

# FY 2020 Vietnam Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

June 2020



## Acknowledgements

The Vietnam 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). Jessica Cameron, Svetlana Markova, 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 Vietnam country team and the independent fielding agency Development and Policies Research Center (DEPOCEN). In particular, PORG is grateful for the support from Ngan Hong Nguyen (Senior External Affairs Officer) who coordinated the survey related activities from Hanoi, Vietnam.





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## VIETNAM





## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Vietnam perceive the WBG. The survey explored<sup>1</sup>:

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Vietnam*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From March 2020 through May 2020, 1,043 stakeholders of the World Bank in Vietnam were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President and Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, independent government institutions, the judiciary, state-owned enterprises, bilateral agencies, multilateral agencies, public-private partnerships, private sector organizations, the financial sector/commercial banks, private foundations, NGOs/community-based organizations (CBOs), trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the media.

A total of 580 stakeholders participated in the survey (56% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics (N=466) or they received the questionnaire via post and returned it accordingly (N=114).

Every country that engages in the Country Opinion Survey 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 FY'17 Country Survey (response rate was 43%, N=632). The samples from FY '17 and FY '20 were quite disparate among certain stakeholder groups, making it difficult to weight them for equivalence while maintaining statistical reliability. Therefore, the comparisons by year were analyzed using the original distribution of stakeholders for both years and because of that, it is possible that some differences in responding between years may reflect differences in the samples for FY '17 and FY '20, not necessarily changes in attitudes over time. For the year comparison results, please refer to Appendix D (see page 79).

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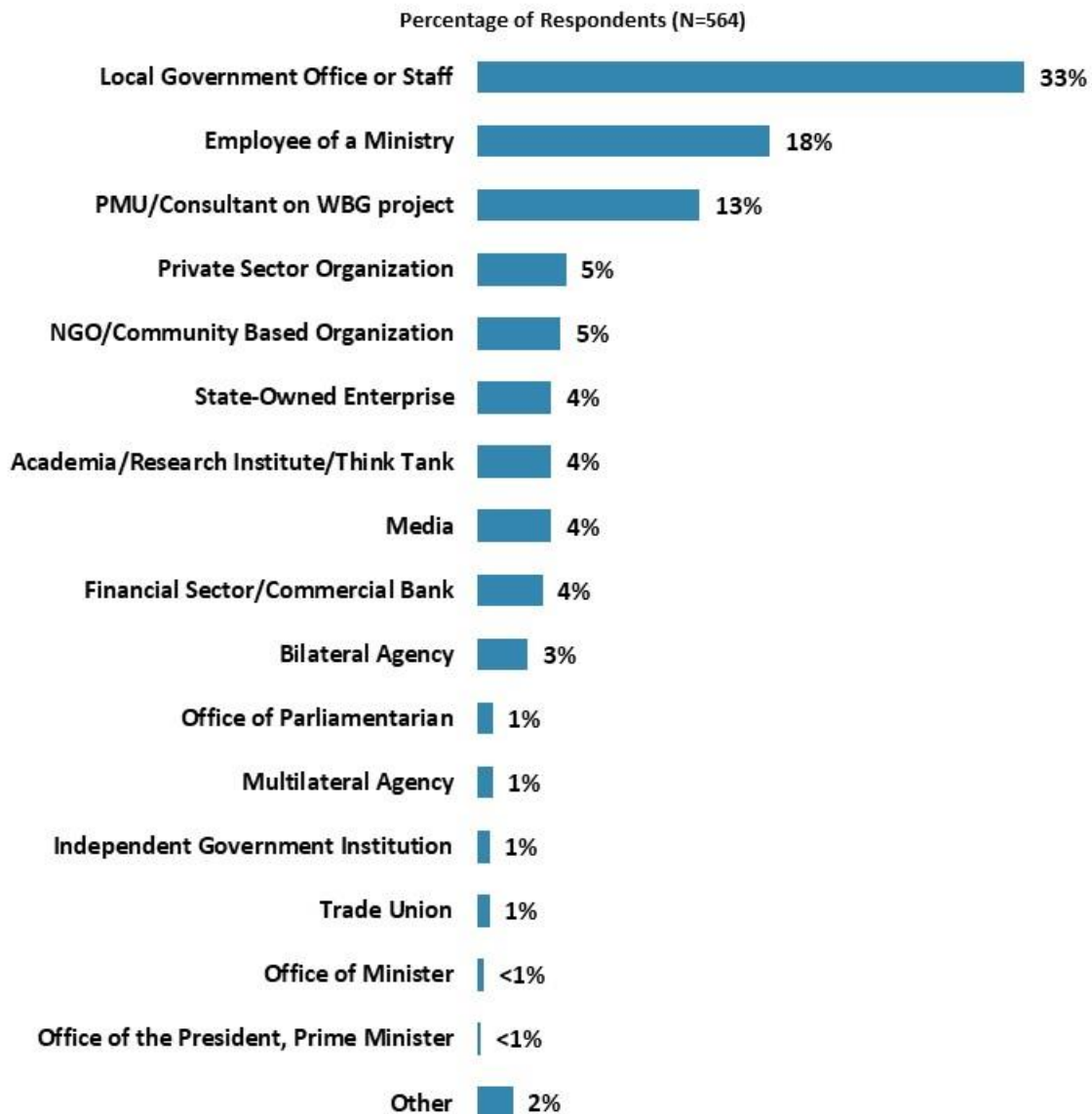
<sup>1</sup> Note that the body of the report presents data on selected questions of the questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- For all further analyses, the few respondents from the office of the President/Prime Minister, the office of Minister, the office of Parliamentarian, independent government institutions, and trade unions were combined into the “Other” category and the few respondents from multilateral agencies were combined with those from bilateral agencies. For a complete breakdown of responding by stakeholder group, please see Appendix B (page 57).

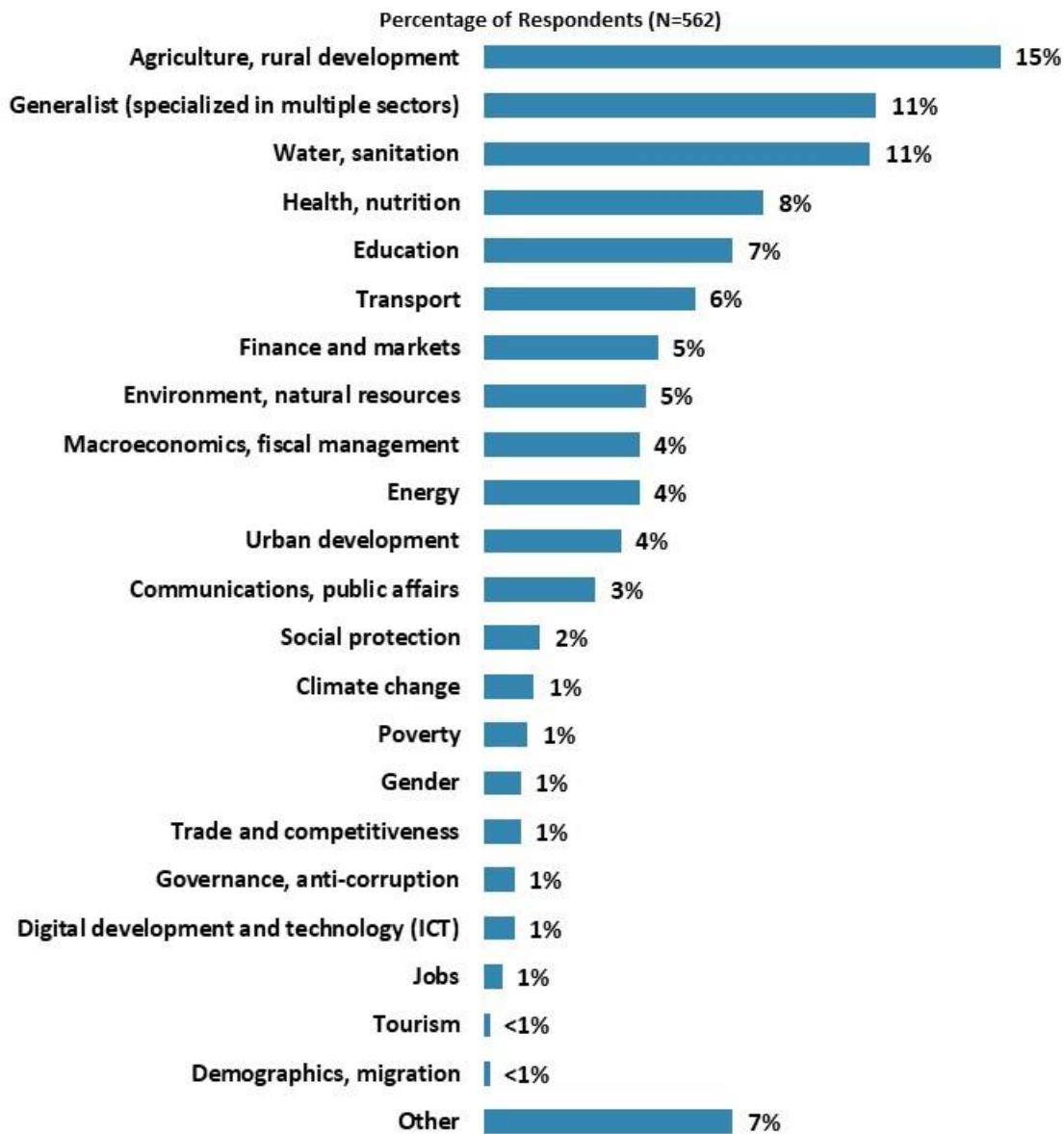


“Which of the following best describes your current affiliation? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization

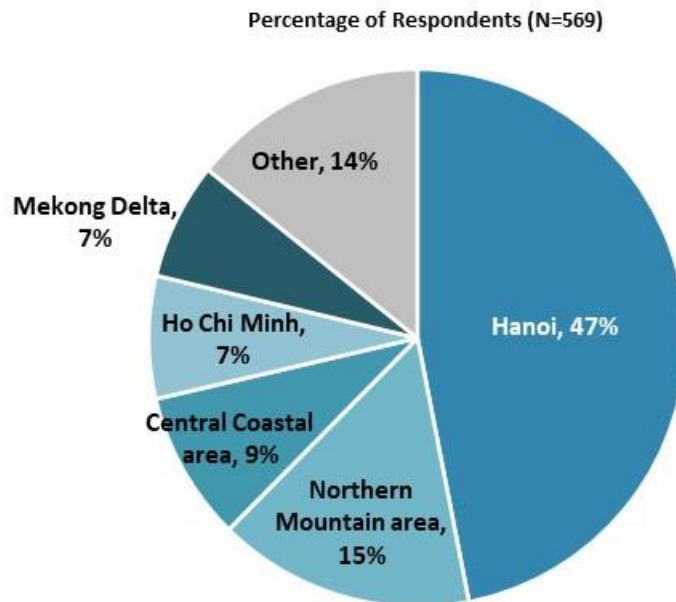


"Please identify the primary specialization of your work. (Select only ONE response)"  
(Respondents chose from a list.)



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

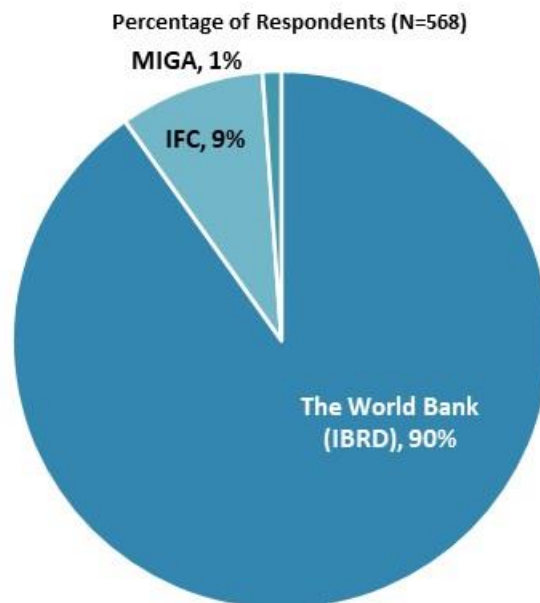
#### Geographic Locations



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

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



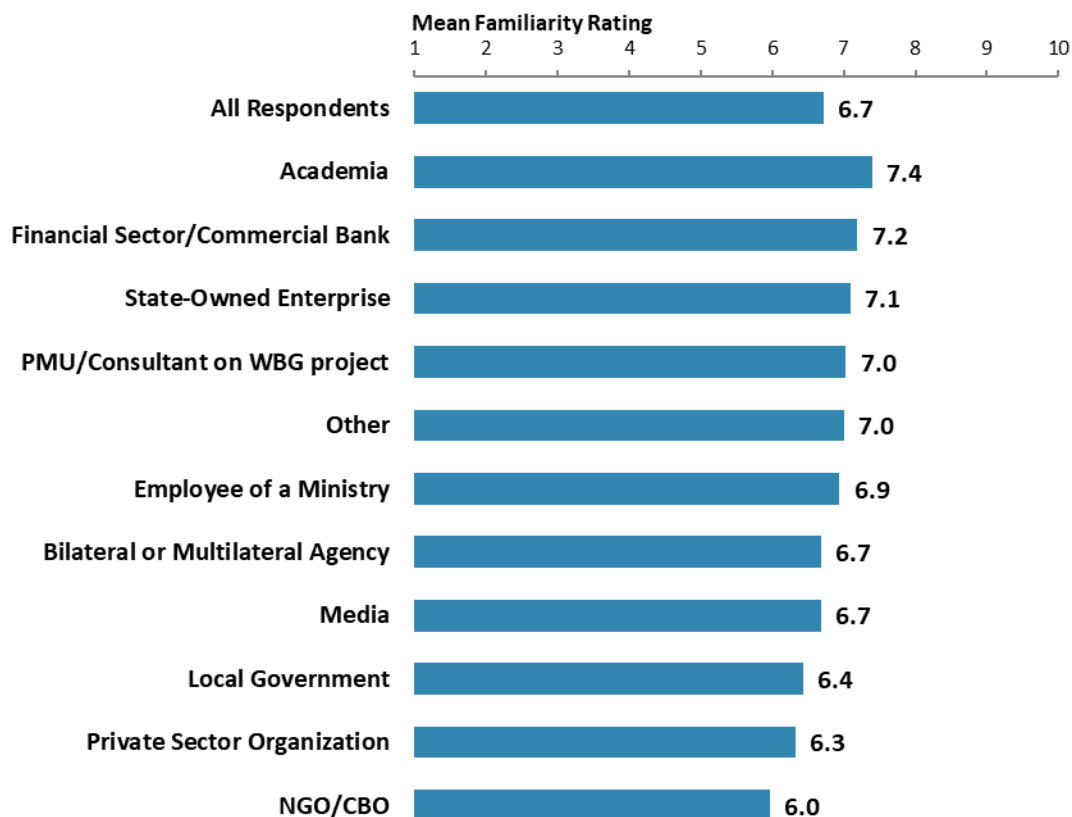
"If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Vietnam?" (Respondents chose from a list.)



### 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 respondents in the FY '17 Country Survey (6.6).
- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.0) compared to those who said that they do not collaborate with the WBG (mean rating = 6.3).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were moderately, significantly correlated with their ratings for the WBG's overall effectiveness in Vietnam, their agreement that the WBG plays a relevant role in Vietnam's development, and their ratings of the extent to which the WBG's work helps to achieve development results in Vietnam.



"How familiar are you with the work of the World Bank Group in Vietnam?"  
(1 - "Not familiar at all", 10 - "Extremely familiar") Significantly different between stakeholder groups

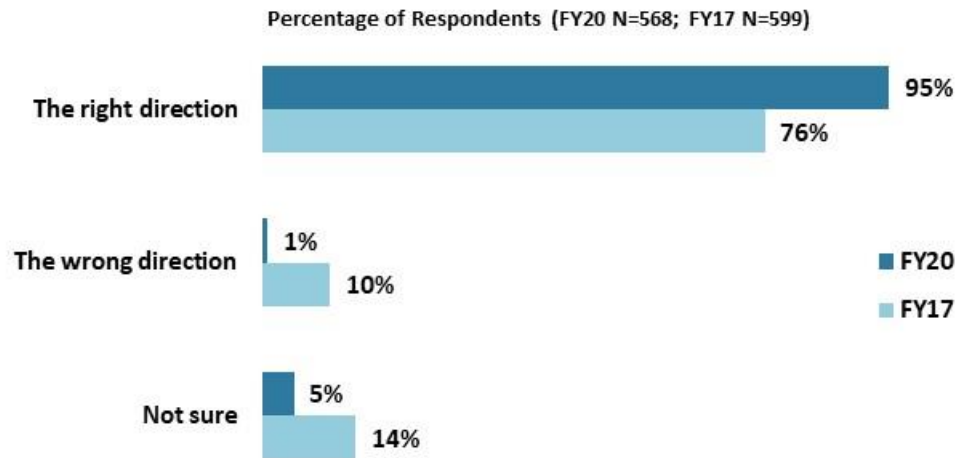




## IV. Overall Context

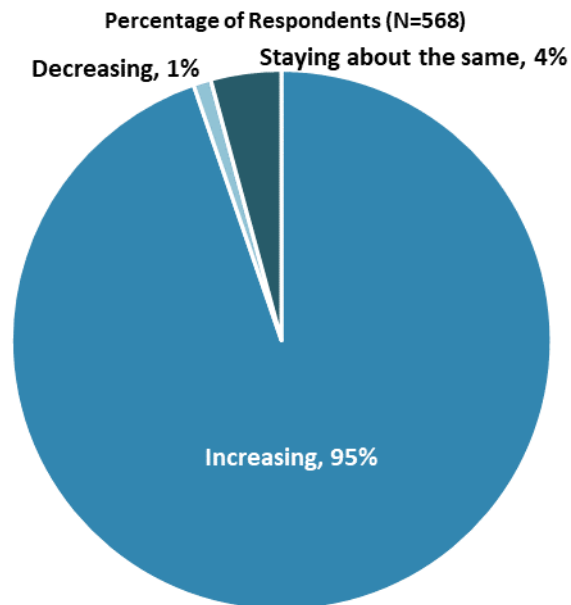
### Headed in the Right Direction

- **Stakeholders:** Respondents from NGOs/CBOs were significantly less likely to indicate that Vietnam is headed in the right direction (79%) compared to respondents from other stakeholder groups.



"In general, would you say that Vietnam is headed in ... ?"  
(Respondents chose from a list.) *Significantly different between FY20 and FY17*

### Perceptions of Economic Opportunity

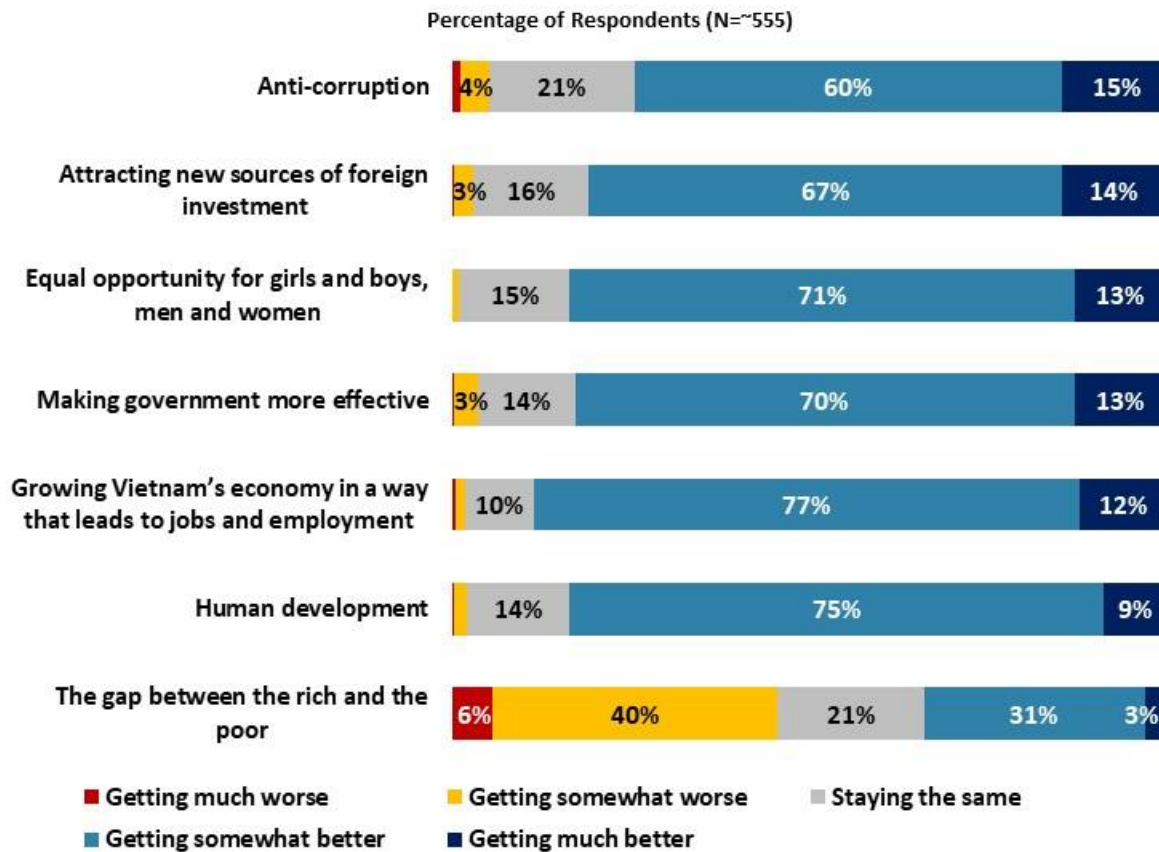


"Do you think that economic opportunity for citizens in Vietnam is ... ?" (Respondents chose from a list.)



## IV. Overall Context (continued)

### Perceptions of Improvement and Decline in Specific Areas



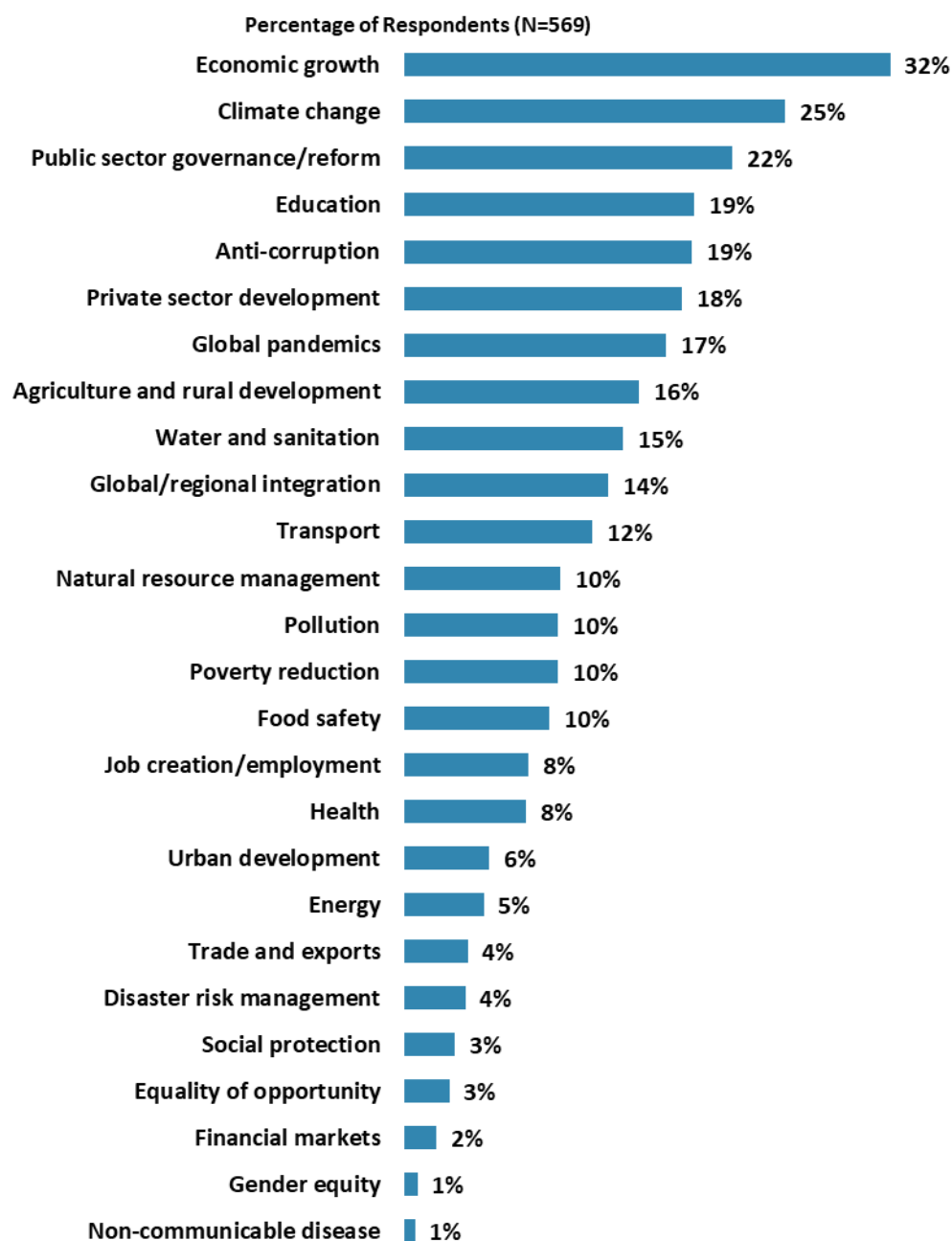
"Please describe the direction Vietnam is moving in, when considering..."  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the most important development priorities in Vietnam were “Public sector governance/reform” (36%) and “Anti-corruption” (34%), followed by “Private sector development” (25%) and “Education” (24%).



