

FY17 Timor-Leste Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2017



Acknowledgements

The Timor-Leste Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jessica Cameron, Jing Guo, and Svetlana Markova oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Timor-Leste country team and the local fielding agency INSIGHT. In particular, PORG is grateful for the support from Bolormaa Amgaabazar (Representative) and Matthew David Wilkinson (Consultant), who provided guidance and coordination for the survey related activities from Dili, Timor-Leste.



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 Timor-Leste	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates	22
VIII. World Bank Group’s Knowledge and Instruments	27
IX. The Future Role of the World Bank Group in Timor-Leste	31
X. Communication and Outreach	37
XI. Appendices.....	41

TIMOR-LESTE





I. Objectives

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

- *General Issues Facing Timor-Leste*
- *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 Timor-Leste*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to April 2017, 203 stakeholders of the WBG in Timor-Leste were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 101 stakeholders participated in the survey (50% response rate). Respondents received an invitation via email and completed the questionnaire online or completed the questionnaire with a representative of the fielding agency.

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

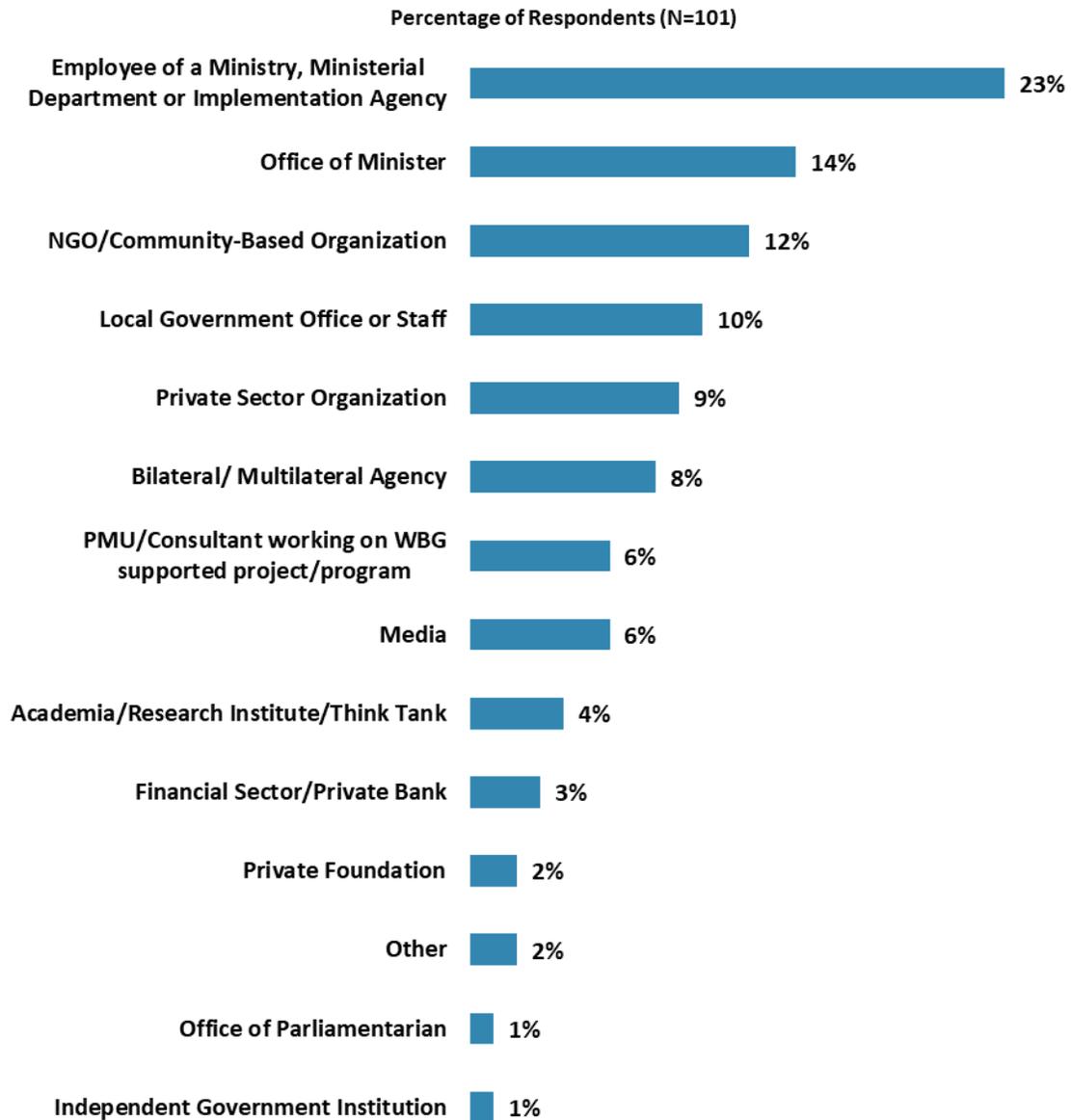
The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '14 (response rate was 74%, N = 163). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from academia in both years to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 90).



III. Demographics of the Sample

Current Position

- For all further analyses, the small number of respondents from private foundations were combined with those from NGOs/CBOs and the small number of respondents from the financial sector/private banks were combined with those from the private sector. The few respondents from the office of a Parliamentarian, independent government institutions, and academia were included in the “Other” category

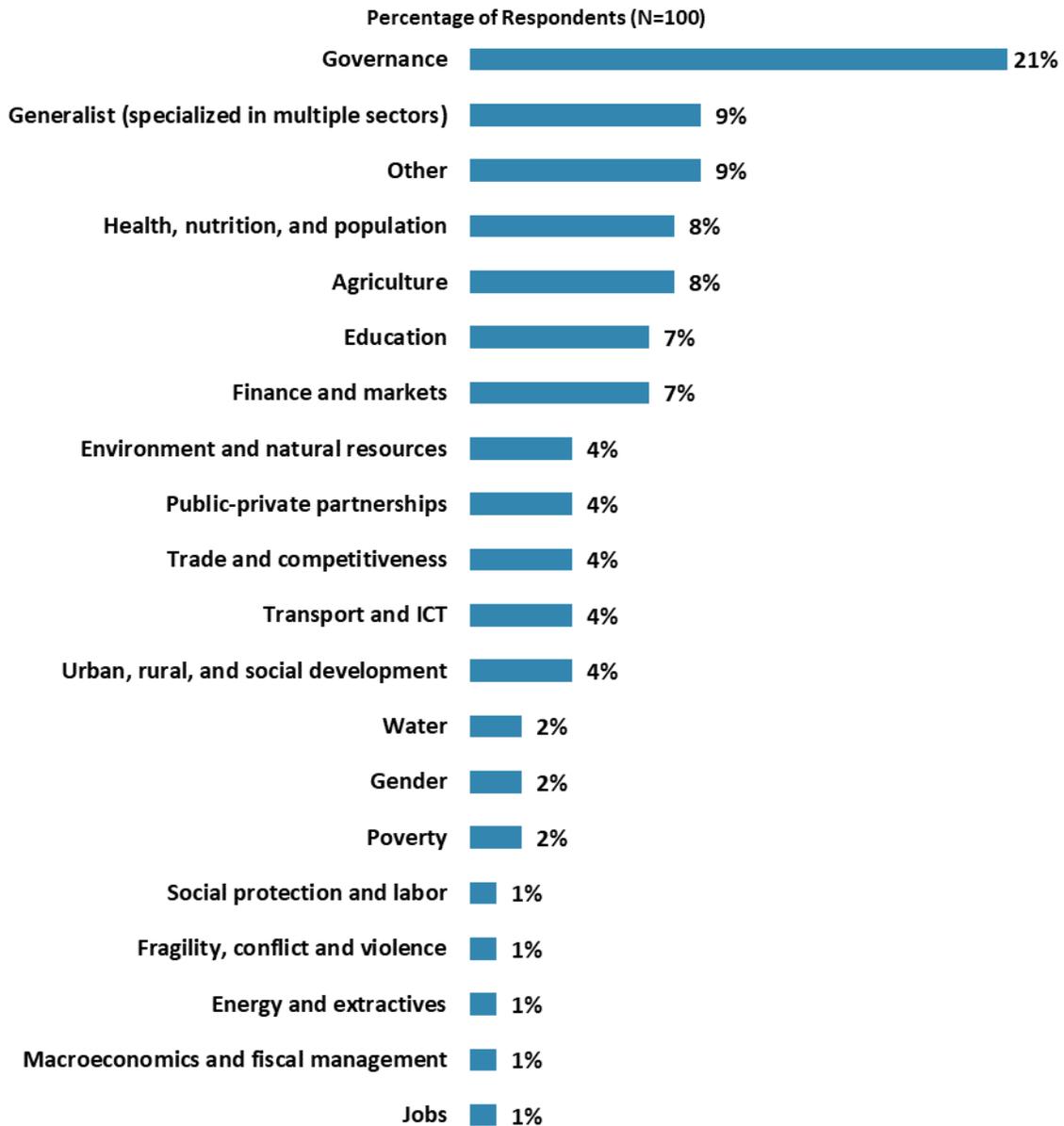


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



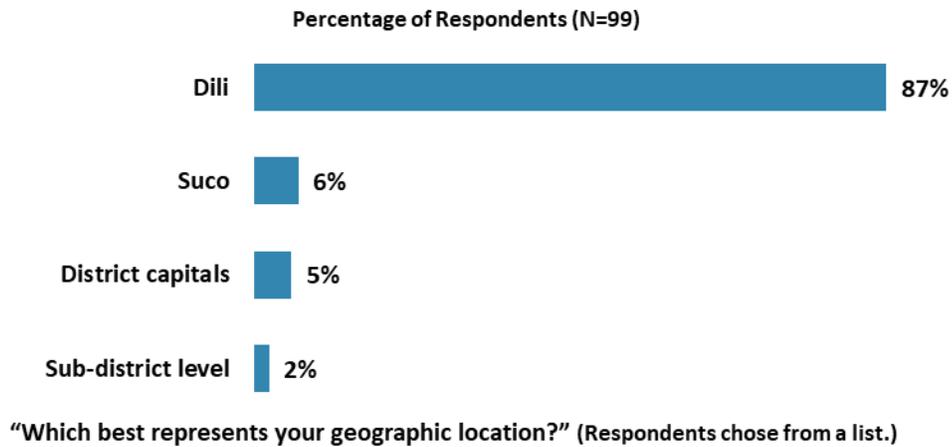
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



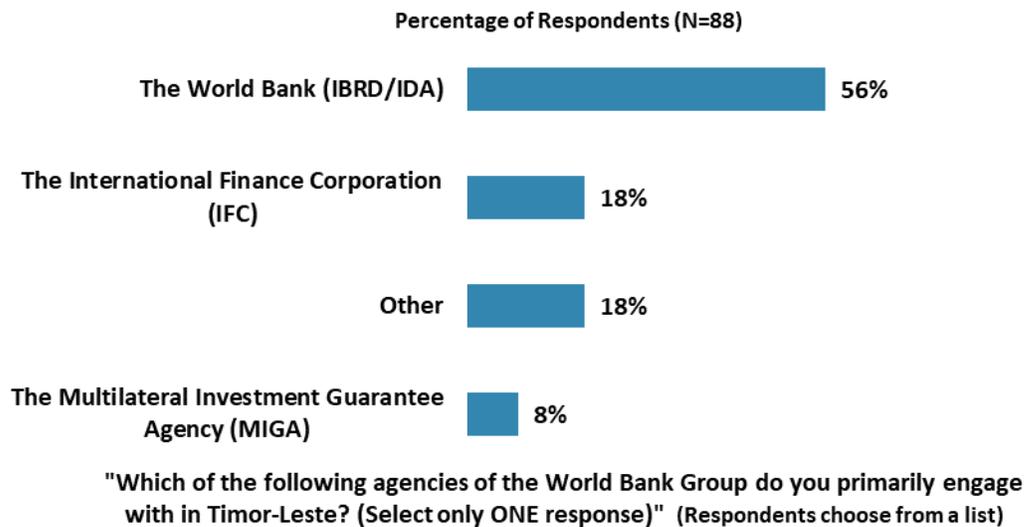
III. Demographics of the Sample (continued)

Geographic Locations

- Because of the small number of respondents from Suco, district capitals, and the sub-district level, these geographic locations were combined into an “Other Areas” category for all further analyses.



Exposure to Agencies within the World Bank Group





III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year’s Country Survey indicated statistically similar levels of familiarity with the WBG compared to respondents from the FY ‘14 Country Survey (weighted mean in FY ‘17 = 5.8; weighted mean in FY ‘14 = 5.9)¹.
- **Impact of Familiarity:** Respondents’ ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG’s overall effectiveness in Timor-Leste, and moderately, significantly correlated with their ratings of the extent to which the WBG’s work helps to achieve development results and the extent to which the WBG plays a relevant role in development in Timor-Leste.



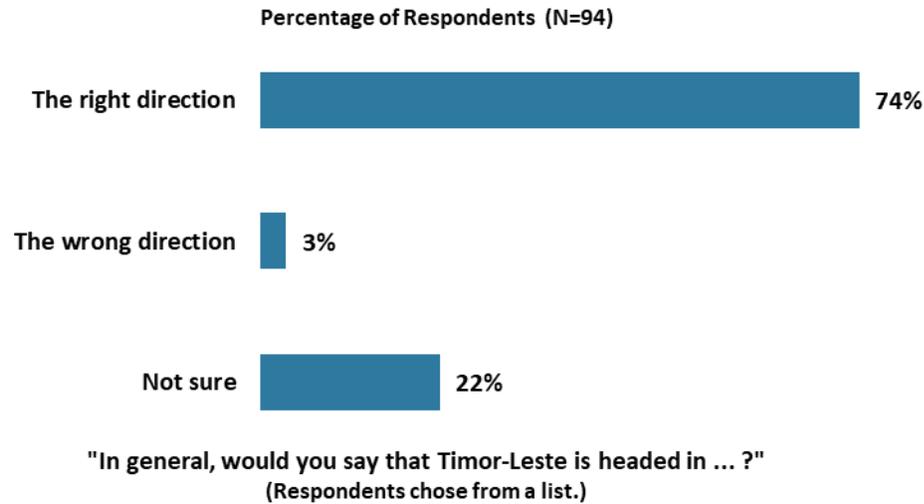
"How familiar are you with the work of the World Bank Group in Timor-Leste?"
(1 - "Not familiar at all", 10 - "Extremely familiar")

¹Please refer to Appendix E (page 90) for more details on weighting. The mean in the chart was calculated based on un-weighted data.

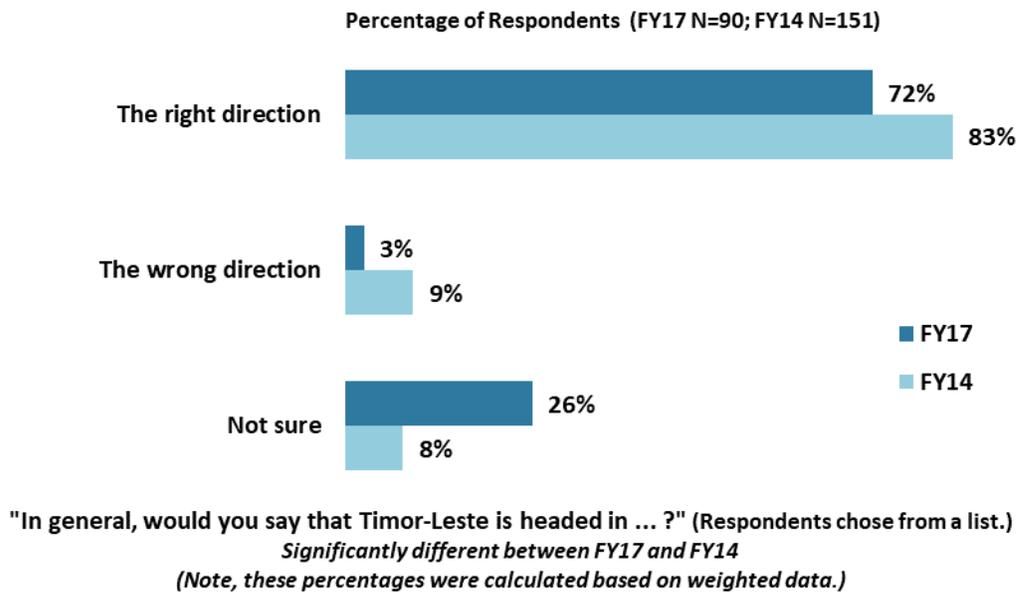


IV. General Issues Facing Timor-Leste

Headed in the Right Direction



Headed in the Right Direction: Year Comparison²



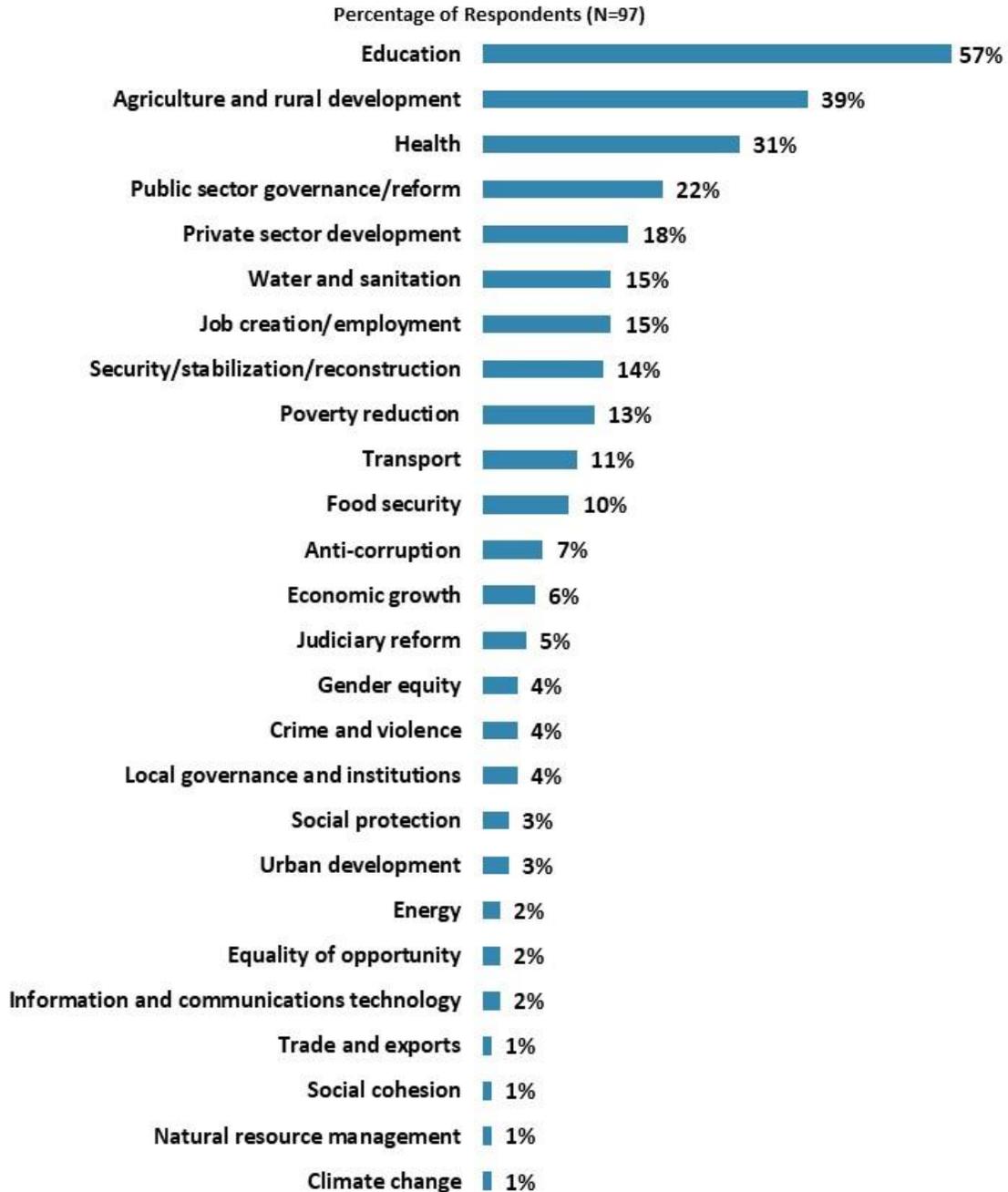
²Please refer to Appendix E (page 90) for more details on weighting. The percentages shown in the chart were calculated based on weighted data.



IV. General Issues Facing Timor-Leste (continued)

Development Priority

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the most important development priority in Timor-Leste was education (percentage of respondents = 65%), followed by health (45%), rural and agricultural development (27%), transport (26%), public sector governance (21%), job creation (19%), and security/stabilization/reconstruction (19%).



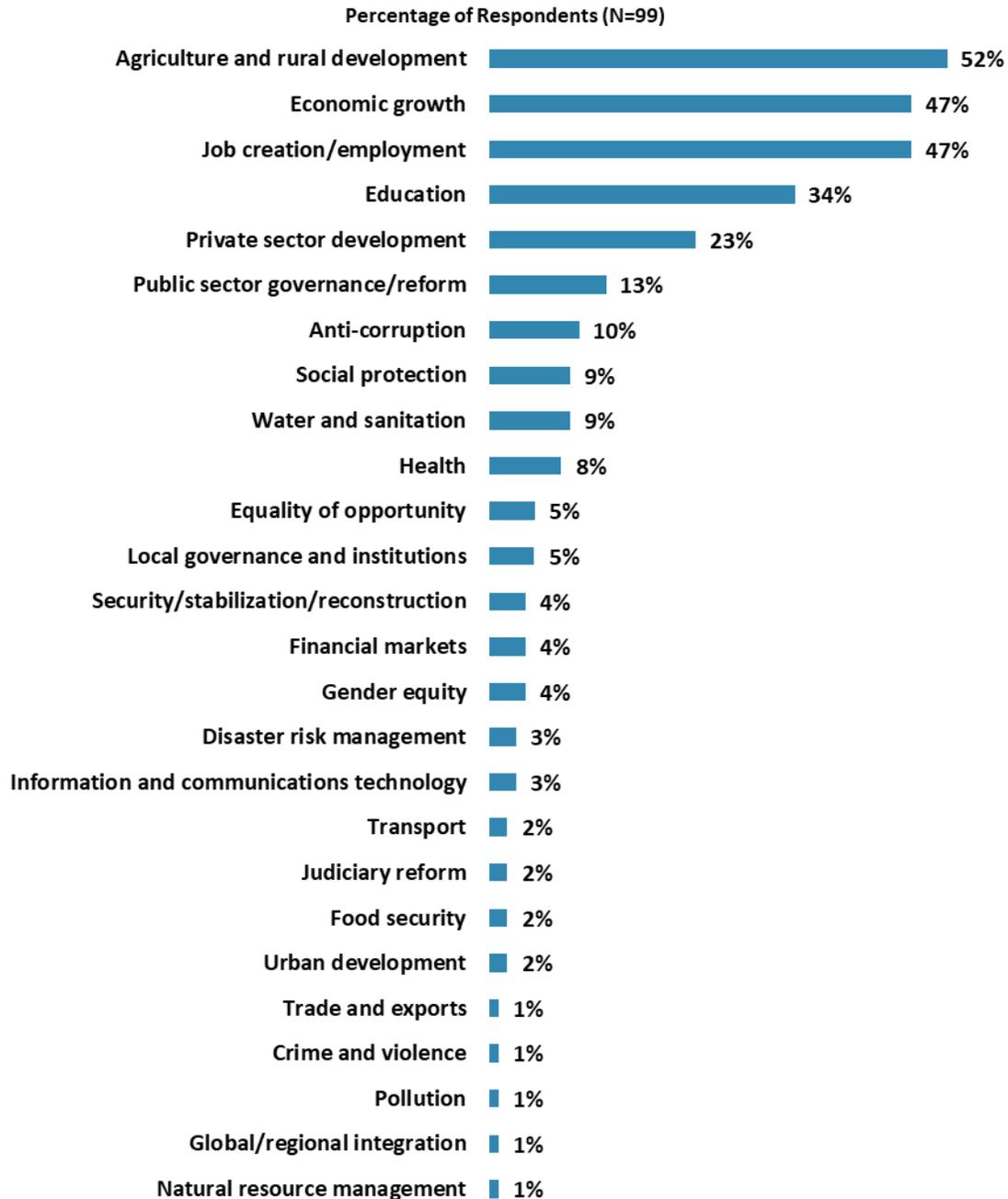
"Listed below are a number of development priorities in Timor-Leste. Please identify which of the following you consider the most important development priorities in Timor-Leste. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Timor-Leste (continued)

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the areas that would contribute most to poverty reduction in Timor-Leste were rural and agricultural development (percentage of respondents = 48%), education (37%), job creation/ employment (35%), economic growth (35%), and anti-corruption (22%).



