



# Vietnam

## The World Bank Country Survey FY14

Report of Findings  
May 2014



CountryOpinionSurveys  
THE WORLD BANK GROUP

## Acknowledgements

The Vietnam 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), Jessica Cameron, Svetlana Markova and Jing Guo. 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 Vietnam country team and the local fielding agency Viet Insight. In particular, PORG is grateful to Victoria Kwakwa (Country Director), Ngan Hong Nguyen (Communications Officer) and Chi Kim Tran (Communications Associate) for their ongoing support throughout the Country Opinion Survey process.

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## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

From March to April 2014, 1,032 stakeholders of the World Bank Group in Vietnam were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Paper questionnaires were sent to 907 potential respondents via post, with follow-up emails, and another 125 potential respondents received questionnaires via email. Questionnaires were completed and returned via post, telephone, or email. A total of 501 questionnaires were completed (49% response rate).

Participants in the survey were drawn from among the National Government; the National Assembly; project management units (PMUs); local government officials or staff; bilateral or multilateral agencies; private sector organizations; NGOs; the media; and academia/research institutes/think tanks.

Respondents were asked about: general issues facing Vietnam; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the Bank's future role in Vietnam; and the Bank's communication and information sharing in Vietnam. In addition, every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the WBG's annual Corporate Scorecard. These questions are identified throughout the survey report.

## II. Methodology (continued)

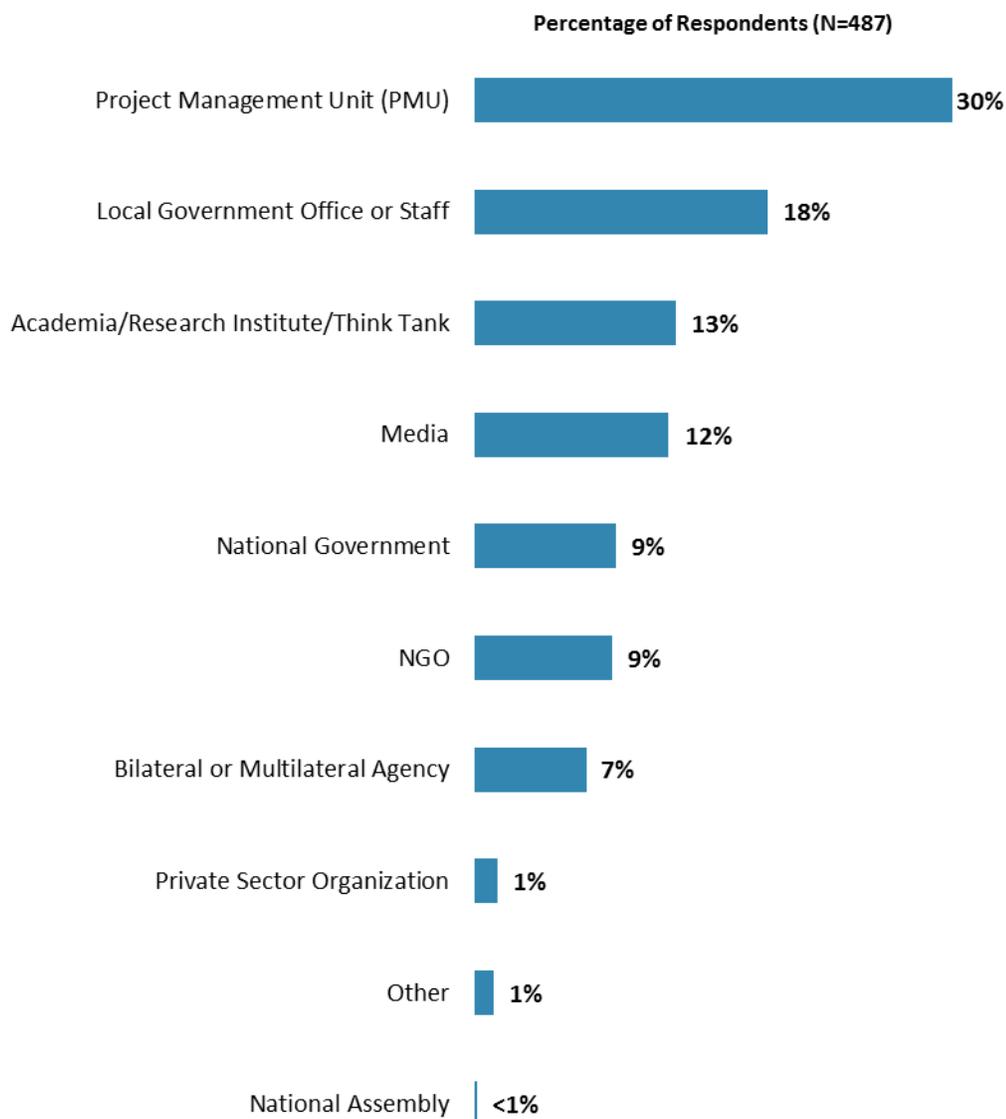
- A. General Issues Facing Vietnam: Respondents were asked to indicate whether Vietnam is headed in the right direction, what they thought were the three most important development priorities, and what would best achieve “shared prosperity” in Vietnam.
- B. Overall Attitudes toward the World Bank Group: Respondents were asked to rate their familiarity with the WBG, its effectiveness in Vietnam, Bank staff preparedness, to what extent it should provide capacity building support to certain groups, their agreement with various statements regarding the Bank’s work, and the extent to which it is an effective development partner. Respondents were also asked to indicate the Bank’s greatest values and greatest weaknesses, and with which stakeholder groups the Bank should collaborate more.
- C. World Bank Group’s Effectiveness and Results: Respondents were asked to rate the extent to which the Bank’s work helps achieve development results in Vietnam, the extent to which the Bank meets Vietnam’s needs for knowledge services and financial instruments, and the Bank’s level of effectiveness across twenty-four development areas.
- D. The World Bank Group’s Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult Bank knowledge work and to rate the quality of the Bank’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: Respondents were asked to rate the extent to which various aspects of the Bank’s technical assistance/advisory work contributes to solving Vietnam’s development challenges and their level of agreement with a series of statements regarding working with the Bank. Respondents were also asked to indicate if the Bank operates with too much risk.
- F. The Future Role of the World Bank Group in Vietnam: Respondents were asked to indicate what the Bank should do to make itself of greater value in Vietnam.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, their awareness of the Bank’s Access to Information policy, and their usage of the Bank’s websites. Respondents were also asked to rate their agreement with various statements regarding the Bank’s communication and information sharing in Vietnam.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they currently collaborate with the WBG in Vietnam, their exposure to the Bank in Vietnam, and their geographic location.

In addition, when possible, responses from respondents completing this year’s survey were compared to responses from the 335 respondents (46% response rate) who completed the country survey in FY ’10 and the 279 respondents (43% response rate) who completed the country survey in FY ’06. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

- For further analyses, the one respondent from the National Assembly was combined with respondents from the National Government and the few respondents from the private sector were included in the “Other” category.

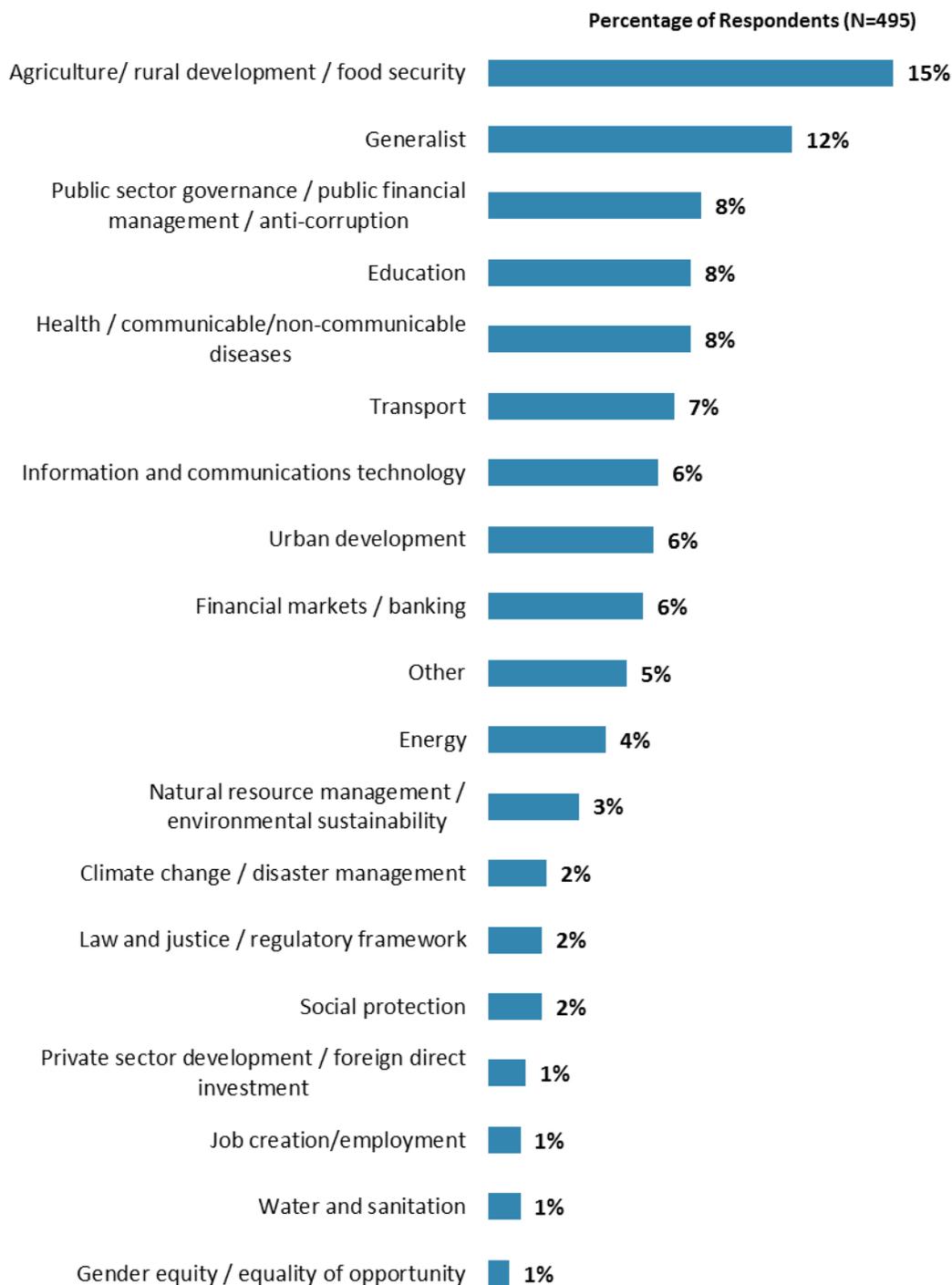


“Which of the following best describes your current position?” (Respondents chose from a list.)

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

#### Area of Primary Specialization

- Key comparisons across respondents' specializations can be found in the Appendix (see page 89).

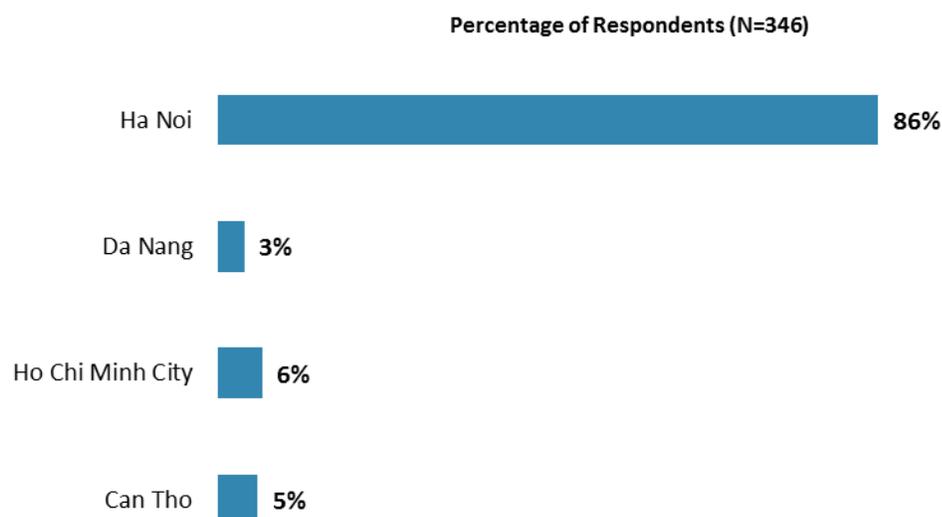


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- The vast majority of respondents were from Ha Noi. Because of the small number of respondents from Da Nang, Ho Chi Minh City, and Can Tho, they were combined into one “Outside Ha Noi” category for all further location comparisons. Only significant geographic location differences in ratings of indicator questions will be discussed in the body of this report. All geographic locations comparisons can be found in the Appendix (see page 67).

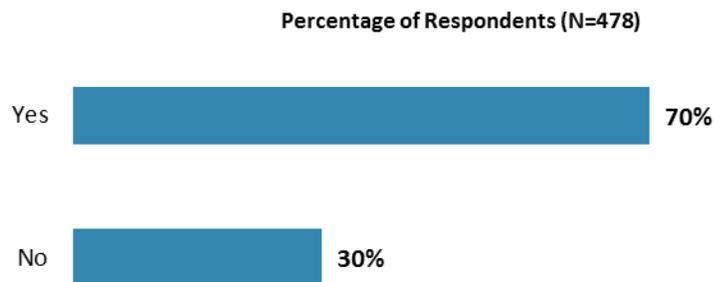


“Which best represents your geographic location?” (Respondents chose from a list.)

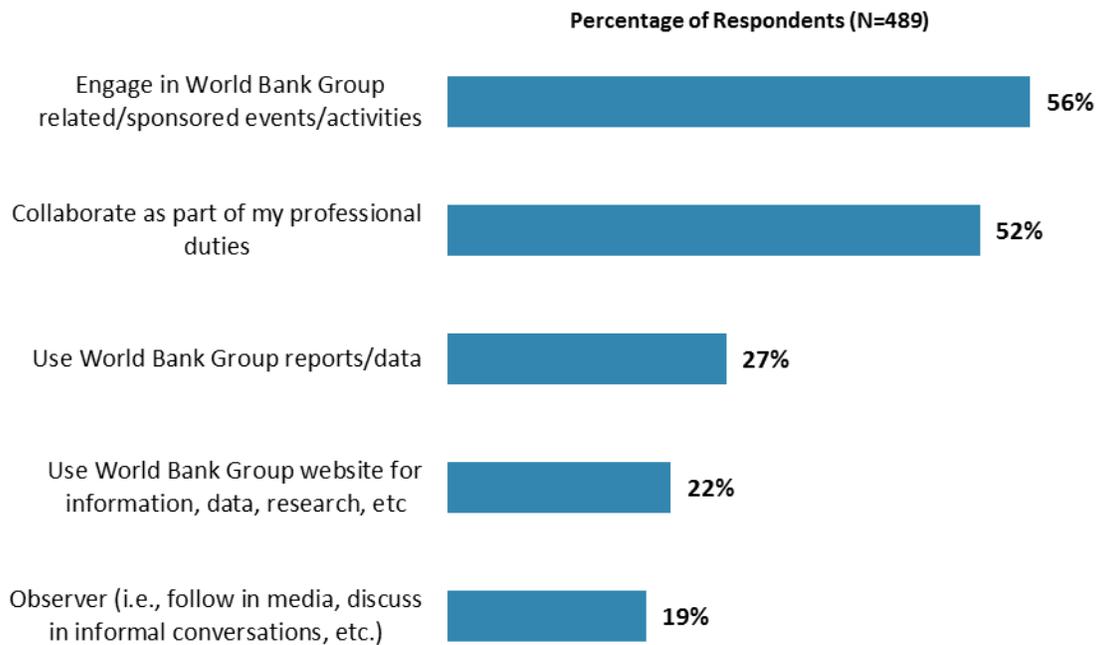
### III. Demographics of the Sample (continued)

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

- Differences in responses to the indicator questions, based on collaboration with and exposure to the World Bank Group in Vietnam, can be found in the Appendix (see page 94). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



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

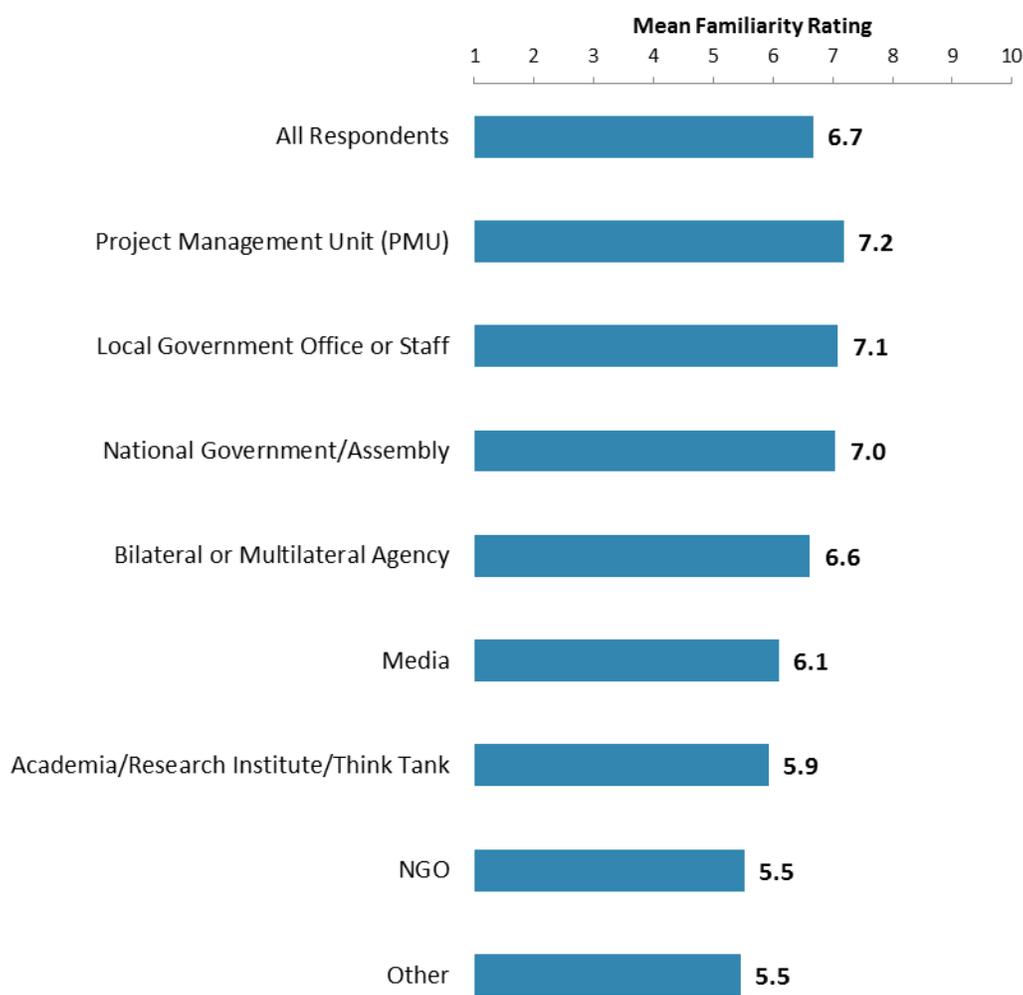


"Which of the following describes most of your exposure to the World Bank Group in Vietnam? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Respondents' familiarity with the World Bank Group in Vietnam in this country survey was significantly lower compared to that of respondents in the FY '10 country survey (7.2).
- Respondents from PMUs, local government, and the National Government/Assembly had the highest levels of familiarity with the World Bank Group in Vietnam whereas respondents from academia, NGOs, and other organizations had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the World Bank Group were significantly, strongly correlated with their perceptions of the World Bank Group's overall effectiveness in Vietnam and significantly, moderately correlated to perceptions of the World Bank Group's ability to help achieve development results and that the World Bank Group currently plays a relevant role in development in Vietnam.

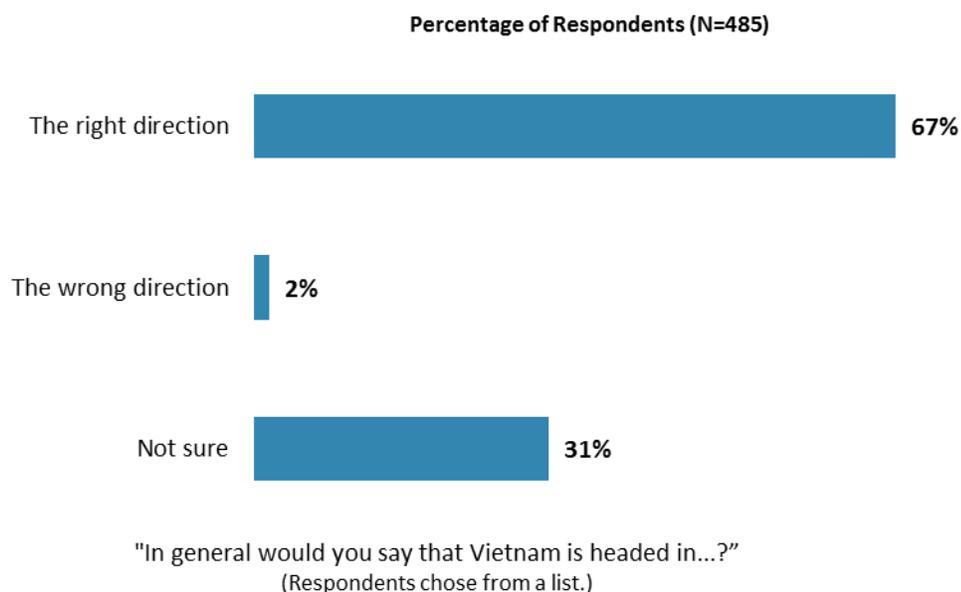


"How familiar are you with the work of the World Bank Group in Vietnam?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Vietnam

### Vietnam Heading in the Right Direction

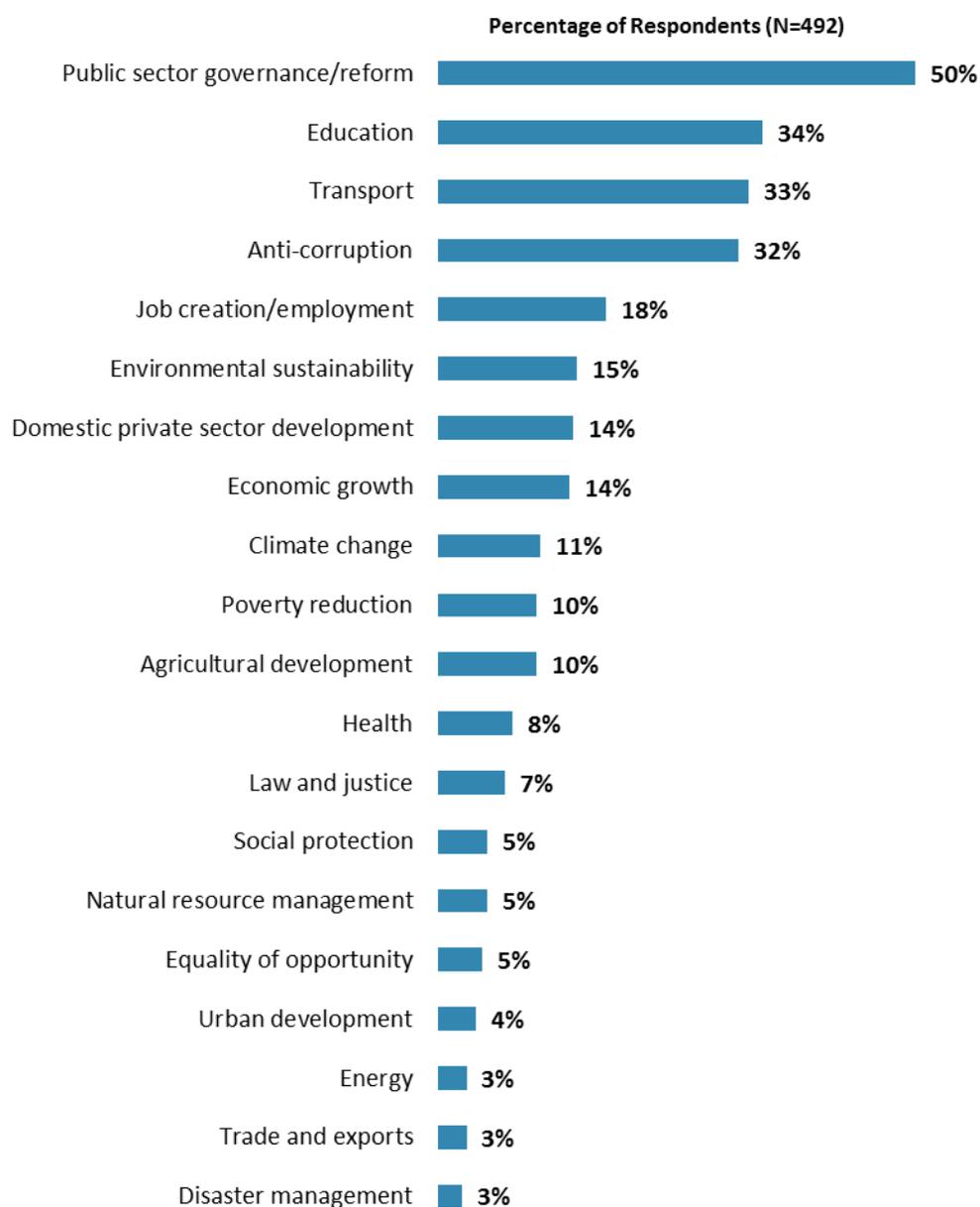
- The majority of respondents across most stakeholder groups indicated that Vietnam is headed in the right direction, except respondents from NGOs and the media who were significantly more likely to indicate that they were not sure whether Vietnam was headed in the right or wrong direction.



## IV. General Issues Facing Vietnam (continued)

### Development Priority

- Respondents in the FY '10 country survey indicated that governance (47%) was the most important development priority for Vietnam.

