

Mongolia

The World Bank Group
Country Survey FY 2014

Report of Findings
September 2014



Country Opinion Surveys
THE WORLD BANK GROUP

Acknowledgements

The Mongolia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Mongolia country team and the local fielding agency Maxima LLC. In particular, PORG is grateful to Coralie Gevers (Country Manager) and Tina Puntsag (Sr. Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

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I. Objectives

This survey was designed to achieve the following objectives:

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

II. Methodology

In May-July 2014, 520 stakeholders of the World Bank Group in Mongolia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; consultants/contractors working on WBG-supported projects/programs; PMUs overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; judiciary branch; and other organizations. A total of 357 stakeholders participated in the survey (69% response rate).

Some respondents completed questionnaires through mail or with a representative of the fielding agency face to face. Others received a link to an online version of the questionnaire in the Qualtrics platform and filled out the questionnaire electronically. Respondents were asked about: general issues facing Mongolia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Mongolia; and the WBG's communication and information sharing.

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

The results in this year's Country Survey were compared to those in the Country Surveys conducted in FY'07 and FY'11. Data were weighted to reach the same stakeholder composition in all three years, which allows for cross-year comparisons. Stakeholder groups which were not present in all three fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY' 14 data and the total number of respondents each year are slightly different from those of the original data. For the weighted stakeholder breakdown, please see appendix E (page 136).

A. General Issues Facing Mongolia: Respondents were asked to indicate whether Mongolia is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to reducing poverty and generating economic growth in Mongolia, and how "shared prosperity" would be best achieved.

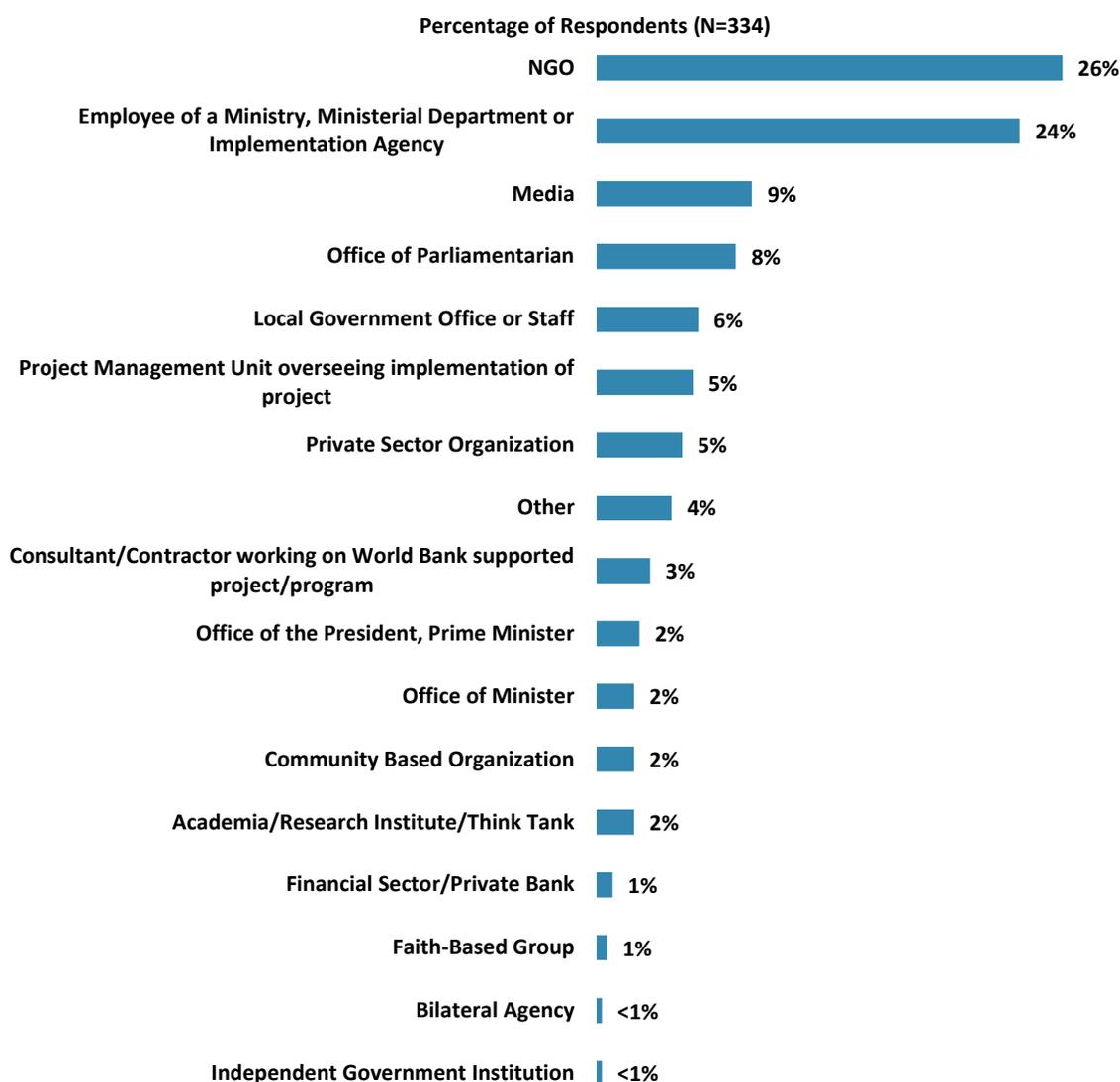
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, its effectiveness in Mongolia, WBG staff preparedness to help Mongolia solve its development challenges, WBG's local presence, WBG's capacity building in Mongolia, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Mongolia, and in which sectoral areas the WBG should focus most of its resources (financial and knowledge services).
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Mongolia, the extent to which the WBG meets Mongolia's needs for knowledge services and financial instruments, the importance for the WBG to be involved in thirty one development areas, and the WBG's level of effectiveness across these areas, such as public sector governance/reform, education, mineral resource management, and job creation/employment.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate WBG's technical assistance/advisory work's contribution to solving development challenges and their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, and disbursing funds promptly. The respondents were also asked whether they think the organization is risk-averse.
- F. The Future Role of the World Bank Group in Mongolia: Respondents were asked to indicate what the WBG should do to make itself of greater value in Mongolia, and which services the Bank should offer more of in the country. They were asked what actions would most improve the impact of the WBG-supported programs and activities in Mongolia.
- 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 WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, were asked to rate WBG's responsiveness to information requests, value of its social media channels, levels of easiness to find information they needed, the levels of easiness to navigate the WBG websites, and whether they use WBG data more often than before.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Mongolia, which WBG agencies they work with, whether they think that IFC and WB work well together, and their geographic location.

III. Demographics of the Sample

Current Position

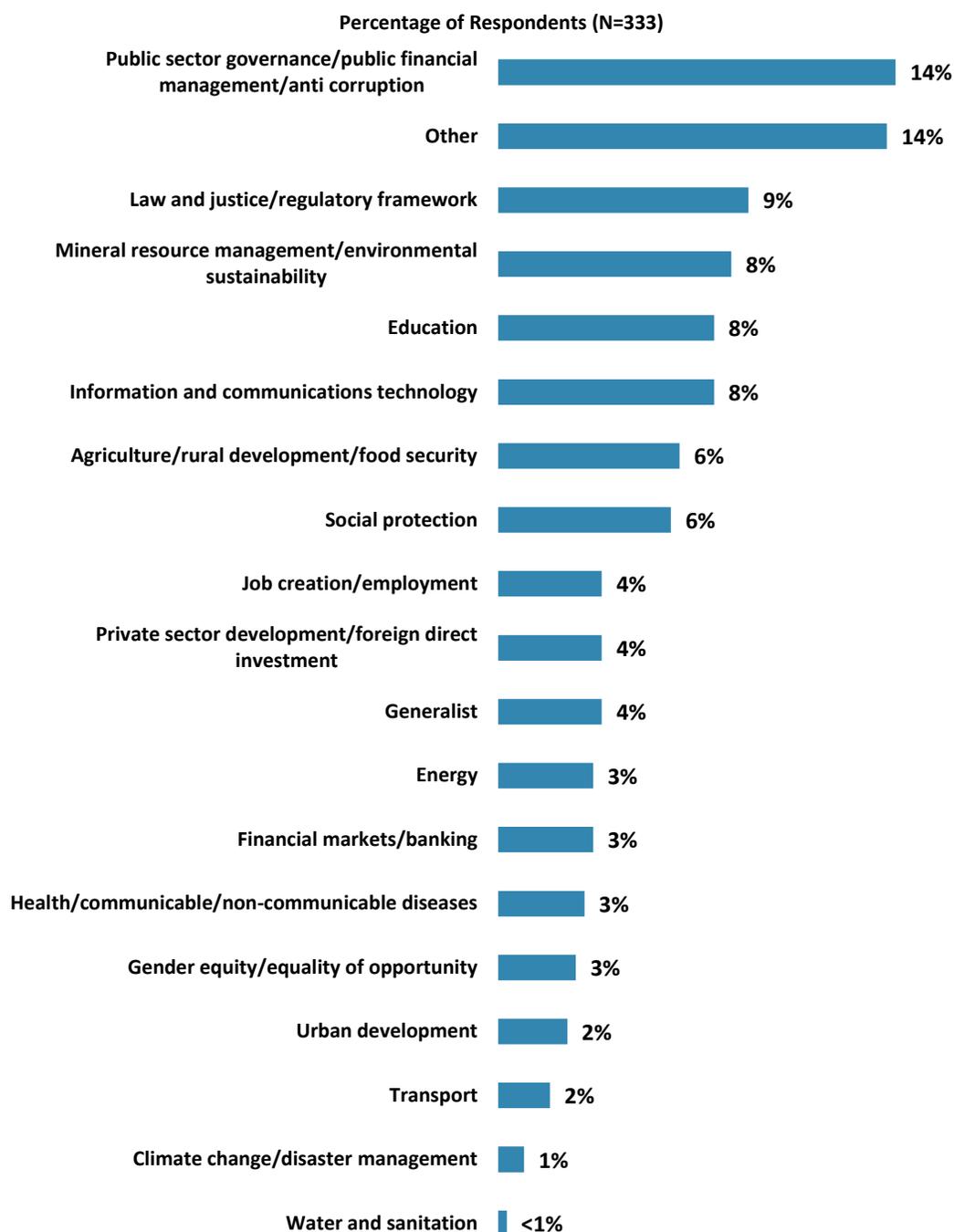
- For further analyses, respondents from the Office of the President, Prime Minister were combined with respondents from Office of a Minister, respondents from consultants/contractors working on WBG projects were combined with those from PMUs, respondents from the financial sector/private banks were combined with those from private sector organizations; Respondents from CBOs, faith-based groups, and NGOs were combined into “CSO.” Few respondents from bilateral agencies, independent government institutions, academia/research institutes/think tanks, and other organizations were included in the “Other” category. There were no respondents from multilateral agencies, private foundations, trade unions, or the judiciary branch.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

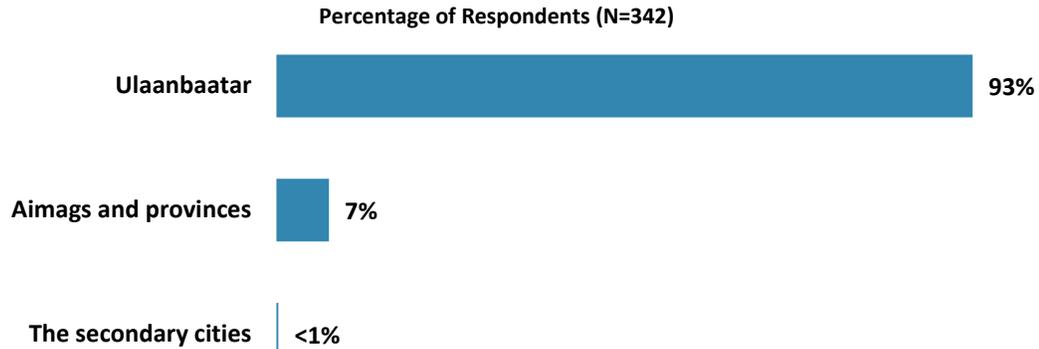


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 106). Since most respondents are from Ulaanbaatar, geographic comparisons are not described in the body of the report.

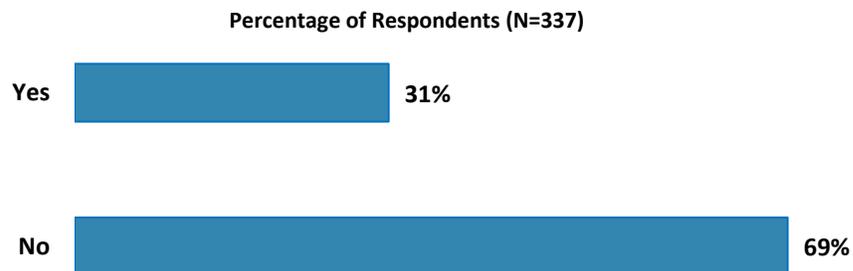


"Which best represents your geographic location?"

(Respondents chose from a list.) (Note: Percentages may not total 100 due to rounding)

Collaboration with and Exposure to the World Bank Group

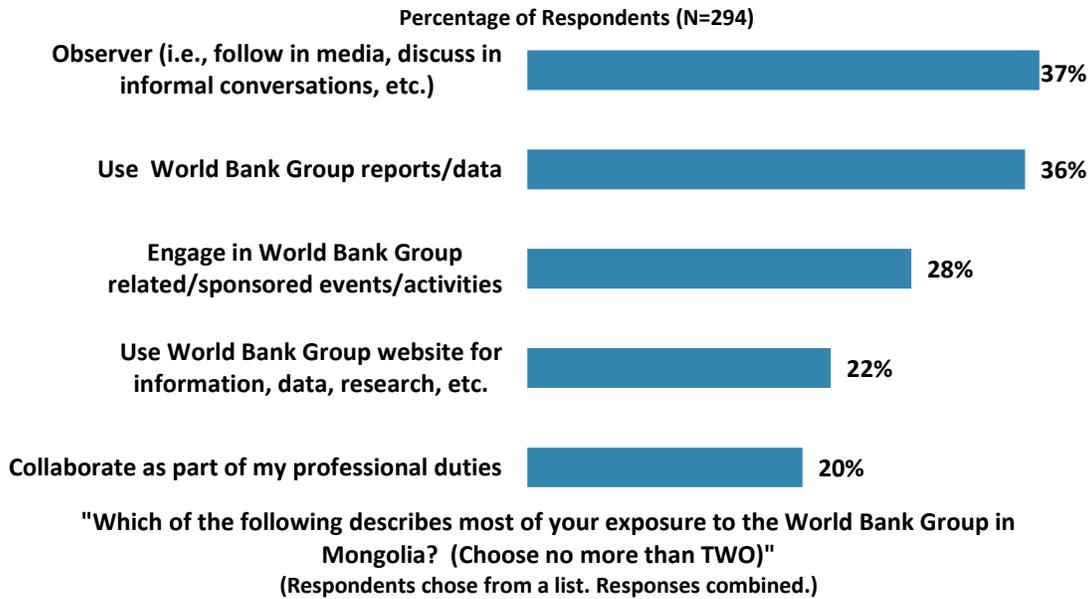
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Mongolia, can be found in Appendix D (see page 121) and Appendix G (see page 142). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in Appendix G.



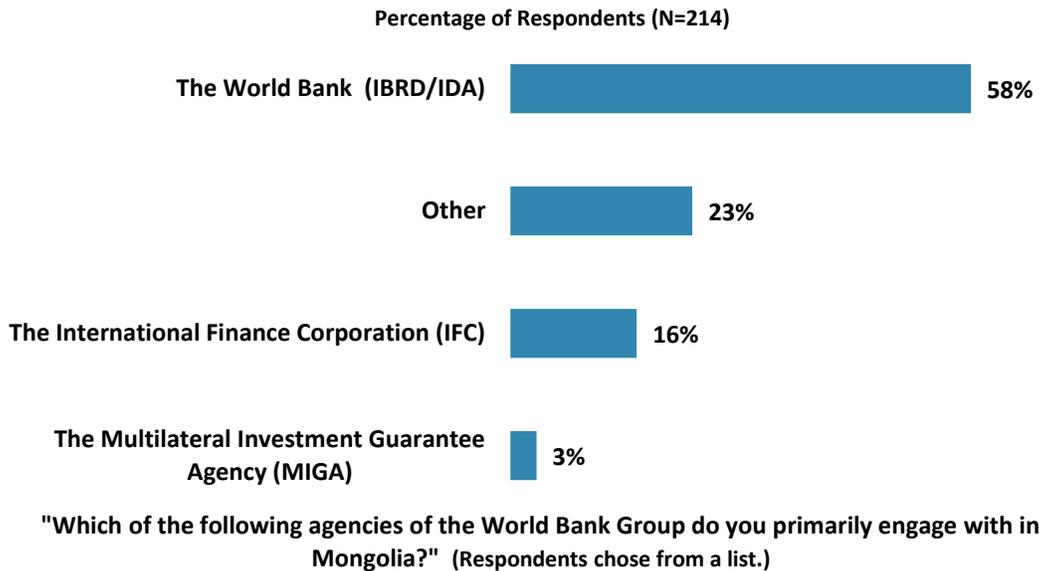
"Currently, do you professionally collaborate/work with the World Bank Group in your country?"

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank Group (continued)



Exposure to Agencies within the World Bank Group



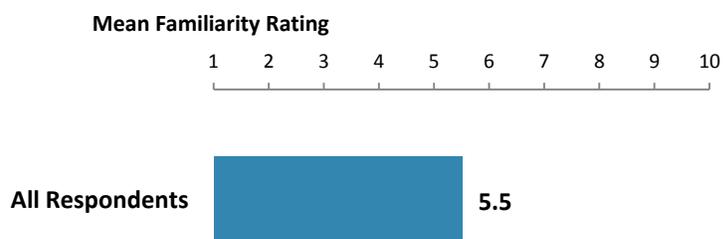
III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents in this year's country survey had significantly lower levels of familiarity with the WBG (weighted mean=5.7) in Mongolia compared to respondents from FY'11 (weighted mean=6.9) and FY'07 (weighted mean=6.5).

Due to this year's respondents' low levels of familiarity with the WBG, responses to this question were recoded¹ as "familiar" and "unfamiliar" to see whether stakeholders who are familiar with the organization gave significantly different ratings for several questions across three years. (Please see appendix F on page 139 for details). Results are also noted in the body of the report when appropriate.

- Respondents from the office of parliamentarians, PMUs, and consultants/contractors working on WBG projects had the highest levels of familiarity with the WBG, whereas respondents from local governments and CSOs had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Mongolia, and significantly, moderately correlated with their perceptions of the WBG's relevance to Mongolia's development, and its ability to help achieve development results in Mongolia.



"How familiar are you with the work of the World Bank Group in Mongolia?"

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

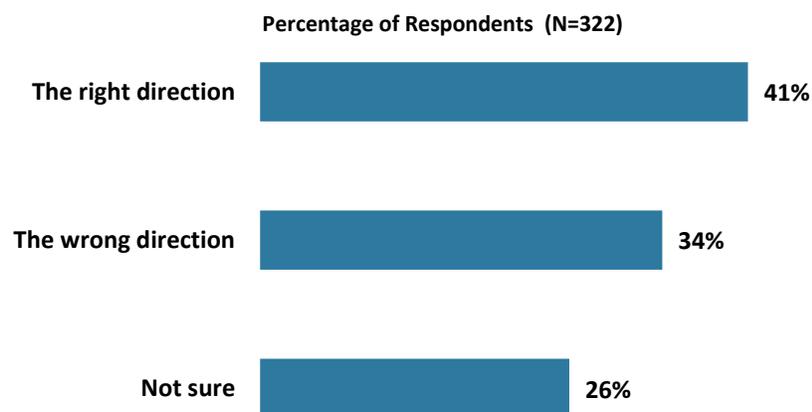
Note: all means/percentages in charts are unweighted.

¹ Familiar=ratings no lower than 6; not familiar=ratings lower than 6.

IV. General Issues Facing Mongolia

Headed in the Right Direction

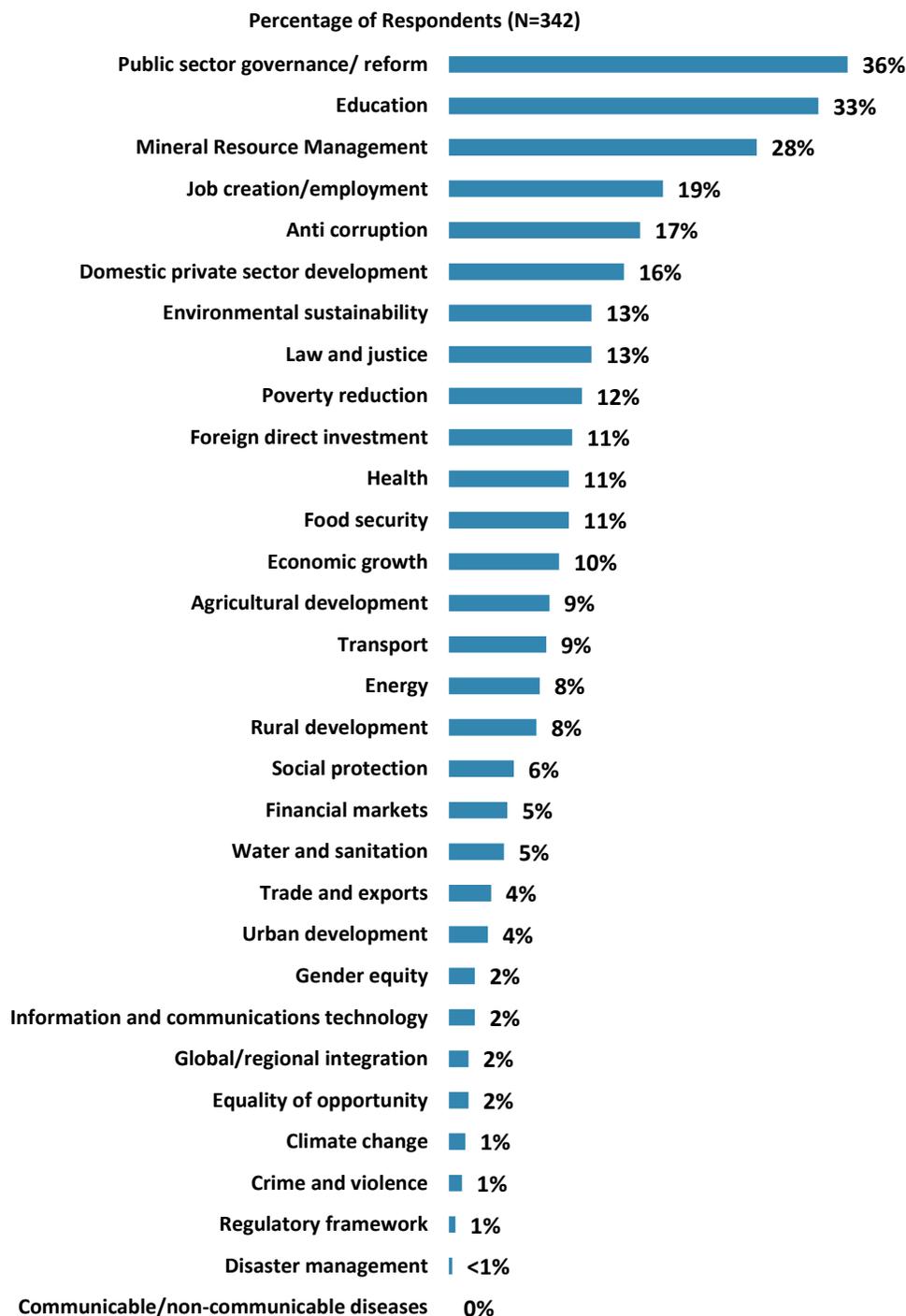
- Respondents from the Office of President/Prime Minister/Minister are most likely to indicate that Mongolia is headed in the right direction, whereas respondents from the media and CSOs were significantly less likely to think so (almost half of them indicate that the country is headed in the wrong direction).



"In general, would you say that Mongolia is headed in ...?"
(Respondents chose from a list.) (Note: Percentages may not total 100 due to rounding)

IV. General Issues Facing Mongolia (continued)

Development Priority



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

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to see these respondents' views about the top development priorities.

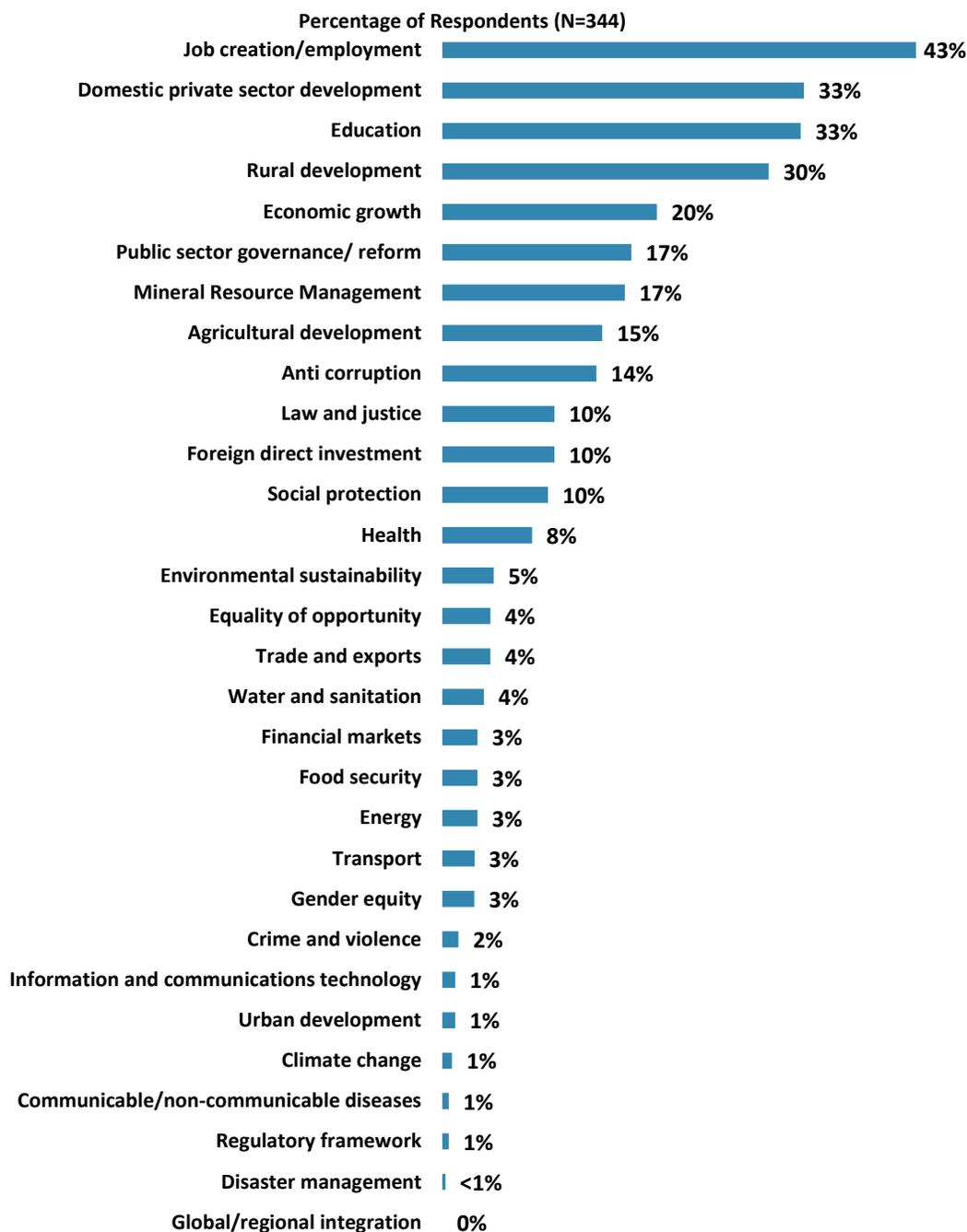
IV. General Issues Facing Mongolia (continued)

Development Priority (continued)

- Respondents in the FY'11 Country Survey indicated that government effectiveness (44%) was the most important development priority in Mongolia. In the FY'07 Country Survey, government effectiveness and policy (55%) were considered as the most important development priority.
- Respondents across stakeholder groups all agree that “*public sector governance/reform*,” “*education*,” “*mineral resource management*,” and “*job creation/employment*” are Mongolia’s top development priorities.
- Respondents who specialize in “*public sector governance/public financial management/anti corruption*” (14% of the sample) were significantly more likely to indicate that “*public sector governance/reform*” is the most important development priority, compared to respondents in other areas of work.
- Among these top development priorities, respondents who professionally collaborate/work with the WBG are significantly *more* likely to indicate that “*mineral resource management*” is the most important development priority than respondents who do not professionally collaborate/work with the institution.

IV. General Issues Facing Mongolia (continued)

What Would Contribute Most to Reducing Poverty



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia?" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.

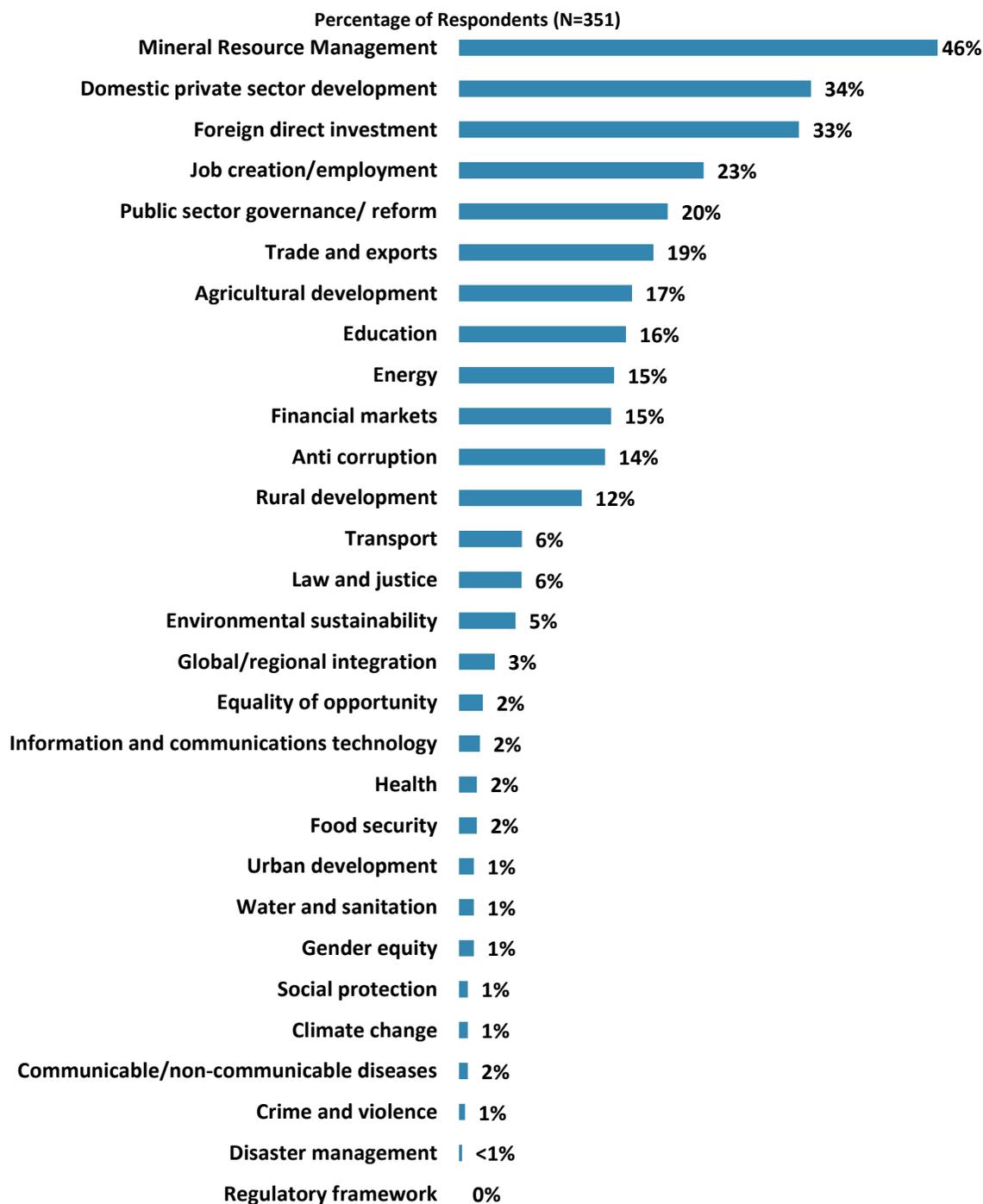
IV. General Issues Facing Mongolia (continued)

What Would Contribute Most to Reducing Poverty (continued)

- Respondents in the FY'11 Country Survey indicated that increasing income generating activities/employment (40%) and enhancing the opportunity for private sector growth/investment (34%) would contribute most to poverty reduction in Mongolia. In the FY '07 Country Survey, respondents identified increasing employment (55%) as the key contributor to poverty reduction in Mongolia.
- Respondents across stakeholder groups and levels of collaboration all agree that “*job creation/employment*,” “*domestic private sector development*,” and “*education*” are the greatest contributors to reducing poverty in Mongolia.
- It is worth noting that respondents who specialize in “*public sector governance/public financial management/anti corruption*” (14% of the sample) were significantly more likely to indicate that “*job creation/employment*” would contribute most to reducing poverty in Mongolia, compared to respondents in other areas of work.
- However, when it comes to “*education*,” respondents who specialize in “*public sector governance/public financial management/anti corruption*” (14% of the sample) were significantly less likely to indicate that “*education*” would contribute most to reducing poverty in Mongolia, compared to respondents in other areas of work.

IV. General Issues Facing Mongolia (continued)

What Would Contribute Most to Generating Economic Growth



"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mongolia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to see these respondents' views about the areas of development that would contribute most to economic growth..

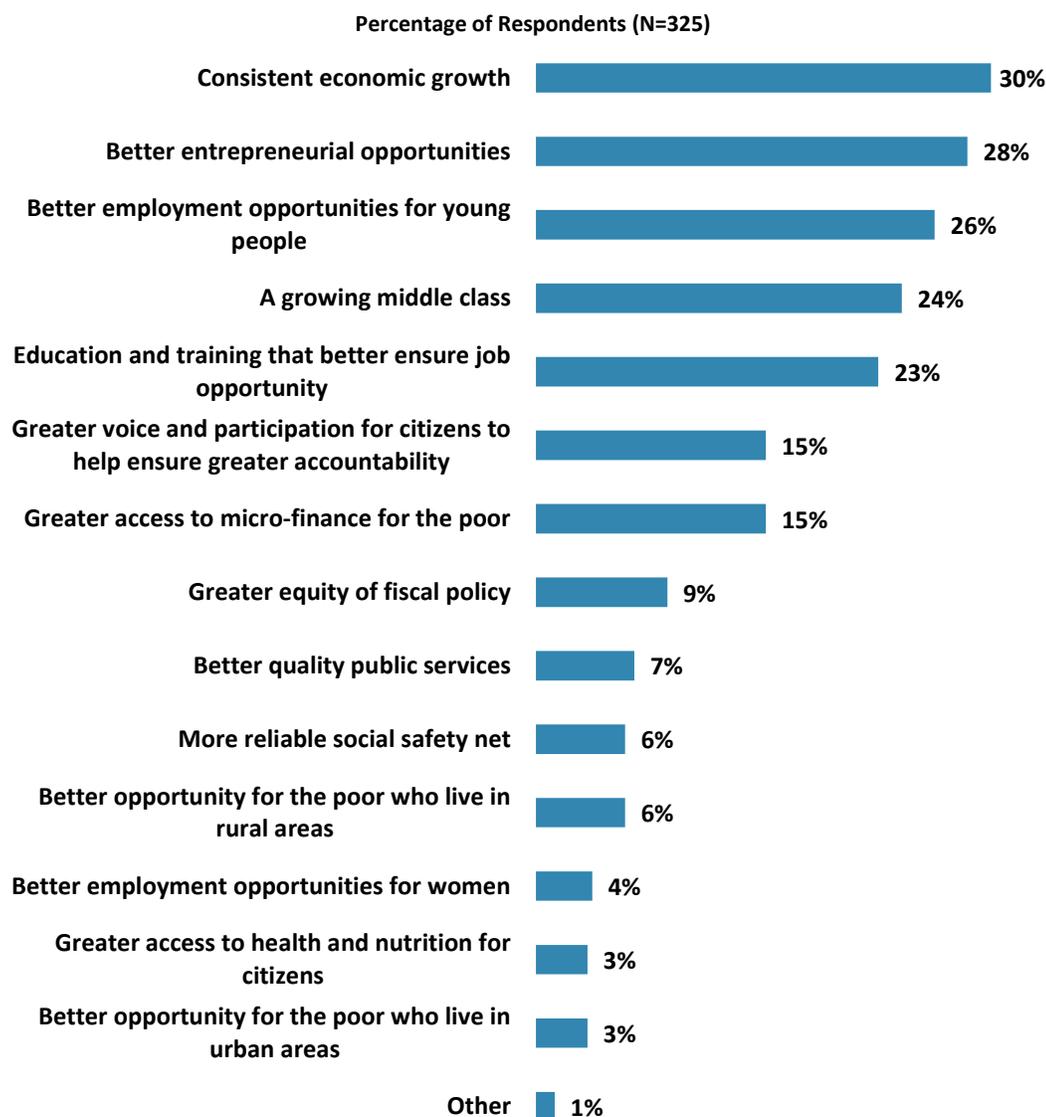
IV. General Issues Facing Mongolia (continued)

What Would Contribute Most to Generating Economic Growth (continued)

- Respondents of the FY'11 Country Survey indicated that “*mining for sustainable development* (48%)” would contribute most to generating faster economic growth in Mongolia.
- Respondents across stakeholder groups and levels of collaboration all agree that “*mineral resource management*,” “*domestic private sector development*,” “*foreign direct investment*,” and “*job creation/employment*” are the greatest contributors to generating economic growth in Mongolia.
- Respondents who specialize in “*public sector governance/public financial management/anti corruption*” (14% of the sample) were significantly *more* likely to indicate that “*public sector governance/reform*” would contribute most to economic growth in Mongolia, compared to respondents in other areas of work.

IV. General Issues Facing Mongolia (continued)

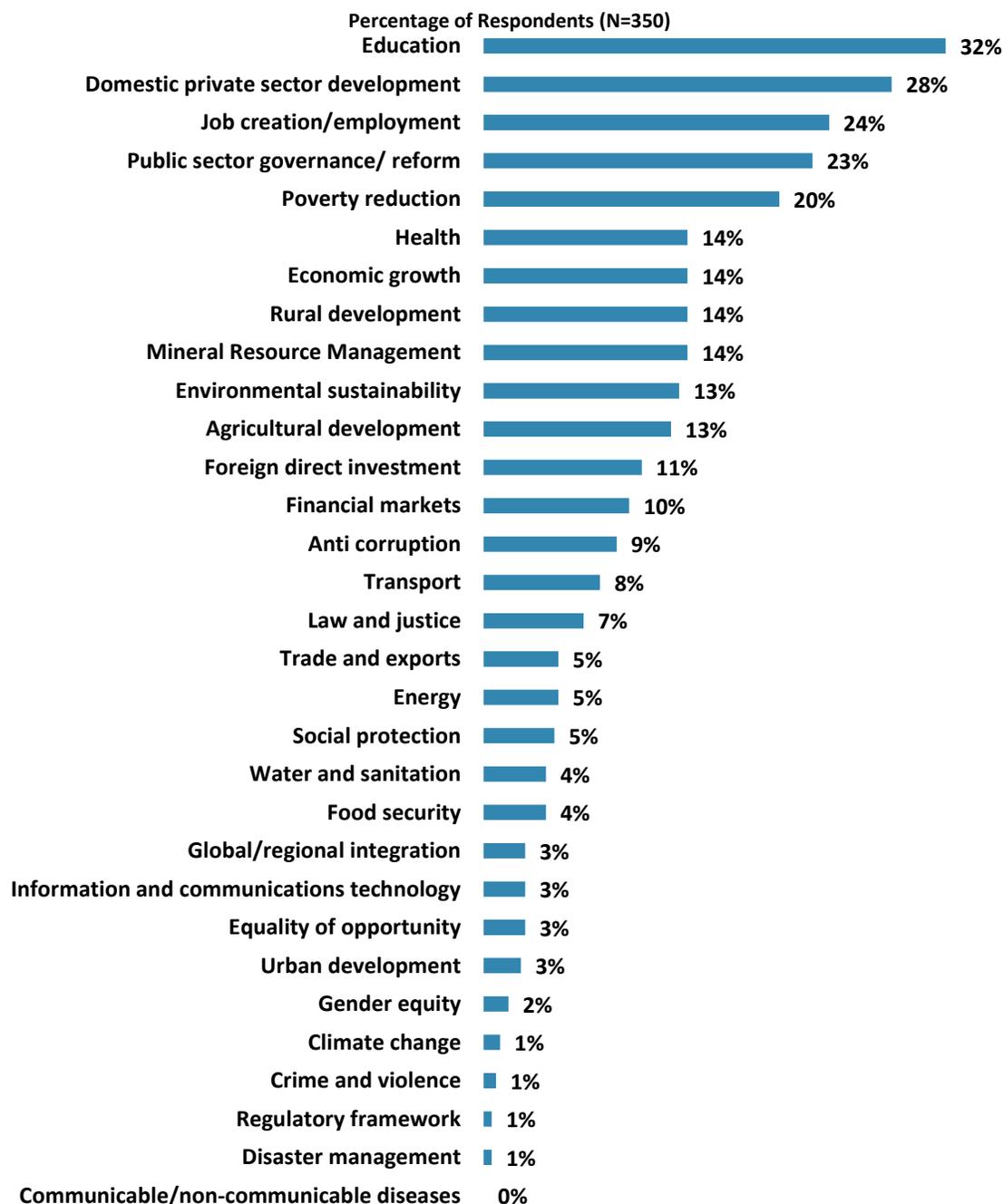
Factors Contributing to “Shared Prosperity”



"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in Mongolia, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources



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

When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to see these respondents’ views about which areas the World Bank Group should focus its attention and resources on.

V. Overall Attitudes toward the World Bank Group

Where the World Bank Group Should Focus its Resources (continued)

- Respondents in the FY'11 Country Survey indicated that it would be most productive for the WBG to focus most of its resources on government effectiveness (23%). In FY '07, respondents indicated that the WBG should focus on increasing employment (29%).
- Respondents across stakeholder groups all agree that “*education*,” “*domestic private sector development*” and “*job creation/employment*” are the three top areas where the WBG should focus its attention and resources.
- Respondents who specialize in “*public sector governance/public financial management/anti corruption*” (14% of the sample) are significantly more likely to indicate that the WBG should focus its attention and resources on “*domestic private sector development*” compared to respondents who specialize in other areas of work.
- Respondents who do not professionally collaborate/work with the WBG are significantly more likely to indicate that the WBG should focus most of its attention and resources in Mongolia on “*education*” compared to respondents who collaborate/work with the WBG.

V. Overall Attitudes toward the World Bank Group (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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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

- The perceived effectiveness of the WBG in this year’s survey is significantly lower than that in the FY’11 (weighted mean=7.1) Country Survey and in the FY’07 (weighted mean=6.7) Country Survey.
- Respondents from PMUs and consultants/contractors working on WBG projects gave the highest ratings for the Bank Group’s overall effectiveness in Mongolia, whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the organization’s effectiveness compared to respondents who do not professionally collaborate/work with the WBG.



"Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia?"

