

# FY 2017 Mongolia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



July 2017



## Acknowledgements

The Mongolia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Mongolia country team and the local fielding agency Maxima LLC. In particular, PORG is grateful for the support from Indra Baatarkhuu (Communications Associate), who coordinated the survey related activities from Ulaanbaatar, Mongolia.



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Mongolia .....	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates .....	24
VIII. World Bank Group’s Knowledge and Instruments .....	30
IX. The Future Role of the World Bank Group in Mongolia.....	34
X. Communication and Outreach .....	38
XI. Appendices.....	43





## I. Objectives

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

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

## II. Methodology

From March to May 2017, 509 stakeholders of the WBG in Mongolia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/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; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 266 stakeholders participated in the survey (52% response rate).

Some received and returned the questionnaires via courier or email. Some respondents filled out the survey questionnaire on an independent survey platform, Qualtrics. The others filled out the survey with a representative of the independent research firm. Respondents were asked about: general issues facing Mongolia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Mongolia; and the WBG's communication and information sharing.

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

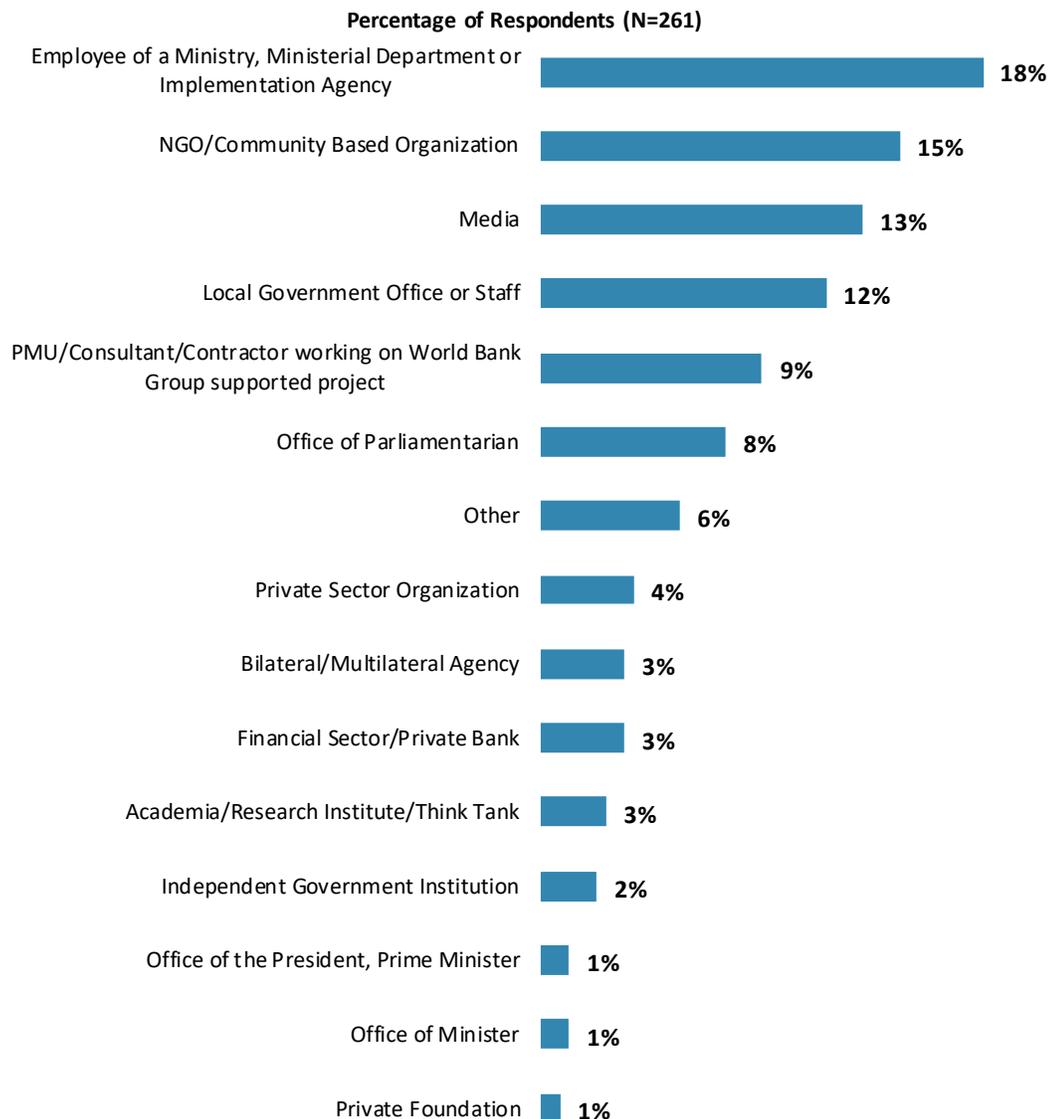
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 69%, N=357). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 90).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations and private foundations were combined in the “CSO” category; and the small number of respondents from the office of the President/Prime Minister/Minister, bilateral/multilateral agencies, independent government institutions, and academia were included in the “Other” category. There were no respondents from trade unions, faith-based groups, youth groups, or the judiciary branch.

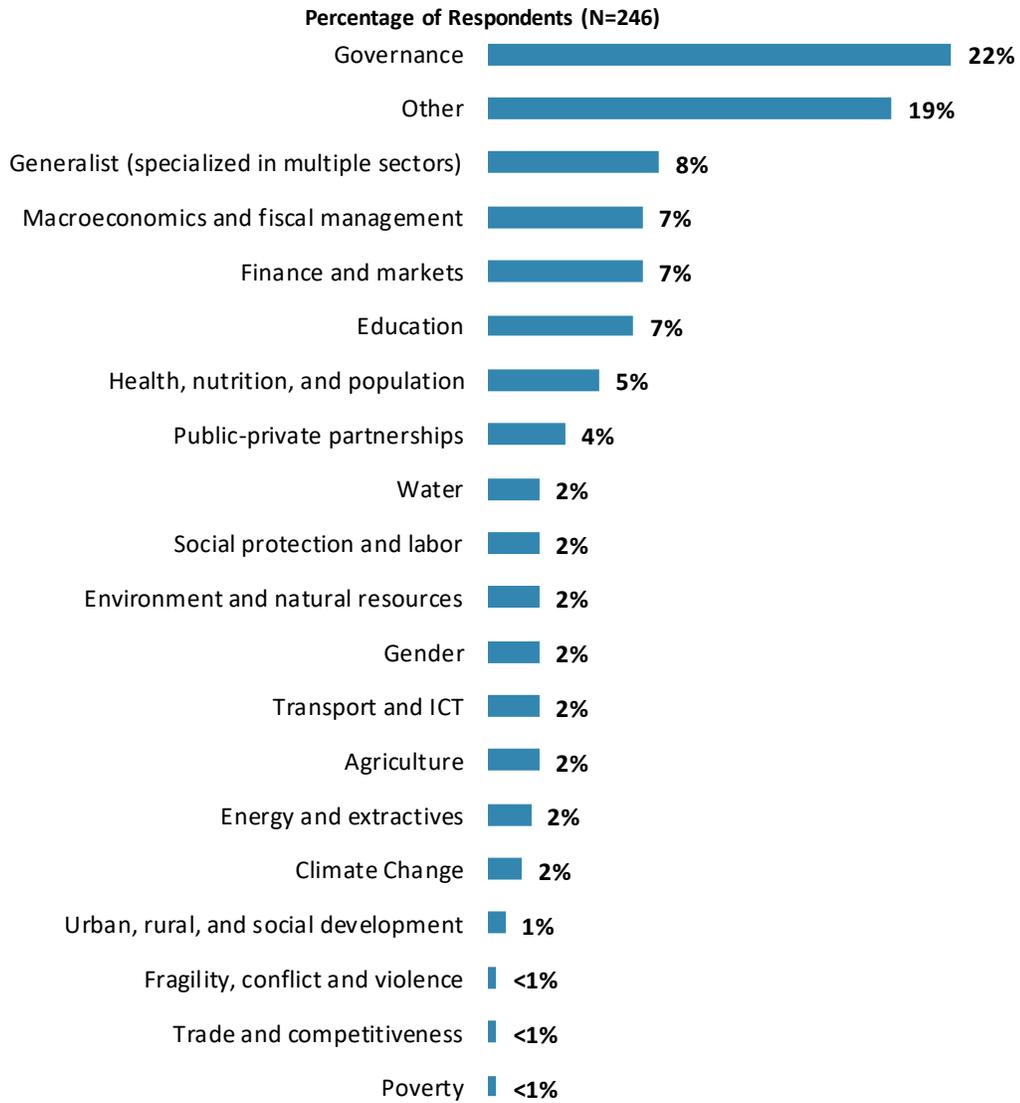


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



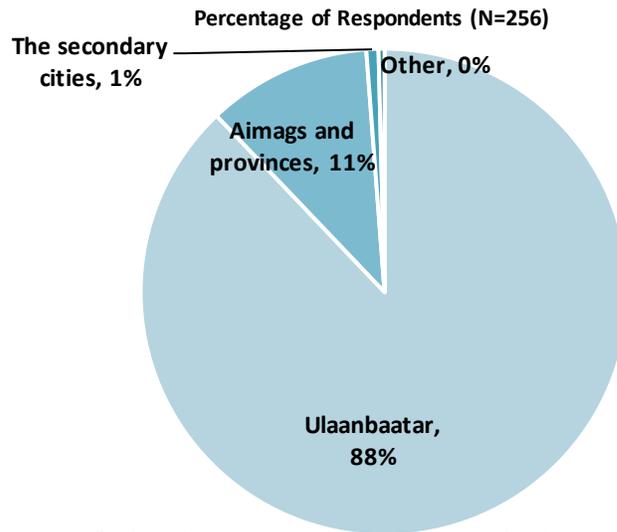
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



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

#### Geographic Locations

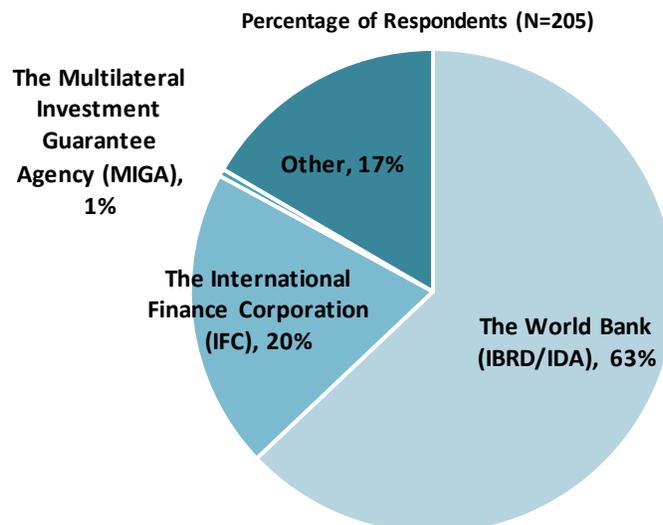
- For further analyses, the small number of respondents from the secondary cities, Aimags and provinces, and other regions were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 81).



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

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#### Exposure to Agencies within the World Bank Group



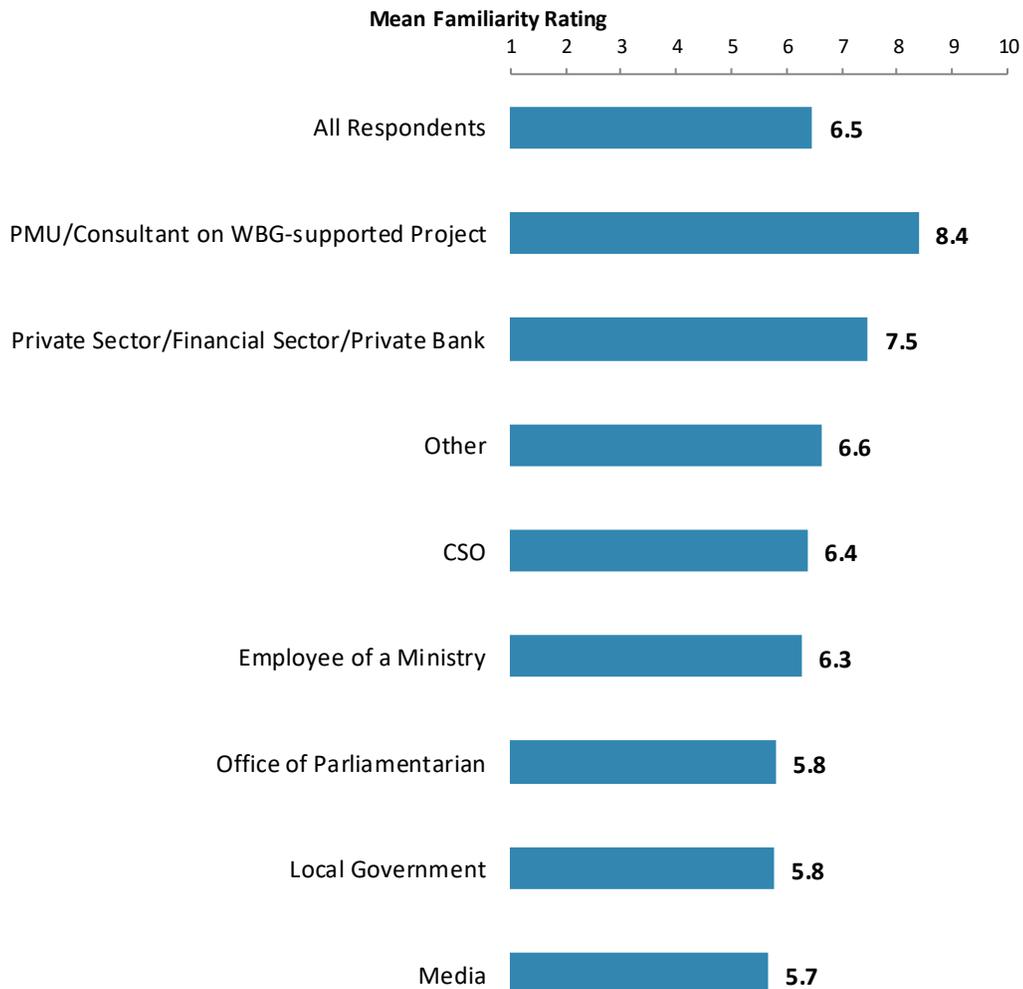
"Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia?" (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG compared to respondents from the FY'14 Country Survey (weighted mean in FY'17 = 6.5; weighted mean in FY'14 = 5.7)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Mongolia, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Mongolia, and the extent to which the WBG contributes to the country's development results.



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

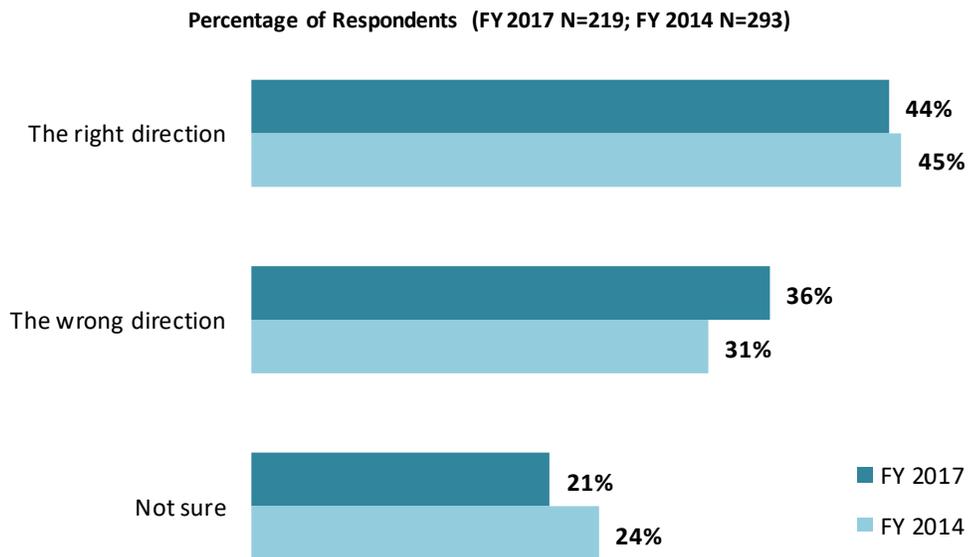
<sup>1</sup> Please refer to Appendix E (page 90) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Mongolia

### Headed in the Right Direction<sup>2</sup>

- **Year comparison:** This year's respondents and the respondents in the FY'14 Country Survey had statistically similar view of the direction Mongolia is headed in.
- **Stakeholder groups:** In this year's Country Survey, respondents from the local governments were significantly more likely to indicate that Mongolia is headed in the right direction, while respondents from the media were significantly less positive about the prospect of Mongolia.



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

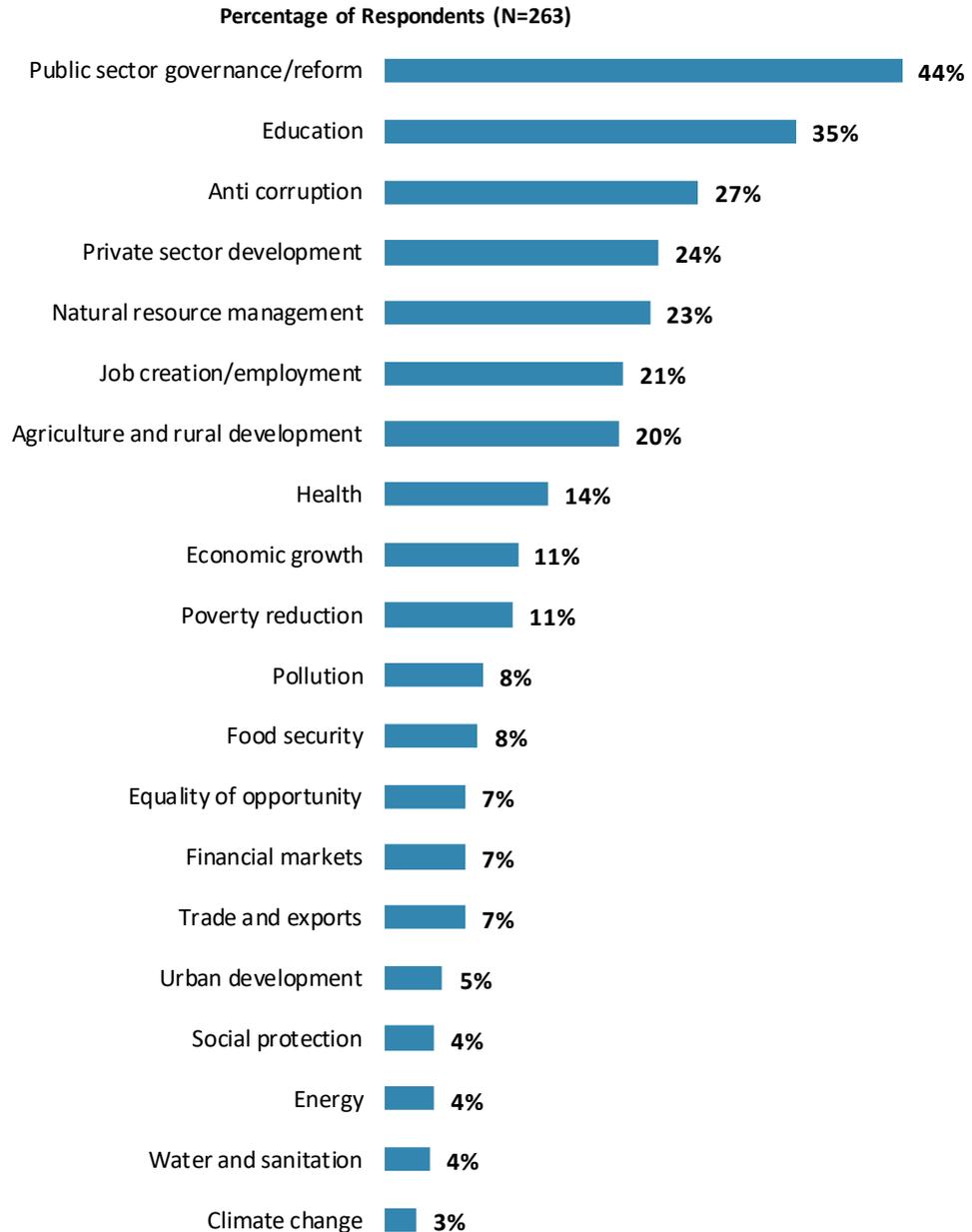
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



## IV. General Issues Facing Mongolia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Mongolia were “*public sector governance/reform*” (36%) and “*education*” (33%).



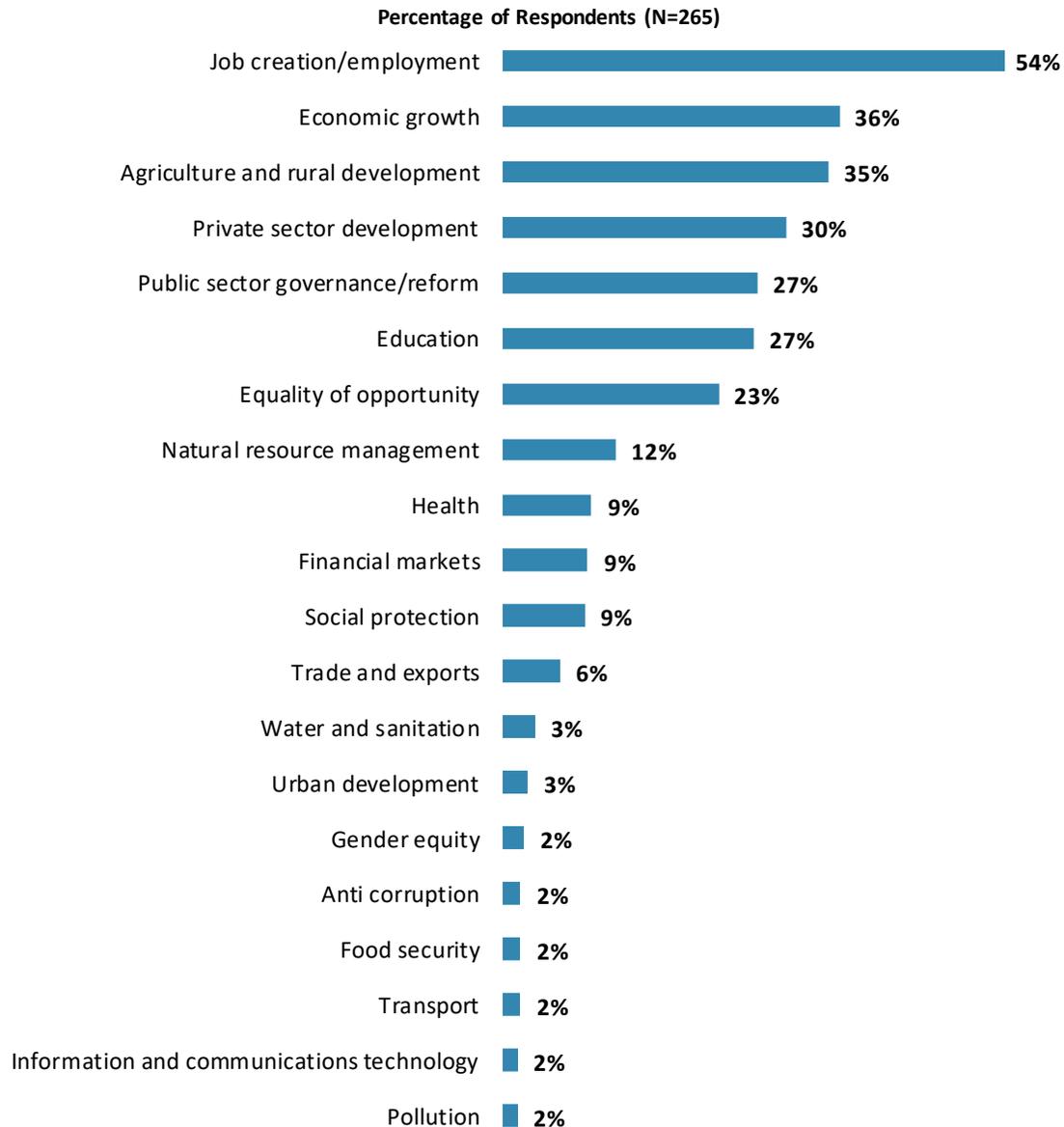
"Listed below are a number of development priorities in Mongolia. Please identify which of the following you consider the most important development priorities in Mongolia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



## IV. General Issues Facing Mongolia (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Mongolia were “*job creation/employment*” (43%), “*domestic private sector development*” (33%), “*education*” (33%), and “*rural development*” (30%).



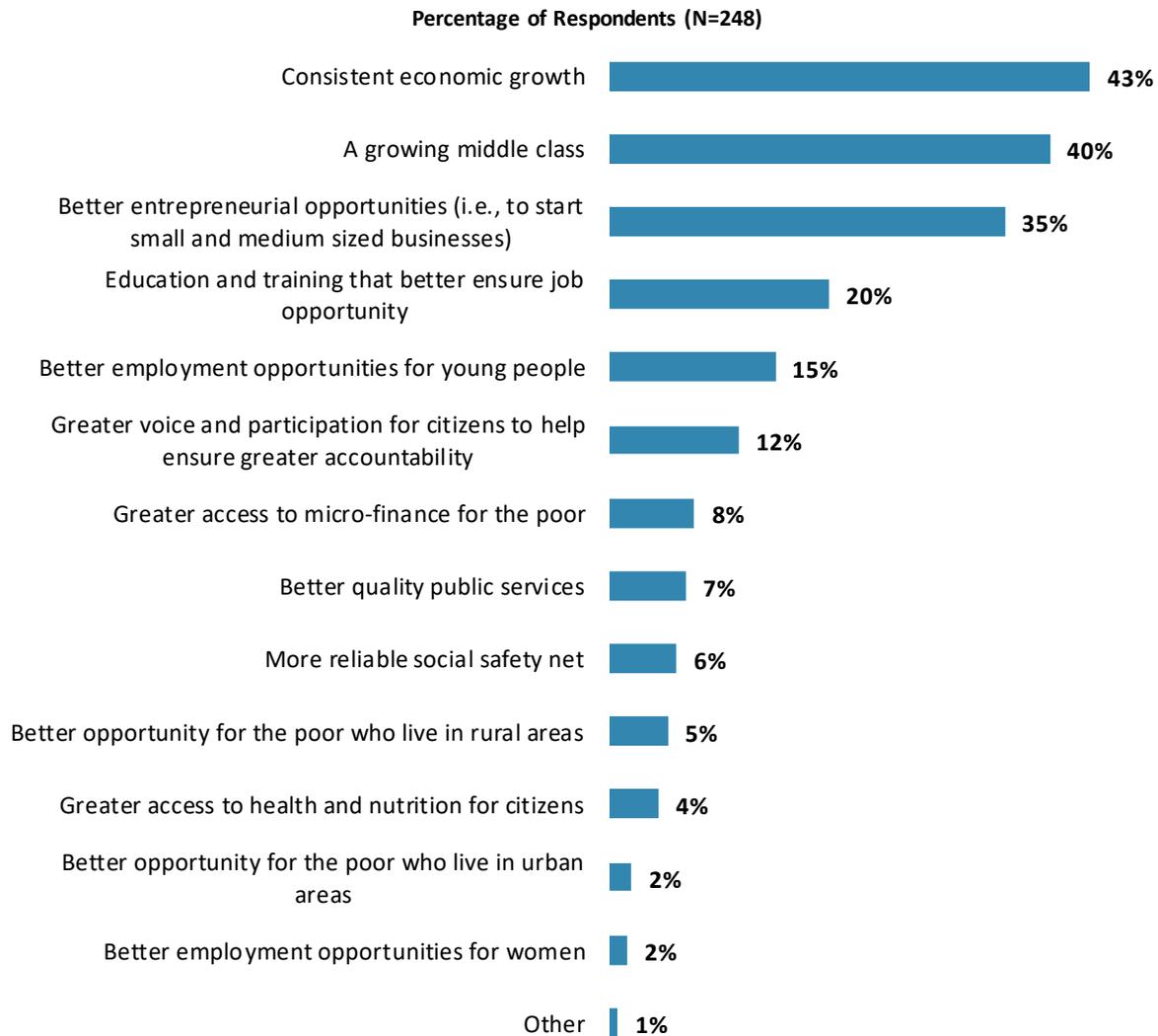
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



## IV. General Issues Facing Mongolia (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that “shared prosperity” can be best illustrated in Mongolia through “*consistent economic growth*” (30%), “*better entrepreneurial opportunities*” (28%), “*better employment opportunities for young people*” (26%), and “*a growing middle class*” (24%).

