

# FY 2020 Myanmar Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



July 2020



## Acknowledgements

The Myanmar Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, 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 Myanmar country team and the independent fielding agency Enlightened Myanmar Research Foundation. In particular, PORG is grateful for the support from Kyaw Soe Lynn (External Affairs Officer) who coordinated the survey related activities from Yangon, Myanmar.



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. Overall Context .....	8
V. Overall Attitudes Toward the World Bank Group .....	14
VI. World Bank Group’s Support in Development Areas.....	18
VII. World Bank Group’s Engagement on the Ground.....	20
VIII. World Bank Group’s Knowledge and Instruments .....	25
IX. The Future Role of the WBG in Myanmar .....	28
X. Communication and Outreach .....	32
XI. Appendices.....	36

## MYANMAR





## I. Objectives

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

- *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 Myanmar*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From February to March 2020, 444 stakeholders of the WBG in Myanmar were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Union Government; from State/Region government; Project Management Units (PMUs) overseeing implementation of WBG projects; members of Parliament; from bilateral and multilateral agencies; local and international NGOs/CSOs; the judicial system; academia/research institutes/think tanks; private sector organizations; beneficiaries; the media; and from other organizations.

A total of 113 stakeholders participated in the survey (25% response rate). Respondents received the questionnaire via courier and returned it accordingly, or they responded via online survey platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 39%, N=117). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 66).

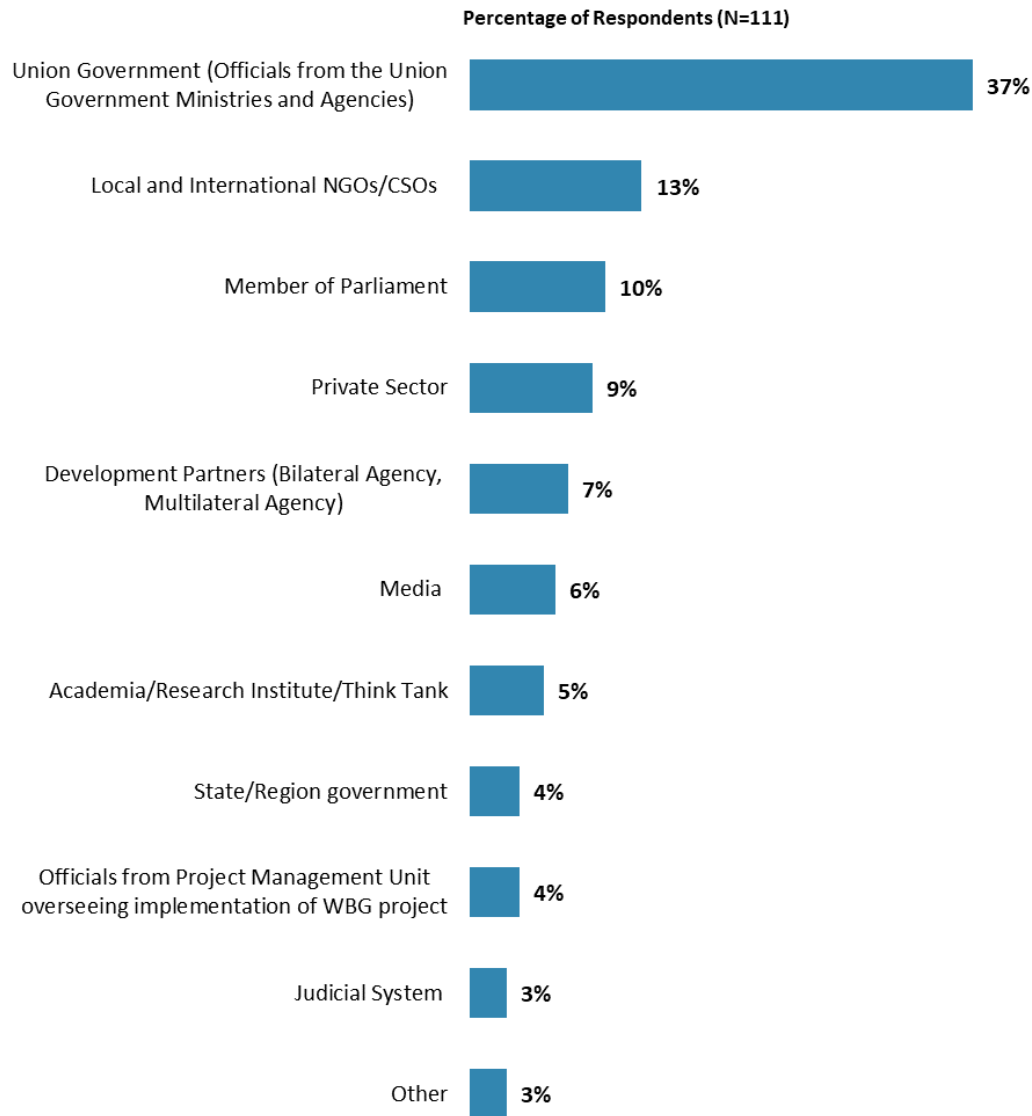
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

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



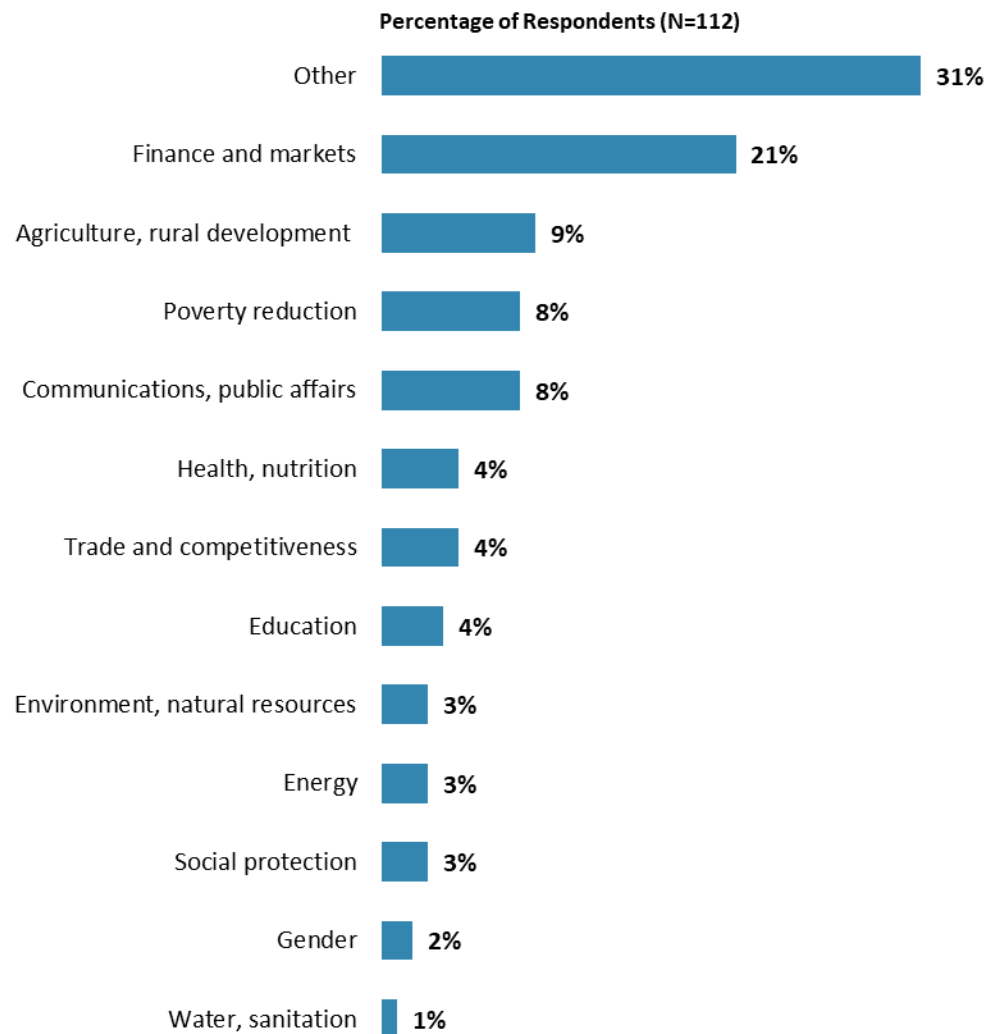
**"Which of the following best describes your current position?"**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the Union Government were combined with the respondents from State/Region government, PMUs, and the judicial system.



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

#### Area of Primary Specialization



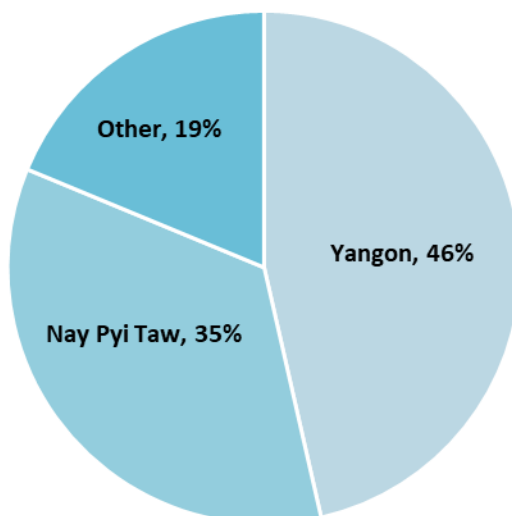
**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)



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

#### Geographic Locations

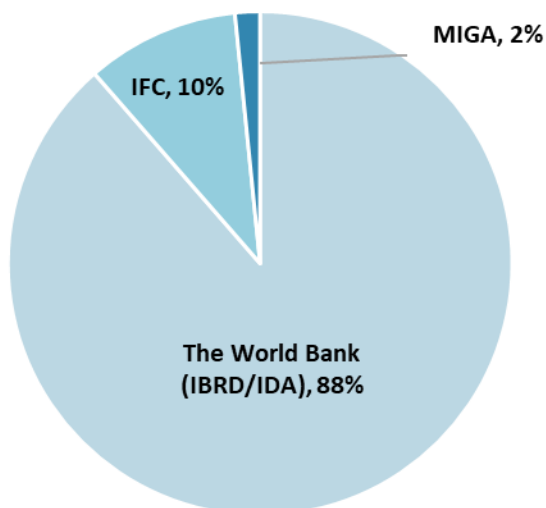
Percentage of Respondents (N=112)



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

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

Percentage of Respondents (N=61)



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

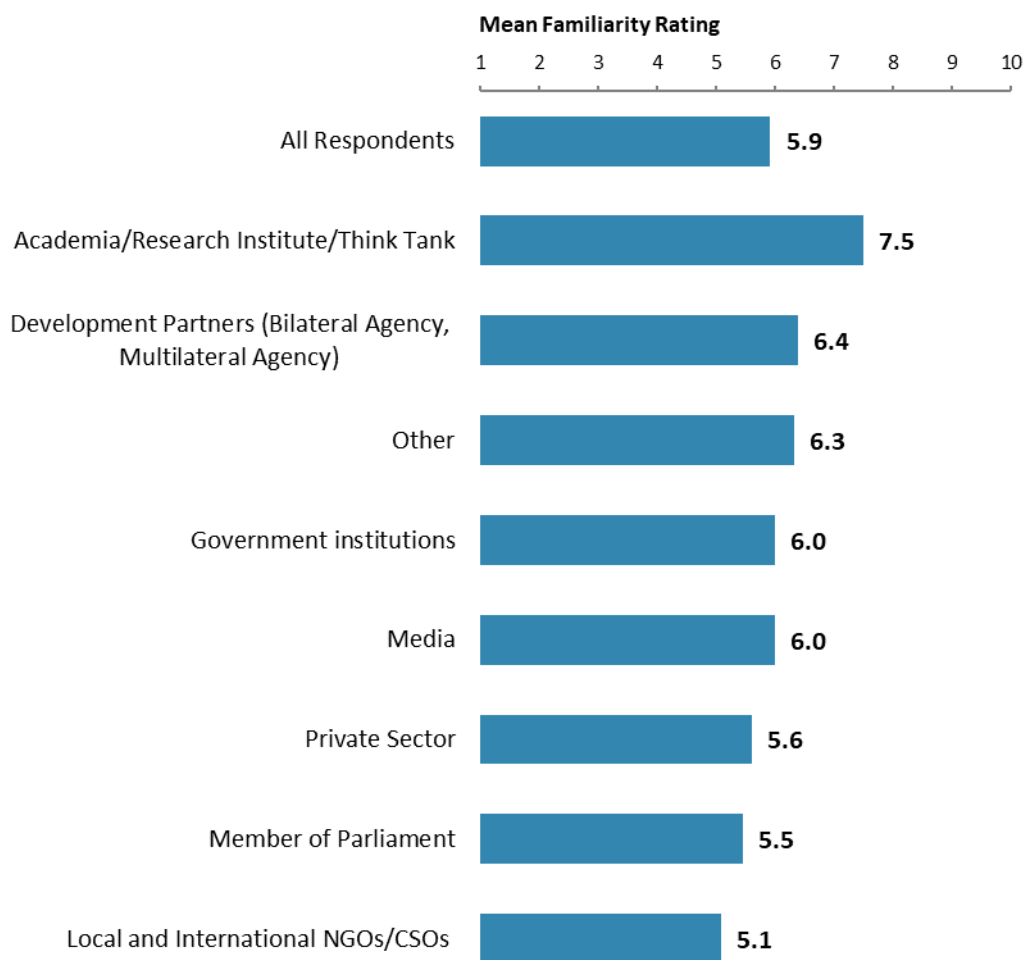
Note: no respondents selected "ICSID" response option



### 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 (weighted mean in FY'20 = 5.9; weighted mean in FY'17 = 5.5)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Myanmar's development, with their ratings for the WBG's overall effectiveness in Myanmar, and with their ratings of the extent to which the WBG's work helps to achieve development results in Myanmar.



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

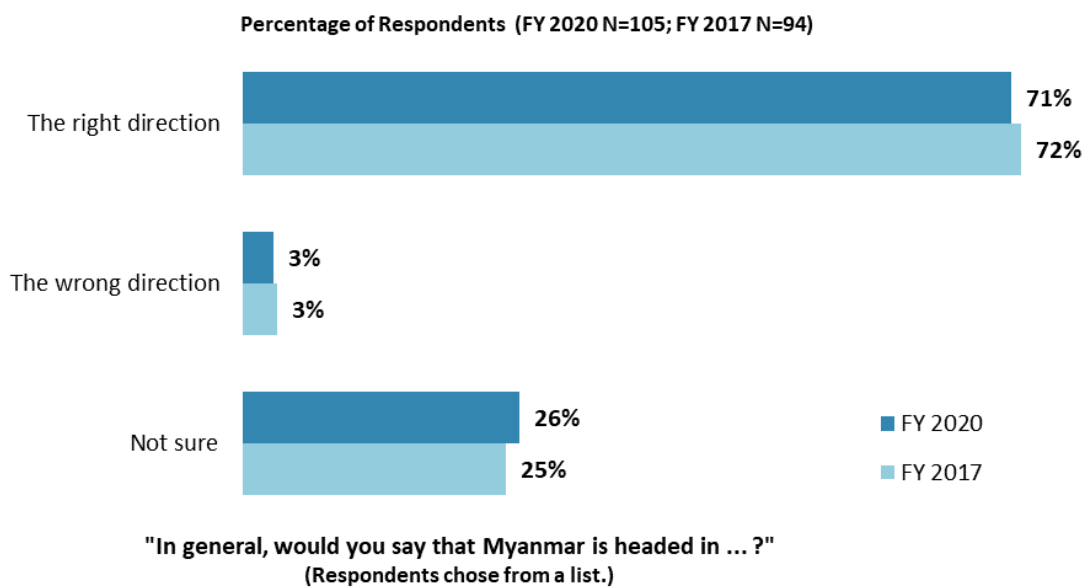
<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 66) for more details on weighting.



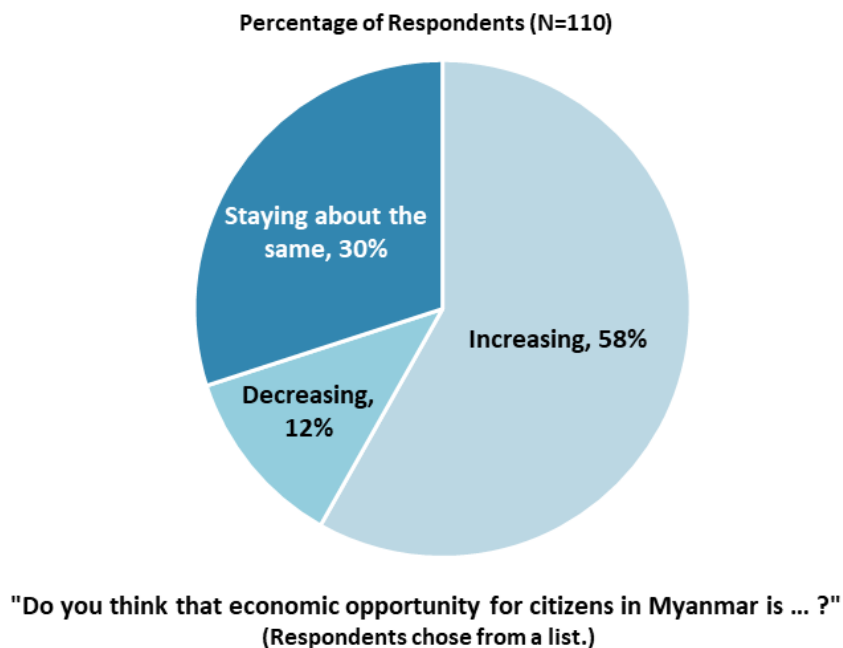


## IV. Overall Context

### Headed in the Right Direction<sup>3</sup>



### Perceptions of Economic Opportunity

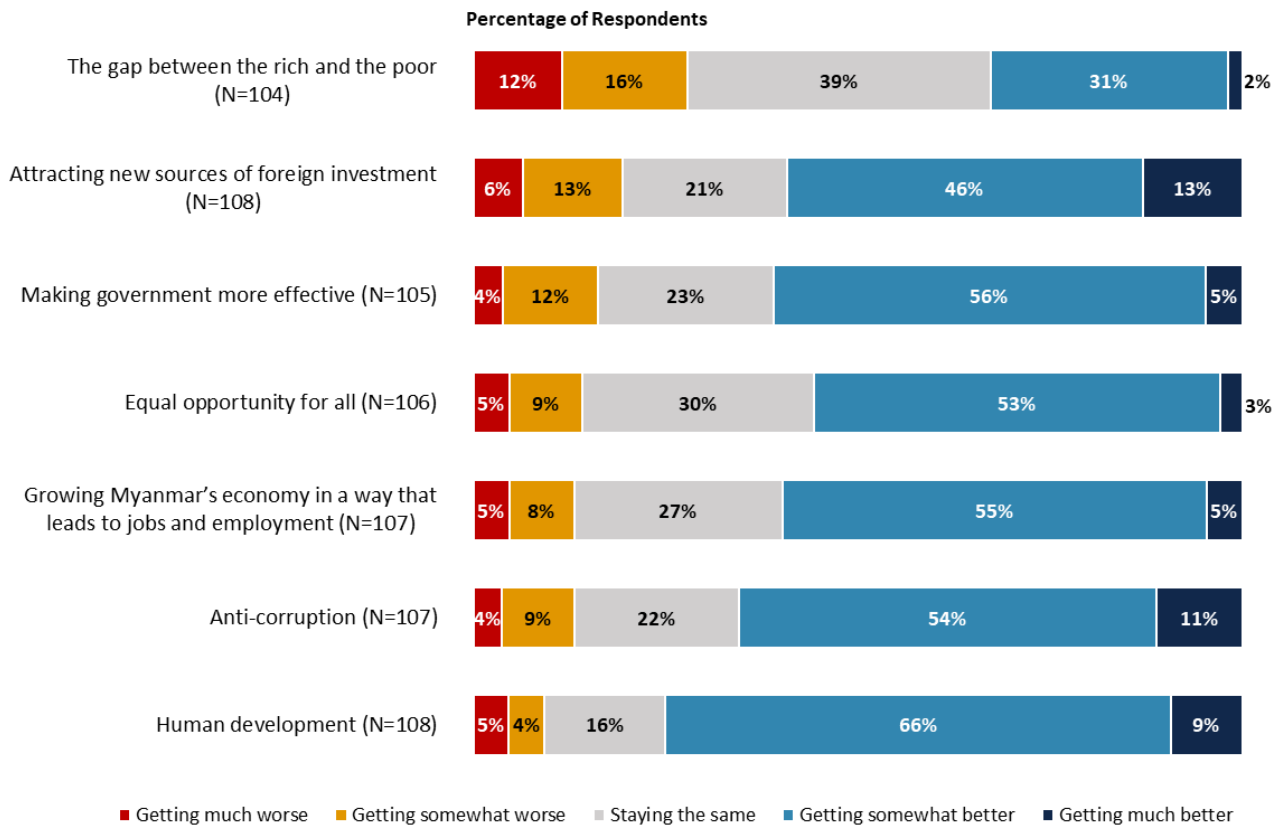


<sup>3</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Perceptions of Improvement and Decline in Specific Areas



