

FY 2019 China Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2019



Acknowledgements

The China 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, Jessica Cameron, and Antonina Redko oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the China country team and the independent fielding agency China Mainland Marketing Research (CMMR). In particular, PORG is grateful for the support from Li Li (Senior External Affairs Officer) and Xiaoting Li (Program Assistant) who coordinated the survey related activities from Beijing, China.



Country Opinion Surveys
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CHINA





I. Objectives

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

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

II. Methodology

From August to November 2018, 535 stakeholders of the WBG in China 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 employees of ministries/ministerial departments of the central government; local government offices or staff; project management offices (central level); project management offices (local level); central banks; the financial sector/banks; NGOs; regulatory agencies; state-owned enterprises; bilateral or multilateral agencies; private sector organizations; consultants/contractors working on WBG-supported projects/programs; the media; and academia/research institutes/think tanks.

A total of 157 stakeholders participated in the survey (29% response rate). Respondents received the questionnaire via email and completed it online.

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.

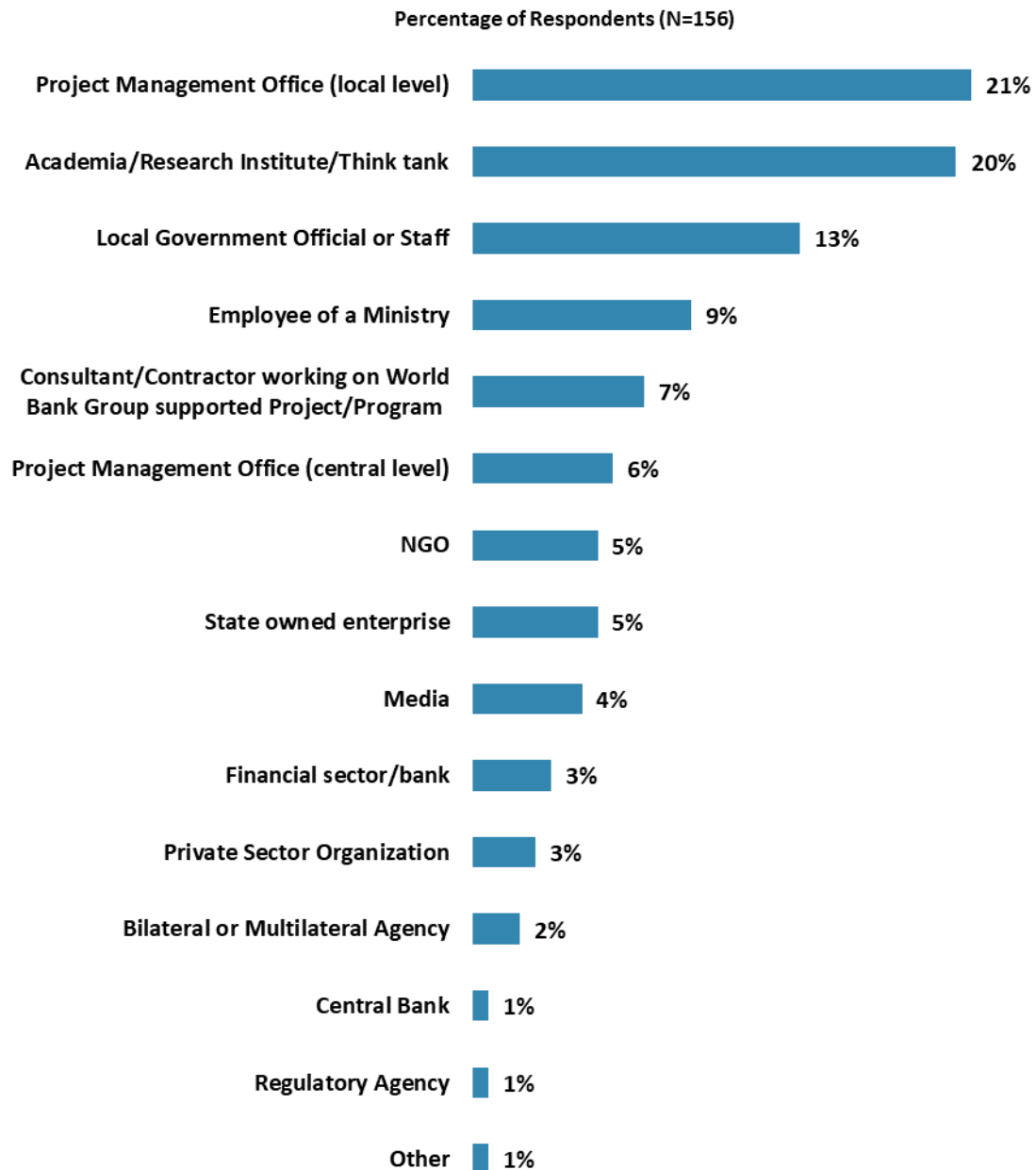
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 32%, N=184). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, there were insufficient numbers of respondents from bilateral or multilateral agencies, central banks, or regulatory agencies in either year to be included in these analyses. Also, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 68).



III. Demographics of the Sample

Current Position

- For all further analyses, the few respondents from Central Banks, Regulatory Agencies, and Bilateral or Multilateral Agencies were combined with “Other” and the few respondents from the Financial Sector/Banks were combined with those from Private Sector.

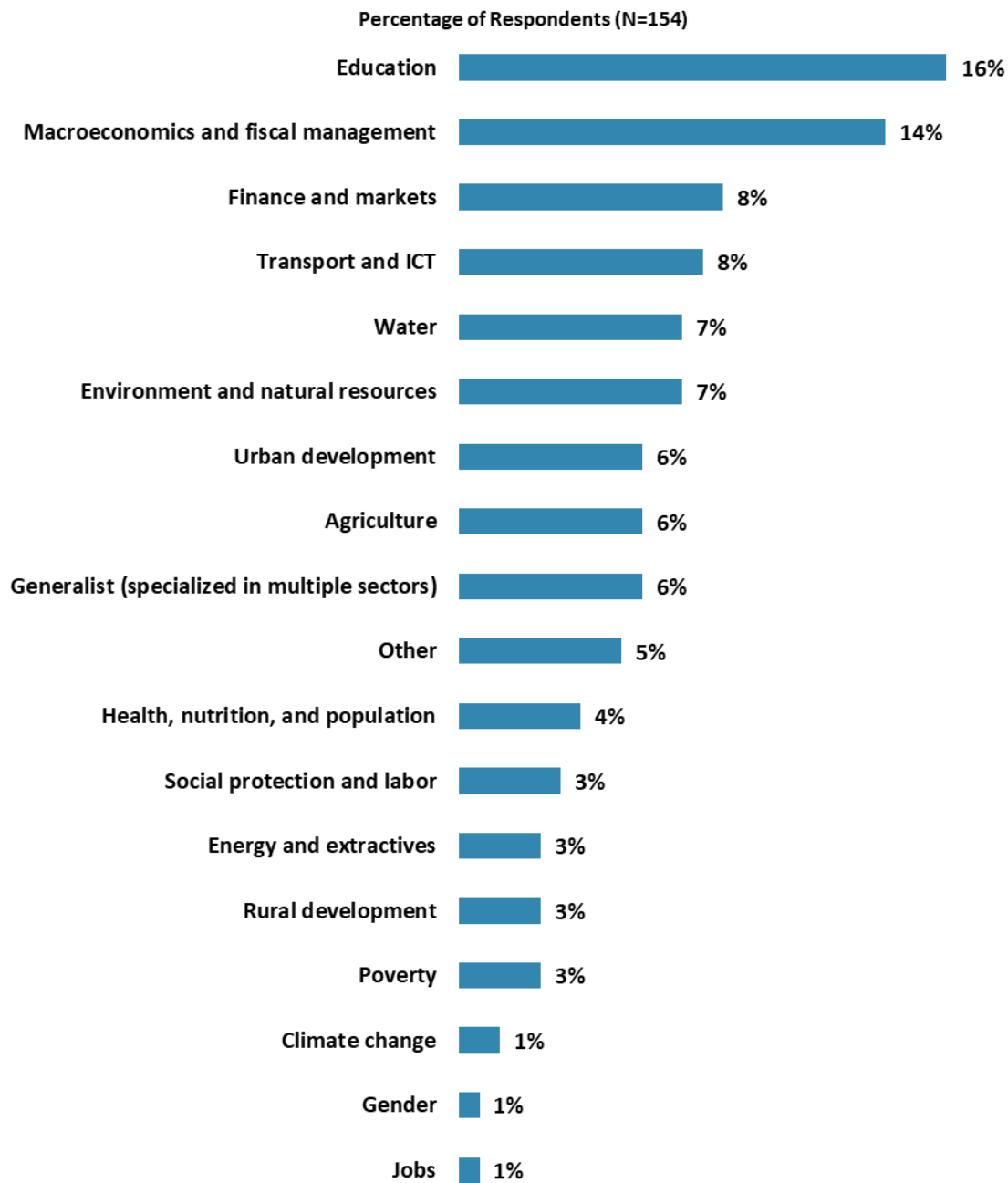


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization

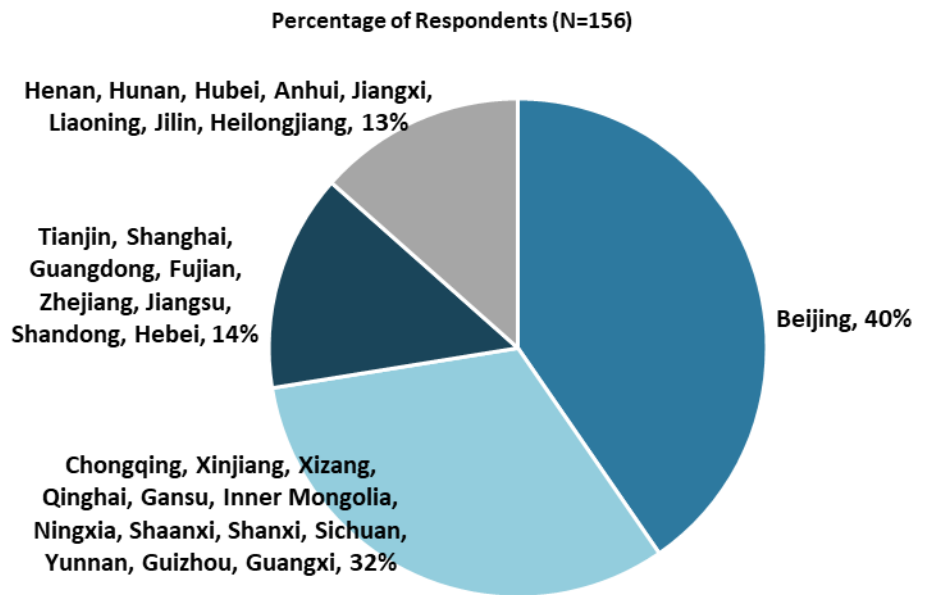


“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



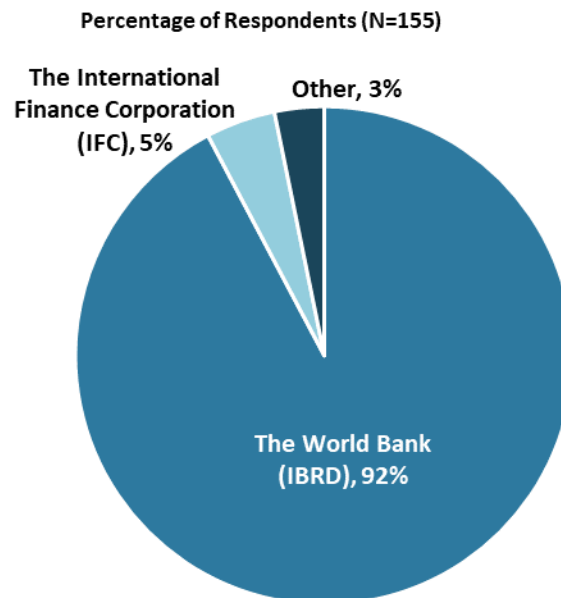
III. Demographics of the Sample (continued)

Geographic Locations



"Which best represents your geographic location?" (Respondents chose from a list.)

Exposure to Agencies within the World Bank Group



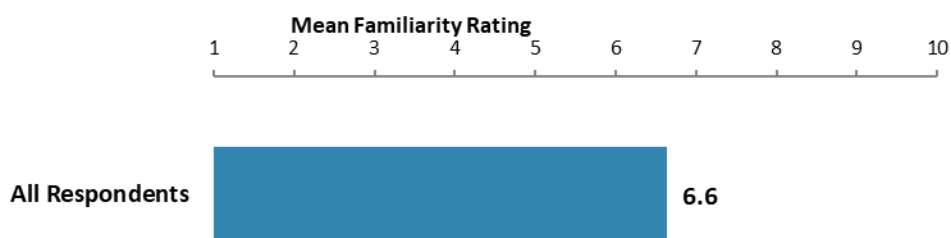
"Which of the following agencies of the World Bank Group do you primarily engage with in China? (Select only ONE response)" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year Comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the WBG (weighted mean rating = 6.7) compared to respondents from the FY '15 Country Survey (weighted mean = 6.4).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were moderately, significantly correlated with their ratings of the WBG's overall effectiveness in China, their ratings of the WBG playing a relevant role in China's development, and the extent to which the WBG's work helps to achieve development results in China.



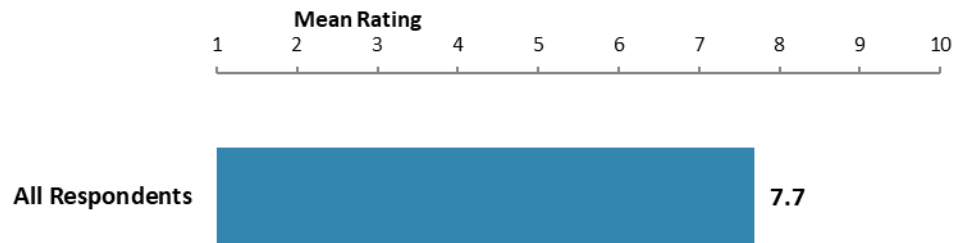
"How familiar are you with the work of the World Bank Group in China?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



IV. General Issues Facing China

Future of the Next Generation in China

- **Year Comparison:** Respondents in this year's Country Survey gave statistically similar ratings for their perspective on the future of the next generation in China (weighted mean rating = 7.7) compared to respondents from the FY '15 Country Survey (weighted mean = 8.0).



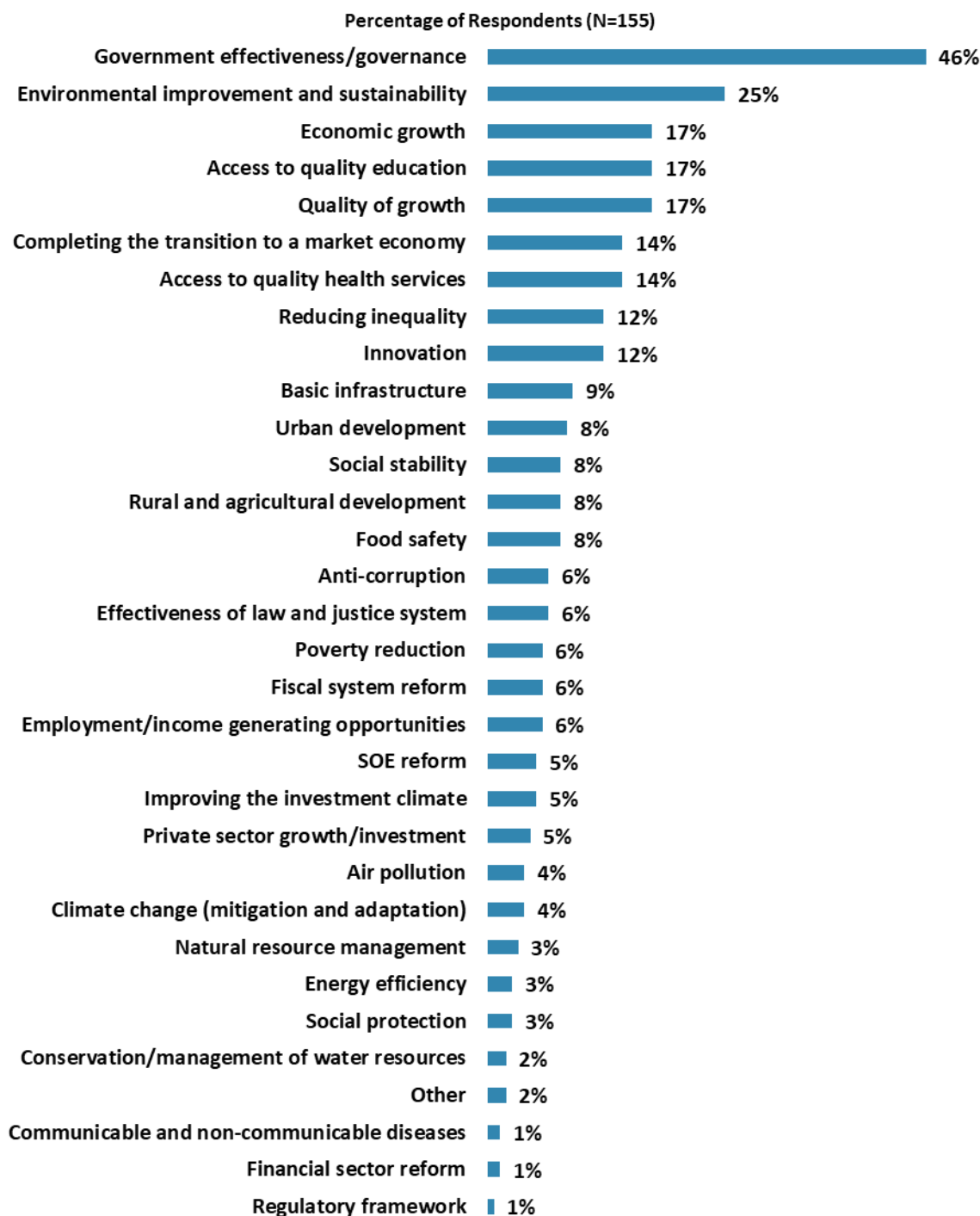
"On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in China."



IV. General Issues Facing China (continued)

Development Priority

- **Year comparison:** Respondents in the FY'15 Country Survey indicated that the most important development priorities in China were government effectiveness/governance (42%) and environmental improvement and sustainability (35%).

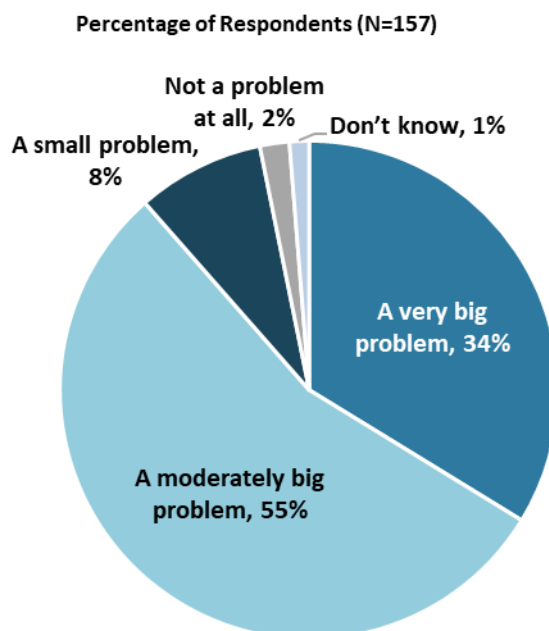


"Listed below are a number of development priorities in China. Please identify which of the following you consider the most important development priorities in China. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



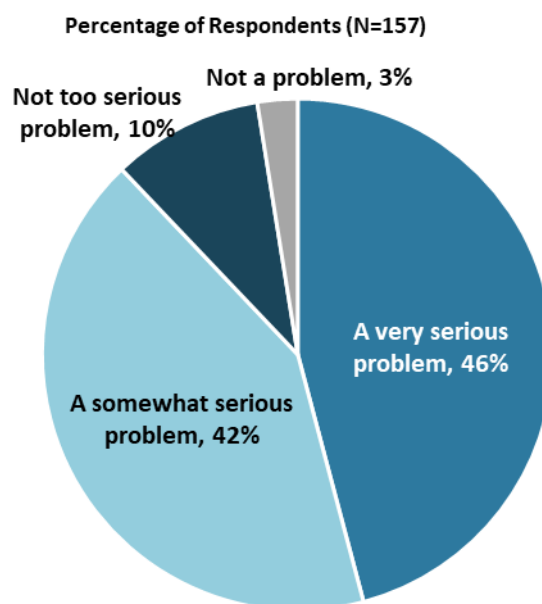
IV. General Issues Facing China (continued)

Gap between the Rich and Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in China? (Select only ONE response)" (Respondents chose from a list.)

Views on Climate Change



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

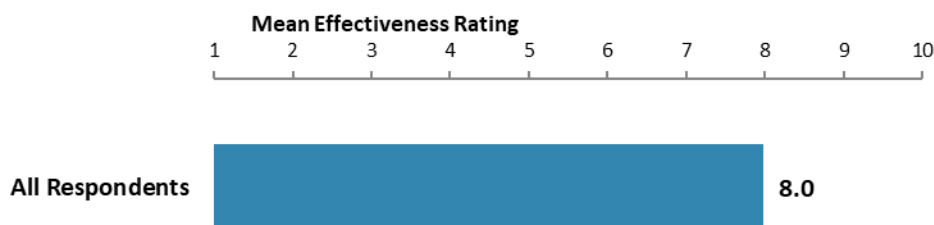


V. Overall Attitudes toward the World Bank Group

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

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

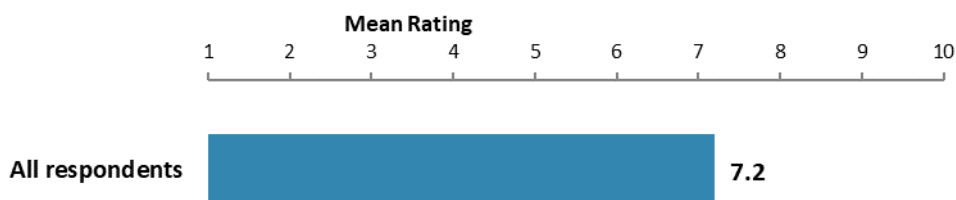
- **Year Comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the World Bank Group’s effectiveness in China (weighted mean rating = 8.0) compared to respondents from the FY ‘15 Country Survey (weighted mean = 7.4).



