

FY 2016 Thailand Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Thailand 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, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Isabel Tepedino, Dania Mendoza, and Noreen Wambui provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the country team and the local fielding agency Nielsen. In particular, PORG is grateful for the support from Leonora Aquino Gonzales (Senior Communications Officer) and Kanitha Kongrukreatiyos (Communications Officer), and Buntarika Sangarun (Program Assistant), who coordinated the survey related activities from Bangkok, Thailand.



Country Opinion Surveys
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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 Thailand perceive the WB. The survey explored:

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

II. Methodology

From June to August 2016, 476 stakeholders of the WB in Thailand 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 Prime Minister; office of a parliamentarian; 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; private foundations; the financial sector/private banks; civil society organizations; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 108 stakeholders participated in the survey (23% response rate).

Some respondents received and returned the questionnaires via email. Others responded to the survey via a secure and independent online platform, Qualtrics. Respondents were asked about: general issues facing Thailand; their overall attitudes toward the WB; the WB's effectiveness and results; the WB's knowledge work and activities; working with the WB; the WB's future role in Thailand; and the WB'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's annual Corporate Scorecard. These questions are identified throughout the survey report.

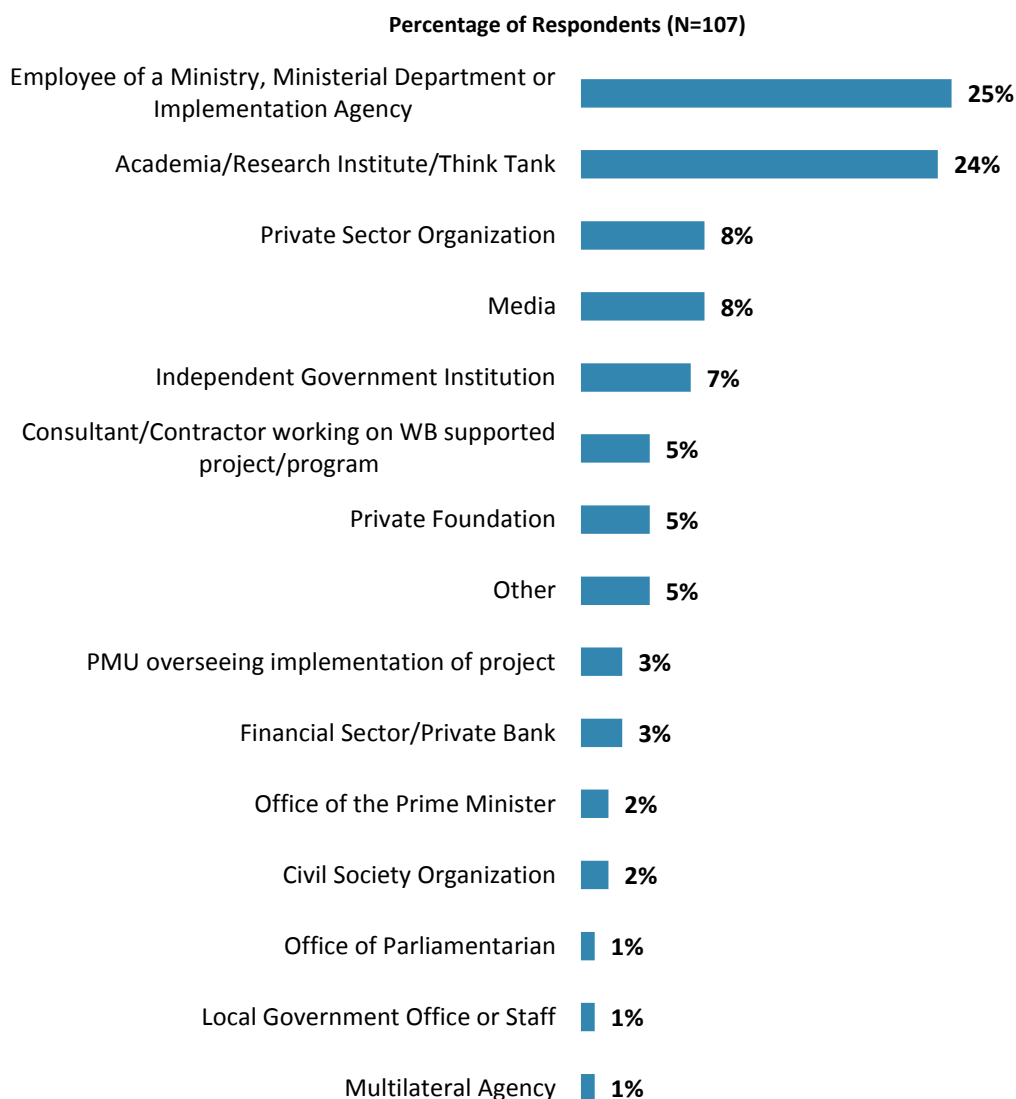
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 35%, N=110). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'13 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 77).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from PMUs and consultants/contractors working on WB projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from civil society organizations and private foundations were combined in the “CSO” category; and the small number of respondents from the Office of the Prime Minister, office of a parliamentarian, local governments, multilateral agencies, and other organizations were included in the “Other” category. There were no respondents from bilateral agencies, community based organizations, trade unions, faith-based groups and the judiciary branch.

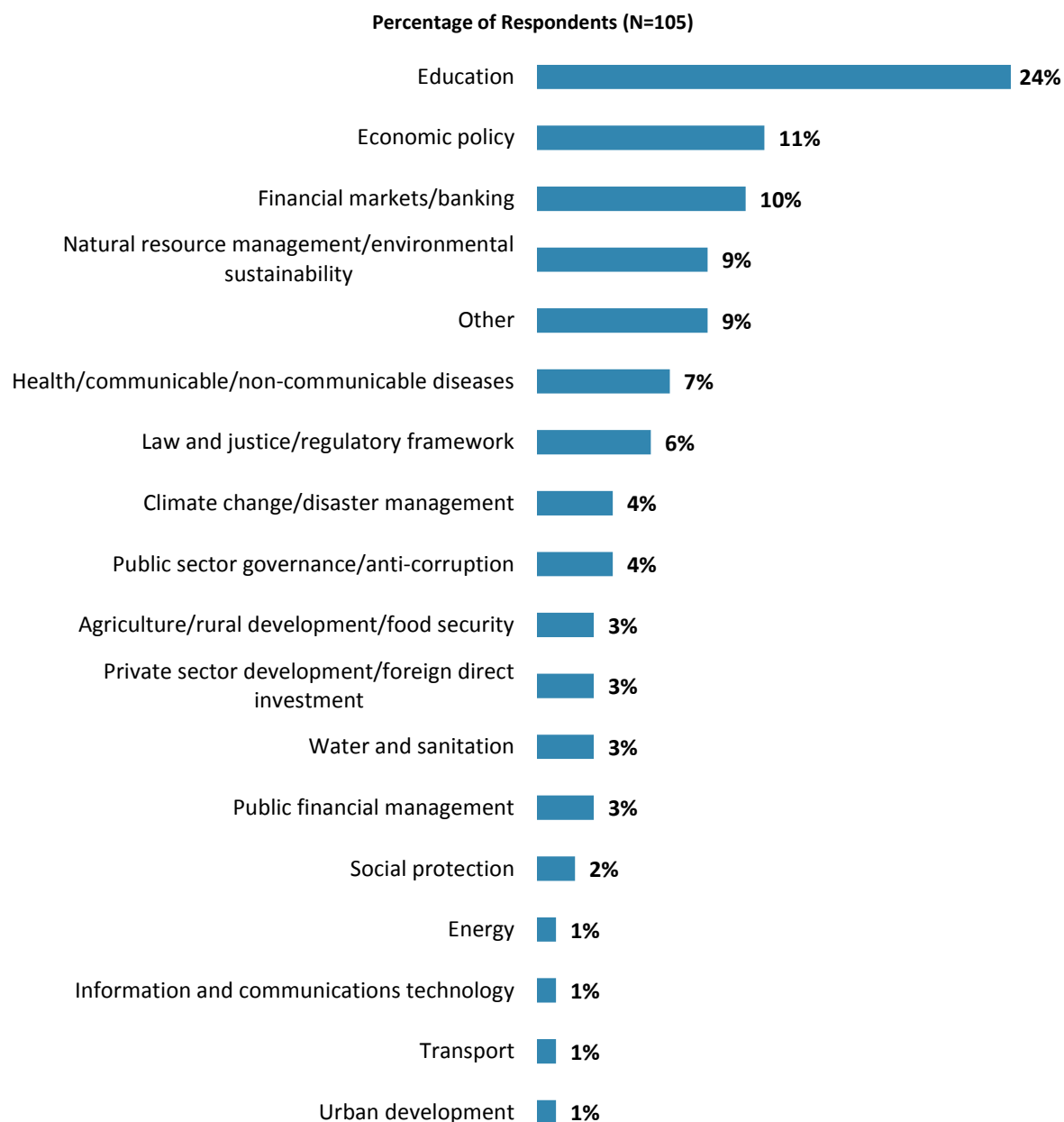


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



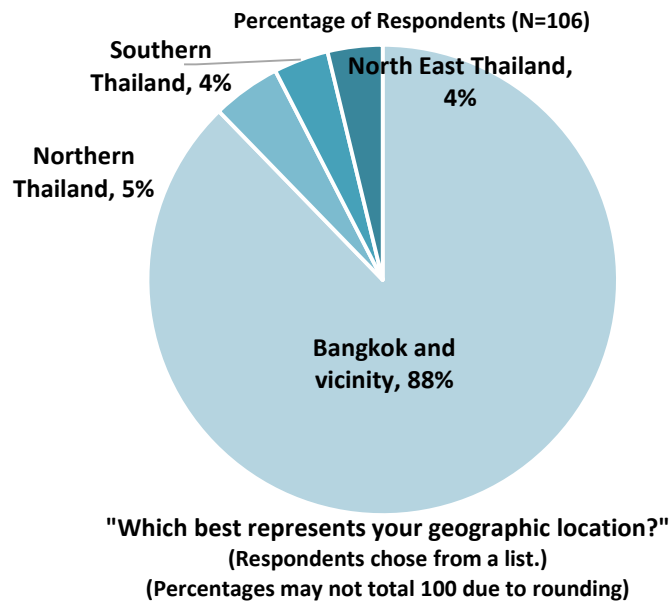
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from “Northern Thailand,” “Southern Thailand,” “North East Thailand,” “Central Thailand” were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 70).

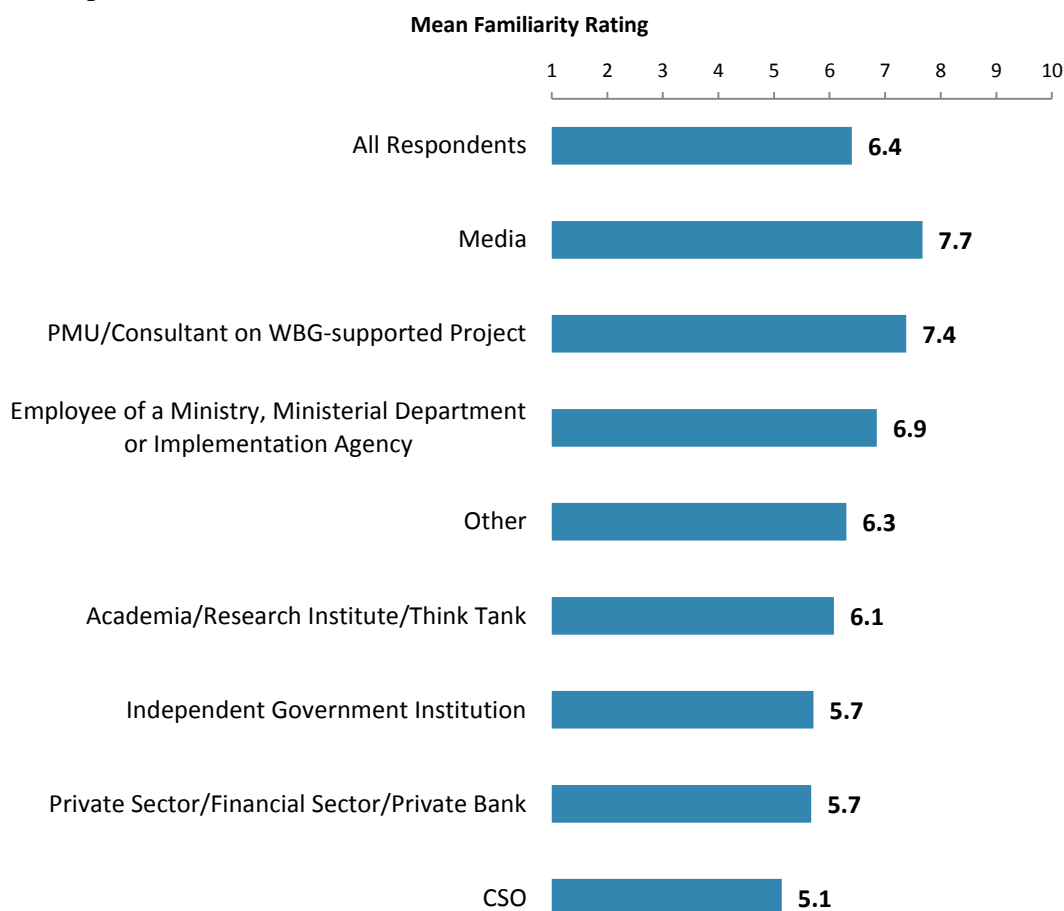




III. Demographics of the Sample (continued)

Familiarity with the World Bank

- **Year comparison:** Respondents in this year's Country Survey and respondents in the FY'13 Country Survey had statistically similar levels of familiarity with the WB (weighted mean in FY'16 = 6.4; weighted mean in FY'13 = 6.7)¹.
- Respondents' levels of familiarity with the WB were significantly, strongly correlated with their ratings of the WB's overall effectiveness in Thailand, and significantly, moderately correlated with the extent to which the WB plays a relevant role in development in Thailand, and the extent to which the WB contributes to the country's development results.



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

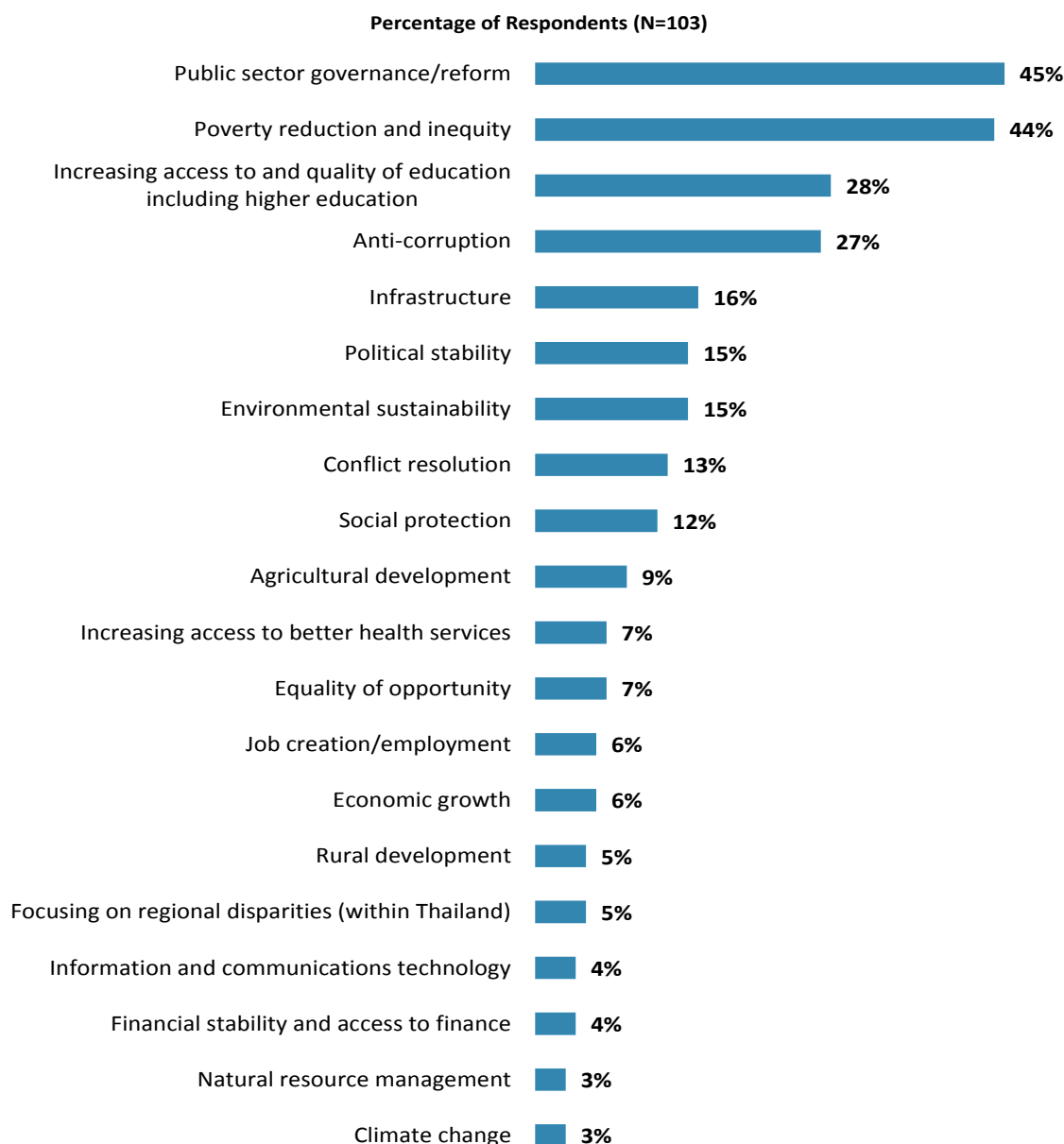
¹ Please refer to Appendix E (page 77) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Thailand

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Thailand were “*public sector governance/reform*” (35%), “*anti-corruption*” (32%), and “*poverty reduction and inequity*” (30%).

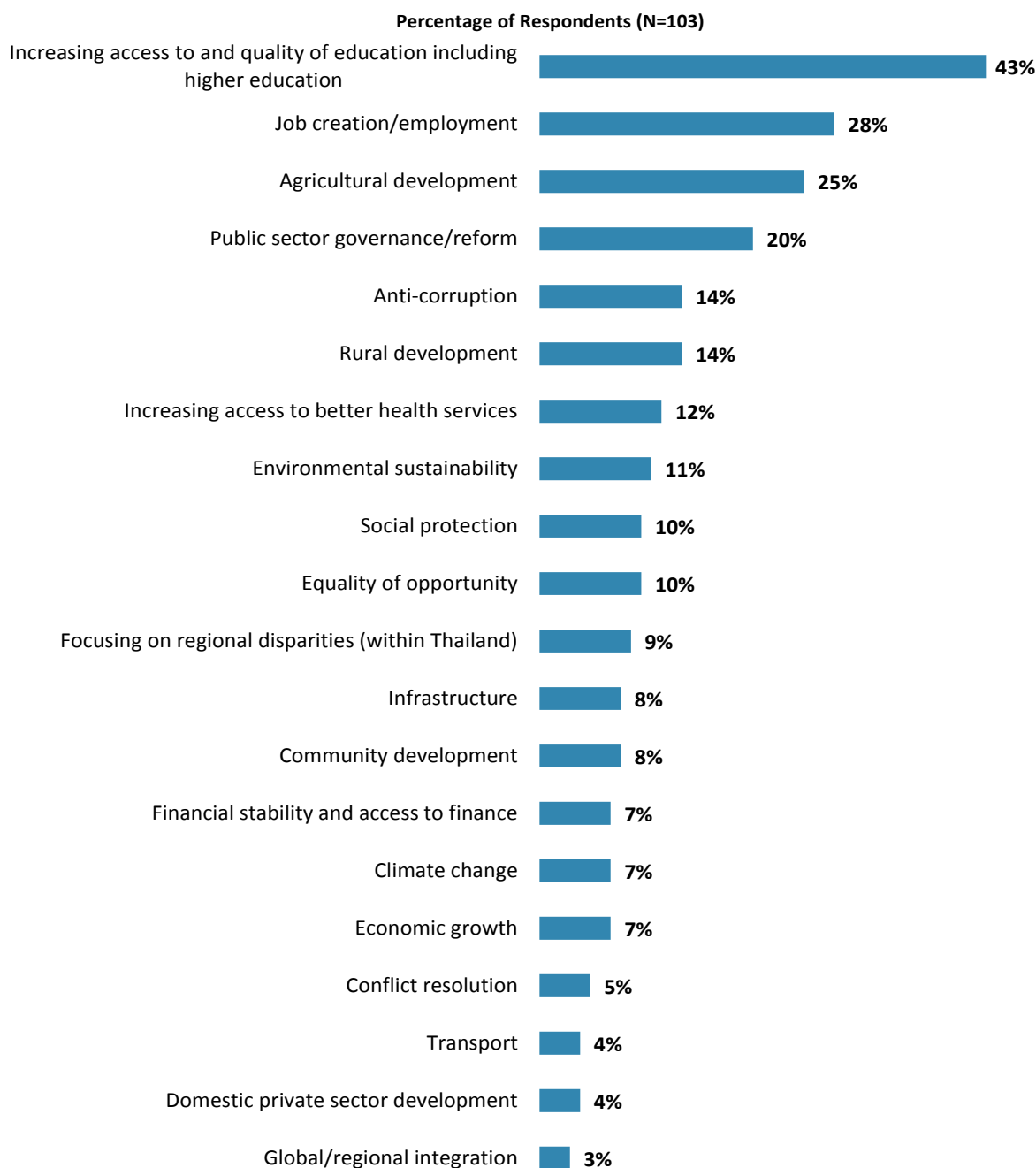


"Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IV. General Issues Facing Thailand (continued)

What Would Contribute Most to Reducing Poverty



"The World Bank Group has committed itself to twin goals: helping countries end extreme poverty by 2030 and boosting shared prosperity. 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 Thailand? (Choose no more than THREE)"

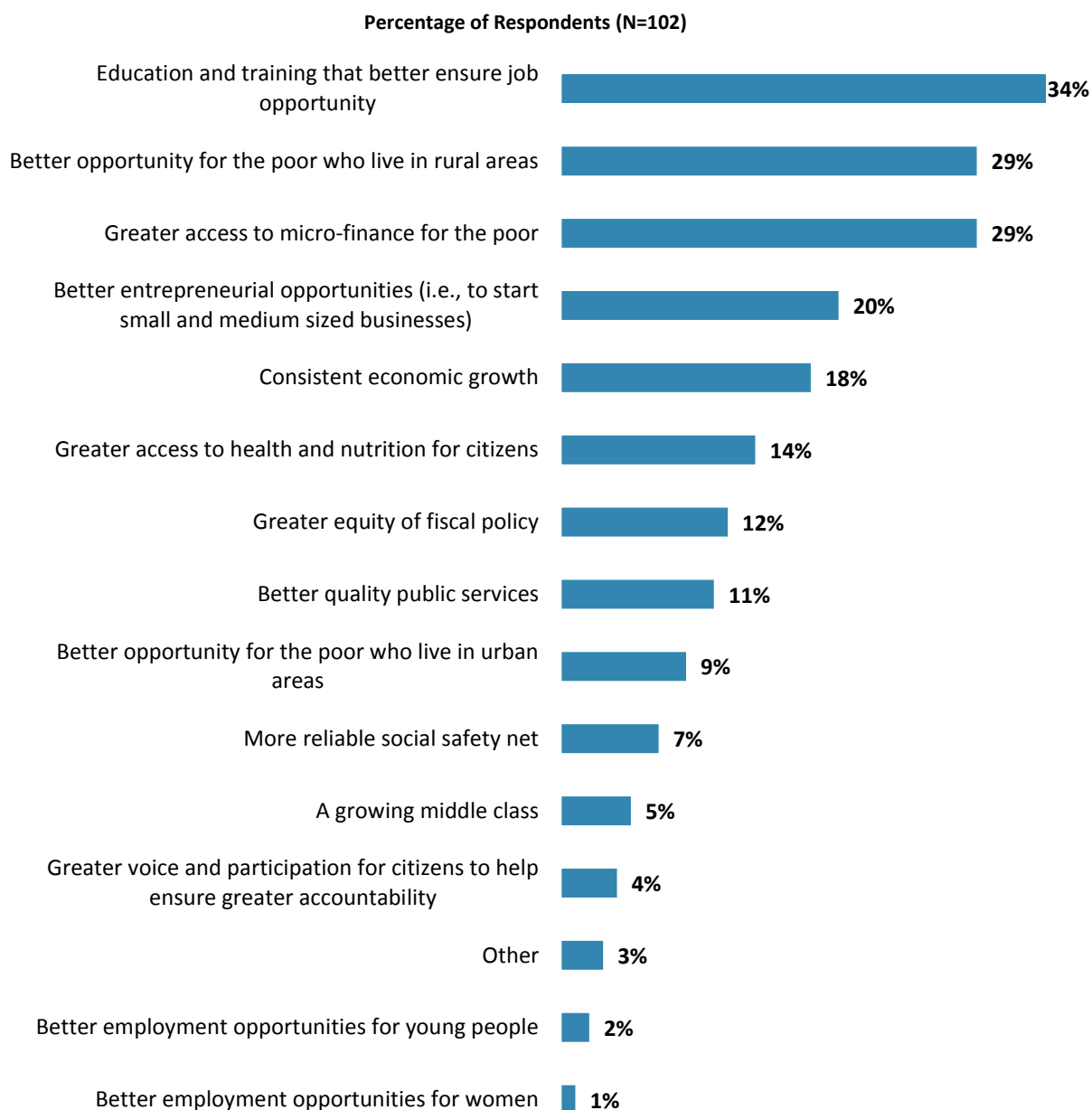
(Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)

(Please note that response option "poverty reduction and inequity" was not included in the analysis of this question.)



IV. General Issues Facing Thailand (continued)

Factors Contributing to “Shared Prosperity”



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

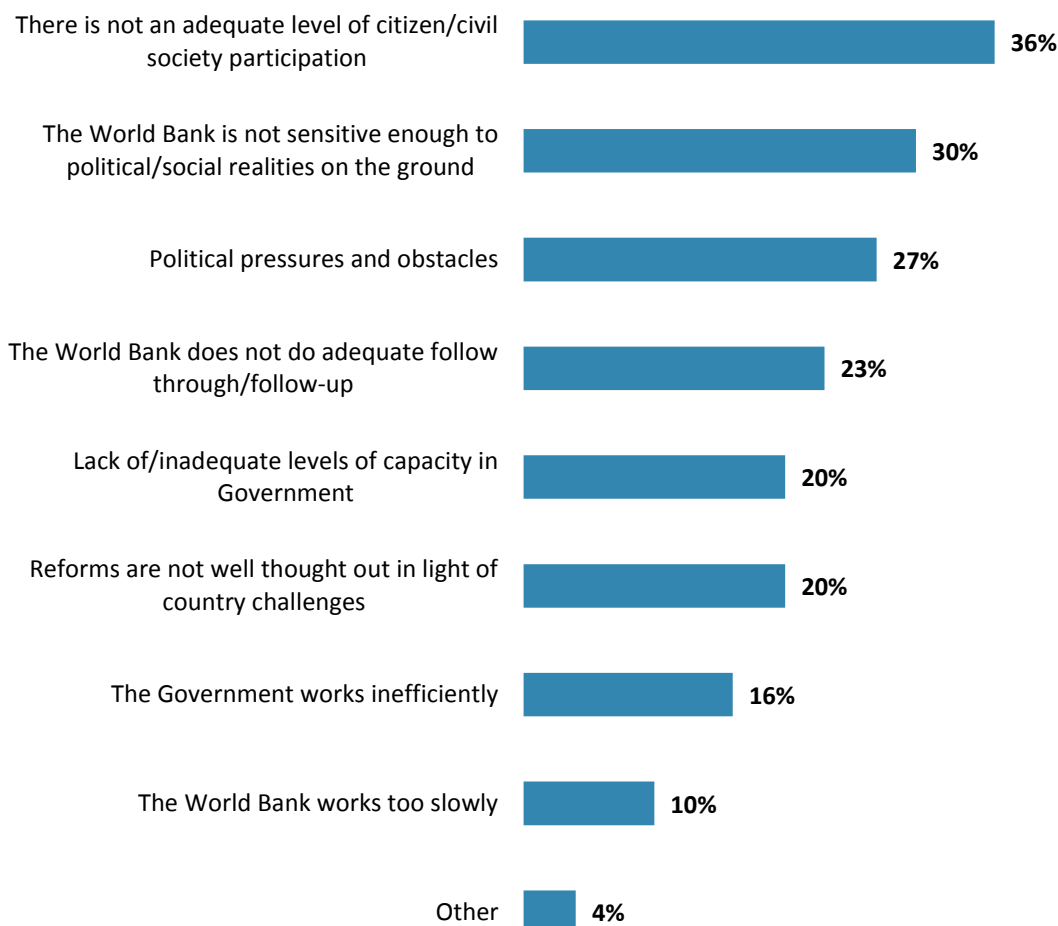


V. Overall Attitudes toward the World Bank

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” (38%) and “*the World Bank is not sensitive enough to political/social realities on the ground*” (34%).