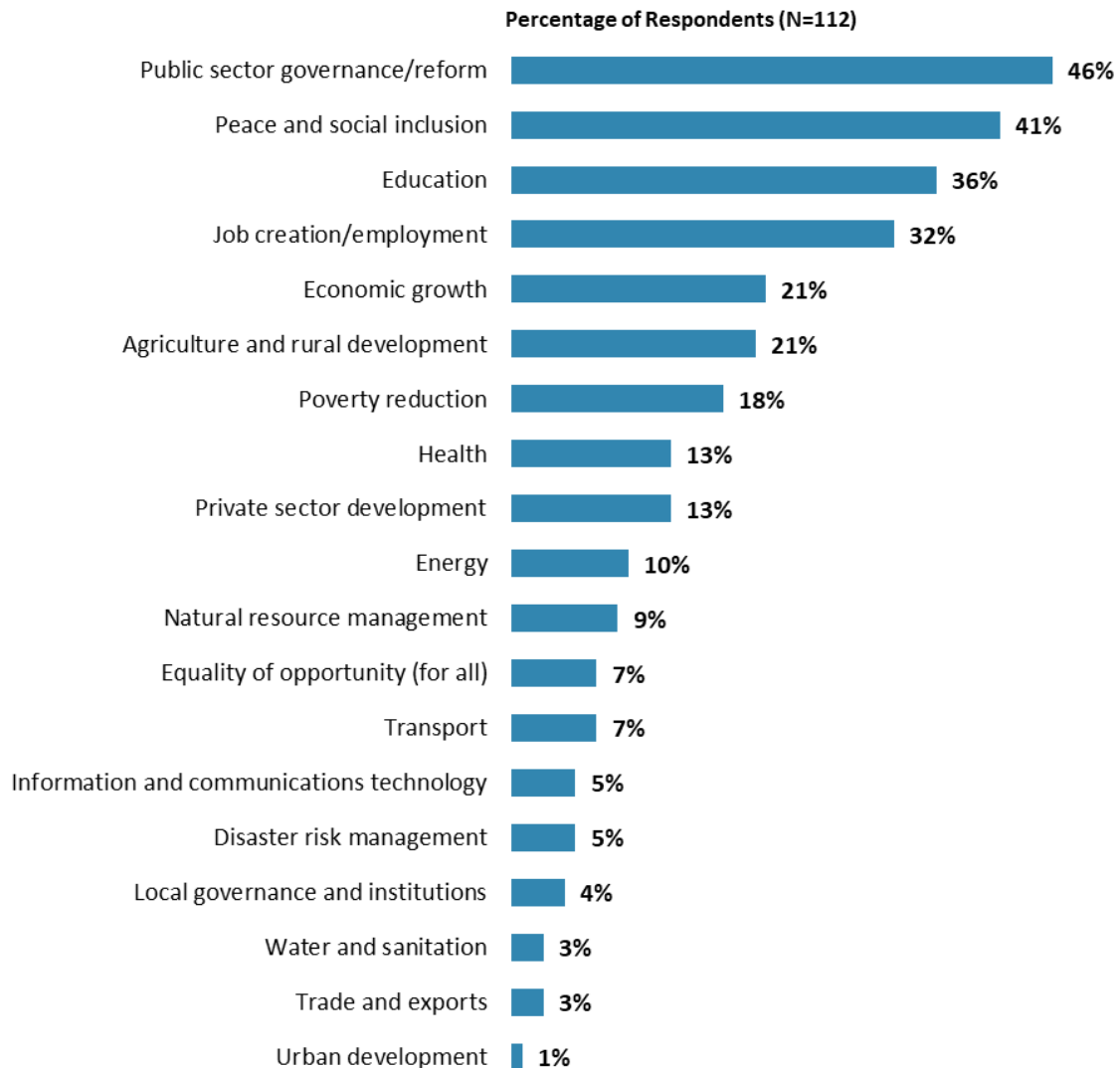
"Please describe the direction Myanmar is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Myanmar were “*education*” (42%), “*national reconciliation*” (38%), and “*public sector governance/reform*” (33%).

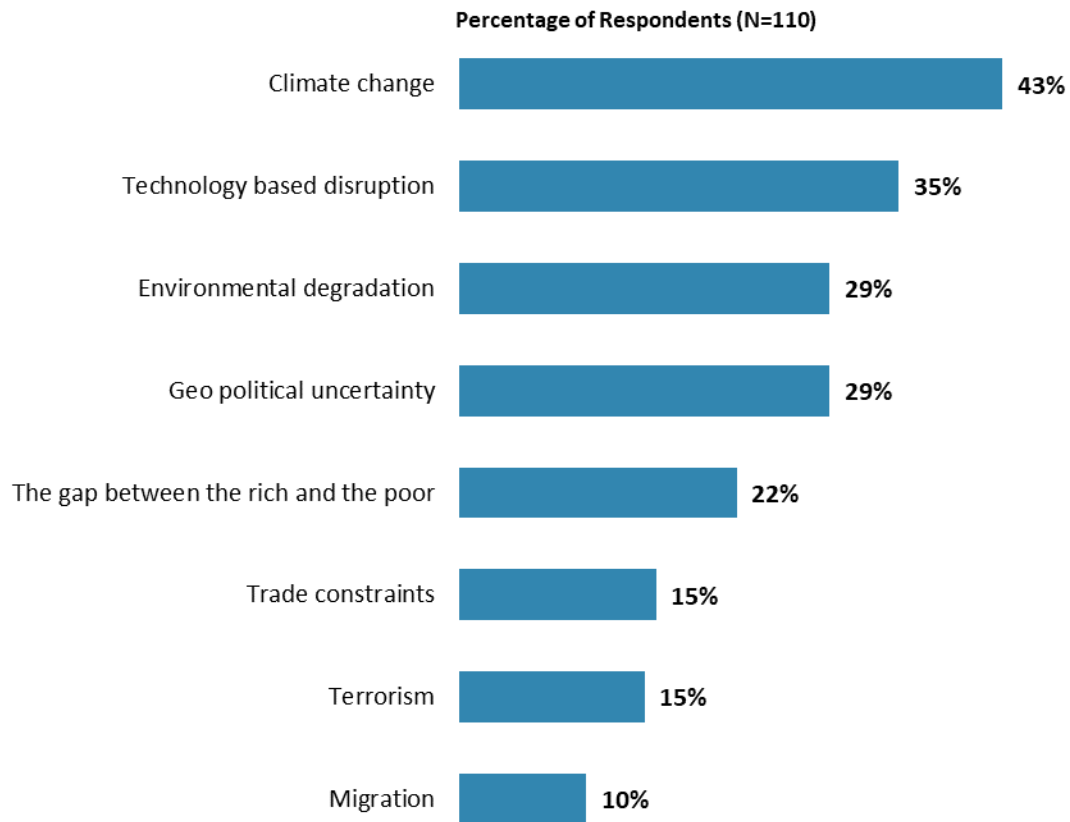


"Listed below are a number of development priorities in Myanmar. Please identify which of the following you consider the most important development priorities in Myanmar. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### The Impact of Global Challenges on Myanmar

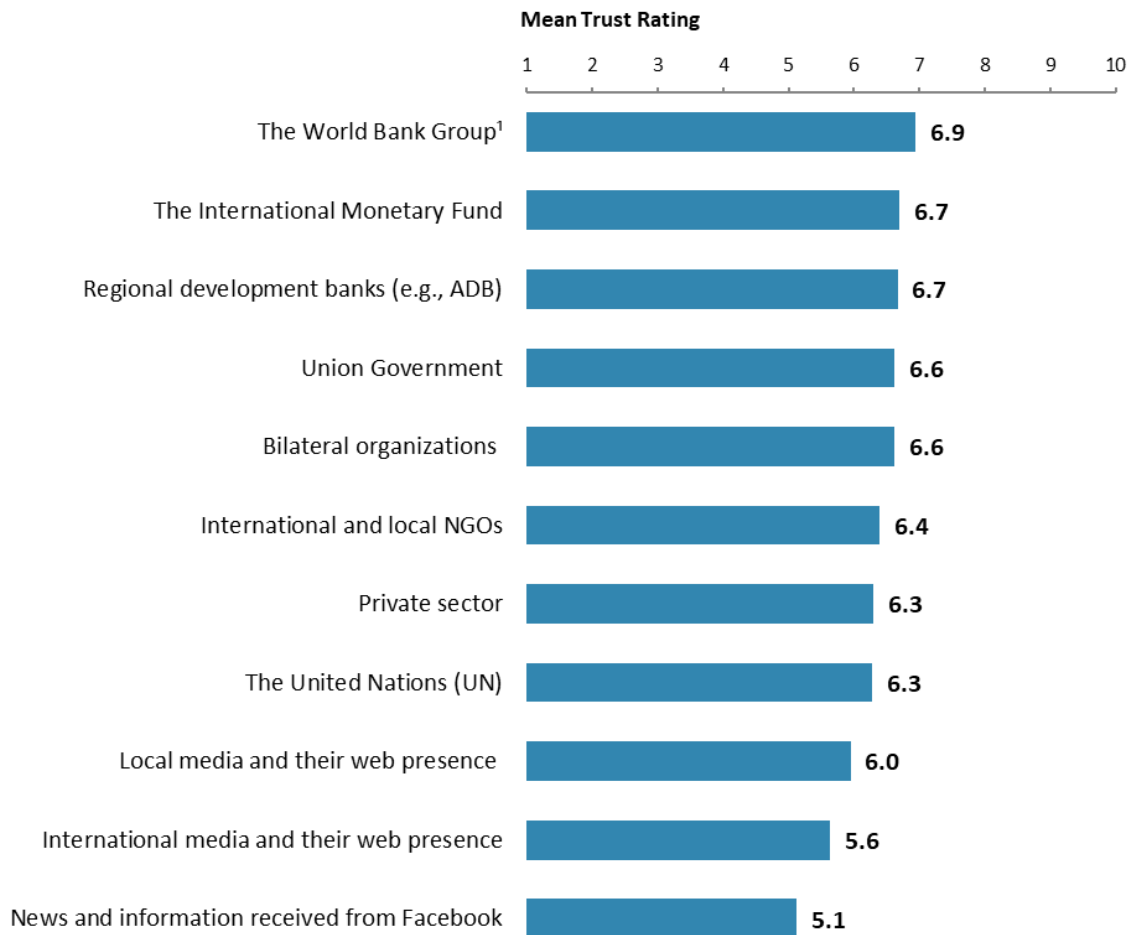


**"Listed below are global challenges. Which do you think have the most serious impact on Myanmar? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

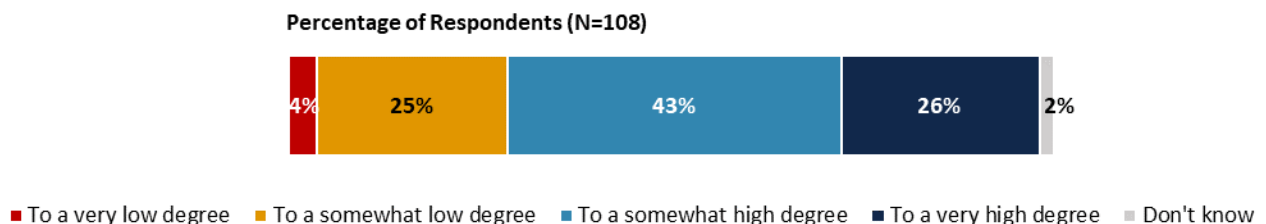
### Trust in Institutions



"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")

<sup>1</sup>Indicator Question

### Trust in Private Sector

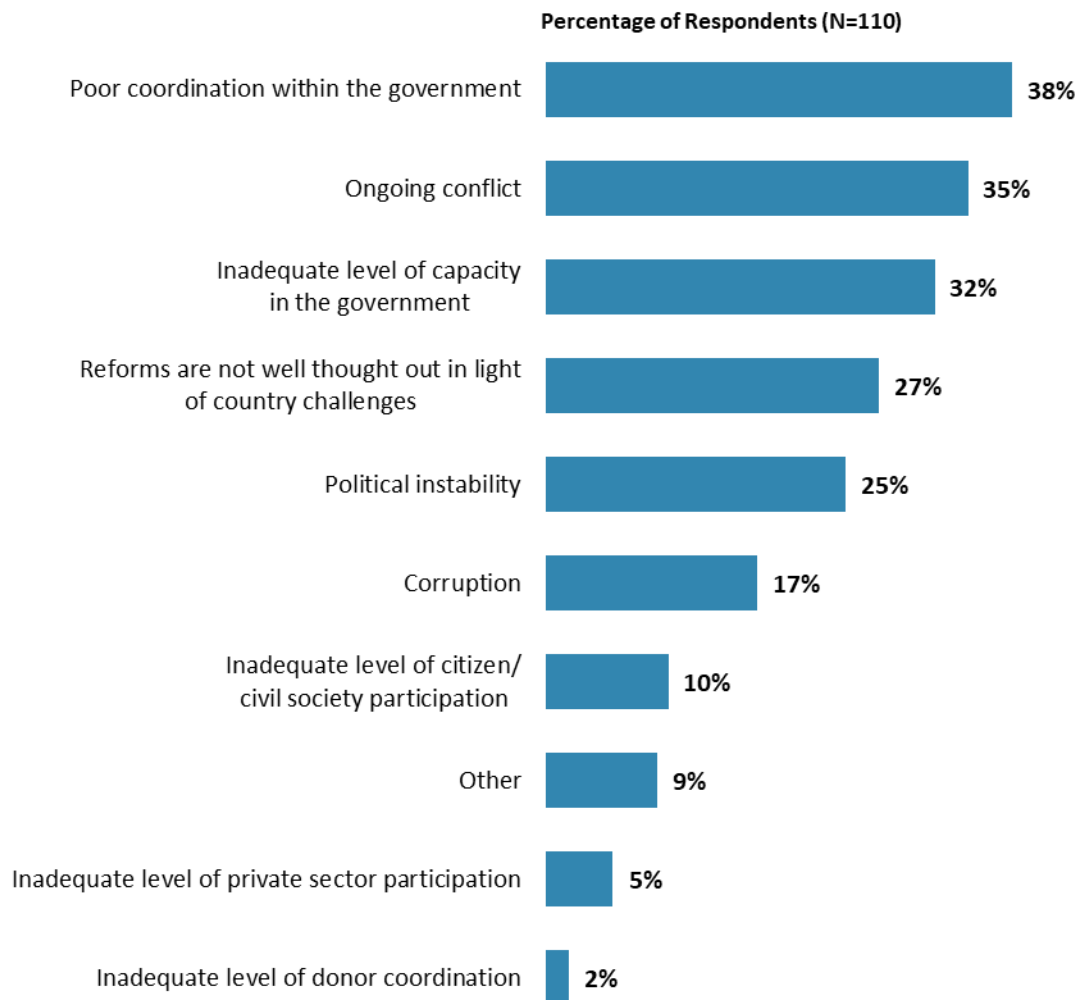


"To what extent do you trust private sector to engage in public service delivery in Myanmar?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

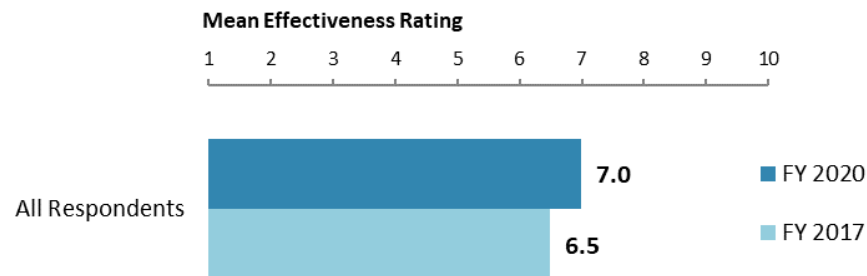


**"When economic and/or social reform efforts fail or are slow to take place in Myanmar, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



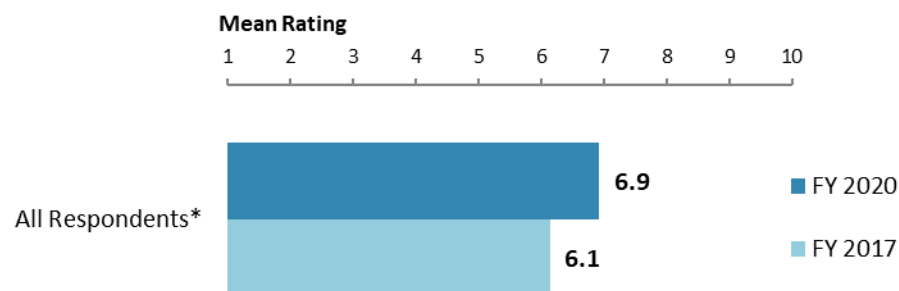
## V. Overall Attitudes Toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>4</sup> (Indicator Question)



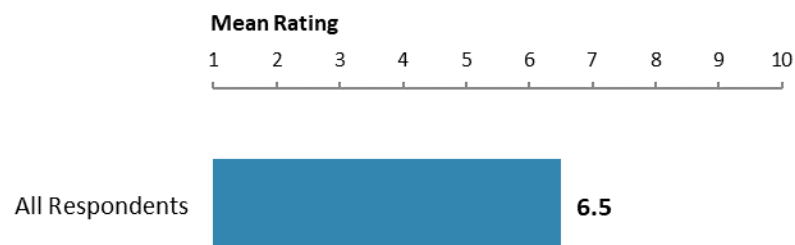
"Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar." (1-"Not effective at all", 10-"Very effective")

### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Myanmar?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2020 and FY 2017)

