



## World Bank Group Country Survey FY 2025 – Thailand

The World Bank Group seeks your insights regarding our engagement and activities in Thailand. You have been identified as an integral partner, leader, or decision-maker in Thailand, so **your perspective is invaluable**. Your honest feedback will not only shape the future of our work in Thailand but also foster better development outcomes for the country.

To maintain the integrity and confidentiality of this process, we have engaged IPSOS, a reputable local firm, to manage the survey logistics. **Your responses will remain anonymous**, and no feedback will be linked to any specific individual. The WBG will not share any personal information with third parties without your consent.

**By starting the survey, you indicate that you have read the purpose of the survey and that you agree to participate.**

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, the data cannot be included in analysis.

Q1. What is your <b>primary professional affiliation</b> ? <i>(Select only 1 response)</i>	
1	<b>Political Appointees (Ministers, Deputy Ministers, Advisors, etc.)</b>
2	<b>Members of Parliament</b> (National Assembly, Legislative Body)
3	<b>Government / Public 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/ the Secretariat of the House of Representatives / the Office of the Secretary of the Senate
4	<b>Provincial / 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; Community-Based Organization; Private Foundation; Professional / Trade Association, Faith-Based Group, 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): _____

Q2. How <b>familiar</b> are you with the World Bank Group's work in Thailand?									
1	2	3	4	5	6	7	8	9	10
<b>Not familiar at all</b>									<b>Very familiar</b>

Q3. In the past 3 years, have you <b>worked</b> or <b>collaborated</b> with the World Bank Group (WBG) in Thailand?	
1	Yes
2	No

Q4. <u>If you answered Yes above</u> , which of the following <b>WBG agencies</b> have you worked or collaborated with in Thailand? <i>(Select all that apply)</i>	
1	World Bank (IBRD)
2	International Finance Corporation (IFC)
3	Multilateral Investment Guarantee Agency (MIGA)

A1. How much do you <b>trust</b> each of the following institutions to do what is right for Thailand?													
		Not at all										Very much	Don't know
1	Government of Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Thailand's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	The UN and UN agencies (e.g., UNDP, UNICEF, UNEP, UNESCO, UNHCR)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development bank (e.g., ADB, AIIB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Bilateral organizations (e.g., JICA, GIZ, USAI, FCDO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Academia / research centers	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A2. How <b>relevant</b> is each of the following organizations to Thailand's development?													
		Not at all										Very much	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development bank (e.g., ADB, AIIB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The UN and UN agencies (e.g., UNDP, UNICEF, UNEP, UNESCO, UNHCR)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Bilateral organizations (e.g., JICA, GIZ, USAID, FCDO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A3. How <b>effective</b> is each of the following organizations in helping Thailand achieve development results?													
		Not at all										Very much	Don't know
1	World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Regional development bank (e.g., ADB, AIIB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The UN and UN agencies (e.g., UNDP, UNICEF, UNEP, UNESCO, UNHCR)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Bilateral organizations (e.g., JICA, GIZ, USAID, FCDO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A4. Based on your experience, in the past two years, how has the WBG changed in terms of...		Became significantly worse	Became somewhat worse	Stayed the same	Became somewhat better	Became significantly better	Don't know
1	Its work to improve people's lives in Thailand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Its work to improve the overall business environment in Thailand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Being easy to work with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The speed of WBG project approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Partnering with others to increase development finance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Creating new investment opportunities in Thailand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Improving the technical quality of WBG-supported projects in Thailand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Working across its institutions as one World Bank Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you worked or collaborated with the WBG in Thailand in the past 3 years, please answer the following questions, otherwise, please skip to question B5.**

*Please think about a specific WBG-supported project or initiative that you are most familiar with.*

<b>B1. Please select the <b>development area</b> that this WBG-supported project or initiative supported. (Select all that apply)</b>			
1	Agriculture / food security	10	Health
2	Climate change / environmental sustainability (e.g., marine plastics, forest fire management, pollution)	11	Rural community development
3	Digital infrastructure and services / data governance (e.g., big data, open data)	12	Business enabling environment / private sector development
4	Quality of education / skills	13	Social protection / aging / pension system reforms
5	Energy transition / energy sector reform	14	Infrastructure (e.g. secondary cities, low carbon cities, urban/ area-based development, bridges)
6	Financial / sustainable and climate / carbon finance	15	Water management / security (e.g., floods, droughts)
7	Economic growth / competitiveness / innovation	16	Gender equity
8	Public sector governance / reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Conflict resolution and psycho-social support in Southern Thailand
9	Poverty reduction and inequality	18	Other (please specify): _____

<b>B2. If you recall, what was the name of this WBG-supported project or initiative?</b>

