



Timor-Leste

The World Bank Group
Country Survey FY 2014

Report of Findings
October 2014



CountryOpinionSurveys
THE WORLD BANK GROUP

Acknowledgements

The Timor-Leste 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 Timor-Leste country team and the local fielding agency INSIGHT Ltd. In particular, PORG is grateful to Luis Constantino (Country Manager) and Kym Smithies (Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

Table of Contents

- I. Objectives3
- II. Methodology.....3
- III. Demographics of the Sample.....5
- IV. General Issues Facing Timor-Leste10
- V. Overall Attitudes toward the World Bank Group.....18
- VI. Sectoral Importance and Effectiveness.....30
- VII. How the World Bank Group Operates37
- VIII. World Bank Group’s Knowledge and Instruments46
- IX. The Future Role of the World Bank Group in Timor-Leste51
- X. Communication and Openness.....58
- XI. Appendices.....64



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

II. Methodology

In July 2014, 220 stakeholders of the World Bank Group in Timor-Leste 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 163 stakeholders participated in the survey (74% response rate).

Respondents completed questionnaires with a representative of the fielding agency face to face. Respondents were asked about: general issues facing Timor-Leste; 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 Timor-Leste; 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'06. Data were weighted to reach the same stakeholder composition in two years, which allows for between-year comparisons. Stakeholder groups which were not present in both 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 in two years are slightly different from those of the original data reported in appendices A, B, C, D, F, G. For the weighted stakeholder breakdown, please see appendix E (page 133).

A. General Issues Facing Timor-Leste: Respondents were asked to indicate whether Timor-Leste 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 Timor-Leste, and how "shared prosperity" would be best achieved.

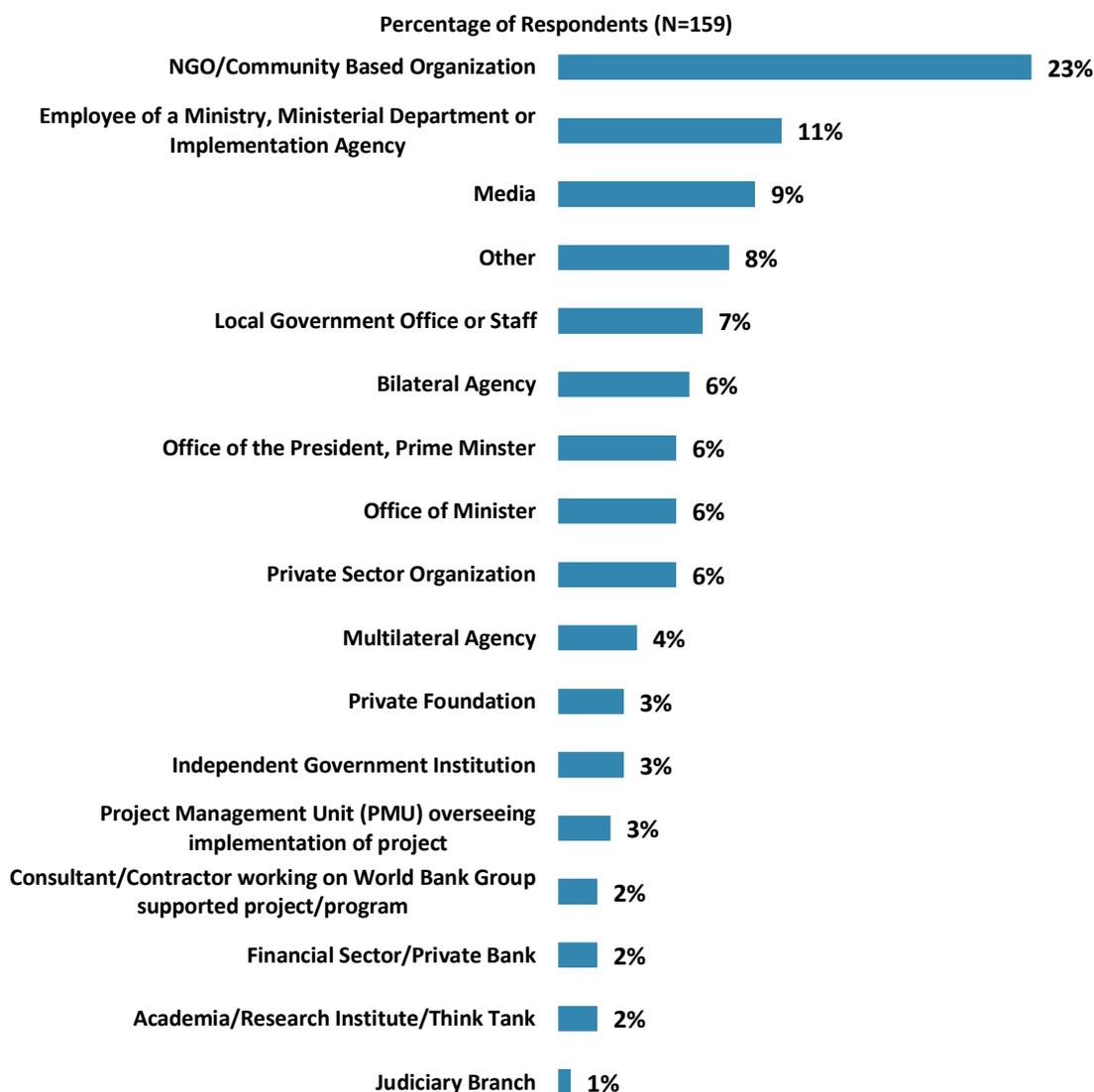
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, its effectiveness in Timor-Leste, WBG staff preparedness to help Timor-Leste solve its development challenges, WBG's local presence, WBG's capacity building in Timor-Leste, 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 Timor-Leste, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and whether they have seen more collaboration between the WBG and UN.
- 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 Timor-Leste, the extent to which the WBG meets Timor-Leste's needs for knowledge services and financial instruments, the importance for the WBG to be involved in twenty five development areas, and the WBG's level of effectiveness across these areas, such as education, health, rural and agricultural development, transport, public sector governance/reform, and job creation/employment.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked 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 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 and to rate the extent to which the WBG is adequately staffed locally.
- F. The Future Role of the World Bank Group in Timor-Leste: Respondents were asked to indicate what the WBG should do to make itself of greater value in Timor-Leste, which services the Bank Group should offer more of in the country, and what the WBG should do to improve collaboration with the UN in the field. They were asked what areas the country would benefit most from the WBG playing a leading role and what areas it would benefit most from other donors.
- 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 Timor-Leste, which WBG agencies they work with, whether they think that IFC and WB work well together, and their geographic locations.

III. Demographics of the Sample

Current Position

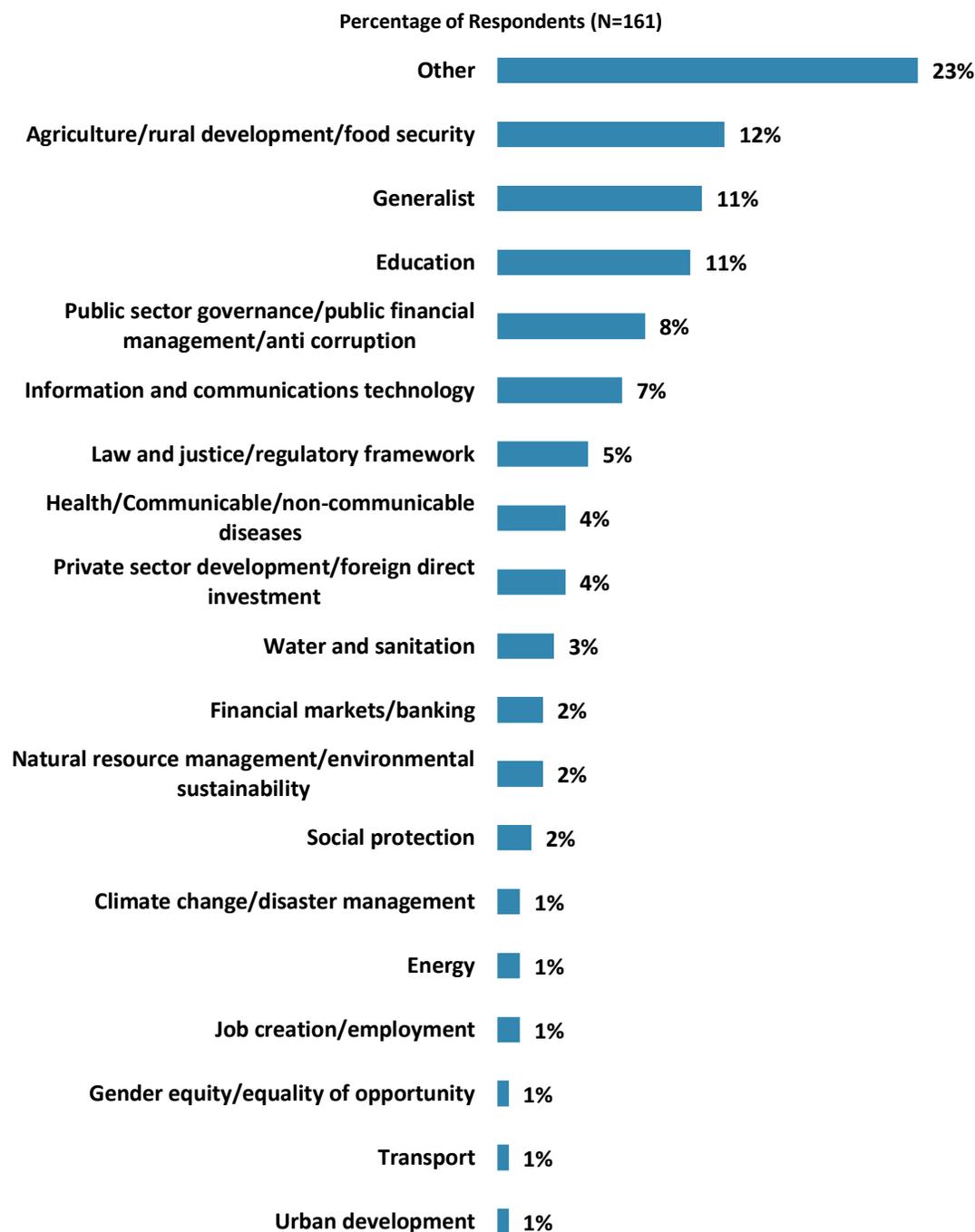
- For further analyses, respondents from the Office of the President, Prime Minister were combined with respondents from Office of a Minister, respondents from consultants/contractors working on WBG projects were combined with those from PMUs and ministries/ministerial departments, respondents from the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



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

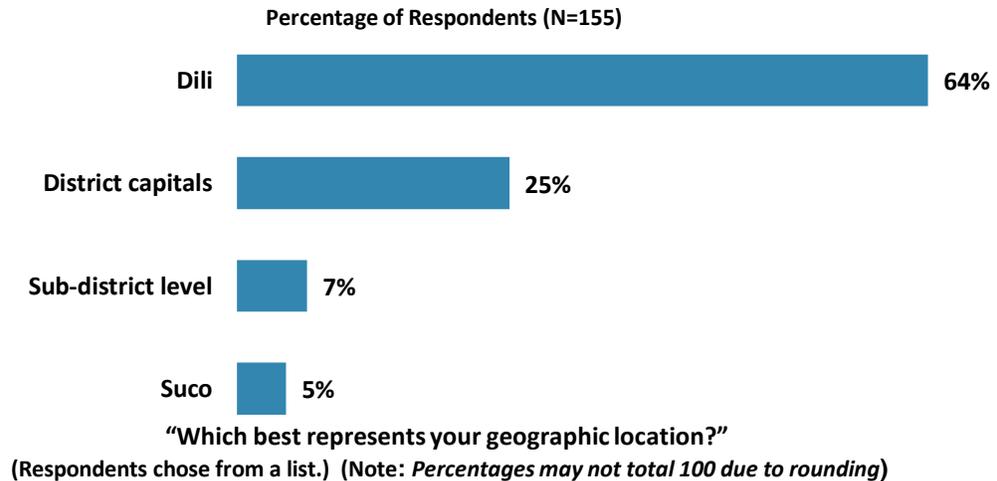


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

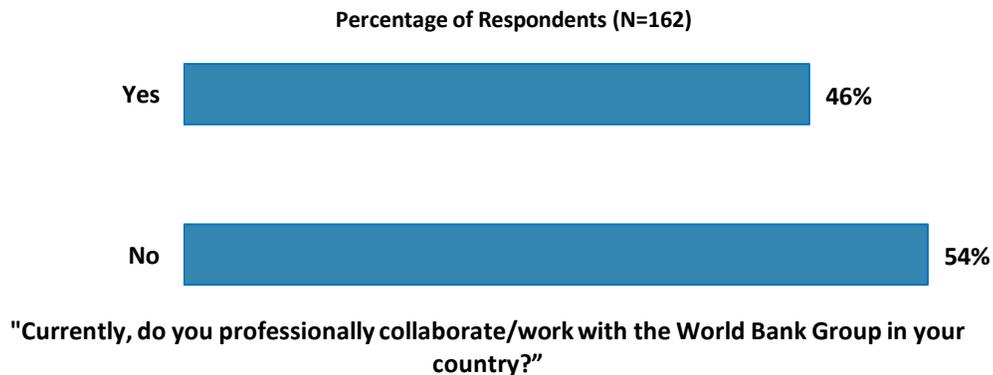
Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 105). For further analysis, few respondents from sub-district level and suco (village) are combined into one group. Only significant differences between geographic locations in response to indicator questions were discussed in the body of this report.



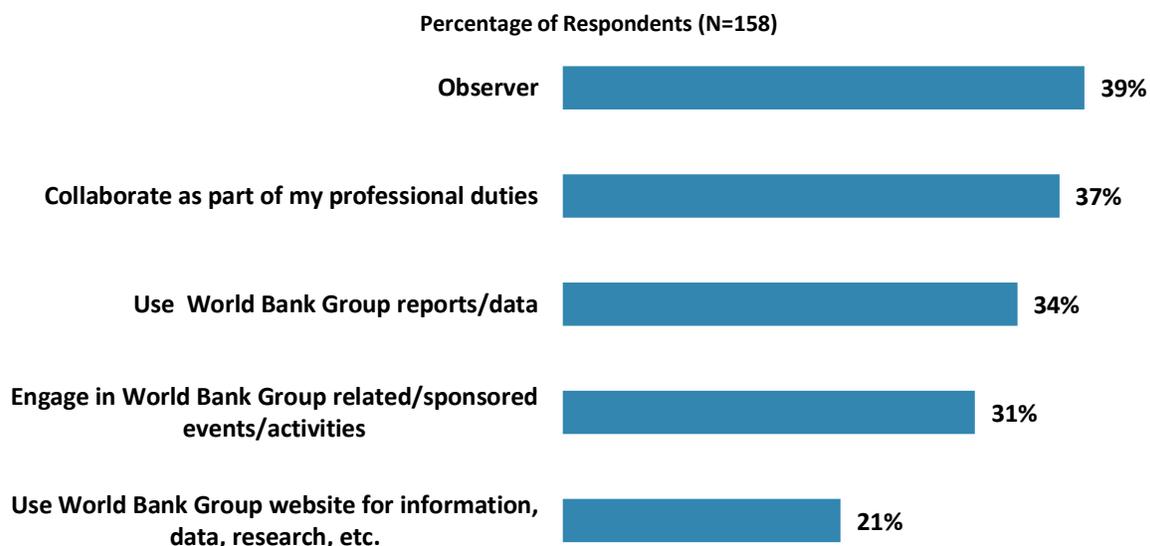
Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Timor-Leste, can be found in Appendix D (see page 120) and Appendix F (see page 136). 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 F.



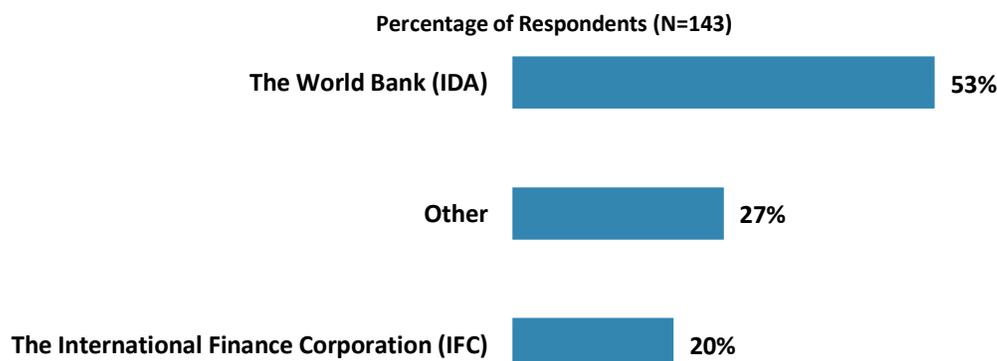
III. Demographics of the Sample (continued)

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



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

Exposure to Agencies within the World Bank Group



"Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste?" (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- Respondents across stakeholder groups and geographic locations had statistically similar levels of familiarity with the WBG.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Timor-Leste and its ability to help achieve development results in Timor-Leste, and significantly, moderately correlated with their perceptions of the WBG's relevance to Timor-Leste's development.

Mean Familiarity Rating



All Respondents



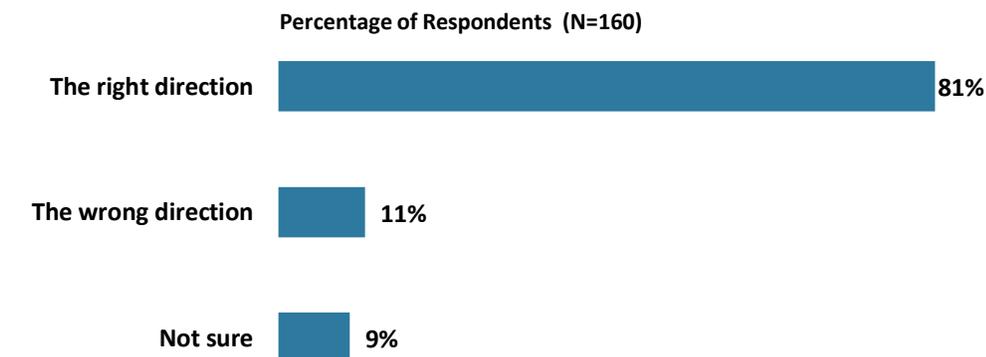
6.0

"How familiar are you with the work of the World Bank Group in Timor-Leste?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Timor-Leste

Headed in the Right Direction

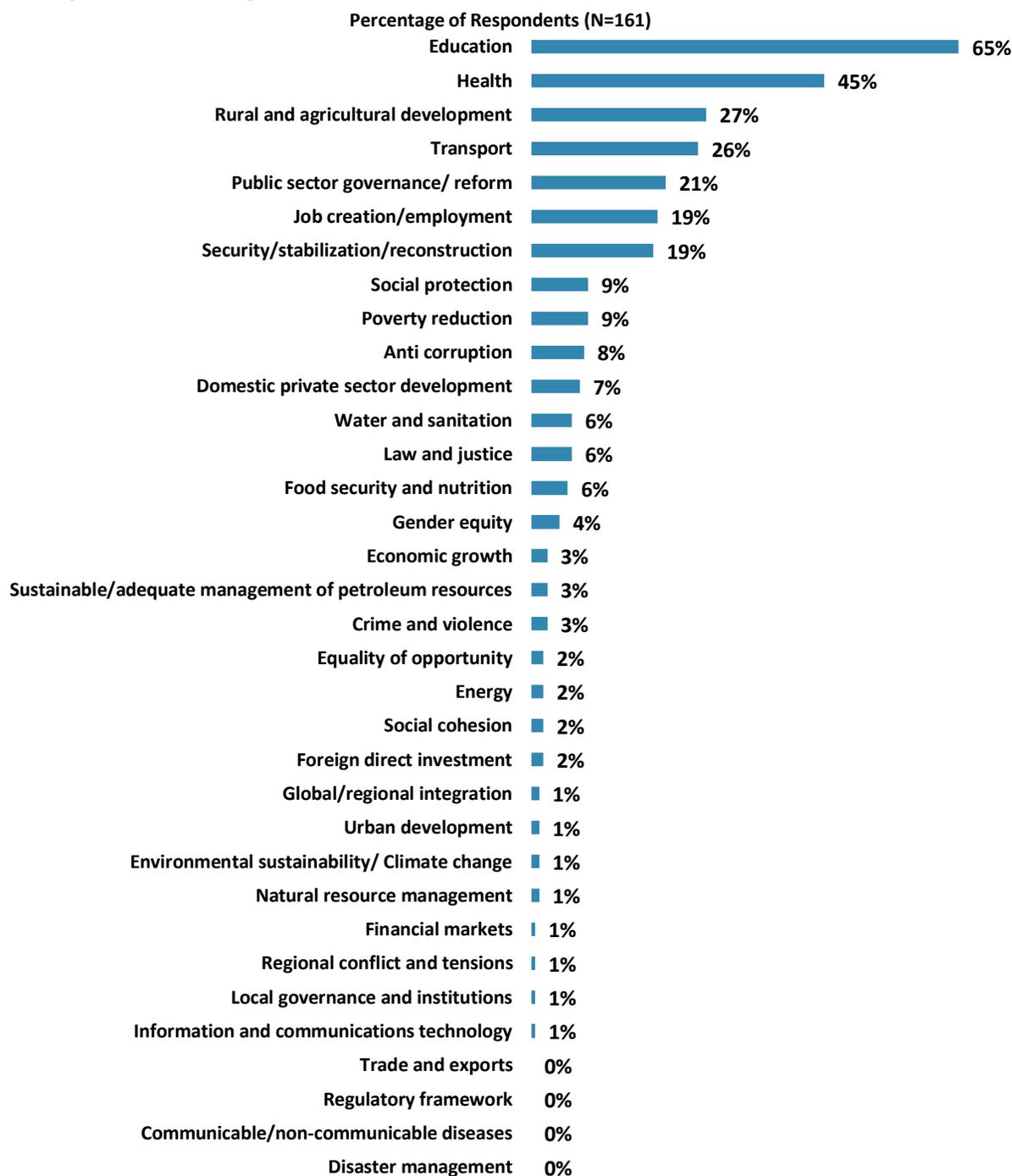
- Employees of ministries/PMUs and consultants working on WBG projects are most likely to indicate that Timor-Leste is headed in the right direction, whereas respondents from the CSOs were significantly less likely to think so (a quarter of them indicate that the country is headed in the wrong direction).



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

IV. General Issues Facing Timor-Leste (continued)

Development Priority



"Listed below are a number of development priorities in Timor-Leste. Please identify which of the following you consider the most important development priorities in Timor-Leste. (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 H), analyses are done to see these respondents' views about the top development priorities.

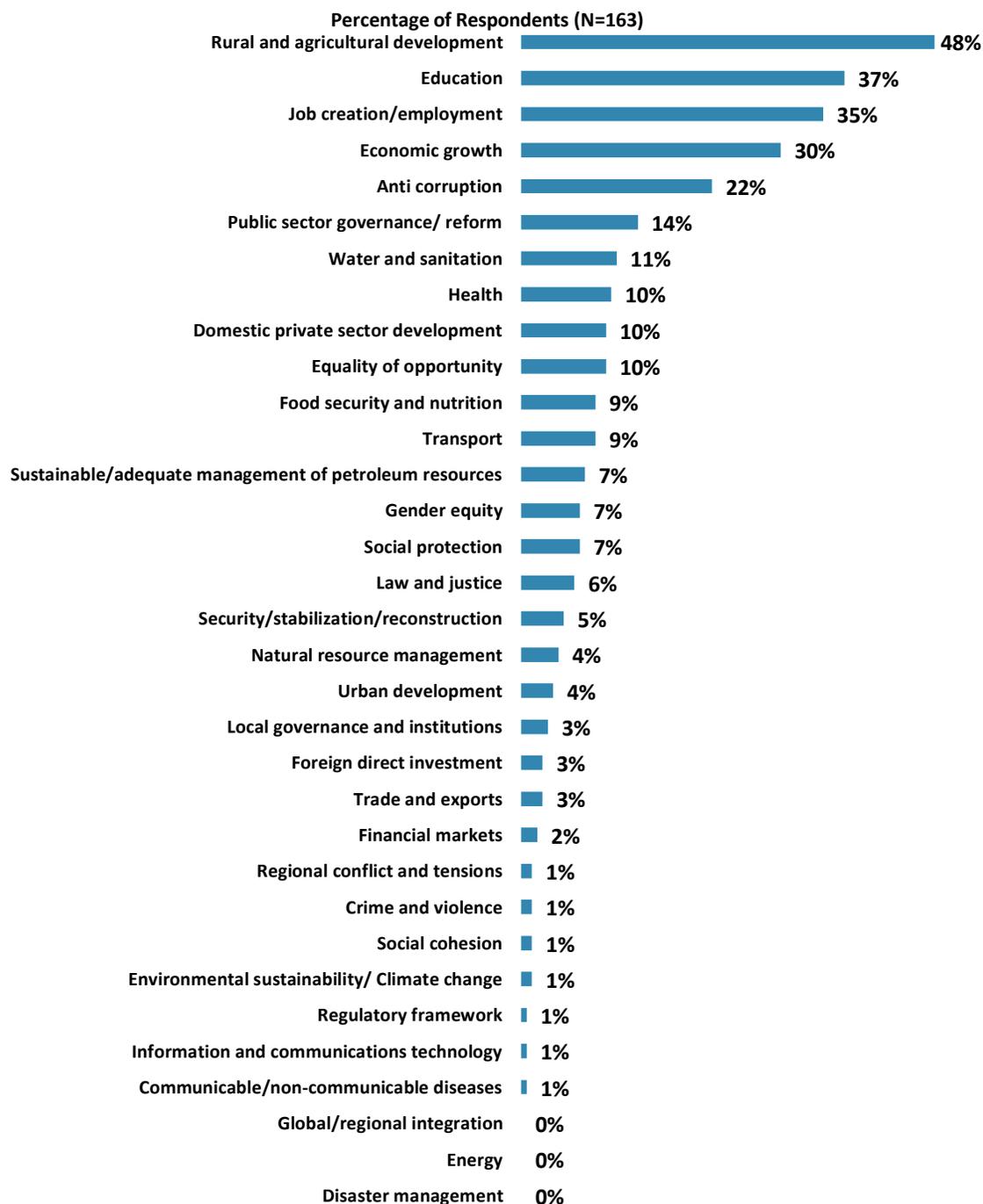
IV. General Issues Facing Timor-Leste (continued)

Development Priority (continued)

- Respondents across stakeholder groups, geographic locations, and levels of collaboration all agree that “*education*,” “*health*,” “*rural and agricultural development*,” and “*transport*” are Timor-Leste’s top development priorities.
- Respondents whose primary area of specialization is in “*agriculture/rural development/food security*” (12% of the sample) and “*education*” (11% of the sample) both agree with respondents in other sectors that “*education*,” “*health*,” “*rural and agricultural development*,” and “*transport*” are Timor-Leste’s top development priorities.

IV. General Issues Facing Timor-Leste (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 Timor-Leste?" (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 H), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.

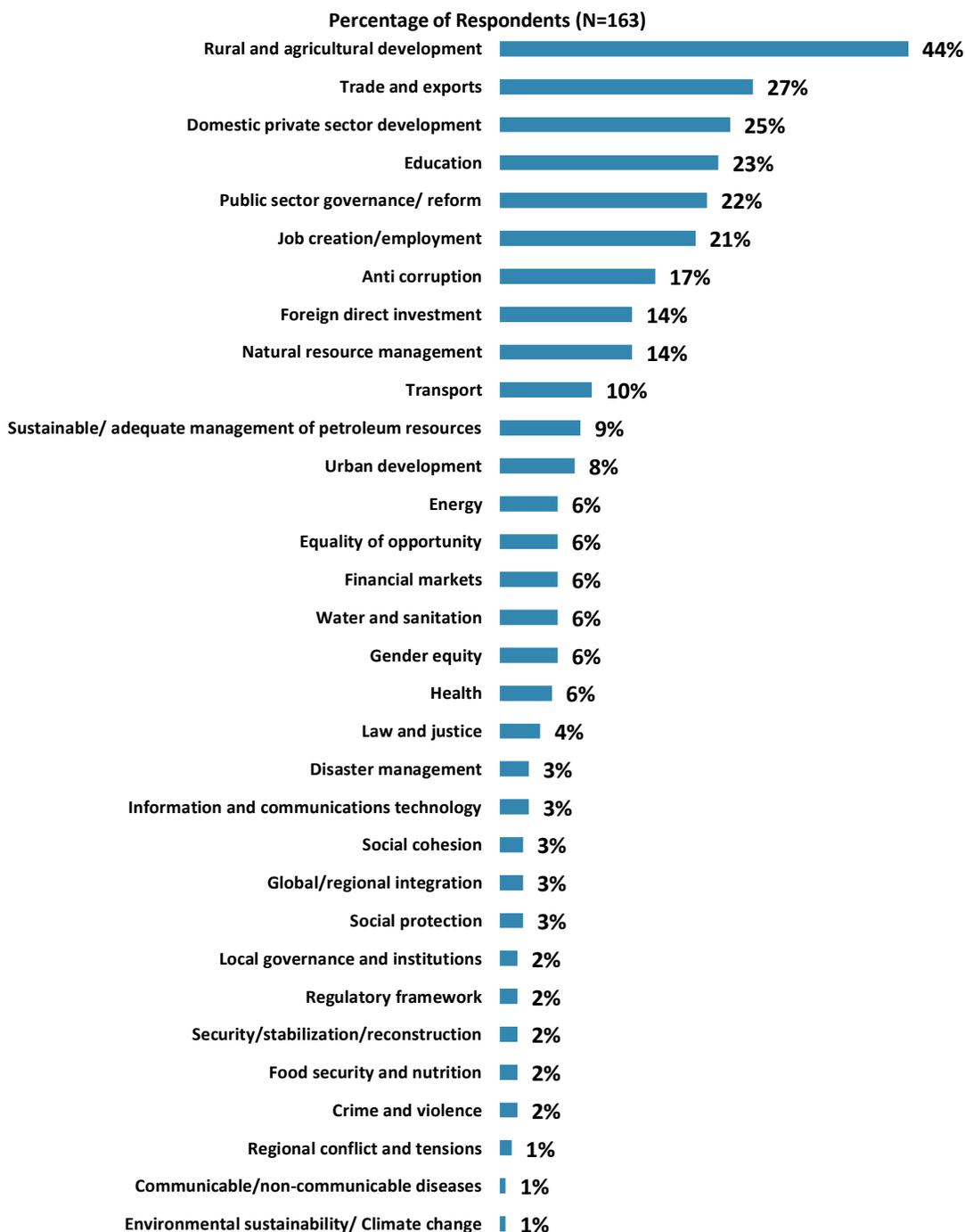
IV. General Issues Facing Timor-Leste (continued)

What Would Contribute Most to Reducing Poverty (continued)

- Respondents across geographic locations and levels of collaboration all agree that “*rural and agricultural development*,” “*education*,” and “*job creation/employment*” are the greatest contributors to reducing poverty in Timor-Leste.
- Respondents from local governments and the media are significantly more likely to indicate that “*job creation/employment*” is the greatest contributor to reducing poverty in Timor-Leste compared to respondents from other stakeholder groups.
- Respondents whose primary area of specialization is in “*agriculture/rural development/food security*” (12% of the sample) and “*education*” (11% of the sample) both agree with respondents in other sectors that “*rural and agricultural development*,” “*education*,” and “*job creation/employment*” are the greatest contributors to reducing poverty in Timor-Leste.

IV. General Issues Facing Timor-Leste (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 Timor-Leste? (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 H), analyses are done to see these respondents' views about the areas of development that would contribute most to economic growth..

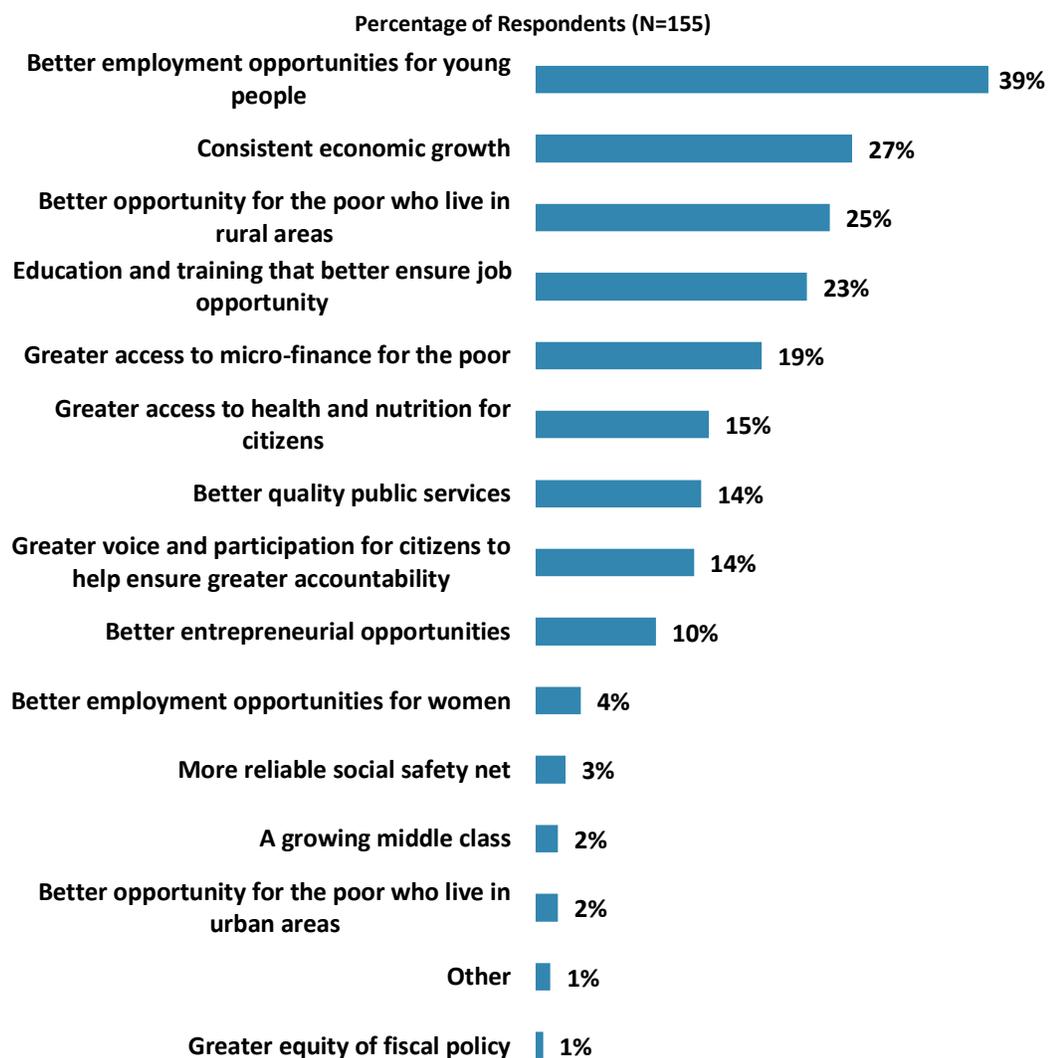
IV. General Issues Facing Timor-Leste (continued)

What Would Contribute Most to Generating Economic Growth (continued)

- Among the perceived top contributors to economic growth, respondents from the Office of President/Prime Minister/Minister are most likely to indicate that “*public sector governance/reform*” would contribute most to generating economic growth in Timor-Leste, whereas respondents from local governments are least likely to say so.
- Respondents from Dili and sub-district level & suco (village) are significantly more likely to indicate that “*education*” would contribute most to generating economic growth in Timor-Leste than respondents from district capitals.
- Respondents across sectoral areas and levels of collaboration agree on the top five contributors to economic growth in Timor-Leste.

IV. General Issues Facing Timor-Leste (continued)

Factors Contributing to “Shared Prosperity”

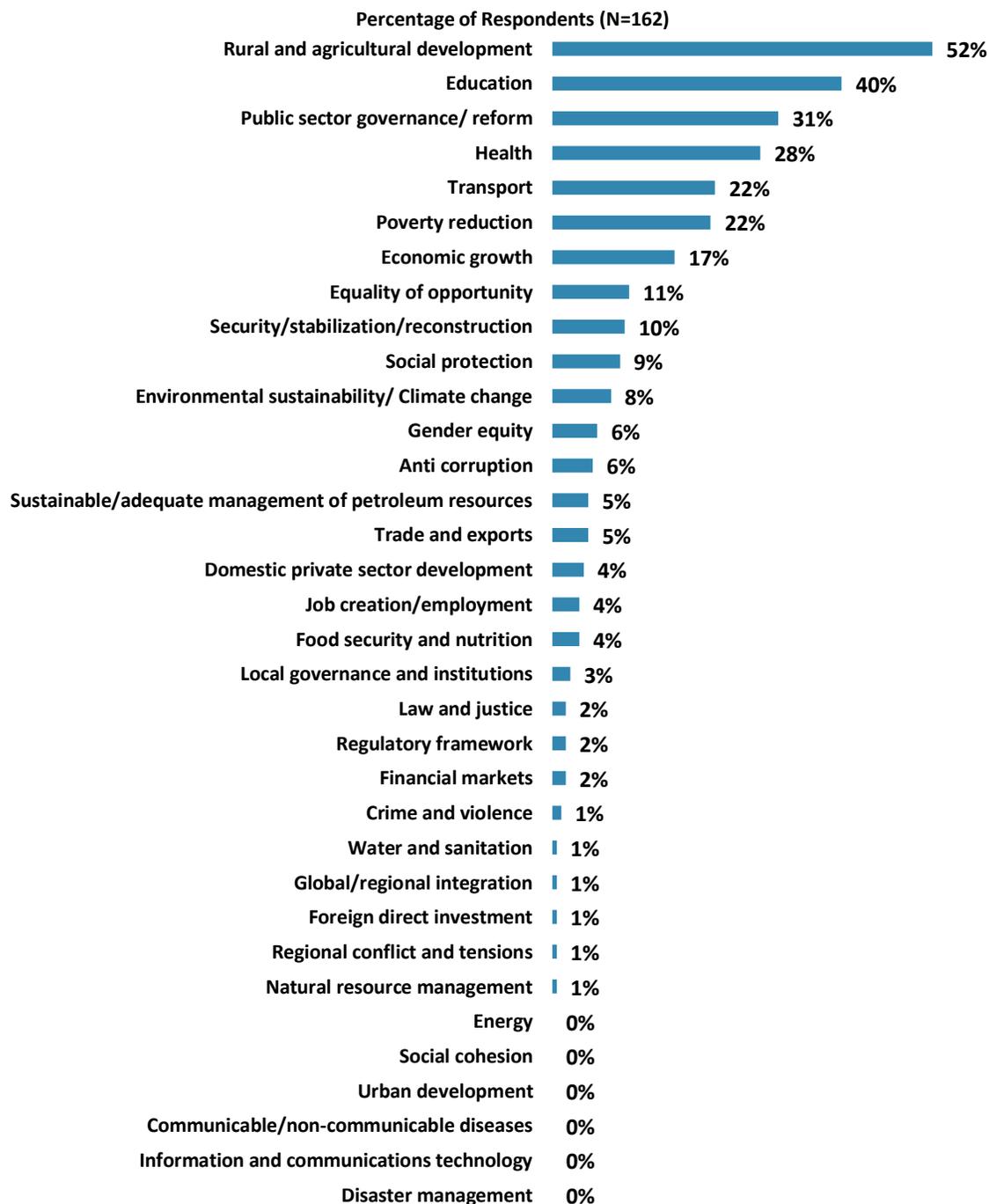


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (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 Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)”

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 H), 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 (continued)

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

- Among the top areas in which stakeholders believe the WBG should focus its resources, respondents from the media and the private sector/financial sector/private banks are mostly likely to think that the WBG should focus its resources on “*transport*,” whereas respondents from the Office of President/Prime Minister/Minister are significantly less likely to think so.
- Respondent from sub-district level & suco are significantly more likely to indicate that the WBG should focus its resources on “*rural and agricultural development*” than respondents from other locations of the country.
- Respondents whose primary specialization of work is in “*agriculture/rural development/food security*” (12% of the sample) and “*education*” (11% of the sample) both agree with respondents in other sectors on the top areas in which stakeholders believe the WBG should focus its resources.
- Among the top areas in which stakeholders believe the WBG should focus its resources, respondent who professionally collaborate with the WBG are significantly more likely to indicate that the WBG should focus its resources on “*rural and agricultural development*” and “*health*” compared to respondents who do not work with the institution.

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*)

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the Bank Group’s overall effectiveness in Timor-Leste.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar ratings for the Bank Group’s overall effectiveness in Timor-Leste as well.