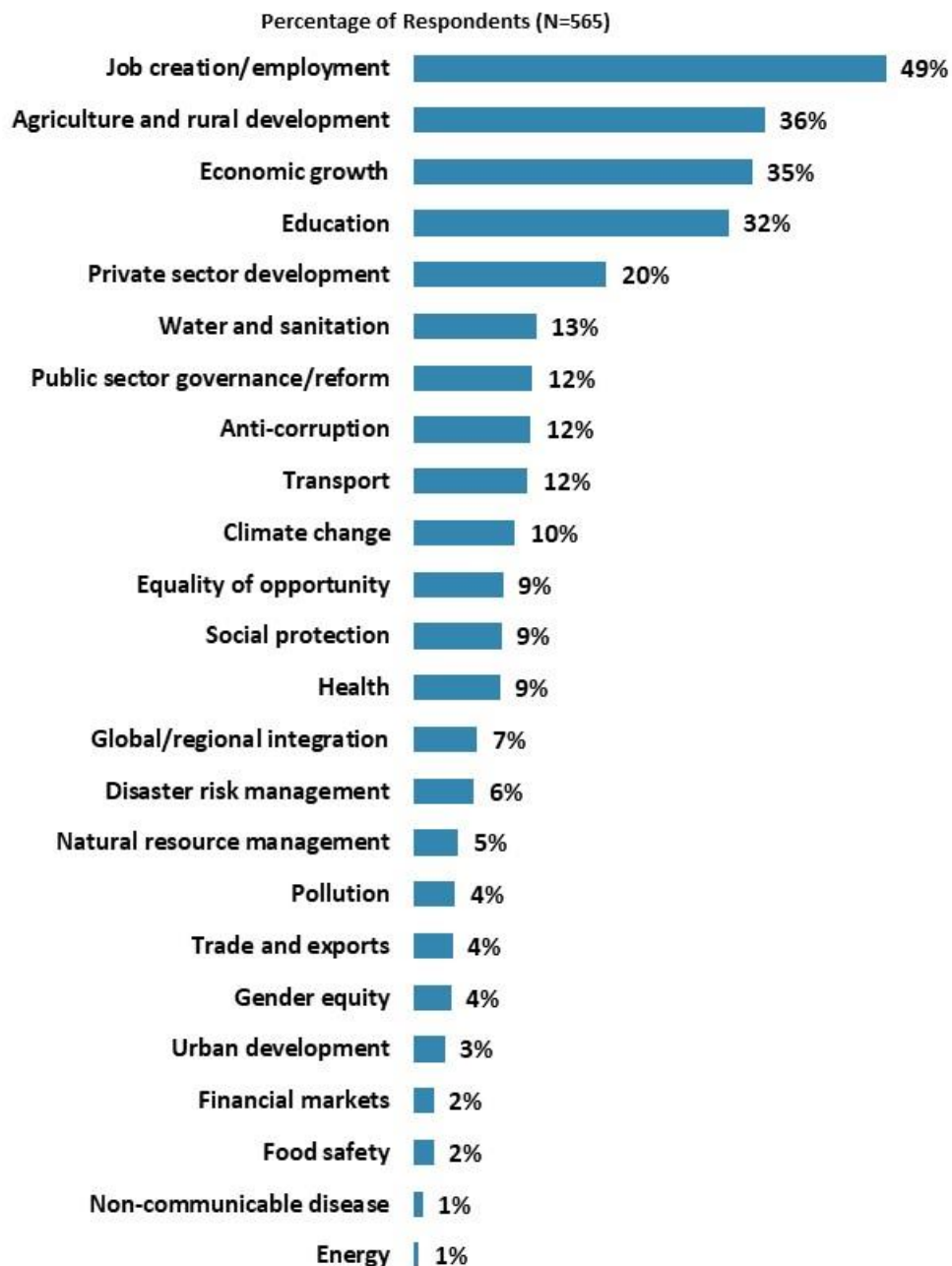
"Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Vietnam were “Agriculture and rural development” (48%) and “Job creation/employment” (44%), followed by “Private sector development” (29%), “Education” (22%), and “Transport” (21%).

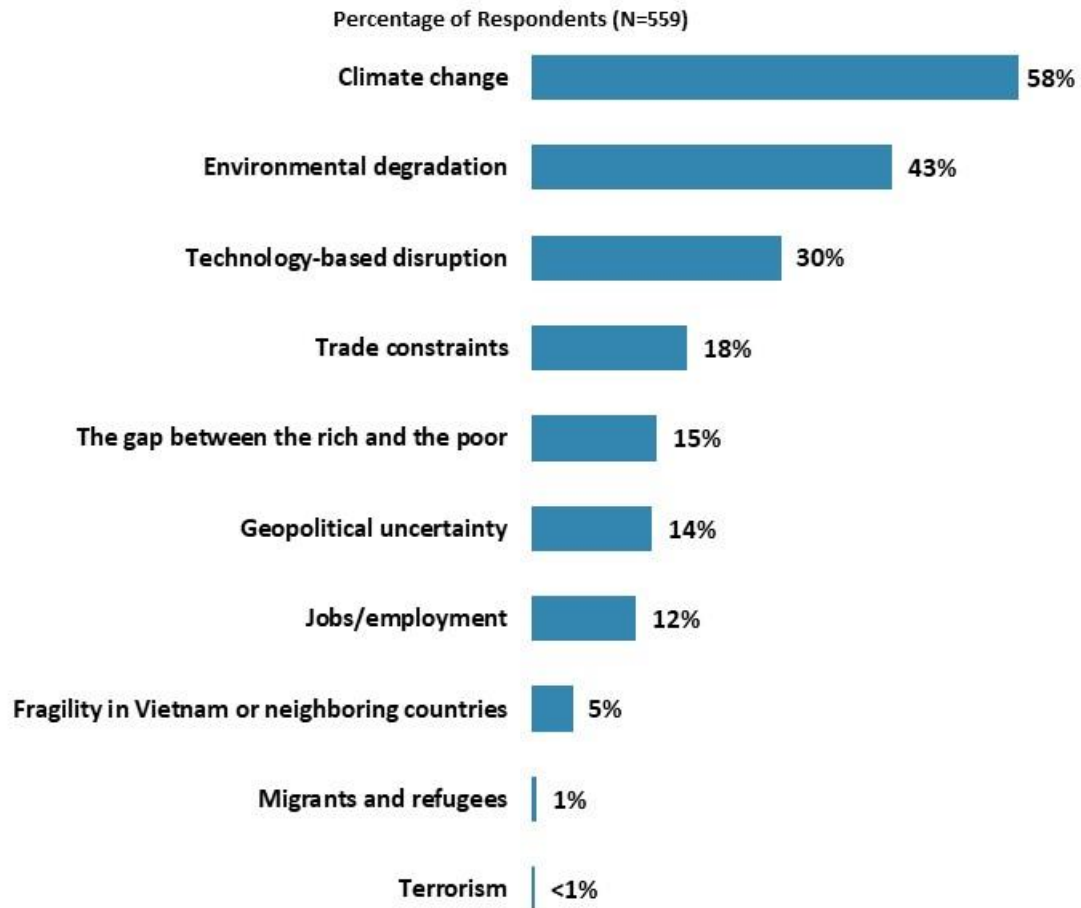


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Vietnam?" (Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### The Impact of Global Challenges on Vietnam



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



## IV. Overall Context (continued)

### Trust in Institutions



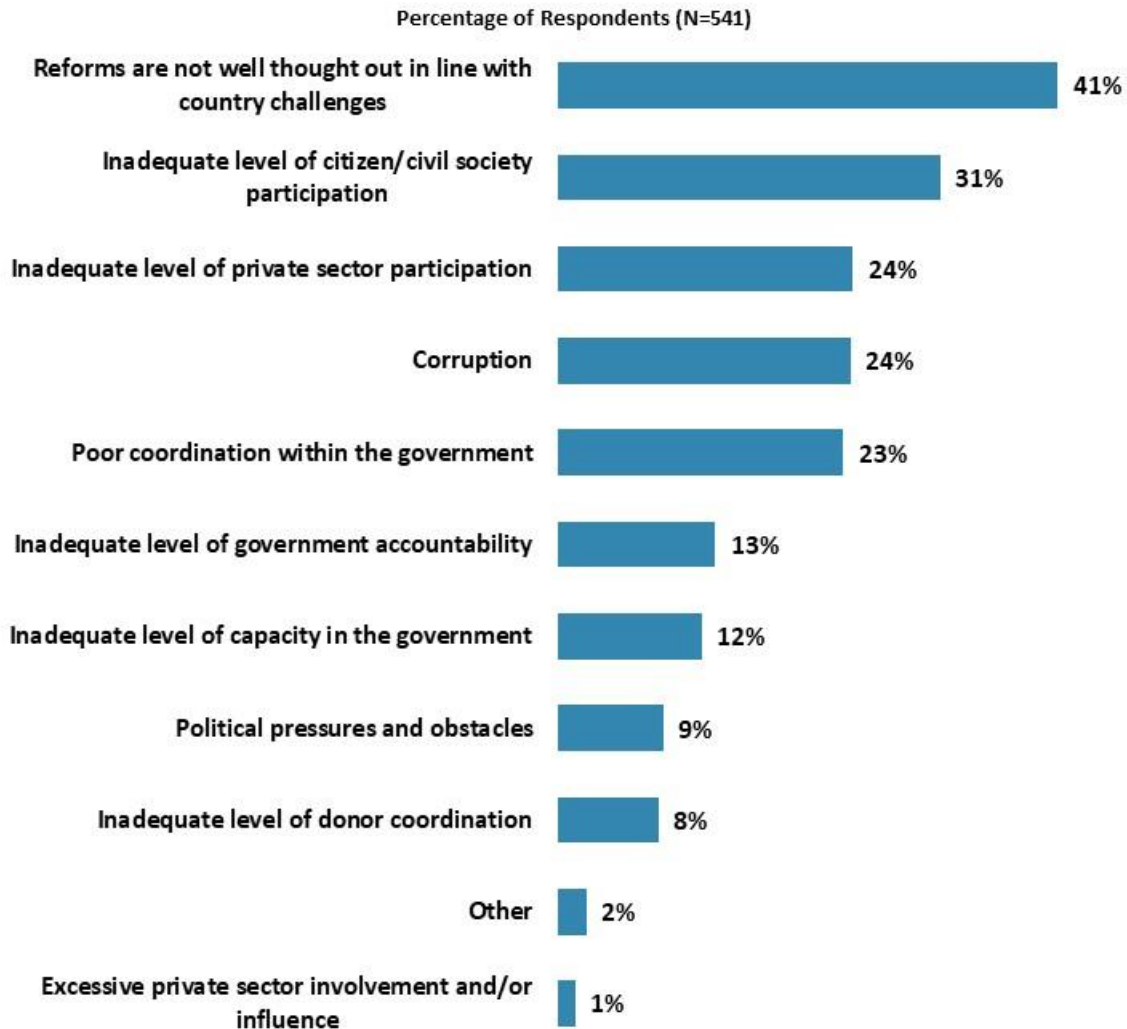
"To what extent do you trust each of the following groups to do what is right?"  
(1-"To no degree at all", 10-"To a very significant degree")



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that, when reform efforts failed or were slow to take place, it was attributed to inadequate citizen/civil society participation (36%), followed by political pressures/obstacles (28%), reforms not well thought out in light of country challenges (24%), poor coordination within the government (23%), and the government working inefficiently (21%).



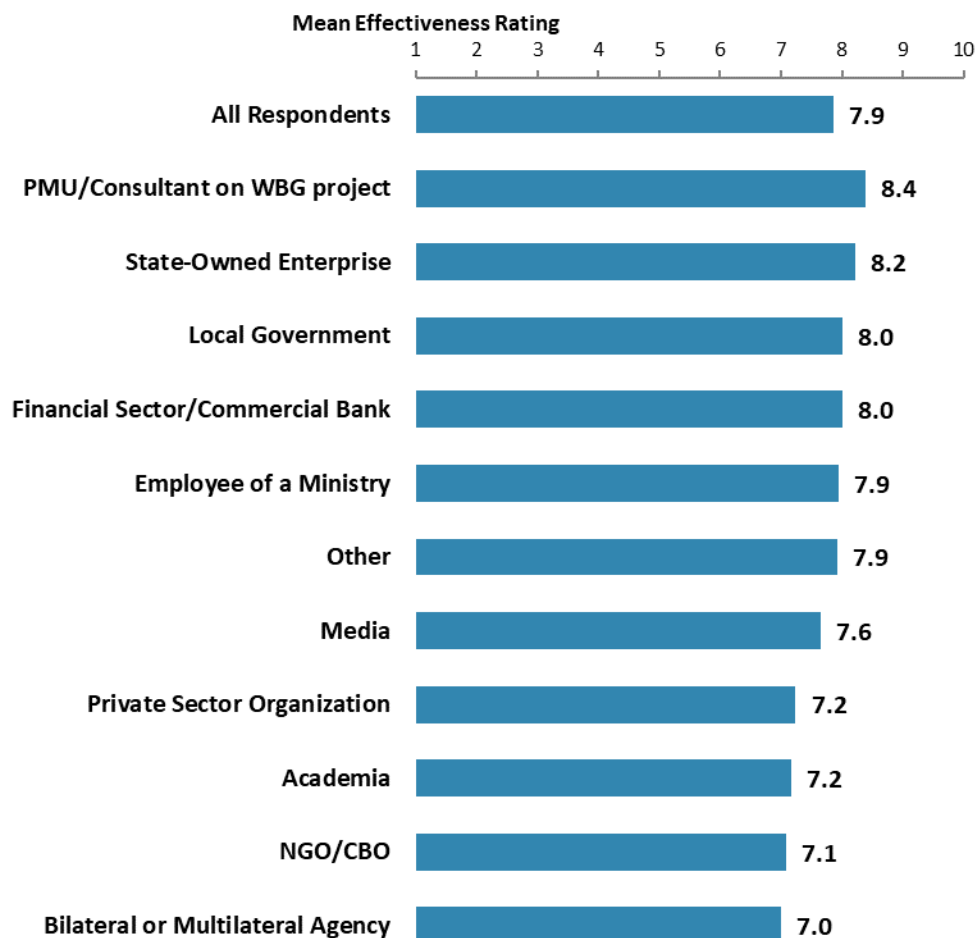
"When economic and/or social reform efforts fail or are slow to take place in Vietnam, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### The World Bank's Overall Effectiveness (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the WBG's overall effectiveness compared to respondents in the FY '17 Country Survey (7.7).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the WBG's effectiveness in Vietnam (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 7.6).



"Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam."  
(1 - "Not effective at all", 10 - "Very effective") Significantly different between stakeholder groups.





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

### Achieving Development Results (*Indicator Question*)

- **Stakeholders:** Respondents from State-Owned Enterprises and PMUs/Consultants gave the highest ratings for the extent to which the WBG achieves development results in Vietnam whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 7.6).

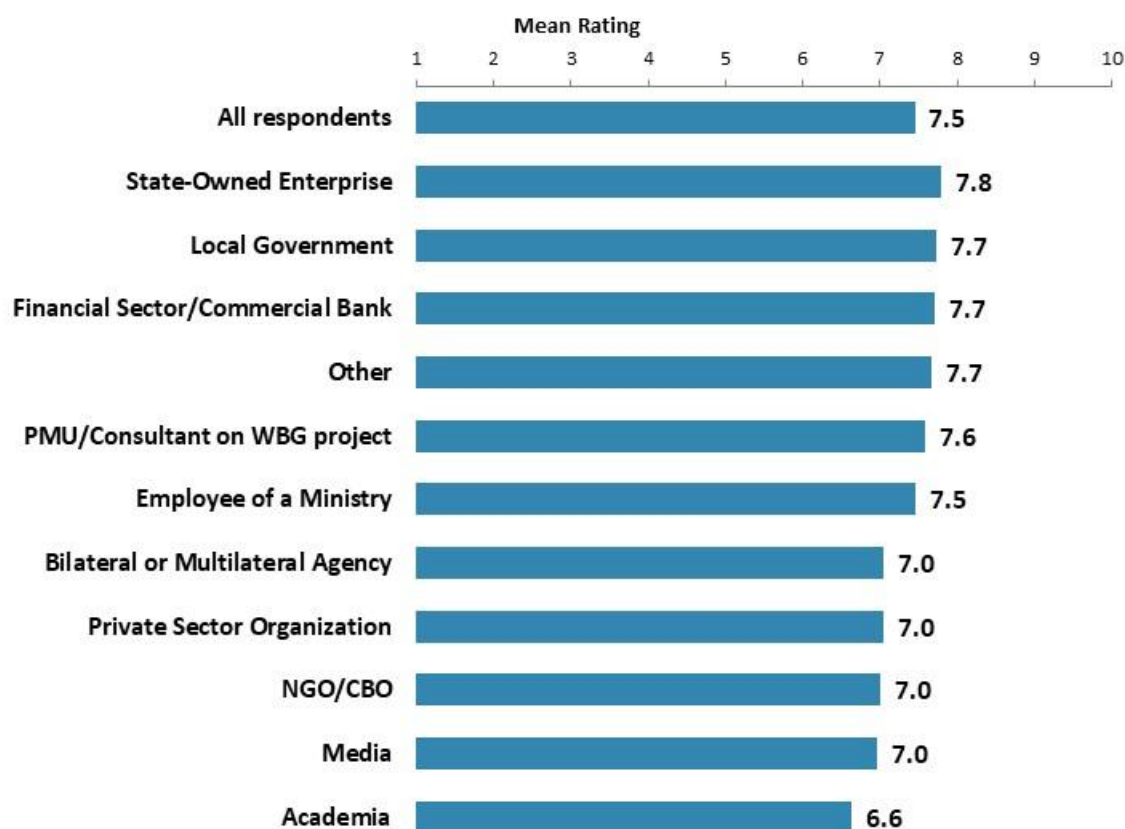


"To what extent does the WBG's work help to achieve development results in Vietnam?" (1 - "To no degree at all", 10 - "To a very significant degree") Significantly different between FY20 and FY17 respondents.



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

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



**"To what extent does the World Bank Group influence the development agenda in Vietnam?"**  
(1 - "To no degree at all", 10 - "To a very significant degree") *Significantly different between stakeholder groups*



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

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Vietnam compared to respondents in the FY '17 Country Survey (7.8).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared (mean rating = 7.8) compared to those who said that they do not collaborate with the WBG (mean rating = 7.5).

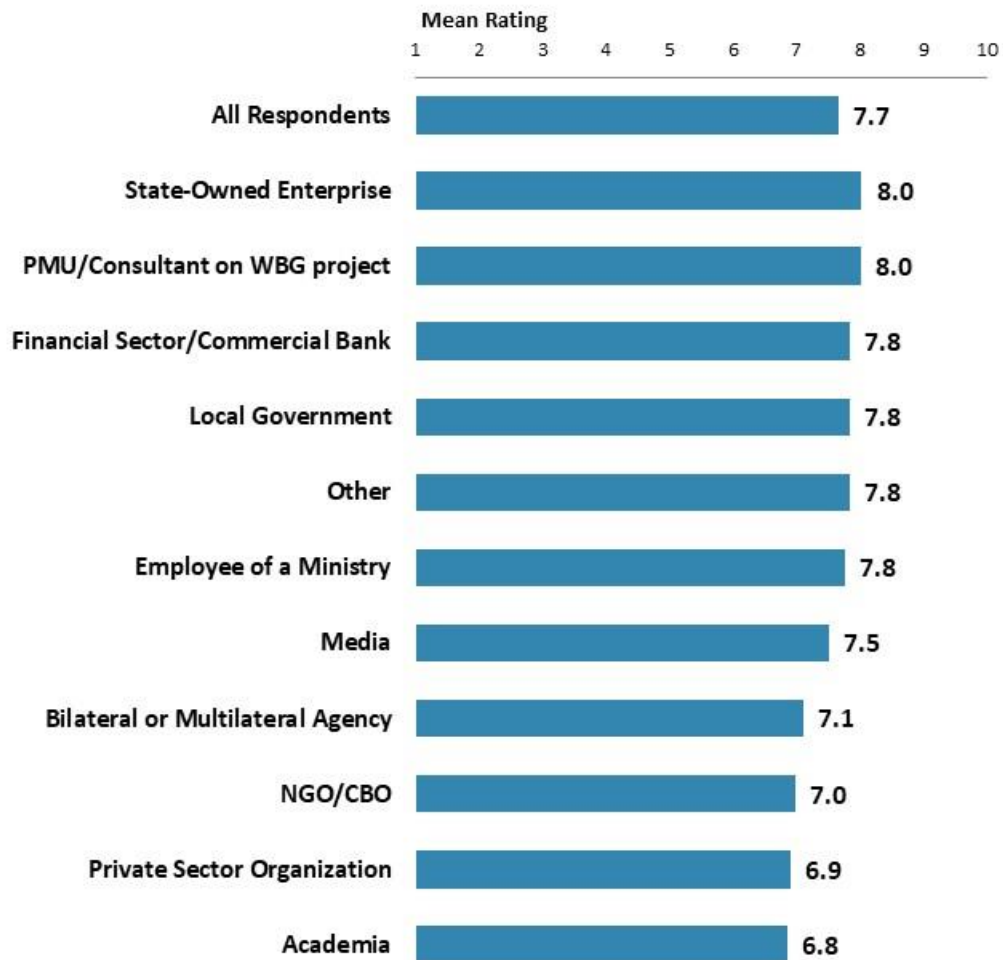




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings to the twenty-eight COS indicator questions (mean rating = 7.8) compared to those who said that they do not collaborate with the WBG (mean rating = 7.4). Comparisons for individual indicator questions as a function of exposure to the WBG can be found in Appendix E (page 85).