<b>B3. How <b>helpful</b> was the WBG in achieving the goals of this project or initiative?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not helpful at all</b>									<b>Very helpful</b>	Don't know

**B4. If you rated the WBG's helpfulness between 1 and 4, how could the WBG have been more helpful on this project or initiative? If you rated the WBG's helpfulness between 5 and 10, how did this WBG-supported project or initiative impact the people of Thailand? (Please be specific)**

**B5. Looking forward, and taking into account limited resources, how IMPORTANT is it for the WBG to be involved in the following aspects of its new engagement with the Government of Thailand?**

		Not important at all										Very important		Don't know
		1	2	3	4	5	6	7	8	9	10			
1	Accelerating Thailand's transition to a low-carbon future by scaling up sustainable finance through green/blue bonds and carbon pricing instruments.													<input type="checkbox"/>
2	Building Thailand's climate resilience through flood protection and addressing water security challenges.													<input type="checkbox"/>
3	Advancing innovation, skills, and secondary city development to create more opportunities for all Thais.													<input type="checkbox"/>

C1. To what extent is the WBG an <b>effective development partner</b> in terms 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		
1	Responsiveness to needs in Thailand	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	Being a long-term partner to Thailand	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 Thailand, in terms of <b>collaborating</b> with the following groups?													
		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	Parliament / legislative branch	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	Other donors and development partners (e.g. JICA, GIZ, USAID, FCDO)	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"/>	

C3. In addition to its partnership with the national government, which of the following should the WBG <b>collaborate with more</b> to have greater impact in Thailand? (Select up to 2)			
1	Local government	5	Other donors and development partners
2	Parliament / legislative branch	6	Academia / research centers
3	Private sector	7	Other (please specify): _____
4	Civil society (e.g., NGOs, CBOs)		

The WBG supports the Government of Thailand's **engagement with civil society** (including citizens, CBOs, and CSOs) in development policy dialogue and implementation (including the design, preparation, implementation, and oversight of WBG-supported operations).

C4. How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Thailand?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not effective at all</b>									<b>Very effective</b>	Don't know

C4a. If you rated the WBG's effectiveness between 1 and 4, how could the WBG be **more effective** in facilitating civil society participation in development policy dialogue and implementation? *(Please be specific)*

If you rated the WBG's helpfulness between 5 and 10, please share examples of the WBG's **effective facilitation of civil society participation** in development policy dialogue and implementation. *(Please be specific)*

**If you answered "Don't know", please skip to the next question.**

D1. Which WBG instruments do you <b>value the most</b> in Thailand? (Select up to 2)	
1	<b>Convening power</b> (e.g., bringing together different stakeholder groups, donor / development partner coordination, mobilizing 3 <sup>rd</sup> party financial resources)
2	<b>Advisory services</b> (e.g., capacity building and training, policy advice, technical assistance)
3	<b>Financial resources</b> (e.g., grants, trust funds)
4	<b>Data and research</b> (e.g., statistics, reports, research on global development issues)
5	<b>Other</b> (please specify): _____

D2. To what extent do you agree with the following statements about the WBG's <b>financial support</b> to Thailand? (If you have <b>NO</b> exposure to, or experience with the WBG's financing, please respond "Don't know")													
		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., grants, trust funds) <b>meet the needs</b> of Thailand												<input type="checkbox"/>
2	The conditions of the WBG's financing are <b>competitive</b> compared to markets (private sector or other development banks)												<input type="checkbox"/>
3	The standards and requirements for the WBG's financing are <b>reasonable</b>												<input type="checkbox"/>
4	The WBG provides financial support in a <b>timely</b> manner												<input type="checkbox"/>

The following questions ask about the WBG's **knowledge work, including data, research, training, and advisory services**, in Thailand.

D3. How significant a <b>contribution</b> do you believe the WBG's knowledge work makes to development results in Thailand?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>Not significant at all</b>									<b>Very significant</b>	Don't know

D4. In the past 3 years, what WBG knowledge work <b>have you used</b> ? <i>(Select all that apply)</i>			
1	Data resources	5	Online collaboration platforms
2	Research and analytical reports	6	Workshops or training courses (in-person or online)
3	Policy notes	7	Other (please specify) _____
4	Advisory services	8	I have not used WBG knowledge work

**If you have used WBG knowledge work in the past 3 years, please answer the following questions, otherwise, please skip to question E1.**

*Please think about a **specific WBG knowledge work** that you most recently utilized.*

D5. If you recall, what was the name of this WBG knowledge work?

D6. For what <b>purpose</b> did you use this WBG knowledge work?