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

Achieving Development Results (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 7.2) compared to respondents from the FY ‘15 Country Survey (weighted mean = 7.2).



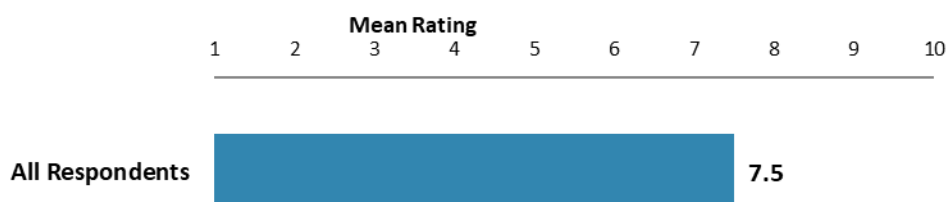
"To what extent does the World Bank Group’s work help to achieve development results in China?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the WBG's staff being well prepared (weighted mean = 7.5) compared to respondents from the FY '15 Country Survey (weighted mean = 6.5).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.7) compared to respondents who do not collaborate with the WBG (mean rating = 6.8).



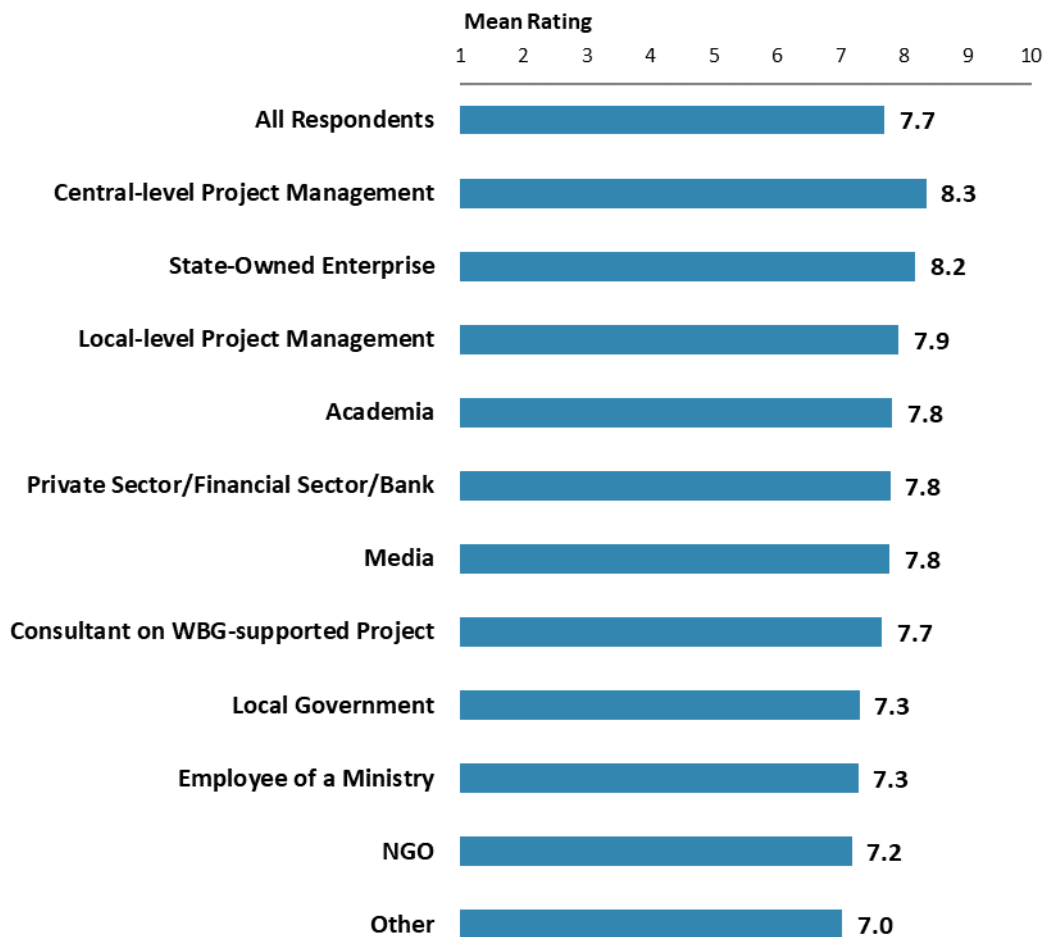
"To what extent do you believe the World Bank Group's staff is well prepared to help China solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions

- **Stakeholders:** Although respondents from central-level project management offices and state-owned enterprises gave the highest mean ratings for the aggregated responses to the twenty-three COS indicator questions, and respondents from local government, ministries, NGOs, and other organizations gave the lowest ratings, this difference did not reach statistical significance.
- **Collaboration:** Respondents who collaborate with the WBG gave statistically similar ratings for the aggregated responses to the twenty-three COS indicator questions (mean rating = 7.7) as respondents who do not collaborate with the WBG (mean rating = 7.5).



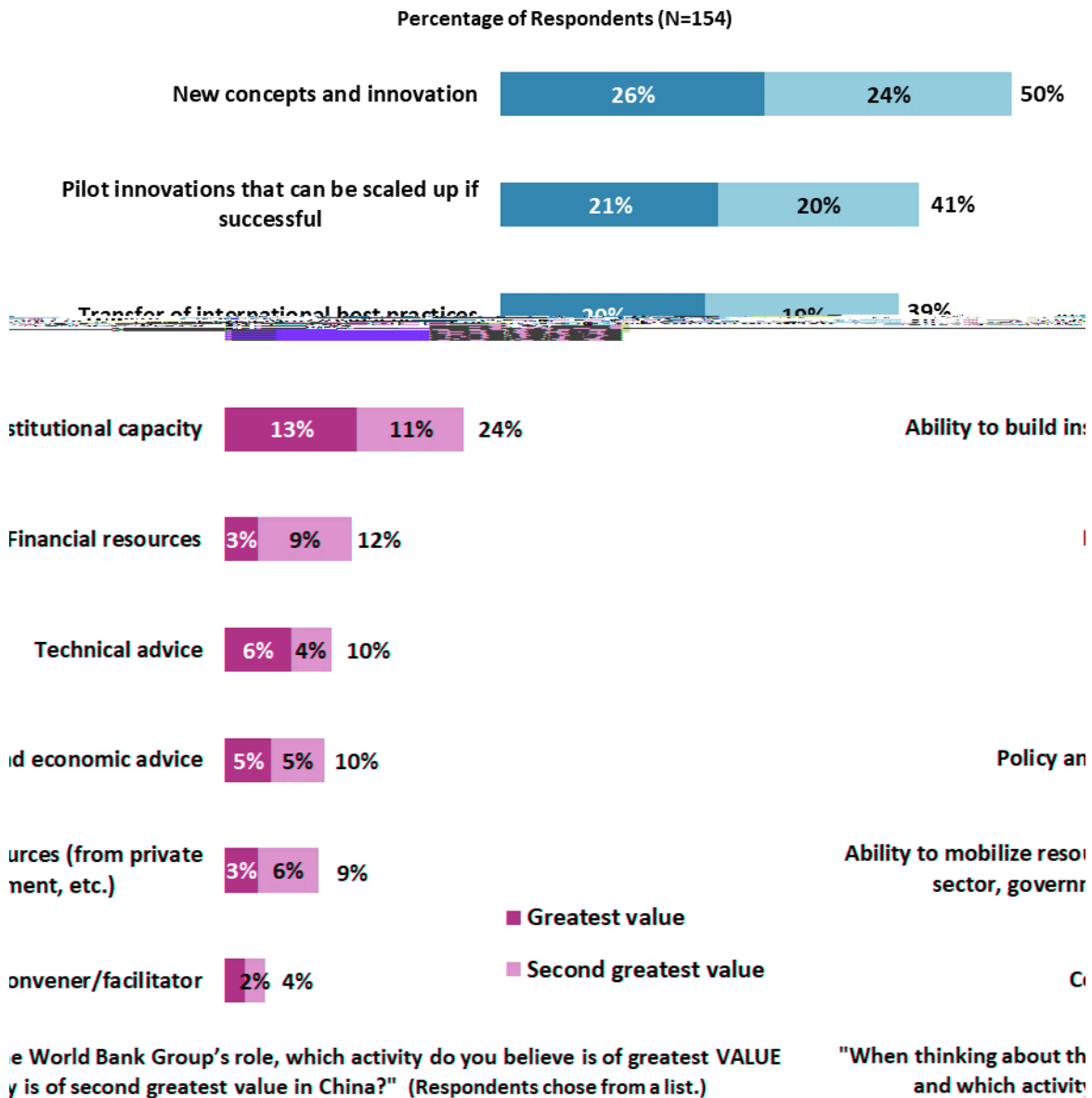
Mean Ratings for All Indicator Questions on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG's greatest value was its transfer of international best practices (42%), new concepts and innovation (39%), and pilot innovation that can be scaled up if successful (38%).

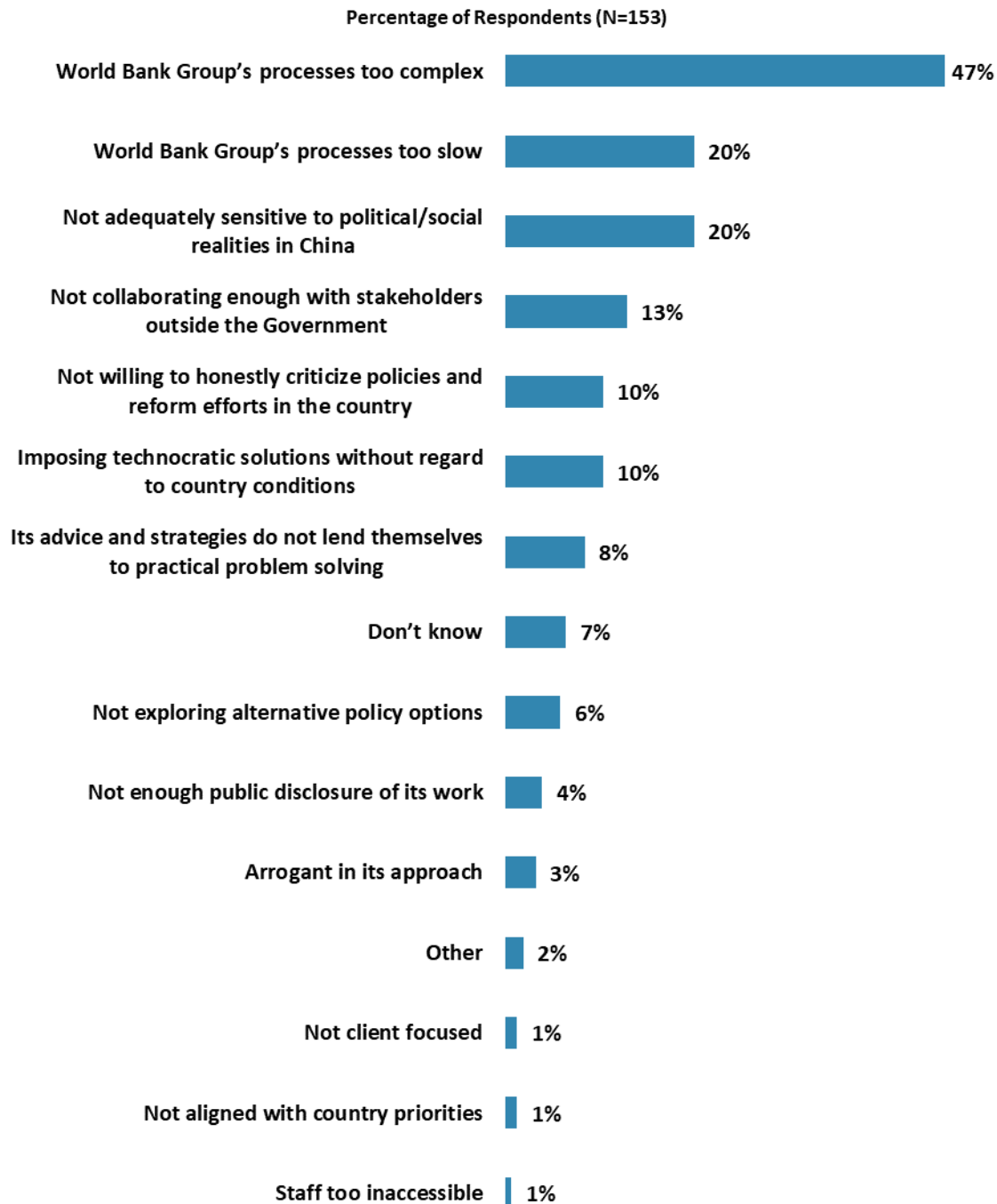




V. Overall Attitudes toward the World Bank Group (continued)

Greatest Weakness

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG's greatest weaknesses were the WBG's processes being too complex (18%), followed by WBG processes being too slow (21%), being too influenced by developed countries (20%), and not collaborating enough with stakeholders outside the Government (16%).

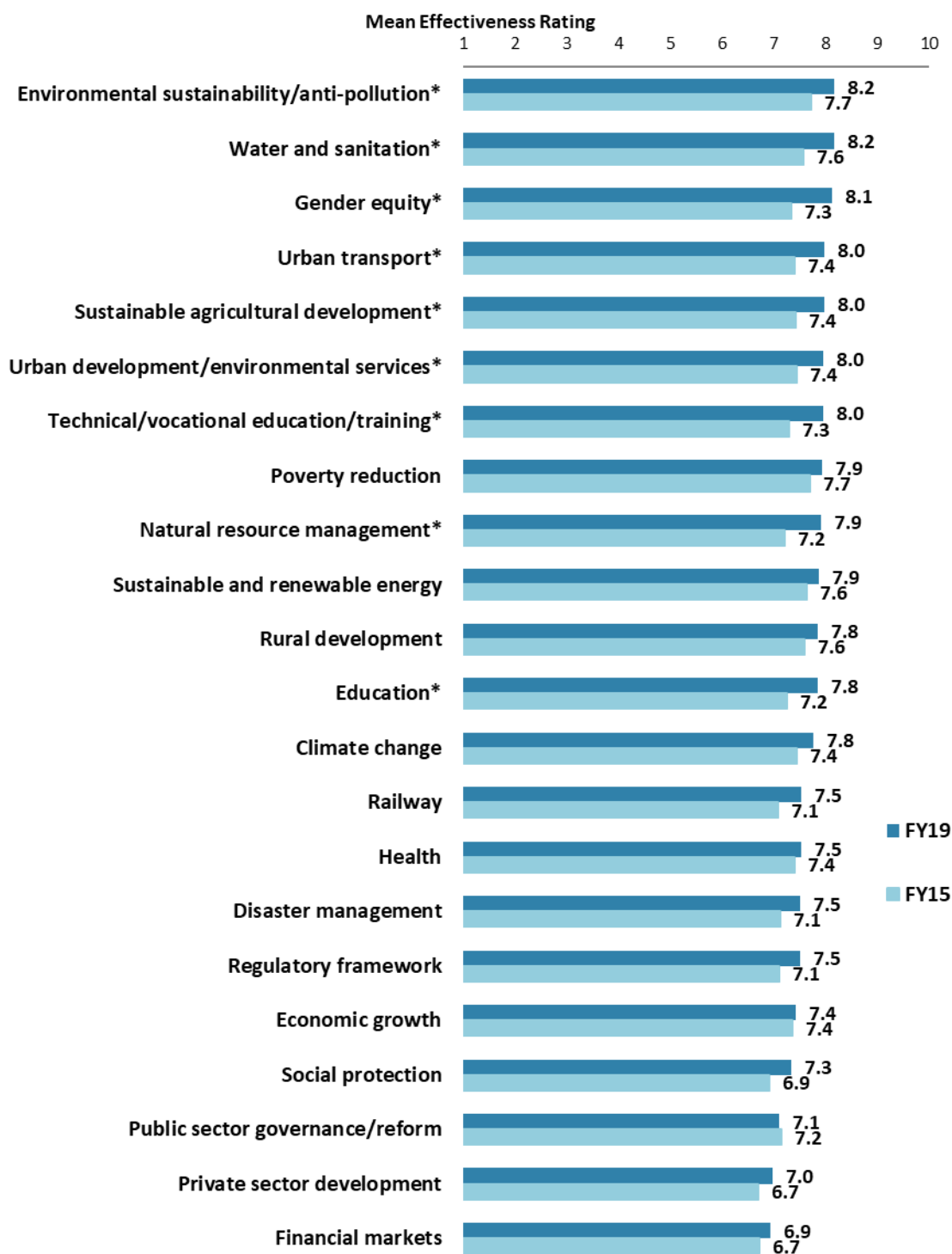


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in China? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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

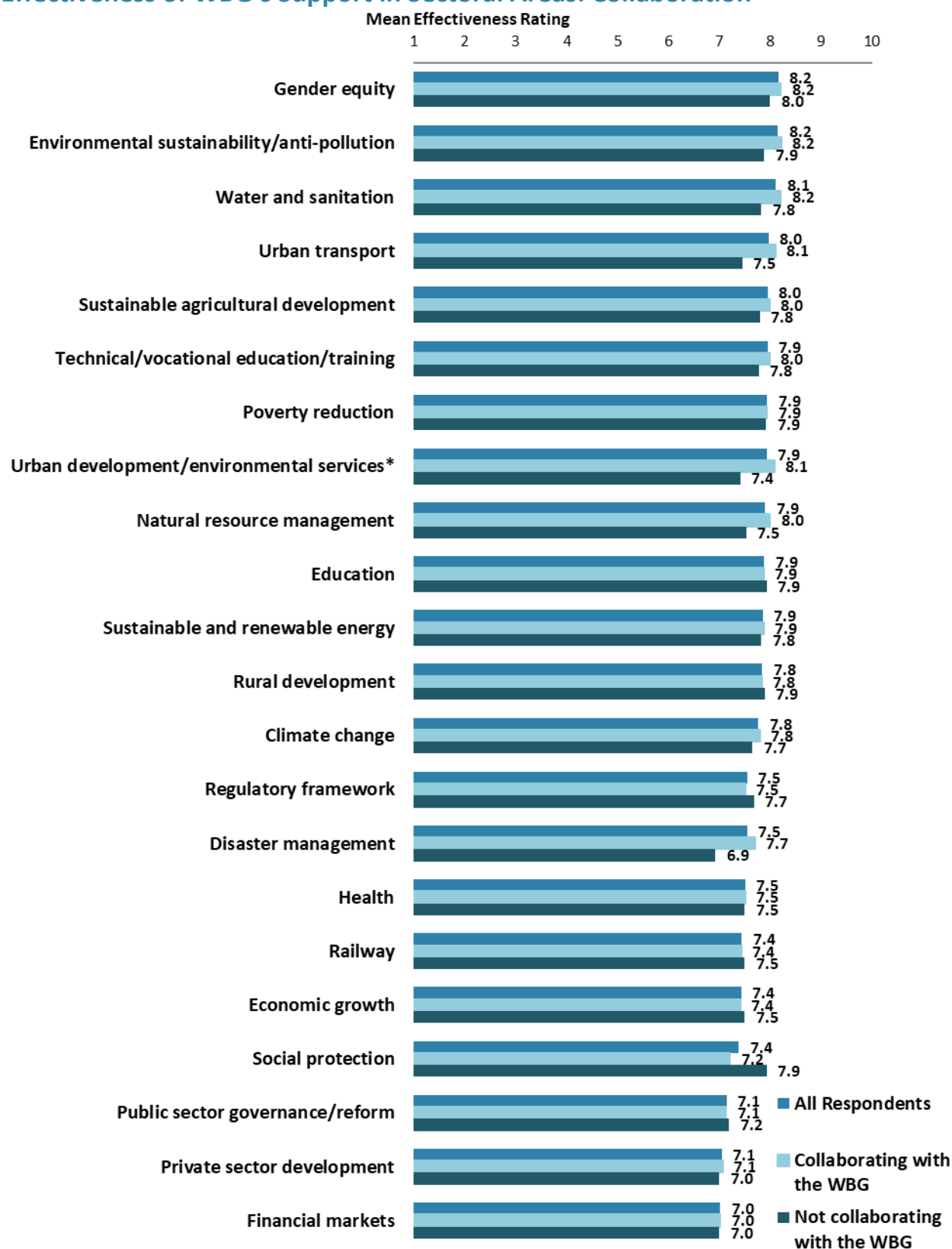


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in China?" (1-"Not effective at all", 10-"Very effective")
Mean ratings based on weighted data. *Significantly different between FY19 and FY15