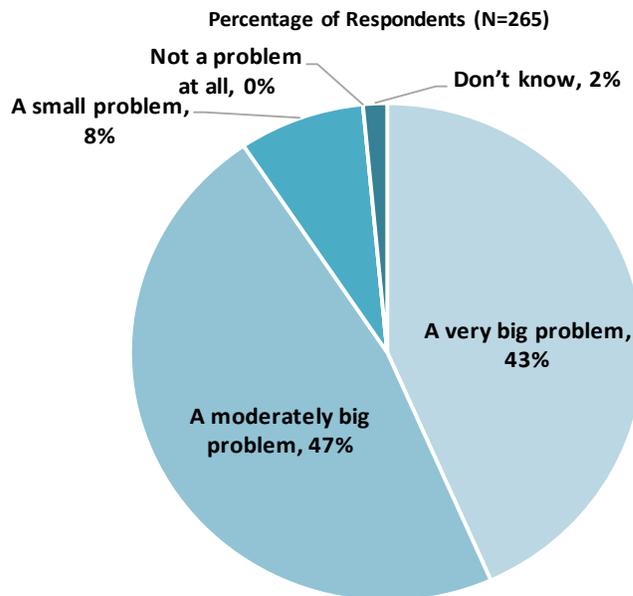


**"The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



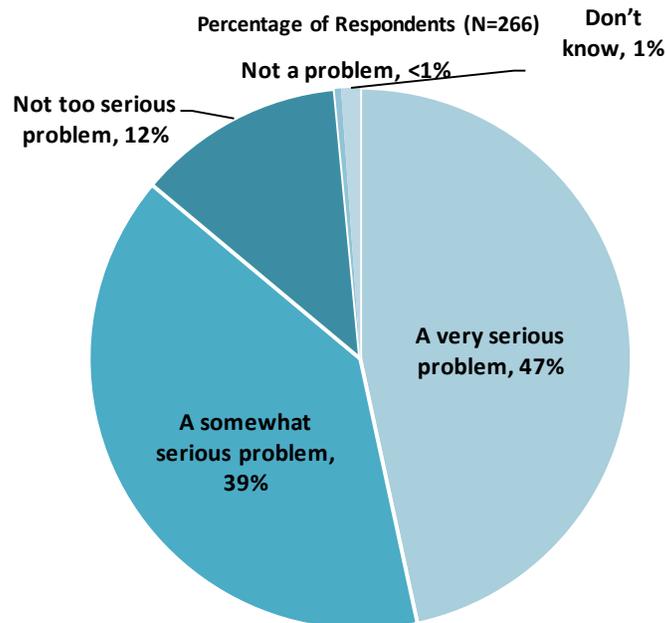
## IV. General Issues Facing Mongolia (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mongolia?" (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)

### Global Climate Change

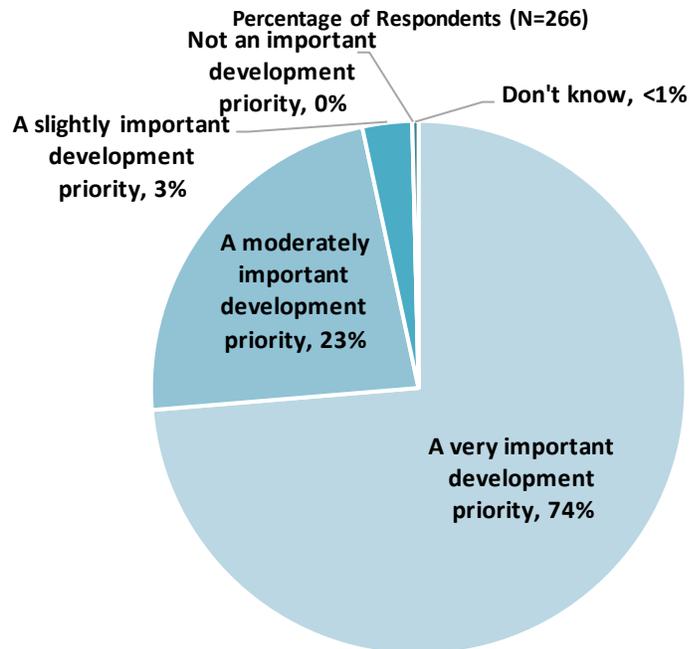


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



## IV. General Issues Facing Mongolia (continued)

### Early Childhood Development



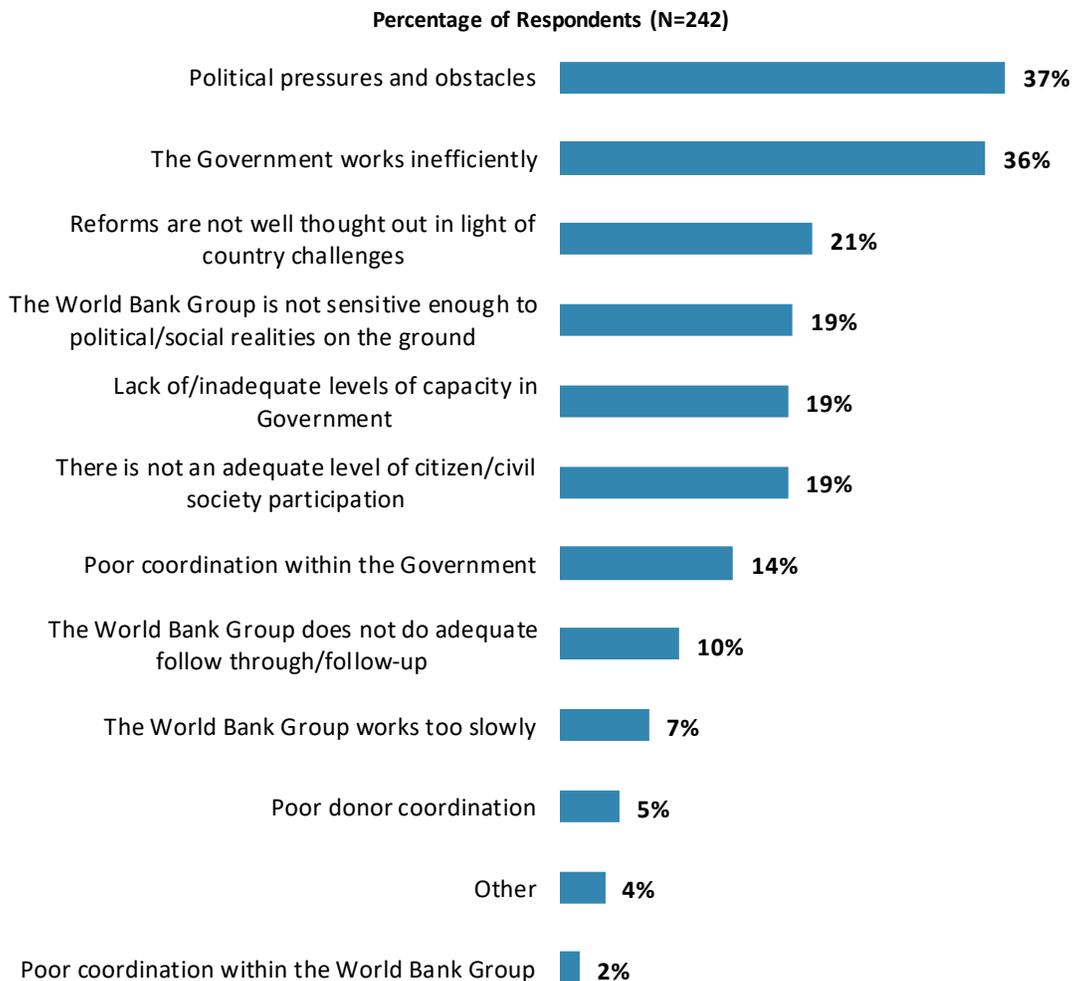
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Mongolia?" (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow World Bank Group assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” (37%), “*lack of/inadequate levels of capacity in government*” (25%), and “*the government working inefficiently*” (23%).



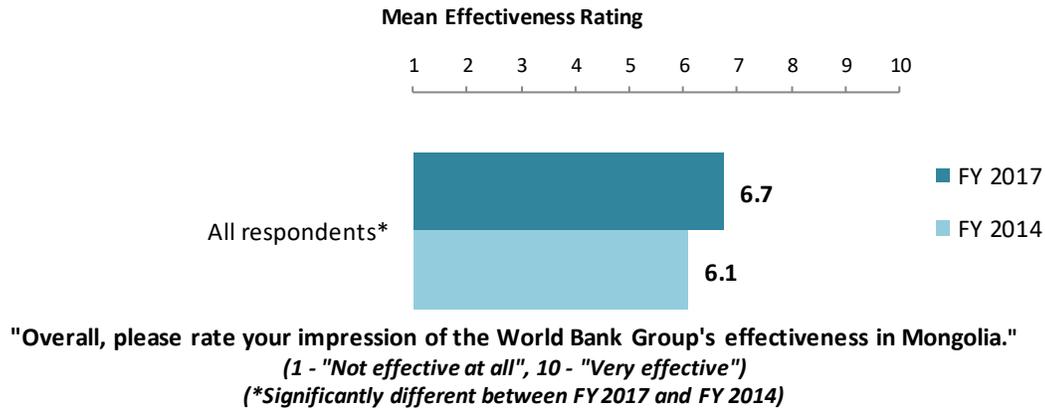
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



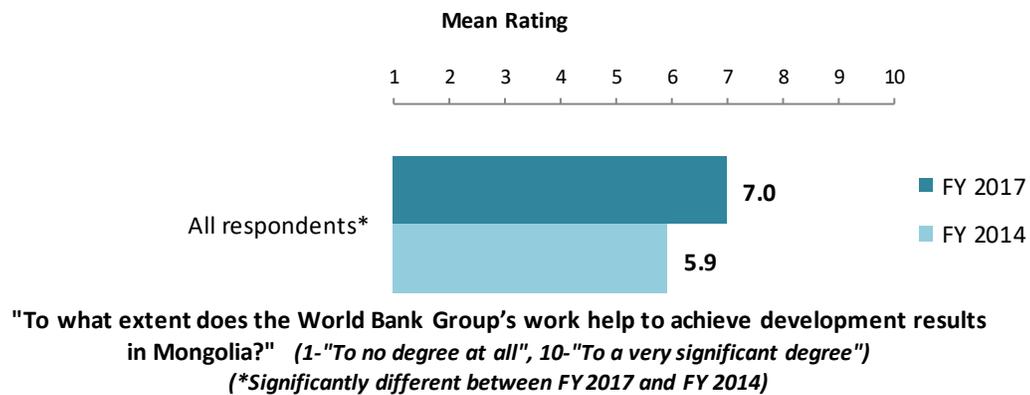
## V. Overall Attitudes toward the World Bank Group (continued)

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

### The World Bank Group’s Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)

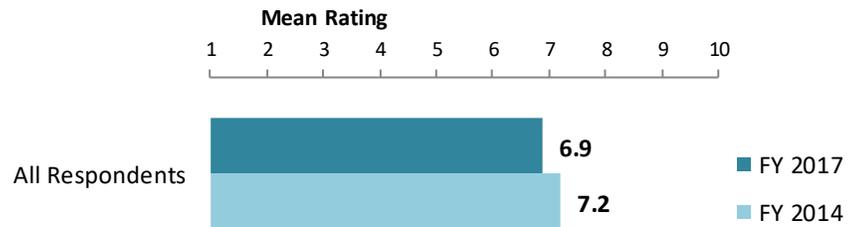


<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data from FY'17 and FY'14.



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

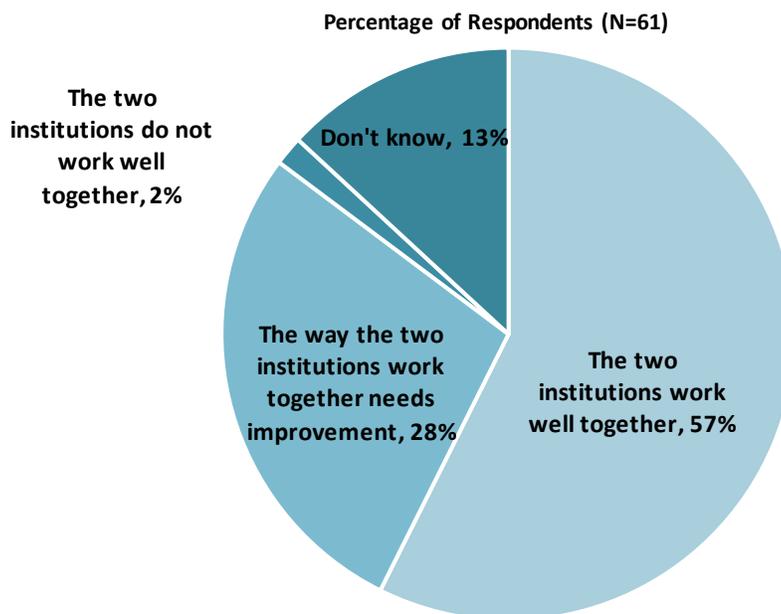
### WBG Staff Preparedness<sup>4</sup>



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

### The World Bank and the IFC Working Together

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



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

<sup>4</sup> Means presented in the chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar aggregated mean ratings for the twenty-six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 60).
- **Collaboration:** Respondents who collaborated with the WBG gave significantly higher aggregated mean ratings for the twenty-six COS indicator questions, compared to respondents who do not work with the WBG.



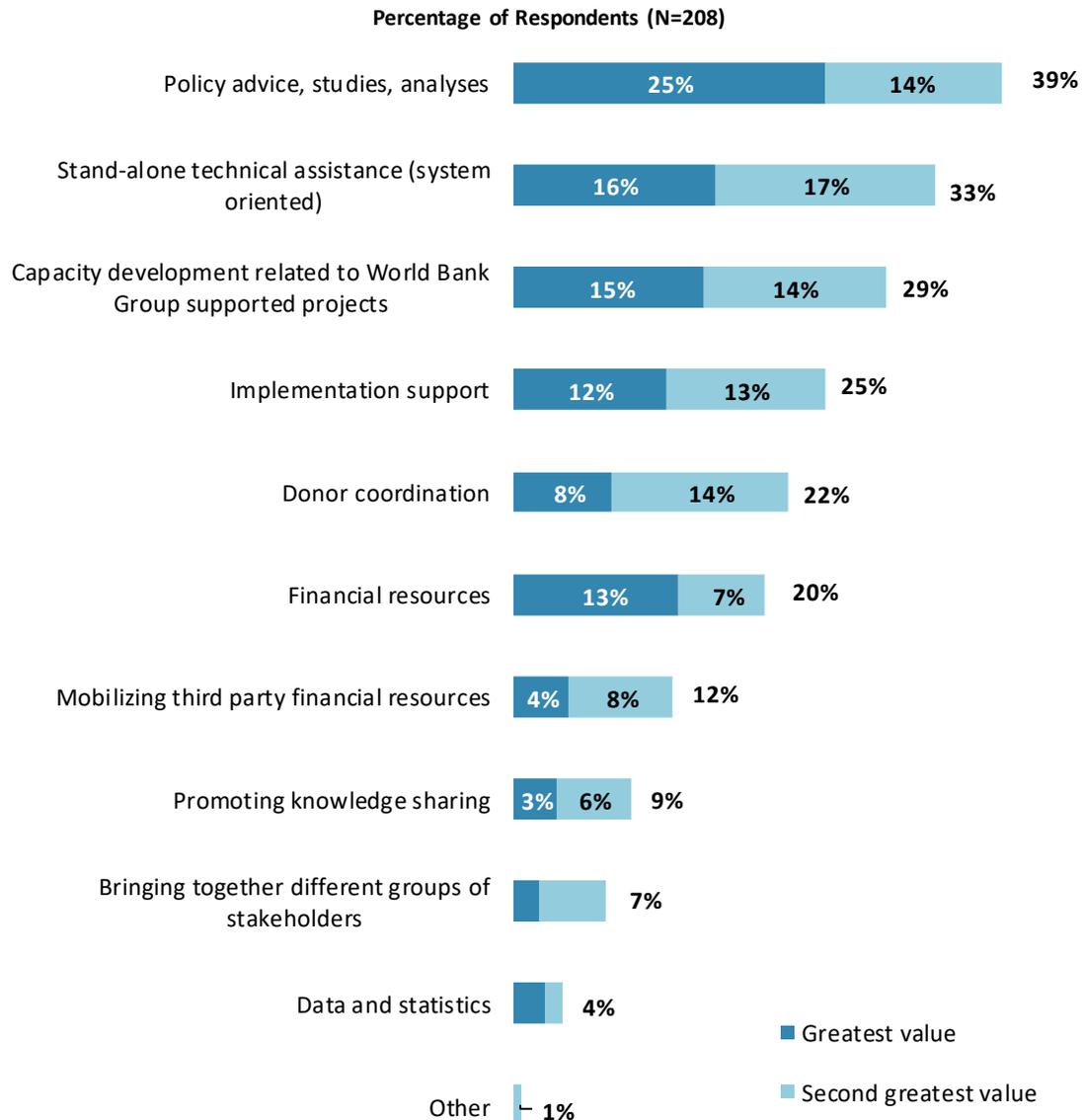
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest value to Mongolia was its "*policy advice, studies, analyses*" (54%) and "*capacity development* (41%)".



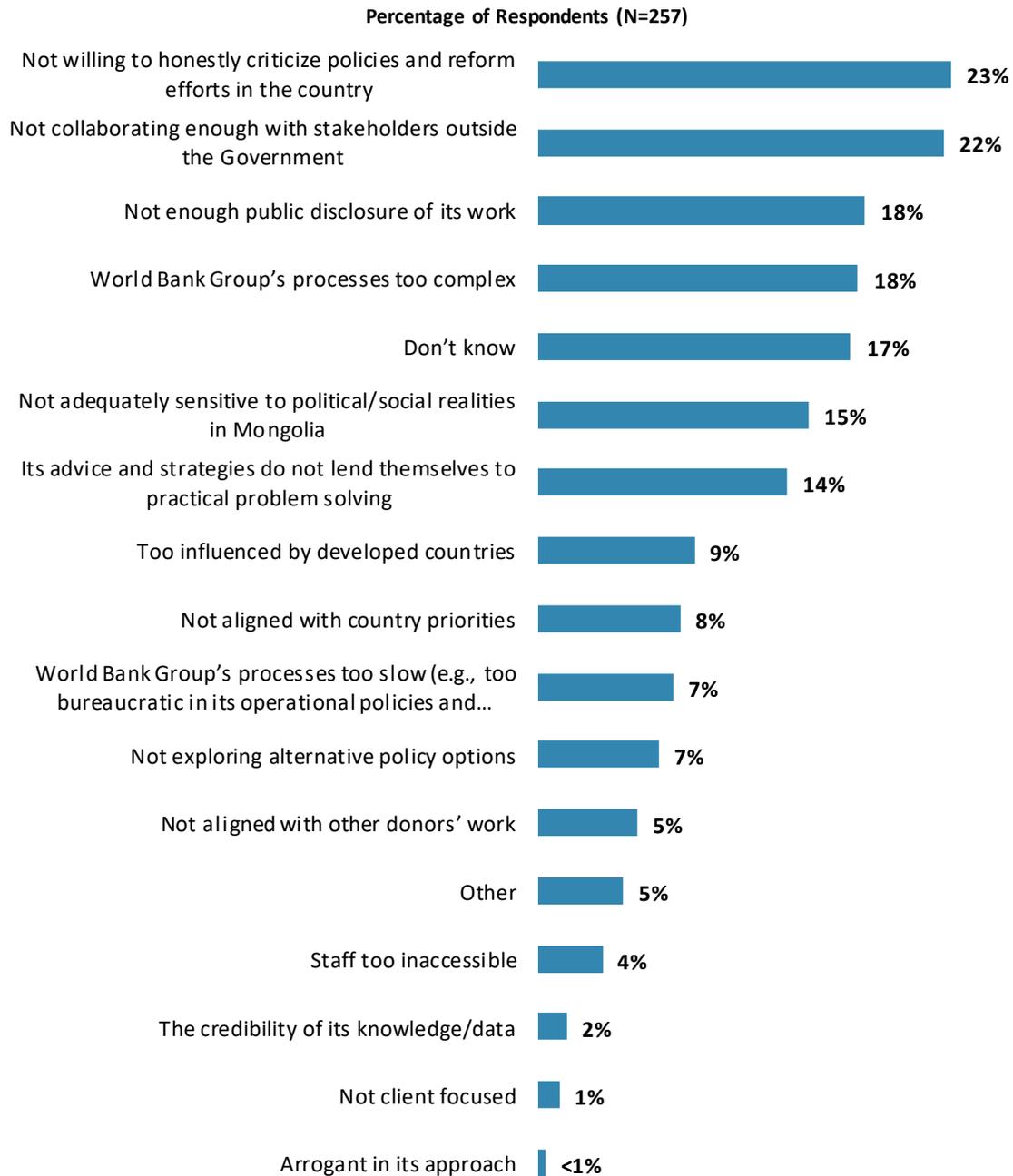
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mongolia?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest weakness in its work in Mongolia was "*not enough public disclosure of its work*" (33%) and "*too influenced by developed countries*" (19%).

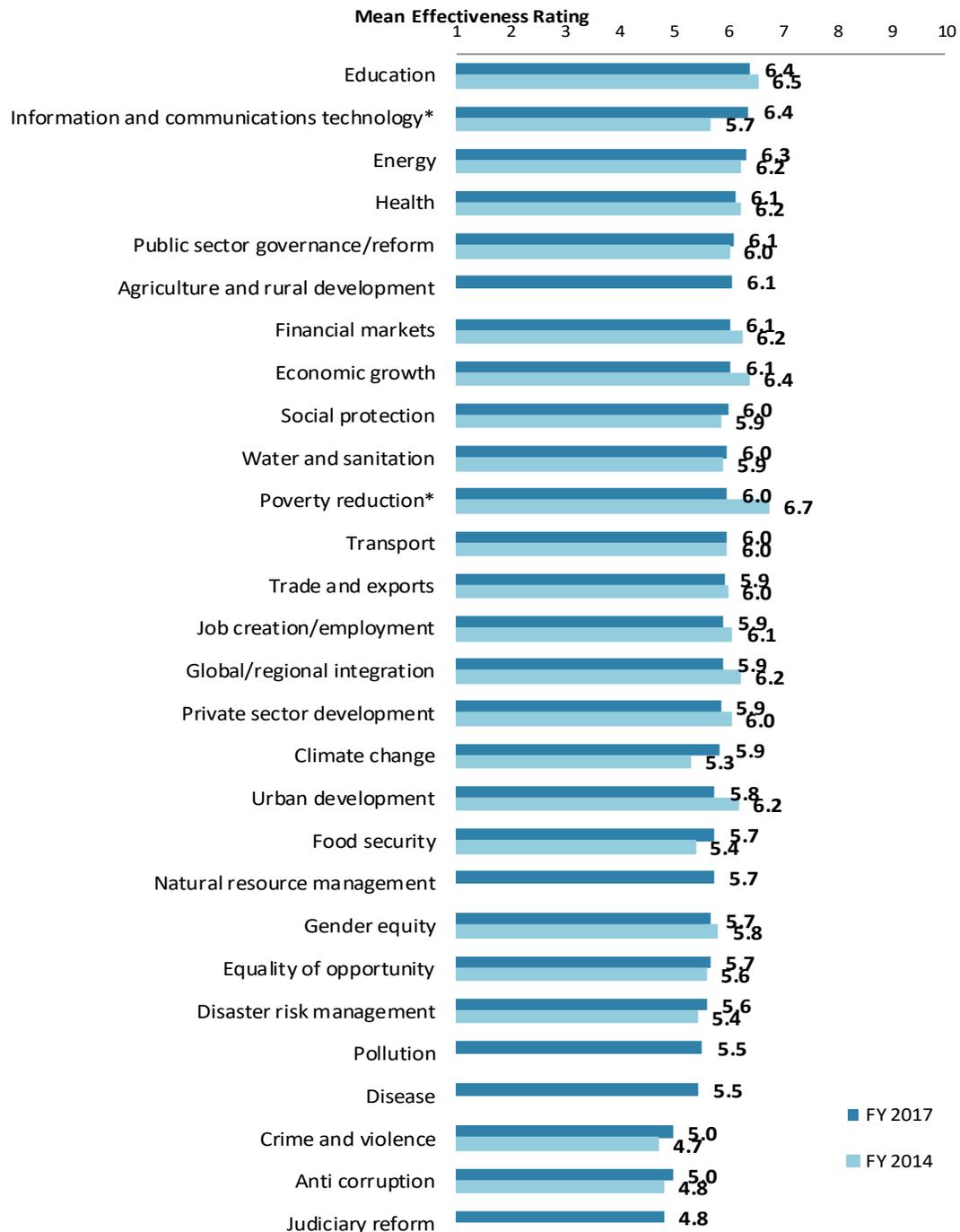


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mongolia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