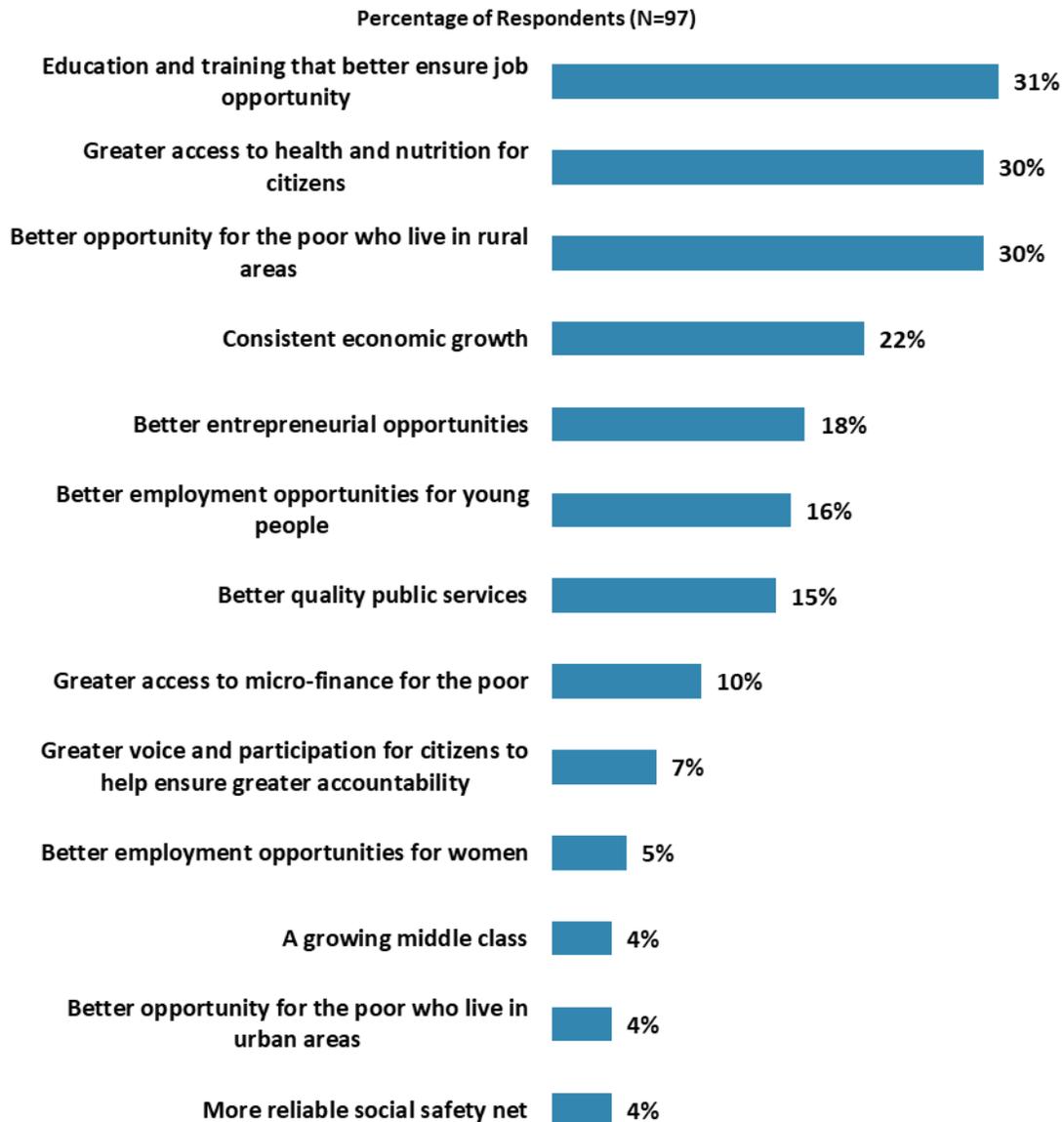
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Timor-Leste?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Timor-Leste (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the FY ‘14 Country Survey indicated that shared prosperity in Timor-Leste would be achieved through better employment opportunities for young people (percentage of respondents = 39%), consistent economic growth (27%), better opportunity for the poor who live in rural areas (25%), and education and training that better ensure job opportunity (23%).

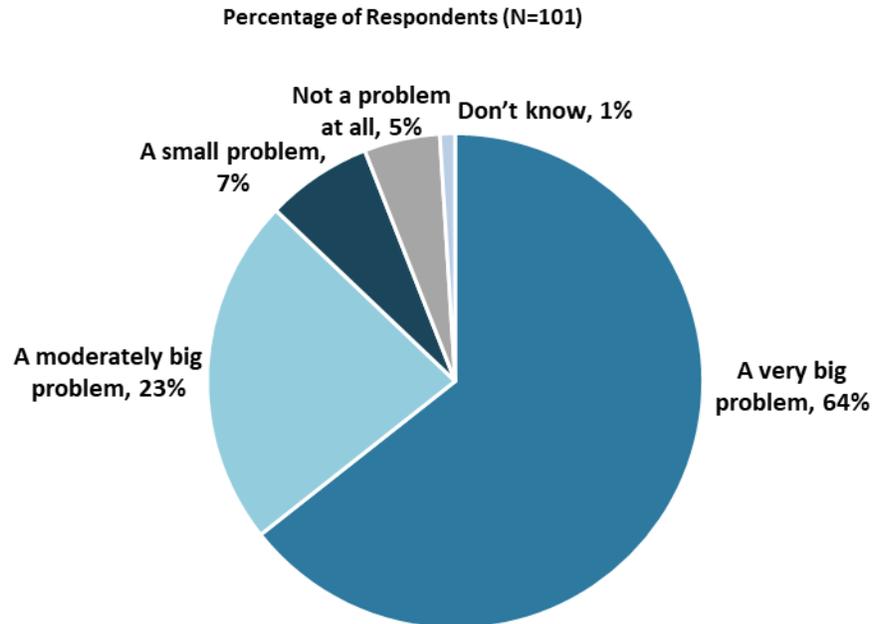


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



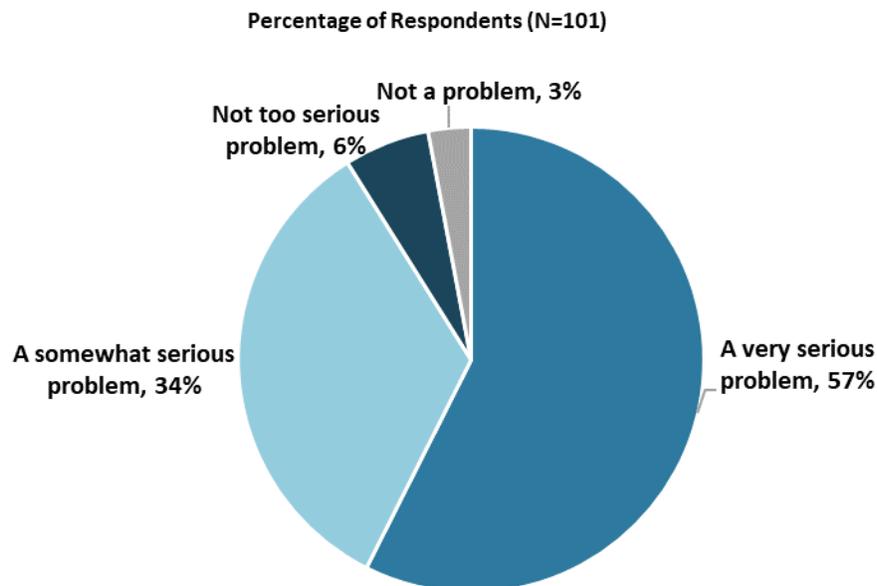
IV. General Issues Facing Timor-Leste (continued)

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 Timor-Leste? (Select only ONE response)" (Respondents chose from a list.)

Global Climate Change



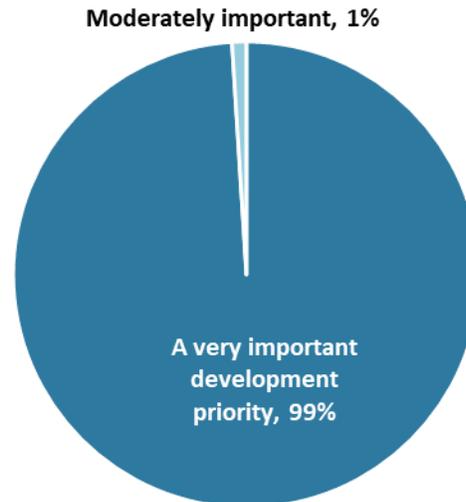
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



IV. General Issues Facing Timor-Leste (continued)

Childhood Development is a Priority

Percentage of Respondents (N=101)



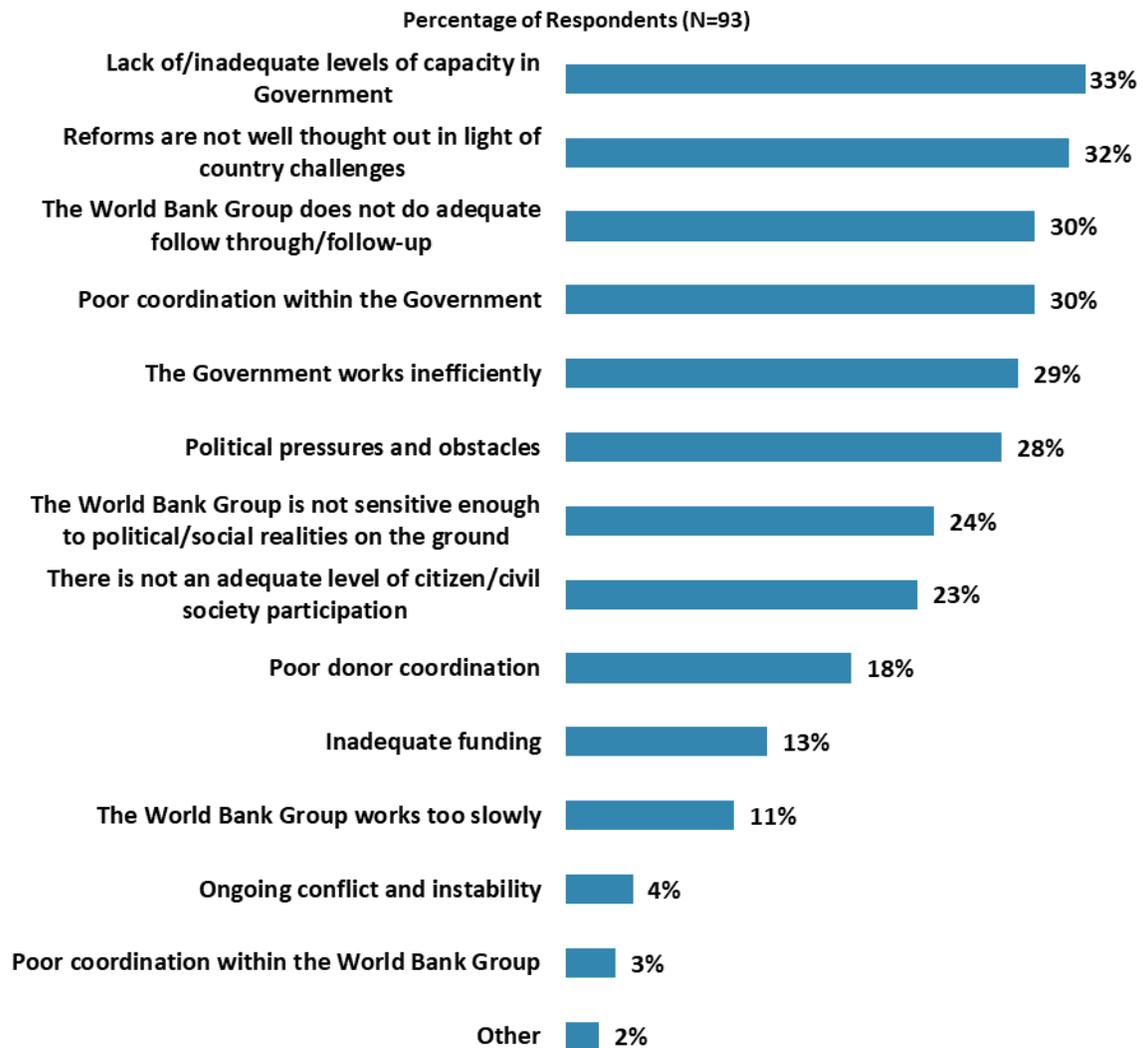
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Timor-Leste? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they attributed slow or failed WBG-assisted reform efforts to an inadequate level of citizen/civil society participation (percentage of respondents = 48%), the WBG not being sensitive enough to political/social realities on the ground (44%), and the WBG not doing adequate follow through/follow-up (39%).



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

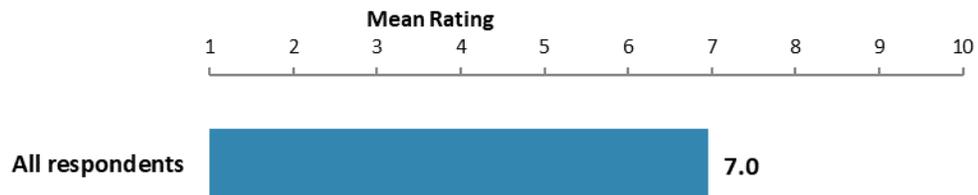
- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s effectiveness in Timor-Leste (weighted mean = 6.9) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.3)³.



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

Achieving Development Results (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the extent to which the WBG achieves development results (weighted mean = 6.9) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.0)³.



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

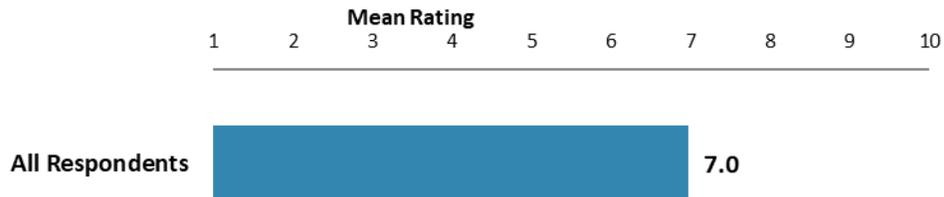
³Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s staff being well prepared (weighted mean = 7.0) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.1)⁴.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s staff being well prepared (mean rating = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).



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

Strengthening Existing Country Systems

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG helping to build/strengthen existing country systems in Timor-Leste (weighted mean = 6.9) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.2)⁴.



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

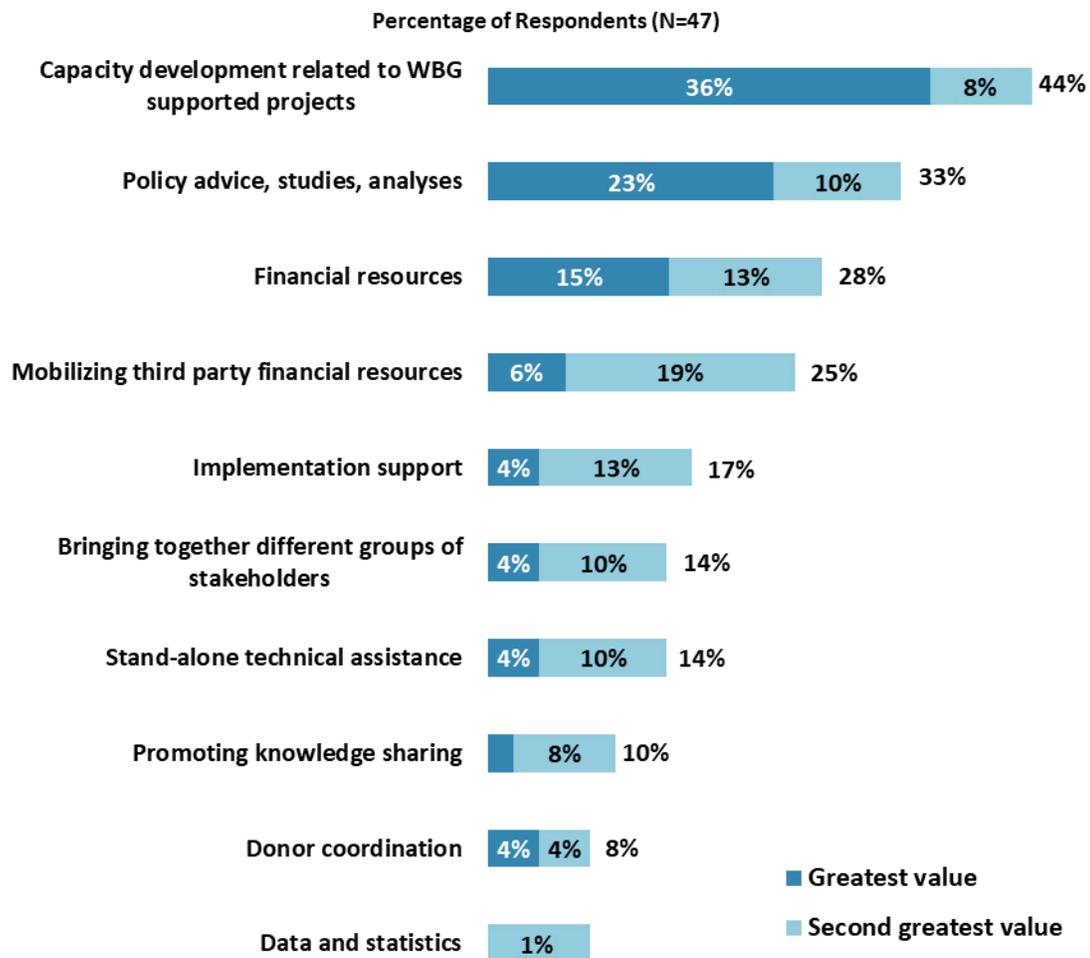
⁴Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

Greatest Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest values to Timor-Leste were its capacity development (percentage of respondents = 36%) and strategy formulation (35%).

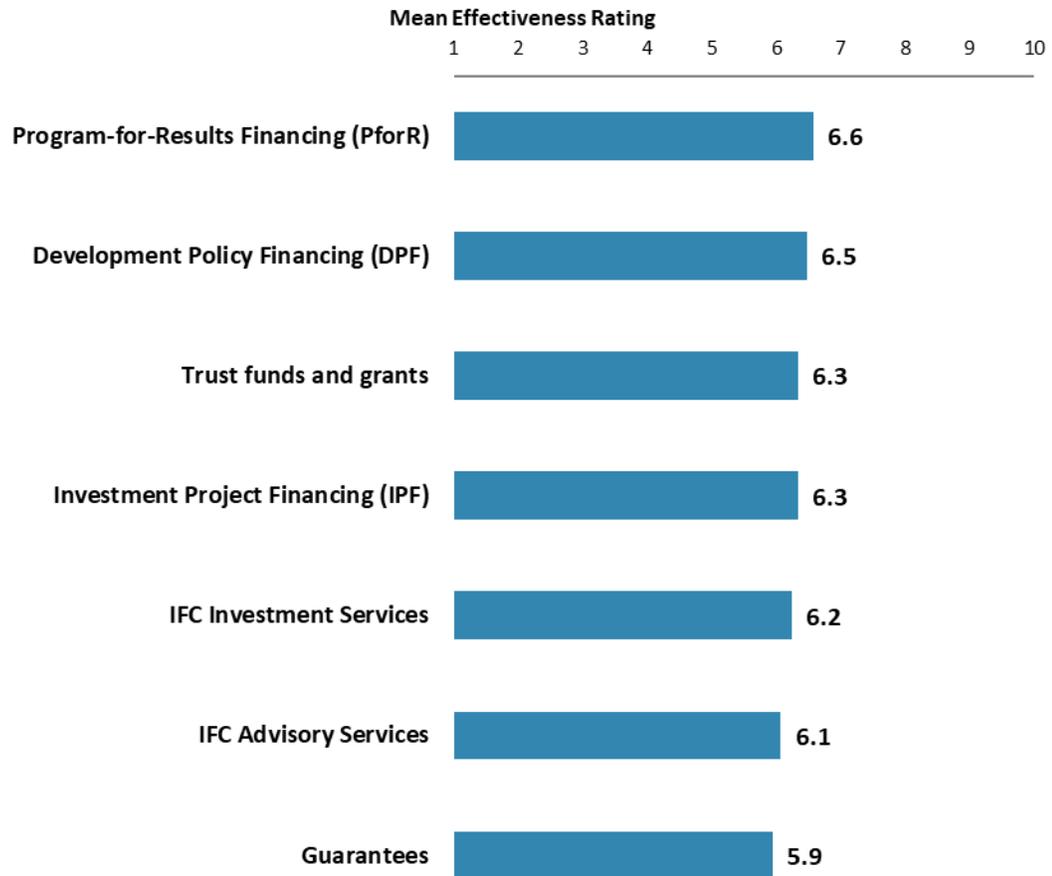


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Timor-Leste?" (Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty



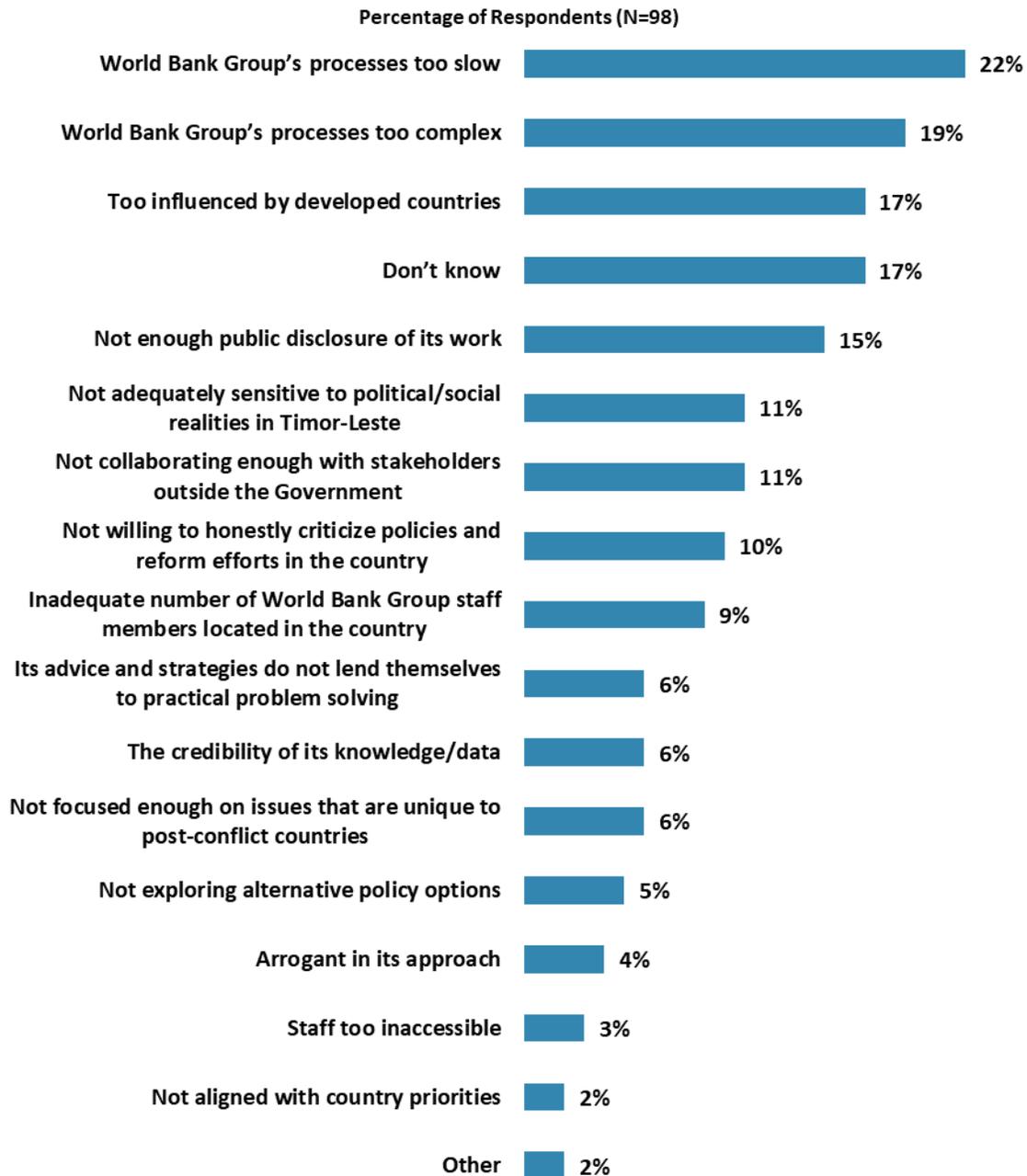
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Timor-Leste Government's efforts to reduce poverty?" (1-"Not effective at all", 10-"Very effective")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest weakness in its work in Timor-Leste was not enough public disclosure of its work (percentage of respondents = 35%), followed by being too influenced by developed countries (17%) and not being adequately sensitive to political/social realities (16%).