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration



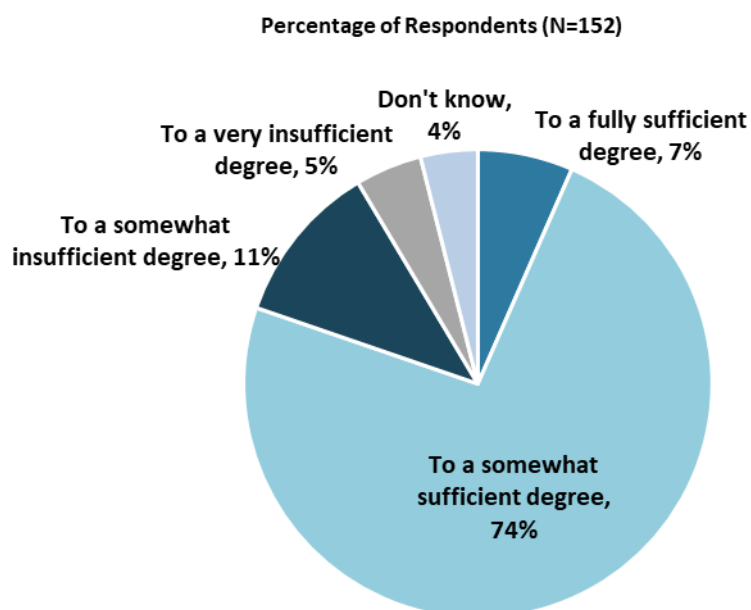
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in China?" (1- "Not effective at all", 10- "Very effective")

*Significantly different between collaborators and non-collaborators



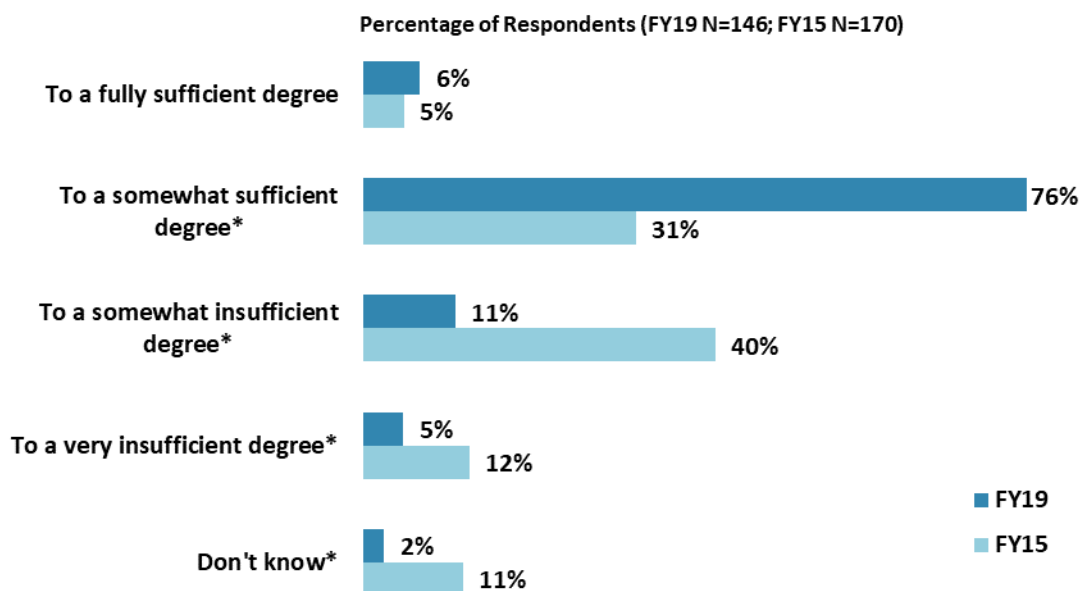
VI. Sectoral Effectiveness (continued)

Helping the Poorest



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

Helping the Poorest: Year Comparison

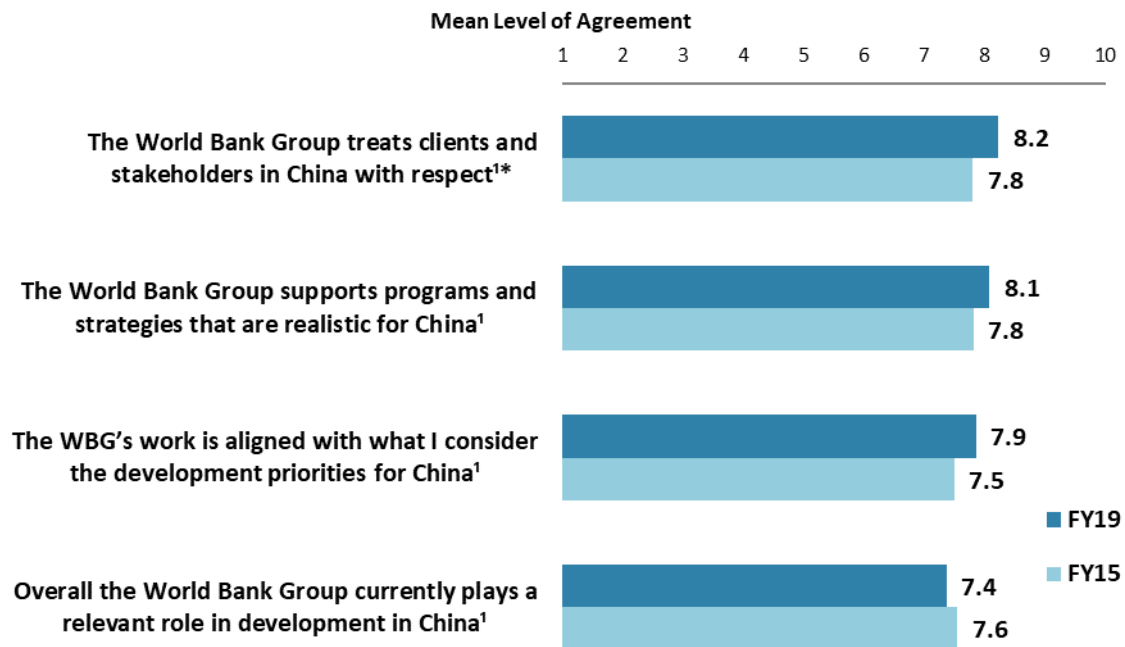


"To what extent do you believe that the World Bank Group's work and support help the poorest in China? (Select only ONE response)" (Respondents chose from a list.)
Percentages based on weighted data. *Significantly different between FY19 and FY15



VII. How the World Bank Group Operates

The World Bank Group's Work in China: Year Comparison



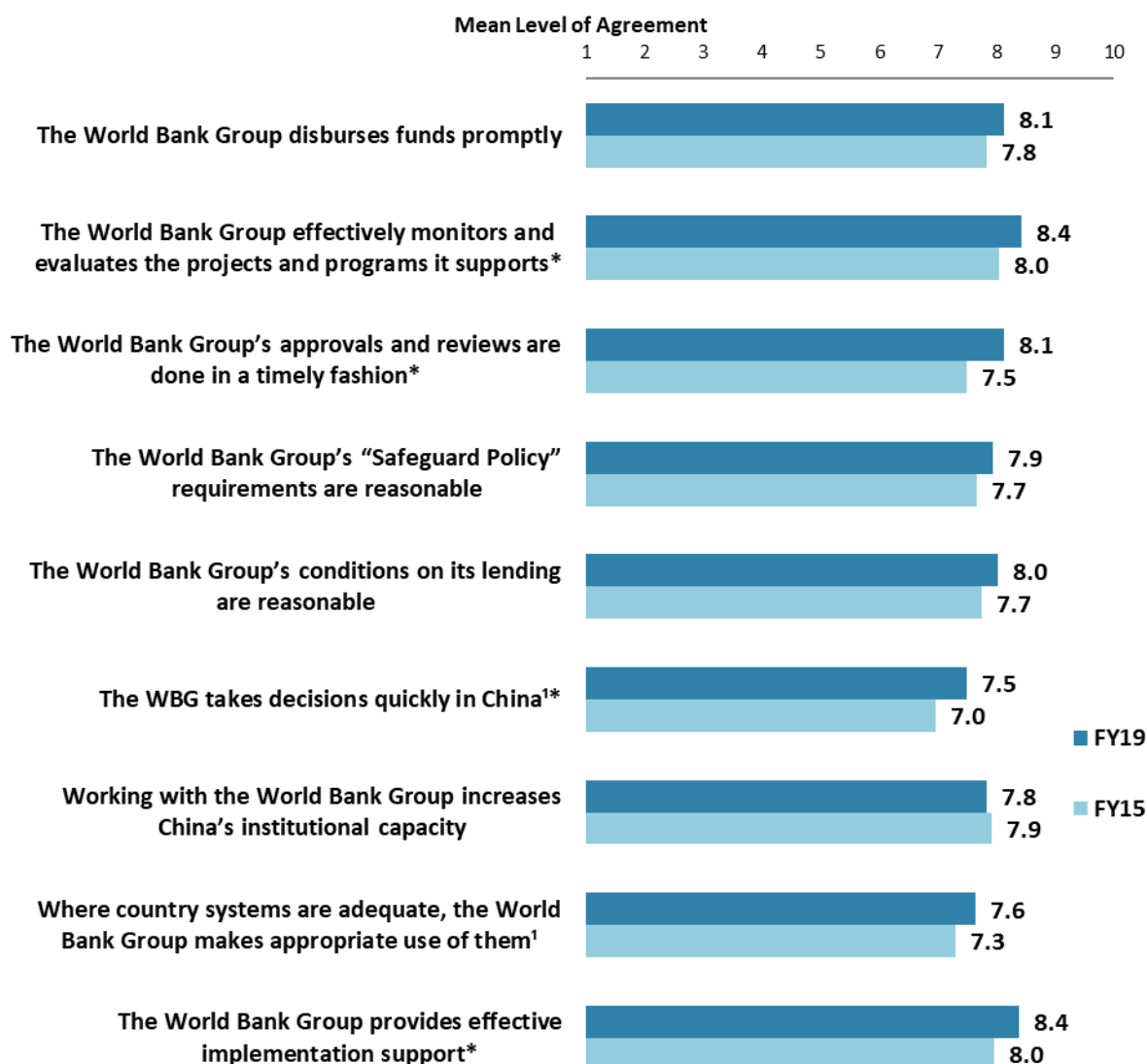
"To what extent do you agree with the following statements about the World Bank Group's work in China?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question
Mean ratings based on weighted data *Significantly different between FY19 and FY15



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison

- **Stakeholders:** Respondents from central and local-level project management offices and local government had the highest levels of agreement that the WBG disburses funds promptly whereas respondents from NGOs had significantly lower levels of agreement. Respondents from central-level project management offices had the highest levels of agreement that the WBG takes decisions quickly whereas respondents from NGOs had significantly lower levels of agreement. For a complete breakdown of all responding by stakeholder groups please see Appendix B (page 44).



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

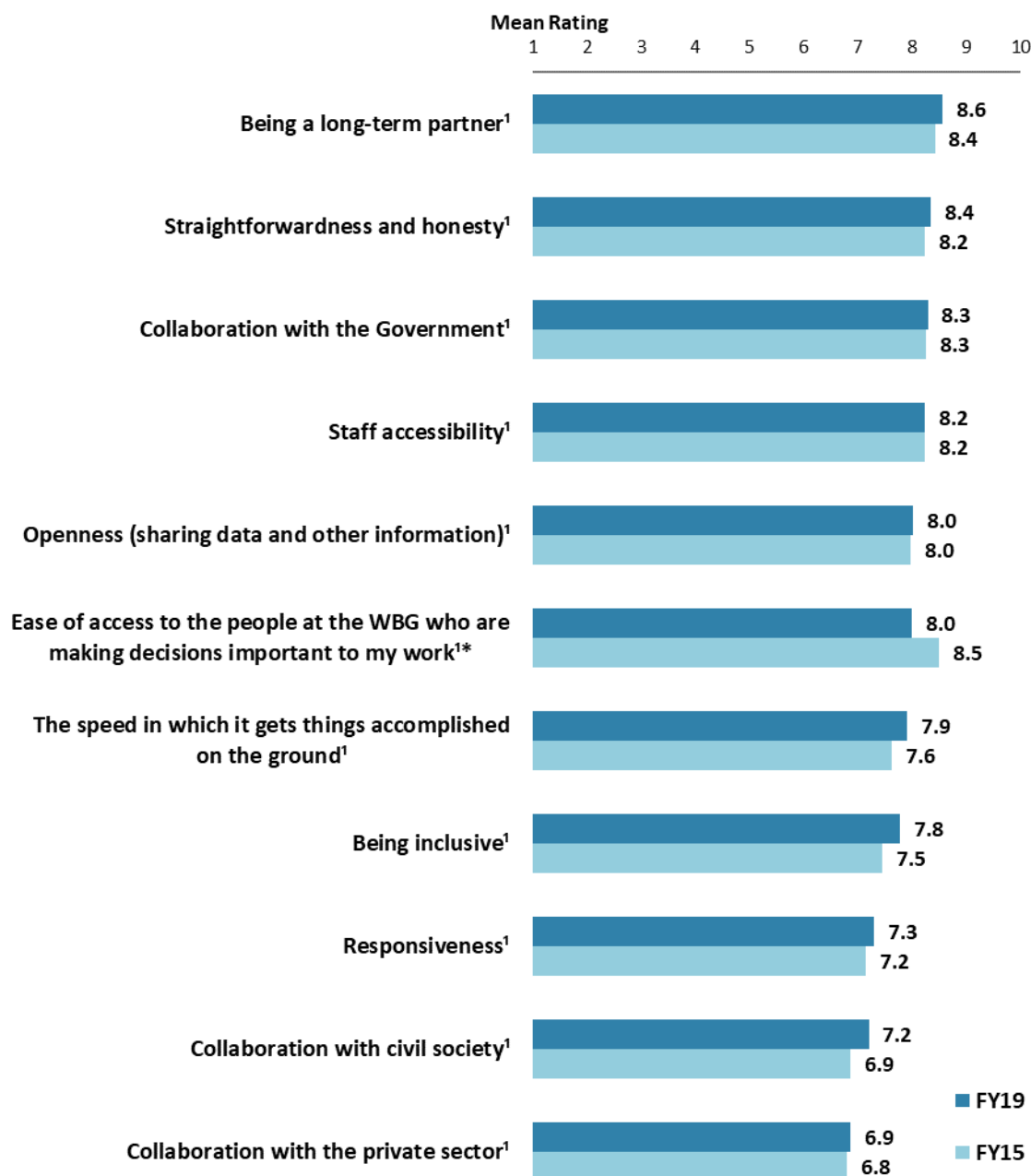
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question

Mean ratings based on weighted data. *Significantly different between FY19 and FY15



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison



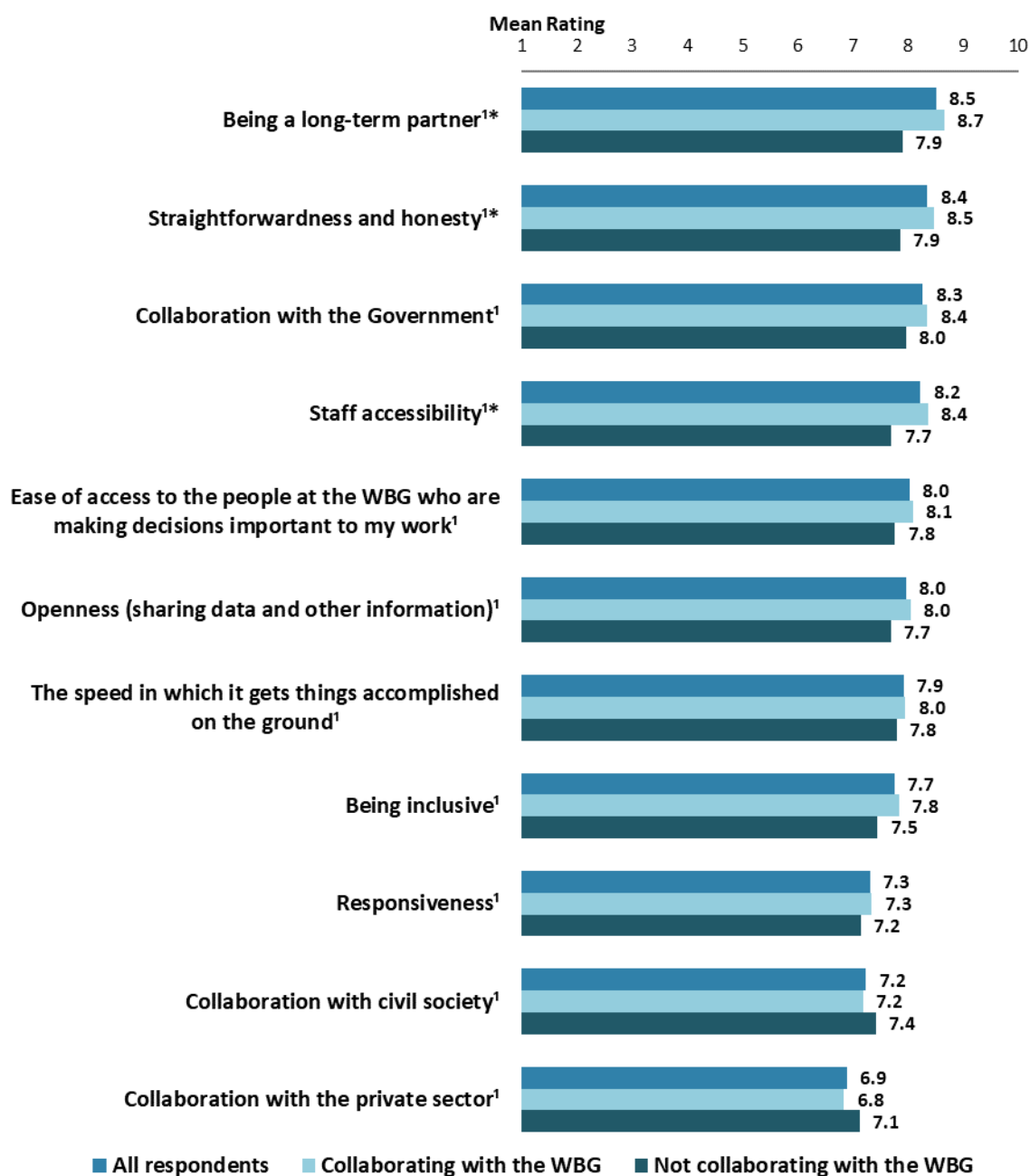
"To what extent is the World Bank Group an effective development partner in China, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question
Mean ratings based on weighted data. *Significantly different between FY19 and FY15



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration

- **Location:** Respondents from Tianjin et al and Henan et al gave the highest ratings for the WBG's openness whereas respondents from Chongqing et al gave significantly lower ratings. For a complete breakdown of responding to indicator questions by geographic locations please see Appendix C (page 59).



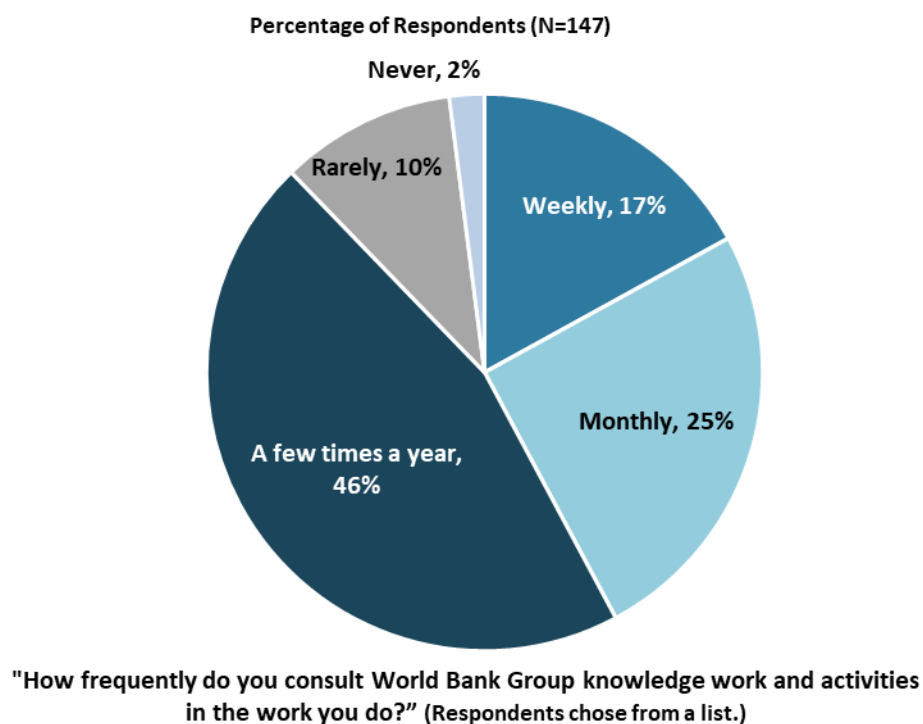
"To what extent is the World Bank Group an effective development partner in China, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

^{*}Significantly different between collaborators and non-collaborators

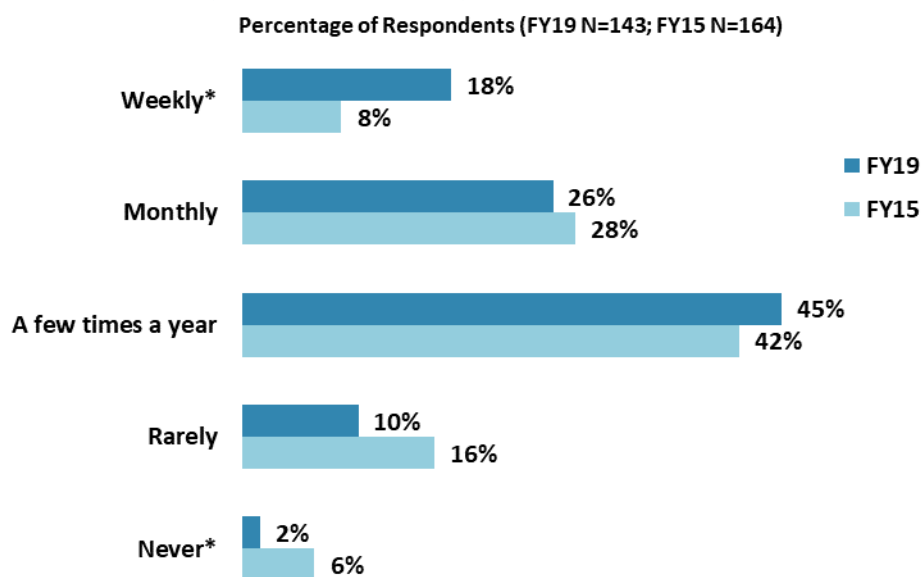


VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison



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

*Significantly different between FY19 and FY15



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

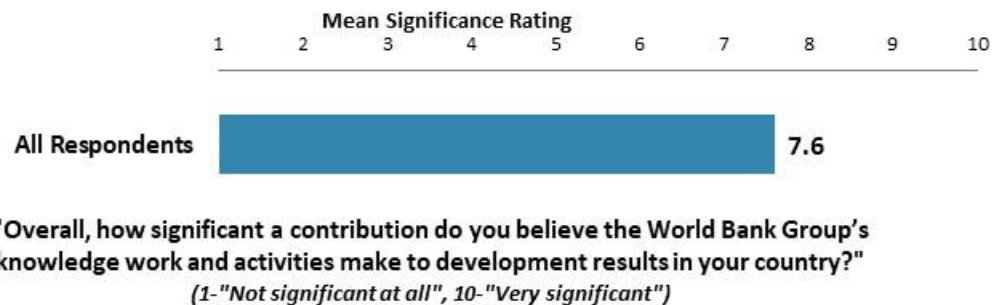
Meeting China's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's knowledge services meets China's needs (weighted mean rating = 7.6) compared to respondents from the FY '15 Country Survey (weighted mean rating = 7.0).