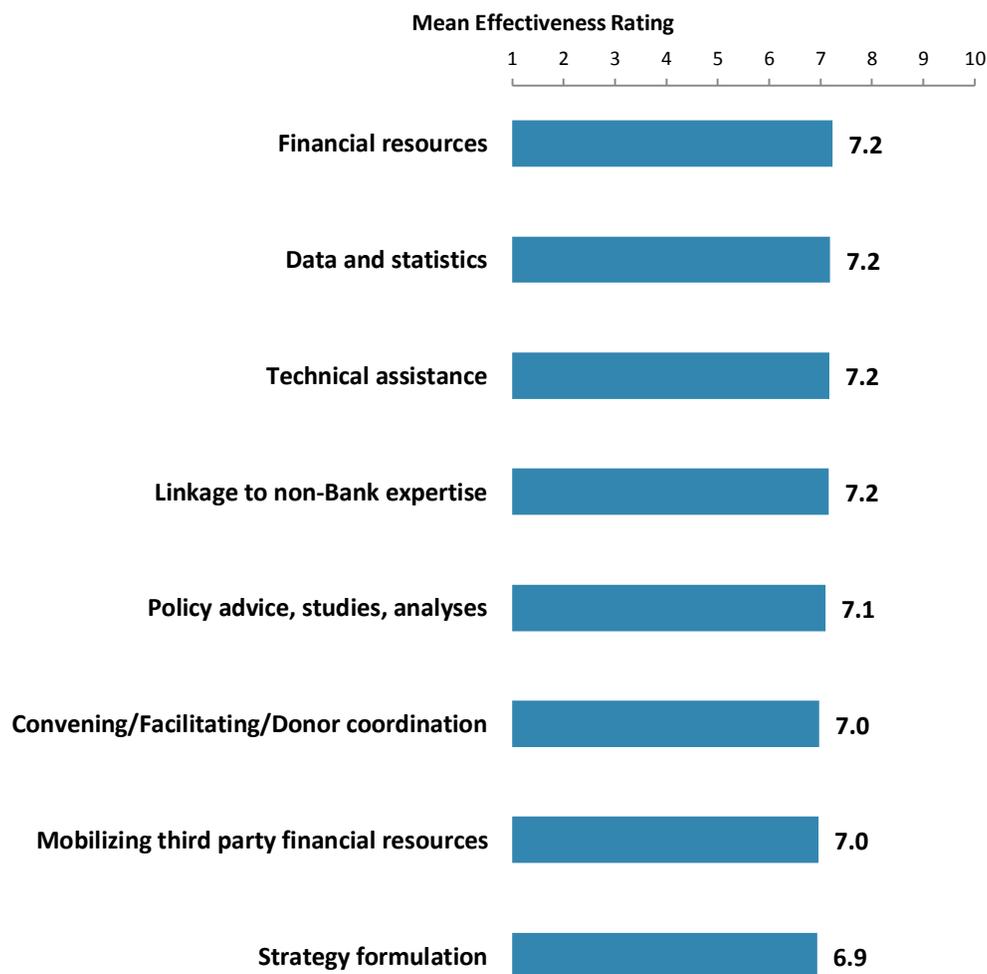


**"Overall, please rate your impression of the World Bank Group’s effectiveness in Timor-Leste."
(1 - "Not effective at all", 10 - "Very effective")**

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

Effectiveness of the WBG Activities

- Respondents across stakeholder groups, geographic locations, and levels of collaboration had statistically similar ratings for the effectiveness of the following WBG activities in supporting Timor-Leste's efforts to achieve development results.

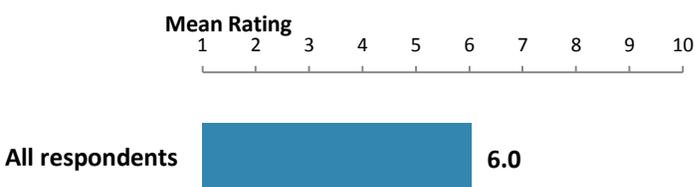


"How effectively do the World Bank Group's activities below support Timor-Leste's efforts to achieve development results? "
(1 - "Not effective at all", 10 - "Very effective")

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

Achieving Development Results (*Indicator Question*)

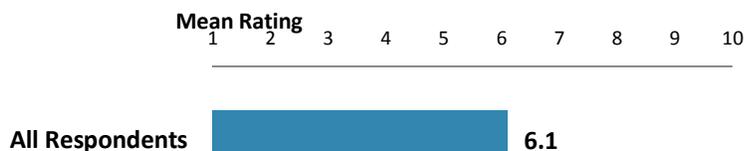
- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's work helped to achieve development results in Timor-Leste.
- Respondents who professionally collaborate/work with the World Bank Group had significantly higher ratings (6.6) for the WBG helping achieve development results in Timor-Leste, compared to respondents who do not professionally collaborate/work with the WBG (5.5).



"To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?" (1 - "To no degree at all", 10 - "To a very significant degree")

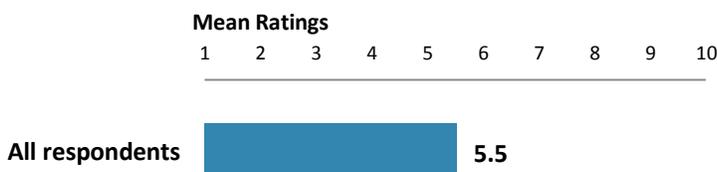
Staff Preparedness (*Indicator Question*)

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Timor-Leste solve its most complicated development challenges.
- Respondents who do and do not professionally collaborate/work with the World Bank Group had statistically similar ratings for the extent to which the WBG's staff is well prepared to help Timor-Leste solve its most complicated development challenges as well.



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

Adequate staffing

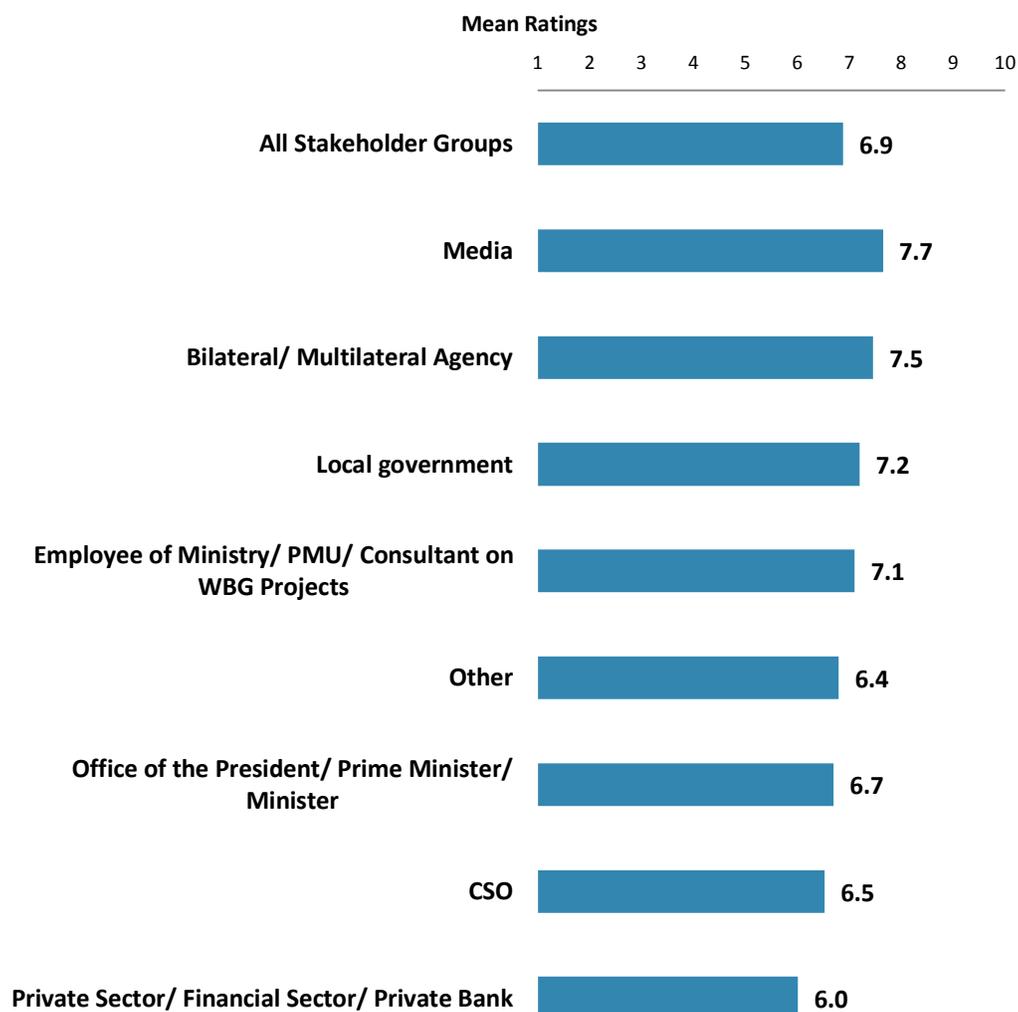


"To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?" (1-"to no degree at all", 10-"To a very significant degree")

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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- Respondents across stakeholder groups overall had statistically similar responses to twenty eight indicator questions.
- Respondents who professionally collaborate/work with the WBG tended to give significantly higher ratings (7.3) for twenty eight indicator questions than respondents who do not professionally collaborate/work with the WBG (6.6).
- Responses to individual indicator questions by stakeholder groups can be found in Appendix G (page 137).

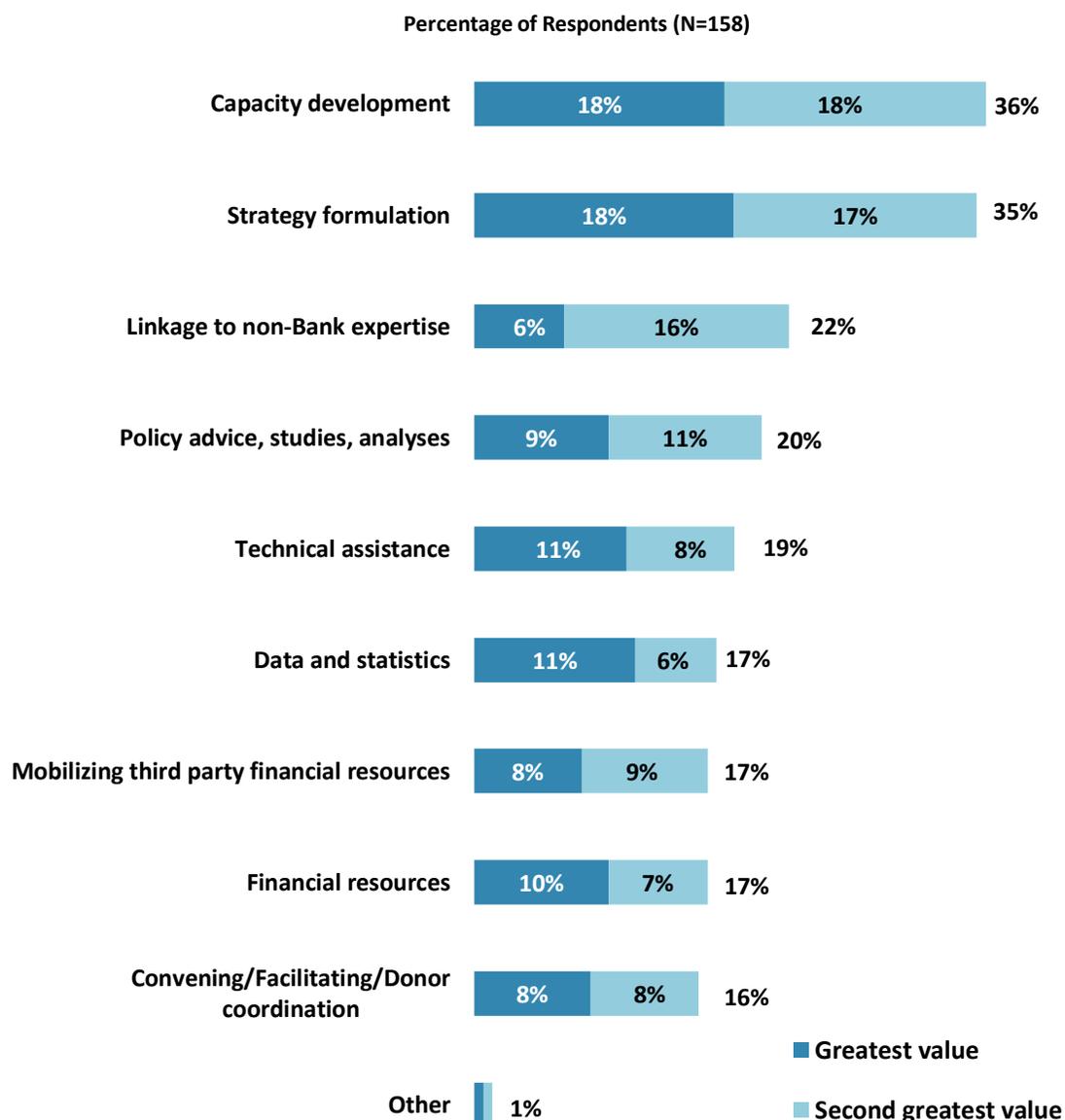


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

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

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

Greatest Value

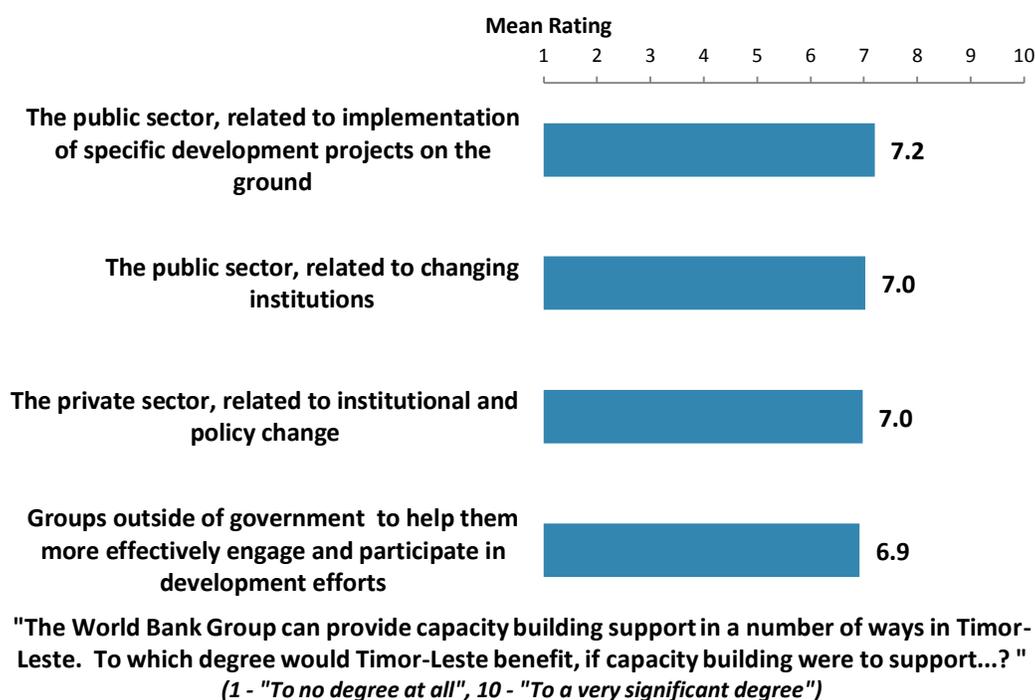


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Timor-Leste?"
(Respondents chose from a list.)

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

Ways of Capacity Building Support

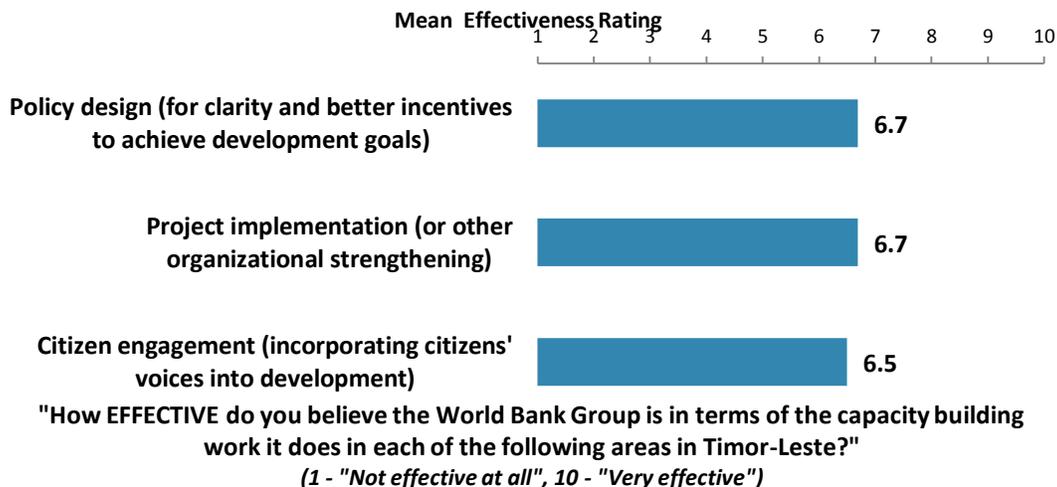
- Respondents across stakeholder groups gave statistically similar ratings for the extent to which Timor-Leste would benefit, if capacity building were to support all four areas below.
- However, respondents in different geographic locations responded to this set of questions differently. Respondents from sub-district level & suco tended to give the highest ratings for the extent to which Timor-Leste would benefit, if capacity building were to support “groups outside of government to help them more effectively engage and participate in development efforts,” “the public sector related to implementation of specific development projects on the ground,” and “the private sector related to institutional and policy change.”
- Respondents who collaborate/work with the WBG gave significantly higher ratings for the extent to which Timor-Leste would benefit, if capacity building were to support all four areas below, compared to respondents who do not collaborate with the WBG.



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

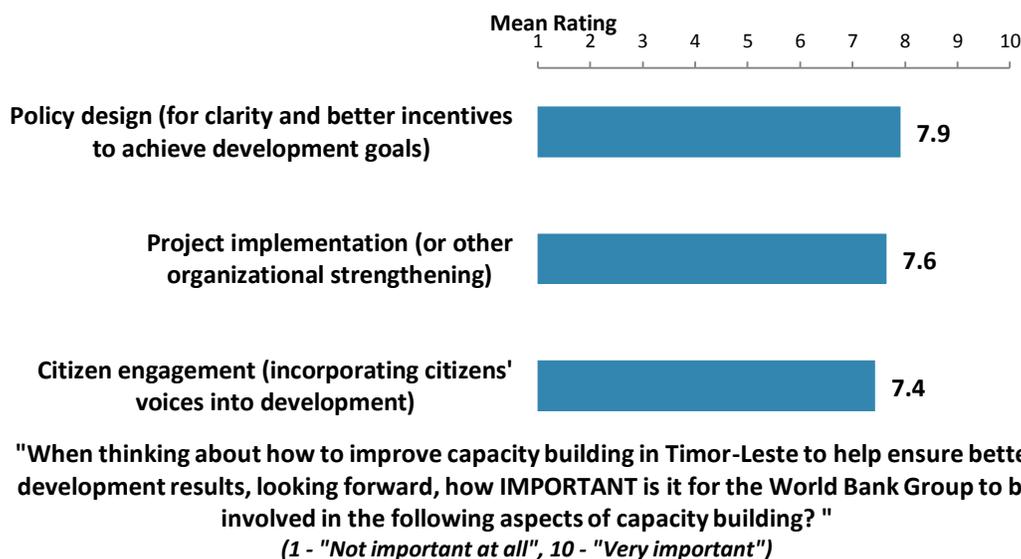
Effectiveness of WBG’s Capacity Building Work

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



Importance of WBG’s Capacity Building Work

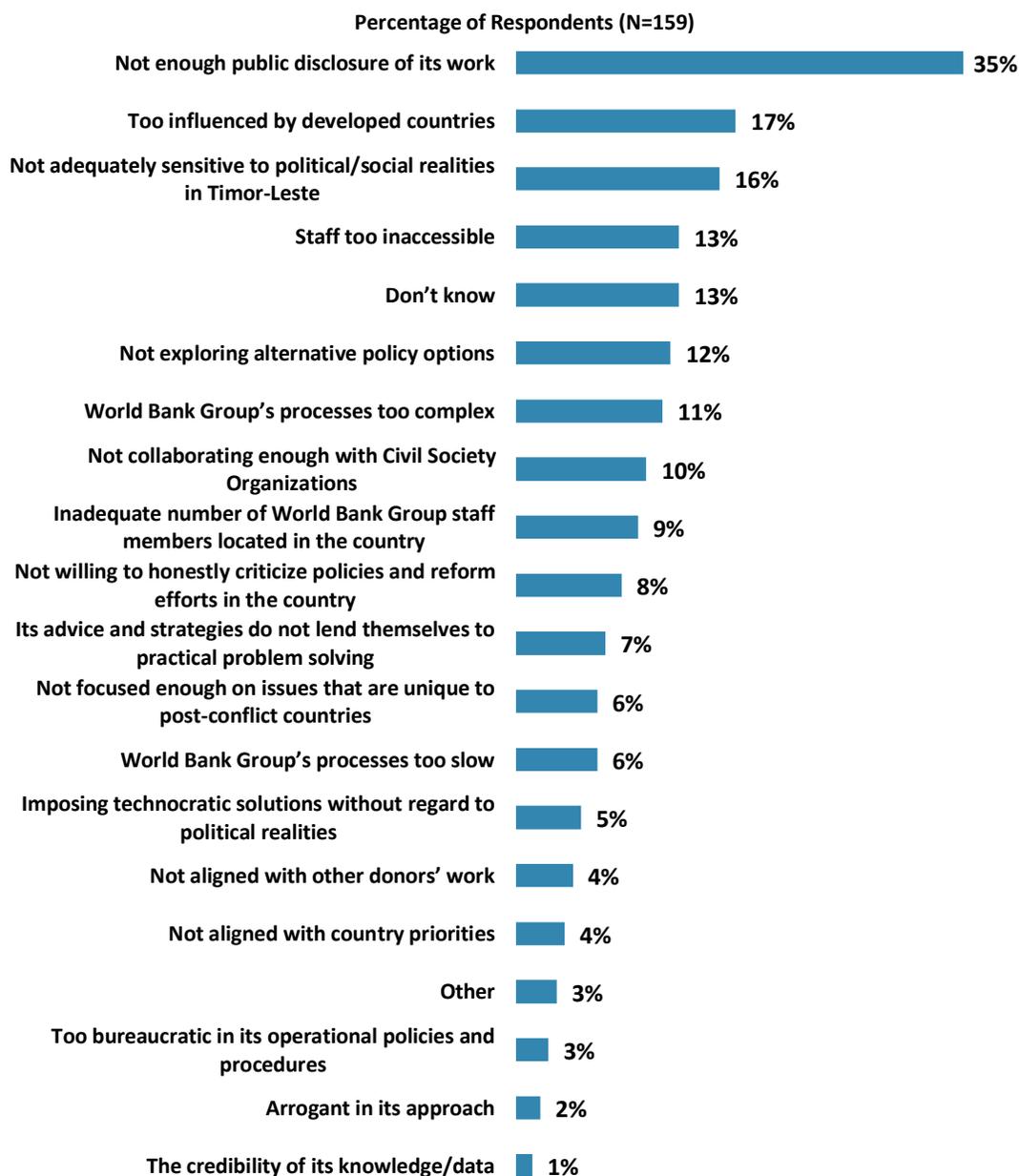
- Respondents from ministries/PMUs and consultants working on WBG projects gave the highest ratings for the importance of the WBG being involved in “policy design,” whereas respondents from the Office of President/Prime Minister/Minister gave significantly lower ratings.
- Respondents from sub-district level & suco had significantly higher ratings for the importance of the WBG being involved in “policy design” compared to respondents from other regions.



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

Greatest Weakness

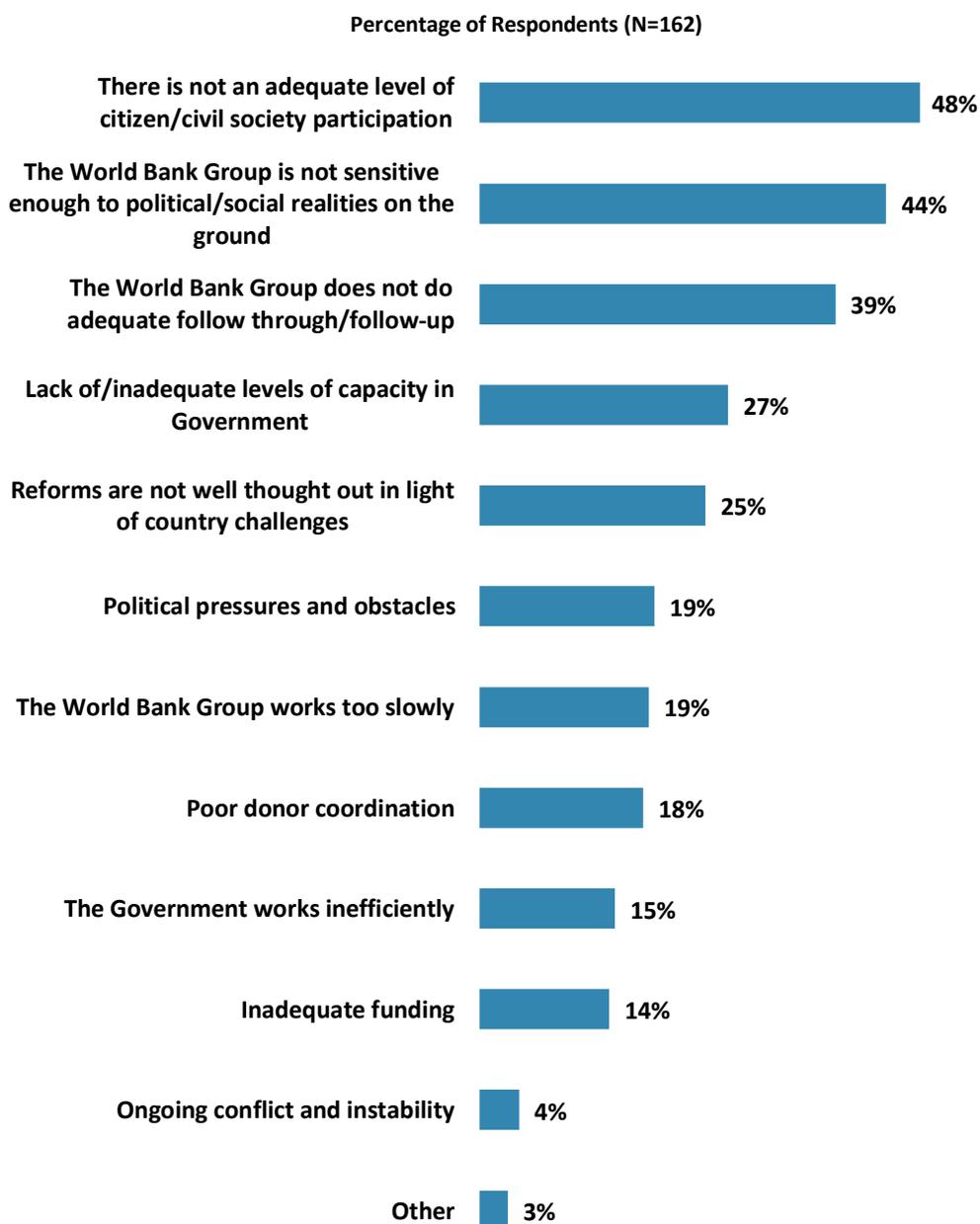
- Respondents from sub-district level & suco (village) and district capitals were significantly more likely to consider “*not enough public disclosure of its work*” as the WBG’s greatest weaknesses, compared to those located in Dili.
- Respondents across stakeholder groups agreed that “*not enough public disclosure of its work*” “*being too influenced by development countries*” and “*not adequately sensitive to political/social realities in Timor-Leste*” the institution’s greatest weaknesses in its work.



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

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

Attributing Failed/Slow Reform Efforts



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

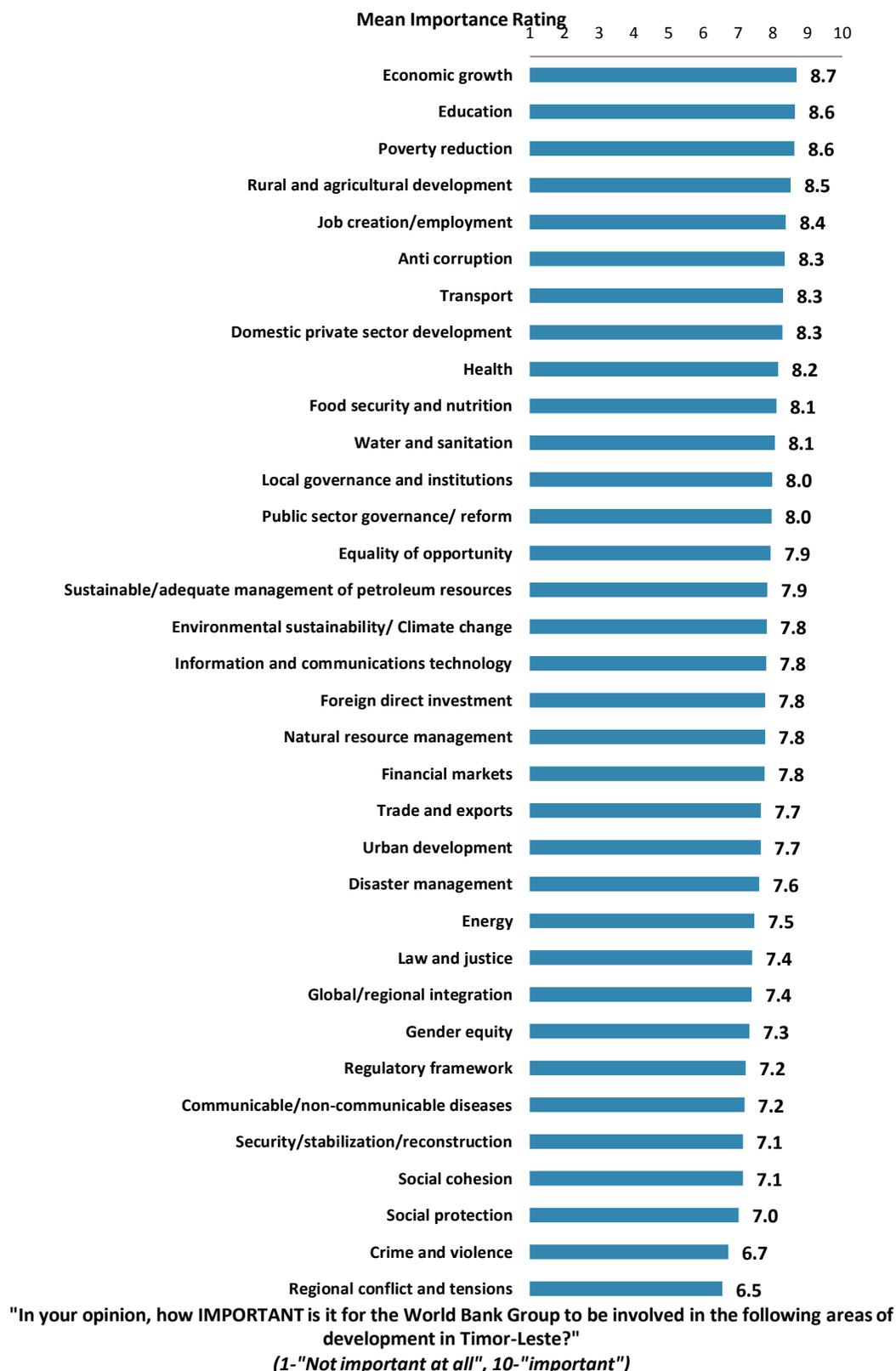
V. Overall Attitudes toward the World Bank Group (continued)

Attributing Failed/Slow Reform Efforts (continued)

- 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 from bilateral/multilateral agencies are significantly more likely to indicate that the reforms fail or are slow to take place because “*lack of/inadequate levels of capacity in Government*” and “*political pressure and obstacles*” compared to other stakeholder groups.
- Respondents from district capitals 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 locations.
- Respondents who do and do not professionally work/collaborate with the WBG agreed that “*an adequate level of citizen/civil society participation*” and “*not being sensitive enough to political/social realities on the ground*” are two major reasons for slow or failed reforms.

VI. Sectoral Importance and Effectiveness

Importance of Sectoral Areas



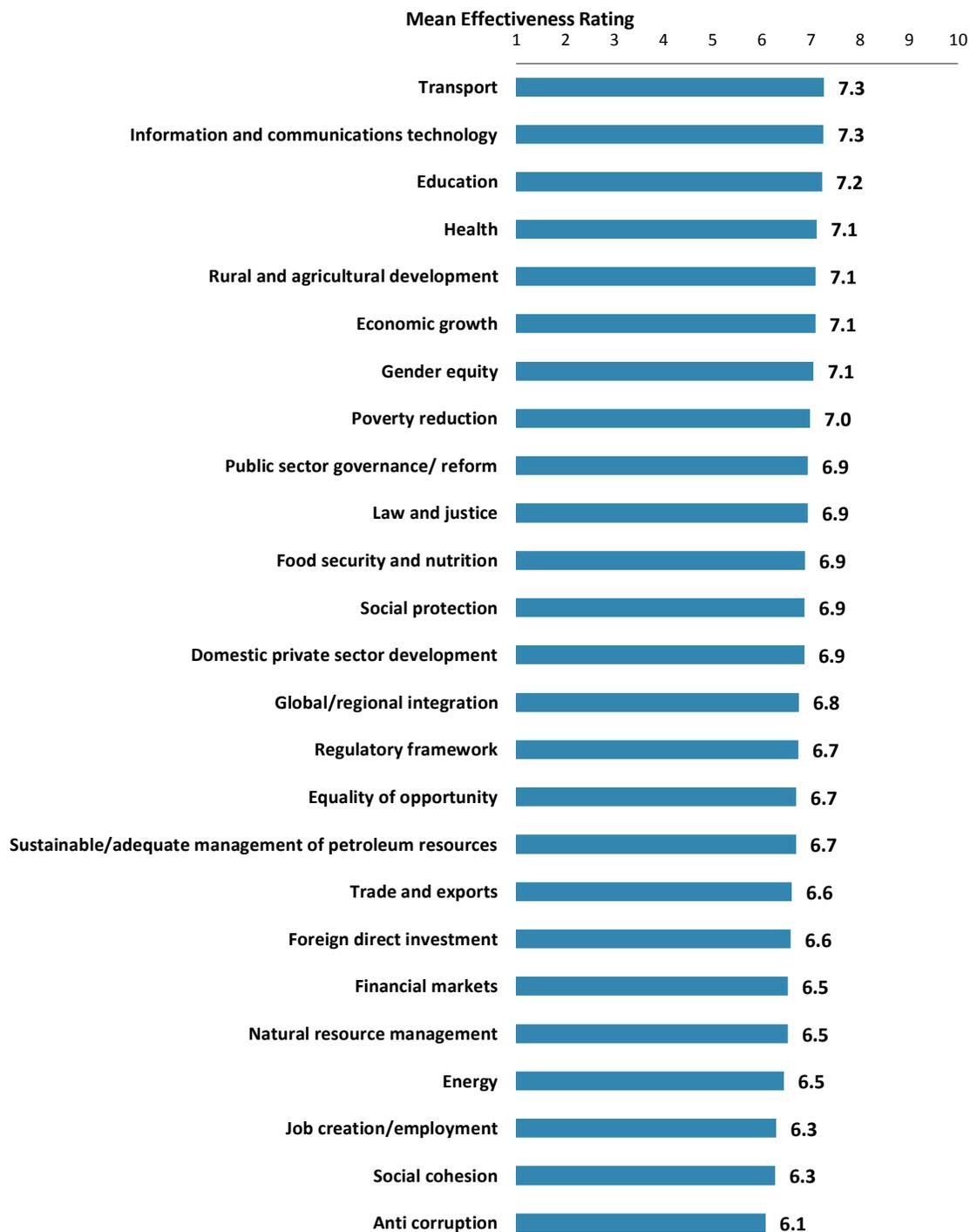
VI. Sectoral Importance and Effectiveness (continued)

Importance of Sectoral Areas (continued)

- Respondents from the private sector/financial sector/private banks gave significantly higher ratings for the level of importance of “*trade and exports*” compared to respondents from other stakeholder groups.
- Respondents from sub-district level & suco gave significantly higher ratings than respondents from other locations for the level of importance of the following sectoral areas:
 - Crime and violence;
 - Regional conflict and tensions;
 - Domestic private sector development;
 - Economic growth; and
 - Disaster management.
- Respondents who professionally collaborate with the WBG gave significantly higher ratings than respondents do not for the level of importance of the following sectoral areas:
 - Urban development;
 - Regulatory framework;
 - Communicable/non-communicable diseases;
 - Poverty reduction;
 - Domestic private sector development;
 - Local governance and institutions;
 - Water and sanitation;
 - Information and communications technology;
 - Economic growth;
 - Equality of opportunity;
 - Public sector governance/reform;
 - Job creation/employment;
 - Financial markets;
 - Health;
 - Rural and agricultural development;
 - Transport; and
 - Education.

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

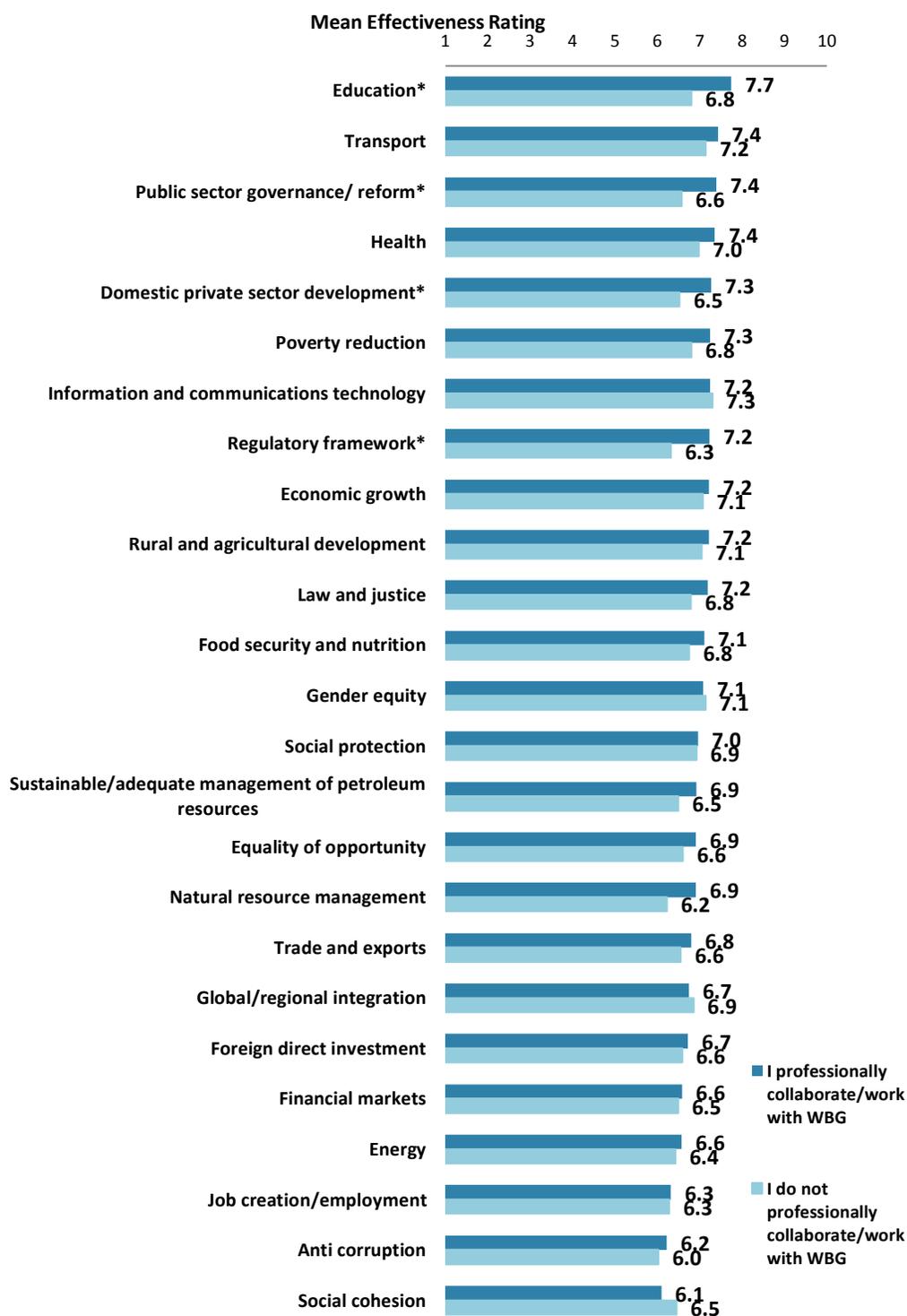
VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of Sectoral Areas (continued)

- Respondents across stakeholder groups gave statistically similar ratings for the WBG’s effectiveness in all twenty five development areas.
- Respondents from sub-district level & suco gave significantly higher ratings for the WBG’s effectiveness than respondents from other locations in the following sectoral areas:
 - Transport;
 - Law and justice;
 - Regulatory framework;
 - Poverty reduction;
 - Gender equity;
 - Social cohesion;
 - Financial markets;
 - Equality of opportunity;
 - Health; and
 - Social protection.
- Respondents whose primary area of specialization is in “*agriculture/rural development/food security*” (12% of the sample) and “*education*” (11% of the sample) gave statistically similar ratings for the WBG’s effectiveness in the twenty five sectoral areas as respondents specialized in other areas.
- Note in the Appendix on the sectoral effectiveness (Appendix A, page 67) 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: 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 Timor-Leste?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between respondents who do and do not collaborate with the WBG)

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.
 - *Regulatory framework;*
 - *Domestic private sector development;*
 - *Public sector governance/reform;*
 - *Education*

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 Timor-Leste, 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.

