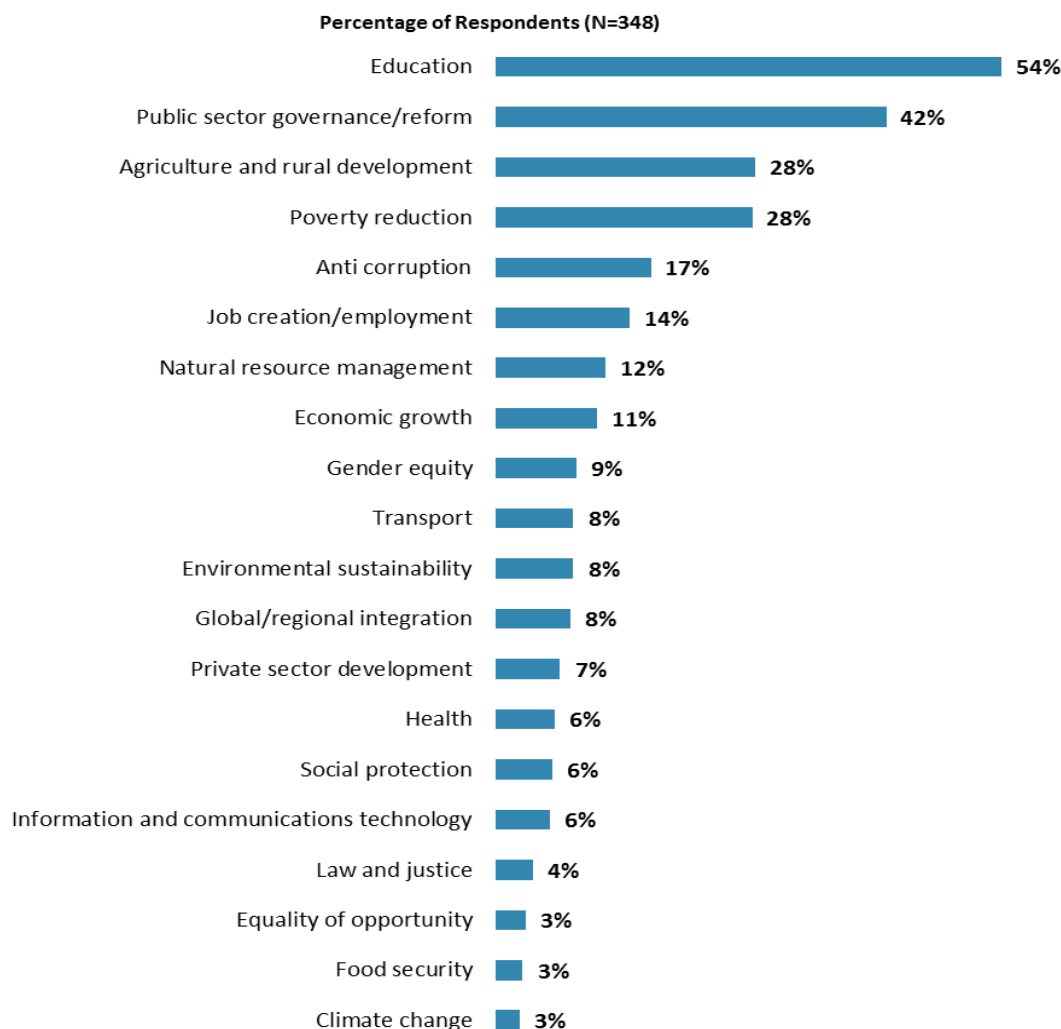
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'15.



IV. General Issues Facing Lao PDR (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Lao were “*anti-corruption*” (43%), “*poverty reduction*” (38%), “*public sector governance/reform*” (36%), and “*education*” (33%).
- Respondents who identified their primary specialization of work as “*education*” (23% of the sample) were significantly *more* likely to indicate that “*education*” was among the most important development priorities in Lao PDR, compared to the rest of respondents in other areas of work (education specialists=71%; others=49%).



"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)"
(Respondents chose from a list. Responses combined. Top 20 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 the country.

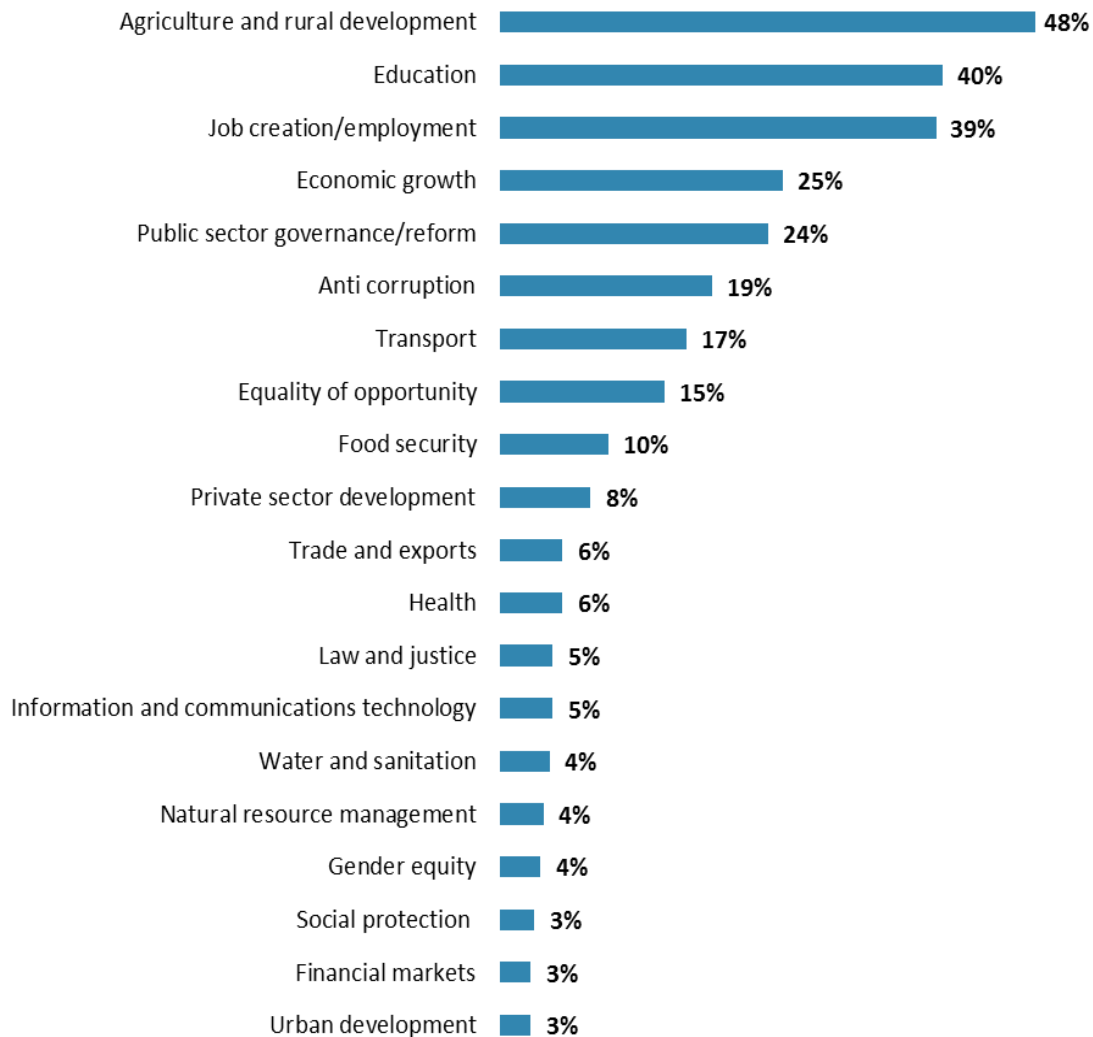


IV. General Issues Facing Lao PDR (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in Lao were “*rural development*” (40%), “*job creation/employment*” (39%), “*education*” (35%), and “*anti-corruption*” (35%).

Percentage of Respondents (N=357)



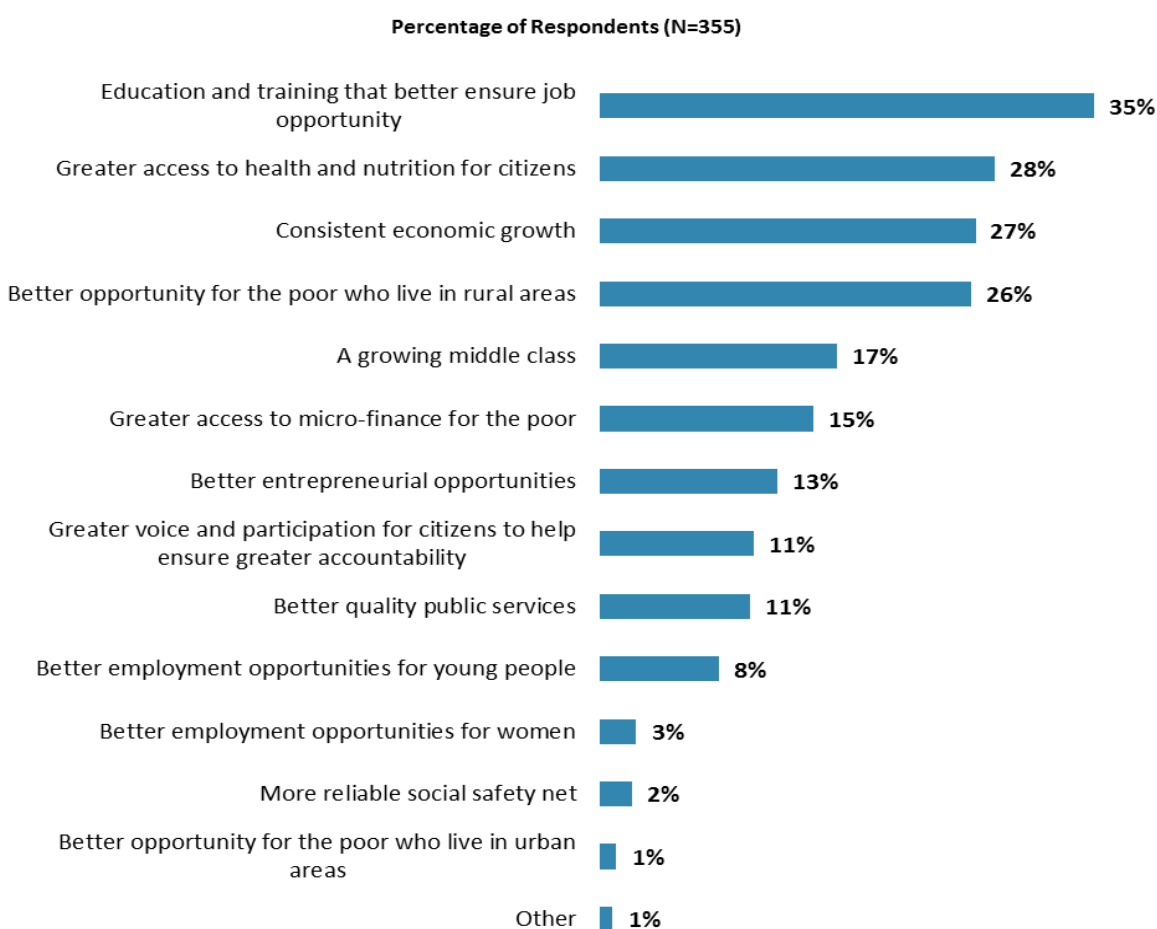
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



IV. General Issues Facing Lao PDR (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in Lao can be best achieved through “*education and training that better ensure job opportunity*” (48%) and “*better opportunity for the poor who live in rural areas*” (33%).
- Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that shared prosperity in Lao can be best achieved through “*education and training that better ensure job opportunity*” compared to the rest of respondents in other areas of work (education specialists=50%; others=31%).



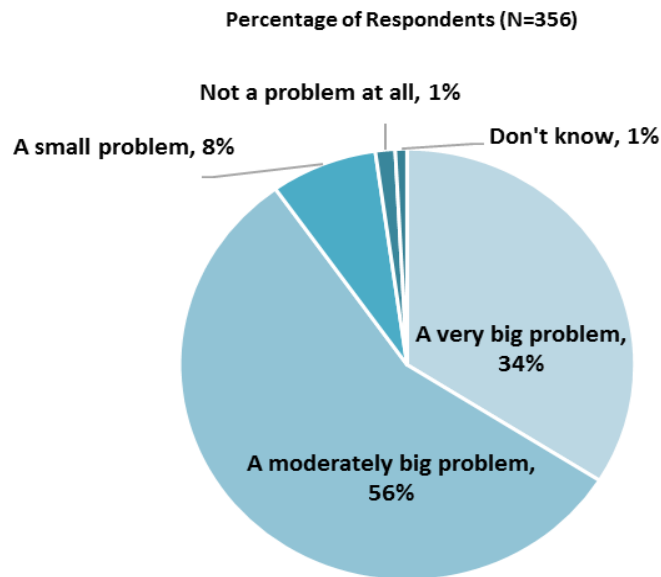
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When 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)" (Respondents chose from a list. Responses combined.)

* 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 how shared prosperity can be best achieved in the country.



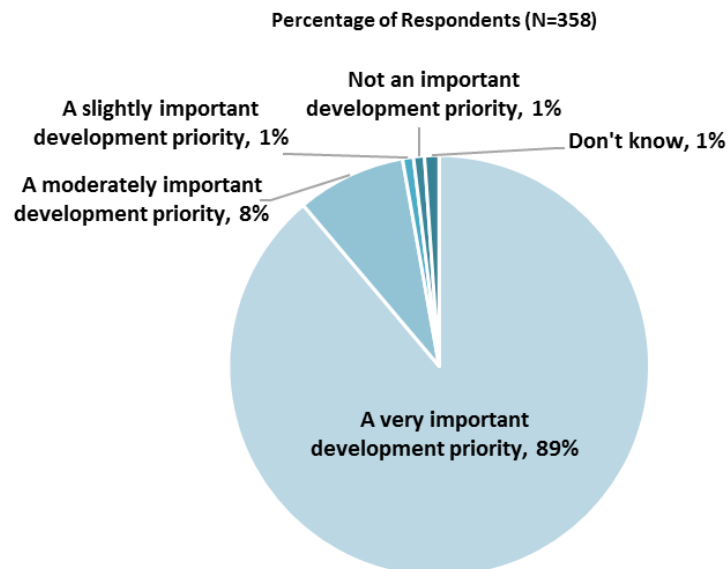
IV. General Issues Facing Lao PDR (continued)

Income Gap between Urban and Rural



"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?"
(Respondents chose from a list.)

Early Childhood Development



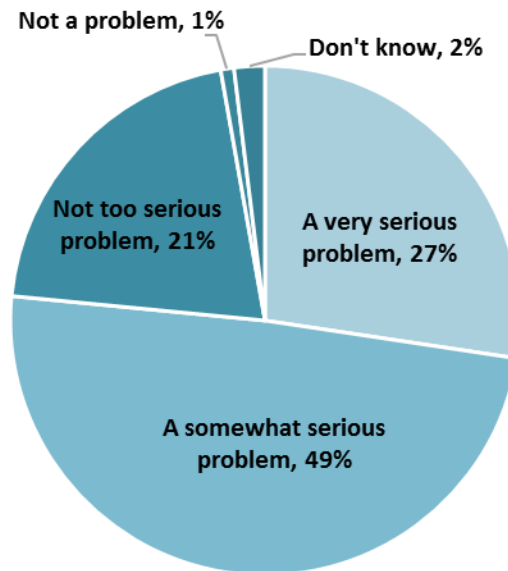
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Lao PDR?" (Respondents chose from a list.)



IV. General Issues Facing Lao PDR (continued)

Global Climate Change

Percentage of Respondents (N=358)



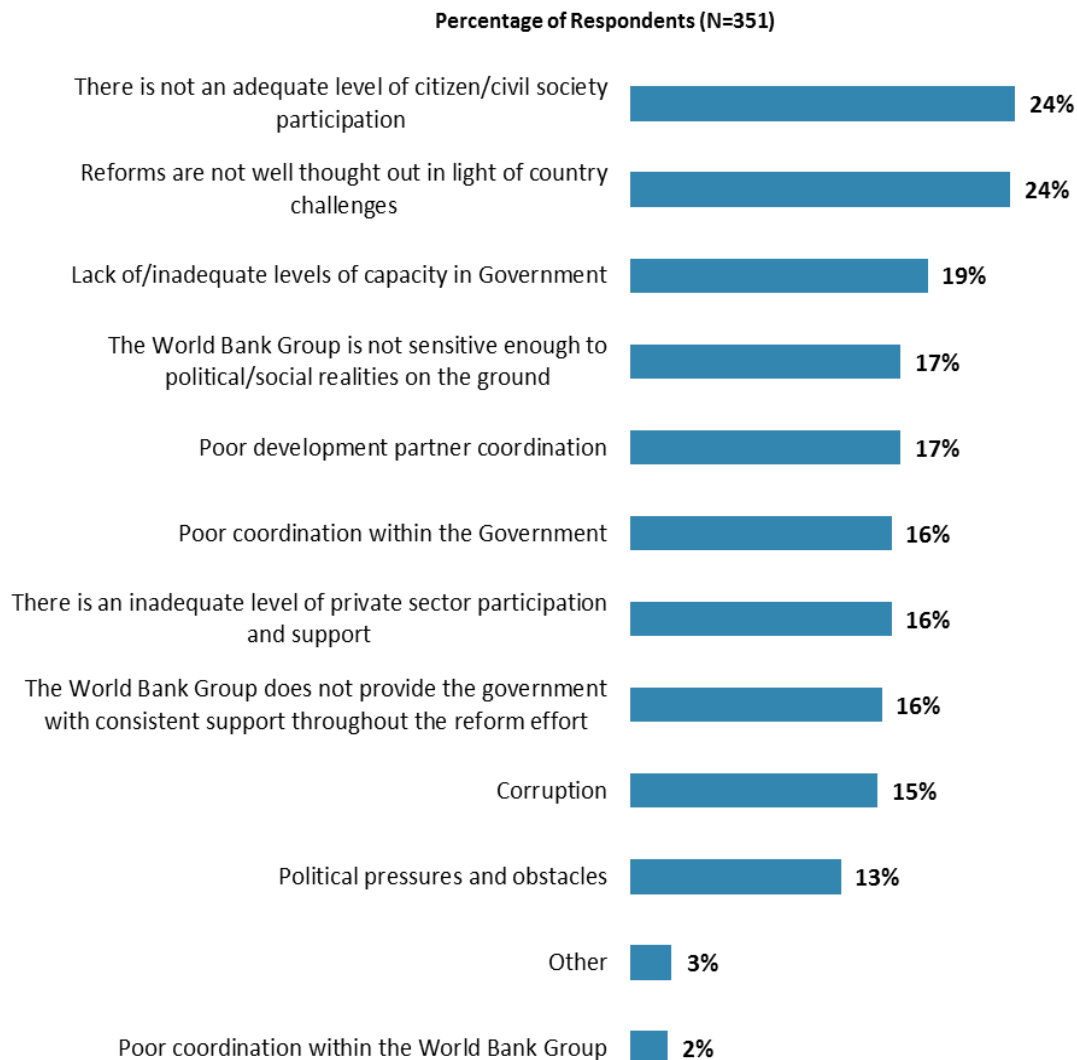
"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



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 *“there is not an adequate level of citizen/civil society participation”* (39%) and *“the WBG is not sensitive enough to political/ social realities on the ground”* (37%).



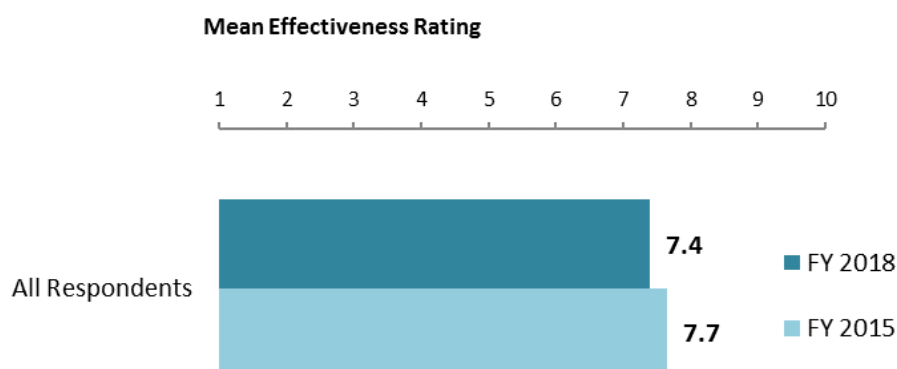
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

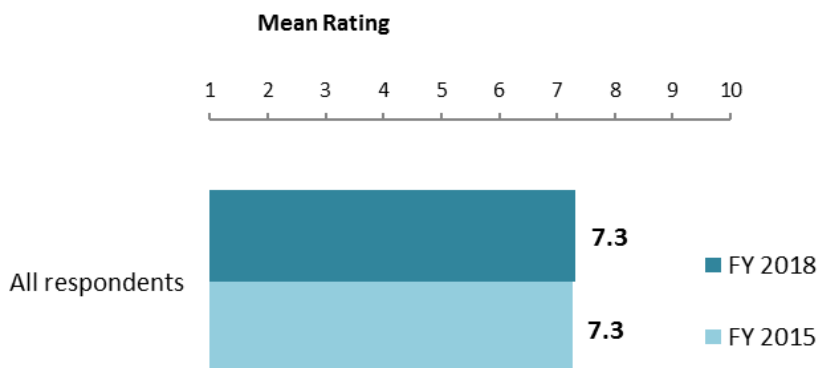
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



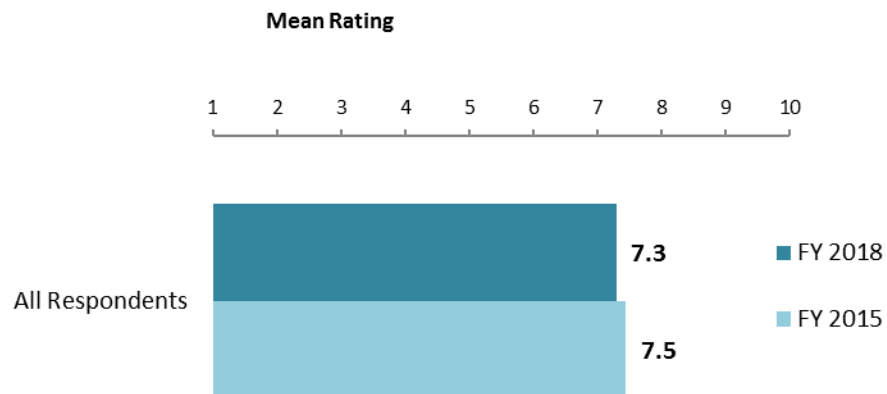
"To what extent does the World Bank Group’s work help to achieve development results in Lao PDR?" (1-"To no degree at all", 10-"To a very significant degree")

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



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

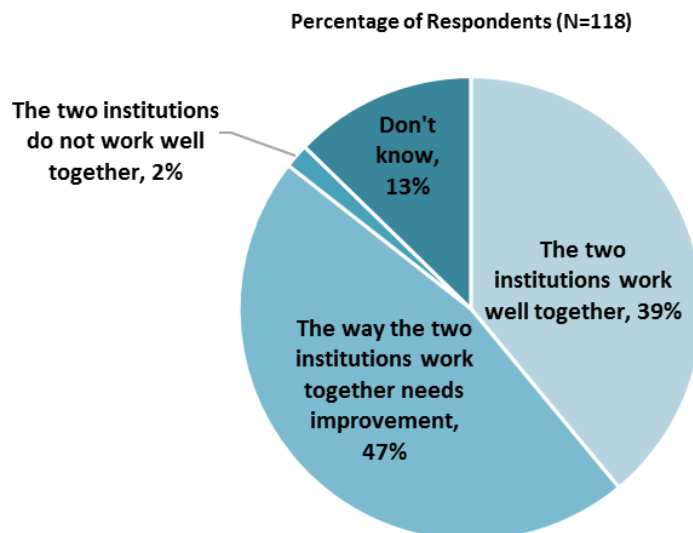
WBG Staff Preparedness⁴



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

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 on the two institutions working together in Lao PDR?" (Respondents chose from a list.)

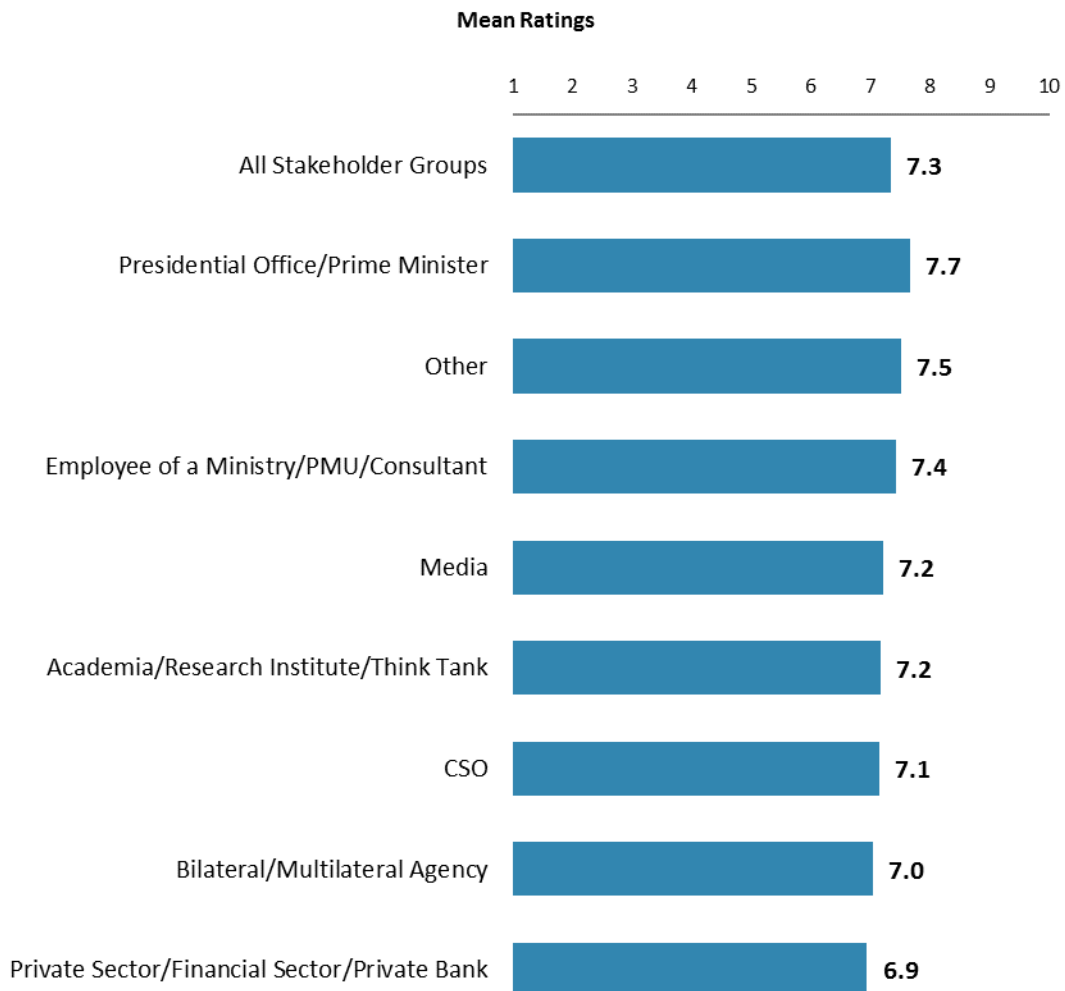
⁴ Means presented in the chart were calculated based on weighted data.