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

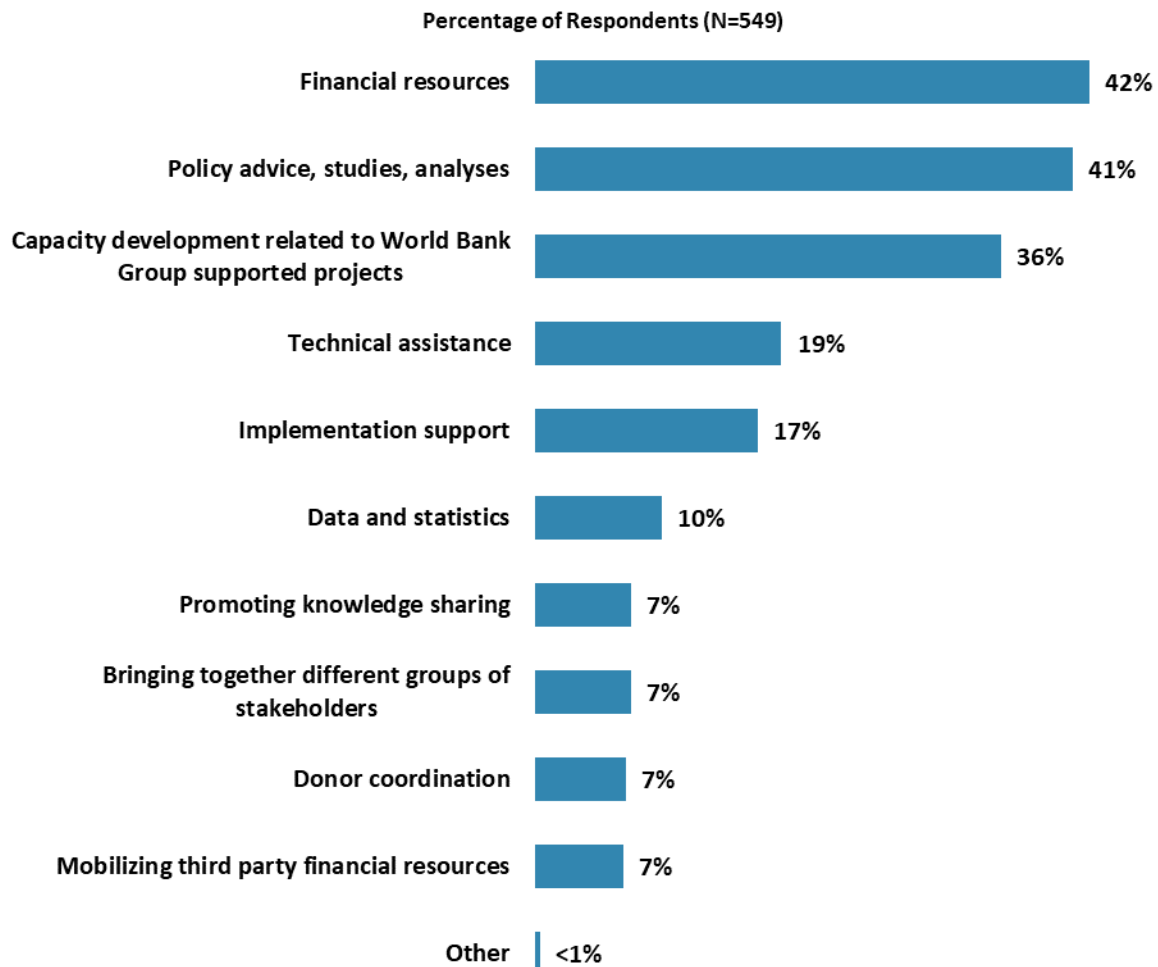
*Significantly different between stakeholder groups*



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

### Greatest Value

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG's greatest values to Vietnam were "Financial resources" (60%), "Policy advice, studies, analyses" (42%), and "Capacity development" (34%).



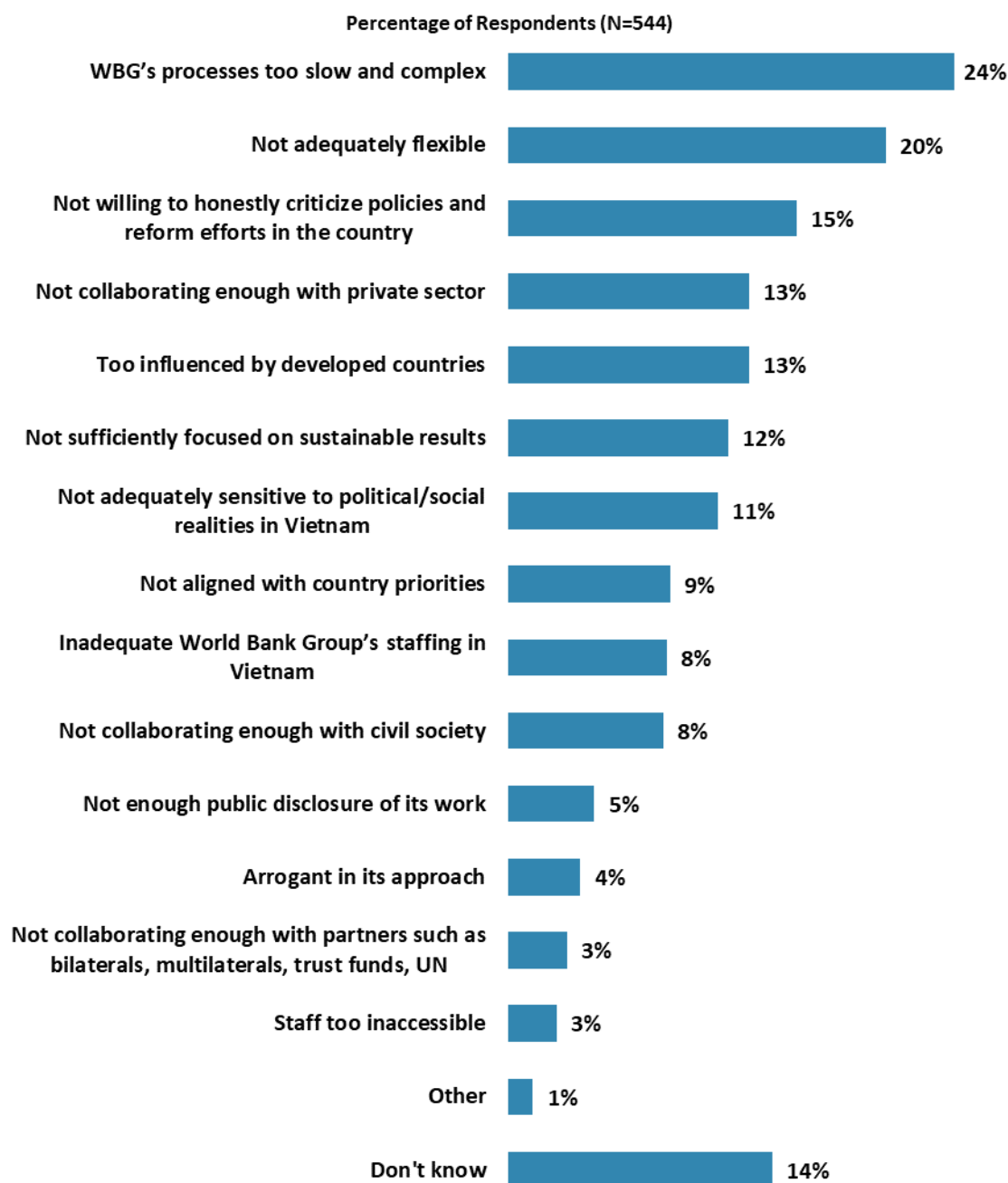
"When thinking about the World Bank Group's role in Vietnam, which activity do you VALUE the most? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG's greatest weaknesses in its work in Vietnam were "WBG's processes too complex" (23%), "Not adequately sensitive to political/social realities in Vietnam" (19%), "Don't know" (18%), and "Too influenced by developed countries" (16%).

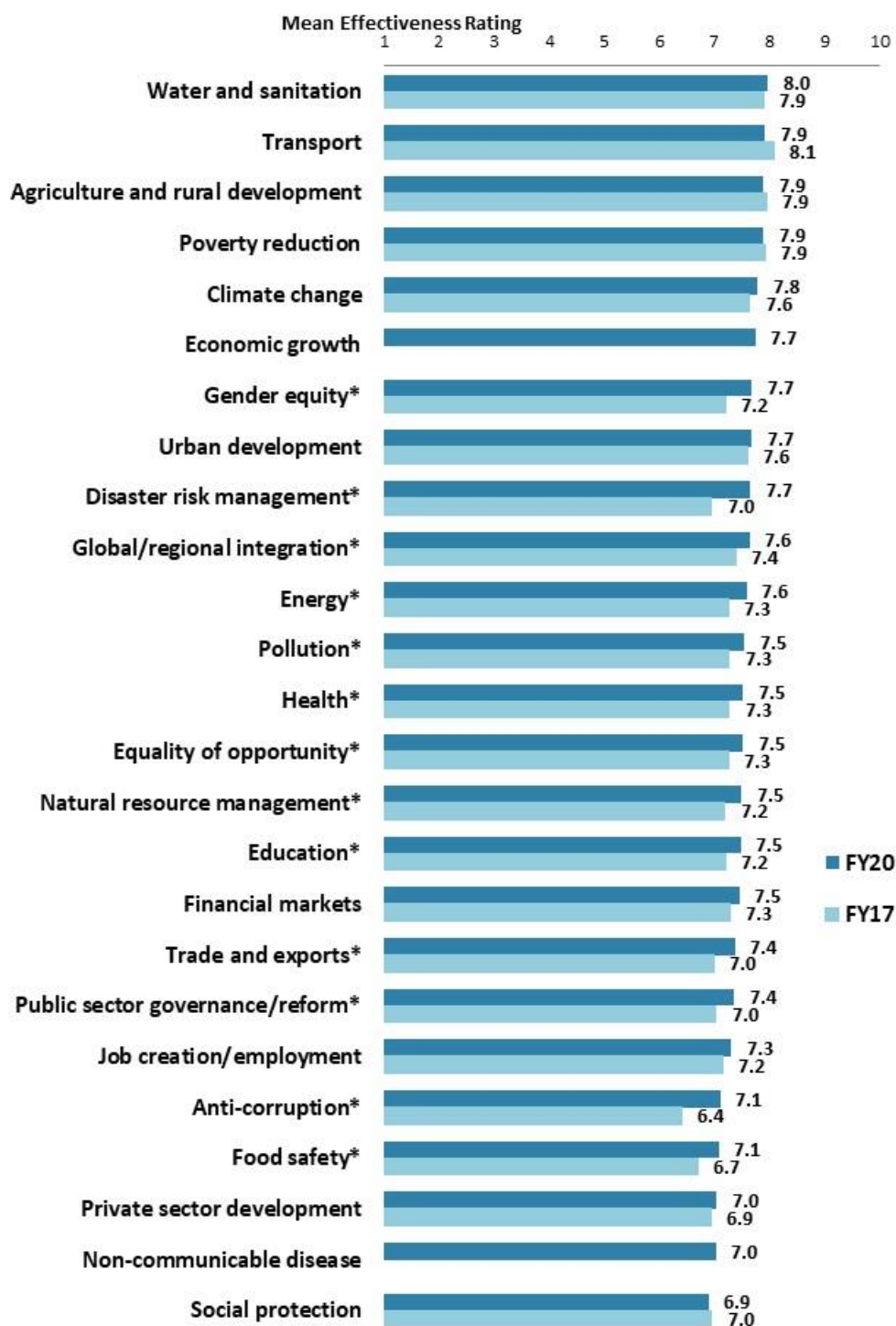


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>2</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 Vietnam?" (1- "Not effective at all", 10- "Very effective")

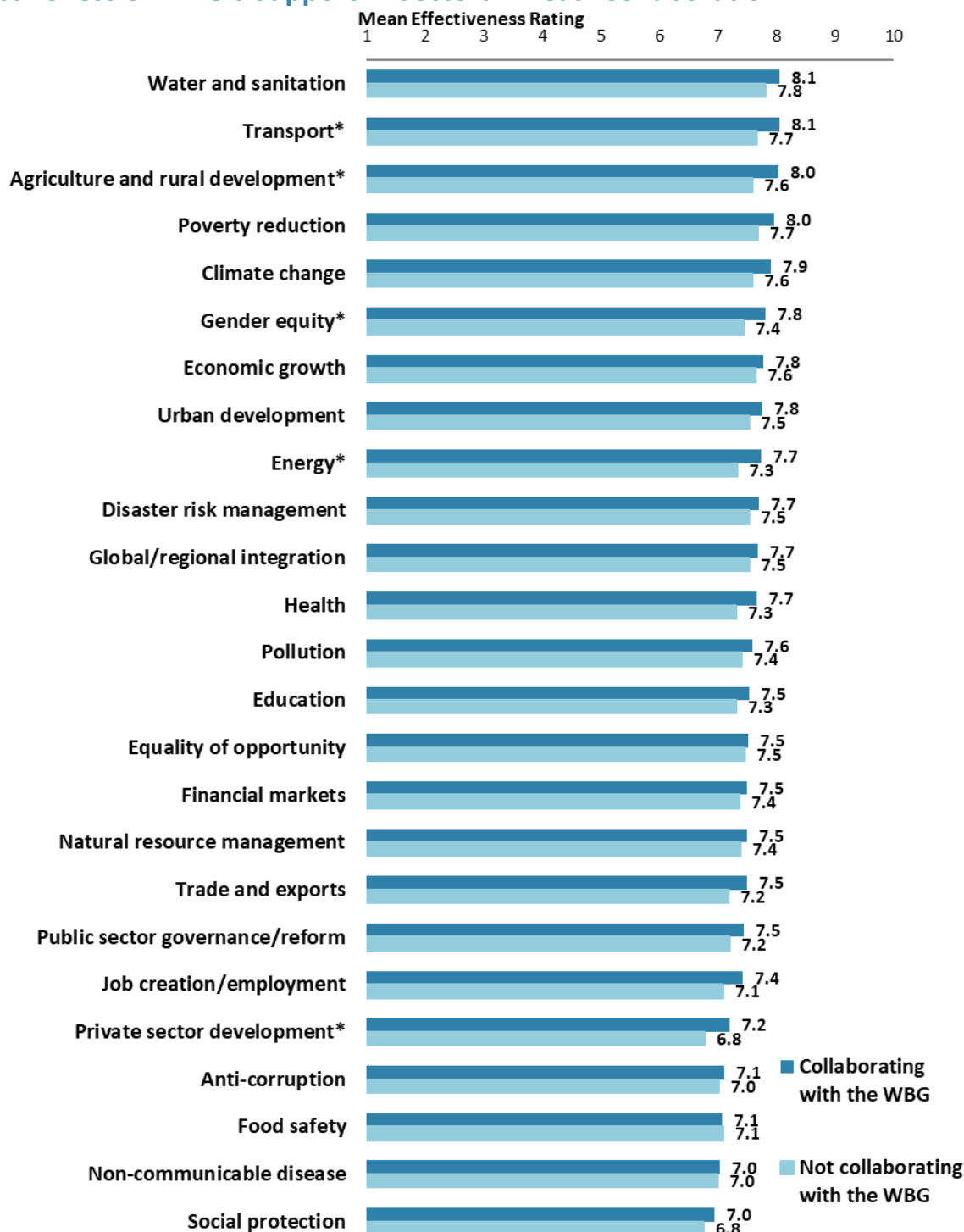
\*Significantly different between FY20 and FY17

<sup>2</sup> Note 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 (see Appendix A, page 41).



## VI. WBG's Support in Development Areas (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>3</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 Vietnam?" (1-"Not effective at all", 10-"Very effective")

\*Significantly different between collaborators and non-collaborators

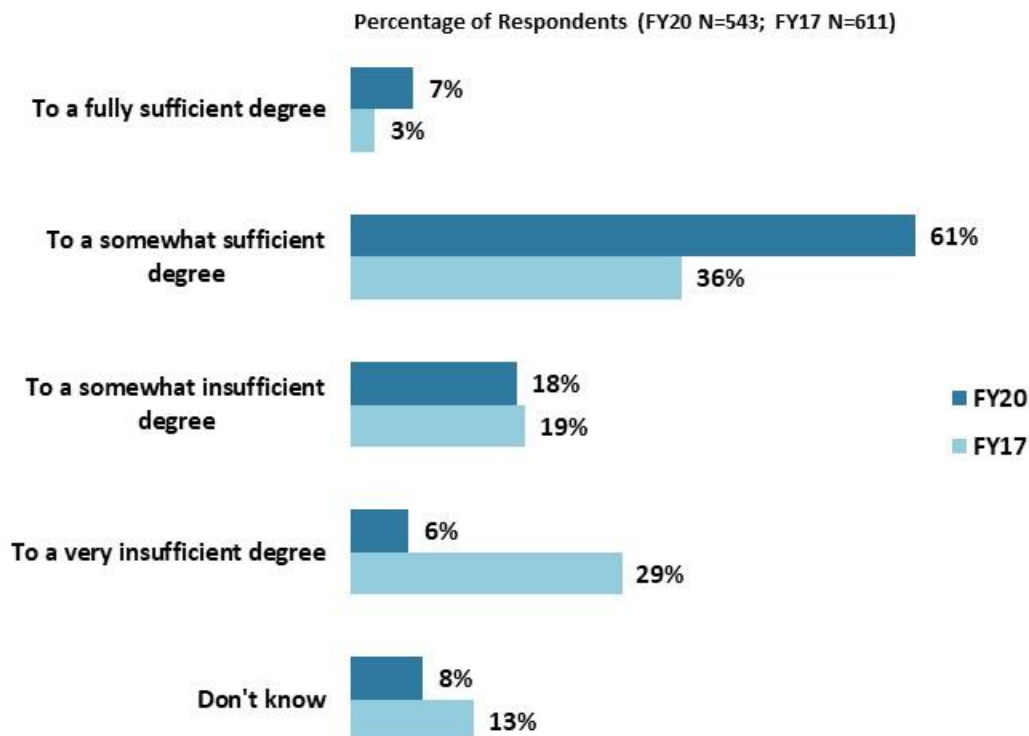
<sup>3</sup> Note primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas (see Appendix A, page 41).





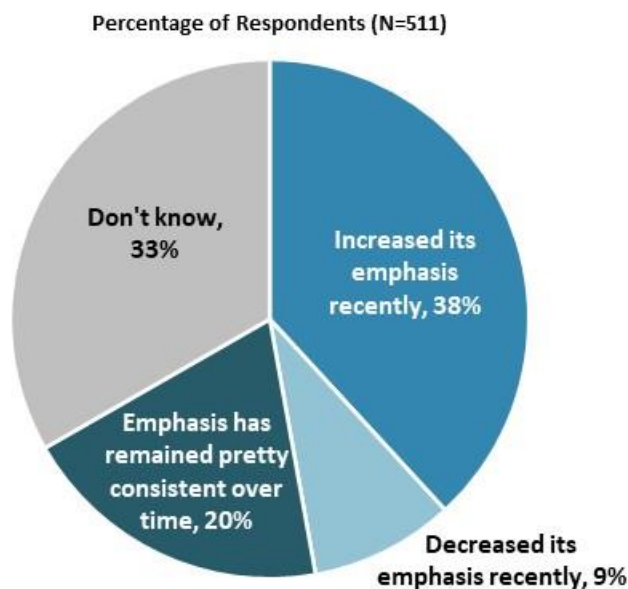
## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Vietnam?" (Respondents chose from a list.) *Significantly different between FY20 and FY17*

### The WBG's Human Capital Investment

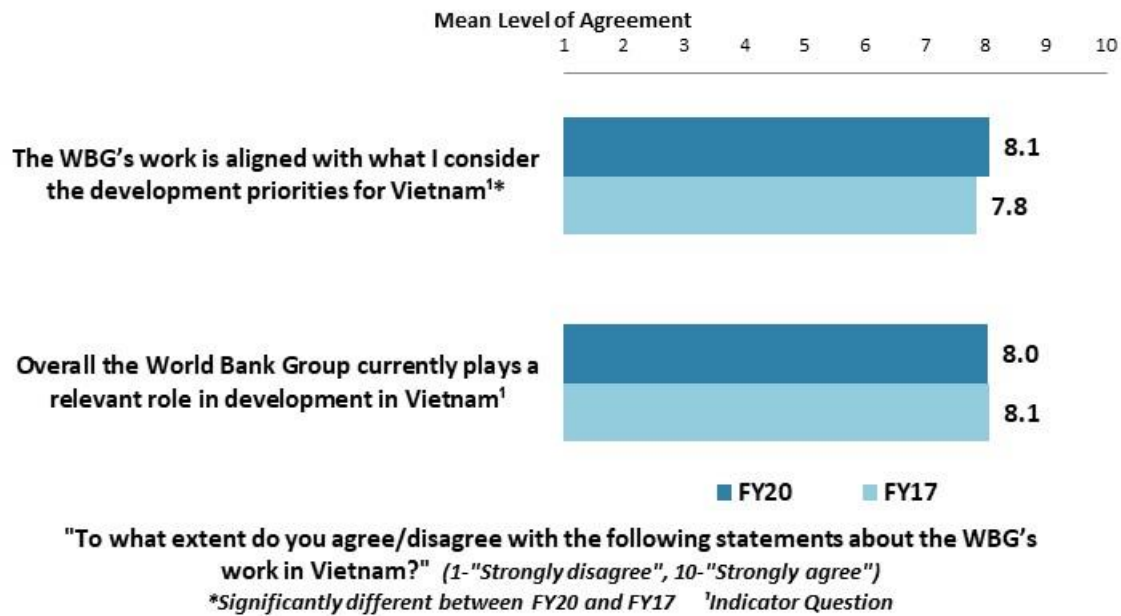


"From your perspective, which of the following best describes the WBG's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

