



# Thailand

## The World Bank Country Survey FY 2013

Report of Findings  
May 2013



CountryOpinionSurveys  
THE WORLD BANK GROUP

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Thailand perceive the Bank;
- Obtain systematic feedback from stakeholders in Thailand regarding:
  - Their views regarding the general environment in Thailand;
  - Their overall attitudes toward the World Bank in Thailand;
  - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Thailand; and
  - Perceptions of the World Bank's future role in Thailand.
- Use data to help inform Thailand country team's strategy.

## II. Methodology

In March-May 2013, 315 stakeholders of the World Bank in Thailand were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the Office of the Prime Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/ contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; civil society organizations; community-based organization; the media; independent government institutions; trade unions; faith-based groups, academia/research institutes/think tanks; judiciary branches, and other organizations. A total of 110 stakeholders participated in the survey (35% response rate).

Respondents received questionnaires by post and returned them accordingly. Respondents were asked about: general issues facing Thailand; their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Thailand; and the Bank's communication and information sharing in Thailand.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the World Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Thailand: Respondents were asked to indicate what they thought were the top three most important development priorities in the country.

## II. Methodology (continued)

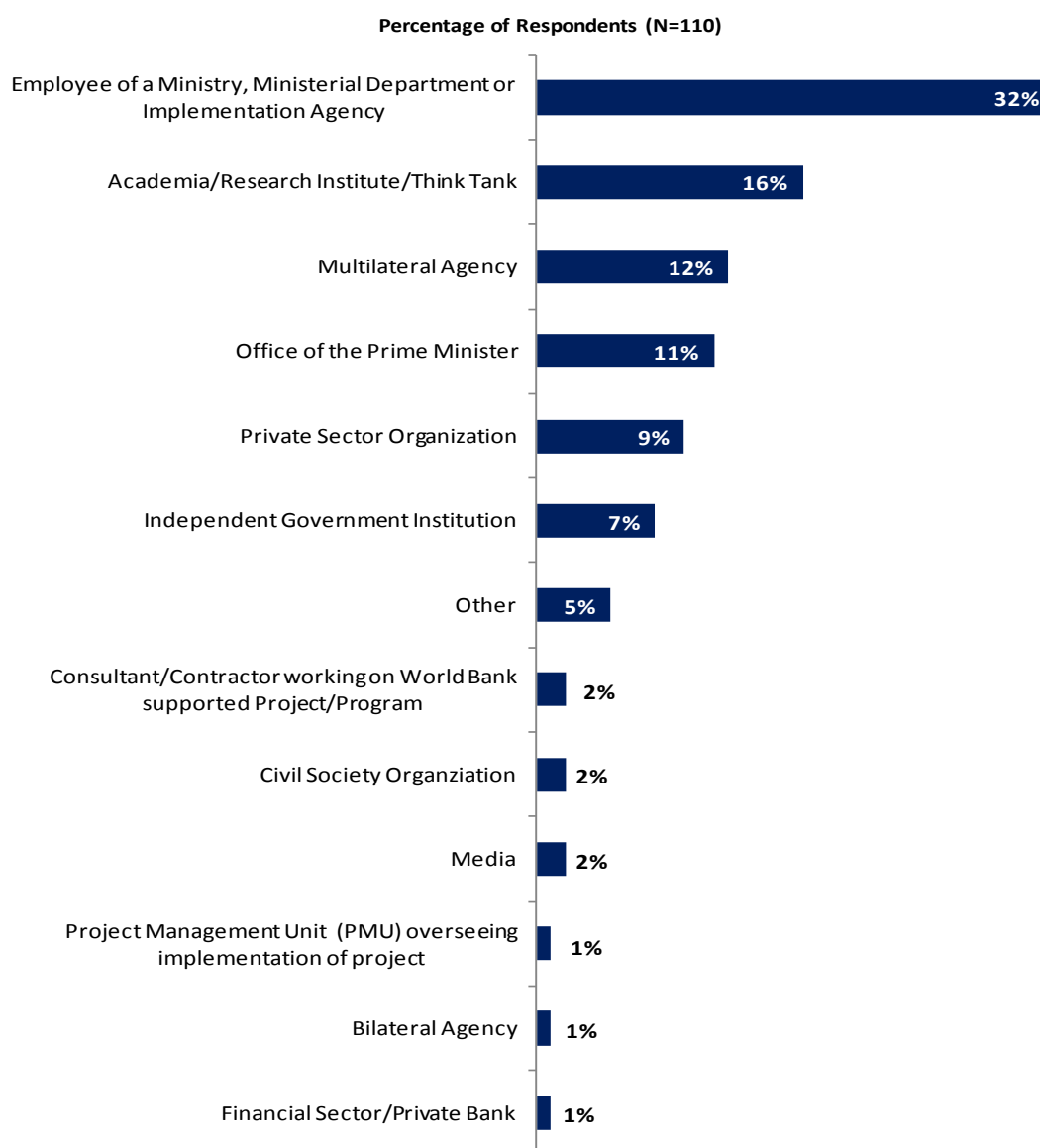
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Thailand, Bank staff preparedness to help Thailand solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most effective instruments in helping to reduce poverty in Thailand, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Thailand and the extent to which the Bank meets Thailand's needs for knowledge services and financial instruments.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge work, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge work/activities, including how significant of a contribution they makes to development results and the technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable, the Bank imposing reasonable conditions on its lending, disbursing funds promptly, increasing Thailand's institutional capacity, and providing effective implementation support, etc.
- F. The Future Role of the World Bank in Thailand: Respondents were asked to rate how significant a role the Bank should play in Thailand's development in the near future and to indicate what the Bank should do to make itself of greater value.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests. They were also asked to indicate how often they access World Bank information online and how valuable they consider the information they receive from the Bank's social media channels. Respondents also indicated the type of e-services they are currently subscribed to.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Thailand, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from the 136 respondents (29% response rate) who completed the survey in FY 2007 and the 140 respondents who completed the survey in FY 2002. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

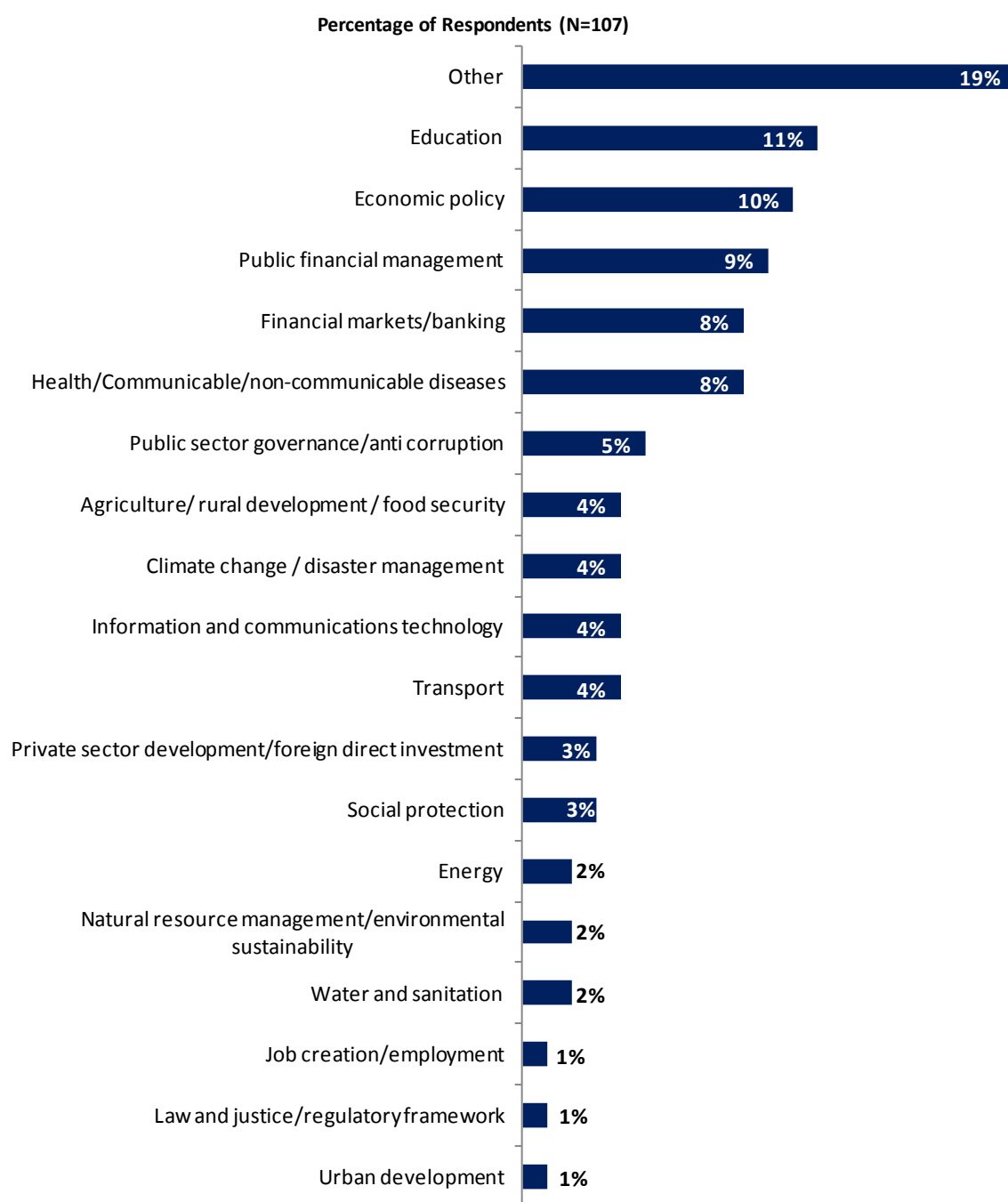
- For further analyses, respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from the office of parliamentarian, PMUs, local governments, private foundations, CSOs; CBOs, the media, trade unions, faith-based groups, judiciary branches, other organizations and consultants/contractors working on Bank-supported projects/programs were all included in the “Other” category. Note that there were no respondents from the office of parliamentarian, local governments, private foundations, CBOs, trade unions, faith-based groups, and judiciary branches.



“Which of the following best describes your current position?” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Area of Primary Specialization

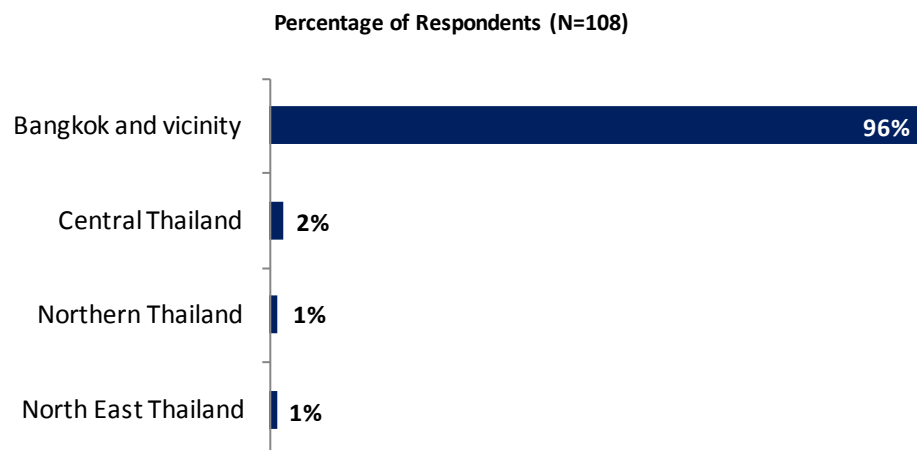


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Geographic Location

- Nearly all respondents indicated that they were located in Bangkok and its vicinity. Because of the small number of respondents from Central Thailand, Northern Thailand, Southern Thailand, and North East Thailand, statistical comparisons across geographic locations were not possible.

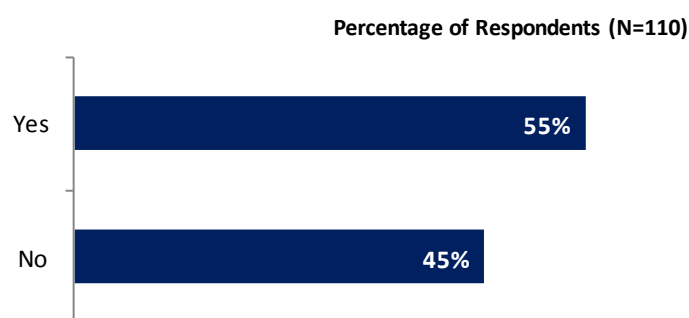


“Which best represents your geographic location?” (Respondents chose from a list.)

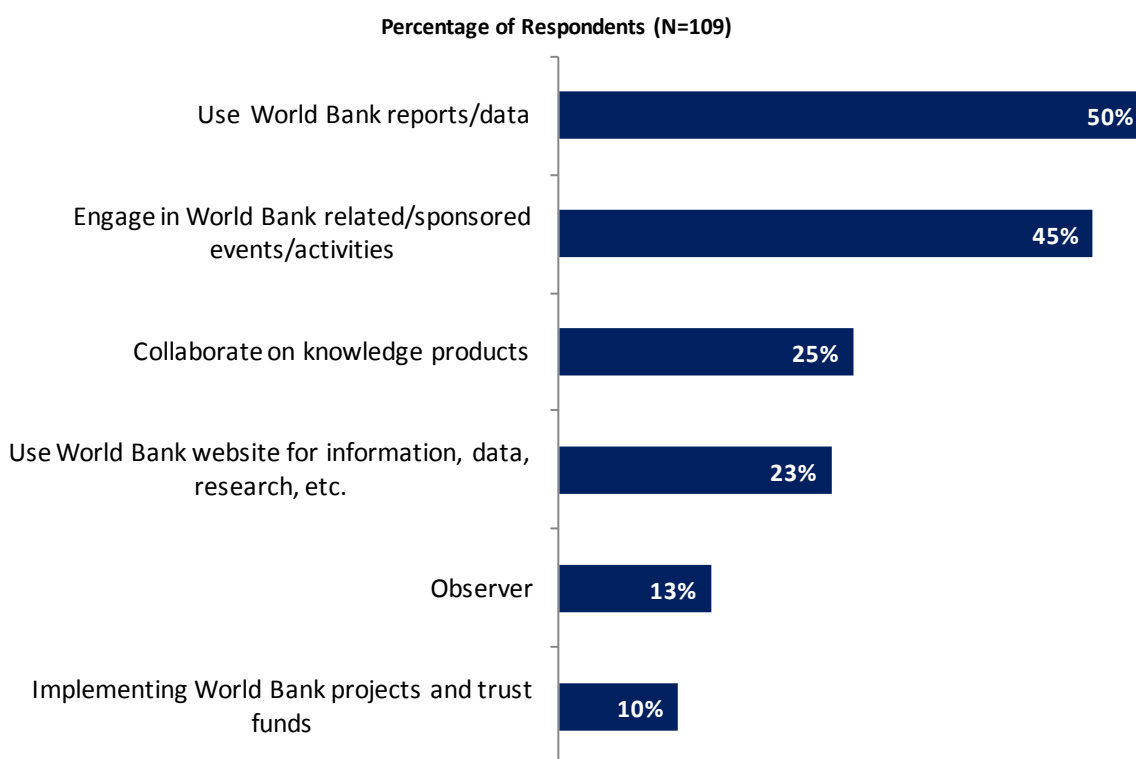
### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Thailand, can be found in the Appendix D (see page 75). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



"Currently, do you professionally collaborate/work with the World Bank in your country?"



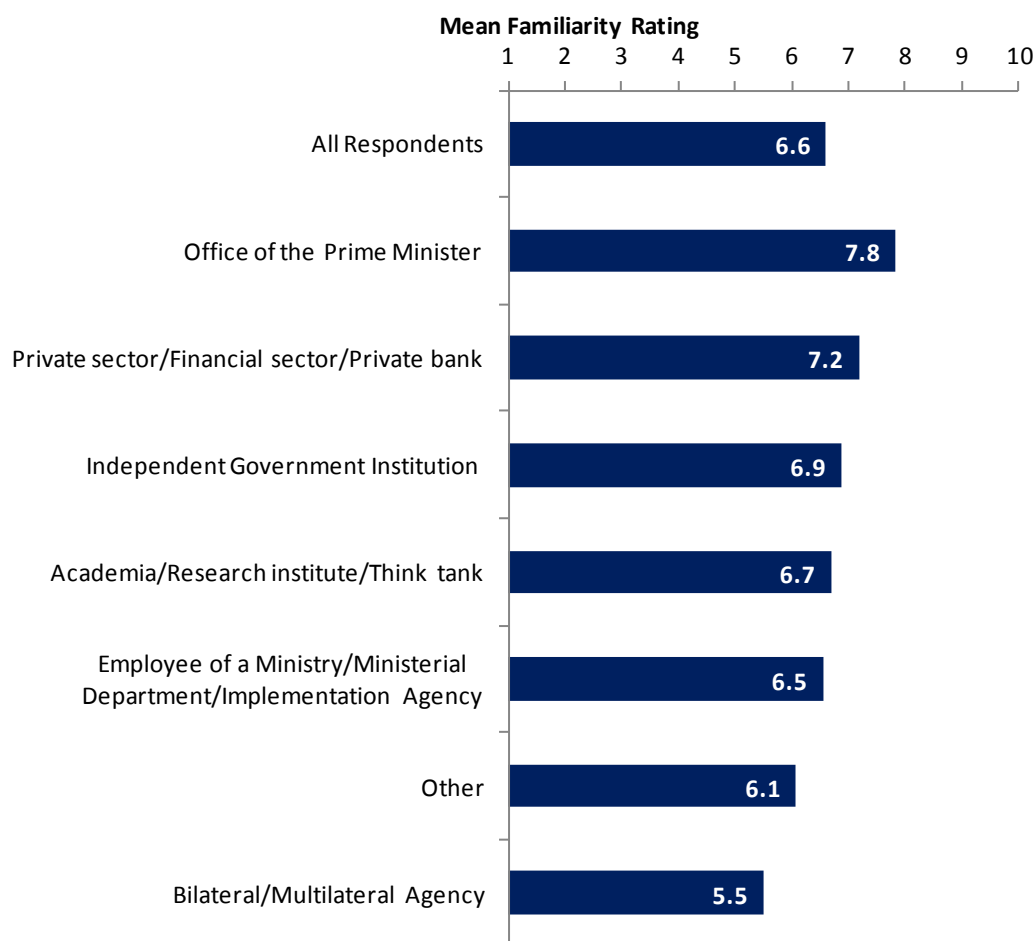
"Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

- Across all respondents, familiarity with the World Bank received a mean rating of 6.6; this was statistically similar to the mean ratings received in the FY '07 country survey (6.3) and the FY '02 country survey (6.3).
  - Respondents across all stakeholder groups had statistically similar levels of familiarity with the Bank.
  - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with respondents' perceptions of the Bank's overall effectiveness in Thailand, and were significantly, moderately correlated with their perceptions of the Bank's ability to help achieve development results and the Bank's relevance to Thailand's development.

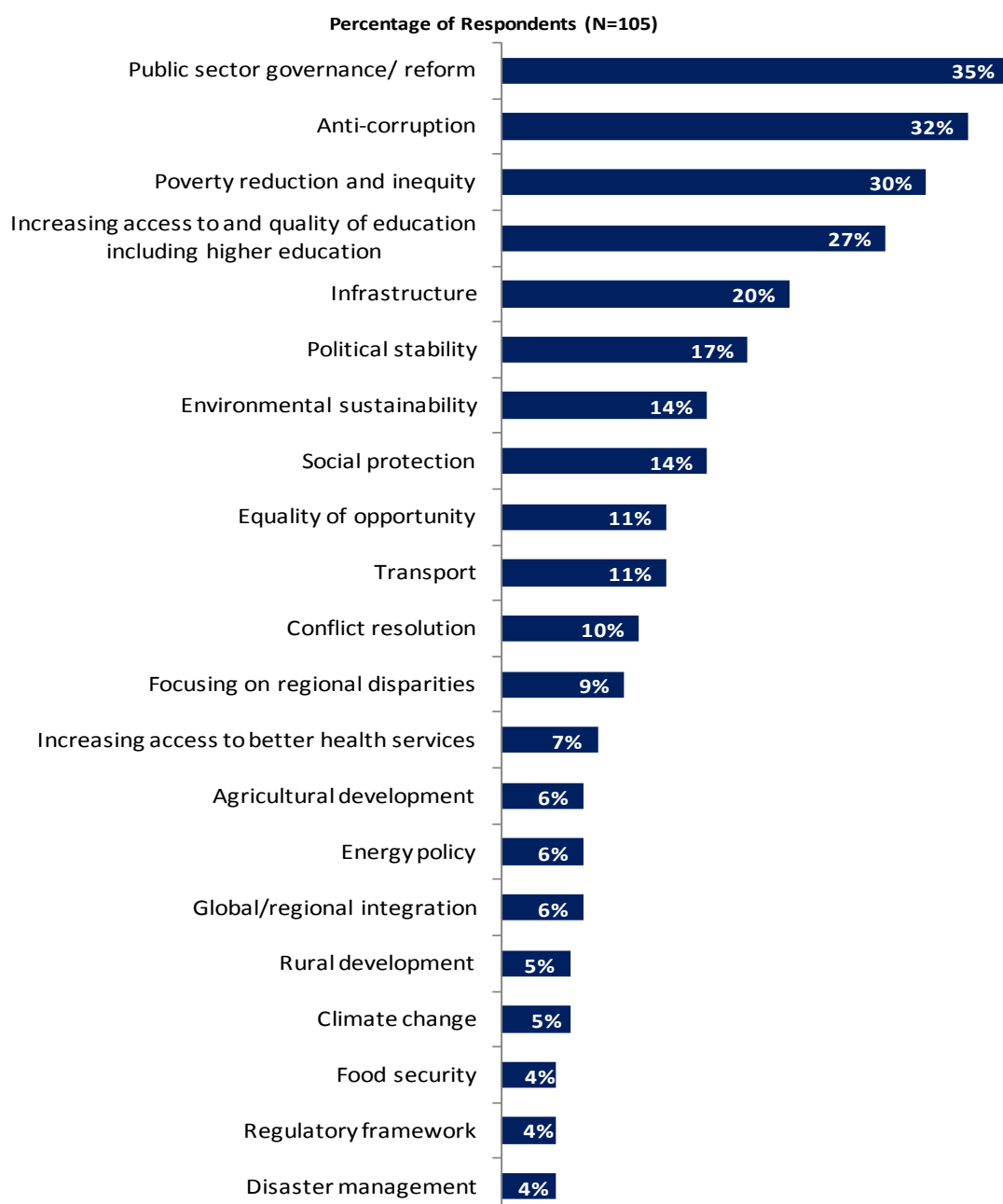


"How familiar are you with the work of the World Bank in Thailand, on a ten point scale?"  
 (1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Thailand

### Development Priority

- In the FY '07 country survey\*, increasing access to and quality of education including higher education (32%) was considered the most important development priority for Thailand.