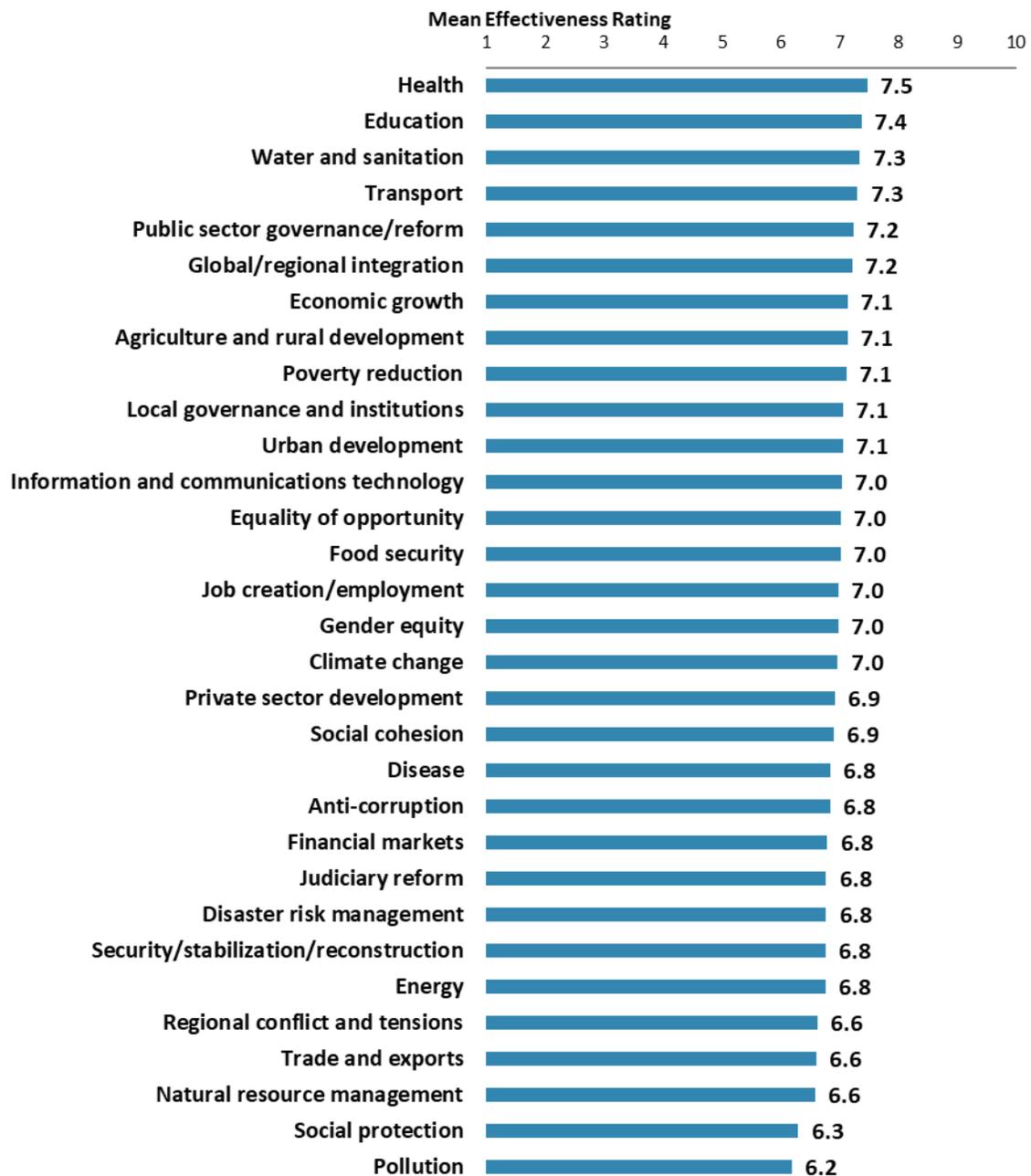
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's effectiveness across all areas that could be compared to respondents from the FY '14 Country Survey (see Appendix E for a full comparison).



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



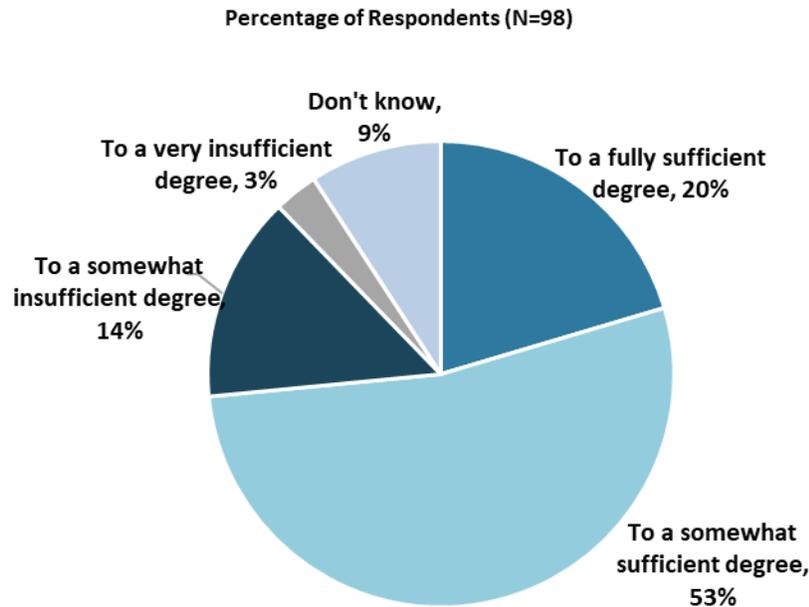
VI. Sectoral Effectiveness (continued)

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 Timor-Leste?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest



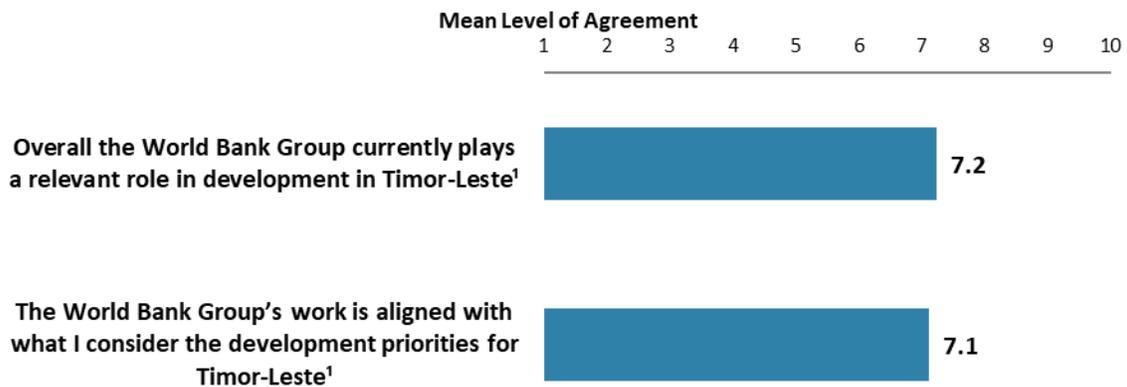
"To what extent do you believe that the World Bank Group's work and support help the poorest in Timor-Leste? (Select only ONE response)" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in Timor-Leste

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG playing a relevant role in development and the WBG's work being aligned with what respondents consider the development priorities for Timor-Leste compared to respondents from the FY '14 Country Survey (see Appendix E for a full comparison).



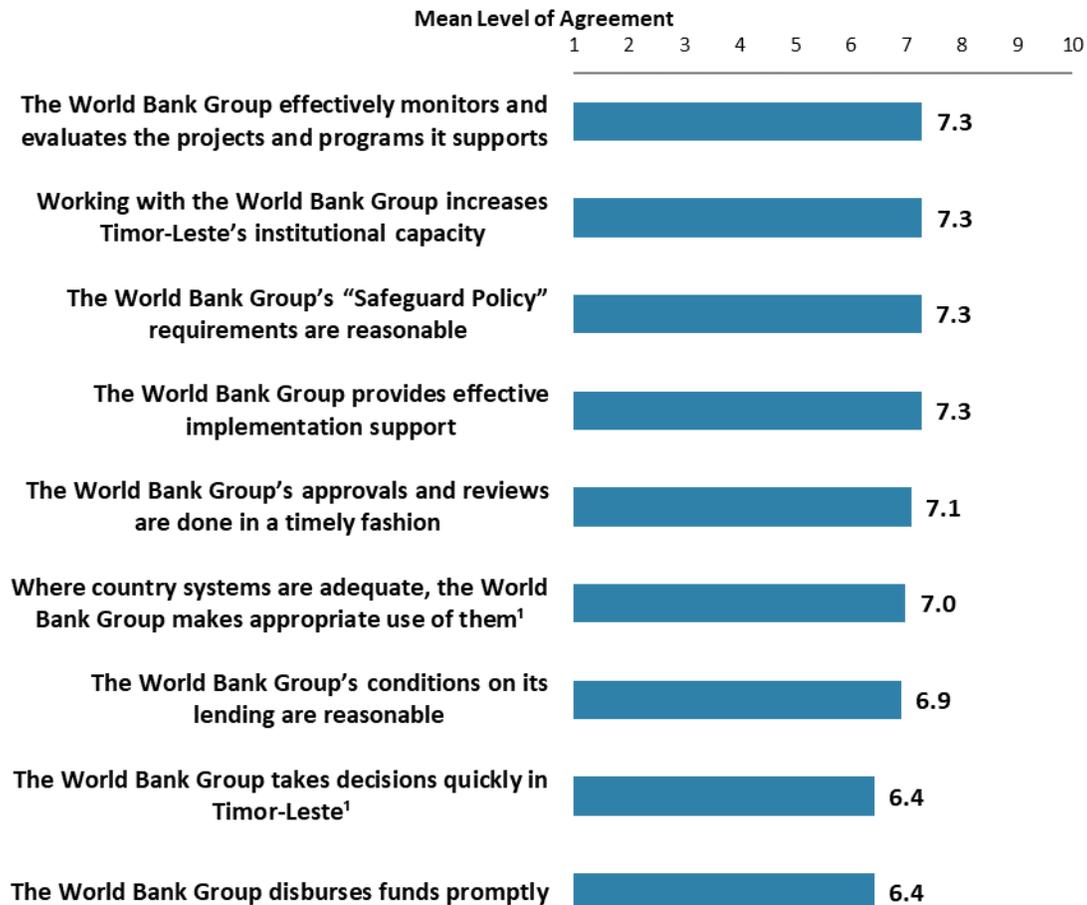
"To what extent do you agree with the following statements about the World Bank Group's work in Timor-Leste?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels for agreement for all statements regarding the WBG's operations that could be compared to respondents from the FY '14 Country Survey (see Appendix E for a full comparison).



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- **Year comparison:** Respondents in this year's Country Survey gave significantly lower ratings for the WBG's flexibility in terms of changing country circumstances (weighted mean = 6.3) compared to respondents from the FY '14 Country Survey (weighted mean = 7.0)⁵.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG's collaboration with the Government whereas respondents from bilateral/multilateral agencies and the media gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG being a long-term partner (mean rating = 8.1) compared to respondents who do not collaborate with the WBG (mean rating = 7.4).



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

⁵Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

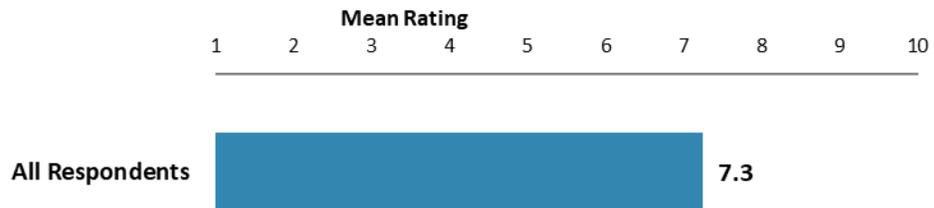
Internal Measuring and Monitoring

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings that the WBG measures and corrects its work in real time (weighted mean = 6.9) compared to respondents from the FY ‘14 Country Survey (weighted mean = 6.2)⁶.



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

Reimbursable Advisory Services (RAS)



"To what extent do you believe that Timor-Leste received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?" (1-"To no degree at all", 10-"To a very significant degree")

⁶Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



VII. How the World Bank Group Operates (continued)

WBG Staffing in Timor-Leste

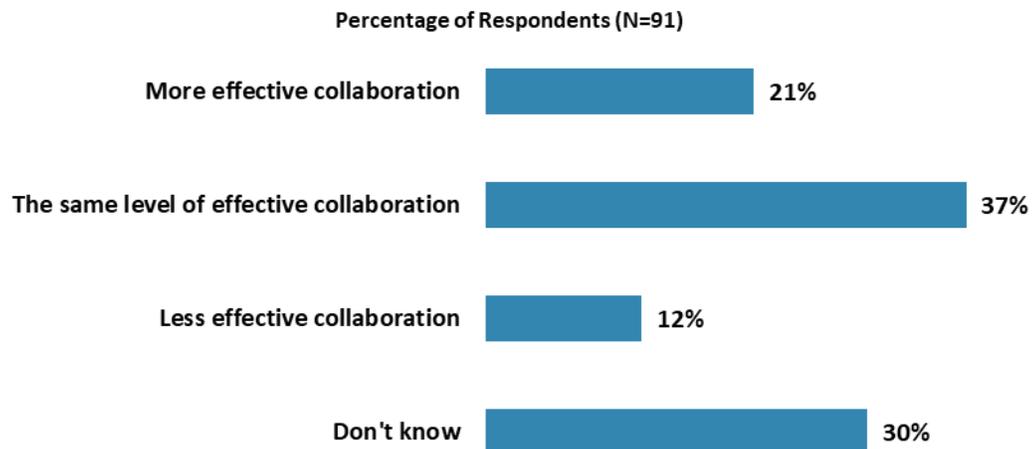
- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings that the WBG is adequately staffed in Timor-Leste (weighted mean = 7.0) compared to respondents from the FY '14 Country Survey (weighted mean = 5.6)⁷.



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

Collaboration with the UN

- **Year comparison:** Although there was a trend for respondents in this year's Country Survey to be more likely to indicate that they have seen more effective collaboration between the WBG and the UN in Timor-Leste compared to respondents from the FY '14 Country Survey, this did not reach statistical significance (for a full break-down see Appendix E).



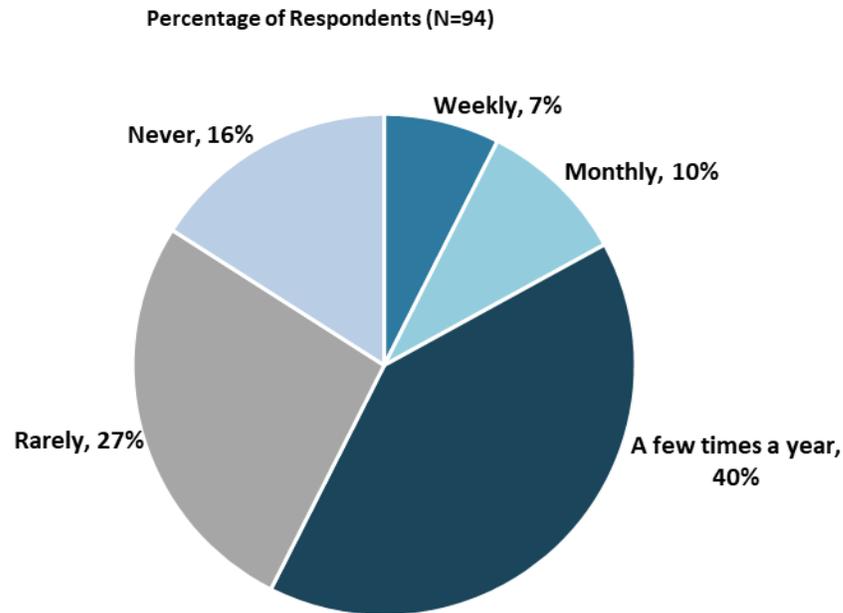
"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?"
(Respondents chose from a list.)

⁷Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

Meeting Timor-Leste’s Knowledge Needs (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement that the WBG meets Timor-Leste’s needs for knowledge services (weighted mean = 7.0) compared to respondents from the FY ‘14 Country Survey (weighted mean = 7.2)⁸.
- **Locations:** Respondents from Dili had significantly higher levels of agreement that the WBG meets Timor-Leste’s needs for knowledge services (mean rating = 7.2) compared to respondents from Other Areas (mean rating = 5.0).



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

⁸Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

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

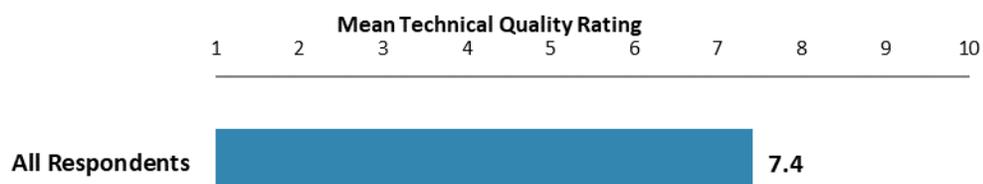
- **Year comparison:** Respondents in this year's Country Survey gave statistically lower ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 7.2) compared to respondents from the FY '14 Country Survey (weighted mean = 7.9)⁹.
- **Locations:** Respondents from Dili gave significantly higher ratings for the significance of the WBG's knowledge work and activities (mean rating = 7.5) compared to respondents from Other Areas (mean rating = 6.1).



"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)

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 7.4) compared to respondents from the FY '14 Country Survey (weighted mean = 7.0)⁹.



"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")

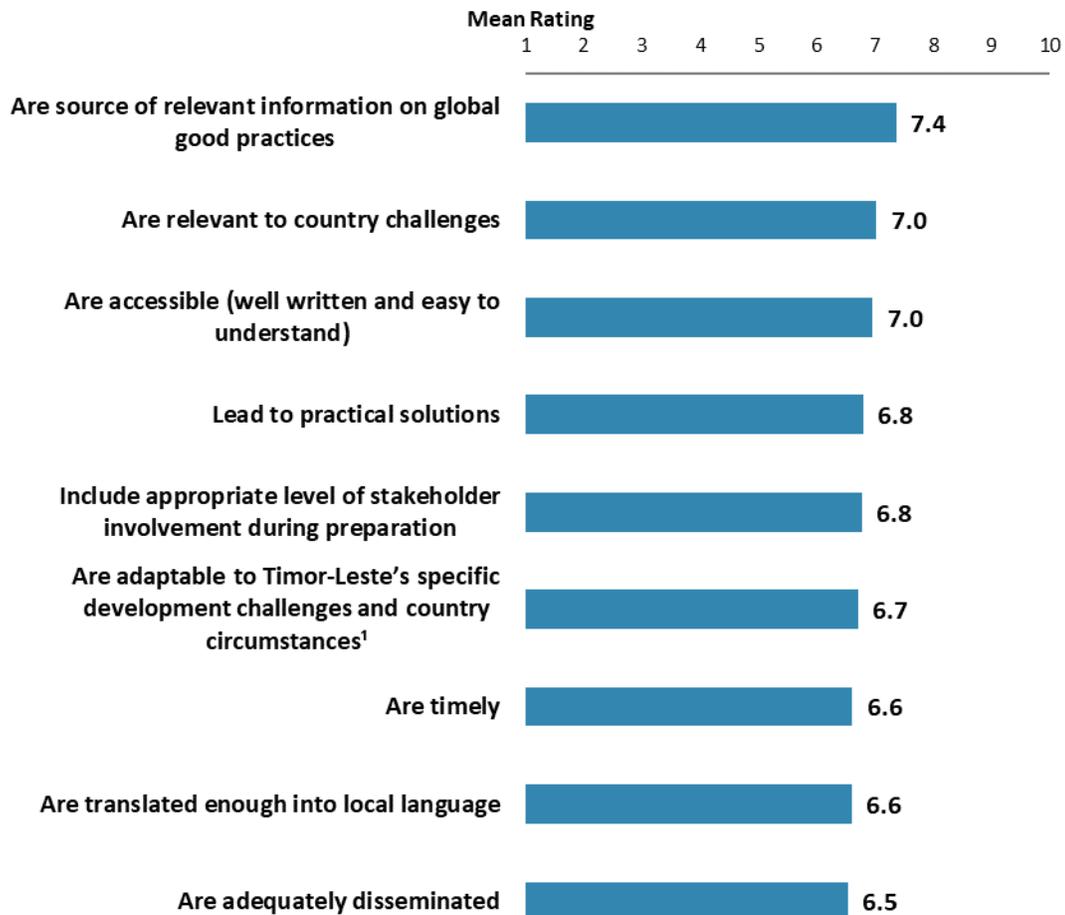
⁹Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

Qualities of the WBG’s Knowledge Work and Activities

- Respondents in this year’s Country Survey had statistically similar ratings for all aspects of the WBG’s knowledge work and activities that could be compared to respondents from the FY ‘14 Country Survey (see Appendix E for a full comparison).



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



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Timor-Leste's needs (weighted mean = 6.7) compared to respondents from the FY '14 Country Survey (weighted mean = 6.8)¹⁰.
- **Locations:** Respondents from Dili had significantly higher levels of agreement that the WBG's financial instruments meet Timor-Leste's needs (mean rating = 7.0) compared to respondents from Other Areas (mean rating = 5.2).