D7. In your opinion, has the WBG's policy advice <b>influenced</b> a new or existing government policy in Thailand?	
1	Yes
2	No

D8. If you answered Yes above, **what government policy or action** did the WBG's advice influence and **in what way?** *(Please be specific)*

D9. To what extent do you agree with the following statements?

		Strongly disagree										Strongly agree		Don't know
1	Working with the WBG <b>increases</b> Thailand's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Thailand	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

D10. If you rated the quality of the WBG's knowledge work 1-4, how could the WBG **improve the quality** of its knowledge work in Thailand? *(Please be specific)*

<b>E1. Which areas should the WBG prioritize to have the most impact on development results in Thailand? (Select up to 5)</b>			
1	Agriculture / food security	11	Rural community development
2	Climate change / environmental sustainability (e.g., marine plastics, forest fire management, pollution)	12	Business enabling environment / private sector development
3	Digital infrastructure and services / data governance (e.g., big data, open data)	13	Social protection / aging / pension system reforms
4	Quality of education / skills	14	Infrastructure (e.g. secondary cities, urban/ area-based development, bridges)
5	Energy transition / energy sector reform	15	Water management / security (e.g., floods, droughts)
6	Financial / sustainable & climate finance	16	Urban infrastructure development and Low Carbon Cities
7	Economic growth / competitiveness / innovation	17	Gender equity
8	Public sector governance / reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Conflict resolution and psycho-social support in Southern Thailand
9	Poverty reduction and inequality	19	Other (please specify): _____
10	Health		

<b>E2. What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Thailand? (Please be specific)</b>	

E3. What are the <b>biggest challenges facing private sector</b> development in Thailand? <i>(Select up to 3)</i>			
1	Access to finance	6	Political instability
2	Regulatory environment	7	Corruption
3	Infrastructure gaps	8	Market size / demand
4	Skilled workforce availability	9	Green transition / ESG
5	Domestic and/or overseas competition	10	Other (please specify): _____

F1. How would you prefer to obtain information from the WBG? <i>(Select up to 3)</i>			
1	<b>WBG e-Newsletters</b>	6	<b>WBG website</b> (including blogs)
2	<b>Direct contact with WBG staff</b> (e.g., in person, virtually, phone, email)	7	<b>WBG podcasts</b>
3	<b>WBG social media channels</b> (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	8	<b>WBG publications</b>
4	<b>WBG direct messaging</b> (e.g., WhatsApp)	9	Other (please specify): _____
5	<b>WBG event / conference / workshop</b> (in person or online)		

F2. Do you recall <b>seeing or hearing anything about the WBG recently?</b>	
1	Yes
2	No

F3. <u>If you answered Yes above, where do you recall</u> seeing or hearing this information? <i>(Select all that apply)</i>			
1	Media (television, radio, newspapers)	6	Podcast
2	Event / conference / workshop (in person or online)	7	Direct messaging (e.g., WhatsApp)
3	WBG website (including blogs)	8	e-Newsletter
4	Social media	9	WBG publications
5	Direct contact with WBG staff	10	Other (please specify): _____

F4. <u>If you answered Yes above, what do you recall</u> seeing or hearing about the WBG? <i>(Select all that apply)</i>			
1	WBG economic forecasts / Thailand economic monitor	8	WBG sustainable/ climate financing /monetization of carbon credits
2	WBG reforms to become a better bank	9	WB Chao Phraya flood mitigation project
3	WBG competitiveness / B-ready	10	Conflict resolution in Southern Thailand
4	WB / EEF education and foundational skills project	11	WB PROGREEN forest fire management project
5	WB HCFC ozone protection project	12	WB / TSRI innovation policy study
6	WBG mission to end poverty on a livable planet	13	WBG Country Climate and Development Report (CCDR)
7	WBG sustainable cities / secondary cities	14	Other (please specify): _____

F5. What information would be most helpful to you in <b>understanding the WBG's role</b> in Thailand? ( <i>Select up to 3</i> )			
1	Case studies of WBG projects	5	Information on how to work / partner with WBG
2	Impact assessments and evaluations	6	Regular updates on WBG activities
3	Sector-specific strategies	7	WBG research and knowledge
4	Overview of WBG financial products and services	8	Other (please specify): _____

G1. What is your <b>gender</b> ?	
1	Female
2	Male
3	Other
4	Prefer not to specify

G2. What is your <b>age</b> ?	
1	25 or younger
2	26-35
3	36-45
4	46-55
5	56 and above
6	Prefer not to specify

G3. <b>Within your organization</b> , would you describe yourself as...	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level
5	Prefer not to specify

G4. Which best represents your <b>geographic location</b> ?	
1	Bangkok and vicinity
2	Northern Thailand
3	Northeastern Thailand
4	Southern Thailand
5	Central Thailand

**Thank you for completing this survey!**