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 statistically similar mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.4) as those respondents who do not collaborate with the WBG (mean rating = 7.3). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 98).



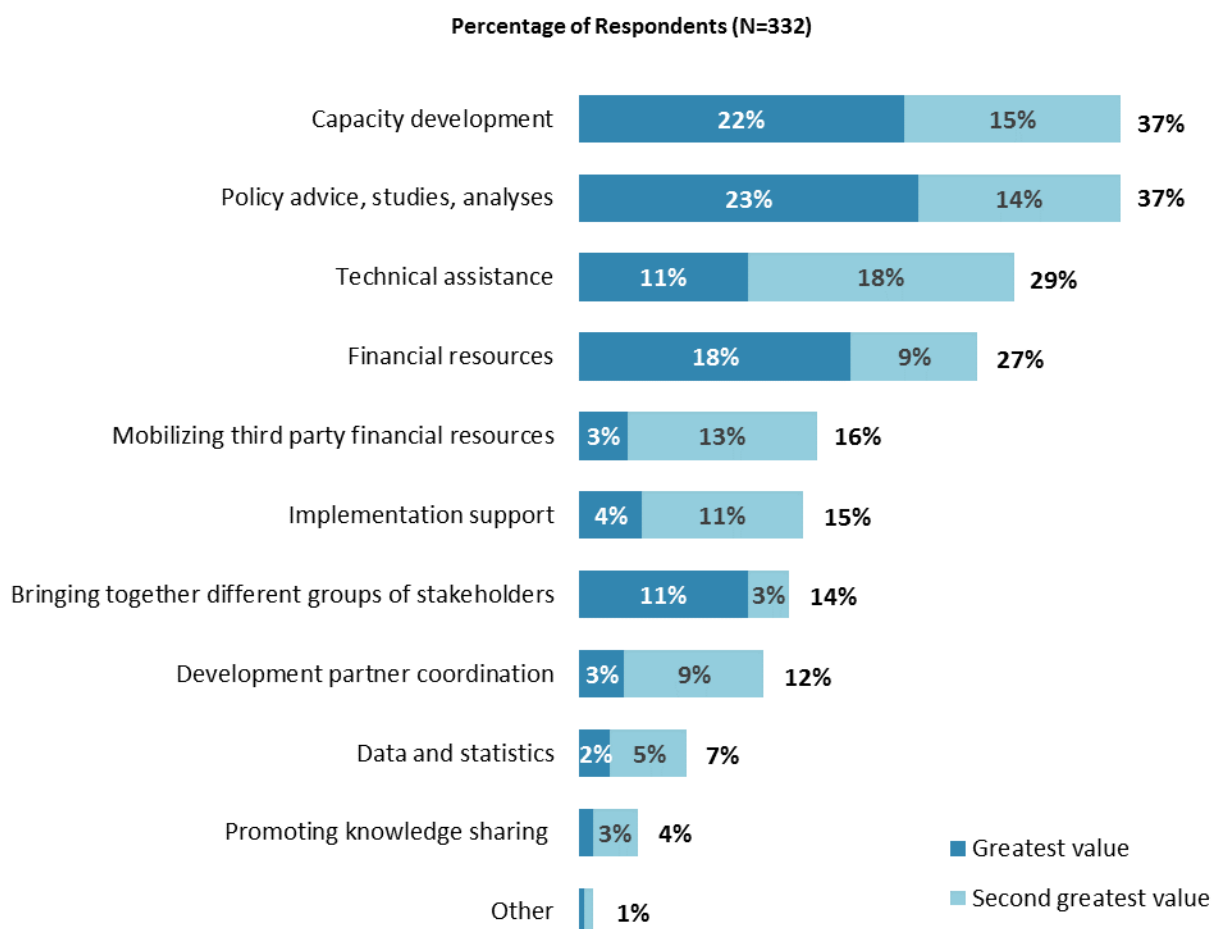
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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 Lao were "*capacity development*" (42%), "*policy advice, studies, analyses*" (40%), and "*technical assistance*" (39%).



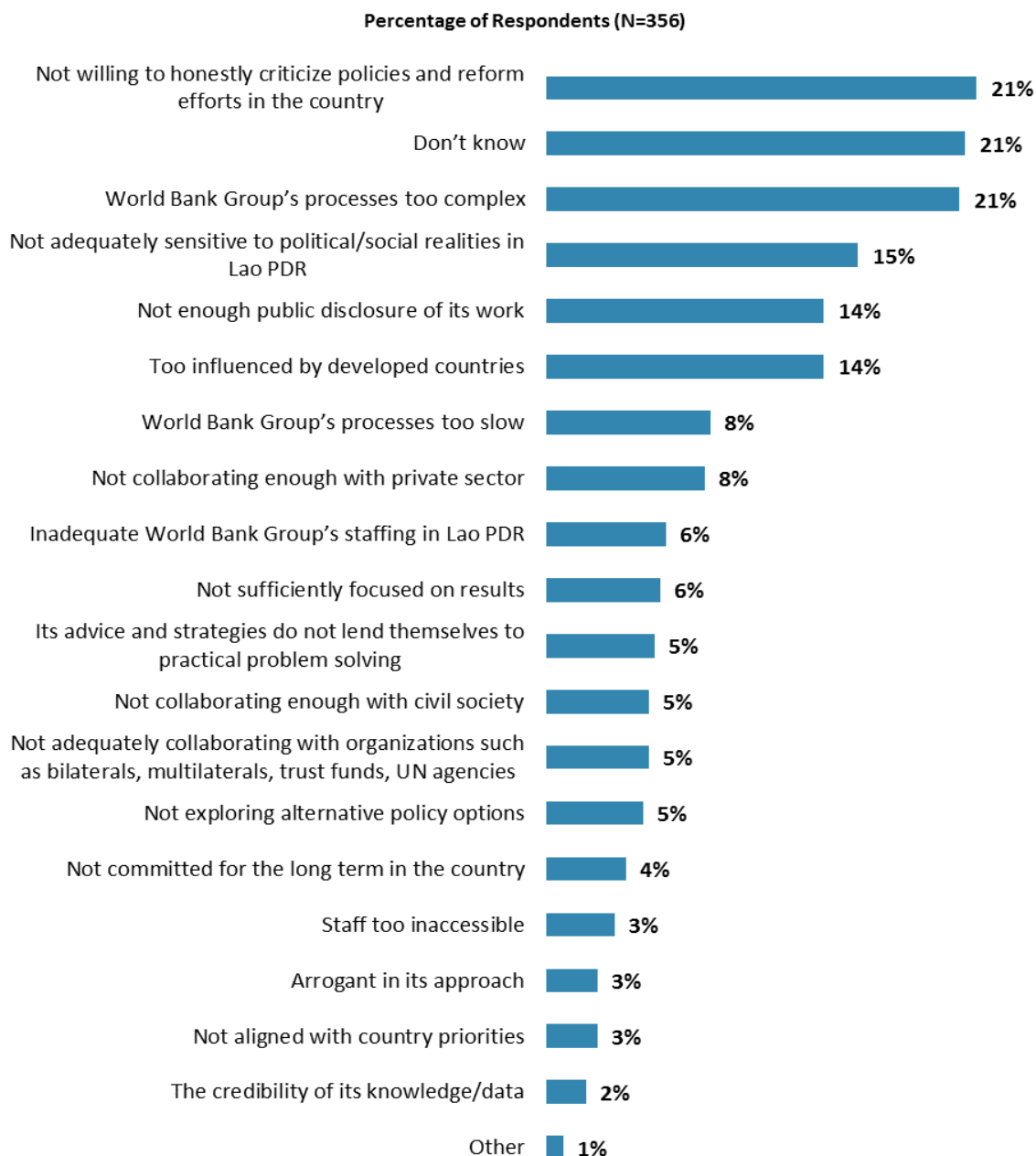
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lao PDR?" (Respondents chose from a list.)



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 Lao were "*not enough public disclosure of its work*" (24%) and "*World Bank Group's processes too complex*" (20%).

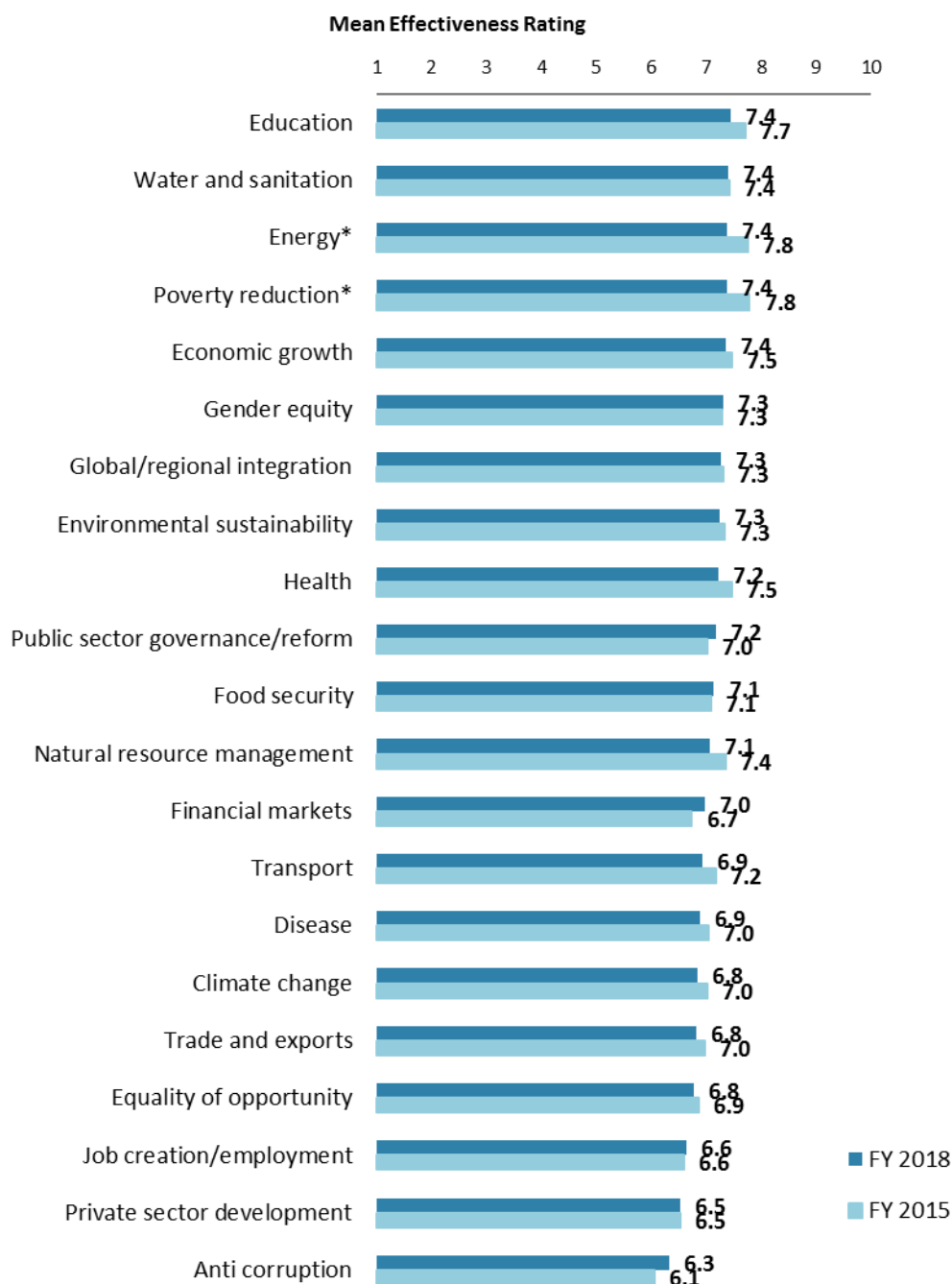


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



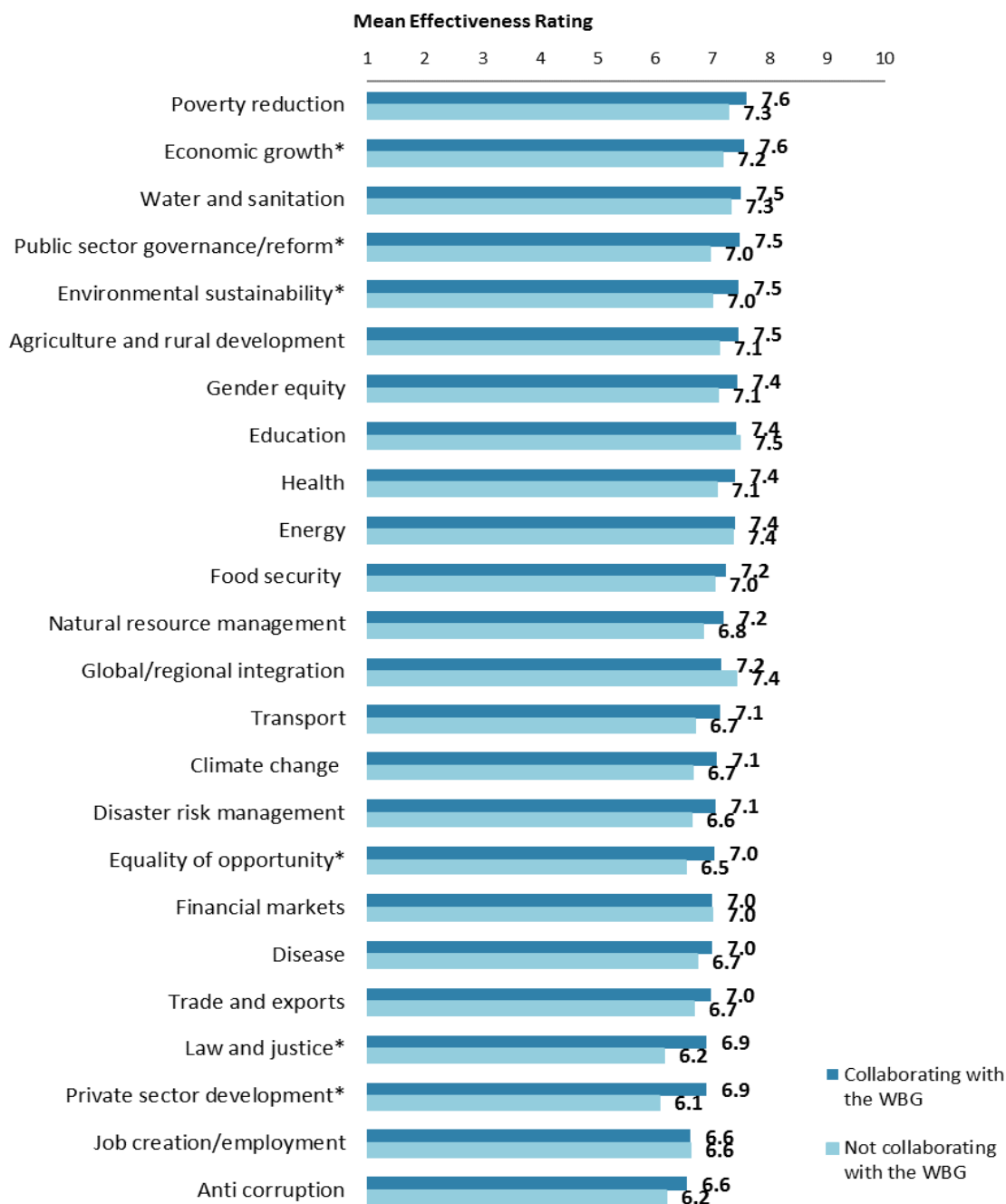
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lao PDR?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2018 and FY 2015)

⁵ Means presented in this chart were calculated based on weighted data. Only those sectors comparable across both FY'15 and FY'18 are presented in this chart. See Appendix D 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 Lao PDR?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 47) 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 Lao PDR, bivariate correlational analyses were conducted using respondents' ratings of the twenty-four specific areas of effectiveness.

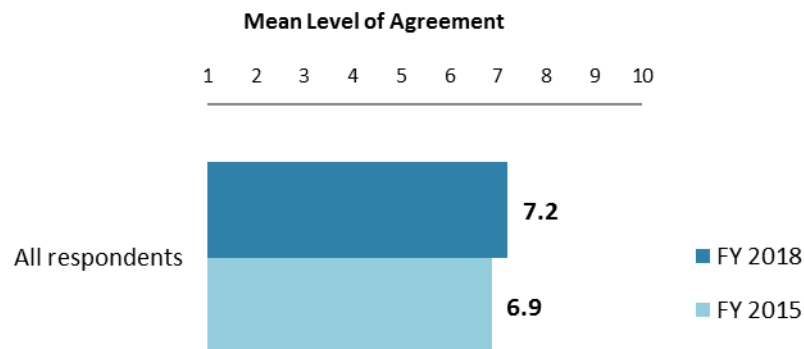
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Lao PDR. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at gender equity;
 - The WBG's effectiveness at education; and
 - The WBG's effectiveness at private sector development.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Lao PDR, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key driver from these analyses were:
 - The WBG's effectiveness at anti corruption;
 - The WBG's effectiveness at energy; and
 - The WBG's effectiveness at education; and
 - The WBG's effectiveness at private sector development.



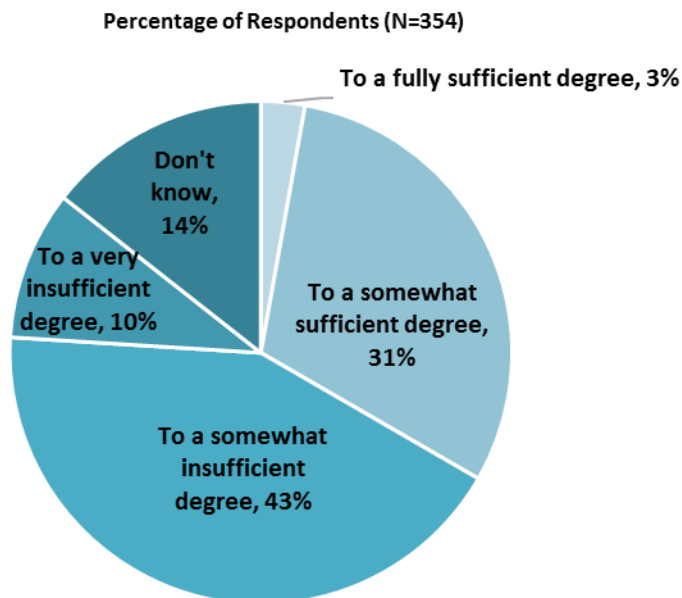
VI. Sectoral Effectiveness (continued)

WBG Promoting Private Public Partnerships⁷



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

Helping the Poorest



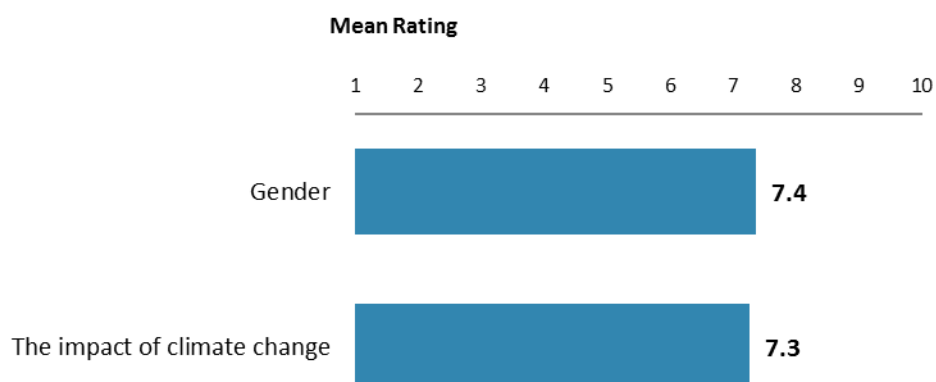
"To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR?" (Respondents chose from a list.)

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



VI. Sectoral Effectiveness (continued)

WBG's Influence on Gender and Climate Change Policy

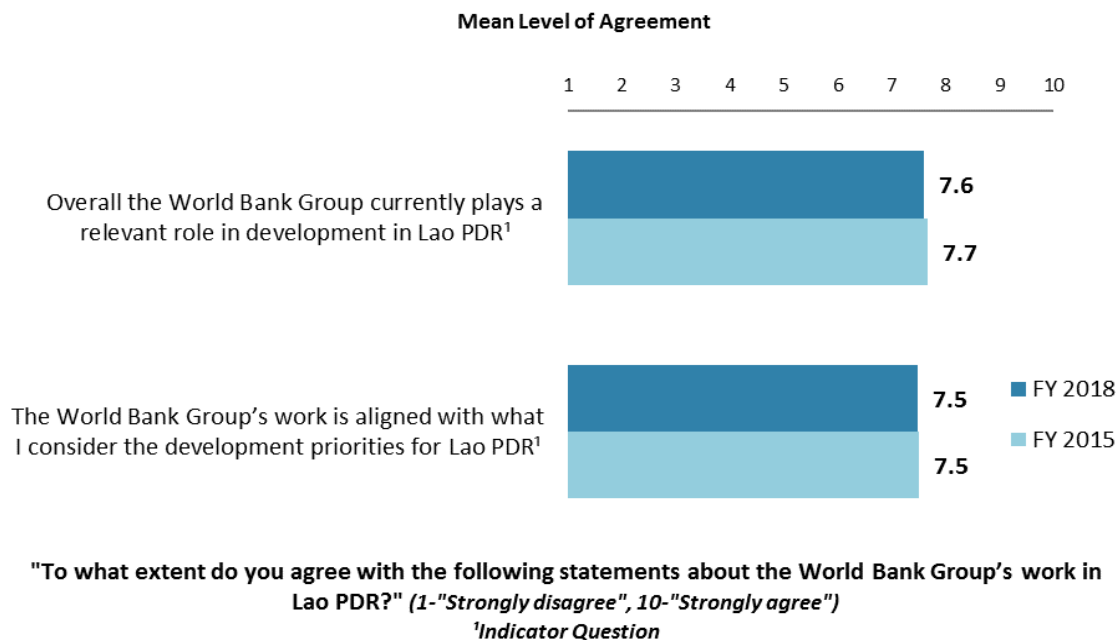


"In Lao PDR, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?" (1-"To no degree at all", 10-"To a very significant degree")