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

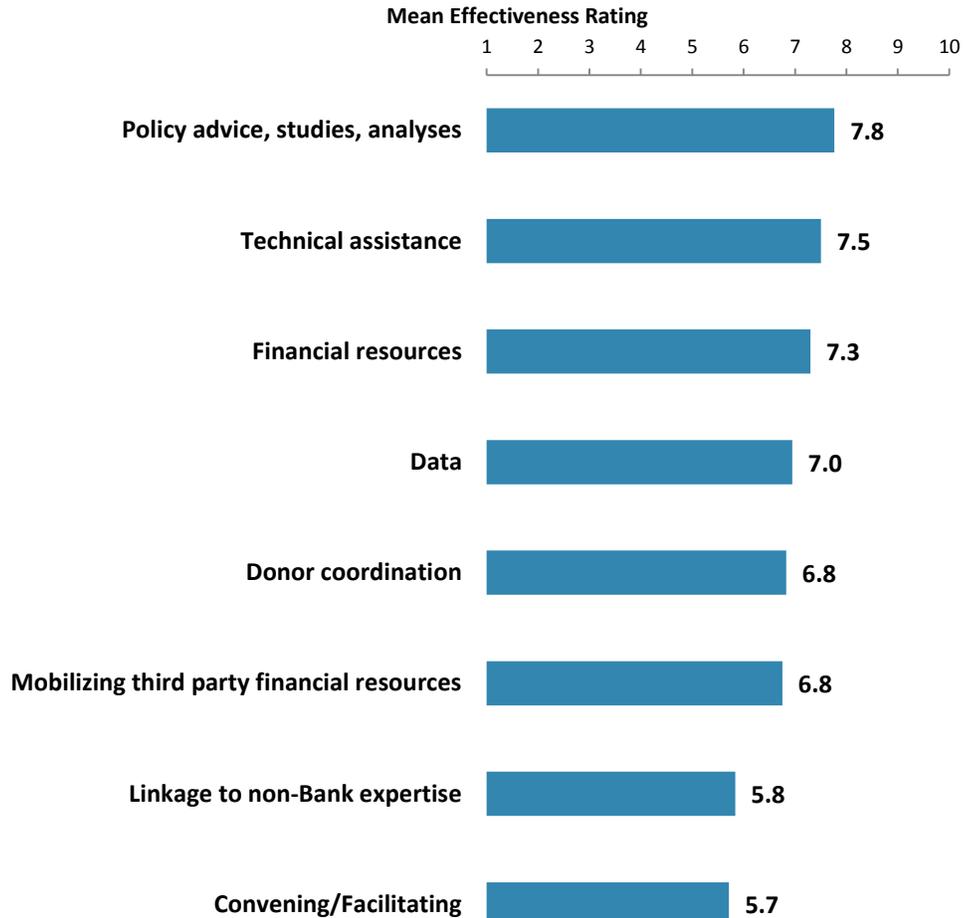
Note: all means/percentages in charts are unweighted.

Note: When comparing responses from stakeholders who are familiar with the WBG across three years, their ratings for the institution’s overall effectiveness in Mongolia are in fact statistically similar across three fiscal years.

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

Effectiveness of the WBG Activities

- Respondents across stakeholder groups had statistically similar ratings for the effectiveness of the following WBG activities in supporting Mongolia's efforts to achieve development results.

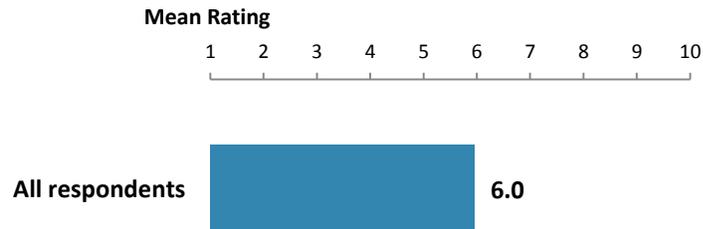


"How effective do the World Bank Group's activities below support Mongolia's efforts to achieve development results?"
 (1 - "Not effective at all", 10 - "Very effective")

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

Achieving Development Results (*Indicator Question*)

- Respondents from PMUs and consultants/contractors working on WBG projects gave the highest ratings for the extent to which the WBG's work helped to achieve development results in Mongolia, whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.
- Respondents who professionally collaborate/work with the World Bank Group had significantly higher ratings for the WBG helping achieve development results in Mongolia, compared to respondents who do not professionally collaborate/work with the WBG.



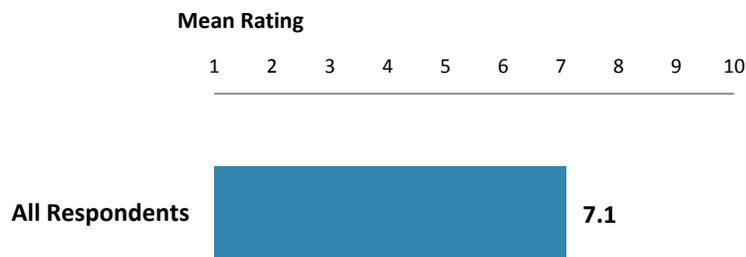
"To what extent does the World Bank Group's work help to achieve development results in Mongolia?"

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

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

Staff Preparedness (*Indicator Question*)

- Respondents from the media, PMUs, and consultants/contractors working on WBG projects had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Mongolia solve its most complicated development challenges, whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.
- Respondents who professionally collaborate/work with the World Bank Group had significantly higher ratings for the extent to which the WBG's staff is well prepared to help Mongolia solve its most complicated development challenges, compared to respondents who do not professionally collaborate/work with the WBG.

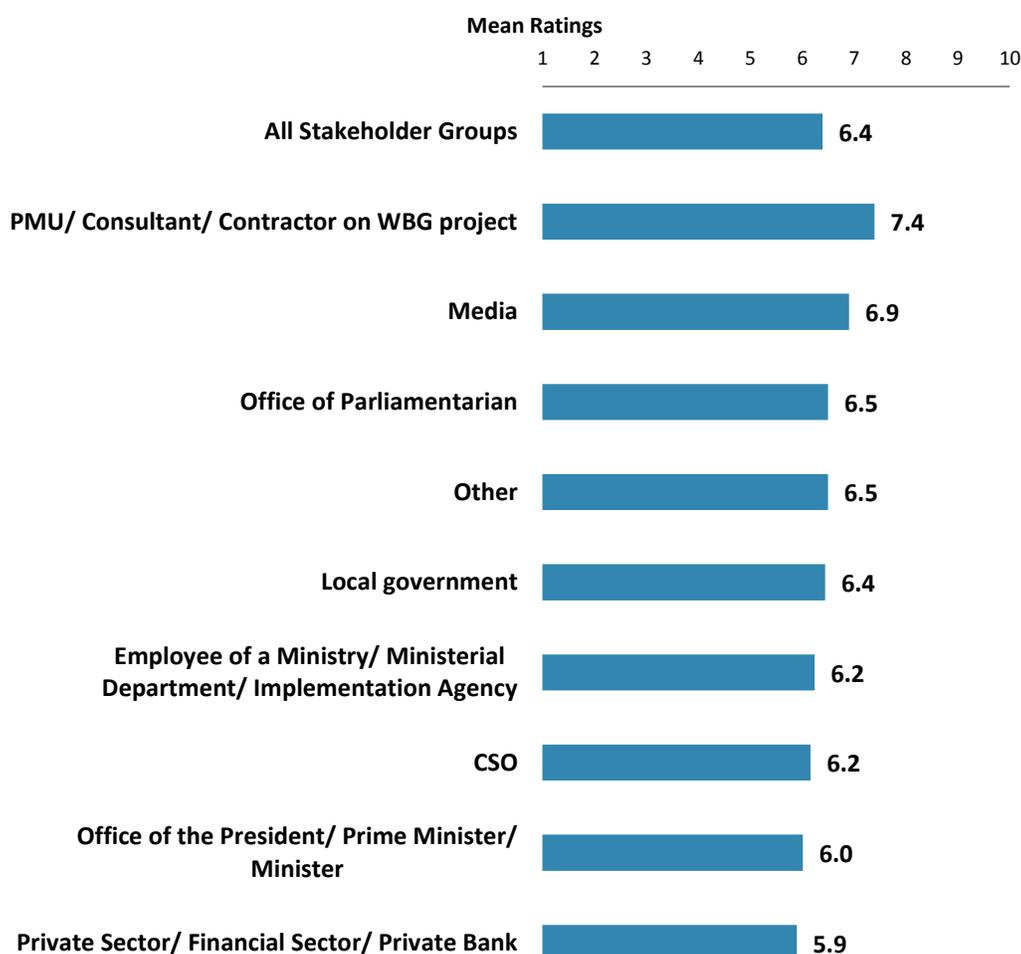


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mongolia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- There were significant stakeholder group differences in their responses to twenty six indicator questions. Respondents from PMUs and consultants/contractors working on WBG projects tend to give the highest ratings, whereas respondents from the private sector/financial sector/private banks tend to give significantly lower ratings.
- Respondents who professionally collaborate/work with the WBG tended to give significantly higher ratings (7.0) for the twenty six indicator questions than respondents who do not professionally collaborate/work with the WBG (6.1).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix H (page 143).

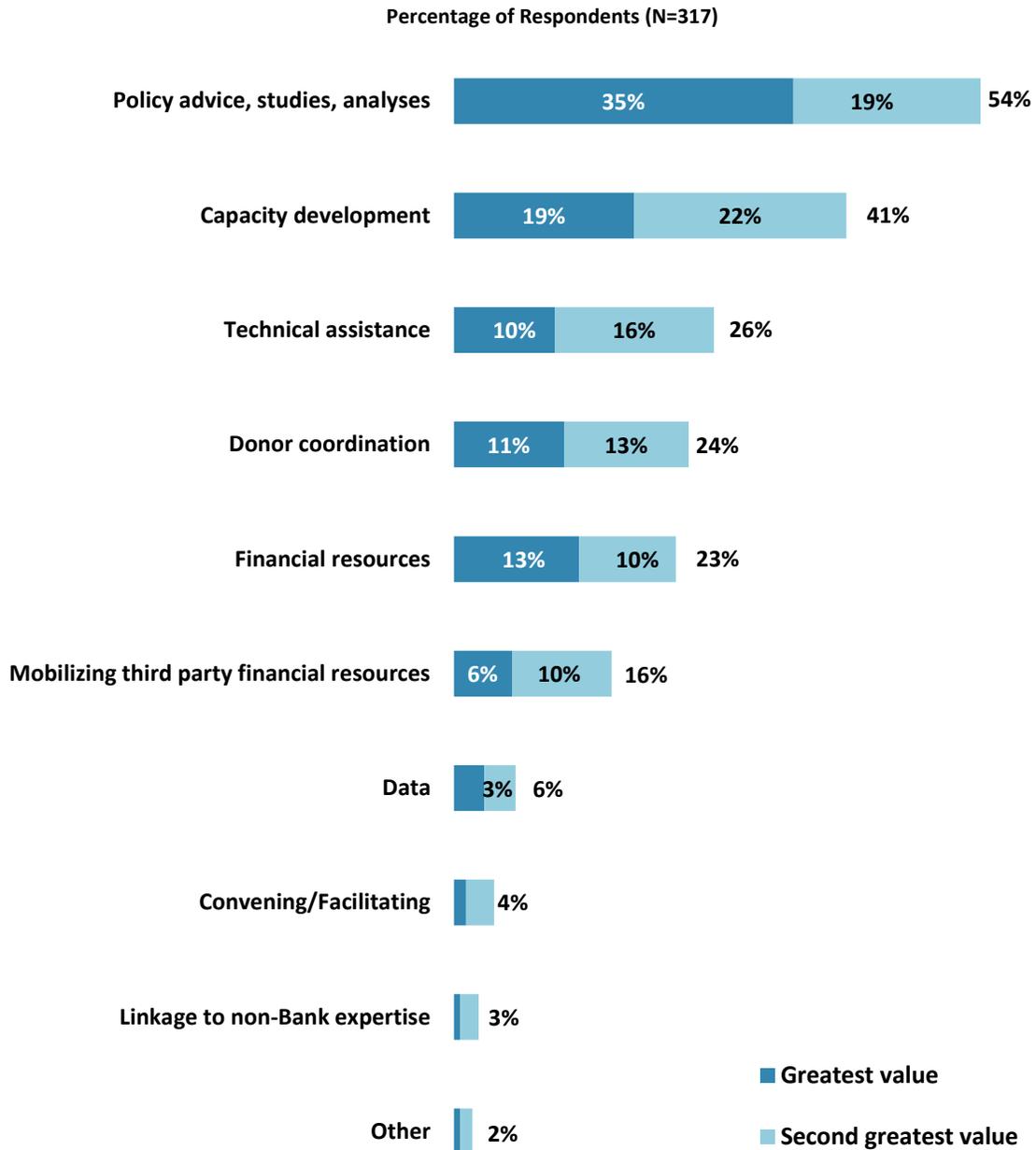


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

* Responses to all twenty six indicator questions can be found in Appendices F and G.

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

Greatest Value

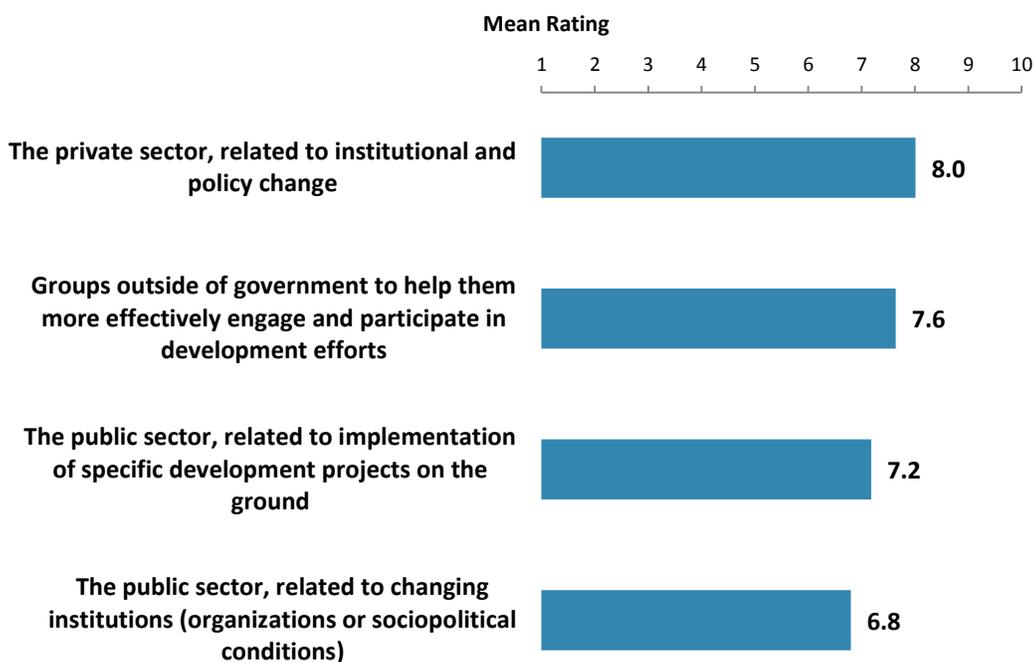


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mongolia?"
 (Respondents chose from a list.)

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

Ways of Capacity Building Support

- Respondents from CSOs gave the highest ratings for the extent to which Mongolia would benefit, if capacity building were to support “*groups outside of government to help them more effectively engage and participate in development efforts,*” whereas employees of ministries/ministerial departments gave significantly lower ratings.

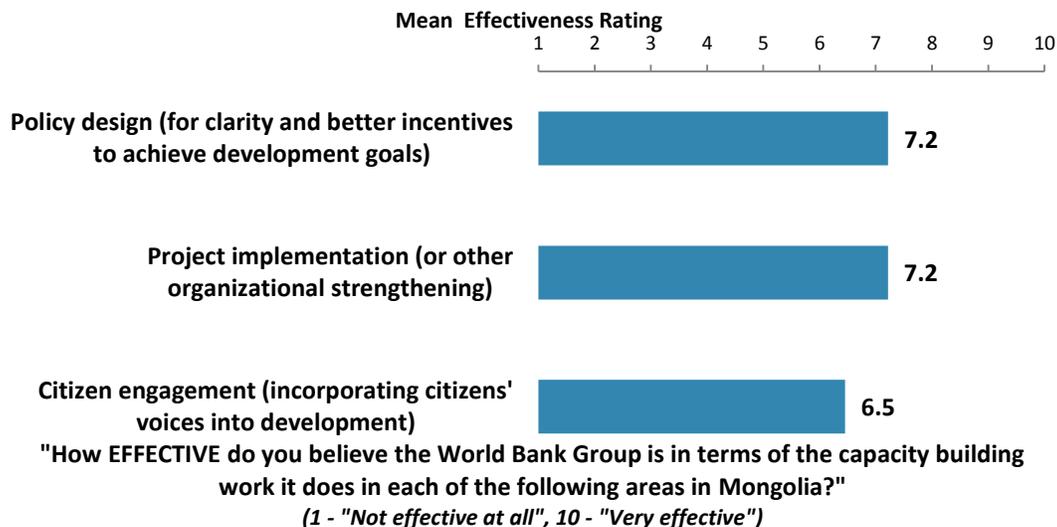


"The World Bank Group can provide capacity building support in a number of ways in Mongolia. To which degree would Mongolia benefit, if capacity building were to support..."
 (1 - "To no degree at all", 10 - "To a very significant degree")

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

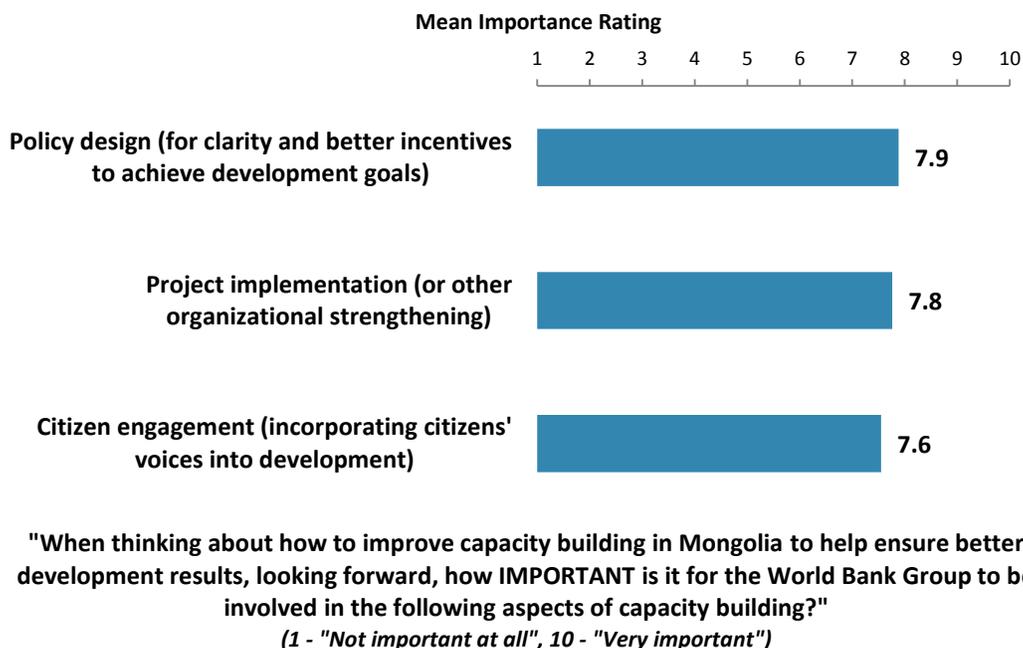
Effectiveness of WBG’s Capacity Building Work

- Respondents across stakeholder groups had statistically similar ratings for the WBG’s effectiveness in all three areas of capacity building work.



Importance of WBG’s Capacity Building Work

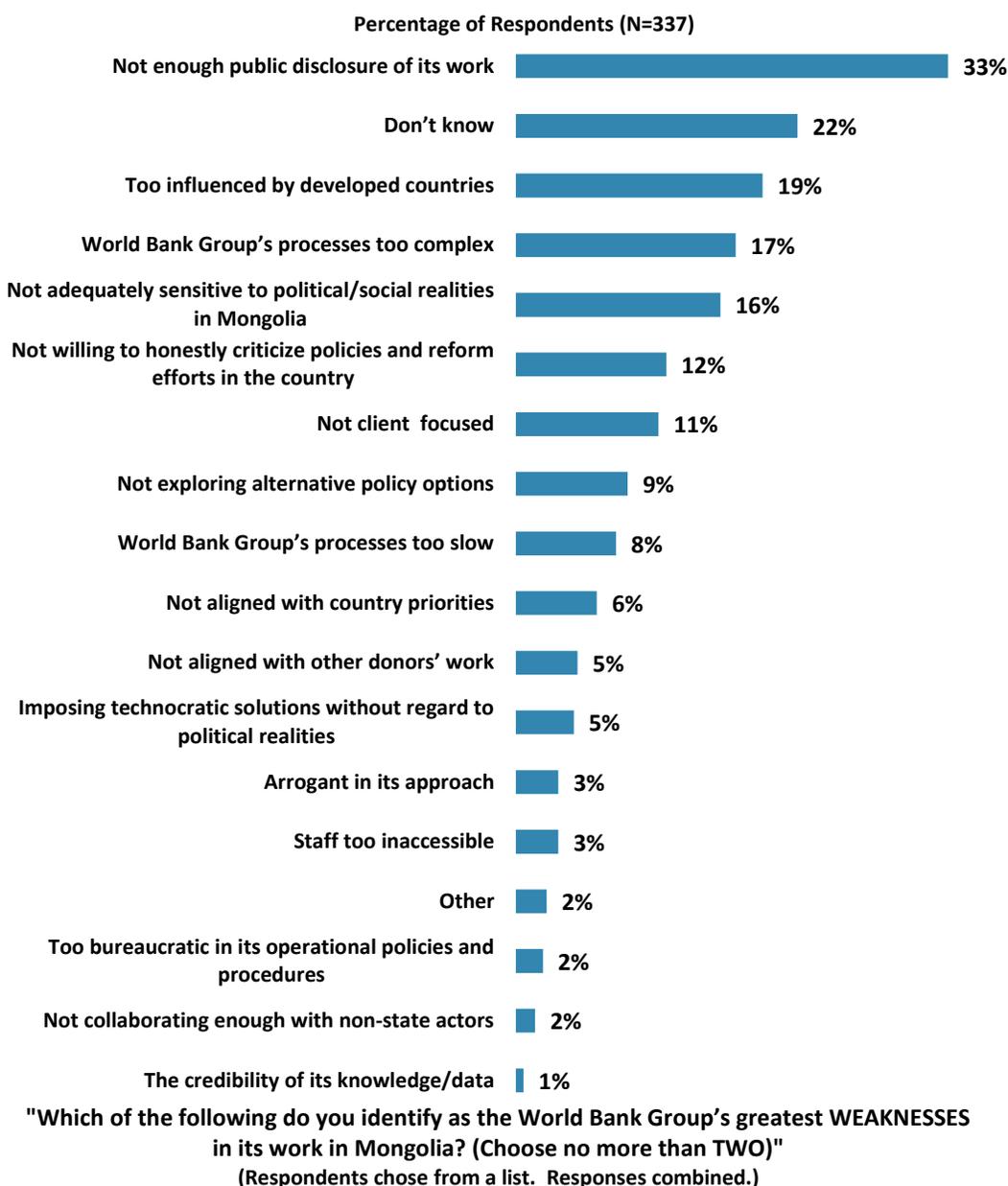
- Respondents from CSOs gave the highest ratings for the importance of the WBG being involved in “*citizen engagement*,” whereas employees of ministries/ministerial departments gave significantly lower ratings.



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

Greatest Weakness

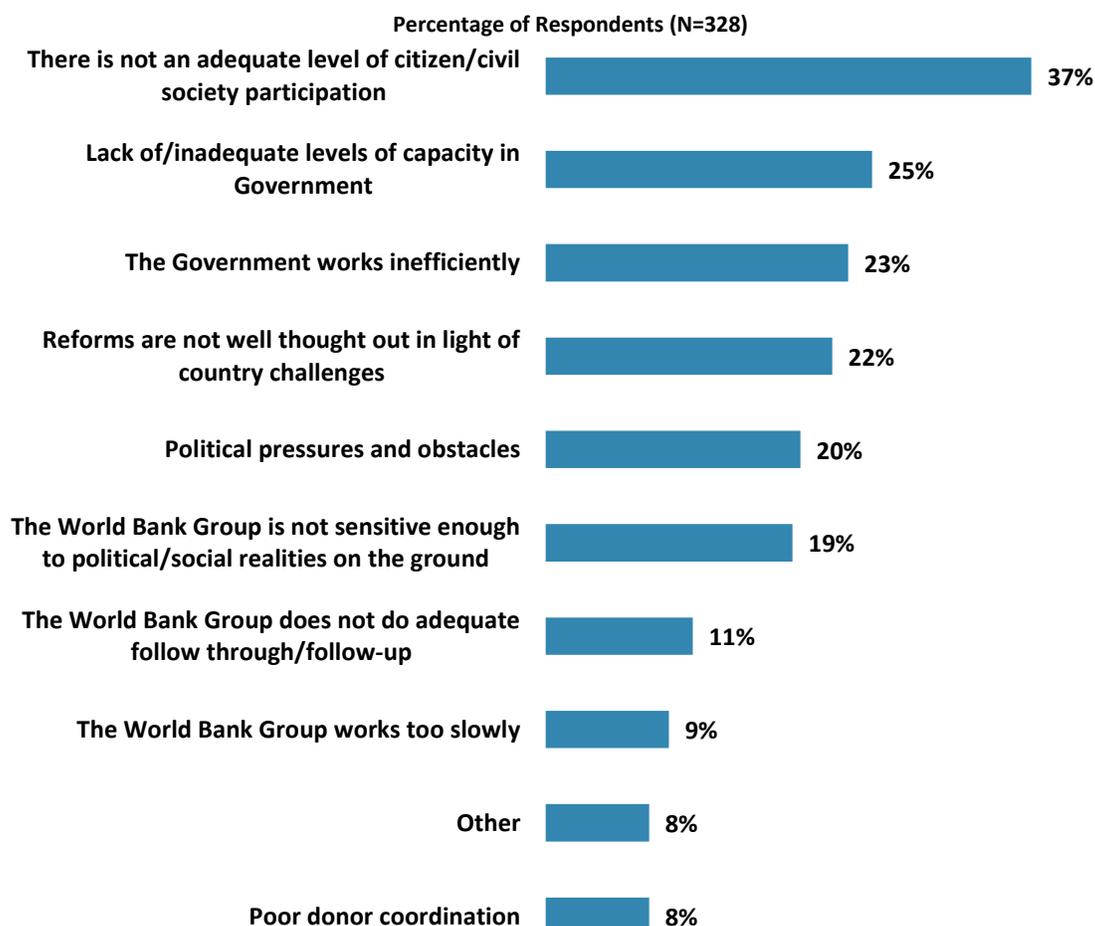
- Respondents in the FY'11 Country Survey indicated that the WBG's greatest weaknesses in its work in Mongolia were "*not enough public disclosure of its work (41%)*" and "*not exploring alternative policy options (32%)*". Respondents from FY'07 indicated that the greatest weakness was "*not exploring alternative policy options (30%)*."
- Respondents who professionally work/collaborate with the WBG were significantly more likely to consider "*the WBG's process being too slow*" and "*WBG not being aligned with other donors' work*" as the organization's greatest weaknesses, compared to those who do not collaborate with the WBG.



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

Attributing Failed/Slow Reform Efforts

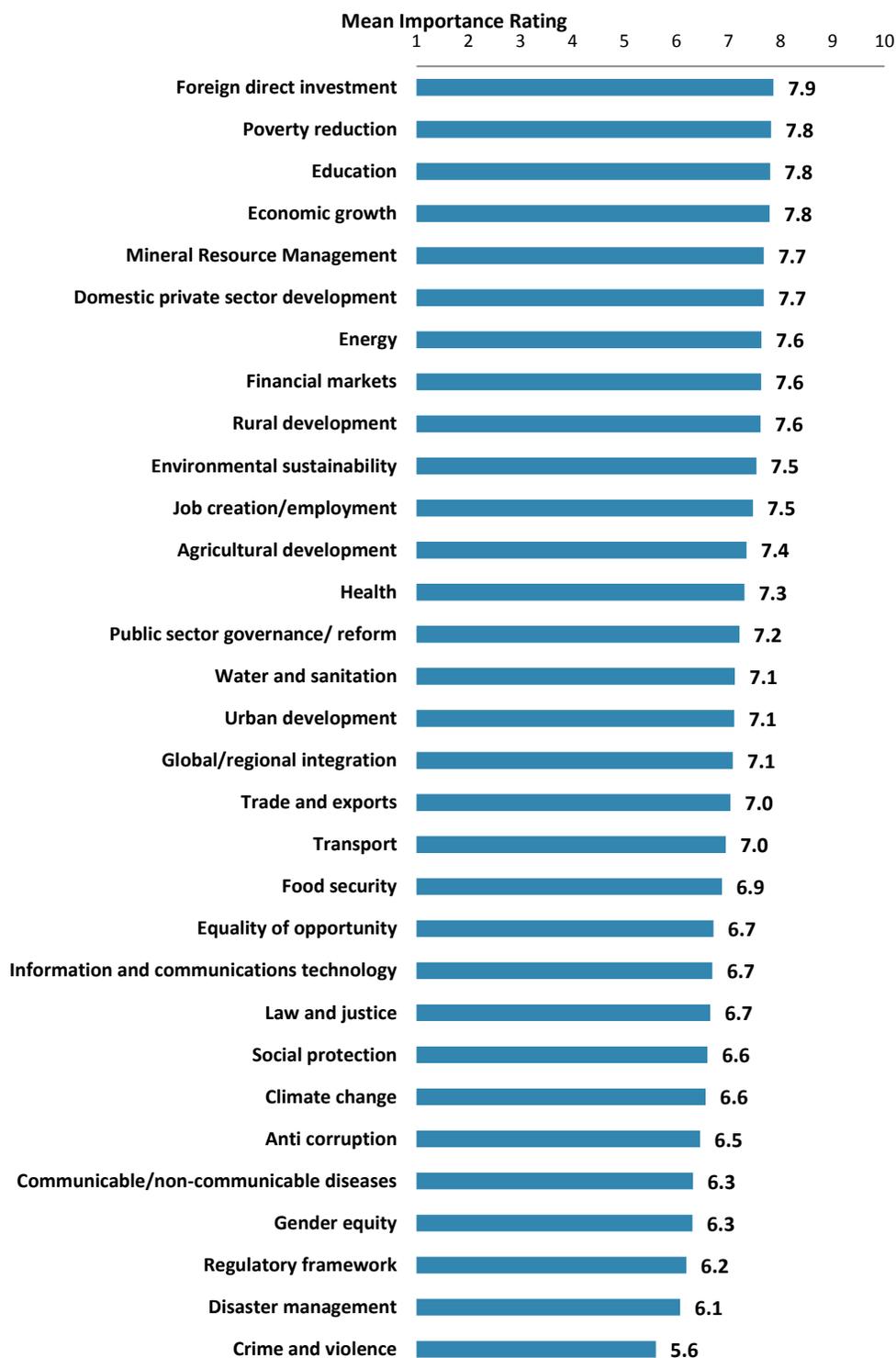
- Respondents from CSOs and local governments are significantly *more* likely to indicate that the WBG-supported reforms fail or are slow to take place because “*there is not an adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.
- Respondents who professionally work/collaborate with the WBG were significantly *less* likely to consider “*an adequate level of citizen/civil society participation*” as the reason for slow or failed reforms, compared to those who do not collaborate with the WBG.



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

VI. Sectoral Importance and Effectiveness

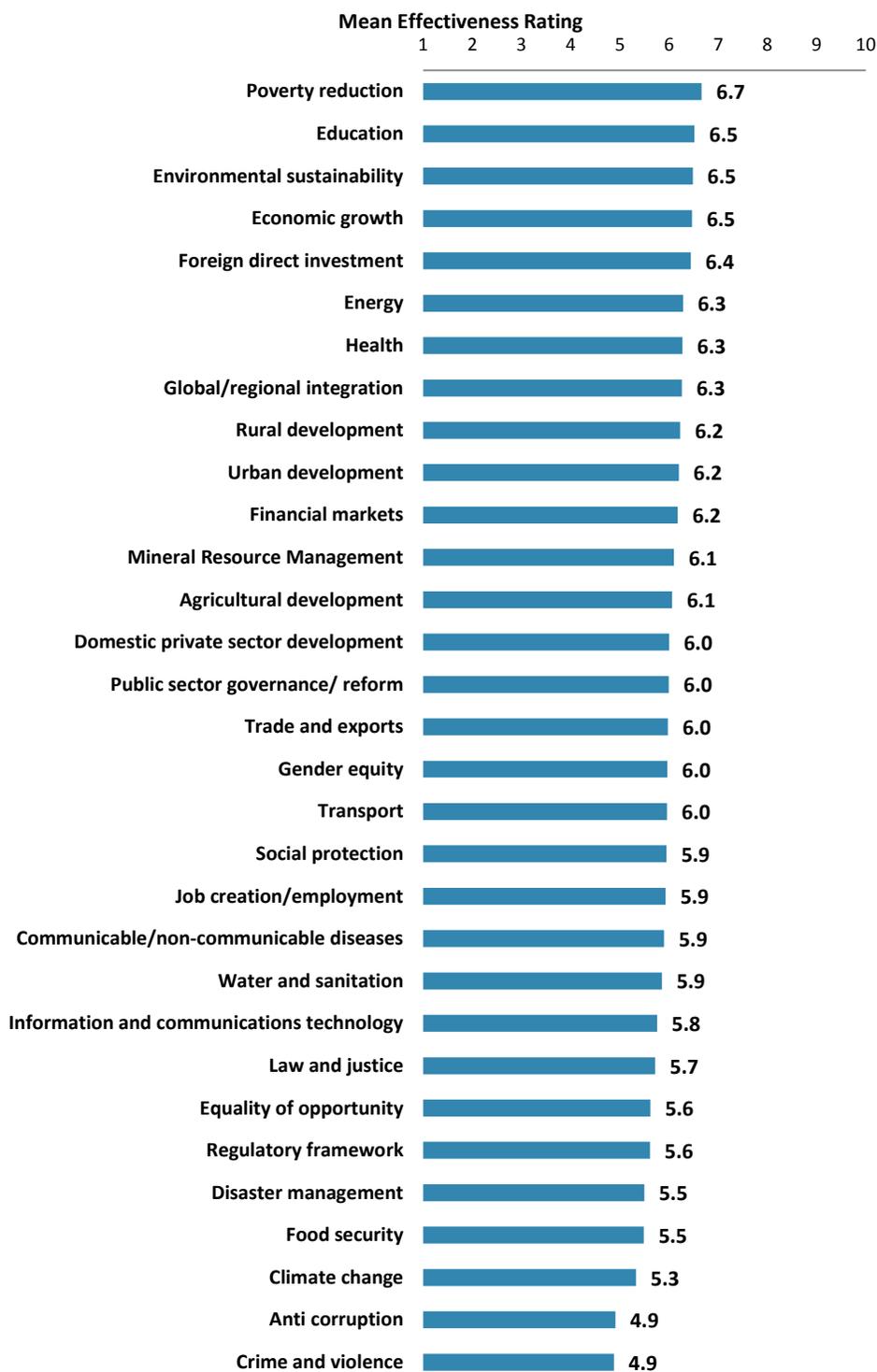
Importance of Sectoral Areas



"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia?"
(1-"Not important at all", 10-"important")

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia?"

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

VI. Sectoral Importance and Effectiveness (continued)

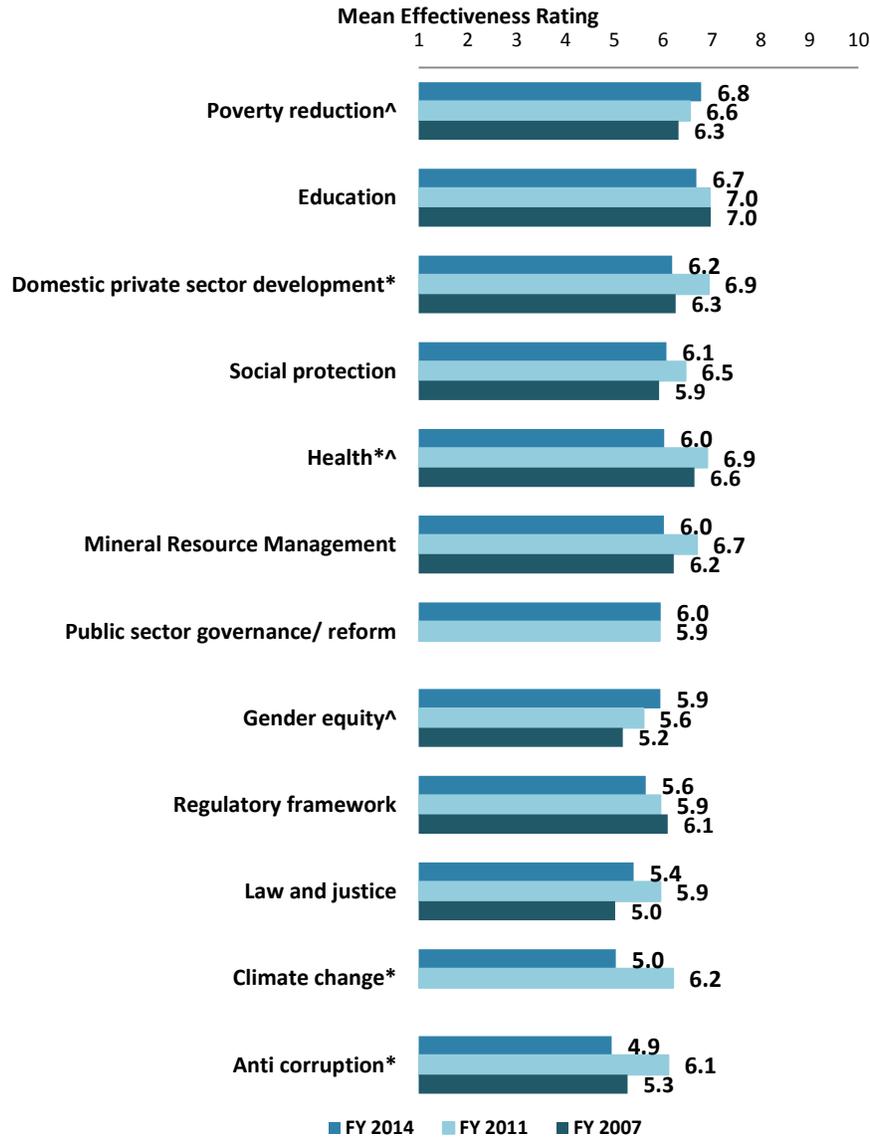
Effectiveness of Sectoral Areas (continued)

- Respondents across stakeholder groups gave statistically similar ratings for the WBG's effectiveness in all thirty one development areas except its effectiveness in work in "health." Respondents from PMUs and consultants/contractors working on WBG projects had the highest ratings for the WBG's effectiveness in "health," whereas respondents from the media had significantly lower ratings.
- Respondents who specialize in "*public sector governance/public financial management/anti corruption*" (14% of the sample) gave significantly higher ratings for the WBG's effectiveness in "*public sector governance/reform*" "*education*" and "*mineral resource management*" than respondents from other areas of specialization.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 70) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Cross-Year Differences

- Only sectoral areas explored in at least two fiscal years were included in the cross-year comparison and the following chart. Those differences that reached statistical significance are noted below with “*” and “^”



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY14 and FY11; ^Significantly different between FY14 and FY07)
 Note: means in this chart are weighted

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Cross-Year Differences (continued)

- Ratings for the effectiveness of the WBG's work in the following areas were significantly higher in FY'11 than FY'14.
 - *Domestic private sector development;*
 - *Health;*
 - *Anti corruption, and*
 - *Climate change.*

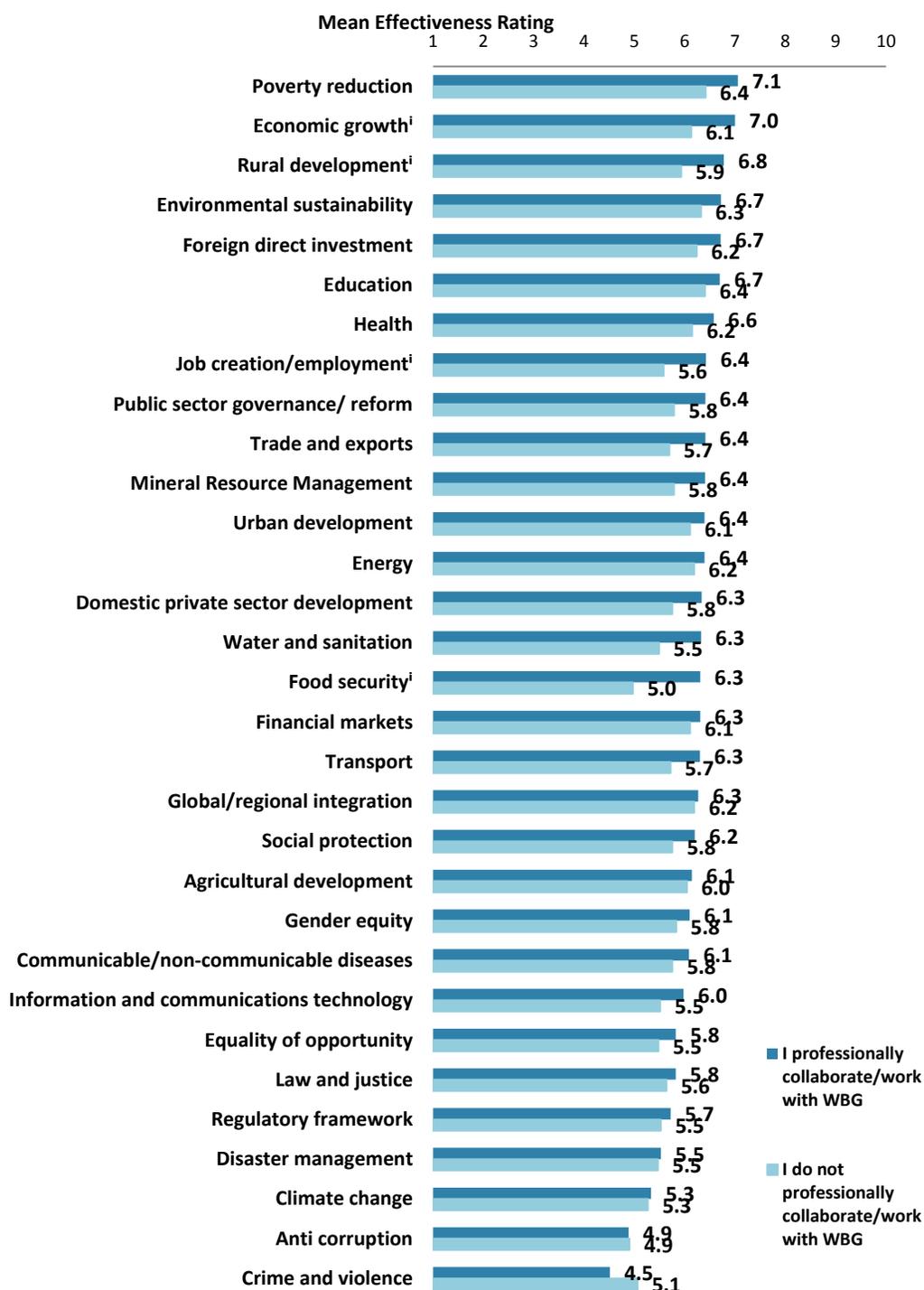
- Ratings for the effectiveness of the WBG's work in the following areas were significantly different between FY'14 and FY'07.
 - The WBG's effectiveness in "*poverty reduction*" and "*gender equality*" were rated significantly *higher* in FY'14 than in FY'07.
 - However, ratings for the WBG's effectiveness in "*health*" were significantly *lower* in FY'14 than those in FY'07.