### Influence on Myanmar's Development Agenda (Indicator Question)



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

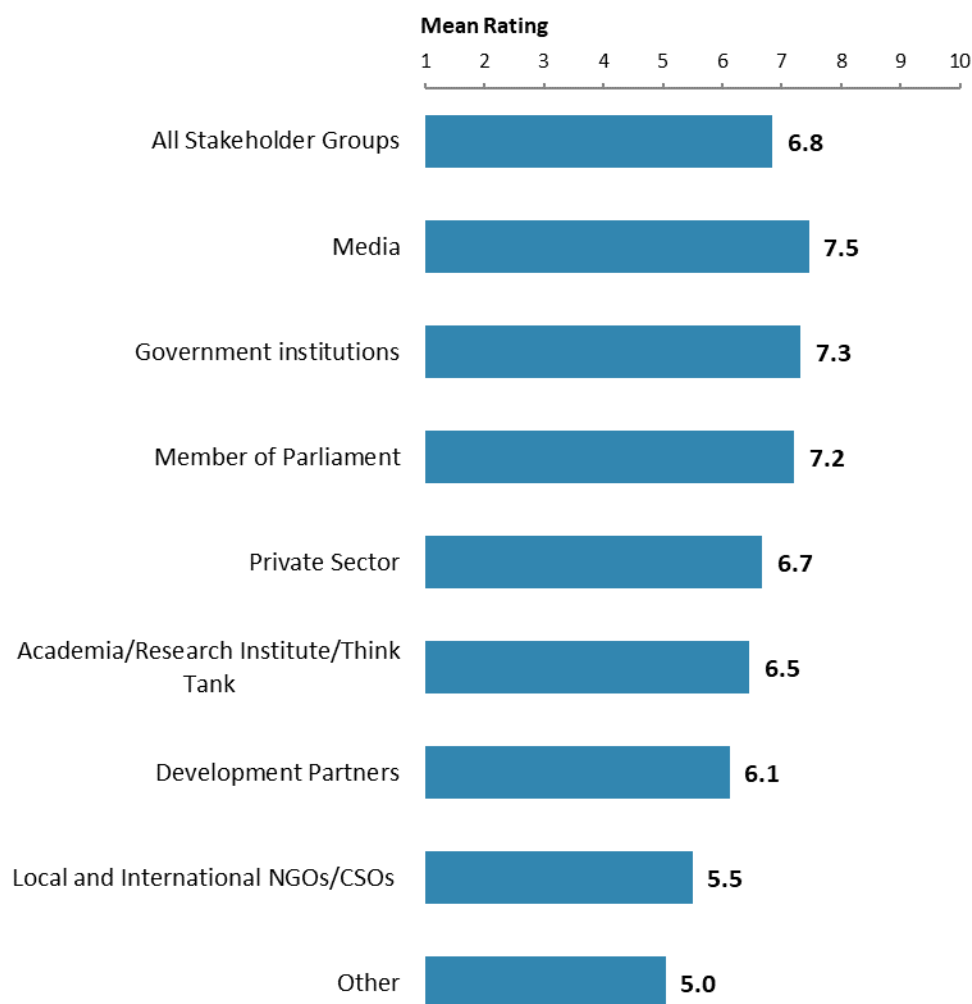
<sup>4</sup> Means in the first and second chart on this page were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the media and from government institutions had the highest mean ratings for the aggregated responses to the thirty COS indicator questions, whereas respondents from the local and international NGOs/CSOs and other organizations had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 48).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 71).



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

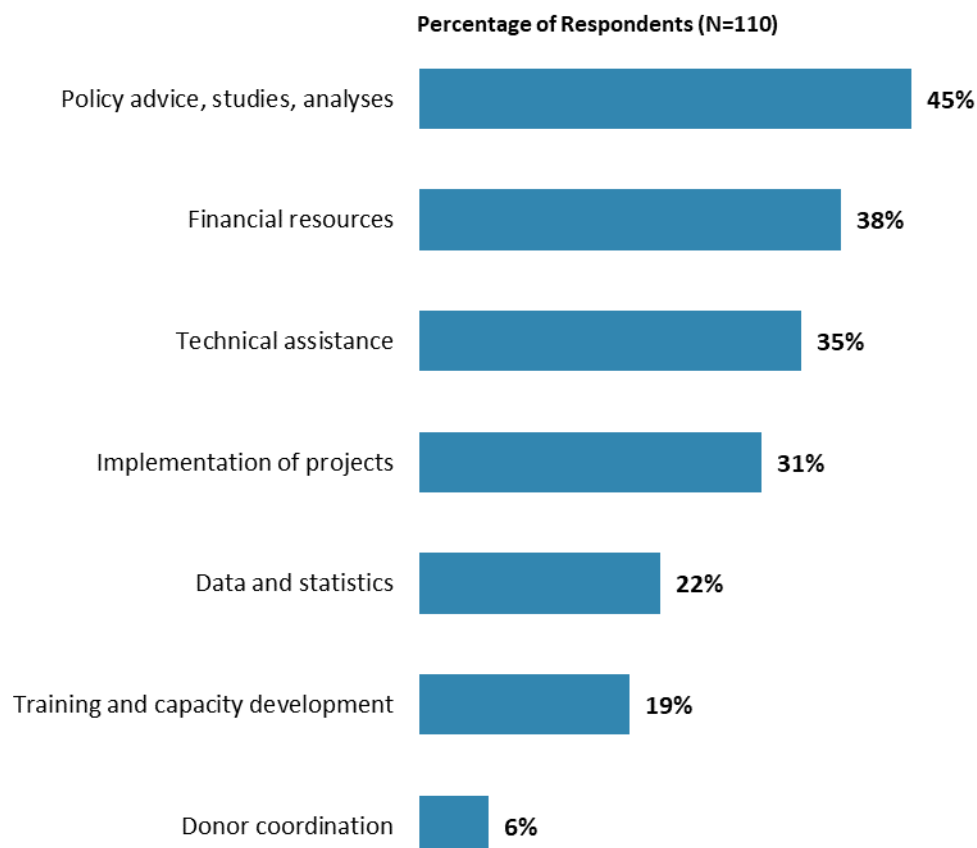




## V. Overall Attitudes Toward the World Bank Group (continued)

### Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Myanmar were "*policy advice, studies, analyses*" (49%) and "*financial resources*" (47%).



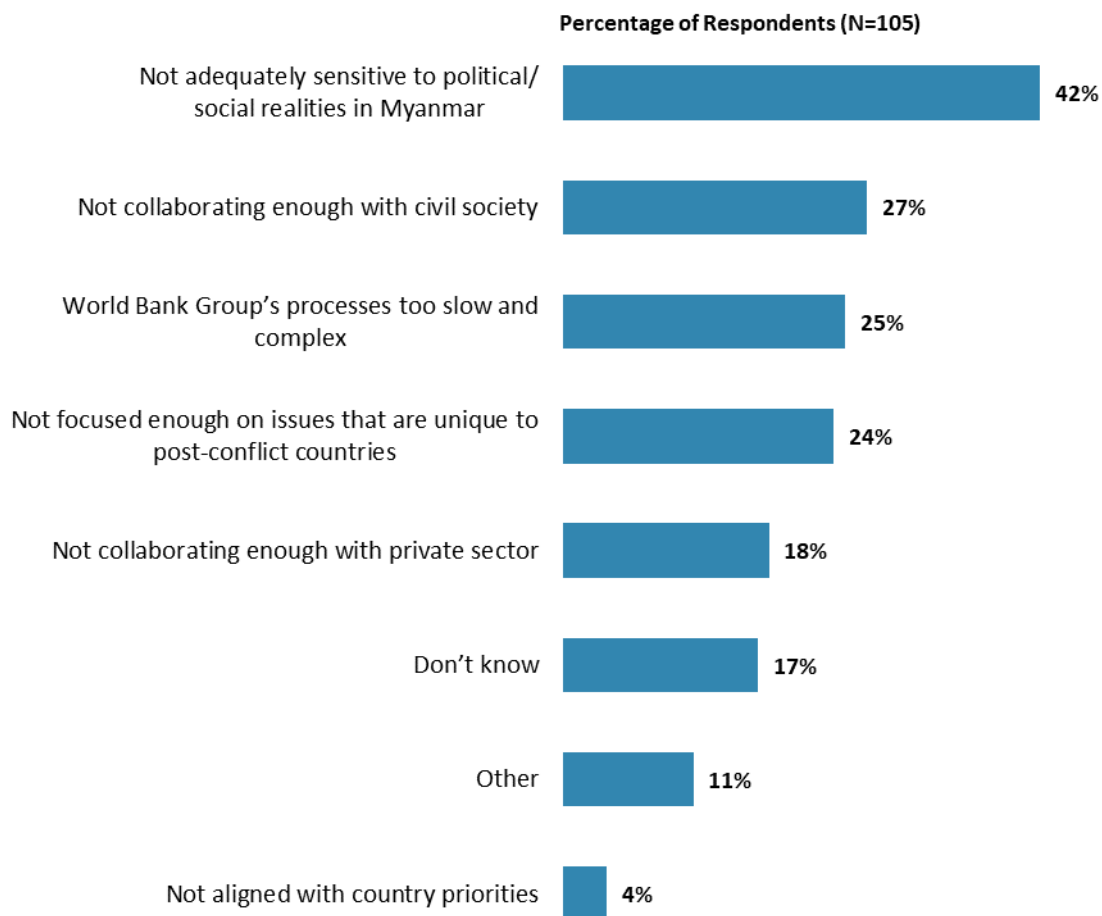
**"When thinking about the World Bank Group's role in Myanmar, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weakness in its work in Myanmar was "*not enough public disclosure of its work*" (26%).
- **Impact of familiarity:** Respondents who had higher level of familiarity<sup>5</sup> with the work of the WBG in Myanmar indicated that the WBG's greatest weaknesses were "*not adequately sensitive to political/social realities in Myanmar*" (44%), "*World Bank Group's processes too slow and complex*" (29%), and "*not focused enough on issues that are unique to post-conflict countries*" (19%).



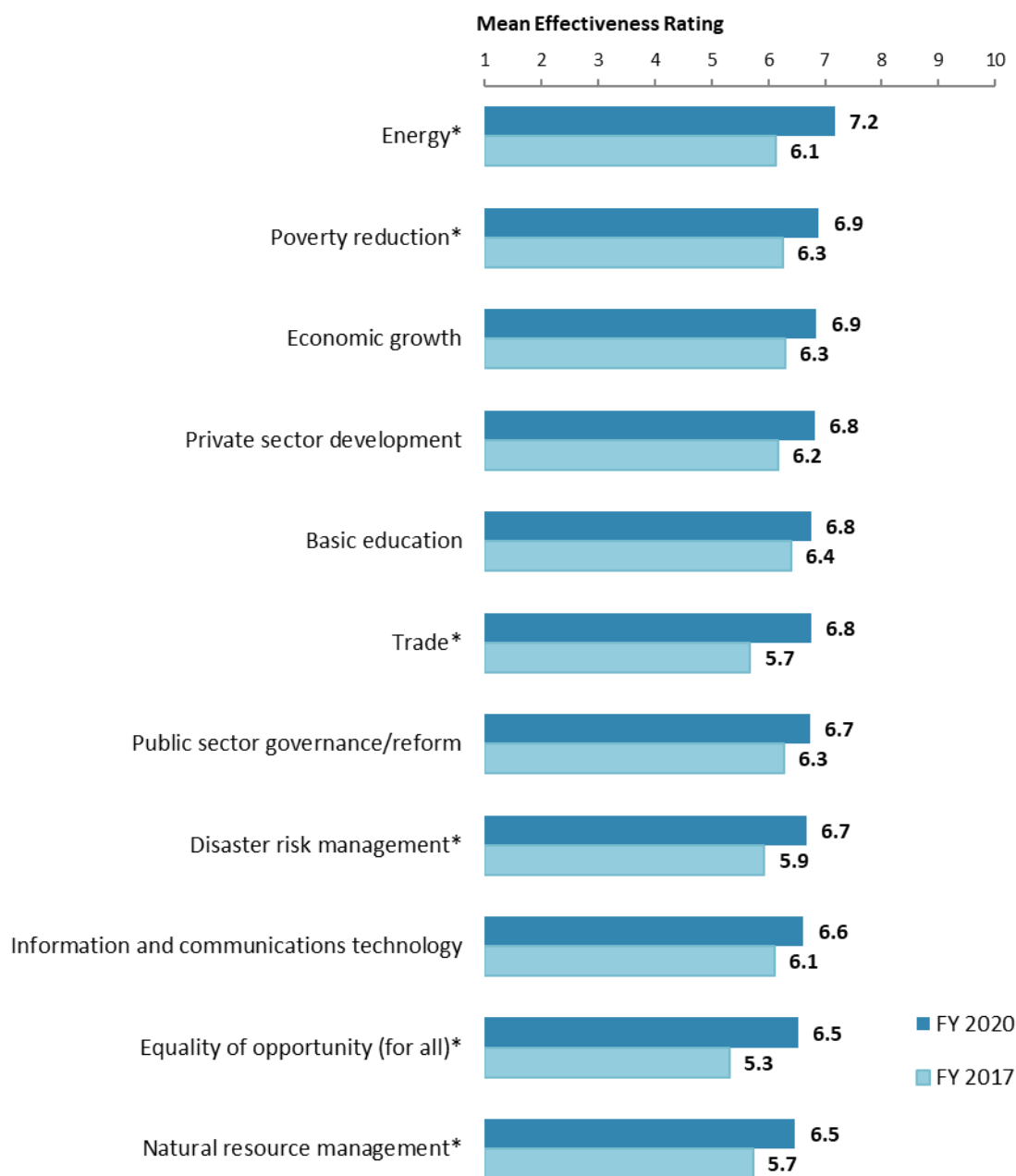
**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Myanmar? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

<sup>5</sup> Respondents who reported their levels of familiarity with the work of the WBG in Myanmar as 5 and higher on a 10-point scale in question B1 were included in this category.



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

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>6</sup>



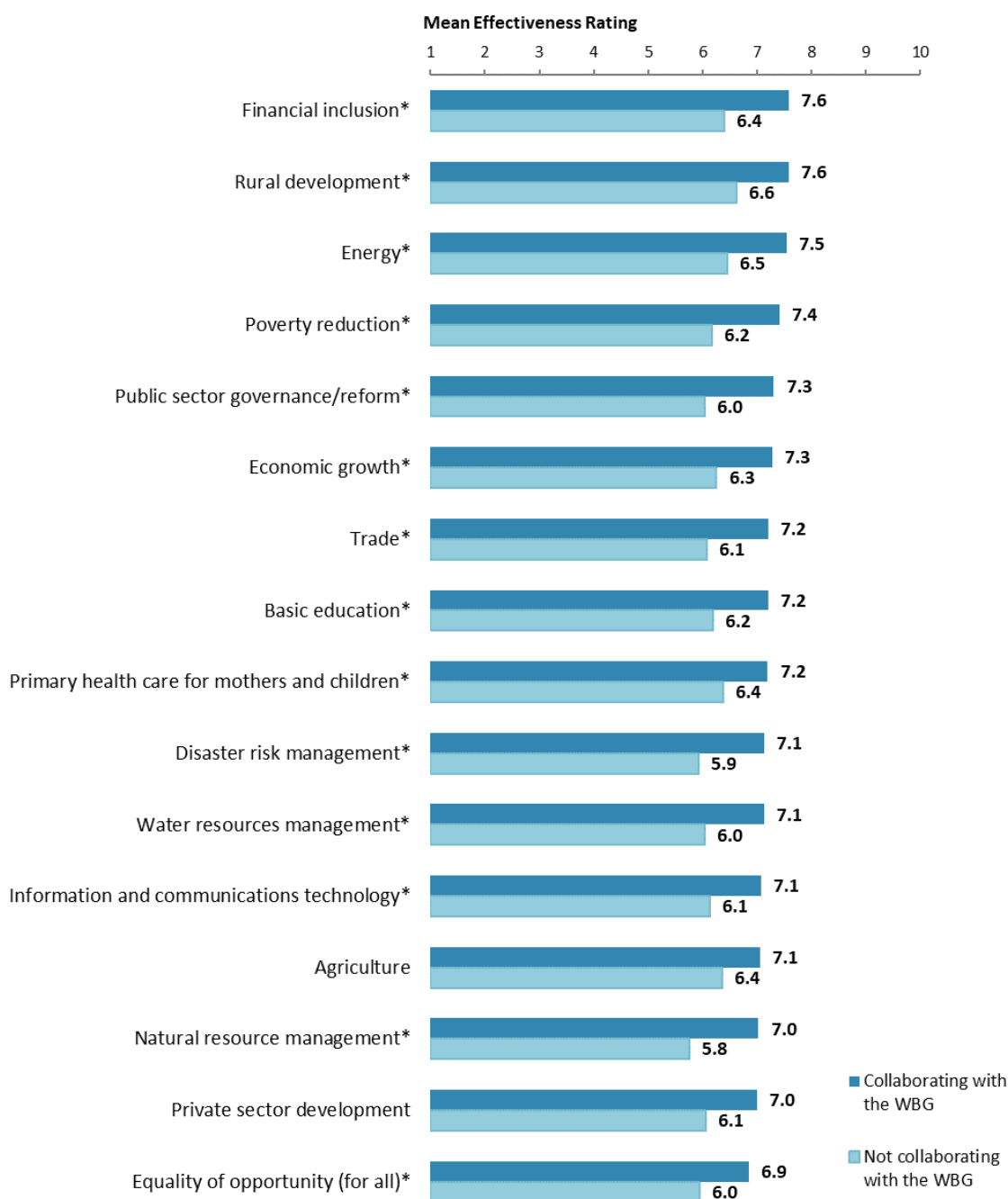
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar?" (1-"Not effective at all", 10-"Very effective")**  
**(\*Significantly different between FY 2020 and FY 2017)**

<sup>6</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



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

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>7</sup>



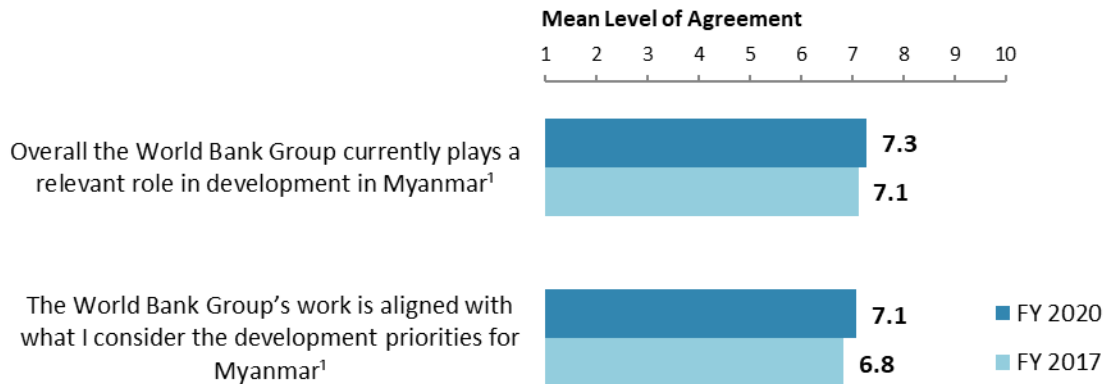
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Myanmar?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>7</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 37) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



