

FY 2017 Vietnam Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

January 2017



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), Jing Guo, Svetlana Markova, Jessica Cameron, Calita Woods, and Isabel Tepedino. Dania Mendoza and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Vietnam country team and the local fielding agency DEPOCEN. In particular, PORG is grateful for the support from Mai Thi Hong Bo (Senior Communications Officer) and Chi Kim Tran (Communications Associate) who coordinated the survey related activities from Hanoi, Vietnam.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Vietnam perceive the WBG. The survey explored:

- *General Issues Facing Vietnam*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Vietnam*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to April 2017, 1478 stakeholders of the WBG in Vietnam were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; National Assembly Office/Committee; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; the financial sector/private banks; NGOs/community based organizations; the media; mass organizations; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 632 stakeholders participated in the survey (43% response rate).

Some respondents received and returned the questionnaires via email. Other respondents responded to the survey on an independent online survey platform. 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 WBG's future role in Vietnam; and the WBG's communication and information sharing.

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

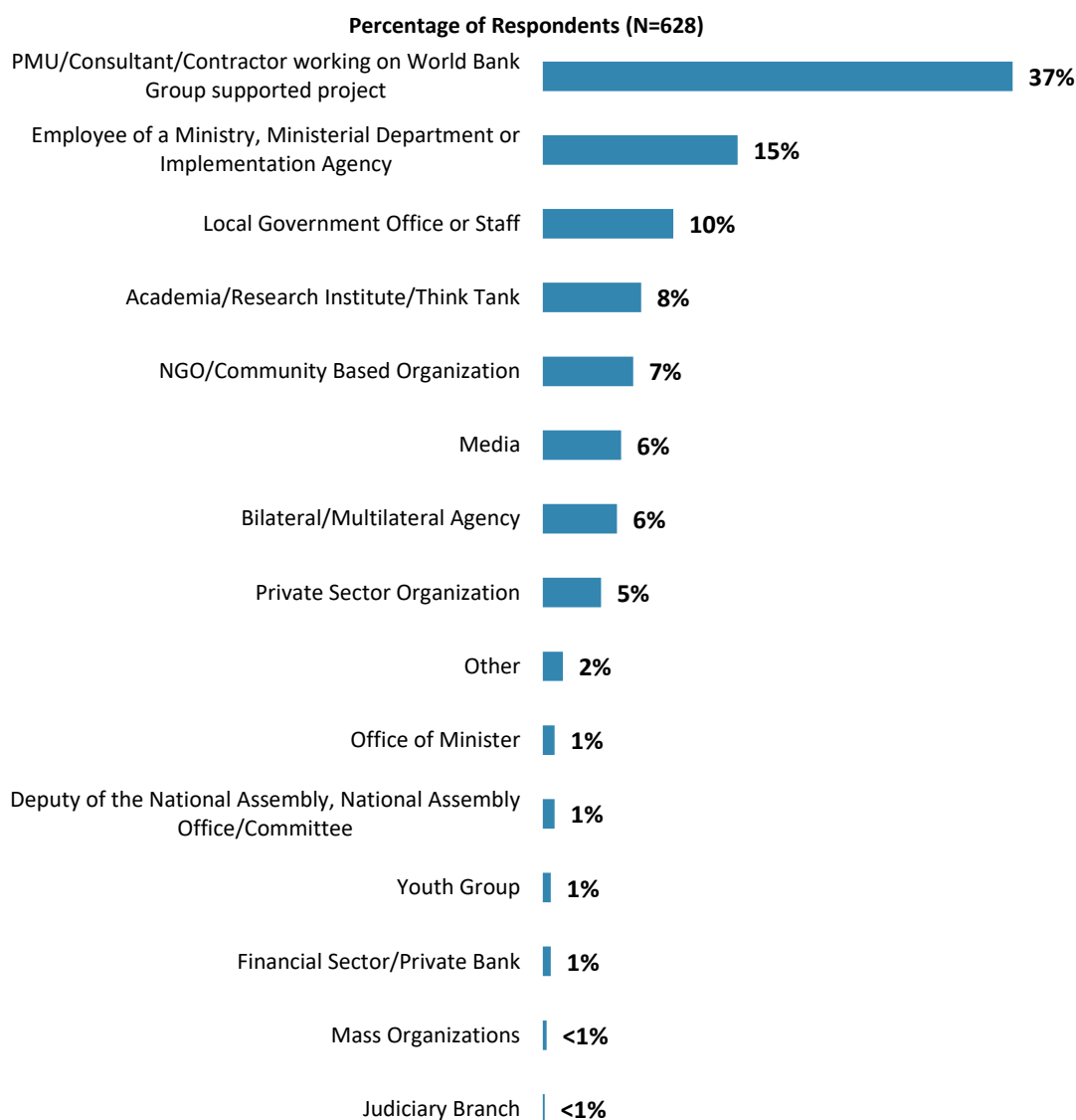
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 49%, N=501). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 88).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, mass organizations, and youth groups were combined in the “CSO” category; and the small number of respondents from the office of a minister, National Assembly Office, the judiciary branch, and other organizations were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister.

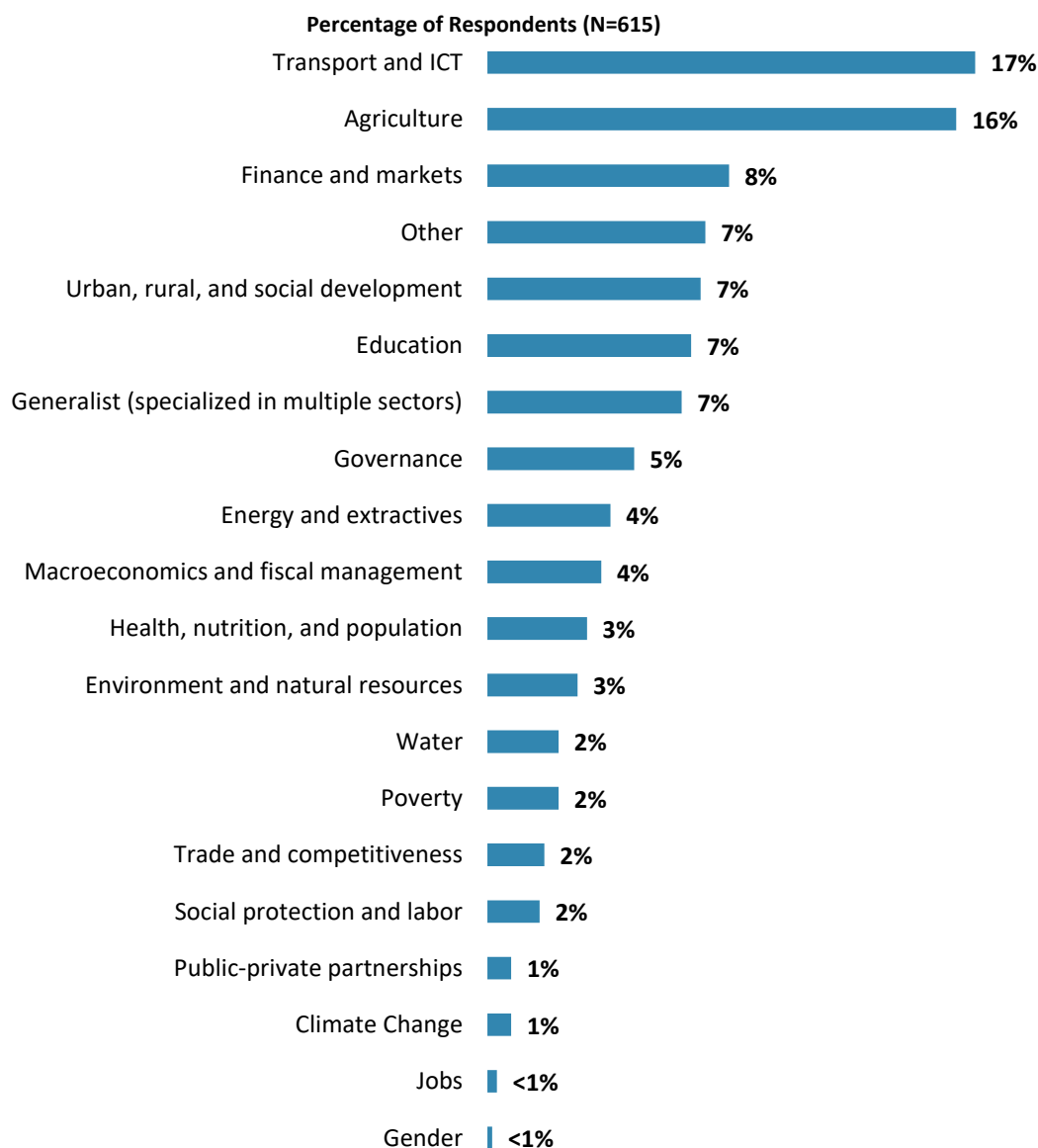


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



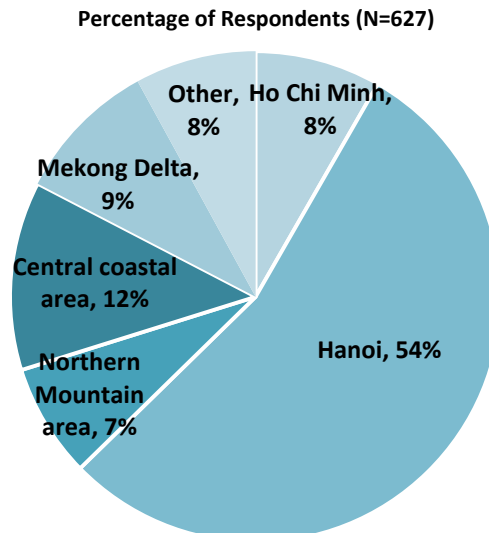
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

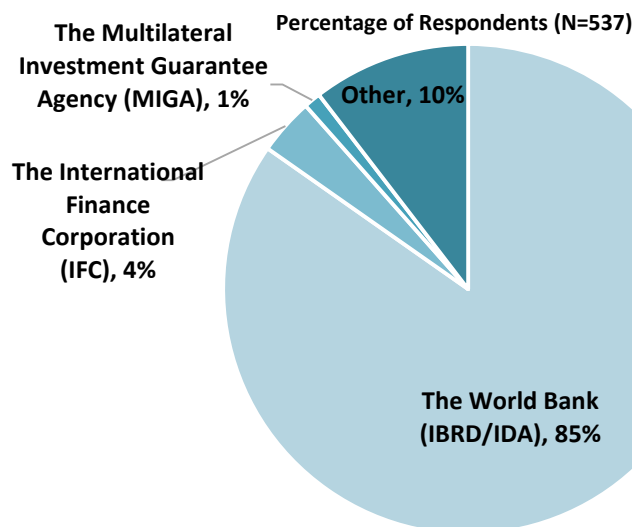
Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 79).



"Which best represents your geographic location?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

Exposure to Agencies within the World Bank Group



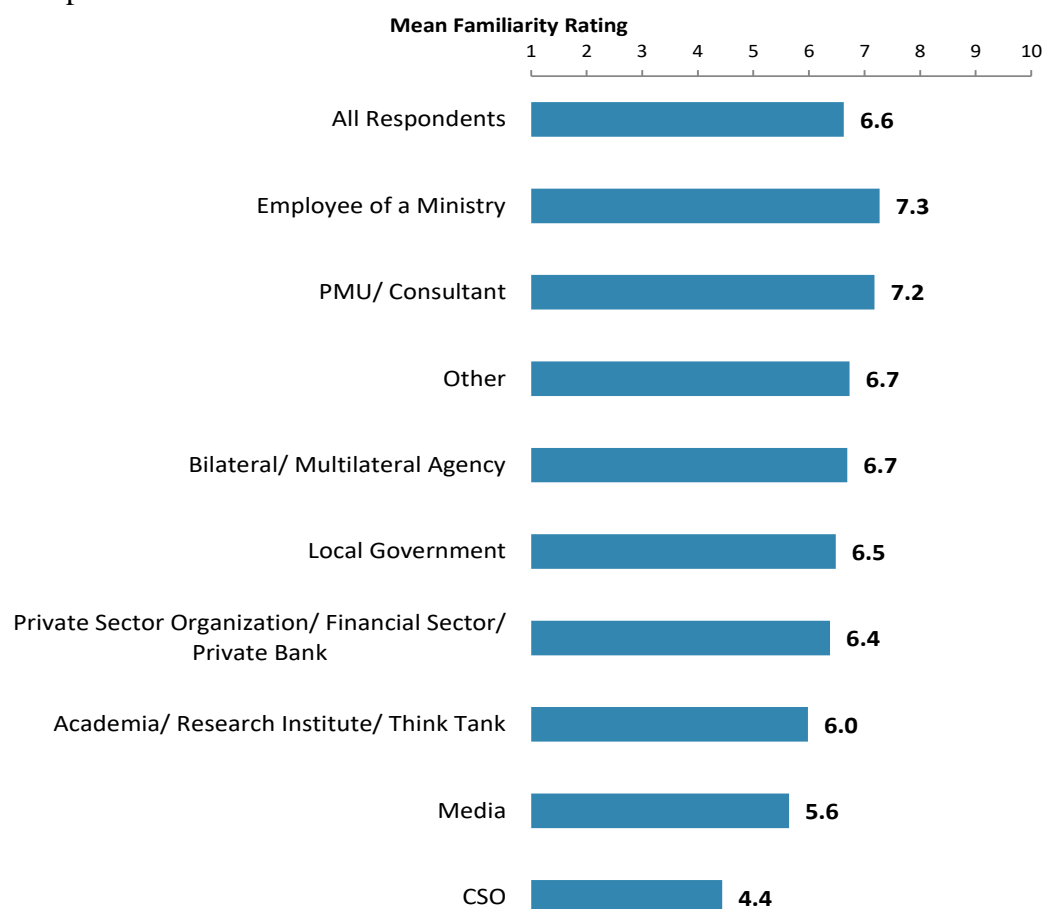
"Which of the following agencies of the World Bank Group do you primarily engage with in Vietnam?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 6.6; weighted mean in FY'14 = 6.7)¹.
- **Stakeholder difference:** Respondents from ministries, PMUs, and consultants working on WBG projects were significantly more familiar with the WBG compared to respondents from other stakeholder groups this year.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Vietnam, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Vietnam, and the extent to which the WBG contributes to the country's development results.



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

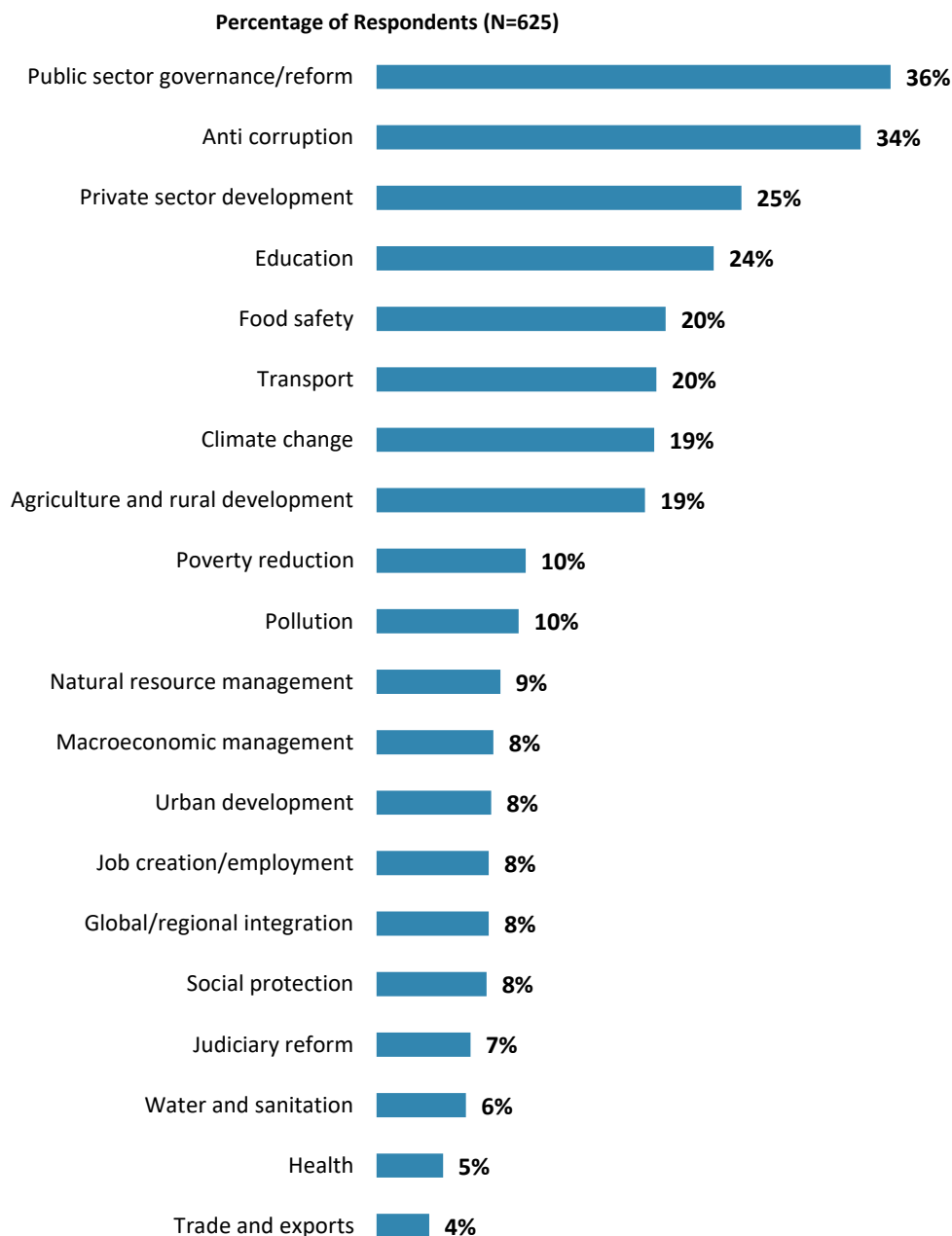
¹ Please refer to Appendix E (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Vietnam

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Vietnam were “*public sector governance/reform*” (50%) and “*education*” (34%).

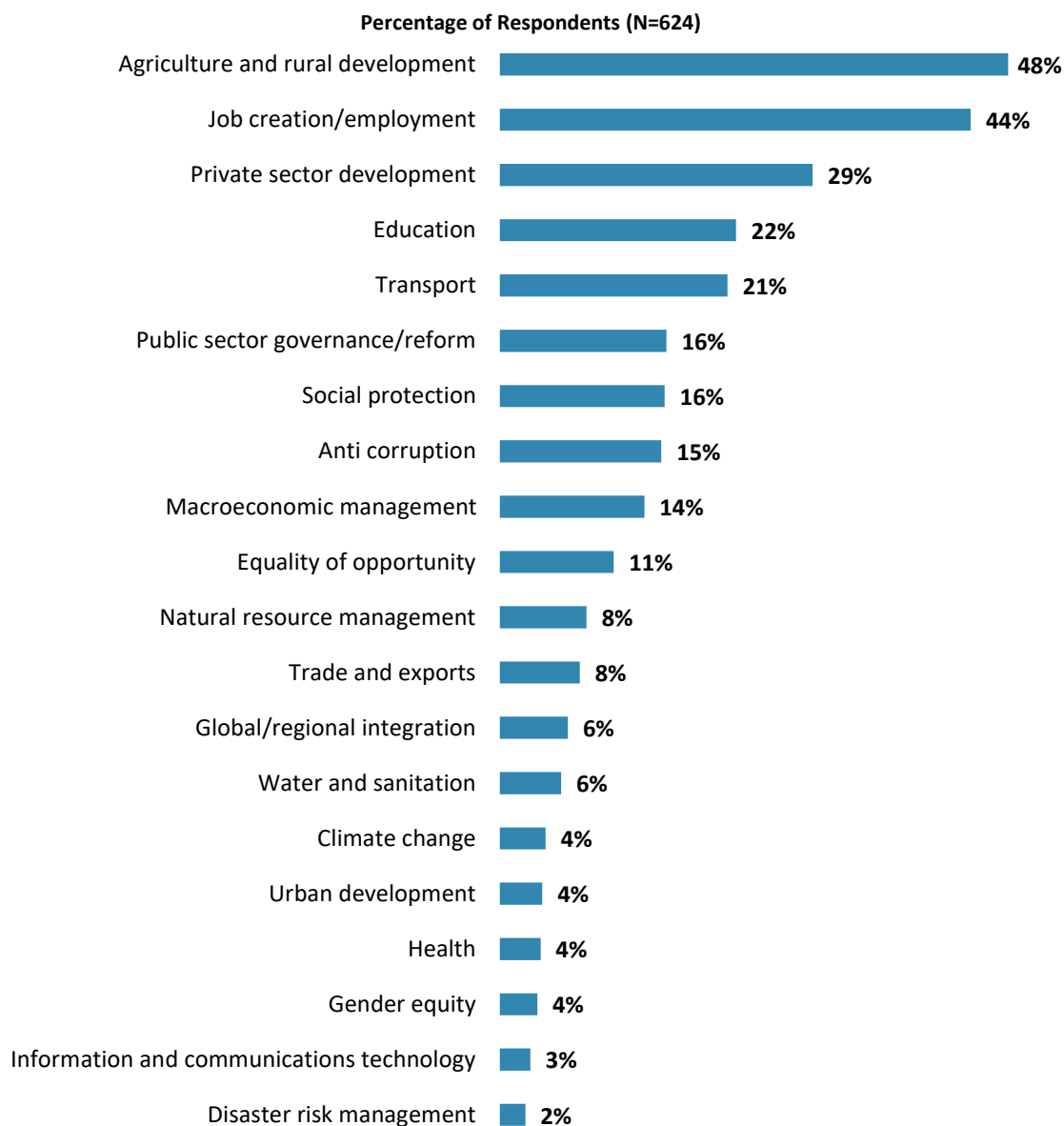


"Listed below are a number of development priorities in Vietnam. Please identify which of the following you consider the most important development priorities in Vietnam. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



IV. General Issues Facing Vietnam (continued)

What Would Contribute Most to Reducing Poverty



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

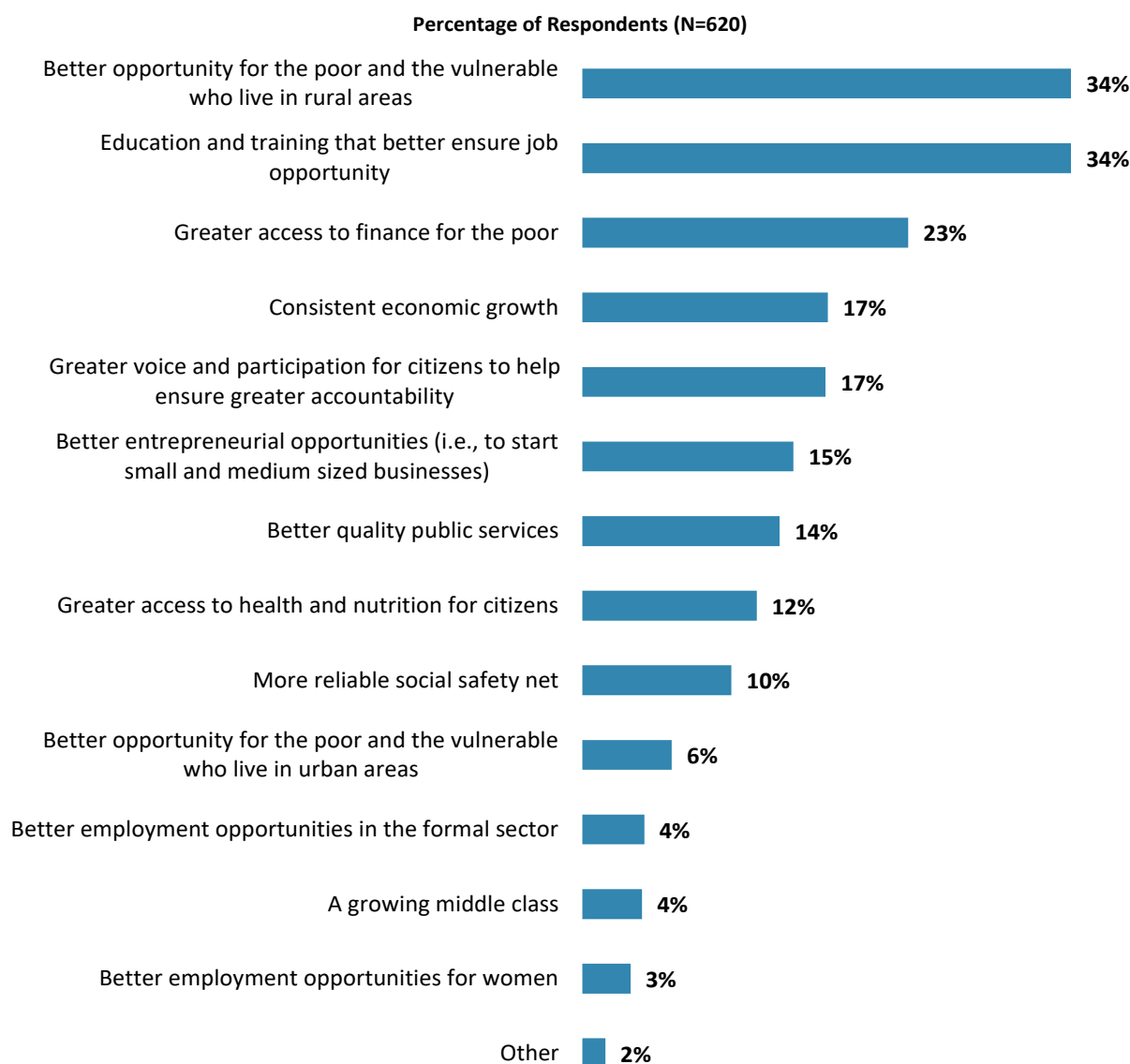
(Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)



IV. General Issues Facing Vietnam (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that “shared prosperity” can be best illustrated by “*consistent economic growth*” (38%), “*greater voice and participation for citizens to help ensure greater accountability*” (33%), and “*education and training that better ensure job opportunity*” (32%).