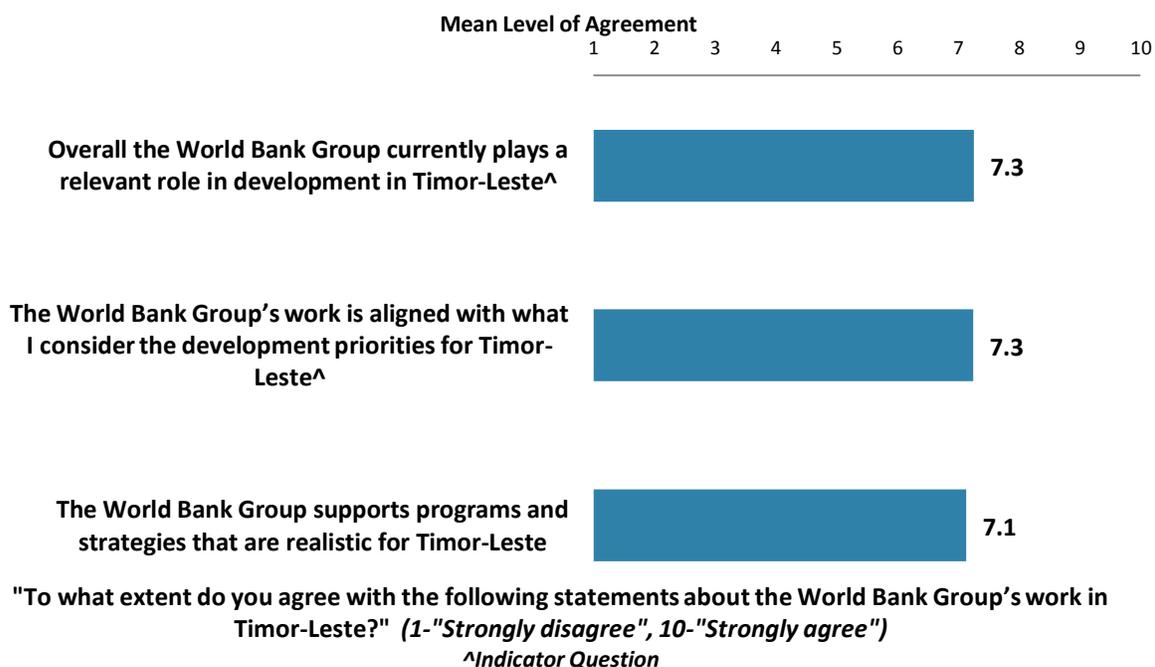
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Timor-Leste. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at global/regional integration;
 - The WBG's effectiveness at rural and agricultural development; and
 - The WBG's effectiveness at food security and nutrition.

- 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 Timor-Leste, 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 domestic private sector development;
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at law and justice; and
 - The WBG's effectiveness at poverty reduction.

VII. How the World Bank Group Operates

The World Bank Group's Work in Timor-Leste

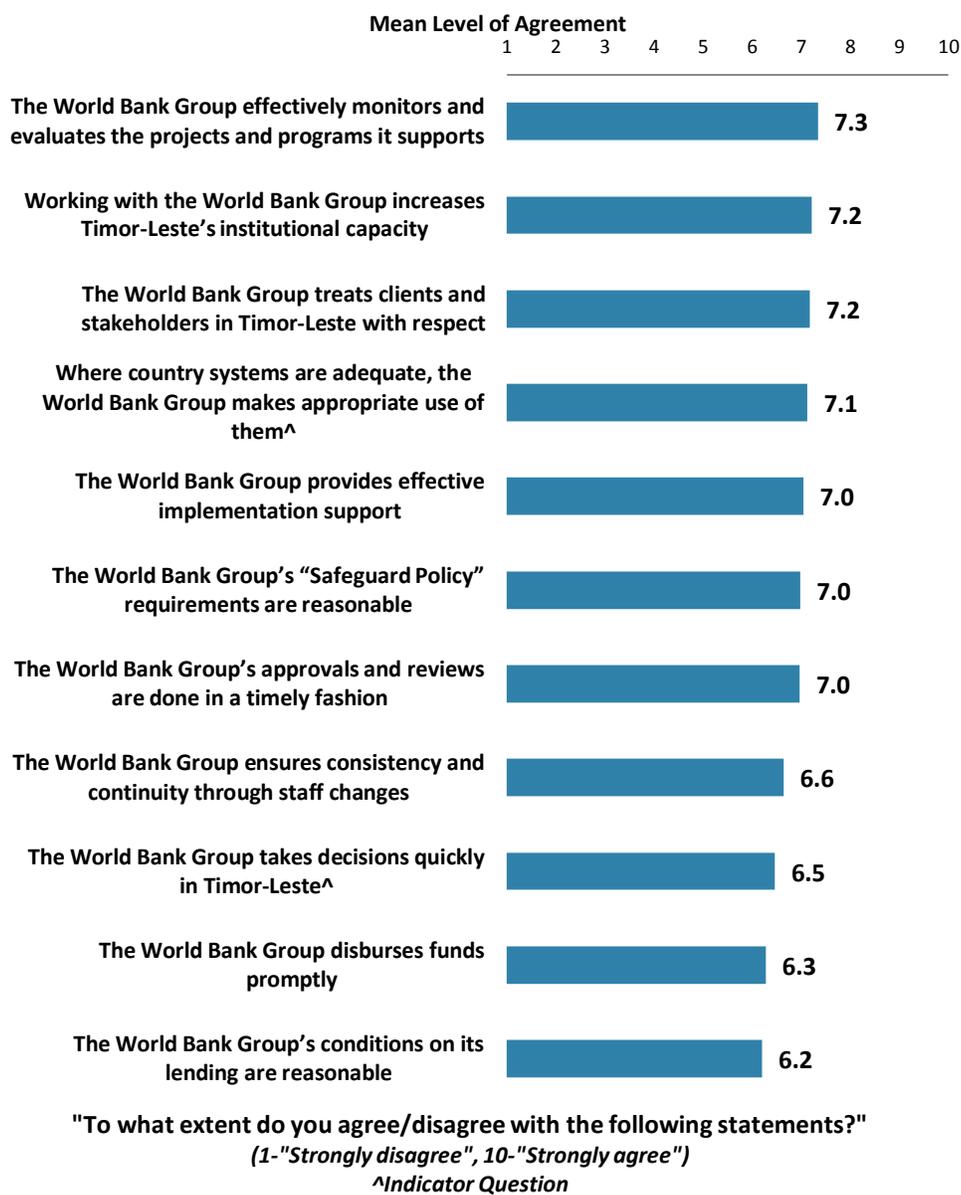
- Respondents from the media and bilateral/multilateral agencies tended to have the highest levels of agreement that *“the WBG’s work is aligned with what I consider the development priorities for Timor-Leste,”* whereas respondents from the Office of President/Prime Minister/Ministers had the lowest levels of agreement.
- Respondents from the media and local governments tended to have the highest levels of agreement that *“the WBG supports programs and strategies that are realistic for Timor-Leste,”* whereas respondents from the private sector/financial sector/private banks had the lowest levels of agreement.
- Respondents from sub-district level & suco tended to have the highest levels of agreement that *“the WBG’s work is aligned with what I consider the development priorities for Timor-Leste,”* whereas respondents from Dili had the lowest 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.



VII. How the World Bank Group Operates (continued)

Overall Perceptions

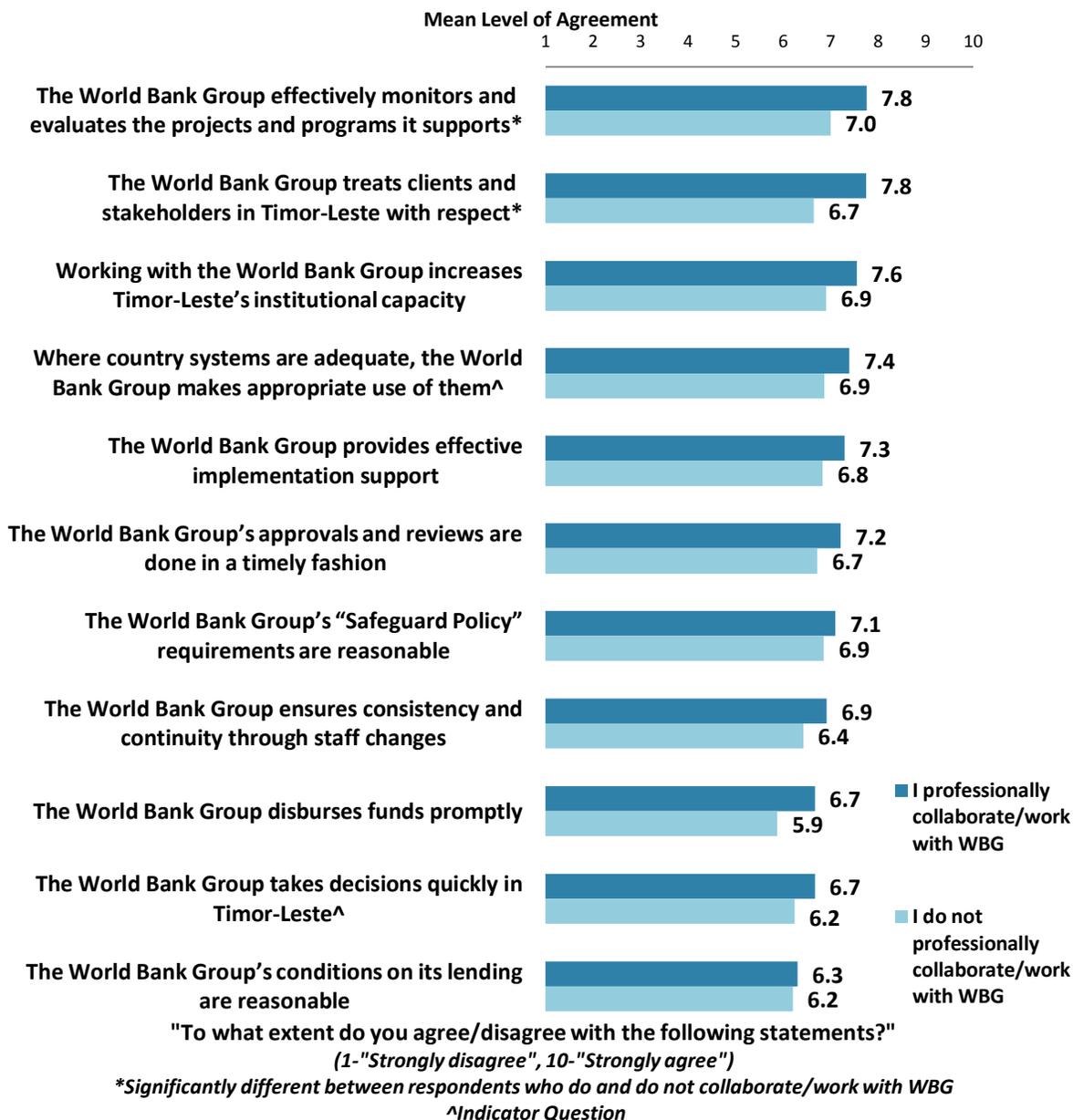
- Respondents from ministries/PMUs and consultants working on WBG projects had the highest levels of agreement with the statement that “*the World Bank Group disburses funds promptly*” whereas respondents from CSOs had significantly lower levels of agreement.
- Respondents from sub-district level & suco had the highest levels of agreement with the statements that “*the WBG’s approvals and reviews are done in a timely fashion*” and “*the World Bank Group disburses funds promptly,*” whereas respondents from district capitals had significantly lower levels of agreement.



VII. How the World Bank Group Operates (continued)

Overall Perceptions (continued)

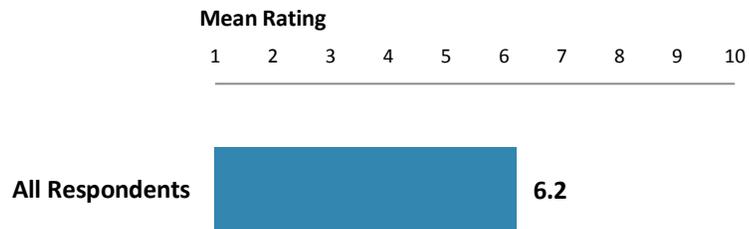
- Respondents who professionally collaborate/work with WBG had significantly higher levels of agreement with two statements below compared to respondents who do not collaborate/work with WBG (*indicated with an * below*). Those statements are:
 - *The WBG treats clients and stakeholders in Timor-Leste with respect*
 - *The WBG effectively monitors and evaluates the projects and programs it support*



VII. How the World Bank Group Operates (continued)

Strengthening Existing Country Systems

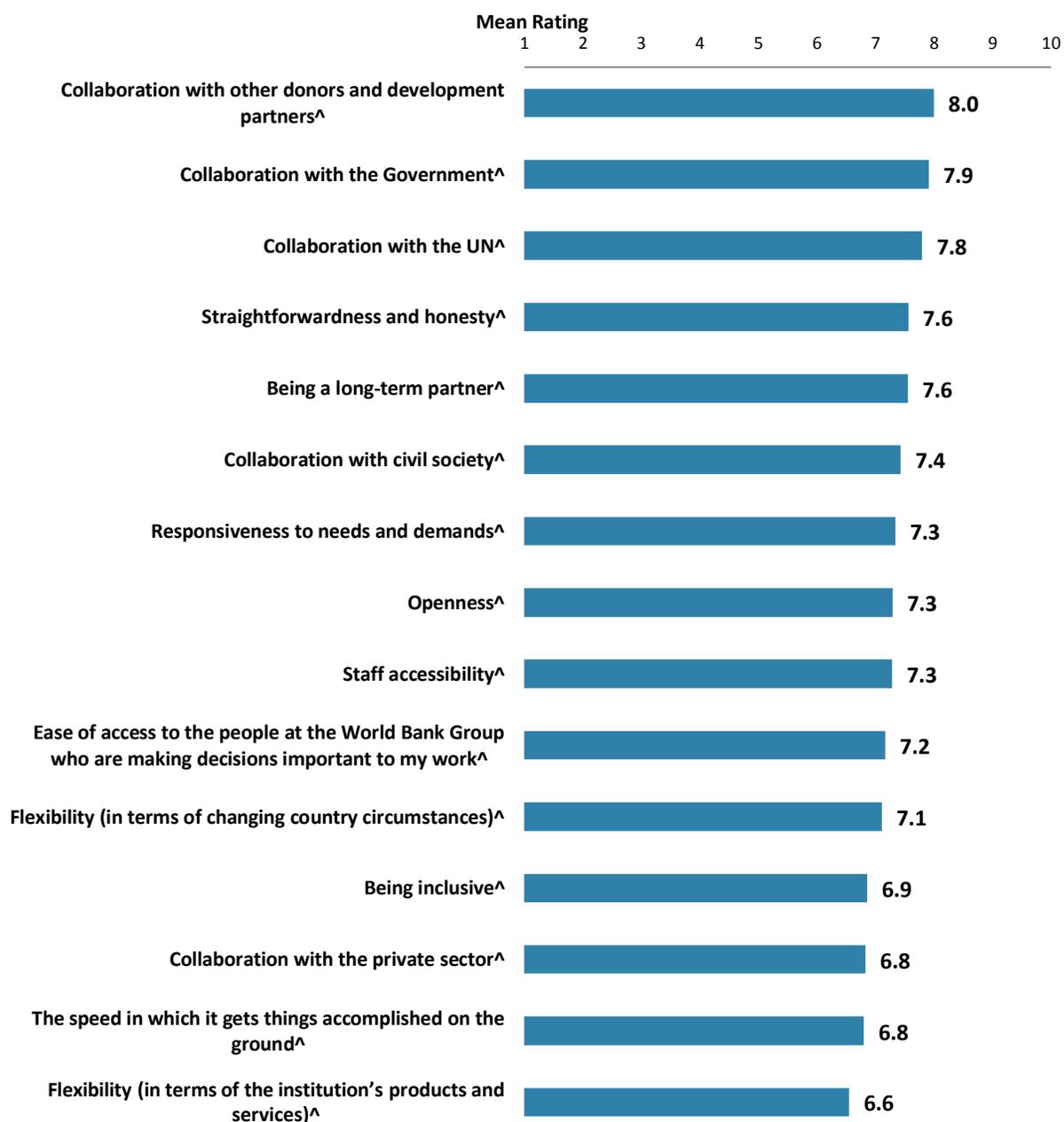
- Respondents from bilateral/multilateral agencies and the media gave the highest ratings for the extent to which the WBG helps build/strengthen existing country systems in Timor-Leste, whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the WBG helps build/strengthen existing country systems in Timor-Leste.
- Respondents who professionally collaborate/work with the WBG gave significantly higher ratings for the extent to which the WBG helps build/strengthen existing country systems in Timor-Leste, compared to respondents who do not work with the organization.



"To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?"
(1-"To no degree at all", 10-"To a very 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 Timor-Leste, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

[^]Indicator Question

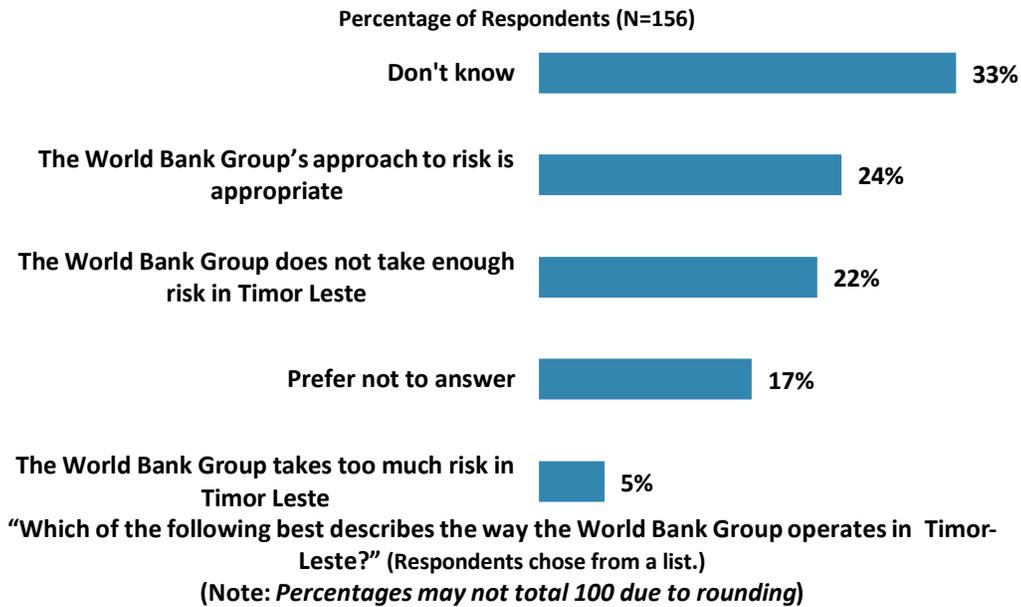
VII. How the World Bank Group Operates (continued)

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

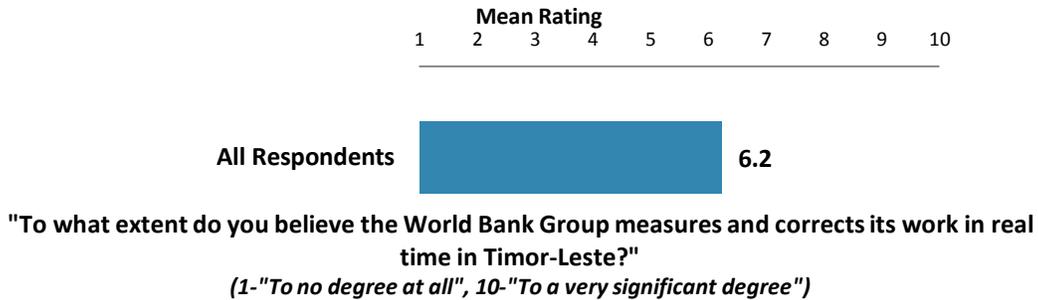
- Respondents from CSOs tended to give the highest ratings for the “*responsiveness to needs and demands*”, whereas respondents from the private sector/financial sector/private banks tended to give significantly lower ratings.
- Respondents from sub-district level & suco tended to give the highest ratings for the “*collaboration with the Government*”, whereas respondents from district capitals tended to give significantly lower ratings.
- Respondents who professionally collaborate/work with the World Bank Group gave significantly higher ratings for the “*ease of access to the people at the World Bank Group who are making decisions important to my work*” than respondent who do not collaborate with the institution.

VII. How the World Bank Group Operates (continued)

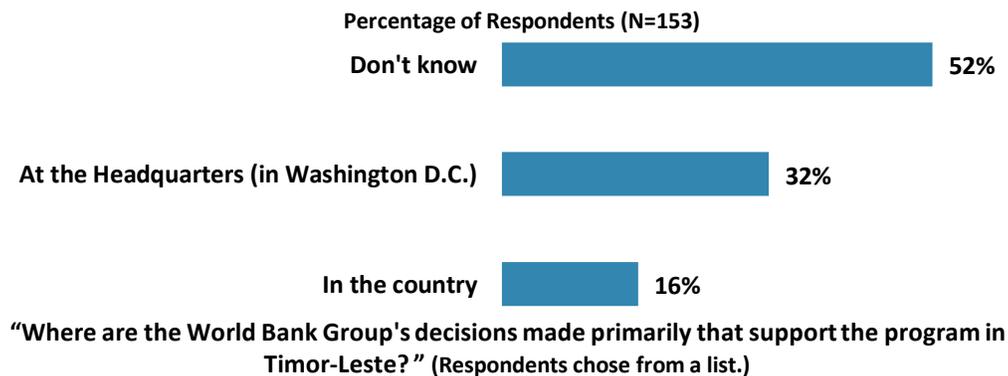
The World Bank Group's Approach to Risk in Timor-Leste



The World Bank Group's Internal Monitoring Mechanism



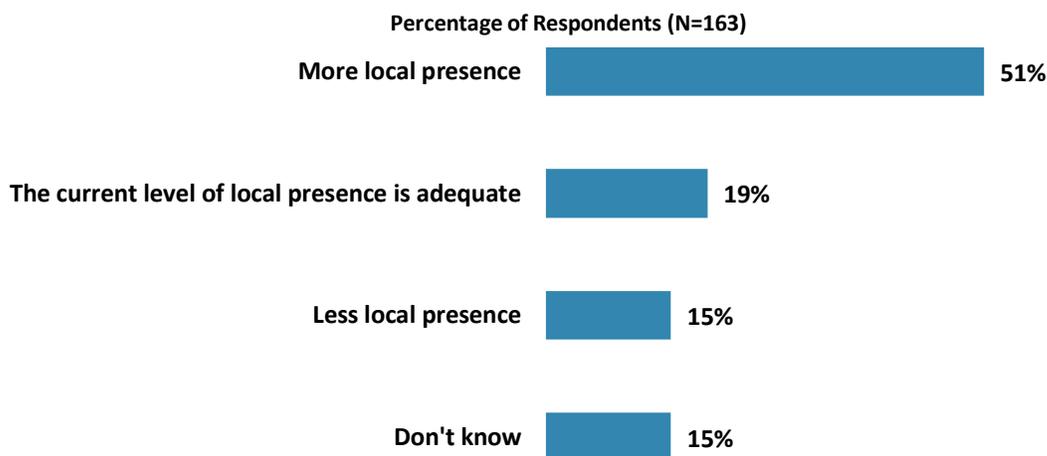
Making Decisions about the WBG Program in Timor-Leste



VII. How the World Bank Group Operates (continued)

The World Bank Group's Local Presence in Timor-Leste

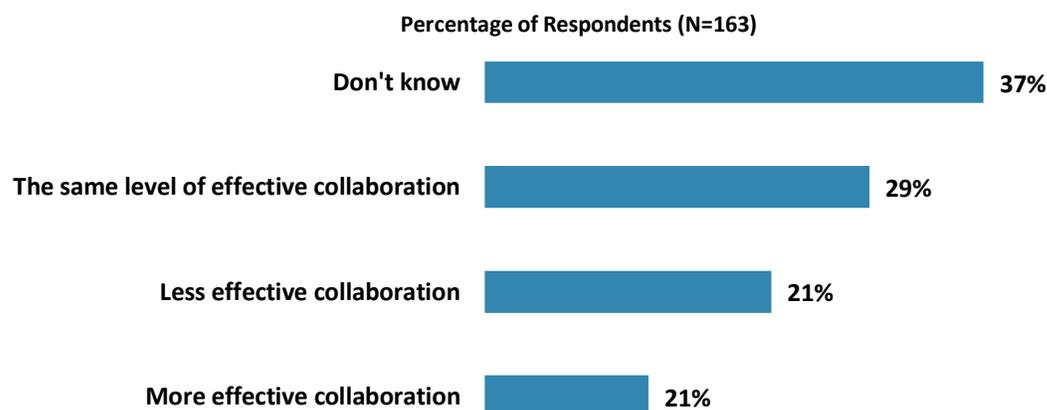
- Respondents from Dili are significantly more likely to indicate that the WBG should have more local presence than respondents from other district capitals and sub-district level & suco.



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

The World Bank Group's Collaboration with the UN

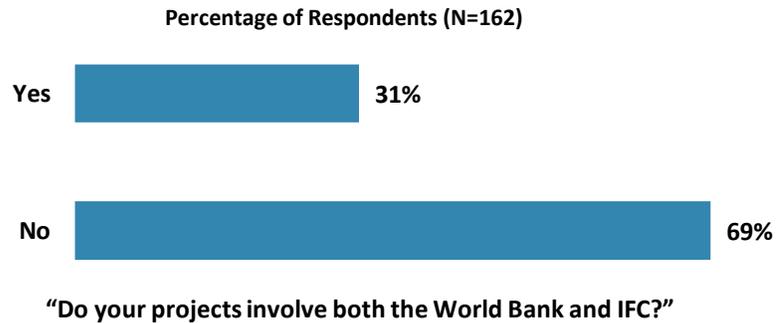
- Respondents who collaborate with the WBG are significantly more likely to have seen “*more effective collaboration*” between the WBG and the UN compared to respondents who do not professionally collaborate with the WBG.



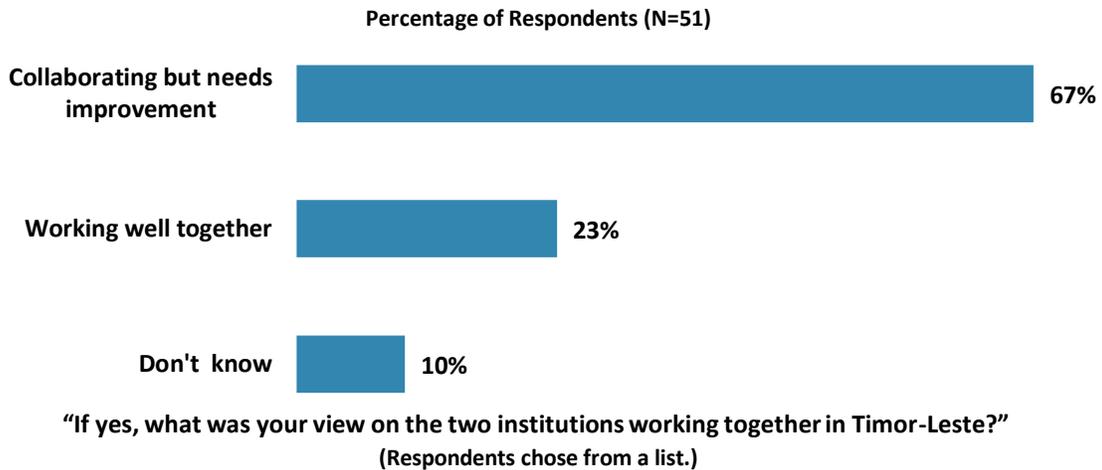
“If in the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?”
(Respondents chose from a list.)

VII. How the World Bank Group Operates (continued)

IFC and IBRD Working Together



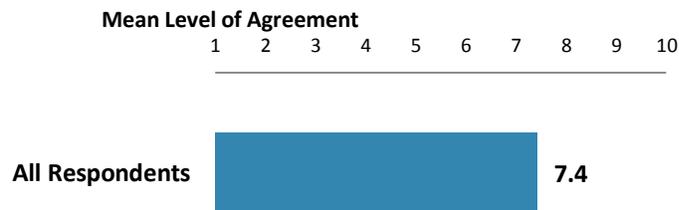
- Respondents across stakeholder groups, geographic locations, and levels of collaboration did not differ significantly in their views on the WB and IFC working together in Timor-Leste.



VIII. World Bank Group's Knowledge and Instruments

Meeting Timor-Leste's Knowledge Needs (*Indicator Question*)

- Respondents from the media had the highest levels of agreement that the World Bank Group meets Timor-Leste's needs for knowledge services, whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar levels of agreement that World Bank Group meets Timor-Leste's needs for knowledge services.
- Respondents who do and do not professionally collaborate/work with the WBG had statistically similar levels of agreement that World Bank Group meets Timor-Leste's needs for knowledge services.

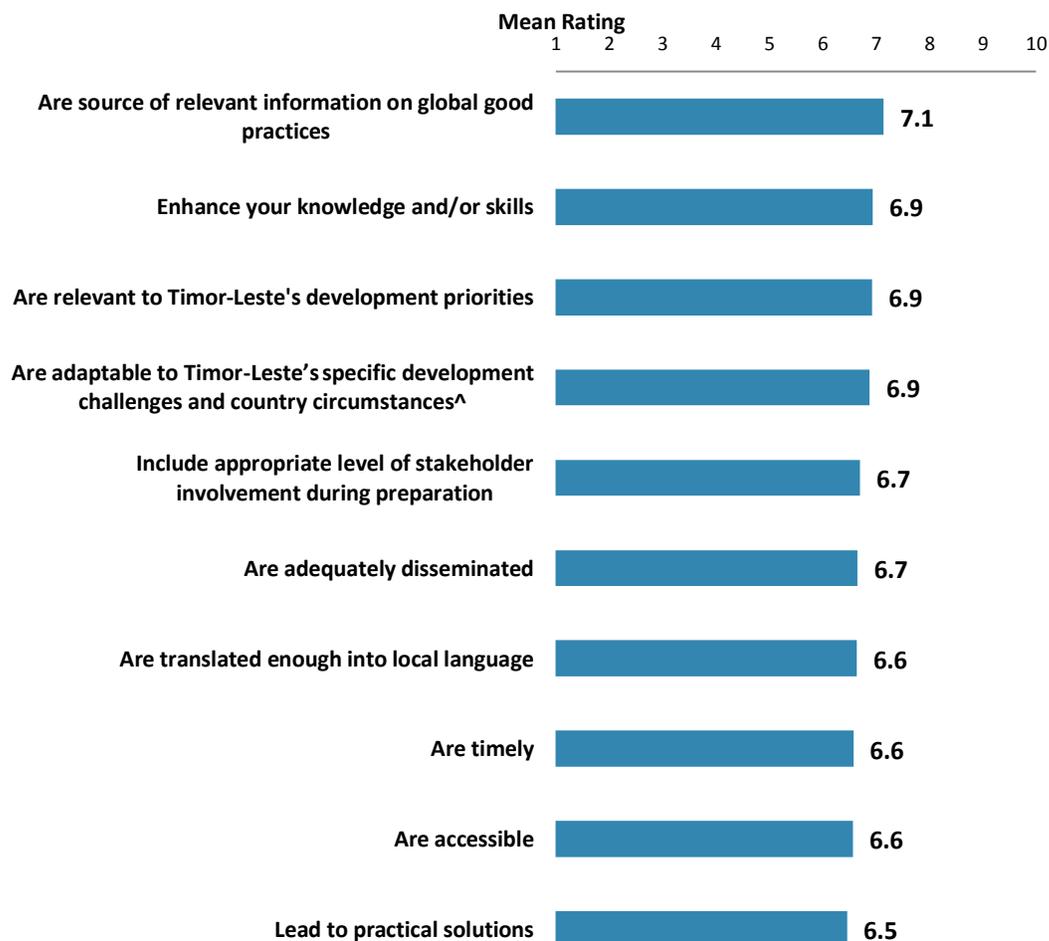


"The World Bank Group meets Timor-Leste's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

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

Qualities of the WBG's Knowledge Work and Activities

- Respondents from ministries/PMUs and contractors working on WBG projects and the media have the highest ratings for the extent to which the WBG knowledge work and activities are “*translated enough into local language*,” whereas respondents from bilateral/multilateral agencies and CSOs had significantly lower ratings.
- Respondents from sub-district & suco with the WBG had significantly higher ratings for all of the following qualities of the WBG's knowledge work and activities (except “*being translated enough into local language*”) compared to respondents from other locations.
- Respondents who collaborate with the WBG gave significantly higher ratings for four qualities of the WBG knowledge work and activities than respondents who do not collaborate with the WBG. These four qualities are “*accessibility*” “*being a source of relevant information on global good practices*” “*enhancing your knowledge and/or skills*” and “*being adaptable to Timor-Leste's specific development challenges and country circumstances.*”



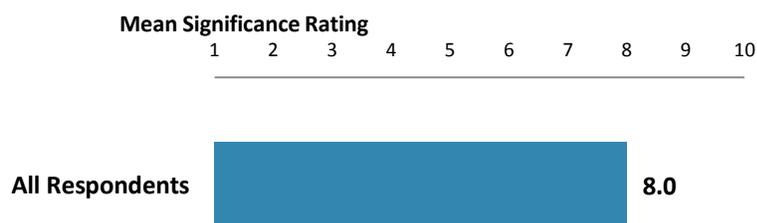
"In Timor-Leste, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

[^]Indicator Question

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

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

- Respondents across stakeholder groups and geographic locations had statistically similar ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Timor-Leste.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Timor-Leste, compared to respondents who do not collaborate with the institution.



"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 from sub-district level & suco gave the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from district capitals gave significantly lower ratings.
- Respondents who professionally collaborate/work with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work and activities, compared to respondents who do not collaborate with the institution.

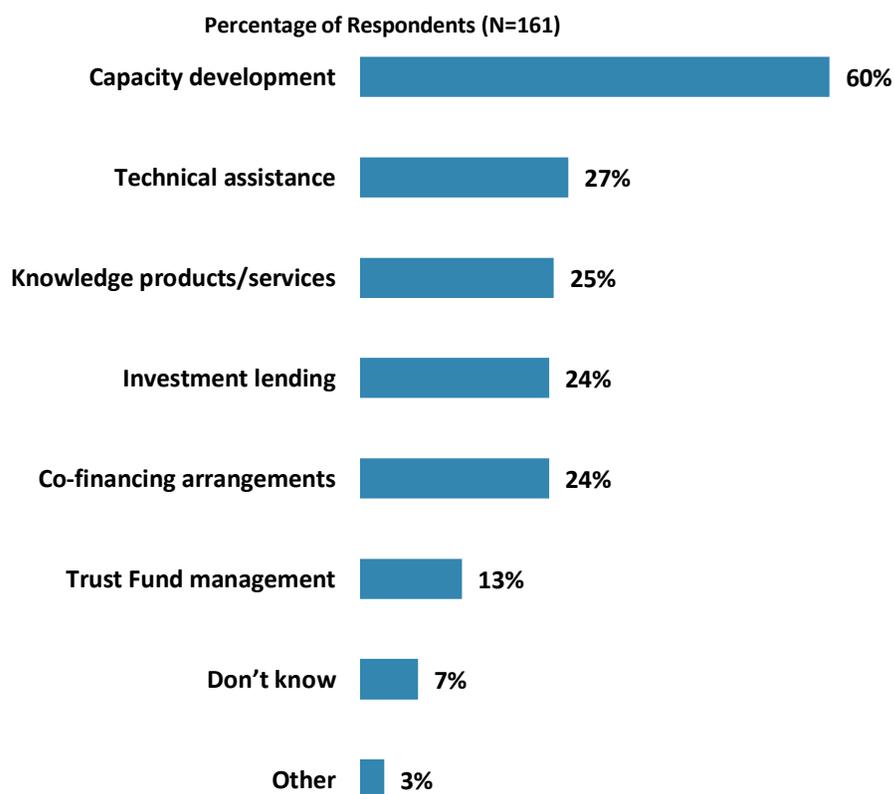


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

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

Most Effective Instruments in Reducing Poverty

- Respondents from the private sector/financial sector/private banks are significantly more likely to indicate that the most effective instrument in reducing poverty in Timor-Leste is “*investment lending*” compared to respondents in other stakeholder groups.
- Respondents across geographic locations and levels of collaboration agreed that “*capacity development*” is the most effective instrument in Timor-Leste to reduce poverty.



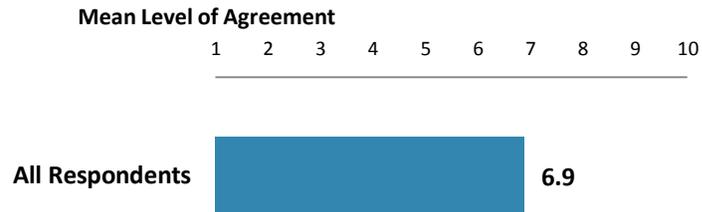
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Timor-Leste?"

(Respondents chose from a list. Responses combined.)

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

Meeting Timor-Leste's Needs for Financial Instruments (*Indicator Question*)

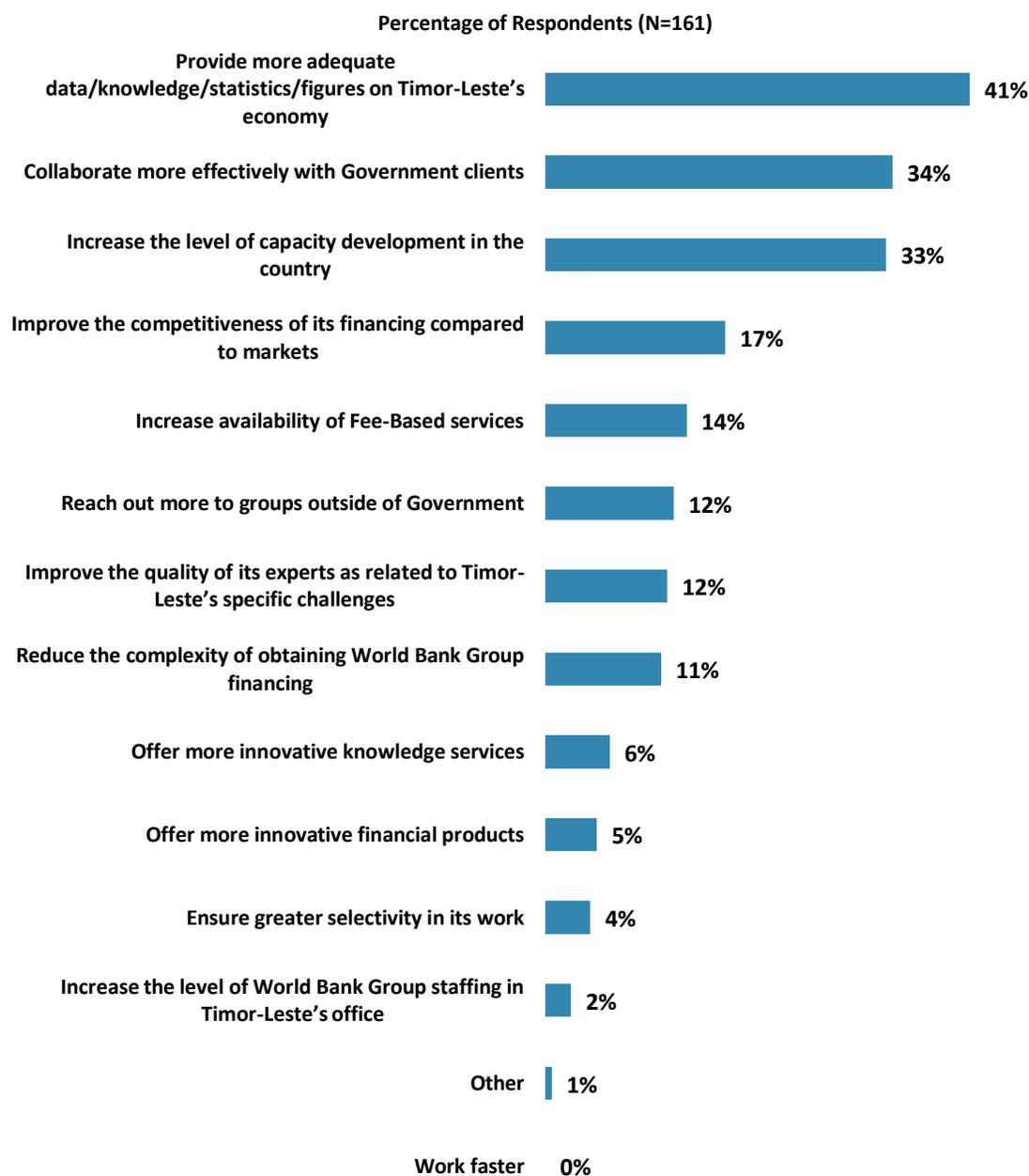
- Respondents across stakeholder groups, geographic locations, and levels of collaboration had statistically similar levels of agreement that the World Bank Group's financial instruments meet Timor-Leste's needs.