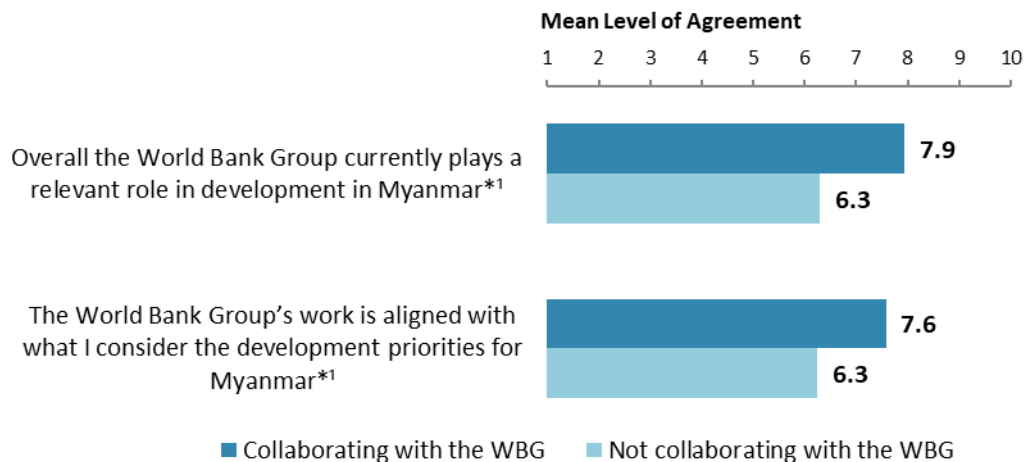
## VII. World Bank Group's Work and Engagement on the Ground

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



"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Myanmar?" (1-"Strongly disagree", 10-"Strongly agree")  
<sup>1</sup>Indicator Question

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



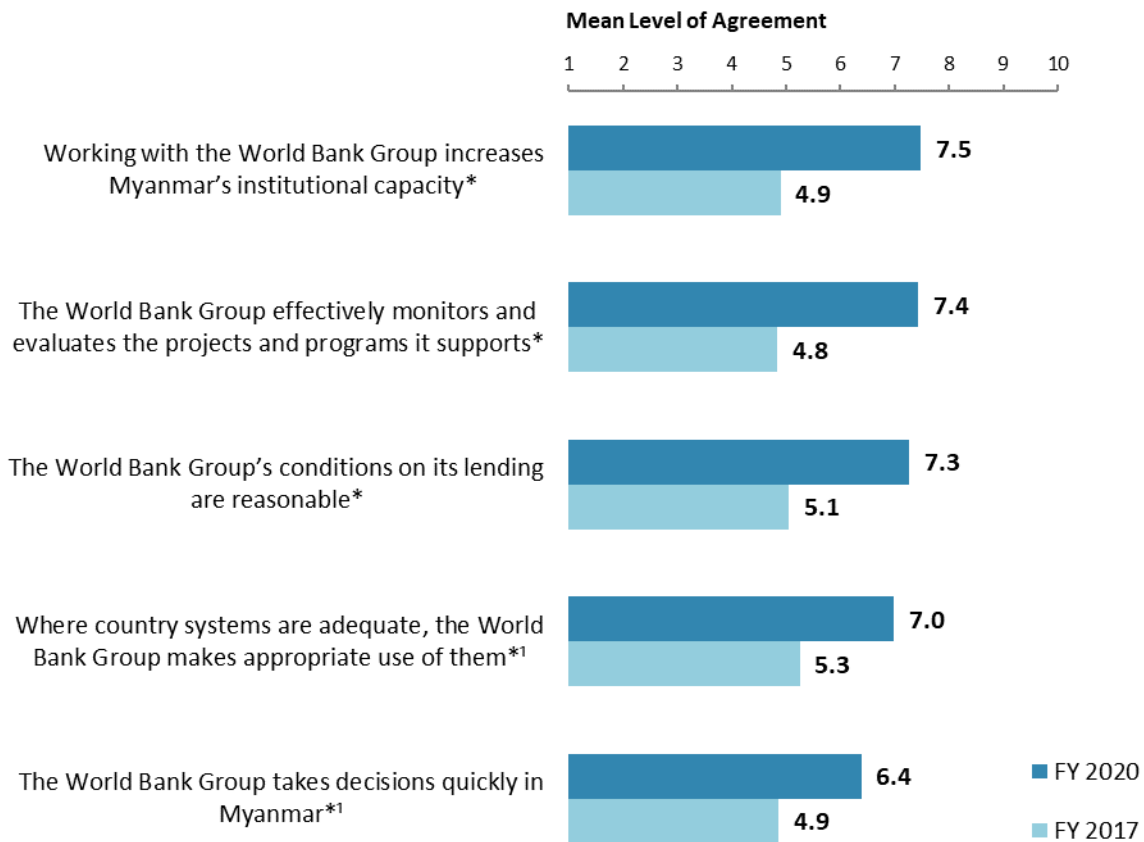
"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Myanmar?" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators)  
<sup>1</sup>Indicator Question

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



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

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



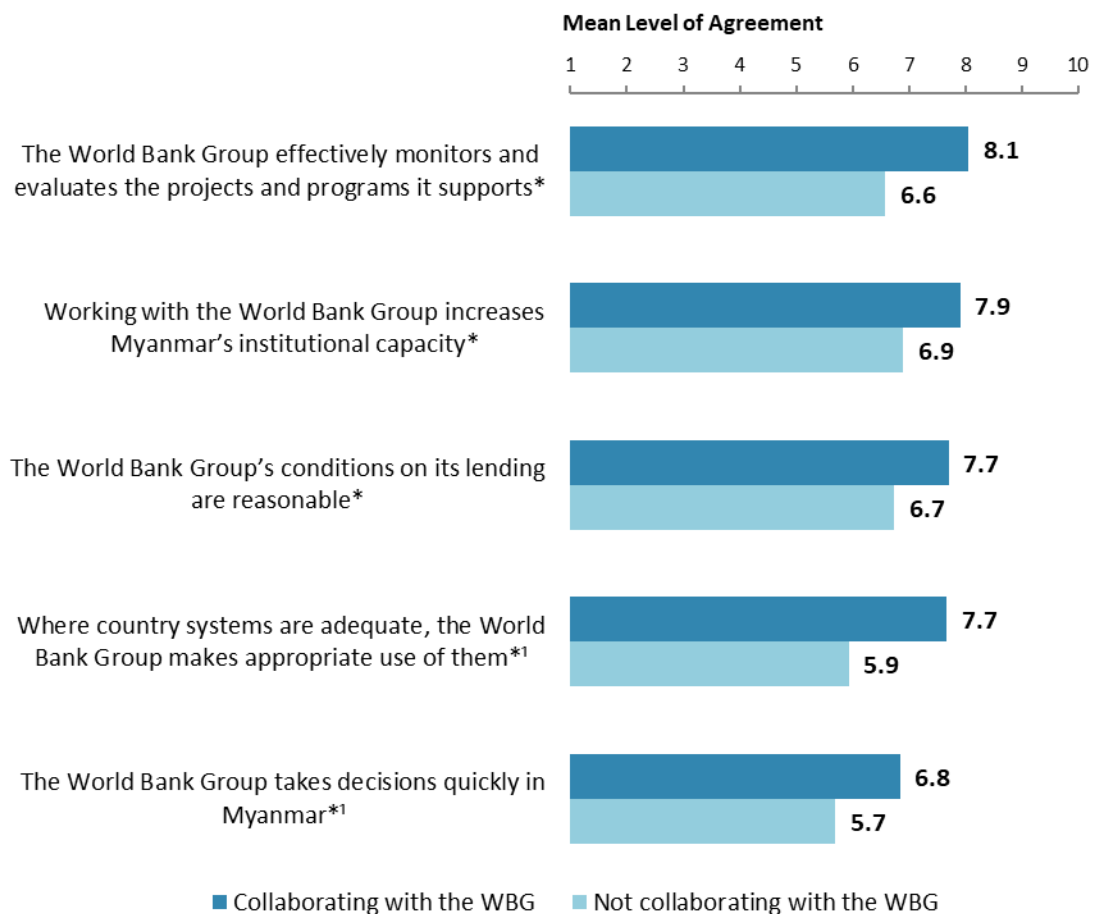
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2020 and FY 2017)  
<sup>1</sup>Indicator Question

<sup>9</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators)  
<sup>1</sup>Indicator Question



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

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



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

(\*Significantly different between FY 2020 and FY 2017)

<sup>1</sup>Indicator Question

<sup>10</sup> Means in this chart were calculated based on weighted data.





## 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 Group an effective development partner in Myanmar, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

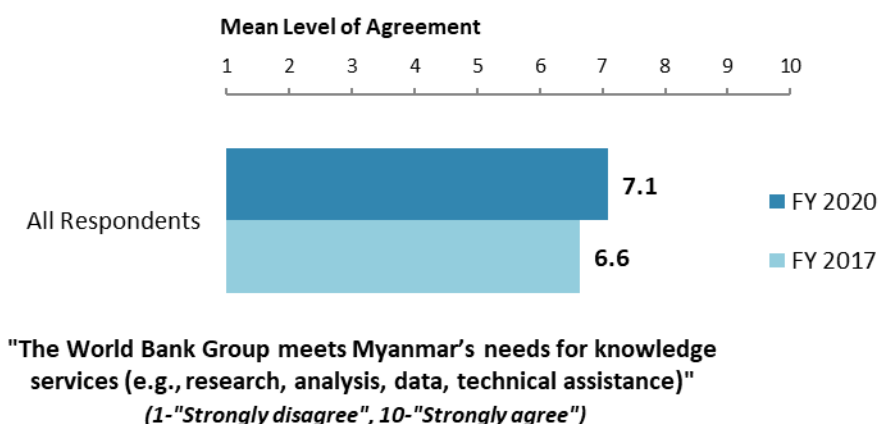
**(\*Significantly different between collaborators and non-collaborators)**

<sup>1</sup>Indicator Question

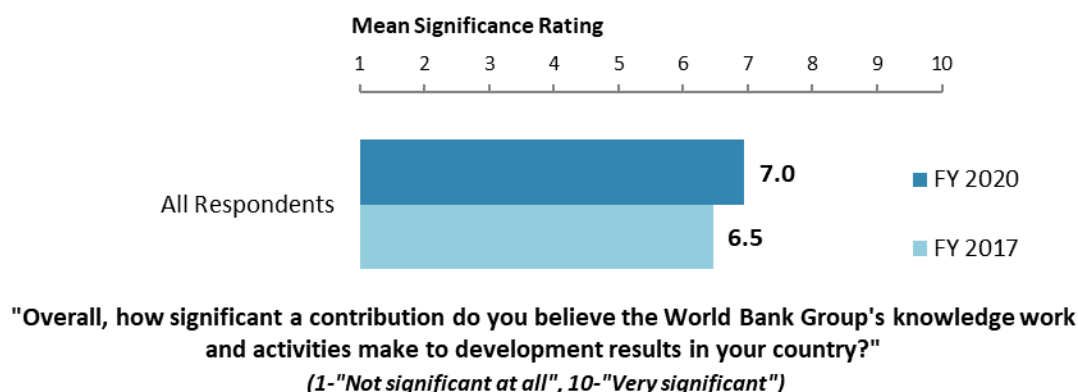


## VIII. World Bank Group's Knowledge and Instruments (continued)

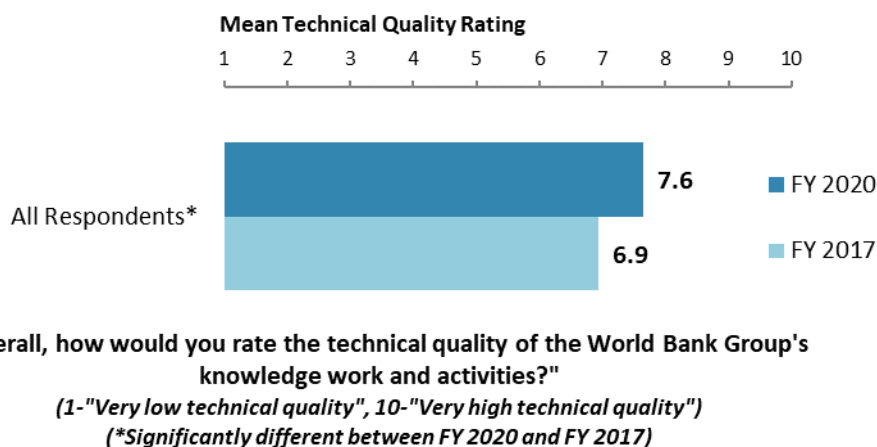
### Meeting Myanmar's Knowledge Needs<sup>11</sup> (Indicator Question)



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



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

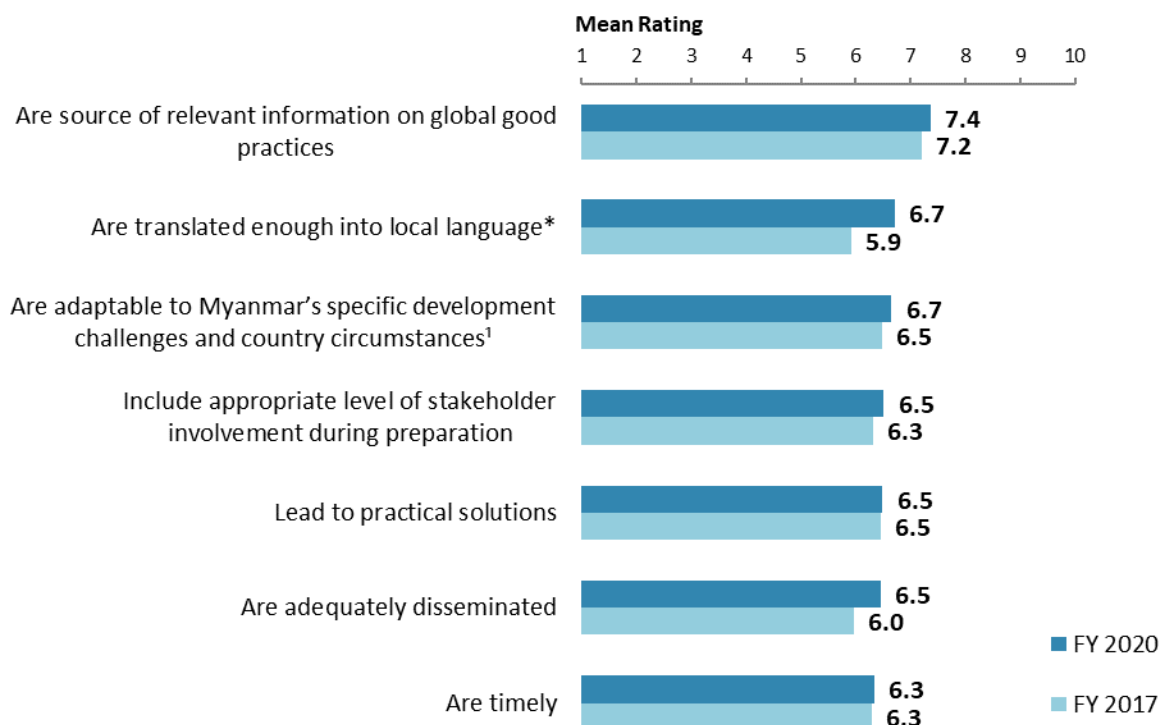


<sup>11</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



"In Myanmar, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between FY 2020 and FY 2017)

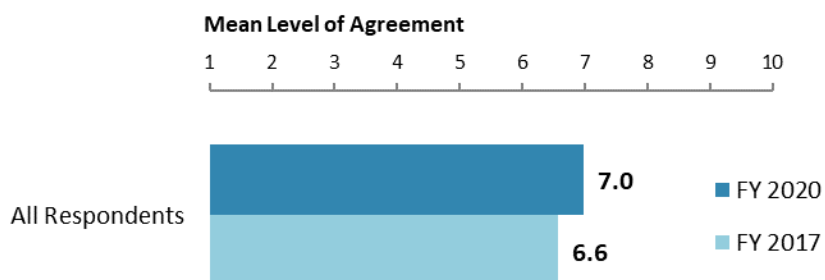
<sup>1</sup>Indicator Question

<sup>12</sup> Means in the charts on this page were calculated based on weighted data.



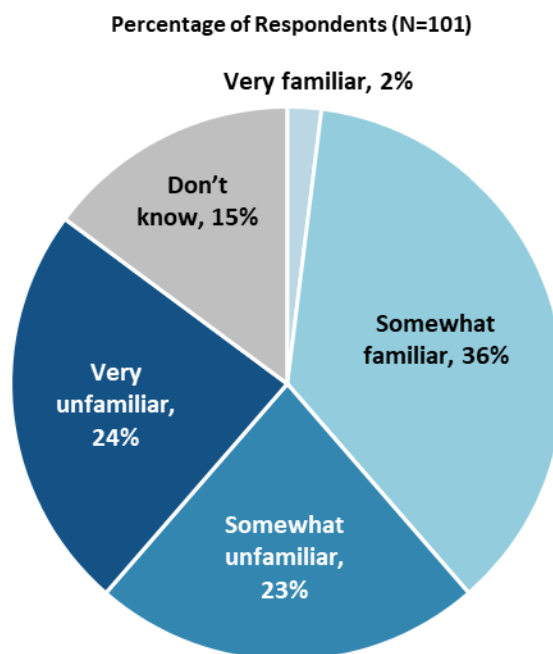
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



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

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



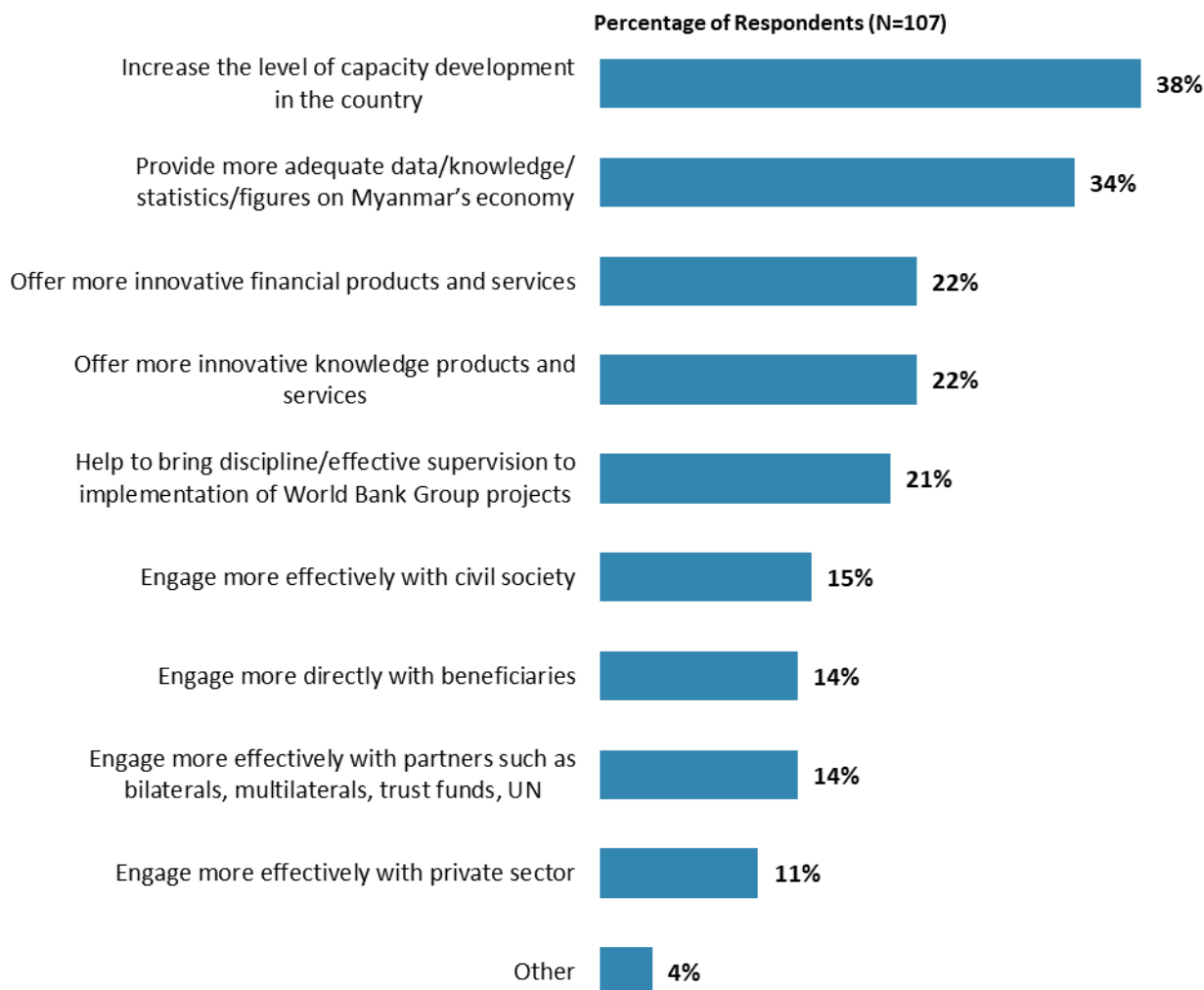
"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private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



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients*” (44%), “*increase the level of capacity development in the country*” (30%), and “*provide more adequate data/knowledge/statistics/figures on Myanmar’s economy*” (28%) to make itself of greater value in Myanmar.