Note: When comparing responses across three years from stakeholders who are familiar with the WBG, their ratings for the WBG's effectiveness only differ significantly in three development areas: *poverty reduction*, *gender equity*, and *climate change*.

- Respondents who are familiar with the WBG gave significantly *higher* ratings (7.3) for the WBG's effectiveness in "*poverty reduction*" in FY'14 than in FY'07 (6.5) and FY'11 (6.4).
- Respondents who are familiar with the WBG also had significantly *higher* ratings for the organization's effectiveness in "*gender equity*" in FY'14 (6.1) than in FY'07 (5.4).
- Respondents who are familiar with the WBG had significantly *lower* ratings for the WBG's effectiveness in "*climate change*" in FY'14 (5.4) than in FY'11 (6.3)

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia?" (1-"Not effective at all", 10-"Very effective")

(ⁱSignificantly different between respondents who do and do not collaborate with the WBG)

Note: means in this chart are unweighted

VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas: Collaborators vs. Non-Collaborators (continued)

- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the WBG's effectiveness than respondents who do not collaborate in the following development areas.
 - *Economic growth*
 - *Rural development*
 - *Job creation/employment*
 - *Food security*

VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Mongolia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank Group's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

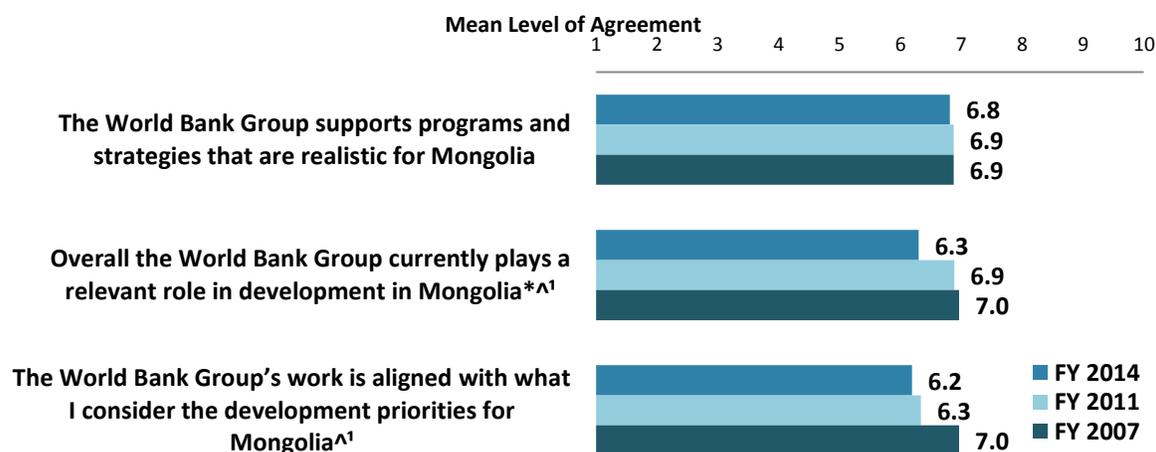
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Mongolia. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at anti-corruption;
 - The WBG's effectiveness at job creation/employment;
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at trade and exports; and
 - The WBG's effectiveness at mineral resource management.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Mongolia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at anti-corruption;
 - The WBG's effectiveness at environmental sustainability;
 - The WBG's effectiveness at job creation/employment; and
 - The WBG's effectiveness at transport.

VII. How the World Bank Group Operates

The World Bank Group's Work in Mongolia

- Respondents in this year's Country Survey tended to have significantly lower levels of agreement with almost all three statements (except "*the WBG support programs and strategies that are realistic for Mongolia*") compared to respondents in FY'07.
- Respondents in this year's Country Survey also had significantly lower levels of agreement with the statement that "*the WBG currently plays a relevant role in development in Mongolia*" compared respondents in the FY'11 Country Survey.
- Respondents from PMUs and consultants/contractors tended to have the highest levels of agreement that "*the WBG's work is aligned with what I consider the development priorities for Mongolia,*" whereas respondents from the Office of President/Prime Minister/Ministers and the media had significantly lower levels of agreement.
- Respondents who professionally collaborate/work with WBG tended to have significantly higher levels of agreement with all three statements compared to respondents who do not professionally collaborate/work with WBG.



"To what extent do you agree with the following statements about the World Bank Group's work in Mongolia?" (1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY14 and FY11; ^Significantly different between FY14 and FY07)

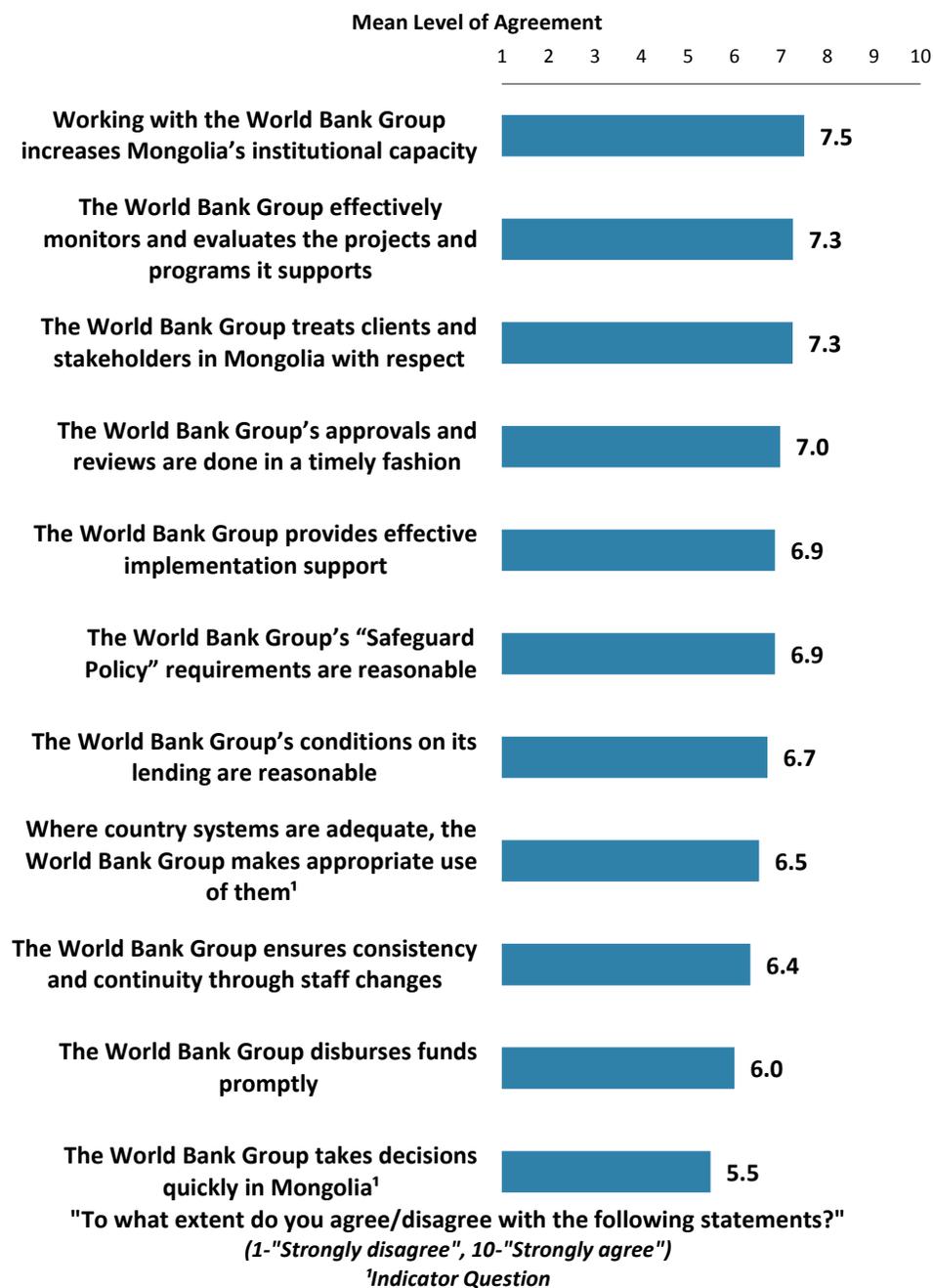
Note: means in this chart are weighted. ^Indicator Question

Note: When comparing responses across three years from stakeholders who are familiar with the WBG, their levels of agreement with the statements "*overall the WBG plays a relevant role in development in Mongolia*" and "*the WBG supports programs and strategies that are realistic for Mongolia*" are statistically similar across three years.

These respondents' levels of agreement with that "*the WBG work is aligned with what I consider the development priorities for Mongolia*" in FY'14 (7.2) are significantly higher than those in FY'11 (6.4).

VII. How the World Bank Group Operates (continued)

Overall Perceptions



VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

- Respondents of this year's Survey had significantly higher levels of agreement with statements that "*the WBG's conditions on its lending are reasonable*" and "*working with the WBG increases Mongolia's institutional capacity*" than respondents in FY'11 (weighted means in FY'11 are 6.4 and 6.7 respectively.)
- Respondents of this year's Survey had significantly *lower* levels of agreement with statement that "*the WBG disburses funds promptly*" than respondents in FY'07 (weighted mean in FY'07 is 7.5)
- Respondents of this year's Survey had significantly *higher* levels of agreement with statement that "*working with the WBG increases Mongolia's institutional capacity*" than respondents in FY'07 (weighted mean in FY'07 is 7.1)
- Respondents across stakeholder groups had statistically similar levels of agreement with all of the following statements except that "*the WBG's approvals and reviews are done in a timely fashion.*" As for this statement, respondents from the media had the highest levels of agreement with it, whereas respondents from the Office of President/Prime Minister/Minister had significantly lower levels of agreement.

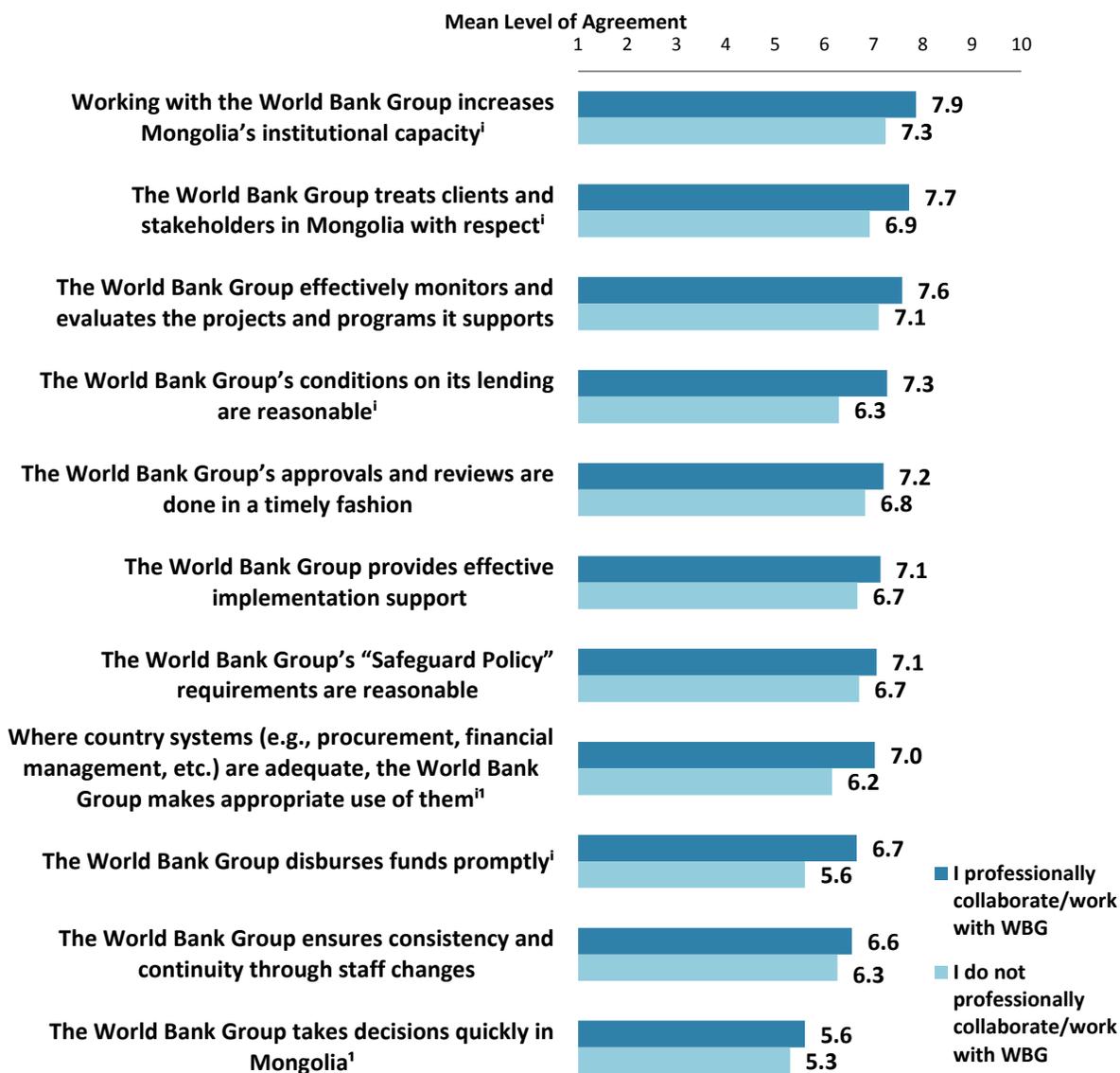
Note: When comparing responses from stakeholders who are familiar with the WBG across three years:

- Respondents who are familiar with the WBG had significantly *higher* levels of agreement with that "*the WBG's conditions on its lending are reasonable*" and "*working with the WBG increases Mongolia's institutional capacity*" in FY'14 (7.3 and 7.8 respectively) compared to their levels of agreement with these two statements in FY'11 (6.6 and 6.7 respectively).
- Respondents who are familiar with the WBG had significantly *lower* levels of agreement with that "*the WBG disburses funds promptly*" and "*the WBG effectively monitors and evaluates the projects and programs it supports*" in FY'14 (6.3 and 7.1 respectively) compared to their levels of agreement with these two statements in FY'07 (7.8 and 7.6 respectively).

VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

- Respondents who professionally collaborate/work with WBG had significantly higher levels of agreement with several statements below compared to respondents who do not collaborate/work with WBG (*indicated with an "i" below*). Those statement include:
 - *Working with the WBG increases Mongolia's institutional capacity*
 - *The WBG treats clients and stakeholders in Mongolia with respect*
 - *The WBG's conditions on its lending are reasonable*
 - *Where country systems are adequate, the WBG makes appropriate use of them*
 - *The WBG disburses funds promptly.*



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

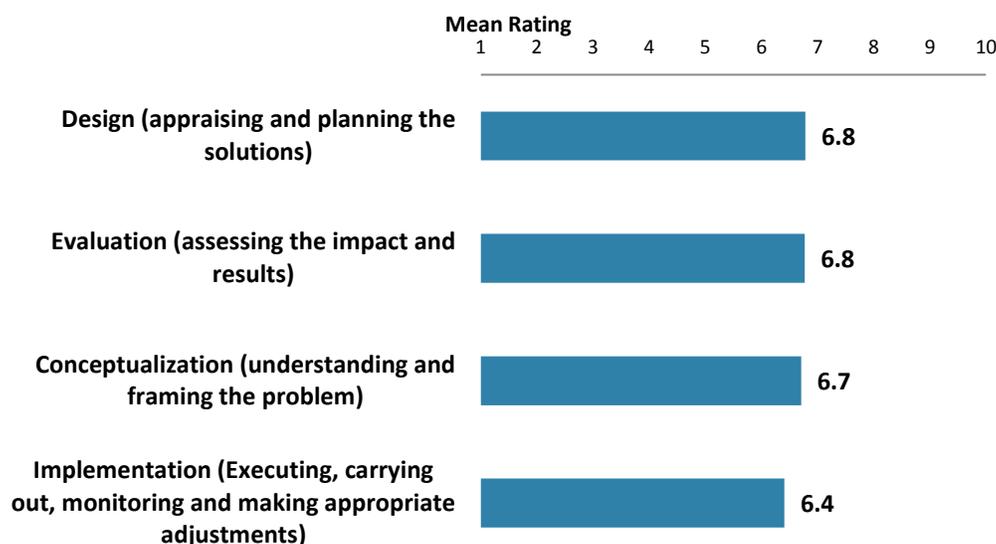
ⁱSignificantly different between respondents who do and do not collaborate/work with WBG

ⁱⁱIndicator Question

VII. How the World Bank Group Operates (continued)

Contribution of the WBG's Delivery Work

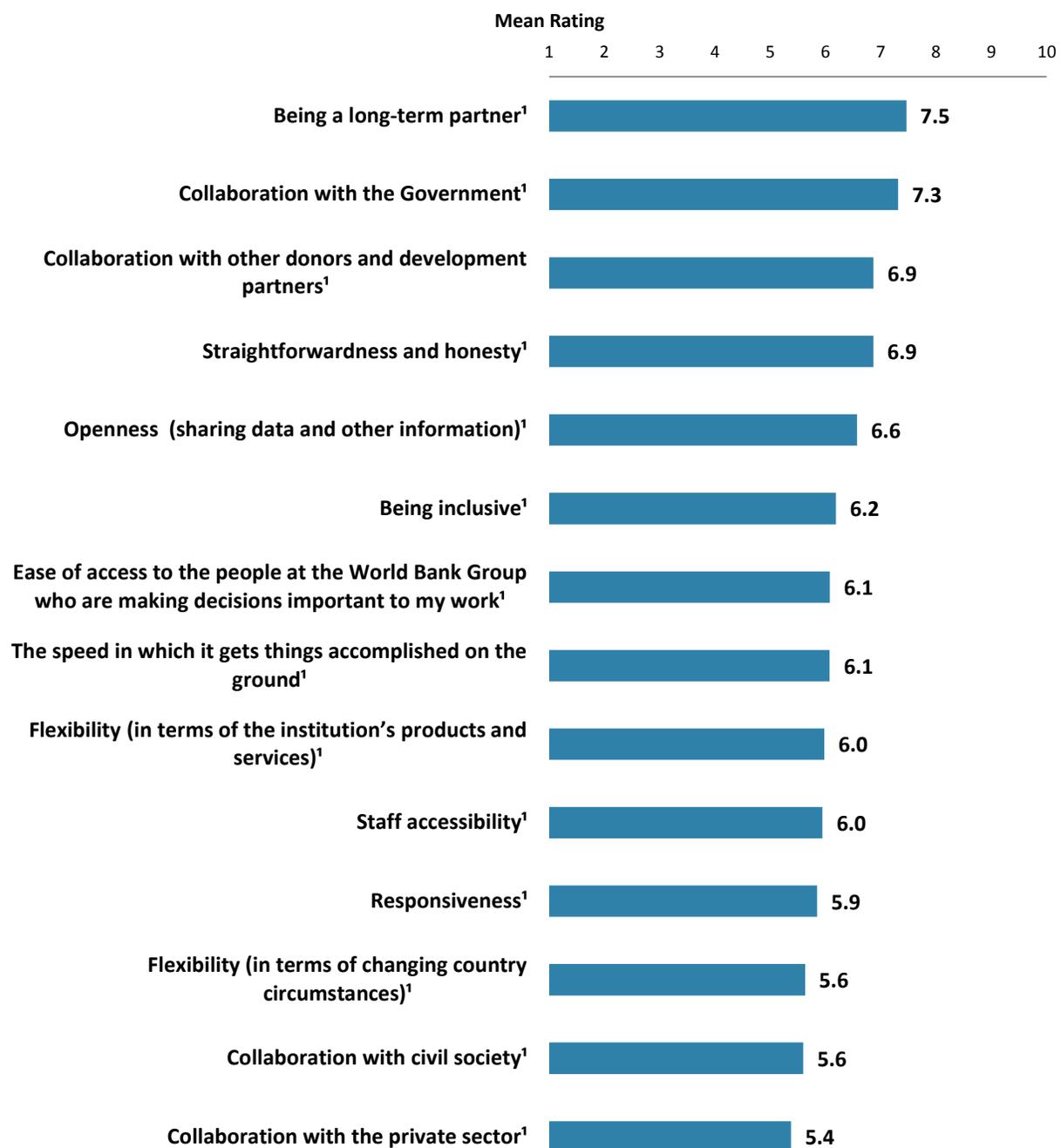
- Respondents across stakeholder groups had statistically similar ratings for all four aspects of the WBG's technical assistance/advisory work's contribution to solving Mongolia's development challenges.
- Respondents who do and do not collaborate/work with the WBG had statistically similar ratings for all four aspects of the WBG's technical assistance/advisory work's contribution to solving Mongolia's development challenges.



"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mongolia's development challenges?"
(1-"To no degree at all", 10-"To a significant degree")

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner



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

¹Indicator Question

VII. How the World Bank Group Operates (continued)

The World Bank Group as an Effective Development Partner (continued)

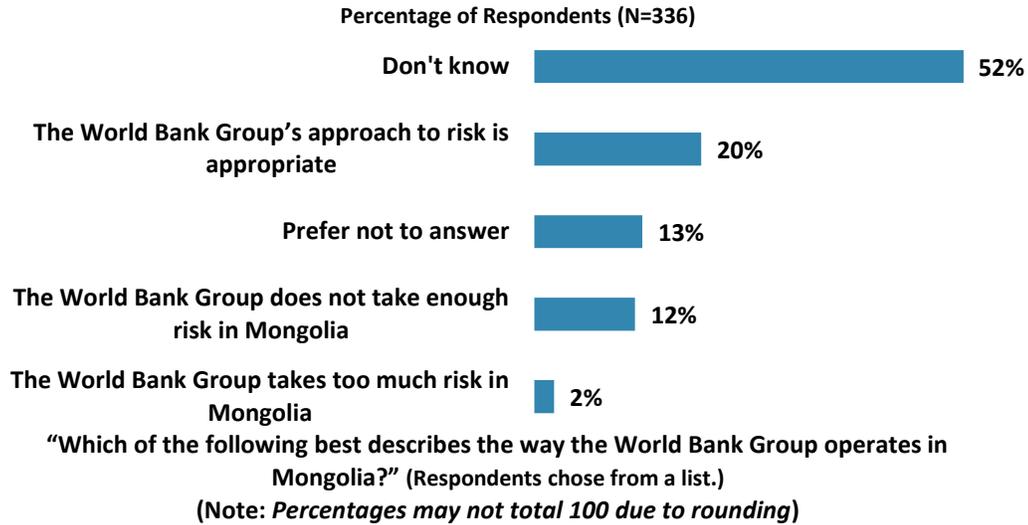
- Respondents in this year's Country Survey had significantly lower ratings for the WBG's "*flexibility in terms of changing country circumstances*" and "*staff accessibility*" compared to respondents in the FY'11 Survey (weighted means in FY'11 for these two qualities are 6.4 and 6.8 respectively.)
- Respondents in this year's Country Survey had significantly lower ratings for the WBG's "*flexibility in terms of changing country circumstances,*" "*staff accessibility*" and "*collaboration with other donors and development partners*" compared to respondents in FY'07 (weighted means in FY'07 for these three qualities are 6.5, 7.0, and 7.8 respectively.)
- Respondents across stakeholder groups had statistically similar ratings for almost all qualities of the WBG being an effective development partner except "*ease of access to the people at the WBG who are making decisions important to my work.*" Respondents from PMUs and consultants/contractors working on WBG projects tended to give the highest ratings for the "*ease of access to the people at the WBG who are making decisions important to my work.*", whereas respondents from the private sector/financial sector/private banks tended to give significantly lower ratings.
- There were significant differences between respondents who do and do not collaborate with the WBG in their ratings for six of these indicator qualities of the WBG as an effective development partner. Respondents who professionally collaborate/work with the WBG had significantly higher ratings than those who do not. These six qualities include:
 - *Responsiveness;*
 - *Flexibility in terms of changing country circumstances;*
 - *Being inclusive;*
 - *Openness;*
 - *Collaboration with civil society; and*
 - *Being a long-term partner.*

Note: When comparing responses from stakeholders who are familiar with the WBG across three years:

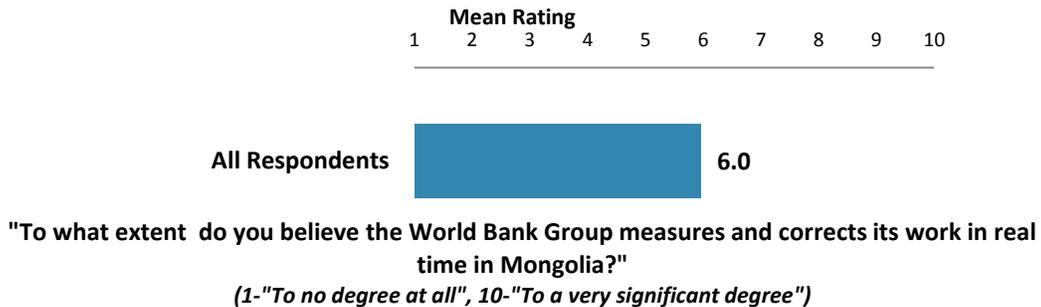
- Respondents who are familiar with the WBG had significantly *higher* ratings for the WBG's "*collaboration with the Government*" in FY'14 (7.8) than in FY'11 (7.3).
- Respondents who are familiar with the WBG had significantly *lower* ratings for the WBG's "*collaboration with other donors and development partners*" in FY'14 (7.3) than in FY'07 (8.1).
- Respondents who are familiar with the WBG had significantly *lower* ratings for the WBG's "*flexibility in terms of changing country circumstances*" in FY'14 (5.9) than in FY'11 (6.5) and FY'07 (7.1).

VII. How the World Bank Group Operates (continued)

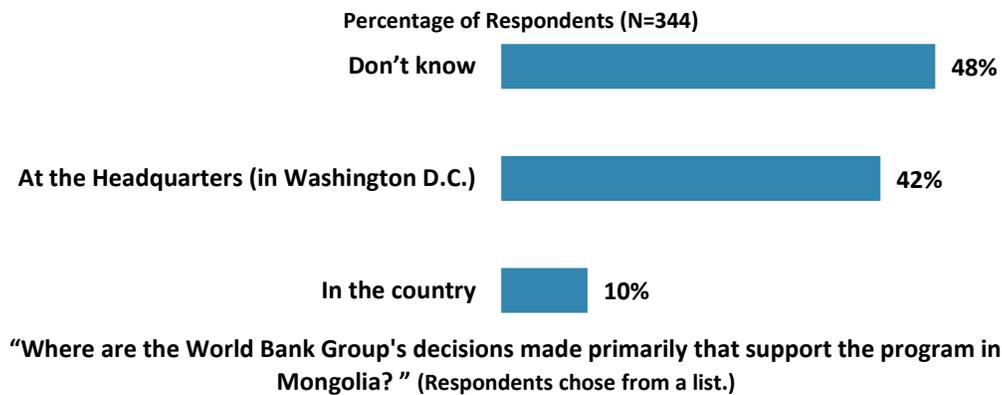
The World Bank Group's Approach to Risk in Mongolia



The World Bank Group's Internal Monitoring Mechanism

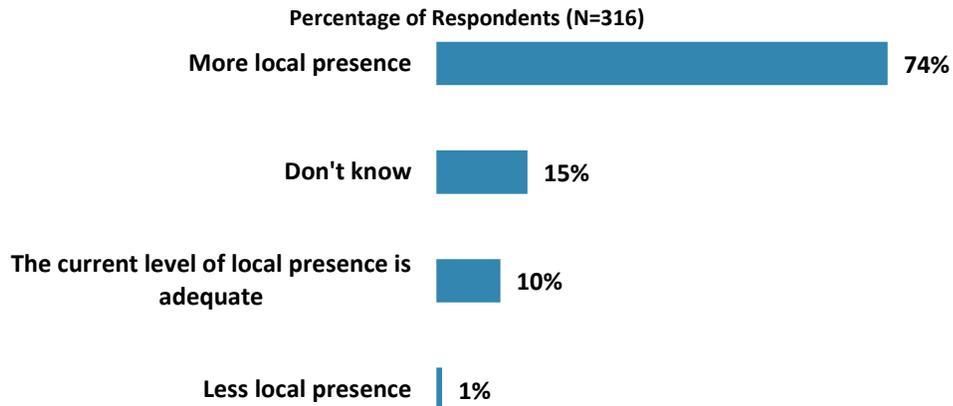


Making Decisions about the WBG Program in Mongolia



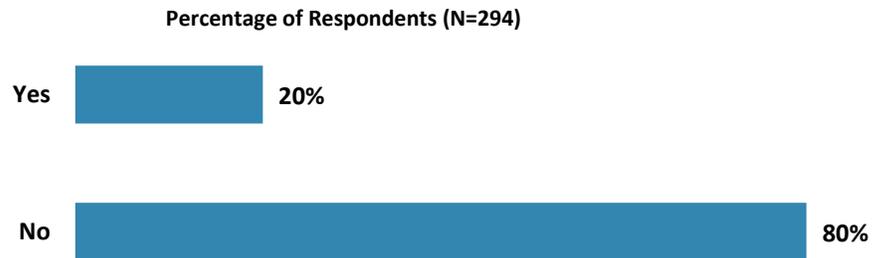
VII. How the World Bank Group Operates (continued)

The World Bank Group's Local Presence in Mongolia



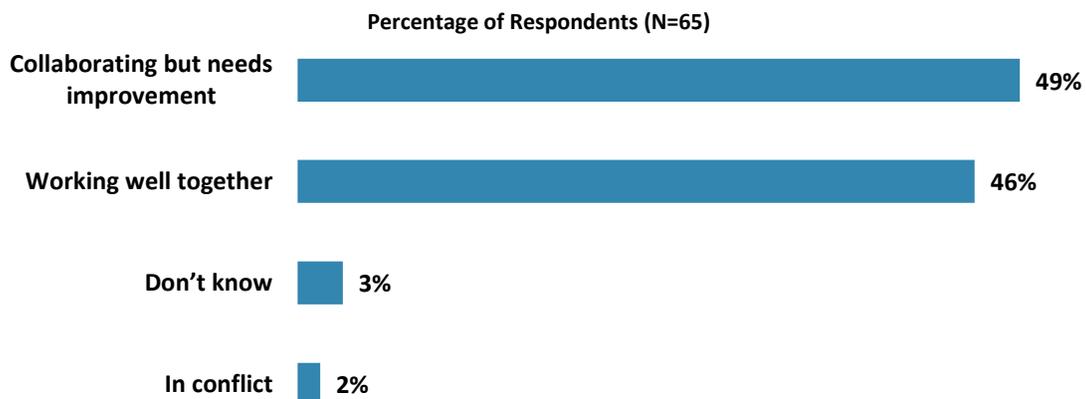
“When thinking about the presence of the World Bank Group in Mongolia and its decision-taking capacity, do you think the World Bank Group should have...?”
(Respondents chose from a list.)

IFC and IBRD Working Together



“Do your projects involve both the World Bank and IFC?”

- Respondents from local governments are significantly more likely to indicate that the two institutions are working well together than other respondents from other groups.

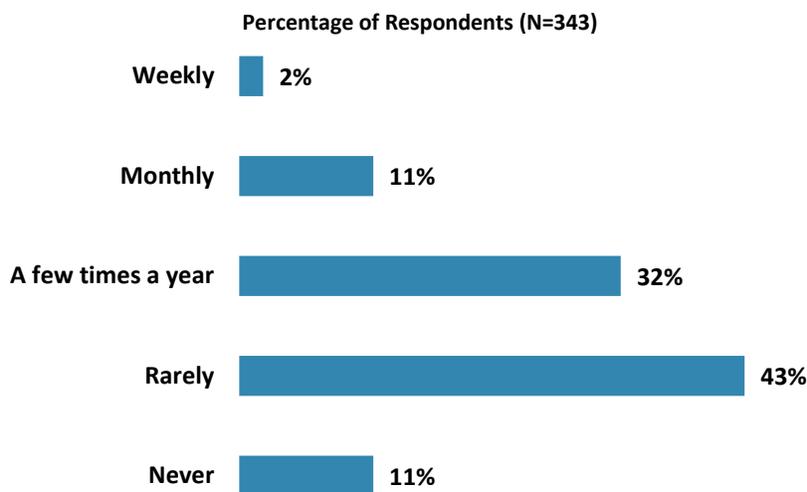


“If yes, what was your view on the two institutions working together in Mongolia?”
(Respondents chose from a list.)

VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting World Bank Group's Knowledge Work and Activities

- Among all stakeholder groups, respondents from PMUs and consultants/contractors working on WBG projects consult WBG's knowledge work and activities significantly *more* often than other stakeholder groups.
- Respondents from CSOs consult WBG's knowledge work and activities significantly *less* often than other stakeholder groups.

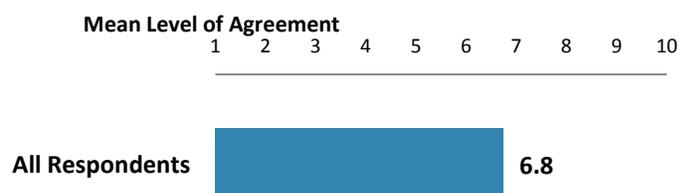


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Mongolia's Knowledge Needs (*Indicator Question*)

- Respondents from the media had the highest levels of agreement that the World Bank Group meets Mongolia's needs for knowledge services, whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the WBG meets Mongolia's needs for knowledge services compared to respondents who do not collaborate/work with the WBG.



"The World Bank Group meets Mongolia's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities

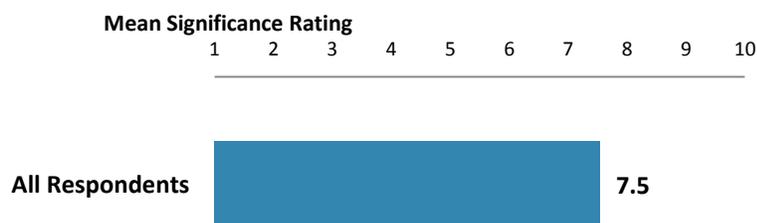
- Respondents in this year's Country Survey gave significantly lower ratings for the WBG's knowledge work and activities as "*source of relevant information on global good practice*" compared to respondents in the FY'11 Survey (weighted mean=7.7).
- Respondents in this year's Country Survey gave significantly lower ratings for the WBG's knowledge work and activities as "*being adaptable to Mongolia's specific development challenges and country circumstances*" compared to respondents in the FY'07 Survey (weighted mean=6.8). **Note: When comparing responses only from stakeholders who are familiar with the WBG across three years, their ratings for these two qualities of the WBG are in fact statistically similar.*
- Respondents across stakeholder groups had statistically similar ratings for all of the following qualities of the WBG's knowledge work and activities (including the indicator question).
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for two the following qualities of the WBG's knowledge work and activities compared to respondents who do not professionally collaborate/work with the organization. These two qualities are "*being relevant to Mongolia's development priorities*" and "*being accessible (well written and easy to understand).*"



VIII. World Bank Group's Knowledge and Instruments (continued)

Contribution of the WBG's Knowledge Work and Activities (Indicator Question)

- Respondents across stakeholder groups had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Mongolia.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Mongolia.



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

Technical Quality of the WBG's Knowledge Work and Activities (Indicator Question)

- Respondents across stakeholder groups gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the technical quality of the WBG's knowledge work and activities.

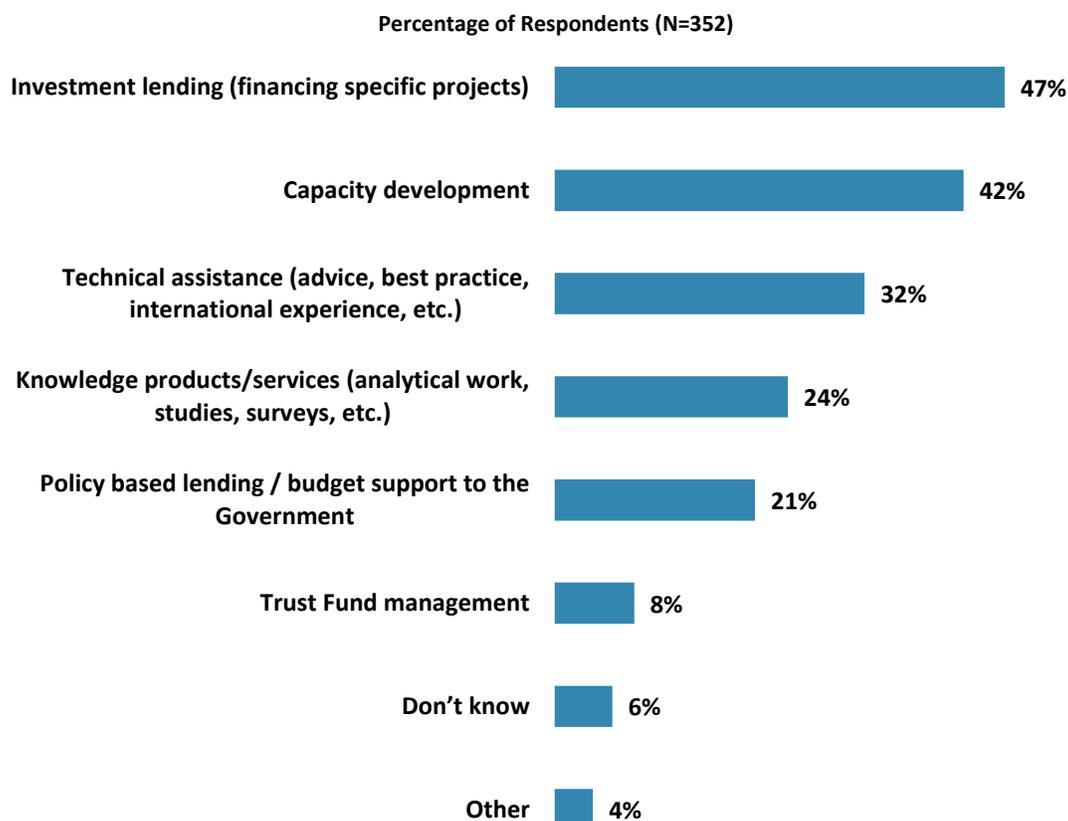


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

VIII. World Bank Group's Knowledge and Instruments (continued)

Most Effective Instruments in Reducing Poverty

- It is worth mentioning that although “*investment lending*” and “*capacity development*” overall are considered the most effective WBG instruments in reducing poverty in Mongolia, more than half of the respondents from the Office of President/Prime Minister/Ministers think that “*policy based lending/budget support to the Government*” is the most effective WBG instrument.

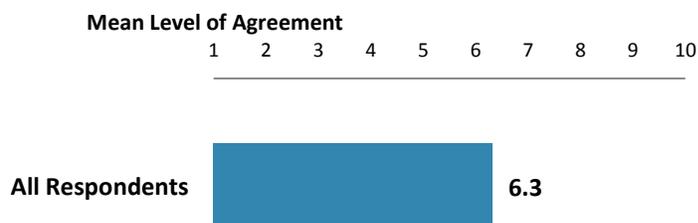


“Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Mongolia? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Mongolia's Needs for Financial Instruments (*Indicator Question*)

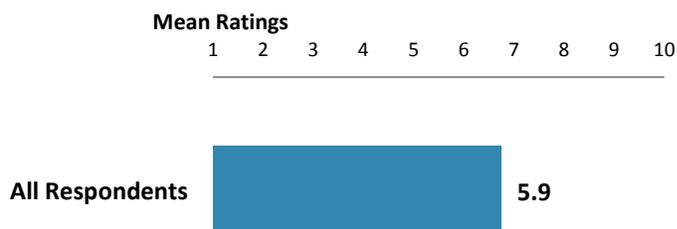
- Respondents across stakeholder groups had statistically similar levels of agreement that the World Bank Group's financial instruments meet Mongolia's needs.
- Respondents who professionally collaborate/work with the WBG had significantly higher levels of agreement that the World Bank Group's financial instruments meet Mongolia's needs than respondents who do not collaborate with the institution.



"The World Bank Group's financial instruments meet the needs of Mongolia."
(1-"Strongly disagree", 10-"Strongly agree")

Value of Fee-based Products/Services

- Respondents across stakeholder groups had statistically similar ratings for the extent to which they believe Mongolia received value for money from the WBG's fee-based products/services.

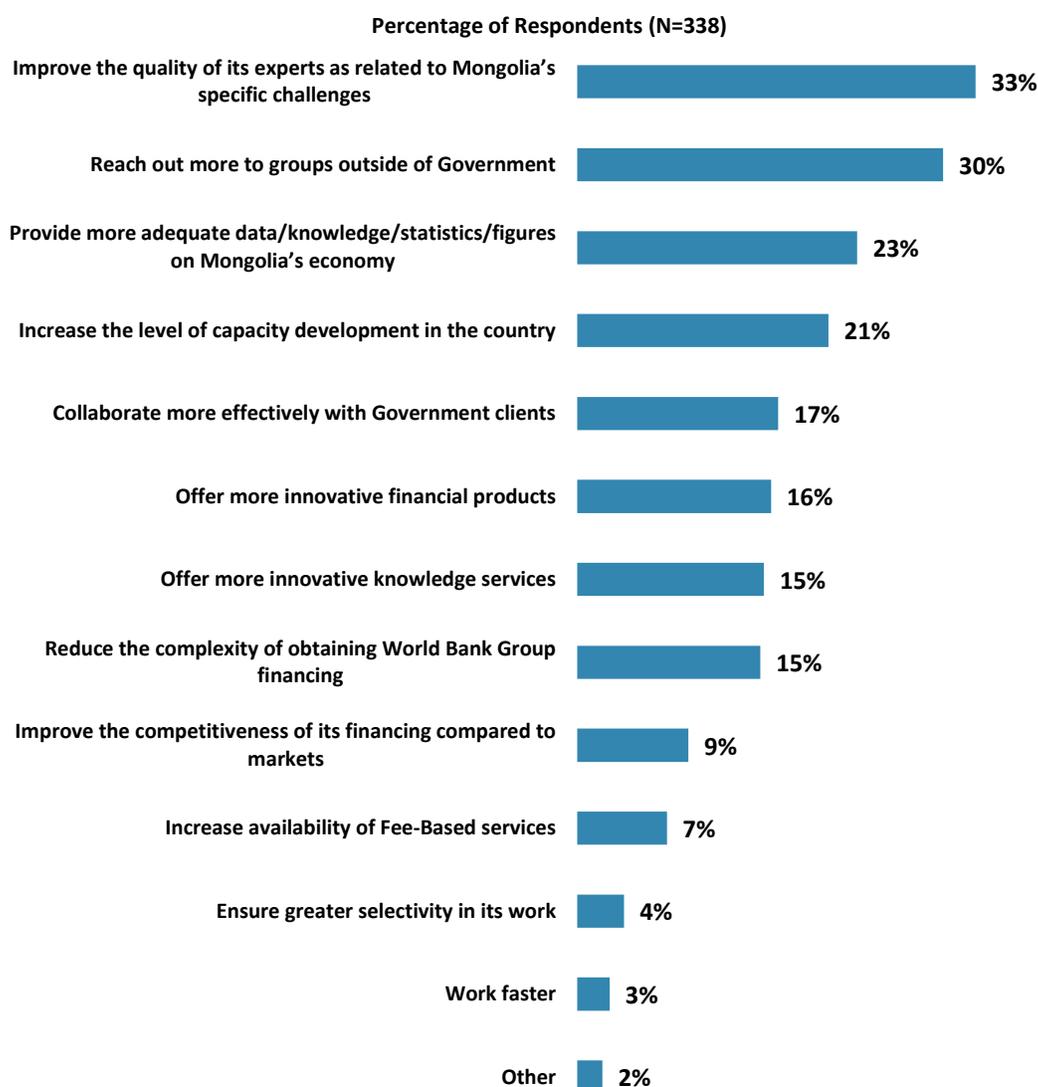


"To what extent do you believe that Mongolia received value for money from the World Bank Group's fee-based products/services?"
(1 - "To no degree at all", 10 - "To a very significant degree")

IX. The Future Role of the World Bank Group in Mongolia

Making the World Bank Group of Greater Value

- Respondents from the media were significantly more likely to indicate that the WBG should “*provide more adequate data/knowledge/statistics/figures on Mongolia’s economy*” than respondents from other stakeholder groups.
- Respondents from CSOs were significantly more likely to indicate that the WBG should “*reach out to more groups outside the Government*” than respondents from other stakeholder groups.
- Respondents who professionally collaborate/work with the WBG were significantly more likely to indicate that the WBG should “*collaborate more effectively with the Government clients*” than those who do not collaborate with the organization.

