

# FY15 Lao PDR Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



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## Acknowledgements

The Lao PDR Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Lao PDR country team and the local fielding agency Indochina Research Laos (IRL). In particular, PORG is grateful for the support from Viengsamay Srithirath (Country Officer), Toomkham Silvia Luanglath (Communications Assistant), and Tom Alex Morgan (Consultant) in Vientiane, Lao PDR. For every questionnaire returned during the Lao PDR Country Opinion Survey, \$1 was donated to the Vientiane Rescue Team.



Country Opinion Surveys  
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## I. Objectives

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

- *General Issues Facing Lao PDR*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Lao PDR*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From June to July 2015, 657 stakeholders of the WBG in Lao PDR were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Presidential Office; the Government's Office; the National Assembly; ministries/ministerial departments; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; youth groups; academia/research institutes/think tanks; the judiciary branch; non-profit associations (NPAs); and other organizations. A total of 296 stakeholders participated in the survey (45% response rate).

Respondents received and returned the questionnaires via courier. Respondents were asked about: general issues facing Lao PDR; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's specific projects/programs in Lao PDR; the WBG's future role in Lao PDR; and the WBG's communication and information sharing.

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

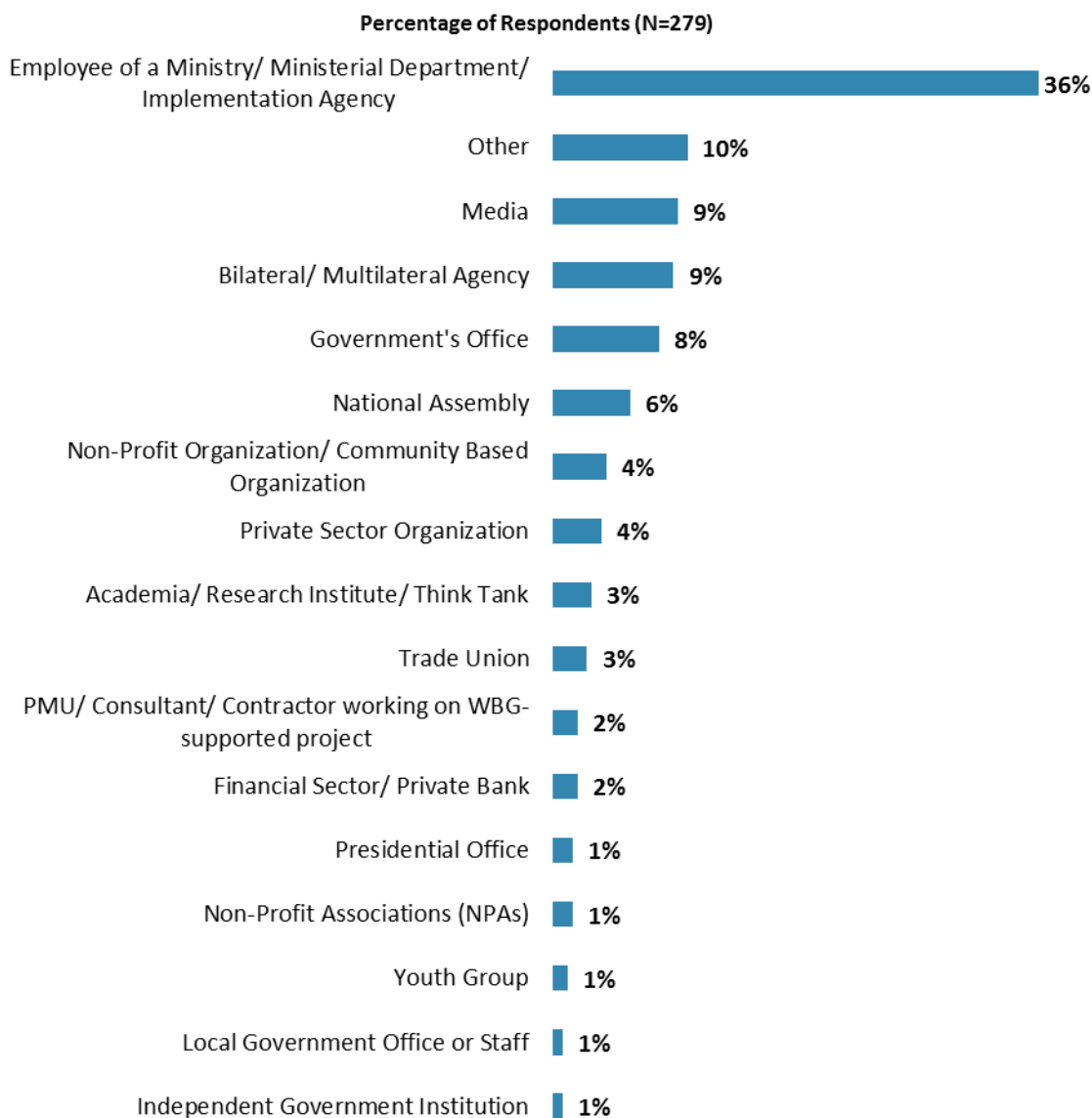
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 52%, N=532). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please see appendix D (page 101).



### III. Demographics of the Sample

#### Current Position

- For further analyses, the small number of respondents from the Presidential Office were combined with those from the Government's Office; respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from non-profit organizations/community based organizations, non-profit associations, trade unions, and youth groups were combined in the "CSO" category. Few respondents from local government and independent government institutions were included in the "Other" category. Note that there were no respondents from the judiciary branch.

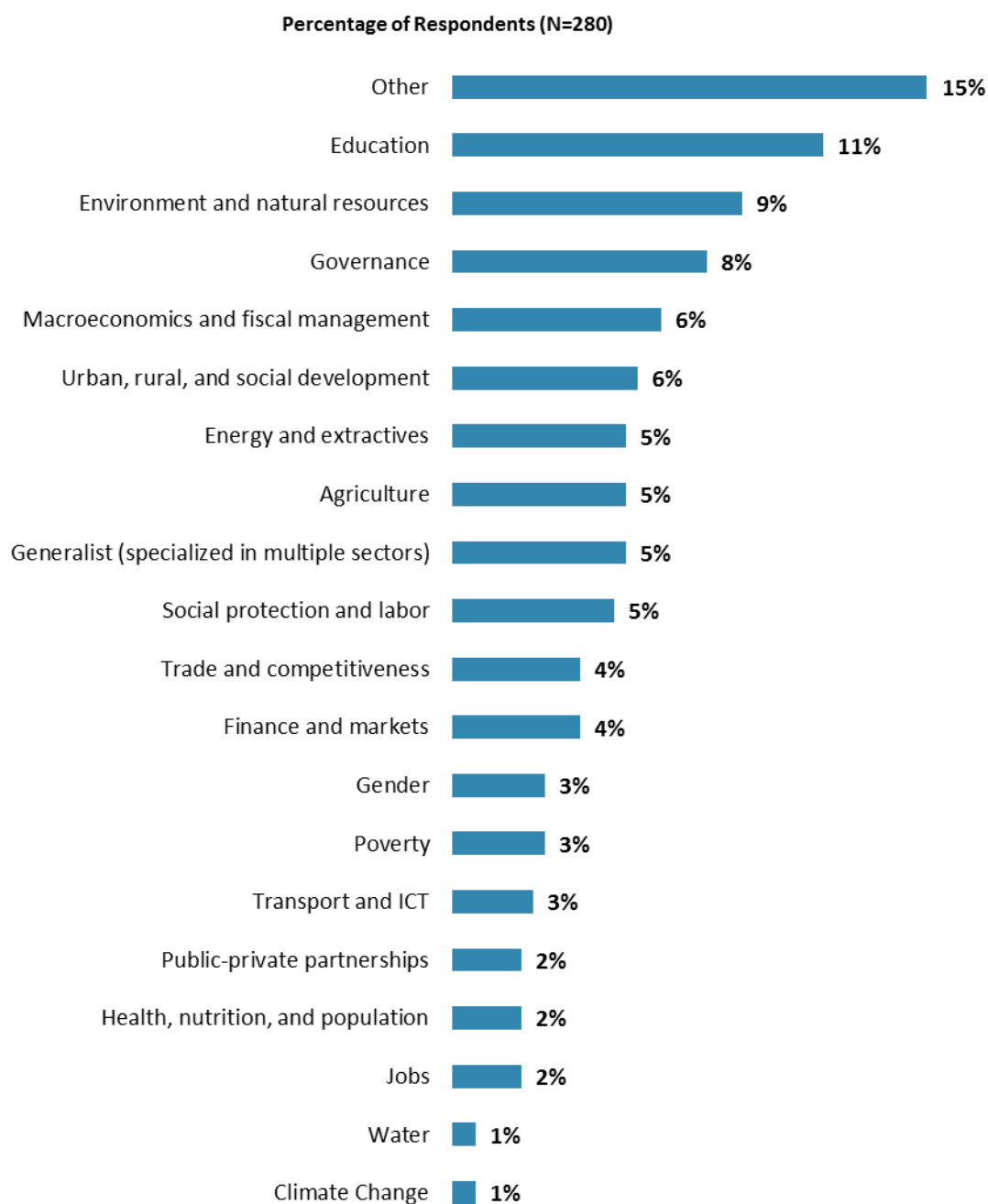


**"Which of the following best describes your current position?" (Respondents chose from a list.)**



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

#### Area of Primary Specialization

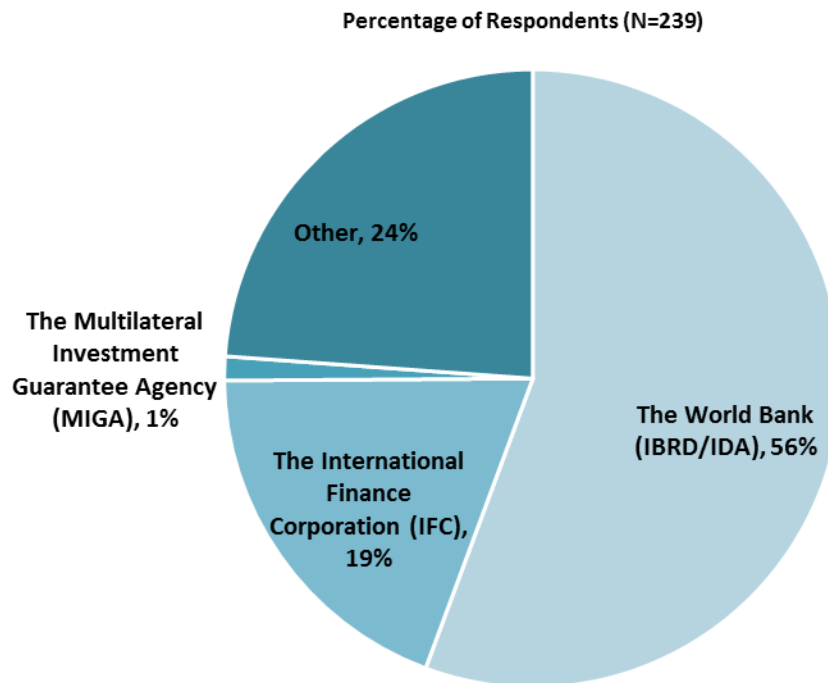


**"Please identify the primary specialization of your work." (Respondents chose from a list.)**



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

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



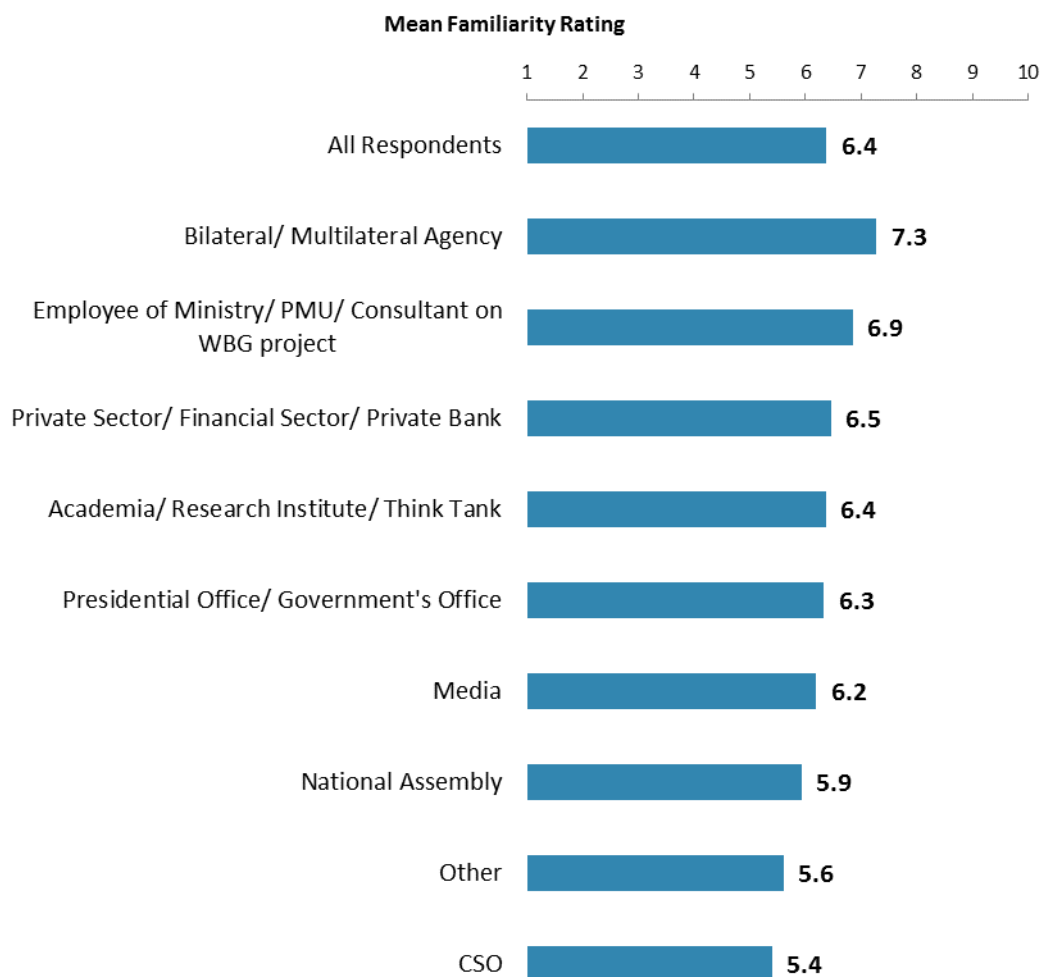
"Which of the following agencies of the World Bank Group do you primarily engage with in Lao PDR?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY'12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 6.30; weighted mean in FY'12 = 6.07)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Lao PDR, the extent to which the WBG achieves development results in Lao PDR, and the extent to which the WBG plays a relevant role in development in Lao PDR.



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

<sup>1</sup> Please refer to Appendix D (page 101) for more details on weighting. The means in the chart were calculated based on un-weighted data.

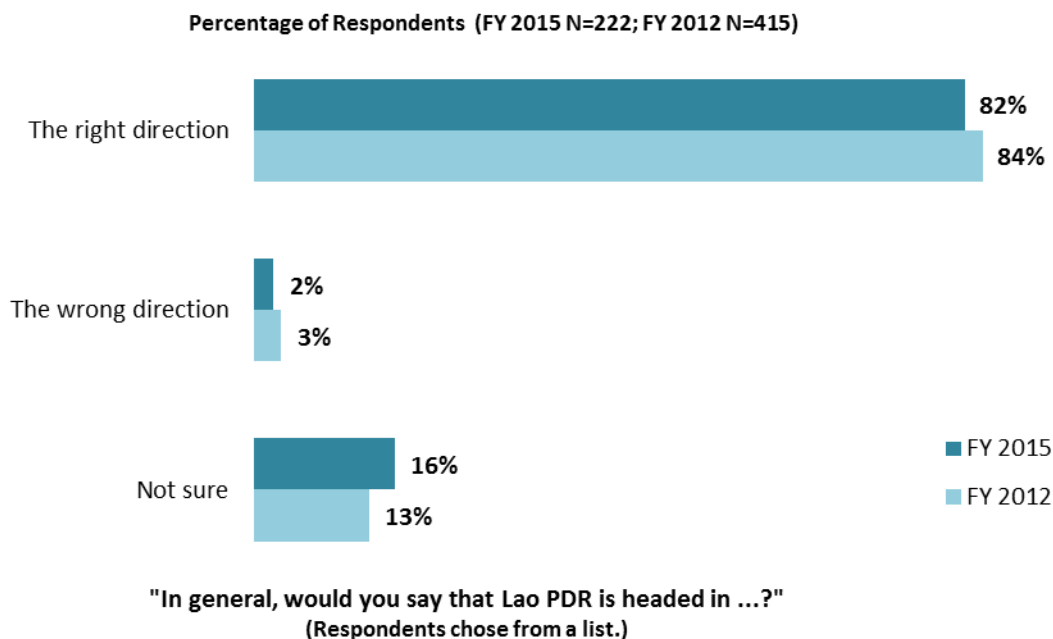




## IV. General Issues Facing Lao PDR

### Headed in the Right Direction<sup>2</sup>

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies, CSOs, and the private sector were significantly less likely to indicate that Lao PDR is headed in the right direction compared to respondents from other stakeholder groups.



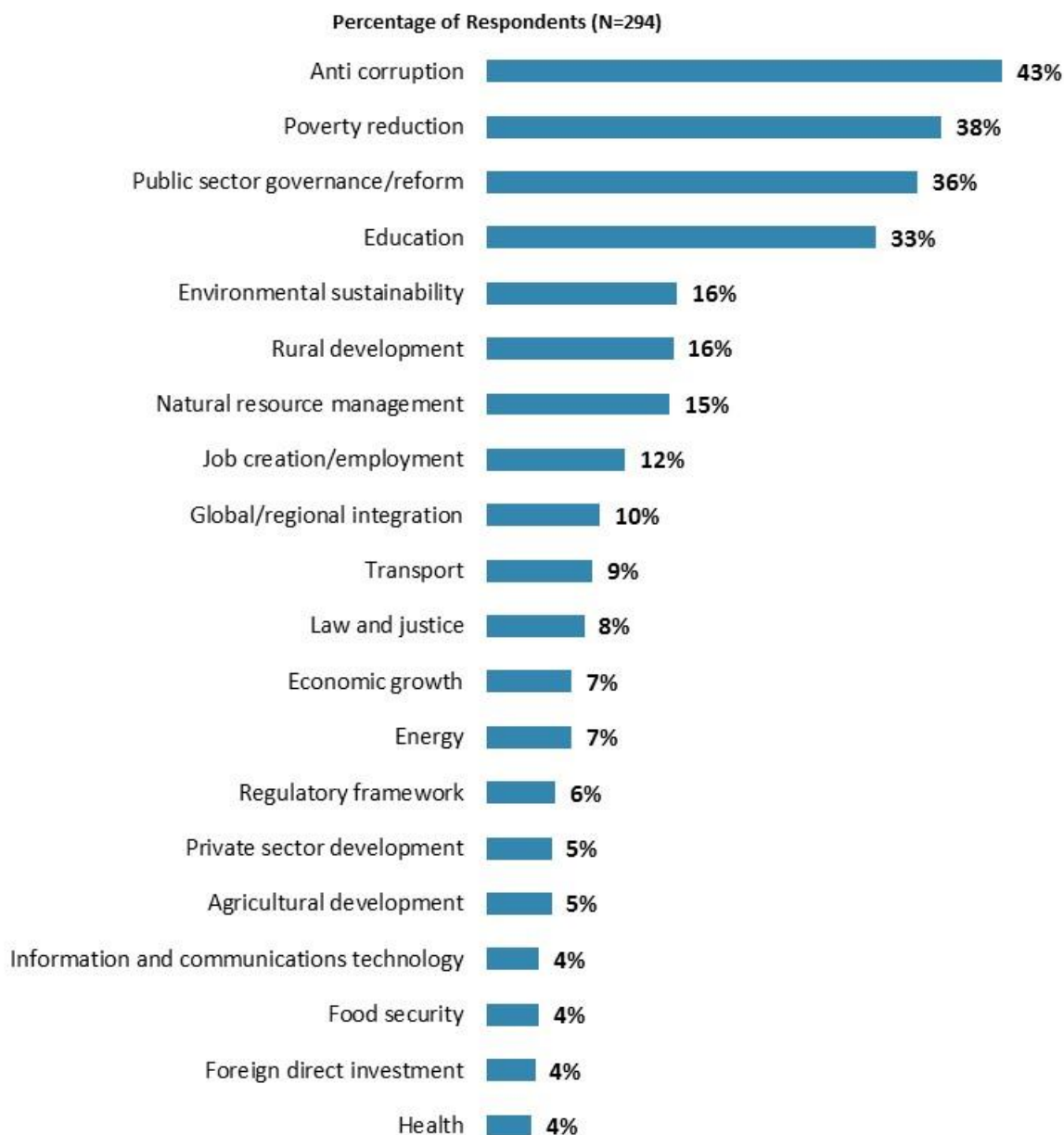
<sup>2</sup>All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix D for more details on weighting.



## IV. General Issues Facing Lao PDR (continued)

### Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Lao PDR were “*education*” (57%), “*poverty reduction*” (44%), and “*rural development*” (39%).



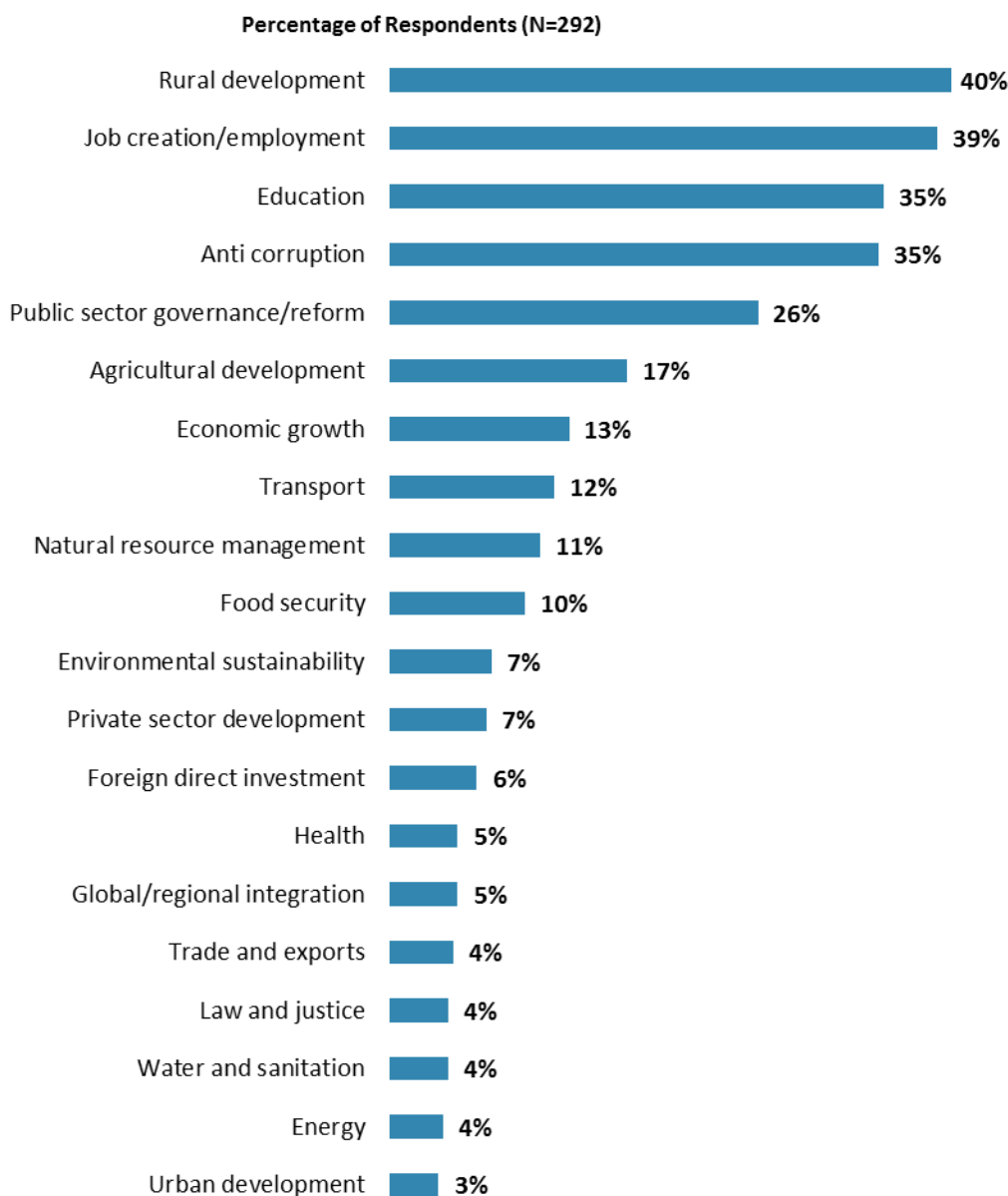
**"Listed below are a number of development priorities in Lao PDR. Please identify which of the following you consider the most important development priorities in Lao PDR. (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



## IV. General Issues Facing Lao PDR (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Lao PDR were “*education*” (56%), “*rural development*” (52%), and “*job creation/employment*” (27%).

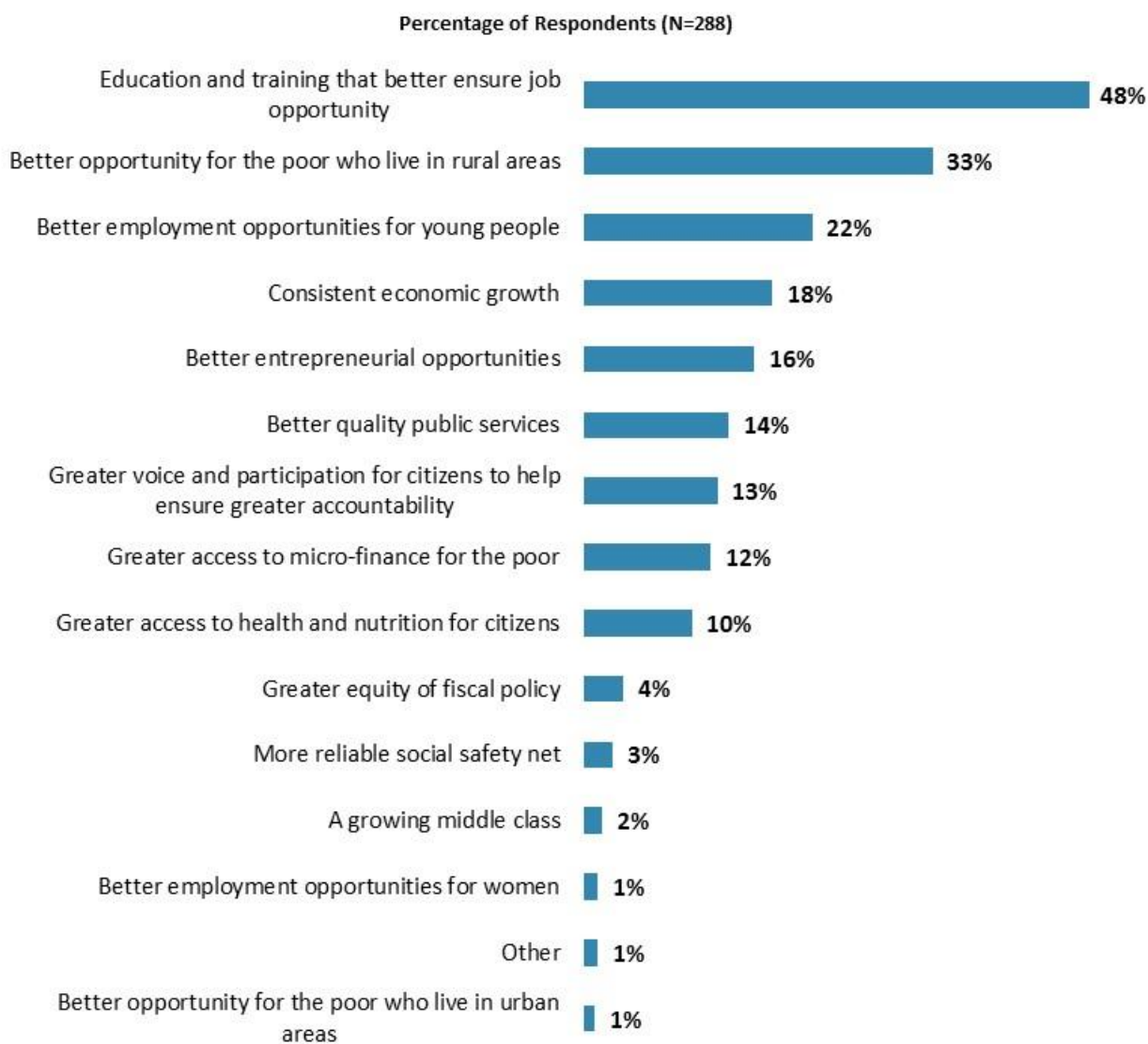


"The WBG has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR?" (Respondents chose from a list. Responses combined. Top 20 of 30 response options shown.)



## IV. General Issues Facing Lao PDR (continued)

### Factors Contributing to “Shared Prosperity”



**"The WBG's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.**

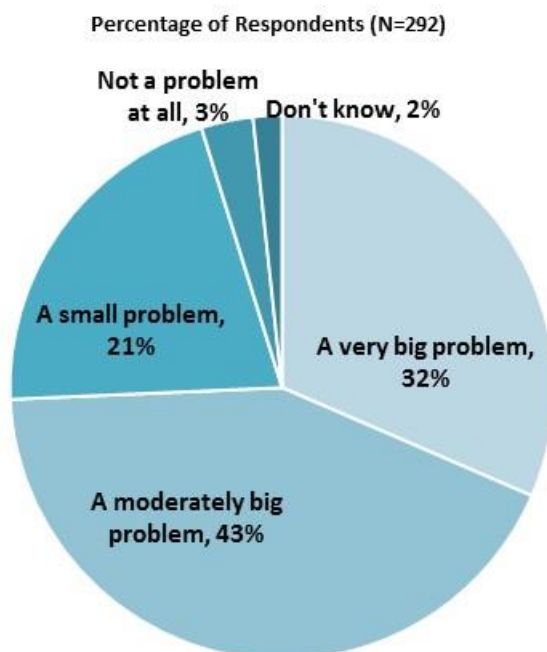
**When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Lao PDR? (Choose no more than TWO)"**

(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Lao PDR (continued)

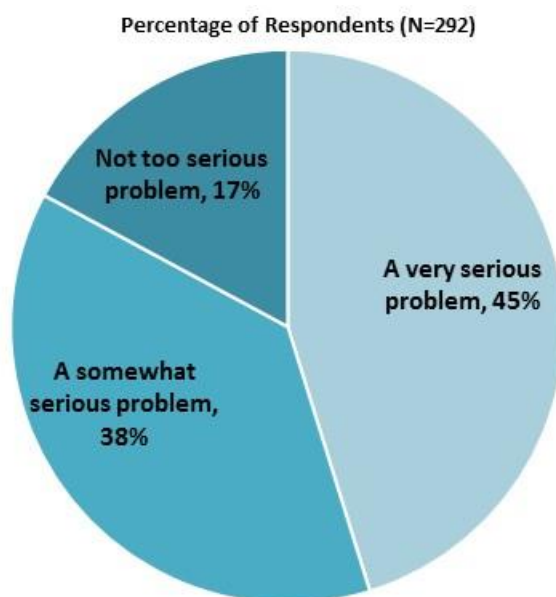
### Assessing the Gap between the Rich and the Poor in Lao PDR



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lao PDR?" (Respondents chose from a list.)