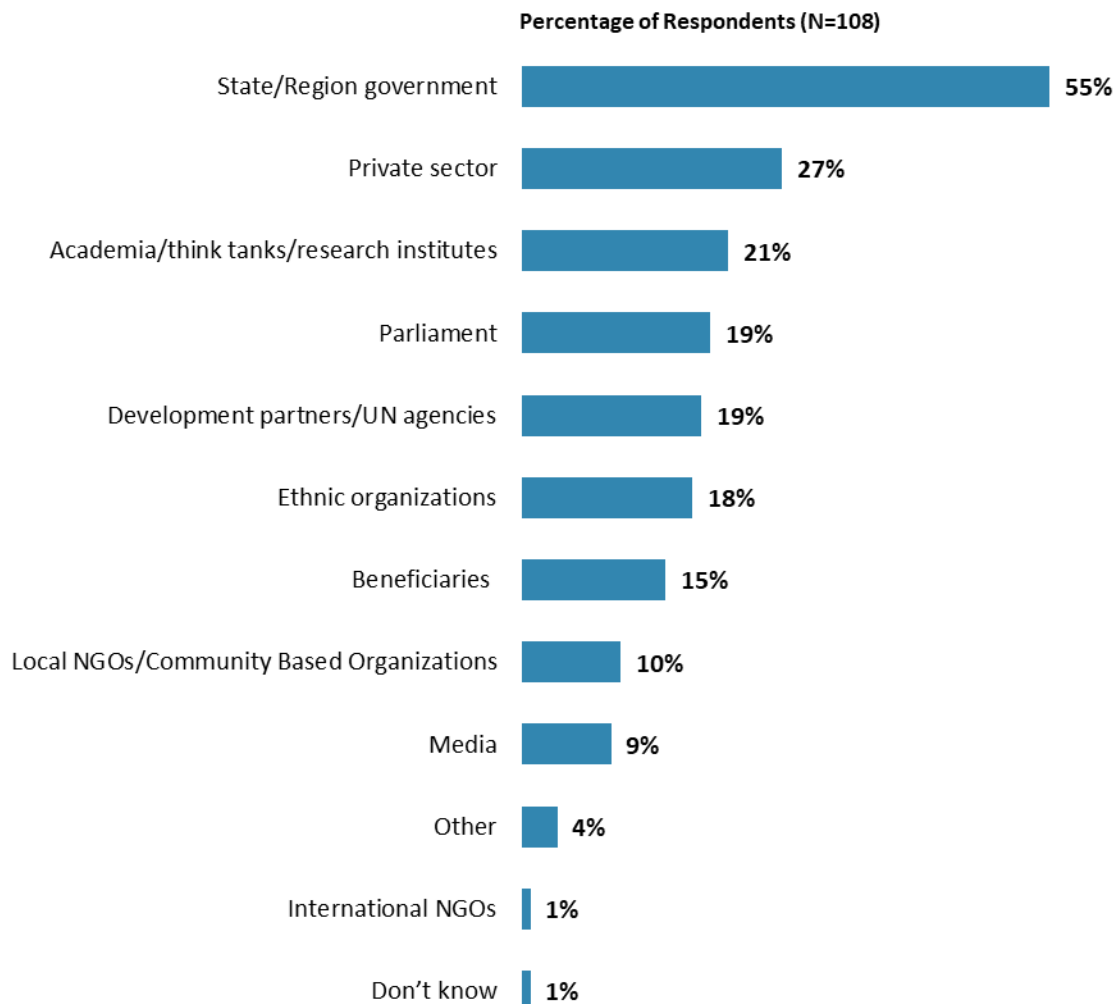
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Myanmar? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Myanmar (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 “*local government*” (45%), “*academia/think tanks/research institutes*” (27%), and the “*private sector*” (27%) to ensure better development results in Myanmar.



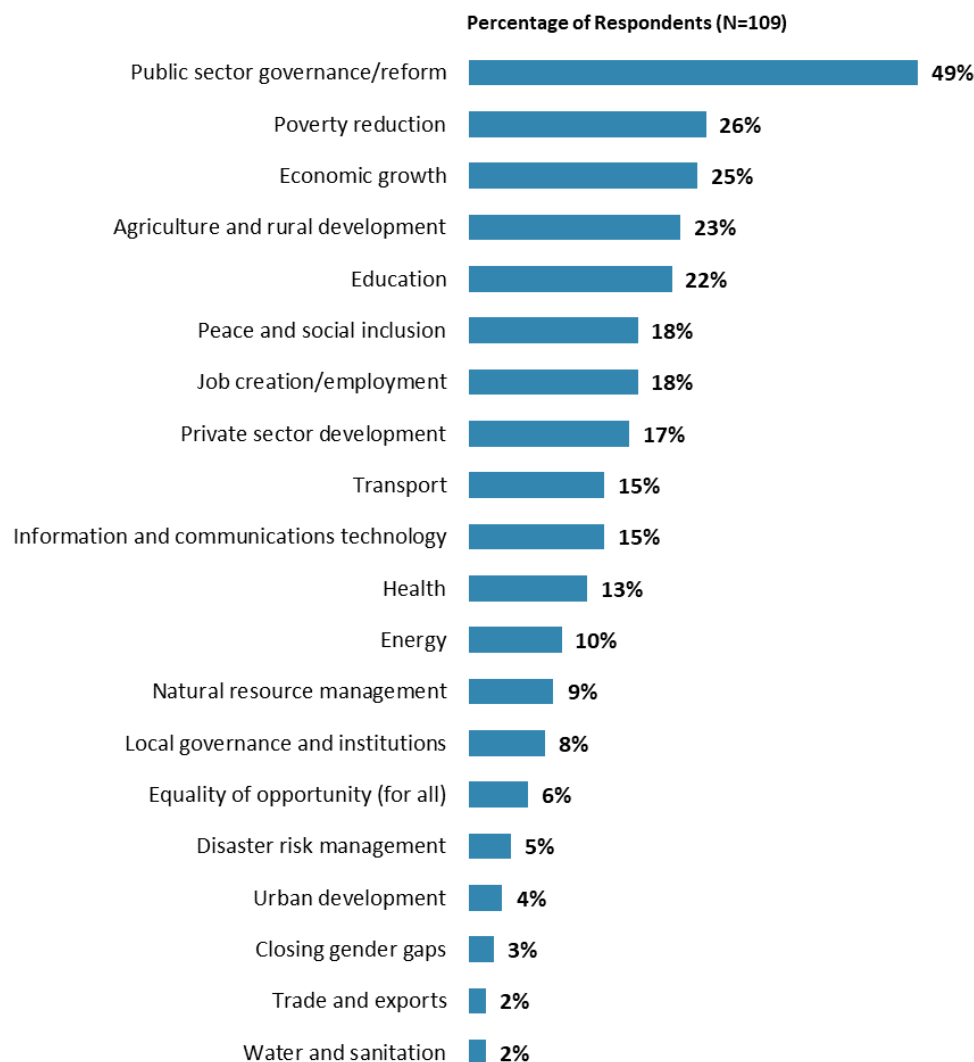
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*education*” (33%), “*economic growth*” (30%), and “*public sector governance/reform*” (27%).

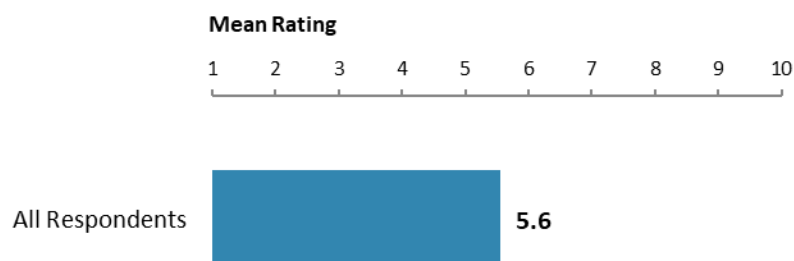


**“When thinking about how the World Bank Group can have the most impact on development results in Myanmar, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Myanmar? (Choose no more than THREE)”**  
(Respondents chose from a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



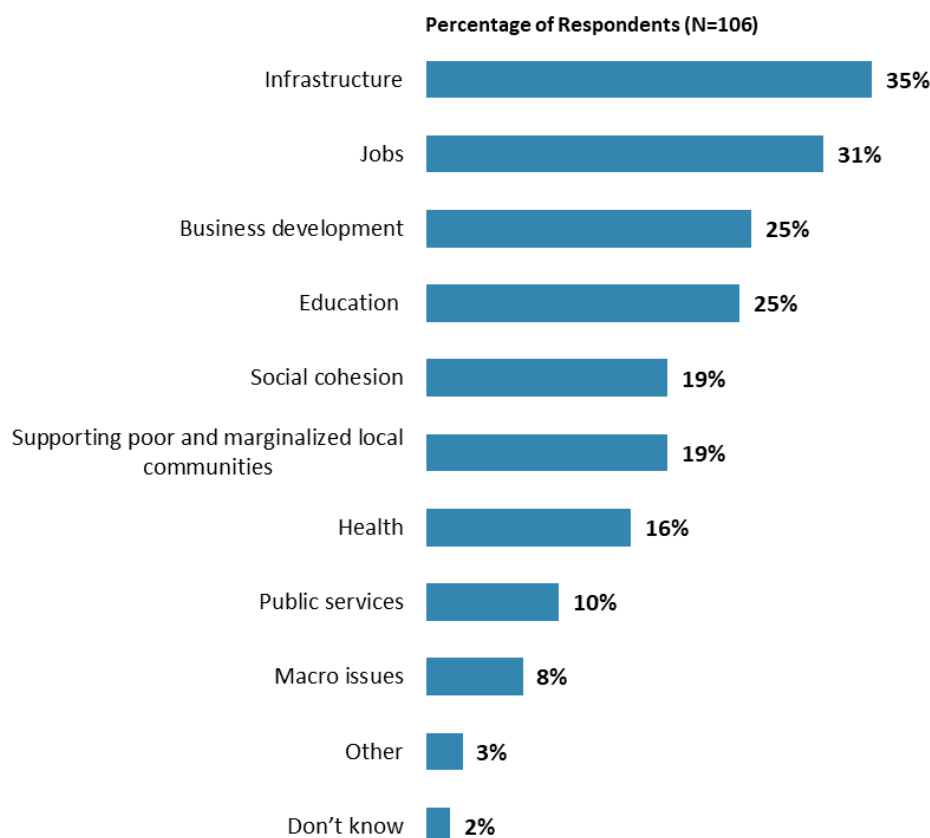
## IX. The Future Role of the WBG in Myanmar (continued)

### Refugees: Donor Community's Support



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

### Refugees: WBG's Support



**"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 the refugee crisis in Myanmar? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



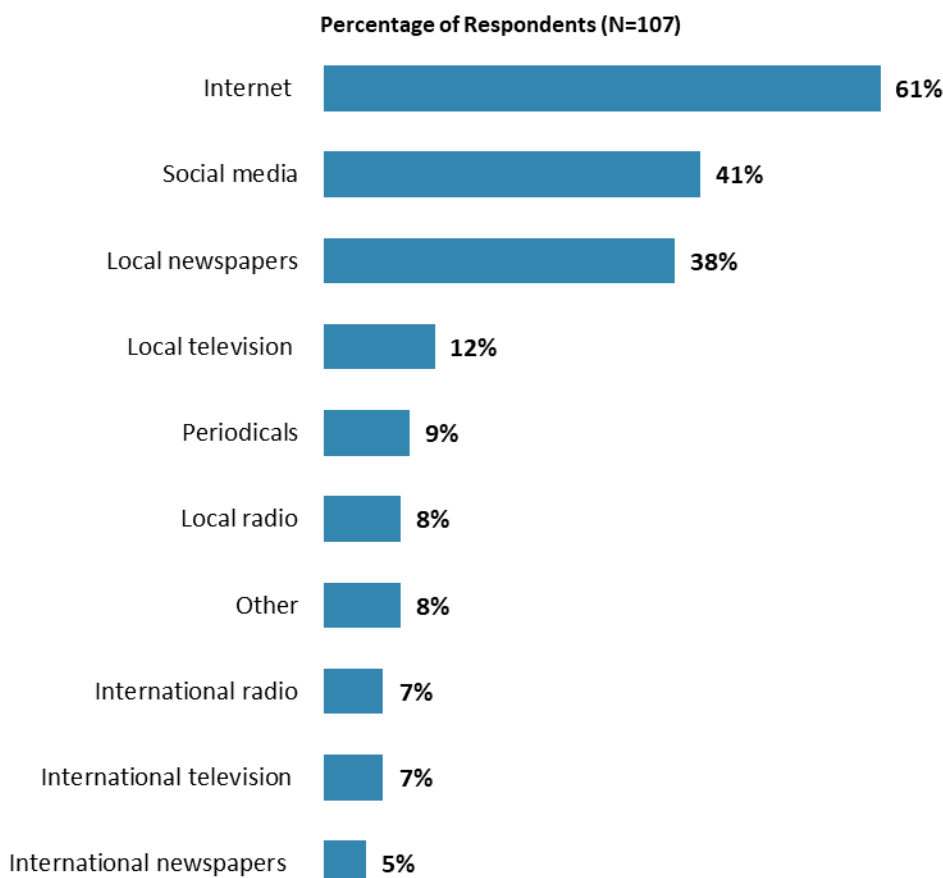


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 48) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Myanmar from the “*internet*” (48%), from “*social media*” (46%), and from “*local newspapers*” (36%).



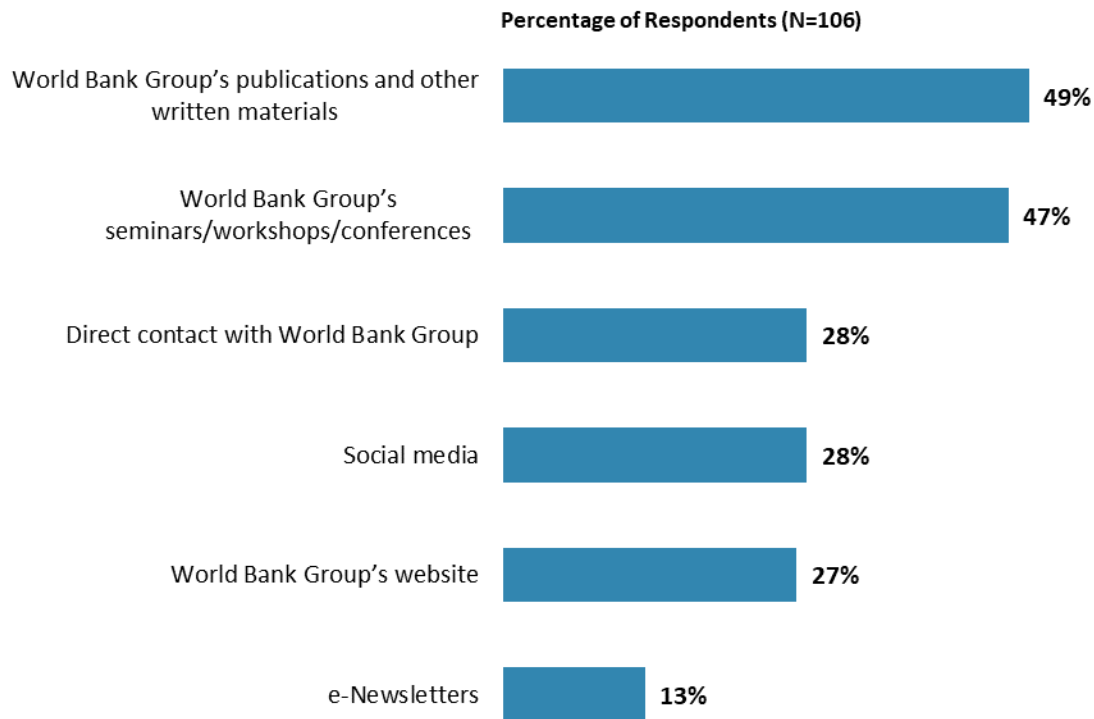
**"How do you get most of your information about economic and social development issues in Myanmar? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s seminars/workshops/conferences*” (37%), “*World Bank Group’s website*” (37%), and from “*World Bank Group’s publications and other written materials*” (36%).