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

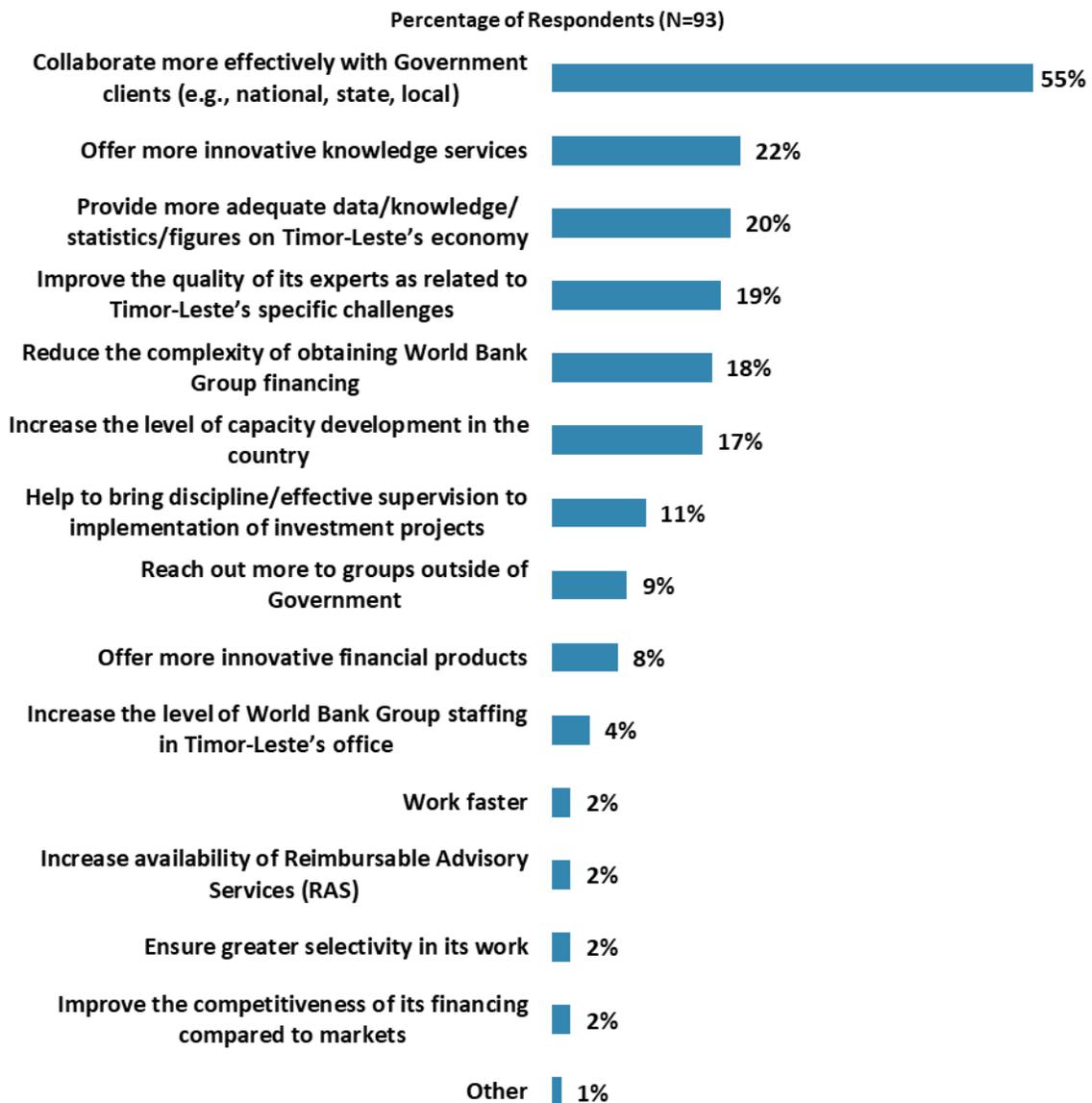
¹⁰Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



IX. The Future Role of the WBG in Timor-Leste

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to make itself of greater value, the WBG should provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy (percentage of respondents = 41%), collaborate more effectively with Government clients (34%), and increase the level of capacity development (33%).



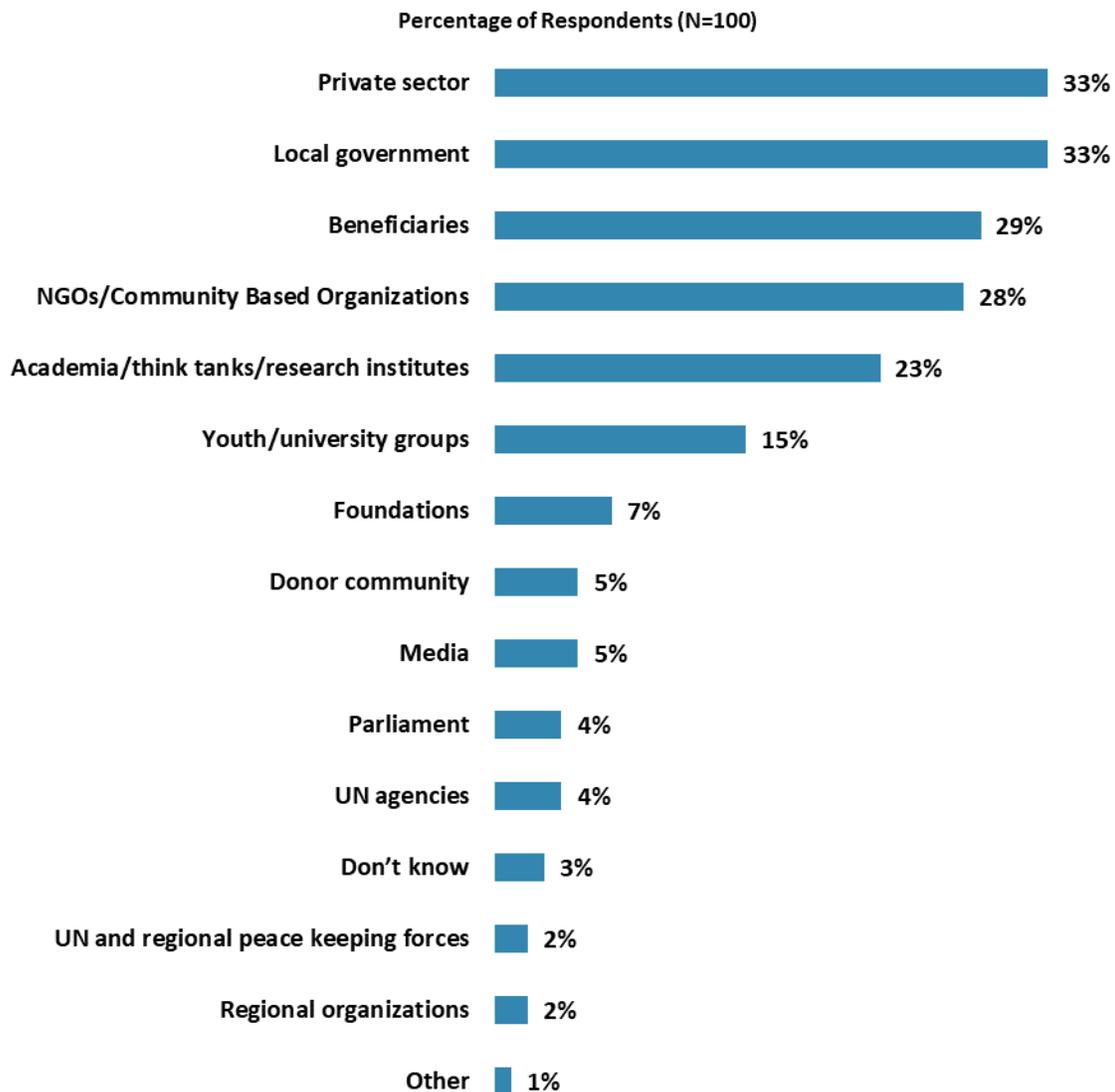
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Timor-Leste (continued)

World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to ensure better development results in Timor-Leste, the WBG should collaborate more with local government (percentage of respondents = 36%) and academia/think tanks/research institutes (35%), followed by development partner community (27%), CBOs/NGOs (24%), and the private sector (22%).



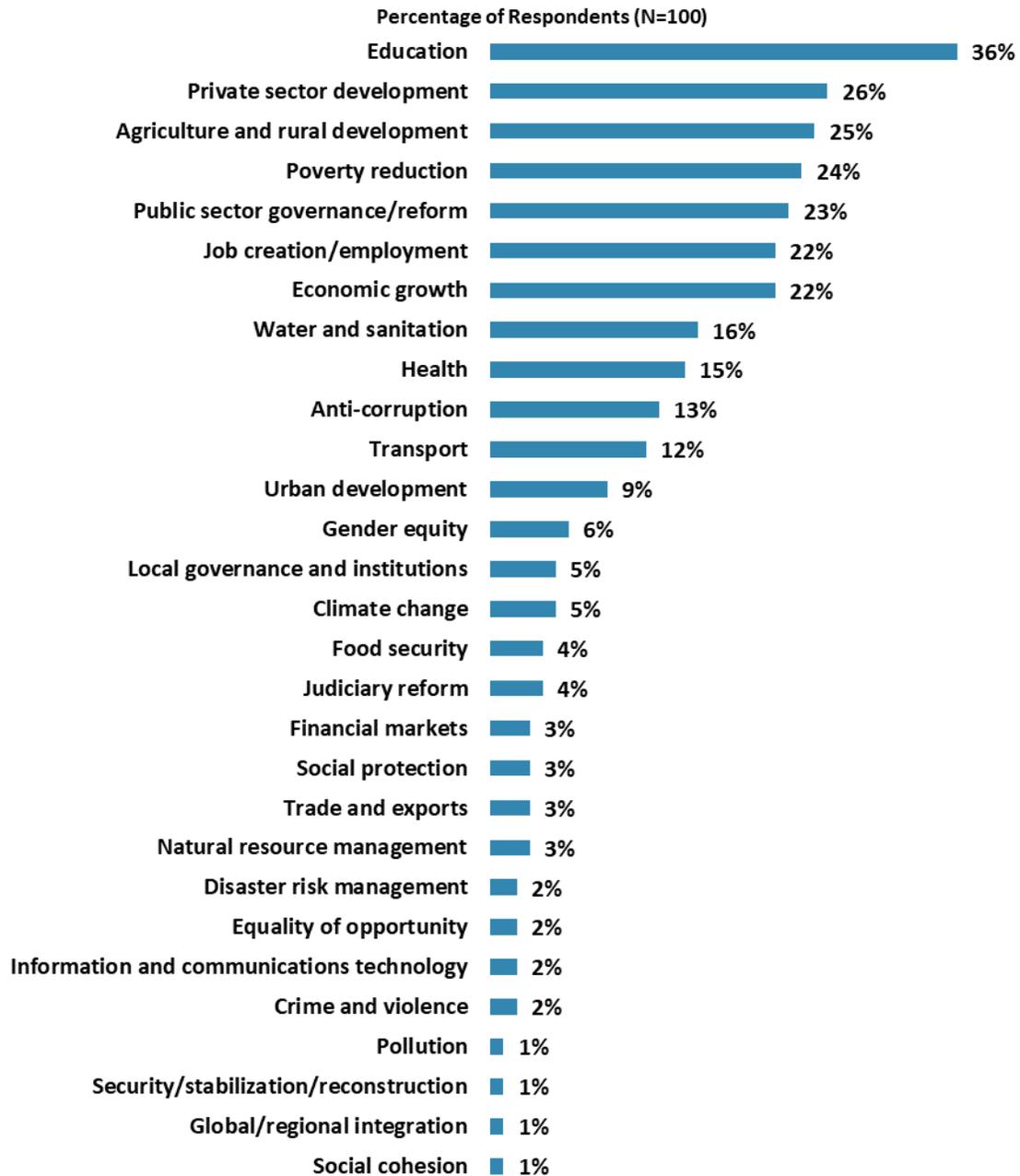
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Timor-Leste (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG should focus its resources on rural and agricultural development (percentage of respondents = 52%), followed by education (40%), public sector governance/reform (31%), and health (28%).



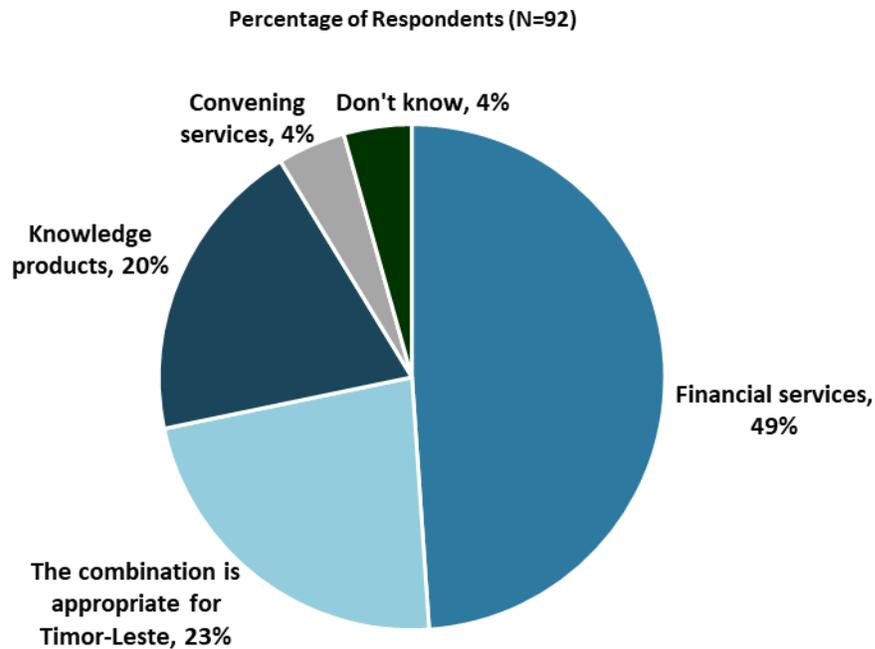
“When thinking about how the World Bank Group can have the most impact on development results in Timor-Leste, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Timor-Leste (continued)

Future Combination of the WBG services

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG should offer more financial services (percentage of respondents = 30%) and knowledge products (25%) in Timor-Leste. Nearly a quarter of FY '14 respondents indicated that the current combination of services is appropriate for Timor-Leste (24%).



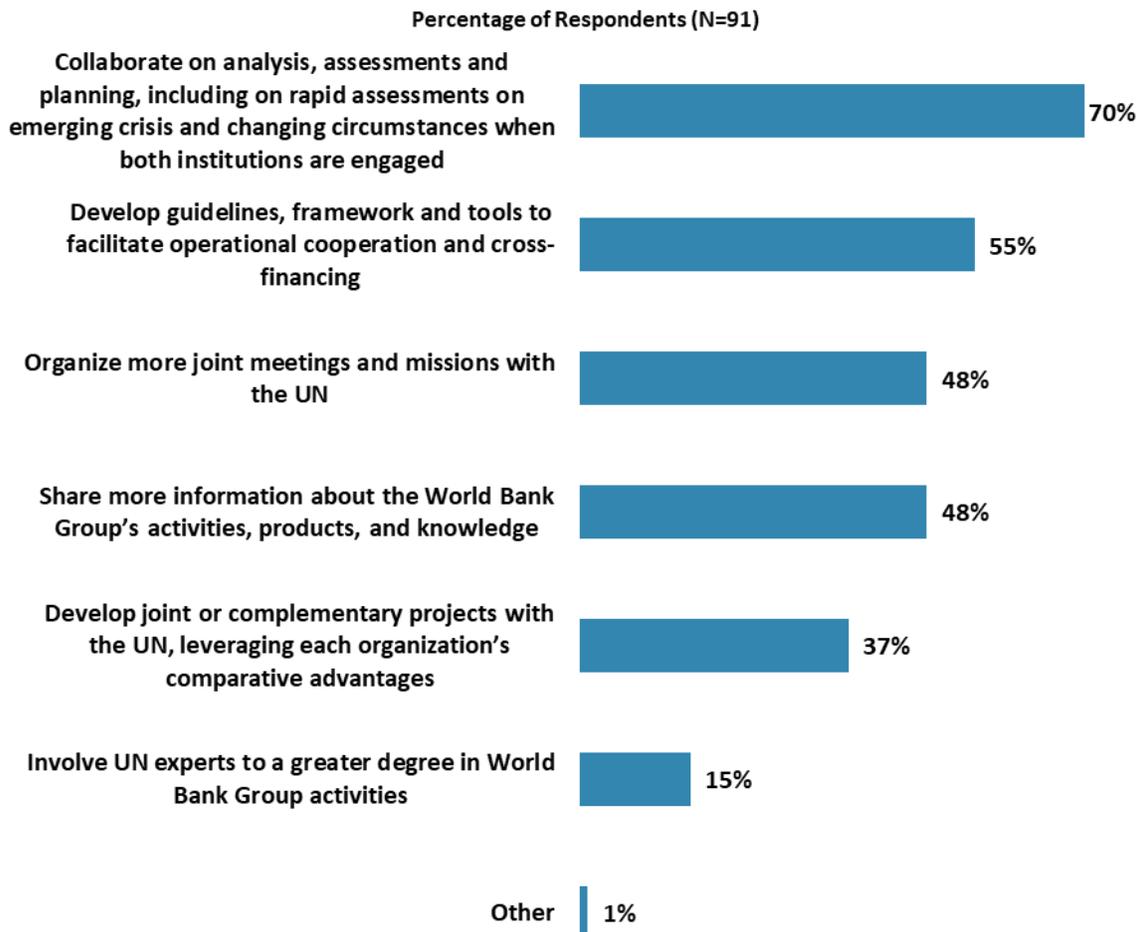
"When considering the combination of services that the World Bank Group offers in Timor-Leste, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Timor-Leste?" (Respondents chose from a list.)



IX. The Future Role of the WBG in Timor-Leste (continued)

Improving Collaboration with the UN in the Field

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to improve collaboration with the UN in the field, the WBG should share more information about the WBG's activities, products, and knowledge (percentage of respondents = 68%) and collaborate on analysis, assessments and planning (63%), followed by developing guidelines, framework, and tools to facilitate operational cooperation and cross-financing (46%) and develop joint or complementary projects with the UN (46%).



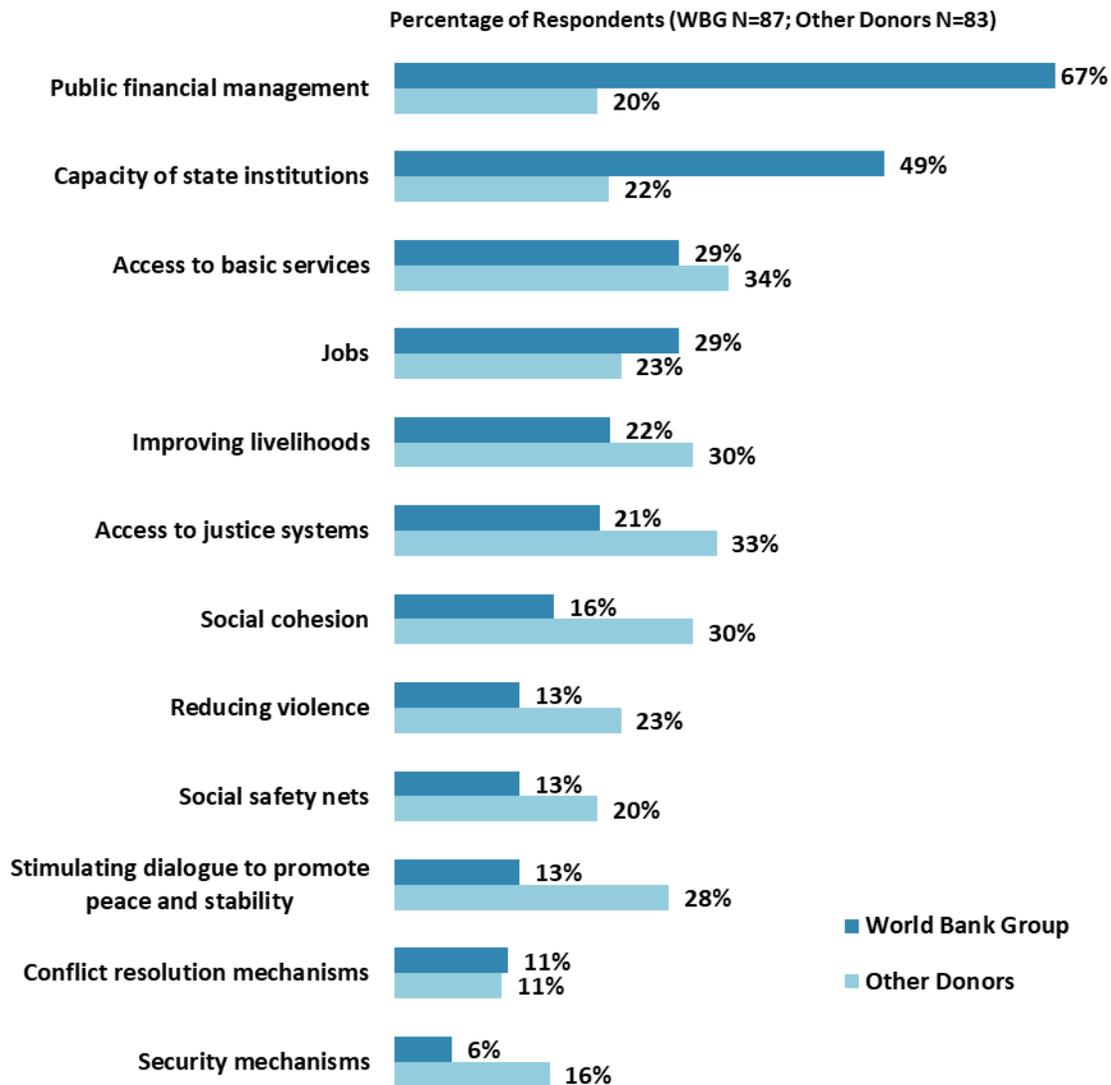
"What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Timor-Leste (continued)

WBG Playing a Leading Role

- Year comparison:** Respondents in the FY '14 Country Survey indicated that it would be most beneficial for the WBG to play a leading role in public financial management (percentage of respondents = 61%) and capacity of state institutions (46%). In contrast, respondents in the FY '14 Country Survey indicated that it would be most beneficial for other donors to play a leading role in access to justice systems (34%), stimulating dialogue to promote peace and stability (33%), access to basic services (32%), public financial management (32%), and social safety nets (31%).



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

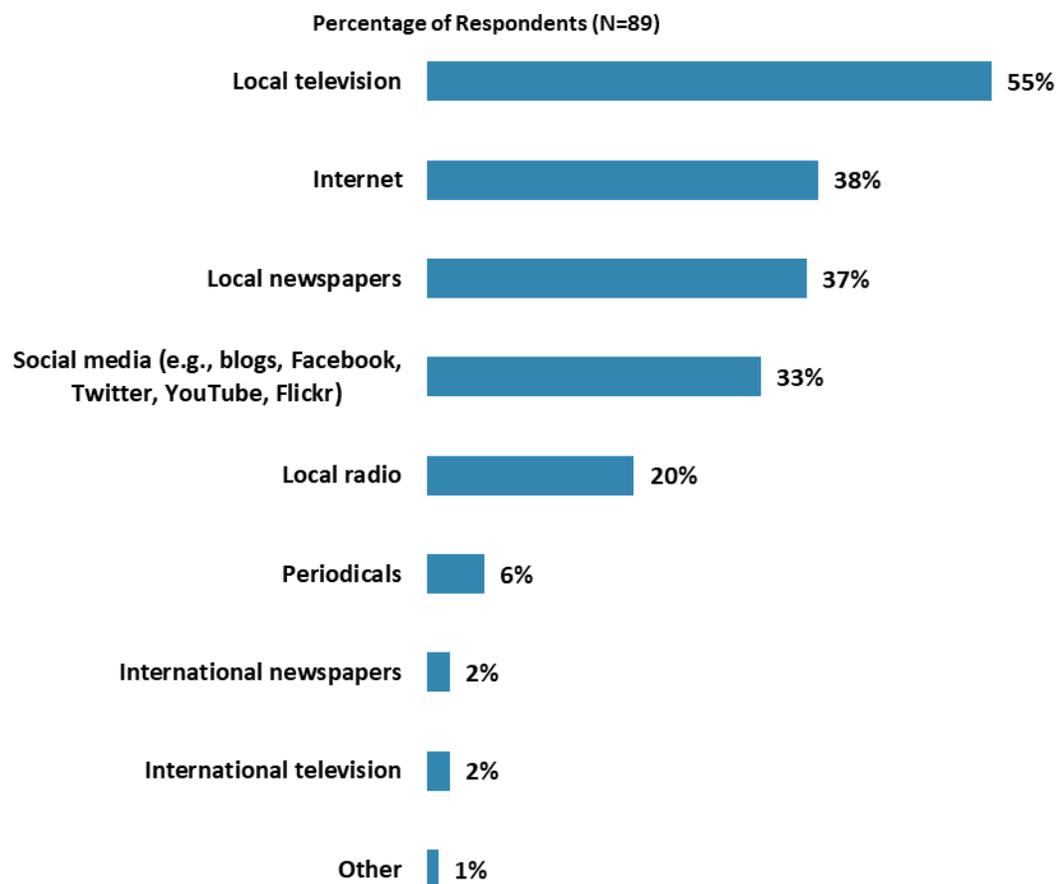


X. Communication and Outreach

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

Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they got most of their information about economic and social development issues from local newspapers (percentage of respondents = 53%), local television (47%), and the Internet (37%).



