

FY 2019 The Philippines Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



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Acknowledgements

The Philippines 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, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Philippines country team and the independent fielding agency International Technology Management Corporation. In particular, PORG is grateful for the support from Maribelle Zonaga (Senior Country Operations Officer) and Stephanie Anne Margallo (Team Assistant) who coordinated the survey related activities from Manila, Philippines.





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THE PHILIPPINES





I. Objectives

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

- *General Issues Facing the Philippines*
- *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 the Philippines*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April through May 2019, 910 stakeholders of the WBG in the Philippines were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral agencies, multilateral agencies, private sector organizations, the financial sector/private banks, private foundations, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 443 stakeholders participated in the survey (49% response rate). Respondents received the questionnaire via post and returned it accordingly (N=395) or received an invitation via email and completed the questionnaire online (N=48).

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

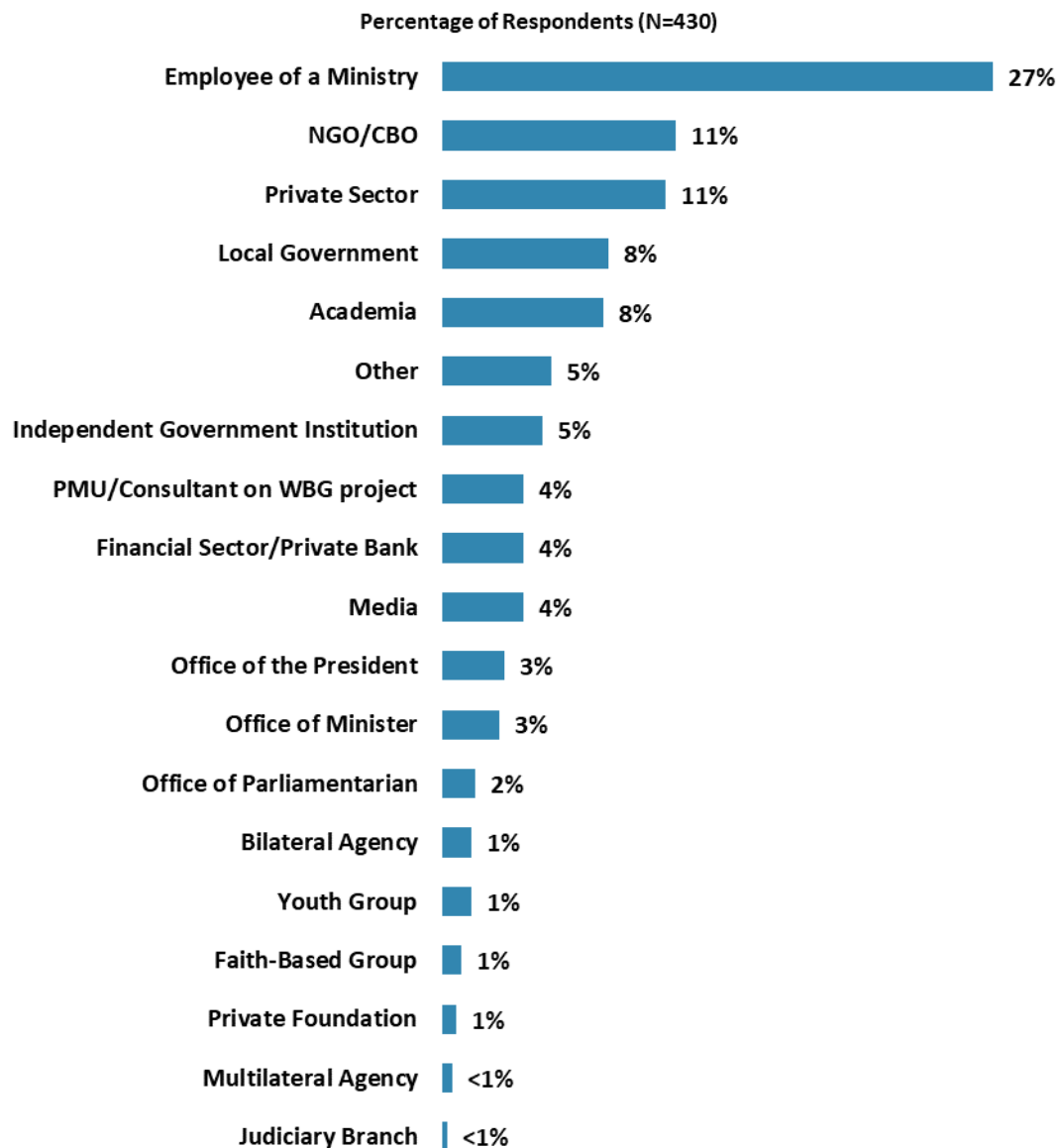
The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '16 (response rate was 16%, N = 352). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, stakeholders who identified themselves as "Other" in the stakeholder category options are 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 '16 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 90).