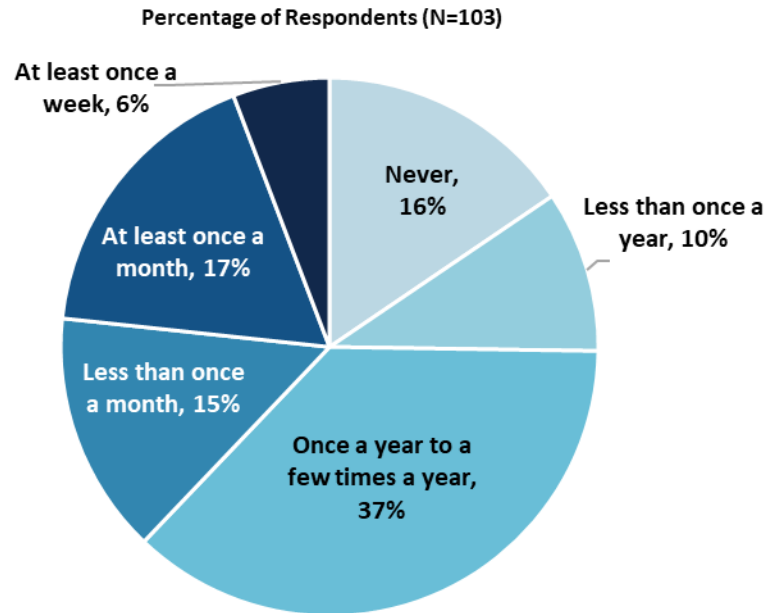


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### WBG Interaction Frequency

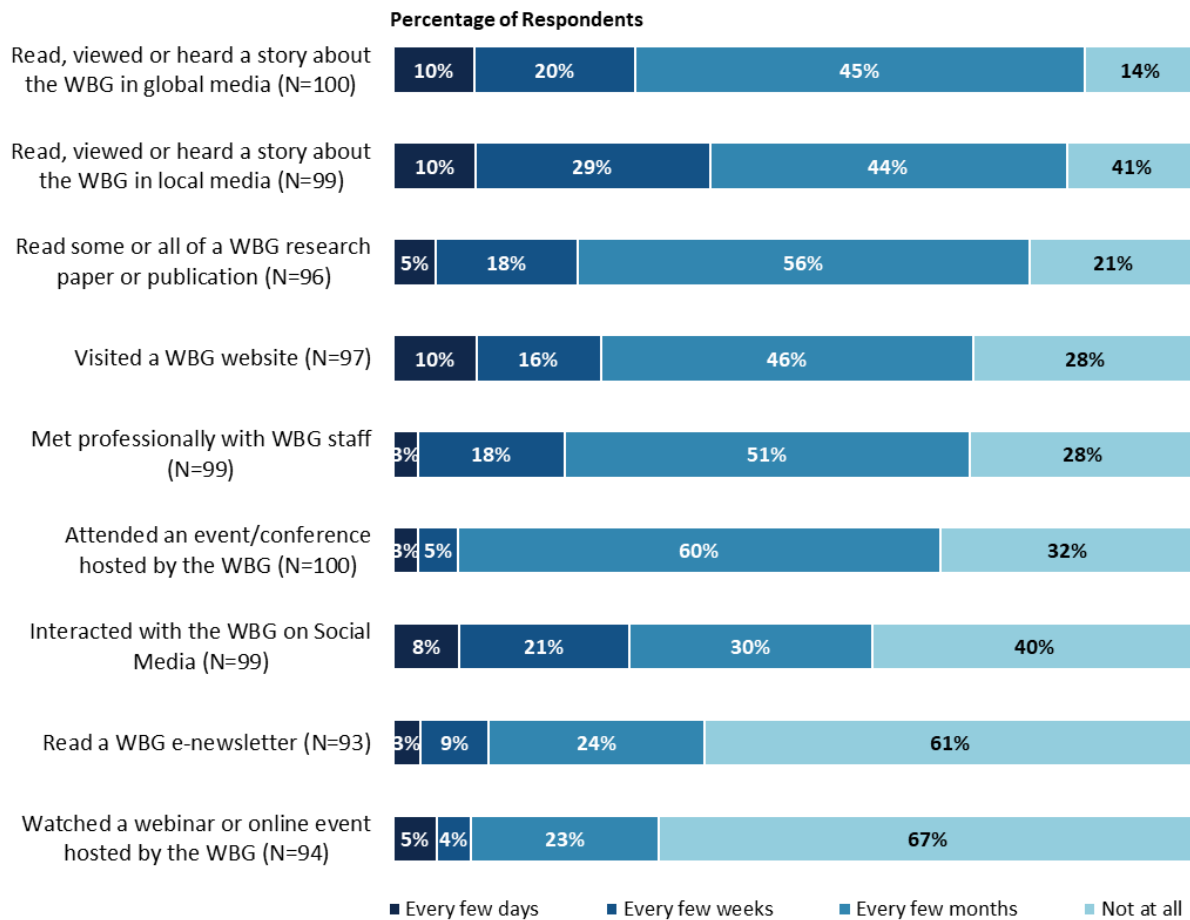


"How frequently do you interact with the World Bank Group now in Myanmar?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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



## XI. Appendices

A. Responses to All Questions Across All Respondents .....	37
B. Responses to Selected Questions by Stakeholder Groups .....	48
C. Responses to Selected Questions by Levels of Collaboration with the World Bank Group .....	60
D. Responses to Selected Questions by Year.....	66
E. Indicator Questions as a Function of Exposure to the World Bank Group .....	71
F. Myanmar FY 2020 COS Questionnaire .....	72

### MYANMAR





## Appendix A: Responses to All Questions across All Respondents (N=113)

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 Myanmar is headed in ... ?	Percentage of Respondents (N=110)
The right direction	73.6%
The wrong direction	2.7%
Not sure	23.6%

2. Do you think that economic opportunity for citizens in Myanmar is ... ?	Percentage of Respondents (N=110)
Increasing	58.2%
Decreasing	11.8%
Staying about the same	30.0%

3. 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)	Percentage of Respondents (Responses Combined; N=112)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	45.5%
Peace and social inclusion	41.1%
Education	35.7%
Job creation/employment	32.1%
Economic growth	21.4%
Agriculture and rural development	20.5%
Poverty reduction	17.9%
Health	13.4%
Private sector development	13.4%
Energy	9.8%
Natural resource management	8.9%
Equality of opportunity (for all)	7.1%
Transport (e.g., roads, bridges, transportation)	7.1%
Information and communications technology	5.4%
Disaster risk management	5.4%
Local governance and institutions	4.5%
Water and sanitation	2.7%
Trade and exports	2.7%
Urban development	0.9%
Closing gender gaps	0.0%

**A. Overall Context (continued)**

4. Please describe the direction Myanmar is moving in, when considering ... ?	N	Direction				
		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)	108	4.6%	4.6%	15.7%	65.7%	9.3%
2. Equal opportunity for all	106	4.7%	9.4%	30.2%	52.8%	2.8%
3. Growing Myanmar's economy in a way that leads to jobs and employment	107	4.7%	8.4%	27.1%	55.1%	4.7%
4. The gap between the rich and the poor	104	11.5%	16.3%	39.4%	30.8%	1.9%
5. Making government more effective	105	3.8%	12.4%	22.9%	56.2%	4.8%
6. Anti-corruption	107	3.7%	9.3%	21.5%	54.2%	11.2%
7. Attracting new sources of foreign investment	108	6.5%	13.0%	21.3%	46.3%	13.0%

5. Listed below are global challenges. Which do you think have the most serious impact on Myanmar? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=110)
Climate change	42.7%
Technology based disruption	34.5%
Environmental degradation	29.1%
Geopolitical uncertainty	29.1%
The gap between the rich and the poor	21.8%
Trade constraints	15.5%
Terrorism	14.5%
Migration	10.0%

6. 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)	Percentage of Respondents (Responses Combined; N=110)
Poor coordination within the government	38.2%
Ongoing conflict	34.5%
Inadequate level of capacity in the government	31.8%
Reforms are not well thought out in light of country challenges	27.3%
Political instability	24.5%
Corruption	17.3%
Inadequate level of citizen/civil society participation	10.0%
Other	9.1%
Inadequate level of private sector participation	5.5%
Inadequate level of donor coordination	1.8%

**A. Overall Context (continued)**

7. 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)	Degree			
	N	DK	Mean	SD
1. Union Government	100	5	6.62	2.29
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	103	3	6.62	1.92
3. The World Bank Group*	104	2	6.94	1.92
4. The International Monetary Fund	96	8	6.69	1.85
5. The United Nations (UN)	102	4	6.28	2.14
6. Regional development banks (e.g., ADB)	102	2	6.67	2.01
7. Private sector	101	5	6.30	1.80
8. International and local NGOs	100	5	6.39	1.83
9. Local media and their web presence (e.g., newspapers, TV stations, radio)	105	2	5.95	1.81
10. International media and their web presence	104	3	5.63	1.85
11. News and information received from Facebook	102	4	5.12	1.81

8. To what extent do you trust private sector to engage in public service delivery in Myanmar?	Percentage of Respondents (N=108)
To a very low degree	3.7%
To a somewhat low degree	25.0%
To a somewhat high degree	43.5%
To a very high degree	25.9%
Don't know	1.9%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Myanmar? (1-Not familiar at all, 10-Extremely familiar)	111	n/a	5.92	2.00

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Myanmar? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Myanmar*	110	2	7.21	2.01
3. The World Bank Group's work is aligned with what I consider the development priorities for Myanmar*	105	5	7.02	1.86

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.* (1-Not effective at all, 10-Very effective)	109	3	6.99	1.91

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Myanmar?* (1-To no degree at all, 10-To a very significant degree)	108	4	6.94	1.95

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Myanmar?* (1-To no degree at all, 10-To a very significant degree)	103	8	6.50	1.91



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

<b>7. When thinking about the World Bank Group's role in Myanmar, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=110)</b>
Policy advice, studies, analyses	44.5%
Financial resources	38.2%
Technical assistance	34.5%
Implementation of projects	30.9%
Data and statistics	21.8%
Training and capacity development	19.1%
Donor coordination	6.4%
Other	0.0%

<b>8. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=105)</b>
Not adequately sensitive to political/social realities in Myanmar	41.9%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	26.7%
World Bank Group's processes too slow and complex	24.8%
Not focused enough on issues that are unique to post-conflict countries	23.8%
Not collaborating enough with private sector	18.1%
Don't know	17.1%
Other	11.4%
Not aligned with country priorities	3.8%

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=109)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	48.6%
Poverty reduction	25.7%
Economic growth	24.8%
Agriculture and rural development	22.9%
Education	22.0%
Peace and social inclusion	18.3%
Job creation/employment	18.3%
Private sector development	17.4%
Transport (e.g., roads, bridges, transportation)	14.7%
Information and communications technology	14.7%
Health	12.8%
Energy	10.1%
Natural resource management	9.2%
Local governance and institutions	8.3%
Equality of opportunity (for all)	6.4%
Disaster risk management	4.6%
Urban development	3.7%
Closing gender gaps	2.8%
Trade and exports	1.8%
Water and sanitation	1.8%

**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? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Responsiveness to needs*	92	12	6.32	1.87
2. Flexibility (in terms of the institution's products and services)*	88	15	5.98	1.94
3. Flexibility (in terms of changing country circumstances)*	85	17	5.80	1.91
4. Being inclusive*	96	8	6.56	1.96
5. Openness (sharing data and other information)*	104	3	7.44	1.75
6. Collaboration with the Government*	101	5	7.59	1.72
7. The speed in which it gets things accomplished on the ground*	96	7	6.41	1.86
8. Helping to bring discipline/effective supervision to implementation of investment projects*	92	13	6.88	1.75
9. Collaboration with civil society*	84	19	6.07	2.10
10. Staff accessibility*	97	8	6.81	1.95
11. Collaboration with other donors and development partners*	82	22	6.99	1.58
12. Collaboration with the private sector*	76	27	6.21	1.72
13. Collaboration with the UN*	76	25	7.14	1.49
14. Straightforwardness and honesty*	90	15	7.44	1.66
15. Treating clients and stakeholders in Myanmar with respect*	96	9	7.67	1.58
16. Being a long-term partner*	94	10	8.06	1.61

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group effectively monitors and evaluates the projects and programs it supports	95	12	7.42	1.79
18. The World Bank Group's conditions on its lending are reasonable	83	23	7.31	1.79
19. The World Bank Group takes decisions quickly in Myanmar*	87	20	6.43	2.02
20. Working with the World Bank Group increases Myanmar's institutional capacity	97	10	7.48	1.73
21. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	78	26	7.03	1.86

Support for Existing Country Systems	N	DK	Mean	SD
22. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Myanmar? (1-To no degree at all, 10-To a very significant degree)	86	20	7.09	2.01

To what extent do you agree/disagree with the following statements about the World Bank Group in Myanmar? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
23. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar*	95	12	6.98	1.92
24. The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	101	6	7.07	1.78

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

<b>25. 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)</b>	<b>Percentage of Respondents (N=101)</b>
Very familiar	2.0%
Somewhat familiar	36.6%
Somewhat unfamiliar	22.8%
Very unfamiliar	23.8%
Don't know	14.9%

<b>Support for Displaced Persons</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
26. 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-To no degree at all, 10-To a very significant degree)	88	16	5.55	1.94

<b>27. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Infrastructure	34.9%
Jobs	31.1%
Business development	25.5%
Education	24.5%
Social cohesion	18.9%
Supporting poor and marginalized local communities	18.9%
Health	16.0%
Public services	10.4%
Macro issues (fiscal accounts, balance of payments, etc.)	7.5%
Other	2.8%
Don't know	1.9%

**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 Myanmar? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Private sector development	50	51	6.68	1.83
2. Basic education (e.g., student stipend, school grant, teacher mentoring)	65	37	6.80	1.79
3. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	79	24	6.81	1.71
4. Information and communications technology	72	32	6.67	1.80
5. Energy	56	44	7.14	1.60
6. Equality of opportunity (for all)	59	42	6.49	1.64
7. Primary health care for mothers and children	66	35	6.80	1.52
8. Disaster risk management	67	35	6.60	1.75
9. Agriculture	68	33	6.74	1.66
10. Poverty reduction	77	26	6.90	1.76
11. Economic growth	76	25	6.83	1.64
12. Rural development (e.g., Community Driven Development Project)	85	18	7.12	2.08
13. Water resources management (e.g., Ayeyarwady Integrated Resource Management)	62	40	6.69	1.97
14. Natural resource management	60	42	6.48	1.71
15. Financial inclusion	75	29	7.09	1.56
16. Trade	63	39	6.76	1.41

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

In Myanmar, 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
1. Are timely	89	14	6.35	1.91
2. Include appropriate level of stakeholder involvement during preparation	90	15	6.54	1.84
3. Lead to practical solutions	93	12	6.49	1.70
4. Are source of relevant information on global good practices	89	16	7.35	1.57
5. Are adequately disseminated	83	19	6.46	1.91
6. Are translated enough into local language	80	23	6.74	1.97
7. Are adaptable to Myanmar's specific development challenges and country circumstances*	84	20	6.63	1.68

Overall Evaluations	N	DK	Mean	SD
8. 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)	93	11	7.01	1.94
9. 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)	97	7	7.63	1.58

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Myanmar? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Increase the level of capacity development in the country	38.3%
Provide more adequate data/knowledge/statistics/figures on Myanmar's economy	33.6%
Offer more innovative financial products and services	22.4%
Offer more innovative knowledge products and services	22.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	15.0%
Engage more directly with beneficiaries	14.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	14.0%
Engage more effectively with private sector	11.2%
Other	3.7%

<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=108)</b>
State/Region government	54.6%
Private sector	26.9%
Academia/think tanks/research institutes	21.3%
Parliament	19.4%
Development partners/UN agencies	18.5%
Ethnic organizations	17.6%
Beneficiaries	14.8%
Local NGOs/Community Based Organizations	10.2%
Media	9.3%
Other	3.7%
International NGOs	0.9%
Don't know	0.9%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Myanmar?</b>	<b>Percentage of Respondents (N=103)</b>
Never	15.5%
Less than once a year	9.7%
Once a year to a few times a year	36.9%
Less than once a month	14.6%
At least once a month	17.5%
At least once a week	5.8%

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

<b>2. How do you get most of your information about economic and social development issues in Myanmar? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Internet	60.7%
Social media (e.g., blogs, Facebook, YouTube)	41.1%
Local newspapers	38.3%
Local television	12.1%
Periodicals	9.3%
Local radio	8.4%
Other	8.4%
International radio	6.5%
International television	6.5%
International newspapers	4.7%

<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=106)</b>
World Bank Group's publications and other written materials	49.1%
World Bank Group's seminars/workshops/conferences	47.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.3%
Social media (e.g., blogs, Facebook, YouTube)	28.3%
World Bank Group's website	27.4%
e-Newsletters	13.2%

<b>4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	99	10.1%	29.3%	44.4%	16.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	100	10.0%	20.0%	56.0%	14.0%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	99	8.1%	21.2%	30.3%	40.4%
Visited a WBG website (e.g. read a blog, used data)	97	10.3%	15.5%	46.4%	27.8%
Attended an event/conference hosted by the WBG	100	3.0%	5.0%	60.0%	32.0%
Watched a webinar or online event hosted by the WBG	94	5.3%	4.3%	23.4%	67.0%
Read some or all of a WBG research paper or publication	96	5.2%	17.7%	56.3%	20.8%
Met professionally with WBG staff	99	3.0%	18.2%	50.5%	28.3%
Read a WBG e-newsletter	93	3.2%	8.6%	26.9%	61.3%

**H. Background Information**

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=111)</b>
Union Government (Officials from the Union Government Ministries and Agencies)	36.9%
Local and International NGOs/CSOs	12.6%
Member of Parliament	9.9%
Private Sector	9.0%
Development Partners (Bilateral Agency, Multilateral Agency)	7.2%
Media (press, radio, TV, web, etc.)	6.3%
Academia/Research Institute/Think Tank	5.4%
State/Region government (Officials from State/Region Government)	3.6%
Officials from Project Management Unit (PMU) overseeing implementation of WBG project	3.6%
Judicial System (e.g., courts)	2.7%
Other	2.7%
Beneficiary	0.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=112)</b>
Other	31.3%
Finance and markets	20.5%
Agriculture, rural development	8.9%
Poverty reduction	8.0%
Communications, public affairs	8.0%
Health, nutrition	4.5%
Trade and competitiveness	4.5%
Education	3.6%
Environment, natural resources	2.7%
Energy	2.7%
Social protection	2.7%
Gender	1.8%
Water, sanitation	0.9%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=111)</b>
Yes	54.1%
No	45.9%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Myanmar? (Select only ONE response)</b>	<b>Percentage of Respondents (N=61)</b>
The World Bank (IBRD/IDA)	88.5%
The International Finance Corporation (IFC)	9.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.6%

**H. Background Information (continued)**

<b>5. Which of the following describes most of your exposure to the World Bank Group in Myanmar? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=108)</b>
Collaborate as part of my professional duties	53.7%
Engage in World Bank Group related/sponsored events/activities	40.7%
Use World Bank Group reports/data	34.3%
Use World Bank Group website for information, data, research, etc.	25.9%
Beneficiary	8.3%

<b>6. What's your gender?</b>	<b>Percentage of Respondents (N=111)</b>
Female	39.6%
Male	60.4%

<b>7. What's your age?</b>	<b>Percentage of Respondents (N=111)</b>
25 and under	2.7%
26-35	14.4%
36-45	20.7%
46-55	36.0%
56 and above	26.1%

<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=112)</b>
Yangon	46.4%
Nay Pyi Taw	34.8%
Other	18.8%





## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>13</sup>

- Government Institutions N=52   ● Member of Parliament N=11   ● Bilateral/Multilateral Agency N=8   ● Local and International NGOs/CSOs N=14
- Academia/Research Institute/Think Tank N=6   ● Private Sector N=10   ● Media N=7   ● Other N=3

### A. Overall Context

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

Percentage of Respondents	Government Institutions	Member of Parliament	Bilateral/Multilateral Agency	Local and International NGOs/CSOs	Academia/Research Institute/Think Tank	Private Sector	Media	Other
The right direction	81.6%	81.8%	50.0%	50.0%	66.7%	60.0%	85.7%	100.0%
The wrong direction	2.0%	0.0%	0.0%	0.0%	16.7%	10.0%	0.0%	0.0%
Not sure	16.3%	18.2%	50.0%	50.0%	16.7%	30.0%	14.3%	0.0%

<sup>13</sup> Only 111 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. Overall Context (continued)**

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)

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Job creation/employment	42.3%	45.5%	37.5%	23.1%	16.7%	10.0%	0.0%	33.3%
Health	15.4%	36.4%	0.0%	7.7%	0.0%	10.0%	0.0%	33.3%
Peace and social inclusion	38.5%	63.6%	62.5%	23.1%	50.0%	30.0%	28.6%	66.7%
Closing gender gaps	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	9.6%	0.0%	25.0%	0.0%	33.3%	30.0%	42.9%	0.0%
Education	34.6%	36.4%	25.0%	30.8%	16.7%	60.0%	28.6%	66.7%
Public sector governance/reform	48.1%	54.5%	37.5%	38.5%	50.0%	50.0%	42.9%	33.3%
Urban development*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Energy	11.5%	0.0%	25.0%	7.7%	0.0%	10.0%	14.3%	0.0%
Water and sanitation	0.0%	9.1%	0.0%	7.7%	0.0%	0.0%	14.3%	0.0%
Equality of opportunity (for all)	5.8%	0.0%	12.5%	15.4%	16.7%	0.0%	0.0%	0.0%
Information and communications technology	5.8%	0.0%	0.0%	15.4%	0.0%	0.0%	14.3%	0.0%
Transport	5.8%	0.0%	12.5%	0.0%	16.7%	20.0%	14.3%	0.0%
Agriculture and rural development	25.0%	9.1%	25.0%	23.1%	0.0%	10.0%	14.3%	33.3%
Trade and exports*	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	0.0%
Natural resource management*	1.9%	18.2%	0.0%	38.5%	16.7%	0.0%	14.3%	0.0%
Poverty reduction	23.1%	18.2%	0.0%	15.4%	0.0%	10.0%	0.0%	33.3%
Economic growth*	17.3%	0.0%	37.5%	15.4%	33.3%	50.0%	42.9%	0.0%
Local governance and institutions*	0.0%	0.0%	0.0%	30.8%	16.7%	0.0%	0.0%	0.0%
Disaster risk management	7.7%	9.1%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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)