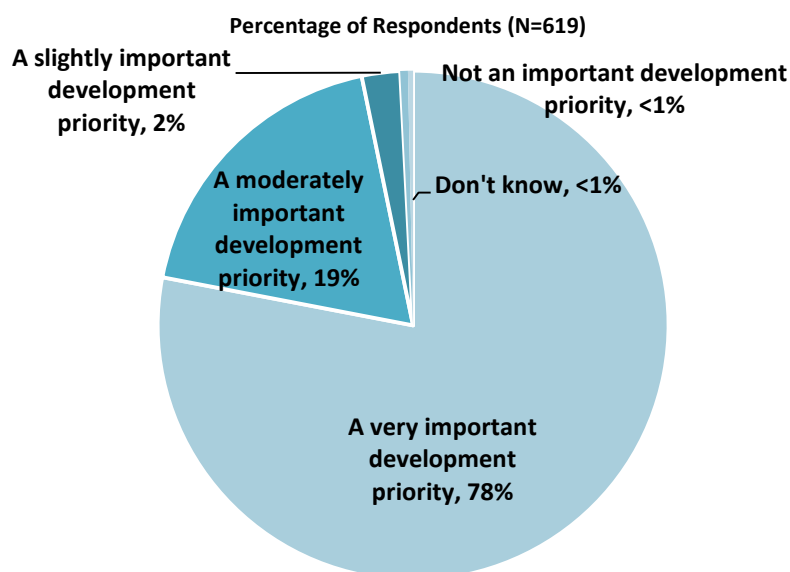


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



IV. General Issues Facing Vietnam (continued)

Early Childhood Development



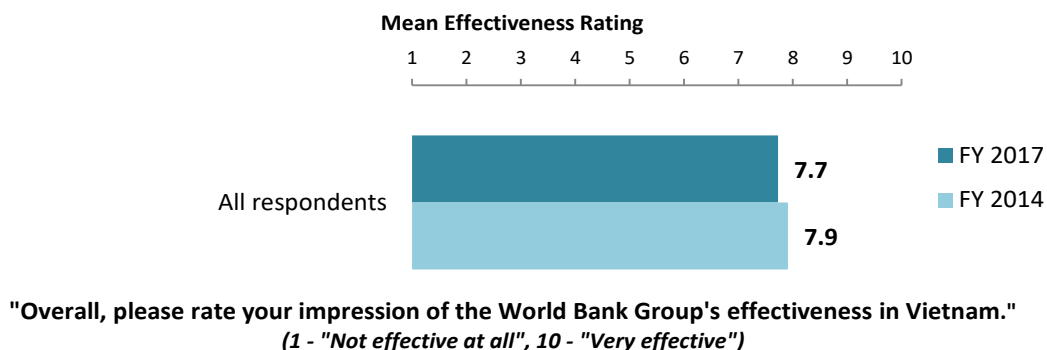
"In your view, is early childhood development a very important, moderately important, slightly important, or not an important development priority in Vietnam?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



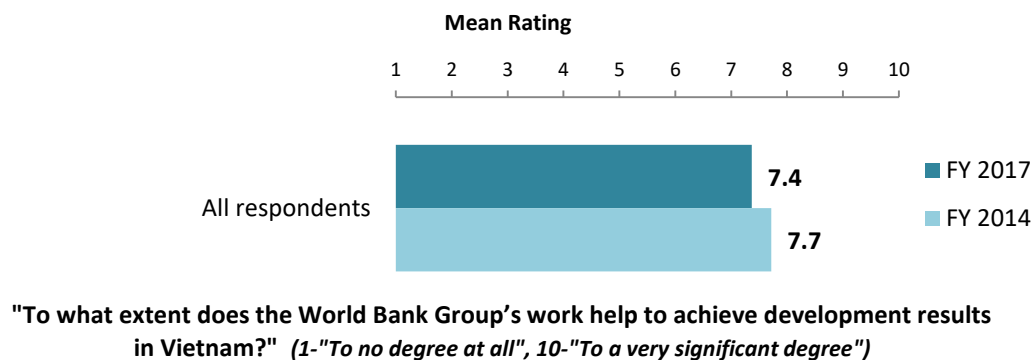
V. Overall Attitudes toward the World Bank Group

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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness² (Indicator Question)



Achieving Development Results (Indicator Question)

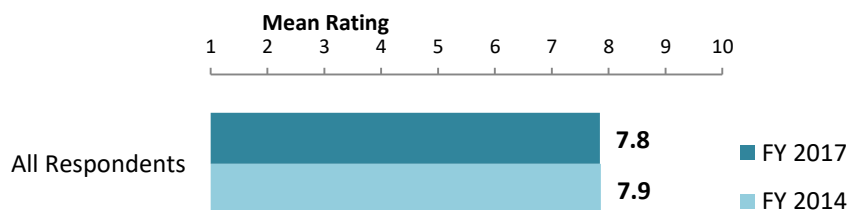


² Means presented in the charts on this page were calculated based on weighted data from FY'17 and FY'14.



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

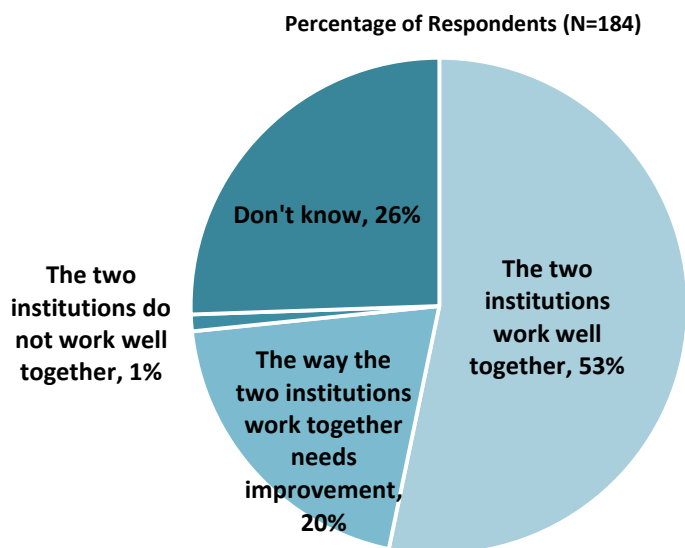
WBG Staff Preparedness³



"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")

The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "*Do your projects involve both the World Bank and the IFC?*" provided their views on the working relationship between the World Bank and the IFC.



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Vietnam?" (Respondents chose from a list.)

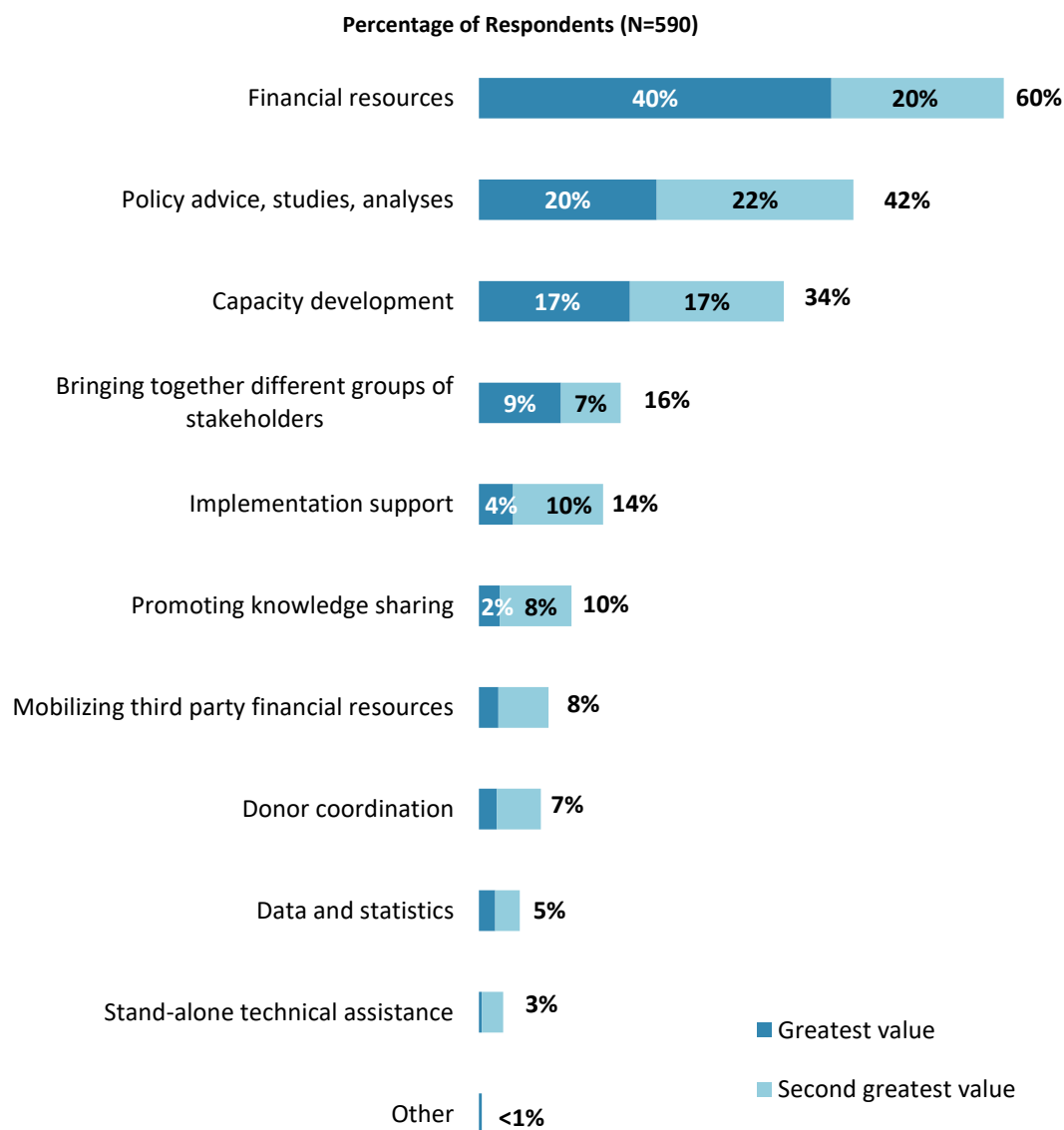
³ Means presented in the chart were calculated based on weighted data.



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest value to Vietnam were its "*financial resources*" (57%) and "*policy advice, studies, analyses*" (55%).



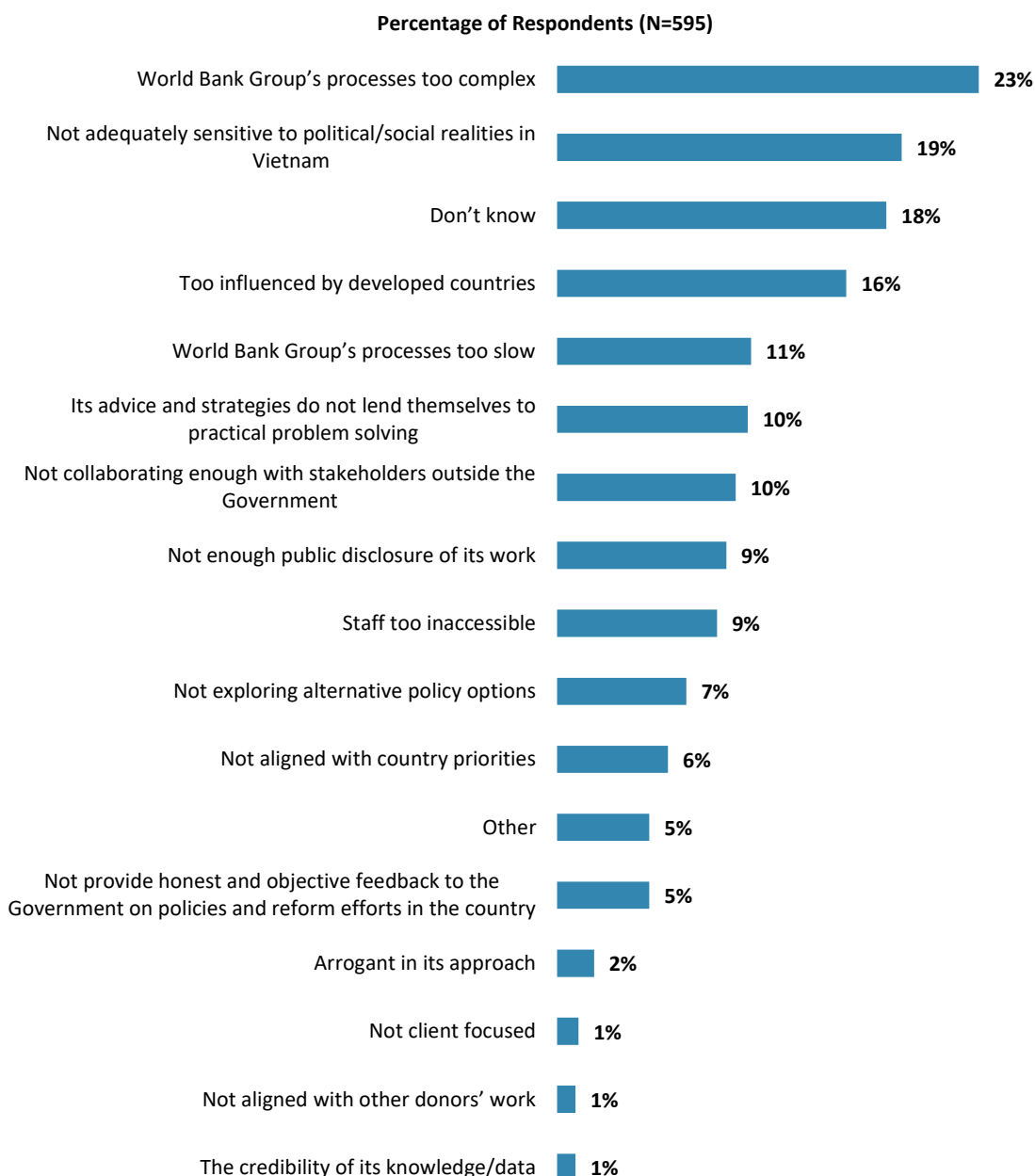
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Vietnam?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest weakness in its work in Vietnam were "*World Bank Group processes being too complex*" (30%) and "*WBG not being willing to honestly criticize policies and reform efforts in the country*" (23%).

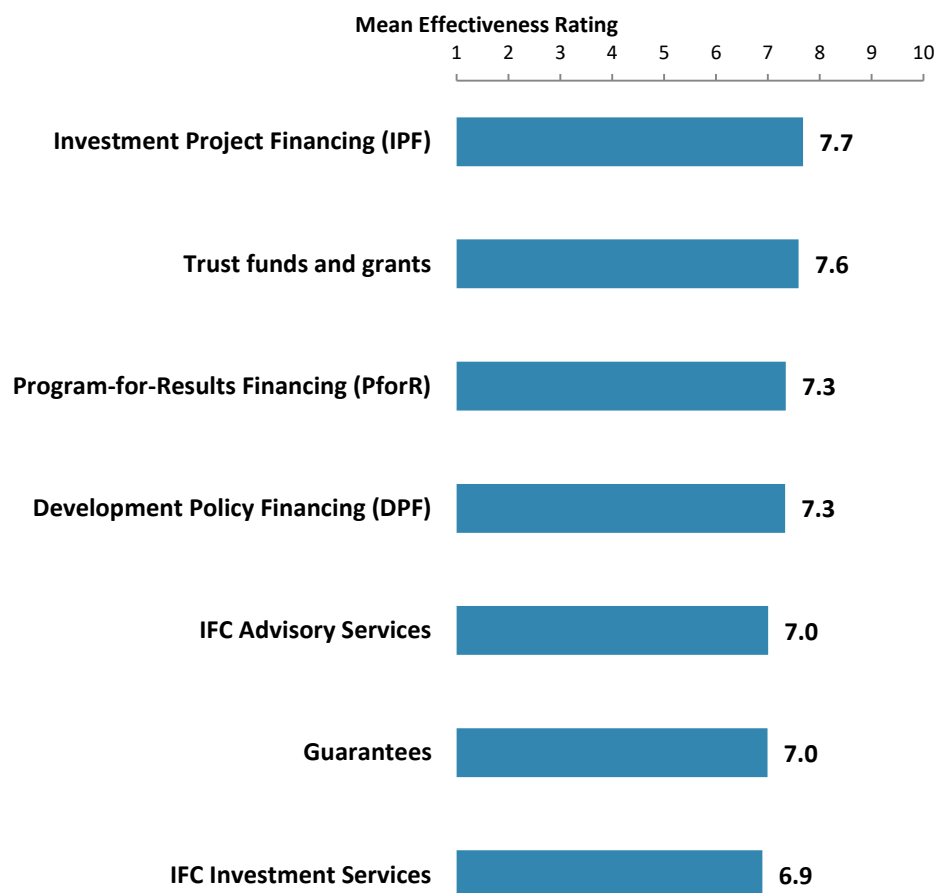


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Vietnam? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Instruments Supporting Poverty Reduction in Vietnam

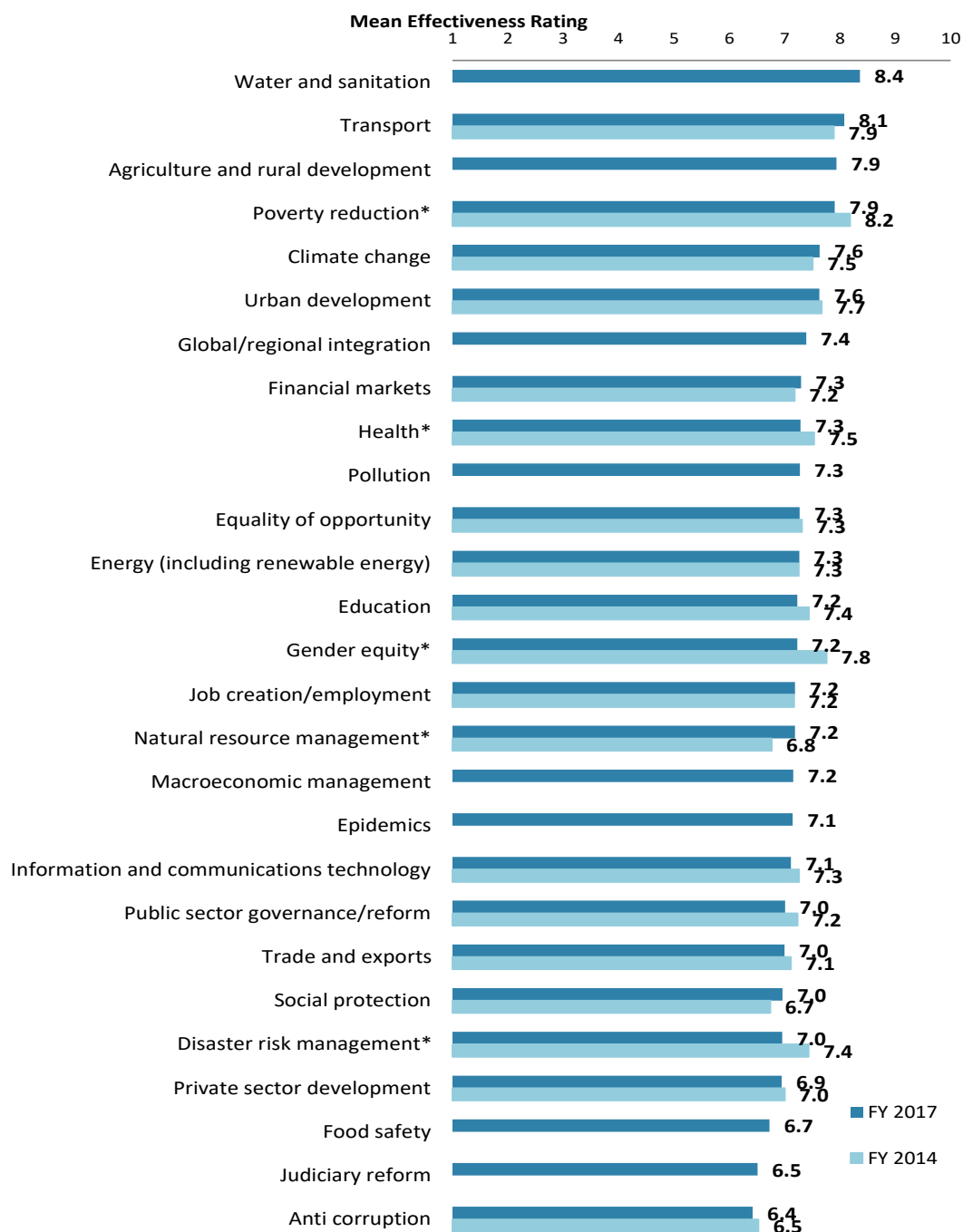


"How effective do you believe the following World Bank Group's instruments are in supporting the Vietnam Government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



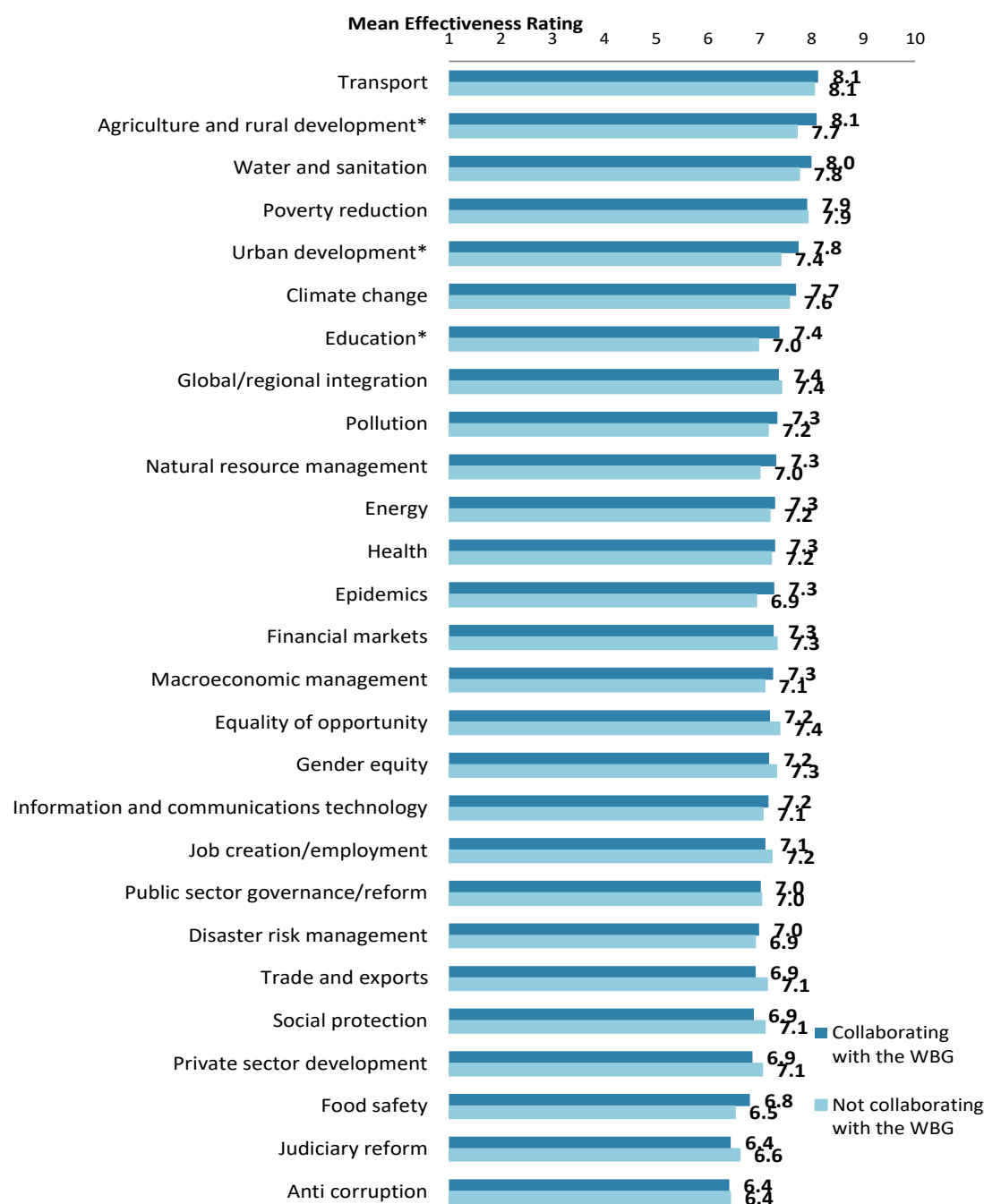
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2017 and FY 2014)

⁴ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



"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")
*(*Significantly different between collaborators and non-collaborators with the WBG)*

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral 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 seven specific areas of effectiveness.

