

# FY 2018 India Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**April 2018**



## Acknowledgements

The India 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Antonina Redko, Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the India country team and the independent fielding agency Nielsen India. In particular, PORG is grateful for the support from Patsy D'Cruz (Communications Assistant) who coordinated the survey related activities from New Delhi, India.



Country Opinion Surveys  
THE WORLD BANK GROUP



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### INDIA





## I. Objectives

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

- *General Issues Facing India*
- *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 India*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From January to March 2018, 998 stakeholders of the WBG in India were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 315 stakeholders participated in the survey (32% response rate). Respondents completed the questionnaires with a representative from the local fielding agency or received the questionnaires via the online survey platform Qualtrics.

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

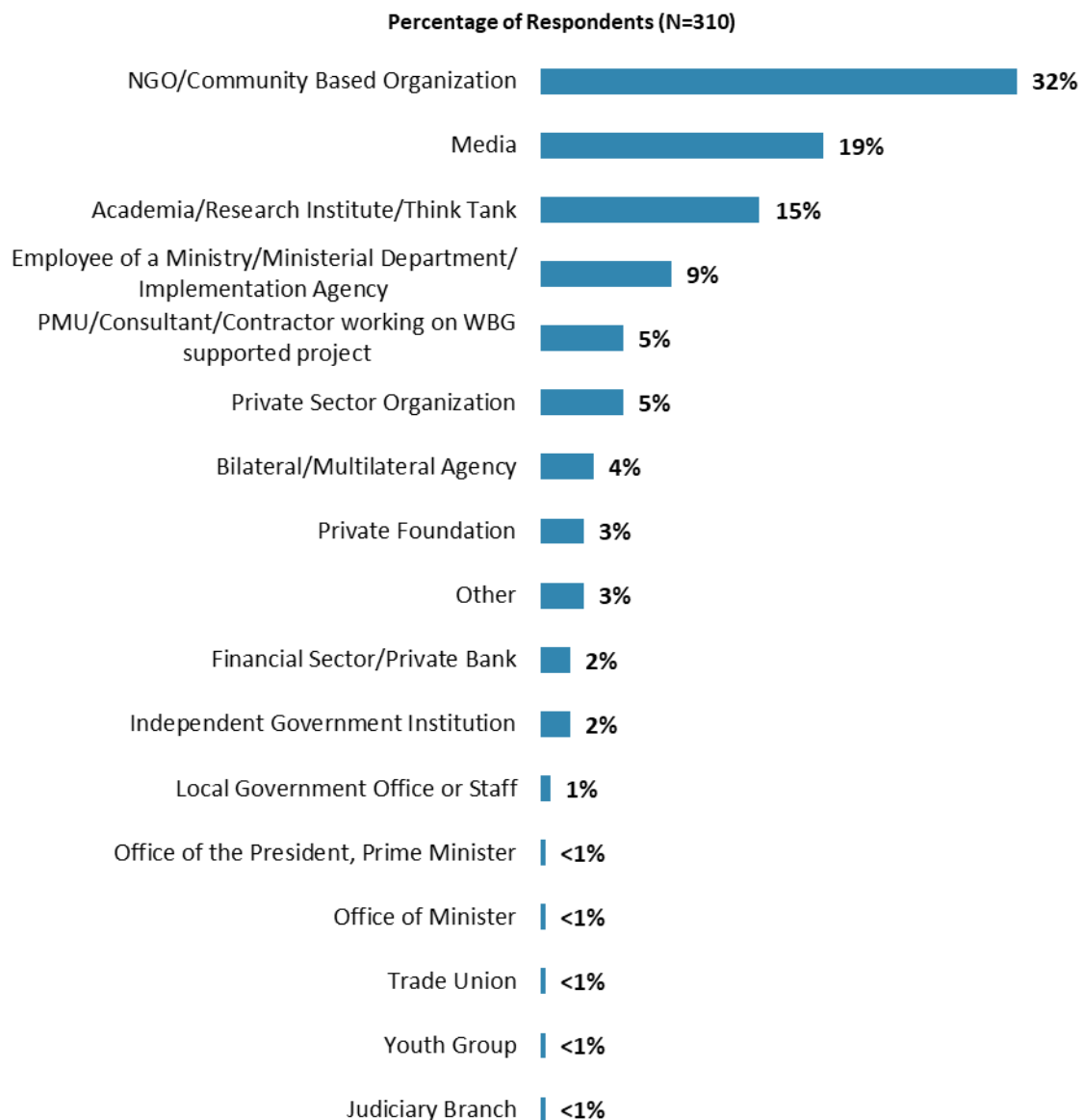
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 45%, N=263). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 88).



### III. Demographics of the Sample

#### Current Position

- For further analyses, employees of ministries/ministerial departments/implementation agencies, respondents from PMUs, and consultants working on WBG projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations, private foundations, trade unions, and youth groups were combined in the “CSO” category; and the small number of respondents from the Office of the President/Prime Minister, the office of a minister, local government, independent government institutions, and the judiciary branch were included in the “Other” category. There were no respondents from the office of a parliamentarian and faith-based groups.

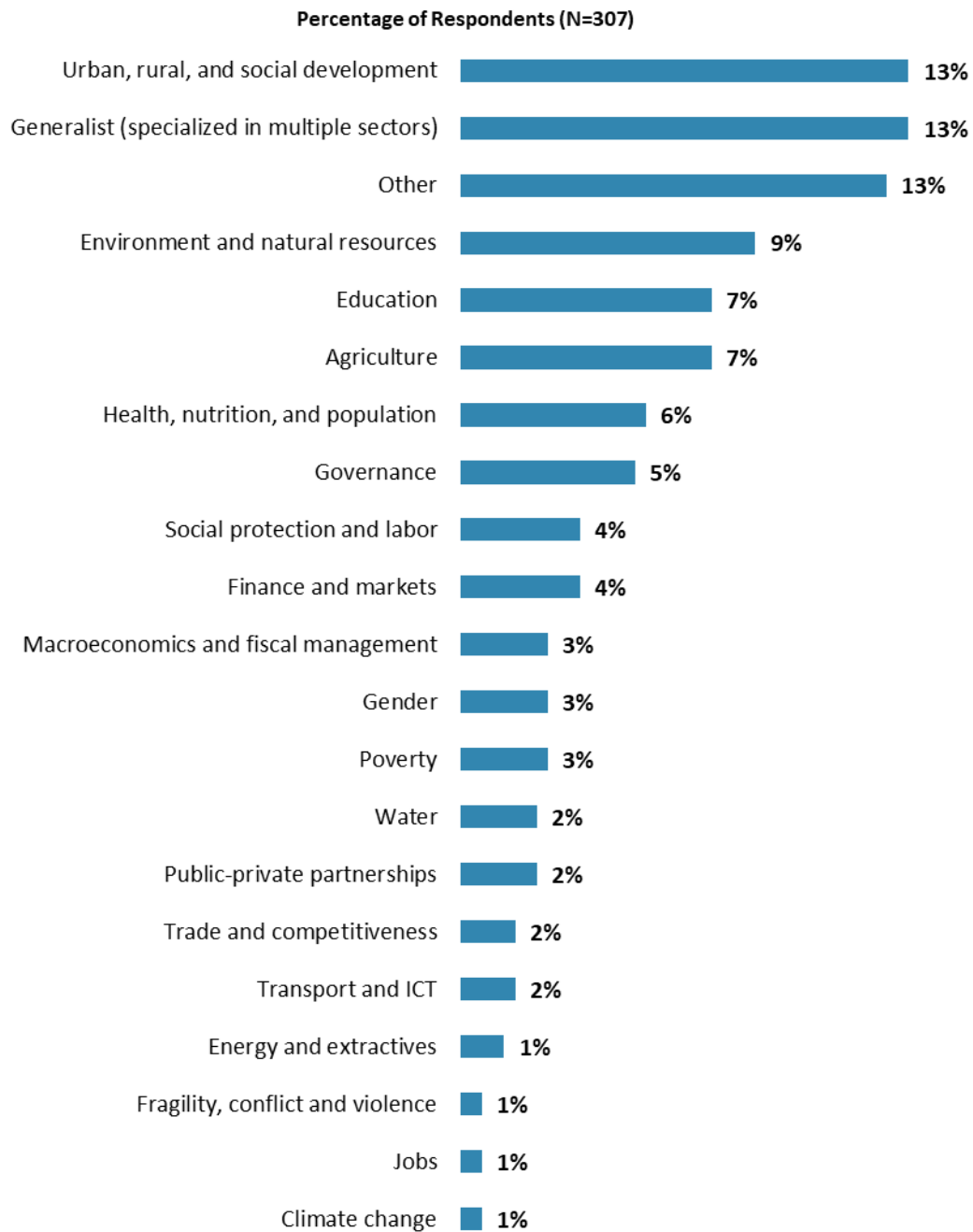


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



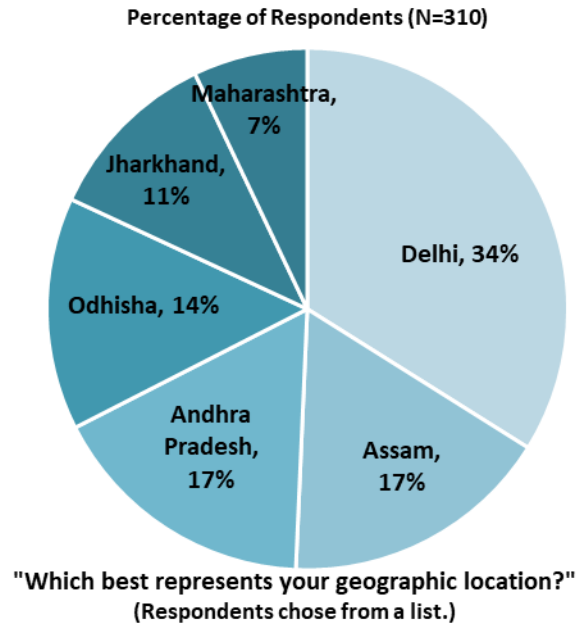
"Please identify the primary specialization of your work." (Respondents chose from a list.)



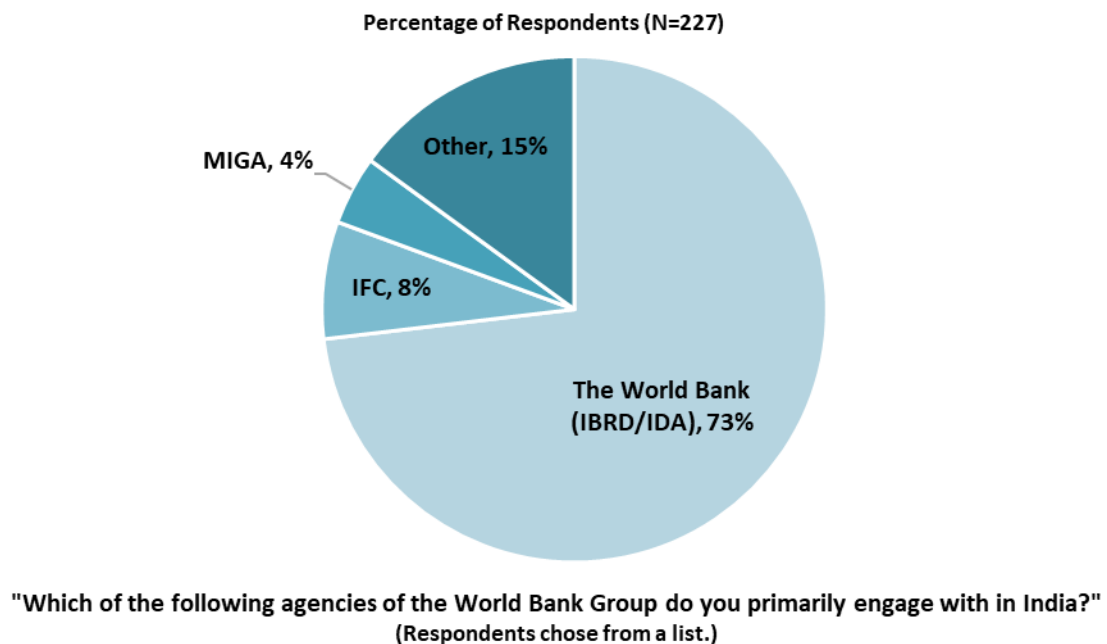
### III. Demographics of the Sample (continued)

#### Geographic Locations

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



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

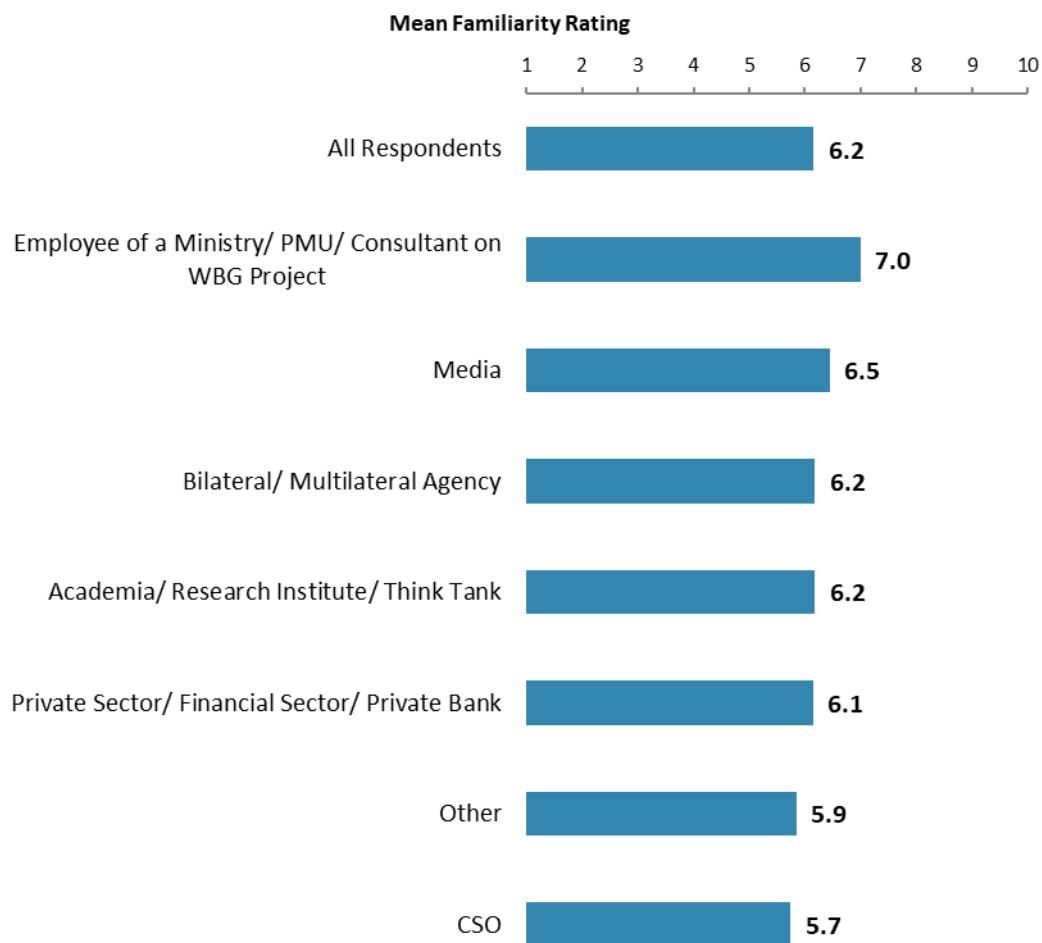




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'15 Country Survey (weighted mean in FY'18 = 6.2; weighted mean in FY'15 = 6.7)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in India, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in India, and the extent to which the WBG contributes to the country's development results.



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

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

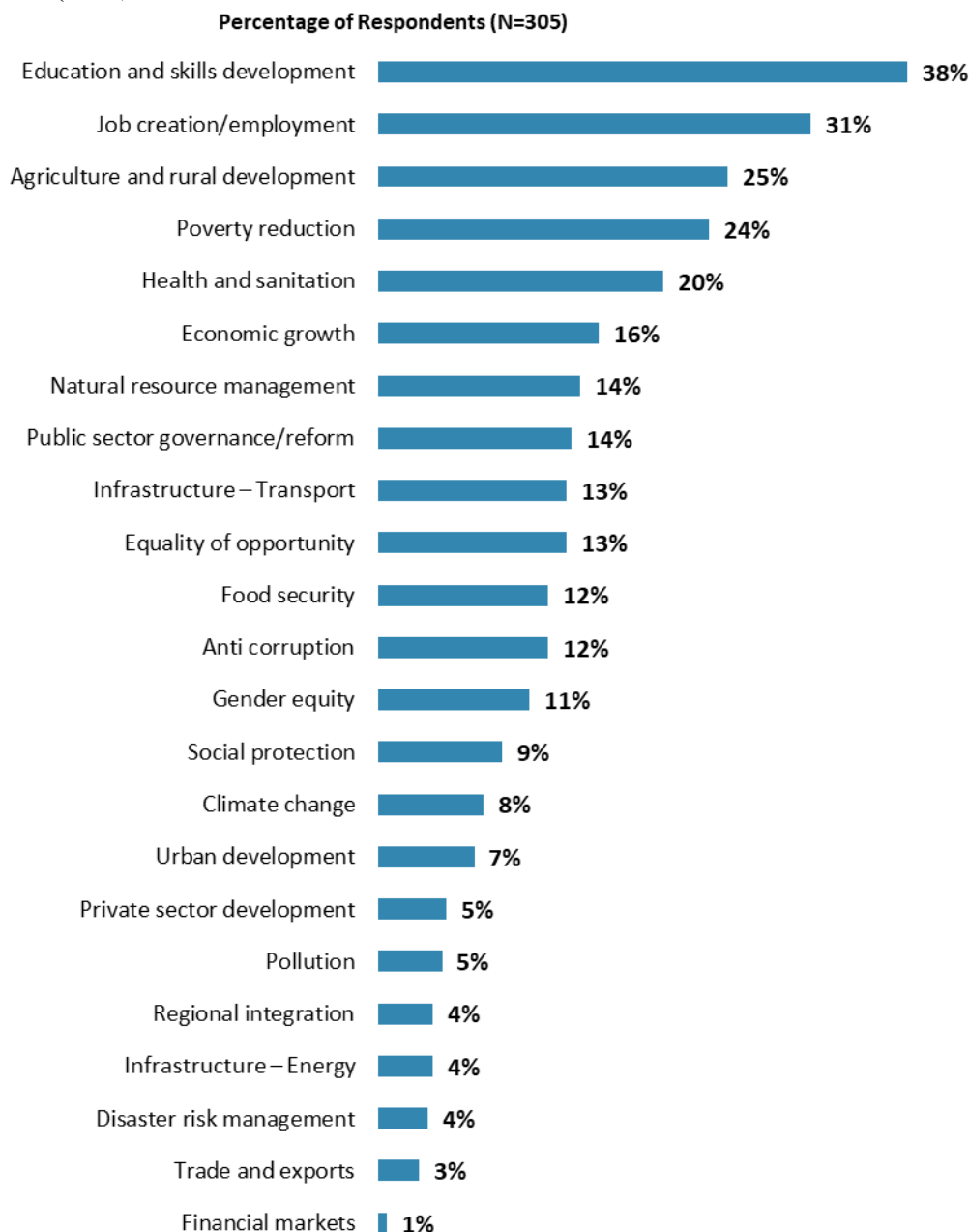




## IV. General Issues Facing India (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in India were “*education*” (31%), “*job creation/employment*” (29%), “*agricultural development*” (29%), and “*rural development*” (28%).



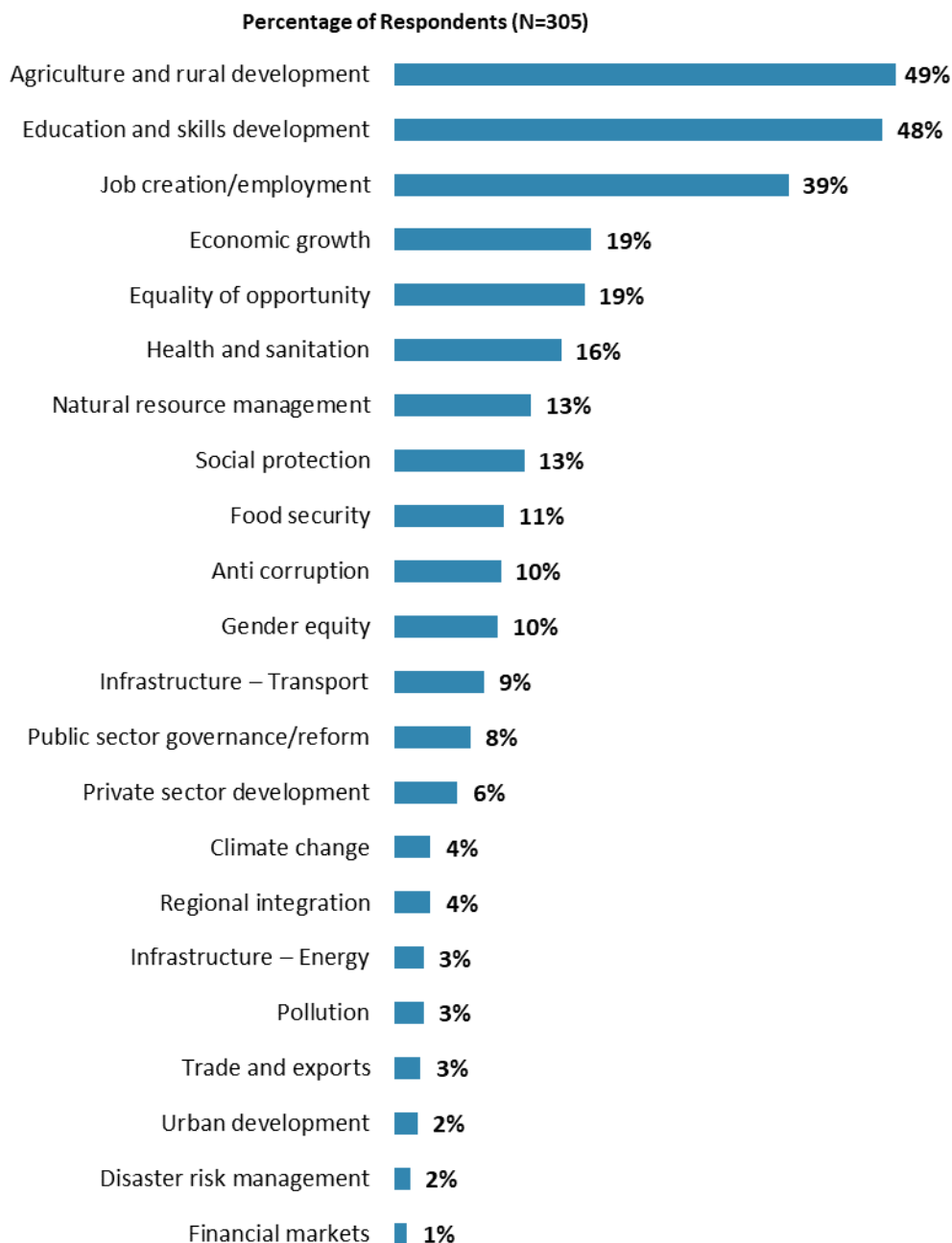
"Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing India (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the greatest contributors to poverty reduction in India were “*rural development*” (44%), “*education*” (44%), and “*job creation/employment*” (40%).



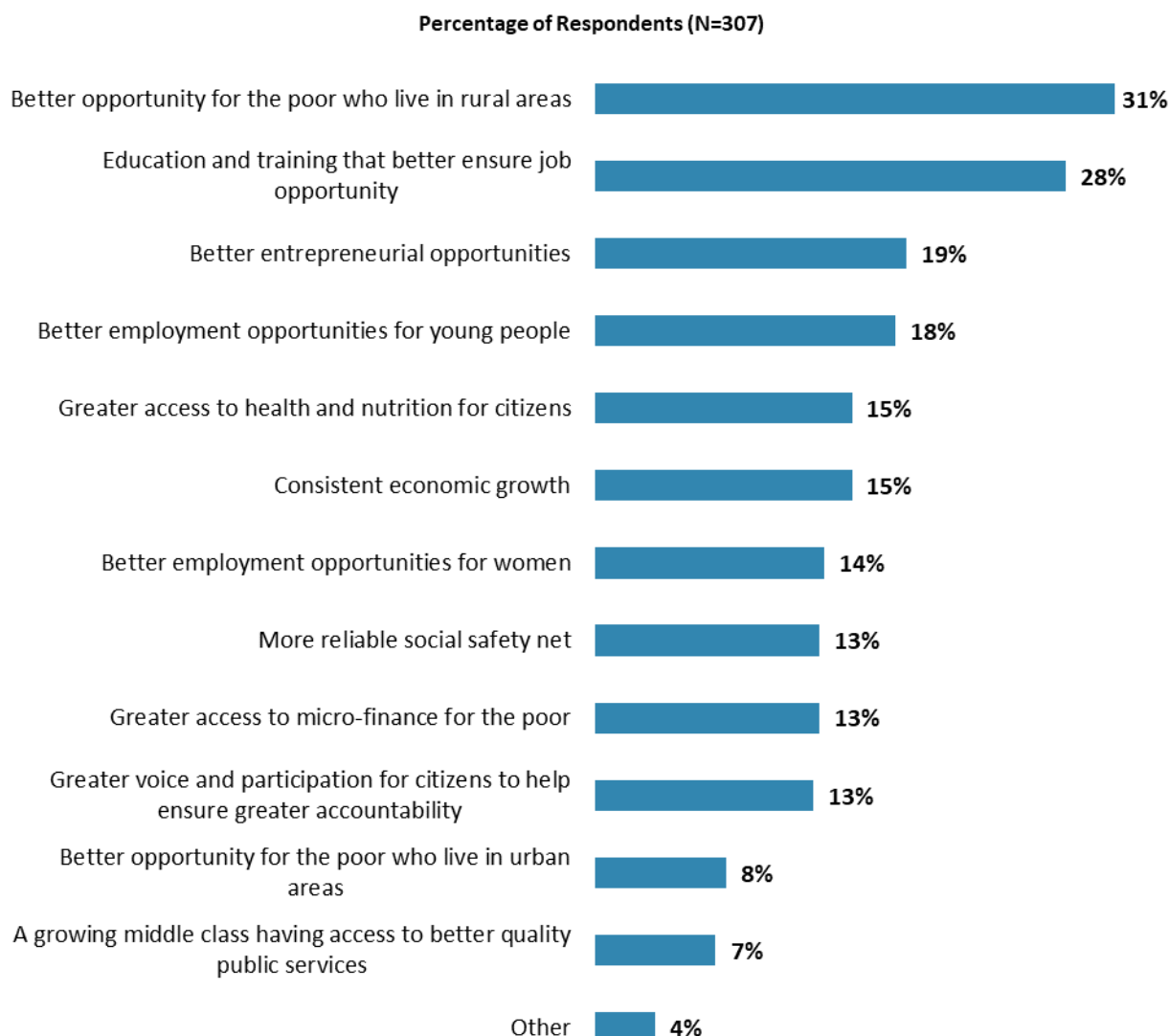
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing India (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in India can be best achieved through “*better opportunity for the poor who live in rural areas*” (29%).



