



## World Bank Group Country Survey FY 2024 – Lao PDR

The World Bank Group seeks your insights regarding our engagement and activities in the Lao PDR. Our goal is to refine our country program to achieve greater impact and tangible results. As an integral partner, leader, and decision-maker, your perspective is invaluable.

We deeply value your participation in this crucial consultation. Your honest feedback will not only shape the future of our work in the Lao PDR but also foster better development outcomes for the country. We are committed to sharing the findings of this survey with you, ensuring that your voice drives our initiatives forward.

To maintain the integrity and confidentiality of this process, we have engaged a reputable local firm to manage the survey logistics. Your responses will remain anonymous and no feedback will be linked to any specific individual.

**PLEASE NOTE: The average time to complete the survey is approximately 20 minutes. Please circle/check the response that most accurately reflects your opinion. If a question asks for a specific number of responses, please do not choose more than the requested number. If more responses are chosen, data cannot be included in analysis.**

## BACKGROUND INFORMATION

| 1. What is your primary professional affiliation? (Select only 1 response) |  |
|--|--|
| 1  | <b>Office of the President, Prime Minister, Minister</b>   |
| 2  | <b>Office of a Parliamentarian</b> (National Assembly, Legislative body)   |
| 3  | <b>Government Institution:</b> Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g. Central Bank, Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise |
| 4  | <b>Local Government</b> Office or Staff  |
| 5  | <b>Bilateral or Multilateral Agency</b> (e.g. embassy, development organization, development bank, UN Agency)  |
| 6  | <b>Civil Society Organization:</b> local and regional (NGO; Non-profit Organizations; Private Foundation; Professional / Trade Association, Religious Institution, Youth Group)  |
| 7  | <b>Private Sector:</b> Private Company / Financial Sector Organization / Private Bank  |
| 8  | <b>Academia / Research Centers</b>   |
| 9  | <b>Media</b>   |
| 10   | <b>Other</b> (please specify): _____   |

| 2. How familiar are you with the work of these organizations in Laos? |   | Not familiar at all |   |   |   |   |   |   |   |   |    | Very familiar |
|---|---|---------------------|---|---|---|---|---|---|---|---|----|---------------|
|   |   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |
| 1   | World Bank Group                            | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |
| 2   | International Monetary Fund                 | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |
| 3   | United Nations                              | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |
| 4   | European Union                              | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |
| 5   | Asian Development Bank (ADB)                | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |
| 6   | Asian Infrastructure Investment Bank (AIIB) | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |               |

| 3. Do you collaborate/work with the World Bank Group (WBG) in Laos? |                 |
|---|-----------------|
| 1   | Yes             |
| 2   | No [skip to A1] |

| 4. Which of the following WBG agencies do you collaborate/work with in Laos? (Select ALL that apply) |  |
|--|--|
| 1  | World Bank (IDA)   |
| 2  | International Finance Corporation (IFC)                            |
| 3  | Multilateral Investment Guarantee Agency (MIGA)                    |
| 4  | International Centre for Settlement of Investment Disputes (ICSID) |

## SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN LAOS

| A1. How much do you trust each of the following institutions to do what is right? |   |            |   |   |   |   |   |   |   |   |    |                          |            |
|---|---|------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|   |   | Not at all |   |   |   |   |   |   |   |   |    | Very much                | Don't know |
|   |   | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |            |
| 1   | National government                                     | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2   | Local government  | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3   | National Assembly                                       | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 4   | Bank of the Lao PDR                                     | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 5   | World Bank Group  | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 6   | International Monetary Fund                             | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 7   | United Nations  | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 8   | Regional development banks (e.g. ADB, AIIB)             | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 9   | Bilateral organizations (e.g. AusAID, JICA, GIZ, KOICA) | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 10  | Private sector  | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 11  | Civil society (e.g. NGOs, non-profit organizations)     | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 12  | Academia / research centers                             | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 13  | Media   | 1          | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

| A2. How effective is the World Bank Group (WBG) in helping Laos achieve development results? |   |   |   |   |   |   |   |   |                |                          |  |            |
|--|---|---|---|---|---|---|---|---|----------------|--------------------------|--|------------|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10             |                          |  |            |
| Not effective at all   |   |   |   |   |   |   |   |   | Very effective |                          |  | Don't know |
|  |   |   |   |   |   |   |   |   |                | <input type="checkbox"/> |  |            |