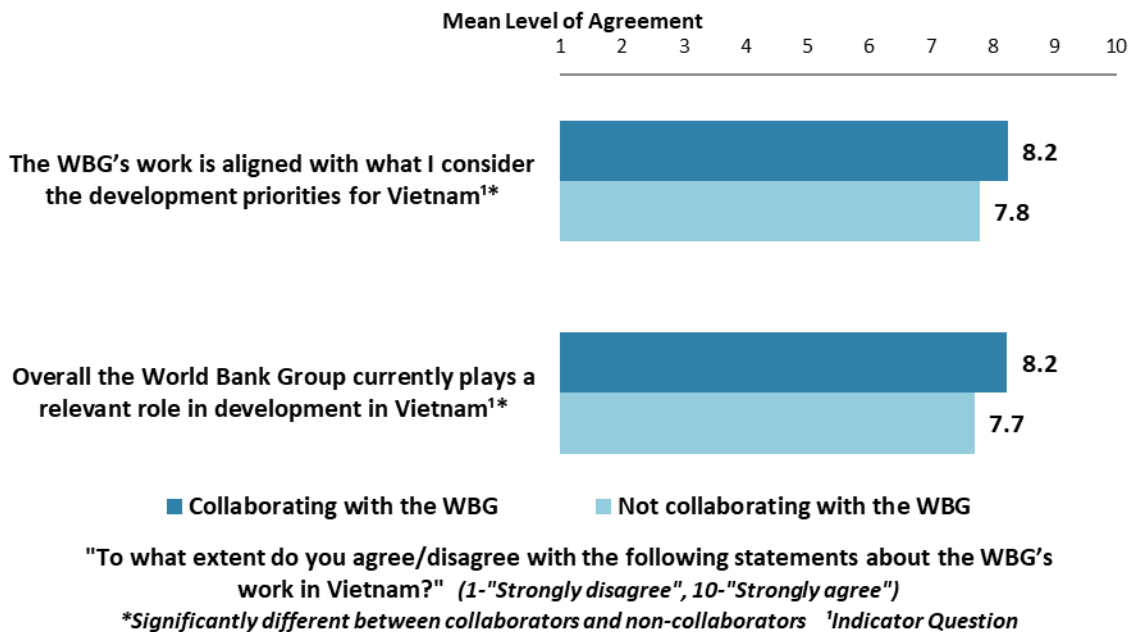


## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Vietnam: Year Comparison



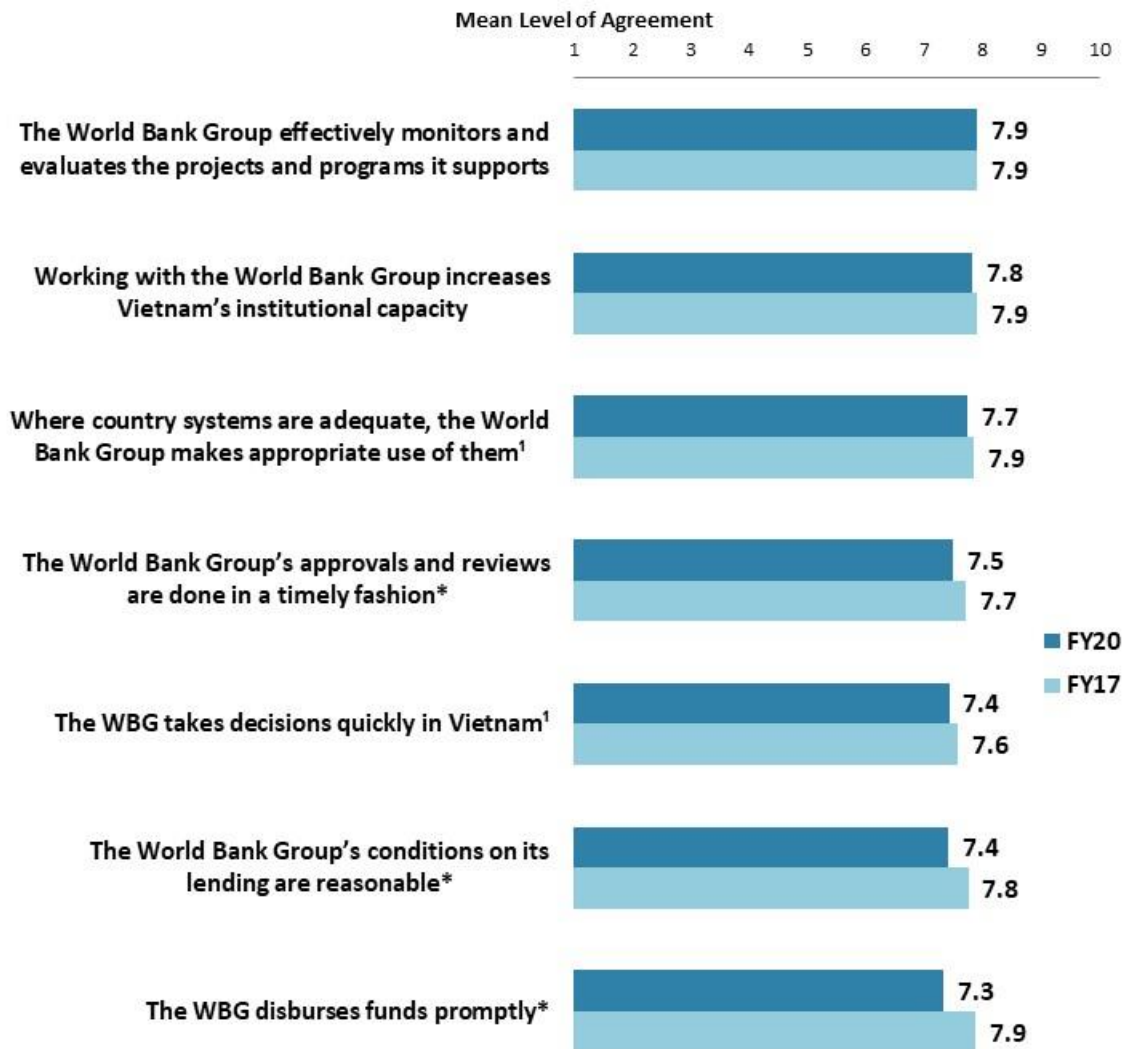
### The World Bank Group's Work in Vietnam: Collaboration





## VII. WBG's Work and Engagement on the Ground (continued)

### Overall Perceptions: Year Comparison



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

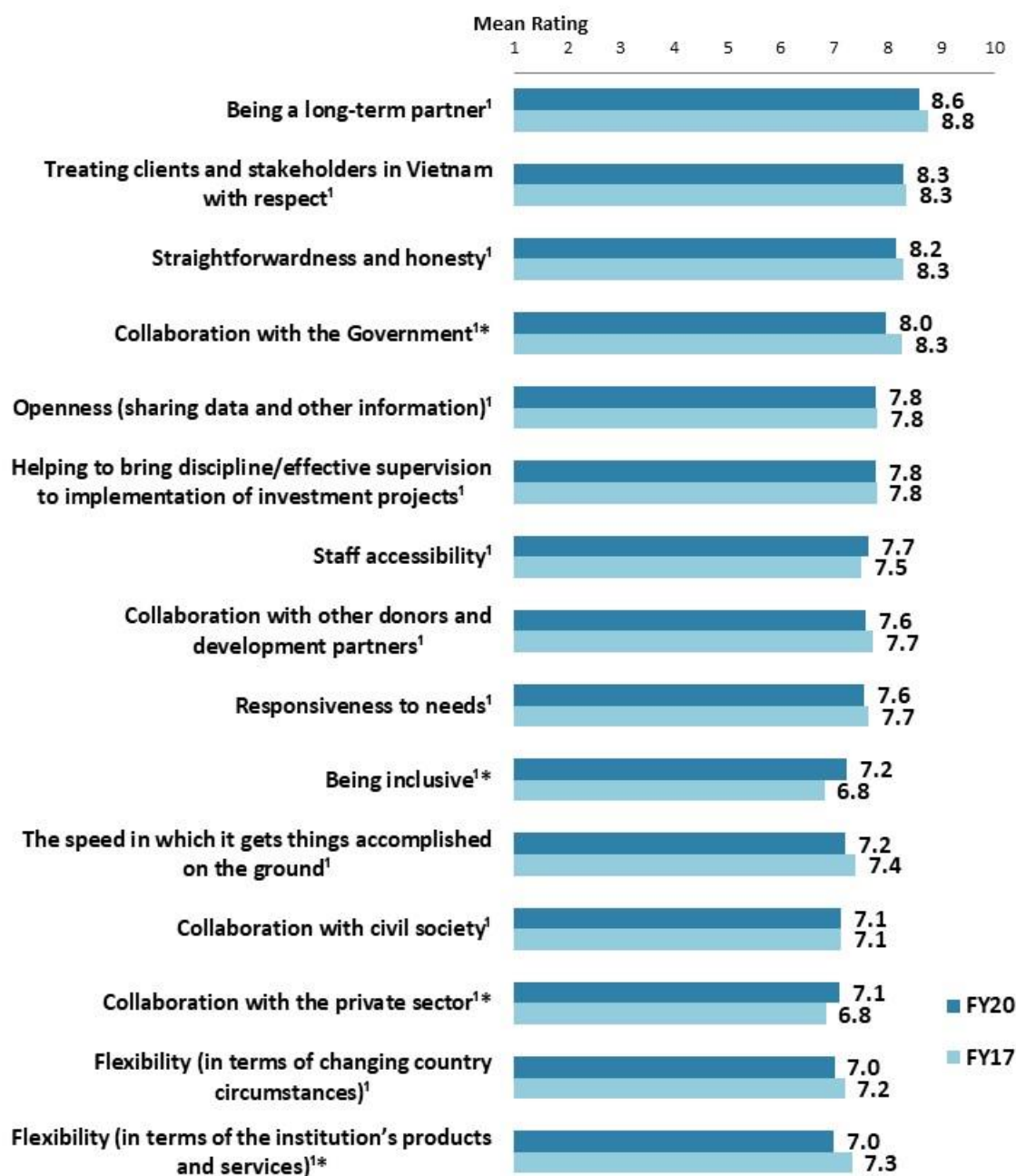
(1-"Strongly disagree", 10-"Strongly agree")

\*Significantly different between FY20 and FY17    <sup>1</sup>Indicator Question



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Year Comparison



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

\*Significantly different between FY20 and FY17 <sup>1</sup>Indicator Question



## VII. WBG's Work and Engagement on the Ground (continued)

### The WBG as an Effective Development Partner: Collaboration



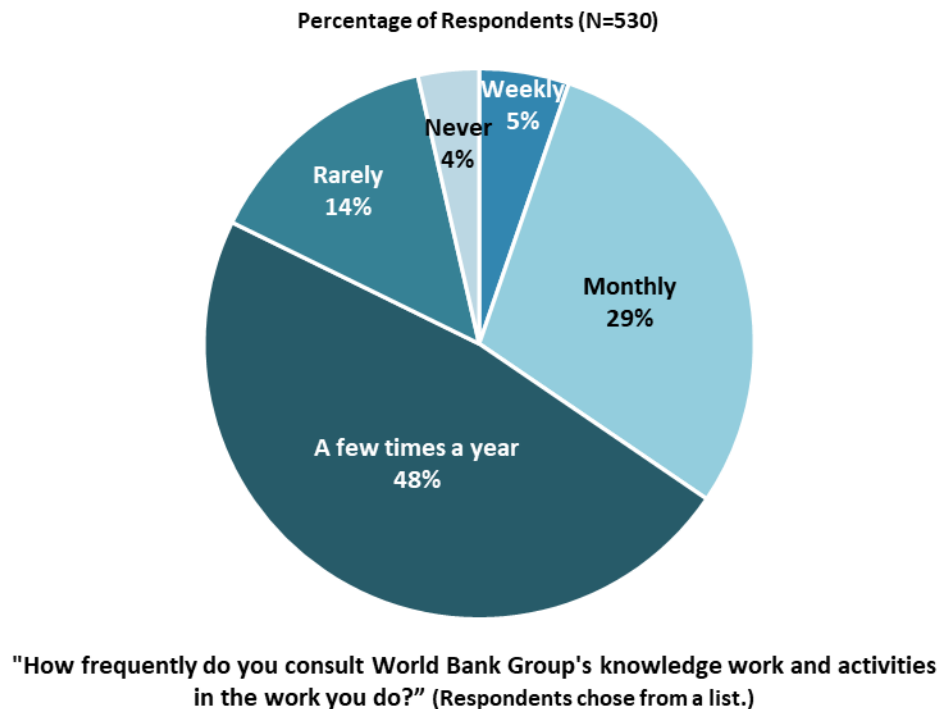
"To what extent is the World Bank an effective development partner in Vietnam, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>\*</sup>Significantly different between collaborators and non-collaborators <sup>1</sup>Indicator Question



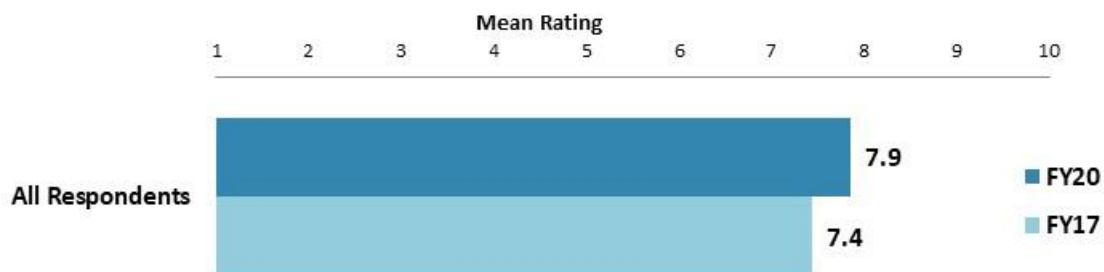
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



### Meeting Vietnam's Knowledge Needs (*Indicator Question*)

- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG meets Vietnam's needs for knowledge services (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 7.7).



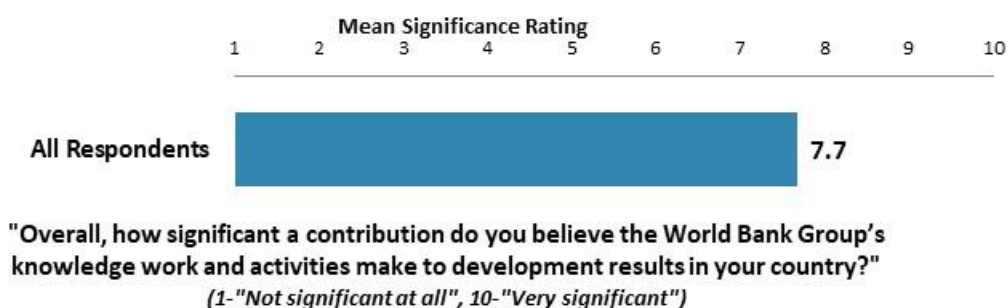
"The World Bank Group meets Vietnam's needs for knowledge services."  
(1-"Strongly disagree", 10-"Strongly agree") Significantly different between FY20 and FY17



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

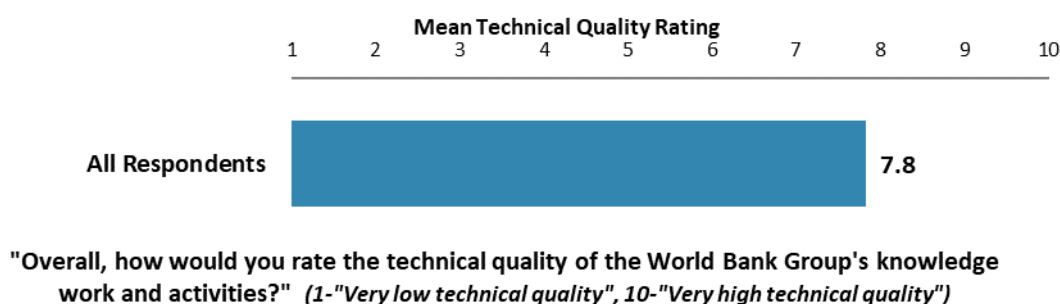
### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the significance of the WBG's knowledge work contribution in Vietnam compared to respondents in the FY'17 Country Survey (mean rating = 7.6).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the significance of the WBG's knowledge work contribution (mean rating = 7.8) compared to those who said that they do not collaborate with the WBG (mean rating = 7.5).



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

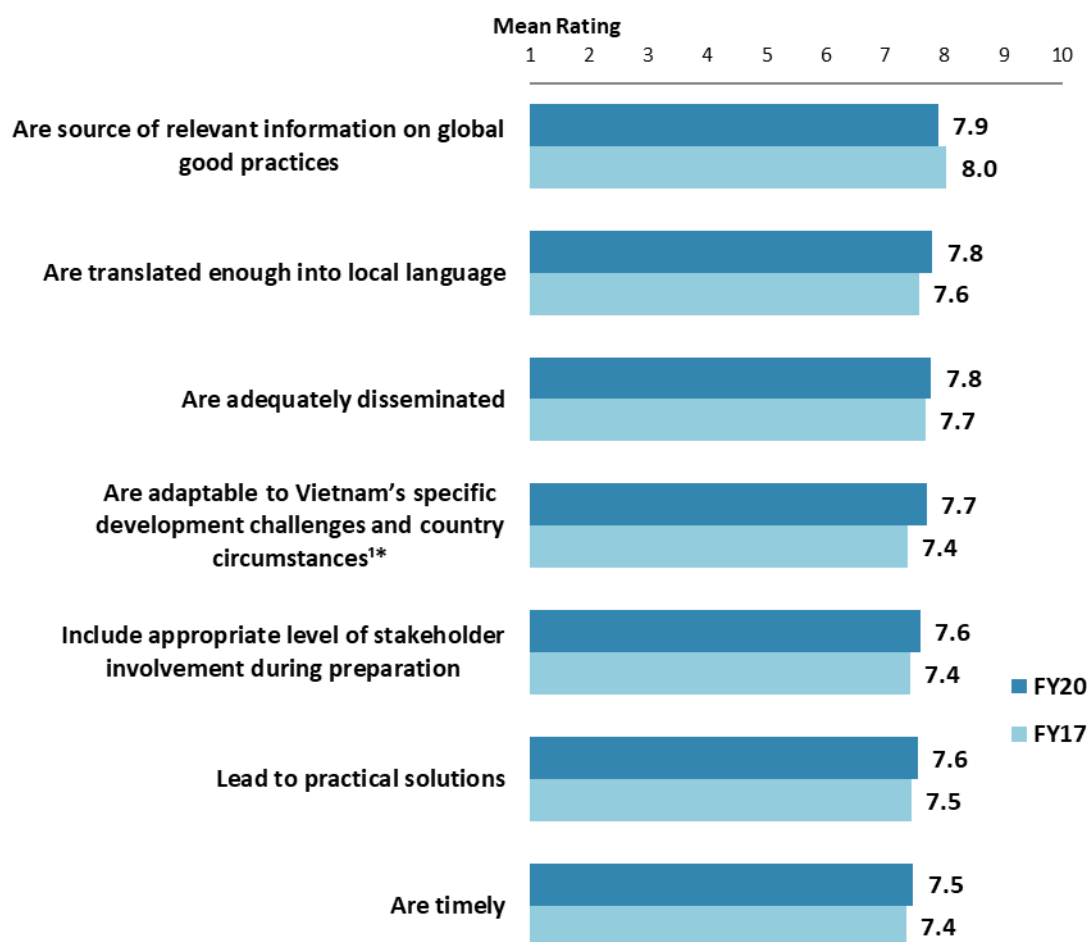
- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the technical quality of the WBG's knowledge work compared to respondents in the FY'17 Country Survey (mean rating = 7.9).





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

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



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

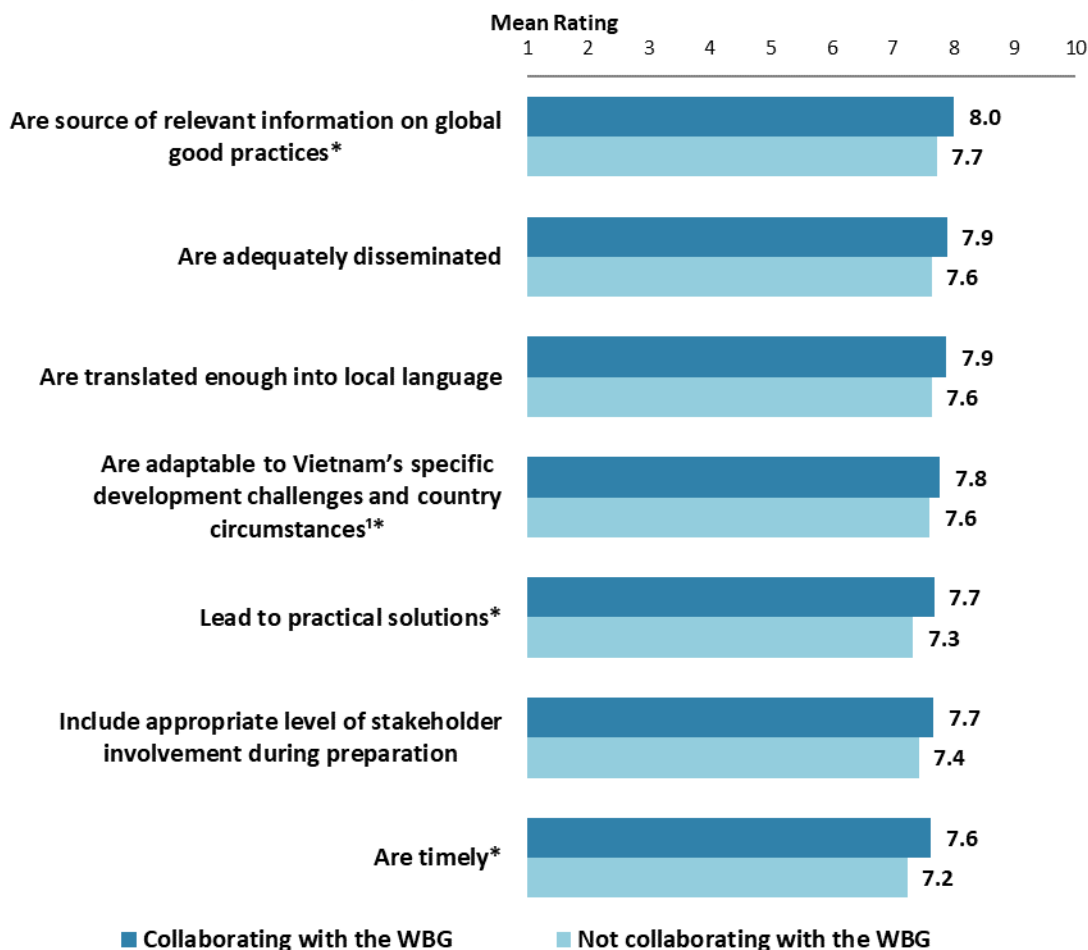
\*Significantly different between FY20 and FY17





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

### Qualities of the WBG's Knowledge Work and Activities: Collaboration



"In Vietnam, to what extent do you believe that the WBG's knowledge work and activities:"  
 (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question  
 \*Significantly different between collaborators and non-collaborators

### Meeting Vietnam's Needs for Financial Instruments (Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet the needs of Vietnam compared to respondents in the FY '17 Country Survey (mean rating = 7.6).



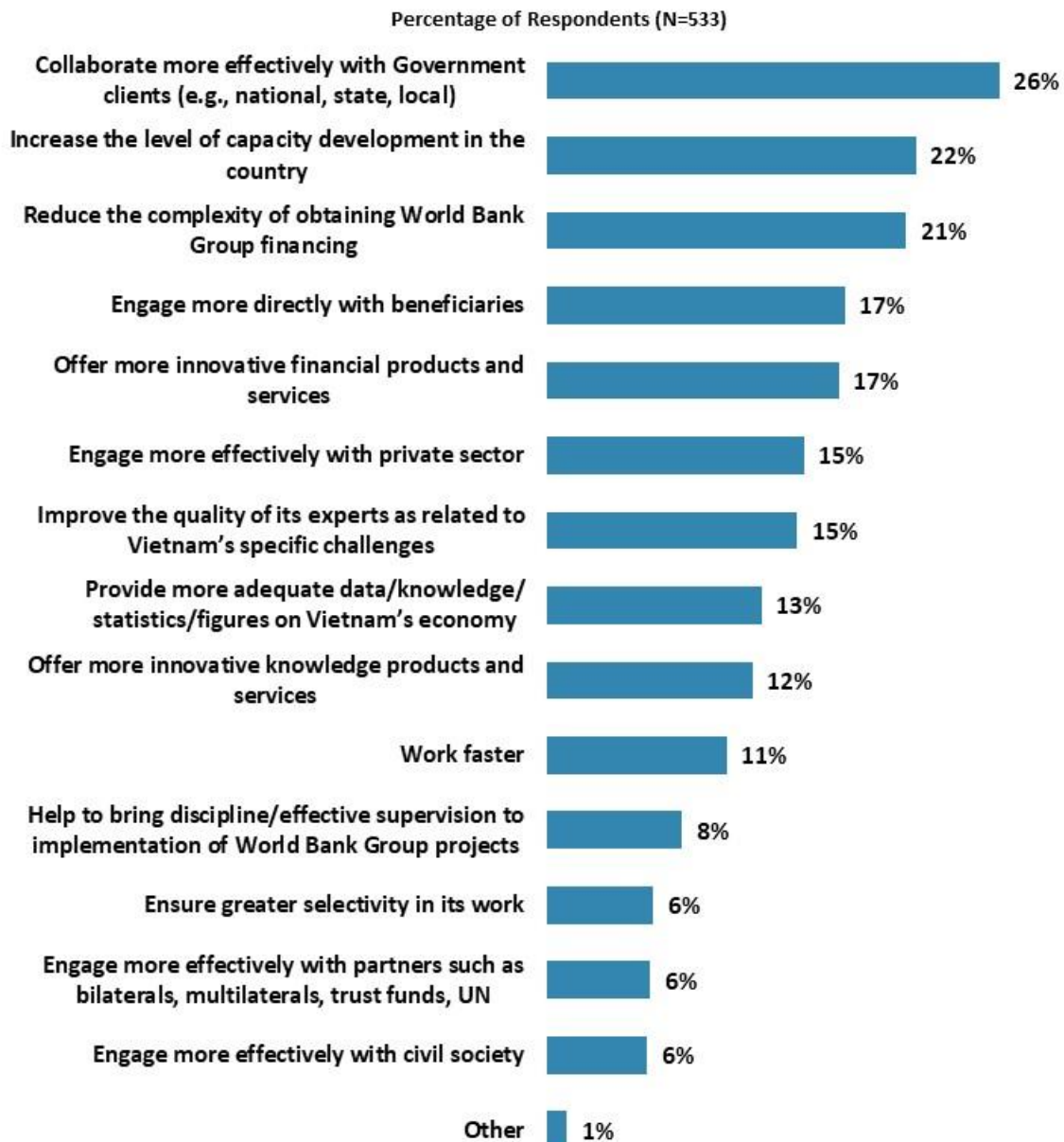
"The World Bank Group's financial instruments meet the needs of Vietnam."  
 (1-"Strongly disagree", 10-"Strongly agree")



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that, to make itself of greater value in Vietnam, the WBG should “Collaborate more effectively with Government clients” (33%) and “Increase the level of capacity development in the country” (31%), followed by “Reach out more to groups outside of Government” (23%) and “Reduce the complexity of obtaining WBG financing” (20%).