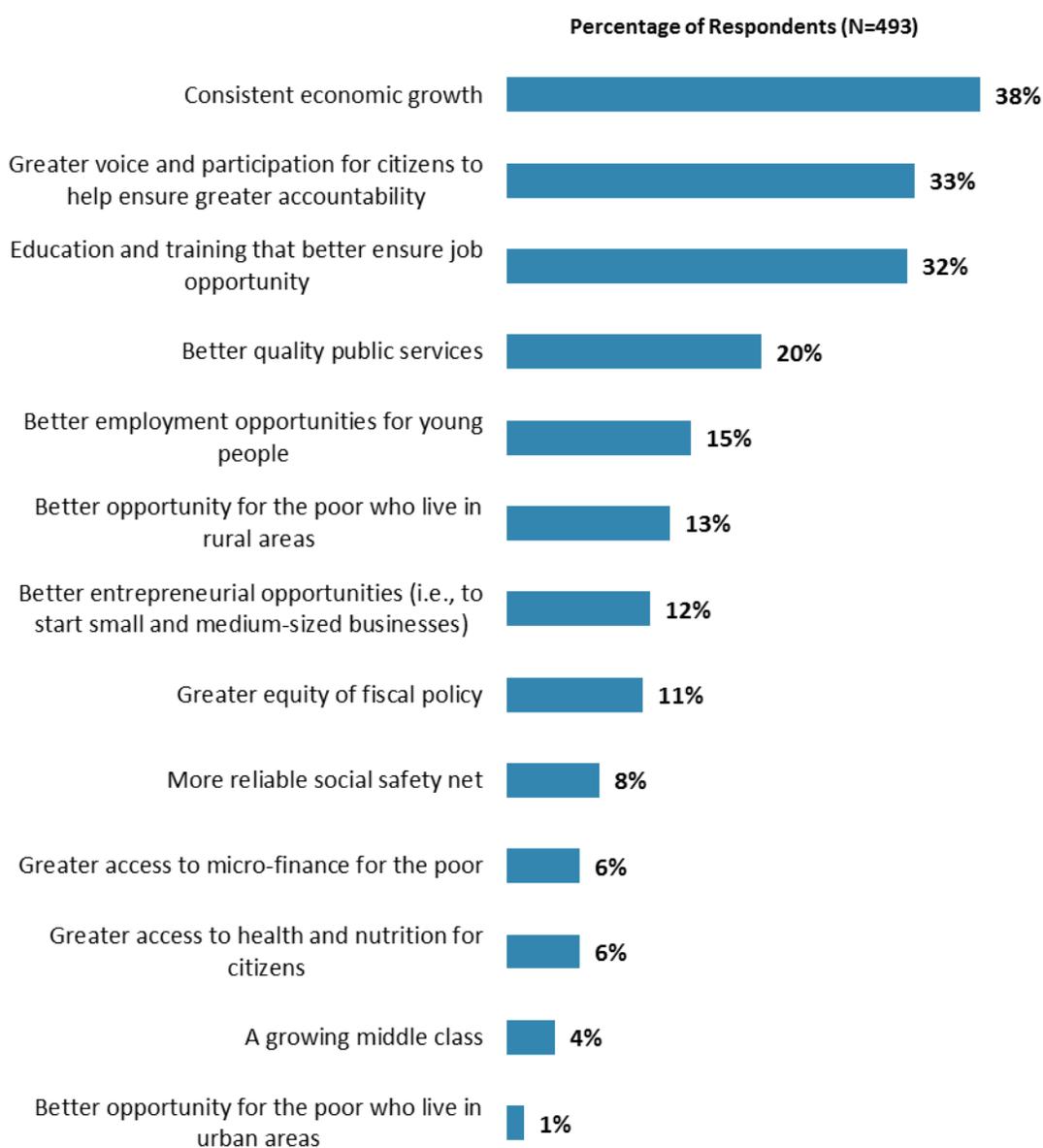


"Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 shown.)

## IV. General Issues Facing Vietnam (continued)

### Achieving “Shared Prosperity”

- Although respondents from most stakeholder groups indicated that consistent economic growth, greater voice and participation for citizens, and education/training would best achieve “shared prosperity”, respondents from bilateral or multilateral agencies were more likely to indicate better opportunity for the poor who live in rural areas.



“When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)”

(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

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

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

- Respondents’ ratings for the World Bank Group’s effectiveness in this country survey were statistically similar to those of respondents in the FY ’10 country survey (7.7).
- Respondents from PMUs, local government, and National Government/Assembly gave the highest ratings for the World Bank Group’s effectiveness in Vietnam and for the extent to which the World Bank’s work achieves development results in Vietnam whereas respondents from NGOs gave significantly lower ratings.
- Respondents from Outside Ha Noi gave significantly higher ratings for the World Bank Group’s effectiveness in Vietnam and for the extent to which the World Bank’s work achieves development results in Vietnam compared to respondents from Ha Noi.
- Respondents who collaborated with the WBG gave significantly higher ratings for the World Bank Group’s effectiveness in Vietnam and for the extent to which the World Bank’s work achieves development results in Vietnam compared to respondents who did not collaborate with the WBG.

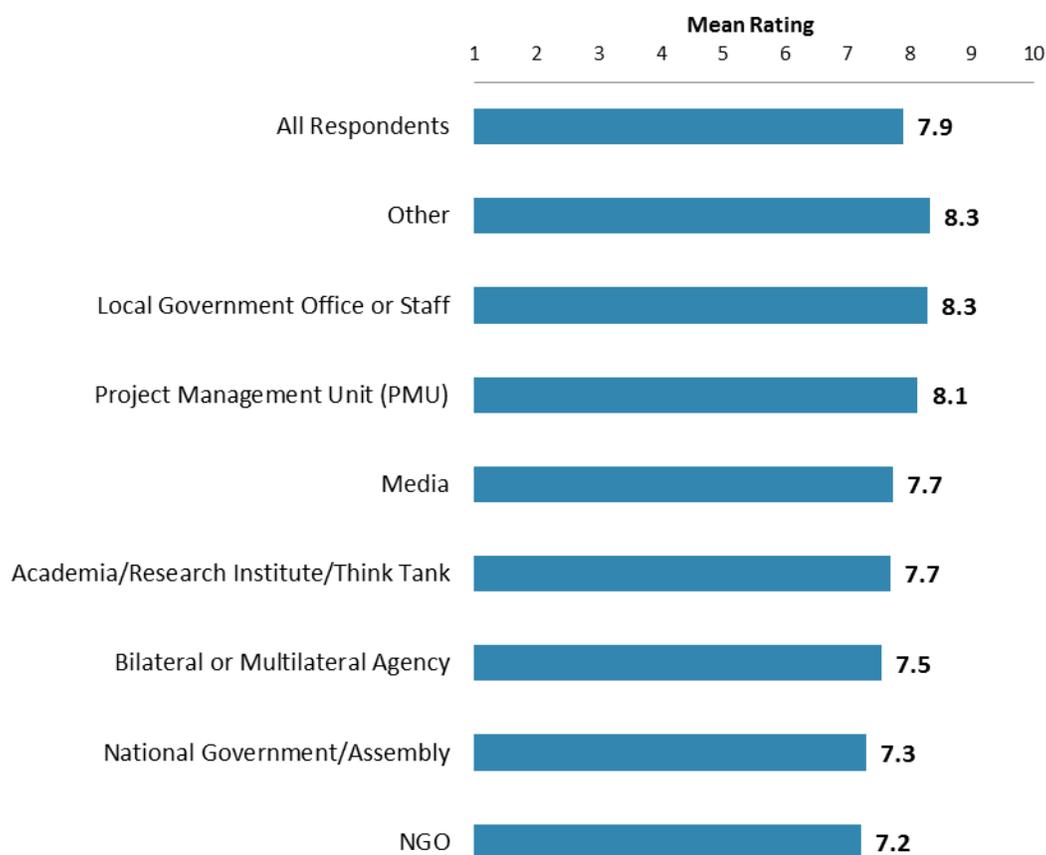


*(1-"Not effective at all", 10-"Very effective" and 1-"To no degree at all", 10-"To a very significant degree")*

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

### Staff Preparedness (*Indicator Question*)

- Respondents from PMUs, local government, and other organizations gave the highest ratings for the extent to which the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges whereas respondents from the National Government/Assembly and NGOs gave significantly lower ratings.
- Respondents from Outside Ha Noi gave significantly higher ratings for the extent to which the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges compared to respondents from Ha Noi.
- Respondents who collaborated with the WBG gave significantly higher ratings for the extent to which the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges compared to respondents who did not collaborate with the WBG.

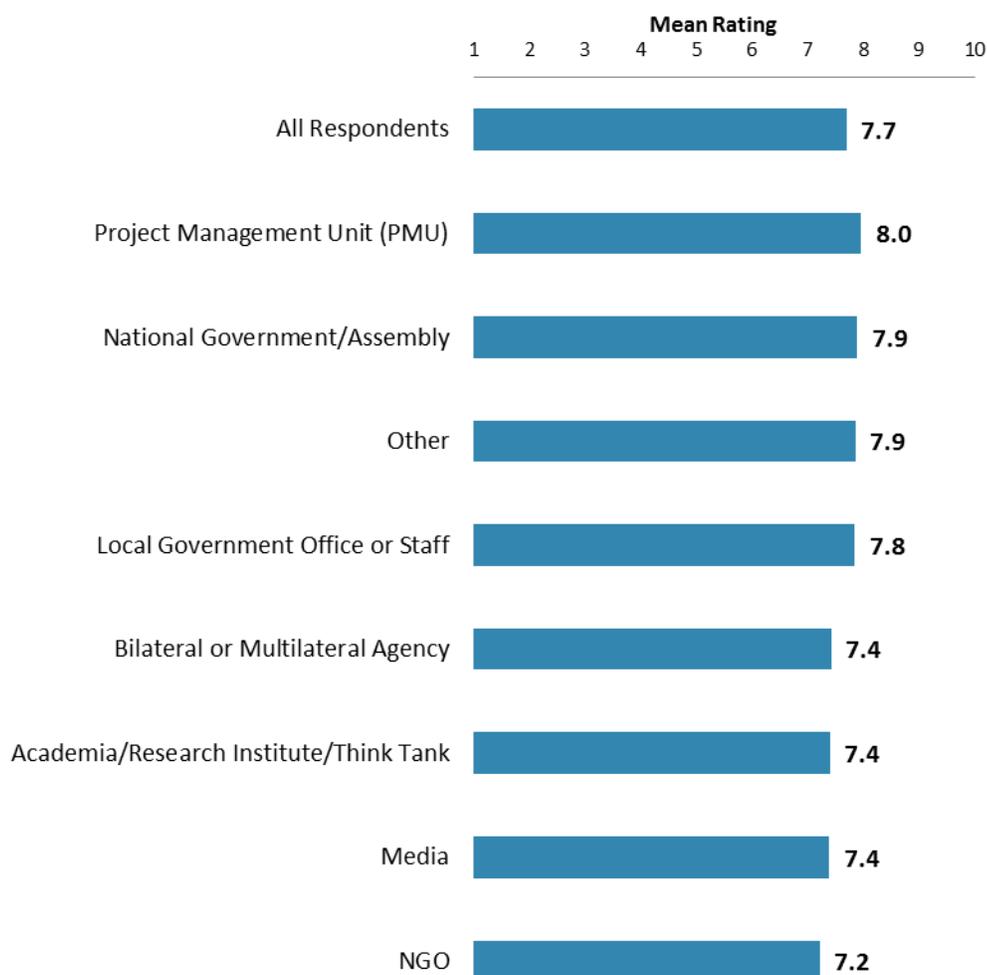


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Vietnam solve its most complicated development challenges?"  
*(1-"To no degree at all", 10-"To a very significant degree")*

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

### Overall Ratings for Indicator Questions

- Respondents from PMUs, the National Government/Assembly, local government, and other organizations gave the highest ratings across all of the country survey indicator questions whereas respondents from NGOs gave significantly lower ratings. Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 95).

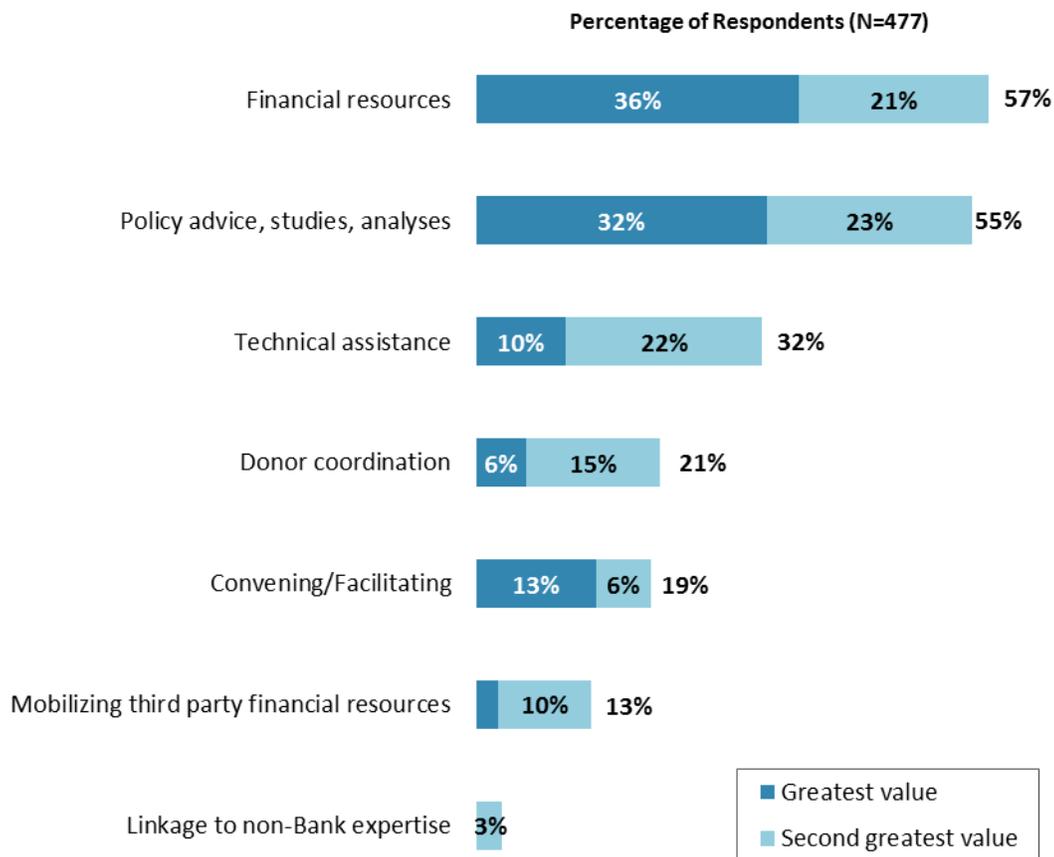


*Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales*

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

### WBG Activities: Greatest Value

- Respondents in the FY '10 country survey indicated that the Bank's greatest values to Vietnam were the Bank's financial resources (56%) and its knowledge (45%).
- Although respondents from most stakeholder groups indicated that the Bank's financial resources and its policy advice were its greatest values, respondents from the media were more likely to indicate that convening/facilitating was the Bank's greatest value.

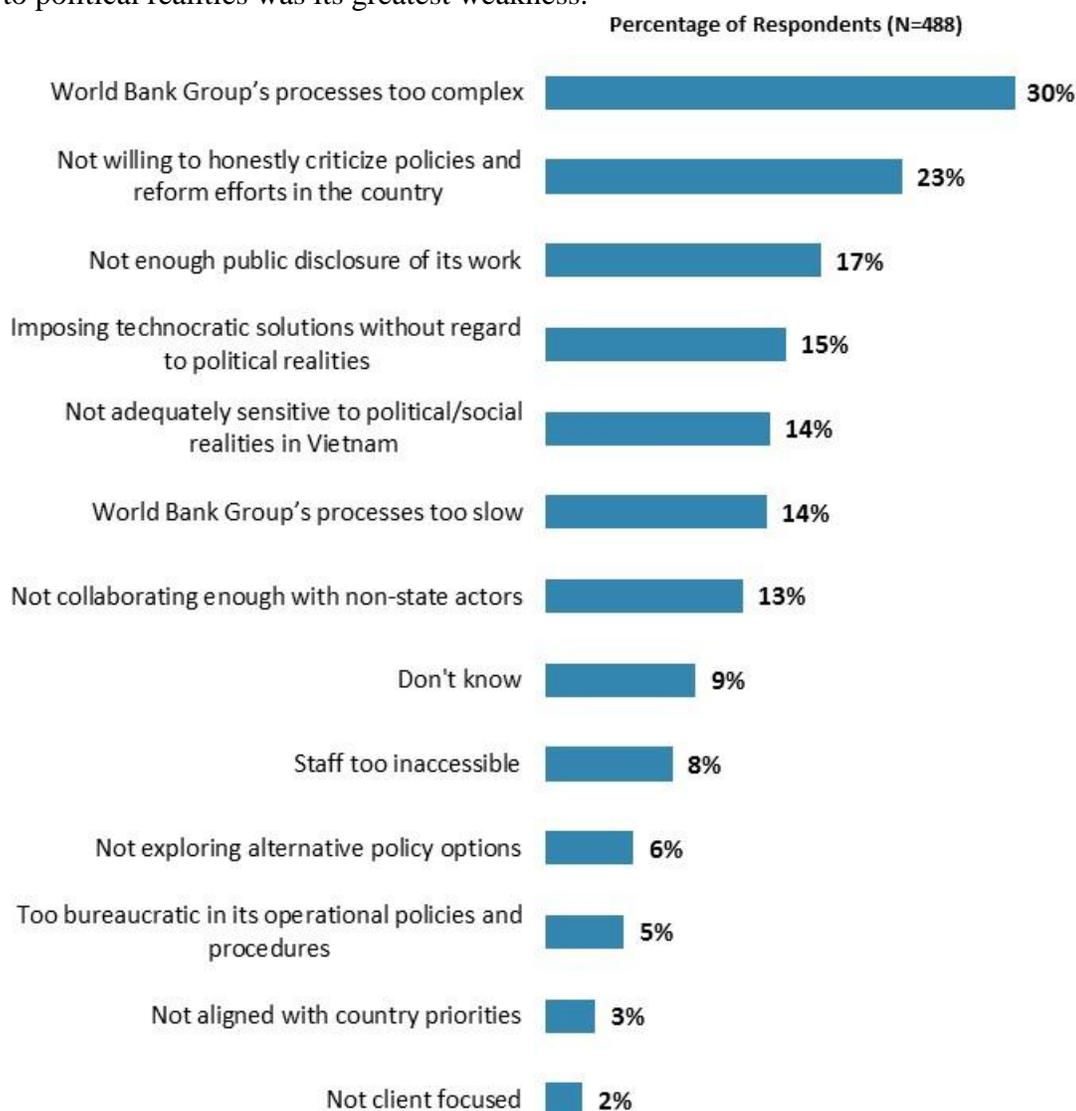


“When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Vietnam?” (Respondents chose from a list.)

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

### Greatest Weakness

- Respondents in the FY '10 country survey indicated that the Bank's greatest weakness in its work in Vietnam was imposing technocratic solutions without regard to political realities (34%) and not exploring alternative policy options (22%).
- Although respondents from most stakeholder groups indicated that the Bank's greatest weaknesses were that its processes are too complex and that it is not willing to honestly criticize policies and reform efforts in Vietnam, respondents from the National Government/Assembly were more likely to indicate that the WBG's process being too slow was its greatest weakness and respondents from bilateral or multilateral agencies were more likely to indicate that the Bank imposing technocratic solutions without regard to political realities was its greatest weakness.

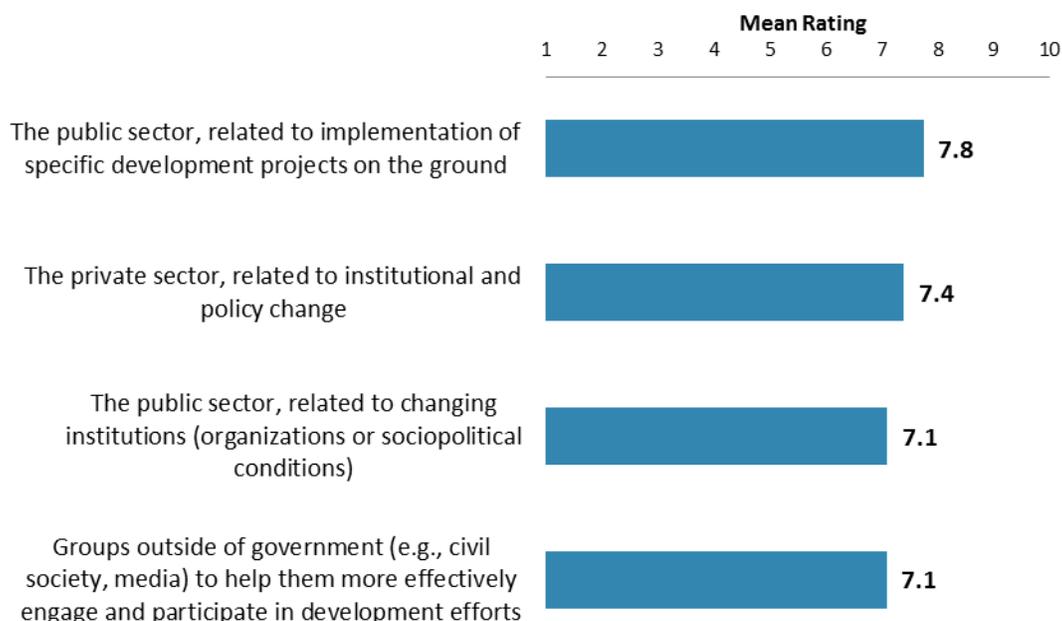


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined. Top 13 shown.)

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

### Capacity Building

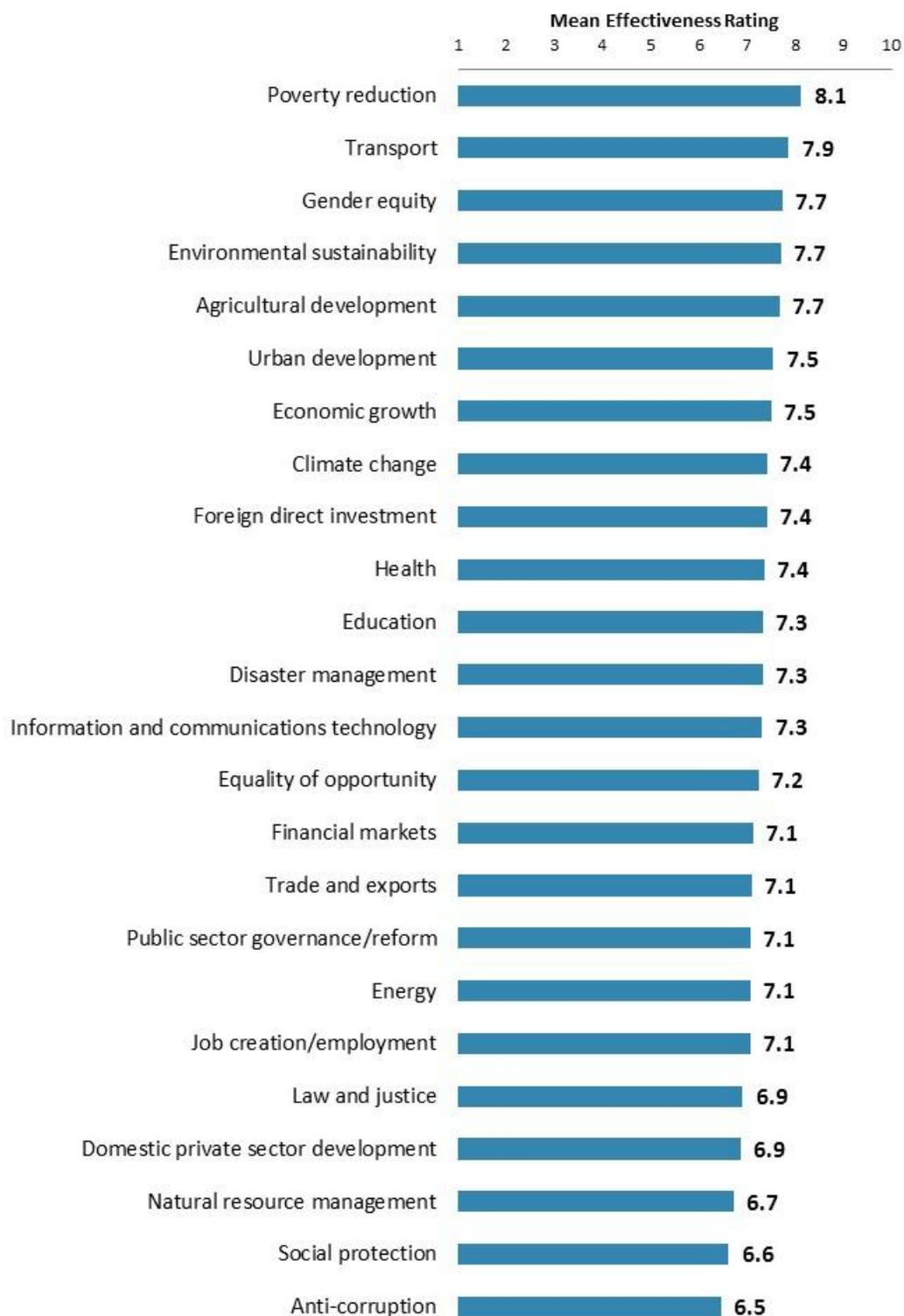
- Respondents from the National Government/Assembly, PMUs, local government, and other organizations gave the highest ratings for the extent which Vietnam would benefit from WBG capacity building support to the public sector, related to implementation of specific development projects on the ground, whereas respondents from bilateral or multilateral agencies and academia gave significantly lower ratings.
- Respondents from bilateral or multilateral agencies gave the highest ratings for the extent which Vietnam would benefit from WBG capacity building support to groups outside of government whereas respondents from the National Government/Assembly gave significantly lower ratings.



