

# FY 2019 Nepal Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group

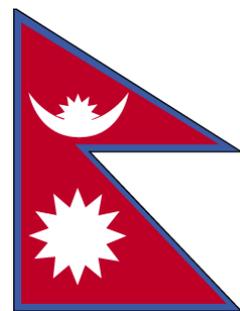


October 2019



## Acknowledgements

The Nepal Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Nepal country team and the independent fielding agency HURDEC Pvt. Ltd. In particular, PORG is grateful for the support from Bigyan Pradhan (Senior Operations Officer) and Richa Bhattarai (Communications Associate) who coordinated the survey related activities from Kathmandu, Nepal.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## NEPAL





## I. Objectives

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

- *General Issues Facing Nepal*
- *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 Nepal*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

In April-June 2019, 649 stakeholders of the WBG in Nepal were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; the media; independent government institutions; trade unions; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 421 stakeholders participated in the survey (65% response rate). Respondents received the questionnaire via mail, courier or email and returned it accordingly, or received the questionnaires via the online survey platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 67%, N=324). 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'16 COS report and the non-weighted data presented in appendices A, B, C, D and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 79).

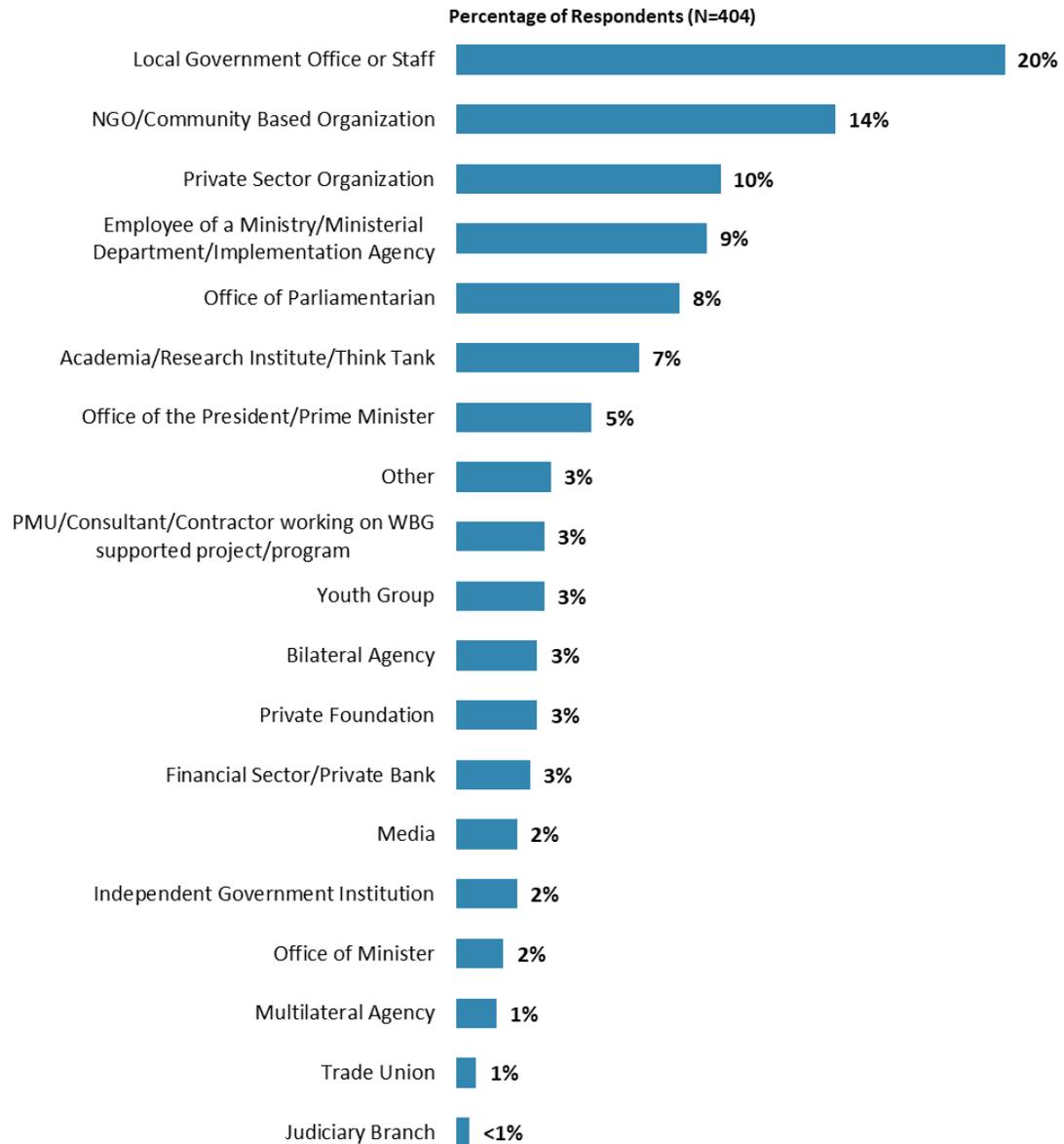
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A for data on all survey questions. Appendices B, C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



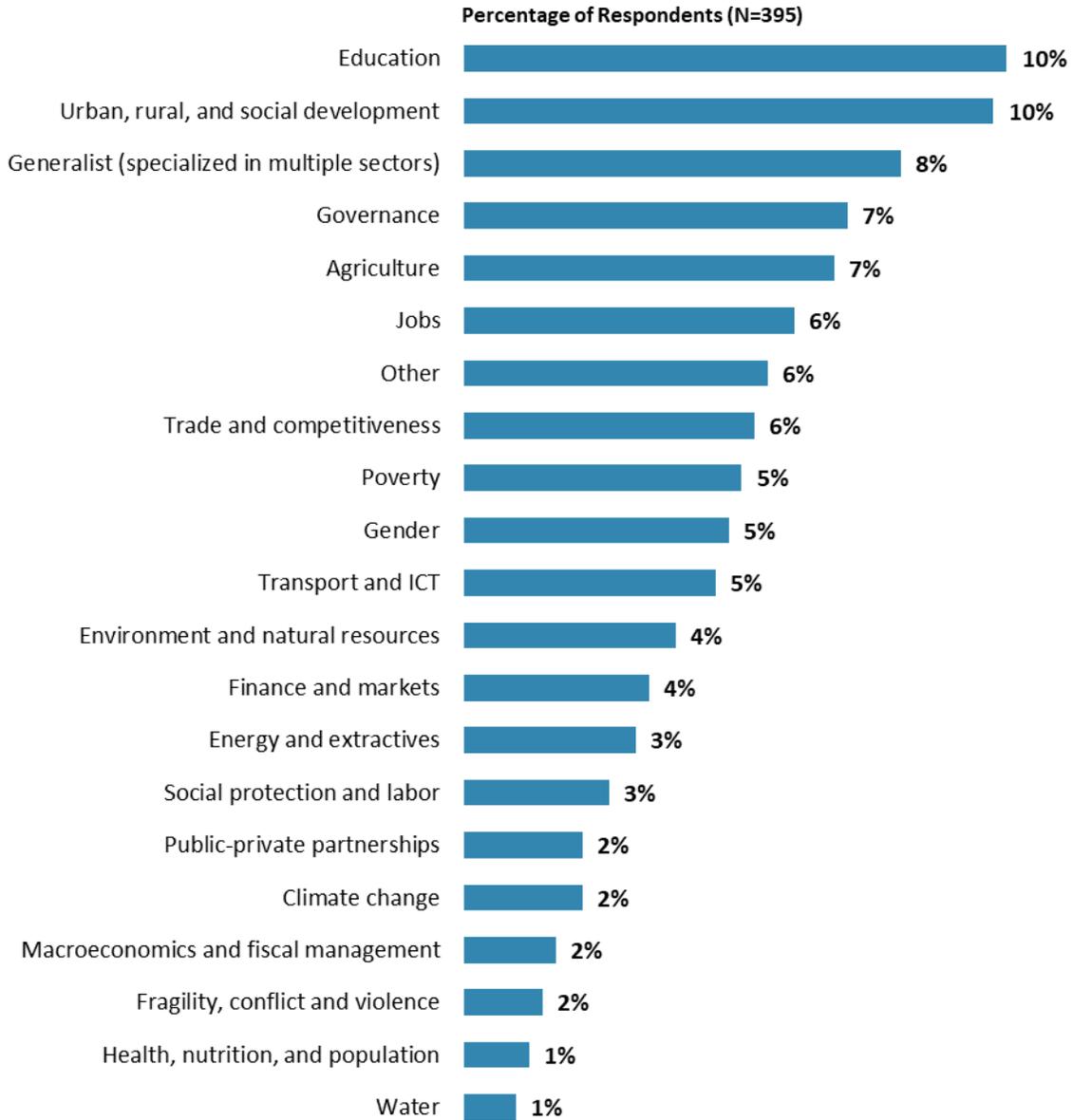
“Which of the following best describes your current position?”  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a minister; employees of ministries, ministerial department or implementation agency were combined with the representatives of PMUs overseeing implementation of projects, consultants, and contractors working on WBG supported projects/programs; respondents from bilateral agencies were combined with those from multilateral agencies; financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, trade unions, and youth groups were combined in the “CSO” category; and the small number of respondents from the judiciary branch were included in the “Other” category.



### III. Demographics of the Sample (continued)

#### Area of Primary Specialization



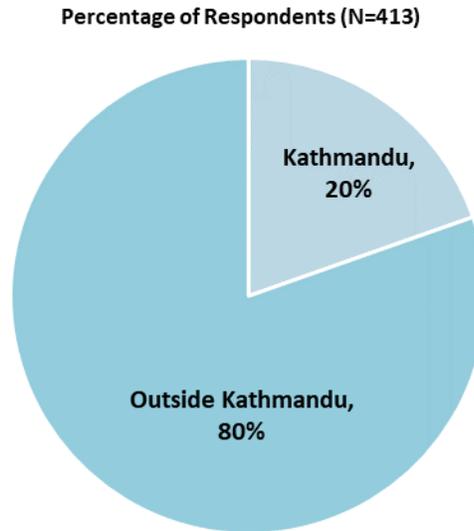
**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Geographic Locations

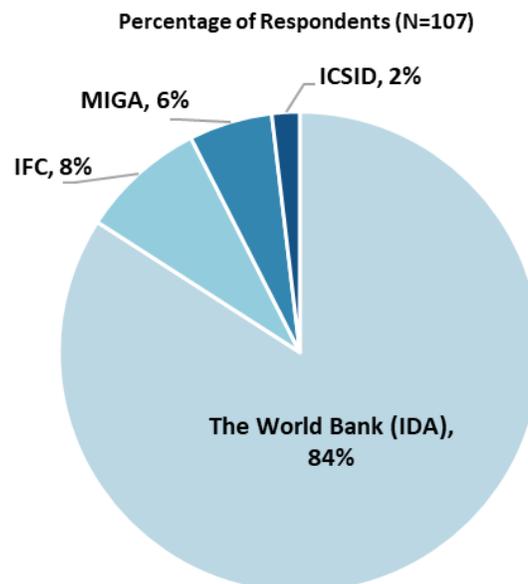
- Geographic location comparisons can be found in Appendix C (page 71).



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

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#### Exposure to Agencies within the World Bank Group



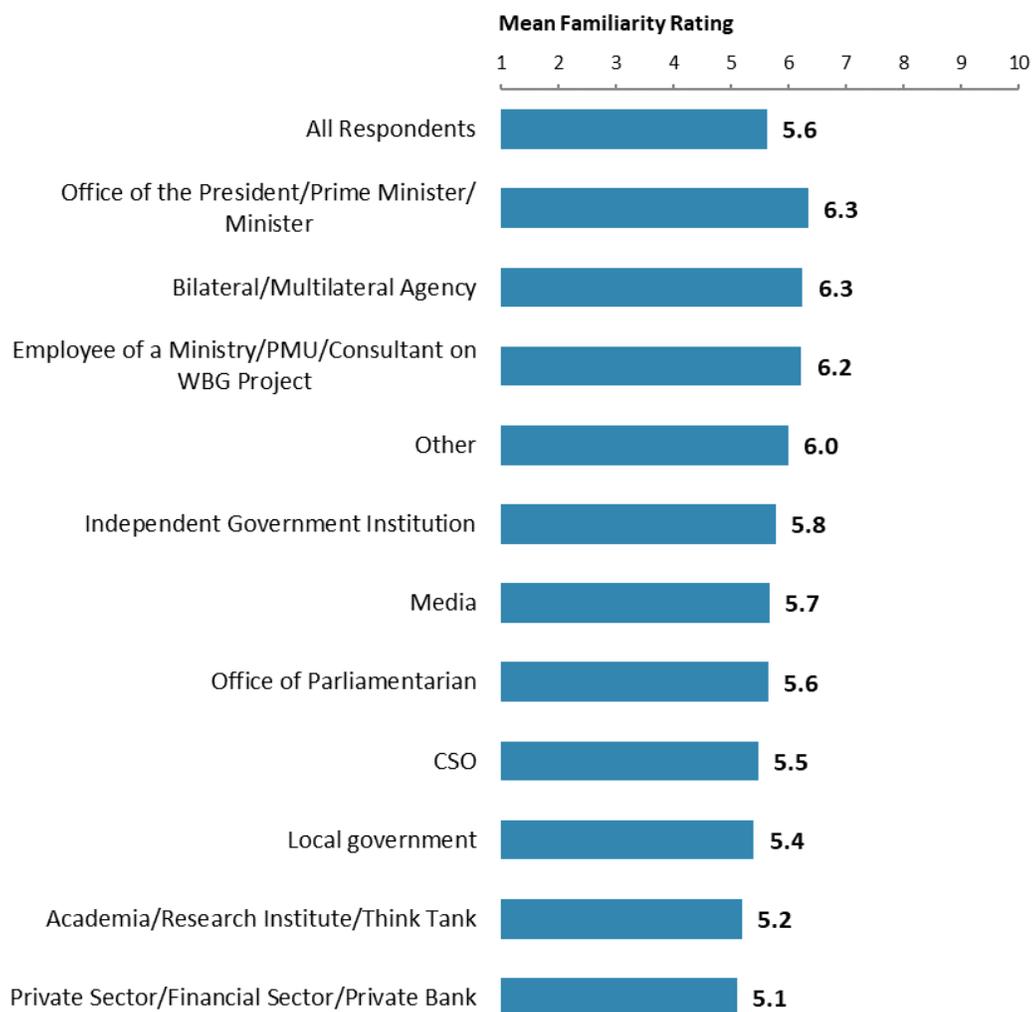
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Nepal?" (Respondents chose from a list.)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to the FY'16 Country Survey (weighted mean in FY'19 = 5.6; weighted mean in FY'16 = 5.7)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in Nepal, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Nepal's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in Nepal.



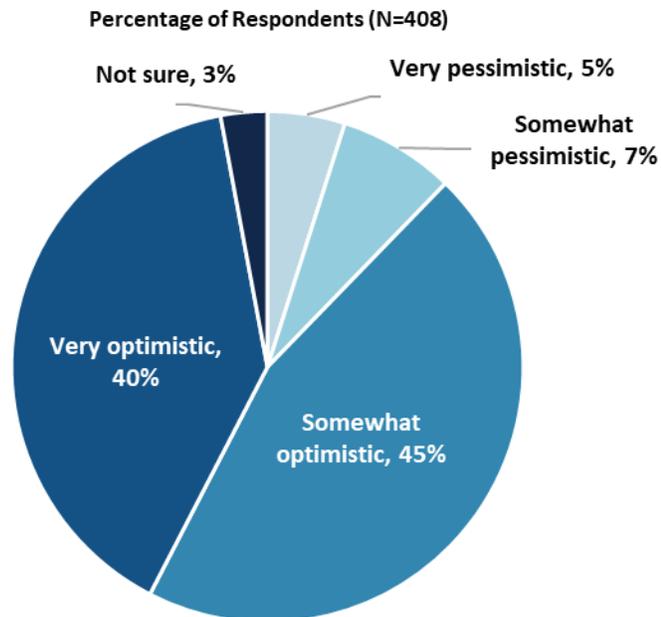
"How familiar are you with the work of the World Bank Group in Nepal?"  
(1-"Not familiar at all", 10-"Extremely familiar")

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix E (page 79) for more details on weighting.



## IV. General Issues Facing Nepal

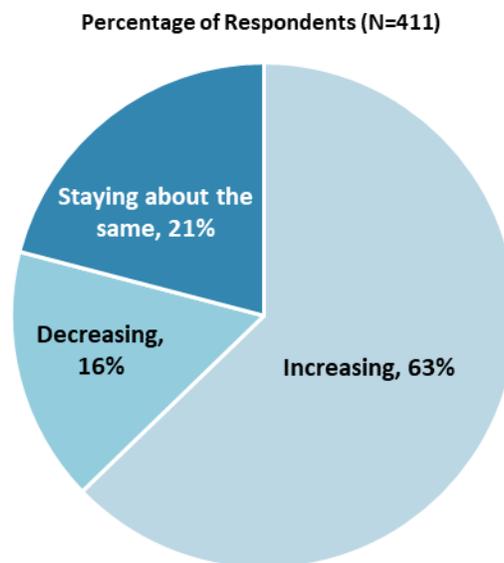
### Optimism for the Future of Nepal



"When you think about the future in Nepal, are you ... ?"  
(Respondents chose from a list.)

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### Perceptions of Economic Opportunity

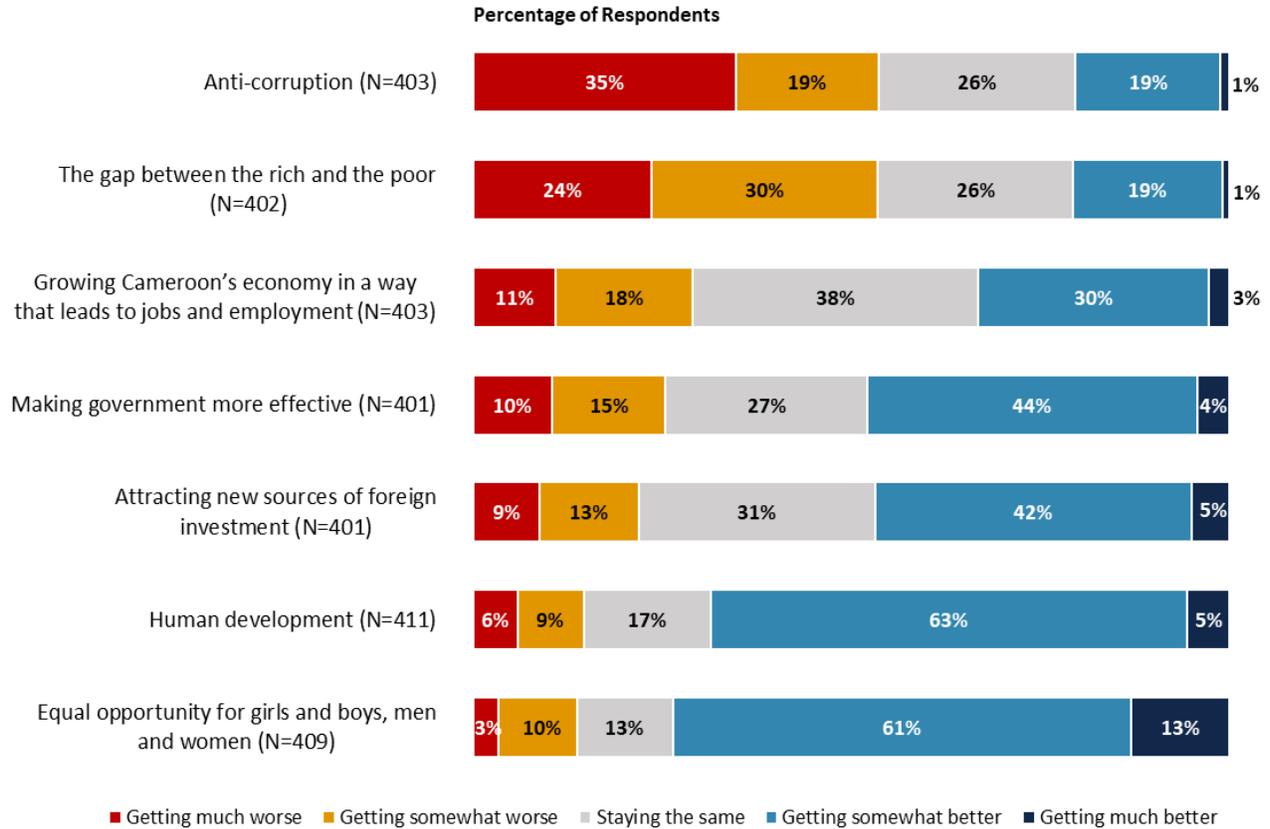


"Do you think that economic opportunity for citizens in Nepal is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Nepal (continued)

### Perceptions of Improvement and Decline in Specific Areas



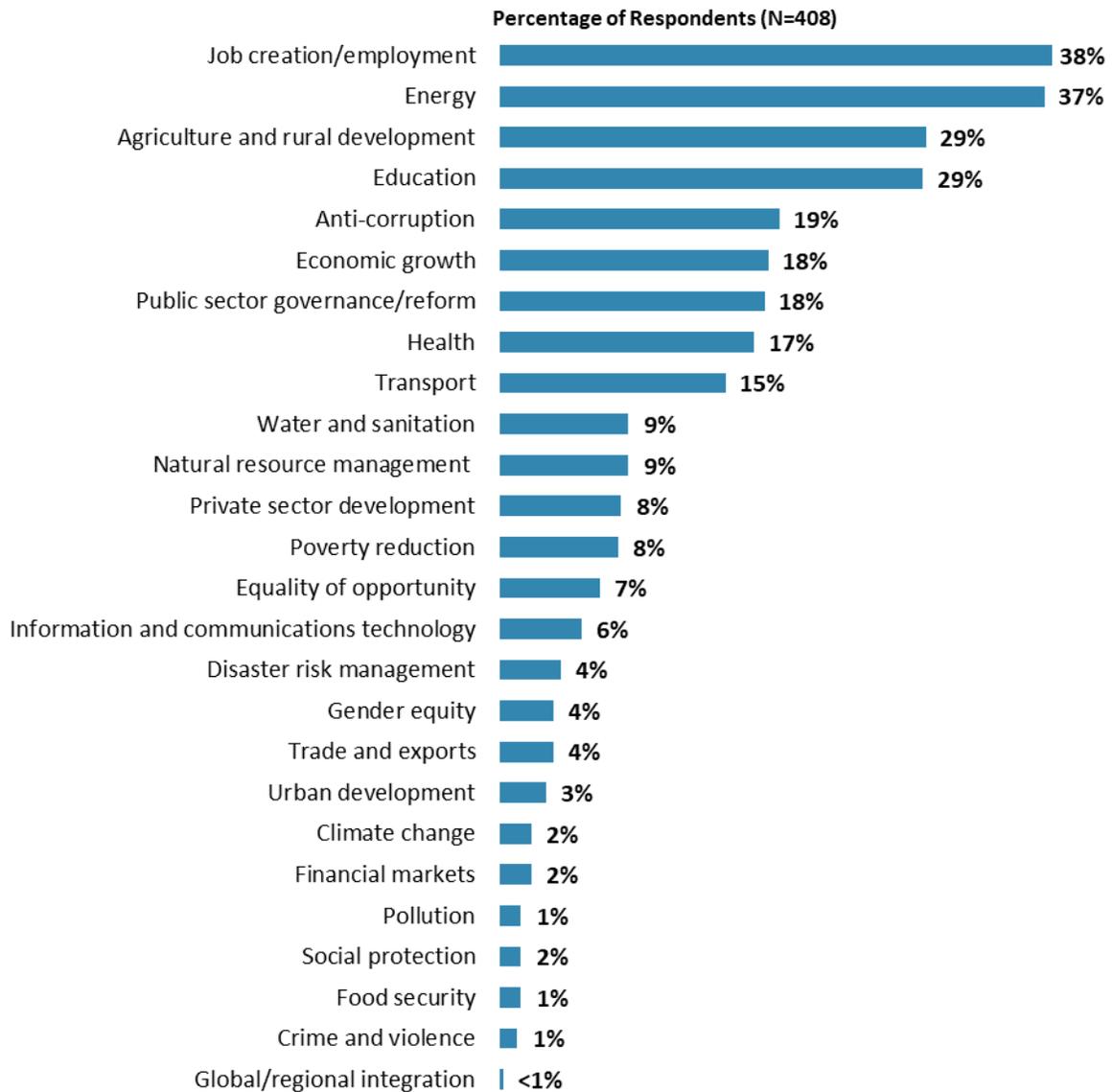
"Please describe the direction Nepal is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Nepal (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Nepal were “*energy/energy security*” (31%), “*public sector governance/reform*” (26%), “*poverty reduction*” (24%), and “*education*” (22%).



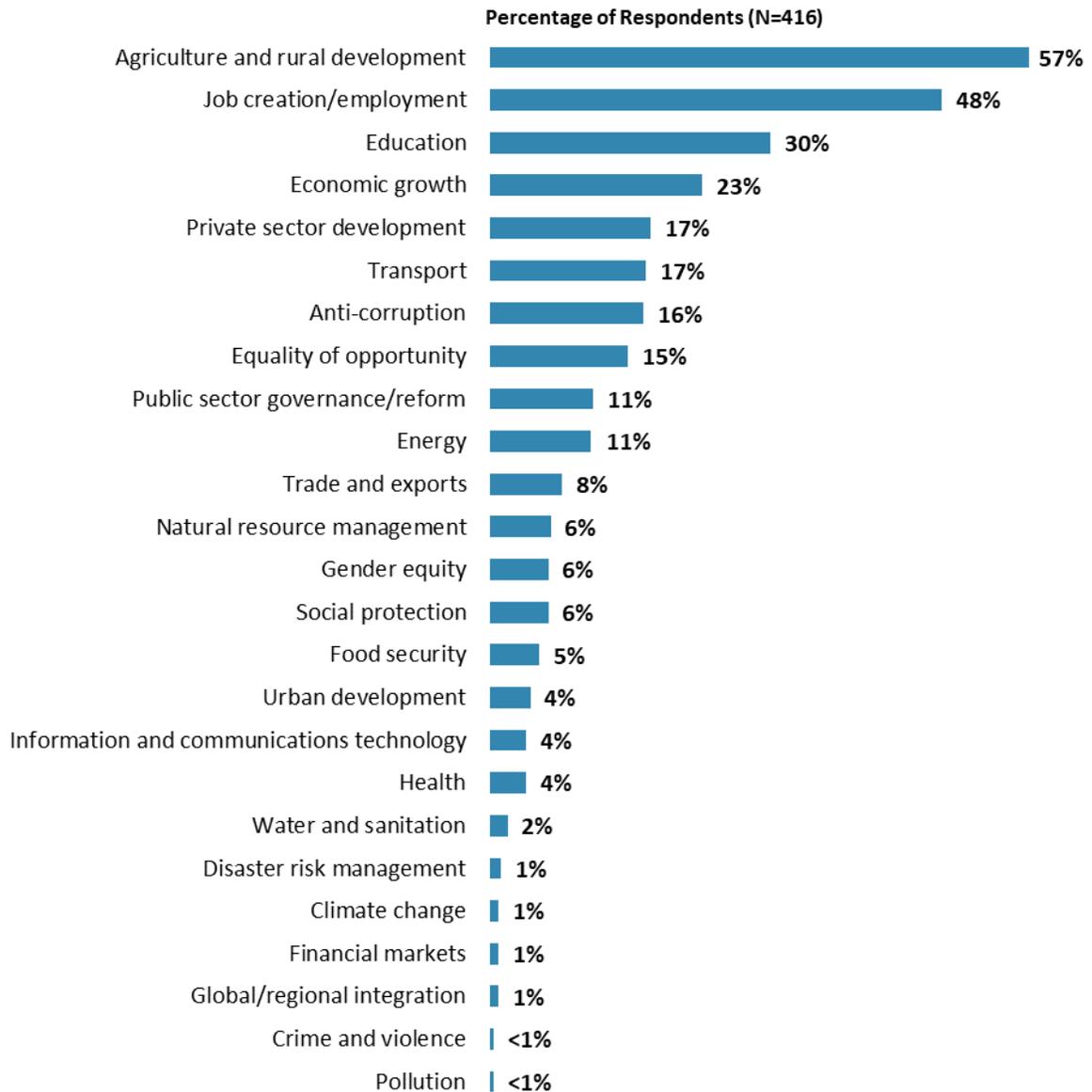
"Listed below are a number of development priorities in Nepal. Please identify which of the following you consider the most important development priorities in Nepal. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Nepal (continued)

### What Would Contribute Most to Reducing Poverty

- Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Nepal were “*economic growth*” (30%), “*education*” (27%), “*job creation/employment*” (26%), and “*agricultural development*” (25%).