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### Assessing the Global Climate Change



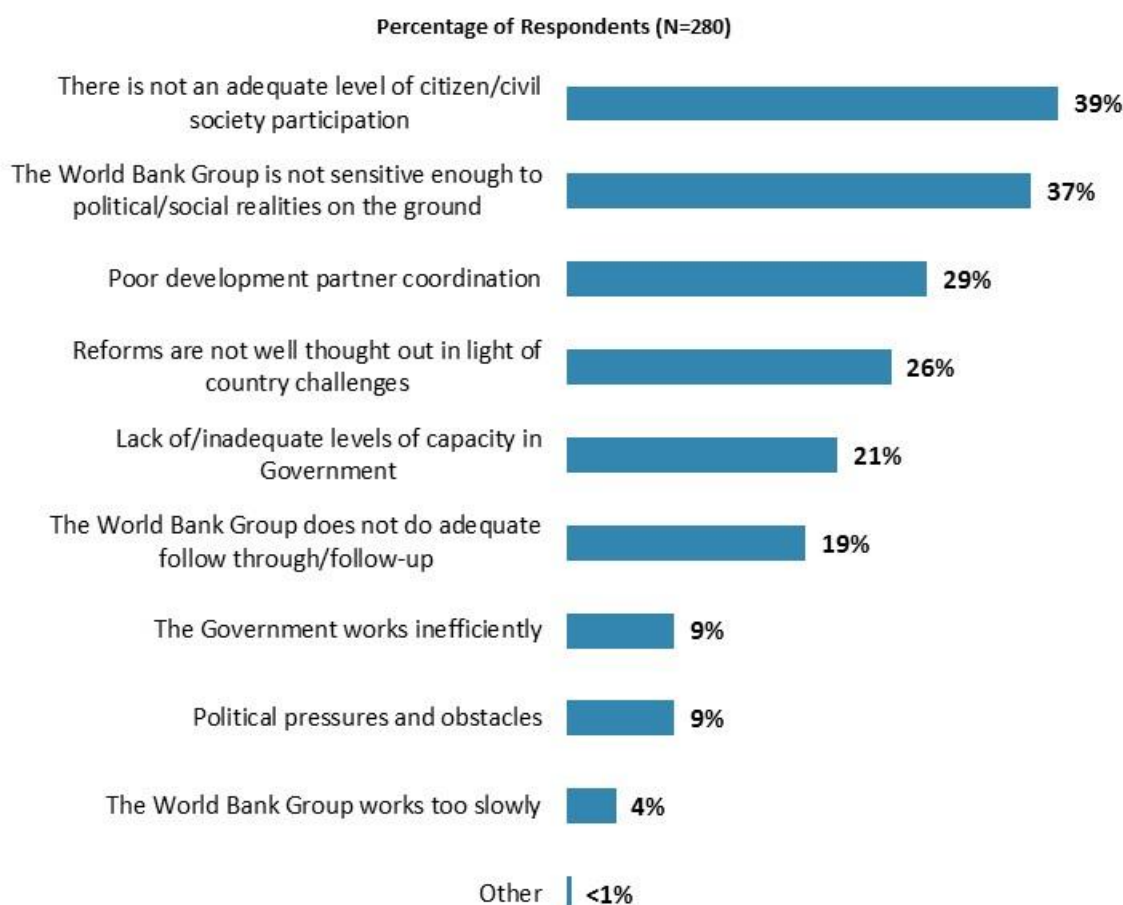
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: *"reforms are not well thought out in light of country challenges"* (41%) and *"there is not an adequate level of citizen/civil society participation"* (34%).
- **Stakeholder groups:** Among this year's respondents, respondents from CSOs were significantly more likely to attribute failed or slow WBG assisted reform efforts to that *"there is not an adequate level of citizen/civil society participation"* compared to respondents from other stakeholder groups.



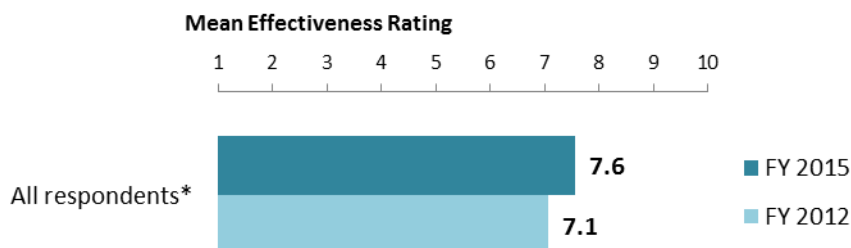
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

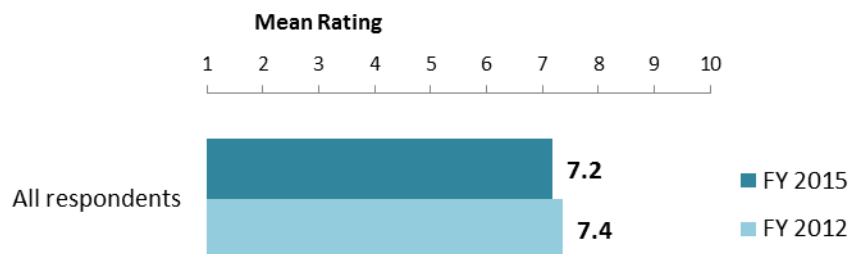
*As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.*

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



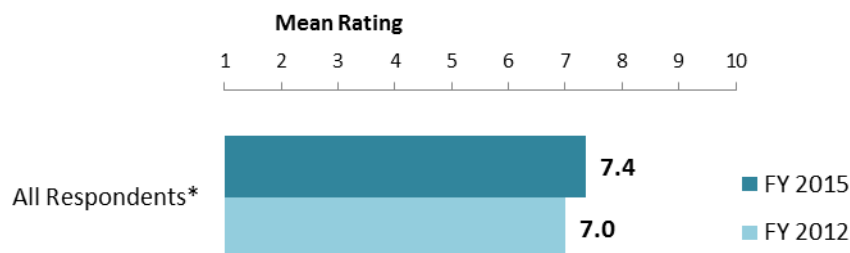
"Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR."  
(1 - "Not effective at all", 10 - "Very effective")  
(\*Significantly different between FY 2015 and FY 2012)

### Achieving Development Results (Indicator Question)



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

### WBG Staff Preparedness



"To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Lao PDR solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2015 and FY 2012)

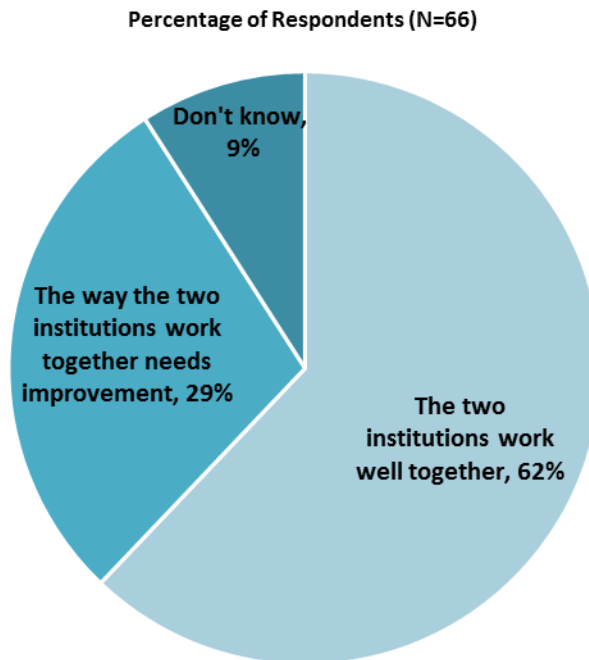
<sup>3</sup>All means presented in the charts on this page were calculated based on weighted data from FY’15 and FY’12.



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

### The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.



“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Lao PDR?” (Respondents chose from a list.)

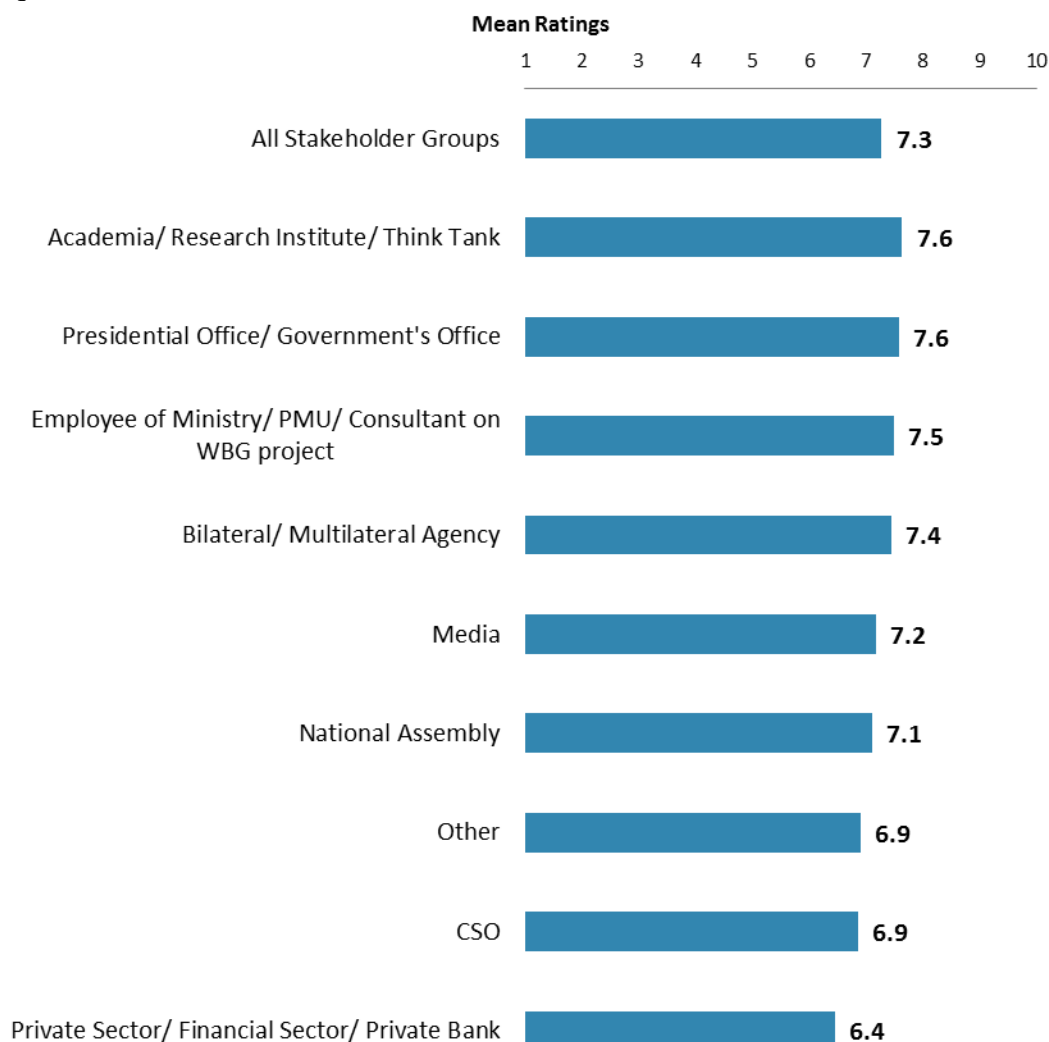




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups<sup>4</sup>

- **Stakeholder groups:** Respondents from the Presidential Office/Government's Office and academia had the highest overall ratings for the twenty five indicator questions, whereas respondents from the private sector had significantly lower ratings for these questions.



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

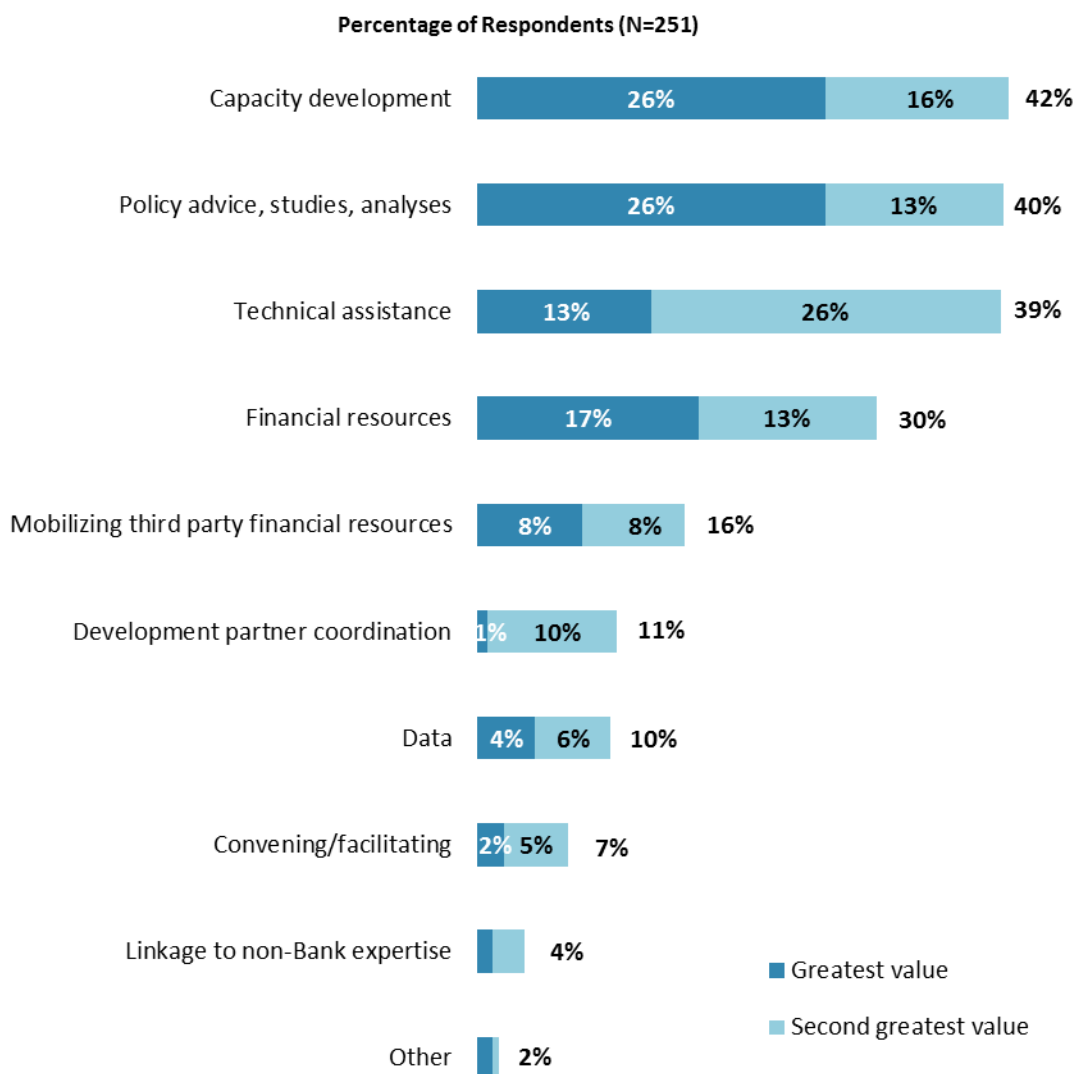
<sup>4</sup> Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix E (page 107).



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

### Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest value to Lao PDR was its "*financial resources*" (58%).



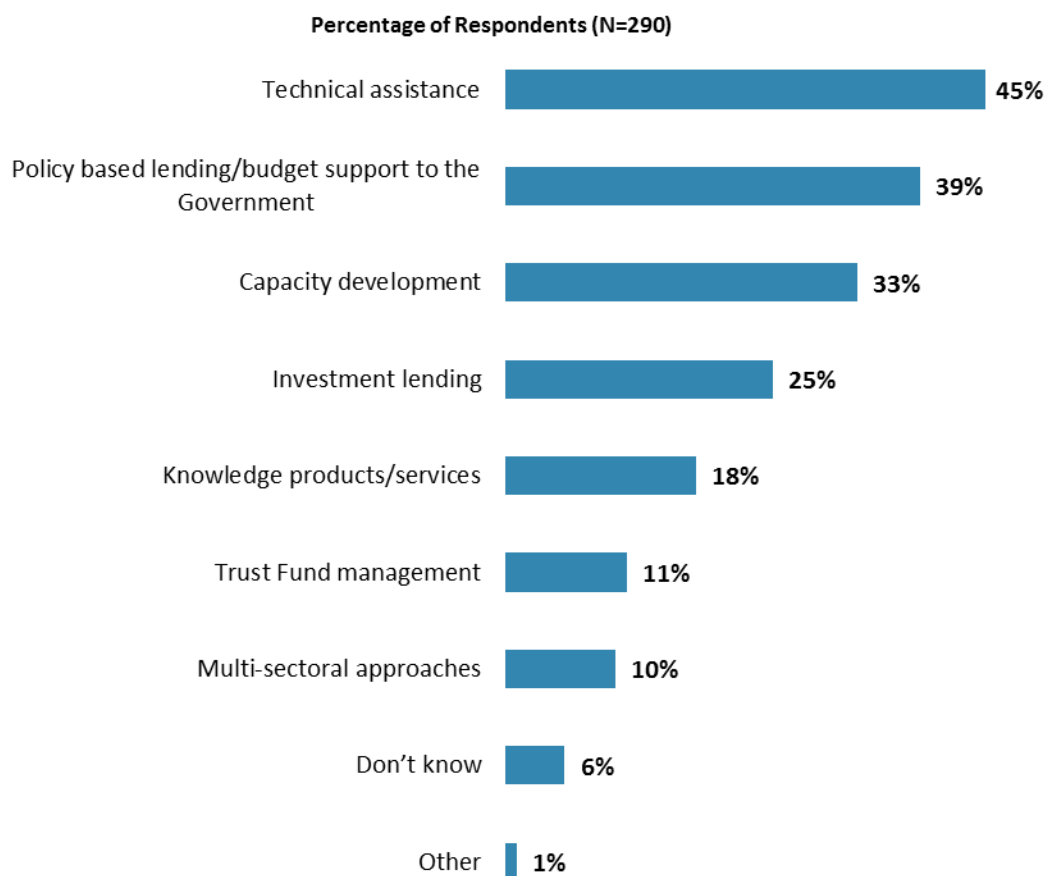
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lao PDR?"  
(Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Lao PDR were "*budget support to the Government/Poverty Reduction Support Operation*" (57%) and "*capacity development*" (47%).

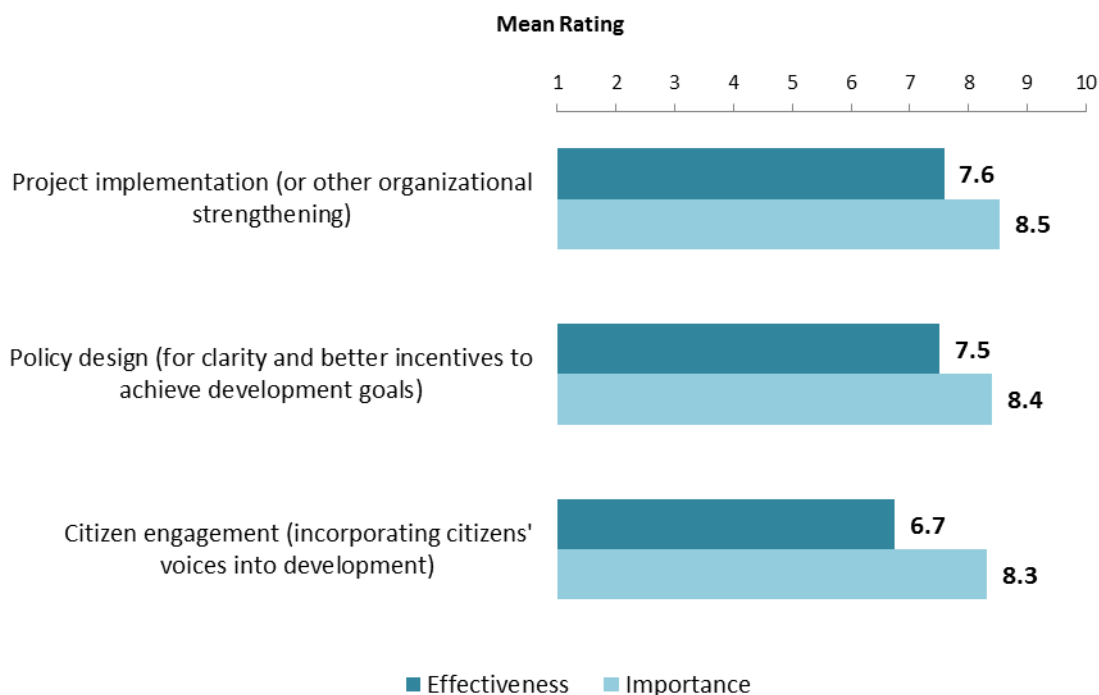


**"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Importance and Effectiveness of WBG's Capacity Building Work



**"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lao PDR?"**  
(1 - "Not effective at all", 10 - "Very effective")

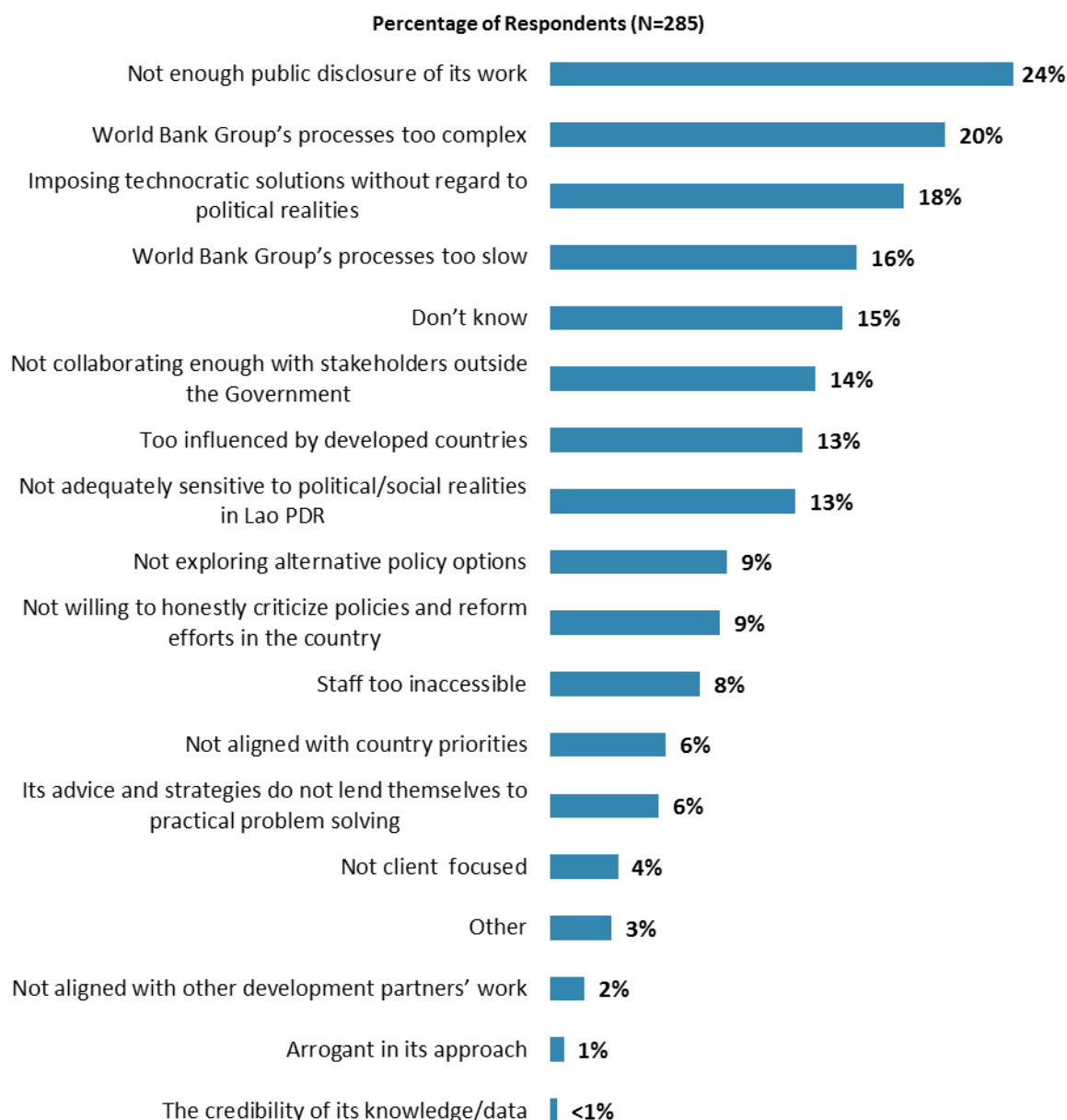
**"When thinking about how to improve capacity building in Lao PDR to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"**  
(1 - "Not important at all", 10 - "Very important")



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Lao PDR were being "*too bureaucratic in its operational policies and procedures*" (32%) and "*imposing technocratic solutions without regard to political realities*" (25%).

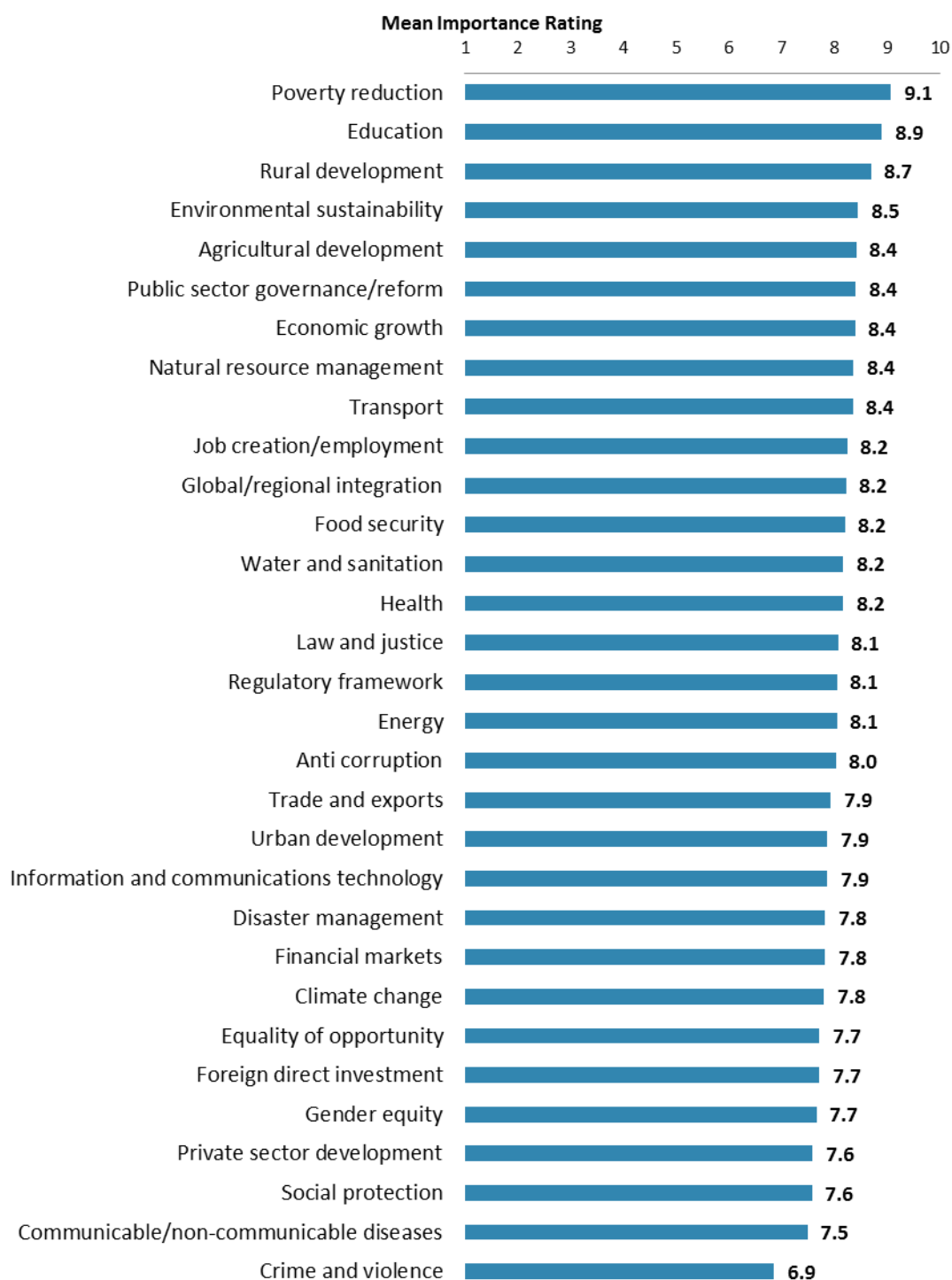


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas

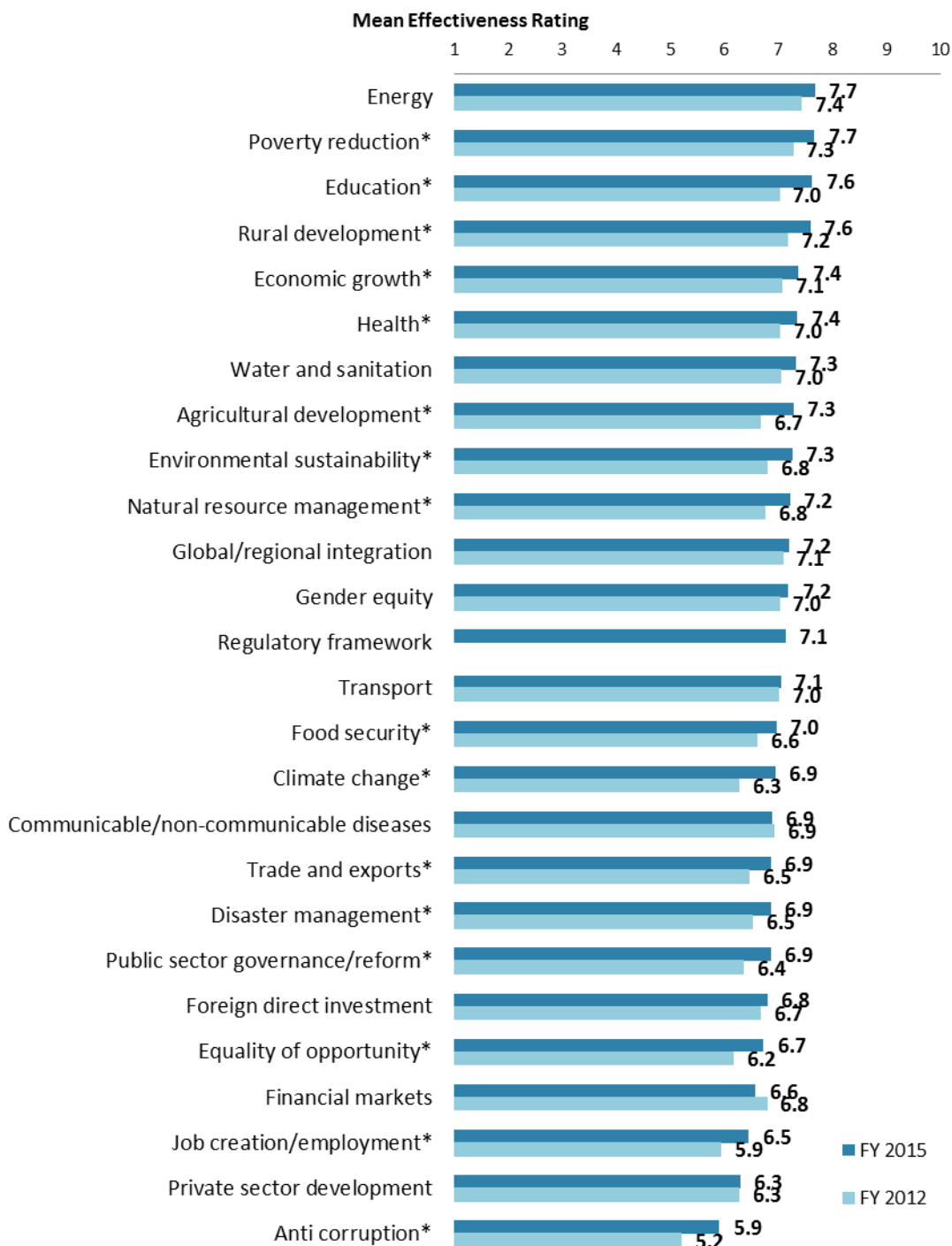


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lao PDR?" (1-"Not important at all", 10-"important")



## VI. Sectoral Importance and Effectiveness (continued)

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



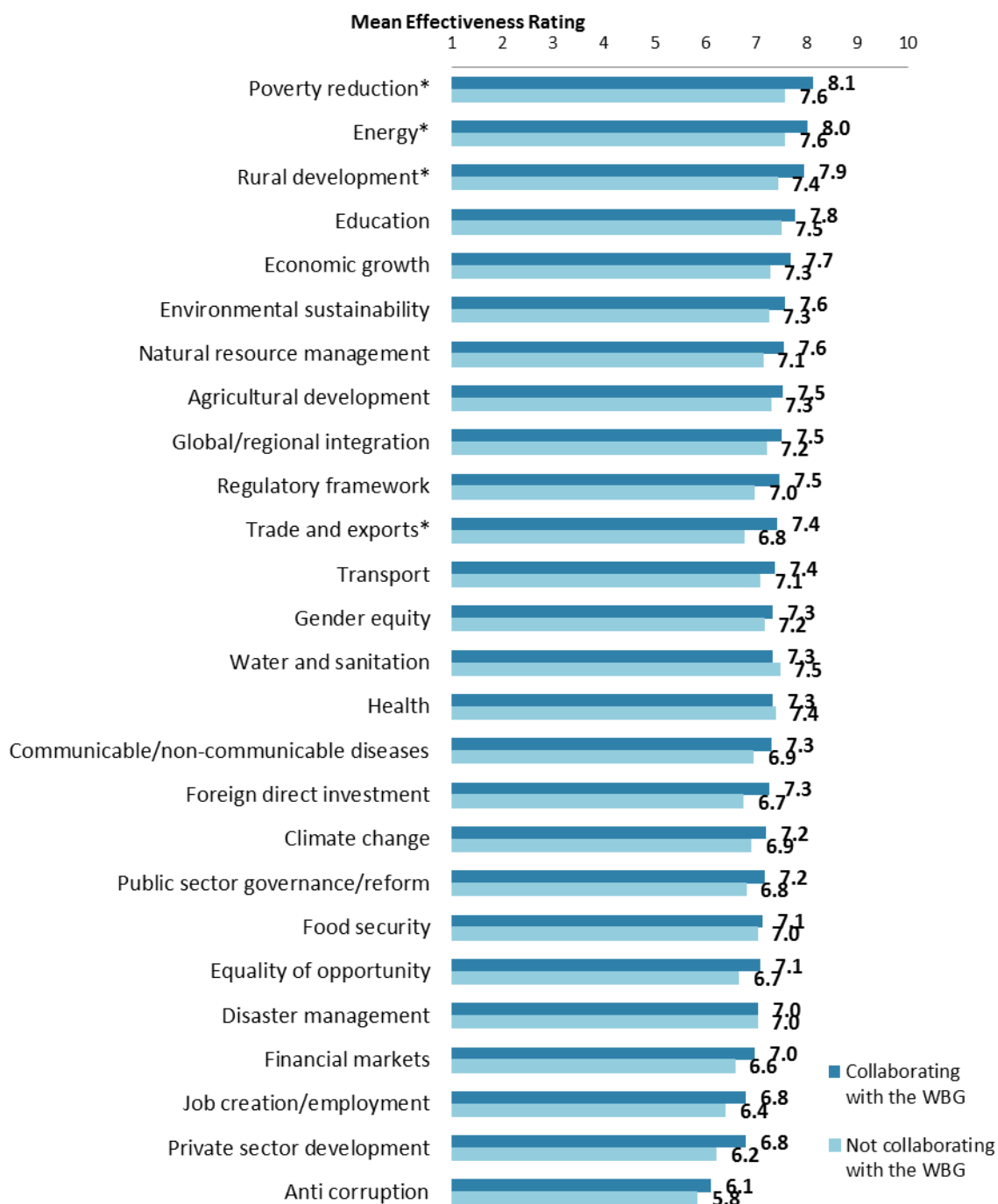
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lao PDR?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2015 and FY 2012)

<sup>5</sup>All means presented in this chart are calculated based on weighted data. See Appendix D for details.