| A3. How significant a contribution do you believe the WBG's <u>knowledge work</u> make to development results in Laos?                                  |   |   |   |   |   |   |   |   |                  |                          |  |            |
|---|---|---|---|---|---|---|---|---|------------------|--------------------------|--|------------|
| <i>Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.</i> |   |   |   |   |   |   |   |   |                  |                          |  |            |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10               |                          |  |            |
| Not significant at all  |   |   |   |   |   |   |   |   | Very significant |                          |  | Don't know |
|   |   |   |   |   |   |   |   |   |                  | <input type="checkbox"/> |  |            |

| To what extent do you agree with the following statements? |  |                   |   |   |   |   |   |   |   |   |    |                          |            |
|--|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
|  |  | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know |
|  |  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |            |
| A4   | The WBG currently plays a relevant role in development in Laos                     | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| A5   | The WBG's work is aligned with what I consider the development priorities for Laos | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| A6   | The WBG has a positive influence on shaping development policy in Laos             | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| A7   | The WBG's work helps end poverty in Laos   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LAOS

| <b>B1. Which WBG instruments do you VALUE the most in Laos? (Select up to 2)</b> |   |
|--|---|
| 1  | Capacity development and training   |
| 2  | Financial resources (e.g. budget support, investment lending, grants, trust funds)            |
| 3  | Donor coordination  |
| 4  | Knowledge and analytical products (e.g. data, reports, policy notes)                          |
| 5  | Mobilizing third party financial resources (including both public and private)                |
| 6  | Convening / bringing together different groups of stakeholders                                |
| 7  | Technical assistance and implementation support (including project design and implementation) |
| 8  | Other (please specify): _____   |

| <b>B2. Which areas should the WBG prioritize to have the most impact on development results in Laos? (Select up to 5)</b> |  |    |   |
|---|--|----|---|
| 1   | Jobs/ Skills development                         | 12 | Digital infrastructure development        |
| 2   | Debt management                                  | 13 | Disaster risk management                  |
| 3   | Social protection                                | 14 | Macroeconomic stability                   |
| 4   | Trade and competitiveness                        | 15 | Private sector development                |
| 5   | Social inclusion (e.g. gender and racial equity) | 16 | Environment / natural resource management |
| 6   | Transport infrastructure                         | 17 | Urban development                         |
| 7   | Gender equity                                    | 18 | Public sector governance                  |
| 8   | Energy   | 19 | Climate change                            |
| 9   | Education  | 20 | Health / pandemic preparedness            |
| 10  | Agriculture / food security                      | 21 | Tourism development                       |
| 11  | Water / sanitation                               | 22 | Other (please specify):<br>_____          |

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LAOS

Listed below are development areas where the WBG is engaged in Laos, organized by major thematic clusters.

| How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>human development</b> in Laos?<br><i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i> |  |                      |   |   |   |   |   |   |   |   |    |                          |            |
|--|--|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| <b>B3. Human Development:</b>  |  | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           | Don't know |
| 1  | <b>Education:</b> more resilient and equitable education systems   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2  | <b>Health:</b> universal health coverage, primary health systems, pandemic preparedness, eradicating infectious diseases                       | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3  | <b>Social protection:</b> pensions, social assistance, social safety nets  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 4  | <b>Social inclusion:</b> increasing opportunities for marginalized people to participate fully in markets, services, technologies, and society | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 5  | <b>Gender equity:</b> close gender gaps in health, education, social protection, economic opportunities, and voice and agency                  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

| How <b>EFFECTIVE</b> has the WBG been at achieving development results in each of these areas of <b>infrastructure</b> in Laos?<br><i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i> |  |                      |   |   |   |   |   |   |   |   |    |                          |            |
|--|--|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| <b>B4. Infrastructure:</b>   |  | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           | Don't know |
| 1  | <b>Transport:</b> roads, bridges, sustainable transportation, connections to new infrastructure                                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2  | <b>Water supply and sanitation</b> infrastructure  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3  | <b>Digital development:</b> digital infrastructure, digital services, digital skills development                                   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 4  | <b>Energy / extractives:</b> access to energy, transition to cleaner energy sources; governance of oil, gas, and mineral resources | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LAOS