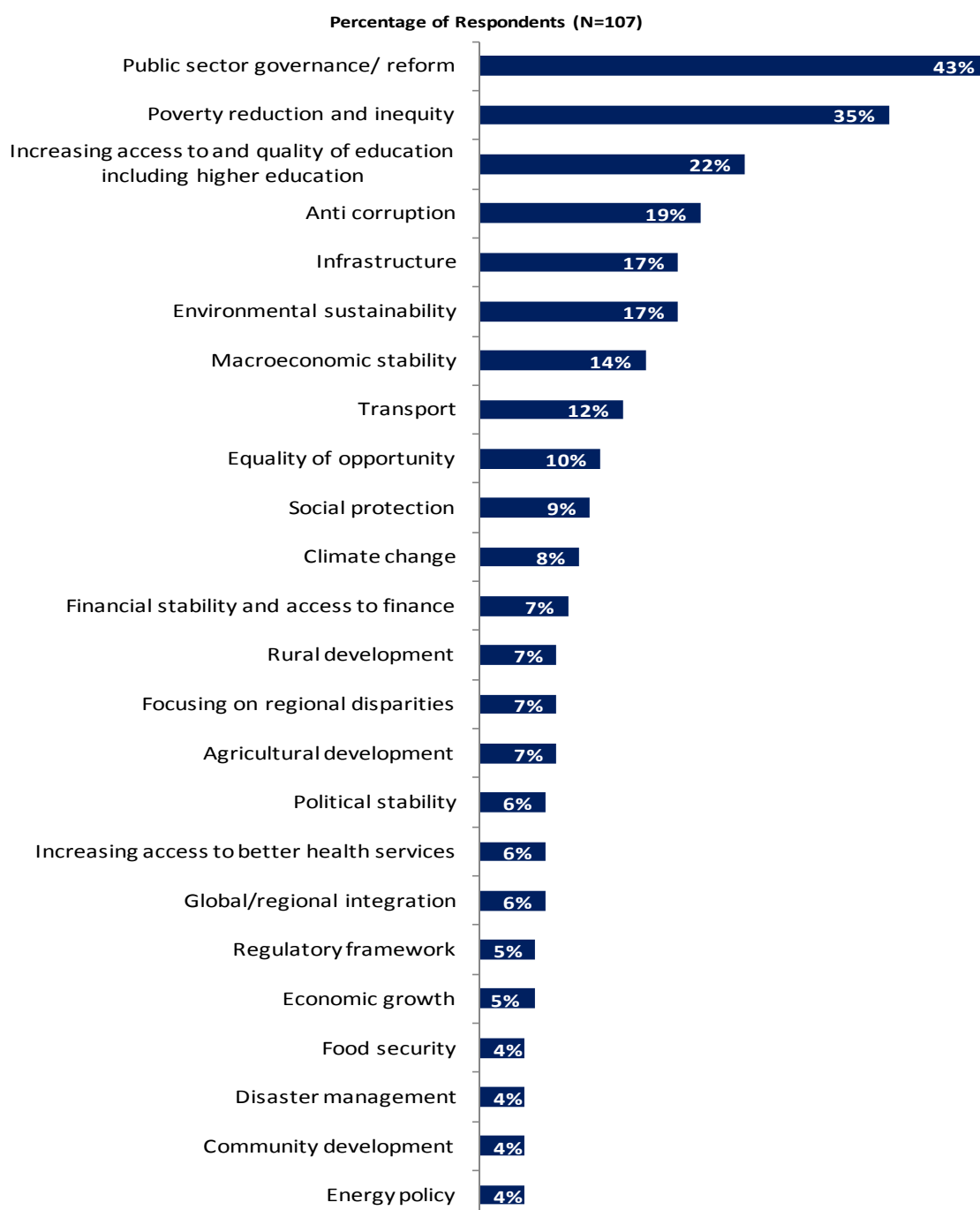
"Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources

- In the FY '07 country survey\*, respondents felt that it would be most productive for the Bank to focus most of its resources on reducing poverty (36%) and increasing access to and quality of education including higher education (36%).



“When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

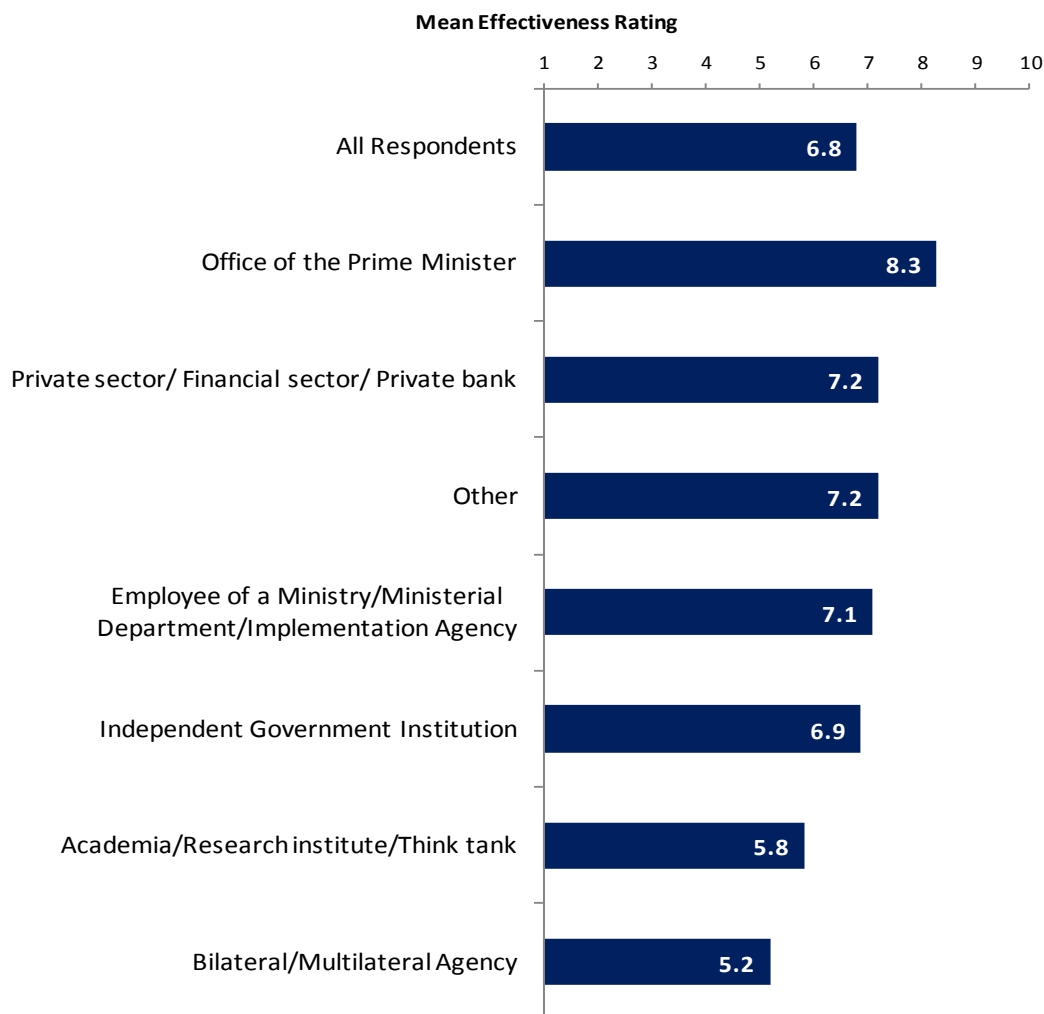
\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.

## V. Overall Attitudes toward the World Bank (continued)

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Across all respondents, ratings of the World Bank’s overall effectiveness in Thailand received a mean rating of 6.8; this was statistically similar to the mean ratings received in the FY ’07 country survey (6.5) and the FY ’02 country survey (6.7).
- Respondents from the Office of the Prime Minister had the highest ratings for the Bank’s overall effectiveness in Thailand, whereas respondents from bilateral/multilateral agencies had significantly lower ratings.

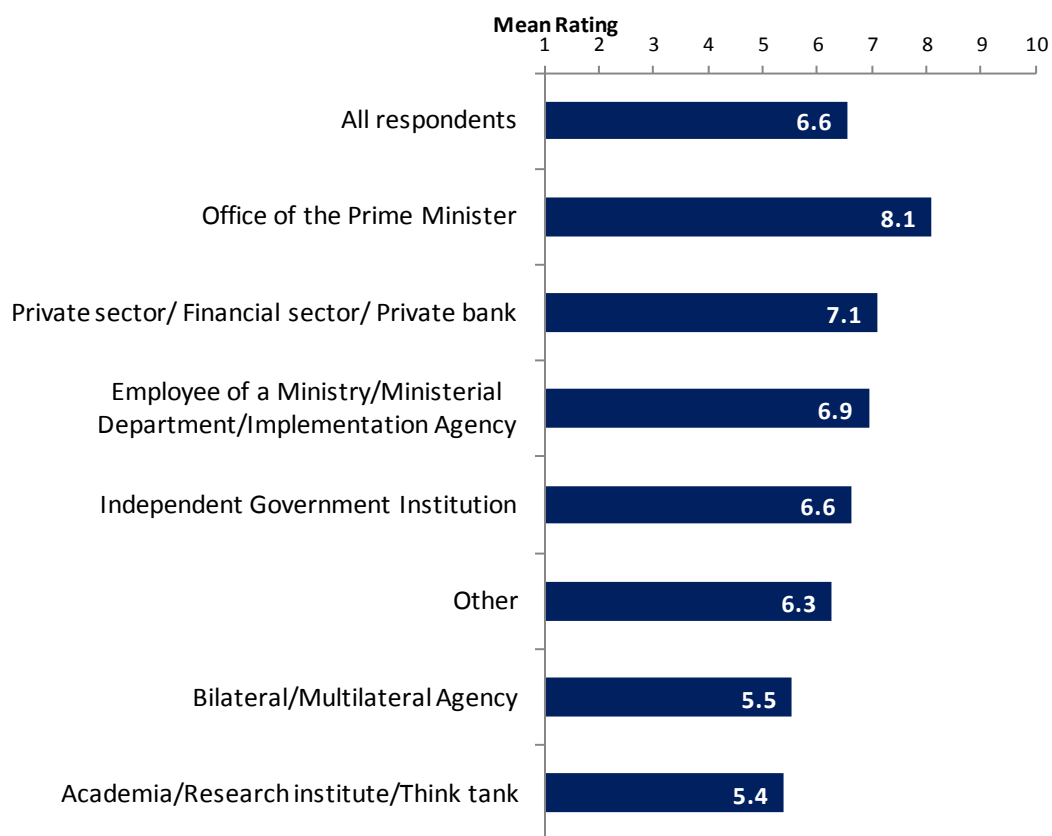


“Overall, please rate your impression of the World Bank’s effectiveness in Thailand, on a ten point scale.” (1-“Not effective at all”, 10-“Very effective”)

## V. Overall Attitudes toward the World Bank (continued)

### Achieving Development Results (*Indicator Question*)

- Respondents from the Office of the Prime Minister tended to give the highest ratings for the World Bank helping achieve development results in Thailand, whereas respondents from the bilateral/multilateral agencies and academia/research institutes/think tanks gave significantly *lower* ratings.

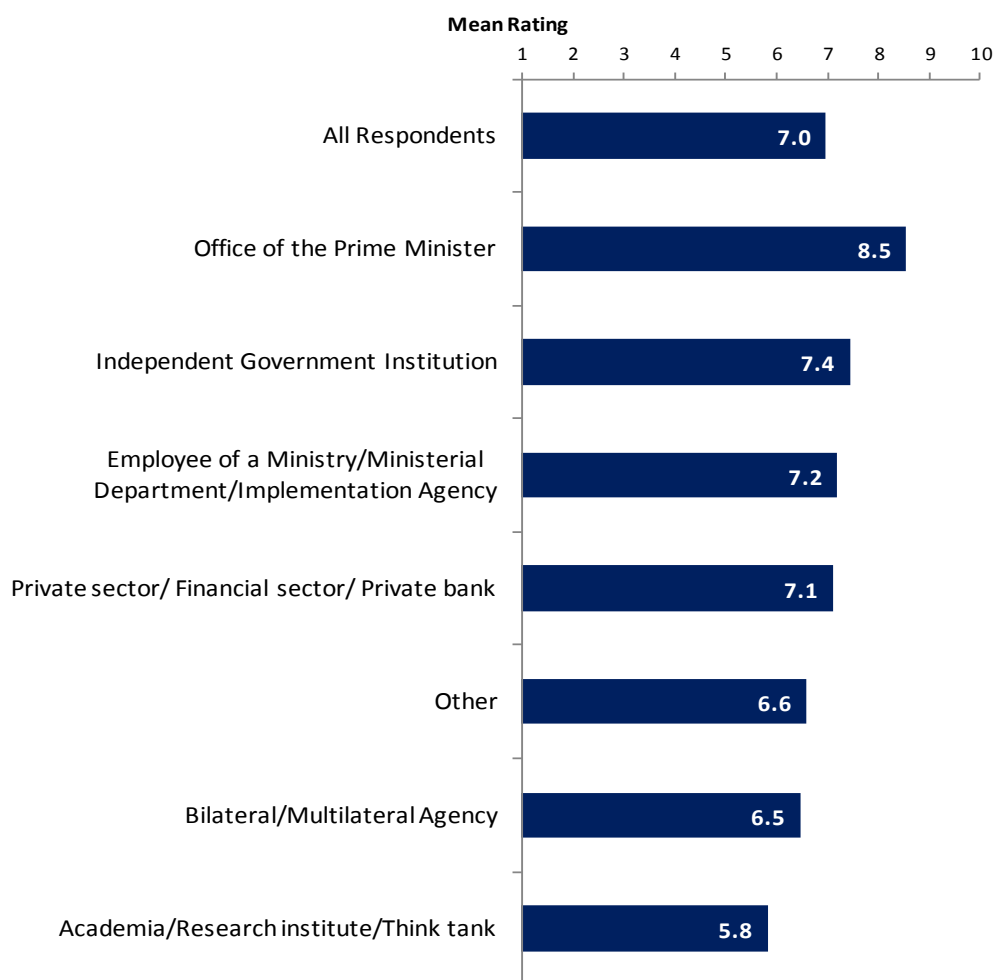


"To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

## V. Overall Attitudes toward the World Bank (continued)

### Staff Preparedness (*Indicator Question*)

- Respondents from the Office of the Prime Minister tended to give the highest ratings for the World Bank's staff being well prepared to help Thailand solve its most complicated development challenges, whereas respondents from academia/research institutes/think tanks gave significantly *lower* ratings.

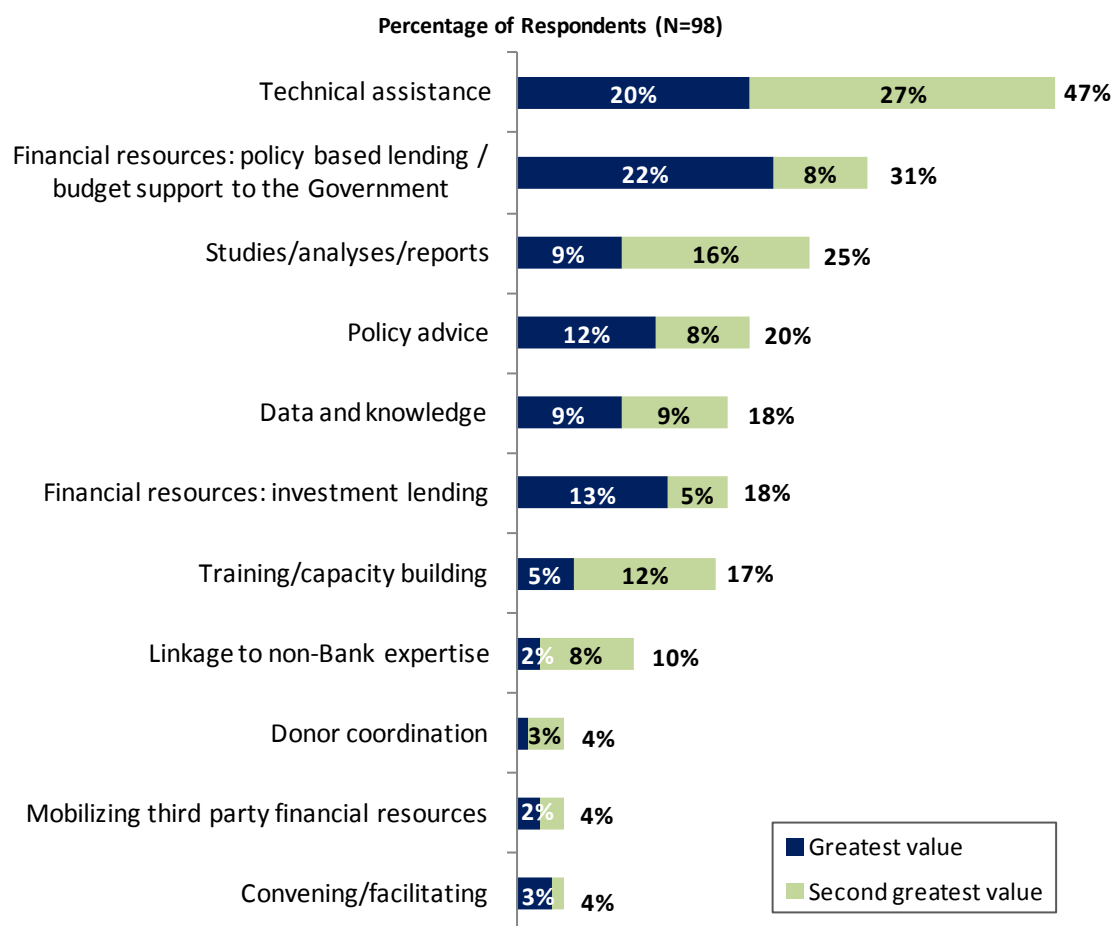


"To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale?"  
 (1- "To no degree at all", 10- "To a very significant degree")

## V. Overall Attitudes toward the World Bank (continued)

### Greatest Value

- Respondents in the FY '07 country survey\* indicated that the World Bank's greatest value to Thailand was the Bank's technical advice (27%).



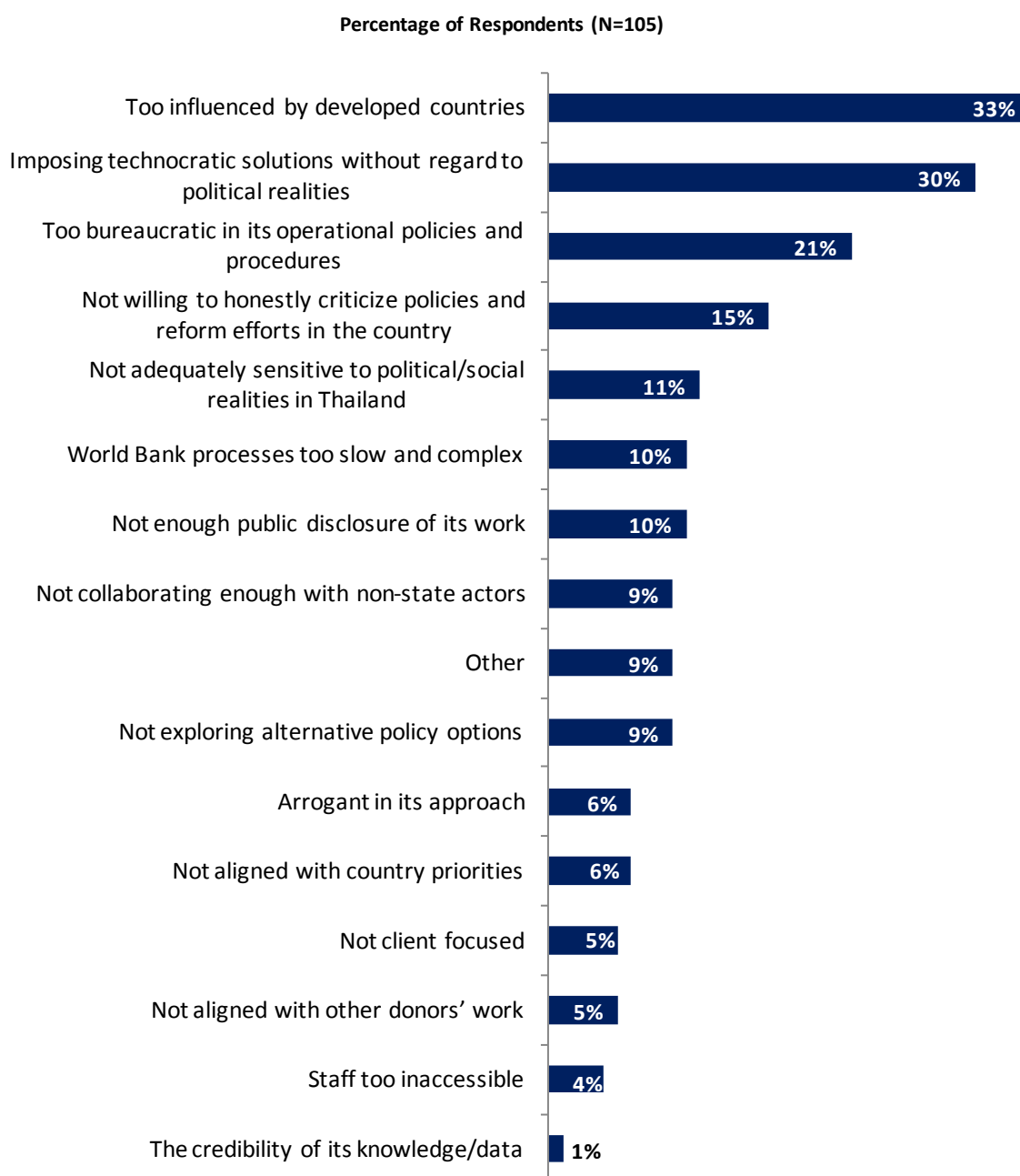
"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?"

\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.

## V. Overall Attitudes toward the World Bank (continued)

### Greatest Weakness

- In the FY '07 country survey\*, lack of local knowledge (22%) was considered the Bank's greatest weakness in its work in Thailand.