III. Demographics of the Sample

Current Position

- For these analyses, the few respondents from the office of the President were combined with the few from the office of a Minister; the few respondents from private foundations, faith-based groups, and youth groups were combined with those from NGOs/CBOs to create a “Civil Society” category; and the few respondents from the office of Parliamentarian, bilateral agencies, multilateral agencies, and the judiciary branch was combined with those who indicated “Other”. Comparisons across stakeholder groups for all survey questions can be found in Appendix B (page 58).

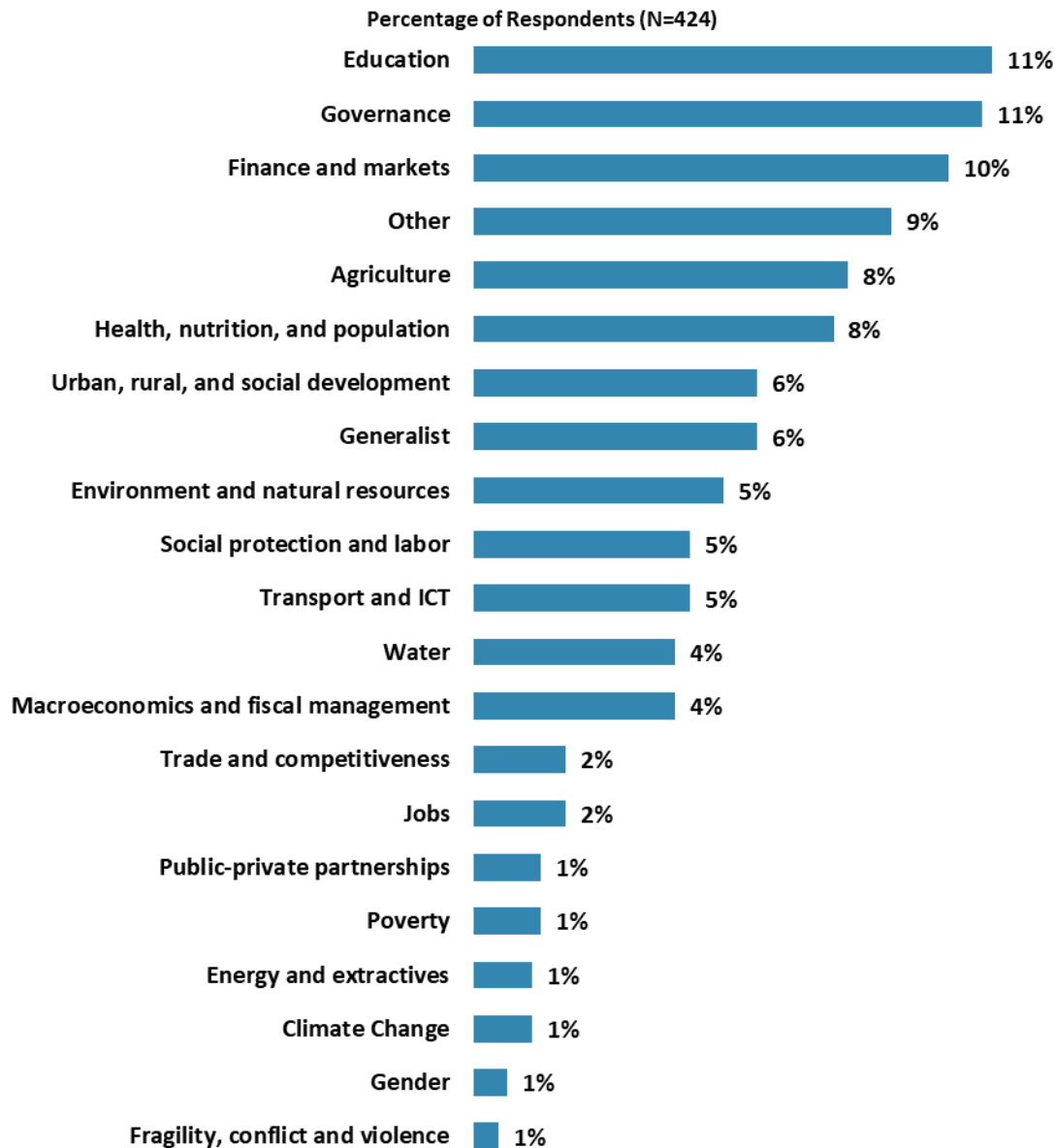


“Which of the following best describes your current affiliation? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



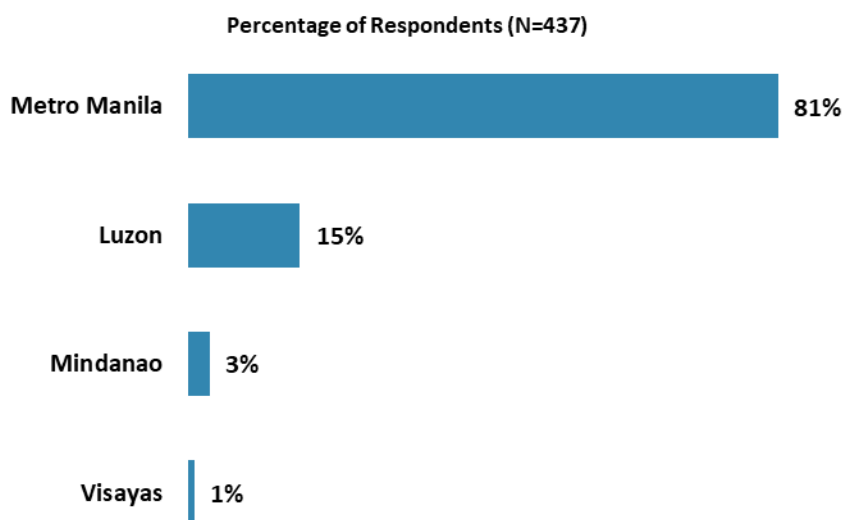
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

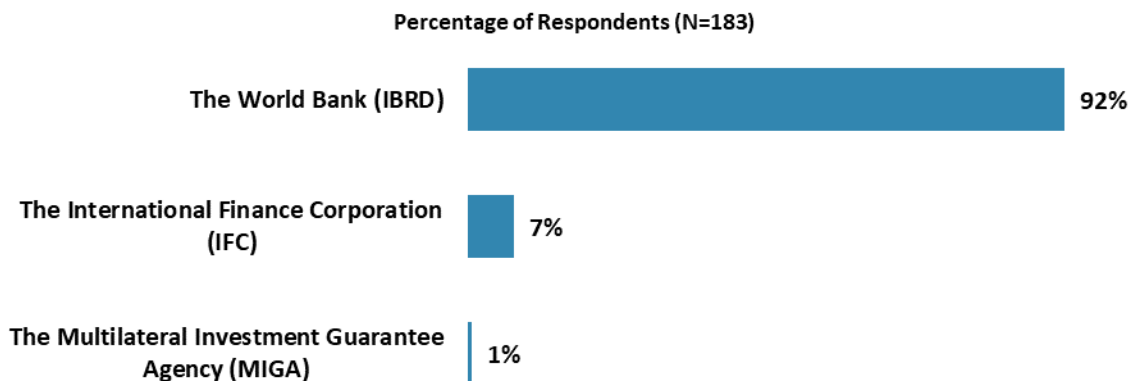
- For all further analyses, the few respondents from Luzon, Mindanao, and Visayas were combined into one “Outside Metro Manila” category. Geographic location comparisons of indicator questions can be found in Appendix C (page 80).