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **finance / institutions / economic growth** in Laos?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

| <b>B5. Finance / Institutions / Economic growth:</b> |   | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           | Don't know |
|--|---|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| 1  | <b>Public sector governance:</b> efficiency, effectiveness, accountability, and transparency of the government institutions | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2  | <b>Debt sustainability:</b> management, relief, financing, and transparency   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3  | <b>Trade:</b> access to markets, tariffs, customs   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 4  | <b>Private sector development:</b> business regulation, access to finance, improved competitiveness                         | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 5  | <b>Job creation / employment:</b> labor policies, skills development  | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 6  | <b>Macroeconomic stability:</b> sustainable fiscal policy, effective tax administration, monetary policy                    | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 7  | <b>Regional integration:</b> promote common physical and institutional infrastructure                                       | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **environmental sustainability** in Laos?

(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

| <b>B6. Environmental Sustainability:</b> |   | Not effective at all |   |   |   |   |   |   |   |   |    | Very effective           | Don't know |
|--|---|----------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| 1  | <b>Environment / natural resource management:</b> air/water quality, sustainable land and aquatic resource management, biodiversity | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2  | <b>Climate change:</b> transition to low-carbon economy   | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3  | <b>Agriculture and food security:</b> sustainable agriculture, inclusive and efficient food systems                                 | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN LAOS

| <b>B7. How concerned are you about the following potential impacts of climate change in Laos?</b> |   | Not concerned at all     | A little concerned       | Somewhat concerned       | Very concerned           | NA                       |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1   | More frequent and intense wild fires              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2   | Decreased crop yields / increased food insecurity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3   | Climate-driven migration                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4   | More frequent and severe floods                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5   | More frequent and severe droughts                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6   | More frequent and severe heatwaves                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7   | Air pollution                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8   | Extinction of plant / animal species              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9   | Land and forest degradation                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10  | Loss of jobs                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11  | Increased erosion of riverbanks                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12  | Decreased water availability / quality            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN LAOS

| <b>C1. To what extent is the WBG an effective development partner in terms of the following?</b> |   |                     |   |   |   |   |                              |   |   |   |    |                          |
|--|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
|  |   | To no degree at all |   |   |   |   | To a very significant degree |   |   |   |    | Don't know               |
|  |   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 |                          |
| 1  | Responsiveness to needs in Laos               | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2  | Access to WBG staff and experts               | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3  | Flexibility when circumstances change in Laos | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4  | Openness (sharing data and other information) | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5  | Being a long-term partner to Laos             | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| <b>C2. To what extent is the WBG an effective development partner in Laos, in terms of collaborating with the following groups?</b> |  |                     |   |   |   |   |                              |   |   |   |    |                          |
|---|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
|   |  | To no degree at all |   |   |   |   | To a very significant degree |   |   |   |    | Don't know               |
|   |  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 |                          |
| 1   | National government  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2   | Local government   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3   | National Assembly  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4   | Private sector   | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5   | Civil society (e.g. NGOs, non-profit organizations)                          | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6   | Other donors and development partners (e.g. UN, ADB, AIIB, JICA, GIZ, KOICA) | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7   | Academia / research centers  | 1                   | 2 | 3 | 4 | 5 | 6                            | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| <b>C3. In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Laos? (Select up to 2)</b> |  |
|--|--|
| 1  | Bilateral organizations (e.g. AusAID, JICA, GIZ, USAID, KOICA) |
| 2  | The United Nations   |
| 3  | Academia / research centers                                    |
| 4  | Civil society (e.g. NGOs, non-profit organizations)            |
| 5  | Regional development banks (e.g. ADB, AIIB)                    |
| 6  | Other donors and development partners                          |
| 7  | Local government   |
| 8  | Private sector   |
| 9  | National Assembly  |
| 10   | Bank of the Lao PDR  |
| 11   | Other (please specify): _____                                  |

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN LAOS

The following questions ask about **the WBG's financial support to Laos**.

| <b>C4. To what extent do you agree with the following statements?</b>                                    |  |                   |   |   |   |   |   |   |   |   |    |                          |            |
|--|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| <i>(If you have NO exposure to, or experience with the WBG's financing, please respond "Don't know")</i> |  |                   |   |   |   |   |   |   |   |   |    |                          |            |
|  |  | Strongly disagree |   |   |   |   |   |   |   |   |    | Strongly agree           | Don't know |
| 1  | The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) <b>meet the needs</b> of Laos           | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 2  | The conditions of the WBG's financing are <b>competitive</b> compared to markets   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 3  | The WBG <b>insists on accountability</b> through its lending (e.g. performance-based financing, resources tied to results) | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 4  | The WBG's <b>Environmental and Social Framework</b> requirements are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 5  | The WBG provides financial support in a timely manner  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 6  | The WBG's conditions on its lending are reasonable   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |
| 7  | The WBG effectively <b>monitors and evaluates</b> the projects it supports in Laos   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |            |

The following questions ask about **the WBG's knowledge work in Laos**.