**"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 Nepal?**

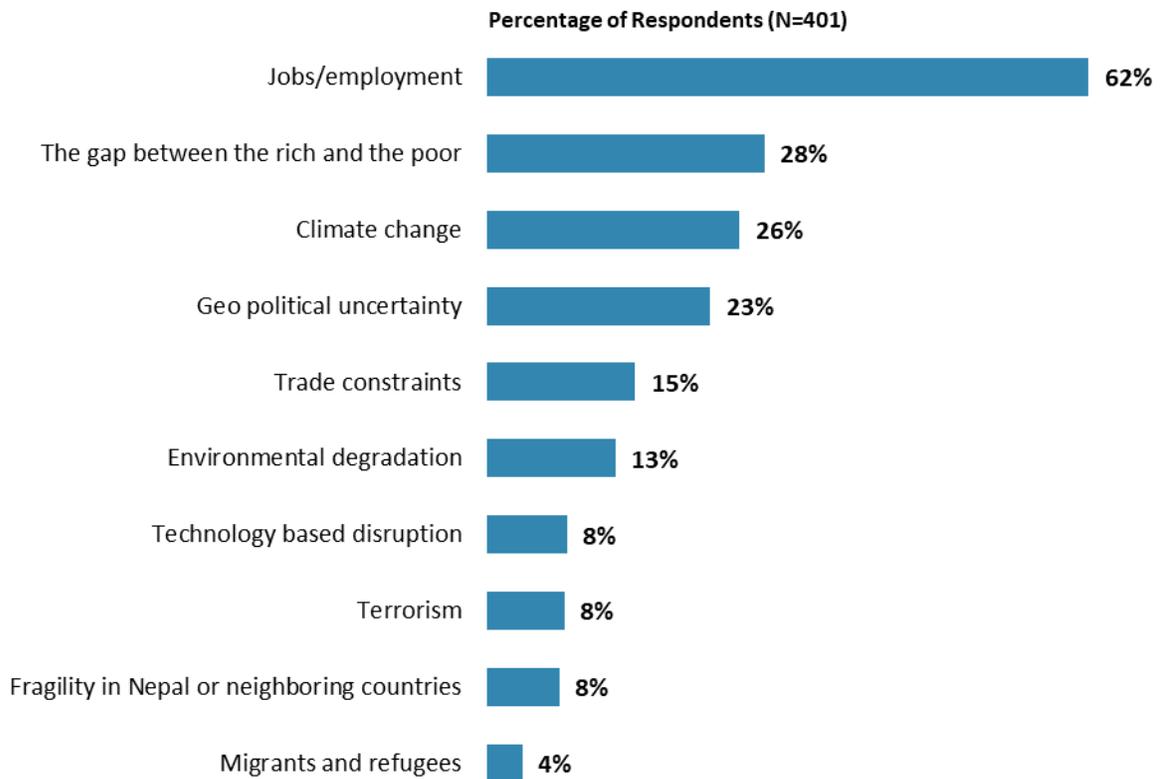
**(Choose no more than THREE)"**

**(Respondents chose from a list. Responses combined.)**



## IV. General Issues Facing Nepal (continued)

### The Impact of Global Challenges on Nepal

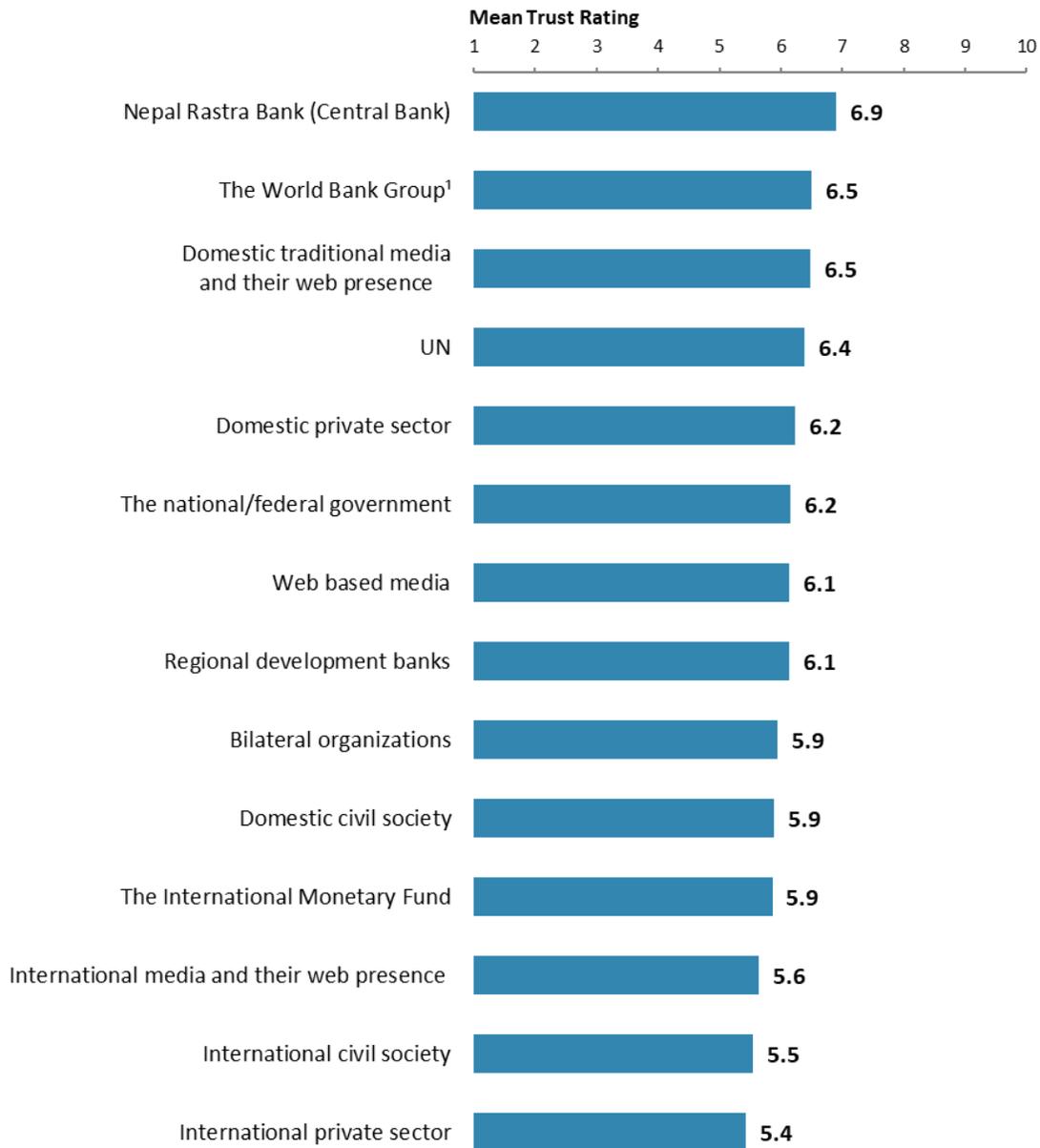


**"Listed below are global challenges. Which do you think have the most serious impact on Nepal? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Nepal (continued)

### Trust in Institutions



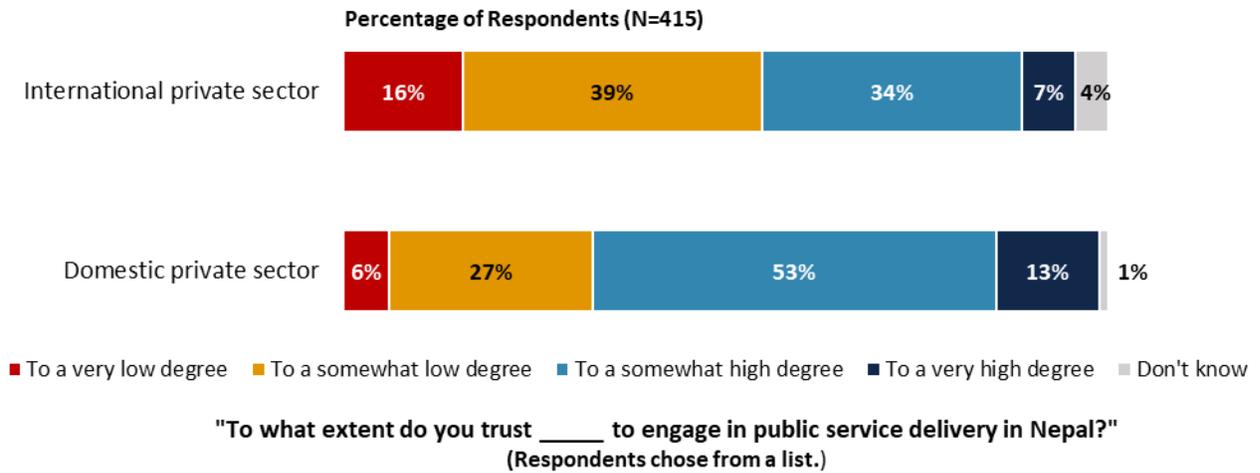
"To what extent do you trust each of the following groups to do what is right?"  
(1-"To no degree at all ", 10-"To a very significant degree")

<sup>1</sup>Indicator Question

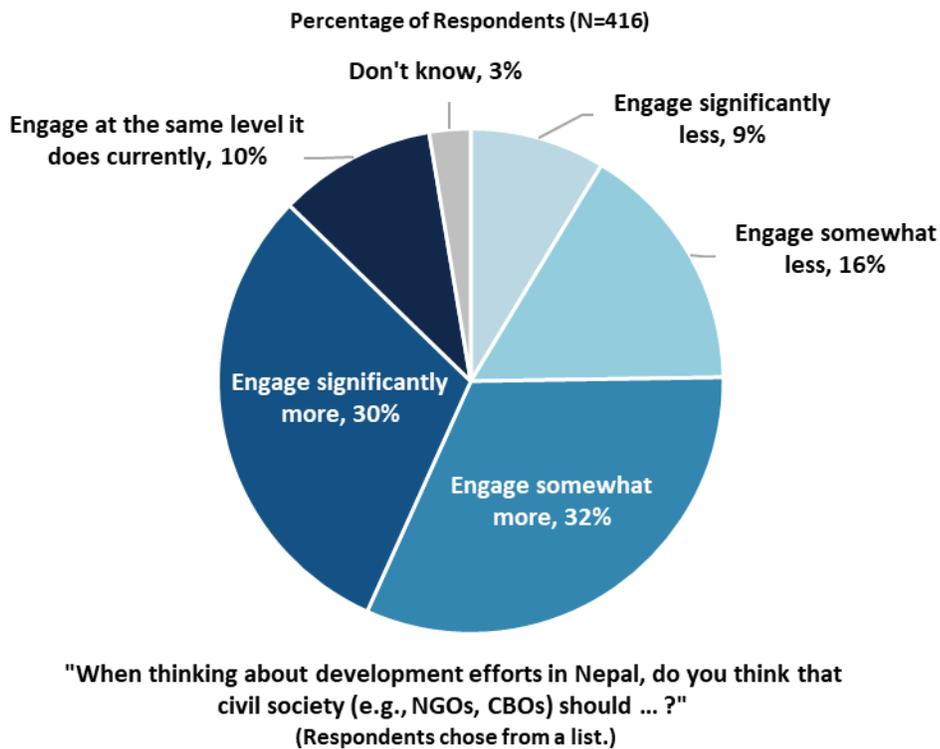


## IV. General Issues Facing Nepal (continued)

### Trust in the Private Sector



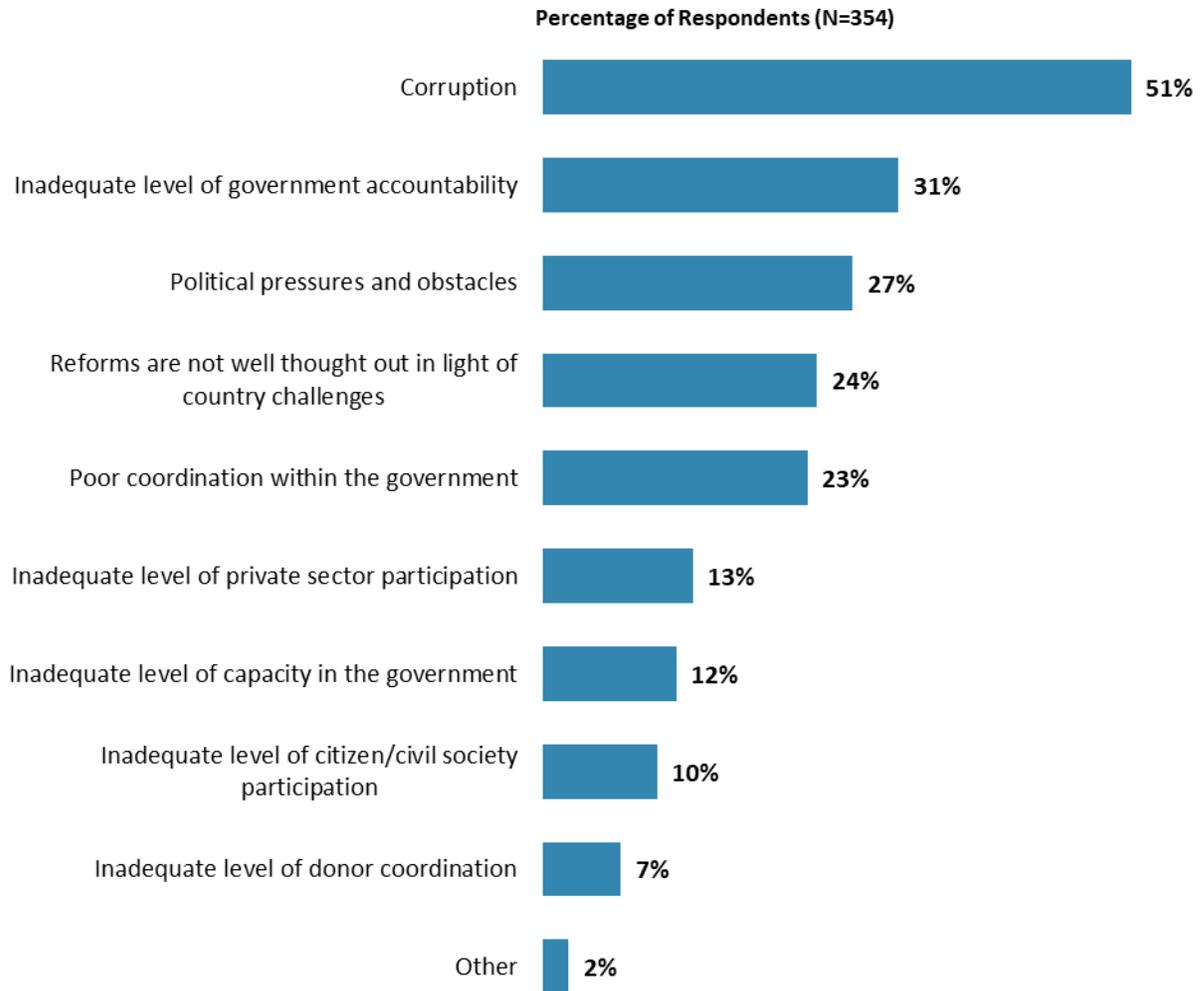
### Civil Society Engagement





## V. Overall Attitudes toward the World Bank Group

### Attributions for Slow/Failed Reform Efforts

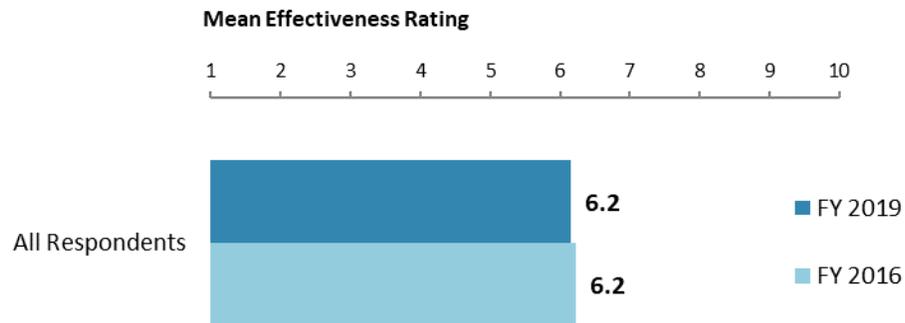


**"When economic and/or social reform efforts fail or are slow to take place in Nepal, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

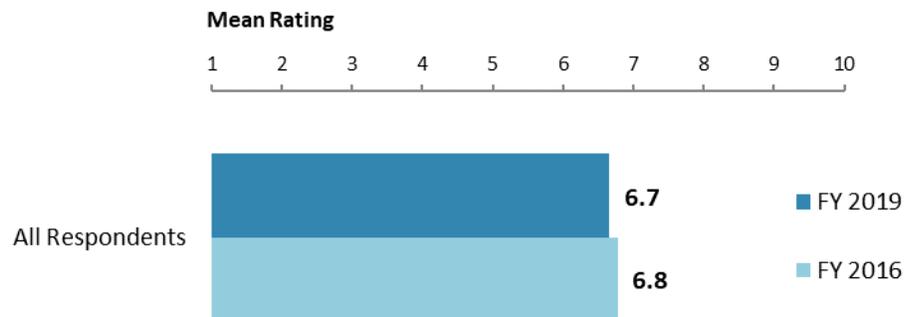
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



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

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### Achieving Development Results (Indicator Question)



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

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<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



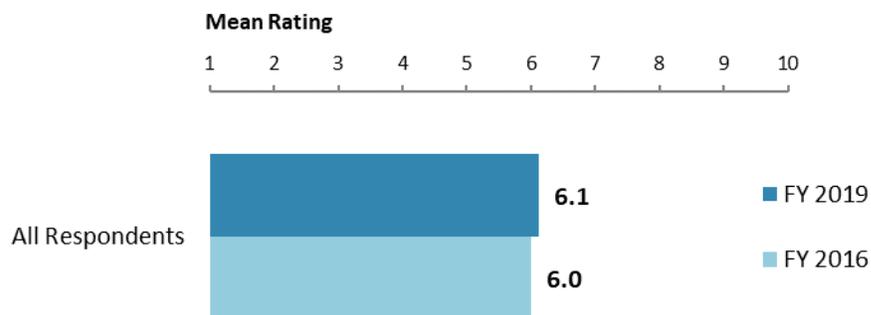
## V. Overall Attitudes toward the World Bank Group (continued)

### Influence on Nepal's Development Agenda (*Indicator Question*)



"To what extent does the World Bank Group influence the development agenda in Nepal?" (1-"To no degree at all", 10-"To a very significant degree")

### WBG Staff Preparedness<sup>4</sup>



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

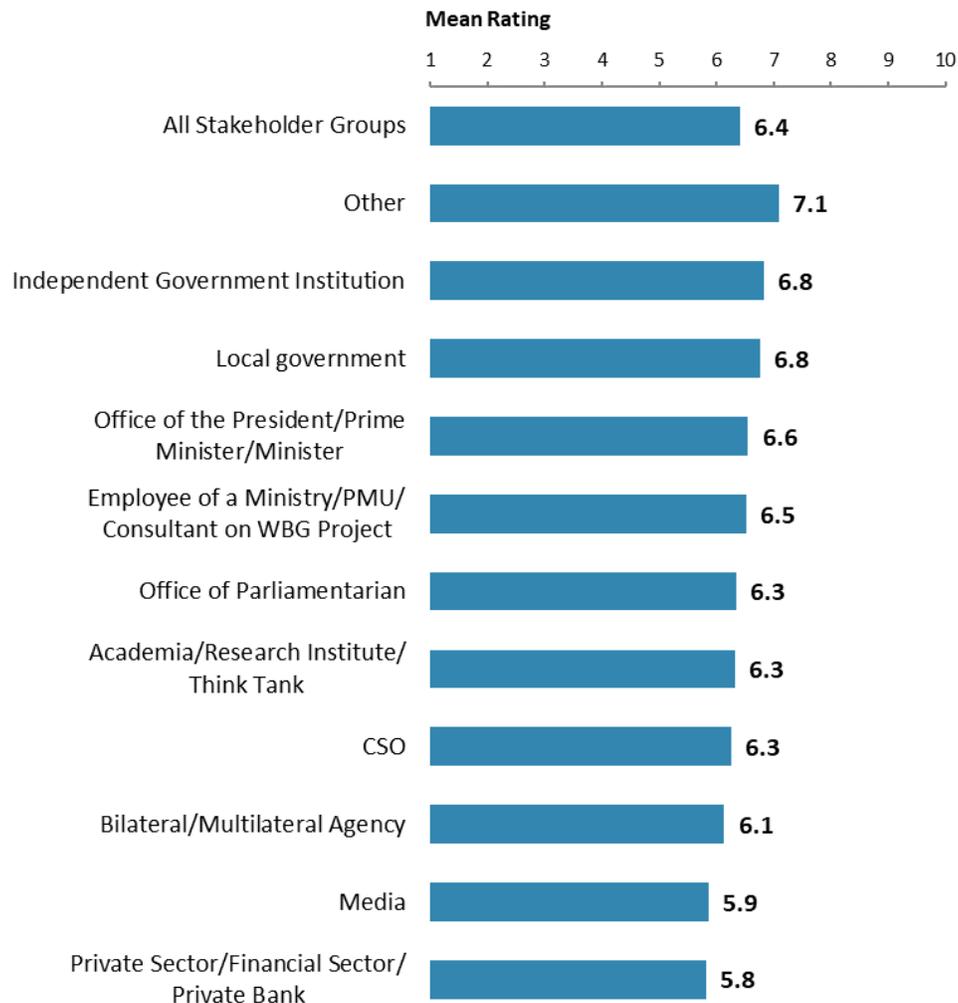
<sup>4</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from independent government institutions, local government, and other organizations had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the private sector/financial sector/private banks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 58).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 84).



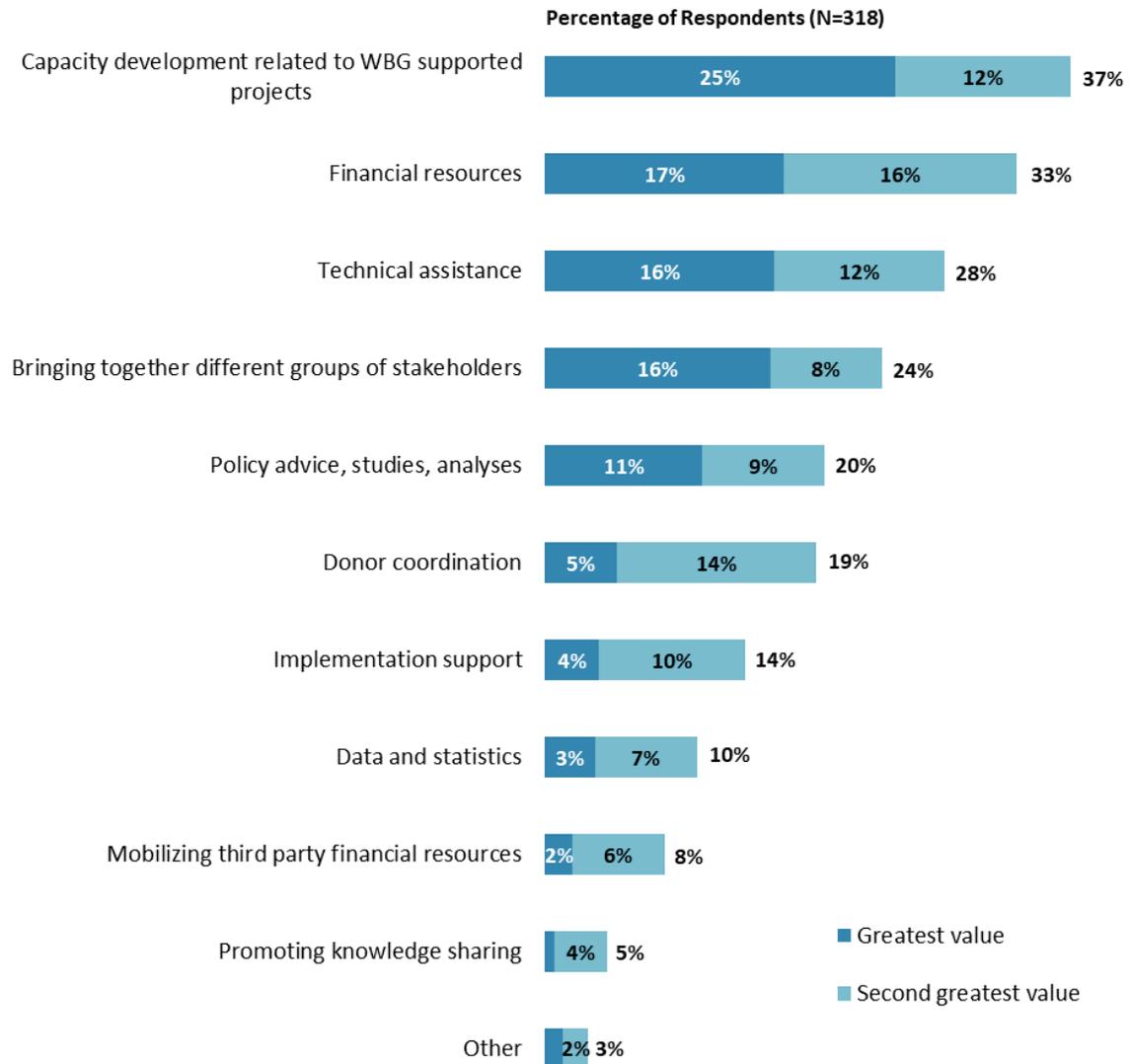
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values in Nepal were its "*financial resources*" (54%) and "*capacity development*" (38%).



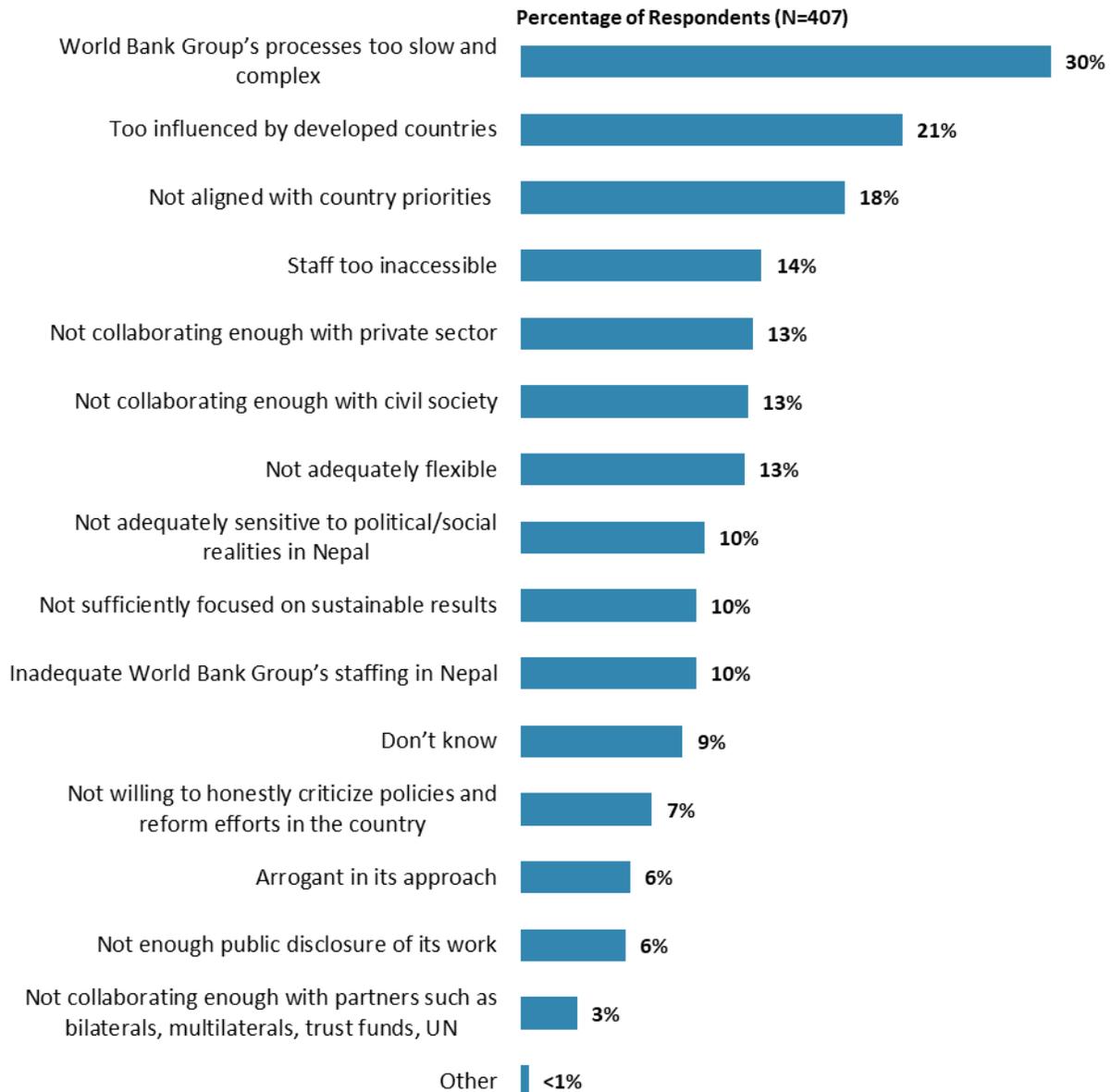
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Nepal?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weakness in its work in Nepal was being "*too influenced by developed countries*" (34%).

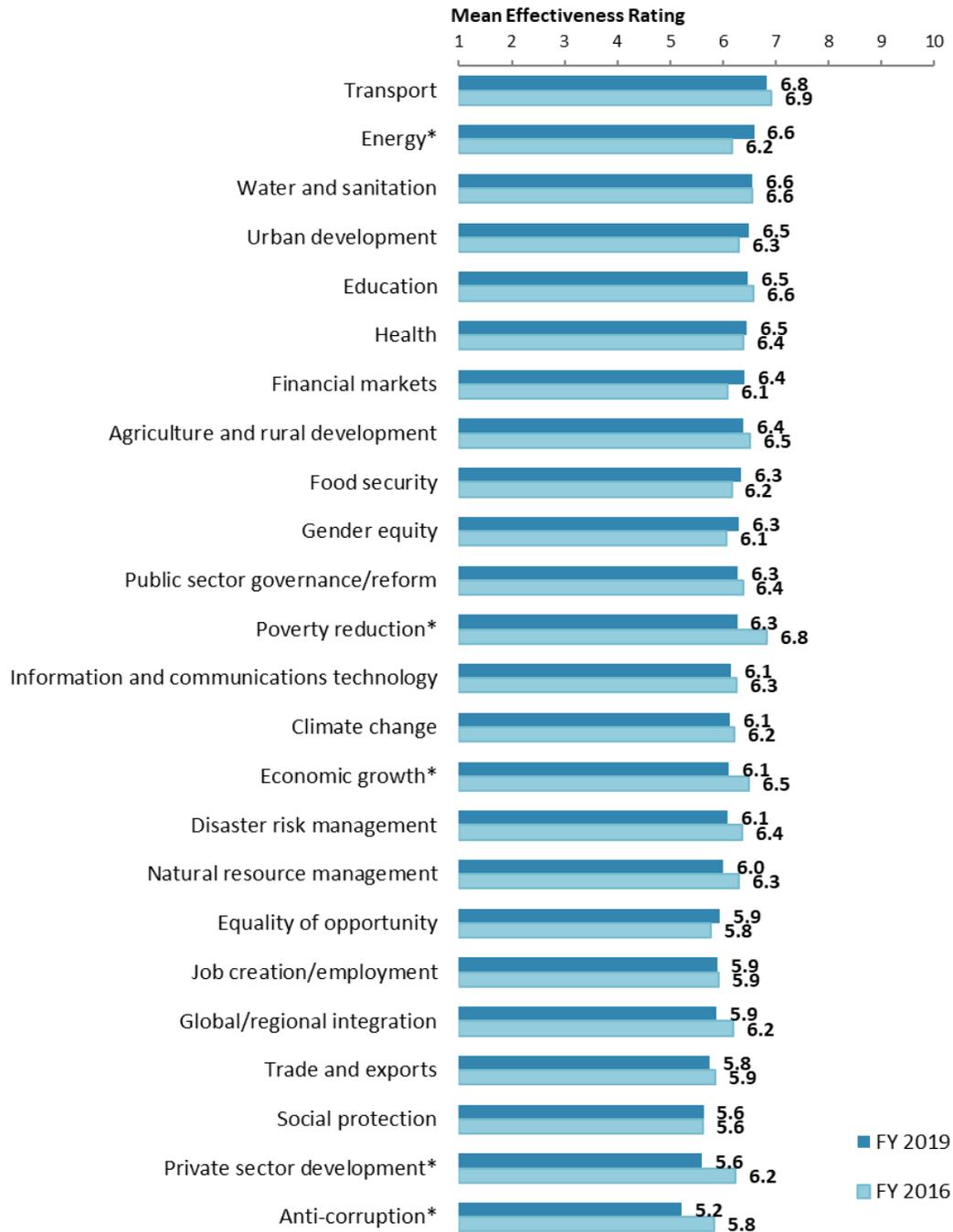


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison<sup>5</sup>



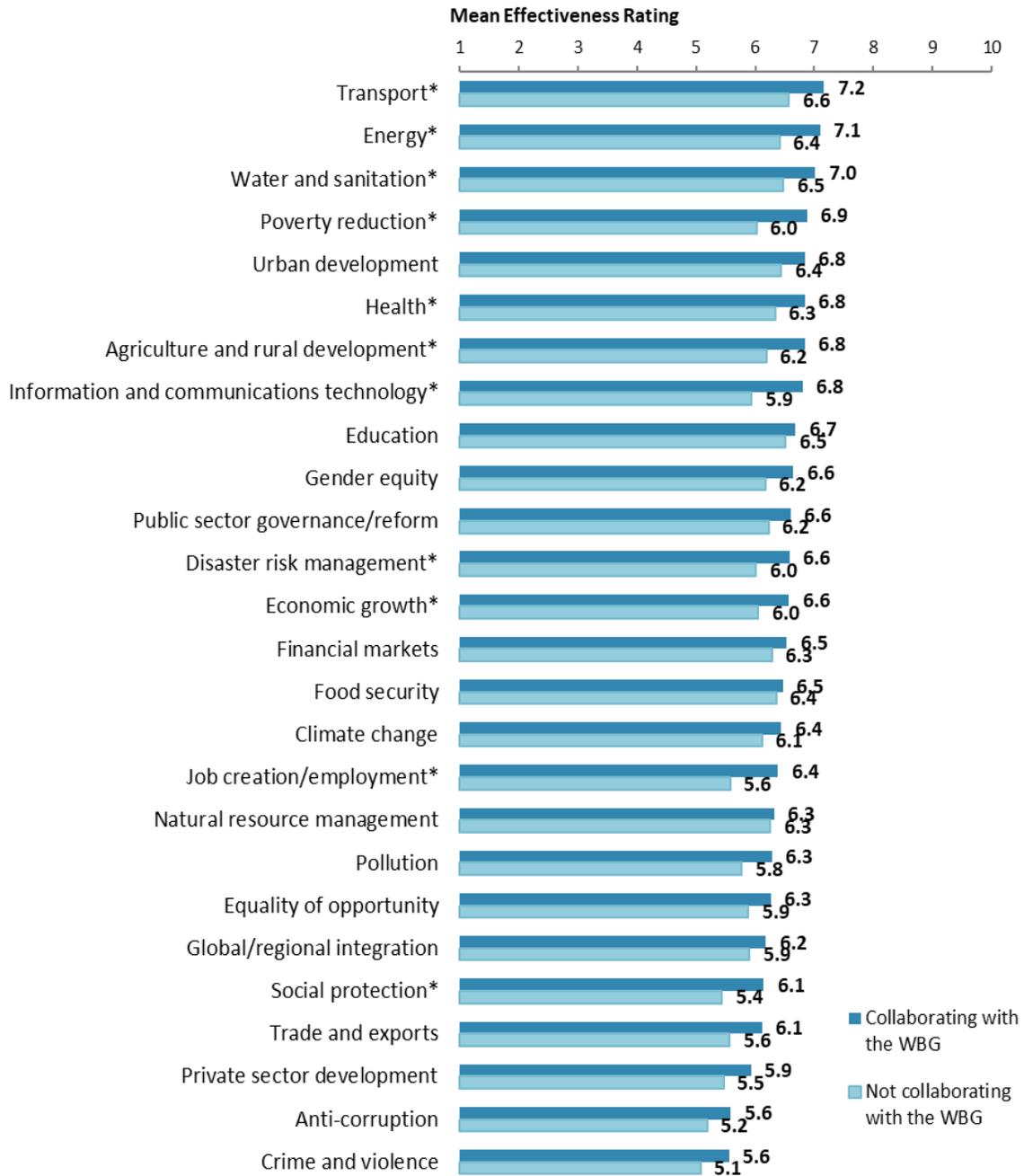
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nepal?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between FY 2019 and FY 2016)*

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



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG’s Support in Sectoral Areas: Collaboration<sup>6</sup>



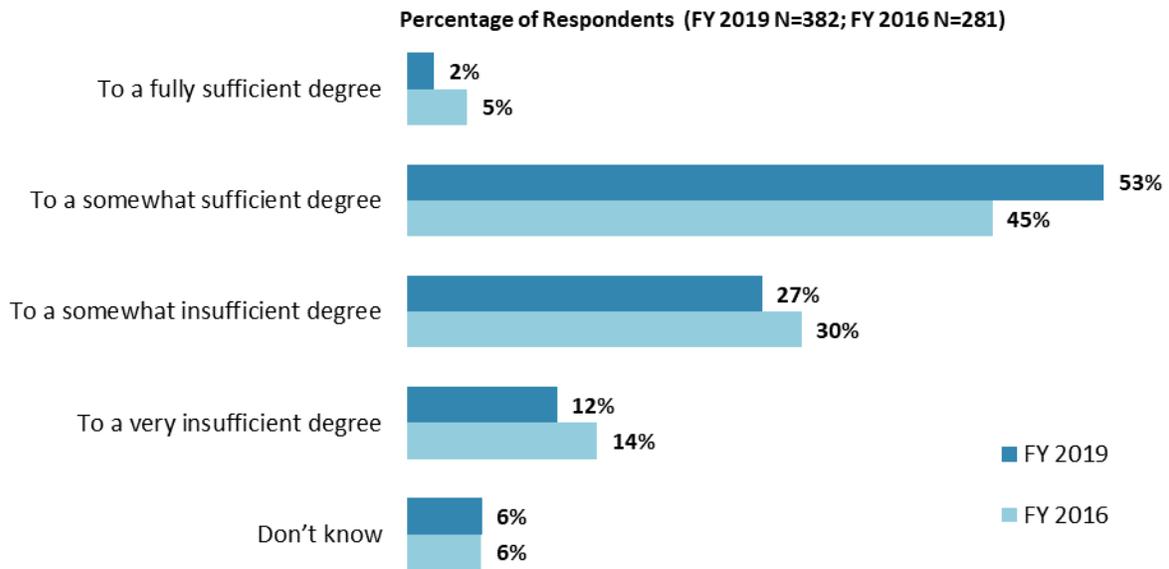
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nepal?" (1-"Not effective at all", 10-"Very effective")**  
 (\*Significantly different between collaborators and non-collaborators)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) 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.