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

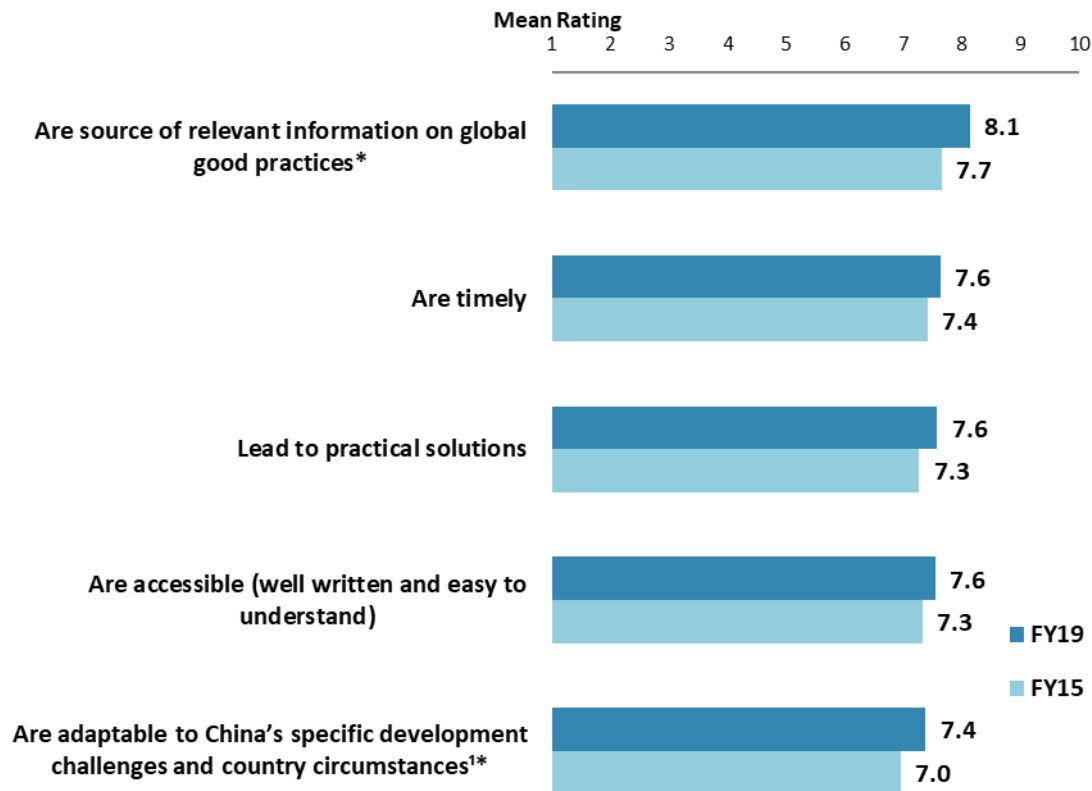
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the contribution of the WBG's knowledge work and activities (weighted mean rating = 7.6) as respondents from the FY '15 Country Survey (weighted mean rating = 7.5).





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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison



"In China, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question Means based on weighted data. *Significantly different between FY19 and FY15

Meeting China's Needs for Financial Instruments (Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet China's needs (weighted mean rating = 7.1) as respondents from the FY '15 Country Survey (weighted mean rating = 6.8).



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



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

The Future Role of the WBG in China's Development

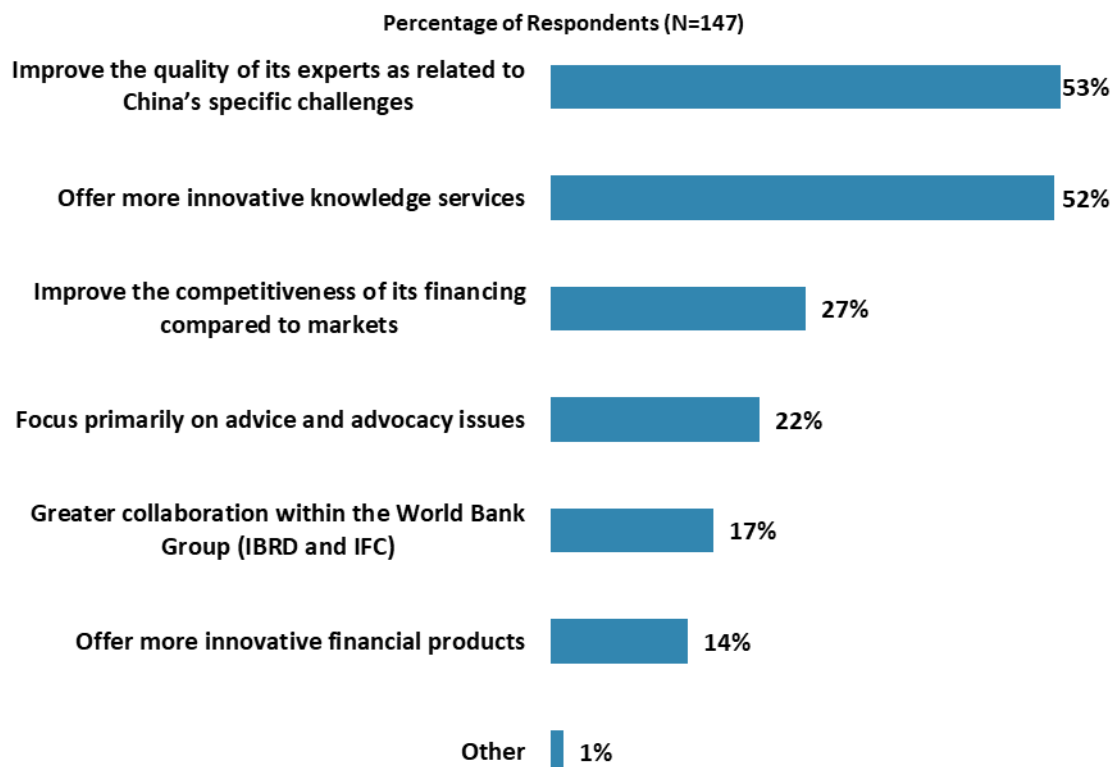
- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the significance the WBG should play in China's development in the next five years (weighted mean rating = 7.8) as respondents from the FY '15 Country Survey (weighted mean rating = 7.6).



"How significant a role do you believe the World Bank Group should play in China's development in the next five years?" (1-"Not a significant role at all", 10-"Very significant role")

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that, to make itself of greater value, the WBG should improve the quality of its experts as related to China's specific challenges (59%) and offer more innovative knowledge services (55%).



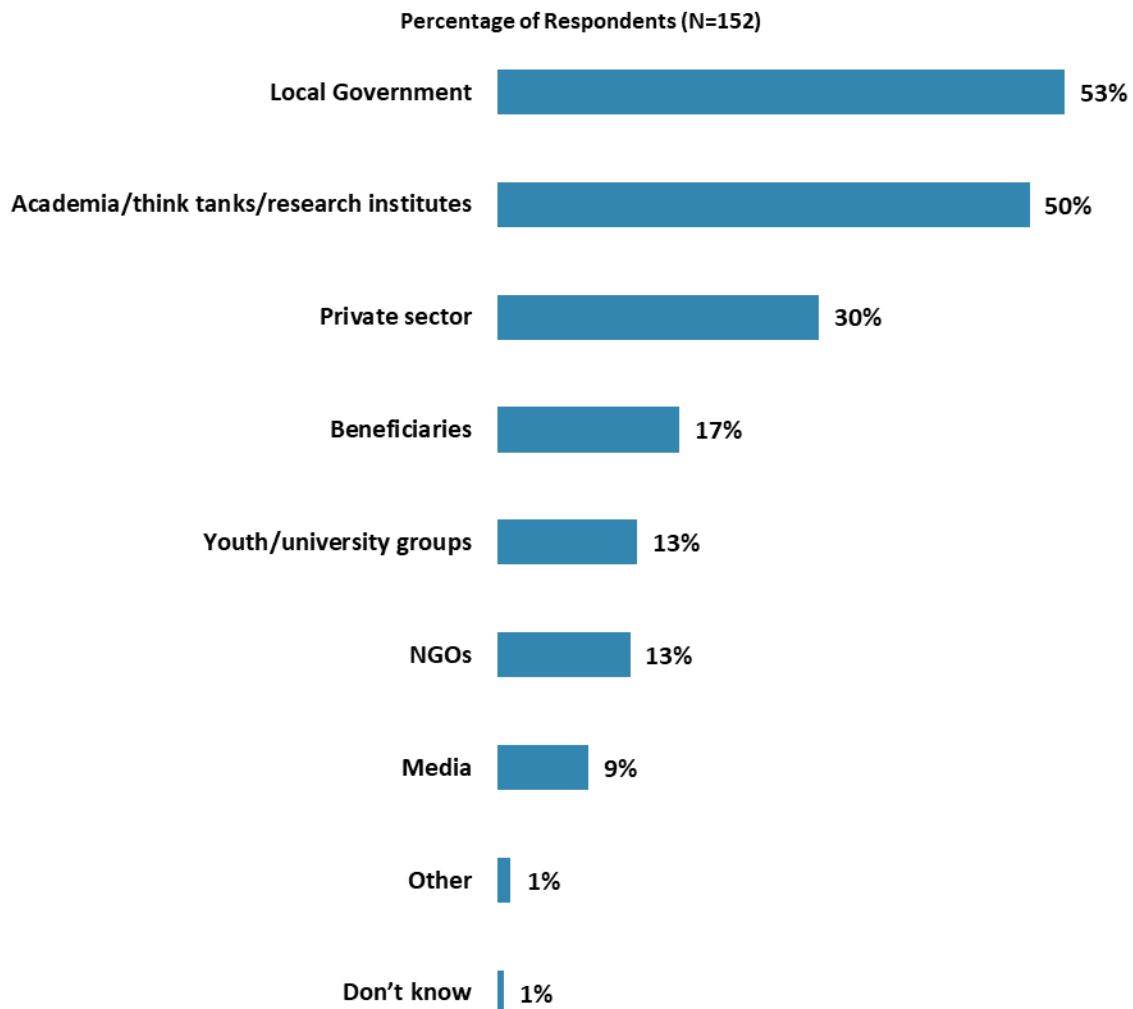
"Which of the following SHOULD the World Bank Group do to make itself of greater value in China? (Choose no more than TWO)" (Responses chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG should collaborate more with local government (49%) and academia/think tanks/research institutes (47%).



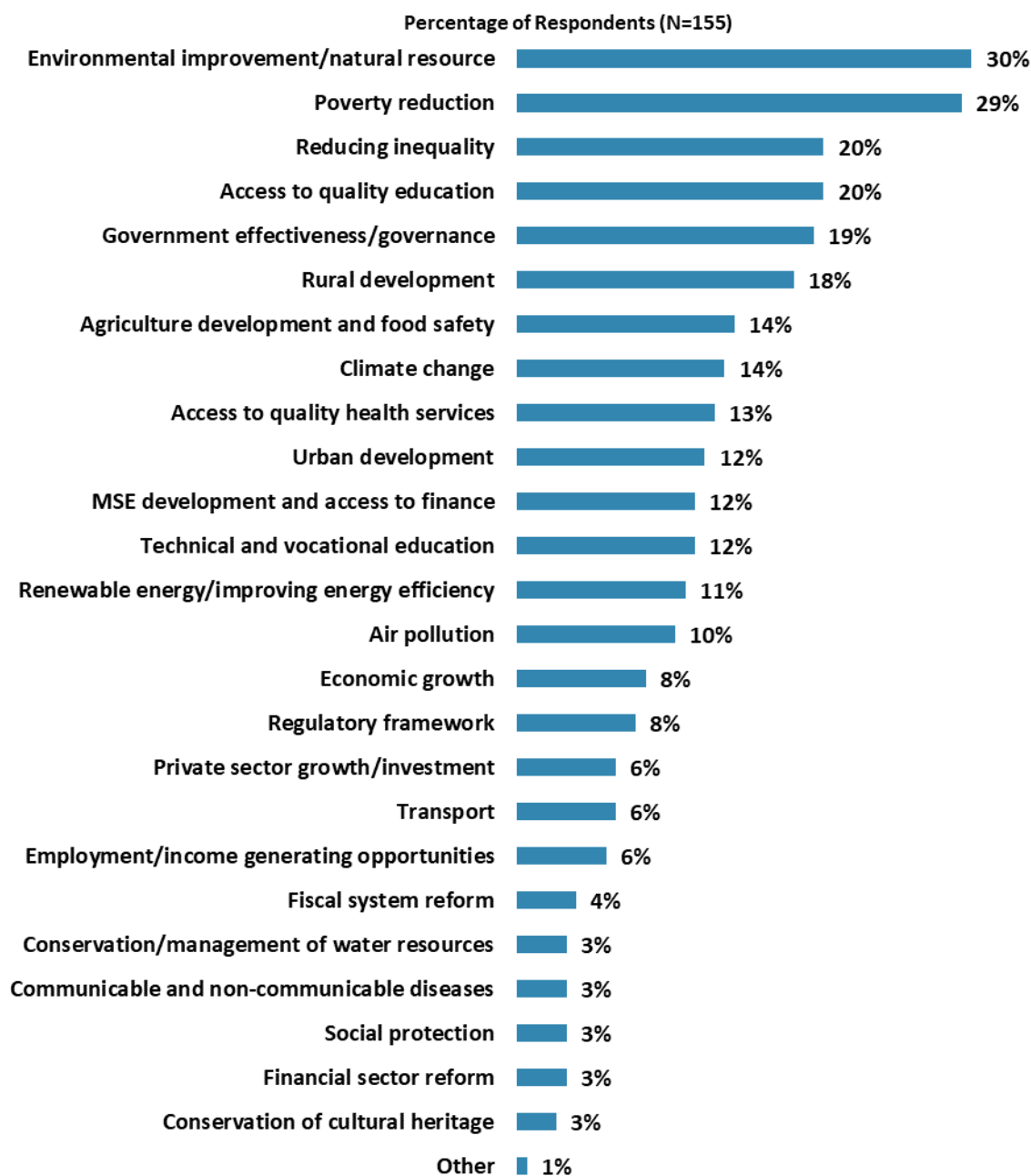
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '15 Survey indicated that the WBG should focus its resources on poverty reduction (29%), environmental improvement and natural resource management (22%), access to quality education (22%), government effectiveness/governance (19%), and reducing inequality (17%).



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

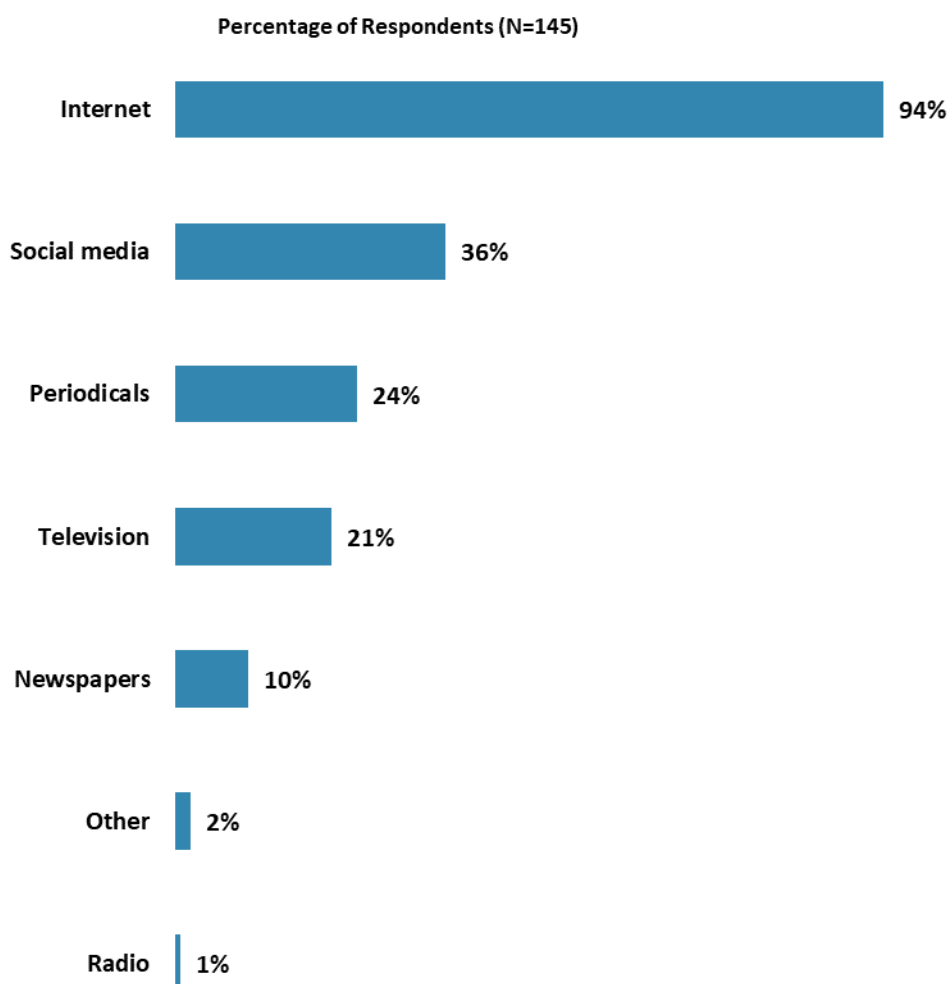


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 44) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they got most of their information from the Internet (91%).



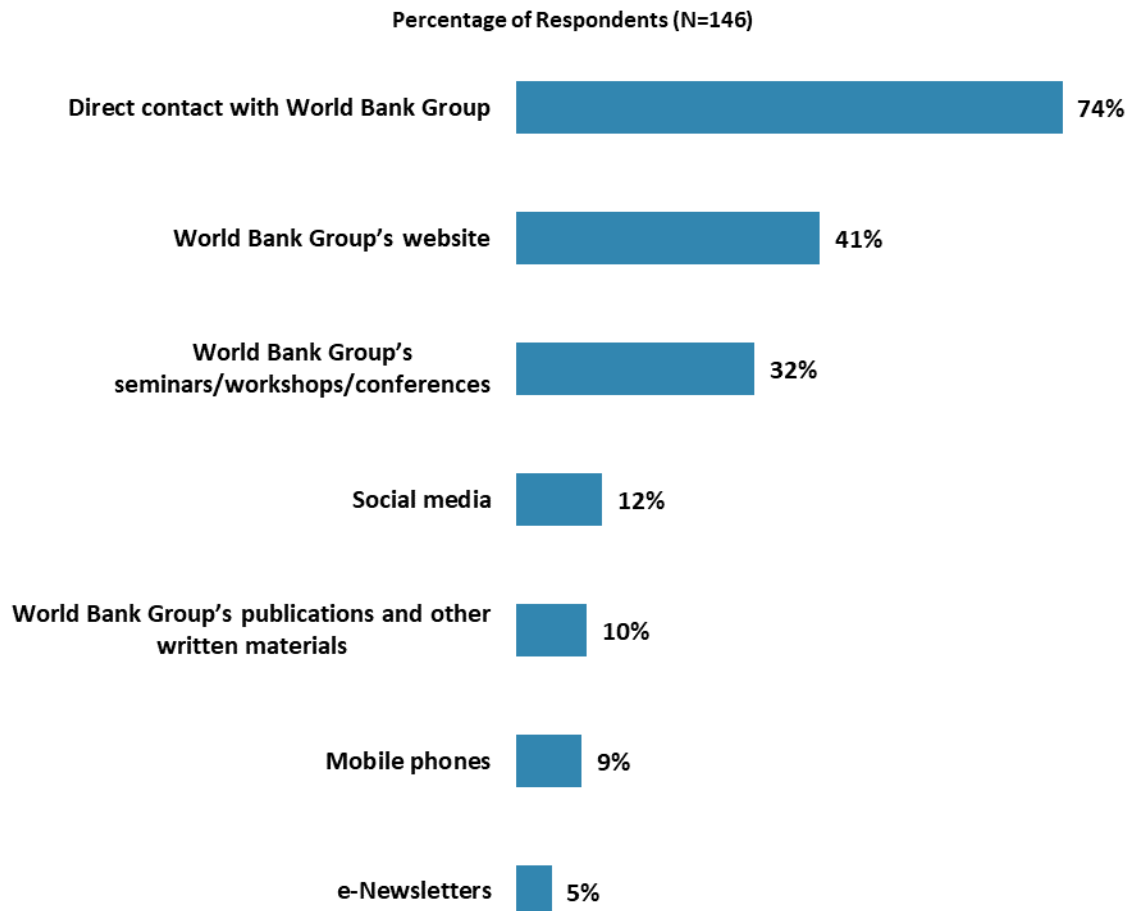
"How do you get most of your information about economic and social development issues in China? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they preferred to get their information from direct contact with the World Bank Group (62%), the WBG's website (49%), and the WBG's seminars/workshops/conferences (34%).