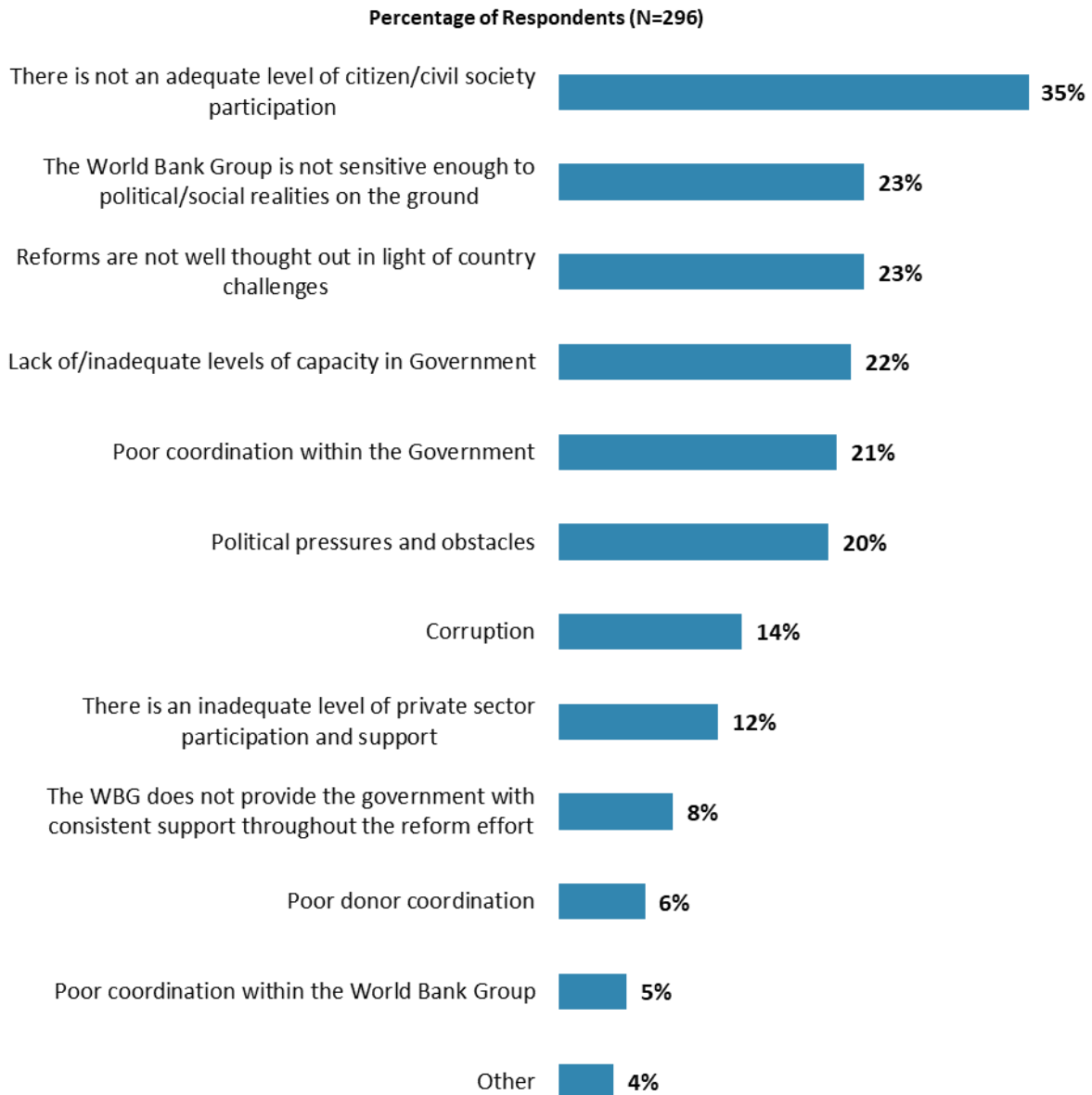
"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts



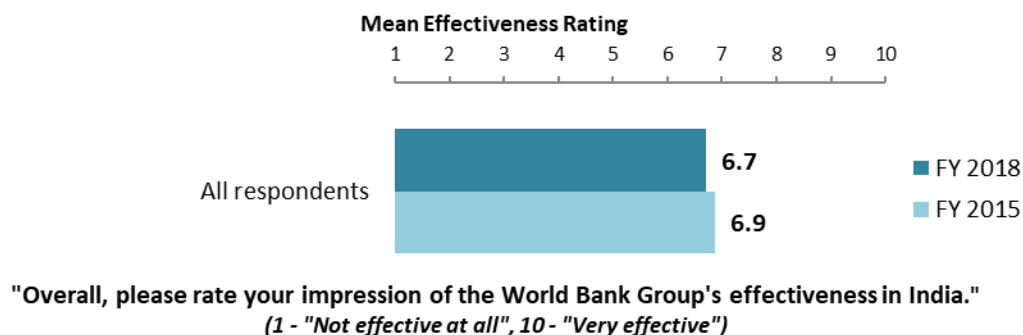
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



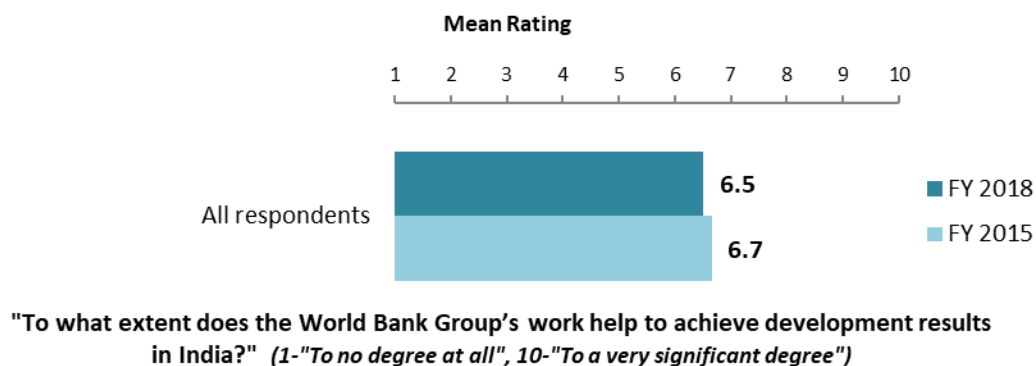
## V. Overall Attitudes toward the World Bank Group (continued)

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

### The World Bank Group’s Overall Effectiveness<sup>2</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)

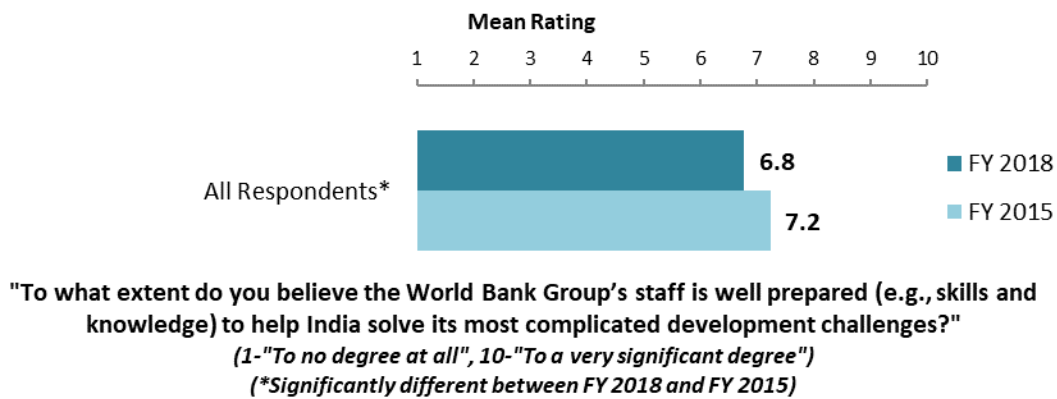


<sup>2</sup> Means presented in the charts on this page were calculated based on weighted data.



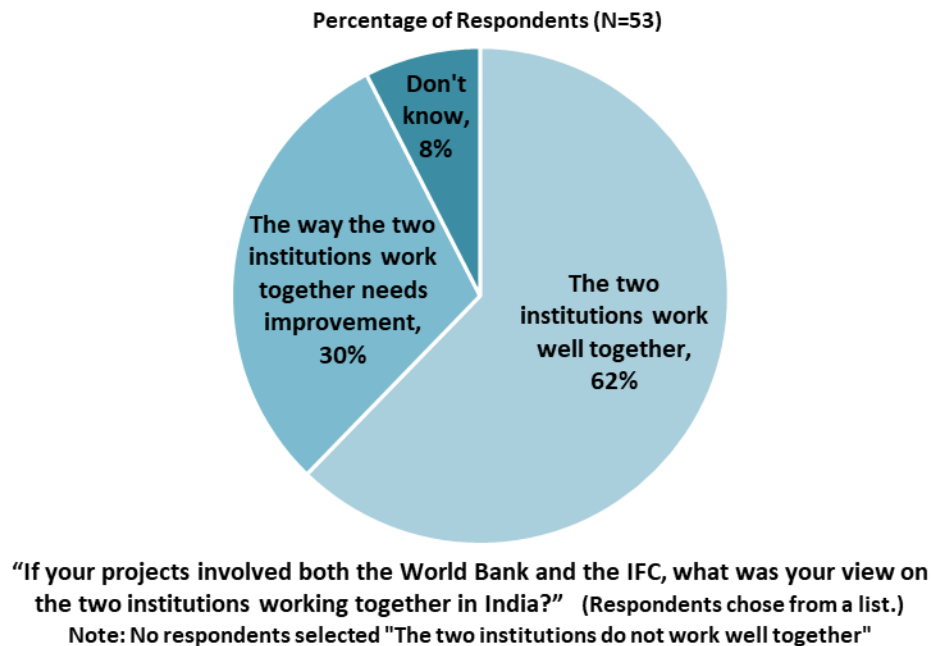
## V. Overall Attitudes toward the World Bank Group (continued)

### WBG Staff Preparedness<sup>3</sup>



### The World Bank and the IFC Working Together

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



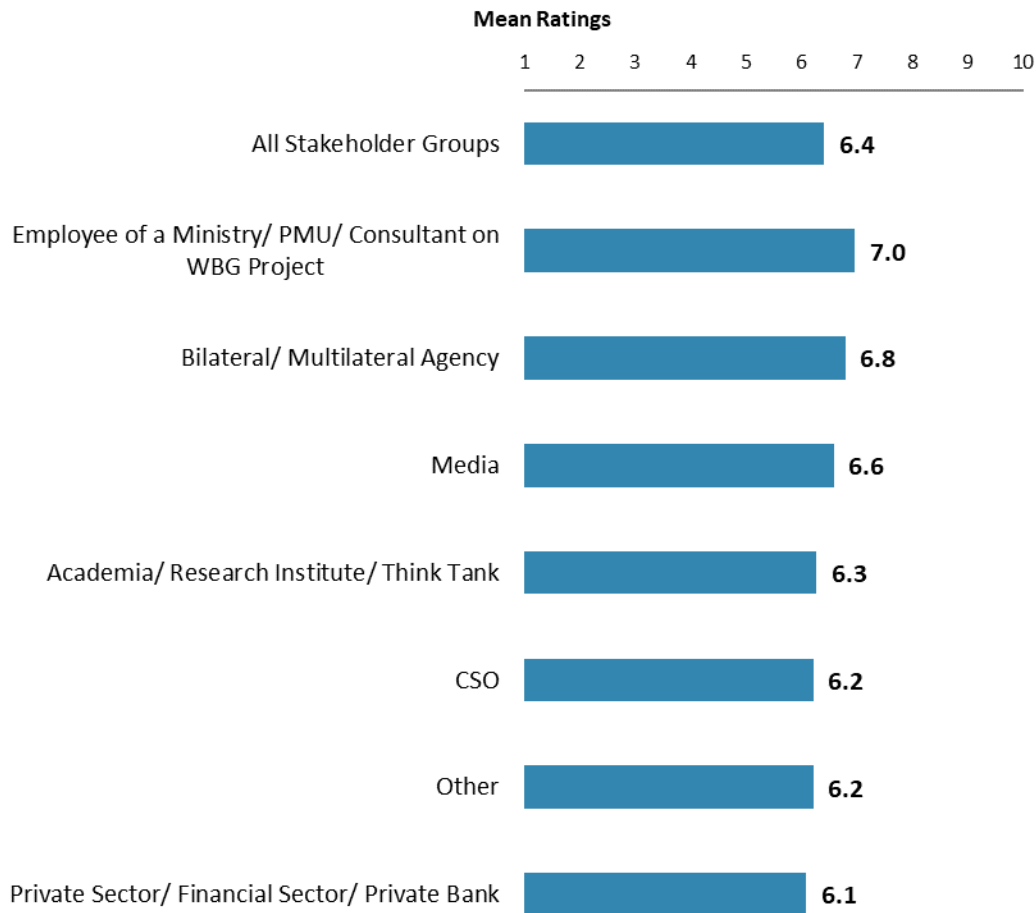
<sup>3</sup> Means presented in the chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.1). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 95).



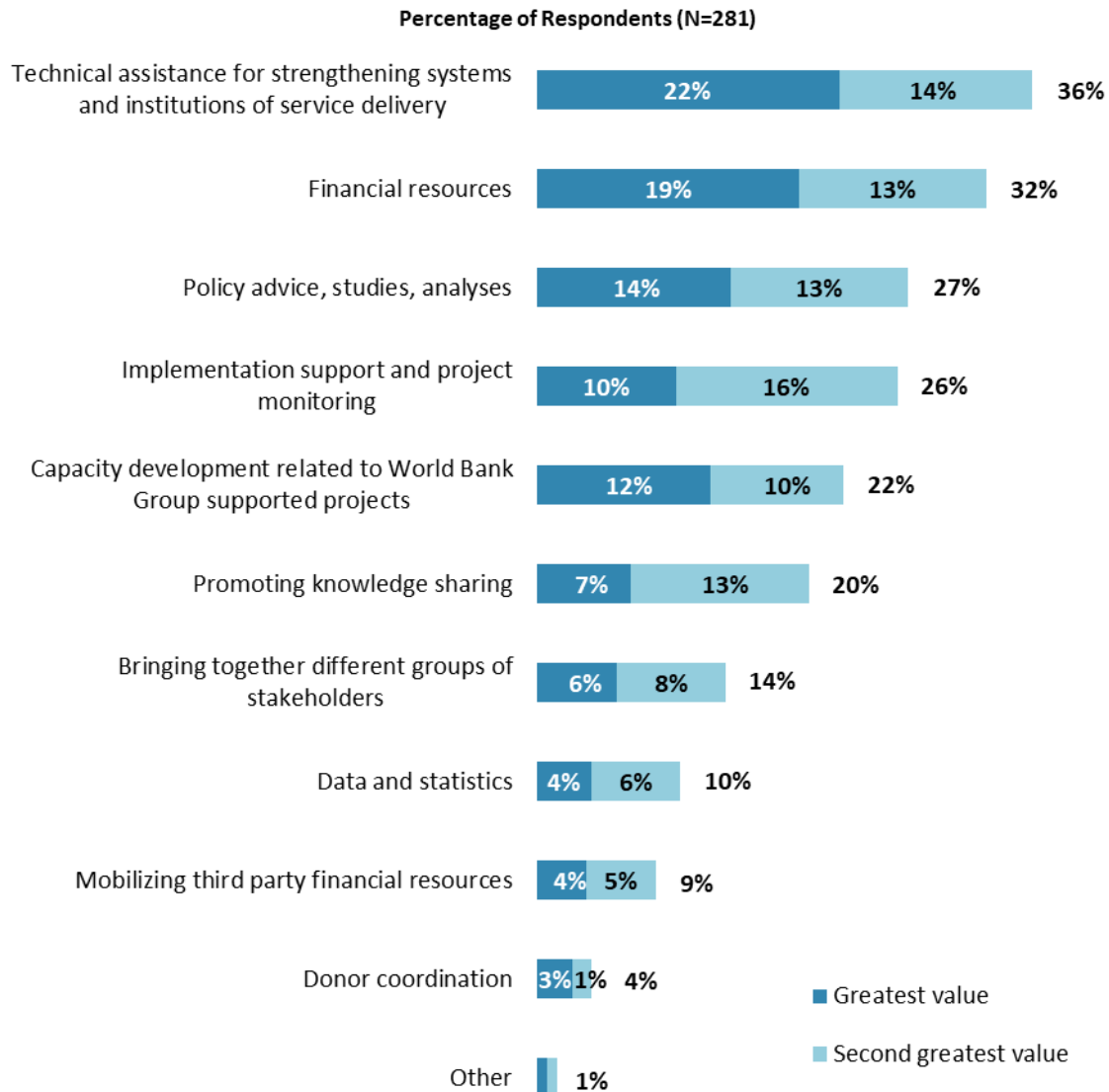
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest value to India was its "*financial resources*" (55%).



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

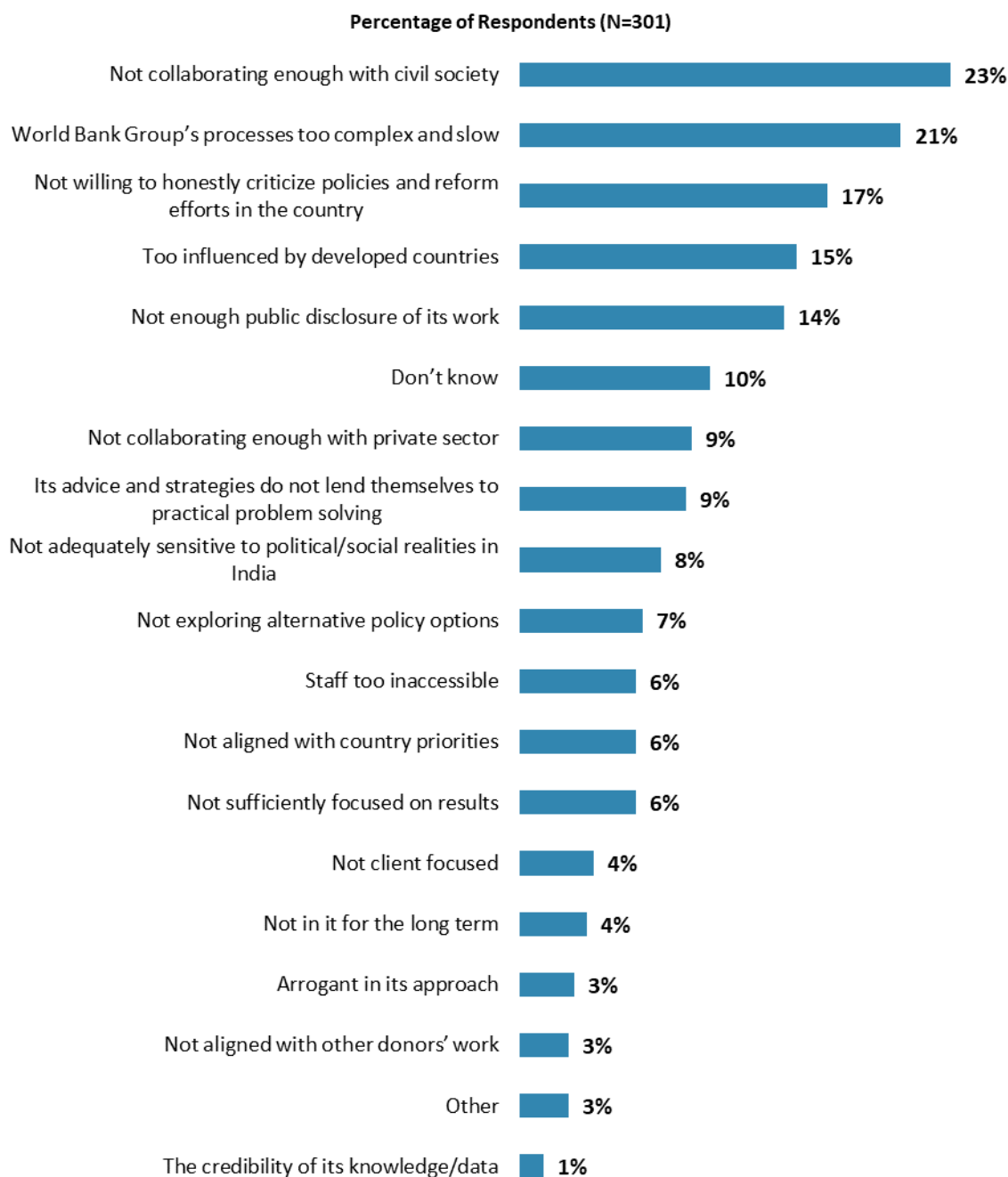




## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weakness in its work in India was "*not collaborating enough with stakeholders outside the government*" (32%).

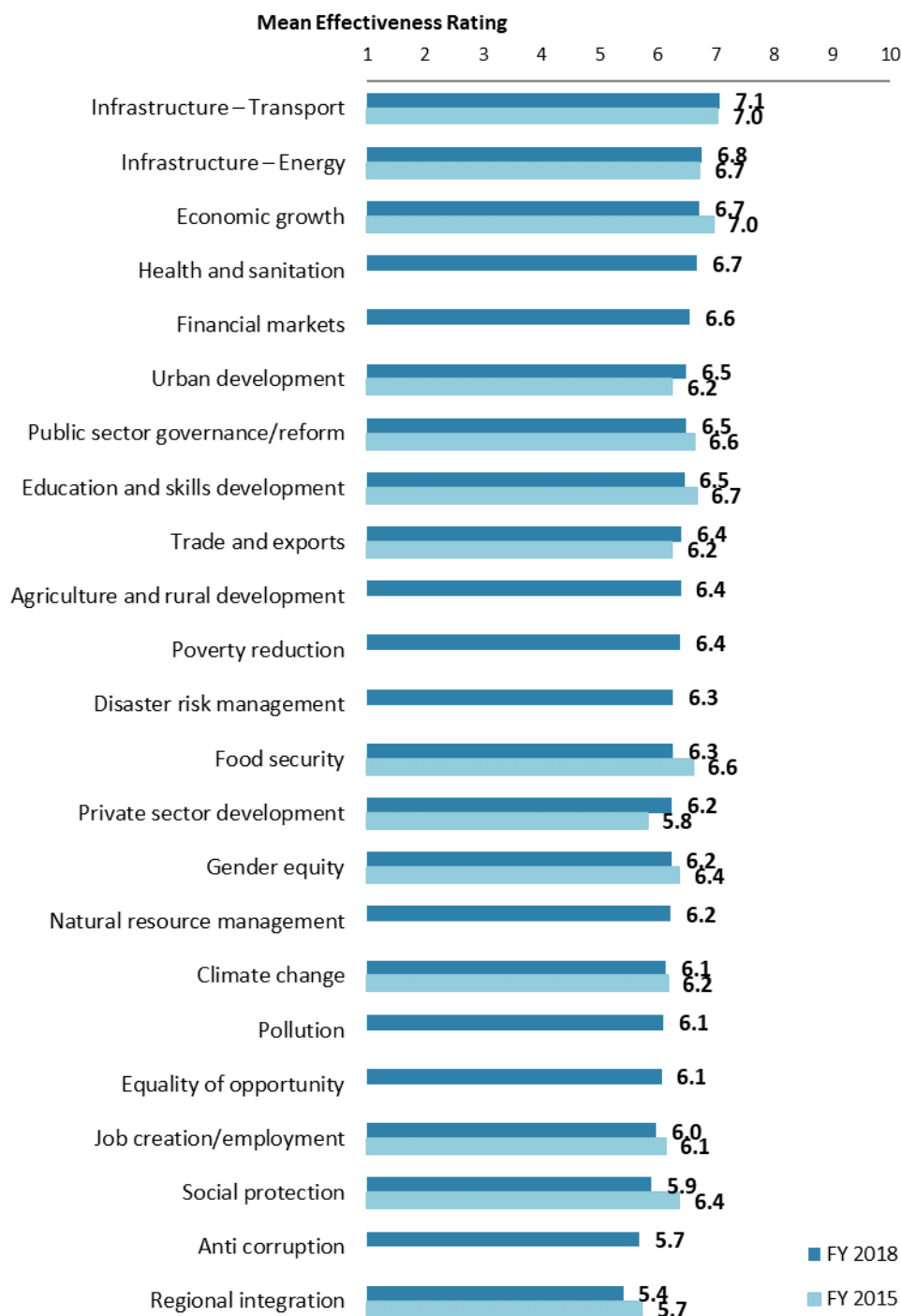


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>4</sup>



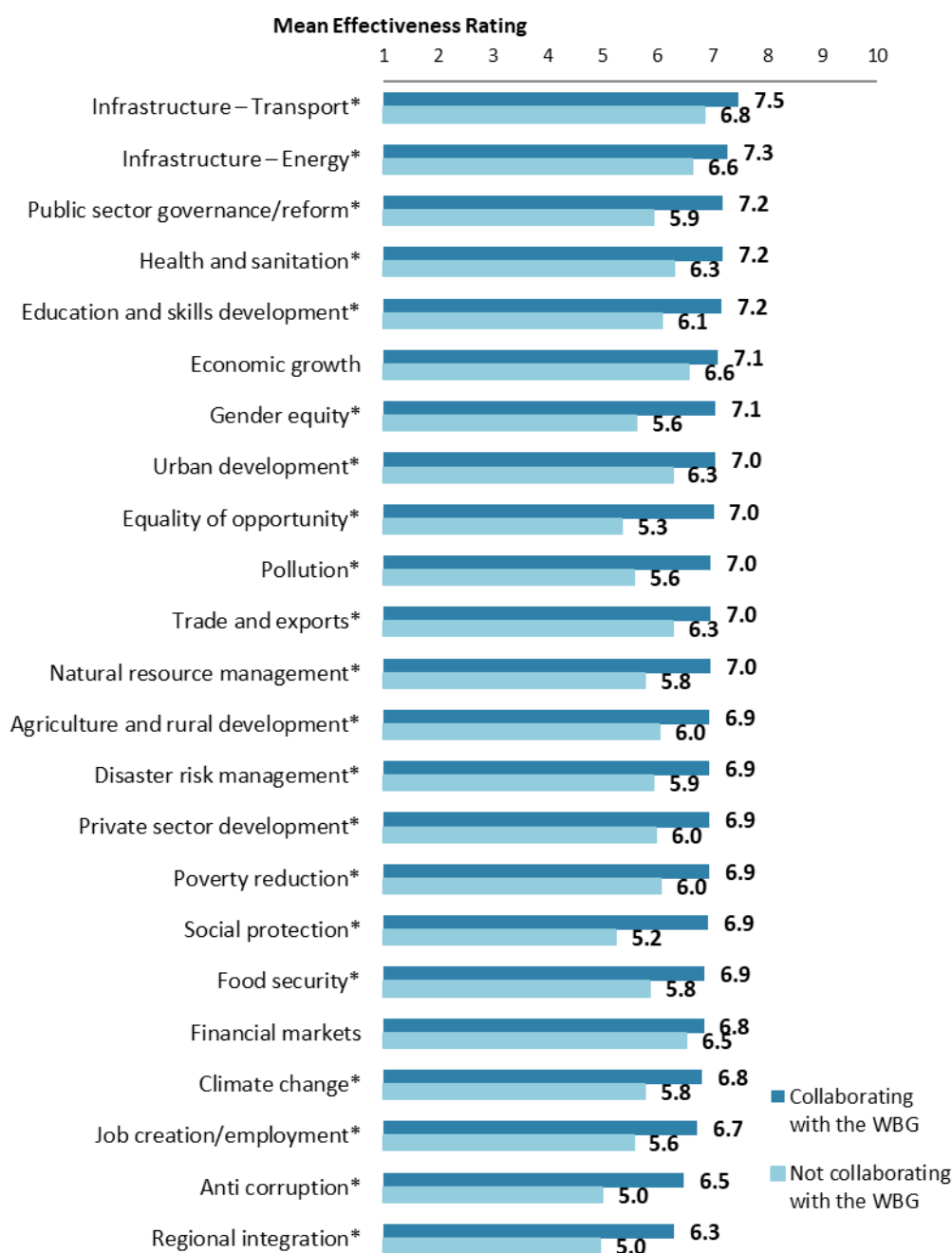
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in India?" (1-"Not effective at all", 10-"Very effective")

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



## VI. Sectoral Effectiveness (continued)

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



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

<sup>5</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 49) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in India, bivariate correlational analyses were conducted using respondents' ratings of the twenty-three specific areas of effectiveness.