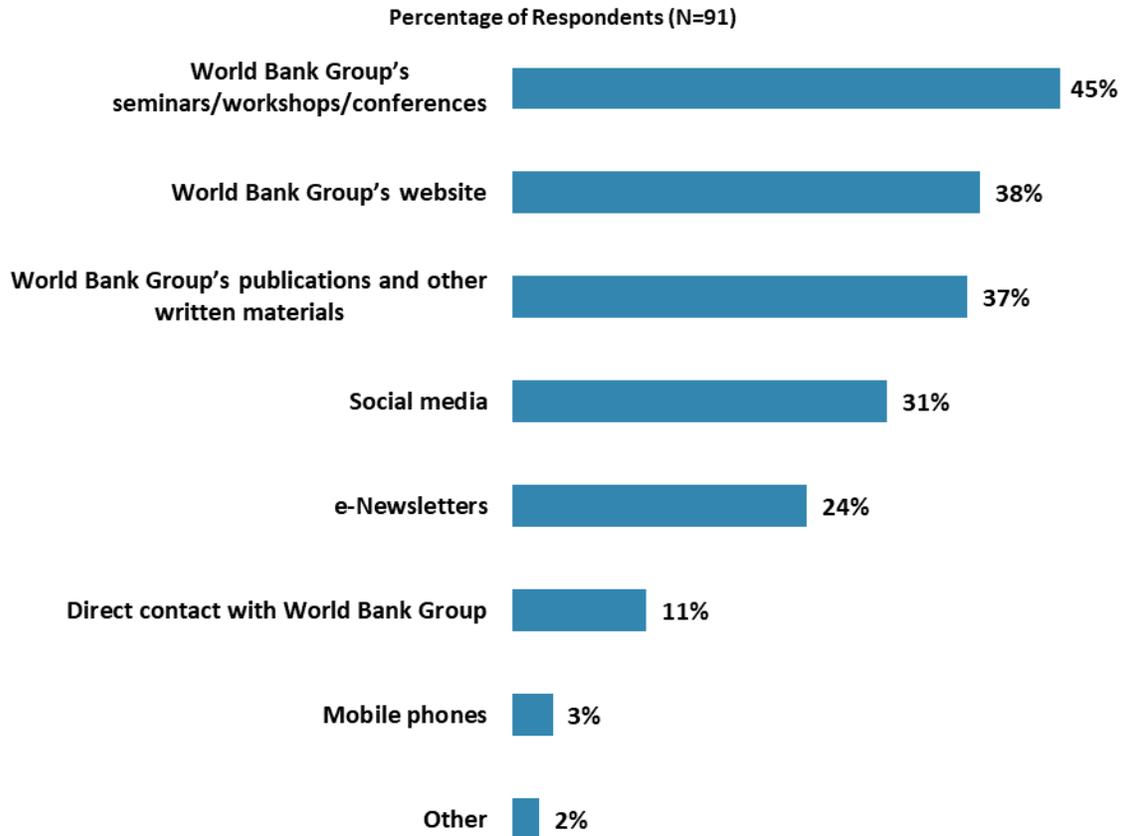
"How do you get most of your information about economic and social development issues in Timor-Leste? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they preferred to get their information from e-Newsletters (percentage of respondents = 42%) and the WBG's seminars/workshops/conferences (40%), followed by direct contact with the WBG (27%) and WBG publications and other written materials (26%).



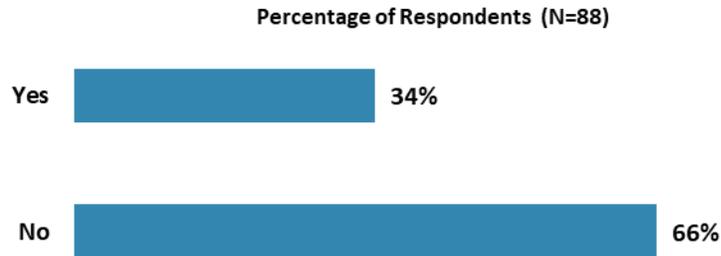
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information

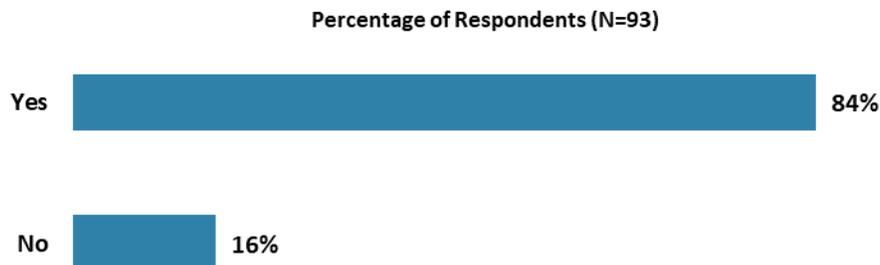
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of awareness for the WBG's Access to Information Policy (weighted percentage of respondents, "Yes" = 36%) as respondents in the FY '14 Country Survey (weighted percentage of respondents, "Yes" = 36%)¹¹.



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

Access to Internet

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of Internet access (weighted percentage of respondents, "Yes" = 84%) as respondents in the FY '14 Country Survey (weighted percentage of respondents, "Yes" = 80%)¹¹.



"Do you have reliable access to the Internet?"

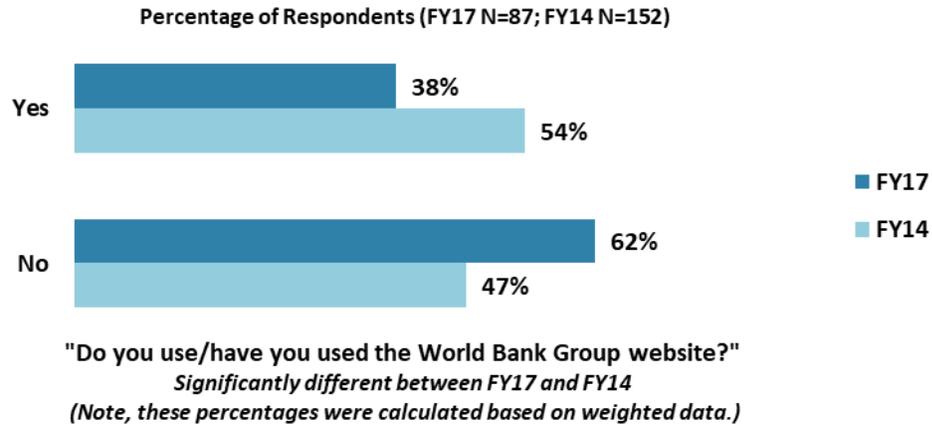
¹¹Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The percentages in the charts were calculated based on un-weighted data.



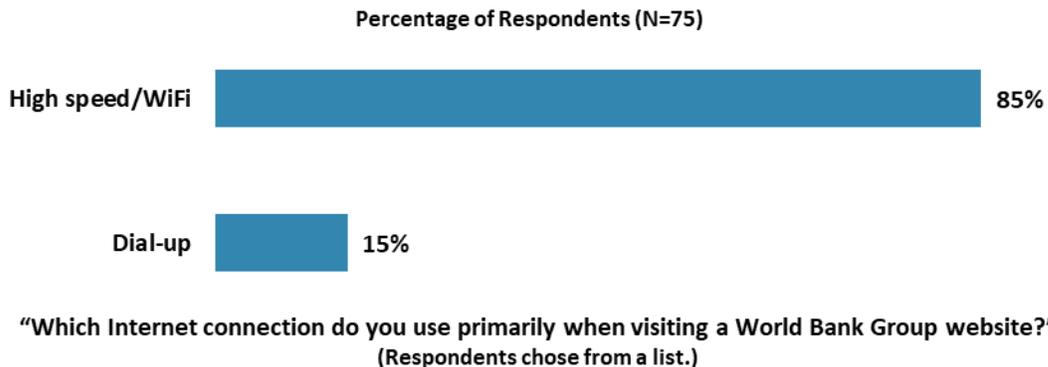
X. Communication and Outreach (continued)

WBG Website Usage

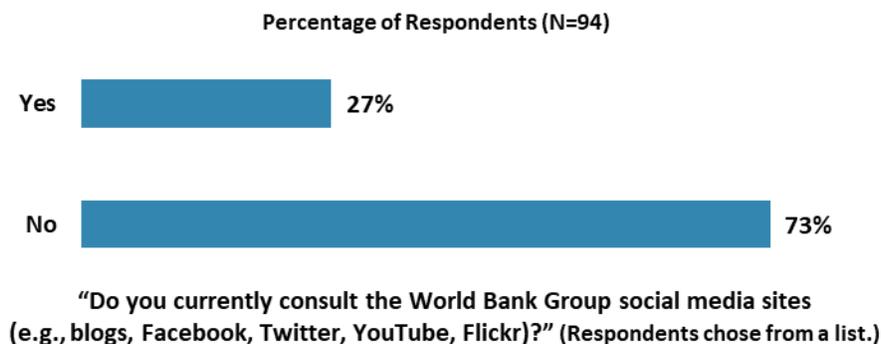
- **Year comparison:** Respondents in this year’s Country Survey indicated significantly lower rates of usage of the WBG’s website (weighted percentage of respondents, “Yes” = 38%) as respondents in the FY ‘14 Country Survey (weighted percentage of respondents, “Yes” = 54%)¹².



Internet Connection



WBG Social Media Usage



¹²Please refer to Appendix E (page 90) for more details on weighting for year comparisons. The percentages in the chart were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	42
B. Responses to All Questions by Stakeholder Groups.....	58
C. Responses to Indicator Questions by Geographic Location.....	80
D. Responses to Select Questions by Collaboration with WBG	83
E. Responses to Select Questions by Year.....	90
F. Indicator Questions as a Function of Exposure to the WBG	98
G. WBG Country Opinion Survey FY16 – Timor-Leste.....	99

TIMOR-LESTE





Appendix A: Responses to All Questions across All Respondents (N=101)

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

A. General Issues Facing Timor-Leste

1. In general would you say that Timor-Leste is headed in ...?	Percentage of Respondents (N=94)
The right direction	74.5%
The wrong direction	3.2%
Not sure	22.3%

2. Listed below are a number of development priorities in Timor-Leste. Please identify which of the following you consider the most important development priorities in Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=97)
Education	56.7%
Agriculture and rural development	39.2%
Health	30.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.6%
Private sector development	17.5%
Water and sanitation	15.5%
Job creation/employment	15.5%
Security/stabilization/reconstruction	14.4%
Poverty reduction	13.4%
Transport (e.g., roads, bridges, transportation)	11.3%
Food security	10.3%
Anti-corruption	7.2%
Economic growth	6.2%
Judiciary reform	5.2%
Gender equity	4.1%
Crime and violence	4.1%
Local governance and institutions	4.1%
Social protection (e.g., pensions, targeted social assistance)	3.1%
Urban development	3.1%
Energy	2.1%
Equality of opportunity (i.e., social inclusion)	2.1%
Information and communications technology	2.1%
Trade and exports	1.0%
Social cohesion	1.0%
Natural resource management	1.0%
Climate change (e.g., mitigation, adaptation)	1.0%
Global/regional integration	0.0%
Regional conflict and tensions	0.0%
Pollution	0.0%
Financial markets	0.0%
Disaster risk management	0.0%
Disease	0.0%

**A. General Issues Facing Timor-Leste (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Timor-Leste? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=97)
Agriculture and rural development	51.5%
Economic growth	47.5%
Job creation/employment	47.5%
Education	34.3%
Private sector development	23.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.1%
Anti-corruption	10.1%
Social protection (e.g., pensions, targeted social assistance)	9.1%
Water and sanitation	9.1%
Health	8.1%
Equality of opportunity (i.e., social inclusion)	5.1%
Local governance and institutions	5.1%
Security/stabilization/reconstruction	4.0%
Financial markets	4.0%
Gender equity	4.0%
Disaster risk management	3.0%
Information and communications technology	3.0%
Transport (e.g., roads, bridges, transportation)	2.0%
Judiciary reform	2.0%
Food security	2.0%
Urban development	2.0%
Trade and exports	1.0%
Crime and violence	1.0%
Pollution	1.0%
Global/regional integration	1.0%
Natural resource management	1.0%
Disease	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Social cohesion	0.0%
Energy	0.0%
Regional conflict and tensions	0.0%

**A. General Issues Facing Timor-Leste (continued)**

4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=97)
Education and training that better ensure job opportunity	30.9%
Greater access to health and nutrition for citizens	29.9%
Better opportunity for the poor who live in rural areas	29.9%
Consistent economic growth	21.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	17.5%
Better employment opportunities for young people	16.5%
Better quality public services	15.5%
Greater access to micro-finance for the poor	10.3%
Greater voice and participation for citizens to help ensure greater accountability	7.2%
Better employment opportunities for women	5.2%
A growing middle class	4.1%
Better opportunity for the poor who live in urban areas	4.1%
More reliable social safety net	4.1%
Other	0.0%

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 Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=101)
A very big problem	64.4%
A moderately big problem	22.8%
A small problem	6.9%
Not a problem at all	5.0%
Don’t know	1.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=208)
A very serious problem	57.4%
A somewhat serious problem	33.7%
Not too serious problem	5.9%
Not a problem	3.0%
Don’t know	-

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 Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=101)
A very important development priority	99.0%
A moderately important development priority	1.0%
A slightly important development priority	-
Not an important development priority	-
Don’t know	-



B. Overall Attitudes toward the World Bank Group

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Timor-Leste?	96		5.88	2.72

<i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group’s effectiveness in Timor-Leste.	85	14	6.86	1.84

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group’s staff is well prepared to help Timor-Leste solve its most complicated development challenges?	78	21	6.97	1.76

4. When thinking about how the World Bank Group can have the most impact on development results in Timor-Leste, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=100)
Education	36.0%
Private sector development	26.0%
Agriculture and rural development	25.0%
Poverty reduction	24.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.0%
Job creation/employment	22.0%
Economic growth	22.0%
Water and sanitation	16.0%
Health	15.0%
Anti-corruption	13.0%
Transport (e.g., roads, bridges, transportation)	12.0%
Urban development	9.0%
Gender equity	6.0%
Local governance and institutions	5.0%
Climate change (e.g., mitigation, adaptation)	5.0%
Food security	4.0%
Judiciary reform	4.0%
Financial markets	3.0%
Social protection (e.g., pensions, targeted social assistance)	3.0%
Trade and exports	3.0%
Natural resource management	3.0%
Disaster risk management	2.0%
Equality of opportunity (i.e., social inclusion)	2.0%
Information and communications technology	2.0%
Crime and violence	2.0%
Pollution	1.0%
Security/stabilization/reconstruction	1.0%
Global/regional integration	1.0%
Social cohesion	1.0%
Energy	0.0%
Regional conflict and tensions	0.0%
Disease	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Timor-Leste?	Percentage of Respondents (N=47)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development related to World Bank Group supported projects	36.2%	8.3%	44.5%
Policy advice, studies, analyses	23.4%	10.4%	33.8%
Financial resources	14.9%	12.5%	27.4%
Mobilizing third party financial resources	6.4%	18.8%	25.1%
Implementation support	4.3%	12.5%	16.8%
Bringing together different groups of stakeholders	4.3%	10.4%	14.7%
Stand-alone technical assistance (system oriented)	4.3%	10.4%	14.7%
Promoting knowledge sharing	2.1%	8.3%	10.5%
Donor coordination	4.3%	4.2%	8.4%
Data and statistics	0.0%	8.3%	8.3%
Strategy formulation (e.g., PRSP assistance)	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=98)
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	22.4%
World Bank Group's processes too complex	19.4%
Too influenced by developed countries	17.3%
Don't know	17.3%
Not enough public disclosure of its work	15.3%
Not adequately sensitive to political/social realities in Timor-Leste	11.2%
Not collaborating enough with stakeholders outside the Government	11.2%
Not willing to honestly criticize policies and reform efforts in the country	10.2%
Inadequate number of World Bank Group staff members located in the country	9.2%
Its advice and strategies do not lend themselves to practical problem solving	6.1%
The credibility of its knowledge/data	6.1%
Not focused enough on issues that are unique to post-conflict countries	6.1%
Not exploring alternative policy options	5.1%
Arrogant in its approach	4.1%
Staff too inaccessible	3.1%
Not aligned with country priorities	2.0%
Other	2.0%
Not aligned with other donors' work	0.0%
Not client-focused	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=98)
To a fully sufficient degree	20.4%
To a somewhat sufficient degree	53.1%
To a somewhat insufficient degree	14.3%
To a very insufficient degree	3.1%
Don't know	9.2%

**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 Timor-Leste 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)	48	42	6.33	1.91
2. Development Policy Financing (DPF)	46	38	6.48	1.77
3. Program-for-Results Financing (PforR)	45	39	6.58	1.73
4. Trust funds and grants	47	38	6.34	1.97
5. Guarantees	35	49	5.94	1.94
6. IFC Investment Services	37	49	6.24	2.11
7. IFC Advisory Services	41	41	6.07	2.05

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=100)
Private sector	33.0%
Local government	33.0%
Beneficiaries	29.0%
NGOs/Community Based Organizations	28.0%
Academia/think tanks/research institutes	23.0%
Youth/university groups	15.0%
Foundations	7.0%
Donor community	5.0%
Media	5.0%
Parliament	4.0%
UN agencies	4.0%
Don't know	3.0%
UN and regional peace keeping forces	2.0%
Regional organizations	2.0%
Other	1.0%
Emerging donors	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Timor-Leste*	88	10	7.24	1.65
11. The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	84	12	7.11	1.80

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

To what extent is the World Bank Group an effective development partner in Timor-Leste, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
12. Responsiveness to needs	75	12	6.77	1.76
13. Flexibility (in terms of the institution's products and services)	74	15	6.38	1.88
14. Flexibility (in terms of changing country circumstances)	72	16	6.38	1.67
15. Being inclusive	71	12	6.38	1.94
16. Openness (sharing data and other information)	82	7	6.90	1.81
17. Collaboration with the Government	82	6	7.83	1.44
18. The speed in which it gets things accomplished on the ground	72	14	6.56	1.65
19. Helping to bring discipline/effective supervision to implementation of investment projects	75	13	7.25	1.59
20. Collaboration with civil society	80	9	6.76	1.73
21. Staff accessibility	74	13	6.82	1.64
22. Collaboration with other donors and development partners	80	7	7.30	1.66
23. Collaboration with the private sector	73	16	6.93	1.64
24. Collaboration with the UN	70	16	7.71	1.74
25. Straightforwardness and honesty	71	14	6.92	1.65
26. Treating clients and stakeholders in Timor-Leste with respect	79	10	7.41	1.59
27. Being a long-term partner	80	8	7.76	1.59

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=91)
More effective collaboration	20.9%
The same level of effective collaboration	37.4%
Less effective collaboration	12.1%
Don't know	29.7%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=93)
Lack of/inadequate levels of capacity in Government	33.3%
Reforms are not well thought out in light of country challenges	32.3%
The World Bank Group does not do adequate follow through/follow-up	30.1%
Poor coordination within the Government	30.1%
The Government works inefficiently	29.0%
Political pressures and obstacles	28.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.7%
There is not an adequate level of citizen/civil society participation	22.6%
Poor donor coordination	18.3%
Inadequate funding	12.9%
The World Bank Group works too slowly	10.8%
Ongoing conflict and instability	4.3%
Poor coordination within the World Bank Group	3.2%
Other	2.2%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Timor-Leste? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	81	5	6.80	1.98
2. Gender equity	85	1	7.22	1.92
3. Private sector development	85	1	8.18	1.38
4. Education	89	3	8.58	1.91
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	88	3	8.25	1.62
6. Global/regional integration	80	5	6.85	1.79
7. Food security	87	2	7.95	1.85
8. Urban development	85	4	7.44	1.93
9. Energy	85	2	7.13	2.00
10. Water and sanitation	85	3	8.51	1.44
11. Pollution	79	5	7.01	2.13
12. Job creation/employment	86	3	8.57	1.52
13. Health	86	2	8.69	1.54
14. Financial markets	87	1	7.62	1.78
15. Transport (e.g., roads, bridges, transportation)	84	2	8.07	1.84
16. Agriculture and rural development	85	5	8.61	1.46
17. Trade and exports	83	5	7.27	1.75
18. Crime and violence	82	5	6.61	2.21
19. Natural resource management	84	6	7.17	2.09
20. Climate change (e.g., mitigation, adaptation)	82	6	7.43	1.83
21. Poverty reduction	87	2	8.41	1.76
22. Anti-corruption	84	5	8.10	1.99
23. Judiciary reform	85	5	7.46	2.20
24. Economic growth	87	2	8.38	1.52
25. Disaster risk management	81	5	7.22	1.70
26. Equality of opportunity (i.e., social inclusion)	80	4	7.33	1.99
27. Disease	82	5	7.07	2.10
28. Information and communications technology	85	5	7.36	1.72
29. Security/stabilization/reconstruction	83	5	7.08	2.03
30. Regional conflict and tensions	80	7	6.91	1.76
31. Local governance and institutions	86	4	7.80	1.66
32. Social cohesion	81	6	7.07	1.72

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	47	48	6.30	2.00
2. Gender equity	57	34	6.98	1.92
3. Private sector development	60	32	6.92	1.74
4. Education	67	28	7.37	1.86
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	65	29	7.23	1.70
6. Global/regional integration	50	43	7.22	1.61
7. Food security	59	35	7.02	1.61
8. Urban development	57	37	7.05	1.59
9. Energy	55	39	6.76	1.84
10. Water and sanitation	64	29	7.34	1.89
11. Pollution	48	45	6.19	1.99
12. Job creation/employment	58	36	6.98	1.85
13. Health	66	27	7.47	1.83
14. Financial markets	58	35	6.79	1.79
15. Transport (e.g., roads, bridges, transportation)	62	30	7.31	1.71
16. Agriculture and rural development	67	27	7.13	1.91
17. Trade and exports	52	41	6.60	1.85
18. Natural resource management	53	40	6.58	1.98
19. Climate change (e.g., mitigation, adaptation)	57	36	6.96	1.82
20. Poverty reduction	60	32	7.12	1.79
21. Anti-corruption	54	39	6.83	1.89
22. Judiciary reform	52	39	6.77	1.83
23. Economic growth	58	36	7.14	1.89
24. Disaster risk management	52	41	6.77	1.90
25. Equality of opportunity (i.e., social inclusion)	50	41	7.02	1.79
26. Disease	49	43	6.84	1.99
27. Information and communications technology	55	39	7.04	1.66
28. Security/stabilization/reconstruction	51	39	6.76	2.00
29. Regional conflict and tensions	48	44	6.63	1.94
30. Local governance and institutions	55	36	7.05	1.89
31. Social cohesion	51	42	6.90	1.88

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?*	78	18	6.96	1.71

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Timor-Leste?	78	17	6.97	2.04



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

To what extent do you agree with the following statements about the World Bank Group in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Timor-Leste*	81	13	6.77	2.15
6. The World Bank Group meets Timor-Leste’s needs for knowledge services (e.g., research, analysis, data, technical assistance)*	78	16	6.94	1.99

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
7. To what extent do you believe that Timor-Leste received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?	48	46	7.25	1.83

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=94)
Weekly	7.4%
Monthly	9.6%
A few times a year	40.4%
Rarely	26.6%
Never	16.0%

In Timor-Leste, to what extent do you believe that the World Bank Group’s knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	72	21	6.61	1.87
3. Include appropriate level of stakeholder involvement during preparation	71	19	6.77	1.60
4. Lead to practical solutions	73	17	6.79	1.53
5. Are accessible (well written and easy to understand)	75	15	6.96	1.77
6. Are source of relevant information on global good practices	78	14	7.37	1.49
7. Are relevant to country challenges	78	14	7.03	1.68
8. Are adequately disseminated	73	18	6.53	1.69
9. Are translated enough into local language	75	17	6.60	1.95
10. Are adaptable to Timor-Leste’s specific development challenges and country circumstances*	78	15	6.71	1.93

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)	85	10	7.28	1.77
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)	83	13	7.42	1.53

**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	57	39	6.42	1.92
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	79	15	7.29	1.76
3. The World Bank Group's approvals and reviews are done in a timely fashion	70	24	7.09	1.84
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	65	29	7.28	1.62
5. The World Bank Group's conditions on its lending are reasonable	62	32	6.90	1.99
6. The World Bank Group takes decisions quickly in Timor-Leste*	68	26	6.43	1.79
7. Working with the World Bank Group increases Timor-Leste's institutional capacity	79	16	7.29	1.62
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	73	21	6.99	1.93
9. The World Bank Group provides effective implementation support	76	18	7.28	1.71
<i>(1-To no degree at all, 10-To a very significant degree)</i>				
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Timor-Leste?	73	22	7.12	1.54
<i>(1-To no degree at all, 10-To a very significant degree)</i>				
11. To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?	65	30	6.98	1.66
<i>(1-To no degree at all, 10-To a very significant degree)</i>				
12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?	62	33	6.90	1.73