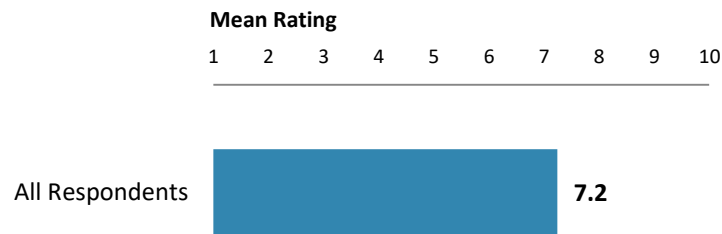
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Vietnam. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at public sector governance/reform;
 - The WBG's effectiveness at energy; and
 - The WBG's effectiveness at climate change.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Vietnam, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at climate change;
 - The WBG's effectiveness at natural resource management; and
 - The WBG's effectiveness at urban development.



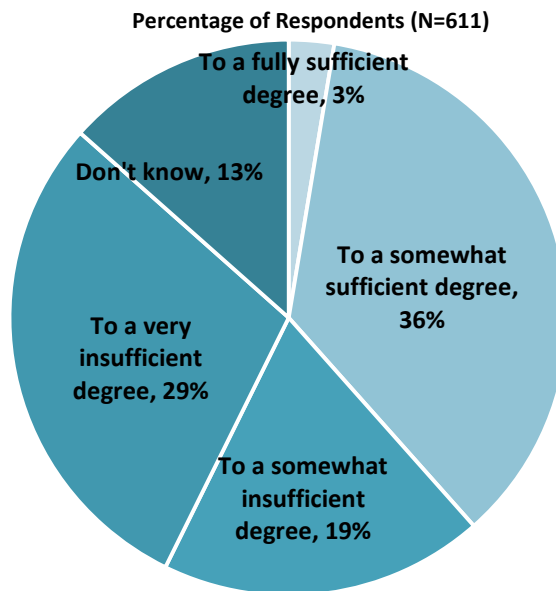
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Vietnam?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Vietnam?" (Respondents chose from a list.)

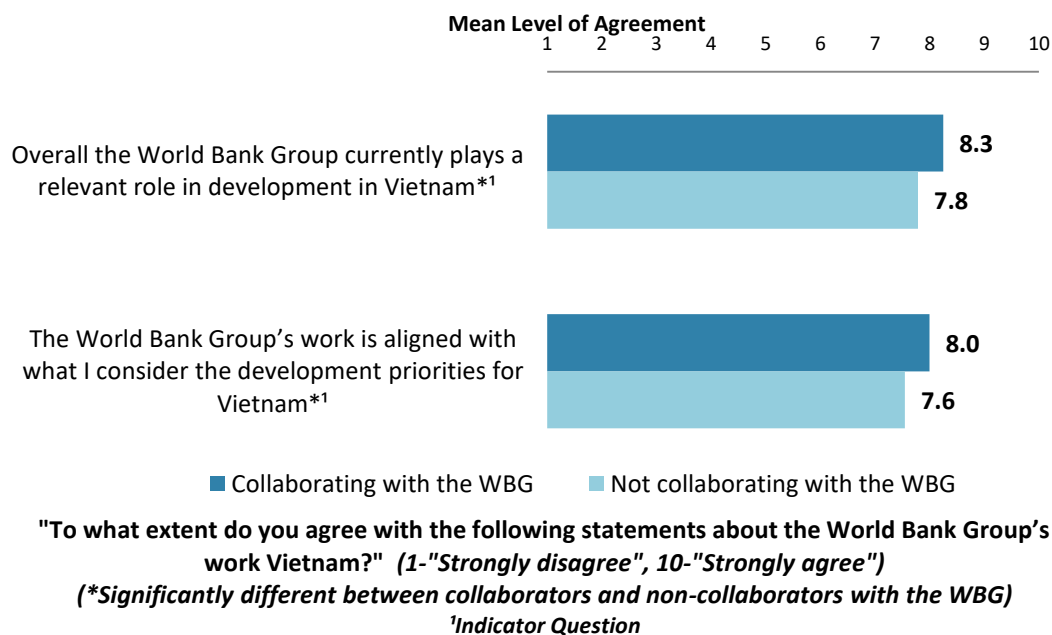


VII. How the World Bank Group Operates

The World Bank Group's Work in Vietnam: Year Comparison⁶



The World Bank Group's Work in Vietnam: Collaboration



⁶ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷



"To what extent do you agree/disagree with the following statements?"

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

*(*Significantly different between FY 2017 and FY 2014)*

¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸



"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 FY2017 and FY2014)

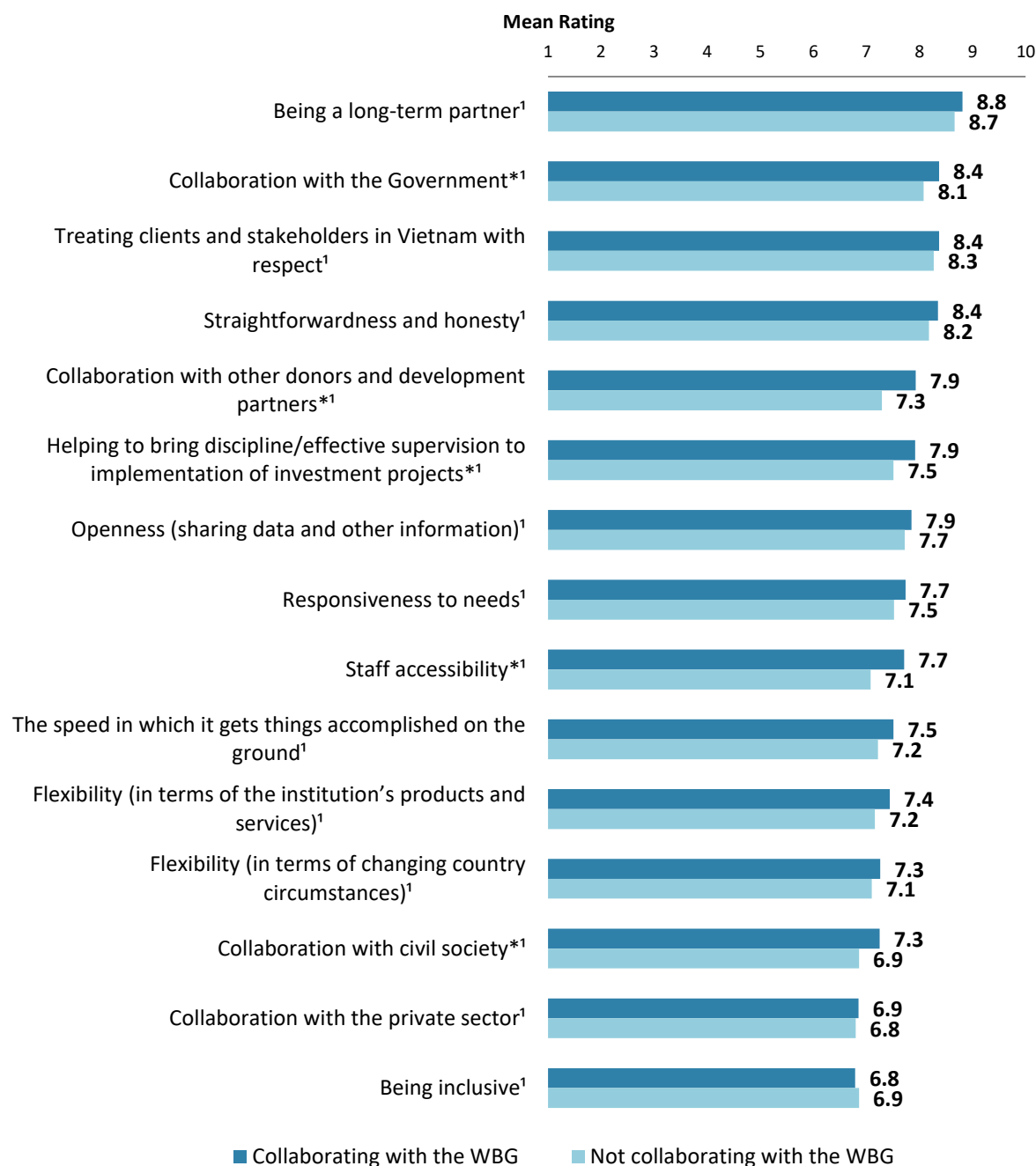
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



"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")

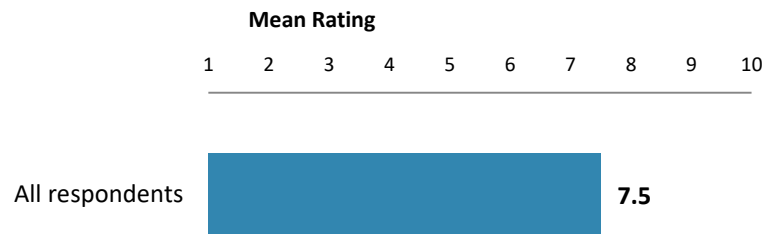
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



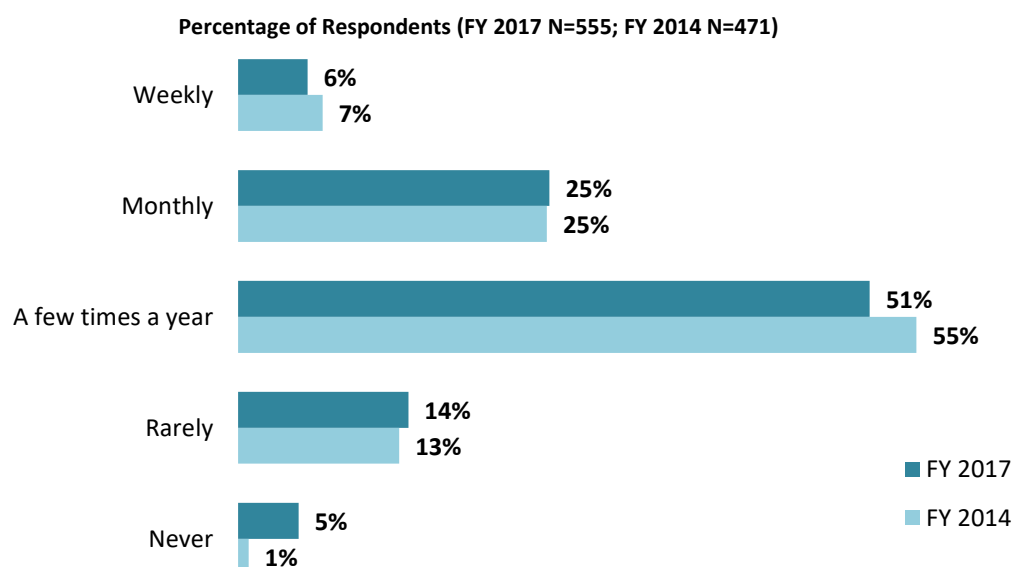
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Vietnam?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities⁹

- **Year comparison:** This year's respondents were significantly less likely to consult the WBG's knowledge work and activities, compared to respondents in the previous FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from media indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



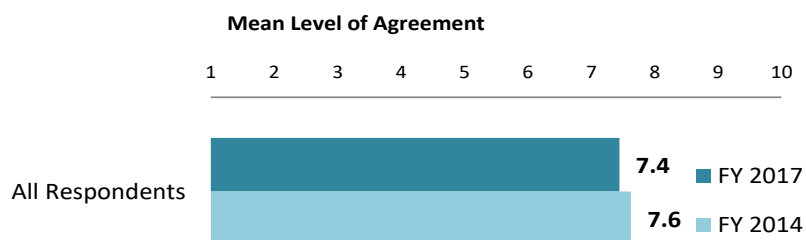
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.) (Percentages may not total 100 due to rounding)

⁹ Percentages in the chart were calculated based on weighted data.



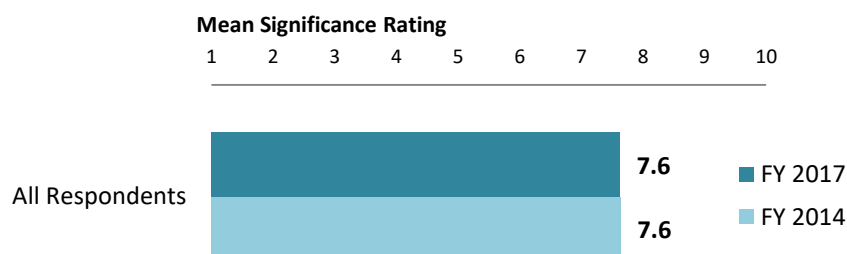
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Vietnam's Knowledge Needs¹⁰ (Indicator Question)



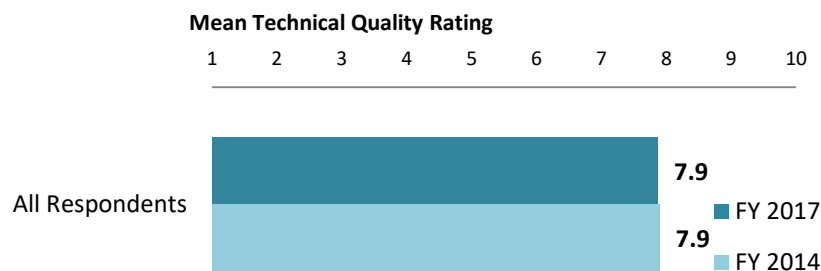
"The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



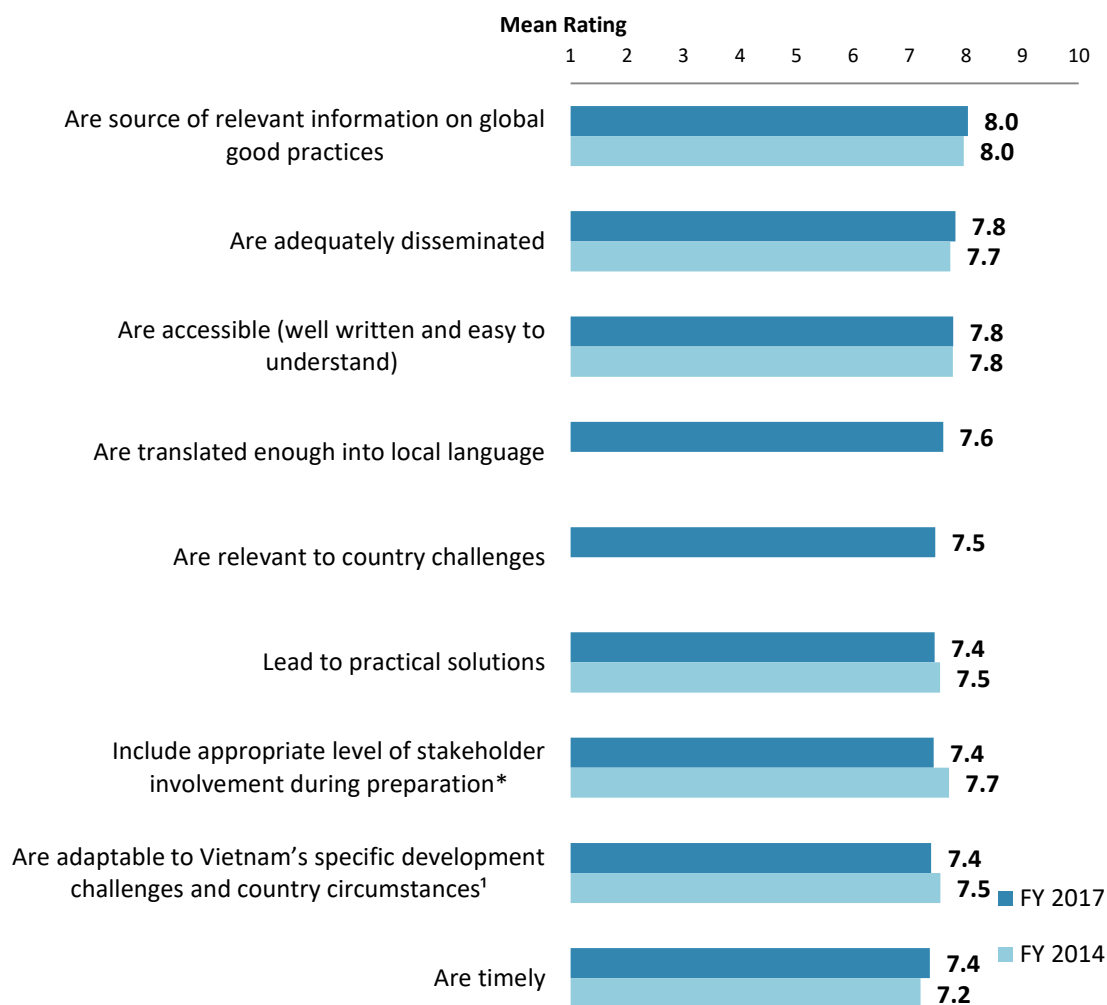
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹⁰ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹¹



"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")

(*Significantly different between FY 2017 and FY 2014)

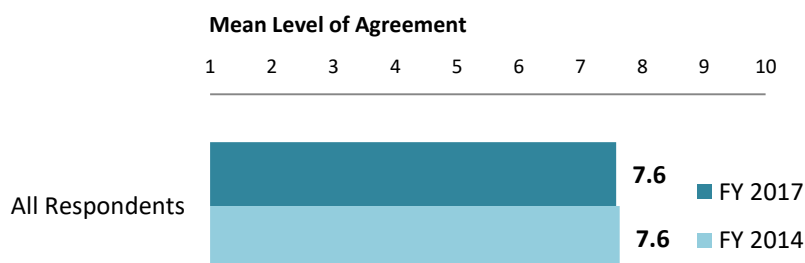
¹Indicator Question

¹¹ Means in the chart were calculated based on weighted data.



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

Meeting Vietnam's Needs for Financial Instruments¹² (*Indicator Question*)



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

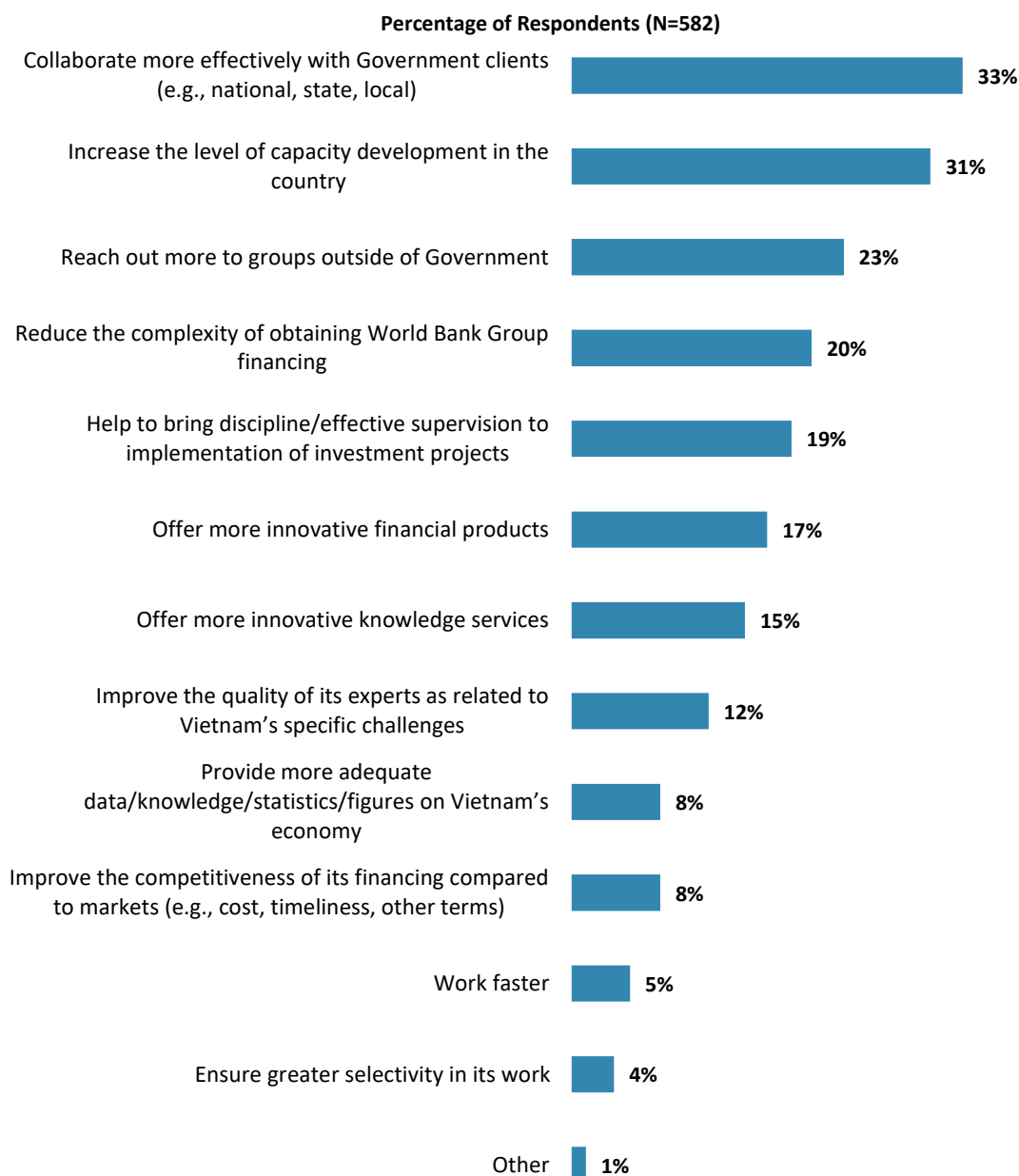
¹² Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should “*collaborate more effectively with Government clients*” (48%) and “*reducing the complexity of obtaining WBG financing*” (38%) to make itself of greater value in Vietnam.



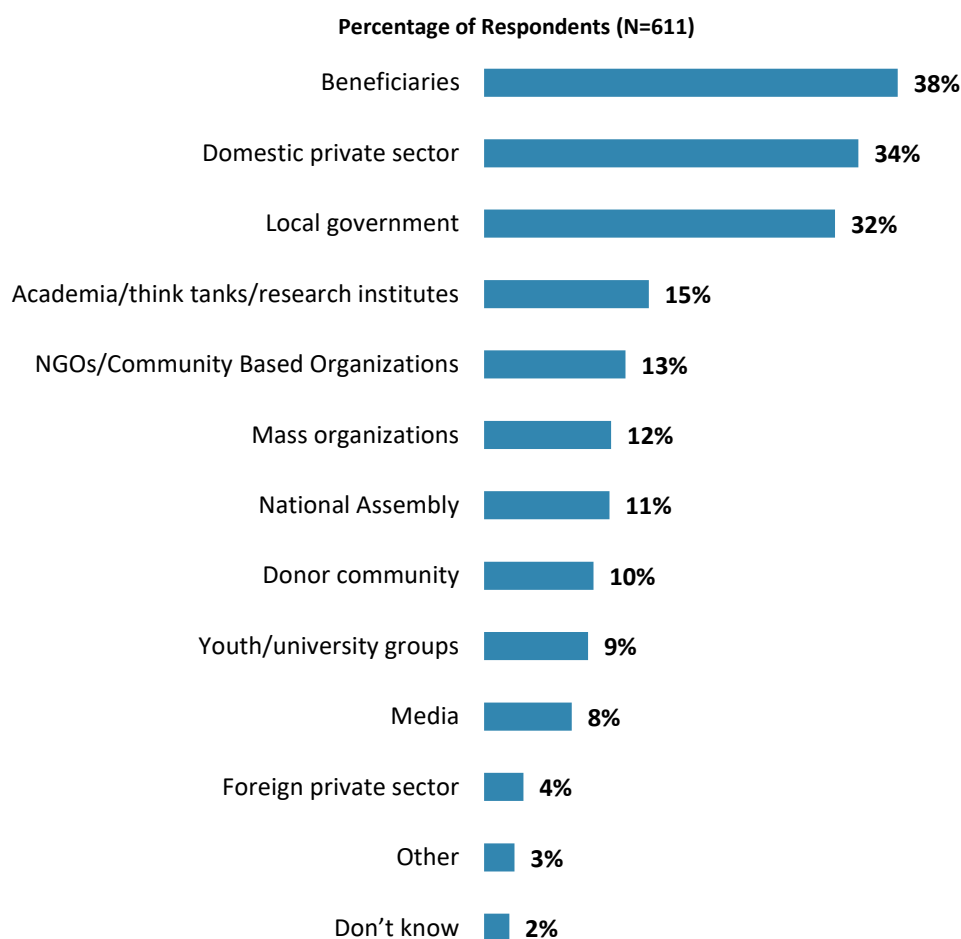
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Vietnam?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Vietnam (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*local government*” (51%), “*beneficiaries*” (41%), and “*private sector*” (27%) to ensure better development results in Vietnam.