## VI. Sectoral Importance and Effectiveness (continued)

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



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

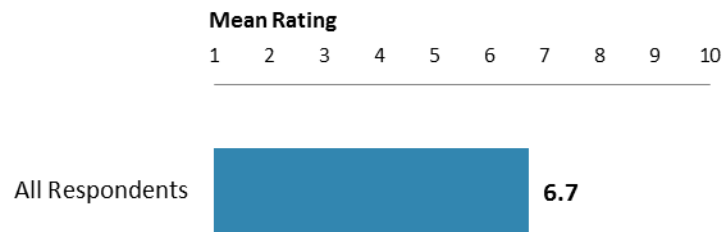
<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 62) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.





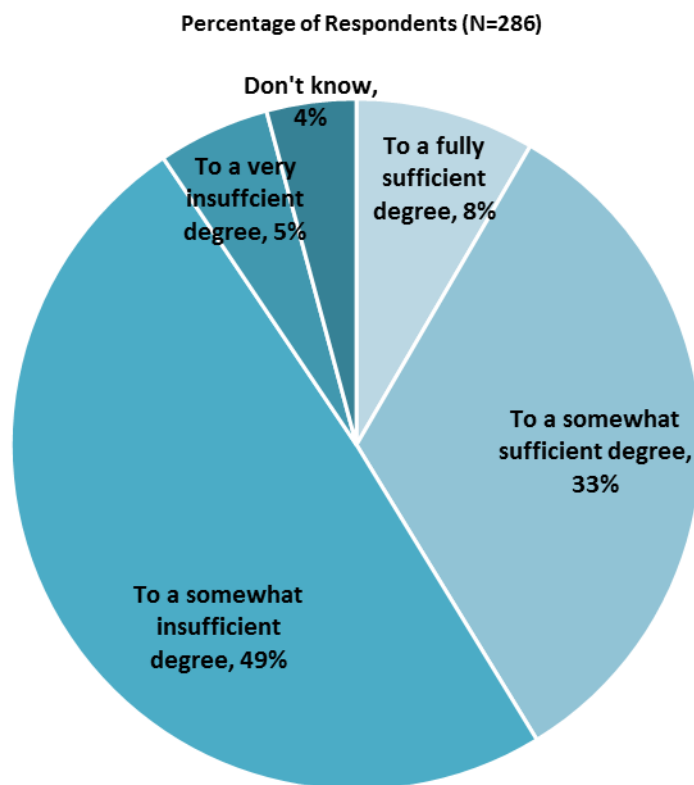
## VI. Sectoral Importance and Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Helping the Poorest



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



## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Lao PDR, bivariate correlational analyses were conducted using respondents' ratings of the twenty six specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the WBG's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

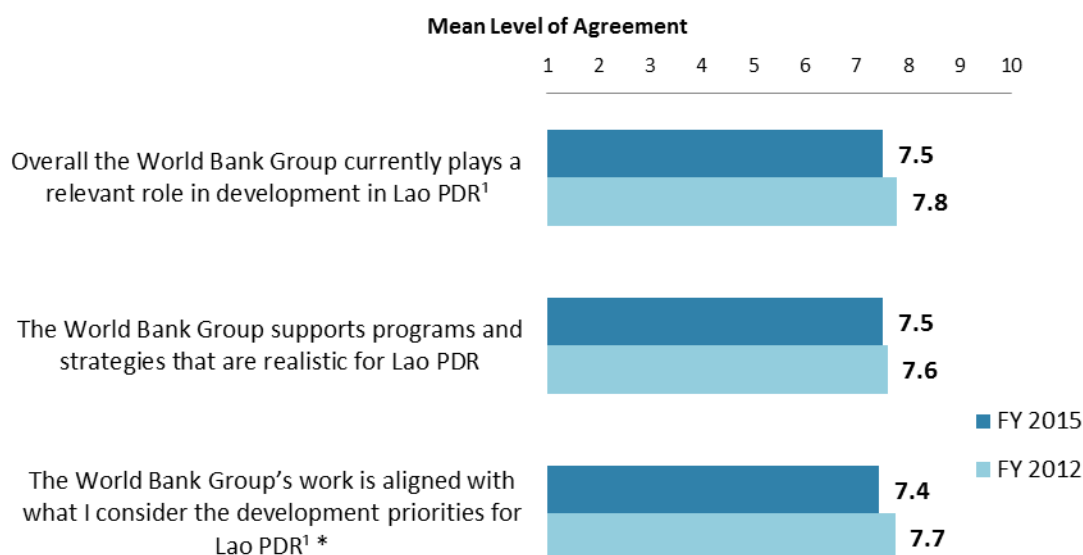
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Lao PDR. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at disaster management;
  - The WBG's effectiveness at energy; and
  - The WBG's effectiveness at transport.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Lao PDR, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at trade and exports;
  - The WBG's effectiveness at gender equity;
  - The WBG's effectiveness at economic growth; and
  - The WBG's effectiveness at rural development.



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Lao PDR: Year Comparison<sup>7</sup>

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of agreement with the statement "*The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR*" (indicator question) compared to respondents in the FY12 Country Survey.



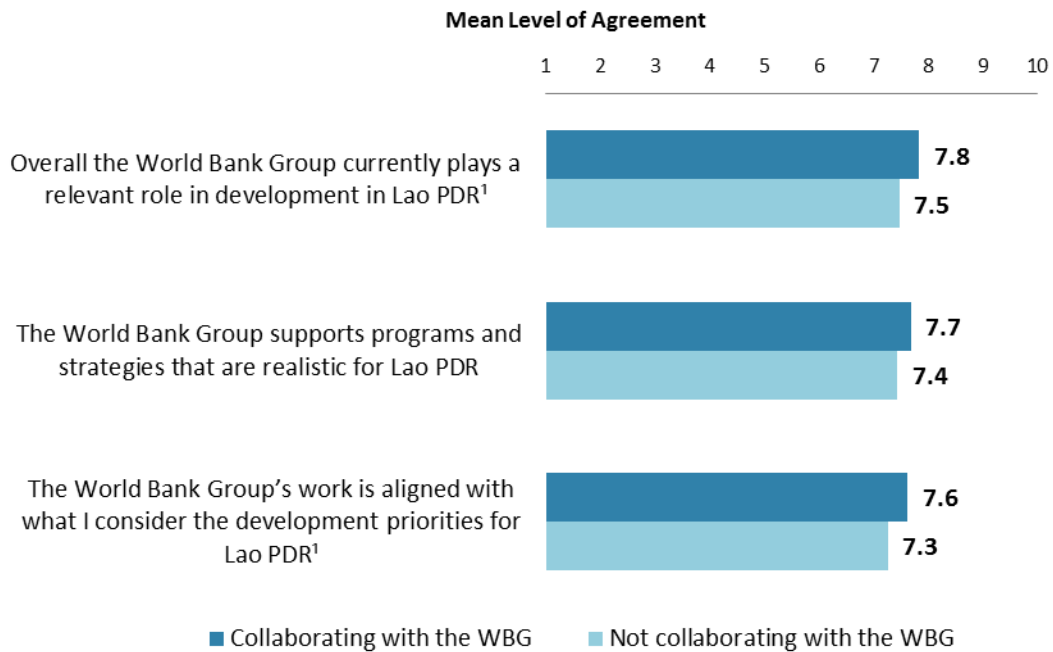
"To what extent do you agree with the following statements about the World Bank Group's work in Lao PDR?" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY2015 and FY2012)  
<sup>1</sup>Indicator Question

<sup>7</sup> Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix D.



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

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



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

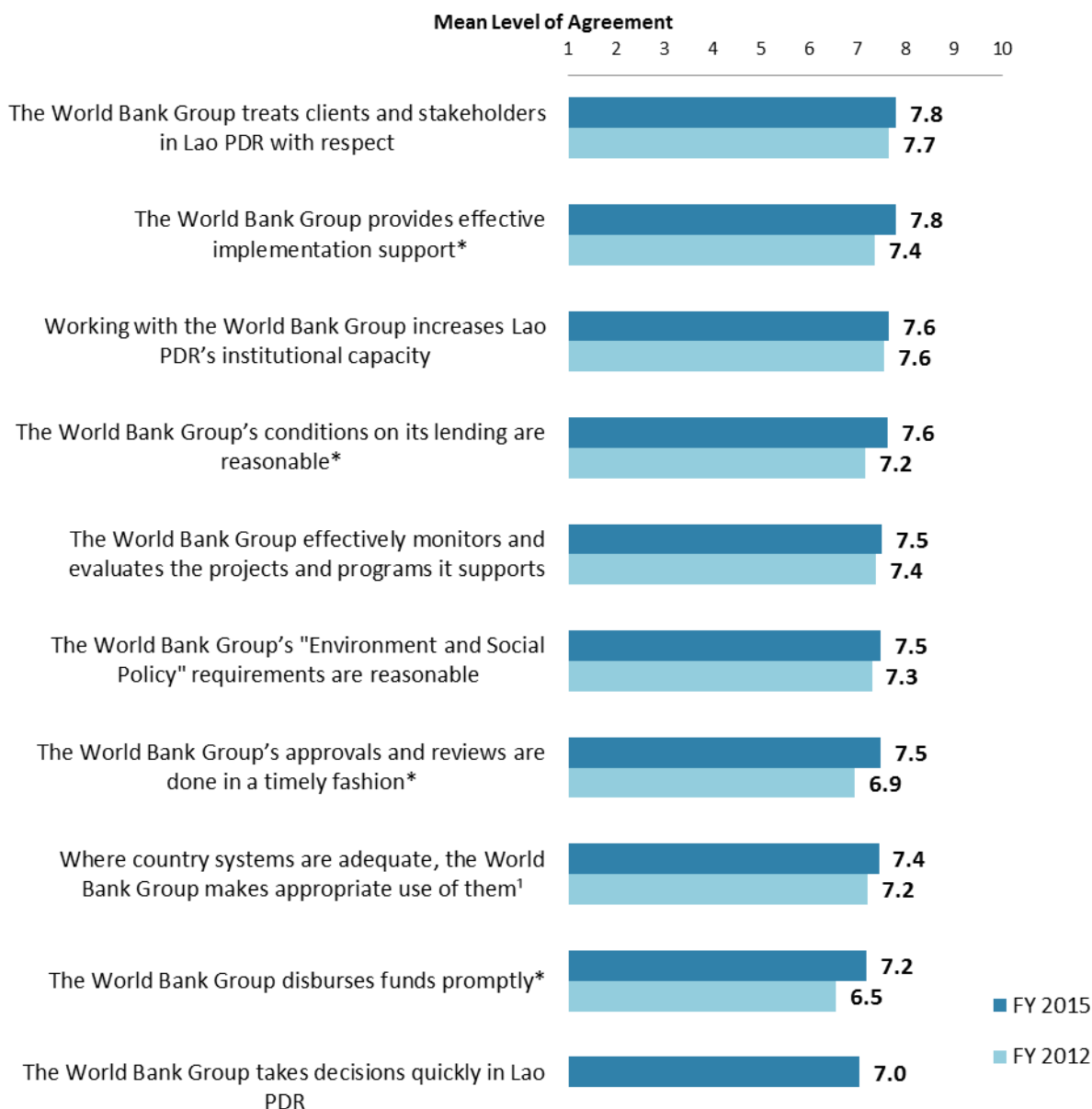
<sup>1</sup>Indicator Question



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

### Overall Perceptions: Year Comparison<sup>8</sup>

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with a number of the following statements compared to respondents in the FY'12 Country Survey (see the chart below for details).



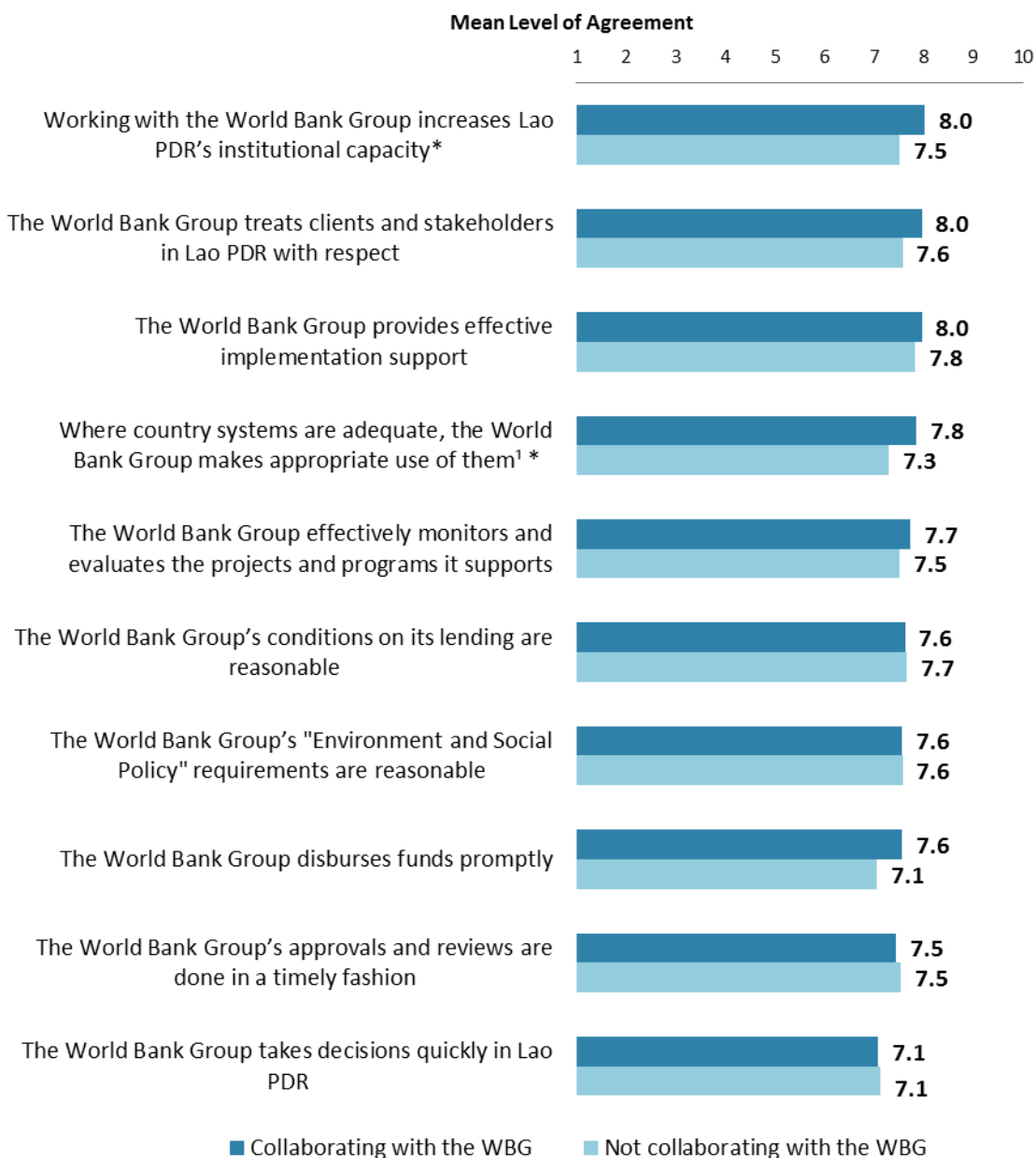
**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between FY 2015 and FY 2012)*  
*<sup>1</sup>Indicator Question*

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



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

### Overall Perceptions: Collaboration



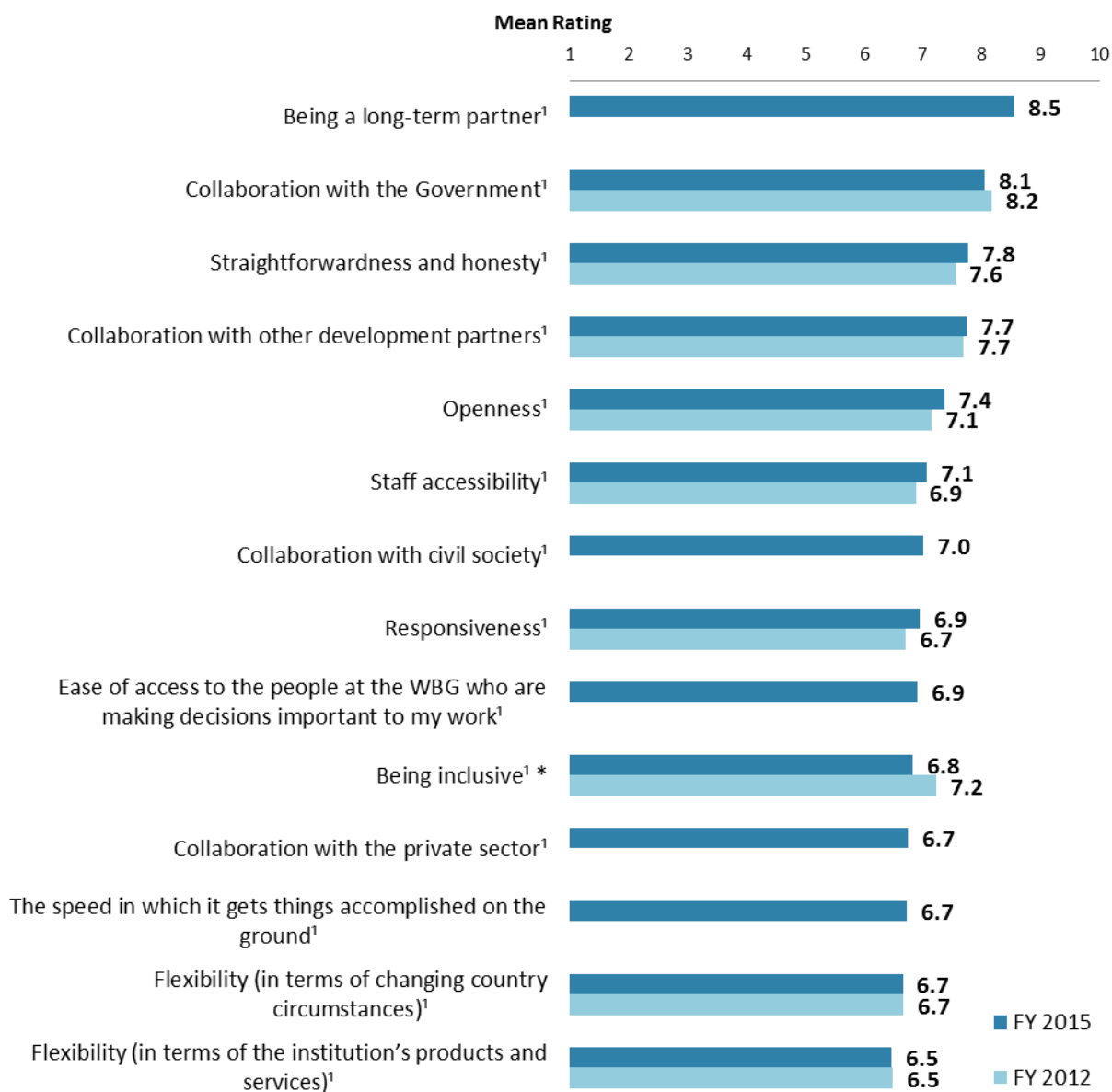
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly lower ratings for the WBG "*being inclusive*" compared to respondents in the FY'12 Country Survey.



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

(\*Significantly different between FY2015 and FY2012)

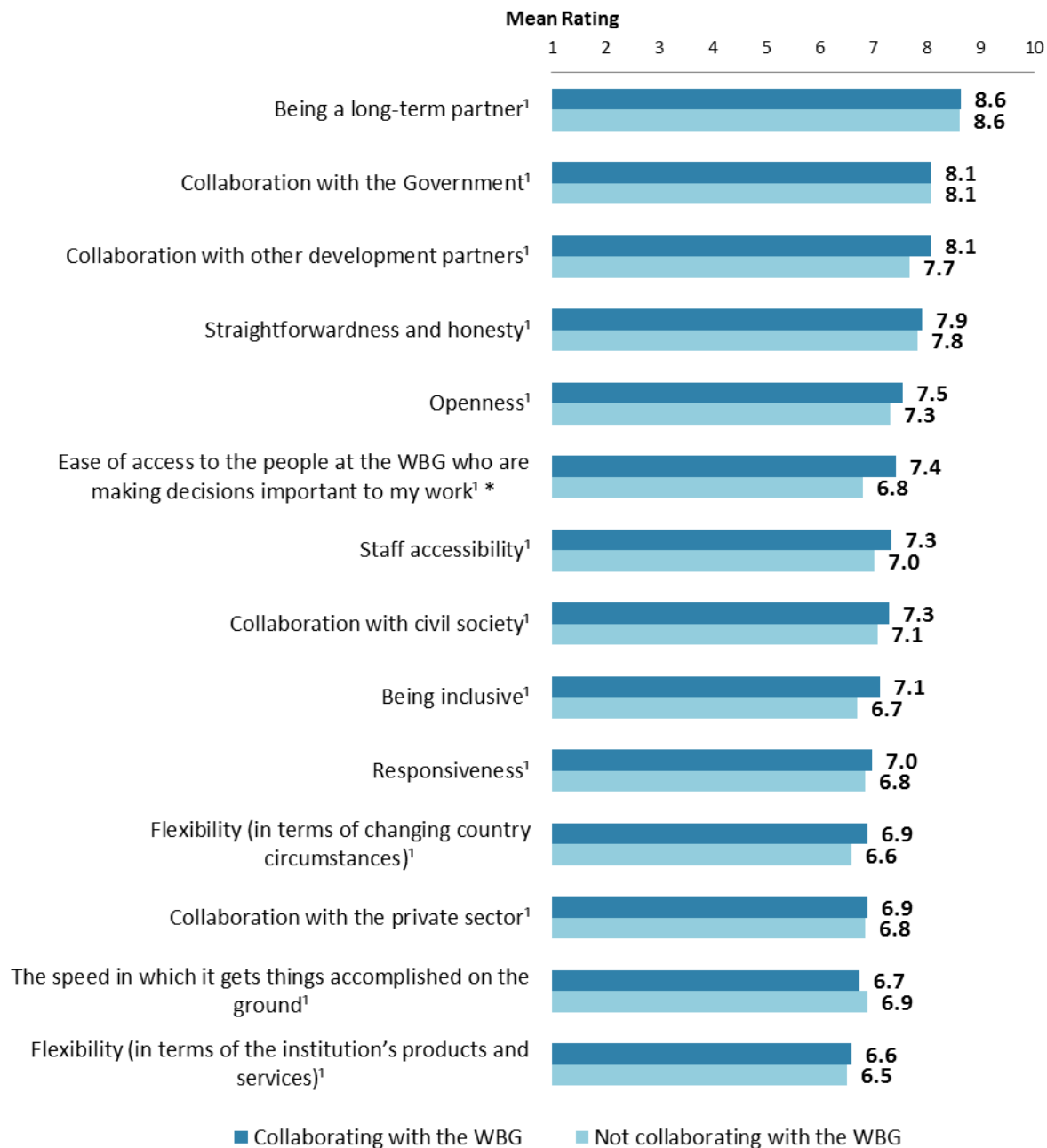
<sup>1</sup>Indicator Question

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



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

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



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

(\*Significantly different between collaborators and non-collaborators with the WBG)

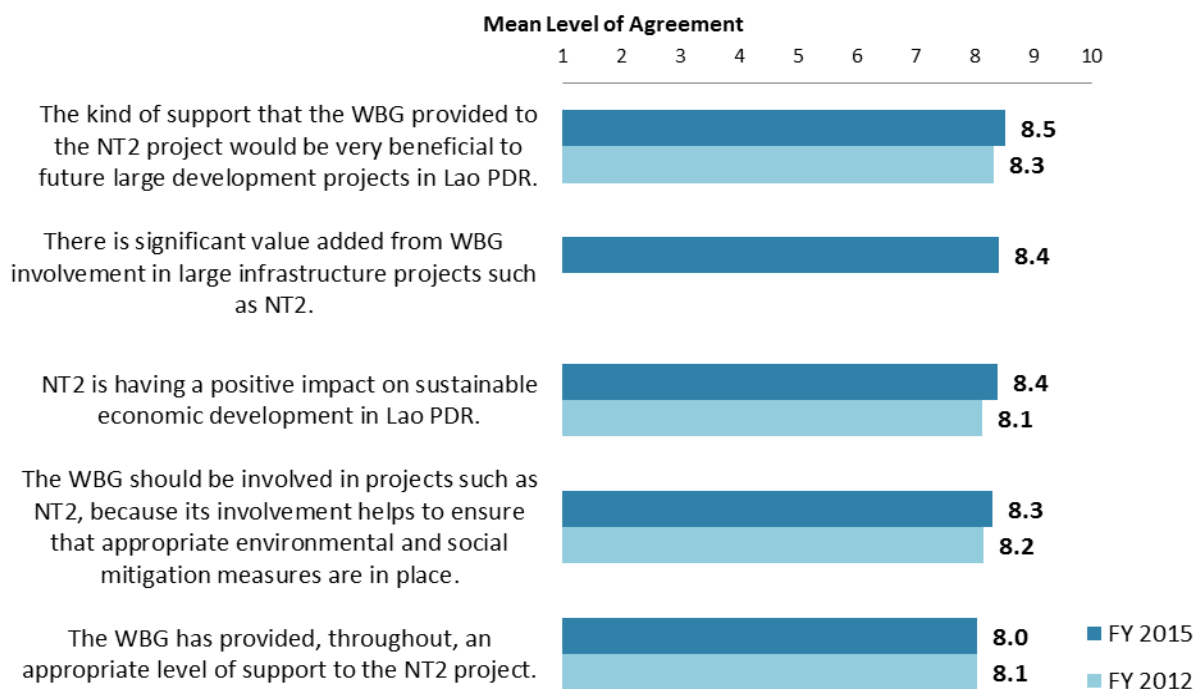
<sup>1</sup>Indicator Question





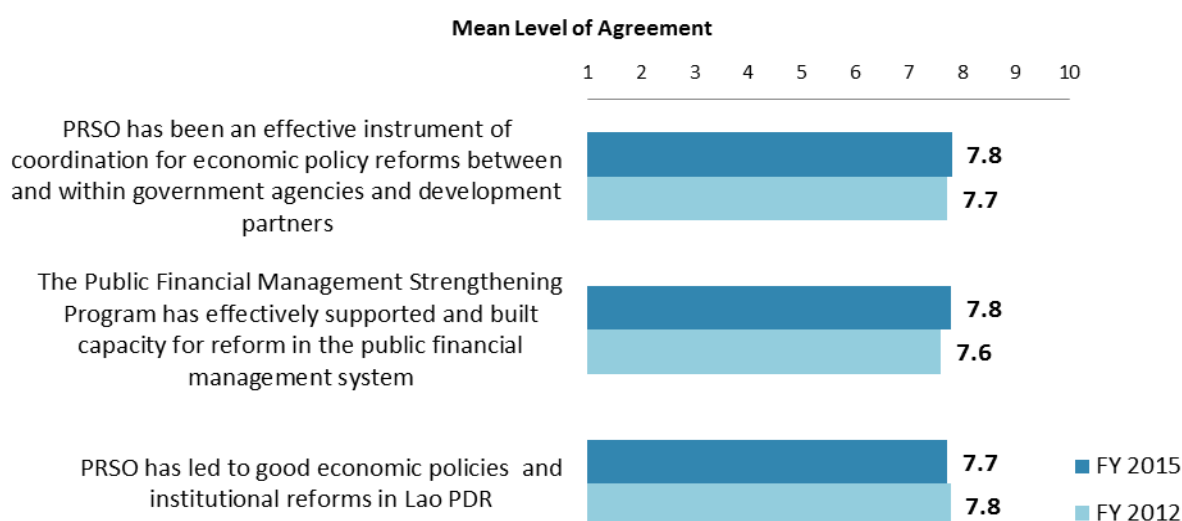
## VII. How the World Bank Group Operates (continued)

### Specific Projects/Programs: Nam Theun 2<sup>10</sup>



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

### Specific Projects/Programs: Poverty Reduction Support Operation Series (PRSO)



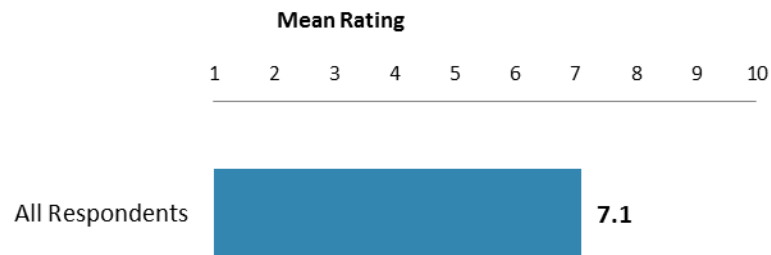
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")

<sup>10</sup> All means in the charts on this page were calculated based on weighted data.



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

### Internal Measuring and Monitoring



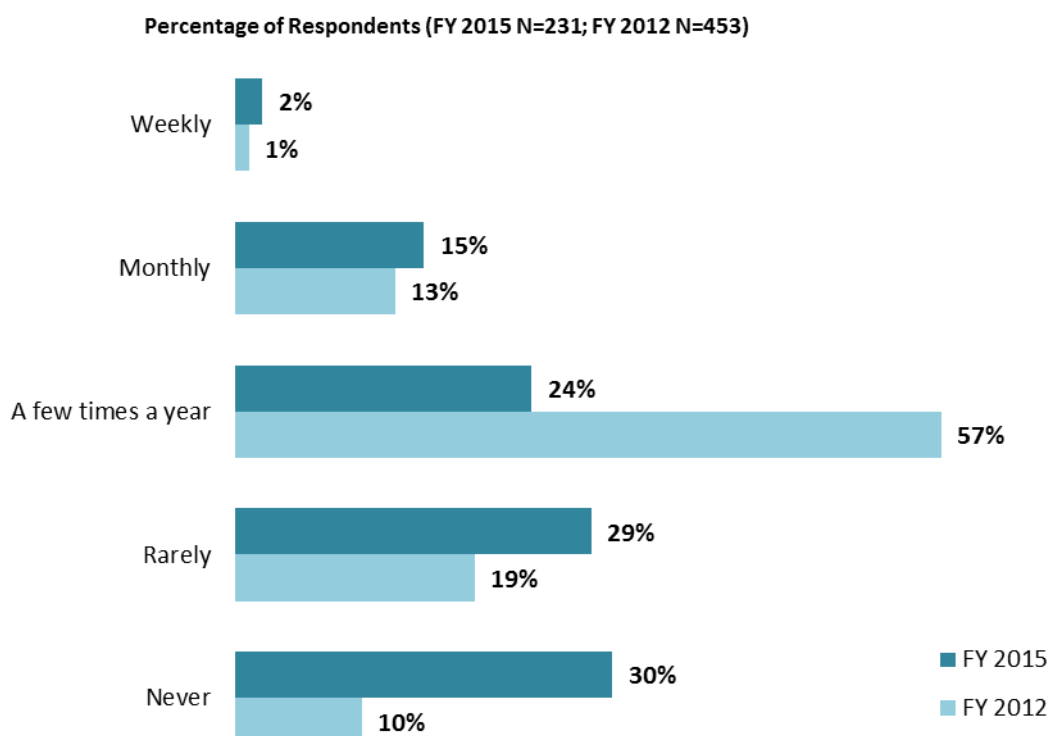
**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Lao PDR?" (1-"To no degree at all", 10-"To a very significant degree")**



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>11</sup>

- **Year comparison:** Respondents in this year's Country Survey were significantly less likely to indicate that they consult WBG's knowledge work and activities "*a few times a year*" and significantly more likely to indicate "*rarely*" or "*never*" compared to respondents in the FY'12 Country Survey.
- **Stakeholder groups:** Among this year's respondents, respondents from bilateral/multilateral agencies, academia, and the National Assembly indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly*" and "*monthly*") compared to respondents from other stakeholder groups.