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

IX. The Future Role of the World Bank Group in Timor-Leste

Making the World Bank Group of Greater Value



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

IX. The Future Role of the World Bank Group in Timor-Leste (continued)

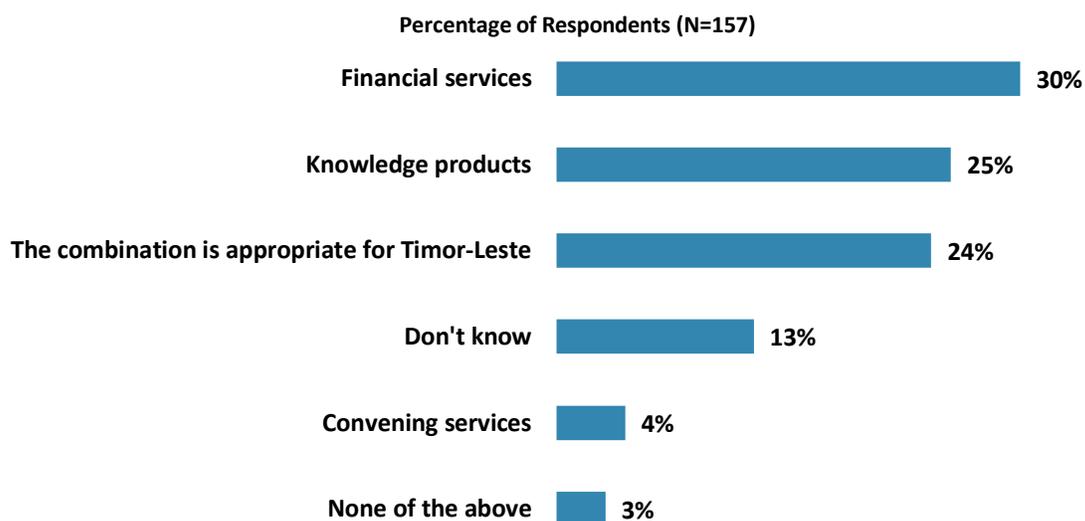
Making the World Bank Group of Greater Value (continued)

- Respondents from the 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 from the private sector/financial sector/private banks and employees of ministries/PMUs and consultants working on WBG projects were significantly more likely to indicate that the WBG should “*increase the level of capacity development in the country*” than respondents from other stakeholder groups.
- Respondents across geographic locations did not differ significantly in their responses to this question.
- Respondents who professionally collaborate/work with the WBG were significantly more likely to indicate that the WBG should “*ensure greater selectivity in its work*” than those who do not collaborate with the organization.

IX. The Future Role of the World Bank Group in Timor-Leste (continued)

World Bank Group's Services in Timor-Leste

- A plurality of respondents across stakeholder groups, geographic locations, and levels of collaboration agreed that the WBG should offer more financial services in Timor-Leste.



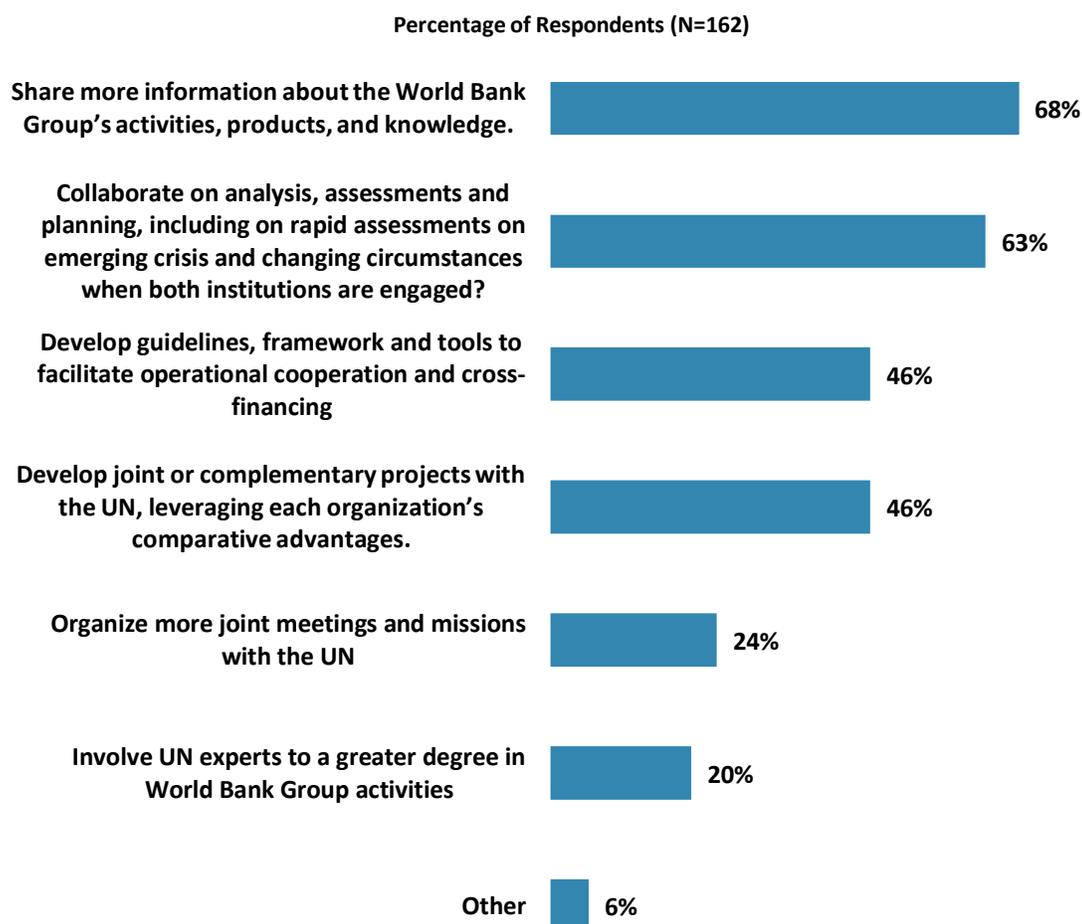
"When considering the combination of services that the World Bank Group offers in Timor-Leste, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Timor-Leste?"

(Respondents chose from a list.)

IX. The Future Role of the World Bank Group in Timor-Leste (continued)

Improving Collaboration with the UN in the Field

- Respondents from local governments were significantly more likely to indicate that the WBG should “*develop guidelines, framework and tools to facilitate operational cooperation and cross-financing*” than respondents from other stakeholder groups
- Respondents from district capitals were significantly more likely to indicate that the WBG should “*develop guidelines, framework and tools to facilitate operational cooperation and cross-financing*” than respondents located in Dili and sub-district level & suco.



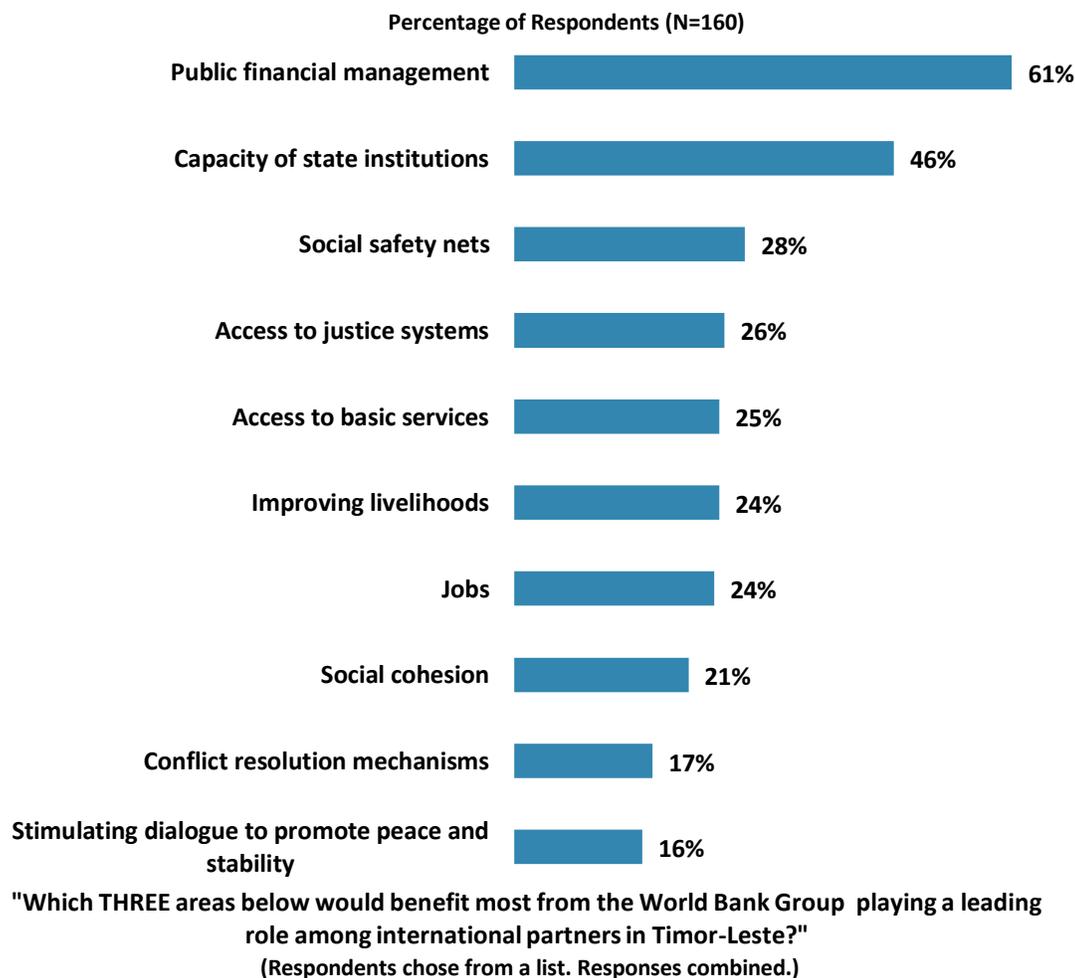
"What should the World Bank Group do to improve collaboration with the UN in the field?"
(Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Timor-Leste

(continued)

World Bank Group Playing a Leading Role

- Respondents from bilateral/multilateral agencies were significantly *more* likely to indicate that the Timor-Leste would benefit most from the WBG playing a leading role in “*jobs*” compared to respondents from other stakeholder groups.
- Respondents who professionally collaborate with the WBG were significantly *less* likely to indicate that the Timor-Leste would benefit most from the WBG playing a leading role in “*conflict resolution mechanism*” compared to respondents who do not work with the WBG.
- Respondents from district capitals were significantly more likely to indicate that the Timor-Leste would benefit most from the WBG playing a leading role in “*access to justice systems*” compared to respondents from other locations.

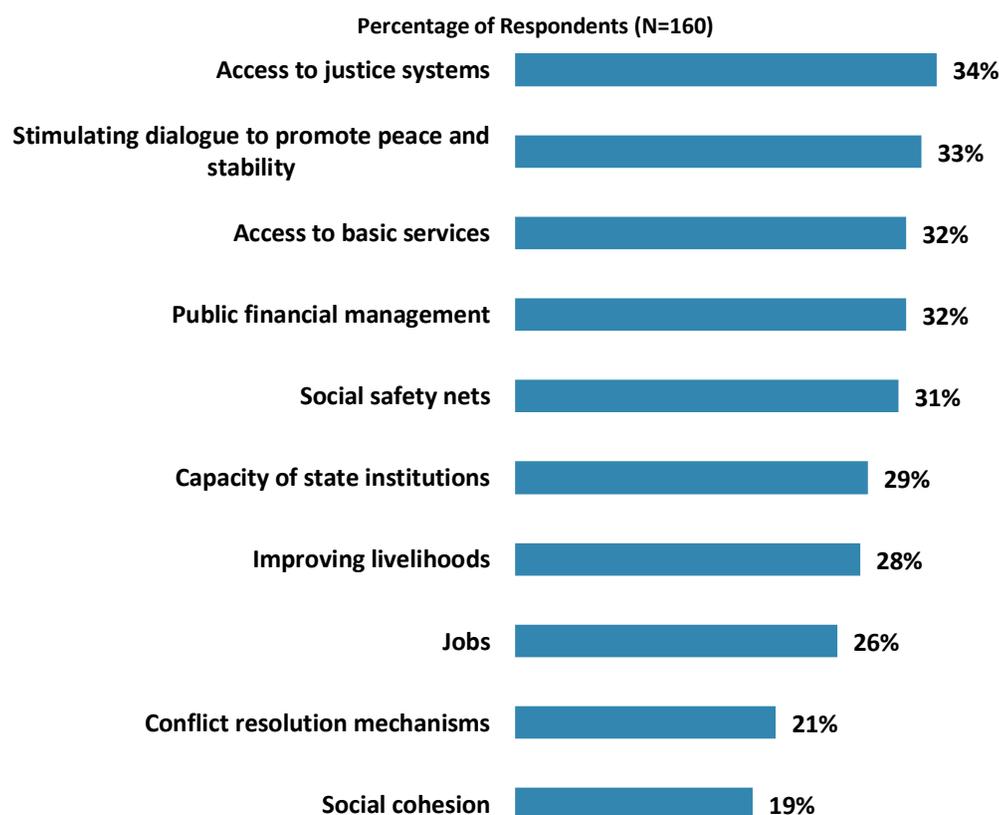


IX. The Future Role of the World Bank Group in Timor-Leste

(continued)

Other Donors Playing a Leading Role

- Respondents from local government and the private sector/financial sector/private banks were significantly *more* likely to indicate that the Timor-Leste would benefit most from the other donors playing a leading role in “*public financial management*” compared to respondents from other stakeholder groups.
- Respondents from ministries/PMUs and consultants working on WBG projects were significantly *more* likely to indicate that the Timor-Leste would benefit most from the other donors playing a leading role in “*stimulating dialogue to promote peace and stability*” compared to respondents from other stakeholder groups.
- Respondents from sub-district level & suco were significantly more likely to indicate that the Timor-Leste would benefit most from the other donors playing a leading role in “*access to basic services*” compared to respondents from other locations.

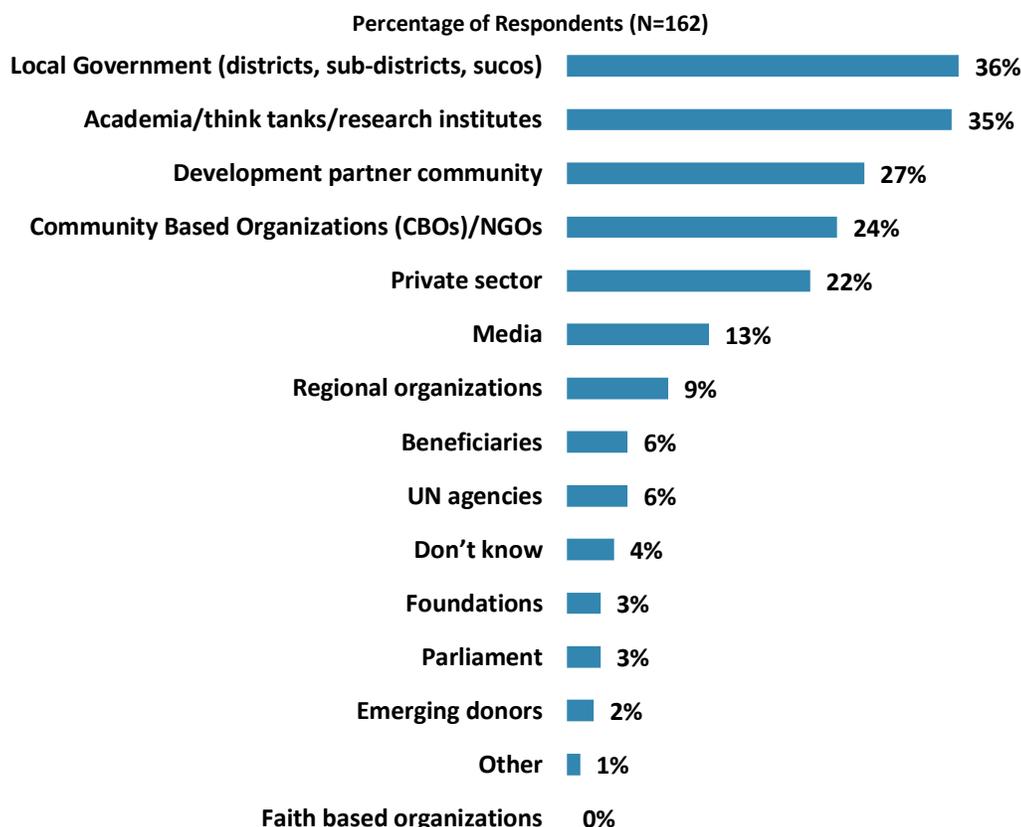


"Which THREE areas below would benefit most from other donors playing a leading role among international partners in Timor-Leste?" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank Group in Timor-Leste (continued)

Collaborate More with...

- Respondents from the private sector/financial sector/private banks were significantly more likely to indicate that the WBG should collaborate more with the *private sector* than other stakeholder groups.
- Respondents from CSOs were significantly more likely to indicate that the WBG should collaborate more with *CBOs/NGOs* than other stakeholder groups.
- Respondents from district capitals were significantly more likely to indicate that the WBG should collaborate more with *local governments* compared to respondents in other locations.
- Respondents from sub-district level & suco were significantly more likely to indicate that the WBG should collaborate more with *the parliament* compared to respondents in other locations.
- Compared to respondents who do not professionally collaborate/work with the WBG, respondents who do were significantly *less* likely to say that WBG should collaborate more with *CBOs/NGOs*.

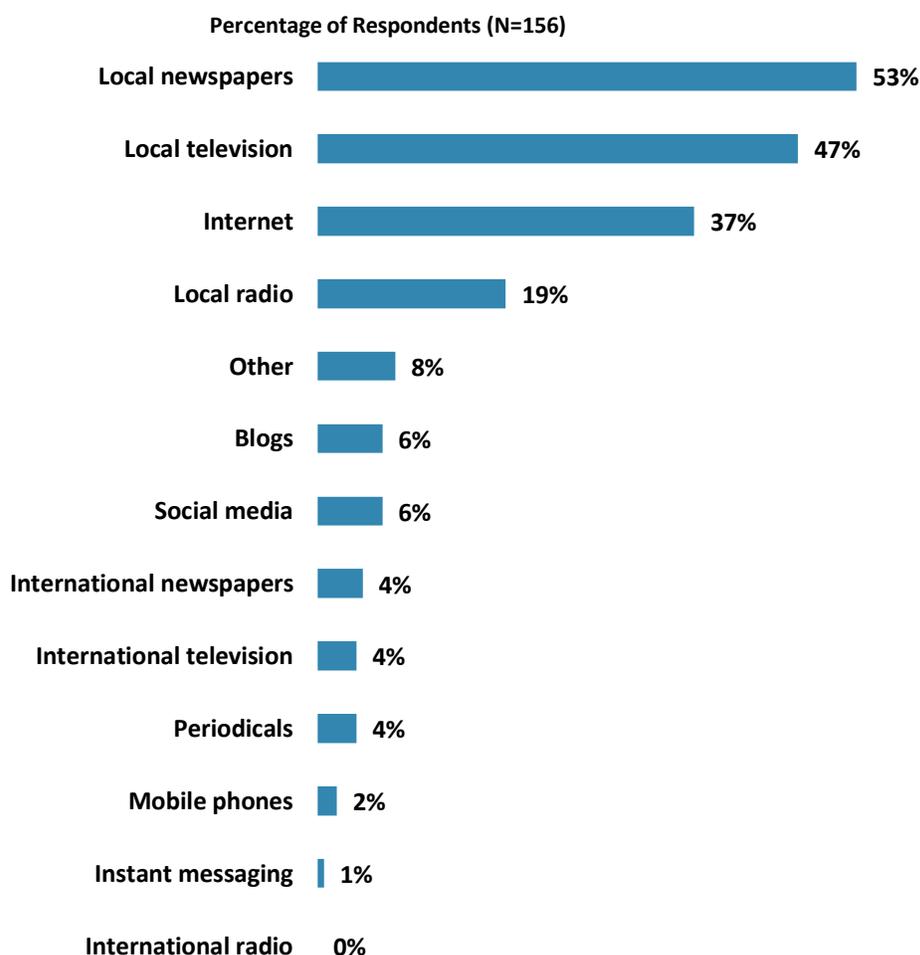


"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness

General Information Sources

- Respondents from bilateral/multilateral agencies are significantly more likely to get most of their information about economic and social development issues in Timor-Leste through *local newspapers* and the *internet* than respondents from other stakeholder groups.
- Respondents from the media are significantly more likely to get most of their information about economic and social development issues in Timor-Leste through *local radio* than respondents from other stakeholder groups.
- Respondents from the district capitals, sub-district level and suco are significantly more likely to get most of their information about economic and social development issues in Timor-Leste through *local radio* than respondents from Dili.

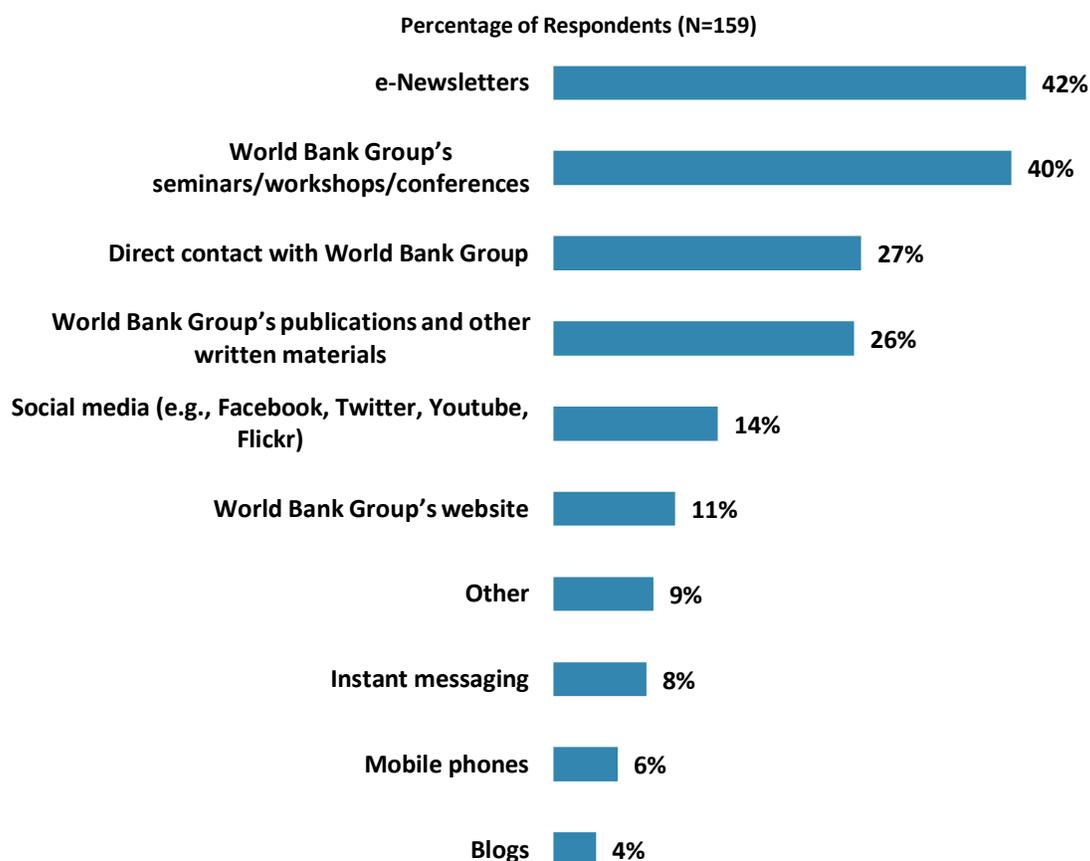


"How do you get most of your information about economic and social development issues in Timor-Leste? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Preferred Information Sources

- Respondents from local governments and the Office of President/Prime Minister/Ministers were significantly *more* likely to indicate that they would prefer to receive information from the WBG at *WBG's seminars/workshops/conferences* compared to respondents from other stakeholder groups.
- Respondents from bilateral/multilateral agencies were significantly *more* likely to indicate that they would prefer to receive information from the WBG through the *WBG's website* compared to respondents from other stakeholder groups.
- Although most respondents would prefer to receive information through *e-Newsletters*, respondents from sub-district level & suco were significantly *less* likely to indicate that they prefer e-Newsletters compared to respondents located in other areas of the country.

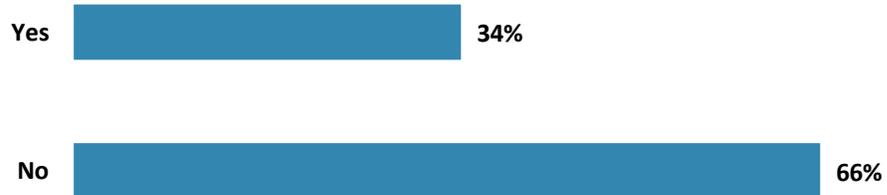


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Access to Information

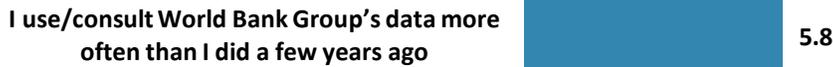
Percentage of Respondents (N=161)



"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?"

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")

Internet Access

- Although a majority of respondents have access to the Internet, respondents from district capitals are significantly less likely to have access to the Internet compared to respondents in other locations.

Percentage of Respondents (N=158)



"Do you have access to the Internet?"

X. Communication and Openness (continued)

Website Usage

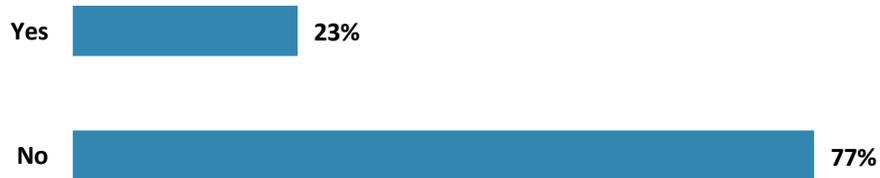
- Respondents from bilateral/multilateral agencies are significantly more likely to have used the WBG website than any other stakeholder groups.

Percentage of Respondents (N=161)



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

Percentage of Respondents (N=159)



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

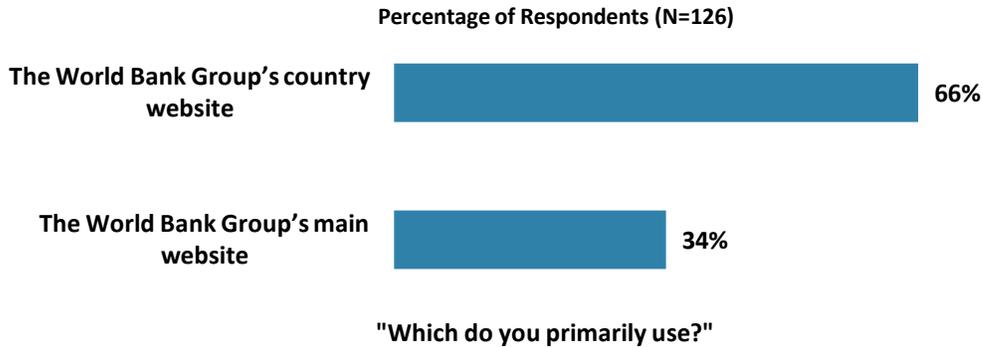
Percentage of Respondents (N=37)



"Were you able to obtain this information?"

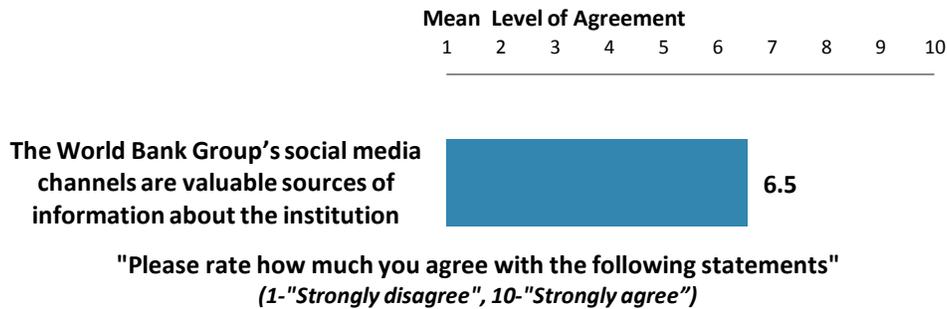
X. Communication and Openness (continued)

Website Usage (continued)



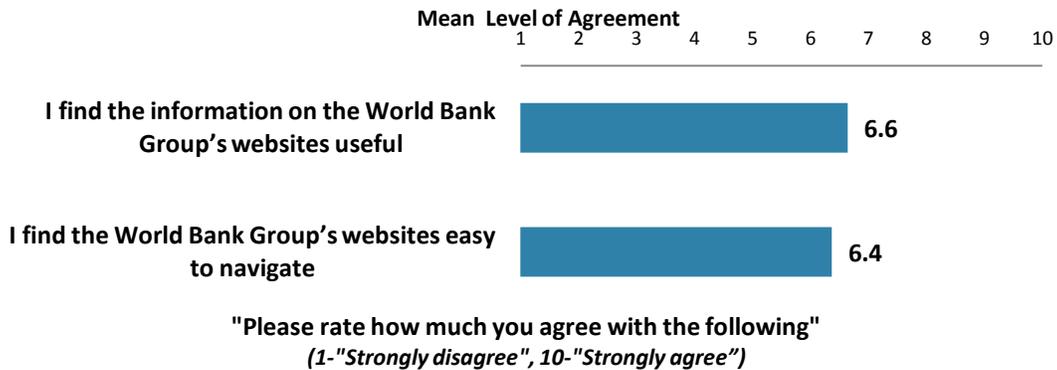
Evaluation of WBG's Social Media Channels

- Respondents from sub-district level & suco had significantly higher levels of agreement that the WBG's social media channels are valuable than respondents from Dili and district capitals.



Website Evaluation

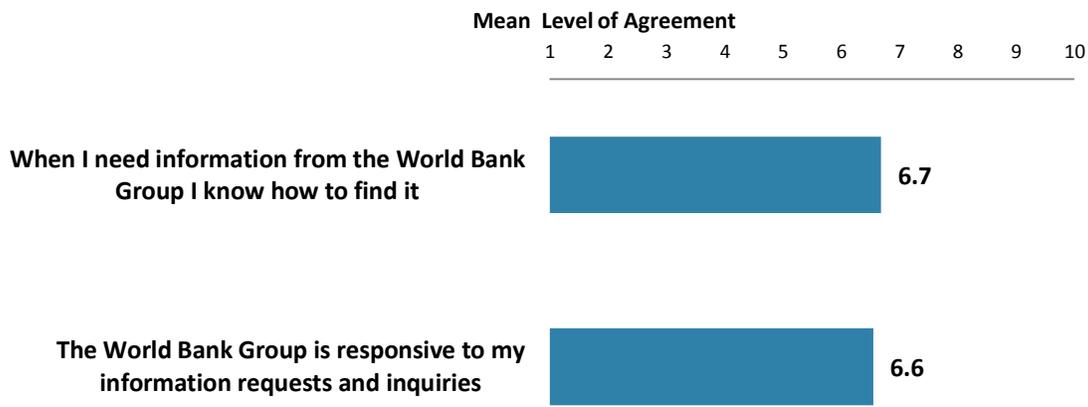
- Respondents from sub-district level & suco had significantly higher levels of agreement with the statement that "I find the WBG's website useful" than respondents from Dili and district capitals.



X. Communication and Openness (continued)

Information Sharing

- Respondents from bilateral/multilateral agencies had the highest levels of agreement that “*the World Bank Group is responsive to my information requests and inquiries,*” whereas respondents from local governments and CSOs had significantly *lower* levels of agreement.
- Respondents who professionally work/collaborate with the WBG had the significantly higher levels of agreement that “*the World Bank Group is responsive to my information requests and inquiries*” than respondents who do not professionally work with the institution.



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

XI. Appendices

A. Responses to All Questions across All Respondents	65
B. Responses to All Questions by Stakeholder Groups	82
C. Responses to All Questions by Geographic Location	103
D. Responses to All Questions by Levels of Collaboration.....	118
E. Responses to All Questions by Year.....	131
F. Indicator Questions as a Function of Exposure to the WBG	134
G. Indicator Questions by Stakeholder Groups	135
H. WBG Country Opinion Survey FY 14 – Timor-Leste Questionnaire	136

Timor-Leste



Appendix A: Responses to All Questions across All Respondents (N=163)

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 Timor-Leste

1. In general would you say that Timor-Leste is headed in ... ?	Percentage of Respondents (N=160)
The right direction	80.6%
The wrong direction	10.6%
Not sure	8.8%

2. Listed below are a number of development priorities in Timor-Leste. Please identify which of the following you consider the most important development priorities in Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=161)
Education	65.2%
Health	44.7%
Rural and agricultural development	26.7%
Transport	25.5%
Public sector governance/ reform	20.5%
Job creation/employment	19.3%
Security/stabilization/reconstruction	18.6%
Social protection	8.7%
Poverty reduction	8.7%
Anti corruption	8.1%
Domestic private sector development	7.5%
Water and sanitation	6.2%
Law and justice	6.2%
Food security and nutrition	5.6%
Gender equity	4.3%
Economic growth	2.5%
Sustainable/adequate management of petroleum resources	2.5%
Crime and violence	2.5%
Equality of opportunity	1.9%
Energy	1.9%
Social cohesion	1.9%
Foreign direct investment	1.9%
Global/regional integration	1.2%
Urban development	1.2%
Environmental sustainability/ Climate change	1.2%
Natural resource management	1.2%
Financial markets	0.6%
Regional conflict and tensions	0.6%
Local governance and institutions	0.6%
Information and communications technology	0.6%
Trade and exports	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

A. General Issues Facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=163)
Rural and agricultural development	47.9%
Education	37.4%
Job creation/employment	35.0%
Economic growth	30.1%
Anti corruption	22.1%
Public sector governance/ reform	13.5%
Water and sanitation	11.0%
Health	10.4%
Domestic private sector development	9.8%
Equality of opportunity	9.8%
Food security and nutrition	8.6%
Transport	8.6%
Sustainable/adequate management of petroleum resources	7.4%
Gender equity	6.7%
Social protection	6.7%
Law and justice	6.1%
Security/stabilization/reconstruction	4.9%
Natural resource management	4.3%
Urban development	3.7%
Local governance and institutions	3.1%
Foreign direct investment	2.5%
Trade and exports	2.5%
Financial markets	1.8%
Regional conflict and tensions	1.2%
Crime and violence	1.2%
Social cohesion	1.2%
Environmental sustainability/ Climate change	1.2%
Regulatory framework	0.6%
Information and communications technology	0.6%
Communicable/non-communicable diseases	0.6%
Global/regional integration	0.0%
Energy	0.0%
Disaster management	0.0%

A. General Issues Facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=163)
Rural and agricultural development	43.6%
Trade and exports	27.0%
Domestic private sector development	24.5%
Education	23.3%
Public sector governance/ reform	22.1%
Job creation/employment	20.9%
Anti corruption	16.6%
Foreign direct investment	14.1%
Natural resource management	14.1%
Transport	9.8%
Sustainable/adequate management of petroleum resources	8.6%
Urban development	8.0%
Energy	6.1%
Equality of opportunity	6.1%
Financial markets	6.1%
Water and sanitation	6.1%
Gender equity	6.1%
Health	5.5%
Law and justice	4.3%
Disaster management	3.1%
Information and communications technology	3.1%
Social cohesion	2.5%
Global/regional integration	2.5%
Social protection	2.5%
Local governance and institutions	1.8%
Regulatory framework	1.8%
Security/stabilization/reconstruction	1.8%
Food security and nutrition	1.8%
Crime and violence	1.8%
Regional conflict and tensions	1.2%
Communicable/non-communicable diseases	0.6%
Environmental sustainability/ Climate change	0.6%

A. General Issues Facing Timor-Leste (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 Timor-Leste, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=155)
Better employment opportunities for young people	38.7%
Consistent economic growth	27.1%
Better opportunity for the poor who live in rural areas	25.2%
Education and training that better ensure job opportunity	23.2%
Greater access to micro-finance for the poor	19.4%
Greater access to health and nutrition for citizens	14.8%
Better quality public services	14.2%
Greater voice and participation for citizens to help ensure greater accountability	13.5%
Better entrepreneurial opportunities	10.3%
Better employment opportunities for women	3.9%
More reliable social safety net	2.6%
A growing middle class	1.9%
Better opportunity for the poor who live in urban areas	1.9%
Other	1.3%
Greater equity of fiscal policy	0.6%

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 Timor-Leste? (1-Not familiar at all, 10-Extremely familiar)	161	0	5.95	2.72
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste? (1-Not effective at all, 10-Very effective)	138	23	6.26	2.49
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 Timor-Leste's most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	135	27	6.11	2.64

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 Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=162)
Rural and agricultural development	51.9%
Education	39.5%
Public sector governance/ reform	30.9%
Health	28.4%
Transport	22.2%
Poverty reduction	21.6%
Economic growth	16.7%
Equality of opportunity	10.5%
Security/stabilization/reconstruction	9.9%
Social protection	9.3%
Environmental sustainability/ Climate change	8.0%
Gender equity	6.2%
Anti corruption	5.6%
Sustainable/adequate management of petroleum resources	4.9%
Trade and exports	4.9%
Domestic private sector development	4.3%
Job creation/employment	3.7%
Food security and nutrition	3.7%
Local governance and institutions	2.5%
Law and justice	1.9%
Regulatory framework	1.9%
Financial markets	1.9%
Crime and violence	1.2%
Water and sanitation	0.6%
Global/regional integration	0.6%
Foreign direct investment	0.6%
Regional conflict and tensions	0.6%
Natural resource management	0.6%
Energy	0.0%
Social cohesion	0.0%
Urban development	0.0%
Communicable/non-communicable diseases	0.0%
Information and communications technology	0.0%
Disaster management	0.0%

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

5. 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 Timor-Leste?	Percentage of Respondents (N=158)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development	17.7%	18.5%	36.2%
Strategy formulation	18.4%	17.2%	35.6%
Linkage to non-Bank expertise	6.3%	15.9%	22.3%
Policy advice, studies, analyses	9.5%	10.8%	20.3%
Technical assistance	10.8%	7.6%	18.4%
Data and statistics	11.4%	5.7%	17.1%
Mobilizing third party financial resources	7.6%	8.9%	16.5%
Financial resources	9.5%	7.0%	16.5%
Convening/Facilitating/Donor coordination	8.2%	7.6%	15.9%
Other	0.6%	0.6%	1.3%

How effectively do the World Bank Group's activities below support Timor-Leste's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating/Donor coordination	127	33	6.98	1.99
7. Data and statistics	134	24	7.19	1.77
8. Policy advice, studies, analyses	134	27	7.09	1.96
9. Financial resources	129	30	7.23	1.89
10. Technical assistance	126	31	7.17	1.82
11. Mobilizing third party financial resources	113	44	6.96	2.16
12. Linkage to non-Bank expertise	118	44	7.16	1.98
13. Strategy formulation	126	35	6.93	2.13

The World Bank Group can provide capacity building support in a number of ways in Timor-Leste. To which degree would Timor-Leste benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
14. Groups outside of government to help them more effectively engage and participate in development efforts	130	33	6.92	2.18
15. The public sector, related to implementation of specific development projects on the ground	139	24	7.20	2.02
16. The public sector, related to changing institutions	128	35	7.03	2.14
17. The private sector, related to institutional and policy change	126	37	6.98	2.31

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 Timor-Leste? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
18. Project implementation (or other organizational strengthening)	97	66	6.69	1.97
19. Citizen engagement (incorporating citizens' voices into development)	90	73	6.50	2.39
20. Policy design (for clarity and better incentives to achieve development goals)	97	66	6.69	2.15

When thinking about how to improve capacity building in Timor-Leste 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
21. Project implementation (or other organizational strengthening)	124	39	7.65	2.01
22. Citizen engagement (incorporating citizens' voices into development)	118	44	7.43	2.09
23. Policy design (for clarity and better incentives to achieve development goals)	123	38	7.91	1.92

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

24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=159)
Not enough public disclosure of its work	34.6%
Too influenced by developed countries	17.0%
Not adequately sensitive to political/social realities in Timor-Leste	15.7%
Staff too inaccessible	12.6%
Don't know	12.6%
Not exploring alternative policy options	11.9%
World Bank Group's processes too complex	11.3%
Not collaborating enough with Civil Society Organizations	10.1%
Inadequate number of World Bank Group staff members located in the country	9.4%
Not willing to honestly criticize policies and reform efforts in the country	8.2%
Its advice and strategies do not lend themselves to practical problem solving	6.9%
Not focused enough on issues that are unique to post-conflict countries	6.3%
World Bank Group's processes too slow	6.3%
Imposing technocratic solutions without regard to political realities	5.0%
Not aligned with other donors' work	4.4%
Not aligned with country priorities	3.8%
Other	3.1%
Too bureaucratic in its operational policies and procedures	2.5%
Arrogant in its approach	1.9%
The credibility of its knowledge/data	1.3%

25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=161)
Capacity development	60.2%
Technical assistance	26.7%
Knowledge products/services	24.8%
Investment lending	24.2%
Co-financing arrangements	24.2%
Trust Fund management	13.0%
Don't know	7.5%
Other	3.1%

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

26. 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=162)
Local Government (districts, sub-districts, sucos)	35.8%
Academia/think tanks/research institutes	35.2%
Development partner community	27.2%
Community Based Organizations (CBOs)/NGOs	24.7%
Private sector	22.2%
Media	13.0%
Regional organizations	9.3%
Beneficiaries	5.6%
UN agencies	5.6%
Don't know	4.3%
Foundations	3.1%
Parliament	3.1%
Emerging donors	2.5%
Other	1.2%
Faith based organizations	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
27. Overall the World Bank Group currently plays a relevant role in development in Timor-Leste*	143	18	7.26	2.00
28. The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	144	19	7.25	2.06
29. The World Bank Group supports programs and strategies that are realistic for Timor-Leste	137	25	7.13	2.01
30. The World Bank Group treats clients and stakeholders in Timor-Leste with respect	129	31	7.18	2.06

To what extent is the World Bank Group an effective development partner in Timor-Leste, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
31. Responsiveness to needs and demands*	79	29	7.34	2.03
32. Flexibility (in terms of the institution's products and services)*	47	22	6.55	1.99
33. Flexibility (in terms of changing country circumstances)*	44	24	7.11	2.05
34. Being inclusive*	43	21	6.86	2.21
35. Openness*	51	19	7.29	1.95
36. Collaboration with civil society*	60	26	7.43	2.06
37. Straightforwardness and honesty*	41	23	7.56	1.87
38. Collaboration with the UN*	40	24	7.80	1.77
39. Ease of access to the people at the World Bank Group who are making decisions important to my work*	47	19	7.17	2.25
40. Collaboration with other donors and development partners*	59	17	8.00	1.72
41. Collaboration with the Government*	78	19	7.91	1.74
42. Staff accessibility*	38	23	7.29	2.20
43. Collaboration with the private sector*	36	31	6.83	2.22
44. The speed in which it gets things accomplished on the ground*	41	21	6.80	2.08
45. Being a long-term partner*	54	21	7.56	1.95