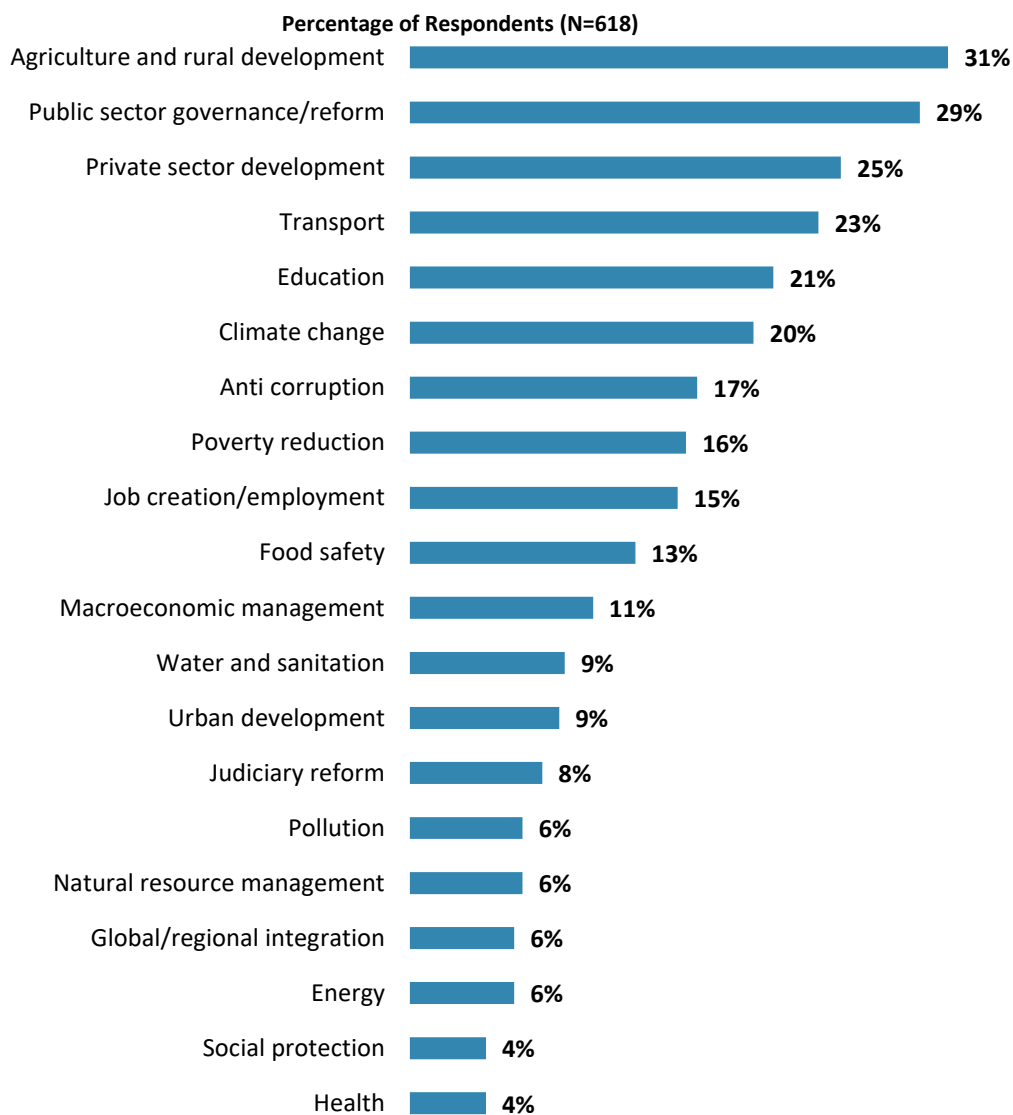


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Vietnam (continued)

Where the World Bank Group Should Focus its Resources



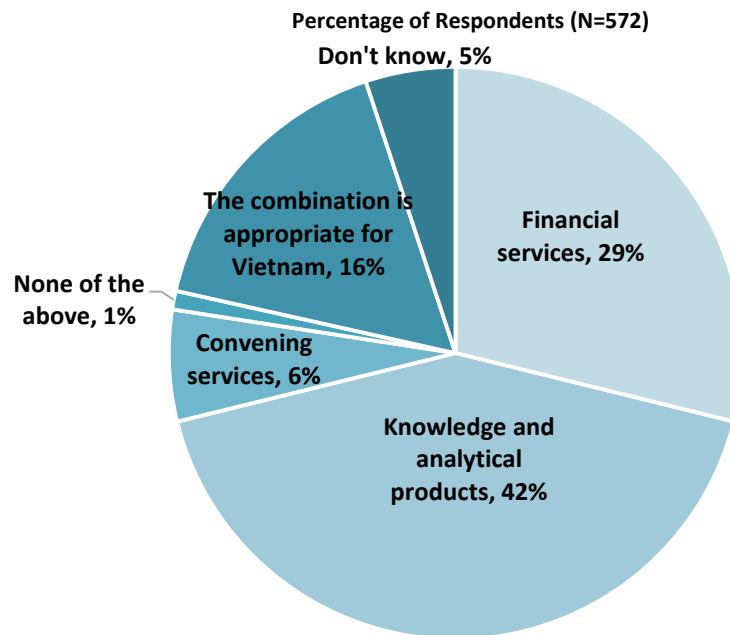
“When thinking about how the World Bank Group can have the most impact on development results in Vietnam, in which sectoral areas do you believe the WBG should focus most of its resources in Vietnam? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.

Top 20 of 27 response options shown.)



IX. The Future Role of the WBG in Vietnam (continued)

Future Combination of the WBG Services



"When considering the combination of services that the World Bank Group offers in Vietnam, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Vietnam?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

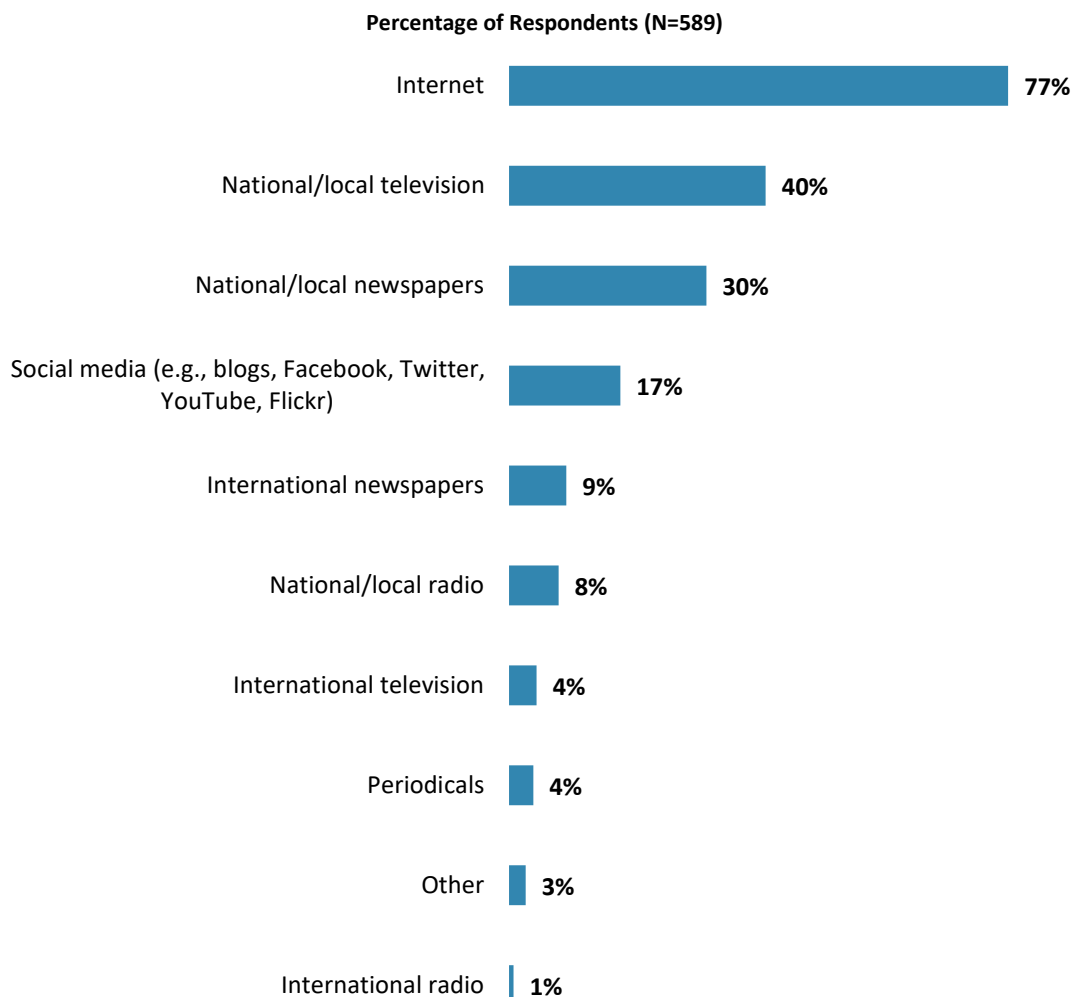


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Vietnam from “the Internet” (79%), “newspapers” (54%), and “television” (41%).

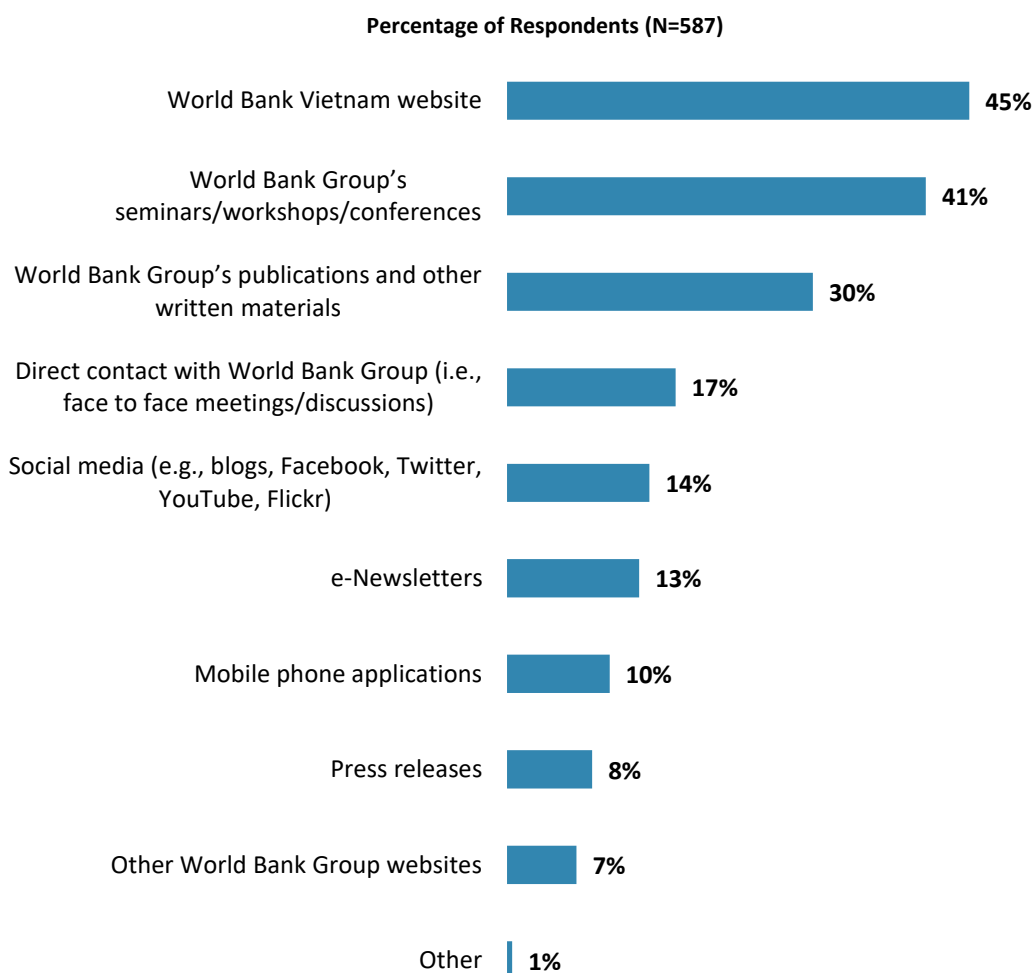


"How do you get most of your information about economic and social development issues in Vietnam? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

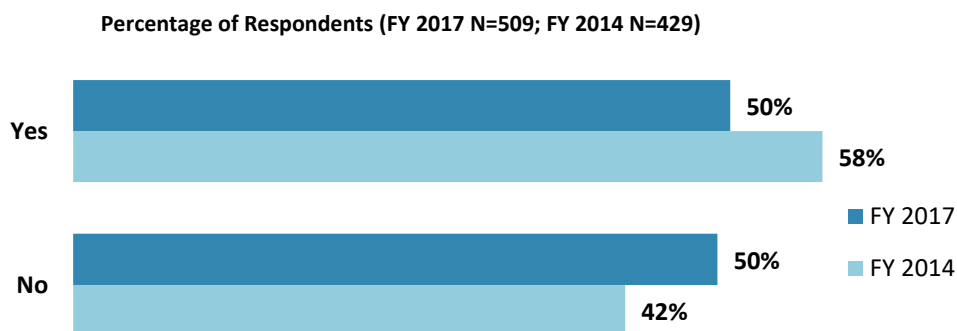


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



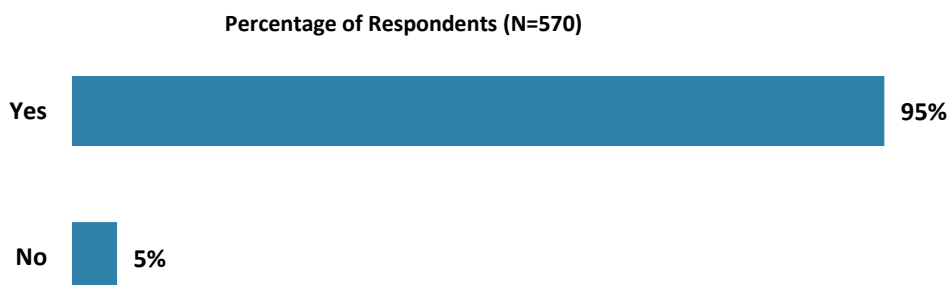
X. Communication and Outreach (continued)

Access to Information¹³

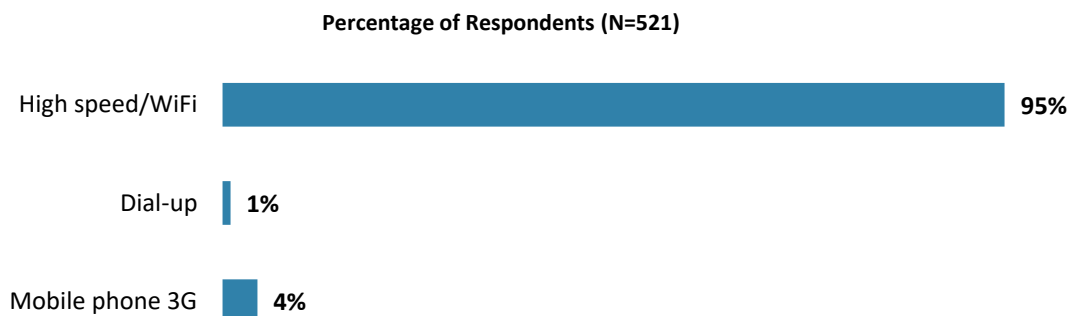


"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Access to the Internet



"Do you have reliable access to the Internet?"



"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

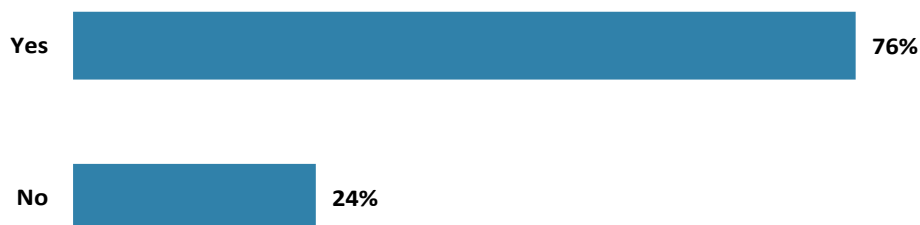
¹³ Percentages presented in this chart on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

The WBG Website Usage

Percentage of Respondents (N=566)



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

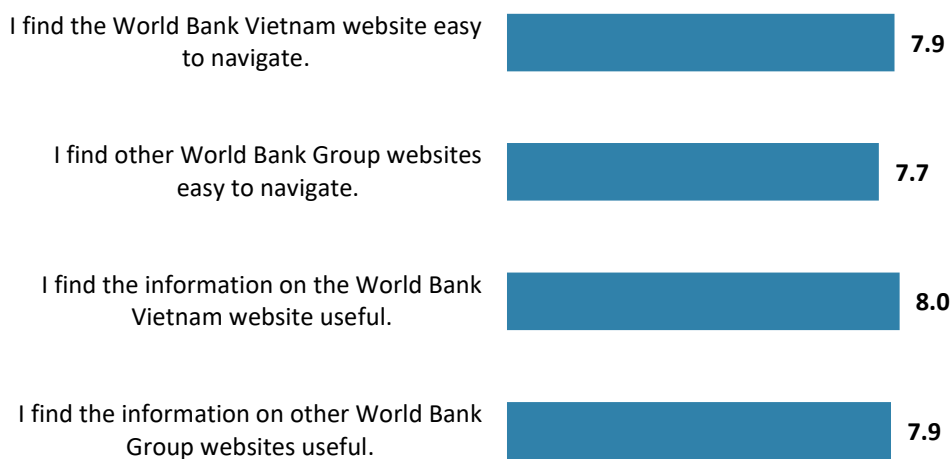
Percentage of Respondents (N=557)



"Do you use/have you used other World Bank Group websites?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10



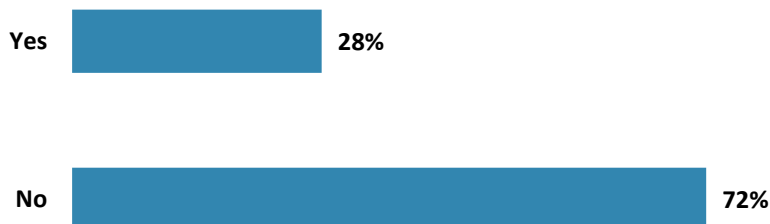
"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

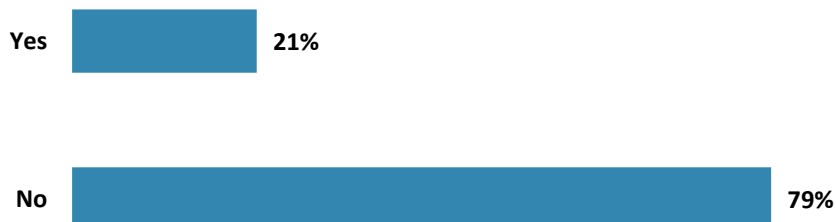
Use of the WBG's Social Media Channels

Percentage of Respondents (N=563)



"Do you currently follow the World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Percentage of Respondents (N=560)



"Do you currently follow other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution



Other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution

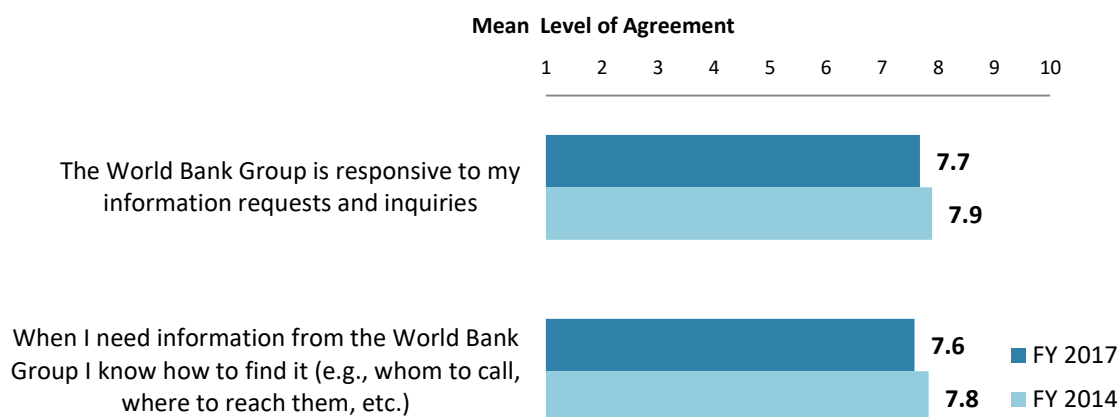


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

World Bank Group Information Sharing¹⁴



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

¹⁴ Means in this chart were calculated based on weighted data.



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=632)

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**

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=625)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.8%
Anti corruption	33.8%
Private sector development	25.4%
Education	23.5%
Food safety	20.2%
Transport (e.g., roads, bridges, transportation)	19.5%
Climate change (e.g., mitigation, adaptation)	19.4%
Agriculture and rural development	18.7%
Poverty reduction	10.4%
Pollution	9.9%
Natural resource management (i.e. forest, coastal resources, etc.)	8.6%
Macroeconomic management	8.2%
Urban development	8.0%
Job creation/employment	7.8%
Global/regional integration	7.8%
Social protection (e.g., pensions, targeted social assistance)	7.7%
Judiciary reform	6.6%
Water and sanitation	6.2%
Health	4.6%
Trade and exports	3.7%
Energy (including renewable energy)	3.4%
Financial markets	1.8%
Equality of opportunity (i.e., social inclusion)	1.6%
Information and communications technology	1.3%
Disaster risk management	1.3%
Gender equity	1.0%
Epidemics	0.3%

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

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Vietnam? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=624)
Agriculture and rural development	47.9%
Job creation/employment	44.4%
Private sector development	29.5%
Education	22.3%
Transport (e.g., roads, bridges, transportation)	21.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.7%
Social protection (e.g., pensions, targeted social assistance)	15.5%
Anti corruption	15.2%
Macroeconomic management	13.6%
Equality of opportunity (i.e., social inclusion)	10.7%
Natural resource management (i.e. forest, coastal resources, etc.)	8.2%
Trade and exports	7.5%
Global/regional integration	6.4%
Water and sanitation	5.8%
Climate change (e.g., mitigation, adaptation)	4.3%
Urban development	4.0%
Health	3.8%
Gender equity	3.5%
Information and communications technology	2.9%
Disaster risk management	2.4%
Energy (including renewable energy)	2.1%
Food safety	1.8%
Epidemics	1.8%
Judiciary reform	1.8%
Pollution	1.4%
Financial markets	1.1%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=620)
Better opportunity for the poor and the vulnerable who live in rural areas	34.4%
Education and training that better ensure job opportunity	34.4%
Greater access to finance for the poor	22.9%
Consistent economic growth	17.3%
Greater voice and participation for citizens to help ensure greater accountability	17.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.8%
Better quality public services	13.9%
Greater access to health and nutrition for citizens	12.3%
More reliable social safety net	10.5%
Better opportunity for the poor and the vulnerable who live in urban areas	6.3%
Better employment opportunities in the formal sector	4.4%
A growing middle class	4.2%
Better employment opportunities for women	3.4%
Other	1.6%

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Vietnam? (Select only ONE response)	Percentage of Respondents (N=619)
A very important development priority	78.0%
A moderately important development priority	18.7%
A slightly important development priority	2.4%
Not an important development priority	0.5%
Don't know	0.3%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Vietnam? (1-Not familiar at all, 10-Extremely familiar)	615	0	6.63	2.07

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam. (1-Not effective at all, 10-Very effective)	576	41	7.71	1.81

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Vietnam solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	562	49	7.84	1.70

4. When thinking about how the World Bank Group can have the most impact on development results in Vietnam, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Vietnam? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=618)
Agriculture and rural development	30.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.3%
Private sector development	24.8%
Transport (e.g., roads, bridges, transportation)	23.5%
Education	20.9%
Climate change (e.g., mitigation, adaptation)	19.7%
Anti corruption	16.5%
Poverty reduction	15.9%
Job creation/employment	15.4%
Food safety	12.9%
Macroeconomic management	10.5%
Water and sanitation	8.9%
Urban development	8.6%
Judiciary reform	7.6%
Pollution	6.5%
Natural resource management (i.e. forest, coastal resources, etc.)	6.5%
Global/regional integration	6.0%
Energy (including renewable energy)	6.0%
Social protection (e.g., pensions, targeted social assistance)	4.4%
Health	4.4%
Trade and exports	3.9%
Information and communications technology	3.7%
Equality of opportunity (i.e., social inclusion)	3.1%
Disaster risk management	2.1%
Financial markets	1.8%
Epidemics	0.8%
Gender equity	0.5%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Vietnam?	Percentage of Respondents (N=590)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	40.0%	19.6%	59.6%
Policy advice, studies, analyses	20.2%	22.3%	42.5%
Capacity development	17.1%	17.5%	34.6%
Bringing together different groups of stakeholders	9.3%	6.7%	16.1%
Implementation support	3.9%	10.2%	14.1%
Promoting knowledge sharing	2.4%	8.1%	10.5%
Mobilizing third party financial resources	2.2%	5.7%	7.9%
Donor coordination	2.0%	5.0%	7.1%
Data and statistics	1.9%	2.8%	4.6%
Stand-alone technical assistance (system oriented)	0.3%	2.4%	2.8%
Other	0.3%	0.0%	0.3%