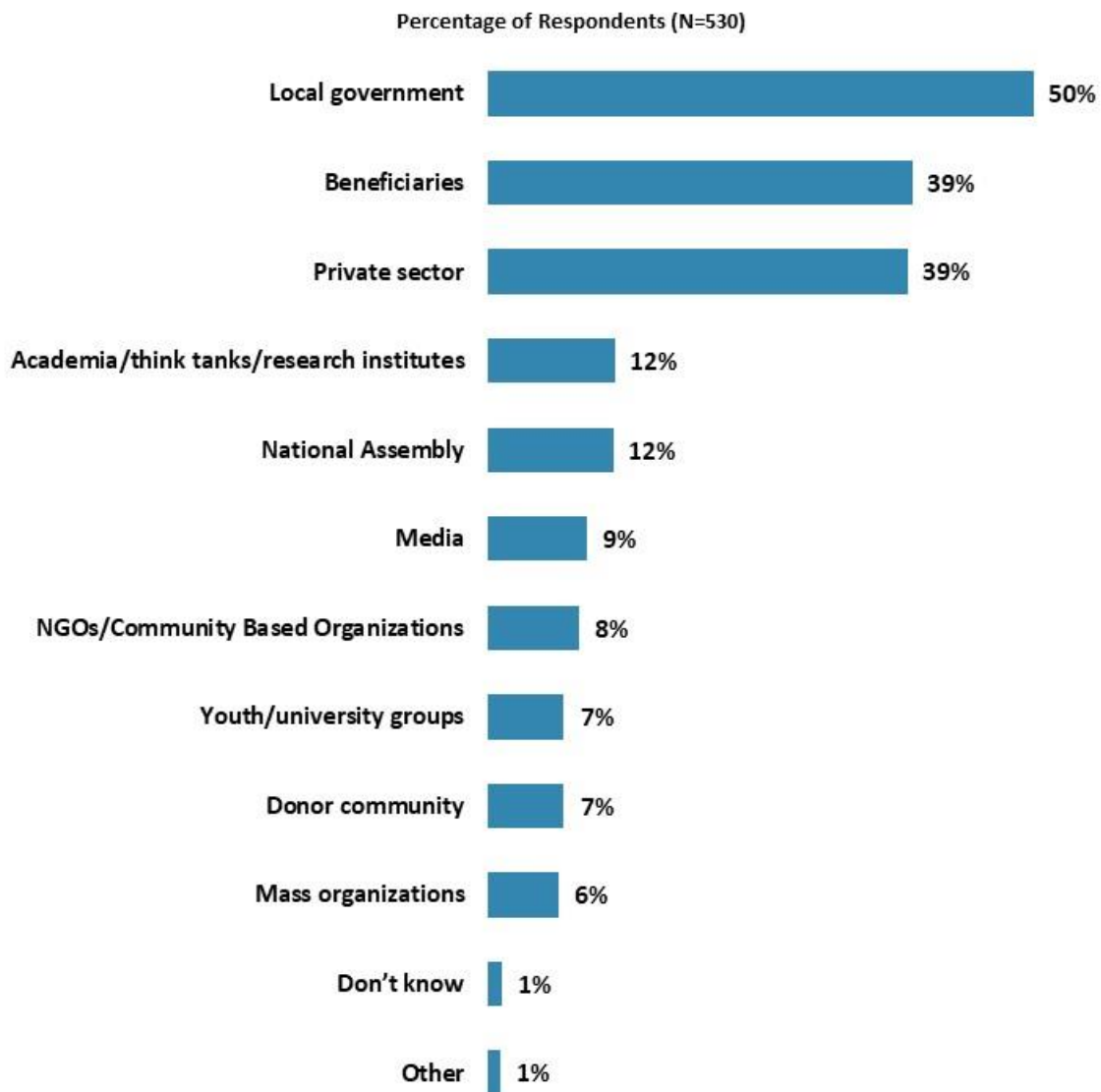
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG should collaborate more with “Beneficiaries” (38%), “Domestic private sector” (34%), and “Local government” (32%) to ensure better development results in Vietnam.



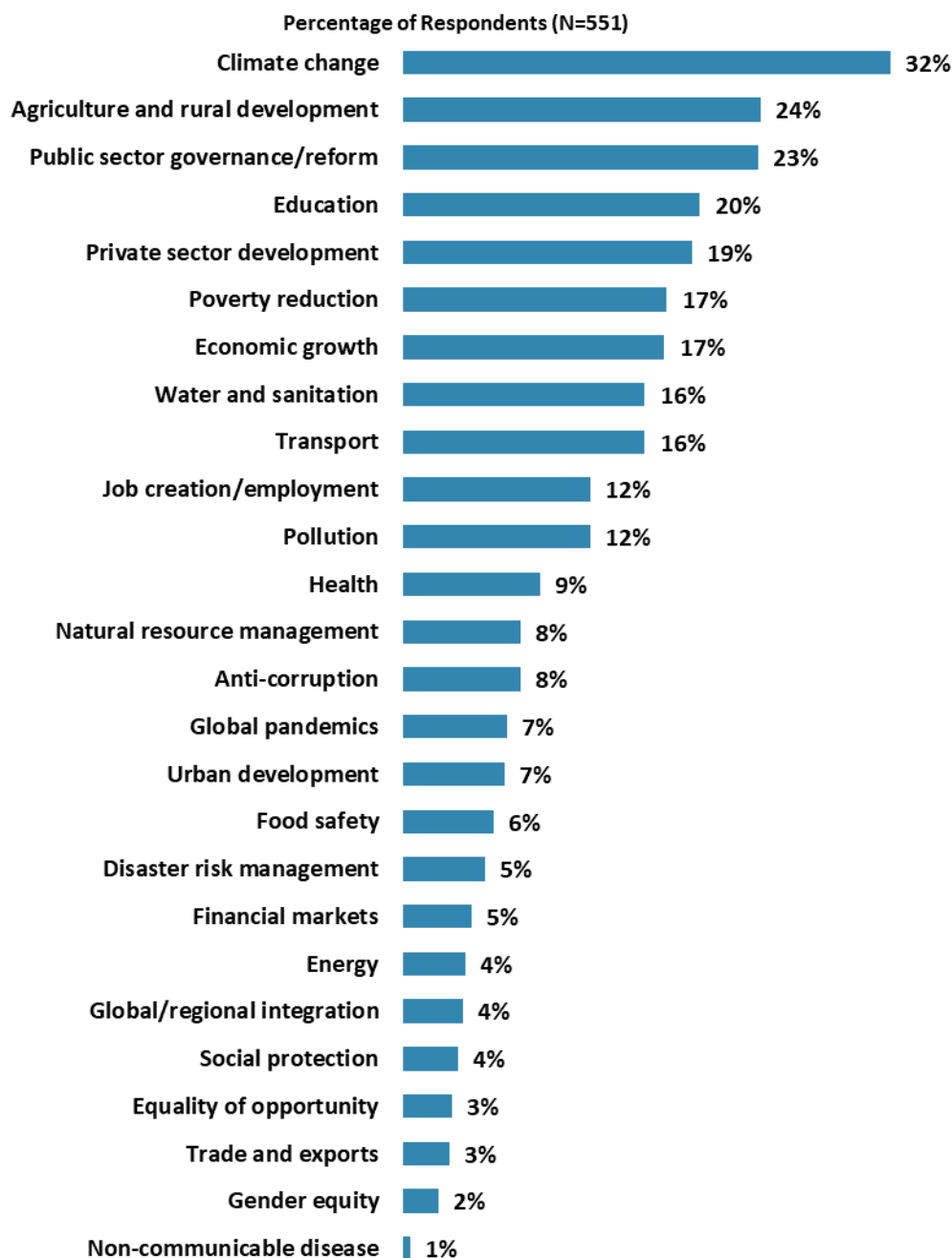
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that the WBG should focus its resources on “Agriculture and rural development” (31%) and “Public sector governance/reform” (29%), followed by “Private sector development” (25%), “Transport” (23%), “Education” (21%), and “Climate change” (20%).



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

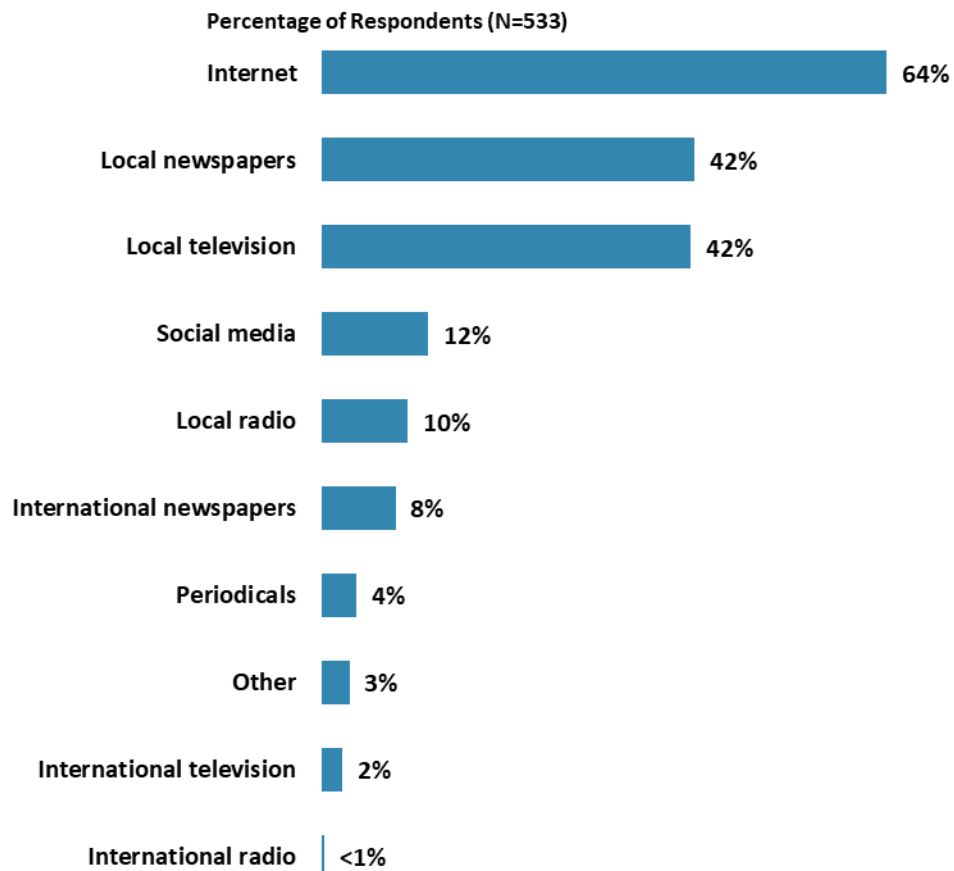


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that they got most of their information about economic and social development issues in Vietnam from the "Internet" (77%), followed by "National/local television" (40%) and "National/local newspapers" (30%).



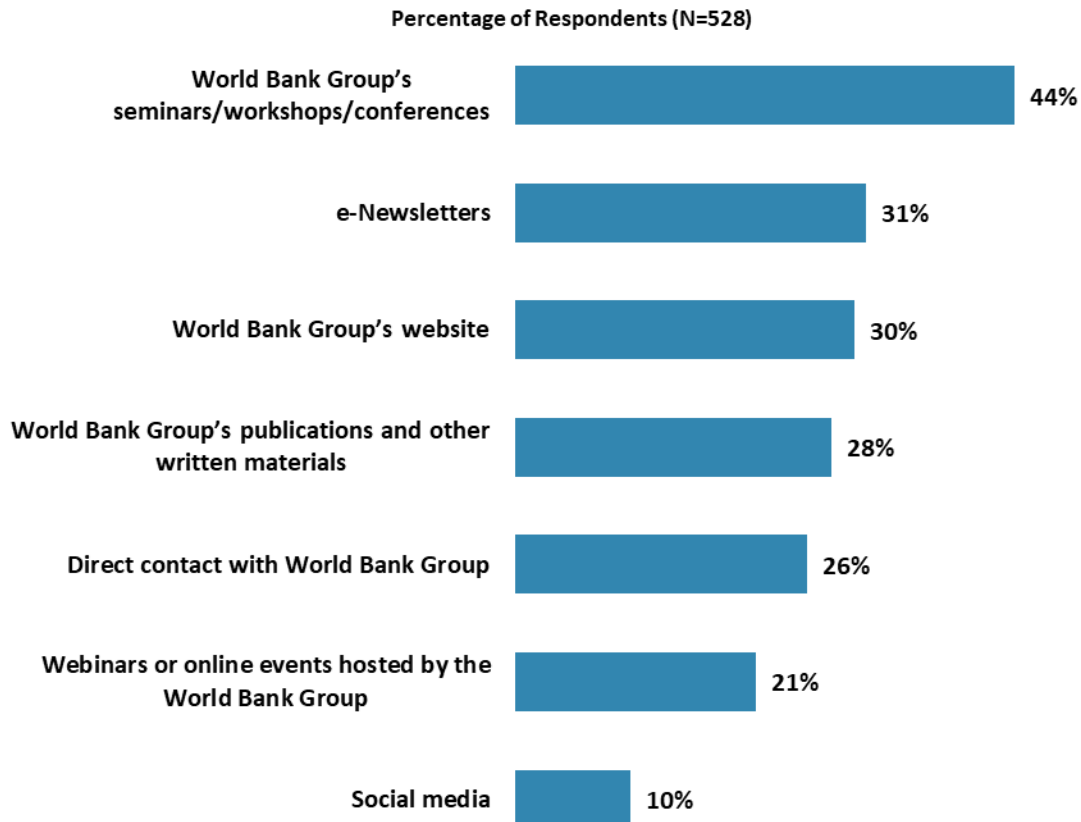
"How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '17 Country Survey indicated that they would prefer to receive information from the WBG through the “World Bank Vietnam website” (45%), “World Bank Group’s seminars/workshops/conferences” (41%), and “World Bank Group’s publications and other written materials” (30%).

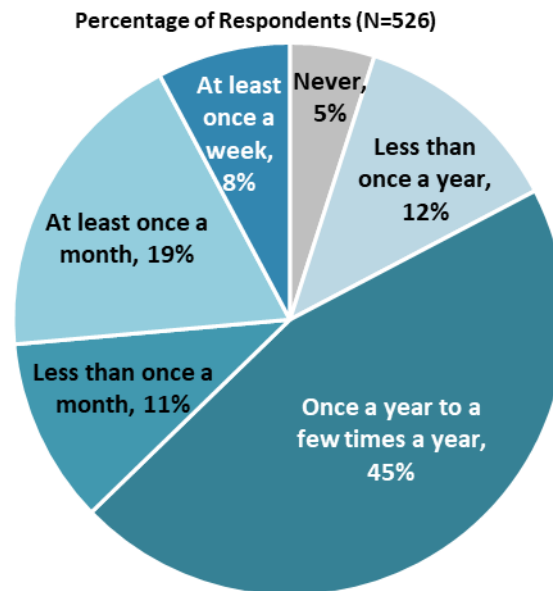


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### WBG Interaction Frequency

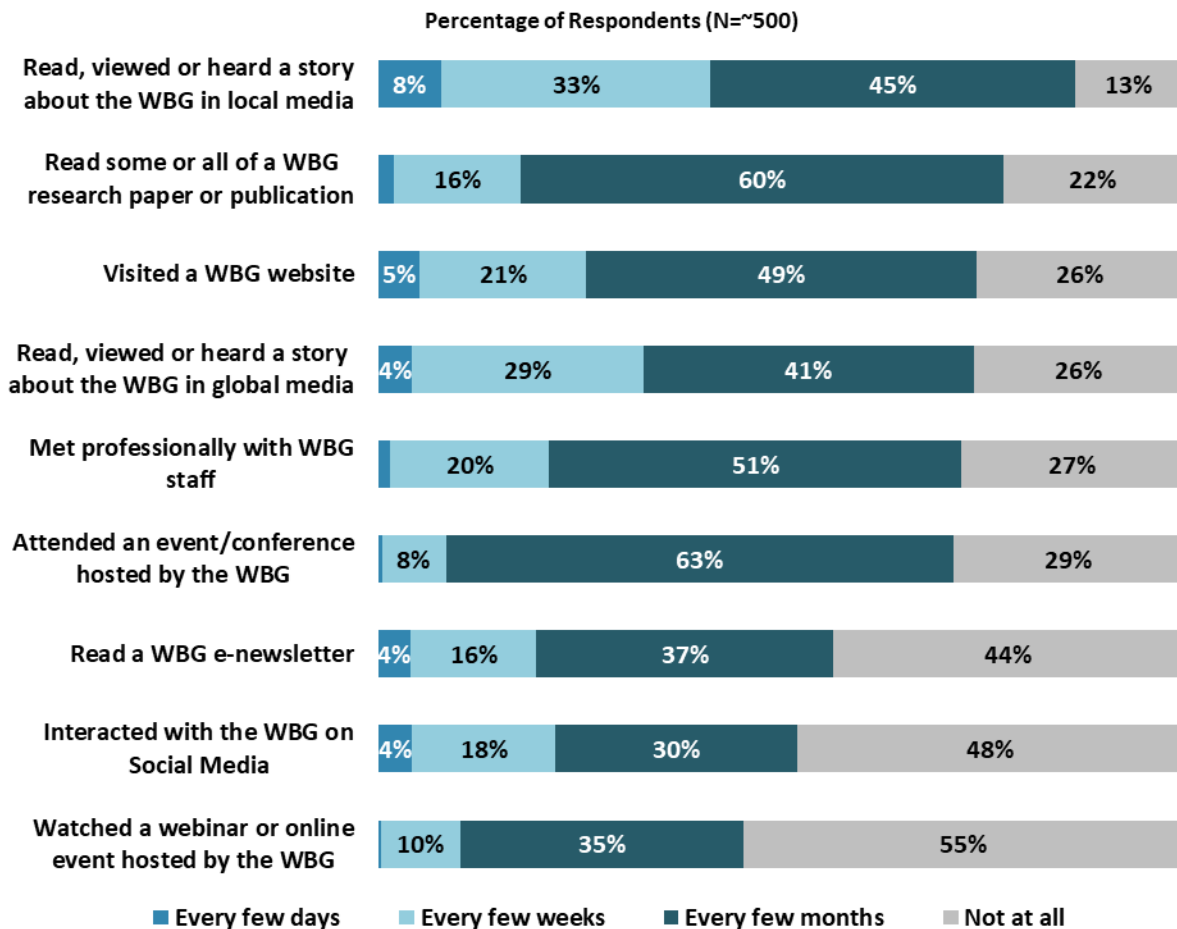


"How frequently do you interact with the World Bank Group now in Vietnam?"  
(Respondents chose from a list.)



## 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.)





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### VIETNAM





## Appendix A: Responses to All Questions across All Respondents (N=580)

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. Overall Context

1. In general, would you say that efforts to address poverty and inequality in Vietnam are headed in ... ?	Percentage of Respondents (N=568)
The right direction	94.5%
The wrong direction	.7%
Not sure	4.8%

2. Do you think that economic opportunity for citizens in Vietnam is ... ?	Percentage of Respondents (N=568)
Increasing	94.7%
Decreasing	1.1%
Staying about the same	4.2%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=569)</b>
Economic growth	32.3%
Climate change (e.g., mitigation, adaptation)	25.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.8%
Education	19.3%
Anti-corruption	19.2%
Private sector development	18.5%
Global pandemics (e.g., COVID-19)	17.4%
Agriculture and rural development	15.6%
Water and sanitation	14.6%
Global/regional integration	13.5%
Transport (e.g., roads, bridges, transportation)	12.5%
Natural resource management (i.e. forest, coastal resources, etc.)	10.4%
Pollution	10.2%
Poverty reduction	10.2%
Food safety	9.7%
Job creation/employment	8.3%
Health	8.1%
Urban development	5.6%
Energy	5.3%
Trade and exports	4.2%
Disaster risk management	4.0%
Social protection (e.g., pensions, targeted social assistance)	3.3%
Equality of opportunity (i.e., social inclusion)	3.0%
Financial markets	2.1%
Gender equity (closing the gap between women and men, and boys and girls)	0.9%
Non-communicable disease	0.7%

**A. Overall Context (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 Vietnam? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=565)</b>
Job creation/employment	48.7%
Agriculture and rural development	36.1%
Economic growth	34.9%
Education	32.4%
Private sector development	19.8%
Water and sanitation	12.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	12.2%
Anti-corruption	12.0%
Transport (e.g., roads, bridges, transportation)	11.7%
Climate change (e.g., mitigation, adaptation)	10.4%
Equality of opportunity (i.e., social inclusion)	9.2%
Social protection (e.g., pensions, targeted social assistance)	9.0%
Health	8.8%
Global/regional integration	6.5%
Disaster risk management	6.2%
Natural resource management (i.e. forest, coastal resources, etc.)	4.6%
Pollution	4.2%
Trade and exports	4.1%
Gender equity (closing the gap between women and men, and boys and girls)	3.9%
Urban development	3.2%
Financial markets	2.1%
Food safety	2.1%
Non-communicable disease	0.9%
Energy	0.5%

<b>5. Please describe the direction Vietnam is moving in, when considering ... ?</b>	<b>N</b>	<b>Direction</b>				
		<b>Getting much worse</b>	<b>Getting somewhat worse</b>	<b>Staying the same</b>	<b>Getting somewhat better</b>	<b>Getting much better</b>
1. Human development	559	13.7%	36.3%	22.2%	22.2%	5.6%
2. Equal opportunity for girls and boys, men and women	555	15.2%	28.6%	29.0%	22.3%	4.8%
3. Growing Vietnam's economy in a way that leads to jobs and employment	556	20.0%	46.7%	18.9%	11.9%	2.6%
4. The gap between the rich and the poor	551	39.3%	39.3%	14.1%	5.6%	1.9%
5. Making government more effective	555	22.1%	33.7%	24.3%	16.1%	3.7%
6. Anti-corruption	556	35.1%	26.5%	26.5%	7.8%	4.1%
7. Attracting new sources of foreign investment	559	21.0%	38.2%	23.2%	15.4%	2.2%

**A. Overall Context (continued)**

<b>6. Listed below are global challenges. Which do you think have the most serious impact on Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=559)</b>
Climate change	58.0%
Environmental degradation	42.9%
Technology-based disruption	29.7%
Trade constraints	18.4%
The gap between the rich and the poor	14.8%
Geopolitical uncertainty	14.3%
Jobs/employment	12.3%
Fragility in Vietnam or neighboring countries	4.8%
Migrants and refugees	0.5%
Terrorism	0.4%

<b>7. When economic and/or social reform efforts fail or are slow to take place in Vietnam, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N= 541)</b>
Reforms are not well thought out in line with country challenges	41.0%
Inadequate level of citizen/civil society participation	31.4%
Inadequate level of private sector participation	24.2%
Corruption	24.0%
Poor coordination within the government	23.5%
Inadequate level of government accountability	12.9%
Inadequate level of capacity in the government	11.8%
Political pressures and obstacles	8.7%
Inadequate level of donor coordination	8.3%
Other	2.4%
Excessive private sector involvement and/or influence	1.5%