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

## VI. Sectors: Effectiveness

### Effectiveness of Specific 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 Vietnam?" (1- "Not effective at all", 10- "Very effective")

## VI. Sectors: Effectiveness (continued)

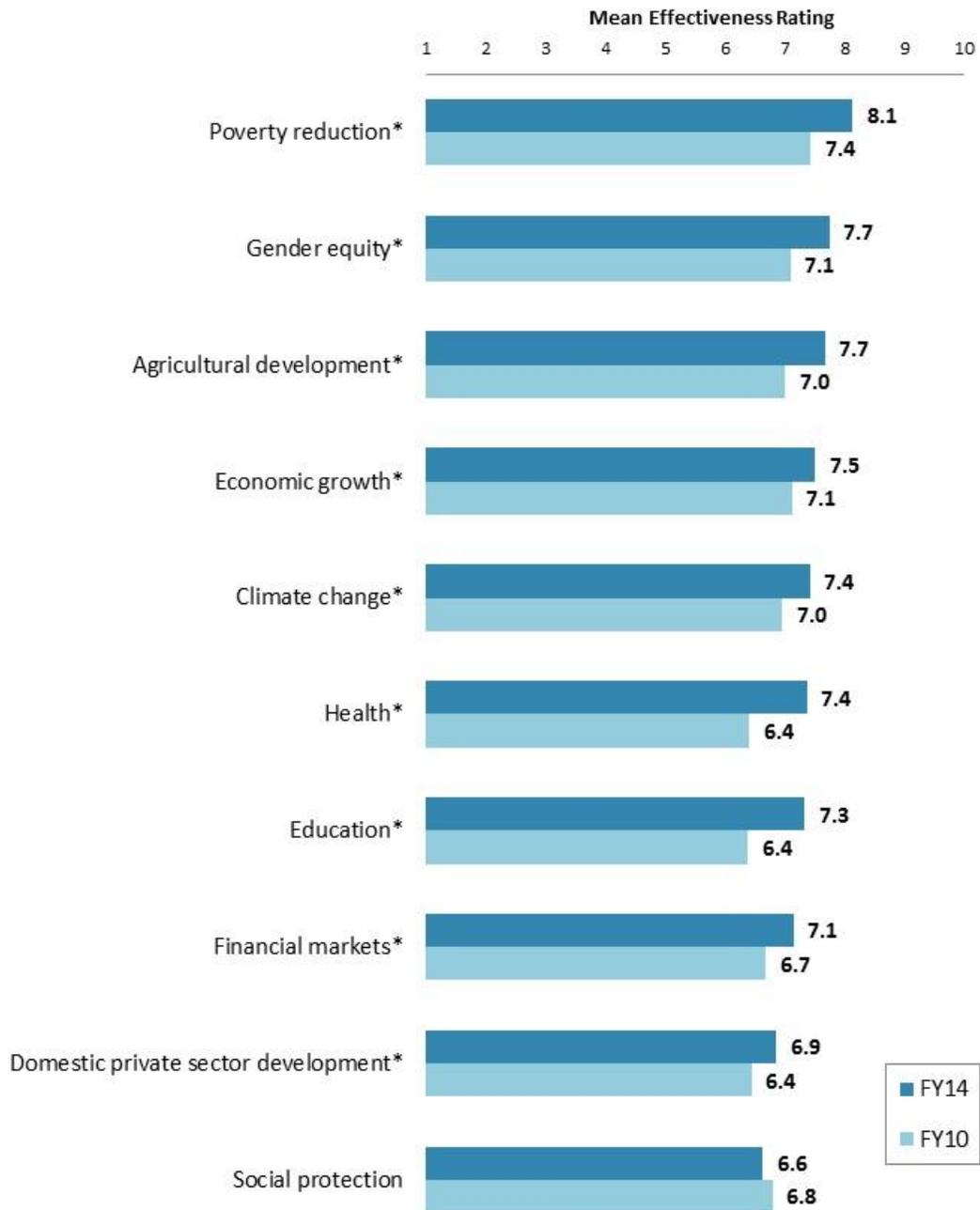
### Effectiveness of Specific Areas (continued)

- Please note the complete breakdown of respondents' effectiveness ratings for the Bank's work in these development areas can be found in the Appendix. In addition to the aggregate mean ratings for each area, respondents who indicated that they "Don't Know" are reported in Appendix A (see page 45), suggesting that primarily informed stakeholders responded to these questions. A complete breakdown by stakeholder groups can be found in Appendix B (see page 54), by geographic locations in Appendix C (see page 67), by WBG-collaborators in Appendix D (see page 77), and by respondents' specializations/sectors in Appendix F (see page 89).
- There were statistically significant stakeholder group differences among all but two of these twenty-four areas of development. For the most part, respondents from the National Government/Assembly and PMUs gave the highest ratings for the Bank's effectiveness across these areas whereas respondents from NGOs and academia tended to give significantly lower ratings. Those areas that did not reach statistical significance were: "Information and communications technology" and "Trade and exports".
- Respondents who indicated that they collaborated with the WBG gave higher ratings for the Bank's effectiveness across all of these twenty-four areas of development compared to those who indicated that they did not collaborate with the WBG, significantly so for all but five areas. Those areas that did not reach statistical significance were: "Law and justice", "Foreign direct investment", "Social protection", "Climate change", and "Natural resources management".

## VI. Sectors: Effectiveness (continued)

### Effectiveness of Specific Areas (continued)

- For those areas of development that could be compared, respondents in this year’s country survey gave significantly higher ratings for the WBG’s effectiveness across all but one area compared to respondents from the FY ’10 country survey. Those differences that reached statistical significance are noted in the chart.



(\*Significantly different between FY14 and FY10)

## VI. Sectors: 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 Vietnam, bivariate correlational analyses were conducted using respondents' ratings of the twenty-four specific areas of effectiveness.

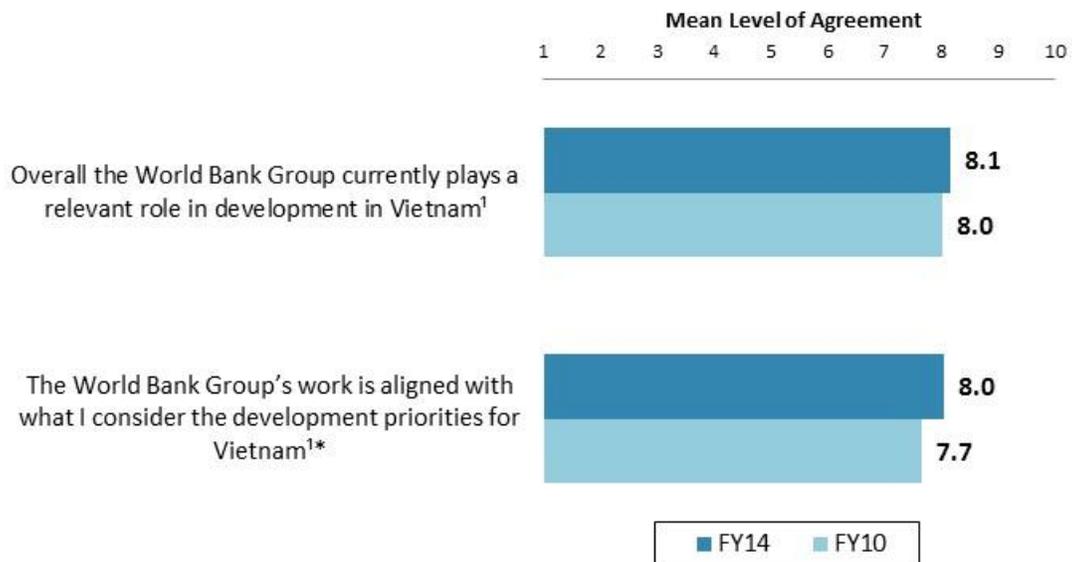
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank'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's overall effectiveness or perceptions of the Bank'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's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Vietnam. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at urban development;
  - The Bank's effectiveness at education;
  - The Bank's effectiveness at health; and
  - The Bank's effectiveness at poverty reduction.
  
- 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 Bank's ability to help achieve development results in Vietnam, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at financial markets;
  - The Bank's effectiveness at job creation/employment;
  - The Bank's effectiveness at information and communications technology;
  - The Bank's effectiveness at equality of opportunity; and
  - The Bank's effectiveness at education.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Vietnam

- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank Group is aligned with their development priorities for Vietnam compared to respondents from the FY '10 country survey.
- Respondents from the National Government/Assembly, PMUs, local government, and other organizations had the highest levels of agreement that the WBG currently plays a relevant role in development in Vietnam and that the WBG is aligned with their development priorities for Vietnam whereas respondents from NGOs, the media, and academia had significantly lower levels of agreement.
- Respondents from Outside Ha Noi had significantly higher levels of agreement that the WBG currently plays a relevant role in development in Vietnam compared to respondents from Ha Noi.
- Respondents who collaborated with the WBG had significantly higher levels of agreement that the WBG currently plays a relevant role in development in Vietnam and that the WBG is aligned with their development priorities for Vietnam compared to respondents who did not collaborate with the WBG.

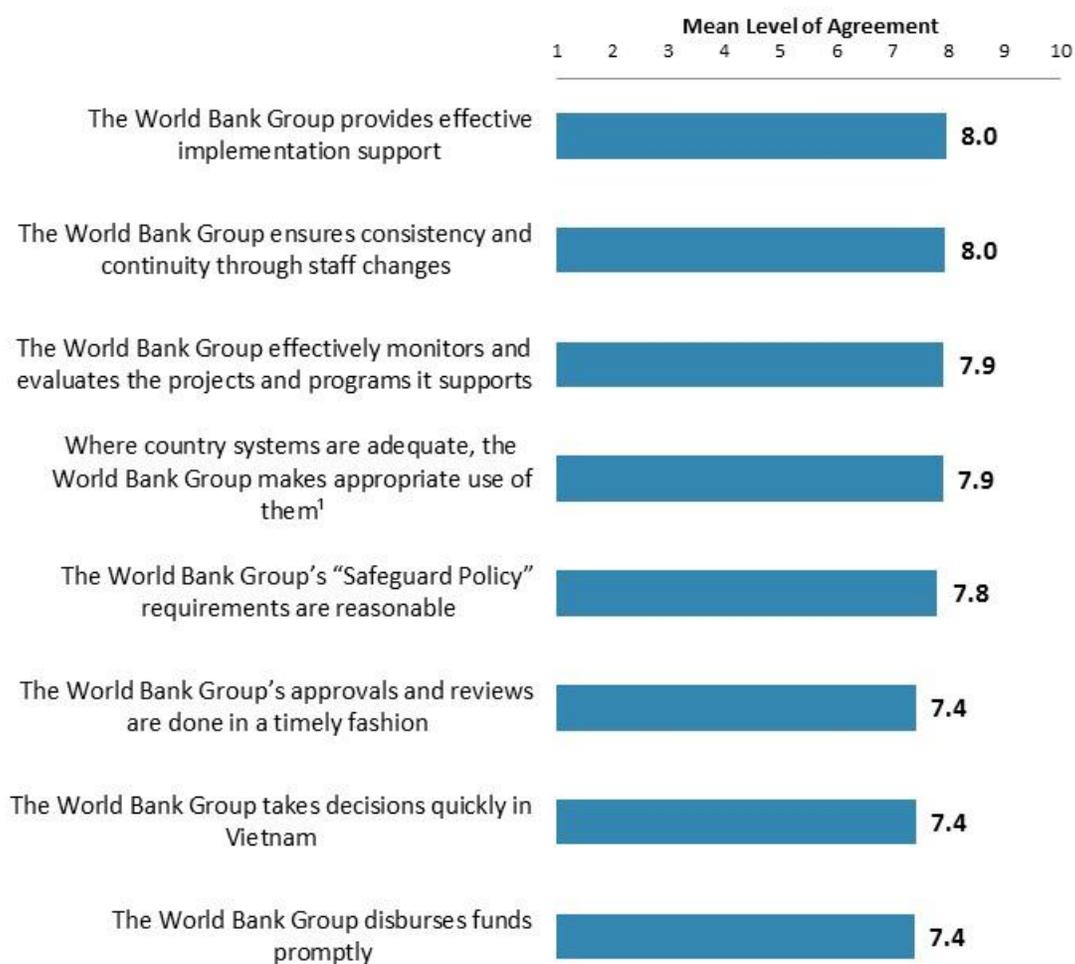


"To what extent do you agree with the following statements about the World Bank Group's work in Vietnam?" (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question  
 (\*Significantly different between FY14 and FY10)

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

### Overall Perceptions

- There were statistically significant stakeholder group differences in their levels of agreement across all of these aspects of the World Bank Group's operations. For the most part, respondents from PMUs and local government tended to have the highest levels of agreement whereas respondents from bilateral or multilateral agencies tended to have significantly lower levels of agreement.
- Respondents from Outside Ha Noi had significantly higher levels of agreement that, where country systems are adequate, the WBG makes appropriate use of them, compared to respondents from Ha Noi.
- Respondents who collaborated with the WBG had statistically similar levels of agreement across all of these aspects compared to those who do not collaborate with the WBG.

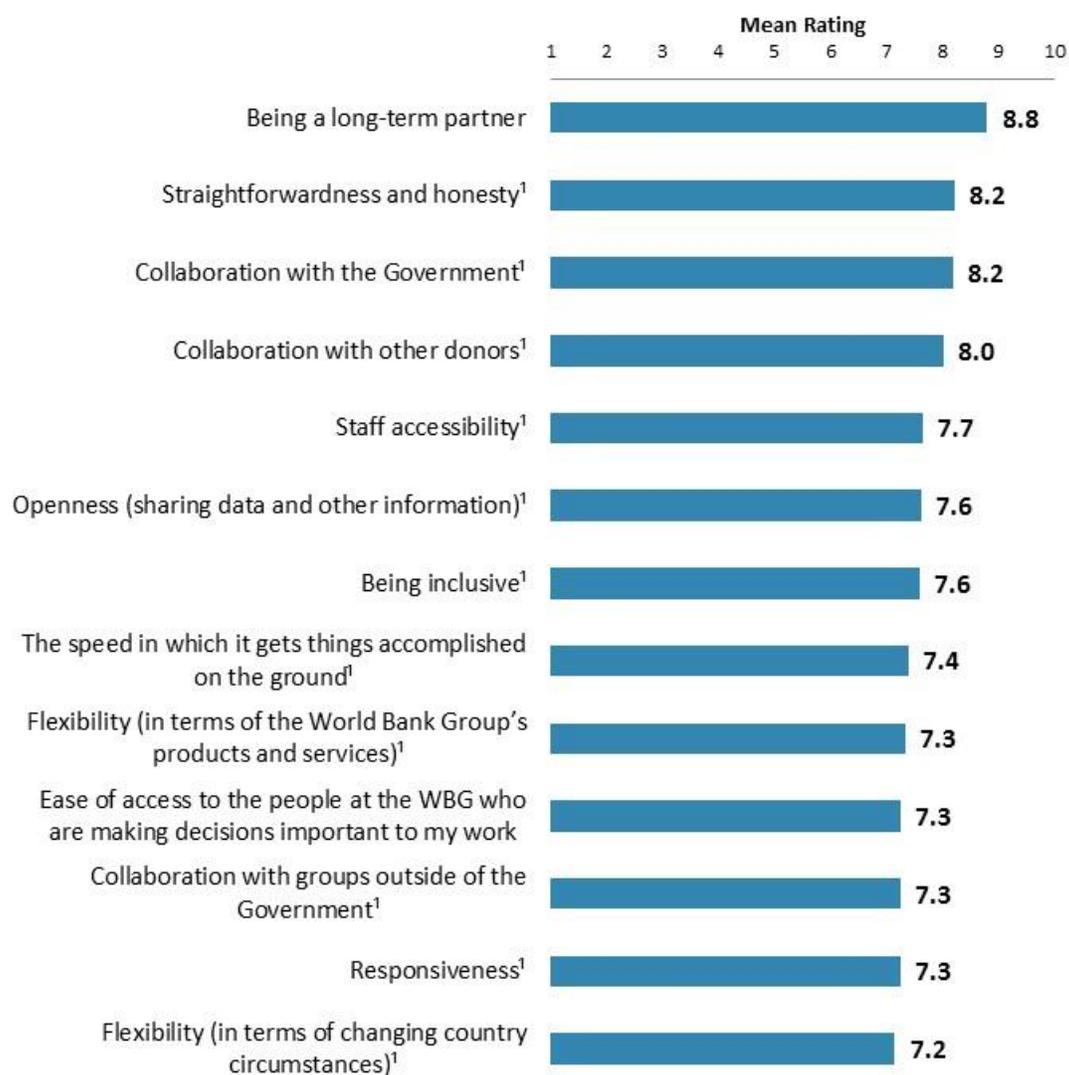


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

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

### The World Bank Group as an Effective Development Partner

- Respondents in this country survey had significantly higher ratings for the Bank's staff accessibility compared to respondents from the FY '10 survey.
- There were statistically significant stakeholder group differences in their ratings of all but three of these aspects. For the most part, respondents from PMUs and local government tended to give the highest ratings across these aspects whereas respondents from bilateral or multilateral agencies and the media tended to give significantly lower ratings. Those areas for which there were not significant differences were: "Flexibility (in terms of changing country circumstances)", "Being inclusive", and "Collaboration with groups outside of the Government".
- Respondents from Outside Ha Noi had higher ratings across all of these aspects compared to respondents from Ha Noi, significantly so for "Being inclusive", "Openness", and "The speed in which it gets things accomplished on the ground".

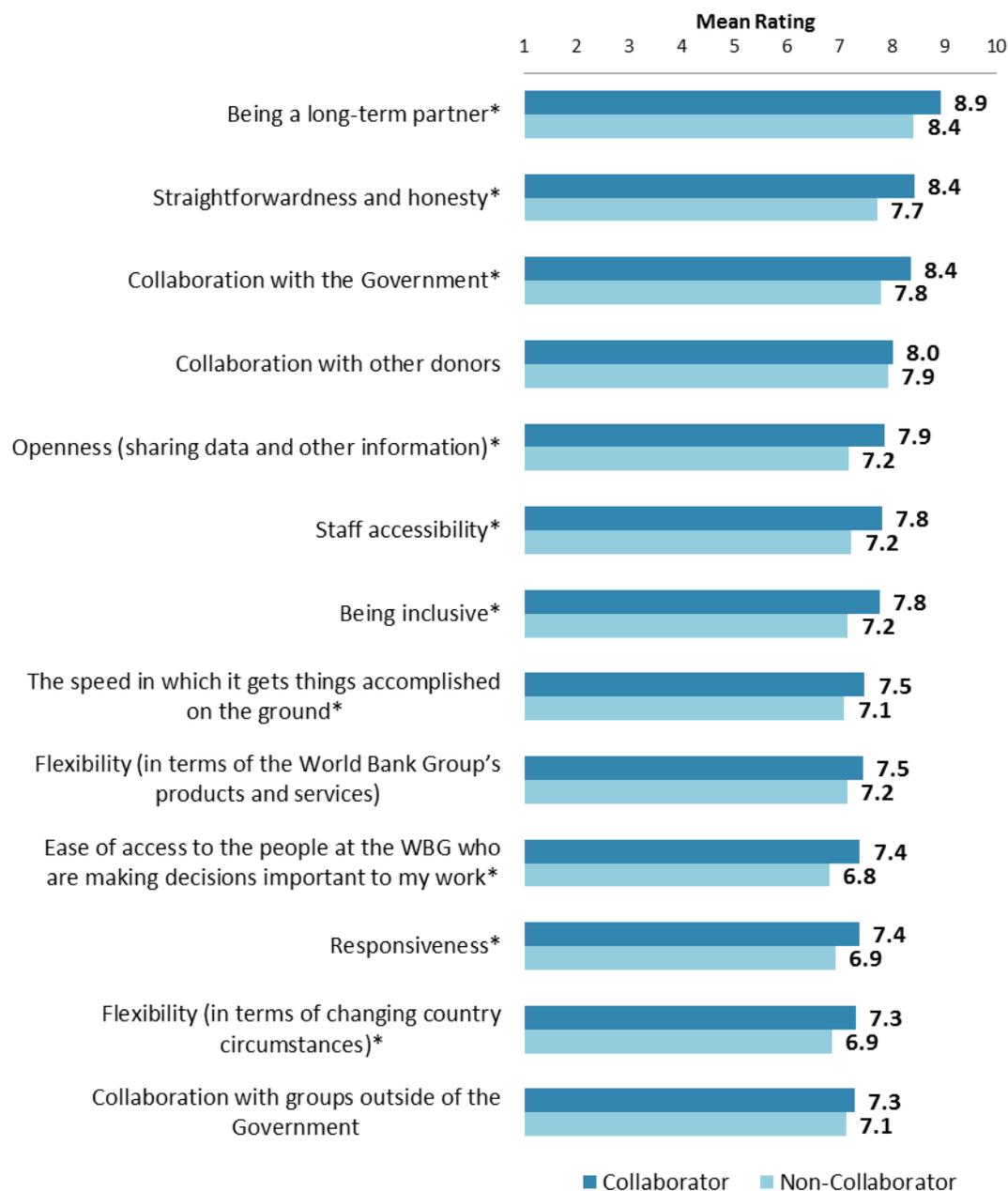


"To what extent is the World Bank Group an effective development partner in Vietnam, in terms of each of the following?" (1- "To no degree at all", 10- "To a very significant degree") <sup>1</sup>Indicator Question

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

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

- Respondents who indicated that they collaborated with the World Bank Group gave higher ratings across all of these aspects of the Bank being an effective development partner compared to respondents who indicated that they did not collaborate. Those differences that reached statistical significance are noted in the chart.



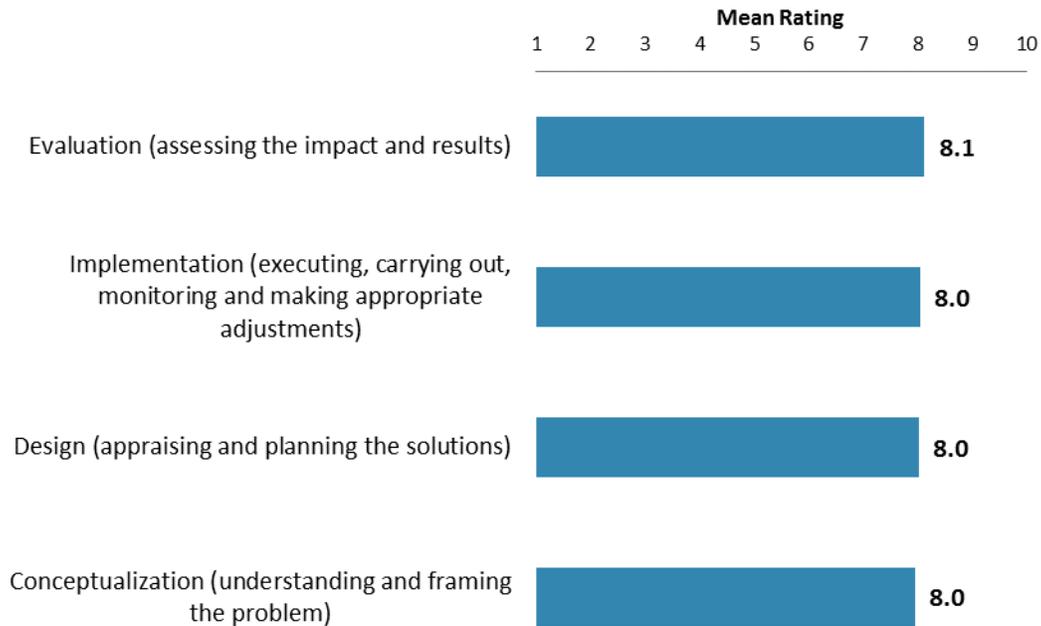
"To what extent is the World Bank Group an effective development partner in Vietnam, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Significantly different between those who collaborate and those who do not

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

### Technical Assistance/Advisory Work

- There were statistically significant stakeholder group differences in their ratings of the extent to which the Bank's technical assistance/advisory work contributed to solving Vietnam's development challenges in these ways. For the most part, respondents from local government gave the highest ratings across these aspects whereas respondents from bilateral or multilateral agencies gave significantly lower ratings.
- Respondents who collaborate with the WBG gave higher ratings across all of these aspects compared to respondents who do not collaborate, significantly so only for the extent to which the Bank's technical assistance/advisory work contributes to conceptualization.

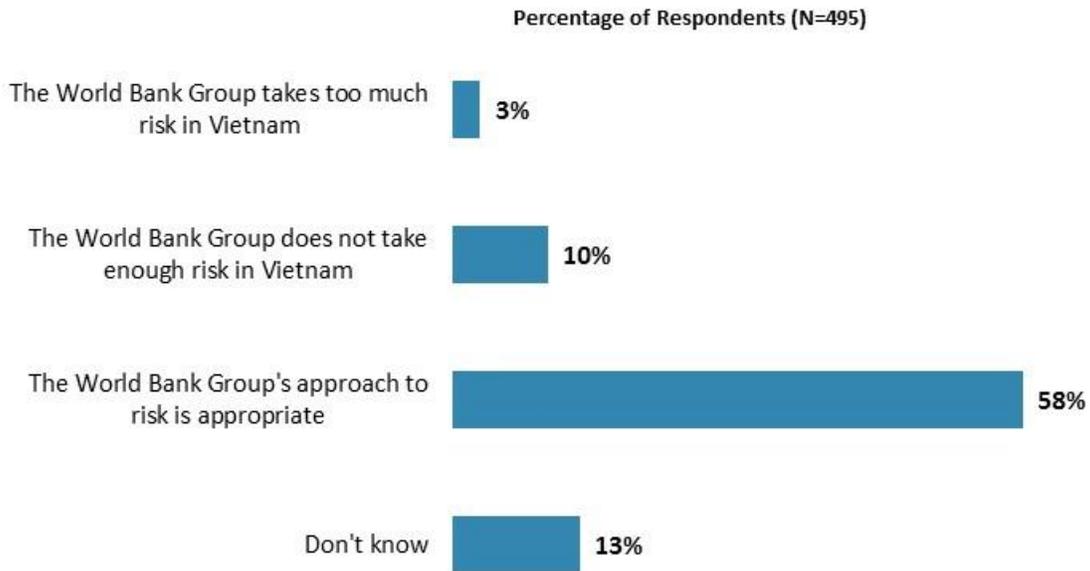


"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Vietnam's development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

### Risk-Taking

- Although a plurality of respondents across all stakeholder groups indicated that the Bank's approach to risk in Vietnam is appropriate, a significant proportion of respondents from the National Government/Assembly (32%) and the media (25%) indicated that the Bank does not take enough risk in Vietnam.

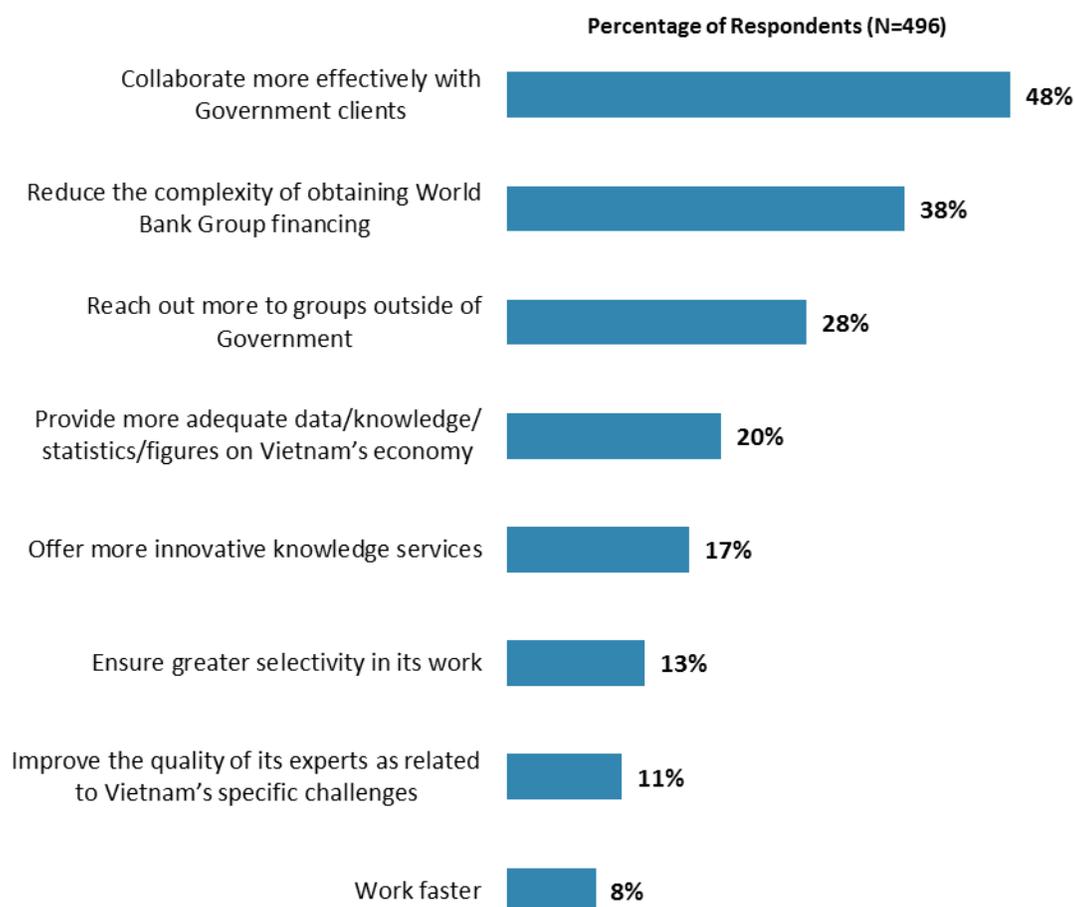


"Which of the following best describes the way the World Bank Group operates in Vietnam?"  
(Respondents chose from a list.)