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Poor coordination within the government	46.0%	45.5%	50.0%	23.1%	16.7%	30.0%	28.6%	0.0%
Inadequate level of capacity in the government*	18.0%	45.5%	50.0%	30.8%	66.7%	60.0%	42.9%	0.0%
Corruption*	12.0%	9.1%	0.0%	38.5%	33.3%	0.0%	28.6%	66.7%
Ongoing conflict	38.0%	45.5%	50.0%	23.1%	16.7%	20.0%	28.6%	33.3%
Political instability	24.0%	9.1%	25.0%	46.2%	0.0%	30.0%	14.3%	33.3%
Inadequate level of private sector participation	8.0%	0.0%	12.5%	0.0%	0.0%	0.0%	14.3%	0.0%
Inadequate level of citizen/civil society participation	10.0%	27.3%	12.5%	7.7%	0.0%	10.0%	0.0%	0.0%
Inadequate level of donor coordination	0.0%	0.0%	0.0%	7.7%	16.7%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	32.0%	9.1%	0.0%	15.4%	50.0%	30.0%	42.9%	66.7%
Other	12.0%	9.1%	0.0%	7.7%	0.0%	20.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Government institutions			Member of Parliament			Bilateral/ Multilateral Agency			Local and International NGOs/CSOs			Academia/ Research Institute/ Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	48	7.58	1.38	10	8.10	1.20	7	5.57	2.82	12	5.25	1.71	6	6.33	2.73	10	6.90	1.52	6	6.67	1.75	3	5.00	3.61

(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**

	Government institutions			Member of Parliament			Bilateral/ Multilateral Agency			Local and International NGOs/CSOs			Academia/ Research Institute/ Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Myanmar?	52	6.00	2.10	11	5.45	1.69	8	6.38	1.92	13	5.08	2.14	6	7.50	1.22	10	5.60	1.96	7	6.00	2.31	3	6.33	1.15

(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 Myanmar? (1-Strongly disagree, 10-Strongly agree)

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar*	51	7.71	1.74	11	8.00	1.48	8	6.75	1.91	12	5.50	1.73	6	7.33	2.34	10	6.50	1.90	7	8.43	1.51	3	5.33	2.89
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar*	50	7.32	1.78	11	7.73	1.27	8	6.13	2.23	11	5.82	1.33	6	7.50	2.07	8	6.75	2.05	6	7.83	1.72	3	4.67	2.52

\*Significantly different between stakeholder groups

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.*	51	7.57	1.82	11	6.64	1.57	8	6.50	2.33	11	5.55	1.29	6	6.17	1.83	10	6.20	1.69	7	8.57	1.40	3	6.00	3.00

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

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Myanmar?*	51	7.55	1.90	11	6.73	2.00	8	6.13	1.81	11	5.45	1.04	6	6.50	1.97	9	5.89	1.69	7	8.43	1.27	3	5.67	3.06

(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)**

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Myanmar?*	49	6.76	1.73	11	6.00	1.84	7	5.86	1.86	10	5.10	2.13	6	6.67	1.97	8	6.75	1.75	7	8.29	1.38	3	5.33	3.51

(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 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)

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/Multilateral Agency	Local and International NGOs/CSOs	Academia/Research Institute/Think Tank	Private Sector	Media	Other
Agriculture and rural development	25.5%	36.4%	25.0%	15.4%	16.7%	10.0%	14.3%	0.0%
Trade and exports	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	3.9%	18.2%	12.5%	23.1%	0.0%	0.0%	28.6%	0.0%
Poverty reduction	29.4%	18.2%	12.5%	23.1%	50.0%	30.0%	14.3%	0.0%
Transport (e.g., roads, bridges, transportation)	13.7%	0.0%	37.5%	15.4%	33.3%	10.0%	14.3%	0.0%
Economic growth	29.4%	45.5%	0.0%	0.0%	16.7%	30.0%	28.6%	50.0%
Local governance and institutions*	3.9%	9.1%	0.0%	30.8%	0.0%	20.0%	0.0%	0.0%
Disaster risk management	7.8%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity (for all)	3.9%	0.0%	12.5%	23.1%	16.7%	0.0%	0.0%	0.0%
Information and communications technology	17.6%	18.2%	12.5%	7.7%	16.7%	0.0%	28.6%	0.0%
Health	15.7%	9.1%	25.0%	7.7%	0.0%	0.0%	14.3%	50.0%
Private sector development	15.7%	9.1%	25.0%	23.1%	16.7%	40.0%	0.0%	0.0%
Education*	25.5%	0.0%	0.0%	15.4%	0.0%	50.0%	28.6%	50.0%
Public sector governance/reform	41.2%	45.5%	37.5%	46.2%	83.3%	70.0%	71.4%	50.0%
Peace and social inclusion*	17.6%	36.4%	12.5%	7.7%	16.7%	0.0%	14.3%	100.0%
Urban development	0.0%	9.1%	0.0%	7.7%	16.7%	0.0%	14.3%	0.0%
Energy*	7.8%	0.0%	37.5%	15.4%	0.0%	0.0%	28.6%	0.0%
Water and sanitation	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	21.6%	18.2%	50.0%	23.1%	0.0%	0.0%	0.0%	0.0%
Closing gender gaps	3.9%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*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 Myanmar, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	37	7.16	1.61	9	6.11	0.93	6	5.00	1.79	11	4.36	1.50	6	6.33	2.16	8	6.38	1.85	5	6.80	1.92	2	6.50	3.54
Flexibility (in terms of the institution's products and services)*	37	6.59	1.77	8	6.50	1.07	7	4.57	2.51	9	4.44	1.33	5	5.00	2.55	6	5.33	1.86	7	6.71	1.80	2	6.50	3.54
Flexibility (in terms of changing country circumstances)*	36	6.47	1.75	9	6.22	0.44	7	4.71	2.21	10	4.30	1.77	6	5.17	2.14	7	5.29	1.50	6	6.67	1.86	2	6.50	3.54
Being inclusive*	43	7.35	1.76	9	6.67	0.87	7	5.00	2.38	12	4.25	1.36	6	7.17	0.75	8	6.13	1.73	7	7.14	1.77	2	7.00	2.83
Openness (sharing data and other information)	46	7.83	1.58	11	7.91	1.30	8	6.25	2.12	12	6.33	1.67	6	7.33	1.75	10	7.90	1.73	7	7.57	1.90	2	6.50	3.54
Collaboration with the Government	47	7.53	1.90	10	8.10	1.29	8	7.38	1.51	11	7.55	2.11	6	7.83	1.47	8	7.13	1.46	7	8.29	1.38	2	7.50	2.12
The speed in which it gets things accomplished on the ground*	46	7.07	1.61	9	6.44	0.88	6	5.00	2.00	11	5.55	0.93	6	4.83	2.64	7	5.29	2.29	7	7.29	2.06	2	7.00	2.83
Helping to bring discipline/effective supervision to implementation of investment projects*	45	7.38	1.57	10	7.40	1.17	5	6.20	2.59	10	5.60	1.35	5	5.80	2.59	7	6.14	1.07	6	7.33	1.86	2	5.50	3.54
Collaboration with civil society*	36	6.86	1.78	9	7.33	1.58	5	4.20	2.39	12	4.08	1.73	6	5.67	1.75	5	5.00	1.41	7	6.86	2.04	2	5.50	3.54
Staff accessibility*	47	7.43	1.70	8	7.75	1.49	8	6.63	2.00	10	5.20	1.81	6	5.67	2.25	7	5.71	1.70	7	6.71	2.06	2	6.00	4.24
Collaboration with other donors and development partners	40	7.13	1.26	8	7.63	1.30	6	6.67	1.51	9	6.56	1.74	5	7.60	2.30	5	6.00	1.58	5	7.00	2.55	2	6.00	4.24
Collaboration with the private sector	34	6.56	1.42	8	7.00	1.20	4	5.00	1.63	9	5.11	1.76	4	6.50	1.73	6	5.17	1.72	7	6.71	2.50	2	6.50	3.54
Collaboration with the UN	38	7.26	1.20	9	8.00	1.12	6	6.17	2.14	7	6.71	1.25	4	7.00	2.45	5	6.60	1.52	4	6.75	2.22	2	7.00	2.83
Straightforwardness and honesty*	42	7.93	1.37	8	8.00	1.07	8	7.00	1.93	10	6.60	1.51	6	5.83	1.72	7	7.00	1.73	5	8.20	2.05	2	6.00	4.24
Treating clients and stakeholders in Myanmar with respect	47	7.94	1.44	8	7.88	1.13	8	7.38	2.00	12	7.00	1.95	6	7.83	1.33	6	7.67	1.75	6	7.33	1.86	2	7.00	2.83
Being a long-term partner	44	8.16	1.54	10	8.40	1.17	6	7.83	1.94	10	6.80	2.35	6	8.50	1.05	8	8.75	1.16	6	8.33	1.03	2	7.00	2.83

\*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)**

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Myanmar*	45	7.02	1.90	9	6.33	2.29	5	4.40	1.95	7	4.86	1.46	6	5.50	1.87	6	5.67	1.37	5	7.80	1.30	2	6.50	3.54
Where country systems are adequate, the World Bank Group makes appropriate use of them	40	7.48	1.92	9	7.33	1.50	5	6.20	1.79	7	5.71	1.38	5	5.40	1.67	4	7.25	1.50	5	7.60	1.82	2	6.50	2.12

\*Significantly different between stakeholder groups

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Myanmar?*	44	7.61	1.82	8	7.63	1.30	7	6.43	1.62	8	5.00	1.93	5	6.00	2.83	7	6.29	1.80	5	8.40	1.67	2	6.50	3.54

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

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

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Myanmar*	48	7.54	1.75	9	7.22	1.99	6	5.50	1.87	9	6.11	1.27	6	6.00	2.90	7	6.29	1.89	6	7.50	1.76	2	5.00	2.83
The World Bank Group meets Myanmar's needs for knowledge services*	47	7.57	1.70	10	7.10	1.85	7	5.29	1.80	12	6.08	1.44	6	7.17	0.98	9	7.22	1.79	6	7.67	1.75	2	5.00	2.83

\*Significantly different between stakeholder groups

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

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In Myanmar, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Myanmar's specific development challenges and country circumstances*	41	7.02	1.44	8	7.00	1.51	5	5.00	2.24	8	5.25	1.04	6	5.67	2.07	6	7.17	0.75	6	7.83	1.60	2	5.50	3.54

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

	Government institutions			Member of Parliament			Bilateral/Multilateral Agency			Local and International NGOs/CSOs			Academia/Research Institute/Think Tank			Private Sector			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	45	7.42	1.95	11	7.64	1.21	5	5.80	1.79	9	5.44	1.51	6	5.50	1.87	9	6.78	1.86	5	8.20	1.79	2	6.00	2.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	47	7.94	1.58	11	8.09	1.58	7	6.57	1.72	10	6.80	0.92	6	7.33	1.21	8	7.50	1.77	5	8.20	1.30	2	6.00	2.83

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups



**F. The Future Role of The World Bank Group in Myanmar**

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

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Offer more innovative financial products and services	30.0%	36.4%	0.0%	0.0%	0.0%	20.0%	28.6%	50.0%
Provide more adequate data/knowledge/statistics/figures on Myanmar's economy	38.0%	36.4%	14.3%	8.3%	50.0%	30.0%	42.9%	50.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	2.0%	0.0%	28.6%	58.3%	33.3%	10.0%	28.6%	0.0%
Increase the level of capacity development in the country	42.0%	54.5%	57.1%	16.7%	0.0%	60.0%	28.6%	0.0%
Engage more directly with beneficiaries	12.0%	0.0%	0.0%	33.3%	33.3%	10.0%	14.3%	0.0%
Engage more effectively with private sector	6.0%	0.0%	14.3%	8.3%	16.7%	20.0%	42.9%	0.0%
Offer more innovative knowledge products and services	30.0%	9.1%	14.3%	8.3%	33.3%	30.0%	14.3%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	22.0%	36.4%	0.0%	33.3%	33.3%	10.0%	0.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	12.0%	18.2%	57.1%	16.7%	0.0%	0.0%	0.0%	50.0%
Other*	4.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Myanmar (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)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
State/Region government	60.8%	63.6%	42.9%	50.0%	66.7%	40.0%	42.9%	0.0%
Media*	3.9%	0.0%	14.3%	16.7%	0.0%	10.0%	57.1%	0.0%
Parliament*	9.8%	81.8%	14.3%	16.7%	16.7%	20.0%	0.0%	50.0%
Beneficiaries	21.6%	18.2%	0.0%	8.3%	0.0%	10.0%	0.0%	0.0%
Private sector*	29.4%	0.0%	14.3%	16.7%	0.0%	50.0%	57.1%	50.0%
Development partners/UN agencies	19.6%	18.2%	42.9%	16.7%	0.0%	20.0%	0.0%	50.0%
Ethnic organizations	21.6%	9.1%	28.6%	8.3%	33.3%	20.0%	0.0%	0.0%
International NGOs*	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	25.5%	0.0%	0.0%	8.3%	83.3%	20.0%	28.6%	0.0%
Local NGOs/Community Based Organizations*	3.9%	9.1%	0.0%	41.7%	0.0%	10.0%	14.3%	0.0%
Other*	3.9%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	50.0%
Don't know*	0.0%	0.0%	14.3%	0.0%	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 Myanmar?

Percentage of Respondents	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Never	10.6%	36.4%	0.0%	8.3%	0.0%	33.3%	42.9%	0.0%
Less than once a year	12.8%	18.2%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Once a year to a few times a year	40.4%	27.3%	14.3%	41.7%	50.0%	33.3%	14.3%	50.0%
Less than once a month	8.5%	18.2%	28.6%	16.7%	16.7%	11.1%	28.6%	50.0%
At least once a month	17.0%	0.0%	42.9%	16.7%	33.3%	22.2%	14.3%	0.0%
At least once a week	10.6%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Local radio	12.0%	9.1%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
International radio	10.0%	9.1%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Social media (e.g., blogs, Facebook, YouTube)	42.0%	45.5%	14.3%	66.7%	33.3%	20.0%	28.6%	100.0%
International newspapers	4.0%	9.1%	14.3%	0.0%	0.0%	10.0%	0.0%	0.0%
Local television	20.0%	0.0%	14.3%	8.3%	16.7%	0.0%	0.0%	0.0%
Internet	58.0%	36.4%	71.4%	50.0%	66.7%	90.0%	57.1%	100.0%
Periodicals	12.0%	9.1%	14.3%	8.3%	16.7%	0.0%	0.0%	0.0%
International television	8.0%	0.0%	14.3%	8.3%	0.0%	0.0%	14.3%	0.0%
Local newspapers*	30.0%	54.5%	28.6%	25.0%	50.0%	60.0%	85.7%	0.0%
Other	4.0%	9.1%	28.6%	25.0%	0.0%	10.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
World Bank Group's publications and other written materials	44.0%	81.8%	42.9%	50.0%	66.7%	22.2%	71.4%	0.0%
e-Newsletters	12.0%	9.1%	14.3%	8.3%	0.0%	33.3%	28.6%	0.0%
World Bank Group's seminars/workshops/conferen ces	40.0%	27.3%	28.6%	83.3%	50.0%	55.6%	42.9%	100.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.0%	18.2%	71.4%	25.0%	16.7%	11.1%	14.3%	50.0%
World Bank Group's website	28.0%	27.3%	0.0%	25.0%	50.0%	44.4%	14.3%	50.0%
Social media (e.g., blogs, Facebook, YouTube)	38.0%	18.2%	28.6%	8.3%	16.7%	33.3%	14.3%	0.0%



## 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	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Yes	67.3%	63.6%	62.5%	21.4%	60.0%	40.0%	28.6%	33.3%
No	32.7%	36.4%	37.5%	78.6%	40.0%	60.0%	71.4%	66.7%

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

Percentage of Respondents	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
The World Bank (IBRD/IDA)	85.7%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%
The International Finance Corporation (IFC)	11.4%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Government Institutions	Member of Parliament	Bilateral/ Multilateral Agency	Local and International NGOs/CSOs	Academia/ Research Institute/ Think Tank	Private Sector	Media	Other
Beneficiary	14.3%	10.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Use World Bank Group reports/data*	26.5%	40.0%	25.0%	23.1%	16.7%	70.0%	85.7%	33.3%
Engage in World Bank Group related/sponsored events/activities	38.8%	40.0%	50.0%	53.8%	33.3%	30.0%	14.3%	66.7%
Collaborate as part of my professional duties*	63.3%	40.0%	100.0%	46.2%	66.7%	20.0%	14.3%	33.3%
Use World Bank Group website for information, data, research, etc.	26.5%	20.0%	0.0%	30.8%	16.7%	50.0%	42.9%	0.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>14</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY20 Myanmar COS questionnaire: All 10-point scale questions and questions B8, B9, and F1.*

*For 10-point scale questions that were asked both in FY17 and FY20 Myanmar COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).*

- Collaborating with the WBG, FY17 N=57
- Collaborating with the WBG, FY20 N=60
- Not collaborating with the WBG, FY20 N=51

### 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Union Government*	51	7.20	2.02	47	5.98	2.46
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	54	6.87	1.84	47	6.32	2.01
The World Bank Group*	54	7.33	1.84	48	6.48	1.97
The International Monetary Fund	50	6.98	1.89	44	6.36	1.81
The United Nations (UN)	53	6.53	2.17	47	6.02	2.14
Regional development banks (e.g., ADB)	52	7.02	1.90	48	6.29	2.10
Private sector*	53	6.74	1.48	46	5.78	2.02
International and local NGOs	51	6.65	1.66	47	6.15	2.00
Local media and their web presence	54	5.98	1.64	49	5.92	2.02
International media and their web presence	54	5.76	2.02	48	5.50	1.70
News and information received from Facebook	53	5.26	1.94	47	4.94	1.69

\*Significantly different between collaborators and non-collaborators

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Myanmar?*	57	6.21	1.98	60	6.80	1.61	50	4.82	1.89

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

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

(1-Strongly disagree, 10-Strongly agree)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar*	53	6.91	1.89	60	7.93	1.55	48	6.29	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar*	51	6.84	1.76	59	7.58	1.59	44	6.25	1.97

\*Significantly different between collaborators and non-collaborators

<sup>14</sup> Only 111 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

**B. Overall Attitudes Toward the World Bank Group (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Myanmar?***(1-Strongly disagree, 10-Strongly agree)*

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar*	53	6.91	1.89	60	7.93	1.55	48	6.29	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar*	51	6.84	1.76	59	7.58	1.59	44	6.25	1.97

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.*	52	6.73	1.77	60	7.60	1.83	47	6.23	1.77

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Myanmar?*	53	6.28	1.60	60	7.52	1.84	46	6.22	1.90

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Myanmar?*	59	7.03	1.77	42	5.69	1.88