Percentage of Respondents (N=100)



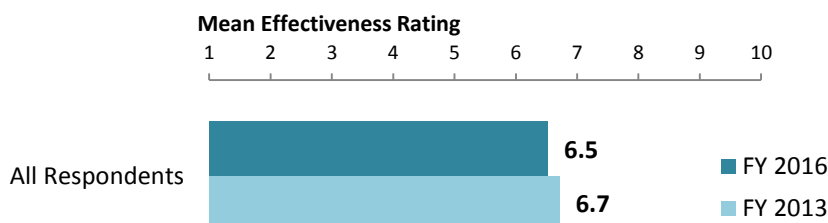
"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank (continued)

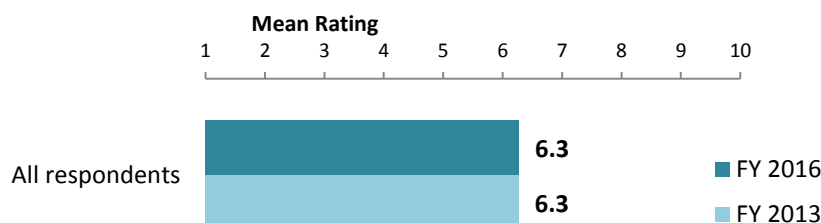
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank's annual Corporate Scorecard.

The World Bank's Overall Effectiveness² (Indicator Question)



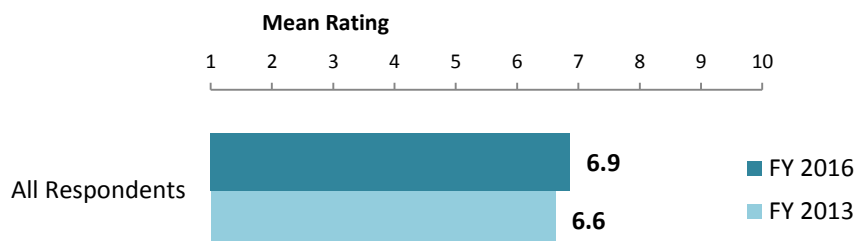
"Overall, please rate your impression of the World Bank's effectiveness in Thailand." (1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



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

WB Staff Preparedness



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

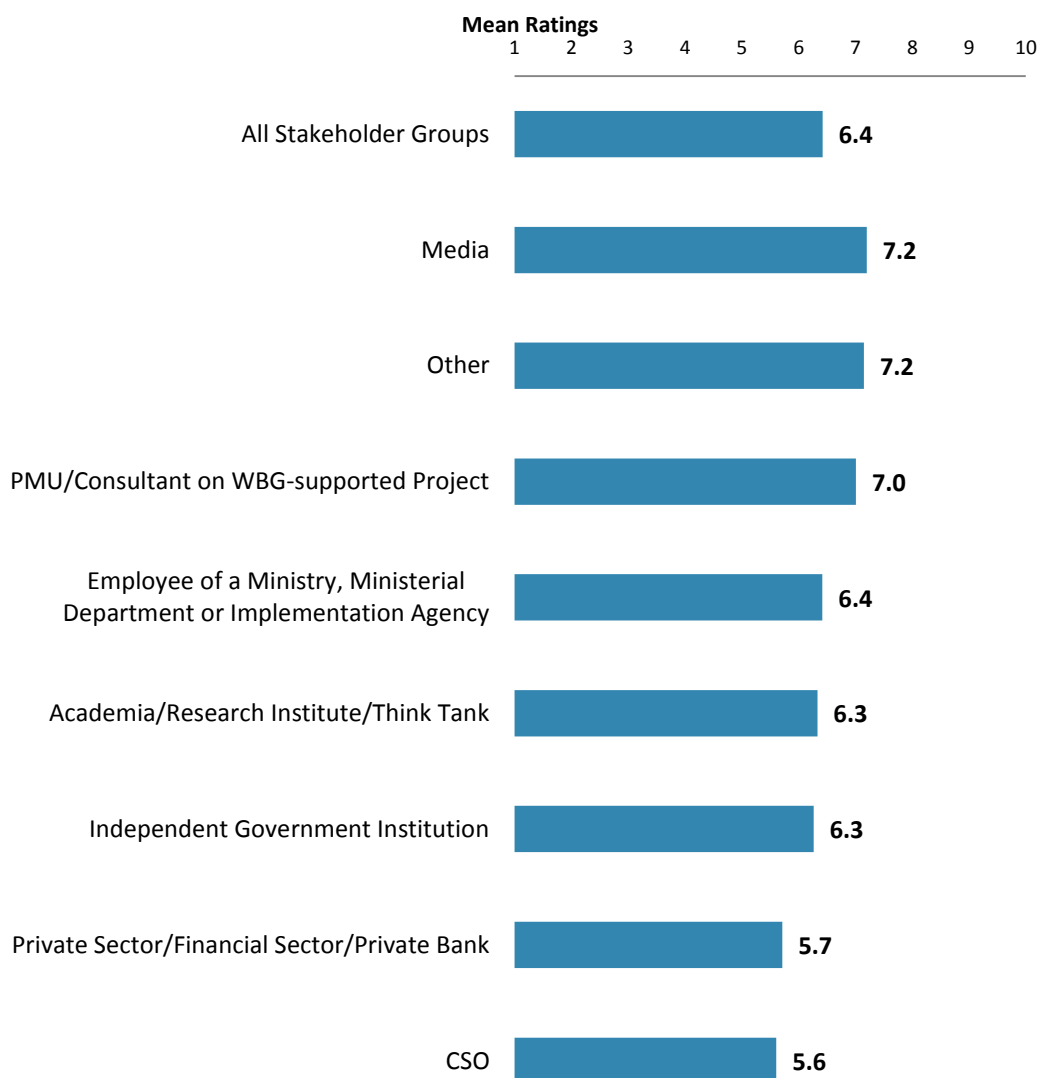
² Means presented in the charts on this page were calculated based on weighted data from FY'16 and FY'13.



V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings to the twenty indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 52).
- **Collaboration:** However, respondents who collaborate with the WB tended to give significantly higher overall ratings for the twenty indicator questions than respondents who do not work with the organization (means are 7.0 and 5.9 respectively).



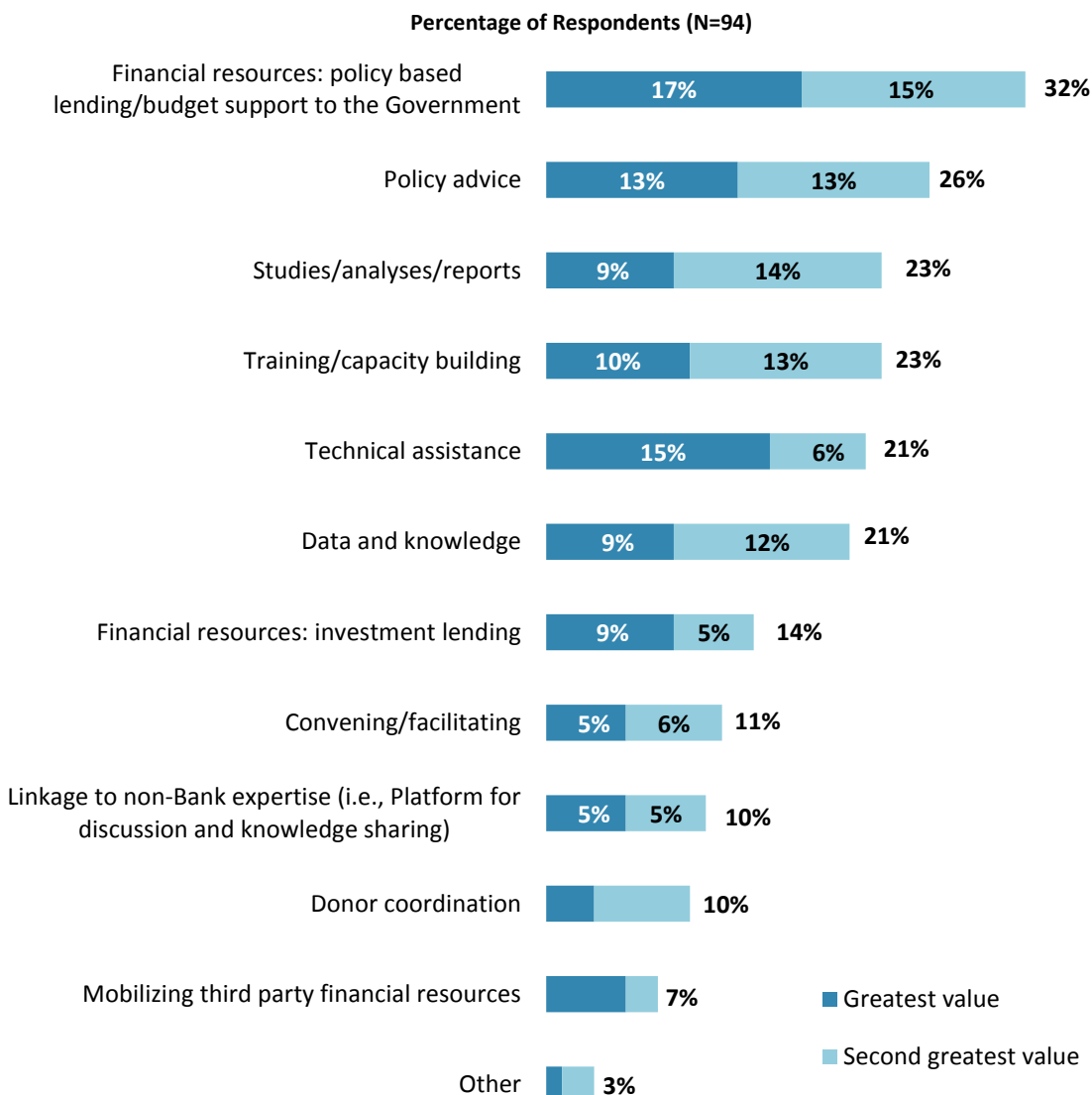
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Thailand was its "*technical assistance*" (47%) and "*financial resources: policy based lending/budget support to the Government*" (31%).



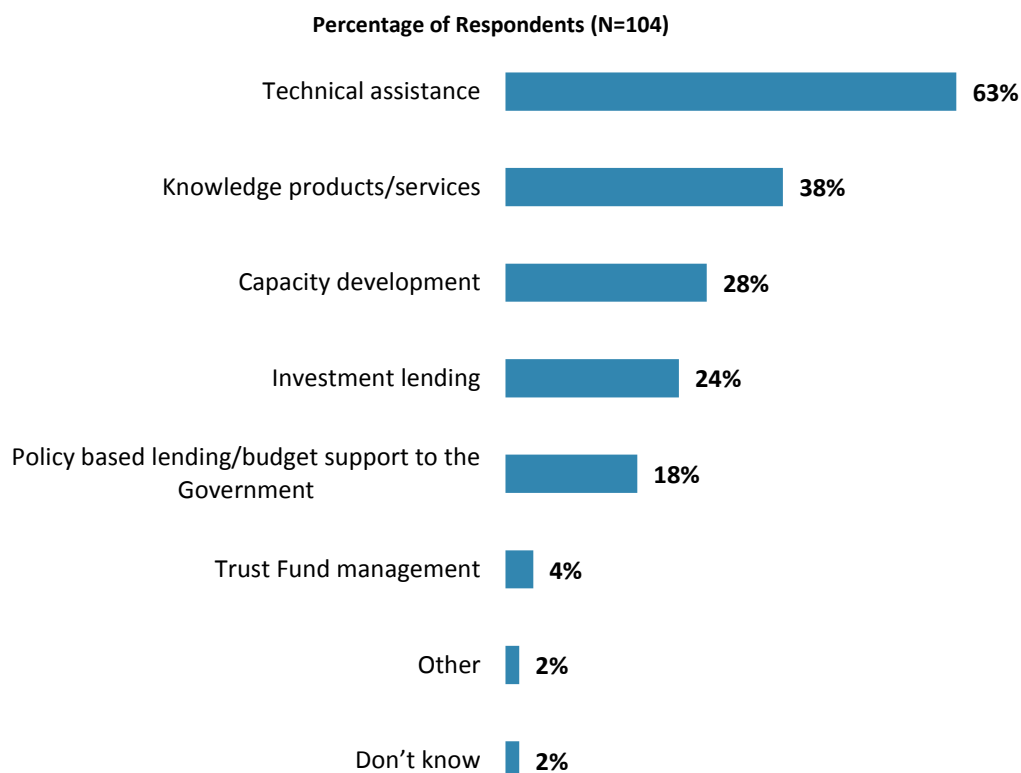
"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank (continued)

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Thailand were “technical assistance” (61%) and “knowledge products/services” (46%).



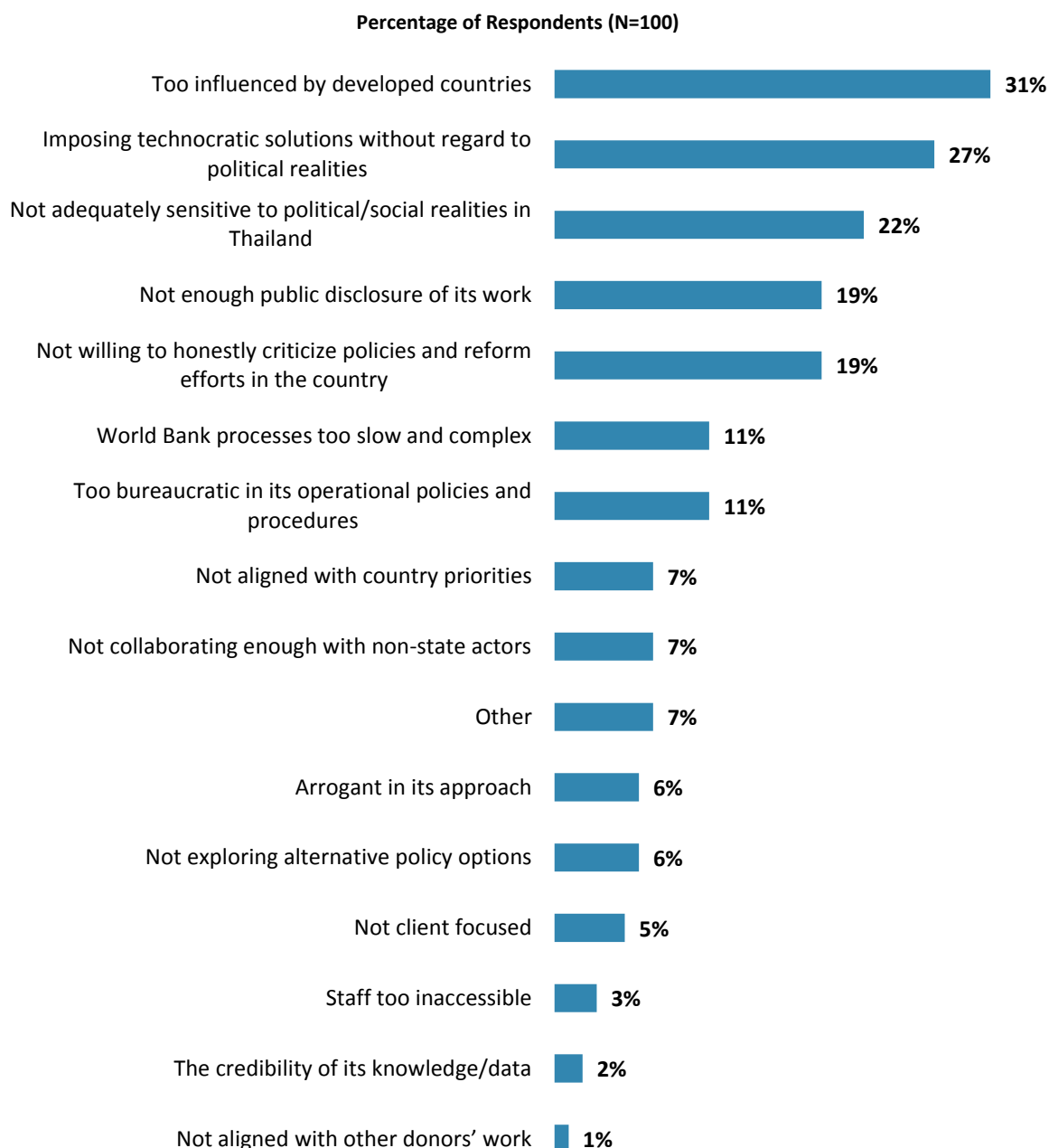
“Which World Bank's instruments do you believe are the MOST effective in reducing poverty in Thailand? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Thailand was "*being too influenced by developed countries*" (33%).

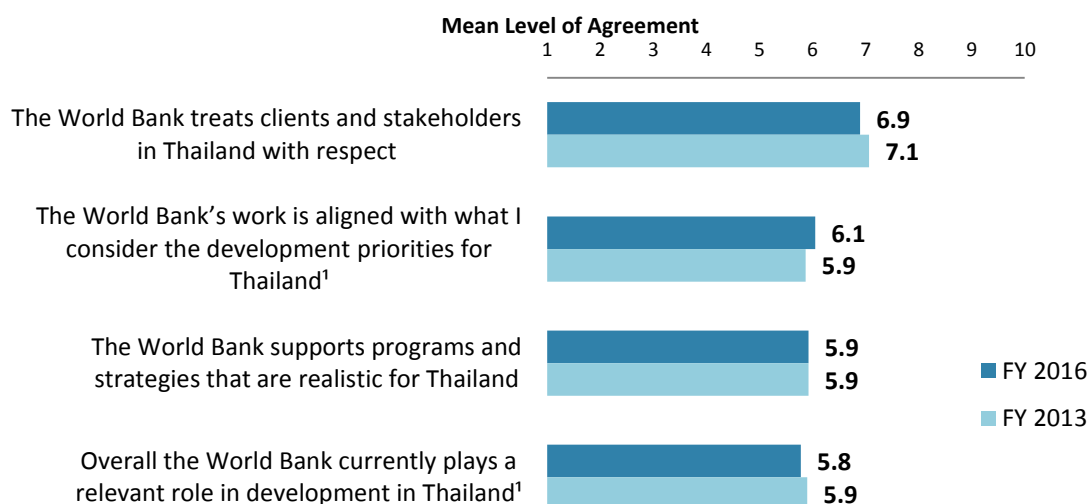


"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. How the World Bank Operates

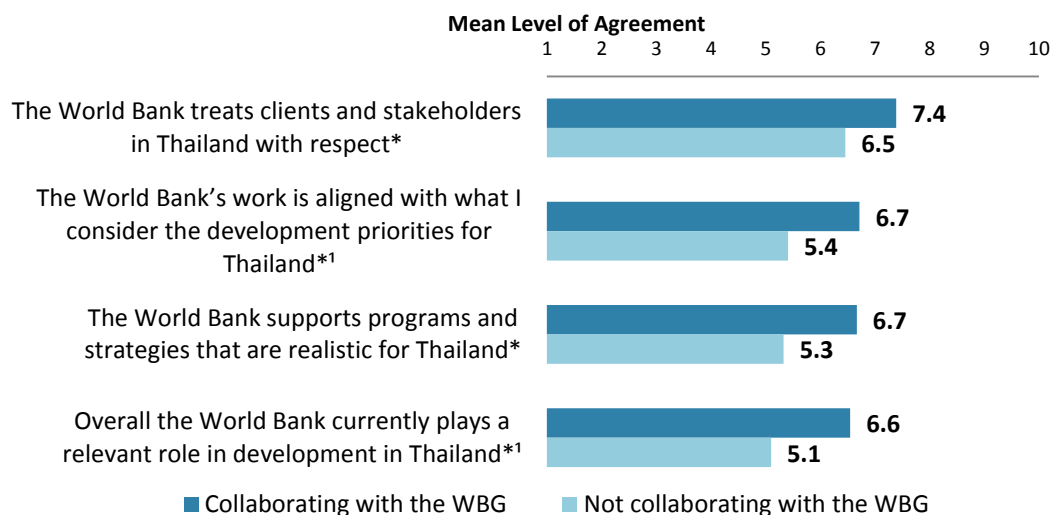
The World Bank's Work in Thailand: Year Comparison³



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

¹Indicator Question

The World Bank's Work in Thailand: Collaboration



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

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

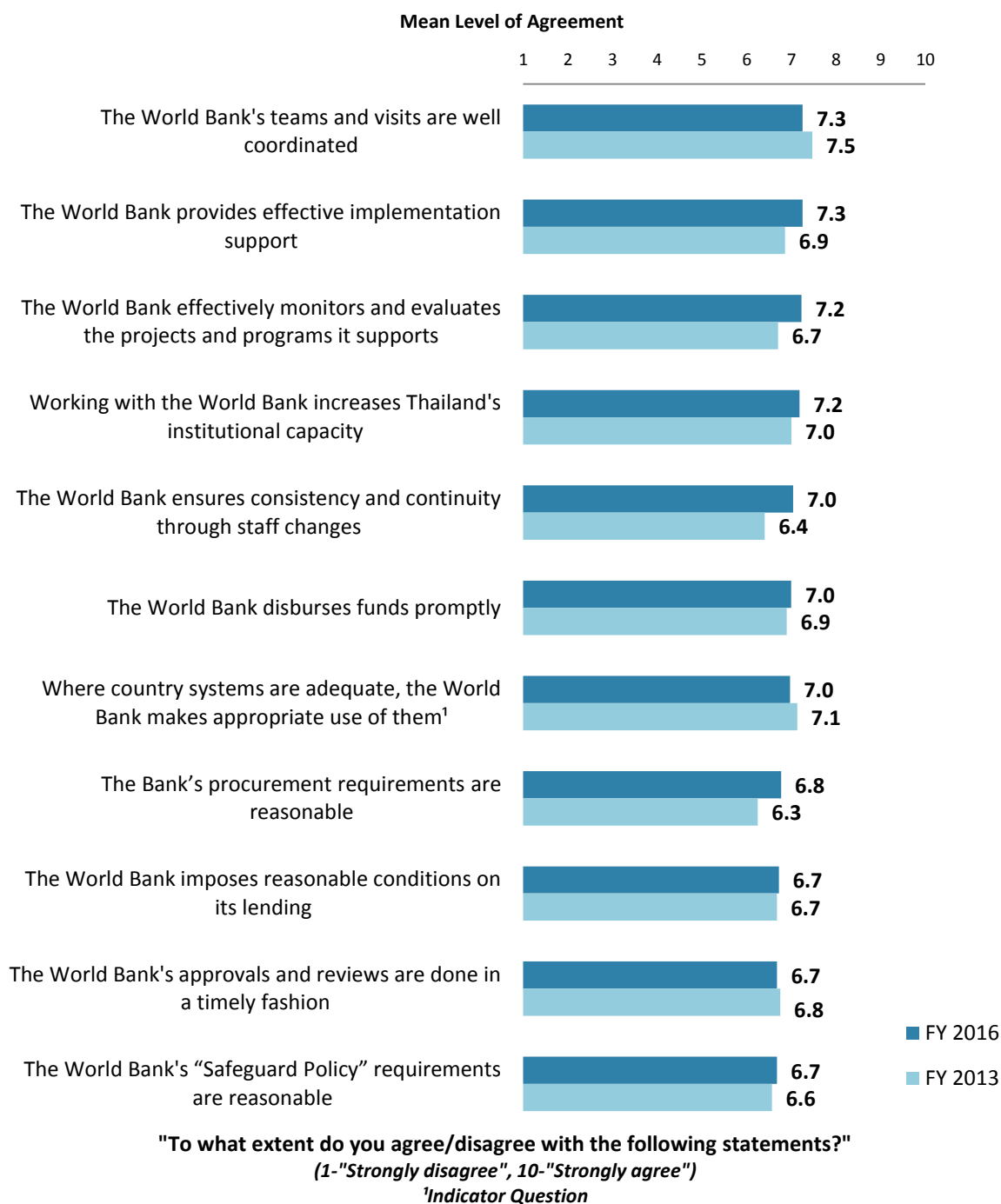
¹Indicator Question

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



VI. How the World Bank Operates (continued)

Overall Perceptions: Year Comparison⁴

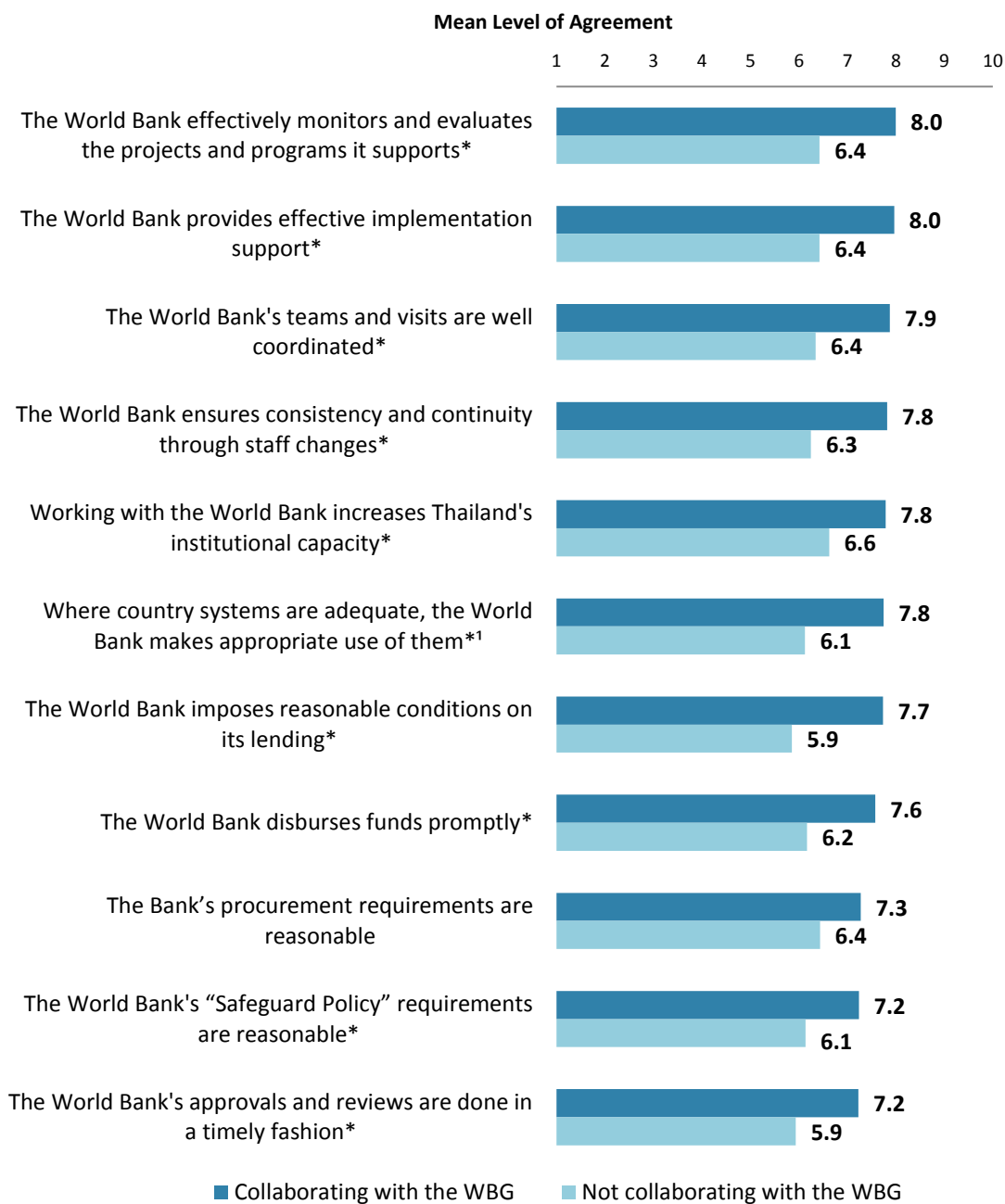


⁴ Means in the chart were calculated based on weighted data.