## VIII. The Future Role of the World Bank Group in Vietnam

### Making the World Bank Group of Greater Value

- Respondents from the National Government/Assembly, PMUs, local government, and other organizations indicated that the Bank should collaborate more effectively with Government clients, whereas respondents from bilateral or multilateral agencies and NGOs indicated that the Bank should reach out to groups outside of Government, and respondents from the media and academia indicated that the Bank should provide more adequate data/knowledge/statistics/figures on Vietnam's economy to make itself of greater value.

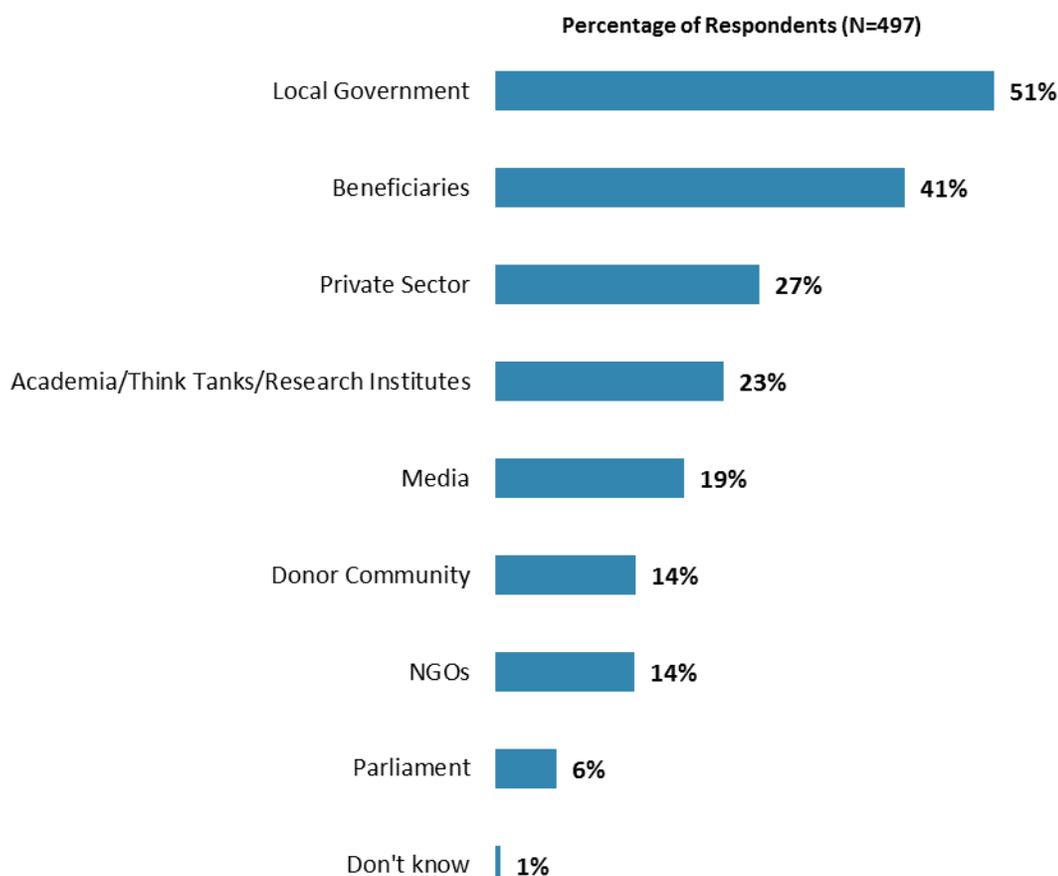


“Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## VIII. The Future Role of the World Bank Group in Vietnam (cont.)

### Collaborating with Stakeholders in Vietnam

- Respondents in the FY '10 country survey indicated that the Bank should work more with beneficiaries (59%), the donor community (40%), and private sector (35%) to ensure better development results in Vietnam.
- Respondents from the National Government/Assembly, PMUs, and local government indicated that the Bank should collaborate more with local government.
- Respondents from NGOs indicated that the Bank should collaborate more with NGOs.
- Respondents from the media indicated that the Bank should collaborate more with the media.
- Respondents from academia and other organizations indicated that the Bank should collaborate more with private sector and academia/research institutes/think tanks.
- Respondents from bilateral/multilateral agencies indicated that the Bank should collaborate more with local government, the private sector, and beneficiaries.

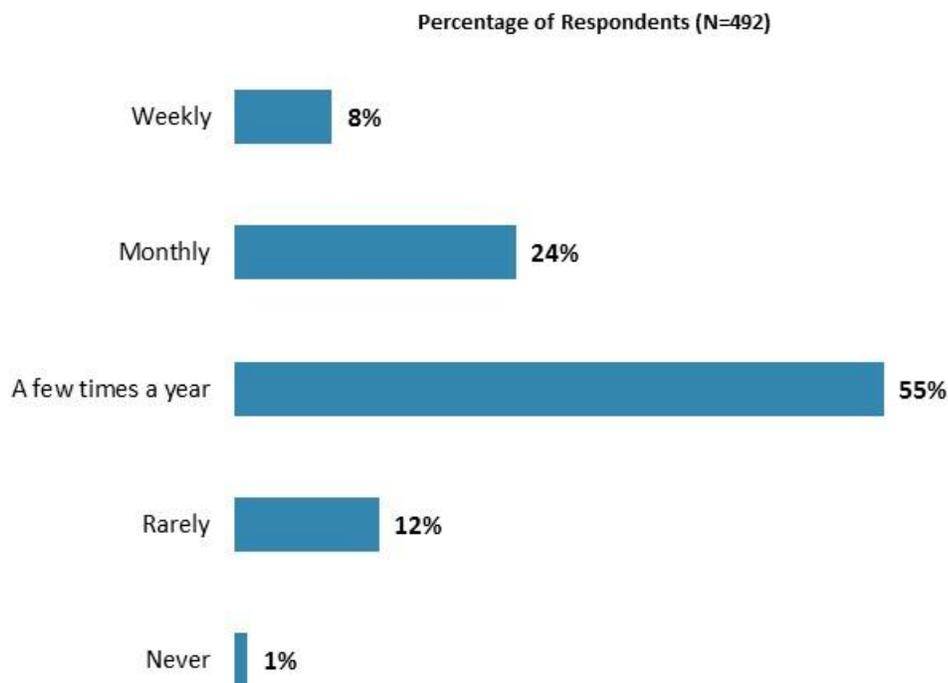


“In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?” (Respondents chose from a list. Responses combined.)

## IX. World Bank Group Knowledge and Instruments

### Frequency of Consulting World Bank Group Knowledge Work and Activities

- Respondents from other organizations, PMUs, bilateral or multilateral agencies, and local government indicated significantly more frequent usage of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.

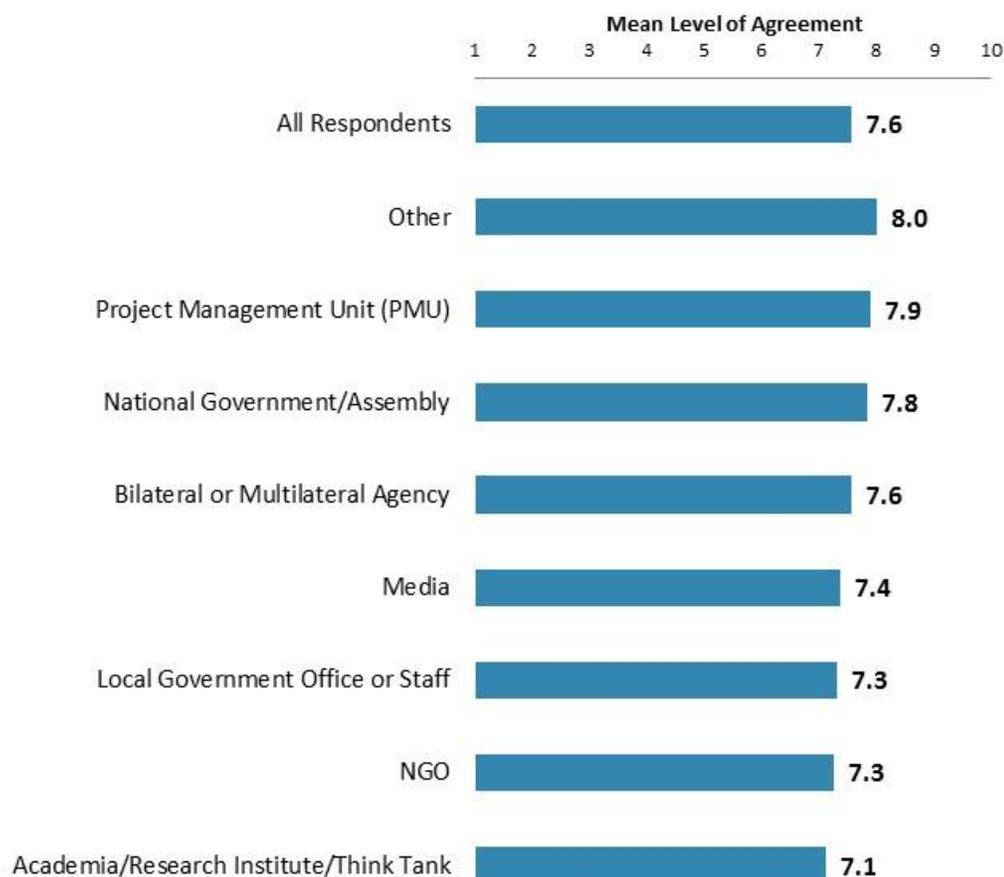


“How frequently do you consult World Bank Group's knowledge work and activities in the work you do?” (Respondents chose from a list.)

## IX. World Bank Group Knowledge and Instruments (continued)

### Meeting Vietnam's Knowledge Needs (*Indicator Question*)

- Respondents from other organizations, PMUs, and the National Government/Assembly had the highest levels of agreement that the WBG meets Vietnam's needs for knowledge services whereas respondents from local government, NGOs, and academia had significantly lower levels of agreement.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG meets Vietnam's needs for knowledge services compared to respondents who do not collaborate with the WBG.
- Respondents across all geographic locations had statistically similar levels of agreement that the World Bank Group meets Vietnam's needs for knowledge services.

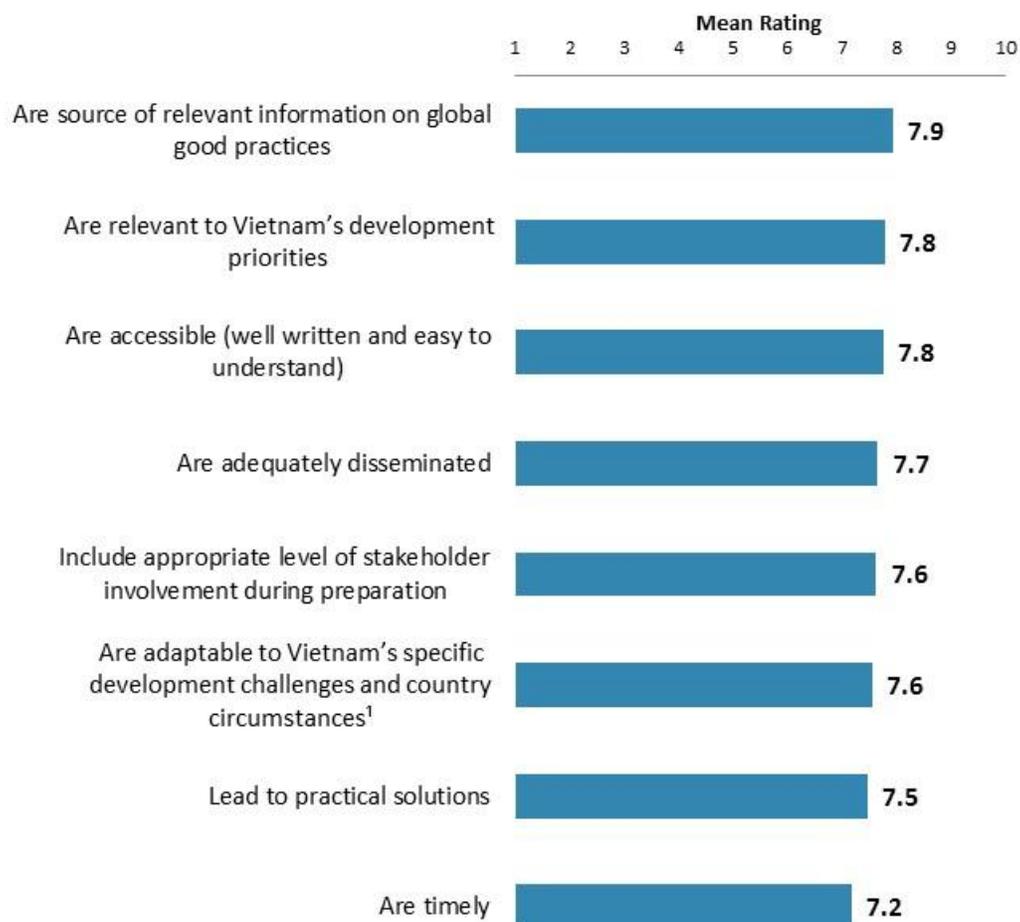


"The World Bank Group meets Vietnam's needs for knowledge services"  
(1-"Strongly disagree", 10-"Strongly agree")

## IX. World Bank Group Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents in this country survey gave significantly higher ratings for the Bank's knowledge work and activities being adaptable to Vietnam's circumstances compared to respondents from the FY '10 country survey.
- Respondents from PMUs gave the highest ratings that the Bank's knowledge work and activities include an appropriate level of stakeholder group involvement whereas respondents from NGOs and the media gave significantly lower ratings. Respondents from the National Government/Assembly, PMUs, local government, and other organizations gave the highest ratings that the Bank's knowledge work and activities lead to practical solutions whereas respondents from NGOs gave significantly lower ratings
- Respondents across all geographic locations, as well as those who collaborate with the WBG and those who do not, had statistically similar ratings for the Bank's knowledge work and activities being adaptable to Vietnam's circumstances.

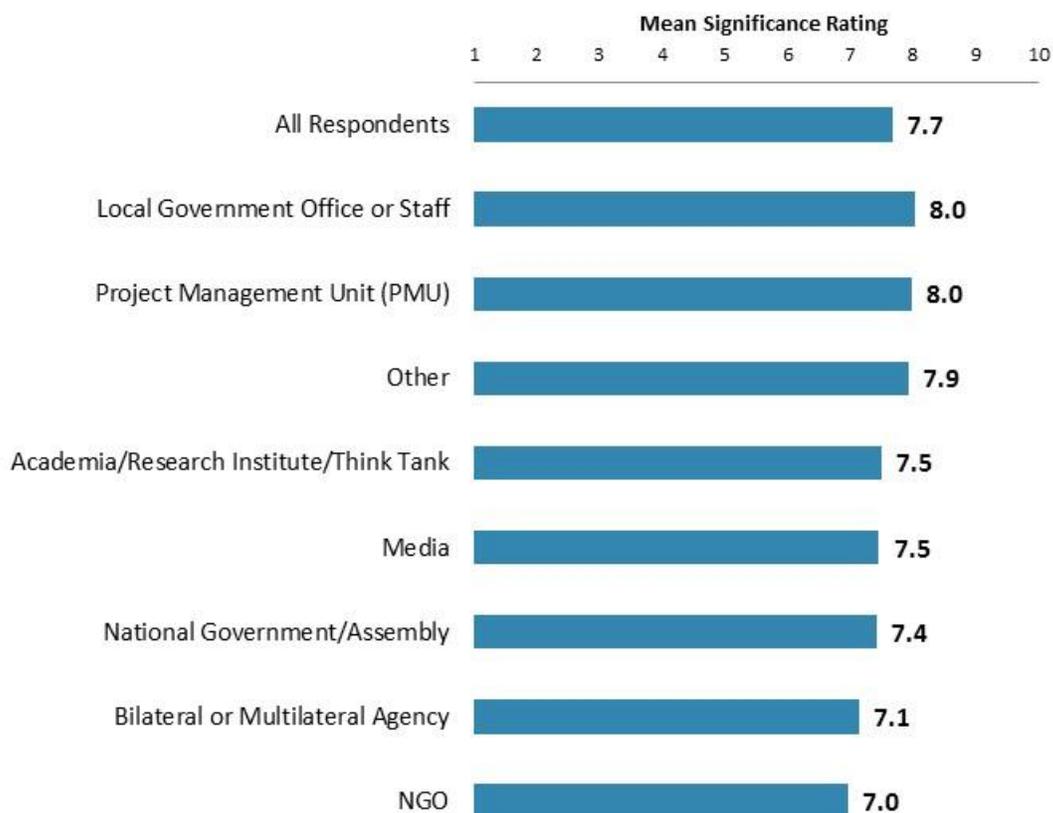


"In Vietnam, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## IX. World Bank Group Knowledge and Instruments (continued)

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

- Respondents from local government, PMUs, and other organizations gave the highest ratings regarding the significance of the contribution of the Bank's knowledge work whereas respondents from bilateral or multilateral agencies and NGOs gave significantly lower ratings.
- Respondents from Outside Ha Noi gave significantly higher ratings regarding the significance of the contribution of the Bank's knowledge work compared to respondents from Ha Noi.
- Respondents who collaborate with the WBG gave significantly higher ratings regarding the significance of the contribution of the Bank's knowledge work compared to respondents who do not collaborate with the WBG.

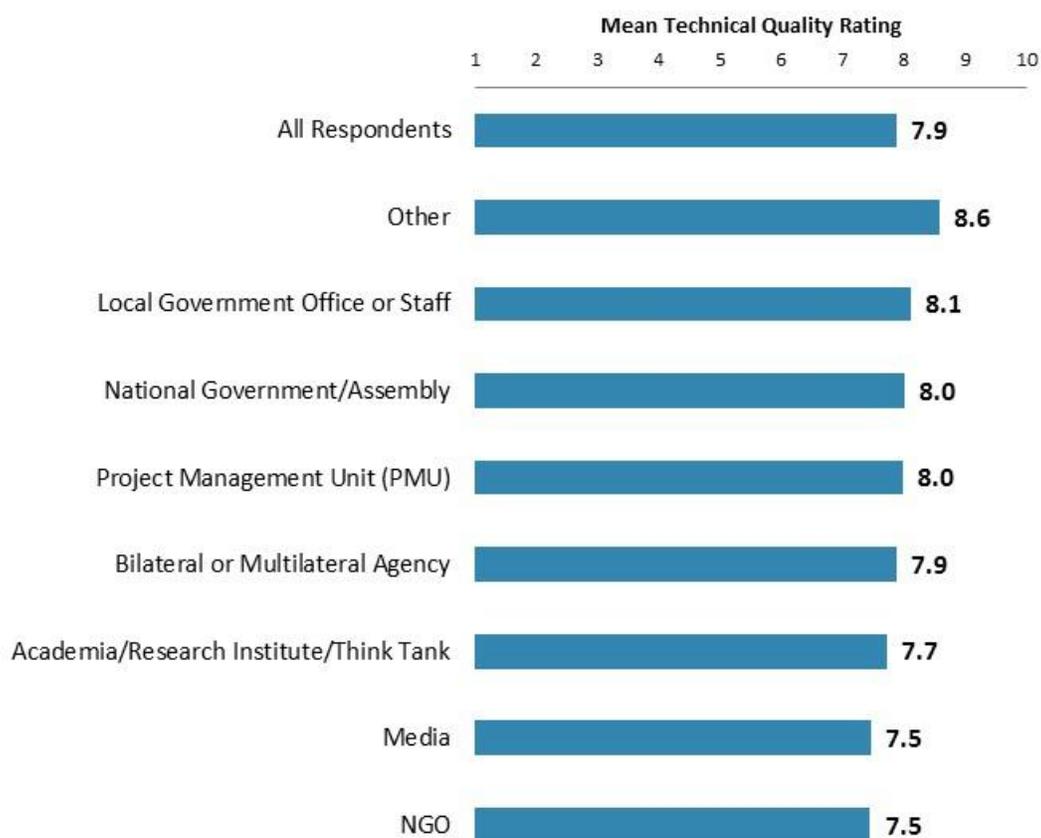


“Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?  
(1- "Not significant at all", 10- "Very significant")

## IX. World Bank Group Knowledge and Instruments (continued)

### Technical Quality of the Bank's Knowledge Work and Activities (*Indicator Question*)

- Respondents from other organizations gave the highest ratings regarding the technical quality of the Bank's knowledge work whereas respondents from the media and NGOs gave significantly lower ratings.
- Respondents from Outside Ha Noi gave significantly higher ratings regarding the technical quality of the Bank's knowledge work compared to respondents from Ha Noi.
- Respondents who collaborate with the WBG gave significantly higher ratings regarding the technical quality of the Bank's knowledge work compared to respondents who do not collaborate with the WBG.

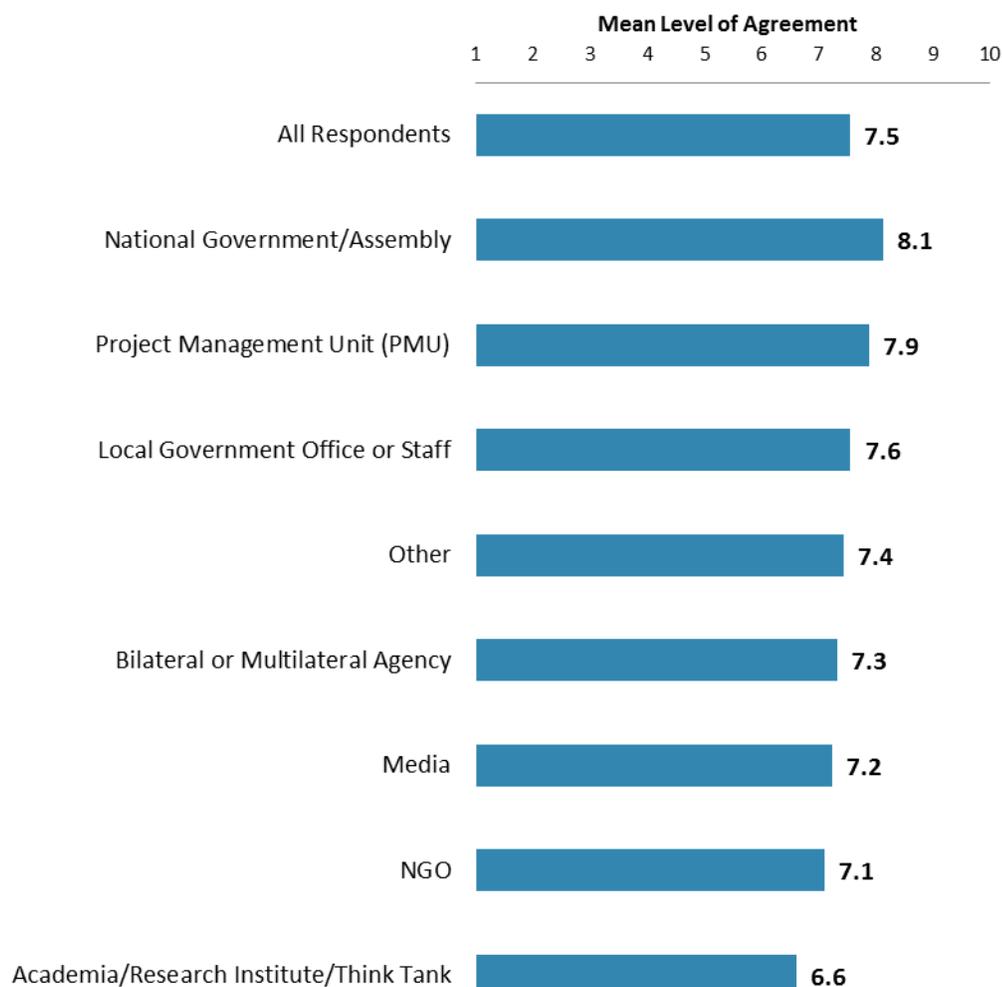


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

## IX. World Bank Group Knowledge and Instruments (continued)

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

- Respondents from the National Government/Assembly and PMUs had the highest levels of agreement that the World Bank Group's financial instruments meet the needs of Vietnam whereas respondents from academia had significantly lower levels of agreement.
- Respondents from Outside Ha Noi had significantly higher levels of agreement that the WBG's financial instruments meet Vietnam's needs compared to those from Ha Noi.
- Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet the needs of Vietnam compared to respondents who do not collaborate with the WBG.