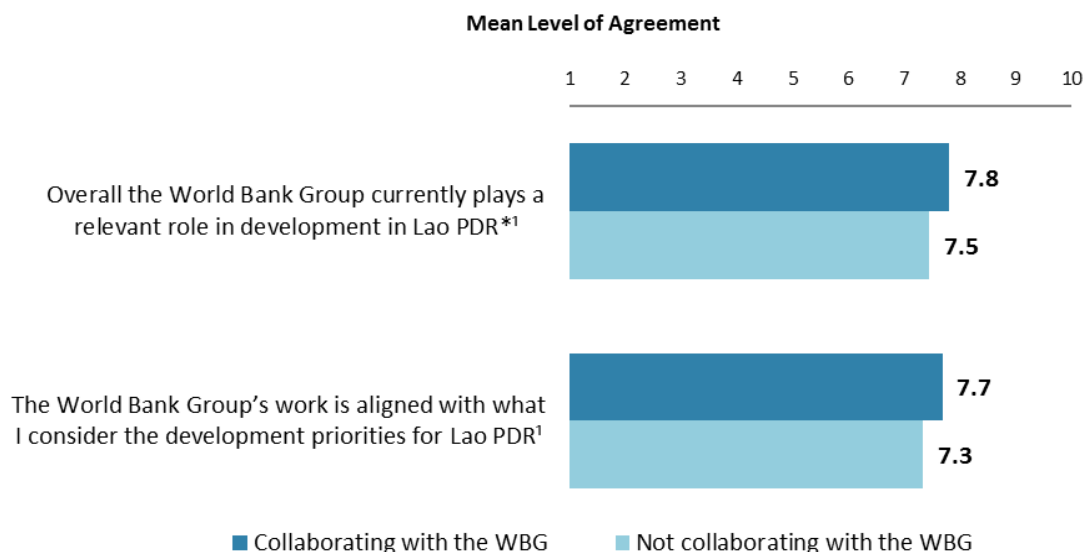


VII. How the World Bank Group Operates

The World Bank Group's Work in Lao PDR: Year Comparison⁸



The World Bank Group's Work in Lao PDR: Collaboration



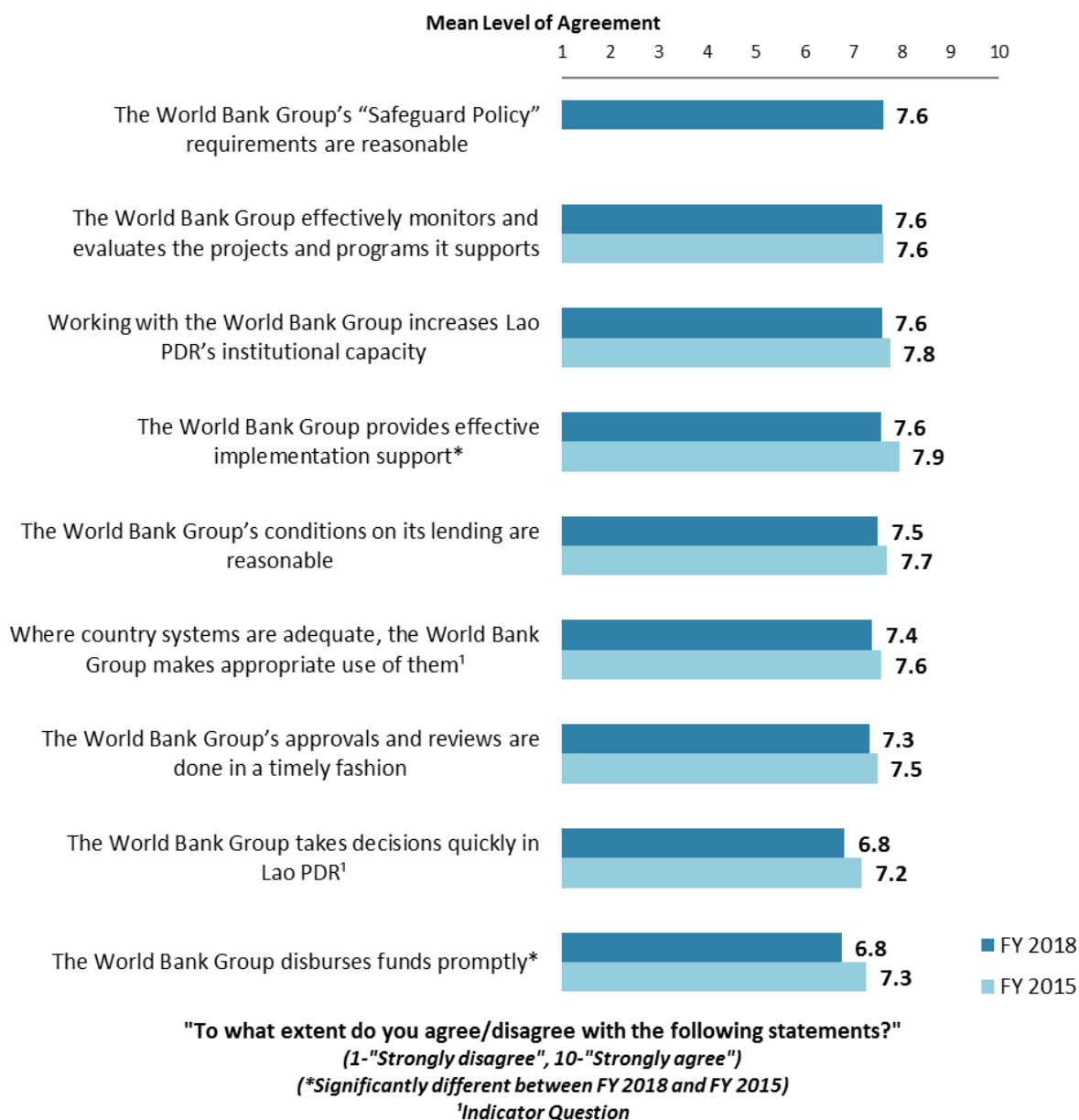
"To what extent do you agree with the following statements about the World Bank Group's work in Lao PDR?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



⁹ 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")

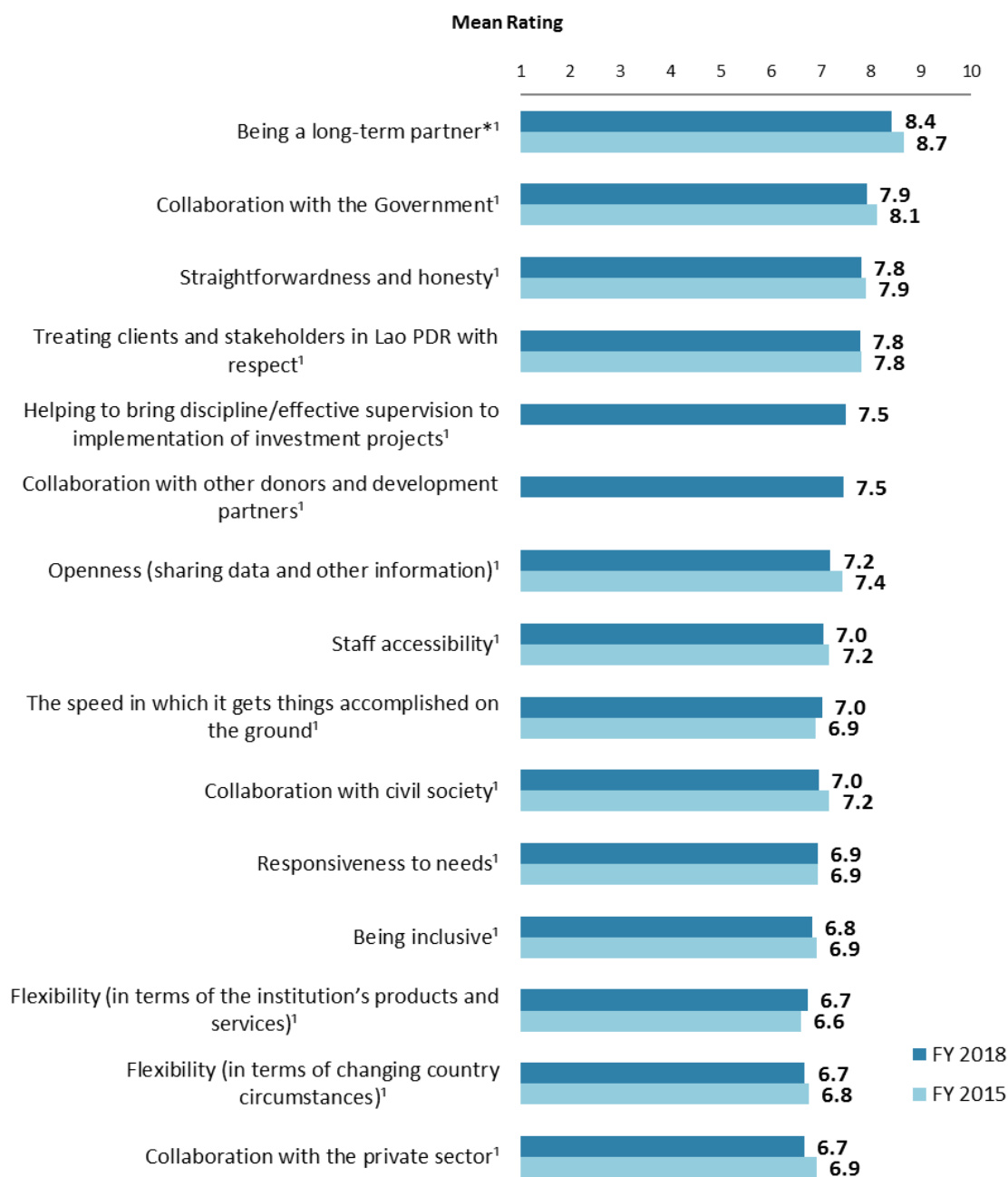
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



"To what extent is the World Bank Group an effective development partner in Lao PDR, 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)*

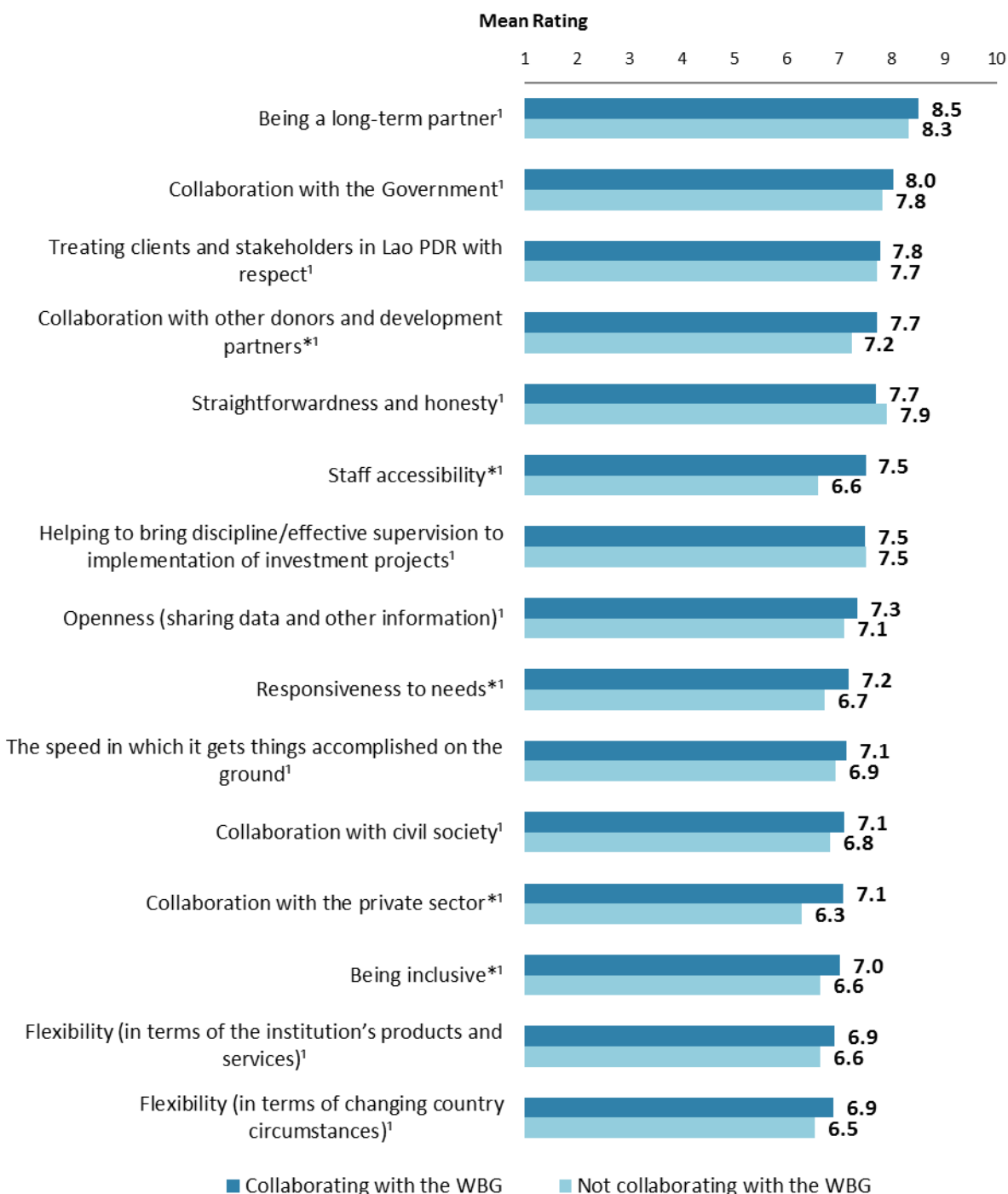
¹Indicator Question

¹⁰ 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 Lao PDR, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



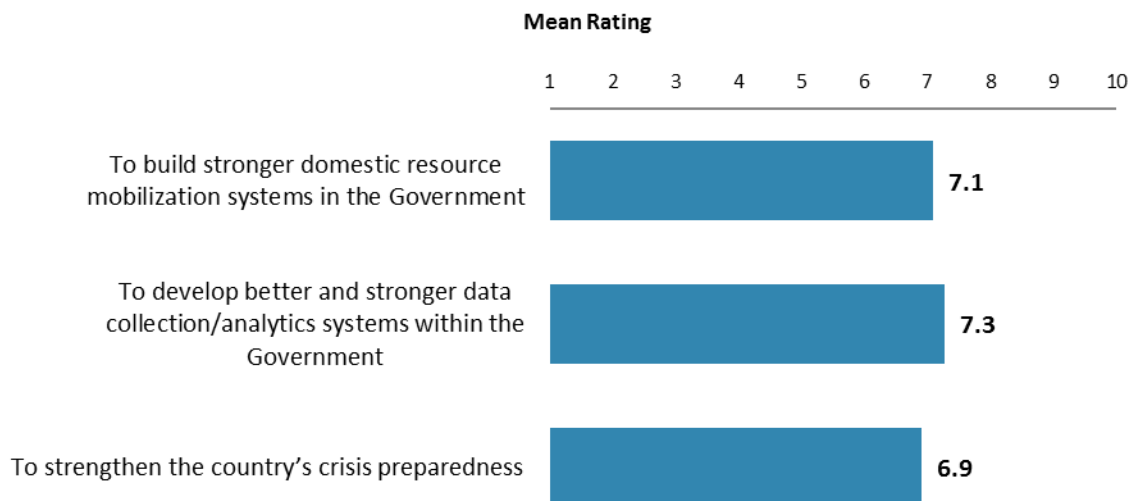
VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



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

The World Bank Group's Support to Lao PDR

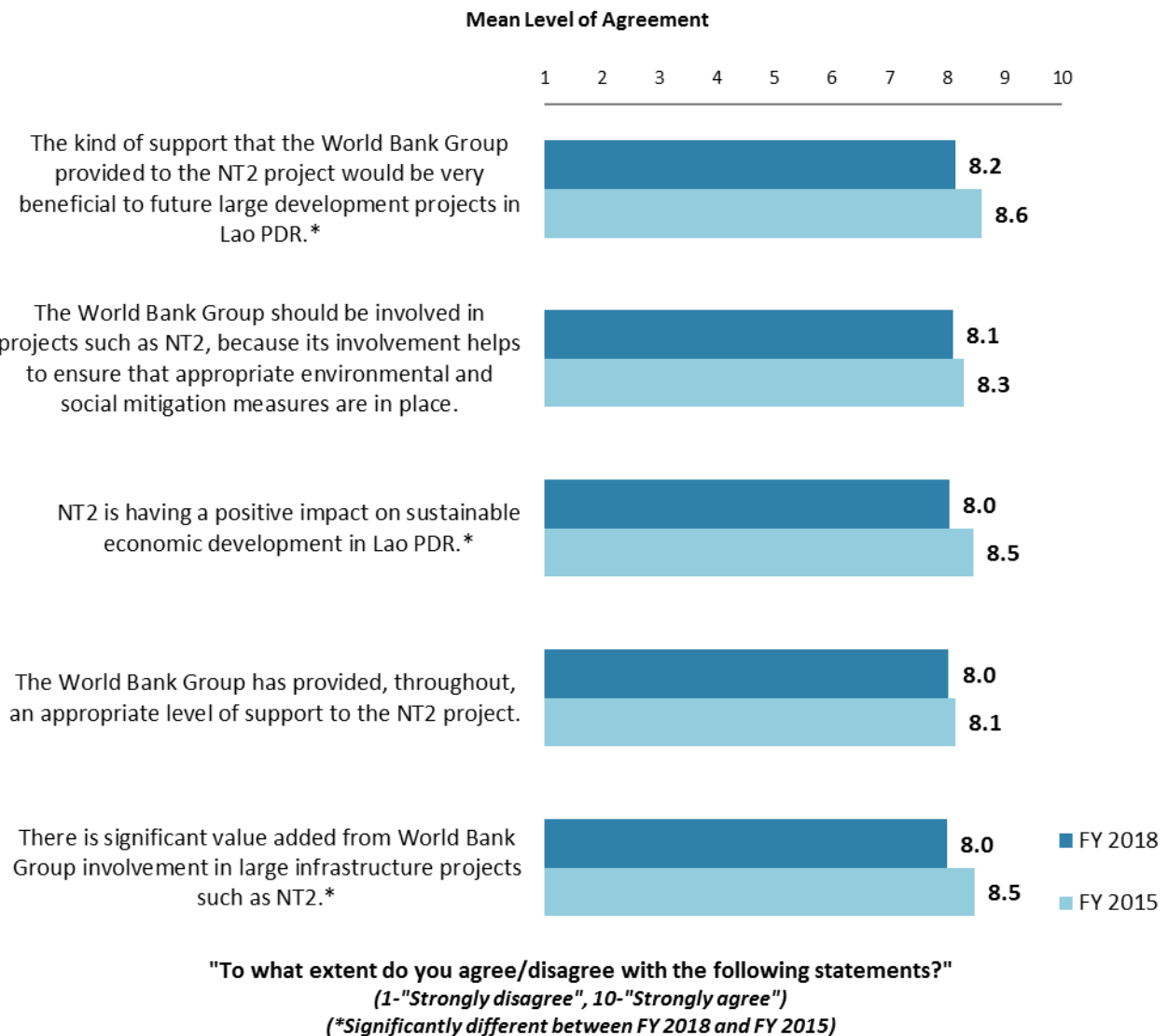


"How effectively does the World Bank Group support Lao PDR's efforts ... ?"
(1-"Not effectively at all", 10-"Very effectively")



VII. How the World Bank Group Operates (continued)

Specific Projects/Programs: Nam Theun 2¹¹



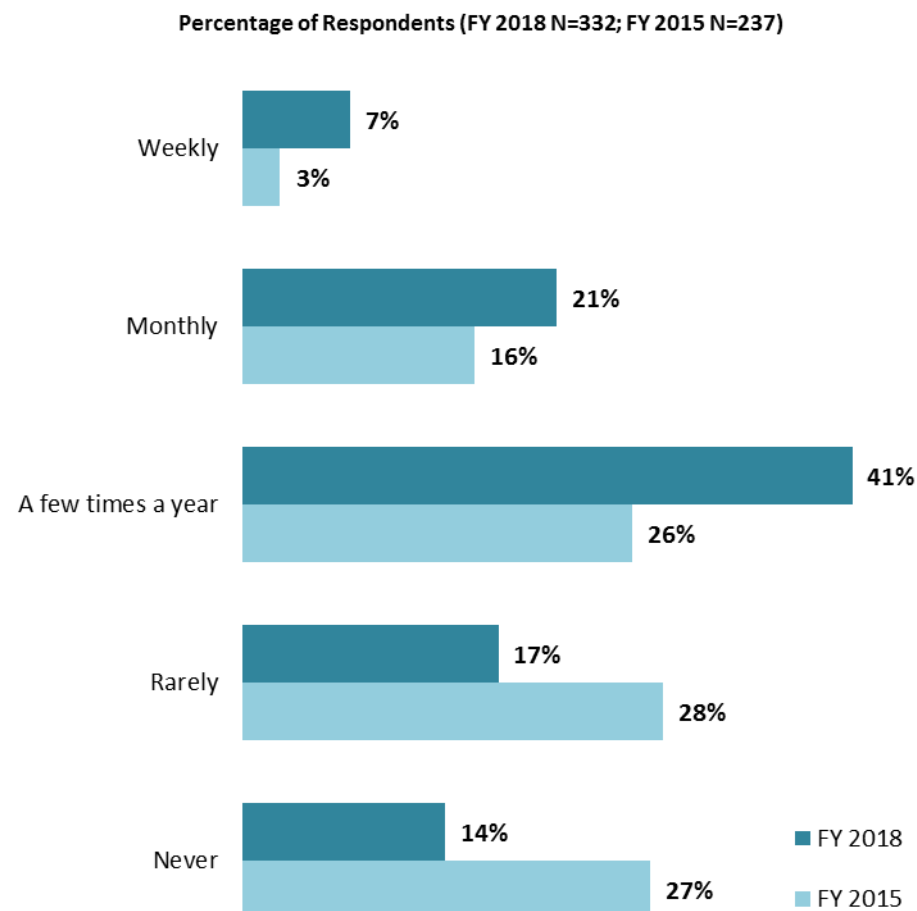
¹¹ Means in the chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹²

- **Year comparison:** This year's respondents were significantly *more* likely to consult the WBG's knowledge work and activities "*weekly*", "*monthly*", and "*a few times a year*" compared to respondents in the previous FY'15 Country Survey.



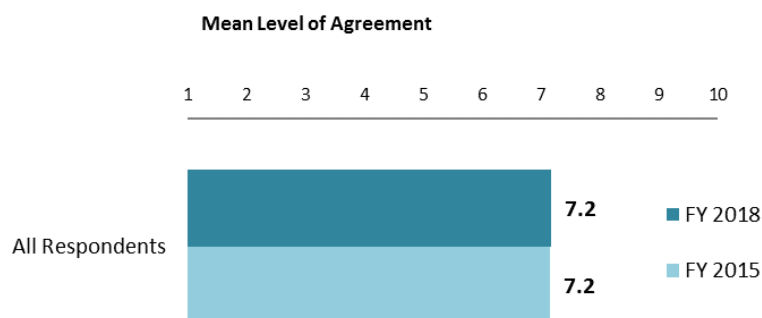
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

¹² Percentages presented in this chart were calculated based on weighted data.



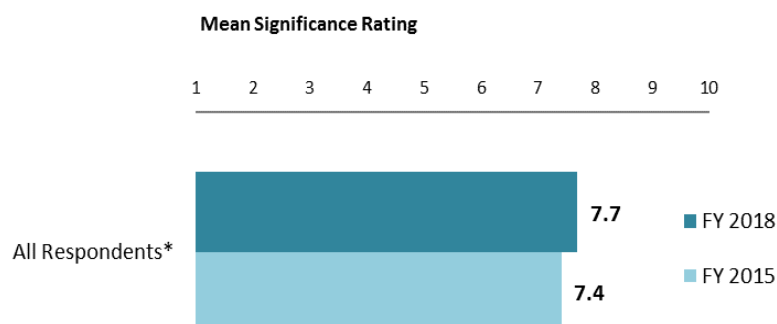
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Lao PDR's Knowledge Needs¹³ (Indicator Question)



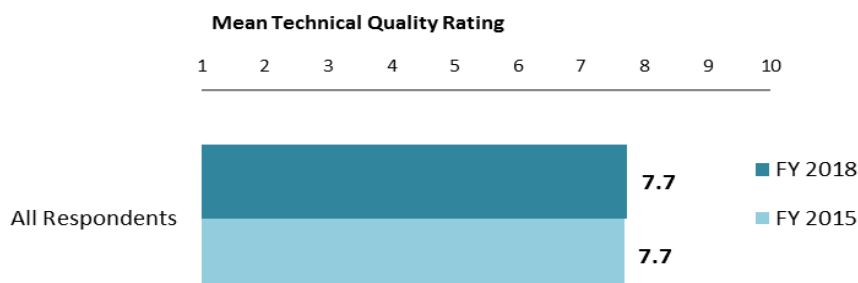
"The World Bank Group meets Lao PDR's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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

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



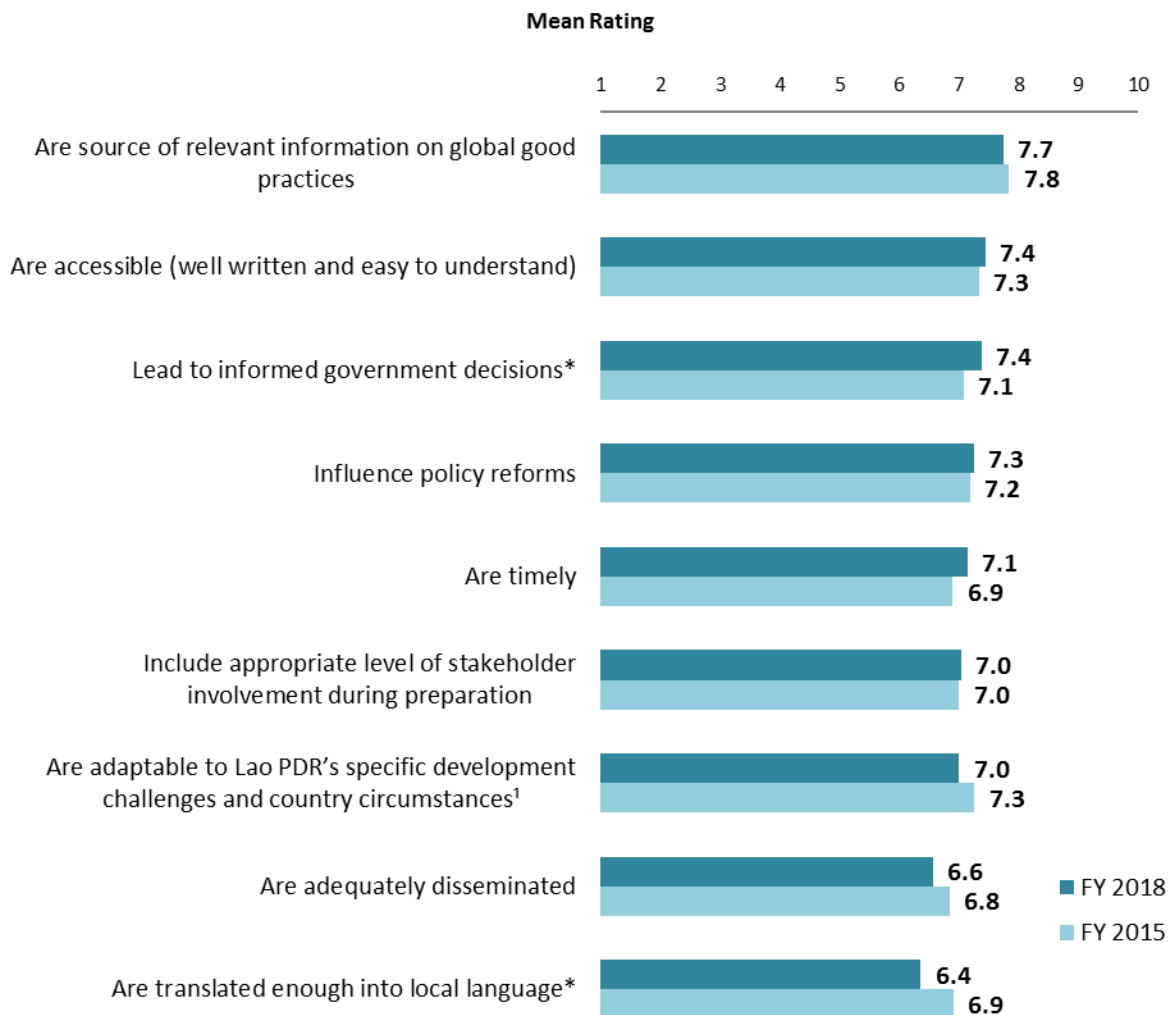
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹³ 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 Activities¹⁴



"In Lao PDR, 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)

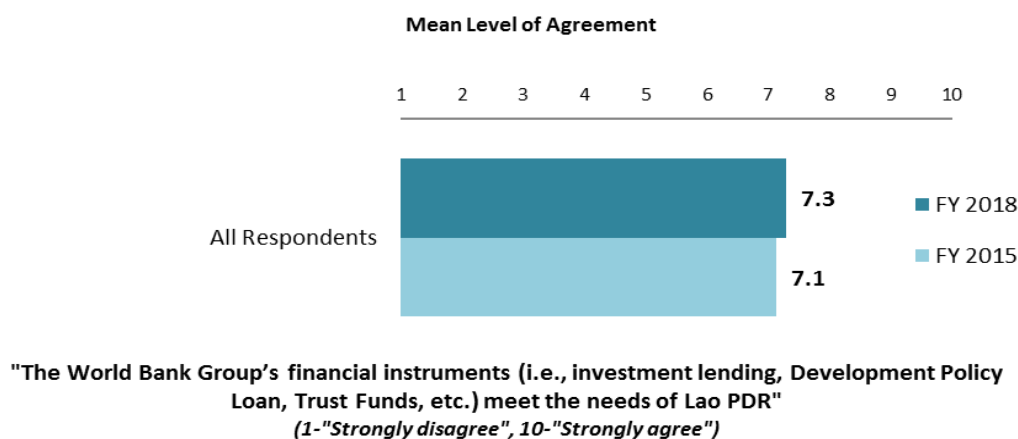
¹Indicator Question

¹⁴ Means in the chart were calculated based on weighted data.