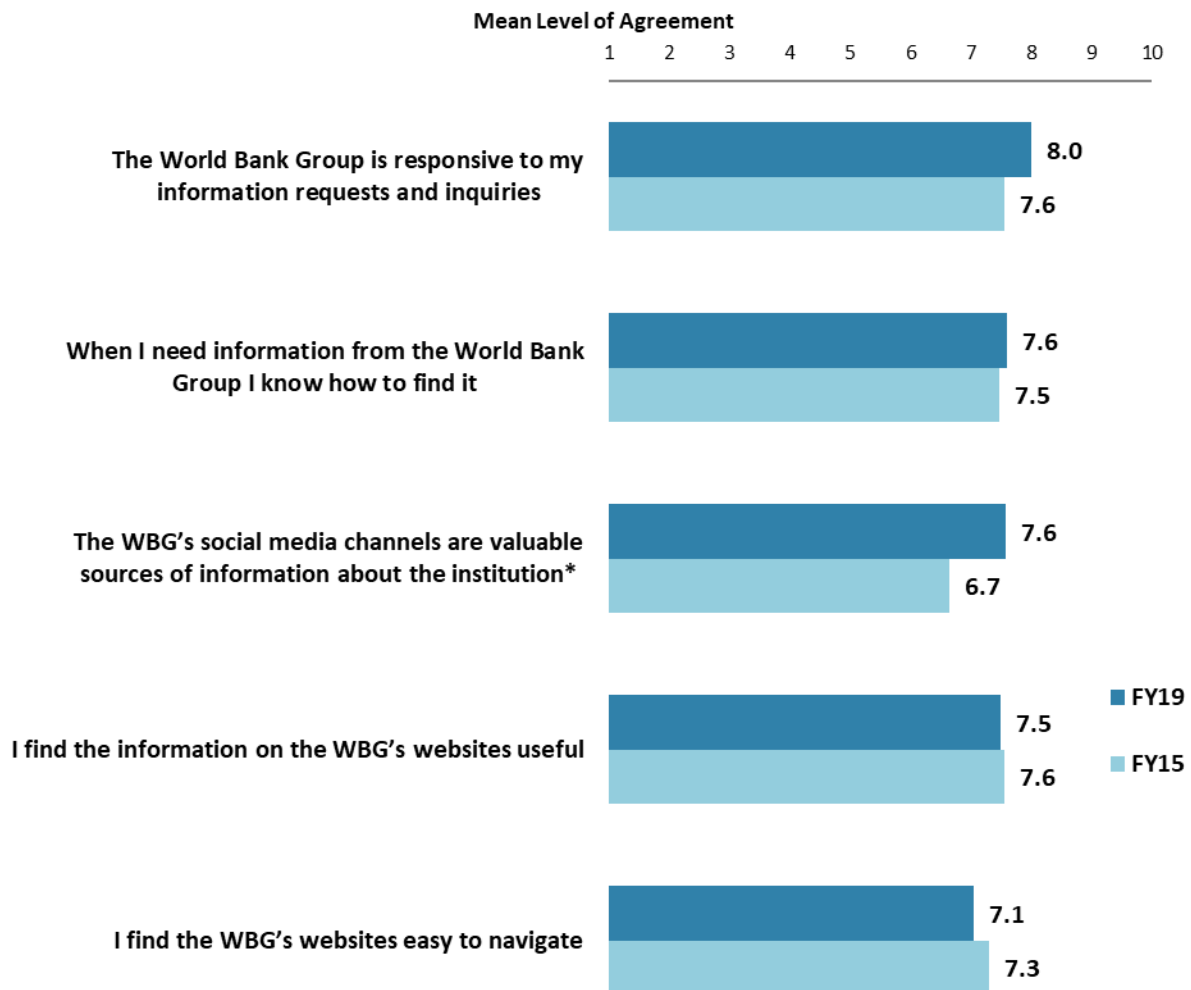


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

The WBG's Communication and Outreach: Year Comparison



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

Mean ratings based on weighted data. *Significantly different between FY19 and FY15



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=157)

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 China

Future of the Next Generation	N	DK	Mean	SD
1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China. (1-Extremely pessimistic, 10-Extremely optimistic)	144	2	7.69	1.72

2. Listed below are a number of development priorities in China. Please identify which of the following you consider the most important development priorities in China? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=155)
Government effectiveness/governance	46.5%
Environmental improvement and sustainability	25.2%
Economic growth	17.4%
Access to quality education	17.4%
Quality of growth	17.4%
Completing the transition to a market economy	14.2%
Access to quality health services	14.2%
Reducing inequality	12.3%
Innovation	12.3%
Basic infrastructure	9.0%
Urban development	8.4%
Social stability	7.7%
Rural and agricultural development	7.7%
Food safety	7.7%
Anti-corruption	6.5%
Effectiveness of law and justice system	6.5%
Poverty reduction	5.8%
Fiscal system reform	5.8%
Employment/income generating opportunities	5.8%
SOE reform	5.2%
Improving the investment climate	5.2%
Private sector growth/investment	4.5%
Air pollution	3.9%
Climate change (mitigation and adaptation)	3.9%
Natural resource management	3.2%
Energy efficiency	2.6%
Social protection	2.6%
Conservation and management of water resources	1.9%
Other	1.9%
Communicable and non-communicable diseases	1.3%
Financial sector reform	1.3%
Regulatory framework	0.6%

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

3. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in China? (Select only ONE response)	Percentage of Respondents (N=157)
A very big problem	33.8%
A moderately big problem	54.8%
A small problem	8.3%
Not a problem at all	1.9%
Don't know	1.3%

4. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=157)
A very serious problem	45.9%
A somewhat serious problem	42.0%
Not too serious problem	9.6%
Not a problem	2.5%
Don't know	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in China? (1-Not familiar at all, 10-Extremely familiar)	154	n/a	6.64	2.05

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in China. (1-Not effective at all, 10-Very effective)	153	2	7.97	1.46

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help China solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	155	2	7.50	1.56

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

4. When thinking about how the World Bank Group can have the most impact on development results in China, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in China? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=155)
Environmental improvement and natural resource management	29.7%
Poverty reduction	29.0%
Reducing inequality	20.0%
Access to quality education	20.0%
Government effectiveness/governance	19.4%
Rural development	18.1%
Agriculture development and food safety	14.2%
Climate change (e.g., mitigation, adaptation)	13.5%
Access to quality health services	12.9%
Urban development	12.3%
MSE (Micro and Small enterprise) development and access to finance	11.6%
Technical and vocational education	11.6%
Renewable energy and improving energy efficiency	11.0%
Air pollution	10.3%
Economic growth	8.4%
Regulatory framework	7.7%
Opportunity for private sector growth/investment	6.5%
Transport	6.5%
Employment/income generating opportunities	5.8%
Fiscal system reform	3.9%
Conservation and management of water resources	3.2%
Communicable and non-communicable diseases	3.2%
Social protection	3.2%
Financial sector reform	3.2%
Conservation of cultural heritage	2.6%
Other	0.6%

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 China?	Percentage of Respondents (N=154)		
	Greatest Value	2nd Greatest Value	Combined
New concepts and innovation	26.0%	24.3%	50.3%
Pilot innovations that can be scaled up if successful	21.4%	19.7%	41.2%
Transfer of international best practices	20.1%	19.1%	39.2%
Ability to build institutional capacity	13.0%	10.5%	23.5%
Financial resources	3.2%	9.2%	12.5%
Technical advice	6.5%	3.9%	10.4%
Policy and economic advice	4.5%	5.3%	9.8%
Ability to mobilize resources (from private sector, government, etc.)	3.2%	5.9%	9.2%
Convener/facilitator	1.9%	2.0%	3.9%
Other	0.0%	0.0%	0.0%

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

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in China? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=153)
World Bank Group's processes too complex	47.1%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	20.3%
Not adequately sensitive to political/social realities in China	20.3%
Not collaborating enough with stakeholders outside the Government	13.1%
Not willing to honestly criticize policies and reform efforts in the country	10.5%
Imposing technocratic solutions without regard to country conditions	10.5%
Its advice and strategies do not lend themselves to practical problem solving	8.5%
Don't know	6.5%
Not exploring alternative policy options	5.9%
Not enough public disclosure of its work	3.9%
Arrogant in its approach	3.3%
Other	2.0%
Not client focused	1.3%
Not aligned with country priorities	1.3%
Staff too inaccessible	0.7%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in China? (Select only ONE response)	Percentage of Respondents (N=152)
To a fully sufficient degree	6.6%
To a somewhat sufficient degree	73.7%
To a somewhat insufficient degree	11.2%
To a very insufficient degree	4.6%
Don't know	3.9%

8. 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=152)
Local Government	53.3%
Academia/think tanks/research institutes	50.0%
Private sector	30.3%
Beneficiaries	17.1%
Youth/university groups	13.2%
NGOs	12.5%
Media	8.6%
Other	1.3%
Don't know	0.7%

**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 China? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in China*	150	1	7.33	1.88
10. The World Bank Group's work is aligned with what I consider the development priorities for China*	146	4	7.81	1.57
11. The World Bank Group supports programs and strategies that are realistic for China	147	1	8.04	1.47
12. The World Bank Group treats clients and stakeholders in China with respect*	146	2	8.21	1.43

To what extent is the World Bank Group an effective development partner in China, in terms of each of the following? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
13. Responsiveness*	140	6	7.31	1.67
14. Being inclusive*	143	3	7.75	1.61
15. Openness (sharing data and other information)*	142	3	7.96	1.59
16. Staff accessibility*	147	1	8.22	1.53
17. Straightforwardness and honesty*	142	4	8.35	1.39
18. Ease of access to the people at the World Bank Group who are making decisions important to my work	143	4	8.02	1.60
19. Collaboration with civil society*	121	24	7.24	1.66
20. Collaboration with the Government*	137	9	8.27	1.30
21. Collaboration with the private sector*	116	28	6.90	1.85
22. The speed in which it gets things accomplished on the ground*	140	7	7.91	1.46
23. Being a long-term partner*	141	5	8.50	1.34



C. World Bank Group's Effectiveness and Results

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in China? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Urban development and urban environmental services	99	48	7.93	1.30
2. Urban transport	91	52	7.97	1.52
3. Railway	72	69	7.44	1.74
4. Environmental sustainability/anti-pollution	112	34	8.15	1.28
5. Regulatory framework	93	50	7.55	1.58
6. Poverty reduction	108	37	7.94	1.42
7. Gender equity	94	49	8.16	1.50
8. Private sector development	77	65	7.05	1.93
9. Water and sanitation	95	49	8.12	1.32
10. Economic growth	93	50	7.43	1.77
11. Sustainable and renewable energy	105	40	7.86	1.48
12. Disaster management	66	76	7.55	1.57
13. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	77	67	7.14	1.73
14. Financial markets	66	79	7.02	1.63
15. Health	77	66	7.51	1.45
16. Rural development	94	48	7.84	1.38
17. Technical and vocational education and training	96	46	7.95	1.47
18. Education	87	57	7.89	1.55
19. Social protection (e.g., pensions, targeted social assistance)	63	78	7.38	1.75
20. Climate change (e.g., mitigation, adaptation)	86	57	7.77	1.51
21. Sustainable agricultural development	86	58	7.95	1.26
22. Natural resource management	80	65	7.90	1.38

Achieving Development Results*	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in China? (1-To no degree at all, 10-To a very significant degree)	129	7	7.20	1.60

To what extent do you agree with the following statements about the World Bank Group in China? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
3. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program for Result, etc.) meet the needs of China*	131	15	7.18	1.69
4. The World Bank Group meets China's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	137	9	7.64	1.41

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=147)
Weekly	17.0%
Monthly	25.2%
A few times a year	45.6%
Rarely	10.2%
Never	2.0%

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

In China, 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	123	17	7.68	1.68
3. Lead to practical solutions	128	16	7.61	1.57
4. Are accessible (well written and easy to understand)	137	9	7.61	1.61
5. Are source of relevant information on global good practices	132	12	8.16	1.37
6. Are adaptable to China's specific development challenges and country circumstances*	128	14	7.35	1.51
Overall Evaluation				
7. 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)	138	8	7.64	1.49

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	124	19	8.15	1.74
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	135	8	8.41	1.44
3. The World Bank Group's approvals and reviews are done in a timely fashion	128	16	8.12	1.72
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	120	23	7.96	1.69
5. The World Bank Group's conditions on its lending are reasonable	117	27	8.03	1.39
6. The World Bank Group takes decisions quickly in China*	118	24	7.56	1.66
7. Working with the World Bank Group increases China's institutional capacity	126	16	7.86	1.57
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	110	33	7.68	1.81
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	129	13	8.38	1.36

F. The Future Role of the World Bank Group in China

Role of WBG in China	N	DK	Mean	SD
1. How significant a role do you believe the World Bank Group should play in China's development in the next five years? (1-Not a significant role at all, 10-Very significant role)	132	5	7.77	1.48

2. Which of the following SHOULD the World Bank Group do to make itself of greater value in China? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=147)
Improve the quality of its experts as related to China's specific challenges	53.1%
Offer more innovative knowledge services	52.4%
Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets	26.5%
Focus primarily on advice and advocacy issues	21.8%
Greater collaboration within the World Bank Group (IBRD and IFC)	17.0%
Offer more innovative financial products	14.3%
Other	1.4%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in China? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=145)
Internet	93.8%
Social media	35.9%
Periodicals	24.1%
Television	20.7%
Newspapers	9.7%
Other	2.1%
Radio	0.7%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=146)
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	74.0%
World Bank Group's website	41.1%
World Bank Group's seminars/workshops/conferences	32.2%
Social media	11.6%
World Bank Group's publications and other written materials	9.6%
Mobile phones	8.9%
e-Newsletters	4.8%
Other	0.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
3. I find the World Bank Group's websites easy to navigate	116	15	7.09	1.77
4. I find the information on the World Bank Group's websites useful	115	13	7.53	1.72
5. The World Bank Group's social media channels (e.g., Sina Weibo, WeChat) are valuable sources of information about the institution	99	40	7.65	1.79
6. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	117	20	7.62	2.10
7. The World Bank Group is responsive to my information requests and inquiries	102	36	8.01	1.69

**H. Background Information**

1. Which of the following best describes your current position? (Select ONE response)	Percentage of Respondents (N=156)
Project Management Office (local level)	20.5%
Academia/Research Institute/Think tank	19.9%
Local Government Official or Staff	13.5%
Employee of a Ministry, Ministerial Department of Central government	9.0%
Consultant/Contractor working on World Bank Group supported Project/Program	7.1%
Project Management Office (central level)	5.8%
NGO	5.1%
State owned enterprise	5.1%
Media (Press, Radio, TV, Web etc.)	4.5%
Financial sector/bank	3.2%
Private Sector Organization	2.6%
Bilateral or Multilateral Agency	1.9%
Central Bank	0.6%
Regulatory Agency	0.6%
Other	0.6%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=154)
Education	15.6%
Macroeconomics and fiscal management	13.6%
Finance and markets	8.4%
Transport and ICT	7.8%
Water	7.1%
Environment and natural resources	7.1%
Urban development	5.8%
Agriculture	5.8%
Generalist (specialized in multiple sectors)	5.8%
Other	5.2%
Health, nutrition, and population	3.9%
Social protection and labor	3.2%
Energy and extractives	2.6%
Rural development	2.6%
Poverty	2.6%
Climate change	1.3%
Gender	0.6%
Jobs	0.6%
Public-private partnerships	0.0%
Trade and competitiveness	0.0%

**H. Background Information (continued)**

3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=156)
I currently collaborate with the World Bank Group	50.0%
I have previously collaborated with the World Bank Group	16.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	28.8%
I have never collaborated with the World Bank Group	5.1%

4. How long have you been involved with (or a close observer of) the World Bank Group's activities?	Percentage of Respondents (N=156)
Less than one year	5.1%
One to three years	26.9%
More than three years	67.9%

5. Which of the following agencies of the World Bank Group do you primarily engage with in China? (Select only ONE response)	Percentage of Respondents (N=155)
The World Bank (IBRD)	92.3%
The International Finance Corporation (IFC)	4.5%
Other	3.2%

6. Which of the following describes most of your exposure to the World Bank Group in China? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=156)
Collaborate as part of my professional duties	85.9%
Engage in World Bank Group related/sponsored events/activities	35.9%
Use World Bank Group website for information, data, research, etc.	9.6%
Use World Bank Group reports/data	5.8%
Observer	1.9%

7. What's your gender?	Percentage of Respondents (N=156)
Female	27.6%
Male	72.4%

8. Which best represents your geographic location?	Percentage of Respondents (N=156)
Beijing	40.4%
Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan, Yunnan, Guizhou, Guangxi	32.1%
Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei	14.1%
Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang	13.5%



Appendix B: Responses to All Questions by Stakeholder Groups¹

- Employee of a Ministry N=14 ● Local Government N=21 ● Central-level Project Management N=9 ● Local-level Project Management N=32
- Private Sector/Financial Sector/Bank N=9 ● NGO N=8 ● State-Owned Enterprise N=8 ● Consultant on WBG-supported Project N=11
- Media N=7 ● Academia N=31 ● Other N=6

A. General Issues facing China

On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China.

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Please indicate your perspective on the future of the next generation in China.	11	8.55	21	7.90	8	6.88	30	8.13	8	7.13	8	6.88	8	6.63	10	7.60	6	7.67	30	7.73	4	7.25

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in China? (1-Not familiar at all, 10-Extremely familiar)

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the WBG in China?	13	6.38	19	7.00	9	7.33	32	6.53	9	6.78	8	5.50	8	6.13	11	7.91	7	6.14	31	6.58	6	6.00

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in China.	13	7.38	20	7.95	9	8.33	32	8.25	9	7.56	8	7.00	6	8.17	11	8.09	7	7.57	31	8.29	6	7.50

¹ 156 respondents provided information about their current positions. The few respondents from Central Banks, Regulatory Agencies, and Bilateral or Multilateral Agencies were combined with “Other” and respondents from the Financial Sector/Banks were combined with those from Private Sector for the analyses presented in this Appendix.

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help China solve its most complicated development challenges?	14	6.79	21	7.14	9	7.67	31	7.87	9	6.89	8	6.88	7	7.86	11	7.91	7	7.86	31	7.81	6	6.67

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



When thinking about how the World Bank Group can have the most impact on development results in China, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in China? (Choose no more than THREE) **Significantly different between stakeholder groups*

*Significantly different between stakeholder groups

[illegible]

**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 China?

Greatest Value Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Pilot innovations that can be scaled up if successful	23.1%	14.3%	44.4%	16.1%	12.5%	62.5%	12.5%	27.3%	14.3%	16.1%	16.7%
Policy and economic advice*	30.8%	4.8%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Convener/facilitator	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.7%	0.0%
Transfer of international best practices	7.7%	19.0%	22.2%	22.6%	12.5%	12.5%	62.5%	18.2%	28.6%	16.1%	16.7%
Technical advice	0.0%	0.0%	0.0%	3.2%	0.0%	12.5%	0.0%	18.2%	0.0%	19.4%	0.0%
New concepts and innovation	30.8%	38.1%	22.2%	35.5%	0.0%	0.0%	25.0%	27.3%	0.0%	22.6%	50.0%
Ability to build institutional capacity	7.7%	9.5%	11.1%	19.4%	25.0%	12.5%	0.0%	0.0%	28.6%	12.9%	16.7%
Financial resources	0.0%	9.5%	0.0%	3.2%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ability to mobilize resources	0.0%	4.8%	0.0%	0.0%	12.5%	0.0%	0.0%	9.1%	14.3%	3.2%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Pilot innovations that can be scaled up if successful*	8.3%	47.6%	11.1%	16.1%	12.5%	0.0%	25.0%	40.0%	57.1%	6.5%	0.0%
Policy and economic advice*	16.7%	0.0%	0.0%	0.0%	25.0%	12.5%	25.0%	0.0%	0.0%	3.2%	0.0%
Convener/facilitator	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	16.7%
Transfer of international best practices	25.0%	23.8%	11.1%	16.1%	12.5%	37.5%	12.5%	10.0%	28.6%	16.1%	33.3%
Technical advice	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	10.0%	0.0%	9.7%	0.0%
New concepts and innovation	8.3%	14.3%	44.4%	25.8%	25.0%	12.5%	12.5%	20.0%	0.0%	35.5%	50.0%
Ability to build institutional capacity	25.0%	0.0%	0.0%	16.1%	0.0%	25.0%	12.5%	10.0%	0.0%	12.9%	0.0%
Financial resources	8.3%	14.3%	22.2%	16.1%	0.0%	0.0%	0.0%	0.0%	0.0%	9.7%	0.0%
Ability to mobilize resources	8.3%	0.0%	11.1%	0.0%	25.0%	12.5%	12.5%	0.0%	14.3%	6.5%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in China? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Not client focused	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not exploring alternative policy options	0.0%	0.0%	11.1%	16.1%	0.0%	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government	0.0%	20.0%	11.1%	3.2%	25.0%	50.0%	12.5%	9.1%	28.6%	9.7%	16.7%
Its advice and strategies do not lend themselves to practical problem solving	7.7%	5.0%	0.0%	3.2%	0.0%	12.5%	12.5%	27.3%	14.3%	6.5%	33.3%
Not enough public disclosure of its work	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	12.5%	0.0%	14.3%	9.7%	0.0%
Arrogant in its approach*	0.0%	5.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	61.5%	60.0%	55.6%	41.9%	50.0%	50.0%	0.0%	27.3%	28.6%	64.5%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	7.7%	0.0%	11.1%	3.2%	25.0%	25.0%	50.0%	18.2%	14.3%	6.5%	0.0%
Imposing technocratic solutions without regard to country conditions	15.4%	15.0%	22.2%	9.7%	12.5%	0.0%	0.0%	27.3%	0.0%	6.5%	0.0%
World Bank Group's processes too slow	15.4%	35.0%	11.1%	29.0%	12.5%	37.5%	12.5%	9.1%	0.0%	19.4%	0.0%
Not aligned with country priorities	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in China	30.8%	0.0%	33.3%	25.8%	12.5%	0.0%	25.0%	9.1%	28.6%	29.0%	16.7%
Other	7.7%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	7.7%	5.0%	11.1%	3.2%	12.5%	0.0%	12.5%	0.0%	14.3%	3.2%	33.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/Minister	Government Institutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
To a fully sufficient degree		9.5%	22.2%	9.7%				10.0%		3.2%	16.7%
To a somewhat sufficient degree	91.7%	85.7%	55.6%	71.0%	75.0%	75.0%	62.5%	80.0%	71.4%	74.2%	50.0%
To a somewhat insufficient degree	8.3%	4.8%	11.1%	9.7%	12.5%	12.5%	37.5%		14.3%	12.9%	
To a very insufficient degree			11.1%	6.5%				10.0%		9.7%	
Don't know				3.2%	12.5%	12.5%			14.3%		33.3%