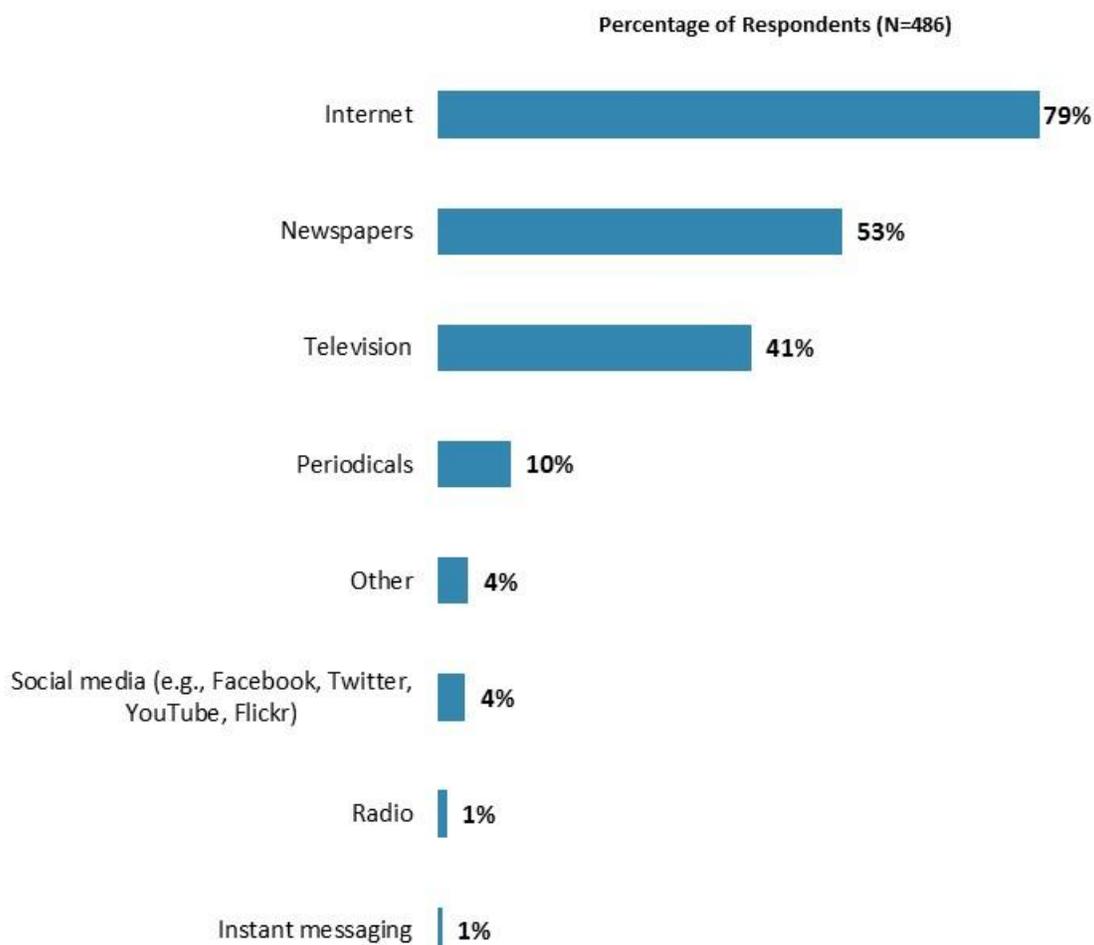


"The World Bank Group's financial instruments meet the needs of Vietnam"  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness

### Information Sources

- Respondents in the FY '10 country survey indicated that they got most of their information about economic and social development issues in Vietnam from meetings and workshops (52%), newspapers (47%), and websites (43%).

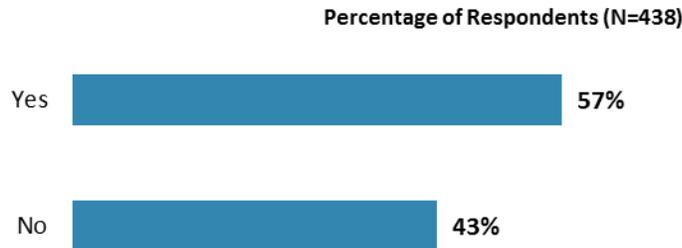


“How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Access to Information

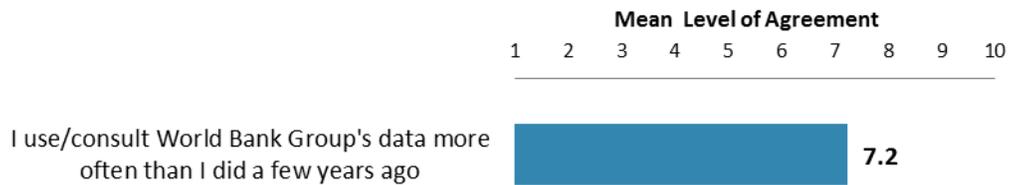
- Respondents from NGOs and academia were significantly *less* likely to be aware of the WBG’s Access to Information policy compared to respondents from other stakeholder groups.



“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 on a list of exceptions?”

### Utilizing WBG Data

- Respondents from academia had the highest levels of agreement that they utilize the World Bank Group’s data more often than a few years ago whereas respondents from NGOs and the media had significantly lower levels of agreement.

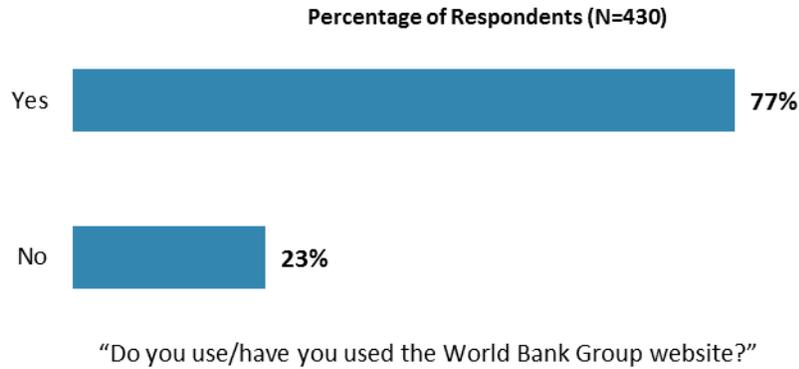


“Please rate how much you agree with the following statements.”  
 (1-“Strongly disagree”, 10-“Strongly agree”)

## X. Communication and Openness (continued)

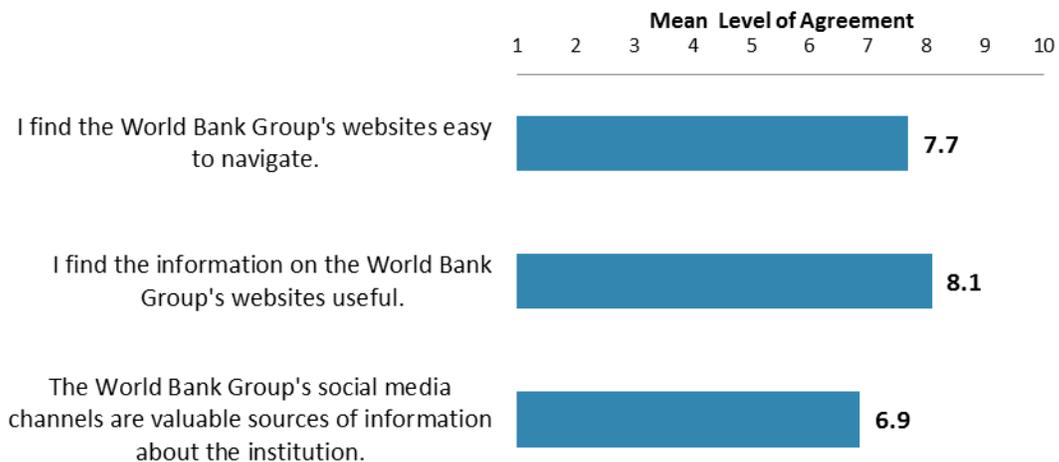
### Website Usage

- Although a majority of respondents across all stakeholder groups indicated that they had utilized the WBG website, respondents from PMUs, local government, and other organizations had significantly lower rates of usage compared to respondents from other stakeholder groups.



### Website/Social Media Evaluation

- Respondents from the National Government/Assembly had the highest levels of agreement that they find the WBG’s websites easy to navigate whereas respondents from bilateral or multilateral agencies had significantly lower levels of agreement. Respondents from local government had the highest levels of agreement that they find the information on the WBG’s websites useful whereas respondents from the media had significantly lower levels of agreement.



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

## X. Communication and Openness (continued)

### Information Sharing

- Respondents from the National Government/Assembly and other organizations had the highest levels of agreement that when they need information from the World Bank Group they know how to find it whereas respondents from the media had significantly lower levels of agreement.
- Respondents from the National Government/Assembly and other organizations had the highest levels of agreement that the World Bank Group is responsive to their information requests whereas respondents from bilateral or multilateral agencies and the media had significantly lower levels of agreement.



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

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### VIETNAM



## Appendix A:

### Responses to All Questions across Collaborating Respondents (N=501)

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 Vietnam

1. In general would you say that Vietnam is headed in...?	Percentage of Respondents (N=485)
The right direction	67.4%
The wrong direction	1.6%
Not sure	30.9%

2. Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=492)
Public sector governance/reform	50.3%
Education	34.1%
Transport	32.7%
Anti-corruption	31.7%
Job creation/employment	17.7%
Environmental sustainability	14.6%
Domestic private sector development	14.2%
Economic growth	13.8%
Climate change	10.8%
Poverty reduction	10.4%
Agricultural development	10.4%
Health	7.9%
Law and justice	7.1%
Social protection	5.3%
Natural resource management	5.3%
Equality of opportunity	4.7%
Urban development	4.1%
Energy	3.0%
Trade and exports	3.0%
Disaster management	2.6%
Financial markets	2.2%
Information and communications technology	1.8%
Foreign direct investment	1.6%
Gender equity	0.4%

**A. General Issues Facing Vietnam (continued)**

<b>3. When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=493)</b>
Consistent economic growth	38.1%
Greater voice and participation for citizens to help ensure greater accountability	32.9%
Education and training that better ensure job opportunity	32.3%
Better quality public services	20.5%
Better employment opportunities for young people	14.8%
Better opportunity for the poor who live in rural areas	13.2%
Better entrepreneurial opportunities (i.e., to start small and medium-sized businesses)	11.6%
Greater equity of fiscal policy	11.0%
More reliable social safety net	7.5%
Greater access to micro-finance for the poor	5.9%
Greater access to health and nutrition for citizens	5.9%
A growing middle class	3.9%
Better opportunity for the poor who live in urban areas	1.4%
Other	0.6%
Better employment opportunities for women	0.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Vietnam? (1-Not familiar at all, 10-Extremely familiar)	497	0	6.67	1.88

<b>Overall Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.* (1-Not effective at all, 10-Very effective)	481	17	7.88	1.45

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Vietnam solve its most complicated development challenges?*(1-To no degree at all, 10-To a very significant degree)	463	27	7.90	1.36

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

4. 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 Vietnam?	Percentage of Respondents (N=477)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	36.1%	21.2%	57.2%
Policy advice, studies, analyses	32.5%	22.9%	55.3%
Technical assistance	10.1%	21.8%	31.9%
Donor coordination	5.7%	14.9%	20.5%
Convening/Facilitating	13.4%	6.1%	19.5%
Mobilizing third party financial resources	2.5%	10.3%	12.8%
Linkage to non-Bank expertise	0.0%	2.9%	2.9%

The World Bank Group can provide capacity building support in a number of ways in Vietnam. To what degree would Vietnam benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
5. <b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	440	27	7.09	1.82
6. <b>The public sector</b> , related to implementation of specific development projects on the ground	477	14	7.75	1.58
7. <b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	432	40	7.10	1.90
8. <b>The private sector</b> , related to institutional and policy change	436	39	7.40	1.67

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=488)
World Bank Group's processes too complex	29.7%
Not willing to honestly criticize policies and reform efforts in the country	22.5%
Not enough public disclosure of its work	17.4%
Imposing technocratic solutions without regard to political realities	15.2%
Not adequately sensitive to political/social realities in Vietnam	14.1%
World Bank Group's processes too slow	13.9%
Not collaborating enough with non-state actors	12.5%
Don't know	9.4%
Staff too inaccessible	8.0%
Not exploring alternative policy options	5.5%
Too bureaucratic in its operational policies and procedures	4.9%
Not aligned with country priorities	3.1%
Not client focused	2.3%
Other	2.3%
The credibility of its knowledge/data	1.6%
Arrogant in its approach	0.6%

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

<b>10. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=497)</b>
Local Government	50.5%
Beneficiaries	41.4%
Private Sector	26.8%
Academia/Think Tanks/Research Institutes	23.1%
Media	19.1%
Donor Community	14.3%
NGOs	14.1%
Parliament	6.2%
Don't know	0.6%
Other	0.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Vietnam?</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. Overall the World Bank Group currently plays a relevant role in development in Vietnam*	476	10	8.14	1.46
12. The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	475	12	8.04	1.41

<b>To what extent is the World Bank Group an effective development partner in Vietnam, in terms of each of the following?</b> <i>(1-To no degree at all, 10-To a very significant degree)</i>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
13. Responsiveness*	450	31	7.25	1.62
14. Flexibility (in terms of the World Bank Group's products and services)*	441	38	7.34	1.51
15. Flexibility (in terms of changing country circumstances)*	423	43	7.16	1.52
16. Being inclusive*	456	18	7.61	1.46
17. Openness (sharing data and other information)*	465	12	7.62	1.48
18. Staff accessibility*	462	16	7.66	1.41
19. Straightforwardness and honesty*	462	20	8.23	1.39
20. Ease of access to the people at the World Bank Group who are making decisions important to my work	431	49	7.26	1.90
21. Collaboration with groups outside of the Government*	377	91	7.25	1.46
22. Collaboration with the Government*	429	55	8.19	1.17
23. Collaboration with other donors*	395	83	8.02	1.27
24. The speed in which it gets things accomplished on the ground*	422	55	7.40	1.46
25. Being a long-term partner	479	8	8.81	1.18

### C. World Bank Group Effectiveness and Results

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	291	190	6.46	1.99
2. Information and communications technology	280	193	7.31	1.57
3. Transport	370	113	7.87	1.39
4. Law and justice	246	224	6.91	1.52
5. Urban development	326	147	7.55	1.36
6. Environmental sustainability	395	89	7.71	1.44
7. Poverty reduction	426	61	8.13	1.30
8. Gender equity	373	97	7.74	1.38
9. Domestic private sector development	300	179	6.86	1.59
10. Foreign direct investment	208	262	7.41	1.58
11. Trade and exports	195	269	7.10	1.40
12. Economic growth	349	127	7.50	1.37
13. Energy	259	205	7.07	1.54
14. Disaster management	265	213	7.32	1.72
15. Public sector governance/reform	351	126	7.08	1.45
16. Job creation/employment	336	145	7.06	1.49
17. Financial markets	253	220	7.14	1.41
18. Equality of opportunity	319	153	7.23	1.58
19. Health	346	130	7.37	1.52
20. Education	335	142	7.33	1.48
21. Social protection	261	214	6.62	1.44
22. Climate change	352	132	7.42	1.62
23. Agricultural development	358	119	7.67	1.39
24. Natural resource management	246	231	6.72	1.60

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Vietnam?*( (1-To no degree at all, 10-To a very significant degree)	470	17	7.68	1.17

To what extent do you agree with the following statements about the World Bank Group in Vietnam? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
3. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Vietnam*	444	46	7.55	1.51
4. The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	453	36	7.56	1.41

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

(i.e., Analysis, Studies, Data, Reports, Conferences)

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=492)
Weekly	8.1%
Monthly	23.8%
A few times a year	54.9%
Rarely	12.2%
Never	1.0%

In Vietnam, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	427	45	7.17	1.52
3. Include appropriate level of stakeholder involvement during preparation	439	38	7.63	1.27
4. Are relevant to Vietnam's development priorities	445	35	7.80	1.33
5. Lead to practical solutions	447	34	7.47	1.36
6. Are accessible (well written and easy to understand)	454	21	7.76	1.40
7. Are source of relevant information on global good practices	417	62	7.94	1.36
8. Are adequately disseminated	426	51	7.66	1.59
9. Are adaptable to Vietnam's specific development challenges and country circumstances*	445	37	7.56	1.45

Overall Evaluations	N	DK	Mean	SD
10. 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)	468	28	7.67	1.41
11. 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)	469	27	7.89	1.28

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Vietnam's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	444	39	7.95	1.32
2. Design (appraising and planning the solutions)	428	49	8.02	1.21
3. Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	446	37	8.04	1.41
4. Evaluation (assessing the impact and results)	436	43	8.12	1.38

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	408	79	7.40	2.02
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	454	39	7.93	1.51
7. The World Bank Group's approvals and reviews are done in a timely fashion	426	63	7.43	1.62
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	369	114	7.81	1.54
9. The World Bank Group takes decisions quickly in Vietnam	425	57	7.42	1.59
10. The World Bank Group ensures consistency and continuity through staff changes	393	90	7.95	1.51
11. Where country systems are adequate, the World Bank Group makes appropriate use of them	387	91	7.91	1.45
12. The World Bank Group provides effective implementation support	412	73	7.96	1.48

15. Which of the following best describes the way the World Bank Group operates in Vietnam?	Percentage of Respondents (N=495)
The World Bank Group takes too much risk in Vietnam	2.8%
The World Bank Group does not take enough risk in Vietnam	9.7%
The World Bank Group's approach to risk is appropriate	58.2%
Don't know	12.9%
Prefer not to answer	16.4%

**F. The Future Role of the World Bank Group in Vietnam**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=496)
Collaborate more effectively with Government clients	47.8%
Reduce the complexity of obtaining World Bank Group financing	37.7%
Reach out more to groups outside of Government	28.4%
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy	20.4%
Offer more innovative knowledge services	17.3%
Ensure greater selectivity in its work	13.1%
Improve the quality of its experts as related to Vietnam's specific challenges	10.9%
Work faster	8.5%
Other	0.4%

### G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=486)
Internet	79.4%
Newspapers	53.5%
Television	41.4%
Periodicals	9.7%
Other	4.1%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	3.7%
Radio	1.2%
Instant messaging	0.6%
Blogs	0.0%
Mobile phones	0.0%

2. 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 (N=438)
Yes	57.3%
No	42.7%

3. Do you use/have used the World Bank Group website?	Percentage of Respondents (N=430)
Yes	77.4%
No	22.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
4. I use/consult World Bank Group's data more often than I did a few years ago	424	52	7.25	2.15
5. I find the World Bank Group's websites easy to navigate.	369	83	7.69	1.70
6. I find the information on the World Bank Group's websites useful.	366	84	8.09	1.49
7. The World Bank Group's social media channels are valuable sources of information about the institution.	208	255	6.87	2.18
8. When I need information from the World Bank Group I know how to find it.	366	113	7.67	1.87
9. The World Bank Group is responsive to my information requests and inquiries.	359	118	7.74	1.93

### H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=487)
Project Management Unit (PMU)	29.8%
Local Government Office or Staff	18.3%
Academia/Research Institute/Think Tank	12.5%
Media	12.1%
National Government	8.8%
NGO	8.6%
Bilateral or Multilateral Agency	7.0%
Private Sector Organization	1.4%
Other	1.2%
National Assembly	.2%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=495)</b>
Agriculture/ rural development / food security	15.4%
Generalist	11.5%
Public sector governance / public financial management / anti-corruption	8.1%
Education	7.7%
Health / communicable/non-communicable diseases	7.7%
Transport	7.1%
Information and communications technology	6.5%
Urban development	6.3%
Financial markets / banking	5.9%
Other	5.3%
Energy	4.4%
Natural resource management / environmental sustainability	3.4%
Climate change / disaster management	2.2%
Law and justice / regulatory framework	2.0%
Social protection	2.0%
Private sector development / foreign direct investment	1.4%
Job creation/employment	1.2%
Water and sanitation	1.2%
Gender equity / equality of opportunity	.8%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=478)</b>
Yes	69.9%
No	30.1%

<b>4. Which of the following describes most of your exposure to the World Bank Group in Vietnam? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=489)</b>
Engage in World Bank Group related/sponsored events/activities	56.4%
Collaborate as part of my professional duties	51.5%
Use World Bank Group reports/data	27.0%
Use World Bank Group website for information, data, research, etc.	21.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.2%

<b>5. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=346)</b>
Ha Noi	85.5%
Da Nang	3.5%
Ho Chi Minh City	5.8%
Can Tho	5.2%

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

National Government/Assembly N=44 ● Project Management Unit (PMU) N=145 ● Local Government Office or Staff N=89  
Bilateral or Multilateral Agency N=34 ● NGO N=42 ● Media N=59 ● Academia/Research Institute/Think Tank N=61 ● Other N=13

### A. General Issues Facing Vietnam

In general, how would you say that Vietnam is headed in...?\*

Percentage of Respondents	National Government/Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/Research Institute/Think Tank	Other
The right direction	65.9%	76.6%	83.1%	82.4%	26.8%	46.6%	59.0%	84.6%
The wrong direction	-	2.2%	2.4%	-	4.9%	1.7%	-	-
Not sure	34.1%	21.2%	14.5%	17.6%	68.3%	51.7%	41.0%	15.4%

\*Significantly different between stakeholder groups

Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	National Government/Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/Research Institute/Think Tank	Other
Social protection*	2.3%	4.2%	1.1%	23.5%	4.8%	10.3%	0.0%	0.0%
Transport*	47.7%	38.0%	54.5%	11.8%	11.9%	20.7%	20.7%	15.4%
Public sector governance/reform*	36.4%	48.6%	61.4%	58.8%	78.6%	31.0%	43.9%	69.2%
Gender equity	0.0%	0.7%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	9.1%	14.1%	12.5%	29.4%	11.9%	15.5%	13.8%	23.1%
Foreign direct investment	2.3%	0.7%	1.1%	2.9%	0.0%	1.7%	5.2%	0.0%
Anti-corruption	43.2%	33.8%	34.1%	14.7%	35.7%	31.0%	29.3%	30.8%
Job creation/employment*	6.8%	7.0%	13.6%	41.2%	14.3%	32.8%	25.9%	38.5%
Financial markets*	2.3%	0.7%	0.0%	5.9%	0.0%	3.4%	8.6%	0.0%
Urban development*	0.0%	2.8%	0.0%	11.8%	16.7%	6.9%	0.0%	7.7%
Environmental sustainability	6.8%	16.2%	13.6%	17.6%	11.9%	17.2%	19.0%	7.7%
Equality of opportunity*	0.0%	4.2%	2.3%	0.0%	0.0%	1.7%	24.1%	0.0%
Education*	47.7%	41.5%	36.4%	20.6%	16.7%	6.9%	46.6%	30.8%
Poverty reduction*	9.1%	7.7%	8.0%	0.0%	7.1%	29.3%	3.4%	0.0%
Energy*	9.1%	4.9%	0.0%	0.0%	0.0%	0.0%	1.7%	23.1%
Climate change*	2.3%	10.6%	4.5%	14.7%	23.8%	13.8%	3.4%	23.1%
Agricultural development*	4.5%	24.6%	6.8%	0.0%	4.8%	6.9%	0.0%	15.4%
Trade and exports*	0.0%	0.0%	1.1%	0.0%	4.8%	12.1%	8.6%	0.0%
Economic growth	11.4%	12.0%	17.0%	5.9%	4.8%	17.2%	17.2%	7.7%
Law and justice	15.9%	4.2%	11.4%	0.0%	4.8%	6.9%	10.3%	0.0%
Natural resource management*	15.9%	4.9%	0.0%	2.9%	16.7%	1.7%	5.2%	0.0%
Disaster management*	0.0%	0.7%	0.0%	0.0%	4.8%	12.1%	5.2%	0.0%
Information and communications technology*	0.0%	2.1%	0.0%	0.0%	4.8%	0.0%	6.9%	0.0%
Health*	13.6%	6.3%	15.9%	2.9%	16.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

### A. General Issues Facing Vietnam (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
	Better employment opportunities for young people*	27.3%	15.2%	12.5%	27.3%	0.0%	7.4%	18.0%
Better employment opportunities for women	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor*	0.0%	4.8%	9.1%	33.3%	7.1%	0.0%	0.0%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	22.7%	21.4%	22.7%	21.2%	59.5%	44.4%	55.7%	46.2%
Greater access to health and nutrition for citizens	9.1%	8.3%	2.3%	3.0%	9.5%	9.3%	0.0%	0.0%
Better entrepreneurial opportunities (i.e., to start small and medium-sized businesses)*	31.8%	2.8%	13.6%	27.3%	4.8%	18.5%	8.2%	7.7%
A growing middle class	2.3%	1.4%	9.1%	3.0%	0.0%	7.4%	4.9%	0.0%
Better opportunity for the poor who live in rural areas*	9.1%	13.1%	13.6%	39.4%	11.9%	14.8%	4.9%	7.7%
Better opportunity for the poor who live in urban areas*	0.0%	0.0%	1.1%	9.1%	4.8%	0.0%	0.0%	7.7%
Consistent economic growth*	27.3%	40.7%	44.3%	18.2%	14.3%	42.6%	39.3%	61.5%
More reliable social safety net*	15.9%	8.3%	0.0%	0.0%	11.9%	18.5%	4.9%	0.0%
Greater equity of fiscal policy*	6.8%	13.1%	3.4%	0.0%	31.0%	14.8%	11.5%	0.0%
Education and training that better ensure job opportunity*	40.9%	42.1%	35.2%	6.1%	35.7%	3.7%	37.7%	30.8%
Better quality public services*	6.8%	27.6%	33.0%	12.1%	4.8%	14.8%	14.8%	23.1%
Other*	0.0%	0.0%	0.0%	0.0%	4.8%	1.9%	0.0%	0.0%

\*Significantly different between stakeholder groups

### B. Overall Attitudes toward the World Bank Group

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Vietnam?*	44	7.05	1.80	143	7.18	1.85	89	7.09	2.07	34	6.62	1.37	40	5.53	1.87	59	6.10	1.27	61	5.93	1.81	13	5.46	1.90

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Vietnam.*	42	8.00	1.47	142	8.37	1.44	86	8.29	1.25	34	7.38	1.02	38	6.79	1.63	59	7.61	1.03	56	7.25	1.43	11	7.00	1.84

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

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges?*	42	7.31	1.65	142	8.13	1.59	85	8.28	1.14	33	7.55	0.71	31	7.23	1.20	49	7.73	1.19	55	7.69	1.02	12	8.33	0.99

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

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

Greatest Value	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Convening/Facilitating*	0.0%	17.6%	7.1%	5.9%	0.0%	43.1%	12.1%	7.7%
Policy advice, studies, analyses*	31.8%	20.6%	48.2%	44.1%	47.6%	22.4%	31.0%	38.5%
Financial resources*	54.5%	48.1%	41.2%	20.6%	23.8%	17.2%	22.4%	15.4%
Technical assistance*	6.8%	4.6%	2.4%	0.0%	23.8%	13.8%	25.9%	30.8%
Mobilizing third party financial resources*	0.0%	3.1%	0.0%	11.8%	0.0%	3.4%	1.7%	7.7%
Donor coordination*	6.8%	6.1%	1.2%	17.6%	4.8%	0.0%	8.6%	0.0%
Linkage to non-Bank expertise*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Convening/Facilitating	2.3%	9.1%	8.2%	2.9%	0.0%	3.4%	8.6%	7.7%
Policy advice, studies, analyses*	30.2%	32.6%	14.1%	35.3%	9.5%	13.8%	19.0%	23.1%
Financial resources*	20.9%	25.8%	28.2%	0.0%	23.8%	8.6%	25.9%	30.8%
Technical assistance	20.9%	21.2%	30.6%	14.7%	9.5%	15.5%	22.4%	7.7%
Mobilizing third party financial resources*	20.9%	3.8%	7.1%	14.7%	23.8%	22.4%	0.0%	7.7%
Donor coordination*	4.7%	3.0%	9.4%	32.4%	33.3%	36.2%	15.5%	15.4%
Linkage to non-Bank expertise	0.0%	4.5%	2.4%	0.0%	0.0%	0.0%	8.6%	7.7%