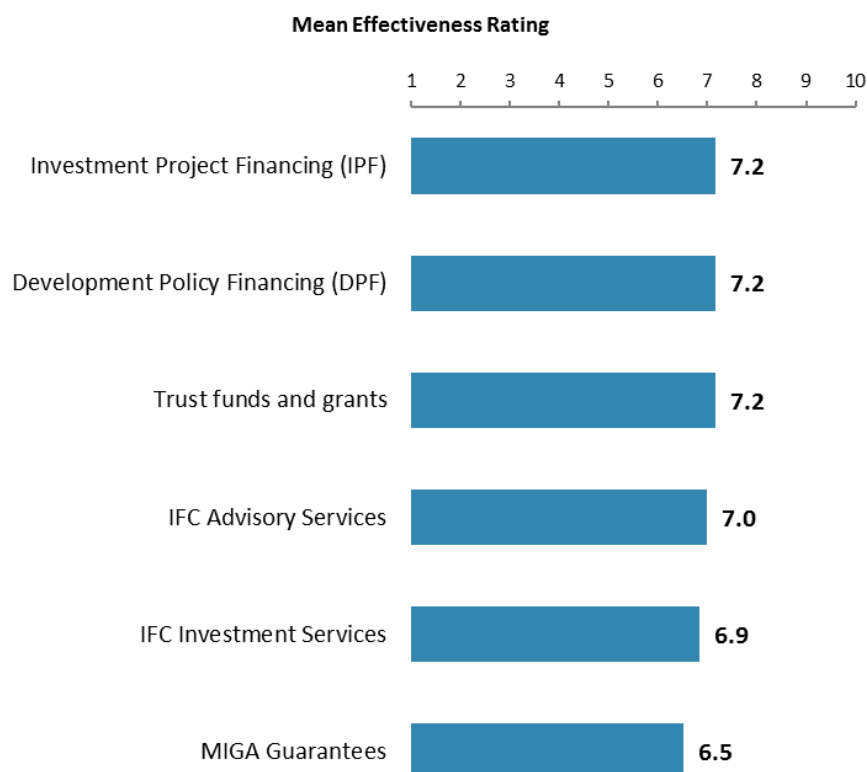


VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Lao PDR's Needs for Financial Instruments¹⁵ (Indicator Question)



Effectiveness of WBG's Instruments



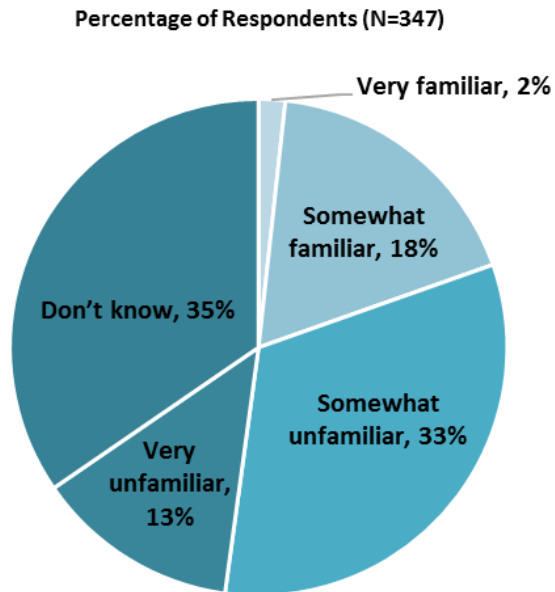
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Lao PDR Government's efforts to reduce poverty?"
(1-"Not effective at all", 10-"Very effective")

¹⁵ Means in the chart were calculated based on weighted data.



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

Familiarity with WBG's New/Expanded Financial Instruments



"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?"
(Respondents chose from a list.)

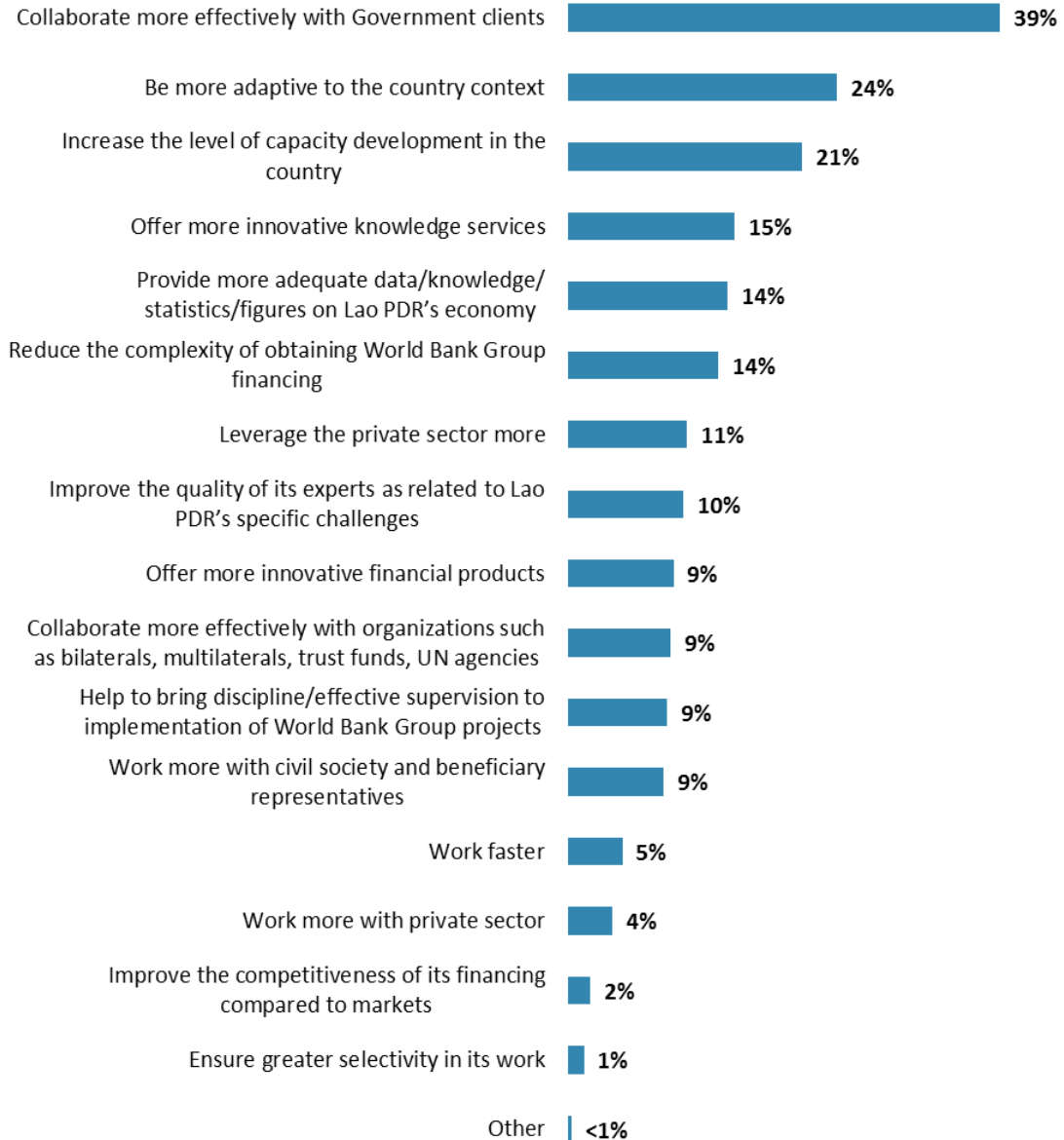


IX. The Future Role of the World Bank Group in Lao PDR

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*provide more adequate data/knowledge/statistics/figures on Lao PDR's economy*” (37%) to make itself of greater value in Lao.

Percentage of Respondents (N=348)



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

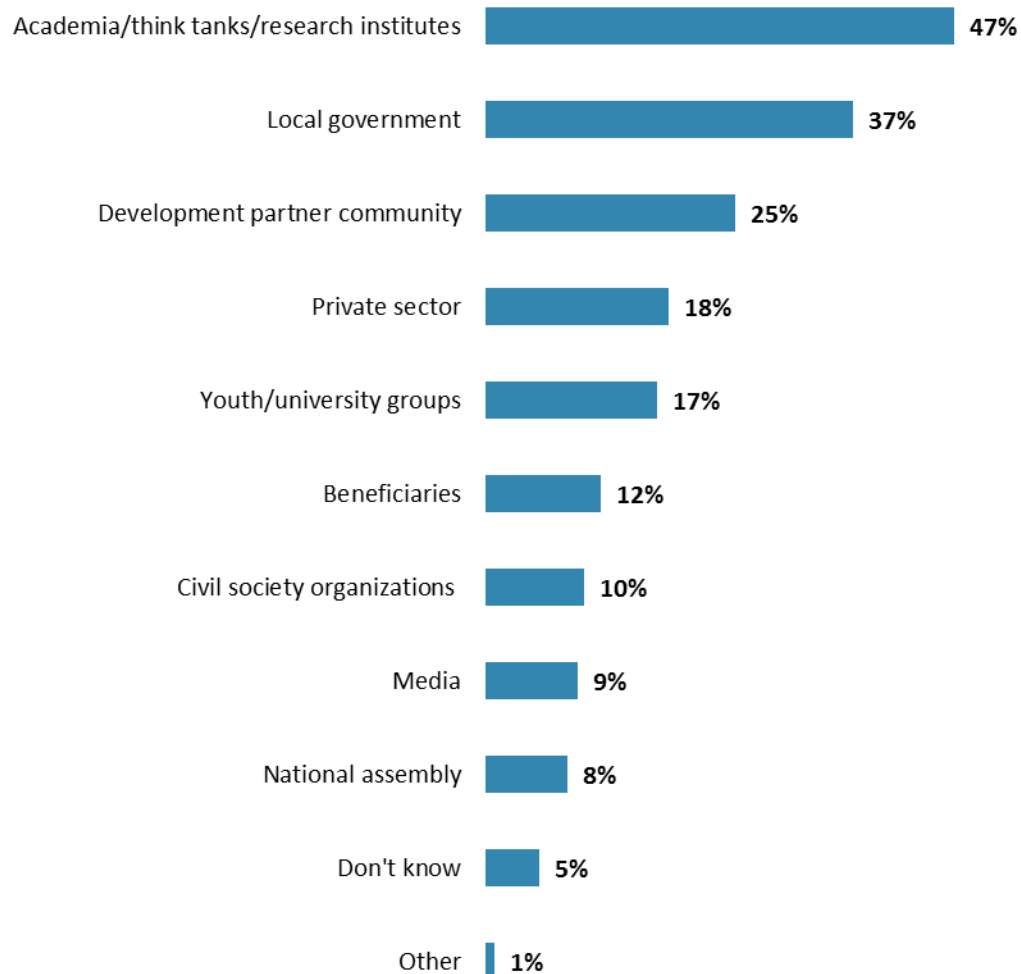


IX. The Future Role of the WBG in Lao PDR (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*academia/think tanks/research institutes*” (48%) and “*local government*” (33%) to ensure better development results in Lao.

Percentage of Respondents (N=354)



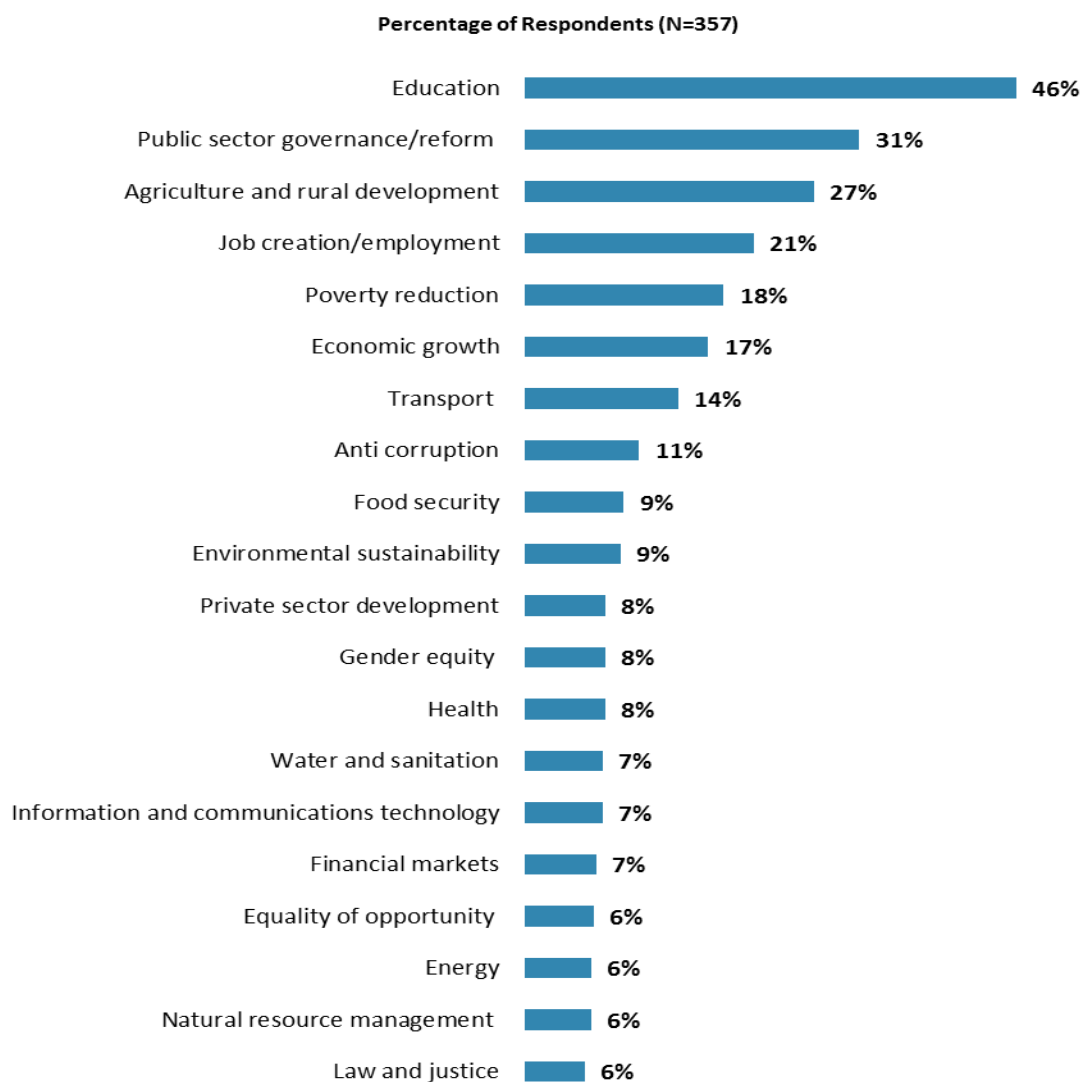
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?" (Choose no more than TWO)
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Lao PDR (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 its resources on “*education*” (32%), “*public sector governance/reform*” (30%), “*poverty reduction*” (28%), and “*rural development*” (24%).
- Respondents whose primary specialization of work is in “*education*” were significantly more likely to indicate that the WBG should focus its resources on “*education*” compared to respondents in other areas of work (education specialists=70%; others=38%).



“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)”
(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)

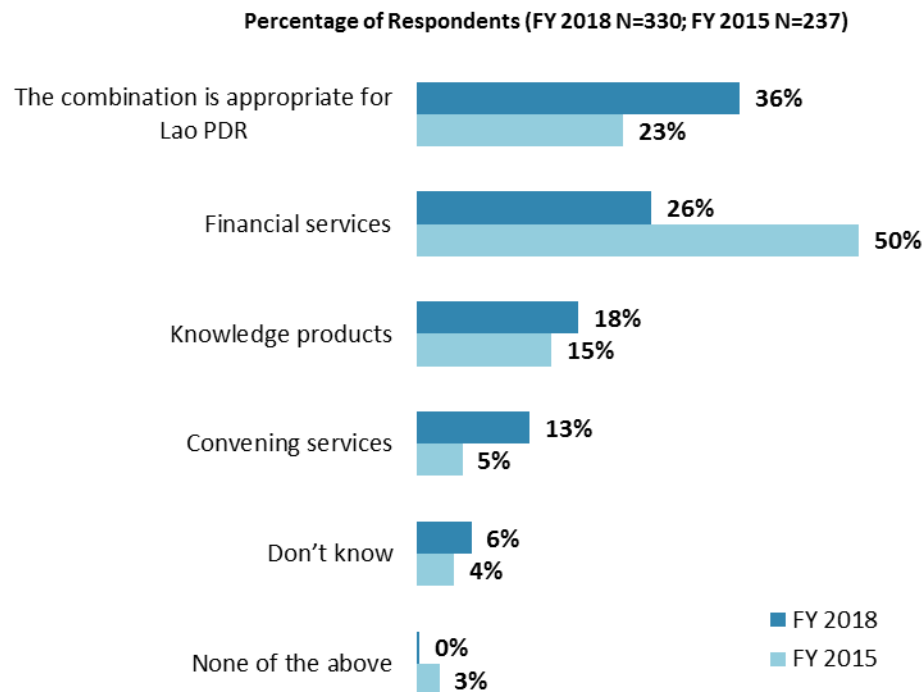
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about which sectors the World Bank Group should focus its resources on.



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

Future Combination of the WBG Services¹⁶

- **Year comparison:** Respondents in the previous FY'15 Country Survey were significantly more likely to indicate that the WBG should offer more “*financial services*” in Lao. This year’s respondents were significantly more likely to indicate that “*the combination (of services) is appropriate for Lao PDR*”.



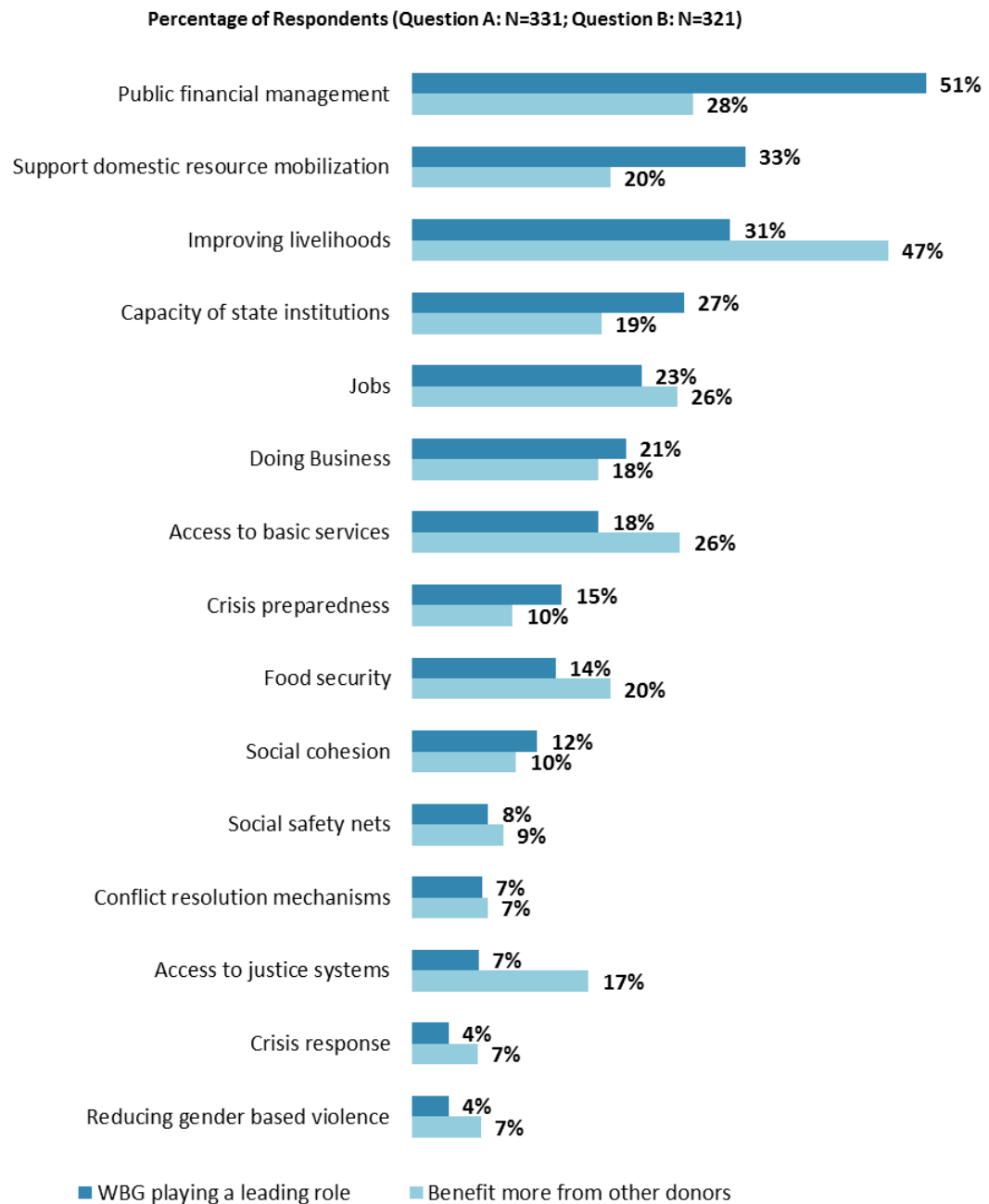
"When considering the combination of services that the World Bank Group offers in Lao PDR, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lao PDR?"
(Respondents chose from a list.)

¹⁶ Percentages presented in the chart were calculated based on weighted data.



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

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?"

(Respondents chose from a list. Responses combined.)

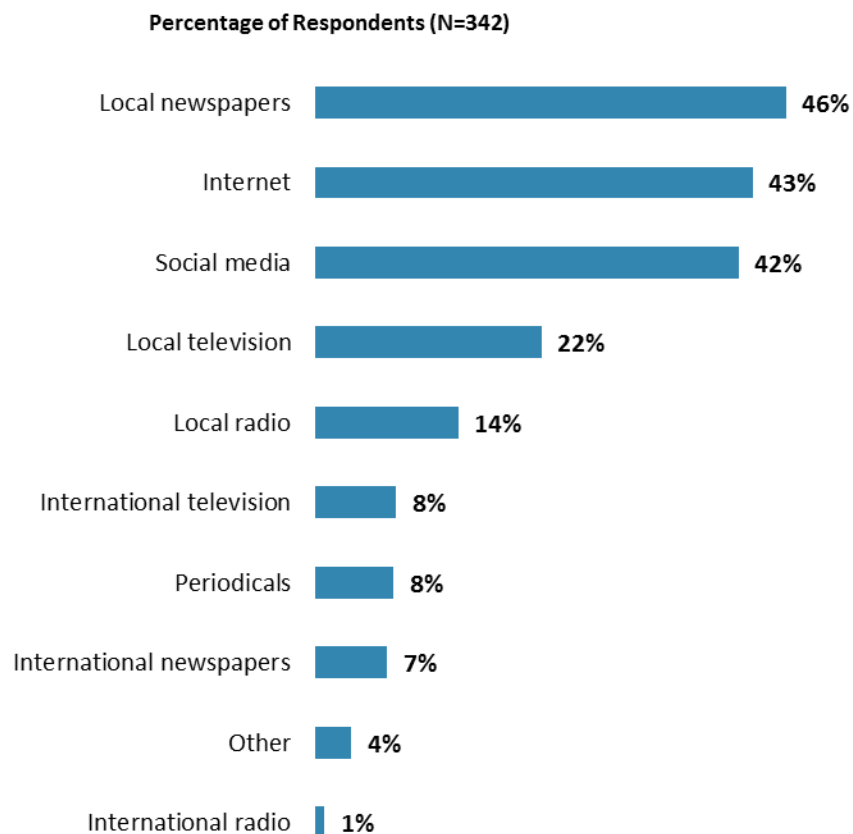


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 63) 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 Lao from “local newspapers” (59%), “periodicals” (37%), and “internet” (35%).