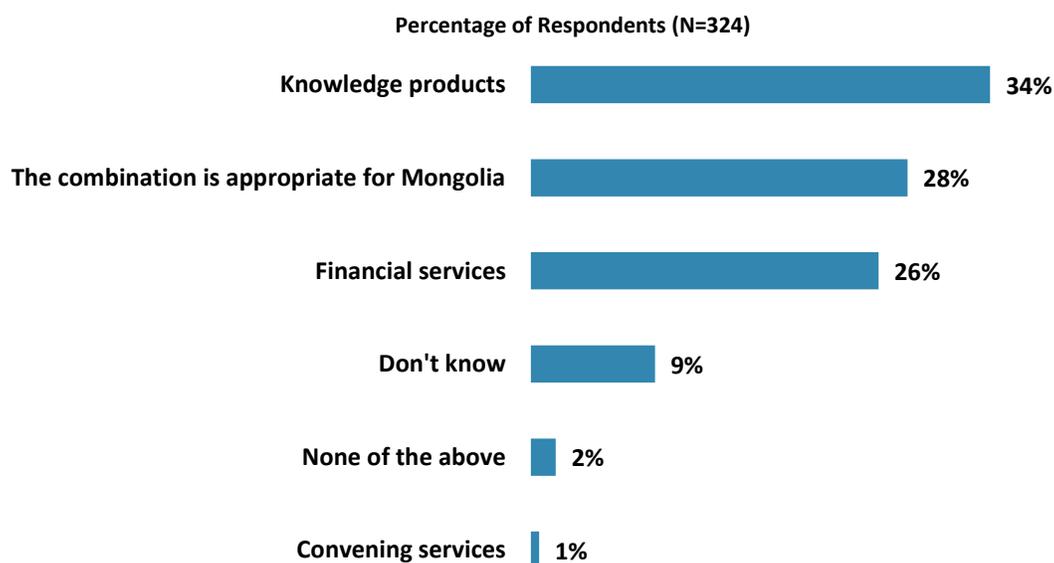


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mongolia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Mongolia (continued)

World Bank Group's Services in Mongolia

- Respondents from the private sector/financial sector/private banks (59%) were significantly more likely to indicate that the WBG should offer more “*financial services*” in Mongolia than respondents from other stakeholder groups.
- Respondents from PMUs and consultants/contractors working on WBG projects (62%) were significantly more likely to indicate that the WBG should offer more “*knowledge services*” in Mongolia than respondents from other stakeholder groups.

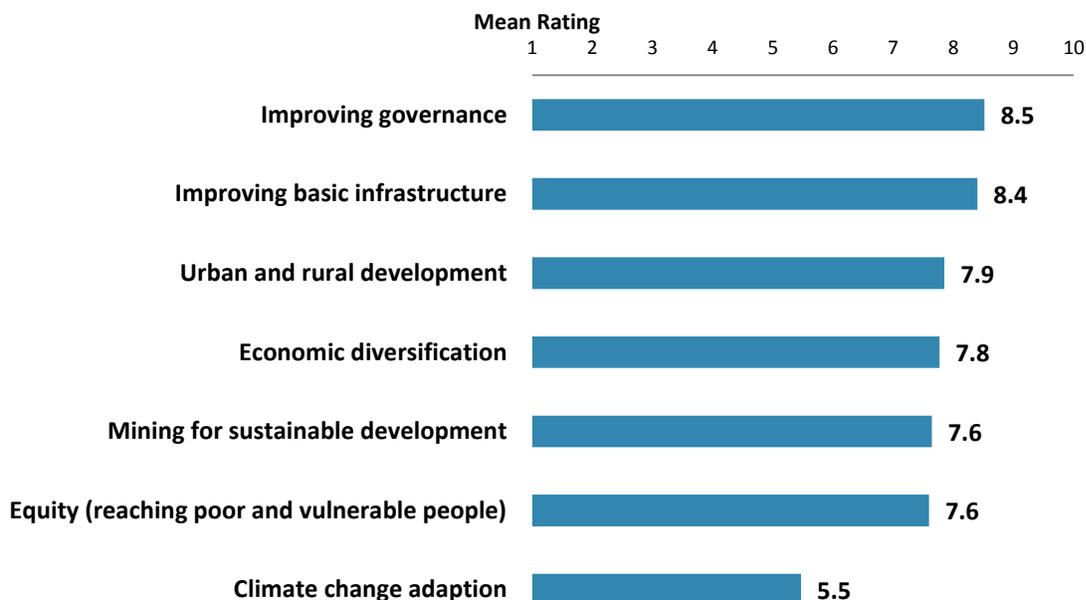


"When considering the combination of services that the World Bank Group offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia?"
(Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Mongolia (continued)

Development Challenges in the Near Future

- Although “*climate change adaption*” is not seen as a top priority in the near future by most stakeholders in Mongolia, respondents from the media are significantly more likely than other stakeholders to perceive it as a top priority in the near future.



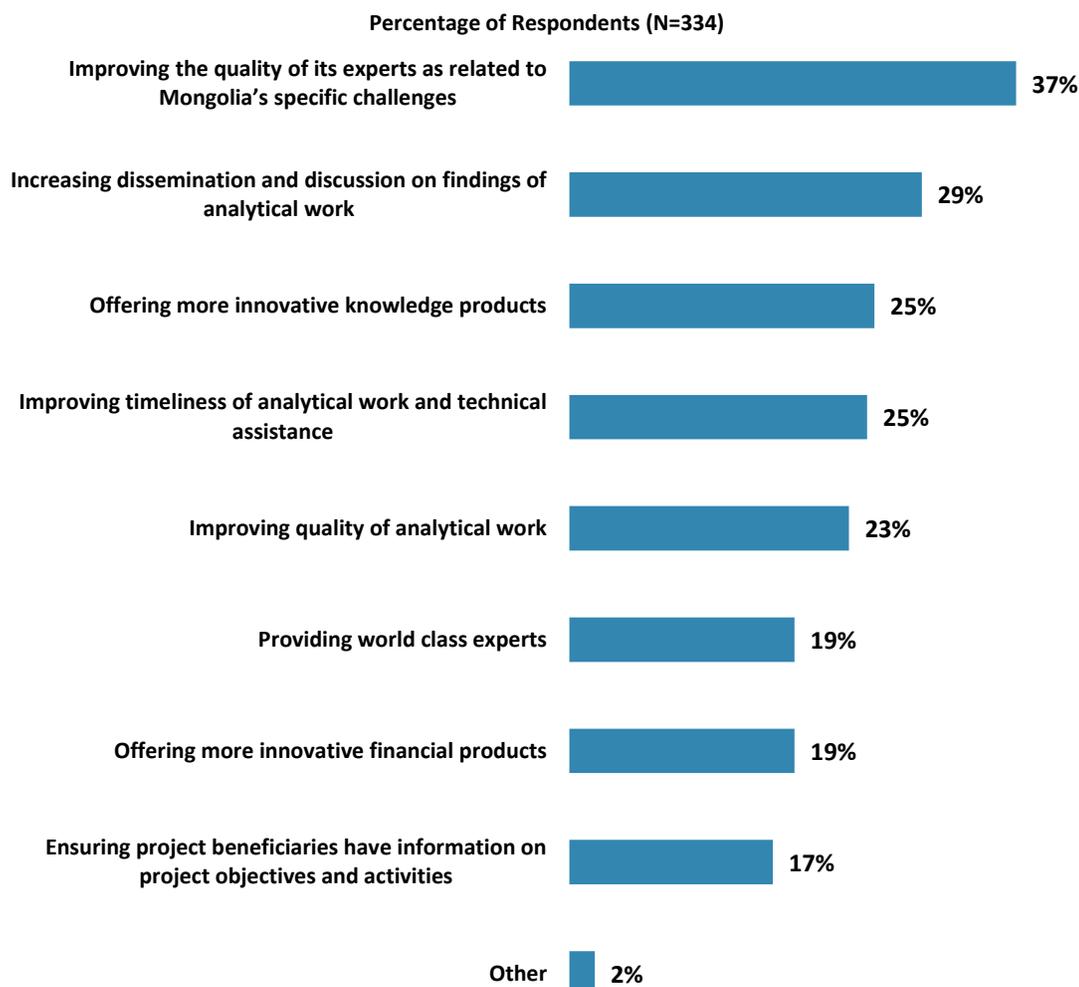
"Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future?"
(1-"Not a priority", 10-"Top priority")

IX. The Future Role of the World Bank Group in Mongolia

(continued)

Improving the Impact of WBG Programs

- In the FY'11 Country Survey, respondents indicated that to improve the impact of the World Bank Group-supported programs and activities, it should improve the quality of its experts as related to Mongolia's specific challenges (45%).

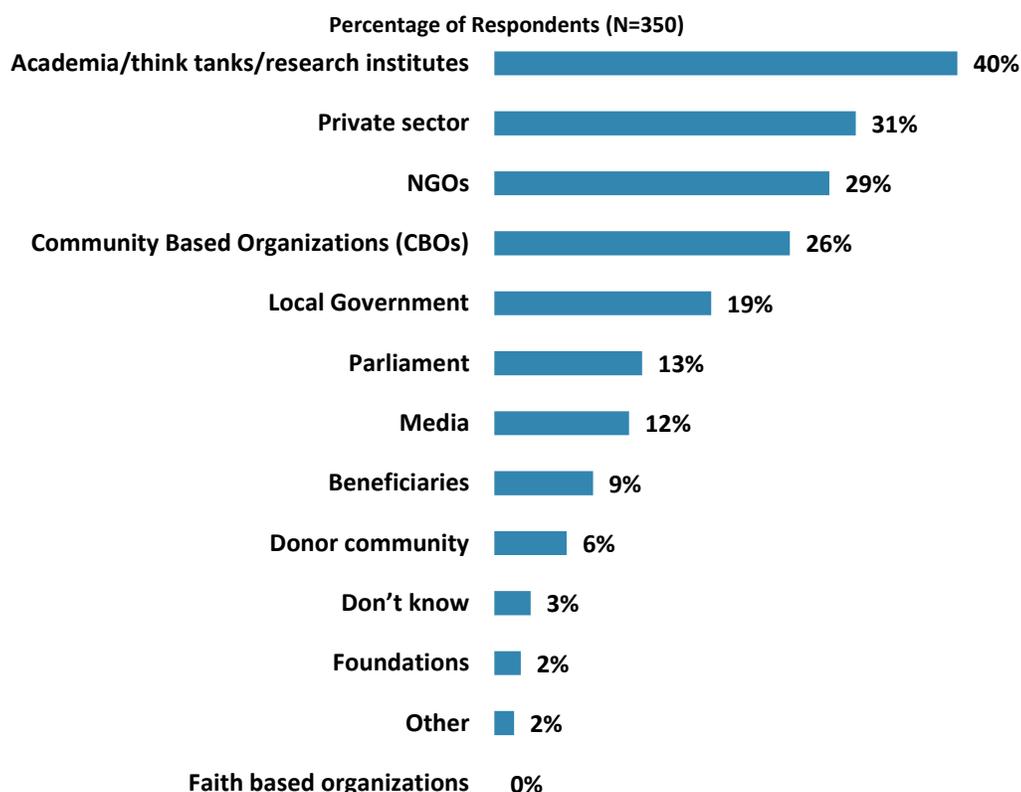


"What actions would most improve the impact of the World Bank Group-supported programs and activities? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Mongolia (continued)

Collaborate More with...

- Respondents in the FY'11 Country Survey indicated that the WBG should collaborate more with NGOs (42%) and the private sector (37%).
- Respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants/contractors working on WBG projects are significantly more likely to indicate that the WBG should collaborate more with academia/think tanks/research institutes than other stakeholder groups.
- Respondents from CSOs are significantly more likely to indicate that the WBG should collaborate more with NGOs than other stakeholder groups.
- Compared to respondents who do not professionally collaborate/work with the WBG, respondents who do are significantly *more* likely to indicate that the WBG should collaborate more with academia/think tanks/research institutes, and significantly *less* likely to say that WBG should collaborate more with NGOs.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"
(Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Mongolia (continued)

Value of Increasing the Voice and Influence of Civil Society

- Respondents from the CSOs gave the highest ratings for the extent to which increasing the voice and influence of civil society in Mongolia would improve development efforts, whereas respondents from the Office of President/Prime Minister/Minister had significantly lower ratings.

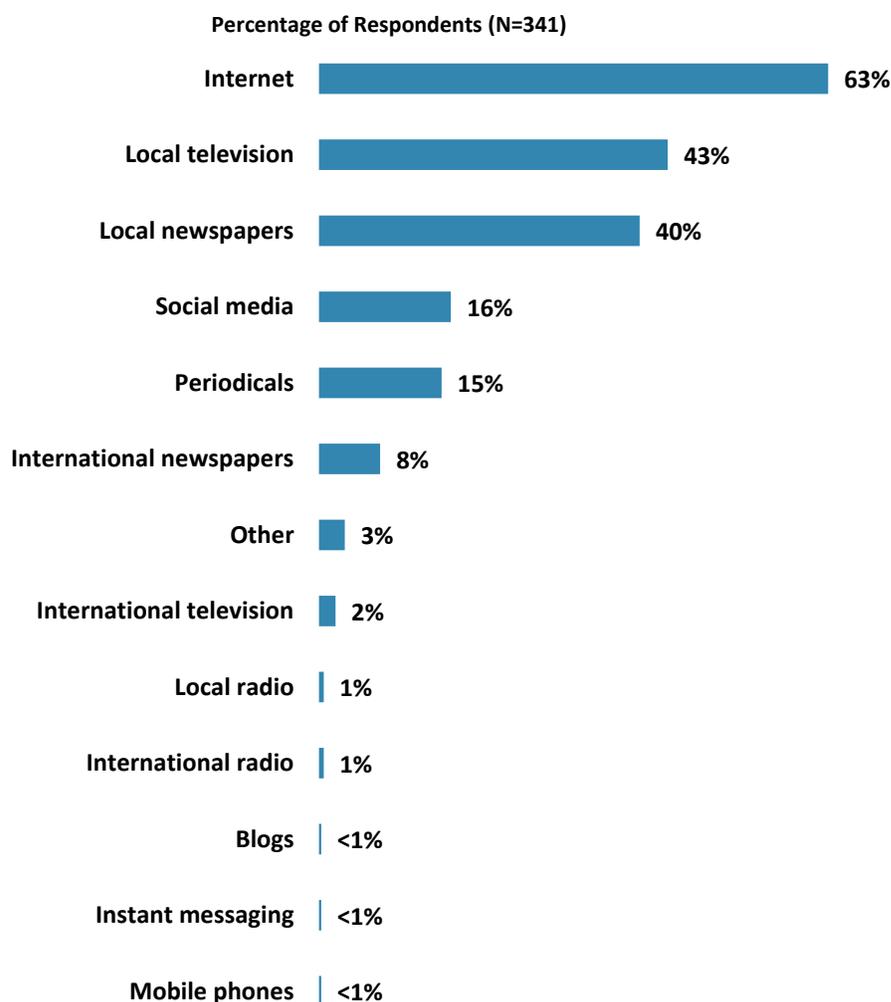


“In your opinion, to what extent would increasing the voice and influence of civil society in Mongolia help to improve development efforts?”
(1 - "To no degree at all", 10 - "To a very significant degree")

X. Communication and Openness

General Information Sources

- Respondents in the FY'11 Country Survey indicated that they got most of their information about economic and social development issues in Mongolia from the Internet (63%). In the FY '07 Survey, respondents indicated that they were most likely to utilize local newspapers (77%), local television (68%), and the Internet (46%) for information about economic and social development issues in Mongolia.

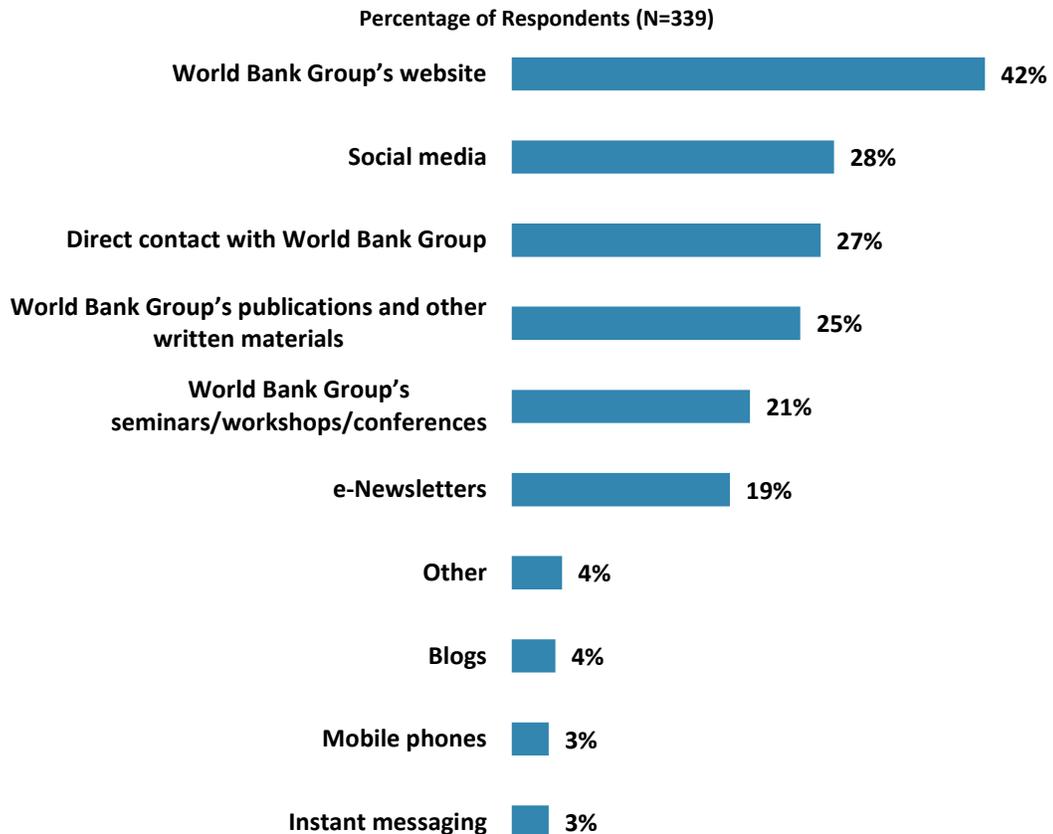


"How do you get most of your information about economic and social development issues in Mongolia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- Respondents across stakeholder groups had statistically similar responses to how they would prefer to receive information from the WBG.
- Since social media are the second more preferable source of receiving information from the WBG, it is worth mentioning that respondents who do not professionally work/collaborate with the WBG are more likely to prefer to receive information through social media compared to those who work with the institution.

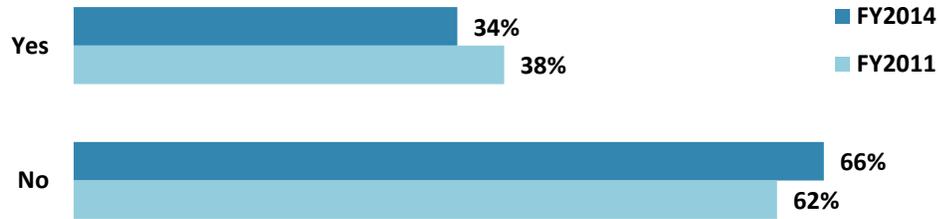


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Access to Information

Percentage of Respondents (FY2014 N=263; FY2011=245)

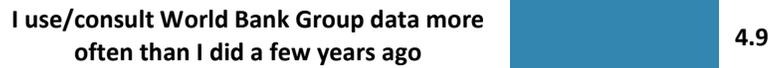


"Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?"
 (Note: percentages in this chart are calculated based on weighted data)

- Respondents who professionally collaborate/work with the WBG are significantly more likely to indicate that they use/consult the WBG’s data more often than before compared to respondents who do not work with the institution.

Mean Level of Agreement

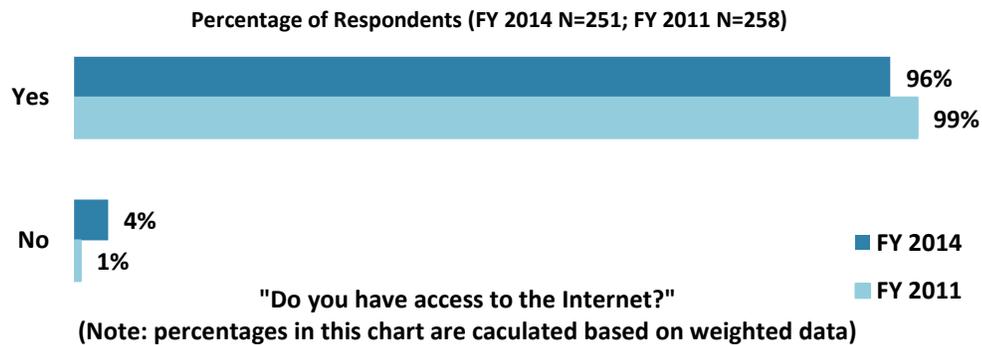
1 2 3 4 5 6 7 8 9 10



"Please rate how much you agree with the following statements"
 (1-"Strongly disagree", 10-"Strongly agree")

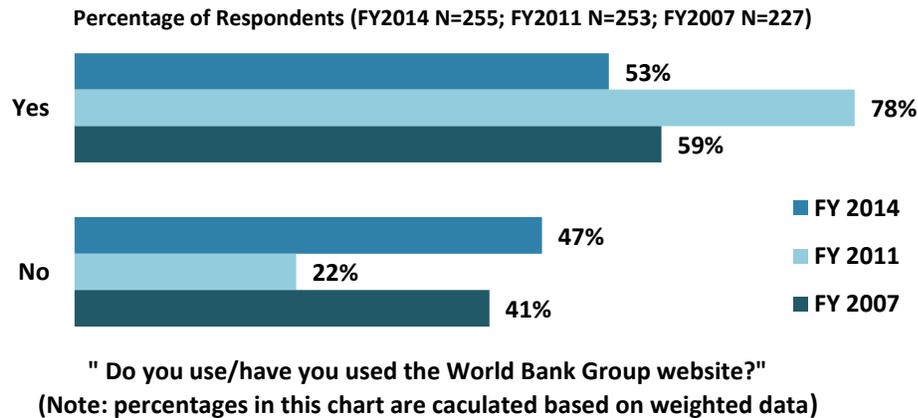
X. Communication and Openness (continued)

Internet Access



Website Usage

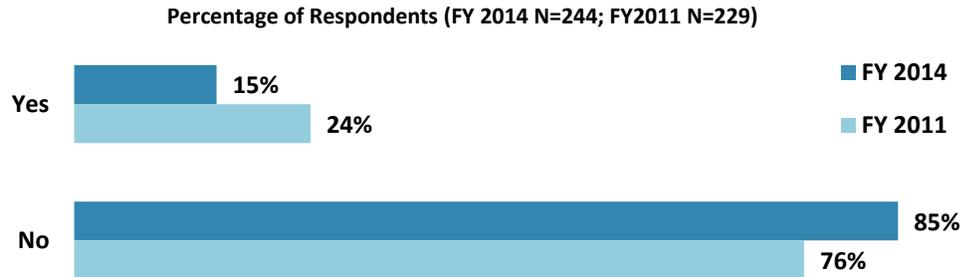
- Respondents in this year's Country Survey were significantly less likely to have used the WBG website compared to respondents in the FY'11 Country Survey.
- Among this year's respondents, those from the private sector/financial sector/private banks and the Office of President/Prime Minister/Minster are least likely to have used the WBG website.
- Respondents who professionally collaborate/work with the WBG are significantly more likely to have used the WBG website compared to respondents who do not work with the institution.



X. Communication and Openness (continued)

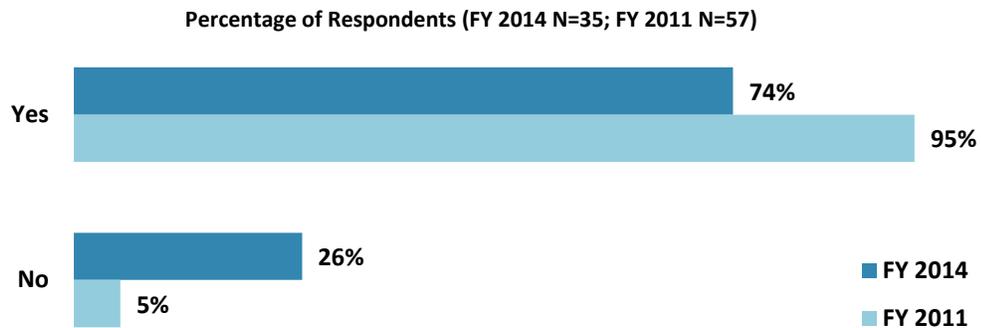
Website Usage (continued)

- Respondents in this year’s Country Survey were significantly less likely to have requested information from the WBG on its activities compared to respondents in the FY’11 Country Survey.



"Have you requested information from the World Bank Group on its activities in the past year?"
 (Note: percentages in this chart are calculated based on weighted data)

- Respondents in this year’s Country Survey were significantly less likely to have obtained information requested from the WBG on its activities compared to respondents in the FY’11 Country Survey.

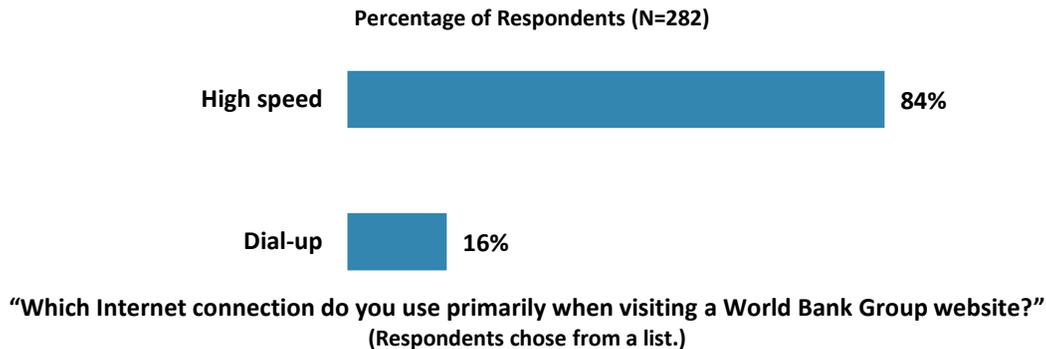
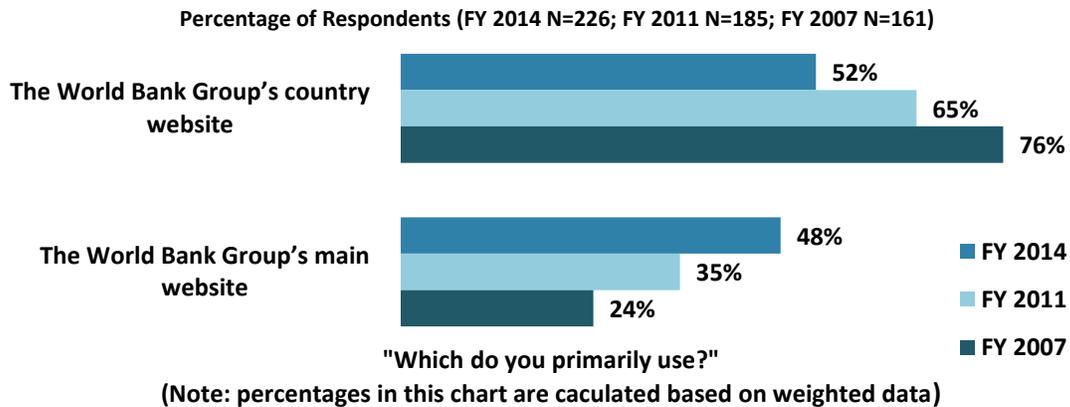


"Were you able to obtain this information?"
 (Note: percentages in this chart are calculated based on weighted data)

X. Communication and Openness (continued)

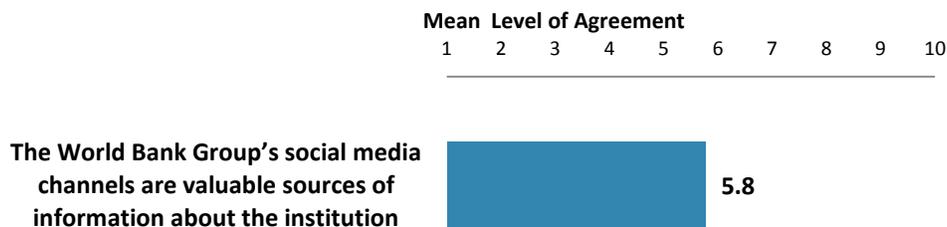
Website Usage (continued)

- Respondents in this year’s Country Survey were significantly less likely to primarily use the WBG’s country website compared to respondents in the FY’11 and FY’07 Country Surveys.
- Respondents from PMUs and consultants/contractors working on WBG projects are least likely to use the WBG’s country website over the WBG main website compared to other stakeholder groups in this year’s Country Survey.
- Respondents who do not collaborate with the WBG are significantly more likely to use the country website than respondents who do collaborate/work with the organization.



X. Communication and Openness (continued)

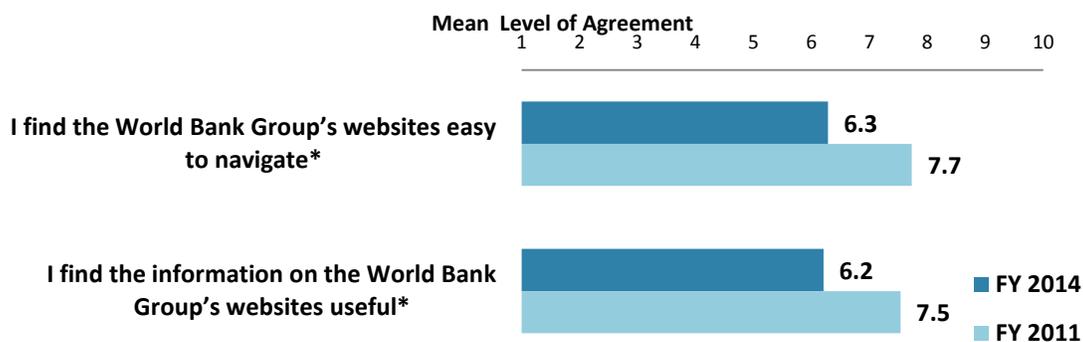
Evaluation of WBG’s Social Media Channels



"Please rate how much you agree with the following statements"
 (1-"Strongly disagree", 10-"Strongly agree")

Website Evaluation

- Respondents in this year’s Country Survey had significantly *lower* levels of agreement that “I find the WBG’s websites easy to navigate” and “I find the information on the WBG’s websites useful” than respondents in the FY’11 Country Survey.
- Respondents who professionally collaborate with the WBG had significantly *higher* levels of agreement that “I find the WBG’s websites easy to navigate” and “I find the information on the WBG’s websites useful” than respondents who do not professionally collaborate/work with the organization.

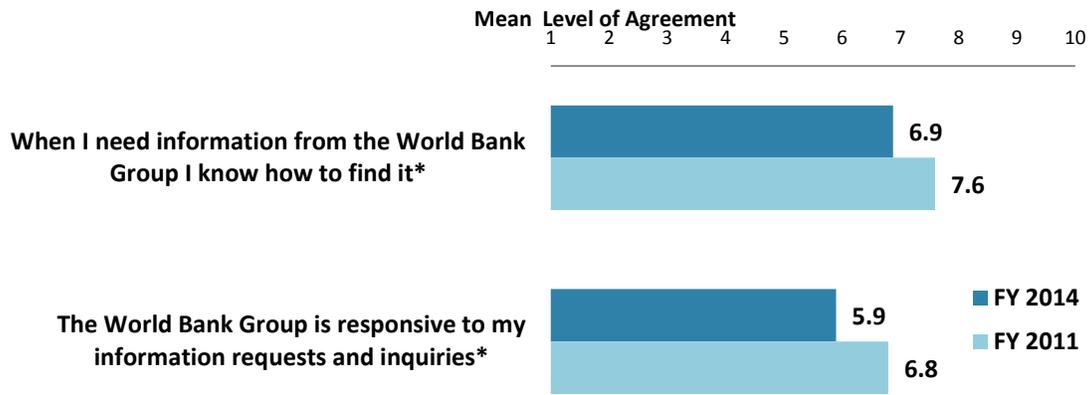


"Please rate how much you agree with the following"
 (1-"Strongly disagree", 10-"Strongly agree") (*Significantly different between FY 2011 and FY 2014)
 (Note: means in this chart are calculated based on weighted data)

X. Communication and Openness (continued)

Information Sharing

- Respondents in this year’s Country Survey had significantly lower levels of agreement that “*when I need information from the WBG, I know how to find it*” and “*the WBG is responsive to my information requests and inquiries*” compared to respondents in the FY’11 Survey.
- Respondents from PMUs and consultants/contractors working on WBG projects had the highest levels of agreement that “*the World Bank Group is responsive to my information requests and inquiries,*” whereas respondents from local governments had significantly lower levels of agreement.



"Please rate how much you agree with the following statements"
 (1-"Strongly disagree", 10-"Strongly agree") (*Significantly different between FY 2011 and FY 2014)
 (Note: means in this chart are calculated based on weighted data)

XI. Appendices

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Mongolia



Appendix A: Responses to All Questions across All Respondents (N=357)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Mongolia

1. In general would you say that Mongolia is headed in ... ?	Percentage of Respondents (N=322)
The right direction	40.7%
The wrong direction	33.5%
Not sure	25.8%

2. Listed below are a number of development priorities in Mongolia. Please identify which of the following you consider the most important development priorities in Mongolia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=342)
Public sector governance/ reform	36.0%
Education	33.3%
Mineral Resource Management	27.8%
Job creation/employment	19.3%
Anti corruption	17.3%
Domestic private sector development	15.8%
Environmental sustainability	12.9%
Law and justice	12.9%
Poverty reduction	12.0%
Foreign direct investment	11.1%
Health	10.8%
Food security	10.8%
Economic growth	9.9%
Agricultural development	9.1%
Transport	8.8%
Energy	8.2%
Rural development	7.9%
Social protection	5.8%
Financial markets	5.3%
Water and sanitation	5.0%
Trade and exports	3.8%
Urban development	3.5%
Gender equity	2.3%
Information and communications technology	2.3%
Global/regional integration	1.8%
Equality of opportunity	1.8%
Climate change	1.5%
Crime and violence	1.2%
Regulatory framework	0.6%
Disaster management	0.3%
Communicable/non-communicable diseases	0.0%

A. General Issues Facing Mongolia (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=344)
Job creation/employment	43.0%
Domestic private sector development	32.8%
Education	32.6%
Rural development	29.7%
Economic growth	19.5%
Public sector governance/ reform	17.2%
Mineral Resource Management	16.6%
Agricultural development	14.5%
Anti corruption	14.0%
Law and justice	10.2%
Foreign direct investment	10.2%
Social protection	9.6%
Health	8.1%
Environmental sustainability	4.7%
Equality of opportunity	4.4%
Trade and exports	4.4%
Water and sanitation	3.8%
Financial markets	3.2%
Food security	3.2%
Energy	3.2%
Transport	2.9%
Gender equity	2.9%
Crime and violence	1.5%
Information and communications technology	1.2%
Urban development	1.2%
Climate change	0.9%
Communicable/non-communicable diseases	0.6%
Regulatory framework	0.6%
Disaster management	0.3%
Global/regional integration	0.0%

A. General Issues Facing Mongolia (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mongolia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=351)
Mineral Resource Management	45.7%
Domestic private sector development	33.6%
Foreign direct investment	32.5%
Job creation/employment	23.4%
Public sector governance/ reform	19.9%
Trade and exports	18.6%
Agricultural development	16.5%
Education	16.0%
Energy	14.8%
Financial markets	14.5%
Anti corruption	14.0%
Rural development	11.7%
Transport	6.0%
Law and justice	6.0%
Environmental sustainability	5.4%
Global/regional integration	3.4%
Equality of opportunity	2.3%
Information and communications technology	2.0%
Health	1.7%
Food security	1.7%
Urban development	1.4%
Water and sanitation	1.4%
Gender equity	1.4%
Social protection	0.9%
Climate change	0.9%
Communicable/non-communicable diseases	0.9%
Crime and violence	0.6%
Disaster management	0.3%
Regulatory framework	0.0%

A. General Issues Facing Mongolia (continued)

5. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in Mongolia, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=325)
Consistent economic growth	29.8%
Better entrepreneurial opportunities	28.3%
Better employment opportunities for young people	26.2%
A growing middle class	24.0%
Education and training that better ensure job opportunity	22.5%
Greater voice and participation for citizens to help ensure greater accountability	15.1%
Greater access to micro-finance for the poor	15.1%
Greater equity of fiscal policy	8.6%
Better quality public services	6.5%
More reliable social safety net	5.8%
Better opportunity for the poor who live in rural areas	5.8%
Better employment opportunities for women	3.7%
Greater access to health and nutrition for citizens	3.4%
Better opportunity for the poor who live in urban areas	3.4%
Other	1.2%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Mongolia? (1-Not familiar at all, 10-Extremely familiar)	352	0	5.51	2.30
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia? (1-Not effective at all, 10-Very effective)	302	49	6.01	2.28
Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help solve Mongolia's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	267	81	7.10	2.40

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

4. When thinking about how the World Bank Group can have the most impact on development results in Mongolia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mongolia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=350)
Education	31.7%
Domestic private sector development	28.0%
Job creation/employment	23.7%
Public sector governance/ reform	22.6%
Poverty reduction	20.3%
Health	14.0%
Economic growth	14.0%
Rural development	14.0%
Mineral Resource Management	14.0%
Environmental sustainability	13.4%
Agricultural development	12.9%
Foreign direct investment	10.9%
Financial markets	10.0%
Anti corruption	9.1%
Transport	8.0%
Law and justice	6.9%
Trade and exports	5.1%
Energy	5.1%
Social protection	4.9%
Water and sanitation	4.3%
Food security	4.3%
Global/regional integration	2.9%
Information and communications technology	2.9%
Equality of opportunity	2.9%
Urban development	2.6%
Gender equity	1.7%
Climate change	1.1%
Crime and violence	0.9%
Regulatory framework	0.6%
Disaster management	0.6%
Communicable/non-communicable diseases	0.0%

Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future? (1-Not a priority; 10-Top priority)	Level of Priority			
	N	DK	Mean	SD
5. Improving governance	320	9	8.52	2.15
6. Climate change adaption	265	16	5.47	2.53
7. Mining for sustainable development	304	7	7.64	2.37
8. Equity (reaching poor and vulnerable people)	299	9	7.60	2.03
9. Economic diversification	289	15	7.77	2.12
10. Urban and rural development	296	7	7.85	2.01
11. Improving basic infrastructure	309	8	8.40	1.91

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

12. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mongolia?	Percentage of Respondents (N=317)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	35.0%	19.3%	54.3%
Capacity development	18.6%	21.9%	40.5%
Technical assistance	10.4%	16.4%	26.8%
Donor coordination	11.4%	12.9%	24.2%
Financial resources	12.9%	10.0%	22.9%
Mobilizing third party financial resources	6.0%	10.3%	16.3%
Data	3.2%	3.2%	6.4%
Convening/Facilitating	1.3%	2.9%	4.2%
Linkage to non-Bank expertise	0.6%	1.9%	2.6%
Other	0.6%	1.3%	1.9%

How effectively do the World Bank Group's activities below support Mongolia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
13. Convening/Facilitating	220	73	5.71	2.23
14. Data	256	49	6.95	2.03
15. Policy advice, studies, analyses	275	49	7.77	2.10
16. Financial resources	235	72	7.30	2.13
17. Technical assistance	258	57	7.50	2.07
18. Mobilizing third party financial resources	210	95	6.75	2.20
19. Donor coordination	234	78	6.83	2.19
20. Linkage to non-Bank expertise	189	106	5.84	2.39

The World Bank Group can provide capacity building support in a number of ways in Mongolia. To which degree would Mongolia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
21. Groups outside of government to help them more effectively engage and participate in development efforts	295	36	7.64	2.30
22. The public sector, related to implementation of specific development projects on the ground	281	35	7.18	2.24
23. The public sector, related to changing institutions (organizations or sociopolitical conditions)	264	48	6.80	2.41
24. The private sector, related to institutional and policy change	287	37	8.01	2.00

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mongolia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
25. Project implementation (or other organizational strengthening)	222	114	7.22	2.16
26. Citizen engagement (incorporating citizens' voices into development)	211	125	6.45	2.58
27. Policy design (for clarity and better incentives to achieve development goals)	204	127	7.22	2.11

When thinking about how to improve capacity building in Mongolia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
28. Project implementation (or other organizational strengthening)	234	95	7.76	2.17
29. Citizen engagement (incorporating citizens' voices into development)	232	104	7.55	2.37
30. Policy design (for clarity and better incentives to achieve development goals)	225	104	7.88	2.09

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

31. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=337)
Not enough public disclosure of its work	33.2%
Don't know	21.7%
Too influenced by developed countries	19.0%
World Bank Group's processes too complex	16.9%
Not adequately sensitive to political/social realities in Mongolia	15.7%
Not willing to honestly criticize policies and reform efforts in the country	11.6%
Not client focused	11.0%
Not exploring alternative policy options	8.6%
World Bank Group's processes too slow	7.7%
Not aligned with country priorities	6.2%
Not aligned with other donors' work	4.7%
Imposing technocratic solutions without regard to political realities	4.5%
Arrogant in its approach	3.3%
Staff too inaccessible	3.3%
Other	2.4%
Too bureaucratic in its operational policies and procedures	2.1%
Not collaborating enough with non-state actors	1.5%
The credibility of its knowledge/data	0.6%
32. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=352)
Investment lending (financing specific projects)	46.6%
Capacity development	42.3%
Technical assistance (advice, best practice, international experience, etc.)	32.1%
Knowledge products/services (analytical work, studies, surveys, etc.)	24.1%
Policy based lending / budget support to the Government	20.7%
Trust Fund management	8.2%
Don't know	6.0%
Other	4.0%
33. In addition to the regular relations with the national government as its interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=350)
Academia/think tanks/research institutes	40.3%
Private sector	31.4%
NGOs	29.1%
Community Based Organizations (CBOs)	25.7%
Local Government	18.9%
Parliament	12.9%
Media	11.7%
Beneficiaries	8.6%
Donor community	6.3%
Don't know	3.1%
Foundations	2.3%
Other	1.7%
Faith based organizations	0.0%