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

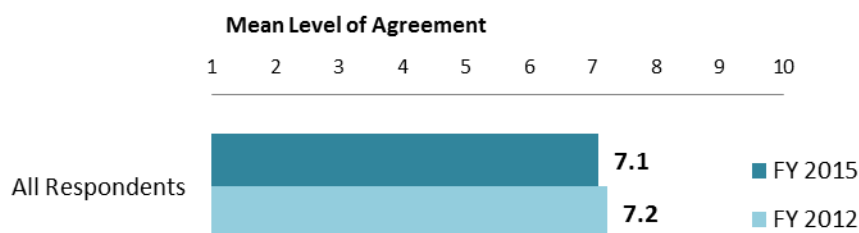
<sup>11</sup> All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 country surveys. Please refer to Appendix D for more details on weighting.



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

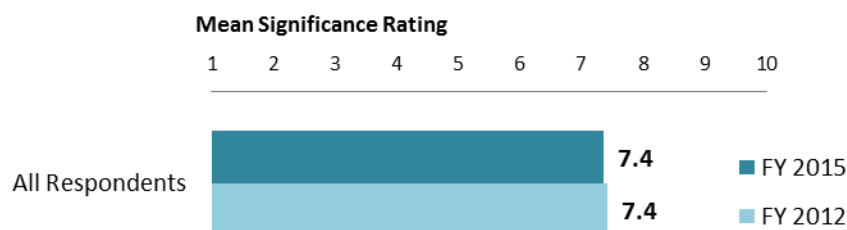
### Meeting Lao PDR's Knowledge Needs<sup>12</sup> (Indicator Question)

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG meets Lao PDR's needs for knowledge services compared to respondents who do not collaborate with the WBG.



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

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



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

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

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge compared to respondents who do not collaborate with the WBG.



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

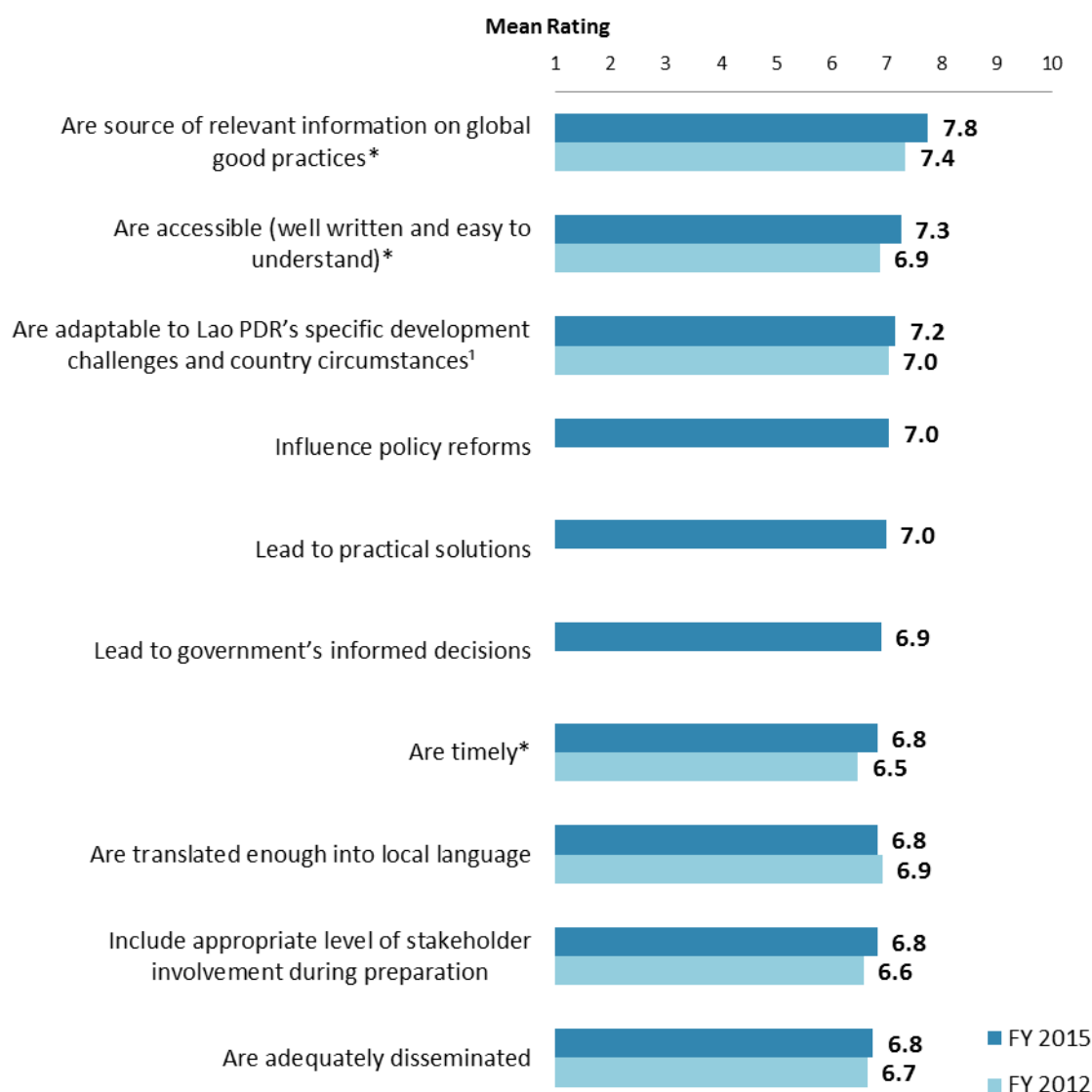
<sup>12</sup>All means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>13</sup>

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for the WBG's knowledge work and activities being "*a source of relevant information on global good practices*", "*accessible*", and "*timely*" compared to respondents in the FY'12 Country Survey.



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

(\*Significantly different between FY 2015 and FY 2012)

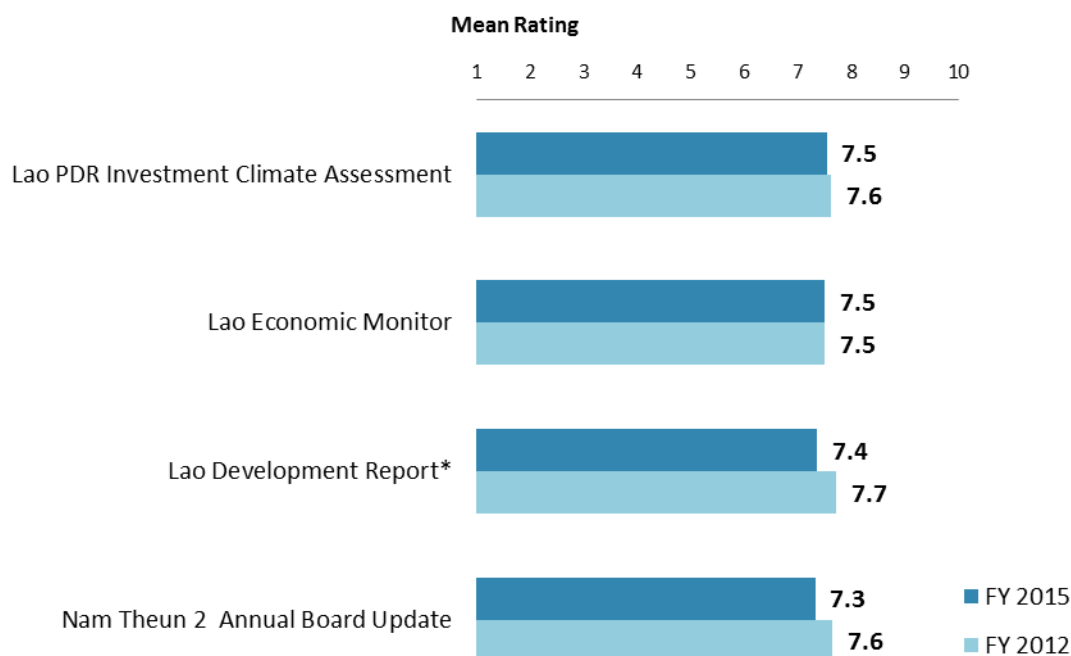
<sup>1</sup>Indicator Question

<sup>13</sup> All means in this chart were calculated based on weighted data.



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

### The WBG's Specific Knowledge Products<sup>14</sup>



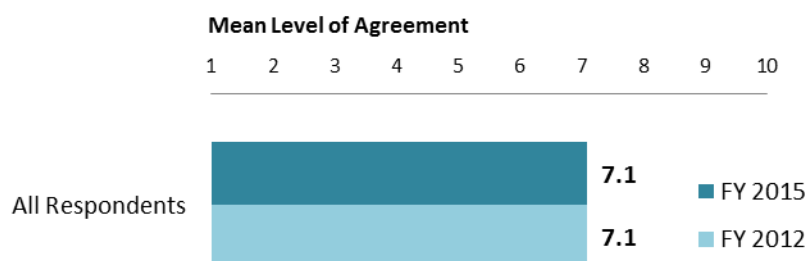
"To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR's development challenges?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2015 and FY 2012)

<sup>14</sup> Means in this chart were calculated based on weighted data.



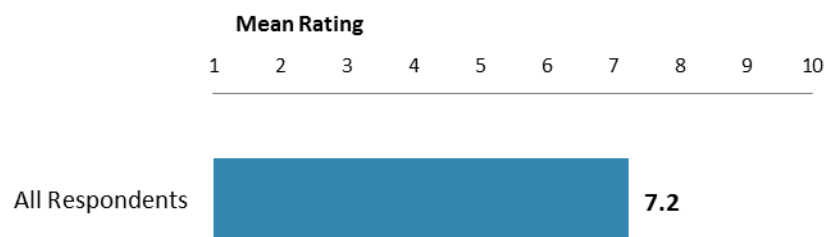
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Lao PDR's Needs for Financial Instruments<sup>15</sup> (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lao PDR"**  
(1-"Strongly disagree", 10-"Strongly agree")

### The WBG's Reimbursable Advisory Services (RAS)



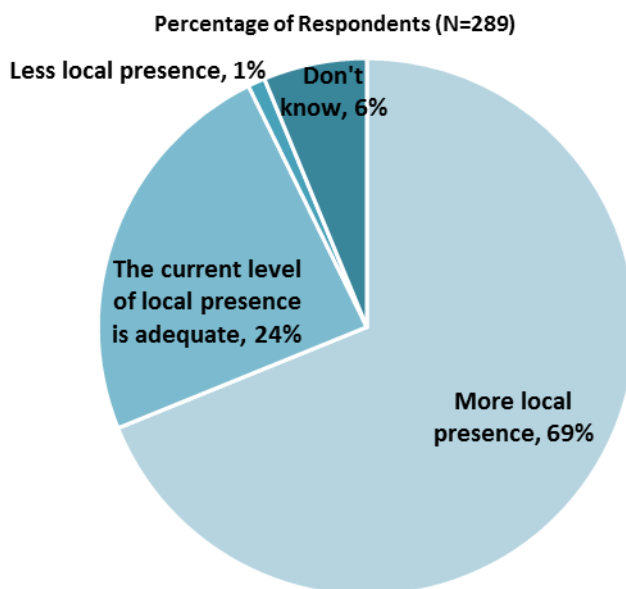
**"To what extent do you believe that Lao PDR received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>15</sup> Means in this chart were calculated based on weighted data.



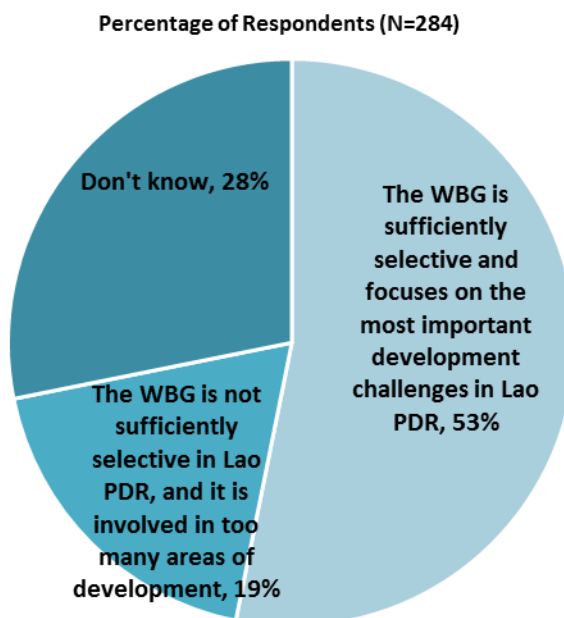
## IX. The Future Role of the World Bank Group in Lao PDR

### The World Bank Group's Local Presence in Lao PDR



"To be a more effective development partner in Lao PDR, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

### Selectivity of the World Bank Group's Support



"Which of the following best describes the World Bank Group's support in Lao PDR?" (Respondents chose from a list.)

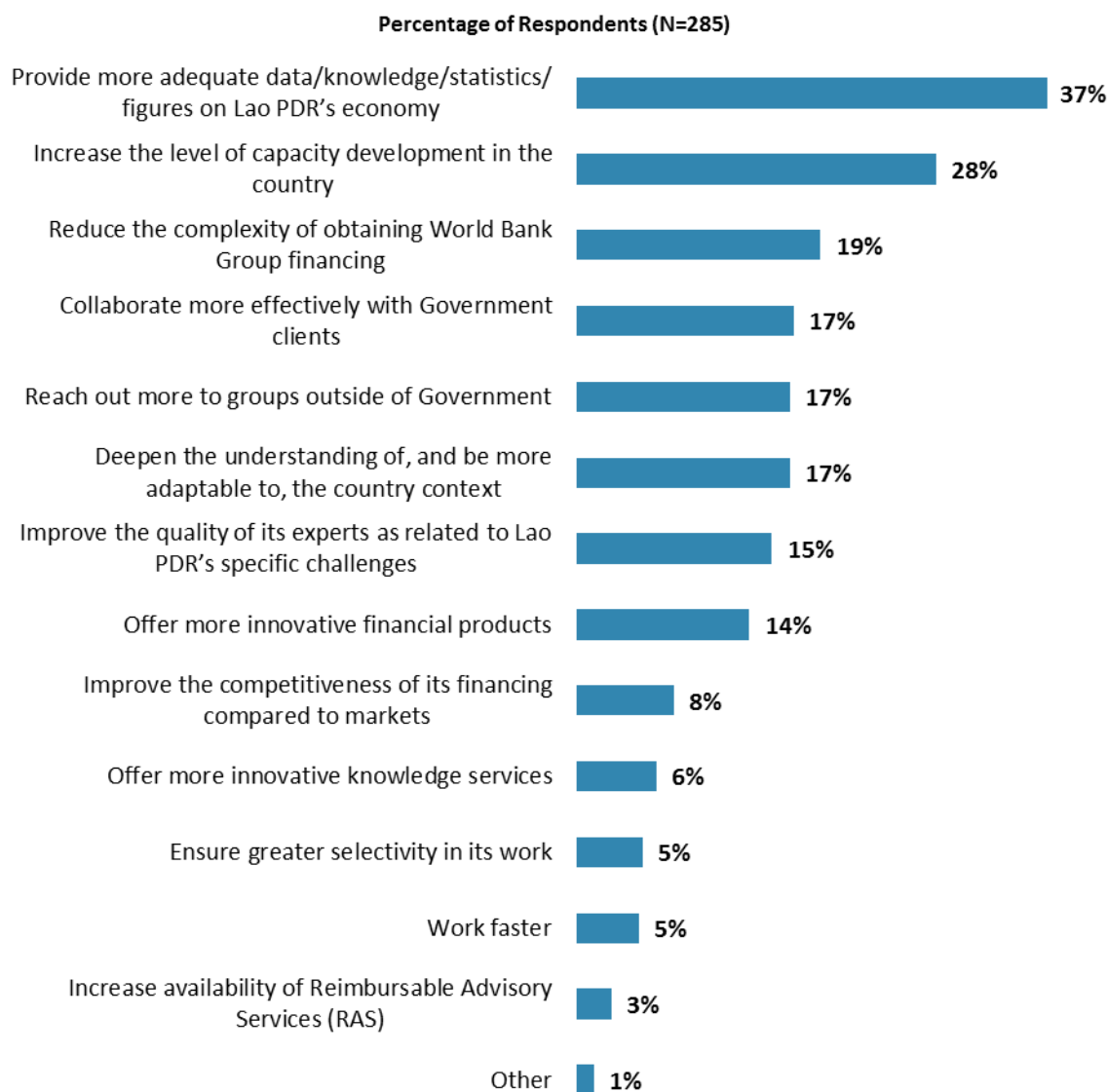




## IX. The Future Role of the WBG in Lao PDR (continued)

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*improve the quality of its experts as related to Lao PDR’s specific challenges*” (45%) and “*reduce the complexity of obtaining World Bank financing*” (42%) to make itself of greater value in Lao PDR.
- **Stakeholder groups:** Among this year’s respondents, respondents from the National Assembly, academia, and the media were significantly more likely to indicate that the WBG should “*provide more adequate data/knowledge/statistics/figures on Lao PDR’s economy*” than respondents from other stakeholder groups.



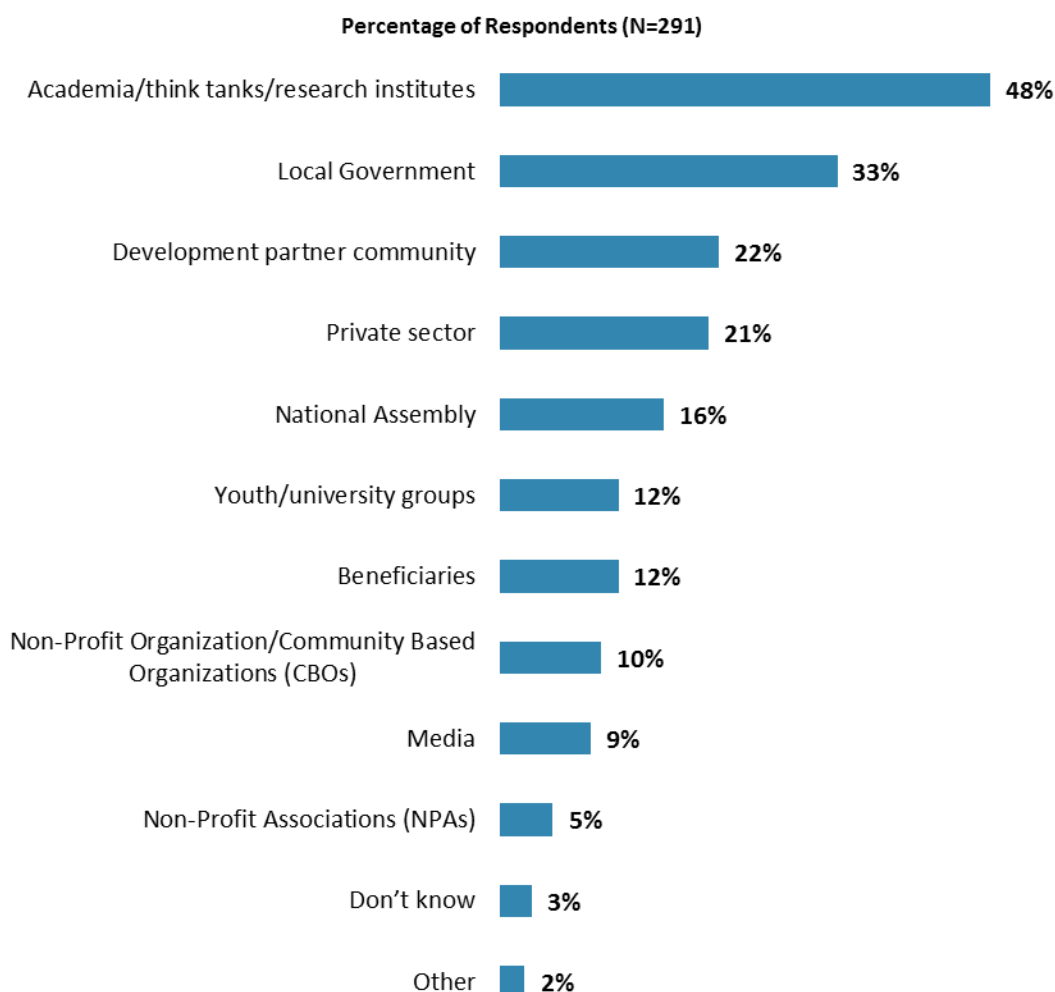
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*local government*” (42%) and “*academia/think tanks/research institutes*” (33%) to ensure better development results in Lao PDR.
- **Stakeholder groups:** Among this year's respondents, respondents from the Presidential Office/Government's Office, employees of ministries/PMUs/consultants on WBG-supported projects, and academia were significantly more likely to indicate that the WBG should collaborate more with “*academia/think tanks/research institutes*” than respondents from other stakeholder groups.



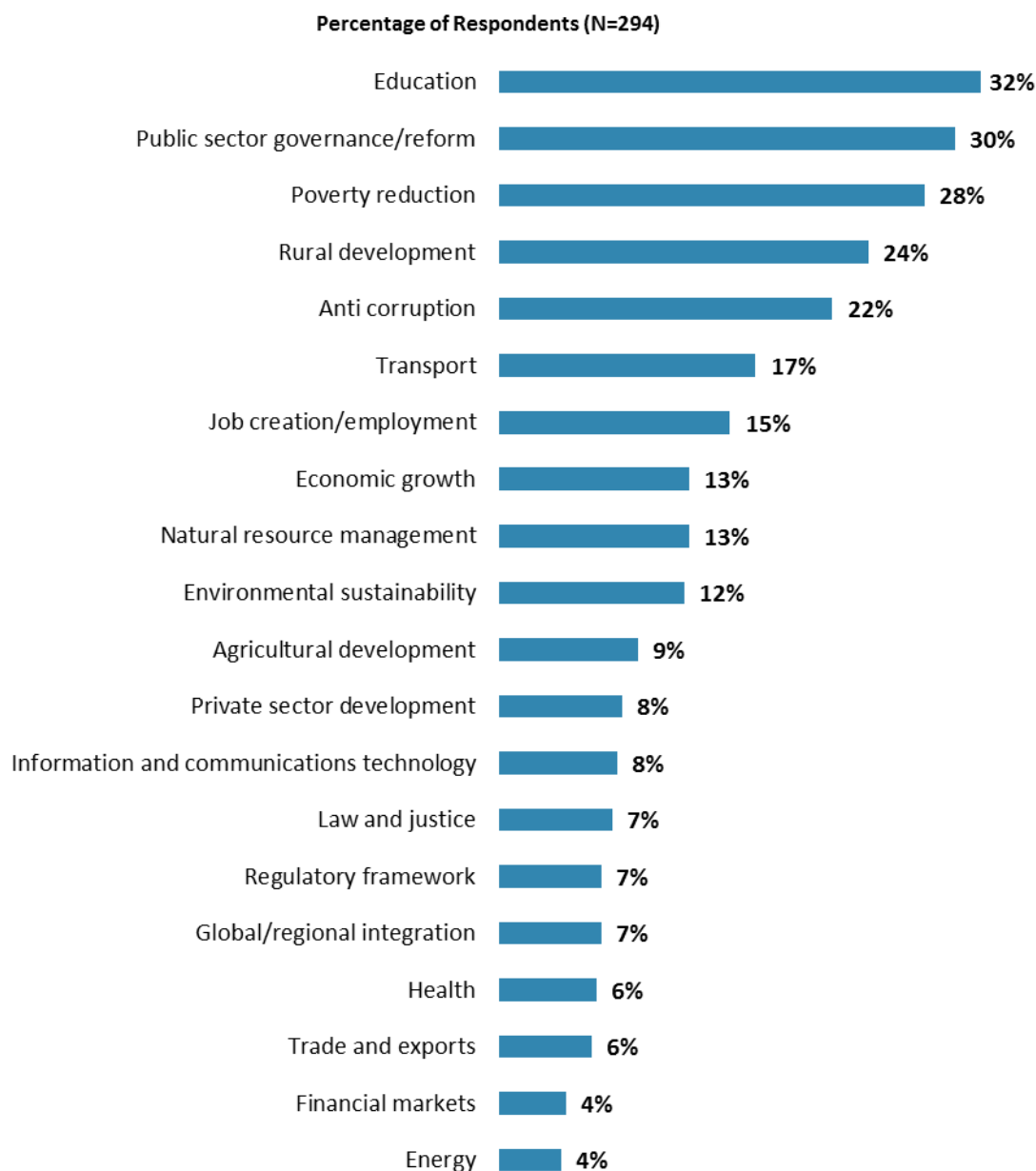
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “*education*” (53%), “*rural development*” (41%), and “*poverty reduction*” (35%).

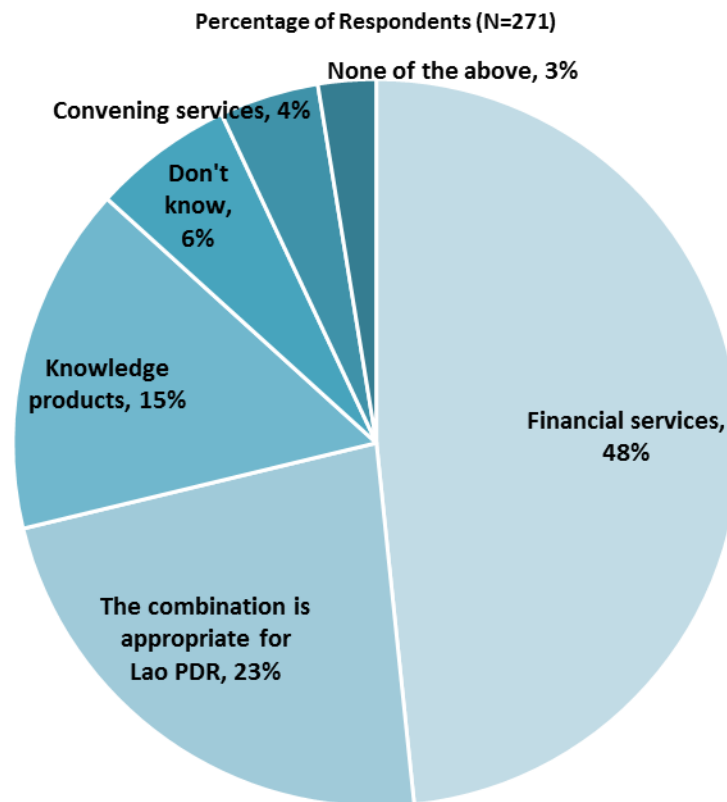


“When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, in which sectoral areas do you believe the WBG should focus most of its resources in Lao PDR? (Choose THREE)” (Respondents chose from a list. Responses combined. Top 20 of 31 response options shown.)



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

### Future Combination of the WBG services



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

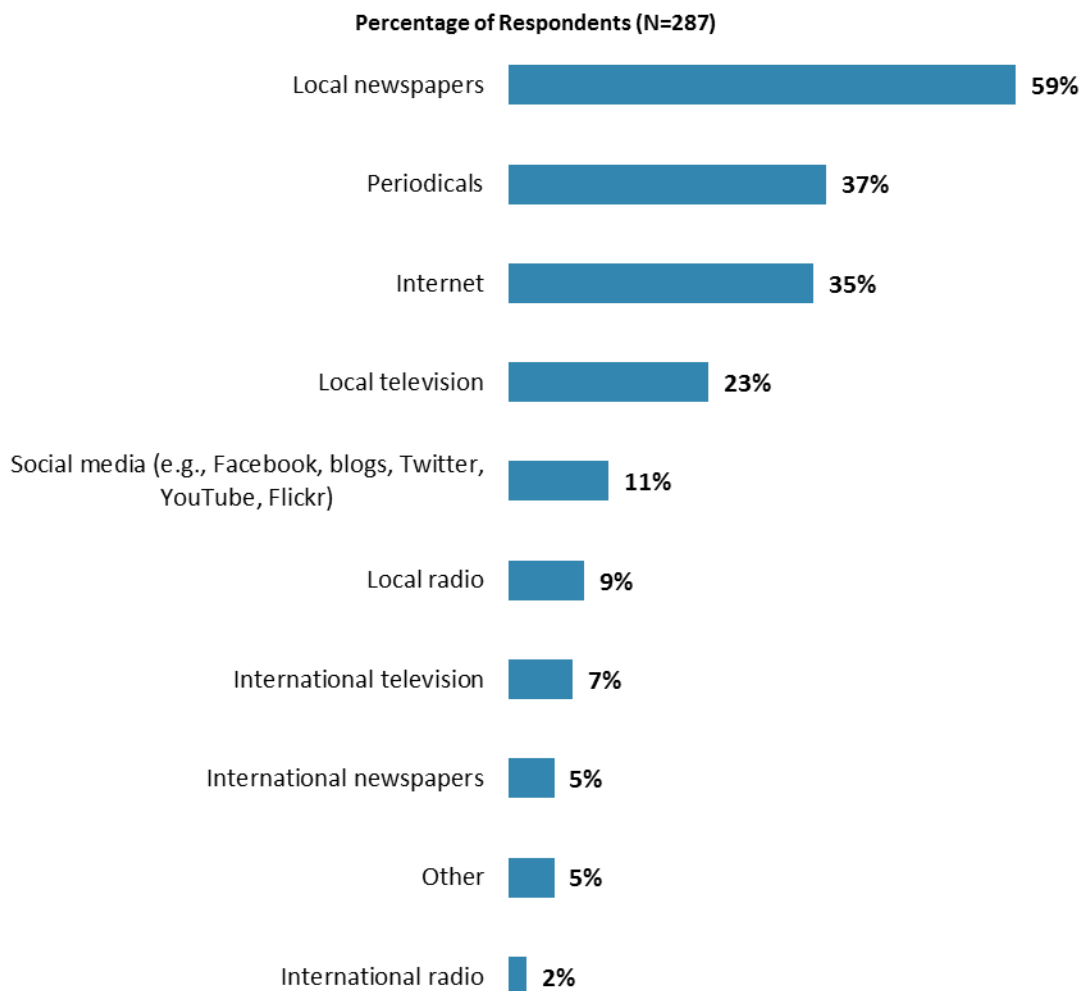


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 70) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Lao PDR from “local newspapers” (55%).



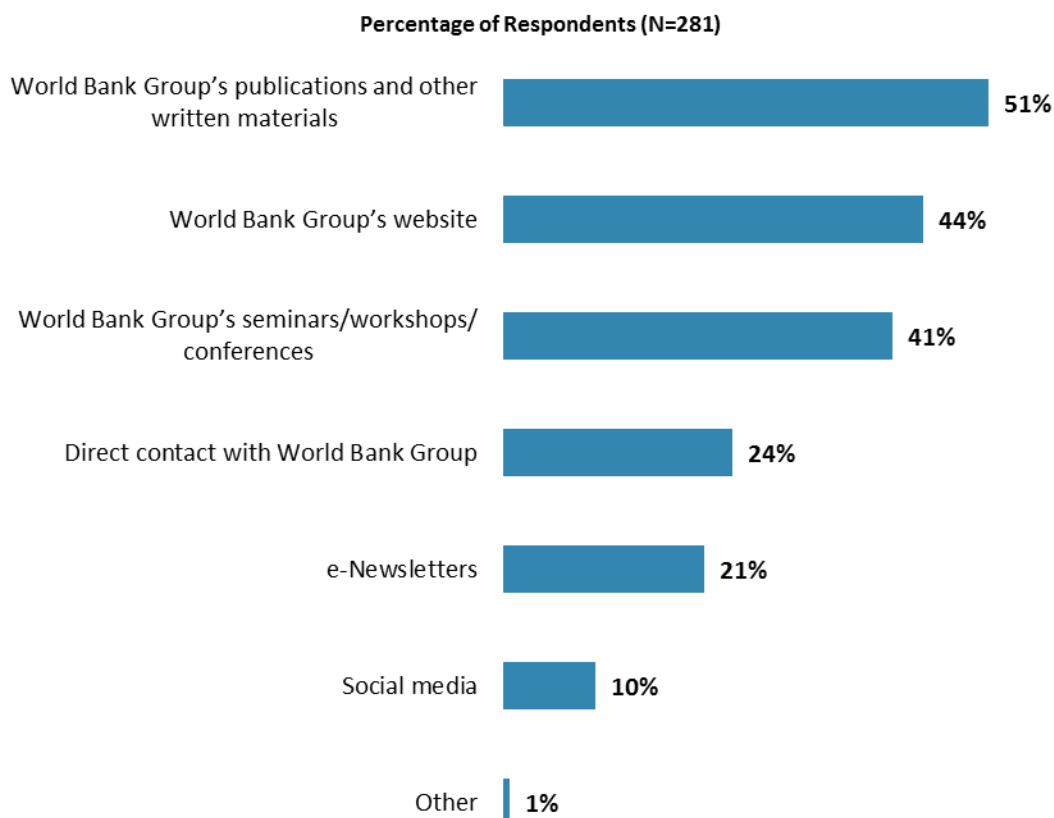
**"How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (46%) and “*World Bank publications and other written materials*” (38%).