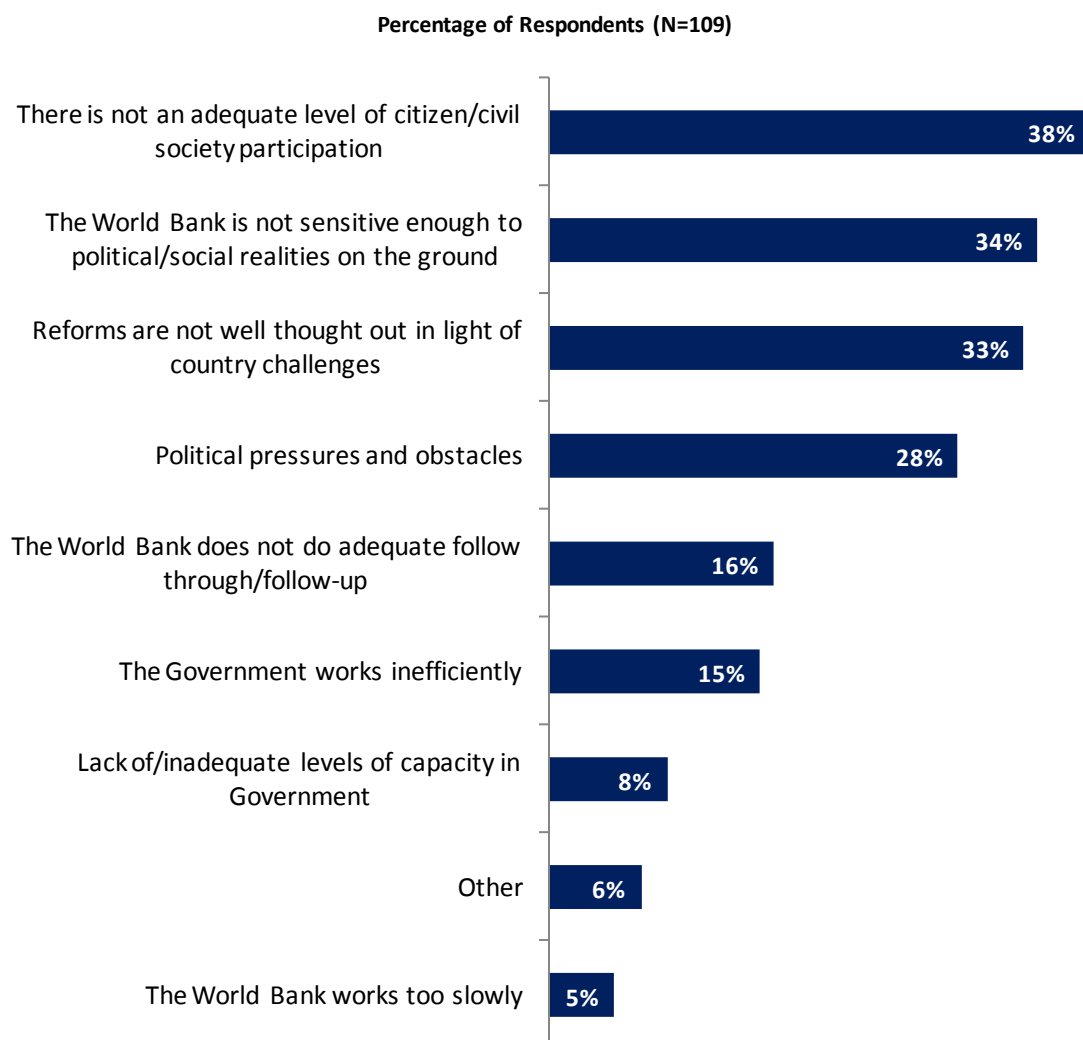
"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.



## V. Overall Attitudes toward the World Bank (continued)

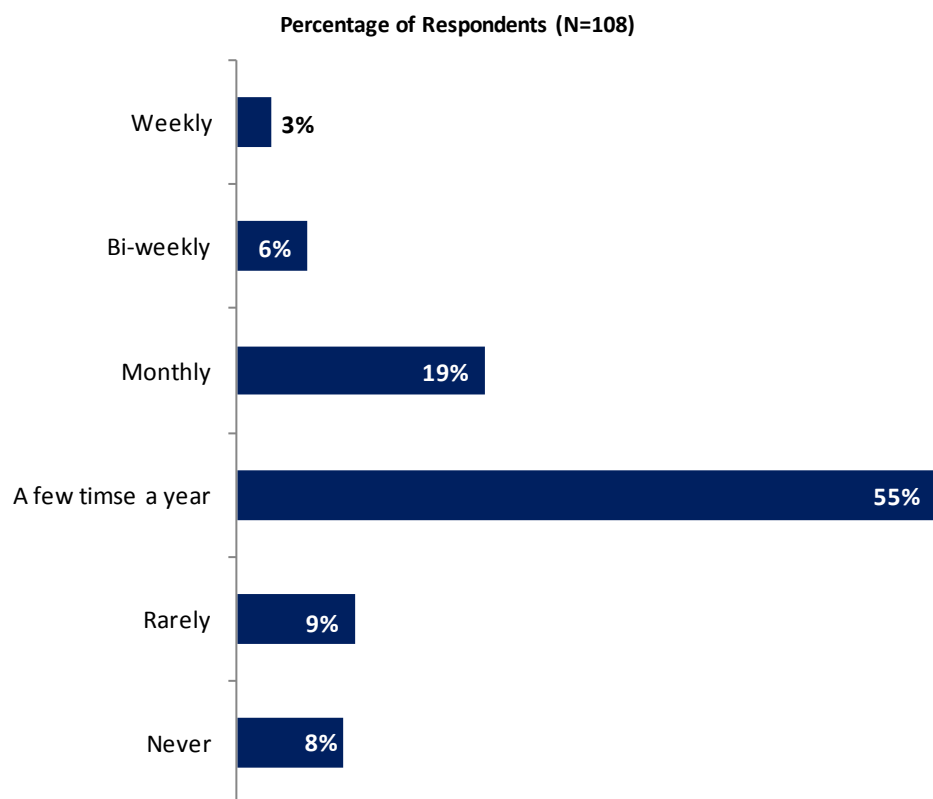
### Attributing Slow or Failed Reform Efforts



"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

## VI. World Bank Knowledge and Instruments

### Knowledge: Frequency of Use

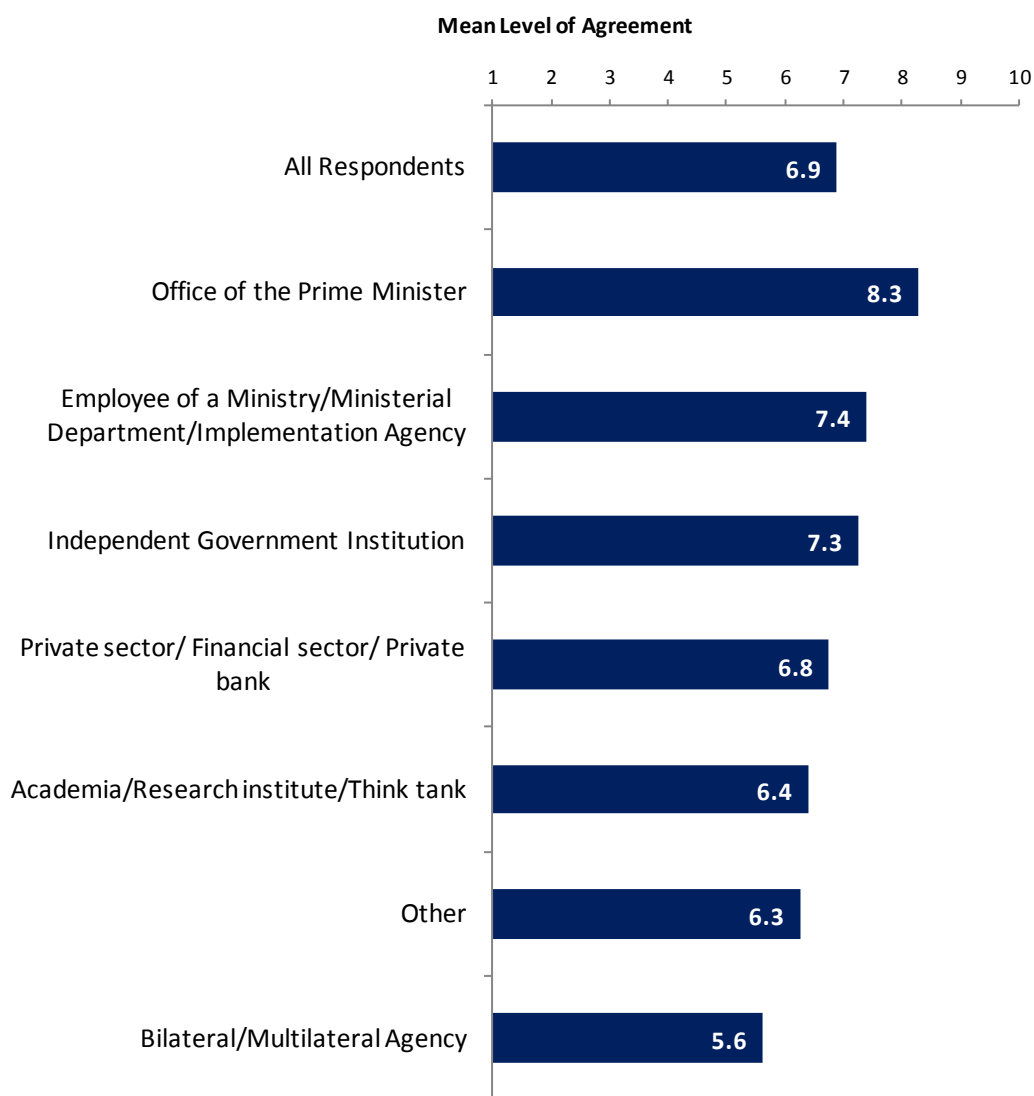


"How frequently do you consult World Bank knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

## VI. World Bank Knowledge and Instruments (continued)

### Knowledge: Meeting Thailand's Knowledge Needs (*Indicator Question*)

- Respondents from the Office of the Prime Minister and employees of a ministry/ministerial department/implementation agency had the highest levels of agreement that the World Bank meets Thailand's needs for knowledge services, whereas respondents from bilateral/multilateral agencies tended to have significantly *lower* levels of agreement.

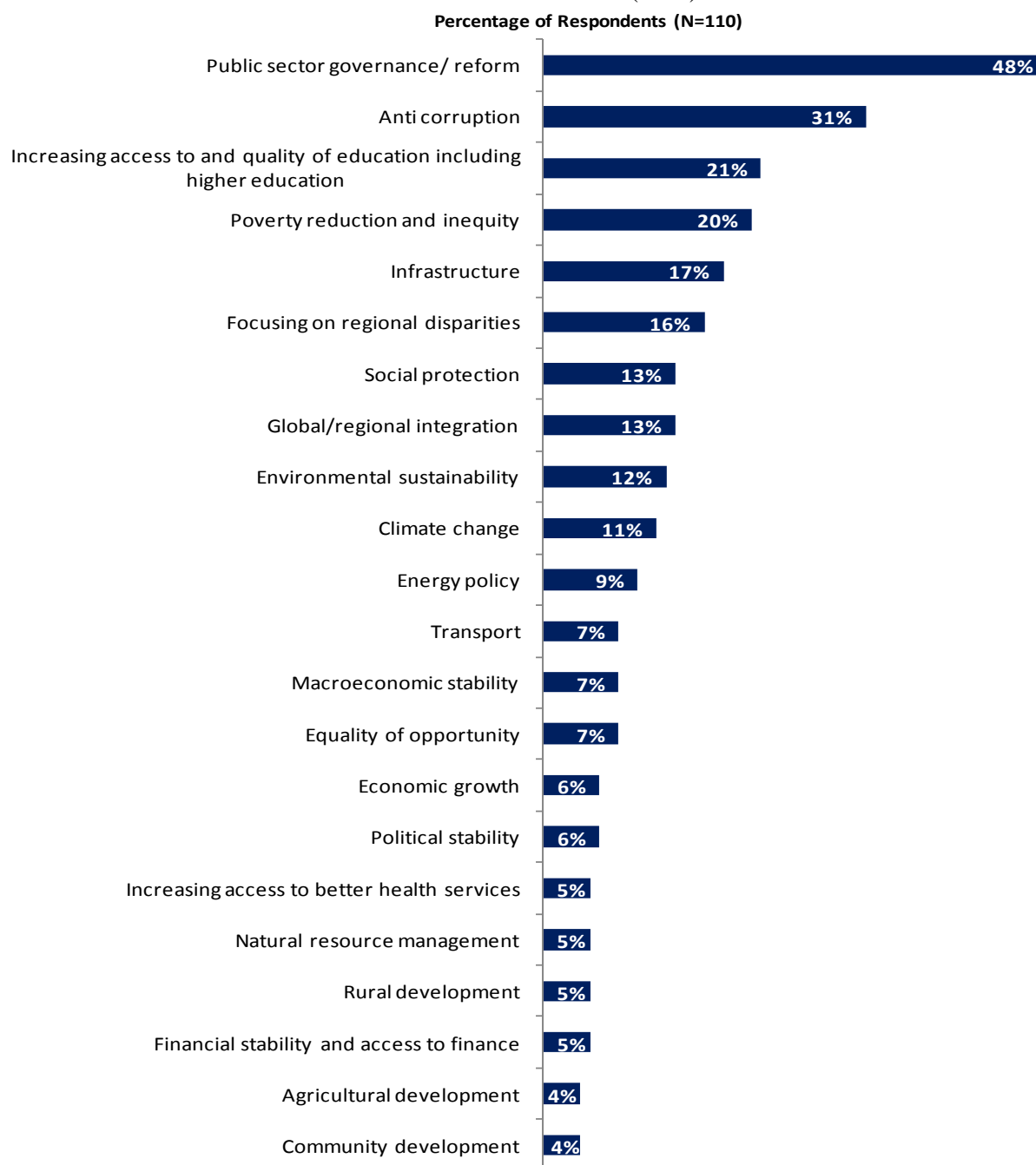


"The World Bank meets Thailand's needs for knowledge services , on a ten point scale."  
 (1-"Strongly disagree", 10-"Strongly agree")

## VI. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

- Respondents in the FY '07 country survey\* indicated that it would be most valuable for the Bank to focus its research efforts on education (41%) in Thailand.



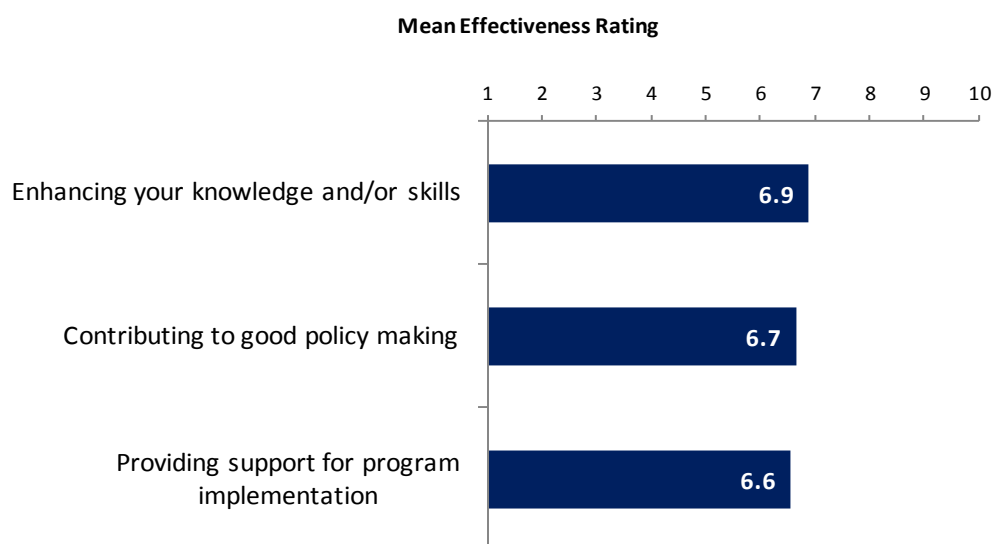
“When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.

## VI. World Bank Knowledge and Instruments (continued)

### Knowledge: Effectiveness

- There were significant stakeholder group differences in their ratings of the effectiveness of the World Bank's knowledge work and activities in providing support for program implementation, contributing to good policy making, and enhancing your knowledge and/or skills. Respondents from the Office of the Prime Minister gave the highest ratings for the Bank's effectiveness in all three areas, whereas respondents from the bilateral/multilateral agencies gave significantly *lower* ratings.

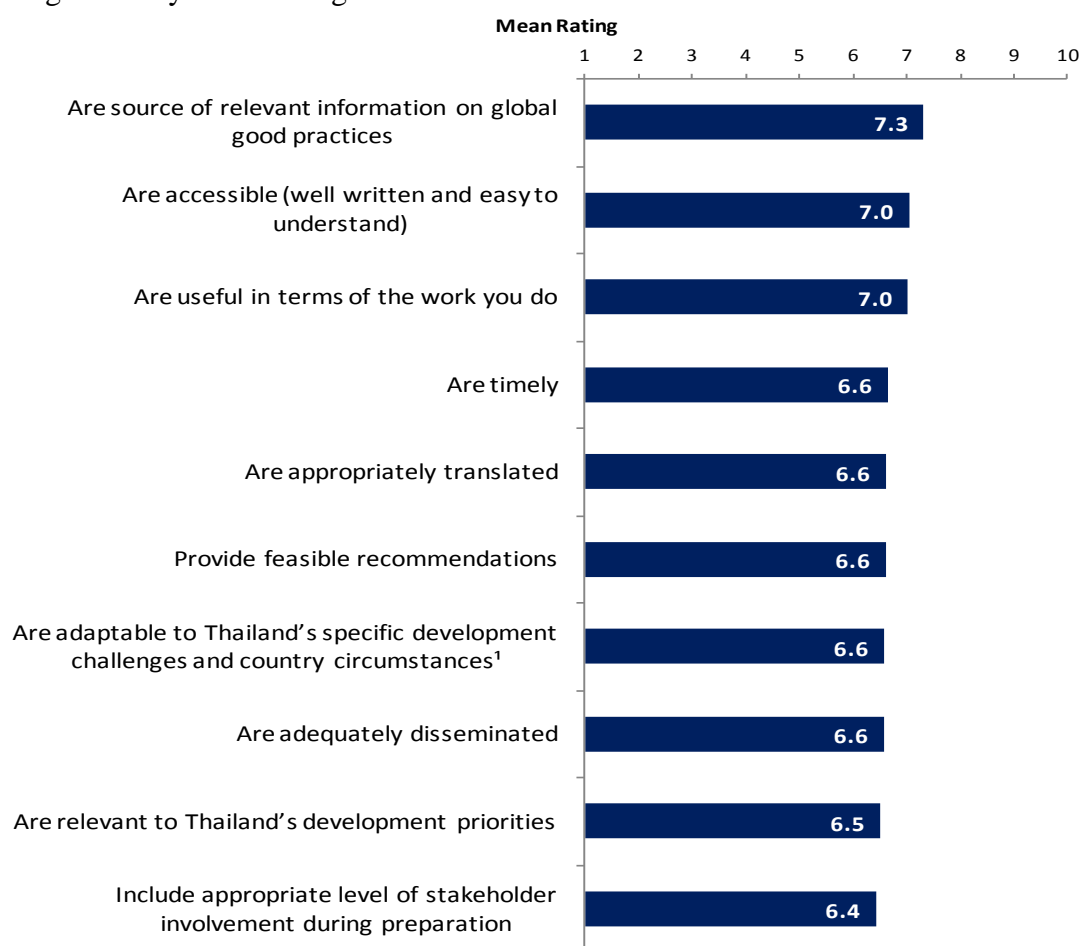


"In Thailand, how effective do you believe the World Bank's knowledge work and activities are at"  
(1-"Not effective at all", 10-"Very effective")

## VI. World Bank Knowledge and Instruments (continued)

### Knowledge: Qualities

- Respondents in this year's country survey gave significantly *lower* ratings for the extent to which the Bank's knowledge work and activities are useful in terms of the work you do compared to respondents in the FY'07 country survey (7.7) and in the FY'02 country survey (7.9). Respondents in this year's country survey gave statistically similar ratings to the extent to which the Bank's knowledge work and activities are adaptable to Thailand's specific development challenges and country circumstances compared to respondents in the FY'07 country survey (6.7) and the FY'02 country survey (6.4).
- There were significant differences between stakeholder groups across all qualities of the World Bank's knowledge and activities except two areas: being accessible and being a source of relevant information on global good practices. Across all other qualities, employees of the Office of the Prime Minister gave the highest ratings regarding these qualities of the Bank's knowledge work and activities, whereas respondents from bilateral/multilateral agencies and academia/research institutes/think tanks tended to give significantly *lower* ratings.