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

46. To be a more effective development partner in Timor-Leste, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=163)
More local presence	51.5%
The current level of local presence is adequate	19.0%
Less local presence	14.7%
Don't know	14.7%
47. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=163)
Don't know	37.4%
The same level of effective collaboration	28.8%
Less effective collaboration	21.5%
More effective collaboration	12.3%
48. 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 THREE)	Percentage of Respondents (Responses Combined; N=162)
There is not an adequate level of citizen/civil society participation	48.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	44.4%
The World Bank Group does not do adequate follow through/follow-up	38.9%
Lack of/inadequate levels of capacity in Government	27.2%
Reforms are not well thought out in light of country challenges	24.7%
Political pressures and obstacles	19.1%
The World Bank Group works too slowly	18.5%
Poor donor coordination	17.9%
The Government works inefficiently	14.8%
Inadequate funding	14.2%
Ongoing conflict and instability	4.3%
Other	3.1%

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 Timor-Leste? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Gender equity	149	12	7.33	2.30
2. Trade and exports	144	16	7.66	2.16
3. Food security and nutrition	148	10	8.10	1.88
4. Crime and violence	146	10	6.71	2.64
5. Regional conflict and tensions	147	13	6.54	2.59
6. Law and justice	149	12	7.41	2.34
7. Urban development	152	8	7.65	2.06
8. Environmental sustainability/ Climate change	151	10	7.82	1.84
9. Regulatory framework	146	13	7.22	2.19
10. Communicable/non-communicable diseases	144	14	7.18	2.41
11. Poverty reduction	152	9	8.63	1.74
12. Anti corruption	150	12	8.35	2.00
13. Domestic private sector development	147	13	8.29	1.81
14. Foreign direct investment	142	18	7.77	2.15
15. Local governance and institutions	147	14	7.99	1.91
16. Water and sanitation	151	11	8.05	2.20
17. Information and communications technology	148	11	7.80	2.06
18. Economic growth	151	8	8.69	1.55
19. Equality of opportunity	151	10	7.94	1.91
20. Disaster management	148	12	7.61	2.10
21. Public sector governance/ reform	142	20	7.96	1.91
22. Job creation/employment	148	14	8.38	1.80
23. Social cohesion	140	21	7.14	2.19
24. Financial markets	142	18	7.76	2.02
25. Energy	142	16	7.47	2.10
26. Health	146	15	8.16	2.11
27. Rural and agricultural development	149	13	8.52	1.87
28. Global/regional integration	144	18	7.40	1.95
29. Transport	151	11	8.30	1.76
30. Natural resource management	146	16	7.77	1.97
31. Security/stabilization/reconstruction	141	20	7.14	2.37
32. Social protection	141	20	7.01	2.28
33. Sustainable/adequate management of petroleum resources	144	18	7.85	1.93
34. Education	148	14	8.64	1.84

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 Timor-Leste? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	88	74	6.08	2.57
2. Information and communications technology	83	78	7.27	2.27
3. Transport	106	55	7.27	1.90
4. Law and justice	88	74	6.94	1.93
5. Regulatory framework	95	65	6.75	1.91
6. Poverty reduction	119	43	6.99	2.11
7. Gender equity	101	61	7.06	1.90
8. Domestic private sector development	108	54	6.87	1.92
9. Foreign direct investment	94	69	6.60	2.08
10. Trade and exports	95	68	6.62	1.99
11. Economic growth	114	47	7.10	2.05
12. Energy	92	68	6.46	2.29
13. Public sector governance/ reform	108	55	6.94	1.97
14. Job creation/employment	106	55	6.30	2.17
15. Social cohesion	87	76	6.28	2.12
16. Financial markets	97	66	6.54	2.17
17. Equality of opportunity	93	67	6.71	1.98
18. Health	110	51	7.13	2.05
19. Rural and agricultural development	114	49	7.11	1.93
20. Global/regional integration	95	68	6.76	2.09
21. Food security and nutrition	103	58	6.88	2.09
22. Education	116	45	7.23	2.22
23. Social protection	100	61	6.88	2.18
24. Sustainable/adequate management of petroleum resources	94	69	6.70	2.06
25. Natural resource management	88	75	6.53	2.13

3. Where are the World Bank Group's decisions made primarily that support the program in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=153)
Don't know	51.6%
At the Headquarters (in Washington D.C.)	32.0%
In the country	16.3%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Timor-Leste? (1-To no degree at all, 10-To a very significant degree)	124	39	6.03	1.95

Building Existing Country Systems*	N	DK	Mean	SD
5. To what extent does the WBG help to build/strengthen existing country systems in Timor-Leste? (1-To no degree at all, 10-To a very significant degree)	122	41	6.23	2.03

To what extent do you agree with the following statements about the World Bank Group in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments meet the needs of Timor-Leste*	117	45	6.90	2.19
7. The World Bank Group meets Timor-Leste's needs for knowledge services*	127	34	7.43	1.71

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 Timor-Leste? (1-To no degree at all, 10-To a very significant degree)	102	60	6.24	1.86

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

In Timor-Leste, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
1. Are timely	114	48	6.58	2.05
2. Include appropriate level of stakeholder involvement during preparation	118	45	6.70	1.92
3. Are relevant to Timor-Leste's development priorities	125	38	6.93	1.90
4. Lead to practical solutions	111	49	6.46	1.92
5. Are accessible	118	45	6.57	1.97
6. Are source of relevant information on global good practices	121	41	7.15	1.96
7. Enhance your knowledge and/or skills	120	43	6.94	1.96
8. Are adequately disseminated	116	46	6.66	2.04
9. Are translated enough into local language	118	45	6.64	2.11
10. Are adaptable to Timor-Leste's specific development challenges and country circumstances*	124	38	6.89	2.00
Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	137	24	7.99	1.98
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	126	35	7.01	1.93

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	100	62	6.28	2.33
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	121	42	7.34	2.10
3. The World Bank Group's approvals and reviews are done in a timely fashion	110	52	6.97	1.99
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	116	47	6.98	1.95
5. The World Bank Group's conditions on its lending are reasonable	112	51	6.21	2.33
6. The World Bank Group takes decisions quickly in Timor-Leste*	118	44	6.47	2.29
7. Working with the World Bank Group increases Timor-Leste's institutional capacity	129	34	7.22	2.06
8. The World Bank Group ensures consistency and continuity through staff changes	121	41	6.64	2.16
9. Where country systems are adequate, the World Bank Group makes appropriate use of them*	116	47	7.13	2.03
10. The World Bank Group provides effective implementation support	122	41	7.05	2.02
11. Which of the following best describes the way the World Bank Group operates in Timor-Leste? (Select only one response)	Percentage of Respondents (N=156)			
Don't know	32.7%			
The World Bank Group's approach to risk is appropriate	23.7%			
The World Bank Group does not take enough risk in Timor-Leste	21.8%			
Prefer not to answer	16.7%			
The World Bank Group takes too much risk in Timor-Leste	5.1%			
WBG Staffing	N	DK	Mean	SD
12. To what extent do you believe the WBG is adequately staffed in Timor-Leste? <i>(1-To no degree at all, 10-To a very significant degree)</i>	103	60	5.53	2.26

F. Recent Trends and the Future Role of the World Bank Group in Timor-Leste

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=161)
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	41.0%
Collaborate more effectively with Government clients	33.5%
Increase the level of capacity development in the country	32.9%
Improve the competitiveness of its financing compared to markets	17.4%
Increase availability of Fee-Based services	13.7%
Reach out more to groups outside of Government	12.4%
Improve the quality of its experts as related to Timor-Leste's specific challenges	11.8%
Reduce the complexity of obtaining World Bank Group financing	11.2%
Offer more innovative knowledge services	6.2%
Offer more innovative financial products	5.0%
Ensure greater selectivity in its work	4.3%
Increase the level of World Bank Group staffing in Timor-Leste's office	2.5%
Other	0.6%
Work faster	0.0%

2. When considering the combination of services that the World Bank Group offers in Timor-Leste 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 Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=157)
Financial services	29.9%
Knowledge products	25.5%
The combination is appropriate for Timor-Leste	24.2%
Don't know	12.7%
Convening services	4.5%
None of the above	3.2%

3a. Which THREE areas below would benefit most from the WBG playing a leading role among international partners in Timor-Leste?	Percentage of Respondents (Responses Combined; N=160)
Public financial management	60.6%
Capacity of state institutions	46.3%
Social safety nets	28.1%
Access to justice systems	25.6%
Access to basic services	25.0%
Improving livelihoods	25.0%
Jobs	24.4%
Social cohesion	21.3%
Conflict resolution mechanisms	16.9%
Stimulating dialogue to promote peace and stability	15.6%

3b. Which THREE areas below would benefit most from other donors in Timor-Leste?	Percentage of Respondents (Responses Combined; N=160)
Access to justice systems	34.4%
Stimulating dialogue to promote peace and stability	33.1%
Access to basic services	31.9%
Public financial management	31.9%
Social safety nets	31.3%
Capacity of state institutions	28.8%
Improving livelihoods	28.1%
Jobs	26.3%
Conflict resolution mechanisms	21.3%
Social cohesion	19.4%

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

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=162)
Share more information about the World Bank Group's activities, products, and knowledge	67.9%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged?	63.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	46.3%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages.	46.3%
Organize more joint meetings and missions with the UN	24.1%
Involve UN experts to a greater degree in World Bank Group activities	20.4%
Other	5.6%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=156)
Local newspapers	53.2%
Local television	47.4%
Internet	37.2%
Local radio	18.6%
Other	7.7%
Blogs	6.4%
Social media	6.4%
International newspapers	4.5%
International television	3.8%
Periodicals	3.8%
Mobile phones	1.9%
Instant messaging	0.6%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=159)
e-Newsletters	41.5%
World Bank Group's seminars/workshops/conferences	40.3%
Direct contact with World Bank Group	27.0%
World Bank Group's publications and other written materials	26.4%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	14.5%
World Bank Group's website	10.7%
Other	8.8%
Instant messaging	8.2%
Mobile phones	5.7%
Blogs	3.8%

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=161)			
Yes	34.2%			
No	65.8%			
4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=159)			
Yes	23.3%			
No	76.7%			
5. Were you able to obtain this information?	Percentage of Respondents (N=37)			
Yes	83.8%			
No	16.2%			
6. Do you have access to the Internet?	Percentage of Respondents (N=158)			
Yes	81.6%			
No	18.4%			
7. Do you use/have used the World Bank Group's website?	Percentage of Respondents (N=161)			
Yes	51.6%			
No	48.4%			
8. Which do you primarily use? (Select only ONE response)	Percentage of Respondents (N=126)			
The World Bank Group's country website	65.9%			
The World Bank Group's main website	34.1%			
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
9. I use/consult World Bank Group's data more often than I did a few years ago	119	44	5.76	2.33
10. I find the World Bank Group's websites easy to navigate	118	41	6.37	2.19
11. I find the information on the World Bank Group's websites useful	120	40	6.64	2.23
12. The World Bank Group's social media channels are valuable sources of information about the institution	95	67	6.54	2.07
13. When I need information from the World Bank Group I know how to find it	119	43	6.69	2.23
14. The World Bank Group is responsive to my information requests and inquiries	103	59	6.55	2.16

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=159)
NGO/Community Based Organization	22.6%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.7%
Media	9.4%
Other	8.2%
Local Government Office or Staff	6.9%
Bilateral Agency	6.3%
Office of the President, Prime Minister	5.7%
Office of Minister	5.7%
Private Sector Organization	5.7%
Multilateral Agency	3.8%
Private Foundation	3.1%
Independent Government Institution	3.1%
Project Management Unit (PMU) overseeing implementation of project	2.5%
Consultant/Contractor working on World Bank Group supported project/program	1.9%
Financial Sector/Private Bank	1.9%
Academia/Research Institute/Think Tank	1.9%
Judiciary Branch	.6%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=161)
Other	23.0%
Agriculture/rural development/food security	12.4%
Generalist	11.2%
Education	10.6%
Public sector governance/public financial management/anti corruption	8.1%
Information and communications technology	6.8%
Law and justice/regulatory framework	5.0%
Health/Communicable/non-communicable diseases	3.7%
Private sector development/foreign direct investment	3.7%
Water and sanitation	3.1%
Financial markets/banking	2.5%
Natural resource management/environmental sustainability	2.5%
Social protection	1.9%
Climate change/disaster management	1.2%
Energy	1.2%
Job creation/employment	1.2%
Gender equity/equality of opportunity	.6%
Transport	.6%
Urban development	.6%

3. Currently, do you professionally collaborate/work with the World Bank Group in your country?	Percentage of Respondents (N=162)
Yes	45.7%
No	54.3%

H. Background Information (continued)

4. Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=143)
The World Bank (IDA)	53.1%
Other	26.6%
The International Finance Corporation (IFC)	20.3%
5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=162)
Yes	30.9%
No	69.1%
6. If yes, what was your view on the two institutions working together in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=51)
Collaborating but needs improvement	66.7%
Working well together	23.5%
Don't know	9.8%
7. Which of the following describes most of your exposure to the World Bank Group in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=158)
Observer	39.2%
Collaborate as part of my professional duties	37.3%
Use World Bank Group reports/data	34.2%
Engage in World Bank Group related/sponsored events/activities	31.0%
Use World Bank Group website for information, data, research, etc.	20.9%
8. Which best represents your geographic location?	Percentage of Respondents (N=155)
Dili	63.9%
District capitals	25.2%
Sub-district level	6.5%
Suco	4.5%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Timor-Leste

In general, would you say that Timor-Leste is headed in...?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	88.9%	95.7%	90.9%	75.0%	83.3%	67.5%	80.0%	77.3%
The wrong direction	5.6%	0.0%	0.0%	12.5%	8.3%	25.0%	13.3%	4.5%
Not sure	5.6%	4.3%	9.1%	12.5%	8.3%	7.5%	6.7%	18.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	22.2%	4.5%	9.1%	12.5%	0.0%	2.4%	6.7%	13.6%
Transport	11.1%	27.3%	18.2%	37.5%	41.7%	26.8%	26.7%	18.2%
Security/stabilization/reconstruction	5.6%	13.6%	36.4%	18.8%	16.7%	12.2%	20.0%	40.9%
Public sector governance/ reform	22.2%	18.2%	27.3%	12.5%	8.3%	24.4%	26.7%	18.2%
Global/regional integration	0.0%	4.5%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Gender equity*	5.6%	0.0%	0.0%	0.0%	0.0%	14.6%	0.0%	0.0%
Domestic private sector development	5.6%	13.6%	0.0%	6.3%	8.3%	9.8%	6.7%	4.5%
Foreign direct investment	0.0%	4.5%	9.1%	0.0%	0.0%	2.4%	0.0%	0.0%
Water and sanitation	0.0%	4.5%	18.2%	0.0%	16.7%	7.3%	6.7%	4.5%
Energy	0.0%	0.0%	0.0%	0.0%	8.3%	2.4%	6.7%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Job creation/employment	16.7%	18.2%	36.4%	37.5%	25.0%	9.8%	13.3%	18.2%
Rural and agricultural development	27.8%	31.8%	18.2%	25.0%	16.7%	31.7%	26.7%	22.7%
Financial markets	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	9.1%	0.0%	0.0%	2.4%	0.0%	0.0%
Environmental sustainability/ Climate change	5.6%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	6.3%	0.0%	4.9%	0.0%	0.0%
Health	61.1%	54.5%	36.4%	31.3%	58.3%	36.6%	33.3%	50.0%
Education	83.3%	68.2%	54.5%	62.5%	41.7%	65.9%	60.0%	68.2%
Poverty reduction	5.6%	13.6%	0.0%	12.5%	16.7%	2.4%	13.3%	9.1%
Food security and nutrition	5.6%	4.5%	0.0%	18.8%	0.0%	4.9%	13.3%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	4.5%
Sustainable/adequate management of petroleum resources	0.0%	4.5%	18.2%	0.0%	0.0%	2.4%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	6.3%	0.0%	2.4%	6.7%	4.5%
Economic growth	0.0%	4.5%	0.0%	0.0%	0.0%	4.9%	6.7%	0.0%
Law and justice	5.6%	4.5%	0.0%	0.0%	16.7%	7.3%	13.3%	4.5%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Natural resource management	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	4.5%
Anti corruption	0.0%	4.5%	0.0%	6.3%	25.0%	9.8%	6.7%	9.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups

A. General Issues facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Water and sanitation	22.2%	12.5%	0.0%	6.3%	16.7%	7.3%	6.7%	18.2%
Equality of opportunity	5.6%	12.5%	0.0%	12.5%	0.0%	12.2%	13.3%	13.6%
Economic growth	50.0%	37.5%	45.5%	25.0%	50.0%	19.5%	13.3%	22.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	6.7%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	8.3%	0.0%	0.0%	0.0%	12.2%	6.7%	13.6%
Rural and agricultural development	33.3%	50.0%	54.5%	56.3%	41.7%	53.7%	46.7%	45.5%
Urban development	5.6%	12.5%	0.0%	0.0%	8.3%	0.0%	6.7%	0.0%
Regulatory framework	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	4.2%	0.0%	6.3%	0.0%	7.3%	0.0%	0.0%
Social protection	11.1%	0.0%	18.2%	0.0%	8.3%	7.3%	13.3%	0.0%
Law and justice	16.7%	8.3%	9.1%	0.0%	0.0%	7.3%	0.0%	4.5%
Transport	11.1%	4.2%	0.0%	6.3%	8.3%	14.6%	6.7%	9.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	4.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	0.0%	8.3%	9.1%	0.0%	0.0%	4.9%	6.7%	9.1%
Anti corruption	11.1%	16.7%	27.3%	6.3%	41.7%	29.3%	26.7%	22.7%
Domestic private sector development	5.6%	0.0%	9.1%	31.3%	16.7%	7.3%	6.7%	13.6%
Foreign direct investment	0.0%	8.3%	0.0%	6.3%	0.0%	0.0%	6.7%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	22.2%	0.0%	9.1%	25.0%	8.3%	14.6%	6.7%	18.2%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	4.5%
Education	55.6%	45.8%	18.2%	31.3%	16.7%	34.1%	26.7%	45.5%
Natural resource management	5.6%	4.2%	0.0%	0.0%	0.0%	7.3%	6.7%	4.5%
Environmental sustainability/ Climate change	0.0%	0.0%	9.1%	0.0%	0.0%	2.4%	0.0%	0.0%
Health	11.1%	12.5%	9.1%	0.0%	16.7%	9.8%	0.0%	18.2%
Sustainable/adequate management of petroleum resources	11.1%	0.0%	0.0%	18.8%	8.3%	4.9%	20.0%	4.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	16.7%	33.3%	63.6%	56.3%	41.7%	24.4%	66.7%	18.2%
Financial markets	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Trade and exports	0.0%	0.0%	0.0%	6.3%	8.3%	2.4%	6.7%	0.0%
Food security and nutrition	11.1%	12.5%	9.1%	6.3%	0.0%	9.8%	0.0%	4.5%

*Significantly different between stakeholder groups

A. General Issues facing Timor-Leste (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 Timor-Leste?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Energy	5.6%	8.3%	9.1%	6.3%	8.3%	2.4%	6.7%	9.1%
Gender equity*	0.0%	4.2%	9.1%	0.0%	0.0%	17.1%	0.0%	0.0%
Equality of opportunity	5.6%	8.3%	0.0%	6.3%	0.0%	4.9%	6.7%	13.6%
Global/regional integration	5.6%	0.0%	0.0%	6.3%	0.0%	2.4%	0.0%	4.5%
Social protection	0.0%	4.2%	9.1%	0.0%	0.0%	0.0%	6.7%	4.5%
Anti corruption	5.6%	16.7%	18.2%	6.3%	25.0%	17.1%	6.7%	36.4%
Disaster management	0.0%	0.0%	0.0%	0.0%	8.3%	2.4%	6.7%	9.1%
Regional conflict and tensions	0.0%	4.2%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Rural and agricultural development	50.0%	41.7%	45.5%	75.0%	33.3%	39.0%	33.3%	40.9%
Foreign direct investment	11.1%	16.7%	18.2%	18.8%	8.3%	12.2%	20.0%	9.1%
Urban development	5.6%	12.5%	9.1%	6.3%	0.0%	0.0%	13.3%	9.1%
Water and sanitation	5.6%	4.2%	0.0%	6.3%	0.0%	17.1%	0.0%	0.0%
Trade and exports	22.2%	29.2%	36.4%	25.0%	16.7%	22.0%	40.0%	31.8%
Information and communications technology	0.0%	12.5%	0.0%	0.0%	8.3%	2.4%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	6.3%	0.0%	4.9%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Social cohesion	5.6%	0.0%	9.1%	0.0%	0.0%	2.4%	0.0%	4.5%
Public sector governance/ reform*	50.0%	12.5%	9.1%	12.5%	33.3%	29.3%	20.0%	9.1%
Domestic private sector development	27.8%	20.8%	36.4%	25.0%	33.3%	19.5%	26.7%	22.7%
Job creation/employment	27.8%	12.5%	0.0%	25.0%	8.3%	26.8%	20.0%	27.3%
Sustainable/adequate management of petroleum resources	5.6%	12.5%	9.1%	12.5%	16.7%	2.4%	13.3%	9.1%
Food security and nutrition	5.6%	0.0%	0.0%	0.0%	8.3%	0.0%	6.7%	0.0%
Transport	5.6%	12.5%	9.1%	12.5%	16.7%	9.8%	20.0%	0.0%
Security/stabilization/reconstruction	5.6%	0.0%	0.0%	0.0%	8.3%	2.4%	0.0%	0.0%
Education	16.7%	25.0%	27.3%	25.0%	33.3%	24.4%	0.0%	31.8%
Natural resource management	11.1%	16.7%	18.2%	18.8%	8.3%	9.8%	26.7%	13.6%
Environmental sustainability/ Climate change	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	5.6%	12.5%	9.1%	0.0%	8.3%	7.3%	0.0%	0.0%
Law and justice	5.6%	0.0%	9.1%	0.0%	0.0%	9.8%	0.0%	4.5%
Local governance and institutions	5.6%	4.2%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	8.3%	2.4%	0.0%	4.5%
Financial markets	0.0%	8.3%	9.1%	0.0%	8.3%	4.9%	13.3%	4.5%

*Significantly different between stakeholder groups

A. General Issues facing Timor-Leste (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 Timor-Leste, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Employee of a Ministry/ PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Better employment opportunities for young people		33.3%		43.5%		20.0%		12.5%		25.0%		41.0%		60.0%		55.0%
Better employment opportunities for women		0.0%		0.0%		10.0%		0.0%		0.0%		12.8%		0.0%		0.0%
Greater access to micro-finance for the poor		11.1%		21.7%		0.0%		25.0%		25.0%		25.6%		20.0%		15.0%
Greater voice and participation for citizens to help ensure greater accountability		16.7%		8.7%		20.0%		6.3%		0.0%		23.1%		13.3%		5.0%
Greater access to health and nutrition for citizens		11.1%		21.7%		30.0%		18.8%		33.3%		7.7%		0.0%		15.0%
Better entrepreneurial opportunities		5.6%		0.0%		0.0%		6.3%		16.7%		10.3%		13.3%		30.0%
A growing middle class		0.0%		0.0%		10.0%		6.3%		8.3%		0.0%		0.0%		0.0%
Better opportunity for the poor who live in rural areas		27.8%		30.4%		10.0%		43.8%		16.7%		17.9%		33.3%		15.0%
Better opportunity for the poor who live in urban areas		0.0%		4.3%		10.0%		0.0%		0.0%		2.6%		0.0%		0.0%
Consistent economic growth		27.8%		26.1%		40.0%		6.3%		41.7%		28.2%		20.0%		35.0%
More reliable social safety net		0.0%		0.0%		0.0%		12.5%		0.0%		0.0%		0.0%		10.0%
Greater equity of fiscal policy		0.0%		0.0%		0.0%		0.0%		0.0%		2.6%		0.0%		0.0%
Education and training that better ensure job opportunity*		50.0%		21.7%		50.0%		31.3%		8.3%		12.8%		13.3%		20.0%
Better quality public services		11.1%		13.0%		0.0%		31.3%		25.0%		15.4%		20.0%		0.0%
Other		5.6%		4.3%		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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
How familiar are you with the work of the World Bank Group in Timor-Leste?	17	6.41	3.06	23	6.65	2.74	11	4.91	2.47	16	6.13	2.16	12	5.25	3.17	41	5.63	2.52	15	6.60	2.44	22	5.86	3.36

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	17	6.41	2.67	20	6.65	2.76	10	6.20	2.62	12	6.25	1.86	11	5.45	3.01	36	6.11	2.19	14	6.50	2.98	14	6.36	2.71

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
To what extent do you believe the World Bank Group's staff is well prepared to help Timor-Leste solve its most complicated development challenges?	16	4.75	2.98	20	6.45	3.20	10	5.90	2.96	13	6.69	1.49	8	6.00	2.07	36	5.64	2.31	13	7.62	2.36	15	6.47	3.02

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

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 Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	16.7%	8.7%	9.1%	0.0%	0.0%	12.2%	0.0%	13.6%
Security/stabilization/reconstruction	16.7%	13.0%	0.0%	12.5%	16.7%	2.4%	0.0%	18.2%
Public sector governance/ reform	38.9%	17.4%	36.4%	56.3%	33.3%	31.7%	20.0%	13.6%
Transport*	0.0%	17.4%	18.2%	31.3%	41.7%	22.0%	46.7%	18.2%
Poverty reduction	11.1%	30.4%	36.4%	18.8%	16.7%	14.6%	6.7%	31.8%
Global/regional integration	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	4.3%	9.1%	6.3%	0.0%	14.6%	6.7%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%
Rural and agricultural development	44.4%	60.9%	81.8%	37.5%	50.0%	43.9%	73.3%	50.0%
Domestic private sector development	0.0%	0.0%	0.0%	12.5%	16.7%	4.9%	6.7%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	0.0%	4.3%	0.0%	12.5%	8.3%	4.9%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	6.3%	0.0%	2.4%	0.0%	4.5%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/ Climate change	11.1%	8.7%	9.1%	0.0%	0.0%	12.2%	6.7%	9.1%
Equality of opportunity	5.6%	0.0%	9.1%	6.3%	0.0%	19.5%	6.7%	22.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Health	50.0%	30.4%	27.3%	18.8%	16.7%	26.8%	33.3%	22.7%
Education	66.7%	34.8%	36.4%	25.0%	41.7%	39.0%	40.0%	36.4%
Food security and nutrition	5.6%	13.0%	0.0%	6.3%	0.0%	2.4%	0.0%	0.0%
Sustainable/adequate management of petroleum resources	0.0%	4.3%	9.1%	6.3%	0.0%	9.8%	0.0%	4.5%
Trade and exports	0.0%	4.3%	9.1%	12.5%	8.3%	2.4%	13.3%	0.0%
Economic growth	27.8%	34.8%	9.1%	12.5%	16.7%	4.9%	26.7%	13.6%
Law and justice	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Local governance and institutions	0.0%	8.7%	0.0%	0.0%	0.0%	2.4%	0.0%	4.5%
Regulatory framework	0.0%	0.0%	0.0%	6.3%	8.3%	0.0%	0.0%	4.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	0.0%	0.0%	0.0%	8.3%	9.8%	0.0%	18.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity is of greatest VALUE and which activity is of second greatest value in Timor-Leste?

Greatest Value	Office of	Employee of a Ministry/	Local	Bilateral/	Private Sector/	CSO	Media	Other
	President/ Prime Minister/ Minister	PMU/ Consultant on WBG project	Government	Multilateral Agency	Financial Sector/ Private Bank			
Convening/Facilitating/Donor coordination*	25.0%	0.0%	0.0%	0.0%	33.3%	7.3%	13.3%	0.0%
Data and statistics	12.5%	8.7%	9.1%	31.3%	8.3%	7.3%	0.0%	20.0%
Policy advice, studies, analyses	12.5%	8.7%	18.2%	25.0%	0.0%	7.3%	6.7%	0.0%
Financial resources	6.3%	4.3%	0.0%	6.3%	0.0%	14.6%	13.3%	20.0%
Capacity development	6.3%	17.4%	36.4%	18.8%	8.3%	22.0%	13.3%	15.0%
Technical assistance	18.8%	8.7%	9.1%	6.3%	16.7%	12.2%	0.0%	5.0%
Mobilizing third party financial resources	0.0%	8.7%	18.2%	0.0%	8.3%	7.3%	13.3%	10.0%
Linkage to non-Bank expertise	0.0%	17.4%	0.0%	6.3%	0.0%	7.3%	13.3%	0.0%
Strategy formulation	18.8%	26.1%	9.1%	6.3%	25.0%	14.6%	26.7%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%

*Significantly different between stakeholder groups

2 nd Greatest Value	Office of	Employee of a Ministry/	Local	Bilateral/	Private Sector/	CSO	Media	Other
	President/ Prime Minister/ Minister	PMU/ Consultant on WBG project	Government	Multilateral Agency	Financial Sector/ Private Bank			
Convening/Facilitating/Donor coordination	6.3%	13.0%	0.0%	18.8%	0.0%	9.8%	0.0%	0.0%
Data and statistics	12.5%	8.7%	9.1%	0.0%	0.0%	2.4%	6.7%	5.3%
Policy advice, studies, analyses	12.5%	4.3%	27.3%	31.3%	8.3%	9.8%	6.7%	0.0%
Financial resources	6.3%	8.7%	0.0%	6.3%	16.7%	4.9%	6.7%	5.3%
Capacity development	12.5%	17.4%	27.3%	0.0%	8.3%	26.8%	6.7%	36.8%
Technical assistance	12.5%	13.0%	18.2%	6.3%	8.3%	4.9%	0.0%	5.3%
Mobilizing third party financial resources	6.3%	4.3%	0.0%	18.8%	8.3%	2.4%	13.3%	26.3%
Linkage to non-Bank expertise	18.8%	4.3%	9.1%	12.5%	33.3%	26.8%	6.7%	10.5%
Strategy formulation*	12.5%	26.1%	9.1%	6.3%	16.7%	12.2%	46.7%	10.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%

*Significantly different between stakeholder groups

How effectively do the World Bank Group's activities below support Timor-Leste'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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Convening/Facilitating/Donor coordination	14	7.14	1.88	21	6.95	2.22	9	7.11	1.54	14	6.86	2.11	8	7.00	1.77	29	6.93	1.91	14	6.93	2.67	16	6.94	1.95
Data and statistics	16	7.25	1.81	22	7.32	2.15	10	7.30	1.34	15	6.93	1.83	9	7.11	1.36	30	6.73	1.87	14	7.79	1.48	15	7.33	1.68
Policy advice, studies, analyses	15	7.07	1.94	23	6.91	2.27	10	7.20	1.40	15	7.33	1.50	9	7.22	1.56	31	7.00	2.03	13	7.08	2.75	15	7.07	1.91
Financial resources	14	7.21	1.89	21	7.19	1.97	10	7.10	1.79	11	7.55	1.51	9	7.78	1.30	34	6.68	2.08	14	7.79	2.04	14	7.57	1.91
Technical assistance	14	6.93	2.02	21	7.48	1.40	9	7.33	1.73	11	6.82	1.33	9	7.89	1.27	32	6.72	1.85	12	7.00	2.95	15	7.53	1.73
Mobilizing third party financial resources	10	6.90	2.56	22	7.00	1.80	7	6.71	1.70	9	6.33	1.94	8	6.63	2.45	29	6.83	2.33	12	7.00	2.95	14	7.64	1.65
Linkage to non-Bank expertise	13	6.92	2.18	22	7.27	1.96	10	6.30	2.00	9	6.56	1.59	8	6.88	2.30	28	7.18	2.18	13	8.15	1.63	13	7.23	1.69
Strategy formulation	13	6.77	2.52	23	6.26	2.32	9	6.89	1.69	11	6.64	1.50	8	6.88	2.36	31	6.84	1.98	13	7.54	2.73	15	7.73	1.79

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

The World Bank Group can provide capacity building support in a number of ways in Timor-Leste. To what degree would Timor-Leste 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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Groups outside of government to help them more effectively engage and participate in development efforts	13	7.62	2.02	19	7.53	1.87	8	6.75	1.98	14	6.57	2.06	9	6.22	2.17	34	6.38	2.30	15	6.47	2.90	15	7.73	1.58
The public sector, related to implementation of specific development projects on the ground	15	7.73	1.75	23	7.57	2.09	9	7.56	1.67	15	7.53	1.88	9	6.67	1.80	35	6.66	2.14	13	7.15	2.44	17	6.82	1.94
The public sector, related to changing institutions	14	6.43	2.28	19	7.11	2.18	7	6.86	1.95	15	7.60	1.99	9	6.67	2.00	35	6.57	2.37	12	7.25	1.76	14	7.64	1.91
The private sector, related to institutional and policy change	14	6.43	2.41	19	7.16	2.27	8	6.75	2.38	14	7.50	2.28	9	7.00	2.00	33	6.42	2.40	13	6.77	2.71	13	8.00	1.87

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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Project implementation (or other organizational strengthening)	13	6.38	1.98	14	7.14	1.79	8	6.88	1.36	6	5.17	2.40	6	6.83	2.48	28	6.64	1.95	7	6.14	1.86	12	7.25	2.22
Citizen engagement (incorporating citizens' voices into development)	13	6.00	2.20	13	7.69	2.06	6	6.67	2.50	3	5.00	2.00	6	7.00	2.83	25	6.24	2.54	9	6.11	2.26	12	6.50	2.81
Policy design (for clarity and better incentives to achieve development goals)	14	5.79	2.15	14	7.43	1.99	5	7.20	1.92	7	6.57	1.72	6	7.17	2.14	27	6.56	2.10	9	8.00	2.24	12	5.58	2.35

When thinking about how to improve capacity building in Timor-Leste 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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Project implementation (or other organizational strengthening)	15	7.27	1.79	21	8.57	1.40	8	7.00	1.60	12	7.50	1.98	9	7.78	1.99	34	7.09	2.27	8	8.13	1.73	14	7.64	2.44
Citizen engagement (incorporating citizens' voices into development)	13	7.15	1.86	15	8.07	1.98	7	6.57	1.90	12	7.00	1.81	9	6.78	2.33	34	7.47	2.25	11	7.00	2.68	14	8.14	1.61
Policy design (for clarity and better incentives to achieve development goals)*	15	6.80	2.24	19	9.05	1.27	8	7.38	1.06	13	8.15	1.34	9	7.44	1.94	33	7.73	2.20	10	8.90	1.45	13	7.54	1.98

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Staff too inaccessible	33.3%	8.3%	0.0%	6.7%	8.3%	19.5%	6.7%	4.5%
Not exploring alternative policy options	16.7%	8.3%	10.0%	13.3%	8.3%	12.2%	13.3%	13.6%
Not adequately sensitive to political/social realities in Timor-Leste	27.8%	20.8%	10.0%	0.0%	25.0%	4.9%	26.7%	22.7%
Not enough public disclosure of its work	16.7%	29.2%	50.0%	26.7%	50.0%	41.5%	46.7%	27.3%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	6.7%	4.5%
Not aligned with country priorities	5.6%	8.3%	0.0%	6.7%	8.3%	2.4%	0.0%	0.0%
The credibility of its knowledge/data	5.6%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	33.3%	8.3%	20.0%	6.7%	25.0%	2.4%	13.3%	4.5%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	12.5%	20.0%	6.7%	0.0%	7.3%	0.0%	18.2%
Too influenced by developed countries	22.2%	16.7%	20.0%	26.7%	8.3%	7.3%	6.7%	31.8%
Imposing technocratic solutions without regard to political realities*	0.0%	16.7%	0.0%	6.7%	0.0%	0.0%	0.0%	13.6%
World Bank Group's processes too slow	11.1%	8.3%	10.0%	6.7%	16.7%	4.9%	0.0%	0.0%
Too bureaucratic in its operational policies and procedures	5.6%	4.2%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Not aligned with other donors' work	5.6%	0.0%	0.0%	13.3%	0.0%	7.3%	6.7%	0.0%
Not collaborating enough with Civil Society Organizations	0.0%	0.0%	10.0%	6.7%	8.3%	19.5%	13.3%	9.1%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	8.3%	10.0%	0.0%	8.3%	17.1%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	5.6%	0.0%	20.0%	6.7%	0.0%	9.8%	13.3%	0.0%
Inadequate number of World Bank Group staff members located in the country	5.6%	4.2%	10.0%	13.3%	8.3%	7.3%	33.3%	4.5%
Other	5.6%	4.2%	10.0%	6.7%	0.0%	2.4%	0.0%	0.0%
Don't know	5.6%	25.0%	0.0%	6.7%	8.3%	12.2%	6.7%	18.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Capacity development	61.1%	62.5%	63.6%	56.3%	66.7%	53.7%	60.0%	68.2%
Knowledge products/services	38.9%	20.8%	18.2%	31.3%	16.7%	26.8%	26.7%	18.2%
Investment lending*	22.2%	16.7%	0.0%	18.8%	66.7%	22.0%	33.3%	22.7%
Technical assistance	33.3%	37.5%	45.5%	25.0%	8.3%	17.1%	33.3%	27.3%
Trust Fund management	11.1%	20.8%	18.2%	12.5%	8.3%	14.6%	13.3%	4.5%
Co-financing arrangements	11.1%	29.2%	27.3%	31.3%	8.3%	26.8%	13.3%	36.4%
Other	5.6%	0.0%	0.0%	6.3%	8.3%	4.9%	0.0%	0.0%
Don't know	5.6%	4.2%	9.1%	0.0%	0.0%	12.2%	6.7%	9.1%

*Significantly different between stakeholder groups

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

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	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Academia/think tanks/research institutes	55.6%	37.5%	18.2%	12.5%	41.7%	35.0%	40.0%	36.4%
Development partner community	22.2%	37.5%	45.5%	31.3%	16.7%	25.0%	20.0%	27.3%
Media	16.7%	12.5%	9.1%	12.5%	8.3%	7.5%	40.0%	9.1%
Community Based Organizations (CBOs)/NGOs*	16.7%	12.5%	9.1%	25.0%	8.3%	50.0%	26.7%	18.2%
Local Government (districts, sub-districts, sucos)	33.3%	41.7%	27.3%	43.8%	25.0%	35.0%	33.3%	36.4%
Private sector*	22.2%	12.5%	36.4%	31.3%	58.3%	7.5%	20.0%	22.7%
Parliament	0.0%	4.2%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Beneficiaries	5.6%	8.3%	0.0%	12.5%	0.0%	0.0%	13.3%	9.1%
Foundations	0.0%	0.0%	0.0%	0.0%	16.7%	2.5%	0.0%	9.1%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	8.3%	0.0%	6.3%	0.0%	2.5%	0.0%	0.0%
UN agencies	5.6%	12.5%	18.2%	12.5%	0.0%	0.0%	0.0%	0.0%
Regional organizations	5.6%	12.5%	36.4%	6.3%	16.7%	5.0%	0.0%	9.1%
Other	5.6%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%
Don't know	5.6%	0.0%	0.0%	0.0%	0.0%	7.5%	0.0%	9.1%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	17	6.94	2.41	24	7.92	1.91	10	6.90	2.02	14	7.79	1.53	8	6.75	1.83	36	6.81	1.97	15	7.80	2.18	16	6.94	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	16	5.88	2.16	22	8.05	1.81	11	7.09	1.51	15	8.00	1.13	8	6.13	2.03	37	6.81	2.08	15	8.07	2.22	17	7.47	2.27
The World Bank Group supports programs and strategies that are realistic for Timor-Leste*	16	6.56	2.31	21	7.76	2.26	11	8.00	1.34	13	7.46	.78	8	6.13	2.10	37	6.78	1.93	14	8.07	1.90	15	6.13	2.03
The World Bank Group treats clients and stakeholders in Timor-Leste with respect	15	6.53	2.20	20	7.70	2.18	10	7.00	2.26	14	8.21	1.19	8	6.63	2.26	33	6.91	1.86	13	7.23	2.68	13	6.85	1.68