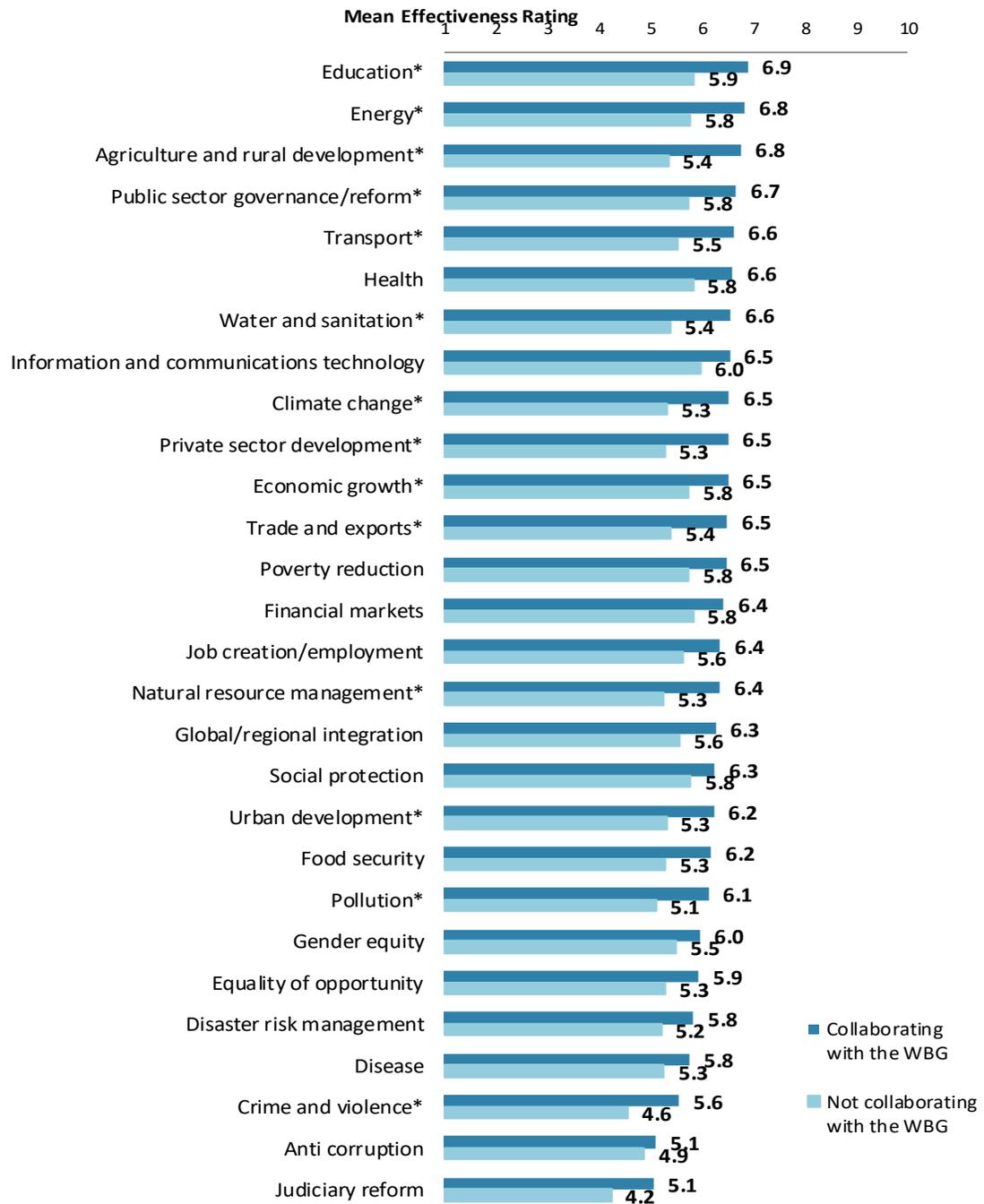
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2017 and FY 2014)

<sup>5</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



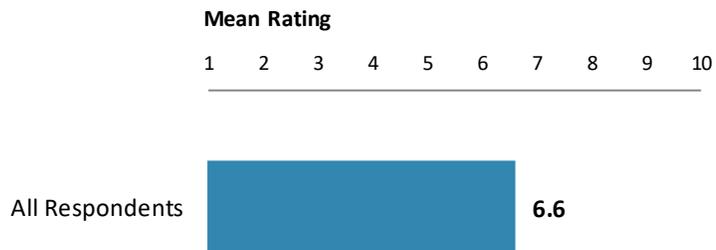
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 44) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



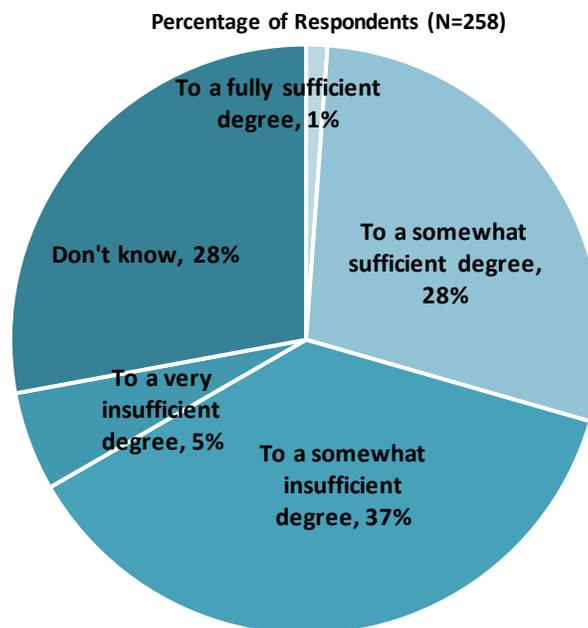
## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



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

### Helping the Poorest

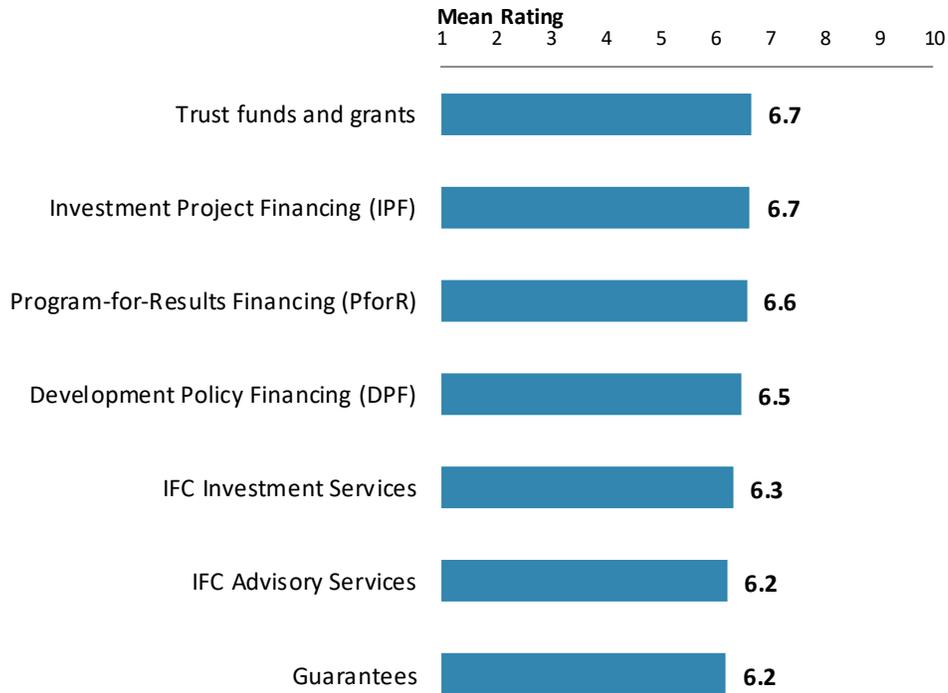


**“To what extent do you believe that the World Bank Group's work and support help the poorest in Mongolia?”** (Respondents chose from a list.)  
*(Note: percentages may not total 100 due to rounding)*



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG Instruments

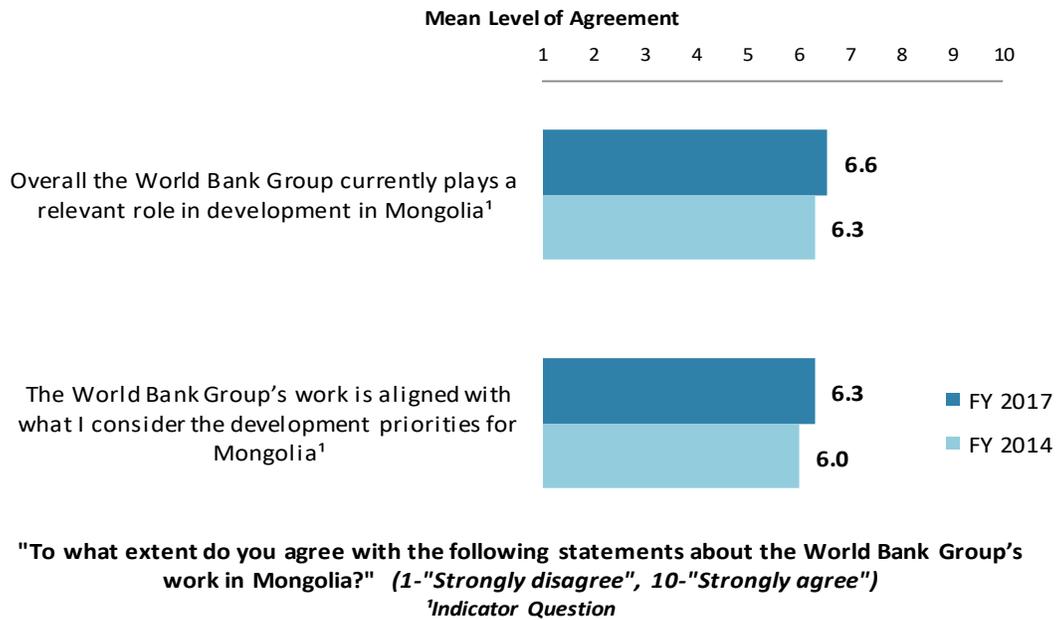


**“How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Mongolia Government's efforts to reduce poverty?”**  
*(1 - "Not effective at all", 10 - "Very effective")*

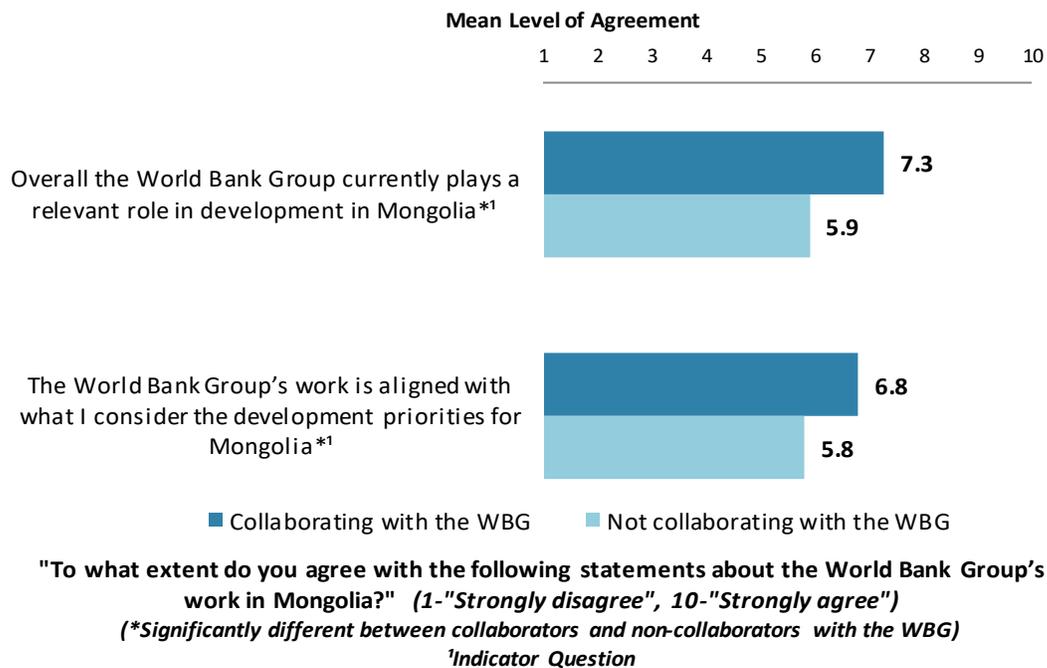


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Mongolia: Year Comparison<sup>7</sup>



### The World Bank Group's Work in Mongolia: Collaboration

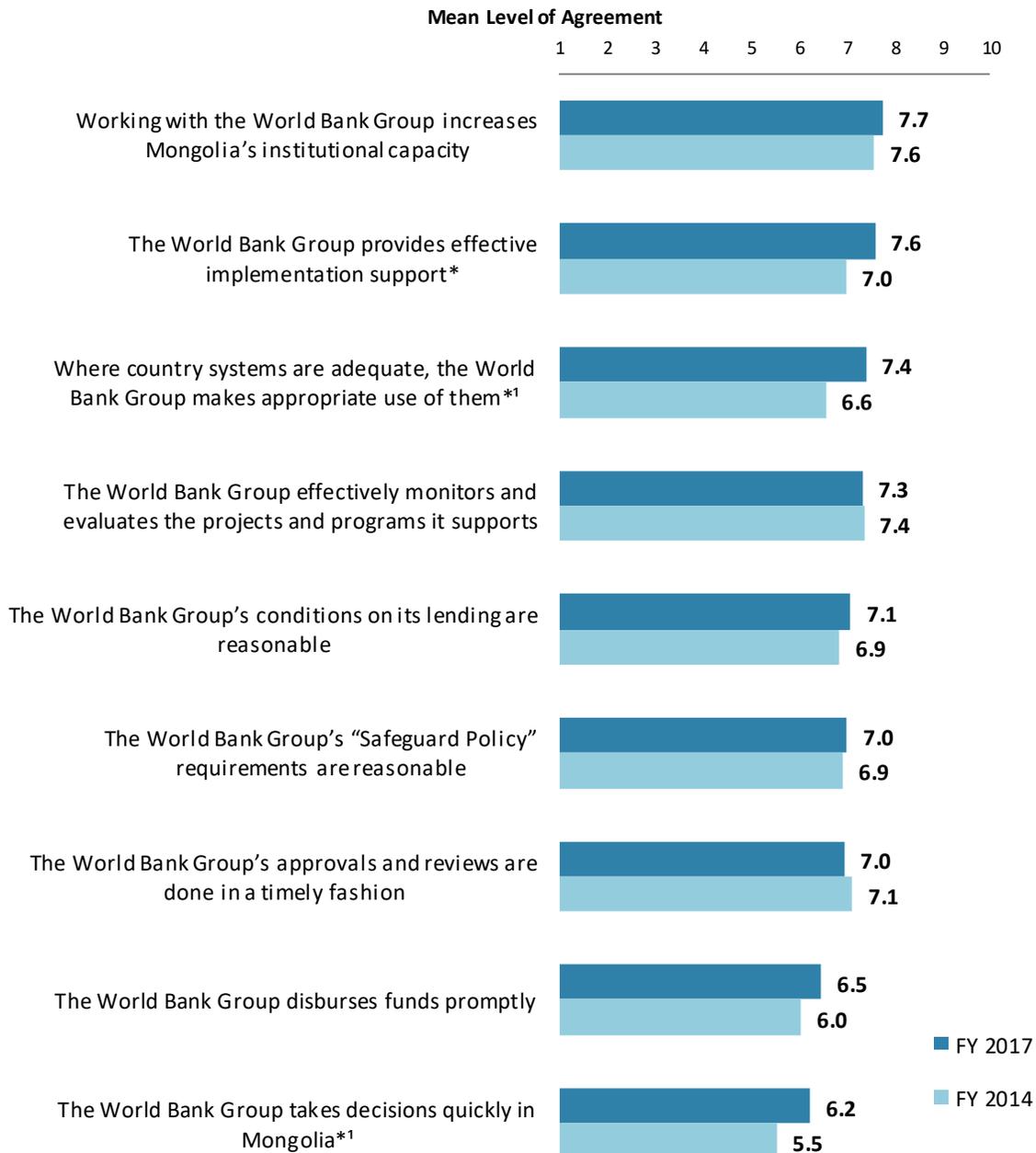


<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



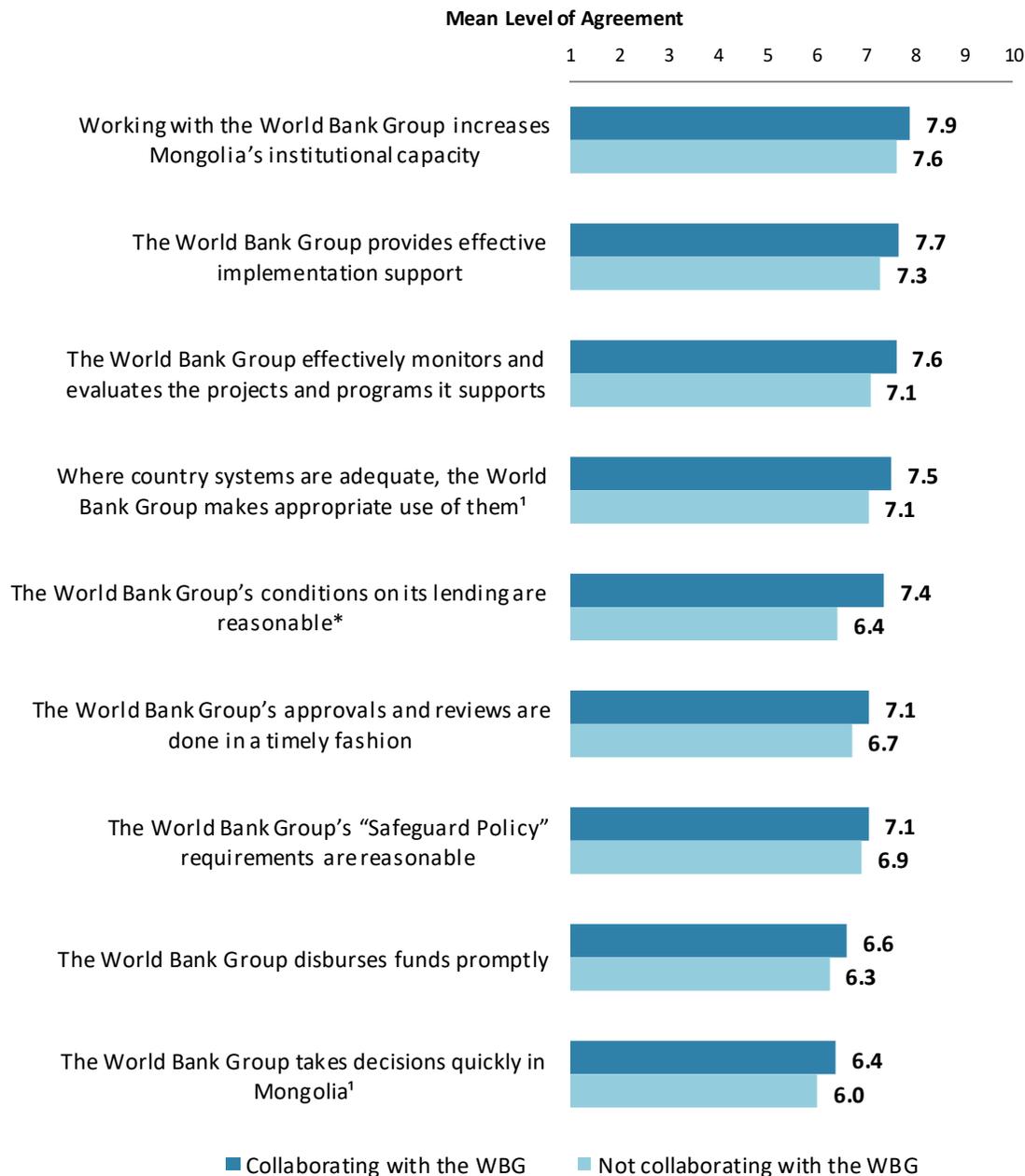
"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between FY 2017 and FY 2014)  
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration



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



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



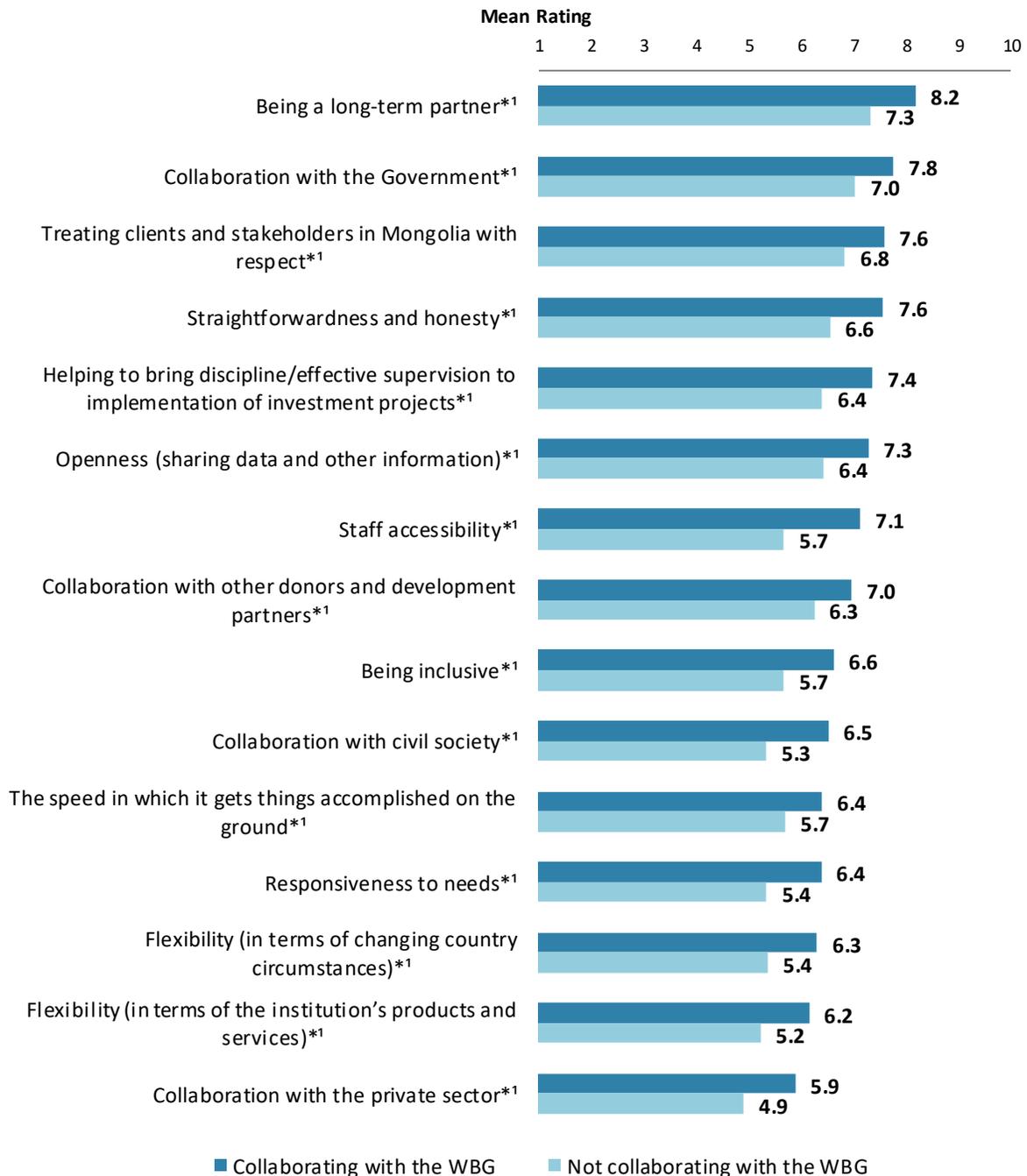
"To what extent is the World Bank Group an effective development partner in Mongolia, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
*Indicator Question*

<sup>9</sup> Means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

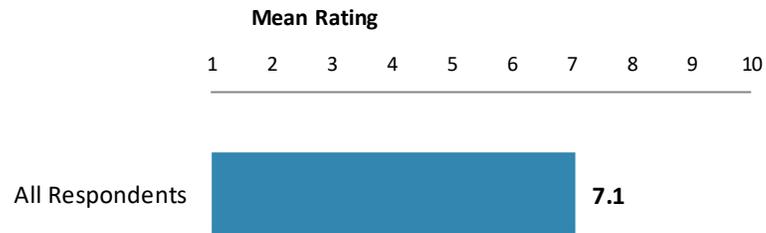
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Internal Measuring and Monitoring



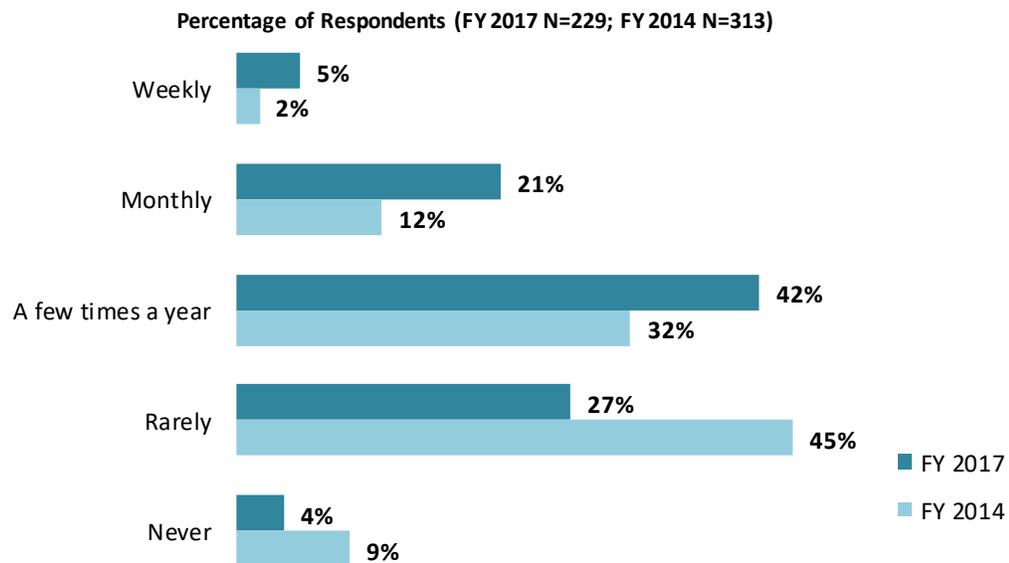
**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?" (1-"To no degree at all", 10-"To a very significant degree")**



## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities<sup>10</sup>

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities regularly compared to respondents in the previous FY'14 Country Survey.



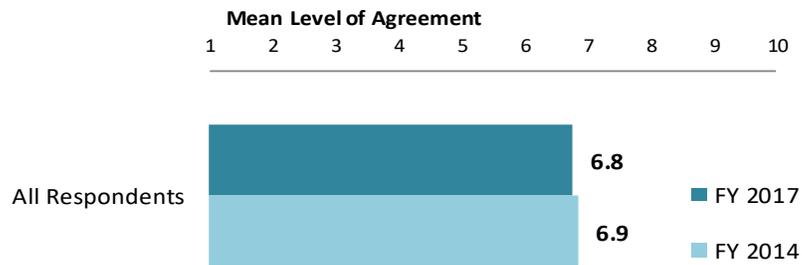
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

<sup>10</sup> Percentages in the chart were calculated based on weighted data.