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

Civil Society In Mongolia	N	DK	Mean	SD
34. In your opinion, to what extent would increasing the voice and influence of civil society in Mongolia help to improve development efforts? (1-To no degree at all, 10-To a very significant degree)	315	25	8.08	2.30
To what extent do you agree with the following statements about the World Bank Group's work in Mongolia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
35. Overall the World Bank Group currently plays a relevant role in development in Mongolia*	279	56	6.32	2.45
36. The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	256	66	6.01	2.47
37. The World Bank Group supports programs and strategies that are realistic for Mongolia	271	63	6.92	2.28
38. The World Bank Group treats clients and stakeholders in Mongolia with respect	243	81	7.25	2.30
To what extent is the World Bank Group an effective development partner in Mongolia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
39. Responsiveness*	191	112	5.85	2.25
40. Flexibility (in terms of the institution's products and services)*	187	115	5.98	2.19
41. Flexibility (in terms of changing country circumstances)*	184	116	5.63	2.19
42. Being inclusive*	186	111	6.19	2.12
43. Openness (sharing data and other information)*	227	79	6.57	2.42
44. Staff accessibility*	186	114	5.95	2.29
45. Straightforwardness and honesty*	194	102	6.87	2.34
46. Ease of access to the people at the World Bank Group who are making decisions important to my work*	167	132	6.08	2.46
47. Collaboration with civil society*	211	93	5.60	2.42
48. Collaboration with the Government*	226	84	7.31	1.93
49. Collaboration with other donors and development partners*	190	113	6.87	2.10
50. Collaboration with the private sector*	185	120	5.38	2.38
51. The speed in which it gets things accomplished on the ground*	195	106	6.08	2.44
52. Being a long-term partner*	205	105	7.46	2.25
53. To be a more effective development partner in Mongolia, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=316)			
More local presence	73.7%			
Don't know	14.9%			
The current level of local presence is adequate	10.4%			
Less local presence	.9%			
54. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=328)			
There is not an adequate level of citizen/civil society participation	37.2%			
Lack of/inadequate levels of capacity in Government	25.0%			
The Government works inefficiently	23.2%			
Reforms are not well thought out in light of country challenges	22.0%			
Political pressures and obstacles	19.5%			
The World Bank Group is not sensitive enough to political/social realities on the ground	18.9%			
The World Bank Group does not do adequate follow through/follow-up	11.3%			
The World Bank Group works too slowly	9.5%			
Other	7.9%			
Poor donor coordination	7.9%			

C. World Bank Group's Effectiveness and Results

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti corruption	267	46	6.45	2.80
2. Information and communications technology	258	45	6.69	2.22
3. Transport	254	48	6.95	2.32
4. Crime and violence	250	51	5.60	2.62
5. Law and justice	265	40	6.65	2.63
6. Urban development	261	41	7.11	2.26
7. Environmental sustainability	277	33	7.54	2.27
8. Regulatory framework	198	98	6.19	2.30
9. Communicable/non-communicable diseases	227	69	6.32	2.59
10. Poverty reduction	294	24	7.82	2.18
11. Gender equity	255	43	6.31	2.61
12. Domestic private sector development	272	38	7.68	2.31
13. Foreign direct investment	270	40	7.87	2.21
14. Water and sanitation	263	45	7.13	2.31
15. Trade and exports	260	46	7.04	2.26
16. Economic growth	273	35	7.79	2.14
17. Energy	257	48	7.63	2.19
18. Disaster management	233	69	6.07	2.52
19. Public sector governance/ reform	257	44	7.21	2.51
20. Job creation/employment	280	30	7.47	2.40
21. Financial markets	263	42	7.63	2.18
22. Equality of opportunity	236	62	6.71	2.34
23. Health	261	43	7.31	2.35
24. Rural development	272	38	7.62	2.24
25. Global/regional integration	244	63	7.09	2.45
26. Food security	255	49	6.87	2.60
27. Education	287	27	7.80	2.28
28. Social protection	260	43	6.60	2.61
29. Climate change	250	56	6.56	2.52
30. Agricultural development	263	45	7.35	2.35
31. Mineral Resource Management	266	47	7.68	2.24

C. World Bank Group's Effectiveness and Results (continued)

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	122	191	4.91	2.69
2. Information and communications technology	111	191	5.76	2.35
3. Transport	119	178	5.96	2.32
4. Crime and violence	109	192	4.88	2.43
5. Law and justice	131	170	5.72	2.55
6. Urban development	141	157	6.20	2.21
7. Environmental sustainability	170	133	6.48	2.34
8. Regulatory framework	100	196	5.61	2.36
9. Communicable/non-communicable diseases	109	190	5.90	2.53
10. Poverty reduction	196	115	6.66	2.37
11. Gender equity	145	156	5.97	2.41
12. Domestic private sector development	145	159	6.00	2.47
13. Foreign direct investment	152	152	6.44	2.41
14. Water and sanitation	129	175	5.85	2.37
15. Trade and exports	116	178	5.97	2.42
16. Economic growth	161	140	6.47	2.19
17. Energy	131	163	6.28	2.37
18. Disaster management	103	186	5.50	2.49
19. Public sector governance/ reform	162	133	5.99	2.43
20. Job creation/employment	156	142	5.93	2.49
21. Financial markets	149	149	6.17	2.56
22. Equality of opportunity	113	184	5.62	2.28
23. Health	143	152	6.27	2.35
24. Rural development	164	133	6.23	2.38
25. Global/regional integration	116	177	6.26	2.32
26. Food security	121	174	5.49	2.44
27. Education	166	131	6.52	2.30
28. Social protection	132	164	5.95	2.41
29. Climate change	128	172	5.33	2.54
30. Agricultural development	143	157	6.06	2.42
31. Mineral Resource Management	150	153	6.10	2.55

3. Where are the World Bank Group's decisions made primarily that support the program in Mongolia? (Select only ONE response)	Percentage of Respondents (N=344)
Don't know	48.3%
At the Headquarters (in Washington D.C.)	42.2%
In the country	9.6%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Mongolia? (1-To no degree at all, 10-To a very significant degree)	272	68	5.96	1.96

To what extent do you agree with the following statements about the World Bank Group in Mongolia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments meet the needs of Mongolia*	240	93	6.32	2.24
6. The World Bank Group meets Mongolia's needs for knowledge services*	250	85	6.75	2.20

C. World Bank Group's Effectiveness and Results (continued)

Internal Evaluation Mechanisms	N	DK	Mean	SD
7. To what extent do you believe that Mongolia received value for money from the World Bank Group's fee-based products/services? (1-To no degree at all, 10-To a very significant degree)	168	171	5.89	1.93

Internal Evaluation Mechanisms	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia? (1-To no degree at all, 10-To a very significant degree)	191	150	5.96	2.17

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=343)
Weekly	2.0%
Monthly	11.4%
A few times a year	32.4%
Rarely	42.9%
Never	11.4%

In Mongolia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	166	142	6.42	2.12
3. Include appropriate level of stakeholder involvement during preparation	171	137	6.06	2.11
4. Are relevant to Mongolia's development priorities	200	109	6.63	2.13
5. Lead to practical solutions	196	114	6.49	2.17
6. Are accessible (well written and easy to understand)	201	104	6.40	2.28
7. Are source of relevant information on global good practices	206	109	7.04	2.08
8. Enhance your knowledge and/or skills	179	122	6.68	2.10
9. Are adequately disseminated	152	150	6.26	2.21
10. Are translated enough into local language	188	116	6.16	2.42
11. Are adaptable to Mongolia's specific development challenges and country circumstances*	195	122	6.29	2.06

Overall Evaluations	N	DK	Mean	SD
12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	284	62	7.54	2.10
13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	227	116	7.19	1.91

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mongolia's development challenges? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	222	105	6.71	2.00
2. Design (appraising and planning the solutions)	228	93	6.79	2.00
3. Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	229	94	6.41	2.07
4. Evaluation (assessing the impact and results)	237	88	6.77	2.15

E. Working with the World Bank Group (continued)

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	162	159	6.00	2.25
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	232	95	7.26	2.07
7. The World Bank Group's approvals and reviews are done in a timely fashion	201	119	6.99	2.29
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	145	171	6.87	2.00
9. The World Bank Group's conditions on its lending are reasonable	173	150	6.71	2.17
10. The World Bank Group takes decisions quickly in Mongolia*	179	136	5.49	2.38
11. Working with the World Bank Group increases Mongolia's institutional capacity	225	100	7.50	1.99
12. The World Bank Group ensures consistency and continuity through staff changes	139	153	6.35	2.32
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	163	153	6.53	2.09
14. The World Bank Group provides effective implementation support	194	125	6.87	2.13
15. Which of the following best describes the way the World Bank Group operates in Mongolia? (Select only one response)	Percentage of Respondents (N=336)			
Don't know	52.1%			
The World Bank Group's approach to risk is appropriate	20.2%			
Prefer not to answer	13.1%			
The World Bank Group does not take enough risk in Mongolia	12.2%			
The World Bank Group takes too much risk in Mongolia	2.4%			

F. Recent Trends and the Future Role of the World Bank Group in Mongolia

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=338)
Improve the quality of its experts as related to Mongolia's specific challenges	32.8%
Reach out more to groups outside of Government	30.2%
Provide more adequate data/knowledge/statistics/figures on Mongolia's economy	23.1%
Increase the level of capacity development in the country	20.7%
Collaborate more effectively with Government clients	16.6%
Offer more innovative financial products	16.0%
Offer more innovative knowledge services	15.4%
Reduce the complexity of obtaining World Bank Group financing	15.1%
Improve the competitiveness of its financing compared to markets	9.2%
Increase availability of Fee-Based services	7.4%
Ensure greater selectivity in its work	3.8%
Work faster	2.7%
Other	2.1%

F. Recent Trends and the Future Role of the World Bank Group in Mongolia (continued)

2. What actions would most improve the impact of World Bank Group-supported programs and activities? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=334)
Improving the quality of its experts as related to Mongolia's specific challenges	36.8%
Increasing dissemination and discussion on findings of analytical work	29.0%
Offering more innovative knowledge products	25.1%
Improving timeliness of analytical work and technical assistance	24.6%
Improving quality of analytical work	23.1%
Providing world class experts	18.6%
Offering more innovative financial products	18.6%
Ensuring project beneficiaries have information on project objectives and activities	16.8%
Other	2.1%
3. When considering the combination of services that the World Bank Group offers in Mongolia and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia? (Select only ONE response)	Percentage of Respondents (N=324)
Knowledge products	34.3%
The combination is appropriate for Mongolia	28.1%
Financial services	25.9%
Don't know	9.3%
None of the above	1.9%
Convening services	.6%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=341)
Internet	63.3%
Local television	43.4%
Local newspapers	39.9%
Social media	16.4%
Periodicals	15.2%
International newspapers	7.6%
Other	3.2%
International television	2.1%
Local radio	0.6%
International radio	0.6%
Blogs	0.3%
Instant messaging	0.3%
Mobile phones	0.3%
2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=339)
World Bank Group's website	41.6%
Social media	28.3%
Direct contact with World Bank Group	27.1%
World Bank Group's publications and other written materials	25.4%
World Bank Group's seminars/workshops/conferences	20.9%
e-Newsletters	19.2%
Other	4.4%
Blogs	3.8%
Mobile phones	3.2%
Instant messaging	3.2%

G. Communication and Information Sharing (continued)

3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank Group will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=305)			
Yes	26.9%			
No	73.1%			
4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=284)			
Yes	10.6%			
No	89.4%			
5. Were you able to obtain this information?	Percentage of Respondents (N=29)			
Yes	62.1%			
No	37.9%			
6. Do you have access to the Internet?	Percentage of Respondents (N=293)			
Yes	94.2%			
No	5.8%			
7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=298)			
Yes	50.0%			
No	50.0%			
8. Which do you primarily use? (Select only ONE response)	Percentage of Respondents (N=263)			
The World Bank Group's country website (http://www.worldbank.org/en/country/mongolia)	59.3%			
The World Bank Group's main website (www.worldbank.org)	40.7%			
9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=282)			
High speed	84.4%			
Dial-up	15.6%			
Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank Group's data more often than I did a few years ago	241	70	4.85	2.73
11. I find the World Bank Group's websites easy to navigate	212	88	6.13	2.62
12. I find the information on the World Bank Group's websites useful	210	84	6.13	2.60
13. The World Bank Group's social media channels are valuable sources of information about the institution	180	116	5.77	2.76
14. When I need information from the World Bank Group I know how to find it	228	79	6.57	2.92
15. The World Bank Group is responsive to my information requests and inquiries	167	132	5.63	2.73

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=334)
NGO	26.0%
Employee of a Ministry, Ministerial Department or Implementation Agency	23.7%
Media	8.7%
Office of Parliamentarian	7.8%
Local Government Office or Staff	5.7%
Project Management Unit overseeing implementation of project	5.4%
Private Sector Organization	4.8%
Other	4.2%
Consultant/Contractor working on World Bank supported project/program	3.0%
Office of the President, Prime Minister	2.4%
Office of Minister	2.1%
Community Based Organization	2.1%
Academia/Research Institute/Think Tank	2.1%
Financial Sector/Private Bank	.9%
Faith-Based Group	.6%
Bilateral Agency	.3%
Independent Government Institution	.3%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=333)
Public sector governance/public financial management/anti corruption	13.8%
Other	13.5%
Law and justice/regulatory framework	8.7%
Mineral resource management/environmental sustainability	8.1%
Education	7.5%
Information and communications technology	7.5%
Agriculture/rural development/food security	6.3%
Social protection	6.0%
Job creation/employment	3.6%
Private sector development/foreign direct investment	3.6%
Generalist	3.6%
Energy	3.3%
Financial markets/banking	3.3%
Health/communicable/non-communicable diseases	3.0%
Gender equity/equality of opportunity	2.7%
Urban development	2.4%
Transport	1.8%
Climate change/disaster management	.9%
Water and sanitation	.3%

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=337)
Yes	30.6%
No	69.4%

H. Background Information (continued)

4. Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia? (Select only ONE response)	Percentage of Respondents (N=214)
The World Bank (IBRD/IDA)	57.9%
Other	22.9%
The International Finance Corporation (IFC)	15.9%
The Multilateral Investment Guarantee Agency (MIGA)	3.3%
5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=294)
Yes	20.4%
No	79.6%
6. If yes, what was your view on the two institutions working together in Mongolia? (Select only ONE response)	Percentage of Respondents (N=65)
Collaborating but needs improvement	49.2%
Working well together	46.2%
Don't know	3.1%
In conflict	1.5%
7. Which of the following describes most of your exposure to the World Bank Group in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=294)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.7%
Use World Bank Group reports/data	35.7%
Engage in World Bank Group related/sponsored events/activities	27.6%
Use World Bank Group website for information, data, research, etc.	21.8%
Collaborate as part of my professional duties	19.7%
8. Which best represents your geographic location?	Percentage of Respondents (N=342)
Ulaanbaatar	92.7%
Aimags and provinces	7.0%
The secondary cities	.3%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Mongolia

In general, would you say that Mongolia is headed in...?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	85.7%	50.0%	45.7%	19.2%	78.9%	41.2%	27.0%	32.1%	42.1%
The wrong direction	14.3%	31.8%	24.3%	38.5%	10.5%	41.2%	41.6%	42.9%	47.4%
Not sure	0.0%	18.2%	30.0%	42.3%	10.5%	17.6%	31.5%	25.0%	10.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	7.1%	4.0%	3.9%	7.4%	0.0%	15.8%	6.7%	3.4%	9.1%
Transport	7.1%	0.0%	10.5%	11.1%	5.3%	15.8%	6.7%	24.1%	4.5%
Public sector governance/ reform	14.3%	36.0%	35.5%	33.3%	47.4%	21.1%	40.0%	31.0%	54.5%
Global/regional integration*	14.3%	0.0%	0.0%	0.0%	5.3%	0.0%	2.2%	0.0%	4.5%
Mineral Resource Management	28.6%	36.0%	23.7%	37.0%	31.6%	26.3%	24.4%	34.5%	40.9%
Domestic private sector development	7.1%	16.0%	13.2%	18.5%	21.1%	21.1%	11.1%	31.0%	9.1%
Foreign direct investment	21.4%	12.0%	9.2%	11.1%	10.5%	26.3%	5.6%	10.3%	13.6%
Water and sanitation	7.1%	8.0%	7.9%	3.7%	5.3%	0.0%	2.2%	6.9%	4.5%
Anti corruption*	50.0%	12.0%	13.2%	7.4%	0.0%	15.8%	27.8%	10.3%	22.7%
Job creation/employment	0.0%	32.0%	22.4%	18.5%	15.8%	26.3%	22.2%	17.2%	9.1%
Rural development*	7.1%	8.0%	2.6%	3.7%	36.8%	0.0%	8.9%	3.4%	4.5%
Financial markets*	0.0%	0.0%	9.2%	0.0%	0.0%	10.5%	3.3%	17.2%	0.0%
Urban development	7.1%	8.0%	5.3%	3.7%	5.3%	5.3%	1.1%	0.0%	0.0%
Environmental sustainability	14.3%	12.0%	13.2%	11.1%	21.1%	21.1%	13.3%	6.9%	9.1%
Equality of opportunity	0.0%	4.0%	0.0%	3.7%	0.0%	0.0%	2.2%	0.0%	0.0%
Health	21.4%	12.0%	17.1%	7.4%	5.3%	5.3%	7.8%	13.8%	9.1%
Education	50.0%	36.0%	39.5%	40.7%	21.1%	31.6%	28.9%	20.7%	18.2%
Poverty reduction	0.0%	12.0%	7.9%	7.4%	15.8%	0.0%	14.4%	17.2%	27.3%
Energy*	14.3%	4.0%	14.5%	18.5%	0.0%	15.8%	2.2%	6.9%	4.5%
Food security	7.1%	12.0%	10.5%	3.7%	0.0%	0.0%	15.6%	10.3%	4.5%
Climate change	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	1.1%	0.0%	4.5%
Agricultural development	7.1%	0.0%	13.2%	11.1%	15.8%	0.0%	8.9%	10.3%	4.5%
Trade and exports	0.0%	0.0%	3.9%	0.0%	10.5%	10.5%	4.4%	6.9%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.4%	0.0%	0.0%
Economic growth	7.1%	16.0%	9.2%	18.5%	5.3%	26.3%	6.7%	3.4%	13.6%
Law and justice	7.1%	20.0%	9.2%	11.1%	10.5%	0.0%	18.9%	13.8%	13.6%
Regulatory framework	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	1.1%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	1.3%	3.7%	0.0%	0.0%	3.3%	0.0%	4.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	4.4%	0.0%	9.1%

*Significantly different between stakeholder groups

A. General Issues facing Mongolia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Water and sanitation	0.0%	3.8%	5.2%	3.6%	5.3%	5.3%	3.3%	3.4%	0.0%
Equality of opportunity	0.0%	3.8%	5.2%	7.1%	0.0%	5.3%	4.4%	0.0%	4.5%
Mineral Resource Management*	26.7%	19.2%	18.2%	14.3%	31.6%	21.1%	7.7%	13.8%	36.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	4.5%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	7.7%	1.3%	3.6%	0.0%	0.0%	3.3%	0.0%	4.5%
Rural development	13.3%	34.6%	32.5%	35.7%	36.8%	26.3%	27.5%	27.6%	13.6%
Urban development	0.0%	0.0%	1.3%	0.0%	0.0%	5.3%	2.2%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	7.7%	5.2%	3.6%	10.5%	10.5%	13.2%	17.2%	18.2%
Law and justice	0.0%	11.5%	13.0%	10.7%	0.0%	10.5%	12.1%	6.9%	4.5%
Transport	6.7%	3.8%	2.6%	7.1%	0.0%	0.0%	2.2%	3.6%	4.5%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	4.4%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	2.2%	0.0%	0.0%
Anti corruption*	46.7%	7.7%	14.3%	10.7%	5.3%	5.3%	15.4%	0.0%	27.3%
Domestic private sector development	40.0%	38.5%	33.8%	25.0%	52.6%	26.3%	31.9%	24.1%	36.4%
Foreign direct investment	13.3%	15.4%	10.4%	10.7%	0.0%	15.8%	8.8%	17.2%	4.5%
Education	26.7%	23.1%	32.5%	35.7%	26.3%	36.8%	34.1%	41.4%	27.3%
Energy*	20.0%	3.8%	1.3%	7.1%	5.3%	5.3%	1.1%	3.4%	0.0%
Public sector governance/ reform	13.3%	19.2%	11.7%	17.9%	21.1%	10.5%	23.1%	10.3%	31.8%
Economic growth	26.7%	26.9%	18.2%	32.1%	26.3%	31.6%	11.0%	13.8%	9.1%
Environmental sustainability	0.0%	0.0%	3.9%	7.1%	0.0%	5.3%	7.7%	6.9%	4.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Health	6.7%	7.7%	10.4%	0.0%	0.0%	10.5%	4.4%	17.2%	18.2%
Agricultural development	13.3%	11.5%	16.9%	10.7%	10.5%	5.3%	14.3%	27.6%	13.6%
Job creation/employment	26.7%	46.2%	46.8%	42.9%	63.2%	21.1%	42.9%	51.7%	27.3%
Financial markets	6.7%	0.0%	6.5%	0.0%	0.0%	5.3%	3.3%	3.4%	0.0%
Trade and exports	6.7%	3.8%	3.9%	3.6%	0.0%	10.5%	4.4%	3.4%	9.1%
Food security	0.0%	3.8%	1.3%	3.6%	0.0%	0.0%	6.6%	3.4%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Mongolia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mongolia?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Energy	6.7%	15.4%	19.0%	17.9%	5.6%	10.5%	10.8%	17.9%	17.4%
Gender equity	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	1.3%	3.6%	5.6%	0.0%	2.2%	3.6%	4.3%
Social protection	0.0%	0.0%	1.3%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	5.1%	7.1%	5.6%	5.3%	1.1%	0.0%	8.7%
Climate change	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.1%	0.0%	4.3%
Anti corruption	13.3%	19.2%	10.1%	7.1%	0.0%	10.5%	19.4%	17.9%	17.4%
Disaster management	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development*	0.0%	7.7%	11.4%	0.0%	33.3%	10.5%	15.1%	14.8%	4.3%
Foreign direct investment	33.3%	50.0%	35.4%	32.1%	38.9%	47.4%	22.6%	39.3%	30.4%
Urban development	0.0%	0.0%	1.3%	3.6%	0.0%	5.3%	2.2%	0.0%	0.0%
Water and sanitation	0.0%	7.7%	2.5%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%
Education	13.3%	15.4%	12.7%	3.6%	0.0%	31.6%	19.4%	21.4%	13.0%
Information and communications technology	0.0%	0.0%	1.3%	3.6%	5.6%	0.0%	1.1%	3.6%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mineral Resource Management	53.3%	53.8%	53.2%	64.3%	55.6%	26.3%	38.7%	40.7%	47.8%
Trade and exports*	60.0%	11.5%	21.5%	14.3%	33.3%	26.3%	9.7%	18.5%	17.4%
Public sector governance/ reform	26.7%	26.9%	15.2%	14.3%	16.7%	15.8%	24.7%	7.1%	26.1%
Domestic private sector development	40.0%	38.5%	20.3%	39.3%	16.7%	42.1%	41.9%	25.0%	34.8%
Job creation/employment	13.3%	30.8%	22.8%	25.0%	22.2%	10.5%	28.0%	25.0%	21.7%
Agricultural development	13.3%	3.8%	17.7%	28.6%	11.1%	5.3%	19.4%	21.4%	13.0%
Food security	0.0%	0.0%	2.5%	0.0%	5.6%	10.5%	1.1%	0.0%	0.0%
Transport	6.7%	0.0%	8.9%	0.0%	11.1%	0.0%	5.4%	11.1%	8.7%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	4.3%
Environmental sustainability	0.0%	0.0%	7.6%	3.6%	0.0%	5.3%	10.8%	0.0%	4.3%
Health	6.7%	0.0%	0.0%	0.0%	0.0%	5.3%	4.3%	0.0%	0.0%
Law and justice	0.0%	3.8%	3.8%	3.6%	5.6%	10.5%	8.6%	3.6%	4.3%
Crime and violence	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	13.3%	11.5%	16.5%	21.4%	22.2%	15.8%	7.5%	21.4%	17.4%

*Significantly different between stakeholder groups

A. General Issues facing Mongolia (continued)

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in Mongolia, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Office of Parliamentarian		Employee of a Ministry/ Ministerial Dep/ Implementation Agency		PMU/ Consultant/ Contractor on WBG project		Local Government		Private Sector/ Financial Sector/ Private Bank		CSO	Media	Other
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	SD
Better employment opportunities for young people	20.0%		25.0%		39.7%		33.3%		27.8%		23.5%		21.1%	11.5%	14.3%
Better employment opportunities for women	6.7%		0.0%		4.1%		0.0%		0.0%		0.0%		6.7%	0.0%	9.5%
Greater access to micro-finance for the poor	13.3%		25.0%		11.0%		11.1%		22.2%		17.6%		12.2%	26.9%	19.0%
Greater voice and participation for citizens to help ensure greater accountability*	20.0%		4.2%		4.1%		7.4%		11.1%		0.0%		28.9%	23.1%	14.3%
Greater access to health and nutrition for citizens*	20.0%		4.2%		1.4%		0.0%		0.0%		0.0%		5.6%	0.0%	4.8%
Better entrepreneurial opportunities	33.3%		33.3%		19.2%		33.3%		33.3%		41.2%		27.8%	46.2%	14.3%
A growing middle class	20.0%		25.0%		31.5%		29.6%		11.1%		5.9%		21.1%	3.8%	33.3%
Better opportunity for the poor who live in rural areas	0.0%		8.3%		6.8%		7.4%		5.6%		5.9%		5.6%	7.7%	0.0%
Better opportunity for the poor who live in urban areas	0.0%		4.2%		2.7%		3.7%		11.1%		11.8%		0.0%	3.8%	9.5%
Consistent economic growth	26.7%		29.2%		35.6%		25.9%		50.0%		29.4%		24.4%	34.6%	23.8%
More reliable social safety net	6.7%		0.0%		6.8%		3.7%		0.0%		11.8%		7.8%	0.0%	14.3%
Greater equity of fiscal policy	0.0%		4.2%		6.8%		11.1%		16.7%		11.8%		6.7%	11.5%	19.0%
Education and training that better ensure job opportunity	26.7%		33.3%		21.9%		29.6%		11.1%		41.2%		17.8%	23.1%	14.3%
Better quality public services	0.0%		0.0%		4.1%		3.7%		0.0%		0.0%		14.4%	7.7%	9.5%
Other	6.7%		0.0%		2.7%		0.0%		0.0%		0.0%		0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group in Mongolia?*	15	5.47	2.10	26	6.50	2.06	79	5.68	2.13	27	6.74	2.28	18	5.17	2.55	19	5.58	1.92	96	4.84	2.22	28	5.61	2.45	23	5.96	2.31

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group's effectiveness in Mongolia.*	14	6.07	2.20	26	6.58	2.27	68	6.24	2.16	26	7.88	1.68	16	6.25	2.29	15	5.07	2.05	76	5.41	2.34	21	6.24	2.26	23	6.00	2.09

(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 President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group's staff is well prepared to help Mongolia solve its most complicated development challenges?*	15	7.00	2.27	20	7.40	2.19	61	6.92	2.39	24	8.17	1.81	13	6.69	1.84	14	6.50	3.01	64	6.73	2.58	23	8.57	1.83	21	7.14	2.46

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

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	0.0%	3.8%	5.2%	7.1%	5.6%	15.8%	4.2%	3.6%	4.3%
Public sector governance/ reform	20.0%	19.2%	19.5%	14.3%	16.7%	21.1%	27.4%	25.0%	39.1%
Transport	6.7%	0.0%	10.4%	17.9%	0.0%	21.1%	4.2%	7.1%	13.0%
Poverty reduction	6.7%	26.9%	16.9%	14.3%	38.9%	0.0%	23.2%	25.0%	26.1%
Global/regional integration	6.7%	0.0%	1.3%	7.1%	0.0%	0.0%	2.1%	10.7%	4.3%
Gender equity	0.0%	0.0%	2.6%	3.6%	0.0%	0.0%	1.1%	0.0%	4.3%
Crime and violence	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Domestic private sector development	33.3%	23.1%	20.8%	39.3%	61.1%	21.1%	25.3%	28.6%	26.1%
Rural development	13.3%	26.9%	11.7%	7.1%	27.8%	5.3%	16.8%	3.6%	8.7%
Foreign direct investment	20.0%	19.2%	10.4%	17.9%	5.6%	21.1%	7.4%	14.3%	4.3%
Water and sanitation	0.0%	11.5%	3.9%	3.6%	11.1%	0.0%	4.2%	7.1%	0.0%
Mineral Resource Management	20.0%	19.2%	16.9%	14.3%	11.1%	21.1%	11.6%	10.7%	13.0%
Job creation/employment	13.3%	23.1%	23.4%	32.1%	11.1%	26.3%	23.2%	32.1%	13.0%
Financial markets*	33.3%	0.0%	11.7%	14.3%	0.0%	0.0%	7.4%	21.4%	8.7%
Urban development	6.7%	11.5%	0.0%	0.0%	5.6%	0.0%	2.1%	3.6%	0.0%
Environmental sustainability	6.7%	15.4%	9.1%	7.1%	5.6%	26.3%	20.0%	3.6%	13.0%
Equality of opportunity	0.0%	0.0%	0.0%	3.6%	11.1%	5.3%	5.3%	0.0%	4.3%
Health	33.3%	15.4%	22.1%	3.6%	0.0%	10.5%	12.6%	17.9%	8.7%
Education	40.0%	30.8%	39.0%	14.3%	38.9%	36.8%	28.4%	32.1%	30.4%
Food security	0.0%	11.5%	2.6%	3.6%	5.6%	0.0%	5.3%	3.6%	4.3%
Climate change	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Agricultural development	0.0%	7.7%	16.9%	25.0%	11.1%	5.3%	10.5%	17.9%	8.7%
Trade and exports	13.3%	7.7%	3.9%	3.6%	5.6%	15.8%	2.1%	7.1%	4.3%
Economic growth	6.7%	7.7%	14.3%	17.9%	16.7%	21.1%	15.8%	7.1%	8.7%
Law and justice	13.3%	7.7%	6.5%	10.7%	5.6%	0.0%	9.5%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	6.7%	0.0%	9.1%	3.6%	0.0%	5.3%	3.2%	3.6%	13.0%
Anti corruption*	0.0%	7.7%	3.9%	7.1%	0.0%	0.0%	16.8%	3.6%	21.7%
Information and communications technology	0.0%	0.0%	2.6%	0.0%	0.0%	10.5%	1.1%	7.1%	4.3%
Disaster management	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future? (1-Not a priority, 10-Top priority)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Improving governance	15	7.73	2.19	21	8.86	1.77	75	8.43	2.16	26	7.35	2.98	16	8.50	1.86	16	9.06	1.48	92	8.89	1.90	25	8.36	2.80	21	8.67	1.80
Climate change adaption*	14	4.57	2.59	14	4.00	1.04	69	5.46	2.71	21	5.19	1.81	14	4.29	2.46	11	5.27	1.68	73	5.99	2.60	21	6.24	2.49	17	6.00	2.78
Mining for sustainable development	15	7.53	2.45	21	8.43	1.69	74	7.77	2.20	28	7.93	2.28	15	7.07	2.87	13	6.85	2.61	82	7.37	2.60	25	8.32	2.15	20	7.85	1.90
Equity (reaching poor and vulnerable people)	15	7.67	1.84	20	7.40	2.48	70	7.36	1.96	24	7.79	1.89	15	6.93	1.87	12	6.67	2.27	88	8.02	1.84	22	7.86	1.98	19	7.89	1.70
Economic diversification	15	7.60	1.99	16	8.25	1.69	71	7.76	2.10	23	7.65	2.39	13	6.92	1.66	15	7.80	2.57	80	7.60	2.06	23	8.30	2.58	19	8.26	1.73
Urban and rural development	15	8.07	1.87	21	8.19	1.75	73	7.86	1.92	25	7.68	2.29	14	8.71	1.33	13	7.23	2.68	83	7.82	2.09	23	8.00	2.20	17	7.12	1.90
Improving basic infrastructure	15	8.47	1.55	18	8.83	1.50	74	8.72	1.43	26	8.04	2.55	16	8.81	1.33	15	8.80	1.47	86	8.14	2.14	23	8.52	2.33	21	7.57	1.83

*Significantly different between stakeholder groups

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

Greatest Value	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/Facilitating	0.0%	3.8%	0.0%	0.0%	5.9%	6.7%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	1.4%	7.7%	5.9%	0.0%	4.8%	8.3%	0.0%
Policy advice, studies, analyses	28.6%	46.2%	38.4%	23.1%	35.3%	20.0%	31.0%	45.8%	45.5%
Financial resources	14.3%	19.2%	15.1%	23.1%	5.9%	6.7%	13.1%	8.3%	4.5%
Capacity development	7.1%	11.5%	19.2%	11.5%	23.5%	13.3%	25.0%	8.3%	18.2%
Technical assistance	7.1%	3.8%	9.6%	26.9%	11.8%	20.0%	8.3%	4.2%	18.2%
Mobilizing third party financial resources	21.4%	3.8%	6.8%	3.8%	0.0%	6.7%	2.4%	8.3%	9.1%
Donor coordination	14.3%	11.5%	6.8%	3.8%	11.8%	26.7%	15.5%	16.7%	0.0%
Linkage to non-Bank expertise	7.1%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%

2 nd Greatest Value	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/Facilitating	7.1%	7.7%	4.2%	0.0%	0.0%	0.0%	0.0%	4.3%	9.1%
Data	0.0%	7.7%	4.2%	0.0%	0.0%	6.3%	2.4%	8.7%	0.0%
Policy advice, studies, analyses	28.6%	23.1%	15.5%	26.9%	11.8%	31.3%	19.5%	17.4%	18.2%
Financial resources	7.1%	3.8%	11.3%	15.4%	17.6%	12.5%	11.0%	8.7%	0.0%
Capacity development	14.3%	30.8%	21.1%	23.1%	29.4%	0.0%	25.6%	21.7%	22.7%
Technical assistance	7.1%	7.7%	16.9%	11.5%	11.8%	25.0%	13.4%	26.1%	27.3%
Mobilizing third party financial resources	21.4%	11.5%	11.3%	7.7%	11.8%	18.8%	8.5%	4.3%	9.1%
Donor coordination	14.3%	7.7%	8.5%	15.4%	11.8%	6.3%	18.3%	8.7%	9.1%
Linkage to non-Bank expertise	0.0%	0.0%	5.6%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	1.2%	0.0%	4.5%

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

How effectively do the World Bank Group's activities below support Mongolia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating	10	5.20	1.55	14	5.07	1.90	56	5.96	2.17	21	6.24	2.30	15	5.53	2.03	9	5.22	2.22	58	5.79	2.43	14	5.57	2.24	14	5.36	2.56
Data	11	6.36	2.25	14	6.50	1.99	64	6.86	2.02	25	7.36	1.89	16	6.81	2.10	11	6.18	1.47	68	7.03	2.07	23	7.87	1.96	15	7.20	1.90
Policy advice, studies, analyses	11	7.09	2.12	19	7.74	1.97	68	7.87	2.04	26	8.19	1.67	19	8.21	1.65	13	6.92	2.10	66	7.59	2.40	25	8.28	2.21	17	7.71	1.76
Financial resources	10	7.20	1.62	17	7.35	1.58	54	7.00	2.19	24	7.58	2.34	17	7.53	2.10	9	6.78	2.22	64	7.48	2.21	16	7.44	2.16	15	7.67	1.35
Technical assistance	11	7.36	2.11	16	6.75	1.57	59	7.61	2.01	27	8.22	2.19	17	7.35	1.66	11	6.45	2.42	68	7.32	2.15	20	7.85	1.73	19	7.84	2.14
Mobilizing third party financial resources	9	6.67	1.80	14	7.07	1.33	50	6.92	1.93	18	7.17	2.43	14	7.14	1.88	10	6.80	2.97	54	6.56	2.33	17	6.65	1.93	11	6.82	2.96
Donor coordination	10	7.10	1.66	15	7.07	1.22	55	6.51	2.00	22	6.82	2.40	17	7.29	2.14	11	6.91	1.81	62	6.94	2.28	20	7.30	2.39	14	5.93	3.10
Linkage to non-Bank expertise	10	5.60	1.35	12	5.75	1.76	45	5.47	2.36	23	6.70	2.32	13	6.23	1.96	10	6.70	2.54	46	5.61	2.56	10	6.30	2.95	12	6.33	2.15

The World Bank Group can provide capacity building support in a number of ways in Mongolia. To what degree would Mongolia benefit, if capacity building were to support...?

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

	Which of the following best describes your current position?																												
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Groups outside of government to help them more effectively engage and participate in development efforts*	12	6.92	2.02	22	7.45	1.90	62	6.48	2.41	27	7.41	2.21	19	7.47	1.93	14	6.86	2.25	84	9.02	1.64	22	7.91	2.43	19	6.89	2.58		
The public sector, related to implementation of specific development projects on the ground	12	6.83	2.52	21	8.05	1.75	64	7.56	2.23	26	7.23	2.30	17	7.41	2.09	13	7.15	2.15	75	6.68	2.19	22	7.36	2.54	18	7.28	2.24		
The public sector, related to changing institutions (organizations or sociopolitical conditions)	12	5.92	3.00	20	6.80	1.88	63	6.92	2.44	22	6.64	2.42	18	6.89	2.03	11	6.00	2.05	70	6.84	2.44	17	6.71	2.87	19	7.26	2.75		
The private sector, related to institutional and policy change	12	8.08	1.98	20	7.85	1.53	67	7.63	1.96	23	7.91	1.62	19	8.05	1.93	13	8.46	1.85	79	8.28	2.04	21	8.38	2.54	21	8.19	1.63		

*Significantly different between stakeholder groups

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mongolia? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																												
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Project implementation (or other organizational strengthening)	7	7.14	2.97	15	7.20	2.04	52	7.40	1.88	27	7.81	1.80	15	8.07	1.49	11	6.64	1.63	56	7.04	2.26	14	6.57	2.90	16	7.13	2.55		
Citizen engagement (incorporating citizens' voices into development)	8	6.25	3.24	17	7.00	2.40	43	5.98	2.20	16	6.81	2.34	13	6.46	1.90	8	6.38	2.72	65	6.86	2.82	14	6.00	2.88	16	6.00	2.99		
Policy design (for clarity and better incentives to achieve development goals)	7	6.57	1.90	15	7.47	1.81	49	7.22	1.84	21	7.90	1.81	13	6.77	1.83	8	6.75	1.28	51	7.22	2.30	15	7.93	2.46	15	7.47	2.72		

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

When thinking about how to improve capacity building in Mongolia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	9	7.44	1.81	15	7.87	1.85	51	7.37	2.38	26	8.27	1.87	15	8.73	1.22	11	7.73	1.68	65	7.89	2.09	13	7.38	2.99	18	8.28	2.32
Citizen engagement (incorporating citizens' voices into development)*	8	7.13	1.89	15	7.07	2.28	45	6.76	2.37	21	8.14	1.68	16	7.50	1.83	9	7.11	1.69	72	8.56	2.21	17	6.76	2.80	18	7.06	2.94
Policy design (for clarity and better incentives to achieve development goals)	8	6.63	2.20	13	8.08	1.71	53	7.75	2.13	21	8.52	1.33	16	8.19	1.68	10	7.00	2.21	60	8.20	1.82	15	7.47	3.11	17	7.94	2.90

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Staff too inaccessible	0.0%	3.8%	2.6%	0.0%	5.6%	5.3%	2.2%	6.9%	9.1%
Not exploring alternative policy options	0.0%	11.5%	10.3%	11.1%	11.1%	10.5%	7.9%	6.9%	4.5%
Not adequately sensitive to political/social realities in Mongolia	7.7%	19.2%	21.8%	14.8%	11.1%	15.8%	9.0%	20.7%	18.2%
Not enough public disclosure of its work	30.8%	50.0%	24.4%	48.1%	38.9%	15.8%	37.1%	41.4%	18.2%
Arrogant in its approach	0.0%	0.0%	3.8%	0.0%	5.6%	0.0%	3.4%	6.9%	9.1%
Not aligned with country priorities	15.4%	0.0%	9.0%	7.4%	5.6%	5.3%	4.5%	10.3%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	3.4%	0.0%
World Bank Group's processes too complex	15.4%	7.7%	28.2%	11.1%	11.1%	10.5%	15.7%	13.8%	18.2%
Not willing to honestly criticize policies and reform efforts in the country*	15.4%	19.2%	7.7%	22.2%	0.0%	0.0%	13.5%	3.4%	22.7%
Too influenced by developed countries	7.7%	23.1%	23.1%	22.2%	16.7%	31.6%	13.5%	13.8%	18.2%
Imposing technocratic solutions without regard to political realities	0.0%	3.8%	9.0%	3.7%	0.0%	0.0%	3.4%	10.3%	0.0%
World Bank Group's processes too slow*	7.7%	0.0%	3.8%	22.2%	11.1%	15.8%	6.7%	0.0%	13.6%
Too bureaucratic in its operational policies and procedures	0.0%	0.0%	0.0%	0.0%	11.1%	5.3%	4.5%	0.0%	0.0%
Not aligned with other donors' work	0.0%	0.0%	7.7%	11.1%	0.0%	0.0%	5.6%	3.4%	4.5%
Not collaborating enough with non-state actors	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	2.2%	0.0%	9.1%
Not client focused	0.0%	11.5%	9.0%	3.7%	11.1%	15.8%	18.0%	17.2%	0.0%
Other	7.7%	0.0%	2.6%	0.0%	0.0%	0.0%	2.2%	3.4%	4.5%
Don't know	38.5%	23.1%	14.1%	7.4%	27.8%	31.6%	27.0%	10.3%	22.7%

*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mongolia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO	Media	Other					
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Capacity development	26.7%	53.8%	36.7%	46.4%	57.9%	31.6%	46.8%	31.0%	47.8%																
Policy based lending / budget support to the Government*	53.3%	26.9%	27.8%	10.7%	21.1%	26.3%	16.0%	10.3%	8.7%																
Knowledge products/services	13.3%	19.2%	26.6%	17.9%	26.3%	10.5%	26.6%	41.4%	30.4%																
Investment lending (financing specific projects)	33.3%	50.0%	50.6%	53.6%	36.8%	63.2%	42.6%	44.8%	47.8%																
Technical assistance	33.3%	15.4%	36.7%	39.3%	36.8%	26.3%	29.8%	41.4%	30.4%																
Trust Fund management	6.7%	19.2%	8.9%	17.9%	5.3%	10.5%	4.3%	6.9%	0.0%																
Other	6.7%	0.0%	1.3%	0.0%	0.0%	5.3%	6.4%	0.0%	0.0%																
Don't know	0.0%	7.7%	2.5%	3.6%	5.3%	0.0%	10.6%	3.4%	8.7%																