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=93)
Collaborate more effectively with Government clients (e.g., national, state, local)	54.8%
Offer more innovative knowledge services	21.5%
Provide more adequate data/knowledge/ statistics/figures on Timor-Leste's economy	20.4%
Improve the quality of its experts as related to Timor-Leste's specific challenges	19.4%
Reduce the complexity of obtaining World Bank Group financing	18.3%
Increase the level of capacity development in the country	17.2%
Help to bring discipline/effective supervision to implementation of investment projects	10.8%
Reach out more to groups outside of Government	8.6%
Offer more innovative financial products	7.5%
Increase the level of World Bank Group staffing in Timor-Leste's office	4.3%
Work faster	2.2%
Increase availability of Reimbursable Advisory Services (RAS)	2.2%
Ensure greater selectivity in its work	2.2%
Improve the competitiveness of its financing compared to markets	2.2%
Other	1.1%

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

2. When considering the combination of services that the World Bank Group offers in Timor-Leste, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=92)
Financial services	48.9%
The combination is appropriate for Timor-Leste	22.8%
Knowledge products	19.6%
Convening services	4.3%
Don't know	4.3%
None of the above	-

3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=87)
Public financial management	66.7%
Capacity of state institutions	49.4%
Access to basic services	28.7%
Jobs	28.7%
Improving livelihoods	21.8%
Access to justice systems	20.7%
Social cohesion	16.1%
Reducing violence	12.6%
Social safety nets	12.6%
Stimulating dialogue to promote peace and stability	12.6%
Conflict resolution mechanisms	11.5%
Security mechanisms	5.7%

3b. Which THREE areas below would benefit most from other donors in Timor-Leste? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=83)
Access to basic services	33.7%
Access to justice systems	32.5%
Social cohesion	30.1%
Improving livelihoods	30.1%
Stimulating dialogue to promote peace and stability	27.7%
Reducing violence	22.9%
Jobs	22.9%
Capacity of state institutions	21.7%
Public financial management	20.5%
Social safety nets	20.5%
Security mechanisms	15.7%
Conflict resolution mechanisms	10.8%

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

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=91)
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	70.3%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	54.9%
Organize more joint meetings and missions with the UN	48.4%
Share more information about the World Bank Group's activities, products, and knowledge	48.4%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	37.4%
Involve UN experts to a greater degree in World Bank Group activities	15.4%
Other	1.1%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
Local television	55.1%
Internet	38.2%
Local newspapers	37.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	32.6%
Local radio	20.2%
Periodicals	5.6%
International newspapers	2.2%
International television	2.2%
Other	1.1%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=91)
World Bank Group's seminars/workshops/conferences	45.1%
World Bank Group's website	38.5%
World Bank Group's publications and other written materials	37.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	30.8%
e-Newsletters	24.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	11.0%
Mobile phones	3.3%
Other	2.2%

3. 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?	Percentage of Respondents (N=88)
Yes	34.1%
No	65.9%

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

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=93)
Yes	83.9%
No	16.1%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=91)
Yes	35.2%
No	64.8%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=94)
Yes	26.6%
No	73.4%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=75)
High speed/WiFi	85.3%
Dial-up	14.7%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
8. I find the World Bank Group's websites easy to navigate.	32	2	7.38	1.48
9. I find the information on the World Bank Group's websites useful.	31	3	7.74	1.41
10. The World Bank Group's social media channels are valuable sources of information about the institution	55	35	7.13	2.04
11. When I need information from the World Bank Group I know how to find it	62	28	6.85	2.08
12. The World Bank Group is responsive to my information requests and inquiries	57	32	6.93	2.10

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=101)
Employee of a Ministry, Ministerial Department or Implementation Agency	22.8%
Office of Minister	13.9%
NGO/Community-Based Organization	11.9%
Local Government Office or Staff	9.9%
Private Sector Organization	8.9%
Bilateral/ Multilateral Agency	7.9%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	5.9%
Media	5.9%
Academia/Research Institute/Think Tank	4.0%
Financial Sector/Private Bank	3.0%
Private Foundation	2.0%
Other	2.0%
Office of Parliamentarian	1.0%
Independent Government Institution	1.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=100)
Governance	21.0%
Generalist (specialized in multiple sectors)	9.0%
Other	9.0%
Health, nutrition, and population	8.0%
Agriculture	8.0%
Education	7.0%
Finance and markets	7.0%
Environment and natural resources	4.0%
Public-private partnerships	4.0%
Trade and competitiveness	4.0%
Transport and ICT	4.0%
Urban, rural, and social development	4.0%
Water	2.0%
Gender	2.0%
Poverty	2.0%
Social protection and labor	1.0%
Fragility, conflict and violence	1.0%
Energy and extractives	1.0%
Macroeconomics and fiscal management	1.0%
Jobs	1.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=98)
Yes	50.0%
No	50.0%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=88)
The World Bank (IBRD/IDA)	55.7%
The International Finance Corporation (IFC)	18.2%
Other	18.2%
The Multilateral Investment Guarantee Agency (MIGA)	8.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=97)
Yes	21.6%
No	78.4%

6. If yes, what was your view of how the two institutions work together in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (N=21)
The two institutions work well together	61.9%
The way the two institutions work together needs improvement	33.3%
Don't know	4.8%
The two institutions do not work well together	-

**H. Background Information (continued)**

7. Which of the following describes most of your exposure to the World Bank Group in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=94)
Observer	40.4%
Collaborate as part of my professional duties	37.2%
Engage in World Bank Group related/sponsored events/activities	34.0%
Use World Bank Group reports/data	29.8%
Use World Bank Group website for information, data, research, etc.	22.3%

8. What's your gender?	Percentage of Respondents (N=99)
Female	22.2%
Male	77.8%

9. Which best represents your geographic location?	Percentage of Respondents (N=99)
Dili	86.9%
Suco	6.1%
District capitals	5.1%
Sub-district level	2.0%



Appendix B: Responses to All Questions by Stakeholder Groups

Office of Minister N=14 ● Employee of a Ministry N=23 ● PMU/Consultant on WBG-supported project N=6 ●
 Local Government N=10 ● Bilateral/Multilateral Agency N=8 ● Private Sector/Financial Sector/Private Bank N=12 ●
 NGO/CBO/Private Foundation N=14 ● Media N=6 ● Other N=8

A. General Issues facing Timor-Leste

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

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
The right direction	83.3%	95.5%	80.0%	88.9%	37.5%	81.8%	50.0%	60.0%	62.5%
The wrong direction			20.0%				7.1%		12.5%
Not sure	16.7%	4.5%		11.1%	62.5%	18.2%	42.9%	40.0%	25.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank Group

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in Timor-Leste?	14	6.64	21	6.67	5	3.20	10	6.00	8	6.75	12	5.08	14	5.14	6	5.50	6	5.83

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in Timor-Leste.	13	7.38	19	6.79	3	6.33	10	8.10	8	6.50	12	5.50	10	7.20	5	7.00	5	6.60

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

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help Timor-Leste solve its most complicated development challenges?	12	7.50	17	6.94	3	7.33	10	7.00	7	6.71	12	6.33	8	6.88	4	8.00	5	6.80

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



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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	28.6%	27.3%	16.7%	20.0%	0.0%	8.3%	14.3%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Job creation/employment	7.1%	40.9%	16.7%	30.0%	37.5%	16.7%	7.1%	0.0%	25.0%
Health	21.4%	13.6%	16.7%	10.0%	12.5%	25.0%	14.3%	0.0%	12.5%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	16.7%	0.0%	0.0%	8.3%	0.0%	0.0%	12.5%
Social protection	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Gender equity	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	14.3%	33.3%	12.5%
Private sector development	35.7%	9.1%	33.3%	30.0%	62.5%	16.7%	28.6%	16.7%	25.0%
Education	42.9%	18.2%	33.3%	10.0%	12.5%	50.0%	57.1%	50.0%	62.5%
Public sector governance/reform	28.6%	27.3%	33.3%	20.0%	25.0%	16.7%	7.1%	33.3%	25.0%
Security/stabilization/reconstruction	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Food security	7.1%	0.0%	0.0%	10.0%	0.0%	8.3%	0.0%	16.7%	0.0%
Urban development	14.3%	9.1%	16.7%	0.0%	0.0%	16.7%	14.3%	0.0%	0.0%
Judiciary reform	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	12.5%
Economic growth	7.1%	31.8%	16.7%	30.0%	25.0%	41.7%	14.3%	16.7%	0.0%
Disaster risk management	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Equality of opportunity*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	7.1%	4.5%	0.0%	10.0%	0.0%	0.0%	0.0%	16.7%	12.5%
Information and communications technology	7.1%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Transport*	7.1%	4.5%	0.0%	50.0%	25.0%	8.3%	7.1%	16.7%	0.0%
Agriculture and rural development	21.4%	40.9%	0.0%	0.0%	25.0%	33.3%	35.7%	0.0%	25.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	14.3%	0.0%	0.0%
Crime and violence	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Natural resource management*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Climate change	7.1%	9.1%	0.0%	0.0%	0.0%	0.0%	7.1%	16.7%	0.0%
Poverty reduction	50.0%	18.2%	33.3%	10.0%	25.0%	16.7%	28.6%	16.7%	12.5%
Anti-corruption	7.1%	4.5%	33.3%	0.0%	0.0%	16.7%	14.3%	50.0%	25.0%

*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 Timor-Leste?

Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Bringing together different groups of stakeholders	0.0%	10.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Capacity development related to WBG supported projects	66.7%	40.0%	0.0%	25.0%	12.5%	0.0%	37.5%	50.0%	100.0%
Stand-alone technical assistance	0.0%	10.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	16.7%	20.0%	0.0%	50.0%	37.5%	0.0%	37.5%	0.0%	0.0%
Financial resources	0.0%	10.0%	0.0%	0.0%	37.5%	50.0%	0.0%	25.0%	0.0%
Data and statistics	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Promoting knowledge sharing	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Implementation support	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	25.0%	0.0%
Mobilizing third party financial resources*	0.0%	10.0%	100.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Donor coordination	16.7%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Strategy formulation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

2nd Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Bringing together different groups of stakeholders	0.0%	10.0%	0.0%	0.0%	0.0%	16.7%	14.3%	25.0%	25.0%
Capacity development related to WBG supported projects	0.0%	10.0%	0.0%	0.0%	12.5%	0.0%	14.3%	0.0%	25.0%
Stand-alone technical assistance	28.6%	0.0%	0.0%	100.0%	12.5%	0.0%	14.3%	0.0%	0.0%
Policy advice, studies, analyses	0.0%	10.0%	0.0%	0.0%	25.0%	0.0%	14.3%	0.0%	25.0%
Financial resources	28.6%	10.0%	0.0%	0.0%	12.5%	16.7%	14.3%	0.0%	0.0%
Data and statistics	0.0%	10.0%	0.0%	0.0%	12.5%	16.7%	14.3%	0.0%	0.0%
Promoting knowledge sharing	14.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	25.0%	0.0%
Implementation support	0.0%	20.0%	100.0%	0.0%	0.0%	33.3%	0.0%	25.0%	0.0%
Mobilizing third party financial resources	28.6%	20.0%	0.0%	0.0%	0.0%	50.0%	14.3%	0.0%	25.0%
Donor coordination	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Strategy formulation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 Timor-Leste? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
World Bank Group's processes too complex	28.6%	14.3%	16.7%	20.0%	0.0%	25.0%	30.8%	0.0%	25.0%
Not willing to honestly criticize policies and reform efforts in the country	14.3%	0.0%	0.0%	10.0%	12.5%	25.0%	7.7%	16.7%	12.5%
Staff too inaccessible	0.0%	0.0%	16.7%	0.0%	0.0%	8.3%	7.7%	0.0%	0.0%
World Bank Group's processes too slow	21.4%	28.6%	16.7%	40.0%	12.5%	16.7%	7.7%	33.3%	25.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Timor-Leste	7.1%	14.3%	16.7%	10.0%	0.0%	16.7%	7.7%	16.7%	12.5%
Too influenced by developed countries	21.4%	19.0%	16.7%	10.0%	25.0%	25.0%	23.1%	0.0%	0.0%
Not exploring alternative policy options	0.0%	0.0%	16.7%	0.0%	12.5%	8.3%	7.7%	0.0%	12.5%
Not collaborating enough with stakeholders outside the Government	7.1%	4.8%	0.0%	10.0%	12.5%	16.7%	23.1%	0.0%	25.0%
Its advice and strategies do not lend themselves to practical problem solving	7.1%	9.5%	0.0%	0.0%	12.5%	0.0%	7.7%	16.7%	0.0%
Not enough public disclosure of its work	14.3%	28.6%	0.0%	10.0%	0.0%	0.0%	15.4%	50.0%	12.5%
Arrogant in its approach	7.1%	4.8%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	12.5%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	4.8%	33.3%	0.0%	0.0%	8.3%	7.7%	0.0%	12.5%
Not focused enough on issues that are unique to post-conflict countries	7.1%	0.0%	16.7%	0.0%	12.5%	0.0%	23.1%	0.0%	0.0%
Inadequate number of World Bank Group staff members located in the country	7.1%	4.8%	0.0%	30.0%	0.0%	8.3%	0.0%	16.7%	25.0%
Other	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	14.3%	23.8%	16.7%	30.0%	25.0%	16.7%	15.4%	0.0%	0.0%

**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 Timor-Leste Government's efforts to reduce poverty?

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Investment Project Financing (IPF)	9	7.22	9	6.22			8	5.88	3	5.33	7	6.14	2	7.50	4	6.00	6	6.33
Development Policy Financing (DPF)	9	6.78	8	6.63	1	9.00	7	6.57	5	5.40	7	6.14	2	7.50	2	7.00	5	6.00
Program-for-Results Financing (PforR)	9	7.00	8	6.62	1	5.00	7	6.43	4	6.25	6	6.83	2	7.50	2	7.00	6	5.83
Trust funds and grants	9	7.22	8	5.88	1	6.00	7	6.86	4	5.25	6	6.67	4	7.00	2	6.50	6	5.00
Guarantees	8	6.63	7	5.71			6	6.17	1	4.00	4	6.50	2	6.50	2	6.50	5	4.40
IFC Investment Services	8	6.75	7	6.00			6	7.17	1	5.00	6	6.17	3	6.67	2	7.00	4	4.00
IFC Advisory Services	9	6.67	9	6.33	1	6.00	4	6.50	2	5.00	6	5.83	3	5.00	2	7.00	5	5.20

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



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

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 Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Beneficiaries	21.4%	34.8%	50.0%	30.0%	37.5%	16.7%	30.8%	33.3%	12.5%
Youth/university groups	14.3%	4.3%	16.7%	10.0%	25.0%	8.3%	23.1%	33.3%	25.0%
Private sector*	57.1%	39.1%	0.0%	10.0%	37.5%	75.0%	7.7%	16.7%	12.5%
Local government	35.7%	47.8%	33.3%	40.0%	0.0%	16.7%	23.1%	50.0%	37.5%
Donor community	0.0%	4.3%	16.7%	0.0%	12.5%	8.3%	7.7%	0.0%	0.0%
NGOs/Community Based Organizations*	14.3%	21.7%	33.3%	40.0%	12.5%	25.0%	76.9%	16.7%	0.0%
Academia/think tanks/research institutes*	28.6%	39.1%	16.7%	30.0%	0.0%	8.3%	0.0%	0.0%	62.5%
Parliament*	0.0%	0.0%	0.0%	0.0%	37.5%	0.0%	7.7%	0.0%	0.0%
Foundations	7.1%	0.0%	16.7%	0.0%	0.0%	25.0%	7.7%	16.7%	0.0%
Media	0.0%	0.0%	16.7%	20.0%	0.0%	0.0%	7.7%	16.7%	0.0%
UN and regional peace keeping forces	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Emerging donors	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UN agencies	0.0%	0.0%	0.0%	20.0%	12.5%	0.0%	0.0%	0.0%	12.5%
Regional organizations	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	7.7%	0.0%	12.5%

*Significantly different between stakeholder groups

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in Timor-Leste	13	7.62	22	7.95	4	7.75	9	7.56	8	6.75	12	6.92	12	6.58	3	5.67	5	6.20
The WBG's work is aligned with what I consider the development priorities for Timor-Leste	12	7.33	21	7.71	5	6.60	8	7.38	8	7.13	11	6.64	10	7.00	4	5.00	5	7.00

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

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	13	7.54	18	6.67	5	7.80	7	7.29	4	6.50	9	6.67	9	6.56	4	4.25	6	6.33
Flexibility (in terms of the institution's products and services)	12	7.00	19	5.89	4	7.75	8	7.00	3	5.00	8	6.63	8	7.00	5	4.80	7	5.86
Flexibility (in terms of changing country circumstances)	11	6.91	18	6.11	4	8.00	8	7.00	3	5.00	9	6.44	9	5.89	4	5.25	6	6.33
Being inclusive	11	7.00	17	6.12	2	9.00	8	6.75	4	6.25	8	6.38	11	5.91	4	4.50	6	6.83
Openness (sharing data and other information)	13	7.08	20	6.70	4	7.75	9	7.33	5	5.80	9	6.78	12	7.25	4	5.75	6	7.17
Collaboration with the Government*	14	7.86	19	7.84	4	9.25	9	8.56	5	6.20	8	7.50	11	7.91	5	6.80	7	8.14
The speed in which it gets things accomplished on the ground	12	7.33	17	6.47	2	6.00	8	7.00	4	6.00	9	6.11	9	6.33	4	5.75	7	6.71
Helping to bring discipline/effective supervision to implementation of investment	13	7.54	19	7.37	4	8.00	7	7.14	5	7.20	9	7.56	8	7.00	4	6.50	6	6.33
Collaboration with civil society	12	7.50	18	6.78	3	6.67	8	7.13	5	6.80	11	6.55	11	6.36	5	5.60	7	6.86
Staff accessibility	13	7.54	14	6.79	5	6.00	8	7.13	5	7.20	8	7.50	10	6.40	4	5.00	7	6.43
Collaboration with other donors and development partners	14	7.64	18	7.33	3	8.00	9	7.44	5	7.40	8	6.75	11	7.55	4	7.50	8	6.25
Collaboration with the private sector	12	7.08	17	6.94	4	6.75	8	7.00	4	6.50	10	6.70	9	7.11	4	7.00	5	7.00
Collaboration with the UN	11	8.09	16	7.19	3	8.67	8	7.75	4	6.75	8	7.75	9	8.33	3	8.00	8	7.50
Straightforwardness and honesty	12	7.67	16	6.50	4	6.00	8	7.25	4	6.75	8	7.13	10	7.30	3	5.33	6	6.67
Treating clients and stakeholders in Timor-Leste with respect	13	8.38	19	7.00	5	6.60	9	7.44	5	7.00	9	7.11	9	7.89	3	6.67	7	7.57
Being a long-term partner	13	8.77	19	7.42	3	9.00	8	7.37	5	7.60	10	7.40	11	7.64	4	6.25	7	8.43

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



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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
More effective collaboration	35.7%	19.0%	16.7%	50.0%		10.0%		16.7%	37.5%
The same level of effective collaboration	28.6%	47.6%	33.3%	37.5%	40.0%	30.0%	38.5%	50.0%	25.0%
Less effective collaboration	21.4%	9.5%			20.0%	20.0%	7.7%	16.7%	12.5%
Don't know	14.3%	23.8%	50.0%	12.5%	40.0%	40.0%	53.8%	16.7%	25.0%

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 Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
The World Bank Group does not do adequate follow through/follow-up*	14.3%	28.6%	50.0%	77.8%	0.0%	9.1%	38.5%	0.0%	50.0%
Political pressures and obstacles	35.7%	38.1%	16.7%	11.1%	20.0%	27.3%	23.1%	16.7%	37.5%
Reforms are not well thought out in light of country challenges	35.7%	47.6%	16.7%	44.4%	40.0%	27.3%	7.7%	16.7%	37.5%
Poor coordination within the Government	35.7%	23.8%	50.0%	11.1%	60.0%	45.5%	23.1%	33.3%	12.5%
The Government works inefficiently	21.4%	19.0%	33.3%	22.2%	20.0%	27.3%	61.5%	33.3%	25.0%
Poor donor coordination	21.4%	14.3%	0.0%	33.3%	20.0%	18.2%	15.4%	33.3%	12.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.6%	33.3%	16.7%	0.0%	60.0%	36.4%	7.7%	33.3%	0.0%
Lack of/inadequate levels of capacity in Government	21.4%	33.3%	33.3%	22.2%	60.0%	36.4%	38.5%	50.0%	25.0%
There is not an adequate level of citizen/civil society participation	21.4%	23.8%	33.3%	0.0%	0.0%	18.2%	53.8%	16.7%	12.5%
The World Bank Group works too slowly	7.1%	9.5%	0.0%	0.0%	0.0%	9.1%	7.7%	33.3%	37.5%
Poor coordination within the World Bank Group	0.0%	4.8%	16.7%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
Ongoing conflict and instability	7.1%	0.0%	16.7%	11.1%	0.0%	0.0%	7.7%	0.0%	0.0%
Inadequate funding	14.3%	14.3%	0.0%	11.1%	0.0%	27.3%	0.0%	16.7%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	12.5%

*Significantly different between stakeholder groups

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste?