*Significantly different between stakeholder groups

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

To what extent is the World Bank Group an effective development partner in Timor-Leste 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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Responsiveness to needs and demands*	8	5.50	1.51	14	7.50	1.87	3	6.33	2.08	13	7.46	1.51	4	5.00	2.94	16	7.94	1.91	8	7.63	2.33	10	8.10	1.91
Flexibility (in terms of the institution's products and services)	8	6.25	1.58	5	7.00	2.24	3	5.67	2.52	11	7.27	1.01	3	4.00	2.00	9	6.33	2.40	3	6.67	2.08	5	7.40	2.51
Flexibility (in terms of changing country circumstances)	6	6.33	1.86	7	8.14	1.57	3	7.00	2.00	8	7.63	1.19	3	4.00	3.00	8	7.00	2.27	4	7.00	1.63	5	8.00	2.35
Being inclusive	6	6.83	2.40	4	6.75	2.75	3	6.67	2.52	12	7.08	1.16	3	4.00	2.65	7	7.43	2.44	3	6.00	3.00	4	7.75	2.63
Openness	6	6.33	1.51	4	6.75	3.95	5	7.00	.71	13	8.00	1.35	4	4.75	2.06	10	7.50	1.51	5	8.60	1.14	4	7.75	2.63
Collaboration with civil society	4	6.25	2.63	10	6.40	1.96	4	6.75	1.50	8	8.00	1.41	4	7.00	1.83	13	7.46	2.26	8	7.75	2.38	9	8.78	1.79
Straightforwardness and honesty	4	5.50	1.29	3	6.67	2.31	3	7.33	.58	12	7.58	1.08	3	8.00	1.73	7	8.29	2.21	3	6.33	3.21	5	8.80	1.79
Collaboration with the UN	7	7.71	2.36	5	8.20	1.79	4	7.50	1.73	10	7.40	1.43	1	7.00		5	8.00	1.58	4	8.25	2.36	4	8.25	2.36
Ease of access to the people at the World Bank Group who are making decisions important to my work	3	6.67	3.06	6	8.33	1.03	4	7.25	2.22	13	7.62	1.61	4	5.25	3.30	9	6.11	2.37	3	6.33	3.21	4	8.50	1.91
Collaboration with other donors and development partners	6	7.33	2.34	10	8.30	1.34	5	8.20	1.30	13	8.23	1.36	4	8.25	1.50	7	7.00	2.16	6	8.17	2.23	7	8.00	2.00
Collaboration with the Government	7	7.29	1.98	12	7.67	1.87	8	8.25	1.04	12	8.25	.97	4	8.25	1.71	15	7.13	2.10	9	8.33	1.94	9	8.22	1.86
Staff accessibility	3	5.67	4.04	4	7.75	2.06	3	7.00	1.00	11	7.73	1.27	3	4.67	3.06	6	8.17	1.72	3	5.67	3.06	4	8.50	1.91
Collaboration with the private sector	3	5.67	2.52	5	7.00	2.12	6	7.33	2.16	5	7.40	.55	4	5.00	3.16	5	6.80	2.77	3	6.33	2.31	5	8.00	2.12
The speed in which it gets things accomplished on the ground	3	5.00	2.00	6	8.17	1.47	4	6.75	1.50	9	7.00	1.66	4	5.75	3.40	7	6.00	2.16	3	6.67	2.08	4	8.00	2.31
Being a long-term partner	6	7.50	2.07	7	8.57	1.40	5	8.00	.71	9	7.00	1.80	3	6.67	2.52	14	7.29	2.33	4	7.75	2.06	5	7.60	2.61

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More local presence	44.4%	58.3%	90.9%	56.3%	58.3%	41.5%	53.3%	40.9%
The current level of local presence is adequate	27.8%	8.3%	0.0%	37.5%	16.7%	17.1%	13.3%	27.3%
Less local presence	16.7%	16.7%	9.1%	6.3%	8.3%	19.5%	20.0%	9.1%
Don't know	11.1%	16.7%	0.0%	0.0%	16.7%	22.0%	13.3%	22.7%

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the WBG in your country? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
More effective collaboration	11.1%	16.7%	18.2%	25.0%	8.3%	4.9%	20.0%	9.1%
The same level of effective collaboration	38.9%	20.8%	45.5%	12.5%	25.0%	29.3%	20.0%	36.4%
Less effective collaboration	38.9%	25.0%	9.1%	6.3%	8.3%	24.4%	33.3%	18.2%
Don't know	11.1%	37.5%	27.3%	56.3%	58.3%	41.5%	26.7%	36.4%

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

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 THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	33.3%	37.5%	27.3%	12.5%	41.7%	43.9%	50.0%	45.5%
There is not an adequate level of citizen/civil society participation*	50.0%	37.5%	72.7%	18.8%	33.3%	65.9%	35.7%	50.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	44.4%	45.8%	54.5%	18.8%	41.7%	51.2%	57.1%	36.4%
Lack of/inadequate levels of capacity in Government*	44.4%	16.7%	9.1%	68.8%	41.7%	14.6%	28.6%	13.6%
Poor donor coordination	16.7%	25.0%	27.3%	12.5%	25.0%	17.1%	14.3%	9.1%
The World Bank Group works too slowly	22.2%	20.8%	27.3%	0.0%	25.0%	17.1%	14.3%	22.7%
The Government works inefficiently	22.2%	12.5%	0.0%	31.3%	8.3%	9.8%	28.6%	13.6%
Political pressures and obstacles*	16.7%	29.2%	9.1%	56.3%	25.0%	14.6%	7.1%	4.5%
Reforms are not well thought out in light of country challenges	16.7%	20.8%	27.3%	12.5%	8.3%	26.8%	28.6%	45.5%
Ongoing conflict and instability	0.0%	12.5%	0.0%	0.0%	8.3%	4.9%	0.0%	4.5%
Inadequate funding	11.1%	25.0%	9.1%	6.3%	16.7%	12.2%	21.4%	13.6%
Other	0.0%	0.0%	0.0%	12.5%	0.0%	2.4%	0.0%	9.1%

*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 Timor-Leste? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Gender equity	18	7.28	2.08	23	7.17	2.67	10	7.00	1.89	14	6.71	2.20	10	8.20	1.93	37	7.73	2.48	14	6.86	2.74	20	7.35	1.90
Trade and exports*	18	6.22	2.34	22	7.77	2.52	10	6.80	2.15	13	7.77	1.69	11	8.91	1.14	35	7.77	2.03	14	7.86	2.54	18	8.22	1.63
Food security and nutrition	18	7.78	1.96	22	8.45	1.95	9	7.78	1.09	14	7.57	2.21	11	8.27	1.68	36	8.06	2.22	15	8.53	1.41	20	8.20	1.58
Crime and violence	18	6.89	2.35	23	6.43	3.09	9	6.67	2.60	14	4.93	2.64	11	7.09	3.36	35	7.14	2.40	14	6.43	2.71	19	7.53	2.14
Regional conflict and tensions	18	6.83	2.28	22	6.41	3.00	10	6.90	2.23	14	4.79	2.36	9	6.11	3.79	37	6.81	2.49	14	5.93	2.70	20	7.65	1.90
Law and justice	18	7.67	1.91	23	7.57	2.27	10	7.50	1.78	14	5.36	2.21	10	8.10	2.69	38	7.50	2.36	14	7.64	2.44	19	7.58	2.48
Urban development	17	8.12	1.76	23	7.83	2.35	10	7.80	2.04	14	7.36	1.98	11	7.91	1.92	39	7.31	2.36	15	7.73	1.91	20	7.85	1.73
Environmental sustainability/ Climate change	18	7.28	1.93	22	7.50	2.11	10	8.20	.92	14	7.36	1.91	10	7.90	2.69	39	8.31	1.73	15	7.60	1.50	20	8.00	1.72
Regulatory framework	17	7.12	1.87	23	6.74	2.88	9	6.00	3.00	14	7.86	1.35	10	8.20	2.10	37	7.27	1.82	14	6.29	2.52	19	7.95	1.65
Communicable/non-communicable diseases	18	7.39	1.88	21	7.14	2.85	7	7.86	1.77	14	6.00	2.86	11	7.36	2.98	36	7.25	2.22	14	7.00	2.72	20	7.30	2.20
Poverty reduction	18	8.61	1.46	24	8.79	2.00	8	9.00	1.07	15	8.73	1.33	11	8.45	1.63	39	8.38	2.15	15	8.67	1.80	19	8.58	1.54
Anti corruption	18	7.78	1.40	22	8.41	1.99	9	8.33	1.66	14	7.07	2.27	11	9.09	.94	38	8.68	2.27	15	8.00	2.62	20	8.70	1.59
Domestic private sector development	17	8.18	2.21	22	8.14	1.64	9	7.67	1.66	14	8.79	1.19	11	8.91	1.04	37	8.08	2.20	14	8.07	2.16	20	8.45	1.36
Foreign direct investment	16	8.00	1.59	22	7.91	2.47	9	8.11	1.17	13	7.77	2.28	11	8.73	1.27	35	7.43	2.27	14	6.79	3.19	19	8.16	1.57
Local governance and institutions	18	7.83	1.54	21	8.48	2.11	9	6.56	2.07	14	7.07	2.16	11	8.82	1.17	36	8.19	1.85	15	7.80	2.14	20	8.25	1.65
Water and sanitation	18	8.67	1.41	23	8.13	2.30	9	7.56	1.42	14	6.50	3.08	11	7.91	2.43	38	8.13	2.33	15	8.67	1.54	20	8.15	2.11
Information and communications technology	17	7.88	1.54	22	8.14	2.01	10	7.90	1.52	13	6.69	2.14	11	8.36	1.80	37	7.70	2.16	15	7.73	2.52	20	7.85	2.30
Economic growth	17	8.76	1.44	24	8.63	2.10	10	8.70	1.06	15	8.80	1.26	11	9.00	1.18	37	8.59	1.61	14	8.43	1.91	20	8.60	1.31
Equality of opportunity	18	7.56	1.65	22	8.09	2.02	10	7.90	1.20	14	7.93	1.90	11	7.55	2.70	38	8.39	1.72	15	7.27	2.49	20	7.95	1.73
Disaster management	18	7.39	1.85	22	8.05	2.06	10	7.60	1.71	14	6.71	2.67	11	7.00	2.90	36	7.69	1.92	14	8.07	1.77	20	7.70	2.23
Public sector governance/ reform	16	7.88	1.86	19	7.89	1.88	9	7.67	1.87	14	8.50	1.56	11	9.00	1.26	37	7.86	2.02	14	7.07	2.46	19	7.89	1.88
Job creation/employment	16	8.25	1.91	23	8.35	2.21	9	8.33	1.94	14	8.21	1.53	11	8.91	1.22	38	8.29	2.00	15	8.67	1.40	19	8.11	1.73
Social cohesion	16	6.94	1.73	20	7.35	2.52	9	7.00	2.00	13	6.69	2.59	10	7.70	2.83	36	7.19	2.05	13	6.08	2.66	20	7.70	1.66
Financial markets	15	7.47	1.88	20	7.30	2.92	9	7.11	2.09	13	8.23	1.36	11	8.91	1.30	37	7.70	2.03	15	7.80	1.90	19	7.84	1.83
Energy	15	6.73	1.67	20	7.30	2.54	9	6.89	2.52	14	7.71	1.64	11	8.27	1.95	37	7.51	1.95	15	7.33	2.47	18	7.89	2.22
Health	15	8.07	1.67	22	8.50	2.26	9	8.11	1.69	14	7.07	2.46	11	8.55	1.69	38	8.05	2.32	15	8.87	1.51	19	7.89	2.38
Rural and agricultural development	16	8.00	1.79	22	8.32	2.40	9	8.89	.93	15	8.73	1.53	11	8.73	1.19	38	8.45	2.04	15	9.27	1.16	20	8.25	2.22
Global/regional integration	16	6.94	2.05	20	7.05	2.21	10	7.60	1.26	14	6.93	2.73	10	8.60	1.17	36	7.19	1.72	15	7.27	2.55	20	8.20	1.24
Transport	16	8.19	1.68	23	8.39	2.04	10	7.60	1.51	15	8.07	1.44	11	8.91	1.14	38	8.42	1.76	15	8.73	1.58	20	7.85	2.18
Natural resource management	16	7.13	1.86	20	8.05	2.42	10	7.10	2.77	14	7.71	1.38	11	8.91	1.04	38	7.45	1.84	15	8.13	1.68	19	8.05	2.25
Security/stabilization/reconstruction	16	7.06	2.11	19	7.47	2.74	10	6.90	2.64	14	5.43	2.95	10	8.40	1.26	36	7.22	2.00	14	6.64	2.53	19	7.79	2.25
Social protection	16	7.06	1.77	20	7.00	2.87	10	6.50	2.51	13	6.77	2.71	10	7.70	2.54	37	7.08	2.10	14	6.14	2.38	19	7.47	1.84
Sustainable/adequate management of petroleum resources	16	7.63	1.54	19	8.37	2.01	10	7.00	2.87	14	8.00	2.11	11	9.00	1.26	37	7.35	1.99	15	7.87	1.55	19	8.16	1.77
Education	16	8.88	1.67	22	9.00	1.85	10	8.30	1.42	14	8.14	2.21	11	8.91	1.30	37	8.51	2.02	15	9.07	1.28	20	8.25	2.24

*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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Anti corruption	13	5.62	2.02	15	6.13	3.14	5	6.20	1.79	4	7.25	2.22	7	6.00	2.52	24	6.38	3.08	10	5.90	2.42	8	5.88	1.25
Information and communications technology	11	6.36	2.46	15	6.53	2.67	6	7.50	1.38	4	7.25	1.71	5	7.60	1.14	23	7.74	2.30	10	7.00	2.58	7	8.43	2.07
Transport	14	6.36	1.65	16	7.00	2.56	7	7.29	1.11	10	7.50	.97	7	6.71	1.98	29	7.38	2.06	12	8.17	1.70	10	7.50	1.51
Law and justice	11	6.45	2.07	13	7.15	2.27	7	7.14	2.04	6	7.00	1.41	7	6.57	2.23	26	6.77	1.88	9	7.56	2.30	7	6.71	1.11
Regulatory framework	11	6.55	2.02	15	6.73	2.12	9	6.78	1.64	9	7.56	1.42	7	6.14	2.27	24	6.63	1.81	9	7.00	1.94	8	6.13	2.42
Poverty reduction	14	6.21	1.93	20	6.80	2.80	9	8.22	.97	11	6.91	1.92	7	6.57	1.81	32	6.97	2.12	12	7.75	1.66	11	6.73	2.41
Gender equity	14	6.07	2.27	15	7.53	2.07	9	8.00	.87	6	6.67	1.86	6	6.33	1.03	27	7.26	1.79	11	7.45	1.92	11	6.55	2.25
Domestic private sector development	14	6.07	2.20	15	6.73	2.02	9	7.33	1.58	9	7.44	1.33	7	5.71	3.04	28	6.89	1.89	12	7.50	1.62	11	6.82	1.33
Foreign direct investment	13	6.46	2.03	16	6.94	2.35	8	6.88	1.36	6	6.83	.75	6	6.50	2.88	24	6.92	1.98	11	6.73	2.24	9	5.44	1.67
Trade and exports	14	5.86	1.79	14	6.64	2.41	9	7.22	1.72	5	6.80	.84	6	6.00	2.76	23	6.91	2.02	12	7.50	1.57	10	5.60	2.01
Economic growth	15	6.87	2.07	19	7.37	2.45	9	7.89	1.36	11	6.55	1.81	7	6.14	2.54	29	6.83	2.24	12	7.83	1.40	10	7.30	1.70
Energy	12	6.17	2.62	15	6.40	2.72	9	6.56	2.70	6	5.33	1.75	6	5.50	2.74	25	6.72	2.15	11	6.91	1.81	6	6.50	1.76
Public sector governance/ reform	14	6.71	2.02	16	6.94	2.52	8	7.63	1.19	8	7.75	1.28	7	6.57	2.15	28	6.75	2.15	13	7.38	1.94	11	6.09	1.45
Job creation/employment	14	5.50	2.31	18	5.89	2.63	8	7.00	2.27	7	6.71	1.60	7	5.86	2.73	27	6.56	2.10	13	7.23	2.09	11	5.82	1.08
Social cohesion	12	5.42	1.83	15	6.27	2.66	7	6.14	2.12	6	7.33	2.34	5	6.60	1.52	21	6.67	2.08	11	5.36	1.86	9	6.67	2.06
Financial markets	12	5.33	1.72	17	6.12	2.91	7	6.29	1.89	8	7.38	1.30	6	6.00	2.68	23	6.83	2.31	13	7.38	1.19	9	6.44	2.07
Equality of opportunity	11	6.55	2.07	15	6.87	2.26	7	7.29	1.11	7	6.86	1.86	7	6.29	1.38	24	6.58	2.52	12	6.92	1.73	8	6.25	1.58
Health	11	7.00	2.10	18	7.33	2.17	8	7.75	1.16	9	6.33	2.50	7	7.00	1.91	29	7.03	2.32	13	7.46	1.51	12	6.67	2.23
Rural and agricultural development	14	6.29	1.82	19	7.26	2.26	9	7.78	.83	7	6.71	1.38	7	6.43	2.23	30	7.47	2.03	14	7.57	1.70	12	6.25	1.96
Global/regional integration	12	6.92	2.35	16	6.19	2.48	8	7.13	2.03	7	6.71	1.60	6	5.83	2.23	22	6.91	2.02	11	7.82	1.89	12	6.25	1.82
Food security and nutrition	13	6.62	1.98	17	6.71	2.59	9	8.00	1.22	5	6.80	1.64	6	6.17	1.72	28	6.86	1.99	12	7.42	2.02	12	6.50	2.71
Education	14	7.29	2.09	19	7.26	2.68	8	8.00	1.20	8	7.13	1.89	7	7.43	.98	30	7.00	2.36	14	7.50	2.41	13	6.62	2.57
Social protection	12	6.92	2.31	16	7.06	2.59	9	7.00	1.87	7	6.29	1.80	6	6.33	1.86	28	7.11	2.06	11	6.82	3.16	9	6.11	1.17
Sustainable/adequate management of petroleum resources	11	6.55	1.97	14	6.50	2.56	9	7.00	2.12	6	6.67	1.86	7	5.86	2.34	25	6.68	1.70	12	6.92	2.47	8	6.75	1.83
Natural resource management	11	6.64	1.91	13	6.08	2.56	9	7.00	2.50	5	6.20	1.64	7	5.86	2.48	22	6.32	1.76	12	7.33	2.42	8	6.38	1.85

C. World Bank Group's Effectiveness and Results (continued)**Where are the World Bank Group's decisions made primarily that support the program in Timor-Leste? (Select only ONE response)**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
At the Headquarters (in Washington D.C.)	52.9%	34.8%	44.4%	18.8%	30.0%	29.3%	42.9%	10.5%
In the country	5.9%	17.4%	22.2%	18.8%	20.0%	14.6%	14.3%	26.3%
Don't know	41.2%	47.8%	33.3%	62.5%	50.0%	56.1%	42.9%	63.2%

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	15	6.13	2.00	21	5.90	2.43	8	6.38	1.41	13	7.23	1.09	7	6.00	1.83	35	5.31	1.84	11	6.55	1.86	10	6.10	1.66

(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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?*	15	5.93	2.09	21	6.90	1.89	9	5.78	2.33	13	7.15	1.14	8	5.25	2.31	32	5.53	1.81	11	7.18	2.09	10	5.60	2.07

(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 in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
The World Bank Group's financial instruments meet the needs of Timor-Leste	13	6.23	1.83	19	7.26	2.13	9	7.00	2.00	9	7.22	1.48	7	5.57	1.40	29	6.62	2.24	13	8.15	2.23	14	7.29	2.49
The World Bank Group meets Timor-Leste's needs for knowledge services*	15	7.47	2.07	20	7.40	1.60	9	7.22	1.20	12	6.67	1.07	8	6.25	1.39	32	7.31	1.45	13	8.77	1.96	15	7.47	2.03

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?	13	6.54	1.90	20	6.85	2.32	7	6.43	.98	8	6.63	1.30	8	5.75	1.91	27	5.56	1.37	8	6.63	2.56	8	5.38	1.60

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

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

In Timor-Leste, 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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Are timely	14	6.93	1.94	18	7.33	1.94	8	6.38	1.85	10	6.00	2.00	8	5.75	2.25	30	6.00	2.00	13	7.15	2.23	10	6.70	2.31
Include appropriate level of stakeholder involvement during preparation	15	6.80	1.93	20	7.40	1.88	8	6.88	1.46	11	5.73	1.56	8	5.63	1.77	28	6.43	1.89	13	6.92	2.29	12	7.17	2.17
Are relevant to Timor-Leste's development priorities	15	6.87	2.13	23	7.17	2.10	8	7.00	1.31	12	7.58	1.24	8	6.00	1.31	32	6.50	1.88	13	7.31	2.29	12	7.00	2.04
Lead to practical solutions	15	5.80	1.93	20	6.95	1.85	8	6.75	1.58	9	7.00	1.58	8	5.25	1.83	27	5.85	1.66	11	7.36	2.50	12	7.08	1.98
Are accessible	15	6.33	1.88	20	6.65	1.84	8	6.38	1.69	12	6.83	1.99	8	5.13	1.73	29	6.14	1.81	12	7.92	2.47	11	6.82	2.04
Are source of relevant information on global good practices	15	7.13	2.20	20	7.05	1.99	8	7.38	1.06	13	7.15	1.63	8	6.00	1.60	30	7.00	1.80	12	8.17	2.59	12	6.83	2.25
Enhance your knowledge and/or skills	15	6.87	1.88	21	7.33	1.93	8	6.75	1.98	14	7.29	1.82	8	5.88	2.30	28	6.64	1.87	12	7.08	2.35	11	6.82	2.04
Are adequately disseminated	14	6.64	2.50	19	7.58	1.92	8	7.13	.99	13	6.15	1.99	8	5.75	2.19	28	6.32	1.83	13	6.46	2.11	11	6.91	2.47
Are translated enough into local language*	15	6.27	2.31	22	7.55	1.92	8	6.38	1.77	8	5.50	1.93	8	5.88	1.46	29	5.97	1.97	13	7.46	2.47	12	7.33	1.97
Are adaptable to Timor-Leste's specific development challenges and country circumstances	15	7.40	1.92	22	7.27	1.98	8	6.88	1.81	13	6.85	1.34	8	6.25	1.28	32	6.13	1.98	13	7.92	2.47	11	6.73	2.41

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	16	7.94	1.84	23	7.83	1.99	10	9.10	1.29	13	7.46	1.45	10	7.90	2.51	34	7.53	2.35	14	8.64	1.78	14	8.36	1.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	7.38	1.75	21	7.71	1.71	9	7.22	1.48	13	7.15	1.41	9	5.67	2.65	31	6.55	2.17	13	7.15	1.77	11	6.73	1.95

(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 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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
The World Bank Group disburses funds promptly*	13	5.54	2.93	18	7.67	2.20	8	7.38	2.26	6	5.83	1.94	8	5.75	2.19	22	5.23	1.97	11	6.45	2.30	11	6.64	2.06
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	7.27	2.34	20	8.35	1.66	9	7.78	2.05	10	7.00	1.63	8	6.75	1.83	29	6.76	2.52	13	7.62	1.98	14	7.29	2.05
The World Bank Group's approvals and reviews are done in a timely fashion	15	7.33	2.23	16	7.44	1.97	10	7.20	1.75	7	5.86	1.95	9	6.11	2.37	26	6.77	1.92	13	7.23	1.69	11	7.18	2.27
The World Bank Group's "Safeguard Policy" requirements are reasonable	15	6.47	2.42	20	7.75	1.89	10	7.30	1.70	8	5.75	2.19	9	6.89	1.17	27	6.70	1.86	13	7.38	1.76	12	7.08	2.27
The World Bank Group's conditions on its lending are reasonable	15	5.93	2.60	18	6.72	2.49	10	7.00	2.11	8	6.63	1.19	9	6.00	1.66	27	5.37	2.54	12	6.83	2.92	11	6.00	1.61
The World Bank Group takes decisions quickly in Timor-Leste	15	5.93	2.79	23	6.70	2.27	10	7.40	2.32	10	6.90	1.37	9	5.67	2.18	26	5.73	2.18	13	6.92	2.36	9	7.11	2.52
Working with the World Bank Group increases Timor-Leste's institutional capacity	15	7.40	1.92	22	7.32	2.32	10	8.00	1.89	12	7.17	1.64	10	7.00	2.21	31	6.84	2.34	14	7.79	1.72	12	6.33	1.72
The World Bank Group ensures consistency and continuity through staff changes	15	6.93	1.87	22	6.86	2.38	9	7.78	1.86	10	7.00	1.63	9	6.44	2.07	27	6.22	2.41	14	6.64	2.44	13	5.69	1.93
Where country systems are adequate, the World Bank Group makes appropriate use of them	13	7.31	2.25	21	7.43	2.04	11	7.91	1.97	9	7.11	1.54	8	7.13	1.36	26	6.88	2.08	15	7.13	2.10	11	5.91	2.43
The World Bank Group provides effective implementation support	15	6.87	2.13	20	7.55	1.70	9	7.67	1.87	9	6.44	1.59	10	6.60	2.27	29	6.41	2.21	14	8.00	1.47	13	7.00	2.45

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group takes too much risk in Timor-Leste	11.8%	8.7%	18.2%	0.0%	0.0%	2.6%	6.7%	0.0%
The World Bank Group does not take enough risk in Timor-Leste	11.8%	13.0%	0.0%	31.3%	63.6%	25.6%	13.3%	14.3%
The World Bank Group's approach to risk is appropriate	35.3%	30.4%	36.4%	18.8%	9.1%	12.8%	40.0%	19.0%
Don't know	29.4%	34.8%	36.4%	43.8%	27.3%	38.5%	20.0%	28.6%
Prefer not to answer	11.8%	13.0%	9.1%	6.3%	0.0%	20.5%	20.0%	38.1%

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?	11	5.82	1.89	15	6.27	1.94	7	4.71	2.81	11	5.73	1.85	10	5.60	2.72	29	5.31	2.39	10	5.70	2.91	8	5.50	1.07

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

F. Recent Trends and the Future Role of the World Bank Group in Timor-Leste

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	38.9%	37.5%	36.4%	56.3%	16.7%	41.5%	66.7%	36.4%
Collaborate more effectively with Government clients	27.8%	29.2%	63.6%	25.0%	25.0%	26.8%	26.7%	50.0%
Offer more innovative financial products	0.0%	4.2%	9.1%	6.3%	16.7%	4.9%	0.0%	4.5%
Improve the competitiveness of its financing compared to markets	22.2%	8.3%	9.1%	12.5%	41.7%	17.1%	26.7%	13.6%
Reach out more to groups outside of Government*	0.0%	4.2%	0.0%	12.5%	0.0%	26.8%	6.7%	22.7%
Improve the quality of its experts as related to Timor-Leste's specific challenges	11.1%	12.5%	0.0%	31.3%	8.3%	7.3%	6.7%	13.6%
Offer more innovative knowledge services	11.1%	8.3%	0.0%	12.5%	0.0%	2.4%	6.7%	9.1%
Ensure greater selectivity in its work	16.7%	4.2%	0.0%	6.3%	8.3%	0.0%	6.7%	0.0%
Increase the level of capacity development in the country*	16.7%	58.3%	45.5%	18.8%	50.0%	29.3%	20.0%	27.3%
Reduce the complexity of obtaining World Bank Group financing	16.7%	8.3%	18.2%	0.0%	8.3%	19.5%	13.3%	0.0%
Increase availability of Fee-Based services	11.1%	16.7%	18.2%	0.0%	8.3%	19.5%	20.0%	9.1%
Work faster	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Timor-Leste's office	5.6%	4.2%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Timor-Leste, 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 Timor-Leste? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial services	38.9%	40.9%	11.1%	6.3%	54.5%	19.5%	66.7%	18.2%
Knowledge products	16.7%	13.6%	55.6%	50.0%	9.1%	24.4%	13.3%	27.3%
Convening services	11.1%	4.5%	0.0%	0.0%	0.0%	7.3%	0.0%	4.5%
None of the above	5.6%	0.0%	0.0%	0.0%	0.0%	2.4%	13.3%	4.5%
The combination is appropriate for Timor-Leste	16.7%	31.8%	22.2%	31.3%	9.1%	31.7%	6.7%	27.3%
Don't know	11.1%	9.1%	11.1%	12.5%	27.3%	14.6%	0.0%	18.2%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social safety nets	27.8%	16.7%	36.4%	26.7%	36.4%	31.7%	26.7%	27.3%
Public financial management	72.2%	62.5%	63.6%	73.3%	54.5%	56.1%	60.0%	59.1%
Access to justice systems	38.9%	33.3%	18.2%	6.7%	36.4%	31.7%	20.0%	9.1%
Conflict resolution mechanisms	22.2%	12.5%	27.3%	0.0%	9.1%	22.0%	13.3%	22.7%
Access to basic services	22.2%	20.8%	18.2%	26.7%	18.2%	26.8%	33.3%	22.7%
Capacity of state institutions	44.4%	58.3%	45.5%	46.7%	54.5%	41.5%	40.0%	45.5%
Jobs*	11.1%	16.7%	27.3%	60.0%	0.0%	29.3%	20.0%	22.7%
Improving livelihoods	16.7%	37.5%	18.2%	26.7%	9.1%	19.5%	26.7%	36.4%
Social cohesion	11.1%	16.7%	9.1%	6.7%	45.5%	29.3%	6.7%	31.8%
Stimulating dialogue to promote peace and stability	22.2%	16.7%	27.3%	13.3%	18.2%	4.9%	26.7%	13.6%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of	Employee of a Ministry/	Local	Bilateral/ Multilateral	Private Sector/ Financial Sector/			
	President/ Prime Minister/ Minister	PMU/ Consultant on WBG project			Government	Agency	Private Bank	CSO
Social safety nets	44.4%	43.5%	18.2%	33.3%	18.2%	19.5%	33.3%	40.9%
Public financial management*	22.2%	52.2%	54.5%	6.7%	54.5%	34.1%	20.0%	18.2%
Access to justice systems	33.3%	30.4%	27.3%	40.0%	18.2%	36.6%	40.0%	40.9%
Conflict resolution mechanisms	22.2%	17.4%	18.2%	26.7%	27.3%	14.6%	33.3%	18.2%
Access to basic services	27.8%	21.7%	45.5%	46.7%	36.4%	34.1%	13.3%	36.4%
Capacity of state institutions	44.4%	30.4%	27.3%	46.7%	27.3%	24.4%	26.7%	18.2%
Jobs	27.8%	21.7%	36.4%	33.3%	45.5%	19.5%	6.7%	40.9%
Improving livelihoods	16.7%	26.1%	27.3%	20.0%	27.3%	39.0%	46.7%	4.5%
Social cohesion	16.7%	8.7%	18.2%	26.7%	18.2%	26.8%	13.3%	13.6%
Stimulating dialogue to promote peace and stability*	33.3%	39.1%	18.2%	13.3%	9.1%	36.6%	26.7%	59.1%

*Significantly different between stakeholder groups

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of	Employee of a Ministry/	Local	Bilateral/ Multilateral	Private Sector/ Financial Sector/			
	President/ Prime Minister/ Minister	PMU/ Consultant on WBG project			Government	Agency	Private Bank	CSO
Share more information about the World Bank Group's activities, products, and knowledge.	72.2%	70.8%	54.5%	80.0%	75.0%	61.0%	86.7%	54.5%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged?	55.6%	66.7%	54.5%	66.7%	50.0%	75.6%	53.3%	54.5%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages.	50.0%	45.8%	36.4%	60.0%	41.7%	51.2%	66.7%	18.2%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing*	38.9%	50.0%	72.7%	40.0%	41.7%	41.5%	20.0%	77.3%
Organize more joint meetings and missions with the UN	16.7%	20.8%	27.3%	6.7%	25.0%	31.7%	33.3%	22.7%
Involve UN experts to a greater degree in World Bank Group activities	16.7%	20.8%	36.4%	13.3%	33.3%	14.6%	20.0%	18.2%
Other*	0.0%	0.0%	0.0%	0.0%	8.3%	7.3%	0.0%	22.7%

*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 Timor-Leste? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of	Employee of a Ministry/	Local	Bilateral/ Multilateral	Private Sector/ Financial Sector/			
	President/ Prime Minister/ Minister	PMU/ Consultant on WBG project			Government	Agency	Private Bank	CSO
Local newspapers*	55.6%	69.6%	72.7%	75.0%	45.5%	23.1%	50.0%	63.6%
International newspapers	5.6%	0.0%	0.0%	12.5%	9.1%	5.1%	7.1%	0.0%
Local radio*	27.8%	21.7%	9.1%	0.0%	9.1%	20.5%	50.0%	9.1%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	66.7%	39.1%	45.5%	12.5%	54.5%	46.2%	57.1%	54.5%
International television	0.0%	4.3%	0.0%	0.0%	0.0%	10.3%	7.1%	0.0%
Periodicals	5.6%	8.7%	0.0%	6.3%	0.0%	2.6%	0.0%	4.5%
Internet*	27.8%	34.8%	27.3%	68.8%	36.4%	51.3%	7.1%	27.3%
Social media	0.0%	4.3%	18.2%	0.0%	18.2%	5.1%	7.1%	9.1%
Blogs	5.6%	17.4%	9.1%	0.0%	0.0%	10.3%	0.0%	0.0%
Mobile phones	0.0%	0.0%	9.1%	0.0%	0.0%	2.6%	7.1%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	9.1%	12.5%	9.1%	12.8%	0.0%	13.6%

*Significantly different between stakeholder groups

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)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Blogs	0.0%	4.3%	0.0%	0.0%	0.0%	10.3%	0.0%	4.5%
Direct contact with World Bank Group	38.9%	13.0%	27.3%	25.0%	41.7%	30.8%	33.3%	9.1%
e-Newsletters	38.9%	43.5%	45.5%	50.0%	33.3%	33.3%	60.0%	45.5%
Instant messaging	5.6%	4.3%	9.1%	0.0%	25.0%	10.3%	13.3%	4.5%
World Bank Group's seminars/workshops/conferences*	61.1%	56.5%	63.6%	18.8%	8.3%	33.3%	20.0%	50.0%
World Bank Group's publications and other written materials	27.8%	30.4%	27.3%	18.8%	25.0%	28.2%	26.7%	27.3%
Mobile phones	5.6%	4.3%	0.0%	0.0%	8.3%	7.7%	6.7%	9.1%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	0.0%	13.0%	9.1%	12.5%	25.0%	17.9%	33.3%	4.5%
World Bank Group's website*	0.0%	13.0%	0.0%	50.0%	8.3%	5.1%	0.0%	9.1%
Other	0.0%	8.7%	9.1%	6.3%	8.3%	10.3%	0.0%	22.7%

**Significantly different between stakeholder groups*

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	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	50.0%	29.2%	36.4%	20.0%	41.7%	31.7%	46.7%	33.3%
No	50.0%	70.8%	63.6%	80.0%	58.3%	68.3%	53.3%	66.7%

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	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	38.9%	16.7%	18.2%	20.0%	8.3%	24.4%	42.9%	20.0%
No	61.1%	83.3%	81.8%	80.0%	91.7%	75.6%	57.1%	80.0%

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	85.7%	75.0%	100.0%	66.7%	100.0%	77.8%	85.7%	100.0%
No	14.3%	25.0%	0.0%	33.3%	0.0%	22.2%	14.3%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	83.3%	69.6%	63.6%	100.0%	81.8%	82.5%	93.3%	81.8%
No	16.7%	30.4%	36.4%	0.0%	18.2%	17.5%	6.7%	18.2%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	50.0%	37.5%	45.5%	93.3%	58.3%	58.5%	46.7%	28.6%
No	50.0%	62.5%	54.5%	6.7%	41.7%	41.5%	53.3%	71.4%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

Which do you primarily use?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group's country website	80.0%	70.6%	66.7%	57.1%	70.0%	62.9%	61.5%	64.3%
The World Bank Group's main website	20.0%	29.4%	33.3%	42.9%	30.0%	37.1%	38.5%	35.7%

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			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
I use/consult World Bank Group's data more often than I did a few years ago	15	6.20	2.21	17	5.88	2.64	9	5.67	2.24	14	5.79	2.58	7	4.86	2.27	32	5.59	1.95	11	5.18	2.68	11	6.36	2.84
I find the World Bank Group's websites easy to navigate	15	5.93	2.55	15	7.33	1.95	10	5.80	2.10	14	6.36	1.78	7	5.57	2.51	33	6.15	2.05	13	6.31	2.72	9	7.44	1.94
I find the information on the World Bank Group's websites useful	15	6.53	2.07	15	6.87	1.92	9	6.11	2.15	14	7.36	1.15	7	5.43	2.76	34	6.35	2.23	12	6.92	3.12	11	7.00	2.32
The World Bank Group's social media channels are valuable sources of information about the institution	11	6.55	1.81	16	7.00	2.10	8	5.88	1.89	3	8.00	0.00	7	6.29	1.70	25	6.00	2.16	12	6.25	2.45	10	7.20	2.20
When I need information from the World Bank Group I know how to find it	15	6.87	2.20	20	7.45	2.01	8	5.50	1.85	13	6.92	2.10	9	6.67	2.69	30	5.80	2.27	11	6.82	2.36	10	7.40	1.78
The World Bank Group is responsive to my information requests and inquiries*	14	7.21	2.52	18	6.89	2.25	8	5.88	1.89	7	8.29	1.25	7	5.29	2.63	26	5.58	1.42	11	6.55	2.54	10	7.40	1.84

*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	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	72.2%	66.7%	45.5%	62.5%	50.0%	22.5%	46.7%	22.7%
No	27.8%	33.3%	54.5%	37.5%	50.0%	77.5%	53.3%	77.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IDA)	58.8%	65.2%	88.9%	86.7%	25.0%	31.4%	58.3%	43.8%
The International Finance Corporation (IFC)	23.5%	13.0%	0.0%	6.7%	50.0%	28.6%	25.0%	6.3%
Other	17.6%	21.7%	11.1%	6.7%	25.0%	40.0%	16.7%	50.0%

*Significantly different between stakeholder groups

H. Background Information (continued)**Do you projects involve both the World Bank and IFC?***

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	61.1%	37.5%	54.5%	31.3%	33.3%	17.1%	33.3%	9.5%
No	38.9%	62.5%	45.5%	68.8%	66.7%	82.9%	66.7%	90.5%

Significantly different between stakeholder groups*If yes, what was your view on the two institutions working together in Timor-Leste? (Select only ONE response)**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Working well together	9.1%	22.2%	33.3%	60.0%	25.0%	14.3%	20.0%	33.3%
Collaborating but needs improvement	81.8%	77.8%	50.0%	20.0%	75.0%	71.4%	80.0%	33.3%
Don't know	9.1%	0.0%	16.7%	20.0%	0.0%	14.3%	0.0%	33.3%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry/ PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer	27.8%	25.0%	45.5%	18.8%	54.5%	53.7%	53.3%	36.8%
Use World Bank Group reports/data*	72.2%	29.2%	27.3%	25.0%	27.3%	26.8%	40.0%	31.6%
Engage in World Bank Group related/sponsored events/activities	38.9%	54.2%	27.3%	12.5%	18.2%	34.1%	13.3%	26.3%
Collaborate as part of my professional duties*	27.8%	54.2%	45.5%	68.8%	45.5%	22.0%	33.3%	15.8%
Use World Bank Group website for information, data, research, etc.	5.6%	8.3%	18.2%	25.0%	18.2%	22.0%	46.7%	31.6%

**Significantly different between stakeholder groups*

Appendix C: Responses to All Questions by Geographic Locations

A. General Issues facing Timor-Leste

In general, would you say that Timor-Leste is headed in...?