\*Significantly different between stakeholder groups

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

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts*	35	5.66	2.22	122	7.10	1.87	73	7.01	1.44	33	8.15	1.03	36	7.64	1.87	59	7.02	1.82	58	7.47	1.59	11	7.36	1.29
The public sector, related to implementation of specific development projects on the ground*	42	8.05	1.34	143	8.18	1.74	88	7.99	1.52	34	6.97	1.31	29	7.31	1.63	59	7.39	0.83	59	6.97	1.59	13	8.23	1.79
The public sector, related to changing institutions (organizations or sociopolitical conditions)	42	6.95	1.75	107	7.36	2.27	78	7.24	1.90	34	7.00	1.65	35	7.49	1.54	59	6.86	1.17	56	6.46	2.20	11	6.73	1.19
The private sector, related to institutional and policy change	40	7.43	1.08	109	7.57	1.99	71	7.17	1.72	33	7.73	0.84	42	7.29	1.38	58	7.12	1.93	59	7.31	1.63	11	7.00	1.18

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

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

Percentage of Respondents (Responses Combined)	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible*	2.3%	12.9%	13.6%	3.0%	0.0%	0.0%	12.3%	0.0%
Not exploring alternative policy options	4.5%	5.0%	10.2%	9.1%	9.5%	0.0%	3.5%	0.0%
Not adequately sensitive to political/social realities in Vietnam	27.3%	11.5%	12.5%	27.3%	9.5%	11.9%	12.3%	23.1%
Not enough public disclosure of its work*	20.5%	13.7%	17.0%	0.0%	9.5%	27.1%	26.3%	30.8%
Arrogant in its approach	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities*	0.0%	5.8%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%
The credibility of its knowledge/data*	0.0%	3.6%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	31.8%	37.4%	42.0%	15.2%	21.4%	1.7%	22.8%	46.2%
Not willing to honestly criticize policies and reform efforts in the country*	11.4%	18.0%	10.2%	30.3%	26.2%	47.5%	31.6%	30.8%
Imposing technocratic solutions without regard to political realities*	2.3%	12.9%	10.2%	36.4%	14.3%	18.6%	19.3%	38.5%
World Bank Group's processes too slow*	38.6%	7.2%	12.5%	15.2%	28.6%	16.9%	3.5%	7.7%
Too bureaucratic in its operational policies and procedures*	0.0%	9.4%	0.0%	3.0%	4.8%	8.5%	5.3%	0.0%
Not collaborating enough with non-state actors*	18.2%	4.3%	14.8%	9.1%	28.6%	15.3%	5.3%	0.0%
Not client focused*	0.0%	6.5%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.2%	5.7%	0.0%	0.0%	0.0%	0.0%	7.7%
Don't know*	9.1%	5.0%	19.3%	9.1%	0.0%	6.8%	17.5%	7.7%

\*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)	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
	Academia/Think Tanks/Research Institutes	25.0%	22.9%	19.3%	30.3%	14.3%	15.3%	34.4%
Donor Community	13.6%	15.3%	18.2%	12.1%	19.0%	8.5%	11.5%	0.0%
Media*	6.8%	18.1%	9.1%	18.2%	4.8%	69.5%	13.1%	7.7%
NGOs*	2.3%	5.6%	5.7%	18.2%	54.8%	13.6%	26.2%	23.1%
Local Government*	63.6%	60.4%	83.0%	39.4%	4.8%	23.7%	29.5%	38.5%
Private Sector*	34.1%	17.4%	18.2%	39.4%	28.6%	30.5%	45.9%	46.2%
Parliament*	18.2%	2.8%	2.3%	3.0%	26.2%	1.7%	6.6%	0.0%
Beneficiaries	36.4%	50.7%	40.9%	39.4%	38.1%	33.9%	27.9%	38.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Vietnam*	38	8.34	1.28	139	8.29	1.79	87	8.44	1.61	33	8.06	0.75	35	7.66	1.31	59	7.69	0.90	59	7.73	1.20	13	8.23	1.09
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	42	8.31	1.18	132	8.15	1.68	87	8.32	1.45	33	7.94	0.70	37	7.78	1.23	59	7.63	1.08	59	7.53	1.47	13	8.31	1.11

\*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 Vietnam, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	38	7.29	1.39	134	7.90	1.59	81	7.05	1.80	29	6.69	1.17	28	6.79	1.42	55	6.91	1.49	59	7.00	1.66	13	7.23	1.69
Flexibility (in terms of the World Bank Group's products and services)*	39	7.85	1.48	134	7.49	1.65	78	7.47	1.58	27	6.89	1.31	30	6.97	1.30	55	7.02	1.38	53	7.15	1.41	12	7.83	1.53
Flexibility (in terms of changing country circumstances)	37	7.49	1.30	119	7.14	1.73	80	7.46	1.61	23	6.87	1.46	30	7.03	1.16	55	6.80	1.41	53	6.91	1.51	13	7.38	1.26
Being inclusive	40	7.80	1.14	133	7.77	1.80	80	7.74	1.54	32	7.41	1.21	32	7.13	1.26	58	7.17	1.22	56	7.66	1.16	13	7.62	1.33
Openness (sharing data and other information)*	42	8.43	1.19	135	7.81	1.61	79	7.65	1.55	33	7.36	1.03	35	7.26	0.98	57	6.77	1.38	58	7.60	1.56	13	8.23	1.09
Staff accessibility*	42	7.88	0.94	137	8.10	1.61	76	7.47	1.54	30	7.83	0.79	37	7.76	0.90	57	6.84	1.28	58	7.22	1.48	12	7.92	0.79
Straightforwardness and honesty*	41	8.34	1.39	137	8.81	1.28	82	8.54	1.29	30	7.27	1.26	33	7.73	0.94	55	7.18	1.22	59	8.08	1.42	12	8.33	1.50
Ease of access to the people at the World Bank Group who are making decisions important to my work*	39	8.28	1.70	130	7.50	2.20	70	7.11	2.08	30	6.87	1.63	31	7.16	1.39	54	6.83	1.60	54	6.57	1.49	10	7.70	1.49
Collaboration with groups outside of the Government	28	7.68	0.82	86	7.16	1.91	64	7.08	1.44	33	6.79	1.22	32	7.75	0.98	57	7.28	1.49	53	7.30	1.31	11	7.73	1.27
Collaboration with the Government*	42	8.76	0.93	117	8.47	1.24	77	8.45	1.10	29	7.59	1.09	28	8.29	0.90	57	7.58	1.03	54	7.70	1.13	12	7.67	1.44
Collaboration with other donors*	35	8.49	0.74	110	8.01	1.44	73	8.01	1.63	32	8.06	1.24	23	8.00	1.04	56	8.18	0.64	45	7.60	1.14	8	7.13	0.84
The speed in which it gets things accomplished on the ground*	37	7.16	1.17	132	7.80	1.62	79	7.47	1.47	33	6.70	1.36	21	6.81	1.21	51	7.47	1.08	45	6.98	1.60	11	7.55	1.13
Being a long-term partner*	42	8.83	1.10	139	8.99	1.24	84	8.96	1.09	33	8.33	1.16	35	8.40	1.14	59	8.86	1.07	61	8.44	1.26	13	8.62	1.04

\*Significantly different between stakeholder groups

### C. World Bank Group's Effectiveness and Results

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	21	7.14	1.74	65	7.23	2.08	49	7.00	2.35	33	5.67	1.73	25	6.52	1.42	38	5.66	1.26	42	5.17	1.62	8	6.88	2.17
Information and communications technology	21	7.10	2.12	62	7.61	1.67	43	7.74	1.51	31	6.87	1.50	22	7.18	1.84	45	7.02	1.20	37	7.11	1.45	8	6.75	1.28
Transport*	36	7.83	0.97	107	8.27	1.72	64	8.17	1.19	32	7.91	1.17	14	6.43	0.85	54	7.74	0.56	42	6.74	1.33	10	7.90	1.37
Law and justice*	33	7.55	1.48	46	7.43	1.47	43	6.70	1.55	16	6.69	1.70	14	6.21	1.25	43	6.93	1.39	36	6.25	1.68	6	6.83	0.75
Urban development*	31	8.06	1.00	81	8.06	1.61	59	7.95	1.09	26	7.35	1.09	13	6.15	1.28	50	7.12	0.98	44	6.57	1.23	11	7.91	0.70
Environmental sustainability*	32	8.19	1.31	110	8.37	1.46	66	8.02	1.36	33	7.00	0.66	31	6.55	1.18	49	7.24	0.99	51	6.88	1.47	12	8.17	1.12
Poverty reduction*	36	8.36	0.90	117	8.57	1.31	73	8.59	1.07	32	7.16	1.02	32	7.41	1.43	58	7.67	0.93	54	7.76	1.57	13	8.46	1.27
Gender equity*	24	8.13	1.15	102	7.98	1.50	62	8.15	1.35	26	7.15	1.22	28	6.96	1.43	55	7.64	1.03	53	7.36	1.50	12	8.08	1.08
Domestic private sector development*	28	7.54	0.92	64	7.33	1.79	55	6.89	2.03	21	6.71	0.72	24	7.04	1.08	46	6.67	1.27	45	5.82	1.59	6	6.67	0.52
Foreign direct investment*	17	7.12	1.32	47	8.02	1.76	44	7.86	1.44	11	7.09	1.04	13	7.23	1.42	37	7.00	1.45	33	6.76	1.71	3	7.33	0.58
Trade and exports	12	6.75	0.87	41	7.51	1.58	38	7.29	1.41	15	7.47	0.64	10	6.40	1.17	34	6.82	1.34	37	6.78	1.62			
Economic growth*	29	8.00	0.85	86	8.08	1.32	68	7.65	1.38	30	7.50	0.86	24	7.08	1.47	47	7.11	0.67	47	6.40	1.84	9	7.56	0.53
Energy*	23	7.83	1.30	56	7.64	1.61	41	7.46	1.27	27	6.89	1.01	17	6.65	1.32	36	6.58	1.30	44	6.11	1.81	7	8.00	1.41
Disaster management*	25	7.56	1.12	68	8.26	1.38	48	7.58	1.94	17	6.94	1.52	21	6.29	1.71	35	6.60	1.29	35	6.14	1.80	8	7.75	1.04
Public sector governance/reform*	34	7.65	1.07	79	7.82	1.32	64	7.11	1.82	31	6.87	1.31	26	6.54	1.48	55	6.44	0.79	41	6.20	1.33	11	7.36	1.21
Job creation/employment*	27	6.74	1.20	101	7.84	1.48	57	7.12	1.42	27	6.74	1.32	17	5.47	1.23	43	6.40	1.03	45	6.58	1.47	8	7.38	1.06
Financial markets*	17	7.35	1.32	70	7.50	1.38	46	7.50	1.19	23	7.04	1.26	13	6.62	1.12	33	6.42	1.20	36	6.50	1.78	4	7.50	1.00
Equality of opportunity*	21	7.81	1.50	79	7.73	1.49	57	7.47	1.39	18	6.67	1.14	22	6.00	1.60	55	7.15	1.13	44	6.41	2.04	12	7.67	1.50
Health*	26	7.96	0.82	91	8.20	1.45	73	7.79	1.32	27	6.70	1.51	16	6.44	1.03	56	6.34	1.12	38	6.47	1.59	9	7.22	1.56
Education*	30	7.97	0.89	86	8.12	1.48	60	7.43	1.48	27	6.67	1.36	19	6.53	1.17	53	6.55	1.26	39	6.74	1.25	10	6.80	1.69
Social protection*	21	7.62	0.97	46	7.07	1.41	43	6.51	1.78	29	6.72	1.10	17	6.35	0.86	56	6.45	1.24	37	5.95	1.73	4	5.75	0.96
Climate change*	23	7.96	1.49	97	8.03	1.44	57	7.40	1.98	31	6.84	1.37	26	6.54	1.48	55	7.05	1.30	45	6.82	1.61	9	8.11	1.36
Agricultural development*	23	8.48	1.24	104	8.35	1.36	64	7.63	1.40	30	7.20	1.19	26	6.92	1.26	57	7.04	1.10	39	7.10	1.31	5	7.60	0.55
Natural resource management*	19	6.89	1.29	54	7.04	1.89	39	6.56	1.79	21	6.76	1.00	18	5.72	1.74	46	6.96	1.13	36	6.25	1.80	5	7.60	0.89

\*Significantly different between stakeholder groups

### C. World Bank Group Effectiveness and Results (continued)

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	41	7.68	1.15	137	8.10	1.17	88	7.55	1.31	34	7.50	1.31	33	7.06	1.37	59	7.59	0.72	54	7.37	0.90	13	7.62	1.19

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

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Vietnam*	40	8.13	1.04	134	7.89	1.57	88	7.56	1.83	34	7.32	1.09	30	7.10	1.35	57	7.23	0.91	43	6.60	1.48	7	7.43	1.27
The World Bank Group meets Vietnam's needs for knowledge services*	41	7.83	0.95	126	7.88	1.51	82	7.30	1.54	34	7.56	1.21	31	7.26	1.53	59	7.36	1.14	56	7.11	1.47	13	8.00	1.16

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	-	12%	8%	-	10%	2%	5%	23%
Monthly	30%	24%	26%	35%	29%	17%	16%	15%
A few times a year	45%	56%	55%	65%	29%	68%	62%	54%
Rarely	25%	8%	10%	-	29%	14%	13%	8%
Never	-	-	1%	-	5%	-	3%	-

\*Significantly different between stakeholder groups

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

In Vietnam, 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)

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	38	7.13	1.51	116	7.49	1.74	75	7.16	1.62	30	6.90	1.49	38	6.82	1.52	56	6.89	1.12	51	7.24	1.24	12	7.17	1.70
Include appropriate level of stakeholder involvement during preparation*	41	7.46	1.27	130	8.17	1.27	69	7.67	1.38	34	7.44	1.24	38	7.05	1.18	53	7.08	0.90	50	7.42	1.16	13	7.62	1.19
Are relevant to Vietnam's development priorities	32	7.78	0.83	128	8.01	1.48	78	7.95	1.39	33	7.70	1.33	40	7.50	1.22	59	7.64	1.19	52	7.38	1.26	12	7.75	1.49
Lead to practical solutions*	41	7.76	1.04	126	7.83	1.54	78	7.79	1.40	32	7.13	1.21	37	6.62	1.26	55	7.04	0.98	54	7.13	1.20	13	7.62	1.33
Are accessible (well written and easy to understand)	41	8.02	1.01	132	7.77	1.61	74	7.82	1.48	34	7.41	1.37	40	7.35	1.44	59	7.86	1.15	51	7.78	1.32	12	8.33	1.30
Are source of relevant information on global good practices	40	8.10	0.84	110	7.98	1.57	72	7.89	1.44	31	8.03	1.02	34	7.65	1.54	59	7.80	1.14	51	7.86	1.54	9	8.33	0.71
Are adequately disseminated	39	7.97	1.16	124	7.70	1.80	69	7.29	1.75	31	7.90	1.64	35	7.54	1.50	58	7.76	1.33	49	7.35	1.47	10	8.60	0.97
Are adaptable to Vietnam's specific development challenges and country circumstances	41	7.76	0.97	126	7.64	1.65	76	7.46	1.80	34	7.59	1.21	40	7.33	1.21	59	7.83	1.19	46	7.00	1.33	12	7.75	1.36

\*Significantly different between stakeholder groups

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	38	7.42	1.37	136	7.97	1.57	84	8.04	1.44	34	7.15	1.50	39	6.97	1.18	59	7.46	1.01	54	7.50	1.26	13	7.92	1.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	39	8.00	0.97	138	7.98	1.48	82	8.11	1.41	34	7.88	0.95	40	7.45	1.22	59	7.46	0.99	54	7.72	1.22	12	8.58	0.90

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

### E. Working with the World Bank Group

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	42	8.02	1.00	125	8.34	1.30	82	8.50	1.31	34	7.29	1.29	34	7.15	1.18	49	7.22	1.07	55	7.65	1.36	12	8.08	0.79
Design (appraising and planning the solutions)*	41	7.80	0.95	123	8.34	1.14	78	8.27	1.18	34	7.24	1.30	32	7.34	1.18	50	7.94	1.02	49	8.04	1.38	11	7.82	1.25
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)*	41	8.15	1.09	128	8.21	1.47	84	8.54	1.30	34	6.88	1.82	33	7.55	1.12	52	8.00	1.21	53	7.83	1.22	11	7.91	1.70
Evaluation (assessing the impact and results)*	42	8.43	0.83	121	8.22	1.27	83	8.80	0.97	34	6.82	2.05	31	7.65	1.05	52	7.63	1.19	51	8.08	1.66	12	8.33	1.37

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

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	40	7.05	2.03	141	8.28	1.66	82	7.63	2.18	17	5.53	2.13	26	5.81	2.33	36	6.64	1.29	46	6.78	1.69	9	6.78	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	42	7.81	1.22	140	8.51	1.34	86	8.38	1.28	33	6.30	2.26	36	7.47	1.30	46	7.35	0.95	48	7.56	1.44	12	7.75	1.82
The World Bank Group's approvals and reviews are done in a timely fashion*	42	6.93	1.66	137	7.77	1.58	84	7.77	1.57	30	6.73	1.60	33	6.64	2.03	35	7.17	1.07	44	7.32	1.60	10	7.50	1.35
The World Bank Group's "Safeguard Policy" requirements are reasonable*	36	7.33	1.39	117	7.99	1.63	72	8.08	1.77	26	7.38	1.39	23	7.83	1.19	45	7.53	1.39	34	7.38	1.37	5	8.60	0.89
The World Bank Group takes decisions quickly in Vietnam*	42	6.90	2.06	121	7.86	1.65	85	7.59	1.62	27	7.37	1.21	29	7.03	1.80	56	6.96	0.91	44	7.14	1.46	10	7.60	1.58
The World Bank Group ensures consistency and continuity through staff changes*	40	7.80	1.90	117	8.19	1.52	86	8.35	1.40	12	7.42	0.79	27	7.04	1.70	54	7.76	1.16	38	7.39	1.52	9	8.22	1.39
Where country systems are adequate, the World Bank Group makes appropriate use of them*	41	7.88	1.25	127	8.17	1.43	80	8.40	1.36	20	6.70	1.87	21	7.29	1.59	49	7.55	1.02	31	7.32	1.58	7	8.00	1.41
The World Bank Group provides effective implementation support*	39	8.33	0.96	134	8.33	1.47	85	8.24	1.71	25	6.40	1.38	28	7.32	1.47	41	7.34	0.91	38	7.66	1.21	11	8.00	1.10

\*Significantly different between stakeholder groups

### E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Vietnam?\*

Percentage of Respondents	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Vietnam	-	1%	-	9%	-	5%	10%	-
The World Bank Group does not take enough risk in Vietnam	32%	6%	4%	-	-	25%	12%	-
The World Bank Group's approach to risk is appropriate	50%	60%	70%	85%	55%	41%	37%	62%
Don't know	-	5%	17%	3%	36%	14%	25%	23%

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank Group in Vietnam

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

Percentage of Respondents (Responses Combined)	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy*	9.1%	13.2%	19.3%	5.9%	9.5%	40.7%	45.9%	15.4%
Collaborate more effectively with Government clients*	56.8%	56.9%	60.2%	23.5%	33.3%	39.0%	31.1%	53.8%
Reach out more to groups outside of Government*	13.6%	12.5%	14.8%	70.6%	73.8%	32.2%	39.3%	30.8%
Improve the quality of its experts as related to Vietnam's specific challenges*	11.4%	8.3%	10.2%	23.5%	0.0%	3.4%	21.3%	15.4%
Offer more innovative knowledge services*	15.9%	12.5%	15.9%	35.3%	4.8%	22.0%	26.2%	30.8%
Ensure greater selectivity in its work	6.8%	11.1%	17.0%	20.6%	11.9%	18.6%	11.5%	7.7%
Reduce the complexity of obtaining World Bank Group financing*	47.7%	49.3%	44.3%	11.8%	35.7%	18.6%	19.7%	30.8%
Work faster*	13.6%	13.9%	3.4%	5.9%	4.8%	13.6%	1.6%	0.0%
Other	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%

\*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 Vietnam? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Newspapers*	65.9%	43.3%	56.3%	50.0%	66.7%	93.2%	18.0%	58.3%
Radio	0.0%	2.8%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Television*	52.3%	54.6%	49.4%	11.8%	16.7%	11.9%	54.1%	33.3%
Periodicals*	2.3%	4.3%	8.0%	47.1%	11.9%	8.5%	6.6%	25.0%
Internet*	70.5%	82.3%	72.4%	82.4%	76.2%	71.2%	96.7%	75.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)*	0.0%	2.8%	0.0%	0.0%	9.5%	11.9%	4.9%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging*	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	1.6%	8.3%
Other*	9.1%	1.4%	10.3%	8.8%	0.0%	0.0%	3.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	76.2%	52.9%	59.5%	82.8%	40.0%	67.3%	40.4%	53.8%
No	23.8%	47.1%	40.5%	17.2%	60.0%	32.7%	59.6%	46.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	5.9%	13.8%	4.3%	0.0%	17.1%	6.5%	6.5%	13.3%
No	23.5%	13.8%	4.3%	10.5%	5.7%	9.7%	10.9%	6.7%

\*Significantly different between stakeholder groups

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

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

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	41	7.51	2.25	120	7.58	2.20	71	7.62	1.89	33	6.91	1.70	37	6.35	2.41	59	6.36	2.15	46	7.80	1.64	13	6.54	3.02
I find the World Bank Group's websites easy to navigate.*	39	8.44	1.76	95	7.52	2.29	50	8.02	1.49	33	6.91	1.44	34	7.82	0.87	57	7.42	1.48	47	7.83	1.09	10	7.90	1.45
I find the information on the World Bank Group's websites useful.*	39	8.08	1.49	92	8.02	1.93	50	8.62	1.29	33	7.73	1.28	34	8.15	0.89	57	7.51	1.17	47	8.45	1.32	10	8.60	1.51
The World Bank Group's social media channels are valuable sources of information about the institution.	18	7.78	1.59	45	6.44	2.81	25	6.32	2.72	18	6.83	1.04	18	7.11	1.64	49	6.80	2.28	28	7.07	1.46	3	8.00	0.00
When I need information from the World Bank Group I know how to find it.*	30	8.33	1.45	111	8.11	2.02	63	7.62	1.77	29	7.31	1.29	30	7.17	1.72	53	7.04	1.72	37	7.19	2.26	9	8.78	1.48
The World Bank Group is responsive to my information requests and inquiries.*	30	8.40	1.35	112	8.15	2.06	55	7.49	2.43	31	7.23	1.56	27	7.44	1.91	54	7.30	1.28	38	7.45	2.01	8	8.88	1.25

\*Significantly different between stakeholder groups

### H. Background Information

Which of the following agencies of the World Bank Group do you work with in Vietnam?\* (Select all that apply)

Percentage of Respondents	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	65.9%	90.1%	76.5%	88.2%	59.0%	21.8%	54.1%	61.5%
No	34.1%	9.9%	23.5%	11.8%	41.0%	78.2%	45.9%	38.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	National Government/ Assembly	Project Management Unit (PMU)	Local Government Office or Staff	Bilateral or Multilateral Agency	NGO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	29.5%	3.5%	11.5%	14.7%	14.6%	73.7%	20.3%	7.7%
Use World Bank Group reports/data*	34.1%	16.7%	42.5%	17.6%	14.6%	26.3%	32.2%	38.5%
Engage in WBG related/sponsored events/activities*	45.5%	70.8%	54.0%	29.4%	65.9%	22.8%	62.7%	76.9%
Collaborate as part of my professional duties*	65.9%	68.8%	58.6%	58.8%	34.1%	12.3%	42.4%	30.8%
Use WBG website for information, data, research, etc.*	2.3%	13.9%	14.9%	38.2%	39.0%	35.1%	35.6%	15.4%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions across Geographic Locations

Ha Noi N=296 ● Outside Ha Noi N=50

### A. General Issues Facing Vietnam

In general, how would you say that Vietnam is headed in...?\*

Percentage of Respondents	Ha Noi	Outside Ha Noi
The right direction	57.6%	73.5%
The wrong direction	1.4%	
Not sure	41.0%	26.5%

\*Significantly different between locations

Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Ha Noi	Outside Ha Noi
Social protection	6.9%	4.1%
Transport*	23.8%	42.9%
Public sector governance/reform	50.5%	49.0%
Gender equity	0.3%	0.0%
Domestic private sector development	14.5%	12.2%
Foreign direct investment	1.7%	2.0%
Anti-corruption	32.4%	32.7%
Job creation/employment	19.3%	18.4%
Financial markets	2.8%	6.1%
Urban development	5.2%	6.1%
Environmental sustainability	15.9%	16.3%
Equality of opportunity	4.8%	0.0%
Education	33.4%	34.7%
Poverty reduction	10.7%	16.3%
Energy	1.7%	2.0%
Climate change	11.0%	10.2%
Agricultural development*	5.9%	14.3%
Trade and exports	4.5%	2.0%
Economic growth	12.1%	8.2%
Law and justice	8.6%	6.1%
Natural resource management	6.9%	0.0%
Disaster management	3.8%	0.0%
Information and communications technology	2.8%	0.0%
Health	7.9%	6.1%

\*Significantly different between locations

### A. General Issues Facing Vietnam (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Ha Noi	Outside Ha Noi
Better employment opportunities for young people	11.7%	20.4%
Better employment opportunities for women	0.0%	0.0%
Greater access to micro-finance for the poor	5.5%	4.1%
Greater voice and participation for citizens to help ensure greater accountability*	41.6%	20.4%
Greater access to health and nutrition for citizens	5.2%	10.2%
Better entrepreneurial opportunities (i.e., to start small and medium-sized businesses)	12.7%	10.2%
A growing middle class	4.5%	2.0%
Better opportunity for the poor who live in rural areas	11.3%	8.2%
Better opportunity for the poor who live in urban areas	2.1%	0.0%
Consistent economic growth	36.1%	44.9%
More reliable social safety net	10.7%	2.0%
Greater equity of fiscal policy	11.0%	8.2%
Education and training that better ensure job opportunity*	29.2%	49.0%
Better quality public services	17.2%	20.4%
Other	1.0%	0.0%

\*Significantly different between locations

### B. Overall Attitudes toward the World Bank Group

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam?	292	6.46	1.72	50	6.76	2.20

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.*	286	7.56	1.36	43	8.44	1.33

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges?*	267	7.65	1.24	48	8.25	1.26