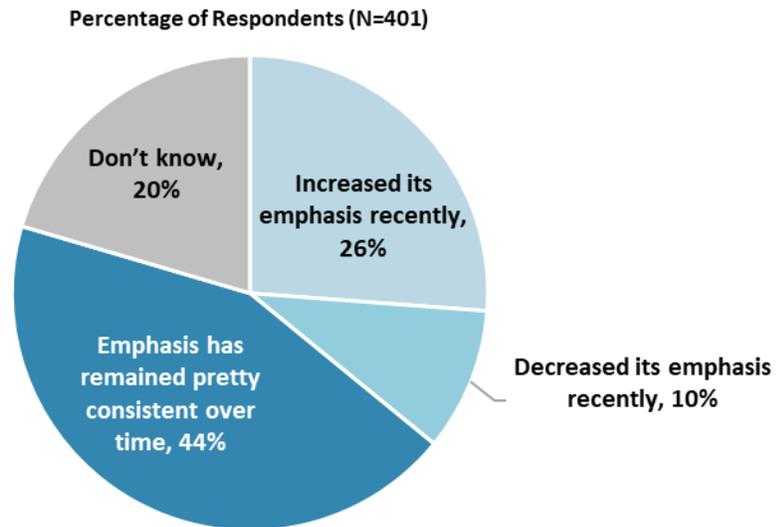
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>7</sup>



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

### The WBG's Human Capital Investment



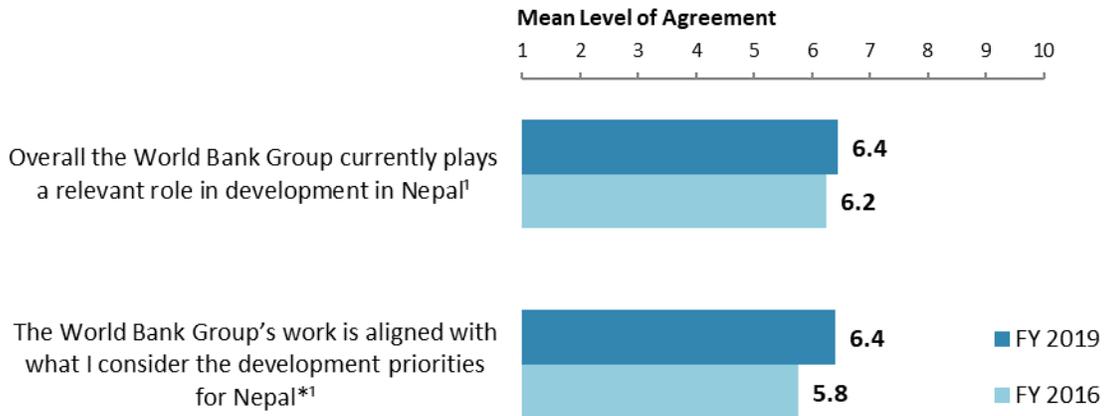
**"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)**

<sup>7</sup> Percentages presented in the chart were calculated based on weighted data.



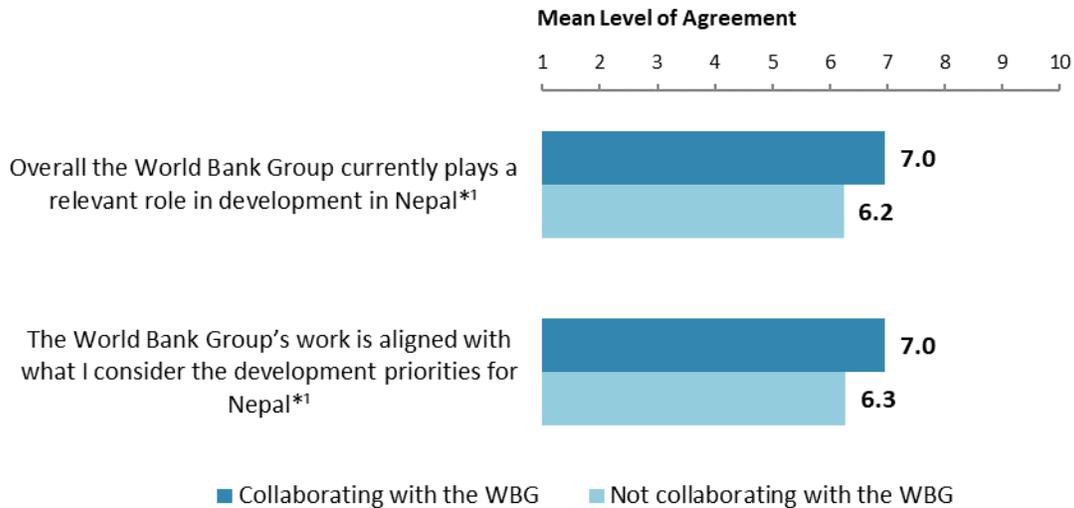
## VII. How the World Bank Group Operates

### The World Bank Group's Work in Nepal: Year Comparison<sup>8</sup>



**"To what extent do you agree with the following statements about the World Bank Group's work in Nepal?" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between FY 2019 and FY 2016)  
<sup>1</sup>Indicator Question

### The World Bank Group's Work in Nepal: Collaboration



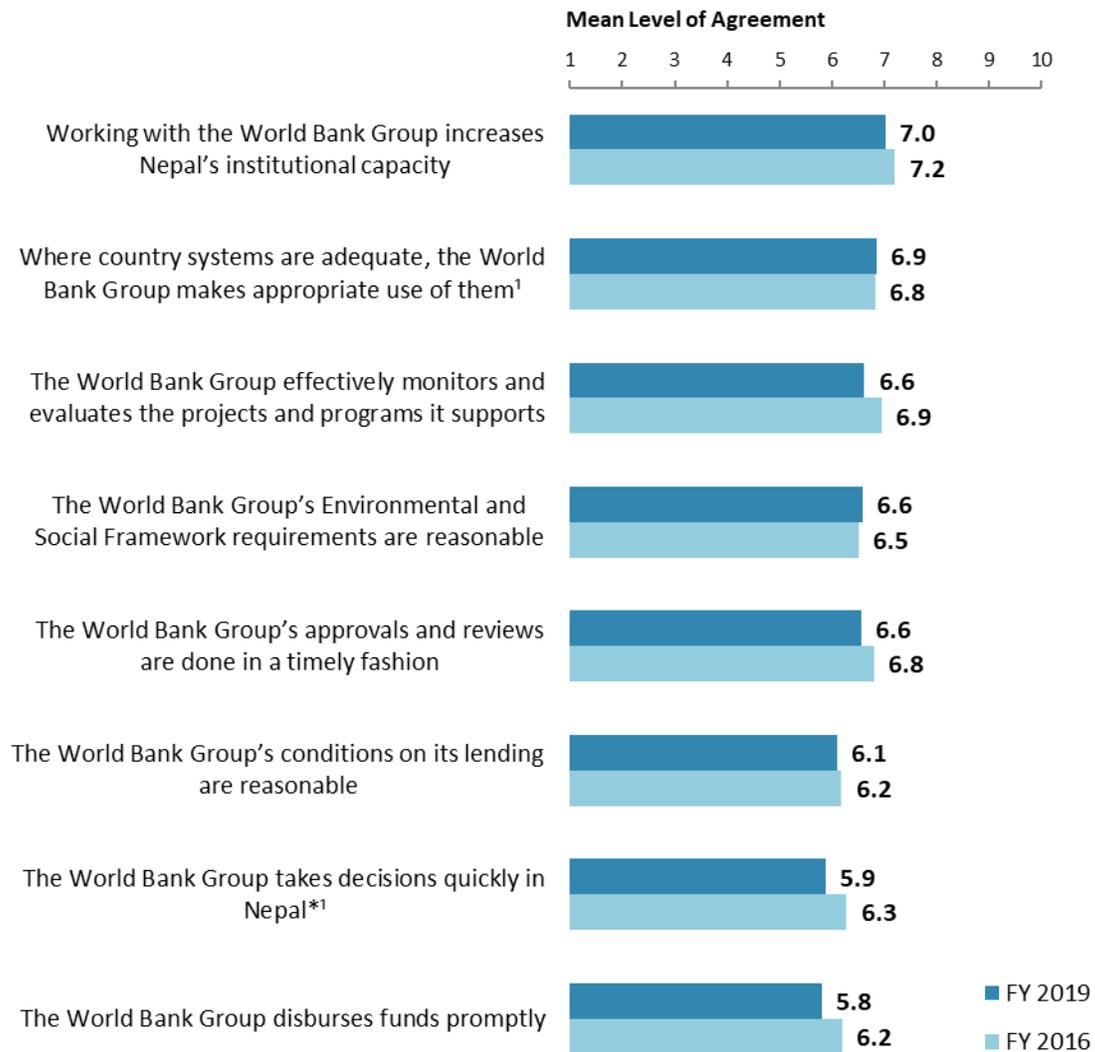
**"To what extent do you agree with the following statements about the World Bank Group's work in Nepal?" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between collaborators and non-collaborators)  
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Year Comparison<sup>9</sup>



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(\*Significantly different between FY 2019 and FY 2016)

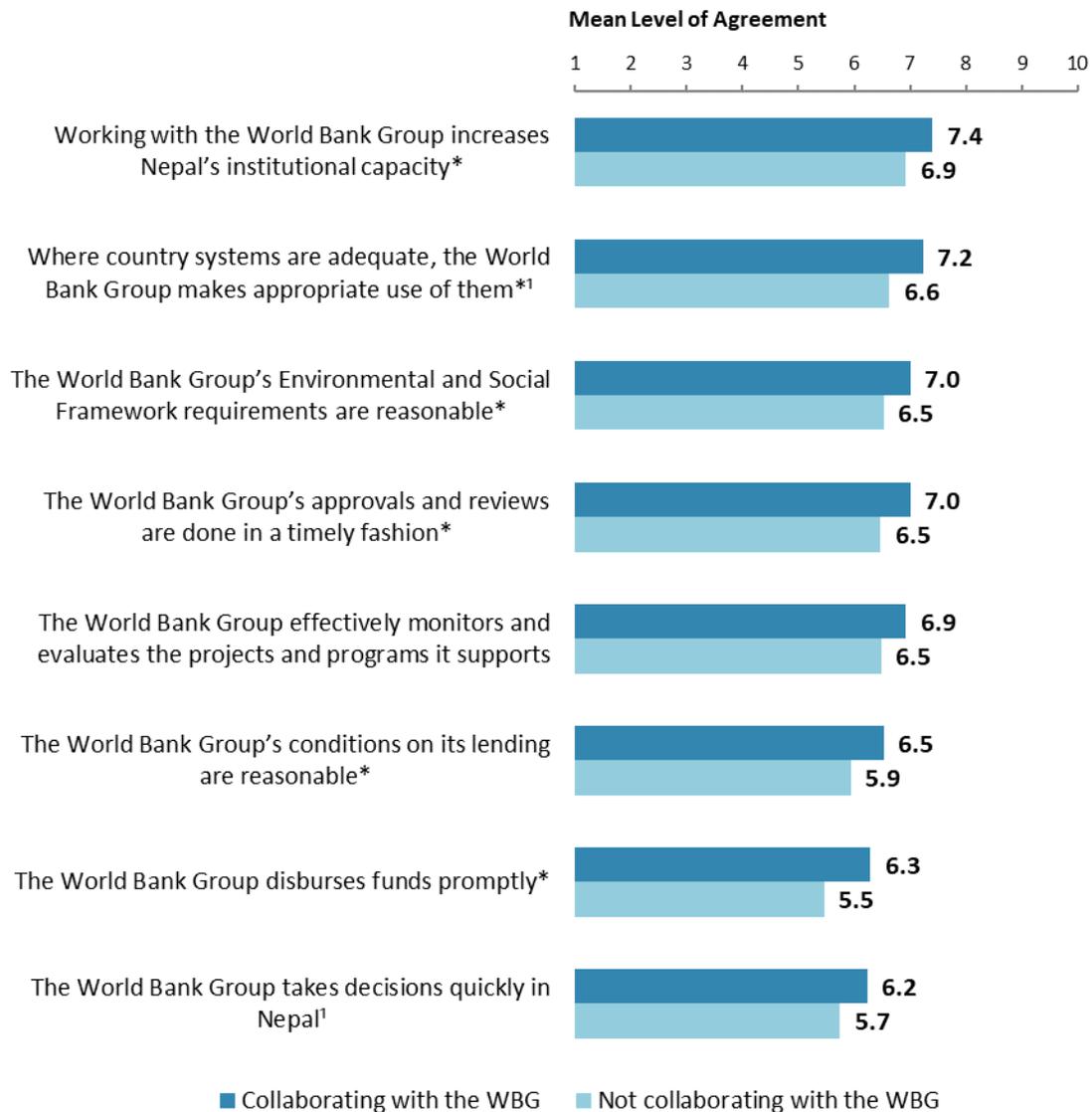
<sup>1</sup>Indicator Question

<sup>9</sup> 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)

<sup>1</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



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

**(\*Significantly different between FY 2019 and FY 2016)**

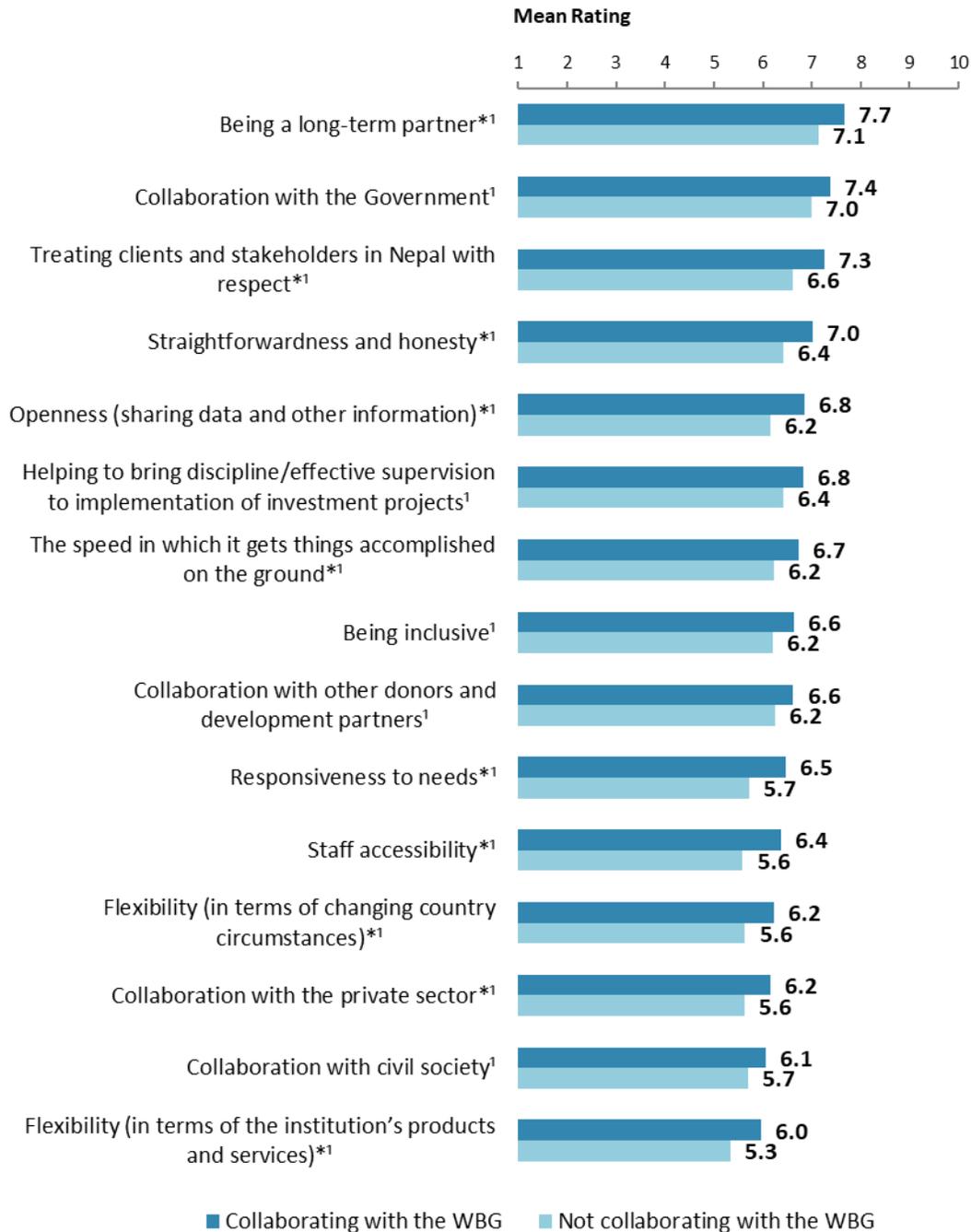
<sup>1</sup>Indicator Question

<sup>10</sup> 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 Nepal, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

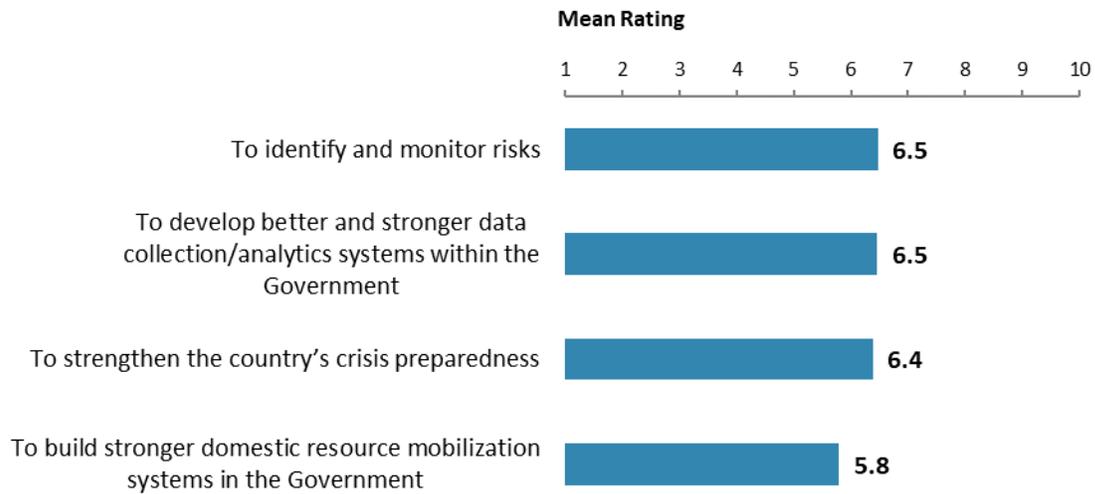
**(\*Significantly different between collaborators and non-collaborators)**

<sup>1</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

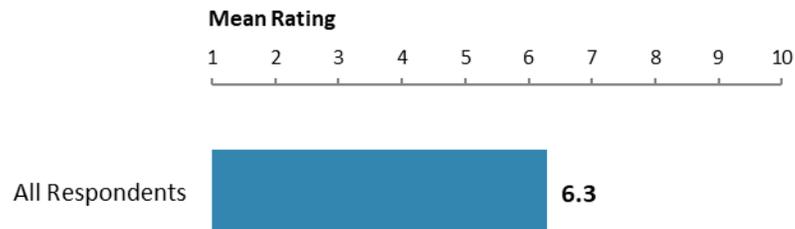
### Effectiveness of WBG's Support



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

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### Effectiveness of WBG's Support for Management of Crisis Related Risks

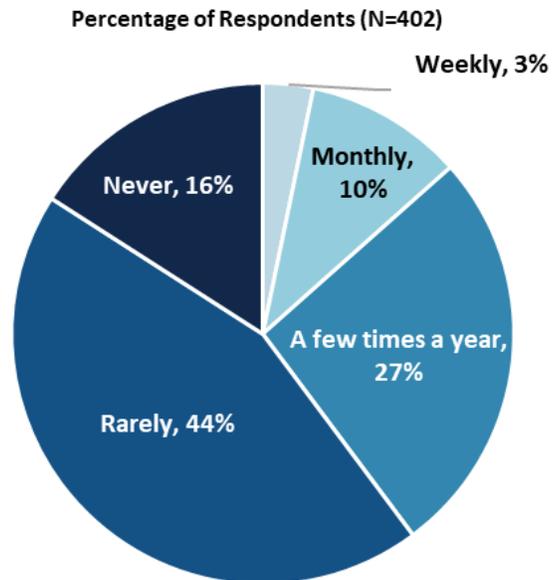


**"How effectively does the World Bank Group's SCD and CPF activities support Nepal's efforts to manage crisis related risks?"**  
(1-"To no degree at all", 10-"To a very significant degree")



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities

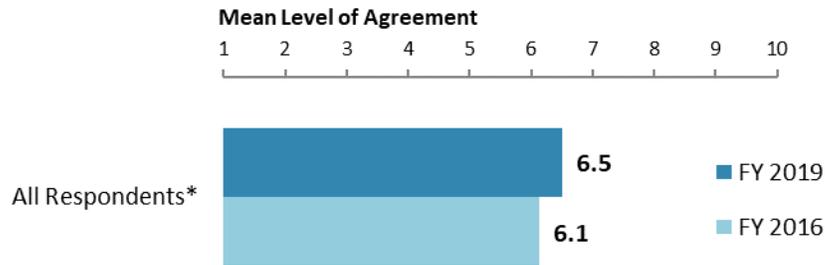


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



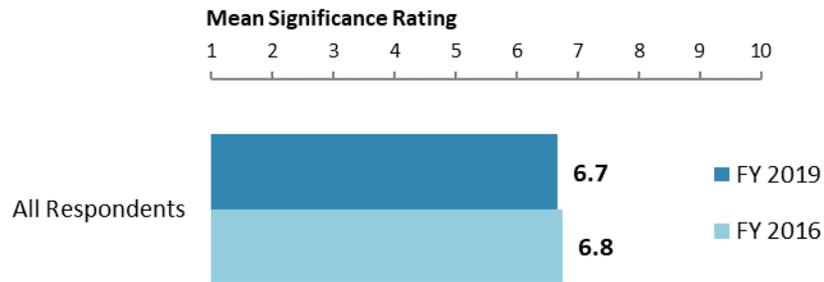
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting Nepal’s Knowledge Needs<sup>11</sup> (Indicator Question)



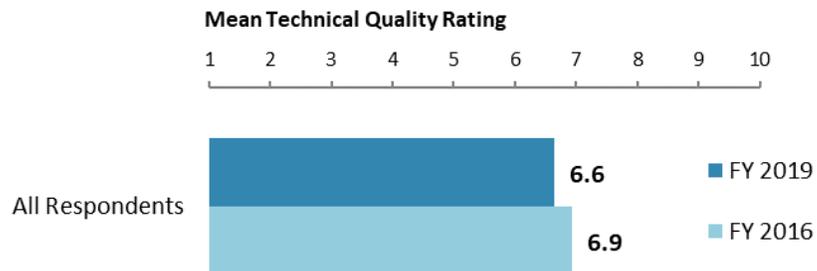
**"The World Bank Group meets Nepal’s needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between FY 2019 and FY 2016)*

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



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

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



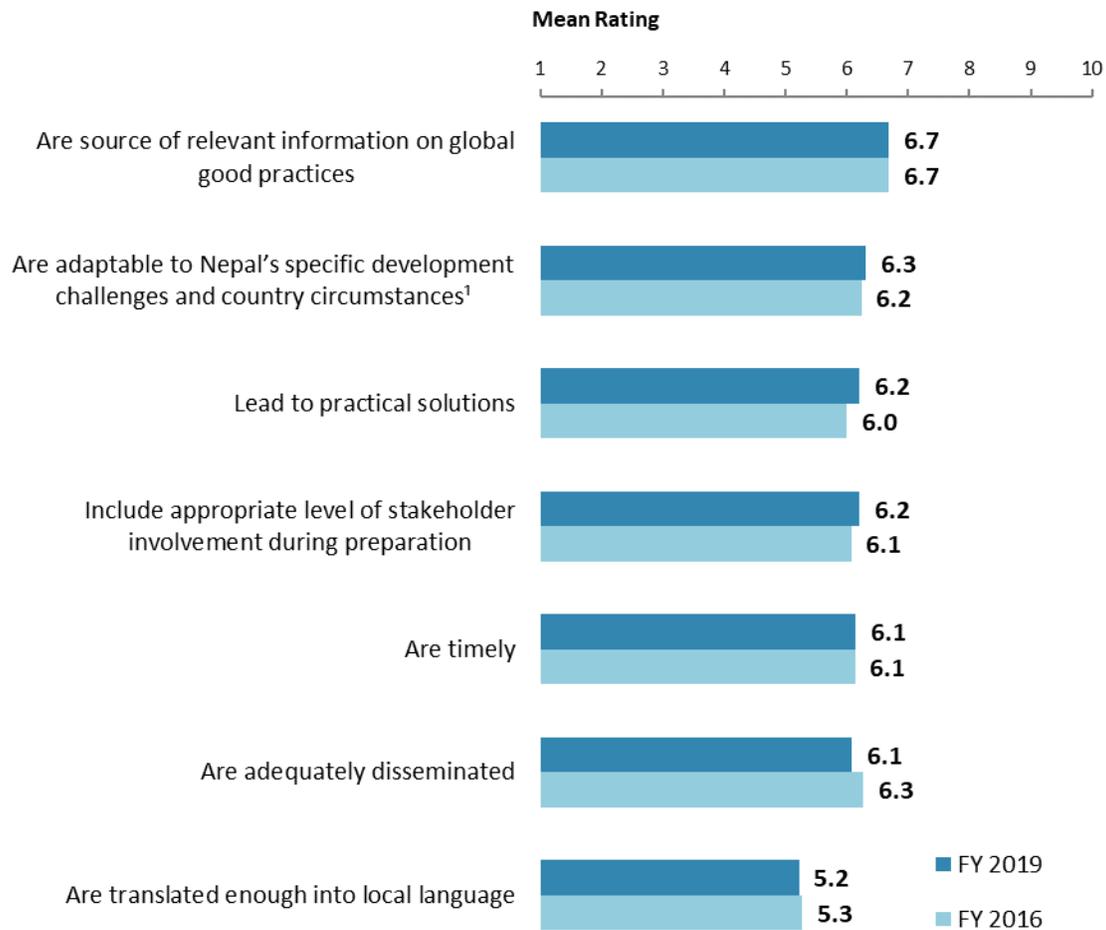
**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"**  
*(1-"Very low technical quality", 10-"Very high technical quality")*

<sup>11</sup> 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 Activities<sup>12</sup>



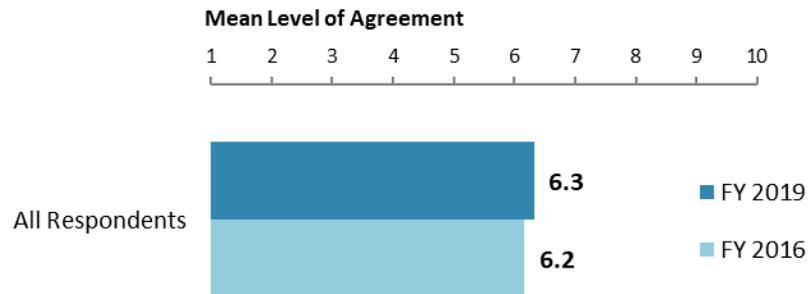
**"In Nepal, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")**  
*<sup>1</sup>Indicator Question*

<sup>12</sup> Means in the chart were calculated based on weighted data.



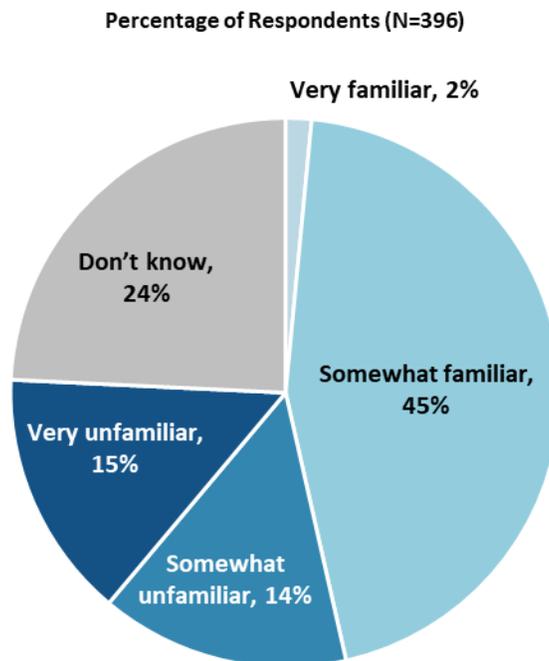
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting Nepal’s Needs for Financial Instruments<sup>13</sup> (Indicator Question)



"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Nepal"  
(1-"Strongly disagree", 10-"Strongly agree")

### Familiarity with WBG’s New 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 Nepal?" (Respondents chose from a list.)