VI. How the World Bank Operates (continued)

Overall Perceptions: Collaboration

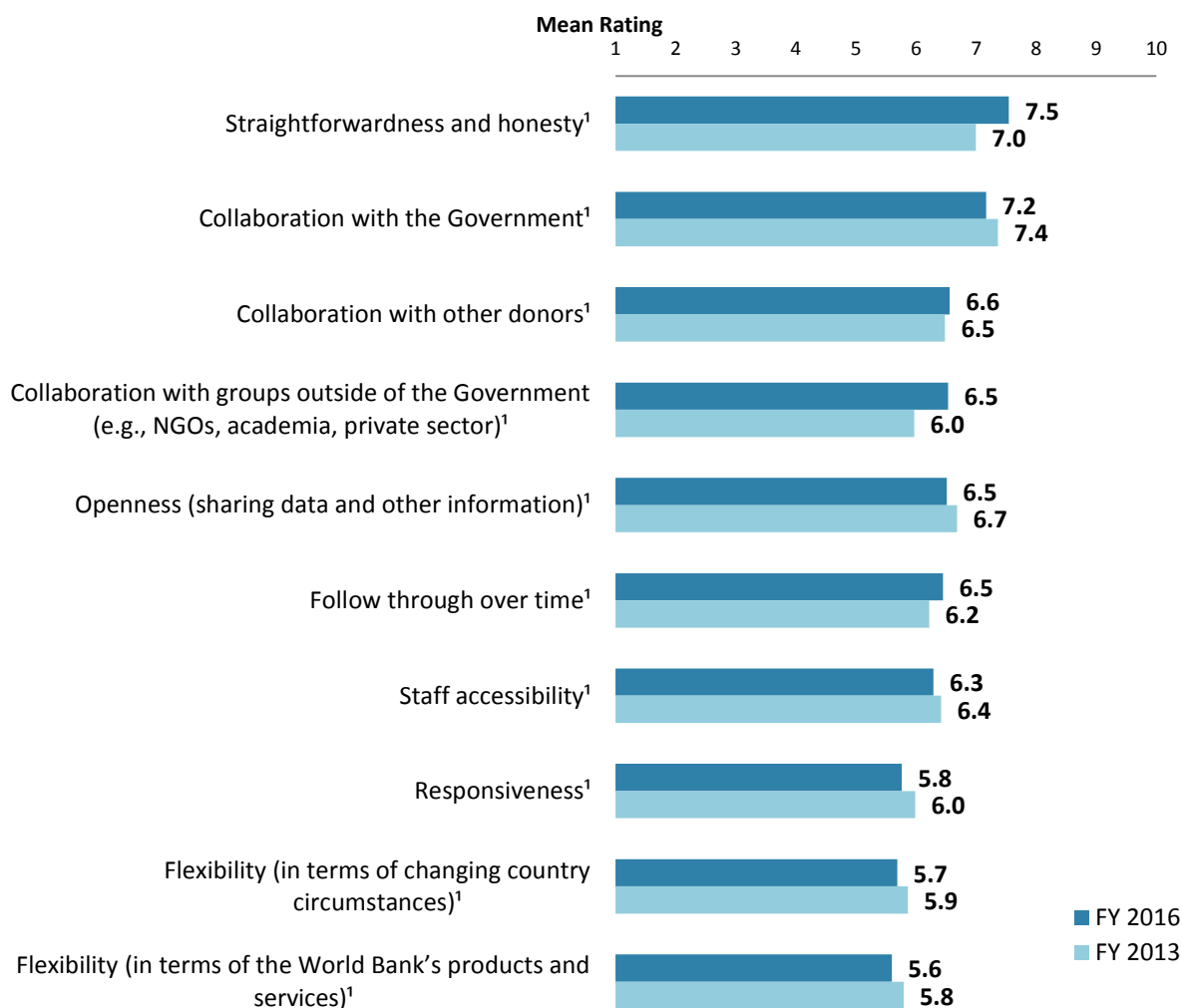


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question



VI. How the World Bank Operates (continued)

The WB as an Effective Development Partner: Year Comparison⁵



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

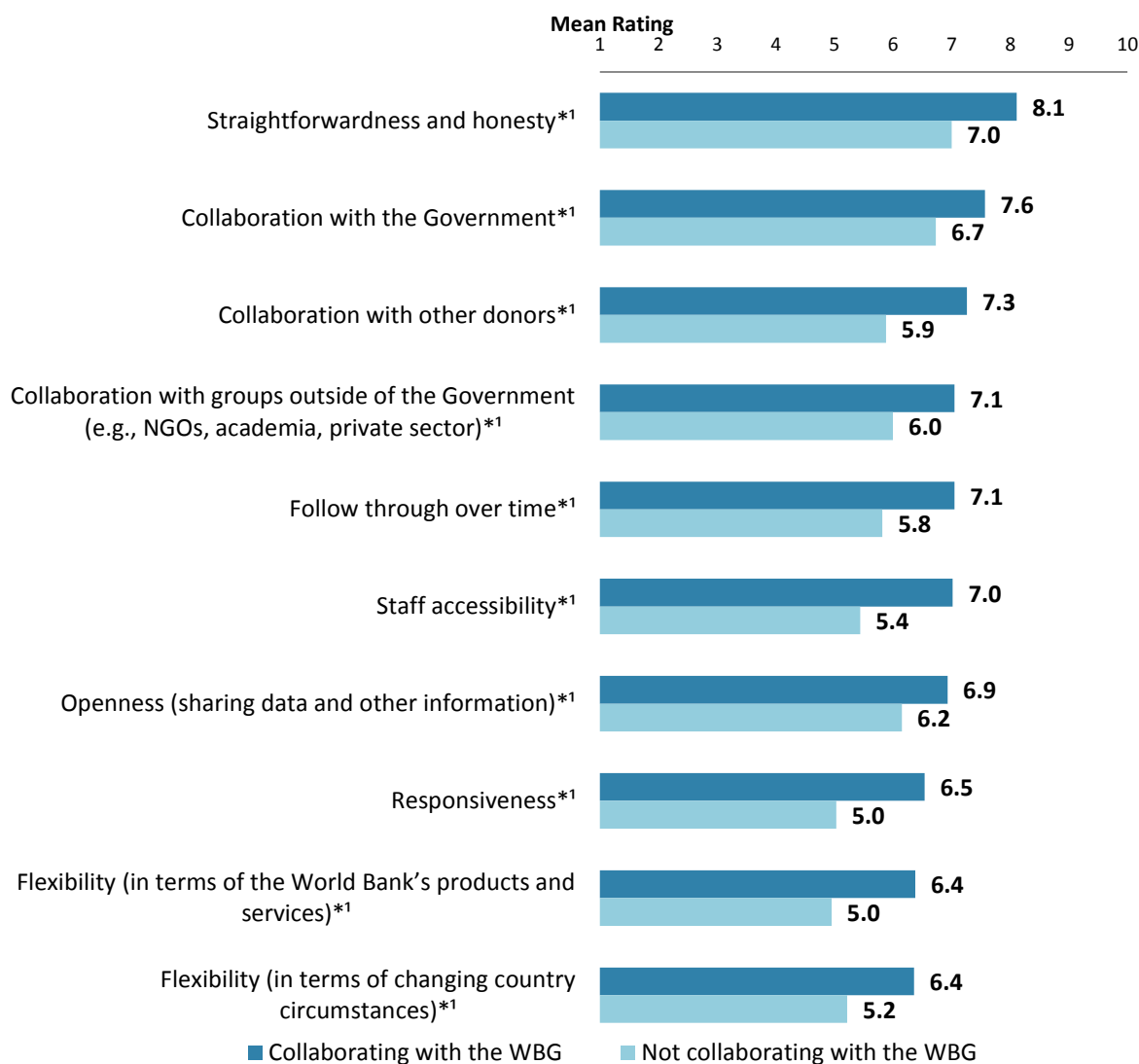
¹Indicator Question

⁵ Means in the chart were calculated based on weighted data.



VI. How the World Bank Operates (continued)

The WB as an Effective Development Partner: Collaboration



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

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

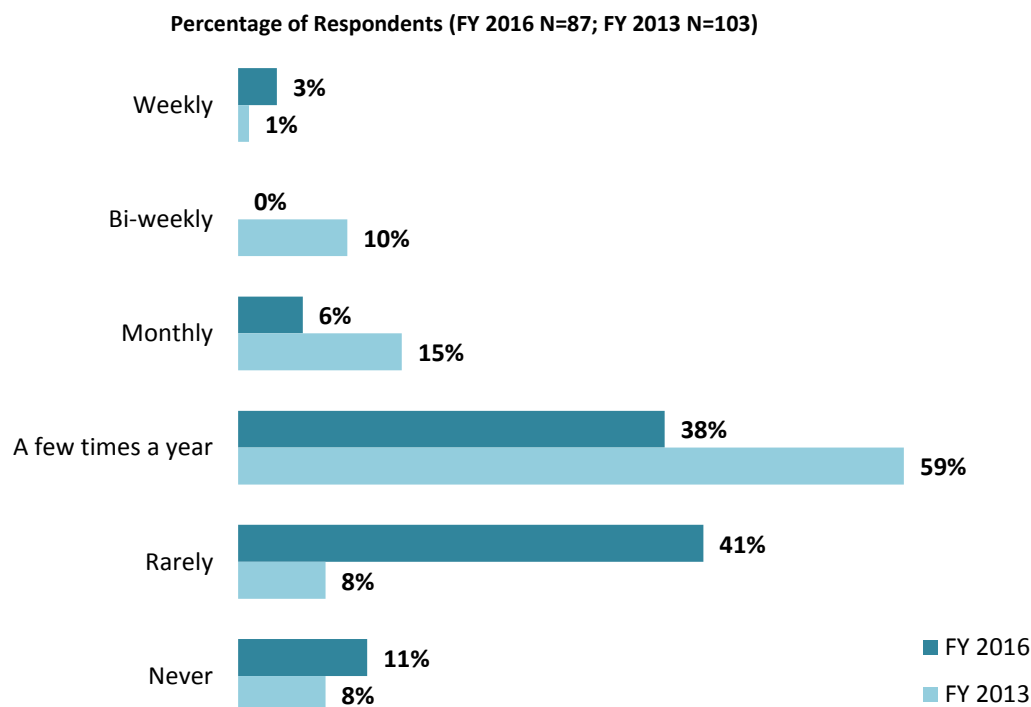
¹Indicator Question



VII. World Bank's Knowledge and Instruments

Frequency of Consulting WB Knowledge Work and Activities⁶

- **Year comparison:** This year's respondents were significantly less likely to consult the WB's knowledge work and activities compared to respondents in the previous FY'13 Country Survey.



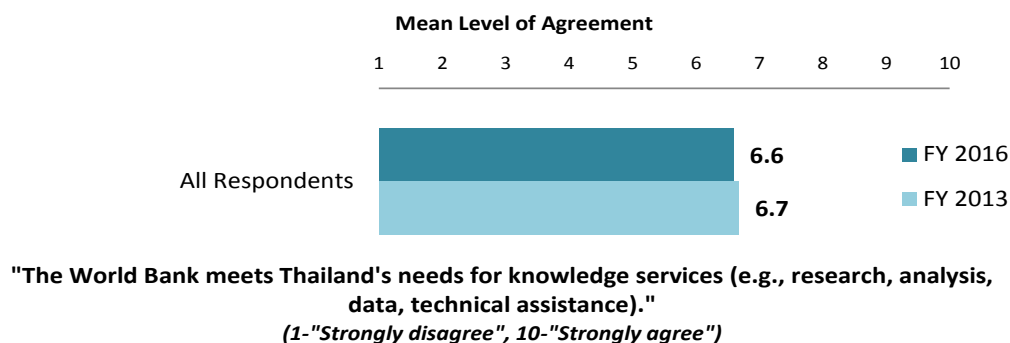
"How frequently do you consult World Bank knowledge work and activities in the work you do?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

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

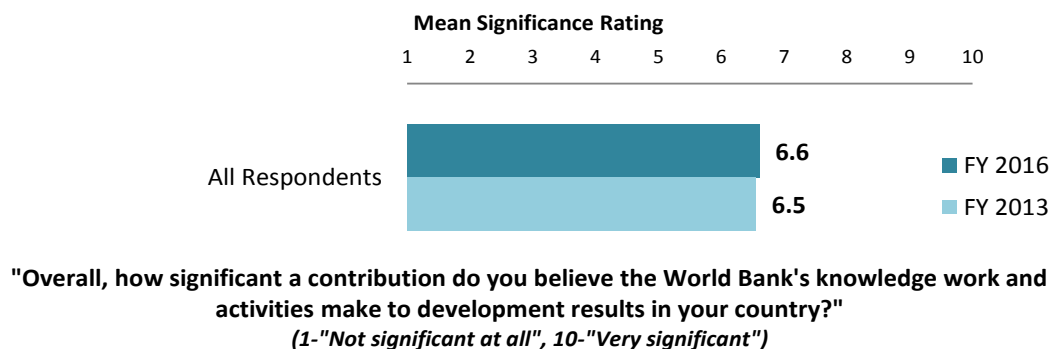


VII. World Bank's Knowledge and Instruments (continued)

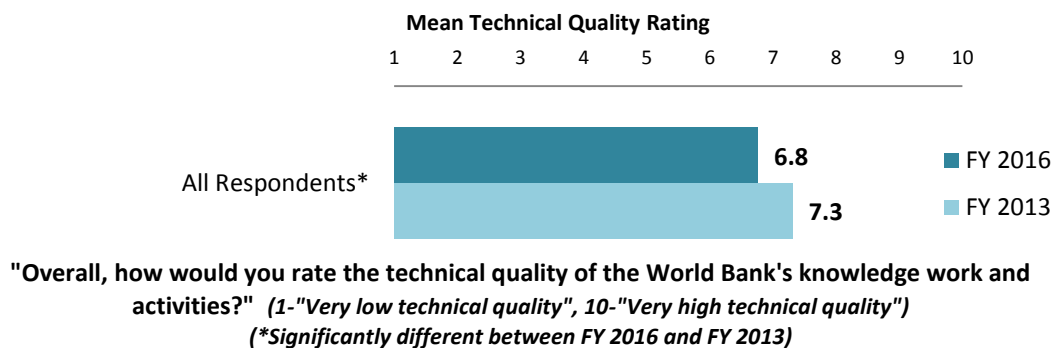
Meeting Thailand's Knowledge Needs⁷ (Indicator Question)



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



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

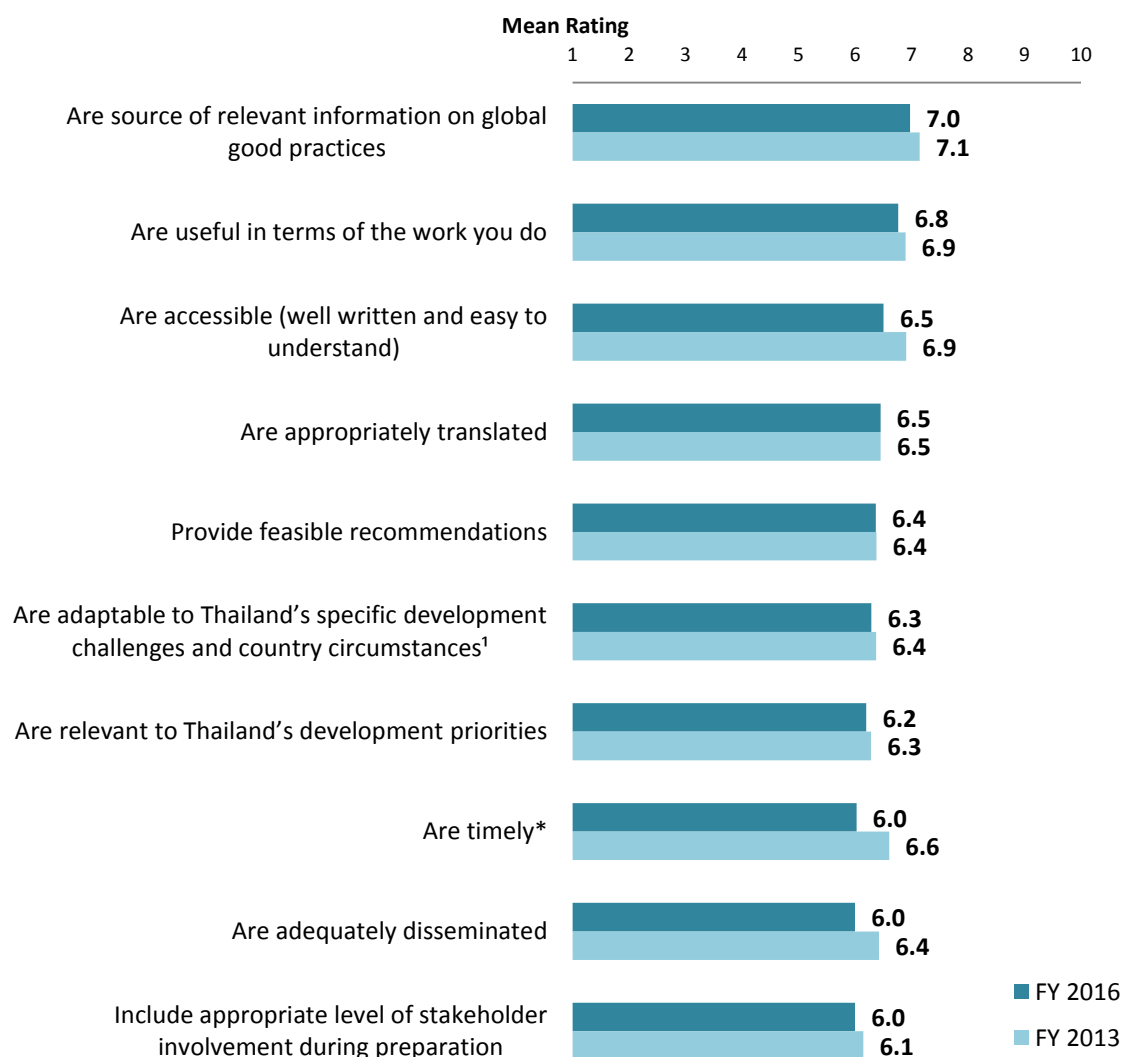


⁷ Means in the charts on this page were calculated based on weighted data.



VII. World Bank's Knowledge and Instruments (continued)

Qualities of the WB's Knowledge Work and Activities⁸



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

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

(*Significantly different between FY 2016 and FY 2013)

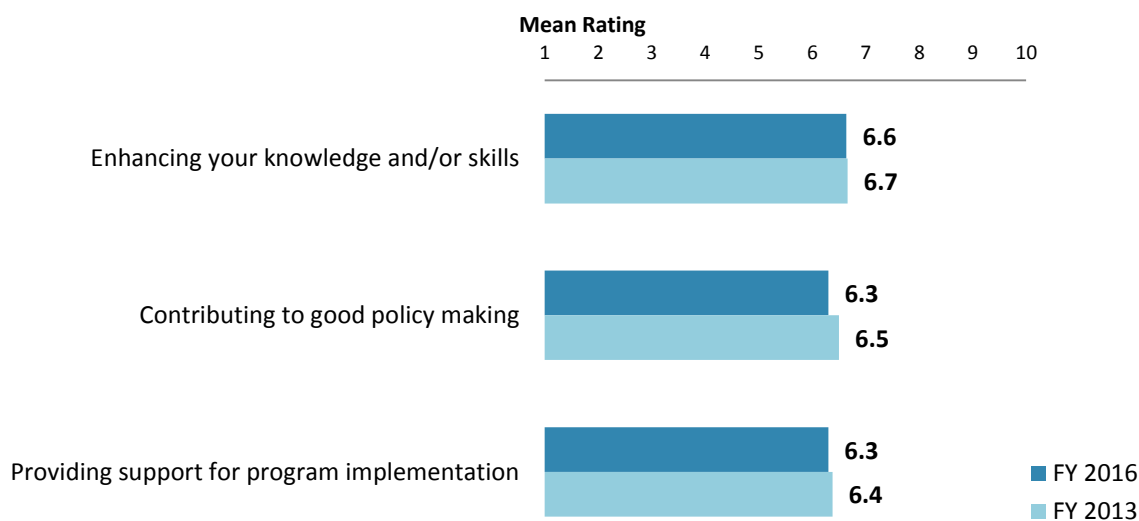
¹Indicator Question

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



VII. World Bank's Knowledge and Instruments (continued)

Effectiveness of the WB's Knowledge Work and Activities⁹



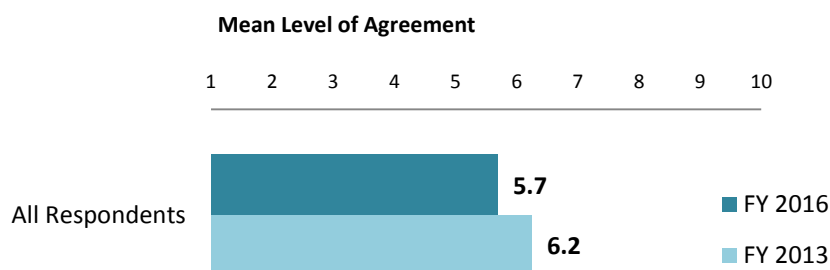
"In Thailand, how effective do you believe the World Bank's knowledge work and activities are:"
(1-"Not effective at all", 10-"Very effective")

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



VII. World Bank's Knowledge and Instruments (continued)

Meeting Thailand's Needs for Financial Instruments¹⁰ (*Indicator Question*)



"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Thailand."
(1-"Strongly disagree", 10-"Strongly agree")

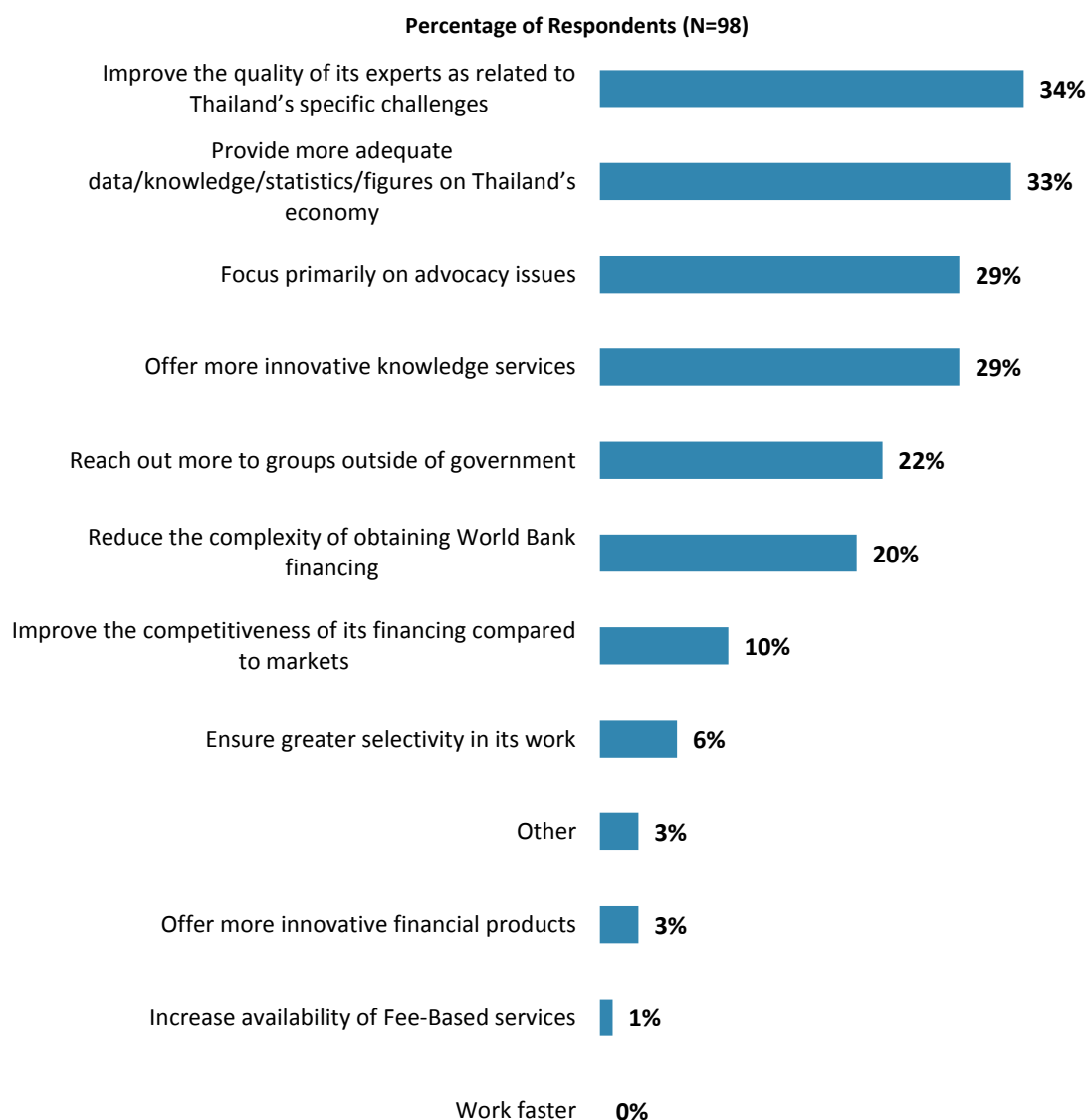
¹⁰ Means in the chart were calculated based on weighted data.



VIII. The Future Role of the World Bank in Thailand

Making the World Bank of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*offer more innovative knowledge services*” (36%) and “*improve the quality of its experts as related to Thailand’s specific challenges*” (35%) to make itself of greater value in Thailand.