**Knowledge work** is WBG's non-lending activities that include data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

| <b>C5. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?</b> |     |
|--|-----|
| 1  | Yes |
| 2  | No  |



## SECTION E: WORLD BANK GROUP'S COMMUNICATION AND INFORMATION SHARING

| <b>E1. How would you prefer to receive communication from the WBG? (Select up to 2)</b> |   |   |   |
|---|---|---|---|
| 1   | e-Newsletters   | 4 | Direct messaging (e.g. WhatsApp, Telegram, Viber)             |
| 2   | Direct contact with staff (e.g. in person, virtually, phone, email) | 5 | Event / conference / seminar / workshop (in person or online) |
| 3   | Social media (e.g. Facebook, Twitter)                               | 6 | Other (please specify): _____                                 |

| <b>E2. Do you recall seeing or hearing anything about the WBG recently?</b> |                        |
|---|------------------------|
| 1   | Yes                    |
| 2   | No [skip to Section F] |

| <b>E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)</b> |  |    |   |
|--|--|----|---|
| 1  | Television (TV)                                    | 7  | Direct contact with WBG staff (e.g. in person, virtually, phone, email) |
| 2  | Radio  | 8  | Blogs   |
| 3  | Newspapers (print or online)                       | 9  | Podcasts  |
| 4  | Event / conference / seminar (in person or online) | 10 | e-Newsletters   |
| 5  | WBG websites                                       | 11 | Direct messaging (e.g. WhatsApp, Telegram, Viber)                       |
| 6  | Social media                                       | 12 | Other (please specify): _____   |

## SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

| <b>E4. If you answered "Yes" for E2, what topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)</b> |  |
|---|--|
| 1   | Changes to the WBG financial and operational model |
| 2   | Ending poverty in developing countries             |
| 3   | WBG economic forecasts                             |
| 4   | Human capital                                      |
| 5   | Food security                                      |
| 6   | Digital economy                                    |
| 7   | Climate change                                     |
| 8   | Pandemic preparedness                              |
| 9   | Women empowerment                                  |
| 10  | Youth development                                  |
| 11  | Debt relief for developing countries               |
| 12  | Job creation / employment                          |
| 13  | Other (please specify): _____                      |

## SECTION F: ADDITIONAL BACKGROUND INFORMATION

| <b>F1. What is the primary specialization of your work? (Select only 1 response)</b> |                                |    |   |
|--|--------------------------------|----|---|
| 1  | Education                      | 10 | Macroeconomics, fiscal / debt management    |
| 2  | Health / pandemic preparedness | 11 | Private sector development / trade          |
| 3  | Social protection              | 12 | Environment / natural resource management   |
| 4  | Gender equity                  | 13 | Climate change                              |
| 5  | Transport                      | 14 | Agriculture and food security               |
| 6  | Water / sanitation             | 15 | Urban development                           |
| 7  | Digital development            | 16 | Legal / human rights                        |
| 8  | Energy                         | 17 | Generalist (specialize in multiple sectors) |
| 9  | Public sector governance       | 18 | Other (please specify): _____               |

| <b>F2. What is your gender?</b> |                       |
|---------------------------------|-----------------------|
| 1                               | Female                |
| 2                               | Male                  |
| 3                               | Other                 |
| 4                               | Prefer not to specify |

| <b>F3. What is your age?</b> |                       |
|------------------------------|-----------------------|
| 1                            | 25 or younger         |
| 2                            | 26-35                 |
| 3                            | 36-45                 |
| 4                            | 46-55                 |
| 5                            | 56 and above          |
| 6                            | Prefer not to specify |

| <b>F4. Which best represents your geographic location?</b> |                       |
|--|-----------------------|
| 1  | Vientiane Capital     |
| 2  | Provincial capital    |
| 3  | District town         |
| 4  | Other town or village |

**Thank you for completing this survey!**