6. 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=595)
World Bank Group's processes too complex	23.0%
Not adequately sensitive to political/social realities in Vietnam	18.8%
Don't know	18.0%
Too influenced by developed countries	15.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	10.6%
Its advice and strategies do not lend themselves to practical problem solving	10.4%
Not collaborating enough with stakeholders outside the Government	9.7%
Not enough public disclosure of its work	9.2%
Staff too inaccessible	8.7%
Not exploring alternative policy options	7.1%
Not aligned with country priorities	6.1%
Other	5.0%
Not provide honest and objective feedback to the Government on policies and reform efforts in the country	5.0%
Arrogant in its approach	2.0%
Not client focused	1.2%
Not aligned with other donors' work	1.0%
The credibility of its knowledge/data	1.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Vietnam? (Select only ONE response)	Percentage of Respondents (N=611)
To a fully sufficient degree	2.6%
To a somewhat sufficient degree	35.8%
To a somewhat insufficient degree	18.8%
To a very insufficient degree	29.3%
Don't know	13.4%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Vietnam Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	371	218	7.68	1.49
2. Development Policy Financing (DPF)	327	238	7.33	1.59
3. Program-for-Results Financing (PforR)	254	313	7.35	1.63
4. Trust funds and grants	289	278	7.60	1.64
5. Guarantees	162	393	6.99	1.75
6. IFC Investment Services	165	397	6.90	1.66
7. IFC Advisory Services	184	384	7.01	1.63

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=611)
Beneficiaries	37.8%
Domestic private sector	34.2%
Local government	32.1%
Academia/think tanks/research institutes	15.1%
NGOs/Community Based Organizations	12.9%
Mass organizations (i.e., Women's Union, Fatherland Front)	11.6%
National Assembly	11.5%
Donor community	10.0%
Youth/university groups	9.5%
Media	8.0%
Foreign private sector	3.6%
Other	2.8%
Don't know	2.3%

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)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Vietnam*	578	24	8.07	1.67
11. The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	574	27	7.84	1.62

**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)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	560	32	7.65	1.58
13. Flexibility (in terms of the institution's products and services)*	496	87	7.33	1.70
14. Flexibility (in terms of changing country circumstances)*	502	73	7.19	1.68
15. Being inclusive*	473	100	6.81	1.96
16. Openness (sharing data and other information)*	517	54	7.80	1.77
17. Collaboration with the Government*	535	53	8.27	1.45
18. The speed in which it gets things accomplished on the ground*	524	59	7.39	1.76
19. Helping to bring discipline/effective supervision to implementation of investment projects*	513	72	7.79	1.73
20. Collaboration with civil society*	448	133	7.12	2.02
21. Staff accessibility*	519	57	7.50	1.86
22. Collaboration with other donors and development partners*	448	128	7.73	1.60
23. Collaboration with the private sector*	426	151	6.84	1.88
24. Straightforwardness and honesty*	533	57	8.29	1.70
25. Treating clients and stakeholders in Vietnam with respect*	524	61	8.34	1.62
26. Being a long-term partner*	542	46	8.76	1.53

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Vietnam? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	487	71	7.11	2.03
2. Gender equity	504	54	7.26	1.78
3. Private sector development	502	62	7.90	1.71
4. Education	506	50	8.17	1.54
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	512	54	8.20	1.61
6. Global/regional integration	494	56	7.85	1.64
7. Food safety	497	64	7.60	1.99
8. Urban development	512	44	8.02	1.60
9. Energy (including renewable energy)	502	53	7.87	1.54
10. Water and sanitation	530	37	8.26	1.49
11. Pollution	502	53	8.19	1.58
12. Job creation/employment	505	50	7.89	1.72
13. Health	506	49	7.84	1.66
14. Financial markets	468	81	7.68	1.57
15. Transport (e.g., roads, bridges, transportation)	523	38	8.24	1.50
16. Agriculture and rural development	532	38	8.40	1.48
17. Trade and exports	462	89	7.41	1.69
18. Natural resource management (i.e. forest, coastal resources, etc.)	496	64	7.91	1.64
19. Climate change (e.g., mitigation, adaptation)	521	41	8.37	1.47
20. Poverty reduction	540	34	8.43	1.47
21. Anti corruption	494	74	8.02	1.81
22. Judiciary reform	478	83	7.60	1.69
23. Macroeconomic management	479	84	7.98	1.53
24. Disaster risk management	475	82	7.60	1.68
25. Equality of opportunity (i.e., social inclusion)	490	72	7.67	1.67
26. Epidemics	484	71	7.46	1.82
27. Information and communications technology	486	73	7.46	1.78

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Vietnam? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	306	253	6.95	1.73
2. Gender equity	374	186	7.21	1.62
3. Private sector development	354	206	6.94	1.56
4. Education	390	172	7.21	1.46
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	373	179	7.03	1.60
6. Global/regional integration	335	219	7.39	1.45
7. Food safety	326	229	6.70	1.70
8. Urban development	388	172	7.60	1.53
9. Energy (including renewable energy)	344	211	7.26	1.68
10. Water and sanitation	429	135	7.90	1.56
11. Pollution	363	191	7.27	1.71
12. Job creation/employment	354	199	7.16	1.43
13. Health	350	204	7.27	1.60
14. Financial markets	317	232	7.29	1.41
15. Transport (e.g., roads, bridges, transportation)	432	128	8.08	1.41
16. Agriculture and rural development	454	113	7.94	1.50
17. Trade and exports	297	256	7.00	1.49
18. Natural resource management (i.e. forest, coastal resources, etc.)	352	207	7.19	1.66
19. Climate change (e.g., mitigation, adaptation)	416	145	7.64	1.53
20. Poverty reduction	453	112	7.91	1.44
21. Anti corruption	350	203	6.41	2.03
22. Judiciary reform	320	236	6.51	1.82
23. Macroeconomic management	331	224	7.17	1.65
24. Disaster risk management	311	243	6.95	1.66
25. Equality of opportunity (i.e., social inclusion)	335	224	7.26	1.56
26. Epidemics	311	243	7.13	1.68
27. Information and communications technology	309	246	7.12	1.62

Achieving Development Results*	N	DK	Mean	SD
3. 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)	543	42	7.36	1.49

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
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Vietnam*	519	69	7.58	1.62
5. The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	504	82	7.44	1.59

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

1. How frequently do you consult World Bank Group's knowledge and analytical work and activities in the work you do?	Percentage of Respondents (N=579)
Weekly	5.7%
Monthly	25.4%
A few times a year	50.8%
Rarely	13.3%
Never	4.8%

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	494	68	7.36	1.59
3. Include appropriate level of stakeholder involvement during preparation	490	77	7.43	1.66
4. Lead to practical solutions	502	64	7.45	1.47
5. Are accessible (well written and easy to understand)	514	49	7.78	1.48
6. Are source of relevant information on global good practices	507	61	8.04	1.38
7. Are adequately disseminated	494	68	7.69	1.53
8. Are translated enough into local language	488	77	7.58	1.70
9. Are relevant to country challenges	502	63	7.46	1.50
10. Are adaptable to Vietnam's specific development challenges and country circumstances*	495	74	7.38	1.52

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	530	53	7.63	1.49
12. 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)	528	57	7.87	1.35

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	472	111	7.87	1.81
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	519	63	7.91	1.60
3. The World Bank Group's approvals and reviews are done in a timely fashion	478	101	7.72	1.72
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	461	114	7.82	1.59
5. The World Bank Group's conditions on its lending are reasonable	459	117	7.75	1.56
6. The World Bank Group takes decisions quickly in Vietnam*	460	113	7.58	1.69
7. Working with the World Bank Group increases Vietnam's institutional capacity	500	76	7.89	1.58
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	477	103	7.85	1.54
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	506	71	7.94	1.59

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

WBG Promoting PPP in Vietnam	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Vietnam? (1-To no degree at all, 10-To a very significant degree)	451	132	7.24	1.67

Measuring/Correcting the World Bank Group's Work	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Vietnam? (1-To no degree at all, 10-To a very significant degree)	468	114	7.51	1.47

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=582)
Collaborate more effectively with Government clients (e.g., national, state, local)	33.3%
Increase the level of capacity development in the country	30.6%
Reach out more to groups outside of Government	23.2%
Reduce the complexity of obtaining World Bank Group financing	20.4%
Help to bring discipline/effective supervision to implementation of investment projects	18.7%
Offer more innovative financial products	16.7%
Offer more innovative knowledge services	14.8%
Improve the quality of its experts as related to Vietnam's specific challenges	11.7%
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy	7.6%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	7.6%
Work faster	5.0%
Ensure greater selectivity in its work	3.6%
Other	1.2%

2. When considering the combination of services that the World Bank Group offers in Vietnam, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Vietnam? (Select only ONE response)	Percentage of Respondents (N=572)
Financial services	28.8%
Knowledge and analytical products	42.3%
Convening services	6.3%
None of the above	1.0%
The combination is appropriate for Vietnam	16.4%
Don't know	5.1%

**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=589)
Internet	76.9%
National/local television	39.6%
National/local newspapers	30.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	17.1%
International newspapers	8.8%
National/local radio	7.6%
International television	4.2%
Periodicals	3.7%
Other	2.5%
International radio	0.7%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=587)
World Bank Vietnam website	45.3%
World Bank Group's seminars/workshops/conferences	41.1%
World Bank Group's publications and other written materials	30.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	16.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.0%
e-Newsletters	12.9%
Mobile phone applications	10.1%
Press releases	8.3%
Other World Bank Group websites	6.8%
Other	0.5%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=529)
Yes	50.9%
No	49.1%

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=570)
Yes	94.7%
No	5.3%

5. Do you use/have you used the World Bank Vietnam Website?	Percentage of Respondents (N=566)
Yes	76.3%
No	23.7%

6. Do you use/have you used other World Bank Group Websites?	Percentage of Respondents (N=557)
Yes	43.3%
No	56.7%

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

7. Do you currently follow the World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=563)
Yes	28.2%
No	71.8%

8. Do you currently follow other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=560)
Yes	20.9%
No	79.1%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=521)
High speed/WiFi	94.8%
Dial-up	1.0%
Mobile phone 3G	4.2%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Vietnam website easy to navigate.	451	42	7.95	1.65
11. I find other World Bank Group websites easy to navigate.	266	110	7.67	1.69
12. I find the information on the World Bank Vietnam website useful.	438	45	8.04	1.46
13. I find the information on other World Bank Group websites useful.	264	104	7.89	1.40
14. The World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution.	196	175	7.45	1.83
15. Other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution.	167	192	7.23	1.92
16. 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.).	457	93	7.57	1.83
17. The World Bank Group is responsive to my information requests and inquiries.	381	165	7.69	1.82

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=628)
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	37.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	15.4%
Local Government Office or Staff	10.4%
Academia/Research Institute/Think Tank	7.8%
NGO/Community Based Organization	7.2%
Media (press, radio, TV, web, etc.)	6.2%
Bilateral/Multilateral Agency	5.9%
Private Sector Organization	4.6%
Other	1.6%
Office of Minister	1.0%
Deputy of the National Assembly, National Assembly Office/Committee	1.0%
Youth Group	0.6%
Financial Sector/Private Bank	0.6%
Mass organizations (i.e., Women's Union, Fatherland Front)	0.3%
Judiciary Branch	0.2%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=615)
Transport and ICT	16.7%
Agriculture	16.1%
Finance and markets	8.3%
Other	7.5%
Urban, rural, and social development	7.3%
Education	7.0%
Generalist (specialized in multiple sectors)	6.7%
Governance	5.0%
Energy and extractives	4.2%
Macroeconomics and fiscal management	3.9%
Health, nutrition, and population	3.4%
Environment and natural resources	3.1%
Water	2.4%
Poverty	2.4%
Trade and competitiveness	2.0%
Social protection and labor	1.8%
Public-private partnerships	0.8%
Climate Change	0.8%
Jobs	0.3%
Gender	0.2%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=612)
Yes	60.1%
No	39.9%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Vietnam? (Select only ONE response)	Percentage of Respondents (N=537)
The World Bank (IBRD/IDA)	84.7%
The International Finance Corporation (IFC)	3.7%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%
Other	10.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=595)
Yes	30.9%
No	69.1%

6. If yes, what was your view of how the two institutions work together in Vietnam? (Select only ONE response)	Percentage of Respondents (N=184)
The two institutions work well together	53.3%
The way the two institutions work together needs improvement	20.1%
The two institutions do not work well together	1.1%
Don't know	25.5%

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; N=592)
Collaborate as part of my professional duties	56.3%
Engage in World Bank Group related/sponsored events/activities	45.1%
Use World Bank Group reports/data	27.4%
Use World Bank Vietnam website and other World Bank Group websites for information, data, research, etc.	15.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	15.0%

8. What's your gender?	Percentage of Respondents (N=628)
Female	32.5%
Male	67.5%

9. Which best represents your geographic location?	Percentage of Respondents (N=627)
Ho Chi Minh	8.3%
Hanoi	54.4%
Northern Mountain Area	7.5%
Central Coastal Area	12.4%
Mekong Delta	9.4%
Other	8.0%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁵

- Employee of a Ministry N=97
- PMU/Consultant on WBG-supported Project N=234
- Local Government N=65
- Bilateral/Multilateral Agency N=37
- Private Sector/Financial Sector/Private Bank N=33
- CSO N=51
- Media N=39
- Academia/Research Institute/Think Tank N=49
- Other N=23

¹⁵ Only 628 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.



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)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	6.3%	7.3%	14.1%	5.4%	6.1%	7.8%	5.1%	8.2%	9.1%
Gender equity	0.0%	1.7%	0.0%	0.0%	0.0%	2.0%	0.0%	2.0%	0.0%
Private sector development*	24.0%	18.5%	32.8%	35.1%	30.3%	31.4%	30.8%	22.4%	45.5%
Education*	27.1%	23.3%	26.6%	5.4%	24.2%	27.5%	7.7%	30.6%	31.8%
Public sector governance/reform	42.7%	36.2%	29.7%	35.1%	45.5%	23.5%	46.2%	28.6%	36.4%
Global/regional integration	6.3%	9.5%	12.5%	0.0%	3.0%	2.0%	7.7%	12.2%	4.5%
Food safety	18.8%	24.6%	14.1%	5.4%	18.2%	17.6%	28.2%	24.5%	9.1%
Urban development*	12.5%	6.9%	7.8%	21.6%	0.0%	2.0%	5.1%	8.2%	9.1%
Energy*	3.1%	3.0%	0.0%	8.1%	15.2%	2.0%	2.6%	2.0%	0.0%
Water and sanitation	8.3%	5.6%	6.3%	2.7%	3.0%	11.8%	0.0%	6.1%	13.6%
Pollution	6.3%	10.8%	6.3%	2.7%	15.2%	15.7%	17.9%	12.2%	0.0%
Job creation/employment	3.1%	9.9%	9.4%	8.1%	6.1%	3.9%	2.6%	14.3%	9.1%
Health	4.2%	3.9%	1.6%	5.4%	3.0%	13.7%	5.1%	4.1%	4.5%
Financial markets	1.0%	1.7%	3.1%	8.1%	3.0%	0.0%	0.0%	0.0%	0.0%
Transport*	27.1%	22.0%	32.8%	10.8%	15.2%	7.8%	12.8%	2.0%	18.2%
Agriculture and rural development*	25.0%	23.3%	21.9%	16.2%	15.2%	9.8%	10.3%	6.1%	4.5%
Trade and exports	7.3%	3.0%	1.6%	5.4%	3.0%	0.0%	5.1%	4.1%	4.5%
Natural resource management*	5.2%	7.3%	4.7%	24.3%	6.1%	13.7%	10.3%	12.2%	4.5%
Climate change*	16.7%	19.8%	9.4%	37.8%	9.1%	13.7%	23.1%	24.5%	31.8%
Poverty reduction	9.4%	10.8%	18.8%	10.8%	12.1%	9.8%	2.6%	8.2%	4.5%
Anti corruption	30.2%	33.2%	32.8%	27.0%	39.4%	41.2%	35.9%	38.8%	27.3%
Judiciary reform	5.2%	5.6%	3.1%	5.4%	6.1%	13.7%	15.4%	6.1%	4.5%
Macroeconomic management	6.3%	7.8%	4.7%	8.1%	9.1%	7.8%	12.8%	12.2%	13.6%
Disaster risk management*	1.0%	0.0%	1.6%	0.0%	0.0%	3.9%	2.6%	2.0%	9.1%
Equality of opportunity*	0.0%	0.9%	0.0%	8.1%	0.0%	7.8%	0.0%	0.0%	4.5%
Epidemics	0.0%	0.0%	0.0%	0.0%	0.0%	2.0%	0.0%	2.0%	0.0%
Information and communications technology	2.1%	0.4%	0.0%	0.0%	3.0%	2.0%	5.1%	2.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Macroeconomic management	9.3%	15.0%	17.5%	11.1%	18.2%	14.0%	10.5%	10.2%	13.6%
Disaster risk management	2.1%	2.1%	1.6%	8.3%	0.0%	0.0%	0.0%	4.1%	9.1%
Equality of opportunity*	9.3%	6.8%	7.9%	44.4%	6.1%	14.0%	18.4%	8.2%	4.5%
Epidemics	2.1%	2.1%	1.6%	5.6%	3.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	2.1%	2.1%	0.0%	0.0%	6.1%	10.0%	2.6%	6.1%	0.0%
Social protection	18.6%	12.4%	12.7%	25.0%	15.2%	10.0%	21.1%	18.4%	22.7%
Agriculture and rural development*	51.5%	50.9%	71.4%	27.8%	18.2%	36.0%	42.1%	42.9%	54.5%
Trade and exports*	4.1%	6.8%	7.9%	0.0%	18.2%	14.0%	10.5%	4.1%	13.6%
Climate change	3.1%	4.7%	1.6%	2.8%	6.1%	6.0%	7.9%	4.1%	4.5%
Transport*	25.8%	28.2%	28.6%	8.3%	6.1%	8.0%	18.4%	12.2%	13.6%
Energy	3.1%	2.1%	0.0%	0.0%	6.1%	2.0%	0.0%	4.1%	0.0%
Anti corruption*	15.5%	13.2%	7.9%	16.7%	33.3%	20.0%	23.7%	14.3%	4.5%
Judiciary reform	1.0%	1.3%	0.0%	2.8%	6.1%	6.0%	2.6%	0.0%	0.0%
Water and sanitation	8.2%	3.4%	1.6%	8.3%	6.1%	8.0%	5.3%	8.2%	18.2%
Pollution	1.0%	1.3%	0.0%	2.8%	6.1%	0.0%	2.6%	2.0%	0.0%
Job creation/employment*	43.3%	46.2%	66.7%	33.3%	27.3%	44.0%	26.3%	42.9%	45.5%
Health	3.1%	3.0%	0.0%	0.0%	3.0%	10.0%	5.3%	8.2%	9.1%
Financial markets	1.0%	0.0%	1.6%	0.0%	3.0%	4.0%	5.3%	0.0%	0.0%
Public sector governance/reform	14.4%	17.5%	6.3%	16.7%	21.2%	18.0%	15.8%	12.2%	22.7%
Gender equity	2.1%	2.6%	6.3%	5.6%	0.0%	4.0%	7.9%	6.1%	0.0%
Private sector development	28.9%	29.9%	36.5%	27.8%	33.3%	22.0%	23.7%	30.6%	31.8%
Education*	18.6%	22.6%	6.3%	33.3%	30.3%	32.0%	26.3%	26.5%	13.6%
Global/regional integration	2.1%	8.1%	3.2%	2.8%	9.1%	10.0%	10.5%	6.1%	0.0%
Food safety	2.1%	2.1%	0.0%	0.0%	3.0%	0.0%	2.6%	4.1%	0.0%
Urban development	7.2%	4.3%	1.6%	0.0%	0.0%	0.0%	5.3%	8.2%	4.5%
Natural resource management*	19.6%	6.0%	4.8%	13.9%	6.1%	6.0%	2.6%	6.1%	4.5%

*Significantly different between stakeholder groups

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

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in 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)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens*	15.8%	16.7%	7.8%	8.3%	0.0%	14.6%	7.7%	4.2%	9.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	13.7%	14.5%	14.1%	19.4%	12.5%	14.6%	12.8%	20.8%	13.6%
A growing middle class*	1.1%	2.1%	0.0%	8.3%	12.5%	6.3%	7.7%	12.5%	4.5%
Better opportunity for the poor and the vulnerable who live in rural areas*	34.7%	36.8%	35.9%	47.2%	21.9%	29.2%	15.4%	27.1%	59.1%
Better opportunity for the poor and the vulnerable who live in urban areas*	11.6%	3.0%	6.3%	2.8%	3.1%	4.2%	10.3%	18.8%	0.0%
Consistent economic growth	10.5%	21.8%	17.2%	8.3%	25.0%	14.6%	20.5%	12.5%	9.1%
More reliable social safety net	9.5%	9.8%	6.3%	16.7%	18.8%	8.3%	12.8%	14.6%	4.5%
Greater access to finance for the poor*	29.5%	24.8%	31.3%	5.6%	3.1%	22.9%	20.5%	14.6%	27.3%
Greater voice and participation for citizens to help ensure greater accountability*	12.6%	17.1%	6.3%	22.2%	28.1%	29.2%	20.5%	14.6%	18.2%
Education and training that better ensure job opportunity	30.5%	32.1%	43.8%	33.3%	28.1%	41.7%	41.0%	37.5%	22.7%
Better quality public services*	17.9%	10.7%	15.6%	13.9%	31.3%	8.3%	20.5%	4.2%	22.7%
Better employment opportunities in the formal sector	6.3%	4.7%	4.7%	2.8%	9.4%	0.0%	2.6%	4.2%	0.0%
Better employment opportunities for women	2.1%	2.6%	3.1%	5.6%	3.1%	0.0%	7.7%	8.3%	4.5%
Other	1.1%	2.6%	0.0%	5.6%	0.0%	0.0%	0.0%	2.1%	0.0%

*Significantly different between stakeholder groups

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

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Vietnam?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
A very important development priority	78.4%	82.7%	85.9%	38.9%	67.7%	89.6%	76.9%	70.8%	73.9%
A moderately important development priority	20.6%	14.3%	14.1%	58.3%	16.1%	8.3%	20.5%	27.1%	13.0%
A slightly important development priority	1.0%	2.6%	0.0%	2.8%	12.9%	2.1%	0.0%	0.0%	8.7%
Not an important development priority	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	4.3%
Don't know	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	2.1%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam?*	97	7.27	1.59	228	7.18	1.89	64	6.48	2.33	35	6.69	1.49	32	6.38	2.62	48	4.44	2.07	39	5.64	1.63	48	5.98	1.77	22	6.73	2.10

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.*	95	8.17	1.51	220	8.23	1.59	60	8.05	1.43	30	7.07	1.36	29	6.52	2.29	38	5.79	2.37	37	7.14	1.72	43	7.19	1.28	22	7.36	2.19

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

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	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?*	92	8.16	1.55	222	8.28	1.58	58	7.93	1.20	31	7.61	1.33	28	6.79	1.95	32	6.25	2.17	36	7.39	1.81	40	7.15	1.37	21	7.86	2.06

