



World Bank Group Country Survey FY 2021 – Pakistan

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

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

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

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

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

SECTION A: OVERALL CONTEXT

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

1	The right direction
2	The wrong direction
3	Not sure

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

1	Increasing
2	Decreasing
3	Staying about the same

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

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

1	Energy	16	Judiciary reform
2	Water and sanitation	17	Economic growth
3	Pollution	18	Disaster risk management
4	Job creation/employment	19	Equality of opportunity (i.e., social inclusion)
5	Health	20	Disease (e.g., Polio, stunting)
6	Financial markets	21	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	22	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
9	Private sector development	24	Trade and exports
10	Education	25	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Natural resource management (renewables)
12	Global/regional integration	27	Climate change (e.g., mitigation, adaptation)
13	Food security	28	Poverty reduction
14	Urban development	29	National debt
15	Global pandemics (e.g., COVID-19)	30	Anti-corruption

SECTION A: OVERALL CONTEXT

A4. The COVID-19 pandemic has stressed many aspects of Pakistan's growth and development. In which areas would you like to see the Pakistani government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

1	Ensuring that girls and women have equal access to health care/health services
2	Ensuring sustainable business growth and job creation
3	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
4	Education
5	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
6	Healthcare
7	Ensuring that girls and women have equal access to job opportunities
8	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
9	Nutrition/food security
10	Public service delivery (e.g., strengthening policies, institutions)
11	Providing direct financial support to businesses (business support packages)
12	Economic growth
13	Other (please specify): _____

A5. When economic and/or social reform efforts fail or are slow to take place in Pakistan, which of the following would you attribute this to? (Choose no more than TWO)

1	Pressure from outside interest groups (e.g., private sector, unions)
2	Inadequate level of donor coordination
3	Inadequate level of citizen/civil society participation
4	Inadequate level of private sector participation
5	Corruption
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Inadequate level of government accountability
9	Inadequate level of capacity in the government
10	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Pakistan?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

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

B4. Overall, please rate your impression of the effectiveness of these organizations in Pakistan.												
		Not effective at all								Very effective		Don't know
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B5. To what extent does the World Bank Group's work help to achieve development results in Pakistan?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

B6. To what extent does the World Bank Group influence the development agenda in Pakistan?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Pakistan? (Select only ONE response)											
1	To a fully sufficient degree										
2	To a somewhat sufficient degree										
3	To a somewhat insufficient degree										
4	To a very insufficient degree										
5	Don't know										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Pakistan, which activity do you VALUE the most? (Choose no more than TWO)

1	Mobilizing third party financial resources
2	Reimbursable Advisory Services (RAS)
3	Implementation support
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Formal policy advice, studies, analyses
8	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
9	Global advocacy
10	Financial resources
11	Data and statistics
12	Promoting knowledge sharing
13	Donor coordination
14	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Pakistan? (Choose no more than TWO)

1	Inadequate World Bank Group's staffing in Pakistan
2	Not sufficiently focused on sustainable results
3	Not enough public disclosure of its work
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in Pakistan
10	Too influenced by developed countries
11	World Bank Group's processes too slow and complex
12	Not adequately flexible in changing country circumstances
13	Not collaborating enough with civil society (e.g., NGOs, CBOs)
14	Arrogant in its approach
15	Inadequate level of real-time advice and guidance
16	Inadequate number of innovative knowledge products and services
17	Inadequate number of innovative financial products and services
18	Other (please specify): _____
19	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Pakistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Pakistan? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	16	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	17	Agriculture and rural development
3	Private sector development	18	Trade and exports
4	Education	19	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Natural resource management (renewables)
6	Global pandemics (e.g., COVID-19)	21	Information and communications technology
7	Food security	22	Poverty reduction
8	Urban development	23	Anti-corruption
9	Energy	24	Judiciary reform
10	Water and sanitation	25	Economic growth
11	Pollution	26	Disaster risk management
12	Job creation/employment	27	Equality of opportunity (i.e., social inclusion)
13	Health	28	Disease (e.g., Polio, stunting)
14	Financial markets	29	National debt
15	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)

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

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Pakistan solve its most complicated development challenges?

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

C2. To what extent do you believe the World Bank Group is adequately staffed in Pakistan?

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 is the World Bank Group an effective development partner in Pakistan, 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	
C3	Responsiveness to needs											<input type="checkbox"/>
C4	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
C5	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
C6	Being inclusive											<input type="checkbox"/>
C7	Openness (sharing data and other information)											<input type="checkbox"/>
C8	Collaboration with the Government											<input type="checkbox"/>
C9	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
C10	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
C11	Collaboration with civil society											<input type="checkbox"/>
C12	Staff accessibility											<input type="checkbox"/>
C13	Collaboration with other donors and development partners											<input type="checkbox"/>
C14	Collaboration with the private sector											<input type="checkbox"/>
C15	Straightforwardness and honesty											<input type="checkbox"/>
C16	Treating clients and stakeholders in Pakistan with respect											<input type="checkbox"/>
C17	Being a long-term partner											<input type="checkbox"/>

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

To what extent do you agree/disagree with the following statements?														
		Strongly disagree										Strongly agree		Don't know
C18	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C19	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"/>
C20	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"/>
C21	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C22	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C23	The World Bank Group takes decisions quickly in Pakistan	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C24	Working with the World Bank Group increases Pakistan's institutional capacity	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Pakistan?														
		Strongly disagree										Strongly agree		Don't know
C25	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Pakistan	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
C26	The World Bank Group meets Pakistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

C27. To what extent do you believe that Pakistan 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		