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

Exposure to Agencies within the World Bank Group

- Respondents who indicated that they professionally collaborate with the WBG were asked which agencies they primarily collaborated with in the Philippines. Comparisons for select questions between those who collaborate with the WBG and those who do not can be found in Appendix D (page 83).



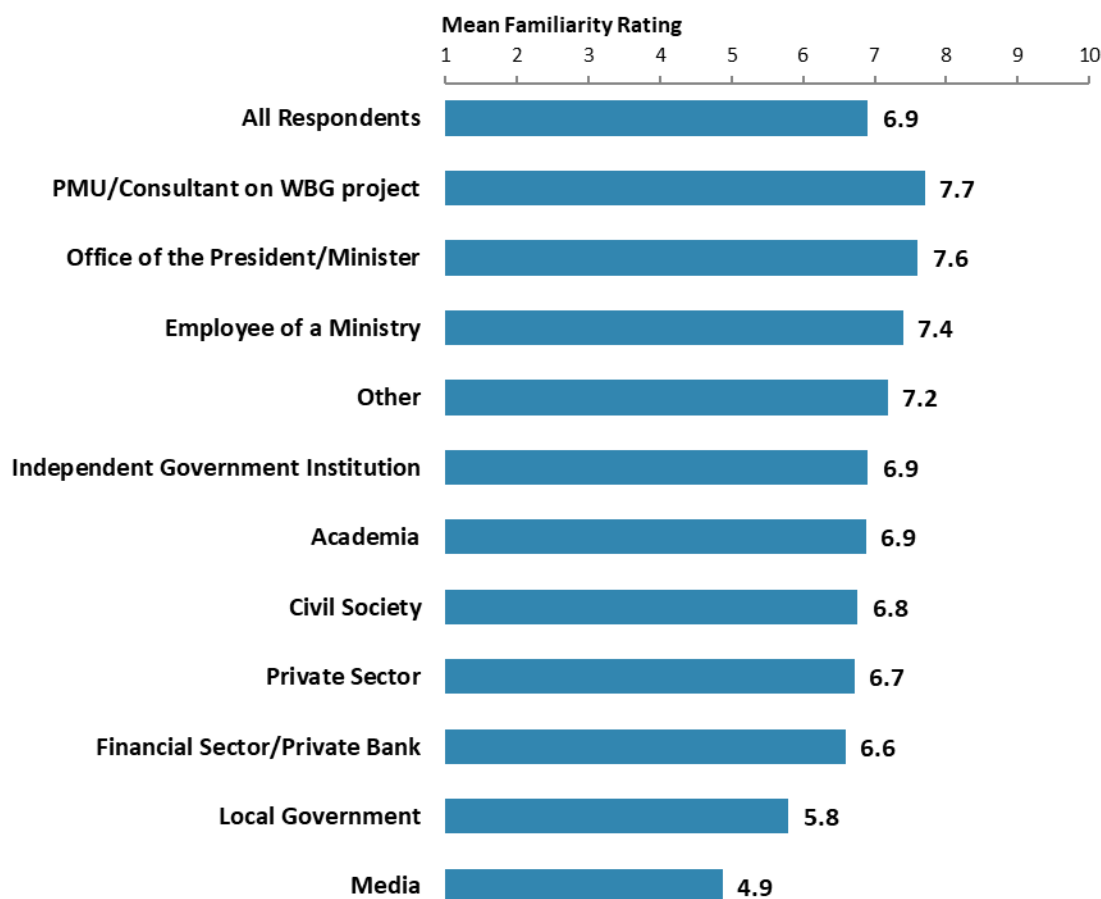
“If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in the Philippines? (Select only ONE response)” (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly higher levels of familiarity with the WBG (weighted mean rating = 7.0) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.6).
- **Collaboration:** Respondents who said that they collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 6.3).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings for the WBG's overall effectiveness in the Philippines and moderately, significantly correlated with their ratings of the extent to which the WBG achieves development results and their agreement that the WBG plays a relevant role in the Philippines's development.