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Government Institutions	Bilateral/Multilateral Agency	Private/Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Academia/think tanks/research institutes	76.9%	45.0%	66.7%	41.9%	37.5%	50.0%	37.5%	36.4%	14.3%	67.7%	20.0%
Media*	7.7%	10.0%	0.0%	6.5%	0.0%	0.0%	25.0%	9.1%	57.1%	3.2%	0.0%
Local Government	30.8%	75.0%	22.2%	58.1%	62.5%	37.5%	37.5%	63.6%	28.6%	61.3%	40.0%
Private sector*	23.1%	40.0%	33.3%	12.9%	87.5%	37.5%	37.5%	45.5%	57.1%	12.9%	40.0%
NGOs*	7.7%	5.0%	22.2%	12.9%	0.0%	62.5%	25.0%	0.0%	14.3%	9.7%	0.0%
Youth/university groups	7.7%	5.0%	22.2%	19.4%	0.0%	12.5%	12.5%	0.0%	0.0%	22.6%	20.0%
Beneficiaries	23.1%	5.0%	33.3%	32.3%	12.5%	0.0%	0.0%	18.2%	14.3%	12.9%	20.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	20.0%
Don't know	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in China	13	6.92	19	7.21	9	8.11	30	7.57	8	7.00	8	5.87	8	8.00	11	7.45	7	7.71	31	7.42	5	6.80
The World Bank Group's work is aligned with what I consider the development priorities for China	13	7.69	19	7.63	9	8.56	29	8.17	8	7.25	7	6.57	7	8.71	11	8.09	7	7.71	30	7.77	5	6.60
The World Bank Group supports programs and strategies that are realistic for China	12	8.00	18	7.89	9	8.78	31	8.45	8	7.75	7	7.29	8	8.38	11	8.45	7	7.86	31	7.71	4	7.25
The World Bank Group treats clients and stakeholders in China with respect	11	8.27	18	8.17	9	8.33	31	8.29	8	8.13	7	8.14	8	8.75	11	8.09	7	8.43	31	8.06	4	7.75

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

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness	11	6.91	19	6.95	8	8.00	30	7.47	8	7.62	7	7.71	6	7.17	11	7.09	4	8.00	30	7.20	5	7.00
Being inclusive	13	7.15	18	7.61	9	8.22	30	8.03	8	8.00	7	8.14	7	8.14	11	7.73	4	8.50	30	7.53	5	6.60
Openness (sharing data and other information)	13	7.54	17	8.06	9	8.89	29	7.97	8	7.88	7	8.14	7	8.86	10	8.30	5	8.20	31	7.61	5	7.00
Staff accessibility	13	7.62	18	8.00	9	8.22	30	8.40	8	8.63	7	7.86	8	8.38	11	7.91	6	8.83	31	8.58	5	7.00
Straightforwardness and honesty	13	7.62	18	8.17	9	8.44	30	8.73	8	8.25	6	8.33	6	8.67	11	8.45	5	8.00	30	8.60	5	6.80
Ease of access to the people at the WBG who are making decisions important to my work	12	7.83	18	7.61	9	7.89	30	8.70	8	8.13	6	7.83	8	8.25	11	7.73	5	7.60	30	8.03	5	6.80
Collaboration with civil society	11	6.82	14	6.43	6	8.33	27	7.41	8	7.63	8	7.00	6	7.67	10	6.60	4	7.50	23	7.57	3	7.00
Collaboration with the Government	13	8.00	19	8.32	9	8.67	29	8.31	7	8.43	5	8.20	7	8.29	10	8.20	3	6.67	29	8.52	5	7.40
Collaboration with the private sector	11	6.55	16	6.25	6	8.67	28	6.89	7	7.57	4	7.25	4	7.25	8	5.88	3	7.00	24	7.08	4	7.00
The speed in which it gets things accomplished on the ground	13	7.69	18	7.56	9	8.78	30	8.03	8	8.13	6	7.33	8	8.25	10	7.50	3	8.67	30	7.93	4	7.50
Being a long-term partner	13	8.08	18	8.61	9	9.00	29	8.48	7	8.57	7	7.86	7	9.00	10	8.90	5	8.00	31	8.71	4	6.50



C. World Bank Group's Effectiveness and Results

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Urban development and urban environmental services	9	7.44	20	8.05	3	8.33	20	8.35	3	7.67	6	6.83	5	7.80	9	8.33	3	8.67	19	7.68	1	7.00
Urban transport	8	7.75	16	7.81	3	8.67	21	8.29	2	7.00	4	6.25	6	8.17	7	8.57	4	9.00	19	7.63		
Railway	9	7.67	13	7.92	1	9.00	15	7.00	2	6.50	1	7.00	4	7.75	5	7.00	4	8.50	17	7.29	1	6.00
Environmental sustainability/anti-pollution	11	7.91	17	8.06	8	8.50	21	8.33	6	7.83	6	7.17	6	8.33	9	8.67	5	9.00	20	7.90	2	8.00
Regulatory framework	10	7.20	15	6.93	5	8.80	18	7.72	4	7.50	2	5.50	4	8.50	7	7.14	2	9.00	24	7.62	2	8.50
Poverty reduction	10	7.50	15	7.40	6	8.83	25	7.96	4	8.50	4	7.00	4	9.00	8	7.75	5	9.40	24	7.79	3	8.33
Gender equity	9	7.67	13	7.92	5	9.40	24	8.71	2	8.00	4	7.00	2	8.00	7	7.43	3	8.67	24	8.08	1	7.00
Private sector development*	7	7.00	12	6.00	2	10.00	20	7.35	5	7.80	3	5.67	1	6.00	8	5.88	3	9.33	15	7.40	1	7.00
Water and sanitation	11	7.73	16	8.19	4	8.25	20	8.30	3	7.33	4	7.25	3	8.67	9	8.44	3	8.67	19	8.26	2	6.00
Economic growth	9	7.78	15	6.93	1	10.00	22	7.23	3	7.67	2	7.00	5	7.80	8	6.75	3	9.33	22	7.59	3	7.67
Sustainable and renewable energy	10	8.00	17	7.53	7	8.57	21	7.76	4	8.25	4	6.75	5	8.40	10	8.00	3	7.00	22	7.95	2	8.00
Disaster management	8	7.50	13	6.77	3	9.00	14	7.86	2	7.00	2	7.00	3	7.67	7	7.00	3	9.00	10	7.90	1	7.00
Public sector governance/reform	9	7.56	14	6.86	1	8.00	19	7.11	2	7.50	3	6.33	2	7.00	7	6.00	2	7.00	15	7.80	3	7.33
Financial markets	7	7.29	12	6.25			14	7.00	6	7.50	2	6.00	3	7.33	6	5.67	4	8.75	10	7.60	2	7.50
Health	7	7.57	14	7.57	1	9.00	19	7.79	3	7.67	1	5.00	3	7.00	8	6.75	3	8.33	15	7.60	3	6.67
Rural development	10	8.20	15	7.73	5	8.00	21	7.95	4	8.00	3	6.33	4	8.00	9	7.33	4	8.50	18	7.83	1	8.00
Technical and vocational education and training	9	8.00	16	8.13	2	9.50	21	8.14	4	7.75	3	5.67	3	7.67	8	6.75	3	8.33	26	8.23	1	7.00
Education	7	8.00	14	7.79	2	9.00	19	8.00	3	8.00	4	6.75	3	7.67	8	6.38	2	8.50	25	8.36		
Social protection	6	7.67	12	6.58	2	10.00	14	7.50	2	7.50	2	6.00	3	7.33	6	6.17	3	9.33	12	7.75	1	8.00
Climate change	10	7.70	14	7.14	6	9.00	18	8.00	3	8.33	4	6.50	4	8.25	9	7.22	3	9.00	14	7.79	1	8.00
Sustainable agricultural development	10	8.10	14	7.79	5	8.60	18	8.11	3	7.67	4	6.25	4	8.50	9	7.67	4	8.75	15	7.93		
Natural resource management	9	7.67	13	7.54	3	10.00	16	8.19	4	8.25	4	6.50	4	8.50	9	7.67	3	8.67	14	7.79	1	7.00

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

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in China?	12	7.08	18	6.78	8	8.13	25	7.12	8	7.38	7	6.29	7	7.57	9	6.56	5	8.40	26	7.42	3	7.00

(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 China? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of China	12	6.67	20	6.60	9	7.89	26	7.69	8	7.25	7	6.14	7	8.00	10	6.80	3	7.67	26	7.23	2	7.50
The WBG meets China's needs for knowledge services	12	6.92	19	7.00	8	8.63	27	8.07	5	7.60	8	7.13	7	8.29	11	7.36	6	7.67	29	7.69	4	8.00

Significantly different between stakeholder groups*D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?***

Percentage of Respondents	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Weekly	15.4%	30.0%		22.2%					50.0%	25.8%	
Monthly	15.4%	25.0%	55.6%	22.2%	12.5%	12.5%	12.5%	45.5%	33.3%	22.6%	40.0%
A few times a year	53.8%	35.0%	33.3%	40.7%	50.0%	87.5%	62.5%	45.5%	16.7%	48.4%	20.0%
Rarely	7.7%	10.0%	11.1%	14.8%	25.0%		25.0%	9.1%		3.2%	20.0%
Never	7.7%				12.5%						20.0%

**Significantly different between stakeholder groups*

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely	11	6.91	18	7.44	8	8.63	25	8.20	4	7.25	6	6.33	7	7.71	9	7.00	4	7.50	29	7.93	1	9.00
Lead to practical solutions	11	7.00	17	7.59	9	8.33	26	7.85	6	7.33	6	6.33	5	7.80	11	7.27	4	8.00	30	7.70	2	8.00
Are accessible (well written and easy to understand)	11	6.91	18	7.28	9	8.11	28	7.75	6	7.50	7	7.14	7	8.29	11	7.27	6	8.17	30	7.63	3	8.67
Are source of relevant information on global good practices	11	8.00	18	7.78	9	8.78	27	8.41	6	8.17	7	7.86	7	8.29	11	8.18	5	8.20	28	7.96	2	9.50
Are adaptable to China's specific development challenges and country circumstances	11	6.91	17	7.24	8	8.88	28	7.36	5	7.40	6	6.50	6	8.00	10	7.20	5	7.60	28	7.25	3	6.67

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	12	7.25	19	7.05	9	8.33	27	7.81	6	7.83	8	7.00	7	8.14	11	7.73	5	8.20	30	7.67	3	8.00

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



E. Working with the World Bank Group

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly*	11	7.18	18	8.61	9	8.78	28	8.75	7	8.43	4	5.75	6	8.00	11	8.00	3	7.67	26	7.77		
The WBG effectively monitors and evaluates the projects and programs it supports	13	8.62	18	8.56	9	8.78	28	8.50	7	8.29	5	6.80	7	8.29	11	8.09	4	8.50	30	8.43	2	8.00
The World Bank Group's approvals and reviews are done in a timely fashion	13	7.69	19	8.32	9	8.89	28	8.61	7	8.14	3	5.00	6	7.83	11	7.91	3	7.00	27	8.07	1	7.00
The WBG's "Safeguard Policy" requirements are reasonable	12	6.92	18	7.61	9	8.67	27	8.04	5	8.00	3	6.00	6	8.00	11	8.27	2	8.50	25	8.36	1	9.00
The WBG's conditions on its lending are reasonable	9	7.67	19	7.58	8	8.63	27	8.26	7	7.71	4	7.00	6	7.83	11	8.00	2	10.00	23	8.22		
The World Bank Group takes decisions quickly in China*	9	6.89	17	6.76	9	8.44	28	8.21	7	7.86	3	4.67	6	7.67	10	7.10	3	8.00	24	7.63	1	8.00
Working with the World Bank Group increases China's institutional capacity	11	7.45	18	7.56	8	8.12	28	8.00	6	7.83	5	7.00	7	7.71	11	8.00	3	9.00	25	8.00	3	7.33
Where country systems are adequate, the WBG makes appropriate use of them	9	6.89	18	7.06	8	8.38	27	7.56	4	7.75	3	6.00	7	8.00	10	7.60	2	8.00	21	8.52		
The WBG provides effective implementation support	11	8.09	18	8.44	9	8.67	28	8.68	6	8.17	5	7.00	7	8.29	11	8.36	3	9.00	28	8.39	2	7.50

*Significantly different between stakeholder groups

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How significant a role do you believe the WBG should play in China's development in the next five years?	12	7.25	20	7.75	9	8.44	24	7.92	7	8.14	6	7.00	6	7.33	10	8.00	4	7.75	30	7.73	3	8.33

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Improve the quality of its experts as related to China's specific challenges	69.2%	60.0%	55.6%	50.0%	25.0%	50.0%	50.0%	72.7%	33.3%	45.2%	100.0%
Focus primarily on advice and advocacy issues	15.4%	10.0%	33.3%	28.6%	25.0%	0.0%	25.0%	36.4%	16.7%	22.6%	25.0%
Improve the competitiveness of its financing compared to markets	23.1%	50.0%	33.3%	14.3%	25.0%	0.0%	25.0%	9.1%	50.0%	35.5%	0.0%
Greater collaboration within the World Bank Group (IBRD and IFC)	30.8%	5.0%	0.0%	17.9%	37.5%	25.0%	12.5%	9.1%	16.7%	19.4%	25.0%
Offer more innovative financial products	0.0%	25.0%	22.2%	14.3%	25.0%	37.5%	0.0%	9.1%	16.7%	6.5%	0.0%
Offer more innovative knowledge services	38.5%	40.0%	55.6%	57.1%	62.5%	62.5%	87.5%	45.5%	50.0%	51.6%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	3.2%	0.0%



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Institutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Direct contact with WBG	61.5%	84.2%	88.9%	82.1%	87.5%	50.0%	75.0%	81.8%	33.3%	71.0%	50.0%
e-Newsletters*	0.0%	0.0%	0.0%	0.0%	12.5%	12.5%	0.0%	0.0%	33.3%	9.7%	0.0%
World Bank Group's seminars/ workshops/conferences	38.5%	57.9%	11.1%	25.0%	25.0%	37.5%	0.0%	27.3%	33.3%	38.7%	25.0%
World Bank Group's publications and other written materials	7.7%	15.8%	0.0%	7.1%	0.0%	12.5%	0.0%	18.2%	16.7%	12.9%	0.0%
World Bank Group's website	53.8%	31.6%	55.6%	25.0%	25.0%	50.0%	75.0%	54.5%	50.0%	32.3%	100.0%
Social media	23.1%	5.3%	0.0%	17.9%	25.0%	0.0%	12.5%	0.0%	16.7%	9.7%	0.0%
Mobile phones	0.0%	0.0%	11.1%	21.4%	0.0%	25.0%	0.0%	9.1%	0.0%	9.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Employee of a Ministry		Local Government		Central-Level Project Management		Local-Level Project Management		Private/ Financial Sector/ Bank		NGO		State-Owned Enterprise		Consultant on WBG Project		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
I find the World Bank Group's websites easy to navigate	13	6.69	17	6.47	8	7.62	21	7.10	6	6.83	8	6.88	6	8.17	10	7.10	5	8.00	17	7.12	4	8.00
I find the information on the WBG's websites useful	13	7.00	15	6.93	7	8.86	22	7.50	6	7.17	8	7.25	6	8.33	10	7.80	5	8.00	18	7.44	4	8.25
The World Bank Group's social media channels are valuable sources of information about the institution	12	7.17	12	6.83	6	8.00	19	7.89	3	7.67	4	5.75	5	8.60	8	7.50	4	8.50	24	7.92	1	10.00
When I need information from the World Bank Group I know how to find it	11	6.55	16	6.75	6	9.33	23	7.83	5	8.00	6	6.50	6	7.50	9	7.78	5	7.40	26	8.31	3	6.67
The World Bank Group is responsive to my information	9	7.11	16	7.69	6	9.17	22	8.45	5	8.00	3	6.67	3	8.00	8	7.25	3	9.00	24	8.29	3	7.00

**H. Background Information**

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Government Insitutions	Bilateral/ Multilateral Agency	Private/ Financial Sector/Bank	Civil Society	Media	Academia	Other	Media	Academia	Other
Observer	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	6.5%	0.0%
Use WBG reports/data	7.1%	0.0%	0.0%	3.1%	0.0%	25.0%	0.0%	9.1%	28.6%	6.5%	0.0%
Engage in WBG related/sponsored events/activities	28.6%	47.6%	33.3%	43.7%	11.1%	62.5%	37.5%	18.2%	42.9%	25.8%	50.0%
Collaborate as part of my professional duties*	85.7%	100.0%	100.0%	90.6%	100.0%	50.0%	87.5%	90.9%	71.4%	77.4%	66.7%
Use World Bank Group website for information, data, research, etc.*	7.1%	0.0%	0.0%	0.0%	11.1%	37.5%	0.0%	18.2%	28.6%	9.7%	50.0%

**Significantly different between stakeholder groups*



Appendix C: Responses to Indicator Questions by Location²

- Beijing N=63 ● Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei N=22
- Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang N=21 ● Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan, Yunnan, Guizhou, Guangxi N=50

B. Overall Attitudes toward the World Bank Group

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in China?	63	6.71	22	6.77	20	7.05	48	6.29

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

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in China.	62	7.71	22	8.09	20	8.20	48	8.15

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

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help China solve its most complicated development challenges?	63	7.17	22	8.00	21	7.29	48	7.77

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

² 156 respondents provided information about their geographic location.

**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 China?**

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in China	61	7.18	21	7.43	19	7.58	48	7.42
The World Bank Group's work is aligned with what I consider the development priorities for China	59	7.61	21	8.05	18	7.78	47	7.98
The WBG supports programs and strategies that are realistic for China	58	7.93	22	8.32	19	8.00	47	8.09
The WBG treats clients and stakeholders in China with respect	57	8.04	22	8.73	19	8.16	47	8.21

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

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness	54	7.15	22	7.50	18	7.39	45	7.36
Being inclusive	57	7.67	22	8.23	19	7.68	44	7.66
Openness (sharing data and other information)*	58	8.00	21	8.48	18	8.44	44	7.48
Staff accessibility	59	8.05	22	8.41	19	8.16	46	8.39
Straightforwardness and honesty	56	7.96	22	8.73	18	8.39	45	8.62
Ease of access to the people at the World Bank Group who are making decisions important to my work	55	7.73	22	8.27	19	8.05	46	8.24
Collaboration with civil society	50	7.18	19	7.84	15	7.00	36	7.11
Collaboration with the Government	54	8.13	20	8.45	19	8.32	43	8.35
Collaboration with the private sector	46	7.00	18	7.44	15	6.47	36	6.69
The speed in which it gets things accomplished on the ground	53	7.87	22	7.86	18	7.83	46	8.02
Being a long-term partner	58	8.29	20	8.95	18	8.72	44	8.48

**Significantly different between geographic locations*

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

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in China?	53	7.30	19	7.00	16	6.94	40	7.25

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the WBG in China?**

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of China	52	6.98	21	6.86	19	7.42	38	7.53
The World Bank Group meets China's needs for knowledge services	56	7.48	20	7.60	18	7.89	42	7.74

*(1-Strongly disagree, 10-Strongly agree)***D. The World Bank Group's Knowledge Work and Activities****In China, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to China's specific development challenges and country circumstances	50	7.10	20	7.50	18	7.50	39	7.51

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

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in China?	56	7.61	20	7.70	17	7.47	44	7.73

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

	Beijing		Tianjin, et al		Henan, et al		Chongqing, et al	
	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in China	41	7.17	18	7.78	19	7.26	39	8.00
Where country systems are adequate, the WBG makes appropriate use of them	35	7.37	18	8.33	18	6.94	38	7.97



Appendix D: Responses to Select Questions by Collaboration with the WBG³

- Collaborating with the WBG N=123 ● Not collaborating with the WBG N=33

A. General Issues facing China

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China.	116	7.74	1.79	28	7.46	1.37

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the WBG in China?	121	6.72	1.94	32	6.31	2.46

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in China.	121	8.07	1.49	31	7.58	1.34

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help China solve its most complicated development challenges?*	122	7.69	1.53	32	6.75	1.52

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

³ 156 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Respondents were asked “Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?” Response options “I currently collaborate with the World Bank Group” and “Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)” were combined as “Collaborating with the WBG”, and “I have previously collaborated with the World Bank Group” and “I have never collaborated with the World Bank Group” were combined as “Not Collaborating with the WBG.”