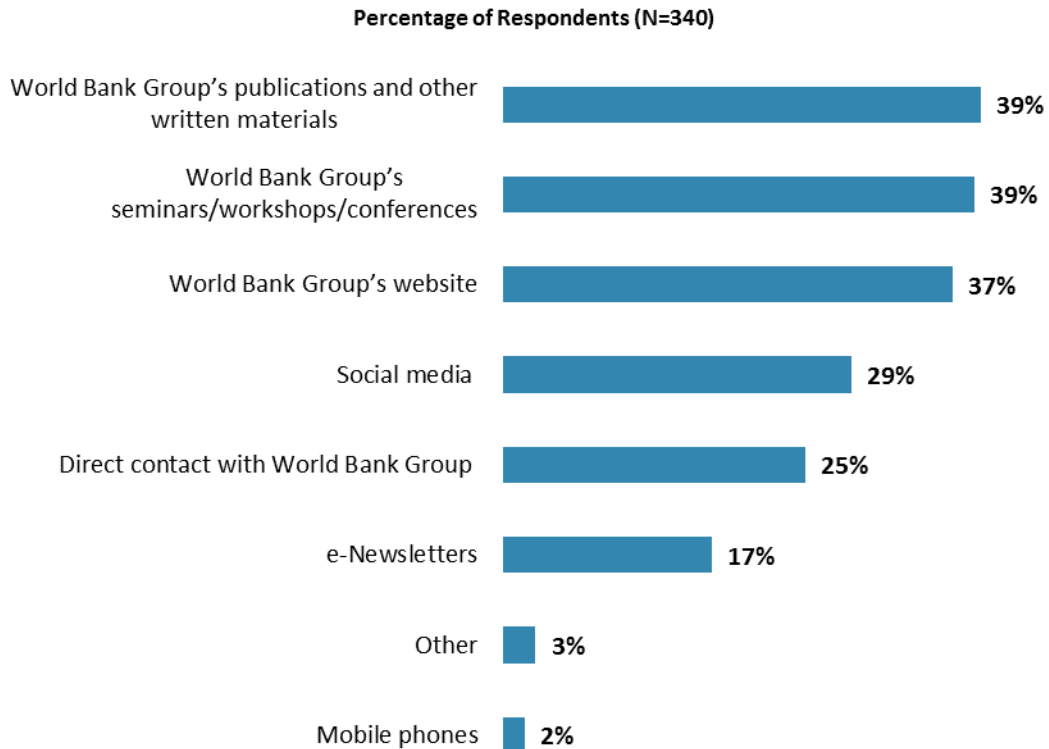
"How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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 its “*publications and other written materials*” (51%), “*WBG’s website*” (44%), and “*WBG’s seminars/workshops/conferences*” (41%).



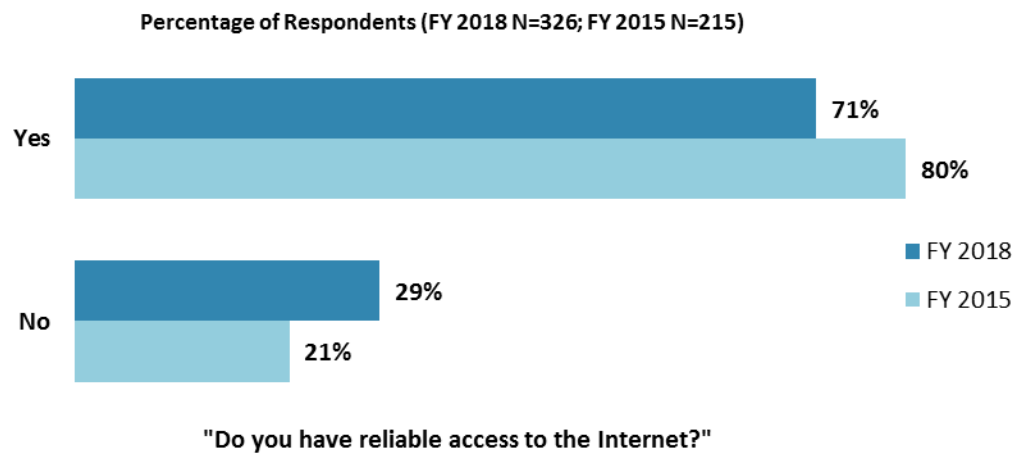
**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



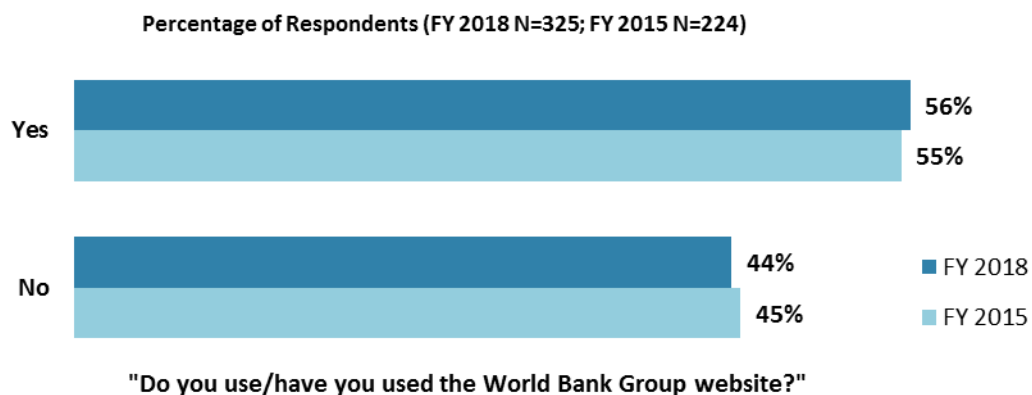
X. Communication and Outreach (continued)

Access to the Internet¹⁷

- **Year comparison:** This year's respondents were significantly less likely to have reliable internet access than the respondents in the FY'15 Country Survey.
- This year's respondents were significantly more likely to primarily use a mobile connection when visiting a World Bank Group website. Respondents in the FY'15 Country Survey were significantly more likely to primarily use high speed/WiFi connections.



The WBG Website Usage

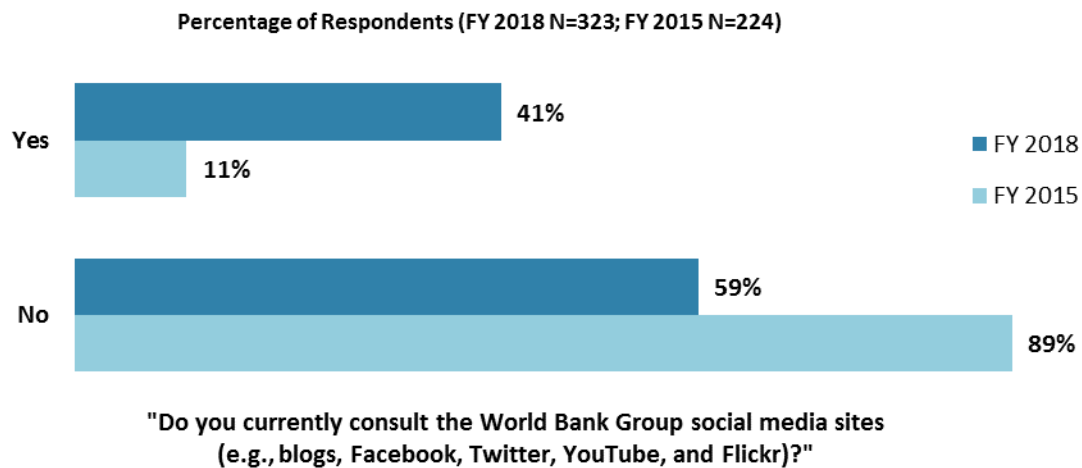


¹⁷ Percentages presented in the charts on this page were calculated based on weighted data.

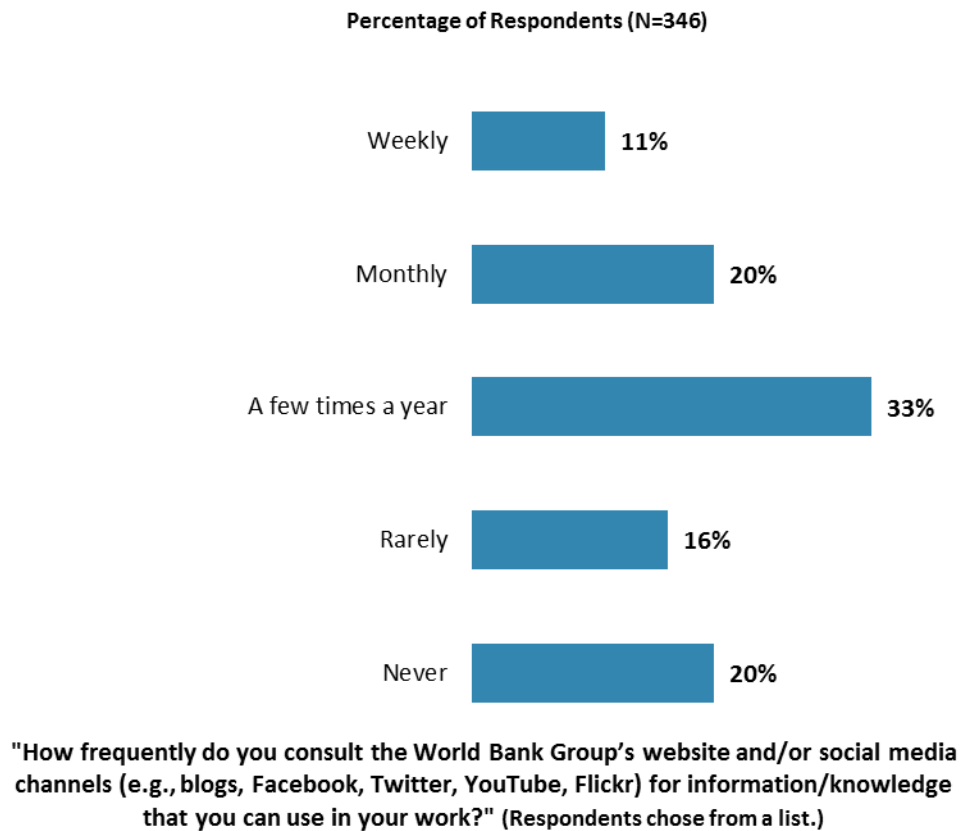


X. Communication and Outreach (continued)

Use of the WBG's Social Media Channels¹⁸



Frequency of Digital WBG Usage



¹⁸ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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LAO PDR





Appendix A: Responses to All Questions across All Respondents (N=360)

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 Lao PDR

1. In general, would you say that Lao PDR is headed in ... ?	Percentage of Respondents (N=357)
The right direction	80.1%
The wrong direction	2.2%
Not sure	17.6%

2. 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)	Percentage of Respondents (Responses Combined; N=348)
Education	54.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	42.0%
Agriculture and rural development	27.9%
Poverty reduction	27.6%
Anti corruption	16.7%
Job creation/employment	14.4%
Natural resource management (e.g., hydropower, mining)	11.8%
Economic growth	10.9%
Gender equity (closing the gap between women and men, and boys and girls)	8.6%
Transport (e.g., roads, bridges, transportation)	8.3%
Environmental sustainability	8.3%
Global/regional integration	8.0%
Private sector development	6.9%
Health	6.3%
Social protection (e.g., pensions, targeted social assistance)	6.0%
Information and communications technology	5.7%
Law and justice	4.0%
Equality of opportunity (i.e., social inclusion)	3.2%
Food security	2.9%
Climate change (e.g., mitigation, adaptation)	2.6%
Urban development	2.6%
Trade and exports	2.6%
Energy	2.6%
Water and sanitation	2.3%
Financial markets	1.7%
Disaster risk management	0.9%
Pollution	0.9%
Disease	0.6%
Crime and violence	0.0%

**A. General Issues Facing Lao PDR (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 Lao PDR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=357)
Agriculture and rural development	48.2%
Education	39.8%
Job creation/employment	39.2%
Economic growth	25.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.1%
Anti corruption	19.0%
Transport (e.g., roads, bridges, transportation)	16.8%
Equality of opportunity (i.e., social inclusion)	14.8%
Food security	9.8%
Private sector development	8.1%
Trade and exports	5.6%
Health	5.6%
Law and justice	4.8%
Information and communications technology	4.8%
Water and sanitation	4.5%
Natural resource management (e.g., hydropower and mining)	3.9%
Gender equity (closing the gap between women and men, and boys and girls)	3.6%
Social protection (e.g., pensions, targeted social assistance)	3.1%
Financial markets	2.8%
Urban development	2.8%
Environmental sustainability	2.8%
Global/regional integration	2.5%
Disaster risk management	2.0%
Energy	0.8%
Pollution	0.8%
Disease	0.3%
Crime and violence	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%

**A. General Issues Facing Lao PDR (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 Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=355)
Education and training that better ensure job opportunity	35.2%
Greater access to health and nutrition for citizens	28.2%
Consistent economic growth	26.8%
Better opportunity for the poor who live in rural areas	26.5%
A growing middle class	16.9%
Greater access to micro-finance for the poor	15.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	12.7%
Greater voice and participation for citizens to help ensure greater accountability	11.0%
Better quality public services	10.7%
Better employment opportunities for young people	8.5%
Better employment opportunities for women	2.5%
More reliable social safety net	2.3%
Better opportunity for the poor who live in urban areas	1.1%
Other	0.8%

5. 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)	Percentage of Respondents (N=358)
A very serious problem	27.4%
A somewhat serious problem	49.2%
Not too serious problem	20.7%
Not a problem	0.8%
Don't know	2.0%

6. 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)	Percentage of Respondents (N=358)
A very important development priority	88.8%
A moderately important development priority	8.4%
A slightly important development priority	0.8%
Not an important development priority	0.8%
Don't know	1.1%

7. 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)	Percentage of Respondents (N=356)
A very big problem	34.0%
A moderately big problem	56.2%
A small problem	7.6%
Not a problem at all	1.4%
Don't know	0.8%

**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 Lao PDR? (1-Not familiar at all, 10-Extremely familiar)	356	0	5.82	2.41

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR. (1-Not effective at all, 10-Very effective)	305	50	7.41	1.72

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 Lao PDR solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	303	53	7.31	1.63

4. 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)	Percentage of Respondents (Responses Combined; N=357)
Education	45.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31.1%
Agriculture and rural development	26.9%
Job creation/employment	21.3%
Poverty reduction	18.5%
Economic growth	17.1%
Transport (e.g., roads, bridges, transportation)	14.3%
Anti corruption	10.6%
Food security	9.2%
Environmental sustainability	9.0%
Private sector development	7.6%
Gender equity (closing the gap between women and men, and boys and girls)	7.6%
Health	7.6%
Water and sanitation	7.3%
Information and communications technology	7.3%
Financial markets	6.7%
Equality of opportunity (i.e., social inclusion)	6.4%
Energy	6.2%
Natural resource management (e.g., hydropower and mining)	6.2%
Law and justice	5.6%
Social protection (e.g., pensions, targeted social assistance)	4.8%
Trade and exports	4.2%
Urban development	3.9%
Global/regional integration	3.4%
Disaster risk management	2.2%
Climate change (e.g., mitigation, adaptation)	1.7%
Pollution	1.1%
Disease	0.0%
Crime and violence	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 Lao PDR?	Percentage of Respondents (N=332)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	22.0%	14.6%	36.6%
Policy advice, studies, analyses	22.9%	13.7%	36.6%
Technical assistance	11.4%	17.9%	29.4%
Financial resources	18.4%	8.5%	26.9%
Mobilizing third party financial resources	3.3%	12.8%	16.1%
Implementation support	4.2%	10.9%	15.2%
Bringing together different groups of stakeholders	11.4%	2.7%	14.2%
Development partner coordination	3.0%	9.4%	12.4%
Data and statistics	2.1%	5.2%	7.3%
Promoting knowledge sharing (e.g., South-South knowledge sharing)	0.9%	3.0%	3.9%
Other	0.3%	0.6%	0.9%

6. 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)	Percentage of Respondents (Responses Combined; N=356)
Not willing to honestly criticize policies and reform efforts in the country	21.3%
Don't know	20.8%
World Bank Group's processes too complex	20.5%
Not adequately sensitive to political/social realities in Lao PDR	15.4%
Not enough public disclosure of its work	13.8%
Too influenced by developed countries	13.8%
World Bank Group's processes too slow	8.1%
Not collaborating enough with private sector	7.9%
Inadequate World Bank Group's staffing in Lao PDR	5.9%
Not sufficiently focused on results	5.6%
Its advice and strategies do not lend themselves to practical problem solving	5.3%
Not collaborating enough with civil society (including NGOs, CSOs)	5.1%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	5.1%
Not exploring alternative policy options	4.8%
Not committed for the long term in the country	3.9%
Staff too inaccessible	3.4%
Arrogant in its approach	2.5%
Not aligned with country priorities	2.5%
The credibility of its knowledge/data	2.0%
Other	0.8%

7. 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)	Percentage of Respondents (N=354)
To a fully sufficient degree	2.8%
To a somewhat sufficient degree	30.5%
To a somewhat insufficient degree	42.7%
To a very insufficient degree	9.6%
Don't know	14.4%

**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 Lao PDR 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)	142	207	7.17	1.43
2. Development Policy Financing (DPF)	162	180	7.16	1.33
3. Trust funds and grants	190	157	7.16	1.65
4. MIGA Guarantees	103	244	6.51	1.57
5. IFC Investment Services	137	208	6.85	1.55
6. IFC Advisory Services	146	199	6.99	1.67

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=354)
Academia/think tanks/research institutes	47.2%
Local government	37.0%
Development partner community	25.1%
Private sector	18.4%
Youth/university groups	17.2%
Beneficiaries	11.6%
Civil society organizations (e.g., NGOs, Non-profit associations)	9.9%
Media	9.3%
National assembly	8.2%
Don't know	5.4%
Other	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in Lao PDR? (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 Lao PDR*	298	55	7.61	1.44
11. The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR*	289	63	7.49	1.47

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

To what extent is the World Bank Group an effective development partner in Lao PDR, 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*	265	80	6.93	1.49
13. Flexibility (in terms of the institution's products and services)*	225	122	6.76	1.45
14. Flexibility (in terms of changing country circumstances)*	226	120	6.71	1.50
15. Being inclusive*	266	79	6.80	1.51
16. Openness (sharing data and other information)*	265	77	7.21	1.78
17. Collaboration with the Government*	286	61	7.92	1.35
18. The speed in which it gets things accomplished on the ground*	257	85	7.03	1.56
19. Helping to bring discipline/effective supervision to implementation of investment projects*	251	94	7.49	1.43
20. Collaboration with civil society*	229	118	6.93	1.59
21. Staff accessibility*	252	90	7.03	1.68
22. Collaboration with other donors and development partners*	250	96	7.45	1.43
23. Collaboration with the private sector*	194	152	6.64	1.55
24. Straightforwardness and honesty*	246	100	7.80	1.51
25. Treating clients and stakeholders in Lao PDR with respect*	246	101	7.74	1.24
26. Being a long-term partner*	275	72	8.41	1.24

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=351)
There is not an adequate level of citizen/civil society participation	23.9%
Reforms are not well thought out in light of country challenges	23.6%
Lack of/inadequate levels of capacity in Government	18.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.8%
Poor development partner coordination	16.8%
Poor coordination within the Government	16.2%
There is an inadequate level of private sector participation and support	16.2%
The World Bank Group does not provide the government with consistent support throughout the reform effort	15.7%
Corruption	15.4%
Political pressures and obstacles	13.1%
Other	2.6%
Poor coordination within the World Bank Group	2.3%

C. World Bank Group's Effectiveness and Results

1. In Lao PDR, 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)	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	244	107	7.36	1.59
2. The impact of climate change	228	121	7.26	1.58

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lao PDR? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity (closing the gap between women and men, and boys and girls)	223	124	7.25	1.52
2. Private sector development	169	172	6.48	1.71
3. Education	253	90	7.45	1.36
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	221	127	7.19	1.54
5. Global/regional integration	208	136	7.30	1.53
6. Food security	209	132	7.12	1.43
7. Energy	218	127	7.38	1.44
8. Water and sanitation	233	114	7.39	1.53
9. Environmental sustainability	219	128	7.22	1.51
10. Job creation/employment	194	149	6.62	1.66
11. Health	212	131	7.24	1.58
12. Financial markets	175	172	7.00	1.58
13. Transport (e.g., roads, bridges, transportation)	205	141	6.91	1.71
14. Agriculture and rural development	228	117	7.27	1.60
15. Trade and exports	168	178	6.83	1.63
16. Natural resource management (e.g., hydropower, mining)	208	140	7.02	1.73
17. Climate change (e.g., mitigation, adaptation)	211	134	6.85	1.66
18. Poverty reduction	251	95	7.41	1.61
19. Anti corruption	168	177	6.38	2.03
20. Law and justice	168	178	6.55	1.87
21. Economic growth	211	137	7.36	1.39
22. Disaster risk management	194	152	6.85	1.67
23. Equality of opportunity (i.e., social inclusion)	176	170	6.78	1.64
24. Disease	169	174	6.87	1.52

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Lao PDR? (1-To no degree at all, 10-To a very significant degree)	278	72	7.36	1.30

To what extent do you agree with the following statements about the World Bank Group in Lao PDR? (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, etc.) meet the needs of Lao PDR*	261	86	7.31	1.56
5. The World Bank Group meets Lao PDR's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	274	74	7.12	1.80

Mobilizing Finance for Development	N	DK	Mean	SD
6. How effectively does the World Bank Group help Lao PDR to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	179	169	6.98	1.72

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

7. 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)	Percentage of Respondents (N=347)
Very familiar	1.7%
Somewhat familiar	17.9%
Somewhat unfamiliar	32.6%
Very unfamiliar	13.3%
Don't know	34.6%

How effectively does the World Bank Group support Lao PDR's efforts ... ? (1-Not effectively at all, 10-Very effectively)	N	DK	Mean	SD
8. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	228	122	7.08	1.56
9. To develop better and stronger data collection/analytics systems within the Government	229	119	7.28	1.31
10. To strengthen the country's crisis preparedness	201	146	6.90	1.60

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=348)
Weekly	6.9%
Monthly	20.7%
A few times a year	41.1%
Rarely	17.2%
Never	14.1%

In Lao PDR, 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	238	109	7.13	1.35
3. Include appropriate level of stakeholder involvement during preparation	242	105	7.06	1.37
4. Lead to informed government decisions	242	105	7.38	1.40
5. Influence policy reforms	238	107	7.23	1.52
6. Are accessible (well written and easy to understand)	259	88	7.44	1.30
7. Are source of relevant information on global good practices	264	82	7.76	1.31
8. Are adequately disseminated	250	96	6.56	1.62
9. Are translated enough into local language	222	123	6.29	1.87
10. Are adaptable to Lao PDR's specific development challenges and country circumstances*	252	96	7.02	1.55

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	301	48	7.72	1.42
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	298	51	7.75	1.29

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	197	148	6.77	1.74
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	267	80	7.61	1.41
3. The World Bank Group's approvals and reviews are done in a timely fashion	232	115	7.33	1.45
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	213	134	7.60	1.37
5. The World Bank Group's conditions on its lending are reasonable	219	128	7.53	1.46
6. The World Bank Group takes decisions quickly in Lao PDR*	216	125	6.84	1.71
7. Working with the World Bank Group increases Lao PDR's institutional capacity	262	85	7.58	1.57
8. The World Bank Group provides effective implementation support (i.e. supervision of projects)	266	82	7.59	1.41
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	234	114	7.35	1.39

Private Public Partnerships	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR? (1-To no degree at all, 10-To a very significant degree)	235	115	7.23	1.48

NAM THEUN 2

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. 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.	262	88	8.11	1.49
12. The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	225	124	8.02	1.40
13. NT2 is having a positive impact on sustainable economic development in Lao PDR.	263	86	8.09	1.58
14. 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.	256	93	8.18	1.31
15. There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	254	95	8.02	1.44

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=348)
Collaborate more effectively with Government clients (e.g., national, state, local)	38.8%
Be more adaptive to the country context	24.1%
Increase the level of capacity development in the country	21.0%
Offer more innovative knowledge services	14.9%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	14.4%
Reduce the complexity of obtaining World Bank Group financing	13.5%
Leverage the private sector more (i.e., mobilize private sector development)	10.6%
Improve the quality of its experts as related to Lao PDR's specific challenges	10.3%
Offer more innovative financial products	9.5%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	9.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.9%
Work more with civil society and beneficiary representatives	8.6%
Work faster	4.9%
Work more with private sector	4.0%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	2.0%
Ensure greater selectivity in its work	1.4%
Other	0.3%

2. 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)	Percentage of Respondents (N=343)
The combination is appropriate for Lao PDR	35.6%
Financial services	25.7%
Knowledge products	18.4%
Convening services	13.4%
Don't know	6.7%
None of the above	0.3%

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

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Lao PDR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=331)
Public financial management	50.8%
Support domestic resource mobilization	32.9%
Improving livelihoods	31.4%
Capacity of state institutions	26.9%
Jobs	22.7%
Doing Business (e.g., business climate)	21.1%
Access to basic services	18.4%
Crisis preparedness	14.8%
Food security	14.2%
Social cohesion	12.4%
Social safety nets	7.6%
Conflict resolution mechanisms	6.9%
Access to justice systems	6.6%
Crisis response	3.6%
Reducing gender based violence	3.6%

3B. Which THREE areas below would benefit most from other donors in Lao PDR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=321)
Improving livelihoods	47.0%
Public financial management	27.7%
Access to basic services	26.5%
Jobs	26.2%
Support domestic resource mobilization	19.6%
Food security	19.6%
Capacity of state institutions	18.7%
Doing Business (e.g., business climate)	18.4%
Access to justice systems	17.4%
Social cohesion	10.3%
Crisis preparedness	10.0%
Social safety nets	9.0%
Conflict resolution mechanisms	7.5%
Reducing gender based violence	6.9%
Crisis response	6.5%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=342)
Local newspapers	46.2%
Internet (e.g., websites)	43.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	41.5%
Local television	22.2%
Local radio	14.0%
International television	7.9%
Periodicals (e.g., magazines)	7.6%
International newspapers	7.0%
Other	3.5%
International radio	0.9%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=340)
World Bank Group's publications and other written materials	39.1%
World Bank Group's seminars/workshops/conferences	38.5%
World Bank Group's website	36.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	28.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	24.7%
e-Newsletters	17.1%
Other	2.6%
Mobile phones	1.8%