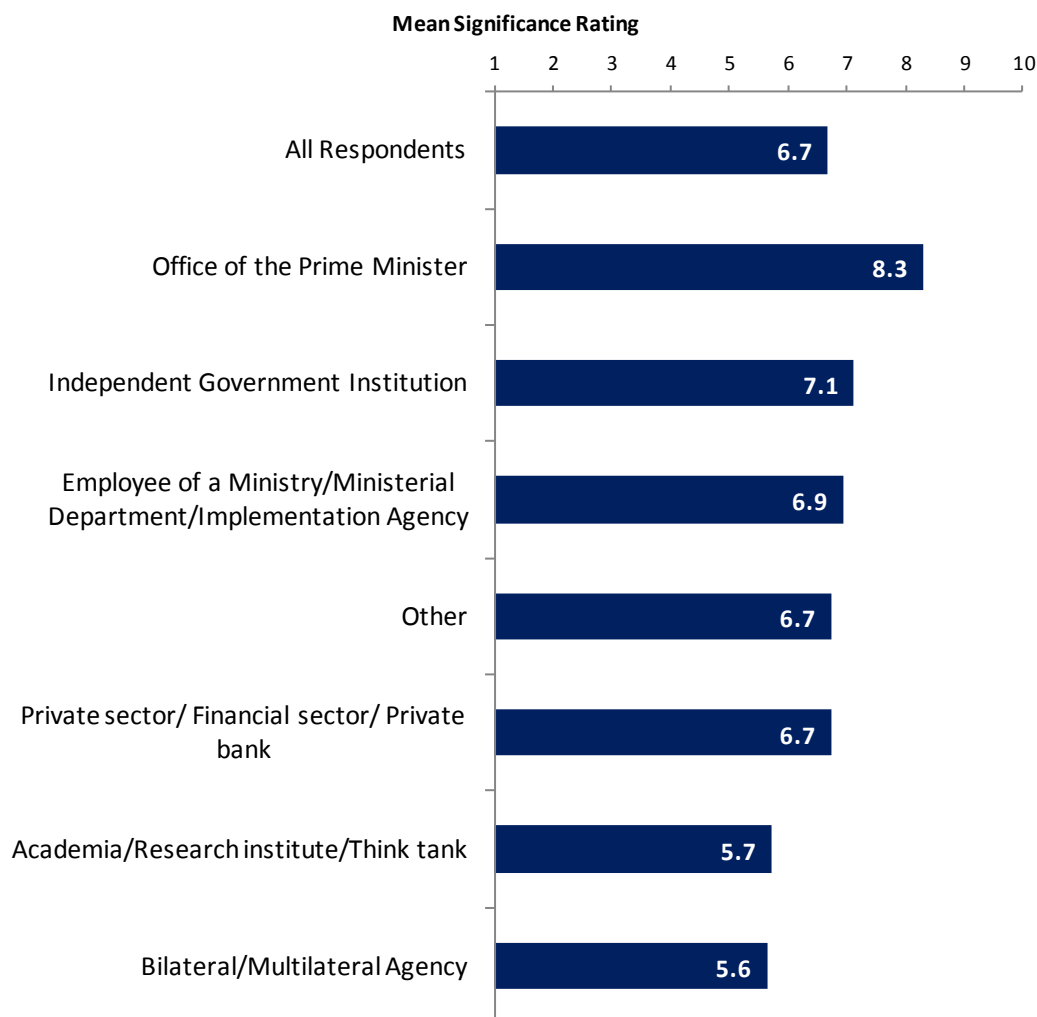


"In Thailand, to what extent do you believe that the World Bank's knowledge work and activities:"  
 (1-"To no degree at all", 10-"To a very significant degree") **Indicator Question**

## VI. World Bank Knowledge and Instruments (continued)

### Knowledge: Contribution (*Indicator Question*)

- Respondents from the Office of the Prime Minister tended to give the highest ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Thailand, whereas respondents from academia/research institutes/think tanks and bilateral/multilateral agencies tended to give significantly *lower* ratings.

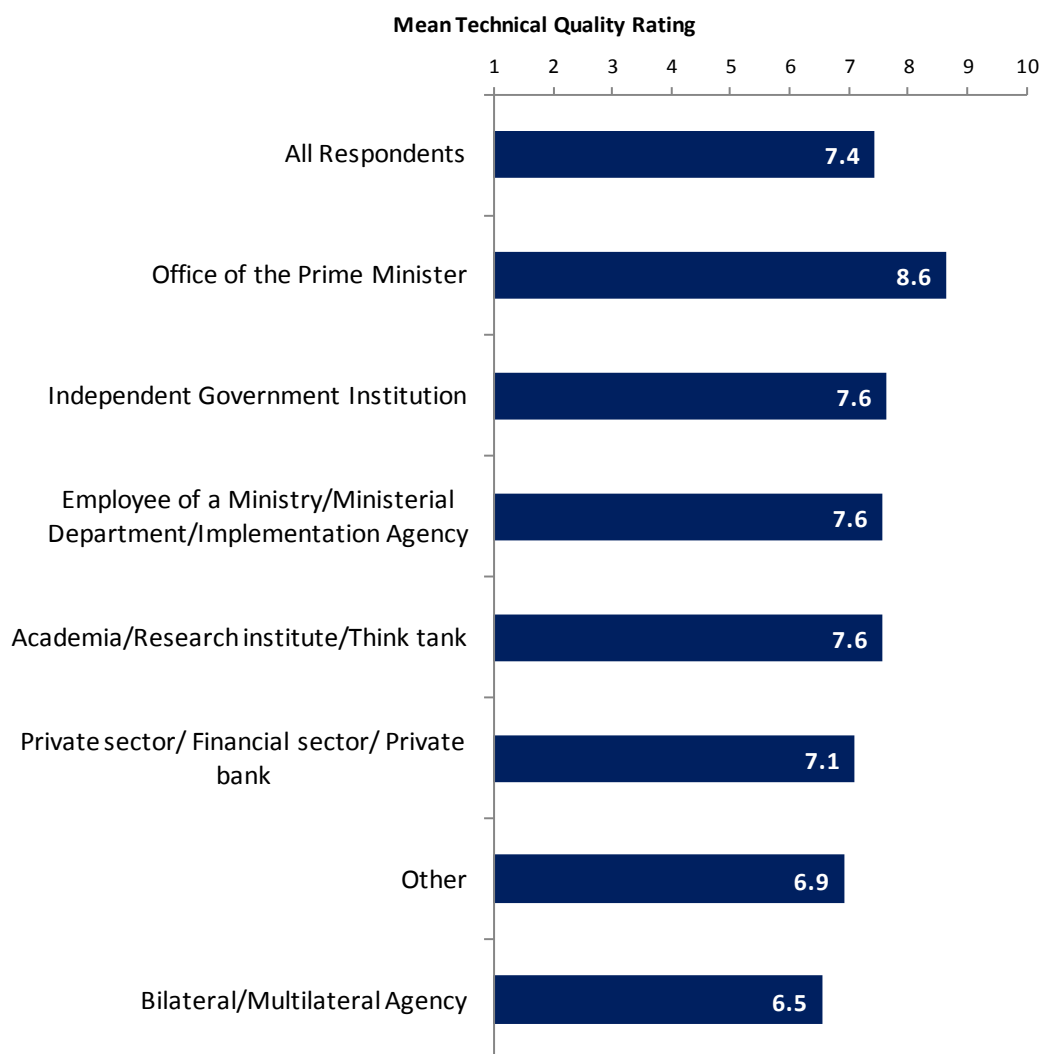


"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?  
(1- "Not significant at all", 10- "Very significant")

## VI. World Bank Knowledge and Instruments (continued)

### Knowledge: Technical Quality (*Indicator Question*)

- Respondents from the Office of the Prime Minister tended to give the highest ratings for the technical quality of the World Bank's knowledge work and activities in Thailand, whereas respondents from bilateral/multilateral agencies and other organizations tended to give significantly *lower* ratings.

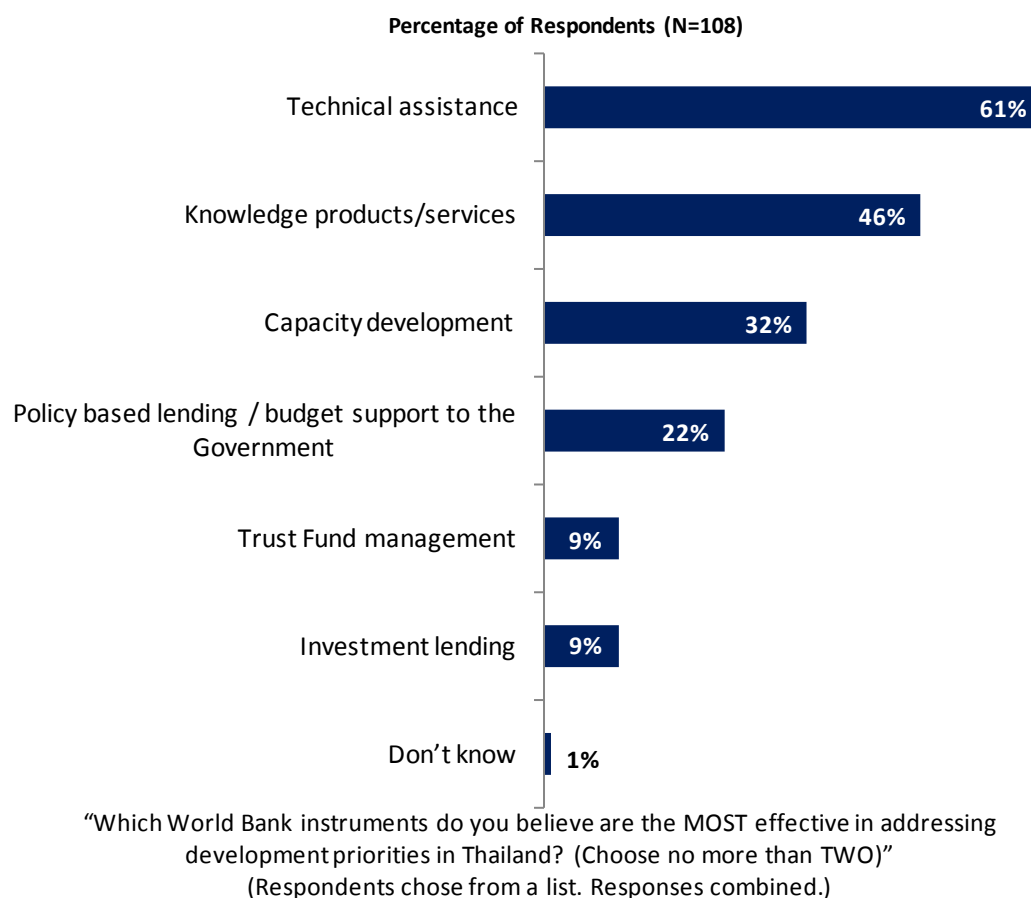


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?" (1- "Very low technical quality", 10- "Very high technical quality")



## VI. World Bank Knowledge and Instruments (continued)

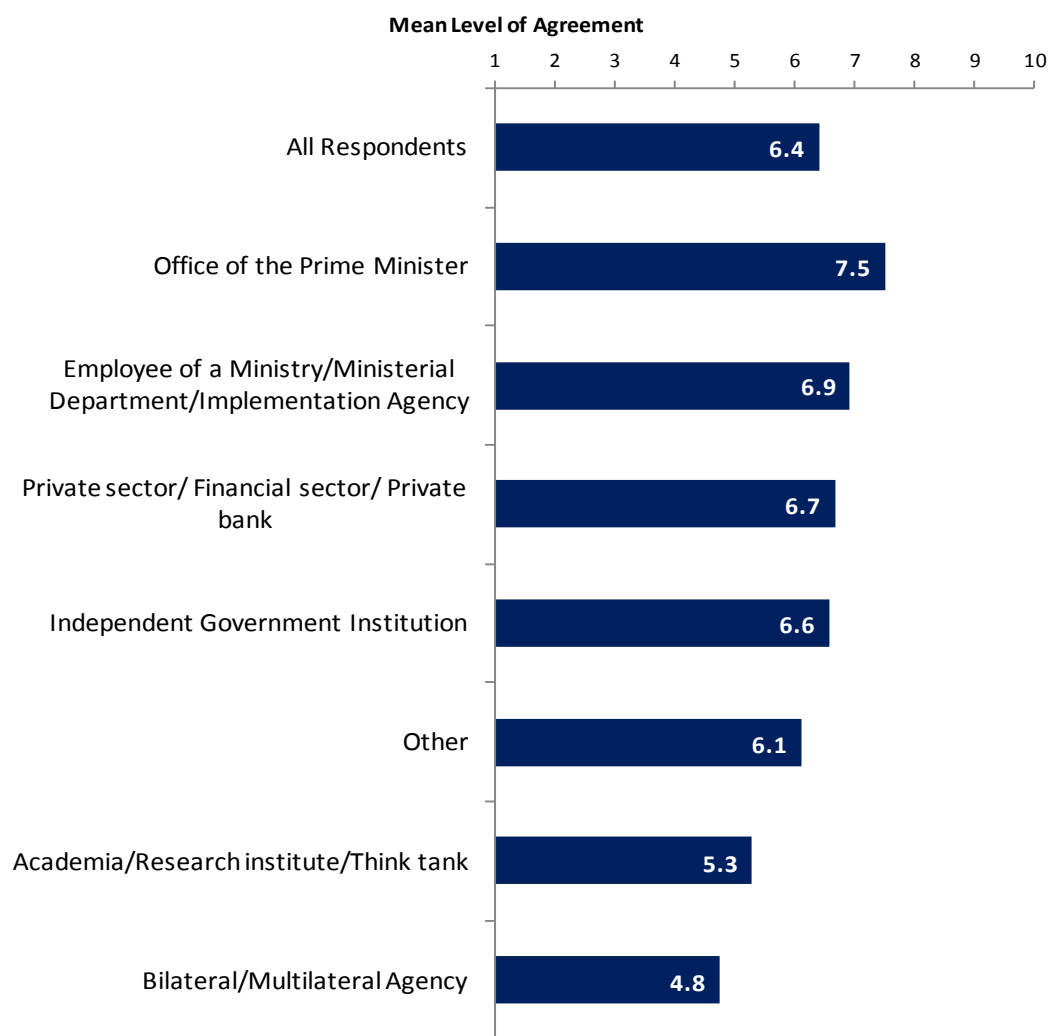
### Instruments: Most Effective



## VI. World Bank Knowledge and Instruments (continued)

### Instruments: Meeting Thailand's Needs (*Indicator Question*)

- Respondents from the Office of the Prime Minister tended to have the highest levels of agreement that the World Bank's financial instruments meet Thailand's needs, whereas respondents from the bilateral/multilateral agencies and academia/research institutes/think tanks had significantly *lower* levels of agreement.

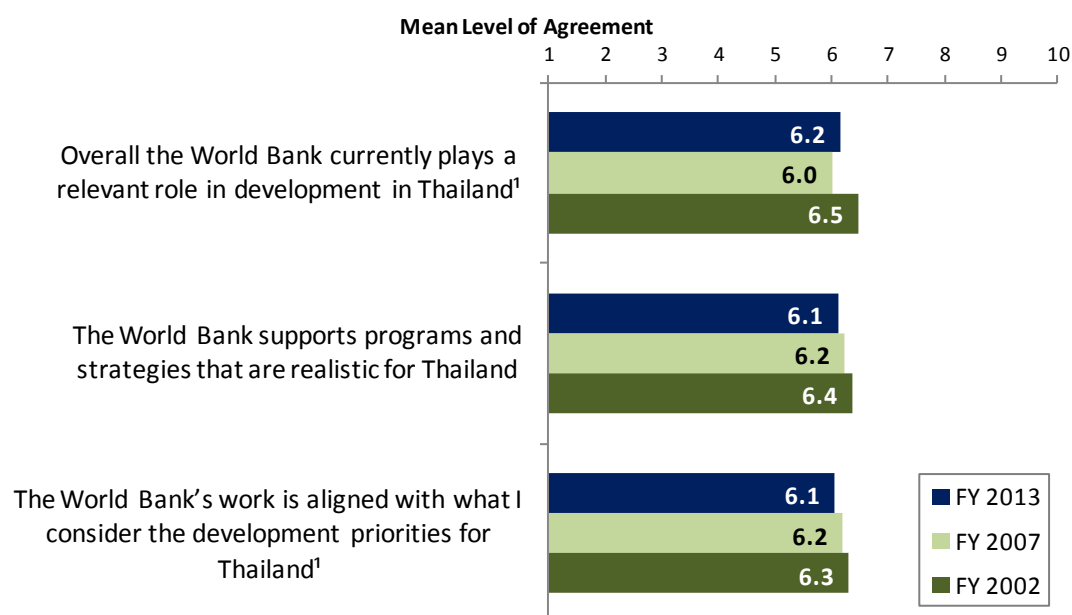


"The World Bank's financial instruments meet the needs of Thailand, on a ten point scale."  
 (1-"Strongly disagree", 10-"Strongly agree")

## VII. How the World Bank Operates

### The World Bank's Work in Thailand

- Respondents in this year's country survey had statistically similar levels of agreement that the World Bank plays a relevant role in the country's development, that the Bank's work is aligned with respondents' perceived development priorities, and that the World Bank supports programs and strategies that are realistic for Thailand compared to respondents in the FY '02 and the FY '07 country surveys.
- There were significant stakeholder group differences in their levels of agreement with all three statements. Respondents from the Office of the Prime Minister tended to have the highest levels of agreement, whereas respondents from bilateral/multilateral agencies and academia/research institutes/think tanks tended to have significantly *lower* levels of agreement.



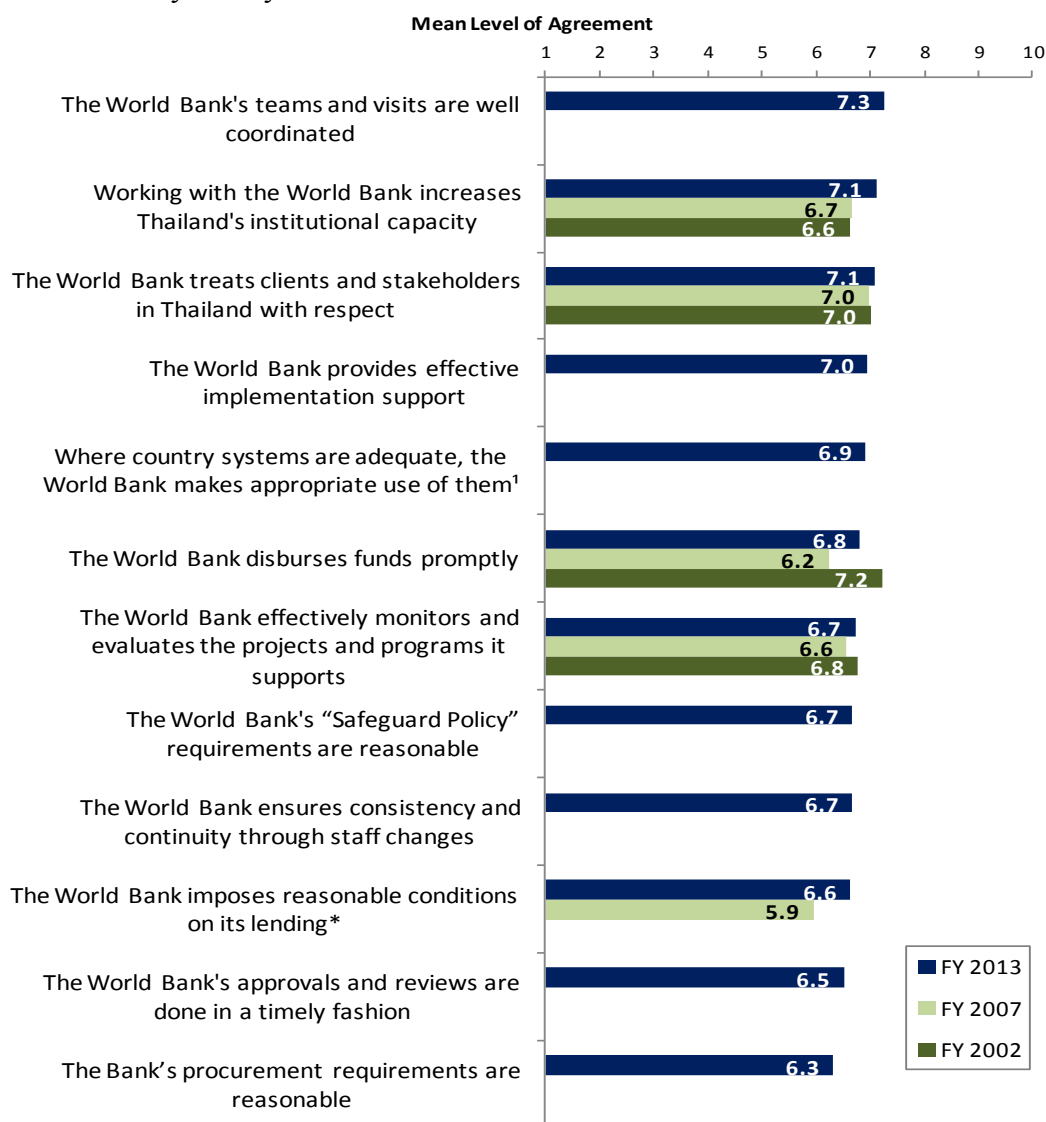
"To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale?" (1-"Strongly disagree", 10-"Strongly agree")

<sup>1</sup>Indicator Question

## VII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents in this year's country survey had significantly *higher* levels of agreement that the Bank imposes reasonable conditions on its lending compared to respondents from the FY' 07 country survey. Respondents in this year's country survey had statistically similar levels of agreement that the Bank disburses funds promptly, that the Bank effectively monitors and evaluates projects and programs it supports, that the Bank increases Thailand's institutional capacity, and that the Bank treats clients and stakeholders in Thailand with respect compared to respondents from the FY'02 and the FY '07 country surveys.



"To what extent do you agree/disagree with the following statements, on a ten point scale?"  
(1-"Strongly disagree", 10-"Strongly agree")

(\*Significantly different between FY13 and FY07 country surveys.) <sup>1</sup>Indicator Question

## VII. How the World Bank Operates (continued)

### Overall Perceptions (continued)

- There are significant stakeholder group differences in their levels of agreement that the Bank disburses funds promptly, that the Bank effectively monitors and evaluates the projects and programs it supports, that working with the Bank increases Thailand's institutional capacity, that the Bank ensures consistency and continuity through staff changes, that the Bank's teams and visits are well coordinated, and that the Bank provides effective implementation support. Respondents from the Office of the Prime Minister tended to have the highest levels of agreement with these statements, whereas respondents from bilateral/multilateral agencies tended to have significantly lower levels of agreement.

## VII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

- Respondents from this year's country survey had statistically similar ratings for the Bank's flexibility in terms of changing country circumstances, staff accessibility, and straightforwardness and honesty compared to respondents from the FY '07 survey (6.2, 6.8, and 7.3, respectively). Respondents from this year's country survey had statistically similar ratings for the Bank's staff accessibility and straightforwardness and honesty compared to respondents from the FY '02 survey (7.3 and 7.7).
- There were significant differences across stakeholder groups in their ratings for the World Bank's performance as an effective development partner in all of the following areas. Respondents from the Office of the Prime Minister tended to have the highest ratings, whereas respondents from academia/research institutes/think tanks tended to give significantly *lower* ratings.