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO	Media	Other					
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Academia/think tanks/research institutes*	33.3%	38.5%	53.2%	57.1%	26.3%	31.6%	23.7%	50.0%	52.2%																
Donor community	6.7%	3.8%	8.9%	7.1%	5.3%	5.3%	2.2%	14.3%	13.0%																
Media*	6.7%	7.7%	7.6%	7.1%	5.3%	10.5%	8.6%	50.0%	8.7%																
NGOs*	13.3%	15.4%	10.1%	10.7%	10.5%	15.8%	73.1%	17.9%	13.0%																
Local Government*	20.0%	23.1%	21.5%	17.9%	57.9%	10.5%	14.0%	10.7%	13.0%																
Private sector	40.0%	38.5%	36.7%	39.3%	42.1%	47.4%	18.3%	28.6%	26.1%																
Parliament	13.3%	23.1%	17.7%	17.9%	15.8%	15.8%	6.5%	3.6%	21.7%																
Community Based Organizations (CBOs)	6.7%	34.6%	21.5%	21.4%	21.1%	21.1%	34.4%	17.9%	21.7%																
Beneficiaries	6.7%	3.8%	6.3%	21.4%	15.8%	10.5%	8.6%	3.6%	4.3%																
Foundations*	13.3%	0.0%	7.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%																
Other	6.7%	0.0%	1.3%	0.0%	0.0%	0.0%	1.1%	0.0%	8.7%																
Don't know*	0.0%	0.0%	2.5%	0.0%	0.0%	15.8%	3.2%	0.0%	4.3%																

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In your opinion, to what extent would increasing the voice and influence of civil society in Mongolia help to improve development efforts?*	13	6.54	2.79	25	7.88	2.22	74	7.01	2.41	26	8.27	1.76	18	7.89	2.17	15	7.53	3.04	86	9.41	1.20	24	8.29	2.22	21	7.14	2.89

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

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

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group currently plays a relevant role in development in Mongolia	13	5.54	2.70	24	6.71	2.20	67	6.03	2.27	25	7.80	2.10	17	6.18	2.32	14	5.79	2.01	67	6.49	2.69	18	5.72	2.54	20	6.70	2.30
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	13	4.85	2.73	22	6.55	2.30	60	5.77	2.28	26	7.65	2.17	15	5.60	2.16	12	5.58	2.31	62	6.05	2.50	17	5.00	3.14	16	6.81	1.91
The World Bank Group supports programs and strategies that are realistic for Mongolia	13	6.38	2.18	20	7.65	1.69	66	6.53	2.25	26	8.04	1.97	16	6.44	1.82	13	6.54	2.11	63	7.03	2.36	22	7.64	2.72	18	6.72	2.02
The World Bank Group treats clients and stakeholders in Mongolia with respect	12	7.25	2.49	18	7.39	1.91	60	7.00	2.25	25	8.48	1.73	14	7.07	1.44	13	7.08	1.55	58	7.03	2.78	14	8.14	1.96	15	7.20	2.01

*Significantly different between stakeholder groups

To what extent is the World Bank Group an effective development partner in Mongolia 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 President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	7	5.29	2.36	15	6.07	1.75	49	5.86	1.93	27	6.67	2.22	10	4.90	1.66	7	6.14	2.12	51	5.86	2.58	6	4.67	3.27	11	5.55	2.38
Flexibility (in terms of the institution's products and services)	7	5.71	1.98	13	5.85	1.68	50	5.66	1.94	24	6.83	2.18	10	5.00	1.33	7	6.43	2.70	49	6.27	2.52	9	5.78	2.44	12	5.67	2.35
Flexibility (in terms of changing country circumstances)	7	5.29	2.29	14	5.79	1.42	49	5.49	2.07	22	6.41	1.79	12	4.33	1.56	8	5.25	2.66	45	5.76	2.60	10	6.10	2.85	10	5.70	2.06
Being inclusive	7	5.71	1.60	13	6.38	1.61	49	5.90	1.90	19	7.16	1.57	12	5.92	2.39	6	6.17	3.19	52	6.37	2.50	10	5.50	1.58	12	6.67	1.97
Openness (sharing data and other information)	8	6.38	2.92	17	5.41	2.27	55	6.38	2.18	25	7.64	2.33	11	6.09	2.59	8	6.13	1.81	64	6.81	2.57	14	6.79	2.67	15	6.53	2.36
Staff accessibility	7	5.14	1.95	16	5.25	2.18	50	5.98	2.15	22	6.32	2.28	10	5.90	2.18	6	6.67	2.80	46	6.15	2.57	10	5.70	1.89	12	6.42	2.39
Straightforwardness and honesty	7	6.71	2.50	14	6.00	1.88	49	6.98	2.27	26	7.88	2.21	10	6.90	1.79	7	6.86	1.86	50	6.92	2.59	10	5.70	2.58	13	6.92	1.75
Ease of access to the people at the World Bank Group who are making decisions important to my work*	7	4.71	1.38	14	5.21	2.22	44	6.14	2.11	25	7.40	2.12	9	5.78	2.28	5	4.20	3.11	39	6.05	2.97	7	7.00	1.63	10	6.30	2.54
Collaboration with civil society	8	4.63	2.00	15	4.87	1.41	52	5.94	2.11	18	6.39	2.83	11	5.00	2.61	6	5.83	3.06	70	5.61	2.65	10	5.70	2.95	12	5.25	2.01
Collaboration with the Government	9	6.44	2.01	17	6.76	2.02	58	7.07	1.85	24	7.88	1.75	14	6.93	1.77	10	8.10	1.29	59	7.58	2.13	13	7.62	2.14	14	7.36	1.65
Collaboration with other donors and development partners	9	6.33	2.00	15	6.07	1.87	50	6.74	2.11	22	7.27	2.35	11	7.09	1.87	7	6.14	1.86	48	7.21	2.18	9	7.11	2.47	11	6.82	2.27
Collaboration with the private sector	8	4.25	2.66	15	5.00	1.36	48	5.46	2.42	18	5.28	2.78	11	5.00	2.76	9	5.11	2.89	46	6.00	2.53	8	4.88	1.46	13	5.46	1.56
The speed in which it gets things accomplished on the ground	7	5.00	2.71	13	6.38	2.14	51	5.51	2.36	27	6.93	2.43	11	6.73	1.62	7	5.57	2.88	48	6.31	2.66	10	6.10	2.73	12	6.33	1.83
Being a long-term partner	8	6.88	2.03	14	6.86	1.96	51	7.63	2.13	24	8.46	1.44	12	7.08	2.11	8	7.25	1.98	52	7.21	2.85	13	8.31	1.70	14	7.29	1.86

*Significantly different between stakeholder groups

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

To be more effective development partner in Mongolia, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More local presence	60.0%	81.8%	74.7%	82.1%	82.4%	73.3%	71.9%	75.0%	63.2%
The current level of local presence is adequate	6.7%	4.5%	8.0%	14.3%	5.9%	6.7%	10.1%	20.8%	15.8%
Less local presence	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	5.3%
Don't know	26.7%	13.6%	17.3%	3.6%	11.8%	20.0%	16.9%	4.2%	15.8%

When World Bank Group 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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	0.0%	20.0%	16.0%	10.7%	0.0%	17.6%	7.8%	15.4%	10.0%
There is not an adequate level of citizen/civil society participation*	20.0%	48.0%	20.0%	28.6%	50.0%	17.6%	58.9%	26.9%	20.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	13.3%	12.0%	24.0%	17.9%	16.7%	5.9%	12.2%	30.8%	40.0%
Lack of/inadequate levels of capacity in Government	20.0%	24.0%	16.0%	21.4%	33.3%	47.1%	27.8%	26.9%	30.0%
Poor donor coordination	13.3%	8.0%	10.7%	10.7%	0.0%	5.9%	6.7%	7.7%	5.0%
The World Bank Group works too slowly	20.0%	8.0%	10.7%	14.3%	11.1%	11.8%	6.7%	7.7%	10.0%
The Government works inefficiently	26.7%	16.0%	18.7%	28.6%	22.2%	29.4%	30.0%	26.9%	15.0%
Political pressures and obstacles	13.3%	16.0%	26.7%	32.1%	27.8%	23.5%	12.2%	7.7%	15.0%
Reforms are not well thought out in light of country challenges	6.7%	16.0%	32.0%	25.0%	27.8%	5.9%	16.7%	19.2%	25.0%
Other	26.7%	12.0%	6.7%	0.0%	5.6%	11.8%	5.6%	3.8%	10.0%

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																												
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Anti corruption*	15	6.00	2.67	20	6.45	2.78	63	5.81	2.69	23	5.83	2.90	14	5.00	3.31	13	7.15	2.94	76	7.30	2.59	14	6.86	2.91	20	6.70	2.66		
Information and communications technology*	15	6.40	2.26	16	6.06	1.91	67	6.39	2.16	24	7.29	2.51	16	6.19	1.97	15	6.67	2.69	66	7.18	2.20	14	8.07	1.49	17	5.53	1.87		
Transport	15	5.87	2.07	17	6.76	1.95	61	6.66	2.52	22	7.64	2.26	17	7.24	1.75	13	6.54	2.96	69	7.33	2.26	15	7.80	1.93	18	6.44	2.33		
Crime and violence	15	5.00	1.65	16	6.06	2.24	60	5.70	2.56	23	4.74	2.56	16	4.94	2.54	12	5.42	3.63	70	6.16	2.74	14	6.00	2.72	16	5.13	2.50		
Law and justice	15	5.60	2.44	17	6.47	2.24	64	6.58	2.65	23	6.61	2.59	16	5.88	2.60	13	7.62	2.18	75	7.04	2.72	17	6.41	3.43	17	6.82	2.07		
Urban development	15	6.47	1.85	17	7.35	1.93	65	7.17	2.40	24	7.29	1.81	15	7.87	2.10	12	7.75	2.22	73	7.15	2.40	15	7.07	2.55	17	6.00	2.03		
Environmental sustainability	14	6.64	2.06	19	7.68	2.03	67	7.49	2.39	24	8.04	1.78	16	7.25	2.05	15	7.67	2.29	77	7.94	2.14	18	7.33	3.01	18	6.83	2.04		
Regulatory framework	14	5.57	1.91	14	6.50	1.70	46	6.07	2.59	17	6.18	2.10	13	5.54	1.71	9	5.78	2.91	50	6.98	2.19	14	5.36	2.84	14	5.79	2.26		
Communicable/non-communicable diseases	15	5.80	2.68	17	6.65	2.32	51	6.49	2.73	21	6.24	2.77	14	5.71	3.07	13	5.85	2.85	60	6.78	2.36	14	7.36	2.41	14	4.93	1.82		
Poverty reduction	15	7.47	2.17	18	8.11	1.57	69	7.65	2.28	27	8.19	1.80	17	7.65	2.00	14	7.57	1.83	84	7.90	2.39	22	8.64	1.59	19	7.58	1.98		
Gender equity	15	6.40	1.84	17	6.76	2.22	63	6.33	2.56	23	6.35	2.77	16	5.00	2.31	12	5.58	3.18	70	6.83	2.66	13	6.62	2.36	17	5.06	2.36		
Domestic private sector development	15	7.47	1.85	18	8.28	1.84	64	7.38	2.50	22	7.23	2.25	17	8.06	1.68	13	6.92	2.75	77	8.09	2.24	18	8.39	2.35	19	6.74	2.21		
Foreign direct investment	15	7.33	2.47	19	8.26	1.88	62	7.84	2.36	25	8.16	2.12	15	7.47	2.50	15	8.07	2.31	72	7.83	2.19	18	9.00	1.46	20	7.20	1.74		
Water and sanitation	15	7.07	2.25	18	7.33	1.88	63	7.38	2.18	24	7.25	2.51	16	6.56	2.13	14	6.57	3.27	73	7.33	2.36	16	7.19	1.83	17	6.47	1.97		
Trade and exports	15	6.87	2.23	17	7.00	2.21	62	6.87	2.32	21	6.81	2.58	15	6.87	2.20	15	7.87	2.39	73	7.18	2.22	16	8.13	1.89	19	6.74	1.85		
Economic growth	15	7.07	1.87	16	7.75	2.65	68	7.35	2.37	24	8.04	1.78	17	8.35	1.73	16	7.94	2.24	75	8.20	2.05	16	8.69	1.66	18	6.94	1.63		
Energy	15	7.13	2.64	15	7.27	1.94	60	7.53	2.52	26	8.08	1.90	17	7.53	1.87	15	7.67	2.69	70	7.97	1.97	15	8.53	1.64	15	6.47	1.60		
Disaster management	14	5.00	2.25	17	6.47	2.50	55	6.25	2.74	19	6.00	2.52	15	5.40	1.99	13	5.69	3.04	61	6.59	2.42	14	5.93	2.46	17	5.76	2.31		
Public sector governance/ reform	15	5.93	2.28	18	7.61	1.94	63	7.05	2.33	22	7.73	1.98	16	7.25	2.27	13	7.23	2.92	71	7.61	2.70	14	6.07	3.27	17	7.71	2.34		
Job creation/employment	15	6.40	2.16	19	7.95	1.54	68	7.50	2.25	24	7.92	2.30	16	7.81	1.76	15	6.53	2.85	78	7.81	2.50	16	7.94	2.54	19	6.26	2.38		
Financial markets	15	7.07	1.94	18	7.72	2.02	62	7.81	2.09	24	8.21	2.06	16	7.56	1.86	14	6.93	2.40	72	7.71	2.32	17	8.24	2.14	17	6.59	2.00		
Equality of opportunity	14	6.21	2.12	18	7.50	1.72	54	6.63	2.24	21	6.52	2.71	13	6.38	1.80	11	6.36	2.54	67	7.27	2.43	16	7.13	1.71	14	5.14	2.51		
Health	15	6.33	2.32	19	7.32	2.24	62	7.42	2.21	23	7.57	2.21	15	7.80	2.01	14	6.57	2.79	68	7.66	2.43	16	8.13	1.71	19	6.26	2.42		
Rural development	15	6.73	2.09	20	7.80	2.38	64	7.45	2.44	24	8.04	1.60	16	7.94	2.11	13	7.46	2.73	79	7.95	2.22	16	8.38	1.26	17	6.29	1.69		
Global/regional integration	15	7.07	1.98	20	7.30	2.27	55	6.80	2.81	21	7.00	2.76	15	6.80	2.01	13	6.62	2.40	64	7.23	2.47	17	8.53	1.94	17	7.00	1.90		
Food security	14	6.29	2.52	18	6.89	2.00	59	6.92	2.84	21	6.95	2.36	14	6.71	2.23	11	6.73	3.38	75	7.16	2.65	15	8.00	1.60	20	5.90	2.36		
Education	15	6.67	2.53	22	8.09	2.00	68	7.94	2.28	25	8.24	2.03	16	7.56	2.06	14	7.79	2.26	81	7.94	2.45	18	8.22	1.48	19	6.84	2.06		
Social protection	15	5.73	2.49	19	7.11	2.13	63	6.78	2.41	22	6.68	3.06	15	6.33	2.23	13	6.00	3.32	69	6.59	2.77	16	6.88	2.47	20	6.75	2.47		
Climate change	15	5.73	2.40	19	6.89	1.97	58	6.40	2.52	19	6.16	2.59	16	5.94	1.95	13	6.54	3.20	67	7.15	2.38	16	6.25	2.91	18	6.67	2.66		
Agricultural development	15	6.33	2.50	22	7.82	1.84	61	7.57	2.40	20	7.95	1.82	16	6.88	2.39	14	7.00	2.72	73	7.78	2.24	15	7.13	2.42	18	6.28	2.05		
Mineral Resource Management	14	7.07	1.69	20	7.70	2.00	60	7.67	2.29	22	8.36	1.68	17	8.06	2.01	14	7.79	2.26	73	7.56	2.50	17	8.12	2.20	20	7.60	2.19		

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	6	5.33	1.86	6	5.83	3.54	26	4.92	3.10	6	4.67	1.97	11	4.91	2.55	8	4.00	2.51	33	5.33	2.82	7	4.71	2.50	11	4.64	2.20
Information and communications technology	6	5.67	1.51	5	3.60	2.70	27	5.70	2.60	9	7.00	2.18	11	5.82	2.14	8	5.25	1.98	18	6.50	2.77	8	5.63	2.07	11	5.00	2.10
Transport	6	5.00	1.67	7	5.57	2.76	27	5.59	2.44	10	6.90	1.97	12	6.33	2.61	8	5.63	2.26	25	6.48	2.60	10	6.10	2.33	9	5.33	1.50
Crime and violence	6	5.33	1.03	5	4.20	2.17	24	4.67	2.55	7	4.57	1.62	11	4.36	2.66	7	3.86	2.04	29	5.83	2.89	7	5.14	2.12	8	3.88	1.64
Law and justice	7	6.43	1.99	9	6.89	2.71	29	5.72	2.85	4	6.00	1.83	12	4.92	2.43	9	5.00	2.35	33	5.79	2.81	9	5.67	2.69	13	5.85	1.72
Urban development	6	5.83	1.72	10	5.90	2.42	30	6.10	2.47	11	6.91	1.92	14	6.29	2.67	9	6.22	1.99	32	6.59	2.49	12	5.50	1.78	10	5.80	1.55
Environmental sustainability	9	6.11	2.47	14	7.29	2.23	35	6.37	2.37	16	7.19	2.14	13	6.69	2.43	10	6.00	1.41	41	6.51	2.64	12	6.92	1.83	13	5.92	2.10
Regulatory framework	6	5.17	.98	7	6.71	2.75	21	5.57	2.62	8	6.38	2.45	10	4.80	1.62	6	4.33	1.97	18	6.11	2.89	8	5.13	2.53	10	5.50	2.07
Communicable/non-communicable diseases	7	5.86	1.95	8	6.13	2.36	25	6.00	2.60	6	6.50	2.81	11	6.64	2.73	7	4.86	2.67	23	6.35	2.87	7	5.71	2.69	8	4.25	1.67
Poverty reduction	8	5.88	2.64	12	6.75	2.34	39	6.77	2.19	19	7.32	2.24	17	6.71	2.49	10	5.60	1.65	52	6.81	2.60	13	7.31	1.70	17	6.82	1.94
Gender equity	6	5.83	1.72	8	5.75	1.75	30	6.27	2.50	12	7.08	2.43	13	5.31	2.59	10	5.00	2.54	37	6.32	2.43	9	5.56	2.01	12	5.25	2.30
Domestic private sector development	8	5.38	2.00	11	6.45	2.02	32	6.22	2.49	10	6.60	2.27	12	5.92	2.50	9	6.11	2.42	33	6.24	2.66	10	5.50	3.10	11	5.73	2.15
Foreign direct investment	7	5.43	2.15	11	7.09	2.21	34	6.71	2.59	14	7.29	2.55	13	6.38	1.89	10	4.90	1.52	29	6.55	2.77	14	6.36	2.59	13	6.38	1.94
Water and sanitation	6	5.67	1.75	11	6.55	2.30	25	6.16	2.36	13	6.62	2.47	12	5.50	2.24	8	4.88	2.80	27	5.93	2.72	10	5.40	2.12	10	5.50	1.84
Trade and exports	5	6.20	1.30	11	6.55	2.42	24	6.33	2.48	11	6.45	2.46	12	6.00	2.13	8	4.50	1.93	22	6.23	3.07	9	5.56	2.46	8	5.25	1.67
Economic growth	6	5.67	2.50	14	7.50	1.95	34	6.56	2.26	15	6.80	1.66	14	6.14	2.11	11	5.36	1.43	36	6.83	2.54	10	6.30	2.11	14	6.07	2.02
Energy	6	6.00	2.19	10	6.30	2.26	27	6.56	2.59	16	6.69	1.85	11	6.73	1.90	9	5.78	2.68	26	6.54	2.86	10	5.90	1.85	10	4.90	1.91
Disaster management	6	5.00	1.10	9	6.56	2.55	22	5.82	2.65	9	5.44	2.13	11	5.45	2.81	7	4.57	2.15	19	6.32	2.79	7	4.29	2.14	8	4.38	2.13
Public sector governance/ reform	7	5.71	1.98	14	7.21	2.26	34	6.00	2.26	17	5.94	2.14	15	6.33	2.29	9	4.56	1.67	37	6.14	2.86	7	5.14	2.73	15	6.00	2.36
Job creation/employment	7	5.71	2.06	13	7.23	1.88	37	5.84	2.05	15	6.53	2.39	13	6.85	2.08	10	5.70	2.11	35	5.86	3.14	9	4.67	2.24	10	5.20	2.30
Financial markets	7	6.43	2.51	13	6.69	1.89	31	6.29	2.37	15	6.73	2.28	13	6.31	2.69	9	5.78	2.33	33	6.36	3.07	10	4.50	2.95	10	5.40	2.27
Equality of opportunity	6	5.67	1.51	8	6.38	2.07	21	5.67	2.15	9	6.00	2.55	10	6.60	1.71	8	4.63	1.06	28	5.71	2.87	8	4.25	2.12	9	5.00	1.80
Health*	8	5.38	1.41	12	6.83	2.44	29	6.55	2.37	15	7.07	2.05	15	6.60	2.44	9	5.33	2.29	32	6.81	2.56	10	4.50	1.78	8	4.63	1.41
Rural development	6	5.50	1.22	13	6.85	1.82	38	6.29	2.55	17	7.41	1.84	15	5.53	3.29	10	5.30	1.89	40	6.48	2.49	11	5.55	1.75	9	5.44	1.81
Global/regional integration	6	6.17	1.47	12	6.83	1.85	28	5.93	2.61	10	6.00	2.58	12	6.50	2.15	7	5.29	1.70	17	7.47	2.79	9	5.67	2.18	10	5.90	1.37
Food security	7	6.29	1.50	10	6.50	1.96	27	5.37	2.32	9	5.78	2.11	12	5.67	2.67	7	3.57	1.51	25	5.60	3.19	10	5.30	2.63	8	4.75	1.98
Education	7	6.71	2.06	12	7.00	2.17	38	6.50	2.31	16	7.38	2.36	13	6.92	2.25	10	5.80	2.15	40	6.68	2.57	10	4.70	1.64	15	6.33	1.59
Social protection	6	5.83	1.83	9	6.22	2.44	27	5.89	2.41	12	6.67	2.57	11	6.36	2.42	8	5.00	2.93	33	6.03	2.69	10	4.90	1.37	11	6.27	2.10
Climate change	8	6.00	2.27	12	6.83	2.44	25	5.08	2.74	8	6.25	1.91	14	5.07	2.73	7	3.86	1.57	27	5.22	2.78	11	5.45	2.38	9	4.67	2.35
Agricultural development	8	6.88	2.42	11	7.00	2.19	32	5.69	2.56	11	6.36	2.06	13	6.15	2.85	8	4.88	1.89	34	6.38	2.61	9	5.67	1.58	10	6.10	2.13
Mineral Resource Management	7	5.71	1.80	13	7.23	2.13	30	5.63	2.66	15	6.87	1.81	15	6.87	2.36	10	4.70	2.45	30	6.10	3.09	12	5.75	2.42	12	6.08	2.61

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results (continued)

Where are the World Bank Group's decisions made primarily that support the program in Mongolia?*(Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
At the Headquarters (in Washington D.C.)	35.7%	37.5%	48.1%	66.7%	36.8%	42.1%	33.3%	41.4%	60.9%
In the country	28.6%	8.3%	7.6%	14.8%	5.3%	5.3%	8.6%	6.9%	17.4%
Don't know	35.7%	54.2%	44.3%	18.5%	57.9%	52.6%	58.1%	51.7%	21.7%

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group's work help to achieve development results in Mongolia?*	13	6.15	2.12	24	6.21	2.00	65	5.92	1.79	25	6.96	1.62	14	6.36	2.17	14	4.64	2.02	63	6.05	2.11	21	5.19	1.72	21	5.95	1.75

(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 Group in Mongolia? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mongolia	11	6.91	1.70	19	6.68	2.11	55	5.98	2.03	24	7.21	2.25	16	6.44	2.19	13	5.46	2.73	53	6.45	2.45	19	6.58	1.89	18	5.94	2.21
The World Bank Group meets Mongolia's needs for knowledge services*	11	6.91	1.97	19	7.11	1.85	59	6.75	2.06	25	7.88	1.83	16	7.00	1.67	11	5.91	2.39	61	6.30	2.56	20	8.05	1.50	17	6.35	1.93

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 that Mongolia received value for money from the World Bank Group's fee-based products/services?	9	6.78	2.33	15	6.67	1.54	39	5.72	1.92	16	6.44	1.79	10	6.50	1.43	6	6.33	1.21	39	5.38	2.03	14	5.86	1.61	13	5.85	1.82
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?	10	6.30	1.95	15	6.47	2.03	43	5.77	2.03	22	6.68	2.17	12	6.25	1.66	8	5.38	2.39	41	5.68	2.35	14	6.43	2.47	18	5.72	1.90

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister		Office of Parliamentarian		Employee of a Ministry/ Ministerial Dep/ Implementation Agency		PMU/ Consultant/ Contractor on WBG project		Local Government		Private Sector/ Financial Sector/ Private Bank		CSO	Media	Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	SD	
Weekly		6.7%		0.0%		1.3%		14.3%		0.0%		0.0%		1.1%	0.0%	0.0%
Monthly		13.3%		16.0%		14.1%		17.9%		10.5%		0.0%		5.3%	13.8%	21.7%
A few times a year		13.3%		24.0%		38.5%		35.7%		36.8%		11.1%		27.7%	55.2%	39.1%
Rarely		60.0%		56.0%		39.7%		28.6%		47.4%		72.2%		43.6%	27.6%	26.1%
Never		6.7%		4.0%		6.4%		3.6%		5.3%		16.7%		22.3%	3.4%	13.0%

*Significantly different between stakeholder groups

In Mongolia, to what extent do you believe that the World Bank Group'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 President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	5	5.60	2.41	12	5.58	1.73	36	6.83	1.84	21	6.57	2.25	8	6.50	1.41	8	5.25	1.91	42	6.40	2.50	13	7.46	1.61	14	6.21	1.93
Include appropriate level of stakeholder involvement during preparation	4	5.00	2.16	11	6.45	2.07	39	6.33	1.95	19	6.47	2.48	11	6.64	1.29	8	6.13	1.36	47	5.85	2.32	10	5.90	1.45	15	5.80	2.65
Are relevant to Mongolia's development priorities	5	6.20	2.28	13	6.15	2.15	42	6.57	2.15	19	7.11	2.05	17	7.29	1.36	9	6.11	2.20	57	6.65	2.18	14	7.07	2.16	16	6.69	2.12
Lead to practical solutions	4	7.00	1.83	14	6.50	2.03	47	6.62	1.88	23	7.00	2.02	16	7.25	1.39	7	5.43	2.07	46	6.46	2.37	18	6.89	2.65	13	5.85	2.08
Are accessible (well written and easy to understand)	4	5.00	2.16	14	6.14	1.99	46	7.00	2.02	23	7.26	2.03	13	6.62	2.26	9	5.56	1.74	57	6.25	2.57	13	6.08	2.50	15	6.00	2.10
Are source of relevant information on global good practices	6	6.00	2.19	15	6.53	1.81	46	7.26	1.96	21	7.67	1.85	16	7.94	1.34	9	6.67	2.00	53	6.77	2.41	16	7.81	1.94	16	6.63	2.13
Enhance your knowledge and/or skills	5	5.60	1.52	11	6.18	1.83	40	6.78	1.83	20	6.90	2.47	14	7.00	1.47	7	5.86	2.54	50	6.80	2.41	12	6.83	1.99	13	7.00	2.00
Are adequately disseminated	4	5.25	2.75	11	5.91	1.81	34	6.44	1.83	19	6.68	2.50	11	6.73	1.35	6	5.83	2.48	36	6.14	2.60	9	7.22	2.28	14	6.14	2.11
Are translated enough into local language	4	5.00	2.45	13	5.85	1.95	46	6.28	2.22	20	6.40	2.87	13	6.92	1.98	10	6.40	2.84	49	6.31	2.58	13	6.62	1.94	13	4.77	2.09
Are adaptable to Mongolia's specific development challenges and country circumstances	5	6.40	2.07	15	7.13	1.88	44	5.89	1.92	21	6.62	2.16	15	7.27	1.10	11	5.73	1.68	48	6.42	2.29	14	6.71	2.13	14	5.79	1.76

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group's knowledge work and activities make to development results in your country?	11	7.27	2.33	20	7.85	1.66	65	7.28	2.13	26	8.27	1.69	18	7.89	1.45	16	7.31	1.85	70	7.44	2.38	26	8.15	1.89	20	7.65	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	6.50	2.72	16	7.38	1.78	54	7.11	1.72	23	7.78	1.78	14	7.64	1.45	8	7.13	1.81	57	7.16	2.15	20	7.65	1.63	16	6.56	1.82

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mongolia's development challenges?

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	6	5.50	1.22	18	7.17	1.76	54	6.74	1.99	21	7.19	1.83	15	7.40	1.68	14	6.79	2.26	54	6.54	2.13	16	6.75	2.24	15	6.60	1.68
Design (appraising and planning the solutions)	7	6.86	2.04	16	6.50	1.71	53	6.94	1.79	22	7.32	1.64	15	7.27	1.62	12	7.17	2.08	58	6.64	2.29	18	7.00	2.06	16	6.44	2.13
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	8	6.50	2.33	17	6.41	1.87	53	6.34	2.13	22	7.00	1.72	17	6.71	1.57	14	6.29	2.49	56	6.50	2.07	15	6.33	2.53	17	5.88	2.15
Evaluation (assessing the impact and results)	8	6.50	1.77	17	7.00	1.70	56	6.71	2.11	21	7.19	1.63	17	7.35	1.93	15	6.87	2.61	61	6.57	2.45	17	7.41	1.73	15	6.20	2.43

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

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	11	5.91	2.51	13	6.08	1.66	36	5.94	2.10	17	7.41	1.54	14	6.79	2.19	8	5.00	2.00	36	5.83	2.65	7	5.86	2.12	13	5.38	2.02
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	6.27	2.76	18	7.11	1.81	50	7.14	2.06	24	7.79	1.53	19	7.74	2.05	10	7.70	1.16	55	7.36	2.12	22	8.09	1.93	15	6.40	2.06
The World Bank Group's approvals and reviews are done in a timely fashion*	11	6.18	2.52	14	7.00	1.92	43	7.05	2.34	25	7.16	2.29	16	8.13	1.20	9	6.22	2.39	45	6.71	2.39	17	8.59	1.87	13	6.08	2.25
The World Bank Group's "Safeguard Policy" requirements are reasonable	9	6.44	1.33	12	7.17	1.80	33	6.79	1.93	20	7.70	1.69	12	7.17	1.34	7	7.00	2.00	28	6.54	2.65	9	6.44	2.13	8	6.00	2.51
The World Bank Group's conditions on its lending are reasonable	11	6.09	2.02	15	7.40	1.84	38	6.63	1.96	19	7.68	1.57	14	7.29	1.68	7	7.00	2.52	37	6.05	2.66	15	7.07	2.37	10	5.90	2.42
The World Bank Group takes decisions quickly in Mongolia	11	4.91	1.64	11	6.27	1.79	39	4.87	2.31	25	6.04	2.44	13	5.85	1.91	7	4.43	2.76	45	5.56	2.62	11	7.18	2.44	11	5.18	2.18
Working with the World Bank Group increases Mongolia's institutional capacity	11	6.73	2.10	17	7.82	1.74	49	7.35	2.19	24	7.92	1.72	17	8.00	1.50	12	7.83	1.99	56	7.54	2.07	15	7.60	2.23	16	6.94	1.91
The World Bank Group ensures consistency and continuity through staff changes	10	6.70	2.31	11	6.73	1.95	27	6.44	2.58	16	6.56	2.28	12	6.92	1.68	8	7.38	2.00	30	6.27	2.38	7	4.57	2.94	10	6.00	1.94
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	8	5.88	1.81	14	6.86	1.83	33	6.67	2.13	22	7.05	1.96	14	6.79	1.25	8	5.75	1.67	35	6.74	2.34	9	6.44	2.92	13	5.85	2.12
The World Bank Group provides effective implementation support	10	6.00	2.54	15	7.20	1.57	42	6.64	2.07	24	7.58	1.59	16	7.25	2.29	8	6.88	1.96	45	7.04	2.28	10	7.10	2.60	16	6.44	2.03

*Significantly different between stakeholder groups

Which of the following best describes the way the World Bank Group operates in Mongolia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group takes too much risk in Mongolia	0.0%	0.0%	7.8%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
The World Bank Group does not take enough risk in Mongolia	13.3%	0.0%	13.0%	7.4%	15.8%	23.5%	8.6%	13.8%	34.8%
The World Bank Group's approach to risk is appropriate	26.7%	28.0%	16.9%	37.0%	31.6%	11.8%	14.0%	24.1%	21.7%
Don't know	40.0%	52.0%	50.6%	44.4%	42.1%	64.7%	63.4%	37.9%	34.8%
Prefer not to answer	20.0%	20.0%	11.7%	11.1%	10.5%	0.0%	14.0%	24.1%	4.3%

*Significantly different between stakeholder groups

F. Recent Trends and the Future Role of the World Bank Group in Mongolia

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on Mongolia's economy*	0.0%	20.0%	27.8%	22.2%	31.6%	33.3%	17.4%	46.4%	13.0%
Collaborate more effectively with Government clients	26.7%	16.0%	20.3%	14.8%	21.1%	5.6%	10.9%	25.0%	21.7%
Offer more innovative financial products	6.7%	24.0%	17.7%	18.5%	21.1%	22.2%	10.9%	14.3%	8.7%
Improve the competitiveness of its financing compared to markets	6.7%	4.0%	8.9%	14.8%	10.5%	11.1%	10.9%	7.1%	8.7%
Reach out more to groups outside of Government*	20.0%	32.0%	16.5%	29.6%	10.5%	22.2%	51.1%	25.0%	26.1%
Improve the quality of its experts as related to Mongolia's specific challenges	20.0%	44.0%	34.2%	44.4%	42.1%	16.7%	34.8%	17.9%	30.4%
Offer more innovative knowledge services	40.0%	16.0%	13.9%	14.8%	10.5%	27.8%	10.9%	14.3%	17.4%
Ensure greater selectivity in its work*	20.0%	0.0%	1.3%	0.0%	0.0%	11.1%	5.4%	0.0%	4.3%
Increase the level of capacity development in the country	20.0%	28.0%	29.1%	11.1%	26.3%	22.2%	15.2%	25.0%	17.4%
Reduce the complexity of obtaining World Bank Group financing	13.3%	16.0%	15.2%	29.6%	15.8%	16.7%	9.8%	21.4%	8.7%
Increase availability of Fee-Based services	6.7%	0.0%	8.9%	0.0%	5.3%	5.6%	12.0%	3.6%	8.7%
Work faster*	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	4.3%	0.0%	13.0%
Other	6.7%	0.0%	1.3%	0.0%	0.0%	0.0%	2.2%	0.0%	4.3%

*Significantly different between stakeholder groups

What actions would most improve the impact of World Bank Group-supported programs and activities? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Improving quality of analytical work	20.0%	24.0%	30.4%	18.5%	15.8%	29.4%	18.7%	21.4%	19.0%
Providing world class experts*	20.0%	28.0%	15.2%	18.5%	26.3%	0.0%	14.3%	39.3%	14.3%
Increasing dissemination and discussion on findings of analytical work	0.0%	32.0%	25.3%	37.0%	15.8%	23.5%	38.5%	28.6%	38.1%
Ensuring project beneficiaries have information on project objectives and activities	20.0%	16.0%	10.1%	18.5%	21.1%	23.5%	18.7%	25.0%	4.8%
Improving timeliness of analytical work and technical assistance	20.0%	32.0%	25.3%	37.0%	21.1%	11.8%	25.3%	21.4%	19.0%
Improving the quality of its experts as related to Mongolia's specific challenges	60.0%	32.0%	43.0%	33.3%	57.9%	52.9%	31.9%	25.0%	23.8%
Offering more innovative financial products	13.3%	24.0%	19.0%	18.5%	10.5%	35.3%	19.8%	17.9%	9.5%
Offering more innovative knowledge products	40.0%	8.0%	24.1%	18.5%	26.3%	23.5%	27.5%	17.9%	42.9%
Other	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	2.2%	0.0%	4.8%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial services	28.6%	18.2%	26.3%	19.2%	18.8%	58.8%	22.2%	40.7%	21.7%
Knowledge products	35.7%	45.5%	34.2%	61.5%	25.0%	23.5%	32.2%	29.6%	26.1%
Convening services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	4.3%
None of the above	0.0%	0.0%	1.3%	0.0%	12.5%	0.0%	1.1%	0.0%	0.0%
The combination is appropriate for Mongolia	28.6%	31.8%	27.6%	19.2%	43.8%	11.8%	32.2%	11.1%	43.5%
Don't know	7.1%	4.5%	10.5%	0.0%	0.0%	5.9%	11.1%	18.5%	4.3%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local newspapers	40.0%	53.8%	37.2%	46.4%	31.6%	44.4%	31.5%	55.2%	43.5%
International newspapers	6.7%	7.7%	5.1%	10.7%	0.0%	11.1%	6.5%	10.3%	13.0%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	3.4%	0.0%
International radio	6.7%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	40.0%	23.1%	37.2%	50.0%	63.2%	50.0%	54.3%	27.6%	43.5%
International television	6.7%	0.0%	2.6%	0.0%	0.0%	5.6%	2.2%	0.0%	4.3%
Periodicals*	13.3%	30.8%	12.8%	7.1%	26.3%	5.6%	10.9%	13.8%	30.4%
Internet	60.0%	65.4%	73.1%	57.1%	52.6%	50.0%	68.5%	62.1%	34.8%
Social media	26.7%	11.5%	17.9%	25.0%	5.3%	33.3%	16.3%	13.8%	4.3%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging*	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.8%	1.3%	3.6%	5.3%	0.0%	2.2%	10.3%	8.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Blogs	6.7%	0.0%	9.0%	10.7%	0.0%	5.6%	1.1%	0.0%	0.0%
Direct contact with World Bank Group	20.0%	26.9%	15.4%	28.6%	11.1%	27.8%	34.7%	40.7%	31.8%
e-Newsletters	13.3%	23.1%	17.9%	25.0%	16.7%	27.8%	13.7%	14.8%	31.8%
Instant messaging	0.0%	0.0%	1.3%	0.0%	11.1%	5.6%	3.2%	3.7%	4.5%
World Bank Group's seminars/workshops/conferences	20.0%	11.5%	24.4%	25.0%	16.7%	22.2%	21.1%	25.9%	18.2%
World Bank Group's publications and other written materials	6.7%	42.3%	25.6%	35.7%	27.8%	16.7%	18.9%	40.7%	18.2%
Mobile phones	6.7%	0.0%	3.8%	3.6%	0.0%	16.7%	2.1%	0.0%	4.5%
Social media	20.0%	26.9%	32.1%	14.3%	27.8%	44.4%	34.7%	25.9%	9.1%
World Bank Group's website	66.7%	42.3%	42.3%	46.4%	55.6%	27.8%	37.9%	33.3%	50.0%
Other	0.0%	3.8%	5.1%	0.0%	5.6%	0.0%	7.4%	3.7%	0.0%

Are you aware of the World Bank Group'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 President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	20.0%	21.1%	30.6%	40.0%	20.0%	17.6%	21.3%	36.0%	42.1%
No	80.0%	78.9%	69.4%	60.0%	80.0%	82.4%	78.7%	64.0%	57.9%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	6.7%	5.9%	4.4%	0.0%	7.1%	11.8%	11.9%	25.0%	18.8%
No	93.3%	94.1%	95.6%	100.0%	92.9%	88.2%	88.1%	75.0%	81.3%

G. Communication and Information Sharing (continued)**Were you able to obtain this information?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	0.0%	100.0%	100.0%	-	100.0%	0.0%	77.8%	50.0%	100.0%
No	100.0%	0.0%	0.0%	-	0.0%	100.0%	22.2%	50.0%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	93.3%	90.0%	98.6%	100.0%	93.8%	100.0%	90.1%	95.7%	94.1%
No	6.7%	10.0%	1.4%	0.0%	6.3%	0.0%	9.9%	4.3%	5.9%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	33.3%	50.0%	46.4%	88.0%	43.8%	31.3%	48.8%	56.0%	57.9%
No	66.7%	50.0%	53.6%	12.0%	56.3%	68.8%	51.2%	44.0%	42.1%

*Significantly different between stakeholder groups

Which do you primarily use?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group's country website	45.5%	69.6%	54.1%	34.6%	84.6%	58.3%	63.9%	85.7%	37.5%
The World Bank Group's main website	54.5%	30.4%	45.9%	65.4%	15.4%	41.7%	36.1%	14.3%	62.5%

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed	84.6%	100.0%	87.9%	77.8%	80.0%	93.8%	83.6%	68.2%	88.2%
Dial-up	15.4%	0.0%	12.1%	22.2%	20.0%	6.3%	16.4%	31.8%	11.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group's data more often than I did a few years ago	13	4.77	2.28	17	5.06	2.75	47	5.19	2.72	25	6.48	2.80	15	4.33	2.55	13	3.85	2.79	70	4.39	2.70	17	4.65	3.02	18	5.17	2.62
I find the World Bank Group's websites easy to navigate	13	6.00	2.58	16	6.44	2.19	46	6.76	2.33	26	6.77	2.35	11	5.82	2.64	9	5.33	3.54	57	5.98	2.88	14	4.43	2.74	15	6.27	2.28
I find the information on the World Bank Group's websites useful	12	5.67	2.50	15	6.20	1.97	47	6.98	2.50	25	7.00	1.73	10	5.40	2.59	11	6.18	3.16	56	5.64	2.74	15	5.40	3.33	15	5.67	2.47
The World Bank Group's social media channels are valuable sources of information about the institution	11	6.00	2.57	16	6.56	2.13	42	5.02	2.80	17	6.82	2.30	10	5.10	2.02	7	5.43	3.15	48	6.33	3.04	14	5.43	3.32	9	4.11	2.03
When I need information from the World Bank Group I know how to find it	12	5.75	2.53	18	6.17	2.96	48	6.27	2.85	25	7.52	2.52	11	4.91	2.51	11	6.55	3.05	60	6.38	2.99	21	8.00	3.05	17	7.18	3.07
The World Bank Group is responsive to my information requests and inquiries*	10	4.40	1.65	11	6.55	2.16	30	5.30	2.58	21	7.86	1.74	12	4.25	2.56	7	5.00	2.71	41	5.41	2.87	16	5.94	3.09	14	6.00	2.77

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	26.7%	20.8%	34.6%	85.2%	16.7%	10.5%	13.7%	50.0%	43.5%
No	73.3%	79.2%	65.4%	14.8%	83.3%	89.5%	86.3%	50.0%	56.5%

*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IBRD/IDA)	80.0%	66.7%	62.0%	85.7%	44.4%	9.1%	45.8%	76.5%	56.3%
The International Finance Corporation (IFC)	0.0%	6.7%	18.0%	7.1%	22.2%	63.6%	8.5%	23.5%	25.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	6.0%	0.0%	11.1%	0.0%	1.7%	0.0%	6.3%
Other	20.0%	26.7%	14.0%	7.1%	22.2%	27.3%	44.1%	0.0%	12.5%

*Significantly different between stakeholder groups

Do you projects involve both the World Bank and IFC?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	23.1%	9.5%	22.5%	75.0%	30.8%	10.5%	9.1%	0.0%	26.3%
No	76.9%	90.5%	77.5%	25.0%	69.2%	89.5%	90.9%	100.0%	73.7%

*Significantly different between stakeholder groups

If yes, what was your view on the two institutions working together in Mongolia?* (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Working well together	25.0%	50.0%	33.3%	60.0%	75.0%	0.0%	50.0%	0.0%	50.0%
Collaborating but needs improvement	75.0%	0.0%	66.7%	30.0%	25.0%	100.0%	50.0%	100.0%	50.0%
In conflict	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ Ministerial Dep/ Implementation Agency	PMU/ Consultant/ Contractor on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer*	41.7%	36.4%	31.9%	0.0%	52.9%	50.0%	46.8%	48.1%	9.5%
Use World Bank Group reports/data	33.3%	50.0%	38.9%	16.7%	29.4%	31.3%	29.9%	55.6%	28.6%
Engage in World Bank Group related/sponsored events/activities	8.3%	22.7%	27.8%	37.5%	29.4%	6.3%	35.1%	18.5%	38.1%
Collaborate as part of my professional duties*	0.0%	0.0%	23.6%	66.7%	11.8%	0.0%	10.4%	11.1%	52.4%
Use World Bank Group website for information, data, research, etc.	41.7%	27.3%	13.9%	16.7%	17.6%	31.3%	28.6%	14.8%	23.8%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Locations²

A. General Issues facing Mongolia

In general, would you say that Mongolia is headed in...?*

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
The right direction	38.8%	68.2%
The wrong direction	35.0%	22.7%
Not sure	26.2%	9.1%

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Social protection	5.3%	12.5%
Transport	9.2%	8.3%
Public sector governance/ reform	36.2%	37.5%
Global/regional integration	2.0%	0.0%
Mineral Resource Management	28.6%	20.8%
Domestic private sector development	15.8%	16.7%
Foreign direct investment	11.2%	8.3%
Water and sanitation	5.3%	4.2%
Anti corruption	18.1%	8.3%
Job creation/employment	20.1%	16.7%
Rural development*	5.6%	29.2%
Financial markets	5.9%	0.0%
Urban development	3.6%	0.0%
Environmental sustainability*	11.5%	33.3%
Equality of opportunity	1.3%	0.0%
Health	10.9%	12.5%
Education	33.6%	20.8%
Poverty reduction*	11.5%	16.7%
Energy	8.6%	4.2%
Food security	10.5%	4.2%
Climate change	1.0%	4.2%
Agricultural development	8.6%	16.7%
Trade and exports	3.9%	4.2%
Crime and violence	1.3%	0.0%
Economic growth	10.5%	4.2%
Law and justice	13.2%	12.5%
Regulatory framework	0.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Gender equity	2.3%	0.0%
Disaster management	0.3%	0.0%
Information and communications technology	2.6%	0.0%

*Significantly different between geographic locations

² There was only one respondent from secondary cities; therefore he/she was not included in the analysis of differences between geographic locations.