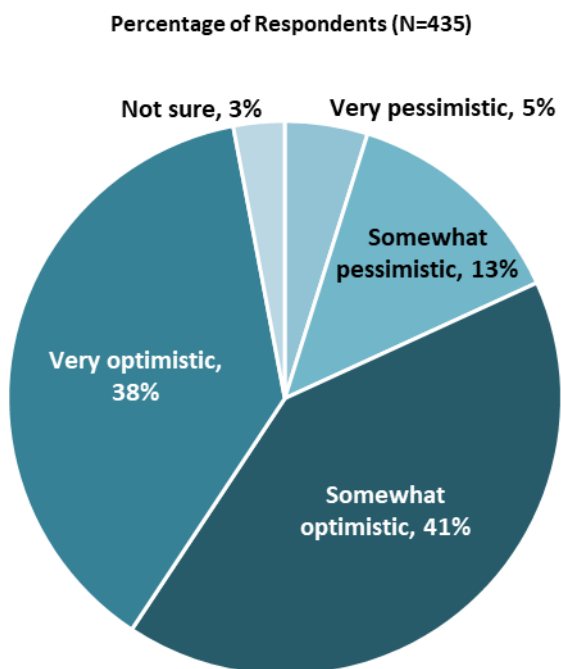


"How familiar are you with the work of the World Bank Group in the Philippines?"
(1 - "Not familiar at all", 10 - "Extremely familiar")



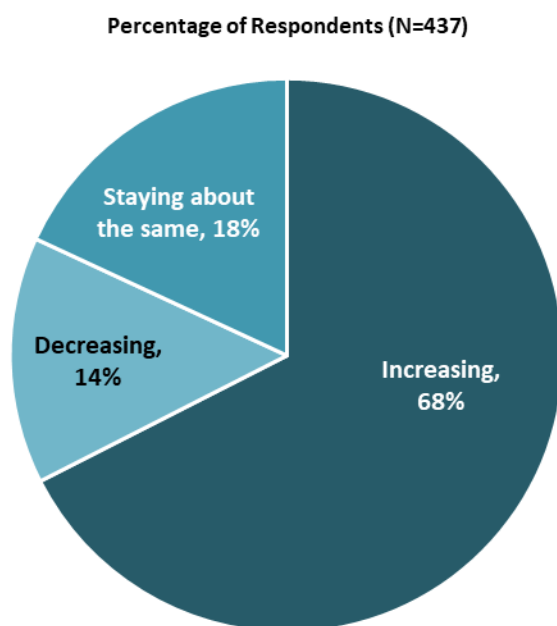
IV. General Issues Facing the Philippines

Optimism for the Future of the Philippines



"When you think about the future in the Philippines, are you ... ?" (Respondents chose from a list.)