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

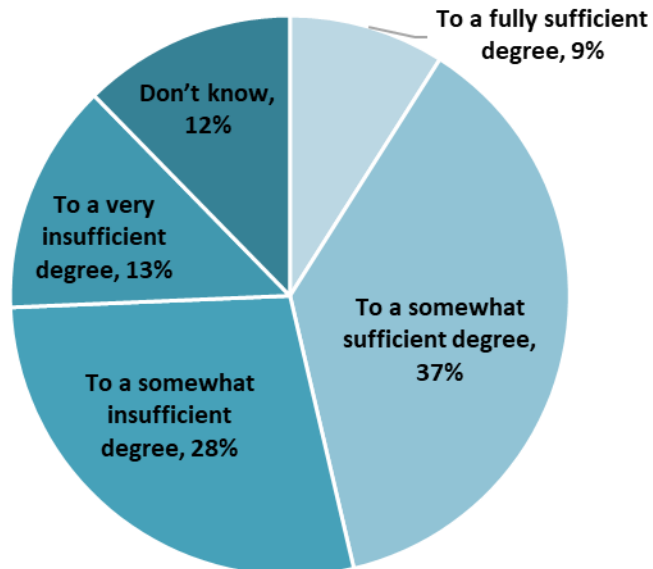
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in India. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at social protection; and
  - The WBG's effectiveness at equality of opportunity.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in India, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
  - The WBG's effectiveness at equality of opportunity;
  - The WBG's effectiveness at social protection;
  - The WBG's effectiveness at anti-corruption; and
  - The WBG's effectiveness at agriculture and rural development.



## VI. Sectoral Effectiveness (continued)

### Helping the Poorest

Percentage of Respondents (N=300)

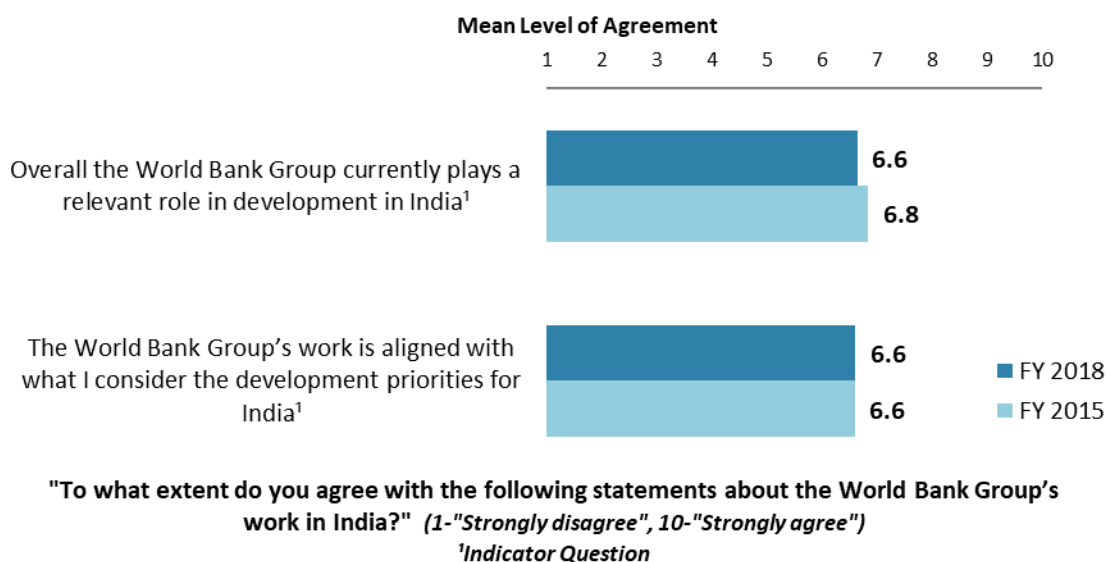


"To what extent do you believe that the World Bank Group's work and support help the poorest in India?" (Respondents chose from a list.)

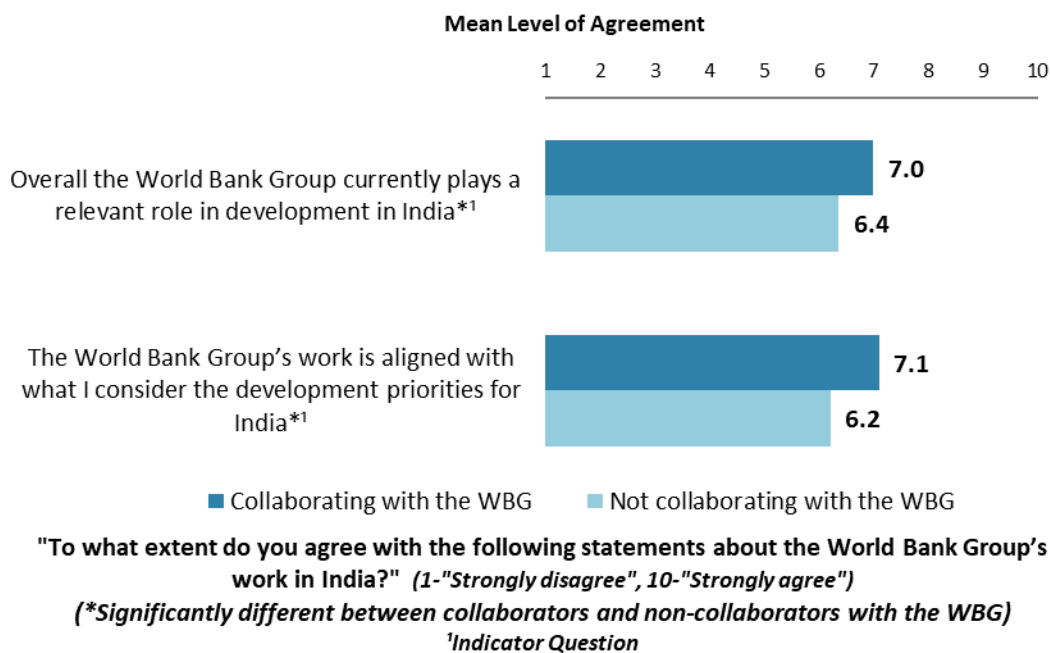


## VII. How the World Bank Group Operates

### The World Bank Group's Work in India: Year Comparison<sup>6</sup>



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

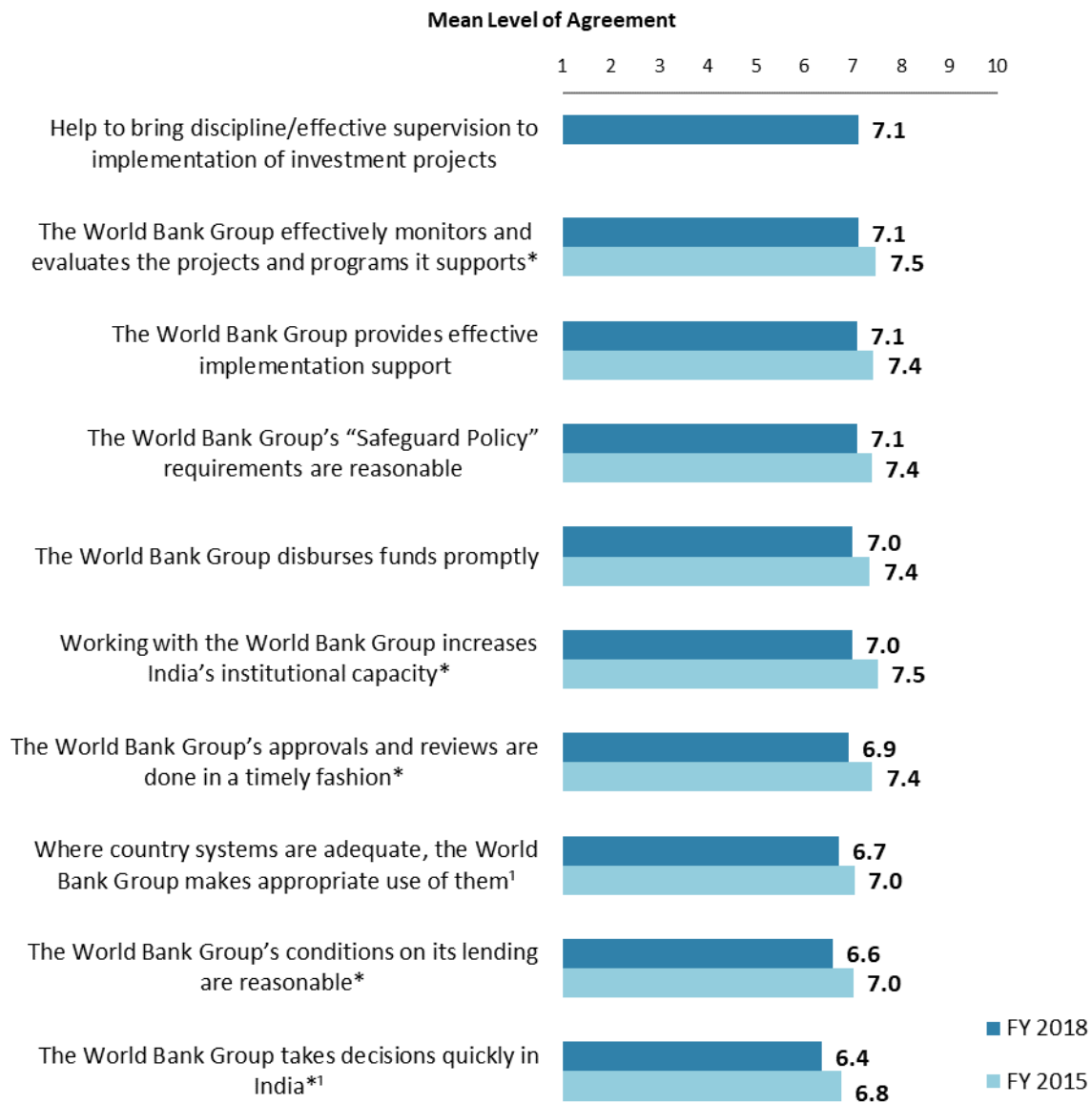


<sup>6</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>7</sup>



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

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

*(\*Significantly different between FY 2018 and FY 2015)*

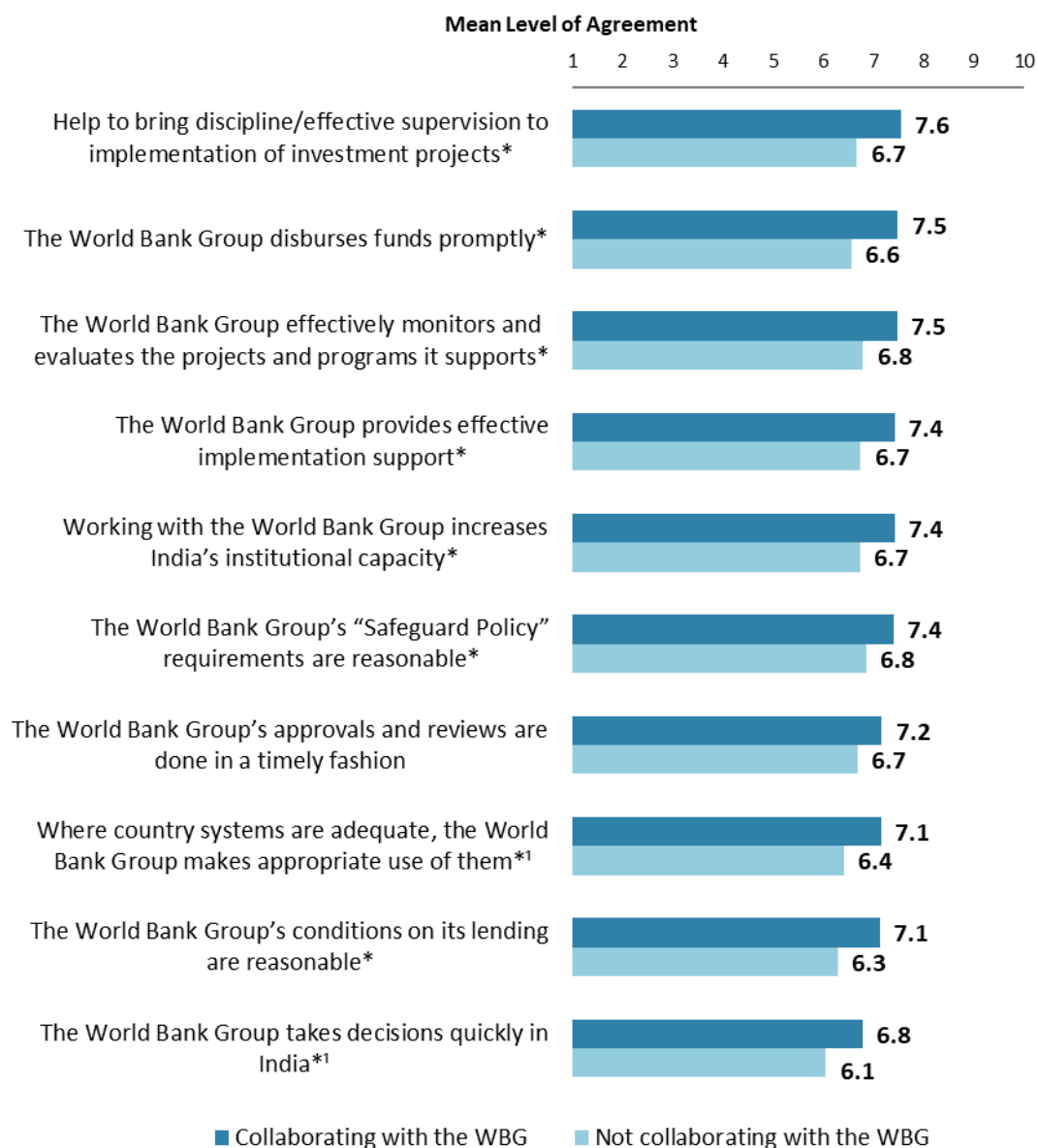
*<sup>1</sup>Indicator Question*

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



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

### Overall Perceptions: Collaboration



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





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

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>



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

(\*Significantly different between FY 2018 and FY 2015)

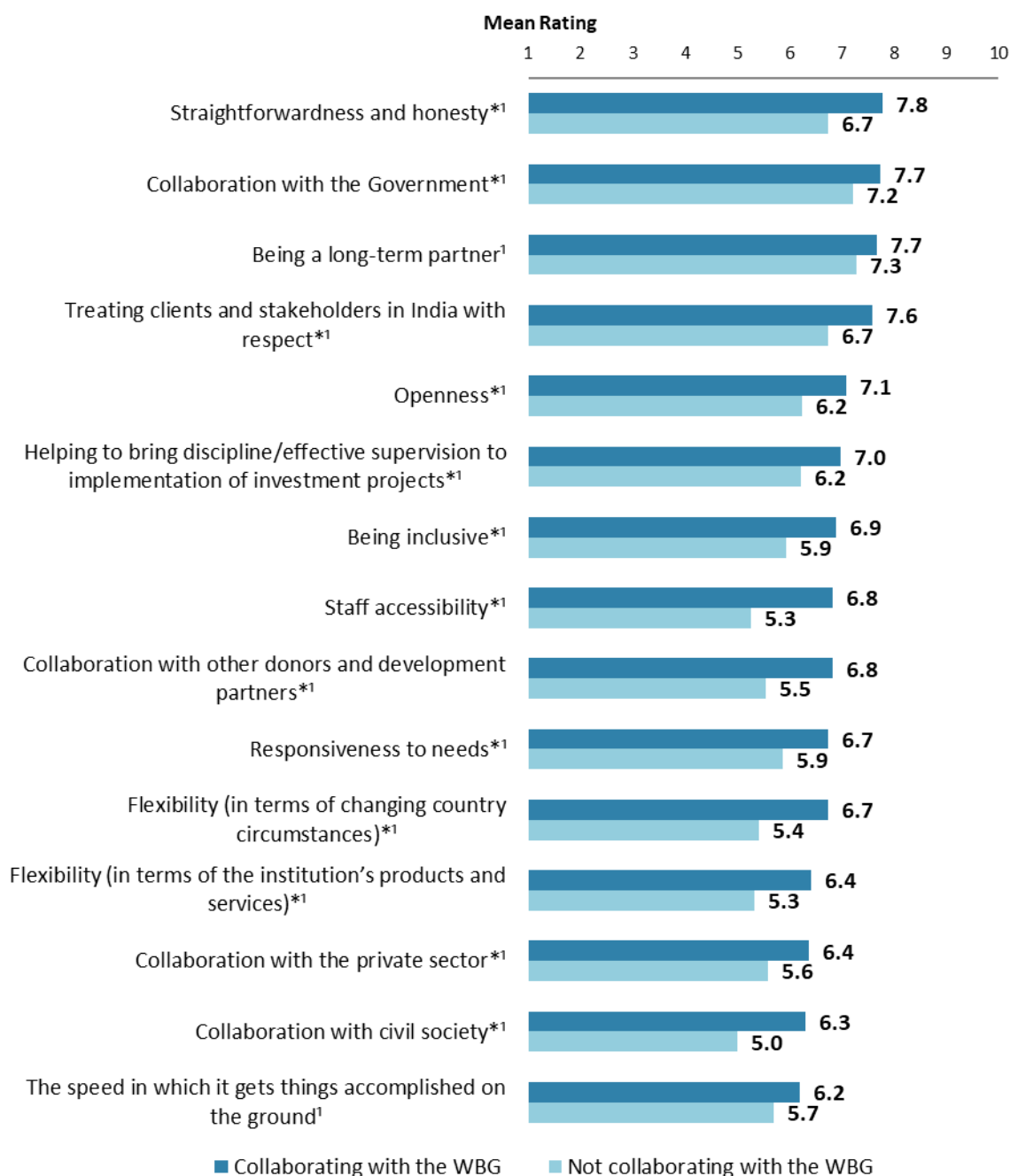
<sup>1</sup>Indicator Question

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



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

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



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

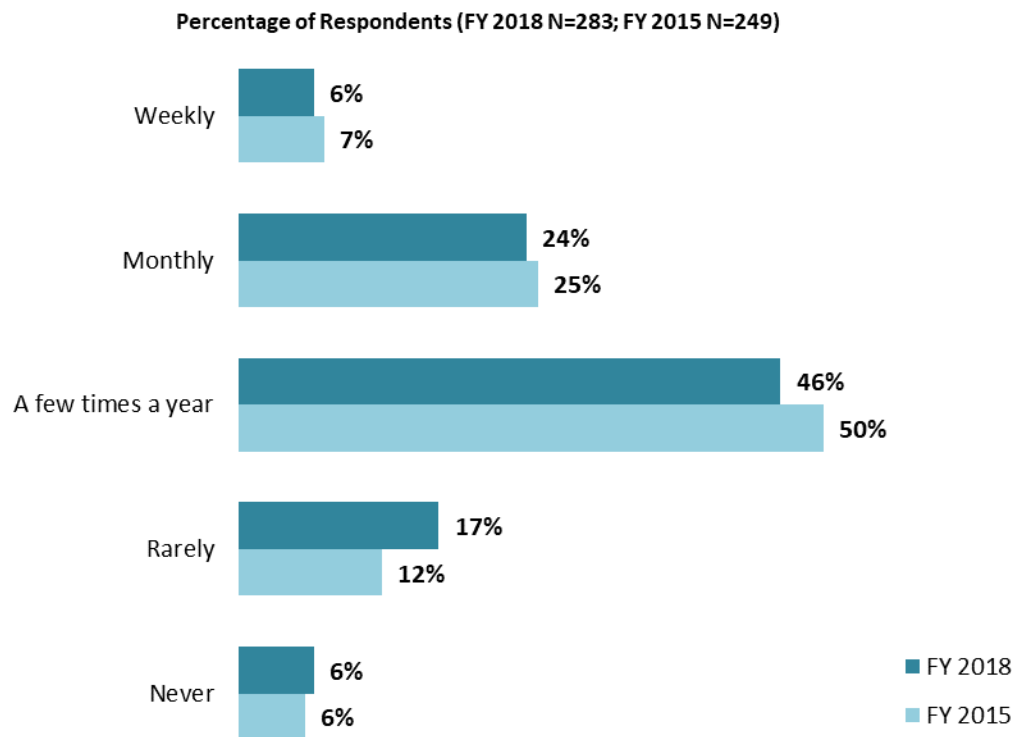
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>9</sup>



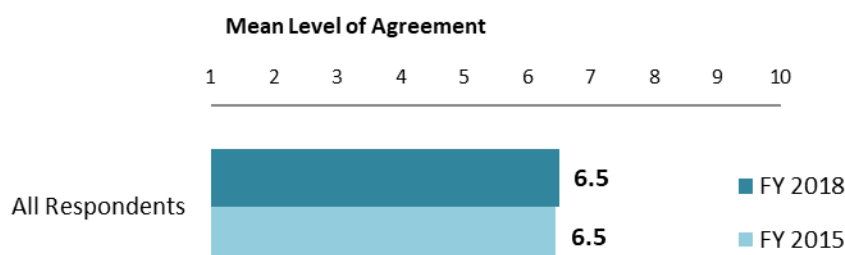
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

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



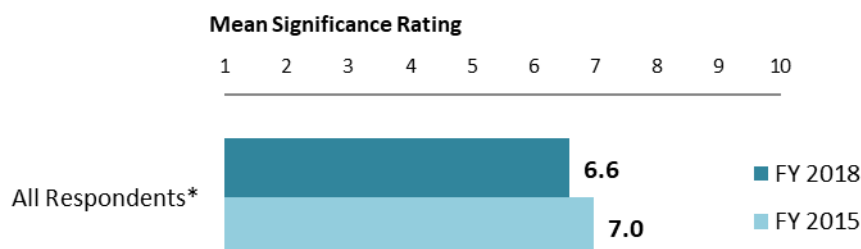
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting India's Knowledge Needs<sup>10</sup> (Indicator Question)



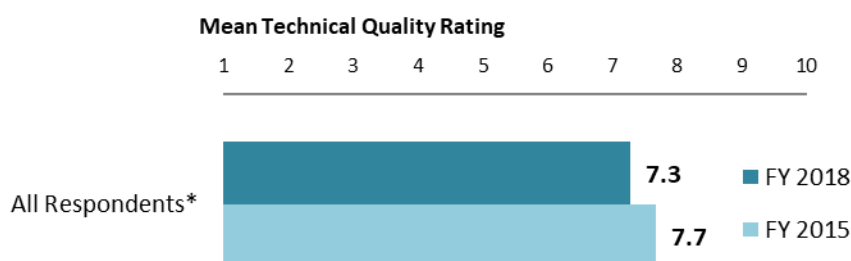
"The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
(1-"Not significant at all", 10-"Very significant")  
(\*Significantly different between FY 2018 and FY 2015)

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



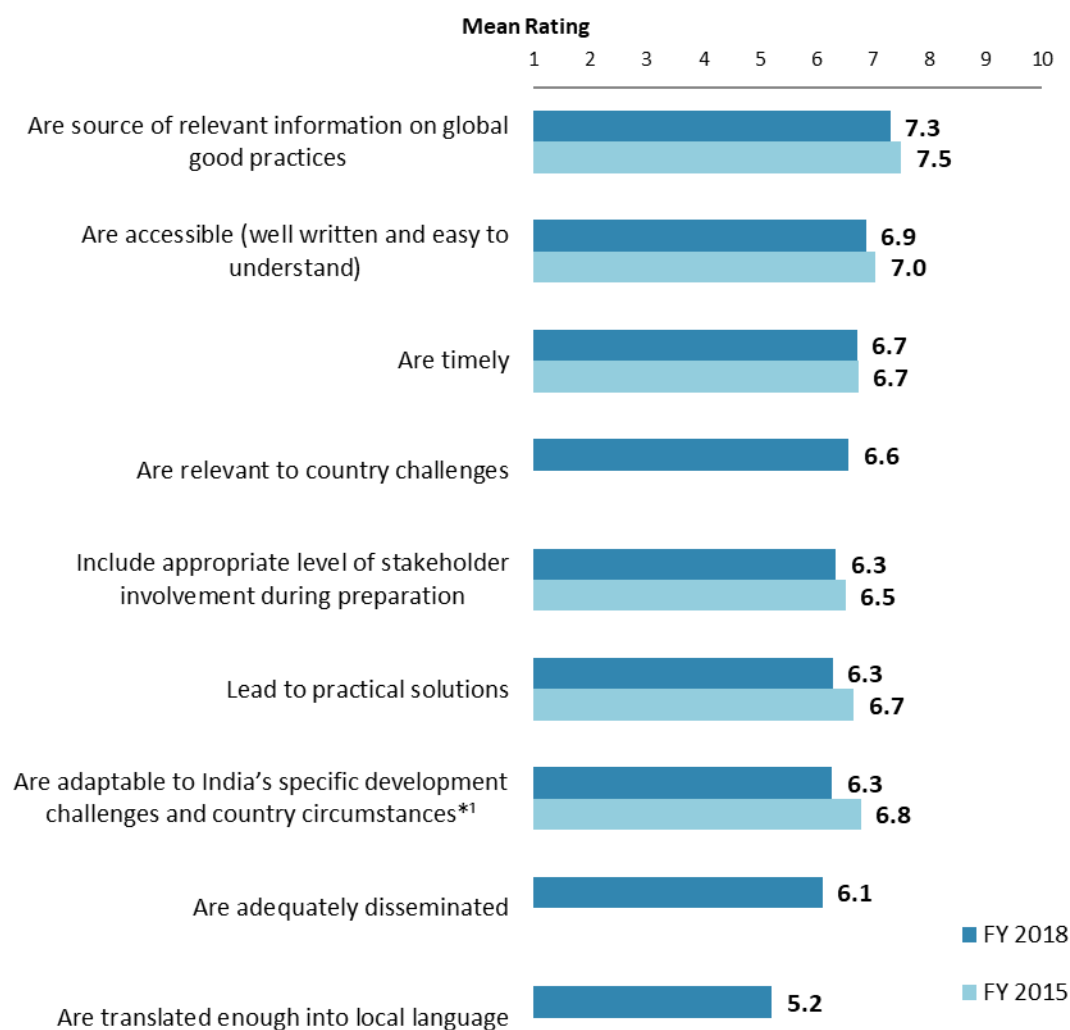
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")  
(\*Significantly different between FY 2018 and FY 2015)