**A. Overall Context (continued)**

<b>8. To what extent do you trust each of the following groups to do what is right?</b> (1-To no degree at all, 10-To a very significant degree)	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. The national/federal government	505	20	7.70	1.98
2. Bilateral organizations (e.g., DFAT, SECO, JICA, GIZ, USAID)	416	111	7.46	1.64
3. The World Bank Group*	514	23	8.08	1.57
4. The International Monetary Fund	402	119	7.58	1.69
5. The United Nations (UN)	444	82	7.61	1.77
6. Regional development banks	434	87	7.20	1.63
7. International private sector	397	122	6.73	1.58
8. Domestic private sector	469	50	6.77	1.58
9. International civil society (e.g., NGOs, CBOs)	419	107	6.86	1.70
10. Domestic civil society (e.g., NGOs, CBOs)	439	84	6.64	1.65
11. Faith-based institutions	336	177	5.65	1.90
12. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	497	24	6.89	1.91
13. International media and their web presence	444	80	6.57	1.65
14. Web based media (i.e., blogs, social media, other web-based news and information sources)	472	51	5.52	1.96

<b>9. When thinking about development efforts in Vietnam, do you think that civil society should ... ?</b>	<b>Percentage of Respondents (N=551)</b>
Engage significantly less	5.8%
Engage somewhat less	2.0%
Engage somewhat more	27.6%
Engage significantly more	43.9%
Engage at the same level it does currently	10.2%
Don't know	10.5%

<b>10. To what extent do you trust domestic private sector to engage in public service delivery in Vietnam?</b>	<b>Percentage of Respondents (N=550)</b>
To a very low degree	2.0%
To a somewhat low degree	31.6%
To a somewhat high degree	54.0%
To a very high degree	3.1%
Don't know	9.3%

<b>11. To what extent do you trust international private sector to engage in public service delivery in Vietnam?</b>	<b>Percentage of Respondents (N=549)</b>
To a very low degree	2.4%
To a somewhat low degree	24.6%
To a somewhat high degree	45.5%
To a very high degree	3.6%
Don't know	23.9%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Vietnam? (1-Not familiar at all, 10-Extremely familiar)	541	n/a	6.72	1.88

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Vietnam? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall the World Bank Group currently plays a relevant role in development in Vietnam*	523	15	8.04	1.64
3. The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	520	17	8.07	1.65

<b>Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.* (1-Not effective at all, 10-Very effective)	525	18	7.87	1.55

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group's work help to achieve development results in Vietnam?* (1-To no degree at all, 10-To a very significant degree)	521	24	7.82	1.55

<b>Influencing the Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent does the World Bank Group influence the development agenda in Vietnam?* (1-To no degree at all, 10-To a very significant degree)	491	49	7.45	1.51

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Vietnam? (Select only ONE response)</b>	<b>Percentage of Respondents (N=543)</b>
To a fully sufficient degree	6.8%
To a somewhat sufficient degree	61.0%
To a somewhat insufficient degree	18.0%
To a very insufficient degree	6.3%
Don't know	7.9%

<b>8. When thinking about the World Bank Group's role in Vietnam, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=549)</b>
Financial resources	42.3%
Policy advice, studies, analyses	41.0%
Capacity development related to World Bank Group supported projects	35.5%
Technical assistance	18.8%
Implementation support	16.9%
Data and statistics	9.7%
Promoting knowledge sharing	7.3%
Bringing together different groups of stakeholders	7.3%
Donor coordination	6.9%
Mobilizing third party financial resources	6.7%
Other	0.4%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=544)</b>
World Bank Group's processes too slow and complex	23.9%
Not adequately flexible	20.2%
Not willing to honestly criticize policies and reform efforts in the country	15.4%
Not collaborating enough with private sector	12.9%
Too influenced by developed countries	12.9%
Not sufficiently focused on sustainable results	11.8%
Not adequately sensitive to political/social realities in Vietnam	11.2%
Not aligned with country priorities	8.6%
Inadequate World Bank Group's staffing in Vietnam	8.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	8.3%
Not enough public disclosure of its work	4.6%
Arrogant in its approach	3.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.1%
Staff too inaccessible	2.6%
Other	1.3%
Don't know	14.2%

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Vietnam, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Vietnam? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=551)</b>
Climate change (e.g., mitigation, adaptation)	32.1%
Agriculture and rural development	23.6%
Public sector governance/reform	23.4%
Education	19.6%
Private sector development	19.1%
Poverty reduction	17.4%
Economic growth	17.2%
Water and sanitation	16.0%
Transport (e.g., roads, bridges, transportation)	16.0%
Job creation/employment	12.3%
Pollution	12.3%
Health	9.1%
Natural resource management (i.e. forest, coastal resources, etc.)	7.8%
Anti-corruption	7.8%
Global pandemics (e.g., COVID-19)	6.9%
Urban development	6.7%
Food safety	6.0%
Disaster risk management	5.4%
Financial markets	4.5%
Energy	4.2%
Global/regional integration	4.0%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Equality of opportunity (i.e., social inclusion)	3.3%
Trade and exports	3.1%
Gender equity (closing the gap between women and men, and boys and girls)	2.4%
Non-communicable disease	0.5%



**C. World Bank Group's Work and Engagement on the Ground**

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Vietnam solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	475	56	7.68	1.52

<b>To what extent is the World Bank Group an effective development partner in Vietnam, in terms of each of the following?</b> (1-To no degree at all, 10-To a very significant degree)	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Responsiveness to needs*	472	52	7.55	1.46
3. Flexibility (in terms of the institution's products and services)*	446	73	6.99	1.64
4. Flexibility (in terms of changing country circumstances)*	456	61	7.00	1.60
5. Being inclusive*	454	70	7.24	1.56
6. Openness (sharing data and other information)*	497	28	7.77	1.61
7. Collaboration with the Government*	465	61	7.96	1.47
8. The speed in which it gets things accomplished on the ground*	441	79	7.21	1.57
9. Helping to bring discipline/effective supervision to implementation of investment projects*	472	51	7.77	1.69
10. Collaboration with civil society*	429	98	7.13	1.65
11. Staff accessibility*	485	42	7.65	1.61
12. Collaboration with other donors and development partners*	424	98	7.58	1.54
13. Collaboration with the private sector*	397	124	7.10	1.62
14. Straightforwardness and honesty*	490	38	8.17	1.54
15. Treating clients and stakeholders in Vietnam with respect*	489	34	8.30	1.52
16. Being a long-term partner*	488	37	8.58	1.50

<b>To what extent do you agree/disagree with the following statements?</b> (1-Strongly disagree, 10-Strongly agree)	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
17. The World Bank Group disburses funds promptly	458	73	7.32	2.11
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	487	45	7.91	1.64
19. The World Bank Group's approvals and reviews are done in a timely fashion	462	66	7.48	1.84
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	455	72	7.63	1.59
21. The World Bank Group's conditions on its lending are reasonable	417	106	7.41	1.70
22. The World Bank Group takes decisions quickly in Vietnam*	445	79	7.42	1.76
23. Working with the World Bank Group increases Vietnam's institutional capacity	465	59	7.82	1.53
24. Where country systems are adequate, the World Bank Group makes appropriate use of them*	444	82	7.73	1.62

**C. World Bank Group's Work and Engagement on the Ground (continued)**

<b>To what extent do you agree/disagree with the following statements about the World Bank Group in Vietnam? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Vietnam*	455	75	7.55	1.63
26. The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	484	46	7.85	1.50

<b>How effectively does the World Bank Group support Vietnam's efforts...? (1-Not effectively at all, 10-Very effectively)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
27. To build stronger domestic resource mobilization systems in the Government	381	145	7.34	1.52
28. To develop better and stronger data collection/analytics systems within the Government	400	124	7.50	1.48
29. To strengthen the country's crisis preparedness	381	142	7.44	1.50
30. To identify and monitor risks	388	133	7.61	1.48

**D. World Bank Group's Support in Development Areas**

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 Vietnam? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	175	343	6.89	1.61
2. Gender equity	334	189	7.68	1.48
3. Private sector development	303	216	7.03	1.61
4. Education	331	183	7.47	1.51
5. Public sector governance/reform	322	200	7.36	1.48
6. Global/regional integration	313	208	7.63	1.51
7. Food safety	233	285	7.08	1.68
8. Urban development	313	205	7.67	1.57
9. Energy	307	209	7.58	1.50
10. Water and sanitation	417	108	7.96	1.60
11. Pollution	321	192	7.54	1.65
12. Job creation/employment	284	233	7.30	1.57
13. Health	305	207	7.52	1.63
14. Financial markets	244	263	7.45	1.35
15. Transport	355	166	7.91	1.53
16. Agriculture and rural development	387	134	7.88	1.54
17. Trade and exports	227	285	7.37	1.50
18. Natural resource management	292	222	7.48	1.64
19. Climate change	377	145	7.78	1.52
20. Poverty reduction	374	144	7.88	1.52
21. Anti-corruption	261	252	7.10	1.79
22. Economic growth	371	143	7.74	1.47
23. Disaster risk management	308	204	7.65	1.54
24. Equality of opportunity	265	250	7.52	1.61
25. Non-communicable disease	197	317	7.02	1.75

2. 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 (N=511)
Increased its emphasis recently	38.2%
Decreased its emphasis recently	9.0%
Emphasis has remained pretty consistent over time	19.6%
Don't know	33.3%

**E. 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=530)
Weekly	5.3%
Monthly	29.2%
A few times a year	47.7%
Rarely	14.2%
Never	3.6%

In Vietnam, 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	433	74	7.48	1.60
3. Include appropriate level of stakeholder involvement during preparation	441	81	7.59	1.53
4. Lead to practical solutions	440	83	7.55	1.51
5. Are source of relevant information on global good practices	441	77	7.90	1.43
6. Are adequately disseminated	451	72	7.78	1.52
7. Are translated enough into local language	420	99	7.80	1.74
8. Are adaptable to Vietnam's specific development challenges and country circumstances*	443	78	7.71	1.49

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)	474	54	7.67	1.46
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)	471	58	7.82	1.35

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=533)</b>
Collaborate more effectively with Government clients (e.g., national, state, local)	26.5%
Increase the level of capacity development in the country	21.6%
Reduce the complexity of obtaining World Bank Group financing	21.0%
Engage more directly with beneficiaries	17.4%
Offer more innovative financial products and services	17.1%
Engage more effectively with private sector	15.0%
Improve the quality of its experts as related to Vietnam's specific challenges	14.6%
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy	12.6%
Offer more innovative knowledge products and services	12.0%
Work faster	10.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.9%
Ensure greater selectivity in its work	6.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	5.8%
Other	1.1%

<b>2. 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=530)</b>
Local government	50.2%
Beneficiaries	39.1%
Private sector	38.7%
Academia/think tanks/research institutes	11.7%
National Assembly	11.5%
Media	9.1%
NGOs/Community Based Organizations	8.3%
Youth/university groups	7.0%
Donor community	7.0%
Mass organizations	6.4%
Don't know	1.3%
Other	1.1%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Vietnam?</b>	<b>Percentage of Respondents (N=526)</b>
Never	4.9%
Less than once a year	12.4%
Once a year to a few times a year	45.4%
Less than once a month	10.8%
At least once a month	18.6%
At least once a week	7.8%

<b>2. How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=533)</b>
Internet	64.4%
Local newspapers	42.4%
Local television	42.0%
Social media	12.2%
Local radio	9.8%
International newspapers	8.4%
Periodicals	3.9%
Other	3.2%
International television	2.4%
International radio	0.4%

<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=528)</b>
World Bank Group's seminars/workshops/conferences	43.8%
e-Newsletters	30.7%
World Bank Group's website	29.7%
World Bank Group's publications and other written materials	27.7%
Direct contact with World Bank Group	25.6%
Webinars or online events hosted by the World Bank Group	21.0%
Social media	10.0%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=512)</b>
High speed/WiFi	98.8%
Dial-up	1.2%

<b>3. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=526)</b>
Computer/laptop	72.6%
Phone	12.7%
Tablet	6.5%
I never visit the WBG websites	8.2%

**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	500	7.8%	33.4%	45.4%	13.4%
Read, viewed or heard a story about the WBG in global media	489	4.1%	28.8%	41.1%	26.0%
Interacted with the WBG on Social Media	486	4.1%	17.9%	30.0%	47.9%
Visited a WBG website	489	5.1%	20.7%	48.7%	25.6%
Attended an event/conference hosted by the WBG	491	0.4%	7.9%	63.1%	28.5%
Watched a webinar or online event hosted by the WBG	482	0.2%	10.0%	35.3%	54.6%
Read some or all of a WBG research paper or publication	493	1.8%	15.8%	60.0%	22.3%
Met professionally with WBG staff	502	1.4%	19.7%	51.4%	27.5%
Read a WBG e-newsletter	483	3.9%	15.7%	36.9%	43.5%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=564)
Local Government Office or Staff	32.8%
Employee of a Ministry, Ministerial Department or Implementation Agency	17.6%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	13.3%
Private Sector Organization	5.3%
NGO/Community Based Organization	5.0%
State-Owned Enterprise	4.4%
Academia/Research Institute/Think Tank	4.4%
Media	4.4%
Financial Sector/Commercial Bank	3.9%
Bilateral Agency	3.0%
Office of Parliamentarian	.9%
Multilateral Agency	.9%
Independent Government Institution	.7%
Trade Union	.7%
Office of Minister	.4%
Office of the President, Prime Minister	.2%
Other	2.1%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=562)</b>
Agriculture, rural development	14.8%
Generalist (specialized in multiple sectors)	11.2%
Water, sanitation	11.0%
Health, nutrition	8.0%
Education	7.1%
Transport	6.0%
Finance and markets	5.0%
Environment, natural resources	4.6%
Macroeconomics, fiscal management	4.4%
Energy	4.4%
Urban development	3.9%
Communications, public affairs	3.2%
Social protection	1.6%
Climate change	1.4%
Poverty	1.2%
Gender	1.1%
Trade and competitiveness	1.1%
Governance, anti-corruption	.9%
Digital development and technology (ICT)	.9%
Jobs	.5%
Tourism	.2%
Demographics, migration	.2%
Other	7.1%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=551)</b>
Yes	58.3%
No	41.7%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Vietnam? (Select only ONE response)</b>	<b>Percentage of Respondents (N=446)</b>
The World Bank (IBRD)	90.1%
The International Finance Corporation (IFC)	8.7%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=512)</b>
Yes	54.5%
No	45.5%



**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=552)</b>
Collaborate as part of my professional duties	58.3%
Engage in World Bank Group related/sponsored events/activities	52.5%
Use World Bank Group reports/data	22.3%
Observer	12.0%
Use World Bank Group website for information, data, research, etc.	10.5%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=569)</b>
Female	29.9%
Male	70.1%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=570)</b>
25 and under	0.0%
26-35	6.0%
36-45	34.4%
46-55	36.8%
56 and above	22.8%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=569)</b>
Hanoi	46.9%
Northern Mountain area	15.5%
Central Coastal area	9.0%
Ho Chi Minh	7.4%
Mekong Delta	7.0%
Other	14.2%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>4</sup>

Employee of a Ministry N=99 ● PMU/Consultant on WBG project N=75 ● Local Government N=185 ● State-Owned Enterprise N=25  
 Bilateral or Multilateral Agency N=22 ● Private Sector N=30 ● Financial Sector/Commercial Bank N=22 ● NGO/CBO N=28 ●  
 Academia N=25 ● Media N=25 ● Other N=28

### A. Overall Context

In general, would you say that Vietnam is headed in ... ?\*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Bank	NGO/CBO	Academia	Media	Other
The right direction	99.0%	93.3%	95.5%	100.0%	86.4%	93.3%	90.9%	78.6%	87.5%	100.0%	100.0%
The wrong direction		1.3%						10.7%			
Not sure	1.0%	5.3%	4.5%		13.6%	6.7%	9.1%	10.7%	12.5%		

\*Significantly different between stakeholder groups

Do you think that economic opportunity for citizens in Vietnam is ... ?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Bank	NGO/CBO	Academia	Media	Other
Increasing	97.9%	92.0%	96.7%	96.0%	100.0%	96.7%	95.5%	85.7%	88.0%	92.0%	89.3%
Decreasing	1.0%	1.3%	0.6%				4.5%	3.6%			3.6%
Staying about the same	1.0%	6.7%	2.8%	4.0%		3.3%		10.7%	12.0%	8.0%	7.1%

<sup>4</sup> 564 respondents indicated their current affiliation (H1). For these analyses, the few respondents from the office of the President/Prime Minister, the office of Minister, the office of Parliamentarian, Independent Government Institutions, and Trade Unions were combined into the "Other" category and the few respondents from Multilateral Agencies were combined with those from Bilateral Agencies.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Food safety	10.2%	13.3%	7.3%	4.0%	0.0%	10.0%	22.7%	7.1%	8.0%	12.0%	14.3%
Non-communicable disease	1.0%	0.0%	0.6%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%
Gender equity*	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	7.1%	4.0%	0.0%	3.6%
Private sector development*	17.3%	9.3%	18.0%	12.0%	22.7%	33.3%	27.3%	21.4%	24.0%	40.0%	10.7%
Education	23.5%	14.7%	19.7%	24.0%	13.6%	20.0%	22.7%	10.7%	40.0%	12.0%	14.3%
Global/regional integration*	9.2%	4.0%	18.0%	36.0%	0.0%	6.7%	9.1%	10.7%	16.0%	20.0%	14.3%
Social protection*	6.1%	2.7%	1.7%	0.0%	22.7%	0.0%	0.0%	3.6%	0.0%	4.0%	3.6%
Global pandemics (e.g., COVID-19)	18.4%	17.3%	13.5%	20.0%	9.1%	26.7%	9.1%	17.9%	12.0%	28.0%	28.6%
Energy*	5.1%	5.3%	2.2%	20.0%	9.1%	10.0%	9.1%	10.7%	4.0%	0.0%	3.6%
Water and sanitation*	10.2%	14.7%	25.8%	4.0%	4.5%	3.3%	4.5%	10.7%	4.0%	4.0%	14.3%
Pollution*	8.2%	12.0%	5.6%	4.0%	31.8%	23.3%	18.2%	14.3%	12.0%	8.0%	3.6%
Health	7.1%	5.3%	12.9%	0.0%	0.0%	0.0%	4.5%	7.1%	16.0%	4.0%	10.7%
Economic growth*	42.9%	25.3%	39.3%	44.0%	4.5%	16.7%	18.2%	21.4%	20.0%	32.0%	25.0%
Financial markets*	1.0%	0.0%	0.6%	4.0%	4.5%	10.0%	22.7%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	8.2%	10.7%	16.3%	4.0%	4.5%	0.0%	0.0%	0.0%	12.0%	8.0%	10.7%
Job creation/employment	7.1%	8.0%	8.4%	4.0%	13.6%	3.3%	4.5%	10.7%	16.0%	4.0%	17.9%
Transport	16.3%	20.0%	9.6%	4.0%	13.6%	16.7%	4.5%	7.1%	4.0%	20.0%	14.3%
Agriculture and rural development	16.3%	21.3%	19.1%	16.0%	0.0%	10.0%	4.5%	10.7%	16.0%	4.0%	14.3%
Trade and exports	4.1%	1.3%	3.9%	4.0%	4.5%	3.3%	4.5%	0.0%	4.0%	12.0%	10.7%
Natural resource management	12.2%	8.0%	10.7%	0.0%	9.1%	6.7%	22.7%	17.9%	16.0%	12.0%	3.6%
Climate change*	23.5%	34.7%	28.1%	32.0%	36.4%	23.3%	13.6%	25.0%	4.0%	28.0%	7.1%
Anti-corruption*	15.3%	17.3%	11.8%	36.0%	22.7%	43.3%	22.7%	17.9%	28.0%	32.0%	25.0%
Public sector governance/reform*	24.5%	12.0%	16.9%	20.0%	54.5%	26.7%	36.4%	32.1%	24.0%	8.0%	28.6%
Disaster risk management*	4.1%	13.3%	0.6%	4.0%	0.0%	0.0%	4.5%	3.6%	4.0%	4.0%	3.6%
Equality of opportunity*	3.1%	1.3%	0.0%	0.0%	13.6%	3.3%	0.0%	25.0%	4.0%	0.0%	3.6%
Urban development*	1.0%	17.3%	5.1%	0.0%	0.0%	3.3%	9.1%	3.6%	8.0%	4.0%	7.1%

\*Significantly different between stakeholder groups



## A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Vietnam, which of the following would you attribute this to? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Inadequate level of capacity in the government*	9.4%	10.0%	8.2%	9.1%	14.3%	32.1%	23.8%	11.1%	26.1%	24.0%	0.0%
Inadequate level of private sector participation	22.9%	25.7%	25.3%	27.3%	23.8%	21.4%	28.6%	14.8%	21.7%	20.0%	30.8%
Corruption	15.6%	20.0%	23.5%	27.3%	28.6%	46.4%	38.1%	29.6%	26.1%	24.0%	23.1%
Political pressures and obstacles*	6.3%	12.9%	3.5%	4.5%	23.8%	3.6%	28.6%	14.8%	21.7%	12.0%	3.8%
Inadequate level of donor coordination	6.2%	10.0%	11.8%	9.1%	0.0%	0.0%	9.5%	7.4%	0.0%	4.0%	11.5%
Reforms are not well thought out in line with country challenges*	50.0%	35.7%	49.4%	50.0%	4.8%	17.9%	23.8%	29.6%	17.4%	52.0%	46.2%
Excessive private sector involvement and/or influence	1.0%	1.4%	2.4%	4.5%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Inadequate level of government accountability*	12.5%	14.3%	3.5%	9.1%	23.8%	35.7%	23.8%	22.2%	21.7%	16.0%	15.4%
Inadequate level of citizen/civil society participation*	30.2%	30.0%	37.6%	31.8%	33.3%	7.1%	4.8%	44.4%	39.1%	24.0%	26.9%
Poor coordination within the government*	36.5%	30.0%	14.1%	22.7%	42.9%	17.9%	14.3%	25.9%	21.7%	24.0%	23.1%
Other*	3.1%	1.4%	2.4%	4.5%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

To what extent do you trust each of the following groups to do what is right?