Perceptions of Economic Opportunity

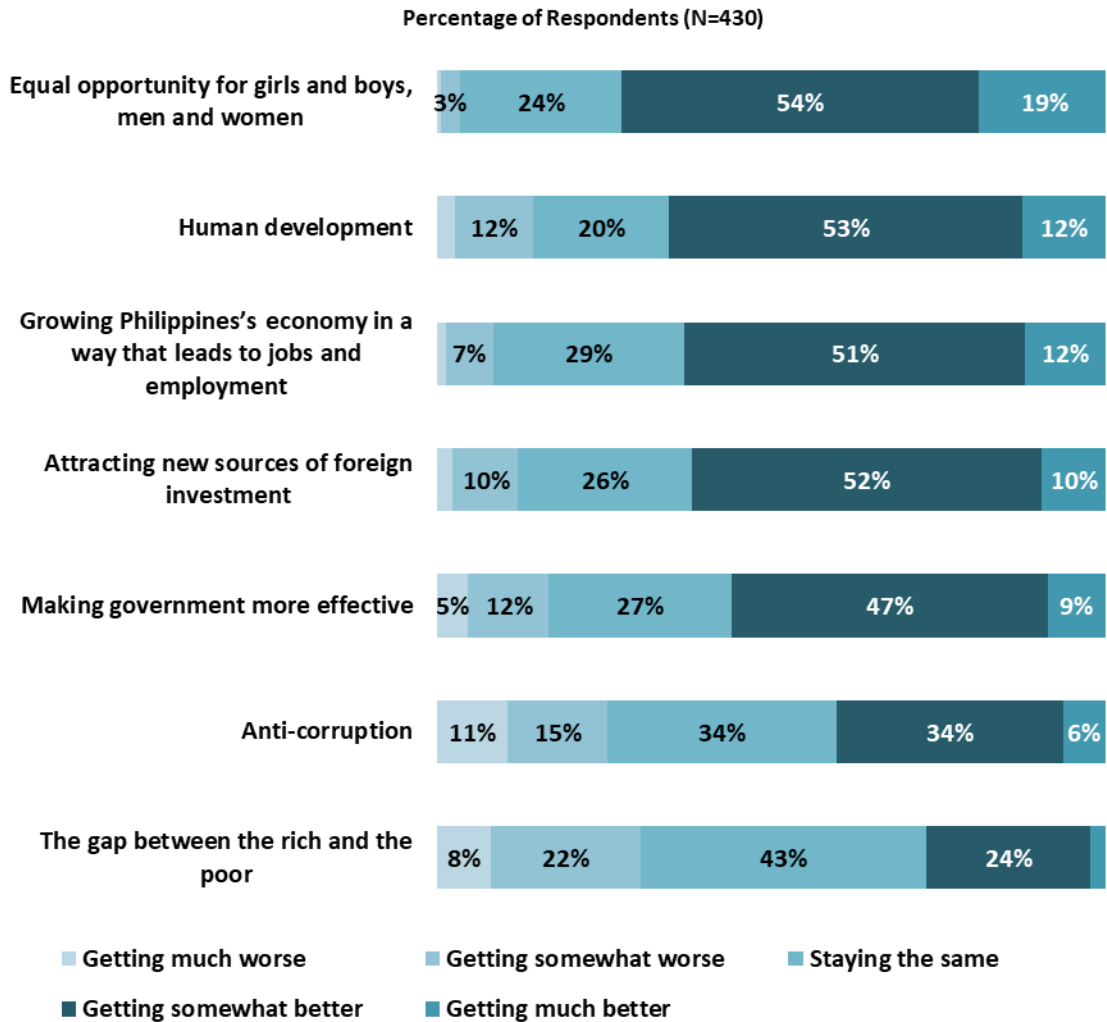


"Do you think that economic opportunity for citizens in the Philippines is ... ?" (Respondents chose from a list.)