C28. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Pakistani government's efforts to support citizens throughout this crisis?													
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	
Not useful at all									Very useful		Don't know		

C29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?													
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>	
Not important at all									Very important		Don't know		

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

How effectively does the World Bank Group support Pakistan's efforts ... ?													
		Not effectively at all								Very effectively		Don't know	
		1	2	3	4	5	6	7	8	9	10		
C30	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C33. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Pakistan?													
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		

C34. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Pakistan? (Choose no more than TWO)	
1	Supporting poor and marginalized local communities
2	Jobs
3	Education
4	Business development
5	Infrastructure
6	Health
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Other (please specify): _____
11	Don't know

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

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

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

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

D2. The World Bank Group has provided fast track support to Pakistan related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

		Not effective at all										Very effective	N/A	Don't know
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	

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

In Pakistan, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
E1	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Are adaptable to Pakistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not significant at all									Very significant		Don't know		

E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Very low technical quality									Very high technical quality		Don't know		

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAKISTAN

The World Bank Group is seeking your views on how it can best engage in the three focus areas proposed for its upcoming Country Partnership Framework with the Government of Pakistan. Please choose no more than FIVE for each of the areas below, where you think the World Bank Group can have the most impact on country's development results over the next five years.

Focus Area A: Enhancing Human Capital for Increased Equity and Inclusion

F1. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to improve health, education and social protection for vulnerable communities? (Choose no more than FIVE)

1	Strengthen delivery of equitable and quality health and education services
2	Support better access to education for girls
3	Support more interventions on skills development and vocational training
4	Enhance digital solutions for education
5	Reduce the number of children out of school
6	Improve access to nutrition and food security
7	Ensure more infrastructure for primary health and education services
8	Improve quality of tertiary education and health facilities
9	Improving quality and sustainability of essential primary health service delivery
10	Help provide universal health care coverage
11	Support health care financing
12	Strengthen the social safety net system through better targeting
13	Increase coverage of safety net transfers
14	Improve water and sanitation services
15	Increase access to water and sanitation services
16	Strengthen public feedback mechanisms on service quality and delivery
17	Other (please specify): _____

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAKISTAN

Focus Area B: Promote Sustainable Growth and Increase Competitiveness

F2. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to accelerate economic growth and make it more sustainable and inclusive? (Choose no more than FIVE)

1	Improve the tax system and reduce the tax burden
2	Modernize systems for tax revenue collection
3	Improve the business environment to enhance competitiveness and investment
4	Increase competitiveness through enhanced trade, regulatory environment, regional and global/integration, opening markets
5	Promote agricultural competitiveness and support the growth of domestic agri-businesses
6	Support small-scale farmers to enhance productivity and access to markets
7	Promote small-and medium-size enterprises (SMEs)
8	Support increased access to housing for the poor
9	Support access of women to employment
10	Improve systems for land tenure and registration.
11	Improve accessibility and attractiveness of tourism destinations
12	Expand long term finance opportunities and deepen financial inclusion, especially for women
13	Support sustainable energy generation
14	Enhance access to energy
15	Facilitate investments in roads
16	Adopt preemptive policies to prepare for disaster impacts and mitigate disaster risk
17	Support better management of water resources
18	Improve management of natural resources such as forests, fisheries and waterways
19	Support management of pollution
20	Improve drainage and solid waste management including plastic management
21	Improve resilience to climate change through supporting mitigation and adaptation measures.
22	Create inclusive economic opportunities in areas of concentrated poverty
23	Strengthen the resilience of infrastructure and networks to mitigate disaster impacts
24	Other (please specify): _____

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAKISTAN

Focus Area C: Improve Service Delivery for Citizens

F3. Which of the following should the World Bank Group PRIORITIZE when supporting the Pakistani government's efforts to provide better services to its citizens? (Choose no more than FIVE)

1	Support better governance and efficiency of public sector institutions
2	Enhance government's capability to manage the financial sector and the economy
3	Modernize government systems and processes (e.g., public procurement, tax revenue collection, etc.)
4	Strengthen public feedback mechanisms on service quality and delivery
5	Strengthen public financial management to ensure the effective, efficient and transparent use of public resources
6	Support the transition to digital economy/increase ICT investments
7	Support opportunities for public participation in local planning and monitoring of service delivery
8	Support strengthening of local governments in policy, planning and service delivery
9	Support increased resource allocation for lagging regions in the country
10	Make cities more livable through better urban planning and better delivery of municipal services
11	Help improve management of solid waste in cities.
12	Help make secondary cities more livable
13	Expand community-driven development initiatives in rural areas
14	Improve coverage and quality of rural road network
15	Support investments for gender friendly infrastructure such as day care, washrooms, transport infrastructure
16	Other (please specify): _____

F4. 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	Private sector
2	NGOs/Community Based Organizations	8	Parliament
3	Media	9	Local government
4	Youth/university groups	10	Beneficiaries
5	Donor community	11	Other (please specify): _____
6	Foundations	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Pakistan's media

G4	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G6. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up
3	I never visit the WBG websites

G7. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
G9	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"/>	
G10	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"/>	
G11	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"/>	

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

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

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?

1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Pakistan? (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.

H7. What's your gender?

1	Female
2	Male

H8. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?

1	Sindh
2	Khyber Pakhtunkhwa
3	Balochistan
4	Punjab
5	Federal Capital (ICT)
6	Azad Jammu and Kashmir (AJK)
7	Gilgit-Baltistan (GB)
8	Federally Administered Tribal Areas (FATA)

Thank you for completing the survey!