



World Bank Group Country Survey FY 2024 – Sri Lanka

The World Bank Group seeks your insights regarding our engagement and activities in Sri Lanka. 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 Sri Lanka 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: 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	Office of the President, Prime Minister, Minister
2	Office of a Parliamentarian
3	Government Institution: 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	Local Government Office or Staff
5	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
6	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
7	Private Sector: Private Company / Financial Sector Organization / Private Bank
8	Academia / Research Centers
9	Media
10	Other (please specify): _____

2. How familiar are you with the work of these organizations in Sri Lanka?		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 Sri Lanka?	
1	Yes
2	No [skip to A1]

4. Which of the following WBG agencies do you collaborate/work with in Sri Lanka? (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 SRI LANKA

A1. How much do you trust each of the following institutions to do what is right for Sri Lanka?												Don't know
		Not at all										Very much
		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	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Central Bank of Sri Lanka	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	Asian Development Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Asian Infrastructure Investment Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Bilateral organizations (e.g., USAID, JICA, DFAT, EU)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	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 Sri Lanka achieve development results?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

A3. How significant a contribution do you believe the WBG's knowledge work makes to development results in Sri Lanka?

Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs.

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

SECTION A: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP IN SRI LANKA

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 Sri Lanka											<input type="checkbox"/>	
A5	The WBG's work is aligned with what I consider the development priorities for Sri Lanka											<input type="checkbox"/>	
A6	The WBG has a positive influence on shaping development policy in Sri Lanka											<input type="checkbox"/>	
A7	The WBG's work helps end poverty in Sri Lanka											<input type="checkbox"/>	
A8	The WBG's private sector arm, IFC, helps promote private sector development in Sri Lanka											<input type="checkbox"/>	

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN SRI LANKA

B1. Which WBG instruments do you VALUE the most in Sri Lanka? (Select up to 2)	
1	Mobilizing third party financial resources (incl. both public and private)
2	Capacity development and training
3	Technical assistance and implementation support (incl. project design and implementation)
4	Knowledge and analytical products (e.g., data, reports, policy notes)
5	Private sector investment and advisory services provided by WBG's private sector arm IFC
6	Financial resources (e.g., budget support, investment lending, grants, trust funds)
7	Donor/development partner coordination
8	Convening / bringing together different groups of stakeholders
9	Other (please specify): _____

B2. Which areas should the WBG prioritize to have the most impact on development results in Sri Lanka? (Select up to 5)			
1	Macroeconomic stability	11	Public sector governance
2	Regional integration	12	Agriculture / food security
3	Education	13	Private sector development
4	Health / pandemic preparedness	14	Environment / natural resource management
5	Jobs (including skills development)	15	Climate change / disaster risk management
6	Transport infrastructure	16	Urban development
7	Energy	17	Social protection
8	Debt management	18	Water / sanitation
9	State Owned Enterprise (SOE) reforms	19	Gender equity
10	Digital infrastructure development	20	Other (please specify): _____

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN SRI LANKA

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

How EFFECTIVE has the WBG been at achieving development results in each of these areas of human development in Sri Lanka? (If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")													
B3. Human Development:		Not effective at all										Very effective	Don't know
1	Education: more resilient and equitable education systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Health: 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	Social protection: pensions, social assistance, social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Social inclusion: 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	Gender equity: 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 EFFECTIVE has the WBG been at achieving development results in each of these areas of infrastructure in Sri Lanka? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
B4. Infrastructure:		Not effective at all										Very effective	Don't know
1	Transport: roads, bridges, sustainable transportation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Water supply and sanitation infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Digital development: digital infrastructure, digital services, digital skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Urban development: urban planning, services, and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Energy: access to energy, transition to cleaner energy sources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN SRI LANKA

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

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

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

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

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

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN SRI LANKA

C1. To what extent is the WBG an effective development partner in terms of the following?												
		To no degree at all					To a very significant degree					Don't know
1	Responsiveness to needs in Sri Lanka	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 Sri Lanka	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 Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C2. To what extent is the WBG an effective development partner in Sri Lanka, in terms of collaborating with the following groups?												
		To no degree at all					To a very significant degree					Don't know
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	Parliament	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, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Youth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Other donors and development partners (e.g., IMF, JICA, USAID, ADB, AIIB, EU, DFAT, UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Media	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN SRI LANKA

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

C3. To what extent do you agree with the following statements?													
<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	2	3	4	5	6	7	8	9	10		
1	The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the medium-term needs of Sri Lanka's economic recovery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The conditions of the WBG's financing are competitive compared to commercial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG provides financial support in a timely manner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG insists on accountability 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"/>	
5	The WBG's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	The WBG effectively monitors and evaluates the projects it supports in Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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.