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Energy*	12.8%	5.2%	4.6%	8.6%	12.9%	0.0%	0.0%	6.3%	0.0%
Water and sanitation	9.6%	12.0%	7.7%	5.7%	9.7%	6.3%	0.0%	6.3%	8.7%
Pollution*	4.3%	6.9%	3.1%	0.0%	19.4%	4.2%	7.7%	12.5%	4.3%
Job creation/employment	12.8%	15.5%	20.0%	11.4%	12.9%	25.0%	10.3%	18.8%	4.3%
Health	5.3%	4.3%	1.5%	5.7%	0.0%	12.5%	0.0%	6.3%	0.0%
Financial markets*	2.1%	0.4%	3.1%	0.0%	0.0%	4.2%	5.1%	0.0%	8.7%
Social protection	2.1%	2.6%	3.1%	8.6%	6.5%	4.2%	10.3%	6.3%	8.7%
Gender equity	1.1%	0.4%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	23.4%	20.2%	29.2%	34.3%	22.6%	25.0%	35.9%	29.2%	26.1%
Education	19.1%	20.6%	18.5%	8.6%	16.1%	22.9%	28.2%	35.4%	13.0%
Public sector governance/reform*	34.0%	26.2%	16.9%	40.0%	51.6%	20.8%	43.6%	27.1%	30.4%
Global/regional integration	6.4%	6.9%	4.6%	0.0%	6.5%	4.2%	5.1%	8.3%	4.3%
Food safety	8.5%	14.6%	10.8%	17.1%	6.5%	16.7%	15.4%	16.7%	4.3%
Urban development	9.6%	8.6%	15.4%	17.1%	0.0%	4.2%	2.6%	6.3%	8.7%
Judiciary reform	3.2%	7.3%	7.7%	2.9%	6.5%	14.6%	17.9%	6.3%	8.7%
Macroeconomic management	8.5%	12.0%	9.2%	14.3%	6.5%	8.3%	10.3%	6.3%	21.7%
Disaster risk management	2.1%	2.1%	4.6%	2.9%	0.0%	2.1%	0.0%	0.0%	4.3%
Equality of opportunity*	0.0%	1.7%	0.0%	17.1%	6.5%	8.3%	2.6%	2.1%	4.3%
Epidemics	1.1%	0.4%	0.0%	0.0%	0.0%	2.1%	0.0%	2.1%	4.3%
Information and communications technology	4.3%	5.6%	0.0%	0.0%	3.2%	6.3%	5.1%	0.0%	0.0%
Transport*	26.6%	29.6%	44.6%	2.9%	16.1%	6.3%	15.4%	4.2%	21.7%
Agriculture and rural development*	30.9%	37.3%	44.6%	20.0%	16.1%	22.9%	15.4%	18.8%	30.4%
Trade and exports	8.5%	2.6%	3.1%	0.0%	3.2%	0.0%	5.1%	4.2%	13.0%
Natural resource management	6.4%	4.7%	6.2%	2.9%	3.2%	14.6%	2.6%	12.5%	13.0%
Climate change	17.0%	22.7%	10.8%	31.4%	9.7%	16.7%	12.8%	20.8%	34.8%
Poverty reduction	16.0%	12.9%	20.0%	22.9%	22.6%	10.4%	17.9%	18.8%	17.4%
Anti corruption*	12.8%	12.9%	10.8%	14.3%	38.7%	31.3%	25.6%	20.8%	4.3%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders*	5.5%	6.0%	6.8%	3.0%	23.3%	17.0%	30.8%	10.4%	0.0%
Capacity development	19.8%	19.3%	15.3%	0.0%	20.0%	14.9%	5.1%	22.9%	22.7%
Stand-alone technical assistance	1.1%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses*	16.5%	13.3%	10.2%	36.4%	23.3%	27.7%	38.5%	25.0%	45.5%
Financial resources*	44.0%	51.8%	57.6%	45.5%	13.3%	21.3%	12.8%	14.6%	27.3%
Data and statistics*	0.0%	0.9%	0.0%	0.0%	6.7%	4.3%	0.0%	10.4%	0.0%
Promoting knowledge sharing	1.1%	1.8%	1.7%	3.0%	3.3%	4.3%	5.1%	4.2%	0.0%
Implementation support	5.5%	2.3%	1.7%	9.1%	6.7%	4.3%	0.0%	10.4%	0.0%
Mobilizing third party financial resources	5.5%	1.4%	3.4%	3.0%	3.3%	2.1%	0.0%	0.0%	0.0%
Donor coordination	1.1%	1.4%	3.4%	0.0%	0.0%	4.3%	7.7%	0.0%	4.5%
Other	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	8.0%	5.6%	3.6%	12.1%	6.7%	13.0%	5.1%	2.1%	13.6%
Capacity development	22.7%	16.8%	27.3%	6.1%	20.0%	15.2%	7.7%	14.6%	22.7%
Stand-alone technical assistance	6.8%	0.5%	3.6%	6.1%	3.3%	2.2%	0.0%	2.1%	0.0%
Policy advice, studies, analyses*	20.5%	21.0%	25.5%	18.2%	13.3%	15.2%	33.3%	37.5%	4.5%
Financial resources	11.4%	23.8%	16.4%	9.1%	20.0%	23.9%	20.5%	14.6%	36.4%
Data and statistics*	2.3%	0.5%	0.0%	15.2%	3.3%	2.2%	5.1%	8.3%	0.0%
Promoting knowledge sharing*	6.8%	7.0%	0.0%	24.2%	13.3%	13.0%	7.7%	10.4%	0.0%
Implementation support	9.1%	14.5%	9.1%	6.1%	10.0%	4.3%	5.1%	4.2%	18.2%
Mobilizing third party financial resources	10.2%	5.6%	7.3%	3.0%	3.3%	4.3%	7.7%	2.1%	0.0%
Donor coordination	2.3%	5.6%	7.3%	0.0%	6.7%	6.5%	7.7%	4.2%	4.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex*	27.3%	26.0%	30.2%	14.3%	23.3%	15.2%	7.9%	12.8%	36.4%
Not provide honest and objective feedback to the Government on policies and reform efforts in the country*	5.7%	2.2%	1.6%	5.7%	16.7%	6.5%	10.5%	4.3%	13.6%
Staff too inaccessible	6.8%	9.9%	6.3%	5.7%	10.0%	13.0%	10.5%	8.5%	4.5%
World Bank Group's processes too slow	11.4%	9.9%	11.1%	11.4%	6.7%	13.0%	7.9%	10.6%	18.2%
Not aligned with other donors' work	1.1%	0.9%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	9.1%	7.2%	7.9%	0.0%	3.3%	4.3%	0.0%	4.3%	4.5%
Not adequately sensitive to political/social realities in Vietnam	20.5%	24.2%	15.9%	5.7%	13.3%	13.0%	18.4%	17.0%	13.6%
Too influenced by developed countries	12.5%	20.2%	14.3%	8.6%	10.0%	13.0%	18.4%	12.8%	18.2%
Not exploring alternative policy options	4.5%	9.4%	6.3%	11.4%	3.3%	4.3%	2.6%	6.4%	4.5%
Not collaborating enough with stakeholders outside the Government*	9.1%	3.1%	1.6%	25.7%	36.7%	19.6%	10.5%	12.8%	13.6%
Its advice and strategies do not lend themselves to practical problem solving	12.5%	13.0%	12.7%	11.4%	3.3%	2.2%	5.3%	8.5%	9.1%
Not enough public disclosure of its work*	4.5%	6.3%	4.8%	0.0%	20.0%	21.7%	18.4%	19.1%	9.1%
Arrogant in its approach*	0.0%	1.3%	9.5%	0.0%	0.0%	2.2%	0.0%	4.3%	0.0%
Not client focused	0.0%	2.2%	1.6%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	2.3%	0.4%	1.6%	0.0%	0.0%	2.2%	0.0%	2.1%	0.0%
Other	6.8%	5.8%	3.2%	0.0%	10.0%	0.0%	0.0%	8.5%	9.1%
Don't know	18.2%	14.8%	15.9%	34.3%	13.3%	23.9%	21.1%	19.1%	13.6%

*Significantly different between stakeholder groups

To what extent do you believe that the World Bank Group's work and support help the poorest in Vietnam?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	1.0%	1.7%	3.1%	2.9%	3.3%	0.0%	5.3%	6.4%	9.1%
To a somewhat sufficient degree	34.0%	35.4%	29.7%	48.6%	43.3%	26.1%	42.1%	38.3%	40.9%
To a somewhat insufficient degree	19.6%	16.6%	20.3%	22.9%	30.0%	26.1%	15.8%	12.8%	18.2%
To a very insufficient degree	25.8%	35.8%	40.6%	8.6%	13.3%	17.4%	31.6%	21.3%	31.8%
Don't know	19.6%	10.5%	6.3%	17.1%	10.0%	30.4%	5.3%	21.3%	0.0%

*Significantly different between stakeholder groups

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Vietnam Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Investment Project Financing*	60	7.65	1.66	150	8.12	1.39	43	8.05	1.29	20	7.20	0.52	15	6.80	1.21	18	6.89	1.71	21	6.71	1.45	28	7.07	1.25	13	7.77	1.92
Development Policy Financing*	55	7.69	1.55	117	7.73	1.34	41	7.34	2.06	16	7.13	0.89	15	6.60	1.80	18	6.28	1.67	23	6.65	1.50	27	6.78	1.37	12	7.42	1.78
Program-for-Results Financing*	48	7.56	1.82	85	7.79	1.50	25	7.92	0.91	15	6.13	1.51	9	7.67	1.12	17	6.53	1.81	19	6.53	1.61	22	6.82	1.30	11	7.18	2.04
Trust funds and grants*	54	7.87	1.55	99	7.95	1.45	31	8.06	1.26	15	7.07	1.16	15	7.07	1.91	20	6.65	2.08	21	6.76	1.76	21	7.10	1.89	10	7.60	1.90
Guarantees*	28	7.46	1.45	37	7.68	1.33	22	8.00	0.93	7	6.14	1.46	15	5.73	2.40	14	5.86	1.83	17	6.41	1.46	14	6.79	1.85	5	6.00	2.45
IFC Investment Services*	25	7.40	1.50	42	7.43	1.06	17	7.24	1.20	11	6.64	1.86	19	6.26	2.21	12	4.92	1.68	18	6.78	1.22	13	7.38	1.56	5	5.80	2.59
IFC Advisory Services*	30	7.53	1.53	45	7.51	1.16	22	7.64	0.90	13	5.92	1.71	18	6.11	2.17	13	5.54	1.81	18	6.78	1.35	15	7.47	1.30	7	6.29	2.29

*Significantly different between stakeholder groups

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Beneficiaries*	35.8%	52.2%	38.1%	27.3%	10.0%	32.6%	23.1%	14.9%	34.8%
Youth/university groups	7.4%	8.2%	12.7%	9.1%	3.3%	15.2%	15.4%	10.6%	8.7%
Domestic private sector*	34.7%	28.9%	44.4%	45.5%	66.7%	23.9%	43.6%	27.7%	21.7%
Foreign private sector*	1.1%	1.3%	0.0%	9.1%	43.3%	0.0%	0.0%	4.3%	0.0%
Local government*	35.8%	37.1%	55.6%	12.1%	23.3%	4.3%	20.5%	14.9%	47.8%
Donor community	11.6%	9.9%	11.1%	18.2%	3.3%	4.3%	10.3%	6.4%	17.4%
NGOs/Community Based Organizations*	7.4%	6.5%	1.6%	18.2%	10.0%	67.4%	12.8%	17.0%	13.0%
Academia/think tanks/research institutes*	13.7%	9.1%	7.9%	24.2%	10.0%	10.9%	7.7%	66.0%	13.0%
National Assembly	12.6%	11.6%	7.9%	18.2%	10.0%	6.5%	15.4%	8.5%	13.0%
Mass organizations (i.e., Women's Union, Fatherland Front)*	16.8%	15.5%	14.3%	0.0%	6.7%	4.3%	2.6%	6.4%	4.3%
Media*	8.4%	6.9%	0.0%	0.0%	6.7%	8.7%	30.8%	10.6%	4.3%
Other*	0.0%	4.7%	0.0%	9.1%	0.0%	0.0%	0.0%	2.1%	8.7%
Don't know	2.1%	1.3%	0.0%	0.0%	0.0%	6.5%	7.7%	4.3%	4.3%

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	94	8.33	1.62	220	8.46	1.41	59	8.19	1.51	34	7.94	1.01	29	6.97	2.08	36	6.92	2.27	38	7.58	1.91	43	7.47	1.53	22	8.32	1.94
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	93	8.12	1.50	218	8.20	1.44	62	8.05	1.35	34	7.26	1.38	28	6.86	2.19	37	6.78	2.08	35	7.51	1.60	43	7.26	1.56	21	8.19	1.69

*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)

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Responsiveness to needs*	92	8.08	1.48	223	8.01	1.40	58	7.83	1.27	31	7.13	0.88	26	6.54	1.68	35	6.37	1.99	33	7.36	1.75	37	7.00	1.53	22	7.73	1.75
Flexibility (in terms of the institution's products and services)*	89	7.84	1.57	200	7.68	1.54	53	7.45	1.38	25	6.44	1.12	22	6.05	2.06	27	5.89	2.44	25	7.08	1.73	35	6.97	1.32	17	6.94	1.78
Flexibility (in terms of changing country circumstances)*	91	7.75	1.47	195	7.47	1.61	52	7.21	1.29	29	6.48	1.02	23	6.04	2.27	31	5.81	2.24	26	7.35	1.47	34	6.88	1.32	18	7.00	1.85
Being inclusive*	75	7.47	1.65	185	7.10	1.99	50	6.44	1.94	26	5.62	2.04	24	6.29	2.20	31	5.87	2.36	26	6.69	1.59	35	6.86	1.42	18	6.61	1.65
Openness (sharing data and other information)*	90	8.21	1.67	198	8.21	1.42	51	7.86	1.30	31	6.94	1.86	24	6.71	2.12	36	6.81	2.72	29	7.52	1.90	36	7.72	1.52	19	7.00	2.08
Collaboration with the Government*	93	8.70	1.42	206	8.46	1.34	58	8.47	1.22	32	7.81	0.86	25	7.60	1.71	31	7.48	1.93	30	7.93	1.41	36	7.83	1.48	21	8.00	1.76
The speed in which it gets things accomplished on the ground*	91	7.93	1.74	216	7.86	1.58	54	7.39	1.38	30	6.57	1.17	25	5.80	1.98	26	5.81	2.28	26	7.00	1.57	33	6.82	1.53	20	6.75	1.62
Helping to bring discipline/effective supervision to implementation of investment projects*	86	8.15	1.60	219	8.29	1.42	57	7.89	1.30	21	6.52	1.60	22	6.14	2.25	28	6.21	2.59	27	7.41	1.62	30	7.27	1.39	20	7.25	1.77
Collaboration with civil society*	74	7.89	1.78	170	7.46	1.88	45	7.53	1.39	23	5.13	1.91	23	6.00	2.04	35	5.49	2.43	25	7.28	1.77	33	7.24	1.68	17	6.29	1.99
Staff accessibility*	90	8.16	1.56	213	7.89	1.68	53	7.25	1.58	31	6.48	1.77	24	6.29	2.16	27	5.59	2.41	28	7.46	1.95	31	7.16	1.70	19	7.26	1.73
Collaboration with other donors and development partners*	83	8.01	1.44	168	8.01	1.42	44	7.80	1.25	33	7.00	1.84	21	6.95	1.99	27	6.07	2.00	23	8.52	1.04	28	7.54	1.62	18	7.61	1.54
Collaboration with the private sector*	71	7.56	1.77	158	6.91	1.78	46	7.00	1.62	28	6.29	1.27	26	5.38	2.68	25	5.92	2.36	24	7.21	1.25	29	6.48	1.74	16	7.25	1.65
Straightforwardness and honesty*	90	8.74	1.58	219	8.74	1.33	56	8.48	1.29	30	6.77	1.63	25	6.88	2.39	29	7.14	2.39	27	8.07	1.69	33	7.61	1.68	21	8.19	1.54
Treating clients and stakeholders in Vietnam with respect*	90	8.76	1.52	214	8.61	1.49	55	8.40	1.33	30	7.63	0.81	25	7.12	2.45	25	7.48	2.26	28	8.54	1.26	33	7.67	1.73	21	8.14	1.56
Being a long-term partner*	91	9.10	1.48	216	9.06	1.17	57	8.96	1.07	31	7.87	1.09	25	7.20	2.81	34	8.18	2.30	29	8.72	1.19	35	8.31	1.59	21	8.76	1.58

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Social protection	76	7.32	1.39	175	6.89	2.27	53	7.36	1.91	31	7.23	2.12	27	7.30	1.98	34	7.12	2.01	33	7.42	1.90	38	7.32	1.56	17	6.41	2.94
Gender equity	79	7.23	1.69	188	7.34	1.79	55	7.33	1.29	33	6.79	2.01	27	6.63	2.36	34	7.06	2.03	31	8.13	1.36	38	7.32	1.47	16	7.06	2.26
Private sector development	79	7.78	1.56	181	7.76	1.87	56	8.29	1.33	33	8.15	1.37	28	8.50	1.75	36	7.81	2.11	31	8.03	1.58	40	7.77	1.62	15	7.87	1.81
Education	77	8.21	1.49	186	8.28	1.37	58	8.16	1.23	33	7.52	1.79	27	7.89	2.26	34	8.29	1.93	29	8.41	1.38	41	8.27	1.40	18	7.78	2.10
Public sector governance/reform	85	8.22	1.48	184	8.09	1.66	54	8.19	1.36	33	8.09	1.42	27	8.67	1.92	34	8.38	1.94	32	8.56	1.64	41	8.29	1.29	19	7.79	2.15
Global/regional integration*	80	7.75	1.70	185	8.21	1.48	53	8.02	1.37	32	6.81	1.73	28	7.39	1.97	30	7.40	1.90	29	8.14	1.41	37	7.59	1.54	17	7.59	2.03
Food safety*	77	7.91	1.70	192	7.71	2.08	54	7.78	1.83	32	6.44	2.05	28	7.36	2.34	33	7.67	2.04	29	8.00	1.87	34	7.24	1.71	16	7.06	2.02
Urban development*	81	8.19	1.46	192	8.30	1.49	56	8.20	1.30	33	7.70	1.36	28	6.93	2.28	33	7.48	1.87	29	8.14	1.64	38	7.58	1.50	19	7.95	2.07
Energy	80	7.90	1.49	190	7.93	1.57	54	8.00	1.08	33	8.06	1.32	29	7.45	2.03	32	7.72	1.75	28	8.07	1.56	37	7.51	1.45	17	8.00	1.94
Water and sanitation	81	8.25	1.61	209	8.40	1.39	58	8.53	1.25	33	8.12	1.11	27	7.70	2.00	35	8.09	1.88	29	8.21	1.50	37	8.00	1.35	18	8.11	1.78
Pollution	77	8.23	1.52	197	8.17	1.69	53	8.49	1.10	30	7.87	1.87	27	8.19	1.86	34	8.41	1.42	30	8.20	1.65	35	7.91	1.36	16	8.19	1.56
Job creation/employment*	80	8.04	1.57	194	8.05	1.61	54	8.48	1.04	31	7.00	1.86	27	6.74	2.46	34	7.88	1.98	28	8.14	1.43	38	7.61	1.78	16	7.44	2.19
Health	79	7.91	1.53	195	8.03	1.67	56	7.89	1.46	32	7.06	1.58	28	7.89	1.93	33	7.85	1.94	27	7.85	1.51	37	7.62	1.52	16	7.19	2.20
Financial markets	76	7.61	1.45	169	7.82	1.67	53	7.58	1.15	30	7.50	1.07	27	7.33	1.57	31	7.74	1.86	29	8.00	1.69	36	7.31	1.80	15	7.87	1.60
Transport*	79	8.13	1.52	202	8.65	1.29	59	8.46	1.15	32	7.34	1.73	27	7.81	1.64	34	7.76	1.91	30	8.13	1.36	38	7.66	1.56	19	8.05	1.84
Agriculture and rural development*	74	8.38	1.53	214	8.64	1.38	59	8.69	1.21	33	7.42	1.56	28	7.54	1.84	35	8.51	1.72	30	8.33	1.30	39	8.00	1.26	17	8.53	1.62
Trade and exports	70	7.34	1.42	171	7.46	1.82	51	7.61	1.11	31	7.03	1.49	27	6.81	1.84	30	7.67	1.86	29	8.00	1.58	36	7.36	1.99	15	6.93	2.09
Natural resource management	73	7.71	1.65	192	8.06	1.69	53	7.83	1.45	31	7.74	1.59	28	7.57	1.55	35	8.14	1.94	28	8.00	1.63	38	7.95	1.25	16	7.63	1.96
Climate change*	80	8.19	1.54	202	8.51	1.28	56	8.68	1.01	33	8.03	1.76	27	7.52	2.01	37	8.32	1.86	28	8.82	1.06	38	8.21	1.40	17	8.12	2.12
Poverty reduction	82	8.34	1.55	208	8.58	1.34	59	8.61	1.31	33	7.97	1.55	28	7.64	2.25	38	8.42	1.76	30	8.63	1.22	38	8.50	1.08	21	8.43	1.47
Anti corruption	74	7.97	1.60	183	7.98	1.87	54	7.93	1.59	34	7.74	1.86	26	8.65	2.00	38	8.53	1.94	29	7.93	2.12	36	8.11	1.58	18	7.56	1.79
Judiciary reform*	74	7.74	1.28	175	7.65	1.69	53	7.49	1.56	31	6.58	1.73	26	7.62	2.00	34	8.06	1.91	30	7.87	2.01	36	7.89	1.56	17	6.71	1.61
Macroeconomic management	71	7.94	1.47	174	8.06	1.51	57	7.65	1.34	30	8.20	1.10	28	7.21	2.02	31	8.35	1.68	31	8.06	1.88	37	8.14	1.34	17	8.29	1.26
Disaster risk management*	69	7.70	1.68	174	7.63	1.60	56	7.68	1.50	33	6.82	1.70	27	6.93	1.80	31	7.77	1.93	28	8.18	1.91	37	7.76	1.62	17	7.94	1.75
Equality of opportunity	72	7.67	1.44	181	7.70	1.59	54	7.50	1.55	34	7.38	1.83	27	6.85	2.58	35	8.03	1.87	29	8.28	1.44	38	7.68	1.56	17	8.12	1.54
Epidemics*	70	7.64	1.76	185	7.68	1.72	56	7.68	1.67	32	5.91	1.78	26	7.08	2.02	31	7.03	2.07	28	7.79	1.77	37	7.62	1.71	16	7.31	1.99
Information and communications technology*	75	7.47	1.76	180	7.78	1.57	56	7.52	1.68	31	6.35	1.52	27	6.59	2.26	32	7.28	2.17	29	7.76	1.79	36	7.50	1.92	17	7.12	1.87

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Social protection*	41	7.15	1.28	101	7.24	1.56	47	6.94	1.42	18	5.17	2.53	13	6.92	1.61	22	6.41	2.26	24	7.21	1.96	26	7.15	1.57	11	7.09	1.58
Gender equity*	50	7.48	1.37	143	7.44	1.45	47	7.40	1.44	22	5.41	2.17	15	6.93	1.44	24	6.33	1.86	26	7.73	1.37	30	7.27	1.51	14	7.07	1.98
Private sector development*	48	6.96	1.29	117	7.04	1.49	47	7.11	1.43	27	7.04	1.22	23	5.87	2.44	21	6.43	2.20	26	7.35	1.29	29	7.07	1.46	13	6.69	1.44
Education*	55	7.56	1.34	143	7.34	1.44	51	7.37	1.26	20	6.80	1.24	20	6.60	1.39	25	6.56	1.96	24	7.04	1.73	34	7.26	1.26	15	6.73	1.75
Public sector governance/reform*	56	7.20	1.66	132	6.98	1.54	44	7.02	1.44	28	7.57	0.88	22	5.82	2.38	22	6.55	1.92	27	7.63	1.42	28	7.11	1.37	12	7.08	1.51
Global/regional integration	55	7.45	1.42	122	7.47	1.38	42	7.52	1.44	13	6.77	1.48	14	7.00	2.11	19	6.74	1.82	27	7.78	1.40	28	7.29	1.12	13	7.38	1.56
Food safety	46	6.52	1.46	128	6.97	1.74	46	6.59	1.59	15	6.20	1.37	13	6.85	1.34	20	5.80	2.26	23	7.04	1.66	23	6.83	1.53	10	6.00	2.26
Urban development*	54	7.39	1.55	154	8.02	1.37	53	7.66	1.53	21	7.48	1.08	12	7.17	1.59	23	6.78	2.07	26	7.35	1.41	28	7.14	1.48	15	7.07	1.94
Energy*	51	7.39	1.71	124	7.70	1.39	45	7.24	1.52	21	6.24	1.67	17	6.06	2.51	20	6.60	2.11	25	7.20	1.50	26	7.15	1.26	13	7.08	2.40
Water and sanitation*	59	7.69	1.52	176	8.30	1.32	54	8.17	1.44	20	6.95	1.85	20	7.30	1.45	23	7.00	2.26	27	7.63	1.42	29	7.72	1.39	18	7.61	2.23
Pollution*	53	7.28	1.69	140	7.69	1.58	48	7.06	1.69	15	6.20	1.97	17	6.71	1.76	22	6.59	2.32	27	7.26	1.51	27	7.04	1.32	11	7.18	2.18
Job creation/employment*	52	7.04	1.30	132	7.48	1.41	50	7.06	1.43	17	6.47	1.33	16	7.12	1.15	21	6.57	1.91	23	7.43	1.12	27	7.04	1.37	13	6.46	1.61
Health*	55	7.44	1.20	137	7.45	1.64	49	7.39	1.58	14	6.36	1.65	15	6.93	1.58	19	6.26	2.35	21	7.38	1.47	24	7.33	1.37	14	7.00	1.52
Financial markets	50	7.20	1.26	109	7.44	1.41	39	7.31	1.26	18	6.89	1.18	14	7.00	1.30	22	7.00	2.29	25	7.60	1.35	24	7.25	1.42	13	7.46	1.20
Transport*	63	8.03	1.27	179	8.46	1.19	56	8.20	1.18	22	7.18	2.32	15	7.07	1.28	22	6.95	2.17	29	7.69	1.28	28	8.04	0.84	15	8.40	1.35
Agriculture and rural development*	67	8.07	1.31	186	8.33	1.27	51	8.04	1.47	26	7.23	1.07	17	7.18	1.67	25	6.64	2.53	29	7.45	1.53	33	7.64	1.27	18	8.00	1.64
Trade and exports	48	6.85	1.47	95	7.13	1.43	44	7.00	1.14	16	7.25	0.93	16	6.13	1.96	20	6.35	2.03	21	7.38	1.32	24	7.37	1.53	11	7.18	1.89
Natural resource management*	48	7.44	1.46	132	7.53	1.61	47	6.98	1.47	18	6.28	1.67	14	6.71	1.59	22	6.23	2.39	26	7.15	1.69	28	7.07	1.41	15	7.40	1.80
Climate change*	62	7.74	1.30	158	7.87	1.39	50	7.60	1.47	21	7.14	1.35	18	6.78	1.93	25	7.00	2.24	29	7.69	1.56	33	7.55	1.46	17	7.94	1.95
Poverty reduction	62	7.87	1.23	178	8.13	1.29	54	7.89	1.61	28	7.18	1.63	20	7.70	1.38	27	7.48	1.99	30	7.93	1.68	33	7.88	1.24	18	8.17	1.54
Anti corruption*	53	6.34	1.74	122	6.70	2.18	46	6.48	2.05	21	5.62	1.83	20	5.25	2.47	21	6.14	2.03	26	7.15	1.57	28	6.25	1.82	11	6.09	1.76
Judiciary reform	50	6.66	1.71	107	6.49	2.01	43	6.33	1.80	16	5.75	1.18	18	5.78	1.70	20	6.45	2.16	26	7.27	1.51	28	6.86	1.67	10	6.60	1.26
Macroeconomic management	51	7.08	1.64	107	7.03	1.82	40	7.13	1.71	24	7.58	1.02	16	6.94	1.39	23	6.70	1.89	26	7.85	1.46	29	7.31	1.47	13	7.54	1.45
Disaster risk management	44	7.14	1.65	107	7.08	1.64	45	6.47	1.67	19	6.63	1.34	13	7.31	1.11	17	6.12	2.18	24	7.54	1.56	27	7.04	1.56	12	6.83	1.99
Equality of opportunity	51	7.25	1.29	116	7.43	1.52	46	7.02	1.48	14	6.43	1.45	16	7.13	1.50	24	6.92	2.38	24	7.71	1.65	28	7.50	1.32	13	7.08	1.55
Epidemics	46	7.33	1.42	118	7.37	1.62	47	7.15	1.63	11	6.27	1.19	12	7.33	1.72	19	6.05	2.30	21	6.95	1.66	24	7.04	1.46	10	6.70	2.67
Information and communications technology	47	7.13	1.70	112	7.42	1.50	48	6.79	1.66	14	6.50	0.65	10	6.90	1.91	18	6.28	2.14	23	7.13	1.63	25	7.36	1.47	10	7.30	1.83