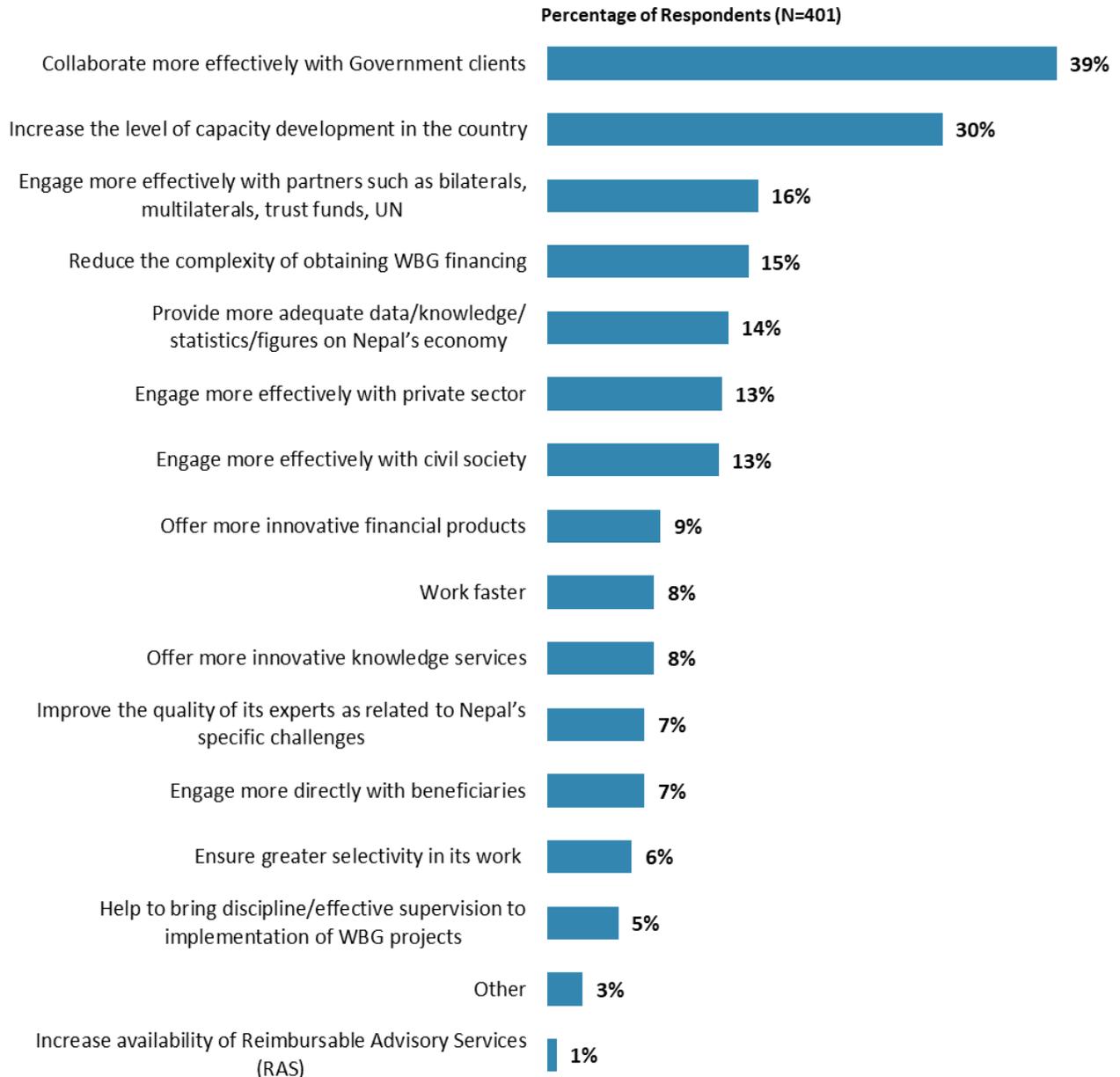
<sup>13</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Nepal

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (29%), “*ensure greater selectivity in its work*” (26%), and “*collaborate more effectively with Government clients*” (26%) to make itself of greater value in Nepal.



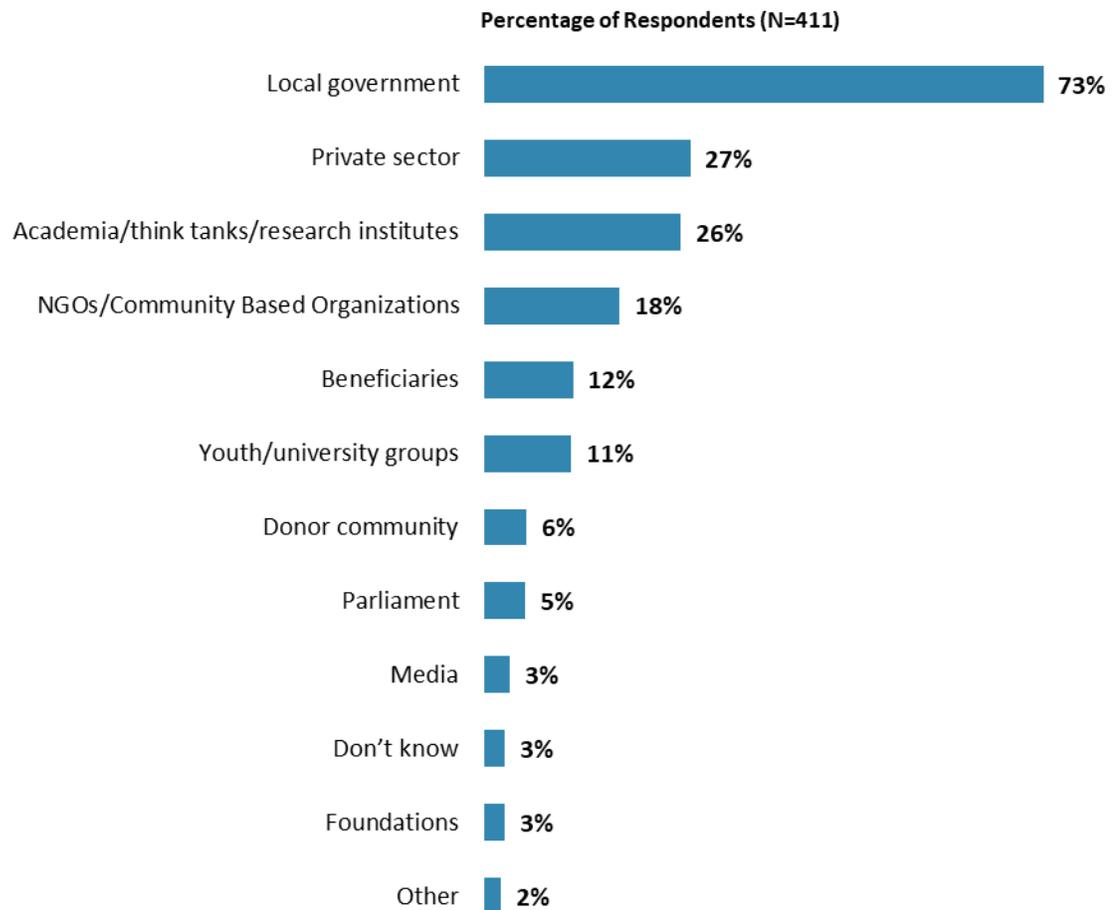
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Nepal? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should work more with “*local government*” (50%) and “*private sector*” (30%) to ensure better development results in Nepal.



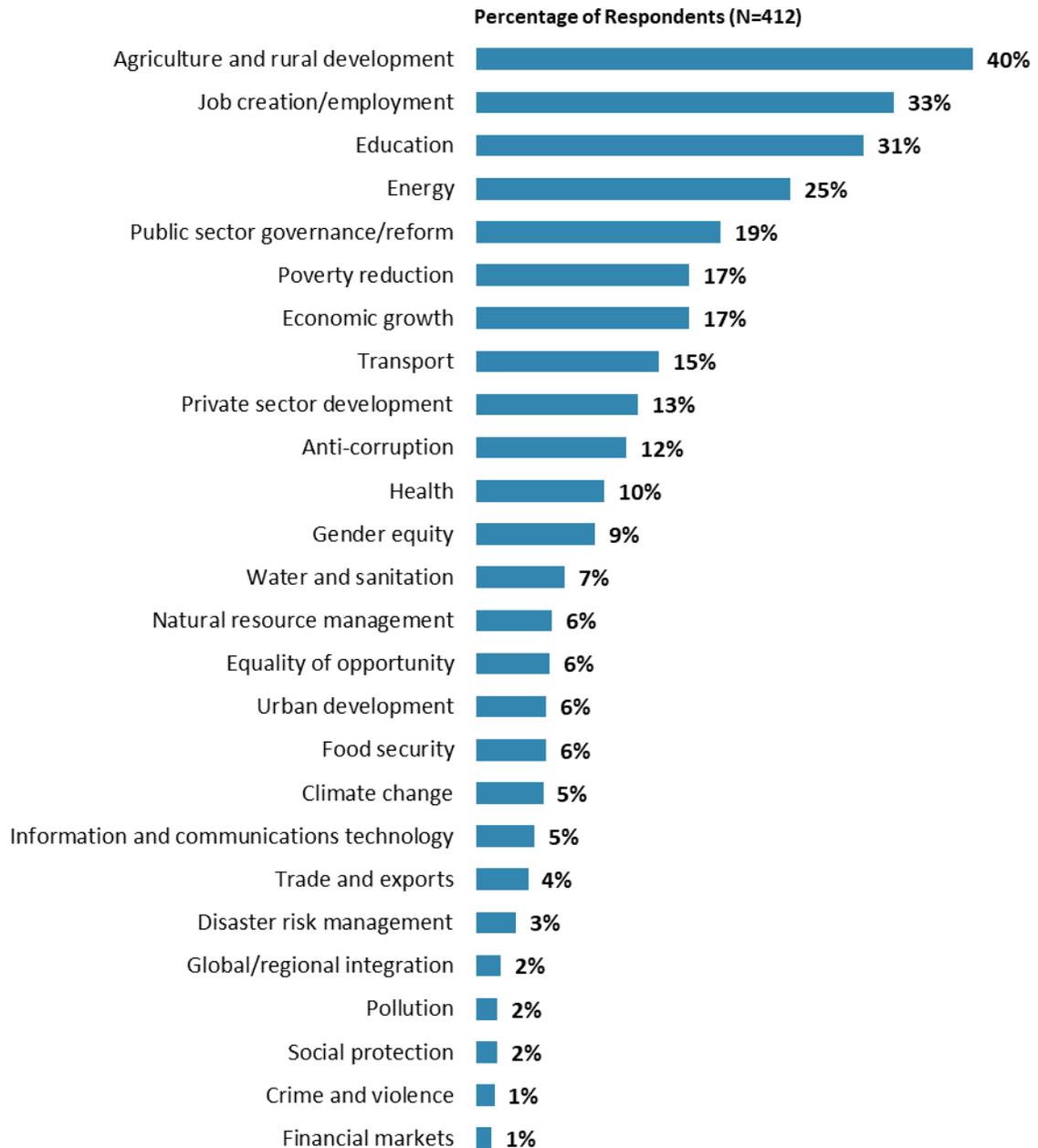
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

### Where the World Bank Group Should Focus its Resources

- Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*transport*” (33%), “*energy/energy security*” (30%), “*economic growth*” (28%), “*agricultural development*” (25%), and “*job creation/employment*” (23%).

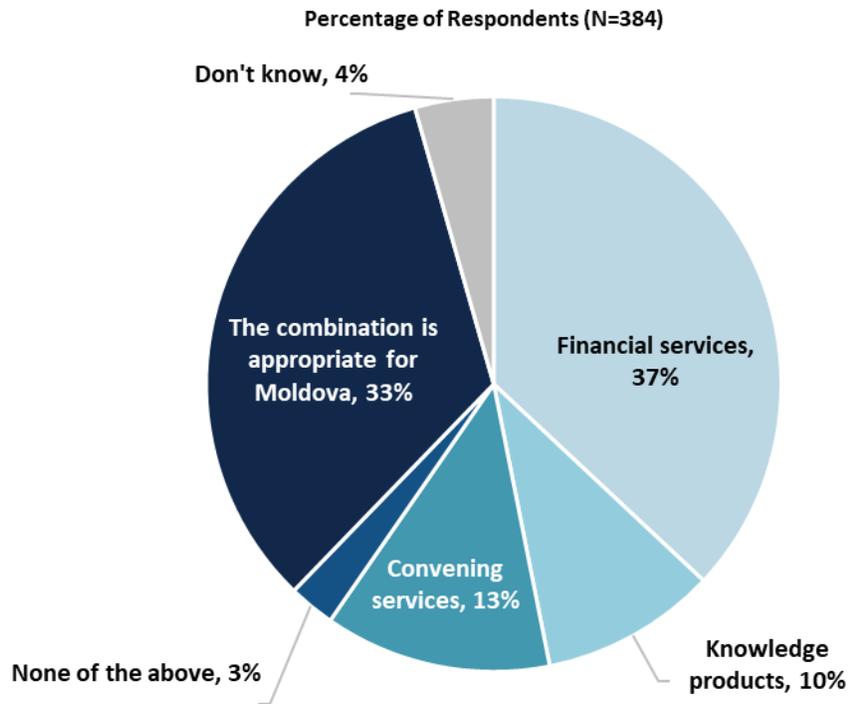


“When thinking about how the World Bank Group can have the most impact on development results in Nepal, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nepal? (Choose no more than THREE)”  
(Respondents chose from a list. Responses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



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

### Future Combination of the WBG Services



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

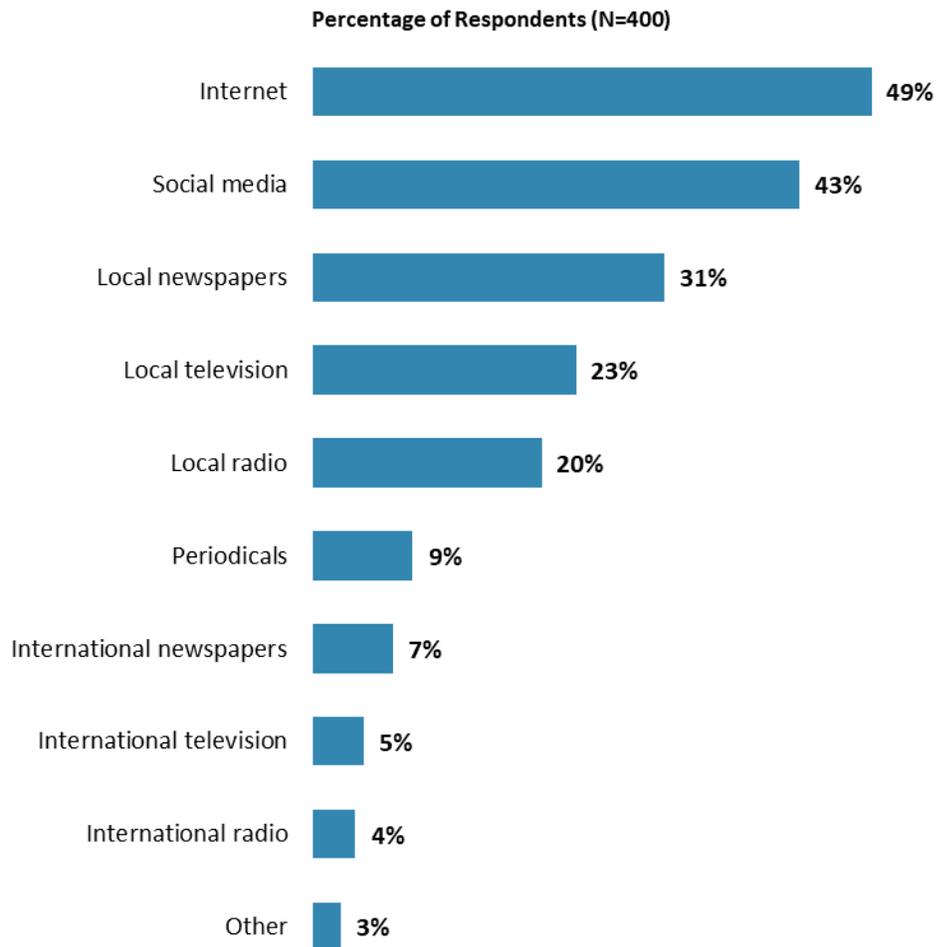


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 58) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’16 Country Survey indicated that they got most of their information about economic and social development issues in Nepal from “*local newspapers*” (47%) and from the “*Internet*” (47%).



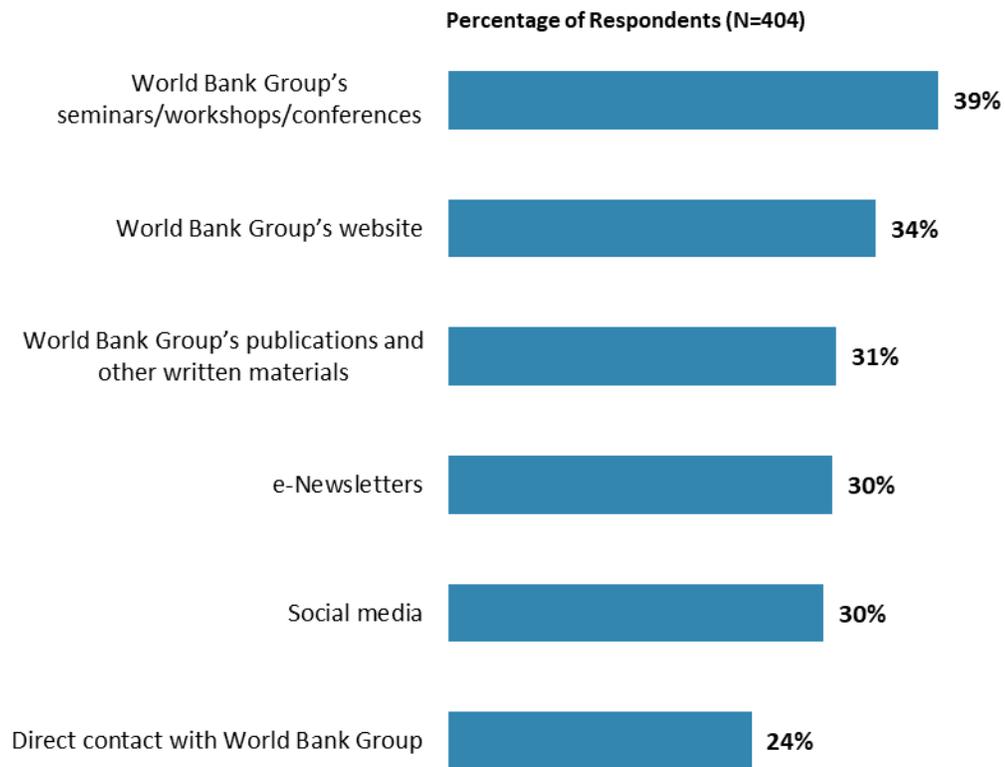
**"How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (43%) and “*World Bank Group’s website*” (41%).

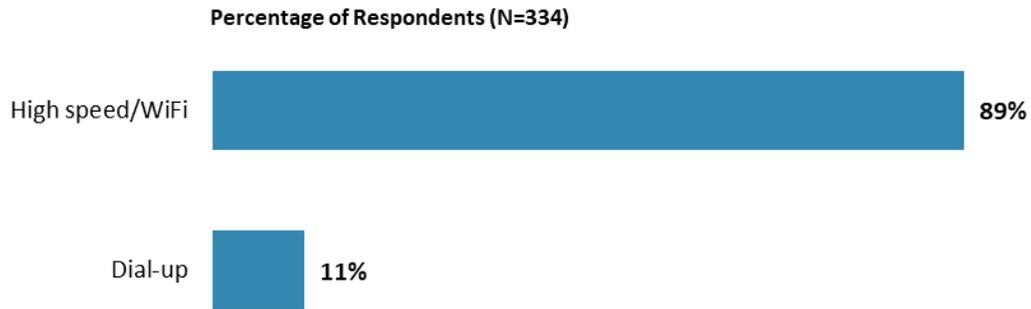


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



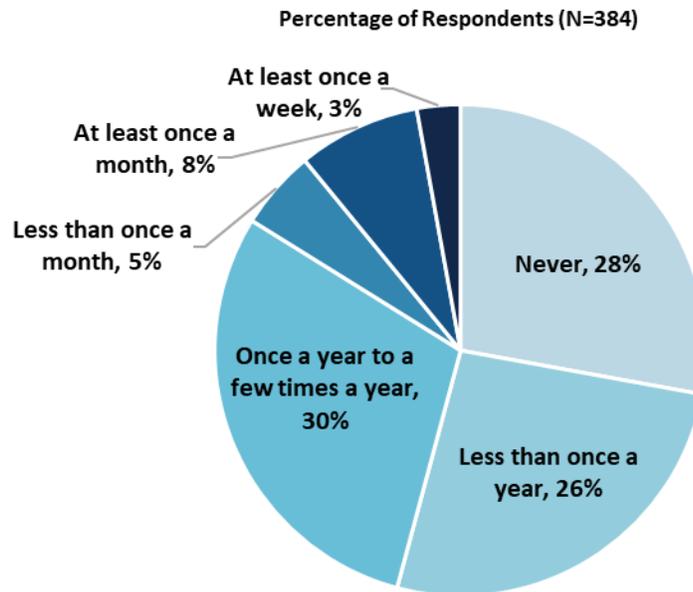
## X. Communication and Outreach (continued)

### Access to the Internet



"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)

### WBG Interaction Frequency

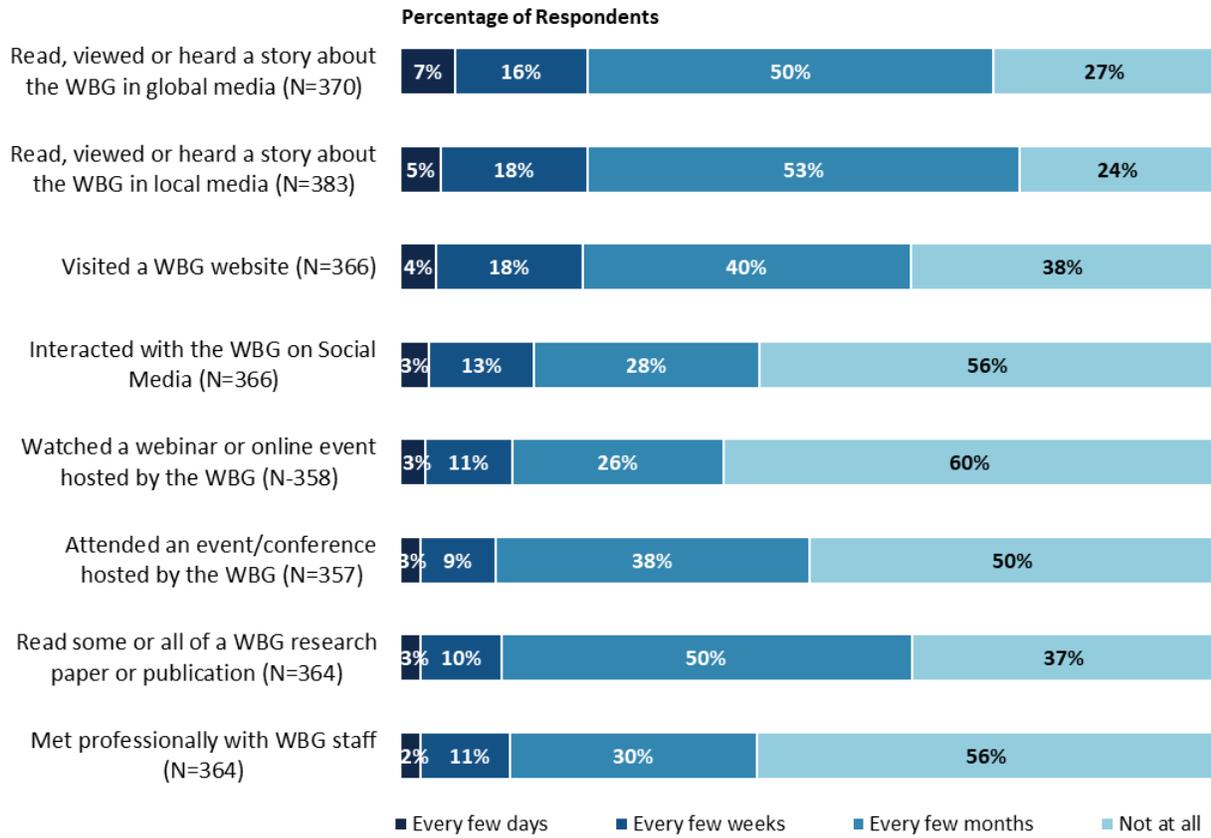


"How frequently do you interact with the World Bank Group now in Nepal?" (Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



**"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)**



## XI. Appendices

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### NEPAL





## Appendix A: Responses to All Questions across All Respondents (N=421)

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 Nepal

| <b>1. When you think about the future in Nepal, are you ... ?</b> | <b>Percentage of Respondents (N=408)</b> |
|---|--|
| Very pessimistic  | 4.9%                                     |
| Somewhat pessimistic  | 7.4%                                     |
| Somewhat optimistic   | 45.3%                                    |
| Very optimistic   | 39.5%                                    |
| Not sure  | 2.9%                                     |

| <b>2. Do you think that economic opportunity for citizens in Nepal is ... ?</b> | <b>Percentage of Respondents (N=411)</b> |
|---|--|
| Increasing  | 62.8%                                    |
| Decreasing  | 16.3%                                    |
| Staying about the same  | 20.9%                                    |

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

| <b>3. Listed below are a number of development priorities in Nepal. Please identify which of the following you consider the most important development priorities in Nepal. (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=408)</b> |
|---|--|
| Job creation/employment   | 37.7%  |
| Energy  | 37.3%  |
| Agriculture and rural development   | 29.2%  |
| Education   | 28.9%  |
| Anti-corruption   | 19.1%  |
| Economic growth   | 18.4%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 18.1%  |
| Health  | 17.4%  |
| Transport (e.g., roads, bridges, transportation)  | 15.4%  |
| Water and sanitation  | 8.8%   |
| Natural resource management (renewables)  | 8.8%   |
| Private sector development  | 8.3%   |
| Poverty reduction   | 8.1%   |
| Equality of opportunity (i.e., social inclusion)  | 6.9%   |
| Information and communications technology   | 5.6%   |
| Disaster risk management  | 4.2%   |
| Gender equity (closing the gap between women and men, and boys and girls)   | 3.7%   |
| Trade and exports   | 3.7%   |
| Urban development   | 3.2%   |
| Climate change (e.g., mitigation, adaptation)   | 2.2%   |
| Financial markets   | 2.2%   |
| Pollution   | 1.5%   |
| Social protection (e.g., pensions, targeted social assistance)  | 1.5%   |
| Food security   | 1.5%   |
| Crime and violence  | 1.2%   |
| Global/regional integration   | 0.2%   |

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

| <b>4. 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 Nepal? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=416)</b> |
|---|--|
| Agriculture and rural development   | 57.5%  |
| Job creation/employment   | 48.1%  |
| Education   | 29.8%  |
| Economic growth   | 22.6%  |
| Private sector development  | 17.1%  |
| Transport (e.g., roads, bridges, transportation)  | 16.6%  |
| Anti-corruption   | 16.3%  |
| Equality of opportunity (i.e., social inclusion)  | 14.7%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 11.1%  |
| Energy  | 10.8%  |
| Trade and exports   | 7.7%   |
| Natural resource management (renewables)  | 6.5%   |
| Gender equity (closing the gap between women and men, and boys and girls)   | 6.3%   |
| Social protection (e.g., pensions, targeted social assistance)  | 6.3%   |
| Food security   | 5.3%   |
| Urban development   | 4.3%   |
| Information and communications technology   | 3.8%   |
| Health  | 3.8%   |
| Water and sanitation  | 1.9%   |
| Disaster risk management  | 1.2%   |
| Climate change (e.g., mitigation, adaptation)   | 1.0%   |
| Financial markets   | 1.0%   |
| Global/regional integration   | 1.0%   |
| Crime and violence  | 0.5%   |
| Pollution   | 0.5%   |

| <b>5. When economic and/or social reform efforts fail or are slow to take place in Nepal, which of the following would you attribute this to? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=354)</b> |
|---|--|
| Corruption  | 50.8%  |
| Inadequate level of government accountability   | 30.8%  |
| Political pressures and obstacles   | 26.8%  |
| Reforms are not well thought out in light of country challenges   | 23.7%  |
| Poor coordination within the government   | 22.9%  |
| Inadequate level of private sector participation  | 13.0%  |
| Inadequate level of capacity in the government  | 11.6%  |
| Inadequate level of citizen/civil society participation   | 9.9%   |
| Inadequate level of donor coordination  | 6.8%   |
| Other   | 2.3%   |

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

| 6. To what extent do you trust each of the following groups to do what is right?<br>(1-To no degree at all, 10-To a very significant degree) | Degree |    |      |      |
|--|--------|----|------|------|
|  | N      | DK | Mean | SD   |
| 1. The national/federal government   | 363    | 16 | 6.16 | 2.09 |
| 2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)  | 358    | 21 | 5.94 | 2.04 |
| 3. The World Bank Group  | 351    | 24 | 6.50 | 1.96 |
| 4. The International Monetary Fund   | 321    | 45 | 5.86 | 2.16 |
| 5. UN  | 351    | 18 | 6.38 | 2.08 |
| 6. Regional development banks  | 344    | 21 | 6.14 | 1.94 |
| 7. Nepal Rastra Bank (Central Bank)  | 354    | 12 | 6.90 | 1.98 |
| 8. International private sector  | 334    | 32 | 5.43 | 2.07 |
| 9. Domestic private sector   | 351    | 8  | 6.24 | 1.99 |
| 10. International civil society (e.g., NGOs, CBOs)   | 362    | 14 | 5.54 | 2.05 |
| 11. Domestic civil society (e.g., NGOs, CBOs)  | 363    | 11 | 5.89 | 1.98 |
| 12. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)   | 371    | 6  | 6.47 | 1.99 |
| 13. International media and their web presence   | 360    | 15 | 5.64 | 2.03 |
| 14. Web based media (i.e., blogs, social media, other web-based news and information sources)  | 364    | 13 | 6.14 | 2.09 |

| 7. Please describe the direction Nepal is moving in, when considering ... ? | N   | Direction          |                           |                  |                            |                     |
|---|-----|--------------------|---------------------------|------------------|----------------------------|---------------------|
|   |     | Getting much worse | Getting somewhat at worse | Staying the same | Getting somewhat at better | Getting much better |
| 1. Human development (e.g., health, education, and social protection)       | 411 | 5.8%               | 8.8%                      | 16.8%            | 63.0%                      | 5.6%                |
| 2. Equal opportunity for girls and boys, men and women                      | 409 | 3.4%               | 10.3%                     | 12.7%            | 60.6%                      | 13.0%               |
| 3. Growing Nepal's economy in a way that leads to jobs and employment       | 403 | 10.9%              | 18.1%                     | 37.7%            | 30.5%                      | 2.7%                |
| 4. The gap between the rich and the poor                                    | 402 | 23.6%              | 29.9%                     | 25.9%            | 19.7%                      | 1.0%                |
| 5. Making government more effective   | 401 | 10.5%              | 15.0%                     | 26.7%            | 43.6%                      | 4.2%                |
| 6. Anti-corruption  | 403 | 34.7%              | 18.9%                     | 26.1%            | 19.1%                      | 1.2%                |
| 7. Attracting new sources of foreign investment                             | 401 | 8.7%               | 13.2%                     | 31.2%            | 41.9%                      | 5.0%                |

| 8. Listed below are global challenges. Which do you think have the most serious impact on Nepal? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=401) |
|--|---|
| Jobs/employment  | 61.6%   |
| The gap between the rich and the poor  | 28.4%   |
| Climate change   | 25.9%   |
| Geo political uncertainty  | 22.9%   |
| Trade constraints  | 15.2%   |
| Environmental degradation  | 13.2%   |
| Technology based disruption  | 8.2%  |
| Terrorism  | 8.0%  |
| Fragility in Nepal or neighboring countries  | 7.5%  |
| Migrants and refugees  | 3.7%  |

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

| 9. When thinking about development efforts in Nepal, do you think that civil society (e.g., NGOs, CBOs) should ... ? | Percentage of Respondents (N=416) |
|--|-----------------------------------|
| Engage significantly less  | 8.7%                              |
| Engage somewhat less   | 16.1%                             |
| Engage somewhat more   | 32.0%                             |
| Engage significantly more  | 30.5%                             |
| Engage at the same level it does currently   | 10.1%                             |
| Don't know   | 2.6%                              |

| 10. To what extent do you trust domestic private sector to engage in public service delivery in Nepal? | Percentage of Respondents (N=415) |
|--|-----------------------------------|
| To a very low degree   | 6.0%                              |
| To a somewhat low degree   | 26.5%                             |
| To a somewhat high degree  | 52.8%                             |
| To a very high degree  | 13.5%                             |
| Don't know   | 1.2%                              |

| 11. To what extent do you trust international private sector to engage in public service delivery in Nepal? | Percentage of Respondents (N=415) |
|---|-----------------------------------|
| To a very low degree  | 15.7%                             |
| To a somewhat low degree  | 39.0%                             |
| To a somewhat high degree   | 34.0%                             |
| To a very high degree   | 7.0%                              |
| Don't know  | 4.3%                              |

**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 Nepal?<br>(1-Not familiar at all, 10-Extremely familiar) | 407 | n/a | 5.57 | 2.53 |

| Effectiveness  | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 2. Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.* (1-Not effective at all, 10-Very effective) | 363 | 45 | 6.29 | 2.21 |

| 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 Nepal solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 327 | 80 | 6.24 | 2.14 |