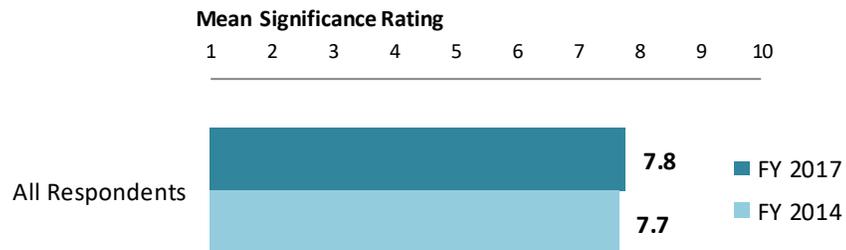
## VIII. World Bank Group’s Knowledge and Instruments (continued)

### Meeting Mongolia’ Knowledge Needs<sup>11</sup> (Indicator Question)



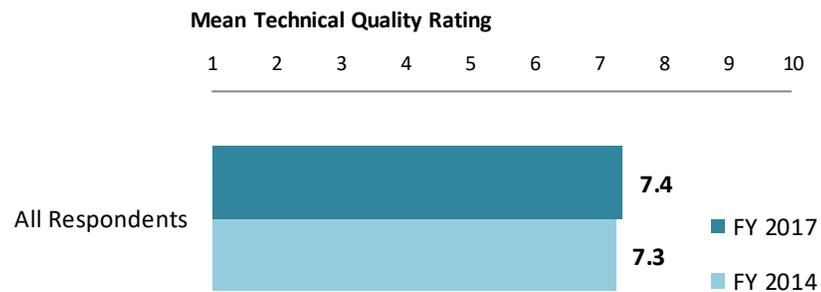
"The World Bank Group meets Mongolia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



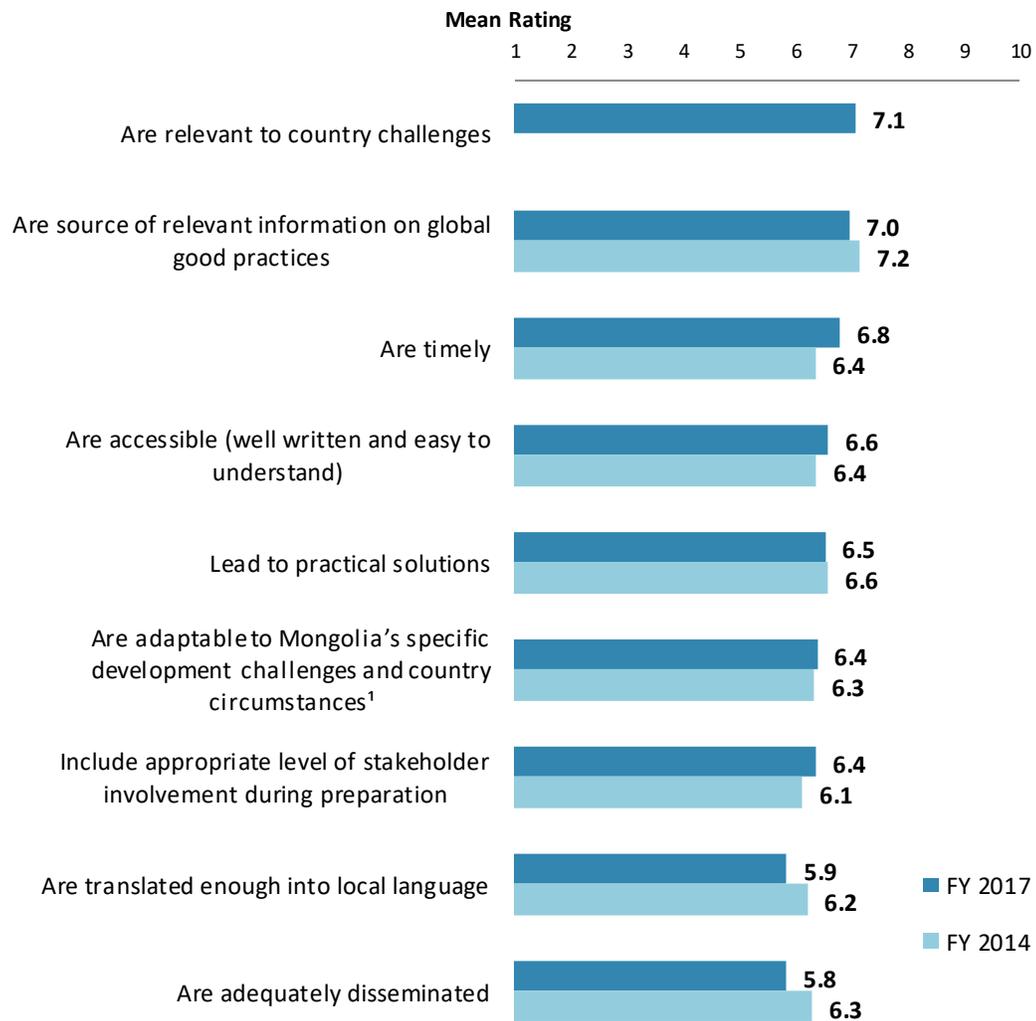
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

<sup>11</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



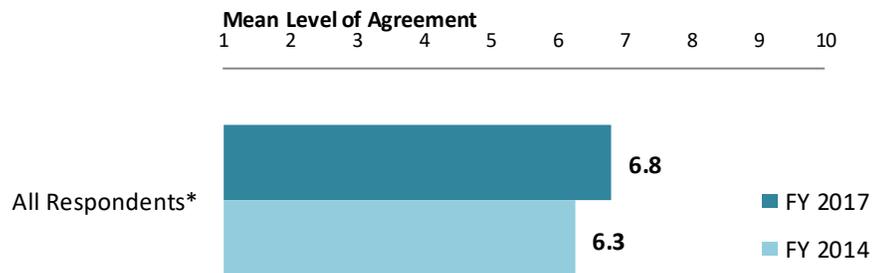
"In Mongolia, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")  
<sup>1</sup>Indicator Question

<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Mongolia's Needs for Financial Instruments<sup>13</sup> (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Mongolia."**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2017 and FY 2014)

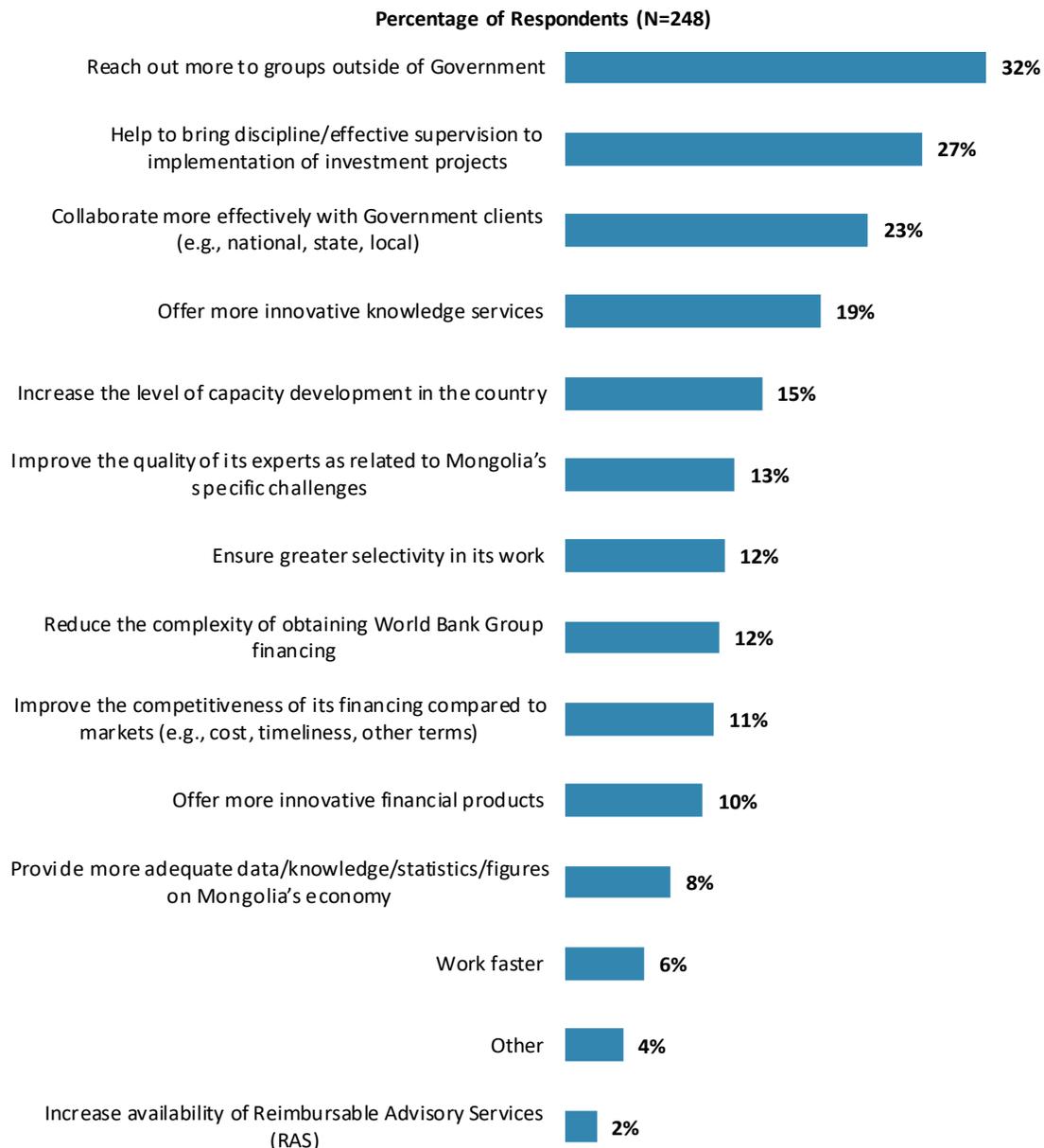
<sup>13</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should “*improve the quality of its experts as related to Mongolia’s specific challenges*” (33%) and “*reach out more to groups outside of Government*” (30%) to make itself of greater value in Mongolia.



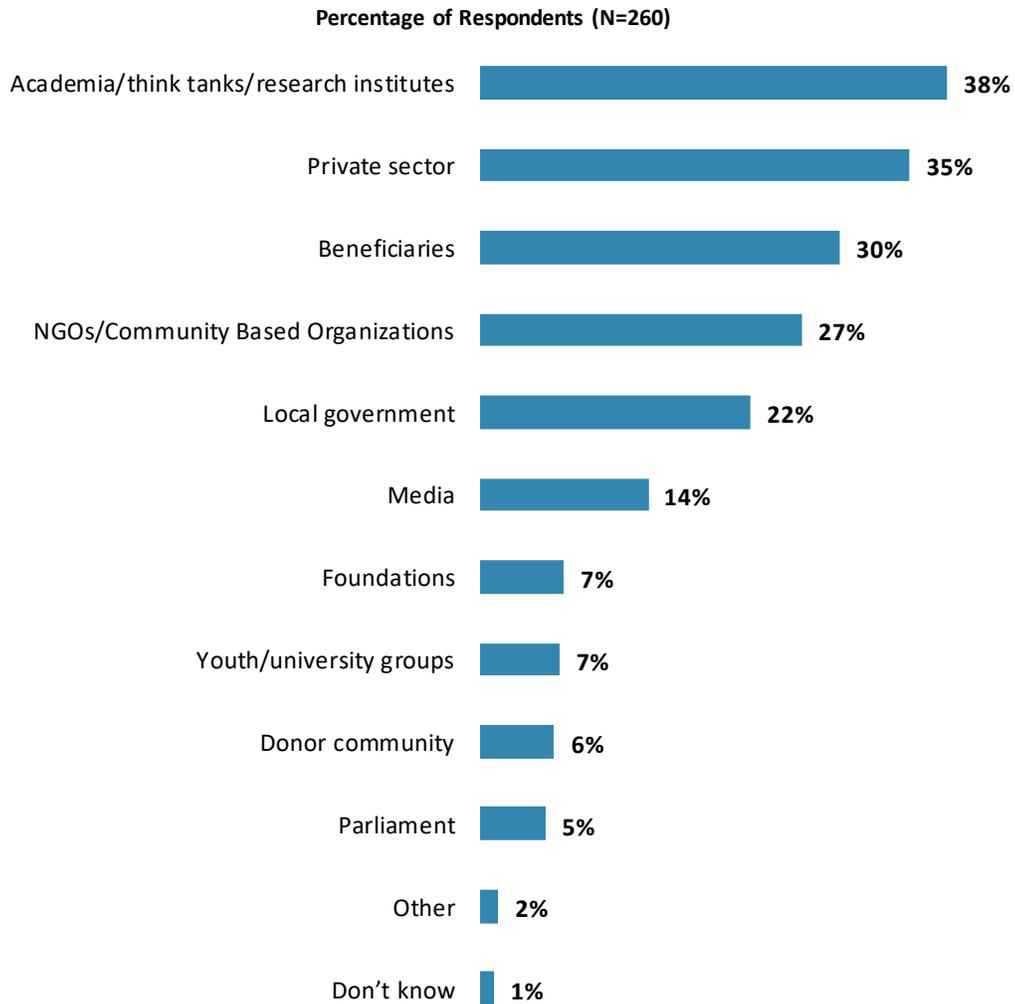
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Mongolia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*academia/think tanks/research institutes*” (40%), “*private sector*” (31%), and “*NGOs*” (29%) to ensure better development results in Mongolia.



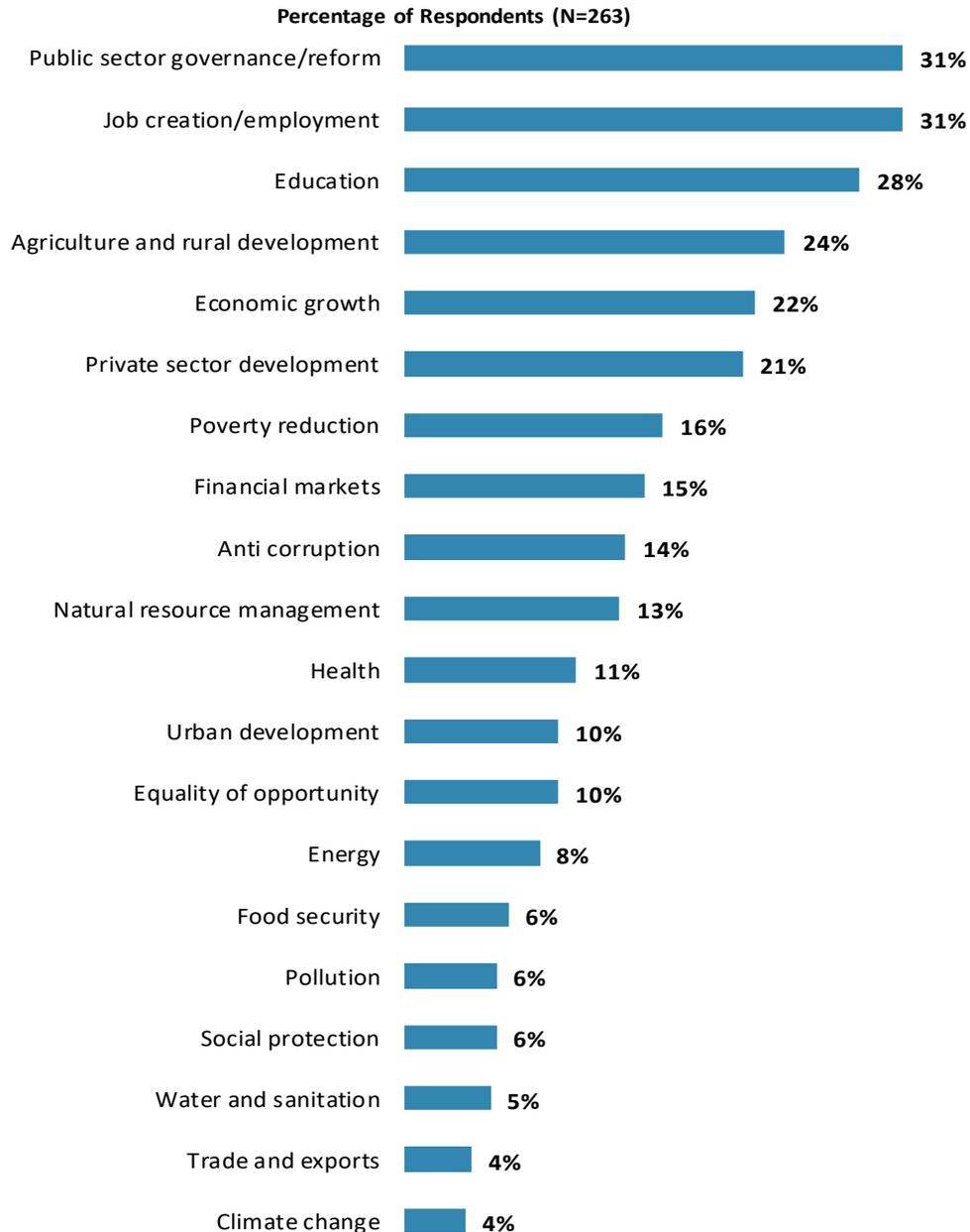
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"**  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should focus its resources on “*education*” (32%), “*domestic private sector development*” (28%), “*job creation/employment*” (24%), and “*public sector governance/reform*” (23%).



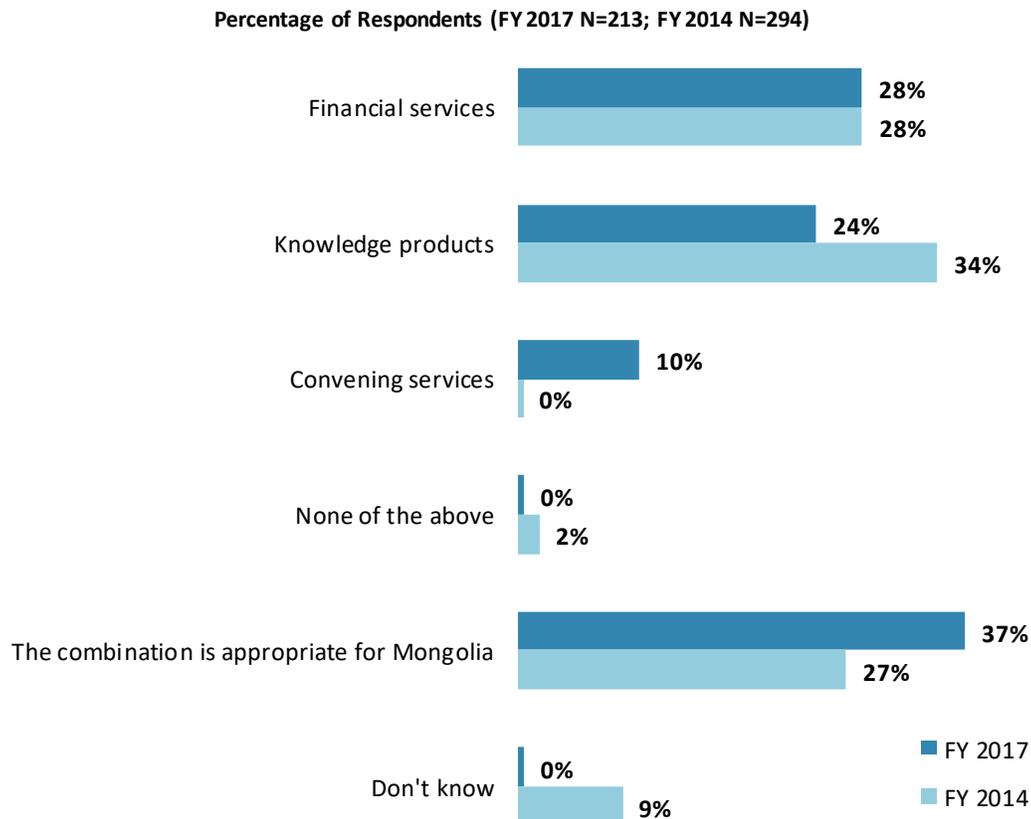
“When thinking about how the World Bank Group can have the most impact on development results in Mongolia, in which sectoral areas do you believe the WBG should focus most of its resources in Mongolia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.  
Top 20 of 28 response options shown.)



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

### Future Combination of the WBG Services<sup>14</sup>

- **Year comparison:** Respondents in the previous FY'14 Country Survey were significantly more likely to indicate that the World Bank Group should offer more “*knowledge products*” (34%) in Mongolia. This year’s respondents were significantly more likely to believe that “*the combination is appropriate for Mongolia*” (37%) than the respondents in the FY'14 Country Survey.



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

<sup>14</sup> Percentages in this chart were calculated with weighted data

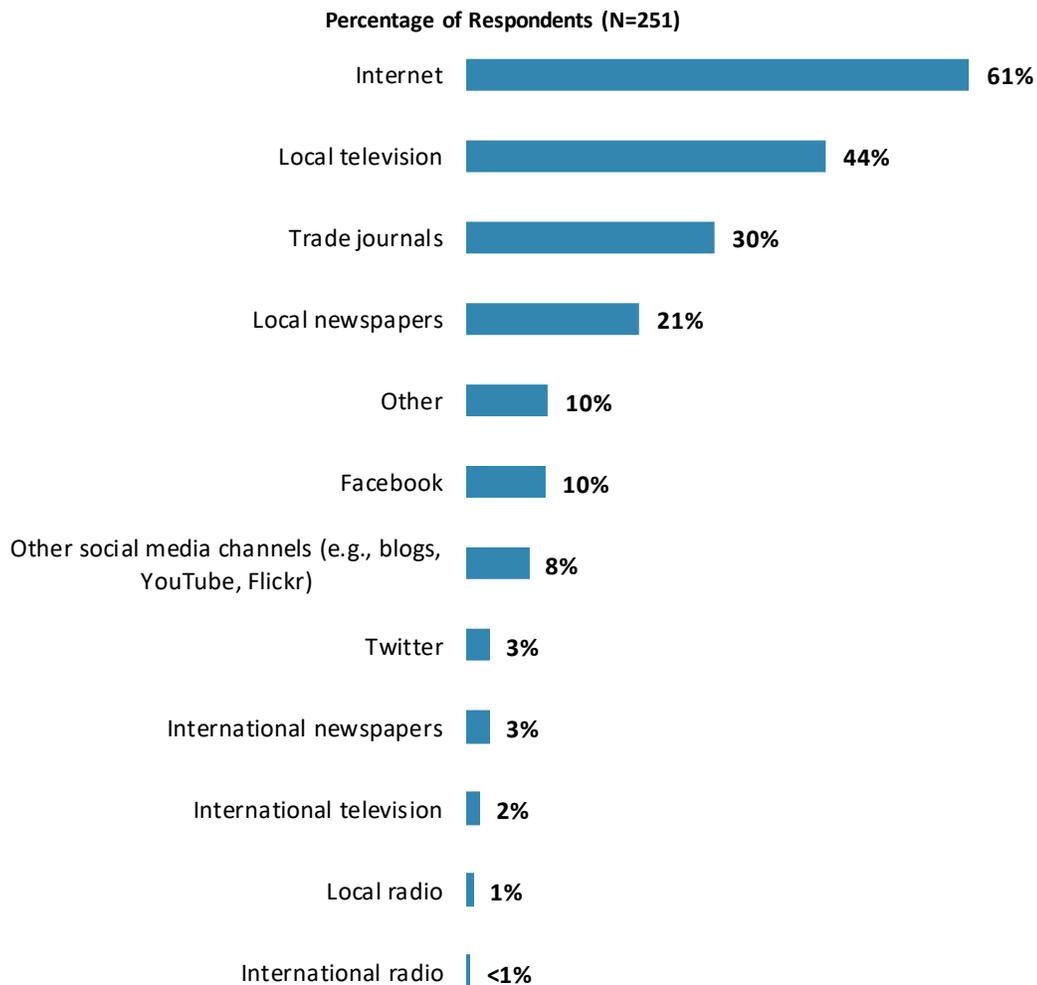


## X. Communication and Outreach

*Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 60) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY’14 Country Survey indicated that they got most of their information about economic and social development issues in Mongolia from “*the Internet*” (63%), “*local television*” (43%), and “*local newspapers*” (40%).



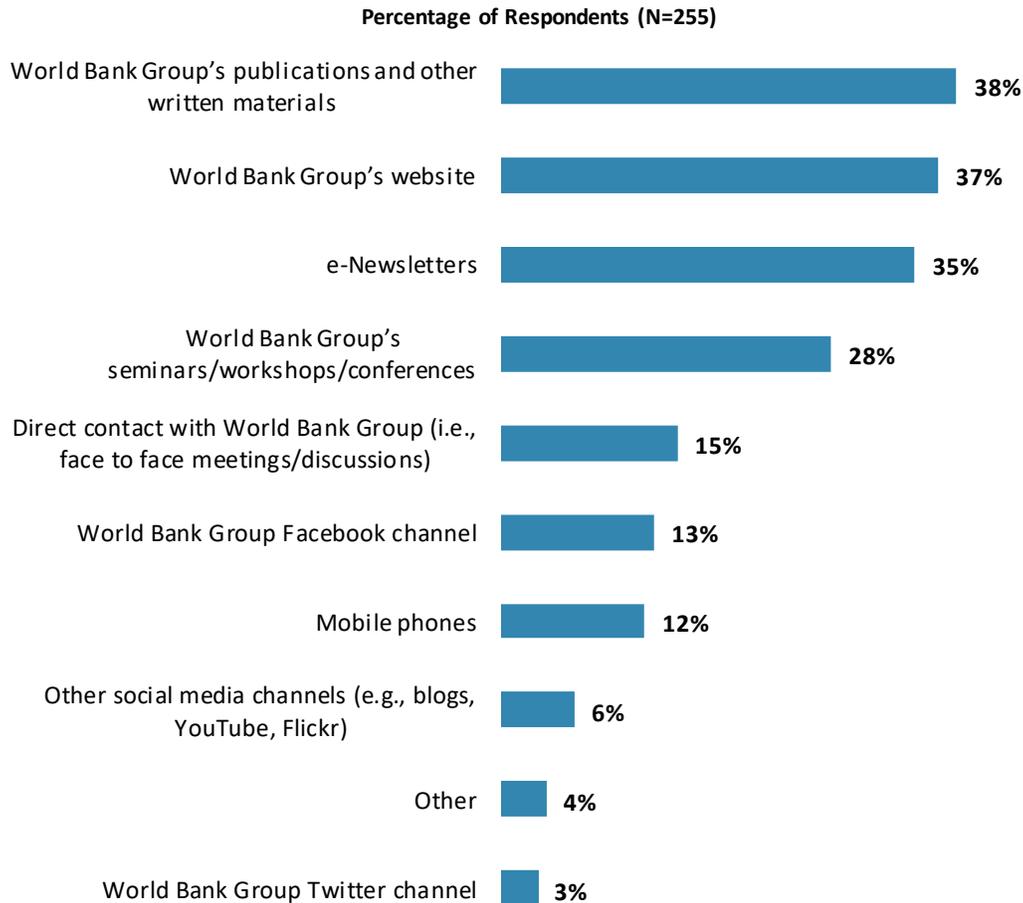
**"How do you get most of your information about economic and social development issues in Mongolia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the World Bank Group through its “website” (42%) and “social media<sup>15</sup>” (28%).