<sup>10</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>11</sup>



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

(\*Significantly different between FY 2018 and FY 2015)

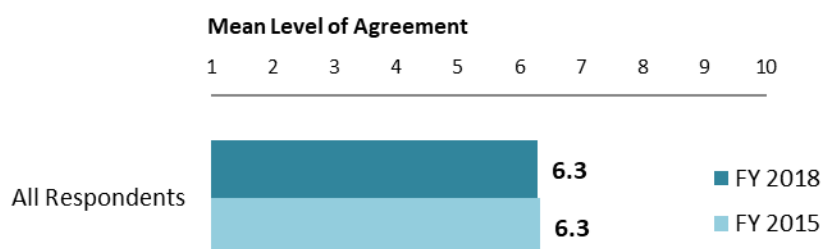
<sup>1</sup>Indicator Question

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



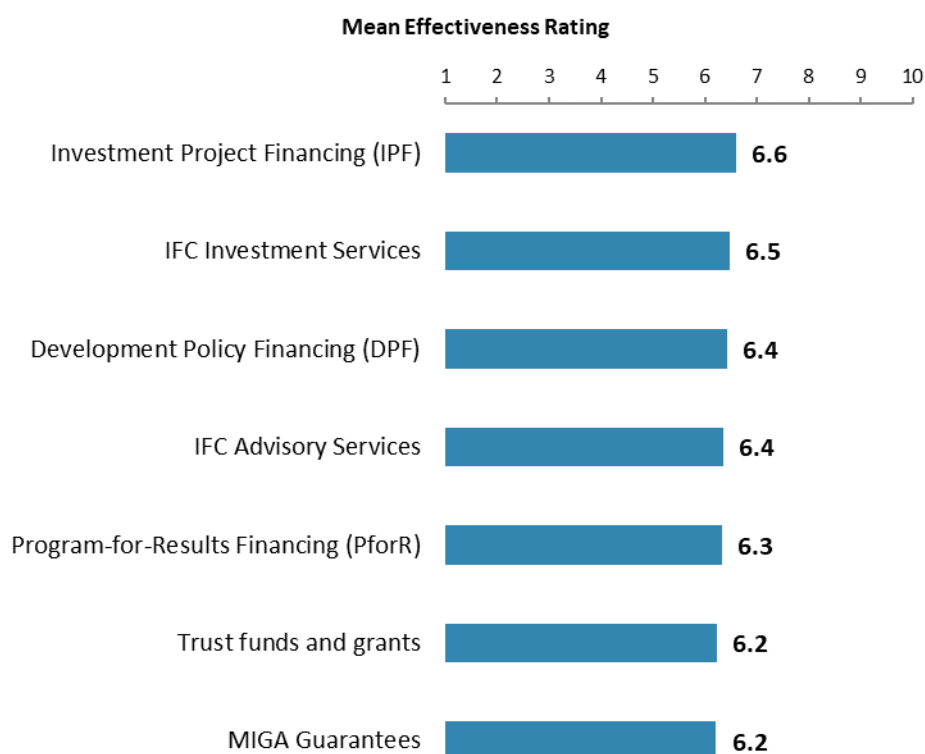
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting India's Needs for Financial Instruments<sup>12</sup> (*Indicator Question*)



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

### Effectiveness of WBG's Instruments



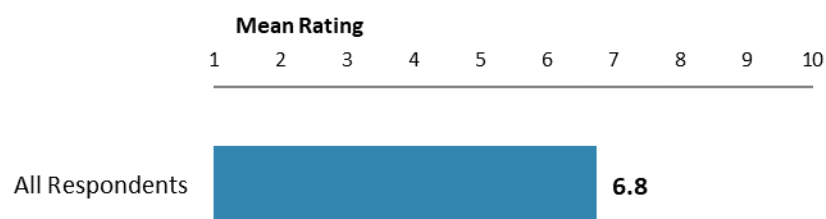
**"How effective do you believe the following World Bank Group's instruments are in supporting the India Government's efforts to reduce poverty?"**  
(1 - "Not effective at all", 10 - "Very effective")

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



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

### WBG's Reimbursable Advisory Services



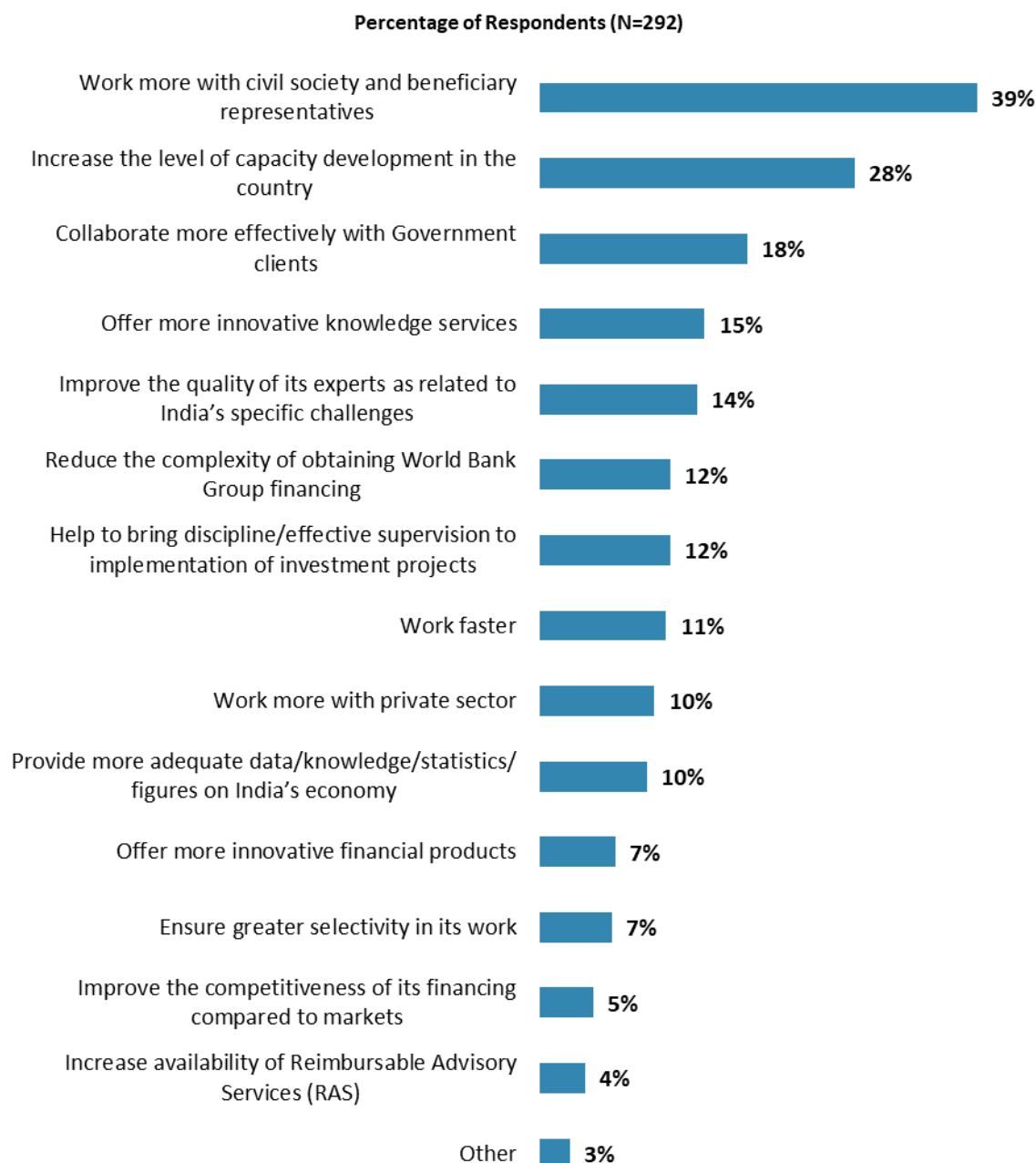
**"To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**  
*(1-"To no degree at all", 10-"To a very significant degree")*



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*reach out more to groups outside of the government*” (35%) to make itself of greater value in India.



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

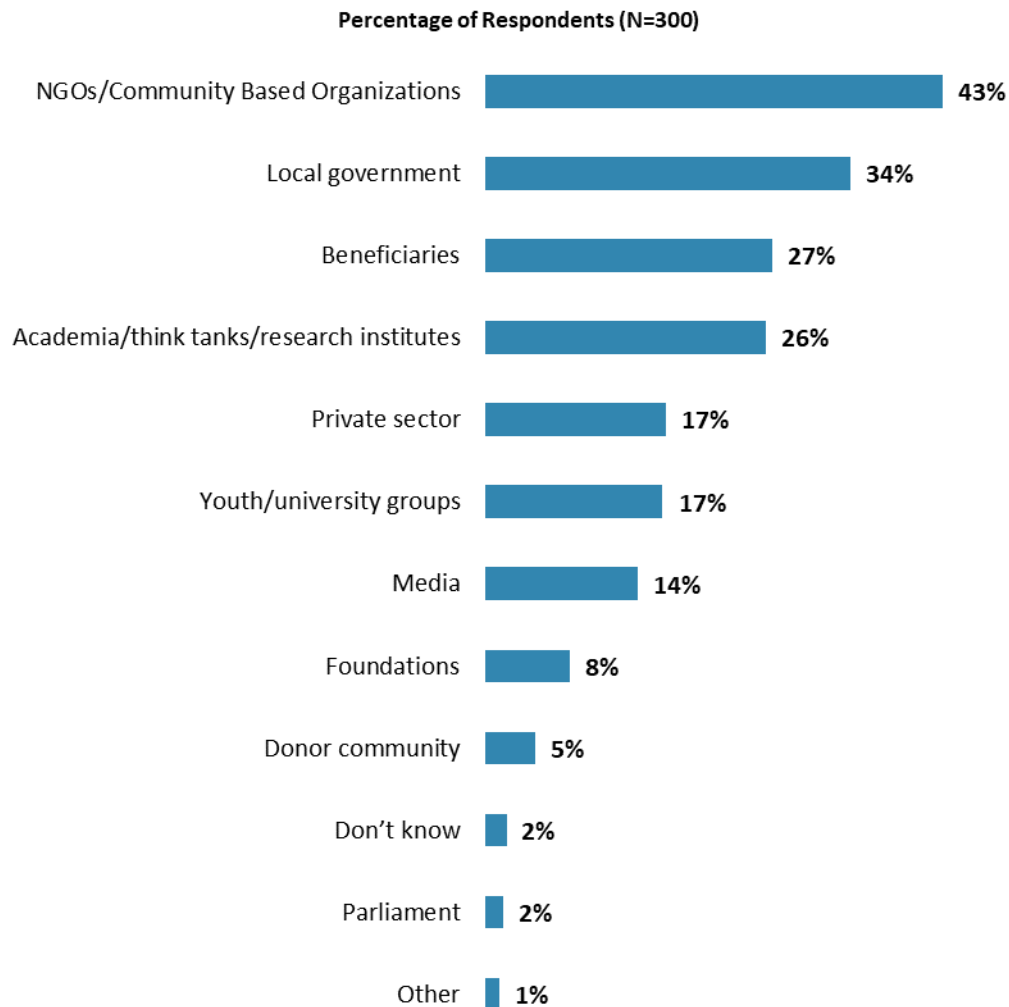




## IX. The Future Role of the WBG in India (continued)

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*local government*” (49%) and “*NGOs/CBOs*” (45%) to ensure better development results in India.



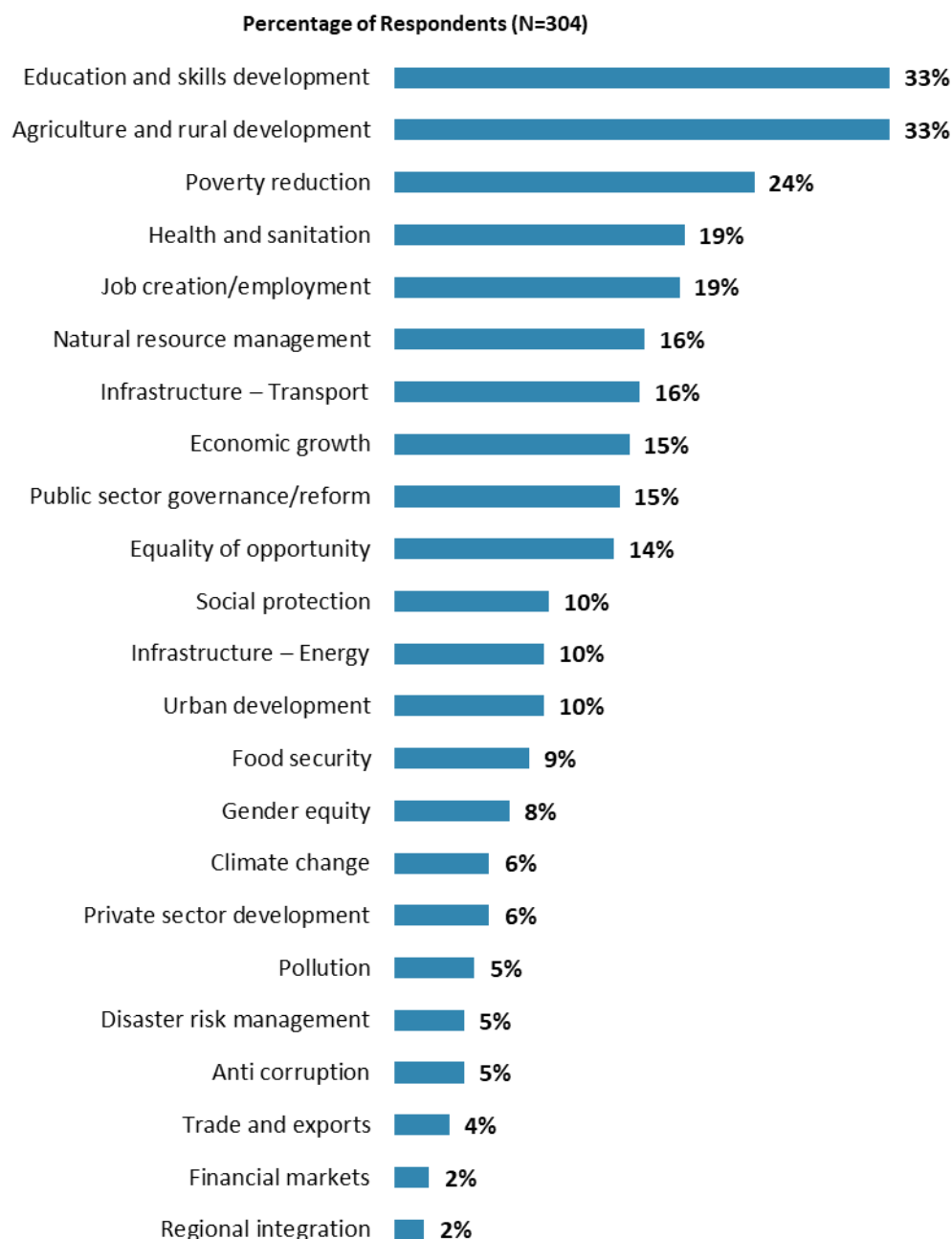
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*rural development*” (47%), “*education*” (33%), and “*agricultural development*” (31%).



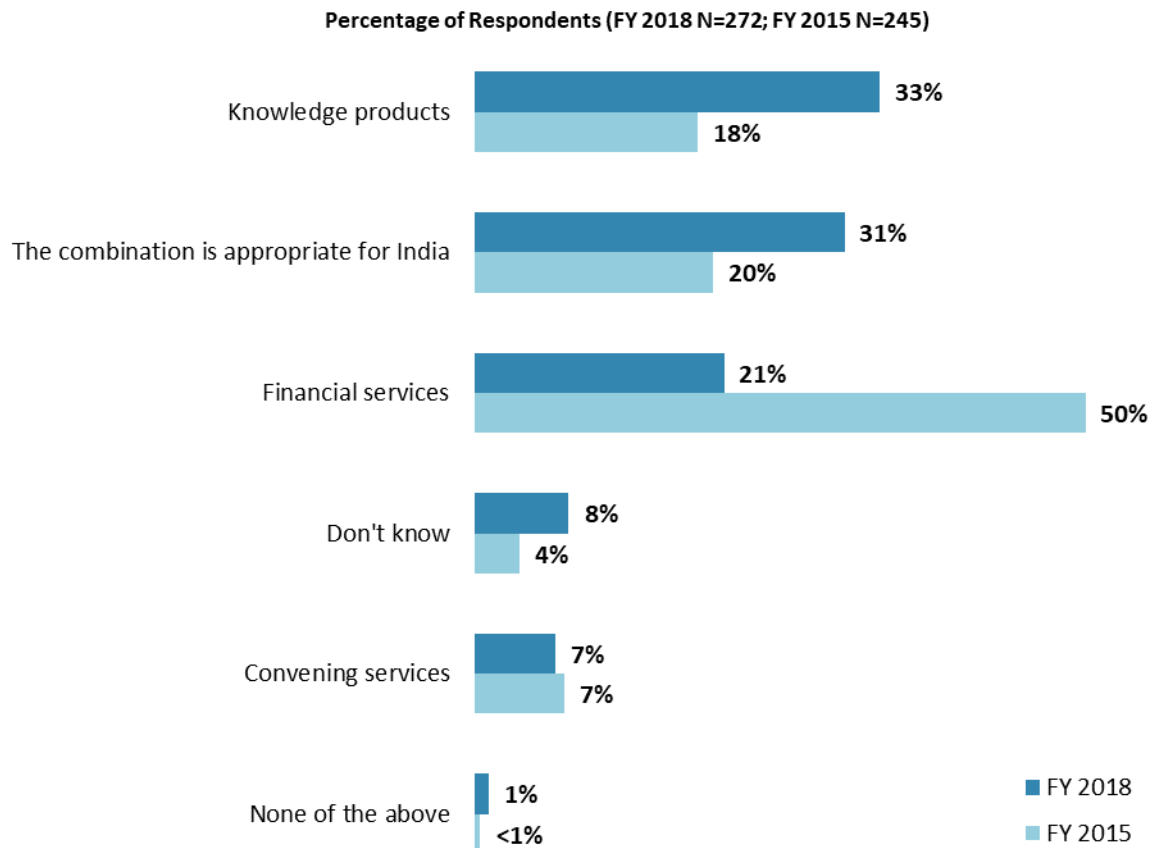
“When thinking about how the World Bank Group can have the most impact on development results in India, in which sectors do you believe the WBG should focus most of its resources in India? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)



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

### Future Combination of the WBG Services<sup>13</sup>

- **Year comparison:** This year's respondents were significantly more likely to believe that the WBG should offer more of "*knowledge products*" in India, and significantly less likely to identify "*financial services*" compared to respondents in the FY'15 Country Survey.



"When considering the combination of services that the World Bank Group offers in India, 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 India?" (Respondents chose from a list. Responses combined)

<sup>13</sup> Percentages presented in this chart were calculated based on weighted data.

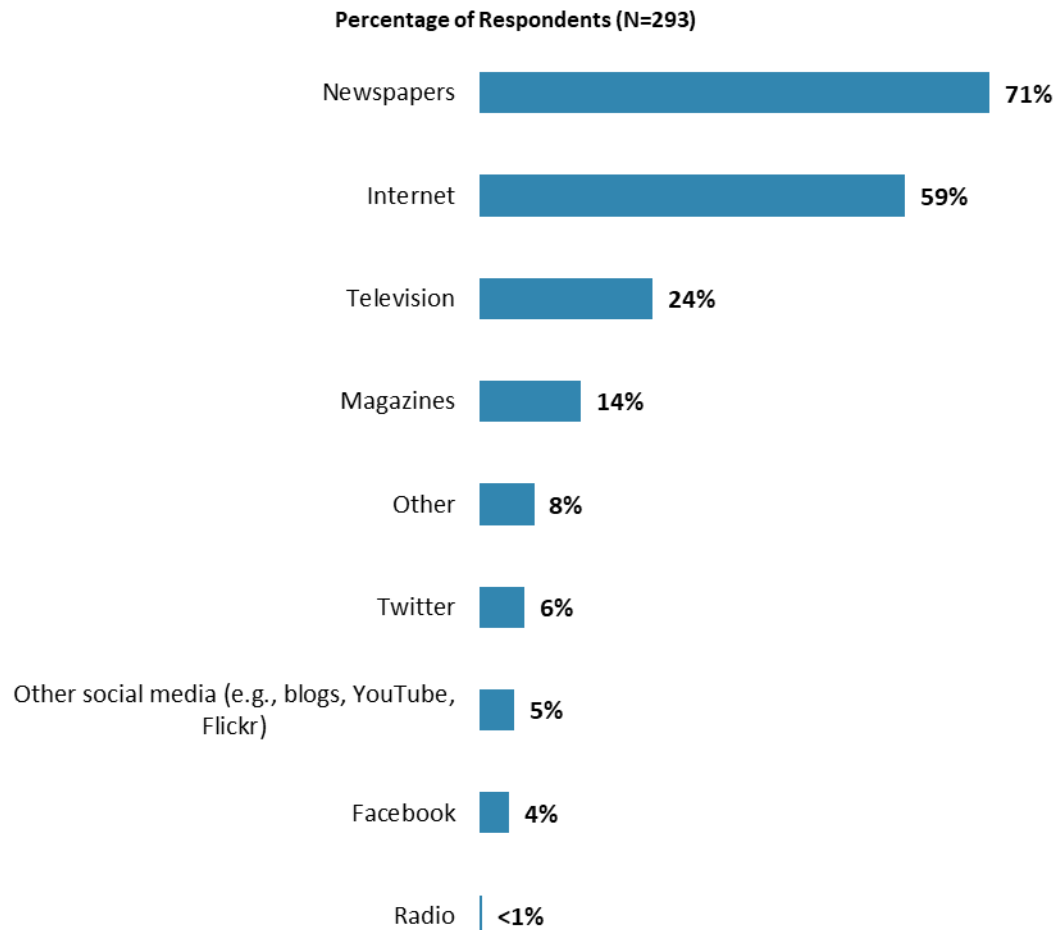


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in India from “local newspapers” (61%) and “Internet” (51%).



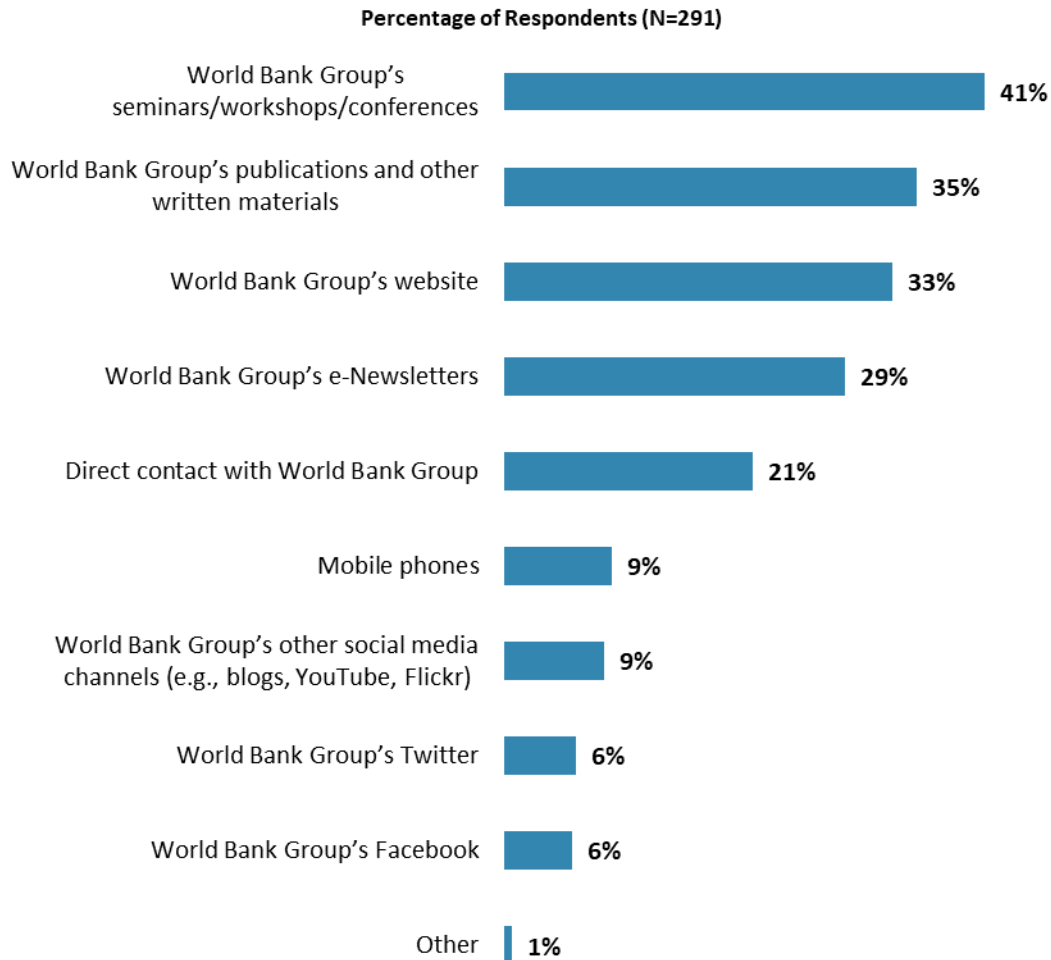
**"How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through its “*seminars/workshops/conferences*” (47%) and “*WBG’s website*” (45%).