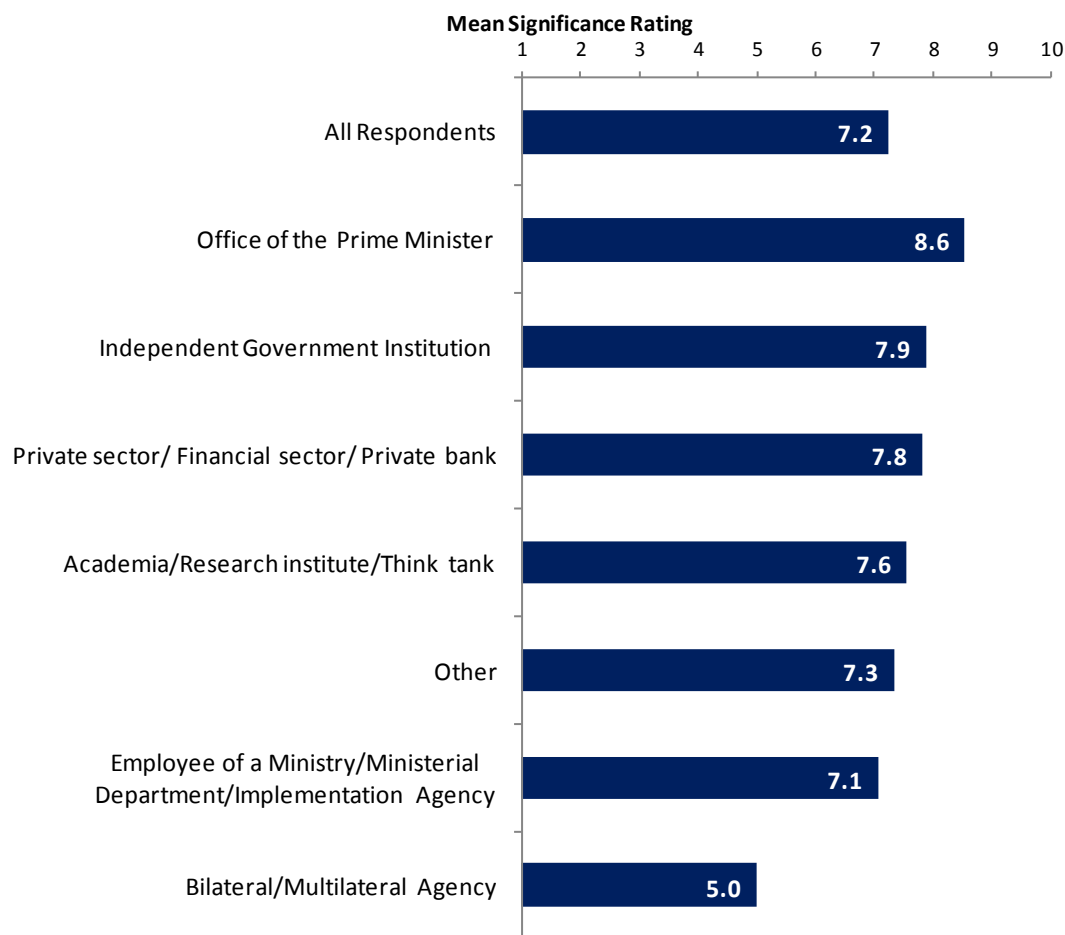
"To what extent is the World Bank an effective development partner in Thailand in terms of each of the following, on a ten point scale?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question

## VIII. The Future Role of the World Bank in Thailand

### Role Significance

- Respondents from the Office of Prime Minister tended to have the highest ratings that the World Bank should play a significant role in Thailand's development in the near future, whereas respondents from bilateral/multilateral agencies had significantly *lower* ratings.

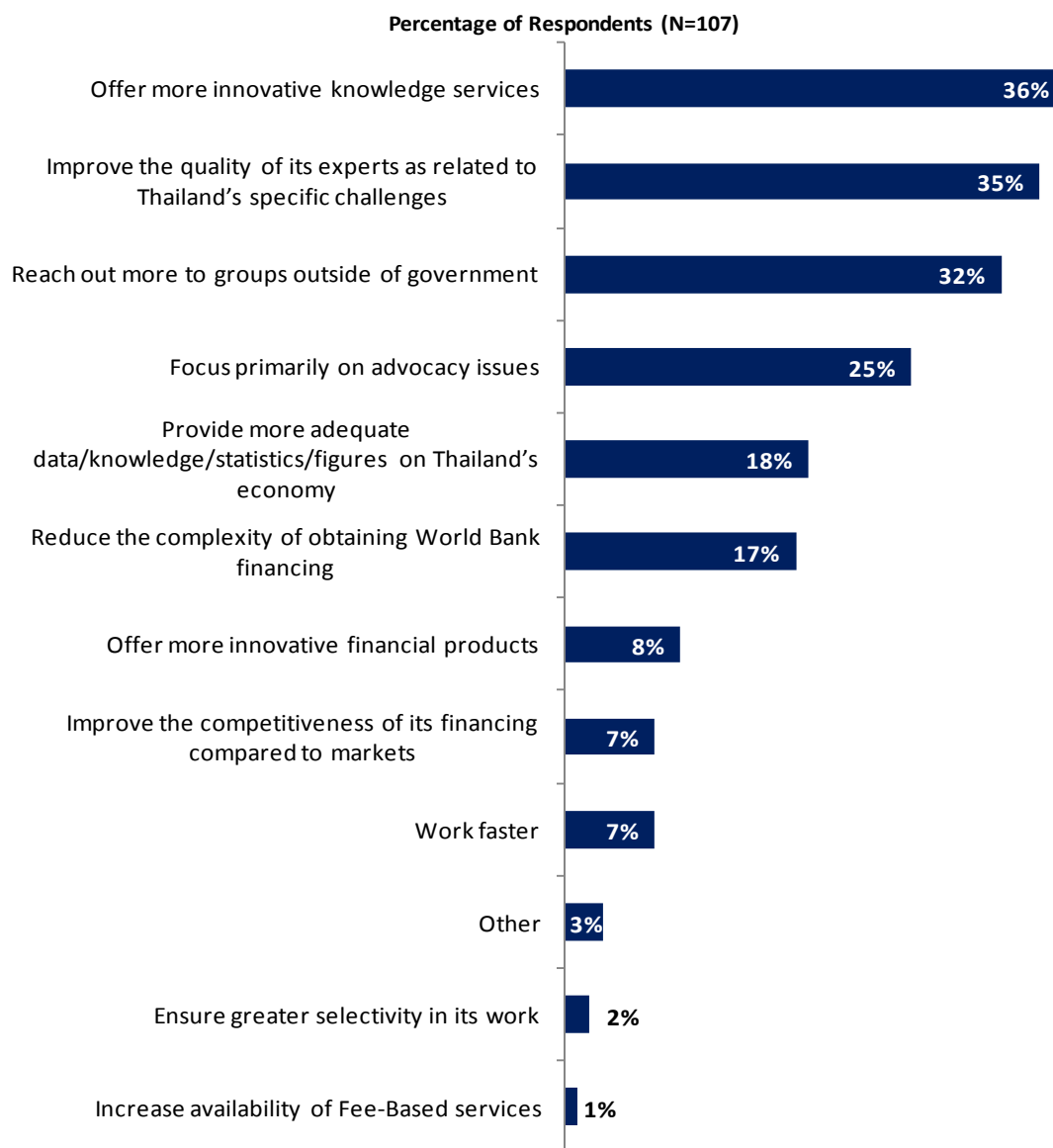


"How significant a role do you believe the Bank SHOULD play in Thailand's development in the near future, on a ten point scale?" (1-"Not significant at all", 10-"Very significant role")

## VIII. The Future Role of the World Bank in Thailand

### Making the World Bank of Greater Value

- Respondents in the FY '07 country survey\* indicated the World Bank should offer more innovative knowledge services (27%) to make itself of greater value.



"Which of the following SHOULD the World Bank do to make itself of greater value in Thailand?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

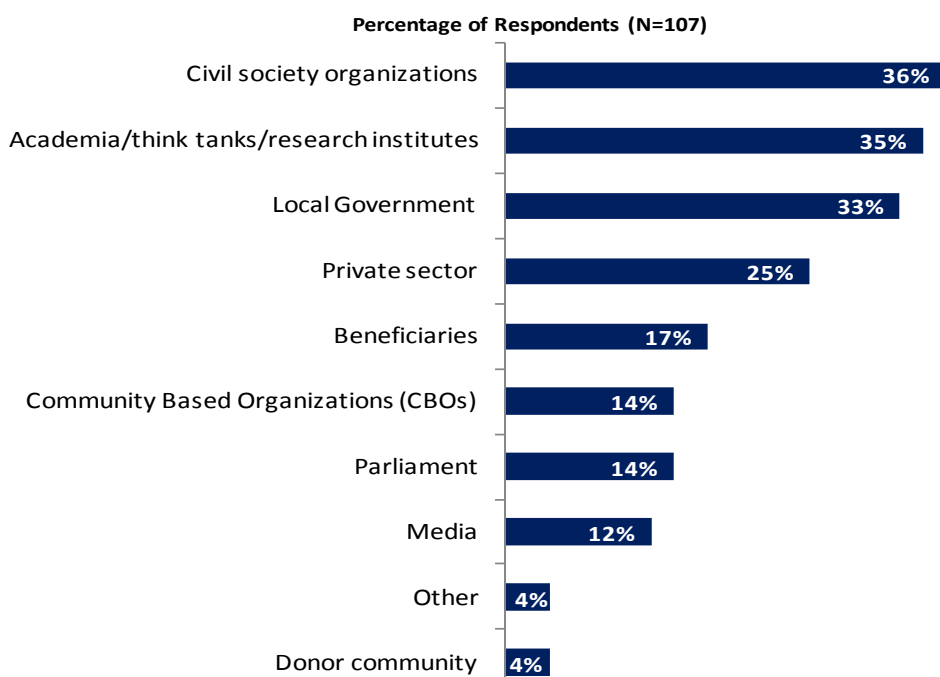
\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.



## VIII. The Future Role of the World Bank in Thailand (continued)

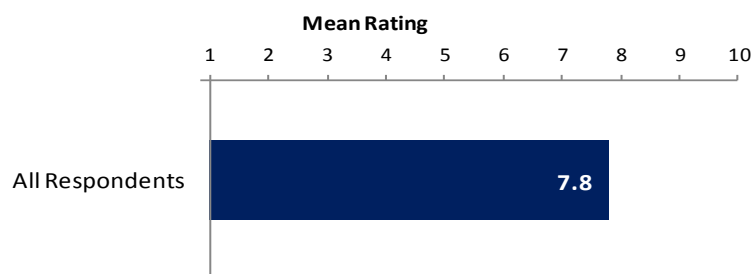
### Collaborating with Stakeholders in Thailand

- Although majority of respondents from most stakeholder groups indicated that the World Bank should collaborate more with civil society organizations in Thailand, respondents from the private sector/financial sector/private banks indicated that the Bank should collaborate more with the private sector. More than half of the respondents from independent government institutions indicated that the Bank should collaborate more with the private sector and the media. A majority of respondents from academia/research institutes/think tanks indicated that the Bank should collaborate more with academia/research institutes/think tanks.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

### Influencing the Global Development Agenda

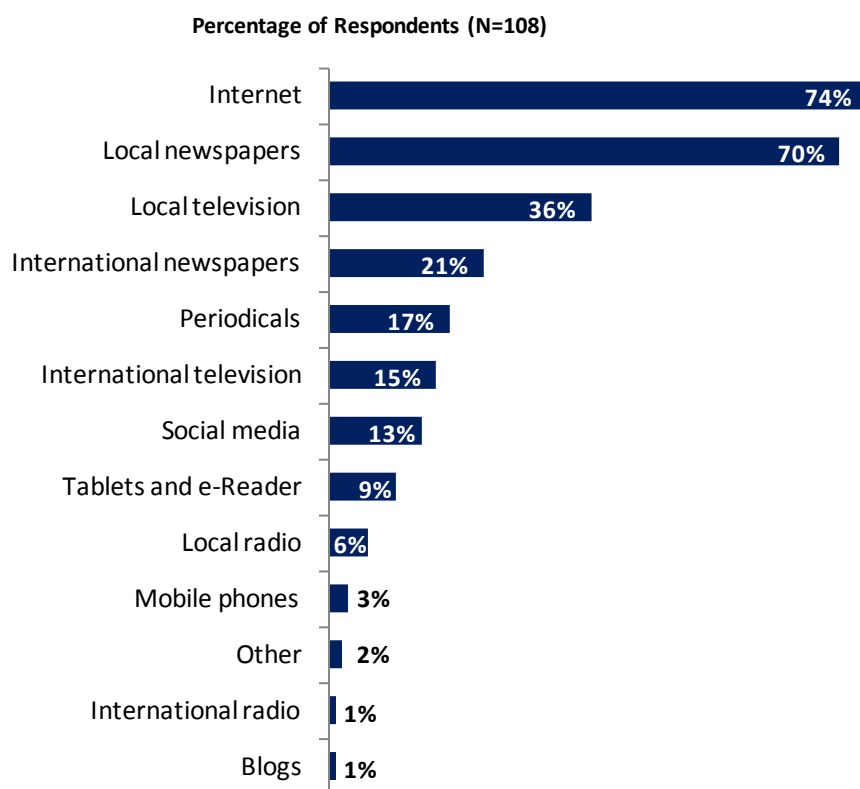


"To what extent do you believe that the World Bank SHOULD seek to influence the global development agenda?" (1 - "To no degree at all", 10 - "To a very significant degree")

## IX. Communication and Openness

### Information Sources

- Respondents from the FY '07 survey\* indicated that they got most of their information about the economic and social development issues in Thailand from local newspapers (72%) and the Internet (46%).

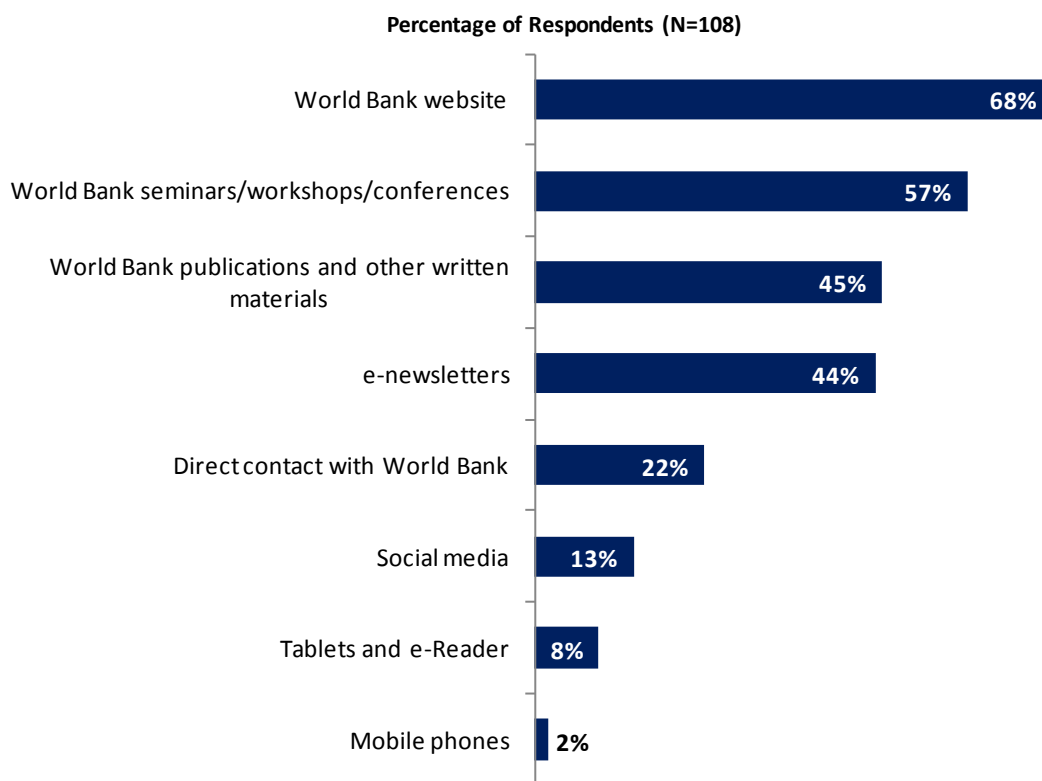


“How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '13 survey were provided in the FY '07 survey.

## IX. Communication and Openness

### Information Sources (continued)

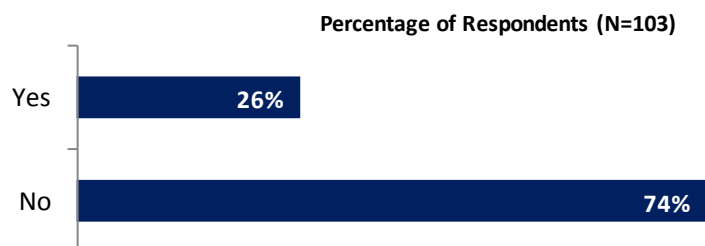


“How would you prefer to receive information from the World Bank?  
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## IX. Communication and Openness (continued)

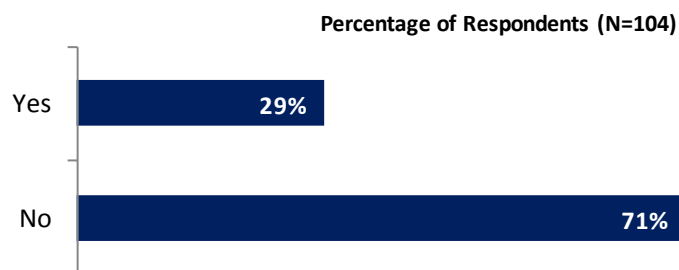
### Access to Information

- Respondents from independent government institutions and academia/research institutes/think tanks were significantly *less* likely to be aware of the Bank's Access to Information Policy compared to respondents from other stakeholder groups.

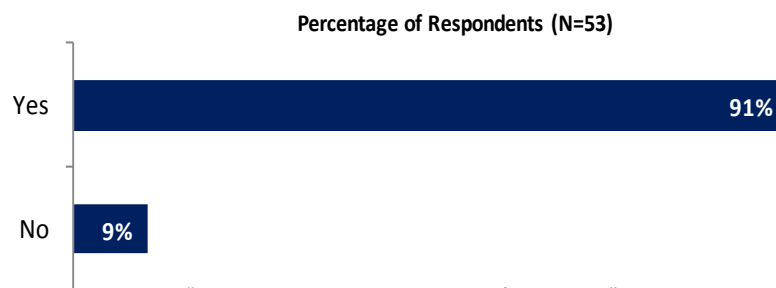


"Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"

- Respondents from the private sector/financial sector/private banks and other organizations were significantly *less* likely to have requested information from the World Bank on its activities in the past year compared to respondents from other stakeholder groups.



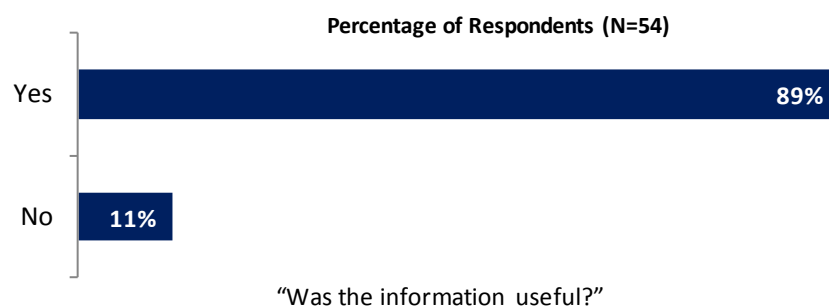
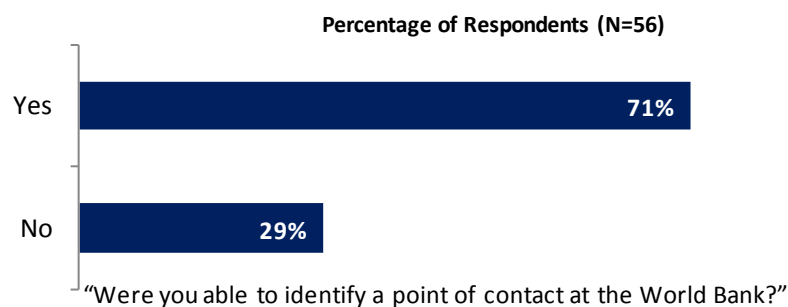
"Have you requested information from the World Bank on its activities in the past year?"



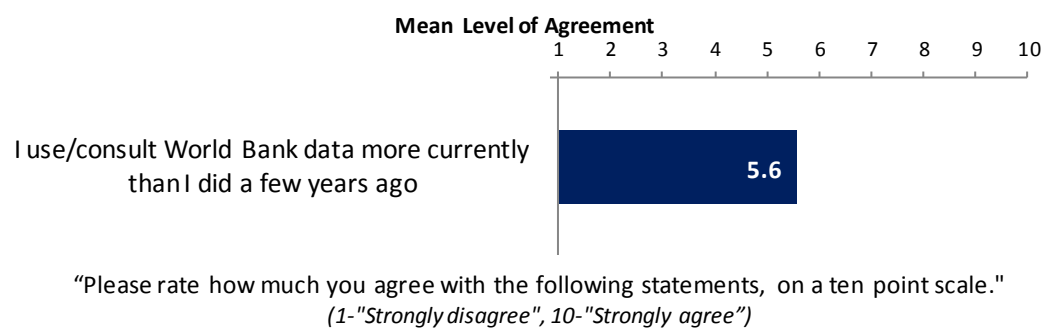
"Were you able to obtain this information?"

## IX. Communication and Openness (continued)

### Access to Information (continued)

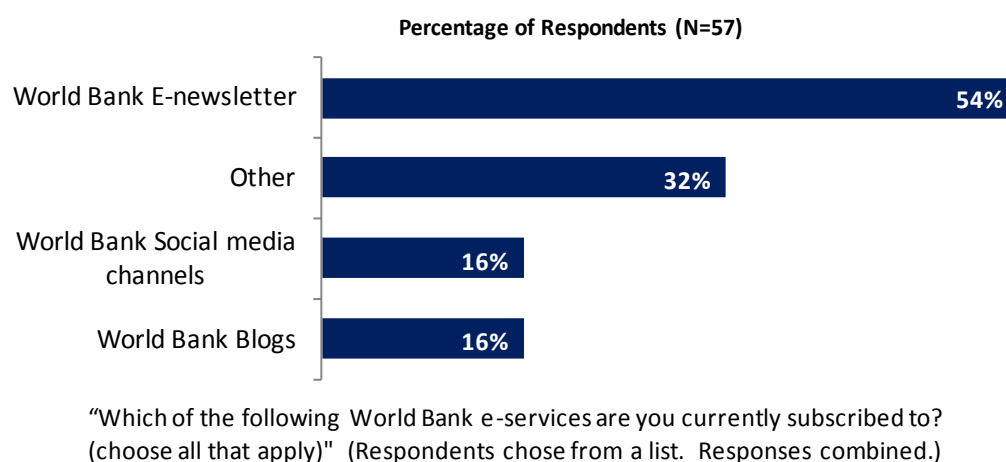
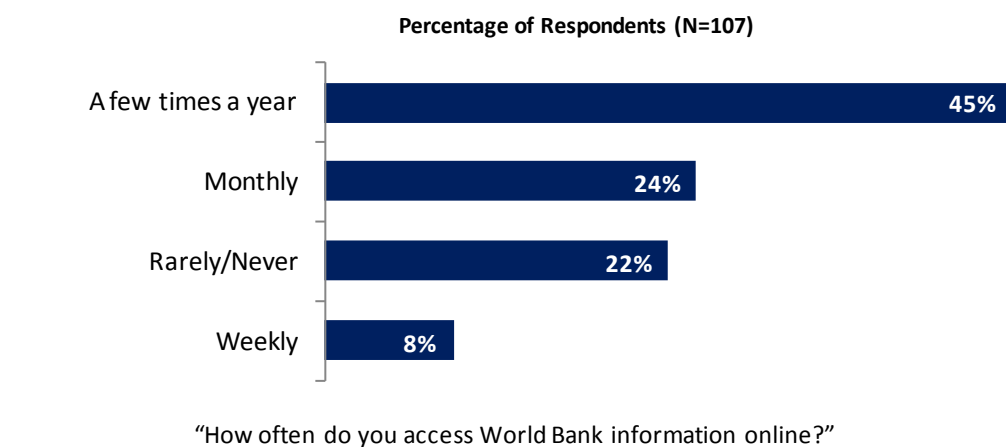


- Respondents from the Office of the Prime Minister had the highest levels of agreement that they use more World Bank data as a result of the Open Data policy, whereas respondents from the private sector/financial sector/private banks and other organizations had significantly *lower* levels of agreement.