A. General Issues facing Mongolia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Water and sanitation	3.6%	8.3%
Equality of opportunity	4.5%	0.0%
Mineral Resource Management	15.9%	29.2%
Climate change	1.0%	0.0%
Global/regional integration	0.0%	0.0%
Gender equity	2.3%	4.2%
Rural development	29.2%	29.2%
Urban development	1.3%	0.0%
Regulatory framework	0.3%	0.0%
Social protection	9.1%	16.7%
Law and justice	11.0%	0.0%
Transport	3.3%	0.0%
Crime and violence	1.6%	0.0%
Communicable/non-communicable diseases	0.6%	0.0%
Information and communications technology	1.3%	0.0%
Anti corruption	14.7%	8.3%
Domestic private sector development	32.1%	45.8%
Foreign direct investment	11.0%	0.0%
Education	33.8%	16.7%
Energy	2.9%	8.3%
Public sector governance/ reform	16.9%	20.8%
Economic growth	18.8%	16.7%
Environmental sustainability	4.9%	4.2%
Disaster management	0.3%	0.0%
Health	8.4%	0.0%
Agricultural development	14.6%	16.7%
Job creation/employment	41.9%	58.3%
Financial markets	3.2%	4.2%
Trade and exports	4.9%	0.0%
Food security	2.9%	8.3%

A. General Issues facing Mongolia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mongolia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Energy	16.0%	4.3%
Gender equity	1.3%	0.0%
Equality of opportunity	2.2%	0.0%
Social protection	0.6%	0.0%
Global/regional integration	3.5%	4.3%
Climate change	1.0%	0.0%
Anti corruption	14.4%	4.3%
Disaster management	0.3%	0.0%
Rural development*	9.6%	30.4%
Foreign direct investment	33.7%	30.4%
Urban development	1.6%	0.0%
Water and sanitation	1.6%	0.0%
Education	15.7%	4.3%
Information and communications technology*	1.0%	8.7%
Regulatory framework	0.0%	0.0%
Mineral Resource Management	46.9%	39.1%
Trade and exports	18.6%	21.7%
Public sector governance/ reform	19.6%	21.7%
Domestic private sector development	34.6%	21.7%
Job creation/employment	23.7%	21.7%
Agricultural development	17.0%	13.0%
Food security*	1.3%	8.7%
Transport	6.1%	8.7%
Communicable/non-communicable diseases	1.0%	0.0%
Environmental sustainability*	4.8%	13.0%
Health	1.3%	4.3%
Law and justice	5.1%	13.0%
Crime and violence	0.6%	0.0%
Financial markets	14.1%	21.7%

*Significantly different between geographic locations

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in Mongolia, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Better employment opportunities for young people	25.4%	26.3%
Better employment opportunities for women	3.4%	5.3%
Greater access to micro-finance for the poor	14.9%	21.1%
Greater voice and participation for citizens to help ensure greater accountability	14.6%	21.1%
Greater access to health and nutrition for citizens	3.4%	5.3%
Better entrepreneurial opportunities	28.1%	36.8%
A growing middle class	24.1%	10.5%
Better opportunity for the poor who live in rural areas	6.1%	5.3%
Better opportunity for the poor who live in urban areas	3.4%	5.3%
Consistent economic growth	29.8%	31.6%
More reliable social safety net	6.4%	0.0%
Greater equity of fiscal policy	8.5%	15.8%
Education and training that better ensure job opportunity	23.4%	10.5%
Better quality public services	6.8%	5.3%
Other	1.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mongolia?	315	5.53	2.26	23	5.78	2.54

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

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.	271	5.97	2.26	20	6.85	2.39

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

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mongolia solve its most complicated development challenges?	242	7.11	2.42	18	7.33	2.06

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

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

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Social protection	5.1%	4.3%
Public sector governance/ reform	23.6%	13.0%
Transport	8.6%	4.3%
Poverty reduction	19.2%	34.8%
Global/regional integration	3.2%	0.0%
Gender equity	1.9%	0.0%
Crime and violence	0.6%	0.0%
Domestic private sector development*	26.5%	52.2%
Rural development	13.1%	26.1%
Foreign direct investment	11.8%	4.3%
Water and sanitation	3.8%	8.7%
Mineral Resource Management	14.7%	8.7%
Job creation/employment	24.3%	13.0%
Financial markets	10.5%	0.0%
Urban development	2.6%	0.0%
Environmental sustainability	13.1%	21.7%
Equality of opportunity	2.9%	4.3%
Health	15.0%	4.3%
Education	31.9%	34.8%
Food security*	3.5%	8.7%
Climate change	1.0%	4.3%
Agricultural development*	12.5%	17.4%
Trade and exports	5.1%	4.3%
Economic growth	13.4%	17.4%
Law and justice	6.7%	4.3%
Regulatory framework	0.6%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Energy	5.4%	0.0%
Anti corruption	8.6%	4.3%
Information and communications technology	2.6%	0.0%
Disaster management	0.6%	0.0%

*Significantly different between geographic locations

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

Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future? (1-Not a priority, 10-Top priority)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Improving governance	291	8.46	2.20	20	9.05	1.28
Climate change adaption	242	5.50	2.52	16	5.44	2.73
Mining for sustainable development	276	7.74	2.28	20	6.70	3.31
Equity (reaching poor and vulnerable people)	272	7.60	2.01	18	7.83	1.65
Economic diversification	263	7.84	2.13	17	7.00	1.66
Urban and rural development	272	7.83	2.02	16	8.19	2.17
Improving basic infrastructure	281	8.40	1.90	18	8.39	2.20

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

Greatest Value		
Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Convening/Facilitating	1.0%	5.0%
Data	3.5%	0.0%
Policy advice, studies, analyses	34.5%	40.0%
Financial resources	13.6%	5.0%
Capacity development	18.1%	20.0%
Technical assistance	10.8%	10.0%
Mobilizing third party financial resources	6.3%	0.0%
Donor coordination	10.8%	20.0%
Linkage to non-Bank expertise	0.7%	0.0%
Other	0.7%	0.0%

2 nd Greatest Value		
Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Convening/Facilitating	3.2%	0.0%
Data	3.5%	0.0%
Policy advice, studies, analyses	19.4%	14.3%
Financial resources	10.2%	9.5%
Capacity development	21.2%	33.3%
Technical assistance	16.6%	9.5%
Mobilizing third party financial resources	10.2%	14.3%
Donor coordination	13.1%	9.5%
Linkage to non-Bank expertise	1.4%	4.8%
Other	1.1%	4.8%

How effectively do the World Bank Group's activities below support Mongolia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	199	5.71	2.22	16	5.69	1.99
Data	233	6.94	2.04	18	7.06	1.89
Policy advice, studies, analyses	246	7.72	2.12	22	8.27	1.83
Financial resources	211	7.22	2.15	19	7.74	2.02
Technical assistance	234	7.47	2.11	19	7.47	1.58
Mobilizing third party financial resources	187	6.76	2.21	17	6.88	2.06
Donor coordination	211	6.76	2.22	19	7.37	1.92
Linkage to non-Bank expertise	170	5.81	2.37	15	6.47	2.13

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

The World Bank Group can provide capacity building support in a number of ways in Mongolia. To what degree would Mongolia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	264	7.57	2.34	23	8.30	1.74
The public sector, related to implementation of specific development projects on the ground	255	7.23	2.20	20	6.70	2.75
The public sector, related to changing institutions (organizations or sociopolitical conditions)*	239	6.86	2.35	19	6.11	2.81
The private sector, related to institutional and policy change	261	8.00	2.00	20	8.10	1.86

*Significantly different between geographic locations

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mongolia? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	203	7.16	2.19	16	8.00	1.51
Citizen engagement (incorporating citizens' voices into development)	190	6.36	2.61	16	7.31	2.21
Policy design (for clarity and better incentives to achieve development goals)	184	7.22	2.13	16	7.25	1.98

When thinking about how to improve capacity building in Mongolia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	214	7.70	2.22	15	8.87	.99
Citizen engagement (incorporating citizens' voices into development)	208	7.50	2.43	19	8.16	1.83
Policy design (for clarity and better incentives to achieve development goals)	201	7.84	2.16	18	8.28	1.56

*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	Which best represents your geographic location?	
	Ulaanbaatar	Aimags and provinces
Staff too inaccessible	3.6%	0.0%
Not exploring alternative policy options	8.3%	13.6%
Not adequately sensitive to political/social realities in Mongolia*	16.2%	4.5%
Not enough public disclosure of its work	34.0%	27.3%
Arrogant in its approach	3.3%	4.5%
Not aligned with country priorities	6.6%	4.5%
The credibility of its knowledge/data	0.7%	0.0%
World Bank Group's processes too complex	17.2%	13.6%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	0.0%
Too influenced by developed countries	19.1%	22.7%
Imposing technocratic solutions without regard to political realities	5.0%	0.0%
World Bank Group's processes too slow	7.6%	13.6%
Too bureaucratic in its operational policies and procedures*	1.3%	13.6%
Not aligned with other donors' work	4.3%	13.6%
Not collaborating enough with non-state actors	1.7%	0.0%
Not client focused	10.6%	18.2%
Other	2.3%	0.0%
Don't know	20.8%	22.7%

*Significantly different between geographic locations

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mongolia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Ulaanbaatar		Aimags and provinces	
	N	Mean	N	Mean
Capacity development	41.6%		54.2%	
Policy based lending / budget support to the Government	19.7%		29.2%	
Knowledge products/services (analytical work, studies, surveys, etc.)	25.4%		20.8%	
Investment lending (financing specific projects)	47.3%		41.7%	
Technical assistance (advice, best practice, international experience, etc.)	31.7%		33.3%	
Trust Fund management	8.6%		4.2%	
Other	4.1%		0.0%	
Don't know	6.0%		4.2%	

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Ulaanbaatar		Aimags and provinces	
	N	Mean	N	Mean
Academia/think tanks/research institutes	41.2%		25.0%	
Donor community	6.7%		4.2%	
Media	11.5%		4.2%	
NGOs	29.7%		25.0%	
Local Government*	15.7%		66.7%	
Private sector	31.6%		37.5%	
Parliament	13.7%		8.3%	
Community Based Organizations (CBOs)	26.2%		20.8%	
Beneficiaries	8.6%		8.3%	
Foundations	2.6%		0.0%	
Faith based organizations	0.0%		0.0%	
Other	1.9%		0.0%	
Don't know	2.9%		0.0%	

*Significantly different between geographic locations

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
In your opinion, to what extent would increasing the voice and influence of civil society in Mongolia help to improve development efforts?	282	8.00	2.35	23	8.48	1.88

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

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia	251	6.27	2.44	19	6.58	2.57
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	230	5.97	2.46	19	6.16	2.75
The World Bank Group supports programs and strategies that are realistic for Mongolia	245	6.88	2.31	18	7.00	2.03
The World Bank Group treats clients and stakeholders in Mongolia with respect	219	7.22	2.35	16	7.06	1.65

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

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

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Responsiveness	175	5.89	2.26	12	4.92	1.88
Flexibility (in terms of the institution's products and services)*	172	6.01	2.20	11	4.73	1.35
Flexibility (in terms of changing country circumstances)*	167	5.66	2.19	13	4.38	1.50
Being inclusive	166	6.20	2.13	16	5.81	2.14
Openness (sharing data and other information)	206	6.58	2.41	14	5.79	2.58
Staff accessibility	171	5.95	2.30	11	5.55	2.25
Straightforwardness and honesty	181	6.85	2.35	10	6.80	2.20
Ease of access to the people at the World Bank Group who are making decisions important to my work	153	6.08	2.46	10	5.70	2.58
Collaboration with civil society	192	5.61	2.40	14	4.71	2.43
Collaboration with the Government	205	7.29	1.96	16	7.19	1.60
Collaboration with other donors and development partners	171	6.83	2.12	14	7.00	1.96
Collaboration with the private sector	168	5.39	2.34	13	4.85	2.91
The speed in which it gets things accomplished on the ground	179	6.02	2.46	12	6.33	2.19
Being a long-term partner	187	7.44	2.26	12	7.33	2.27

*Significantly different between geographic locations

To be more effective development partner in Mongolia, do you believe that the World Bank Group should have?*

(Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
More local presence	73.2%	95.0%
The current level of local presence is adequate	10.5%	0.0%
Less local presence	1.0%	0.0%
Don't know	15.3%	5.0%

*Significantly different between geographic locations

When World Bank Group 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)	Ulaanbaatar	Aimags and provinces
The World Bank Group does not do adequate follow through/follow-up	12.1%	0.0%
There is not an adequate level of citizen/civil society participation	36.6%	47.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.5%	9.5%
Lack of/inadequate levels of capacity in Government	24.8%	33.3%
Poor donor coordination	8.1%	0.0%
The World Bank Group works too slowly	8.7%	19.0%
The Government works inefficiently	23.2%	33.3%
Political pressures and obstacles	18.1%	23.8%
Reforms are not well thought out in light of country challenges	22.5%	19.0%
Other	8.1%	4.8%

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Anti corruption	244	6.51	2.72	16	5.31	3.70
Information and communications technology	235	6.67	2.20	18	6.61	2.48
Transport	230	6.95	2.31	19	6.84	2.57
Crime and violence	227	5.63	2.59	18	4.94	2.88
Law and justice	241	6.65	2.61	18	6.22	3.06
Urban development	238	7.08	2.25	18	7.33	2.61
Environmental sustainability	252	7.50	2.28	19	8.11	1.82
Regulatory framework	178	6.20	2.32	15	5.80	2.04
Communicable/non-communicable diseases	205	6.27	2.57	16	6.44	2.99
Poverty reduction	269	7.80	2.17	19	7.95	2.39
Gender equity*	232	6.43	2.54	18	4.67	2.72
Domestic private sector development	247	7.63	2.35	19	8.05	1.65
Foreign direct investment	247	7.84	2.21	17	8.00	2.32
Water and sanitation	239	7.11	2.32	18	7.17	2.18
Trade and exports	237	7.06	2.22	17	6.47	2.74
Economic growth	247	7.78	2.12	20	7.80	2.53
Energy	232	7.62	2.19	19	7.74	2.28
Disaster management	210	6.07	2.49	18	5.94	2.80
Public sector governance/ reform	234	7.23	2.51	17	6.82	2.72
Job creation/employment	256	7.39	2.43	18	8.17	1.76
Financial markets	239	7.63	2.17	18	7.39	2.40
Equality of opportunity	214	6.77	2.29	16	5.75	2.54
Health	237	7.22	2.37	17	8.12	2.12
Rural development	248	7.55	2.26	18	8.22	1.90
Global/regional integration	220	7.15	2.45	19	6.42	2.46
Food security	233	6.83	2.62	16	7.38	2.13
Education	263	7.78	2.30	18	8.22	1.73
Social protection	237	6.59	2.61	17	6.47	2.45
Climate change	226	6.52	2.52	18	6.89	2.14
Agricultural development	239	7.30	2.35	18	7.83	2.38
Mineral Resource Management	241	7.65	2.22	19	8.11	2.42

*Significantly different between geographic locations

C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Anti corruption	106	4.83	2.65	12	4.50	2.61
Information and communications technology	96	5.71	2.33	11	5.27	2.15
Transport	102	5.84	2.24	13	6.15	2.76
Crime and violence	94	4.81	2.33	11	4.27	2.57
Law and justice	115	5.70	2.51	12	5.08	2.68
Urban development	123	6.14	2.15	14	6.14	2.57
Environmental sustainability	153	6.42	2.33	13	6.69	2.43
Regulatory framework*	85	5.74	2.33	11	4.45	1.75
Communicable/non-communicable diseases	93	5.75	2.43	12	6.25	3.05
Poverty reduction	175	6.61	2.34	17	6.82	2.67
Gender equity	128	5.98	2.34	14	5.50	3.01
Domestic private sector development	127	5.94	2.48	13	5.92	2.40
Foreign direct investment	135	6.37	2.46	13	6.62	1.80
Water and sanitation	112	5.77	2.35	13	5.85	2.34
Trade and exports	100	5.85	2.43	12	6.25	2.18
Economic growth	143	6.45	2.19	13	6.15	2.15
Energy	116	6.16	2.39	11	6.91	1.81
Disaster management	89	5.45	2.44	11	5.27	2.90
Public sector governance/ reform	144	5.93	2.40	14	6.00	2.63
Job creation/employment*	138	5.75	2.47	14	7.00	2.25
Financial markets	133	6.11	2.55	12	6.25	2.67
Equality of opportunity	100	5.45	2.28	10	6.70	1.64
Health	124	6.17	2.33	15	6.60	2.38
Rural development	146	6.19	2.25	14	6.00	3.40
Global/regional integration	101	6.18	2.35	12	6.58	2.11
Food security	105	5.34	2.37	12	5.83	2.69
Education	148	6.43	2.30	14	7.00	2.11
Social protection	117	5.82	2.38	12	6.75	2.49
Climate change	111	5.25	2.54	14	5.43	2.47
Agricultural development	126	5.96	2.36	13	6.38	2.87
Mineral Resource Management	131	5.95	2.54	15	6.87	2.47

*Significantly different between geographic locations

Where are the World Bank Group's decisions made primarily that support the program in Mongolia?

(Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
At the Headquarters (in Washington D.C.)	43.1%	40.9%
In the country	10.0%	4.5%
Don't know	46.9%	54.5%

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mongolia?	247	5.91	1.95	17	6.53	2.03

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

C. World Bank Group's Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group in Mongolia?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mongolia	215	6.28	2.26	17	6.71	1.90
The World Bank Group meets Mongolia's needs for knowledge services	223	6.72	2.24	19	7.42	1.54

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Mongolia received value for money from the World Bank Group's fee-based products/services?	152	5.83	1.96	13	6.54	1.51
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?	173	5.91	2.19	14	6.43	2.03

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

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

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

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Weekly	2.3%	0.0%
Monthly	12.2%	4.3%
A few times a year	32.2%	39.1%
Rarely	42.4%	47.8%
Never	10.9%	8.7%

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

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

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Are timely	151	6.36	2.15	11	6.55	1.29
Include appropriate level of stakeholder involvement during preparation	154	6.05	2.17	13	6.00	1.15
Are relevant to Mongolia's development priorities	176	6.52	2.18	20	7.40	1.35
Lead to practical solutions	175	6.42	2.21	17	7.35	1.32
Are accessible (well written and easy to understand)	182	6.40	2.31	15	6.33	1.95
Are source of relevant information on global good practices	182	6.96	2.12	19	7.84	1.34
Enhance your knowledge and/or skills	157	6.65	2.17	18	6.83	1.42
Are adequately disseminated	136	6.21	2.27	13	6.62	1.50
Are translated enough into local language	170	6.10	2.43	14	6.29	2.23
Are adaptable to Mongolia's specific development challenges and country circumstances*	174	6.17	2.07	18	7.33	1.61

*Significantly different between geographic locations

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	254	7.50	2.14	23	8.13	1.63
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	205	7.14	1.94	17	8.00	1.46

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mongolia's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	201	6.68	2.02	18	7.28	1.74
Design (appraising and planning the solutions)	207	6.77	2.04	16	7.13	1.59
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	207	6.37	2.11	18	6.94	1.70
Evaluation (assessing the impact and results)	214	6.75	2.19	19	7.05	1.87

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

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	142	5.92	2.22	17	6.65	2.57
The World Bank Group effectively monitors and evaluates the projects and programs it supports	207	7.25	2.05	20	7.55	2.24
The World Bank Group's approvals and reviews are done in a timely fashion	179	6.89	2.34	17	7.94	1.64
The World Bank Group's "Safeguard Policy" requirements are reasonable	126	6.82	2.06	15	7.27	1.39
The World Bank Group's conditions on its lending are reasonable	154	6.69	2.19	15	7.00	1.93
The World Bank Group takes decisions quickly in Mongolia	160	5.45	2.39	16	5.56	2.37
Working with the World Bank Group increases Mongolia's institutional capacity	201	7.44	2.02	19	8.16	1.50
The World Bank Group ensures consistency and continuity through staff changes	120	6.27	2.39	15	7.07	1.62
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	142	6.46	2.18	17	6.94	1.20
The World Bank Group provides effective implementation support	171	6.81	2.12	18	7.39	2.23

Which of the following best describes the way the World Bank Group operates in Mongolia? (Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
The World Bank Group takes too much risk in Mongolia	2.6%	0.0%
The World Bank Group does not take enough risk in Mongolia	12.4%	13.0%
The World Bank Group's approach to risk is appropriate	19.9%	30.4%
Don't know	52.0%	43.5%
Prefer not to answer	13.1%	13.0%

F. Recent Trends and the Future Role of the World Bank Group in Mongolia

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

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Provide more adequate data/knowledge/statistics/figures on Mongolia's economy	23.1%	21.7%
Collaborate more effectively with Government clients*	15.3%	30.4%
Offer more innovative financial products	15.9%	13.0%
Improve the competitiveness of its financing compared to markets	9.1%	13.0%
Reach out more to groups outside of Government	30.8%	26.1%
Improve the quality of its experts as related to Mongolia's specific challenges	32.5%	39.1%
Offer more innovative knowledge services	15.6%	8.7%
Ensure greater selectivity in its work	3.9%	0.0%
Increase the level of capacity development in the country	21.4%	17.4%
Reduce the complexity of obtaining World Bank Group financing	14.6%	21.7%
Increase availability of Fee-Based services	7.8%	4.3%
Work faster	2.9%	0.0%
Other	2.3%	0.0%

*Significantly different between geographic locations

F. Recent Trends and the Future Role of the World Bank Group in Mongolia (continued)

What actions would most improve the impact of World Bank Group-supported programs and activities?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Improving quality of analytical work	23.0%	13.6%
Providing world class experts	17.7%	27.3%
Increasing dissemination and discussion on findings of analytical work	30.2%	18.2%
Ensuring project beneficiaries have information on project objectives and activities	17.0%	9.1%
Improving timeliness of analytical work and technical assistance	24.9%	22.7%
Improving the quality of its experts as related to Mongolia's specific challenges	36.7%	50.0%
Offering more innovative financial products	18.0%	31.8%
Offering more innovative knowledge products	24.9%	22.7%
Other	2.3%	0.0%

When considering the combination of services that the World Bank Group offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia? (Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Financial services	26.8%	20.0%
Knowledge products	35.9%	20.0%
Convening services	.7%	0.0%
None of the above	1.4%	5.0%
The combination is appropriate for Mongolia	26.1%	50.0%
Don't know	9.2%	5.0%

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Mongolia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Local newspapers	40.5%	34.8%
International newspapers	7.8%	4.3%
Local radio	0.3%	4.3%
International radio	0.6%	0.0%
Local television	42.4%	60.9%
International television	2.3%	0.0%
Periodicals	14.6%	17.4%
Internet	63.4%	60.9%
Social media	17.2%	8.7%
Blogs	0.3%	0.0%
Mobile phones	0.3%	0.0%
Instant messaging	0.3%	0.0%
Other	3.2%	4.3%

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

Percentage of Respondents (Responses combined)	Ulaanbaatar	Aimags and provinces
Blogs	3.5%	9.1%
Direct contact with World Bank Group	27.4%	22.7%
e-Newsletters	19.4%	18.2%
Instant messaging	2.3%	9.1%
World Bank Group's seminars/workshops/conferences	21.9%	13.6%
World Bank Group's publications and other written materials	25.8%	22.7%
Mobile phones	2.9%	4.5%
Social media	28.4%	22.7%
World Bank Group's website	41.3%	54.5%
Other	4.5%	4.5%

G. Communication and Information Sharing (continued)

Are you aware of the World Bank Group'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	Ulaanbaatar	Aimags and provinces
Yes	27.6%	22.2%
No	72.4%	77.8%

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

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Yes	11.0%	0.0%
No	89.0%	100.0%

Were you able to obtain this information?

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Yes	64.3%	-
No	35.7%	-

Do you have access to the Internet?

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Yes	94.4%	89.5%
No	5.6%	10.5%

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

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Yes	51.3%	42.1%
No	48.7%	57.9%

Which do you primarily use? (Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
The World Bank Group's country website (http://www.worldbank.org/en/country/mongolia)	58.6%	73.3%
The World Bank Group's main website (www.worldbank.org)	41.4%	26.7%

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
High speed	84.9%	72.2%
Dial-up	15.1%	27.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?					
	Ulaanbaatar			Aimags and provinces		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	216	4.90	2.72	20	4.35	2.78
I find the World Bank Group's websites easy to navigate	193	6.18	2.56	16	5.63	3.05
I find the information on the World Bank Group's websites useful	191	6.21	2.55	16	5.31	2.82
The World Bank Group's social media channels are valuable sources of information about the institution	160	5.79	2.72	15	5.20	2.91
When I need information from the World Bank Group I know how to find it*	211	6.72	2.85	14	4.50	2.95
The World Bank Group is responsive to my information requests and inquiries*	147	5.77	2.65	17	4.47	2.96

*Significantly different between geographic locations

H. Background Information

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

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Yes	31.7%	13.6%
No	68.3%	86.4%

Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia?*

(Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
The World Bank (IBRD/IDA)	59.0%	46.2%
The International Finance Corporation (IFC)	15.5%	23.1%
The Multilateral Investment Guarantee Agency (MIGA)	2.5%	7.7%
Other	23.0%	23.1%

*Significantly different between geographic locations

Do you projects involve both the World Bank and IFC?

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Yes	20.6%	15.8%
No	79.4%	84.2%

If yes, what was your view on the two institutions working together in Mongolia? (Select only ONE response)

Percentage of Respondents	Ulaanbaatar	Aimags and provinces
Working well together	45.9%	33.3%
Collaborating but needs improvement	49.2%	66.7%
In conflict	1.6%	0.0%
Don't know	3.3%	0.0%

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

Percentage of Respondents (Responses Combined)	Ulaanbaatar	Aimags and provinces
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.0%	47.6%
Use World Bank Group reports/data	36.4%	28.6%
Engage in World Bank Group related/sponsored events/activities	26.8%	33.3%
Collaborate as part of my professional duties	20.2%	9.5%
Use World Bank Group website for information, data, research, etc.	22.1%	19.0%

Appendix D: Responses to All Questions by Levels of Collaboration

A. General Issues facing Mongolia

In general, would you say that Mongolia is headed in...?

Percentage of Respondents	Collaborator	Non-collaborator
The right direction	41.5%	40.1%
The wrong direction	31.9%	34.4%
Not sure	26.6%	25.5%

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Social protection	5.1%	6.2%
Transport	9.2%	9.3%
Public sector governance/ reform	43.9%	32.9%
Global/regional integration	1.0%	2.2%
Mineral Resource Management*	35.7%	24.4%
Domestic private sector development	19.4%	14.2%
Foreign direct investment	12.2%	10.2%
Water and sanitation	6.1%	4.0%
Anti corruption	11.2%	20.0%
Job creation/employment	17.3%	20.4%
Rural development	6.1%	7.6%
Financial markets	5.1%	5.8%
Urban development	3.1%	3.6%
Environmental sustainability	12.2%	13.8%
Equality of opportunity	1.0%	1.3%
Health	9.2%	11.6%
Education	27.6%	34.7%
Poverty reduction	11.2%	12.4%
Energy	9.2%	8.0%
Food security	10.2%	10.2%
Climate change	0.0%	1.8%
Agricultural development	12.2%	8.0%
Trade and exports	4.1%	4.0%
Crime and violence	0.0%	1.8%
Economic growth	10.2%	10.2%
Law and justice	10.2%	14.7%
Regulatory framework	1.0%	0.4%
Communicable/non-communicable diseases	0.0%	0.0%
Gender equity	2.0%	2.2%
Disaster management	0.0%	0.4%
Information and communications technology	3.1%	2.2%

*Significantly different between respondents who do and do not collaborate with the WBG

A. General Issues facing Mongolia (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Water and sanitation	2.9%	3.6%
Equality of opportunity	4.9%	4.0%
Mineral Resource Management	18.6%	15.6%
Climate change	0.0%	1.3%
Global/regional integration	0.0%	0.0%
Gender equity	1.0%	2.7%
Rural development	31.4%	28.9%
Urban development	0.0%	1.8%
Regulatory framework	0.0%	0.4%
Social protection	10.8%	9.3%
Law and justice	11.8%	9.3%
Transport*	5.9%	1.8%
Crime and violence	0.0%	2.2%
Communicable/non-communicable diseases	1.0%	0.4%
Information and communications technology	1.0%	1.3%
Anti corruption	9.9%	16.4%
Domestic private sector development	33.3%	33.3%
Foreign direct investment	13.7%	8.4%
Education	30.4%	33.3%
Energy	2.0%	3.6%
Public sector governance/ reform	21.6%	15.6%
Economic growth	18.6%	19.1%
Environmental sustainability	3.9%	4.9%
Disaster management	0.0%	0.4%
Health	6.9%	8.4%
Agricultural development	19.6%	12.9%
Job creation/employment	42.2%	43.1%
Financial markets	2.9%	3.6%
Trade and exports	2.0%	5.8%
Food security	1.0%	4.4%

*Significantly different between respondents who do and do not collaborate with the WBG

A. General Issues facing Mongolia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Mongolia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Energy	15.5%	14.9%
Gender equity	0.0%	1.8%
Equality of opportunity	2.9%	1.8%
Social protection	1.0%	0.4%
Global/regional integration	3.9%	3.1%
Climate change	0.0%	1.3%
Anti corruption	13.6%	14.0%
Disaster management	1.0%	0.0%
Rural development	7.8%	12.7%
Foreign direct investment	36.9%	31.1%
Urban development	1.0%	1.8%
Water and sanitation	1.0%	0.9%
Education*	7.8%	18.0%
Information and communications technology	1.0%	1.3%
Regulatory framework	0.0%	0.0%
Mineral Resource Management	49.0%	45.2%
Trade and exports	21.6%	18.0%
Public sector governance/ reform	24.3%	18.0%
Domestic private sector development	32.0%	35.5%
Job creation/employment	19.4%	25.0%
Agricultural development*	24.3%	13.6%
Food security	1.0%	2.2%
Transport	4.9%	7.0%
Communicable/non-communicable diseases	1.9%	0.4%
Environmental sustainability	4.9%	5.7%
Health	1.0%	2.2%
Law and justice	2.9%	7.0%
Crime and violence	0.0%	0.9%
Financial markets	15.5%	14.0%

*Significantly different between respondents who do and do not collaborate with the WBG

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in Mongolia, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Better employment opportunities for young people	24.2%	26.1%
Better employment opportunities for women	1.1%	5.0%
Greater access to micro-finance for the poor	12.6%	17.0%
Greater voice and participation for citizens to help ensure greater accountability	12.6%	15.6%
Greater access to health and nutrition for citizens	1.1%	4.6%
Better entrepreneurial opportunities	30.5%	28.0%
A growing middle class	26.3%	22.0%
Better opportunity for the poor who live in rural areas	7.4%	5.5%
Better opportunity for the poor who live in urban areas	6.3%	2.3%
Consistent economic growth	28.4%	30.3%
More reliable social safety net	3.2%	7.3%
Greater equity of fiscal policy	12.6%	6.9%
Education and training that better ensure job opportunity	25.3%	21.1%
Better quality public services	6.3%	6.9%
Other	2.1%	0.5%

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mongolia?*	101	6.65	2.09	233	5.06	2.22

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.*	97	7.03	2.05	189	5.55	2.24

(1-Not effective at all, 10-Very effective) *Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mongolia solve its most complicated development challenges?*	95	7.58	2.11	161	6.88	2.52

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

*Significantly different between respondents who do and do not collaborate with the WBG

When thinking about how the World Bank Group can have the most impact on development results in Mongolia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Mongolia?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
	Social protection	5.9%
Public sector governance/ reform	25.5%	22.2%
Transport	9.8%	7.8%
Poverty reduction	16.7%	21.7%
Global/regional integration	3.9%	2.6%
Gender equity	2.0%	1.7%
Crime and violence	0.0%	0.9%
Domestic private sector development	35.3%	25.7%
Rural development	10.8%	15.7%
Foreign direct investment	15.7%	8.7%
Water and sanitation	4.9%	3.5%
Mineral Resource Management	15.7%	13.5%
Job creation/employment	19.6%	25.2%
Financial markets	12.7%	8.7%
Urban development	2.0%	2.2%
Environmental sustainability	11.8%	14.3%
Equality of opportunity	2.9%	3.0%
Health	12.7%	14.8%
Education*	22.5%	36.1%
Food security	4.9%	3.9%
Climate change	2.0%	0.9%
Agricultural development	14.7%	12.2%
Trade and exports	4.9%	5.2%
Economic growth	15.7%	12.6%
Law and justice	5.9%	7.0%
Regulatory framework	1.0%	0.4%
Communicable/non-communicable diseases	0.0%	0.0%
Energy	3.9%	6.1%
Anti corruption	7.8%	8.7%
Information and communications technology	2.0%	2.2%
Disaster management*	2.0%	0.0%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future? (1-Not a priority, 10-Top priority)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Improving governance	96	8.28	2.43	214	8.59	2.03
Climate change adaption	78	5.49	2.42	179	5.47	2.58
Mining for sustainable development	94	7.81	2.26	201	7.61	2.38
Equity (reaching poor and vulnerable people)	87	7.34	1.96	202	7.70	2.02
Economic diversification	86	7.94	2.09	194	7.69	2.14
Urban and rural development	84	7.87	2.06	204	7.83	2.02
Improving basic infrastructure	93	8.47	2.21	206	8.36	1.79

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

Greatest Value			
Percentage of Respondents	Collaborator	Non-collaborator	
Convening/Facilitating	1.1%	1.0%	
Data	4.2%	2.9%	
Policy advice, studies, analyses	35.8%	34.9%	
Financial resources	12.6%	12.9%	
Capacity development	18.9%	18.2%	
Technical assistance	12.6%	10.0%	
Mobilizing third party financial resources	5.3%	5.7%	
Donor coordination	8.4%	12.9%	
Linkage to non-Bank expertise	0.0%	1.0%	
Other	1.1%	0.5%	

2 nd Greatest Value			
Percentage of Respondents	Collaborator	Non-collaborator	
Convening/Facilitating	1.1%	3.4%	
Data	2.1%	3.9%	
Policy advice, studies, analyses	15.8%	21.5%	
Financial resources*	15.8%	7.3%	
Capacity development	21.1%	22.9%	
Technical assistance	16.8%	15.6%	
Mobilizing third party financial resources	12.6%	9.8%	
Donor coordination	9.5%	13.7%	
Linkage to non-Bank expertise	2.1%	1.5%	
Other	3.2%	0.5%	

*Significantly different between respondents who do and do not collaborate with the WBG

How effectively do the World Bank Group's activities below support Mongolia's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	75	6.01	2.15	139	5.56	2.27
Data	88	6.86	2.12	162	7.05	1.98
Policy advice, studies, analyses	93	7.95	2.02	173	7.70	2.17
Financial resources	79	7.54	2.03	148	7.18	2.20
Technical assistance*	91	7.88	1.88	160	7.26	2.16
Mobilizing third party financial resources	68	6.93	2.00	134	6.69	2.32
Donor coordination	78	6.77	2.17	150	6.86	2.23
Linkage to non-Bank expertise	67	5.97	2.24	118	5.83	2.43

*Significantly different between respondents who do and do not collaborate with the WBG

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

The World Bank Group can provide capacity building support in a number of ways in Mongolia. To what degree would Mongolia benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	93	7.17	2.41	191	7.86	2.21
The public sector, related to implementation of specific development projects on the ground	89	7.56	2.23	183	7.04	2.22
The public sector, related to changing institutions (organizations or sociopolitical conditions)	80	6.75	2.46	178	6.80	2.40
The private sector, related to institutional and policy change	88	7.95	1.96	192	8.06	2.00

*Significantly different between respondents who do and do not collaborate with the WBG

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mongolia? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	87	7.26	2.15	129	7.20	2.16
Citizen engagement (incorporating citizens' voices into development)	69	6.33	2.49	135	6.53	2.67
Policy design (for clarity and better incentives to achieve development goals)	78	7.35	2.18	119	7.17	2.11

When thinking about how to improve capacity building in Mongolia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	86	7.81	2.21	141	7.77	2.16
Citizen engagement (incorporating citizens' voices into development)*	77	7.05	2.51	147	7.82	2.28
Policy design (for clarity and better incentives to achieve development goals)	80	7.84	2.13	136	7.93	2.13

*Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
	Staff too inaccessible	3.0%
Not exploring alternative policy options	11.1%	7.2%
Not adequately sensitive to political/social realities in Mongolia	19.2%	14.0%
Not enough public disclosure of its work	34.3%	33.3%
Arrogant in its approach	2.0%	3.6%
Not aligned with country priorities	7.1%	6.3%
The credibility of its knowledge/data*	2.0%	0.0%
World Bank Group's processes too complex	20.2%	15.8%
Not willing to honestly criticize policies and reform efforts in the country	15.2%	9.9%
Too influenced by developed countries	13.1%	21.2%
Imposing technocratic solutions without regard to political realities	2.0%	5.4%
World Bank Group's processes too slow*	13.1%	5.9%
Too bureaucratic in its operational policies and procedures	1.0%	2.7%
Not aligned with other donors' work*	9.1%	2.7%
Not collaborating enough with non-state actors	2.0%	1.4%
Not client focused	7.1%	13.1%
Other	4.0%	1.4%
Don't know	15.2%	24.3%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mongolia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator		Non-collaborator	
Capacity development	45.6%		40.9%	
Policy based lending / budget support to the Government	17.5%		21.6%	
Knowledge products/services (analytical work, studies, surveys, etc.)	23.3%		25.4%	
Investment lending (financing specific projects)	48.5%		46.1%	
Technical assistance (advice, best practice, international experience, etc.)	33.0%		31.9%	
Trust Fund management	11.7%		5.6%	
Other	2.9%		4.3%	
Don't know	4.9%		6.9%	

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator		Non-collaborator	
Academia/think tanks/research institutes*	49.0%		36.4%	
Donor community	7.8%		5.6%	
Media	10.8%		11.3%	
NGOs*	17.6%		35.5%	
Local Government	17.6%		19.0%	
Private sector*	43.1%		26.8%	
Parliament	18.6%		10.8%	
Community Based Organizations (CBOs)*	14.7%		30.3%	
Beneficiaries	11.8%		7.4%	
Foundations	2.9%		1.7%	
Faith based organizations	0.0%		0.0%	
Other	2.0%		1.7%	
Don't know	1.0%		3.9%	

*Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
In your opinion, to what extent would increasing the voice and influence of civil society in Mongolia help to improve development efforts?	94	7.69	2.41	207	8.21	2.24

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

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia*	90	6.98	2.26	177	5.99	2.49
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	85	6.69	2.42	159	5.60	2.43
The World Bank Group supports programs and strategies that are realistic for Mongolia*	95	7.42	2.23	165	6.64	2.27
The World Bank Group treats clients and stakeholders in Mongolia with respect*	88	7.73	2.13	145	6.92	2.38

*Significantly different between respondents who do and do not collaborate with the WBG

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	78	6.28	2.21	107	5.56	2.22
Flexibility (in terms of the institution's products and services)	77	6.34	2.16	104	5.73	2.22
Flexibility (in terms of changing country circumstances)*	72	6.11	2.18	106	5.31	2.18
Being inclusive*	68	6.74	1.93	112	5.88	2.20
Openness (sharing data and other information)*	80	7.08	2.35	138	6.30	2.42
Staff accessibility	74	6.15	2.16	105	5.84	2.40
Straightforwardness and honesty	74	7.20	2.18	114	6.74	2.39
Ease of access to the people at the World Bank Group who are making decisions important to my work*	73	6.81	2.18	88	5.43	2.54
Collaboration with civil society*	69	6.10	2.47	135	5.36	2.37
Collaboration with the Government	82	7.49	1.82	138	7.22	2.01
Collaboration with other donors and development partners	75	6.99	2.17	110	6.83	2.09
Collaboration with the private sector	65	5.38	2.23	114	5.43	2.48
The speed in which it gets things accomplished on the ground	78	6.17	2.50	110	6.03	2.42
Being a long-term partner*	82	8.09	1.83	116	7.03	2.44

*Significantly different between respondents who do and do not collaborate with the WBG

To be more effective development partner in Mongolia, do you believe that the World Bank Group should have?*

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
More local presence	76.3%	73.0%
The current level of local presence is adequate	17.2%	7.1%
Less local presence	2.2%	.5%
Don't know	4.3%	19.4%

*Significantly different between respondents who do and do not collaborate with the WBG

When World Bank Group 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)	Collaborator	Non-collaborator
The World Bank Group does not do adequate follow through/follow-up	13.7%	10.5%
There is not an adequate level of citizen/civil society participation*	22.1%	42.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.2%	17.4%
Lack of/inadequate levels of capacity in Government	29.5%	23.7%
Poor donor coordination	7.4%	7.8%
The World Bank Group works too slowly	14.7%	7.8%
The Government works inefficiently	24.2%	23.7%
Political pressures and obstacles	23.2%	16.4%
Reforms are not well thought out in light of country challenges	25.3%	21.0%
Other	5.3%	8.7%

*Significantly different between respondents who do and do not collaborate with the WBG