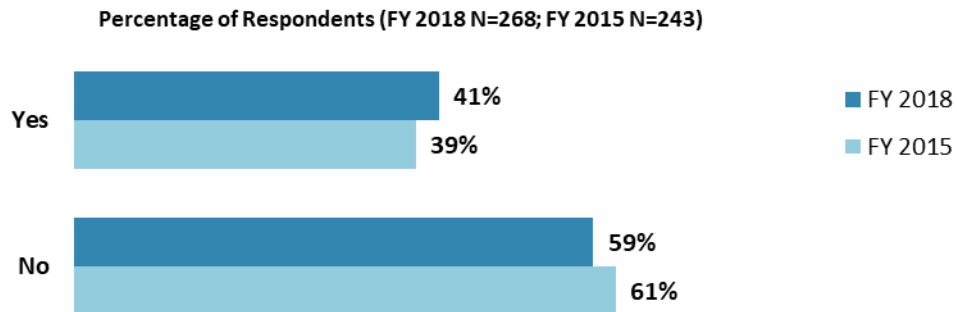


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

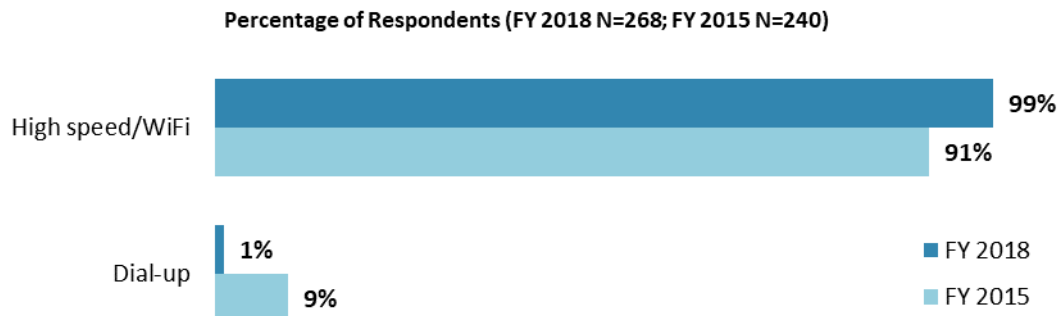
### Access to Information<sup>14</sup>



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

### Access to the Internet

- 96 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



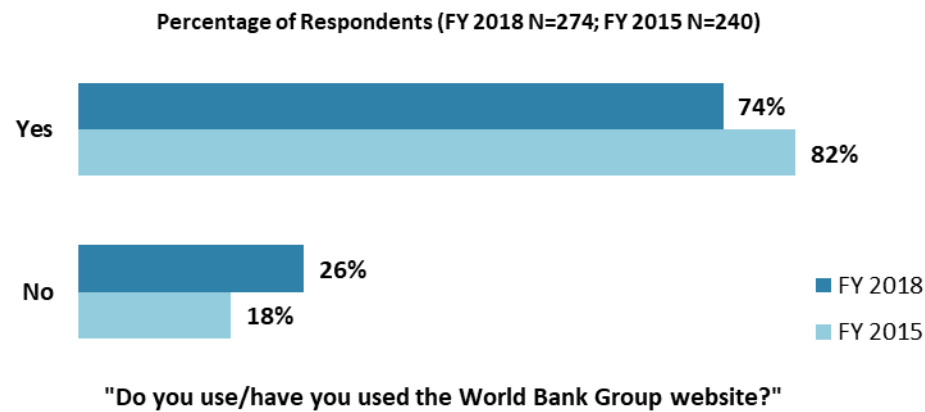
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

<sup>14</sup> Percentages presented in the charts on this page were calculated based on weighted data.

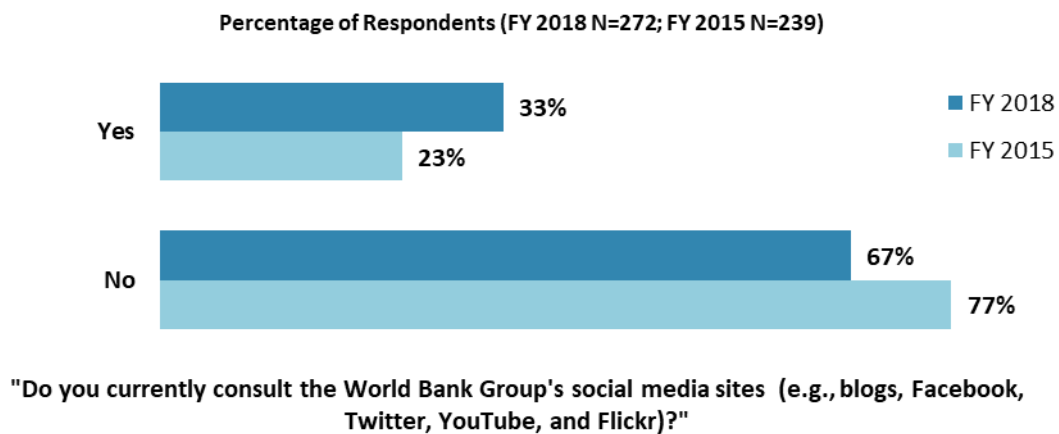


## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>15</sup>



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

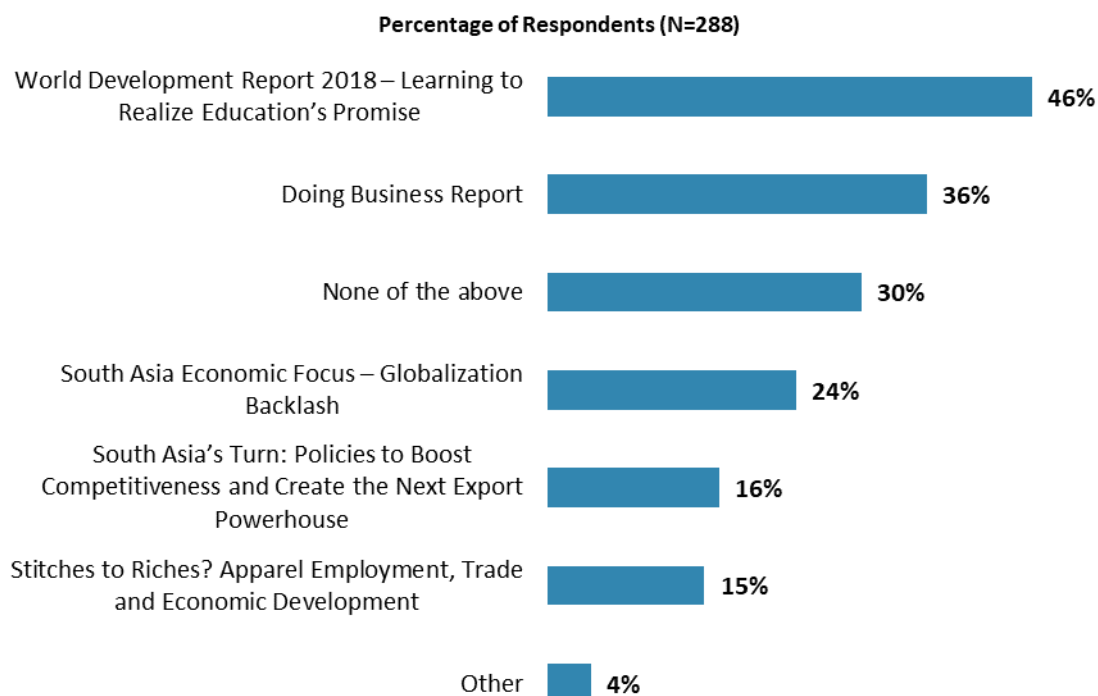


<sup>15</sup> Percentages presented in the charts on this page were calculated based on weighted data.

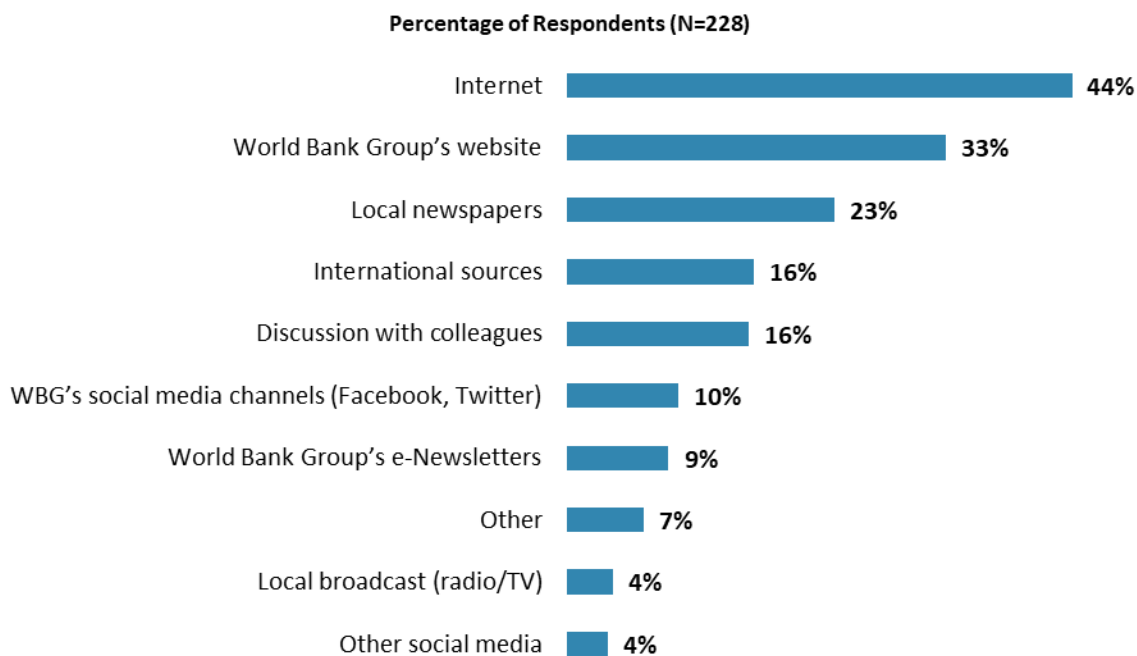


## X. Communication and Outreach (continued)

### WBG's Flagship Reports



"Which of the following reports have you read either partially or fully? (Select ALL that apply)"  
(Respondents chose from a list. Responses combined.)



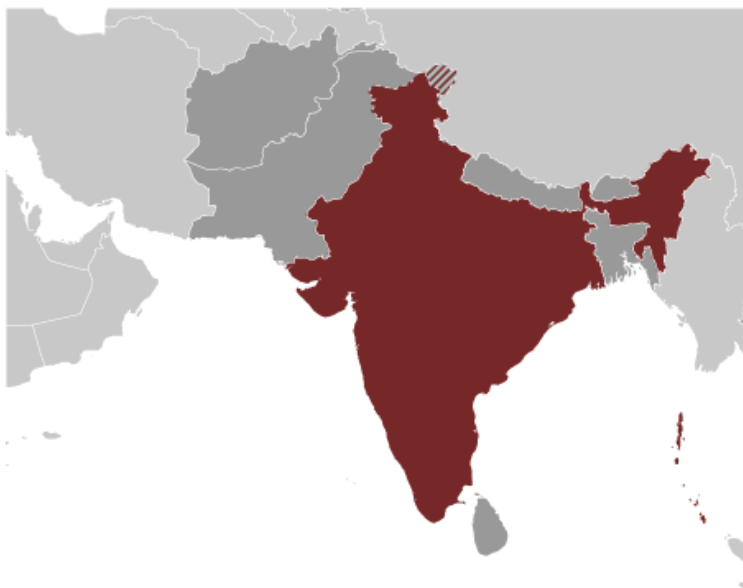
"If you selected a report(s) from the above list, where did you read or hear about them?"  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)





## XI. Appendices

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## Appendix A: Responses to All Questions across All Respondents (N=315)

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 India

1. In general would you say that India is headed in ...?	Percentage of Respondents (N=302)
The right direction	65.6%
The wrong direction	9.6%
Not sure	24.8%

2. Listed below are a number of development priorities in India. Please identify which of the following you consider the most important development priorities in India? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=305)
Education and skills development	37.7%
Job creation/employment	30.8%
Agriculture and rural development	24.9%
Poverty reduction	23.6%
Health and sanitation	20.3%
Economic growth	15.7%
Natural resource management (e.g., environment, water, forests)	14.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.8%
Infrastructure – Transport (e.g., roads, bridges, transportation)	13.4%
Equality of opportunity (i.e., social inclusion)	13.4%
Food security	12.1%
Anti corruption	12.1%
Gender equity	10.8%
Social protection (e.g., pensions, targeted social assistance)	8.9%
Climate change (e.g., mitigation, adaptation)	7.5%
Urban development	6.9%
Private sector development (i.e., development of enterprises, ease of doing business)	4.9%
Pollution	4.6%
Regional integration	3.9%
Infrastructure – Energy	3.9%
Disaster risk management	3.6%
Trade and exports	3.0%
Financial markets	0.7%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in India? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=305)</b>
Agriculture and rural development	49.2%
Education and skills development	47.9%
Job creation/employment	38.7%
Economic growth	19.3%
Equality of opportunity (i.e., social inclusion)	18.7%
Health and sanitation	16.4%
Natural resource management (e.g., environment, water, forests)	13.4%
Social protection (e.g., pensions, targeted social assistance)	12.8%
Food security	10.8%
Anti corruption	10.5%
Gender equity	10.2%
Infrastructure – Transport (e.g., roads, bridges, transportation)	8.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	7.5%
Private sector development (i.e., development of enterprises, ease of doing business)	6.2%
Climate change (e.g., mitigation, adaptation)	3.6%
Regional integration	3.6%
Infrastructure – Energy	3.0%
Pollution	3.0%
Trade and exports	2.6%
Urban development	2.3%
Disaster risk management	1.6%
Financial markets	1.3%

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=307)</b>
Better opportunity for the poor who live in rural areas	30.9%
Education and training that better ensure job opportunity	28.0%
Better entrepreneurial opportunities	18.6%
Better employment opportunities for young people	17.9%
Greater access to health and nutrition for citizens	15.3%
Consistent economic growth	15.3%
Better employment opportunities for women	13.7%
More reliable social safety net	13.4%
Greater access to micro-finance for the poor	13.4%
Greater voice and participation for citizens to help ensure greater accountability	13.0%
Better opportunity for the poor who live in urban areas	7.8%
A growing middle class having access to better quality public services	7.2%
Other	3.6%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in India? (1-Not familiar at all, 10-Extremely familiar)	306	n/a	6.14	2.16

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in India. (1-Not effective at all, 10-Very effective)	281	23	6.57	1.95

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help India solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	253	50	6.69	1.95

<b>4. When thinking about how the World Bank Group can have the most impact on development results in India, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in India? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=304)</b>
Education and skills development	32.6%
Agriculture and rural development	32.6%
Poverty reduction	23.7%
Health and sanitation	19.1%
Job creation/employment	18.8%
Natural resource management (e.g., environment, water, forests)	16.4%
Infrastructure – Transport (e.g., roads, bridges, transportation)	16.1%
Economic growth	15.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.8%
Equality of opportunity (i.e., social inclusion)	14.5%
Social protection (e.g., pensions, targeted social assistance)	10.2%
Infrastructure – Energy	9.9%
Urban development	9.9%
Food security	8.9%
Gender equity	7.6%
Climate change (e.g., mitigation, adaptation)	6.3%
Private sector development (i.e., development of enterprises, ease of doing business)	6.3%
Pollution	5.3%
Disaster risk management	4.6%
Anti corruption	4.6%
Trade and exports	3.6%
Financial markets	2.3%
Regional integration	2.0%

**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 India?	Percentage of Respondents (N=281)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Technical assistance for strengthening systems and institutions of service delivery	21.7%	13.9%	35.6%
Financial resources	18.9%	13.5%	32.4%
Policy advice, studies, analyses	13.9%	12.8%	26.7%
Implementation support and project monitoring	10.0%	16.0%	26.0%
Capacity development related to World Bank Group supported projects	12.5%	9.6%	22.1%
Promoting knowledge sharing	6.8%	12.8%	19.6%
Bringing together different groups of stakeholders	5.7%	7.8%	13.5%
Data and statistics	3.9%	6.4%	10.3%
Mobilizing third party financial resources	3.6%	5.0%	8.5%
Donor coordination	2.5%	1.4%	3.9%
Other	0.7%	0.7%	1.4%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=301)
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	23.3%
World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)	20.6%
Not willing to honestly criticize policies and reform efforts in the country	16.6%
Too influenced by developed countries	15.0%
Not enough public disclosure of its work	14.3%
Don't know	10.3%
Not collaborating enough with private sector	9.3%
Its advice and strategies do not lend themselves to practical problem solving	9.0%
Not adequately sensitive to political/social realities in India	7.6%
Not exploring alternative policy options	6.6%
Staff too inaccessible	6.3%
Not aligned with country priorities	6.3%
Not sufficiently focused on results	6.3%
Not client focused	4.0%
Not in it for the long term	3.7%
Arrogant in its approach	3.0%
Not aligned with other donors' work	2.7%
Other	2.7%
The credibility of its knowledge/data	1.3%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in India? (Select only ONE response)	Percentage of Respondents (N=300)
To a fully sufficient degree	9.0%
To a somewhat sufficient degree	37.3%
To a somewhat insufficient degree	28.0%
To a very insufficient degree	13.3%
Don't know	12.3%

**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 India Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
Investment Project Financing (IPF)	175	109	6.59	2.05
Development Policy Financing (DPF)	168	108	6.43	1.90
Program-for-Results Financing (PforR)	142	125	6.34	1.92
Trust funds and grants	150	119	6.24	2.14
MIGA Guarantees	109	152	6.22	2.12
IFC Investment Services	128	139	6.48	2.19
IFC Advisory Services	133	138	6.35	2.30

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=300)
NGOs/Community Based Organizations	43.0%
Local government	34.3%
Beneficiaries	27.0%
Academia/think tanks/research institutes	26.3%
Private sector	17.0%
Youth/university groups	16.7%
Media	14.3%
Foundations	8.0%
Donor community	4.7%
Don't know	2.0%
Parliament	1.7%
Other	1.3%

To what extent do you agree with the following statements about the World Bank Group's work in India? (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 India*	274	22	6.58	1.95
11. The World Bank Group's work is aligned with what I consider the development priorities for India*	272	24	6.47	1.98

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

To what extent is the World Bank Group an effective development partner in India, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
12. Responsiveness to needs*	252	36	6.15	1.97
13. Flexibility (in terms of the institution's products and services)*	238	48	5.67	2.01
14. Flexibility (in terms of changing country circumstances)*	237	49	5.89	1.97
15. Being inclusive*	244	41	6.23	2.13
16. Openness (sharing data and other information)*	255	29	6.53	2.10
17. Collaboration with the Government*	256	27	7.36	1.77
18. The speed in which it gets things accomplished on the ground*	240	45	5.86	2.00
19. Helping to bring discipline/effective supervision to implementation of investment projects*	222	62	6.50	2.05
20. Collaboration with civil society*	238	44	5.42	2.29
21. Staff accessibility*	231	53	5.79	2.30
22. Collaboration with other donors and development partners*	205	78	6.04	2.09
23. Collaboration with the private sector*	190	88	5.88	2.18
24. Straightforwardness and honesty*	238	41	7.09	2.15
25. Treating clients and stakeholders in India with respect*	240	43	7.05	1.99
26. Being a long-term partner*	236	49	7.42	1.93

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=296)
There is not an adequate level of citizen/civil society participation	34.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.6%
Reforms are not well thought out in light of country challenges	22.6%
Lack of/inadequate levels of capacity in Government	21.6%
Poor coordination within the Government	20.6%
Political pressures and obstacles	19.9%
Corruption	13.5%
There is an inadequate level of private sector participation and support	11.8%
The World Bank Group does not provide the government with consistent support throughout the reform effort	8.4%
Poor donor coordination	6.4%
Poor coordination within the World Bank Group	5.1%
Other	4.1%

**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 India? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Regional integration	237	35	5.72	2.74
2. Food security	267	19	7.24	2.36
3. Urban development	263	12	7.36	2.06
4. Social protection (e.g., pensions, targeted social assistance)	255	22	6.73	2.61
5. Gender equity	272	14	7.37	2.24
6. Education and skills development	279	6	8.19	1.92
7. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	269	11	7.29	2.25
8. Infrastructure – Energy	269	13	7.62	1.96
9. Infrastructure – Transport (e.g., roads, bridges, transportation)	265	9	7.76	2.02
10. Pollution	265	16	7.69	2.11
11. Job creation/employment	264	16	7.94	2.17
12. Health and sanitation	269	12	8.27	1.87
13. Climate change (e.g., mitigation, adaptation)	266	15	7.88	2.08
14. Poverty reduction	268	15	8.16	2.05
15. Anti corruption	249	28	7.04	2.56
16. Private sector development (i.e., development of enterprises, ease of doing business)	249	30	6.79	2.40
17. Agriculture and rural development	265	18	8.22	1.89
18. Trade and exports	247	31	6.93	2.30
19. Natural resource management (e.g., environment, water, forests)	259	16	7.78	2.15
20. Economic growth	262	17	7.87	2.08
21. Disaster risk management	266	15	7.60	1.96
22. Equality of opportunity (i.e., social inclusion)	262	19	7.80	2.06
23. Financial markets	248	33	6.86	2.43



**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 India? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Regional integration	146	138	5.40	2.34
2. Food security	186	91	6.16	2.16
3. Urban development	201	76	6.52	1.92
4. Social protection (e.g., pensions, targeted social assistance)	183	98	5.79	2.27
5. Gender equity	204	77	6.12	2.10
6. Education and skills development	212	67	6.45	2.03
7. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	196	86	6.33	2.07
8. Infrastructure – Energy	194	86	6.83	1.86
9. Infrastructure – Transport (e.g., roads, bridges, transportation)	213	68	7.05	1.90
10. Pollution	180	101	6.08	2.19
11. Job creation/employment	190	84	5.94	2.17
12. Health and sanitation	215	65	6.57	2.09
13. Climate change (e.g., mitigation, adaptation)	195	83	6.14	2.03
14. Poverty reduction	213	66	6.33	2.32
15. Anti corruption	178	103	5.49	2.45
16. Private sector development (i.e., development of enterprises, ease of doing business)	176	104	6.30	2.06
17. Agriculture and rural development	221	63	6.35	2.19
18. Trade and exports	171	105	6.47	2.09
19. Natural resource management (e.g., environment, water, forests)	202	75	6.16	2.20
20. Economic growth	202	78	6.74	1.98
21. Disaster risk management	183	96	6.27	2.36
22. Equality of opportunity (i.e., social inclusion)	189	93	5.93	2.37
23. Financial markets	167	113	6.59	2.02

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in India? (1-To no degree at all, 10-To a very significant degree)	265	25	6.45	1.82

To what extent do you agree with the following statements about the World Bank Group in India? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of India *	252	42	6.19	1.97
5. The World Bank Group meets India's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	259	31	6.44	1.98

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
6. To what extent do you believe that India 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)	147	143	6.76	1.95

**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=296)
Weekly	5.7%
Monthly	22.3%
A few times a year	46.3%
Rarely	17.9%
Never	7.8%

In India, 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	234	55	6.62	2.05
3. Include appropriate level of stakeholder involvement during preparation	238	48	6.24	2.02
4. Lead to practical solutions	244	40	6.20	1.98
5. Are accessible (well written and easy to understand)	255	32	6.89	2.09
6. Are source of relevant information on global good practices	239	41	7.29	1.75
7. Are relevant to country challenges	259	24	6.54	1.92
8. Are adequately disseminated	237	43	6.08	2.08
9. Are translated enough into local language	199	83	5.07	2.58
10. Are adaptable to India's specific development challenges and country circumstances*	243	40	6.13	2.07

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)	265	26	6.51	1.94
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)	264	23	7.29	1.69

**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	195	95	6.95	2.00
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	245	45	7.00	1.89
3. The World Bank Group's approvals and reviews are done in a timely fashion	219	69	6.87	1.91
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	194	89	7.09	1.79
5. The World Bank Group's conditions on its lending are reasonable	188	93	6.54	1.90
6. The World Bank Group takes decisions quickly in India*	198	89	6.33	1.98
7. Working with the World Bank Group increases India's institutional capacity	244	44	6.93	1.98
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	197	88	6.67	1.91
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	239	51	6.95	1.93
10. Help to bring discipline/effective supervision to implementation of investment projects	215	67	7.00	1.99

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in India? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=292)
Work more with civil society and beneficiary representatives	39.0%
Increase the level of capacity development in the country	28.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.5%
Offer more innovative knowledge services	14.7%
Improve the quality of its experts as related to India's specific challenges	14.0%
Reduce the complexity of obtaining World Bank Group financing	11.6%
Help to bring discipline/effective supervision to implementation of investment projects	11.6%
Work faster	11.3%
Work more with private sector	10.3%
Provide more adequate data/knowledge/statistics/figures on India's economy	9.6%
Offer more innovative financial products	6.8%
Ensure greater selectivity in its work	6.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	4.8%
Increase availability of Reimbursable Advisory Services (RAS)	4.1%
Other	2.7%

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

<b>2. When considering the combination of services that the World Bank Group offers in India, 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 India? (Select only ONE response)</b>	<b>Percentage of Respondents (N=287)</b>
Financial services	20.2%
Knowledge products	34.1%
Convening services	7.3%
None of the above	1.7%
The combination is appropriate for India	28.6%
Don't know	8.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=293)</b>
Newspapers	70.6%
Internet	59.0%
Television	23.9%
Magazines	14.0%
Other	7.5%
Twitter	6.1%
Other social media (e.g., blogs, YouTube, Flickr)	4.8%
Facebook	4.1%
Radio	0.3%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=291)</b>
World Bank Group's seminars/workshops/conferences	41.2%
World Bank Group's publications and other written materials	35.4%
World Bank Group's website	33.3%
World Bank Group's e-Newsletters	29.2%
Direct contact with World Bank Group	21.3%
Mobile phones	9.3%
World Bank Group's other social media channels (e.g., blogs, YouTube, Flickr)	8.6%
World Bank Group's Twitter	6.2%
World Bank Group's Facebook	5.8%
Other	0.7%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=280)</b>
Yes	40.7%
No	59.3%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=290)</b>
Yes	96.2%
No	3.8%

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

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=288)
Yes	75.0%
No	25.0%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=285)
Yes	32.3%
No	67.7%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=276)
High speed/WiFi	98.2%
Dial-up	1.8%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=290)
Weekly	10.3%
Monthly	23.4%
A few times a year	43.1%
Rarely	17.6%
Never	5.5%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	222	37	7.29	1.87
10. I find the information on the World Bank Group's websites useful.	222	34	7.53	1.85
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	158	121	7.04	2.05

12. Which of the following reports have you read either partially or fully? (Select ALL that apply)	Percentage of Respondents (Responses Combined; N=288)
World Development Report 2018 – Learning to Realize Education's Promise	46.2%
Doing Business Report	36.1%
South Asia Economic Focus – Globalization Backlash	23.6%
South Asia's Turn: Policies to Boost Competitiveness and Create the Next Export Powerhouse	16.3%
Stitches to Riches? Apparel Employment, Trade and Economic Development	14.9%
None of the above	29.9%
Other	4.2%

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

<b>13. If you selected a report(s) from the above list, where did you read or hear about them? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=228)</b>
Internet	43.9%
World Bank Group's website	32.9%
Local newspapers	23.2%
International sources (incl. newspapers, radio, TV, periodicals)	16.2%
Discussion with colleagues	15.8%
World Bank Group's social media channels (e.g., Facebook, Twitter)	9.6%
World Bank Group's e-Newsletters	8.8%
Other	6.6%
Local broadcast (radio/TV)	3.9%
Other social media	3.5%

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=310)</b>
NGO/Community Based Organization	31.6%
Media	18.7%
Academia/Research Institute/Think Tank	14.5%
Employee of a Ministry, Ministerial Department or Implementation Agency	8.7%
PMU/Consultant/Contractor working on World Bank Group supported project/program	5.5%
Private Sector Organization	5.5%
Bilateral/Multilateral Agency	3.5%
Private Foundation	2.9%
Other	2.9%
Financial Sector/Private Bank	1.9%
Independent Government Institution	1.9%
Local Government Office or Staff	0.6%
Office of the President, Prime Minister	0.3%
Office of Minister	0.3%
Trade Union	0.3%
Youth Group	0.3%
Judiciary Branch	0.3%
Office of Parliamentarian	0.0%
Faith-Based Group	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=307)</b>
Urban, rural, and social development	13.4%
Generalist (specialized in multiple sectors)	13.4%
Other	12.7%
Environment and natural resources	8.8%
Education	7.5%
Agriculture	7.5%
Health, nutrition, and population	5.5%
Governance	5.2%
Social protection and labor	3.6%
Finance and markets	3.6%
Macroeconomics and fiscal management	2.6%
Gender	2.6%
Poverty	2.6%
Water	2.3%
Public-private partnerships	2.3%
Trade and competitiveness	1.6%
Transport and ICT	1.6%
Energy and extractives	1.3%
Fragility, conflict and violence	0.7%
Jobs	0.7%
Climate Change	0.7%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=307)</b>
Yes	33.2%
No	66.8%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)</b>	<b>Percentage of Respondents (N=227)</b>
The World Bank (IBRD/IDA)	73.1%
The International Finance Corporation (IFC)	7.5%
The Multilateral Investment Guarantee Agency (MIGA)	4.4%
Other	15.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=284)</b>
Yes	17.6%
No	82.4%

<b>6. If yes, what was your view of how the two institutions work together in India? (Select only ONE response)</b>	<b>Percentage of Respondents (N=53)</b>
The two institutions work well together	62.3%
The way the two institutions work together needs improvement	30.2%
The two institutions do not work well together	0.0%
Don't know	7.5%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in India? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=289)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.6%
Collaborate as part of my professional duties	31.8%
Use World Bank Group reports/data	30.8%
Engage in World Bank Group related/sponsored events/activities	30.1%
Use World Bank Group website for information, data, research, etc.	23.2%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=312)</b>
Female	22.8%
Male	77.2%

<b>9. What's your age?</b>	<b>Percentage of Respondents (N=313)</b>
25 and under	0.6%
26-35	3.2%
36-45	22.4%
46-55	39.0%
56 and above	34.8%

<b>10. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=310)</b>
Delhi	33.9%
Assam	16.8%
Andhra Pradesh	16.8%
Odisha	14.5%
Jharkhand	11.0%
Maharashtra	7.1%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>16</sup>

- Employee of a Ministry/ PMU/ Consultant on WBG Project N=44      ● Bilateral/ Multilateral Agency N=11
- Private Sector/ Financial Sector/ Private Bank N=23      ● CSO N=109      ● Media N=58      ● Academia/ Research Institute/ Think Tank N=45
- Other N=20

### A. General Issues facing India

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	95.2%	63.6%	68.2%	46.7%	79.6%	56.8%	75.0%
The wrong direction	0.0%	18.2%	4.5%	13.3%	5.6%	13.6%	15.0%
Not sure	4.8%	18.2%	27.3%	40.0%	14.8%	29.5%	10.0%

\*Significantly different between stakeholder groups

<sup>16</sup>Only 310 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this Appendix.