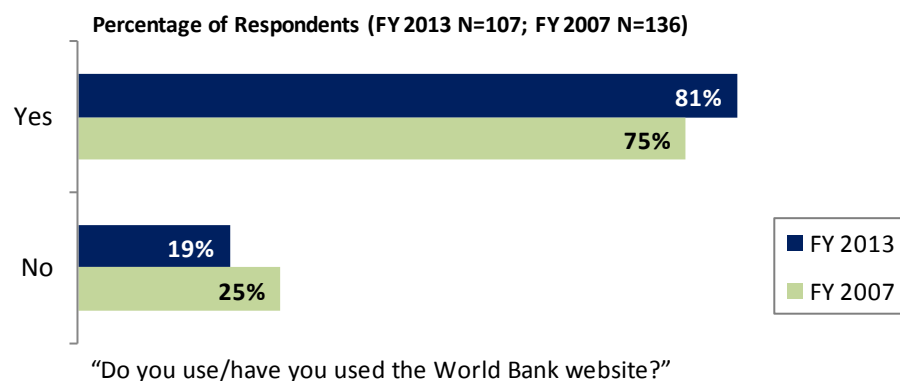


## IX. Communication and Openness (continued)

### Access to Information (continued)



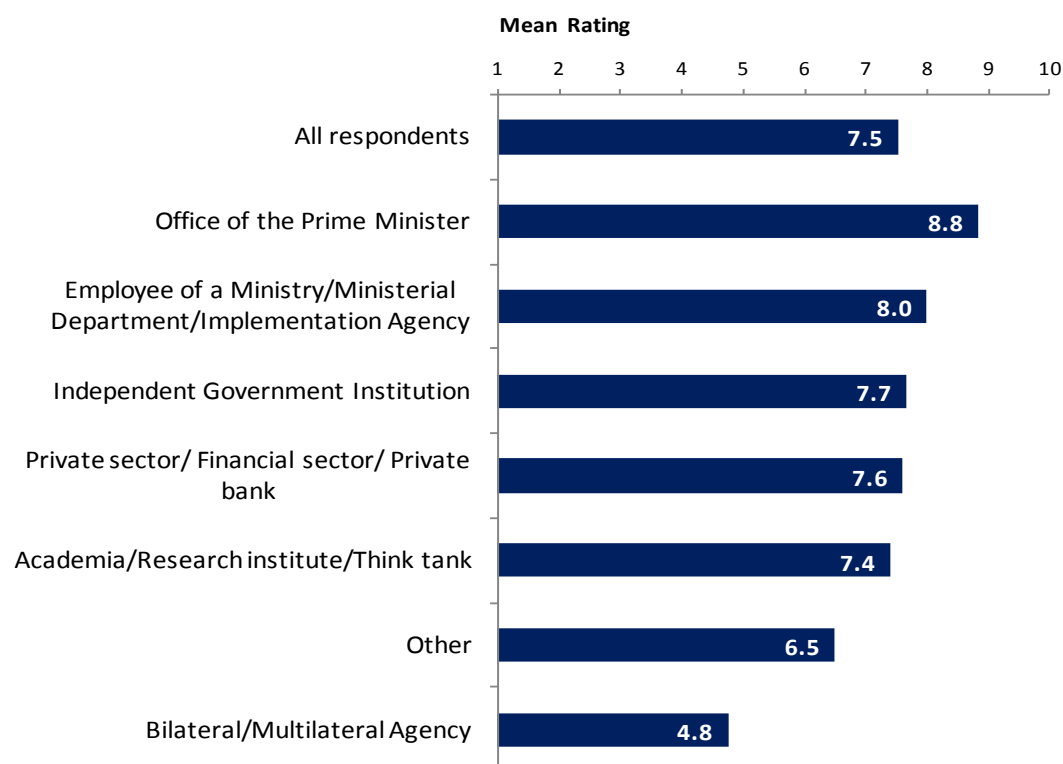
### Website Usage



## IX. Communication and Openness (continued)

### Evaluation of Information from World Bank Social Media Channels

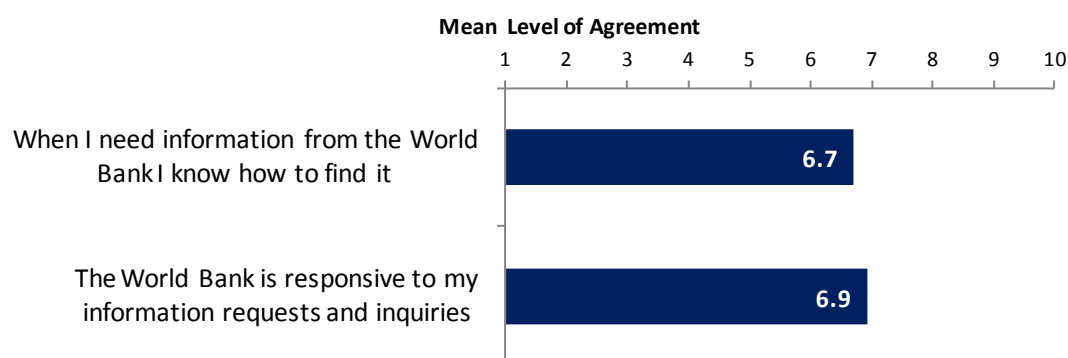
- Respondents from the office of the Prime Minister tended to have the highest ratings for the value of the information they received from the World Bank's social media channels, whereas respondents from bilateral/multilateral agencies and other organizations had significantly *lower* ratings.



"How valuable do you consider the information you receive from the World Bank's social media channels?"

(1-"Not valuable at all", 10-"Extremely valuable")

### Information Sharing



"Please rate how much you agree with the following statements, on a ten point scale."

(1-"Strongly disagree", 10-"Strongly agree")

## X. Appendices

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### Kingdom of Thailand





## Appendix A: Responses to All Questions across All Respondents (N=110)

### A. General Issues Facing Thailand

1. Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=105)
Public sector governance/ reform	35.2%
Anti-corruption	32.4%
Poverty reduction and inequity	29.5%
Increasing access to and quality of education including higher education	26.7%
Infrastructure	20.0%
Political stability	17.1%
Environmental sustainability	14.3%
Social protection	14.3%
Equality of opportunity	11.4%
Transport	11.4%
Conflict resolution	9.5%
Focusing on regional disparities	8.6%
Increasing access to better health services	6.7%
Agricultural development	5.7%
Energy policy	5.7%
Global/regional integration	5.7%
Rural development	4.8%
Climate change	4.8%
Food security	3.8%
Regulatory framework	3.8%
Disaster management	3.8%
Community development	2.9%
Domestic private sector development	2.9%
HIV/AIDS and other communicable/non-communicable diseases	2.9%
Macroeconomic stability	2.9%
Water and sanitation	1.9%
Job creation/employment	1.9%
Information and communications technology	1.0%
Economic growth	1.0%
Natural resource management	1.0%
Gender	0.0%
Financial stability and access to finance	0.0%
Urban development	0.0%

**B. Overall Attitudes toward the World Bank**

<b>Familiarity</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Thailand, on a ten-point scale? (1-Not familiar at all, 10-Extremely familiar)	108	6.61	2.08
<b>Overall Effectiveness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten-point scale. (1-Not effective at all, 10-Very effective)	100	6.80	1.86
<b>Staff Preparedness</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten-point scale? (1-To no degree at all, 10-To a very significant degree)	99	6.97	1.93

<b>4. When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Public sector governance/ reform	43.0%
Poverty reduction and inequity	34.6%
Increasing access to and quality of education including higher education	22.4%
Anti corruption	18.7%
Infrastructure	16.8%
Environmental sustainability	16.8%
Macroeconomic stability	14.0%
Transport	12.1%
Equality of opportunity	10.3%
Social protection	9.3%
Climate change	8.4%
Financial stability and access to finance	7.5%
Rural development	6.5%
Focusing on regional disparities	6.5%
Agricultural development	6.5%
Political stability	5.6%
Increasing access to better health services	5.6%
Global/regional integration	5.6%
Regulatory framework	4.7%
Economic growth	4.7%
Food security	3.7%
Disaster management	3.7%
Community development	3.7%
Energy policy	3.7%
Conflict resolution	2.8%
Domestic private sector development	2.8%
Job creation/employment	2.8%
Water and sanitation	1.9%
Information and communications technology	1.9%
Natural resource management	1.9%
Urban development	0.9%
HIV/AIDS and other communicable/non-communicable diseases	0.9%
Gender	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?	Percentage of Respondents (N=98)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Technical assistance	20.4%	26.5%	46.9%
Financial resources: policy based lending / budget support to the Government	22.4%	8.2%	30.6%
Studies/analyses/reports	9.2%	16.3%	25.5%
Policy advice	12.2%	8.2%	20.4%
Data and knowledge	9.2%	9.2%	18.4%
Financial resources: investment lending	13.3%	5.1%	18.4%
Training/capacity building	5.1%	12.2%	17.3%
Linkage to non-Bank expertise	2.0%	8.2%	10.2%
Donor coordination	1.0%	3.1%	4.1%
Mobilizing third party financial resources	2.0%	2.0%	4.1%
Convening/facilitating	3.1%	1.0%	4.1%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=105)
Too influenced by developed countries	33.3%
Imposing technocratic solutions without regard to political realities	29.5%
Too bureaucratic in its operational policies and procedures	21.0%
Not willing to honestly criticize policies and reform efforts in the country	15.2%
Not adequately sensitive to political/social realities in Thailand	10.5%
World Bank processes too slow and complex	9.5%
Not enough public disclosure of its work	9.5%
Not collaborating enough with non-state actors	8.6%
Other	8.6%
Not exploring alternative policy options	8.6%
Arrogant in its approach	5.7%
Not aligned with country priorities	5.7%
Not client focused	4.8%
Not aligned with other donors' work	4.8%
Staff too inaccessible	3.8%
The credibility of its knowledge/data	1.0%

**B. Overall Attitudes toward the World Bank (continued)**

<b>7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=108)</b>
Technical assistance	61.1%
Knowledge products/services	46.3%
Capacity development	32.4%
Policy based lending / budget support to the Government	22.2%
Trust Fund management	9.3%
Investment lending	9.3%
Don't know	0.9%
Other	0.0%

<b>Global Development Agenda</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"? (1-To no degree at all, 10-To a very significant degree)	106	7.78	1.91

<b>9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Civil society organizations	36.4%
Academia/think tanks/research institutes	34.6%
Local Government	32.7%
Private sector	25.2%
Beneficiaries	16.8%
Community Based Organizations (CBOs)	14.0%
Parliament	14.0%
Media	12.1%
Other	3.7%
Donor community	3.7%
Foundations	0.0%
Faith based organizations	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Thailand	97	6.15	2.02
11. The World Bank's work is aligned with what I consider the development priorities for Thailand	99	6.06	1.83
12. The World Bank supports programs and strategies that are realistic for Thailand	99	6.11	1.65
13. The World Bank treats clients and stakeholders in Thailand with respect	96	7.07	2.05

To what extent is the World Bank an effective development partner in Thailand in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
14. Responsiveness	90	6.34	1.77
15. Flexibility (in terms of the institution's products and services)	89	6.12	1.76
16. Flexibility (in terms of changing country circumstances)	88	6.13	1.82
17. Openness (sharing data and other information)	98	6.99	1.67
18. Staff accessibility	95	6.81	1.87
19. Straightforwardness and honesty	95	7.23	1.80
20. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	80	6.30	2.06
21. Collaboration with the Government	94	7.49	1.46
22. Collaboration with other donors	66	6.50	1.82
23. Follow through over time	87	6.56	1.95

24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=109)
There is not an adequate level of citizen/civil society participation	37.6%
The World Bank is not sensitive enough to political/social realities on the ground	33.9%
Reforms are not well thought out in light of country challenges	33.0%
Political pressures and obstacles	28.4%
The World Bank does not do adequate follow through/follow-up	15.6%
The Government works inefficiently	14.7%
Lack of/inadequate levels of capacity in Government	8.3%
Other	6.4%
The World Bank works too slowly	4.6%

### C. World Bank Effectiveness and Results

Achieving Development Results	N	Mean	SD
1. To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	101	6.55	1.55

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
2. The World Bank's financial instruments meet the needs of Thailand	89	6.35	1.84
3. The World Bank meets Thailand's needs for knowledge services	101	6.88	1.68

### D. The World Bank's Knowledge Work and Activities

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=108)
Weekly	2.8%
Bi-weekly	5.6%
Monthly	19.4%
A few times a year	54.6%
Rarely	9.3%
Never	8.3%

**D. The World Bank's Knowledge Work and Activities (continued)**

<b>2. When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=110)</b>
Public sector governance/ reform	48.2%
Anti corruption	30.9%
Increasing access to and quality of education including higher education	20.9%
Poverty reduction and inequity	20.0%
Infrastructure	17.3%
Focusing on regional disparities	15.5%
Social protection	12.7%
Global/regional integration	12.7%
Environmental sustainability	11.8%
Climate change	10.9%
Energy policy	9.1%
Transport	7.3%
Macroeconomic stability	7.3%
Equality of opportunity	7.3%
Economic growth	5.5%
Political stability	5.5%
Increasing access to better health services	4.5%
Natural resource management	4.5%
Rural development	4.5%
Financial stability and access to finance	4.5%
Agricultural development	3.6%
Community development	3.6%
Water and sanitation	2.7%
Conflict resolution	2.7%
Job creation/employment	2.7%
Domestic private sector development	2.7%
Food security	2.7%
Disaster management	2.7%
Information and communications technology	1.8%
HIV/AIDS and other communicable/non-communicable diseases	1.8%
Regulatory framework	0.9%
Urban development	0.9%
Gender	0.0%

**D. The World Bank's Knowledge Work and Activities (continued)**

In Thailand, how effective do you believe the World Bank's knowledge work and activities are: <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness		
	N	Mean	SD
3. Enhancing your knowledge and/or skills	101	6.90	1.80
4. Contributing to good policy making	96	6.67	1.62
5. Providing support for program implementation	93	6.57	1.92

In Thailand, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree		
	N	Mean	SD
6. Are timely	95	6.64	1.58
7. Include appropriate level of stakeholder involvement during preparation	84	6.42	1.81
8. Are relevant to Thailand's development priorities	93	6.51	1.61
9. Provide feasible recommendations	98	6.60	1.53
10. Are accessible (well written and easy to understand)	99	7.04	1.38
11. Are source of relevant information on global good practices	94	7.32	1.40
12. Are useful in terms of the work you do	99	7.02	1.61
13. Are adequately disseminated	98	6.57	1.66
14. Are appropriately translated	86	6.60	1.64
15. Are adaptable to Thailand's specific development challenges and country circumstances	96	6.57	1.63

Overall Evaluations	N	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? <i>(1-Not significant at all, 10-Very significant)</i>	99	6.68	1.65
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? <i>(1-Very low technical quality, 10-Very high technical quality)</i>	104	7.43	1.35



### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	50	6.82	2.54
2. The World Bank effectively monitors and evaluates the projects and programs it supports	78	6.72	1.97
3. The World Bank's approvals and reviews are done in a timely fashion	68	6.51	2.00
4. The World Bank's "Safeguard Policy" requirements are reasonable	53	6.68	1.94
5. The Bank's procurement requirements are reasonable	59	6.32	1.98
6. The World Bank imposes reasonable conditions on its lending	56	6.64	1.68
7. Working with the World Bank increases Thailand's institutional capacity	84	7.11	1.85
8. The World Bank ensures consistency and continuity through staff changes	65	6.68	2.08
9. The World Bank's teams and visits are well coordinated	76	7.26	1.77
10. Where country systems are adequate, the World Bank makes appropriate use of them	52	6.92	1.43
11. The World Bank provides effective implementation support	72	6.96	1.88

### F. The Future Role of the World Bank in Thailand

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	104	7.24	2.06

2. Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
Offer more innovative knowledge services	36.4%
Improve the quality of its experts as related to Thailand's specific challenges	34.6%
Reach out more to groups outside of government	31.8%
Focus primarily on advocacy issues	25.2%
Provide more adequate data/knowledge/statistics/figures on Thailand's economy	17.8%
Reduce the complexity of obtaining World Bank financing	16.8%
Offer more innovative financial products	8.4%
Improve the competitiveness of its financing compared to markets	6.5%
Work faster	6.5%
Other	2.8%
Ensure greater selectivity in its work	1.9%
Increase availability of Fee-Based services	0.9%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=108)</b>
Internet	74.1%
Local newspapers	70.4%
Local television	36.1%
International newspapers	21.3%
Periodicals	16.7%
International television	14.8%
Social media	13.0%
Tablets and e-Reader	9.3%
Local radio	5.6%
Mobile phones	2.8%
Other	1.9%
International radio	0.9%
Blogs	0.9%
Instant messaging	0.0%

<b>2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=108)</b>
World Bank website	67.6%
World Bank seminars/workshops/conferences	56.5%
World Bank publications and other written materials	45.4%
e-newsletters	44.4%
Direct contact with World Bank	22.2%
Social media	13.0%
Tablets and e-Reader	8.3%
Mobile phones	1.9%
Blogs	0.0%
Other	0.0%

**G. Communication and Information Sharing (continued)**

<b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=103)</b>
Yes	26.2%
No	73.8%

<b>4. Do you use/have you used the World Bank website?</b>	<b>Percentage of Respondents (N=107)</b>
Yes	81.3%
No	18.7%

<b>5. Have you requested information from the World Bank on its activities in the past year?</b>	<b>Percentage of Respondents (N=104)</b>
Yes	28.8%
No	71.2%

<b>6. Were you able to identify a point of contact at the World Bank?</b>	<b>Percentage of Respondents (N=56)</b>
Yes	71.4%
No	28.6%

<b>7. Were you able to obtain the requested information?</b>	<b>Percentage of Respondents (N=53)</b>
Yes	90.6%
No	9.4%

<b>8. Was the information useful?</b>	<b>Percentage of Respondents (N=54)</b>
Yes	88.9%
No	11.1%

<b>9. How often do you access World Bank information online?</b>	<b>Percentage of Respondents (N=107)</b>
Daily	0.0%
Weekly	8.4%
Monthly	24.3%
A few times a year	44.9%
Rarely / Never	22.4%

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use/consult World Bank data more currently than I did a few years ago	99	5.59	2.56
11. When I need information from the World Bank I know how to find it	98	6.69	2.16
12. The World Bank is responsive to my information requests and inquiries	69	6.91	1.71

13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)	Percentage of Respondents (N=57)
World Bank E-newsletter	54.4%
Other	31.6%
World Bank Social media channels	15.8%
World Bank Blogs	15.8%

Value of information from Bank's Social Media Channels	N	Mean	SD
14. How valuable do you consider the information you receive from the World Bank's social media channels? (1-Not valuable at all, 10-Extremely valuable)	48	7.52	1.82

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=110)
Employee of a Ministry, Ministerial Department or Implementation Agency	31.8%
Academia/Research Institute/Think Tank	16.4%
Multilateral Agency	11.8%
Office of the Prime Minister	10.9%
Private Sector Organization	9.1%
Independent Government Institution	7.3%
Other	4.5%
Consultant/Contractor working on World Bank supported Project/Program	1.8%
Civil Society Organization	1.8%
Media	1.8%
Project Management Unit (PMU) overseeing implementation of project	0.9%
Bilateral Agency	0.9%
Financial Sector/Private Bank	0.9%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=107)</b>
Other	18.7%
Education	11.2%
Economic policy	10.3%
Public financial management	9.3%
Financial markets/banking	8.4%
Health/Communicable/non-communicable diseases	8.4%
Public sector governance/anti corruption	4.7%
Agriculture/ rural development / food security	3.7%
Climate change / disaster management	3.7%
Information and communications technology	3.7%
Transport	3.7%
Private sector development/foreign direct investment	2.8%
Social protection	2.8%
Energy	1.9%
Natural resource management/environmental sustainability	1.9%
Water and sanitation	1.9%
Job creation/employment	0.9%
Law and justice/regulatory framework	0.9%
Urban development	0.9%

<b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	<b>Percentage of Respondents (N=110)</b>
Yes	55.5%
No	44.5%

<b>4. Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=109)</b>
Use World Bank reports/data	49.5%
Engage in World Bank related/sponsored events/activities	45.0%
Collaborate on knowledge products	24.8%
Use World Bank website for information, data, research, etc.	22.9%
Observer	12.8%
Implementing World Bank projects and trust funds	10.1%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=108)</b>
Bangkok and vicinity	96.3%
Central Thailand	1.9%
Northern Thailand	0.9%
North East Thailand	0.9%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Thailand

Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand?