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

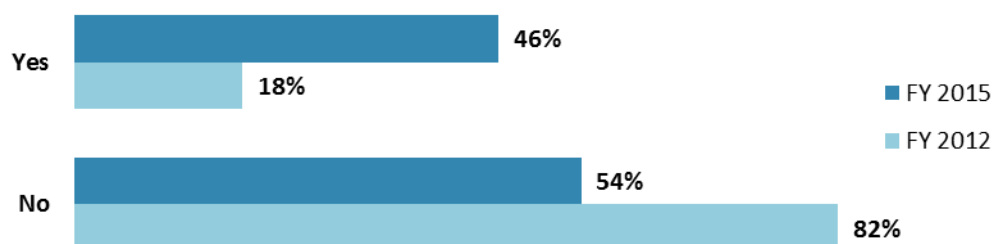


## X. Communication and Outreach (continued)

### Access to Information<sup>16</sup>

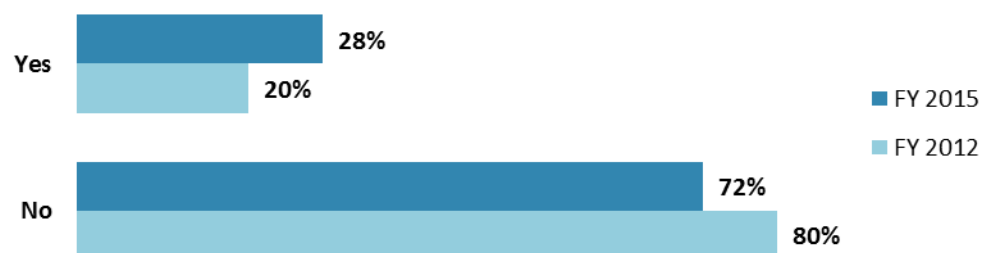
- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to be aware of the WBG's Access to Information Policy and request information from the WBG on its activities in the past year compared to respondents in the FY'12 Country Survey.

Percentage of Respondents (FY 2015 N=215; FY 2012 N=333)



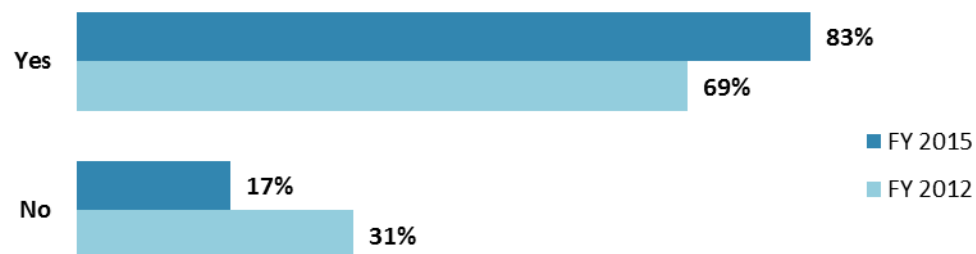
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (FY 2015 N=206; FY 2012 N=331)



"Have you requested information from the World Bank Group on its activities in the past year?"

Percentage of Respondents (FY 2015 N=52; FY 2012 N=80)



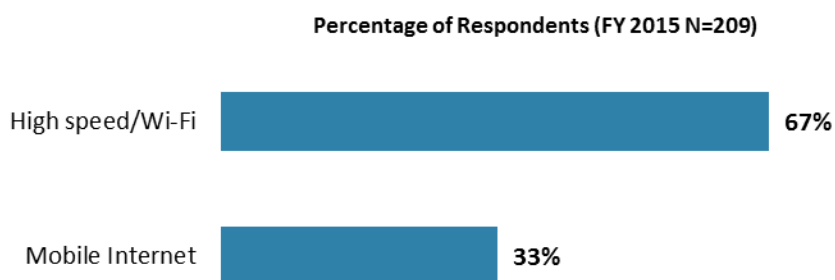
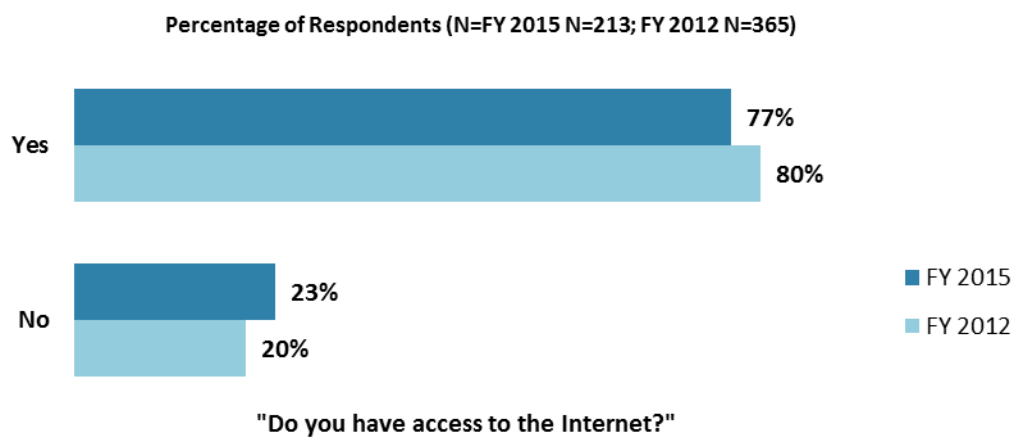
"Were you able to obtain this information?"

<sup>16</sup>All percentages presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Access to the Internet<sup>17</sup>



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

<sup>17</sup> Percentages presented in this chart were calculated based on weighted data.

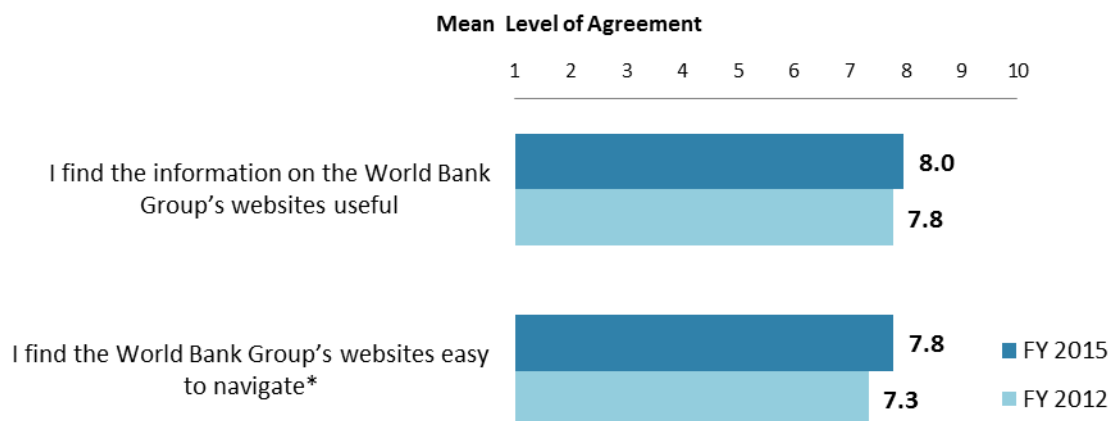
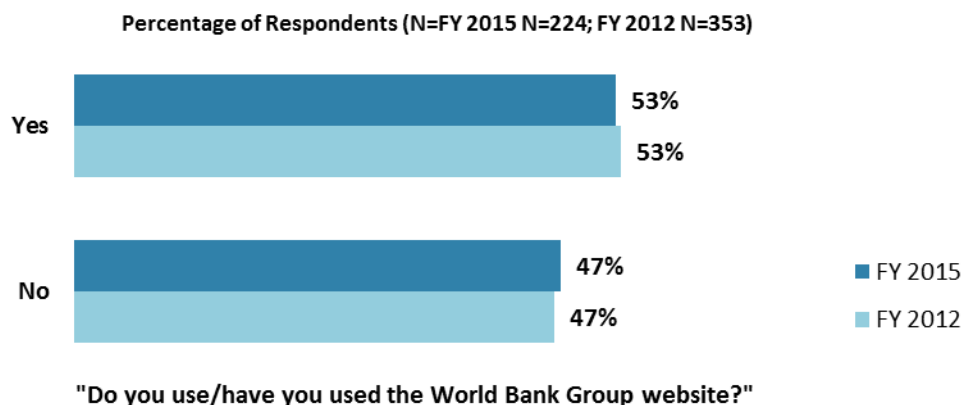




## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>18</sup>

- **Stakeholder groups:** Among this year's respondents, respondents from bilateral/multilateral agencies and the private sector were significantly more likely to use the WBG website than respondents from other stakeholder groups.



<sup>18</sup> All percentages and means presented in the charts on this page were calculated based on weighted data.



## X. Communication and Outreach (continued)

### Use of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=253)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

### Evaluation of the WBG's Social Media Channels

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution

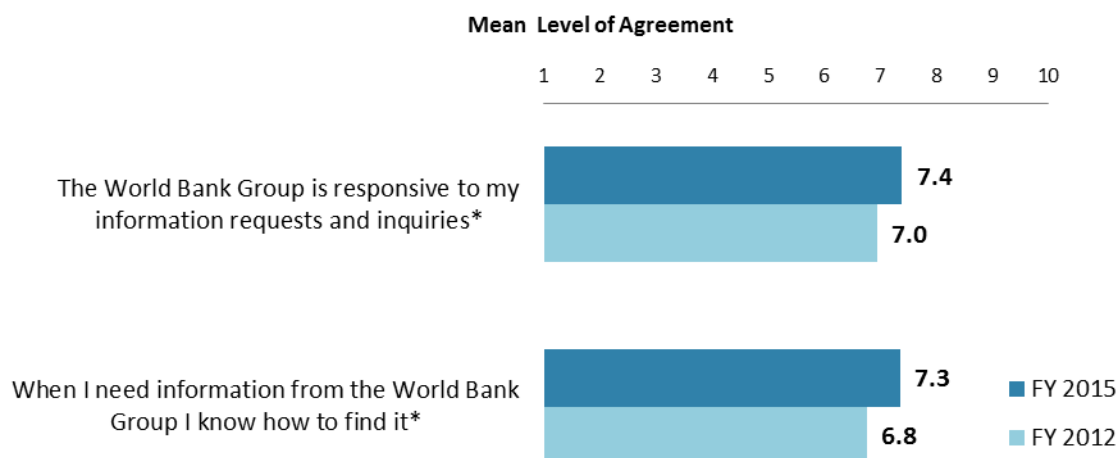


"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")



## X. Communication and Outreach (continued)

### Information Sharing<sup>19</sup>



"Please rate how much you agree with the following statements."

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

(\*Significantly different between FY 2015 and FY 2012)

<sup>19</sup> Means in the chart were calculated based on weighted data.



## XI. Appendices

A. Responses to All Questions across All Respondents.....	52
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**Lao PDR**





## Appendix A: Responses to All Questions across All Respondents (N=296)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they “Don’t know” (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Lao PDR

1. In general would you say that Lao PDR is headed in ... ?	Percentage of Respondents (N=253)
The right direction	85.4%
The wrong direction	2.0%
Not sure	12.6%

2. Listed below are a number of development priorities in Lao PDR. Please identify which of the following you consider the most important development priorities in Lao PDR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=294)
Anti corruption	43.2%
Poverty reduction	38.1%
Public sector governance/reform	36.1%
Education	32.7%
Environmental sustainability	16.0%
Rural development	15.6%
Natural resource management	15.3%
Job creation/employment	11.6%
Global/regional integration	9.5%
Transport	8.8%
Law and justice	8.2%
Economic growth	7.1%
Energy	7.1%
Regulatory framework	5.8%
Private sector development	5.4%
Agricultural development	5.4%
Information and communications technology	4.4%
Food security	4.4%
Foreign direct investment	4.1%
Health	3.7%
Trade and exports	3.4%
Urban development	2.0%
Gender equity	2.0%
Equality of opportunity	1.7%
Disaster management	1.4%
Crime and violence	1.0%
Water and sanitation	1.0%
Climate change	1.0%
Communicable/non-communicable diseases	0.7%
Social protection	0.7%
Financial markets	0.0%

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

<b>3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=292)</b>
Rural development	39.7%
Job creation/employment	38.7%
Education	34.9%
Anti corruption	34.6%
Public sector governance/reform	26.0%
Agricultural development	16.8%
Economic growth	12.7%
Transport	11.6%
Natural resource management	10.6%
Food security	9.6%
Environmental sustainability	7.2%
Private sector development	6.8%
Foreign direct investment	6.2%
Health	4.8%
Global/regional integration	4.8%
Trade and exports	4.5%
Law and justice	4.1%
Water and sanitation	4.1%
Energy	3.8%
Urban development	3.4%
Social protection	3.1%
Equality of opportunity	2.7%
Regulatory framework	2.4%
Information and communications technology	1.4%
Crime and violence	1.0%
Gender equity	1.0%
Disaster management	1.0%
Financial markets	0.7%
Climate change	0.7%
Communicable/non-communicable diseases	0.3%

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

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Lao PDR? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=288)</b>
Education and training that better ensure job opportunity	48.3%
Better opportunity for the poor who live in rural areas	33.3%
Better employment opportunities for young people	21.9%
Consistent economic growth	18.1%
Better entrepreneurial opportunities	16.3%
Better quality public services	13.9%
Greater voice and participation for citizens to help ensure greater accountability	12.8%
Greater access to micro-finance for the poor	12.2%
Greater access to health and nutrition for citizens	10.4%
Greater equity of fiscal policy	3.8%
More reliable social safety net	2.8%
A growing middle class	1.7%
Better employment opportunities for women	1.4%
Other	1.4%
Better opportunity for the poor who live in urban areas	1.0%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lao PDR? (Select only ONE response)</b>	<b>Percentage of Respondents (N=292)</b>
A very big problem	31.5%
A moderately big problem	42.8%
A small problem	20.9%
Not a problem at all	3.1%
Don't know	1.7%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=292)</b>
A very serious problem	45.2%
A somewhat serious problem	37.7%
Not too serious problem	17.1%
Not a problem	0.0%
Don't know	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Lao PDR? (1-Not familiar at all, 10-Extremely familiar)	287	0	6.38	2.06
<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR? (1-Not effective at all, 10-Very effective)	267	24	7.54	1.51

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Lao PDR solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	249	42	7.36	1.44

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lao PDR? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=294)</b>
Education	32.0%
Public sector governance/reform	30.3%
Poverty reduction	28.2%
Rural development	24.5%
Anti corruption	22.1%
Transport	17.0%
Job creation/employment	15.3%
Economic growth	12.6%
Natural resource management	12.6%
Environmental sustainability	12.2%
Agricultural development	9.2%
Private sector development	8.2%
Information and communications technology	7.8%
Law and justice	7.5%
Regulatory framework	6.8%
Global/regional integration	6.8%
Health	6.5%
Trade and exports	6.1%
Financial markets	4.4%
Energy	4.1%
Food security	3.7%
Urban development	3.4%
Social protection	3.4%
Foreign direct investment	2.7%
Water and sanitation	2.0%
Disaster management	2.0%
Gender equity	1.7%
Climate change	1.7%
Equality of opportunity	1.4%
Communicable/non-communicable diseases	1.0%
Crime and violence	0.3%



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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lao PDR?	Percentage of Respondents (N=251)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development	26.3%	16.2%	42.5%
Policy advice, studies, analyses	26.3%	13.4%	39.7%
Technical assistance	13.1%	26.3%	39.5%
Financial resources	16.7%	13.4%	30.1%
Mobilizing third party financial resources	8.0%	7.7%	15.7%
Development partner coordination	0.8%	9.7%	10.5%
Data	4.4%	5.7%	10.1%
Convening/facilitating	2.0%	4.9%	6.9%
Linkage to non-Bank expertise	1.2%	2.4%	3.6%
Other	1.2%	0.4%	1.6%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lao PDR? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	199	90	7.58	1.61
7. Citizen engagement (incorporating citizens' voices into development)	155	128	6.75	1.92
8. Policy design (for clarity and better incentives to achieve development goals)	179	105	7.51	1.45

When thinking about how to improve capacity building in Lao PDR to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	225	60	8.54	1.44
10. Citizen engagement (incorporating citizens' voices into development)	204	78	8.31	1.44
11. Policy design (for clarity and better incentives to achieve development goals)	204	75	8.41	1.32

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=285)
Not enough public disclosure of its work	23.9%
World Bank Group's processes too complex	20.4%
Imposing technocratic solutions without regard to political realities	18.2%
World Bank Group's processes too slow	15.8%
Don't know	15.1%
Not collaborating enough with stakeholders outside the Government	13.7%
Too influenced by developed countries	13.0%
Not adequately sensitive to political/social realities in Lao PDR	12.6%
Not exploring alternative policy options	9.1%
Not willing to honestly criticize policies and reform efforts in the country	8.8%
Staff too inaccessible	7.7%
Not aligned with country priorities	6.0%
Its advice and strategies do not lend themselves to practical problem solving	5.6%
Not client focused	3.5%
Other	3.2%
Not aligned with other development partners' work	1.8%
Arrogant in its approach	0.7%
The credibility of its knowledge/data	0.4%

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

<b>13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=290)</b>
Technical assistance	45.2%
Policy based lending/budget support to the Government	39.0%
Capacity development	33.1%
Investment lending	25.2%
Knowledge products/services	17.9%
Trust Fund management	11.4%
Multi-sectoral approaches	10.3%
Don't know	5.5%
Other	1.0%

<b>14. To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR? (Choose only ONE response)</b>	<b>Percentage of Respondents (N=286)</b>
To a fully sufficient degree	8.4%
To a somewhat sufficient degree	32.9%
To a somewhat insufficient degree	49.3%
To a very insufficient degree	5.2%
Don't know	4.2%

<b>15. 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=291)</b>
Academia/think tanks/research institutes	48.5%
Local Government	33.3%
Development partner community	21.6%
Private sector	20.6%
National Assembly	16.2%
Youth/university groups	11.7%
Beneficiaries	11.7%
Non-Profit Organization/Community Based Organizations (CBOs)	10.0%
Media	8.9%
Non-Profit Associations (NPAs)	5.2%
Don't know	3.1%
Other	2.4%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Lao PDR? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
16. Overall the World Bank Group currently plays a relevant role in development in Lao PDR*	256	32	7.62	1.63
17. The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR*	239	41	7.43	1.64
18. The World Bank Group supports programs and strategies that are realistic for Lao PDR	248	31	7.53	1.58
19. The World Bank Group treats clients and stakeholders in Lao PDR with respect	217	64	7.75	1.65

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

To what extent is the World Bank Group an effective development partner in Lao PDR, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
20. Responsiveness*	204	73	6.88	1.56
21. Flexibility (in terms of the institution's products and services)*	192	81	6.53	1.60
22. Flexibility (in terms of changing country circumstances)*	195	78	6.68	1.66
23. Being inclusive*	199	71	6.84	1.76
24. Openness (sharing data and other information)*	234	42	7.38	1.56
25. Staff accessibility	212	58	7.13	1.56
26. Straightforwardness and honesty*	204	69	7.81	1.41
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	193	78	7.03	1.78
28. Collaboration with civil society*	190	81	7.11	1.68
29. Collaboration with the Government*	230	44	8.06	1.28
30. Collaboration with other donors and development partners*	209	65	7.78	1.49
31. Collaboration with the private sector*	169	103	6.83	1.65
32. The speed in which it gets things accomplished on the ground*	180	91	6.79	1.73
33. Being a long-term partner*	231	46	8.58	1.35

34. To be a more effective development partner in Lao PDR, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=289)
More local presence	68.9%
The current level of local presence is adequate	23.9%
Less local presence	1.0%
Don't know	6.2%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=280)
There is not an adequate level of citizen/civil society participation	38.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	36.8%
Poor development partner coordination	28.6%
Reforms are not well thought out in light of country challenges	25.7%
Lack of/inadequate levels of capacity in Government	21.4%
The World Bank Group does not do adequate follow through/follow-up	18.9%
The Government works inefficiently	8.6%
Political pressures and obstacles	8.6%
The World Bank Group works too slowly	3.9%
Other	0.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lao PDR? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	245	27	8.03	1.94
2. Information and communications technology	254	19	7.87	1.63
3. Transport	254	19	8.36	1.53
4. Environmental sustainability	264	11	8.45	1.52
5. Regulatory framework	251	18	8.06	1.48
6. Communicable/non-communicable diseases	237	31	7.49	1.83
7. Urban development	246	21	7.87	1.63
8. Poverty reduction	276	6	9.07	1.19
9. Gender equity	260	10	7.67	1.64
10. Private sector development	245	22	7.59	1.71
11. Foreign direct investment	246	23	7.72	1.68
12. Water and sanitation	257	13	8.18	1.59
13. Trade and exports	241	26	7.94	1.50
14. Economic growth	258	13	8.40	1.41
15. Law and justice	252	19	8.08	1.66
16. Energy	251	19	8.06	1.52
17. Disaster management	250	19	7.83	1.76
18. Public sector governance/reform	247	21	8.41	1.71
19. Job creation/employment	261	13	8.25	1.56
20. Crime and violence	232	35	6.86	2.15
21. Financial markets	243	27	7.82	1.73
22. Equality of opportunity	246	23	7.72	1.78
23. Health	252	17	8.17	1.56
24. Rural development	267	10	8.70	1.37
25. Global/regional integration	256	14	8.22	1.50
26. Food security	257	15	8.21	1.63
27. Education	265	11	8.90	1.42
28. Social protection	241	29	7.58	1.71
29. Climate change	254	18	7.81	1.77
30. Agricultural development	263	10	8.42	1.48
31. Natural resource management	261	14	8.37	1.53

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lao PDR? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	120	153	5.91	2.41
2. Transport	175	91	7.18	1.69
3. Environmental sustainability	191	77	7.35	1.74
4. Regulatory framework	169	97	7.13	1.70
5. Communicable/non-communicable diseases	145	119	7.03	2.01
6. Poverty reduction	219	51	7.72	1.72
7. Gender equity	189	77	7.20	1.75
8. Private sector development	156	109	6.42	1.89
9. Foreign direct investment	155	109	6.93	1.86
10. Water and sanitation	183	83	7.39	1.72
11. Trade and exports	160	108	6.98	1.83
12. Economic growth	187	78	7.43	1.57
13. Energy	178	88	7.75	1.38
14. Disaster management	168	101	7.02	1.85
15. Public sector governance/reform	168	100	6.92	2.01
16. Job creation/employment	156	111	6.55	1.99
17. Financial markets	148	118	6.75	1.85
18. Equality of opportunity	151	114	6.82	1.90
19. Health	180	81	7.37	1.76
20. Rural development	199	68	7.61	1.75
21. Global/regional integration	177	89	7.29	1.83
22. Food security	169	99	7.08	1.89
23. Education	199	70	7.61	1.74
24. Climate change	163	102	7.01	1.68
25. Agricultural development	180	89	7.40	1.66
26. Natural resource management	186	81	7.31	1.71

3. Where are the World Bank Group's decisions made primarily that support the program in Lao PDR? (Select only ONE response)	Percentage of Respondents (N=285)
At the Headquarters (in Washington D.C.)	33.7%
In the country	28.4%
Don't know	37.9%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Lao PDR? (1-To no degree at all, 10-To a very significant degree)	234	56	7.17	1.53

To what extent do you agree with the following statements about the World Bank Group in Lao PDR? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lao PDR*	211	74	7.14	1.69
6. The World Bank Group meets Lao PDR's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	215	67	7.16	1.70

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

<b>WBG's Reimbursable Advisory Services</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
7. To what extent do you believe that Lao PDR received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	117	168	7.23	1.49

<b>Measuring and Correcting Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lao PDR? <i>(1-To no degree at all, 10-To a very significant degree)</i>	157	129	7.10	1.67

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=275)</b>
Weekly	1.8%
Monthly	14.5%
A few times a year	24.4%
Rarely	28.4%
Never	30.9%

<b>In Lao PDR, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i></b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	189	84	6.84	1.51
3. Include appropriate level of stakeholder involvement during preparation	181	89	6.91	1.59
4. Lead to practical solutions	203	67	7.06	1.68
5. Are accessible (well written and easy to understand)	201	65	7.33	1.57
6. Are source of relevant information on global good practices	216	55	7.80	1.51
7. Are adequately disseminated	211	60	6.81	1.72
8. Are translated enough into local language	199	66	6.87	1.76
9. Lead to government's informed decisions	195	74	6.97	1.79
10. Are adaptable to Lao PDR's specific development challenges and country circumstances*	218	53	7.17	1.59
11. Influence policy reforms	203	70	7.07	1.71

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	245	37	7.31	1.55
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	236	44	7.60	1.30

<b>To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR's development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i></b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
14. Lao Economic Monitor	219	62	7.51	1.53
15. Lao PDR Investment Climate Assessment	207	66	7.56	1.47
16. Lao Development Report 2014: Expanding Productive Employment for Broad-based Growth	190	85	7.39	1.62
17. Nam Theun 2 Annual Board Update	148	125	7.43	1.76

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	155	125	7.21	1.60
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	196	79	7.56	1.60
3. The World Bank Group's approvals and reviews are done in a timely fashion	171	102	7.46	1.48
4. The World Bank Group's "Environment and Social Policy" requirements are reasonable	185	90	7.55	1.54
5. The World Bank Group's conditions on its lending are reasonable	160	115	7.61	1.54
6. The World Bank Group takes decisions quickly in Lao PDR*	162	109	7.07	1.72
7. Working with the World Bank Group increases Lao PDR's institutional capacity	206	67	7.70	1.45
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	160	115	7.48	1.57
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	196	80	7.86	1.42

WBG Promoting PPP in Lao PDR	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR? (1-To no degree at all, 10-To a very significant degree)	167	118	6.72	1.78

11. Which of the following best describes the way the World Bank Group operates in Lao PDR? (Select only one response)	Percentage of Respondents (N=285)
The World Bank Group takes too much risk in Lao PDR	0.7%
The World Bank Group does not take enough risk in Lao PDR	21.1%
The World Bank Group's approach to risk is appropriate	42.5%
Don't know	35.8%

12. Which of the following best describes the World Bank Group's support in Lao PDR? (Select only one response)	Percentage of Respondents (N=284)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Lao PDR	53.2%
The World Bank Group is not sufficiently selective in Lao PDR, and it is involved in too many areas of development	18.7%
Don't know	28.2%

**F. Specific Project/Program Related Issues**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
<b>Nam Theun 2</b>				
1. The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	203	77	8.18	1.64
2. The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	178	95	8.02	1.72
3. NT2 is having a positive impact on sustainable economic development in Lao PDR	202	75	8.33	1.63
4. The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	201	75	8.48	1.53
5. There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	187	87	8.36	1.54
<b>Poverty Reduction Support Operation Series, PRSO</b>				
6. PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	180	98	7.79	1.64
7. PRSO has led to good economic policies and institutional reforms in Lao PDR	181	95	7.70	1.80
8. The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	176	101	7.77	1.71

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=285)
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy	37.2%
Increase the level of capacity development in the country	28.4%
Reduce the complexity of obtaining World Bank Group financing	19.3%
Collaborate more effectively with Government clients	17.2%
Reach out more to groups outside of Government	16.8%
Deepen the understanding of, and be more adaptable to, the country context	16.8%
Improve the quality of its experts as related to Lao PDR's specific challenges	15.4%
Offer more innovative financial products	13.7%
Improve the competitiveness of its financing compared to markets	7.7%
Offer more innovative knowledge services	6.3%
Ensure greater selectivity in its work	5.3%
Work faster	4.9%
Increase availability of Reimbursable Advisory Services (RAS)	2.8%
Other	1.4%



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

<b>2. When considering the combination of services that the World Bank Group offers in Lao PDR, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lao PDR? (Select only ONE response)</b>	<b>Percentage of Respondents (N=271)</b>
Financial services	48.3%
The combination is appropriate for Lao PDR	22.9%
Knowledge products	15.5%
Don't know	6.3%
Convening services	4.4%
None of the above	2.6%

**H. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=287)</b>
Local newspapers	58.5%
Periodicals	36.6%
Internet	35.2%
Local television	23.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	11.5%
Local radio	8.7%
International television	7.3%
International newspapers	5.2%
Other	5.2%
International radio	2.1%

<b>2. 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=281)</b>
World Bank Group's publications and other written materials	50.5%
World Bank Group's website	43.8%
World Bank Group's seminars/workshops/conferences	40.6%
Direct contact with World Bank Group	23.8%
e-Newsletters	21.0%
Social media	9.6%
Other	0.7%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=242)</b>
Yes	47.5%
No	52.5%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=230)</b>
Yes	29.6%
No	70.4%

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

5. Were you able to obtain this information?	Percentage of Respondents (N=63)
Yes	84.1%
No	15.9%

6. Do you have access to the Internet?	Percentage of Respondents (N=242)
Yes	79.8%
No	20.2%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=252)
Yes	54.0%
No	46.0%

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=253)
Yes	11.1%
No	88.9%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=209)
High speed/WiFi	66.5%
Mobile Internet (3G/4G)	33.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	172	100	7.72	1.49
11. I find the information on the World Bank Group's websites useful	172	91	7.87	1.40
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	114	149	7.46	1.79
13. When I need information from the World Bank Group I know how to find it	150	114	7.30	1.84
14. The World Bank Group is responsive to my information requests and inquiries	123	139	7.40	1.96

**I. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=279)</b>
Employee of a Ministry/ Ministerial Department/ Implementation Agency	36.2%
Other	10.0%
Media	9.3%
Bilateral/ Multilateral Agency	9.0%
Government's Office	7.9%
National Assembly	5.7%
Non-Profit Organization/ Community Based Organization	3.9%
Private Sector Organization	3.6%
Academia/ Research Institute/ Think Tank	2.9%
Trade Union	2.5%
PMU/ Consultant/ Contractor working on WBG-supported project	1.8%
Financial Sector/ Private Bank	1.8%
Presidential Office	1.4%
Non-Profit Associations (NPAs)	1.4%
Youth Group	1.1%
Local Government Office or Staff	0.7%
Independent Government Institution	0.7%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=280)</b>
Other	14.6%
Education	11.4%
Environment and natural resources	8.9%
Governance	7.9%
Macroeconomics and fiscal management	6.4%
Urban, rural, and social development	5.7%
Energy and extractives	5.4%
Agriculture	5.4%
Generalist (specialized in multiple sectors)	5.4%
Social protection and labor	5.0%
Trade and competitiveness	3.9%
Finance and markets	3.9%
Gender	2.9%
Poverty	2.9%
Transport and ICT	2.5%
Public-private partnerships	2.1%
Health, nutrition, and population	2.1%
Jobs	2.1%
Water	0.7%
Climate Change	0.7%

**I. Background Information (continued)**

<b>3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=282)</b>
I currently collaborate with the World Bank Group	13.1%
I have previously collaborated with the World Bank Group	30.1%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	17.7%
I have never collaborated with the World Bank Group	39.0%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Lao PDR? (Select only ONE response)</b>	<b>Percentage of Respondents (N=239)</b>
The World Bank (IBRD/IDA)	55.6%
The International Finance Corporation (IFC)	19.2%
The Multilateral Investment Guarantee Agency (MIGA)	1.3%
Other	23.8%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=259)</b>
Yes	26.6%
No	73.4%

<b>6. If yes, what was your view of how the two institutions work together in Lao PDR? (Select only ONE response)</b>	<b>Percentage of Respondents (N=66)</b>
The two institutions work well together	62.1%
The way the two institutions work together needs improvement	28.8%
The two institutions do not work well together	0.0%
Don't know	9.1%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Lao PDR? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=266)</b>
Use World Bank Group reports/data	44.7%
Engage in World Bank Group related/sponsored events/activities	41.4%
Collaborate as part of my professional duties	34.2%
Use World Bank Group website for information, data, research, etc.	23.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	23.3%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=284)</b>
Female	24.3%
Male	75.7%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>20</sup>

Presidential Office/Government's Office N=26 ● National Assembly N=16 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=106 ● Bilateral/Multilateral Agency N=25 ● Private Sector/Financial Sector/Private Bank N=15 ● CSO N=25 ● Media N=26 ● Academia/Research Institute/Think Tank N=8 ● Other N=32

### A. General Issues facing Lao PDR

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

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The right direction	100.0%	100.0%	95.7%	57.1%	53.3%	57.9%	84.0%	87.5%	96.0%
The wrong direction	0.0%	0.0%	0.0%	9.5%	0.0%	10.5%	0.0%	0.0%	4.0%
Not sure	0.0%	0.0%	4.3%	33.3%	46.7%	31.6%	16.0%	12.5%	0.0%