## A. General Issues facing India (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Regional integration	0.0%	9.1%	4.3%	2.9%	3.6%	4.4%	10.5%
Food security*	16.3%	0.0%	8.7%	11.4%	25.0%	4.4%	0.0%
Urban development	2.3%	0.0%	8.7%	7.6%	8.9%	4.4%	10.5%
Social protection	7.0%	9.1%	4.3%	10.5%	7.1%	8.9%	10.5%
Gender equity*	0.0%	9.1%	0.0%	16.2%	10.7%	15.6%	5.3%
Education and skills development	44.2%	27.3%	43.5%	33.3%	41.1%	35.6%	42.1%
Public sector governance/reform	18.6%	18.2%	17.4%	7.6%	8.9%	24.4%	21.1%
Infrastructure – Energy*	4.7%	0.0%	0.0%	1.0%	12.5%	2.2%	5.3%
Infrastructure – Transport*	37.2%	18.2%	26.1%	3.8%	12.5%	8.9%	10.5%
Pollution	0.0%	0.0%	0.0%	8.6%	5.4%	4.4%	0.0%
Job creation/employment*	30.2%	27.3%	56.5%	17.1%	33.9%	44.4%	31.6%
Health and sanitation	25.6%	27.3%	21.7%	17.1%	16.1%	28.9%	15.8%
Climate change	4.7%	18.2%	0.0%	11.4%	5.4%	6.7%	5.3%
Poverty reduction	20.9%	18.2%	8.7%	30.5%	16.1%	26.7%	31.6%
Anti corruption*	0.0%	18.2%	8.7%	15.2%	16.1%	6.7%	26.3%
Private sector development*	4.7%	9.1%	17.4%	4.8%	1.8%	0.0%	10.5%
Agriculture and rural development	23.3%	36.4%	17.4%	27.6%	25.0%	22.2%	21.1%
Trade and exports	4.7%	9.1%	0.0%	4.8%	0.0%	2.2%	0.0%
Natural resource management*	16.3%	9.1%	21.7%	23.8%	3.6%	4.4%	10.5%
Economic growth*	27.9%	27.3%	17.4%	5.7%	21.4%	17.8%	15.8%
Disaster risk management	4.7%	0.0%	0.0%	4.8%	1.8%	4.4%	5.3%
Equality of opportunity	4.7%	0.0%	13.0%	19.0%	7.1%	22.2%	10.5%
Financial markets	0.0%	0.0%	4.3%	0.0%	1.8%	0.0%	0.0%

\*Significantly different between stakeholder groups

## A. General Issues Facing India (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Agriculture and rural development	48.8%	54.5%	47.8%	46.7%	47.3%	51.1%	60.0%
Trade and exports	0.0%	9.1%	0.0%	4.7%	0.0%	2.2%	5.0%
Natural resource management	12.2%	0.0%	8.7%	16.8%	16.4%	8.9%	15.0%
Economic growth*	24.4%	18.2%	30.4%	10.3%	32.7%	20.0%	10.0%
Disaster risk management	2.4%	0.0%	0.0%	1.9%	3.6%	0.0%	0.0%
Equality of opportunity	14.6%	27.3%	17.4%	21.5%	9.1%	22.2%	30.0%
Financial markets	0.0%	0.0%	0.0%	0.9%	3.6%	2.2%	0.0%
Climate change	4.9%	0.0%	0.0%	6.5%	0.0%	4.4%	0.0%
Education and skills development	46.3%	36.4%	43.5%	43.0%	52.7%	62.2%	40.0%
Anti corruption	12.2%	0.0%	17.4%	10.3%	7.3%	11.1%	10.0%
Private sector development*	4.9%	27.3%	13.0%	5.6%	7.3%	0.0%	5.0%
Public sector governance/reform	7.3%	0.0%	17.4%	6.5%	5.5%	8.9%	10.0%
Infrastructure – Energy*	9.8%	0.0%	0.0%	1.9%	0.0%	2.2%	10.0%
Infrastructure – Transport	17.1%	9.1%	4.3%	6.5%	9.1%	4.4%	15.0%
Pollution	4.9%	0.0%	4.3%	3.7%	1.8%	2.2%	0.0%
Job creation/employment	41.5%	27.3%	56.5%	30.8%	40.0%	40.0%	55.0%
Health and sanitation*	22.0%	45.5%	8.7%	20.6%	7.3%	13.3%	10.0%
Regional integration	0.0%	0.0%	4.3%	4.7%	5.5%	0.0%	10.0%
Food security	9.8%	0.0%	4.3%	10.3%	16.4%	13.3%	10.0%
Urban development	2.4%	0.0%	0.0%	3.7%	0.0%	2.2%	0.0%
Social protection	12.2%	9.1%	17.4%	13.1%	12.7%	15.6%	0.0%
Gender equity	2.4%	27.3%	4.3%	15.0%	5.5%	13.3%	5.0%

\*Significantly different between stakeholder groups

## A. General Issues Facing India (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More reliable social safety net	2.4%	18.2%	9.1%	17.0%	12.3%	15.9%	15.0%
Greater access to micro-finance for the poor*	9.5%	0.0%	9.1%	17.9%	26.3%	2.3%	0.0%
Greater access to health and nutrition for citizens	14.3%	9.1%	13.6%	13.2%	19.3%	15.9%	25.0%
Better entrepreneurial opportunities	26.2%	18.2%	13.6%	17.0%	17.5%	18.2%	20.0%
A growing middle class having access to better quality public services	4.8%	18.2%	22.7%	6.6%	3.5%	4.5%	10.0%
Better opportunity for the poor who live in rural areas	28.6%	18.2%	13.6%	40.6%	31.6%	27.3%	20.0%
Better opportunity for the poor who live in urban areas	11.9%	0.0%	0.0%	7.5%	5.3%	9.1%	15.0%
Consistent economic growth*	28.6%	18.2%	31.8%	4.7%	19.3%	6.8%	25.0%
Greater voice and participation for citizens to help ensure greater accountability*	2.4%	27.3%	18.2%	15.1%	5.3%	20.5%	20.0%
Education and training that better ensure job opportunity	38.1%	18.2%	36.4%	22.6%	21.1%	40.9%	25.0%
Better employment opportunities for young people	19.0%	27.3%	22.7%	13.2%	21.1%	22.7%	5.0%
Better employment opportunities for women	9.5%	27.3%	9.1%	17.0%	12.3%	9.1%	15.0%
Other	4.8%	0.0%	0.0%	1.9%	5.3%	6.8%	5.0%

\*Significantly different between stakeholder groups

## B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?	42	7.00	2.01	11	6.18	2.18	21	6.14	2.31	109	5.74	2.12	55	6.45	2.11	44	6.18	2.18	20	5.85	2.28

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.	42	7.19	1.93	8	7.13	1.46	19	6.68	1.45	99	6.28	2.07	53	6.74	1.94	37	6.32	2.01	19	6.68	1.70

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?	39	7.13	1.84	8	6.38	1.60	18	6.33	2.06	88	6.56	2.02	45	6.84	1.97	33	6.70	2.04	18	6.67	1.91

(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 India, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in India? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Infrastructure – Energy*	20.0%	0.0%	4.8%	5.6%	18.2%	6.7%	5.0%
Infrastructure – Transport*	32.5%	9.1%	23.8%	8.3%	14.5%	13.3%	35.0%
Pollution	2.5%	0.0%	0.0%	3.7%	9.1%	8.9%	5.0%
Regional integration	0.0%	0.0%	9.5%	2.8%	1.8%	0.0%	0.0%
Food security	10.0%	0.0%	9.5%	10.2%	12.7%	4.4%	5.0%
Urban development	10.0%	18.2%	14.3%	6.5%	10.9%	8.9%	15.0%
Social protection	2.5%	0.0%	9.5%	15.7%	7.3%	11.1%	5.0%
Gender equity	0.0%	18.2%	9.5%	11.1%	1.8%	6.7%	10.0%
Education and skills development	35.0%	45.5%	23.8%	27.8%	34.5%	46.7%	20.0%
Public sector governance/reform	17.5%	27.3%	23.8%	12.0%	10.9%	20.0%	10.0%
Job creation/employment	25.0%	18.2%	23.8%	13.9%	18.2%	22.2%	20.0%
Health and sanitation	25.0%	0.0%	14.3%	13.0%	23.6%	26.7%	25.0%
Economic growth	15.0%	9.1%	19.0%	9.3%	27.3%	17.8%	15.0%
Disaster risk management	5.0%	0.0%	9.5%	5.6%	1.8%	0.0%	15.0%
Equality of opportunity	5.0%	0.0%	9.5%	21.3%	12.7%	15.6%	15.0%
Climate change	0.0%	9.1%	4.8%	10.2%	5.5%	4.4%	5.0%
Poverty reduction	15.0%	9.1%	23.8%	30.6%	20.0%	26.7%	20.0%
Anti corruption	0.0%	9.1%	4.8%	6.5%	5.5%	4.4%	0.0%
Private sector development*	7.5%	27.3%	14.3%	3.7%	1.8%	2.2%	20.0%
Agriculture and rural development	35.0%	27.3%	9.5%	37.0%	29.1%	33.3%	40.0%
Trade and exports	7.5%	18.2%	0.0%	3.7%	1.8%	2.2%	0.0%
Natural resource management	20.0%	9.1%	28.6%	22.2%	7.3%	11.1%	5.0%
Financial markets	2.5%	9.1%	4.8%	0.9%	3.6%	0.0%	5.0%

\*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 India?

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	2.6%	0.0%	5.3%	8.2%	5.7%	2.3%	10.5%
Capacity development related to World Bank Group supported projects	10.5%	10.0%	15.8%	9.3%	18.9%	11.6%	15.8%
Technical assistance for strengthening systems and institutions of service delivery	23.7%	30.0%	26.3%	23.7%	9.4%	18.6%	42.1%
Policy advice, studies, analyses*	5.3%	40.0%	10.5%	10.3%	13.2%	30.2%	5.3%
Financial resources	28.9%	10.0%	0.0%	20.6%	22.6%	11.6%	15.8%
Data and statistics	5.3%	0.0%	10.5%	2.1%	5.7%	2.3%	0.0%
Promoting knowledge sharing	5.3%	0.0%	10.5%	6.2%	7.5%	7.0%	10.5%
Implementation support and project monitoring	13.2%	10.0%	10.5%	11.3%	5.7%	14.0%	0.0%
Mobilizing third party financial resources	2.6%	0.0%	0.0%	4.1%	9.4%	0.0%	0.0%
Donor coordination	0.0%	0.0%	10.5%	4.1%	0.0%	2.3%	0.0%
Other	2.6%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	7.9%	0.0%	15.8%	7.2%	5.7%	11.6%	5.6%
Capacity development related to World Bank Group supported projects	13.2%	10.0%	10.5%	10.3%	11.3%	4.7%	5.6%
Technical assistance for strengthening systems and institutions of service delivery	21.1%	10.0%	0.0%	14.4%	11.3%	16.3%	16.7%
Policy advice, studies, analyses	10.5%	20.0%	15.8%	12.4%	13.2%	14.0%	11.1%
Financial resources	15.8%	10.0%	21.1%	8.2%	18.9%	16.3%	11.1%
Data and statistics	5.3%	10.0%	0.0%	9.3%	3.8%	4.7%	5.6%
Promoting knowledge sharing	2.6%	20.0%	0.0%	17.5%	13.2%	9.3%	22.2%
Implementation support and project monitoring	13.2%	20.0%	26.3%	11.3%	15.1%	20.9%	22.2%
Mobilizing third party financial resources	7.9%	0.0%	10.5%	6.2%	3.8%	2.3%	0.0%
Donor coordination	2.6%	0.0%	0.0%	2.1%	1.9%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	1.0%	1.9%	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 India? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Arrogant in its approach	2.4%	0.0%	4.5%	0.9%	5.6%	4.5%	5.3%
Not client focused	2.4%	10.0%	0.0%	4.7%	7.4%	0.0%	5.3%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	1.9%	1.9%	2.3%	0.0%
World Bank Group's processes too complex and slow*	41.5%	10.0%	9.1%	17.8%	16.7%	11.4%	36.8%
Not willing to honestly criticize policies and reform efforts in the country	7.3%	10.0%	27.3%	15.0%	27.8%	11.4%	15.8%
Staff too inaccessible	4.9%	10.0%	4.5%	7.5%	9.3%	2.3%	5.3%
Not collaborating enough with private sector*	4.9%	10.0%	31.8%	9.3%	1.9%	4.5%	26.3%
Not aligned with other donors' work*	4.9%	20.0%	4.5%	1.9%	1.9%	0.0%	0.0%
Not aligned with country priorities	9.8%	0.0%	4.5%	2.8%	7.4%	11.4%	10.5%
Not collaborating enough with civil society*	7.3%	10.0%	13.6%	41.1%	9.3%	20.5%	21.1%
Not enough public disclosure of its work*	14.6%	0.0%	9.1%	8.4%	25.9%	13.6%	26.3%
Not adequately sensitive to political/social realities in India	7.3%	0.0%	13.6%	5.6%	7.4%	13.6%	5.3%
Too influenced by developed countries	14.6%	10.0%	9.1%	11.2%	20.4%	25.0%	10.5%
Not exploring alternative policy options	7.3%	0.0%	9.1%	7.5%	3.7%	6.8%	5.3%
Not sufficiently focused on results	4.9%	0.0%	4.5%	6.5%	9.3%	9.1%	0.0%
Not in it for the long term	2.4%	10.0%	4.5%	4.7%	1.9%	4.5%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	7.3%	10.0%	13.6%	11.2%	9.3%	4.5%	5.3%
Other	2.4%	10.0%	4.5%	1.9%	1.9%	4.5%	0.0%
Don't know*	14.6%	40.0%	4.5%	6.5%	7.4%	15.9%	5.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	12.8%	20.0%	4.8%	8.5%	11.1%	6.7%	5.0%
To a somewhat sufficient degree	51.3%	40.0%	38.1%	34.9%	42.6%	24.4%	35.0%
To a somewhat insufficient degree	23.1%	10.0%	19.0%	25.5%	35.2%	37.8%	35.0%
To a very insufficient degree	7.7%	10.0%	23.8%	17.0%	7.4%	13.3%	10.0%
Don't know	5.1%	20.0%	14.3%	14.2%	3.7%	17.8%	15.0%



## 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 India Government's efforts to reduce poverty?

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	29	6.86	2.31	3	7.00	1.73	13	5.92	1.71	66	6.58	2.13	35	6.77	1.97	14	6.79	1.48	12	6.17	2.08
Development Policy Financing (DPF)	23	6.48	2.02	2	5.50	3.54	14	6.36	1.74	67	6.16	1.85	34	6.85	1.86	16	6.88	1.45	9	6.33	2.06
Program-for-Results Financing (PforR)	15	6.27	2.05	2	6.00	2.83	13	5.77	1.74	58	6.28	1.93	26	6.50	2.27	17	6.88	1.58	9	6.22	1.79
Trust funds and grants	16	5.81	2.14	1	7.00		12	5.58	2.02	69	6.19	2.37	30	6.77	2.05	11	6.64	1.80	9	5.89	1.17
MIGA Guarantees	10	6.20	2.35	1	6.00		10	6.20	1.99	44	6.27	2.21	26	6.38	2.37	11	6.36	1.75	5	4.60	1.14
IFC Investment Services	12	5.92	2.68	2	4.50	2.12	13	6.38	1.89	51	6.53	2.10	27	6.85	2.40	12	6.75	2.01	9	6.22	2.49
IFC Advisory Services	11	5.64	2.94	1	8.00		13	6.38	2.22	56	6.14	2.20	31	6.71	2.33	12	6.83	2.25	7	6.14	2.73

In addition to the regular relations with the national government, which **TWO** of the following groups should the World Bank Group collaborate with more in your country?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries*	41.5%	10.0%	19.0%	21.9%	50.9%	15.6%	5.0%
Youth/university groups*	12.2%	20.0%	9.5%	9.5%	28.3%	26.7%	15.0%
Private sector*	24.4%	50.0%	61.9%	9.5%	7.5%	6.7%	25.0%
Local government*	58.5%	30.0%	33.3%	28.6%	26.4%	31.1%	50.0%
Donor community	0.0%	10.0%	9.5%	3.8%	7.5%	4.4%	5.0%
NGOs/Community Based Organizations*	29.3%	30.0%	19.0%	77.1%	13.2%	28.9%	30.0%
Academia/think tanks/research institutes*	26.8%	30.0%	19.0%	15.2%	17.0%	60.0%	35.0%
Parliament	2.4%	0.0%	9.5%	1.0%	1.9%	0.0%	0.0%
Foundations	2.4%	10.0%	4.8%	14.3%	5.7%	4.4%	5.0%
Media*	0.0%	10.0%	9.5%	13.3%	39.6%	2.2%	15.0%
Other*	0.0%	0.0%	0.0%	0.0%	1.9%	2.2%	10.0%
Don't know	0.0%	0.0%	4.8%	1.9%	0.0%	6.7%	0.0%

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India	38	6.92	1.82	10	6.90	1.85	16	6.19	1.80	98	6.27	1.91	51	7.27	2.11	40	6.30	1.91	18	6.44	2.01
The World Bank Group's work is aligned with what I consider the development priorities for India	39	7.10	2.10	9	6.89	1.90	18	6.28	1.96	94	6.23	1.86	50	6.70	2.18	40	6.08	1.77	18	6.50	2.07

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	39	6.46	1.96	7	6.86	1.21	15	5.93	2.15	90	5.87	1.96	46	6.28	2.27	35	6.11	1.83	17	6.71	1.57
Flexibility (in terms of the institution's products and services)	34	6.00	2.07	7	6.71	1.11	18	4.89	1.91	87	5.72	1.95	42	6.02	2.21	33	5.21	1.90	15	5.47	1.64
Flexibility (in terms of changing country circumstances)	34	6.15	2.08	7	7.29	1.80	17	5.65	1.77	84	5.76	1.99	43	5.86	2.14	34	5.47	1.91	15	6.73	1.33
Being inclusive	34	6.71	2.11	8	7.63	0.74	17	6.29	1.61	84	5.93	2.06	45	6.56	2.24	37	5.86	2.36	17	6.24	2.25
Openness (sharing data and other information)	35	7.11	1.66	8	7.13	2.17	19	5.95	2.44	89	6.46	1.93	46	6.17	2.48	36	6.58	2.30	19	6.89	1.79
Collaboration with the Government	37	7.76	1.46	7	7.57	0.79	18	6.78	2.05	92	7.39	1.64	47	7.49	2.04	36	7.33	1.66	17	6.59	2.32
The speed in which it gets things accomplished on the ground	38	5.58	1.90	7	5.71	2.29	19	5.63	2.50	82	5.88	2.05	45	5.91	1.89	30	6.17	1.93	17	6.06	1.85
Helping to bring discipline/effective supervision to implementation of investment projects*	34	7.18	1.62	5	6.00	2.12	17	5.18	1.88	77	6.25	2.13	42	6.52	2.27	31	7.23	1.63	15	6.27	2.02
Collaboration with civil society	29	5.76	2.12	5	5.80	2.39	16	5.63	2.25	90	5.22	2.45	44	5.80	2.12	33	5.27	2.23	18	4.94	2.24
Staff accessibility	34	6.71	2.28	8	7.00	2.07	18	5.50	2.15	82	5.55	2.36	38	5.71	2.42	31	5.39	2.09	17	5.82	1.94
Collaboration with other donors and development partners	28	6.32	1.89	6	6.83	0.75	16	6.19	2.23	76	5.78	2.21	39	6.10	2.15	23	6.22	2.17	15	6.00	1.96
Collaboration with the private sector	24	6.33	2.22	5	5.80	1.79	17	5.65	2.12	67	5.76	2.13	38	6.13	2.48	20	5.70	2.23	16	5.56	1.97
Straightforwardness and honesty	37	8.19	2.04	5	6.80	0.84	17	6.82	1.98	87	6.79	2.16	45	6.93	2.33	29	7.17	1.91	16	6.94	2.29
Treating clients and stakeholders in India with respect	38	7.71	1.90	6	7.00	1.26	16	6.75	1.95	86	7.02	1.76	43	7.19	2.26	30	6.50	2.39	18	6.72	1.99
Being a long-term partner	38	8.05	1.97	6	7.17	2.23	18	6.78	1.93	79	7.16	1.78	47	7.62	2.05	31	7.55	1.80	15	7.33	2.19

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Poor coordination within the Government	7.3%	20.0%	10.0%	17.5%	30.9%	27.3%	30.0%
There is an inadequate level of private sector participation and support	14.6%	0.0%	10.0%	6.8%	16.4%	11.4%	25.0%
Poor donor coordination	0.0%	20.0%	10.0%	7.8%	7.3%	4.5%	5.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.3%	20.0%	20.0%	25.2%	20.0%	20.5%	10.0%
Lack of/inadequate levels of capacity in Government	31.7%	20.0%	35.0%	15.5%	20.0%	18.2%	35.0%
There is not an adequate level of citizen/civil society participation	36.6%	0.0%	20.0%	41.7%	30.9%	34.1%	40.0%
Corruption	7.3%	20.0%	10.0%	17.5%	18.2%	9.1%	0.0%
Poor coordination within the World Bank Group*	2.4%	10.0%	25.0%	3.9%	1.8%	2.3%	10.0%
The World Bank Group does not provide the government with consistent support throughout the reform effort	12.2%	10.0%	20.0%	8.7%	3.6%	6.8%	0.0%
Political pressures and obstacles	14.6%	0.0%	10.0%	24.3%	25.5%	20.5%	15.0%
Reforms are not well thought out in light of country challenges	26.8%	40.0%	25.0%	18.4%	14.5%	31.8%	30.0%
Other	7.3%	20.0%	0.0%	2.9%	1.8%	6.8%	0.0%

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Regional integration	30	5.03	2.46	9	5.89	2.20	21	5.86	3.02	79	6.11	2.54	44	6.05	2.64	34	5.26	3.11	16	5.25	3.28
Food security*	32	7.41	1.98	9	5.22	1.92	20	6.60	2.72	95	7.42	2.08	48	7.79	2.39	39	7.41	2.39	20	6.25	3.11
Urban development	33	7.64	1.82	9	7.33	0.87	19	7.21	2.70	92	7.29	1.96	48	7.65	2.15	41	7.22	2.21	17	7.29	2.08
Social protection	30	6.40	2.74	8	6.75	2.31	20	5.75	3.01	93	7.13	2.34	47	6.66	2.72	35	7.37	2.47	18	5.39	2.99
Gender equity	35	7.17	2.29	9	6.78	1.20	21	7.33	2.31	98	7.50	1.98	49	7.18	2.91	38	8.00	1.71	18	6.67	2.77
Education and skills development	36	8.92	1.30	9	7.11	0.60	21	7.67	2.89	98	8.22	1.85	53	8.32	1.80	40	8.28	1.87	19	7.63	2.34
Public sector governance/reform	35	7.40	2.52	10	7.00	2.00	19	7.58	2.24	95	7.14	2.12	49	7.41	2.33	40	7.70	2.16	17	6.76	2.46
Infrastructure – Energy	36	7.97	2.20	9	6.89	1.36	20	7.50	2.01	96	7.47	1.89	49	8.00	1.85	38	7.76	2.05	17	6.82	2.19
Infrastructure – Transport	35	7.94	2.25	9	6.89	1.96	19	7.89	2.05	92	7.61	2.03	49	8.33	1.63	40	7.85	2.17	17	6.88	2.12
Pollution*	34	7.82	2.12	9	5.78	2.05	21	7.24	2.59	96	7.86	1.97	45	8.11	2.17	39	7.77	1.84	17	6.71	2.37
Job creation/employment	33	8.27	2.02	8	7.25	1.91	20	7.60	2.82	94	8.01	1.96	47	8.09	2.05	40	7.98	2.34	19	7.11	2.77
Health and sanitation*	35	8.86	1.22	9	7.33	2.12	19	7.95	2.48	95	8.36	1.73	48	8.17	1.88	41	8.59	1.77	18	7.00	2.38
Climate change	33	8.24	1.87	9	7.56	1.13	20	8.40	1.27	97	7.90	2.04	46	7.46	2.63	41	7.98	2.01	16	7.31	2.47
Poverty reduction*	37	8.76	1.77	10	7.70	0.82	20	7.40	2.48	95	8.29	2.03	47	8.40	1.94	38	8.29	1.97	18	6.50	2.38
Anti corruption	37	7.70	2.49	7	6.57	1.90	18	6.67	2.97	88	7.20	2.36	45	7.27	2.60	32	6.38	2.69	19	6.47	2.84
Private sector development	33	7.36	2.40	8	6.63	1.77	20	7.35	2.74	86	6.69	2.29	47	6.79	2.45	35	6.23	2.41	18	6.94	2.65
Agriculture and rural development	34	8.71	1.62	8	7.75	1.28	20	7.90	2.07	93	8.22	1.88	48	8.27	1.97	41	8.29	1.81	18	7.72	2.44
Trade and exports	35	7.29	2.54	7	6.57	1.62	20	7.05	2.46	85	6.61	2.20	46	7.74	2.13	33	7.00	2.02	18	6.17	2.41
Natural resource management	33	8.12	2.26	8	7.25	1.67	21	7.95	2.01	93	7.81	1.92	45	8.00	2.08	38	7.66	2.63	18	6.78	2.60
Economic growth	36	8.36	2.06	8	7.63	0.92	19	7.42	2.55	93	7.68	1.98	48	8.19	2.07	37	8.16	2.13	18	7.22	2.32
Disaster risk management	34	7.76	2.13	9	6.11	2.37	21	7.48	2.02	93	7.63	1.76	48	7.73	2.01	39	7.74	1.89	19	7.42	2.34
Equality of opportunity	36	7.75	2.10	9	7.56	0.73	21	7.33	2.31	94	7.96	1.96	46	7.91	1.95	35	8.31	1.94	18	6.72	2.76
Financial markets	34	7.09	2.84	9	6.89	1.54	20	6.65	2.89	87	6.87	2.18	44	7.00	2.63	33	6.73	2.47	18	6.83	2.12