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=337)
Yes	36.5%
No	63.5%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=342)
Yes	70.5%
No	29.5%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=341)
Yes	56.0%
No	44.0%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=339)
Yes	39.2%
No	60.8%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=316)
High speed/WiFi	45.9%
Mobile (3G/4G)	54.1%

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

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=346)
Weekly	11.0%
Monthly	19.9%
A few times a year	32.9%
Rarely	16.2%
Never	19.9%

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	185	13	7.38	1.31
10. I find the information on the World Bank Group's websites useful	189	8	8.14	1.11
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	213	135	7.75	1.44

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=357)
Employee of a Ministry, Ministerial Department or Implementation Agency	48.2%
Academia/Research Institute/Think Tank	8.7%
Bilateral/Multilateral Agency	6.4%
Media (press, radio, TV, web, etc.)	6.4%
Civil society organizations (e.g., NGOs, Non-profit associations)	5.9%
Prime Minister's Office	4.5%
Private Sector Organization	3.9%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	3.4%
Other	3.1%
Presidential Office	2.8%
National Assembly	2.0%
Mass organizations (Lao Trade Union, Lao Youth Union, Lao Women's Union, and Lao Front)	1.7%
Youth Group	1.4%
Financial Sector/Private Bank	0.8%
Independent Government Institution (i.e., Regulatory Agency, Central Bank)	0.6%
Local Government Office or Staff	0.3%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=357)
Education	23.2%
Macroeconomics and fiscal management	10.4%
Governance	9.5%
Transport and ICT	7.8%
Environment and natural resources	7.0%
Other	5.9%
Health, nutrition, and population	4.8%
Generalist (specialized in multiple sectors)	4.5%
Urban, rural, and social development	3.1%
Poverty	3.1%
Agriculture	3.1%
Social protection and labor	2.8%
Energy and extractives	2.5%
Gender	2.5%
Trade and competitiveness	2.2%
Water	1.4%
Finance and markets	1.4%
Jobs	1.4%
Climate Change	1.4%
Fragility, conflict and violence	1.1%
Public-private partnerships	0.8%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=358)
Yes	41.6%
No	58.4%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Lao PDR? (Select only ONE response)	Percentage of Respondents (N=316)
The World Bank (IDA)	51.9%
The International Finance Corporation (IFC)	19.3%
The Multilateral Investment Guarantee Agency (MIGA)	6.3%
Other	22.5%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=347)
Yes	34.6%
No	65.4%

6. If yes, what was your view of how the two institutions work together in Lao PDR? (Select only ONE response)	Percentage of Respondents (N=118)
The two institutions work well together	39.0%
The way the two institutions work together needs improvement	46.6%
The two institutions do not work well together	1.7%
Don't know	12.7%

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=353)
Engage in World Bank Group related/sponsored events/activities	41.4%
Collaborate as part of my professional duties	38.2%
Use World Bank Group reports/data	26.6%
Use World Bank Group website for information, data, research, etc.	22.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.0%

8. What's your gender?	Percentage of Respondents (N=357)
Female	30.0%
Male	70.0%

9. What's your age?	Percentage of Respondents (N=360)
25 and under	2.2%
26-35	9.4%
36-45	23.1%
46-55	32.2%
56 and above	33.1%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁹

- Presidential Office/Prime Minister N=26 ● Employee of a Ministry/PMU/Consultant on a WBG-supported Project N=184 ● Bilateral/Multilateral Agency N=23
 ● Private Sector/Financial Sector/Private Bank N=17 ● CSO N=32 ● Media N=23 ● Academia/Research Institute/Think Tank N=31 ● Other N=21

A. General Issues facing Lao PDR

In general, would you say that Lao PDR is headed in ... ?*

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	69.2%	89.0%	69.6%	64.7%	56.3%	91.3%	80.6%	61.9%
The wrong direction	0.0%	0.0%	13.0%	5.9%	12.5%	0.0%	0.0%	0.0%
Not sure	30.8%	11.0%	17.4%	29.4%	31.3%	8.7%	19.4%	38.1%

*Significantly different between stakeholder groups

¹⁹ Only 357 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Lao PDR (continued)**

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)

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	3.8%	8.0%	8.7%	0.0%	10.3%	4.3%	0.0%	0.0%
Gender equity*	7.7%	7.4%	0.0%	0.0%	37.9%	8.7%	3.2%	4.8%
Private sector development*	3.8%	5.1%	8.7%	41.2%	3.4%	13.0%	0.0%	4.8%
Education	53.8%	52.8%	60.9%	41.2%	55.2%	60.9%	71.0%	42.9%
Public sector governance/reform*	30.8%	41.5%	47.8%	35.3%	17.2%	60.9%	48.4%	57.1%
Global/regional integration	11.5%	11.4%	0.0%	0.0%	0.0%	13.0%	3.2%	4.8%
Food security	0.0%	4.0%	0.0%	0.0%	3.4%	4.3%	3.2%	0.0%
Urban development	7.7%	2.3%	8.7%	5.9%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	3.4%	0.0%	5.9%	3.4%	4.3%	0.0%	0.0%
Water and sanitation	0.0%	2.8%	0.0%	0.0%	6.9%	4.3%	0.0%	0.0%
Pollution	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%
Job creation/employment	7.7%	16.5%	17.4%	23.5%	3.4%	0.0%	19.4%	19.0%
Health*	15.4%	3.4%	30.4%	0.0%	17.2%	0.0%	0.0%	0.0%
Financial markets*	0.0%	0.0%	0.0%	11.8%	0.0%	0.0%	6.5%	9.5%
Transport*	19.2%	8.0%	0.0%	5.9%	0.0%	30.4%	0.0%	4.8%
Agriculture and rural development*	69.2%	23.9%	8.7%	35.3%	24.1%	17.4%	22.6%	52.4%
Trade and exports	0.0%	3.4%	4.3%	0.0%	0.0%	0.0%	6.5%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	16.5%	4.3%	0.0%	13.8%	8.7%	0.0%	19.0%
Climate change	0.0%	4.5%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Poverty reduction	34.6%	30.7%	17.4%	5.9%	20.7%	30.4%	32.3%	19.0%
Anti corruption	11.5%	14.8%	17.4%	23.5%	27.6%	17.4%	12.9%	23.8%
Law and justice	0.0%	4.0%	0.0%	0.0%	10.3%	4.3%	6.5%	4.8%
Economic growth	7.7%	9.1%	13.0%	35.3%	6.9%	13.0%	12.9%	9.5%
Disaster risk management	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	2.8%	0.0%	0.0%	13.8%	0.0%	0.0%	4.8%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%
Information and communications technology*	0.0%	5.7%	0.0%	11.8%	0.0%	0.0%	12.9%	19.0%
Environmental sustainability	7.7%	8.0%	21.7%	11.8%	3.4%	4.3%	12.9%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Lao PDR (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 Lao PDR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth*	23.1%	27.2%	17.4%	50.0%	9.7%	39.1%	12.9%	33.3%
Disaster risk management	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	17.9%	13.0%	6.3%	19.4%	8.7%	16.1%	9.5%
Disease	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Information and communications technology	3.8%	6.0%	0.0%	6.3%	3.2%	0.0%	3.2%	9.5%
Social protection	11.5%	2.2%	8.7%	0.0%	3.2%	4.3%	0.0%	0.0%
Agriculture and rural development	46.2%	47.3%	26.1%	43.8%	51.6%	52.2%	67.7%	47.6%
Trade and exports	7.7%	4.3%	0.0%	12.5%	6.5%	4.3%	16.1%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	26.9%	16.3%	13.0%	6.3%	19.4%	26.1%	6.5%	19.0%
Energy	0.0%	1.1%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Anti corruption	23.1%	15.2%	21.7%	25.0%	22.6%	21.7%	19.4%	33.3%
Law and justice	7.7%	6.0%	4.3%	0.0%	3.2%	4.3%	0.0%	4.8%
Water and sanitation	0.0%	6.0%	0.0%	0.0%	6.5%	4.3%	6.5%	0.0%
Pollution	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%
Job creation/employment	38.5%	37.5%	47.8%	25.0%	45.2%	43.5%	48.4%	28.6%
Health	7.7%	6.5%	13.0%	0.0%	9.7%	0.0%	0.0%	0.0%
Financial markets*	0.0%	2.7%	8.7%	18.8%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	15.4%	23.4%	21.7%	31.3%	16.1%	30.4%	16.1%	52.4%
Gender equity*	0.0%	1.6%	4.3%	0.0%	22.6%	8.7%	0.0%	0.0%
Private sector development*	7.7%	7.6%	17.4%	37.5%	0.0%	4.3%	3.2%	4.8%
Education	26.9%	39.1%	60.9%	25.0%	35.5%	43.5%	54.8%	33.3%
Global/regional integration	7.7%	3.3%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%
Food security	19.2%	13.0%	0.0%	0.0%	6.5%	0.0%	3.2%	9.5%
Urban development	7.7%	3.3%	4.3%	0.0%	0.0%	4.3%	0.0%	0.0%
Natural resource management	0.0%	2.2%	8.7%	6.3%	6.5%	0.0%	9.7%	9.5%
Environmental sustainability	3.8%	2.2%	4.3%	0.0%	9.7%	0.0%	0.0%	4.8%

*Significantly different between stakeholder groups

A. General Issues facing Lao PDR (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 Lao PDR? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens*	15.4%	32.2%	8.7%	6.3%	28.1%	47.8%	32.3%	19.0%
Better entrepreneurial opportunities	0.0%	15.0%	17.4%	12.5%	12.5%	21.7%	6.5%	0.0%
A growing middle class	15.4%	18.9%	4.3%	6.3%	15.6%	17.4%	25.8%	14.3%
Better opportunity for the poor who live in rural areas	26.9%	27.2%	43.5%	18.8%	28.1%	17.4%	19.4%	28.6%
Better opportunity for the poor who live in urban areas*	7.7%	0.6%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth*	42.3%	27.8%	4.3%	6.3%	18.8%	17.4%	32.3%	57.1%
More reliable social safety net*	0.0%	1.1%	13.0%	0.0%	6.3%	0.0%	0.0%	4.8%
Greater access to micro-finance for the poor	11.5%	12.2%	17.4%	31.3%	25.0%	13.0%	22.6%	4.8%
Greater voice and participation for citizens to help ensure greater accountability*	11.5%	10.6%	26.1%	25.0%	12.5%	8.7%	0.0%	0.0%
Education and training that better ensure job opportunity	46.2%	35.0%	26.1%	50.0%	31.3%	30.4%	35.5%	38.1%
Better quality public services	11.5%	8.9%	21.7%	12.5%	12.5%	0.0%	12.9%	19.0%
Better employment opportunities for young people	7.7%	8.9%	4.3%	12.5%	6.3%	21.7%	0.0%	9.5%
Better employment opportunities for women	0.0%	1.7%	0.0%	6.3%	3.1%	0.0%	6.5%	4.8%
Other*	0.0%	0.0%	4.3%	6.3%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	38.5%	27.2%	30.4%	31.3%	18.8%	21.7%	19.4%	42.9%
A somewhat serious problem	34.6%	51.1%	56.5%	37.5%	50.0%	52.2%	51.6%	42.9%
Not too serious problem	23.1%	19.6%	13.0%	31.3%	28.1%	17.4%	29.0%	4.8%
Not a problem	3.8%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%
Don't know	0.0%	2.2%	0.0%	0.0%	3.1%	0.0%	0.0%	9.5%

*Significantly different between stakeholder groups

In your view, is early childhood development a very important, moderately important, slightly important, or not an important development priority in Lao PDR?* (Select only ONE response)

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	88.5%	96.7%	60.9%	75.0%	93.8%	73.9%	77.4%	85.7%
A moderately important development priority	7.7%	2.2%	39.1%	18.8%	6.3%	17.4%	9.7%	14.3%
A slightly important development priority	0.0%	0.0%	0.0%	6.3%	0.0%	8.7%	0.0%	0.0%
Not an important development priority	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%
Don't know	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Lao PDR (continued)**

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)

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	34.6%	34.2%	17.4%	18.8%	37.5%	33.3%	45.2%	42.9%
A moderately big problem	46.2%	58.2%	69.6%	75.0%	46.9%	57.1%	38.7%	57.1%
A small problem	11.5%	6.5%	8.7%	6.3%	6.3%	9.5%	16.1%	0.0%
Not a problem at all	7.7%	0.0%	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%
Don't know	0.0%	1.1%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lao PDR?	26	5.42	2.72	183	5.86	2.44	23	6.48	2.25	16	6.00	2.00	32	5.28	2.56	22	6.18	2.36	31	5.42	2.32	21	5.95	2.22

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR.*	16	7.94	1.61	157	7.66	1.53	20	6.70	1.72	15	6.73	1.79	30	6.70	2.18	21	7.76	2.10	29	7.10	1.88	15	7.27	1.10

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lao PDR solve its most complicated development challenges?	18	7.89	1.88	158	7.34	1.58	17	7.06	1.75	13	6.46	2.11	29	7.24	1.79	20	7.65	1.27	29	7.00	1.79	17	7.53	0.87

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

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

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

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	3.8%	7.7%	0.0%	6.3%	3.1%	9.1%	6.5%	4.8%
Water and sanitation	0.0%	8.7%	8.7%	0.0%	9.4%	0.0%	12.9%	0.0%
Pollution	3.8%	1.1%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	19.2%	21.3%	4.3%	12.5%	28.1%	36.4%	16.1%	33.3%
Health	11.5%	7.7%	17.4%	0.0%	6.3%	4.5%	9.7%	0.0%
Financial markets	0.0%	6.0%	0.0%	18.8%	12.5%	9.1%	6.5%	9.5%
Social protection*	19.2%	3.8%	8.7%	0.0%	6.3%	4.5%	0.0%	0.0%
Gender equity*	11.5%	2.2%	4.3%	0.0%	34.4%	13.6%	12.9%	0.0%
Private sector development*	3.8%	7.1%	17.4%	25.0%	6.3%	13.6%	0.0%	0.0%
Education*	53.8%	46.4%	26.1%	31.3%	37.5%	50.0%	77.4%	28.6%
Public sector governance/reform*	46.2%	23.5%	60.9%	37.5%	28.1%	36.4%	25.8%	52.4%
Global/regional integration*	19.2%	3.3%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Food security	15.4%	12.6%	0.0%	0.0%	3.1%	0.0%	12.9%	4.8%
Urban development	7.7%	4.9%	0.0%	0.0%	3.1%	4.5%	0.0%	0.0%
Law and justice	7.7%	8.2%	0.0%	0.0%	6.3%	4.5%	0.0%	0.0%
Economic growth*	7.7%	14.2%	17.4%	31.3%	12.5%	4.5%	25.8%	52.4%
Disaster risk management	0.0%	3.3%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	6.0%	13.0%	0.0%	6.3%	18.2%	6.5%	4.8%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	7.7%	8.7%	0.0%	12.5%	9.4%	4.5%	0.0%	9.5%
Transport	19.2%	15.3%	17.4%	12.5%	15.6%	22.7%	0.0%	9.5%
Agriculture and rural development	11.5%	32.2%	13.0%	31.3%	18.8%	18.2%	35.5%	23.8%
Trade and exports	0.0%	4.4%	0.0%	0.0%	9.4%	0.0%	12.9%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.0%	4.3%	0.0%	6.3%	9.1%	6.5%	14.3%
Climate change	0.0%	1.1%	4.3%	6.3%	0.0%	4.5%	3.2%	0.0%
Poverty reduction	11.5%	19.7%	30.4%	6.3%	12.5%	13.6%	12.9%	28.6%
Anti corruption*	0.0%	9.3%	21.7%	37.5%	6.3%	9.1%	9.7%	14.3%
Environmental sustainability	7.7%	11.5%	4.3%	12.5%	9.4%	0.0%	6.5%	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 Lao PDR?

Greatest Value Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	9.1%	12.7%	4.8%	28.6%	17.2%	5.3%	9.7%	0.0%
Capacity development	4.5%	22.5%	14.3%	7.1%	20.7%	42.1%	29.0%	23.8%
Technical assistance*	27.3%	8.7%	0.0%	21.4%	6.9%	5.3%	19.4%	23.8%
Policy advice, studies, analyses*	27.3%	24.3%	19.0%	0.0%	10.3%	15.8%	41.9%	23.8%
Financial resources*	27.3%	16.8%	57.1%	28.6%	20.7%	10.5%	0.0%	4.8%
Data and statistics	0.0%	2.9%	4.8%	0.0%	3.4%	0.0%	0.0%	0.0%
Promoting knowledge sharing*	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	0.0%	0.0%
Implementation support*	0.0%	4.6%	0.0%	0.0%	0.0%	15.8%	0.0%	14.3%
Mobilizing third party financial resources	4.5%	2.9%	0.0%	7.1%	6.9%	0.0%	0.0%	9.5%
Development partner coordination	0.0%	4.6%	0.0%	7.1%	0.0%	5.3%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	1.2%	9.5%	7.1%	3.4%	5.3%	6.5%	0.0%
Capacity development	9.5%	13.5%	14.3%	0.0%	24.1%	5.3%	19.4%	23.8%
Technical assistance*	0.0%	24.0%	0.0%	14.3%	13.8%	15.8%	12.9%	19.0%
Policy advice, studies, analyses*	23.8%	11.7%	38.1%	14.3%	13.8%	5.3%	12.9%	4.8%
Financial resources	9.5%	9.4%	9.5%	21.4%	0.0%	15.8%	3.2%	4.8%
Data and statistics*	0.0%	3.5%	0.0%	0.0%	17.2%	5.3%	16.1%	0.0%
Promoting knowledge sharing	0.0%	4.1%	9.5%	0.0%	3.4%	0.0%	0.0%	0.0%
Implementation support*	4.8%	9.4%	9.5%	7.1%	10.3%	36.8%	12.9%	9.5%
Mobilizing third party financial resources	19.0%	13.5%	0.0%	14.3%	3.4%	5.3%	16.1%	28.6%
Development partner coordination	19.0%	9.9%	9.5%	21.4%	6.9%	5.3%	0.0%	9.5%
Other	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	4.8%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Not willing to honestly criticize policies and reform efforts in the country*	19.2%	16.9%	17.4%	43.8%	18.8%	50.0%	19.4%	28.6%
Staff too inaccessible	11.5%	2.2%	0.0%	6.3%	6.3%	9.1%	0.0%	0.0%
Not collaborating enough with private sector*	7.7%	7.7%	0.0%	43.8%	3.1%	9.1%	6.5%	0.0%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	3.8%	3.8%	13.0%	0.0%	6.3%	4.5%	6.5%	9.5%
Not aligned with country priorities	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%
Not adequately sensitive to political/social realities in Lao PDR*	0.0%	20.8%	0.0%	18.8%	3.1%	13.6%	9.7%	33.3%
Too influenced by developed countries*	3.8%	13.7%	26.1%	0.0%	28.1%	18.2%	6.5%	4.8%
World Bank Group's processes too slow	11.5%	8.7%	4.3%	6.3%	6.3%	0.0%	12.9%	9.5%
World Bank Group's processes too complex*	23.1%	21.9%	4.3%	18.8%	15.6%	0.0%	41.9%	14.3%
Not exploring alternative policy options	0.0%	4.4%	4.3%	0.0%	9.4%	4.5%	6.5%	9.5%
Not sufficiently focused on results*	0.0%	6.0%	21.7%	0.0%	0.0%	9.1%	6.5%	0.0%
Not committed for the long term in the country	3.8%	5.5%	4.3%	0.0%	0.0%	9.1%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	6.0%	0.0%	18.8%	6.3%	0.0%	9.7%	0.0%
Not collaborating enough with civil society*	0.0%	2.2%	17.4%	0.0%	25.0%	0.0%	6.5%	0.0%
Not enough public disclosure of its work	23.1%	13.7%	0.0%	0.0%	12.5%	22.7%	22.6%	4.8%
Arrogant in its approach	11.5%	2.7%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Inadequate World Bank Group's staffing in Lao PDR*	0.0%	5.5%	0.0%	0.0%	3.1%	9.1%	6.5%	28.6%
The credibility of its knowledge/data	7.7%	1.6%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%
Other*	0.0%	0.0%	4.3%	0.0%	6.3%	0.0%	0.0%	0.0%
Don't know	38.5%	19.7%	30.4%	12.5%	15.6%	13.6%	16.1%	28.6%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	7.7%	2.2%	8.7%	0.0%	6.5%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	7.7%	33.7%	52.2%	28.6%	29.0%	27.3%	19.4%	28.6%
To a somewhat insufficient degree	30.8%	46.2%	17.4%	35.7%	32.3%	63.6%	51.6%	38.1%
To a very insufficient degree	34.6%	6.5%	8.7%	7.1%	3.2%	0.0%	16.1%	19.0%
Don't know	19.2%	11.4%	13.0%	28.6%	29.0%	9.1%	12.9%	14.3%

*Significantly different between stakeholder groups

**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 Lao PDR Government's efforts to reduce poverty?

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing	6	8.33	0.52	80	7.14	1.40	5	7.40	1.67	4	6.25	2.22	14	6.93	1.73	14	7.21	1.42	9	6.33	1.12	9	8.00	0.87
Development Policy Financing*	8	8.25	0.89	88	7.34	1.18	10	6.10	1.91	5	6.40	1.14	14	5.93	1.44	15	7.13	1.25	13	7.31	0.85	8	7.75	1.16
Trust funds and grants*	9	8.11	0.93	103	7.31	1.65	12	7.08	0.79	5	6.20	1.48	18	6.39	1.79	14	7.07	1.44	16	6.38	2.33	12	7.83	0.94
MIGA Guarantees	8	7.75	0.89	55	6.33	1.79	3	6.00	0.00	1	5.00	-	13	6.54	1.61	10	6.50	1.51	8	6.75	0.46	4	7.00	0.82
IFC Investment Services	9	7.89	0.78	63	6.75	1.72	6	6.83	1.33	7	7.14	1.07	16	6.00	1.71	16	7.06	1.29	10	7.10	1.66	9	7.22	0.67
IFC Advisory Services	10	7.90	1.29	71	6.92	1.67	6	7.17	1.33	7	7.00	1.53	15	6.33	1.99	16	6.81	1.56	11	6.82	1.99	9	8.11	1.17

*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)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	7.7%	12.5%	21.7%	0.0%	15.6%	4.5%	12.9%	4.8%
Youth/university groups*	15.4%	14.7%	8.7%	0.0%	15.6%	13.6%	51.6%	19.0%
Private sector*	15.4%	15.2%	17.4%	69.2%	3.1%	40.9%	9.7%	33.3%
Local government	42.3%	38.6%	26.1%	30.8%	34.4%	27.3%	32.3%	47.6%
Development partner community*	19.2%	28.8%	39.1%	15.4%	40.6%	4.5%	6.5%	19.0%
Civil society organizations*	3.8%	7.6%	13.0%	7.7%	40.6%	4.5%	6.5%	0.0%
Academia/think tanks/research institutes*	46.2%	57.6%	4.3%	23.1%	28.1%	31.8%	77.4%	14.3%
National assembly*	0.0%	6.5%	4.3%	23.1%	9.4%	9.1%	0.0%	38.1%
Media*	3.8%	6.5%	8.7%	15.4%	0.0%	63.6%	3.2%	4.8%
Other*	0.0%	0.0%	8.7%	0.0%	3.1%	0.0%	0.0%	0.0%
Don't know*	23.1%	4.9%	8.7%	0.0%	0.0%	0.0%	0.0%	9.5%
Beneficiaries	7.7%	12.5%	21.7%	0.0%	15.6%	4.5%	12.9%	4.8%

*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 Lao PDR? (1-Strongly disagree, 10-Strongly agree)**

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lao PDR	15	8.40	1.30	163	7.64	1.40	20	7.70	1.72	12	7.75	0.97	25	6.88	1.67	21	7.29	1.49	25	7.60	1.50	15	7.80	1.15
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	17	8.00	1.06	152	7.53	1.44	22	7.77	1.51	12	7.25	1.91	25	7.24	1.76	21	7.05	1.40	24	7.46	1.61	14	7.29	0.99