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Poverty reduction	30.9%	22.6%
Reducing inequality	17.1%	32.3%
Economic growth	7.3%	12.9%
Climate change	13.8%	9.7%
MSE development and access to finance	10.6%	16.1%
Access to quality education	21.1%	16.1%
Renewable energy and improving energy efficiency	10.6%	12.9%
Conservation and management of water resources	4.1%	0.0%
Opportunity for private sector growth/investment	5.7%	9.7%
Air pollution	11.4%	6.5%
Access to quality health services	13.0%	9.7%
Employment/income generating opportunities	4.9%	9.7%
Environmental improvement and natural resource management	31.7%	22.6%
Rural development	18.7%	16.1%
Regulatory framework	8.1%	6.5%
Communicable and non-communicable diseases	2.4%	6.5%
Government effectiveness/governance	17.9%	25.8%
Social protection	4.1%	0.0%
Fiscal system reform	4.9%	0.0%
Technical and vocational education	13.0%	6.5%
Transport	7.3%	3.2%
Conservation of cultural heritage	3.3%	0.0%
Agriculture development and food safety	13.0%	16.1%
Financial sector reform*	1.6%	9.7%
Urban development	12.2%	12.9%
Other*	0.0%	3.2%

*Significantly different between collaborators and non-collaborators

**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 China?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in China	118	7.45	1.90	31	6.94	1.79
The World Bank Group's work is aligned with what I consider the development priorities for China	115	7.91	1.63	30	7.43	1.33
The World Bank Group supports programs and strategies that are realistic for China	116	8.10	1.49	30	7.83	1.42
The World Bank Group treats clients and stakeholders in China with respect	115	8.23	1.48	30	8.13	1.28

(1-Strongly disagree, 10-Strongly agree)

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	112	7.34	1.73	27	7.15	1.43
Being inclusive	113	7.83	1.61	29	7.45	1.62
Openness (sharing data and other information)	112	8.04	1.59	29	7.69	1.58
Staff accessibility*	116	8.36	1.47	30	7.70	1.73
Straightforwardness and honesty*	113	8.47	1.28	28	7.86	1.72
Ease of access to the people at the World Bank Group who are making decisions important to my work	113	8.09	1.61	29	7.76	1.60
Collaboration with civil society	93	7.19	1.69	27	7.41	1.62
Collaboration with the Government	108	8.35	1.30	28	7.96	1.29
Collaboration with the private sector	89	6.84	1.89	26	7.12	1.77
The speed in which it gets things accomplished on the ground	110	7.95	1.53	29	7.79	1.21
Being a long-term partner*	111	8.66	1.26	29	7.90	1.50

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Urban development and urban environmental services*	76	8.08	1.32	22	7.41	1.14
Urban transport	70	8.10	1.49	20	7.45	1.57
Railway	56	7.43	1.84	16	7.50	1.37
Environmental sustainability/anti-pollution	86	8.22	1.27	25	7.88	1.33
Regulatory framework	74	7.51	1.60	19	7.68	1.57
Poverty reduction	83	7.94	1.50	25	7.92	1.12
Gender equity	73	8.21	1.57	21	8.00	1.23
Private sector development	61	7.07	2.04	16	7.00	1.46
Water and sanitation	72	8.21	1.32	22	7.82	1.33
Economic growth	73	7.41	1.88	20	7.50	1.36
Sustainable and renewable energy	83	7.87	1.54	22	7.82	1.26
Disaster management	53	7.70	1.60	13	6.92	1.32
Public sector governance/reform	61	7.13	1.85	16	7.19	1.22
Financial markets	51	7.02	1.69	15	7.00	1.46
Health	59	7.51	1.52	18	7.50	1.20
Rural development	76	7.83	1.46	18	7.89	1.02
Technical and vocational education and training	78	7.99	1.48	18	7.78	1.44
Education	72	7.87	1.64	15	7.93	1.10
Social protection	48	7.21	1.89	15	7.93	1.10
Climate change	69	7.80	1.60	17	7.65	1.12
Sustainable agricultural development	71	7.99	1.29	15	7.80	1.15
Natural resource management	63	8.00	1.43	17	7.53	1.18

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in China?	102	7.21	1.71	26	7.15	1.16

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

To what extent do you agree with the following statements about the WBG in China?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of China	105	7.18	1.80	25	7.20	1.19
The WBG meets China's needs for knowledge services	109	7.67	1.49	27	7.48	1.12

(1-Strongly disagree, 10-Strongly agree)



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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	98	7.69	1.80	24	7.63	1.14
Lead to practical solutions	102	7.65	1.63	25	7.40	1.32
Are accessible (well written and easy to understand)	110	7.59	1.68	26	7.65	1.29
Are source of relevant information on global good practices	107	8.19	1.44	24	8.04	1.04
Are adaptable to China's specific development challenges and country circumstances	102	7.37	1.56	25	7.24	1.33

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	110	7.62	1.56	27	7.74	1.23

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

E. Working with the World Bank Group

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	101	8.12	1.80	22	8.23	1.54
The World Bank Group effectively monitors and evaluates the projects and programs it supports	110	8.42	1.48	24	8.29	1.23
The WBG's approvals and reviews are done in a timely fashion	106	8.10	1.78	21	8.19	1.50
The WBG's "Safeguard Policy" requirements are reasonable	98	7.90	1.78	21	8.24	1.22
The WBG's conditions on its lending are reasonable	94	8.03	1.44	22	8.00	1.23
The World Bank Group takes decisions quickly in China	95	7.49	1.70	22	7.82	1.50
Working with the WBG increases China's institutional capacity	100	7.85	1.65	25	7.80	1.23
Where country systems are adequate, the World Bank Group makes appropriate use of them	91	7.64	1.90	18	7.83	1.38
The WBG provides effective implementation support	105	8.40	1.41	23	8.30	1.19

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank Group should play in China's development in the next five years?	106	7.83	1.52	25	7.56	1.33

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	86	7.00	1.68	29	7.38	2.03
I find the information on the WBG's websites useful	86	7.47	1.77	28	7.71	1.63
The World Bank Group's social media channels are valuable sources of information about the institution	79	7.59	1.80	19	7.84	1.83
When I need information from the WBG I know how to find it	92	7.68	2.09	24	7.33	2.22
The World Bank Group is responsive to my information requests and inquiries	80	8.10	1.67	22	7.68	1.76



Appendix E: Responses to Selected Questions by Year⁴

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY15 and FY19 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY15	FY19
Government institutions (includes employees of ministries, central-level project management offices, and Consultants on WBG-supported projects)	34.5%	22.7%
Private sector (includes financial sector/banks)	4.5%	6.0%
Academia	16.4%	20.7%
Media	5.6%	4.7%
NGO	3.4%	5.3%
Local government	20.3%	14.0%
Local-level project management offices	10.2%	21.3%
State-owned enterprise	5.1%	5.3%
Total Number of Respondents (Un-Weighted)	177	150

(Note, there were insufficient numbers of respondents from bilateral or multilateral agencies, central banks, or regulatory agencies in either year to be included in these analyses. Also, stakeholders who identified themselves as “Other” in the stakeholder category options were not included in these comparisons.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY15	FY19
Government institutions	28.9%	28.8%
Private sector	5.2%	5.1%
Academia	18.6%	18.5%
Media	5.2%	5.1%
NGO	4.1%	4.1%
Local government	17.5%	17.5%
Local-level project management offices	15.5%	15.4%
State-owned enterprise	5.1%	5.3%
Total Number of Respondents (Weighted)	176	152

All data presented in this Appendix are weighted. As a result, means of the FY19 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY15 respondents and the total number of respondents indicated may differ from those reported in that COS report.

⁴ Only those questions that were asked in the FY '15 and FY '19 country opinion surveys, with similar response scales/options, are presented.

**A. General Issues facing China**

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China.	166	7.96	1.40	141	7.70	1.71

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in China?

Percentage of Respondents	FY15	FY19
A very big problem	35.8%	32.1%
A moderately big problem	53.8%	57.3%
A small problem	8.9%	8.2%
Not a problem at all	-	1.8%
Don't know	1.5%	0.5%

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	FY15	FY19
A very serious problem	51.2%	44.3%
A somewhat serious problem	35.9%	42.8%
Not too serious problem	10.0%	10.3%
Not a problem	1.4%	2.7%
Don't know	1.4%	-

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in China? (1-Not familiar at all, 10-Extremely familiar)

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in China?	170	6.43	2.15	148	6.72	2.02

Overall, please rate your impression of the World Bank Group's effectiveness in China.

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in China.*	163	7.41	1.81	147	7.97	1.47

(1-Not effective at all, 10-Very effective) *Significantly different between FY19 and FY15 respondents.

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help China solve its most complicated development challenges?*	151	6.93	1.76	150	7.49	1.59

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY19 and FY15 respondents.

To what extent do you believe that the World Bank Group's work and support help the poorest in China?*

Percentage of Respondents	FY15	FY19
To a fully sufficient degree	4.7%	6.5%
To a somewhat sufficient degree	31.3%	75.9%
To a somewhat insufficient degree	40.3%	10.5%
To a very insufficient degree	12.3%	4.6%
Don't know	11.5%	2.4%

*Significantly different between FY19 and FY15 respondents.

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in China	165	7.55	1.69	145	7.37	1.93
The World Bank Group's work is aligned with what I consider the development priorities for China	159	7.50	1.69	142	7.86	1.57
The World Bank Group supports programs and strategies that are realistic for China	164	7.81	1.60	143	8.08	1.48
The World Bank Group treats clients and stakeholders in China with respect*	158	7.80	1.65	141	8.23	1.44

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY19 and FY15 respondents.

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

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
Responsiveness	146	7.15	1.61	134	7.29	1.69
Being inclusive	151	7.46	1.54	138	7.77	1.61
Openness (sharing data and other information)	157	7.97	1.52	137	8.02	1.55
Staff accessibility	157	8.24	1.51	142	8.23	1.55
Straightforwardness and honesty	155	8.23	1.54	137	8.35	1.38
Ease of access to the people at the WBG who are making decisions important to my work*	160	8.50	1.43	138	8.00	1.62
Collaboration with civil society	112	6.86	1.89	117	7.20	1.75
Collaboration with the Government	154	8.26	1.27	133	8.29	1.33
Collaboration with the private sector	109	6.79	1.70	111	6.86	1.95
The speed in which it gets things accomplished on the ground	145	7.62	1.56	136	7.91	1.52
Being a long-term partner	159	8.42	1.35	137	8.57	1.25

*Significantly different between FY19 and FY15 respondents.



C. World Bank Group's Effectiveness and Results

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
Urban development and urban environmental services*	110	7.44	1.74	100	7.95	1.32
Urban transport*	106	7.40	1.89	91	7.97	1.52
Railway	86	7.07	2.06	73	7.53	1.68
Environmental sustainability/anti-pollution*	123	7.72	1.68	112	8.17	1.29
Regulatory framework	102	7.09	1.94	93	7.50	1.63
Poverty reduction	131	7.70	1.65	106	7.92	1.47
Gender equity*	115	7.33	1.80	93	8.13	1.53
Private sector development	97	6.69	1.95	76	6.98	1.99
Water and sanitation*	117	7.56	1.55	95	8.16	1.31
Economic growth	119	7.35	1.65	91	7.42	1.81
Sustainable and renewable energy	112	7.63	1.71	106	7.87	1.50
Disaster management	98	7.13	1.87	68	7.51	1.59
Public sector governance/reform	114	7.15	1.92	75	7.10	1.76
Financial markets	98	6.72	2.03	65	6.94	1.68
Health	115	7.39	1.70	75	7.52	1.41
Rural development	122	7.59	1.67	96	7.84	1.40
Technical and vocational education and training*	106	7.30	1.74	96	7.95	1.48
Education*	116	7.24	1.87	87	7.84	1.56
Social protection	103	6.90	2.11	64	7.34	1.80
Climate change	116	7.43	1.85	89	7.75	1.50
Sustainable agricultural development*	109	7.41	1.87	89	7.97	1.25
Natural resource management*	103	7.21	1.93	82	7.91	1.39

*Significantly different between FY19 and FY15 respondents.

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in China?	149	7.21	1.59	127	7.20	1.65

(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 China?

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of China	141	6.76	2.11	130	7.13	1.76
The World Bank Group meets China's needs for knowledge services*	153	7.00	1.90	134	7.57	1.49

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY19 and FY15 respondents.

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	FY19
Weekly	8.3%	17.5%
Monthly	28.0%	26.0%
A few times a year	41.6%	45.2%
Rarely	16.1%	9.7%
Never	6.1%	1.5%

*Significantly different between FY19 and FY15 respondents.

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
Are timely	134	7.42	1.63	123	7.63	1.73
Lead to practical solutions	147	7.27	1.66	127	7.58	1.61
Are accessible (well written and easy to understand)	151	7.33	1.62	135	7.55	1.63
Are source of relevant information on global good practices*	152	7.66	1.63	131	8.13	1.41
Are adaptable to China's specific development challenges and country circumstances*	149	6.95	1.77	125	7.38	1.56

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY19 and FY15 respondents.

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	157	7.46	1.66	136	7.62	1.54

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

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

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	120	7.82	2.00	125	8.13	1.79
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	146	8.04	1.68	134	8.42	1.42
The World Bank Group's approvals and reviews are done in a timely fashion*	128	7.50	1.91	129	8.12	1.74
The World Bank Group's "Safeguard Policy" requirements are reasonable	120	7.66	1.80	121	7.93	1.73
The World Bank Group's conditions on its lending are reasonable	115	7.74	1.69	118	8.01	1.43
The WBG takes decisions quickly in China*	120	6.95	1.82	117	7.49	1.69
Working with the World Bank Group increases China's institutional capacity	149	7.91	1.82	124	7.84	1.61
Where country systems are adequate, the World Bank Group makes appropriate use of them	107	7.29	1.90	111	7.64	1.90
The World Bank Group provides effective implementation support*	140	7.96	1.52	128	8.39	1.40

*Significantly different between FY19 and FY15 respondents.

F. The Future Role of the World Bank Group in China

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank Group should play in China's development in the next five years?	157	7.58	1.76	131	7.77	1.52

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

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

Percentage of Respondents (Responses combined)	FY15	FY19
Improve the quality of its experts as related to China's specific challenges	58.9%	53.7%
Offer more innovative knowledge services	53.7%	51.5%
Improve the competitiveness of its financing compared to markets	27.7%	28.9%
Focus primarily on advice and advocacy issues	18.9%	21.6%
Greater collaboration within the WBG (IBRD and IFC)*	6.6%	16.0%
Offer more innovative financial products	20.1%	13.9%
Other	1.4%	1.2%



G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	FY15	FY19
Direct contact with World Bank Group*	62.9%	74.6%
World Bank Group's website	50.2%	41.4%
World Bank Group's seminars/workshops/conferences	34.1%	33.4%
Social media	6.2%	10.7%
WBG's publications and other written materials*	18.8%	10.2%
Mobile phones*	0.5%	7.9%
e-Newsletters	6.9%	4.6%
Other	2.4%	0.0%

*Significantly different between FY19 and FY15 respondents.

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

	FY15			FY19		
	N	Mean	SD	N	Mean	SD
I find the WBG's websites easy to navigate	137	7.30	1.70	115	7.05	1.79
I find the information on the WBG's websites useful	137	7.56	1.56	113	7.50	1.77
The WBG's social media channels are valuable sources of information about the institution*	75	6.65	2.22	99	7.58	1.85
When I need information from the World Bank Group I know how to find it	133	7.46	2.19	115	7.59	2.15
The World Bank Group is responsive to my information requests and inquiries	115	7.56	2.08	101	7.99	1.70

*Significantly different between FY19 and FY15 respondents.

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)

Percentage of Respondents	FY15	FY19
I currently collaborate with the World Bank Group	43.9%	50.0%
I have previously collaborated with the World Bank Group	22.9%	15.1%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	24.6%	30.9%
I have never collaborated with the World Bank Group	8.7%	4.1%

**H. Background Information (continued)****How long have you been involved with (or a close observer of) the World Bank Group's activities?**

Percentage of Respondents	FY15	FY19
Less than one year	9.5%	3.8%
One to three years	17.8%	26.0%
More than three years	72.7%	70.2%

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

Percentage of Respondents	FY15	FY19
The World Bank (IBRD)	88.6%	93.5%
The International Finance Corporation (IFC)	6.2%	4.2%
Other	5.2%	2.4%

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

Percentage of Respondents (Responses combined)	FY15	FY19
Collaborate as part of my professional duties*	70.5%	87.6%
Engage in World Bank Group related/sponsored events/activities*	48.1%	34.8%
Use World Bank Group website for information, data, research, etc.	13.9%	7.9%
Use World Bank Group reports/data	10.7%	5.9%
Observer	4.7%	1.7%

Significantly different between FY19 and FY15 respondents.*What's your gender?**

Percentage of Respondents	FY15	FY19
Female	36.1%	29.1%
Male	63.9%	70.9%

Which best represents your geographic location?*

Percentage of Respondents	FY15	FY19
Beijing	51.8%	41.6%
Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan, Yunnan, Guizhou, Guangxi	15.9%	13.3%
Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei	11.0%	14.3%
Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang	21.3%	30.8%

**Significantly different between FY19 and FY15 respondents.*



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in China? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in China.	7.58	8.07	7.99	7.00	8.01	7.22	8.03	7.85	7.15	8.09	8.03	7.36
Overall the World Bank Group currently plays a relevant role in development in China	6.94	7.45	7.36	6.33	7.39	6.67	7.38	7.28	6.71	7.45	7.41	6.71
The World Bank Group's work is aligned with what I consider the development priorities for China	7.43	7.91	7.82	7.67	7.85	7.33	7.82	7.81	7.30	7.90	7.89	7.14
The WBG supports programs and strategies that are realistic for China	7.83	8.10	8.06	7.67	8.06	7.89	8.01	8.12	7.57	8.13	8.11	7.43
The WBG treats clients and stakeholders in China with respect	8.13	8.23	8.21	8.33	8.24	7.78	8.33	8.00	7.95	8.26	8.25	7.86
Responsiveness	7.15	7.34	7.30	7.50	7.33	6.88	7.30	7.30	7.41	7.29	7.31	7.25
Being inclusive	7.45	7.83	7.74	8.50	7.78	7.37	7.70	7.84	7.89	7.73	7.76	7.67
Openness (sharing data and other information)	7.69	8.04	7.96	8.50	7.98	7.63	7.85	8.15	8.15	7.93	7.95	8.08
Staff accessibility	7.70	8.36	8.22	8.50	8.28	7.44	8.41	7.88	8.05	8.25	8.20	8.46
Straightforwardness and honesty	7.86	8.47	8.34	9.00	8.37	8.00	8.43	8.20	8.28	8.36	8.38	8.00
Ease of access to the people at the World Bank Group who are making decisions important to my work	7.76	8.09	8.01	9.00	8.01	8.25	8.09	7.90	7.83	8.05	8.08	7.42
Collaboration with civil society	7.41	7.19	7.22	8.00	7.22	7.50	7.22	7.28	7.28	7.24	7.32	6.50
Collaboration with the Government	7.96	8.35	8.26	9.00	8.28	8.14	8.28	8.26	8.11	8.30	8.35	7.50
Collaboration with the private sector	7.12	6.84	6.89	7.50	6.89	7.14	7.08	6.59	6.29	6.99	6.90	6.90
The speed in which it gets things accomplished on the ground	7.79	7.95	7.91	8.50	7.94	7.43	7.98	7.79	7.88	7.92	7.91	8.00
Being a long-term partner	7.90	8.66	8.50	8.50	8.51	8.38	8.55	8.41	8.45	8.51	8.55	8.00
To what extent does the World Bank Group's work help to achieve development results in China?	7.15	7.21	7.18	9.00	7.22	6.88	7.13	7.31	7.16	7.20	7.19	7.20
The WBG's financial instruments meet the needs of China	7.20	7.18	7.18	7.50	7.22	6.63	7.12	7.31	7.00	7.21	7.21	6.89
The World Bank Group meets China's needs for knowledge services	7.48	7.67	7.62	8.00	7.66	7.22	7.65	7.60	7.50	7.66	7.64	7.54
Are adaptable to China's specific development challenges and country circumstances	7.24	7.37	7.34	8.00	7.38	6.71	7.29	7.44	7.12	7.38	7.41	6.64
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.74	7.62	7.63	8.00	7.66	7.37	7.57	7.77	7.84	7.61	7.65	7.54
The World Bank Group takes decisions quickly in China	7.82	7.49	7.54	9.00	7.57	7.33	7.60	7.46	7.11	7.59	7.62	6.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.83	7.64	7.66	9.00	7.66	7.80	7.78	7.43	8.38	7.61	7.69	7.25

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: China FY 2019 Questionnaire



World Bank Group Country Survey FY19 – China **世界银行集团 2019 财年客户调查问卷—中国**

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

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. For the purpose of the survey, the World Bank Group consists of IBRD, IDA, and IFC. 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".

世界银行希望了解参与或关注中国经济发展的客户和合作伙伴的意见，此次客户调查的目的是帮助世行中国团队更好地了解有关人士对世行工作的看法。世行借助客户调查的工具，评估利益相关方的意见，帮助世行制定更有效的战略支持中国的发展。世界银行委托第三方进行此次客户调查，调查是匿名和保密的，希望您能坦诚地表明意见。最后，调查内容是关于整个世界银行集团的工作的，世界银行集团包括国际复兴开发银行（IBRD）、国际开发协会（IDA）和国际金融公司（IFC）。在填写调查问卷时，请考虑有关世界银行集团您最熟悉的领域。

在填写调查问卷时，请选择您认为最能准确反映您的意见的答案。如果您不想回答某个问题，请留空白。如果您觉得您对某个问题不掌握充分的信息，请选择“不知道”。

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.

注：在有些题目里，调查表会要求选择特定数量的答案，选择时请不要超过要求的数量，否则数据无法纳入分析。

**SECTION A: GENERAL ISSUES FACING CHINA****中国面临的一般问题**

A1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in China.