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

| <b>4. When thinking about how the World Bank Group can have the most impact on development results in Nepal, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Nepal? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=412)</b> |
|---|--|
| Agriculture and rural development   | 39.6%  |
| Job creation/employment   | 33.3%  |
| Education   | 30.8%  |
| Energy  | 25.0%  |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 19.4%  |
| Poverty reduction   | 17.0%  |
| Economic growth   | 17.0%  |
| Transport (e.g., roads, bridges, transportation)  | 14.6%  |
| Private sector development  | 12.9%  |
| Anti-corruption   | 11.9%  |
| Health  | 10.2%  |
| Gender equity (closing the gap between women and men, and boys and girls)   | 9.5%   |
| Water and sanitation  | 7.0%   |
| Natural resource management (renewables)  | 6.1%   |
| Equality of opportunity (i.e., social inclusion)  | 5.8%   |
| Urban development   | 5.6%   |
| Food security   | 5.6%   |
| Climate change (e.g., mitigation, adaptation)   | 5.3%   |
| Information and communications technology   | 4.6%   |
| Trade and exports   | 4.1%   |
| Disaster risk management  | 3.2%   |
| Global/regional integration   | 1.9%   |
| Pollution   | 1.7%   |
| Social protection (e.g., pensions, targeted social assistance)  | 1.7%   |
| Crime and violence  | 1.5%   |
| Financial markets   | 1.2%   |

| <b>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 Nepal?</b> | <b>Percentage of Respondents (N=318)</b> |                              |                 |
|--|--|------------------------------|-----------------|
|  | <b>Greatest Value</b>                    | <b>Second Greatest Value</b> | <b>Combined</b> |
| Capacity development related to World Bank Group supported projects  | 24.5%                                    | 12.2%                        | 36.8%           |
| Financial resources  | 16.7%                                    | 16.3%                        | 33.0%           |
| Technical assistance   | 16.0%                                    | 11.9%                        | 27.9%           |
| Bringing together different groups of stakeholders   | 15.7%                                    | 7.8%                         | 23.5%           |
| Policy advice, studies, analyses   | 11.0%                                    | 8.5%                         | 19.5%           |
| Donor coordination   | 5.0%                                     | 13.9%                        | 19.0%           |
| Implementation support   | 3.8%                                     | 10.2%                        | 14.0%           |
| Data and statistics  | 3.5%                                     | 7.1%                         | 10.6%           |
| Mobilizing third party financial resources   | 1.9%                                     | 6.5%                         | 8.3%            |
| Promoting knowledge sharing  | 0.6%                                     | 3.7%                         | 4.4%            |
| Other  | 1.3%                                     | 1.7%                         | 3.0%            |

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

| <b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=407)</b> |
|--|--|
| World Bank Group's processes too slow and complex  | 29.7%  |
| Too influenced by developed countries  | 21.4%  |
| Not aligned with country priorities  | 18.2%  |
| Staff too inaccessible   | 13.5%  |
| Not collaborating enough with private sector   | 13.0%  |
| Not collaborating enough with civil society (e.g., NGOs, CBOs)   | 12.8%  |
| Not adequately flexible  | 12.5%  |
| Not adequately sensitive to political/social realities in Nepal  | 10.3%  |
| Not sufficiently focused on sustainable results  | 9.8%   |
| Inadequate World Bank Group's staffing in Nepal  | 9.8%   |
| Don't know   | 9.1%   |
| Not willing to honestly criticize policies and reform efforts in the country   | 7.4%   |
| Arrogant in its approach   | 6.1%   |
| Not enough public disclosure of its work   | 5.9%   |
| Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN  | 3.2%   |
| Other  | 0.5%   |

| <b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Nepal? (Select only ONE response)</b> | <b>Percentage of Respondents (N=411)</b> |
|--|--|
| To a fully sufficient degree   | 2.9%                                     |
| To a somewhat sufficient degree  | 54.0%                                    |
| To a somewhat insufficient degree  | 26.3%                                    |
| To a very insufficient degree  | 10.7%                                    |
| Don't know   | 6.1%                                     |

| <b>8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?</b> | <b>Percentage of Respondents (N=401)</b> |
|--|--|
| Increased its emphasis recently  | 26.2%                                    |
| Decreased its emphasis recently  | 9.7%                                     |
| Emphasis has remained pretty consistent over time  | 43.6%                                    |
| Don't know   | 20.4%                                    |



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

| <b>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)</b> | <b>Percentage of Respondents (Responses Combined; N=411)</b> |
|---|--|
| Local government  | 73.2%  |
| Private sector  | 27.0%  |
| Academia/think tanks/research institutes  | 25.8%  |
| NGOs/Community Based Organizations  | 17.8%  |
| Beneficiaries   | 11.7%  |
| Youth/university groups   | 11.4%  |
| Donor community   | 5.6%   |
| Parliament  | 5.4%   |
| Media   | 3.4%   |
| Don't know  | 2.7%   |
| Foundations   | 2.7%   |
| Other   | 2.2%   |

| <b>To what extent do you agree with the following statements about the World Bank Group's work in Nepal? (1-Strongly disagree, 10-Strongly agree)</b> | <b>Level of Agreement</b> |           |             |           |
|---|---------------------------|-----------|-------------|-----------|
|   | <b>N</b>                  | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 10. Overall the World Bank Group currently plays a relevant role in development in Nepal*   | 364                       | 34        | 6.48        | 2.00      |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Nepal*   | 358                       | 33        | 6.50        | 2.10      |

| <b>To what extent is the World Bank Group an effective development partner in Nepal, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b> | <b>Degree</b> |           |             |           |
|--|---------------|-----------|-------------|-----------|
|  | <b>N</b>      | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 12. Responsiveness to needs*   | 351           | 44        | 5.98        | 1.92      |
| 13. Flexibility (in terms of the institution's products and services)*   | 323           | 53        | 5.56        | 1.86      |
| 14. Flexibility (in terms of changing country circumstances)*  | 325           | 49        | 5.83        | 1.93      |
| 15. Being inclusive*   | 336           | 45        | 6.36        | 1.92      |
| 16. Openness (sharing data and other information)*   | 330           | 45        | 6.37        | 1.98      |
| 17. Collaboration with the Government*   | 344           | 37        | 7.13        | 1.83      |
| 18. The speed in which it gets things accomplished on the ground*  | 321           | 52        | 6.40        | 2.03      |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects*  | 338           | 45        | 6.58        | 2.00      |
| 20. Collaboration with civil society*  | 336           | 52        | 5.84        | 2.09      |
| 21. Staff accessibility*   | 320           | 57        | 5.85        | 2.07      |
| 22. Collaboration with other donors and development partners*  | 330           | 51        | 6.36        | 1.92      |
| 23. Collaboration with the private sector*   | 315           | 61        | 5.79        | 1.97      |
| 24. Straightforwardness and honesty*   | 315           | 65        | 6.61        | 1.94      |
| 25. Treating clients and stakeholders in Nepal with respect*   | 335           | 49        | 6.83        | 1.89      |
| 26. Being a long-term partner*   | 341           | 45        | 7.30        | 2.05      |

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

| 1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nepal? (1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|--|---------------|-----|------|------|
|  | N             | DK  | Mean | SD   |
| 1. Social protection (e.g., pensions, targeted social assistance)  | 228           | 148 | 5.72 | 2.10 |
| 2. Gender equity (closing the gap between women and men, and boys and girls)   | 283           | 91  | 6.36 | 1.86 |
| 3. Private sector development  | 279           | 84  | 5.66 | 2.04 |
| 4. Education   | 280           | 68  | 6.60 | 1.69 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)                                       | 284           | 81  | 6.36 | 1.77 |
| 6. Global/regional integration   | 222           | 148 | 5.99 | 1.89 |
| 7. Food security   | 275           | 87  | 6.43 | 1.88 |
| 8. Urban development   | 283           | 71  | 6.58 | 1.87 |
| 9. Energy  | 291           | 64  | 6.64 | 1.84 |
| 10. Water and sanitation   | 301           | 63  | 6.66 | 1.80 |
| 11. Pollution  | 262           | 99  | 5.95 | 1.91 |
| 12. Job creation/employment  | 284           | 82  | 5.86 | 1.98 |
| 13. Health   | 276           | 83  | 6.51 | 1.80 |
| 14. Financial markets  | 247           | 115 | 6.39 | 1.92 |
| 15. Transport (e.g., roads, bridges, transportation)   | 298           | 65  | 6.77 | 1.92 |
| 16. Agriculture and rural development  | 299           | 67  | 6.42 | 1.82 |
| 17. Trade and exports  | 234           | 123 | 5.75 | 2.00 |
| 18. Crime and violence   | 201           | 153 | 5.24 | 2.05 |
| 19. Natural resource management (renewables)   | 259           | 105 | 6.12 | 1.84 |
| 20. Climate change (e.g., mitigation, adaptation)  | 258           | 100 | 6.26 | 1.96 |
| 21. Poverty reduction  | 293           | 68  | 6.32 | 2.00 |
| 22. Anti-corruption  | 231           | 129 | 5.35 | 2.25 |
| 23. Economic growth  | 298           | 71  | 6.23 | 2.03 |
| 24. Disaster risk management   | 268           | 99  | 6.21 | 1.96 |
| 25. Equality of opportunity (i.e., social inclusion)   | 265           | 101 | 6.03 | 2.11 |
| 26. Information and communications technology  | 263           | 110 | 6.20 | 1.94 |

| Achieving Development Results  | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 2. To what extent does the World Bank Group's work help to achieve development results in Nepal?* (1-To no degree at all, 10-To a very significant degree) | 324 | 53 | 6.74 | 1.97 |

| Influencing the Development Agenda   | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 3. To what extent does the World Bank Group influence the development agenda in Nepal?* (1-To no degree at all, 10-To a very significant degree) | 354 | 51 | 6.56 | 1.96 |

| To what extent do you agree with the following statements about the World Bank Group in Nepal? (1-Strongly disagree, 10-Strongly agree)                              | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Nepal* | 361 | 45 | 6.33 | 1.93 |
| 5. The World Bank Group meets Nepal's needs for knowledge services (e.g., research, analysis, data, technical assistance)*   | 350 | 50 | 6.56 | 1.89 |

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

| 6. 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 Nepal? (Select only ONE response) | Percentage of Respondents (N=396) |
|--|-----------------------------------|
| Very familiar  | 1.5%                              |
| Somewhat familiar  | 44.9%                             |
| Somewhat unfamiliar  | 14.6%                             |
| Very unfamiliar  | 14.6%                             |
| Don't know   | 24.2%                             |

| How effectively does the World Bank Group support Nepal's efforts ... ?<br>(1-Not effectively at all, 10-Very effectively) | Effectiveness |    |      |      |
|--|---------------|----|------|------|
|  | N             | DK | Mean | SD   |
| 7. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)                       | 317           | 85 | 5.80 | 2.02 |
| 8. To develop better and stronger data collection/analytics systems within the Government                                  | 350           | 50 | 6.47 | 1.86 |
| 9. To strengthen the country's crisis preparedness   | 331           | 62 | 6.39 | 1.93 |
| 10. To identify and monitor risks  | 340           | 57 | 6.48 | 1.89 |

| Systematic Country Diagnosis and Country Partnership Framework Activities  | N   | DK  | Mean | SD   |
|--|-----|-----|------|------|
| 11. How effectively does the World Bank Group's SCD and CPF activities support Nepal's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively) | 153 | 216 | 6.29 | 2.11 |

**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=402) |
|---|-----------------------------------|
| Weekly  | 3.2%                              |
| Monthly   | 10.2%                             |
| A few times a year  | 26.4%                             |
| Rarely  | 44.3%                             |
| Never   | 15.9%                             |

| In Nepal, 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   | 326    | 62 | 6.10 | 1.96 |
| 3. Include appropriate level of stakeholder involvement during preparation  | 314    | 69 | 6.20 | 1.90 |
| 4. Lead to practical solutions  | 317    | 64 | 6.20 | 1.88 |
| 5. Are source of relevant information on global good practices  | 319    | 61 | 6.71 | 1.89 |
| 6. Are adequately disseminated  | 317    | 63 | 6.10 | 1.88 |
| 7. Are translated enough into local language  | 299    | 82 | 5.27 | 2.20 |
| 8. Are adaptable to Nepal's specific development challenges and country circumstances*  | 313    | 72 | 6.25 | 1.93 |

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

| Overall Evaluations  | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 9. 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) | 369 | 37 | 6.75 | 2.05 |
| 10. 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)                               | 327 | 72 | 6.75 | 1.84 |

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

| To what extent do you agree/disagree with the following statements?<br>(1-Strongly disagree, 10-Strongly agree)                            | Level of Agreement |     |      |      |
|--|--------------------|-----|------|------|
|  | N                  | DK  | Mean | SD   |
| 1. The World Bank Group disburses funds promptly   | 276                | 117 | 5.72 | 2.21 |
| 2. The World Bank Group effectively monitors and evaluates the projects and programs it supports   | 336                | 55  | 6.63 | 2.01 |
| 3. The World Bank Group's approvals and reviews are done in a timely fashion   | 320                | 69  | 6.62 | 1.93 |
| 4. The World Bank Group's Environmental and Social Framework requirements are reasonable   | 316                | 65  | 6.67 | 1.94 |
| 5. The World Bank Group's conditions on its lending are reasonable   | 288                | 98  | 6.11 | 1.92 |
| 6. The World Bank Group takes decisions quickly in Nepal*  | 287                | 93  | 5.86 | 2.06 |
| 7. Working with the World Bank Group increases Nepal's institutional capacity  | 345                | 45  | 7.07 | 1.92 |
| 8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 291                | 99  | 6.86 | 2.02 |

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

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nepal? (Choose no more than TWO) | Percentage of Respondents<br>(Responses Combined; N=401) |
|--|--|
| Collaborate more effectively with Government clients (e.g., national, state, local)  | 39.2%  |
| Increase the level of capacity development in the country  | 30.4%  |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN                                     | 16.2%  |
| Reduce the complexity of obtaining World Bank Group financing  | 15.5%  |
| Provide more adequate data/knowledge/statistics/figures on Nepal's economy   | 14.0%  |
| Engage more effectively with private sector  | 13.5%  |
| Engage more effectively with civil society (e.g., NGOs, CBOs)  | 13.2%  |
| Offer more innovative financial products   | 8.7%   |
| Work faster  | 8.2%   |
| Offer more innovative knowledge services   | 8.2%   |
| Improve the quality of its experts as related to Nepal's specific challenges   | 7.5%   |
| Engage more directly with beneficiaries  | 7.5%   |
| Ensure greater selectivity in its work   | 6.5%   |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects                                | 5.5%   |
| Other  | 2.7%   |
| Increase availability of Reimbursable Advisory Services (RAS)  | 0.7%   |

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

| <b>2. When considering the combination of services that the World Bank Group offers in Nepal, 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 Nepal? (Select only ONE response)</b> | <b>Percentage of Respondents (N=384)</b> |
|--|--|
| Financial services   | 37.0%                                    |
| Knowledge products   | 9.9%                                     |
| Convening services   | 12.8%                                    |
| None of the above  | 2.6%                                     |
| The combination is appropriate for Nepal   | 33.3%                                    |
| Don't know   | 4.4%                                     |

**G. Communication and Information Sharing**

| <b>1. How frequently do you interact with the World Bank Group now in Nepal?</b> | <b>Percentage of Respondents (N=384)</b> |
|--|--|
| Never  | 27.9%                                    |
| Less than once a year  | 26.3%                                    |
| Once a year to a few times a year  | 29.7%                                    |
| Less than once a month   | 5.2%                                     |
| At least once a month  | 8.1%                                     |
| At least once a week   | 2.9%                                     |

| <b>2. How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=400)</b> |
|--|--|
| Internet   | 48.8%  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)   | 42.5%  |
| Local newspapers   | 30.8%  |
| Local television   | 23.0%  |
| Local radio  | 20.0%  |
| Periodicals  | 8.8%   |
| International newspapers   | 7.0%   |
| International television   | 4.5%   |
| International radio  | 3.8%   |
| Other  | 2.5%   |

| <b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=404)</b> |
|--|--|
| World Bank Group's seminars/workshops/conferences  | 38.9%  |
| World Bank Group's website   | 33.9%  |
| World Bank Group's publications and other written materials  | 30.7%  |
| e-Newsletters  | 30.4%  |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)   | 29.7%  |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions)                             | 24.0%  |

| <b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b> | <b>Percentage of Respondents (N=334)</b> |
|--|--|
| High speed/WiFi  | 89.2%                                    |
| Dial-up  | 10.8%                                    |

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

| 5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | N   | Percentage of Respondents |                 |                  |            |
|--|-----|---------------------------|-----------------|------------------|------------|
|  |     | Every few days            | Every few weeks | Every few months | Not at all |
| Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)                              | 383 | 5.0%                      | 18.0%           | 53.0%            | 24.0%      |
| Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)                             | 370 | 6.8%                      | 16.2%           | 49.7%            | 27.3%      |
| Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)                 | 366 | 3.6%                      | 12.8%           | 27.6%            | 56.0%      |
| Visited a WBG website (e.g. read a blog, used data)  | 366 | 4.4%                      | 18.0%           | 40.2%            | 37.4%      |
| Attended an event/conference hosted by the WBG   | 357 | 2.5%                      | 9.2%            | 38.4%            | 49.9%      |
| Watched a webinar or online event hosted by the WBG  | 358 | 3.1%                      | 10.6%           | 26.0%            | 60.3%      |
| Read some or all of a WBG research paper or publication  | 364 | 2.5%                      | 9.9%            | 50.3%            | 37.4%      |
| Met professionally with WBG staff  | 364 | 2.5%                      | 11.0%           | 30.2%            | 56.3%      |

**H. Background Information**

| 1. Which of the following best describes your current position? (Select only ONE response)   | Percentage of Respondents (N=404) |
|--|-----------------------------------|
| Local Government Office or Staff   | 20.0%                             |
| NGO/Community Based Organization   | 13.9%                             |
| Private Sector Organization  | 9.7%                              |
| Employee of a Ministry, Ministerial Department or Implementation Agency  | 9.2%                              |
| Office of Parliamentarian  | 8.2%                              |
| Academia/Research Institute/Think Tank   | 6.7%                              |
| Office of the President, Prime Minister  | 5.0%                              |
| Other  | 3.5%                              |
| Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 3.2%                              |
| Youth Group  | 3.2%                              |
| Bilateral Agency   | 3.0%                              |
| Private Foundation   | 3.0%                              |
| Financial Sector/Private Bank  | 2.7%                              |
| Media (press, radio, TV, web, etc.)  | 2.2%                              |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)   | 2.2%                              |
| Office of Minister   | 1.7%                              |
| Multilateral Agency  | 1.5%                              |
| Trade Union  | 0.7%                              |
| Judiciary Branch   | 0.5%                              |

**H. Background Information (continued)**

| <b>2. Please identify the primary specialization of your work. (Select only ONE response)</b> | <b>Percentage of Respondents (N=395)</b> |
|---|--|
| Education   | 10.4%                                    |
| Urban, rural, and social development  | 10.1%                                    |
| Generalist (specialized in multiple sectors)  | 8.4%                                     |
| Governance  | 7.3%                                     |
| Agriculture   | 7.1%                                     |
| Jobs  | 6.3%                                     |
| Other   | 5.8%                                     |
| Trade and competitiveness   | 5.6%                                     |
| Poverty   | 5.3%                                     |
| Gender  | 5.1%                                     |
| Transport and ICT   | 4.8%                                     |
| Environment and natural resources   | 4.1%                                     |
| Finance and markets   | 3.5%                                     |
| Energy and extractives  | 3.3%                                     |
| Social protection and labor   | 2.8%                                     |
| Public-private partnerships   | 2.3%                                     |
| Climate change  | 2.3%                                     |
| Macroeconomics and fiscal management  | 1.8%                                     |
| Fragility, conflict and violence  | 1.5%                                     |
| Health, nutrition, and population   | 1.3%                                     |
| Water   | 1.0%                                     |

| <b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b> | <b>Percentage of Respondents (N=407)</b> |
|--|--|
| Yes  | 26.8%                                    |
| No   | 73.2%                                    |

| <b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Nepal? (Select only ONE response)</b> | <b>Percentage of Respondents (N=107)</b> |
|--|--|
| The World Bank (IDA)   | 84.1%                                    |
| The International Finance Corporation (IFC)  | 8.4%                                     |
| International Centre for Settlement of Investment Disputes (ICSID)   | 5.6%                                     |
| The Multilateral Investment Guarantee Agency (MIGA)  | 1.9%                                     |

| <b>5. Do your projects involve both the World Bank and the IFC?</b> | <b>Percentage of Respondents (N=98)</b> |
|---|---|
| Yes   | 61.2%                                   |
| No  | 38.8%                                   |

| <b>6. Which of the following describes most of your exposure to the World Bank Group in Nepal? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=380)</b> |
|--|--|
| Use World Bank Group website for information, data, research, etc.   | 39.7%  |
| Use World Bank Group reports/data  | 39.2%  |
| Engage in World Bank Group related/sponsored events/activities   | 34.5%  |
| Collaborate as part of my professional duties  | 27.9%  |
| Observer (i.e., follow in media, discuss in informal conversations, etc.)  | 20.5%  |

**H. Background Information (continued)**

| <b>7. What's your gender?</b> | <b>Percentage of Respondents<br/>(N=417)</b> |
|-------------------------------|--|
| Female                        | 24.5%  |
| Male                          | 75.3%  |
| Other                         | 0.2%   |

| <b>8. What's your age?</b> | <b>Percentage of Respondents<br/>(N=417)</b> |
|----------------------------|--|
| 25 and under               | 2.4%   |
| 26-35                      | 17.0%  |
| 36-45                      | 36.0%  |
| 46-55                      | 30.9%  |
| 56 and above               | 13.7%  |

| <b>9. Which best represents your geographic location?</b> | <b>Percentage of Respondents<br/>(N=413)</b> |
|---|--|
| Kathmandu   | 19.6%  |
| Outside Kathmandu   | 80.4%  |



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>14</sup>

- Office of President/Prime Minister/Minister N=27   ● Office of Parliamentarian N=33   ● Employee of a Ministry/PMU/Consultant on WBG Project N=50   ● Local Government N=81
- Bilateral/Multilateral Agency N=18   ● Private Sector/Financial Sector/Private Bank N=50   ● CSO N=84   ● Media N=9   ● Independent Government Institution N=9
- Academia/Research Institute/Think Tank (Academia) N=29   ● Other<sup>15</sup> N=16

### A. General Issues facing Nepal

When you think about the future in Nepal, are you ... ?\*

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/PMU/Consultant on WBG Project | Local Government | Bilateral/Multilateral Agency | Private Sector/Financial Sector/Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|---------------------------|--|------------------|-------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Very pessimistic          | 0.0%  | 0.0%                      | 5.0%   | 20.0%            | 5.0%                          | 15.0%  | 30.0% | 0.0%  | 5.0%                               | 20.0%    | 0.0%  |
| Somewhat pessimistic      | 11.5%                                       | 11.5%                     | 7.7%   | 19.2%            | 7.7%                          | 15.4%  | 23.1% | 3.8%  | 0.0%                               | 0.0%     | 0.0%  |
| Somewhat optimistic       | 5.6%  | 4.0%                      | 12.4%  | 14.1%            | 5.6%                          | 13.0%  | 27.1% | 2.3%  | 2.8%                               | 7.9%     | 5.1%  |
| Very optimistic           | 8.9%  | 13.3%                     | 13.9%  | 25.9%            | 3.2%                          | 12.0%  | 13.3% | 1.3%  | 1.3%                               | 3.2%     | 3.8%  |
| Not sure                  | 0.0%  | 0.0%                      | 16.7%  | 25.0%            | 0.0%                          | 0.0%   | 16.7% | 8.3%  | 8.3%                               | 16.7%    | 8.3%  |

\*Significantly different between stakeholder groups

<sup>14</sup> Only 404 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>15</sup> Includes the following categories: Judiciary Branch (N=2), Other (N=14).

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

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

| Percentage of Respondents<br>(Responses combined) | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a Ministry/<br>PMU/Consultant<br>on WBG Project | Local<br>Government | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia | Other |
|---|---|------------------------------|---|---------------------|--------------------------------------|--|-------|-------|--|----------|-------|
| Energy*   | 63.0%   | 39.4%                        | 37.5%   | 40.8%               | 33.3%                                | 33.3%  | 21.7% | 33.3% | 44.4%                                    | 30.8%    | 68.8% |
| Water and sanitation                              | 3.7%  | 6.1%                         | 4.2%  | 6.6%                | 22.2%                                | 6.3%   | 14.5% | 11.1% | 0.0%                                     | 7.7%     | 18.8% |
| Pollution   | 0.0%  | 3.0%                         | 0.0%  | 1.3%                | 5.6%                                 | 4.2%   | 0.0%  | 0.0%  | 11.1%                                    | 0.0%     | 0.0%  |
| Job creation/employment                           | 37.0%   | 42.4%                        | 45.8%   | 34.2%               | 22.2%                                | 31.3%  | 45.8% | 44.4% | 22.2%                                    | 38.5%    | 25.0% |
| Health*   | 14.8%   | 33.3%                        | 16.7%   | 15.8%               | 0.0%                                 | 6.3%   | 20.5% | 0.0%  | 11.1%                                    | 30.8%    | 18.8% |
| Public sector governance/reform                   | 18.5%   | 6.1%                         | 22.9%   | 17.1%               | 27.8%                                | 27.1%  | 18.1% | 11.1% | 44.4%                                    | 7.7%     | 12.5% |
| Social protection                                 | 7.4%  | 0.0%                         | 0.0%  | 1.3%                | 0.0%                                 | 0.0%   | 2.4%  | 0.0%  | 0.0%                                     | 0.0%     | 0.0%  |
| Gender equity                                     | 3.7%  | 6.1%                         | 2.1%  | 0.0%                | 0.0%                                 | 2.1%   | 6.0%  | 11.1% | 11.1%                                    | 7.7%     | 6.3%  |
| Private sector development*                       | 14.8%   | 3.0%                         | 4.2%  | 2.6%                | 16.7%                                | 25.0%  | 7.2%  | 0.0%  | 0.0%                                     | 0.0%     | 18.8% |
| Education   | 29.6%   | 36.4%                        | 27.1%   | 38.2%               | 11.1%                                | 18.8%  | 24.1% | 55.6% | 22.2%                                    | 42.3%    | 12.5% |
| Global/regional integration                       | 0.0%  | 0.0%                         | 0.0%  | 0.0%                | 0.0%                                 | 2.1%   | 0.0%  | 0.0%  | 0.0%                                     | 0.0%     | 0.0%  |
| Food security                                     | 0.0%  | 3.0%                         | 2.1%  | 1.3%                | 0.0%                                 | 0.0%   | 1.2%  | 0.0%  | 0.0%                                     | 0.0%     | 6.3%  |
| Urban development                                 | 0.0%  | 0.0%                         | 8.3%  | 2.6%                | 5.6%                                 | 8.3%   | 0.0%  | 0.0%  | 0.0%                                     | 3.8%     | 6.3%  |
| Information and communications<br>technology      | 0.0%  | 0.0%                         | 4.2%  | 9.2%                | 0.0%                                 | 8.3%   | 6.0%  | 0.0%  | 11.1%                                    | 7.7%     | 0.0%  |
| Economic growth*                                  | 18.5%   | 3.0%                         | 29.2%   | 23.7%               | 27.8%                                | 14.6%  | 12.0% | 11.1% | 33.3%                                    | 30.8%    | 6.3%  |
| Disaster risk management                          | 0.0%  | 6.1%                         | 4.2%  | 3.9%                | 5.6%                                 | 2.1%   | 7.2%  | 0.0%  | 11.1%                                    | 3.8%     | 0.0%  |
| Equality of opportunity                           | 0.0%  | 9.1%                         | 6.3%  | 1.3%                | 11.1%                                | 2.1%   | 12.0% | 0.0%  | 0.0%                                     | 11.5%    | 12.5% |
| Financial markets                                 | 0.0%  | 0.0%                         | 2.1%  | 2.6%                | 11.1%                                | 4.2%   | 1.2%  | 0.0%  | 0.0%                                     | 0.0%     | 6.3%  |
| Natural resource management                       | 11.1%   | 18.2%                        | 6.3%  | 6.6%                | 0.0%                                 | 8.3%   | 7.2%  | 22.2% | 22.2%                                    | 7.7%     | 12.5% |
| Transport   | 11.1%   | 15.2%                        | 18.8%   | 22.4%               | 33.3%                                | 14.6%  | 7.2%  | 0.0%  | 11.1%                                    | 19.2%    | 12.5% |
| Agriculture and rural development                 | 33.3%   | 42.4%                        | 20.8%   | 34.2%               | 33.3%                                | 27.1%  | 30.1% | 66.7% | 11.1%                                    | 11.5%    | 25.0% |
| Trade and exports                                 | 3.7%  | 6.1%                         | 0.0%  | 3.9%                | 0.0%                                 | 4.2%   | 6.0%  | 0.0%  | 0.0%                                     | 0.0%     | 6.3%  |
| Crime and violence                                | 0.0%  | 0.0%                         | 2.1%  | 1.3%                | 5.6%                                 | 0.0%   | 1.2%  | 0.0%  | 11.1%                                    | 0.0%     | 0.0%  |
| Climate change                                    | 0.0%  | 0.0%                         | 2.1%  | 1.3%                | 5.6%                                 | 0.0%   | 6.0%  | 0.0%  | 0.0%                                     | 3.8%     | 0.0%  |
| Poverty reduction*                                | 14.8%   | 0.0%                         | 2.1%  | 5.3%                | 0.0%                                 | 8.3%   | 19.3% | 0.0%  | 0.0%                                     | 3.8%     | 12.5% |
| Anti-corruption                                   | 14.8%   | 15.2%                        | 18.8%   | 17.1%               | 22.2%                                | 29.2%  | 16.9% | 22.2% | 22.2%                                    | 26.9%    | 12.5% |

\*Significantly different between stakeholder groups



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

When economic and/or social reform efforts fail or are slow to take place in Nepal, which of the following would you attribute this to? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)               | Office of President/Prime Minister/Minister |       |       | Office of Parliamentarian |       |       | Employee of a Ministry/ PMU/Consultant on WBG Project |       |       | Local Government |       |      | Bilateral/Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N     | Mean  | SD    |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Poor coordination within the government                         | 24  | 6.38  | 1.81  | 26                        | 5.92  | 1.52  | 44  | 6.75  | 1.88  | 63               | 7.05  | 2.18 | 14                            | 6.07 | 1.90 | 40   | 5.98 | 1.95 | 78  | 6.69 | 1.72 | 7     | 5.86 | 2.12 | 7.00                               | 5.71 | 2.50 | 21       | 6.10 | 2.10 | 14    | 6.71 | 2.56 | 15.4% | 8.3%  | 37.5% | 24.6% | 14.3% | 43.9% | 53.3% | 23.2% | 27.1% | 29.2% | 20.0% | 20.0% | 22.0% | 20.3% | 28.6% | 37.5% | 8.3% | 15.4% |
| Inadequate level of government accountability                   | 26  | 6.35  | 1.92  | 31                        | 5.65  | 2.70  | 48  | 6.23  | 2.74  | 77               | 5.40  | 2.62 | 16                            | 6.25 | 2.24 | 50   | 5.10 | 2.45 | 84  | 5.48 | 2.26 | 9     | 5.67 | 2.55 | 9.00                               | 5.78 | 2.39 | 25       | 5.20 | 2.63 | 16    | 6.00 | 2.97 | 30.8% | 37.5% | 50.0% | 24.6% | 14.3% | 43.9% | 53.3% | 23.2% | 27.1% | 29.2% | 20.0% | 20.0% | 22.0% | 20.3% | 28.6% | 37.5% | 8.3% | 15.4% |
| Inadequate level of capacity in the government*                 | 8.7%  | 4.2%  | 18.8% | 2.9%                      | 13.3% | 14.6% | 18.8%   | 14.3% | 37.5% | 4.2%             | 7.7%  |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Corruption*   | 34.8%                                       | 54.2% | 27.1% | 47.8%                     | 46.7% | 65.9% | 69.6%   | 42.9% | 37.5% | 66.7%            | 38.5% |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Political pressures and obstacles*                              | 43.5%                                       | 8.3%  | 31.3% | 37.7%                     | 20.0% | 14.6% | 21.7%   | 42.9% | 0.0%  | 29.2%            | 46.2% |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Inadequate level of private sector participation*               | 13.0%                                       | 12.5% | 27.1% | 15.9%                     | 13.3% | 9.8%  | 2.9%  | 0.0%  | 0.0%  | 12.5%            | 15.4% |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Inadequate level of citizen/civil society participation         | 17.4%                                       | 4.2%  | 6.3%  | 8.7%                      | 0.0%  | 12.2% | 10.1%   | 0.0%  | 12.5% | 8.3%             | 15.4% |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Inadequate level of donor coordination*                         | 13.0%                                       | 16.7% | 12.5% | 5.8%                      | 20.0% | 0.0%  | 1.4%  | 28.6% | 0.0%  | 0.0%             | 7.7%  |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Reforms are not well thought out in light of country challenges | 26.1%                                       | 20.8% | 16.7% | 34.8%                     | 13.3% | 17.1% | 26.1%   | 28.6% | 25.0% | 20.8%            | 23.1% |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |
| Other   | 0.0%  | 4.2%  | 2.1%  | 1.4%                      | 0.0%  | 0.0%  | 2.9%  | 0.0%  | 0.0%  | 8.3%             | 0.0%  |      |                               |      |      |  |      |      |     |      |      |       |      |      |                                    |      |      |          |      |      |       |      |      |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |       |      |       |