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	17	7.41	1.06	142	7.08	1.36	19	6.58	1.64	8	6.25	1.75	22	7.00	2.00	15	6.67	1.59	27	6.59	1.72	13	6.69	1.32
Flexibility (in terms of the institution's products and services)*	13	7.46	1.20	119	6.92	1.25	16	5.50	1.71	9	5.56	2.07	15	6.53	1.81	15	7.13	1.64	24	6.79	1.25	12	7.00	0.95
Flexibility (in terms of changing country circumstances)*	11	7.73	0.47	124	6.75	1.42	16	5.56	1.82	9	5.67	2.06	15	6.73	1.87	13	7.08	1.50	24	6.67	1.34	12	7.33	0.65
Being inclusive*	15	7.13	1.64	139	7.07	1.29	21	6.76	1.51	9	6.22	0.97	19	6.26	1.91	18	6.83	1.50	27	5.93	1.94	16	6.88	1.26
Openness (sharing data and other information)	16	6.81	2.04	135	7.21	1.65	21	7.43	2.16	11	7.09	1.45	20	7.15	1.95	20	7.30	1.72	25	6.84	2.27	15	7.87	1.36
Collaboration with the Government	15	8.33	0.62	154	7.94	1.32	19	7.68	1.25	9	7.56	0.88	24	7.88	1.62	20	8.05	1.57	25	7.88	1.86	18	7.89	0.83
The speed in which it gets things accomplished on the ground*	14	7.57	1.22	136	7.26	1.32	14	5.93	1.73	11	6.45	2.38	20	6.15	2.13	19	7.26	1.48	25	6.96	1.79	17	6.88	1.17
Helping to bring discipline/effective supervision to implementation of investment projects	14	7.86	1.17	144	7.62	1.28	7	6.00	2.58	9	6.89	2.42	18	7.06	1.83	19	7.53	1.54	23	7.65	1.27	16	7.31	0.79
Collaboration with civil society*	14	8.21	0.80	117	6.99	1.34	9	5.56	2.13	9	7.33	1.80	20	5.75	2.38	15	7.20	1.47	29	6.90	1.68	14	7.21	0.80
Staff accessibility	14	7.57	1.87	136	7.04	1.65	20	7.35	1.57	8	7.00	1.51	20	6.80	1.96	13	6.38	1.39	25	6.84	2.08	14	7.36	1.08
Collaboration with other donors and development partners	16	7.56	1.59	128	7.56	1.31	21	7.38	1.80	8	8.00	1.85	19	6.74	1.37	18	7.50	1.42	23	7.17	1.64	16	7.44	1.26
Collaboration with the private sector	13	6.77	2.09	93	6.71	1.33	9	6.78	2.22	11	6.18	2.36	14	6.29	1.82	17	7.06	1.52	21	6.24	1.41	14	6.93	1.07
Straightforwardness and honesty	10	8.40	0.52	133	7.73	1.40	18	7.72	1.56	9	6.89	2.42	19	8.00	1.56	15	8.00	1.60	25	7.80	1.80	15	8.53	0.99
Treating clients and stakeholders in Lao PDR with respect	14	7.71	1.64	131	7.69	1.10	16	8.31	1.54	9	7.67	1.66	16	7.69	1.45	17	8.00	1.06	27	7.56	1.42	14	7.93	0.92
Being a long-term partner	16	8.25	1.39	147	8.33	1.17	18	8.78	1.48	9	8.56	1.67	23	8.39	1.47	19	8.47	1.50	25	8.52	1.05	17	8.65	1.00

*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)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort	7.7%	16.4%	4.5%	0.0%	12.9%	27.3%	25.8%	19.0%
Political pressures and obstacles*	3.8%	8.7%	22.7%	23.1%	19.4%	31.8%	6.5%	28.6%
Reforms are not well thought out in light of country challenges*	11.5%	24.6%	22.7%	46.2%	16.1%	22.7%	6.5%	52.4%
Poor coordination within the Government*	3.8%	16.4%	50.0%	7.7%	9.7%	13.6%	22.6%	4.8%
There is an inadequate level of private sector participation and support*	19.2%	22.4%	0.0%	30.8%	0.0%	18.2%	6.5%	0.0%
Poor development partner coordination	23.1%	20.2%	9.1%	23.1%	16.1%	0.0%	12.9%	9.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	15.4%	18.0%	18.2%	0.0%	12.9%	13.6%	9.7%	33.3%
Lack of/inadequate levels of capacity in Government	3.8%	19.1%	36.4%	15.4%	19.4%	13.6%	25.8%	9.5%
There is not an adequate level of citizen/civil society participation	30.8%	20.8%	9.1%	30.8%	38.7%	27.3%	32.3%	14.3%
Corruption	11.5%	13.1%	4.5%	23.1%	19.4%	22.7%	29.0%	14.3%
Poor coordination within the World Bank Group	7.7%	2.2%	0.0%	0.0%	3.2%	0.0%	3.2%	0.0%
Other	7.7%	2.2%	9.1%	0.0%	3.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

In Lao PDR, 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)

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender*	13	8.69	0.63	126	7.35	1.60	18	6.44	1.92	9	6.56	1.01	19	6.53	2.01	18	7.94	1.11	23	7.87	1.29	16	7.37	1.09
The impact of climate change*	12	8.08	0.90	115	7.46	1.49	15	6.47	2.13	10	6.60	0.84	18	6.22	1.93	18	7.72	1.23	23	7.17	1.77	15	7.13	1.30

*Significantly different between stakeholder groups

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	13	8.00	0.71	114	7.23	1.60	16	6.87	1.36	7	6.86	0.38	18	6.83	1.86	15	7.73	1.33	23	7.48	1.56	15	7.00	1.41
Private sector development	9	6.89	2.15	80	6.47	1.55	14	7.00	1.57	10	6.00	2.45	15	6.47	2.00	16	6.88	1.63	16	5.88	1.93	7	6.43	0.79
Education	16	7.63	1.67	138	7.65	1.30	14	7.00	1.47	8	6.50	0.76	18	7.39	1.42	19	7.26	1.45	25	7.12	1.59	14	7.29	0.73
Public sector governance/reform	13	7.23	1.36	112	7.41	1.55	15	7.40	1.88	9	6.44	0.73	16	7.19	1.38	18	7.06	1.51	23	6.74	1.51	14	6.64	1.74
Global/regional integration	16	7.13	1.93	111	7.36	1.43	13	6.69	1.93	8	6.50	1.69	14	6.79	1.81	17	7.35	1.54	21	7.90	1.09	6	7.50	1.38
Food security	18	7.56	1.65	111	7.19	1.34	10	6.60	1.43	8	6.75	1.39	16	6.94	1.73	17	7.53	1.37	21	6.81	1.57	7	6.29	0.95
Energy*	16	7.13	1.26	116	7.73	1.16	13	7.23	1.09	9	6.67	2.00	17	6.88	2.52	19	7.16	1.61	19	6.63	1.34	8	7.13	0.83
Water and sanitation	15	7.27	1.83	125	7.57	1.40	13	7.08	1.19	8	7.50	1.60	18	6.83	2.26	18	7.67	0.91	23	6.78	1.83	11	7.45	1.44
Environmental sustainability*	14	7.29	1.73	120	7.40	1.38	11	7.55	0.69	9	7.33	1.50	17	6.12	2.32	16	7.69	1.08	21	6.43	1.43	9	7.22	1.48
Job creation/employment	13	6.08	2.33	102	6.70	1.65	13	7.00	1.29	8	6.38	2.00	14	6.50	2.18	15	6.87	1.73	20	6.15	1.18	7	7.14	0.69
Health	10	7.20	2.53	111	7.32	1.45	16	6.38	1.45	7	7.71	1.60	17	7.47	1.87	17	7.59	1.18	23	6.57	1.62	10	7.80	1.48
Financial markets	10	6.80	1.81	93	7.11	1.51	13	6.85	1.95	7	7.29	1.70	14	7.07	1.94	16	6.81	1.76	13	6.38	1.45	7	7.14	0.69
Transport*	12	6.50	2.24	107	7.16	1.41	13	7.23	1.74	6	6.83	1.60	18	7.06	2.01	17	6.94	1.85	21	5.86	2.26	9	6.00	1.22
Agriculture and rural development	14	7.29	2.13	121	7.46	1.35	13	6.77	2.17	9	6.78	1.99	18	6.44	2.06	18	7.50	1.42	23	6.87	1.55	11	7.82	1.47
Trade and exports*	10	6.80	1.55	90	7.18	1.36	10	6.80	1.99	7	6.57	1.90	13	6.15	1.91	17	6.35	1.80	13	5.62	2.18	8	7.38	0.92
Natural resource management*	10	7.10	0.57	108	7.19	1.65	13	7.46	1.27	9	7.00	1.66	17	6.94	1.85	18	6.89	1.94	21	5.67	2.33	11	7.64	0.92
Climate change	14	6.57	1.70	113	6.96	1.58	13	6.92	1.55	7	6.43	1.81	16	5.94	2.11	17	7.18	1.13	21	6.52	2.06	8	7.87	1.13
Poverty reduction	16	6.88	2.50	133	7.55	1.55	14	7.21	1.12	8	6.50	1.77	18	7.17	2.12	19	7.74	1.15	25	7.24	1.51	16	7.56	1.09
Anti corruption	10	6.00	2.11	88	6.78	1.85	11	6.18	2.36	7	6.00	1.41	16	5.31	2.41	15	5.93	1.79	17	6.06	2.44	3	6.67	2.31
Law and justice	8	5.00	2.07	90	6.86	1.87	9	6.11	1.90	8	6.50	1.31	13	5.85	1.91	16	6.63	1.86	17	6.18	1.59	6	7.17	2.14
Economic growth	10	6.80	2.15	110	7.43	1.23	14	7.29	1.20	8	6.63	1.19	14	7.29	1.77	19	7.16	1.74	21	7.62	1.43	14	7.64	1.34
Disaster risk management	11	6.64	2.38	107	6.94	1.75	13	6.77	1.64	8	6.75	1.04	14	6.36	1.86	15	6.53	1.51	19	7.11	1.33	5	7.00	0.00
Equality of opportunity	7	5.86	2.12	95	6.88	1.60	10	7.20	0.79	7	6.71	1.11	17	6.65	1.80	15	6.73	1.71	21	6.43	1.91	3	7.67	2.31
Disease	11	7.00	1.90	86	7.02	1.37	9	5.78	1.30	7	7.14	0.90	15	6.27	1.62	16	7.25	1.39	19	6.47	2.09	6	7.50	0.55

*Significantly different between stakeholder groups

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?*	15	7.73	1.22	156	7.58	1.21	22	6.95	1.43	8	7.00	1.51	20	6.60	1.60	20	7.05	1.39	21	7.24	1.37	14	6.86	0.66

(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 Lao PDR? (1-Strongly disagree, 10-Strongly agree)

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lao PDR	14	7.07	1.59	143	7.45	1.42	16	7.13	1.78	9	7.44	2.13	20	7.05	1.76	21	7.14	1.49	24	6.75	1.94	12	7.67	1.37
The World Bank Group meets Lao PDR's needs for knowledge services	16	7.06	1.81	143	7.15	1.69	21	7.67	1.35	10	7.60	1.78	25	7.12	1.88	19	6.84	1.61	25	6.36	2.75	13	7.62	1.19

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Lao PDR to mobilize finance for development from private sector sources?	14	6.79	1.89	90	7.14	1.58	8	6.38	1.85	9	6.44	2.55	19	6.58	2.19	17	7.00	1.50	14	6.86	1.51	8	7.75	1.39

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

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)

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Very familiar	0.0%	2.7%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Somewhat familiar	20.8%	18.7%	9.1%	15.4%	22.6%	22.7%	16.1%	10.0%
Somewhat unfamiliar	29.2%	36.8%	22.7%	30.8%	16.1%	31.8%	25.8%	40.0%
Very unfamiliar	16.7%	5.5%	31.8%	15.4%	25.8%	27.3%	19.4%	15.0%
Don't know	33.3%	36.3%	31.8%	38.5%	35.5%	18.2%	38.7%	35.0%

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

How effectively does the World Bank Group support Lao PDR's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government*	12	6.67	2.15	119	7.34	1.42	16	6.06	1.98	9	6.22	0.67	16	6.56	1.67	18	7.06	1.39	25	7.16	1.70	12	7.42	1.24
To develop better and stronger data collection/analytics systems within the Government	11	6.73	2.15	117	7.38	1.21	20	7.00	1.03	8	6.63	0.92	19	7.42	1.22	16	7.00	1.46	25	7.56	1.64	12	7.17	1.19
To strengthen the country's crisis preparedness	8	6.25	2.43	110	6.99	1.64	11	5.91	1.14	7	6.57	0.53	16	6.38	1.67	18	7.06	1.47	21	7.67	1.49	9	6.56	0.73

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	7.7%	9.1%	0.0%	6.7%	18.2%	0.0%	10.0%
Monthly	26.9%	15.9%	45.5%	30.8%	10.0%	27.3%	29.0%	20.0%
A few times a year	26.9%	45.6%	31.8%	30.8%	26.7%	50.0%	48.4%	35.0%
Rarely	15.4%	14.8%	13.6%	30.8%	36.7%	4.5%	22.6%	15.0%
Never	30.8%	15.9%	0.0%	7.7%	20.0%	0.0%	0.0%	20.0%

*Significantly different between stakeholder groups

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

In Lao PDR, 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)

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	14	6.93	1.82	126	7.21	1.21	14	6.86	1.51	9	7.89	1.17	21	7.33	1.53	18	6.50	1.54	23	7.13	1.63	11	6.91	0.70
Include appropriate level of stakeholder involvement during preparation	15	6.87	1.68	127	7.26	1.14	17	6.47	1.97	10	6.80	2.10	23	7.00	1.41	16	6.88	1.09	22	6.50	1.63	10	7.70	0.82
Lead to informed government decisions	13	6.85	1.41	127	7.57	1.12	18	6.72	1.56	8	7.38	2.33	21	7.48	1.91	17	7.24	1.39	25	6.92	1.71	12	7.83	1.11
Influence policy reforms	14	7.21	1.97	119	7.34	1.26	18	6.83	1.79	10	7.20	1.32	21	7.14	2.13	18	7.06	1.30	23	7.17	2.06	13	7.23	1.36
Are accessible (well written and easy to understand)	16	7.75	1.57	129	7.54	1.05	21	7.33	1.46	12	7.67	1.15	26	6.92	1.72	17	7.18	1.19	23	7.04	1.72	13	8.15	1.07
Are source of relevant information on global good practices	16	7.75	1.81	136	7.80	1.25	19	7.68	1.11	11	8.36	0.81	24	7.50	1.35	18	7.28	1.45	25	7.88	1.69	13	7.77	0.60
Are adequately disseminated	14	6.29	1.73	128	6.67	1.47	18	6.67	1.81	10	6.20	1.99	22	6.73	1.93	19	6.37	1.74	25	6.20	1.98	12	6.42	1.00
Are translated enough into local language	14	6.36	1.65	118	6.27	1.86	8	6.75	2.12	10	7.10	1.37	20	6.60	2.14	19	6.32	1.80	23	5.26	1.98	9	7.11	1.27
Are adaptable to Lao PDR's specific development challenges and country circumstances	16	6.94	1.34	132	7.03	1.55	18	6.72	2.19	9	6.89	1.17	24	6.75	1.54	18	7.11	1.45	23	7.30	1.77	10	7.40	0.52

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	17	7.82	1.51	157	7.81	1.29	20	7.10	1.48	12	7.00	1.95	28	7.32	1.83	21	7.52	1.60	29	8.24	1.09	15	8.00	1.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	8.17	1.50	153	7.86	1.14	21	7.52	1.63	11	7.09	1.38	29	7.34	1.72	21	7.33	1.49	27	7.89	1.01	16	7.94	0.93

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

*Significantly different between stakeholder groups

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

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	13	7.62	1.66	112	6.87	1.46	10	6.80	2.10	8	7.00	2.33	14	4.71	2.58	11	6.73	1.42	18	6.56	1.62	9	7.67	1.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	7.80	0.94	143	7.75	1.20	17	6.88	1.62	9	7.56	2.40	25	7.16	2.01	17	7.35	1.50	25	7.96	1.51	14	7.29	0.99
The World Bank Group's approvals and reviews are done in a timely fashion	15	7.53	0.83	135	7.37	1.31	11	7.18	2.09	8	7.75	1.98	14	6.36	2.13	14	7.50	1.70	22	7.45	1.30	11	7.18	1.60
The World Bank Group's "Safeguard Policy" requirements are reasonable	16	7.75	1.29	119	7.55	1.25	12	7.92	1.73	8	6.50	2.39	15	7.60	1.96	13	7.92	0.95	18	7.67	1.08	10	7.90	1.37
The World Bank Group's conditions on its lending are reasonable	14	7.79	0.80	121	7.48	1.46	13	7.08	1.61	9	7.11	2.52	15	7.27	1.71	16	7.44	1.50	19	8.11	1.05	10	8.30	0.48
The World Bank Group takes decisions quickly in Lao PDR*	10	7.40	0.84	118	7.15	1.41	15	5.80	2.73	9	6.11	2.62	20	5.50	2.01	15	7.13	1.51	18	7.06	1.26	9	6.56	1.42
Working with the World Bank Group increases Lao PDR's institutional capacity	14	7.71	0.73	138	7.62	1.49	21	7.33	1.80	8	8.13	1.25	24	7.42	2.28	18	7.44	1.29	23	7.78	1.78	14	7.14	1.51
The World Bank Group provides effective implementation support	16	7.63	1.02	147	7.67	1.25	17	7.00	1.97	8	7.00	2.45	21	7.29	2.10	19	7.53	1.39	25	8.04	1.14	11	7.45	1.04
Where country systems are adequate, the World Bank Group makes appropriate use of them	13	7.54	0.52	129	7.32	1.30	18	7.50	1.79	6	7.33	1.03	23	7.22	2.07	15	7.40	1.18	18	7.56	1.38	10	7.30	1.49

*Significantly different between stakeholder groups

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Lao PDR?	15	7.13	1.55	118	7.38	1.23	15	6.93	2.12	9	6.89	2.03	21	7.05	2.06	21	6.90	1.61	25	7.00	1.35	10	8.10	1.10

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

**E. Working with the World Bank Group (continued)****NAM THEUN 2****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
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.*	14	8.50	1.29	139	8.18	1.17	12	6.92	2.39	11	7.64	1.69	27	7.74	2.41	18	8.17	1.25	25	8.52	1.45	15	8.47	0.83
The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	13	8.00	1.68	123	8.05	1.09	8	7.88	2.64	8	8.13	2.10	24	7.71	2.26	18	8.11	1.13	21	8.19	1.33	9	8.11	0.78
NT2 is having a positive impact on sustainable economic development in Lao PDR.*	16	8.50	1.32	146	8.21	1.24	12	7.25	2.09	11	7.91	1.81	27	6.85	2.55	15	8.60	1.40	23	8.39	1.31	12	8.67	1.37
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.*	16	8.37	1.15	138	8.33	1.12	12	7.50	1.45	9	7.89	1.96	26	7.42	1.94	17	8.18	1.24	25	8.28	1.24	12	8.42	0.79
There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	15	7.80	0.86	134	8.19	1.32	14	7.43	1.87	9	7.89	2.15	24	7.21	2.13	17	8.29	1.45	25	8.08	0.76	15	8.13	1.25

*Significantly different between stakeholder groups



F. The Future Role of the World Bank Group in Lao PDR

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

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	11.5%	13.3%	18.2%	7.7%	19.4%	31.8%	12.9%	15.0%
Collaborate more effectively with Government clients*	15.4%	43.6%	22.7%	15.4%	35.5%	54.5%	32.3%	60.0%
Work faster*	19.2%	3.9%	4.5%	0.0%	6.5%	0.0%	6.5%	0.0%
Reduce the complexity of obtaining World Bank Group financing	15.4%	14.4%	0.0%	7.7%	16.1%	18.2%	12.9%	10.0%
Be more adaptive to the country context*	15.4%	30.9%	27.3%	23.1%	6.5%	31.8%	6.5%	20.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	3.8%	10.5%	4.5%	0.0%	9.7%	13.6%	9.7%	5.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	7.7%	7.7%	22.7%	0.0%	6.5%	4.5%	12.9%	20.0%
Offer more innovative financial products	15.4%	9.4%	0.0%	15.4%	6.5%	0.0%	19.4%	5.0%
Ensure greater selectivity in its work	7.7%	1.1%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	11.5%	13.8%	13.6%	15.4%	16.1%	4.5%	22.6%	20.0%
Improve the competitiveness of its financing compared to markets	0.0%	1.7%	4.5%	7.7%	0.0%	0.0%	6.5%	0.0%
Work more with civil society and beneficiary representatives*	7.7%	6.6%	18.2%	0.0%	38.7%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	26.9%	16.6%	40.9%	23.1%	25.8%	9.1%	32.3%	15.0%
Leverage the private sector more	19.2%	8.3%	9.1%	30.8%	6.5%	9.1%	12.9%	15.0%
Improve the quality of its experts as related to Lao PDR's specific challenges	7.7%	10.5%	13.6%	0.0%	6.5%	9.1%	12.9%	15.0%
Work more with private sector*	3.8%	2.8%	0.0%	46.2%	0.0%	9.1%	0.0%	0.0%
Other	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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)

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	26.9%	28.2%	18.2%	46.2%	20.0%	27.3%	22.6%	5.9%
Knowledge products	15.4%	13.3%	9.1%	7.7%	20.0%	40.9%	25.8%	47.1%
Convening services	3.8%	12.7%	9.1%	0.0%	30.0%	13.6%	22.6%	5.9%
None of the above	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Lao PDR	34.6%	39.2%	63.6%	46.2%	26.7%	13.6%	22.6%	23.5%
Don't know	19.2%	6.1%	0.0%	0.0%	3.3%	4.5%	6.5%	17.6%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Lao PDR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	23.1%	15.0%	0.0%	25.0%	3.2%	13.6%	6.7%	0.0%
Public financial management*	46.2%	46.8%	85.0%	41.7%	38.7%	59.1%	56.7%	68.8%
Reducing gender based violence*	0.0%	2.3%	0.0%	0.0%	19.4%	0.0%	6.7%	0.0%
Crisis preparedness*	7.7%	19.1%	0.0%	8.3%	6.5%	40.9%	6.7%	0.0%
Crisis response	0.0%	3.5%	0.0%	8.3%	3.2%	9.1%	0.0%	12.5%
Access to justice systems	11.5%	6.4%	15.0%	0.0%	6.5%	4.5%	6.7%	0.0%
Conflict resolution mechanisms	11.5%	11.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%
Support domestic resource mobilization	26.9%	35.8%	40.0%	25.0%	16.1%	36.4%	36.7%	25.0%
Access to basic services	19.2%	16.8%	5.0%	25.0%	25.8%	13.6%	26.7%	25.0%
Capacity of state institutions	23.1%	29.5%	35.0%	41.7%	22.6%	13.6%	26.7%	12.5%
Jobs*	3.8%	23.7%	5.0%	8.3%	32.3%	13.6%	40.0%	37.5%
Improving livelihoods	19.2%	33.5%	20.0%	50.0%	32.3%	27.3%	30.0%	31.3%
Food security*	23.1%	12.1%	0.0%	0.0%	16.1%	13.6%	33.3%	12.5%
Social safety nets*	0.0%	6.4%	35.0%	8.3%	12.9%	0.0%	0.0%	12.5%
Doing Business*	7.7%	18.5%	55.0%	33.3%	3.2%	18.2%	23.3%	50.0%

*Significantly different between stakeholder groups

Which THREE areas below would benefit most from other donors in Lao PDR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion*	22.7%	7.7%	0.0%	25.0%	10.0%	0.0%	12.9%	31.3%
Public financial management	27.3%	26.6%	5.6%	33.3%	40.0%	23.8%	25.8%	43.8%
Reducing gender based violence*	9.1%	4.1%	22.2%	8.3%	23.3%	0.0%	0.0%	6.3%
Crisis preparedness*	4.5%	7.1%	27.8%	0.0%	3.3%	14.3%	19.4%	18.8%
Crisis response	0.0%	7.7%	11.1%	8.3%	6.7%	0.0%	0.0%	18.8%
Access to justice systems	0.0%	19.5%	16.7%	16.7%	26.7%	19.0%	12.9%	12.5%
Conflict resolution mechanisms*	0.0%	9.5%	16.7%	0.0%	0.0%	4.8%	0.0%	25.0%
Support domestic resource mobilization	22.7%	22.5%	5.6%	8.3%	13.3%	19.0%	29.0%	0.0%
Access to basic services	36.4%	28.4%	38.9%	16.7%	10.0%	42.9%	19.4%	12.5%
Capacity of state institutions	4.5%	17.8%	27.8%	25.0%	23.3%	4.8%	25.8%	31.3%
Jobs	27.3%	24.3%	16.7%	41.7%	40.0%	23.8%	25.8%	18.8%
Improving livelihoods	36.4%	49.7%	38.9%	25.0%	46.7%	52.4%	61.3%	31.3%
Food security*	9.1%	16.6%	50.0%	33.3%	10.0%	28.6%	22.6%	25.0%
Social safety nets	13.6%	7.7%	11.1%	16.7%	6.7%	4.8%	19.4%	0.0%
Doing Business	9.1%	19.5%	11.1%	33.3%	6.7%	38.1%	19.4%	12.5%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio	15.4%	16.1%	4.5%	8.3%	13.3%	25.0%	12.9%	0.0%
International radio*	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	6.5%	0.0%
Social media	42.3%	43.9%	40.9%	41.7%	43.3%	35.0%	38.7%	25.0%
International newspapers	0.0%	7.2%	18.2%	16.7%	13.3%	0.0%	0.0%	5.0%
Local television*	15.4%	22.2%	0.0%	33.3%	30.0%	10.0%	32.3%	35.0%
Internet	38.5%	42.2%	45.5%	50.0%	53.3%	40.0%	29.0%	55.0%
Periodicals*	19.2%	7.8%	0.0%	0.0%	0.0%	0.0%	19.4%	5.0%
International television	0.0%	11.1%	9.1%	0.0%	3.3%	5.0%	9.7%	0.0%
Local newspapers	61.5%	41.1%	63.6%	41.7%	33.3%	65.0%	45.2%	60.0%
Other*	0.0%	2.8%	18.2%	0.0%	3.3%	10.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	23.8%	41.4%	27.3%	38.5%	33.3%	33.3%	54.8%	40.0%
e-Newsletters*	4.8%	11.0%	45.5%	30.8%	13.3%	28.6%	29.0%	20.0%
World Bank Group's seminars/workshops/conferences*	42.9%	46.4%	18.2%	30.8%	26.7%	23.8%	41.9%	20.0%
Mobile phones	4.8%	1.7%	0.0%	7.7%	0.0%	4.8%	0.0%	0.0%
Direct contact with World Bank Group*	52.4%	28.2%	36.4%	7.7%	20.0%	9.5%	3.2%	15.0%
World Bank Group's website*	23.8%	30.4%	50.0%	46.2%	53.3%	57.1%	32.3%	50.0%
Social media*	4.8%	28.7%	18.2%	30.8%	46.7%	23.8%	22.6%	45.0%
Other*	14.3%	1.1%	0.0%	0.0%	0.0%	4.8%	9.7%	0.0%

*Significantly different between stakeholder groups

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	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	23.1%	35.4%	45.5%	46.2%	30.0%	55.0%	41.9%	27.8%
No	76.9%	64.6%	54.5%	53.8%	70.0%	45.0%	58.1%	72.2%