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	10	6.60	7	6.43	2	8.00	7	5.71	3	4.00	6	6.17	4	6.25	3	5.33	5	7.80
Gender equity*	9	8.22	9	7.22	3	7.33	8	6.13	3	4.33	9	7.11	5	6.20	4	6.00	7	8.00
Private sector development*	10	8.00	12	7.00	3	9.00	8	6.13	3	5.67	9	6.56	6	6.67	4	5.50	5	7.40
Education*	11	8.18	14	7.57	4	8.50	7	6.86	3	4.00	11	7.45	7	6.57	3	7.00	7	7.86
Public sector governance/reform	11	7.55	15	7.33	2	7.50	8	7.00	3	5.33	10	7.10	7	7.57	4	6.25	5	8.20
Global/regional integration*	8	8.00	7	7.14	2	7.50	8	6.50	3	4.33	8	7.50	7	7.71	2	6.50	5	8.00
Food security*	9	8.11	12	7.33	1	10.00	8	6.50	3	4.00	10	6.90	6	6.67	3	5.33	7	7.71
Urban development	9	8.22	9	6.78	1	7.00	10	6.80	3	5.33	10	6.80	6	6.33	3	7.00	6	8.17
Energy	9	8.11	7	6.71	2	5.50	8	6.63	3	4.67	10	6.60	7	6.29	3	7.00	6	7.17
Water and sanitation*	10	8.50	13	7.77	3	8.00	8	7.38	3	4.00	11	6.73	7	7.00	4	6.00	5	8.40
Pollution*	9	7.67	5	6.20	1	1.00	9	6.44	3	4.00	10	6.80	5	4.80	2	6.50	4	5.25
Job creation/employment	8	8.25	11	6.73	3	8.00	8	7.25	3	5.33	11	6.91	5	6.80	3	5.00	6	7.00
Health*	11	8.27	13	7.54	3	9.00	9	6.67	3	4.00	11	7.27	7	7.43	3	7.33	6	8.50
Financial markets	9	7.89	7	5.71	3	6.33	8	6.38	4	5.50	11	6.82	7	7.29	4	6.25	5	8.00
Transport	10	8.00	11	7.27	3	8.67	9	6.89	4	7.00	7	6.57	8	7.50	4	6.50	6	7.50
Agriculture and rural development	10	8.50	14	7.57	2	7.50	9	6.44	3	5.67	11	6.91	7	6.86	4	5.50	7	7.29
Trade and exports	10	7.30	7	6.43	2	7.00	7	6.43	3	5.67	9	6.78	6	6.67	3	5.00	5	6.60
Natural resource management	9	7.78	8	6.75	2	3.50	7	6.71	3	4.67	9	6.67	6	6.50	4	5.75	5	7.00
Climate change*	9	8.11	12	7.33	2	9.00	9	6.33	3	4.33	10	6.90	4	7.00	3	5.67	5	6.80
Poverty reduction	10	8.30	11	7.27	3	8.00	8	6.13	3	5.67	11	7.27	6	6.50	3	6.33	5	7.20
Anti-corruption*	9	8.33	9	6.78	2	6.50	8	6.00	3	4.00	9	7.33	4	5.75	4	6.50	6	7.50
Judiciary reform*	9	8.22	8	7.50	2	7.50	9	6.22	3	4.00	9	6.67	4	6.00	4	6.25	4	6.50
Economic growth	10	8.10	10	7.60	3	8.33	8	6.50	3	5.33	10	7.10	6	7.00	3	5.33	5	7.00
Disaster risk management*	9	8.22	9	7.56	2	6.00	8	5.88	3	4.33	9	6.78	4	6.50	3	5.33	5	7.00
Equality of opportunity*	9	8.11	8	7.13	2	9.00	8	6.63	3	4.33	9	7.11	4	6.00	3	5.67	4	8.00
Disease*	9	8.33	7	7.43			8	5.88	3	3.67	9	7.11	4	6.00	3	5.67	6	7.50
Information and communications technology*	10	7.80	7	7.29	3	9.00	9	6.33	3	4.67	9	7.33	6	6.83	3	5.67	5	7.20
Security/stabilization/reconstruction	8	7.63	8	7.50	2	5.50	7	6.29	3	4.33	8	7.25	6	6.33	3	5.33	6	7.33
Regional conflict and tensions*	8	8.00	6	6.33	1	3.00	8	6.00	3	4.33	8	7.25	6	6.33	3	5.33	5	8.00
Local governance and institutions	9	8.00	9	7.22	2	6.50	8	7.13	3	4.33	9	7.00	6	7.00	3	5.33	6	7.83
Social cohesion	8	8.13	6	7.67	3	6.00	8	6.38	3	4.67	9	7.22	6	6.67	3	5.33	5	7.40

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

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in Timor-Leste?	13	7.23	18	6.78	5	7.80	9	7.33	4	6.25	10	6.50	9	6.56	3	6.67	7	7.57

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?	13	7.69	16	6.13	5	7.80	10	7.40	4	6.25	10	7.10	8	7.13	5	5.60	7	7.43

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

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of Timor-Leste	13	7.69	21	6.19	3	9.33	9	6.89	5	6.60	10	6.30	10	6.30	4	6.50	6	7.17
The WBG meets Timor-Leste's needs for knowledge services	14	7.36	21	6.62	2	7.00	9	7.00	5	6.40	8	7.00	9	7.67	4	6.25	6	6.67

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that Timor-Leste received value for money from the World Bank Group's reimbursable advisory services (RAS)?	8	8.13	11	7.45	3	7.67	5	6.40	2	4.50	6	7.00	6	7.67	3	6.33	4	7.50

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



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? (Select only ONE response)

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Weekly	7.1%	9.1%					15.4%	16.7%	14.3%
Monthly	14.3%	13.6%	16.7%	10.0%	20.0%		7.7%		
A few times a year	50.0%	27.3%	50.0%	30.0%	80.0%	63.6%	38.5%	33.3%	14.3%
Rarely	21.4%	40.9%	33.3%	20.0%		9.1%	23.1%	33.3%	42.9%
Never	7.1%	9.1%		40.0%		27.3%	15.4%	16.7%	28.6%

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	12	7.58	16	6.88	4	5.25	7	6.57	5	5.40	6	7.00	11	6.45	4	5.75	7	6.43
Include appropriate level of stakeholder involvement during preparation	12	7.17	18	7.11	4	5.75	7	6.57	5	5.80	6	6.67	10	6.20	4	7.25	5	7.60
Lead to practical solutions	13	7.23	17	7.00	4	7.25	7	6.43	4	5.25	6	6.83	11	6.36	4	6.75	7	7.14
Are accessible (well written and easy to understand)	13	6.85	18	6.67	5	7.60	7	6.57	5	7.00	6	7.83	11	6.82	4	6.50	6	7.67
Are source of relevant information on global good practices	13	7.54	19	7.11	5	7.60	7	6.86	5	6.60	7	7.57	12	7.83	4	6.75	6	8.17
Are relevant to country challenges	13	7.08	20	7.15	4	7.00	7	6.71	5	6.80	7	7.00	12	7.33	4	6.75	6	6.67
Are adequately disseminated	13	6.85	18	6.56	4	5.50	7	6.43	4	5.75	6	6.83	12	6.33	4	6.00	5	7.80
Are translated enough into local language	13	7.00	18	6.94	4	7.75	7	5.86	4	5.50	7	7.29	11	5.55	4	5.50	7	7.29
Are adaptable to Timor-Leste’s specific development challenges and country circumstances	13	7.46	19	6.89	5	5.60	7	6.00	4	5.75	7	6.86	12	6.33	4	7.00	7	7.14

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	13	7.31	22	7.32	5	8.60	8	7.38	4	5.50	11	7.00	11	7.55	5	6.60	6	7.67
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	13	7.92	20	7.45	5	7.80	8	7.38	5	6.60	11	7.18	10	7.50	5	6.60	6	7.67

(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 Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG disburses funds promptly	12	7.00	13	5.69	3	8.00	3	5.33	3	4.00	7	6.86	5	7.00	5	6.00	6	7.17
The WBG effectively monitors and evaluates the projects and programs it supports	14	7.57	20	7.60	3	8.00	9	7.00	4	6.25	9	7.67	10	7.20	4	6.75	6	6.33
The World Bank Group's approvals and reviews are done in a timely fashion	12	8.17	18	7.11	5	7.40	5	6.20	3	4.67	8	6.75	8	7.13	4	6.00	7	7.57
The World Bank Group's "Safeguard Policy" requirements are reasonable	12	8.00	17	6.88	4	6.00	4	7.00	3	6.67	8	7.38	7	7.43	4	6.75	6	8.33
The World Bank Group's conditions on its lending are reasonable	12	7.83	14	6.57	3	5.33	7	7.00	3	6.00	9	6.89	6	7.50	3	6.33	5	6.60
The World Bank Group takes decisions quickly in Timor-Leste	12	7.50	16	6.25	3	4.00	7	6.14	3	5.00	9	6.78	7	6.57	4	6.75	7	6.14
Working with the World Bank Group increases Timor-Leste's institutional capacity	12	7.58	19	7.47	4	7.00	9	6.89	3	5.67	11	7.09	10	7.40	4	7.00	7	8.00
Where country systems are adequate, the WBG makes appropriate use of them	13	7.85	18	7.44	4	5.25	7	6.00	3	5.00	10	6.90	8	7.38	4	6.50	6	7.00
The World Bank Group provides effective implementation support	13	7.62	18	7.67	5	7.60	8	6.63	4	6.25	10	7.10	8	7.63	4	6.75	6	6.83

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Timor-Leste?	12	7.67	17	7.41	4	8.00	8	6.63	4	5.50	10	6.80	9	7.22	4	6.75	5	7.00

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

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?	11	8.18	14	6.86	4	7.75	7	6.57	3	6.00	8	6.88	9	7.11	4	5.75	5	6.20

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

	Office of Minister		Employee of a Ministry		PMU/ Consultant on WBG project		Local Government		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		NGO/CBO/ Private Foundation		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?	12	8.00	14	7.00	3	7.33	6	6.50	3	5.33	7	6.57	8	6.75	4	6.25	5	6.40

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



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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Offer more innovative knowledge services	23.1%	13.0%	33.3%	33.3%	40.0%	9.1%	0.0%	33.3%	50.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	61.5%	73.9%	33.3%	77.8%	20.0%	36.4%	50.0%	16.7%	62.5%
Work faster	7.7%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing	7.7%	21.7%	33.3%	44.4%	20.0%	18.2%	8.3%	16.7%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	12.5%
Help to bring discipline/effective supervision to implementation of investment projects	15.4%	13.0%	33.3%	0.0%	0.0%	18.2%	0.0%	16.7%	0.0%
Offer more innovative financial products	0.0%	8.7%	16.7%	0.0%	20.0%	0.0%	25.0%	0.0%	0.0%
Ensure greater selectivity in its work	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	7.7%	21.7%	0.0%	11.1%	20.0%	36.4%	41.7%	0.0%	25.0%
Improve the competitiveness of its financing compared to markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	16.7%	0.0%
Reach out more to groups outside of Government*	7.7%	0.0%	16.7%	0.0%	0.0%	9.1%	41.7%	0.0%	0.0%
Increase the level of capacity development in the country*	46.2%	8.7%	0.0%	22.2%	20.0%	27.3%	0.0%	33.3%	0.0%
Improve the quality of its experts as related to Timor-Leste's specific challenges	7.7%	21.7%	0.0%	0.0%	20.0%	18.2%	25.0%	66.7%	25.0%
Increase the level of World Bank Group staffing in Timor-Leste's office	7.7%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Social cohesion	28.6%	9.5%	0.0%	40.0%	20.0%	0.0%	20.0%	0.0%	14.3%
Public financial management	50.0%	81.0%	33.3%	90.0%	80.0%	55.6%	70.0%	60.0%	57.1%
Reducing violence	7.1%	4.8%	16.7%	20.0%	0.0%	11.1%	10.0%	20.0%	42.9%
Access to justice systems	7.1%	14.3%	16.7%	30.0%	0.0%	33.3%	30.0%	20.0%	42.9%
Security mechanisms	0.0%	9.5%	16.7%	10.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Conflict resolution mechanisms	14.3%	14.3%	33.3%	20.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Access to basic services	28.6%	38.1%	16.7%	10.0%	20.0%	33.3%	60.0%	20.0%	0.0%
Capacity of state institutions	71.4%	52.4%	33.3%	60.0%	40.0%	44.4%	20.0%	40.0%	57.1%
Jobs	35.7%	28.6%	33.3%	10.0%	60.0%	44.4%	10.0%	20.0%	28.6%
Improving livelihoods	28.6%	14.3%	16.7%	0.0%	20.0%	44.4%	40.0%	0.0%	28.6%
Social safety nets	14.3%	9.5%	0.0%	0.0%	20.0%	0.0%	20.0%	60.0%	14.3%
Stimulating dialogue to promote peace and stability*	0.0%	14.3%	33.3%	10.0%	0.0%	22.2%	0.0%	60.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Social cohesion	15.4%	45.0%	20.0%	14.3%	20.0%	33.3%	27.3%	50.0%	28.6%
Public financial management	23.1%	30.0%	40.0%	0.0%	0.0%	22.2%	18.2%	16.7%	14.3%
Reducing violence	15.4%	25.0%	20.0%	42.9%	20.0%	11.1%	36.4%	0.0%	28.6%
Access to justice systems	30.8%	40.0%	20.0%	42.9%	20.0%	33.3%	27.3%	33.3%	28.6%
Security mechanisms *	15.4%	10.0%	0.0%	57.1%	20.0%	33.3%	0.0%	16.7%	0.0%
Conflict resolution mechanisms	7.7%	15.0%	0.0%	0.0%	0.0%	11.1%	9.1%	16.7%	28.6%
Access to basic services	46.2%	20.0%	20.0%	57.1%	60.0%	22.2%	45.5%	16.7%	28.6%
Capacity of state institutions	15.4%	25.0%	20.0%	14.3%	20.0%	11.1%	27.3%	50.0%	14.3%
Jobs	30.8%	20.0%	20.0%	0.0%	40.0%	33.3%	27.3%	16.7%	14.3%
Improving livelihoods	30.8%	10.0%	60.0%	28.6%	20.0%	44.4%	36.4%	50.0%	28.6%
Social safety nets	0.0%	25.0%	20.0%	14.3%	40.0%	11.1%	18.2%	33.3%	42.9%
Stimulating dialogue to promote peace and stability	30.8%	35.0%	20.0%	28.6%	20.0%	22.2%	27.3%	0.0%	42.9%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Timor-Leste (continued)****What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Organize more joint meetings and missions with the UN	42.9%	69.6%	50.0%	55.6%	25.0%	11.1%	50.0%	33.3%	50.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged*	92.9%	73.9%	50.0%	55.6%	0.0%	77.8%	75.0%	100.0%	50.0%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	35.7%	30.4%	50.0%	22.2%	100.0%	44.4%	50.0%	16.7%	25.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	64.3%	47.8%	83.3%	66.7%	50.0%	44.4%	50.0%	50.0%	50.0%
Share more information about the World Bank Group's activities, products, and knowledge	50.0%	52.2%	50.0%	44.4%	0.0%	44.4%	50.0%	50.0%	62.5%
Involve UN experts to a greater degree in World Bank Group activities	14.3%	13.0%	0.0%	33.3%	50.0%	11.1%	8.3%	16.7%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
World Bank Group's publications and other written materials	58.3%	33.3%	33.3%	20.0%	40.0%	45.5%	30.8%	33.3%	42.9%
e-Newsletters	41.7%	9.5%	16.7%	30.0%	20.0%	18.2%	23.1%	16.7%	57.1%
WBG's seminars/workshops/conferences	16.7%	61.9%	16.7%	50.0%	40.0%	45.5%	46.2%	50.0%	57.1%
Mobile phones	8.3%	4.8%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	16.7%	9.5%	0.0%	0.0%	40.0%	9.1%	15.4%	0.0%	14.3%
World Bank Group's website	50.0%	19.0%	16.7%	60.0%	40.0%	36.4%	53.8%	66.7%	14.3%
Social media *	8.3%	57.1%	66.7%	20.0%	0.0%	27.3%	30.8%	16.7%	14.3%
Other*	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Yes	61.5%	30.0%	20.0%	10.0%	40.0%	44.4%	46.2%	16.7%	14.3%
No	38.5%	70.0%	80.0%	90.0%	60.0%	55.6%	53.8%	83.3%	85.7%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Yes	85.7%	95.0%	83.3%	70.0%	100.0%	63.6%	84.6%	83.3%	87.5%
No	14.3%	5.0%	16.7%	30.0%		36.4%	15.4%	16.7%	12.5%

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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Yes	57.1%	15.0%	20.0%	30.0%	60.0%	36.4%	53.8%	16.7%	28.6%
No	42.9%	85.0%	80.0%	70.0%	40.0%	63.6%	46.2%	83.3%	71.4%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Yes	21.4%	14.3%	33.3%	20.0%		27.3%	46.2%	33.3%	50.0%
No	78.6%	85.7%	66.7%	80.0%	100.0%	72.7%	53.8%	66.7%	50.0%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
High Speed/WiFi	75.0%	83.3%	80.0%	100.0%	100.0%	75.0%	100.0%	66.7%	80.0%
Dial-up	25.0%	16.7%	20.0%			25.0%		33.3%	20.0%

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO/ Private Foundation	Media	Other
Observer	21.4%	42.1%	50.0%	37.5%	25.0%	45.5%	50.0%	50.0%	50.0%
Use World Bank Group reports/data	35.7%	42.1%	0.0%	12.5%	37.5%	27.3%	28.6%	16.7%	37.5%
Engage in World Bank Group related/sponsored events/activities	35.7%	31.6%	33.3%	37.5%	50.0%	36.4%	28.6%	16.7%	37.5%
Collaborate as part of my professional duties	35.7%	52.6%	50.0%	37.5%	62.5%	27.3%	14.3%	16.7%	37.5%
Use World Bank Group website for information, data, research, etc.*	50.0%	10.5%	33.3%	25.0%	0.0%	0.0%	28.6%	50.0%	12.5%

*Significantly different between stakeholder groups

**Appendix C: Responses to Indicator Questions by Geographic Location¹³****Dili N=86 ● Other Areas N=13****B. Overall Attitudes toward the World Bank Group**

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?	83	5.96	2.73	11	5.18	2.93

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

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	74	6.81	1.90	9	7.11	1.54

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

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Timor-Leste solve its most complicated development challenges?	69	6.97	1.77	7	6.57	1.81

*(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's work in Timor-Leste?**

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	76	7.21	1.71	11	7.45	1.29
The WBG's work is aligned with what I consider the development priorities for Timor-Leste	73	7.08	1.85	10	7.40	1.51

(1-Strongly disagree, 10-Strongly agree)

¹³Only 99 respondents provided their geographic location. Thus, only these respondents were included in the analysis presented in this Appendix.

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

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

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	66	6.88	1.77	8	6.13	1.64
Flexibility (in terms of the institution's products and services)	64	6.47	1.94	9	5.89	1.45
Flexibility (in terms of changing country circumstances)	60	6.33	1.78	11	6.55	0.93
Being inclusive	63	6.40	2.01	7	6.29	1.38
Openness (sharing data and other information)	70	6.90	1.83	11	7.09	1.76
Collaboration with the Government	71	7.92	1.44	10	7.20	1.40
The speed in which it gets things accomplished on the ground	62	6.58	1.70	9	6.44	1.42
Helping to bring discipline/effective supervision to implementation of investment projects	65	7.35	1.67	9	6.56	0.73
Collaboration with civil society	69	6.84	1.71	10	6.20	1.93
Staff accessibility	64	6.77	1.63	9	7.11	1.83
Collaboration with other donors and development partners	68	7.35	1.67	11	6.91	1.64
Collaboration with the private sector	64	7.00	1.65	8	6.38	1.60
Collaboration with the UN	61	7.67	1.77	8	8.13	1.64
Straightforwardness and honesty	63	6.89	1.72	7	7.00	0.82
Treating clients and stakeholders in Timor-Leste with respect	68	7.43	1.61	10	7.30	1.64
Being a long-term partner	70	7.89	1.54	9	7.00	1.80

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

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Timor-Leste?	67	7.03	1.73	9	6.44	1.74

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

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

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Timor-Leste*	70	6.97	2.05	9	5.22	2.59
The World Bank Group meets Timor-Leste's needs for knowledge services*	66	7.24	1.87	10	5.00	1.94

(1-Strongly disagree, 10-Strongly agree) *Significantly different geographic locations.

D. The World Bank Group's Knowledge Work and Activities**In Timor-Leste, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to Timor-Leste's specific development challenges and country circumstances	69	6.74	1.98	9	6.44	1.51

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

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	72	7.49	1.71	12	6.08	1.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	71	7.55	1.50	11	6.64	1.63

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

*Significantly different geographic locations.

E. Working with the World Bank Group**To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Dili			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Timor-Leste	60	6.47	1.87	7	6.29	0.95
Where country systems are adequate, the World Bank Group makes appropriate use of them	63	7.03	2.00	9	6.89	1.45

**Appendix D: Responses to Select Questions by Collaboration with the WBG¹⁴****Currently collaborating with the WBG N=49 ● Not collaborating with the WBG N=49****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 Timor-Leste?	45	6.11	2.71	48	5.71	2.81

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

	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 Timor-Leste.	42	7.26	1.84	40	6.50	1.80

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Timor-Leste solve its most complicated development challenges?*	40	7.38	1.79	35	6.51	1.69

*(1-To no degree at all, 10-To a very significant degree)***Significantly different between those who collaborate with the WBG and those who do not.*

¹⁴Only 98 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus, 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 Timor-Leste, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Energy	0.0%	0.0%
Water and sanitation	16.7%	16.3%
Pollution	2.1%	0.0%
Job creation/employment	25.0%	18.4%
Health	12.5%	16.3%
Regional conflict and tensions	0.0%	0.0%
Financial markets	4.2%	2.0%
Social protection	4.2%	2.0%
Gender equity	8.3%	4.1%
Private sector development	27.1%	24.5%
Education	29.2%	42.9%
Public sector governance/reform	20.8%	22.4%
Security/stabilization/reconstruction	2.1%	0.0%
Global/regional integration	2.1%	0.0%
Food security	4.2%	4.1%
Urban development	10.4%	8.2%
Judiciary reform	2.1%	6.1%
Economic growth	22.9%	20.4%
Disaster risk management	2.1%	2.0%
Equality of opportunity	0.0%	4.1%
Disease	0.0%	0.0%
Local governance and institutions	4.2%	6.1%
Information and communications technology	2.1%	2.0%
Transport	12.5%	12.2%
Agriculture and rural development	25.0%	24.5%
Trade and exports	2.1%	4.1%
Crime and violence	2.1%	2.0%
Natural resource management	4.2%	2.0%
Social cohesion	0.0%	2.0%
Climate change	2.1%	8.2%
Poverty reduction	31.3%	18.4%
Anti-corruption	12.5%	12.2%

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

	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 Timor-Leste	43	7.58	1.72	43	7.00	1.50
The WBG’s work is aligned with what I consider the development priorities for Timor-Leste	39	7.46	1.78	43	6.86	1.79

(1-Strongly disagree, 10-Strongly agree)

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	36	6.94	1.84	37	6.68	1.72
Flexibility (in terms of the institution's products and services)	36	6.42	1.76	36	6.33	2.03
Flexibility (in terms of changing country circumstances)	35	6.51	1.62	35	6.29	1.76
Being inclusive	34	6.56	1.67	35	6.20	2.22
Openness (sharing data and other information)	40	7.03	1.78	40	6.78	1.89
Collaboration with the Government	37	7.89	1.60	43	7.79	1.34
The speed in which it gets things accomplished on the ground	35	6.80	1.62	35	6.29	1.69
Helping to bring discipline/effective supervision to implementation of investment projects	37	7.49	1.43	36	6.97	1.75
Collaboration with civil society	37	6.86	1.58	41	6.68	1.90
Staff accessibility	35	6.94	1.57	37	6.73	1.76
Collaboration with other donors and development partners	36	7.42	1.87	42	7.26	1.47
Collaboration with the private sector	35	6.97	1.77	36	6.94	1.53
Collaboration with the UN	33	7.82	1.94	35	7.66	1.51
Straightforwardness and honesty	35	6.97	1.79	34	6.85	1.54
Treating clients and stakeholders in Timor-Leste with respect	40	7.38	1.69	37	7.43	1.50
Being a long-term partner*	37	8.14	1.64	41	7.41	1.50

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



C. World Bank Group's Sectoral Effectiveness and Results

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	38	7.03	1.90	40	6.55	2.06
Gender equity	41	7.54	2.03	41	6.90	1.83
Private sector development	39	8.18	1.41	43	8.16	1.40
Education	42	8.38	2.11	44	8.75	1.75
Public sector governance/reform	41	8.12	1.79	44	8.34	1.51
Global/regional integration	38	7.08	1.88	39	6.51	1.65
Food security	41	7.83	2.08	43	8.00	1.66
Urban development	39	7.74	1.96	43	7.12	1.93
Energy	39	7.18	2.37	43	7.02	1.67
Water and sanitation	39	8.54	1.45	43	8.56	1.45
Pollution	36	7.17	2.06	40	6.80	2.22
Job creation/employment	39	8.59	1.43	44	8.52	1.65
Health	39	8.44	1.80	44	8.86	1.29
Financial markets	40	7.60	1.85	44	7.64	1.79
Transport (e.g., roads, bridges, transportation)	39	8.13	1.84	42	8.00	1.91
Agriculture and rural development	38	8.47	1.56	44	8.75	1.42
Trade and exports	39	7.18	1.99	41	7.27	1.57
Crime and violence	37	6.59	2.17	42	6.60	2.32
Natural resource management	41	7.17	2.27	40	7.13	1.99
Climate change (e.g., mitigation, adaptation)	37	7.57	1.85	42	7.26	1.86
Poverty reduction	39	8.33	1.95	45	8.47	1.65
Anti-corruption	40	7.98	2.29	41	8.17	1.73
Judiciary reform	39	7.36	2.49	43	7.58	2.00
Economic growth	41	8.44	1.61	43	8.33	1.46
Disaster risk management	37	7.30	1.78	41	7.12	1.68
Equality of opportunity (i.e., social inclusion)	37	7.35	2.21	40	7.30	1.84
Disease	38	6.82	2.32	41	7.27	1.94
Information and communications technology	39	7.41	1.74	43	7.26	1.76
Security/stabilization/reconstruction	38	7.37	1.99	43	6.79	2.09
Regional conflict and tensions*	36	7.33	1.72	41	6.49	1.76
Local governance and institutions	39	7.90	1.57	44	7.68	1.79
Social cohesion	38	7.18	1.86	40	6.98	1.67