\*Significantly different between stakeholder groups

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| To what extent do you trust the World Bank Group to do what is right? | 24  | 6.38 | 1.81 | 26                        | 5.92 | 1.52 | 44   | 6.75 | 1.88 | 63               | 7.05 | 2.18 | 14                            | 6.07 | 1.90 | 40   | 5.98 | 1.95 | 78  | 6.69 | 1.72 | 7     | 5.86 | 2.12 | 7.00                               | 5.71 | 2.50 | 21       | 6.10 | 2.10 | 14    | 6.71 | 2.56 |   |      |

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

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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| How familiar are you with the work of the World Bank Group in Nepal? | 26  | 6.35 | 1.92 | 31                        | 5.65 | 2.70 | 48   | 6.23 | 2.74 | 77               | 5.40 | 2.62 | 16                            | 6.25 | 2.24 | 50   | 5.10 | 2.45 | 84  | 5.48 | 2.26 | 9     | 5.67 | 2.55 | 9.00                               | 5.78 | 2.39 | 25       | 5.20 | 2.63 | 16    | 6.00 | 2.97 |   |      |

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



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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Nepal. | 24  | 6.75 | 1.82 | 28                        | 6.25 | 2.07 | 45   | 6.71 | 2.32 | 67               | 6.64 | 2.31 | 15                             | 6.20 | 2.08 | 46   | 5.43 | 2.42 | 76  | 6.12 | 2.03 | 9     | 5.00 | 2.00 | 7.00                               | 7.14 | 1.35 | 20       | 6.35 | 2.03 | 14    | 7.07 | 2.70 |

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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/ Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|--|---|---------------------------|--|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Gender equity                                  | 4.0%  | 12.1%                     | 12.0%  | 7.6%             | 0.0%                           | 6.0%   | 9.8%  | 0.0%  | 0.0%                               | 11.1%    | 6.3%  |
| Private sector development*                    | 16.0%                                       | 3.0%                      | 12.0%  | 5.1%             | 6.3%                           | 30.0%  | 15.9% | 0.0%  | 11.1%                              | 7.4%     | 18.8% |
| Education                                      | 24.0%                                       | 36.4%                     | 26.0%  | 36.7%            | 18.8%                          | 26.0%  | 24.4% | 37.5% | 11.1%                              | 55.6%    | 31.3% |
| Public sector governance/reform                | 20.0%                                       | 18.2%                     | 10.0%  | 21.5%            | 25.0%                          | 18.0%  | 23.2% | 25.0% | 33.3%                              | 11.1%    | 18.8% |
| Global/regional integration                    | 4.0%  | 3.0%                      | 4.0%   | 1.3%             | 0.0%                           | 2.0%   | 1.2%  | 0.0%  | 11.1%                              | 0.0%     | 0.0%  |
| Food security                                  | 4.0%  | 0.0%                      | 4.0%   | 3.8%             | 0.0%                           | 6.0%   | 13.4% | 0.0%  | 0.0%                               | 0.0%     | 12.5% |
| Energy*  | 40.0%                                       | 24.2%                     | 38.0%  | 24.1%            | 18.8%                          | 28.0%  | 11.0% | 25.0% | 44.4%                              | 33.3%    | 18.8% |
| Water and sanitation                           | 0.0%  | 15.2%                     | 2.0%   | 7.6%             | 6.3%                           | 2.0%   | 11.0% | 12.5% | 11.1%                              | 3.7%     | 12.5% |
| Pollution                                      | 4.0%  | 6.1%                      | 0.0%   | 0.0%             | 0.0%                           | 2.0%   | 0.0%  | 0.0%  | 11.1%                              | 0.0%     | 6.3%  |
| Job creation/employment                        | 40.0%                                       | 39.4%                     | 44.0%  | 30.4%            | 31.3%                          | 28.0%  | 35.4% | 25.0% | 33.3%                              | 37.0%    | 18.8% |
| Health   | 16.0%                                       | 3.0%                      | 14.0%  | 12.7%            | 25.0%                          | 6.0%   | 9.8%  | 0.0%  | 11.1%                              | 7.4%     | 0.0%  |
| Financial markets                              | 0.0%  | 0.0%                      | 0.0%   | 3.8%             | 0.0%                           | 2.0%   | 1.2%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Social protection*                             | 8.0%  | 3.0%                      | 2.0%   | 1.3%             | 0.0%                           | 0.0%   | 0.0%  | 12.5% | 11.1%                              | 0.0%     | 0.0%  |
| Agriculture and rural development*             | 36.0%                                       | 42.4%                     | 36.0%  | 49.4%            | 18.8%                          | 40.0%  | 41.5% | 87.5% | 11.1%                              | 29.6%    | 31.3% |
| Trade and exports                              | 0.0%  | 6.1%                      | 0.0%   | 1.3%             | 0.0%                           | 4.0%   | 8.5%  | 0.0%  | 0.0%                               | 7.4%     | 6.3%  |
| Crime and violence                             | 0.0%  | 3.0%                      | 0.0%   | 1.3%             | 0.0%                           | 0.0%   | 2.4%  | 0.0%  | 11.1%                              | 0.0%     | 0.0%  |
| Natural resource management                    | 0.0%  | 9.1%                      | 8.0%   | 6.3%             | 12.5%                          | 8.0%   | 3.7%  | 25.0% | 0.0%                               | 3.7%     | 0.0%  |
| Climate change                                 | 4.0%  | 6.1%                      | 6.0%   | 3.8%             | 18.8%                          | 0.0%   | 4.9%  | 12.5% | 11.1%                              | 7.4%     | 6.3%  |
| Poverty reduction*                             | 28.0%                                       | 15.2%                     | 8.0%   | 12.7%            | 6.3%                           | 28.0%  | 18.3% | 0.0%  | 22.2%                              | 11.1%    | 43.8% |
| Anti-corruption                                | 4.0%  | 6.1%                      | 6.0%   | 10.1%            | 18.8%                          | 16.0%  | 13.4% | 25.0% | 22.2%                              | 18.5%    | 6.7%  |
| Economic growth                                | 20.0%                                       | 12.1%                     | 32.0%  | 12.7%            | 12.5%                          | 8.0%   | 19.5% | 0.0%  | 22.2%                              | 25.9%    | 12.5% |
| Disaster risk management                       | 0.0%  | 6.1%                      | 4.0%   | 3.8%             | 0.0%                           | 2.0%   | 6.1%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Equality of opportunity                        | 4.0%  | 9.1%                      | 4.0%   | 3.8%             | 12.5%                          | 0.0%   | 8.5%  | 12.5% | 11.1%                              | 3.7%     | 12.5% |
| Urban development                              | 4.0%  | 3.0%                      | 6.0%   | 10.1%            | 6.3%                           | 10.0%  | 1.2%  | 0.0%  | 0.0%                               | 0.0%     | 18.8% |
| Information and communications technology      | 4.0%  | 3.0%                      | 2.0%   | 7.6%             | 0.0%                           | 6.0%   | 2.4%  | 0.0%  | 0.0%                               | 18.5%    | 0.0%  |
| Transport*                                     | 16.0%                                       | 12.1%                     | 18.0%  | 16.5%            | 43.8%                          | 20.0%  | 9.8%  | 0.0%  | 0.0%                               | 3.7%     | 18.8% |

\*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

| Percentage of Respondents                         | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Increased its emphasis recently                   | 4.0%  | 5.9%                      | 12.9%   | 24.8%            | 3.0%                           | 11.9%  | 24.8% | 2.0%  | 1.0%                               | 6.9%     | 3.0%  |
| Decreased its emphasis recently                   | 2.8%  | 8.3%                      | 19.4%   | 13.9%            | 5.6%                           | 8.3%   | 27.8% | 0.0%  | 0.0%                               | 13.9%    | 0.0%  |
| Emphasis has remained pretty consistent over time | 8.8%  | 10.5%                     | 11.7%   | 17.5%            | 4.1%                           | 14.0%  | 17.5% | 3.5%  | 4.1%                               | 3.5%     | 4.7%  |
| Don't know  | 9.0%  | 6.4%                      | 9.0%  | 20.5%            | 3.8%                           | 10.3%  | 23.1% | 1.3%  | 1.3%                               | 10.3%    | 5.1%  |

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) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|--|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Local government*                              | 92.6%                                       | 72.7%                     | 68.0%   | 92.4%            | 46.7%                          | 65.3%  | 72.8% | 44.4% | 77.8%                              | 42.3%    | 87.5% |
| Private sector*                                | 18.5%                                       | 24.2%                     | 34.0%   | 13.9%            | 40.0%                          | 55.1%  | 19.8% | 33.3% | 33.3%                              | 23.1%    | 37.5% |
| Beneficiaries                                  | 18.5%                                       | 6.1%                      | 14.0%   | 15.2%            | 20.0%                          | 8.2%   | 8.6%  | 22.2% | 0.0%                               | 7.7%     | 12.5% |
| Youth/university groups                        | 7.4%  | 9.1%                      | 8.0%  | 11.4%            | 6.7%                           | 18.4%  | 7.4%  | 11.1% | 11.1%                              | 23.1%    | 6.3%  |
| Donor community*                               | 0.0%  | 3.0%                      | 10.0%   | 2.5%             | 26.7%                          | 6.1%   | 6.2%  | 0.0%  | 0.0%                               | 7.7%     | 6.3%  |
| NGOs/Community Based Organizations*            | 22.2%                                       | 15.2%                     | 8.0%  | 8.9%             | 0.0%                           | 4.1%   | 44.4% | 22.2% | 33.3%                              | 0.0%     | 18.8% |
| Media  | 7.4%  | 0.0%                      | 0.0%  | 8.9%             | 0.0%                           | 0.0%   | 2.5%  | 11.1% | 0.0%                               | 0.0%     | 6.3%  |
| Foundations                                    | 3.7%  | 0.0%                      | 2.0%  | 2.5%             | 0.0%                           | 4.1%   | 4.9%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Academia/think tanks/research institutes*      | 14.8%                                       | 24.2%                     | 38.0%   | 27.8%            | 13.3%                          | 24.5%  | 19.8% | 11.1% | 11.1%                              | 61.5%    | 12.5% |
| Parliament*                                    | 3.7%  | 24.2%                     | 4.0%  | 5.1%             | 13.3%                          | 2.0%   | 2.5%  | 0.0%  | 0.0%                               | 0.0%     | 0.0%  |
| Other  | 0.0%  | 0.0%                      | 2.0%  | 2.5%             | 6.7%                           | 2.0%   | 0.0%  | 11.1% | 11.1%                              | 3.8%     | 0.0%  |
| Don't know                                     | 0.0%  | 6.1%                      | 2.0%  | 1.3%             | 0.0%                           | 2.0%   | 4.9%  | 0.0%  | 11.1%                              | 3.8%     | 0.0%  |

\*Significantly different between stakeholder groups

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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Nepal             | 24  | 6.33 | 1.61 | 31                        | 6.39 | 2.09 | 45   | 6.71 | 1.70 | 66               | 6.89 | 2.15 | 14                             | 6.21 | 1.63 | 44   | 5.95 | 1.88 | 76  | 6.25 | 2.07 | 9     | 6.44 | 2.35 | 7.00                               | 6.86 | 1.68 | 20       | 6.35 | 2.21 | 14    | 7.79 | 2.19 |
| The World Bank Group's work is aligned with what I consider the development priorities for Nepal | 25  | 6.24 | 1.81 | 30                        | 6.67 | 2.11 | 44   | 6.82 | 2.05 | 64               | 6.56 | 2.43 | 13                             | 6.08 | 1.26 | 44   | 5.82 | 1.85 | 75  | 6.56 | 2.10 | 9     | 5.67 | 1.87 | 7.00                               | 6.57 | 1.40 | 18       | 6.06 | 2.36 | 16    | 7.81 | 2.32 |



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

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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   |
| Responsiveness to needs   | 25  | 6.08 | 1.75 | 28                        | 5.68 | 1.96 | 46   | 6.43 | 1.60 | 64               | 6.52 | 1.85 | 14                             | 6.00 | 1.36 | 39   | 5.62 | 1.93 | 72  | 5.67 | 2.08 | 9     | 5.89 | 2.76 | 7.00                               | 6.57 | 1.13 | 22       | 5.27 | 2.07 | 13    | 6.38 | 1.61 |
| Flexibility (in terms of the institution's products and services)                           | 24  | 6.21 | 1.53 | 26                        | 5.50 | 1.63 | 45   | 5.78 | 1.69 | 54               | 5.67 | 2.08 | 12                             | 5.08 | 1.31 | 37   | 5.22 | 1.53 | 65  | 5.29 | 1.89 | 9     | 4.89 | 3.26 | 7.00                               | 6.00 | 1.16 | 21       | 5.33 | 2.08 | 12    | 6.00 | 1.95 |
| Flexibility (in terms of changing country circumstances)                                    | 25  | 6.24 | 1.67 | 24                        | 5.54 | 1.69 | 41   | 6.10 | 1.99 | 57               | 5.95 | 2.05 | 13                             | 6.15 | 1.73 | 39   | 5.56 | 1.90 | 65  | 5.66 | 2.17 | 9     | 5.44 | 1.81 | 7.00                               | 6.14 | 1.35 | 21       | 5.48 | 1.63 | 12    | 6.50 | 2.07 |
| Being inclusive   | 23  | 7.30 | 1.49 | 25                        | 6.16 | 1.52 | 43   | 6.40 | 1.56 | 60               | 6.70 | 2.17 | 13                             | 6.62 | 2.06 | 39   | 6.05 | 2.01 | 68  | 5.88 | 2.02 | 9     | 6.33 | 2.18 | 7.00                               | 6.43 | 1.90 | 23       | 6.22 | 1.65 | 14    | 6.79 | 2.08 |
| Openness (sharing data and other information)   | 24  | 6.79 | 2.11 | 26                        | 6.31 | 1.67 | 40   | 6.65 | 1.70 | 59               | 6.36 | 2.04 | 13                             | 7.38 | 1.94 | 40   | 5.70 | 1.91 | 69  | 6.32 | 2.08 | 9     | 6.33 | 2.18 | 6.00                               | 6.83 | 2.48 | 21       | 6.10 | 1.95 | 11    | 6.82 | 2.04 |
| Collaboration with the Government*  | 24  | 7.42 | 1.64 | 26                        | 6.69 | 1.72 | 44   | 7.32 | 1.64 | 66               | 7.62 | 1.86 | 14                             | 7.64 | 1.28 | 38   | 6.37 | 1.75 | 71  | 7.24 | 1.96 | 8     | 5.75 | 2.25 | 7.00                               | 6.86 | 2.41 | 21       | 6.86 | 1.91 | 14    | 7.21 | 1.67 |
| The speed in which it gets things accomplished on the ground                                | 24  | 6.50 | 1.59 | 24                        | 6.33 | 1.76 | 40   | 7.10 | 1.84 | 57               | 6.77 | 2.12 | 11                             | 5.73 | 1.35 | 38   | 5.58 | 1.88 | 68  | 6.18 | 2.19 | 9     | 6.22 | 2.49 | 7.00                               | 7.14 | 1.57 | 22       | 6.27 | 2.33 | 12    | 6.83 | 1.99 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 26  | 6.54 | 1.45 | 24                        | 6.63 | 1.81 | 41   | 7.51 | 1.63 | 62               | 7.02 | 2.09 | 14                             | 6.07 | 1.73 | 38   | 5.95 | 2.17 | 70  | 6.39 | 2.00 | 9     | 5.44 | 2.70 | 6.00                               | 6.67 | 1.37 | 23       | 5.83 | 2.25 | 14    | 7.21 | 1.89 |
| Collaboration with civil society  | 25  | 6.24 | 1.45 | 27                        | 5.37 | 2.22 | 41   | 6.00 | 1.90 | 63               | 6.40 | 2.09 | 14                             | 5.36 | 1.78 | 37   | 5.03 | 2.05 | 69  | 5.84 | 2.15 | 9     | 5.33 | 2.83 | 6.00                               | 6.17 | 1.17 | 21       | 5.57 | 2.48 | 13    | 6.00 | 2.31 |
| Staff accessibility   | 25  | 5.92 | 1.85 | 27                        | 5.93 | 2.04 | 39   | 6.44 | 1.90 | 62               | 6.08 | 2.21 | 12                             | 5.58 | 1.62 | 37   | 5.00 | 1.93 | 61  | 5.93 | 2.21 | 9     | 4.89 | 2.32 | 5.00                               | 5.60 | 1.34 | 21       | 5.62 | 2.09 | 11    | 6.09 | 1.81 |
| Collaboration with other donors and development partners                                    | 25  | 6.60 | 1.73 | 26                        | 6.27 | 1.64 | 42   | 6.67 | 1.87 | 60               | 6.52 | 2.05 | 13                             | 6.54 | 2.11 | 36   | 5.67 | 1.81 | 71  | 6.48 | 1.99 | 8     | 5.63 | 2.67 | 5.00                               | 6.80 | 1.30 | 20       | 5.90 | 1.48 | 14    | 6.86 | 2.11 |
| Collaboration with the private sector   | 24  | 6.17 | 1.88 | 26                        | 5.35 | 2.21 | 36   | 6.08 | 2.02 | 57               | 6.04 | 2.00 | 12                             | 5.75 | 1.96 | 39   | 5.10 | 1.62 | 67  | 6.06 | 1.84 | 9     | 4.56 | 2.35 | 6.00                               | 6.17 | 1.17 | 18       | 5.56 | 2.38 | 11    | 5.91 | 1.76 |
| Straightforwardness and honesty   | 25  | 7.08 | 1.98 | 28                        | 6.36 | 1.91 | 41   | 6.90 | 1.70 | 53               | 6.81 | 1.88 | 10                             | 6.40 | 1.58 | 37   | 6.54 | 1.97 | 66  | 6.42 | 1.99 | 8     | 6.38 | 2.45 | 6.00                               | 7.00 | 1.55 | 20       | 6.25 | 2.31 | 10    | 6.60 | 2.17 |
| Treating clients and stakeholders in Nepal with respect                                     | 25  | 7.04 | 1.49 | 27                        | 6.85 | 1.75 | 40   | 6.88 | 1.67 | 62               | 7.21 | 1.76 | 12                             | 6.83 | 1.80 | 38   | 6.61 | 2.18 | 71  | 6.54 | 2.14 | 8     | 6.25 | 2.61 | 7.00                               | 6.29 | 1.50 | 22       | 6.77 | 1.77 | 13    | 7.38 | 2.22 |
| Being a long-term partner   | 24  | 7.63 | 1.53 | 27                        | 7.22 | 2.23 | 44   | 7.41 | 2.02 | 64               | 7.45 | 2.15 | 13                             | 7.77 | 1.59 | 39   | 6.59 | 2.17 | 72  | 7.01 | 2.16 | 9     | 7.78 | 1.99 | 7.00                               | 7.86 | 2.12 | 21       | 7.57 | 1.78 | 13    | 8.00 | 2.20 |

\*Significantly different between stakeholder groups

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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | 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 Nepal?* | 25  | 6.60 | 1.85 | 27                        | 7.04 | 2.19 | 40   | 6.60 | 1.93 | 62               | 7.37 | 1.84 | 13                             | 6.23 | 1.79 | 38   | 5.89 | 1.62 | 68  | 6.68 | 1.95 | 5     | 6.00 | 2.74 | 7.00                               | 7.14 | 1.86 | 18       | 7.00 | 1.91 | 12    | 7.42 | 2.19 |

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



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

|   | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| To what extent does the World Bank Group influence the development agenda in Nepal? | 26  | 6.23 | 1.97 | 26                        | 6.42 | 1.98 | 48   | 6.48 | 1.90 | 68               | 6.96 | 2.18 | 14                             | 6.00 | 2.35 | 41   | 6.24 | 1.89 | 72  | 6.50 | 1.70 | 5     | 6.00 | 1.58 | 6.00                               | 7.00 | 2.37 | 23       | 6.74 | 1.86 | 15    | 7.73 | 1.62 |   |      |

(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 Nepal? (1- Strongly disagree, 10- Strongly agree)**

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| The World Bank Group's financial instruments meet the needs of Nepal | 25  | 6.08 | 1.55 | 30                        | 6.10 | 2.28 | 44   | 6.57 | 1.77 | 72               | 6.86 | 2.08 | 12                             | 5.83 | 1.90 | 44   | 6.27 | 1.86 | 73  | 6.05 | 1.70 | 7     | 6.57 | 2.15 | 8.00                               | 6.63 | 2.07 | 21       | 5.62 | 2.01 | 14    | 7.14 | 1.96 |   |      |
| The World Bank Group meets Nepal's needs for knowledge services      | 25  | 6.44 | 1.39 | 26                        | 6.31 | 2.28 | 42   | 6.29 | 1.50 | 73               | 7.14 | 1.93 | 12                             | 6.42 | 1.24 | 42   | 6.45 | 1.82 | 69  | 6.29 | 1.85 | 7     | 6.43 | 1.81 | 8.00                               | 6.63 | 2.72 | 21       | 6.52 | 2.02 | 14    | 7.21 | 2.42 |   |      |

**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 | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/ Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|---------------------------|--|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Weekly                    | 3.8%  | 6.3%                      | 10.2%  | 1.3%             | 13.3%                          | 0.0%   | 1.2%  | 0.0%  | 0.0%                               | 0.0%     | 6.3%  |
| Monthly                   | 19.2%                                       | 6.3%                      | 18.4%  | 5.1%             | 13.3%                          | 10.6%  | 3.7%  | 11.1% | 12.5%                              | 14.8%    | 6.3%  |
| A few times a year        | 26.9%                                       | 34.4%                     | 26.5%  | 20.5%            | 46.7%                          | 29.8%  | 30.5% | 22.2% | 50.0%                              | 11.1%    | 18.8% |
| Rarely                    | 42.3%                                       | 31.3%                     | 38.8%  | 57.7%            | 26.7%                          | 36.2%  | 45.1% | 55.6% | 37.5%                              | 51.9%    | 50.0% |
| Never                     | 7.7%  | 21.9%                     | 6.1%   | 15.4%            | 0.0%                           | 23.4%  | 19.5% | 11.1% | 0.0%                               | 22.2%    | 18.8% |

\*Significantly different between stakeholder groups

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   |
| In Nepal, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Nepal's specific development challenges and country circumstances | 23  | 6.30 | 1.33 | 27                        | 5.85 | 1.66 | 45   | 6.53 | 1.84 | 59               | 6.36 | 1.98 | 14                             | 6.29 | 1.38 | 37   | 5.81 | 2.04 | 58  | 6.21 | 1.99 | 6     | 6.00 | 1.41 | 6.00                               | 7.17 | 1.60 | 16       | 6.75 | 2.11 | 15    | 6.53 | 3.09 |

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



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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 24  | 6.75 | 1.82 | 29                        | 6.83 | 2.25 | 45   | 6.76 | 1.69 | 72               | 7.08 | 2.21 | 14                             | 6.07 | 2.46 | 44   | 6.18 | 2.22 | 75  | 6.79 | 1.80 | 8     | 5.88 | 2.85 | 8.00                               | 7.13 | 1.89 | 22       | 6.64 | 1.87 | 15    | 7.47 | 2.30 |   |      |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 23  | 7.00 | 1.21 | 25                        | 6.36 | 2.10 | 43   | 6.63 | 1.46 | 58               | 7.03 | 2.09 | 15                             | 7.13 | 1.69 | 37   | 6.54 | 1.73 | 64  | 6.78 | 1.76 | 7     | 5.29 | 2.56 | 7.00                               | 6.71 | 1.80 | 21       | 6.19 | 1.81 | 15    | 7.73 | 1.98 |   |      |

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

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

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

|  | Office of President/Prime Minister/Minister |      |      | Office of Parliamentarian |      |      | Employee of a Ministry/ PMU/ Consultant on WBG Project |      |      | Local Government |      |      | Bilateral/ Multilateral Agency |      |      | Private Sector/ Financial Sector/ Private Bank |      |      | CSO |      |      | Media |      |      | Independent Government Institution |      |      | Academia |      |      | 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   | N                                  | Mean | SD   | N        | Mean | SD   | N     | Mean | SD   | N | Mean |
| The World Bank Group takes decisions quickly in Nepal                                  | 23  | 6.13 | 1.66 | 23                        | 5.30 | 1.64 | 43   | 6.23 | 2.10 | 57               | 5.95 | 2.36 | 9                              | 5.78 | 1.48 | 34   | 5.74 | 1.94 | 54  | 5.80 | 2.13 | 6     | 5.83 | 1.33 | 8.00                               | 6.25 | 2.05 | 12       | 4.67 | 2.23 | 11    | 6.55 | 2.16 |   |      |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 23  | 7.04 | 1.80 | 20                        | 6.35 | 1.81 | 42   | 7.24 | 2.17 | 62               | 6.89 | 2.13 | 11                             | 7.45 | 1.29 | 32   | 6.84 | 1.87 | 51  | 6.78 | 2.14 | 6     | 5.00 | 0.89 | 8.00                               | 7.38 | 2.13 | 17       | 6.24 | 1.95 | 11    | 8.27 | 1.27 |   |      |



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

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

| Percentage of Respondents<br>(Responses combined)   | Office of<br>President/Prime<br>Minister/Minister | Office of<br>Parliamentarian | Employee of a Ministry/<br>PMU/Consultant<br>on WBG Project | Local<br>Government | Bilateral/<br>Multilateral<br>Agency | Private Sector/<br>Financial Sector/<br>Private Bank | CSO   | Media | Independent<br>Government<br>Institution | Academia | Other |
|---|---|------------------------------|---|---------------------|--------------------------------------|--|-------|-------|--|----------|-------|
| Increase the level of capacity development in the country*                                    | 46.2%   | 16.7%                        | 22.0%   | 35.1%               | 0.0%                                 | 31.3%  | 30.4% | 33.3% | 55.6%                                    | 38.5%    | 31.3% |
| Engage more directly with beneficiaries   | 11.5%   | 3.3%                         | 8.0%  | 5.2%                | 13.3%                                | 8.3%   | 6.3%  | 22.2% | 11.1%                                    | 3.8%     | 12.5% |
| Improve the quality of its experts as related to Nepal's specific challenges                  | 11.5%   | 3.3%                         | 4.0%  | 7.8%                | 6.7%                                 | 4.2%   | 8.9%  | 11.1% | 22.2%                                    | 7.7%     | 0.0%  |
| Engage more effectively with private sector   | 15.4%   | 0.0%                         | 12.0%   | 11.7%               | 13.3%                                | 29.2%  | 13.9% | 11.1% | 11.1%                                    | 7.7%     | 12.5% |
| Offer more innovative knowledge services  | 3.8%  | 6.7%                         | 12.0%   | 2.6%                | 20.0%                                | 6.3%   | 5.1%  | 11.1% | 11.1%                                    | 11.5%    | 25.0% |
| Collaborate more effectively with Government clients  | 34.6%   | 56.7%                        | 46.0%   | 45.5%               | 20.0%                                | 37.5%  | 35.4% | 33.3% | 44.4%                                    | 30.8%    | 37.5% |
| Engage more effectively with civil society*   | 7.7%  | 13.3%                        | 10.0%   | 9.1%                | 13.3%                                | 6.3%   | 30.4% | 0.0%  | 0.0%                                     | 3.8%     | 12.5% |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN      | 23.1%   | 30.0%                        | 20.0%   | 11.7%               | 13.3%                                | 12.5%  | 16.5% | 0.0%  | 0.0%                                     | 15.4%    | 6.3%  |
| Work faster   | 7.7%  | 20.0%                        | 6.0%  | 7.8%                | 6.7%                                 | 6.3%   | 8.9%  | 0.0%  | 0.0%                                     | 15.4%    | 6.3%  |
| Reduce the complexity of obtaining World Bank Group financing                                 | 11.5%   | 10.0%                        | 18.0%   | 18.2%               | 20.0%                                | 18.8%  | 11.4% | 0.0%  | 22.2%                                    | 19.2%    | 18.8% |
| Increase availability of Reimbursable Advisory Services (RAS)                                 | 0.0%  | 0.0%                         | 2.0%  | 0.0%                | 0.0%                                 | 0.0%   | 1.3%  | 11.1% | 0.0%                                     | 0.0%     | 0.0%  |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 0.0%  | 3.3%                         | 8.0%  | 9.1%                | 6.7%                                 | 2.1%   | 2.5%  | 11.1% | 11.1%                                    | 3.8%     | 6.3%  |
| Offer more innovative financial products  | 7.7%  | 16.7%                        | 8.0%  | 10.4%               | 13.3%                                | 6.3%   | 6.3%  | 33.3% | 0.0%                                     | 3.8%     | 12.5% |
| Ensure greater selectivity in its work  | 7.7%  | 3.3%                         | 4.0%  | 7.8%                | 6.7%                                 | 4.2%   | 5.1%  | 11.1% | 0.0%                                     | 23.1%    | 6.3%  |
| Provide more adequate data/knowledge/statistics/figures on Nepal's economy                    | 7.7%  | 13.3%                        | 14.0%   | 15.6%               | 6.7%                                 | 20.8%  | 11.4% | 11.1% | 11.1%                                    | 11.5%    | 12.5% |
| Other*  | 3.8%  | 0.0%                         | 4.0%  | 1.3%                | 20.0%                                | 4.2%   | 2.5%  | 0.0%  | 0.0%                                     | 0.0%     | 0.0%  |

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Nepal?\*

| Percentage of Respondents         | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|-----------------------------------|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Never                             | 20.0%                                       | 26.7%                     | 14.6%   | 35.4%            | 0.0%                           | 32.6%  | 27.0% | 44.4% | 11.1%                              | 57.7%    | 7.1%  |
| Less than once a year             | 28.0%                                       | 26.7%                     | 16.7%   | 24.1%            | 21.4%                          | 21.7%  | 35.1% | 44.4% | 22.2%                              | 11.5%    | 42.9% |
| Once a year to a few times a year | 28.0%                                       | 46.7%                     | 31.3%   | 31.6%            | 28.6%                          | 28.3%  | 29.7% | 0.0%  | 55.6%                              | 11.5%    | 35.7% |
| Less than once a month            | 8.0%  | 0.0%                      | 6.3%  | 2.5%             | 28.6%                          | 8.7%   | 4.1%  | 11.1% | 11.1%                              | 0.0%     | 0.0%  |
| At least once a month             | 16.0%                                       | 0.0%                      | 14.6%   | 5.1%             | 14.3%                          | 8.7%   | 4.1%  | 0.0%  | 0.0%                               | 19.2%    | 7.1%  |
| At least once a week              | 0.0%  | 0.0%                      | 16.7%   | 1.3%             | 7.1%                           | 0.0%   | 0.0%  | 0.0%  | 0.0%                               | 0.0%     | 7.1%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|--|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Local radio                                    | 23.1%                                       | 12.5%                     | 22.0%   | 29.5%            | 21.4%                          | 8.2%   | 23.5% | 22.2% | 0.0%                               | 19.2%    | 7.1%  |
| International radio                            | 3.8%  | 3.1%                      | 6.0%  | 2.6%             | 7.1%                           | 2.0%   | 4.9%  | 0.0%  | 0.0%                               | 3.8%     | 0.0%  |
| Social media                                   | 46.2%                                       | 56.3%                     | 36.0%   | 47.4%            | 21.4%                          | 32.7%  | 39.5% | 55.6% | 44.4%                              | 53.8%    | 28.6% |
| International newspapers                       | 7.7%  | 3.1%                      | 8.0%  | 7.7%             | 7.1%                           | 2.0%   | 3.7%  | 11.1% | 33.3%                              | 11.5%    | 14.3% |
| Local television                               | 15.4%                                       | 25.0%                     | 20.0%   | 21.8%            | 14.3%                          | 34.7%  | 25.9% | 0.0%  | 22.2%                              | 15.4%    | 28.6% |
| Internet*                                      | 42.3%                                       | 18.8%                     | 58.0%   | 60.3%            | 64.3%                          | 44.9%  | 49.4% | 33.3% | 66.7%                              | 38.5%    | 50.0% |
| Periodicals                                    | 15.4%                                       | 12.5%                     | 8.0%  | 7.7%             | 0.0%                           | 12.2%  | 7.4%  | 22.2% | 0.0%                               | 7.7%     | 7.1%  |
| International television                       | 3.8%  | 12.5%                     | 4.0%  | 0.0%             | 7.1%                           | 6.1%   | 3.7%  | 0.0%  | 11.1%                              | 7.7%     | 7.1%  |
| Local newspapers*                              | 38.5%                                       | 40.6%                     | 28.0%   | 16.7%            | 50.0%                          | 38.8%  | 34.6% | 33.3% | 0.0%                               | 26.9%    | 50.0% |
| Other  | 0.0%  | 3.1%                      | 4.0%  | 1.3%             | 0.0%                           | 6.1%   | 1.2%  | 11.1% | 11.1%                              | 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)              | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| World Bank Group's publications and other written materials | 53.8%                                       | 33.3%                     | 34.7%   | 30.4%            | 28.6%                          | 25.0%  | 27.7% | 22.2% | 55.6%                              | 23.1%    | 21.4% |
| e-Newsletters   | 23.1%                                       | 33.3%                     | 24.5%   | 26.6%            | 28.6%                          | 35.4%  | 30.1% | 11.1% | 44.4%                              | 38.5%    | 50.0% |
| World Bank Group's seminars/workshops/conferences           | 26.9%                                       | 39.4%                     | 46.9%   | 36.7%            | 35.7%                          | 41.7%  | 38.6% | 66.7% | 33.3%                              | 38.5%    | 28.6% |
| Direct contact with World Bank Group*                       | 26.9%                                       | 30.3%                     | 24.5%   | 25.3%            | 14.3%                          | 33.3%  | 13.3% | 44.4% | 11.1%                              | 15.4%    | 50.0% |
| World Bank Group's website                                  | 42.3%                                       | 36.4%                     | 42.9%   | 31.6%            | 42.9%                          | 27.1%  | 39.8% | 33.3% | 0.0%                               | 19.2%    | 35.7% |
| Social media*   | 23.1%                                       | 12.1%                     | 16.3%   | 36.7%            | 21.4%                          | 22.9%  | 38.6% | 0.0%  | 44.4%                              | 57.7%    | 7.1%  |

