



World Bank Group Country Survey FY 2025 – Indonesia

The World Bank Group seeks your insights regarding our engagement and activities in Indonesia. 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 Indonesia 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, Viktorindo, 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 of the Republic of Indonesia, Minister of the Republic of Indonesia
2	Office of a Parliamentarian (Indonesia People’s Consultative Assembly (MPR), Regional Representative Council (DPD), Indonesia House of Representatives (DPR), Regional House of Representatives (DPRD))
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 / Think Tanks
9	Media
10	Other (please specify): _____

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

4. Which of the following WBG agencies do you collaborate/work with in Indonesia? (Select ALL that apply)	
1	World Bank (IBRD)
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 INDONESIA

A1. How much do you trust each of the following institutions to do what is right for Indonesia?												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 – Provincial Level	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Local government – Regional Level	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Parliament (MPR, DPD, DPR, DPRD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Indonesia's Central Bank	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	<input type="checkbox"/>
7	International Monetary Fund	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	<input type="checkbox"/>
9	Regional development banks (e.g., ADB, AIIB, etc.)	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, CSOs)	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 Indonesia 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 Indonesia?

Knowledge work includes data resources, analytical reports, policy notes, hands-on advice, and knowledge-sharing workshops or training programs. For example, Indonesia Economic Prospects (IEP), Poverty Assessment, Beyond Unicorn: Harnessing Digital Technologies for Inclusion in Indonesia

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 INDONESIA

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 Indonesia											<input type="checkbox"/>	
A5	The WBG's work is aligned with what I consider the development priorities for Indonesia											<input type="checkbox"/>	
A6	The WBG has a positive influence on shaping development policy in Indonesia											<input type="checkbox"/>	
A7	The WBG's work helps end poverty in Indonesia											<input type="checkbox"/>	

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

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

B2. Which areas should the WBG prioritize to have the most impact on development results in Indonesia? (Select up to 5)			
1	Urban development	13	Digital infrastructure development
2	Social protection	14	Tourism development
3	Trade	15	Social inclusion, e.g., gender equality
4	Climate change	16	Health / pandemic preparedness
5	Water / sanitation	17	Private sector development
6	Jobs	18	Gender equity
7	Debt management	19	Formal education
8	Financial markets development	20	Environment / natural resource management (e.g., peat and mangrove rehabilitation)
9	Macroeconomic stability	21	Public sector governance
10	Energy	22	Agriculture / food security
11	Disaster risk management	23	Transport infrastructure
12	Vocational education and professional certification	24	Other (please specify): _____

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

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

How EFFECTIVE has the WBG been at achieving development results in each of these areas of human development in Indonesia? <i>(If you have NO exposure to/experience in working in any of these areas, please respond "Don't know")</i>		Not effective at all										Very effective	Don't know
B3. Human Development:													
1	Education: more resilient, equitable, and inclusive 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, stunting reduction	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. Inclusivity (women-led MSMEs), mitigating gender-based violence	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 Indonesia? <i>(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</i>		Not effective at all										Very effective	Don't know
B4. Infrastructure:													
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 / extractives: Equitable 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 INDONESIA

How **EFFECTIVE** has the WBG been at achieving development results in each of these areas of **finance / institutions / economic growth** in Indonesia?
(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 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 and global value chains, 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, inclusivity of MSMEs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Job creation / employment: labor policies (wider access to jobs), skills development, and aspiring middle class	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"/>	
8	Crime and violence: violence prevention; law enforcement	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 Indonesia?
(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: peat and mangrove rehabilitation; community resilience through access to sustainable natural resources management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Climate change: transition to low-carbon economy	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"/>	
4	Land tenure and management: indigenous and marginalized people ownership and management over forest and land	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Waste management: marine debris, waste in the waterways, urban waste management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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 Indonesia	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 Indonesia	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 Indonesia	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 Indonesia, 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 (MPR, DPD, DPR, DPRD)	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., USAID, Australian Department of Foreign Affairs and Trade (DFAT), Japan International Cooperation Agency (JICA), German Agency for International Cooperation (GIZ), UK Department for International Development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Academia / research centers / think tanks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Media	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 collaborate with more to have greater impact in Indonesia? (Select up to 2)	
1	Civil society (e.g., NGOs, CSOs)
2	Private sector
3	Parliament (MPR, DPD, DPR, DPRD)
4	Academia / research centers / think tanks
5	Media
6	Other donors and development partners (including counterpart governments and UN agencies)
7	Local government
8	Other (please specify): _____

SECTION C: WORLD BANK GROUP’S ENGAGEMENT AND COLLABORATION IN INDONESIA

The WBG supports the Government of Indonesia’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 Indonesia?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	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 effectiveness 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)*

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

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

C5. 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 needs of Indonesia	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 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 Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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.

C6. Have you ever used the WBG's knowledge work, including participating in workshops or training programs?	
1	Yes
2	No

C7. 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	2	3	4	5	6	7	8	9	10		
1	I am satisfied with the quality of the WBG's knowledge work in Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Working with the WBG increases Indonesia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The WBG brings global expertise to Indonesia 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 tailored to Indonesia'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 know how to find it	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	WBG's knowledge work is accessible and adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	The WBG's publications are translated enough into Bahasa Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	I am satisfied with the quality of the WBG's RAS work in Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	The WBG can quickly provide its knowledge services when needed	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK GROUP IN INDONESIA GOING FORWARD

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

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

E1. 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, Twitter)	6	Other (please specify): _____

E2. Do you recall seeing or hearing anything about the WBG recently?

1	Yes
2	No [skip to Section E5]

E3. If you answered "Yes" for E2, where do you recall seeing or hearing this information? (Select ALL that apply)

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)
6	Social media	12	Other (please specify): _____

SECTION E: WORLD BANK'S COMMUNICATION AND INFORMATION SHARING

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)

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

E5. How concerned are you about the following potential impacts of climate change in Indonesia?

		Not concerned at all	A little concerned	Somewhat concerned	Very concerned	NA
1	More frequent and intense wildfires	<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	Land use conversion (from farmland to others, due to loss of fertility)	<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

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	Sumatra Island and surrounding islands (including Riau, Bangka, and Belitung Islands)
2	Java Island and surrounding islands (including Madura Island)
3	Bali, East Nusa Tenggara, West Nusa Tenggara Islands and surrounding islands
4	Sulawesi Island and surrounding islands
5	Kalimantan Island and surrounding islands
6	Papua Island and surrounding islands (including Maluku and North Maluku Islands)

Thank you for completing this survey!