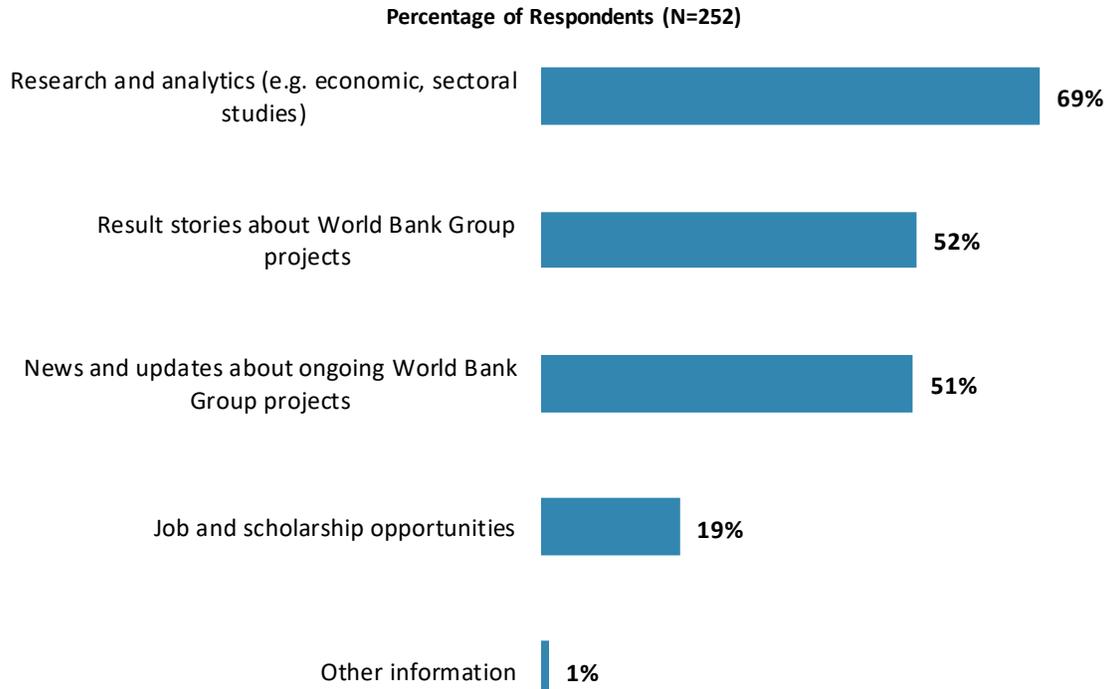
**"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**

<sup>15</sup> In the FY17 survey, “social media” was not presented as a response option. Instead, “WBG Facebook channel,” “WBG Twitter channel,” and “other social media channels” were given separately as response options.



## X. Communication and Outreach (continued)

### Preferred Information Types

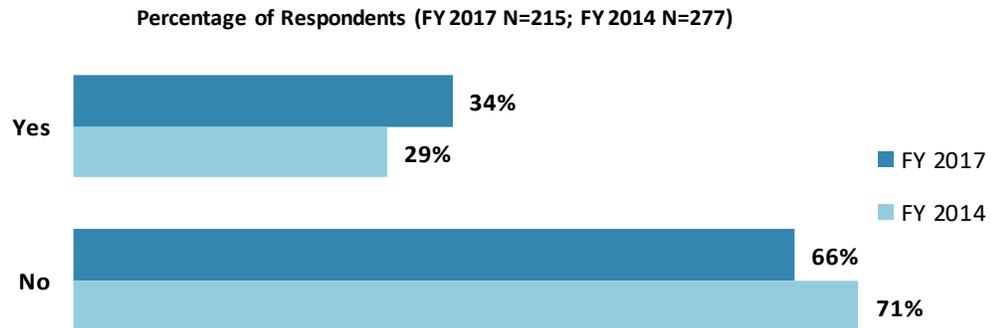


**"What types of information would you like to receive more from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



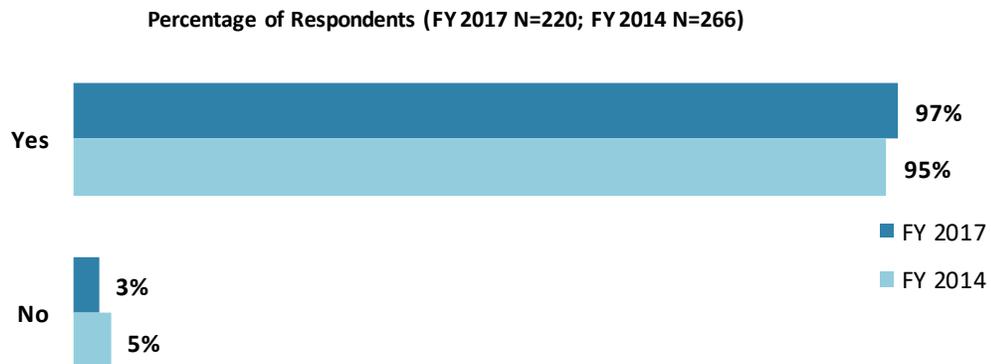
## X. Communication and Outreach (continued)

### Access to Information<sup>16</sup>

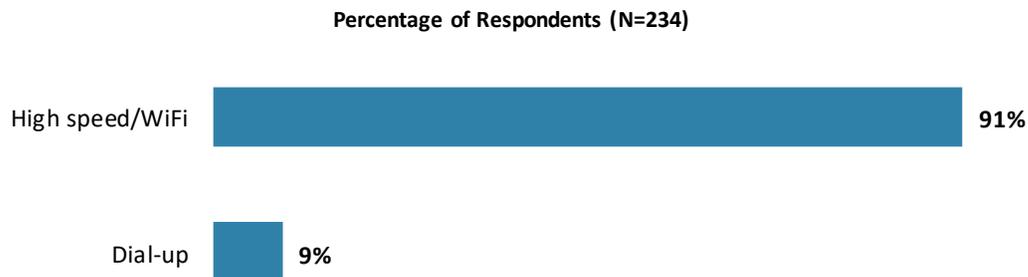


"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

### Access to the Internet



"Do you have access to the Internet?"



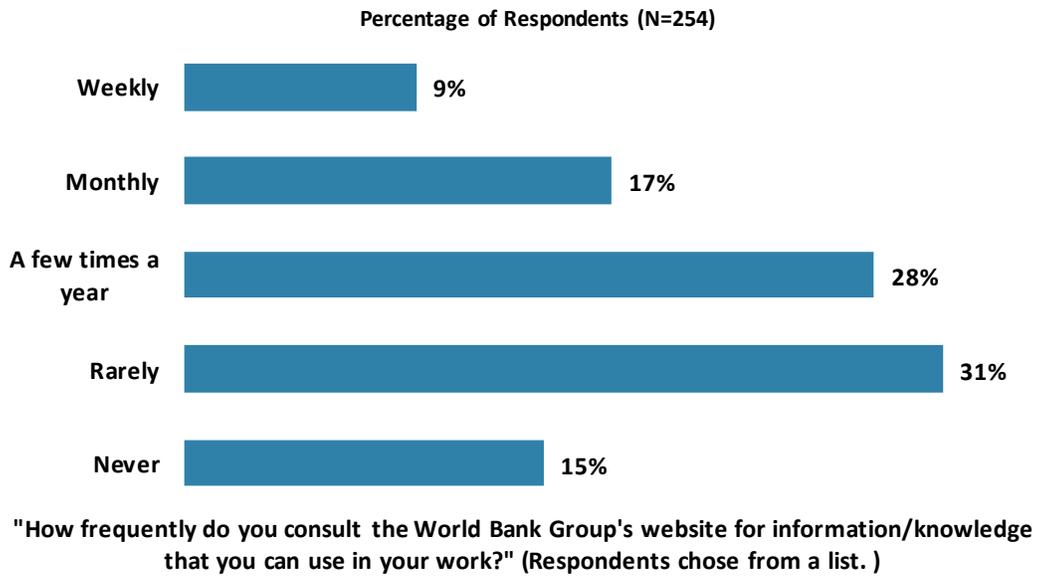
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

<sup>16</sup> Percentages presented in the first two charts on this page were calculated based on weighted data.

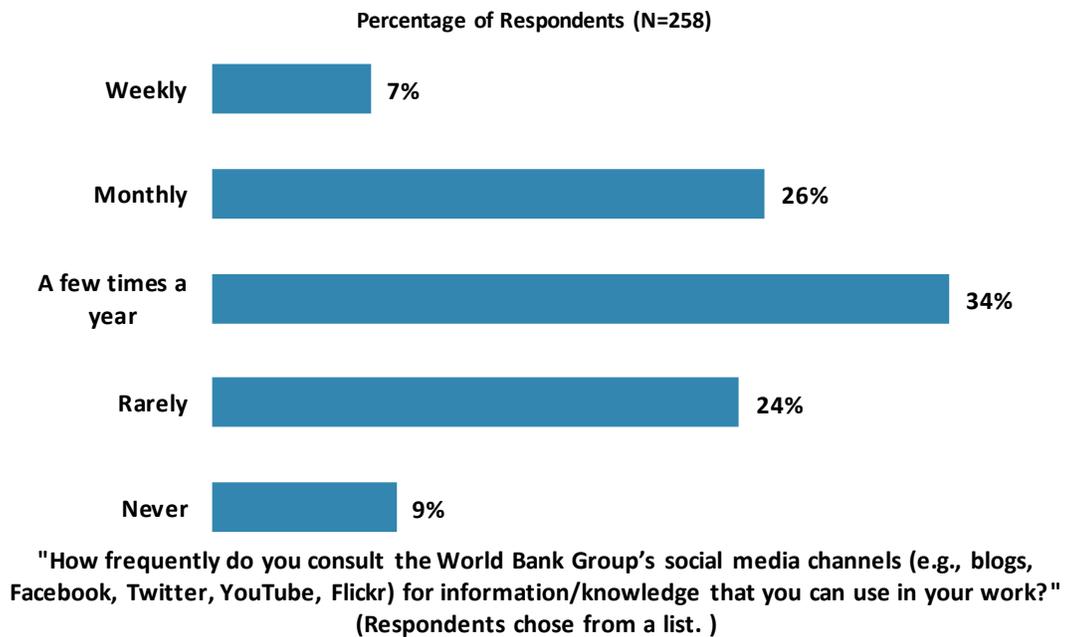


## X. Communication and Outreach (continued)

### The WBG Website Usage



### Use of the WBG's Social Media Channels





## XI. Appendices

A. Responses to All Questions across All Respondents.....	44
B. Responses to All Questions by Stakeholder Groups.....	60
C. Responses to Indicator Questions by Geographic Location.....	81
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group .....	83
E. Responses to Selected Questions by Year.....	90
F. Indicator Questions as a Function of Exposure to the WBG .....	95
G. WBG Country Opinion Survey FY17 – Mongolia Questionnaire ...	96

### Mongolia





## Appendix A: Responses to All Questions across All Respondents (N=266)

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

### A. General Issues Facing Mongolia

1. In general would you say that Mongolia is headed in ... ?	Percentage of Respondents (N=240)
The right direction	43.8%
The wrong direction	34.6%
Not sure	21.7%

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

<b>2. Listed below are a number of development priorities in Mongolia. Please identify which of the following you consider the most important development priorities in Mongolia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=263)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	44.5%
Education	35.4%
Anti corruption	27.0%
Private sector development	23.6%
Natural resource management	22.8%
Job creation/employment	20.5%
Agriculture and rural development	20.2%
Health	14.1%
Economic growth	11.4%
Poverty reduction	11.0%
Pollution	8.4%
Food security	8.0%
Equality of opportunity (i.e., social inclusion)	6.8%
Financial markets	6.8%
Trade and exports	6.8%
Urban development	4.9%
Social protection (e.g., pensions, targeted social assistance)	4.2%
Energy	4.2%
Water and sanitation	3.8%
Climate change (e.g., mitigation, adaptation)	2.7%
Judiciary reform	2.7%
Transport (e.g., roads, bridges, transportation)	2.7%
Gender equity	2.3%
Information and communications technology	1.5%
Disease	1.5%
Disaster risk management	0.8%
Global/regional integration	0.4%
Crime and violence	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=265)</b>
Job creation/employment	53.6%
Economic growth	35.8%
Agriculture and rural development	34.7%
Private sector development	30.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.2%
Education	26.8%
Equality of opportunity (i.e., social inclusion)	23.0%
Natural resource management	12.1%
Health	9.4%
Financial markets	9.1%
Social protection (e.g., pensions, targeted social assistance)	8.7%
Trade and exports	6.0%
Water and sanitation	3.4%
Urban development	2.6%
Gender equity	2.3%
Anti corruption	1.9%
Food security	1.9%
Transport (e.g., roads, bridges, transportation)	1.9%
Information and communications technology	1.5%
Pollution	1.5%
Energy	1.1%
Judiciary reform	0.8%
Crime and violence	0.8%
Disease	0.8%
Climate change (e.g., mitigation, adaptation)	0.8%
Disaster risk management	0.4%
Global/regional integration	0.4%

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

<b>4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Mongolia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=248)</b>
Consistent economic growth	43.1%
A growing middle class	39.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	35.5%
Education and training that better ensure job opportunity	19.8%
Better employment opportunities for young people	14.9%
Greater voice and participation for citizens to help ensure greater accountability	11.7%
Greater access to micro-finance for the poor	7.7%
Better quality public services	6.9%
More reliable social safety net	6.0%
Better opportunity for the poor who live in rural areas	5.2%
Greater access to health and nutrition for citizens	4.4%
Better opportunity for the poor who live in urban areas	2.0%
Better employment opportunities for women	1.6%
Other	0.8%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Mongolia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=265)</b>
A very big problem	43.4%
A moderately big problem	47.2%
A small problem	7.9%
Not a problem at all	0.0%
Don’t know	1.5%

<b>6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=266)</b>
A very serious problem	46.6%
A somewhat serious problem	39.5%
Not too serious problem	12.4%
Not a problem	0.4%
Don’t know	1.1%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Mongolia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=266)</b>
A very important development priority	73.7%
A moderately important development priority	22.9%
A slightly important development priority	3.0%
Not an important development priority	0.0%
Don’t know	0.4%



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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Mongolia? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	264	0	6.47	2.32

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Mongolia. <i>(1-Not effective at all, 10-Very effective)</i>	238	24	6.79	2.13

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Mongolia solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	199	63	6.87	2.12

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Mongolia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mongolia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=263)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.8%
Job creation/employment	30.8%
Education	28.1%
Agriculture and rural development	23.6%
Economic growth	21.7%
Private sector development	20.9%
Poverty reduction	16.0%
Financial markets	14.8%
Anti corruption	13.7%
Natural resource management	13.3%
Health	10.6%
Urban development	9.5%
Equality of opportunity (i.e., social inclusion)	9.5%
Energy	8.4%
Food security	6.5%
Pollution	5.7%
Social protection (e.g., pensions, targeted social assistance)	5.7%
Water and sanitation	5.3%
Trade and exports	4.2%
Climate change (e.g., mitigation, adaptation)	3.8%
Transport (e.g., roads, bridges, transportation)	3.0%
Global/regional integration	2.3%
Judiciary reform	2.3%
Information and communications technology	1.9%
Gender equity	1.9%
Disease	1.1%
Crime and violence	0.8%
Disaster risk management	0.4%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Mongolia?	Percentage of Respondents (N=208)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	24.5%	13.9%	38.5%
Stand-alone technical assistance (system oriented)	15.9%	17.3%	33.2%
Capacity development related to World Bank Group supported projects	14.9%	14.4%	29.3%
Implementation support	12.0%	12.5%	24.5%
Donor coordination	7.7%	13.9%	21.6%
Financial resources	13.0%	6.7%	19.7%
Mobilizing third party financial resources	4.3%	8.2%	12.5%
Promoting knowledge sharing	3.4%	5.8%	9.1%
Bringing together different groups of stakeholders	1.9%	5.3%	7.2%
Data and statistics	2.4%	1.4%	3.8%
Other	0.0%	0.5%	0.5%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mongolia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=257)
Not willing to honestly criticize policies and reform efforts in the country	22.6%
Not collaborating enough with stakeholders outside the Government	22.2%
Not enough public disclosure of its work	17.9%
World Bank Group's processes too complex	17.5%
Don't know	17.1%
Not adequately sensitive to political/social realities in Mongolia	14.8%
Its advice and strategies do not lend themselves to practical problem solving	13.6%
Too influenced by developed countries	8.6%
Not aligned with country priorities	7.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	7.4%
Not exploring alternative policy options	6.6%
Not aligned with other donors' work	5.4%
Other	4.7%
Staff too inaccessible	3.5%
The credibility of its knowledge/data	1.6%
Not client focused	1.2%
Arrogant in its approach	0.4%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Mongolia? (Select only ONE response)	Percentage of Respondents (N=258)
To a fully sufficient degree	1.2%
To a somewhat sufficient degree	28.3%
To a somewhat insufficient degree	37.2%
To a very insufficient degree	5.4%
Don't know	27.9%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Mongolia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	197	49	6.65	2.13
2. Development Policy Financing (DPF)	183	58	6.48	2.18
3. Program-for-Results Financing (PforR)	166	71	6.58	2.22
4. Trust funds and grants	195	46	6.67	2.42
5. Guarantees	145	83	6.21	2.22
6. IFC Investment Services	170	64	6.34	2.11
7. IFC Advisory Services	177	61	6.23	2.47

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=260)
Academia/think tanks/research institutes	38.5%
Private sector	35.4%
Beneficiaries	29.6%
NGOs/Community Based Organizations	26.5%
Local government	22.3%
Media	13.8%
Foundations	6.9%
Youth/university groups	6.5%
Donor community	6.2%
Parliament	5.4%
Other	1.5%
Don't know	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in Mongolia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Mongolia*	244	17	6.58	2.30
11. The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	228	26	6.32	2.18

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

To what extent is the World Bank Group an effective development partner in Mongolia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	194	48	5.85	2.04
13. Flexibility (in terms of the institution's products and services)*	195	47	5.70	2.06
14. Flexibility (in terms of changing country circumstances)*	199	44	5.81	2.05
15. Being inclusive*	201	40	6.13	2.01
16. Openness (sharing data and other information)*	222	22	6.84	2.29
17. Collaboration with the Government*	218	27	7.34	1.82
18. The speed in which it gets things accomplished on the ground*	207	37	6.02	2.11
19. Helping to bring discipline/effective supervision to implementation of investment projects*	199	48	6.82	2.28
20. Collaboration with civil society*	195	49	5.90	2.23
21. Staff accessibility*	202	39	6.41	2.44
22. Collaboration with other donors and development partners*	188	54	6.59	1.98
23. Collaboration with the private sector*	176	64	5.41	2.11
24. Straightforwardness and honesty*	204	37	7.04	2.13
25. Treating clients and stakeholders in Mongolia with respect*	203	39	7.22	2.15
26. Being a long-term partner*	211	33	7.74	2.13
<b>27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=242)</b>			
Political pressures and obstacles	37.2%			
The Government works inefficiently	35.5%			
Reforms are not well thought out in light of country challenges	21.1%			
The World Bank Group is not sensitive enough to political/social realities on the ground	19.4%			
Lack of/inadequate levels of capacity in Government	19.0%			
There is not an adequate level of citizen/civil society participation	19.0%			
Poor coordination within the Government	14.5%			
The World Bank Group does not do adequate follow through/follow-up	9.9%			
The World Bank Group works too slowly	7.4%			
Poor donor coordination	5.0%			
Other	3.7%			
Poor coordination within the World Bank Group	1.7%			

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Mongolia? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	208	21	6.09	2.59
2. Gender equity	210	25	5.77	2.54
3. Private sector development	231	13	7.72	2.01
4. Education	233	5	8.17	2.03
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	227	13	7.63	2.28
6. Global/regional integration	202	32	6.73	2.23
7. Food security	218	23	7.30	2.27
8. Urban development	225	14	7.45	2.19
9. Energy	223	15	7.70	2.00
10. Water and sanitation	224	19	7.81	2.09
11. Pollution	221	16	7.76	2.19
12. Job creation/employment	227	16	8.05	2.15
13. Health	228	10	7.86	2.12
14. Financial markets	219	17	7.57	2.19
15. Transport (e.g., roads, bridges, transportation)	218	19	7.19	2.11
16. Agriculture and rural development	229	12	7.87	1.85
17. Trade and exports	221	17	7.18	2.23
18. Crime and violence	204	33	5.97	2.44
19. Natural resource management	215	22	7.52	2.20
20. Climate change (e.g., mitigation, adaptation)	221	20	7.19	2.23
21. Poverty reduction	231	10	8.04	2.07
22. Anti corruption	224	20	7.62	2.47
23. Judiciary reform	212	27	6.73	2.63
24. Economic growth	228	12	8.16	1.92
25. Disaster risk management	210	26	6.55	2.30
26. Equality of opportunity (i.e., social inclusion)	221	19	7.29	2.28
27. Disease	217	21	6.78	2.42
28. Information and communications technology	208	21	6.09	2.59

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	107	126	6.02	2.17
2. Gender equity	101	129	5.72	2.12
3. Private sector development	145	87	5.91	2.25
4. Education	155	76	6.36	2.27
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	161	69	6.20	2.21
6. Global/regional integration	102	123	5.89	2.35
7. Food security	117	110	5.68	2.35
8. Urban development	132	95	5.70	2.27
9. Energy	138	88	6.27	2.02
10. Water and sanitation	126	102	5.92	2.35
11. Pollution	118	108	5.58	2.40
12. Job creation/employment	136	91	5.99	2.26
13. Health	143	86	6.13	2.35
14. Financial markets	138	90	6.10	2.28
15. Transport (e.g., roads, bridges, transportation)	123	100	6.02	2.04
16. Agriculture and rural development	147	84	6.05	2.49
17. Trade and exports	116	110	5.92	2.37
18. Crime and violence	94	134	4.98	2.19
19. Natural resource management	124	105	5.78	2.34
20. Climate change (e.g., mitigation, adaptation)	125	101	5.93	2.39
21. Poverty reduction	172	60	6.10	2.51
22. Anti corruption	124	102	5.02	2.48
23. Judiciary reform	105	122	4.74	2.30
24. Economic growth	152	73	6.08	2.19
25. Disaster risk management	104	124	5.52	2.06
26. Equality of opportunity (i.e., social inclusion)	117	108	5.60	2.33
27. Disease	98	131	5.51	2.42
28. Information and communications technology	112	118	6.26	2.30

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Mongolia? (1-To no degree at all, 10-To a very significant degree)	219	17	6.99	2.13

To what extent do you agree with the following statements about the World Bank Group in Mongolia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mongolia*	214	38	6.85	2.22
5. The World Bank Group meets Mongolia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	225	28	6.78	2.38

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=254)
Weekly	4.7%
Monthly	22.8%
A few times a year	41.3%
Rarely	26.8%
Never	4.3%

In Mongolia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	188	48	6.79	2.03
3. Include appropriate level of stakeholder involvement during preparation	183	51	6.33	2.21
4. Lead to practical solutions	196	45	6.50	2.09
5. Are accessible (well written and easy to understand)	204	34	6.48	2.17
6. Are source of relevant information on global good practices	210	32	6.99	2.22
7. Are relevant to country challenges	214	31	7.14	2.09
8. Are adequately disseminated	189	49	5.84	2.37
9. Are translated enough into local language	199	41	5.86	2.37
10. Are adaptable to Mongolia's specific development challenges and country circumstances*	206	35	6.41	2.15

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	235	18	7.74	1.81
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	222	31	7.35	1.77

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	153	89	6.56	2.37
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	199	43	7.36	2.04
3. The World Bank Group's approvals and reviews are done in a timely fashion	168	74	6.92	2.22
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	153	87	7.01	2.04
5. The World Bank Group's conditions on its lending are reasonable	166	78	6.94	2.15
6. The World Bank Group takes decisions quickly in Mongolia*	166	72	6.23	2.28
7. Working with the World Bank Group increases Mongolia's institutional capacity	204	38	7.76	1.84
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	159	82	7.34	1.95
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	187	56	7.50	1.98

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

<b>WBG Promoting PPP in Mongolia</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mongolia? (1-To no degree at all, 10-To a very significant degree)	190	58	6.62	1.95

<b>Measuring/Correcting the World Bank Group's Work</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia? (1-To no degree at all, 10-To a very significant degree)	186	65	7.06	1.98

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Mongolia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=248)</b>
Reach out more to groups outside of Government	31.9%
Help to bring discipline/effective supervision to implementation of investment projects	27.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	23.0%
Offer more innovative knowledge services	19.4%
Increase the level of capacity development in the country	14.9%
Improve the quality of its experts as related to Mongolia's specific challenges	12.9%
Ensure greater selectivity in its work	12.1%
Reduce the complexity of obtaining World Bank Group financing	11.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	11.3%
Offer more innovative financial products	10.5%
Provide more adequate data/knowledge/statistics/figures on Mongolia's economy	8.1%
Work faster	6.0%
Other	4.4%
Increase availability of Reimbursable Advisory Services (RAS)	2.4%

<b>2. When considering the combination of services that the World Bank Group offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=238)</b>
The combination is appropriate for Mongolia	35.7%
Financial services	28.6%
Knowledge products	24.4%
Convening services	9.7%
None of the above	0.8%
Don't know	0.8%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Mongolia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=251)</b>
Internet	61.4%
Local television	43.8%
Trade journals	30.3%
Local newspapers	21.1%
Other	10.0%
Facebook	9.6%
Other social media channels (e.g., blogs, YouTube, Flickr)	7.6%
Twitter	2.8%
International newspapers	2.8%
International television	1.6%
Local radio	0.8%
International radio	0.4%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
World Bank Group's publications and other written materials	38.4%
World Bank Group's website	36.9%
e-Newsletters	34.9%
World Bank Group's seminars/workshops/conferences	27.8%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	14.9%
World Bank Group Facebook channel	12.9%
Mobile phones	12.2%
Other social media channels (e.g., blogs, YouTube, Flickr)	6.3%
Other	3.9%
World Bank Group Twitter channel	3.1%

<b>3. What types of information would you like to receive more from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=252)</b>
Research and analytics (e.g. economic, sectoral studies)	68.7%
Result stories about World Bank Group projects	51.6%
News and updates about ongoing World Bank Group projects	51.2%
Job and scholarship opportunities	19.0%
Other information	1.2%

<b>4. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=238)</b>
Yes	34.0%
No	66.0%

<b>5. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=242)</b>
Yes	97.1%
No	2.9%

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

<b>6. How frequently do you consult the World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b>	<b>Percentage of Respondents (N=258)</b>
Weekly	7.4%
Monthly	25.6%
A few times a year	34.1%
Rarely	24.4%
Never	8.5%

<b>7. How frequently do you consult the World Bank Group's website for information/knowledge that you can use in your work?</b>	<b>Percentage of Respondents (N=254)</b>
Weekly	9.4%
Monthly	17.3%
A few times a year	28.0%
Rarely	30.7%
Never	14.6%

<b>8. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=234)</b>
High speed/WiFi	91.5%
Dial-up	8.5%

<b>Please rate how much you agree with the following statements.</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. I find the World Bank Group's websites easy to navigate	202	36	6.83	2.11
10. I find the information on the World Bank Group's websites useful	198	35	7.28	1.88
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	129	109	6.05	2.26
12. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	197	41	6.94	2.52
13. The World Bank Group is responsive to my information requests and inquiries	136	101	6.62	2.40

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=261)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	18.4%
NGO/Community Based Organization	14.9%
Media (press, radio, TV, web, etc.)	13.4%
Local Government Office or Staff	11.9%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	9.2%
Office of Parliamentarian	7.7%
Other	5.7%
Private Sector Organization	3.8%
Bilateral/Multilateral Agency	3.4%
Financial Sector/Private Bank	3.4%
Academia/Research Institute/Think Tank	2.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.3%
Office of the President, Prime Minister	1.1%
Office of Minister	1.1%
Private Foundation	0.8%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=246)</b>
Governance	22.0%
Other	19.1%
Generalist (specialized in multiple sectors)	8.1%
Macroeconomics and fiscal management	7.3%
Finance and markets	7.3%
Education	6.9%
Health, nutrition, and population	5.3%
Public-private partnerships	3.7%
Water	2.4%
Social protection and labor	2.4%
Environment and natural resources	2.4%
Gender	2.4%
Transport and ICT	2.4%
Agriculture	2.4%
Energy and extractives	2.0%
Climate Change	1.6%
Urban, rural, and social development	0.8%
Fragility, conflict and violence	0.4%
Trade and competitiveness	0.4%
Poverty	0.4%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=253)</b>
Yes	45.1%
No	54.9%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=205)</b>
The World Bank (IBRD/IDA)	62.9%
The International Finance Corporation (IFC)	20.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
Other	16.6%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=217)</b>
Yes	29.0%
No	71.0%