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
World Bank Group's processes too slow and complex	31.0%	17.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	20.7%	33.3%
Not focused enough on issues that are unique to post-conflict countries	22.4%	22.2%
Not collaborating enough with private sector	15.5%	22.2%
Not aligned with country priorities*	0.0%	8.9%
Not adequately sensitive to political/social realities in Myanmar*	50.0%	31.1%
Other	8.6%	15.6%
Don't know	17.2%	17.8%

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

**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 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)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Agriculture and rural development	21.7%	25.0%
Trade and exports	3.3%	0.0%
Natural resource management	5.0%	14.6%
Poverty reduction	28.3%	20.8%
Transport (e.g., roads, bridges, transportation)	18.3%	10.4%
Economic growth*	35.0%	12.5%
Local governance and institutions*	3.3%	14.6%
Disaster risk management	5.0%	4.2%
Equality of opportunity (for all)	6.7%	6.3%
Information and communications technology	15.0%	14.6%
Health	15.0%	10.4%
Private sector development	11.7%	22.9%
Education	16.7%	29.2%
Public sector governance/reform	46.7%	50.0%
Peace and social inclusion	15.0%	22.9%
Urban development*	0.0%	8.3%
Energy	10.0%	10.4%
Water and sanitation	3.3%	0.0%
Job creation/employment*	25.0%	10.4%
Closing gender gaps	5.0%	0.0%

\*Significantly different between collaborators and non-collaborators

**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?

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	41	6.12	1.72	52	6.90	1.65	39	5.51	1.90
Flexibility (in terms of the institution's products and services)*	36	5.17	1.95	53	6.49	1.83	33	5.12	1.88
Flexibility (in terms of changing country circumstances)*	41	5.71	1.86	49	6.39	1.81	34	4.97	1.80
Being inclusive*	43	5.84	2.08	52	7.27	1.70	42	5.64	1.92
Openness (sharing data and other information)*	46	6.61	2.18	55	7.82	1.62	47	7.04	1.83
Collaboration with the Government	53	7.19	1.89	56	7.73	1.76	43	7.44	1.69
The speed in which it gets things accomplished on the ground*	44	5.91	1.88	54	6.80	1.88	40	5.93	1.76
Helping to bring discipline/effective supervision to implementation of investment projects*	44	6.48	1.44	52	7.46	1.49	38	6.11	1.81
Collaboration with civil society*	41	5.93	1.92	45	6.89	1.60	37	5.14	2.29
Staff accessibility*	45	6.49	2.11	55	7.56	1.70	40	5.80	1.87
Collaboration with other donors and development partners*	45	6.76	1.91	49	7.43	1.35	31	6.29	1.72
Collaboration with the private sector*	39	6.23	2.03	43	6.79	1.54	31	5.42	1.69
Collaboration with the UN*	34	6.91	1.69	46	7.48	1.28	28	6.61	1.62
Straightforwardness and honesty*	45	7.09	1.84	53	7.92	1.49	35	6.80	1.68
Treating clients and stakeholders in Myanmar with respect*	45	6.93	1.99	55	8.15	1.25	39	7.08	1.78
Being a long-term partner*	47	7.28	1.78	54	8.44	1.21	38	7.53	1.97

\*Significantly different between collaborators and non-collaborators

**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)**

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	46	4.67	2.56	55	8.05	1.65	38	6.58	1.65
The World Bank Group's conditions on its lending are reasonable*	42	4.98	2.36	51	7.71	1.80	31	6.74	1.59
The World Bank Group takes decisions quickly in Myanmar*	38	4.58	2.18	55	6.84	2.00	30	5.70	1.93
Working with the World Bank Group increases Myanmar's institutional capacity*	49	4.82	2.67	57	7.91	1.68	38	6.89	1.67
Where country systems are adequate, the World Bank Group makes appropriate use of them*	35	5.20	2.53	49	7.67	1.69	28	5.93	1.65

\*Significantly different between collaborators and non-collaborators

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Myanmar?*	45	6.38	1.79	53	7.64	1.72	32	6.19	2.18

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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Myanmar*	49	6.45	1.72	55	7.60	1.67	38	6.11	1.98
The World Bank Group meets Myanmar's needs for knowledge services*	49	6.67	1.59	55	7.67	1.59	44	6.34	1.79

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to internally displaced persons in Myanmar?	45	5.84	1.94	41	5.24	1.95

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



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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Private sector development	34	6.53	1.46	32	7.00	1.81	17	6.06	1.82
Basic education* <sup>i</sup>	38	6.39	1.44	38	7.21	1.71	26	6.19	1.79
Public sector governance/reform*	38	6.55	1.74	48	7.31	1.31	30	6.03	2.01
Information and communications technology*	36	5.94	2.04	41	7.07	1.63	29	6.14	1.94
Energy*	38	6.26	1.61	35	7.54	1.31	20	6.45	1.88
Equality of opportunity (for all)*	30	5.47	1.87	35	6.86	1.68	22	5.95	1.53
Primary health care for mothers and children* <sup>ii</sup>				35	7.20	1.39	29	6.38	1.61
Disaster risk management*	36	6.00	1.84	36	7.14	1.57	29	5.93	1.81
Agriculture <sup>ii</sup>				36	7.06	1.62	30	6.37	1.71
Poverty reduction*	42	6.36	1.76	45	7.42	1.67	30	6.17	1.68
Economic growth*	40	6.37	1.73	43	7.28	1.28	31	6.26	1.93
Rural development* <sup>ii</sup>				45	7.58	1.90	38	6.63	2.22
Water resources management* <sup>ii</sup>				36	7.14	1.74	24	6.04	2.22
Natural resource management*	33	5.82	2.08	33	7.03	1.36	25	5.76	1.94
Financial inclusion* <sup>ii</sup>				43	7.58	1.05	30	6.40	1.94
Trade* <sup>iii</sup>	28	5.82	1.94	37	7.22	1.18	25	6.08	1.50

\*Significantly different between collaborators and non-collaborators

<sup>i</sup> In FY 2017, the category was "Education"

<sup>ii</sup> Only FY 2020 questionnaire had this response option

<sup>iii</sup> In FY 2017, the category was "Trade and exports"

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

In Myanmar, 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)

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	45	6.49	1.63	52	6.85	1.81	35	5.57	1.87
Include appropriate level of stakeholder involvement during preparation*	43	6.60	1.66	50	7.22	1.63	38	5.68	1.79
Lead to practical solutions*	47	6.60	1.54	54	7.00	1.59	37	5.78	1.67
Are source of relevant information on global good practices*	49	6.96	1.77	52	7.65	1.49	35	6.86	1.61
Are adequately disseminated*	44	6.02	1.82	47	7.13	1.75	34	5.53	1.81
Are translated enough into local language*	42	5.95	1.86	45	7.33	1.62	33	6.06	2.12
Are adaptable to Myanmar's specific development challenges and country circumstances*	45	6.44	1.52	49	7.10	1.58	33	6.00	1.64

\*Significantly different between collaborators and non-collaborators

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	50	6.74	1.52	54	7.57	1.70	38	6.26	2.02

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



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

	2017			2020					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	51	7.06	1.57	56	8.11	1.44	40	7.00	1.55

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

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

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more innovative financial products and services	28.1%	16.7%
Provide more adequate data/knowledge/statistics/figures on Myanmar's economy	35.1%	31.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	7.0%	22.9%
Increase the level of capacity development in the country	45.6%	31.3%
Engage more directly with beneficiaries*	5.3%	22.9%
Engage more effectively with private sector	8.8%	14.6%
Offer more innovative knowledge products and services	26.3%	18.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	22.8%	16.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	14.0%	14.6%
Other	3.5%	4.2%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>15</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.*

- FY 2017 Number of comparable respondents = 99
- FY 2020 Number of comparable respondents = 108

*By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:*

Percentage of Respondents	FY 2017	FY 2020
Government Institutions	41.0%	41.0%
Office of Parliamentarian	10.5%	10.5%
Bilateral/Multilateral Agency	7.0%	7.0%
Civil Society	16.0%	16.0%
Private Sector	9.5%	9.5%
Academia/Research Institute/Think Tank	7.0%	7.0%
Media	9.0%	9.0%

### A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	72.3%	71.4%
The wrong direction	3.2%	2.9%
Not sure	24.5%	25.7%

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Myanmar?	97	5.52	2.29	107	5.90	2.03

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

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

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Myanmar	92	7.12	1.90	105	7.28	1.93
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	89	6.83	1.93	99	7.08	1.82

<sup>15</sup> Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.	87	6.48	1.96	103	6.98	1.90

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Myanmar?*	83	6.14	1.67	102	6.93	1.93

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2017 and FY2020

**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?**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	76	5.80	1.99	90	6.25	1.88
Flexibility (in terms of the institution's products and services)*	64	5.07	2.07	85	5.94	1.92
Flexibility (in terms of changing country circumstances)	75	5.60	2.07	82	5.77	1.87
Being inclusive*	74	5.61	2.24	93	6.47	1.95
Openness (sharing data and other information)*	80	6.33	2.29	100	7.44	1.73
Collaboration with the Government	90	7.17	1.88	97	7.65	1.71
The speed in which it gets things accomplished on the ground*	74	5.58	1.90	92	6.35	1.87
Helping to bring discipline/effective supervision to implementation of investment projects*	69	6.06	1.78	88	6.85	1.74
Collaboration with civil society	75	5.67	1.98	82	6.03	2.11
Staff accessibility	76	6.13	2.16	93	6.74	1.96
Collaboration with other donors and development partners	74	6.54	1.90	77	7.02	1.59
Collaboration with the private sector	67	5.89	2.02	73	6.21	1.75
Collaboration with the UN	61	6.56	1.80	72	7.10	1.50
Straightforwardness and honesty*	77	6.72	2.10	86	7.42	1.65
Treating clients and stakeholders in Myanmar with respect*	77	6.82	2.10	93	7.65	1.59
Being a long-term partner*	81	7.12	2.15	90	8.08	1.61

\* Significantly different between FY2017 and FY2020

**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)**

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	70	4.84	2.54	91	7.43	1.79
The World Bank Group's conditions on its lending are reasonable*	65	5.06	2.47	82	7.27	1.80
The World Bank Group takes decisions quickly in Myanmar*	59	4.87	2.37	82	6.39	2.02
Working with the World Bank Group increases Myanmar's institutional capacity*	79	4.90	2.64	92	7.48	1.75
Where country systems are adequate, the World Bank Group makes appropriate use of them*	55	5.26	2.57	74	6.99	1.86

\* Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Myanmar?*	72	6.19	1.84	83	7.04	2.04

(1-To no degree at all, 10-To a very significant degree) \* Significantly different between FY2017 and FY2020

**To what extent do you agree/disagree with the following statements about the World Bank Group in Myanmar?**

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Myanmar	79	6.56	1.98	90	6.97	1.93
The World Bank Group meets Myanmar's needs for knowledge services	81	6.63	1.89	97	7.08	1.75



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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Private sector development	51	6.17	1.886	47	6.81	1.746
Basic education <sup>i</sup>	60	6.40	1.88	63	6.76	1.79
Public sector governance/reform	59	6.28	2.02	77	6.74	1.75
Information and communications technology	55	6.10	2.12	68	6.62	1.86
Energy*	55	6.13	1.95	52	7.17	1.64
Equality of opportunity (for all)*	45	5.32	1.89	54	6.52	1.64
Primary health care for mothers and children <sup>ii</sup>				62	6.83	1.47
Disaster risk management*	58	5.93	2.10	62	6.67	1.71
Agriculture <sup>ii</sup>				65	6.78	1.66
Poverty reduction*	69	6.25	2.00	73	6.89	1.78
Economic growth	66	6.29	1.88	73	6.85	1.68
Rural development <sup>ii</sup>				81	7.09	2.14
Water resources management <sup>ii</sup>				58	6.64	2.01
Natural resource management*	49	5.73	1.90	56	6.47	1.73
Financial inclusion <sup>ii</sup>				71	7.11	1.59
Trade <sup>iii</sup>	44	5.68	2.01	61	6.75	1.45

\*Significantly different between FY2017 and FY2020

<sup>i</sup> In FY 2017, the category was "Education"

<sup>ii</sup> Only FY 2020 questionnaire had this response option

<sup>iii</sup> In FY 2017, the category was "Trade and exports"

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

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

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	71	6.29	1.82	84	6.34	1.93
Include appropriate level of stakeholder involvement during preparation	68	6.32	1.95	86	6.51	1.87
Lead to practical solutions	79	6.46	1.67	89	6.49	1.72
Are source of relevant information on global good practices	79	7.21	1.79	84	7.36	1.55
Are adequately disseminated	76	5.97	2.25	79	6.46	1.90
Are translated enough into local language*	72	5.92	2.23	75	6.71	2.01
Are adaptable to Myanmar's specific development challenges and country circumstances	76	6.47	1.96	80	6.65	1.68

\*Significantly different between FY2017 and FY2020

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

	FY 2017			FY 2020		
	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?	82	6.47	1.84	89	6.95	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	85	6.93	1.72	93	7.64	1.53

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between FY2017 and FY2020



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Myanmar? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the World Bank Group to do what is right?	6.48	7.33	6.90	7.83	6.88	7.12	7.26	6.54	6.77	7.11	6.86	7.22
Overall the World Bank Group currently plays a relevant role in development in Myanmar	6.29	7.93	7.21	8.38	7.23	7.42	7.61	6.84	6.91	7.60	7.27	7.37
The World Bank Group's work is aligned with what I consider the development priorities for Myanmar	6.25	7.58	7.03	8.00	7.06	7.18	7.36	6.73	6.91	7.25	7.05	7.24
Overall, please rate your impression of the World Bank Group's effectiveness in Myanmar.	6.23	7.60	6.96	8.25	7.16	6.86	7.34	6.64	6.83	7.24	7.04	7.11
To what extent does the World Bank Group's work help to achieve development results in Myanmar?	6.22	7.52	6.88	8.38	7.06	6.89	7.28	6.60	6.71	7.22	6.97	7.08
To what extent does the World Bank Group influence the development agenda in Myanmar?	5.69	7.03	6.60	5.43	6.31	6.94	6.79	6.17	6.47	6.56	6.44	6.78
Responsiveness to needs	5.51	6.90	6.30	6.71	6.30	6.39	6.61	5.91	6.12	6.53	6.24	6.61
Flexibility (in terms of the institution's products and services)	5.12	6.49	6.04	5.57	5.89	6.19	6.38	5.39	5.65	6.27	5.89	6.37
Flexibility (in terms of changing country circumstances)	4.97	6.39	5.90	4.20	5.60	6.09	6.21	5.21	5.42	6.11	5.81	5.75
Being inclusive	5.64	7.27	6.49	7.86	6.63	6.52	6.95	6.05	6.19	6.92	6.57	6.65
Openness (sharing data and other information)	7.04	7.82	7.36	8.75	7.46	7.49	7.83	6.92	7.24	7.67	7.48	7.44
Collaboration with the Government	7.44	7.73	7.47	8.25	7.48	7.64	7.86	7.10	7.48	7.58	7.56	7.48
The speed in which it gets things accomplished on the ground	5.92	6.80	6.35	7.17	6.42	6.38	6.60	6.11	6.10	6.65	6.42	6.35
Helping to bring discipline/effective supervision to implementation of investment projects	6.11	7.46	6.83	7.29	6.93	6.76	7.11	6.49	6.46	7.21	6.91	6.74
Collaboration with civil society	5.14	6.89	6.05	6.83	5.88	6.50	6.74	5.29	5.80	6.42	6.03	6.33
Staff accessibility	5.80	7.56	6.79	7.57	6.94	6.68	7.02	6.62	6.29	7.31	6.92	6.64
Collaboration with other donors and development partners	6.29	7.43	7.01	7.20	7.12	6.87	7.17	6.81	6.86	7.16	7.11	6.71
Collaboration with the private sector	5.42	6.79	6.17	7.50	5.93	6.70	6.80	5.53	6.16	6.34	6.23	6.29
Collaboration with the UN	6.61	7.48	7.11	7.50	7.00	7.37	7.24	7.00	7.15	7.12	7.18	7.00
Straightforwardness and honesty	6.80	7.92	7.40	8.40	7.57	7.25	7.59	7.27	7.13	7.71	7.49	7.33
Treating clients and stakeholders in Myanmar with respect	7.08	8.15	7.82	6.75	7.76	7.67	7.73	7.73	7.49	7.92	7.80	7.52
Being a long-term partner	7.53	8.44	8.17	7.86	8.26	7.94	8.22	8.03	8.07	8.20	8.16	8.10
The World Bank Group takes decisions quickly in Myanmar	5.70	6.84	6.30	7.88	6.20	6.87	6.68	6.06	6.55	6.36	6.38	6.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.93	7.67	6.97	8.12	7.18	6.97	7.26	6.83	6.86	7.31	7.12	7.00
To what extent does the World Bank Group help to build/strengthen existing country systems in Myanmar?	6.19	7.64	7.15	7.38	7.00	7.48	7.50	6.67	7.14	7.20	7.05	7.58
The World Bank Group's financial instruments meet the needs of Myanmar	6.11	7.60	6.98	7.86	7.10	6.94	7.28	6.65	7.03	7.06	6.85	7.61
The World Bank Group meets Myanmar's needs for knowledge services	6.34	7.67	7.04	7.62	7.05	7.18	7.30	6.76	7.23	6.98	6.92	7.62
In Myanmar, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Myanmar's specific development challenges and country circumstances	6.00	7.10	6.56	8.20	6.58	6.80	7.06	6.00	6.60	6.70	6.61	6.81
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.26	7.57	6.91	8.50	7.04	7.09	7.33	6.56	7.02	7.08	7.00	7.21
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.00	8.11	7.58	8.62	7.63	7.73	7.78	7.47	7.68	7.65	7.61	7.83

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Myanmar FY20 COS Questionnaire



### **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	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

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

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Myanmar?</b>																					
											Strongly disagree		Strongly agree		Don't know						
<b>B2</b>	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"/>
<b>B3</b>	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"/>

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

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Myanmar?</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>B6. To what extent does the World Bank Group influence the development agenda in Myanmar?</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>B7. When thinking about the World Bank Group's role in Myanmar, which activity do you VALUE the most? (Choose no more than TWO)</b>	
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

<b>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)</b>	
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

<b>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)</b>			
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	
<b>C1</b>	Responsiveness to needs											<input type="checkbox"/>
<b>C2</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>C3</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>C4</b>	Being inclusive											<input type="checkbox"/>
<b>C5</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>C6</b>	Collaboration with the Government											<input type="checkbox"/>
<b>C7</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>C8</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>C9</b>	Collaboration with civil society											<input type="checkbox"/>
<b>C10</b>	Staff accessibility											<input type="checkbox"/>
<b>C11</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>C12</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>C13</b>	Collaboration with the UN											<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in Myanmar with respect											<input type="checkbox"/>
<b>C16</b>	Being a long-term partner											<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	
<b>C17</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>C18</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
<b>C19</b>	The World Bank Group takes decisions quickly in Myanmar											<input type="checkbox"/>
<b>C20</b>	Working with the World Bank Group increases Myanmar's institutional capacity											<input type="checkbox"/>
<b>C21</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<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	
		To no degree at all					To a very significant degree					Don't know
												<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
<b>C23</b>	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, Program-for-Results, etc.) meet the needs of Myanmar	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	The World Bank Group meets Myanmar's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**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

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

<b>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)</b>			
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

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
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): _____

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

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

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

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

<b>H6. What's your gender?</b>	
1	Female
2	Male

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

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

**Thank you for completing the survey!**