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Social protection*	16.7%	2.9%	53.8%	9.1%	12.5%	13.3%	8.3%
Transport	0.0%	17.6%	0.0%	27.3%	12.5%	0.0%	16.7%
Public sector governance/ reform*	58.3%	29.4%	15.4%	27.3%	50.0%	66.7%	8.3%
Global/regional integration	8.3%	11.8%	7.7%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	9.1%	0.0%	6.7%	8.3%
Focusing on regional disparities	16.7%	0.0%	23.1%	9.1%	12.5%	6.7%	8.3%
Water and sanitation	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	33.3%	29.4%	15.4%	27.3%	75.0%	20.0%	50.0%
Job creation/employment	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	8.3%
Rural development	16.7%	2.9%	7.7%	0.0%	0.0%	0.0%	8.3%
Financial stability and access to finance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	23.5%	15.4%	9.1%	0.0%	13.3%	16.7%
Equality of opportunity*	25.0%	2.9%	30.8%	0.0%	0.0%	20.0%	8.3%
Increasing access to better health services	0.0%	2.9%	15.4%	0.0%	25.0%	6.7%	8.3%
Increasing access to and quality of education including higher education	8.3%	20.6%	15.4%	63.6%	37.5%	33.3%	25.0%
Poverty reduction and inequity	25.0%	32.4%	23.1%	9.1%	25.0%	53.3%	25.0%
Energy policy	0.0%	5.9%	0.0%	9.1%	12.5%	6.7%	8.3%
Food security	0.0%	5.9%	0.0%	0.0%	0.0%	13.3%	0.0%
Climate change	0.0%	2.9%	15.4%	0.0%	0.0%	0.0%	16.7%
Agricultural development	0.0%	11.8%	0.0%	18.2%	0.0%	0.0%	0.0%
Economic growth	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	8.3%	5.9%	0.0%	0.0%	12.5%	0.0%	0.0%
HIV/AIDS and other communicable/non- communicable diseases	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	8.3%
Infrastructure	16.7%	29.4%	15.4%	36.4%	0.0%	0.0%	25.0%
Natural resource management	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	8.8%	7.7%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Macroeconomic stability	8.3%	2.9%	0.0%	0.0%	0.0%	0.0%	8.3%
Political stability	25.0%	17.6%	7.7%	36.4%	12.5%	13.3%	8.3%
Community development	0.0%	2.9%	0.0%	0.0%	0.0%	6.7%	8.3%
Conflict resolution	8.3%	8.8%	0.0%	0.0%	12.5%	20.0%	16.7%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Thailand?	12	7.83	2.04	35	6.54	1.98	14	5.50	2.18	11	7.18	1.94	8	6.88	1.46	16	6.69	2.30	12	6.08	2.11

(1-Not familiar at all, 10-Extremely familiar)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Thailand?*	11	8.27	2.00	32	7.09	1.75	11	5.18	1.54	10	7.20	1.32	8	6.88	.83	17	5.82	2.07	11	7.18	1.40

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges?*	11	8.55	1.57	32	7.19	1.94	11	6.45	1.51	10	7.10	1.45	7	7.43	.98	16	5.81	2.64	12	6.58	1.24

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Social protection*	25.0%	2.9%	28.6%	0.0%	0.0%	13.3%	0.0%
Public sector governance/ reform	50.0%	42.9%	57.1%	27.3%	62.5%	46.7%	16.7%
Macroeconomic stability	33.3%	11.4%	7.1%	9.1%	25.0%	6.7%	16.7%
Transport	0.0%	14.3%	7.1%	27.3%	0.0%	6.7%	25.0%
Poverty reduction and inequity	33.3%	31.4%	35.7%	45.5%	62.5%	40.0%	8.3%
Global/regional integration	8.3%	11.4%	0.0%	0.0%	0.0%	6.7%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	8.3%	0.0%	7.1%	0.0%	0.0%	0.0%	8.3%
Rural development	16.7%	2.9%	7.1%	0.0%	12.5%	0.0%	16.7%
Focusing on regional disparities	0.0%	0.0%	14.3%	0.0%	25.0%	13.3%	8.3%
Water and sanitation	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy policy	0.0%	2.9%	0.0%	9.1%	0.0%	6.7%	8.3%
Job creation/employment	0.0%	2.9%	0.0%	9.1%	0.0%	6.7%	0.0%
Financial stability and access to finance	0.0%	11.4%	0.0%	0.0%	0.0%	6.7%	25.0%
Conflict resolution	8.3%	2.9%	0.0%	0.0%	0.0%	6.7%	0.0%
Urban development*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Environmental sustainability	0.0%	25.7%	21.4%	18.2%	0.0%	13.3%	16.7%
Political stability	16.7%	0.0%	7.1%	0.0%	0.0%	13.3%	8.3%
Equality of opportunity	16.7%	2.9%	14.3%	0.0%	0.0%	26.7%	16.7%
Increasing access to better health services	0.0%	5.7%	0.0%	0.0%	25.0%	6.7%	8.3%
Increasing access to and quality of education including higher education	16.7%	17.1%	14.3%	45.5%	25.0%	33.3%	16.7%
Food security	0.0%	8.6%	0.0%	0.0%	0.0%	6.7%	0.0%
Climate change*	0.0%	2.9%	28.6%	0.0%	0.0%	6.7%	25.0%
Agricultural development	0.0%	14.3%	0.0%	18.2%	0.0%	0.0%	0.0%
Economic growth	16.7%	2.9%	0.0%	0.0%	12.5%	0.0%	8.3%
Regulatory framework	8.3%	5.7%	7.1%	0.0%	12.5%	0.0%	0.0%
HIV/AIDS and other communicable/non- communicable diseases	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%
Infrastructure	8.3%	28.6%	0.0%	36.4%	12.5%	6.7%	8.3%
Natural resource management	0.0%	0.0%	7.1%	0.0%	0.0%	6.7%	0.0%
Anti corruption	16.7%	17.1%	0.0%	36.4%	12.5%	13.3%	41.7%
Information and communications technology	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	2.9%	7.1%	0.0%	0.0%	6.7%	8.3%
Community development	0.0%	5.7%	0.0%	18.2%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



**B. Overall Attitudes toward the World Bank (continued)**

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?

<b>Greatest Value</b>							
<b>Percentage of Respondents</b>	<b>Office of the Prime Minister</b>	<b>Employee of a Ministry/Ministerial Dep/Implementation Agency</b>	<b>Bilateral/Multilateral Agency</b>	<b>Private Sector/Financial Sector/Private Bank</b>	<b>Independent Government Institution</b>	<b>Academia/Research institute/Think tank</b>	<b>Other</b>
Financial resources: investment lending	18.2%	9.4%	25.0%	27.3%	0.0%	0.0%	20.0%
Financial resources: policy based lending / budget support to the Government	36.4%	34.4%	16.7%	18.2%	0.0%	13.3%	10.0%
Mobilizing third party financial resources	0.0%	3.1%	0.0%	9.1%	0.0%	0.0%	0.0%
Technical assistance	18.2%	21.9%	8.3%	27.3%	42.9%	0.0%	40.0%
Policy advice	9.1%	15.6%	0.0%	9.1%	14.3%	13.3%	20.0%
Donor coordination	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Data and knowledge	9.1%	3.1%	33.3%	0.0%	14.3%	6.7%	10.0%
Training/capacity building*	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Studies/analyses/reports	9.1%	9.4%	8.3%	9.1%	28.6%	6.7%	0.0%
Convening/facilitating	0.0%	3.1%	0.0%	0.0%	0.0%	13.3%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

<b>2<sup>nd</sup> Greatest Value</b>							
<b>Percentage of Respondents</b>	<b>Office of the Prime Minister</b>	<b>Employee of a Ministry/Ministerial Dep/Implementation Agency</b>	<b>Bilateral/Multilateral Agency</b>	<b>Private Sector/Financial Sector/Private Bank</b>	<b>Independent Government Institution</b>	<b>Academia/Research institute/Think tank</b>	<b>Other</b>
Financial resources: investment lending	0.0%	3.1%	0.0%	18.2%	12.5%	7.1%	0.0%
Financial resources: policy based lending / budget support to the Government	0.0%	6.3%	8.3%	9.1%	12.5%	21.4%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	10.0%
Technical assistance	36.4%	37.5%	33.3%	18.2%	12.5%	14.3%	10.0%
Policy advice	9.1%	3.1%	8.3%	0.0%	25.0%	14.3%	10.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	10.0%
Data and knowledge	27.3%	9.4%	8.3%	0.0%	12.5%	0.0%	10.0%
Training/capacity building	0.0%	15.6%	0.0%	27.3%	0.0%	14.3%	20.0%
Studies/analyses/reports	18.2%	15.6%	16.7%	27.3%	0.0%	21.4%	10.0%
Convening/facilitating	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	9.1%	6.3%	16.7%	0.0%	0.0%	7.1%	20.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)****Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Imposing technocratic solutions without regard to political realities	9.1%	33.3%	28.6%	54.5%	42.9%	17.6%	25.0%
Not exploring alternative policy options	9.1%	6.1%	21.4%	9.1%	0.0%	11.8%	0.0%
Too bureaucratic in its operational policies and procedures	9.1%	24.2%	0.0%	18.2%	14.3%	41.2%	25.0%
Staff too inaccessible	0.0%	3.0%	14.3%	0.0%	0.0%	0.0%	8.3%
Arrogant in its approach	0.0%	6.1%	21.4%	0.0%	0.0%	5.9%	0.0%
Not client focused	0.0%	9.1%	7.1%	9.1%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	36.4%	3.0%	7.1%	18.2%	42.9%	11.8%	25.0%
Too influenced by developed countries	36.4%	42.4%	14.3%	45.5%	0.0%	47.1%	16.7%
Not enough public disclosure of its work	0.0%	3.0%	7.1%	0.0%	28.6%	17.6%	25.0%
World Bank processes too slow and complex	0.0%	15.2%	7.1%	9.1%	0.0%	5.9%	16.7%
Not aligned with country priorities	9.1%	3.0%	7.1%	0.0%	28.6%	5.9%	0.0%
Not aligned with other donors' work*	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	8.3%
Not collaborating enough with non-state actors	0.0%	12.1%	7.1%	9.1%	0.0%	11.8%	8.3%
Not adequately sensitive to political/social realities in Thailand	18.2%	3.0%	7.1%	9.1%	28.6%	17.6%	8.3%
Other	27.3%	9.1%	7.1%	9.1%	0.0%	5.9%	0.0%

\*Significantly different between stakeholder groups

**Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Capacity development	50.0%	21.2%	14.3%	36.4%	62.5%	38.9%	33.3%
Policy based lending / budget support to the Government	16.7%	27.3%	21.4%	18.2%	0.0%	33.3%	16.7%
Knowledge products/services	41.7%	48.5%	57.1%	36.4%	50.0%	44.4%	41.7%
Investment lending	0.0%	12.1%	14.3%	9.1%	0.0%	16.7%	0.0%
Technical assistance	75.0%	63.6%	50.0%	54.5%	75.0%	55.6%	58.3%
Trust Fund management	0.0%	12.1%	0.0%	9.1%	0.0%	5.6%	33.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	12	8.50	1.38	32	7.72	1.99	14	6.79	2.42	11	7.64	1.69	7	8.14	1.35	18	8.39	1.94	12	7.42	1.62

(1-To no degree at all, 10-To a very significant degree)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Civil society organizations*	58.3%	33.3%	42.9%	9.1%	0.0%	61.1%	25.0%
Local Government	41.7%	39.4%	35.7%	36.4%	14.3%	11.1%	41.7%
Beneficiaries	8.3%	18.2%	35.7%	0.0%	0.0%	22.2%	16.7%
Private sector*	0.0%	30.3%	14.3%	54.5%	57.1%	0.0%	41.7%
Community Based Organizations (CBOs)	8.3%	21.2%	14.3%	9.1%	0.0%	16.7%	8.3%
Donor community	0.0%	0.0%	7.1%	18.2%	0.0%	5.6%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes*	33.3%	30.3%	14.3%	36.4%	42.9%	66.7%	16.7%
Parliament	8.3%	9.1%	21.4%	9.1%	28.6%	11.1%	25.0%
Media*	25.0%	9.1%	0.0%	9.1%	57.1%	0.0%	16.7%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.0%	7.1%	9.1%	0.0%	5.6%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Thailand*	10	8.00	2.05	31	6.71	1.99	11	5.18	1.54	11	6.18	1.33	7	6.00	1.73	18	4.78	1.80	9	6.22	1.99
The World Bank's work is aligned with what I consider the development priorities for Thailand*	10	7.90	1.66	31	6.45	1.98	12	5.58	1.31	11	5.91	1.30	8	5.88	1.64	18	4.78	1.48	9	6.22	1.72
The World Bank supports programs and strategies that are realistic for Thailand*	11	7.55	1.69	31	6.45	1.79	12	5.58	1.16	11	5.91	1.22	6	6.00	1.55	18	5.17	1.50	10	6.10	1.29
The World Bank treats clients and stakeholders in Thailand with respect*	11	8.09	2.47	28	7.50	1.97	12	5.83	1.27	11	6.55	1.81	7	8.29	.95	18	5.94	2.21	9	8.11	1.36

\*Significantly different between stakeholder groups

To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	10	7.90	1.97	29	6.69	1.44	8	5.88	1.36	10	6.30	1.89	8	6.38	1.19	16	4.94	2.02	9	6.44	1.13
Flexibility (in terms of the World Bank's products and services)*	10	7.90	1.97	28	6.18	1.61	7	5.43	1.13	11	6.27	1.85	8	6.63	1.19	16	4.88	1.50	9	6.11	1.62
Flexibility (in terms of changing country circumstances)*	10	7.70	2.00	28	6.39	1.42	7	5.57	1.51	11	5.82	1.83	8	6.75	1.28	16	4.56	1.90	8	6.63	1.30
Openness (sharing data and other information)*	11	8.36	2.01	31	7.29	1.30	10	6.40	2.01	11	7.00	1.34	8	6.63	.52	17	5.88	1.80	10	7.30	1.49
Staff accessibility*	11	8.27	2.00	30	7.37	1.47	9	5.67	1.32	10	6.80	1.48	8	6.63	1.77	17	5.47	1.94	10	7.00	1.94
Straightforwardness and honesty*	11	8.36	1.63	29	7.79	1.21	10	6.20	1.48	11	6.91	1.58	8	7.75	.89	17	5.65	2.37	9	8.11	1.05
Collaboration with groups outside of the Government*	9	8.22	1.72	21	7.00	1.97	9	5.33	1.58	9	6.56	1.59	8	6.63	1.51	17	4.47	1.74	7	6.71	1.80
Collaboration with the Government*	11	8.64	1.50	31	7.74	1.09	7	6.00	1.83	11	7.36	1.57	8	7.25	.89	16	7.06	1.61	10	7.50	1.35
Collaboration with other donors*	9	8.11	1.69	15	7.27	1.39	9	4.33	1.32	8	7.00	1.93	6	6.00	1.55	12	5.92	1.16	7	6.43	1.62
Follow through over time*	10	8.40	1.51	28	7.21	1.52	8	5.50	1.41	9	6.67	2.00	7	6.14	1.46	17	5.06	1.92	8	6.50	2.14

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)****When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
The World Bank works too slowly	8.3%	8.8%	0.0%	9.1%	0.0%	0.0%	0.0%
The Government works inefficiently	0.0%	14.7%	21.4%	36.4%	25.0%	0.0%	16.7%
There is not an adequate level of citizen/civil society participation	33.3%	41.2%	28.6%	18.2%	25.0%	44.4%	58.3%
The World Bank does not do adequate follow through/follow-up	0.0%	20.6%	14.3%	18.2%	37.5%	11.1%	8.3%
Lack of/inadequate levels of capacity in Government	8.3%	8.8%	0.0%	27.3%	0.0%	11.1%	0.0%
Political pressures and obstacles*	41.7%	20.6%	21.4%	9.1%	37.5%	22.2%	66.7%
Reforms are not well thought out in light of country challenges	41.7%	38.2%	28.6%	36.4%	25.0%	38.9%	8.3%
The World Bank is not sensitive enough to political/social realities on the ground	16.7%	23.5%	35.7%	36.4%	25.0%	66.7%	33.3%
Other	16.7%	2.9%	14.3%	0.0%	12.5%	5.6%	0.0%

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Thailand?*	11	8.09	1.51	32	6.94	1.22	11	5.55	1.29	10	7.10	.99	8	6.63	.92	18	5.39	1.69	11	6.27	1.42

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholder groups

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Thailand*	10	7.50	2.07	29	6.93	1.53	8	4.75	1.58	9	6.67	1.41	7	6.57	.79	17	5.29	1.79	9	6.11	2.26
The World Bank meets Thailand's needs for knowledge services*	11	8.27	1.42	31	7.39	1.54	13	5.62	1.50	8	6.75	1.49	8	7.25	.71	18	6.39	1.61	12	6.25	1.91

\*Significantly different between stakeholder groups

### D. The World Bank's Knowledge Work and Activities

How frequently do you consult World Bank knowledge work and activities in the work you do?

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Weekly	18.2%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Bi-weekly	9.1%	2.9%	0.0%	9.1%	0.0%	11.1%	8.3%
Monthly	36.4%	22.9%	23.1%	0.0%	50.0%	11.1%	0.0%
A few times a year	27.3%	54.3%	61.5%	45.5%	50.0%	61.1%	75.0%
Rarely	9.1%	8.6%	7.7%	18.2%	0.0%	11.1%	8.3%
Never	0.0%	8.6%	7.7%	27.3%	0.0%	5.6%	8.3%

**D. The World Bank's Knowledge Work and Activities (continued)**

When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Public sector governance/ reform*	66.7%	37.1%	71.4%	36.4%	75.0%	55.6%	16.7%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	2.9%	0.0%	9.1%	0.0%	0.0%	8.3%
Food security	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.9%	0.0%	0.0%	0.0%	11.1%	0.0%
Economic growth	16.7%	5.7%	0.0%	0.0%	12.5%	5.6%	0.0%
Energy policy	0.0%	11.4%	0.0%	18.2%	12.5%	5.6%	16.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	8.3%
Social protection	25.0%	8.6%	28.6%	0.0%	0.0%	16.7%	8.3%
Climate change*	0.0%	8.6%	35.7%	0.0%	12.5%	0.0%	25.0%
Poverty reduction and inequity	0.0%	20.0%	21.4%	9.1%	12.5%	44.4%	16.7%
Anti corruption*	33.3%	22.9%	7.1%	45.5%	87.5%	22.2%	41.7%
Financial stability and access to finance	0.0%	5.7%	7.1%	0.0%	0.0%	11.1%	0.0%
Conflict resolution	8.3%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Equality of opportunity	16.7%	2.9%	14.3%	0.0%	0.0%	11.1%	8.3%
Urban development	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Increasing access to and quality of education including higher education	8.3%	14.3%	14.3%	45.5%	25.0%	33.3%	16.7%
Focusing on regional disparities	8.3%	5.7%	28.6%	9.1%	12.5%	22.2%	33.3%
Global/regional integration	16.7%	14.3%	7.1%	18.2%	12.5%	5.6%	16.7%
Information and communications technology	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	17.1%	0.0%	9.1%	0.0%	0.0%	8.3%
Political stability*	33.3%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Agricultural development	0.0%	8.6%	0.0%	9.1%	0.0%	0.0%	0.0%
Natural resource management	16.7%	0.0%	7.1%	9.1%	0.0%	0.0%	8.3%
Macroeconomic stability	0.0%	8.6%	14.3%	18.2%	0.0%	5.6%	0.0%
Job creation/employment	0.0%	2.9%	0.0%	0.0%	0.0%	5.6%	8.3%
Increasing access to better health services	8.3%	2.9%	7.1%	0.0%	25.0%	0.0%	0.0%
Rural development	0.0%	2.9%	7.1%	0.0%	12.5%	5.6%	8.3%
Environmental sustainability	8.3%	20.0%	7.1%	9.1%	0.0%	5.6%	16.7%
Community development	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	8.3%
Regulatory framework	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Infrastructure*	16.7%	31.4%	0.0%	36.4%	0.0%	0.0%	16.7%
HIV/AIDS and other communicable/non- communicable diseases	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	8.3%

\*Significantly different between stakeholder groups

**D. The World Bank's Knowledge Work and Activities (continued)**

In Thailand, how effective do you believe the World Bank's knowledge work and activities are: (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills*	12	8.17	1.75	31	7.42	1.23	10	5.20	1.32	10	6.70	2.41	8	7.38	.92	18	6.56	1.72	12	6.08	2.15
Contributing to good policy making*	11	7.91	1.97	30	7.03	1.47	10	5.80	1.14	9	6.78	1.72	8	7.25	.71	18	5.39	1.46	10	6.80	1.14
Providing support for program implementation*	11	7.91	2.02	30	7.17	1.60	9	5.44	1.13	8	7.25	1.49	7	6.57	.53	17	5.18	1.91	11	6.18	2.44

\*Significantly different between stakeholder groups

In Thailand, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	10	8.00	1.83	30	6.77	1.59	9	5.44	1.13	9	6.78	1.30	8	7.00	.76	18	6.00	1.64	11	6.73	1.35
Include appropriate level of stakeholder involvement during preparation*	10	8.10	1.79	27	6.48	1.78	7	5.14	1.21	7	6.71	1.38	7	6.86	.69	17	5.35	1.77	9	6.78	1.72
Are relevant to Thailand's development priorities*	11	8.00	1.73	29	6.45	1.57	10	5.80	1.23	8	6.50	1.77	7	7.00	1.00	18	5.78	1.56	10	6.70	1.34
Provide feasible recommendations*	11	8.18	1.54	30	6.67	1.30	11	6.18	1.08	9	6.89	1.36	8	7.00	.53	18	5.33	1.78	11	6.82	1.08
Are accessible (well written and easy to understand)	11	7.91	1.76	31	7.00	1.24	11	7.00	1.26	9	6.89	1.83	8	7.00	.53	18	6.67	1.57	11	7.09	1.14
Are source of relevant information on global good practices.	11	8.45	1.29	28	7.25	1.24	11	6.73	1.10	9	7.22	1.48	7	7.57	.79	17	6.94	1.78	11	7.45	1.37
Are useful in terms of the work you do*	11	8.45	1.75	30	7.17	1.46	12	5.92	1.24	9	6.44	1.67	8	7.50	.76	18	6.89	1.71	11	6.73	1.56
Are adequately disseminated*	11	8.09	1.76	31	6.81	1.30	11	5.82	1.94	9	5.78	1.64	7	6.71	1.11	18	6.17	1.82	11	6.36	1.36
Are appropriately translated*	11	8.00	1.67	30	6.87	1.36	5	5.40	2.07	8	6.38	1.41	7	6.43	.98	18	5.83	1.82	7	6.57	1.40
Are adaptable to Thailand's specific development challenges and country circumstances*	11	8.00	1.84	30	6.83	1.60	11	6.09	1.22	9	6.33	1.66	7	6.57	.98	18	5.56	1.65	10	6.80	.92

\*Significantly different between stakeholder groups



**D. The World Bank's Knowledge Work and Activities (continued)**

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?*	10	8.30	1.57	30	6.93	1.48	11	5.64	1.43	11	6.73	1.56	8	7.13	.83	18	5.72	1.67	11	6.73	1.56
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*	11	8.64	1.50	32	7.56	1.13	13	6.54	1.45	11	7.09	1.45	8	7.63	.74	18	7.56	1.38	11	6.91	1.04