\*Significantly different between stakeholder groups

### C. World Bank Group 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 India? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Regional integration	16	4.94	2.08	3	5.33	2.08	11	5.82	2.75	60	5.60	2.22	32	5.34	2.43	12	5.00	2.73	9	5.78	2.33
Food security	19	6.68	2.36	6	7.00	2.28	11	5.27	2.61	76	6.09	1.78	38	6.42	2.46	22	6.00	2.16	11	5.73	2.20
Urban development	26	6.38	2.00	5	6.40	2.61	13	6.15	2.38	74	6.27	1.75	40	7.13	1.88	26	6.69	2.02	14	6.43	1.70
Social protection	21	6.05	1.91	5	6.80	1.30	15	5.73	2.60	72	5.69	2.28	37	5.78	2.20	19	6.00	2.75	11	5.73	2.37
Gender equity	29	6.76	1.84	6	6.83	1.47	13	6.08	1.98	81	5.95	2.06	38	6.18	2.26	21	6.00	2.65	13	5.77	2.05
Education and skills development	26	6.62	1.79	5	6.40	1.52	15	6.13	2.20	81	6.19	2.06	39	6.90	2.12	27	6.41	2.02	15	6.40	1.88
Public sector governance/reform*	28	6.86	1.82	6	7.00	0.89	14	5.93	2.09	73	5.90	2.08	35	6.40	2.32	25	7.36	1.68	12	5.83	2.17
Infrastructure – Energy	25	6.68	2.15	5	6.80	1.79	13	6.46	2.30	70	6.70	1.67	39	7.18	1.99	24	6.88	1.57	14	6.71	2.05
Infrastructure – Transport	32	7.22	1.68	6	7.83	1.72	13	6.77	2.59	76	6.83	1.77	42	7.02	2.23	25	7.36	1.78	15	7.13	1.81
Pollution	25	6.28	2.25	4	8.25	0.96	13	6.00	2.45	67	6.00	2.04	40	5.88	2.30	18	6.06	2.53	10	5.70	2.00
Job creation/employment	26	5.92	2.31	5	6.80	0.84	14	5.79	2.26	69	5.91	2.08	38	5.87	2.32	22	6.23	2.45	13	5.62	1.80
Health and sanitation	30	7.13	1.96	5	7.80	1.30	14	6.07	1.98	79	6.25	1.87	43	6.74	2.37	24	6.75	2.42	17	6.18	2.13
Climate change	28	6.25	2.12	6	6.67	1.03	13	5.85	2.15	73	6.08	1.91	39	6.38	2.25	21	5.90	2.34	13	5.77	1.69
Poverty reduction	26	6.35	2.37	7	7.57	1.13	15	5.73	2.31	82	6.22	2.30	41	6.63	2.60	24	6.58	2.32	15	5.53	2.00
Anti corruption	25	6.20	2.35	4	6.50	0.58	14	6.07	2.64	65	5.28	2.34	37	5.19	2.57	18	5.89	2.70	12	4.92	2.50
Private sector development	24	5.79	2.11	4	6.25	1.50	13	6.38	2.33	65	6.23	2.16	38	6.45	2.01	17	6.65	1.77	13	6.54	2.18
Agriculture and rural development	31	6.71	2.07	7	6.86	1.21	14	6.29	2.09	86	6.00	2.12	43	6.70	2.51	24	5.96	2.24	13	6.69	2.02
Trade and exports	21	5.81	2.38	3	6.67	0.58	14	6.36	2.13	65	6.48	1.93	37	6.49	2.28	18	7.22	1.59	10	6.50	2.27
Natural resource management	26	6.46	2.21	6	6.67	1.37	15	5.73	2.28	81	5.91	2.10	39	6.44	2.39	19	6.37	2.27	13	5.92	2.50
Economic growth	28	6.50	2.38	4	7.50	0.58	13	6.00	2.31	76	6.49	1.86	40	7.13	2.08	23	7.48	1.59	14	6.43	1.65
Disaster risk management	22	6.23	2.27	4	7.00	2.71	14	5.29	2.49	66	6.23	2.49	40	6.55	2.39	20	6.60	2.04	13	5.69	2.10
Equality of opportunity	24	6.63	2.20	4	7.00	1.63	12	5.58	2.75	76	5.64	2.36	35	6.20	2.42	23	5.78	2.63	12	5.92	2.07
Financial markets	23	6.04	2.34	4	7.75	1.26	13	6.31	2.29	62	6.44	1.82	36	6.75	2.22	15	7.80	1.37	11	6.55	1.69

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?	39	6.74	1.71	9	6.56	0.88	18	6.89	2.00	92	6.26	1.70	48	6.81	2.00	37	6.14	1.95	18	6.22	1.86

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

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

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of India	34	6.59	1.81	7	7.00	1.15	20	6.45	2.01	91	5.74	1.83	46	6.74	2.29	33	6.09	1.89	17	5.94	1.98
The World Bank Group meets India's needs for knowledge services	36	6.75	1.81	8	6.75	1.16	20	6.25	1.94	88	6.15	1.96	47	6.79	2.13	38	6.50	1.98	18	6.22	1.93

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	24	6.42	2.02	4	7.75	0.96	13	6.92	1.89	46	6.65	1.86	33	6.82	2.10	15	7.33	1.80	10	6.20	2.39

(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?\*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	12.5%	0.0%	5.3%	1.0%	7.5%	4.4%	20.0%
Monthly	30.0%	40.0%	15.8%	26.7%	11.3%	17.8%	25.0%
A few times a year	42.5%	50.0%	42.1%	38.1%	54.7%	60.0%	45.0%
Rarely	12.5%	10.0%	26.3%	25.7%	13.2%	13.3%	5.0%
Never	2.5%	0.0%	10.5%	8.6%	13.2%	4.4%	5.0%

\*Significantly different between stakeholder groups

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

In India, 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)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	34	7.15	1.96	7	6.43	1.99	16	6.81	1.64	78	6.64	2.11	43	6.33	2.26	34	6.82	1.77	18	6.00	2.28
Include appropriate level of stakeholder involvement during preparation	33	6.94	1.95	9	6.33	1.32	18	6.50	2.20	86	5.95	1.96	40	6.20	1.88	30	6.33	2.62	18	6.06	1.76
Lead to practical solutions	36	6.53	1.93	9	6.67	1.87	19	5.84	2.03	84	6.10	2.00	43	6.16	1.96	34	6.38	2.19	16	5.81	1.91
Are accessible (well written and easy to understand)	37	7.24	1.94	9	7.22	1.48	19	6.74	2.33	85	6.66	2.02	46	6.78	2.29	39	7.36	2.06	17	6.47	2.50
Are source of relevant information on global good practices	32	7.78	1.48	7	7.57	1.27	16	7.38	1.63	81	6.90	1.68	44	7.30	2.06	37	7.68	1.86	18	7.06	1.59
Are relevant to country challenges	37	6.62	1.83	9	7.67	1.32	19	6.58	2.01	87	6.28	1.94	44	6.55	2.08	41	6.85	2.02	18	6.22	1.59
Are adequately disseminated	31	6.48	1.65	7	5.86	2.04	17	6.88	2.06	81	5.60	1.91	40	5.98	2.40	39	6.41	2.26	18	6.00	2.25
Are translated enough into local language	27	5.44	2.69	7	6.43	2.57	16	5.06	3.02	63	5.08	2.47	40	4.98	2.50	26	4.15	2.52	16	5.38	2.66
Are adaptable to India's specific development challenges and country circumstances	34	6.68	2.01	8	7.00	0.93	17	6.41	1.97	84	5.87	1.99	44	5.93	2.25	34	6.15	2.35	18	6.00	2.09

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	37	6.95	1.78	8	7.00	1.07	20	6.00	2.38	93	6.29	1.90	47	6.89	1.99	36	6.33	1.80	20	6.20	2.21
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	39	7.13	1.75	8	7.75	1.28	19	7.32	1.63	88	7.07	1.76	48	7.60	1.75	40	7.58	1.66	19	7.11	1.49

(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)

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	33	7.24	2.08	6	6.50	1.38	16	6.25	2.59	63	6.86	1.98	43	7.09	1.95	20	7.30	1.81	10	6.60	2.17
The World Bank Group effectively monitors and evaluates the projects and programs it supports	40	7.53	1.87	7	7.00	1.83	18	6.61	2.06	84	6.75	1.82	46	7.17	1.97	31	7.00	1.93	15	7.13	1.92
The World Bank Group's approvals and reviews are done in a timely fashion	38	7.00	1.79	7	6.57	1.72	16	6.56	1.82	72	6.63	1.97	41	7.10	1.95	27	7.26	2.12	14	6.79	1.85
The World Bank Group's "Safeguard Policy" requirements are reasonable	32	7.13	1.96	6	6.67	1.86	15	6.87	1.73	64	7.17	1.62	40	7.20	1.87	22	7.14	1.73	12	6.33	2.31
The World Bank Group's conditions on its lending are reasonable	32	6.69	1.87	7	7.43	1.51	14	6.00	2.08	57	6.53	1.88	43	6.67	2.01	21	6.33	1.88	12	6.00	1.91
The World Bank Group takes decisions quickly in India	36	6.31	1.80	7	6.86	2.04	14	5.86	2.07	64	6.31	1.92	41	6.34	2.25	20	6.50	1.61	13	6.08	2.56
Working with the World Bank Group increases India's institutional capacity	38	7.13	2.00	8	7.13	1.36	16	6.69	1.89	84	6.95	1.93	46	6.83	2.07	33	7.24	2.09	15	6.13	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	36	6.58	1.96	7	7.00	0.82	15	6.33	1.99	68	6.69	1.73	36	6.92	1.99	20	6.65	2.01	12	6.67	2.39
The World Bank Group provides effective implementation support*	36	7.53	1.75	6	7.00	1.67	17	6.12	2.12	85	6.56	1.87	46	7.22	1.80	30	7.47	2.03	16	6.69	2.27
Help to bring discipline/effective supervision to implementation of investment projects	33	7.48	2.05	6	6.83	1.83	17	6.41	2.06	69	6.77	2.04	43	7.02	1.93	28	7.36	1.93	15	6.93	2.09

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Improve the competitiveness of its financing compared to markets*	2.5%	20.0%	5.0%	1.0%	13.0%	2.3%	5.0%
Work more with civil society and beneficiary representatives*	15.0%	10.0%	20.0%	61.4%	35.2%	34.9%	25.0%
Increase the level of capacity development in the country*	40.0%	10.0%	30.0%	18.8%	22.2%	46.5%	40.0%
Improve the quality of its experts as related to India's specific challenges	22.5%	20.0%	20.0%	9.9%	11.1%	18.6%	10.0%
Work more with private sector	12.5%	0.0%	5.0%	12.9%	9.3%	4.7%	20.0%
Offer more innovative knowledge services	10.0%	10.0%	20.0%	12.9%	16.7%	16.3%	25.0%
Collaborate more effectively with Government clients	17.5%	10.0%	30.0%	13.9%	20.4%	25.6%	15.0%
Work faster	7.5%	0.0%	10.0%	15.8%	11.1%	4.7%	5.0%
Reduce the complexity of obtaining World Bank Group financing	20.0%	20.0%	20.0%	9.9%	5.6%	9.3%	15.0%
Increase availability of Reimbursable Advisory Services (RAS)	7.5%	10.0%	5.0%	6.9%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	20.0%	0.0%	10.0%	9.9%	14.8%	11.6%	5.0%
Offer more innovative financial products*	12.5%	30.0%	5.0%	2.0%	13.0%	2.3%	5.0%
Ensure greater selectivity in its work	0.0%	20.0%	10.0%	5.0%	9.3%	4.7%	10.0%
Provide more adequate data/ knowledge/statistics/figures on India's economy	5.0%	0.0%	0.0%	13.9%	5.6%	14.0%	10.0%
Other*	0.0%	20.0%	0.0%	1.0%	5.6%	2.3%	5.0%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in India, 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 India?\* (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	15.4%	10.0%	26.3%	22.5%	32.0%	4.7%	26.3%
Knowledge products	35.9%	40.0%	42.1%	30.4%	34.0%	41.9%	21.1%
Convening services	2.6%	10.0%	5.3%	13.7%	8.0%	0.0%	0.0%
None of the above	0.0%	0.0%	5.3%	2.0%	0.0%	2.3%	0.0%
The combination is appropriate for India	38.5%	20.0%	21.1%	25.5%	18.0%	37.2%	52.6%
Don't know	7.7%	20.0%	0.0%	5.9%	8.0%	14.0%	0.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Radio	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
Magazines	12.2%	20.0%	15.0%	16.7%	1.9%	19.0%	20.0%
Newspapers*	63.4%	60.0%	70.0%	63.7%	88.7%	73.8%	75.0%
Television*	58.5%	10.0%	5.0%	20.6%	22.6%	16.7%	20.0%
Internet*	41.5%	90.0%	70.0%	63.7%	50.9%	61.9%	70.0%
Facebook	2.4%	0.0%	5.0%	6.9%	1.9%	2.4%	0.0%
Twitter	0.0%	0.0%	20.0%	4.9%	7.5%	4.8%	5.0%
Other social media (e.g., blogs, YouTube, Flickr)	4.9%	10.0%	0.0%	6.9%	7.5%	0.0%	0.0%
Other	4.9%	0.0%	5.0%	7.8%	5.7%	14.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials*	19.5%	30.0%	20.0%	32.0%	37.7%	64.3%	35.0%
World Bank Group's e-Newsletters	31.7%	10.0%	40.0%	31.0%	24.5%	31.0%	20.0%
World Bank Group's seminars/workshops/conferences*	31.7%	40.0%	45.0%	52.0%	20.8%	50.0%	50.0%
Mobile phones	17.1%	0.0%	10.0%	8.0%	9.4%	4.8%	10.0%
Direct contact with World Bank Group	19.5%	50.0%	25.0%	19.0%	24.5%	16.7%	20.0%
World Bank Group's website*	48.8%	60.0%	35.0%	23.0%	39.6%	21.4%	45.0%
World Bank Group's Facebook	9.8%	0.0%	0.0%	6.0%	9.4%	0.0%	5.0%
World Bank Group's Twitter	2.4%	0.0%	10.0%	5.0%	9.4%	7.1%	10.0%
World Bank Group's other social media channels (e.g., blogs, YouTube, Flickr)*	2.4%	10.0%	5.0%	14.0%	13.2%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	1.0%	1.9%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	39.5%	70.0%	36.8%	41.4%	38.3%	32.6%	60.0%
No	60.5%	30.0%	63.2%	58.6%	61.7%	67.4%	40.0%

## G. Communication and Information Sharing (continued)

Do you have reliable access to the Internet?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	94.9%	100.0%	95.0%	95.1%	96.0%	100.0%	100.0%
No	5.1%	0.0%	5.0%	4.9%	4.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	78.9%	80.0%	75.0%	71.3%	78.4%	75.0%	80.0%
No	21.1%	20.0%	25.0%	28.7%	21.6%	25.0%	20.0%

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	39.5%	10.0%	25.0%	39.0%	30.0%	23.3%	35.0%
No	60.5%	90.0%	75.0%	61.0%	70.0%	76.7%	65.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	100.0%	100.0%	100.0%	97.8%	97.9%	97.7%	100.0%
Dial-up	0.0%	0.0%	0.0%	2.2%	2.1%	2.3%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	15.0%	0.0%	5.3%	5.0%	13.2%	11.6%	30.0%
Monthly	22.5%	20.0%	26.3%	27.7%	15.1%	23.3%	30.0%
A few times a year	52.5%	70.0%	36.8%	34.7%	50.9%	46.5%	25.0%
Rarely	7.5%	10.0%	15.8%	25.7%	17.0%	11.6%	15.0%
Never	2.5%	0.0%	15.8%	6.9%	3.8%	7.0%	0.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/ PMU/ Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	36	7.36	1.94	8	7.00	0.9	14	7.79	1.58	75	6.89	1.82	39	7.44	1.82	33	7.82	1.70	14	7.07	2.84
I find the information on the World Bank Group's websites useful*	35	7.69	2.05	8	7.63	1.06	15	7.80	1.42	75	6.92	1.80	38	7.82	1.66	34	8.09	1.76	14	7.71	2.52
The World Bank Group's social media channels are valuable sources of information about the institution	20	7.75	1.37	3	6.67	1.53	13	7.08	2.06	63	6.86	1.83	30	7.10	2.44	15	7.33	2.50	12	6.25	2.70

\*Significantly different between stakeholder groups

Which of the following reports have you read either partially or fully? (Select ALL that apply)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Development Report 2018 – Learning to Realize Education's Promise	31.7%	40.0%	31.6%	50.5%	47.2%	53.5%	52.6%
Doing Business Report*	24.4%	60.0%	63.2%	23.2%	47.2%	37.2%	47.4%
South Asia Economic Focus – Globalization Backlash	22.0%	10.0%	15.8%	23.2%	24.5%	30.2%	21.1%
South Asia's Turn: Policies to Boost Competitiveness and Create the Next Export Powerhouse	24.4%	40.0%	15.8%	18.2%	9.4%	9.3%	15.8%
Stitches to Riches? Apparel Employment, Trade and Economic Development	14.6%	20.0%	10.5%	15.2%	20.8%	7.0%	21.1%
None of the above*	51.2%	20.0%	36.8%	27.3%	26.4%	25.6%	15.8%
Other	2.4%	0.0%	5.3%	5.1%	1.9%	7.0%	5.3%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing (continued)

If you selected a report(s) from the above list, where did you read or hear about them? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Discussion with colleagues	4.2%	0.0%	6.7%	17.3%	9.1%	25.0%	30.0%
Local newspapers	20.8%	25.0%	33.3%	19.8%	34.1%	15.6%	25.0%
Local broadcast (radio/TV)	4.2%	12.5%	6.7%	6.2%	2.3%	0.0%	0.0%
International sources	16.7%	12.5%	20.0%	16.0%	20.5%	9.4%	15.0%
Internet	41.7%	37.5%	40.0%	50.6%	38.6%	50.0%	30.0%
World Bank Group's website	33.3%	50.0%	40.0%	22.2%	29.5%	53.1%	40.0%
World Bank Group's e-Newsletters	4.2%	0.0%	20.0%	8.6%	13.6%	6.3%	5.0%
World Bank Group's social media channels (e.g., Facebook, Twitter)	12.5%	0.0%	0.0%	13.6%	13.6%	0.0%	10.0%
Other social media	0.0%	0.0%	6.7%	6.2%	2.3%	0.0%	0.0%
Other	12.5%	12.5%	0.0%	6.2%	2.3%	12.5%	5.0%

\*Significantly different between stakeholder groups

## H. Background Information

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	67.4%	45.5%	45.0%	30.3%	10.5%	20.0%	50.0%
No	32.6%	54.5%	55.0%	69.7%	89.5%	80.0%	50.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)	94.7%	100.0%	55.0%	64.3%	61.5%	90.6%	73.3%
The International Finance Corporation (IFC)	0.0%	0.0%	30.0%	6.0%	11.5%	0.0%	13.3%
The Multilateral Investment Guarantee Agency (MIGA)	2.6%	0.0%	0.0%	7.1%	3.8%	0.0%	6.7%
Other	2.6%	0.0%	15.0%	22.6%	23.1%	9.4%	6.7%

\*Significantly different between stakeholder groups

## H. Background Information (continued)

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	23.8%	0.0%	26.1%	19.2%	10.6%	9.3%	27.8%
No	76.2%	100.0%	73.9%	80.8%	89.4%	90.7%	72.2%

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

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	70.0%	83.3%	50.0%	66.7%	50.0%	60.0%	70.0%
The way the two institutions work together needs improvement	30.0%	16.7%	35.0%	16.7%	50.0%	40.0%	30.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	15.0%	16.7%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	16.7%	33.3%	33.3%	36.0%	63.5%	25.6%	26.3%
Use World Bank Group reports/data	19.0%	33.3%	19.0%	27.0%	40.4%	39.5%	42.1%
Engage in World Bank Group related/sponsored events/activities*	42.9%	22.2%	28.6%	37.0%	1.9%	44.2%	15.8%
Collaborate as part of my professional duties*	59.5%	55.6%	33.3%	27.0%	17.3%	23.3%	42.1%
Use World Bank Group website for information, data, research, etc.*	16.7%	22.2%	33.3%	13.0%	28.8%	34.9%	36.8%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Employee of a Ministry/ PMU/ Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	11.4%	45.5%	30.4%	22.0%	17.5%	37.8%	15.8%
Male	88.6%	54.5%	69.6%	78.0%	82.5%	62.2%	84.2%

\*Significantly different between stakeholder groups

## Appendix C: Responses to Indicator Questions by Geographic Location<sup>17</sup>

- Delhi N=105      ● Odhisha N=45      ● Jharkhand N=34      ● Assam N=52
- Andhra Pradesh N=52      ● Maharashtra N=22

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

	Which best represents your geographic location?																	
	Delhi			Odhisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.	94	6.57	1.85	41	6.49	2.13	28	6.32	1.72	50	6.60	2.00	46	6.85	2.08	18	6.22	2.05

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?																	
	Delhi			Odhisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India	91	6.25	1.82	40	6.58	2.09	30	6.87	2.06	48	6.52	2.13	43	7.05	1.59	18	6.78	2.37
The World Bank Group's work is aligned with what I consider the development priorities for India	91	6.29	1.86	40	6.38	2.05	28	6.32	2.42	48	6.38	2.13	44	7.09	1.43	18	6.33	2.30

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

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

	Which best represents your geographic location?																	
	Delhi			Odhisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	82	6.15	1.79	36	5.72	1.81	27	6.22	2.55	45	6.38	1.96	41	6.73	1.75	18	5.56	1.98
Flexibility (in terms of the institution's products and services)	82	5.76	1.98	31	5.26	1.73	24	5.38	2.08	42	5.60	2.11	42	6.40	1.90	15	4.93	2.15
Flexibility (in terms of changing country circumstances)*	78	6.01	1.83	32	5.03	1.79	26	5.88	1.93	38	5.87	1.93	40	6.65	1.87	18	5.39	2.25
Being inclusive	83	6.18	1.96	33	5.70	2.17	27	6.44	2.03	46	5.85	2.23	35	6.77	1.96	16	7.25	2.29
Openness (sharing data and other information)*	85	6.66	1.87	35	6.54	1.90	27	5.48	2.59	45	6.13	2.02	42	7.36	1.95	16	7.13	2.28
Collaboration with the Government	85	7.42	1.49	36	7.50	1.66	29	6.76	2.57	44	7.16	1.58	42	7.81	1.77	16	7.31	2.09
The speed in which it gets things accomplished on the ground	79	5.86	2.04	32	5.38	2.12	24	6.21	2.40	43	5.84	1.84	41	6.29	1.69	17	5.12	1.93
Helping to bring discipline/effective supervision to implementation of investment projects	68	6.38	1.95	32	6.47	2.11	22	6.27	2.45	43	6.67	1.91	39	6.85	2.03	14	6.00	2.04
Collaboration with civil society	73	5.44	2.25	35	5.06	2.44	26	4.65	2.53	44	5.77	2.06	39	6.15	2.28	18	5.06	1.92
Staff accessibility	81	6.11	2.19	30	5.17	2.53	24	5.33	2.18	41	5.59	2.11	35	6.57	2.49	16	5.19	1.94
Collaboration with other donors and development partners	68	5.94	2.01	30	5.67	2.37	22	6.77	1.95	33	5.73	2.05	32	6.78	1.81	16	5.56	2.16
Collaboration with the private sector	59	6.00	1.93	29	5.07	2.36	20	5.40	2.46	33	6.18	2.02	32	6.34	2.31	13	5.69	2.18
Straightforwardness and honesty*	76	7.16	2.03	32	5.94	2.45	24	7.04	1.90	45	7.20	2.05	40	7.88	1.84	16	7.19	2.43
Treating clients and stakeholders in India with respect	80	6.99	1.94	32	6.56	2.12	24	6.96	1.99	45	6.96	1.98	38	7.79	1.66	17	7.47	2.10
Being a long-term partner	75	7.35	1.92	36	6.89	2.21	26	7.35	1.98	41	7.37	1.95	37	7.97	1.57	18	8.00	1.78

\*Significantly different between geographic locations

<sup>17</sup> 310 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Which best represents your geographic location?																	
	Delhi			Odisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?	88	6.31	1.50	39	6.38	2.24	30	6.77	2.10	47	6.51	1.80	41	6.76	1.76	17	6.06	2.01

(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 India?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?																	
	Delhi			Odisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of India	82	5.99	1.77	40	6.20	2.20	29	6.48	2.34	42	6.29	1.95	41	6.66	1.70	16	5.31	2.21
The World Bank Group meets India's needs for knowledge services	91	6.27	1.93	40	6.25	2.10	29	7.00	1.98	42	6.17	1.81	39	7.13	2.00	15	5.93	2.09

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

In India, 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)

	Which best represents your geographic location?																	
	Delhi			Odisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to India's specific development challenges and country circumstances	80	6.19	1.86	40	5.73	2.37	29	5.90	2.14	40	6.00	1.93	35	7.00	2.07	15	5.67	1.84

	Which best represents your geographic location?																	
	Delhi			Odisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	88	6.19	1.89	41	6.61	2.06	33	6.70	2.08	43	6.74	1.83	41	6.80	1.82	15	6.20	1.97
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	91	7.22	1.58	40	7.50	1.97	32	7.06	1.68	43	7.21	1.71	39	7.59	1.67	16	7.13	1.89

(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)

	Which best represents your geographic location?																	
	Delhi			Odisha			Jharkhand			Assam			Andhra Pradesh			Maharashtra		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in India	60	6.30	1.92	31	5.94	2.25	22	6.45	2.13	31	6.45	1.80	38	6.66	1.99	12	5.67	1.87
Where country systems are adequate, the World Bank Group makes appropriate use of them	57	6.98	1.51	29	6.21	2.06	28	6.54	2.32	29	6.41	2.11	37	6.57	1.88	13	7.08	1.89



## Appendix D: Responses to Selected Questions by Levels of Collaboration<sup>18</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY18 India COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in India, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in India?"*

● Collaborating with the WBG N=102      ● Not collaborating with the WBG N=205

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?*	97	6.61	2.07	202	5.98	2.18

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.*	91	7.30	1.74	183	6.25	1.97

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?*	89	7.42	1.61	157	6.30	2.01

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

<sup>18</sup>Only 307 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.