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
The right direction	79.4%	76.9%	94.1%
The wrong direction	11.3%	15.4%	0.0%
Not sure	9.3%	7.7%	5.9%

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

Percentage of Respondents (Responses combined)	Dili	District capitals	Sub-district level & Suco
Social protection	10.2%	7.9%	5.9%
Transport	22.4%	34.2%	17.6%
Security/stabilization/reconstruction	18.4%	13.2%	29.4%
Public sector governance/ reform	22.4%	18.4%	11.8%
Global/regional integration	1.0%	0.0%	5.9%
Gender equity	3.1%	7.9%	5.9%
Domestic private sector development	6.1%	10.5%	11.8%
Foreign direct investment	3.1%	0.0%	0.0%
Water and sanitation	5.1%	7.9%	5.9%
Energy*	0.0%	5.3%	0.0%
Regional conflict and tensions	0.0%	2.6%	0.0%
Job creation/employment	17.3%	31.6%	5.9%
Rural and agricultural development	24.5%	26.3%	41.2%
Financial markets	1.0%	0.0%	0.0%
Urban development	1.0%	2.6%	0.0%
Environmental sustainability/ Climate change	2.0%	0.0%	0.0%
Equality of opportunity	3.1%	0.0%	0.0%
Health	46.9%	36.8%	47.1%
Education	61.2%	65.8%	88.2%
Poverty reduction	8.2%	7.9%	11.8%
Food security and nutrition	7.1%	2.6%	5.9%
Social cohesion	3.1%	0.0%	0.0%
Sustainable/adequate management of petroleum resources	3.1%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%
Crime and violence	3.1%	2.6%	0.0%
Economic growth	3.1%	2.6%	0.0%
Law and justice	6.1%	7.9%	5.9%
Regulatory framework	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	2.6%	0.0%
Natural resource management	1.0%	0.0%	0.0%
Anti corruption*	13.3%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%
Information and communications technology	1.0%	0.0%	0.0%

*Significantly different between geographic locations

A. General Issues facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Sub-district level		
	Dili	District capitals	& Suco
Water and sanitation	9.1%	15.4%	17.6%
Equality of opportunity	8.1%	5.1%	23.5%
Economic growth	35.4%	17.9%	29.4%
Regional conflict and tensions	1.0%	2.6%	0.0%
Global/regional integration	0.0%	0.0%	0.0%
Gender equity	4.0%	10.3%	17.6%
Rural and agricultural development	48.5%	53.8%	41.2%
Urban development	3.0%	5.1%	5.9%
Regulatory framework	1.0%	0.0%	0.0%
Local governance and institutions	2.0%	5.1%	5.9%
Social protection	6.1%	7.7%	0.0%
Law and justice	4.0%	12.8%	5.9%
Transport	6.1%	12.8%	17.6%
Crime and violence	2.0%	0.0%	0.0%
Communicable/non-communicable diseases	1.0%	0.0%	0.0%
Information and communications technology	1.0%	0.0%	0.0%
Security/stabilization/reconstruction	2.0%	10.3%	5.9%
Anti corruption	18.2%	33.3%	17.6%
Domestic private sector development*	15.2%	2.6%	0.0%
Foreign direct investment	4.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%
Public sector governance/ reform	14.1%	15.4%	5.9%
Social cohesion	2.0%	0.0%	0.0%
Education	41.4%	20.5%	35.3%
Natural resource management	6.1%	2.6%	0.0%
Environmental sustainability/ Climate change	0.0%	2.6%	0.0%
Health	10.1%	5.1%	17.6%
Sustainable/adequate management of petroleum resources	8.1%	7.7%	5.9%
Disaster management	0.0%	0.0%	0.0%
Job creation/employment	33.3%	41.0%	35.3%
Financial markets	3.0%	0.0%	0.0%
Trade and exports	2.0%	5.1%	0.0%
Food security and nutrition	8.1%	7.7%	11.8%

*Significantly different between geographic locations

A. General Issues facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Sub-district level		
	Dili	District capitals	& Suco
Energy	5.1%	7.7%	0.0%
Gender equity	3.0%	10.3%	11.8%
Equality of opportunity	7.1%	2.6%	11.8%
Global/regional integration	2.0%	5.1%	0.0%
Social protection	2.0%	5.1%	0.0%
Anti corruption	19.2%	7.7%	17.6%
Disaster management*	1.0%	5.1%	11.8%
Regional conflict and tensions	1.0%	0.0%	5.9%
Rural and agricultural development	41.4%	46.2%	35.3%
Foreign direct investment	16.2%	12.8%	5.9%
Urban development	7.1%	5.1%	17.6%
Water and sanitation*	2.0%	15.4%	5.9%
Trade and exports	29.3%	25.6%	23.5%
Information and communications technology	2.0%	2.6%	5.9%
Regulatory framework	3.0%	0.0%	0.0%
Communicable/non-communicable diseases*	0.0%	0.0%	5.9%
Social cohesion	2.0%	2.6%	5.9%
Public sector governance/ reform	25.3%	17.9%	17.6%
Domestic private sector development	24.2%	30.8%	17.6%
Job creation/employment	22.2%	20.5%	11.8%
Sustainable/adequate management of petroleum resources	11.1%	2.6%	11.8%
Food security and nutrition	1.0%	2.6%	0.0%
Transport	9.1%	15.4%	5.9%
Security/stabilization/reconstruction	3.0%	0.0%	0.0%
Education*	29.3%	7.7%	29.4%
Natural resource management	15.2%	15.4%	11.8%
Environmental sustainability/ Climate change	0.0%	2.6%	0.0%
Health	4.0%	5.1%	11.8%
Law and justice	3.0%	7.7%	5.9%
Local governance and institutions	1.0%	5.1%	0.0%
Crime and violence	3.0%	0.0%	0.0%
Financial markets	4.0%	10.3%	11.8%

*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 Timor-Leste, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Sub-district level		
	Dili	District capitals	& Suco
Better employment opportunities for young people	34.7%	47.4%	50.0%
Better employment opportunities for women*	1.1%	13.2%	0.0%
Greater access to micro-finance for the poor	20.0%	23.7%	12.5%
Greater voice and participation for citizens to help ensure greater accountability	10.5%	13.2%	31.3%
Greater access to health and nutrition for citizens	15.8%	7.9%	6.3%
Better entrepreneurial opportunities	12.6%	10.5%	0.0%
A growing middle class	3.2%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	24.2%	23.7%	37.5%
Better opportunity for the poor who live in urban areas	1.1%	2.6%	0.0%
Consistent economic growth	27.4%	28.9%	12.5%
More reliable social safety net*	2.1%	0.0%	12.5%
Greater equity of fiscal policy	1.1%	0.0%	0.0%
Education and training that better ensure job opportunity	25.3%	18.4%	25.0%
Better quality public services*	20.0%	7.9%	0.0%
Other	0.0%	2.6%	6.3%

*Significantly different between geographic locations

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?	98	5.85	2.82	38	6.00	2.47	17	6.00	2.87

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

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	82	5.85	2.58	36	6.89	2.16	15	6.60	2.50

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

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Timor-Leste solve its most complicated development challenges?	81	5.77	2.62	34	6.41	2.49	15	6.87	3.09

(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 Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Timor-Leste?

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dili	District capitals	Sub-district level & Suco
Social protection	5.1%	10.3%	17.6%
Security/stabilization/reconstruction	8.2%	7.7%	17.6%
Public sector governance/ reform	34.7%	23.1%	29.4%
Transport	18.4%	28.2%	35.3%
Poverty reduction	19.4%	25.6%	11.8%
Global/regional integration	1.0%	0.0%	0.0%
Gender equity	5.1%	12.8%	0.0%
Crime and violence*	0.0%	5.1%	0.0%
Rural and agricultural development*	43.9%	61.5%	76.5%
Domestic private sector development	4.1%	7.7%	0.0%
Foreign direct investment	1.0%	0.0%	0.0%
Water and sanitation	0.0%	2.6%	0.0%
Energy	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%
Job creation/employment	5.1%	2.6%	0.0%
Financial markets	2.0%	2.6%	0.0%
Urban development	0.0%	0.0%	0.0%
Environmental sustainability/ Climate change	5.1%	15.4%	11.8%
Equality of opportunity	10.2%	10.3%	5.9%
Regional conflict and tensions	1.0%	0.0%	0.0%
Health	30.6%	23.1%	29.4%
Education	45.9%	30.8%	29.4%
Food security and nutrition	4.1%	5.1%	0.0%
Sustainable/adequate management of petroleum resources*	5.1%	0.0%	17.6%
Trade and exports	5.1%	7.7%	0.0%
Economic growth	20.4%	12.8%	11.8%
Law and justice	1.0%	2.6%	0.0%
Local governance and institutions	3.1%	0.0%	0.0%
Regulatory framework	3.1%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%
Natural resource management	1.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%
Anti corruption	9.2%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%

*Significantly different between geographic locations

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

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 Timor-Leste?

Greatest Value Percentage of Respondents	Sub-district level & Suco		
	Dili	District capitals	
Convening/Facilitating/Donor coordination	12.5%	2.6%	0.0%
Data and statistics	12.5%	5.1%	18.8%
Policy advice, studies, analyses	7.3%	12.8%	18.8%
Financial resources	5.2%	12.8%	18.8%
Capacity development	19.8%	15.4%	12.5%
Technical assistance	11.5%	7.7%	6.3%
Mobilizing third party financial resources	8.3%	7.7%	6.3%
Linkage to non-Bank expertise	4.2%	7.7%	18.8%
Strategy formulation*	17.7%	28.2%	0.0%
Other	1.0%	0.0%	0.0%

*Significantly different between geographic locations

2 nd Greatest Value Percentage of Respondents	Sub-district level & Suco		
	Dili	District capitals	
Convening/Facilitating/Donor coordination	6.3%	7.7%	12.5%
Data and statistics	5.3%	5.1%	0.0%
Policy advice, studies, analyses	15.8%	5.1%	0.0%
Financial resources	9.5%	2.6%	6.3%
Capacity development	16.8%	23.1%	25.0%
Technical assistance	9.5%	5.1%	6.3%
Mobilizing third party financial resources	8.4%	5.1%	12.5%
Linkage to non-Bank expertise	13.7%	23.1%	12.5%
Strategy formulation	13.7%	23.1%	25.0%
Other	1.1%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Timor-Leste's efforts to achieve development results?

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

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating/Donor coordination	73	6.81	2.00	36	6.92	2.02	14	7.71	1.94
Data and statistics	81	7.04	1.73	34	7.03	1.78	14	7.93	1.86
Policy advice, studies, analyses	80	6.98	1.94	34	6.76	2.02	15	8.13	1.88
Financial resources	74	7.11	1.82	36	7.17	2.04	15	7.67	1.91
Technical assistance	76	7.11	1.66	30	7.07	2.13	15	7.33	2.16
Mobilizing third party financial resources	63	6.83	1.91	32	6.81	2.33	14	7.57	2.90
Linkage to non-Bank expertise	66	7.11	1.91	34	6.91	1.98	14	7.93	2.43
Strategy formulation	73	6.79	2.12	34	7.03	2.10	15	7.07	2.55

The World Bank Group can provide capacity building support in a number of ways in Timor-Leste. To what degree would Timor-Leste 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?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	77	6.94	2.07	35	6.14	2.06	15	8.20	2.40
The public sector, related to implementation of specific development projects on the ground*	81	7.43	1.72	38	6.34	2.30	15	7.67	2.29
The public sector, related to changing institutions	75	7.08	2.06	32	6.31	1.94	16	7.81	2.66
The private sector, related to institutional and policy change*	75	7.17	2.18	33	5.85	2.20	15	8.07	2.49

*Significantly different between geographic locations

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

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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	51	6.59	1.85	27	6.30	2.03	15	7.40	2.26
Citizen engagement (incorporating citizens' voices into development)	42	6.38	2.22	30	5.93	2.42	15	7.53	2.50
Policy design (for clarity and better incentives to achieve development goals)	49	6.57	2.10	31	6.29	2.08	14	7.50	2.28

When thinking about how to improve capacity building in Timor-Leste 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?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	72	7.76	1.90	32	6.91	2.07	15	8.20	2.27
Citizen engagement (incorporating citizens' voices into development)*	68	7.59	1.81	31	6.42	2.28	15	8.40	2.32
Policy design (for clarity and better incentives to achieve development goals)*	73	8.14	1.79	33	7.09	1.96	14	8.50	2.18

*Significantly different between geographic locations

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dili		District capitals		Sub-district level & Suco
Staff too inaccessible	10.3%		20.5%		11.8%
Not exploring alternative policy options	12.4%		10.3%		17.6%
Not adequately sensitive to political/social realities in Timor-Leste	14.4%		20.5%		11.8%
Not enough public disclosure of its work*	23.7%		51.3%		64.7%
Arrogant in its approach	2.1%		2.6%		0.0%
Not aligned with country priorities	3.1%		7.7%		0.0%
The credibility of its knowledge/data	2.1%		0.0%		0.0%
World Bank Group's processes too complex	13.4%		12.8%		0.0%
Not willing to honestly criticize policies and reform efforts in the country	11.3%		2.6%		0.0%
Too influenced by developed countries	16.5%		10.3%		23.5%
Imposing technocratic solutions without regard to political realities	3.1%		5.1%		0.0%
World Bank Group's processes too slow	6.2%		2.6%		17.6%
Too bureaucratic in its operational policies and procedures	4.1%		0.0%		0.0%
Not aligned with other donors' work	4.1%		7.7%		0.0%
Not collaborating enough with Civil Society Organizations	10.3%		7.7%		11.8%
Its advice and strategies do not lend themselves to practical problem solving	7.2%		7.7%		5.9%
Not focused enough on issues that are unique to post-conflict countries	7.2%		2.6%		11.8%
Inadequate number of World Bank Group staff members located in the country	8.2%		12.8%		5.9%
Other	2.1%		5.1%		5.9%
Don't know	15.5%		7.7%		5.9%

*Significantly different between geographic locations

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dili		District capitals		Sub-district level & Suco
Capacity development	54.5%		66.7%		70.6%
Knowledge products/services	23.2%		28.2%		29.4%
Investment lending	26.3%		23.1%		17.6%
Technical assistance	31.3%		23.1%		11.8%
Trust Fund management	15.2%		10.3%		5.9%
Co-financing arrangements	21.2%		20.5%		41.2%
Other	4.0%		2.6%		0.0%
Don't know	7.1%		10.3%		5.9%

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

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)	Sub-district level & Suco		
	Dili	District capitals	
Academia/think tanks/research institutes	32.3%	30.8%	50.0%
Development partner community	24.2%	35.9%	18.8%
Media	14.1%	7.7%	25.0%
Community Based Organizations (CBOs)/NGOs	22.2%	30.8%	31.3%
Local Government (districts, sub-districts, sucos)*	33.3%	53.8%	12.5%
Private sector	27.3%	15.4%	12.5%
Parliament*	1.0%	5.1%	12.5%
Beneficiaries	6.1%	5.1%	6.3%
Foundations	2.0%	2.6%	12.5%
Faith based organizations	0.0%	0.0%	0.0%
Emerging donors	3.0%	0.0%	6.3%
UN agencies	7.1%	2.6%	6.3%
Regional organizations	10.1%	5.1%	6.3%
Other	1.0%	2.6%	0.0%
Don't know	6.1%	0.0%	0.0%

*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	83	7.06	1.98	39	7.26	1.94	15	7.87	2.33
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	83	6.92	2.12	38	7.24	1.85	16	8.44	1.97
The World Bank Group supports programs and strategies that are realistic for Timor-Leste	81	6.90	2.11	36	7.19	1.86	16	7.75	1.77
The World Bank Group treats clients and stakeholders in Timor-Leste with respect	76	7.08	2.02	35	6.91	2.11	13	7.85	2.15

*Significantly different between geographic locations

To what extent is the World Bank Group an effective development partner in Timor-Leste 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?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs and demands	45	7.31	1.70	19	6.74	2.31	11	8.18	2.52
Flexibility (in terms of the institution's products and services)	28	6.75	1.62	12	6.00	2.41	4	5.50	1.91
Flexibility (in terms of changing country circumstances)	24	6.96	1.85	11	6.64	2.46	5	8.20	1.64
Being inclusive	26	6.62	1.79	6	6.33	3.01	7	7.29	2.81
Openness	34	7.26	1.62	8	7.38	2.00	6	6.83	3.31
Collaboration with civil society	30	7.47	1.59	16	6.69	2.60	10	7.80	2.35
Straightforwardness and honesty	27	7.52	1.60	5	7.00	1.87	5	6.80	3.03
Collaboration with the UN	25	7.52	1.61	7	7.57	2.37	5	8.60	1.67
Ease of access to the people at the World Bank Group who are making decisions important to my work	30	7.17	1.86	9	5.89	2.98	3	7.33	3.06
Collaboration with other donors and development partners	36	7.86	1.51	12	7.58	2.19	5	8.00	2.12
Collaboration with the Government*	51	8.00	1.54	16	6.94	1.95	7	8.71	2.21
Staff accessibility	25	6.96	1.90	5	7.20	1.92	4	7.50	4.36
Collaboration with the private sector	21	6.90	1.89	7	5.86	2.67	5	6.40	2.70
The speed in which it gets things accomplished on the ground	26	6.54	1.92	7	7.00	2.24	4	6.50	2.89
Being a long-term partner	35	7.31	1.84	11	7.55	2.16	4	8.50	2.38

*Significantly different between geographic locations

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

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

(Select only ONE response)

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
More local presence	52.5%	48.7%	41.2%
The current level of local presence is adequate	22.2%	12.8%	23.5%
Less local presence	6.1%	30.8%	29.4%
Don't know	19.2%	7.7%	5.9%

*Significantly different between geographic locations

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the WBG in your country? (Select only ONE response)

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
More effective collaboration	12.1%	7.7%	17.6%
The same level of effective collaboration	26.3%	33.3%	41.2%
Less effective collaboration	19.2%	30.8%	17.6%
Don't know	42.4%	28.2%	23.5%

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 THREE)

Percentage of Respondents (Responses combined)	Dili	District capitals	Sub-district level & Suco
The World Bank Group does not do adequate follow through/follow-up	33.3%	44.7%	58.8%
There is not an adequate level of citizen/civil society participation*	43.4%	65.8%	29.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	44.4%	39.5%	52.9%
Lack of/inadequate levels of capacity in Government	33.3%	18.4%	11.8%
Poor donor coordination	19.2%	15.8%	11.8%
The World Bank Group works too slowly	17.2%	21.1%	29.4%
The Government works inefficiently	17.2%	7.9%	17.6%
Political pressures and obstacles	20.2%	18.4%	17.6%
Reforms are not well thought out in light of country challenges	26.3%	15.8%	17.6%
Ongoing conflict and instability	3.0%	7.9%	0.0%
Inadequate funding	11.1%	21.1%	23.5%
Other	5.1%	0.0%	0.0%

*Significantly different between geographic locations

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 Timor-Leste? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	90	7.23	2.31	37	7.08	2.31	15	8.20	2.27
Trade and exports	87	7.45	2.09	37	7.76	2.14	13	8.62	2.69
Food security and nutrition	89	7.99	1.82	38	8.11	1.83	15	8.87	2.17
Crime and violence*	89	6.37	2.59	35	6.63	2.65	15	8.27	2.66
Regional conflict and tensions*	87	6.21	2.62	38	6.42	2.56	15	8.20	2.08
Law and justice	88	7.09	2.41	38	7.34	2.34	16	8.63	1.75
Urban development	90	7.53	1.99	39	7.62	2.14	16	8.31	2.21
Environmental sustainability/ Climate change	89	7.67	1.94	39	7.69	1.64	16	8.75	1.53
Regulatory framework	86	7.12	2.08	38	7.16	2.37	15	7.93	1.79
Communicable/non-communicable diseases	86	7.00	2.50	37	6.84	2.40	14	8.57	1.70
Poverty reduction	91	8.71	1.61	38	8.08	2.07	16	9.25	1.61
Anti corruption	91	8.30	1.88	37	7.95	2.46	15	9.33	1.35
Domestic private sector development*	88	8.32	1.68	38	7.74	2.24	14	9.36	.74
Foreign direct investment	86	7.97	1.96	37	7.11	2.50	12	8.33	2.15
Local governance and institutions	88	7.98	1.88	38	7.79	1.97	14	8.93	1.21
Water and sanitation	91	7.78	2.41	38	8.39	1.62	15	9.07	1.98
Information and communications technology	88	7.61	2.09	38	7.71	1.87	15	8.93	2.12
Economic growth*	91	8.64	1.60	39	8.36	1.56	14	9.79	.43
Equality of opportunity	91	7.91	1.88	38	7.71	1.99	15	8.67	1.95
Disaster management*	90	7.29	2.25	37	7.89	1.74	14	8.71	1.59
Public sector governance/ reform	85	7.94	1.80	36	7.83	2.20	14	7.93	2.16
Job creation/employment	89	8.25	1.83	38	8.32	1.79	14	8.93	1.94
Social cohesion	84	6.92	2.17	36	7.25	2.06	14	7.79	2.64
Financial markets	86	7.73	2.11	37	7.43	1.92	13	8.77	1.54
Energy	86	7.47	2.11	38	7.05	2.18	13	8.23	1.54
Health	87	7.94	2.26	38	8.37	1.78	14	8.57	2.31
Rural and agricultural development	90	8.42	1.84	38	8.58	1.83	14	9.07	2.16
Global/regional integration	88	7.23	2.03	37	7.49	1.91	12	7.83	1.70
Transport	92	8.16	1.76	38	8.39	1.75	14	9.00	1.75
Natural resource management	88	7.58	2.06	37	8.08	1.74	14	7.79	2.08
Security/stabilization/reconstruction	85	6.82	2.47	36	7.28	2.25	13	8.31	1.65
Social protection	84	6.85	2.15	37	6.86	2.56	14	7.79	2.19
Sustainable/adequate management of petroleum resources	86	7.74	1.97	37	7.86	1.93	14	8.07	1.82
Education	89	8.56	1.94	38	8.55	1.90	14	9.21	1.25

*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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	45	5.93	2.45	27	5.89	2.28	14	6.64	3.52
Information and communications technology	43	6.93	2.10	25	7.48	2.10	13	7.77	3.14
Transport*	58	7.17	1.77	31	6.87	2.01	15	8.33	1.91
Law and justice*	49	6.49	1.94	24	7.13	1.98	12	7.92	1.24
Regulatory framework*	54	6.74	1.91	28	6.04	1.71	10	8.30	1.64
Poverty reduction*	66	6.67	2.16	35	6.94	1.88	15	8.13	2.10
Gender equity*	54	6.70	2.04	30	7.00	1.60	15	8.27	1.53
Domestic private sector development	58	6.88	1.83	35	6.43	1.88	12	7.67	2.35
Foreign direct investment	52	6.44	2.17	30	6.67	1.65	10	6.80	2.82
Trade and exports	53	6.32	2.09	28	6.75	1.76	12	7.25	1.86
Economic growth	64	6.72	2.05	33	7.30	1.61	15	8.00	2.59
Energy	51	6.29	2.33	26	6.42	1.84	13	6.85	3.02
Public sector governance/ reform	57	6.68	2.08	34	7.09	1.76	14	7.36	2.10
Job creation/employment	57	6.19	2.17	34	6.15	2.05	13	6.85	2.54
Social cohesion*	48	5.96	1.84	26	5.88	2.08	11	8.18	2.44
Financial markets*	51	6.27	2.24	32	6.25	1.92	12	8.08	1.98
Equality of opportunity*	50	6.54	1.98	29	6.34	1.84	12	8.00	1.91
Health*	59	6.80	2.13	33	6.94	1.71	15	8.53	2.00
Rural and agricultural development*	62	6.74	2.00	35	7.11	1.78	15	8.40	1.55
Global/regional integration	54	6.37	2.01	26	6.92	2.08	13	7.69	2.14
Food security and nutrition	56	6.52	2.17	31	7.06	1.97	14	7.64	1.82
Education	63	6.98	2.18	34	7.03	2.22	15	8.40	2.26
Social protection*	56	6.39	2.25	29	7.07	1.94	13	8.31	1.89
Sustainable/adequate management of petroleum resources	49	6.27	2.16	30	6.87	1.76	12	7.58	2.11
Natural resource management	45	6.33	2.21	30	6.33	2.06	11	7.45	1.81

*Significantly different between geographic locations

Where are the WBG's decisions made primarily that support the program in Timor-Leste? (Select only ONE response)

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
At the Headquarters (in Washington D.C.)	31.5%	28.9%	53.3%
In the country	12.0%	21.1%	20.0%
Don't know	56.5%	50.0%	26.7%

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	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 Timor-Leste?	70	6.10	1.99	34	5.65	1.63	16	6.38	2.31

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

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?	70	6.16	2.05	32	6.16	1.87	16	6.13	2.28

(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 in Timor-Leste?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Timor-Leste	61	6.74	2.10	36	6.86	2.26	13	7.15	2.44
The World Bank Group meets Timor-Leste's needs for knowledge services	71	7.25	1.63	36	7.31	1.92	14	8.07	1.44

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

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?	58	6.19	1.91	30	6.00	1.95	11	6.73	1.49

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

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

In Timor-Leste, 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?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	63	6.51	1.95	34	6.00	2.03	13	8.15	2.15
Include appropriate level of stakeholder involvement during preparation*	67	6.69	1.81	34	6.18	2.10	13	8.00	1.73
Are relevant to Timor-Leste's development priorities*	70	7.09	1.64	37	6.16	2.11	15	7.87	2.03
Lead to practical solutions*	62	6.53	1.91	33	5.70	1.86	13	7.77	1.54
Are accessible*	67	6.67	1.83	33	5.70	2.04	14	7.86	1.83
Are source of relevant information on global good practices*	69	7.13	1.75	35	6.54	2.21	13	8.77	1.54
Enhance your knowledge and/or skills*	70	6.93	1.83	33	6.27	2.17	13	8.38	1.45
Are adequately disseminated*	68	6.53	2.03	31	6.23	2.03	13	8.23	1.74
Are translated enough into local language	65	6.74	2.06	35	6.11	2.19	14	7.57	2.14
Are adaptable to Timor-Leste's specific development challenges and country circumstances*	69	6.81	1.85	37	6.30	2.16	15	8.53	1.25

*Significantly different between geographic locations

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	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?	76	7.78	1.95	39	7.92	2.19	15	8.73	1.58
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	72	6.99	1.91	36	6.47	1.75	14	8.00	2.18

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	55	6.18	2.47	29	5.55	1.76	12	8.17	2.04
The World Bank Group effectively monitors and evaluates the projects and programs it supports	67	7.19	2.15	35	7.09	2.03	14	8.14	2.03
The World Bank Group's approvals and reviews are done in a timely fashion*	58	6.90	2.04	33	6.48	2.05	14	8.07	1.33
The World Bank Group's "Safeguard Policy" requirements are reasonable	63	6.94	1.89	36	6.69	2.00	14	7.57	2.14
The World Bank Group's conditions on its lending are reasonable	62	6.21	2.47	34	5.82	2.04	14	6.86	2.38
The World Bank Group takes decisions quickly in Timor-Leste	66	6.30	2.30	34	6.29	2.17	15	7.13	2.45
Working with the World Bank Group increases Timor-Leste's institutional capacity	72	7.26	1.93	37	6.73	2.24	15	7.80	2.11
The World Bank Group ensures consistency and continuity through staff changes	68	6.85	2.11	35	5.97	2.35	14	7.07	1.90
Where country systems are adequate, the World Bank Group makes appropriate use of them	64	7.20	2.03	34	6.82	2.11	15	7.33	1.99
The World Bank Group provides effective implementation support	67	6.99	2.10	36	6.83	1.87	14	7.50	2.24

*Significantly different between geographic locations

E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
The World Bank Group takes too much risk in Timor-Leste	4.2%	2.7%	11.8%
The World Bank Group does not take enough risk in Timor-Leste	21.1%	21.6%	23.5%
The World Bank Group's approach to risk is appropriate	21.1%	29.7%	29.4%
Don't know	43.2%	16.2%	17.6%
Prefer not to answer	10.5%	29.7%	17.6%

*Significantly different between geographic locations

	Which best represents your geographic location?								
	Dili			District capitals			Sub-district level & Suco		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?	56	5.54	2.23	31	5.39	2.09	14	5.50	2.79

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

F. Recent Trends and the Future Role of the World Bank Group in Timor-Leste

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

Percentage of Respondents (Responses combined)	Dili	District capitals	Sub-district level & Suco
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	36.4%	48.7%	41.2%
Collaborate more effectively with Government clients	30.3%	35.9%	35.3%
Offer more innovative financial products	7.1%	2.6%	0.0%
Improve the competitiveness of its financing compared to markets	14.1%	17.9%	35.3%
Reach out more to groups outside of Government	16.2%	7.7%	5.9%
Improve the quality of its experts as related to Timor-Leste's specific challenges	13.1%	7.7%	11.8%
Offer more innovative knowledge services	8.1%	5.1%	0.0%
Ensure greater selectivity in its work	4.0%	7.7%	0.0%
Increase the level of capacity development in the country	32.3%	35.9%	29.4%
Reduce the complexity of obtaining World Bank Group financing	12.1%	10.3%	11.8%
Increase availability of Fee-Based services	12.1%	17.9%	17.6%
Work faster	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Timor-Leste's office	4.0%	0.0%	0.0%
Other	1.0%	0.0%	0.0%

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

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
Financial services	27.1%	31.6%	35.3%
Knowledge products	29.2%	15.8%	29.4%
Convening services	4.2%	2.6%	11.8%
None of the above	2.1%	7.9%	0.0%
The combination is appropriate for Timor-Leste	21.9%	31.6%	17.6%
Don't know	15.6%	10.5%	5.9%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Dili	District capitals	Sub-district level & Suco
Social safety nets	30.3%	25.6%	25.0%
Public financial management	62.6%	56.4%	56.3%
Access to justice systems*	21.2%	41.0%	18.8%
Conflict resolution mechanisms	15.2%	20.5%	25.0%
Access to basic services	23.2%	25.6%	37.5%
Capacity of state institutions	48.5%	41.0%	25.0%
Jobs	28.3%	20.5%	18.8%
Improving livelihoods	25.3%	23.1%	25.0%
Social cohesion	17.2%	25.6%	37.5%
Stimulating dialogue to promote peace and stability	14.1%	17.9%	12.5%

*Significantly different between geographic locations

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

Which THREE areas below would benefit most from other donors in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Sub-district level		
	Dili	District capitals	& Suco
Social safety nets	34.7%	28.2%	25.0%
Public financial management	28.6%	43.6%	25.0%
Access to justice systems	33.7%	35.9%	31.3%
Conflict resolution mechanisms	21.4%	23.1%	6.3%
Access to basic services*	36.7%	12.8%	43.8%
Capacity of state institutions	30.6%	25.6%	31.3%
Jobs	27.6%	30.8%	12.5%
Improving livelihoods	26.5%	28.2%	43.8%
Social cohesion	17.3%	20.5%	25.0%
Stimulating dialogue to promote peace and stability	26.5%	43.6%	37.5%

*Significantly different between geographic locations

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Sub-district level		
	Dili	District capitals	& Suco
Share more information about the World Bank Group's activities, products, and knowledge	64.3%	74.4%	82.4%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	62.2%	61.5%	58.8%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages*	42.9%	64.1%	29.4%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	48.0%	41.0%	47.1%
Organize more joint meetings and missions with the UN	21.4%	25.6%	41.2%
Involve UN experts to a greater degree in World Bank Group activities	21.4%	17.9%	11.8%
Other	7.1%	0.0%	0.0%

*Significantly different between geographic locations

G. Communication and Information Sharing

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Sub-district level		
	Dili	District capitals	& Suco
Local newspapers	60.0%	42.1%	41.2%
International newspapers	5.3%	5.3%	0.0%
Local radio*	12.6%	28.9%	35.3%
International radio	0.0%	0.0%	0.0%
Local television	42.1%	63.2%	47.1%
International television	2.1%	7.9%	5.9%
Periodicals	5.3%	2.6%	0.0%
Internet	43.2%	23.7%	35.3%
Social media	4.2%	7.9%	11.8%
Blogs	6.3%	7.9%	0.0%
Mobile phones	2.1%	0.0%	5.9%
Instant messaging	0.0%	2.6%	0.0%
Other	7.4%	2.6%	11.8%

*Significantly different between geographic locations

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)	Sub-district level		
	Dili	District capitals	& Suco
Blogs	6.2%	0.0%	0.0%
Direct contact with World Bank Group	24.7%	33.3%	37.5%
e-Newsletters*	45.4%	48.7%	6.3%
Instant messaging	5.2%	17.9%	6.3%
World Bank Group's seminars/workshops/conferences	44.3%	28.2%	37.5%
World Bank Group's publications and other written materials	25.8%	23.1%	31.3%
Mobile phones	4.1%	5.1%	18.8%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	9.3%	20.5%	18.8%
World Bank Group's website	13.4%	7.7%	0.0%
Other*	7.2%	5.1%	25.0%

*Significantly different between geographic locations

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	Sub-district level		
	Dili	District capitals	& Suco
Yes	28.6%	46.2%	37.5%
No	71.4%	53.8%	62.5%

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

Percentage of Respondents	Sub-district level		
	Dili	District capitals	& Suco
Yes	20.4%	31.6%	25.0%
No	79.6%	68.4%	75.0%

Were you able to obtain this information?

Percentage of Respondents	Sub-district level		
	Dili	District capitals	& Suco
Yes	73.7%	92.3%	100.0%
No	26.3%	7.7%	0.0%

Do you have access to the Internet?*

Percentage of Respondents	Sub-district level		
	Dili	District capitals	& Suco
Yes	86.7%	67.6%	86.7%
No	13.3%	32.4%	13.3%

*Significantly different between geographic locations

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

Percentage of Respondents	Sub-district level		
	Dili	District capitals	& Suco
Yes	58.2%	46.2%	37.5%
No	41.8%	53.8%	62.5%

Which do you primarily use?

Percentage of Respondents	Sub-district level		
	Dili	District capitals	& Suco
The World Bank Group's country website	65.8%	60.0%	72.7%
The World Bank Group's main website	34.2%	40.0%	27.3%

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

	Which best represents your geographic location?								
	Dili			District capitals			Suco		
	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	73	5.66	2.40	29	5.34	1.97	11	6.82	2.75
I find the World Bank Group's websites easy to navigate	69	6.33	2.22	32	5.91	2.02	12	7.42	2.47
I find the information on the World Bank Group's websites useful*	70	6.63	2.05	32	5.94	2.44	13	8.38	2.06
The World Bank Group's social media channels are valuable sources of information about the institution*	49	6.41	2.02	30	6.03	1.94	11	8.00	2.41
When I need information from the World Bank Group I know how to find it	69	6.61	2.28	35	6.49	2.01	10	7.50	3.03
The World Bank Group is responsive to my information requests and inquiries	56	6.55	2.19	33	6.24	2.05	9	7.11	2.85

*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	Dili	District capitals	Sub-district level & Suco
Yes	46.9%	43.6%	47.1%
No	53.1%	56.4%	52.9%

Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste?

(Select only ONE response)

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
The World Bank (IDA)	60.9%	44.1%	40.0%
The International Finance Corporation (IFC)	20.7%	14.7%	33.3%
Other	18.4%	41.2%	26.7%

Do you projects involve both the World Bank and IFC?

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
Yes	29.6%	33.3%	41.2%
No	70.4%	66.7%	58.8%

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

Percentage of Respondents	Dili	District capitals	Sub-district level & Suco
Working well together	36.7%	7.7%	0.0%
Collaborating but needs improvement	46.7%	92.3%	100.0%
Don't know	16.7%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Timor-Leste?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Dili	District capitals	Sub-district level & Suco
Observer	37.5%	47.4%	47.1%
Use World Bank Group reports/data	33.3%	39.5%	11.8%
Engage in World Bank Group related/sponsored events/activities	29.2%	34.2%	41.2%
Collaborate as part of my professional duties	41.7%	26.3%	29.4%
Use World Bank Group website for information, data, research, etc.	21.9%	21.1%	11.8%

Appendix D: Responses to All Questions by Levels of Collaboration

A. General Issues facing Timor-Leste

In general, would you say that Timor-Leste is headed in...?

Percentage of Respondents	Collaborator	Non-collaborator
The right direction	83.3%	79.3%
The wrong direction	11.1%	9.2%
Not sure	5.6%	11.5%

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Social protection	8.2%	9.2%
Transport	27.4%	24.1%
Security/stabilization/reconstruction	15.1%	20.7%
Public sector governance/ reform	19.2%	21.8%
Global/regional integration	2.7%	0.0%
Gender equity	2.7%	5.7%
Domestic private sector development	9.6%	5.7%
Foreign direct investment	4.1%	0.0%
Water and sanitation	8.2%	4.6%
Energy	4.1%	0.0%
Regional conflict and tensions	0.0%	1.1%
Job creation/employment	24.7%	14.9%
Rural and agricultural development	28.8%	25.3%
Financial markets	1.4%	0.0%
Urban development	2.7%	0.0%
Environmental sustainability/ Climate change	1.4%	1.1%
Equality of opportunity	1.4%	1.1%
Health	45.2%	44.8%
Education	58.9%	71.3%
Poverty reduction	6.8%	10.3%
Food security and nutrition	5.5%	5.7%
Social cohesion	0.0%	3.4%
Sustainable/adequate management of petroleum resources	1.4%	2.3%
Trade and exports	0.0%	0.0%
Crime and violence	2.7%	2.3%
Economic growth	4.1%	1.1%
Law and justice	4.1%	8.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	0.0%	1.1%
Natural resource management	1.4%	1.1%
Anti corruption	5.5%	10.3%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	1.1%

A. General Issues facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Water and sanitation	10.8%	11.4%
Equality of opportunity	10.8%	8.0%
Economic growth	35.1%	26.1%
Regional conflict and tensions	2.7%	0.0%
Global/regional integration	0.0%	0.0%
Gender equity	6.8%	6.8%
Rural and agricultural development	47.3%	47.7%
Urban development	2.7%	4.5%
Regulatory framework	1.4%	0.0%
Local governance and institutions	5.4%	1.1%
Social protection	6.8%	6.8%
Law and justice	6.8%	5.7%
Transport	6.8%	10.2%
Crime and violence	0.0%	2.3%
Communicable/non-communicable diseases	0.0%	1.1%
Information and communications technology	0.0%	1.1%
Security/stabilization/reconstruction	4.1%	5.7%
Anti corruption	17.6%	26.1%
Domestic private sector development	10.8%	9.1%
Foreign direct investment*	5.4%	0.0%
Energy	0.0%	0.0%
Public sector governance/ reform	13.5%	13.6%
Social cohesion	0.0%	2.3%
Education	36.5%	37.5%
Natural resource management	1.4%	6.8%
Environmental sustainability/ Climate change	1.4%	1.1%
Health	5.4%	14.8%
Sustainable/adequate management of petroleum resources	5.4%	9.1%
Disaster management	0.0%	0.0%
Job creation/employment	37.8%	33.0%
Financial markets	4.1%	0.0%
Trade and exports	2.7%	2.3%
Food security and nutrition	12.2%	5.7%

*Significantly different between collaborators and non-collaborators

A. General Issues facing Timor-Leste (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 Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Energy	6.8%	5.7%
Gender equity	2.7%	9.1%
Equality of opportunity	6.8%	5.7%
Global/regional integration	2.7%	2.3%
Social protection	2.7%	2.3%
Anti corruption*	9.5%	22.7%
Disaster management*	6.8%	0.0%
Regional conflict and tensions	2.7%	0.0%
Rural and agricultural development	44.6%	43.2%
Foreign direct investment	12.2%	15.9%
Urban development	10.8%	5.7%
Water and sanitation	4.1%	6.8%
Trade and exports	27.0%	27.3%
Information and communications technology	5.4%	1.1%
Regulatory framework	1.4%	2.3%
Communicable/non-communicable diseases	0.0%	1.1%
Social cohesion	1.4%	3.4%
Public sector governance/ reform	24.3%	20.5%
Domestic private sector development	28.4%	21.6%
Job creation/employment	23.0%	19.3%
Sustainable/adequate management of petroleum resources	8.1%	9.1%
Food security and nutrition	2.7%	1.1%
Transport	12.2%	8.0%
Security/stabilization/reconstruction	1.4%	2.3%
Education	23.0%	22.7%
Natural resource management	13.5%	14.8%
Environmental sustainability/ Climate change	0.0%	1.1%
Health	5.4%	4.5%
Law and justice	1.4%	6.8%
Local governance and institutions	2.7%	1.1%
Crime and violence	0.0%	3.4%
Financial markets	5.4%	6.8%

*Significantly different between collaborators and non-collaborators

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 Timor-Leste, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Better employment opportunities for young people	40.3%	37.8%
Better employment opportunities for women	1.4%	6.1%
Greater access to micro-finance for the poor	25.0%	14.6%
Greater voice and participation for citizens to help ensure greater accountability	8.3%	18.3%
Greater access to health and nutrition for citizens	12.5%	15.9%
Better entrepreneurial opportunities	8.3%	12.2%
A growing middle class	0.0%	3.7%
Better opportunity for the poor who live in rural areas	26.4%	23.2%
Better opportunity for the poor who live in urban areas	1.4%	2.4%
Consistent economic growth	26.4%	28.0%
More reliable social safety net	4.2%	1.2%
Greater equity of fiscal policy	1.4%	0.0%
Education and training that better ensure job opportunity	25.0%	22.0%
Better quality public services	15.3%	13.4%
Other	2.8%	0.0%

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?*	72	6.60	2.48	88	5.39	2.79

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	66	6.56	2.52	71	6.03	2.43

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) 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 Timor-Leste solve its most complicated development challenges?	64	6.50	2.63	70	5.79	2.62

(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 Timor-Leste, in which sectoral areas do you believe the WBG should focus most of its resources in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
	Social protection	8.2%
Security/stabilization/reconstruction	12.3%	8.0%
Public sector governance/ reform	27.4%	34.1%
Transport	27.4%	18.2%
Poverty reduction	21.9%	21.6%
Global/regional integration	1.4%	0.0%
Gender equity	4.1%	8.0%
Crime and violence	0.0%	2.3%
Rural and agricultural development*	60.3%	44.3%
Domestic private sector development	4.1%	4.5%
Foreign direct investment	0.0%	1.1%
Water and sanitation	1.4%	0.0%
Energy	0.0%	0.0%
Social cohesion	0.0%	0.0%
Job creation/employment	4.1%	3.4%
Financial markets	1.4%	2.3%
Urban development	0.0%	0.0%
Environmental sustainability/ Climate change*	2.7%	12.5%
Equality of opportunity*	4.1%	15.9%
Regional conflict and tensions	0.0%	1.1%
Health*	35.6%	21.6%
Education	43.8%	36.4%
Food security and nutrition	4.1%	3.4%
Sustainable/adequate management of petroleum resources	4.1%	4.5%
Trade and exports	4.1%	5.7%
Economic growth	17.8%	15.9%
Law and justice	1.4%	2.3%
Local governance and institutions	2.7%	2.3%
Regulatory framework	1.4%	2.3%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	1.1%
Information and communications technology	0.0%	0.0%
Anti corruption*	0.0%	10.2%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

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 Timor-Leste?