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group*	96	8.11	66	8.39	158	8.41	22	8.27	22	7.14	26	7.65	20	8.55	25	7.08	22	7.00	23	7.35	24	8.17

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

\*Significantly different between stakeholder groups

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the WBG in Vietnam?*	97	6.94	71	7.03	170	6.43	22	7.09	22	6.68	28	6.32	21	7.19	27	5.96	23	7.39	25	6.68	25	7.00

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

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	96	8.14	67	8.45	162	8.27	22	8.23	22	6.95	26	7.35	20	8.15	24	7.46	24	7.33	25	7.80	24	8.04
The WBG's work is aligned with what I consider the development priorities for Vietnam*	95	8.22	67	8.39	162	8.30	21	8.38	22	7.23	24	7.42	21	7.95	24	7.21	24	7.38	25	7.88	24	8.21

\*Significantly different between stakeholder groups

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Vietnam.*	96	7.95	67	8.39	164	8.01	23	8.22	22	7.00	25	7.24	20	8.00	22	7.09	24	7.17	25	7.64	25	7.92

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

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	93	7.94	68	8.29	165	7.98	23	8.39	22	6.82	25	7.16	18	8.06	22	7.23	24	7.00	25	7.56	25	7.80

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG influence the development agenda in Vietnam?*	87	7.46	62	7.58	151	7.74	23	7.78	22	7.05	23	7.04	17	7.71	22	7.00	24	6.63	25	6.96	24	7.67

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Public sector governance/reform*	26.5%	19.7%	13.3%	30.4%	45.5%	17.9%	45.5%	42.3%	20.8%	40.0%	26.9%
Water and sanitation*	10.2%	14.1%	29.5%	13.0%	0.0%	3.6%	4.5%	11.5%	0.0%	0.0%	23.1%
Private sector development	18.4%	14.1%	15.6%	13.0%	13.6%	25.0%	31.8%	30.8%	41.7%	28.0%	15.4%
Job creation/employment	7.1%	15.5%	17.3%	13.0%	4.5%	14.3%	0.0%	7.7%	4.2%	16.0%	11.5%
Health	8.2%	8.5%	12.7%	0.0%	4.5%	10.7%	4.5%	0.0%	8.3%	8.0%	11.5%
Financial markets*	1.0%	2.8%	1.7%	4.3%	13.6%	14.3%	36.4%	3.8%	0.0%	4.0%	3.8%
Social protection	7.1%	4.2%	1.7%	0.0%	13.6%	0.0%	4.5%	0.0%	8.3%	0.0%	3.8%
Gender equity*	0.0%	0.0%	2.3%	0.0%	4.5%	3.6%	4.5%	19.2%	4.2%	0.0%	0.0%
Energy*	7.1%	1.4%	1.2%	30.4%	18.2%	0.0%	4.5%	0.0%	4.2%	0.0%	0.0%
Education	25.5%	11.3%	17.9%	26.1%	9.1%	28.6%	18.2%	11.5%	29.2%	32.0%	15.4%
Pollution	13.3%	11.3%	14.5%	4.3%	9.1%	14.3%	4.5%	11.5%	16.7%	12.0%	11.5%
Global/regional integration	2.0%	0.0%	5.2%	8.7%	4.5%	7.1%	4.5%	7.7%	0.0%	0.0%	7.7%
Food safety	6.1%	11.3%	6.9%	0.0%	0.0%	3.6%	0.0%	3.8%	4.2%	8.0%	3.8%
Poverty reduction	18.4%	14.1%	16.2%	26.1%	13.6%	10.7%	4.5%	19.2%	20.8%	16.0%	34.6%
Economic growth	21.4%	12.7%	17.3%	13.0%	18.2%	17.9%	13.6%	11.5%	16.7%	20.0%	19.2%
Natural resource management*	9.2%	8.5%	4.6%	4.3%	4.5%	7.1%	9.1%	26.9%	16.7%	8.0%	0.0%
Equality of opportunity*	1.0%	0.0%	1.2%	0.0%	13.6%	3.6%	4.5%	26.9%	8.3%	0.0%	3.8%
Non-communicable disease	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Transport*	14.3%	22.5%	17.3%	13.0%	36.4%	25.0%	4.5%	3.8%	12.5%	8.0%	7.7%
Global pandemics (e.g., COVID-19)	6.1%	7.0%	8.7%	0.0%	4.5%	7.1%	4.5%	7.7%	4.2%	8.0%	3.8%
Agriculture and rural development*	30.6%	29.6%	23.7%	21.7%	4.5%	7.1%	31.8%	3.8%	16.7%	24.0%	26.9%
Trade and exports	2.0%	1.4%	2.3%	4.3%	4.5%	7.1%	9.1%	3.8%	0.0%	12.0%	0.0%
Urban development*	5.1%	18.3%	5.8%	0.0%	13.6%	3.6%	4.5%	3.8%	4.2%	4.0%	3.8%
Climate change (e.g., mitigation, adaptation)	34.7%	36.6%	33.5%	43.5%	31.8%	35.7%	22.7%	11.5%	25.0%	32.0%	38.5%
Disaster risk management	7.1%	11.3%	4.0%	0.0%	0.0%	0.0%	0.0%	7.7%	4.2%	4.0%	3.8%
Anti-corruption*	4.1%	9.9%	4.0%	8.7%	9.1%	28.6%	9.1%	15.4%	12.5%	8.0%	3.8%

\*Significantly different between stakeholder groups



### C. World Bank Group's Work and Engagement on the Ground

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs *	90	7.70	66	7.82	148	7.68	21	7.57	20	6.80	20	7.15	17	7.47	18	6.83	22	6.77	17	7.59	24	7.79
Flexibility (in terms of the institution's products and services)*	87	7.00	61	7.31	141	7.23	20	6.95	18	6.50	20	6.65	15	6.20	19	6.16	19	6.11	17	6.76	20	7.65
Flexibility (in terms of changing country circumstances)	86	7.05	66	7.21	140	7.13	20	7.05	20	6.80	21	6.81	16	6.50	18	6.72	21	6.33	19	6.53	22	7.14
Being inclusive	86	7.56	62	7.34	136	7.31	19	7.16	19	6.95	23	7.04	18	7.11	21	6.14	21	6.95	21	7.00	22	7.55
Openness (sharing data and other information)	91	7.90	66	8.00	155	7.80	20	7.95	22	6.95	25	7.64	18	8.00	22	7.14	22	7.77	22	7.64	25	7.80
Collaboration with the Government	91	7.98	60	8.02	140	8.07	18	8.00	22	7.68	22	7.86	19	8.42	19	7.68	22	7.77	20	7.50	25	7.88
The speed in which it gets things accomplished on the ground*	82	7.17	61	7.77	148	7.48	19	7.42	17	6.41	19	5.84	17	7.18	16	6.31	18	6.61	14	6.64	21	7.14
Helping to bring discipline/ effective supervision to implementation of investment projects*	87	8.06	67	8.13	158	8.08	21	8.10	16	6.50	20	6.25	16	7.75	19	6.74	19	6.58	18	7.39	22	7.64
Collaboration with civil society*	73	7.21	57	7.33	141	7.40	19	7.32	15	6.20	21	6.95	16	7.94	21	5.29	19	6.53	18	6.94	21	6.95
Staff accessibility*	87	7.91	67	7.99	156	7.73	20	8.10	21	7.19	25	6.72	18	8.17	20	6.15	21	7.19	18	7.44	23	7.78
Collaboration with other donors and development partners*	80	7.76	55	7.95	128	7.53	17	7.53	22	6.91	19	6.84	18	8.06	19	7.05	19	6.89	17	7.88	22	8.00
Collaboration with the private sector	72	7.18	47	7.09	123	7.02	16	7.50	19	7.58	22	6.45	19	7.95	18	6.67	20	6.40	18	7.28	16	7.19
Straightforwardness and honesty*	91	8.20	65	8.49	155	8.42	21	8.71	21	7.29	24	7.33	18	8.33	20	7.35	21	7.81	21	7.76	25	8.00
Treating clients and stakeholders in Vietnam with respect	93	8.39	66	8.53	156	8.38	22	8.64	20	7.45	23	7.87	18	8.61	19	7.53	20	8.20	20	8.00	24	8.33
Being a long-term partner*	94	8.57	62	8.81	151	8.81	22	8.82	20	7.70	24	8.08	19	8.74	20	7.65	21	8.14	22	8.14	25	8.96

\*Significantly different between stakeholder groups



**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Vietnam*	89	7.40	66	7.95	149	7.58	18	7.61	13	6.38	16	5.69	16	7.06	15	7.33	17	6.88	13	7.23	22	8.00
Where country systems are adequate, the World Bank Group makes appropriate use of them*	86	7.37	65	8.06	150	8.10	20	7.70	8	7.38	18	7.00	16	7.56	17	7.41	18	7.22	14	7.00	22	7.73

\*Significantly different between stakeholder groups

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

	Employee of a Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Vietnam*	84	7.64	62	7.77	155	7.79	21	8.00	15	7.07	18	6.17	16	7.13	17	6.76	19	7.11	18	7.17	22	7.68
The WBG meets Vietnam's needs for knowledge services*	89	7.81	64	8.14	154	8.14	20	8.15	21	7.38	25	6.84	17	7.94	19	7.32	22	7.23	22	7.50	23	7.91

\*Significantly different between stakeholder groups

**D. World Bank Group's Support in Development Areas**

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Increased its emphasis recently	31.8%	45.6%	40.3%	40.0%	36.4%	25.9%	30.0%	26.9%	50.0%	45.8%	34.6%
Decreased its emphasis recently	18.2%	10.3%	8.8%	5.0%	4.5%	0.0%	5.0%	11.5%	4.5%	4.2%	3.8%
Emphasis has remained pretty consistent over time	14.8%	17.6%	15.1%	25.0%	27.3%	25.9%	35.0%	15.4%	31.8%	25.0%	30.8%
Don't know	35.2%	26.5%	35.8%	30.0%	31.8%	48.1%	30.0%	46.2%	13.6%	25.0%	30.8%



## E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Bank	NGO/CBO	Academia	Media	Other
Weekly*	3.2%	7.4%	6.0%	0.0%	9.1%	0.0%	0.0%	0.0%	8.3%	24.0%	0.0%
Monthly	39.8%	33.8%	23.5%	18.2%	36.4%	25.9%	14.3%	23.1%	33.3%	28.0%	34.6%
A few times a year	45.2%	44.1%	48.2%	59.1%	45.5%	48.1%	47.6%	53.8%	54.2%	44.0%	53.8%
Rarely*	9.7%	11.8%	18.1%	18.2%	9.1%	22.2%	33.3%	7.7%	4.2%	4.0%	7.7%
Never	2.2%	2.9%	4.2%	4.5%	0.0%	3.7%	4.8%	15.4%	0.0%	0.0%	3.8%

\*Significantly different between stakeholder groups

In Vietnam, 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)

	Employee of a Ministry		PMU/Consultant		Local Government		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Vietnam's specific development challenges and country circumstances	78	7.77	57	7.72	134	7.96	17	8.00	21	7.38	21	7.14	15	7.67	20	7.25	24	7.33	23	7.74	25	7.48

	Employee of a Ministry		PMU/Consultant		Local Government		State-Owned Enterprise		Bilateral/Multilateral Agency		Private Sector		Financial Sector/Bank		NGO/CBO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	83	7.78	62	7.89	147	7.78	19	7.95	21	7.05	22	7.00	18	7.89	21	7.05	24	7.42	24	7.54	24	7.92
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	85	7.87	62	7.98	145	7.81	19	7.89	21	7.81	25	7.76	17	8.00	20	7.55	23	7.61	22	7.82	23	7.96

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



## F. The Future Role of The World Bank Group in Vietnam

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Engage more effectively with private sector*	7.4%	8.8%	9.0%	19.0%	13.6%	63.0%	42.9%	7.7%	12.5%	44.0%	11.5%
Collaborate more effectively with Government clients	30.5%	23.5%	30.7%	23.8%	4.5%	11.1%	38.1%	26.9%	25.0%	16.0%	26.9%
Work faster	9.5%	8.8%	11.4%	23.8%	0.0%	7.4%	19.0%	3.8%	8.3%	12.0%	11.5%
Reduce the complexity of obtaining World Bank Group financing*	20.0%	26.5%	28.9%	23.8%	13.6%	11.1%	19.0%	3.8%	8.3%	12.0%	7.7%
Engage more effectively with civil society*	2.1%	2.9%	2.4%	4.8%	18.2%	3.7%	0.0%	46.2%	12.5%	0.0%	3.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	6.3%	10.3%	2.4%	9.5%	27.3%	3.7%	4.8%	0.0%	8.3%	4.0%	7.7%
Offer more innovative financial products and services	17.9%	19.1%	18.1%	14.3%	9.1%	29.6%	23.8%	7.7%	4.2%	32.0%	3.8%
Engage more directly with beneficiaries *	11.6%	20.6%	24.7%	4.8%	9.1%	3.7%	4.8%	23.1%	12.5%	20.0%	19.2%
Ensure greater selectivity in its work	8.4%	5.9%	7.2%	0.0%	0.0%	3.7%	0.0%	15.4%	0.0%	8.0%	3.8%
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy*	15.8%	10.3%	7.2%	4.8%	18.2%	14.8%	0.0%	23.1%	37.5%	12.0%	19.2%
Increase the level of capacity development in the country	26.3%	19.1%	19.3%	38.1%	27.3%	14.8%	4.8%	15.4%	29.2%	20.0%	26.9%
Offer more innovative knowledge products and services	12.6%	10.3%	13.3%	0.0%	22.7%	11.1%	9.5%	7.7%	8.3%	12.0%	19.2%
Improve the quality of its experts as related to Vietnam's specific challenges	18.9%	16.2%	12.7%	19.0%	13.6%	7.4%	19.0%	15.4%	25.0%	4.0%	15.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.4%	10.3%	10.2%	4.8%	0.0%	7.4%	9.5%	0.0%	4.2%	4.0%	11.5%
Other	1.1%	1.5%	0.6%	0.0%	0.0%	0.0%	0.0%	3.8%	4.2%	0.0%	3.8%

\*Significantly different between stakeholder groups



### F. The Future Role of The World Bank Group in Vietnam (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
National Assembly*	24.2%	12.3%	3.0%	4.5%	18.2%	21.4%	14.3%	3.8%	12.5%	8.0%	12.0%
NGOs/Community-Based Organizations*	3.2%	4.6%	3.0%	9.1%	27.3%	7.1%	4.8%	69.2%	8.3%	4.0%	4.0%
Private sector*	37.9%	30.8%	26.1%	45.5%	31.8%	75.0%	66.7%	46.2%	45.8%	68.0%	48.0%
Youth/university groups*	8.4%	10.8%	1.8%	0.0%	18.2%	10.7%	23.8%	11.5%	4.2%	4.0%	8.0%
Donor community*	13.7%	7.7%	3.0%	0.0%	18.2%	3.6%	0.0%	7.7%	4.2%	0.0%	8.0%
Local government*	32.6%	60.0%	77.6%	54.5%	27.3%	28.6%	14.3%	23.1%	29.2%	32.0%	44.0%
Academia/think tanks/research institutes*	16.8%	9.2%	3.6%	9.1%	36.4%	14.3%	0.0%	15.4%	54.2%	8.0%	0.0%
Media*	9.5%	3.1%	7.9%	13.6%	0.0%	7.1%	14.3%	0.0%	0.0%	44.0%	20.0%
Mass organizations	5.3%	9.2%	7.9%	4.5%	0.0%	10.7%	9.5%	3.8%	4.2%	0.0%	8.0%
Beneficiaries*	33.7%	44.6%	57.6%	27.3%	9.1%	10.7%	33.3%	19.2%	33.3%	28.0%	32.0%
Other	1.1%	1.5%	0.6%	4.5%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	4.0%
Don't know	2.1%	0.0%	1.2%	9.1%	0.0%	0.0%	4.8%	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 Vietnam?\*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Never	1.1%	2.9%	7.4%	0.0%	0.0%	7.1%	5.0%	15.4%	12.5%	0.0%	4.0%
Less than once a year*	5.3%	4.4%	19.6%	19.0%	9.5%	17.9%	5.0%	11.5%	8.3%	8.0%	12.0%
Once a year to a few times a year*	32.6%	36.8%	52.8%	57.1%	19.0%	50.0%	70.0%	50.0%	45.8%	32.0%	60.0%
Less than once a month	12.6%	8.8%	8.0%	14.3%	23.8%	14.3%	0.0%	7.7%	12.5%	24.0%	12.0%
At least once a month*	32.6%	27.9%	12.3%	4.8%	38.1%	7.1%	5.0%	11.5%	20.8%	20.0%	12.0%
At least once a week*	15.8%	19.1%	0.0%	4.8%	9.5%	3.6%	15.0%	3.8%	0.0%	16.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
Local radio*	7.3%	10.0%	16.3%	28.6%	0.0%	0.0%	0.0%	7.7%	0.0%	8.0%	4.0%
International radio	0.0%	0.0%	0.6%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	7.3%	18.6%	10.8%	9.5%	14.3%	17.9%	5.0%	19.2%	12.5%	20.0%	12.0%
International newspapers*	6.2%	2.9%	1.8%	4.8%	23.8%	21.4%	20.0%	15.4%	29.2%	20.0%	4.0%
Local television*	56.3%	45.7%	53.6%	42.9%	0.0%	14.3%	20.0%	26.9%	25.0%	8.0%	36.0%
Internet*	61.5%	72.9%	60.2%	61.9%	57.1%	85.7%	65.0%	88.5%	58.3%	52.0%	68.0%
Periodicals*	3.1%	2.9%	1.8%	9.5%	9.5%	3.6%	5.0%	3.8%	20.8%	0.0%	4.0%
International television	3.1%	2.9%	1.2%	4.8%	4.8%	7.1%	5.0%	0.0%	4.2%	0.0%	0.0%
Local newspapers*	40.6%	35.7%	39.8%	28.6%	61.9%	32.1%	70.0%	30.8%	29.2%	80.0%	48.0%
Other*	4.2%	0.0%	1.8%	0.0%	4.8%	3.6%	5.0%	0.0%	16.7%	4.0%	8.0%

\*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)	Employee of a Ministry	PMU/ Consultant	Local Government	State- Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	Financial Sector/ Bank	NGO/ CBO	Academia	Media	Other
World Bank Group's publications and other written materials*	41.1%	19.1%	21.5%	19.0%	38.1%	25.0%	4.8%	42.3%	47.8%	32.0%	15.4%
e-Newsletters*	27.4%	19.1%	29.4%	19.0%	42.9%	39.3%	57.1%	30.8%	47.8%	32.0%	42.3%
WBG's seminars/workshops/conferences	36.8%	48.5%	47.2%	33.3%	33.3%	50.0%	47.6%	38.5%	39.1%	36.0%	53.8%
World Bank Group's website	24.2%	45.6%	27.6%	42.9%	28.6%	32.1%	19.0%	26.9%	30.4%	28.0%	26.9%
Direct contact with World Bank Group*	38.9%	17.6%	23.9%	23.8%	23.8%	21.4%	38.1%	19.2%	13.0%	40.0%	7.7%
Social media*	5.3%	13.2%	9.8%	38.1%	4.8%	10.7%	0.0%	11.5%	8.7%	12.0%	11.5%
Webinars or online events hosted by the World Bank Group	15.8%	29.4%	23.9%	0.0%	14.3%	17.9%	28.6%	26.9%	8.7%	20.0%	23.1%

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Bank	NGO/CBO	Academia	Media	Other
Yes	81.3%	80.3%	48.3%	62.5%	77.3%	36.7%	71.4%	25.0%	44.0%	33.3%	48.1%
No	18.8%	19.7%	51.7%	37.5%	22.7%	63.3%	28.6%	75.0%	56.0%	66.7%	51.9%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Vietnam? (Select only ONE response)\*

Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Independent Government Institution	State-Owned Enterprise	Bilateral/Multilateral Agency	Public-Private Partnership	Private Sector/Financial Sector/Private Bank	CSO	Academia	Other
The World Bank (IBRD)	91.8%	75.0%	100.0%	100.0%	90.0%	100.0%	89.5%	100.0%	60.0%	100.0%
The International Finance Corporation (IFC)	8.2%	25.0%	0.0%	0.0%	10.0%	0.0%	10.5%	0.0%	40.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	Financial Sector/Bank	NGO/CBO	Academia	Media	Other
Observer*	2.1%	9.3%	11.9%	0.0%	4.5%	26.7%	23.8%	26.9%	13.0%	32.0%	12.0%
Use World Bank Group reports/data *	24.0%	6.7%	14.2%	12.5%	40.9%	20.0%	33.3%	38.5%	52.2%	72.0%	12.0%
Engage in World Bank Group related/sponsored events/activities *	43.8%	61.3%	56.3%	70.8%	50.0%	56.7%	47.6%	38.5%	52.2%	28.0%	60.0%
Collaborate as part of my professional duties*	75.0%	69.3%	55.1%	62.5%	63.6%	30.0%	66.7%	50.0%	43.5%	20.0%	60.0%
Use World Bank Group website for information, data, research, etc.*	7.3%	10.7%	7.4%	12.5%	13.6%	26.7%	4.8%	15.4%	13.0%	28.0%	4.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Select Questions by Collaboration with the WBG<sup>5</sup>

*This appendix compares the responding from respondents who indicated that they currently collaborate with the WBG to those respondents who indicated that they do not collaborate with the WBG for selected questions, namely all 10-point rating scale questions and questions B7, B9, B10, and F1. For those 10-point rating scale questions that were asked both in FY17 and FY20 Vietnam COS, the mean responses for FY17 collaborators is included; however, the only tests of statistical significance are comparing FY20 collaborators vs. non-collaborators.*

- Collaborating with the WBG, FY17 N=368
- Collaborating with the WBG, FY20 N=321    ● Not collaborating with the WBG, FY20 N=230

### A. Overall Context

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)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The national/federal government*			291	7.89	197	7.40
Bilateral organizations (e.g., DFAT, SECO, JICA, GIZ, USAID)			238	7.56	161	7.27
The World Bank Group*			298	8.22	197	7.84
The International Monetary Fund			225	7.73	163	7.39
The United Nations (UN)*			253	7.77	174	7.34
Regional development banks			250	7.31	168	7.02
International private sector			224	6.77	157	6.63
Domestic private sector			272	6.72	180	6.81
International civil society (e.g., NGOs, CBOs)			241	6.98	161	6.75
Domestic civil society (e.g., NGOs, CBOs)			256	6.68	168	6.60
Faith-based institutions			190	5.62	137	5.68
Domestic traditional media and their web presence			287	6.93	191	6.77
International media and their web presence			254	6.63	173	6.48
Web-based media			270	5.56	184	5.46

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

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

(1-Not familiar at all, 10-Extremely familiar)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the WBG in Vietnam?*	363	7.19	305	7.04	213	6.26

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

<sup>5</sup> Only 551 respondents provided information about 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)**

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Vietnam? (1-Strongly disagree, 10-Strongly agree)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	349	8.25	298	8.23	202	7.71
The WBG's work is aligned with what I consider the development priorities for Vietnam*	347	8.00	296	8.24	201	7.78

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

(1-Not effective at all, 10-Very effective)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Vietnam.*	357	7.91	300	8.04	202	7.60

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

(1-To no degree at all, 10-To a very significant degree)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	338	7.58	297	7.97	202	7.58

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

(1-To no degree at all, 10-To a very significant degree)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent does the WBG influence the development agenda in Vietnam?			276	7.55	193	7.28

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

Percentage of Respondents	Collaborating with the WBG	Not Collaborating with the WBG
To a fully sufficient degree	6.9%	6.1%
To a somewhat sufficient degree	63.7%	57.5%
To a somewhat insufficient degree	15.7%	21.2%
To a very insufficient degree	6.5%	6.1%
Don't know	7.2%	9.0%



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	14.3%	17.5%
Arrogant in its approach*	5.5%	1.9%
Not collaborating enough with private sector	13.0%	11.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*	4.6%	1.4%
Too influenced by developed countries	12.4%	14.2%
Not adequately sensitive to political/social realities in Vietnam	9.8%	13.3%
Not adequately flexible*	24.8%	12.3%
WBG's processes too slow and complex*	26.7%	19.0%
Inadequate WBG's staffing in Vietnam	8.1%	8.5%
Not sufficiently focused on sustainable results	12.1%	11.4%
Not collaborating enough with civil society*	5.9%	12.8%
Not enough public disclosure of its work	3.6%	6.6%
Not aligned with country priorities	8.8%	8.5%
Staff too inaccessible*	1.0%	4.7%
Other	0.7%	2.4%
Don't know	13.0%	15.6%

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

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Public sector governance/reform	24.8%	22.4%
Water and sanitation	17.0%	13.6%
Private sector development	19.9%	17.3%
Job creation/employment	10.9%	13.6%
Health	10.0%	7.5%
Financial markets	5.8%	3.3%
Social protection	4.2%	3.3%
Gender equity	1.3%	3.7%
Energy	5.5%	2.3%
Education	17.0%	22.9%
Pollution	10.9%	14.5%
Global/regional integration	4.5%	3.3%
Food safety	5.8%	6.5%
Poverty reduction	17.0%	18.7%
Economic growth	18.0%	15.9%
Natural resource management	6.4%	9.8%
Equality of opportunity	2.6%	4.7%
Non-communicable disease*	0.0%	1.4%
Transport	17.4%	14.0%
Global pandemics	6.8%	7.0%
Agriculture and rural development	22.8%	23.8%
Trade and exports	3.9%	2.3%
Urban development*	8.7%	4.2%
Climate change	32.5%	33.2%
Disaster risk management	5.8%	4.2%
Anti-corruption	6.4%	10.3%

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

**C. World Bank Group's Work and Engagement on the Ground**

	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
(1-To no degree at all, 10-To a very significant degree)						
To what extent do you believe the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges?*	351	7.98	290	7.81	168	7.51