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

**E. Working with the World Bank**

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	4	8.50	1.73	17	8.06	1.95	5	3.60	2.19	4	6.25	2.06	4	7.00	1.41	10	5.70	3.02	6	7.00	2.10
The World Bank effectively monitors and evaluates the projects and programs it supports*	10	8.40	1.51	26	6.88	1.51	8	5.75	2.05	7	5.71	1.38	6	6.67	1.21	14	5.71	2.79	7	7.86	.90
The World Bank's approvals and reviews are done in a timely fashion	7	7.71	1.60	24	6.54	2.02	4	4.25	2.50	6	6.00	1.55	6	6.83	1.47	13	6.54	2.11	8	6.63	2.07
The World Bank's "Safeguard Policy" requirements are reasonable	5	8.20	2.05	17	7.29	1.36	5	5.60	3.05	4	5.00	.82	4	7.50	.58	12	5.92	1.78	6	6.67	2.42
The Bank's procurement requirements are reasonable	4	7.25	1.71	22	6.86	1.70	6	6.00	2.76	4	5.25	1.26	5	7.20	1.10	11	4.91	2.07	7	6.57	2.07
The World Bank imposes reasonable conditions on its lending	8	7.50	1.93	20	6.50	1.88	4	5.75	1.50	4	6.00	.82	5	7.00	1.00	9	6.56	2.01	6	6.83	.98
Working with the World Bank increases Thailand's institutional capacity*	10	8.80	1.48	27	7.11	1.93	8	5.75	1.49	7	6.86	1.77	8	7.50	.76	16	6.50	2.13	8	7.38	1.19
The World Bank ensures consistency and continuity through staff changes*	9	8.67	1.50	23	6.48	2.29	5	5.00	.71	6	6.50	1.22	6	7.17	1.17	10	6.00	2.16	6	6.67	2.34
The World Bank's teams and visits are well coordinated*	9	8.78	1.48	28	7.36	1.68	8	4.88	1.64	6	6.83	.98	6	7.33	1.21	12	7.25	1.76	7	8.00	.82
Where country systems are adequate, the World Bank makes appropriate use of them	5	8.00	1.22	20	6.75	1.45	3	5.00	1.00	3	6.00	0.00	5	7.20	1.30	10	7.00	1.56	6	7.67	.82
The World Bank provides effective implementation support*	9	8.56	1.51	27	7.07	1.86	4	5.00	1.41	5	6.80	1.92	6	7.50	.55	14	6.00	2.18	7	7.14	.90

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank in Thailand**

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future?*	11	8.55	1.44	32	7.06	1.66	12	5.00	1.86	11	7.82	1.25	8	7.88	1.64	18	7.56	2.68	12	7.33	2.02

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between stakeholder groups

**Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Improve the quality of its experts as related to Thailand's specific challenges	36.4%	47.1%	7.7%	45.5%	50.0%	22.2%	25.0%
Reduce the complexity of obtaining World Bank financing	0.0%	26.5%	7.7%	18.2%	0.0%	22.2%	16.7%
Focus primarily on advocacy issues	18.2%	11.8%	30.8%	27.3%	37.5%	33.3%	41.7%
Improve the competitiveness of its financing compared to markets	0.0%	8.8%	7.7%	18.2%	0.0%	0.0%	8.3%
Reach out more to groups outside of government	54.5%	11.8%	46.2%	45.5%	37.5%	33.3%	33.3%
Ensure greater selectivity in its work	0.0%	2.9%	7.7%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Thailand's economy	27.3%	17.6%	30.8%	9.1%	12.5%	11.1%	16.7%
Offer more innovative financial products	0.0%	14.7%	15.4%	9.1%	0.0%	5.6%	0.0%
Offer more innovative knowledge services	45.5%	29.4%	38.5%	18.2%	50.0%	44.4%	41.7%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%
Work faster	0.0%	11.8%	0.0%	0.0%	12.5%	5.6%	8.3%
Other	0.0%	2.9%	0.0%	9.1%	0.0%	5.6%	0.0%

## G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Local newspapers	50.0%	67.6%	78.6%	100.0%	75.0%	72.2%	58.3%
International newspapers*	25.0%	8.8%	50.0%	10.0%	50.0%	16.7%	16.7%
Local radio*	25.0%	0.0%	7.1%	0.0%	0.0%	11.1%	0.0%
International radio	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	8.3%	52.9%	14.3%	40.0%	25.0%	44.4%	33.3%
International television	8.3%	20.6%	7.1%	0.0%	12.5%	22.2%	16.7%
Periodicals	25.0%	14.7%	28.6%	10.0%	12.5%	11.1%	16.7%
Internet	83.3%	73.5%	71.4%	60.0%	75.0%	72.2%	83.3%
Social media	25.0%	11.8%	7.1%	10.0%	0.0%	16.7%	16.7%
Blogs	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	8.3%	0.0%	7.1%	10.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tablets and e-Reader	8.3%	2.9%	14.3%	10.0%	25.0%	11.1%	8.3%
Other	0.0%	2.9%	0.0%	10.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
World Bank website	75.0%	70.6%	50.0%	60.0%	75.0%	77.8%	58.3%
Direct contact with World Bank*	33.3%	14.7%	57.1%	0.0%	12.5%	16.7%	25.0%
e-newsletters	25.0%	50.0%	21.4%	50.0%	37.5%	50.0%	66.7%
World Bank seminars/workshops/conferences	75.0%	52.9%	50.0%	30.0%	62.5%	61.1%	66.7%
World Bank publications and other written materials	41.7%	44.1%	57.1%	40.0%	62.5%	44.4%	33.3%
Mobile phones	8.3%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	25.0%	2.9%	14.3%	30.0%	25.0%	11.1%	8.3%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tablets and e-Reader	0.0%	5.9%	21.4%	10.0%	0.0%	11.1%	8.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing (continued)

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?\*

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	63.6%	21.2%	42.9%	30.0%	0.0%	11.1%	20.0%
No	36.4%	78.8%	57.1%	70.0%	100.0%	88.9%	80.0%

\*Significantly different between stakeholder groups

Do you use/have you used the World Bank website?

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	81.8%	79.4%	85.7%	60.0%	100.0%	83.3%	83.3%
No	18.2%	20.6%	14.3%	40.0%	0.0%	16.7%	16.7%

Have you requested information from the World Bank on its activities in the past year?\*

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	63.6%	27.3%	30.8%	10.0%	42.9%	33.3%	0.0%
No	36.4%	72.7%	69.2%	90.0%	57.1%	66.7%	100.0%

\*Significantly different between stakeholder groups

Were you able to identify a point of contact at the World Bank?

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	75.0%	85.7%	71.4%	66.7%	100.0%	46.2%	50.0%
No	25.0%	14.3%	28.6%	33.3%	0.0%	53.8%	50.0%

Were you able to obtain the requested information?

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	87.5%	100.0%	71.4%	100.0%	100.0%	84.6%	100.0%
No	12.5%	0.0%	28.6%	0.0%	0.0%	15.4%	0.0%

Was the information useful?

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	100.0%	92.3%	71.4%	100.0%	83.3%	84.6%	100.0%
No	0.0%	7.7%	28.6%	0.0%	16.7%	15.4%	0.0%

How often do you access World Bank information online?

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Daily	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Weekly	25.0%	5.9%	7.7%	10.0%	0.0%	11.1%	0.0%
Monthly	25.0%	23.5%	23.1%	0.0%	37.5%	38.9%	16.7%
A few times a year	33.3%	44.1%	46.2%	70.0%	50.0%	27.8%	58.3%
Rarely/Never	16.7%	26.5%	23.1%	20.0%	12.5%	22.2%	25.0%

**G. Communication and Information Sharing (continued)**

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago*	12	7.67	2.90	30	5.23	2.45	12	5.92	2.02	10	4.70	2.21	8	6.13	2.75	16	5.81	2.54	11	4.00	2.05
When I need information from the World Bank I know how to find it	11	8.09	1.97	31	6.90	1.90	12	5.58	1.62	10	6.40	2.63	7	7.29	2.43	16	6.75	2.08	11	5.73	2.49
The World Bank is responsive to my information requests and inquiries	10	8.30	2.06	25	6.68	1.86	6	6.00	1.26	7	7.14	1.57	4	7.00	.82	9	6.56	1.51	8	6.75	1.04

\*Significantly different between stakeholder groups

Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research institute/ Think tank	Other
World Bank E-newsletter	57.1%	33.3%	33.3%	87.5%	50.0%	71.4%	37.5%
World Bank Blogs	14.3%	6.7%	0.0%	37.5%	0.0%	14.3%	25.0%
World Bank Social media channels	28.6%	13.3%	33.3%	12.5%	50.0%	0.0%	25.0%
Other	28.6%	53.3%	33.3%	12.5%	0.0%	21.4%	37.5%

	Which of the following best describes your current position?																				
	Office of the Prime Minister			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How valuable do you consider the information you receive from the World Bank's social media channels?*	6	8.83	.98	16	8.00	1.15	4	4.75	3.30	5	7.60	1.95	3	7.67	.58	10	7.40	1.65	4	6.50	1.73

(1-Not valuable at all, 10-Extremely valuable) \*Significantly different between stakeholder groups

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?\*

Percentage of Respondents	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Yes	83.3%	54.3%	57.1%	27.3%	87.5%	55.6%	33.3%
No	16.7%	45.7%	42.9%	72.7%	12.5%	44.4%	66.7%

\*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister	Employee of a Ministry/Ministerial Dep/Implementation Agency	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	Independent Government Institution	Academia/Research institute/Think tank	Other
Observer	8.3%	5.7%	35.7%	27.3%	0.0%	11.1%	9.1%
Use World Bank reports/data	41.7%	34.3%	42.9%	72.7%	75.0%	66.7%	45.5%
Engage in World Bank related/sponsored events/activities*	75.0%	65.7%	14.3%	27.3%	37.5%	22.2%	45.5%
Collaborate on knowledge products	50.0%	25.7%	28.6%	18.2%	12.5%	22.2%	9.1%
Use World Bank website for information, data, research, etc.	0.0%	14.3%	35.7%	18.2%	37.5%	44.4%	18.2%
Implementing World Bank projects and trust funds	0.0%	11.4%	0.0%	9.1%	0.0%	22.2%	18.2%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Year<sup>1</sup>

**FY '02 Response Number = 140 • FY '07 Response Number = 136 • FY '13 Response Number = 110**

### B. Overall Attitudes toward the World Bank

	year								
	FY 2002			FY 2007			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Thailand?	140	6.30	2.30	136	6.27	2.11	108	6.61	2.08

(1-Not familiar at all, 10-Extremely familiar)

	year								
	FY 2002			FY 2007			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Thailand?	131	6.71	1.57	133	6.53	1.60	100	6.80	1.86

(1-Not effective at all, 10-Very effective)

**To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale?**

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2002			FY 2007			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Thailand	138	6.47	1.76	128	6.01	1.81	97	6.15	2.02
The World Bank's work is aligned with what I consider the development priorities for Thailand	135	6.31	1.68	130	6.20	1.65	99	6.06	1.83
The World Bank supports programs and strategies that are realistic for Thailand	130	6.37	1.61	126	6.24	1.61	99	6.11	1.65
The World Bank treats clients and stakeholders in Thailand with respect	128	7.00	1.89	129	6.97	1.78	96	7.07	2.05

<sup>1</sup> Only those questions that were asked in the FY '02, FY '07, and FY '13 country surveys, with similar response scales/options, are presented.

### B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	year								
	FY 2002			FY 2007			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)				114	6.15	1.78	88	6.13	1.82
Staff accessibility	132	7.26	2.11	127	6.78	1.71	95	6.81	1.87
Straightforwardness and honesty	128	7.68	1.79	126	7.31	1.68	95	7.23	1.80

### D. The World Bank's Knowledge Work and Activities

In Thailand, to what extent do you believe that the World Bank's knowledge work and activities:

(1-To no degree at all, 10-To a very significant degree)

	year								
	FY 2002			FY 2007			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are useful in terms of the work you do <sup>a</sup>	131	7.92	1.71	130	7.73	1.69	99	7.02	1.61
Are adaptable to Thailand's specific development challenges and country circumstances	127	6.43	1.69	129	6.70	1.50	96	6.57	1.63

<sup>a</sup>Significantly different between FY13 and FY02 country surveys; \*significantly different between FY13 and FY07 country surveys.

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2002			FY 2007			FY 2013		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	90	7.22	2.00	106	6.24	1.68	50	6.82	2.54
The World Bank effectively monitors and evaluates the projects and programs it supports	102	6.77	1.93	117	6.57	1.73	78	6.72	1.97
The World Bank imposes reasonable conditions on its lending*				110	5.95	1.65	56	6.64	1.68
Working with the World Bank increases Thailand's institutional capacity	106	6.61	1.77	120	6.67	1.70	84	7.11	1.85

\*Significantly different between FY13 and FY07 country surveys.

### G. Communication and Information Sharing

Do you use/have you used the World Bank website?

Percentage of Respondents	FY 2007	FY 2013
Yes	75.0%	81.3%
No	25.0%	18.7%



## Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)											
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website		Implement WB projects	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Thailand?	6.43	7.07	7.00	5.00	7.15	6.51	6.35	7.34	6.53	7.78	7.05	6.08	6.74	7.45
To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges?	6.54	7.28	7.13	5.82	7.16	6.79	6.63	7.36	6.69	7.88	7.22	6.14	6.94	7.27
Overall the World Bank currently plays a relevant role in development in Thailand	5.95	6.30	6.36	4.55	6.27	6.06	5.57	6.88	6.03	6.54	6.36	5.54	6.15	6.18
The World Bank's work is aligned with what I consider the development priorities for Thailand	5.68	6.33	6.22	4.82	6.36	5.78	5.50	6.75	5.92	6.48	6.27	5.42	6.05	6.18
Responsiveness	5.69	6.84	6.46	5.25	6.55	6.17	6.04	6.71	5.99	7.45	6.67	5.43	6.33	6.50
Openness (sharing data and other information)	6.58	7.31	7.25	5.25	6.87	7.12	6.61	7.49	6.75	7.72	7.12	6.63	7.03	6.73
Collaboration with groups outside of the Government	5.69	6.78	6.40	5.56	6.72	5.95	5.67	7.15	6.00	7.09	6.82	4.95	6.28	6.57
Collaboration with the Government	7.05	7.85	7.78	5.67	7.45	7.57	7.06	8.02	7.25	8.20	7.64	7.05	7.52	7.36
Collaboration with other donors	6.00	6.85	6.81	4.50	6.66	6.39	5.82	7.25	6.28	7.11	6.78	5.75	6.57	6.00
To what extent does the World Bank's work help to achieve development results in Thailand?	6.30	6.75	6.64	5.78	6.79	6.35	6.00	7.22	6.43	6.96	6.80	5.84	6.55	6.64
The World Bank's financial instruments meet the needs of Thailand	6.05	6.58	6.52	5.25	6.52	6.16	5.65	7.09	6.24	6.65	6.52	5.75	6.30	6.78
The World Bank meets Thailand's needs for knowledge services	6.19	7.40	7.08	5.20	6.86	6.92	6.50	7.35	6.71	7.37	7.11	6.21	6.86	7.20
The World Bank's knowledge work and activities are adaptable to Thailand's specific development challenges and country circumstances	6.05	6.98	6.73	5.00	6.82	6.34	6.02	7.23	6.41	7.00	6.76	5.96	6.49	7.20
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	6.42	6.88	6.87	5.33	6.91	6.47	6.13	7.36	6.55	7.08	6.77	6.39	6.67	6.82
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	7.00	7.75	7.64	6.08	7.41	7.50	7.16	7.83	7.18	8.22	7.58	7.04	7.42	7.73
Where country systems are adequate, the World Bank makes appropriate use of them	6.38	7.17	7.09	5.40	6.85	7.00	6.76	7.07	7.00	6.67	6.80	7.36	6.89	7.13

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Thailand FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Thailand**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Thailand or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Thailand, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Thailand. The World Bank commissioned an independent firm to oversee the logistics of this effort in Thailand. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

## SECTION A: GENERAL ISSUES

<b>A1. Listed below are a number of development priorities in Thailand.</b>			
<b>Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	18	Poverty reduction and inequity
2	Transport (e.g., roads, bridges, transportation)	19	Energy policy
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Food security
4	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
5	Gender	22	Agricultural development
6	Domestic private sector development	23	Economic growth (trade and exports)
7	Focusing on regional disparities (within Thailand)	24	Regulatory framework
8	Water and sanitation	25	HIV/AIDS and other communicable/non-communicable diseases
9	Anti-corruption	26	Infrastructure
10	Job creation/employment	27	Natural resource management (e.g., oil, gas, mining)
11	Rural development	28	Disaster management
12	Financial stability and access to finance	29	Information and communications technology
13	Urban development	30	Macroeconomic stability
14	Environmental sustainability	31	Political stability
15	Equality of opportunity (i.e., equity)	32	Community development
16	Increasing access to better health services	33	Conflict resolution
17	Increasing access to and quality of education including higher education		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B1. How familiar are you with the work of the World Bank in Thailand, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

<b>B4. When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	18	Political stability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Equality of opportunity (i.e., equity)
3	Macroeconomic stability	20	Increasing access to better health services
4	Transport (e.g., roads, bridges, transportation)	21	Increasing access to and quality of education including higher education
5	Poverty reduction and inequity	22	Food security
6	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
7	Gender	24	Agricultural development
8	Domestic private sector development	25	Economic growth (trade and exports)
9	Rural development	26	Regulatory framework
10	Focusing on regional disparities (within Thailand)	27	HIV/AIDS and other communicable/non-communicable diseases
11	Water and sanitation	28	Infrastructure
12	Energy policy	29	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	30	Anti corruption
14	Financial stability and access to finance	31	Information and communications technology
15	Conflict resolution	32	Disaster management
16	Urban development	33	Community development
17	Environmental sustainability		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

**B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data and knowledge	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses/reports	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Thailand
16	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)</b>	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, reports, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

<b>B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	
1	Civil society organizations
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank currently plays a relevant role in development in Thailand											<input type="checkbox"/>	
<b>B11</b>	The World Bank's work is aligned with what I consider the development priorities for Thailand											<input type="checkbox"/>	
<b>B12</b>	The World Bank supports programs and strategies that are realistic for Thailand											<input type="checkbox"/>	
<b>B13</b>	The World Bank treats clients and stakeholders in Thailand with respect											<input type="checkbox"/>	

To what extent is the World Bank an effective development partner in Thailand, in terms of each 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		
<b>B14</b>	Responsiveness											<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
<b>B16</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B17</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B18</b>	Staff accessibility											<input type="checkbox"/>	
<b>B19</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B20</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
<b>B21</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B22</b>	Collaboration with other donors											<input type="checkbox"/>	
<b>B23</b>	Follow through over time											<input type="checkbox"/>	



**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	The World Bank does not do adequate follow through/follow-up
5	Lack of/inadequate levels of capacity in Government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	The World Bank is not sensitive enough to political/social realities on the ground
9	Other (please specify): _____

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C1. To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
<b>C2</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C3</b>	The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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## SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	
1	Weekly
2	Bi-weekly
3	Monthly
4	A few times a year
5	Rarely
6	Never

<b>D2. When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Focusing on regional disparities (within Thailand)
2	Gender	19	Global/regional integration
3	Domestic private sector development	20	Information and communications technology
4	Food security	21	Transport (e.g., roads, bridges, transportation)
5	Water and sanitation	22	Political stability
6	Economic growth (trade and exports)	23	Agricultural development
7	Energy policy	24	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	25	Macroeconomic stability
9	Social protection (e.g., pensions, targeted social assistance)	26	Job creation/employment
10	Climate change (e.g., mitigation, adaptation)	27	Increasing access to better health services
11	Poverty reduction and inequity	28	Rural development
12	Anti corruption	29	Environmental sustainability
13	Financial stability and access to finance	30	Community development
14	Conflict resolution	31	Regulatory framework
15	Equality of opportunity (i.e., equity)	32	Infrastructure
16	Urban development	33	HIV/AIDS and other communicable/non-communicable diseases
17	Increasing access to and quality of education including higher education		

## SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Thailand, how effective do you believe the World Bank's knowledge work and activities are:													
		Not effective at all										Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

In Thailand, to what extent do you believe that the World Bank's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are relevant to Thailand's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are adaptable to Thailand's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality	Don't know		

**SECTION E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The Bank's procurement requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank increases Thailand's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E11</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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## SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN THAILAND

<b>F1. How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Thailand's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Thailand's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than THREE)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, YouTube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Tablets and e-Reader
14	Other (please specify): _____

**G2. How would you prefer to receive information from the World Bank? (Choose no more than THREE)**

1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	World Bank seminars/workshops/conferences
5	World Bank publications and other written materials
6	Mobile phones
7	Social media (Facebook, Twitter, Youtube)
8	Blogs
9	Tablets and e-Reader
10	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you use/have you used the World Bank website?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G6; if NO please go to G9)	<b>Yes</b>	<b>No</b>
<b>G6</b>	Were you able to identify a point of contact at the World Bank?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Were you able to obtain the requested information?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Was the information useful?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

G9. How often do you access World Bank information online?	
1	Daily
2	Weekly
3	Monthly
4	A few times a year
5	Rarely / Never

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
G10	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

G13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)	
1	World Bank E-newsletter
2	World Bank Blogs
3	World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)
4	Other (please specify): _____

G14. How valuable do you consider the information you receive from the World Bank's social media channels?													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		<input type="checkbox"/>	
Not valuable at all										Extremely valuable	Don't know	I do not use social media for information on World Bank	

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**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the Prime Minister
2	Office of Parliamentarian
3	Employee of a Ministry, Ministerial Department or Implementation Agency
4	Consultant/Contractor working on World Bank supported Project/Program
5	Project Management Unit (PMU) overseeing implementation of project
6	Local Government Office or Staff
7	Bilateral Agency
8	Multilateral Agency
9	Private Sector Organization
10	Private Foundation
11	Financial Sector/Private Bank
12	Civil Society Organization
13	Community Based Organization
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Faith-Based Group
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Economic policy
9	Job creation/employment	19	Public financial management
10	Law and justice / regulatory framework	20	Other (Please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate on knowledge products
5	Use World Bank website for information, data, research, etc.
6	Implementing World Bank projects and trust funds

<b>H5. Which best represents your geographic location?</b>	
1	Bangkok and vicinity
2	Northern Thailand
3	Southern Thailand
4	North East Thailand
5	Central Thailand

**Thank you for completing the survey!**