<b>6. If yes, what was your view of how the two institutions work together in Mongolia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=61)</b>
The two institutions work well together	57.4%
The way the two institutions work together needs improvement	27.9%
The two institutions do not work well together	1.6%
Don't know	13.1%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Mongolia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=217)</b>
Collaborate as part of my professional duties	40.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	30.9%
Use World Bank Group reports/data	30.4%
Engage in World Bank Group related/sponsored events/activities	24.4%
Use World Bank Group website for information, data, research, etc.	18.9%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=256)</b>
Female	46.1%
Male	53.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=256)</b>
Ulaanbaatar	87.9%
Aimags and provinces	10.9%
The secondary cities	0.8%
Other	0.4%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>17</sup>

- Office of Parliamentarian N=20    ● Employee of a Ministry N=48    ● PMU/Consultant on WBG-supported Project N=24    ● Local Government N=31
- Private Sector/Financial Sector/Private Bank N=19    ● CSO N=41    ● Media N=35    ● Other N=43

### A. General Issues facing Mongolia

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The right direction	30.0%	61.4%	36.4%	72.4%	41.2%	30.6%	16.1%	48.6%
The wrong direction	35.0%	13.6%	40.9%	17.2%	29.4%	52.8%	58.1%	32.4%
Not sure	35.0%	25.0%	22.7%	10.3%	29.4%	16.7%	25.8%	18.9%

\*Significantly different between stakeholder groups

<sup>17</sup> Only 261 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 Mongolia (continued)**

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	0.0%	4.3%	4.2%	3.3%	5.3%	4.9%	2.9%	7.1%
Gender equity	0.0%	0.0%	0.0%	3.3%	0.0%	9.8%	0.0%	2.4%
Private sector development	20.0%	19.1%	12.5%	23.3%	47.4%	19.5%	37.1%	21.4%
Education	50.0%	31.9%	33.3%	26.7%	36.8%	24.4%	40.0%	47.6%
Public sector governance/reform	45.0%	31.9%	58.3%	36.7%	52.6%	48.8%	42.9%	47.6%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Food security*	0.0%	14.9%	4.2%	6.7%	0.0%	7.3%	20.0%	2.4%
Urban development	0.0%	8.5%	4.2%	6.7%	5.3%	7.3%	2.9%	2.4%
Energy	0.0%	6.4%	8.3%	0.0%	10.5%	0.0%	5.7%	2.4%
Water and sanitation	10.0%	4.3%	4.2%	0.0%	0.0%	4.9%	2.9%	2.4%
Pollution	0.0%	19.1%	4.2%	3.3%	10.5%	9.8%	5.7%	7.1%
Job creation/employment*	30.0%	21.3%	8.3%	46.7%	5.3%	24.4%	14.3%	9.5%
Health	25.0%	10.6%	20.8%	23.3%	5.3%	12.2%	8.6%	11.9%
Financial markets*	25.0%	2.1%	12.5%	6.7%	10.5%	2.4%	5.7%	4.8%
Transport	0.0%	6.4%	4.2%	3.3%	5.3%	0.0%	2.9%	0.0%
Agriculture and rural development	20.0%	27.7%	20.8%	40.0%	10.5%	14.6%	11.4%	14.3%
Trade and exports	5.0%	14.9%	8.3%	6.7%	0.0%	2.4%	5.7%	7.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	25.0%	14.9%	20.8%	13.3%	26.3%	24.4%	14.3%	40.5%
Climate change)	0.0%	6.4%	4.2%	0.0%	5.3%	2.4%	2.9%	0.0%
Poverty reduction	5.0%	19.1%	8.3%	6.7%	5.3%	12.2%	14.3%	9.5%
Anti corruption*	10.0%	14.9%	29.2%	13.3%	15.8%	36.6%	37.1%	45.2%
Judiciary reform	0.0%	2.1%	4.2%	0.0%	10.5%	2.4%	0.0%	2.4%
Economic growth	20.0%	10.6%	16.7%	16.7%	26.3%	4.9%	5.7%	4.8%
Disaster risk management	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	10.0%	2.1%	4.2%	3.3%	0.0%	22.0%	5.7%	4.8%
Disease	0.0%	2.1%	0.0%	3.3%	0.0%	2.4%	2.9%	0.0%
Information and communications technology	0.0%	0.0%	4.2%	3.3%	0.0%	0.0%	5.7%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Economic growth	35.0%	25.0%	50.0%	45.2%	33.3%	26.8%	40.0%	37.2%
Disaster risk management	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	15.0%	14.6%	20.8%	19.4%	5.6%	41.5%	31.4%	23.3%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	2.3%
Information and communications technology	5.0%	2.1%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%
Social protection	5.0%	16.7%	4.2%	9.7%	0.0%	12.2%	2.9%	9.3%
Agriculture and rural development	35.0%	37.5%	29.2%	48.4%	38.9%	29.3%	42.9%	25.6%
Trade and exports	5.0%	10.4%	8.3%	9.7%	5.6%	2.4%	0.0%	4.7%
Crime and violence	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%
Transport	0.0%	4.2%	8.3%	3.2%	0.0%	0.0%	0.0%	0.0%
Energy*	5.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	0.0%	2.1%	0.0%	0.0%	5.6%	2.4%	0.0%	4.7%
Judiciary reform	5.0%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%
Water and sanitation	5.0%	8.3%	0.0%	0.0%	5.6%	2.4%	5.7%	0.0%
Pollution	0.0%	2.1%	0.0%	0.0%	5.6%	0.0%	2.9%	2.3%
Job creation/employment	55.0%	62.5%	41.7%	67.7%	55.6%	43.9%	40.0%	55.8%
Health	10.0%	16.7%	8.3%	6.5%	5.6%	14.6%	2.9%	4.7%
Financial markets	20.0%	4.2%	12.5%	12.9%	11.1%	4.9%	11.4%	7.0%
Public sector governance/reform	30.0%	12.5%	41.7%	16.1%	33.3%	26.8%	37.1%	30.2%
Gender equity	5.0%	0.0%	0.0%	3.2%	0.0%	7.3%	0.0%	2.3%
Private sector development	15.0%	31.3%	33.3%	22.6%	27.8%	29.3%	42.9%	30.2%
Education	25.0%	29.2%	20.8%	22.6%	50.0%	29.3%	14.3%	30.2%
Global/regional integration	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Food security	10.0%	4.2%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Urban development	0.0%	4.2%	0.0%	0.0%	5.6%	0.0%	5.7%	4.7%
Natural resource management	10.0%	8.3%	12.5%	9.7%	5.6%	17.1%	8.6%	20.9%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Greater access to health and nutrition for citizens*	0.0%	13.3%	0.0%	7.1%	5.3%	0.0%	6.1%	0.0%
Better entrepreneurial opportunities	30.0%	37.8%	42.9%	35.7%	31.6%	34.2%	42.4%	32.5%
A growing middle class	55.0%	33.3%	19.0%	21.4%	47.4%	42.1%	45.5%	50.0%
Better opportunity for the poor who live in rural areas	5.0%	11.1%	4.8%	3.6%	0.0%	0.0%	6.1%	7.5%
Better opportunity for the poor who live in urban areas	0.0%	2.2%	0.0%	0.0%	10.5%	2.6%	0.0%	2.5%
Consistent economic growth*	60.0%	42.2%	57.1%	67.9%	31.6%	28.9%	39.4%	32.5%
More reliable social safety net	5.0%	6.7%	9.5%	7.1%	10.5%	5.3%	3.0%	2.5%
Greater access to micro-finance for the poor	0.0%	4.4%	9.5%	7.1%	15.8%	13.2%	9.1%	2.5%
Greater voice and participation for citizens to help ensure greater accountability*	10.0%	2.2%	9.5%	14.3%	10.5%	28.9%	3.0%	15.0%
Education and training that better ensure job opportunity	5.0%	22.2%	23.8%	14.3%	10.5%	13.2%	27.3%	30.0%
Better quality public services	15.0%	8.9%	9.5%	3.6%	5.3%	10.5%	0.0%	5.0%
Better employment opportunities for young people	5.0%	11.1%	14.3%	17.9%	15.8%	15.8%	18.2%	17.5%
Better employment opportunities for women	5.0%	2.2%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Other	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%

\*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Mongolia? (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
A very big problem	55.0%	37.5%	58.3%	38.7%	42.1%	50.0%	31.4%	48.8%
A moderately big problem	40.0%	52.1%	29.2%	45.2%	52.6%	42.5%	60.0%	44.2%
A small problem	5.0%	8.3%	8.3%	12.9%	5.3%	7.5%	5.7%	7.0%
Not a problem at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.1%	4.2%	3.2%	0.0%	0.0%	2.9%	0.0%

In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
A very serious problem	45.0%	56.3%	29.2%	29.0%	42.1%	61.0%	54.3%	41.9%
A somewhat serious problem	45.0%	31.3%	54.2%	58.1%	47.4%	26.8%	34.3%	37.2%
Not too serious problem	10.0%	10.4%	12.5%	9.7%	10.5%	12.2%	8.6%	20.9%
Not a problem	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.1%	4.2%	0.0%	0.0%	0.0%	2.9%	0.0%



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

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
A very important development priority	75.0%	79.2%	62.5%	64.5%	73.7%	78.0%	82.9%	69.8%
A moderately important development priority	15.0%	18.8%	29.2%	32.3%	21.1%	19.5%	14.3%	30.2%
A slightly important development priority	10.0%	0.0%	8.3%	3.2%	5.3%	2.4%	2.9%	0.0%
Not an important development priority	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mongolia?*	20	5.80	2.53	48	6.27	2.56	24	8.38	1.24	30	5.77	2.24	19	7.47	1.31	41	6.37	2.51	35	5.66	2.31	42	6.62	1.97

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.*	18	5.61	2.25	42	7.43	2.05	24	7.50	1.74	26	6.92	2.06	19	6.79	1.87	37	6.46	2.55	29	6.28	2.14	38	7.00	1.89

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mongolia solve its most complicated development challenges?	13	6.46	2.15	38	7.03	1.99	22	7.64	1.47	23	6.96	1.97	17	6.94	1.85	31	6.65	2.90	19	6.79	2.07	34	6.59	2.11

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

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Energy	5.0%	6.3%	8.3%	9.7%	15.8%	5.0%	11.4%	7.1%
Water and sanitation	10.0%	8.3%	8.3%	0.0%	10.5%	0.0%	8.6%	0.0%
Pollution	0.0%	4.2%	8.3%	0.0%	15.8%	7.5%	5.7%	7.1%
Job creation/employment	35.0%	27.1%	25.0%	51.6%	15.8%	25.0%	37.1%	28.6%
Health	10.0%	20.8%	12.5%	6.5%	5.3%	10.0%	11.4%	4.8%
Financial markets	25.0%	14.6%	8.3%	22.6%	31.6%	5.0%	17.1%	9.5%
Social protection	0.0%	4.2%	4.2%	3.2%	10.5%	12.5%	2.9%	7.1%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	2.4%
Private sector development	20.0%	10.4%	16.7%	25.8%	31.6%	15.0%	34.3%	23.8%
Education	40.0%	37.5%	20.8%	12.9%	21.1%	27.5%	25.7%	33.3%
Public sector governance/reform	30.0%	25.0%	41.7%	32.3%	15.8%	45.0%	20.0%	35.7%
Global/regional integration	10.0%	2.1%	4.2%	0.0%	0.0%	0.0%	2.9%	2.4%
Food security	5.0%	8.3%	4.2%	3.2%	10.5%	12.5%	5.7%	2.4%
Urban development	15.0%	12.5%	16.7%	9.7%	10.5%	7.5%	2.9%	4.8%
Judiciary reform	5.0%	2.1%	0.0%	0.0%	0.0%	7.5%	2.9%	0.0%
Economic growth	10.0%	33.3%	29.2%	22.6%	15.8%	12.5%	14.3%	26.2%
Disaster risk management	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	15.0%	6.3%	8.3%	0.0%	5.3%	25.0%	8.6%	7.1%
Disease	0.0%	0.0%	4.2%	0.0%	0.0%	2.5%	0.0%	2.4%
Information and communications technology	0.0%	0.0%	4.2%	3.2%	0.0%	0.0%	8.6%	0.0%
Transport	0.0%	6.3%	8.3%	6.5%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	30.0%	16.7%	20.8%	32.3%	26.3%	22.5%	20.0%	26.2%
Trade and exports*	15.0%	4.2%	12.5%	6.5%	5.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Natural resource management	10.0%	12.5%	8.3%	12.9%	15.8%	17.5%	8.6%	14.3%
Climate change	0.0%	2.1%	0.0%	0.0%	5.3%	5.0%	2.9%	11.9%
Poverty reduction	10.0%	16.7%	8.3%	22.6%	10.5%	5.0%	28.6%	19.0%
Anti corruption	0.0%	8.3%	16.7%	9.7%	15.8%	20.0%	17.1%	19.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Bringing together different groups of stakeholders	0.0%	2.9%	0.0%	0.0%	6.7%	6.7%	0.0%	0.0%
Capacity development related to World Bank Group supported projects	21.4%	17.1%	31.8%	7.7%	6.7%	16.7%	8.3%	12.8%
Stand-alone technical assistance	28.6%	20.0%	4.5%	7.7%	20.0%	16.7%	8.3%	23.1%
Policy advice, studies, analyses	21.4%	28.6%	22.7%	26.9%	33.3%	10.0%	25.0%	25.6%
Financial resources	14.3%	8.6%	22.7%	15.4%	26.7%	6.7%	8.3%	12.8%
Data and statistics	0.0%	2.9%	0.0%	0.0%	0.0%	3.3%	12.5%	0.0%
Promoting knowledge sharing*	0.0%	2.9%	0.0%	0.0%	0.0%	13.3%	8.3%	0.0%
Implementation support*	0.0%	11.4%	18.2%	30.8%	0.0%	3.3%	20.8%	7.7%
Mobilizing third party financial resources	7.1%	0.0%	0.0%	3.8%	6.7%	6.7%	0.0%	10.3%
Donor coordination	7.1%	5.7%	0.0%	7.7%	0.0%	16.7%	8.3%	7.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Bringing together different groups of stakeholders	6.7%	3.0%	4.5%	8.0%	0.0%	6.5%	8.3%	2.6%
Capacity development related to World Bank Group supported projects	26.7%	6.1%	18.2%	4.0%	12.5%	22.6%	8.3%	20.5%
Stand-alone technical assistance	20.0%	18.2%	31.8%	20.0%	18.8%	6.5%	20.8%	12.8%
Policy advice, studies, analyses	0.0%	24.2%	0.0%	12.0%	6.3%	19.4%	12.5%	20.5%
Financial resources	0.0%	12.1%	4.5%	4.0%	0.0%	9.7%	4.2%	10.3%
Data and statistics	0.0%	3.0%	0.0%	0.0%	6.3%	0.0%	0.0%	2.6%
Promoting knowledge sharing	6.7%	9.1%	4.5%	4.0%	12.5%	6.5%	0.0%	5.1%
Implementation support	6.7%	9.1%	22.7%	12.0%	25.0%	9.7%	16.7%	2.6%
Mobilizing third party financial resources	13.3%	6.1%	9.1%	12.0%	18.8%	6.5%	4.2%	5.1%
Donor coordination	20.0%	9.1%	4.5%	24.0%	0.0%	9.7%	25.0%	17.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
World Bank Group's processes too complex*	15.0%	28.3%	29.2%	24.1%	15.8%	20.0%	8.6%	2.4%
Not willing to honestly criticize policies and reform efforts in the country	30.0%	8.7%	33.3%	17.2%	26.3%	22.5%	22.9%	31.7%
Staff too inaccessible	0.0%	6.5%	4.2%	3.4%	0.0%	5.0%	2.9%	2.4%
World Bank Group's processes too slow*	5.0%	8.7%	29.2%	0.0%	5.3%	7.5%	2.9%	4.9%
Not aligned with other donors' work	5.0%	4.3%	8.3%	13.8%	10.5%	2.5%	0.0%	4.9%
Not aligned with country priorities	0.0%	6.5%	4.2%	6.9%	5.3%	10.0%	11.4%	9.8%
Not adequately sensitive to political/social realities in Mongolia	15.0%	15.2%	4.2%	20.7%	15.8%	22.5%	11.4%	12.2%
Too influenced by developed countries*	15.0%	4.3%	12.5%	3.4%	31.6%	5.0%	2.9%	9.8%
Not exploring alternative policy options	0.0%	10.9%	0.0%	0.0%	0.0%	10.0%	11.4%	9.8%
Not collaborating enough with stakeholders outside the Government	30.0%	10.9%	12.5%	24.1%	21.1%	27.5%	22.9%	29.3%
Its advice and strategies do not lend themselves to practical problem solving	10.0%	10.9%	12.5%	0.0%	21.1%	15.0%	20.0%	17.1%
Not enough public disclosure of its work	10.0%	23.9%	4.2%	27.6%	15.8%	25.0%	17.1%	12.2%
Arrogant in its approach	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	4.3%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	4.2%	3.4%	0.0%	0.0%	2.9%	0.0%
Other	5.0%	6.5%	0.0%	3.4%	5.3%	2.5%	2.9%	9.8%
Don't know	25.0%	23.9%	8.3%	17.2%	10.5%	7.5%	22.9%	17.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	5.3%	2.5%	0.0%	2.4%
To a somewhat sufficient degree	30.0%	31.9%	33.3%	48.1%	5.3%	27.5%	17.1%	28.6%
To a somewhat insufficient degree	60.0%	29.8%	33.3%	33.3%	57.9%	30.0%	34.3%	38.1%
To a very insufficient degree	0.0%	0.0%	8.3%	0.0%	10.5%	10.0%	8.6%	7.1%
Don't know	10.0%	38.3%	25.0%	18.5%	21.1%	30.0%	40.0%	23.8%

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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing*	16	5.44	1.15	37	7.35	1.65	19	7.53	2.12	25	6.60	2.20	16	6.44	2.48	23	6.61	2.59	25	6.08	1.96	33	6.55	2.33
Development Policy Financing	14	5.93	2.02	35	7.46	1.65	16	6.56	1.71	24	6.13	2.07	16	6.38	2.28	21	6.33	2.94	23	5.70	2.18	31	6.65	2.30
Program-for-Results Financing*	14	5.43	1.60	31	7.77	1.28	15	7.00	2.04	23	6.30	2.05	10	6.00	2.26	21	6.76	3.14	21	5.81	1.91	28	6.50	2.47
Trust funds and grants*	16	5.62	1.93	37	7.43	2.06	21	8.00	1.67	26	6.54	2.30	11	5.45	3.08	22	6.86	3.03	26	5.81	2.32	33	6.61	2.49
Guarantees	12	5.75	2.14	27	7.33	1.64	10	6.50	2.27	19	5.68	2.36	12	5.83	2.76	14	5.50	2.47	22	5.73	2.05	26	6.62	2.28
IFC Investment Services	13	5.46	1.39	32	6.78	1.68	12	7.08	2.35	18	6.39	1.82	13	6.15	2.12	24	6.00	2.84	23	6.43	1.78	32	6.34	2.42
IFC Advisory Services	13	5.77	1.64	34	6.41	2.31	13	7.85	1.46	20	6.10	2.07	15	6.33	2.66	26	5.62	2.90	23	5.70	2.88	30	6.70	2.60

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Beneficiaries*	31.6%	29.2%	54.2%	33.3%	16.7%	31.7%	8.8%	31.0%
Youth/university groups	5.3%	8.3%	8.3%	10.0%	0.0%	7.3%	2.9%	4.8%
Private sector*	42.1%	33.3%	41.7%	23.3%	72.2%	14.6%	44.1%	40.5%
Local government*	26.3%	22.9%	20.8%	60.0%	16.7%	9.8%	14.7%	16.7%
Donor community	0.0%	12.5%	4.2%	6.7%	0.0%	4.9%	2.9%	9.5%
NGOs/Community Based Organizations*	26.3%	16.7%	16.7%	23.3%	11.1%	75.6%	2.9%	21.4%
Academia/think tanks/research institutes	42.1%	41.7%	37.5%	23.3%	38.9%	31.7%	47.1%	42.9%
Parliament	5.3%	8.3%	4.2%	0.0%	16.7%	2.4%	5.9%	4.8%
Foundations	5.3%	12.5%	4.2%	6.7%	5.6%	4.9%	2.9%	9.5%
Media*	10.5%	8.3%	4.2%	3.3%	0.0%	7.3%	61.8%	7.1%
Other	0.0%	2.1%	0.0%	3.3%	5.6%	2.4%	0.0%	0.0%
Don't know	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	4.8%

\*Significantly different between stakeholder groups

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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia*	20	5.80	2.09	46	7.24	1.83	23	7.52	1.90	25	6.04	2.23	18	6.22	2.02	38	6.71	2.86	30	5.50	2.56	40	6.83	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	19	5.47	1.95	40	7.02	1.62	22	6.95	1.99	26	6.12	2.21	16	6.31	1.92	35	6.29	2.48	24	5.50	2.67	42	6.40	2.22

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	17	4.94	2.08	36	6.56	2.06	21	6.33	1.77	24	5.54	2.23	15	6.20	1.57	27	5.81	2.25	19	5.21	1.72	33	5.70	2.08
Flexibility (in terms of the institution's products and services)	16	5.56	1.82	36	6.42	1.99	23	5.52	1.70	23	5.43	2.04	16	5.56	1.79	28	5.86	2.40	18	5.50	2.01	33	5.36	2.40
Flexibility (in terms of changing country circumstances)	16	5.12	1.67	39	6.67	2.08	22	5.77	1.15	23	5.87	2.49	14	5.79	2.19	29	5.62	2.53	20	5.60	1.64	34	5.47	1.93
Being inclusive	15	5.60	1.76	37	6.70	2.01	21	6.10	1.45	24	6.04	2.07	16	6.38	1.78	32	6.06	2.50	21	6.10	2.07	33	5.85	2.00
Openness (sharing data and other information)	16	6.06	2.35	41	6.95	2.11	23	7.61	1.64	25	6.08	2.18	18	7.28	2.52	36	6.75	2.55	23	6.52	2.56	38	7.21	2.28
Collaboration with the Government*	16	6.19	1.80	42	7.88	1.42	23	7.57	1.73	25	7.28	1.97	17	6.65	2.23	32	7.53	1.93	23	6.78	2.00	38	7.63	1.51
The speed in which it gets things accomplished on the ground*	13	5.08	1.98	41	7.20	1.72	23	5.91	2.29	26	6.12	2.08	16	5.63	2.28	29	5.93	2.39	23	5.30	2.08	34	5.74	1.80
Helping to bring discipline/effective supervision to implementation of investment projects	15	5.60	2.23	41	7.34	1.94	20	7.75	1.86	25	6.68	2.39	16	7.25	1.81	27	6.93	2.42	23	6.35	2.76	30	6.27	2.36
Collaboration with civil society	15	6.07	1.91	36	6.83	2.12	17	6.71	1.72	25	5.48	2.22	15	5.93	1.75	36	5.58	2.64	21	5.14	2.06	28	5.57	2.35
Staff accessibility	14	6.21	2.22	40	6.80	1.96	23	7.22	2.26	23	5.26	2.22	15	6.07	2.31	29	7.00	2.92	22	5.73	2.73	34	6.32	2.57
Collaboration with other donors and development partners	16	6.13	1.96	37	6.73	1.57	15	7.13	2.07	22	6.41	2.34	16	6.37	2.03	28	7.18	2.04	19	5.79	1.90	33	6.61	2.06
Collaboration with the private sector	14	5.21	2.19	35	6.09	2.05	16	6.19	2.34	24	4.67	2.20	16	5.31	2.55	20	5.20	1.74	20	4.60	1.85	29	5.59	1.88
Straightforwardness and honesty	13	6.85	2.23	40	7.67	1.65	23	7.65	2.12	24	6.79	2.11	18	7.39	1.72	30	6.87	2.36	21	6.10	2.51	33	6.73	2.24
Treating clients and stakeholders in Mongolia with respect	12	7.17	2.25	41	7.41	1.73	23	7.96	1.46	25	6.72	2.17	18	7.22	2.53	31	7.19	2.66	18	7.06	1.83	33	7.03	2.43
Being a long-term partner	15	7.27	2.09	38	8.05	1.54	21	7.95	1.43	25	7.20	2.24	19	8.11	1.91	32	7.75	2.74	22	7.77	2.37	37	7.73	2.34

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	17.6%	11.1%	4.3%	7.1%	11.8%	13.2%	3.3%	11.9%
Political pressures and obstacles*	23.5%	35.6%	73.9%	35.7%	41.2%	28.9%	43.3%	28.6%
Reforms are not well thought out in light of country challenges	23.5%	24.4%	4.3%	28.6%	5.9%	26.3%	10.0%	28.6%
Poor coordination within the Government*	23.5%	13.3%	0.0%	35.7%	35.3%	2.6%	20.0%	4.8%
The Government works inefficiently*	11.8%	26.7%	47.8%	25.0%	23.5%	39.5%	53.3%	42.9%
Poor donor coordination	5.9%	6.7%	0.0%	10.7%	5.9%	7.9%	0.0%	2.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.4%	28.9%	8.7%	14.3%	5.9%	15.8%	23.3%	16.7%
Lack of/inadequate levels of capacity in Government*	17.6%	15.6%	34.8%	0.0%	35.3%	10.5%	16.7%	31.0%
There is not an adequate level of citizen/civil society participation	23.5%	17.8%	0.0%	17.9%	11.8%	28.9%	30.0%	16.7%
The World Bank Group works too slowly	0.0%	13.3%	17.4%	3.6%	5.9%	10.5%	0.0%	4.8%
Poor coordination within the World Bank Group	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%
Other	5.9%	0.0%	0.0%	10.7%	0.0%	10.5%	0.0%	2.4%
The World Bank Group does not do adequate follow through/follow-up	17.6%	11.1%	4.3%	7.1%	11.8%	13.2%	3.3%	11.9%
Political pressures and obstacles*	23.5%	35.6%	73.9%	35.7%	41.2%	28.9%	43.3%	28.6%