*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	90	7.74	1.47	217	7.65	1.42	57	7.33	1.15	32	7.25	1.02	26	6.54	1.82	28	5.96	1.77	32	7.06	1.63	37	6.89	1.17	21	7.24	1.61

(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)

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Vietnam*	81	7.59	1.49	211	8.02	1.53	59	7.69	1.69	27	7.11	1.22	24	6.50	1.69	31	6.23	1.86	31	7.32	1.54	33	7.18	1.26	19	7.89	1.66
The World Bank Group meets Vietnam's needs for knowledge services*	81	7.48	1.67	194	7.68	1.56	56	7.55	1.31	29	7.17	1.56	25	6.92	1.41	29	6.66	1.78	32	7.63	1.41	37	7.00	1.53	18	7.67	1.97

*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 and analytical work and activities in the work you do?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Weekly	3.3%	6.7%	1.6%	6.3%	7.1%	0.0%	14.3%	7.1%	4.8%
Monthly	29.3%	21.4%	21.3%	43.8%	35.7%	12.2%	40.0%	19.0%	33.3%
A few times a year	46.7%	53.1%	65.6%	46.9%	39.3%	41.5%	42.9%	52.4%	52.4%
Rarely	17.4%	13.8%	9.8%	0.0%	14.3%	29.3%	2.9%	14.3%	4.8%
Never	3.3%	4.9%	1.6%	3.1%	3.6%	17.1%	0.0%	7.1%	4.8%

*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)

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
Are timely*	85	7.49	1.52	189	7.62	1.52	47	7.13	1.57	29	7.55	0.69	26	6.35	2.02	29	6.31	1.81	33	7.70	1.59	35	7.11	1.45	18	7.33	1.75
Include appropriate level of stakeholder involvement during preparation*	85	7.31	1.68	195	7.82	1.51	54	7.41	1.46	24	7.33	1.24	26	6.19	1.90	26	6.04	2.18	25	7.84	1.21	33	7.33	1.47	19	7.74	1.88
Lead to practical solutions*	87	7.57	1.36	197	7.76	1.30	56	7.48	1.37	26	7.42	0.99	26	6.35	1.67	27	6.26	2.23	26	7.58	1.27	35	6.97	1.44	19	7.53	1.61
Are accessible (well written and easy to understand)*	89	7.97	1.45	200	8.04	1.34	54	7.37	1.47	30	7.73	0.87	24	6.88	1.87	31	6.61	1.82	30	8.17	1.49	37	7.76	1.23	16	8.13	1.75
Are source of relevant information on global good practices*	89	8.17	1.38	190	8.28	1.28	55	8.05	0.99	29	7.93	1.07	25	7.32	1.35	30	6.80	1.86	31	8.35	1.31	35	7.74	1.36	20	8.40	1.50
Are adequately disseminated*	86	7.74	1.51	186	7.95	1.45	51	7.96	1.17	27	7.56	1.09	25	6.44	1.96	30	6.47	1.83	31	8.00	1.44	37	7.41	1.34	18	8.17	1.47
Are translated enough into local language*	84	7.71	1.70	198	7.59	1.82	51	7.98	1.27	17	7.12	1.17	22	7.32	1.73	30	6.60	1.87	30	8.47	1.41	34	7.32	1.22	19	7.42	1.89
Are relevant to country challenges*	87	7.21	1.49	187	7.60	1.53	55	7.64	1.24	30	7.80	0.92	24	7.21	1.84	28	6.50	1.84	30	8.00	1.44	38	7.26	1.13	20	7.65	1.63
Are adaptable to Vietnam's specific development challenges and country circumstances*	84	7.35	1.44	187	7.53	1.56	55	7.42	1.34	29	7.52	1.15	24	7.38	1.61	29	6.34	1.90	30	7.77	1.36	34	7.12	1.37	20	7.25	1.83

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	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?*	88	7.65	1.38	205	7.96	1.46	57	7.72	1.18	29	7.41	1.12	26	6.85	1.83	30	6.80	1.75	35	7.89	1.59	38	6.87	1.36	19	7.47	1.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	88	7.94	1.36	203	8.16	1.20	56	7.82	1.24	31	7.81	0.83	25	7.32	1.97	30	7.10	1.71	33	7.76	1.56	39	7.38	1.09	20	8.05	1.47

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

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

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
The World Bank Group disburses funds promptly*	88	7.75	1.97	223	8.56	1.35	57	7.74	1.58	14	6.21	1.19	14	4.93	2.40	18	6.11	2.05	17	7.47	1.55	24	7.21	1.64	14	7.21	1.72
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	93	8.14	1.50	225	8.41	1.27	57	7.82	1.36	28	6.54	1.32	19	5.89	2.54	23	6.70	2.10	25	7.96	1.27	30	7.30	1.47	16	7.50	1.67
The World Bank Group's approvals and reviews are done in a timely fashion*	91	7.97	1.88	218	8.13	1.45	56	7.71	1.40	18	6.39	1.14	16	5.69	2.30	18	5.89	2.05	15	7.73	1.44	26	7.27	1.48	17	7.24	1.79
The World Bank Group's "Safeguard Policy" requirements are reasonable*	83	8.11	1.68	216	8.12	1.39	51	7.61	1.28	15	7.07	1.03	16	6.12	2.55	25	6.72	2.07	15	7.73	1.33	24	7.50	1.50	14	7.64	1.50
The World Bank Group's policies on its lending are reasonable*	85	8.00	1.54	207	8.00	1.45	55	7.53	1.37	22	7.41	0.85	15	7.07	2.19	18	6.11	2.37	17	7.65	1.11	24	7.54	1.35	13	7.38	2.10
The World Bank Group takes decisions quickly in Vietnam*	86	7.79	1.84	215	7.99	1.37	53	7.21	1.62	18	6.67	1.41	17	5.94	2.51	14	6.00	2.45	16	7.44	1.31	27	7.19	1.44	11	7.00	1.79
Working with the World Bank Group increases Vietnam's institutional capacity*	91	8.03	1.52	208	8.22	1.36	53	7.89	1.71	27	7.33	1.30	18	7.11	2.37	25	6.64	2.02	26	8.04	1.28	33	7.18	1.67	16	7.94	1.44
Where country systems are adequate, the World Bank Group makes appropriate use of them*	89	7.96	1.62	223	8.13	1.40	55	8.02	1.33	18	7.06	0.94	14	6.00	2.11	18	6.89	2.27	19	7.58	1.12	25	7.16	1.25	13	7.77	1.83
The World Bank Group provides effective implementation support*	92	8.24	1.54	224	8.32	1.29	55	8.00	1.31	23	6.48	1.47	16	5.94	2.38	23	6.70	2.29	23	7.87	1.32	32	7.31	1.55	15	8.07	1.62

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Vietnam?*	81	7.43	1.60	165	7.64	1.55	53	7.26	1.55	23	6.78	1.28	25	5.64	2.06	28	6.39	1.69	30	7.23	1.83	29	6.86	1.46	15	7.33	1.80

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Vietnam?*	85	7.71	1.34	193	7.94	1.29	54	7.61	1.22	25	6.68	0.99	21	5.86	1.90	21	6.10	1.89	23	7.39	1.31	27	6.96	1.16	16	7.38	1.75

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



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)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services*	20.0%	13.8%	10.0%	45.5%	3.6%	11.9%	6.1%	12.2%	9.1%
Collaborate more effectively with Government clients (e.g., national, state, local)*	37.9%	35.1%	43.3%	21.2%	14.3%	19.0%	27.3%	29.3%	50.0%
Work faster	4.2%	5.3%	5.0%	6.1%	7.1%	7.1%	0.0%	2.4%	9.1%
Reduce the complexity of obtaining World Bank Group financing*	14.7%	28.0%	36.7%	0.0%	14.3%	7.1%	18.2%	0.0%	27.3%
Help to bring discipline/effective supervision to implementation of investment projects	17.9%	16.4%	8.3%	27.3%	21.4%	21.4%	36.4%	24.4%	18.2%
Offer more innovative financial products	16.8%	19.6%	23.3%	6.1%	17.9%	19.0%	12.1%	9.8%	0.0%
Ensure greater selectivity in its work*	3.2%	2.2%	1.7%	6.1%	0.0%	0.0%	6.1%	17.1%	4.5%
Provide more adequate data/knowledge/statistics/figures on Vietnam's economy	6.3%	7.1%	3.3%	12.1%	7.1%	11.9%	6.1%	12.2%	9.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	5.3%	9.3%	15.0%	9.1%	7.1%	2.4%	6.1%	0.0%	4.5%
Reach out more to groups outside of Government*	14.7%	16.0%	18.3%	30.3%	46.4%	54.8%	39.4%	29.3%	13.6%
Increase the level of capacity development in the country	36.8%	32.4%	15.0%	24.2%	39.3%	28.6%	24.2%	34.1%	27.3%
Improve the quality of its experts as related to Vietnam's specific challenges	13.7%	9.8%	10.0%	0.0%	7.1%	16.7%	12.1%	24.4%	13.6%
Other*	1.1%	0.0%	0.0%	9.1%	3.6%	0.0%	0.0%	2.4%	4.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	31.9%	31.1%	39.0%	3.1%	22.2%	31.0%	24.2%	12.2%	40.9%
Knowledge products	38.3%	40.6%	49.2%	56.3%	37.0%	35.7%	33.3%	51.2%	54.5%
Convening services	7.4%	7.8%	0.0%	6.3%	7.4%	2.4%	12.1%	4.9%	4.5%
None of the above	0.0%	0.5%	3.4%	0.0%	3.7%	2.4%	3.0%	0.0%	0.0%
The combination is appropriate for Vietnam	17.0%	14.6%	8.5%	31.3%	18.5%	21.4%	21.2%	24.4%	0.0%
Don't know	5.3%	5.5%	0.0%	3.1%	11.1%	7.1%	6.1%	7.3%	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)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
National/local radio	8.4%	9.6%	13.1%	0.0%	0.0%	9.3%	6.1%	0.0%	4.5%
International radio	1.1%	0.9%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	14.7%	15.4%	6.6%	14.7%	24.1%	27.9%	30.3%	26.8%	13.6%
International newspapers*	9.5%	3.9%	4.9%	23.5%	17.2%	9.3%	9.1%	19.5%	13.6%
National/local television*	37.9%	55.3%	47.5%	8.8%	17.2%	34.9%	15.2%	17.1%	27.3%
Internet*	78.9%	82.0%	83.6%	73.5%	44.8%	79.1%	51.5%	80.5%	68.2%
Periodicals*	7.4%	0.4%	6.6%	5.9%	10.3%	2.3%	6.1%	4.9%	0.0%
International television	3.2%	3.9%	0.0%	2.9%	3.4%	7.0%	3.0%	14.6%	4.5%
National/local newspapers*	30.5%	23.2%	31.1%	32.4%	44.8%	20.9%	69.7%	26.8%	45.5%
Other*	1.1%	0.4%	0.0%	14.7%	17.2%	2.3%	0.0%	0.0%	9.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials*	38.3%	26.5%	33.9%	29.4%	39.3%	30.2%	5.9%	34.1%	40.9%
e-Newsletters*	13.8%	7.1%	9.7%	17.6%	35.7%	23.3%	14.7%	24.4%	0.0%
Press releases*	5.3%	2.2%	8.1%	14.7%	7.1%	7.0%	64.7%	0.0%	4.5%
World Bank Group's seminars/workshops/conferences*	28.7%	49.1%	33.9%	38.2%	39.3%	23.3%	70.6%	36.6%	31.8%
Mobile phone applications*	14.9%	12.8%	16.1%	0.0%	0.0%	7.0%	2.9%	4.9%	0.0%
Direct contact with World Bank Group*	7.4%	18.1%	12.9%	26.5%	28.6%	18.6%	11.8%	12.2%	31.8%
World Bank Vietnam website*	50.0%	48.2%	53.2%	41.2%	17.9%	41.9%	17.6%	48.8%	59.1%
Other World Bank Group websites	6.4%	7.5%	8.1%	2.9%	7.1%	2.3%	0.0%	14.6%	9.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	16.0%	15.5%	6.5%	5.9%	14.3%	27.9%	2.9%	12.2%	18.2%
Other	1.1%	0.4%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG- supported Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	61.4%	54.1%	49.1%	44.1%	22.2%	28.2%	63.3%	47.2%	52.9%
No	38.6%	45.9%	50.9%	55.9%	77.8%	71.8%	36.7%	52.8%	47.1%

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?***

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	87.9%	94.5%	96.6%	100.0%	100.0%	90.7%	100.0%	97.4%	100.0%
No	12.1%	5.5%	3.4%	0.0%	0.0%	9.3%	0.0%	2.6%	0.0%

*Significantly different between stakeholder groups

Do you use/have you used the World Bank Vietnam Website?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	76.7%	78.1%	68.5%	81.8%	75.9%	60.5%	84.8%	82.9%	71.4%
No	23.3%	21.9%	31.5%	18.2%	24.1%	39.5%	15.2%	17.1%	28.6%

Do you use/have you used other World Bank Group Websites?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	42.7%	36.4%	40.7%	79.4%	55.2%	26.2%	39.4%	60.0%	52.6%
No	57.3%	63.6%	59.3%	20.6%	44.8%	73.8%	60.6%	40.0%	47.4%

*Significantly different between stakeholder groups

Do you currently follow the World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	27.8%	26.5%	40.0%	17.6%	20.7%	18.6%	47.1%	30.0%	35.0%
No	72.2%	73.5%	60.0%	82.4%	79.3%	81.4%	52.9%	70.0%	65.0%

Do you currently follow other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	16.5%	17.8%	23.2%	20.6%	13.8%	27.5%	33.3%	27.5%	35.0%
No	83.5%	82.2%	76.8%	79.4%	86.2%	72.5%	66.7%	72.5%	65.0%

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
High speed/WiFi	91.7%	96.4%	96.0%	100.0%	96.6%	92.3%	90.9%	92.3%	95.2%
Dial-up	2.4%	1.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Mobile phone 3G	6.0%	2.6%	4.0%	0.0%	3.4%	5.1%	9.1%	7.7%	4.8%

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

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

	Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			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	N	Mean	SD
I find the World Bank Vietnam website easy to navigate.*	79	7.85	1.77	170	8.26	1.65	47	8.11	1.46	28	7.36	1.22	20	7.35	1.09	26	7.04	2.13	28	7.89	1.99	33	7.91	1.16	17	8.06	1.34
I find other World Bank Group websites easy to navigate.	52	7.63	1.82	92	8.09	1.81	30	7.53	1.50	25	7.16	1.37	11	6.64	1.50	10	6.90	1.20	11	7.27	2.37	21	7.81	1.08	13	7.69	1.25
I find the information on the World Bank Vietnam website useful.*	73	7.95	1.40	172	8.42	1.25	44	8.23	1.26	26	7.42	1.27	20	7.45	1.15	26	6.58	2.39	27	8.30	1.51	31	7.84	1.27	16	7.94	1.39
I find the information on other World Bank Group websites useful.	45	7.73	1.44	92	8.17	1.39	30	8.13	1.31	25	7.48	1.26	12	6.92	1.51	10	7.80	1.69	12	8.00	1.95	23	7.83	0.83	14	7.57	1.45
The World Bank Vietnam social media channels are valuable sources of information about the institution.*	34	7.62	1.61	74	7.93	1.85	27	7.26	1.61	10	6.30	2.06	6	7.67	1.03	7	7.71	1.38	13	7.31	1.97	15	5.87	1.96	10	7.30	1.77
Other World Bank Group social media channels are valuable sources of information about the institution.	29	7.72	1.36	61	7.61	2.00	21	6.76	1.79	9	6.22	1.99	3	8.00	1.00	8	6.63	2.00	10	7.30	2.45	15	6.07	1.98	11	7.27	1.68
When I need information from the World Bank Group I know how to find it.*	75	8.00	1.59	161	8.15	1.49	43	7.12	1.79	32	6.78	1.74	26	6.19	2.33	32	6.03	2.15	30	7.97	1.92	36	7.47	1.59	19	7.32	1.77
The World Bank Group is responsive to my information requests and inquiries.*	68	8.09	1.73	136	8.29	1.42	35	7.23	1.86	29	6.59	1.76	15	6.07	2.31	24	6.29	1.88	28	7.68	2.07	26	7.42	1.68	18	7.89	1.49

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	72.6%	76.1%	35.6%	86.5%	48.5%	12.2%	59.5%	35.4%	39.1%
No	27.4%	23.9%	64.4%	13.5%	51.5%	87.8%	40.5%	64.6%	60.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank (IBRD/IDA)	92.2%	95.9%	71.7%	96.9%	27.6%	55.6%	85.3%	71.9%	82.4%
The International Finance Corporation (IFC)	2.2%	0.5%	3.8%	3.1%	34.5%	7.4%	5.9%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	2.2%	0.0%	5.7%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Other	3.3%	3.6%	18.9%	0.0%	34.5%	37.0%	8.8%	28.1%	17.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	30.1%	37.8%	39.0%	13.5%	24.2%	16.3%	25.7%	24.5%	36.4%
No	69.9%	62.2%	61.0%	86.5%	75.8%	83.7%	74.3%	75.5%	63.6%

*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Vietnam?* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The two institutions work well together	60.7%	51.9%	47.8%	40.0%	50.0%	33.3%	81.8%	33.3%	87.5%
The way the two institutions work together needs improvement	32.1%	13.9%	26.1%	60.0%	12.5%	33.3%	9.1%	25.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Don't know	7.1%	34.2%	26.1%	0.0%	12.5%	33.3%	9.1%	41.7%	12.5%

*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)	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	5.6%	5.1%	21.3%	22.2%	37.5%	26.5%	41.0%	19.1%	9.5%
Use World Bank Group reports/data*	26.7%	17.2%	19.7%	19.4%	37.5%	36.7%	71.8%	42.6%	19.0%
Engage in World Bank Group related/sponsored events/activities*	46.7%	54.4%	50.8%	30.6%	37.5%	32.7%	43.6%	23.4%	47.6%
Collaborate as part of my professional duties*	65.6%	70.7%	49.2%	72.2%	28.1%	22.4%	10.3%	55.3%	66.7%
Use World Bank Vietnam website and other World Bank Group websites for information, data, research, etc.*	11.1%	12.6%	14.8%	11.1%	12.5%	34.7%	12.8%	25.5%	19.0%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Female	27.8%	26.6%	12.5%	40.5%	30.3%	54.9%	79.5%	38.8%	17.4%
Male	72.2%	73.4%	87.5%	59.5%	69.7%	45.1%	20.5%	61.2%	82.6%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁶

- Ho Chi Minh N=52 ● Hanoi N=341 ● Northern Mountain Area N=47 ● Central Coastal Area N=78
 ● Mekong Delta N=59 ● Other N=50

B. Overall Attitudes toward the World Bank Group

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	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.*	48	7.06	2.50	311	7.40	1.82	44	8.39	1.30	72	8.40	1.34	53	8.40	1.50	45	7.87	1.53

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

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)

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	49	7.49	1.92	311	7.90	1.69	42	8.50	1.45	72	8.37	1.49	57	8.74	1.45	44	8.09	1.70
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	45	7.07	1.85	309	7.68	1.61	43	8.14	1.52	72	8.21	1.55	56	8.45	1.49	45	8.02	1.47

*Significantly different between geographic locations

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)

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	43	6.95	1.60	297	7.47	1.57	44	8.00	1.24	75	8.00	1.57	58	8.19	1.68	40	7.97	1.21
Flexibility (in terms of the institution's products and services)*	36	6.56	2.08	260	7.10	1.64	40	7.58	1.57	66	7.77	1.78	52	8.08	1.49	39	7.69	1.40
Flexibility (in terms of changing country circumstances)*	36	6.36	1.96	271	7.01	1.54	39	7.41	1.45	65	7.60	1.83	51	7.80	1.84	37	7.49	1.54
Being inclusive	31	6.29	1.79	256	6.77	1.91	38	6.95	2.08	57	6.81	2.13	52	7.13	2.11	36	6.94	1.88
Openness (sharing data and other information)*	40	7.37	2.12	285	7.60	1.86	37	8.14	1.21	65	8.12	1.63	51	8.55	1.24	36	8.00	1.59
Collaboration with the Government	40	8.00	1.34	287	8.17	1.45	43	8.37	1.27	70	8.24	1.55	53	8.58	1.63	39	8.77	1.22
The speed in which it gets things accomplished on the ground*	40	6.63	2.24	274	7.07	1.69	41	7.78	1.68	70	7.83	1.74	55	8.31	1.35	41	7.93	1.40
Helping to bring discipline/effective supervision to implementation of investment projects*	39	6.82	2.05	261	7.50	1.82	42	8.21	1.22	73	8.37	1.51	54	8.41	1.41	42	8.24	1.12
Collaboration with civil society*	35	6.60	1.88	244	6.77	2.12	35	7.26	1.52	50	7.86	2.23	44	7.70	1.69	38	7.97	1.13
Staff accessibility*	41	6.56	1.91	273	7.36	1.89	39	7.74	1.65	68	8.21	1.65	54	7.80	1.90	41	7.56	1.64
Collaboration with other donors and development partners*	35	7.11	1.55	250	7.62	1.62	39	7.85	1.39	49	7.86	1.87	38	8.26	1.33	34	8.15	1.37
Collaboration with the private sector*	37	5.89	2.27	228	6.67	1.71	34	6.82	1.88	53	7.26	2.25	33	7.79	1.71	39	7.26	1.43
Straightforwardness and honesty*	44	7.36	2.20	275	8.09	1.79	44	8.68	1.01	73	8.71	1.58	53	8.85	1.26	41	8.78	1.06
Treating clients and stakeholders in Vietnam with respect*	40	7.43	2.06	275	8.21	1.67	43	8.60	1.20	70	8.71	1.61	54	8.80	1.25	39	8.64	1.18
Being a long-term partner*	45	7.98	2.30	285	8.66	1.54	45	9.02	1.06	71	9.07	1.50	53	9.15	1.08	40	9.05	1.04

*Significantly different between geographic locations

¹⁶ 627 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.



C. World Bank Group's Effectiveness and Results

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	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?*	43	6.95	1.90	289	7.15	1.40	43	7.58	1.22	66	8.02	1.60	56	7.79	1.47	43	7.35	1.31

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

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

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	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*	42	6.98	1.92	274	7.36	1.51	44	7.68	1.54	61	7.90	1.79	55	8.40	1.50	40	8.08	1.46
The World Bank Group meets Vietnam's needs for knowledge services*	35	7.14	1.52	275	7.30	1.55	42	7.60	1.29	57	7.53	1.85	53	8.15	1.74	39	7.51	1.23

*Significantly different between geographic locations

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:

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

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Vietnam's specific development challenges and country circumstances	37	7.35	1.44	267	7.24	1.53	38.0	7.66	1.10	64	7.56	1.71	48	7.73	1.65	38	7.29	1.35

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	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?*	41	7.22	1.67	286	7.42	1.46	41	8.00	1.14	68	7.99	1.55	52	8.12	1.50	39	7.90	1.33
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	40	7.53	1.52	284	7.69	1.27	42	8.14	1.18	69	8.19	1.51	52	8.37	1.34	38	8.00	1.29

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Ho Chi Minh			Hanoi			Northern Mountain Area			Central Coastal Area			Mekong Delta			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Vietnam*	34	6.68	2.43	224	7.40	1.47	40	7.83	1.65	70	8.01	1.60	50	7.96	1.94	40	7.82	1.55
Where country systems are adequate, the World Bank Group makes appropriate use of them*	32	6.75	2.14	234	7.68	1.40	43	8.12	1.29	72	8.31	1.64	53	8.13	1.43	41	8.17	1.51

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁷

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 Vietnam COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Vietnam, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Vietnam?"