\*Significantly different between stakeholder groups

<sup>20</sup> Only 279 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Anti corruption	19.2%	62.5%	40.6%	36.0%	60.0%	45.8%	42.3%	75.0%	43.8%
Information and communications technology	0.0%	6.3%	3.8%	0.0%	6.7%	8.3%	15.4%	0.0%	0.0%
Transport	11.5%	6.3%	11.3%	4.0%	20.0%	4.2%	3.8%	25.0%	3.1%
Crime and violence	3.8%	0.0%	0.9%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Law and justice	11.5%	0.0%	11.3%	0.0%	13.3%	12.5%	3.8%	0.0%	6.3%
Urban development	0.0%	6.3%	1.9%	4.0%	0.0%	4.2%	0.0%	12.5%	0.0%
Environmental sustainability*	11.5%	0.0%	17.0%	16.0%	13.3%	41.7%	3.8%	0.0%	15.6%
Regulatory framework	11.5%	0.0%	9.4%	0.0%	6.7%	0.0%	0.0%	0.0%	6.3%
Communicable/non-communicable diseases	3.8%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Poverty reduction	42.3%	37.5%	35.8%	24.0%	20.0%	41.7%	42.3%	62.5%	53.1%
Gender equity	3.8%	6.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	6.3%
Private sector development	3.8%	0.0%	5.7%	16.0%	13.3%	4.2%	3.8%	0.0%	3.1%
Foreign direct investment	7.7%	12.5%	2.8%	4.0%	0.0%	0.0%	7.7%	0.0%	3.1%
Water and sanitation*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Trade and exports	0.0%	0.0%	4.7%	0.0%	6.7%	0.0%	7.7%	12.5%	3.1%
Economic growth	7.7%	0.0%	10.4%	4.0%	20.0%	4.2%	3.8%	0.0%	3.1%
Energy	7.7%	25.0%	8.5%	0.0%	6.7%	8.3%	3.8%	0.0%	6.3%
Disaster management	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	30.8%	43.8%	34.9%	56.0%	33.3%	29.2%	46.2%	25.0%	25.0%
Job creation/employment	7.7%	18.8%	11.3%	8.0%	6.7%	8.3%	7.7%	37.5%	15.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.9%	0.0%	0.0%	4.2%	3.8%	0.0%	3.1%
Health*	0.0%	0.0%	0.9%	24.0%	6.7%	4.2%	3.8%	0.0%	3.1%
Rural development	34.6%	12.5%	11.3%	16.0%	13.3%	20.8%	15.4%	0.0%	12.5%
Global/regional integration*	3.8%	12.5%	17.0%	4.0%	0.0%	0.0%	3.8%	25.0%	9.4%
Food security	7.7%	6.3%	2.8%	4.0%	0.0%	8.3%	7.7%	0.0%	6.3%
Education	46.2%	18.8%	34.0%	48.0%	33.3%	16.7%	30.8%	12.5%	31.3%
Social protection	0.0%	6.3%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.9%	0.0%	0.0%	4.2%	3.8%	0.0%	0.0%
Agricultural development	7.7%	0.0%	2.8%	8.0%	0.0%	0.0%	11.5%	12.5%	9.4%
Natural resource management	11.5%	18.8%	15.1%	12.0%	20.0%	16.7%	15.4%	0.0%	25.0%

\*Significantly different between stakeholder groups

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Anti corruption	15.4%	56.3%	34.6%	28.0%	40.0%	45.8%	34.6%	37.5%	34.4%
Information and communications technology	0.0%	6.3%	1.9%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Transport	15.4%	6.3%	15.4%	4.0%	13.3%	4.2%	7.7%	25.0%	12.5%
Crime and violence	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Law and justice	0.0%	6.3%	4.8%	4.0%	0.0%	4.2%	3.8%	12.5%	6.3%
Urban development	3.8%	0.0%	3.8%	0.0%	0.0%	0.0%	7.7%	0.0%	6.3%
Environmental sustainability	7.7%	18.8%	5.8%	8.0%	13.3%	0.0%	7.7%	0.0%	9.4%
Regulatory framework	3.8%	0.0%	4.8%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Gender equity	0.0%	6.3%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Private sector development	0.0%	12.5%	5.8%	20.0%	6.7%	4.2%	7.7%	0.0%	9.4%
Foreign direct investment	15.4%	6.3%	4.8%	0.0%	6.7%	8.3%	0.0%	12.5%	9.4%
Water and sanitation	0.0%	18.8%	3.8%	4.0%	6.7%	0.0%	0.0%	0.0%	9.4%
Trade and exports	3.8%	6.3%	4.8%	4.0%	6.7%	0.0%	7.7%	12.5%	3.1%
Economic growth	7.7%	0.0%	16.3%	12.0%	20.0%	12.5%	0.0%	12.5%	15.6%
Energy*	15.4%	0.0%	4.8%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Disaster management	3.8%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	19.2%	18.8%	24.0%	48.0%	26.7%	37.5%	30.8%	12.5%	21.9%
Job creation/employment	34.6%	18.8%	49.0%	24.0%	26.7%	33.3%	42.3%	62.5%	31.3%
Financial markets	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	2.9%	12.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	0.0%	0.0%	1.9%	8.0%	13.3%	4.2%	3.8%	0.0%	15.6%
Rural development*	65.4%	43.8%	30.8%	28.0%	13.3%	45.8%	46.2%	50.0%	37.5%
Global/regional integration	0.0%	12.5%	3.8%	0.0%	0.0%	16.7%	3.8%	0.0%	9.4%
Food security	15.4%	6.3%	10.6%	4.0%	6.7%	12.5%	11.5%	12.5%	6.3%
Education	26.9%	25.0%	32.7%	48.0%	66.7%	37.5%	26.9%	50.0%	31.3%
Social protection	0.0%	6.3%	2.9%	8.0%	0.0%	8.3%	0.0%	0.0%	3.1%
Climate change	0.0%	0.0%	1.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Agricultural development	26.9%	6.3%	13.5%	24.0%	20.0%	8.3%	26.9%	12.5%	12.5%
Natural resource management	15.4%	18.8%	11.5%	8.0%	6.7%	4.2%	7.7%	12.5%	12.5%

\*Significantly different between stakeholder groups

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

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Lao PDR? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Better employment opportunities for young people	8.0%	31.3%	25.7%	12.0%	40.0%	20.8%	16.0%	37.5%	19.4%
Better employment opportunities for women	4.0%	6.3%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor	16.0%	18.8%	8.6%	4.0%	13.3%	8.3%	20.0%	0.0%	19.4%
Greater voice and participation for citizens to help ensure greater accountability*	12.0%	0.0%	6.7%	36.0%	13.3%	33.3%	4.0%	12.5%	16.1%
Greater access to health and nutrition for citizens	4.0%	0.0%	10.5%	16.0%	6.7%	8.3%	8.0%	25.0%	19.4%
Better entrepreneurial opportunities	12.0%	37.5%	18.1%	8.0%	6.7%	16.7%	16.0%	0.0%	19.4%
A growing middle class	4.0%	0.0%	1.0%	0.0%	6.7%	4.2%	4.0%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	40.0%	37.5%	29.5%	28.0%	40.0%	29.2%	28.0%	62.5%	29.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	4.0%	0.0%	3.2%
Consistent economic growth*	24.0%	0.0%	23.8%	12.0%	20.0%	16.7%	28.0%	0.0%	3.2%
More reliable social safety net	4.0%	6.3%	1.0%	12.0%	6.7%	4.2%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	0.0%	6.3%	2.9%	12.0%	0.0%	0.0%	0.0%	12.5%	6.5%
Education and training that better ensure job opportunity	60.0%	43.8%	52.4%	48.0%	40.0%	50.0%	44.0%	25.0%	41.9%
Better quality public services	12.0%	12.5%	15.2%	12.0%	6.7%	4.2%	20.0%	25.0%	19.4%
Other	0.0%	0.0%	1.0%	0.0%	0.0%	4.2%	4.0%	0.0%	3.2%

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lao PDR?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
A very big problem	34.6%	50.0%	23.6%	36.0%	20.0%	52.0%	28.0%	50.0%	25.8%
A moderately big problem	23.1%	43.8%	50.0%	60.0%	33.3%	36.0%	32.0%	50.0%	35.5%
A small problem	30.8%	6.3%	22.6%	4.0%	46.7%	4.0%	36.0%	0.0%	32.3%
Not a problem at all	3.8%	0.0%	2.8%	0.0%	0.0%	0.0%	4.0%	0.0%	6.5%
Don't know	7.7%	0.0%	0.9%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
A very serious problem	38.5%	68.8%	38.7%	40.0%	26.7%	72.0%	42.3%	62.5%	38.7%
A somewhat serious problem	46.2%	6.3%	40.6%	52.0%	66.7%	20.0%	38.5%	25.0%	35.5%
Not too serious problem	15.4%	25.0%	20.8%	8.0%	6.7%	8.0%	19.2%	12.5%	25.8%
Not a problem	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lao PDR?*	24	6.33	2.24	14	5.93	1.21	106	6.86	1.87	25	7.28	1.67	15	6.47	2.42	25	5.40	2.53	25	6.20	2.10	8	6.38	1.06	31	5.61	1.87

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

\*Significantly different between stakeholder groups

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR.*	22	8.09	1.63	15	7.53	1.46	97	7.99	1.13	23	7.17	1.15	13	6.54	1.90	22	6.95	2.08	24	7.29	1.78	8	7.63	1.60	28	7.11	1.59

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

\*Significantly different between stakeholder groups

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lao PDR solve its most complicated development challenges?	20	7.65	1.35	14	7.57	1.22	93	7.57	1.31	21	7.81	1.63	13	6.85	1.34	21	6.81	1.72	21	7.00	1.79	8	7.88	1.55	24	7.00	1.14

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

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

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Anti corruption	15.4%	50.0%	16.0%	16.0%	26.7%	24.0%	23.1%	25.0%	34.4%
Information and communications technology	15.4%	6.3%	5.7%	0.0%	13.3%	16.0%	11.5%	12.5%	3.1%
Transport	15.4%	12.5%	18.9%	20.0%	33.3%	0.0%	19.2%	25.0%	18.8%
Crime and violence	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	3.8%	6.3%	5.7%	4.0%	13.3%	16.0%	7.7%	0.0%	9.4%
Urban development*	0.0%	18.8%	3.8%	0.0%	6.7%	0.0%	0.0%	12.5%	3.1%
Environmental sustainability*	3.8%	18.8%	17.0%	8.0%	6.7%	28.0%	0.0%	0.0%	9.4%
Regulatory framework	3.8%	6.3%	7.5%	8.0%	26.7%	0.0%	0.0%	0.0%	12.5%
Communicable/non-communicable diseases	3.8%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Poverty reduction	34.6%	12.5%	26.4%	24.0%	6.7%	32.0%	53.8%	37.5%	28.1%
Gender equity	0.0%	6.3%	0.9%	0.0%	0.0%	4.0%	3.8%	0.0%	0.0%
Private sector development*	0.0%	0.0%	6.6%	28.0%	20.0%	8.0%	0.0%	0.0%	12.5%
Foreign direct investment*	3.8%	18.8%	0.9%	4.0%	6.7%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	3.8%	0.0%	0.9%	0.0%	0.0%	0.0%	7.7%	0.0%	6.3%
Trade and exports	7.7%	6.3%	4.7%	8.0%	13.3%	0.0%	7.7%	25.0%	0.0%
Economic growth	7.7%	0.0%	16.0%	16.0%	26.7%	12.0%	7.7%	12.5%	3.1%
Energy	0.0%	0.0%	5.7%	8.0%	0.0%	8.0%	3.8%	0.0%	3.1%
Disaster management	0.0%	0.0%	1.9%	0.0%	0.0%	4.0%	7.7%	0.0%	3.1%
Public sector governance/reform	30.8%	31.3%	30.2%	60.0%	26.7%	20.0%	19.2%	37.5%	25.0%
Job creation/employment	19.2%	12.5%	15.1%	8.0%	0.0%	20.0%	7.7%	25.0%	21.9%
Financial markets	3.8%	0.0%	6.6%	4.0%	0.0%	0.0%	3.8%	0.0%	6.3%
Equality of opportunity	0.0%	0.0%	1.9%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	10.4%	8.0%	0.0%	4.0%	11.5%	0.0%	3.1%
Rural development*	53.8%	25.0%	13.2%	12.0%	20.0%	32.0%	34.6%	25.0%	28.1%
Global/regional integration	3.8%	6.3%	7.5%	0.0%	13.3%	12.0%	11.5%	0.0%	3.1%
Food security	3.8%	0.0%	2.8%	4.0%	0.0%	8.0%	0.0%	0.0%	6.3%
Education*	38.5%	25.0%	42.5%	4.0%	20.0%	20.0%	30.8%	50.0%	34.4%
Social protection	0.0%	0.0%	3.8%	12.0%	0.0%	4.0%	3.8%	0.0%	3.1%
Climate change	3.8%	6.3%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	11.5%	18.8%	9.4%	4.0%	6.7%	0.0%	11.5%	12.5%	6.3%
Natural resource management	11.5%	12.5%	12.3%	28.0%	13.3%	24.0%	3.8%	0.0%	9.4%

\*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lao PDR?

Greatest Value Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Convening/facilitating	4.8%	6.7%	2.1%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	4.8%	6.7%	3.2%	4.3%	0.0%	5.3%	10.5%	14.3%	3.3%
Policy advice, studies, analyses*	4.8%	33.3%	22.3%	52.2%	54.5%	21.1%	21.1%	14.3%	26.7%
Financial resources	9.5%	20.0%	13.8%	34.8%	27.3%	5.3%	15.8%	14.3%	23.3%
Capacity development	23.8%	33.3%	27.7%	0.0%	18.2%	36.8%	31.6%	14.3%	30.0%
Technical assistance*	28.6%	0.0%	17.0%	0.0%	0.0%	10.5%	10.5%	42.9%	10.0%
Mobilizing third party financial resources	14.3%	0.0%	11.7%	0.0%	0.0%	10.5%	5.3%	0.0%	6.7%
Development partner coordination	4.8%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	4.8%	0.0%	1.1%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	4.3%	0.0%	5.3%	5.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Convening/facilitating	0.0%	14.3%	4.2%	4.3%	8.3%	5.6%	10.0%	0.0%	3.8%
Data	19.0%	0.0%	3.1%	13.0%	8.3%	11.1%	0.0%	0.0%	3.8%
Policy advice, studies, analyses	14.3%	7.1%	8.3%	30.4%	25.0%	16.7%	15.0%	14.3%	7.7%
Financial resources	14.3%	7.1%	15.6%	17.4%	8.3%	11.1%	15.0%	0.0%	11.5%
Capacity development	9.5%	14.3%	16.7%	13.0%	8.3%	5.6%	10.0%	57.1%	26.9%
Technical assistance	14.3%	28.6%	32.3%	8.7%	33.3%	22.2%	30.0%	14.3%	26.9%
Mobilizing third party financial resources	9.5%	7.1%	6.3%	8.7%	8.3%	11.1%	10.0%	0.0%	3.8%
Development partner coordination	19.0%	21.4%	8.3%	4.3%	0.0%	16.7%	10.0%	14.3%	7.7%
Linkage to non-Bank expertise	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Other	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	19	8.05	1.39	10	7.30	1.49	84	8.01	1.39	21	7.33	1.74	10	6.00	1.89	8	7.13	1.89	15	7.07	1.49	7	8.14	1.57	16	6.75	1.91
Citizen engagement	18	7.22	2.07	8	6.75	1.75	61	7.08	1.64	15	5.53	2.20	8	6.25	2.66	8	6.88	1.55	14	6.64	1.55	6	7.33	1.03	12	5.75	2.34
Policy design	16	7.94	1.88	9	7.11	1.45	71	7.63	1.26	19	7.53	1.35	8	7.25	1.49	11	7.82	0.98	14	7.07	1.38	6	7.00	2.10	16	7.56	1.71

\*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in Lao PDR to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	21	8.48	1.83	11	8.45	1.92	91	8.70	1.11	25	8.36	1.80	13	7.77	2.20	15	8.53	1.13	16	8.50	1.71	7	9.00	1.00	18	8.28	1.27
Citizen engagement	20	8.10	1.89	10	8.50	1.35	80	8.29	1.47	23	8.30	1.43	14	8.14	1.51	13	8.54	1.13	15	8.33	1.18	6	8.17	0.75	16	8.81	0.98
Policy design	19	8.47	1.47	8	7.75	3.01	82	8.51	1.09	23	8.74	1.29	13	8.15	1.28	14	8.00	0.96	15	8.47	1.19	6	8.33	1.21	15	8.67	0.72

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Staff too inaccessible	12.5%	13.3%	5.7%	4.0%	0.0%	8.0%	16.7%	0.0%	13.3%
Not exploring alternative policy options	8.3%	13.3%	9.5%	8.0%	6.7%	20.0%	4.2%	12.5%	3.3%
Not collaborating enough with stakeholders outside the Government*	12.5%	6.7%	7.6%	16.0%	40.0%	16.0%	20.8%	0.0%	20.0%
Its advice and strategies do not lend themselves to practical problem solving	4.2%	13.3%	3.8%	16.0%	13.3%	8.0%	4.2%	0.0%	0.0%
Not enough public disclosure of its work	20.8%	46.7%	21.0%	8.0%	20.0%	32.0%	29.2%	12.5%	23.3%
Arrogant in its approach*	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Not client focused	4.2%	0.0%	4.8%	4.0%	6.7%	4.0%	4.2%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	16.7%	0.0%	27.6%	16.0%	6.7%	8.0%	25.0%	62.5%	20.0%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	20.0%	4.8%	20.0%	13.3%	8.0%	8.3%	0.0%	10.0%
Too influenced by developed countries	16.7%	6.7%	14.3%	16.0%	13.3%	16.0%	8.3%	12.5%	3.3%
Imposing technocratic solutions without regard to political realities	25.0%	6.7%	24.8%	16.0%	20.0%	8.0%	12.5%	25.0%	10.0%
World Bank Group's processes too slow	8.3%	6.7%	26.7%	12.0%	6.7%	12.0%	4.2%	25.0%	13.3%
Not aligned with other development partners' work	4.2%	0.0%	1.9%	0.0%	6.7%	0.0%	4.2%	0.0%	0.0%
Not aligned with country priorities	8.3%	6.7%	10.5%	0.0%	0.0%	0.0%	8.3%	0.0%	3.3%
Not adequately sensitive to political/social realities in Lao PDR	16.7%	20.0%	17.1%	8.0%	6.7%	8.0%	12.5%	0.0%	6.7%
Other	0.0%	6.7%	1.9%	0.0%	0.0%	8.0%	4.2%	0.0%	6.7%
Don't know	12.5%	20.0%	6.7%	16.0%	20.0%	16.0%	12.5%	12.5%	30.0%

\*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Policy based lending/budget support to the Government	56.0%	50.0%	41.9%	28.0%	20.0%	37.5%	46.2%	37.5%	18.8%
Knowledge products/services*	12.0%	18.8%	13.3%	48.0%	26.7%	16.7%	19.2%	0.0%	15.6%
Investment lending	16.0%	37.5%	23.8%	40.0%	26.7%	20.8%	23.1%	12.5%	25.0%
Technical assistance*	56.0%	25.0%	52.4%	24.0%	60.0%	33.3%	34.6%	87.5%	40.6%
Capacity development	20.0%	43.8%	42.9%	24.0%	26.7%	20.8%	26.9%	50.0%	31.3%
Trust Fund management	8.0%	6.3%	8.6%	8.0%	13.3%	20.8%	19.2%	0.0%	18.8%
Multi-sectoral approaches	12.0%	12.5%	11.4%	12.0%	6.7%	16.7%	3.8%	0.0%	9.4%
Other	0.0%	0.0%	0.0%	0.0%	6.7%	4.2%	3.8%	0.0%	0.0%
Don't know	8.0%	6.3%	1.9%	0.0%	6.7%	4.2%	7.7%	0.0%	15.6%

\*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
To a fully sufficient degree	20.0%	7.1%	10.6%	8.0%	6.7%	4.2%	3.8%	12.5%	0.0%
To a somewhat sufficient degree	20.0%	35.7%	29.8%	64.0%	13.3%	25.0%	46.2%	25.0%	33.3%
To a somewhat insufficient degree	48.0%	50.0%	57.7%	20.0%	33.3%	45.8%	46.2%	62.5%	50.0%
To a very insufficient degree	8.0%	7.1%	1.9%	0.0%	26.7%	8.3%	3.8%	0.0%	10.0%
Don't know	4.0%	0.0%	0.0%	8.0%	20.0%	16.7%	0.0%	0.0%	6.7%

\*Significantly different between stakeholder groups

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Academia/think tanks/research institutes*	72.0%	43.8%	62.9%	16.0%	33.3%	20.0%	34.6%	87.5%	31.3%
Development partner community*	16.0%	18.8%	21.0%	20.0%	20.0%	52.0%	15.4%	25.0%	15.6%
Media*	8.0%	6.3%	4.8%	0.0%	6.7%	4.0%	53.8%	0.0%	0.0%
Local Government	48.0%	37.5%	36.2%	24.0%	13.3%	20.0%	38.5%	37.5%	37.5%
Private sector*	4.0%	12.5%	20.0%	40.0%	80.0%	8.0%	3.8%	12.5%	25.0%
National Assembly*	16.0%	56.3%	15.2%	20.0%	13.3%	16.0%	3.8%	12.5%	6.3%
Non-Profit Organization/Community Based Organizations (CBOs)*	4.0%	6.3%	3.8%	12.0%	6.7%	40.0%	7.7%	0.0%	18.8%
Youth/university groups	8.0%	6.3%	15.2%	8.0%	20.0%	0.0%	19.2%	12.5%	12.5%
Non-Profit Associations (NPAs)*	0.0%	0.0%	1.0%	4.0%	0.0%	28.0%	7.7%	0.0%	6.3%
Beneficiaries	12.0%	6.3%	14.3%	24.0%	6.7%	4.0%	7.7%	0.0%	12.5%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	3.8%	0.0%	12.5%
Don't know	4.0%	0.0%	1.9%	12.0%	0.0%	0.0%	0.0%	0.0%	9.4%

\*Significantly different between stakeholder groups

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

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lao PDR*	22	8.14	1.32	14	7.79	1.53	98	7.82	1.40	24	8.25	1.26	12	6.00	2.56	20	6.85	1.66	22	7.50	1.63	8	8.13	2.23	24	7.04	1.78
The WBG's work is aligned with what I consider the development priorities for Lao PDR*	20	7.95	1.28	14	7.57	1.60	93	7.65	1.43	24	8.13	1.30	12	6.17	2.17	16	7.06	1.77	21	6.86	1.96	7	7.71	1.38	23	6.78	1.91
The World Bank Group supports programs and strategies that are realistic for Lao PDR	22	7.91	1.72	13	7.77	1.24	96	7.65	1.38	23	7.52	1.68	12	7.00	2.09	19	7.00	1.89	21	7.33	1.59	8	8.00	1.51	22	7.41	1.92
The World Bank Group treats clients and stakeholders in Lao PDR with respect	19	8.21	1.62	10	7.10	1.29	86	7.93	1.44	22	8.09	1.31	12	7.58	1.93	16	7.06	2.26	16	7.69	1.74	7	7.57	2.07	20	7.55	1.47

\*Significantly different between stakeholder groups

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	17	7.06	1.82	10	6.70	1.95	86	6.83	1.45	20	7.50	1.73	10	6.50	2.01	11	6.82	1.60	20	6.95	1.61	7	7.43	1.40	18	6.44	1.10
Flexibility (in terms of the institution's products and services)*	15	7.27	1.49	7	5.86	1.68	84	6.74	1.40	17	5.82	2.04	9	5.22	1.86	12	6.33	2.02	19	6.74	1.69	7	7.00	1.53	18	6.33	1.03
Flexibility (in terms of changing country circumstances)	17	7.12	1.65	4	5.75	1.50	89	6.85	1.50	15	6.53	2.29	9	5.44	1.67	13	6.08	1.80	20	7.05	1.64	7	7.29	2.06	14	6.43	1.16
Being inclusive	14	7.43	0.94	9	7.00	2.18	83	7.00	1.53	20	7.15	2.01	9	5.78	2.49	10	5.80	1.87	22	6.95	1.91	7	7.00	2.52	18	6.44	1.69
Openness*	18	7.83	1.54	14	6.07	1.49	91	7.45	1.42	25	8.00	1.32	13	6.92	1.55	15	6.73	1.75	22	7.41	1.82	8	8.00	1.77	20	7.25	1.48
Staff accessibility*	17	7.71	1.53	6	5.67	1.37	89	7.34	1.46	23	7.61	1.31	10	6.50	1.72	15	6.07	1.39	22	7.09	1.85	8	7.00	2.00	16	6.63	1.36
Straightforwardness and honesty	16	8.19	0.98	10	6.90	2.23	88	8.08	1.17	21	7.62	1.63	9	7.00	1.80	11	7.64	1.69	21	7.67	1.56	8	8.13	1.55	15	7.53	1.19
Ease of access to the people at the WBG who are making decisions important to my work	16	6.50	2.16	7	7.14	1.21	85	7.45	1.52	19	7.53	1.78	9	6.22	2.39	11	6.27	1.49	20	6.65	1.81	8	6.50	2.93	13	6.38	1.80
Collaboration with civil society*	15	7.53	1.81	6	6.00	1.67	80	7.40	1.42	13	6.31	2.10	10	6.70	1.95	16	6.06	2.02	21	7.05	1.66	7	8.14	1.21	16	7.19	1.52
Collaboration with the Government	19	8.21	1.36	11	7.73	1.68	97	8.22	1.18	21	8.00	1.55	11	8.09	1.14	18	7.72	1.23	20	7.65	1.53	7	8.71	0.76	20	7.90	1.12
Collaboration with other development partners	17	7.71	1.31	8	7.13	2.23	82	8.20	1.33	24	7.63	1.58	10	7.90	1.52	15	7.13	1.41	21	7.62	1.24	7	7.14	2.79	19	7.47	1.39
Collaboration with the private sector*	13	7.08	1.75	6	6.17	1.83	65	7.22	1.35	19	7.21	1.65	11	4.55	1.86	13	6.69	1.25	18	7.28	1.49	6	6.83	2.40	12	5.92	1.51
The speed in which it gets things accomplished on the ground*	14	6.86	1.29	5	5.00	1.58	79	7.09	1.50	20	7.15	1.57	10	4.90	1.85	10	5.90	1.52	19	7.37	1.74	5	7.60	2.51	12	6.17	2.44
Being a long-term partner*	19	9.05	1.08	11	7.55	2.66	97	8.90	0.99	23	8.48	1.27	12	8.00	1.86	15	8.33	1.63	21	8.29	1.10	7	8.43	1.51	20	8.45	1.36

\*Significantly different between stakeholder groups

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

To be a more effective development partner in Lao PDR, do you believe that the World Bank Group should have ... ? (Select only ONE response)

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
More local presence	84.6%	66.7%	68.3%	44.0%	80.0%	72.0%	80.8%	75.0%	61.3%
The current level of local presence is adequate	7.7%	26.7%	28.8%	40.0%	20.0%	8.0%	15.4%	25.0%	29.0%
Less local presence	3.8%	0.0%	0.0%	4.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Don't know	3.8%	6.7%	2.9%	12.0%	0.0%	16.0%	3.8%	0.0%	9.7%

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up*	32.0%	46.7%	14.7%	16.7%	13.3%	4.2%	19.2%	12.5%	27.6%
There is not an adequate level of citizen/civil society participation*	40.0%	26.7%	46.1%	16.7%	40.0%	66.7%	38.5%	25.0%	20.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	44.0%	26.7%	36.3%	16.7%	40.0%	20.8%	57.7%	50.0%	41.4%
Lack of/inadequate levels of capacity in Government*	12.0%	13.3%	14.7%	62.5%	46.7%	29.2%	11.5%	0.0%	24.1%
Poor development partner coordination	20.0%	40.0%	33.3%	4.2%	20.0%	33.3%	26.9%	37.5%	24.1%
The World Bank Group works too slowly	0.0%	0.0%	5.9%	0.0%	0.0%	8.3%	3.8%	12.5%	3.4%
The Government works inefficiently*	0.0%	13.3%	1.0%	16.7%	13.3%	12.5%	19.2%	25.0%	13.8%
Political pressures and obstacles*	0.0%	6.7%	3.9%	41.7%	13.3%	12.5%	3.8%	0.0%	10.3%
Reforms are not well thought out in light of country challenges*	36.0%	20.0%	36.3%	16.7%	13.3%	8.3%	11.5%	37.5%	20.7%
Other	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lao PDR? (1-Not important at all, 10-Very important)

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	20	8.20	1.47	12	8.00	2.76	95	7.74	1.98	22	8.36	1.33	15	7.73	2.84	20	8.80	1.51	20	8.05	1.90	8	7.50	2.27	23	8.61	1.44
Information and communications technology*	20	8.35	1.57	13	7.62	1.56	101	8.21	1.33	23	6.52	2.11	15	7.40	2.29	18	7.83	1.82	20	7.80	1.91	8	8.00	1.41	25	7.76	1.16
Transport	23	8.78	1.17	12	7.92	2.27	100	8.42	1.43	24	8.21	1.47	15	7.93	2.34	19	8.16	1.71	20	8.60	1.60	8	8.63	0.52	23	8.48	1.16
Environmental sustainability	21	8.52	1.60	15	7.93	2.05	102	8.61	1.37	24	8.08	1.53	15	8.00	2.20	20	8.85	1.66	20	8.60	1.39	8	8.50	1.20	30	8.43	1.22
Regulatory framework	21	8.05	1.66	13	7.77	2.05	99	8.10	1.41	22	8.05	1.59	15	8.47	1.60	18	7.89	1.75	21	7.95	1.12	8	8.13	1.36	25	8.20	1.15
Communicable/non-communicable diseases*	21	8.38	1.72	10	6.10	1.91	93	7.85	1.44	21	6.57	2.13	14	6.43	2.03	17	7.35	2.06	20	7.55	2.09	7	7.00	1.63	24	7.46	1.91
Urban development*	18	8.39	1.61	10	7.60	1.84	100	8.12	1.38	23	6.65	2.04	15	7.20	1.86	18	7.89	1.84	21	8.48	1.50	8	7.13	1.55	23	7.91	1.35
Poverty reduction	24	9.29	1.04	14	8.79	1.67	105	9.18	0.90	24	8.67	1.79	15	8.40	2.23	21	9.52	0.75	22	9.27	0.88	8	8.75	1.04	31	8.94	1.09
Gender equity	21	7.90	1.61	13	7.31	1.70	103	7.60	1.50	23	7.35	1.97	15	7.07	2.19	19	8.42	1.35	21	7.95	1.77	8	7.63	1.30	27	8.00	1.27
Private sector development	19	7.79	1.32	11	6.91	2.55	97	7.60	1.56	23	8.30	1.43	15	7.80	2.01	19	6.84	2.24	19	7.68	2.08	7	7.57	1.72	24	7.25	1.39
Foreign direct investment*	19	8.47	0.96	11	7.00	2.68	100	7.99	1.39	23	6.87	2.12	14	8.00	1.96	20	7.10	2.13	20	8.10	1.45	7	7.00	1.29	23	7.17	1.53
Water and sanitation*	20	8.50	1.57	13	8.00	1.73	102	8.52	1.12	23	7.17	1.87	15	7.20	2.46	19	8.37	1.64	20	8.45	1.57	8	7.75	1.04	27	8.00	1.66
Trade and exports	20	7.90	1.80	11	7.36	2.16	98	8.08	1.33	23	7.52	1.56	15	8.33	1.45	17	7.82	2.01	20	8.15	1.60	7	8.29	0.76	21	7.52	1.17
Economic growth	23	8.70	1.18	12	8.50	1.62	101	8.39	1.33	24	8.08	1.59	14	8.43	1.50	20	8.35	1.87	21	8.76	1.34	7	8.71	0.95	27	8.04	1.34
Law and justice*	21	8.14	1.39	13	8.23	2.20	101	8.11	1.40	21	6.38	2.27	15	8.20	2.11	18	8.78	1.22	21	8.57	1.36	8	8.75	0.89	23	8.09	1.50
Energy	21	8.48	1.03	13	8.31	1.32	100	8.19	1.29	24	7.38	1.88	15	7.47	2.47	17	7.94	2.01	20	8.45	1.61	7	7.86	1.57	25	8.04	1.02
Disaster management*	22	8.41	1.68	10	7.50	2.07	100	8.17	1.60	22	6.55	1.92	15	7.47	1.60	19	7.74	1.63	21	8.19	1.72	7	7.00	1.29	26	7.62	1.94
Public sector governance/reform	19	8.42	1.57	13	8.38	1.45	96	8.43	1.55	24	8.92	1.28	14	8.07	2.27	17	8.94	1.43	20	8.40	1.67	7	8.57	2.15	27	7.85	2.41
Job creation/employment	21	8.86	1.35	14	8.21	2.26	101	8.34	1.22	24	7.54	2.23	15	7.67	1.76	19	8.37	1.38	20	8.35	1.66	7	9.00	0.82	29	7.93	1.69
Crime and violence*	17	7.71	2.05	12	5.83	1.95	92	7.10	1.77	22	5.09	2.51	15	5.60	2.80	17	7.06	2.08	19	8.00	1.76	7	6.43	3.21	21	7.14	1.71
Financial markets	17	8.18	2.04	13	7.54	2.03	97	8.00	1.59	23	7.09	2.23	15	7.13	2.23	18	7.83	1.89	20	8.30	1.13	7	7.57	1.51	23	7.61	1.27
Equality of opportunity	17	8.24	1.82	12	7.58	1.62	97	7.63	1.70	24	7.92	2.04	15	6.93	1.94	19	8.00	1.15	21	7.90	1.81	7	7.57	2.37	24	7.88	1.96
Health	21	8.57	1.43	12	8.25	1.48	100	8.30	1.44	23	7.52	1.83	15	7.73	1.83	18	8.28	1.90	20	8.45	1.54	8	8.38	0.74	25	7.88	1.62
Rural development*	24	9.42	0.72	15	8.20	2.08	102	8.85	1.04	23	7.87	1.89	15	7.93	1.62	20	8.75	1.65	23	8.70	1.55	8	9.38	0.74	28	8.54	1.20
Global/regional integration*	22	8.59	1.59	13	8.15	1.63	100	8.42	1.25	22	7.59	1.33	15	7.27	2.66	19	8.42	1.30	21	8.29	1.52	6	9.17	0.98	28	8.04	1.37
Food security*	22	8.73	1.86	14	8.14	2.14	99	8.38	1.28	23	7.13	2.01	15	7.53	2.36	20	8.30	1.78	21	8.48	1.63	8	8.00	0.93	24	8.17	1.40
Education	22	9.27	1.24	15	8.80	2.43	104	9.16	0.87	23	8.35	1.67	15	8.33	2.13	20	8.60	1.67	23	9.09	1.12	8	8.75	1.28	26	8.58	1.86
Social protection	19	7.84	2.14	12	7.58	2.11	98	7.64	1.36	23	7.43	1.97	15	7.00	2.17	18	8.39	1.04	18	7.50	1.92	7	6.29	2.56	22	7.55	1.77
Climate change*	22	8.18	2.04	11	7.45	1.75	101	8.11	1.47	23	7.13	1.91	15	6.53	2.33	19	8.32	1.45	20	8.25	1.55	8	7.13	2.17	26	7.50	1.96
Agricultural development*	22	8.86	1.36	13	7.85	1.46	104	8.63	1.27	22	7.00	1.93	14	8.00	1.52	20	8.65	1.50	21	8.76	1.26	8	8.63	1.19	29	8.34	1.61
Natural resource management	22	8.77	1.19	14	8.29	1.77	101	8.43	1.42	23	8.26	1.10	15	7.73	2.49	20	8.35	2.06	22	8.59	1.59	7	8.29	1.38	27	8.41	1.31