Greatest Value		
Percentage of Respondents	Collaborator	Non-collaborator
Convening/Facilitating/Donor coordination	8.5%	8.1%
Data and statistics	15.5%	7.0%
Policy advice, studies, analyses	9.9%	9.3%
Financial resources*	4.2%	14.0%
Capacity development	19.7%	16.3%
Technical assistance	14.1%	8.1%
Mobilizing third party financial resources*	2.8%	11.6%
Linkage to non-Bank expertise	7.0%	5.8%
Strategy formulation	18.3%	18.6%
Other	0.0%	1.2%

*Significantly different between collaborators and non-collaborators

2 nd Greatest Value		
Percentage of Respondents	Collaborator	Non-collaborator
Convening/Facilitating/Donor coordination	7.0%	8.2%
Data and statistics	8.5%	3.5%
Policy advice, studies, analyses	9.9%	10.6%
Financial resources	8.5%	5.9%
Capacity development*	9.9%	25.9%
Technical assistance	9.9%	5.9%
Mobilizing third party financial resources	8.5%	9.4%
Linkage to non-Bank expertise	11.3%	20.0%
Strategy formulation*	26.8%	9.4%
Other	0.0%	1.2%

*Significantly different between collaborators and non-collaborators

How effectively do the World Bank Group's activities below support Timor-Leste'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, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating/Donor coordination	64	7.14	2.09	62	6.84	1.89
Data and statistics	68	7.15	1.89	65	7.23	1.66
Policy advice, studies, analyses	66	7.09	1.94	67	7.15	1.93
Financial resources	62	7.42	1.85	66	7.12	1.86
Technical assistance	63	7.25	1.81	62	7.13	1.81
Mobilizing third party financial resources	54	7.06	2.05	59	6.86	2.26
Linkage to non-Bank expertise	61	7.33	2.01	57	6.98	1.94
Strategy formulation	63	7.00	2.12	62	6.90	2.15

The World Bank Group can provide capacity building support in a number of ways in Timor-Leste. To what degree would Timor-Leste 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, or IFC) 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*	64	7.34	2.09	65	6.48	2.21
The public sector, related to implementation of specific development projects on the ground*	66	7.70	1.86	72	6.75	2.09
The public sector, related to changing institutions*	60	7.47	2.00	67	6.67	2.21
The private sector, related to institutional and policy change*	60	7.42	2.29	65	6.57	2.29

*Significantly different between collaborators and non-collaborators

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

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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	48	7.02	2.01	48	6.42	1.88
Citizen engagement (incorporating citizens' voices into development)	43	6.91	2.31	46	6.22	2.38
Policy design (for clarity and better incentives to achieve development goals)	50	7.00	2.08	46	6.46	2.12

When thinking about how to improve capacity building in Timor-Leste 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, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	60	7.93	1.82	63	7.38	2.17
Citizen engagement (incorporating citizens' voices into development)	57	7.44	2.01	60	7.43	2.20
Policy design (for clarity and better incentives to achieve development goals)	60	8.10	1.93	62	7.77	1.89

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Staff too inaccessible	15.5%	10.3%
Not exploring alternative policy options	14.1%	10.3%
Not adequately sensitive to political/social realities in Timor-Leste	19.7%	12.6%
Not enough public disclosure of its work	32.4%	36.8%
Arrogant in its approach	0.0%	3.4%
Not aligned with country priorities	5.6%	2.3%
The credibility of its knowledge/data	0.0%	2.3%
World Bank Group's processes too complex*	16.9%	6.9%
Not willing to honestly criticize policies and reform efforts in the country	8.5%	6.9%
Too influenced by developed countries	12.7%	20.7%
Imposing technocratic solutions without regard to political realities	4.2%	5.7%
World Bank Group's processes too slow	8.5%	4.6%
Too bureaucratic in its operational policies and procedures	4.2%	1.1%
Not aligned with other donors' work	2.8%	5.7%
Not collaborating enough with Civil Society Organizations	8.5%	11.5%
Its advice and strategies do not lend themselves to practical problem solving*	1.4%	11.5%
Not focused enough on issues that are unique to post-conflict countries	5.6%	6.9%
Inadequate number of World Bank Group staff members located in the country	11.3%	8.0%
Other	4.2%	1.1%
Don't know	11.3%	13.8%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Capacity development	63.0%	58.6%
Knowledge products/services	24.7%	25.3%
Investment lending	24.7%	24.1%
Technical assistance	31.5%	23.0%
Trust Fund management	13.7%	12.6%
Co-financing arrangements	23.3%	25.3%
Other	1.4%	3.4%
Don't know	5.5%	9.2%

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

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Academia/think tanks/research institutes	37.8%	33.3%
Development partner community	28.4%	26.4%
Media	14.9%	11.5%
Community Based Organizations (CBOs)/NGOs*	16.2%	31.0%
Local Government (districts, sub-districts, sucos)	35.1%	36.8%
Private sector	28.4%	17.2%
Parliament	2.7%	3.4%
Beneficiaries	6.8%	4.6%
Foundations	5.4%	1.1%
Faith based organizations	0.0%	0.0%
Emerging donors	2.7%	2.3%
UN agencies	8.1%	3.4%
Regional organizations	12.2%	6.9%
Other	0.0%	1.1%
Don't know*	0.0%	8.0%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste*	71	7.65	1.77	71	6.90	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	70	7.69	1.89	73	6.90	2.07
The World Bank Group supports programs and strategies that are realistic for Timor-Leste*	66	7.55	1.75	70	6.83	2.08
The World Bank Group treats clients and stakeholders in Timor-Leste with respect*	63	7.75	1.90	65	6.65	2.09

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Timor-Leste 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, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs and demands	42	7.60	1.94	37	7.05	2.12
Flexibility (in terms of the institution's products and services)	23	6.65	1.47	23	6.61	2.35
Flexibility (in terms of changing country circumstances)	19	7.32	1.73	24	7.04	2.29
Being inclusive	20	7.10	2.05	22	6.73	2.39
Openness	19	7.26	2.10	31	7.35	1.91
Collaboration with civil society	26	7.69	1.72	33	7.27	2.32
Straightforwardness and honesty	18	7.56	1.89	22	7.68	1.86
Collaboration with the UN	17	7.82	1.85	23	7.78	1.76
Ease of access to the people at the World Bank Group who are making decisions important to my work*	21	7.90	1.64	25	6.56	2.57
Collaboration with other donors and development partners	28	8.36	1.64	31	7.68	1.76
Collaboration with the Government	39	8.03	1.77	39	7.79	1.73
Staff accessibility	18	7.28	2.24	19	7.26	2.28
Collaboration with the private sector	17	7.06	1.95	19	6.63	2.48
The speed in which it gets things accomplished on the ground	19	7.11	1.82	21	6.62	2.31
Being a long-term partner	24	7.75	1.98	29	7.41	1.97

*Significantly different between collaborators and non-collaborators

To be more effective development partner in Timor-Leste, do you believe that the WBG should have?

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
More local presence	50.0%	53.4%
The current level of local presence is adequate	21.6%	15.9%
Less local presence	16.2%	13.6%
Don't know	12.2%	17.0%

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the WBG in your country?* (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
More effective collaboration	20.3%	5.7%
The same level of effective collaboration	33.8%	23.9%
Less effective collaboration	17.6%	25.0%
Don't know	28.4%	45.5%

*Significantly different between collaborators and non-collaborators

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 THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
The World Bank Group does not do adequate follow through/follow-up	31.1%	46.0%
There is not an adequate level of citizen/civil society participation	40.5%	55.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	43.2%	46.0%
Lack of/inadequate levels of capacity in Government	31.1%	24.1%
Poor donor coordination	23.0%	13.8%
The World Bank Group works too slowly	20.3%	17.2%
The Government works inefficiently	14.9%	14.9%
Political pressures and obstacles	25.7%	13.8%
Reforms are not well thought out in light of country challenges	23.0%	25.3%
Ongoing conflict and instability	5.4%	3.4%
Inadequate funding	14.9%	13.8%
Other	2.7%	2.3%

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 Timor-Leste? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Gender equity	71	7.69	2.16	78	7.00	2.40
Trade and exports	69	7.80	2.37	75	7.53	1.95
Food security and nutrition	69	8.41	1.67	79	7.84	2.02
Crime and violence	67	6.94	2.82	79	6.52	2.49
Regional conflict and tensions	68	6.81	2.77	79	6.32	2.43
Law and justice	69	7.81	2.42	80	7.06	2.23
Urban development*	70	8.11	1.83	82	7.26	2.16
Environmental sustainability/ Climate change	71	8.01	1.71	80	7.65	1.95
Regulatory framework*	68	7.66	2.22	78	6.83	2.11
Communicable/non-communicable diseases*	65	7.74	2.39	79	6.72	2.34
Poverty reduction*	71	9.03	1.31	81	8.27	1.99
Anti corruption	69	8.41	1.96	81	8.30	2.05
Domestic private sector development*	68	8.63	1.71	79	7.99	1.85
Foreign direct investment	66	8.06	2.11	76	7.53	2.16
Local governance and institutions*	67	8.46	1.73	80	7.59	1.97
Water and sanitation*	70	8.53	2.01	81	7.64	2.28
Information and communications technology*	67	8.19	1.88	81	7.48	2.16
Economic growth*	71	9.18	1.10	80	8.25	1.76
Equality of opportunity*	70	8.27	1.86	81	7.65	1.91
Disaster management	69	7.84	2.05	79	7.41	2.14
Public sector governance/ reform *	63	8.41	1.74	79	7.61	1.98
Job creation/employment*	68	8.84	1.47	80	7.99	1.97
Social cohesion	60	7.45	2.26	80	6.90	2.13
Financial markets*	62	8.26	1.82	80	7.38	2.10
Energy	63	7.65	2.09	79	7.33	2.10
Health*	66	8.70	1.77	80	7.71	2.27
Rural and agricultural development*	68	8.93	1.41	81	8.17	2.13
Global/regional integration	66	7.70	2.08	78	7.14	1.81
Transport*	69	8.81	1.48	82	7.87	1.87
Natural resource management	65	8.09	1.79	81	7.52	2.08
Security/stabilization/reconstruction	63	7.44	2.61	78	6.90	2.14
Social protection	61	7.26	2.46	80	6.83	2.12
Sustainable/adequate management of petroleum resources	63	8.19	1.84	81	7.58	1.97
Education*	66	9.06	1.41	82	8.30	2.07

*Significantly different between collaborators and non-collaborators

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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	45	6.22	2.46	42	6.02	2.66
Information and communications technology	46	7.24	2.33	37	7.30	2.22
Transport	51	7.43	1.78	54	7.15	2.01
Law and justice	43	7.19	1.67	44	6.80	2.10
Regulatory framework*	48	7.23	1.65	46	6.33	2.00
Poverty reduction	61	7.25	2.04	57	6.81	2.09
Gender equity	51	7.08	1.86	49	7.14	1.84
Domestic private sector development*	56	7.27	1.66	51	6.53	2.03
Foreign direct investment	47	6.72	2.04	46	6.59	1.98
Trade and exports	49	6.80	1.63	45	6.56	2.19
Economic growth	59	7.22	1.93	54	7.07	2.04
Energy	47	6.57	2.29	44	6.43	2.24
Public sector governance/ reform*	51	7.39	1.81	56	6.57	2.04
Job creation/employment	53	6.32	2.16	53	6.28	2.21
Social cohesion	43	6.09	2.21	44	6.45	2.04
Financial markets	48	6.58	2.17	49	6.49	2.18
Equality of opportunity	46	6.91	1.76	46	6.61	2.08
Health	56	7.36	1.91	53	6.98	2.10
Rural and agricultural development	56	7.21	1.63	57	7.05	2.18
Global/regional integration	46	6.74	1.98	48	6.85	2.15
Food security and nutrition	49	7.10	1.96	53	6.75	2.17
Education*	58	7.74	1.86	57	6.81	2.37
Social protection	48	6.96	2.07	51	6.92	2.17
Sustainable/adequate management of petroleum resources	47	6.91	2.01	46	6.50	2.13
Natural resource management	43	6.91	1.97	44	6.23	2.24

*Significantly different between collaborators and non-collaborators

Where are the WBG's decisions made primarily that support the program in Timor-Leste? (Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
At the Headquarters (in Washington D.C.)	33.8%	29.6%
In the country	16.9%	16.0%
Don't know	49.3%	54.3%

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) 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 Timor-Leste?*	64	6.58	1.73	59	5.51	1.99

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?*	65	6.60	1.86	56	5.84	2.16

(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Timor-Leste	58	7.09	2.03	58	6.81	2.24
The World Bank Group meets Timor-Leste's needs for knowledge services	64	7.64	1.68	62	7.27	1.65

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?	56	6.50	1.81	45	5.96	1.89

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

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

In Timor-Leste, 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, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	61	6.92	1.69	52	6.23	2.36
Include appropriate level of stakeholder involvement during preparation	61	6.98	1.72	56	6.48	2.03
Are relevant to Timor-Leste's development priorities	63	7.25	1.56	61	6.64	2.15
Lead to practical solutions	55	6.82	1.62	55	6.16	2.11
Are accessible*	61	6.93	1.68	56	6.20	2.20
Are source of relevant information on global good practices*	62	7.52	1.63	58	6.79	2.21
Enhance your knowledge and/or skills*	63	7.41	1.63	56	6.41	2.19
Are adequately disseminated	60	6.92	1.84	55	6.38	2.23
Are translated enough into local language	59	6.98	1.95	58	6.36	2.21
Are adaptable to Timor-Leste's specific development challenges and country circumstances*	63	7.35	1.56	60	6.50	2.19

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) 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?*	69	8.45	1.63	67	7.60	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	66	7.39	1.91	59	6.66	1.80

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

*Significantly different between collaborators and non-collaborators

E. Working with the World Bank Group

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, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	51	6.67	2.59	49	5.88	1.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	61	7.75	1.69	59	7.00	2.32
The World Bank Group's approvals and reviews are done in a timely fashion	56	7.21	1.80	54	6.72	2.16
The World Bank Group's "Safeguard Policy" requirements are reasonable	59	7.10	1.91	57	6.86	2.00
The World Bank Group's conditions on its lending are reasonable	56	6.30	2.49	55	6.20	2.08
The World Bank Group takes decisions quickly in Timor-Leste	63	6.67	2.30	55	6.24	2.27
Working with the World Bank Group increases Timor-Leste's institutional capacity	66	7.55	1.77	62	6.90	2.29
The World Bank Group ensures consistency and continuity through staff changes	61	6.92	1.87	59	6.42	2.39
Where country systems are adequate, the World Bank Group makes appropriate use of them	61	7.39	1.84	54	6.87	2.22
The World Bank Group provides effective implementation support	61	7.30	1.82	60	6.83	2.20

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank Group takes too much risk in Timor Leste	6.8%	3.7%
The World Bank Group does not take enough risk in Timor Leste	29.7%	13.6%
The World Bank Group's approach to risk is appropriate	28.4%	19.8%
Don't know	27.0%	38.3%
Prefer not to answer	8.1%	24.7%

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IDA, or IFC) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?	52	5.65	2.09	50	5.44	2.44

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

F. Recent Trends and the Future Role of the World Bank Group in Timor-Leste

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	41.1%	41.4%
Collaborate more effectively with Government clients	37.0%	31.0%
Offer more innovative financial products	4.1%	5.7%
Improve the competitiveness of its financing compared to markets	16.4%	18.4%
Reach out more to groups outside of Government	6.8%	16.1%
Improve the quality of its experts as related to Timor-Leste's specific challenges	16.4%	6.9%
Offer more innovative knowledge services	2.7%	9.2%
Ensure greater selectivity in its work*	8.2%	1.1%
Increase the level of capacity development in the country	30.1%	35.6%
Reduce the complexity of obtaining World Bank Group financing	9.6%	12.6%
Increase availability of Fee-Based services	12.3%	14.9%
Work faster	0.0%	0.0%
Increase the level of World Bank Group staffing in Timor-Leste's office	2.7%	2.3%
Other	0.0%	1.1%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Financial services	37.1%	24.4%
Knowledge products	27.1%	23.3%
Convening services	4.3%	4.7%
None of the above	1.4%	4.7%
The combination is appropriate for Timor-Leste	18.6%	29.1%
Don't know	11.4%	14.0%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Social safety nets	29.2%	27.6%
Public financial management	62.5%	58.6%
Access to justice systems	27.8%	24.1%
Conflict resolution mechanisms*	9.7%	23.0%
Access to basic services	31.9%	19.5%
Capacity of state institutions	50.0%	43.7%
Jobs	20.8%	26.4%
Improving livelihoods	19.4%	28.7%
Social cohesion	20.8%	21.8%
Stimulating dialogue to promote peace and stability	13.9%	17.2%

*Significantly different between collaborators and non-collaborators

Which THREE areas below would benefit most from other donors in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Social safety nets	29.6%	33.0%
Public financial management	33.8%	29.5%
Access to justice systems	31.0%	37.5%
Conflict resolution mechanisms	21.1%	21.6%
Access to basic services	25.4%	36.4%
Capacity of state institutions	33.8%	25.0%
Jobs	31.0%	22.7%
Improving livelihoods	25.4%	30.7%
Social cohesion	18.3%	19.3%
Stimulating dialogue to promote peace and stability	36.6%	30.7%

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

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Share more information about the World Bank Group's activities, products, and knowledge.	67.1%	69.3%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged?	63.0%	63.6%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages.	43.8%	48.9%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	45.2%	47.7%
Organize more joint meetings and missions with the UN	24.7%	23.9%
Involve UN experts to a greater degree in World Bank Group activities	24.7%	17.0%
Other*	0.0%	9.1%

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Collaborator	Non-collaborator
Local newspapers	58.6%	49.4%
International newspapers	5.7%	3.5%
Local radio	17.1%	20.0%
International radio	0.0%	0.0%
Local television	52.9%	43.5%
International television	4.3%	3.5%
Periodicals	7.1%	1.2%
Internet	30.0%	42.4%
Social media	7.1%	5.9%
Blogs	7.1%	5.9%
Mobile phones	0.0%	3.5%
Instant messaging	0.0%	1.2%
Other	4.3%	9.4%

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	4.1%	3.5%
Direct contact with World Bank Group	30.1%	23.5%
e-Newsletters	38.4%	44.7%
Instant messaging	9.6%	7.1%
World Bank Group's seminars/workshops/conferences	45.2%	36.5%
World Bank Group's publications and other written materials	23.3%	29.4%
Mobile phones	4.1%	7.1%
Social media (e.g., Facebook, Twitter, Youtube, Flickr)	13.7%	15.3%
World Bank Group's website	11.0%	10.6%
Other	6.8%	9.4%

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	37.5%	31.8%
No	62.5%	68.2%

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	31.9%	15.1%
No	68.1%	84.9%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	87.0%	78.6%
No	13.0%	21.4%

Do you have access to the Internet?

Percentage of Respondents	Collaborator	Non-collaborator
Yes	85.9%	77.9%
No	14.1%	22.1%

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	56.9%	46.6%
No	43.1%	53.4%

Which do you primarily use?

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank Group's country website	70.2%	61.8%
The World Bank Group's main website	29.8%	38.2%

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, or IFC) 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	59	5.68	2.44	59	5.80	2.23
I find the World Bank Group's websites easy to navigate	58	6.45	2.43	59	6.37	1.87
I find the information on the World Bank Group's websites useful	57	7.00	2.23	62	6.34	2.21
The World Bank Group's social media channels are valuable sources of information about the institution	47	6.83	1.98	48	6.25	2.14
When I need information from the World Bank Group I know how to find it	61	7.05	2.18	57	6.26	2.23
The World Bank Group is responsive to my information requests and inquiries*	55	7.20	2.04	47	5.83	2.10

*Significantly different between collaborators and non-collaborators

H. Background Information**Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste?***

(Select only ONE response)

Percentage of Respondents	Collaborator	Non-collaborator
The World Bank (IDA)	67.6%	39.4%
The International Finance Corporation (IFC)	26.8%	14.1%
Other	5.6%	46.5%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborator	Non-collaborator
Yes	58.1%	6.9%
No	41.9%	93.1%

*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborator	Non-collaborator
Working well together	23.3%	28.6%
Collaborating but needs improvement	67.4%	71.4%
Don't know	9.3%	0.0%

Appendix E: Responses to All Questions by Year¹

*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 '06 Number of comparable respondents = 180 • FY '14 Number of comparable respondents = 146

By weighting, FY06 and FY14 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	FY2006
Office of the President/Prime Minister	10.0%	10.0%
Government institutions	20.0%	20.0%
Local government	10.0%	10.0%
Bilateral/multilateral agencies	10.0%	10.0%
Civil society	20.0%	20.0%
Private sector	10.0%	10.0%
Academia	10.0%	10.0%
Media	10.0%	10.0%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?*	177	6.60	2.83	144	5.72	2.72

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY14 and FY06 country surveys

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.*	147	7.49	2.57	124	6.30	2.45

(1-Not effective at all, 10-Very effective) *Significantly different between FY14 and FY06 country surveys

(NOTE: the ratings for the WBG's effectiveness are significantly correlated with the stakeholders' familiarity with the WBG. $r=.49$, $p<.01$)

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	151	7.38	2.81	128	7.19	1.98
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	140	6.91	2.73	128	7.10	1.97
The World Bank Group supports programs and strategies that are realistic for Timor-Leste	139	6.90	2.78	123	7.09	1.99
The World Bank Group treats clients and stakeholders in Timor-Leste with respect	130	7.32	2.44	117	7.02	2.09

¹ Only those questions that were asked in the FY '06 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 Timor-Leste in terms of each of the following?

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

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)	107	6.85	2.66	43	6.75	2.02
Straightforwardness and honesty	145	7.21	2.77	38	7.36	1.64
Collaboration with the Government	114	8.24	2.21	71	7.89	1.65
Staff accessibility	135	7.31	2.50	37	7.09	2.08

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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	year					
	FY 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Law and justice	133	7.32	2.50	75	6.89	1.98
Regulatory framework	131	7.19	2.48	82	6.66	1.88
Poverty reduction	144	7.07	2.87	100	7.00	2.07
Domestic private sector development	139	7.04	2.65	91	6.78	1.96
Economic growth	141	7.31	2.50	97	7.07	2.06
Public sector governance/ reform	143	7.51	2.37	91	6.96	1.99
Health*	137	7.79	2.64	92	7.10	1.98
Education	139	7.71	2.53	101	7.26	2.14
Anti corruption*	140	7.21	3.00	76	6.07	2.52
Transport	133	7.11	2.55	90	7.17	1.88
Gender equity	135	6.88	2.44	85	7.04	1.84
Energy	135	7.01	2.95	79	6.36	2.34
Rural and agricultural development	142	7.70	2.61	96	7.11	1.88
Social protection	132	6.83	2.70	85	6.85	2.21
Natural resource management*	134	7.50	2.51	79	6.46	2.18

*Significantly different between FY14 and FY06 country surveys

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

In Timor-Leste, 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 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices	143	7.44	2.77	110	6.99	1.93
Are adaptable to Timor-Leste's specific development challenges and country circumstances	146	7.36	2.78	115	6.81	1.96

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 2006			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	96	6.60	2.68	88	6.30	2.30
The World Bank Group effectively monitors and evaluates the projects and programs it supports	120	7.86	2.53	110	7.41	2.02
Working with the World Bank Group increases Timor-Leste's institutional capacity*	112	8.24	2.22	119	7.18	2.02

*Significantly different between FY14 and FY06 country surveys

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	FY2014	FY2006
Yes	52.4%	24.4%
No	47.6%	75.6%

*Significantly different between FY14 and FY06 country surveys

Which do you primarily use?*

Percentage of Respondents	FY2014	FY2006
The World Bank Group's country website	63.3%	40.0%
The World Bank Group's main website	36.7%	60%

*Significantly different between FY14 and FY06 country surveys

Appendix F: 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 Group in Timor-Leste? (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 Timor-Leste.	6.03	6.56	6.57	5.81	6.17	6.49	6.27	6.30	6.44	6.02	6.12	6.89
To what extent do you believe the World Bank Group's staff is well prepared to help Timor-Leste solve its most complicated development challenges?	5.79	6.50	6.38	5.67	6.14	6.08	5.95	6.50	6.11	6.14	5.93	6.79
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	6.90	7.65	7.50	6.85	7.40	7.00	7.29	7.20	7.08	7.54	7.21	7.46
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	6.90	7.69	7.41	6.96	7.42	6.94	7.30	7.11	7.02	7.60	7.22	7.33
Responsiveness to needs and demands	7.05	7.60	7.58	6.85	7.53	6.92	7.36	7.21	7.12	7.59	7.15	8.00
Flexibility (in terms of the institution's products and services)	6.61	6.65	6.91	5.62	6.68	6.41	6.58	6.50	6.48	6.67	6.24	7.70
Flexibility (in terms of changing country circumstances)	7.04	7.32	7.39	6.27	7.33	6.76	7.19	6.92	7.18	7.00	6.74	8.00
Being inclusive	6.73	7.10	7.04	6.53	7.09	6.60	7.16	6.00	6.48	7.50	6.58	7.80
Openness	7.35	7.26	7.71	6.38	7.32	7.26	7.46	6.75	7.32	7.25	6.95	8.55
Collaboration with civil society	7.27	7.69	7.76	6.74	7.22	7.75	7.85	6.67	7.49	7.32	7.14	8.18
Straightforwardness and honesty	7.68	7.56	7.77	7.20	7.73	7.37	7.74	6.71	7.74	7.21	7.24	8.33
Collaboration with the UN	7.78	7.82	8.07	7.09	7.76	7.84	7.97	7.36	7.96	7.56	7.72	8.00
Ease of access to the people at the World Bank Group who are making decisions important to my work	6.56	7.90	7.84	5.73	7.21	7.11	7.52	6.50	6.63	7.90	6.92	8.00
Collaboration with other donors and development partners	7.68	8.36	8.10	7.69	7.91	8.08	8.38	7.11	7.71	8.39	8.05	7.80
Collaboration with the Government	7.79	8.03	8.08	7.65	7.91	8.00	8.28	7.14	7.98	7.91	7.86	8.22
Staff accessibility	7.26	7.28	7.50	6.70	7.30	7.28	7.82	5.80	7.05	7.63	7.00	8.10
Collaboration with the private sector	6.63	7.06	7.13	6.31	6.58	7.12	7.19	5.78	6.91	6.69	6.46	7.80
The speed in which it gets things accomplished on the ground	6.62	7.11	7.00	6.38	6.76	6.88	7.26	5.93	6.92	6.60	6.33	8.09
Being a long-term partner	7.41	7.75	7.76	7.12	7.41	7.77	8.00	6.59	7.53	7.60	7.39	8.08
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	5.51	6.58	6.29	5.70	6.19	5.84	6.03	6.14	5.79	6.51	6.02	6.26
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?	5.84	6.60	6.57	5.62	6.29	6.07	6.10	6.45	5.97	6.60	6.15	6.50
The World Bank Group's financial instruments meet the needs of Timor-Leste	6.81	7.09	7.08	6.72	7.20	6.58	7.13	6.58	6.92	7.02	6.83	7.36
The World Bank Group meets Timor-Leste's needs for knowledge services	7.27	7.64	7.52	7.29	7.57	7.24	7.51	7.29	7.37	7.55	7.35	7.72
The World Bank Group's knowledge work and activities are adaptable to Timor-Leste's specific development challenges and country circumstances	6.50	7.35	7.06	6.64	7.05	6.67	6.99	6.76	6.73	7.22	6.93	6.83
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.60	8.45	8.36	7.39	8.15	7.76	8.08	7.83	7.89	8.20	7.81	8.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.66	7.39	7.19	6.74	7.19	6.74	6.99	7.11	6.81	7.38	7.11	6.69
The World Bank Group takes decisions quickly in Timor-Leste	6.24	6.67	6.55	6.31	6.66	6.16	6.63	6.15	6.35	6.64	6.49	6.36
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.87	7.39	7.24	6.96	7.53	6.44	7.18	7.00	6.94	7.43	7.10	7.27

Yellow highlight indicates significant difference between Yes and No mean.

Appendix G: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																							
	Office of the President/ Prime Minister/ Minister			Employee of Ministry/ PMU/ Consultant on WBG Projects			Local government			Bilateral/ Multilateral Agency			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
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	17	6.41	2.67	20	6.65	2.76	10	6.20	2.62	12	6.25	1.86	11	5.45	3.01	36	6.11	2.19	14	6.50	2.98	14	6.36	2.71
To what extent do you believe the World Bank Group's staff is well prepared to help Timor-Leste solve its most complicated development challenges?	16	4.75	2.98	20	6.45	3.20	10	5.90	2.96	13	6.69	1.49	8	6.00	2.07	36	5.64	2.31	13	7.62	2.36	15	6.47	3.02
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	17	6.94	2.41	24	7.92	1.91	10	6.90	2.02	14	7.79	1.53	8	6.75	1.83	36	6.81	1.97	15	7.80	2.18	16	6.94	1.95
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	16	5.88	2.16	22	8.05	1.81	11	7.09	1.51	15	8.00	1.13	8	6.13	2.03	37	6.81	2.08	15	8.07	2.22	17	7.47	2.27
Responsiveness to needs and demands*	8	5.50	1.51	14	7.50	1.87	3	6.33	2.08	13	7.46	1.51	4	5.00	2.94	16	7.94	1.91	8	7.63	2.33	10	8.10	1.91
Flexibility (in terms of the institution's products and services)	8	6.25	1.58	5	7.00	2.24	3	5.67	2.52	11	7.27	1.01	3	4.00	2.00	9	6.33	2.40	3	6.67	2.08	5	7.40	2.51
Flexibility (in terms of changing country circumstances)	6	6.33	1.86	7	8.14	1.57	3	7.00	2.00	8	7.63	1.19	3	4.00	3.00	8	7.00	2.27	4	7.00	1.63	5	8.00	2.35
Being inclusive	6	6.83	2.40	4	6.75	2.75	3	6.67	2.52	12	7.08	1.16	3	4.00	2.65	7	7.43	2.44	3	6.00	3.00	4	7.75	2.63
Openness	6	6.33	1.51	4	6.75	3.95	5	7.00	.71	13	8.00	1.35	4	4.75	2.06	10	7.50	1.51	5	8.60	1.14	4	7.75	2.63
Collaboration with civil society	4	6.25	2.63	10	6.40	1.96	4	6.75	1.50	8	8.00	1.41	4	7.00	1.83	13	7.46	2.26	8	7.75	2.38	9	8.78	1.79
Straightforwardness and honesty	4	5.50	1.29	3	6.67	2.31	3	7.33	.58	12	7.58	1.08	3	8.00	1.73	7	8.29	2.21	3	6.33	3.21	5	8.80	1.79
Collaboration with the UN	7	7.71	2.36	5	8.20	1.79	4	7.50	1.73	10	7.40	1.43	1	7.00		5	8.00	1.58	4	8.25	2.36	4	8.25	2.36
Ease of access to the people at the World Bank Group who are making decisions important to my work	3	6.67	3.06	6	8.33	1.03	4	7.25	2.22	13	7.62	1.61	4	5.25	3.30	9	6.11	2.37	3	6.33	3.21	4	8.50	1.91
Collaboration with other donors and development partners	6	7.33	2.34	10	8.30	1.34	5	8.20	1.30	13	8.23	1.36	4	8.25	1.50	7	7.00	2.16	6	8.17	2.23	7	8.00	2.00
Collaboration with the Government	7	7.29	1.98	12	7.67	1.87	8	8.25	1.04	12	8.25	.97	4	8.25	1.71	15	7.13	2.10	9	8.33	1.94	9	8.22	1.86
Staff accessibility	3	5.67	4.04	4	7.75	2.06	3	7.00	1.00	11	7.73	1.27	3	4.67	3.06	6	8.17	1.72	3	5.67	3.06	4	8.50	1.91
Collaboration with the private sector	3	5.67	2.52	5	7.00	2.12	6	7.33	2.16	5	7.40	.55	4	5.00	3.16	5	6.80	2.77	3	6.33	2.31	5	8.00	2.12
The speed in which it gets things accomplished on the ground	3	5.00	2.00	6	8.17	1.47	4	6.75	1.50	9	7.00	1.66	4	5.75	3.40	7	6.00	2.16	3	6.67	2.08	4	8.00	2.31
Being a long-term partner	6	7.50	2.07	7	8.57	1.40	5	8.00	.71	9	7.00	1.80	3	6.67	2.52	14	7.29	2.33	4	7.75	2.06	5	7.60	2.61
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	15	6.13	2.00	21	5.90	2.43	8	6.38	1.41	13	7.23	1.09	7	6.00	1.83	35	5.31	1.84	11	6.55	1.86	10	6.10	1.66
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?*	15	5.93	2.09	21	6.90	1.89	9	5.78	2.33	13	7.15	1.14	8	5.25	2.31	32	5.53	1.81	11	7.18	2.09	10	5.60	2.07
The World Bank Group's financial instruments meet the needs of Timor-Leste	13	6.23	1.83	19	7.26	2.13	9	7.00	2.00	9	7.22	1.48	7	5.57	1.40	29	6.62	2.24	13	8.15	2.23	14	7.29	2.49
The World Bank Group meets Timor-Leste's needs for knowledge services*	15	7.47	2.07	20	7.40	1.60	9	7.22	1.20	12	6.67	1.07	8	6.25	1.39	32	7.31	1.45	13	8.77	1.96	15	7.47	2.03
The World Bank Group's knowledge work and activities are adaptable to Timor-Leste's specific development challenges and country circumstances	15	7.40	1.92	22	7.27	1.98	8	6.88	1.81	13	6.85	1.34	8	6.25	1.28	32	6.13	1.98	13	7.92	2.47	11	6.73	2.41
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	16	7.94	1.84	23	7.83	1.99	10	9.10	1.29	13	7.46	1.45	10	7.90	2.51	34	7.53	2.35	14	8.64	1.78	14	8.36	1.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	7.38	1.75	21	7.71	1.71	9	7.22	1.48	13	7.15	1.41	9	5.67	2.65	31	6.55	2.17	13	7.15	1.77	11	6.73	1.95
The World Bank Group takes decisions quickly in Timor-Leste	15	5.93	2.79	23	6.70	2.27	10	7.40	2.32	10	6.90	1.37	9	5.67	2.18	26	5.73	2.18	13	6.92	2.36	9	7.11	2.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	13	7.31	2.25	21	7.43	2.04	11	7.91	1.97	9	7.11	1.54	8	7.13	1.36	26	6.88	2.08	15	7.13	2.10	11	5.91	2.43

*Significantly different between stakeholder groups

Appendix H: Timor-Leste FY 2014 Questionnaire



World Bank Group Country Survey FY14 – Timor-Leste

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Timor-Leste or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Timor-Leste, 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 Timor-Leste.

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, and IFC in Timor-Leste. 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 TIMOR-LESTE

A1. In general would you say that Timor-Leste 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 Timor-Leste.			
Please identify which of the following you consider the most important development priorities in Timor-Leste? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, veterans)	18	Health
2	Transport (e.g., roads, bridges, transportation)	19	Education
3	Security/stabilization/reconstruction	20	Poverty reduction
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Food security and nutrition
5	Global/regional integration	22	Social cohesion
6	Gender equity	23	Sustainable/adequate management of petroleum resources
7	Domestic private sector development	24	Trade and exports
8	Foreign direct investment	25	Crime and violence
9	Water and sanitation	26	Economic growth
10	Energy	27	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	28	Regulatory framework
12	Job creation/employment (e.g., youth employment)	29	Communicable/non-communicable diseases
13	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	30	Local governance and institutions
14	Financial markets	31	Natural resource management (e.g., oil, gas, mining)
15	Urban development	32	Anti corruption
16	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)	33	Disaster management
17	Equality of opportunity (i.e., equity)	34	Information and communications technology

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 Timor-Leste? (Choose no more than THREE)			
1	Water and sanitation	18	Anti corruption
2	Equality of opportunity (i.e., equity)	19	Domestic private sector development
3	Economic growth	20	Foreign direct investment
4	Regional conflict and tensions	21	Energy
5	Global/regional integration	22	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equity	23	Social cohesion
7	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	24	Education
8	Urban development	25	Natural resource management (e.g., oil, gas, mining)
9	Regulatory framework	26	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)
10	Local governance and institutions	27	Health
11	Social protection (e.g., pensions, targeted social assistance, veterans)	28	Sustainable/adequate management of petroleum resources
12	Law and justice (e.g., judicial system)	29	Disaster management
13	Transport (e.g., roads, bridges, transportation)	30	Job creation/employment (e.g., youth employment)
14	Crime and violence	31	Financial markets
15	Communicable/non-communicable diseases	32	Trade and exports
16	Information and communications technology	33	Food security and nutrition
17	Security/stabilization/reconstruction		

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 Timor-Leste? (Choose no more than THREE)			
1	Energy	17	Social cohesion
2	Gender equity	18	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	19	Domestic private sector development
4	Global/regional integration	20	Job creation/employment (e.g., youth employment)
5	Social protection (e.g., pensions, targeted social assistance, veterans)	21	Sustainable/adequate management of petroleum resources
6	Anti corruption	22	Food security and nutrition
7	Disaster management	23	Transport (e.g., roads, bridges, transportation)
8	Regional conflict and tensions	24	Security/stabilization/reconstruction
9	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	25	Education
10	Foreign direct investment	26	Natural resource management (e.g., oil, gas, mining)
11	Urban development	27	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)
12	Water and sanitation	28	Health
13	Trade and exports	29	Law and justice (e.g., judicial system)
14	Information and communications technology	30	Local governance and institutions
15	Regulatory framework	31	Crime and violence
16	Communicable/non-communicable diseases	32	Financial markets

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 Timor-Leste? (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 (e.g., utilities, schools, health care, roads, etc.)
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 Timor-Leste?									
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 Timor-Leste.										
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 Timor-Leste 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 Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance, veterans)	18	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)
2	Security/stabilization/reconstruction	19	Equality of opportunity (i.e., equity)
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Regional conflict and tensions
4	Transport (e.g., roads, bridges, transportation)	21	Health
5	Poverty reduction	22	Education
6	Global/regional integration	23	Food security and nutrition
7	Gender equity	24	Sustainable/adequate management of petroleum resources
8	Crime and violence	25	Trade and exports
9	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	26	Economic growth
10	Domestic private sector development	27	Law and justice (e.g., judicial system)
11	Foreign direct investment	28	Local governance and institutions
12	Water and sanitation	29	Regulatory framework
13	Energy	30	Communicable/non-communicable diseases
14	Social cohesion	31	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment (e.g., youth employment)	32	Information and communications technology
16	Financial markets	33	Anti corruption
17	Urban development	34	Disaster management

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. 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 Timor-Leste?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating/Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<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 (skills training, knowledge building and organizational help)	<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	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
9	Strategy formulation (e.g., assistance with SDP or sectoral strategies)	<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 Timor-Leste'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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Convening/Facilitating/Donor coordination	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	Data and statistics	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B9	Financial resources	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	Technical assistance	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Strategy formulation (e.g., assistance with SDP or sectoral strategies)	1	2	3	4	5	6	7	8	9	10	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 Timor-Leste. To which degree would Timor-Leste 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	The public sector , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	The public sector , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	The private sector , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: 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 Timor-Leste? (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		
B18	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	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 Timor-Leste 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		
B21	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B24. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Timor-Leste
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 Civil Society Organizations
16	Its advice and strategies do not lend themselves to practical problem solving
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**B25. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Timor-Leste? (Choose no more than TWO)**

1	Capacity development (skills training, knowledge building and organizational help)
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Trust Fund management
6	Co-financing arrangements (i.e., with other donors)
7	Other (please specify): _____
8	Don't know

B26. 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	Development partner community
3	Media
4	Community Based Organizations (CBOs)/NGOs
5	Local Government (districts, sub-districts, sucos)
6	Private sector
7	Parliament
8	Beneficiaries
9	Foundations
10	Faith based organizations
11	Emerging donors
12	UN agencies
13	Regional organizations (e.g., ASEAN, CPLP, Pacific Islands Forum, APEC, etc.)
14	Other (please specify): _____
15	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B27	Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	The World Bank Group supports programs and strategies that are realistic for Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	The World Bank Group treats clients and stakeholders in Timor-Leste with respect	1	2	3	4	5	6	7	8	9	10	<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 Timor-Leste, 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			
B31	Responsiveness to needs and demands	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B32	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B33	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B34	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B35	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B36	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B37	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B38	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B39	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"/>		
B40	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B41	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B42	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B43	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B44	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
B45	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

B46. To be a more effective development partner in Timor-Leste, 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
--	--	--	-------------------------------------

B47. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
---	--	---	-------------------------------------

B48. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

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	Ongoing conflict and instability
11	Inadequate funding
12	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 Timor-Leste?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Food security and nutrition	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	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability/ Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	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"/>	
22	Job creation/employment (e.g., youth employment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance, veterans)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Sustainable/adequate management of petroleum resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Education	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 Timor-Leste? (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	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	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"/>	
14	Job creation/employment (e.g., youth employment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Rural and agricultural development (e.g., rural roads, irrigation, and extension services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Food security and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social protection (e.g., pensions, targeted social assistance, veterans)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Sustainable/adequate management of petroleum resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Natural resource management (e.g., oil, gas, mining)	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 Timor-Leste? (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 Timor-Leste?

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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Timor-Leste?

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 Timor-Leste?

		Strongly disagree								Strongly agree		Don't know
C6	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	The World Bank Group meets Timor-Leste'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"/>

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

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)

In Timor-Leste, 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
D1	Are timely	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D2	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D3	Are relevant to Timor-Leste's development priorities	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D7	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
D10	Are adaptable to Timor-Leste's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

D11. 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	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D12. 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	<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 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		
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	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"/>	
E3	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"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Timor-Leste	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Timor-Leste's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	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"/>	
E10	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"/>	

E11. Which of the following best describes the way the World Bank Group operates in Timor-Leste? (Select only one response)

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

E12. To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?

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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TIMOR-LESTE

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)

1	Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy
2	Collaborate more effectively with Government clients (e.g., national, district, 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 Timor-Leste'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 (skills training, knowledge building and organizational help)
10	Reduce the complexity of obtaining World Bank Group financing
11	Increase availability of Fee-Based services
12	Work faster
13	Increase the level of World Bank Group staffing in Timor-Leste's office
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Timor-Leste, 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 Timor-Leste? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Timor-Leste
6	Don't know

F3. Please answer the following questions: (Choose no more than THREE for each column)

		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste?	B. Which THREE areas below would benefit most from other donors in Timor-Leste?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
4	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
5	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
6	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
7	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
9	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
10	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TIMOR-LESTE

F4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	
1	Share more information about the World Bank Group's activities, products, and knowledge.
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged?
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages.
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING**G1. How do you get most of your information about economic and social development issues in Timor-Leste? (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/timor-leste)
2	The World Bank Group's main website (www.worldbank.org)

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	10	9	<input type="checkbox"/>
G9	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	10	9	<input type="checkbox"/>
G10	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	10	9	<input type="checkbox"/>
G11	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	10	9	<input type="checkbox"/>
G12	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	10	9	<input type="checkbox"/>
G13	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	10	9	<input type="checkbox"/>
G14	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>

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 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/Community Based Organization
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Trade Union
17	Faith-Based Group
18	Academia/Research Institute/Think Tank
19	Judiciary Branch
20	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / 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, or IFC) in your country?	
1	Yes
2	No

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste? (Select only ONE response)	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	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 Timor-Leste? (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 Timor-Leste? (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	Dili
2	District capitals
3	Sub-district level
4	Suco

Thank you for completing the survey!