C4. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?	
1	Yes
2	No

SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN SRI LANKA

C5. To what extent do you agree with the following statements?													
<i>(If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	I am satisfied with the quality of the WBG's knowledge work in Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG increases Sri Lanka's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG's knowledge work is timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG brings global expertise to Sri Lanka as part of its knowledge work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The WBG's knowledge work is tailored to Sri Lanka's context	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	When I need to consult the WBG's knowledge work, I know how to find it	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The WBG is a reliable and credible source of information about the country's economy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C6. To what extent do you agree with the following statements?													
<i>(If you have NO exposure to, or experience with the WBG supported reforms, please respond "Don't know")</i>													
		Strongly disagree										Strongly agree	Don't know
1	The WBG's support helps the government increase revenues to improve public investments and service delivery in Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The WBG's support helps the government improve the management of state-owned enterprises (SOEs) in Sri Lanka	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG's support helps open Sri Lanka to increased trade , including imports and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The WBG's support helps improve the targeting and benefits of social protection systems for the poorest and most vulnerable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK GROUP IN SRI LANKA GOING FORWARD

D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Sri Lanka? *(Please be specific)*

D2. In your opinion, what should the IFC, the WBG's private sector arm, prioritize in its work to better support the private sector development in Sri Lanka? *(Please be specific)*

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

E1. How do you get most of your information about economic and social development issues in Sri Lanka? (Select up to 2)			
1	Television (TV)	6	X/Twitter
2	Radio	7	Facebook
3	Printed media	8	Instagram
4	Direct messaging (e.g., WhatsApp, Viber)	9	YouTube
5	Community leaders	10	Other (please specify): _____

E2. How would you prefer to receive communication from the WBG? (Select up to 2)			
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, X/Twitter)	6	Other (please specify): _____

E3. Do you recall seeing or hearing anything about the WBG recently?	
1	Yes
2	No [skip to E6]

E4. If you answered "Yes" for E3, where do you recall seeing or hearing this information? (Select ALL that apply)			
1	Television (TV)	6	Direct contact with WBG staff (e.g., in person, virtually, phone, email)
2	Radio	7	Blogs
3	Newspapers (print or online)	8	Social media
4	Event / conference / seminar (in person or online)	9	Direct messaging (e.g., WhatsApp, Telegram, Viber)
5	WBG websites	10	Other (please specify): _____

SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

E5. If you answered "Yes" for E3, what topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)

1	Pandemic preparedness
2	Digital economy
3	Ending poverty in developing countries
4	Private sector development through investment or advisory services
5	Food security
6	Women empowerment
7	Job creation / employment
8	Human capital (education, health)
9	WBG economic forecasts
10	Changes to the WBG financial and operational model
11	Youth development
12	Debt relief for developing countries
13	Climate change
14	Other (please specify): _____

E6. How concerned are you about the following potential impacts of climate change in Sri Lanka?

		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	Decreased crop yields / increased food insecurity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	More frequent and severe floods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	More frequent and severe droughts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	More frequent and severe heatwaves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Air pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Extinction of plant / animal species	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Land and forest degradation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Loss of jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Increased erosion of shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Coastal flooding due to sea level rise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Decreased water availability / quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: ADDITIONAL BACKGROUND INFORMATION

F1. What is the primary specialization of your work? (Select only 1 response)			
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): _____

F2. What is your gender?	
1	Female
2	Male
3	Other
4	Prefer not to specify

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

F4. Which best represents your geographic location?	
1	Western Province [e.g., Colombo and suburbs]
2	Northern Province [e.g., Jaffna and suburbs]
3	Central Province [e.g., Kandy and suburbs]
4	Other Province [e.g., All regions in the Southern, Eastern, North Western, North Central, Uva, and Sabaragamuwa provinces]

Thank you for completing this survey!