\*Significantly different between stakeholder groups

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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	14	6.21	1.81	33	6.24	2.85	19	5.63	3.13	26	6.50	2.25	15	5.87	2.39	34	5.82	2.62	26	5.73	2.68	40	6.52	2.54
Gender equity	15	5.73	1.79	36	5.36	2.70	19	5.05	2.86	25	6.00	2.14	17	6.59	2.15	32	6.13	2.98	26	5.85	2.46	38	5.84	2.49
Private sector development*	18	7.33	2.22	40	7.45	2.10	20	7.75	1.62	27	7.59	2.12	19	8.68	1.73	34	6.88	2.50	31	8.29	1.74	40	8.17	1.32
Education	17	8.00	2.03	40	8.43	1.68	23	8.30	2.16	26	7.65	1.87	18	8.78	1.56	36	7.67	2.59	29	8.72	1.79	41	8.12	1.94
Public sector governance/reform	17	6.82	2.81	34	7.32	2.36	22	7.91	2.11	28	7.64	2.21	17	7.82	1.67	38	7.74	2.24	28	7.39	2.59	41	8.32	1.68
Global/regional integration	17	6.53	1.81	35	6.83	2.50	17	6.00	2.40	24	6.54	2.17	15	7.13	2.26	30	7.40	2.09	26	6.50	2.40	36	6.83	1.96
Food security*	17	6.47	2.07	36	7.69	2.39	19	7.53	2.55	27	6.78	2.39	18	7.11	1.75	31	7.10	2.43	30	8.63	1.40	38	6.84	2.25
Urban development	18	6.56	2.18	36	7.83	2.10	21	7.00	2.53	27	7.78	2.12	18	7.56	1.98	36	6.97	2.80	27	7.78	1.80	40	7.68	1.82
Energy	16	7.00	2.42	38	7.66	1.73	21	7.19	2.29	26	7.65	2.10	18	8.28	1.78	35	7.66	2.21	27	8.07	1.98	40	7.75	1.79
Water and sanitation	17	6.59	2.74	36	7.75	1.93	21	7.81	2.11	26	7.65	2.10	18	8.11	1.68	34	7.56	2.46	29	8.38	1.82	41	8.05	1.84
Pollution	15	6.13	2.88	37	7.95	1.90	22	7.50	2.13	25	7.44	2.20	18	7.83	2.04	33	7.67	2.47	28	8.57	1.97	41	7.95	1.96
Job creation/employment	18	6.50	2.98	35	8.06	2.09	22	8.27	1.70	28	8.64	2.02	18	7.89	1.81	35	8.17	2.16	29	8.34	2.29	40	8.08	1.77
Health	16	6.75	2.54	37	8.16	1.74	23	8.13	2.24	27	8.07	2.00	18	8.11	1.57	36	7.36	2.47	27	8.48	2.01	42	7.71	2.10
Financial markets	16	6.25	2.41	35	7.40	2.21	21	7.76	2.19	26	7.62	2.33	18	7.94	2.04	33	7.73	2.30	27	8.22	2.14	41	7.51	1.68
Transport	17	6.29	2.08	34	7.44	2.03	20	7.30	1.72	26	7.38	1.92	18	7.17	1.89	33	7.09	2.66	28	7.46	2.28	40	7.15	1.85
Agriculture and rural development	15	6.93	2.34	37	8.00	1.63	20	7.95	1.61	29	8.38	2.04	19	7.68	1.86	36	8.08	1.71	29	8.14	1.83	42	7.50	1.76
Trade and exports	17	6.88	1.90	37	7.41	2.20	19	7.63	2.27	27	6.63	2.54	19	7.79	1.81	34	6.82	2.49	27	7.74	2.19	39	6.92	2.01
Crime and violence	16	5.25	2.32	33	6.30	2.32	17	6.00	1.97	27	6.26	2.47	16	5.94	2.26	30	5.70	2.72	27	6.33	2.59	37	5.78	2.58
Natural resource management	17	7.06	2.73	35	7.63	2.09	20	7.15	2.52	27	7.78	2.17	16	8.13	1.82	33	7.21	2.45	26	8.08	1.52	39	7.23	2.26
Climate change	17	6.94	2.25	36	7.14	2.17	21	6.76	2.26	26	7.38	2.14	18	6.83	2.31	35	7.17	2.42	26	8.00	2.04	40	7.05	2.31
Poverty reduction*	18	6.61	2.66	37	7.81	1.93	21	8.19	2.27	27	8.63	1.86	17	7.82	1.81	36	7.89	2.33	30	8.60	1.75	42	8.26	1.73
Anti corruption	19	6.11	2.54	34	7.97	1.98	21	7.90	2.45	27	7.67	2.59	17	7.18	2.24	36	7.53	2.69	27	8.04	2.62	40	7.95	2.25
Judiciary reform	17	6.35	2.09	34	6.82	2.38	20	6.95	2.74	26	6.46	2.87	18	6.72	2.02	31	6.71	3.24	26	7.12	2.70	38	6.74	2.54
Economic growth	17	7.59	1.73	37	8.32	1.72	22	8.50	1.50	27	8.59	2.19	17	7.88	2.26	37	8.05	2.21	27	8.22	2.08	42	8.00	1.71
Disaster risk management	15	6.07	2.09	35	7.20	2.07	19	6.32	2.45	26	6.38	2.32	17	5.94	1.95	33	6.33	2.62	25	6.80	2.58	38	6.71	2.23
Equality of opportunity	17	7.06	1.89	32	7.62	1.72	22	6.73	2.93	26	7.08	2.30	18	6.56	2.04	39	7.92	2.23	26	7.23	2.63	39	7.49	2.17
Disease	17	7.00	2.32	36	7.11	2.26	21	7.10	2.49	26	6.65	2.51	18	6.72	1.99	32	6.38	2.67	27	7.48	2.34	38	6.24	2.48
Information and communications technology	17	6.06	2.22	36	6.97	2.26	22	6.95	2.44	26	6.19	2.38	18	5.83	2.60	38	7.05	2.27	26	7.23	2.52	38	6.21	2.47

\*Significantly different between stakeholder groups

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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	11	6.18	2.04	15	6.80	1.57	11	6.36	2.73	16	5.81	2.07	6	5.50	1.97	20	5.40	2.62	6	7.67	2.25	21	5.81	1.63
Gender equity	9	6.22	2.11	15	6.87	1.68	14	5.93	2.30	15	4.80	1.97	5	6.00	1.41	18	5.28	2.19	5	6.60	2.07	19	5.47	2.17
Private sector development*	13	5.69	2.21	21	7.19	2.34	15	6.13	2.07	20	5.50	2.01	15	6.00	2.14	19	4.68	2.45	12	5.08	2.47	29	6.31	1.89
Education	13	5.54	1.85	27	7.30	2.05	15	6.87	2.10	22	6.41	1.94	11	7.18	2.18	27	6.04	2.59	13	6.54	1.85	26	5.54	2.49
Public sector governance/reform	13	4.92	2.18	23	7.09	1.81	19	6.68	1.77	23	6.22	2.28	10	6.80	1.23	28	5.96	2.62	10	6.30	1.70	34	5.94	2.35
Global/regional integration	10	6.00	2.31	18	7.28	2.40	12	5.25	2.14	16	5.56	2.25	3	5.33	1.53	15	5.87	2.70	8	5.62	2.13	19	5.63	2.19
Food security	12	5.58	2.39	17	6.65	2.45	12	5.33	2.10	19	5.74	2.20	11	6.27	2.37	17	5.41	3.10	11	5.18	2.68	17	5.29	1.69
Urban development	11	5.09	2.21	19	7.11	2.21	14	5.29	2.27	19	5.32	1.95	10	5.50	1.51	21	6.14	2.54	12	5.42	2.68	25	5.16	2.17
Energy	12	5.75	2.14	18	7.39	1.75	18	6.39	2.50	21	6.24	1.95	10	6.70	1.89	18	6.06	2.07	15	6.20	1.37	25	5.56	1.98
Water and sanitation*	12	5.00	2.13	21	7.38	1.86	13	6.00	2.35	20	6.10	2.05	9	6.78	1.86	16	5.63	2.60	12	5.33	2.57	22	4.91	2.47
Pollution	10	5.00	1.70	17	6.94	2.11	11	5.73	2.53	19	6.00	2.16	9	6.22	1.79	17	4.82	2.81	11	4.91	2.59	23	4.87	2.42
Job creation/employment	11	5.36	2.20	21	7.10	2.10	13	6.15	1.86	22	5.95	2.06	10	5.30	1.42	19	5.84	2.39	10	6.10	2.92	29	5.79	2.47
Health	14	5.57	2.14	22	7.14	2.08	17	6.24	2.08	23	6.39	2.39	8	5.63	2.26	21	5.86	2.67	11	5.55	2.62	25	6.04	2.51
Financial markets	12	5.50	1.57	17	7.18	1.98	14	6.43	2.68	21	6.05	2.52	12	6.00	2.37	21	5.62	2.46	14	5.93	1.82	26	6.27	2.16
Transport	12	5.58	1.62	22	7.09	1.69	12	6.00	2.59	19	5.89	1.94	7	5.43	2.07	15	6.20	2.18	13	5.85	1.72	22	5.64	2.15
Agriculture and rural development	12	5.33	2.39	18	7.06	1.51	16	6.44	2.25	20	5.25	2.67	14	6.21	2.46	23	6.22	2.92	16	6.00	2.39	27	5.96	2.70
Trade and exports	10	5.80	1.93	19	6.89	1.82	12	5.58	3.15	17	5.12	2.20	12	6.75	2.56	16	5.13	2.75	9	5.78	1.64	20	6.30	2.27
Crime and violence	8	4.75	1.39	13	6.23	1.01	10	5.40	2.88	18	5.39	2.28	6	4.83	3.06	11	3.45	2.16	9	4.56	2.46	18	4.83	1.89
Natural resource management	12	5.08	2.50	16	6.56	1.41	15	5.87	2.26	19	5.63	2.34	10	6.00	2.58	20	5.45	2.46	9	6.33	2.55	22	5.55	2.69
Climate change	10	5.00	2.45	22	6.64	2.22	13	5.38	2.33	17	5.71	1.90	10	6.20	2.39	19	5.42	3.04	10	6.50	2.07	23	6.09	2.47
Poverty reduction	14	5.43	2.68	25	7.08	2.12	17	6.18	2.74	23	5.78	2.07	14	6.00	2.25	27	5.48	2.75	20	6.75	2.57	31	6.03	2.68
Anti corruption	9	4.89	2.20	19	6.21	1.99	14	5.64	3.08	19	5.53	1.93	6	4.33	1.03	22	4.55	2.76	8	4.00	2.73	26	4.54	2.55
Judiciary reform	10	5.00	1.89	17	5.82	1.98	12	5.67	2.64	17	4.76	1.86	7	4.43	1.72	15	4.33	2.87	6	3.17	2.04	20	4.20	2.31
Economic growth	12	5.25	1.91	23	6.65	1.90	16	6.75	2.32	21	6.14	1.93	11	6.00	2.24	22	5.59	2.77	18	6.00	1.91	28	6.07	2.32
Disaster risk management	10	5.60	1.90	16	6.12	2.06	12	6.33	1.87	17	5.76	2.17	8	5.50	2.07	15	5.00	1.85	7	5.57	3.05	18	4.67	1.88
Equality of opportunity	10	5.60	1.90	16	6.56	1.93	14	5.71	2.46	17	5.29	1.86	8	6.50	2.00	22	5.23	2.86	6	6.17	2.56	23	5.13	2.42
Disease	9	4.89	2.03	17	6.82	2.32	10	5.30	2.36	19	5.68	2.06	5	4.60	2.41	12	4.25	2.26	7	6.14	3.08	18	5.61	2.50
Information and communications technology	10	6.30	1.77	15	7.07	1.98	17	7.24	2.05	16	5.69	2.68	6	6.50	1.38	18	6.33	2.54	8	5.13	2.30	21	5.86	2.24

\*Significantly different between stakeholder groups



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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mongolia?*	17	6.82	1.51	39	7.77	1.81	22	7.59	1.74	26	6.77	2.25	17	6.65	2.03	29	6.93	2.67	27	5.93	2.20	40	6.93	2.08

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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mongolia	17	6.00	2.18	38	7.39	1.79	22	7.86	1.70	25	7.04	2.19	18	6.22	1.90	29	6.55	3.00	25	6.52	2.26	38	6.71	2.12
The World Bank Group meets Mongolia's needs for knowledge services	17	5.41	2.76	38	7.39	2.06	23	7.57	1.88	27	6.78	2.29	19	6.42	1.95	32	6.62	3.01	27	6.81	2.17	40	6.68	2.22

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

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	5.6%	4.4%	12.5%	0.0%	10.5%	2.5%	2.9%	4.7%
Monthly	11.1%	22.2%	45.8%	10.3%	26.3%	17.5%	26.5%	25.6%
A few times a year	44.4%	37.8%	25.0%	27.6%	42.1%	50.0%	41.2%	53.5%
Rarely	38.9%	28.9%	16.7%	51.7%	21.1%	25.0%	26.5%	11.6%
Never	0.0%	6.7%	0.0%	10.3%	0.0%	5.0%	2.9%	4.7%



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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	13	6.31	2.29	36	7.31	1.83	18	7.06	1.63	21	6.57	1.63	13	6.54	1.94	26	7.04	2.41	26	6.27	2.15	34	6.76	2.22
Include appropriate level of stakeholder involvement during preparation	11	6.18	2.14	37	7.03	1.86	17	7.18	1.81	21	5.95	2.04	12	6.25	1.86	29	6.48	2.69	25	5.52	2.58	30	5.90	2.07
Lead to practical solutions*	13	6.69	1.93	37	7.24	1.55	18	7.33	1.75	24	6.29	1.94	13	5.77	1.83	31	6.55	2.59	26	5.50	2.39	33	6.36	1.97
Are accessible (well written and easy to understand)*	14	6.14	2.21	39	6.97	1.90	19	7.42	1.43	19	6.32	1.73	15	6.67	2.32	32	6.66	2.29	28	5.25	2.52	37	6.41	2.24
Are source of relevant information on global good practices	15	6.80	2.04	40	7.13	2.08	18	7.22	2.07	22	6.55	2.11	15	6.53	2.42	32	7.13	2.62	26	7.12	2.44	40	7.12	2.10
Are relevant to country challenges	15	6.67	1.88	41	7.61	1.59	18	7.61	1.38	24	7.21	1.98	15	6.13	2.26	33	7.09	2.53	29	7.21	2.34	38	7.00	2.31
Are adequately disseminated*	15	6.07	2.40	35	6.80	2.08	19	7.00	1.60	22	5.55	2.20	12	5.08	2.84	28	5.32	2.74	26	5.12	2.70	31	5.48	1.98
Are translated enough into local language	14	6.64	2.56	39	6.31	2.25	21	5.86	2.31	22	5.55	2.20	12	5.58	2.15	31	5.39	2.46	27	5.44	2.69	32	6.09	2.33
Are adaptable to Mongolia's specific development challenges and country circumstances	15	6.13	1.77	40	6.62	1.90	21	6.38	1.96	20	6.40	2.28	14	5.71	2.55	31	6.48	2.36	27	6.00	2.60	37	6.86	1.96

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	18	7.22	1.93	43	8.00	1.23	21	8.10	1.30	26	7.88	1.84	17	7.29	1.57	34	8.12	2.18	33	7.52	2.02	40	7.53	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	6.67	1.94	38	7.76	1.44	20	7.90	1.21	23	6.87	1.74	17	7.18	1.47	34	7.62	2.09	30	7.00	2.00	39	7.38	1.76

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

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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	15	5.53	2.07	30	7.23	1.70	23	7.39	2.21	16	6.50	2.16	15	5.53	3.07	19	6.58	3.10	9	6.33	2.12	25	6.32	2.32
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	6.20	1.93	37	7.95	1.56	23	7.96	1.72	25	7.36	2.12	15	6.87	2.17	29	7.41	2.44	23	7.26	2.20	31	7.00	2.00
The World Bank Group's approvals and reviews are done in a timely fashion	14	6.71	1.94	35	7.26	1.79	23	6.83	2.48	21	6.48	2.32	13	6.38	2.36	23	7.35	2.57	15	7.47	2.20	23	6.52	2.31
The World Bank Group's "Safeguard Policy" requirements are reasonable	13	6.38	1.89	26	7.00	2.06	17	7.00	1.90	23	7.13	2.03	10	6.30	1.64	23	7.57	2.43	16	6.81	2.20	24	7.17	1.97
The World Bank Group's conditions on its lending are reasonable	15	7.07	2.02	31	7.06	1.93	19	7.47	2.20	22	6.50	2.41	14	6.79	1.53	17	7.29	2.64	18	6.11	2.70	28	7.18	1.79
The World Bank Group takes decisions quickly in Mongolia	14	5.86	1.66	33	6.61	2.33	21	6.43	2.13	18	6.33	2.57	15	6.13	2.53	23	6.22	2.71	14	5.29	2.27	27	6.26	2.05
Working with the World Bank Group increases Mongolia's institutional capacity	15	7.07	1.71	40	7.77	1.54	22	8.09	1.60	25	7.92	2.00	14	7.93	1.14	30	7.73	2.55	23	7.52	1.88	34	7.82	1.78
Where country systems are adequate, the World Bank Group makes appropriate use of them	14	6.93	1.77	34	7.41	1.60	21	7.81	2.09	19	6.89	1.85	10	7.40	2.12	18	8.17	1.92	13	6.69	1.84	29	7.14	2.33
The World Bank Group provides effective implementation support	15	7.13	1.68	38	7.68	1.83	22	7.77	1.77	24	7.12	2.42	16	7.56	1.55	23	8.30	2.12	19	7.05	2.12	29	7.21	2.04

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mongolia?	17	6.12	2.57	32	7.16	1.57	19	7.26	2.00	28	6.50	2.05	16	6.06	1.81	17	7.35	1.80	24	6.29	2.20	36	6.22	1.64

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?	12	6.75	2.63	36	7.19	1.97	22	7.50	1.71	25	7.16	2.08	16	7.12	1.78	23	7.04	2.18	20	6.60	2.14	31	6.87	1.82

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



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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Offer more innovative knowledge services	10.5%	29.5%	18.2%	13.8%	15.8%	15.0%	15.2%	25.0%
Collaborate more effectively with Government clients*	26.3%	34.1%	27.3%	48.3%	15.8%	5.0%	15.2%	17.5%
Work faster	0.0%	6.8%	13.6%	3.4%	10.5%	5.0%	6.1%	2.5%
Reduce the complexity of obtaining World Bank Group financing	5.3%	20.5%	13.6%	3.4%	26.3%	7.5%	12.1%	7.5%
Increase availability of Reimbursable Advisory Services	0.0%	0.0%	4.5%	3.4%	10.5%	2.5%	0.0%	2.5%
Help to bring discipline/effective supervision to implementation of investment projects	36.8%	27.3%	9.1%	27.6%	26.3%	27.5%	36.4%	25.0%
Offer more innovative financial products	15.8%	6.8%	4.5%	17.2%	15.8%	5.0%	21.2%	2.5%
Ensure greater selectivity in its work	21.1%	15.9%	13.6%	10.3%	0.0%	17.5%	9.1%	7.5%
Provide more adequate data/knowledge/statistics/figures on Mongolia's economy	0.0%	6.8%	4.5%	3.4%	0.0%	12.5%	18.2%	10.0%
Improve the competitiveness of its financing compared to markets*	5.3%	9.1%	4.5%	17.2%	26.3%	2.5%	6.1%	22.5%
Reach out more to groups outside of Government*	36.8%	11.4%	36.4%	17.2%	36.8%	55.0%	39.4%	30.0%
Increase the level of capacity development in the country	10.5%	13.6%	18.2%	20.7%	5.3%	20.0%	3.0%	22.5%
Improve the quality of its experts as related to Mongolia's specific challenges	10.5%	15.9%	22.7%	10.3%	5.3%	10.0%	12.1%	12.5%
Other*	5.3%	0.0%	0.0%	3.4%	0.0%	15.0%	3.0%	5.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial services	35.3%	21.4%	26.3%	51.7%	52.9%	18.4%	27.3%	19.5%
Knowledge products	5.9%	28.6%	31.6%	20.7%	23.5%	26.3%	30.3%	22.0%
Convening services	11.8%	11.9%	0.0%	6.9%	0.0%	21.1%	3.0%	12.2%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
The combination is appropriate for Mongolia	47.1%	38.1%	36.8%	20.7%	23.5%	31.6%	39.4%	43.9%
Don't know	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	2.4%



## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	3.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
Facebook*	0.0%	15.6%	0.0%	23.3%	10.5%	12.5%	9.1%	0.0%
Twitter	10.5%	0.0%	0.0%	3.3%	0.0%	2.5%	6.1%	2.4%
Other social media channels (e.g., blogs, YouTube, Flickr)*	0.0%	20.0%	0.0%	6.7%	0.0%	5.0%	0.0%	14.3%
International newspapers	0.0%	0.0%	0.0%	0.0%	10.5%	5.0%	0.0%	7.1%
Local television*	26.3%	53.3%	43.5%	66.7%	15.8%	57.5%	33.3%	33.3%
Internet	47.4%	60.0%	73.9%	50.0%	84.2%	65.0%	51.5%	64.3%
Trade journals*	36.8%	31.1%	34.8%	20.0%	26.3%	12.5%	51.5%	33.3%
International television	5.3%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	4.8%
Local newspapers*	57.9%	8.9%	26.1%	13.3%	31.6%	20.0%	21.2%	16.7%
Other	5.3%	6.7%	8.7%	6.7%	10.5%	12.5%	12.1%	14.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
World Bank Group's publications and other written materials*	52.6%	43.5%	21.7%	54.8%	15.8%	34.1%	29.4%	45.2%
e-Newsletters	21.1%	41.3%	52.2%	16.1%	52.6%	34.1%	32.4%	33.3%
World Bank Group's seminars/workshops/conferences	21.1%	28.3%	21.7%	22.6%	31.6%	39.0%	20.6%	31.0%
Mobile phones*	10.5%	19.6%	4.3%	29.0%	5.3%	7.3%	11.8%	4.8%
Direct contact with World Bank Group	10.5%	15.2%	4.3%	12.9%	26.3%	14.6%	17.6%	16.7%
World Bank Group's website	21.1%	30.4%	56.5%	35.5%	42.1%	39.0%	32.4%	40.5%
World Bank Group Facebook channel	21.1%	8.7%	17.4%	9.7%	10.5%	22.0%	14.7%	4.8%
World Bank Group Twitter channel	5.3%	2.2%	8.7%	0.0%	5.3%	2.4%	0.0%	4.8%
Other social media channels (e.g., blogs, YouTube, Flickr)	15.8%	6.5%	0.0%	9.7%	0.0%	0.0%	14.7%	4.8%
Other	5.3%	0.0%	4.3%	3.2%	0.0%	2.4%	14.7%	2.4%

\*Significantly different between stakeholder groups

What types of information would you like to receive more from the World Bank Group? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
News and updates about ongoing World Bank Group projects	52.6%	56.5%	37.5%	70.0%	66.7%	41.5%	57.6%	36.6%
Result stories about World Bank Group projects	36.8%	50.0%	45.8%	40.0%	55.6%	58.5%	45.5%	68.3%
Research and analytics (e.g. economic, sectoral studies)	68.4%	78.3%	66.7%	50.0%	72.2%	68.3%	54.5%	82.9%
Job and scholarship opportunities*	21.1%	10.9%	29.2%	36.7%	0.0%	17.1%	33.3%	7.3%
Other information	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	3.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	33.3%	36.4%	55.0%	32.1%	22.2%	35.9%	17.6%	40.0%
No	66.7%	63.6%	45.0%	67.9%	77.8%	64.1%	82.4%	60.0%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	93.8%	95.5%	100.0%	100.0%	94.7%	97.4%	100.0%	95.1%
No	6.3%	4.5%	0.0%	0.0%	5.3%	2.6%	0.0%	4.9%

How frequently do you consult the World Bank Group's social media channels for information/knowledge that you can use in your work?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	5.3%	2.1%	29.2%	0.0%	0.0%	7.3%	8.8%	9.3%
Monthly	21.1%	25.5%	45.8%	9.7%	15.8%	22.0%	29.4%	32.6%
A few times a year	42.1%	34.0%	20.8%	29.0%	42.1%	43.9%	29.4%	32.6%
Rarely	26.3%	31.9%	4.2%	54.8%	31.6%	14.6%	17.6%	16.3%
Never	5.3%	6.4%	0.0%	6.5%	10.5%	12.2%	14.7%	9.3%

\*Significantly different between stakeholder groups

How frequently do you consult the World Bank Group's website for information/knowledge that you can use in your work?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	15.8%	0.0%	26.1%	3.4%	10.5%	7.3%	11.8%	11.6%
Monthly	0.0%	21.7%	30.4%	6.9%	21.1%	14.6%	14.7%	23.3%
A few times a year	26.3%	28.3%	21.7%	34.5%	31.6%	29.3%	23.5%	27.9%
Rarely	47.4%	32.6%	13.0%	48.3%	10.5%	29.3%	35.3%	25.6%
Never	10.5%	17.4%	8.7%	6.9%	26.3%	19.5%	14.7%	11.6%

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed/WiFi	87.5%	88.9%	83.3%	85.2%	100.0%	97.1%	89.3%	97.6%
Dial-up	12.5%	11.1%	16.7%	14.8%	0.0%	2.9%	10.7%	2.4%



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

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

	Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	14	6.43	2.34	36	7.03	1.87	23	6.91	2.35	18	5.89	1.84	16	7.00	2.25	31	7.45	2.19	23	6.26	1.57	41	6.95	2.27
I find the information on the World Bank Group's websites useful	13	7.46	2.18	32	7.16	1.67	23	7.70	2.08	18	7.33	2.06	16	7.31	1.45	33	7.58	1.85	22	6.27	1.64	41	7.37	2.00
The World Bank Group's social media channels are valuable sources of information about the institution	10	5.10	3.07	23	6.96	1.52	14	5.50	2.14	17	5.94	2.22	8	6.13	2.10	18	6.50	2.43	17	5.00	2.09	22	6.36	2.40
When I need information from the World Bank Group I know how to find it	12	6.33	2.27	32	6.97	2.74	24	7.88	1.57	16	6.06	2.95	15	6.27	2.58	33	7.15	2.83	27	6.19	2.68	38	7.53	2.09
The World Bank Group is responsive to my information requests and inquiries	9	5.67	2.00	20	6.95	1.64	20	6.75	2.67	10	5.80	2.10	6	6.33	2.16	26	6.58	3.04	18	6.78	2.29	27	6.89	2.45

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group in your country?\*( Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	22.2%	58.7%	80.0%	23.3%	73.7%	39.0%	17.6%	53.5%
No	77.8%	41.3%	20.0%	76.7%	26.3%	61.0%	82.4%	46.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IBRD/IDA)	58.3%	77.5%	85.7%	50.0%	33.3%	58.8%	63.6%	61.1%
The International Finance Corporation (IFC)	0.0%	17.5%	14.3%	15.0%	66.7%	11.8%	4.5%	27.8%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Other	41.7%	5.0%	0.0%	30.0%	0.0%	29.4%	31.8%	11.1%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	7.1%	59.5%	50.0%	26.3%	31.6%	16.7%	0.0%	22.5%
No	92.9%	40.5%	50.0%	73.7%	68.4%	83.3%	100.0%	77.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The two institutions work well together	0.0%	56.0%	55.6%	60.0%	50.0%	80.0%	0.0%	66.7%
The way the two institutions work together needs improvement	100.0%	24.0%	22.2%	20.0%	50.0%	20.0%	0.0%	22.2%
The two institutions do not work well together	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	16.0%	22.2%	20.0%	0.0%	0.0%	0.0%	11.1%