\*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| High speed/WiFi           | 82.6%                                       | 85.2%                     | 93.3%   | 86.6%            | 90.9%                          | 97.4%  | 90.8% | 83.3% | 85.7%                              | 91.7%    | 90.9% |
| Dial-up                   | 17.4%                                       | 14.8%                     | 6.7%  | 13.4%            | 9.1%                           | 2.6%   | 9.2%  | 16.7% | 14.3%                              | 8.3%     | 9.1%  |

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?\*

| Percentage of Respondents | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|---------------------------|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Yes                       | 44.4%                                       | 12.1%                     | 54.0%   | 27.6%            | 55.6%                          | 16.7%  | 14.5% | 33.3% | 11.1%                              | 23.1%    | 12.5% |
| No                        | 55.6%                                       | 87.9%                     | 46.0%   | 72.4%            | 44.4%                          | 83.3%  | 85.5% | 66.7% | 88.9%                              | 76.9%    | 87.5% |

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Nepal?\*

| Percentage of Respondents  | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other  |
|--|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|--------|
| The World Bank (IDA)   | 83.3%                                       | 50.0%                     | 96.3%   | 85.0%            | 80.0%                          | 77.8%  | 90.9% | 50.0% | 0.0%                               | 83.3%    | 100.0% |
| The International Finance Corporation (IFC)                        | 0.0%  | 0.0%                      | 0.0%  | 10.0%            | 20.0%                          | 22.2%  | 9.1%  | 0.0%  | 100.0%                             | 16.7%    | 0.0%   |
| The Multilateral Investment Guarantee Agency (MIGA)                | 16.7%                                       | 50.0%                     | 0.0%  | 5.0%             | 0.0%                           | 0.0%   | 0.0%  | 50.0% | 0.0%                               | 0.0%     | 0.0%   |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0%  | 0.0%                      | 3.7%  | 0.0%             | 0.0%                           | 0.0%   | 0.0%  | 0.0%  | 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 Nepal? (Choose no more than TWO)

| Percentage of Respondents (Responses combined)                     | Office of President/Prime Minister/Minister | Office of Parliamentarian | Employee of a Ministry/ PMU/Consultant on WBG Project | Local Government | Bilateral/ Multilateral Agency | Private Sector/ Financial Sector/ Private Bank | CSO   | Media | Independent Government Institution | Academia | Other |
|--|---|---------------------------|---|------------------|--------------------------------|--|-------|-------|------------------------------------|----------|-------|
| Observer   | 3.8%  | 23.3%                     | 6.3%  | 22.9%            | 23.5%                          | 19.1%  | 28.0% | 33.3% | 0.0%                               | 22.7%    | 18.8% |
| Use World Bank Group reports/data                                  | 46.2%                                       | 43.3%                     | 45.8%   | 44.3%            | 11.8%                          | 36.2%  | 42.7% | 16.7% | 55.6%                              | 31.8%    | 18.8% |
| Engage in World Bank Group related/sponsored events/activities     | 34.6%                                       | 43.3%                     | 41.7%   | 21.4%            | 35.3%                          | 42.6%  | 33.3% | 33.3% | 0.0%                               | 40.9%    | 31.3% |
| Collaborate as part of my professional duties*                     | 34.6%                                       | 23.3%                     | 31.3%   | 22.9%            | 64.7%                          | 31.9%  | 21.3% | 50.0% | 11.1%                              | 22.7%    | 37.5% |
| Use World Bank Group website for information, data, research, etc. | 46.2%                                       | 30.0%                     | 27.1%   | 47.1%            | 29.4%                          | 38.3%  | 41.3% | 50.0% | 77.8%                              | 45.5%    | 50.0% |

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>16</sup>

● Kathmandu N=81 ● Outside Kathmandu N=332

### A. General Issues Facing Nepal

|   | Kathmandu |      |      | Outside Kathmandu |      |      |
|---|-----------|------|------|-------------------|------|------|
|   | N         | Mean | SD   | N                 | Mean | SD   |
| To what extent do you trust the World Bank Group to do what is right? | 74        | 6.62 | 1.76 | 270               | 6.46 | 2.01 |

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

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

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | N         | Mean | SD   | N                 | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Nepal. | 76        | 6.71 | 1.85 | 280               | 6.16 | 2.27 |

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

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

(1-Strongly disagree, 10-Strongly agree)

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | N         | Mean | SD   | N                 | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Nepal             | 75        | 6.56 | 1.62 | 282               | 6.48 | 2.10 |
| The World Bank Group's work is aligned with what I consider the development priorities for Nepal | 75        | 6.64 | 1.74 | 276               | 6.46 | 2.18 |

<sup>16</sup> 413 respondents provided information about their geographic location (question H9 in the questionnaire).

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

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

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | N         | Mean | SD   | N                 | Mean | SD   |
| Responsiveness to needs  | 72        | 6.11 | 1.76 | 271               | 5.94 | 1.98 |
| Flexibility (in terms of the institution's products and services)                          | 69        | 5.71 | 1.81 | 247               | 5.53 | 1.90 |
| Flexibility (in terms of changing country circumstances)                                   | 68        | 5.87 | 1.96 | 251               | 5.84 | 1.94 |
| Being inclusive  | 71        | 6.34 | 1.92 | 259               | 6.36 | 1.92 |
| Openness (sharing data and other information)  | 69        | 6.72 | 1.79 | 253               | 6.28 | 2.02 |
| Collaboration with the Government  | 70        | 7.34 | 1.67 | 266               | 7.09 | 1.88 |
| The speed in which it gets things accomplished on the ground                               | 69        | 6.19 | 2.00 | 245               | 6.46 | 2.04 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 70        | 6.43 | 1.81 | 260               | 6.60 | 2.04 |
| Collaboration with civil society   | 66        | 5.73 | 1.76 | 262               | 5.87 | 2.16 |
| Staff accessibility  | 68        | 6.15 | 1.95 | 244               | 5.76 | 2.09 |
| Collaboration with other donors and development partners                                   | 68        | 6.44 | 1.78 | 256               | 6.34 | 1.98 |
| Collaboration with the private sector  | 66        | 6.09 | 1.58 | 241               | 5.72 | 2.05 |
| Straightforwardness and honesty  | 67        | 6.72 | 1.94 | 241               | 6.56 | 1.96 |
| Treating clients and stakeholders in Nepal with respect                                    | 69        | 6.86 | 1.93 | 259               | 6.82 | 1.88 |
| Being a long-term partner  | 70        | 7.50 | 2.00 | 264               | 7.24 | 2.08 |

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

|   | Kathmandu |      |      | Outside Kathmandu |      |      |
|---|-----------|------|------|-------------------|------|------|
|   | N         | Mean | SD   | N                 | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Nepal? | 68        | 6.51 | 1.51 | 251               | 6.79 | 2.07 |

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

|   | Kathmandu |      |      | Outside Kathmandu |      |      |
|---|-----------|------|------|-------------------|------|------|
|   | N         | Mean | SD   | N                 | Mean | SD   |
| To what extent does the World Bank Group influence the development agenda in Nepal? | 73        | 6.74 | 1.32 | 275               | 6.50 | 2.10 |

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

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

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

(1-Strongly disagree, 10-Strongly agree)

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | N         | Mean | SD   | N                 | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Nepal | 75        | 6.39 | 1.65 | 279               | 6.30 | 2.01 |
| The World Bank Group meets Nepal's needs for knowledge services      | 73        | 6.34 | 1.63 | 271               | 6.60 | 1.97 |

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

In Nepal, 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)

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | N         | Mean | SD   | N                 | Mean | SD   |
| Are adaptable to Nepal's specific development challenges and country circumstances | 67        | 6.40 | 1.72 | 240               | 6.16 | 1.98 |

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | 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? | 71        | 6.56 | 1.46 | 291               | 6.76 | 2.16 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 71        | 6.90 | 1.42 | 250               | 6.68 | 1.95 |

(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)

|  | Kathmandu |      |      | Outside Kathmandu |      |      |
|--|-----------|------|------|-------------------|------|------|
|  | N         | Mean | SD   | N                 | Mean | SD   |
| The World Bank Group takes decisions quickly in Nepal                                  | 61        | 5.84 | 1.89 | 224               | 5.89 | 2.09 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 58        | 7.00 | 1.84 | 228               | 6.81 | 2.09 |



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

*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 FY19 Nepal COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.*

- Collaborating with the WBG N=109
- Not collaborating with the WBG N=298

### A. General Issues Facing Nepal

**To what extent do you trust each of the following groups to do what is right?** (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   |
| The national/federal government                   | 101                        | 6.18 | 2.07 | 250                            | 6.13 | 2.07 |
| Bilateral organizations*                          | 100                        | 6.37 | 2.07 | 247                            | 5.72 | 1.97 |
| The World Bank Group*                             | 101                        | 6.93 | 1.90 | 238                            | 6.29 | 1.94 |
| The International Monetary Fund*                  | 95                         | 6.32 | 2.19 | 214                            | 5.63 | 2.08 |
| UN  | 97                         | 6.70 | 1.97 | 243                            | 6.23 | 2.10 |
| Regional development banks*                       | 96                         | 6.45 | 2.02 | 236                            | 5.98 | 1.90 |
| Nepal Rastra Bank (Central Bank)                  | 97                         | 6.94 | 1.91 | 245                            | 6.87 | 1.99 |
| International private sector*                     | 94                         | 5.81 | 2.04 | 230                            | 5.26 | 2.07 |
| Domestic private sector                           | 98                         | 6.04 | 2.09 | 242                            | 6.30 | 1.95 |
| International civil society                       | 103                        | 5.72 | 2.13 | 247                            | 5.41 | 2.00 |
| Domestic civil society                            | 103                        | 5.93 | 2.09 | 249                            | 5.86 | 1.93 |
| Domestic traditional media and their web presence | 102                        | 6.49 | 1.98 | 258                            | 6.45 | 2.01 |
| International media and their web presence        | 104                        | 5.84 | 2.23 | 246                            | 5.54 | 1.92 |
| Web based media                                   | 102                        | 6.21 | 2.17 | 251                            | 6.10 | 2.05 |

\*Significantly different between collaborators and non-collaborators

### 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 Nepal?* | 108                        | 6.40 | 2.46 | 286                            | 5.25 | 2.48 |

(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 Nepal.* | 98                         | 7.09 | 1.87 | 253                            | 5.97 | 2.27 |

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

<sup>17</sup> Only 407 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)**

|   | 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 Nepal solve its most complicated development challenges?* | 97                         | 6.99 | 1.98 | 220                            | 5.90 | 2.17 |

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

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

| Percentage of Respondents<br>(Responses combined) | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|---|-------------------------------|-----------------------------------|
| Gender equity                                     | 10.4%                         | 8.2%                              |
| Private sector development                        | 17.9%                         | 11.0%                             |
| Education   | 24.5%                         | 32.5%                             |
| Public sector governance/reform                   | 15.1%                         | 20.9%                             |
| Global/regional integration                       | 0.9%                          | 2.1%                              |
| Food security                                     | 3.8%                          | 6.5%                              |
| Energy*   | 34.0%                         | 21.9%                             |
| Water and sanitation                              | 6.6%                          | 6.8%                              |
| Pollution   | 0.0%                          | 2.4%                              |
| Job creation/employment                           | 35.8%                         | 32.5%                             |
| Health  | 10.4%                         | 10.3%                             |
| Financial markets                                 | 0.9%                          | 1.4%                              |
| Social protection                                 | 0.0%                          | 2.4%                              |
| Agriculture and rural development                 | 32.1%                         | 42.8%                             |
| Trade and exports*                                | 0.9%                          | 5.5%                              |
| Crime and violence                                | 0.9%                          | 1.4%                              |
| Natural resource management                       | 3.8%                          | 6.8%                              |
| Climate change                                    | 4.7%                          | 5.5%                              |
| Poverty reduction                                 | 14.2%                         | 18.5%                             |
| Anti-corruption                                   | 8.5%                          | 12.4%                             |
| Economic growth                                   | 19.8%                         | 16.4%                             |
| Disaster risk management                          | 2.8%                          | 3.4%                              |
| Equality of opportunity*                          | 11.3%                         | 4.1%                              |
| Urban development                                 | 7.5%                          | 4.8%                              |
| Information and communications technology         | 4.7%                          | 4.8%                              |
| Transport*  | 21.7%                         | 12.0%                             |

\*Significantly different between collaborators and non-collaborators

**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 Nepal? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)  | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|--|-------------------------------|-----------------------------------|
| World Bank Group's processes too slow and complex  | 34.0%                         | 27.2%                             |
| Not adequately flexible*   | 18.9%                         | 10.5%                             |
| Not sufficiently focused on sustainable results*   | 4.7%                          | 11.8%                             |
| Not collaborating enough with civil society  | 12.3%                         | 13.6%                             |
| Not enough public disclosure of its work   | 9.4%                          | 4.5%                              |
| Arrogant in its approach   | 3.8%                          | 7.0%                              |
| Inadequate World Bank Group's staffing in Nepal  | 6.6%                          | 10.8%                             |
| Not willing to honestly criticize policies and reform efforts in the country*              | 13.2%                         | 4.9%                              |
| Staff too inaccessible   | 16.0%                         | 12.5%                             |
| Not collaborating enough with private sector   | 10.4%                         | 14.3%                             |
| Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN* | 8.5%                          | 1.4%                              |
| Not aligned with country priorities*   | 8.5%                          | 22.0%                             |
| Not adequately sensitive to political/social realities in Nepal                            | 11.3%                         | 10.1%                             |
| Too influenced by developed countries  | 24.5%                         | 20.6%                             |
| Other*   | 1.9%                          | 0.0%                              |
| Don't know   | 4.7%                          | 10.5%                             |

\*Significantly different between collaborators and non-collaborators

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

| Percentage of Respondents         | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|-----------------------------------|-------------------------------|-----------------------------------|
| To a fully sufficient degree      | 5.6%                          | 2.1%                              |
| To a somewhat sufficient degree   | 59.8%                         | 51.5%                             |
| To a somewhat insufficient degree | 25.2%                         | 26.5%                             |
| To a very insufficient degree     | 7.5%                          | 12.0%                             |
| Don't know                        | 1.9%                          | 7.9%                              |

\*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 Nepal?

(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 Nepal*             | 103                        | 6.95 | 1.78 | 247                            | 6.24 | 2.04 |
| The World Bank Group's work is aligned with what I consider the development priorities for Nepal* | 103                        | 6.95 | 1.90 | 242                            | 6.27 | 2.15 |

\*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 Nepal, 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*   | 101                        | 6.47 | 1.75 | 237                            | 5.73 | 1.95 |
| Flexibility (in terms of the institution's products and services)*                         | 96                         | 5.97 | 1.92 | 218                            | 5.34 | 1.78 |
| Flexibility (in terms of changing country circumstances)*                                  | 93                         | 6.23 | 1.93 | 221                            | 5.64 | 1.90 |
| Being inclusive  | 97                         | 6.64 | 1.80 | 228                            | 6.20 | 1.92 |
| Openness (sharing data and other information)*   | 93                         | 6.85 | 1.75 | 225                            | 6.16 | 2.04 |
| Collaboration with the Government  | 98                         | 7.39 | 1.70 | 233                            | 7.00 | 1.88 |
| The speed in which it gets things accomplished on the ground*                              | 94                         | 6.73 | 2.00 | 215                            | 6.24 | 2.02 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 100                        | 6.82 | 1.91 | 225                            | 6.43 | 2.02 |
| Collaboration with civil society   | 94                         | 6.05 | 2.12 | 229                            | 5.70 | 2.06 |
| Staff accessibility*   | 96                         | 6.36 | 1.95 | 212                            | 5.59 | 2.09 |
| Collaboration with other donors and development partners                                   | 93                         | 6.62 | 1.86 | 225                            | 6.24 | 1.95 |
| Collaboration with the private sector*   | 88                         | 6.16 | 1.86 | 218                            | 5.63 | 2.00 |
| Straightforwardness and honesty*   | 93                         | 7.01 | 1.87 | 210                            | 6.41 | 1.94 |
| Treating clients and stakeholders in Nepal with respect*                                   | 98                         | 7.27 | 1.83 | 225                            | 6.62 | 1.91 |
| Being a long-term partner*   | 98                         | 7.67 | 2.04 | 230                            | 7.14 | 2.05 |

\*Significantly different between collaborators and non-collaborators



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

|  | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|--|----------------------------|------|------|--------------------------------|------|------|
|  | N                          | Mean | SD   | N                              | Mean | SD   |
| Social protection*                         | 62                         | 6.15 | 2.01 | 157                            | 5.44 | 2.05 |
| Gender equity                              | 79                         | 6.65 | 1.81 | 193                            | 6.17 | 1.83 |
| Private sector development                 | 81                         | 5.93 | 1.90 | 188                            | 5.46 | 2.05 |
| Education                                  | 72                         | 6.68 | 1.73 | 201                            | 6.52 | 1.66 |
| Public sector governance/reform            | 72                         | 6.60 | 1.75 | 202                            | 6.22 | 1.75 |
| Global/regional integration                | 55                         | 6.18 | 2.12 | 161                            | 5.90 | 1.80 |
| Food security                              | 69                         | 6.46 | 1.89 | 198                            | 6.36 | 1.88 |
| Urban development                          | 77                         | 6.84 | 1.59 | 196                            | 6.44 | 1.92 |
| Energy*                                    | 84                         | 7.10 | 1.61 | 198                            | 6.41 | 1.87 |
| Water and sanitation*                      | 81                         | 7.01 | 1.60 | 211                            | 6.48 | 1.82 |
| Pollution                                  | 68                         | 6.28 | 1.91 | 187                            | 5.78 | 1.87 |
| Job creation/employment*                   | 81                         | 6.38 | 1.89 | 193                            | 5.58 | 1.95 |
| Health*                                    | 77                         | 6.84 | 1.69 | 190                            | 6.34 | 1.81 |
| Financial markets                          | 69                         | 6.54 | 1.90 | 172                            | 6.28 | 1.91 |
| Transport*                                 | 84                         | 7.17 | 1.78 | 206                            | 6.57 | 1.96 |
| Agriculture and rural development*         | 81                         | 6.84 | 1.53 | 207                            | 6.19 | 1.86 |
| Trade and exports                          | 69                         | 6.12 | 1.84 | 159                            | 5.57 | 2.07 |
| Crime and violence                         | 54                         | 5.56 | 2.09 | 142                            | 5.08 | 2.03 |
| Natural resource management                | 71                         | 6.32 | 1.89 | 183                            | 6.26 | 4.11 |
| Climate change                             | 73                         | 6.44 | 2.10 | 177                            | 6.12 | 1.89 |
| Poverty reduction*                         | 87                         | 6.87 | 1.92 | 196                            | 6.03 | 1.97 |
| Anti-corruption                            | 60                         | 5.58 | 2.25 | 163                            | 5.19 | 2.21 |
| Economic growth*                           | 82                         | 6.57 | 1.82 | 207                            | 6.05 | 2.09 |
| Disaster risk management*                  | 72                         | 6.58 | 1.96 | 189                            | 6.02 | 1.93 |
| Equality of opportunity                    | 72                         | 6.26 | 2.19 | 184                            | 5.88 | 2.08 |
| Information and communications technology* | 64                         | 6.80 | 1.86 | 191                            | 5.94 | 1.91 |

\*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 Nepal? | 95                         | 6.91 | 1.79 | 218                            | 6.64 | 2.04 |

(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   |
| To what extent does the World Bank Group influence the development agenda in Nepal?* | 103                        | 6.89 | 1.74 | 239                            | 6.38 | 2.04 |

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Nepal?**

|   | 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 Nepal* | 103                        | 6.90 | 1.76 | 247                            | 6.06 | 1.95 |
| The World Bank Group meets Nepal's needs for knowledge services*      | 100                        | 6.95 | 1.73 | 239                            | 6.36 | 1.93 |

*(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators***How effectively does the World Bank Group support Nepal'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             | 83                         | 6.05 | 1.85 | 225                            | 5.71 | 2.08 |
| To develop better and stronger data collection/analytics systems within the Government | 97                         | 6.58 | 1.65 | 244                            | 6.40 | 1.93 |
| To strengthen the country's crisis preparedness  | 89                         | 6.56 | 1.82 | 234                            | 6.32 | 1.97 |
| To identify and monitor risks  | 96                         | 6.70 | 1.62 | 237                            | 6.37 | 1.99 |

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| How effectively does the World Bank Group's SCD and CPF activities support Nepal's efforts to manage crisis related risks?* | 55                         | 6.84 | 1.95 | 94                             | 6.04 | 2.15 |

*(1-Not effectively at all, 10-Very effectively) \*Significantly different between collaborators and non-collaborators***D. The World Bank Group's Knowledge Work and Activities****In Nepal, 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*  | 94                         | 6.49 | 1.76 | 222                            | 5.93 | 2.04 |
| Include appropriate level of stakeholder involvement during preparation*           | 86                         | 6.76 | 1.76 | 219                            | 5.96 | 1.90 |
| Lead to practical solutions*   | 87                         | 6.67 | 1.74 | 220                            | 6.00 | 1.91 |
| Are source of relevant information on global good practices                        | 91                         | 7.02 | 1.71 | 219                            | 6.56 | 1.97 |
| Are adequately disseminated  | 88                         | 6.34 | 1.71 | 220                            | 6.00 | 1.96 |
| Are translated enough into local language  | 79                         | 5.29 | 2.13 | 211                            | 5.27 | 2.24 |
| Are adaptable to Nepal's specific development challenges and country circumstances | 92                         | 6.54 | 1.73 | 213                            | 6.09 | 2.02 |

*\*Significantly different between collaborators and non-collaborators*

|   | 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?* | 100                        | 7.12 | 1.85 | 257                            | 6.58 | 2.12 |

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 95                         | 7.14 | 1.60 | 223                            | 6.60 | 1.92 |

(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators

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

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

|   | Collaborating with the WBG |      |      | Not collaborating with the WBG |      |      |
|---|----------------------------|------|------|--------------------------------|------|------|
|   | N                          | Mean | SD   | N                              | Mean | SD   |
| The World Bank Group disburses funds promptly*  | 84                         | 6.29 | 2.07 | 184                            | 5.46 | 2.23 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 99                         | 6.93 | 1.91 | 227                            | 6.48 | 2.05 |
| The World Bank Group's approvals and reviews are done in a timely fashion*                    | 91                         | 7.00 | 1.90 | 218                            | 6.47 | 1.93 |
| The World Bank Group's Environmental and Social Framework requirements are reasonable*        | 93                         | 7.01 | 1.89 | 214                            | 6.53 | 1.96 |
| The World Bank Group's conditions on its lending are reasonable*                              | 86                         | 6.52 | 1.79 | 196                            | 5.94 | 1.97 |
| The World Bank Group takes decisions quickly in Nepal   | 87                         | 6.23 | 1.98 | 192                            | 5.74 | 2.03 |
| Working with the World Bank Group increases Nepal's institutional capacity*                   | 99                         | 7.40 | 1.90 | 236                            | 6.93 | 1.92 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them*       | 91                         | 7.23 | 2.01 | 193                            | 6.63 | 2.06 |

\*Significantly different between collaborators and non-collaborators

**F. The future role of the World Bank Group in Nepal**

Which of the following SHOULD the World Bank Group do to make itself of greater value in Nepal?

(Choose no more than TWO)

| Percentage of Respondents<br>(Responses combined)   | Collaborating with<br>the WBG | Not collaborating<br>with the WBG |
|---|-------------------------------|-----------------------------------|
| Increase the level of capacity development in the country                                     | 33.3%                         | 28.7%                             |
| Engage more directly with beneficiaries   | 11.4%                         | 6.4%                              |
| Improve the quality of its experts as related to Nepal's specific challenges                  | 4.8%                          | 8.5%                              |
| Engage more effectively with private sector   | 16.2%                         | 13.1%                             |
| Offer more innovative knowledge services  | 6.7%                          | 8.9%                              |
| Collaborate more effectively with Government clients  | 32.4%                         | 41.1%                             |
| Engage more effectively with civil society  | 10.5%                         | 14.5%                             |
| Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN      | 15.2%                         | 16.0%                             |
| Work faster   | 5.7%                          | 8.9%                              |
| Reduce the complexity of obtaining World Bank Group financing                                 | 17.1%                         | 14.5%                             |
| Increase availability of Reimbursable Advisory Services (RAS)                                 | 1.9%                          | 0.4%                              |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 5.7%                          | 5.3%                              |
| Offer more innovative financial products  | 13.3%                         | 7.1%                              |
| Ensure greater selectivity in its work  | 7.6%                          | 6.4%                              |
| Provide more adequate data/knowledge/statistics/figures on Nepal's economy                    | 9.5%                          | 16.0%                             |
| Other*  | 5.7%                          | 1.8%                              |

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>18</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 294
- FY 2019 Number of comparable respondents = 390

By weighting, the FY 2016 and FY 2019 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 2016 | FY 2019 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 5%      | 5%      |
| Office of Parliamentarian                       | 5%      | 5%      |
| Government Institutions                         | 24%     | 24%     |
| Local Government                                | 14%     | 14%     |
| Bilateral/Multilateral Agencies                 | 5%      | 5%      |
| Civil Society                                   | 20%     | 20%     |
| Private Sector                                  | 14%     | 14%     |
| Academia/Research Institute/Think Tank          | 8%      | 8%      |
| Media   | 5%      | 5%      |

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

|  | FY 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| How familiar are you with the work of the World Bank Group in Nepal?<br>(1-Not familiar at all, 10-Extremely familiar) | 282     | 5.74 | 2.19 | 378     | 5.63 | 2.50 |

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.<br>(1-Not effective at all, 10-Very effective) | 269     | 6.15 | 2.18 | 342     | 6.22 | 2.20 |

|  | FY 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| To what extent do you believe the World Bank Group's staff is well prepared to help Nepal solve its most complicated development challenges?<br>(1-To no degree at all, 10-To a very significant degree) | 248     | 6.01 | 1.97 | 308     | 6.13 | 2.16 |

<sup>18</sup> Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

| Percentage of Respondents         | FY 2016 | FY 2019 |
|-----------------------------------|---------|---------|
| To a fully sufficient degree      | 4.6%    | 2.1%    |
| To a somewhat sufficient degree   | 44.8%   | 53.4%   |
| To a somewhat insufficient degree | 30.2%   | 27.2%   |
| To a very insufficient degree     | 14.6%   | 11.5%   |
| Don't know                        | 5.7%    | 5.8%    |

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

(1-Strongly disagree, 10-Strongly agree)

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Overall the World Bank Group currently plays a relevant role in development in Nepal              | 266     | 6.25 | 2.08 | 338     | 6.44 | 1.95 |
| The World Bank Group's work is aligned with what I consider the development priorities for Nepal* | 260     | 5.76 | 2.16 | 332     | 6.41 | 2.06 |

\*Significantly different between FY2016 and FY2019

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

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

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Responsiveness to needs   | 245     | 5.93 | 1.93 | 332     | 6.01 | 1.92 |
| Flexibility (in terms of the institution's products and services)                                       | 222     | 5.33 | 1.84 | 308     | 5.49 | 1.88 |
| Flexibility (in terms of changing country circumstances)  | 227     | 5.51 | 1.83 | 308     | 5.83 | 1.92 |
| Being inclusive   | 228     | 6.11 | 2.01 | 318     | 6.34 | 1.89 |
| Openness (sharing data and other information)   | 234     | 6.18 | 2.23 | 310     | 6.37 | 1.96 |
| Collaboration with the Government   | 243     | 6.89 | 1.95 | 323     | 7.08 | 1.86 |
| The speed in which it gets things accomplished on the ground*   | 227     | 5.93 | 1.89 | 305     | 6.41 | 2.03 |
| Helping to bring discipline/effective supervision to implementation of investment projects <sup>1</sup> |         |      |      | 318     | 6.55 | 2.03 |
| Collaboration with civil society  | 238     | 5.48 | 2.06 | 315     | 5.79 | 2.09 |
| Staff accessibility   | 232     | 5.68 | 2.23 | 299     | 5.82 | 2.06 |
| Collaboration with other donors and development partners  | 230     | 6.50 | 1.88 | 309     | 6.34 | 1.92 |
| Collaboration with the private sector   | 220     | 5.68 | 2.00 | 297     | 5.76 | 1.98 |
| Straightforwardness and honesty   | 229     | 6.64 | 2.06 | 298     | 6.61 | 1.92 |
| Treating clients and stakeholders in Nepal with respect   | 235     | 6.59 | 2.07 | 314     | 6.76 | 1.90 |
| Being a long-term partner   | 246     | 7.59 | 2.08 | 325     | 7.29 | 2.04 |

\*Significantly different between FY2016 and FY2019

<sup>1</sup> Only FY 2019 questionnaire had this response option.



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

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| Social protection                         | 131     | 5.63 | 2.15 | 212     | 5.63 | 2.06 |
| Gender equity                             | 163     | 6.06 | 2.05 | 267     | 6.30 | 1.89 |
| Private sector development*               | 171     | 6.23 | 2.23 | 258     | 5.60 | 1.99 |
| Education                                 | 195     | 6.58 | 2.17 | 261     | 6.48 | 1.69 |
| Public sector governance/reform           | 168     | 6.38 | 2.10 | 268     | 6.27 | 1.82 |
| Global/regional integration               | 136     | 6.19 | 2.26 | 207     | 5.88 | 1.86 |
| Food security                             | 162     | 6.17 | 2.25 | 257     | 6.34 | 1.90 |
| Urban development                         | 189     | 6.29 | 2.09 | 271     | 6.50 | 1.82 |
| Energy**                                  | 180     | 6.17 | 2.36 | 275     | 6.59 | 1.82 |
| Water and sanitation                      | 186     | 6.56 | 2.00 | 284     | 6.56 | 1.76 |
| Pollution"                                |         |      |      | 246     | 5.84 | 1.88 |
| Job creation/employment                   | 169     | 5.93 | 2.16 | 271     | 5.89 | 1.98 |
| Health                                    | 179     | 6.38 | 2.15 | 259     | 6.45 | 1.73 |
| Financial markets                         | 138     | 6.09 | 2.12 | 234     | 6.40 | 1.83 |
| Transport                                 | 201     | 6.92 | 2.05 | 280     | 6.83 | 1.87 |
| Agriculture and rural development***      | 197     | 6.51 | 2.20 | 282     | 6.39 | 1.77 |
| Trade and exports                         | 137     | 5.86 | 2.06 | 224     | 5.76 | 1.97 |
| Crime and violence"                       |         |      |      | 190     | 5.19 | 2.00 |
| Natural resource management               | 160     | 6.30 | 2.24 | 244     | 6.01 | 1.79 |
| Climate change                            | 163     | 6.21 | 2.16 | 244     | 6.13 | 1.99 |
| Poverty reduction*                        | 199     | 6.83 | 2.17 | 278     | 6.27 | 2.00 |
| Anti-corruption*                          | 156     | 5.83 | 2.41 | 218     | 5.22 | 2.25 |
| Economic growth*                          | 182     | 6.49 | 2.20 | 286     | 6.10 | 1.99 |
| Disaster risk management****              | 173     | 6.37 | 2.31 | 254     | 6.10 | 2.00 |
| Equality of opportunity                   | 152     | 5.76 | 2.19 | 251     | 5.94 | 2.16 |
| Information and communications technology | 153     | 6.26 | 1.96 | 248     | 6.15 | 1.91 |

\*Significantly different between FY2016 and FY2019

' In FY 2016, the category was "Energy/energy security"

" Only FY 2019 questionnaire had this response option.