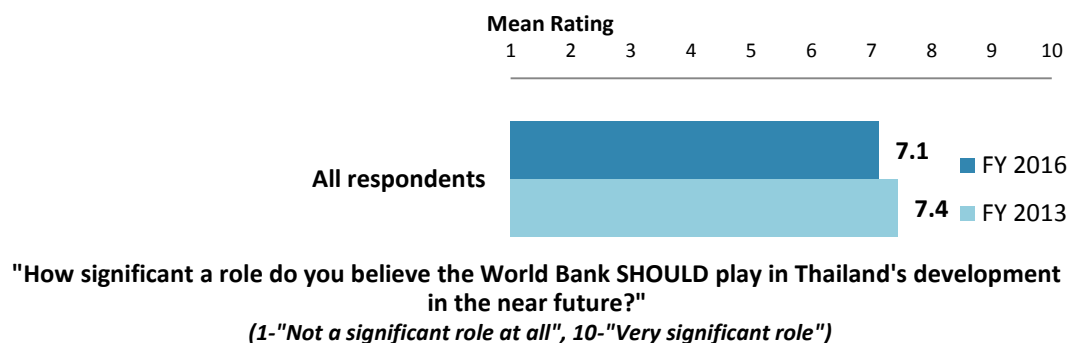


"Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

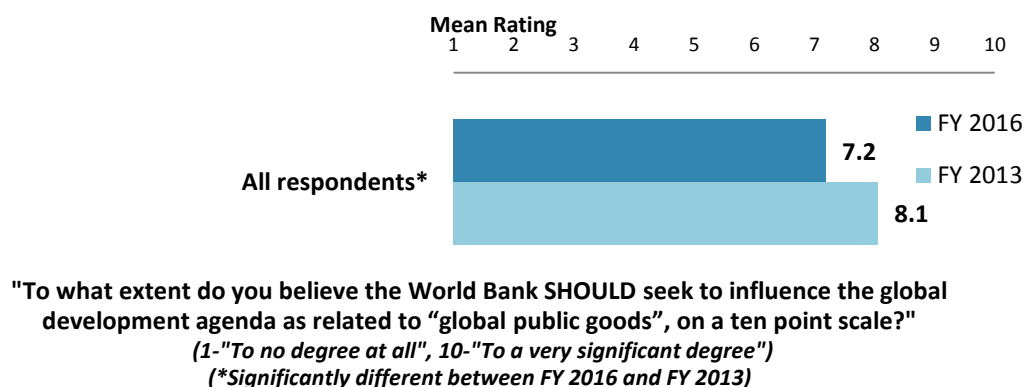


VIII. The Future Role of the WB in Thailand (continued)

Future Role of the World Bank¹¹



The World Bank's Influence on Global Development Agenda



¹¹ Means in the charts on this page were calculated based on weighted data.

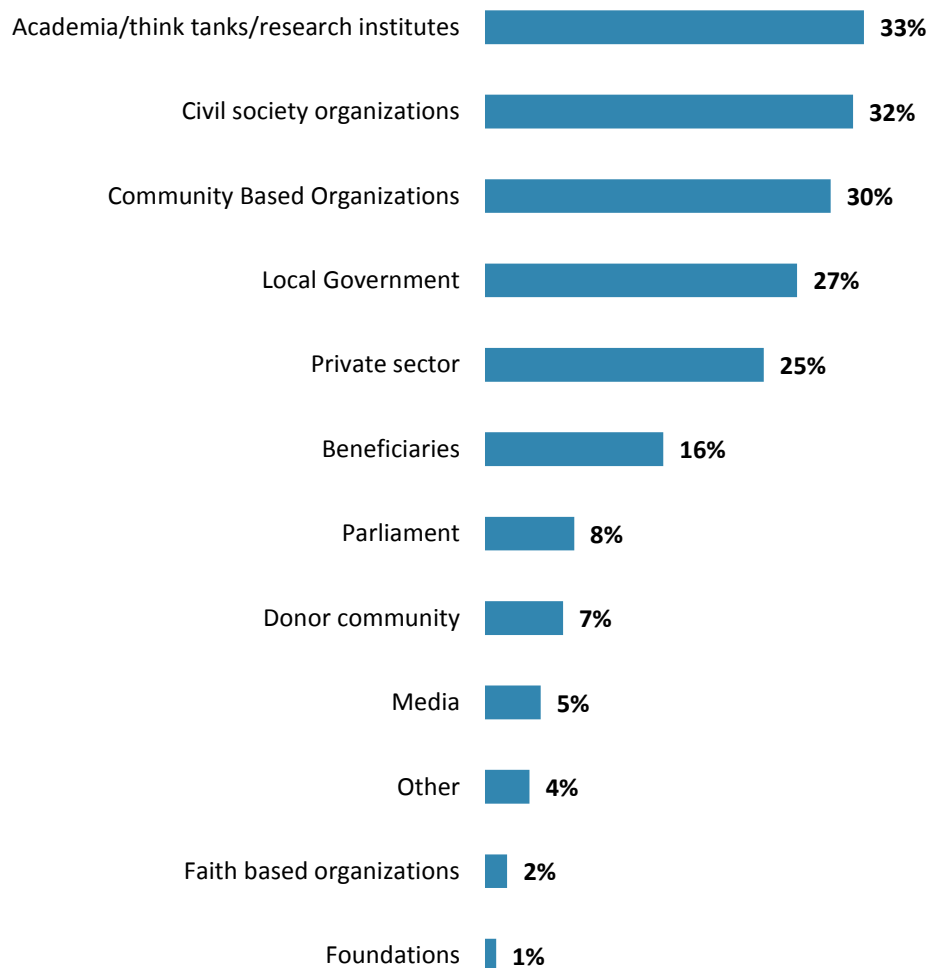


VIII. The Future Role of the WB in Thailand (continued)

The World Bank Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*civil society organizations*” (36%), “*academia/think tanks/research institutes*” (35%), and “*local government*” (33%) to ensure better development results in Thailand.

Percentage of Respondents (N=102)



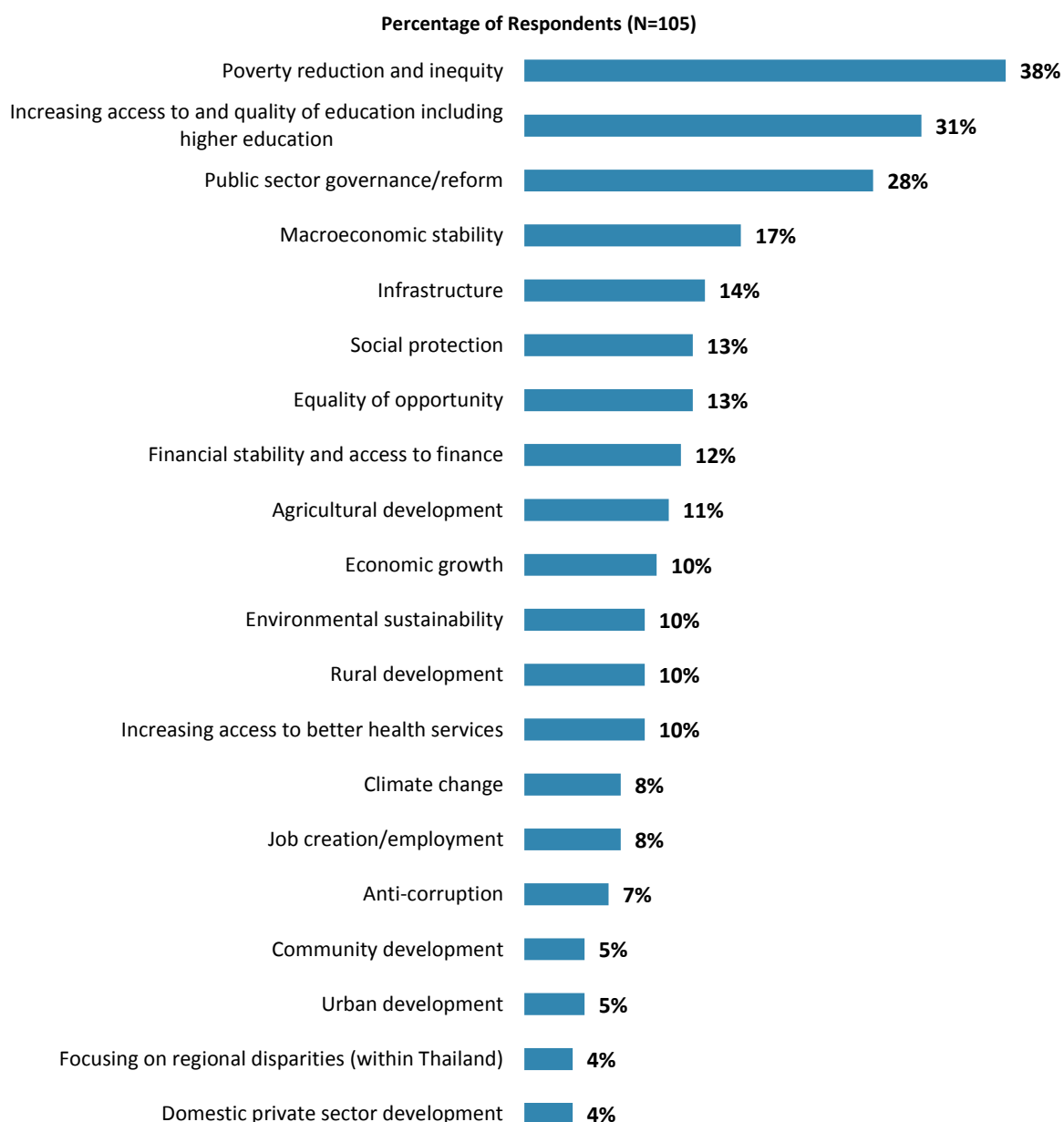
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



VIII. The Future Role of the WB in Thailand (continued)

Where the World Bank Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*public sector governance/reform*” (43%), “*poverty reduction and inequity*” (35%), and “*increasing access to and quality of education including higher education*” (22%).



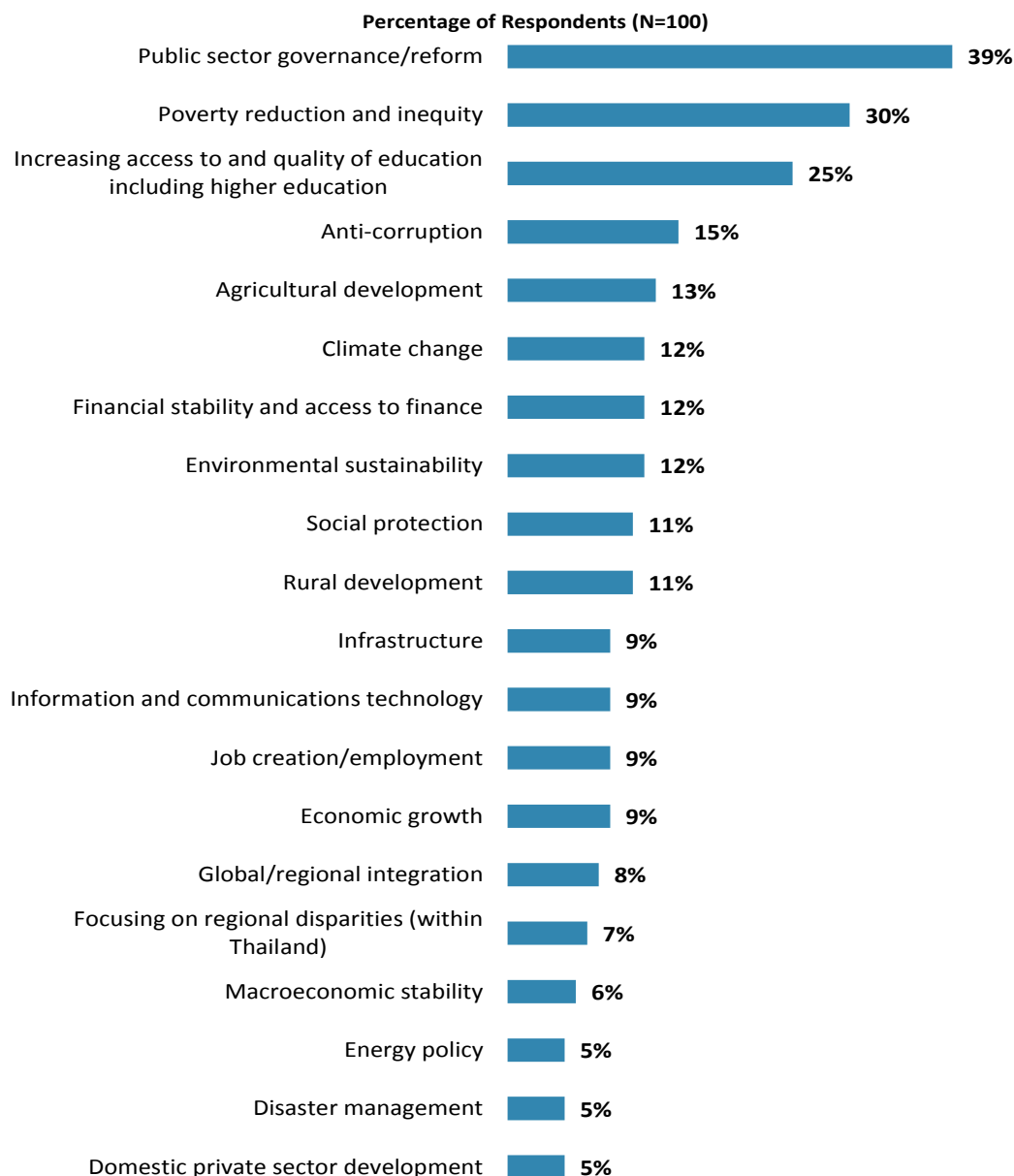
“When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the WB should focus most of its resources in Thailand? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



VIII. The Future Role of the WB in Thailand (continued)

Where the World Bank Should Focus its Knowledge Work

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its knowledge work on “*public sector governance/reform*” (48%), “*anti corruption*” (31%), and “*increasing access to and quality of education including higher education*” (21%).



“When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list.
Responses combined. Top 20 of 33 response options shown)

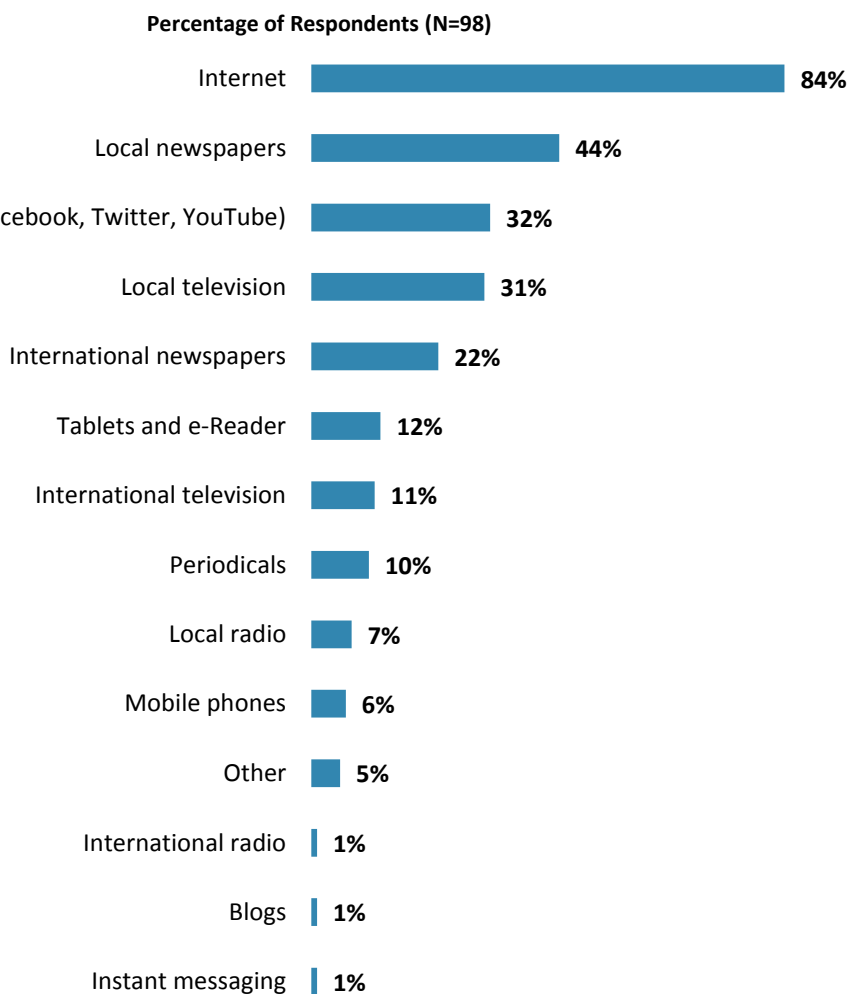


IX. Communication and Outreach

Note: When considering the World Bank's future outreach with key constituencies, please see Appendix B (page 52) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Thailand from “*the Internet*” (74%), “*local newspapers*” (70%), and “*local television*” (36%).



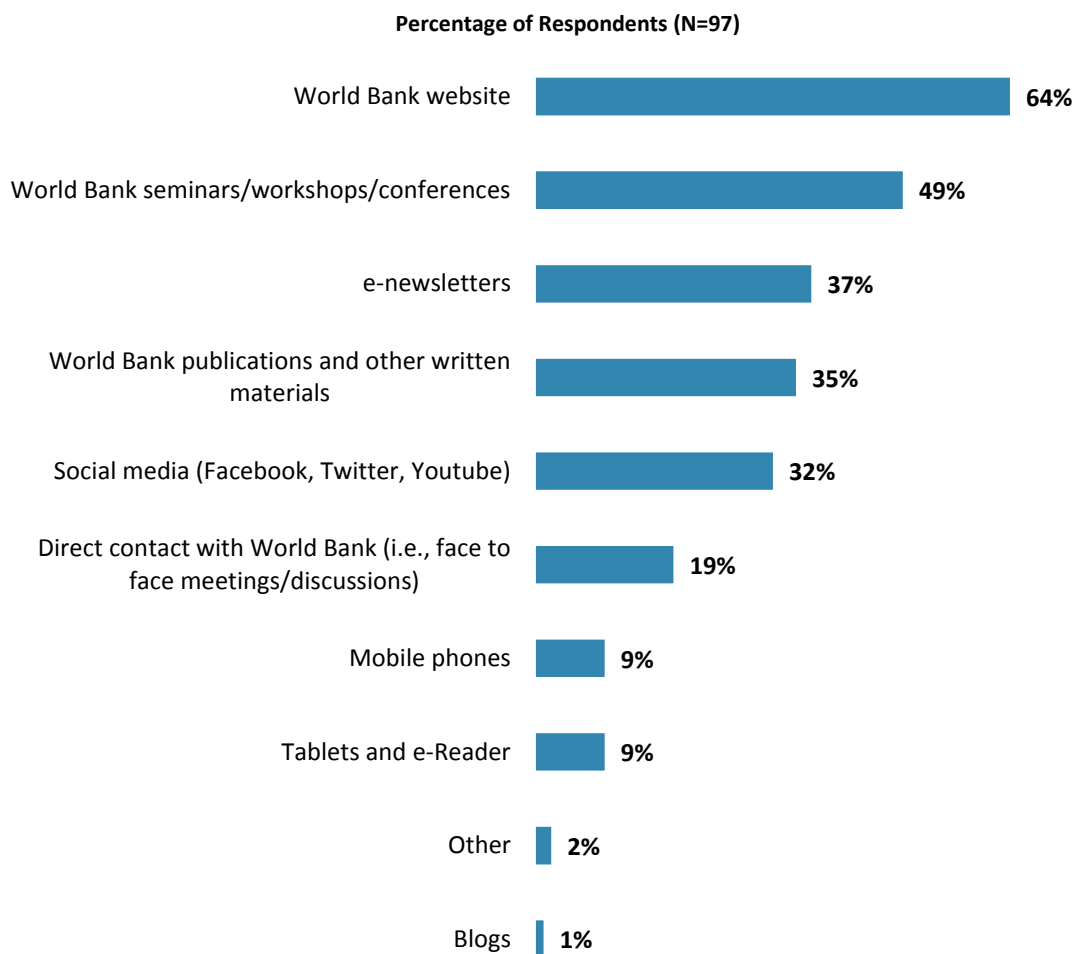
"How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “*website*” (68%) and “*World Bank seminars/workshops/conference*” (57%).



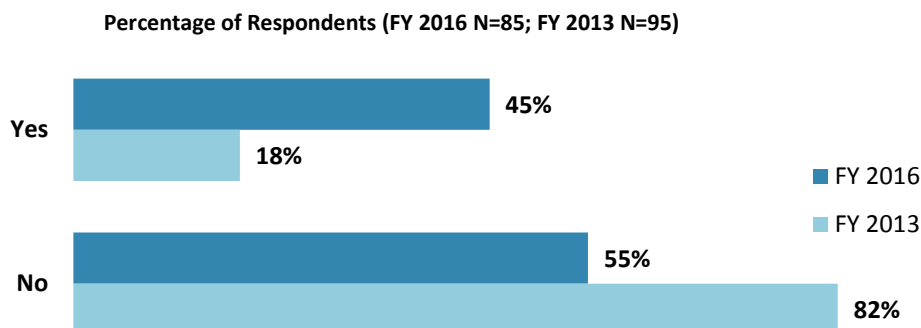
**"How would you prefer to receive information from the World Bank?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



IX. Communication and Outreach (continued)

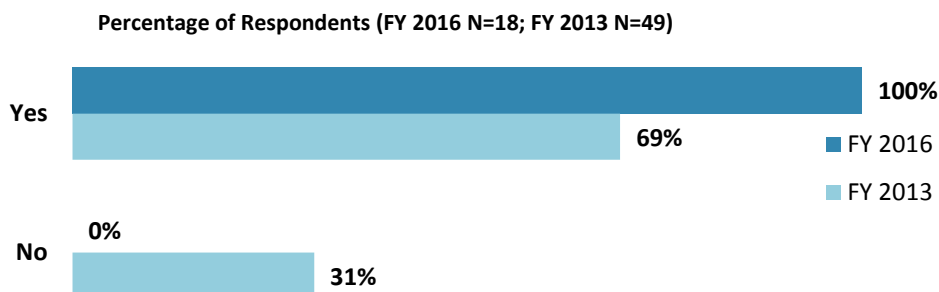
Access to Information¹²

- **Year comparison:** This year's respondents were significantly more aware of the WB's Access to Information Policy than the respondents in the previous FY'13 Country Survey.



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

- **Year comparison:** This year's respondents were significantly more likely to be able to identify a point of contact at the WB than the respondents in the previous FY'13 Country Survey.



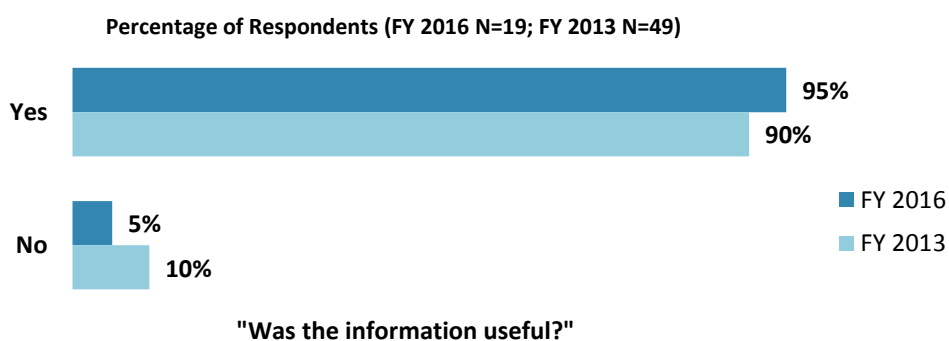
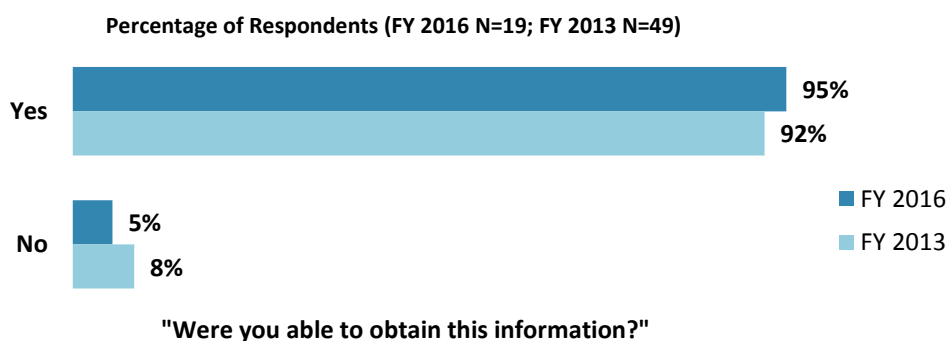
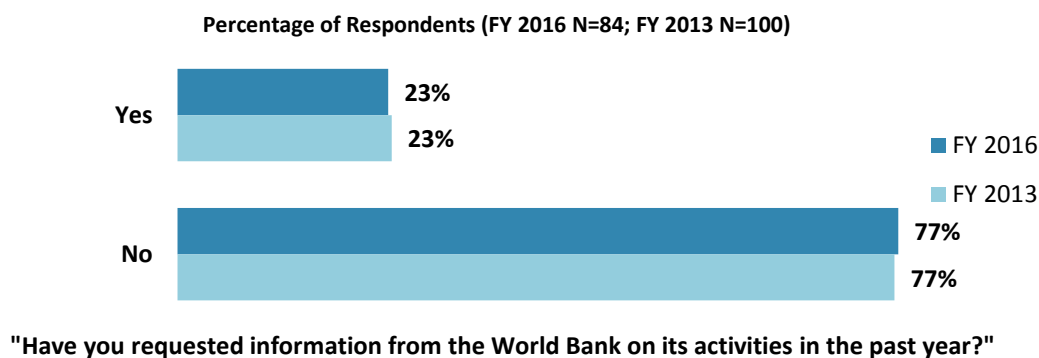
"Were you able to identify a point of contact at the World Bank?"

¹² Percentages presented in the charts on this page were calculated based on weighted data.



IX. Communication and Outreach (continued)

Access to Information¹³



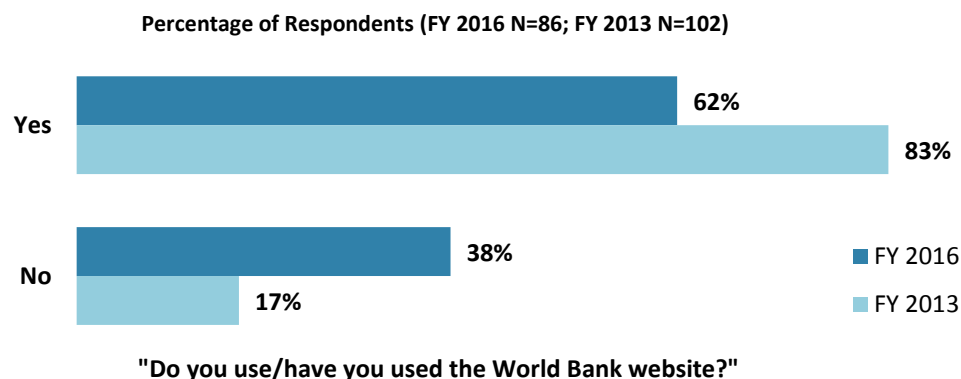
¹³ Percentages presented in the charts on this page were calculated based on weighted data.