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	25	6.28	2.35	20	6.40	1.60
Gender equity	26	6.96	2.20	29	7.00	1.73
Private sector development	27	7.22	1.93	30	6.70	1.62
Education	30	7.43	2.25	34	7.44	1.50
Public sector governance/reform	29	7.28	1.67	33	7.21	1.82
Global/regional integration	23	7.09	1.95	24	7.50	1.22
Food security	27	7.22	1.93	29	6.83	1.34
Urban development	28	7.29	1.82	26	6.85	1.38
Energy	25	6.80	2.12	27	6.78	1.67
Water and sanitation	29	7.52	2.03	32	7.31	1.77
Pollution	22	6.36	2.40	24	6.17	1.58
Job creation/employment	24	7.25	1.98	32	6.78	1.79
Health	29	7.38	2.21	34	7.65	1.48
Financial markets	26	6.77	2.12	29	6.90	1.54
Transport (e.g., roads, bridges, transportation)	27	7.59	1.85	32	7.19	1.62
Agriculture and rural development	30	7.47	2.10	34	6.97	1.73
Trade and exports	25	6.80	1.83	24	6.42	1.95
Natural resource management	26	6.81	2.08	24	6.42	1.91
Climate change (e.g., mitigation, adaptation)	27	7.33	1.96	28	6.75	1.62
Poverty reduction	27	7.52	1.81	30	6.90	1.73
Anti-corruption	25	6.80	2.14	27	6.96	1.70
Judiciary reform	25	6.96	2.01	25	6.68	1.70
Economic growth	26	7.31	1.83	29	7.00	1.98
Disaster risk management	24	6.79	2.21	26	6.81	1.65
Equality of opportunity (i.e., social inclusion)	22	7.00	2.12	26	7.04	1.59
Disease	22	6.82	2.36	25	6.88	1.74
Information and communications technology	25	7.16	1.82	27	6.96	1.61
Security/stabilization/reconstruction	23	6.74	2.36	25	6.80	1.78
Regional conflict and tensions	21	6.67	2.22	24	6.63	1.81
Local governance and institutions	23	7.09	2.21	29	7.07	1.73
Social cohesion	22	6.86	2.12	26	6.96	1.80

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Timor-Leste?	35	7.11	1.94	40	6.85	1.56

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?	37	7.08	2.37	38	6.87	1.76

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Timor-Leste	39	6.95	2.34	39	6.54	2.00
The WBG meets Timor-Leste's needs for knowledge services	39	7.08	2.21	36	6.75	1.80

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Timor-Leste received value for money from the World Bank Group's reimbursable advisory services (RAS)?	26	7.58	1.79	20	6.80	1.85

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	36	6.64	1.89	34	6.56	1.94
Include appropriate level of stakeholder involvement during preparation	37	6.62	1.79	32	6.94	1.41
Lead to practical solutions	35	6.89	1.66	36	6.69	1.45
Are accessible (well written and easy to understand)	37	7.11	1.87	36	6.81	1.74
Are source of relevant information on global good practices	39	7.28	1.59	37	7.46	1.43
Are relevant to country challenges	37	7.03	1.89	39	7.00	1.52
Are adequately disseminated	35	6.49	1.95	36	6.58	1.48
Are translated enough into local language	37	6.78	1.84	36	6.44	2.10
Are adaptable to Timor-Leste's specific development challenges and country circumstances	37	6.86	2.14	39	6.51	1.76

(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
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	39	7.49	1.96	43	7.07	1.62
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	39	7.51	1.81	41	7.37	1.30

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

**E. Working with the World Bank 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	29	6.55	2.15	26	6.27	1.73
The World Bank Group effectively monitors and evaluates the projects and programs it supports	36	7.42	1.65	40	7.20	1.92
The World Bank Group's approvals and reviews are done in a timely fashion	33	7.06	1.90	35	7.14	1.85
The World Bank Group's "Safeguard Policy" requirements are reasonable	33	7.33	1.58	30	7.27	1.72
The World Bank Group's conditions on its lending are reasonable	29	6.76	2.26	31	7.06	1.79
The World Bank Group takes decisions quickly in Timor-Leste	33	6.67	2.03	33	6.21	1.58
Working with the WBG increases Timor-Leste's institutional capacity	35	7.26	1.79	41	7.32	1.51
Where country systems are adequate, the World Bank Group makes appropriate use of them	34	7.00	2.10	37	6.92	1.82
The World Bank Group provides effective implementation support	36	7.39	1.90	38	7.16	1.57

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Timor-Leste?	35	7.34	1.71	35	6.89	1.35

(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 is adequately staffed in Timor-Leste?	32	7.31	1.87	31	6.61	1.41

(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 Timor-Leste?	32	7.09	2.01	28	6.61	1.37

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

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.	18	7.28	1.67	14	7.50	1.23
I find the information on the World Bank Group's websites useful.	18	8.06	1.51	13	7.31	1.18
The World Bank Group's social media channels are valuable sources of information about the institution	23	7.04	2.10	29	7.21	2.11
When I need information from the World Bank Group I know how to find it	29	7.14	2.10	31	6.65	2.11
The WBG is responsive to my information requests and inquiries	29	7.45	2.03	26	6.42	2.14



Appendix E: Responses to Select Questions by Year¹⁵

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from both FY14 and FY17 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY14	FY17
Office of the President/Prime Minister/Minister	12.6%	14.7%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG-supported projects, and the judiciary branch)	21.0%	32.6%
Bilateral/Multilateral agencies	11.2%	8.4%
Private sector (includes financial sector/private banks)	8.4%	12.6%
Media	10.5%	6.3%
Civil society (includes NGOs/CBOs, private foundations, and trade unions)	28.7%	14.7%
Local government	7.7%	10.5%
Total Number of Respondents (Un-Weighted)	143	95

(Note, there were insufficient numbers of respondents from academia in either year to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY14	FY17
Office of the President/Minister	13.5%	13.5%
Government Institutions	26.0%	26.0%
Private Sector	10.4%	10.4%
Academia	10.4%	10.4%
Media	8.3%	8.3%
Civil Society	20.8%	20.8%
Local government	10.4%	10.4%
Total Number of Respondents (Weighted)	153	97

All data presented in this Appendix are weighted. As a result, means of the FY17 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY14 respondents and the total number of respondents indicated may differ from those reported in the FY14 COS report.

¹⁵ Only those questions that were asked in the FY '14 and FY '17 country opinion surveys, with similar response scales/options, are presented.

**A. General Issues facing Timor-Leste**

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

Percentage of Respondents	FY14	FY17
The right direction	83.0%	72.0%
The wrong direction	9.2%	2.5%
Not sure	7.8%	25.5%

*Significantly different between FY17 and FY14 respondents

B. Overall Attitudes toward the World Bank Group

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?	150	5.90	2.75	95	5.84	2.67

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.*	132	6.25	2.54	83	6.91	1.78

(1-Not effective at all, 10-Very effective) *Significantly different between FY17 and FY14 respondents

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Timor-Leste solve its most complicated development challenges?*	127	6.11	2.66	75	7.02	1.71

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	138	7.29	2.02	85	7.20	1.59
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	137	7.16	2.00	81	7.08	1.77

(1-Strongly disagree, 10-Strongly agree)

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

To what extent is the World Bank Group an effective development partner in Timor-Leste in terms of each of the following?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	72	7.05	2.04	71	6.72	1.82
Flexibility (in terms of the institution's products and services)	47	6.37	1.91	68	6.45	1.87
Flexibility (in terms of changing country circumstances)*	45	7.01	2.03	67	6.31	1.58
Being inclusive	42	6.61	2.18	69	6.29	1.94
Openness (sharing data and other information)	51	7.09	1.97	78	6.88	1.88
Collaboration with the Government	76	7.76	1.69	78	7.76	1.49
The speed in which it gets things accomplished on the ground	41	6.67	2.05	67	6.52	1.54
Collaboration with civil society	58	7.11	1.99	76	6.72	1.67
Staff accessibility	37	6.97	2.21	70	6.83	1.65
Collaboration with other donors and development partners	60	7.92	1.68	75	7.44	1.55
Collaboration with the private sector	38	6.59	2.18	70	6.97	1.61
Collaboration with the UN	40	7.65	1.77	64	7.77	1.58
Straightforwardness and honesty	38	7.21	1.73	67	6.97	1.68
Treating clients and stakeholders in Timor-Leste with respect	125	7.15	2.08	73	7.42	1.57
Being a long-term partner	52	7.49	1.91	76	7.68	1.62

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?

Percentage of Respondents	FY14	FY17
More effective collaboration	13.0%	18.3%
The same level of effective collaboration	28.6%	38.0%
Less effective collaboration	21.7%	12.7%
Don't know	36.7%	31.0%

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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Timor-Leste?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	134	6.93	2.34	76	6.65	1.89
Gender equity	141	7.32	2.29	80	7.16	1.89
Private sector development	139	8.18	1.80	80	8.17	1.33
Education	140	8.65	1.77	85	8.39	2.07
Public sector governance/reform	134	7.93	1.91	83	8.18	1.54
Global/regional integration	135	7.32	1.98	75	6.83	1.81
Food security	140	8.08	1.85	81	7.96	1.83
Urban development	144	7.69	2.04	79	7.39	2.00
Energy	135	7.39	2.09	80	7.11	1.99
Water and sanitation	143	8.00	2.15	78	8.41	1.47
Job creation/employment	140	8.32	1.85	81	8.41	1.57
Health	138	8.16	2.03	81	8.63	1.59
Financial markets	134	7.66	2.09	81	7.57	1.74
Transport	143	8.30	1.67	78	7.99	1.80
Agriculture and rural development	140	8.50	1.78	81	8.56	1.48
Trade and exports	137	7.57	2.20	78	7.29	1.72
Crime and violence	138	6.61	2.70	77	6.55	2.20
Natural resource management*	138	7.76	1.97	79	7.03	2.14
Climate change	142	7.75	1.87	77	7.40	1.78
Poverty reduction	143	8.55	1.77	83	8.33	1.72
Anti-corruption	141	8.23	1.99	79	7.98	2.09
Judiciary reform	142	7.38	2.26	80	7.31	2.23
Economic growth	144	8.63	1.58	84	8.28	1.58
Disaster risk management	141	7.55	2.07	77	7.23	1.61
Equality of opportunity	143	7.86	1.92	77	7.33	1.94
Disease	135	7.12	2.43	77	7.09	2.09
Information and communications technology	140	7.80	1.95	79	7.39	1.68
Security/stabilization/reconstruction	133	7.09	2.36	78	7.00	2.08
Regional conflict and tensions	139	6.42	2.64	75	6.87	1.79
Local governance and institutions	139	7.90	1.91	79	7.70	1.71
Social cohesion	131	7.07	2.24	76	7.04	1.70

(1-Not important at all, 10-Very important) *Significantly different between FY17 and FY14 respondents.

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste?

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	99	6.85	2.20	44	6.14	2.01
Gender equity	100	6.99	1.88	52	6.75	1.95
Private sector development	106	6.73	1.97	56	6.81	1.78
Education	112	7.19	2.21	61	7.21	1.90
Public sector governance/reform	105	6.92	2.01	62	7.12	1.70
Global/regional integration	94	6.64	2.16	48	7.11	1.68
Food security	102	6.85	2.05	54	6.81	1.69
Energy	92	6.33	2.36	52	6.68	1.83
Job creation/employment	106	6.24	2.26	53	6.95	1.86
Health	106	7.08	1.99	60	7.32	1.89
Financial markets	98	6.33	2.19	56	6.77	1.76
Transport	105	7.10	1.90	59	7.29	1.61
Agriculture and rural development	112	7.06	1.90	62	7.04	1.86
Trade and exports	95	6.60	1.98	49	6.57	1.85
Natural resource management	91	6.41	2.17	51	6.52	1.90
Poverty reduction	117	6.94	2.11	56	7.05	1.79
Anti-corruption	89	6.05	2.52	50	6.67	1.81
Judiciary reform	87	6.86	1.98	49	6.70	1.81
Economic growth	114	7.06	2.08	55	7.09	1.87
Equality of opportunity	93	6.65	1.97	47	6.86	1.89
Information and communications technology	82	7.08	2.26	52	6.95	1.67
Social cohesion	86	6.13	2.13	48	6.77	1.88

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?*	122	6.02	1.96	72	6.93	1.63

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Timor-Leste?*	121	6.17	2.06	73	6.94	2.02

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Timor-Leste	113	6.79	2.11	77	6.72	2.07
The World Bank Group meets Timor-Leste's needs for knowledge services	122	7.24	1.68	74	7.02	1.94

(1-Strongly disagree, 10-Strongly agree)

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Are timely	112	6.48	2.05	69	6.56	1.78
Include appropriate level of stakeholder involvement during preparation	115	6.59	1.91	69	6.68	1.64
Lead to practical solutions	110	6.34	1.91	69	6.71	1.52
Are accessible (well written and easy to understand)	116	6.39	1.95	72	6.86	1.79
Are source of relevant information on global good practices	118	6.99	1.96	75	7.35	1.50
Are relevant to country challenges	123	6.84	1.91	75	7.04	1.61
Are adequately disseminated	114	6.59	2.06	72	6.44	1.74
Are translated enough into local language	115	6.53	2.07	71	6.39	1.99
Are adaptable to Timor-Leste's specific development challenges and country circumstances	123	6.84	1.98	74	6.62	1.88

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	134	7.93	1.99	80	7.23	1.76
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	126	6.97	1.93	78	7.38	1.51

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

*Significantly different between FY17 and FY14 respondents.

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	97	6.34	2.39	53	6.31	1.90
The World Bank Group effectively monitors and evaluates the projects and programs it supports	117	7.43	2.06	75	7.28	1.67
The World Bank Group's approvals and reviews are done in a timely fashion	108	6.93	2.00	64	6.98	1.77
The World Bank Group's "Safeguard Policy" requirements are reasonable	117	6.95	1.97	60	7.22	1.57
The World Bank Group's conditions on its lending are reasonable	113	6.25	2.35	58	6.94	1.89
The World Bank Group takes decisions quickly in Timor-Leste	121	6.41	2.31	62	6.43	1.74
Working with the WBG increases Timor-Leste's institutional capacity	127	7.27	2.09	74	7.22	1.53
Where country systems are adequate, the World Bank Group makes appropriate use of them	116	7.26	1.98	68	6.95	1.95
The World Bank Group provides effective implementation support	120	7.03	1.98	71	7.30	1.61

(1-Strongly disagree, 10-Strongly agree)

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?*	102	5.63	2.26	63	7.00	1.60
To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?*	103	6.23	1.91	59	6.87	1.80

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY17 and FY14 respondents.***G. Communication and Information Sharing**

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

Percentage of Respondents	FY14	FY17
Yes	36.3%	35.8%
No	63.7%	64.2%

Do you have reliable access to the Internet?

Percentage of Respondents	FY14	FY17
Yes	79.6%	84.0%
No	20.4%	16.0%

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

Percentage of Respondents	FY14	FY17
Yes	53.5%	38.2%
No	46.5%	61.8%

**Significantly different between FY17 and FY14 respondents.*

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

Please rate how much you agree with the following statements.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	114	6.25	2.19	33	7.25	1.57
I find the information on the World Bank Group's websites useful.*	114	6.47	2.20	32	7.70	1.43
The World Bank Group's social media channels are valuable sources of information about the institution*	91	6.36	2.02	55	7.26	1.94
When I need information from the World Bank Group I know how to find it	117	6.59	2.20	62	6.80	2.11
The WBG is responsive to my information requests and inquiries	101	6.43	2.18	57	6.84	2.12

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY17 and FY14 respondents.

H. Background Information

Currently, do you professionally collaborate/work with the WBG (IBRD/IDA, IFC, or MIGA) in your country?

Percentage of Respondents	FY14	FY17
Yes	50.6%	50.5%
No	49.4%	49.5%

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

Percentage of Respondents	FY14	FY17
The World Bank (IBRD)	55.4%	54.1%
The International Finance Corporation (IFC)	20.4%	16.7%
Other	24.2%	20.2%
The Multilateral Investment Guarantee Agency (MIGA)	-	9.0%

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

Percentage of Respondents	FY14	FY17
Yes	35.7%	20.7%
No	64.3%	79.3%

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

Percentage of Respondents (Responses combined)	FY14	FY17
Observer	38.4%	41.1%
Use World Bank Group reports/data	35.5%	28.2%
Engage in World Bank Group related/sponsored events/activities	32.4%	34.6%
Collaborate as part of my professional duties	39.7%	34.5%
Use WBG website for information, data, research, etc.	19.4%	23.8%

Which best represents your geographic location?

Percentage of Respondents	FY14	FY17
Dili	64.7%	87.6%
District capitals	26.7%	5.1%
Sub-district level	3.7%	2.8%
Suco	4.9%	4.4%



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in Timor-Leste? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	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 Timor-Leste.	6.50	7.26	6.73	7.00	6.87	6.71	6.71	7.04	7.00	6.53	6.69	7.28
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	7.00	7.58	7.21	7.17	7.11	7.40	7.07	7.44	7.20	7.18	7.22	7.12
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	6.86	7.46	7.12	7.00	7.09	7.04	6.96	7.32	6.94	7.30	7.20	6.65
Responsiveness to needs	6.68	6.94	7.02	6.35	6.78	6.75	6.65	7.05	6.64	7.00	6.81	6.63
Flexibility (in terms of the institution's products and services)	6.33	6.42	6.08	6.72	6.61	5.83	6.27	6.55	6.77	5.65	6.24	6.79
Flexibility (in terms of changing country circumstances)	6.29	6.51	6.18	6.59	6.34	6.36	6.38	6.26	6.54	6.04	6.25	6.71
Being inclusive	6.20	6.56	6.39	6.32	6.31	6.48	6.40	6.29	6.53	6.04	6.29	6.60
Openness (sharing data and other information)	6.78	7.03	6.91	6.93	6.92	6.92	6.94	6.86	7.09	6.67	6.83	7.22
Collaboration with the Government	7.79	7.89	7.72	8.07	8.04	7.48	7.86	7.85	7.91	7.77	7.81	8.00
The speed in which it gets things accomplished on the ground	6.29	6.80	6.70	6.38	6.68	6.36	6.41	6.91	6.62	6.50	6.48	6.93
Helping to bring discipline/effective supervision to implementation of investment projects	6.97	7.49	7.36	7.11	7.15	7.50	7.29	7.20	7.40	7.04	7.22	7.40
Collaboration with civil society	6.68	6.86	6.49	7.23	6.70	6.96	7.00	6.27	6.83	6.70	6.77	6.83
Staff accessibility	6.73	6.94	6.95	6.61	6.72	7.05	6.76	6.92	6.89	6.68	6.96	6.31
Collaboration with other donors and development partners	7.26	7.42	7.41	7.13	7.38	7.12	7.36	7.14	7.35	7.19	7.28	7.33
Collaboration with the private sector	6.94	6.97	6.74	7.41	6.91	7.18	7.02	6.95	7.35	6.42	6.93	7.29
Straightforwardness and honesty	6.85	6.97	7.00	6.69	6.87	6.91	6.76	7.14	6.90	6.84	6.84	7.00
Treating clients and stakeholders in Timor-Leste with respect	7.43	7.38	7.44	7.39	7.59	7.05	7.38	7.52	7.49	7.32	7.44	7.39
Being a long-term partner	7.41	8.14	7.80	7.73	7.78	7.75	7.82	7.67	7.65	8.00	7.79	7.71
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	6.85	7.11	6.85	7.23	6.86	7.27	7.17	6.62	7.04	6.89	6.93	7.18
The WBG's financial instruments meet the needs of Timor-Leste	6.54	6.95	6.96	6.62	6.81	6.87	6.98	6.54	6.66	7.11	6.74	7.12
The World Bank Group meets Timor-Leste's needs for knowledge services	6.75	7.08	6.98	7.04	7.04	6.91	7.04	6.92	7.04	6.92	7.09	6.71
Are adaptable to Timor-Leste's specific development challenges and country circumstances	6.51	6.86	6.53	7.00	6.67	6.83	6.86	6.44	6.98	6.29	6.71	6.72
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.07	7.49	7.04	7.72	7.46	6.92	7.35	7.16	7.47	7.00	7.24	7.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.37	7.51	7.41	7.59	7.52	7.38	7.46	7.50	7.65	7.20	7.44	7.58
The World Bank Group takes decisions quickly in Timor-Leste	6.21	6.67	6.51	6.35	6.18	7.05	6.43	6.50	6.62	6.17	6.47	6.40
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.92	7.00	7.17	6.77	6.83	7.41	6.98	7.10	7.28	6.56	7.04	6.94

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Timor-Leste FY17 Questionnaire



World Bank Group Country Survey FY 2017 – Timor-Leste

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

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

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, 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 TIMOR-LESTE

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Timor-Leste.			
Please identify which of the following you consider the most important development priorities in Timor-Leste. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
2	Gender equity	18	Agriculture and rural development
3	Private sector development	19	Trade and exports
4	Education	20	Crime and violence
5	Security/stabilization/reconstruction	21	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management
7	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
8	Food security	24	Poverty reduction
9	Urban development	25	Anti corruption
10	Energy	26	Judiciary reform
11	Water and sanitation	27	Economic growth
12	Regional conflict and tensions	28	Local governance and institutions
13	Pollution	29	Disaster risk management
14	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)
15	Health	31	Disease
16	Financial markets	32	Information and communications technology

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Timor-Leste? (Choose no more than THREE)			
1	Economic growth	17	Water and sanitation
2	Disaster risk management	18	Pollution
3	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
4	Disease	20	Health
5	Local governance and institutions	21	Security/stabilization/reconstruction
6	Information and communications technology	22	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	24	Gender equity
9	Trade and exports	25	Private sector development
10	Crime and violence	26	Education
11	Climate change (e.g., mitigation, adaptation)	27	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	28	Food security
13	Social cohesion	29	Regional conflict and tensions
14	Energy	30	Urban development
15	Anti corruption	31	Natural resource management
16	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 Timor-Leste? (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 Timor-Leste? (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 Timor-Leste? (Select only ONE response)

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

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

B1. How familiar are you with the work of the World Bank Group in Timor-Leste?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

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

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Timor-Leste, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)			
1	Energy	17	Judiciary reform
2	Water and sanitation	18	Economic growth
3	Pollution	19	Disaster risk management
4	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
5	Health	21	Disease
6	Regional conflict and tensions	22	Local governance and institutions
7	Financial markets	23	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
9	Gender equity	25	Agriculture and rural development
10	Private sector development	26	Trade and exports
11	Education	27	Crime and violence
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Natural resource management
13	Security/stabilization/reconstruction	29	Social cohesion
14	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)
15	Food security	31	Poverty reduction
16	Urban development	32	Anti corruption

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Timor-Leste?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	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	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)	
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 Timor-Leste
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	Not focused enough on issues that are unique to post-conflict countries
17	Inadequate number of World Bank Group staff members located in the country
18	Other (please specify): _____
19	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 Timor-Leste? (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 Timor-Leste 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	9	10	
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10	9	10	<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10	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	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

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

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

To what extent is the World Bank Group an effective development partner in Timor-Leste, in terms of each of the following?		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B25	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B26	Treating clients and stakeholders in Timor-Leste with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

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

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

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)	
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	Ongoing conflict and instability
13	Inadequate funding
14	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Timor-Leste?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	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"/>
29	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")												
		Not effective at all									Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	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	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Timor-Leste?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

To what extent do you agree with the following statements about the World Bank Group in Timor-Leste?																					
										Strongly disagree		Strongly agree		Don't know							
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Timor-Leste										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Timor-Leste's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe that Timor-Leste received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

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



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

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

D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

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

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

E11. To what extent do you believe the World Bank Group is adequately staffed in Timor-Leste?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

E12. To what extent do you believe the World Bank Group measures and corrects its work in real time in Timor-Leste?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TIMOR-LESTE****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)**

1	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 Timor-Leste'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 Timor-Leste's specific challenges
14	Increase the level of World Bank Group staffing in Timor-Leste's office
15	Other (please specify): _____

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

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

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Timor-Leste?	B. Which THREE areas below would benefit most from other donors in Timor-Leste?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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

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

G7. 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
G8	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"/>	
G9	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"/>	
G10	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"/>	
G11	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"/>	
G12	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	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		

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

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

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Timor-Leste? (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? <i>(If YES please go to Question H6; If NO please go to H7)</i>	
1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Timor-Leste? (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 Timor-Leste? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?	
1	Female
2	Male

H9. Which best represents your geographic location?	
1	Dili
2	District capitals
3	Sub-district level
4	Suco

Thank you for completing the survey!