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Vietnam, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Responsiveness to needs	343	7.74	285	7.64	168	7.40
Flexibility (in terms of the institution's products and services)	305	7.44	270	7.09	159	6.83
Flexibility (in terms of changing country circumstances)	310	7.26	272	7.01	167	6.95
Being inclusive	291	6.79	268	7.34	170	7.06
Openness (sharing data and other information)	316	7.85	294	7.87	183	7.60
Collaboration with the Government	332	8.37	277	8.00	170	7.90
The speed in which it gets things accomplished on the ground	336	7.51	271	7.32	152	7.02
Helping to bring discipline/ effective supervision to implementation of investment projects*	320	7.92	283	7.90	170	7.54
Collaboration with civil society*	258	7.25	251	7.29	162	6.85
Staff accessibility*	327	7.71	292	7.89	173	7.24
Collaboration with other donors and development partners*	280	7.93	251	7.71	156	7.33
Collaboration with the private sector*	251	6.85	231	7.23	150	6.85
Straightforwardness and honesty	332	8.35	292	8.26	179	8.04
Treating clients and stakeholders in Vietnam with respect*	328	8.37	289	8.41	181	8.12
Being a long-term partner	332	8.81	290	8.64	181	8.45

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly	308	8.04	278	7.32	159	7.40
The World Bank Group effectively monitors and evaluates the projects and programs it supports	335	8.01	293	8.00	173	7.83
The WBG's approvals and reviews are done in a timely fashion	306	7.81	280	7.58	162	7.38
The World Bank Group's Environmental and Social Framework requirements are reasonable			273	7.73	162	7.55
The WBG's conditions on its lending are reasonable	302	7.83	248	7.51	150	7.33
The World Bank Group takes decisions quickly in Vietnam	305	7.68	269	7.55	158	7.26
Working with the World Bank Group increases Vietnam's institutional capacity	317	8.05	278	7.92	167	7.71
Where country systems are adequate, the World Bank Group makes appropriate use of them	311	7.98	264	7.81	162	7.61

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements about the World Bank Group in Vietnam? (1-Strongly disagree, 10-Strongly agree)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Vietnam	323	7.67	272	7.65	169	7.40
The WBG meets Vietnam's needs for knowledge services*	313	7.53	289	7.96	180	7.67

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

How effectively does the World Bank Group support Vietnam's efforts...? (1-Not effectively at all, 10-Very effectively)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To build stronger domestic resource mobilization systems in the Government			222	7.42	147	7.22
To develop better and stronger data collection/analytics systems within the Government			235	7.49	153	7.48
To strengthen the country's crisis preparedness			223	7.50	147	7.34
To identify and monitor risks			233	7.67	144	7.49



### D. World Bank Group's Support in Development Areas

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam? (1-Not effective at all, 10-Very effective)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Social protection	177	6.89	102	6.95	71	6.75
Gender equity*	227	7.18	203	7.81	122	7.44
Private sector development*	208	6.86	174	7.21	121	6.77
Education	227	7.38	191	7.53	130	7.32
Public sector governance/reform	230	7.02	187	7.45	126	7.21
Global/regional integration	196	7.37	177	7.68	127	7.54
Food safety	197	6.81	133	7.07	90	7.09
Urban development	231	7.75	181	7.76	123	7.54
Energy*	202	7.30	179	7.74	120	7.34
Water and sanitation	260	8.00	247	8.06	154	7.81
Pollution	215	7.34	192	7.59	120	7.41
Job creation/employment	209	7.11	167	7.43	107	7.10
Health	214	7.30	177	7.66	118	7.32
Financial markets	179	7.27	141	7.50	99	7.37
Transport*	265	8.13	209	8.05	134	7.66
Agriculture and rural development*	284	8.10	223	8.04	150	7.59
Trade and exports	170	6.92	133	7.49	91	7.18
Natural resource management	212	7.32	161	7.50	119	7.39
Climate change	253	7.70	216	7.90	148	7.59
Poverty reduction	279	7.92	219	7.97	141	7.69
Anti-corruption	215	6.41	143	7.11	111	7.02
Economic growth			219	7.78	138	7.64
Disaster risk management	188	6.99	179	7.71	118	7.53
Equality of opportunity	192	7.20	149	7.52	110	7.47
Non-communicable disease			112	7.04	78	7.00

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

**E. World Bank Group's Knowledge Work and Activities**

In Vietnam, 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)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Are timely*	315	7.46	264	7.63	154	7.24
Include appropriate level of stakeholder involvement during preparation	309	7.51	267	7.67	159	7.43
Lead to practical solutions*	318	7.55	266	7.68	159	7.33
Are source of relevant information on global good practices*	317	8.15	261	8.01	165	7.72
Are adequately disseminated	311	7.79	271	7.89	165	7.64
Are translated enough into local language	303	7.58	248	7.88	157	7.64
Are adaptable to Vietnam's specific development challenges and country circumstances*	314	7.45	264	7.77	164	7.60

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

(1-Not significant at all, 10-Very significant) (1-Very low technical quality, 10-Very high technical quality)	FY17		FY20			
	Collaborating with the WBG		Collaborating with the WBG		Not Collaborating with the WBG	
	N	Mean	N	Mean	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?*	335	7.76	278	7.81	179	7.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	332	7.97	275	7.89	179	7.74

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



## F. The Future Role of the World Bank Group in Vietnam

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Engage more effectively with private sector	13.2%	17.8%
Collaborate more effectively with Government clients	26.7%	26.4%
Work faster	10.9%	9.6%
Reduce the complexity of obtaining World Bank Group financing	22.1%	18.7%
Engage more effectively with civil society*	3.6%	8.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.9%	5.3%
Offer more innovative financial products and services	17.8%	16.3%
Engage more directly with beneficiaries	16.8%	17.3%
Ensure greater selectivity in its work	6.9%	5.8%
Provide more adequate data/knowledge/ statistics/figures on Vietnam's economy	11.9%	13.9%
Increase the level of capacity development in the country	22.4%	19.7%
Offer more innovative knowledge products and services	10.9%	13.9%
Improve the quality of its experts as related to Vietnam's specific challenges	16.8%	12.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.9%	9.6%
Other	1.0%	1.4%

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



## Appendix D: Responses to Selected Questions by Year

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. In terms of the former, however, the samples from FY17 and FY20 were quite disparate among certain stakeholder groups, making it difficult to weight them for equivalence while maintaining statistical reliability. Therefore, the comparisons by year were analyzed using the original distribution of stakeholders for both years and because of that, it is possible that some differences in responding between years may reflect differences in the samples for FY17 and FY20, not necessarily changes in attitudes over time.*

Percentage of Respondents	Original Distribution	
	FY17	FY20
Office of the President/Prime Minister/Minister	1.0%	0.5%
Government Institutions (includes National Assembly, employees of ministries, PMUs, consultants on WBG-supported projects, independent government institutions, state-owned enterprises, and the judiciary)	52.8%	36.9%
Bilateral/Multilateral Agencies	5.9%	3.9%
Private Sector (includes financial sector/banks)	5.3%	9.2%
Academia	7.8%	4.4%
Media	6.2%	4.4%
Civil Society (includes NGOs/CBOs, mass organizations, youth groups, and trade unions)	8.1%	5.7%
Local Government	10.4%	32.8%
<b>Total Number of Respondents</b>	<b>628</b>	<b>564</b>

### A. Overall Context

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

Percentage of Respondents	FY17	FY20
The right direction	75.8%	94.5%
The wrong direction	10.2%	0.7%
Not sure	14.0%	4.8%

*\*Significantly different between FY17 and FY20*

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam?	615	6.63	2.07	541	6.72	1.88

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



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

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam	578	8.07	1.67	523	8.04	1.64
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	574	7.84	1.62	520	8.07	1.65

\*Significantly different between FY17 and FY20

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.	576	7.71	1.81	525	7.87	1.55

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	543	7.36	1.49	521	7.82	1.55

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY20

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

Percentage of Respondents	FY17	FY20
To a fully sufficient degree*	2.6%	6.8%
To a somewhat sufficient degree*	35.8%	61.0%
To a somewhat insufficient degree	18.8%	18.0%
To a very insufficient degree*	29.3%	6.3%
Don't know*	13.4%	7.9%

\*Significantly different between FY17 and FY20

**C. World Bank Group's Work and Engagement on the Ground**

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges?	562	7.84	1.70	475	7.68	1.52

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	560	7.65	1.58	472	7.55	1.46
Flexibility (in terms of the institution's products and services)*	496	7.33	1.70	446	6.99	1.64
Flexibility (in terms of changing country circumstances)	502	7.19	1.68	456	7.00	1.60
Being inclusive*	473	6.81	1.96	454	7.24	1.56
Openness (sharing data and other information)	517	7.80	1.77	497	7.77	1.61
Collaboration with the Government*	535	8.27	1.45	465	7.96	1.47
The speed in which it gets things accomplished on the ground	524	7.39	1.76	441	7.21	1.57
Helping to bring discipline/effective supervision to implementation of investment projects	513	7.79	1.73	472	7.77	1.69
Collaboration with civil society	448	7.12	2.02	429	7.13	1.65
Staff accessibility	519	7.50	1.86	485	7.65	1.61
Collaboration with other donors and development partners	448	7.73	1.60	424	7.58	1.54
Collaboration with the private sector*	426	6.84	1.88	397	7.10	1.62
Straightforwardness and honesty	533	8.29	1.70	490	8.17	1.54
Treating clients and stakeholders in Vietnam with respect	524	8.34	1.62	489	8.30	1.52
Being a long-term partner	542	8.76	1.53	488	8.58	1.50

\*Significantly different between FY17 and FY20

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	472	7.87	1.81	458	7.32	2.11
The World Bank Group effectively monitors and evaluates the projects and programs it supports	519	7.91	1.60	487	7.91	1.64
The World Bank Group's approvals and reviews are done in a timely fashion*	478	7.72	1.72	462	7.48	1.84
The WBG's conditions on its lending are reasonable*	459	7.75	1.56	417	7.41	1.70
The World Bank Group takes decisions quickly in Vietnam	460	7.58	1.69	445	7.42	1.77
Working with the World Bank Group increases Vietnam's institutional capacity	500	7.89	1.58	465	7.82	1.53
Where country systems are adequate, the World Bank Group makes appropriate use of them	477	7.85	1.54	444	7.73	1.62

\*Significantly different between FY17 and FY20

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
The WBGP's financial instruments meet the needs of Vietnam	519	7.58	1.62	455	7.55	1.63
The WBG meets Vietnam's needs for knowledge services*	504	7.44	1.59	484	7.85	1.50

\*Significantly different between FY17 and FY20

**D. World Bank Group's Support in Development Areas**

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

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Social protection	306	6.95	1.73	175	6.89	1.61
Gender equity*	374	7.21	1.62	334	7.68	1.48
Private sector development	354	6.94	1.56	303	7.03	1.61
Education*	390	7.21	1.46	331	7.47	1.51
Public sector governance/reform*	373	7.03	1.60	322	7.36	1.48
Global/regional integration*	335	7.39	1.45	313	7.63	1.51
Food safety*	326	6.70	1.70	233	7.08	1.68
Urban development	388	7.60	1.53	313	7.67	1.57
Energy*	344	7.26	1.68	307	7.58	1.50
Water and sanitation	429	7.90	1.56	417	7.96	1.60
Pollution*	363	7.27	1.71	321	7.54	1.65
Job creation/employment	354	7.16	1.43	284	7.30	1.58
Health*	350	7.27	1.60	305	7.52	1.63
Financial markets	317	7.29	1.41	244	7.45	1.35
Transport	432	8.08	1.41	355	7.91	1.53
Agriculture and rural development	454	7.94	1.50	387	7.88	1.54
Trade and exports*	297	7.00	1.49	227	7.37	1.50
Natural resource management*	352	7.19	1.66	292	7.48	1.64
Climate change	416	7.64	1.53	377	7.78	1.52
Poverty reduction	453	7.91	1.44	374	7.88	1.52
Anti-corruption*	350	6.41	2.03	261	7.10	1.79
Disaster risk management*	311	6.95	1.66	308	7.65	1.54
Equality of opportunity*	335	7.26	1.56	265	7.52	1.61

\*Significantly different between FY17 and FY20

**E. 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	FY17	FY20
Weekly	5.7%	5.3%
Monthly	25.4%	29.2%
A few times a year	50.8%	47.7%
Rarely	13.3%	14.2%
Never	4.8%	3.6%

**In Vietnam, 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)*

	FY17			FY20		
	N	Mean	SD	N	Mean	SD
Are timely	494	7.36	1.59	433	7.48	1.60
Include appropriate level of stakeholder involvement during preparation	490	7.43	1.66	441	7.59	1.53
Lead to practical solutions	502	7.45	1.47	440	7.55	1.51
Are source of relevant information on global good practices	507	8.04	1.38	441	7.90	1.43
Are adequately disseminated	494	7.69	1.53	451	7.78	1.52
Are translated enough into local language	488	7.58	1.70	420	7.80	1.74
Are adaptable to Vietnam's specific development challenges and country circumstances*	495	7.38	1.52	443	7.71	1.49

*\*Significantly different between FY17 and FY20*

	FY17			FY20		
	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?	530	7.63	1.49	474	7.67	1.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	528	7.87	1.35	471	7.82	1.35

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



## H. Background Information

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

Percentage of Respondents	FY17	FY20
Yes	60.1%	58.3%
No	39.9%	41.7%

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

Percentage of Respondents	FY17	FY20
Yes	30.9%	54.5%
No	69.1%	45.5%

\*Significantly different between FY17 and FY20

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

Percentage of Respondents (Responses combined)	FY17	FY20
Observer	15.0%	12.0%
Use World Bank Group reports/data*	27.4%	22.3%
Engage in WBG related/sponsored events/activities*	45.1%	52.5%
Collaborate as part of my professional duties	56.3%	58.3%
Use WBG website for information, data, research, etc.*	15.5%	10.5%

\*Significantly different between FY17 and FY20

What's your gender?

Percentage of Respondents	FY17	FY20
Female	32.5%	29.9%
Male	67.5%	70.1%

Which best represents your geographic location?

Percentage of Respondents	FY17	FY20
Ho Chi Minh	8.3%	7.4%
Hanoi	54.4%	46.9%
Northern Mountain area	7.5%	15.5%
Central Coastal area	12.4%	9.0%
Mekong Delta	9.4%	7.0%
Other	8.0%	14.2%

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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the WBG in Vietnam? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the WBG to do what is right?	7.84	8.22	8.06	8.20	8.11	7.96	8.09	8.07	8.05	8.10	8.09	7.98
Overall the World Bank Group currently plays a relevant role in development in Vietnam	7.71	8.23	8.08	7.86	8.05	8.06	7.97	8.12	8.02	8.07	8.09	7.75
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	7.78	8.24	8.12	7.91	8.11	8.04	8.01	8.17	8.05	8.13	8.15	7.69
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.	7.60	8.04	7.90	7.74	7.93	7.72	7.83	7.93	7.82	7.92	7.90	7.70
To what extent does the World Bank Group's work help to achieve development results in Vietnam?	7.58	7.97	7.86	7.67	7.88	7.71	7.77	7.90	7.76	7.89	7.85	7.70
To what extent does the World Bank Group influence the development agenda in Vietnam?	7.28	7.55	7.49	7.32	7.52	7.28	7.40	7.52	7.29	7.58	7.48	7.38
Responsiveness to needs	7.40	7.64	7.60	7.39	7.61	7.49	7.50	7.65	7.50	7.63	7.60	7.45
Flexibility (in terms of the institution's products and services)	6.83	7.09	7.04	6.76	7.04	6.93	6.91	7.11	7.02	7.01	7.03	6.94
Flexibility (in terms of changing country circumstances)	6.95	7.01	7.04	6.79	7.02	6.99	6.92	7.10	6.99	7.03	7.01	7.10
Being inclusive	7.06	7.34	7.28	7.08	7.28	7.20	7.16	7.35	7.19	7.31	7.30	6.91
Openness (sharing data and other information)	7.60	7.87	7.82	7.57	7.84	7.64	7.72	7.86	7.74	7.84	7.82	7.65
Collaboration with the Government	7.90	8.00	8.02	7.84	8.01	7.96	7.90	8.08	7.91	8.05	8.04	7.60
The speed in which it gets things accomplished on the ground	7.02	7.32	7.24	7.08	7.28	7.01	7.09	7.34	7.14	7.27	7.25	7.00
Helping to bring discipline/effective supervision to implementation of investment projects	7.54	7.90	7.83	7.42	7.84	7.58	7.75	7.82	7.53	7.95	7.83	7.45
Collaboration with civil society	6.85	7.29	7.19	6.87	7.18	7.04	7.08	7.21	7.01	7.25	7.17	6.98
Staff accessibility	7.24	7.89	7.74	7.04	7.69	7.58	7.56	7.75	7.51	7.76	7.70	7.37
Collaboration with other donors and development partners	7.33	7.71	7.63	7.30	7.57	7.67	7.44	7.72	7.65	7.56	7.61	7.43
Collaboration with the private sector	6.85	7.23	7.17	6.69	7.10	7.21	6.95	7.27	7.14	7.12	7.13	7.12
Straightforwardness and honesty	8.04	8.26	8.22	7.85	8.21	8.11	8.09	8.27	8.08	8.25	8.20	8.06
Treating clients and stakeholders in Vietnam with respect	8.12	8.41	8.37	8.00	8.33	8.33	8.26	8.39	8.27	8.37	8.35	8.22
Being a long-term partner	8.45	8.64	8.63	8.59	8.65	8.51	8.60	8.64	8.55	8.67	8.63	8.55
The World Bank Group takes decisions quickly in Vietnam	7.26	7.55	7.50	7.13	7.49	7.33	7.43	7.49	7.34	7.54	7.47	7.42
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.61	7.81	7.76	7.58	7.78	7.58	7.54	7.91	7.71	7.76	7.76	7.56
The WBG's financial instruments meet the needs of Vietnam	7.40	7.65	7.63	7.09	7.55	7.67	7.52	7.62	7.48	7.64	7.59	7.43
The WBG meets Vietnam's needs for knowledge services	7.67	7.96	7.91	7.66	7.91	7.78	7.83	7.93	7.77	7.96	7.91	7.63
Are adaptable to Vietnam's specific development challenges and country circumstances	7.60	7.77	7.76	7.40	7.69	7.80	7.55	7.86	7.75	7.70	7.76	7.43
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.47	7.81	7.73	7.48	7.73	7.61	7.69	7.71	7.58	7.78	7.73	7.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.74	7.89	7.88	7.75	7.86	7.87	7.82	7.90	7.84	7.88	7.88	7.69

Yellow highlight indicates significant difference between Yes and No

## Appendix F: Vietnam FY20 COS Questionnaire



### **World Bank Group Country Survey FY 2017 – Vietnam**

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

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 VIETNAM**

<b>A1. In general would you say that Vietnam is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

## SECTION A: GENERAL ISSUES

<b>A2. Listed below are a number of development priorities in Vietnam.</b>			
<b>Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Natural resource management (i.e. forest, coastal resources, etc.)
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Climate change (e.g., mitigation, adaptation)
6	Global/regional integration	20	Poverty reduction
7	Food safety	21	Anti corruption
8	Urban development	22	Judiciary reform
9	Energy (including renewable energy)	23	Macroeconomic management
10	Water and sanitation	24	Disaster risk management
11	Pollution	25	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	26	Epidemics
13	Health	27	Information and communications technology
14	Financial markets		

<b>A3. 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 Vietnam? (Choose no more than THREE)</b>			
1	Macroeconomic management	14	Water and sanitation
2	Disaster risk management	15	Pollution
3	Equality of opportunity (i.e., social inclusion)	16	Job creation/employment
4	Epidemics	17	Health
5	Information and communications technology	18	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	20	Gender equity
8	Trade and exports	21	Private sector development
9	Climate change (e.g., mitigation, adaptation)	22	Education
10	Transport (e.g., roads, bridges, transportation)	23	Global/regional integration
11	Energy (including renewable energy)	24	Food safety
12	Anti corruption	25	Urban development
13	Judiciary reform	26	Natural resource management (i.e. forest, coastal resources, etc.)



## SECTION A: GENERAL ISSUES

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

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

## SECTION A: GENERAL ISSUES

<b>A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Vietnam? (Select only ONE response)</b>	
1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

<b>A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	
1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

<b>A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Vietnam? (Select only ONE response)</b>	
1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

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

<b>B1. How familiar are you with the work of the World Bank Group in Vietnam?</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 Vietnam.</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 Vietnam 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 Vietnam, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Vietnam? (Choose no more than THREE)</b>			
1	Energy (including renewable energy)	15	Judiciary reform
2	Water and sanitation	16	Macroeconomic management
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Epidemics
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Natural resource management (i.e. forest, coastal resources, etc.)
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	26	Poverty reduction
13	Food safety	27	Anti corruption
14	Urban development		

## 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 Vietnam?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<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 Vietnam? (Choose no more than TWO)</b>	
1	World Bank Group's processes too complex
2	Not provide honest and objective feedback to the Government on policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Vietnam
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	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 Vietnam? (Select only ONE response)**

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

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

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

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

1	Beneficiaries	8	Academia/think tanks/research institutes
2	Youth/university groups	9	National Assembly
3	Domestic private sector	10	Mass organizations (i.e., Women's Union, Fatherland Front)
4	Foreign private sector	11	Media
5	Local government	12	Other (please specify): _____
6	Donor community	13	Don't know
7	NGOs/Community Based Organizations		

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

		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 Vietnam	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	

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

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

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	The Government works inefficiently
5	Poor donor coordination
6	The World Bank Group is not sensitive enough to political/social realities on the ground
7	Lack of/inadequate levels of capacity in Government
8	There is not an adequate level of citizen/civil society participation
9	Poor coordination within the World Bank Group
10	Poor coordination within the Government
11	The World Bank Group works too slowly
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Vietnam?													
		Not important at all										Very important	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	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 safety	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 (including renewable 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	Natural resource management (i.e. forest, coastal resources, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Macroeconomic management	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	Epidemics	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam?** *(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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	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 safety	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 (including renewable 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	Natural resource management (i.e. forest, coastal resources, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Macroeconomic management	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	Epidemics	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Vietnam?</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

To what extent do you agree with the following statements about the World Bank Group in Vietnam?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<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 Vietnam											<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

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

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

**D1. How frequently do you consult World Bank Group's knowledge and analytical work and activities in the work you do?**

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

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

		To no degree at all					To a very significant degree					Don't know
<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 accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are adaptable to Vietnam's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

**D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Vietnam?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN VIETNAM

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)**

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of investment projects
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Vietnam's economy
9	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Improve the quality of its experts as related to Vietnam's specific challenges
13	Other (please specify): _____

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

1	National/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	National/local newspapers
5	National/local television	10	Other (please specify): _____

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

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Vietnam website
3	Press releases	8	Other World Bank Group websites
4	World Bank Group's seminars/workshops/conferences	9	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
5	Mobile phone applications	10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Vietnam Website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you use/have you used other World Bank Group Websites?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you currently follow the World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently follow other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

### G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up
3	Mobile phone 3G

## SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I find the World Bank Vietnam website easy to navigate. <i>(Only answer if you have used a World Bank Vietnam website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	I find other World Bank Group websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	I find the information on the World Bank Vietnam website useful. <i>(Only answer if you have used a Vietnam World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	I find the information on other World Bank Group websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G14</b>	The World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G15</b>	Other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G16</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G17</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION H: BACKGROUND INFORMATION

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	9	NGO/Community Based Organization
2	Office of Minister	10	Media (press, radio, TV, web, etc.)
3	Deputy of the National Assembly, National Assembly Office/Committee	11	Mass organizations (i.e., Women's Union, Fatherland Front)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	12	Youth Group
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	13	Academia/Research Institute/Think Tank
6	Local Government Office or Staff	14	Judiciary Branch
7	Bilateral/Multilateral Agency	15	Financial Sector/Private Bank
8	Private Sector Organization	16	Other (please specify): _____

<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 (IBRD/IDA, IFC, or MIGA) in your country?</b>	
1	Yes
2	No

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

**SECTION H: BACKGROUND INFORMATION**

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

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

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Vietnam?</b> <b>(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 Vietnam website and other World Bank Group websites for information, data, research, etc.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. Which best represents your geographic location?</b>	
1	Ho Chi Minh
2	Hanoi
3	Northern Mountain area
4	Central coastal area
5	Mekong Delta
6	Other

**Thank you for completing the survey!**