## 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 India, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in India? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Infrastructure – Energy	8.3%	10.9%
Infrastructure – Transport (e.g., roads, bridges, transportation)	19.8%	14.4%
Pollution	6.3%	4.0%
Regional integration*	5.2%	0.5%
Food security	9.4%	8.0%
Urban development	10.4%	9.0%
Social protection (e.g., pensions, targeted social assistance)	8.3%	10.9%
Gender equity	4.2%	8.5%
Education and skills development	29.2%	33.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.6%	15.4%
Job creation/employment	17.7%	19.4%
Health and sanitation	16.7%	20.4%
Economic growth	11.5%	17.4%
Disaster risk management*	8.3%	3.0%
Equality of opportunity (i.e., social inclusion)	9.4%	16.9%
Climate change (e.g., mitigation, adaptation)	5.2%	7.0%
Poverty reduction	19.8%	26.4%
Anti corruption	4.2%	5.0%
Private sector development (i.e., development of enterprises, ease of doing business)*	12.5%	3.5%
Agriculture and rural development	32.3%	32.8%
Trade and exports	5.2%	3.0%
Natural resource management (e.g., environment, water, forests)	20.8%	14.4%
Financial markets	4.2%	1.5%

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the India Government's efforts to reduce poverty?

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	67	7.13	1.88	104	6.25	2.08
Development Policy Financing (DPF)*	60	6.87	1.71	105	6.17	1.93
Program-for-Results Financing (PforR)*	53	6.96	1.74	86	6.00	1.93
Trust funds and grants*	52	6.90	1.72	95	5.91	2.27
MIGA Guarantees*	38	6.95	1.82	69	5.81	2.21
IFC Investment Services	46	6.98	2.15	80	6.19	2.20
IFC Advisory Services	47	6.81	2.33	84	6.07	2.27

\*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India*	89	6.99	1.81	179	6.36	2.00
The World Bank Group's work is aligned with what I consider the development priorities for India*	89	7.10	1.78	177	6.21	1.97

\*Significantly different between collaborators and non-collaborators

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	85	6.73	1.64	161	5.87	2.03
Flexibility (in terms of the institution's products and services)*	82	6.41	1.74	150	5.33	1.99
Flexibility (in terms of changing country circumstances)*	81	6.73	1.75	150	5.42	1.95
Being inclusive*	82	6.89	1.78	157	5.92	2.22
Openness (sharing data and other information)*	86	7.09	1.68	163	6.23	2.19
Collaboration with the Government*	83	7.73	1.46	167	7.20	1.82
The speed in which it gets things accomplished on the ground	84	6.19	1.89	151	5.70	2.01
Helping to bring discipline/effective supervision to implementation of investment projects*	78	6.97	1.85	140	6.21	2.10
Collaboration with civil society*	76	6.30	2.01	156	5.01	2.27
Staff accessibility*	75	6.83	2.03	151	5.26	2.23
Collaboration with other donors and development partners*	69	6.83	1.92	131	5.55	2.02
Collaboration with the private sector*	64	6.36	1.88	121	5.60	2.27
Straightforwardness and honesty*	82	7.77	1.70	150	6.73	2.30
Treating clients and stakeholders in India with respect*	85	7.58	1.74	149	6.73	2.07
Being a long-term partner	80	7.66	1.88	151	7.28	1.95

\*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Regional integration*	78	6.37	2.30	154	5.43	2.86
Food security	86	7.52	1.95	175	7.14	2.50
Urban development	85	7.33	2.00	172	7.41	2.05
Social protection	82	7.01	2.44	167	6.65	2.65
Gender equity	88	7.63	1.82	178	7.24	2.41
Education and skills development	90	8.16	1.72	184	8.28	1.93
Public sector governance/reform	87	7.68	2.05	177	7.14	2.31
Infrastructure – Energy	87	7.62	1.94	176	7.66	1.99
Infrastructure – Transport	84	7.69	2.08	176	7.81	2.01
Pollution	84	7.92	1.69	175	7.64	2.24
Job creation/employment	81	7.90	1.86	177	7.97	2.26
Health and sanitation	86	8.21	1.80	177	8.33	1.87
Climate change	81	7.98	1.75	179	7.84	2.23
Poverty reduction	86	8.22	1.94	176	8.18	2.03
Anti corruption*	82	7.61	2.20	161	6.80	2.63
Private sector development*	80	7.36	2.11	164	6.62	2.45
Agriculture and rural development	83	8.08	1.92	176	8.32	1.81
Trade and exports	82	7.04	2.15	159	7.04	2.26
Natural resource management	83	7.83	1.99	170	7.79	2.20
Economic growth	85	7.94	2.00	171	7.93	2.05
Disaster risk management	88	7.88	1.72	172	7.51	2.01
Equality of opportunity	85	7.87	1.93	171	7.85	2.05
Financial markets*	85	7.56	2.10	159	6.55	2.47

\*Significantly different between collaborators and non-collaborators

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Regional integration*	51	6.29	2.04	89	4.96	2.28
Food security*	60	6.85	1.86	121	5.84	2.13
Urban development*	67	7.04	1.69	129	6.26	1.91
Social protection*	65	6.91	1.91	114	5.23	2.19
Gender equity*	72	7.06	1.73	127	5.61	2.12
Education and skills development*	70	7.16	1.65	137	6.08	2.05
Public sector governance/reform*	68	7.19	1.89	123	5.93	1.98
Infrastructure – Energy*	65	7.28	1.75	124	6.63	1.81
Infrastructure – Transport*	71	7.46	1.92	136	6.85	1.81
Pollution*	62	6.97	1.84	113	5.58	2.18
Job creation/employment*	66	6.71	1.82	119	5.55	2.19
Health and sanitation*	71	7.18	1.99	140	6.30	2.04
Climate change*	67	6.81	1.87	124	5.77	1.97
Poverty reduction*	71	6.93	2.09	137	6.04	2.35
Anti corruption*	63	6.48	2.12	110	4.98	2.40
Private sector development*	64	6.94	2.01	109	5.96	1.97
Agriculture and rural development*	72	6.94	1.81	144	6.03	2.25
Trade and exports*	60	6.97	1.91	106	6.27	2.03
Natural resource management*	68	6.96	2.09	129	5.77	2.13
Economic growth	68	7.10	1.87	128	6.56	1.97
Disaster risk management*	66	6.94	2.07	112	5.93	2.43
Equality of opportunity*	66	7.02	2.08	118	5.35	2.29
Financial markets	62	6.84	1.98	101	6.52	1.96

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?*	89	7.06	1.72	169	6.13	1.77

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

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of India*	84	6.75	1.93	161	5.90	1.91
The World Bank Group meets India's needs for knowledge services*	88	7.03	1.60	165	6.11	2.04

\*Significantly different between collaborators and non-collaborators

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	60	7.12	1.61	83	6.48	2.14

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

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

In India, 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	86	7.20	1.86	141	6.26	2.07
Include appropriate level of stakeholder involvement during preparation*	85	6.91	1.74	146	5.90	2.08
Lead to practical solutions*	85	6.81	1.80	154	5.89	1.98
Are accessible (well written and easy to understand)	84	7.25	1.93	165	6.76	2.12
Are source of relevant information on global good practices	79	7.57	1.56	153	7.12	1.81
Are relevant to country challenges	84	6.86	1.78	168	6.40	1.98
Are adequately disseminated*	81	6.89	1.85	150	5.60	2.09
Are translated enough into local language*	66	5.94	2.52	126	4.63	2.50
Are adaptable to India's specific development challenges and country circumstances*	77	6.70	1.95	159	5.84	2.10

\*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	88	7.18	1.73	170	6.15	1.92
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	88	7.75	1.39	169	7.02	1.79

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

\*Significantly different between collaborators and non-collaborators

### E. Working with the World Bank Group

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	74	7.49	1.87	114	6.56	1.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	82	7.46	1.74	156	6.79	1.89
The World Bank Group's approvals and reviews are done in a timely fashion	79	7.16	1.74	134	6.68	1.96
The World Bank Group's "Safeguard Policy" requirements are reasonable*	71	7.39	1.70	118	6.85	1.81
The World Bank Group's conditions on its lending are reasonable*	65	7.12	1.77	118	6.28	1.88
The World Bank Group takes decisions quickly in India*	73	6.78	1.99	119	6.05	1.93
Working with the World Bank Group increases India's institutional capacity*	82	7.41	1.90	155	6.74	1.97
Where country systems are adequate, the World Bank Group makes appropriate use of them*	75	7.15	1.71	116	6.41	1.88
The World Bank Group provides effective implementation support*	80	7.43	1.73	153	6.74	1.96
Help to bring discipline/effective supervision to implementation of investment projects*	74	7.55	1.87	134	6.67	1.97

\*Significantly different between collaborators and non-collaborators

### G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	78	7.63	1.71	139	7.07	1.94
I find the information on the World Bank Group's websites useful	79	7.82	1.67	138	7.35	1.93
The World Bank Group's social media channels are valuable sources of information about the institution*	59	7.56	1.80	96	6.67	2.13

## Appendix E: Responses to Select Questions by Year<sup>19</sup>

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents N=250
- FY 2018 Number of comparable respondents N=301

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY15	FY18
Office of the President/ Prime Minister/ Minister	1%	1%
Government Institutions	30%	30%
Local Government	2%	2%
Bilateral/Multilateral Agency	4%	4%
Civil Society	30%	30%
Private Sector	5%	5%
Academia/Research Institute/Think Tank	13%	13%
Media	15%	15%

### A. General Issues facing India

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

Percentage of Respondents	FY15	FY18
The right direction	76.3%	70.3%
The wrong direction	4.9%	8.3%
Not sure	18.8%	21.4%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in India?*	243	6.71	2.03	293	6.20	2.18

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY15 and FY18 respondents

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in India.	230	6.86	2.00	271	6.71	1.95

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

<sup>19</sup> Only those questions that were asked in the FY '15 and FY '18 country opinion surveys, with similar response scales/options, are presented.



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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help India solve its most complicated development challenges?*	219	7.24	1.89	244	6.77	1.93

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY18 respondents

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in India	237	6.84	1.93	262	6.64	1.94
The World Bank Group's work is aligned with what I consider the development priorities for India	229	6.59	1.93	259	6.60	2.00

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	214	6.73	2.07	242	6.23	1.98
Flexibility (in terms of the institution's products and services)*	215	6.21	1.99	225	5.75	1.99
Flexibility (in terms of changing country circumstances)	198	6.31	1.97	225	5.97	2.01
Being inclusive	207	6.62	1.96	232	6.32	2.14
Openness (sharing data and other information)	225	6.80	2.14	242	6.64	2.03
Collaboration with the Government*	222	8.12	1.58	246	7.32	1.86
The speed in which it gets things accomplished on the ground	203	6.04	2.11	231	5.84	1.99
Helping to bring discipline/effective supervision to implementation of investment projects				212	6.63	1.99
Collaboration with civil society*	210	5.99	2.27	222	5.49	2.26
Staff accessibility*	217	6.50	2.02	222	5.97	2.27
Collaboration with other donors and development partners*	194	6.77	1.82	193	6.11	2.07
Collaboration with the private sector	185	5.87	2.16	177	5.92	2.23
Straightforwardness and honesty	207	7.31	2.02	230	7.25	2.16
Treating clients and stakeholders in India with respect	224	7.18	1.99	232	7.14	2.02
Being a long-term partner	220	7.80	1.99	230	7.52	1.98

\*Significantly different between FY15 and FY18 respondents

### 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 India? (1-Not important at all, 10-Very important)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Regional integration*	216	6.91	2.37	221	5.58	2.70
Food security*	232	8.16	2.04	251	7.22	2.33
Urban development*	233	7.88	1.94	247	7.35	2.03
Social protection*	226	7.95	2.15	237	6.70	2.65
Gender equity*	227	8.06	1.80	255	7.29	2.26
Education and skills development**	235	8.71	1.70	263	8.29	1.86
Public sector governance/reform*	229	8.13	2.30	254	7.27	2.29
Infrastructure – Energy**	233	8.45	1.79	256	7.64	2.05
Infrastructure – Transport***	236	8.52	1.63	250	7.77	2.09
Pollution				251	7.65	2.16
Job creation/employment*	238	8.57	1.73	248	7.87	2.21
Health and sanitation				253	8.32	1.83
Climate change	223	7.96	1.86	250	7.87	2.11
Poverty reduction				256	8.18	2.08
Anti corruption*	220	7.89	2.38	239	7.07	2.58
Private sector development*	219	7.34	2.10	237	6.84	2.39
Agriculture and rural development				249	8.26	1.89
Trade and exports	216	7.12	2.42	236	6.98	2.30
Natural resource management				243	7.79	2.20
Economic growth*	228	8.42	1.90	250	7.94	2.08
Disaster risk management				250	7.55	2.02
Equality of opportunity				250	7.76	2.08
Financial markets				237	6.92	2.43

\*Significantly different between FY15 and FY18 respondents.

<sup>i</sup> In FY 2015, the category was "Education"

<sup>ii</sup> In FY 2015, the category was "Energy"

<sup>iii</sup> In FY 2015, the category was "Transport (e.g., roads, bridges, transportation)"

### 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 India? (1-Not effective at all, 10-Very effective)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Regional integration	131	5.73	2.08	129	5.41	2.31
Food security	165	6.60	1.97	166	6.26	2.16
Urban development	162	6.24	1.94	190	6.50	1.94
Social protection	149	6.37	2.09	164	5.89	2.24
Gender equity	164	6.36	1.97	190	6.23	2.11
Education and skills development <sup>i</sup>	178	6.67	1.89	197	6.46	2.00
Public sector governance/reform	178	6.62	2.02	182	6.48	2.04
Infrastructure – Energy <sup>ii</sup>	142	6.71	1.90	181	6.76	1.93
Infrastructure – Transport <sup>iii</sup>	175	7.03	1.85	204	7.06	1.89
Pollution				164	6.10	2.24
Job creation/employment	169	6.13	1.89	176	5.97	2.17
Health and sanitation				202	6.68	2.07
Climate change	157	6.17	2.00	182	6.14	2.04
Poverty reduction				194	6.38	2.32
Anti corruption				163	5.69	2.43
Private sector development	139	5.82	2.04	165	6.24	2.07
Agriculture and rural development				210	6.40	2.15
Trade and exports	128	6.24	1.88	154	6.40	2.13
Natural resource management				186	6.22	2.21
Economic growth	164	6.96	1.94	190	6.72	2.01
Disaster risk management				165	6.26	2.35
Equality of opportunity				172	6.07	2.38
Financial markets				153	6.56	2.06

<sup>i</sup> In FY 2015, the category was "Education"

<sup>ii</sup> In FY 2015, the category was "Energy"

<sup>iii</sup> In FY 2015, the category was "Transport (e.g., roads, bridges, transportation)"

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in India?	223	6.66	1.90	254	6.52	1.79

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

### 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 India? (1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of India	220	6.33	1.91	236	6.29	1.95
The World Bank Group meets India's needs for knowledge services	222	6.45	2.02	245	6.50	1.92

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

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

Percentage of Respondents	FY15	FY18
Weekly	7.3%	6.4%
Monthly	25.4%	24.4%
A few times a year	49.6%	45.9%
Rarely	12.1%	17.0%
Never	5.6%	6.4%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	205	6.75	2.04	223	6.72	2.04
Include appropriate level of stakeholder involvement during preparation	205	6.52	2.11	227	6.34	2.02
Lead to practical solutions	217	6.66	2.08	231	6.30	1.98
Are accessible (well written and easy to understand)	223	7.05	2.13	242	6.89	2.13
Are source of relevant information on global good practices	224	7.51	1.89	225	7.32	1.72
Are relevant to country challenges				246	6.58	1.92
Are adequately disseminated				222	6.12	2.03
Are translated enough into local language				185	5.22	2.59
Are adaptable to India's specific development challenges and country circumstances*	220	6.79	1.96	230	6.28	2.06

\*Significantly different between FY15 and FY18 respondents.

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	232	6.97	1.93	254	6.58	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	234	7.67	1.64	255	7.28	1.71

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

\*Significantly different between FY15 and FY18 respondents.

## E. Working with the World Bank Group

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	188	7.36	1.91	185	7.01	2.01
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	227	7.49	1.82	234	7.12	1.89
The World Bank Group's approvals and reviews are done in a timely fashion*	199	7.41	1.83	210	6.92	1.90
The World Bank Group's "Safeguard Policy" requirements are reasonable	174	7.41	1.82	185	7.09	1.86
The World Bank Group's conditions on its lending are reasonable*	178	7.02	1.94	179	6.58	1.91
The World Bank Group takes decisions quickly in India*	188	6.76	1.87	191	6.35	1.93
Working with the World Bank Group increases India's institutional capacity*	227	7.53	2.02	232	7.00	1.96
Where country systems are adequate, the World Bank Group makes appropriate use of them	190	7.05	2.07	189	6.72	1.92
The World Bank Group provides effective implementation support	223	7.44	1.98	227	7.09	1.87
Help to bring discipline/effective supervision to implementation of investment projects				202	7.12	2.00

\*Significantly different between FY15 and FY18 respondents.

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

When considering the combination of services that the World Bank Group offers in India, 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 India?\* (Select only ONE response)

Percentage of Respondents	FY15	FY18
Financial services	50.4%	20.6%
Knowledge products	18.4%	33.5%
Convening services	7.4%	6.6%
None of the above	0.4%	1.1%
The combination is appropriate for India	19.7%	30.5%
Don't know	3.7%	7.7%

\*Significantly different between FY15 and FY18 respondents.

## G. Communication and Information Sharing

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

Percentage of Respondents	FY15	FY18
Yes	38.7%	41.3%
No	61.3%	58.7%

Do you have reliable access to the Internet?'

Percentage of Respondents	FY15	FY18
Yes	98.7%	96.4%
No	1.3%	3.6%

' In FY 2015, the question was "Do you have access to the Internet?"

## G. Communication and Information Sharing (continued)

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

Percentage of Respondents	FY15	FY18
Yes	82.5%	74.1%
No	17.5%	25.9%

\*Significantly different between FY18 and FY16 respondents.

Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?\*<sup>†</sup>

Percentage of Respondents	FY15	FY18
Yes	23.4%	33.2%
No	76.6%	66.8%

\*Significantly different between FY18 and FY16 respondents.

<sup>†</sup> In FY 2015, the question was "Do you follow World Bank Group India on its social media sites (e.g., Facebook, Twitter, etc.)"

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

Percentage of Respondents	FY15	FY18
High speed/WiFi	90.8%	98.9%
Dial-up	9.2%	1.1%

\*Significantly different between FY15 and FY18 respondents.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	202	7.59	1.70	216	7.22	1.94
I find the information on the World Bank Group's websites useful	200	7.78	1.60	214	7.52	1.94
The World Bank Group's social media channels are valuable sources of information about the institution	94	6.65	2.19	146	7.14	2.08

\*Significantly different between FY15 and FY18 respondents.

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in India? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in India.	6.25	7.30	6.82	6.14	6.51	6.72	6.45	6.86	6.42	6.92	6.64	6.37
Overall the World Bank Group currently plays a relevant role in development in India	6.36	6.99	6.70	6.40	6.59	6.61	6.65	6.47	6.46	6.86	6.59	6.63
The World Bank Group's work is aligned with what I consider the development priorities for India	6.21	7.10	6.48	6.43	6.48	6.42	6.53	6.32	6.29	6.80	6.44	6.53
Responsiveness to needs	5.87	6.73	6.34	5.80	6.04	6.39	6.14	6.16	5.96	6.49	6.19	5.98
Flexibility (in terms of the institution's products and services)	5.33	6.41	5.74	5.34	5.52	5.81	5.61	5.57	5.51	5.78	5.69	5.34
Flexibility (in terms of changing country circumstances)	5.42	6.73	6.02	5.51	5.73	6.11	5.77	6.00	5.76	6.01	5.93	5.56
Being inclusive	5.92	6.89	6.35	5.96	6.24	6.13	6.20	6.21	6.08	6.49	6.22	6.16
Openness (sharing data and other information)	6.23	7.09	6.68	6.34	6.54	6.58	6.45	6.78	6.50	6.67	6.58	6.47
Collaboration with the Government	7.20	7.73	7.41	7.22	7.41	7.17	7.25	7.52	7.19	7.65	7.35	7.31
The speed in which it gets things accomplished on the ground	5.70	6.19	5.92	5.70	5.78	6.00	5.78	5.97	5.96	5.61	5.90	5.67
Helping to bring discipline/effective supervision to implementation of investment projects	6.21	6.97	6.70	6.16	6.60	6.28	6.33	6.87	6.44	6.63	6.65	6.04
Collaboration with civil society	5.01	6.30	5.38	5.35	5.46	5.13	5.46	5.17	5.16	5.80	5.49	4.98
Staff accessibility	5.26	6.83	5.91	5.47	5.77	5.70	5.63	6.01	5.50	6.23	5.96	5.08
Collaboration with other donors and development partners	5.55	6.83	6.15	5.79	5.99	6.09	5.98	6.11	5.90	6.29	6.06	5.89
Collaboration with the private sector	5.60	6.36	5.88	5.85	5.97	5.63	5.79	6.04	5.88	5.83	5.87	5.87
Straightforwardness and honesty	6.73	7.77	7.14	6.94	7.22	6.68	7.07	7.06	6.89	7.43	7.20	6.67
Treating clients and stakeholders in India with respect	6.73	7.58	7.15	6.90	7.17	6.79	7.04	7.11	6.94	7.31	7.19	6.70
Being a long-term partner	7.28	7.66	7.57	7.13	7.43	7.39	7.28	7.70	7.34	7.56	7.51	7.12
To what extent does the World Bank Group's work help to achieve development results in India?	6.13	7.06	6.58	6.06	6.39	6.41	6.38	6.43	6.23	6.74	6.44	6.27
The World Bank Group's financial instruments meet the needs of India	5.90	6.75	6.25	5.93	6.06	6.29	6.21	5.94	5.92	6.58	6.18	5.98
The World Bank Group meets India's needs for knowledge services	6.11	7.03	6.55	6.11	6.23	6.77	6.41	6.36	6.25	6.70	6.49	6.11
World Bank Group's knowledge work and activities are adaptable to India's specific development challenges and country circumstances	5.84	6.70	6.15	6.06	6.16	6.03	6.13	6.10	5.93	6.49	6.28	5.64
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.15	7.18	6.57	6.29	6.39	6.68	6.55	6.29	6.30	6.81	6.59	6.10
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.02	7.75	7.29	7.26	7.19	7.49	7.29	7.26	7.33	7.18	7.26	7.34
The World Bank Group takes decisions quickly in India	6.05	6.78	6.47	6.08	6.33	6.36	6.25	6.50	6.19	6.62	6.46	5.93
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.41	7.15	6.78	6.46	6.56	6.94	6.75	6.50	6.69	6.63	6.74	6.44

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: India FY18 COS Questionnaire



### **World Bank Group Country Survey FY 2018 – India**

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

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 INDIA**

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



**SECTION A: GENERAL ISSUES**

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

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

## 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 India? (Choose no more than TWO)**

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

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

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

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

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

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

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in India?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance for strengthening systems and institutions of service delivery	<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 and project monitoring	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in India? (Choose no more than TWO)</b>	
1	Arrogant in its approach
2	Not client focused
3	The credibility of its knowledge/data
4	World Bank Group's processes too complex and slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not collaborating enough with private sector
8	Not aligned with other donors' work
9	Not aligned with country priorities
10	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
11	Not enough public disclosure of its work
12	Not adequately sensitive to political/social realities in India
13	Too influenced by developed countries
14	Not exploring alternative policy options
15	Not sufficiently focused on results
16	Not in it for the long term
17	Its advice and strategies do not lend themselves to practical problem solving
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 India? (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 India Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

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

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

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

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

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

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

To what extent is the World Bank Group an effective development partner in India, 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	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in India with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Poor coordination within the Government
2	There is an inadequate level of private sector participation and support
3	Poor donor coordination
4	The World Bank Group is not sensitive enough to political/social realities on the ground
5	Lack of/inadequate levels of capacity in Government
6	There is not an adequate level of citizen/civil society participation
7	Corruption
8	Poor coordination within the World Bank Group
9	The World Bank Group does not provide the government with consistent support throughout the reform effort
10	Political pressures and obstacles
11	Reforms are not well thought out in light of country challenges
12	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 India?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Education and skills development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	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"/>	
8	Infrastructure – Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Infrastructure – Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Private sector development (i.e., development of enterprises, ease of doing business)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (e.g., environment, water, forests)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Financial markets	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 India?** *(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	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Education and skills development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	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"/>
8	Infrastructure – Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Infrastructure – Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Private sector development (i.e., development of enterprises, ease of doing business)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management (e.g., environment, water, forests)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

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

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

<b>C6. To what extent do you believe that India received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

**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 India, 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 India'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
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in India											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases India's institutional capacity											<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	
<b>E10</b>	Help to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>	

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN INDIA

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

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

### F2. When considering the combination of services that the World Bank Group offers in India, 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 India? (Select only ONE response)

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How do you get most of your information about economic and social development issues in India? (Choose no more than TWO)

1	Radio	6	Facebook
2	Magazines	7	Twitter
3	Newspapers	8	Other social media (e.g., blogs, YouTube, Flickr)
4	Television	9	Other (please specify): _____
5	Internet		

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

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

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

### G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

### G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>G12. Which of the following reports have you read either partially or fully? (Select ALL that apply)</b>	
1	World Development Report 2018 – Learning to Realize Education's Promise
2	Doing Business Report
3	South Asia Economic Focus – Globalization Backlash
4	South Asia's Turn: Policies to Boost Competitiveness and Create the Next Export Powerhouse
5	Stitches to Riches? Apparel Employment, Trade and Economic Development
6	None of the above
7	Other (please specify): _____

<b>G13. If you selected a report(s) from the above list, where did you read or hear about them? (Choose no more than TWO)</b>			
1	Discussion with colleagues	6	World Bank Group's website
2	Local newspapers	7	World Bank Group's e-Newsletters
3	Local broadcast (radio/TV)	8	World Bank Group's social media channels (e.g., Facebook, Twitter)
4	International sources (incl. newspapers, radio, TV, periodicals)	9	Other social media
5	Internet	10	Other (please specify): _____

## SECTION H: BACKGROUND INFORMATION

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

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

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

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in India? (Select only ONE response)</b>	
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

<b>H5. Do your projects involve both the World Bank and the IFC?</b> (If YES please go to Question H6; If NO please go to H7)	
1	Yes
2	No

<b>H6. If yes, what was your view of how the two institutions work together in India?</b> (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

<b>H7. Which of the following describes most of your exposure to the World Bank Group in India?</b> (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.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>H10. Which best represents your geographic location?</b>	
1	Delhi
2	Odisha
3	Jharkhand
4	Assam
5	Andhra Pradesh
6	Maharashtra

**Thank you for completing the survey!**