



World Bank Group Country Survey FY 2020 – Myanmar

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

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: OVERALL CONTEXT

A1. In general, would you say that Myanmar is headed in ... ?

1	The right direction
2	The wrong direction
3	Not sure

A2. Do you think that economic opportunity for citizens in Myanmar is ... ?

1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Myanmar.

Please identify which of the following you consider the most important development priorities in Myanmar. (Choose no more than THREE)

1	Job creation/employment	11	Equality of opportunity (for all)
2	Health	12	Information and communications technology
3	Peace and social inclusion	13	Transport (e.g., roads, bridges, transportation)
4	Closing gender gaps	14	Agriculture and rural development
5	Private sector development	15	Trade and exports
6	Education	16	Natural resource management
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Poverty reduction
8	Urban development	18	Economic growth
9	Energy	19	Local governance and institutions
10	Water and sanitation	20	Disaster risk management

A4. Please describe the direction Myanmar is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., quality and access to health, education, and social protection services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Myanmar's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: OVERALL CONTEXT

A5. Listed below are global challenges. Which do you think have the most serious impact on Myanmar? (Choose no more than TWO)

1	Terrorism	5	Environmental degradation
2	Migration	6	Technology based disruption
3	Climate change	7	The gap between the rich and the poor
4	Trade constraints	8	Geo political uncertainty

A6. When economic and/or social reform efforts fail or are slow to take place in Myanmar, which of the following would you attribute this to? (Choose no more than TWO)

1	Poor coordination within the government
2	Inadequate level of capacity in the government
3	Corruption
4	Ongoing conflict
5	Political instability
6	Inadequate level of private sector participation
7	Inadequate level of citizen/civil society participation
8	Inadequate level of donor coordination
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

A7. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Union Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (e.g., ADB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International and local NGOs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Local media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	News and information received from Facebook	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A8. To what extent do you trust private sector to engage in public service delivery in Myanmar?

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Myanmar?																						
											Strongly disagree		Strongly agree		Don't know							
B2	Overall the World Bank Group currently plays a relevant role in development in Myanmar											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Myanmar											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in Myanmar?											
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

B6. To what extent does the World Bank Group influence the development agenda in Myanmar?											
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

B7. When thinking about the World Bank Group's role in Myanmar, which activity do you VALUE the most? (Choose no more than TWO)	
1	Implementation of projects
2	Donor coordination
3	Training and capacity development
4	Technical assistance
5	Policy advice, studies, analyses
6	Financial resources
7	Data and statistics
8	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Myanmar? (Choose no more than TWO)

1	World Bank Group's processes too slow and complex
2	Not collaborating enough with civil society (e.g., NGOs, CBOs)
3	Not focused enough on issues that are unique to post-conflict countries
4	Not collaborating enough with private sector
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Myanmar
7	Other (please specify): _____
8	Don't know

B9. When thinking about how the World Bank Group can have the most impact on development results in Myanmar, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Myanmar? (Choose no more than THREE)

1	Agriculture and rural development	11	Health
2	Trade and exports	12	Private sector development
3	Natural resource management	13	Education
4	Poverty reduction	14	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Transport (e.g., roads, bridges, transportation)	15	Peace and social inclusion
6	Economic growth	16	Urban development
7	Local governance and institutions	17	Energy
8	Disaster risk management	18	Water and sanitation
9	Equality of opportunity (for all)	19	Job creation/employment
10	Information and communications technology	20	Closing gender gaps

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent is the World Bank Group an effective development partner in Myanmar, 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	<input type="checkbox"/>
C1	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Myanmar with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	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"/>
C18	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	The World Bank Group takes decisions quickly in Myanmar	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Working with the World Bank Group increases Myanmar's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	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"/>

C22. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar?												
		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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements about the World Bank Group in Myanmar?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar											<input type="checkbox"/>
C24	The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C25. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Myanmar? (Select only ONE response)

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

C26. To what extent do you believe that the donor community is doing enough to support the government's efforts related to internally displaced persons in Myanmar?

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

C27. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to internally displaced persons in Myanmar? (Choose no more than TWO)

1	Macro issues (fiscal accounts, balance of payments, etc.)
2	Infrastructure
3	Public services
4	Education
5	Business development
6	Health
7	Social cohesion
8	Jobs
9	Supporting poor and marginalized local communities
10	Other (please specify): _____
11	Don't know

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Basic education (e.g., student stipend, school grant, teacher mentoring)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	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"/>
4	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Equality of opportunity (for all)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Primary health care for mothers and children	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Rural development (e.g., Community Driven Development Project)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Water resources management (e.g., Ayeyarwady Integrated Resource Management)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Financial inclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

In Myanmar, 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
E1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Myanmar's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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	

E9. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MYANMAR

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

1	Offer more innovative financial products and services
2	Provide more adequate data/knowledge/statistics/figures on Myanmar's economy
3	Engage more effectively with civil society (e.g., NGOs, CBOs)
4	Increase the level of capacity development in the country
5	Engage more directly with beneficiaries
6	Engage more effectively with private sector
7	Offer more innovative knowledge products and services
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Other (please specify): _____

F2. 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	State/Region government	7	Ethnic organizations
2	Media	8	International NGOs
3	Parliament	9	Academia/think tanks/research institutes
4	Beneficiaries	10	Local NGOs/Community Based Organizations
5	Private sector	11	Other (please specify): _____
6	Development partners/UN agencies	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Myanmar?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Myanmar? (Choose no more than TWO)

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, YouTube)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. 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	4	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	6	Social media (e.g., blogs, Facebook, YouTube)

G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)

1	Union Government (Officials from the Union Government Ministries and Agencies)	7	Judicial System (e.g., courts)
2	State/Region government (Officials from State/Region Government)	8	Academia/Research Institute/Think Tank
3	Officials from Project Management Unit (PMU) overseeing implementation of WBG project	9	Private Sector
4	Member of Parliament	10	Beneficiary
5	Development Partners (Bilateral Agency, Multilateral Agency)	11	Media (press, radio, TV, web, etc.)
6	Local and International NGOs/CSOs	12	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)

1	Poverty reduction	8	Agriculture, rural development
2	Education	9	Trade and competitiveness
3	Health, nutrition	10	Finance and markets
4	Environment, natural resources	11	Gender
5	Energy	12	Communications, public affairs
6	Social protection	13	Other (please specify): _____
7	Water, sanitation		

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?

1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Myanmar? (Select only ONE response)

1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)

H5. Which of the following describes most of your exposure to the World Bank Group in Myanmar? (Choose no more than TWO)

1	Beneficiary
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

SECTION H: BACKGROUND INFORMATION

H6. What's your gender?	
1	Female
2	Male

H7. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H8. Which best represents your geographic location?	
1	Yangon
2	Nay Pyi Taw
3	Other (please specify): _____

Thank you for completing the survey!