\*Significantly different between stakeholder groups





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

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	13	6.85	2.61	8	5.25	2.49	41	6.29	1.83	12	6.42	2.39	9	3.78	2.64	10	6.20	2.04	10	5.90	2.77	3	7.33	2.52	11	4.18	2.52
Transport*	18	7.89	1.53	9	7.67	1.94	69	7.32	1.30	17	7.00	2.12	12	5.50	2.07	16	7.06	1.44	14	6.86	2.32	6	7.50	1.22	11	7.00	1.67
Environmental sustainability	20	7.80	2.04	9	6.78	2.33	78	7.49	1.50	19	7.26	2.00	11	6.36	1.96	14	7.29	1.44	14	7.00	2.25	6	7.50	1.64	15	7.20	1.42
Regulatory framework	20	7.65	2.01	9	6.56	2.19	74	7.24	1.47	13	7.23	2.31	10	6.90	1.52	11	6.91	1.22	13	6.38	2.18	4	8.00	1.41	12	6.67	1.37
Communicable/non-communicable diseases*	19	8.11	2.13	10	6.20	2.04	55	7.20	1.71	7	6.43	2.30	10	5.20	2.44	14	6.50	1.16	12	7.25	2.53	3	8.33	1.15	12	7.00	1.60
Poverty reduction*	20	8.10	2.15	12	7.08	2.27	90	7.90	1.18	22	7.77	1.93	12	6.75	2.86	16	7.44	1.67	17	7.12	2.09	6	9.33	0.82	18	7.28	1.27
Gender equity	19	7.58	2.06	11	7.36	1.50	74	7.41	1.43	18	7.39	1.94	11	5.91	2.21	15	7.20	1.66	14	7.00	2.18	5	7.60	1.34	17	6.24	1.75
Private sector development*	16	6.69	1.96	8	5.25	1.98	58	6.97	1.57	16	7.06	2.26	12	4.42	2.27	13	6.38	1.56	13	5.92	1.93	4	6.75	1.50	10	5.90	1.10
Foreign direct investment*	18	7.44	1.79	9	5.56	1.67	61	7.43	1.38	16	6.75	2.24	11	5.45	2.62	11	7.00	1.00	12	6.08	2.19	4	7.75	1.89	9	6.00	1.94
Water and sanitation	19	8.21	1.58	11	7.36	1.69	75	7.51	1.51	15	6.80	2.14	11	6.27	2.28	15	7.20	1.26	12	7.42	2.15	5	8.00	0.71	17	6.88	1.76
Trade and exports	16	7.00	1.86	7	6.29	2.21	64	7.22	1.67	18	7.44	2.18	11	6.00	2.14	14	6.79	1.42	12	6.17	1.95	5	7.40	1.52	9	6.89	1.96
Economic growth	17	7.71	1.72	10	7.20	1.62	70	7.60	1.41	22	7.55	2.06	12	6.83	1.70	15	7.07	1.53	14	6.79	1.31	6	8.33	1.03	16	7.25	1.29
Energy	19	8.16	1.34	8	8.13	1.36	73	7.85	1.19	18	7.56	1.85	10	7.60	1.58	13	6.92	1.32	13	7.46	1.51	5	8.20	0.84	16	7.50	1.51
Disaster management	18	7.33	2.28	9	6.44	1.88	73	7.29	1.59	12	6.83	2.44	9	5.22	2.39	13	6.38	1.33	14	7.36	1.55	5	7.20	1.79	12	7.08	1.73
Public sector governance/reform*	16	7.38	2.31	9	7.00	1.32	69	7.26	1.70	18	7.06	2.29	10	5.40	2.76	11	6.18	2.14	14	6.50	1.29	5	8.40	1.14	11	6.00	2.19
Job creation/employment*	18	7.28	2.05	8	5.50	2.00	58	6.79	1.62	14	6.64	2.27	10	4.90	2.64	12	6.25	1.71	13	6.23	1.59	5	7.80	1.10	14	6.14	2.21
Financial markets*	15	7.33	2.13	7	6.43	2.23	59	7.07	1.57	11	6.18	2.44	11	4.91	2.39	13	7.08	1.38	13	6.08	1.26	4	7.25	1.26	11	6.64	1.69
Equality of opportunity	15	7.27	2.22	6	6.67	1.63	57	7.11	1.71	14	7.07	2.02	11	5.82	2.40	13	6.23	1.24	14	6.29	1.64	4	8.00	1.41	12	6.25	2.30
Health*	20	8.30	1.42	11	7.27	1.85	72	7.60	1.44	12	6.75	2.70	11	6.09	2.34	16	7.25	1.57	13	7.46	1.56	5	7.80	0.84	16	6.31	1.96
Rural development	19	7.89	2.38	10	7.30	1.70	79	7.82	1.47	18	7.44	2.23	12	7.00	2.49	16	7.56	1.26	14	7.29	1.59	6	8.50	1.64	19	6.84	1.57
Global/regional integration	18	7.00	2.77	9	7.33	1.50	72	7.54	1.68	15	7.47	2.03	11	6.09	2.21	14	7.57	1.16	14	6.71	1.73	5	7.40	1.14	13	6.92	1.66
Food security	18	7.33	2.47	10	6.70	1.64	69	7.28	1.70	15	6.40	2.69	11	5.82	2.14	13	7.08	1.44	14	7.21	1.53	5	7.80	0.84	10	6.70	1.49
Education	20	8.20	2.02	11	7.82	1.89	81	7.85	1.32	18	6.78	2.44	12	7.17	2.37	15	7.60	1.06	15	7.33	1.72	5	8.40	0.89	17	6.76	1.86
Climate change	18	7.17	2.62	8	6.50	1.51	64	7.19	1.46	16	6.94	2.14	11	6.36	1.96	12	6.92	1.08	12	6.83	1.27	5	7.20	1.48	14	6.64	1.22
Agricultural development*	19	7.84	1.61	9	7.56	1.51	73	7.68	1.35	14	6.64	2.47	11	6.00	2.57	17	6.94	1.25	15	7.33	1.54	5	8.60	0.89	13	6.77	1.30
Natural resource management*	17	7.76	1.71	8	6.50	2.45	76	7.58	1.43	19	7.32	1.80	12	5.83	2.89	16	7.00	1.32	14	7.57	1.34	5	7.80	1.30	15	7.00	1.31

\*Significantly different between stakeholder groups

Where are the World Bank Group's decisions made primarily that support the program in Lao PDR? (Select only ONE response)

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
At the Headquarters (in Washington D.C.)	24.0%	37.5%	43.7%	28.0%	40.0%	28.0%	24.0%	37.5%	29.0%
In the country	36.0%	43.8%	24.3%	36.0%	6.7%	32.0%	28.0%	50.0%	12.9%
Don't know	40.0%	18.8%	32.0%	36.0%	53.3%	40.0%	48.0%	12.5%	58.1%

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?*	20	7.70	1.72	13	7.15	1.46	92	7.40	1.30	23	7.61	1.27	12	6.25	1.96	19	7.05	1.43	22	6.55	1.95	6	7.83	1.72	20	6.40	1.50

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

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lao PDR	19	7.79	1.55	11	7.36	2.01	84	7.18	1.53	22	7.00	1.69	12	6.08	2.02	15	7.13	1.73	22	7.05	1.99	5	7.40	1.82	15	6.80	1.74
The World Bank Group meets Lao PDR's needs for knowledge services	19	7.32	1.89	11	7.45	1.63	82	7.30	1.53	23	7.61	1.59	13	6.31	1.75	17	7.06	1.56	19	6.32	2.29	6	7.50	2.07	19	6.79	1.55

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Lao PDR received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	15	7.53	1.51	6	5.83	1.17	47	7.49	1.33	10	7.30	1.77	7	7.29	1.60	5	6.80	1.48	14	7.00	1.52	4	8.00	1.63	6	6.00	1.41
To what extent do you believe the World Bank Group measures and corrects its work in real time in Lao PDR?*	15	8.07	1.33	7	6.71	1.89	67	7.46	1.32	15	6.67	2.02	8	5.88	1.81	10	6.50	1.58	15	7.20	1.37	3	8.33	0.58	14	5.57	2.14

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\* (Select only ONE response)**

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Weekly	0.0%	6.7%	2.0%	4.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Monthly	13.0%	20.0%	14.9%	40.0%	14.3%	4.2%	12.0%	14.3%	6.7%
A few times a year	13.0%	13.3%	32.7%	52.0%	21.4%	12.5%	16.0%	14.3%	16.7%
Rarely	52.2%	13.3%	25.7%	4.0%	35.7%	41.7%	28.0%	28.6%	30.0%
Never	21.7%	46.7%	24.8%	0.0%	28.6%	41.7%	44.0%	28.6%	46.7%

\*Significantly different between stakeholder groups

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

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	16	7.44	1.79	10	6.60	1.71	78	6.94	1.27	20	7.60	1.79	11	6.00	1.18	10	6.50	1.43	17	6.24	1.79	7	7.00	1.29	15	6.13	1.46
Include appropriate level of stakeholder involvement during preparation*	14	7.36	1.39	9	6.78	1.48	77	7.27	1.17	20	7.30	2.00	11	5.45	1.86	11	6.18	1.99	15	6.47	1.96	6	7.00	1.41	13	6.00	1.68
Lead to practical solutions*	17	7.82	1.70	11	7.27	1.27	86	7.30	1.23	22	7.18	1.89	11	5.18	2.09	12	6.25	1.86	18	7.00	2.09	6	7.83	1.83	16	6.19	1.83
Are accessible (well written and easy to understand)*	18	7.78	1.35	12	6.92	1.78	82	7.44	1.19	23	8.26	1.48	11	6.00	1.18	10	6.60	1.84	18	7.17	2.28	7	7.00	2.08	17	6.82	1.59
Are source of relevant information on global good practices*	20	8.30	1.38	13	8.23	1.48	88	8.06	1.26	25	7.84	1.65	11	7.27	1.27	13	7.31	1.60	20	7.10	2.02	6	7.17	2.32	15	7.00	1.46
Are adequately disseminated*	18	6.83	1.89	11	5.91	1.97	88	7.05	1.45	22	7.77	1.69	11	6.09	1.70	14	6.36	1.69	20	6.25	2.00	6	6.33	2.58	17	6.41	1.50
Are translated enough into local language	18	7.17	1.79	13	6.00	0.91	89	7.12	1.59	13	7.08	2.06	10	6.50	2.42	11	6.18	1.66	19	7.11	1.79	6	6.33	2.73	17	6.00	1.73
Lead to government's informed decisions*	18	7.44	1.69	12	7.25	1.86	81	7.33	1.36	18	6.22	2.51	10	5.30	2.00	12	6.75	1.36	19	7.00	1.89	6	7.33	1.63	14	5.86	2.28
Are adaptable to Lao PDR's specific development challenges and country circumstances*	20	7.95	1.57	12	7.17	1.34	87	7.39	1.24	24	7.25	2.11	11	6.00	2.00	15	6.87	1.46	20	6.95	1.54	6	7.50	1.64	18	6.06	1.76
Influence policy reforms*	19	7.37	1.54	11	7.27	1.79	86	7.41	1.28	20	6.50	2.37	10	6.10	2.73	12	6.67	1.83	20	6.90	1.74	6	7.83	1.83	14	6.00	1.75

\*Significantly different between stakeholder groups

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	24	7.38	1.81	13	7.38	1.26	99	7.66	1.20	24	7.08	1.84	11	6.45	2.07	18	6.78	1.48	21	7.43	1.60	7	7.86	1.35	21	6.52	1.86
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	22	7.68	1.09	12	7.00	1.28	93	7.86	1.01	24	8.08	1.32	13	7.15	2.27	19	6.84	1.30	20	7.40	1.64	7	8.14	1.35	19	7.26	1.10

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

\*Significantly different between stakeholder groups

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

To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Lao Economic Monitor	20	7.65	1.57	12	7.25	1.54	89	7.72	1.38	23	7.39	1.78	13	7.46	1.39	15	7.07	1.98	20	7.15	1.79	5	8.40	1.14	16	6.94	1.39
Lao PDR Investment Climate Assessment	19	7.79	1.55	11	7.64	1.43	86	7.79	1.26	21	7.43	1.83	14	7.36	1.55	12	6.92	1.62	20	7.10	1.80	5	8.60	0.89	14	6.79	1.19
Lao Development Report 2014: Expanding Productive Employment for Broad-based Growth	16	7.63	1.36	9	7.22	1.99	76	7.66	1.29	22	7.55	1.87	12	6.58	2.07	14	7.07	1.64	20	6.75	2.20	5	8.60	0.89	11	6.82	1.40
Nam Theun 2 Annual Board Update	16	7.69	1.66	7	7.43	1.40	63	7.81	1.50	11	7.00	2.57	10	6.50	2.32	7	6.71	1.98	19	6.79	1.90	5	8.20	0.45	6	7.00	1.67

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

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	17	7.47	2.24	6	7.33	2.34	74	7.36	1.38	10	7.60	1.58	9	6.44	1.74	9	6.78	1.30	15	6.67	1.72	5	7.80	1.92	7	6.14	0.69
The World Bank Group effectively monitors and evaluates the projects and programs it supports	20	7.80	1.51	11	6.82	2.40	80	7.88	1.25	21	7.67	1.88	10	7.10	1.20	16	6.94	1.88	18	7.44	1.79	4	7.25	1.71	13	6.85	1.82
The World Bank Group's approvals and reviews are done in a timely fashion	18	7.61	1.69	8	7.63	1.41	78	7.53	1.32	14	8.07	1.14	8	6.88	1.36	7	7.00	2.08	18	7.28	1.87	5	7.60	1.67	11	6.73	1.74
The World Bank Group's "Environment and Social Policy" requirements are reasonable	21	7.43	1.60	11	8.18	1.47	79	7.73	1.25	18	7.61	1.91	10	6.40	1.90	10	7.30	1.49	17	7.00	2.09	5	8.40	1.34	10	7.10	1.37
The World Bank Group's conditions on its lending are reasonable	21	7.52	1.60	9	7.44	1.51	67	7.76	1.17	13	8.31	1.38	9	6.78	1.79	10	7.10	2.08	16	7.56	1.90	3	9.33	1.15	9	6.67	2.12
The World Bank Group takes decisions quickly in Lao PDR*	20	7.25	2.10	8	7.00	1.20	68	7.38	1.33	11	7.73	1.19	9	5.89	1.90	10	6.30	2.21	17	6.53	1.74	4	8.25	2.22	11	6.00	2.24
Working with the World Bank Group increases Lao PDR's institutional capacity	22	7.73	1.42	10	7.70	1.06	87	8.07	1.17	22	7.59	1.84	11	7.55	1.37	15	7.07	1.87	17	7.00	1.70	5	7.80	1.92	13	7.08	1.44
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.20	2.01	7	7.57	1.40	71	7.87	1.22	13	7.08	2.06	9	7.44	1.88	10	6.70	2.11	15	6.93	1.71	5	8.00	1.58	11	6.91	1.38
The World Bank Group provides effective implementation support*	21	8.19	1.33	9	7.44	1.13	87	8.18	1.16	18	7.72	1.32	10	6.60	1.58	11	7.27	2.05	17	7.41	1.84	5	8.40	1.82	14	7.50	1.51

\*Significantly different between stakeholder groups

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR?*	17	6.35	2.23	8	6.13	0.99	66	7.20	1.32	16	7.06	1.95	13	4.92	2.29	11	6.64	1.21	16	6.81	1.80	4	9.00	1.15	11	5.55	2.02

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

**Which of the following best describes the way the World Bank Group operates in Lao PDR?\*** (Select only ONE response)

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group takes too much risk in Lao PDR	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	3.1%
The World Bank Group does not take enough risk in Lao PDR	32.0%	20.0%	20.2%	16.0%	21.4%	16.0%	28.0%	0.0%	18.8%
The World Bank Group's approach to risk is appropriate	56.0%	46.7%	51.9%	40.0%	35.7%	32.0%	44.0%	50.0%	12.5%
Don't know	12.0%	33.3%	27.9%	44.0%	42.9%	48.0%	28.0%	50.0%	65.6%

\*Significantly different between stakeholder groups

**Which of the following best describes the World Bank Group's support in Lao PDR?\*** (Select only ONE response)

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Lao PDR	60.0%	66.7%	60.6%	66.7%	28.6%	32.0%	56.0%	62.5%	31.3%
The World Bank Group is not sufficiently selective in Lao PDR, and it is involved in too many areas of development	12.0%	20.0%	20.2%	16.7%	35.7%	16.0%	20.0%	12.5%	18.8%
Don't know	28.0%	13.3%	19.2%	16.7%	35.7%	52.0%	24.0%	25.0%	50.0%

\*Significantly different between stakeholder groups

**F. Specific Project/Program Related Issues**

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
<b>Nam Theun 2</b>																											
The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.*	21	8.43	1.43	11	8.91	0.83	82	8.24	1.44	17	8.35	1.32	13	8.15	1.91	17	8.65	1.80	19	7.79	1.78	5	8.60	0.89	13	6.77	2.49
The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.*	21	8.19	1.50	9	8.67	1.32	77	8.40	1.14	11	7.27	2.28	12	7.58	2.57	13	8.15	2.12	17	7.35	1.97	4	8.25	0.50	9	6.67	2.60
NT2 is having a positive impact on sustainable economic development in Lao PDR.*	21	8.67	1.53	12	9.00	0.74	83	8.60	1.29	16	7.81	1.76	13	8.23	1.83	14	8.29	2.02	22	7.91	2.02	5	8.60	1.14	11	6.82	2.32
The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.*	20	8.75	1.41	12	8.75	1.06	87	8.77	1.20	14	7.93	1.21	13	8.38	1.89	13	8.31	2.18	23	8.22	1.83	5	8.80	0.84	9	6.89	2.47
There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.*	19	8.79	0.98	9	8.89	1.05	81	8.59	1.15	16	7.88	1.82	13	8.31	1.93	13	8.54	1.71	19	7.68	2.00	4	8.75	1.26	8	6.75	2.66
<b>Poverty Reduction Support Operation Series, PRSO</b>																											
PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	21	8.19	1.40	10	7.60	1.78	75	8.07	1.33	13	7.15	2.30	8	7.25	1.16	12	7.50	1.38	19	7.58	2.06	7	8.57	1.13	14	6.86	2.25
PRSO has led to good economic policies and institutional reforms in Lao PDR*	21	7.95	1.53	11	8.27	1.74	76	8.13	1.25	14	6.64	2.79	9	6.89	2.09	11	7.55	1.86	18	7.44	2.12	6	8.33	1.51	14	6.14	1.96
The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system*	22	7.86	1.46	10	8.20	1.62	73	8.05	1.38	13	7.46	1.94	9	6.89	2.42	13	7.69	1.89	17	7.53	1.97	6	8.67	1.21	12	6.33	2.15

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy*	34.6%	53.3%	38.5%	8.3%	33.3%	32.0%	56.0%	50.0%	32.3%
Ensure greater selectivity in its work	11.5%	0.0%	3.8%	16.7%	6.7%	0.0%	4.0%	12.5%	3.2%
Offer more innovative financial products	3.8%	13.3%	17.3%	8.3%	6.7%	16.0%	20.0%	0.0%	12.9%
Improve the competitiveness of its financing compared to markets	19.2%	0.0%	7.7%	4.2%	6.7%	0.0%	8.0%	12.5%	9.7%
Reach out more to groups outside of Government*	7.7%	6.7%	8.7%	33.3%	40.0%	24.0%	16.0%	0.0%	29.0%
Work faster	7.7%	6.7%	2.9%	4.2%	6.7%	4.0%	4.0%	25.0%	6.5%
Improve the quality of its experts as related to Lao PDR's specific challenges	15.4%	26.7%	19.2%	4.2%	13.3%	20.0%	8.0%	0.0%	9.7%
Offer more innovative knowledge services	0.0%	6.7%	10.6%	4.2%	13.3%	4.0%	4.0%	0.0%	3.2%
Collaborate more effectively with Government clients	15.4%	40.0%	15.4%	8.3%	40.0%	16.0%	16.0%	25.0%	12.9%
Increase the level of capacity development in the country	26.9%	20.0%	30.8%	45.8%	6.7%	32.0%	20.0%	37.5%	22.6%
Reduce the complexity of obtaining World Bank Group financing	30.8%	13.3%	21.2%	12.5%	6.7%	24.0%	12.0%	25.0%	25.8%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	13.3%	3.8%	0.0%	0.0%	0.0%	4.0%	0.0%	3.2%
Deepen the understanding of, and be more adaptable to, the country context	19.2%	0.0%	16.3%	25.0%	13.3%	16.0%	16.0%	0.0%	19.4%
Other	3.8%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	3.2%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Lao PDR, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in Lao PDR?\* (Select only ONE response)

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Financial services	60.0%	50.0%	47.0%	33.3%	46.2%	52.0%	68.2%	62.5%	38.7%
Knowledge products	24.0%	28.6%	13.0%	16.7%	30.8%	16.0%	4.5%	0.0%	16.1%
Convening services	8.0%	7.1%	5.0%	0.0%	7.7%	4.0%	0.0%	12.5%	3.2%
None of the above	0.0%	7.1%	4.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
The combination is appropriate for Lao PDR	4.0%	7.1%	29.0%	45.8%	15.4%	20.0%	18.2%	12.5%	19.4%
Don't know	4.0%	0.0%	2.0%	4.2%	0.0%	4.0%	9.1%	12.5%	22.6%

\*Significantly different between stakeholder groups



## H. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Periodicals	34.6%	43.8%	46.7%	20.0%	26.7%	16.0%	29.2%	25.0%	45.2%
International newspapers	3.8%	0.0%	4.8%	20.0%	6.7%	0.0%	4.2%	12.5%	3.2%
Local radio	7.7%	12.5%	9.5%	8.0%	6.7%	12.0%	8.3%	0.0%	3.2%
International radio	0.0%	12.5%	1.0%	0.0%	6.7%	4.0%	4.2%	0.0%	0.0%
Local television*	46.2%	31.3%	21.0%	0.0%	20.0%	24.0%	16.7%	37.5%	19.4%
International television	3.8%	12.5%	3.8%	0.0%	13.3%	8.0%	16.7%	0.0%	16.1%
Local newspapers	65.4%	56.3%	55.2%	72.0%	40.0%	68.0%	70.8%	37.5%	51.6%
Internet	30.8%	25.0%	37.1%	36.0%	53.3%	40.0%	29.2%	62.5%	25.8%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	0.0%	6.3%	9.5%	20.0%	20.0%	16.0%	16.7%	25.0%	9.7%
Other	7.7%	0.0%	3.8%	12.0%	0.0%	8.0%	0.0%	0.0%	12.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Direct contact with World Bank Group*	41.7%	26.7%	20.0%	44.0%	13.3%	25.0%	29.2%	0.0%	16.1%
e-Newsletters	25.0%	6.7%	15.2%	20.0%	46.7%	20.8%	20.8%	50.0%	22.6%
World Bank Group's seminars/workshops/conferences	45.8%	40.0%	45.7%	24.0%	40.0%	54.2%	20.8%	50.0%	38.7%
World Bank Group's publications and other written materials	41.7%	46.7%	49.5%	56.0%	33.3%	45.8%	50.0%	50.0%	71.0%
World Bank Group's website	33.3%	60.0%	50.5%	32.0%	53.3%	33.3%	58.3%	25.0%	29.0%
Social media	4.2%	20.0%	8.6%	8.0%	6.7%	16.7%	8.3%	0.0%	6.5%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%

\*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	65.2%	50.0%	57.0%	45.8%	40.0%	31.3%	47.6%	37.5%	26.9%
No	34.8%	50.0%	43.0%	54.2%	60.0%	68.8%	52.4%	62.5%	73.1%

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	19.0%	27.3%	32.6%	58.3%	28.6%	15.8%	29.4%	14.3%	15.4%
No	81.0%	72.7%	67.4%	41.7%	71.4%	84.2%	70.6%	85.7%	84.6%

\*Significantly different between stakeholder groups



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

Were you able to obtain this information?

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	75.0%	100.0%	77.8%	92.3%	75.0%	100.0%	100.0%	0.0%	100.0%
No	25.0%	0.0%	22.2%	7.7%	25.0%	0.0%	0.0%	100.0%	0.0%

Do you have access to the Internet?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	47.4%	50.0%	83.2%	100.0%	100.0%	90.0%	82.4%	50.0%	72.4%
No	52.6%	50.0%	16.8%	0.0%	0.0%	10.0%	17.6%	50.0%	27.6%

\*Significantly different between stakeholder groups

Do you use/have used the World Bank Group website?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	16.7%	50.0%	59.4%	92.0%	73.3%	47.4%	47.6%	37.5%	37.9%
No	83.3%	50.0%	40.6%	8.0%	26.7%	52.6%	52.4%	62.5%	62.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	8.7%	16.7%	11.7%	4.0%	13.3%	15.0%	14.3%	0.0%	10.3%
No	91.3%	83.3%	88.3%	96.0%	86.7%	85.0%	85.7%	100.0%	89.7%

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

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
High speed/Wi-Fi	47.1%	75.0%	62.2%	91.3%	76.9%	84.6%	50.0%	80.0%	60.0%
Mobile Internet (3G/4G)	52.9%	25.0%	37.8%	8.7%	23.1%	15.4%	50.0%	20.0%	40.0%

\*Significantly different between stakeholder groups

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

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

	Presidential Office/ Government's Office			National Assembly			Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	11	7.82	1.83	5	6.60	2.07	73	7.88	1.21	22	7.50	1.47	11	8.00	1.34	13	7.31	1.44	15	7.33	2.09	3	8.67	1.53	15	7.80	1.66
I find the information on the World Bank Group's websites useful*	9	7.78	1.72	7	7.57	1.81	73	8.15	1.04	22	8.09	1.38	11	8.09	1.04	12	7.17	1.75	13	7.08	2.10	4	8.75	1.50	17	7.24	1.52
The World Bank Group's social media channels are valuable sources of information about the institution	9	7.67	2.29	4	7.50	1.91	48	7.92	1.15	9	7.33	1.80	9	6.22	2.82	8	7.00	2.07	12	6.58	2.35	3	8.00	1.00	9	7.11	1.69
When I need information from the World Bank Group I know how to find it	12	7.08	2.02	7	7.57	2.23	53	7.45	1.53	24	7.54	1.67	11	7.00	3.07	11	7.27	1.85	14	7.29	1.68	3	8.33	1.15	12	6.33	2.19
The World Bank Group is responsive to my information requests and inquiries	7	7.29	2.87	5	6.20	3.35	48	7.65	1.60	21	8.14	1.62	8	6.38	2.62	10	6.80	1.75	11	7.36	2.06	2	8.50	0.71	8	6.13	2.10

\*Significantly different between stakeholder groups

**I. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?\* (Select only ONE response)

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
I currently collaborate with the World Bank Group	12.5%	6.7%	18.1%	28.0%	20.0%	0.0%	0.0%	25.0%	6.5%
I have previously collaborated with the World Bank Group	20.8%	26.7%	33.3%	16.0%	26.7%	28.0%	37.5%	37.5%	35.5%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	12.5%	13.3%	21.9%	36.0%	26.7%	8.0%	8.3%	0.0%	9.7%
I have never collaborated with the World Bank Group	54.2%	53.3%	26.7%	20.0%	26.7%	64.0%	54.2%	37.5%	48.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank (IBRD/IDA)	50.0%	27.3%	65.3%	96.0%	50.0%	52.4%	38.9%	42.9%	19.0%
The International Finance Corporation (IFC)	10.0%	36.4%	18.9%	4.0%	42.9%	9.5%	22.2%	28.6%	28.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	9.1%	0.0%	0.0%	0.0%	4.8%	5.6%	0.0%	0.0%
Other	40.0%	27.3%	15.8%	0.0%	7.1%	33.3%	33.3%	28.6%	52.4%

\*Significantly different between stakeholder groups

**I. Background Information (continued)**

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

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	28.6%	50.0%	36.3%	4.0%	26.7%	5.3%	19.0%	50.0%	18.5%
No	71.4%	50.0%	63.7%	96.0%	73.3%	94.7%	81.0%	50.0%	81.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The two institutions work well together	50.0%	66.7%	62.9%	100.0%	75.0%	100.0%	75.0%	66.7%	20.0%
The way the two institutions work together needs improvement	33.3%	16.7%	28.6%	0.0%	25.0%	0.0%	25.0%	33.3%	60.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	16.7%	16.7%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%

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

Percentage of Respondents (Responses combined)	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.0%	25.0%	13.3%	16.7%	20.0%	34.8%	34.8%	12.5%	32.1%
Use World Bank Group reports/data	48.0%	50.0%	41.8%	50.0%	40.0%	34.8%	52.2%	25.0%	53.6%
Engage in World Bank Group related/sponsored events/activities*	44.0%	43.8%	57.1%	16.7%	46.7%	21.7%	21.7%	50.0%	28.6%
Collaborate as part of my professional duties*	24.0%	6.3%	43.9%	54.2%	20.0%	43.5%	8.7%	50.0%	32.1%
Use World Bank Group website for information, data, research, etc.*	28.0%	50.0%	13.3%	16.7%	33.3%	34.8%	43.5%	25.0%	14.3%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Presidential Office/ Government's Office	National Assembly	Employee of a Ministry/PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Female	12.0%	12.5%	15.1%	52.0%	20.0%	41.7%	24.0%	28.6%	38.7%
Male	88.0%	87.5%	84.9%	48.0%	80.0%	58.3%	76.0%	71.4%	61.3%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>21</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 FY15 Lao PDR COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Lao PDR?”*

Collaborating with the WBG N=87 ● Not collaborating with the WBG N=195

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lao PDR?*	87	7.45	1.45	190	5.87	2.09

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

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR.	85	7.68	1.46	170	7.44	1.54

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lao PDR solve its most complicated development challenges?*	83	7.64	1.44	154	7.21	1.42