IX. Communication and Outreach (continued)

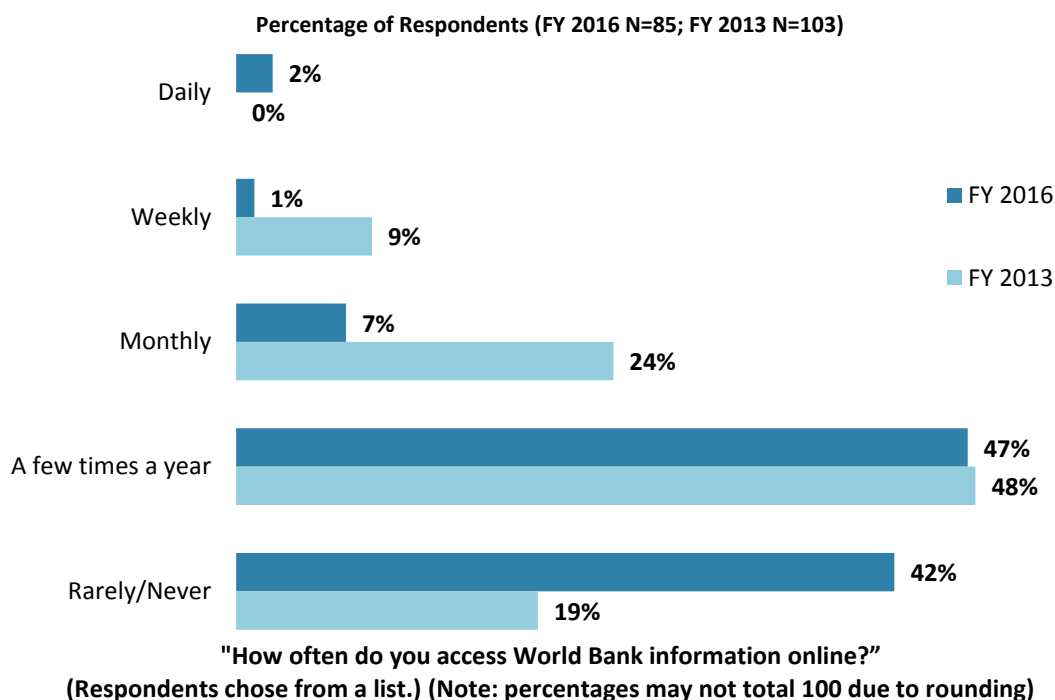
The WB Website Usage¹⁴

- **Year comparison:** This year's respondents were significantly less likely to use/have used the WB website than the respondents in the previous FY'13 Country Survey.



Frequency of Accessing WB Information Online

- **Year comparison:** This year's respondents accessed World Bank information online significantly less frequently than the respondents in the previous FY'13 Country Survey.

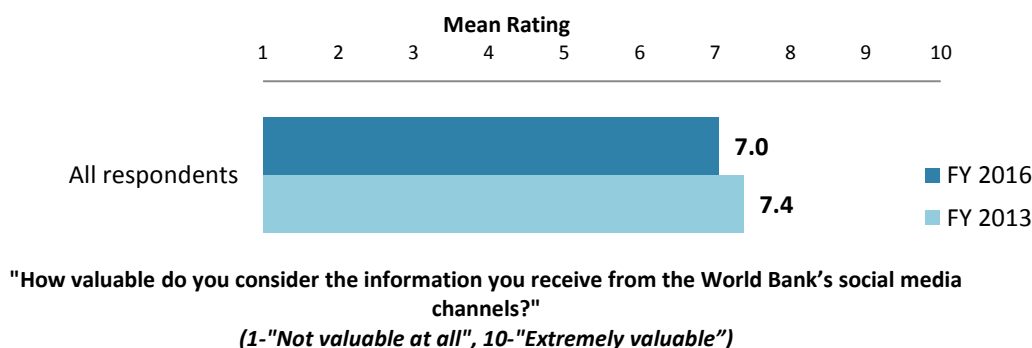


¹⁴ Percentages presented in the charts on the page were calculated based on weighted data.

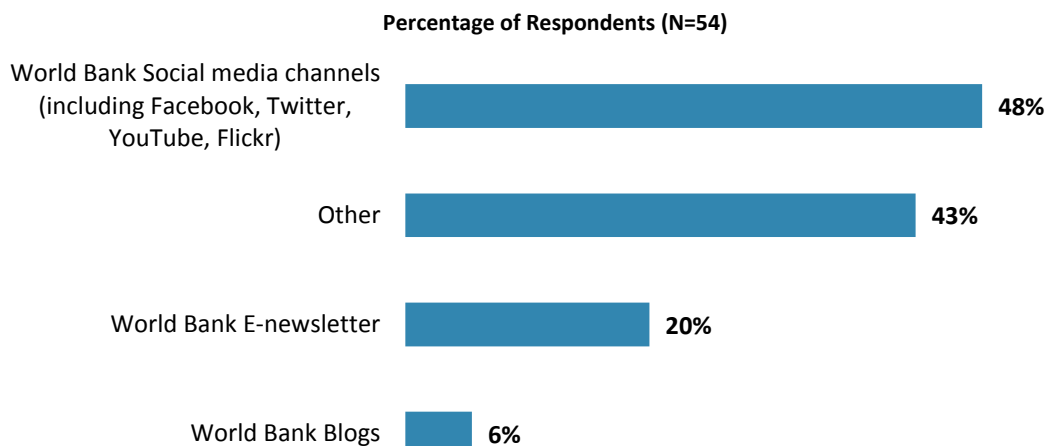


IX. Communication and Outreach (continued)

Value of the WB's Social Media Channels¹⁵



- **Year comparison:** In the previous FY'13 Country Survey, respondents were most likely to subscribe to "World Bank e-newsletters" (54%). Only 16% of respondents then were subscribed to "World Bank social media channels."



"Which of the following World Bank e-services are you currently subscribed to (Choose all that apply)?" (Respondents chose from a list.)

¹⁵ Means in the chart were calculated based on weighted data.



XI. Appendices

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Thailand





Appendix A: Responses to All Questions across All Respondents (N=108)

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 Thailand

| 1. Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=103) |
|--|--|
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 44.7% |
| Poverty reduction and inequity | 43.7% |
| Increasing access to and quality of education including higher education | 28.2% |
| Anti-corruption | 27.2% |
| Infrastructure | 15.5% |
| Political stability | 14.6% |
| Environmental sustainability | 14.6% |
| Conflict resolution | 12.6% |
| Social protection (e.g., pensions, targeted social assistance) | 11.7% |
| Agricultural development | 8.7% |
| Increasing access to better health services | 6.8% |
| Equality of opportunity (i.e., equity) | 6.8% |
| Job creation/employment | 5.8% |
| Economic growth (trade and exports) | 5.8% |
| Rural development | 4.9% |
| Focusing on regional disparities (within Thailand) | 4.9% |
| Information and communications technology | 3.9% |
| Financial stability and access to finance | 3.9% |
| Natural resource management (e.g., oil, gas, mining) | 2.9% |
| Climate change (e.g., mitigation, adaptation) | 2.9% |
| Disaster management | 2.9% |
| Transport (e.g., roads, bridges, transportation) | 1.9% |
| Global/regional integration | 1.9% |
| Gender | 1.9% |
| Water and sanitation | 1.9% |
| Macroeconomic stability | 1.9% |
| Domestic private sector development | 1.9% |
| Urban development | 1.9% |
| Energy policy | 1.9% |
| Food security | 1.0% |
| Regulatory framework | 1.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 1.0% |
| Community development | 1.0% |

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

| 2. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Thailand? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=103) |
|--|--|
| Increasing access to and quality of education including higher education | 42.7% |
| Job creation/employment | 28.2% |
| Agricultural development | 25.2% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20.4% |
| Anti-corruption | 13.6% |
| Rural development | 13.6% |
| Increasing access to better health services | 11.7% |
| Environmental sustainability | 10.7% |
| Social protection (e.g., pensions, targeted social assistance) | 9.7% |
| Equality of opportunity (i.e., equity) | 9.7% |
| Focusing on regional disparities (within Thailand) | 8.7% |
| Infrastructure | 7.8% |
| Community development | 7.8% |
| Financial stability and access to finance | 6.8% |
| Climate change (e.g., mitigation, adaptation) | 6.8% |
| Economic growth (trade and exports) | 6.8% |
| Conflict resolution | 4.9% |
| Transport (e.g., roads, bridges, transportation) | 3.9% |
| Domestic private sector development | 3.9% |
| Global/regional integration | 2.9% |
| Gender | 2.9% |
| Macroeconomic stability | 2.9% |
| Food security | 2.9% |
| Water and sanitation | 1.9% |
| Natural resource management (e.g., oil, gas, mining) | 1.9% |
| Political stability | 1.9% |
| Regulatory framework | 1.0% |
| Information and communications technology | 1.0% |
| Energy policy | 1.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 1.0% |
| Urban development | 0.0% |
| Disaster management | 0.0% |

Please note: response option "poverty reduction and inequity" was not included in the analysis of the answers to this question.

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

| 3. 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 Thailand? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=102) |
|---|--|
| Education and training that better ensure job opportunity | 34.3% |
| Better opportunity for the poor who live in rural areas | 29.4% |
| Greater access to micro-finance for the poor | 29.4% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 19.6% |
| Consistent economic growth | 17.6% |
| Greater access to health and nutrition for citizens | 13.7% |
| Greater equity of fiscal policy | 11.8% |
| Better quality public services | 10.8% |
| Better opportunity for the poor who live in urban areas | 8.8% |
| More reliable social safety net | 6.9% |
| A growing middle class | 4.9% |
| Greater voice and participation for citizens to help ensure greater accountability | 3.9% |
| Other | 2.9% |
| Better employment opportunities for young people | 2.0% |
| Better employment opportunities for women | 1.0% |

B. Overall Attitudes toward the World Bank

| Familiarity | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. How familiar are you with the work of the World Bank in Thailand, on a ten point scale? (1-Not familiar at all, 10-Extremely familiar) | 107 | 0 | 6.40 | 2.01 |

| Effectiveness* | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale? (1-Not effective at all, 10-Very effective) | 96 | 11 | 6.62 | 1.91 |

| Staff Preparedness | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 96 | 11 | 6.91 | 1.61 |

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

| 4. When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=105) |
|---|--|
| Poverty reduction and inequity | 38.1% |
| Increasing access to and quality of education including higher education | 31.4% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 27.6% |
| Macroeconomic stability | 17.1% |
| Infrastructure | 14.3% |
| Social protection (e.g., pensions, targeted social assistance) | 13.3% |
| Equality of opportunity (i.e., equity) | 13.3% |
| Financial stability and access to finance | 12.4% |
| Agricultural development | 11.4% |
| Economic growth (trade and exports) | 10.5% |
| Environmental sustainability | 9.5% |
| Rural development | 9.5% |
| Increasing access to better health services | 9.5% |
| Climate change (e.g., mitigation, adaptation) | 7.6% |
| Job creation/employment | 7.6% |
| Anti-corruption | 6.7% |
| Community development | 4.8% |
| Urban development | 4.8% |
| Focusing on regional disparities (within Thailand) | 3.8% |
| Domestic private sector development | 3.8% |
| Disaster management | 3.8% |
| Transport (e.g., roads, bridges, transportation) | 3.8% |
| Food security | 3.8% |
| Conflict resolution | 3.8% |
| Political stability | 2.9% |
| Water and sanitation | 2.9% |
| Information and communications technology | 2.9% |
| Gender | 2.9% |
| Regulatory framework | 1.9% |
| Natural resource management (e.g., oil, gas, mining) | 1.9% |
| Global/regional integration | 1.9% |
| Energy policy | 1.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% |

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

| 5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand? | Percentage of Respondents (N=94) | | |
|--|----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Financial resources: policy based lending/budget support to the Government | 17.0% | 14.9% | 31.9% |
| Policy advice | 12.8% | 12.8% | 25.5% |
| Studies/analyses/reports | 8.5% | 13.8% | 22.3% |
| Training/capacity building | 9.6% | 12.8% | 22.3% |
| Technical assistance | 14.9% | 6.4% | 21.3% |
| Data and knowledge | 8.5% | 11.7% | 20.2% |
| Financial resources: investment lending | 8.5% | 5.3% | 13.8% |
| Convening/facilitating | 5.3% | 6.4% | 11.7% |
| Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing) | 5.3% | 5.3% | 10.6% |
| Donor coordination | 3.2% | 6.4% | 9.6% |
| Mobilizing third party financial resources | 5.3% | 2.1% | 7.4% |
| Other | 1.1% | 2.1% | 3.2% |

| 6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=100) |
|--|---|
| Too influenced by developed countries | 31.0% |
| Imposing technocratic solutions without regard to political realities | 27.0% |
| Not adequately sensitive to political/social realities in Thailand | 22.0% |
| Not enough public disclosure of its work | 19.0% |
| Not willing to honestly criticize policies and reform efforts in the country | 19.0% |
| World Bank processes too slow and complex | 11.0% |
| Too bureaucratic in its operational policies and procedures | 11.0% |
| Not aligned with country priorities | 7.0% |
| Not collaborating enough with non-state actors | 7.0% |
| Other | 7.0% |
| Arrogant in its approach | 6.0% |
| Not exploring alternative policy options | 6.0% |
| Not client focused | 5.0% |
| Staff too inaccessible | 3.0% |
| The credibility of its knowledge/data | 2.0% |
| Not aligned with other donors' work | 1.0% |

| 7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=104) |
|---|---|
| Technical assistance (advice, best practice, international experience, etc.) | 62.5% |
| Knowledge products/services (analytical work, reports, studies, surveys, etc.) | 38.5% |
| Capacity development | 27.9% |
| Investment lending (financing specific projects) | 24.0% |
| Policy based lending/budget support to the Government | 18.3% |
| Trust Fund management | 3.8% |
| Other | 1.9% |
| Don't know | 1.9% |

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

| Influencing the Global Development Agenda | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 100 | 2 | 7.24 | 1.65 |

| 9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=102) |
|---|--|
| Academia/think tanks/research institutes | 33.3% |
| Civil society organizations | 32.4% |
| Community Based Organizations (CBOs) | 30.4% |
| Local Government | 27.5% |
| Private sector | 24.5% |
| Beneficiaries | 15.7% |
| Parliament | 7.8% |
| Donor community | 6.9% |
| Media | 4.9% |
| Other | 3.9% |
| Faith based organizations | 2.0% |
| Foundations | 1.0% |

| To what extent do you agree with the following statements about the World Bank’s work in Thailand, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|---------------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 10. Overall the World Bank currently plays a relevant role in development in Thailand* | 95 | 7 | 5.92 | 1.80 |
| 11. The World Bank’s work is aligned with what I consider the development priorities for Thailand* | 93 | 8 | 6.15 | 1.81 |
| 12. The World Bank supports programs and strategies that are realistic for Thailand | 92 | 9 | 6.09 | 1.91 |
| 13. The World Bank treats clients and stakeholders in Thailand with respect* | 88 | 12 | 6.99 | 2.08 |

| To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|---|---------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 14. Responsiveness* | 88 | 10 | 5.85 | 1.88 |
| 15. Flexibility (in terms of the World Bank’s products and services)* | 89 | 11 | 5.71 | 1.81 |
| 16. Flexibility (in terms of changing country circumstances)* | 89 | 11 | 5.83 | 1.71 |
| 17. Openness (sharing data and other information)* | 90 | 10 | 6.59 | 1.84 |
| 18. Staff accessibility* | 83 | 15 | 6.31 | 1.82 |
| 19. Straightforwardness and honesty* | 87 | 12 | 7.59 | 1.83 |
| 20. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)* | 83 | 16 | 6.54 | 1.80 |
| 21. Collaboration with the Government* | 83 | 16 | 7.17 | 1.64 |
| 22. Collaboration with other donors* | 70 | 30 | 6.59 | 1.63 |
| 23. Follow through over time | 82 | 18 | 6.49 | 1.80 |

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

| 24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=100) |
|--|--|
| There is not an adequate level of citizen/civil society participation | 36.0% |
| The World Bank is not sensitive enough to political/social realities on the ground | 30.0% |
| Political pressures and obstacles | 27.0% |
| The World Bank does not do adequate follow through/follow-up | 23.0% |
| Lack of/inadequate levels of capacity in Government | 20.0% |
| Reforms are not well thought out in light of country challenges | 20.0% |
| The Government works inefficiently | 16.0% |
| The World Bank works too slowly | 10.0% |
| Other | 4.0% |

C. World Bank's Effectiveness and Results

| Achieving Development Results* | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 1. To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? (1-To no degree at all, 10-To a very significant degree) | 91 | 8 | 6.38 | 1.60 |

| To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 2. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand* | 78 | 24 | 5.95 | 1.94 |
| 3. The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 94 | 8 | 6.66 | 1.94 |

D. The World Bank's Knowledge Work and Activities

| 1. How frequently do you consult World Bank knowledge work and activities in the work you do? | Percentage of Respondents (N=100) |
|--|--|
| Weekly | 3.0% |
| Bi-weekly | 3.0% |
| Monthly | 6.0% |
| A few times a year | 35.0% |
| Rarely | 38.0% |
| Never | 15.0% |

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

| 2. When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=100) |
|---|--|
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 39.0% |
| Poverty reduction and inequity | 30.0% |
| Increasing access to and quality of education including higher education | 25.0% |
| Anti-corruption | 15.0% |
| Agricultural development | 13.0% |
| Climate change (e.g., mitigation, adaptation) | 12.0% |
| Financial stability and access to finance | 12.0% |
| Environmental sustainability | 12.0% |
| Social protection (e.g., pensions, targeted social assistance) | 11.0% |
| Rural development | 11.0% |
| Infrastructure | 9.0% |
| Information and communications technology | 9.0% |
| Job creation/employment | 9.0% |
| Economic growth (trade and exports) | 9.0% |
| Global/regional integration | 8.0% |
| Focusing on regional disparities (within Thailand) | 7.0% |
| Macroeconomic stability | 6.0% |
| Energy policy | 5.0% |
| Disaster management | 5.0% |
| Domestic private sector development | 5.0% |
| Increasing access to better health services | 5.0% |
| Community development | 4.0% |
| Equality of opportunity (i.e., equity) | 4.0% |
| Urban development | 4.0% |
| Transport (e.g., roads, bridges, transportation) | 3.0% |
| Political stability | 3.0% |
| Food security | 3.0% |
| Natural resource management (e.g., oil, gas, mining) | 3.0% |
| Gender | 2.0% |
| Conflict resolution | 1.0% |
| Regulatory framework | 1.0% |
| Water and sanitation | 1.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% |

| In Thailand, how effective do you believe the World Bank's knowledge work and activities are: (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|--|----------------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 3. Enhancing your knowledge and/or skills | 88 | 11 | 6.67 | 1.86 |
| 4. Contributing to good policy making | 86 | 13 | 6.41 | 1.92 |
| 5. Providing support for program implementation | 83 | 15 | 6.41 | 1.80 |

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

| In Thailand, to what extent do you believe that the World Bank's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|----|------|------|
| | N | DK | Mean | SD |
| 6. Are timely | 83 | 11 | 6.08 | 1.75 |
| 7. Include appropriate level of stakeholder involvement during preparation | 78 | 16 | 6.08 | 1.79 |
| 8. Are relevant to Thailand's development priorities | 82 | 13 | 6.28 | 1.81 |
| 9. Provide feasible recommendations | 88 | 9 | 6.47 | 1.77 |
| 10. Are accessible (well written and easy to understand) | 85 | 11 | 6.54 | 1.96 |
| 11. Are source of relevant information on global good practices | 88 | 9 | 7.05 | 1.90 |
| 12. Are useful in terms of the work you do | 89 | 8 | 6.75 | 2.10 |
| 13. Are adequately disseminated | 88 | 9 | 6.07 | 2.25 |
| 14. Are appropriately translated | 75 | 22 | 6.39 | 2.05 |
| 15. Are adaptable to Thailand's specific development challenges and country circumstances* | 84 | 13 | 6.33 | 1.95 |

| Overall Evaluations | N | DK | Mean | SD |
|---|----|----|------|------|
| 16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?* (1-Not significant at all, 10-Very significant) | 89 | 8 | 6.69 | 1.66 |
| 17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?* (1-Very low technical quality, 10-Very high technical quality) | 86 | 12 | 6.88 | 1.68 |

E. Working with the World Bank

| To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank disburses funds promptly | 39 | 58 | 7.18 | 1.86 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports | 54 | 43 | 7.33 | 1.88 |
| 3. The World Bank's approvals and reviews are done in a timely fashion | 49 | 48 | 6.78 | 1.93 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable | 55 | 42 | 6.82 | 1.67 |
| 5. The Bank's procurement requirements are reasonable | 43 | 54 | 6.98 | 1.93 |
| 6. The World Bank imposes reasonable conditions on its lending | 46 | 49 | 6.87 | 1.88 |
| 7. Working with the World Bank increases Thailand's institutional capacity | 72 | 25 | 7.25 | 1.65 |
| 8. The World Bank ensures consistency and continuity through staff changes | 59 | 38 | 7.19 | 1.76 |
| 9. The World Bank's teams and visits are well coordinated | 50 | 47 | 7.36 | 1.84 |
| 10. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them* | 40 | 57 | 7.15 | 1.82 |
| 11. The World Bank provides effective implementation support (i.e., supervision of projects) | 61 | 36 | 7.41 | 1.80 |

F. The Future Role of the World Bank in Thailand

| Future Role of the World Bank | N | DK | Mean | SD |
|---|----|----|------|------|
| 1. How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role) | 92 | 3 | 7.18 | 1.70 |

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

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=98) |
|--|---|
| Improve the quality of its experts as related to Thailand's specific challenges | 33.7% |
| Provide more adequate data/knowledge/statistics/figures on Thailand's economy | 32.7% |
| Focus primarily on advocacy issues | 28.6% |
| Offer more innovative knowledge services | 28.6% |
| Reach out more to groups outside of government | 22.4% |
| Reduce the complexity of obtaining World Bank financing | 20.4% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms) | 10.2% |
| Ensure greater selectivity in its work | 6.1% |
| Other | 3.1% |
| Offer more innovative financial products | 3.1% |
| Increase availability of Fee-Based services | 1.0% |
| Work faster | 0.0% |

G. Communication and Information Sharing

| 1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=98) |
|---|---|
| Internet | 83.7% |
| Local newspapers | 43.9% |
| Social media (Facebook, Twitter, YouTube) | 31.6% |
| Local television | 30.6% |
| International newspapers | 22.4% |
| Tablets and e-Reader | 12.2% |
| International television | 11.2% |
| Periodicals | 10.2% |
| Local radio | 7.1% |
| Mobile phones | 6.1% |
| Other | 5.1% |
| International radio | 1.0% |
| Blogs | 1.0% |
| Instant messaging | 1.0% |

| 2. How would you prefer to receive information from the World Bank? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=97) |
|--|---|
| World Bank website | 63.9% |
| World Bank seminars/workshops/conferences | 49.5% |
| e-newsletters | 37.1% |
| World Bank publications and other written materials | 35.1% |
| Social media (Facebook, Twitter, Youtube) | 32.0% |
| Direct contact with World Bank (i.e., face to face meetings/discussions) | 18.6% |
| Mobile phones | 9.3% |
| Tablets and e-Reader | 9.3% |
| Other | 2.1% |
| Blogs | 1.0% |

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

| 3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions? | Percentage of Respondents (N=98) |
|---|----------------------------------|
| Yes | 44.9% |
| No | 55.1% |

| 4. Do you use/have you used the World Bank website? | Percentage of Respondents (N=99) |
|---|----------------------------------|
| Yes | 60.6% |
| No | 39.4% |

| 5. Have you requested information from the World Bank on its activities in the past year? | Percentage of Respondents (N=97) |
|---|----------------------------------|
| Yes | 20.6% |
| No | 79.4% |

| 6. Were you able to identify a point of contact at the World Bank? | Percentage of Respondents (N=19) |
|--|----------------------------------|
| Yes | 100.0% |
| No | 0.0% |

| 7. Were you able to obtain the requested information? | Percentage of Respondents (N=20) |
|---|----------------------------------|
| Yes | 95.0% |
| No | 5.0% |

| 8. Was the information useful? | Percentage of Respondents (N=20) |
|--------------------------------|----------------------------------|
| Yes | 95.0% |
| No | 5.0% |

| 9. How often do you access World Bank information online? | Percentage of Respondents (N=98) |
|---|----------------------------------|
| Daily | 2.0% |
| Weekly | 1.0% |
| Monthly | 8.2% |
| A few times a year | 43.9% |
| Rarely/Never | 44.9% |

| Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 10. I use/consult World Bank data more currently than I did a few years ago | 82 | 14 | 4.76 | 2.64 |
| 11. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 83 | 15 | 5.54 | 2.76 |
| 12. The World Bank is responsive to my information requests and inquiries | 62 | 33 | 5.89 | 2.74 |

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

| 13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply) | Percentage of Respondents (Responses Combined; N=54) |
|---|--|
| World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr) | 48.1% |
| Other | 42.6% |
| World Bank E-newsletter | 20.4% |
| World Bank Blogs | 5.6% |

| Value of the World Bank's Social Media Channels | N | DK | Mean | SD |
|--|----|----|------|------|
| 14. How valuable do you consider the information you receive from the World Bank's social media channels? (1-Not valuable at all, 10-Extremely valuable) | 53 | 7 | 7.23 | 1.67 |

H. Background Information

| 1. Which of the following best describes your current position? (Please mark only ONE response) | Percentage of Respondents (N=107) |
|--|-----------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 25.2% |
| Academia/Research Institute/Think Tank | 24.3% |
| Private Sector Organization | 8.4% |
| Media (Press, Radio, TV, Web, etc.) | 8.4% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) | 7.5% |
| Consultant/Contractor working on World Bank supported Project/Program | 4.7% |
| Private Foundation | 4.7% |
| Other | 4.7% |
| Project Management Unit (PMU) overseeing implementation of project | 2.8% |
| Financial Sector/Private Bank | 2.8% |
| Office of the Prime Minister | 1.9% |
| Civil Society Organization | 1.9% |
| Office of Parliamentarian | 0.9% |
| Local Government Office or Staff | 0.9% |
| Multilateral Agency | 0.9% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Please mark only ONE response) | Percentage of Respondents (N=105) |
|--|--|
| Education | 23.8% |
| Economic policy | 11.4% |
| Financial markets/banking | 10.5% |
| Natural resource management/environmental sustainability | 8.6% |
| Other | 8.6% |
| Health/communicable/non-communicable diseases | 6.7% |
| Law and justice/regulatory framework | 5.7% |
| Climate change/disaster management | 3.8% |
| Public sector governance/anti-corruption | 3.8% |
| Agriculture/rural development/food security | 2.9% |
| Private sector development/foreign direct investment | 2.9% |
| Water and sanitation | 2.9% |
| Public financial management | 2.9% |
| Social protection | 1.9% |
| Energy | 1.0% |
| Information and communications technology | 1.0% |
| Transport | 1.0% |
| Urban development | 1.0% |

| 3. Currently, do you professionally collaborate/work with the World Bank in your country? | Percentage of Respondents (N=104) |
|--|--|
| Yes | 50.0% |
| No | 50.0% |

| 4. Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=103) |
|---|--|
| Use World Bank reports/data | 47.6% |
| Engage in World Bank related/sponsored events/activities | 38.8% |
| Use World Bank website for information, data, research, etc. | 33.0% |
| Collaborate on knowledge products | 22.3% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 19.4% |
| Implementing World Bank projects and trust funds | 6.8% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=106) |
|---|--|
| Bangkok and vicinity | 87.7% |
| Northern Thailand | 4.7% |
| Southern Thailand | 3.8% |
| North East Thailand | 3.8% |
| Central Thailand | 0.0% |



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Employee of a Ministry N=27
- PMU/Consultant on WB-supported Project N=8
- Private Sector/Financial Sector/Private Bank N=12
- CSO N=7
- Media N=9
- Independent Government Institution N=8
- Academia/Research Institute/Think Tank N=26
- Other N=10