● Collaborating with the WBG N=368 ● Not collaborating with the WBG N=244

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam?*	363	7.19	1.77	235	5.75	2.19

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.*	357	7.91	1.73	205	7.35	1.91

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

	Collaborating with the WBG			Not collaborating with the WBG		
	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?*	351	7.98	1.70	197	7.55	1.70

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

¹⁷ Only 612 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	7.2%	4.6%
Water and sanitation	10.5%	7.2%
Pollution	6.6%	6.8%
Job creation/employment	14.3%	16.5%
Health	3.6%	5.5%
Financial markets	1.7%	1.3%
Social protection	3.9%	4.6%
Gender equity	0.8%	0.0%
Private sector development	24.8%	25.7%
Education	18.7%	24.9%
Public sector governance/reform	30.3%	28.3%
Global/regional integration	5.5%	6.3%
Food safety	12.9%	12.7%
Urban development	9.9%	6.8%
Judiciary reform	7.7%	7.6%
Macroeconomic management	10.7%	9.7%
Disaster risk management	1.9%	2.5%
Equality of opportunity	2.5%	4.2%
Epidemics	0.8%	0.8%
Information and communications technology*	5.0%	1.7%
Transport	20.7%	26.2%
Agriculture and rural development	32.8%	26.6%
Trade and exports*	2.5%	6.3%
Natural resource management	5.5%	8.4%
Climate change*	24.2%	12.7%
Poverty reduction	15.4%	16.9%
Anti corruption*	12.4%	23.6%

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Vietnam Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	232	7.72	1.46	128	7.66	1.57
Development Policy Financing	193	7.45	1.42	123	7.13	1.85
Program-for-Results Financing	149	7.44	1.52	93	7.22	1.83
Trust funds and grants	169	7.65	1.59	111	7.51	1.74
Guarantees	85	7.05	1.68	68	6.85	1.87
IFC Investment Services	92	6.99	1.57	65	6.71	1.80
IFC Advisory Services	101	7.09	1.58	75	6.84	1.73

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam*	349	8.25	1.52	213	7.79	1.87
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	347	8.00	1.55	211	7.55	1.72

*Significantly different between collaborators and non-collaborators

**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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	343	7.74	1.51	201	7.52	1.67
Flexibility (in terms of the institution's products and services)	305	7.44	1.64	177	7.16	1.78
Flexibility (in terms of changing country circumstances)	310	7.26	1.60	177	7.10	1.81
Being inclusive	291	6.79	2.01	168	6.86	1.86
Openness (sharing data and other information)	316	7.85	1.66	187	7.72	1.94
Collaboration with the Government*	332	8.37	1.30	189	8.08	1.68
The speed in which it gets things accomplished on the ground	336	7.51	1.70	173	7.22	1.82
Helping to bring discipline/effective supervision to implementation of investment projects*	320	7.92	1.67	177	7.51	1.82
Collaboration with civil society*	258	7.25	2.00	175	6.86	2.02
Staff accessibility*	327	7.71	1.77	176	7.08	1.94
Collaboration with other donors and development partners*	280	7.93	1.52	154	7.29	1.66
Collaboration with the private sector	251	6.85	1.86	162	6.80	1.86
Straightforwardness and honesty	332	8.35	1.71	186	8.18	1.68
Treating clients and stakeholders in Vietnam with respect	328	8.37	1.65	180	8.27	1.62
Being a long-term partner	332	8.81	1.49	194	8.66	1.63

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	285	7.13	2.05	187	7.11	1.96
Gender equity	301	7.31	1.78	189	7.17	1.81
Private sector development	297	7.92	1.63	191	7.94	1.79
Education	301	8.22	1.50	192	8.11	1.61
Public sector governance/reform	307	8.24	1.55	191	8.16	1.71
Global/regional integration	295	7.82	1.57	185	7.85	1.77
Food safety	297	7.66	2.04	186	7.52	1.95
Urban development*	304	8.13	1.52	196	7.84	1.73
Energy	298	7.95	1.54	191	7.80	1.54
Water and sanitation*	318	8.38	1.41	199	8.12	1.58
Pollution	300	8.26	1.64	188	8.14	1.50
Job creation/employment	300	7.91	1.71	191	7.90	1.73
Health	302	7.89	1.64	191	7.76	1.72
Financial markets	270	7.66	1.50	183	7.70	1.66
Transport	315	8.35	1.43	193	8.08	1.61
Agriculture and rural development	321	8.44	1.45	196	8.37	1.53
Trade and exports	269	7.36	1.63	180	7.51	1.80
Natural resource management	295	8.01	1.62	187	7.79	1.66
Climate change	317	8.40	1.40	190	8.30	1.60
Poverty reduction	324	8.40	1.47	202	8.48	1.49
Anti corruption	294	8.00	1.75	187	8.07	1.91
Judiciary reform	283	7.55	1.69	182	7.70	1.68
Macroeconomic management	283	7.97	1.46	182	8.03	1.59
Disaster risk management	280	7.73	1.60	182	7.47	1.79
Equality of opportunity	287	7.65	1.57	190	7.73	1.81
Epidemics	291	7.55	1.81	181	7.31	1.85
Information and communications technology	289	7.45	1.77	184	7.49	1.81

*Significantly different between collaborators and non-collaborators



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	177	6.89	1.64	116	7.10	1.79
Gender equity	227	7.18	1.61	133	7.32	1.65
Private sector development	208	6.86	1.56	133	7.05	1.57
Education*	227	7.38	1.32	150	6.97	1.64
Public sector governance/reform	230	7.02	1.57	130	7.03	1.67
Global/regional integration	196	7.37	1.45	125	7.42	1.49
Food safety	197	6.81	1.65	116	6.52	1.77
Urban development*	231	7.75	1.39	144	7.40	1.72
Energy	202	7.30	1.70	129	7.19	1.70
Water and sanitation	260	8.00	1.45	156	7.76	1.72
Pollution	215	7.34	1.66	135	7.16	1.82
Job creation/employment	209	7.11	1.36	132	7.23	1.51
Health	214	7.30	1.52	123	7.22	1.73
Financial markets	179	7.27	1.38	124	7.33	1.46
Transport	265	8.13	1.32	152	8.05	1.53
Agriculture and rural development*	284	8.10	1.41	156	7.72	1.60
Trade and exports	170	6.92	1.44	115	7.14	1.59
Natural resource management	212	7.32	1.60	126	7.00	1.75
Climate change	253	7.70	1.43	149	7.57	1.69
Poverty reduction	279	7.92	1.35	160	7.93	1.57
Anti corruption	215	6.41	2.01	122	6.43	2.08
Judiciary reform	188	6.44	1.71	119	6.61	1.97
Macroeconomic management	190	7.26	1.60	127	7.09	1.71
Disaster risk management	188	6.99	1.58	110	6.91	1.77
Equality of opportunity	192	7.20	1.46	129	7.38	1.68
Epidemics	178	7.28	1.60	120	6.93	1.75
Information and communications technology	178	7.17	1.48	119	7.06	1.82

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	338	7.58	1.39	190	6.94	1.59

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Vietnam	323	7.67	1.51	181	7.39	1.81
The World Bank Group meets Vietnam's needs for knowledge services*	313	7.53	1.48	175	7.24	1.75

*Significantly different between collaborators and non-collaborators

**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:

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	315	7.46	1.48	166	7.18	1.75
Include appropriate level of stakeholder involvement during preparation	309	7.51	1.60	167	7.31	1.75
Lead to practical solutions*	318	7.55	1.40	170	7.25	1.58
Are accessible (well written and easy to understand)*	325	7.92	1.39	174	7.54	1.63
Are source of relevant information on global good practices*	317	8.15	1.28	177	7.88	1.51
Are adequately disseminated*	311	7.79	1.48	168	7.51	1.62
Are translated enough into local language	303	7.58	1.68	170	7.59	1.75
Are relevant to country challenges	317	7.50	1.40	170	7.39	1.67
Are adaptable to Vietnam's specific development challenges and country circumstances	314	7.45	1.40	166	7.22	1.73

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	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?*	335	7.76	1.43	180	7.34	1.55
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	332	7.97	1.29	180	7.67	1.42

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

**Significantly different between collaborators and non-collaborators*

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	308	8.04	1.78	150	7.63	1.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports	335	8.01	1.51	168	7.73	1.78
The World Bank Group's approvals and reviews are done in a timely fashion	306	7.81	1.66	157	7.58	1.84
The World Bank Group's "Safeguard Policy" requirements are reasonable	298	7.90	1.50	150	7.68	1.78
The World Bank Group's policies on its lending are reasonable	302	7.83	1.48	144	7.62	1.71
The World Bank Group takes decisions quickly in Vietnam	305	7.68	1.68	141	7.36	1.71
Working with the World Bank Group increases Vietnam's institutional capacity*	317	8.05	1.48	168	7.62	1.76
Where country systems are adequate, the World Bank Group makes appropriate use of them*	311	7.98	1.44	150	7.58	1.73
The World Bank Group provides effective implementation support*	327	8.05	1.52	163	7.74	1.75

**Significantly different between collaborators and non-collaborators*

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Vietnam?	284	7.27	1.69	153	7.18	1.69

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Vietnam?*	301	7.60	1.38	154	7.31	1.63

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Vietnam website easy to navigate.	292	7.96	1.57	147	7.86	1.80
I find other World Bank Group websites easy to navigate.	168	7.62	1.65	91	7.69	1.79
I find the information on the World Bank Vietnam website useful.	289	8.11	1.32	138	7.82	1.72
I find the information on other World Bank Group websites useful.	168	7.82	1.36	88	7.91	1.48
The World Bank Vietnam social media channels are valuable sources of information about the institution.	123	7.50	1.91	69	7.30	1.69
Other World Bank Group social media channels are valuable sources of information about the institution.	104	7.25	1.98	59	7.05	1.76
When I need information from the World Bank Group I know how to find it.*	295	7.72	1.76	150	7.25	1.90
The World Bank Group is responsive to my information requests and inquiries.*	248	7.81	1.81	124	7.40	1.81

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁸

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

FY 2014 Number of comparable respondents = 480 • FY 2017 Number of comparable respondents = 605

By weighting, the FY 2014 data is weighted against the FY 2017 data by using the question about stakeholders 'current position (H1), so that the two samples have the same stakeholder composition and thus are comparable. The office of the president, prime minister, office of minister, the National Assembly, the judiciary branch are not included in the year comparison analysis, because some of the groups have only one respondent, or they are represented in only one year. Please note that the "other" group was not included in the comparison. The "national government" in the FY14 is re-named as "employee of a ministry" for comparing with the corresponding group in FY17. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2014
Employee of a Ministry	16.0%	16.0%
PMU/ Contractor	38.7%	38.7%
Local Government	10.7%	10.7%
Bilateral/ Multilateral Agency	6.1%	6.1%
Private Sector Organization/ Financial Sector/ Private Bank	5.5%	5.5%
CSO	8.4%	8.4%
Media	6.4%	6.4%
Academia/ Research Institute/ Think Tank	8.1%	8.1%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Vietnam?	591	6.62	2.07	475	6.72	1.90

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Vietnam.	552	7.72	1.80	464	7.91	1.48

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Vietnam solve its most complicated development challenges?	539	7.84	1.69	450	7.86	1.44

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

¹⁸ Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Vietnam	553	8.06	1.66	451	8.17	1.50
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam*	550	7.83	1.62	452	8.05	1.43

Significantly different between FY2017 and FY2014*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)*

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	535	7.66	1.56	429	7.34	1.63
Flexibility (in terms of the institution's products and services)	476	7.36	1.69	422	7.39	1.54
Flexibility (in terms of changing country circumstances)	481	7.21	1.67	401	7.17	1.52
Being inclusive*	452	6.83	1.97	437	7.63	1.49
Openness (sharing data and other information)	495	7.84	1.75	447	7.77	1.48
Collaboration with the Government	511	8.29	1.44	410	8.27	1.20
The speed in which it gets things accomplished on the ground	501	7.42	1.76	411	7.43	1.47
Helping to bring discipline/effective supervision to implementation of investment projects	490	7.82	1.73			
Collaboration with civil society	428	7.15	2.02			
Staff accessibility*	497	7.51	1.87	444	7.79	1.40
Collaboration with other donors and development partners*	427	7.73	1.61	370	8.03	1.26
Collaboration with the private sector	407	6.82	1.89			
Straightforwardness and honesty	509	8.30	1.70	441	8.31	1.39
Treating clients and stakeholders in Vietnam with respect	500	8.36	1.63			
Being a long-term partner	518	8.77	1.53	458	8.80	1.19

**Significantly different between FY2017 and FY2014*



C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Social protection	292	6.96	1.73	227	6.74	1.42
Gender equity*	357	7.23	1.61	342	7.76	1.39
Private sector development	338	6.95	1.58	271	7.00	1.54
Education	372	7.23	1.46	313	7.44	1.49
Public sector governance/reform	360	7.01	1.65	326	7.23	1.43
Global/regional integration	320	7.39	1.45			
Food safety	314	6.73	1.68			
Urban development	371	7.63	1.51	305	7.67	1.37
Energy (including renewable energy)	329	7.26	1.66	240	7.26	1.54
Water and sanitation	408	8.36	6.62			
Pollution	349	7.28	1.70			
Job creation/employment	338	7.19	1.42	318	7.17	1.51
Health*	334	7.29	1.61	314	7.53	1.50
Financial markets	301	7.30	1.43	229	7.18	1.38
Transport	414	8.08	1.41	355	7.89	1.42
Agriculture and rural development	434	7.94	1.49			
Trade and exports	284	7.00	1.48	158	7.11	1.42
Natural resource management*	335	7.19	1.66	223	6.77	1.61
Climate change	396	7.63	1.52	321	7.51	1.58
Poverty reduction*	432	7.91	1.44	404	8.18	1.28
Anti corruption	337	6.42	2.05	265	6.53	2.00
Judiciary reform	308	6.51	1.84			
Macroeconomic management	316	7.16	1.66			
Disaster risk management*	296	6.96	1.65	252	7.44	1.62
Equality of opportunity	319	7.27	1.56	286	7.31	1.61
Epidemics	298	7.15	1.65			
Information and communications technology	297	7.11	1.62	258	7.26	1.67

*Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Vietnam?*	519	7.37	1.49	451	7.72	1.22

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2014

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Vietnam	497	7.58	1.62	426	7.64	1.49
The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)	483	7.45	1.57	432	7.63	1.36

**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	FY 2017	FY 2014
Weekly	5.6%	6.8%
Monthly	25.0%	24.8%
A few times a year	50.8%	54.6%
Rarely	13.7%	13.0%
Never	4.9%	.8%

*Significantly different between FY2017 and FY2014

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)

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Are timely	473	7.36	1.58	407	7.20	1.58
Include appropriate level of stakeholder involvement during preparation*	468	7.43	1.65	430	7.70	1.28
Lead to practical solutions	480	7.45	1.47	431	7.54	1.37
Are accessible (well written and easy to understand)	495	7.78	1.47	437	7.77	1.42
Are source of relevant information on global good practices	484	8.04	1.36	394	7.96	1.35
Are adequately disseminated	474	7.82	3.41	404	7.73	1.60
Are translated enough into local language	466	7.60	1.69			
Are relevant to country challenges	479	7.46	1.49			
Are adaptable to Vietnam's specific development challenges and country circumstances	472	7.39	1.51	431	7.55	1.42

*Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	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?	508	7.64	1.49	447	7.65	1.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	505	7.87	1.34	448	7.90	1.29

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

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

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	455	7.91	1.80	404	7.42	2.08
The World Bank Group effectively monitors and evaluates the projects and programs it supports	500	7.93	1.60	446	7.95	1.53
The World Bank Group's approvals and reviews are done in a timely fashion*	458	7.74	1.72	424	7.40	1.65
The World Bank Group's "Safeguard Policy" requirements are reasonable	445	7.82	1.60	355	7.80	1.55
The World Bank Group's policies on its lending are reasonable	443	7.77	1.55			
The World Bank Group takes decisions quickly in Vietnam	446	7.60	1.69	409	7.41	1.70
Working with the World Bank Group increases Vietnam's institutional capacity	481	7.89	1.59			
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	461	7.85	1.54	375	7.93	1.46
The World Bank Group provides effective implementation support (i.e., supervision of projects)	488	7.94	1.60	409	8.02	1.46

*Significantly different between FY2017 and FY2014

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not a list of exceptions?

Percentage of Respondents	FY 2017	FY 2014
Yes	50.5%	57.6%
No	49.5%	42.4%

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
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.)	435	7.58	1.84	352	7.83	1.87
The World Bank Group is responsive to my information requests and inquiries	361	7.68	1.84	349	7.89	1.90



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Vietnam? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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.	7.35	7.91	7.82	6.84	7.76	7.50	7.52	7.88	7.29	7.97	7.72	7.46
Overall the World Bank Group currently plays a relevant role in development in Vietnam	7.79	8.25	8.18	7.17	8.10	7.89	7.91	8.19	7.73	8.27	8.03	8.12
The World Bank Group's work is aligned with what I consider the development priorities for Vietnam	7.55	8.00	7.94	7.07	7.85	7.75	7.65	8.02	7.58	7.99	7.84	7.70
Responsiveness to needs	7.52	7.74	7.72	6.97	7.70	7.43	7.47	7.80	7.36	7.81	7.66	7.39
Flexibility (in terms of the institution's products and services)	7.16	7.44	7.35	6.90	7.34	7.18	7.23	7.37	7.07	7.45	7.34	7.03
Flexibility (in terms of changing country circumstances)	7.10	7.26	7.26	6.69	7.19	7.19	7.13	7.25	7.07	7.27	7.23	6.95
Being inclusive	6.86	6.79	6.82	6.56	6.73	6.93	6.82	6.74	6.67	6.87	6.83	6.55
Openness (sharing data and other information)	7.72	7.85	7.89	7.02	7.77	7.77	7.64	7.93	7.68	7.84	7.75	7.87
Collaboration with the Government	8.08	8.37	8.33	7.69	8.29	8.13	8.17	8.34	8.02	8.41	8.27	8.12
The speed in which it gets things accomplished on the ground	7.22	7.51	7.44	6.55	7.36	7.28	7.21	7.49	7.11	7.49	7.37	7.17
Helping to bring discipline/effective supervision to implementation of investment projects	7.51	7.92	7.86	6.98	7.89	7.41	7.48	8.05	7.52	7.92	7.82	7.43
Collaboration with civil society	6.86	7.25	7.20	6.48	7.14	7.02	6.94	7.29	6.86	7.31	7.17	6.74
Staff accessibility	7.08	7.71	7.63	6.57	7.55	7.36	7.28	7.73	7.23	7.68	7.54	7.23
Collaboration with other donors and development partners	7.29	7.93	7.80	7.07	7.72	7.66	7.59	7.83	7.49	7.85	7.75	7.41
Collaboration with the private sector	6.80	6.85	6.88	6.39	6.83	6.77	6.66	6.99	6.64	6.94	6.85	6.57
Straightforwardness and honesty	8.18	8.35	8.35	7.54	8.28	8.16	8.09	8.43	8.02	8.40	8.28	8.05
Treating clients and stakeholders in Vietnam with respect	8.27	8.37	8.40	7.68	8.30	8.33	8.20	8.42	8.10	8.44	8.34	8.11
Being a long-term partner	8.66	8.81	8.84	7.96	8.74	8.66	8.53	8.94	8.57	8.83	8.75	8.59
To what extent does the World Bank Group's work help to achieve development results in Vietnam?	6.94	7.58	7.47	6.61	7.39	7.25	7.24	7.48	7.09	7.52	7.37	7.21
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Vietnam	7.39	7.67	7.66	6.85	7.56	7.52	7.41	7.72	7.29	7.72	7.61	7.20
The World Bank Group meets Vietnam's needs for knowledge services (e.g., research, analysis, data, technical assistance)	7.24	7.53	7.47	7.03	7.39	7.45	7.29	7.56	7.30	7.49	7.41	7.40
The World Bank Group's knowledge work and activities are adaptable to Vietnam's specific development challenges and country circumstances	7.22	7.45	7.43	7.00	7.37	7.36	7.30	7.45	7.21	7.48	7.41	7.14
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.34	7.76	7.70	7.07	7.58	7.69	7.53	7.70	7.38	7.77	7.63	7.49
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.67	7.97	7.97	7.21	7.87	7.85	7.74	8.00	7.65	8.01	7.89	7.68
The World Bank Group takes decisions quickly in Vietnam	7.36	7.68	7.62	6.96	7.61	7.36	7.40	7.71	7.36	7.66	7.54	7.61
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.58	7.98	7.92	7.12	7.88	7.69	7.65	8.02	7.54	8.01	7.89	7.48

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Vietnam FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – 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**

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)			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Natural resource management (i.e. forest, coastal resources, etc.)
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Climate change (e.g., mitigation, adaptation)
6	Global/regional integration	20	Poverty reduction
7	Food safety	21	Anti corruption
8	Urban development	22	Judiciary reform
9	Energy (including renewable energy)	23	Macroeconomic management
10	Water and sanitation	24	Disaster risk management
11	Pollution	25	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	26	Epidemics
13	Health	27	Information and communications technology
14	Financial markets		

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Vietnam? (Choose no more than THREE)			
1	Macroeconomic management	14	Water and sanitation
2	Disaster risk management	15	Pollution
3	Equality of opportunity (i.e., social inclusion)	16	Job creation/employment
4	Epidemics	17	Health
5	Information and communications technology	18	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	20	Gender equity
8	Trade and exports	21	Private sector development
9	Climate change (e.g., mitigation, adaptation)	22	Education
10	Transport (e.g., roads, bridges, transportation)	23	Global/regional integration
11	Energy (including renewable energy)	24	Food safety
12	Anti corruption	25	Urban development
13	Judiciary reform	26	Natural resource management (i.e. forest, coastal resources, etc.)

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Vietnam? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor and the vulnerable who live in rural areas
5	Better opportunity for the poor and the vulnerable who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities in the formal sector
13	Better employment opportunities for women
14	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Vietnam? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

**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 how the World Bank Group can have the most impact on development results in Vietnam, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Vietnam? (Choose no more than THREE)							
1	Energy (including renewable energy)			15	Judiciary reform		
2	Water and sanitation			16	Macroeconomic management		
3	Pollution			17	Disaster risk management		
4	Job creation/employment			18	Equality of opportunity (i.e., social inclusion)		
5	Health			19	Epidemics		
6	Financial markets			20	Information and communications technology		
7	Social protection (e.g., pensions, targeted social assistance)			21	Transport (e.g., roads, bridges, transportation)		
8	Gender equity			22	Agriculture and rural development		
9	Private sector development			23	Trade and exports		
10	Education			24	Natural resource management (i.e. forest, coastal resources, etc.)		
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			25	Climate change (e.g., mitigation, adaptation)		
12	Global/regional integration			26	Poverty reduction		
13	Food safety			27	Anti corruption		
14	Urban development						

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Vietnam?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. 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	World Bank Group's processes too complex
2	Not provide honest and objective feedback to the Government on policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Vietnam
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Vietnam? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Vietnam Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Beneficiaries	8	Academia/think tanks/research institutes
2	Youth/university groups	9	National Assembly
3	Domestic private sector	10	Mass organizations (i.e., Women's Union, Fatherland Front)
4	Foreign private sector	11	Media
5	Local government	12	Other (please specify): _____
6	Donor community	13	Don't know
7	NGOs/Community Based Organizations		

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		
B10	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"/>
B11	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**

To what extent is the World Bank Group an effective development partner in Vietnam, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Treating clients and stakeholders in Vietnam with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Vietnam?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy (including renewable energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (i.e. forest, coastal resources, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Macroeconomic management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Epidemics	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in 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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	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"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food safety	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy (including renewable energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (i.e. forest, coastal resources, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Macroeconomic management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Epidemics	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C3. To what extent does the World Bank Group's work help to achieve development results in Vietnam?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Vietnam?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	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"/>

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



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

D1. How frequently do you consult World Bank Group's knowledge and analytical work and activities in the work you do?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to Vietnam's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's policies on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Vietnam	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases Vietnam's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	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"/>	
E9	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"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Vietnam?												
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	

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Vietnam?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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

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

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of investment projects
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Vietnam's economy
9	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
10	Reach out more to groups outside of Government
11	Increase the level of capacity development in the country
12	Improve the quality of its experts as related to Vietnam's specific challenges
13	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Vietnam, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Vietnam? (Select only ONE response)

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

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

1	National/local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	National/local newspapers
5	National/local television	10	Other (please specify): _____

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

1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Vietnam website
3	Press releases	8	Other World Bank Group websites
4	World Bank Group's seminars/workshops/conferences	9	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
5	Mobile phone applications	10	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Vietnam Website?	Yes	No
G6	Do you use/have you used other World Bank Group Websites?	Yes	No
G7	Do you currently follow the World Bank Vietnam social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No
G8	Do you currently follow other World Bank Group social media channels (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G9. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up
3	Mobile phone 3G

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I find the World Bank Vietnam website easy to navigate. <i>(Only answer if you have used a World Bank Vietnam website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	I find other World Bank Group websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	I find the information on the World Bank Vietnam website useful. <i>(Only answer if you have used a Vietnam World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	I find the information on other World Bank Group 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"/>	
G14	The World Bank Vietnam social media channels (e.g., blogs, 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"/>	
G15	Other World Bank Group social media channels (e.g., blogs, 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"/>	
G16	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"/>	
G17	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"/>	

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	9	NGO/Community Based Organization
2	Office of Minister	10	Media (press, radio, TV, web, etc.)
3	Deputy of the National Assembly, National Assembly Office/Committee	11	Mass organizations (i.e., Women's Union, Fatherland Front)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	12	Youth Group
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	13	Academia/Research Institute/Think Tank
6	Local Government Office or Staff	14	Judiciary Branch
7	Bilateral/Multilateral Agency	15	Financial Sector/Private Bank
8	Private Sector Organization	16	Other (please specify): _____

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

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

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

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Vietnam?**(Select only ONE response)**

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Vietnam?**(Choose no more than TWO)**

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Vietnam website and other World Bank Group websites for information, data, research, etc.

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	Ho Chi Minh
2	Hanoi
3	Northern Mountain area
4	Central coastal area
5	Mekong Delta
6	Other

Thank you for completing the survey!