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

Greatest Value		
Percentage of Respondents	Ha Noi	Outside Ha Noi
Convening/Facilitating	14.7%	10.6%
Policy advice, studies, analyses	31.6%	42.6%
Financial resources	31.2%	31.9%
Technical assistance	13.7%	12.8%
Mobilizing third party financial resources	2.8%	2.1%
Donor coordination	6.3%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%

\*Significantly different between locations

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Ha Noi	Outside Ha Noi
Convening/Facilitating	5.2%	4.3%
Policy advice, studies, analyses	21.7%	21.3%
Financial resources	18.2%	21.3%
Technical assistance*	18.5%	31.9%
Mobilizing third party financial resources	13.6%	8.5%
Donor coordination	19.2%	8.5%
Linkage to non-Bank expertise	3.5%	4.3%

\*Significantly different between locations

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	277	7.07	1.87	39	7.31	1.70
<b>The public sector</b> , related to implementation of specific development projects on the ground*	281	7.38	1.54	48	8.38	1.39
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	277	7.01	1.77	37	7.41	1.95
<b>The private sector</b> , related to institutional and policy change	281	7.42	1.60	37	7.49	1.45

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

### 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 Vietnam?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Ha Noi	Outside Ha Noi
Staff too inaccessible*	5.5%	25.0%
Not exploring alternative policy options*	2.1%	16.7%
Not adequately sensitive to political/social realities in Vietnam	16.5%	18.8%
Not enough public disclosure of its work	16.5%	27.1%
Arrogant in its approach	1.0%	0.0%
Not aligned with country priorities	2.4%	4.2%
The credibility of its knowledge/data	1.4%	0.0%
World Bank Group's processes too complex	26.1%	31.3%
Not willing to honestly criticize policies and reform efforts in the country*	26.8%	10.4%
Imposing technocratic solutions without regard to political realities	17.2%	6.3%
World Bank Group's processes too slow	17.5%	10.4%
Too bureaucratic in its operational policies and procedures	6.5%	0.0%
Not collaborating enough with non-state actors	15.8%	8.3%
Not client focused	2.4%	0.0%
Other*	0.7%	4.2%
Don't know	5.8%	6.3%

\*Significantly different between locations

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)	Ha Noi	Outside Ha Noi
Academia/Think Tanks/Research Institutes	22.0%	26.5%
Donor Community*	12.8%	2.0%
Media*	26.0%	6.1%
NGOs*	20.9%	8.2%
Local Government*	37.5%	61.2%
Private Sector	31.4%	40.8%
Parliament	7.8%	4.1%
Beneficiaries	37.5%	44.9%
Other	0.0%	0.0%
Don't know	0.3%	2.0%

\*Significantly different between locations

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	284	7.82	1.39	47	8.36	1.51
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	285	7.85	1.26	45	8.24	1.68

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations

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

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
Responsiveness	266	7.05	1.47	44	7.45	1.90
Flexibility (in terms of the World Bank Group's products and services)	263	7.15	1.38	44	7.57	1.73
Flexibility (in terms of changing country circumstances)	248	6.96	1.41	44	7.20	1.76
Being inclusive*	268	7.41	1.39	48	7.98	1.31
Openness (sharing data and other information)*	280	7.50	1.37	46	8.02	1.42
Staff accessibility	278	7.59	1.27	46	7.57	1.47
Straightforwardness and honesty*	274	7.86	1.35	46	8.59	1.28
Ease of access to the people at the World Bank Group who are making decisions important to my work	256	7.16	1.78	45	6.93	2.13
Collaboration with groups outside of the Government	243	7.26	1.32	37	7.38	1.38
Collaboration with the Government	265	8.03	1.13	38	8.26	1.29
Collaboration with other donors	246	8.05	1.14	36	8.19	1.17
The speed in which it gets things accomplished on the ground*	243	7.12	1.31	42	7.74	1.61
Being a long-term partner	285	8.73	1.14	46	8.76	1.30

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

### C. World Bank Group's Effectiveness and Results

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	185	6.02	1.81	28	7.29	2.19
Information and communications technology	175	7.20	1.40	25	6.88	2.21
Transport*	218	7.61	1.29	39	8.49	1.07
Law and justice	161	6.89	1.59	26	7.04	1.18
Urban development*	193	7.33	1.24	33	8.24	1.28
Environmental sustainability*	237	7.39	1.34	40	8.53	1.30
Poverty reduction*	255	7.87	1.25	43	8.70	1.19
Gender equity*	222	7.60	1.29	38	8.08	1.58
Domestic private sector development	190	6.71	1.44	28	7.25	0.97
Foreign direct investment	131	7.23	1.54	14	7.50	1.09
Trade and exports	127	6.97	1.39	14	6.79	1.25
Economic growth*	219	7.34	1.28	32	7.94	1.24
Energy*	161	6.89	1.47	26	7.54	1.33
Disaster management	159	7.19	1.71	25	7.20	1.32
Public sector governance/reform	225	6.93	1.32	30	7.23	1.25
Job creation/employment	202	6.80	1.38	26	7.31	1.59
Financial markets	150	6.95	1.39	26	7.50	1.11
Equality of opportunity	194	7.04	1.57	28	7.29	1.41
Health*	206	7.03	1.42	35	8.00	1.65
Education*	205	7.11	1.37	33	8.03	1.55
Social protection	177	6.60	1.38	17	6.24	1.35
Climate change*	212	7.18	1.54	34	8.41	1.13
Agricultural development	217	7.50	1.30	31	7.74	1.26
Natural resource management	158	6.73	1.44	19	7.00	0.88

\*Significantly different between locations

### C. World Bank Group Effectiveness and Results (continued)

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	279	7.51	1.05	46	7.96	1.28

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

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Vietnam*	259	7.38	1.32	40	8.10	1.45
The World Bank Group meets Vietnam's needs for knowledge services	275	7.48	1.29	45	7.87	1.46

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between locations

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

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

Percentage of Respondents	Ha Noi	Outside Ha Noi
Weekly	5.2%	14.0%
Monthly	21.3%	20.0%
A few times a year	57.4%	54.0%
Rarely	15.5%	12.0%
Never	.7%	-

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
Are timely	257	6.96	1.35	41	7.32	1.56
Include appropriate level of stakeholder involvement during preparation*	266	7.42	1.11	39	7.95	1.59
Are relevant to Vietnam's development priorities	266	7.61	1.24	38	7.92	1.53
Lead to practical solutions*	268	7.21	1.23	41	7.88	1.33
Are accessible (well written and easy to understand)	274	7.69	1.23	45	7.93	1.62
Are source of relevant information on global good practices	253	7.95	1.17	40	7.85	1.64
Are adequately disseminated	256	7.68	1.39	42	7.67	1.83
Are adaptable to Vietnam's specific development challenges and country circumstances	269	7.52	1.26	43	7.40	1.92

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

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

	Ha Noi			Outside Ha Noi		
	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?*	277	7.40	1.29	46	8.00	1.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	280	7.71	1.14	47	8.36	1.29

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

\*Significantly different between locations

**E. Working with the World Bank Group**

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	267	7.63	1.26	40	8.25	1.30
Design (appraising and planning the solutions)*	253	7.80	1.18	44	8.27	1.13
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)*	264	7.77	1.35	45	8.33	1.37
Evaluation (assessing the impact and results)	260	7.87	1.42	40	8.13	1.29

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

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	225	6.92	2.00	46	7.46	2.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	262	7.53	1.49	48	8.31	1.27
The World Bank Group's approvals and reviews are done in a timely fashion*	238	7.03	1.55	46	7.80	1.57
The World Bank Group's "Safeguard Policy" requirements are reasonable*	210	7.44	1.46	43	8.00	1.88
The World Bank Group takes decisions quickly in Vietnam*	250	7.08	1.51	44	7.93	1.56
The World Bank Group ensures consistency and continuity through staff changes*	226	7.64	1.49	44	8.30	1.34
Where country systems are adequate, the World Bank Group makes appropriate use of them*	218	7.59	1.38	40	8.13	1.47
The World Bank Group provides effective implementation support	232	7.63	1.30	42	8.05	2.05

\*Significantly different between locations

### E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Vietnam?

Percentage of Respondents	Ha Noi	Outside Ha Noi
The World Bank Group takes too much risk in Vietnam	3.8%	4.0%
The World Bank Group does not take enough risk in Vietnam	11.9%	-
The World Bank Group's approach to risk is appropriate	53.9%	62.0%
Don't know	15.0%	6.0%

### F. The Future Role of the World Bank Group in Vietnam

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

Percentage of Respondents (Responses Combined)	Ha Noi	Outside Ha Noi
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy	21.0%	20.0%
Collaborate more effectively with Government clients	42.4%	52.0%
Reach out more to groups outside of Government*	38.6%	22.0%
Improve the quality of its experts as related to Vietnam's specific challenges	11.5%	6.0%
Offer more innovative knowledge services	19.7%	14.0%
Ensure greater selectivity in its work	12.9%	20.0%
Reduce the complexity of obtaining World Bank Group financing*	30.8%	46.0%
Work faster	7.5%	10.0%
Other	0.0%	0.0%

\*Significantly different between locations

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Ha Noi	Outside Ha Noi
Newspapers	59.8%	52.0%
Radio*	0.3%	4.0%
Television	37.5%	40.0%
Periodicals	10.7%	12.0%
Internet	76.3%	80.0%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	4.1%	2.0%
Blogs	0.0%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	0.7%	0.0%
Other	3.8%	4.0%

\*Significantly different between locations

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

Percentage of Respondents	Ha Noi	Outside Ha Noi
Yes	60.2%	54.8%
No	39.8%	45.2%

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

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

Percentage of Respondents	Ha Noi	Outside Ha Noi
Yes	87.4%	81.0%
No	12.6%	19.0%

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

	Ha Noi			Outside Ha Noi		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	267	6.97	2.13	41	7.63	1.87
I find the World Bank Group's websites easy to navigate.	248	7.55	1.61	40	7.75	1.55
I find the information on the World Bank Group's websites useful.	249	7.98	1.41	37	8.35	1.36
The World Bank Group's social media channels are valuable sources of information about the institution.	145	6.99	2.00	21	6.48	2.23
When I need information from the World Bank Group I know how to find it.	231	7.42	1.87	37	8.03	1.80
The World Bank Group is responsive to my information requests and inquiries.	232	7.54	1.77	33	8.00	2.37

### H. Background Information

Which of the following agencies of the World Bank Group do you work with in Vietnam? (Select all that apply)

Percentage of Respondents	Ha Noi	Outside Ha Noi
Yes	63.9%	72.3%
No	36.1%	27.7%

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

Percentage of Respondents (Responses Combined)	Ha Noi	Outside Ha Noi
Observer (i.e., follow in media, discuss in informal conversations, etc.)	25.3%	23.4%
Use World Bank Group reports/data	23.9%	25.5%
Engage in World Bank Group related/sponsored events/activities	49.1%	61.7%
Collaborate as part of my professional duties	47.1%	40.4%
Use World Bank Group website for information, data, research, etc.	24.9%	27.7%

## Appendix D: Responses to All Questions across Collaborators

**Collaborators N=334 ● Non-Collaborators N=144**

### A. General Issues Facing Vietnam

In general, how would you say that Vietnam is headed in...?\*

Percentage of Respondents	Collaborators	Non-Collaborators
The right direction	72.4%	56.7%
The wrong direction	.9%	1.4%
Not sure	26.6%	41.8%

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

Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Social protection	4.3%	6.9%
Transport	32.2%	34.0%
Public sector governance/reform*	55.5%	39.2%
Gender equity	0.6%	0.0%
Domestic private sector development	15.0%	11.1%
Foreign direct investment*	0.6%	4.2%
Anti-corruption	30.7%	35.4%
Job creation/employment	17.5%	20.1%
Financial markets	1.8%	3.5%
Urban development	4.3%	4.2%
Environmental sustainability	16.6%	11.8%
Equality of opportunity*	2.8%	9.7%
Education*	38.3%	25.7%
Poverty reduction	8.6%	13.9%
Energy	4.0%	1.4%
Climate change	11.7%	7.6%
Agricultural development	12.0%	8.3%
Trade and exports*	0.6%	9.0%
Economic growth	15.3%	11.8%
Law and justice	6.4%	6.9%
Natural resource management	4.0%	6.9%
Disaster management	1.2%	3.5%
Information and communications technology*	2.8%	0.0%
Health	6.7%	10.4%

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

### A. General Issues Facing Vietnam (continued)

When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Non-Collaborators	
	Collaborators	Non-Collaborators
Better employment opportunities for young people	16.2%	12.4%
Better employment opportunities for women	0.0%	0.0%
Greater access to micro-finance for the poor*	7.8%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	29.3%	40.1%
Greater access to health and nutrition for citizens	6.3%	5.1%
Better entrepreneurial opportunities (i.e., to start small and medium-sized businesses)*	9.9%	17.5%
A growing middle class	3.9%	4.4%
Better opportunity for the poor who live in rural areas	13.5%	12.4%
Better opportunity for the poor who live in urban areas	1.5%	1.5%
Consistent economic growth	39.2%	40.1%
More reliable social safety net	7.2%	8.8%
Greater equity of fiscal policy	7.5%	13.1%
Education and training that better ensure job opportunity*	35.3%	24.1%
Better quality public services	21.0%	19.7%
Other	0.9%	0.0%

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

### B. Overall Attitudes toward the World Bank Group

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam?*	330	7.21	1.61	144	5.42	1.88

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.*	325	8.11	1.28	134	7.34	1.67

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

Currently, do you professionally collaborate/work with the World Bank Group 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 Vietnam solve its most complicated development challenges?*	317	8.06	1.35	124	7.57	1.29

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

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

### 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 Vietnam?

Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating*	11.1%	21.4%
Policy advice, studies, analyses	34.5%	28.2%
Financial resources	37.5%	31.3%
Technical assistance	8.3%	11.5%
Mobilizing third party financial resources*	1.2%	6.1%
Donor coordination*	7.4%	2.3%
Linkage to non-Bank expertise	0.0%	0.0%

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

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Collaborators	Non-Collaborators
Convening/Facilitating	6.5%	6.1%
Policy advice, studies, analyses*	25.8%	16.8%
Financial resources*	23.4%	14.5%
Technical assistance	21.2%	23.7%
Mobilizing third party financial resources*	7.7%	18.3%
Donor coordination	13.5%	14.5%
Linkage to non-Bank expertise*	1.8%	6.1%

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	292	7.21	1.52	126	6.86	2.28
<b>The public sector</b> , related to implementation of specific development projects on the ground*	325	7.90	1.63	133	7.46	1.48
<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)*	286	7.40	1.80	127	6.43	1.98
<b>The private sector</b> , related to institutional and policy change*	279	7.58	1.46	135	7.07	2.02

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

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

### 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 Vietnam?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborators	Non- Collaborators
Staff too inaccessible*	11.1%	2.1%
Not exploring alternative policy options	7.1%	2.8%
Not adequately sensitive to political/social realities in Vietnam	14.5%	15.5%
Not enough public disclosure of its work	15.7%	23.2%
Arrogant in its approach	0.9%	0.0%
Not aligned with country priorities	2.5%	2.8%
The credibility of its knowledge/data*	0.6%	4.2%
World Bank Group's processes too complex*	37.2%	12.0%
Not willing to honestly criticize policies and reform efforts in the country*	20.0%	30.3%
Imposing technocratic solutions without regard to political realities*	12.6%	20.4%
World Bank Group's processes too slow	11.7%	18.3%
Too bureaucratic in its operational policies and procedures	5.2%	2.1%
Not collaborating enough with non-state actors	12.0%	11.3%
Not client focused	2.5%	2.1%
Other	1.5%	2.8%
Don't know	8.0%	12.7%

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

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)	Collaborators	Non- Collaborators
Academia/Think Tanks/Research Institutes	26.0%	18.3%
Donor Community	13.5%	12.7%
Media*	16.2%	28.9%
NGOs*	10.2%	21.8%
Local Government*	57.5%	31.7%
Private Sector*	21.9%	38.7%
Parliament	6.9%	3.5%
Beneficiaries	44.0%	38.0%
Other	0.0%	0.0%
Don't know	0.6%	0.7%

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	322	8.29	1.47	133	7.80	1.37
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	322	8.25	1.37	132	7.54	1.38

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness*	304	7.39	1.69	127	6.93	1.49
Flexibility (in terms of the World Bank Group's products and services)	300	7.45	1.50	122	7.16	1.57
Flexibility (in terms of changing country circumstances)*	278	7.31	1.52	126	6.87	1.57
Being inclusive*	310	7.77	1.46	128	7.17	1.44
Openness (sharing data and other information)*	315	7.86	1.37	131	7.18	1.59
Staff accessibility*	313	7.82	1.36	130	7.24	1.52
Straightforwardness and honesty*	315	8.43	1.33	128	7.73	1.49
Ease of access to the people at the World Bank Group who are making decisions important to my work*	296	7.40	1.89	116	6.82	1.91
Collaboration with groups outside of the Government	242	7.29	1.38	119	7.13	1.66
Collaboration with the Government*	285	8.36	1.13	125	7.79	1.23
Collaboration with other donors	254	8.03	1.28	123	7.93	1.30
The speed in which it gets things accomplished on the ground*	292	7.49	1.52	113	7.10	1.32
Being a long-term partner*	322	8.93	1.11	136	8.42	1.28

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

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

### C. World Bank Group's Effectiveness and Results

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	200	6.55	1.98	75	5.99	2.04
Information and communications technology*	183	7.60	1.61	85	6.75	1.33
Transport*	248	8.08	1.45	108	7.42	1.07
Law and justice	156	6.99	1.54	78	6.68	1.55
Urban development*	202	7.79	1.32	106	7.13	1.35
Environmental sustainability*	265	7.97	1.38	111	7.21	1.37
Poverty reduction*	280	8.36	1.23	127	7.65	1.31
Gender equity*	251	7.85	1.31	105	7.48	1.57
Domestic private sector development*	185	7.10	1.59	100	6.49	1.51
Foreign direct investment	128	7.55	1.64	74	7.19	1.52
Trade and exports*	123	7.32	1.39	66	6.73	1.41
Economic growth*	222	7.76	1.25	112	7.06	1.48
Energy*	158	7.46	1.41	91	6.51	1.57
Disaster management*	167	7.67	1.69	90	6.71	1.67
Public sector governance/reform*	228	7.30	1.51	105	6.56	1.24
Job creation/employment*	232	7.35	1.49	92	6.30	1.26
Financial markets*	166	7.46	1.16	78	6.53	1.64
Equality of opportunity*	199	7.42	1.43	102	6.74	1.74
Health*	220	7.73	1.37	114	6.62	1.55
Education*	206	7.68	1.39	110	6.64	1.45
Social protection	149	6.73	1.42	98	6.37	1.51
Climate change	225	7.56	1.67	111	7.19	1.46
Agricultural development*	234	7.86	1.41	106	7.25	1.33
Natural resource management	150	6.82	1.71	85	6.73	1.30

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

### C. World Bank Group Effectiveness and Results (continued)

Currently, do you professionally collaborate/work with the World Bank Group 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 Vietnam?*	321	7.78	1.25	130	7.52	0.85

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

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Vietnam*	306	7.67	1.52	119	7.34	1.37
The World Bank Group meets Vietnam's needs for knowledge services*	312	7.70	1.43	125	7.21	1.29

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Weekly	10.3%	4.2%
Monthly	28.4%	12.0%
A few times a year	54.7%	56.3%
Rarely	6.6%	23.9%
Never	-	3.5%

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

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	289	7.38	1.55	123	6.86	1.30
Include appropriate level of stakeholder involvement during preparation*	290	7.91	1.17	131	7.05	1.35
Are relevant to Vietnam's development priorities*	300	7.96	1.29	127	7.46	1.38
Lead to practical solutions*	299	7.66	1.34	130	7.07	1.38
Are accessible (well written and easy to understand)*	305	7.90	1.32	133	7.44	1.60
Are source of relevant information on global good practices*	271	8.06	1.21	128	7.63	1.64
Are adequately disseminated	287	7.75	1.55	124	7.48	1.68
Are adaptable to Vietnam's specific development challenges and country circumstances	294	7.66	1.47	133	7.39	1.36

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

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

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

Currently, do you professionally collaborate/work with the World Bank Group 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?*	311	7.85	1.45	138	7.25	1.26
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	319	8.06	1.25	131	7.40	1.26

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

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

**E. Working with the World Bank Group**

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

Currently, do you professionally collaborate/work with the World Bank Group in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)*	306	8.11	1.29	119	7.55	1.35
Design (appraising and planning the solutions)	294	8.06	1.22	116	7.97	1.17
Implementation (executing, carrying out, monitoring, and making appropriate adjustments)	313	8.11	1.47	115	7.97	1.20
Evaluation (assessing the impact and results)	299	8.16	1.45	119	8.01	1.23

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

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

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 in your country?	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	305	7.47	2.17	86	7.15	1.55
The World Bank Group effectively monitors and evaluates the projects and programs it supports	325	8.00	1.58	110	7.71	1.33
The World Bank Group's approvals and reviews are done in a timely fashion	312	7.49	1.71	97	7.28	1.31
The World Bank Group's "Safeguard Policy" requirements are reasonable	261	7.82	1.61	94	7.79	1.41
The World Bank Group takes decisions quickly in Vietnam	291	7.44	1.74	117	7.44	1.21
The World Bank Group ensures consistency and continuity through staff changes	273	8.01	1.62	105	7.91	1.21
Where country systems are adequate, the World Bank Group makes appropriate use of them	264	7.94	1.54	109	7.84	1.22
The World Bank Group provides effective implementation support	296	8.01	1.55	100	7.75	1.31

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

### E. Working with the World Bank Group (continued)

Which of the following best describes the way the World Bank Group operates in Vietnam?

Percentage of Respondents	Collaborators	Non-Collaborators
The World Bank Group takes too much risk in Vietnam	2.7%	3.5%
The World Bank Group does not take enough risk in Vietnam	6.9%	17.4%
The World Bank Group's approach to risk is appropriate	63.3%	41.0%
Don't know	7.5%	27.1%

### F. The Future Role of the World Bank Group in Vietnam

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy*	15.9%	32.9%
Collaborate more effectively with Government clients	48.5%	43.4%
Reach out more to groups outside of Government	25.7%	32.9%
Improve the quality of its experts as related to Vietnam's specific challenges*	14.7%	2.8%
Offer more innovative knowledge services	17.7%	18.9%
Ensure greater selectivity in its work	11.7%	18.2%
Reduce the complexity of obtaining World Bank Group financing	40.7%	32.2%
Work faster	8.1%	7.0%
Other	0.0%	0.0%

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

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Newspapers	50.0%	59.9%
Radio	1.8%	0.0%
Television*	48.5%	22.5%
Periodicals	8.9%	12.7%
Internet	78.8%	84.5%
Social media (e.g., Facebook, Twitter, YouTube, Flickr)	4.0%	0.7%
Blogs	0.0%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging*	0.0%	2.1%
Other*	2.5%	8.5%

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	58.0%	54.8%
No	42.0%	45.2%

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

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

Percentage of Respondents	Collaborators	Non-Collaborators
Yes	78.6%	72.0%
No	21.4%	28.0%

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 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*	285	7.51	1.89	122	6.67	2.64
I find the World Bank Group's websites easy to navigate.*	244	7.85	1.70	108	7.35	1.72
I find the information on the World Bank Group's websites useful.*	240	8.24	1.39	109	7.72	1.71
The World Bank Group's social media channels are valuable sources of information about the institution.	132	7.00	2.04	62	6.63	2.47
When I need information from the World Bank Group I know how to find it.	261	7.76	1.83	88	7.36	2.07
The World Bank Group is responsive to my information requests and inquiries.*	262	7.92	1.92	84	7.26	1.90

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

### H. Background Information

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

Percentage of Respondents (Responses Combined)	Collaborators	Non-Collaborators
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	6.6%	47.5%
Use World Bank Group reports/data*	24.8%	34.0%
Engage in World Bank Group related/sponsored events/activities*	67.7%	27.0%
Collaborate as part of my professional duties*	63.7%	22.7%
Use World Bank Group website for information, data, research, etc.*	15.1%	36.9%

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

## Appendix E: Responses to All Questions across Country Surveys<sup>1</sup>

**FY06 N=279 ● FY10 N=335 ● FY14 N=501**

### B. Overall Attitudes toward the World Bank Group

	FY06			FY10			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam? <sup>^*</sup>	268	7.18	1.71	329	7.15	1.71	497	6.67	1.88

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

<sup>^</sup>Significantly different between FY06 and FY14 surveys. \*Significantly different between FY10 and FY14 surveys.

	FY06			FY10			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.	268	7.74	1.46	304	7.68	1.32	481	7.88	1.45

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

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

	FY06			FY10			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam	272	8.22	1.83	329	8.01	1.49	476	8.14	1.46
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam <sup>^*</sup>	264	7.68	1.70	322	7.65	1.53	475	8.04	1.41

(1-Strongly disagree, 10-Strongly agree)

<sup>^</sup>Significantly different between FY06 and FY14 surveys. \*Significantly different between FY10 and FY14 surveys.

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

	FY06			FY10			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Staff accessibility <sup>^*</sup>	266	7.12	1.84	301	7.41	1.71	462	7.66	1.41

(1-To no degree at all, 10-To a very significant degree) Responses to this question in FY06 and FY10 were converted from a 5-pt. scale to a 10-pt. scale for comparison. <sup>^</sup>Significantly different between FY06 and FY14 surveys. \*Significantly different between FY10 and FY14 surveys.

<sup>1</sup> Only those questions with similar response options/scales could be included in these comparisons.

### C. World Bank Group's Effectiveness and Results

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

	FY06			FY10			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Poverty reduction <sup>^*</sup>	269	7.65	1.74	312	7.43	1.35	426	8.13	1.30
Gender equity <sup>^*</sup>	244	6.63	1.79	274	7.09	1.64	373	7.74	1.38
Domestic private sector development <sup>^*</sup>	247	6.57	1.82	270	6.44	1.43	300	6.86	1.59
Economic growth <sup>^*</sup>	269	7.24	1.82	302	7.12	1.43	349	7.50	1.37
Financial markets <sup>^*</sup>	247	6.47	1.84	284	6.68	1.53	253	7.14	1.41
Health <sup>^*</sup>	239	6.51	2.06	276	6.40	1.63	346	7.37	1.52
Education <sup>^*</sup>	243	6.49	2.13	272	6.38	1.65	335	7.33	1.48
Social protection <sup>^</sup>	222	6.26	1.89	275	6.79	1.50	261	6.62	1.44
Climate change <sup>^*</sup>				283	6.96	1.67	352	7.42	1.62
Agricultural development <sup>^*</sup>	233	6.79	1.78	270	7.00	1.49	358	7.67	1.39

<sup>^</sup>Significantly different between FY06 and FY14 surveys. \*Significantly different between FY10 and FY14 surveys.