¹⁶ Only 107 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 Thailand

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|---------------------------|--|--|-------|-------|--|--|-------|
| Social protection | 7.7% | 42.9% | 9.1% | 0.0% | 11.1% | 12.5% | 12.5% | 10.0% |
| Transport | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Public sector governance/reform | 26.9% | 14.3% | 54.5% | 71.4% | 44.4% | 50.0% | 62.5% | 40.0% |
| Global/regional integration | 3.8% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 9.1% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Focusing on regional disparities (within Thailand) | 3.8% | 14.3% | 0.0% | 0.0% | 0.0% | 12.5% | 8.3% | 0.0% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 10.0% |
| Anti-corruption | 15.4% | 28.6% | 45.5% | 28.6% | 33.3% | 25.0% | 33.3% | 20.0% |
| Job creation/employment | 7.7% | 14.3% | 18.2% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% |
| Rural development | 3.8% | 14.3% | 0.0% | 0.0% | 22.2% | 0.0% | 4.2% | 0.0% |
| Financial stability and access to finance* | 3.8% | 0.0% | 0.0% | 14.3% | 0.0% | 25.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 14.3% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 19.2% | 28.6% | 0.0% | 14.3% | 22.2% | 0.0% | 12.5% | 10.0% |
| Equality of opportunity | 7.7% | 0.0% | 0.0% | 0.0% | 22.2% | 12.5% | 8.3% | 0.0% |
| Increasing access to better health services | 15.4% | 0.0% | 9.1% | 0.0% | 11.1% | 12.5% | 0.0% | 0.0% |
| Increasing access to and quality of education including higher education | 34.6% | 0.0% | 54.5% | 42.9% | 22.2% | 37.5% | 16.7% | 20.0% |
| Poverty reduction and inequity | 46.2% | 57.1% | 18.2% | 28.6% | 22.2% | 37.5% | 54.2% | 60.0% |
| Energy policy | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% |
| Food security | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% |
| Agricultural development | 7.7% | 0.0% | 0.0% | 14.3% | 0.0% | 25.0% | 16.7% | 0.0% |
| Economic growth | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 20.0% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Infrastructure | 19.2% | 14.3% | 36.4% | 14.3% | 11.1% | 12.5% | 12.5% | 0.0% |
| Natural resource management | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% |
| Disaster management | 7.7% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 18.2% | 0.0% | 0.0% | 0.0% | 4.2% | 10.0% |
| Macroeconomic stability | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 12.5% | 0.0% | 0.0% |
| Political stability | 19.2% | 14.3% | 18.2% | 0.0% | 22.2% | 0.0% | 8.3% | 30.0% |
| Community development | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Conflict resolution | 3.8% | 0.0% | 9.1% | 0.0% | 33.3% | 25.0% | 12.5% | 20.0% |

*Significantly different between stakeholder groups

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

The World Bank Group has committed itself to twin goals: helping countries end extreme poverty by 2030 and boosting shared prosperity. 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 Thailand? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|---------------------------|--|--|-------|-------|--|--|-------|
| Climate change | 3.8% | 0.0% | 0.0% | 28.6% | 22.2% | 0.0% | 4.0% | 11.1% |
| Transport | 3.8% | 0.0% | 9.1% | 0.0% | 22.2% | 0.0% | 0.0% | 0.0% |
| Conflict resolution | 7.7% | 14.3% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% |
| Global/regional integration | 11.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender | 0.0% | 0.0% | 9.1% | 14.3% | 0.0% | 0.0% | 4.0% | 0.0% |
| Domestic private sector development* | 0.0% | 28.6% | 9.1% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% |
| Focusing on regional disparities (within Thailand) | 11.5% | 14.3% | 0.0% | 0.0% | 11.1% | 0.0% | 8.0% | 22.2% |
| Water and sanitation* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 22.2% |
| Anti-corruption* | 7.7% | 0.0% | 36.4% | 42.9% | 33.3% | 0.0% | 8.0% | 0.0% |
| Job creation/employment | 38.5% | 57.1% | 36.4% | 14.3% | 11.1% | 12.5% | 24.0% | 11.1% |
| Rural development | 11.5% | 42.9% | 0.0% | 0.0% | 22.2% | 25.0% | 12.0% | 11.1% |
| Financial stability and access to finance | 7.7% | 0.0% | 9.1% | 14.3% | 0.0% | 0.0% | 8.0% | 11.1% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 15.4% | 0.0% | 0.0% | 0.0% | 22.2% | 0.0% | 16.0% | 0.0% |
| Increasing access to better health services | 19.2% | 0.0% | 9.1% | 14.3% | 22.2% | 0.0% | 12.0% | 0.0% |
| Increasing access to and quality of education including higher education | 46.2% | 0.0% | 63.6% | 28.6% | 33.3% | 75.0% | 44.0% | 33.3% |
| Environmental sustainability | 7.7% | 14.3% | 9.1% | 14.3% | 22.2% | 0.0% | 12.0% | 11.1% |
| Energy policy | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Social protection | 11.5% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 11.1% |
| Agricultural development | 15.4% | 0.0% | 27.3% | 57.1% | 11.1% | 50.0% | 32.0% | 22.2% |
| Economic growth | 3.8% | 14.3% | 9.1% | 0.0% | 11.1% | 0.0% | 8.0% | 11.1% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Infrastructure | 7.7% | 14.3% | 18.2% | 0.0% | 0.0% | 12.5% | 4.0% | 11.1% |
| Natural resource management | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Macroeconomic stability | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 11.1% |
| Political stability | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Community development | 3.8% | 14.3% | 9.1% | 14.3% | 11.1% | 0.0% | 4.0% | 11.1% |
| Public sector governance/reform* | 0.0% | 0.0% | 27.3% | 42.9% | 22.2% | 75.0% | 28.0% | 0.0% |

*Significantly different between stakeholder groups

Please note: response option "poverty reduction and inequity" was not included in the analysis of the answers to this question.

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

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It seeks to help countries 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 Thailand? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Consistent economic growth | 16.0% | 28.6% | 20.0% | 0.0% | 22.2% | 12.5% | 16.0% | 20.0% |
| More reliable social safety net | 0.0% | 0.0% | 10.0% | 0.0% | 22.2% | 0.0% | 12.0% | 0.0% |
| Greater access to micro-finance for the poor | 32.0% | 57.1% | 30.0% | 42.9% | 22.2% | 12.5% | 28.0% | 20.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 0.0% | 14.3% | 0.0% | 0.0% | 11.1% | 0.0% | 4.0% | 10.0% |
| Greater access to health and nutrition for citizens | 28.0% | 0.0% | 10.0% | 0.0% | 33.3% | 12.5% | 4.0% | 10.0% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 16.0% | 28.6% | 30.0% | 14.3% | 0.0% | 12.5% | 32.0% | 10.0% |
| A growing middle class | 0.0% | 0.0% | 10.0% | 0.0% | 11.1% | 12.5% | 8.0% | 0.0% |
| Better opportunity for the poor who live in rural areas | 36.0% | 28.6% | 20.0% | 42.9% | 22.2% | 25.0% | 24.0% | 40.0% |
| Better opportunity for the poor who live in urban areas | 16.0% | 0.0% | 0.0% | 28.6% | 0.0% | 12.5% | 4.0% | 10.0% |
| Better employment opportunities for young people | 4.0% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Better employment opportunities for women | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Greater equity of fiscal policy | 4.0% | 14.3% | 10.0% | 14.3% | 22.2% | 12.5% | 16.0% | 10.0% |
| Education and training that better ensure job opportunity | 28.0% | 14.3% | 40.0% | 14.3% | 22.2% | 75.0% | 36.0% | 50.0% |
| Better quality public services | 16.0% | 0.0% | 0.0% | 14.3% | 11.1% | 12.5% | 12.0% | 10.0% |
| Other | 0.0% | 14.3% | 0.0% | 14.3% | 0.0% | 0.0% | 4.0% | 0.0% |

B. Overall Attitudes toward the World Bank

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Thailand, on a ten point scale? | 27 | 6.85 | 1.94 | 8 | 7.38 | 1.30 | 12 | 5.67 | 1.97 | 7 | 5.14 | 2.61 | 9 | 7.67 | 1.50 | 7 | 5.71 | 2.36 | 26 | 6.08 | 2.02 | 10 | 6.30 | 1.89 |

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale? | 26 | 6.88 | 1.80 | 8 | 7.50 | 1.20 | 10 | 5.70 | 1.25 | 6 | 5.33 | 2.16 | 7 | 7.14 | 1.21 | 5 | 6.80 | 2.77 | 24 | 6.21 | 2.06 | 9 | 7.33 | 2.18 |

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

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|---------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|--|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale? | 26 | 7.04 | 1.66 | 8 | 7.25 | 1.83 | 10 | 5.90 | 1.10 | 6 | 6.00 | 1.55 | 7 | 6.71 | 1.80 | 6 | 7.83 | 1.17 | 22 | 6.73 | 1.61 | 10 | 7.60 | 1.43 |

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

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|---------------------------|--|--|-------|-------|--|--|-------|
| Social protection | 14.8% | 12.5% | 0.0% | 16.7% | 0.0% | 25.0% | 25.0% | 0.0% |
| Public sector governance/reform | 14.8% | 25.0% | 33.3% | 33.3% | 33.3% | 37.5% | 29.2% | 40.0% |
| Macroeconomic stability | 18.5% | 25.0% | 16.7% | 0.0% | 22.2% | 12.5% | 8.3% | 40.0% |
| Transport | 3.7% | 0.0% | 16.7% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% |
| Poverty reduction and inequity | 33.3% | 50.0% | 16.7% | 33.3% | 55.6% | 25.0% | 50.0% | 40.0% |
| Global/regional integration | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 10.0% |
| Gender | 0.0% | 0.0% | 8.3% | 16.7% | 0.0% | 0.0% | 0.0% | 10.0% |
| Domestic private sector development | 11.1% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 11.1% | 12.5% | 0.0% | 0.0% | 11.1% | 25.0% | 8.3% | 10.0% |
| Focusing on regional disparities (within Thailand) | 3.7% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 4.2% | 10.0% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 4.2% | 10.0% |
| Energy policy | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Job creation/employment | 7.4% | 12.5% | 8.3% | 0.0% | 11.1% | 0.0% | 8.3% | 10.0% |
| Financial stability and access to finance | 18.5% | 0.0% | 16.7% | 16.7% | 11.1% | 12.5% | 8.3% | 10.0% |
| Conflict resolution | 0.0% | 12.5% | 0.0% | 0.0% | 11.1% | 12.5% | 4.2% | 0.0% |
| Urban development | 3.7% | 0.0% | 8.3% | 16.7% | 0.0% | 0.0% | 8.3% | 0.0% |
| Environmental sustainability | 7.4% | 25.0% | 8.3% | 16.7% | 0.0% | 0.0% | 8.3% | 10.0% |
| Political stability | 0.0% | 0.0% | 0.0% | 16.7% | 11.1% | 0.0% | 4.2% | 0.0% |
| Equality of opportunity | 14.8% | 12.5% | 16.7% | 0.0% | 33.3% | 0.0% | 16.7% | 0.0% |
| Increasing access to better health services | 18.5% | 0.0% | 8.3% | 0.0% | 0.0% | 25.0% | 8.3% | 0.0% |
| Increasing access to and quality of education including higher education | 37.0% | 12.5% | 33.3% | 33.3% | 11.1% | 62.5% | 37.5% | 10.0% |
| Food security | 3.7% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 4.2% | 10.0% |
| Climate change | 7.4% | 12.5% | 8.3% | 0.0% | 22.2% | 0.0% | 4.2% | 10.0% |
| Agricultural development | 11.1% | 0.0% | 16.7% | 16.7% | 11.1% | 25.0% | 12.5% | 0.0% |
| Economic growth | 11.1% | 0.0% | 8.3% | 0.0% | 22.2% | 0.0% | 12.5% | 20.0% |
| Regulatory framework | 3.7% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Infrastructure | 3.7% | 12.5% | 8.3% | 16.7% | 11.1% | 12.5% | 16.7% | 40.0% |
| Natural resource management | 3.7% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti-corruption | 0.0% | 12.5% | 25.0% | 0.0% | 11.1% | 0.0% | 4.2% | 10.0% |
| Information and communications technology | 0.0% | 0.0% | 8.3% | 16.7% | 0.0% | 0.0% | 4.2% | 0.0% |
| Disaster management | 7.4% | 0.0% | 8.3% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Community development | 3.7% | 25.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% |

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

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

| Greatest Value Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Financial resources: investment lending | 0.0% | 16.7% | 10.0% | 0.0% | 0.0% | 14.3% | 12.5% | 22.2% |
| Financial resources: policy based lending/budget support to the Government | 16.7% | 16.7% | 10.0% | 16.7% | 12.5% | 0.0% | 20.8% | 33.3% |
| Mobilizing third party financial resources | 12.5% | 16.7% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% |
| Technical assistance | 20.8% | 16.7% | 10.0% | 0.0% | 12.5% | 42.9% | 8.3% | 11.1% |
| Policy advice | 16.7% | 0.0% | 20.0% | 16.7% | 12.5% | 14.3% | 8.3% | 11.1% |
| Donor coordination | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Data and knowledge | 4.2% | 0.0% | 20.0% | 0.0% | 0.0% | 0.0% | 16.7% | 11.1% |
| Training/capacity building | 0.0% | 16.7% | 10.0% | 16.7% | 0.0% | 14.3% | 16.7% | 11.1% |
| Studies/analyses/reports | 4.2% | 16.7% | 0.0% | 16.7% | 37.5% | 0.0% | 8.3% | 0.0% |
| Convening/facilitating | 4.2% | 0.0% | 10.0% | 0.0% | 12.5% | 14.3% | 4.2% | 0.0% |
| Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing) | 8.3% | 0.0% | 0.0% | 16.7% | 12.5% | 0.0% | 4.2% | 0.0% |
| Other | 0.0% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

| 2nd Greatest Value Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Financial resources: investment lending | 8.0% | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 8.7% | 0.0% |
| Financial resources: policy based lending/budget support to the Government | 12.0% | 33.3% | 10.0% | 16.7% | 14.3% | 28.6% | 8.7% | 22.2% |
| Mobilizing third party financial resources* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 22.2% |
| Technical assistance | 8.0% | 0.0% | 20.0% | 16.7% | 14.3% | 0.0% | 0.0% | 0.0% |
| Policy advice | 8.0% | 33.3% | 10.0% | 16.7% | 14.3% | 0.0% | 13.0% | 22.2% |
| Donor coordination | 12.0% | 16.7% | 0.0% | 0.0% | 0.0% | 14.3% | 4.3% | 0.0% |
| Data and knowledge | 20.0% | 0.0% | 0.0% | 0.0% | 28.6% | 14.3% | 13.0% | 0.0% |
| Training/capacity building | 20.0% | 0.0% | 20.0% | 16.7% | 0.0% | 14.3% | 13.0% | 0.0% |
| Studies/analyses/reports | 4.0% | 0.0% | 30.0% | 16.7% | 14.3% | 14.3% | 17.4% | 22.2% |
| Convening/facilitating | 4.0% | 0.0% | 0.0% | 16.7% | 0.0% | 14.3% | 8.7% | 0.0% |
| Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing) | 4.0% | 0.0% | 10.0% | 0.0% | 0.0% | 0.0% | 8.7% | 11.1% |
| Other | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Imposing technocratic solutions without regard to political realities | 34.6% | 25.0% | 33.3% | 0.0% | 57.1% | 25.0% | 13.6% | 30.0% |
| Not exploring alternative policy options | 7.7% | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 13.6% | 0.0% |
| Too bureaucratic in its operational policies and procedures* | 11.5% | 25.0% | 0.0% | 42.9% | 0.0% | 0.0% | 4.5% | 20.0% |
| Staff too inaccessible | 0.0% | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 9.1% | 0.0% |
| Arrogant in its approach | 3.8% | 0.0% | 16.7% | 0.0% | 0.0% | 25.0% | 4.5% | 0.0% |
| Not client focused | 11.5% | 12.5% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% |
| The credibility of its knowledge/data | 7.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Not willing to honestly criticize policies and reform efforts in the country* | 0.0% | 25.0% | 16.7% | 42.9% | 42.9% | 0.0% | 27.3% | 30.0% |
| Too influenced by developed countries | 23.1% | 12.5% | 41.7% | 28.6% | 28.6% | 37.5% | 36.4% | 40.0% |
| Not enough public disclosure of its work | 11.5% | 12.5% | 50.0% | 14.3% | 0.0% | 12.5% | 27.3% | 10.0% |
| World Bank processes too slow and complex* | 7.7% | 50.0% | 8.3% | 0.0% | 28.6% | 0.0% | 4.5% | 10.0% |
| Not aligned with country priorities | 11.5% | 0.0% | 25.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% |
| Not aligned with other donors' work | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Not collaborating enough with non-state actors | 7.7% | 12.5% | 0.0% | 0.0% | 0.0% | 12.5% | 13.6% | 0.0% |
| Not adequately sensitive to political/social realities in Thailand | 19.2% | 25.0% | 8.3% | 28.6% | 14.3% | 50.0% | 22.7% | 20.0% |
| Other | 11.5% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 9.1% | 10.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Capacity development | 22.2% | 50.0% | 36.4% | 0.0% | 22.2% | 25.0% | 37.5% | 20.0% |
| Policy based lending/budget support to the Government | 22.2% | 25.0% | 9.1% | 16.7% | 11.1% | 12.5% | 12.5% | 40.0% |
| Knowledge products/services | 33.3% | 25.0% | 36.4% | 50.0% | 33.3% | 25.0% | 54.2% | 40.0% |
| Investment lending | 11.1% | 12.5% | 27.3% | 33.3% | 33.3% | 25.0% | 29.2% | 40.0% |
| Technical assistance | 70.4% | 50.0% | 81.8% | 50.0% | 55.6% | 87.5% | 50.0% | 50.0% |
| Trust Fund management | 3.7% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Other | 3.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% |
| Don't know | 3.7% | 0.0% | 0.0% | 0.0% | 11.1% | 0.0% | 0.0% | 0.0% |

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? | 27 | 6.93 | 1.41 | 7 | 7.14 | 1.21 | 12 | 6.42 | 1.62 | 7 | 7.57 | 1.72 | 8 | 8.25 | 1.58 | 6 | 7.83 | 0.75 | 24 | 7.38 | 1.97 | 9 | 7.44 | 1.94 |

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|------------------------|--|--|-------|-------|------------------------------------|--|-------|
| Civil society organizations | 30.8% | 42.9% | 16.7% | 71.4% | 25.0% | 28.6% | 36.0% | 22.2% |
| Local Government | 23.1% | 0.0% | 58.3% | 42.9% | 25.0% | 14.3% | 20.0% | 44.4% |
| Beneficiaries | 23.1% | 14.3% | 0.0% | 0.0% | 12.5% | 0.0% | 24.0% | 11.1% |
| Private sector* | 23.1% | 28.6% | 58.3% | 14.3% | 12.5% | 42.9% | 0.0% | 44.4% |
| Community Based Organizations | 26.9% | 28.6% | 16.7% | 28.6% | 50.0% | 42.9% | 32.0% | 33.3% |
| Donor community | 7.7% | 28.6% | 0.0% | 14.3% | 0.0% | 14.3% | 4.0% | 0.0% |
| Foundations | 0.0% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Academia/think tanks/research institutes | 30.8% | 57.1% | 25.0% | 14.3% | 25.0% | 28.6% | 48.0% | 22.2% |
| Parliament | 7.7% | 0.0% | 0.0% | 0.0% | 12.5% | 14.3% | 12.0% | 11.1% |
| Media* | 3.8% | 0.0% | 8.3% | 0.0% | 37.5% | 0.0% | 0.0% | 0.0% |
| Faith based organizations | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% | 0.0% |
| Other | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% | 11.1% |

*Significantly different between stakeholder groups

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Thailand | 26 | 5.77 | 1.97 | 7 | 6.71 | 1.98 | 11 | 5.00 | 1.10 | 7 | 5.57 | 2.23 | 6 | 6.33 | 1.97 | 7 | 5.14 | 2.41 | 21 | 5.90 | 1.48 | 9 | 7.22 | 0.67 |
| The World Bank's work is aligned with what I consider the development priorities for Thailand* | 25 | 6.04 | 1.77 | 7 | 6.29 | 1.38 | 11 | 4.73 | 1.35 | 7 | 5.43 | 2.51 | 7 | 7.00 | 1.83 | 7 | 5.43 | 2.15 | 19 | 6.53 | 1.39 | 9 | 7.56 | 1.51 |
| The World Bank supports programs and strategies that are realistic for Thailand* | 26 | 5.69 | 2.26 | 6 | 7.33 | 1.37 | 11 | 4.64 | 1.12 | 7 | 5.86 | 2.34 | 6 | 6.33 | 1.03 | 7 | 5.57 | 2.44 | 19 | 6.42 | 1.26 | 9 | 7.67 | 1.32 |
| The World Bank treats clients and stakeholders in Thailand with respect | 25 | 7.08 | 2.31 | 6 | 7.83 | 1.17 | 11 | 5.64 | 1.86 | 6 | 6.17 | 2.32 | 6 | 6.83 | 1.60 | 7 | 5.86 | 3.34 | 17 | 7.65 | 1.37 | 9 | 7.78 | 1.20 |

*Significantly different between stakeholder groups

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

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness* | 23 | 6.52 | 2.02 | 6 | 6.17 | 2.56 | 11 | 4.18 | 0.87 | 6 | 5.00 | 1.90 | 6 | 6.50 | 1.87 | 7 | 5.43 | 2.07 | 19 | 5.68 | 1.29 | 9 | 6.56 | 1.88 |
| Flexibility (in terms of the World Bank's products and services) | 23 | 6.00 | 2.02 | 6 | 6.00 | 2.53 | 11 | 4.64 | 1.12 | 6 | 5.33 | 1.97 | 6 | 6.33 | 1.75 | 7 | 5.29 | 2.14 | 21 | 5.48 | 1.25 | 8 | 6.63 | 2.00 |
| Flexibility (in terms of changing country circumstances) | 23 | 6.09 | 1.83 | 6 | 5.67 | 2.07 | 11 | 4.55 | 0.82 | 6 | 5.67 | 1.86 | 6 | 6.00 | 2.53 | 7 | 5.43 | 1.72 | 21 | 5.81 | 1.29 | 8 | 7.13 | 1.55 |
| Openness (sharing data and other information) | 23 | 6.70 | 1.89 | 6 | 6.50 | 1.22 | 11 | 5.64 | 2.06 | 7 | 5.57 | 1.72 | 6 | 6.83 | 0.75 | 7 | 6.00 | 2.89 | 21 | 6.90 | 1.61 | 8 | 7.88 | 1.25 |
| Staff accessibility | 23 | 6.87 | 1.74 | 6 | 5.83 | 2.14 | 10 | 5.60 | 1.26 | 7 | 5.29 | 1.38 | 6 | 6.67 | 1.37 | 8 | 5.88 | 2.47 | 16 | 6.13 | 1.93 | 6 | 7.50 | 1.64 |
| Straightforwardness and honesty | 22 | 7.59 | 1.94 | 6 | 8.00 | 1.26 | 11 | 6.82 | 1.78 | 5 | 6.40 | 2.97 | 6 | 8.00 | 1.41 | 8 | 7.75 | 2.05 | 20 | 7.65 | 1.76 | 8 | 8.38 | 1.51 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 20 | 6.45 | 1.82 | 6 | 7.33 | 1.63 | 11 | 6.09 | 1.87 | 6 | 4.83 | 2.14 | 5 | 7.40 | 0.89 | 7 | 5.71 | 1.80 | 18 | 6.89 | 1.64 | 9 | 7.22 | 1.72 |
| Collaboration with the Government | 23 | 7.09 | 1.65 | 6 | 7.33 | 1.86 | 11 | 6.64 | 1.69 | 4 | 5.75 | 2.22 | 5 | 7.40 | 1.34 | 6 | 5.83 | 2.14 | 19 | 7.79 | 1.08 | 8 | 8.00 | 1.31 |
| Collaboration with other donors | 18 | 6.50 | 1.42 | 6 | 7.00 | 1.26 | 11 | 6.09 | 1.81 | 4 | 5.75 | 2.50 | 5 | 7.80 | 1.48 | 6 | 6.50 | 2.07 | 12 | 6.50 | 1.38 | 7 | 6.71 | 1.70 |
| Follow through over time | 22 | 6.68 | 1.78 | 6 | 6.83 | 1.83 | 11 | 5.82 | 1.83 | 6 | 5.33 | 2.25 | 5 | 7.40 | 0.89 | 8 | 5.88 | 2.30 | 15 | 6.67 | 1.54 | 8 | 6.88 | 1.55 |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|------------------------|--|--|-------|-------|------------------------------------|--|-------|
| The World Bank works too slowly | 4.0% | 14.3% | 25.0% | 0.0% | 14.3% | 12.5% | 4.2% | 22.2% |
| The Government works inefficiently | 0.0% | 0.0% | 8.3% | 14.3% | 28.6% | 25.0% | 33.3% | 22.2% |
| There is not an adequate level of citizen/civil society participation | 40.0% | 71.4% | 16.7% | 71.4% | 42.9% | 25.0% | 20.8% | 33.3% |
| The World Bank does not do adequate follow through/ follow-up | 20.0% | 28.6% | 41.7% | 0.0% | 14.3% | 12.5% | 20.8% | 33.3% |
| Lack of/inadequate levels of capacity in Government | 28.0% | 14.3% | 16.7% | 14.3% | 0.0% | 12.5% | 33.3% | 0.0% |
| Political pressures and obstacles | 28.0% | 28.6% | 33.3% | 14.3% | 14.3% | 37.5% | 25.0% | 33.3% |
| Reforms are not well thought out in light of country challenges | 12.0% | 14.3% | 16.7% | 14.3% | 42.9% | 12.5% | 29.2% | 22.2% |
| The World Bank is not sensitive enough to political/social realities on the ground | 28.0% | 28.6% | 25.0% | 42.9% | 28.6% | 37.5% | 29.2% | 33.3% |
| Other | 8.0% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 4.2% | 0.0% |



C. World Bank's Effectiveness and Results

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? | 24 | 6.54 | 1.67 | 6 | 6.67 | 1.37 | 11 | 5.82 | 1.33 | 7 | 6.14 | 1.95 | 5 | 6.20 | 0.45 | 6 | 5.83 | 2.14 | 22 | 6.27 | 1.64 | 9 | 7.22 | 1.56 |

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

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Thailand | 17 | 6.00 | 2.06 | 6 | 6.67 | 2.07 | 11 | 5.09 | 1.14 | 6 | 6.50 | 2.35 | 6 | 5.17 | 2.14 | 4 | 5.75 | 2.99 | 17 | 5.53 | 1.59 | 10 | 7.10 | 1.91 |
| The World Bank meets Thailand's needs for knowledge services | 23 | 6.87 | 1.98 | 7 | 6.71 | 2.21 | 11 | 5.55 | 1.51 | 7 | 6.14 | 1.57 | 6 | 8.17 | 1.72 | 6 | 6.17 | 2.79 | 23 | 6.57 | 1.85 | 10 | 7.20 | 1.81 |

D. The World Bank's Knowledge Work and Activities

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------|--|--|-------|-------|------------------------------------|--|-------|
| Weekly | 0.0% | 28.6% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Bi-weekly | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% |
| Monthly | 4.3% | 14.3% | 0.0% | 14.3% | 28.6% | 0.0% | 0.0% | 10.0% |
| A few times a year | 43.5% | 42.9% | 16.7% | 0.0% | 57.1% | 37.5% | 40.0% | 30.0% |
| Rarely | 47.8% | 14.3% | 50.0% | 42.9% | 14.3% | 62.5% | 36.0% | 20.0% |
| Never | 4.3% | 0.0% | 25.0% | 42.9% | 0.0% | 0.0% | 24.0% | 20.0% |