Do you have reliable access to the Internet?*

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	65.9%	100.0%	84.6%	63.3%	95.0%	67.7%	84.2%
No	50.0%	34.1%	0.0%	15.4%	36.7%	5.0%	32.3%	15.8%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Do you use/have you used the World Bank Group website?***

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	26.9%	52.2%	95.5%	76.9%	44.8%	76.2%	45.2%	78.9%
No	73.1%	47.8%	4.5%	23.1%	55.2%	23.8%	54.8%	21.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	19.2%	38.6%	36.4%	46.2%	37.9%	61.9%	35.5%	47.4%
No	80.8%	61.4%	63.6%	53.8%	62.1%	38.1%	64.5%	52.6%

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	19.2%	43.3%	77.8%	58.3%	50.0%	55.0%	37.9%	68.4%
Mobile (3G/4G)	80.8%	56.7%	22.2%	41.7%	50.0%	45.0%	62.1%	31.6%

*Significantly different between stakeholder groups

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?*

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	8.3%	13.6%	15.4%	3.3%	22.7%	22.6%	20.0%
Monthly	15.4%	20.4%	45.5%	30.8%	13.3%	27.3%	3.2%	15.0%
A few times a year	15.4%	35.9%	27.3%	23.1%	23.3%	31.8%	51.6%	30.0%
Rarely	23.1%	12.7%	13.6%	15.4%	36.7%	9.1%	22.6%	10.0%
Never	46.2%	22.7%	0.0%	15.4%	23.3%	9.1%	0.0%	25.0%

*Significantly different between stakeholder groups

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

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

	Presidential Office/ Prime Minister			Employee of a Ministry/PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	5	7.80	0.84	91	7.15	1.18	21	7.57	1.47	11	6.91	1.51	13	7.77	1.59	15	7.87	1.60	12	8.00	1.41	15	7.40	1.06
I find the information on the World Bank Group's websites useful	8	8.63	0.92	91	7.96	1.06	21	8.19	1.12	11	8.00	1.26	14	8.14	1.61	15	8.33	1.35	12	8.75	0.45	15	8.33	0.90
The World Bank Group's social media channels are valuable sources of information about the institution	5	7.80	1.10	110	7.74	1.36	13	7.77	1.69	8	7.25	1.98	18	7.22	1.52	16	8.13	1.09	27	7.85	1.81	14	8.14	1.03

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?*

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	26.9%	45.7%	73.9%	52.9%	32.3%	47.8%	6.5%	38.1%
No	73.1%	54.3%	26.1%	47.1%	67.7%	52.2%	93.5%	61.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	57.9%	55.8%	91.3%	12.5%	26.9%	38.1%	39.3%	68.8%
The International Finance Corporation	15.8%	17.0%	0.0%	62.5%	19.2%	42.9%	10.7%	12.5%
The Multilateral Investment Guarantee Agency	5.3%	7.3%	0.0%	6.3%	0.0%	4.8%	14.3%	6.3%
Other	21.1%	20.0%	8.7%	18.8%	53.8%	14.3%	35.7%	12.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	34.8%	40.6%	17.4%	37.5%	13.3%	27.3%	16.1%	65.0%
No	65.2%	59.4%	82.6%	62.5%	86.7%	72.7%	83.9%	35.0%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	50.0%	33.8%	100.0%	83.3%	0.0%	100.0%	40.0%	7.7%
The way the two institutions work together needs improvement	12.5%	50.7%	0.0%	16.7%	75.0%	0.0%	60.0%	76.9%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%
Don't know	37.5%	15.5%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	42.3%	14.4%	4.3%	12.5%	19.4%	26.1%	23.3%	33.3%
Use World Bank Group reports/data	15.4%	23.2%	30.4%	31.3%	22.6%	47.8%	33.3%	38.1%
Engage in World Bank Group related/sponsored events/activities	34.6%	47.5%	26.1%	43.8%	48.4%	17.4%	30.0%	38.1%
Collaborate as part of my professional duties*	19.2%	44.8%	52.2%	56.3%	35.5%	30.4%	13.3%	23.8%
Use World Bank Group website for information, data, research, etc.*	3.8%	18.8%	21.7%	25.0%	25.8%	34.8%	53.3%	23.8%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Presidential Office/ Prime Minister	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	42.3%	28.6%	56.5%	29.4%	43.8%	8.7%	12.9%	23.8%
Male	57.7%	71.4%	43.5%	70.6%	56.3%	91.3%	87.1%	76.2%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁰

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 FY18 Lao PDR 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 Lao PDR, in which sectors do you believe the World Bank Group should focus most of its resources in Lao PDR?”

- Collaborating with the WBG N=149 ● Not collaborating with the WBG N=209

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lao PDR?*	146	6.98	1.74	209	5.02	2.49

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR.	132	7.55	1.60	172	7.31	1.81

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lao PDR solve its most complicated development challenges?	132	7.42	1.48	170	7.23	1.73

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

²⁰ Only 358 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

When thinking about how the World Bank Group can have the most impact on development results in 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)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	7.5%	5.3%
Water and sanitation	6.8%	7.7%
Pollution*	2.7%	0.0%
Job creation/employment	16.4%	24.9%
Health	9.6%	6.2%
Financial markets*	2.1%	10.0%
Social protection	3.4%	5.7%
Gender equity*	4.1%	10.0%
Private sector development	10.3%	5.7%
Education	39.7%	50.2%
Public sector governance/reform*	40.4%	24.4%
Global/regional integration	4.1%	2.9%
Food security	10.3%	8.1%
Urban development	4.1%	3.8%
Law and justice	4.1%	6.7%
Economic growth	19.2%	15.8%
Disaster risk management	3.4%	1.4%
Equality of opportunity	7.5%	5.7%
Disease	0.0%	0.0%
Information and communications technology	6.2%	8.1%
Transport	13.0%	15.3%
Agriculture and rural development	24.0%	28.7%
Trade and exports	4.1%	4.3%
Crime and violence	0.0%	0.0%
Natural resource management*	9.6%	3.8%
Climate change	2.1%	1.4%
Poverty reduction	14.4%	21.5%
Anti corruption	8.2%	12.4%
Environmental sustainability*	13.0%	5.7%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	71	7.14	1.47	70	7.21	1.41
Development Policy Financing	80	7.21	1.37	81	7.12	1.30
Trust funds and grants*	96	7.43	1.46	93	6.89	1.80
MIGA Guarantees	47	6.34	1.66	55	6.67	1.50
IFC Investment Services	70	7.01	1.60	66	6.70	1.50
IFC Advisory Services	73	7.01	1.79	72	6.99	1.55

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lao PDR*	132	7.81	1.24	165	7.45	1.57
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	131	7.68	1.38	157	7.34	1.53

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	120	7.18	1.38	144	6.72	1.55
Flexibility (in terms of the institution's products and services)	113	6.91	1.57	111	6.63	1.29
Flexibility (in terms of changing country circumstances)	111	6.89	1.51	114	6.54	1.49
Being inclusive*	126	7.01	1.32	139	6.63	1.65
Openness (sharing data and other information)	123	7.34	1.64	141	7.09	1.90
Collaboration with the Government	128	8.02	1.14	157	7.83	1.49
The speed in which it gets things accomplished on the ground	118	7.14	1.59	138	6.93	1.54
Helping to bring discipline/effective supervision to implementation of investment projects	116	7.49	1.41	134	7.50	1.46
Collaboration with civil society	94	7.09	1.39	134	6.83	1.71
Staff accessibility*	121	7.50	1.39	130	6.59	1.82
Collaboration with other donors and development partners*	115	7.71	1.32	134	7.23	1.50
Collaboration with the private sector*	85	7.08	1.37	108	6.28	1.60
Straightforwardness and honesty	120	7.70	1.59	125	7.90	1.42
Treating clients and stakeholders in Lao PDR with respect	115	7.77	1.17	130	7.72	1.30
Being a long-term partner	118	8.51	1.17	156	8.33	1.29

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Effectiveness and Results

In Lao PDR, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender	106	7.40	1.44	137	7.34	1.71
The impact of climate change*	100	7.52	1.56	127	7.06	1.58

*Significantly different between collaborators and non-collaborators

**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 Lao PDR? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	103	7.44	1.33	119	7.09	1.66
Private sector development*	82	6.89	1.69	86	6.08	1.65
Education	111	7.41	1.45	141	7.48	1.30
Public sector governance/reform*	107	7.47	1.38	113	6.96	1.64
Global/regional integration	96	7.15	1.64	111	7.42	1.43
Food security	97	7.23	1.34	111	7.04	1.50
Energy	104	7.39	1.52	113	7.35	1.35
Water and sanitation	107	7.49	1.38	125	7.31	1.65
Environmental sustainability*	108	7.46	1.36	110	6.99	1.62
Job creation/employment	91	6.62	1.73	102	6.62	1.62
Health	105	7.40	1.48	106	7.07	1.66
Financial markets	88	7.00	1.65	86	6.99	1.52
Transport	95	7.13	1.77	109	6.70	1.64
Agriculture and rural development	108	7.45	1.59	119	7.12	1.58
Trade and exports	88	6.98	1.31	79	6.67	1.93
Natural resource management	103	7.20	1.68	104	6.83	1.78
Climate change	103	7.07	1.59	107	6.65	1.71
Poverty reduction	115	7.60	1.64	135	7.27	1.56
Anti corruption	84	6.56	1.83	83	6.20	2.22
Law and justice*	89	6.90	1.70	78	6.15	1.99
Economic growth*	98	7.56	1.19	112	7.18	1.53
Disaster risk management	99	7.05	1.56	94	6.64	1.76
Equality of opportunity*	86	7.03	1.51	89	6.54	1.74
Disease	83	7.00	1.30	85	6.74	1.71

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?	129	7.47	1.19	148	7.27	1.39

(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 Lao PDR?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lao PDR	119	7.45	1.43	141	7.18	1.66
The World Bank Group meets Lao PDR's needs for knowledge services	123	7.29	1.66	150	6.97	1.90

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Lao PDR to mobilize finance for development from private sector sources?	84	6.88	1.59	94	7.06	1.84

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

**C. World Bank Group's Effectiveness and Results (continued)****How effectively does the World Bank Group support Lao PDR's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	100	7.17	1.56	127	7.01	1.57
To develop better and stronger data collection/analytics systems within the Government	99	7.23	1.19	129	7.32	1.41
To strengthen the country's crisis preparedness	85	7.00	1.40	115	6.83	1.74

D. The World Bank Group's Knowledge Work and Activities**In Lao PDR, 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)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	113	7.06	1.17	124	7.19	1.51
Include appropriate level of stakeholder involvement during preparation	115	7.10	1.33	126	7.02	1.41
Lead to informed government decisions	112	7.33	1.21	129	7.42	1.56
Influence policy reforms	118	7.37	1.29	119	7.09	1.73
Are accessible (well written and easy to understand)	124	7.50	1.21	134	7.40	1.38
Are source of relevant information on global good practices	125	7.78	1.18	138	7.74	1.42
Are adequately disseminated	115	6.74	1.44	134	6.40	1.76
Are translated enough into local language	102	6.43	1.77	119	6.13	1.93
Are adaptable to Lao PDR's specific development challenges and country circumstances	117	7.14	1.43	134	6.92	1.65

	Collaborating with the WBG			Not collaborating with the WBG		
	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?	129	7.69	1.37	171	7.75	1.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	134	7.76	1.28	163	7.74	1.30

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	96	7.02	1.63	100	6.53	1.83
The World Bank Group effectively monitors and evaluates the projects and programs it supports	128	7.53	1.40	138	7.69	1.42
The World Bank Group's approvals and reviews are done in a timely fashion	112	7.39	1.44	119	7.27	1.47
The World Bank Group's "Safeguard Policy" requirements are reasonable	101	7.54	1.45	111	7.65	1.31
The World Bank Group's conditions on its lending are reasonable	101	7.54	1.51	117	7.53	1.42
The World Bank Group takes decisions quickly in Lao PDR	114	6.90	1.85	101	6.76	1.54
Working with the World Bank Group increases Lao PDR's institutional capacity	129	7.59	1.44	132	7.57	1.70
The World Bank Group provides effective implementation support	125	7.60	1.45	140	7.58	1.39
Where country systems are adequate, the World Bank Group makes appropriate use of them	114	7.30	1.38	119	7.40	1.40

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Lao PDR?	110	7.29	1.35	124	7.19	1.60

*(1-To no degree at all, 10-To a very significant degree)***NAM THEUN 2****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	110	8.10	1.56	151	8.12	1.44
The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	96	8.08	1.37	128	7.97	1.43
NT2 is having a positive impact on sustainable economic development in Lao PDR.	107	7.91	1.78	155	8.22	1.42
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.	103	8.09	1.44	152	8.24	1.22
There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	106	7.92	1.66	147	8.07	1.26

G. Communication and Information Sharing**Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	105	7.17	1.22	79	7.66	1.39
I find the information on the World Bank Group's websites useful	108	8.02	1.10	80	8.31	1.12
The World Bank Group's social media channels are valuable sources of information about the institution	91	7.62	1.36	121	7.85	1.49

**Significantly different between collaborators and non-collaborators*



Appendix D: Responses to Selected Questions by Year²¹

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 = 251
- FY 2018 Number of comparable respondents = 346

By weighting, the FY 2015 and FY 2018 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2015	FY 2018
Presidential Office/Government's Office	9.0%	9.0%
National Assembly	4.0%	4.0%
Government institutions	48.5%	48.5%
Local Government	0.5%	0.5%
Bilateral/multilateral agencies	8.0%	8.0%
Civil society	10.0%	10.0%
Private sector	6.0%	6.0%
Academia	6.0%	6.0%
Media	8.0%	8.0%

A. General Issues facing Lao PDR

In general would you say that Lao PDR is headed in... ?

Percentage of Respondents	FY 2015	FY 2018
The right direction	85.5%	79.9%
The wrong direction	1.8%	2.6%
Not sure	12.7%	17.4%

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)

Percentage of Respondents	FY 2015	FY 2018
A very serious problem	43.8%	28.4%
A somewhat serious problem	39.0%	48.1%
Not too serious problem	17.1%	20.9%
Not a problem	0.0%	1.2%
Don't know	0.0%	1.4%

*Significantly different between FY2015 and FY2018

B. Overall Attitudes toward the World Bank Group

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lao PDR?*	247	6.53	2.02	343	5.75	2.44

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2015 and FY2018

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR.	229	7.65	1.50	294	7.39	1.74

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

²¹ Only those questions that were asked in the FY 2015 and FY 2018 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	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 Lao PDR solve its most complicated development challenges?	215	7.45	1.45	289	7.30	1.65

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

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)

Percentage of Respondents	FY 2015	FY 2018
To a fully sufficient degree	9.8%	3.2%
To a somewhat sufficient degree	31.7%	31.4%
To a somewhat insufficient degree	50.0%	41.9%
To a very insufficient degree	4.5%	8.8%
Don't know	4.1%	14.7%

*Significantly different between FY2015 and FY2018

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lao PDR	225	7.67	1.64	286	7.59	1.46
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	210	7.51	1.59	279	7.48	1.48

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

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	184	6.93	1.56	254	6.93	1.49
Flexibility (in terms of the institution's products and services)	175	6.60	1.61	211	6.73	1.49
Flexibility (in terms of changing country circumstances)	180	6.76	1.68	207	6.68	1.56
Being inclusive	177	6.91	1.77	251	6.82	1.49
Openness (sharing data and other information)	208	7.42	1.55	252	7.19	1.78
Collaboration with the Government	208	8.12	1.26	273	7.91	1.34
The speed in which it gets things accomplished on the ground	165	6.89	1.70	244	7.03	1.59
Helping to bring discipline/effective supervision to implementation of investment projects				235	7.49	1.48
Collaboration with civil society	173	7.17	1.67	213	6.95	1.64
Staff accessibility	194	7.17	1.58	239	7.04	1.68
Collaboration with other donors and development partners				239	7.45	1.43
Collaboration with the private sector	153	6.92	1.67	183	6.66	1.60
Straightforwardness and honesty	188	7.89	1.39	231	7.81	1.50
Treating clients and stakeholders in Lao PDR with respect	195	7.80	1.63	233	7.78	1.24
Being a long-term partner*	208	8.66	1.29	264	8.42	1.26

*Significantly different between FY2015 and FY2018



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 Lao PDR? (1-Not effective at all, 10-Very effective)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Gender equity	169	7.28	1.69	211	7.30	1.51
Private sector development	141	6.53	1.90	162	6.52	1.73
Education	179	7.71	1.64	243	7.44	1.37
Public sector governance/reform	154	7.02	1.98	212	7.18	1.57
Global/regional integration	161	7.30	1.83	204	7.26	1.56
Food security	157	7.08	1.88	203	7.14	1.42
Energy*	162	7.75	1.35	212	7.38	1.46
Water and sanitation	166	7.42	1.66	224	7.40	1.50
Environmental sustainability	175	7.34	1.73	209	7.25	1.50
Job creation/employment	140	6.60	1.91	187	6.64	1.70
Health	163	7.46	1.67	206	7.22	1.59
Financial markets	136	6.74	1.85	171	6.98	1.60
Transport	164	7.17	1.64	194	6.93	1.71
Trade and exports	150	6.98	1.82	165	6.82	1.63
Natural resource management	170	7.35	1.70	198	7.06	1.71
Climate change	149	7.02	1.67	202	6.84	1.65
Poverty reduction*	198	7.79	1.70	236	7.38	1.64
Anti corruption	106	6.06	2.33	164	6.32	2.03
Economic growth	168	7.47	1.56	204	7.35	1.43
Equality of opportunity	136	6.87	1.85	169	6.77	1.63
Disease	131	7.04	1.98	168	6.88	1.49

*Significantly different between FY2015 and FY2018

	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 Lao PDR?	209	7.27	1.52	266	7.32	1.33

(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 Lao PDR?

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lao PDR	190	7.13	1.69	251	7.30	1.57
The World Bank Group meets Lao PDR's needs for knowledge services	193	7.15	1.72	264	7.18	1.77

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	2.5%	7.2%
Monthly	15.6%	21.1%
A few times a year	26.2%	41.0%
Rarely	28.3%	17.2%
Never	27.4%	13.6%

*Significantly different between FY2015 and FY2018

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	172	6.89	1.47	224	7.14	1.38
Include appropriate level of stakeholder involvement during preparation	166	7.00	1.54	228	7.04	1.41
Lead to informed government decisions*	177	7.07	1.69	229	7.37	1.43
Influence policy reforms	185	7.18	1.67	227	7.25	1.52
Are accessible (well written and easy to understand)	182	7.34	1.53	249	7.44	1.31
Are source of relevant information on global good practices	196	7.84	1.51	252	7.74	1.31
Are adequately disseminated	191	6.84	1.72	239	6.56	1.63
Are translated enough into local language*	183	6.91	1.79	215	6.36	1.86
Are adaptable to Lao PDR's specific development challenges and country circumstances	196	7.26	1.52	238	7.00	1.57

**Significantly different between FY2015 and FY2018*

	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?*	221	7.41	1.49	287	7.69	1.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	213	7.68	1.29	286	7.73	1.34

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between FY2015 and FY2018***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	149	7.27	1.60	184	6.76	1.78
The World Bank Group effectively monitors and evaluates the projects and programs it supports	180	7.61	1.53	254	7.60	1.43
The World Bank Group's approvals and reviews are done in a timely fashion	158	7.50	1.45	215	7.34	1.48
The World Bank Group's "Safeguard Policy" requirements are reasonable				200	7.61	1.41
The World Bank Group's conditions on its lending are reasonable	147	7.70	1.48	210	7.51	1.48
The World Bank Group takes decisions quickly in Lao PDR	148	7.18	1.66	205	6.82	1.76
Working with the World Bank Group increases Lao PDR's institutional capacity	191	7.76	1.45	251	7.60	1.55
The World Bank Group provides effective implementation support*	181	7.94	1.41	254	7.56	1.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	148	7.58	1.56	221	7.39	1.40

**Significantly different between FY2015 and FY2018*

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Lao PDR?	152	6.87	1.78	228	7.20	1.50

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

**E. Working with the World Bank Group (continued)****NAM THEUN 2**

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
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.	187	8.29	1.51	249	8.10	1.53
The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	166	8.14	1.57	217	8.03	1.45
NT2 is having a positive impact on sustainable economic development in Lao PDR.*	187	8.45	1.51	253	8.04	1.62
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.*	189	8.60	1.41	246	8.15	1.33
There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.*	176	8.47	1.40	241	8.00	1.48

*Significantly different between FY2015 and FY2018

F. The Future Role of the World Bank Group in Lao PDR

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)

Percentage of Respondents	FY 2015	FY 2018
Financial services	49.8%	26.4%
Knowledge products	15.2%	18.2%
Convening services	5.1%	12.7%
None of the above	2.5%	0.3%
The combination is appropriate for Lao PDR	23.2%	36.4%
Don't know	4.2%	6.1%

*Significantly different between FY2015 and FY2018

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	50.5%	37.9%
No	49.5%	62.1%

*Significantly different between FY2015 and FY2018

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2015	FY 2018
Yes	79.5%	70.9%
No	20.5%	29.1%

*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	55.4%	56.0%
No	44.6%	44.0%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	10.7%	40.6%
No	89.3%	59.4%

*Significantly different between FY2015 and FY2018

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	67.2%	46.5%
Mobile (3G/4G)	32.8%	53.5%

*Significantly different between FY2015 and FY2018

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	156	7.76	1.43	176	7.40	1.36
I find the information on the World Bank Group's websites useful	155	7.97	1.37	181	8.14	1.16
The World Bank Group's social media channels are valuable sources of information about the institution	105	7.50	1.77	197	7.75	1.45

*Significantly different between FY2015 and FY2018



Appendix E: 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 Lao PDR? (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 Lao PDR.	7.31	7.55	7.44	7.28	7.45	7.30	7.39	7.44	7.30	7.56	7.49	7.16
Overall the World Bank Group currently plays a relevant role in development in Lao PDR	7.45	7.81	7.59	7.62	7.67	7.42	7.54	7.68	7.40	7.86	7.71	7.27
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	7.34	7.68	7.48	7.51	7.69	6.95	7.35	7.68	7.29	7.77	7.63	7.05
Responsiveness to needs	6.72	7.18	7.01	6.50	7.05	6.64	6.68	7.25	6.76	7.20	7.04	6.54
Flexibility (in terms of the institution's products and services)	6.63	6.91	6.78	6.67	6.84	6.57	6.49	7.14	6.76	6.77	6.86	6.43
Flexibility (in terms of changing country circumstances)	6.54	6.89	6.73	6.70	6.84	6.42	6.47	7.04	6.65	6.82	6.81	6.43
Being inclusive	6.63	7.01	6.85	6.62	6.86	6.70	6.77	6.87	6.68	7.00	6.85	6.69
Openness (sharing data and other information)	7.09	7.34	7.26	6.98	7.11	7.45	7.10	7.37	7.21	7.22	7.20	7.24
Collaboration with the Government	7.83	8.02	7.92	7.94	8.00	7.72	7.77	8.14	7.92	7.92	7.94	7.84
The speed in which it gets things accomplished on the ground	6.93	7.14	7.04	6.97	7.10	6.86	6.87	7.25	7.03	7.04	7.07	6.92
Helping to bring discipline/effective supervision to implementation of investment projects	7.50	7.49	7.51	7.48	7.69	7.07	7.39	7.66	7.48	7.55	7.49	7.55
Collaboration with civil society	6.83	7.09	6.96	6.95	7.06	6.73	6.92	7.02	6.91	7.03	6.93	7.05
Staff accessibility	6.59	7.50	7.11	6.68	7.18	6.71	6.77	7.42	6.83	7.32	7.24	6.43
Collaboration with other donors and development partners	7.23	7.71	7.55	7.07	7.56	7.24	7.33	7.65	7.39	7.57	7.48	7.39
Collaboration with the private sector	6.28	7.08	6.70	6.42	6.67	6.61	6.57	6.77	6.47	6.90	6.73	6.42
Straightforwardness and honesty	7.90	7.70	7.81	7.87	7.74	8.00	7.78	7.87	7.98	7.60	7.73	8.11
Treating clients and stakeholders in Lao PDR with respect	7.72	7.77	7.79	7.63	7.75	7.79	7.89	7.58	7.64	7.92	7.72	7.88
Being a long-term partner	8.33	8.51	8.41	8.50	8.44	8.38	8.44	8.41	8.37	8.50	8.40	8.51
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?	7.27	7.47	7.43	7.05	7.47	7.11	7.23	7.57	7.29	7.46	7.35	7.42
The World Bank Group's financial instruments meet the needs of Lao PDR	7.18	7.45	7.32	7.31	7.51	6.80	6.99	7.73	7.20	7.46	7.40	7.00
The World Bank Group meets Lao PDR's needs for knowledge services	6.97	7.29	7.18	6.85	7.30	6.64	6.88	7.44	6.92	7.40	7.16	7.00
The World Bank Group's knowledge work and activities are adaptable to Lao PDR's specific development challenges and country circumstances	6.92	7.14	7.03	7.00	7.14	6.68	7.01	7.04	6.97	7.11	6.99	7.14
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.75	7.69	7.71	7.88	7.85	7.40	7.59	7.93	7.76	7.69	7.71	7.80
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.74	7.76	7.73	7.88	7.78	7.68	7.70	7.83	7.82	7.67	7.74	7.82
The World Bank Group takes decisions quickly in Lao PDR	6.76	6.90	6.81	6.97	7.01	6.33	6.66	7.04	6.88	6.79	6.84	6.80
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.40	7.30	7.39	7.24	7.32	7.47	7.18	7.61	7.55	7.14	7.32	7.51

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Lao PDR FY18 COS Questionnaire



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
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Straightforwardness and honesty											<input type="checkbox"/>
B25	Treating clients and stakeholders in Lao PDR with respect											<input type="checkbox"/>
B26	Being a long-term partner											<input type="checkbox"/>

B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The 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	
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	
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
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>											<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>											<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											<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!