C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption*	84	5.88	3.03	175	6.73	2.64
Information and communications technology	80	6.60	2.37	170	6.67	2.14
Transport	78	6.90	2.59	168	6.99	2.20
Crime and violence*	77	4.95	2.63	166	5.85	2.55
Law and justice	86	6.57	2.74	172	6.70	2.57
Urban development	81	7.01	2.36	173	7.14	2.22
Environmental sustainability	82	7.59	2.40	187	7.56	2.15
Regulatory framework	65	6.34	2.33	126	6.13	2.28
Communicable/non-communicable diseases	68	6.38	2.88	152	6.25	2.47
Poverty reduction	94	7.90	2.24	193	7.75	2.17
Gender equity	79	6.29	2.67	169	6.27	2.55
Domestic private sector development	84	7.58	2.56	181	7.71	2.21
Foreign direct investment	85	7.92	2.40	178	7.79	2.14
Water and sanitation	78	6.91	2.49	177	7.23	2.24
Trade and exports	75	6.93	2.55	178	7.11	2.13
Economic growth	83	7.66	2.30	183	7.87	2.07
Energy	82	7.73	2.34	168	7.61	2.13
Disaster management	69	5.91	2.68	157	6.14	2.44
Public sector governance/ reform	79	7.62	2.30	171	7.06	2.57
Job creation/employment	88	7.65	2.28	185	7.38	2.43
Financial markets	82	7.80	2.13	174	7.56	2.18
Equality of opportunity	73	6.75	2.41	156	6.69	2.28
Health	78	7.46	2.44	176	7.20	2.33
Rural development	81	7.69	2.32	184	7.57	2.22
Global/regional integration	74	7.28	2.71	163	7.00	2.33
Food security	74	6.84	2.69	174	6.89	2.57
Education	87	7.82	2.24	192	7.78	2.31
Social protection	79	6.59	2.80	174	6.63	2.51
Climate change	75	6.33	2.67	166	6.61	2.42
Agricultural development	76	7.46	2.49	180	7.31	2.29
Mineral Resource Management	80	8.11	2.15	179	7.54	2.23

*Significantly different between respondents who do and do not collaborate with the WBG

C. World Bank Group's Effectiveness and Results (continued)

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	44	4.89	2.84	74	4.91	2.65
Information and communications technology	49	5.98	2.57	58	5.52	2.18
Transport	43	6.30	2.43	71	5.72	2.28
Crime and violence	39	4.51	2.34	66	5.06	2.51
Law and justice	45	5.82	2.77	83	5.64	2.46
Urban development	53	6.40	2.21	83	6.11	2.24
Environmental sustainability	61	6.72	2.37	104	6.33	2.33
Regulatory framework	39	5.72	2.45	57	5.53	2.35
Communicable/non-communicable diseases	35	6.09	2.68	70	5.76	2.48
Poverty reduction	70	7.06	2.00	120	6.42	2.56
Gender equity	51	6.10	2.30	90	5.83	2.47
Domestic private sector development	59	6.34	2.48	82	5.76	2.49
Foreign direct investment	60	6.72	2.62	88	6.24	2.30
Water and sanitation	49	6.33	2.47	75	5.49	2.30
Trade and exports	44	6.41	2.45	69	5.70	2.41
Economic growth*	65	7.00	2.11	91	6.13	2.21
Energy	53	6.40	2.35	74	6.19	2.43
Disaster management	36	5.53	2.47	64	5.47	2.56
Public sector governance/ reform	61	6.41	2.45	96	5.79	2.39
Job creation/employment*	59	6.42	2.39	94	5.59	2.52
Financial markets	55	6.31	2.58	90	6.11	2.57
Equality of opportunity	40	5.83	2.26	69	5.48	2.30
Health	52	6.58	2.34	86	6.15	2.36
Rural development*	59	6.78	2.10	100	5.93	2.47
Global/regional integration	48	6.27	2.22	63	6.19	2.47
Food security*	42	6.31	2.24	75	4.97	2.48
Education	60	6.70	2.25	101	6.41	2.35
Social protection	50	6.20	2.28	78	5.76	2.53
Climate change	45	5.33	2.47	78	5.27	2.61
Agricultural development	49	6.14	2.44	90	6.04	2.43
Mineral Resource Management	59	6.41	2.44	86	5.79	2.60

*Significantly different between respondents who do and do not collaborate with the WBG

Where are the World Bank Group's decisions made primarily that support the program in Mongolia? *

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
At the Headquarters (in Washington D.C.)	61.0%	34.5%
In the country	15.0%	7.4%
Don't know	24.0%	58.1%

*Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mongolia?*	91	6.51	1.85	169	5.65	2.01

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

*Significantly different between respondents who do and do not collaborate with the WBG

C. World Bank Group's Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank Group in Mongolia?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mongolia*	86	6.81	2.11	145	6.06	2.28
The World Bank Group meets Mongolia's needs for knowledge services*	88	7.33	1.95	152	6.47	2.29

*Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Mongolia received value for money from the World Bank Group's fee-based products/services?*	66	6.42	1.95	95	5.54	1.87
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?	77	6.16	2.12	106	5.74	2.21

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

*Significantly different between respondents who do and do not collaborate with the WBG

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?*

Percentage of Respondents	Collaborator	Non-collaborator
Weekly	5.8%	.4%
Monthly	23.3%	6.2%
A few times a year	47.6%	25.7%
Rarely	22.3%	51.8%
Never	1.0%	15.9%

*Significantly different between respondents who do and do not collaborate with the WBG

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	69	6.70	1.91	94	6.19	2.22
Include appropriate level of stakeholder involvement during preparation	73	6.38	2.16	95	5.85	2.07
Are relevant to Mongolia's development priorities*	78	7.26	1.84	118	6.20	2.21
Lead to practical solutions	85	6.82	2.00	107	6.26	2.28
Are accessible (well written and easy to understand)*	78	6.83	2.26	119	6.17	2.27
Are source of relevant information on global good practices	85	7.34	2.19	115	6.85	1.97
Enhance your knowledge and/or skills	77	7.04	2.15	98	6.43	2.05
Are adequately disseminated	65	6.60	2.21	84	6.02	2.22
Are translated enough into local language	78	6.03	2.53	106	6.25	2.35
Are adaptable to Mongolia's specific development challenges and country circumstances	80	6.46	2.15	110	6.18	2.02

*Significantly different between respondents who do and do not collaborate with the WBG

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	97	7.77	1.86	177	7.41	2.21
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	89	7.47	1.80	130	7.04	1.96

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mongolia's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	83	6.81	1.90	133	6.67	2.01
Design (appraising and planning the solutions)	82	7.11	1.87	139	6.67	2.02
Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	84	6.75	2.05	139	6.24	2.04
Evaluation (assessing the impact and results)	84	7.01	2.00	147	6.66	2.24

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	62	6.66	2.10	95	5.61	2.26
The World Bank Group effectively monitors and evaluates the projects and programs it supports	89	7.58	1.95	137	7.11	2.14
The World Bank Group's approvals and reviews are done in a timely fashion	83	7.20	2.35	112	6.83	2.30
The World Bank Group's "Safeguard Policy" requirements are reasonable	62	7.06	1.97	79	6.71	2.06
The World Bank Group's conditions on its lending are reasonable*	72	7.28	1.98	97	6.30	2.23
The World Bank Group takes decisions quickly in Mongolia	77	5.61	2.58	98	5.31	2.17
Working with the World Bank Group increases Mongolia's institutional capacity*	89	7.87	1.96	130	7.25	2.00
The World Bank Group ensures consistency and continuity through staff changes	55	6.56	2.52	79	6.27	2.12
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	70	7.03	2.10	87	6.16	2.01
The World Bank Group provides effective implementation support	77	7.14	2.08	110	6.67	2.13

*Significantly different between respondents who do and do not collaborate with the WBG

Which of the following best describes the way the World Bank Group operates in Mongolia?* (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank Group takes too much risk in Mongolia	2.9%	2.2%
The World Bank Group does not take enough risk in Mongolia	11.8%	12.9%
The World Bank Group's approach to risk is appropriate	35.3%	13.4%
Don't know	40.2%	56.7%
Prefer not to answer	9.8%	14.7%

*Significantly different between respondents who do and do not collaborate with the WBG

F. Recent Trends and the Future Role of the World Bank Group in Mongolia

Which of the following SHOULD the WBG do to make itself of greater value in Mongolia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Provide more adequate data/knowledge/statistics/figures on Mongolia's economy	21.8%	23.5%
Collaborate more effectively with Government clients*	23.8%	13.3%
Offer more innovative financial products	18.8%	14.6%
Improve the competitiveness of its financing compared to markets	6.9%	9.7%
Reach out more to groups outside of Government	26.7%	31.9%
Improve the quality of its experts as related to Mongolia's specific challenges	34.7%	32.7%
Offer more innovative knowledge services	9.9%	18.1%
Ensure greater selectivity in its work	4.0%	3.5%
Increase the level of capacity development in the country	23.8%	19.0%
Reduce the complexity of obtaining World Bank Group financing	18.8%	13.3%
Increase availability of Fee-Based services	4.0%	9.3%
Work faster	1.0%	3.5%
Other	3.0%	1.8%

*Significantly different between respondents who do and do not collaborate with the WBG

What actions would most improve the impact of WBG-supported programs and activities? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Improving quality of analytical work	19.8%	24.3%
Providing world class experts	19.8%	17.6%
Increasing dissemination and discussion on findings of analytical work	31.7%	28.4%
Ensuring project beneficiaries have information on project objectives and activities	16.8%	16.2%
Improving timeliness of analytical work and technical assistance	26.7%	23.0%
Improving the quality of its experts as related to Mongolia's specific challenges	40.6%	36.9%
Offering more innovative financial products	17.8%	19.4%
Offering more innovative knowledge products	20.8%	26.1%
Other	1.0%	2.7%

When considering the combination of services that the WBG offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Mongolia?

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
Financial services	26.1%	25.5%
Knowledge products	35.9%	34.1%
Convening services	1.1%	.5%
None of the above	2.2%	1.4%
The combination is appropriate for Mongolia	27.2%	28.6%
Don't know	7.6%	10.0%

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Mongolia?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Local newspapers	41.7%	37.6%
International newspapers	10.7%	5.8%
Local radio	0.0%	0.9%
International radio	1.0%	0.4%
Local television	42.7%	44.2%
International television	1.0%	2.7%
Periodicals	17.5%	14.2%
Internet	62.1%	64.2%
Social media*	9.7%	19.9%
Blogs	0.0%	0.4%
Mobile phones	0.0%	0.4%
Instant messaging	1.0%	0.0%
Other	5.8%	2.2%

*Significantly different between respondents who do and do not collaborate with the WBG

G. Communication and Information Sharing (continued)**How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Blogs	3.9%	3.6%
Direct contact with World Bank Group	31.1%	25.8%
e-Newsletters	14.6%	20.9%
Instant messaging	2.9%	2.7%
World Bank Group's seminars/workshops/conferences*	28.2%	17.8%
World Bank Group's publications and other written materials	30.1%	22.7%
Mobile phones	2.9%	3.6%
Social media*	17.5%	33.3%
World Bank Group's website	44.7%	41.3%
Other	3.9%	4.9%

*Significantly different between respondents who do and do not collaborate with the WBG

Are you aware of the World Bank Group'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	Collaborator	Non-collaborator
Yes	50.6%	16.7%
No	49.4%	83.3%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	20.7%	6.2%
No	79.3%	93.8%

*Significantly different between respondents who do and do not collaborate with the WBG

Were you able to obtain this information?*

Percentage of Respondents	Collaborator	Non-collaborator
Yes	81.3%	41.7%
No	18.8%	58.3%

*Significantly different between respondents who do and do not collaborate with the WBG

Do you have access to the Internet?

Percentage of Respondents	Collaborator	Non-collaborator
Yes	96.5%	93.0%
No	3.5%	7.0%

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	80.7%	37.6%
No	19.3%	62.4%

*Significantly different between respondents who do and do not collaborate with the WBG

Which do you primarily use?* (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank Group's country website (http://www.worldbank.org/en/country/mongolia)	49.5%	65.6%
The World Bank Group's main website (www.worldbank.org)	50.5%	34.4%

*Significantly different between respondents who do and do not collaborate with the WBG

Which Internet connection do you use primarily when visiting a World Bank Group website?

Percentage of Respondents	Collaborator	Non-collaborator
High speed	84.5%	84.3%
Dial-up	15.5%	15.7%

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	84	6.51	2.63	150	4.00	2.37
I find the World Bank Group's websites easy to navigate*	82	6.66	2.49	126	5.88	2.62
I find the information on the World Bank Group's websites useful*	79	6.76	2.39	127	5.84	2.62
The World Bank Group's social media channels are valuable sources of information about the institution	63	5.78	2.82	111	5.82	2.75
When I need information from the World Bank Group I know how to find it*	88	7.48	2.57	135	6.03	2.95
The World Bank Group is responsive to my information requests and inquiries*	75	6.85	2.53	88	4.72	2.46

*Significantly different between respondents who do and do not collaborate with the WBG

H. Background Information

Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia?*

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank (IBRD/IDA)	82.1%	38.5%
The International Finance Corporation (IFC)	11.6%	18.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%	5.1%
Other	5.3%	37.6%

*Significantly different between respondents who do and do not collaborate with the WBG

Do you projects involve both the World Bank and IFC?*

Percentage of Respondents	Collaborator	Non-collaborator
Yes	53.1%	4.6%
No	46.9%	95.4%

*Significantly different between respondents who do and do not collaborate with the WBG

If yes, what was your view on the two institutions working together in Mongolia?* (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
Working well together	50.0%	22.2%
Collaborating but needs improvement	48.2%	55.6%
In conflict	0.0%	11.1%
Don't know	1.8%	11.1%

*Significantly different between respondents who do and do not collaborate with the WBG

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

Percentage of Respondents (Responses Combined)	Collaborator	Non-collaborator
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	10.3%	50.8%
Use World Bank Group reports/data	34.0%	35.2%
Engage in World Bank Group related/sponsored events/activities*	44.3%	18.7%
Collaborate as part of my professional duties*	40.2%	9.8%
Use World Bank Group website for information, data, research, etc.	17.5%	24.4%

*Significantly different between respondents who do and do not collaborate with the WBG

Appendix E: Responses to All Questions by Year³

*All data presented in this appendix are weighted. As a result, means of the FY14 data and the total number of respondents each year will be slightly different from those in other appendices..

FY '07 Number of comparable respondents = 255 • FY '11 Number of comparable respondents = 274 •
FY '14 Number of comparable respondents = 295

By weighting, all three years have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2014	FY2011	FY2007
Office of President/Prime Minister/Minister	10.0%	10.1%	10.1%
Government Institutions	24.9%	25.0%	24.9%
Local government	9.9%	10.0%	10.0%
Bilateral/Multilateral Agency	5.6%	5.0%	5.0%
Civil society	19.8%	19.9%	20.0%
Private sector	14.9%	15.0%	15.0%
Academia	9.9%	10.0%	10.0%
Media	5.0%	5.1%	5.0%

B. Overall Attitudes toward the World Bank Group

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mongolia? *^	292	5.74	2.17	267	6.91	2.13	244	6.49	2.02

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY14 and FY11 country surveys

^ Significantly different between FY14 and FY07 country surveys

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.*^	254	6.01	2.17	240	7.06	2.16	212	6.73	1.75

(1-Not effective at all, 10-Very effective) *Significantly different between FY14 and FY11 country surveys

^ Significantly different between FY14 and FY07 country surveys

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia?

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia.*^	239	6.30	2.30	256	6.89	2.35	239	6.97	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia.^	219	6.19	2.44	240	6.34	2.06	236	6.96	2.07
The World Bank Group supports programs and strategies that are realistic for Mongolia	231	6.82	2.09	248	6.87	2.16	231	6.87	2.05
The World Bank Group treats clients and stakeholders in Mongolia with respect^	218	7.29	2.05	227	7.35	2.24	225	7.86	1.75

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

³ Only those questions that were asked in the FY '07, FY'11 and FY '14 country surveys, with similar response scales/options, are presented.

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

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

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*^	161	5.50	2.18	167	6.44	2.29	166	6.49	2.38
Staff accessibility*^	159	6.25	2.25	203	6.79	2.32	208	7.02	2.13
Straightforwardness and honesty	162	6.73	2.14	202	6.92	2.31	200	7.01	1.96
Collaboration with the Government	195	7.46	1.89	173	7.24	2.14	149	7.73	1.89
Collaboration with other donors and development partners^	168	6.91	2.07	208	7.06	2.21	214	7.81	1.74

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

C. World Bank Group's Effectiveness and Results

How effective do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Poverty reduction^	181	6.78	2.17	239	6.55	2.60	209	6.31	2.19
Domestic private sector development*	139	6.19	2.31	217	6.93	2.59	198	6.26	2.40
Law and justice	126	5.40	2.28	212	5.94	2.72	174	5.02	2.53
Regulatory framework	106	5.64	1.97	216	5.95	2.70	174	6.09	2.12
Public sector governance/ reform	152	5.95	2.16	217	5.93	2.62			
Gender equity^	140	5.95	2.42	198	5.60	2.79	181	5.17	2.13
Health*^	123	6.02	2.34	214	6.90	2.62	192	6.64	2.26
Education	157	6.68	2.10	218	6.96	2.62	197	6.97	2.38
Anti corruption*	123	4.95	2.55	214	6.11	2.93	189	5.27	2.51
Social protection	129	6.07	2.35	197	6.46	2.70	188	5.92	2.31
Climate change*	107	5.03	2.45	201	6.21	2.76			
Mineral Resource Management	145	6.02	2.44	213	6.70	2.54	187	6.22	2.53

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

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

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

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

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices*	181	7.25	2.00	234	7.67	2.03	227	7.32	1.81
Are adaptable to Mongolia's specific development challenges and country circumstances^	177	6.30	1.96	221	6.54	2.25	211	6.84	2.02

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

E. Working with the World Bank Group

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

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's conditions on its lending are reasonable*	158	6.85	2.10	194	6.36	2.36	200	6.94	1.93
The World Bank Group disburses funds promptly^	157	6.02	2.20	148	6.32	2.56	149	7.49	2.15
The World Bank Group effectively monitors and evaluates the projects and programs it supports	207	7.04	2.11	166	7.38	2.06	159	7.46	2.01
Working with the World Bank Group increases Mongolia's institutional capacity*^	209	7.62	1.90	168	6.66	2.33	152	7.12	1.95

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

G. Communication and Information Sharing (continued)

Are you aware of the World Bank Group'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	FY2014	FY2011	FY2007
Yes	33.8%	38.0%	-
No	66.2%	62.0%	-

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

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	14.8%	24.5%	-
No	85.2%	75.5%	-

*Significantly different between FY14 and FY11 country surveys

Were you able to obtain information?*

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	74.3%	94.7%	-
No	25.7%	5.3%	-

*Significantly different between FY14 and FY11 country surveys

Do you have access to the Internet?*

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	96.0%	99.2%	-
No	4.0%	.8%	-

*Significantly different between FY14 and FY11 country surveys

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

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	53.3%	77.9%	58.6%
No	46.7%	22.1%	41.4%

*Significantly different between FY14 and FY11 country surveys

Which do you primarily use?*^

Percentage of Respondents	FY2014	FY2011	FY2007
The World Bank Group's country website	52.2%	64.9%	75.8%
The World Bank Group's main website	47.8%	35.1%	24.2%

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

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

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	188	6.29	2.55	178	7.73	1.89
I find the information on the World Bank Group's websites useful*	189	6.21	2.60	179	7.54	1.96
When I need information from the World Bank Group I know how to find it*	197	6.87	2.84	207	7.60	2.18
The World Bank Group is responsive to my information requests and inquiries*	156	5.90	2.67	135	6.79	2.62

*Significantly different between FY14 and FY11 country surveys

Appendix F: Responses to All Questions by Year (Respondents Who Are Familiar with the World Bank Group Only)⁴

*On a ten point scale, responses of 6 and above are recoded as “familiar,” whereas responses below 6 are recoded as “unfamiliar.”

How familiar are you with the work of the World Bank Group in Mongolia? *					
			year		
			FY 2014	FY 2007	FY 2011
How familiar are you with the work of the World Bank Group in Mongolia?	Not familiar	Count	152	83	73
		% within year	51.9%	34.0%	27.2%
	Familiar	Count	141	161	195
		% within year	48.1%	66.0%	72.8%
Total		Count	293	244	268

Respondents in the FY'14 Country Survey are significantly less familiar with the WBG compared to respondents in the FY'07 and FY'11 Country Surveys.

B. Overall Attitudes toward the World Bank Group

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.	134	6.88	1.97	180	7.20	2.11	132	7.12	1.61

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

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia?

(1-Strongly disagree, 10-Strongly agree)

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia	123	6.94	1.93	189	7.05	2.28	153	7.16	1.92
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	119	7.23	2.11	177	6.44	1.93	153	7.12	1.93
The World Bank Group supports programs and strategies that are realistic for Mongolia	120	7.35	1.90	179	6.88	2.14	151	7.19	1.93
The World Bank Group treats clients and stakeholders in Mongolia with respect	119	7.61	1.81	169	7.33	2.17	151	8.03	1.69

*Significantly different between FY14 and FY11 country surveys

To what extent is the World Bank Group an effective development partner in Mongolia in terms of each of the following? (1-

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

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*^	89	5.85	2.16	135	6.47	2.30	110	7.07	2.10
Staff accessibility	86	6.78	2.24	158	6.87	2.30	138	7.32	1.92
Straightforwardness and honesty	89	6.88	2.08	152	6.98	2.33	131	7.20	1.91
Collaboration with the Government*	110	7.82	1.74	144	7.28	2.08	104	7.86	1.76
Collaboration with other donors and development partners^	92	7.30	2.02	156	7.13	2.06	140	8.07	1.65

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

⁴ All numbers presented in this appendix are based on weighted data. Only those questions that were asked in the FY '07, FY'11 and FY '14 country surveys, with similar response scales/options, are presented.

C. World Bank Group's Effectiveness and Results

How effective do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Law and justice	68	5.64	2.17	155	5.83	2.68	111	5.17	2.42
Regulatory framework	68	6.02	1.88	157	5.90	2.56	117	6.35	2.13
Poverty reduction*^	100	7.27	2.04	173	6.38	2.54	133	6.50	2.15
Gender equity^	82	6.12	2.53	150	5.73	2.76	120	5.40	2.09
Domestic private sector development	81	6.68	2.32	160	6.77	2.55	128	6.79	2.21
Public sector governance/ reform	89	6.49	2.03	162	5.90	2.61			
Health	57	6.33	2.53	158	6.97	2.56	125	6.58	2.20
Anti corruption	70	5.35	2.65	157	5.98	2.87	120	5.54	2.39
Education	91	7.10	1.93	158	6.88	2.56	129	7.10	2.35
Social protection	74	6.51	2.37	142	6.38	2.74	122	5.90	2.21
Climate change*	52	5.44	2.59	149	6.26	2.60			
Mineral Resource Management	79	6.66	2.27	159	6.68	2.50	120	6.51	2.43

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

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

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

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	100	7.54	1.96	174	7.63	1.98	146	7.64	1.67
Are adaptable to Mongolia's specific development challenges and country circumstances	104	6.44	2.13	171	6.45	2.26	139	6.90	1.91

E. Working with the World Bank Group

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

	year								
	FY 2014			FY 2011			FY 2007		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly^	93	6.33	2.02	123	6.34	2.41	105	7.78	1.86
The World Bank Group effectively monitors and evaluates the projects and programs it supports^	118	7.07	2.05	130	7.27	2.05	109	7.64	1.86
The World Bank Group's conditions on its lending are reasonable*	90	7.26	2.00	144	6.62	2.23	131	7.17	1.84
Working with the World Bank Group increases Mongolia's institutional capacity*	120	7.82	1.75	133	6.65	2.26	103	7.35	1.95

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

G. Communication and Information Sharing

Are you aware of the World Bank Group'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	FY2014	FY2011	FY2007
Yes	49.2%	43.3%	-
No	50.8%	56.7%	-

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

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	21.8%	27.4%	-
No	78.2%	72.6%	-

G. Communication and Information Sharing (continued)**Were you able to obtain information?**

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	95.7%	95.7%	-
No	4.3%	4.3%	-

Do you have access to the Internet?*

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	93.6%	99.5%	
No	6.4%	.5%	

*Significantly different between FY14 and FY11 country surveys

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

Percentage of Respondents	FY2014	FY2011	FY2007
Yes	75.9%	88.3%	69.4%
No	24.1%	11.7%	30.6%

*Significantly different between FY14 and FY11 country surveys

Which do you primarily use?*

Percentage of Respondents	FY2014	FY2011	FY2007
The World Bank Group's country website	44.3%	63.3%	73.9%
The World Bank Group's main website	55.7%	36.7%	26.1%

*Significantly different between FY14 and FY11 country surveys ^Significantly different between FY14 and FY07 country surveys

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

	year					
	FY 2014			FY 2011		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	107	6.78	2.38	147	7.81	1.82
I find the information on the World Bank Group's websites useful*	107	6.62	2.30	145	7.84	1.69
When I need information from the World Bank Group I know how to find it	100	7.77	2.66	162	7.68	2.06
The World Bank Group is responsive to my information requests and inquiries	91	6.71	2.62	114	6.92	2.61

*Significantly different between FY14 and FY11 country surveys

Appendix G: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank in Mongolia? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.	5.55	7.03	6.47	5.54	6.27	5.98	5.91	6.76	6.02	6.69	6.11	6.36
To what extent do you believe the World Bank Group's staff is well prepared to help Mongolia solve its most complicated development challenges?	6.88	7.58	7.16	7.25	7.37	6.88	7.02	7.57	7.20	7.15	7.23	7.02
Overall the World Bank Group currently plays a relevant role in development in Mongolia	5.99	6.98	6.75	5.93	6.48	6.37	6.20	7.01	6.36	6.79	6.33	6.93
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	5.60	6.69	6.54	5.35	6.22	5.87	5.83	6.73	5.98	6.51	5.93	6.75
Responsiveness	5.56	6.28	6.00	5.82	6.01	5.82	5.72	6.36	5.99	5.83	5.93	6.00
Flexibility (in terms of the institution's products and services)	5.73	6.34	6.03	5.94	6.11	5.82	5.84	6.30	6.12	5.70	6.00	6.04
Flexibility (in terms of changing country circumstances)	5.31	6.11	5.75	5.55	5.72	5.62	5.56	5.91	5.74	5.52	5.70	5.55
Being inclusive	5.88	6.74	6.40	5.80	6.27	6.08	5.95	6.69	6.16	6.34	6.19	6.25
Openness (sharing data and other information)	6.30	7.08	6.89	6.19	6.57	6.77	6.42	7.12	6.58	6.84	6.61	6.82
Staff accessibility	5.84	6.15	6.15	5.80	6.03	6.07	5.80	6.56	6.07	5.98	5.99	6.41
Straightforwardness and honesty	6.74	7.20	7.10	6.55	7.09	6.64	6.61	7.58	6.94	6.89	6.90	7.07
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.43	6.81	6.59	5.20	6.11	6.26	5.80	6.81	6.03	6.47	6.11	6.47
Collaboration with civil society	5.36	6.10	6.03	4.95	5.50	5.92	5.39	6.20	5.66	5.64	5.62	5.83
Collaboration with the Government	7.22	7.49	7.56	7.05	7.27	7.58	7.28	7.61	7.27	7.75	7.30	7.79
Collaboration with other donors and development partners	6.83	6.99	7.04	6.75	6.74	7.36	6.87	7.11	6.92	7.04	6.95	6.96
Collaboration with the private sector	5.43	5.38	5.38	5.42	5.29	5.60	5.31	5.60	5.40	5.38	5.40	5.37
The speed in which it gets things accomplished on the ground	6.03	6.17	6.07	6.02	6.07	6.03	5.95	6.29	6.02	6.14	6.07	6.00
Being a long-term partner	7.03	8.09	7.69	7.05	7.39	7.67	7.26	7.98	7.41	7.71	7.55	7.20
To what extent does the World Bank Group's work help to achieve development results in Mongolia?	5.65	6.51	6.24	5.70	6.09	5.98	5.80	6.66	6.01	6.18	5.97	6.36
The World Bank Group's financial instruments meet the needs of Mongolia	6.06	6.81	6.57	6.14	6.52	6.27	6.23	6.85	6.41	6.47	6.32	6.84
The World Bank Group meets Mongolia's needs for knowledge services	6.47	7.33	7.11	6.39	6.78	7.05	6.56	7.57	6.88	6.89	6.86	6.96
The World Bank Group's knowledge work and activities are adaptable to Mongolia's specific development challenges and country circumstances	6.18	6.46	6.40	6.11	6.16	6.56	6.15	6.68	6.42	6.02	6.28	6.45
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.41	7.77	7.85	7.20	7.60	7.67	7.47	7.99	7.62	7.67	7.51	8.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.04	7.47	7.38	7.09	7.17	7.50	7.19	7.48	7.33	7.16	7.13	7.93
The World Bank Group takes decisions quickly in Mongolia	5.31	5.61	5.56	5.39	5.39	5.70	5.28	5.93	5.63	5.15	5.52	5.45
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.16	7.03	6.92	5.87	6.61	6.55	6.37	7.04	6.60	6.57	6.50	7.04

Yellow highlight indicates significant difference between Yes and No mean.

Appendix H: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																										
	Office of the President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/ Consultant/ Contractor on WBG project			Local government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	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 Group's effectiveness in Mongolia.*	14	6.07	2.20	26	6.58	2.27	68	6.24	2.16	26	7.88	1.68	16	6.25	2.29	15	5.07	2.05	76	5.41	2.34	21	6.24	2.26	23	6.00	2.09
To what extent do you believe the World Bank Group's staff is well prepared to help Mongolia solve its most complicated development challenges?*	15	7.00	2.27	20	7.40	2.19	61	6.92	2.39	24	8.17	1.81	13	6.69	1.84	14	6.50	3.01	64	6.73	2.58	23	8.57	1.83	21	7.14	2.46
Overall the World Bank Group currently plays a relevant role in development in Mongolia	13	5.54	2.70	24	6.71	2.20	67	6.03	2.27	25	7.80	2.10	17	6.18	2.32	14	5.79	2.01	67	6.49	2.69	18	5.72	2.54	20	6.70	2.30
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	13	4.85	2.73	22	6.55	2.30	60	5.77	2.28	26	7.65	2.17	15	5.60	2.16	12	5.58	2.31	62	6.05	2.50	17	5.00	3.14	16	6.81	1.91
Responsiveness	7	5.29	2.36	15	6.07	1.75	49	5.86	1.93	27	6.67	2.22	10	4.90	1.66	7	6.14	2.12	51	5.86	2.58	6	4.67	3.27	11	5.55	2.38
Flexibility (in terms of the institution's products and services)	7	5.71	1.98	13	5.85	1.68	50	5.66	1.94	24	6.83	2.18	10	5.00	1.33	7	6.43	2.70	49	6.27	2.52	9	5.78	2.44	12	5.67	2.35
Flexibility (in terms of changing country circumstances)	7	5.29	2.29	14	5.79	1.42	49	5.49	2.07	22	6.41	1.79	12	4.33	1.56	8	5.25	2.66	45	5.76	2.60	10	6.10	2.85	10	5.70	2.06
Being inclusive	7	5.71	1.60	13	6.38	1.61	49	5.90	1.90	19	7.16	1.57	12	5.92	2.39	6	6.17	3.19	52	6.37	2.50	10	5.50	1.58	12	6.67	1.97
Openness (sharing data and other information)	8	6.38	2.92	17	5.41	2.27	55	6.38	2.18	25	7.64	2.33	11	6.09	2.59	8	6.13	1.81	64	6.81	2.57	14	6.79	2.67	15	6.53	2.36
Staff accessibility	7	5.14	1.95	16	5.25	2.18	50	5.98	2.15	22	6.32	2.28	10	5.90	2.18	6	6.67	2.80	46	6.15	2.57	10	5.70	1.89	12	6.42	2.39
Straightforwardness and honesty	7	6.71	2.50	14	6.00	1.88	49	6.98	2.27	26	7.88	2.21	10	6.90	1.79	7	6.86	1.86	50	6.92	2.59	10	5.70	2.58	13	6.92	1.75
Ease of access to the people at the World Bank Group who are making decisions important to my work*	7	4.71	1.38	14	5.21	2.22	44	6.14	2.11	25	7.40	2.12	9	5.78	2.28	5	4.20	3.11	39	6.05	2.97	7	7.00	1.63	10	6.30	2.54
Collaboration with civil society	8	4.63	2.00	15	4.87	1.41	52	5.94	2.11	18	6.39	2.83	11	5.00	2.61	6	5.83	3.06	70	5.61	2.65	10	5.70	2.95	12	5.25	2.01
Collaboration with the Government	9	6.44	2.01	17	6.76	2.02	58	7.07	1.85	24	7.88	1.75	14	6.93	1.77	10	8.10	1.29	59	7.58	2.13	13	7.62	2.14	14	7.36	1.65
Collaboration with other donors and development partners	9	6.33	2.00	15	6.07	1.87	50	6.74	2.11	22	7.27	2.35	11	7.09	1.87	7	6.14	1.86	48	7.21	2.18	9	7.11	2.47	11	6.82	2.27
Collaboration with the private sector	8	4.25	2.66	15	5.00	1.36	48	5.46	2.42	18	5.28	2.78	11	5.00	2.76	9	5.11	2.89	46	6.00	2.53	8	4.88	1.46	13	5.46	1.56
The speed in which it gets things accomplished on the ground	7	5.00	2.71	13	6.38	2.14	51	5.51	2.36	27	6.93	2.43	11	6.73	1.62	7	5.57	2.88	48	6.31	2.66	10	6.10	2.73	12	6.33	1.83
Being a long-term partner	8	6.88	2.03	14	6.86	1.96	51	7.63	2.13	24	8.46	1.44	12	7.08	2.11	8	7.25	1.98	52	7.21	2.85	13	8.31	1.70	14	7.29	1.86
To what extent does the World Bank Group's work help to achieve development results in Mongolia?*	13	6.15	2.12	24	6.21	2.00	65	5.92	1.79	25	6.96	1.62	14	6.36	2.17	14	4.64	2.02	63	6.05	2.11	21	5.19	1.72	21	5.95	1.75
The World Bank Group's financial instruments meet the needs of Mongolia	11	6.91	1.70	19	6.68	2.11	55	5.98	2.03	24	7.21	2.25	16	6.44	2.19	13	5.46	2.73	53	6.45	2.45	19	6.58	1.89	18	5.94	2.21
The World Bank Group meets Mongolia's needs for knowledge services*	11	6.91	1.97	19	7.11	1.85	59	6.75	2.06	25	7.88	1.83	16	7.00	1.67	11	5.91	2.39	61	6.30	2.56	20	8.05	1.50	17	6.35	1.93
The World Bank Group's knowledge work and activities are adaptable to Mongolia's specific development challenges and country circumstances	5	6.40	2.07	15	7.13	1.88	44	5.89	1.92	21	6.62	2.16	15	7.27	1.10	11	5.73	1.68	48	6.42	2.29	14	6.71	2.13	14	5.79	1.76
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	11	7.27	2.33	20	7.85	1.66	65	7.28	2.13	26	8.27	1.69	18	7.89	1.45	16	7.31	1.85	70	7.44	2.38	26	8.15	1.89	20	7.65	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	6.50	2.72	16	7.38	1.78	54	7.11	1.72	23	7.78	1.78	14	7.64	1.45	8	7.13	1.81	57	7.16	2.15	20	7.65	1.63	16	6.56	1.82
The World Bank Group takes decisions quickly in Mongolia	11	4.91	1.64	11	6.27	1.79	39	4.87	2.31	25	6.04	2.44	13	5.85	1.91	7	4.43	2.76	45	5.56	2.62	11	7.18	2.44	11	5.18	2.18
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	8	5.88	1.81	14	6.86	1.83	33	6.67	2.13	22	7.05	1.96	14	6.79	1.25	8	5.75	1.67	35	6.74	2.34	9	6.44	2.92	13	5.85	2.12

*Significantly different between stakeholder groups

Appendix I: Mongolia FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Mongolia

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Mongolia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Mongolia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Mongolia.

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid.

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

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. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".

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 FACING MONGOLIA

A1. In general would you say that Mongolia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Mongolia.			
Please identify which of the following you consider the most important development priorities in Mongolia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Education
2	Transport (e.g., roads, bridges, transportation)	18	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Energy
4	Global/regional integration	20	Food security
5	Mineral Resource Management	21	Climate change (e.g., mitigation, adaptation)
6	Domestic private sector development	22	Agricultural development
7	Foreign direct investment	23	Trade and exports
8	Water and sanitation	24	Crime and violence
9	Anti corruption	25	Economic growth
10	Job creation/employment	26	Law and justice (e.g., judicial system)
11	Rural development	27	Regulatory framework
12	Financial markets	28	Communicable/non-communicable diseases
13	Urban development	29	Gender equity
14	Environmental sustainability	30	Disaster management
15	Equality of opportunity (i.e., equity)	31	Information and communications technology
16	Health		

SECTION A: GENERAL ISSUES

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)			
1	Water and sanitation	16	Anti corruption
2	Equality of opportunity (i.e., equity)	17	Domestic private sector development
3	Mineral Resource Management	18	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	19	Education
5	Global/regional integration	20	Energy
6	Gender equity	21	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	22	Economic growth
8	Urban development	23	Environmental sustainability
9	Regulatory framework	24	Disaster management
10	Social protection (e.g., pensions, targeted social assistance)	25	Health
11	Law and justice (e.g., judicial system)	26	Agricultural development
12	Transport (e.g., roads, bridges, transportation)	27	Job creation/employment
13	Crime and violence	28	Financial markets
14	Communicable/non-communicable diseases	29	Trade and exports
15	Information and communications technology	30	Food security

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

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Mongolia? (Choose no more than THREE)			
1	Energy	16	Mineral Resource Management
2	Gender equity	17	Trade and exports
3	Equality of opportunity (i.e., equity)	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	19	Domestic private sector development
5	Global/regional integration	20	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	21	Agricultural development
7	Anti corruption	22	Food security
8	Disaster management	23	Transport (e.g., roads, bridges, transportation)
9	Rural development	24	Communicable/non-communicable diseases
10	Foreign direct investment	25	Environmental sustainability
11	Urban development	26	Health
12	Water and sanitation	27	Law and justice (e.g., judicial system)
13	Education	28	Crime and violence
14	Information and communications technology	29	Financial markets
15	Regulatory framework		

A5. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Mongolia?										
1	2	3	4	5	6	7	8	9	10	
Not familiar at all									Extremely familiar	

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mongolia solve its most complicated development challenges?										
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

B4. When thinking about how the World Bank Group can have the most impact on development results in Mongolia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mongolia? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Equality of opportunity (i.e., equity)
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Health
3	Transport (e.g., roads, bridges, transportation)	19	Education
4	Poverty reduction	20	Food security
5	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
6	Gender equity	22	Agricultural development
7	Crime and violence	23	Trade and exports
8	Domestic private sector development	24	Economic growth
9	Rural development	25	Law and justice (e.g., judicial system)
10	Foreign direct investment	26	Regulatory framework
11	Water and sanitation	27	Communicable/non-communicable diseases
12	Mineral Resource Management	28	Energy
13	Job creation/employment	29	Anti corruption
14	Financial markets	30	Information and communications technology
15	Urban development	31	Disaster management
16	Environmental sustainability		

Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future?												
		Not a priority								Top priority		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	Improving governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Climate change adaption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	Mining for sustainable development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	Equity (reaching poor and vulnerable people)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B9	Economic diversification	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	Urban and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	Improving basic infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mongolia?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How effectively do the World Bank Group's activities below support Mongolia's efforts to achieve development results?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B13	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

The World Bank Group can provide capacity building support in a number of ways in Mongolia. To which degree would Mongolia benefit, if capacity building were to support...?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B21	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Mongolia? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B25	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Mongolia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B28	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B31. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mongolia? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**B32. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Mongolia? (Choose no more than TWO)**

1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, 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

B33. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	Other (please specify): _____
13	Don't know

B34. In your opinion, to what extent would increasing the voice and influence of civil society in Mongolia help to improve development efforts?

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

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
B35	Overall the World Bank Group currently plays a relevant role in development in Mongolia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
B36	The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
B37	The World Bank Group supports programs and strategies that are realistic for Mongolia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
B38	The World Bank Group treats clients and stakeholders in Mongolia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Mongolia, 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	<input type="checkbox"/>
B39	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B40	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B41	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B42	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B43	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B44	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B45	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B46	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B47	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B48	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B49	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B50	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B51	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B52	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B53. To be a more effective development partner in Mongolia, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B54. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
2	There is not an adequate level of citizen/civil society participation
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	Poor donor coordination
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia?													
		Not important at all										Very important	Don't know
1		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Mineral Resource Management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Mineral Resource Management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. Where are the World Bank Group's decisions made primarily that support the program in Mongolia? (Select only ONE response)	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Mongolia?											
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

To what extent do you agree with the following statements about the World Bank Group in Mongolia?															
											Strongly disagree			Strongly agree	Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Mongolia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
		C6	The World Bank Group meets Mongolia'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"/>	

C7. To what extent do you believe that Mongolia received value for money from the World Bank Group's fee-based products/services?											
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

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?											
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

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Mongolia, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Mongolia's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are adaptable to Mongolia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?													
		1	2	3	4	5	6	7	8	9	10		
		Not significant at all										Very significant	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not significant at all										Very significant	Don't know

D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
		1	2	3	4	5	6	7	8	9	10		
		Very low technical quality										Very high technical quality	Don't know
		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 GROUP

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Mongolia's development challenges?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	Conceptualization (understanding and framing the problem)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	Design (appraising and planning the solutions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Evaluation (assessing the impact and results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E5	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E10	The World Bank Group takes decisions quickly in Mongolia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E11	Working with the World Bank Group increases Mongolia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E12	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E13	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E14	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E15. Which of the following best describes the way the World Bank Group operates in Mongolia? (Select only one response)

1	The World Bank Group takes too much risk in Mongolia
2	The World Bank Group does not take enough risk in Mongolia
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN MONGOLIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mongolia? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Mongolia's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Improve the quality of its experts as related to Mongolia's specific challenges
7	Offer more innovative knowledge services
8	Ensure greater selectivity in its work
9	Increase the level of capacity development in the country
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Other (please specify): _____

F2. What actions would most improve the impact of World Bank Group-supported programs and activities? (Choose no more than TWO)	
1	Improving quality of analytical work
2	Providing world class experts
3	Increasing dissemination and discussion on findings of analytical work
4	Ensuring project beneficiaries have information on project objectives and activities
5	Improving timeliness of analytical work and technical assistance
6	Improving the quality of its experts as related to Mongolia's specific challenges
7	Offering more innovative financial products
8	Offering more innovative knowledge products
9	Other (please specify _____)

F3. When considering the combination of services that the World Bank Group offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Mongolia
6	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Mongolia? (Choose no more than TWO)	
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 (e.g., Facebook, Twitter, YouTube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	
1	Blogs
2	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
3	e-Newsletters
4	Instant messaging
5	World Bank Group's seminars/workshops/conferences
6	World Bank Group's publications and other written materials
7	Mobile phones
8	Social media (e.g., Facebook, Twitter, YouTube, Flickr)
9	World Bank Group's website
10	Other (please specify): _____

G3	Are you aware of the World Bank Group'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?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Select only ONE response)	
1	The World Bank Group's country website (http://www.worldbank.org/en/country/mongolia)
2	The World Bank Group's main website (www.worldbank.org)

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	The World Bank Group's social media channels (e.g., Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	When I need information from the World Bank Group 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"/>	
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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SECTION H: BACKGROUND INFORMATION

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

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

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (Please specify _____)

H5. Do your projects involve both the World Bank and the IFC? (If YES please go to Question H6; If NO please go to H7)	
1	Yes
2	No

H6. If yes, what was your view on the two institutions working together in Mongolia? (Select only ONE response)	
1	Working well together
2	Collaborating but needs improvement
3	In conflict
4	Other
5	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Mongolia? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. Which best represents your geographic location?	
1	Ulaanbaatar
2	Aimags and provinces
3	The secondary cities
4	Other

Thank you for completing the survey!