*Significantly different between stakeholder groups



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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|---------------------------|--|--|-------|-------|--|--|-------|
| Public sector governance/reform | 26.1% | 14.3% | 33.3% | 42.9% | 42.9% | 62.5% | 48.0% | 50.0% |
| Gender | 0.0% | 0.0% | 8.3% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% |
| Domestic private sector development | 8.7% | 14.3% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 10.0% |
| Food security | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 10.0% |
| Water and sanitation | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Economic growth | 17.4% | 14.3% | 16.7% | 14.3% | 14.3% | 0.0% | 0.0% | 0.0% |
| Energy policy | 13.0% | 14.3% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Disaster management | 8.7% | 0.0% | 8.3% | 14.3% | 0.0% | 0.0% | 4.0% | 0.0% |
| Social protection | 17.4% | 0.0% | 0.0% | 14.3% | 0.0% | 25.0% | 8.0% | 20.0% |
| Climate change | 13.0% | 42.9% | 16.7% | 0.0% | 0.0% | 12.5% | 4.0% | 10.0% |
| Poverty reduction and inequity | 26.1% | 28.6% | 33.3% | 28.6% | 42.9% | 12.5% | 36.0% | 30.0% |
| Anti-corruption | 4.3% | 28.6% | 16.7% | 14.3% | 28.6% | 0.0% | 28.0% | 0.0% |
| Financial stability and access to finance* | 13.0% | 28.6% | 8.3% | 42.9% | 0.0% | 25.0% | 0.0% | 10.0% |
| Conflict resolution | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 0.0% |
| Equality of opportunity | 8.7% | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 4.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 8.0% | 10.0% |
| Increasing access to and quality of education including higher education | 21.7% | 14.3% | 50.0% | 0.0% | 42.9% | 37.5% | 20.0% | 20.0% |
| Focusing on regional disparities (within Thailand) | 4.3% | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 16.0% | 10.0% |
| Global/regional integration | 4.3% | 14.3% | 0.0% | 0.0% | 0.0% | 12.5% | 8.0% | 30.0% |
| Information and communications technology | 13.0% | 0.0% | 0.0% | 14.3% | 0.0% | 12.5% | 8.0% | 20.0% |
| Transport | 8.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Political stability | 0.0% | 14.3% | 8.3% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Agricultural development | 4.3% | 0.0% | 16.7% | 14.3% | 0.0% | 25.0% | 24.0% | 10.0% |
| Natural resource management | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Macroeconomic stability | 4.3% | 14.3% | 8.3% | 14.3% | 14.3% | 12.5% | 0.0% | 0.0% |
| Job creation/employment | 4.3% | 14.3% | 16.7% | 14.3% | 14.3% | 0.0% | 8.0% | 10.0% |
| Increasing access to better health services | 4.3% | 0.0% | 8.3% | 14.3% | 14.3% | 0.0% | 4.0% | 0.0% |
| Rural development | 17.4% | 14.3% | 0.0% | 0.0% | 14.3% | 12.5% | 8.0% | 20.0% |
| Environmental sustainability | 13.0% | 14.3% | 0.0% | 28.6% | 14.3% | 12.5% | 8.0% | 10.0% |
| Community development | 0.0% | 14.3% | 8.3% | 0.0% | 0.0% | 0.0% | 8.0% | 0.0% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Infrastructure | 4.3% | 0.0% | 16.7% | 0.0% | 0.0% | 12.5% | 20.0% | 0.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

**D. The World Bank's Knowledge Work and Activities (continued)****In Thailand, how effective do you believe the World Bank's knowledge work and activities are: (1-Not effective at all, 10-Very effective)**

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Enhancing your knowledge and/or skills | 20 | 6.85 | 1.76 | 7 | 7.43 | 2.70 | 12 | 5.50 | 1.45 | 6 | 5.83 | 0.98 | 6 | 7.67 | 2.07 | 6 | 6.33 | 2.50 | 20 | 6.65 | 1.46 | 10 | 7.20 | 2.10 |
| Contributing to good policy making | 19 | 6.63 | 2.01 | 7 | 6.43 | 2.30 | 12 | 6.17 | 1.80 | 6 | 5.67 | 1.37 | 5 | 5.40 | 2.51 | 6 | 5.83 | 2.32 | 20 | 6.40 | 1.57 | 10 | 7.40 | 2.12 |
| Providing support for program implementation | 20 | 6.25 | 1.92 | 7 | 7.00 | 2.71 | 12 | 5.67 | 1.30 | 6 | 5.83 | 2.14 | 4 | 6.25 | 0.50 | 5 | 6.60 | 1.52 | 18 | 6.44 | 1.58 | 10 | 7.30 | 2.00 |

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are timely | 18 | 6.17 | 2.26 | 7 | 6.29 | 2.21 | 11 | 5.45 | 1.13 | 6 | 5.00 | 1.79 | 5 | 5.80 | 1.30 | 5 | 5.80 | 1.30 | 22 | 6.23 | 1.57 | 9 | 7.22 | 1.39 |
| Include appropriate level of stakeholder involvement during preparation | 18 | 6.39 | 1.82 | 6 | 6.00 | 1.41 | 11 | 5.45 | 1.44 | 5 | 5.00 | 2.12 | 5 | 6.00 | 1.22 | 5 | 5.60 | 1.95 | 19 | 6.11 | 2.00 | 9 | 7.11 | 1.76 |
| Are relevant to Thailand's development priorities | 18 | 6.61 | 1.85 | 6 | 6.50 | 1.97 | 10 | 5.50 | 1.18 | 6 | 5.00 | 2.00 | 6 | 7.00 | 1.67 | 5 | 5.60 | 2.30 | 21 | 6.10 | 1.64 | 10 | 7.40 | 1.84 |
| Provide feasible recommendations | 20 | 6.65 | 1.90 | 7 | 7.00 | 2.31 | 12 | 5.75 | 1.14 | 6 | 5.67 | 2.07 | 6 | 6.33 | 1.97 | 6 | 6.00 | 2.76 | 21 | 6.43 | 1.33 | 10 | 7.50 | 1.51 |
| Are accessible (well written and easy to understand) | 19 | 6.89 | 2.00 | 7 | 6.57 | 2.70 | 12 | 5.17 | 1.11 | 6 | 5.83 | 2.04 | 6 | 7.00 | 1.67 | 6 | 6.17 | 2.71 | 19 | 6.89 | 1.56 | 10 | 7.20 | 2.15 |
| Are source of relevant information on global good practices | 19 | 7.11 | 2.05 | 7 | 6.86 | 2.12 | 12 | 6.08 | 1.08 | 6 | 6.33 | 2.07 | 6 | 7.50 | 1.38 | 6 | 7.50 | 1.64 | 22 | 7.14 | 2.25 | 10 | 7.90 | 1.60 |
| Are useful in terms of the work you do | 20 | 6.75 | 2.17 | 7 | 7.29 | 2.21 | 11 | 5.55 | 1.86 | 7 | 5.29 | 1.80 | 6 | 8.17 | 1.60 | 6 | 6.17 | 2.32 | 22 | 7.14 | 1.81 | 10 | 7.40 | 2.41 |
| Are adequately disseminated | 20 | 6.40 | 2.04 | 7 | 6.57 | 2.64 | 11 | 4.64 | 1.75 | 7 | 5.29 | 2.06 | 5 | 6.00 | 1.58 | 6 | 6.33 | 2.73 | 22 | 6.05 | 2.57 | 10 | 7.10 | 2.02 |
| Are appropriately translated | 17 | 6.18 | 2.24 | 6 | 6.67 | 2.66 | 10 | 6.20 | 1.23 | 6 | 4.50 | 1.87 | 6 | 7.17 | 1.60 | 5 | 7.60 | 2.07 | 16 | 6.56 | 2.13 | 9 | 6.56 | 2.01 |
| Are adaptable to Thailand's specific development challenges and country circumstances | 20 | 6.30 | 2.34 | 7 | 7.00 | 2.00 | 11 | 5.27 | 1.10 | 6 | 5.17 | 1.60 | 6 | 6.67 | 1.86 | 6 | 6.33 | 2.25 | 18 | 6.50 | 1.82 | 10 | 7.30 | 1.77 |

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? | 22 | 6.59 | 2.02 | 7 | 7.14 | 1.68 | 11 | 6.00 | 1.26 | 7 | 6.71 | 1.38 | 5 | 7.00 | 0.71 | 6 | 6.83 | 2.40 | 22 | 6.64 | 1.43 | 8 | 7.12 | 1.96 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? | 20 | 7.05 | 1.67 | 7 | 7.43 | 0.79 | 11 | 6.09 | 1.30 | 5 | 6.60 | 1.52 | 4 | 6.00 | 1.41 | 6 | 7.50 | 2.74 | 23 | 6.61 | 1.73 | 9 | 7.67 | 1.66 |

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

**E. Working with the World Bank**

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly | 14 | 7.43 | 1.83 | 4 | 8.00 | 1.41 | 5 | 5.80 | 0.84 | 2 | 6.50 | 2.12 | 1 | 5.00 | - | 1 | 7.00 | - | 6 | 7.83 | 1.17 | 5 | 7.00 | 3.39 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 16 | 7.69 | 1.82 | 5 | 7.60 | 1.67 | 8 | 6.13 | 1.64 | 4 | 6.75 | 1.71 | 1 | 9.00 | - | 3 | 6.00 | 3.61 | 8 | 8.00 | 1.41 | 8 | 7.38 | 2.07 |
| The World Bank's approvals and reviews are done in a timely fashion | 16 | 6.75 | 1.98 | 4 | 7.75 | 1.71 | 8 | 5.50 | 1.20 | 3 | 6.33 | 1.53 | 1 | 9.00 | - | 2 | 7.00 | 1.41 | 7 | 7.86 | 1.46 | 7 | 6.29 | 2.81 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 18 | 7.22 | 1.44 | 5 | 6.80 | 2.59 | 10 | 6.00 | 1.05 | 4 | 5.75 | 1.50 | 3 | 6.00 | 1.00 | 1 | 7.00 | - | 7 | 7.57 | 1.40 | 6 | 6.83 | 2.56 |
| The Bank's procurement requirements are reasonable | 15 | 6.73 | 2.25 | 3 | 8.33 | 0.58 | 5 | 6.00 | 0.71 | 4 | 5.75 | 1.50 | 1 | 9.00 | - | 1 | 7.00 | - | 7 | 7.57 | 1.40 | 6 | 7.33 | 2.80 |
| The World Bank imposes reasonable conditions on its lending | 13 | 7.38 | 1.89 | 4 | 7.50 | 1.73 | 7 | 5.29 | 1.38 | 4 | 6.25 | 2.06 | 2 | 8.00 | 1.41 | 1 | 5.00 | - | 6 | 7.50 | 1.97 | 8 | 6.75 | 1.98 |
| Working with the World Bank increases Thailand's institutional capacity | 19 | 7.32 | 1.77 | 5 | 8.00 | 2.00 | 11 | 6.64 | 0.92 | 5 | 6.60 | 1.82 | 3 | 8.33 | 0.58 | 4 | 6.50 | 1.91 | 14 | 7.43 | 1.45 | 10 | 7.30 | 2.16 |
| The World Bank ensures consistency and continuity through staff changes* | 17 | 7.59 | 1.50 | 4 | 8.25 | 0.96 | 10 | 6.20 | 1.14 | 4 | 6.50 | 2.38 | 2 | 8.00 | 1.41 | 2 | 4.00 | 2.83 | 10 | 7.60 | 1.58 | 9 | 7.22 | 2.05 |
| The World Bank's teams and visits are well coordinated | 18 | 7.28 | 1.84 | 3 | 9.33 | 0.58 | 8 | 6.50 | 1.60 | 3 | 6.33 | 1.53 | 1 | 7.00 | - | 3 | 6.00 | 2.65 | 7 | 8.14 | 1.95 | 6 | 7.83 | 1.60 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 15 | 6.87 | 1.68 | 3 | 8.67 | 0.58 | 7 | 6.29 | 2.06 | 3 | 6.00 | 1.73 | 1 | 9.00 | - | 1 | 6.00 | - | 5 | 7.80 | 1.64 | 4 | 8.25 | 2.36 |
| The World Bank provides effective implementation support | 19 | 7.53 | 1.81 | 3 | 9.00 | 0.00 | 10 | 6.50 | 1.96 | 4 | 6.50 | 2.38 | 3 | 7.67 | 1.15 | 4 | 6.25 | 2.36 | 8 | 7.88 | 1.36 | 9 | 7.89 | 1.62 |

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Thailand

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|--|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale? | 22 | 7.27 | 1.75 | 6 | 7.83 | 1.47 | 12 | 7.83 | 1.34 | 7 | 6.14 | 1.68 | 5 | 7.40 | 1.14 | 7 | 6.14 | 2.48 | 23 | 6.91 | 1.59 | 9 | 7.78 | 1.79 |

(1-Not a significant role at all, 10-Very significant role)

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Improve the quality of its experts as related to Thailand's specific challenges | 36.4% | 14.3% | 25.0% | 28.6% | 33.3% | 37.5% | 28.0% | 70.0% |
| Reduce the complexity of obtaining World Bank financing | 22.7% | 57.1% | 25.0% | 28.6% | 0.0% | 12.5% | 16.0% | 0.0% |
| Focus primarily on advocacy issues | 36.4% | 42.9% | 33.3% | 14.3% | 16.7% | 37.5% | 24.0% | 10.0% |
| Improve the competitiveness of its financing compared to markets | 4.5% | 0.0% | 16.7% | 0.0% | 16.7% | 0.0% | 12.0% | 30.0% |
| Reach out more to groups outside of government | 9.1% | 14.3% | 16.7% | 42.9% | 16.7% | 25.0% | 40.0% | 10.0% |
| Ensure greater selectivity in its work | 13.6% | 14.3% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Provide more adequate data/knowledge/statistics/figures on Thailand's economy* | 18.2% | 14.3% | 41.7% | 57.1% | 83.3% | 12.5% | 32.0% | 40.0% |
| Offer more innovative financial products | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Offer more innovative knowledge services | 31.8% | 42.9% | 16.7% | 28.6% | 33.3% | 37.5% | 32.0% | 10.0% |
| Increase availability of Fee-Based services | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |
| Work faster | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 4.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 8.0% | 0.0% |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| Local newspapers | 40.9% | 14.3% | 66.7% | 71.4% | 14.3% | 50.0% | 36.0% | 55.6% |
| International newspapers | 4.5% | 28.6% | 25.0% | 14.3% | 42.9% | 12.5% | 24.0% | 55.6% |
| Local radio | 4.5% | 14.3% | 8.3% | 28.6% | 0.0% | 0.0% | 8.0% | 0.0% |
| International radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Local television | 31.8% | 57.1% | 16.7% | 57.1% | 14.3% | 12.5% | 36.0% | 11.1% |
| International television | 9.1% | 28.6% | 25.0% | 0.0% | 0.0% | 0.0% | 8.0% | 22.2% |
| Periodicals | 13.6% | 0.0% | 8.3% | 0.0% | 14.3% | 0.0% | 16.0% | 11.1% |
| Internet | 90.9% | 100.0% | 75.0% | 57.1% | 85.7% | 100.0% | 76.0% | 88.9% |
| Social media (Facebook, Twitter, YouTube) | 40.9% | 42.9% | 41.7% | 0.0% | 42.9% | 37.5% | 28.0% | 11.1% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Mobile phones | 0.0% | 0.0% | 8.3% | 14.3% | 0.0% | 12.5% | 12.0% | 0.0% |
| Instant messaging | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% |
| Tablets and e-Reader | 13.6% | 0.0% | 8.3% | 14.3% | 14.3% | 25.0% | 16.0% | 0.0% |
| Other | 4.5% | 0.0% | 16.7% | 14.3% | 14.3% | 0.0% | 0.0% | 0.0% |

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|---------------------------|--|--|-------|-------|--|--|-------|
| World Bank website | 63.6% | 71.4% | 75.0% | 42.9% | 57.1% | 87.5% | 52.0% | 75.0% |
| Direct contact with World Bank (i.e., face to face meetings/discussions)* | 13.6% | 14.3% | 25.0% | 14.3% | 71.4% | 12.5% | 16.0% | 0.0% |
| e-newsletters | 27.3% | 42.9% | 41.7% | 28.6% | 42.9% | 37.5% | 32.0% | 75.0% |
| World Bank seminars/workshops/conferences | 54.5% | 42.9% | 41.7% | 14.3% | 57.1% | 25.0% | 64.0% | 62.5% |
| World Bank publications and other written materials | 27.3% | 28.6% | 66.7% | 71.4% | 14.3% | 37.5% | 32.0% | 12.5% |
| Mobile phones | 4.5% | 14.3% | 0.0% | 14.3% | 0.0% | 0.0% | 16.0% | 12.5% |
| Social media (Facebook, Twitter, Youtube) | 31.8% | 28.6% | 33.3% | 28.6% | 28.6% | 25.0% | 32.0% | 50.0% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% | 0.0% |
| Tablets and e-Reader | 13.6% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 12.0% | 0.0% |
| Other | 4.5% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---------------------------|--|--|-------|-------|--|--|-------|
| Yes | 50.0% | 57.1% | 25.0% | 33.3% | 42.9% | 50.0% | 44.0% | 60.0% |
| No | 50.0% | 42.9% | 75.0% | 66.7% | 57.1% | 50.0% | 56.0% | 40.0% |

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---------------------------|--|--|-------|-------|--|--|-------|
| Yes | 50.0% | 71.4% | 66.7% | 42.9% | 85.7% | 62.5% | 60.0% | 60.0% |
| No | 50.0% | 28.6% | 33.3% | 57.1% | 14.3% | 37.5% | 40.0% | 40.0% |

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---------------------------|--|--|-------|-------|--|--|-------|
| Yes | 23.8% | 28.6% | 9.1% | 14.3% | 28.6% | 37.5% | 16.0% | 20.0% |
| No | 76.2% | 71.4% | 90.9% | 85.7% | 71.4% | 62.5% | 84.0% | 80.0% |

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|---------------------------|--|--|--------|--------|--|--|--------|
| Yes | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

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

Were you able to obtain the requested information?

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------|--|--|--------|--------|------------------------------------|--|--------|
| Yes | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 75.0% | 100.0% |
| No | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 25.0% | 0.0% |

Was the information useful?

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------|--|--|--------|--------|------------------------------------|--|--------|
| Yes | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 75.0% | 100.0% |
| No | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 25.0% | 0.0% |

How often do you access World Bank information online?*

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------|--|--|-------|-------|------------------------------------|--|-------|
| Daily | 0.0% | 16.7% | 0.0% | 0.0% | 14.3% | 0.0% | 0.0% | 0.0% |
| Weekly | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Monthly | 4.5% | 0.0% | 8.3% | 14.3% | 42.9% | 0.0% | 0.0% | 20.0% |
| A few times a year | 50.0% | 33.3% | 33.3% | 28.6% | 28.6% | 50.0% | 56.0% | 40.0% |
| Rarely/Never | 45.5% | 33.3% | 58.3% | 57.1% | 14.3% | 50.0% | 44.0% | 40.0% |

*Significantly different between stakeholder groups

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| I use/consult World Bank data more currently than I did a few years ago | 20 | 4.80 | 2.50 | 7 | 6.57 | 2.23 | 11 | 4.27 | 2.57 | 5 | 4.00 | 2.24 | 6 | 5.50 | 2.51 | 6 | 5.50 | 2.81 | 19 | 3.89 | 2.60 | 8 | 5.13 | 3.52 |
| When I need information from the World Bank I know how to find it | 20 | 6.20 | 2.17 | 7 | 6.71 | 1.80 | 10 | 4.60 | 1.96 | 5 | 5.20 | 3.35 | 6 | 5.33 | 3.50 | 6 | 6.50 | 3.45 | 19 | 4.84 | 3.06 | 9 | 5.00 | 3.39 |
| The World Bank is responsive to my information requests and inquiries | 18 | 6.50 | 2.50 | 6 | 6.83 | 1.94 | 7 | 5.29 | 2.06 | 5 | 4.80 | 2.77 | 5 | 6.80 | 3.35 | 5 | 6.00 | 2.74 | 7 | 4.71 | 3.35 | 8 | 5.00 | 3.46 |

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---|------------------------|--|--|--------|-------|------------------------------------|--|-------|
| World Bank E-newsletter | 18.2% | 20.0% | 20.0% | 33.3% | 33.3% | 33.3% | 20.0% | 0.0% |
| World Bank Blogs | 0.0% | 40.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% |
| World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr) | 54.5% | 40.0% | 80.0% | 100.0% | 66.7% | 0.0% | 33.3% | 33.3% |
| Other | 45.5% | 40.0% | 20.0% | 33.3% | 16.7% | 66.7% | 46.7% | 66.7% |

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

| | Employee of a Ministry | | | PMU/Consultant on WB-supported Project | | | Private Sector/ Financial Sector/ Private Bank | | | CSO | | | Media | | | Independent Government Institution | | | Academia/ Research Institute/ Think Tank | | | Other | | |
|---|------------------------|------|------|--|------|------|--|------|------|-----|------|------|-------|------|------|------------------------------------|------|------|--|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How valuable do you consider the information you receive from the World Bank's social media channels? | 12 | 6.92 | 1.24 | 5 | 8.80 | 1.10 | 8 | 6.50 | 1.85 | 5 | 6.80 | 1.30 | 5 | 6.60 | 2.30 | 2 | 5.50 | 3.54 | 9 | 7.67 | 0.87 | 7 | 8.14 | 1.77 |

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

H. Background Information

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------|--|--|-------|-------|------------------------------------|--|-------|
| Yes | 74.1% | 62.5% | 33.3% | 33.3% | 88.9% | 50.0% | 24.0% | 25.0% |
| No | 25.9% | 37.5% | 66.7% | 66.7% | 11.1% | 50.0% | 76.0% | 75.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on WB-supported Project | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Independent Government Institution | Academia/ Research Institute/ Think Tank | Other |
|--|------------------------|--|--|-------|-------|------------------------------------|--|-------|
| Observer* | 15.4% | 12.5% | 41.7% | 66.7% | 0.0% | 25.0% | 8.3% | 22.2% |
| Use World Bank reports/data* | 26.9% | 37.5% | 50.0% | 33.3% | 88.9% | 75.0% | 50.0% | 55.6% |
| Engage in World Bank related/sponsored events/activities | 57.7% | 62.5% | 25.0% | 33.3% | 22.2% | 0.0% | 37.5% | 33.3% |
| Collaborate on knowledge products | 30.8% | 0.0% | 16.7% | 0.0% | 0.0% | 37.5% | 25.0% | 44.4% |
| Use World Bank website for information, data, research, etc. | 26.9% | 12.5% | 33.3% | 16.7% | 44.4% | 50.0% | 50.0% | 11.1% |
| Implementing World Bank projects and trust funds | 7.7% | 25.0% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% |

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Bangkok and vicinity N=93 ● Other N=13

B. Overall Attitudes toward the World Bank

| | Bangkok and vicinity | | | Other | | |
|--|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?* | 83 | 6.82 | 1.86 | 12 | 5.08 | 1.56 |

(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's work in Thailand, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

| | Bangkok and vicinity | | | Other | | |
|---|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Thailand | 82 | 6.01 | 1.82 | 11 | 4.91 | 1.38 |
| The World Bank's work is aligned with what I consider the development priorities for Thailand | 82 | 6.16 | 1.86 | 9 | 5.67 | 1.22 |
| The World Bank treats clients and stakeholders in Thailand with respect | 78 | 7.14 | 1.98 | 8 | 6.50 | 1.77 |

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

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

| | Bangkok and vicinity | | | Other | | |
|--|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness | 77 | 5.94 | 1.98 | 9 | 5.00 | 0.71 |
| Flexibility (in terms of the World Bank's products and services) | 76 | 5.78 | 1.85 | 11 | 5.00 | 1.41 |
| Flexibility (in terms of changing country circumstances) | 76 | 5.89 | 1.75 | 11 | 5.18 | 1.47 |
| Openness (sharing data and other information) | 79 | 6.61 | 1.88 | 10 | 6.20 | 1.32 |
| Staff accessibility | 73 | 6.40 | 1.81 | 9 | 5.33 | 1.58 |
| Straightforwardness and honesty | 76 | 7.64 | 1.79 | 9 | 6.89 | 2.15 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 73 | 6.51 | 1.83 | 8 | 6.88 | 1.81 |
| Collaboration with the Government | 73 | 7.21 | 1.63 | 9 | 6.78 | 1.79 |
| Collaboration with other donors | 62 | 6.63 | 1.64 | 7 | 6.00 | 1.53 |

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

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

| | Bangkok and vicinity | | | Other | | |
|--|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? | 78 | 6.49 | 1.54 | 13 | 5.77 | 1.83 |

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?***(1-Strongly disagree, 10-Strongly agree)*

| | Bangkok and vicinity | | | Other | | |
|---|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Thailand | 66 | 5.97 | 1.98 | 10 | 5.60 | 1.84 |
| The World Bank meets Thailand's needs for knowledge services | 81 | 6.73 | 1.96 | 11 | 5.91 | 1.76 |

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

| | Bangkok and vicinity | | | Other | | |
|---|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are adaptable to Thailand's specific development challenges and country circumstances | 74 | 6.34 | 1.99 | 8 | 5.75 | 1.39 |

| | Bangkok and vicinity | | | Other | | |
|--|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? | 76 | 6.72 | 1.66 | 12 | 6.25 | 1.54 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? | 73 | 6.95 | 1.72 | 12 | 6.33 | 1.30 |

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***E. Working with the World Bank****To what extent do you agree/disagree with the following statements, on a ten point scale?***(1-Strongly disagree, 10-Strongly agree)*

| | Bangkok and vicinity | | | Other | | |
|--|----------------------|------|------|-------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Where country systems are adequate, the World Bank makes appropriate use of them | 37 | 7.24 | 1.82 | 3 | 6.00 | 1.73 |



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WB vs. those respondents who do not collaborate with the WB and covers the following selected questions from the FY16 Thailand COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand?"