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

\*Significantly different between collaborators and non-collaborators

<sup>21</sup> Only 282 respondents provided the information about their levels of collaboration with the World Bank Group (question I3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options “I currently collaborate with the WBG” and “I currently collaborate and previously have collaborated with the WBG” were combined as “Collaborating with the WBG” for the comparisons in this appendix. “I have previously collaborated with the WBG,” and “I have never collaborated with the WBG” were combined as “Not collaborating with the WBG”.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Anti corruption	20.7%	22.7%
Information and communications technology	4.6%	8.8%
Transport	16.1%	17.0%
Crime and violence	0.0%	0.5%
Law and justice	6.9%	7.7%
Urban development	3.4%	3.6%
Environmental sustainability	10.3%	13.9%
Regulatory framework*	12.6%	4.6%
Communicable/non-communicable diseases	0.0%	1.0%
Poverty reduction	24.1%	30.9%
Gender equity	0.0%	2.1%
Private sector development*	13.8%	5.7%
Foreign direct investment	3.4%	2.1%
Water and sanitation	1.1%	2.6%
Trade and exports	8.0%	5.2%
Economic growth	17.2%	9.8%
Energy	5.7%	3.6%
Disaster management	1.1%	2.6%
Public sector governance/reform*	41.4%	25.8%
Job creation/employment	13.8%	16.5%
Financial markets	5.7%	4.1%
Equality of opportunity	2.3%	1.0%
Health	5.7%	7.2%
Rural development*	14.9%	27.8%
Global/regional integration*	2.3%	8.8%
Food security	1.1%	4.6%
Education	34.5%	30.9%
Social protection	4.6%	3.1%
Climate change	1.1%	2.1%
Agricultural development	4.6%	10.8%
Natural resource management	16.1%	11.3%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	80	7.58	1.77	109	7.62	1.53
Citizen engagement	58	6.57	2.16	88	6.84	1.73
Policy design	69	7.75	1.35	100	7.37	1.49

When thinking about how to improve capacity building in Lao PDR to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	79	8.49	1.51	138	8.57	1.42
Citizen engagement	70	8.21	1.35	127	8.39	1.44
Policy design	72	8.47	1.50	124	8.41	1.14

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lao PDR	85	7.84	1.65	160	7.47	1.62
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR	85	7.62	1.63	144	7.26	1.63
The World Bank Group supports programs and strategies that are realistic for Lao PDR	84	7.68	1.61	154	7.44	1.59
The World Bank Group treats clients and stakeholders in Lao PDR with respect	81	7.96	1.68	127	7.57	1.59

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	77	6.96	1.61	122	6.84	1.52
Flexibility (in terms of the institution's products and services)	73	6.59	1.67	115	6.51	1.54
Flexibility (in terms of changing country circumstances)	73	6.89	1.65	117	6.59	1.66
Being inclusive	75	7.12	1.85	118	6.70	1.70
Openness	81	7.54	1.67	147	7.31	1.48
Staff accessibility	81	7.33	1.63	126	7.02	1.49
Straightforwardness and honesty	75	7.91	1.45	124	7.83	1.29
Ease of access to the people at the World Bank Group who are making decisions important to my work*	80	7.41	1.81	109	6.80	1.72
Collaboration with civil society	65	7.29	1.62	119	7.07	1.68
Collaboration with the Government	82	8.09	1.30	143	8.08	1.25
Collaboration with other development partners	75	8.08	1.27	129	7.68	1.55
Collaboration with the private sector	60	6.88	1.74	104	6.84	1.62
The speed in which it gets things accomplished on the ground	72	6.74	1.99	103	6.89	1.51
Being a long-term partner	82	8.62	1.45	144	8.61	1.22

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



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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lao PDR? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	79	7.97	2.01	158	8.09	1.93
Information and communications technology	84	7.70	1.69	162	7.96	1.62
Transport	81	8.47	1.49	164	8.27	1.56
Environmental sustainability	84	8.38	1.50	171	8.46	1.56
Regulatory framework	84	8.29	1.35	159	7.92	1.55
Communicable/non-communicable diseases	77	7.43	1.76	151	7.51	1.86
Urban development	80	7.79	1.75	158	7.91	1.57
Poverty reduction	85	9.12	1.27	180	9.05	1.17
Gender equity	83	7.72	1.81	168	7.62	1.57
Private sector development*	81	8.00	1.52	156	7.35	1.79
Foreign direct investment	79	7.80	1.50	159	7.65	1.78
Water and sanitation	82	8.21	1.56	167	8.14	1.63
Trade and exports	82	8.09	1.39	152	7.88	1.57
Economic growth	83	8.36	1.57	165	8.39	1.34
Law and justice	83	7.89	1.69	161	8.17	1.66
Energy	83	8.07	1.49	160	8.06	1.54
Disaster management	81	7.83	1.95	160	7.83	1.69
Public sector governance/reform	82	8.54	1.64	156	8.40	1.74
Job creation/employment	83	8.17	1.63	169	8.28	1.54
Crime and violence	76	6.58	2.28	148	6.95	2.09
Financial markets	85	7.80	1.95	151	7.81	1.61
Equality of opportunity	83	7.59	1.91	155	7.75	1.71
Health	84	8.35	1.36	160	8.07	1.67
Rural development	85	8.68	1.40	173	8.70	1.36
Global/regional integration	83	8.16	1.57	164	8.25	1.45
Food security	82	8.17	1.47	166	8.22	1.74
Education	83	9.08	1.04	172	8.78	1.59
Social protection	80	7.69	1.52	151	7.52	1.81
Climate change	80	7.76	1.86	165	7.81	1.75
Agricultural development	84	8.26	1.74	170	8.46	1.34
Natural resource management	84	8.48	1.30	167	8.29	1.64

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	46	6.11	2.36	70	5.84	2.45
Transport	63	7.38	1.59	108	7.08	1.64
Environmental sustainability	67	7.57	1.49	120	7.25	1.76
Regulatory framework	64	7.45	1.49	101	6.97	1.71
Communicable/non-communicable diseases	47	7.30	2.07	93	6.95	1.81
Poverty reduction*	76	8.13	1.51	137	7.57	1.61
Gender equity	68	7.32	1.77	115	7.16	1.64
Private sector development	64	6.80	1.85	88	6.22	1.83
Foreign direct investment	59	7.27	1.76	91	6.75	1.79
Water and sanitation	65	7.32	1.84	112	7.46	1.55
Trade and exports*	61	7.41	1.78	94	6.76	1.73
Economic growth	69	7.68	1.59	113	7.27	1.54
Energy*	64	8.02	1.19	110	7.56	1.46
Disaster management	59	7.03	1.97	103	7.03	1.80
Public sector governance/reform	64	7.17	2.03	100	6.80	2.01
Job creation/employment	57	6.81	2.02	94	6.39	1.94
Financial markets	56	6.98	1.94	87	6.59	1.78
Equality of opportunity	55	7.09	2.00	91	6.66	1.78
Health	62	7.32	1.86	113	7.39	1.71
Rural development*	71	7.94	1.58	122	7.42	1.82
Global/regional integration	68	7.50	1.80	104	7.20	1.83
Food security	61	7.13	1.93	103	7.02	1.88
Education	68	7.76	1.80	125	7.49	1.69
Climate change	58	7.21	1.62	100	6.90	1.70
Agricultural development	63	7.52	1.68	112	7.29	1.63
Natural resource management	68	7.56	1.58	113	7.14	1.78

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?*	79	7.53	1.45	147	7.05	1.48

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

\*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lao PDR	76	7.33	1.62	131	7.02	1.68
The World Bank Group meets Lao PDR's needs for knowledge services*	77	7.51	1.62	135	7.00	1.67

\*Significantly different between collaborators and non-collaborators



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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Lao PDR received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	39	7.72	1.61	76	7.01	1.38
To what extent do you believe the World Bank Group measures and corrects its work in real time in Lao PDR?	61	7.23	1.82	92	7.03	1.59

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

\*Significantly different between collaborators and non-collaborators

**D. The World Bank Group's Knowledge Work and Activities****In Lao PDR, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	73	7.21	1.41	111	6.68	1.47
Include appropriate level of stakeholder involvement during preparation	73	7.18	1.70	104	6.75	1.44
Lead to practical solutions	80	7.01	1.81	119	7.13	1.56
Are accessible (well written and easy to understand)	78	7.54	1.48	118	7.24	1.56
Are source of relevant information on global good practices*	81	8.11	1.32	131	7.65	1.53
Are adequately disseminated*	79	7.23	1.55	127	6.61	1.73
Are translated enough into local language*	73	7.34	1.83	122	6.63	1.64
Lead to government's informed decisions	72	7.07	1.94	119	6.92	1.71
Are adaptable to Lao PDR's specific development challenges and country circumstances	81	7.41	1.59	133	7.03	1.59
Influence policy reforms	74	7.38	1.76	125	6.90	1.68

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	85	7.54	1.52	154	7.17	1.58
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	84	7.98	1.34	147	7.38	1.24

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

\*Significantly different between collaborators and non-collaborators

**To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR's development challenges? (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
Lao Economic Monitor	77	7.57	1.70	137	7.50	1.39
Lao PDR Investment Climate Assessment	73	7.73	1.52	129	7.47	1.40
Lao Development Report 2014: Expanding Productive Employment for Broad-based Growth	69	7.57	1.62	116	7.33	1.59
Nam Theun 2 Annual Board Update	49	7.51	1.87	96	7.42	1.66

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	63	7.56	1.42	89	7.07	1.60
The World Bank Group effectively monitors and evaluates the projects and programs it supports	73	7.73	1.65	119	7.52	1.52
The World Bank Group's approvals and reviews are done in a timely fashion	71	7.45	1.53	97	7.54	1.40
The World Bank Group's "Environment and Social Policy" requirements are reasonable	74	7.57	1.71	108	7.57	1.38
The World Bank Group's conditions on its lending are reasonable	61	7.62	1.65	96	7.67	1.43
The World Bank Group takes decisions quickly in Lao PDR	66	7.08	1.69	94	7.13	1.70
Working with the World Bank Group increases Lao PDR's institutional capacity*	80	8.03	1.14	123	7.51	1.57
Where country systems are adequate, the World Bank Group makes appropriate use of them*	59	7.85	1.44	98	7.30	1.61
The World Bank Group provides effective implementation support	75	7.96	1.46	118	7.83	1.37

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR?	62	6.85	1.89	102	6.67	1.71

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

**F. Specific Project/Program Related Issues**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
<b>Nam Theun 2</b>						
The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	64	8.36	1.71	133	8.11	1.56
The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	52	8.10	1.87	120	8.03	1.63
NT2 is having a positive impact on sustainable economic development in Lao PDR	66	8.53	1.78	130	8.26	1.51
The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	64	8.67	1.60	131	8.43	1.44
There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	64	8.56	1.62	117	8.26	1.44
<b>Poverty Reduction Support Operation Series, PRSO</b>						
PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	61	7.84	1.88	115	7.81	1.43
PRSO has led to good economic policies and institutional reforms in Lao PDR	62	7.81	1.95	115	7.66	1.66
The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	59	8.05	1.58	113	7.66	1.70

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	72	8.06	1.39	98	7.49	1.51
I find the information on the World Bank Group's websites useful*	71	8.21	1.13	99	7.68	1.51
The World Bank Group's social media channels are valuable sources of information about the institution	39	7.82	1.43	72	7.26	1.94
When I need information from the World Bank Group I know how to find it*	65	7.77	1.61	83	6.96	1.95
The World Bank Group is responsive to my information requests and inquiries*	57	7.98	1.55	65	6.92	2.15

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>22</sup>

\*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

**FY '12 Number of comparable respondents = 461 • FY '15 Number of comparable respondents = 251**

By weighting, FY 2012 and FY 2015 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	FY2012	FY2015
Presidential Office/Government's Office	10.0%	10.0%
National Assembly	5.0%	5.0%
Government institutions	30.0%	30.0%
Local Government	5.0%	5.0%
Bilateral/multilateral agencies	10.0%	10.0%
Civil society	15.0%	15.0%
Private sector	10.0%	10.0%
Academia	5.0%	5.0%
Media	10.0%	10.0%

### A. General Issues facing Lao PDR

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

Percentage of Respondents	FY 2012	FY 2015
The right direction	83.6%	81.5%
The wrong direction	3.1%	2.3%
Not sure	13.3%	16.2%

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lao PDR?	453	6.07	2.04	246	6.30	2.21

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lao PDR.*	421	7.07	1.76	228	7.56	1.62

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

\*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lao PDR solve its most complicated development challenges?*	406	6.99	1.70	209	7.36	1.48

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

\*Significantly different between FY2015 and FY2012

<sup>22</sup> Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lao PDR	438	7.79	1.67	216	7.52	1.73
The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR*	424	7.75	1.74	202	7.44	1.65
The World Bank Group supports programs and strategies that are realistic for Lao PDR	427	7.60	1.70	211	7.51	1.61
The World Bank Group treats clients and stakeholders in Lao PDR with respect	390	7.65	1.58	193	7.79	1.69

\*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness	378	6.72	1.69	174	6.95	1.59
Flexibility (in terms of the institution's products and services)	358	6.49	1.67	164	6.47	1.68
Flexibility (in terms of changing country circumstances)	348	6.67	1.63	162	6.66	1.74
Being inclusive*	388	7.24	1.83	161	6.82	1.87
Openness	402	7.14	1.89	196	7.37	1.60
Staff accessibility	381	6.88	1.82	179	7.07	1.62
Straightforwardness and honesty	369	7.56	1.86	176	7.77	1.46
Ease of access to the people at the World Bank Group who are making decisions important to my work				170	6.91	1.86
Collaboration with civil society				160	7.01	1.77
Collaboration with the Government	404	8.17	1.35	192	8.06	1.29
Collaboration with other development partners	356	7.69	1.62	181	7.74	1.52
Collaboration with the private sector				146	6.75	1.78
The speed in which it gets things accomplished on the ground				151	6.72	1.78
Being a long-term partner				192	8.55	1.40

\*Significantly different between FY2015 and FY2012



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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption*	327	5.21	2.32	105	5.91	2.45
Transport	351	7.01	1.48	157	7.05	1.77
Environmental sustainability*	372	6.80	1.65	163	7.26	1.80
Regulatory framework				144	7.13	1.73
Communicable/non-communicable diseases	319	6.92	1.58	126	6.88	2.08
Poverty reduction*	408	7.27	1.71	184	7.67	1.87
Gender equity	357	7.02	1.61	160	7.19	1.79
Private sector development	323	6.27	1.59	137	6.31	2.02
Foreign direct investment	323	6.67	1.56	137	6.81	1.96
Water and sanitation	367	7.04	1.58	155	7.33	1.74
Trade and exports*	317	6.46	1.58	143	6.87	1.86
Economic growth*	365	7.06	1.46	161	7.38	1.60
Energy	367	7.42	1.57	151	7.69	1.41
Disaster management*	328	6.53	1.66	144	6.87	1.91
Public sector governance/reform*	330	6.35	1.89	144	6.86	2.08
Job creation/employment*	335	5.94	1.75	134	6.46	2.02
Financial markets	337	6.79	1.66	130	6.58	1.95
Equality of opportunity*	320	6.17	1.92	131	6.73	1.89
Health*	373	7.03	1.53	154	7.36	1.78
Rural development*	384	7.17	1.63	168	7.61	1.82
Global/regional integration	344	7.08	1.55	151	7.20	1.88
Food security*	336	6.62	1.74	148	6.96	1.94
Education*	386	7.02	1.74	168	7.63	1.75
Climate change*	318	6.27	1.75	141	6.94	1.73
Agricultural development*	352	6.68	1.77	157	7.29	1.76
Natural resource management*	375	6.76	1.93	161	7.21	1.83

\*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lao PDR?	415	7.37	1.48	197	7.19	1.59

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lao PDR	398	7.09	1.88	180	7.08	1.75
The World Bank Group meets Lao PDR's needs for knowledge services	414	7.24	1.74	184	7.09	1.75

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

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

(Select only ONE response)

Percentage of Respondents	FY 2012	FY 2015
Weekly	1.1%	2.2%
Monthly	12.8%	15.2%
A few times a year	56.7%	23.8%
Rarely	19.2%	28.6%
Never	10.2%	30.3%

\*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely*	333	6.49	1.75	159	6.83	1.53
Include appropriate level of stakeholder involvement during preparation	369	6.58	1.78	153	6.83	1.69
Lead to practical solutions				170	6.99	1.80
Are accessible (well written and easy to understand)*	388	6.89	1.69	169	7.27	1.63
Are source of relevant information on global good practices*	362	7.35	1.56	183	7.76	1.56
Are adequately disseminated	382	6.66	1.75	178	6.76	1.78
Are translated enough into local language	348	6.93	1.74	164	6.83	1.83
Lead to government's informed decisions				164	6.91	1.81
Are adaptable to Lao PDR's specific development challenges and country circumstances	380	7.04	1.66	184	7.17	1.62
Influence policy reforms				170	7.05	1.82

\*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	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?	416	7.42	1.58	211	7.37	1.62
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	395	7.47	1.37	201	7.58	1.41

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

To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR's development challenges? (1-To no degree at all, 10-To a very significant degree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Lao Economic Monitor	386	7.51	1.52	186	7.51	1.57
Lao PDR Investment Climate Assessment	369	7.63	1.49	177	7.55	1.52
Lao Development Report*	357	7.72	1.49	167	7.36	1.70
Nam Theun 2 Annual Board Update	336	7.65	1.83	129	7.33	1.84

\*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	263	6.54	1.76	134	7.18	1.66
The World Bank Group effectively monitors and evaluates the projects and programs it supports	361	7.38	1.60	170	7.50	1.61
The World Bank Group's approvals and reviews are done in a timely fashion*	353	6.94	1.56	141	7.47	1.50
The World Bank Group's "Environment and Social Policy" requirements are reasonable	353	7.29	1.51	158	7.48	1.63
The World Bank Group's conditions on its lending are reasonable*	324	7.15	1.47	137	7.61	1.59
The World Bank Group takes decisions quickly in Lao PDR				137	7.03	1.76
Working with the World Bank Group increases Lao PDR's institutional capacity	373	7.55	1.48	178	7.65	1.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	310	7.21	1.66	135	7.44	1.68
The World Bank Group provides effective implementation support*	368	7.36	1.58	164	7.78	1.51

\*Significantly different between FY2015 and FY2012

**F. Specific Project/Program Related Issues**

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
<b>Nam Theun 2</b>						
The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	369	8.16	1.62	177	8.31	1.55
The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	318	8.05	1.49	155	8.04	1.75
NT2 is having a positive impact on sustainable economic development in Lao PDR	371	8.13	1.77	176	8.39	1.60
The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	361	8.33	1.62	175	8.53	1.51
There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.				165	8.42	1.51
<b>Poverty Reduction Support Operation Series, PRSO</b>						
PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	385	7.72	1.73	155	7.81	1.57
PRSO has led to good economic policies and institutional reforms in Lao PDR	384	7.78	1.63	155	7.72	1.80
The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	365	7.60	1.84	154	7.79	1.71



**H. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	FY 2012	FY 2015
Yes	18.0%	45.6%
No	82.0%	54.4%

\*Significantly different between FY2015 and FY2012

Have you requested information from the World Bank Group on its activities in the past year?\*

Percentage of Respondents	FY 2012	FY 2015
Yes	19.6%	28.2%
No	80.4%	71.8%

\*Significantly different between FY2015 and FY2012

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	68.8%	82.7%
No	31.3%	17.3%

Do you have access to the Internet?

Percentage of Respondents	FY 2012	FY 2015
Yes	80.0%	76.5%
No	20.0%	23.5%

Do you use/have used the World Bank Group website?

Percentage of Respondents	FY 2012	FY 2015
Yes	53.3%	52.7%
No	46.7%	47.3%

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	285	7.33	1.70	152	7.78	1.52
I find the information on the World Bank Group's websites useful	290	7.77	1.54	149	7.97	1.48
When I need information from the World Bank Group I know how to find it*	296	6.77	2.19	132	7.35	1.93
The World Bank Group is responsive to my information requests and inquiries*	264	6.95	1.93	107	7.39	2.00

\*Significantly different between FY2015 and FY2012



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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Lao PDR? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the WBG's effectiveness in Lao PDR.	7.44	7.68	7.64	7.22	7.47	7.66	7.42	7.73	7.53	7.61	7.59	7.47
Overall the WBG currently plays a relevant role in development in Lao PDR	7.47	7.84	7.68	7.46	7.65	7.60	7.47	7.83	7.53	7.81	7.61	7.69
The WBG's work is aligned with what I consider the development priorities for Lao PDR	7.26	7.62	7.47	7.43	7.50	7.41	7.44	7.49	7.33	7.70	7.51	7.33
Responsiveness	6.84	6.96	6.96	6.82	6.98	6.87	7.03	6.82	6.87	7.06	6.89	7.07
Flexibility (in terms of the institution's products and services)	6.51	6.59	6.66	6.21	6.49	6.69	6.52	6.64	6.49	6.73	6.65	6.29
Flexibility (in terms of changing country circumstances)	6.59	6.89	6.80	6.40	6.73	6.72	6.69	6.76	6.62	6.92	6.80	6.44
Being inclusive	6.70	7.12	6.97	6.51	6.89	6.89	6.85	6.94	6.83	6.99	6.89	6.88
Openness	7.31	7.54	7.50	7.19	7.31	7.59	7.42	7.46	7.38	7.56	7.43	7.47
Staff accessibility	7.02	7.33	7.23	6.81	7.17	7.14	7.03	7.30	7.03	7.35	7.21	6.95
Straightforwardness and honesty	7.83	7.91	7.89	7.71	7.88	7.82	7.76	7.96	7.81	7.93	7.92	7.60
Ease of access to the people at the WBG who are making decisions important to my work	6.80	7.41	7.17	6.54	7.05	7.12	7.02	7.13	7.05	7.13	7.11	6.98
Collaboration with civil society	7.07	7.29	7.24	6.66	7.13	7.13	7.02	7.26	7.01	7.37	7.13	7.11
Collaboration with the Government	8.08	8.09	8.14	7.88	8.10	8.08	7.98	8.22	8.14	8.01	8.07	8.17
Collaboration with other development partners	7.68	8.08	7.94	7.28	7.80	7.84	7.68	8.00	7.74	7.95	7.88	7.64
Collaboration with the private sector	6.84	6.88	6.90	6.61	6.81	6.86	6.94	6.70	6.69	7.11	6.94	6.51
The speed in which it gets things accomplished on the ground	6.89	6.74	6.96	6.39	6.80	6.90	6.90	6.78	6.82	6.89	6.82	6.95
Being a long-term partner	8.61	8.62	8.60	8.65	8.61	8.61	8.45	8.82	8.53	8.76	8.78	8.04
To what extent does the WBG's work help to achieve development results in Lao PDR?	7.05	7.53	7.25	6.90	7.12	7.27	6.99	7.43	7.07	7.39	7.29	6.84
The WBG's financial instruments meet the needs of Lao PDR	7.02	7.33	7.14	6.97	7.09	7.13	7.04	7.20	7.18	6.99	7.05	7.33
The WBG meets Lao PDR's needs for knowledge services	7.00	7.51	7.30	6.56	7.02	7.30	6.97	7.34	7.21	7.00	7.08	7.35
The WBG's knowledge work and activities are adaptable to Lao PDR's specific development challenges and country circumstances	7.03	7.41	7.28	6.79	7.20	7.17	7.20	7.17	7.08	7.37	7.14	7.33
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.17	7.54	7.42	7.00	7.26	7.45	7.24	7.47	7.37	7.31	7.33	7.39
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.38	7.98	7.73	7.09	7.59	7.62	7.53	7.70	7.45	7.92	7.68	7.36
The WBG takes decisions quickly in Lao PDR	7.13	7.08	7.15	6.85	7.02	7.19	7.00	7.21	7.12	7.06	7.13	7.00
Where country systems are adequate, the WBG makes appropriate use of them	7.30	7.85	7.67	6.82	7.52	7.43	7.32	7.69	7.35	7.69	7.56	7.21

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Lao PDR FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Lao PDR**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Lao PDR or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Lao PDR, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Lao PDR.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

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

#### **SECTION A: GENERAL ISSUES FACING LAO PDR**

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

**SECTION A: GENERAL ISSUES****A2. Listed below are a number of development priorities in Lao PDR.**

**Please identify which of the following you consider the most important development priorities in Lao PDR? (Choose no more than THREE)**

1	Anti corruption	17	Energy
2	Information and communications technology	18	Disaster management
3	Transport (e.g., roads, bridges, transportation)	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Crime and violence	20	Job creation/employment
5	Law and justice (e.g., judicial system)	21	Financial markets
6	Urban development	22	Equality of opportunity (i.e., equity)
7	Environmental sustainability	23	Health
8	Regulatory framework	24	Rural development
9	Communicable/non-communicable diseases	25	Global/regional integration
10	Poverty reduction	26	Food security
11	Gender equity	27	Education
12	Private sector development	28	Social protection (e.g., pensions, targeted social assistance)
13	Foreign direct investment	29	Climate change (e.g., mitigation, adaptation)
14	Water and sanitation	30	Agricultural development
15	Trade and exports	31	Natural resource management (e.g., hydro, mining)
16	Economic growth		

**A3. The WBG has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lao PDR? (Choose no more than THREE)**

1	Anti corruption	16	Energy
2	Information and communications technology	17	Disaster management
3	Transport (e.g., roads, bridges, transportation)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Crime and violence	19	Job creation/employment
5	Law and justice (e.g., judicial system)	20	Financial markets
6	Urban development	21	Equality of opportunity (i.e., equity)
7	Environmental sustainability	22	Health
8	Regulatory framework	23	Rural development
9	Communicable/non-communicable diseases	24	Global/regional integration
10	Gender equity	25	Food security
11	Private sector development	26	Education
12	Foreign direct investment	27	Social protection (e.g., pensions, targeted social assistance)
13	Water and sanitation	28	Climate change (e.g., mitigation, adaptation)
14	Trade and exports	29	Agricultural development
15	Economic growth	30	Natural resource management (e.g., hydro, mining)

**SECTION A: GENERAL ISSUES**

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

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

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Lao PDR? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Lao PDR, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lao PDR? (Choose no more than THREE)</b>			
1	Anti corruption	17	Energy
2	Information and communications technology	18	Disaster management
3	Transport (e.g., roads, bridges, transportation)	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Crime and violence	20	Job creation/employment
5	Law and justice (e.g., judicial system)	21	Financial markets
6	Urban development	22	Equality of opportunity (i.e., equity)
7	Environmental sustainability	23	Health
8	Regulatory framework	24	Rural development
9	Communicable/non-communicable diseases	25	Global/regional integration
10	Poverty reduction	26	Food security
11	Gender equity	27	Education
12	Private sector development	28	Social protection (e.g., pensions, targeted social assistance)
13	Foreign direct investment	29	Climate change (e.g., mitigation, adaptation)
14	Water and sanitation	30	Agricultural development
15	Trade and exports	31	Natural resource management (e.g., hydro, mining)
16	Economic growth		

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lao PDR?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Development partner coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Lao PDR? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B7</b>	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B8</b>	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>When thinking about how to improve capacity building in Lao PDR to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B9</b>	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B10</b>	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>B11</b>	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

<b>B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lao PDR? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other development partners' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Lao PDR
17	Other (please specify): _____
18	Don't know

<b>B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lao PDR? (Choose no more than TWO)</b>	
1	Policy based lending / budget support to the Government (projects)
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Trust Fund management
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

<b>B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Lao PDR? (Select only ONE response)</b>	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know



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

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	Non-Profit Organization/Community Based Organizations (CBOs)
2	Development partner community	8	Youth/university groups
3	Media	9	Non-Profit Associations (NPAs)
4	Local Government	10	Beneficiaries
5	Private sector	11	Other (please specify): _____
6	National Assembly	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Overall the World Bank Group currently plays a relevant role in development in Lao PDR												<input type="checkbox"/>
<b>B17</b>	The World Bank Group's work is aligned with what I consider the development priorities for Lao PDR												<input type="checkbox"/>
<b>B18</b>	The World Bank Group supports programs and strategies that are realistic for Lao PDR												<input type="checkbox"/>
<b>B19</b>	The World Bank Group treats clients and stakeholders in Lao PDR with respect												<input type="checkbox"/>

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B20</b>	Responsiveness												<input type="checkbox"/>
<b>B21</b>	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
<b>B22</b>	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
<b>B23</b>	Being inclusive												<input type="checkbox"/>
<b>B24</b>	Openness (sharing data and other information)												<input type="checkbox"/>
<b>B25</b>	Staff accessibility												<input type="checkbox"/>
<b>B26</b>	Straightforwardness and honesty												<input type="checkbox"/>
<b>B27</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
<b>B28</b>	Collaboration with civil society												<input type="checkbox"/>
<b>B29</b>	Collaboration with the Government												<input type="checkbox"/>
<b>B30</b>	Collaboration with other development partners												<input type="checkbox"/>
<b>B31</b>	Collaboration with the private sector												<input type="checkbox"/>
<b>B32</b>	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
<b>B33</b>	Being a long-term partner												<input type="checkbox"/>

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

**B34. To be a more effective development partner in Lao PDR, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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**B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor development partner coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

<b>C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lao PDR?</b>													
		<div> <div>Not important at all</div> <div>Very important</div> </div>										Don't know	
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Law and justice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	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"/>	
19	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Natural resource management (e.g., hydro, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lao PDR?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	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"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Natural resource management (e.g., hydro, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**C3. Where are the World Bank Group's decisions made primarily that support the program in Lao PDR? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in Lao PDR?**

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

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

		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lao PDR											<input type="checkbox"/>
<b>C6</b>	The World Bank Group meets Lao PDR's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

**C7. To what extent do you believe that Lao PDR received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?**

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

**C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lao PDR?**

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

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



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

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

<b>In Lao PDR, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Lead to government's informed decisions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are adaptable to Lao PDR's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Influence policy reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality	Don't know		

<b>To what extent does each of the following World Bank Group's products contribute to helping solve Lao PDR's development challenges?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D14</b>	Lao Economic Monitor	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D15</b>	Lao PDR Investment Climate Assessment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D16</b>	Lao Development Report 2014: Expanding Productive Employment for Broad-based Growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D17</b>	Nam Theun 2 Annual Board Update	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lao PDR?</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>E11. Which of the following best describes the way the World Bank Group operates in Lao PDR? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Lao PDR
2	The World Bank Group does not take enough risk in Lao PDR
3	The World Bank Group's approach to risk is appropriate
4	Don't know

<b>E12. Which of the following best describes the WBG's support in Lao PDR? (Select only one response)</b>	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Lao PDR
2	The World Bank Group is not sufficiently selective in Lao PDR, and it is involved in too many areas of development.
3	Don't know

**SECTION F: SPECIFIC PROJECT/PROGRAM RELATED ISSUES**

PLEASE ONLY RESPOND TO QUESTIONS IN THIS SECTION IF YOU HAVE KNOWLEDGE OF/EXPERIENCE WITH THE FOLLOWING

**NAM THEUN 2**

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
<b>F1</b>	The World Bank Group should be involved in projects such as NT2, because its involvement helps to ensure that appropriate environmental and social mitigation measures are in place.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F2</b>	The World Bank Group has provided, throughout, an appropriate level of support to the NT2 project.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F3</b>	NT2 is having a positive impact on sustainable economic development in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F4</b>	The kind of support that the World Bank Group provided to the NT2 project would be very beneficial to future large development projects in Lao PDR.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F5</b>	There is significant value added from World Bank Group involvement in large infrastructure projects such as NT2.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**POVERTY REDUCTION SUPPORT OPERATION SERIES, PRSO**

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
<b>F6</b>	PRSO has been an effective instrument of coordination for economic policy reforms between and within government agencies and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F7</b>	PRSO has led to good economic policies and institutional reforms in Lao PDR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>F8</b>	The Public Financial Management Strengthening Program has effectively supported and built capacity for reform in the public financial management system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	



**SECTION G: THE FUTURE ROLE OF THE WORLD BANK GROUP IN LAO PDR**

<b>G1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lao PDR? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Lao PDR's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Lao PDR's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Deepen the understanding of, and be more adaptable to, the country context
14	Other (please specify): _____

<b>G2. When considering the combination of services that the World Bank Group offers in Lao PDR, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lao PDR? (Select only ONE response)</b>	
1	Financial services (i.e. loans, grants)
2	Knowledge products (i.e. reports, policy notes)
3	Convening services (i.e. study tours, south-south program)
4	None of the above
5	The combination is appropriate for Lao PDR
6	Don't know

**SECTION H: COMMUNICATION AND INFORMATION SHARING**

<b>H1. How do you get most of your information about economic and social development issues in Lao PDR? (Choose no more than TWO)</b>			
1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

<b>H2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Other (please specify): _____
4	World Bank Group's publications and other written materials		

<b>H3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>H4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question H5; if NO please go to H6)</b>	<b>Yes</b>	<b>No</b>
<b>H5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>H6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>H7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>H8</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

<b>H9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/Wi-Fi
2	Mobile Internet (3G/4G)

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
<b>H10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>H11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>H12</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>H13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>H14</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

**SECTION I: BACKGROUND INFORMATION**

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

<b>12. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>13. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION I: BACKGROUND INFORMATION**

**I4. Which of the following agencies of the World Bank Group do you primarily engage with in Lao PDR? (Select only ONE response)**

- |   |   |
|---|---|
| 1 | The World Bank (IBRD/IDA)                           |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**I5. Do your projects involve both the World Bank and the IFC?**  
**(If YES please go to Question I6; If NO please go to I7)**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**I6. If yes, what was your view of how the two institutions work together in Lao PDR?**  
**(Select only ONE response)**

- |   |  |
|---|--|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know   |

**I7. Which of the following describes most of your exposure to the World Bank Group in Lao PDR?**  
**(Choose no more than TWO)**

- |   |   |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data   |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**I8. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**Thank you for completing the survey!**