



## World Bank Group Country Survey FY 2025 – Timor-Leste

The World Bank Group seeks your insights regarding our engagement and activities in Timor-Leste. 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 Timor-Leste 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 click the arrow below to begin the survey. By starting the survey, you indicate that you have read the purpose of the survey and voluntarily agree to participate.**

## 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 (National Assembly, Legislative body)
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	Municipal Government Office or Staff
5	Local Succo Leaders
6	Bilateral or Multilateral Agency (e.g., embassy, development organization, development bank, UN Agency)
7	Civil Society Organization: local and regional (NGO; Community-Based Organization; Private Foundation; Professional / Trade association, Faith-Based Group, Youth Group)
8	Private Sector: Private Company / Financial Sector Organization / Private Bank
9	Academia / Research Centers
10	Media
11	Other (please specify): _____

2. How familiar are you with the work of these organizations in Timor-Leste?											
		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 Timor-Leste?	
1	Yes
2	No

4. Which of the following WBG agencies do you collaborate/work with in Timor-Leste? (Select ALL that apply)	
1	World Bank (IBRD/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 TIMOR-LESTE

<b>A1. How much do you trust each of the following institutions to do what is right for Timor-Leste?</b>		Not at all										Very much		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	National government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Municipal government	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Local succo leaders	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Parliament	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Central Bank of Timor-Leste (BCTL)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	World Bank Group	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	International Monetary Fund	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	United Nations	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Asian Development Bank	1	2	3	4	5	6	7	8	9	10	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	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	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Religious institutions	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

<b>A3. How significant a contribution do you believe the WBG's <u>knowledge work</u> makes to development results in Timor-Leste?</b>												
<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			<input type="checkbox"/>
Not significant at all									Very significant		Don't know	

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

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN TIMOR-LESTE

<b>B1. Which WBG instruments do you VALUE the most in Timor-Leste? (Select up to 2)</b>	
1	Convening / bringing together different groups of stakeholders
2	Development partner coordination
3	Knowledge and analytical products (e.g., data, reports, policy notes)
4	Capacity development and training
5	Financial resources (e.g., budget support, investment lending, grants, trust funds)
6	Mobilizing third party financial resources (incl. both public and private)
7	Technical assistance and implementation support (incl. 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 Timor-Leste? (Select up to 5)</b>			
1	Gender equity and women's empowerment	11	Environment / natural resource management
2	Financial sector development	12	Education
3	Digital infrastructure development	13	Climate change / adaptation and mitigation/ disaster prevention
4	Private sector development	14	Urban development
5	Transport infrastructure	15	Social protection
6	Energy	16	Jobs
7	Public sector governance	17	Youth empowerment
8	Tourism development	18	Debt management
9	Agriculture / food security	19	Water / sanitation
10	Health / pandemic preparedness	20	Other (please specify): _____

## SECTION B: WORLD BANK GROUP'S WORK AND EFFECTIVENESS IN TIMOR-LESTE

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas in Timor-Leste?  
*(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")*

<b>B3. Human Development:</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
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>Transport:</b> roads, bridges, sustainable transportation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	<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"/>
5	<b>Trade:</b> access to markets, tariffs, customs	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	<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"/>
7	<b>Macro and fiscal stability:</b> sustainable fiscal policy, effective tax administration, monetary policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	<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"/>
9	<b>Climate change:</b> transition to a low-carbon economy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	<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 C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN TIMOR-LESTE

<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 Timor-Leste	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 Timor-Leste	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 Timor-Leste	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 Timor-Leste, 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	Municipal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Local succo leaders	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Parliament	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Other development partners (multilaterals such as the ADB, UN or EU, or bilaterals such as Australia, Brazil or Japan)	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	Central Bank of Timor-Leste (BCTL)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Media	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 Timor-Leste? (Select up to 2)</b>	
1	Academia / research centers
2	Media
3	Local succo leaders
4	Civil society (e.g., NGOs, CBOs)
5	Private sector
6	Youth organizations
7	Other development partners
8	Central Bank of Timor-Leste (BCTL)
9	Parliament
10	Municipal government
11	Other (please specify): _____

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN TIMOR-LESTE

The following questions ask about **the WBG's financial support to Timor-Leste**.

<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>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
1	The WBG's financial instruments (i.e., loans, grants, trust funds) <b>meet the needs</b> of Timor-Leste												<input type="checkbox"/>
2	The conditions of the WBG's financing are <b>competitive</b> compared to markets												<input type="checkbox"/>
3	The WBG provides financial support in a <b>timely</b> manner												<input type="checkbox"/>
4	The WBG <b>insists on accountability</b> through its lending (e.g., performance-based financing, resources tied to results)												<input type="checkbox"/>
5	The WBG's <b>Environmental and Social Framework</b> requirements are reasonable												<input type="checkbox"/>
6	The WBG effectively <b>monitors and evaluates</b> the projects it supports in Timor-Leste												<input type="checkbox"/>

## SECTION C: WORLD BANK GROUP'S ENGAGEMENT AND COLLABORATION IN TIMOR-LESTE

The following questions ask about **the WBG's knowledge work in Timor-Leste**.

*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

<b>C6. To what extent do you agree with the following statements?</b>													
<i>(If you have NO exposure to, or experience with the WBG's knowledge work, please respond "Don't know")</i>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
1	I am satisfied with the <b>quality</b> of the WBG's knowledge work in Timor-Leste	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Working with the WBG <b>increases</b> Timor-Leste's institutional <b>capacity</b>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	The WBG brings <b>global expertise</b> to Timor-Leste as part of its knowledge work	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	The WBG's knowledge work is <b>tailored</b> to Timor-Leste's context	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	When I need to consult the WBG's knowledge work, I <b>know how to find it</b>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	WBG publications are widely disseminated and in the appropriate languages.	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

## SECTION D: THE WORLD BANK GROUP IN TIMOR-LESTE GOING FORWARD

<p><b>D1. In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Timor-Leste? (Please be specific)</b></p>

## 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, X (previously Twitter))	6	Other (please specify): _____

<b>E2. Do you recall seeing or hearing anything about the WBG recently?</b>	
1	Yes
2	No

<b>E3. 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. What topics were included in what you saw or heard about WBG's work or research? (Select ALL that apply)</b>	
1	Climate change
2	Pandemic preparedness
3	Job creation / employment
4	Ending poverty in developing countries
5	WBG economic forecasts
6	Changes to the WBG financial and operational model
7	Digital economy
8	Women empowerment
9	Fiscal sustainability and debt relief
10	Private sector development
11	Youth development
12	Food security
13	Economic diversification
14	Human capital (education, health)
15	Other (please specify): _____

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

<b>E5. How concerned are you about the following potential impacts of climate change in Timor-Leste?</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 shoreline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Coastal flooding due to sea level rise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Decreased water availability / quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION F: ADDITIONAL BACKGROUND INFORMATION

<b>F1. What is the primary specialization of your work? (Select only 1 response)</b>			
1	Education	11	Macroeconomics, fiscal / debt management
2	Health / pandemic preparedness	12	Private sector development / trade
3	Social protection	13	Environment / natural resource management
4	Gender equity	14	Climate change
5	Transport	15	Agriculture and food security
6	Water / sanitation	16	Urban development
7	Digital development	17	Legal / human rights
8	Energy	18	Generalist (specialize in multiple sectors)
9	Business Management	19	Entrepreneurship
10	Public sector governance	20	Other (please specify): _____

## SECTION F: ADDITIONAL BACKGROUND INFORMATION

<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	Dili
2	Municipality
3	Outside Timor-Leste

**Thank you for completing this survey!**