- Collaborating with the WB N=52 ● Not collaborating with the WB N=52

B. Overall Attitudes toward the World Bank

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Thailand, on a ten point scale?* | 51 | 7.24 | 1.78 | 52 | 5.60 | 1.95 |

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?* | 49 | 7.24 | 1.59 | 45 | 5.87 | 1.98 |

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale?* | 49 | 7.27 | 1.54 | 44 | 6.48 | 1.65 |

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

¹⁸ Only 104 respondents provided information about their level of collaboration with the World Bank (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 (continued)**

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

(Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Collaborating with the WB | Not collaborating with the WB |
|--|------------------------------|----------------------------------|
| Social protection | 11.5% | 16.3% |
| Public sector governance/reform | 32.7% | 22.4% |
| Macroeconomic stability | 13.5% | 20.4% |
| Transport | 3.8% | 4.1% |
| Poverty reduction and inequity | 40.4% | 36.7% |
| Global/regional integration | 1.9% | 2.0% |
| Gender | 0.0% | 6.1% |
| Domestic private sector development* | 7.7% | 0.0% |
| Rural development | 9.6% | 10.2% |
| Focusing on regional disparities (within Thailand) | 1.9% | 6.1% |
| Water and sanitation | 5.8% | 0.0% |
| Energy policy | 1.9% | 0.0% |
| Job creation/employment | 9.6% | 4.1% |
| Financial stability and access to finance | 11.5% | 14.3% |
| Conflict resolution | 3.8% | 4.1% |
| Urban development | 3.8% | 6.1% |
| Environmental sustainability* | 15.4% | 2.0% |
| Political stability | 3.8% | 2.0% |
| Equality of opportunity | 13.5% | 14.3% |
| Increasing access to better health services | 7.7% | 10.2% |
| Increasing access to and quality of education including higher education | 28.8% | 34.7% |
| Food security | 5.8% | 2.0% |
| Climate change | 7.7% | 6.1% |
| Agricultural development | 11.5% | 10.2% |
| Economic growth | 5.8% | 14.3% |
| Regulatory framework | 1.9% | 2.0% |
| HIV/AIDS and other communicable/non-communicable diseases | 0.0% | 0.0% |
| Infrastructure | 9.6% | 18.4% |
| Natural resource management | 1.9% | 2.0% |
| Anti-corruption | 5.8% | 8.2% |
| Information and communications technology | 0.0% | 4.1% |
| Disaster management | 3.8% | 4.1% |
| Community development | 7.7% | 2.0% |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? | 48 | 7.31 | 1.32 | 49 | 7.18 | 1.94 |

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

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

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Thailand* | 49 | 6.55 | 1.68 | 42 | 5.10 | 1.65 |
| The World Bank's work is aligned with what I consider the development priorities for Thailand* | 50 | 6.72 | 1.73 | 39 | 5.41 | 1.70 |
| The World Bank supports programs and strategies that are realistic for Thailand* | 49 | 6.67 | 1.84 | 39 | 5.33 | 1.80 |
| The World Bank treats clients and stakeholders in Thailand with respect* | 49 | 7.39 | 2.16 | 37 | 6.46 | 1.92 |

*Significantly different between collaborators and non-collaborators

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

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|---|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness* | 46 | 6.54 | 1.91 | 40 | 5.03 | 1.56 |
| Flexibility (in terms of the World Bank's products and services)* | 45 | 6.38 | 1.83 | 41 | 4.95 | 1.55 |
| Flexibility (in terms of changing country circumstances)* | 45 | 6.36 | 1.73 | 41 | 5.22 | 1.54 |
| Openness (sharing data and other information)* | 46 | 6.93 | 1.74 | 41 | 6.15 | 1.92 |
| Staff accessibility* | 45 | 7.02 | 1.62 | 36 | 5.44 | 1.68 |
| Straightforwardness and honesty* | 45 | 8.11 | 1.61 | 40 | 7.00 | 1.95 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)* | 42 | 7.05 | 1.55 | 39 | 6.00 | 1.96 |
| Collaboration with the Government* | 42 | 7.57 | 1.38 | 40 | 6.73 | 1.80 |
| Collaboration with other donors* | 35 | 7.26 | 1.42 | 34 | 5.88 | 1.57 |
| Follow through over time* | 43 | 7.05 | 1.63 | 38 | 5.82 | 1.78 |

*Significantly different between collaborators and non-collaborators

C. World Bank's Effectiveness and Results

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|---|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?* | 43 | 7.00 | 1.25 | 45 | 5.89 | 1.63 |

(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 in Thailand, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Thailand* | 35 | 6.43 | 2.02 | 40 | 5.50 | 1.84 |
| The World Bank meets Thailand's needs for knowledge services* | 46 | 7.24 | 1.75 | 44 | 6.05 | 2.02 |

*Significantly different between collaborators and non-collaborators

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|---|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Enhancing your knowledge and/or skills* | 43 | 7.51 | 1.45 | 41 | 5.78 | 1.90 |
| Contributing to good policy making* | 41 | 7.02 | 1.64 | 41 | 5.80 | 2.02 |
| Providing support for program implementation* | 40 | 7.13 | 1.52 | 39 | 5.77 | 1.77 |

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 38 | 6.61 | 1.72 | 41 | 5.56 | 1.66 |
| Include appropriate level of stakeholder involvement during preparation* | 39 | 6.56 | 1.55 | 38 | 5.55 | 1.90 |
| Are relevant to Thailand's development priorities* | 39 | 7.08 | 1.35 | 39 | 5.44 | 1.80 |
| Provide feasible recommendations* | 42 | 7.00 | 1.61 | 42 | 5.90 | 1.85 |
| Are accessible (well written and easy to understand)* | 42 | 7.14 | 1.80 | 39 | 5.85 | 1.98 |
| Are source of relevant information on global good practices* | 41 | 7.51 | 1.75 | 43 | 6.51 | 1.98 |
| Are useful in terms of the work you do* | 42 | 7.45 | 1.78 | 43 | 6.05 | 2.24 |
| Are adequately disseminated* | 41 | 6.88 | 1.82 | 43 | 5.26 | 2.36 |
| Are appropriately translated | 38 | 6.71 | 2.05 | 34 | 6.06 | 2.06 |
| Are adaptable to Thailand's specific development challenges and country circumstances* | 42 | 6.95 | 1.86 | 38 | 5.58 | 1.83 |

**Significantly different between collaborators and non-collaborators*

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|---|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?* | 43 | 7.19 | 1.48 | 43 | 6.14 | 1.68 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?* | 41 | 7.46 | 1.43 | 43 | 6.33 | 1.76 |

*(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**

To what extent do you agree/disagree with the following statements, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly* | 26 | 7.58 | 1.50 | 12 | 6.17 | 2.25 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 30 | 8.00 | 1.49 | 23 | 6.43 | 2.04 |
| The World Bank's approvals and reviews are done in a timely fashion* | 30 | 7.23 | 1.76 | 18 | 5.94 | 2.01 |
| The World Bank's "Safeguard Policy" requirements are reasonable* | 33 | 7.24 | 1.52 | 21 | 6.14 | 1.74 |
| The Bank's procurement requirements are reasonable | 25 | 7.28 | 1.93 | 16 | 6.44 | 2.00 |
| The World Bank imposes reasonable conditions on its lending* | 23 | 7.74 | 1.63 | 21 | 5.86 | 1.74 |
| Working with the World Bank increases Thailand's institutional capacity* | 38 | 7.79 | 1.45 | 30 | 6.63 | 1.65 |
| The World Bank ensures consistency and continuity through staff changes* | 33 | 7.82 | 1.33 | 24 | 6.25 | 1.94 |
| The World Bank's teams and visits are well coordinated* | 32 | 7.88 | 1.52 | 17 | 6.35 | 2.06 |
| Where country systems are adequate, the World Bank makes appropriate use of them* | 24 | 7.75 | 1.67 | 15 | 6.13 | 1.68 |
| The World Bank provides effective implementation support* | 36 | 7.97 | 1.59 | 23 | 6.43 | 1.78 |

*Significantly different between collaborators and non-collaborators

F. The Future Role of the World Bank in Thailand

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|---|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?* | 43 | 7.93 | 1.35 | 46 | 6.54 | 1.75 |

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

G. Communication and Information Sharing

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

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I use/consult World Bank data more currently than I did a few years ago* | 42 | 5.93 | 2.37 | 37 | 3.49 | 2.40 |
| When I need information from the World Bank I know how to find it* | 42 | 6.71 | 2.30 | 37 | 4.11 | 2.66 |
| The World Bank is responsive to my information requests and inquiries* | 37 | 7.16 | 2.13 | 22 | 3.77 | 2.51 |

*Significantly different between collaborators and non-collaborators

| | Collaborating with the WB | | | Not collaborating with the WB | | |
|--|---------------------------|------|------|-------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How valuable do you consider the information you receive from the World Bank's social media channels?* | 30 | 7.57 | 1.57 | 20 | 6.55 | 1.73 |

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



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 104 • FY 2016 Number of comparable respondents = 95

By weighting, the FY 2013 and FY 2016 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

| Percentage of Respondents | FY 2016 | FY 2013 |
|---|---------|---------|
| Office of the Prime Minister | 2.1% | 2.1% |
| Employee of a Ministry, Ministerial Department or Implementation Agency | 28.4% | 28.4% |
| Consultant/Contractor working on WB supported project/program | 5.3% | 5.3% |
| PMU overseeing implementation of project | 3.2% | 3.2% |
| Multilateral Agency | 1.1% | 1.1% |
| Private Sector Organization | 9.5% | 9.5% |
| Financial Sector/Private Bank | 3.2% | 3.2% |
| Civil Society Organization | 2.1% | 2.1% |
| Media | 9.5% | 9.5% |
| Independent Government Institution | 8.4% | 8.4% |
| Academia/Research Institute/Think Tank | 27.4% | 27.4% |

B. Overall Attitudes toward the World Bank

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Thailand, on a ten point scale? | 94 | 6.40 | 2.03 | 101 | 6.72 | 1.95 |

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

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale? | 84 | 6.52 | 1.87 | 98 | 6.71 | 1.75 |

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

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale? | 83 | 6.87 | 1.59 | 96 | 6.63 | 2.00 |

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

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods", on a ten point scale?* | 89 | 7.19 | 1.63 | 101 | 8.06 | 1.80 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

¹⁹ Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank currently plays a relevant role in development in Thailand | 82 | 5.78 | 1.78 | 98 | 5.90 | 1.91 |
| The World Bank's work is aligned with what I consider the development priorities for Thailand | 80 | 6.05 | 1.78 | 99 | 5.87 | 1.79 |
| The World Bank supports programs and strategies that are realistic for Thailand | 79 | 5.92 | 1.85 | 97 | 5.92 | 1.56 |
| The World Bank treats clients and stakeholders in Thailand with respect | 76 | 6.89 | 2.09 | 96 | 7.07 | 1.98 |

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

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

| | year | | | | | |
|--|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Responsiveness | 76 | 5.76 | 1.88 | 93 | 5.98 | 1.76 |
| Flexibility (in terms of the World Bank's products and services) | 77 | 5.60 | 1.77 | 93 | 5.79 | 1.62 |
| Flexibility (in terms of changing country circumstances) | 77 | 5.69 | 1.67 | 90 | 5.86 | 1.74 |
| Openness (sharing data and other information) | 78 | 6.51 | 1.84 | 98 | 6.68 | 1.49 |
| Staff accessibility | 72 | 6.29 | 1.81 | 96 | 6.42 | 1.91 |
| Straightforwardness and honesty | 75 | 7.55 | 1.77 | 91 | 7.00 | 1.88 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 71 | 6.54 | 1.74 | 84 | 5.97 | 2.06 |
| Collaboration with the Government | 72 | 7.17 | 1.60 | 96 | 7.36 | 1.37 |
| Collaboration with other donors | 59 | 6.56 | 1.56 | 63 | 6.48 | 1.65 |
| Follow through over time | 71 | 6.45 | 1.77 | 89 | 6.22 | 2.00 |

C. World Bank's Effectiveness and Results

| | year | | | | | |
|--|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? | 79 | 6.28 | 1.52 | 99 | 6.27 | 1.54 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank's financial instruments meet the needs of Thailand | 66 | 5.68 | 1.83 | 87 | 6.23 | 1.84 |
| The World Bank meets Thailand's needs for knowledge services | 81 | 6.59 | 1.97 | 98 | 6.67 | 1.70 |

**D. The World Bank's Knowledge Work and Activities****How frequently do you consult World Bank's knowledge work and activities in the work you do?***

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Weekly | 3.4% | 1.0% |
| Bi-weekly | 0.0% | 9.7% |
| Monthly | 5.7% | 14.6% |
| A few times a year | 37.9% | 59.2% |
| Rarely | 41.4% | 7.8% |
| Never | 11.5% | 7.8% |

*Significantly different between FY2016 and FY2013

In Thailand, how effective do you believe the World Bank's knowledge work and activities are:

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

| | year | | | | | |
|--|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Enhancing your knowledge and/or skills | 75 | 6.64 | 1.84 | 99 | 6.66 | 1.70 |
| Contributing to good policy making | 73 | 6.30 | 1.88 | 94 | 6.50 | 1.58 |
| Providing support for program implementation | 70 | 6.30 | 1.71 | 94 | 6.38 | 1.89 |

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

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

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 72 | 6.03 | 1.72 | 96 | 6.61 | 1.48 |
| Include appropriate level of stakeholder involvement during preparation | 68 | 6.00 | 1.72 | 89 | 6.15 | 1.75 |
| Are relevant to Thailand's development priorities | 70 | 6.20 | 1.71 | 93 | 6.29 | 1.54 |
| Provide feasible recommendations | 76 | 6.37 | 1.73 | 96 | 6.38 | 1.51 |
| Are accessible (well written and easy to understand) | 73 | 6.51 | 1.89 | 97 | 6.91 | 1.30 |
| Are source of relevant information on global good practices | 76 | 6.97 | 1.87 | 92 | 7.14 | 1.39 |
| Are useful in terms of the work you do | 77 | 6.77 | 2.02 | 97 | 6.90 | 1.50 |
| Are adequately disseminated | 76 | 6.00 | 2.27 | 96 | 6.43 | 1.56 |
| Are appropriately translated | 64 | 6.45 | 2.02 | 92 | 6.46 | 1.53 |
| Are adaptable to Thailand's specific development challenges and country circumstances | 72 | 6.29 | 1.91 | 93 | 6.37 | 1.57 |

*Significantly different between FY2016 and FY2013

| | year | | | | | |
|--|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? | 78 | 6.60 | 1.62 | 98 | 6.55 | 1.63 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?* | 75 | 6.76 | 1.66 | 100 | 7.31 | 1.23 |

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

*Significantly different between FY2016 and FY2013

**E. Working with the World Bank**

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

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank disburses funds promptly | 33 | 7.00 | 1.85 | 58 | 6.90 | 2.35 |
| The World Bank effectively monitors and evaluates the projects and programs it supports | 44 | 7.23 | 1.92 | 79 | 6.71 | 1.99 |
| The World Bank's approvals and reviews are done in a timely fashion | 41 | 6.68 | 1.93 | 75 | 6.75 | 1.80 |
| The World Bank's "Safeguard Policy" requirements are reasonable | 47 | 6.68 | 1.66 | 62 | 6.57 | 1.84 |
| The Bank's procurement requirements are reasonable | 35 | 6.77 | 1.96 | 65 | 6.25 | 1.97 |
| The World Bank imposes reasonable conditions on its lending | 36 | 6.72 | 1.97 | 58 | 6.68 | 1.57 |
| Working with the World Bank increases Thailand's institutional capacity | 60 | 7.18 | 1.58 | 82 | 7.00 | 1.79 |
| The World Bank ensures consistency and continuity through staff changes | 49 | 7.04 | 1.76 | 63 | 6.41 | 2.03 |
| The World Bank's teams and visits are well coordinated | 43 | 7.26 | 1.88 | 76 | 7.47 | 1.48 |
| Where country systems are adequate, the World Bank makes appropriate use of them | 34 | 6.97 | 1.78 | 61 | 7.14 | 1.30 |
| The World Bank provides effective implementation support | 51 | 7.25 | 1.82 | 77 | 6.86 | 1.75 |

F. The Future Role of the World Bank

| | year | | | | | |
|--|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale? | 80 | 7.13 | 1.72 | 101 | 7.44 | 2.00 |

(1-Not a significant role at all, 10-A very significant role)

G. Communication and Information Sharing

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

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 44.7% | 17.9% |
| No | 55.3% | 82.1% |

*Significantly different between FY2016 and FY2013

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

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 61.6% | 83.3% |
| No | 38.4% | 16.7% |

*Significantly different between FY2016 and FY2013

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

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 22.6% | 23.0% |
| No | 77.4% | 77.0% |

**G. Communication and Information Sharing (continued)****Were you able to identify a point of contact at the World Bank?***

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 100.0% | 69.4% |
| No | 0.0% | 30.6% |

*Significantly different between FY2016 and FY2013

Were you able to obtain the requested information?

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 94.7% | 91.8% |
| No | 5.3% | 8.2% |

Was the information useful?

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Yes | 94.7% | 89.8% |
| No | 5.3% | 10.2% |

How often do you access World Bank information online?*

| Percentage of Respondents | FY 2016 | FY 2013 |
|---------------------------|---------|---------|
| Daily | 2.4% | 0.0% |
| Weekly | 1.2% | 8.7% |
| Monthly | 7.1% | 24.3% |
| A few times a year | 47.1% | 47.6% |
| Rarely/Never | 42.4% | 19.4% |

*Significantly different between FY2016 and FY2013

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

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| I use/consult World Bank data more currently than I did a few years ago | 74 | 4.74 | 2.54 | 96 | 5.12 | 2.46 |
| When I need information from the World Bank I know how to find it* | 73 | 5.49 | 2.65 | 95 | 6.74 | 2.07 |
| The World Bank is responsive to my information requests and inquiries | 52 | 5.98 | 2.59 | 65 | 6.68 | 1.54 |

*Significantly different between FY2016 and FY2013

| | year | | | | | |
|---|---------|------|------|---------|------|------|
| | FY 2016 | | | FY 2013 | | |
| | N | Mean | SD | N | Mean | SD |
| How valuable do you consider the information you receive from the World Bank's social media channels? | 45 | 7.04 | 1.64 | 49 | 7.38 | 1.66 |

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

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

| Indicator Question | Currently, do you professionally collaborate/work with the World Bank in your country? | | Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO) | | | | | | | | | | | |
|--|--|---------------------------|---|----------|---------------------|----------|-------------------------|----------|-------------|----------|----------------|----------|-----------------------|----------|
| | Not collaborating with the WB | Collaborating with the WB | Observer | | Use WB reports/data | | Engage in WB activities | | Collaborate | | Use WB website | | Implement WB projects | |
| | | | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean | No Mean | Yes Mean |
| Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale? | 5.87 | 7.24 | 6.79 | 5.69 | 6.65 | 6.55 | 6.20 | 7.15 | 6.59 | 6.64 | 6.83 | 6.13 | 6.52 | 7.57 |
| Overall the World Bank currently plays a relevant role in development in Thailand | 5.10 | 6.55 | 6.12 | 5.00 | 5.94 | 5.89 | 5.71 | 6.22 | 5.67 | 6.71 | 6.00 | 5.74 | 5.87 | 6.43 |
| The World Bank's work is aligned with what I consider the development priorities for Thailand | 5.41 | 6.72 | 6.49 | 4.81 | 6.07 | 6.32 | 5.98 | 6.51 | 6.03 | 6.75 | 6.25 | 6.09 | 6.15 | 6.71 |
| The World Bank treats clients and stakeholders in Thailand with respect | 6.46 | 7.39 | 7.14 | 6.38 | 7.17 | 6.80 | 6.60 | 7.62 | 6.86 | 7.43 | 7.35 | 6.31 | 6.91 | 8.00 |
| Responsiveness | 5.03 | 6.54 | 6.14 | 4.71 | 6.14 | 5.57 | 5.43 | 6.49 | 5.68 | 6.45 | 6.22 | 5.11 | 5.71 | 7.57 |
| Flexibility (in terms of the World Bank's products and services) | 4.95 | 6.38 | 5.99 | 4.65 | 5.83 | 5.60 | 5.43 | 6.14 | 5.57 | 6.19 | 5.97 | 5.21 | 5.59 | 7.14 |
| Flexibility (in terms of changing country circumstances) | 5.22 | 6.36 | 6.03 | 5.17 | 5.87 | 5.83 | 5.59 | 6.23 | 5.73 | 6.25 | 6.12 | 5.29 | 5.75 | 7.00 |
| Openness (sharing data and other information) | 6.15 | 6.93 | 6.87 | 5.41 | 6.59 | 6.58 | 6.53 | 6.66 | 6.45 | 7.00 | 6.59 | 6.57 | 6.54 | 7.00 |
| Staff accessibility | 5.44 | 7.02 | 6.50 | 5.57 | 6.45 | 6.21 | 6.00 | 6.84 | 6.26 | 6.61 | 6.60 | 5.86 | 6.29 | 6.86 |
| Straightforwardness and honesty | 7.00 | 8.11 | 7.71 | 7.19 | 7.59 | 7.64 | 7.32 | 8.03 | 7.58 | 7.70 | 7.84 | 7.14 | 7.56 | 8.14 |
| Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 6.00 | 7.05 | 6.77 | 5.60 | 6.88 | 6.21 | 6.10 | 7.21 | 6.60 | 6.43 | 6.72 | 6.25 | 6.42 | 8.00 |
| Collaboration with the Government | 6.73 | 7.57 | 7.32 | 6.63 | 7.36 | 6.97 | 6.73 | 7.88 | 7.18 | 7.20 | 7.28 | 7.00 | 7.15 | 7.57 |
| Collaboration with other donors | 5.88 | 7.26 | 6.80 | 5.86 | 6.76 | 6.42 | 6.39 | 6.93 | 6.56 | 6.75 | 6.78 | 6.26 | 6.49 | 7.57 |
| To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? | 5.89 | 7.00 | 6.57 | 5.94 | 6.69 | 6.13 | 6.00 | 7.09 | 6.28 | 6.91 | 6.73 | 5.78 | 6.34 | 7.57 |
| The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand | 5.50 | 6.43 | 6.02 | 5.73 | 6.26 | 5.64 | 5.71 | 6.33 | 5.75 | 6.75 | 6.33 | 5.17 | 5.84 | 7.14 |
| The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 6.05 | 7.24 | 6.89 | 5.69 | 6.70 | 6.65 | 6.46 | 7.00 | 6.62 | 6.86 | 6.69 | 6.65 | 6.58 | 7.86 |
| The World Bank's knowledge work and activities are adaptable to Thailand's specific development challenges and country circumstances | 5.58 | 6.95 | 6.66 | 4.79 | 6.33 | 6.33 | 6.12 | 6.64 | 6.15 | 6.90 | 6.24 | 6.54 | 6.32 | 6.50 |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale? | 6.14 | 7.19 | 6.80 | 6.00 | 6.74 | 6.58 | 6.47 | 6.97 | 6.55 | 7.00 | 6.75 | 6.50 | 6.57 | 7.71 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale? | 6.33 | 7.46 | 7.10 | 5.87 | 6.89 | 6.87 | 6.54 | 7.44 | 6.77 | 7.18 | 6.96 | 6.71 | 6.81 | 7.71 |
| Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 6.13 | 7.75 | 7.32 | 5.80 | 7.30 | 6.75 | 6.39 | 7.76 | 7.17 | 7.00 | 7.50 | 5.89 | 6.85 | 8.67 |

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Thailand FY 2016 Questionnaire



World Bank Country Survey FY16 – Thailand

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

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

SECTION A: GENERAL ISSUES

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

SECTION A: GENERAL ISSUES

A2. The World Bank Group has committed itself to twin goals: helping countries end extreme poverty by 2030 and boosting shared prosperity. 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 Thailand? (Choose no more than THREE)

| | | | |
|----|--|----|--|
| 1 | Climate change (e.g., mitigation, adaptation) | 18 | Environmental sustainability |
| 2 | Transport (e.g., roads, bridges, transportation) | 19 | Energy policy |
| 3 | Conflict resolution | 20 | Food security |
| 4 | Global/regional integration | 21 | Social protection (e.g., pensions, targeted social assistance) |
| 5 | Gender | 22 | Agricultural development |
| 6 | Domestic private sector development | 23 | Economic growth (trade and exports) |
| 7 | Focusing on regional disparities (within Thailand) | 24 | Regulatory framework |
| 8 | Water and sanitation | 25 | HIV/AIDS and other communicable/non-communicable diseases |
| 9 | Anti-corruption | 26 | Infrastructure |
| 10 | Job creation/employment | 27 | Natural resource management (e.g., oil, gas, mining) |
| 11 | Rural development | 28 | Disaster management |
| 12 | Financial stability and access to finance | 29 | Information and communications technology |
| 13 | Urban development | 30 | Macroeconomic stability |
| 14 | Poverty reduction and inequity | 31 | Political stability |
| 15 | Equality of opportunity (i.e., equity) | 32 | Community development |
| 16 | Increasing access to better health services | 33 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 17 | Increasing access to and quality of education including higher education | | |

SECTION A: GENERAL ISSUES

A3. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It seeks to help countries 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 Thailand?

(Choose no more than TWO)

| | |
|----|---|
| 1 | Consistent economic growth |
| 2 | More reliable social safety net |
| 3 | Greater access to micro-finance for the poor |
| 4 | Greater voice and participation for citizens to help ensure greater accountability |
| 5 | Greater access to health and nutrition for citizens |
| 6 | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 7 | A growing middle class |
| 8 | Better opportunity for the poor who live in rural areas |
| 9 | Better opportunity for the poor who live in urban areas |
| 10 | Better employment opportunities for young people |
| 11 | Better employment opportunities for women |
| 12 | Greater equity of fiscal policy |
| 13 | Education and training that better ensure job opportunity |
| 14 | Better quality public services |
| 15 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

| | | | | | | | | | |
|--|---|---|---|---|--------------------|---|---|---|----|
| B1. How familiar are you with the work of the World Bank in Thailand, on a ten point scale? | | | | | | | | | |
| 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's effectiveness in Thailand, on a ten point scale? | | | | | | | | | | |
| 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's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale? | | | | | | | | | | |
| 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 can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE) | | | |
| 1 | Social protection (e.g., pensions, targeted social assistance) | 18 | Political stability |
| 2 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 19 | Equality of opportunity (i.e., equity) |
| 3 | Macroeconomic stability | 20 | Increasing access to better health services |
| 4 | Transport (e.g., roads, bridges, transportation) | 21 | Increasing access to and quality of education including higher education |
| 5 | Poverty reduction and inequity | 22 | Food security |
| 6 | Global/regional integration | 23 | Climate change (e.g., mitigation, adaptation) |
| 7 | Gender | 24 | Agricultural development |
| 8 | Domestic private sector development | 25 | Economic growth (trade and exports) |
| 9 | Rural development | 26 | Regulatory framework |
| 10 | Focusing on regional disparities (within Thailand) | 27 | HIV/AIDS and other communicable/non-communicable diseases |
| 11 | Water and sanitation | 28 | Infrastructure |
| 12 | Energy policy | 29 | Natural resource management (e.g., oil, gas, mining) |
| 13 | Job creation/employment | 30 | Anti corruption |
| 14 | Financial stability and access to finance | 31 | Information and communications technology |
| 15 | Conflict resolution | 32 | Disaster management |
| 16 | Urban development | 33 | Community development |
| 17 | Environmental sustainability | | |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

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

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

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

B7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)

| | |
|---|--|
| 1 | Capacity development |
| 2 | Policy based lending / budget support to the Government |
| 3 | Knowledge products/services (analytical work, reports, studies, surveys, etc.) |
| 4 | Investment lending (financing specific projects) |
| 5 | Technical assistance (advice, best practice, international experience, etc.) |
| 6 | Trust Fund management |
| 7 | Other (please specify): _____ |
| 8 | Don't know |

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

| | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| 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 |

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

| | |
|----|--|
| 1 | Civil society organizations |
| 2 | Local Government |
| 3 | Beneficiaries |
| 4 | Private sector |
| 5 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Foundations |
| 8 | Academia/think tanks/research institutes |
| 9 | Parliament |
| 10 | Media |
| 11 | Faith based organizations |
| 12 | Other (please specify): _____ |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

| To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following? | | | | | | | | | | | | |
|---|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
| | | To no degree at all | | | | | | | | To a very significant degree | | Don't know |
| B14 | Responsiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B15 | Flexibility (in terms of the World Bank's products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B16 | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B17 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B18 | Staff accessibility | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B19 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B20 | Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B21 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B22 | Collaboration with other donors | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| B23 | Follow through over time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

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

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C1. To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? | | | | | | | | | | | |
| 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 in Thailand, on a ten point scale? | | | | | | | | | | | | |
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| C2 | The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C3 | The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

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

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

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

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

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

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

SECTION E: WORKING WITH THE WORLD BANK

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

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

| G1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than THREE) | |
|--|---|
| 1 | Local newspapers |
| 2 | International newspapers |
| 3 | Local radio |
| 4 | International radio |
| 5 | Local television |
| 6 | International television |
| 7 | Periodicals |
| 8 | Internet |
| 9 | Social media (Facebook, Twitter, YouTube) |
| 10 | Blogs |
| 11 | Mobile phones |
| 12 | Instant messaging |
| 13 | Tablets and e-Reader |
| 14 | Other (please specify): _____ |

| G2. How would you prefer to receive information from the World Bank? (Choose no more than THREE) | |
|---|--|
| 1 | World Bank website |
| 2 | Direct contact with World Bank (i.e., face to face meetings/discussions) |
| 3 | e-newsletters |
| 4 | World Bank seminars/workshops/conferences |
| 5 | World Bank publications and other written materials |
| 6 | Mobile phones |
| 7 | Social media (Facebook, Twitter, Youtube) |
| 8 | Blogs |
| 9 | Tablets and e-Reader |
| 10 | Other (please specify): _____ |

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

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

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

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)

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

H2. Please identify the primary specialization of your work. (Please mark only ONE response)

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

SECTION H: BACKGROUND INFORMATION

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

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

| | |
|--|----------------------|
| H5. Which best represents your geographic location? | |
| 1 | Bangkok and vicinity |
| 2 | Northern Thailand |
| 3 | Southern Thailand |
| 4 | North East Thailand |
| 5 | Central Thailand |

Thank you for completing the survey!