\*\*\* In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture, irrigation, and rural development" category.

\*\*\*\* In FY 2016, the category was "Disaster management"

|   | FY 2016 |      |      | FY 2019 |      |      |
|---|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   |
| To what extent does the World Bank Group's work help to achieve development results in Nepal? | 260     | 6.77 | 2.03 | 298     | 6.66 | 1.93 |

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

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

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

(1-Strongly disagree, 10-Strongly agree)

|  | FY 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank Group's financial instruments meet the needs of Nepal | 248     | 6.16 | 2.22 | 334     | 6.32 | 1.89 |
| The World Bank Group meets Nepal's needs for knowledge services*     | 235     | 6.13 | 2.23 | 323     | 6.50 | 1.82 |

\*Significantly different between FY2016 and FY2019

**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 2016 | FY 2019 |
|---------------------------|---------|---------|
| Weekly                    | 3.9%    | 3.5%    |
| Monthly                   | 16.7%   | 10.7%   |
| A few times a year        | 32.6%   | 27.2%   |
| Rarely                    | 35.7%   | 43.7%   |
| Never                     | 11.2%   | 14.9%   |

\*Significantly different between FY2016 and FY2019

In Nepal, 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 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| Are timely   | 213     | 6.13 | 2.01 | 306     | 6.14 | 1.89 |
| Include appropriate level of stakeholder involvement during preparation            | 210     | 6.07 | 1.98 | 295     | 6.20 | 1.87 |
| Lead to practical solutions  | 208     | 6.00 | 2.06 | 300     | 6.21 | 1.84 |
| Are source of relevant information on global good practices                        | 212     | 6.69 | 2.03 | 298     | 6.69 | 1.84 |
| Are adequately disseminated  | 211     | 6.27 | 2.20 | 297     | 6.08 | 1.83 |
| Are translated enough into local language  | 186     | 5.28 | 2.37 | 277     | 5.22 | 2.12 |
| Are adaptable to Nepal's specific development challenges and country circumstances | 211     | 6.24 | 2.17 | 295     | 6.30 | 1.85 |

|  | FY 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | 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? | 249     | 6.76 | 1.98 | 343     | 6.67 | 2.02 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 245     | 6.94 | 1.89 | 306     | 6.64 | 1.79 |

(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)

|  | FY 2016 |      |      | FY 2019 |      |      |
|--|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank Group disburses funds promptly  | 195     | 6.19 | 2.33 | 261     | 5.80 | 2.20 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports      | 222     | 6.95 | 2.02 | 313     | 6.62 | 2.04 |
| The World Bank Group's approvals and reviews are done in a timely fashion                          | 215     | 6.80 | 2.01 | 298     | 6.55 | 2.00 |
| The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>1</sup> | 189     | 6.50 | 2.00 | 296     | 6.58 | 1.98 |
| The World Bank Group's conditions on its lending are reasonable                                    | 190     | 6.18 | 2.28 | 270     | 6.09 | 1.92 |
| The World Bank Group takes decisions quickly in Nepal <sup>*</sup>                                 | 205     | 6.28 | 2.08 | 272     | 5.88 | 2.03 |
| Working with the World Bank Group increases Nepal's institutional capacity                         | 225     | 7.20 | 2.02 | 322     | 7.02 | 1.98 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them             | 193     | 6.83 | 1.90 | 277     | 6.86 | 2.02 |

<sup>\*</sup>Significantly different between FY2016 and FY2019

<sup>1</sup> In FY 2016, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

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

When considering the combination of services that the World Bank Group offers in Nepal, 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 Nepal?

(Select only ONE response)

| Percentage of Respondents                | FY 2016 | FY 2019 |
|--|---------|---------|
| Financial services                       | 34.3%   | 36.3%   |
| Knowledge products                       | 14.3%   | 10.1%   |
| Convening services                       | 6.5%    | 12.8%   |
| None of the above                        | 2.0%    | 3.1%    |
| The combination is appropriate for Nepal | 39.2%   | 33.2%   |
| Don't know                               | 3.7%    | 4.5%    |



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

| Indicator Question   | Currently, do you professionally collaborate/work with the World Bank Group in your country? |                            | Which of the following describes most of your exposure to the World Bank Group in Nepal?<br>(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 |
| To what extent do you trust The World Bank Group to do what is right?  | 6.29   | 6.93                       | 6.55  | 6.28     | 6.46                 | 6.56     | 6.40                     | 6.69     | 6.51        | 6.46     | 6.43            | 6.61     |
| Overall, please rate your impression of the World Bank Group's effectiveness in Nepal.   | 5.97   | 7.09                       | 6.48  | 5.91     | 6.32                 | 6.46     | 6.34                     | 6.44     | 6.31        | 6.54     | 6.36            | 6.41     |
| Overall the World Bank Group currently plays a relevant role in development in Nepal   | 6.24   | 6.95                       | 6.62  | 6.16     | 6.47                 | 6.63     | 6.44                     | 6.70     | 6.45        | 6.77     | 6.51            | 6.57     |
| The World Bank Group's work is aligned with what I consider the development priorities for Nepal   | 6.27   | 6.95                       | 6.58  | 6.55     | 6.65                 | 6.45     | 6.58                     | 6.56     | 6.46        | 6.85     | 6.48            | 6.72     |
| Responsiveness to needs  | 5.73   | 6.47                       | 6.11  | 5.50     | 5.97                 | 6.05     | 5.97                     | 6.07     | 5.90        | 6.28     | 5.97            | 6.05     |
| Flexibility (in terms of the institution's products and services)  | 5.34   | 5.97                       | 5.62  | 5.56     | 5.47                 | 5.81     | 5.68                     | 5.47     | 5.60        | 5.62     | 5.61            | 5.60     |
| Flexibility (in terms of changing country circumstances)   | 5.64   | 6.23                       | 5.88  | 5.61     | 5.77                 | 5.92     | 5.86                     | 5.77     | 5.81        | 5.88     | 5.70            | 6.02     |
| Being inclusive  | 6.20   | 6.64                       | 6.44  | 5.91     | 6.22                 | 6.54     | 6.29                     | 6.46     | 6.35        | 6.36     | 6.27            | 6.47     |
| Openness (sharing data and other information)  | 6.16   | 6.85                       | 6.52  | 6.08     | 6.33                 | 6.61     | 6.35                     | 6.60     | 6.44        | 6.43     | 6.39            | 6.51     |
| Collaboration with the Government  | 7.00   | 7.39                       | 7.24  | 6.73     | 7.00                 | 7.37     | 7.10                     | 7.23     | 7.16        | 7.12     | 7.14            | 7.16     |
| The speed in which it gets things accomplished on the ground   | 6.24   | 6.73                       | 6.52  | 5.78     | 6.28                 | 6.56     | 6.28                     | 6.58     | 6.38        | 6.42     | 6.37            | 6.42     |
| Helping to bring discipline/effective supervision to implementation of investment projects   | 6.43   | 6.82                       | 6.63  | 6.47     | 6.48                 | 6.77     | 6.65                     | 6.50     | 6.53        | 6.77     | 6.61            | 6.58     |
| Collaboration with civil society   | 5.70   | 6.05                       | 5.88  | 5.63     | 5.74                 | 5.97     | 5.88                     | 5.76     | 5.86        | 5.76     | 5.80            | 5.89     |
| Staff accessibility  | 5.59   | 6.36                       | 5.87  | 5.61     | 5.82                 | 5.83     | 5.77                     | 5.91     | 5.80        | 5.87     | 5.74            | 5.93     |
| Collaboration with other donors and development partners   | 6.24   | 6.62                       | 6.44  | 6.00     | 6.20                 | 6.60     | 6.34                     | 6.39     | 6.39        | 6.28     | 6.24            | 6.54     |
| Collaboration with the private sector  | 5.63   | 6.16                       | 5.89  | 5.43     | 5.61                 | 6.09     | 5.81                     | 5.81     | 5.84        | 5.73     | 5.81            | 5.81     |
| Straightforwardness and honesty  | 6.41   | 7.01                       | 6.72  | 6.14     | 6.53                 | 6.75     | 6.49                     | 6.86     | 6.55        | 6.81     | 6.58            | 6.68     |
| Treating clients and stakeholders in Nepal with respect  | 6.62   | 7.27                       | 6.86  | 6.69     | 6.71                 | 7.02     | 6.76                     | 6.96     | 6.81        | 6.89     | 6.85            | 6.80     |
| Being a long-term partner  | 7.14   | 7.67                       | 7.36  | 6.76     | 7.22                 | 7.31     | 7.21                     | 7.32     | 7.19        | 7.44     | 7.18            | 7.37     |
| To what extent does the World Bank Group's work help to achieve development results in Nepal?  | 6.64   | 6.91                       | 6.88  | 6.30     | 6.72                 | 6.86     | 6.77                     | 6.78     | 6.74        | 6.86     | 6.69            | 6.91     |
| To what extent does the World Bank Group influence the development agenda in Nepal?  | 6.38   | 6.89                       | 6.72  | 5.87     | 6.46                 | 6.70     | 6.56                     | 6.55     | 6.47        | 6.77     | 6.49            | 6.66     |
| The World Bank Group's financial instruments meet the needs of Nepal   | 6.06   | 6.90                       | 6.44  | 6.06     | 6.25                 | 6.55     | 6.34                     | 6.42     | 6.31        | 6.52     | 6.36            | 6.38     |
| The World Bank Group meets Nepal's needs for knowledge services  | 6.36   | 6.95                       | 6.59  | 6.32     | 6.46                 | 6.67     | 6.55                     | 6.51     | 6.50        | 6.63     | 6.43            | 6.70     |
| The World Bank Group's knowledge work and activities are adaptable to Nepal's specific development challenges and country circumstances                  | 6.09   | 6.54                       | 6.28  | 6.06     | 6.19                 | 6.31     | 6.24                     | 6.25     | 6.21        | 6.32     | 6.19            | 6.32     |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 6.58   | 7.12                       | 6.80  | 6.64     | 6.60                 | 7.01     | 6.94                     | 6.45     | 6.77        | 6.75     | 6.66            | 6.93     |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?   | 6.60   | 7.14                       | 6.81  | 6.72     | 6.67                 | 6.98     | 6.86                     | 6.68     | 6.73        | 6.96     | 6.78            | 6.82     |
| The World Bank Group takes decisions quickly in Nepal  | 5.74   | 6.23                       | 6.03  | 5.70     | 5.86                 | 6.13     | 6.01                     | 5.90     | 5.95        | 6.04     | 5.99            | 5.95     |
| Where country systems are adequate, the World Bank Group makes appropriate use of them   | 6.63   | 7.34                       | 6.90  | 6.63     | 6.79                 | 6.93     | 6.96                     | 6.65     | 6.77        | 7.08     | 6.77            | 6.97     |

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Nepal FY19 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Nepal**

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

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 NEPAL**

| <b>A1. When you think about the future in Nepal, are you ... ?</b> |                      |
|--|----------------------|
| 1  | Very pessimistic     |
| 2  | Somewhat pessimistic |
| 3  | Somewhat optimistic  |
| 4  | Very optimistic      |
| 5  | Not sure             |

| <b>A2. Do you think that economic opportunity for citizens in Nepal is ... ?</b> |                        |
|--|------------------------|
| 1  | Increasing             |
| 2  | Decreasing             |
| 3  | Staying about the same |

| <b>A3. Listed below are a number of development priorities in Nepal.</b>   |   |    |  |
|--|---|----|--|
| <b>Please identify which of the following you consider the most important development priorities in Nepal. (Choose no more than THREE)</b> |   |    |  |
| 1  | Energy  | 14 | Information and communications technology        |
| 2  | Water and sanitation  | 15 | Economic growth                                  |
| 3  | Pollution   | 16 | Disaster risk management                         |
| 4  | Job creation/employment   | 17 | Equality of opportunity (i.e., social inclusion) |
| 5  | Health  | 18 | Financial markets                                |
| 6  | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 19 | Natural resource management (renewables)         |
| 7  | Social protection (e.g., pensions, targeted social assistance)  | 20 | Transport (e.g., roads, bridges, transportation) |
| 8  | Gender equity (closing the gap between women and men, and boys and girls)   | 21 | Agriculture and rural development                |
| 9  | Private sector development  | 22 | Trade and exports                                |
| 10   | Education   | 23 | Crime and violence                               |
| 11   | Global/regional integration   | 24 | Climate change (e.g., mitigation, adaptation)    |
| 12   | Food security   | 25 | Poverty reduction                                |
| 13   | Urban development   | 26 | Anti-corruption                                  |

**SECTION A: GENERAL ISSUES**

| <b>A4. Poverty reduction is a broad term that encompasses work in many different areas.</b>   |  |    |   |
|---|--|----|---|
| <b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Nepal? (Choose no more than THREE)</b> |  |    |   |
| 1   | Social protection (e.g., pensions, targeted social assistance) | 14 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 2   | Agriculture and rural development                              | 15 | Gender equity (closing the gap between women and men, and boys and girls)   |
| 3   | Trade and exports  | 16 | Private sector development  |
| 4   | Crime and violence   | 17 | Education   |
| 5   | Climate change (e.g., mitigation, adaptation)                  | 18 | Global/regional integration   |
| 6   | Transport (e.g., roads, bridges, transportation)               | 19 | Food security   |
| 7   | Economic growth  | 20 | Water and sanitation  |
| 8   | Disaster risk management                                       | 21 | Pollution   |
| 9   | Equality of opportunity (i.e., social inclusion)               | 22 | Job creation/employment   |
| 10  | Natural resource management (renewables)                       | 23 | Health  |
| 11  | Information and communications technology                      | 24 | Financial markets   |
| 12  | Energy   | 25 | Urban development   |
| 13  | Anti-corruption  |    |   |

| <b>A5. When economic and/or social reform efforts fail or are slow to take place in Nepal, which of the following would you attribute this to? (Choose no more than TWO)</b> |   |
|--|---|
| 1  | Poor coordination within the government                         |
| 2  | Inadequate level of government accountability                   |
| 3  | Inadequate level of capacity in the government                  |
| 4  | Corruption  |
| 5  | Political pressures and obstacles                               |
| 6  | Inadequate level of private sector participation                |
| 7  | Inadequate level of citizen/civil society participation         |
| 8  | Inadequate level of donor coordination                          |
| 9  | Reforms are not well thought out in light of country challenges |
| 10   | Other (please specify): _____                                   |

**SECTION A: GENERAL ISSUES**

| <b>A6. To what extent do you trust each of the following groups to do what is right?</b> |   |                     |   |   |   |   |                              |   |   |   |    |                          |
|--|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
|  |   | To no degree at all |   |   |   |   | To a very significant degree |   |   |   |    | Don't know               |
|  |   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 |                          |
| 1  | The national/federal government   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2  | Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)                                    | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3  | The World Bank Group  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4  | The International Monetary Fund   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5  | UN  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6  | Regional development banks  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7  | Nepal Rastra Bank (Central Bank)  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8  | International private sector  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9  | Domestic private sector   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10   | International civil society (e.g., NGOs, CBOs)  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11   | Domestic civil society (e.g., NGOs, CBOs)   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12   | Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 13   | International media and their web presence  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 14   | Web based media (i.e., blogs, social media, other web-based news and information sources) | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| <b>A7. Please describe the direction Nepal is moving in, when considering ... ?</b> |  |                          |                          |                          |                          |                          |
|---|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|   |  | Getting much worse       | Getting somewhat worse   | Staying the same         | Getting somewhat better  | Getting much better      |
| 1   | Human development (e.g., health, education, and social protection) | <input type="checkbox"/> |
| 2   | Equal opportunity for girls and boys, men and women                | <input type="checkbox"/> |
| 3   | Growing Nepal's economy in a way that leads to jobs and employment | <input type="checkbox"/> |
| 4   | The gap between the rich and the poor                              | <input type="checkbox"/> |
| 5   | Making government more effective                                   | <input type="checkbox"/> |
| 6   | Anti-corruption  | <input type="checkbox"/> |
| 7   | Attracting new sources of foreign investment                       | <input type="checkbox"/> |

**SECTION A: GENERAL ISSUES**

**A8. Listed below are global challenges. Which do you think have the most serious impact on Nepal? (Choose no more than TWO)**

|   |                       |    |   |
|---|-----------------------|----|---|
| 1 | Terrorism             | 6  | Environmental degradation                   |
| 2 | Jobs/employment       | 7  | Technology based disruption                 |
| 3 | Climate change        | 8  | The gap between the rich and the poor       |
| 4 | Migrants and refugees | 9  | Fragility in Nepal or neighboring countries |
| 5 | Trade constraints     | 10 | Geo political uncertainty                   |

**A9. When thinking about development efforts in Nepal, do you think that civil society (e.g., NGOs, CBOs) should ... ?**

|   |  |
|---|--|
| 1 | Engage significantly less                  |
| 2 | Engage somewhat less                       |
| 3 | Engage somewhat more                       |
| 4 | Engage significantly more                  |
| 5 | Engage at the same level it does currently |
| 6 | Don't know                                 |

**A10. To what extent do you trust domestic private sector to engage in public service delivery in Nepal?**

|   |                           |
|---|---------------------------|
| 1 | To a very low degree      |
| 2 | To a somewhat low degree  |
| 3 | To a somewhat high degree |
| 4 | To a very high degree     |
| 5 | Don't know                |

**A11. To what extent do you trust international private sector to engage in public service delivery in Nepal?**

|   |                           |
|---|---------------------------|
| 1 | To a very low degree      |
| 2 | To a somewhat low degree  |
| 3 | To a somewhat high degree |
| 4 | To a very high degree     |
| 5 | Don't know                |

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

| <b>B1. How familiar are you with the work of the World Bank Group in Nepal?</b> |   |   |   |   |   |   |   |   |                    |
|---|---|---|---|---|---|---|---|---|--------------------|
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                 |
| Not familiar at all   |   |   |   |   |   |   |   |   | Extremely familiar |

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

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

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

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

| <b>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 Nepal?</b> |   |   |  |
|---|---|---|--|
|   |   | <b>Greatest Value<br/>(Choose only ONE)</b> | <b>Second Greatest Value<br/>(Choose only ONE)</b> |
| 1   | Bringing together different groups of stakeholders                  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 2   | Capacity development related to World Bank Group supported projects | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 3   | Technical assistance  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 4   | Policy advice, studies, analyses                                    | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 5   | Financial resources   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 6   | Data and statistics   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 7   | Promoting knowledge sharing   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 8   | Implementation support  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 9   | Mobilizing third party financial resources                          | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 10  | Donor coordination  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 11  | Other (please specify): _____                                       | <input type="checkbox"/>                    | <input type="checkbox"/>                           |

| <b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Nepal? (Choose no more than TWO)</b> |   |
|---|---|
| 1   | World Bank Group's processes too slow and complex   |
| 2   | Not adequately flexible   |
| 3   | Not sufficiently focused on sustainable results   |
| 4   | Not collaborating enough with civil society (e.g., NGOs, CBOs)                            |
| 5   | Not enough public disclosure of its work  |
| 6   | Arrogant in its approach  |
| 7   | Inadequate World Bank Group's staffing in Nepal   |
| 8   | Not willing to honestly criticize policies and reform efforts in the country              |
| 9   | Staff too inaccessible  |
| 10  | Not collaborating enough with private sector  |
| 11  | Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN |
| 12  | Not aligned with country priorities   |
| 13  | Not adequately sensitive to political/social realities in Nepal                           |
| 14  | Too influenced by developed countries   |
| 15  | Other (please specify): _____   |
| 16  | 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 Nepal? (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. From your perspective, which of the following best describes the World Bank Group’s current emphasis on investing in human capital (e.g., education, health, social protection)?**

|   |   |
|---|---|
| 1 | Increased its emphasis recently                   |
| 2 | Decreased its emphasis recently                   |
| 3 | Emphasis has remained pretty consistent over time |
| 4 | Don’t know  |

**B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

|   |                                    |    |  |
|---|------------------------------------|----|--|
| 1 | Local government                   | 7  | Media                                    |
| 2 | Private sector                     | 8  | Foundations                              |
| 3 | Beneficiaries                      | 9  | Academia/think tanks/research institutes |
| 4 | Youth/university groups            | 10 | Parliament                               |
| 5 | Donor community                    | 11 | Other (please specify): _____            |
| 6 | NGOs/Community Based Organizations | 12 | Don’t know                               |

**To what extent do you agree with the following statements about the World Bank Group’s work in Nepal?**

|            |  | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree | Don't know               |
|------------|--|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
|            |  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |                          |
| <b>B10</b> | Overall the World Bank Group currently plays a relevant role in development in Nepal             |                   |   |   |   |   |   |   |   |   |    |                | <input type="checkbox"/> |
| <b>B11</b> | The World Bank Group’s work is aligned with what I consider the development priorities for Nepal |                   |   |   |   |   |   |   |   |   |    |                | <input type="checkbox"/> |

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

| <b>To what extent is the World Bank Group an effective development partner in Nepal, in terms of each of the following?</b> |  |                            |   |   |   |   |                                     |   |   |   |    |                          |
|---|--|----------------------------|---|---|---|---|-------------------------------------|---|---|---|----|--------------------------|
|   |  | <b>To no degree at all</b> |   |   |   |   | <b>To a very significant degree</b> |   |   |   |    | <b>Don't know</b>        |
|   |  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B12</b>  | Responsiveness to needs  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B13</b>  | Flexibility (in terms of the institution's products and services)                          | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B14</b>  | Flexibility (in terms of changing country circumstances)                                   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B15</b>  | Being inclusive  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B16</b>  | Openness (sharing data and other information)  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B17</b>  | Collaboration with the Government  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B18</b>  | The speed in which it gets things accomplished on the ground                               | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B19</b>  | Helping to bring discipline/effective supervision to implementation of investment projects | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B20</b>  | Collaboration with civil society   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B21</b>  | Staff accessibility  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B22</b>  | Collaboration with other donors and development partners                                   | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B23</b>  | Collaboration with the private sector  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B24</b>  | Straightforwardness and honesty  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B25</b>  | Treating clients and stakeholders in Nepal with respect                                    | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>B26</b>  | Being a long-term partner  | 1                          | 2 | 3 | 4 | 5 | 6                                   | 7 | 8 | 9 | 10 | <input type="checkbox"/> |



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

**C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Nepal? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”)**

|    |   | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective | Don't know               |
|----|---|----------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
|    |   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                |                          |
| 1  | Social protection (e.g., pensions, targeted social assistance)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 2  | Gender equity (closing the gap between women and men, and boys and girls)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 3  | Private sector development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 4  | Education   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 5  | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 6  | Global/regional integration   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 7  | Food security   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 8  | Urban development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 9  | Energy  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 10 | Water and sanitation  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 11 | Pollution   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 12 | Job creation/employment   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 13 | Health  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 14 | Financial markets   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 15 | Transport (e.g., roads, bridges, transportation)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 16 | Agriculture and rural development   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 17 | Trade and exports   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 18 | Crime and violence  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 19 | Natural resource management (renewables)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 20 | Climate change (e.g., mitigation, adaptation)   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 21 | Poverty reduction   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 22 | Anti-corruption   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 23 | Economic growth   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 24 | Disaster risk management  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 25 | Equality of opportunity (i.e., social inclusion)  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |
| 26 | Information and communications technology   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                | <input type="checkbox"/> |

**C2. To what extent does the World Bank Group’s work help to achieve development results in Nepal?**

| 1                          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/>            |            |
|----------------------------|---|---|---|---|---|---|---|---|----|-------------------------------------|------------|
| <b>To no degree at all</b> |   |   |   |   |   |   |   |   |    | <b>To a very significant degree</b> | Don't know |



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

|  |   |   |   |   |   |   |   |   |                              |                          |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| <b>C3. To what extent does the World Bank Group influence the development agenda in Nepal?</b> |   |   |   |   |   |   |   |   |                              |                          |            |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                           | <input type="checkbox"/> |            |
| To no degree at all  |   |   |   |   |   |   |   |   | To a very significant degree |                          | Don't know |

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

|  |                     |
|--|---------------------|
| <b>C6. 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 Nepal? (Select only ONE response)</b> |                     |
| 1  | Very familiar       |
| 2  | Somewhat familiar   |
| 3  | Somewhat unfamiliar |
| 4  | Very unfamiliar     |
| 5  | Don’t know          |

|  |   |           |  |   |   |   |   |   |   |                               |                         |                          |
|--|---|-----------|--|---|---|---|---|---|---|-------------------------------|-------------------------|--------------------------|
| <b>How effectively does the World Bank Group support Nepal’s efforts ... ?</b> |   |           |  |   |   |   |   |   |   |                               |                         |                          |
|  |   |           |  |   |   |   |   |   |   | <b>Not effectively at all</b> | <b>Very effectively</b> | Don't know               |
| <b>C7</b>  | 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"/> |
|  |   | <b>C8</b> | To develop better and stronger data collection/analytics systems within the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7                             | 8                       | 9                        |
| <b>C9</b>  | To strengthen the country’s crisis preparedness   | 1         | 2  | 3 | 4 | 5 | 6 | 7 | 8 | 9                             | 10                      | <input type="checkbox"/> |
| <b>C10</b>   | To identify and monitor risks   | 1         | 2  | 3 | 4 | 5 | 6 | 7 | 8 | 9                             | 10                      | <input type="checkbox"/> |

|  |   |   |   |   |   |   |   |   |                  |                          |            |
|--|---|---|---|---|---|---|---|---|------------------|--------------------------|------------|
| <b>C11. How effectively does the World Bank Group’s SCD and CPF activities support Nepal’s efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG’s Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]</b> |   |   |   |   |   |   |   |   |                  |                          |            |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10               | <input type="checkbox"/> |            |
| Not effectively at all   |   |   |   |   |   |   |   |   | Very effectively |                          | Don't know |



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

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

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

|   |   |   |   |   |   |   |   |   |                         |                          |                   |
|---|---|---|---|---|---|---|---|---|-------------------------|--------------------------|-------------------|
| <b>D9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b> |   |   |   |   |   |   |   |   |                         |                          |                   |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                      | <input type="checkbox"/> |                   |
| <b>Not significant at all</b>   |   |   |   |   |   |   |   |   | <b>Very significant</b> |                          | <b>Don't know</b> |

|  |   |   |   |   |   |   |   |   |                                    |                          |                   |
|--|---|---|---|---|---|---|---|---|------------------------------------|--------------------------|-------------------|
| <b>D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b> |   |   |   |   |   |   |   |   |                                    |                          |                   |
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                                 | <input type="checkbox"/> |                   |
| <b>Very low technical quality</b>  |   |   |   |   |   |   |   |   | <b>Very high technical quality</b> |                          | <b>Don't know</b> |

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

| To what extent do you agree/disagree with the following statements? |  |                   |   |   |   |   |   |   |   |   |    |                          |            |
|---|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|   |  | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know |
|   |  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |            |
| <b>E1</b>   | The World Bank Group disburses funds promptly  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E2</b>   | The World Bank Group effectively monitors and evaluates the projects and programs it supports  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E3</b>   | The World Bank Group's approvals and reviews are done in a timely fashion  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E4</b>   | The World Bank Group's Environmental and Social Framework requirements are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E5</b>   | The World Bank Group's conditions on its lending are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E6</b>   | The World Bank Group takes decisions quickly in Nepal  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E7</b>   | Working with the World Bank Group increases Nepal's institutional capacity   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| <b>E8</b>   | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN NEPAL****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Nepal? (Choose no more than TWO)**

|    |   |
|----|---|
| 1  | Increase the level of capacity development in the country                                     |
| 2  | Engage more directly with beneficiaries   |
| 3  | Improve the quality of its experts as related to Nepal's specific challenges                  |
| 4  | Engage more effectively with private sector   |
| 5  | Offer more innovative knowledge services  |
| 6  | Collaborate more effectively with Government clients (e.g., national, state, local)           |
| 7  | Engage more effectively with civil society (e.g., NGOs, CBOs)                                 |
| 8  | Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN      |
| 9  | Work faster   |
| 10 | Reduce the complexity of obtaining World Bank Group financing                                 |
| 11 | Increase availability of Reimbursable Advisory Services (RAS)                                 |
| 12 | Help to bring discipline/effective supervision to implementation of World Bank Group projects |
| 13 | Offer more innovative financial products  |
| 14 | Ensure greater selectivity in its work  |
| 15 | Provide more adequate data/knowledge/statistics/figures on Nepal's economy                    |
| 16 | Other (please specify): _____   |

**F2. When considering the combination of services that the World Bank Group offers in Nepal, 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 Nepal? (Select only ONE response)**

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| <b>G1. How frequently do you interact with the World Bank Group now in Nepal?</b> |                                   |
|---|-----------------------------------|
| 1   | Never                             |
| 2   | Less than once a year             |
| 3   | Once a year to a few times a year |
| 4   | Less than once a month            |
| 5   | At least once a month             |
| 6   | At least once a week              |

| <b>G2. How do you get most of your information about economic and social development issues in Nepal? (Choose no more than TWO)</b> |  |    |                               |
|---|--|----|-------------------------------|
| 1   | Local radio  | 6  | Internet                      |
| 2   | International radio  | 7  | Periodicals                   |
| 3   | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 8  | International television      |
| 4   | International newspapers                                       | 9  | Local newspapers              |
| 5   | Local television   | 10 | Other (please specify): _____ |

| <b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b> |   |   |  |
|---|---|---|--|
| 1   | World Bank Group's publications and other written materials | 4 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) |
| 2   | e-Newsletters   | 5 | World Bank Group's website   |
| 3   | World Bank Group's seminars/workshops/conferences           | 6 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)                 |

| <b>G4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b> |                 |
|---|-----------------|
| 1   | High speed/WiFi |
| 2   | Dial-up         |

| <b>G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b> |  |                          |                          |                          |                          |
|--|--|--------------------------|--------------------------|--------------------------|--------------------------|
|  |  | Every few days           | Every few weeks          | Every few months         | Not at all               |
| 1  | Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2  | Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3  | Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4  | Visited a WBG website (e.g. read a blog, used data)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5  | Attended an event/conference hosted by the WBG   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6  | Watched a webinar or online event hosted by the WBG  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7  | Read some or all of a WBG research paper or publication  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8  | Met professionally with WBG staff  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

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

| <b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b> |                                      |    |  |
|--|--------------------------------------|----|--|
| 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                  |    |  |

| <b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?</b> |     |
|---|-----|
| 1   | Yes |
| 2   | No  |

| <b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Nepal? (Select only ONE response)</b> |  |
|---|--|
| 1   | The World Bank (IDA)   |
| 2   | The International Finance Corporation (IFC)                        |
| 3   | The Multilateral Investment Guarantee Agency (MIGA)                |
| 4   | International Centre for Settlement of Investment Disputes (ICSID) |

**SECTION H: BACKGROUND INFORMATION**

| <b>H5. Do your projects involve both the World Bank and the IFC?</b> |     |
|--|-----|
| 1  | Yes |
| 2  | No  |

| <b>H6. Which of the following describes most of your exposure to the World Bank Group in Nepal?<br/>(Choose no more than TWO)</b> |   |
|---|---|
| 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.        |

| <b>H7. What's your gender?</b> |        |
|--------------------------------|--------|
| 1                              | Female |
| 2                              | Male   |
| 3                              | Other  |

| <b>H8. What's your age?</b> |              |
|-----------------------------|--------------|
| 1                           | 25 and under |
| 2                           | 26-35        |
| 3                           | 36-45        |
| 4                           | 46-55        |
| 5                           | 56 and above |

| <b>H9. Which best represents your geographic location?</b> |                   |
|--|-------------------|
| 1  | Kathmandu         |
| 2  | Outside Kathmandu |

**Thank you for completing the survey!**