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

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

	FY06			FY10			FY14		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Vietnam's specific development challenges and country circumstances <sup>^*</sup>	264	7.00	1.52	309	7.25	1.41	445	7.56	1.45

(1-To no degree at all, 10-To a very significant degree) Responses to this question in FY06 and FY10 were converted from a 5-pt. scale to a 10-pt. scale for comparison. <sup>^</sup>Significantly different between FY06 and FY14 surveys. \*Significantly different between FY10 and FY14 surveys.

## Appendix F: Responses to Key Questions by Respondents' Specializations/Sectors

## C. World Bank Effectiveness and Results

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

	Agriculture / rural development / food security		Climate change / disaster management		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non-communicable diseases		Information and comm. technology		Job creation / employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and sanitation		Generalist		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
	Anti-corruption*	50	7.28	3.00	4.00	28	6.18	6	9.17	18	5.94	1	4.00	24	6.96	22	5.59	3	6.67	9	7.11	3	7.67	6	7.00	27	5.78	10	6.10	13	6.23	12	6.92	1.00	6.00	39	6.15	15
Information and communications technology*	45	7.53	4.00	7.25	24	7.17	15	8.47	21	7.19	1	6.00	13	7.23	30	6.43	3	9.00	8	5.75	6	8.67	4	7.25	23	7.83	7	7.43	9	8.00	12	7.83	1.00	6.00	42	6.67	10	8.10
Transport*	55	7.96	6.00	6.83	33	7.03	21	8.19	22	7.55	4	7.50	18	7.83	24	7.67	1	6.00	8	7.50	4	6.50	4	7.75	31	7.90	10	7.50	35	8.74	25	8.24	1.00	8.00	47	7.70	19	8.58
Law and justice*	32	6.63	6.00	7.33	33	6.18	14	7.93	15	6.40	4	7.50	8	5.38	15	6.53	1	6.00	8	7.00	1	8.00	4	8.00	24	6.67	8	8.00	14	7.36	18	8.83	1.00	9.00	30	6.73	10	6.30
Urban development*	46	7.78	4.00	6.75	33	6.45	19	8.42	17	6.47	4	7.75	10	6.80	20	7.10	1	8.00	6	7.33	7	7.29	4	8.00	32	7.50	10	7.20	19	8.63	28	8.68	3.00	10.00	45	7.22	16	7.81
Environmental sustainability*	62	8.05	9.00	7.56	33	6.82	22	8.05	18	7.33	4	7.25	25	8.04	24	6.88	1	8.00	8	7.13	16	7.13	7	6.43	33	7.61	10	7.70	25	8.92	28	8.54	3.00	10.00	49	7.27	16	8.19
Poverty reduction*	66	8.44	9.00	7.67	32	7.16	22	8.86	20	7.60	4	8.50	27	7.89	25	7.32	6	9.17	10	8.10	9	8.33	7	8.29	40	8.18	10	8.60	30	8.67	27	8.33	3.00	9.67	53	8.06	24	8.04
Gender equity*	55	7.96	9.00	7.11	34	6.97	22	8.09	18	7.00	4	8.50	25	8.00	23	7.22	6	9.33	9	7.44	9	7.78	7	7.43	37	7.59	8	7.88	25	7.84	19	8.58	1.00	8.00	44	7.91	16	7.94
Domestic private sector development*	51	7.14	4.00	7.00	33	6.30	7	8.14	16	7.19	3	5.00	10	5.90	25	5.96	2	6.50	8	6.75	6	6.50	7	7.14	27	6.56	8	7.88	20	7.95	17	7.12	1.00	6.00	42	6.71	11	7.64
Foreign direct investment*	31	8.00	6.00	7.83	31	6.29	7	8.00	13	6.00	3	8.00	6	7.67	13	7.46	1	7.00	5	7.40	1	8.00	4	5.25	17	7.47	5	7.00	12	8.58	10	8.00	1.00	8.00	26	7.23	15	8.60
Trade and exports*	29	7.69	3.00	7.00	27	6.26	7	8.00	11	5.73	3	6.00	6	7.00	12	6.83			3	7.00	5	8.40	4	5.75	17	7.18	8	6.88	10	8.10	11	7.00	1.00	8.00	22	7.14	15	7.93
Economic growth*	54	7.57	9.00	7.22	32	6.53	17	8.59	15	7.47	4	7.00	12	6.75	22	6.95	4	7.50	9	7.00	1	8.00	7	7.71	35	7.29	10	8.20	19	8.21	25	8.08	1.00	9.00	49	7.43	22	7.95
Energy*	30	6.87	5.00	7.40	25	6.16	22	9.45	15	6.60	1	7.00	8	6.25	21	6.29	1	8.00	6	7.67	4	7.25	7	7.43	22	6.68	10	7.80	14	7.86	19	7.26	1.00	8.00	31	6.65	16	6.94
Disaster management*	42	7.98	9.00	8.00	20	6.00	19	8.26	13	6.46	1	8.00	13	7.31	23	6.35	1	8.00	7	7.14	4	7.25	4	6.50	19	6.05	5	7.40	14	8.29	19	8.11	1.00	7.00	35	7.14	15	8.33
Public sector governance/reform*	52	7.08	6.00	7.33	33	6.58	18	8.11	24	6.96	1	5.00	26	7.15	25	6.48	4	7.00	8	6.75	4	7.25	7	6.86	30	6.20	8	6.63	18	8.11	24	7.50	1.00	9.00	44	7.14	17	7.94
Job creation/employment*	55	7.33	6.00	7.50	23	6.39	19	8.11	20	6.65	4	6.00	26	6.85	19	5.68	6	7.67	6	7.33	6	7.67	7	6.14	30	6.57	8	7.38	21	8.29	25	7.16	1.00	7.00	35	6.80	17	7.59
Financial markets*	40	7.30	3.00	7.00	23	5.96	14	8.21	17	7.65			17	7.47	22	6.45	1	9.00	5	6.80	4	8.00	4	7.00	19	6.32	10	7.20	14	7.50	12	7.25	1.00	8.00	31	7.32	14	7.29
Equality of opportunity*	50	7.30	7.00	7.14	30	6.43	16	8.69	16	6.94	4	7.75	26	7.65	24	6.17	2	7.00	6	7.67	6	7.00	7	5.71	31	6.97	10	7.00	18	7.56	10	8.00	1.00	8.00	43	7.65	10	7.20
Health*	49	7.61	6.00	6.50	29	6.79	16	8.06	21	6.81	4	5.75	38	8.18	20	6.10	4	7.25	7	7.29	3	8.00	4	5.75	40	7.00	10	7.10	17	8.88	22	8.45	1.00	7.00	40	6.75	14	8.07
Education*	47	7.51	4.00	6.75	31	7.32	14	8.29	21	6.86	4	5.50	18	7.44	23	5.83	4	7.25	7	7.29	4	7.00	4	6.50	39	7.21	10	7.80	17	8.53	20	8.50	1.00	8.00	46	6.76	19	8.05
Social protection*	32	7.19	4.00	6.75	32	6.13	13	8.08	12	6.67	4	6.50	14	6.07	18	5.44	3	7.33	5	6.40	3	6.00	4	6.25	27	5.59	10	7.60	10	6.70	23	7.87	1.00	6.00	33	6.18	12	7.83
Climate change*	55	7.65	9.00	7.33	23	6.26	16	8.25	14	6.21	4	7.00	21	7.33	25	6.28	3	8.00	7	7.57	8	7.00	7	7.14	32	6.78	8	8.00	27	8.22	22	8.77	3.00	9.00	49	7.31	17	8.35
Agricultural development*	68	8.24	9.00	7.78	27	7.33	15	8.47	23	6.52	4	6.25	24	7.67	22	6.32	1	8.00	6	7.50	9	8.11	7	7.14	32	7.09	10	7.60	18	9.17	23	8.65	1.00	8.00	43	7.40	15	7.73
Natural resource management*	40	7.20	6.00	6.67	23	5.78	12	8.08	11	5.82	1	8.00	9	6.22	19	5.95	1	9.00	5	7.40	8	7.63	1	7.00	21	5.33	10	7.60	13	8.08	16	7.13	1.00	6.00	36	6.69	12	6.58

\*Significantly different between sectors

*In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Vietnam, there were 15% of respondents from the Agriculture/Rural Development/Food Security sector and 12% of respondents from the Generalist sector*

## Agriculture/Rural Development/Food Security Sector vs. Others

**Financial Markets/Banking Sector N=76 ● All Others N=419**

### **A. General Issues Facing Vietnam**

Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Agriculture/ Rural Development/ Food Security Sector	
		All Others
Social protection	9.3%	4.6%
Transport*	18.7%	35.0%
Public sector governance/reform	58.7%	48.9%
Gender equity	0.0%	0.5%
Domestic private sector development	13.3%	14.6%
Foreign direct investment	0.0%	1.9%
Anti-corruption*	42.7%	29.9%
Job creation/employment	16.0%	18.0%
Financial markets	0.0%	2.7%
Urban development	0.0%	4.9%
Environmental sustainability	16.0%	14.3%
Equality of opportunity	4.0%	4.9%
Education*	21.3%	36.2%
Poverty reduction*	17.3%	9.2%
Energy	0.0%	3.6%
Climate change*	21.3%	8.7%
Agricultural development*	33.3%	6.3%
Trade and exports	0.0%	3.6%
Economic growth	10.7%	14.3%
Law and justice	5.3%	7.5%
Natural resource management*	0.0%	6.3%
Disaster management	2.7%	2.7%
Information and communications technology	0.0%	2.2%
Health	6.7%	7.8%

\*Significantly different between sectors

### C. World Bank Group's Effectiveness and Results

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

	Agriculture/Rural Development/Food Security Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	50	7.28	1.74	240	6.28	1.99
Information and communications technology	45	7.53	1.36	233	7.26	1.60
Transport	55	7.96	1.77	313	7.84	1.31
Law and justice	32	6.63	1.62	214	6.95	1.50
Urban development	46	7.78	1.37	278	7.50	1.35
Environmental sustainability*	62	8.05	1.38	331	7.64	1.44
Poverty reduction*	66	8.44	1.24	358	8.08	1.30
Gender equity	55	7.96	1.61	316	7.71	1.34
Domestic private sector development	51	7.14	1.71	247	6.80	1.56
Foreign direct investment*	31	8.00	1.63	176	7.31	1.56
Trade and exports*	29	7.69	1.14	165	7.01	1.43
Economic growth	54	7.57	1.38	293	7.48	1.37
Energy	30	6.87	1.48	228	7.11	1.55
Disaster management*	42	7.98	1.76	222	7.20	1.69
Public sector governance/reform	52	7.08	1.48	298	7.08	1.45
Job creation/employment	55	7.33	1.72	279	6.99	1.43
Financial markets	40	7.30	1.16	211	7.09	1.45
Equality of opportunity	50	7.30	1.46	267	7.21	1.60
Health	49	7.61	1.24	296	7.33	1.56
Education	47	7.51	1.27	286	7.29	1.51
Social protection*	32	7.19	0.90	228	6.55	1.49
Climate change	55	7.65	1.55	295	7.37	1.63
Agricultural development*	68	8.24	1.32	289	7.54	1.38
Natural resource management*	40	7.20	1.64	205	6.62	1.59

\*Significantly different between sectors

## Generalist Sector vs. Others

**Generalist Sector N=57 ● All Others N=438**

### ***A. General Issues Facing Vietnam***

Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Generalist Sector	All Others
Social protection	5.4%	5.3%
Transport	32.1%	32.5%
Public sector governance/reform*	64.3%	48.6%
Gender equity	0.0%	0.5%
Domestic private sector development	19.6%	13.7%
Foreign direct investment	0.0%	1.9%
Anti-corruption*	17.9%	33.6%
Job creation/employment	26.8%	16.5%
Financial markets*	8.9%	1.4%
Urban development	3.6%	4.2%
Environmental sustainability*	25.0%	13.2%
Equality of opportunity	3.6%	4.9%
Education	28.6%	34.6%
Poverty reduction	5.4%	11.1%
Energy	0.0%	3.5%
Climate change*	0.0%	12.1%
Agricultural development*	0.0%	11.8%
Trade and exports*	10.7%	2.1%
Economic growth	16.1%	13.5%
Law and justice*	0.0%	8.1%
Natural resource management	7.1%	5.1%
Disaster management	0.0%	3.0%
Information and communications technology	3.6%	1.6%
Health*	0.0%	8.6%

*\*Significantly different between sectors*

### C. World Bank Group's Effectiveness and Results

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

	Generalist Sector			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption	39	6.15	1.86	251	6.49	2.01
Information and communications technology*	42	6.67	1.41	236	7.42	1.57
Transport	47	7.70	1.30	321	7.88	1.40
Law and justice	30	6.73	1.44	216	6.94	1.53
Urban development	45	7.22	1.00	279	7.59	1.40
Environmental sustainability*	49	7.27	1.20	344	7.76	1.46
Poverty reduction	53	8.06	1.35	371	8.14	1.29
Gender equity	44	7.91	1.03	327	7.72	1.42
Domestic private sector development	42	6.71	1.18	256	6.88	1.65
Foreign direct investment	26	7.23	1.03	181	7.44	1.65
Trade and exports	22	7.14	0.83	172	7.10	1.46
Economic growth	49	7.43	1.66	298	7.51	1.32
Energy	31	6.65	1.96	227	7.14	1.47
Disaster management	35	7.14	2.20	229	7.35	1.64
Public sector governance/reform	44	7.14	1.39	306	7.07	1.46
Job creation/employment	35	6.80	1.30	299	7.08	1.51
Financial markets	31	7.32	1.11	220	7.10	1.44
Equality of opportunity	43	7.65	1.17	274	7.15	1.62
Health*	40	6.75	1.26	305	7.45	1.53
Education*	46	6.76	1.30	287	7.41	1.49
Social protection	33	6.18	0.88	227	6.69	1.50
Climate change	49	7.31	1.37	301	7.43	1.66
Agricultural development	43	7.40	1.20	314	7.71	1.42
Natural resource management	36	6.69	1.56	209	6.72	1.62

\*Significantly different between sectors

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Vietnam? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 Vietnam	7.34	8.11	7.98	7.49	7.83	8.01	7.73	8.00	7.65	8.09	7.89	7.85
To what extent do you believe the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges?	7.57	8.06	7.98	7.55	7.91	7.83	7.78	7.98	7.78	7.99	7.86	8.02
Overall the World Bank Group currently plays a relevant role in development in Vietnam	7.80	8.29	8.28	7.57	8.24	7.87	7.79	8.40	7.91	8.35	8.15	8.10
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	7.54	8.25	8.17	7.45	8.15	7.72	7.66	8.31	7.92	8.14	8.00	8.14
Responsiveness	6.93	7.39	7.43	6.57	7.28	7.19	6.99	7.45	7.17	7.34	7.21	7.43
Flexibility (in terms of the World Bank Group's products and services)	7.16	7.45	7.41	7.05	7.30	7.45	7.28	7.39	7.21	7.46	7.29	7.53
Flexibility (in terms of changing country circumstances)	6.87	7.31	7.26	6.75	7.10	7.26	7.02	7.26	6.95	7.33	7.15	7.14
Being inclusive	7.17	7.77	7.67	7.36	7.63	7.55	7.33	7.81	7.49	7.72	7.64	7.48
Openness (sharing data and other information)	7.18	7.86	7.81	6.96	7.62	7.70	7.45	7.79	7.48	7.78	7.62	7.72
Staff accessibility	7.24	7.82	7.78	7.19	7.75	7.43	7.40	7.86	7.43	7.87	7.71	7.49
Straightforwardness and honesty	7.73	8.43	8.36	7.74	8.22	8.29	7.95	8.45	8.14	8.33	8.26	8.13
Collaboration with groups outside of the Government	7.13	7.29	7.22	7.34	7.31	7.13	7.12	7.37	7.29	7.20	7.22	7.35
Collaboration with the Government	7.79	8.36	8.27	7.86	8.20	8.15	8.00	8.34	8.01	8.34	8.17	8.25
Collaboration with other donors	7.93	8.03	7.93	8.29	8.02	7.98	8.14	7.88	8.07	7.94	7.95	8.20
The speed in which it gets things accomplished on the ground	7.10	7.49	7.42	7.25	7.41	7.35	7.29	7.47	7.33	7.44	7.35	7.57
To what extent does the World Bank Group's work help to achieve development results in Vietnam?	7.52	7.78	7.77	7.33	7.73	7.56	7.52	7.80	7.55	7.80	7.67	7.75
The World Bank Group's financial instruments meet the needs of Vietnam	7.34	7.67	7.64	7.16	7.56	7.48	7.45	7.61	7.48	7.60	7.50	7.71
The World Bank Group meets Vietnam's needs for knowledge services	7.21	7.70	7.64	7.20	7.59	7.46	7.49	7.61	7.42	7.68	7.50	7.76
Are adaptable to Vietnam's specific development challenges and country circumstances	7.39	7.66	7.59	7.38	7.58	7.48	7.41	7.66	7.53	7.57	7.50	7.71
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.25	7.85	7.80	7.14	7.67	7.68	7.27	8.00	7.56	7.79	7.68	7.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.40	8.06	7.97	7.56	7.83	8.05	7.62	8.10	7.87	7.92	7.90	7.86
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.84	7.94	7.98	7.70	7.93	7.92	7.68	8.11	7.86	7.99	7.90	8.03

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix H: Indicator Questions as a Function of Stakeholder Group

	National Government/ Assembly			Project Management Unit (PMU)			Local Government Office or Staff			Bilateral or Multilateral Agency			NGO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam*	42	8.00	1.47	142	8.37	1.44	86	8.29	1.25	34	7.38	1.02	38	6.79	1.63	59	7.61	1.03	56	7.25	1.43	11	7.00	1.84
To what extent do you believe the World Bank Group's staff is well prepared to help Vietnam solve its most complicated development challenges?*	42	7.31	1.65	142	8.13	1.59	85	8.28	1.14	33	7.55	0.71	31	7.23	1.20	49	7.73	1.19	55	7.69	1.02	12	8.33	0.99
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	38	8.34	1.28	139	8.29	1.79	87	8.44	1.61	33	8.06	0.75	35	7.66	1.31	59	7.69	0.90	59	7.73	1.20	13	8.23	1.09
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	42	8.31	1.18	132	8.15	1.68	87	8.32	1.45	33	7.94	0.70	37	7.78	1.23	59	7.63	1.08	59	7.53	1.47	13	8.31	1.11
Responsiveness*	38	7.29	1.39	134	7.90	1.59	81	7.05	1.80	29	6.69	1.17	28	6.79	1.42	55	6.91	1.49	59	7.00	1.66	13	7.23	1.69
Flexibility (in terms of the World Bank Group's products and services)*	39	7.85	1.48	134	7.49	1.65	78	7.47	1.58	27	6.89	1.31	30	6.97	1.30	55	7.02	1.38	53	7.15	1.41	12	7.83	1.53
Flexibility (in terms of changing country circumstances)	37	7.49	1.30	119	7.14	1.73	80	7.46	1.61	23	6.87	1.46	30	7.03	1.16	55	6.80	1.41	53	6.91	1.51	13	7.38	1.26
Being inclusive	40	7.80	1.14	133	7.77	1.80	80	7.74	1.54	32	7.41	1.21	32	7.13	1.26	58	7.17	1.22	56	7.66	1.16	13	7.62	1.33
Openness (sharing data and other information)*	42	8.43	1.19	135	7.81	1.61	79	7.65	1.55	33	7.36	1.03	35	7.26	0.98	57	6.77	1.38	58	7.60	1.56	13	8.23	1.09
Staff accessibility*	42	7.88	0.94	137	8.10	1.61	76	7.47	1.54	30	7.83	0.79	37	7.76	0.90	57	6.84	1.28	58	7.22	1.48	12	7.92	0.79
Straightforwardness and honesty*	41	8.34	1.39	137	8.81	1.28	82	8.54	1.29	30	7.27	1.26	33	7.73	0.94	55	7.18	1.22	59	8.08	1.42	12	8.33	1.50
Collaboration with groups outside of the Government	28	7.68	0.82	86	7.16	1.91	64	7.08	1.44	33	6.79	1.22	32	7.75	0.98	57	7.28	1.49	53	7.30	1.31	11	7.73	1.27
Collaboration with the Government*	42	8.76	0.93	117	8.47	1.24	77	8.45	1.10	29	7.59	1.09	28	8.29	0.90	57	7.58	1.03	54	7.70	1.13	12	7.67	1.44
Collaboration with other donors*	35	8.49	0.74	110	8.01	1.44	73	8.01	1.63	32	8.06	1.24	23	8.00	1.04	56	8.18	0.64	45	7.60	1.14	8	7.13	0.84
The speed in which it gets things accomplished on the ground*	37	7.16	1.17	132	7.80	1.62	79	7.47	1.47	33	6.70	1.36	21	6.81	1.21	51	7.47	1.08	45	6.98	1.60	11	7.55	1.13
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	41	7.68	1.15	137	8.10	1.17	88	7.55	1.31	34	7.50	1.31	33	7.06	1.37	59	7.59	0.72	54	7.37	0.90	13	7.62	1.19
The World Bank Group's financial instruments meet the needs of Vietnam*	40	8.13	1.04	134	7.89	1.57	88	7.56	1.83	34	7.32	1.09	30	7.10	1.35	57	7.23	0.91	43	6.60	1.48	7	7.43	1.27
The World Bank Group meets Vietnam's needs for knowledge services*	41	7.83	0.95	126	7.88	1.51	82	7.30	1.54	34	7.56	1.21	31	7.26	1.53	59	7.36	1.14	56	7.11	1.47	13	8.00	1.16
Are adaptable to Vietnam's specific development challenges and country circumstances	41	7.76	0.97	126	7.64	1.65	76	7.46	1.80	34	7.59	1.21	40	7.33	1.21	59	7.83	1.19	46	7.00	1.33	12	7.75	1.36
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	38	7.42	1.37	136	7.97	1.57	84	8.04	1.44	34	7.15	1.50	39	6.97	1.18	59	7.46	1.01	54	7.50	1.26	13	7.92	1.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	39	8.00	0.97	138	7.98	1.48	82	8.11	1.41	34	7.88	0.95	40	7.45	1.22	59	7.46	0.99	54	7.72	1.22	12	8.58	0.90
Where country systems are adequate, the World Bank Group makes appropriate use of them*	41	7.88	1.25	127	8.17	1.43	80	8.40	1.36	20	6.70	1.87	21	7.29	1.59	49	7.55	1.02	31	7.32	1.58	7	8.00	1.41

\*Significantly different between stakeholder groups

## Appendix I: Vietnam FY 2014 Questionnaire



### **World Bank Group Country Survey FY14 – Vietnam**

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

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

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

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

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

#### **SECTION A: GENERAL ISSUES FACING VIETNAM**

<b>A1. In general would you say that Vietnam is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	13	Education
2	Transport (e.g., roads, bridges, transportation)	14	Poverty reduction
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Energy
4	Gender equity	16	Climate change (e.g., mitigation, adaptation)
5	Domestic private sector development	17	Agricultural development
6	Foreign direct investment	18	Trade and exports
7	Anti corruption	19	Economic growth
8	Job creation/employment	20	Law and justice (e.g., judicial system)
9	Financial markets	21	Natural resource management (e.g., oil, gas, mining)
10	Urban development	22	Disaster management
11	Environmental sustainability	23	Information and communications technology
12	Equality of opportunity (i.e., equity)	24	Health

<b>A3. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Vietnam?										
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 Vietnam.										
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 Vietnam 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 the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Vietnam?											
		Greatest Value (Choose only ONE)					Second Greatest Value (Choose only ONE)				
1	Convening/Facilitating	<input type="checkbox"/>					<input type="checkbox"/>				
2	Policy advice, studies, analyses	<input type="checkbox"/>					<input type="checkbox"/>				
3	Financial resources	<input type="checkbox"/>					<input type="checkbox"/>				
4	Technical assistance	<input type="checkbox"/>					<input type="checkbox"/>				
5	Mobilizing third party financial resources	<input type="checkbox"/>					<input type="checkbox"/>				
6	Donor coordination	<input type="checkbox"/>					<input type="checkbox"/>				
7	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>					<input type="checkbox"/>				

The World Bank Group can provide capacity building support in a number of ways in Vietnam. To which degree would Vietnam benefit, if capacity building were to support...?												
		To no degree at all								To a very significant degree		Don't know
B5	Groups outside of government (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	The public sector, related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B7	The public sector, related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B8	The private sector, related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

**B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Vietnam
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	Imposing technocratic solutions without regard to political realities
11	World Bank Group's processes too slow
12	Too bureaucratic in its operational policies and procedures
13	Not collaborating enough with non-state actors
14	Not client focused
15	Other (please specify): _____
16	Don't know

**B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Beneficiaries
9	Other (please specify): _____
10	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B11</b>	Overall the World Bank Group currently plays a relevant role in development in Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>To what extent is the World Bank Group an effective development partner in Vietnam in terms of each of the following?</b>		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B13</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Flexibility (in terms of the World Bank Group's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	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"/>	
<b>B21</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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## SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam? (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	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	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"/>	
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	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**

<b>C2. To what extent does the World Bank Group's work help to achieve development results in Vietnam?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Vietnam?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C3</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

<b>D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E5</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	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"/>	
<b>E7</b>	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"/>	
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	The World Bank Group takes decisions quickly in Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	The World Bank Group ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E11</b>	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"/>	
<b>E12</b>	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"/>	

<b>E13. Which of the following best describes the way the World Bank Group operates in Vietnam? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Vietnam
2	The World Bank Group does not take enough risk in Vietnam
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN VIETNAM**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Vietnam's economy
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Reach out more to groups outside of Government
4	Improve the quality of its experts as related to Vietnam's specific challenges
5	Offer more innovative knowledge services
6	Ensure greater selectivity in its work
7	Reduce the complexity of obtaining World Bank Group financing
8	Work faster
9	Other (please specify): _____

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**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)</b>	
1	Newspapers
2	Radio
3	Television
4	Periodicals
5	Internet
6	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
7	Blogs
8	Mobile phones
9	Instant messaging
10	Other (please specify): _____

<b>G2</b>	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?	<b>Yes</b>	<b>No</b>
<b>G3</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G4</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G5</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G6</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G7</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G8</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G9</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**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**

<b>H1. Which of the following best describes your current position? (Select only ONE response)</b>	
1	National Government
2	National Assembly
3	Project Management Unit (PMU)
4	Local Government Office or Staff
5	Bilateral or Multilateral Agency
6	Private Sector Organization
7	NGO
8	Media (Press, Radio, TV, Web, etc.)
9	Academia/Research Institute/Think Tank
10	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / 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**

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

<b>H4. Which of the following describes most of your exposure to the World Bank Group in Vietnam? (Choose no more than TWO)</b>	
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.

<b>H5. Which best represents your geographic location?</b>	
1	Ha Noi
2	Da Nang
3	Ho Chi Minh City
4	Can Tho

**Thank you for completing the survey!**