请说明您对中国下一代的未来前景的看法，请按照 1—10 打分，1 表示非常悲观，10 表示非常乐观

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Extremely 非常 pessimistic 悲观					Extremely 非常 optimistic 乐观					Don't know 不知道

A2. Listed below are a number of development priorities in China. 以下列出的是中国的一些发展优先重点。

Please identify which of the following you consider the most important development priorities in China? (Choose no more than THREE)

请说明您认为中国目前最重要的发展优先重点是什么？（请选择不超过三项）

1	Government effectiveness/governance 政府的有效性/治理	17	Basic infrastructure 基本的基础设施
2	Communicable and non-communicable diseases 传染病和慢性病	18	Fiscal system reform 财政体制改革
3	Economic growth 经济增长	19	Environmental improvement and sustainability 环境改善与可持续性
4	Anti-corruption 反腐败	20	Energy efficiency 能源效率
5	SOE reform 国企改革	21	Natural resource management 自然资源管理
6	Completing the transition to a market economy 完成市场经济转型	22	Employment/income generating opportunities 就业/增收机会
7	Improving the investment climate 改善投资环境	23	Private sector growth/investment 私营部门成长/投资
8	Social stability 社会稳定	24	Rural and agricultural development 农村和农业发展
9	Reducing inequality 减少不平等	25	Regulatory framework 监管框架
10	Access to quality education 普及优质教育	26	Air pollution 空气污染
11	Access to quality health services 普及优质医疗服务	27	Food safety 食品安全
12	Urban development 城市发展	28	Financial sector reform 金融部门改革
13	Innovation 创新	29	Social protection 社会保护
14	Poverty reduction 减少贫困	30	Conservation and management of water resources 节水与水资源管理
15	Effectiveness of law and justice system 法律与司法体系的有效性	31	Climate change (mitigation and adaptation) 气候变化（减缓与适应）
16	Quality of growth 增长的质量	32	Other (please specify): _____ 其他（请具体说明）

**SECTION A: GENERAL ISSUES 一般问题**

A3. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in China? (Select only ONE response)	
您认为贫富差距在中国是一个非常大的问题、较大的问题、新问题还是根本不是问题? (请选择一项)	
1	A very big problem 一个非常大的问题
2	A moderately big problem 一个较大的问题
3	A small problem 一个小问题
4	Not a problem at all 根本不是问题
5	Don't know 不知道

A4. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	
在您看来, 全球气候变化是一个非常严重的问题、有些严重的问题、不太严重的问题还是不成问题? (请选择一项)	
1	A very serious problem 非常严重的问题
2	A somewhat serious problem 有些严重的问题
3	Not too serious problem 不太严重的问题
4	Not a problem 不是问题
5	Don't know 不知道

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****对世界银行集团总体态度**

B1. How familiar are you with the work of the World Bank Group in China? 您对世界银行集团在中国的工作熟悉到什么程度？									
1	2	3	4	5	6	7	8	9	10
Not familiar at all 完全不熟悉									Extremely familiar 非常熟悉

B2. Overall, please rate your impression of the World Bank Group's effectiveness in China. 请您对世界银行集团在华工作成效的总体印象打分。										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all 完全无效									Very effective 非常有效	Don't know 不知道

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help China solve its most complicated development challenges? 您认为世界银行集团的员工在多大程度上准备好（比如在技能和知识方面）帮助中国解决最复杂的发展挑战？										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all 完全无准备									To a very significant degree 很大程度上准备充分	Don't know 不知道

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****对世界银行集团总体态度**

B4. When thinking about how the World Bank Group can have the most impact on development results in China, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in China? (Choose no more than THREE)
 从世界银行集团怎样才能对中国的发展成效产生最大影响的角度考虑，您认为世行集团应当把资源（资金和知识服务）集中到中国的哪些部门领域？（请选择不超过三项）

1	Poverty reduction 减少贫困	14	Rural development 农村发展
2	Reducing inequality 减少不平等	15	Regulatory framework 监管框架
3	Economic growth 经济增长	16	Communicable and non-communicable diseases 传染病和慢性病
4	Climate change (e.g., mitigation, adaptation) 气候变化（如减缓、适应）	17	Government effectiveness/governance 政府的有效性/治理
5	MSE (Micro and Small enterprise) development and access to finance 微小企业发展与融资渠道	18	Social protection 社会保护
6	Access to quality education 普及优质教育	19	Fiscal system reform 财政体制改革
7	Renewable energy and improving energy efficiency 发展可再生能源和提高能效	20	Technical and vocational education 职业技术教育
8	Conservation and management of water resources 节水和水资源管理	21	Transport (i.e., urban transport and rural roads) 交通（如城市交通和农村道路建设）
9	Opportunity for private sector growth/investment 私营部门的成长/投资机会	22	Conservation of cultural heritage 文化遗产保护
10	Air pollution 空气污染	23	Agriculture development and food safety 农业发展和食品安全
11	Access to quality health services 普及优质医疗服务	24	Financial sector reform 金融部门改革
12	Employment/income generating opportunities 就业/增收机会	25	Urban development 城市发展
13	Environmental improvement and natural resource management 环境改善和自然资源管理	26	Other (please specify): _____ 其他（请具体说明）

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****对世界银行集团的总体态度**

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 China? 从世界银行集团的作用来看，您认为哪项活动对中国“最有价值”？哪项活动“第二有价值”？			
		Greatest Value (Choose only ONE) 最有价值（请选择一项）	Second Greatest Value (Choose only ONE) 第二有价值（请选择一项）
1	Pilot innovations that can be scaled up if successful 进行创新试点成功后可加以推广	<input type="checkbox"/>	<input type="checkbox"/>
2	Policy and economic advice 经济和政策咨询	<input type="checkbox"/>	<input type="checkbox"/>
3	Convener/facilitator 召集/促进作用	<input type="checkbox"/>	<input type="checkbox"/>
4	Transfer of international best practices 引进国际最佳实践	<input type="checkbox"/>	<input type="checkbox"/>
5	Technical advice 技术咨询	<input type="checkbox"/>	<input type="checkbox"/>
6	New concepts and innovation 新理念和创新	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to build institutional capacity 制度能力建设	<input type="checkbox"/>	<input type="checkbox"/>
8	Financial resources 提供资金	<input type="checkbox"/>	<input type="checkbox"/>
9	Ability to mobilize resources (from private sector, government, etc.) 能够调动资源（从私营部门、政府等渠道）	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____ 其他（请具体说明）	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****对世界银行集团的总体态度****B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in China? (Choose no more than TWO)**

您认为世界银行集团在中国的工作中最大的弱项是什么？（请选择不超过两项）

1	Not client focused 不重视客户
2	Not exploring alternative policy options 不愿意探讨不同的政策选择
3	Not collaborating enough with stakeholders outside the Government 与政府以外的利益相关方合作不够
4	Its advice and strategies do not lend themselves to practical problem solving 其咨询建议和战略不解决实际问题
5	Not enough public disclosure of its work 业务信息公开披露不够
6	Arrogant in its approach 态度傲慢
7	Staff too inaccessible 员工不平易近人
8	World Bank Group's processes too complex 世界银行集团的程序过于复杂
9	Not willing to honestly criticize policies and reform efforts in the country 不愿意开诚布公地批评国内的政策和改革努力
10	Imposing technocratic solutions without regard to country conditions 无视实际国情而将技术专家的解决方案强加于人
11	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures) 世界银行集团的手续太慢（比如业务政策和程序太官僚）
12	Not aligned with country priorities 与国家的优先重点不一致
13	Not adequately sensitive to political/social realities in China 对中国的政治/社会现实不够敏感
14	Other (please specify): _____ 其他（请具体说明）：
15	Don't know 不知道

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

您认为世界银行集团的工作和支持在多大程度上帮助了中国最贫困的人口？（请选择一项）

1	To a fully sufficient degree 完全能够
2	To a somewhat sufficient degree 在一定程度上能够
3	To a somewhat insufficient degree 在一定程度上不能够
4	To a very insufficient degree 很不够
5	Don't know 不知道

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****对世界银行集团的总体态度**

B8. 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)

除了与中央政府的常规关系外，您认为在贵国世界银行集团应当加强与以下哪两个群体的合作？
(请选择不超过两项)

1	Academia/think tanks/research institutes 学术界/智库/研究所	6	Youth/university groups 青年/大学生团体
2	Media 媒体	7	Beneficiaries 受益人
3	Local Government 地方政府	8	Other (please specify): _____ 其他（请具体说明）：_____
4	Private sector 私营部门	9	Don't know 不知道
5	NGOs 民间团体		

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

您在多大程度上同意以下关于世界银行在华工作的说法？

		Strongly disagree 非常不同意										Strongly agree 非常同意	Don't know 不知道
B9	Overall the World Bank Group currently plays a relevant role in development in China 总的来说世界银行集团目前在中国的发展中起着相关的作用	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B10	The World Bank Group's work is aligned with what I consider the development priorities for China 世界银行集团的工作与我认为中国的发展重点是一致的	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group supports programs and strategies that are realistic for China 世界银行集团支持的项目和战略对中国是有现实意义的	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank Group treats clients and stakeholders in China with respect 世界银行集团对待中国的客户和利益相关方是尊重的	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****对世界银行集团的总体态度**

To what extent is the World Bank Group an effective development partner in China, in terms of each of the following? 就以下各项而言，世界银行集团在多大程度上是中国有效的发展伙伴？												
		To no degree at all 完全不是						To a very significant degree 在很大程度上是				Don't know 不知道
		1	2	3	4	5	6	7	8	9	10	
B13	Responsiveness 反应速度											<input type="checkbox"/>
B14	Being inclusive 具有包容性											<input type="checkbox"/>
B15	Openness (sharing data and other information) 开放性（分享数据及其他信息）											<input type="checkbox"/>
B16	Staff accessibility 员工平易近人											<input type="checkbox"/>
B17	Straightforwardness and honesty 诚实坦率											<input type="checkbox"/>
B18	Ease of access to the people at the World Bank Group who are making decisions important to my work 世行集团对我工作重要的决策人易于接近											<input type="checkbox"/>
B19	Collaboration with civil society 与民间社团合作											<input type="checkbox"/>
B20	Collaboration with the Government 与政府合作											<input type="checkbox"/>
B21	Collaboration with the private sector 与私营部门合作											<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground 实地完成工作的速度											<input type="checkbox"/>
B23	Being a long-term partner 作为长期合作伙伴											<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS****世界银行集团的有效性和成果**

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in China? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")
 您认为世界银行集团在以下发展领域开展的工作是否有效（如果您对以下任何领域没有接触/没有工作经历，请选择“不知道”）

		Not effective at all 完全无效										Very effective 非常有效	Don't know 不知道
		1	2	3	4	5	6	7	8	9	10		
1	Urban development and urban environmental services 城市发展和城市环境服务	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Urban transport -- 城市交通	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Railway -- 铁路	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Environmental sustainability / anti-pollution 环境可持续性/污染治理	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regulatory framework -- 监管框架	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Poverty reduction -- 减贫	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Gender equity -- 性别平等	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Private sector development 私营部门发展	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation 水与环境卫生	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Economic growth -- 经济增长	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Sustainable and renewable energy 可持续和可再生能源	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Disaster management 自然灾害管理	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) 公共部门治理/改革（比如政府有效性、公共财政管理、公共支出、财政体制改革等）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets -- 金融市场	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Health -- 医疗卫生	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Rural development -- 农村发展	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Technical and vocational education and training 职业技术教育培训	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Education -- 教育	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Social protection (e.g., pensions, targeted social assistance) 社会保护（比如养老金、有针对性的社会救助等）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation) 气候变化（比如减缓、适应）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Sustainable agricultural development 可持续农业发展	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Natural resource management 自然资源管理	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS****世界银行集团的有效性和成果**

C2. To what extent does the World Bank Group's work help to achieve development results in China?											
世界银行集团的工作在多大程度上能够帮助中国实现发展成效?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all 完全不能									To a very significant degree 在很大程度上能		Don't know 不知道

To what extent do you agree with the following statements about the World Bank Group in China?												
您在多大程度上同意以下关于世界银行集团在华工作的评价?												
		Strongly disagree 非常不同意								Strongly agree 非常同意		Don't know 不知道
C3	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program for Result, etc.) meet the needs of China 世界银行集团的金融工具（如投资贷款、发展政策贷款、信托基金、结果导向贷款等）能够满足中国的需求	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	The World Bank Group meets China's needs for knowledge services (e.g., research, analysis, data, technical assistance) 世界银行集团能够满足中国对知识服务的需求（如研究、分析、数据、技术援助等）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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



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

世界银行集团的知识工作及活动（比如分析、调研、数据、报告、会议等）

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?
您在工作中多长时间查阅一次世行集团的知识工作及活动的成果？

1	Weekly 每周
2	Monthly 每月
3	A few times a year 一年几次
4	Rarely 很少
5	Never 从来没有

In China, to what extent do you believe that the World Bank Group's knowledge work and activities:
您认为在中国世界银行集团的知识工作及活动是否符合以下评价？

		To no degree at all 完全不符合										To a very significant degree 在很大程度上符合	Don't know 不知道
D2	Are timely 很及时	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Lead to practical solutions 带来切实可行的解决方案	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are accessible (well written and easy to understand) 写得清楚易懂	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are source of relevant information on global good practices 是全球良好实践的相关信息来源	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are adaptable to China's specific development challenges and country circumstances 适应中国特殊的发展挑战与国情	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?
总体来说，您认为世界银行集团的知识工作及活动对贵国的发展成效贡献有多重要？

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all 完全不重要									Very significant 非常重要	Don't know 不知道

**SECTION E: WORKING WITH THE WORLD BANK GROUP****与世界银行集团合作**

To what extent do you agree/disagree with the following statements? 您在多大程度上同意/不同意以下的说法?													
		Strongly disagree 非常不同意										Strongly agree 非常同意	Don't know 不知道
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank Group disburses funds promptly 世界银行集团支付资金很及时	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports 世行集团对其支持的项目和规划进行了有效的监测和评价	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion 世行集团的审批和检查很及时	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable 世行集团的“安全保障政策”要求是合理的	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable 世行集团的贷款条件是合理的	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in China 世行集团在华决策速度快	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	Working with the World Bank Group increases China's institutional capacity 与世行集团合作促进了中国的制度能力建设	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them 在借款国相关制度（比如采购、财务管理等）完善的情况下，世行集团适当地采用了借款国制度	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects) 世行集团提供了有效的项目实施支持（比如项目督导等）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CHINA****世界银行集团在中国未来的作用**

F1. How significant a role do you believe the World Bank Group should play in China's development in the next five years?

您认为世界银行集团未来五年在中国应当发挥多大作用？

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all 无须发挥很大作用									Very significant role 发挥很大作用	Don't know 不知道

F2. Which of the following SHOULD the World Bank Group do to make itself of greater value in China? (Choose no more than TWO)

您认为世界银行集团在中国须在以下哪方面提升自身价值？（请选不超过两项）

1	Improve the quality of its experts as related to China's specific challenges 提高专家素质使其符合协助中国应对具体挑战的要求
2	Focus primarily on advice and advocacy issues 把重点放在咨询建议上
3	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets 提高其资金的市场竞争力（如成本、时效性和其他条件）
4	Greater collaboration within the World Bank Group (IBRD and IFC) 加强世界银行集团不同机构之间的内部协作（IBRD 和 IFC）
5	Offer more innovative financial products 提高金融产品的创新性
6	Offer more innovative knowledge services 提供更具创新性的知识服务
7	Other (please specify): _____ 其他（请具体说明）：

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

您在中国主要通过哪些渠道获得经济社会发展信息？（请选择不超过两项）

1	Periodicals -- 期刊杂志	5	Internet -- 互联网
2	Newspapers -- 报纸	6	Social media -- 社交媒体
3	Radio -- 电台	7	Other (please specify): _____ 其他（请具体说明）
4	Television -- 电视		

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

您主要从哪些渠道获得世界银行集团的信息？（请选择不超过两项）

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions) 与世界银行集团的直接接触（如开会、研讨等）	5	World Bank Group's website 世界银行网站
2	e-Newsletters 电子刊物	6	Social media 社交媒体
3	World Bank Group's seminars/workshops/conferences 世界银行集团的会议、研讨会等	7	Mobile phones 手机
4	World Bank Group's publications and other written materials 世界银行集团出版物及其他书面资料	8	Other (please specify): _____ 其他（请具体说明）：_____

Please rate how much you agree with the following statements.

您在多大程度上同意以下说法？

		Strongly disagree 非常不同意										Strongly agree 非常同意	Don't know 不知道
G3	I find the World Bank Group's websites easy to navigate 我感觉世行集团的网站容易查找信息（如未登录过世行网站无须回答）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G4	I find the information on the World Bank Group's websites useful 我感觉世行网站上的信息很有用（如未登录过世行网站无须回答）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G5	The World Bank Group's social media channels (e.g., Sina Weibo, WeChat) are valuable sources of information about the institution 世行集团的社交媒体渠道（如微博、微信）是有用的信息来源	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G6	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.) 我需要世行集团的信息时知道怎样查找（比如给谁打电话、如何找到相关人员等）	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G7	The World Bank Group is responsive to my information requests and inquiries 世界银行集团对我的信息查询要求是有回应的	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION 背景信息****H1. Which of the following best describes your current position? (Select ONE response)**

您目前的单位/职业（请选择一项）

1	Employee of a Ministry, Ministerial Department of Central government 中央部委的官员/工作人员	9	State owned enterprise 国有企业
2	Local Government Official or Staff 地方政府的官员/工作人员	10	Bilateral or Multilateral Agency 双边或多边机构
3	Project Management Office (central level) 中央项目办	11	Private Sector Organization 私营/民营企业
4	Project Management Office (local level) 地方项目办	12	Consultant/Contractor working on World Bank Group supported Project/Program 世行项目咨询顾问/承包商
5	Central Bank 央行	13	Media (Press, Radio, TV, Web etc.) 新闻媒体（报刊杂志/广播电台/电视台/网站等）
6	Financial sector/bank 金融部门/银行	14	Academia/Research Institute/Think tank 学校/研究机构/智库
7	NGO 民间团体	15	Other (please specify): _____ 其他（请具体说明）：_____
8	Regulatory Agency 监管机构		

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

请说明您的主要专业领域（请选择一项）

1	Water 水务	11	Gender 社会性别
2	Social protection and labor 社会保护和劳动	12	Transport and ICT 交通和信息通信业
3	Environment and natural resources 环境和自然资源	13	Urban development 城市发展
4	Public-private partnerships 公私合作	14	Rural development 农村发展
5	Education 教育	15	Poverty 扶贫
6	Health, nutrition, and population 卫生、营养与人口	16	Jobs 就业
7	Energy and extractives 能源和矿业	17	Agriculture 农业
8	Macroeconomics and fiscal management 宏观经济和财政管理	18	Climate change 气候变化
9	Trade and competitiveness 贸易与竞争力	19	Generalist (specialized in multiple sectors) 跨专业
10	Finance and markets 金融和市场	20	Other (please specify) 其他（请具体说明）：_____

H3. Which one of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)

以下哪一种说法最能准确地说明您与世界银行集团（IBRD/IDA、IFC、MIGA）打交道的情况？（请选择一项）

1	I currently collaborate with the World Bank Group 我目前在与世界银行集团合作
2	I have previously collaborated with the World Bank Group 我过去曾与世界银行集团合作
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group) 以上两条都符合
4	I have never collaborated with the World Bank Group 我从来没有与世界银行合作过

**SECTION H: BACKGROUND INFORMATION -- 背景信息****H4. How long have you been involved with (or a close observer of) the World Bank Group's activities?**

您参与或者密切关注世行的活动有多长时间了？

1	Less than one year 不到 1 年
2	One to three years 1-3 年
3	More than three years 3 年以上

H5. Which of the following agencies of the World Bank Group do you primarily engage with in China?**(Select only ONE response)**

您主要与哪个世界银行集团的驻华机构联系？（请选择一项）

1	The World Bank (IBRD) 世界银行（国际复兴开发银行）
2	The International Finance Corporation (IFC) 国际金融公司
3	Other (please specify) 其他（请具体说明）：

H6. Which of the following describes most of your exposure to the World Bank Group in China?**(Choose no more than TWO)**

以下哪一项最能准确地说明您与世界银行集团在华机构的接触？（请选择不超过两项）

1	Observer (i.e., follow in media, discuss in informal conversations, etc.) 观察者（比如关注有关媒体报道、私下议论等）
2	Use World Bank Group reports/data 使用世界银行集团的报告/数据
3	Engage in World Bank Group related/sponsored events/activities 参与世界银行集团相关/主办的会议/活动
4	Collaborate as part of my professional duties 在本职工作中合作
5	Use World Bank Group website for information, data, research, etc. 利用世界银行网站查找信息、数据、研究报告等

H7. What's your gender? -- 您的性别？

1	Female -- 女
2	Male -- 男

H8. Which best represents your geographic location?

您所在的省/市/自治区：

1	Beijing 北京
2	Tianjin, Shanghai, Guangdong, Fujian, Zhejiang, Jiangsu, Shandong, Hebei 天津/上海/广东/福建/浙江/江苏/山东/河北
3	Henan, Hunan, Hubei, Anhui, Jiangxi, Liaoning, Jilin, Heilongjiang 河南/湖南/湖北/安徽/江西/辽宁/吉林/黑龙江
4	Chongqing, Xinjiang, Xizang, Qinghai, Gansu, Inner Mongolia, Ningxia, Shaanxi, Shanxi, Sichuan, Yunnan, Guizhou, Guangxi 重庆/新疆/西藏/青海/甘肃/内蒙古/宁夏/陕西/山西/四川/云南/贵州/广西

Thank you for completing the survey!

谢谢您完成调查表！