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer*	43.8%	30.3%	0.0%	42.3%	6.7%	25.7%	65.7%	15.0%
Use World Bank Group reports/data*	31.3%	15.2%	6.3%	23.1%	33.3%	31.4%	37.1%	47.5%
Engage in World Bank Group related/sponsored events/activities	25.0%	33.3%	31.3%	26.9%	26.7%	31.4%	5.7%	22.5%
Collaborate as part of my professional duties*	12.5%	48.5%	81.3%	19.2%	60.0%	31.4%	22.9%	55.0%
Use World Bank Group website for information, data, research, etc.	31.3%	15.2%	25.0%	11.5%	13.3%	25.7%	17.1%	17.5%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Female	26.3%	32.6%	66.7%	25.8%	21.1%	75.6%	58.8%	46.5%
Male	73.7%	67.4%	33.3%	74.2%	78.9%	24.4%	41.2%	53.5%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>18</sup>

● Ulaanbaatar N=225 ● Other N=31

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

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.	203	6.80	2.17	26	6.85	1.99

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

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

(1-Strongly disagree, 10-Strongly agree)

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia	210	6.61	2.33	25	6.16	2.27
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	195	6.31	2.19	26	6.23	2.27

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

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

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	165	5.91	2.03	23	5.65	2.29
Flexibility (in terms of the institution's products and services)	167	5.77	2.08	22	5.32	2.06
Flexibility (in terms of changing country circumstances)	171	5.85	2.01	22	5.64	2.54
Being inclusive	173	6.14	2.03	23	6.22	2.07
Openness (sharing data and other information)	192	6.93	2.31	24	6.17	2.18
Collaboration with the Government	187	7.43	1.79	25	7.04	2.03
The speed in which it gets things accomplished on the ground	176	6.02	2.12	25	6.20	2.06
Helping to bring discipline/effective supervision to implementation of investment projects	170	6.85	2.29	23	6.87	2.32
Collaboration with civil society	166	5.91	2.25	24	5.67	2.28
Staff accessibility	173	6.54	2.48	23	5.57	2.19
Collaboration with other donors and development partners	160	6.60	1.95	23	6.61	2.33
Collaboration with the private sector	148	5.47	2.13	24	4.92	2.02
Straightforwardness and honesty	175	7.11	2.15	23	6.65	2.14
Treating clients and stakeholders in Mongolia with respect	174	7.30	2.16	24	6.71	2.18
Being a long-term partner	181	7.83	2.12	25	7.24	2.24

<sup>18</sup> 256 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mongolia?	186	6.98	2.14	27	6.89	2.19

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

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mongolia	184	6.82	2.25	25	7.08	2.22
The World Bank Group meets Mongolia's needs for knowledge services	192	6.74	2.42	27	6.85	2.23

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

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Mongolia's specific development challenges and country circumstances	182	6.40	2.16	19	6.37	2.29

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	202	7.74	1.83	26	7.73	1.82
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	193	7.41	1.79	23	6.83	1.70

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

	Ulaanbaatar			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Mongolia	143	6.22	2.26	18	6.39	2.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	135	7.34	1.97	19	7.05	1.90



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>19</sup>

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

- Collaborating with the WBG N=114
- Not collaborating with the WBG N=139

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mongolia?*	114	7.43	1.96	137	5.60	2.25

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.*	108	7.38	2.05	118	6.26	2.09

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Mongolia solve its most complicated development challenges?*	103	7.31	2.01	88	6.34	2.16

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

<sup>19</sup> Only 253 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	10.6%	7.3%
Water and sanitation	5.3%	5.8%
Pollution	8.0%	3.6%
Job creation/employment	27.4%	32.1%
Health	11.5%	10.9%
Financial markets	12.4%	16.8%
Social protection	5.3%	6.6%
Gender equity	1.8%	2.2%
Private sector development	20.4%	20.4%
Education	26.5%	29.9%
Public sector governance/reform	34.5%	27.0%
Global/regional integration	1.8%	2.9%
Food security	7.1%	6.6%
Urban development	6.2%	11.7%
Judiciary reform*	0.0%	4.4%
Economic growth	25.7%	17.5%
Disaster risk management	0.9%	0.0%
Equality of opportunity	8.8%	10.2%
Disease	0.0%	1.5%
Information and communications technology	1.8%	2.2%
Transport	2.7%	2.9%
Agriculture and rural development	28.3%	21.2%
Trade and exports	3.5%	5.1%
Crime and violence	0.0%	1.5%
Natural resource management	11.5%	14.6%
Climate change	6.2%	2.2%
Poverty reduction	15.0%	16.1%
Anti corruption	12.4%	14.6%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing*	91	6.98	2.13	95	6.24	2.12
Development Policy Financing	86	6.80	2.06	88	6.19	2.35
Program-for-Results Financing*	77	7.05	2.15	79	6.11	2.22
Trust funds and grants*	90	7.07	2.30	95	6.25	2.48
Guarantees	67	6.55	2.36	70	5.89	2.06
IFC Investment Services	83	6.52	2.23	80	6.18	2.03
IFC Advisory Services	86	6.33	2.31	84	6.21	2.63

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia*	111	7.28	2.12	121	5.91	2.34
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia*	107	6.81	2.17	110	5.82	2.15

\*Significantly different between collaborators and non-collaborators

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	96	6.38	2.10	89	5.35	1.92
Flexibility (in terms of the institution's products and services)*	94	6.15	2.08	92	5.23	2.01
Flexibility (in terms of changing country circumstances)*	95	6.31	2.05	95	5.37	2.01
Being inclusive*	99	6.62	1.87	94	5.68	2.10
Openness (sharing data and other information)*	104	7.28	2.14	109	6.43	2.41
Collaboration with the Government*	103	7.76	1.73	106	7.04	1.85
The speed in which it gets things accomplished on the ground*	102	6.40	2.22	96	5.70	1.94
Helping to bring discipline/effective supervision to implementation of investment projects*	92	7.36	2.07	98	6.41	2.41
Collaboration with civil society*	88	6.52	2.24	99	5.34	2.11
Staff accessibility*	101	7.13	2.25	92	5.68	2.50
Collaboration with other donors and development partners*	89	6.96	1.94	92	6.25	2.00
Collaboration with the private sector*	81	5.89	2.19	89	4.91	1.95
Straightforwardness and honesty*	99	7.57	2.01	96	6.55	2.19
Treating clients and stakeholders in Mongolia with respect*	101	7.58	2.08	94	6.84	2.22
Being a long-term partner*	105	8.18	1.85	98	7.32	2.36

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	92	6.05	2.51	109	6.05	2.69
Gender equity	92	5.95	2.39	111	5.61	2.65
Private sector development	102	7.98	1.79	120	7.49	2.15
Education	106	8.20	1.94	120	8.13	2.14
Public sector governance/reform*	101	8.12	1.96	118	7.18	2.42
Global/regional integration	85	6.92	2.02	111	6.59	2.38
Food security	92	7.38	2.24	117	7.21	2.30
Urban development	98	7.68	2.16	119	7.24	2.21
Energy	98	7.85	1.89	115	7.52	2.06
Water and sanitation*	97	8.10	1.88	117	7.55	2.17
Pollution	95	7.93	2.04	116	7.58	2.28
Job creation/employment*	99	8.37	1.71	119	7.71	2.46
Health	100	8.02	1.98	120	7.69	2.26
Financial markets	97	7.72	1.95	113	7.36	2.41
Transport	93	7.33	1.99	117	7.07	2.20
Agriculture and rural development	100	8.07	1.74	121	7.64	1.92
Trade and exports	96	7.39	2.00	117	6.91	2.40
Crime and violence	85	5.93	2.36	113	5.96	2.51
Natural resource management	89	7.69	2.10	116	7.38	2.31
Climate change	97	7.49	2.02	115	6.92	2.38
Poverty reduction	99	8.32	1.77	122	7.80	2.29
Anti corruption	95	7.81	2.27	119	7.43	2.65
Judiciary reform*	90	7.10	2.27	113	6.35	2.87
Economic growth*	100	8.57	1.46	119	7.77	2.21
Disaster risk management	90	6.80	2.13	112	6.29	2.41
Equality of opportunity	97	7.45	1.99	115	7.15	2.51
Disease	93	6.75	2.20	115	6.68	2.63
Information and communications technology	99	6.60	2.37	116	6.56	2.49

\*Significantly different between collaborators and non-collaborators



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	48	6.25	2.17	56	5.79	2.20
Gender equity	45	5.96	2.12	52	5.50	2.17
Private sector development*	67	6.51	2.25	72	5.28	2.16
Education*	70	6.89	2.39	79	5.85	2.12
Public sector governance/reform*	72	6.67	2.08	83	5.75	2.31
Global/regional integration	40	6.27	2.45	58	5.57	2.32
Food security	45	6.18	2.23	67	5.30	2.42
Urban development*	52	6.23	2.08	75	5.31	2.40
Energy*	58	6.83	2.10	74	5.78	1.90
Water and sanitation*	55	6.56	2.17	66	5.39	2.40
Pollution*	47	6.13	2.38	65	5.11	2.39
Job creation/employment	61	6.36	2.16	71	5.63	2.35
Health	57	6.60	2.23	81	5.83	2.45
Financial markets	56	6.43	2.41	78	5.83	2.18
Transport*	50	6.62	2.11	67	5.54	1.93
Agriculture and rural development*	71	6.76	2.46	72	5.35	2.40
Trade and exports*	50	6.50	2.30	61	5.41	2.38
Crime and violence*	34	5.56	2.18	55	4.56	2.18
Natural resource management*	54	6.35	2.31	65	5.26	2.35
Climate change*	58	6.53	2.30	63	5.33	2.41
Poverty reduction	75	6.47	2.51	91	5.75	2.54
Anti corruption	54	5.11	2.51	64	4.89	2.49
Judiciary reform	49	5.06	2.43	50	4.24	2.13
Economic growth*	65	6.51	2.09	81	5.75	2.28
Disaster risk management	43	5.84	1.99	57	5.21	2.13
Equality of opportunity	49	5.94	2.17	65	5.29	2.46
Disease	38	5.76	2.33	55	5.27	2.56
Information and communications technology	48	6.54	2.20	58	5.97	2.44

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Mongolia?*	99	7.54	1.84	111	6.49	2.28

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group’s financial instruments meet the needs of Mongolia	102	7.18	2.07	104	6.57	2.36
The World Bank Group meets Mongolia’s needs for knowledge services	105	7.03	2.25	111	6.55	2.51



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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	91	7.12	1.85	91	6.46	2.21
Include appropriate level of stakeholder involvement during preparation	87	6.69	2.05	91	6.05	2.35
Lead to practical solutions*	93	6.85	2.05	97	6.20	2.12
Are accessible (well written and easy to understand)*	99	6.93	2.03	98	6.03	2.27
Are source of relevant information on global good practices*	99	7.35	2.12	105	6.66	2.30
Are relevant to country challenges	100	7.37	2.11	107	6.92	2.11
Are adequately disseminated*	87	6.28	2.11	95	5.37	2.56
Are translated enough into local language	91	6.14	2.23	101	5.60	2.51
Are adaptable to Mongolia's specific development challenges and country circumstances*	98	6.81	2.08	101	6.01	2.21

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	105	8.03	1.63	120	7.51	1.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	102	7.66	1.56	111	7.08	1.94

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

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	83	6.63	2.55	63	6.27	2.17
The World Bank Group effectively monitors and evaluates the projects and programs it supports	92	7.62	2.02	99	7.10	2.06
The World Bank Group's approvals and reviews are done in a timely fashion	87	7.08	2.37	73	6.73	2.05
The World Bank Group's "Safeguard Policy" requirements are reasonable	70	7.07	1.94	75	6.93	2.17
The World Bank Group's conditions on its lending are reasonable*	76	7.39	1.67	84	6.44	2.42
The World Bank Group takes decisions quickly in Mongolia	81	6.40	2.26	78	6.03	2.31
Working with the World Bank Group increases Mongolia's institutional capacity	97	7.91	1.87	99	7.63	1.84
Where country systems are adequate, the World Bank Group makes appropriate use of them	79	7.53	1.79	72	7.07	2.11
The World Bank Group provides effective implementation support	88	7.69	1.82	91	7.31	2.12

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Mongolia?	89	6.89	1.76	93	6.32	2.13

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Mongolia?*	91	7.44	1.80	87	6.70	2.14

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

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	97	7.09	2.05	99	6.56	2.15
I find the information on the World Bank Group's websites useful	94	7.50	1.84	98	7.04	1.90
The World Bank Group's social media channels are valuable sources of information about the institution*	58	6.83	2.01	67	5.45	2.32
When I need information from the World Bank Group I know how to find it*	92	7.30	2.34	97	6.54	2.69
The World Bank Group is responsive to my information requests and inquiries	69	6.84	2.37	64	6.39	2.45

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>20</sup>

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

FY 2014 Number of comparable respondents = 318 • FY 2017 Number of comparable respondents = 237

By weighting, the FY 2014 and FY 2017 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2014
Office of the President/ Prime Minister/ Office of Minister	5.0%	5.0%
Office of Parliamentarian	10.0%	10.0%
Government Institutions	30.0%	30.0%
Local Government	10.0%	10.0%
Civil Society	20.0%	20.0%
Private Sector	10.0%	10.0%
Academia/Research Institute/Think Tank	5.0%	5.0%
Media	10.0%	10.0%

### A. General Issues facing Mongolia

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

Percentage of Respondents	FY 2017	FY 2014
The right direction	43.8%	44.7%
The wrong direction	35.6%	31.4%
Not sure	20.5%	23.9%

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Mongolia?*	234	6.48	2.31	315	5.67	2.24

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.*	214	6.73	2.15	272	6.08	2.24

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mongolia solve its most complicated development challenges?	181	6.87	2.13	245	7.19	2.37

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

<sup>20</sup> Only those questions that were asked in the FY 2014 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Mongolia	222	6.58	2.32	255	6.32	2.38
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	203	6.32	2.20	234	6.02	2.44

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

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	177	5.81	2.07	172	5.75	2.20
Flexibility (in terms of the institution's products and services)	180	5.68	2.05	167	5.87	2.15
Flexibility (in terms of changing country circumstances)	183	5.78	2.05	169	5.48	2.18
Being inclusive	183	6.11	2.03	169	6.13	2.09
Openness (sharing data and other information)	202	6.82	2.33	200	6.49	2.40
Collaboration with the Government	198	7.31	1.85	206	7.29	1.92
The speed in which it gets things accomplished on the ground	189	6.02	2.17	175	6.07	2.40
Helping to bring discipline/effective supervision to implementation of investment projects	183	6.77	2.27			
Collaboration with civil society	178	5.86	2.24	187	5.55	2.43
Staff accessibility	179	6.32	2.49	169	5.96	2.26
Collaboration with other donors and development partners	171	6.57	1.97			
Collaboration with the private sector	159	5.40	2.11	170	5.26	2.39
Straightforwardness and honesty	188	7.05	2.08	171	6.80	2.26
Treating clients and stakeholders in Mongolia with respect	187	7.25	2.11	223	7.30	2.14
Being a long-term partner	193	7.79	2.08	186	7.39	2.19



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

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Social protection	99	5.99	2.15	124	5.86	2.38
Gender equity	94	5.68	2.12	134	5.81	2.40
Private sector development	133	5.87	2.30	135	6.04	2.40
Education	145	6.40	2.25	156	6.54	2.24
Public sector governance/reform	148	6.10	2.22	152	6.01	2.34
Global/regional integration	96	5.90	2.39	115	6.22	2.21
Food security	108	5.75	2.38	116	5.39	2.48
Urban development	125	5.76	2.30	133	6.18	2.24
Energy	129	6.33	2.06	126	6.23	2.33
Water and sanitation	117	5.98	2.41	123	5.89	2.35
Pollution	108	5.53	2.43			
Job creation/employment	122	5.91	2.27	149	6.07	2.33
Health	131	6.14	2.36	140	6.22	2.38
Financial markets	126	6.05	2.24	139	6.24	2.52
Transport	112	5.98	1.99	112	5.97	2.36
Agriculture and rural development	133	6.07	2.50			
Trade and exports	106	5.94	2.44	111	5.98	2.36
Crime and violence	86	4.98	2.19	102	4.72	2.43
Natural resource management	115	5.74	2.37			
Climate change	114	5.86	2.45	123	5.31	2.54
Poverty reduction*	157	5.98	2.53	181	6.74	2.25
Anti corruption	115	4.98	2.44	111	4.81	2.69
Judiciary reform	96	4.82	2.32			
Economic growth	137	6.05	2.25	151	6.38	2.12
Disaster risk management	96	5.61	2.03	101	5.42	2.52
Equality of opportunity	108	5.68	2.34	108	5.59	2.17
Disease	88	5.45	2.37			
Information and communications technology*	102	6.38	2.28	104	5.68	2.29

\*Significantly different between FY2017 and FY2014

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Mongolia?*	194	6.98	2.13	249	5.92	1.99

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Mongolia*	194	6.82	2.22	221	6.28	2.22
The World Bank Group meets Mongolia's needs for knowledge services	205	6.77	2.32	231	6.85	2.13

\*Significantly different between FY2017 and FY2014



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

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

Percentage of Respondents	FY 2017	FY 2014
Weekly	5.2%	1.9%
Monthly	21.4%	11.8%
A few times a year	42.4%	31.9%
Rarely	27.1%	45.0%
Never	3.9%	9.3%

\*Significantly different between FY2017 and FY2014

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

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Are timely	171	6.80	2.02	152	6.36	2.06
Include appropriate level of stakeholder involvement during preparation	166	6.37	2.20	157	6.13	2.03
Lead to practical solutions	178	6.53	2.10	182	6.59	2.08
Are accessible (well written and easy to understand)	185	6.60	2.17	181	6.38	2.25
Are source of relevant information on global good practices	189	6.96	2.25	191	7.15	1.99
Are relevant to country challenges	193	7.08	2.13			
Are adequately disseminated	173	5.84	2.41	139	6.30	2.09
Are translated enough into local language	181	5.85	2.39	174	6.22	2.37
Are adaptable to Mongolia's specific development challenges and country circumstances	185	6.39	2.18	184	6.35	1.99

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	210	7.78	1.80	263	7.67	1.98
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	200	7.37	1.77	209	7.26	1.85

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

### E. Working with the World Bank Group

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	145	6.47	2.47	153	6.05	2.20
The World Bank Group effectively monitors and evaluates the projects and programs it supports	183	7.33	2.05	220	7.36	2.02
The World Bank Group's approvals and reviews are done in a timely fashion	158	6.95	2.20	191	7.12	2.25
The World Bank Group's "Safeguard Policy" requirements are reasonable	141	7.01	2.08	137	6.92	1.98
The World Bank Group's conditions on its lending are reasonable	152	7.09	2.11	164	6.86	2.13
The World Bank Group takes decisions quickly in Mongolia*	155	6.23	2.30	165	5.54	2.35
Working with the World Bank Group increases Mongolia's institutional capacity	185	7.75	1.82	214	7.58	1.94
Where country systems are adequate, the World Bank Group makes appropriate use of them*	144	7.40	1.97	154	6.56	2.01
The World Bank Group provides effective implementation support*	174	7.59	1.93	183	6.99	2.06

\*Significantly different between FY2017 and FY2014



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

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

Percentage of Respondents	FY 2017	FY 2014
Financial services	28.2%	28.2%
Knowledge products	24.4%	34.4%
Convening services	9.9%	.3%
None of the above	.5%	1.7%
The combination is appropriate for Mongolia	36.6%	26.9%
Don't know	.5%	8.5%

\*Significantly different between FY2017 and FY2014

### G. Communication and Information Sharing

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

Percentage of Respondents	FY 2017	FY 2014
Yes	34.4%	28.5%
No	65.6%	71.5%

Do you have access to the Internet?

Percentage of Respondents	FY 2017	FY 2014
Yes	96.8%	95.5%
No	3.2%	4.5%

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

	year					
	FY 2017			FY 2014		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	184	6.91	2.12	194	6.18	2.63
I find the information on the World Bank Group's websites useful*	182	7.34	1.84	193	6.13	2.61
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	115	6.04	2.33	160	5.78	2.74
When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	174	6.84	2.54	209	6.63	2.92
The World Bank Group is responsive to my information requests and inquiries*	120	6.44	2.40	156	5.69	2.65

\*Significantly different between FY2017 and FY2014



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Mongolia? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Mongolia.	6.26	7.38	7.10	6.18	6.85	6.81	6.69	7.27	6.37	7.47	6.93	6.39
Overall the World Bank Group currently plays a relevant role in development in Mongolia	5.91	7.28	6.89	5.74	6.73	6.21	6.36	7.16	6.09	7.20	6.63	6.25
The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	5.82	6.81	6.57	5.62	6.37	6.20	6.12	6.86	5.90	6.91	6.47	5.59
Responsiveness to needs	5.35	6.38	6.03	5.05	5.77	5.87	5.83	5.71	5.39	6.27	5.91	5.31
Flexibility (in terms of the institution's products and services)	5.23	6.15	5.88	5.14	5.79	5.45	5.68	5.68	5.39	6.06	5.80	5.14
Flexibility (in terms of changing country circumstances)	5.37	6.31	5.99	5.32	6.01	5.38	5.81	5.81	5.45	6.30	5.90	5.38
Being inclusive	5.68	6.62	6.15	5.51	6.06	5.84	6.01	5.96	5.61	6.49	6.08	5.59
Openness (sharing data and other information)	6.43	7.28	7.18	5.88	6.82	6.88	6.70	7.20	6.45	7.33	6.80	7.00
Collaboration with the Government	7.04	7.76	7.57	6.75	7.42	7.20	7.18	7.82	7.13	7.65	7.41	7.09
The speed in which it gets things accomplished on the ground	5.70	6.40	6.20	5.25	5.97	5.91	5.95	5.96	5.67	6.29	6.09	5.22
Helping to bring discipline/effective supervision to implementation of investment projects	6.41	7.36	7.03	6.11	6.83	6.65	6.62	7.24	6.30	7.39	6.90	6.15
Collaboration with civil society	5.34	6.52	5.97	5.29	5.88	5.56	5.71	5.98	5.39	6.32	5.73	6.03
Staff accessibility	5.68	7.13	6.63	5.60	6.34	6.40	6.28	6.59	5.76	7.08	6.45	5.88
Collaboration with other donors and development partners	6.25	6.96	6.74	6.22	6.66	6.45	6.39	7.11	6.45	6.81	6.67	6.24
Collaboration with the private sector	4.91	5.89	5.48	4.93	5.48	5.00	5.20	5.68	5.15	5.56	5.32	5.36
Straightforwardness and honesty	6.55	7.57	7.37	6.19	7.14	6.90	6.94	7.40	6.51	7.75	7.18	6.58
Treating clients and stakeholders in Mongolia with respect	6.84	7.58	7.52	6.44	7.34	7.06	7.12	7.57	6.83	7.74	7.30	7.03
Being a long-term partner	7.32	8.18	8.11	6.91	7.79	7.80	7.63	8.26	7.34	8.38	7.82	7.69
To what extent does the World Bank Group's work help to achieve development results in Mongolia?	6.49	7.54	7.29	5.94	6.88	6.93	6.71	7.41	6.57	7.38	6.90	6.90
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Mongolia	6.57	7.18	7.02	6.40	6.67	7.16	6.70	7.28	6.64	7.08	6.95	6.27
The World Bank Group meets Mongolia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.55	7.03	7.05	6.22	6.56	7.33	6.72	7.11	6.45	7.28	6.94	6.19
The World Bank Group's knowledge work and activities are adaptable to Mongolia's specific development challenges and country circumstances	6.01	6.81	6.70	5.73	6.26	6.73	6.33	6.72	6.11	6.81	6.52	5.97
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.51	8.03	7.93	7.36	7.75	7.80	7.56	8.37	7.59	8.01	7.80	7.61
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.08	7.66	7.60	6.83	7.28	7.56	7.27	7.71	7.01	7.90	7.46	7.03
The World Bank Group takes decisions quickly in Mongolia	6.03	6.40	6.31	5.77	6.24	6.05	6.21	6.15	5.96	6.45	6.27	5.89
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.07	7.53	7.60	6.58	7.44	7.06	7.09	8.03	7.15	7.53	7.43	6.92

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Mongolia FY 2017 Questionnaire



### World Bank Group Country Survey FY 2017 – Mongolia

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

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

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

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

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

#### SECTION A: GENERAL ISSUES FACING MONGOLIA

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Mongolia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Mongolia. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
2	Gender equity	16	Agriculture and rural development
3	Private sector development	17	Trade and exports
4	Education	18	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Natural resource management
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Disease
14	Financial markets	28	Information and communications technology

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose no more than THREE)</b>			
1	Economic growth	15	Water and sanitation
2	Disaster risk management	16	Pollution
3	Equality of opportunity (i.e., social inclusion)	17	Job creation/employment
4	Disease	18	Health
5	Information and communications technology	19	Financial markets
6	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Agriculture and rural development	21	Gender equity
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management
14	Judiciary reform		

**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Mongolia? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

**A6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

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

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Mongolia solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Mongolia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Mongolia? (Choose no more than THREE)</b>			
1	Energy	15	Judiciary reform
2	Water and sanitation	16	Economic growth
3	Pollution	17	Disaster risk management
4	Job creation/employment	18	Equality of opportunity (i.e., social inclusion)
5	Health	19	Disease
6	Financial markets	20	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	21	Transport (e.g., roads, bridges, transportation)
8	Gender equity	22	Agriculture and rural development
9	Private sector development	23	Trade and exports
10	Education	24	Crime and violence
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Natural resource management
12	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
13	Food security	27	Poverty reduction
14	Urban development	28	Anti corruption

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

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

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Mongolia? (Choose no more than TWO)</b>	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Mongolia
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Other (please specify): _____
17	Don't know

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

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

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

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

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

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

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

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

		Strongly disagree										Strongly agree		Don't know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Mongolia	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Mongolia	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

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

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

<b>C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Mongolia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

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

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



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

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

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

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

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

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

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

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

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



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

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

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Mongolia?</b>												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all										To a very significant degree		Don't know

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

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

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

<b>F2. When considering the combination of services that the World Bank Group offers in Mongolia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Mongolia? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Mongolia
6	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Mongolia? (Choose no more than TWO)</b>			
1	Local radio	7	Local television
2	International radio	8	Internet
3	Facebook	9	Trade journals
4	Twitter	10	International television
5	Other social media channels (e.g., blogs, YouTube, Flickr)	11	Local newspapers
6	International newspapers	12	Other (please specify): _____

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

<b>G3. What types of information would you like to receive more from the World Bank Group? (Choose no more than TWO)</b>			
1	News and updates about ongoing World Bank Group projects	4	Job and scholarship opportunities
2	Result stories about World Bank Group projects	5	Other information (please specify): _____
3	Research and analytics (e.g. economic, sectoral studies)		

<b>G4</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

**G6. How frequently do you consult the World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?**

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

**G7. How frequently do you consult the World Bank Group's website for information/knowledge that you can use in your work?**

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

**G8. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

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

**H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?**

1	Yes
2	No

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Mongolia? (Select only ONE response)**

1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

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

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

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

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

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

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

**H8. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**H9. Which best represents your geographic location?**

- |   |                      |
|---|----------------------|
| 1 | Ulaanbaatar          |
| 2 | Aimags and provinces |
| 3 | The secondary cities |
| 4 | Other                |

**Thank you for completing the survey!**