IV. General Issues Facing the Philippines (continued)

Perceptions of Improvement and Decline in Specific Areas



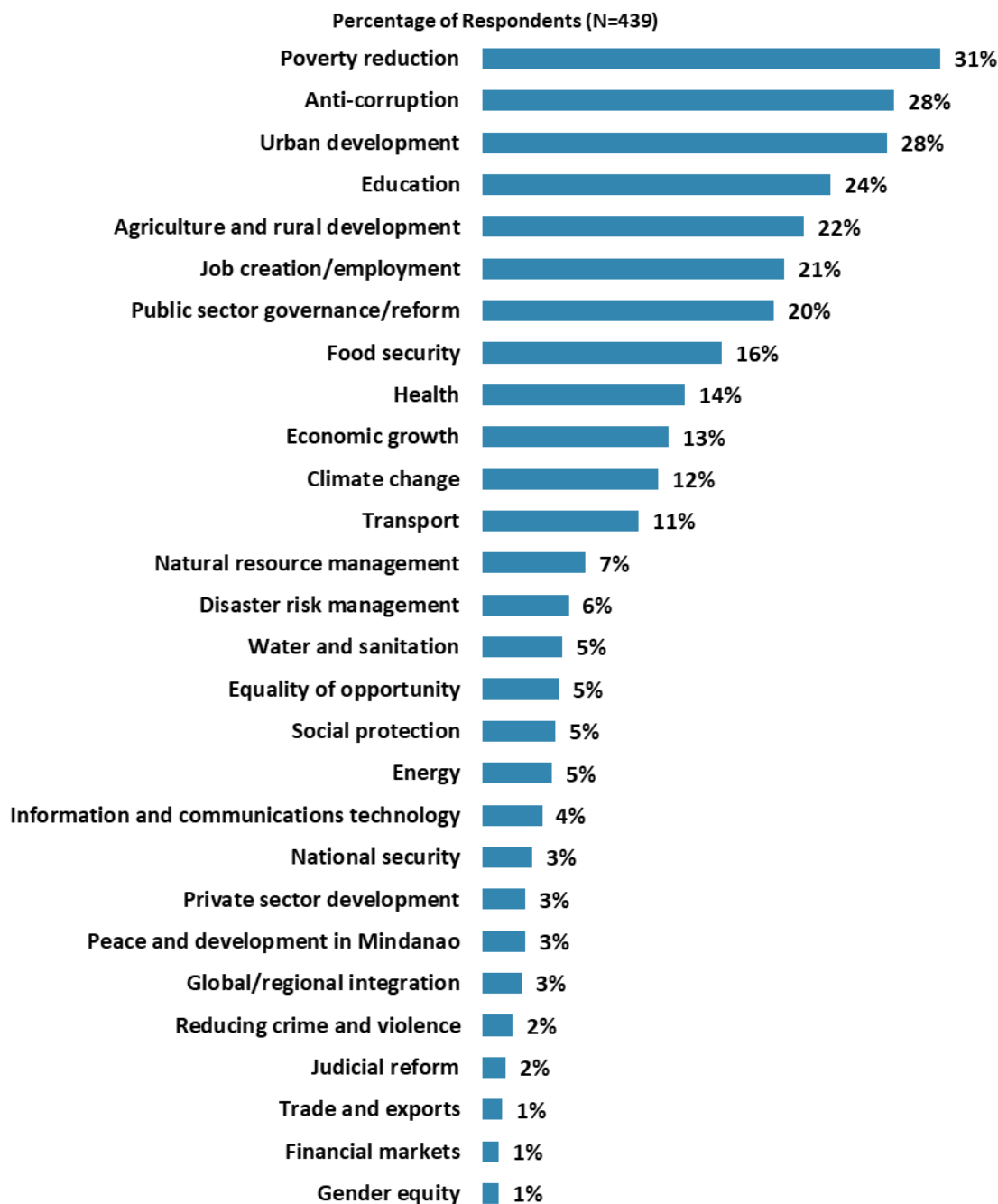
"Please describe the direction the Philippines is moving in, when considering...?"
(Respondents chose from a list.)



IV. General Issues Facing the Philippines (continued)

Development Priority

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the most important development priority in the Philippines was poverty reduction (percentage of respondents = 41%), followed by public sector governance/reform (31%), job creation/employment (26%), climate change (22%), food security (21%), and education (20%).

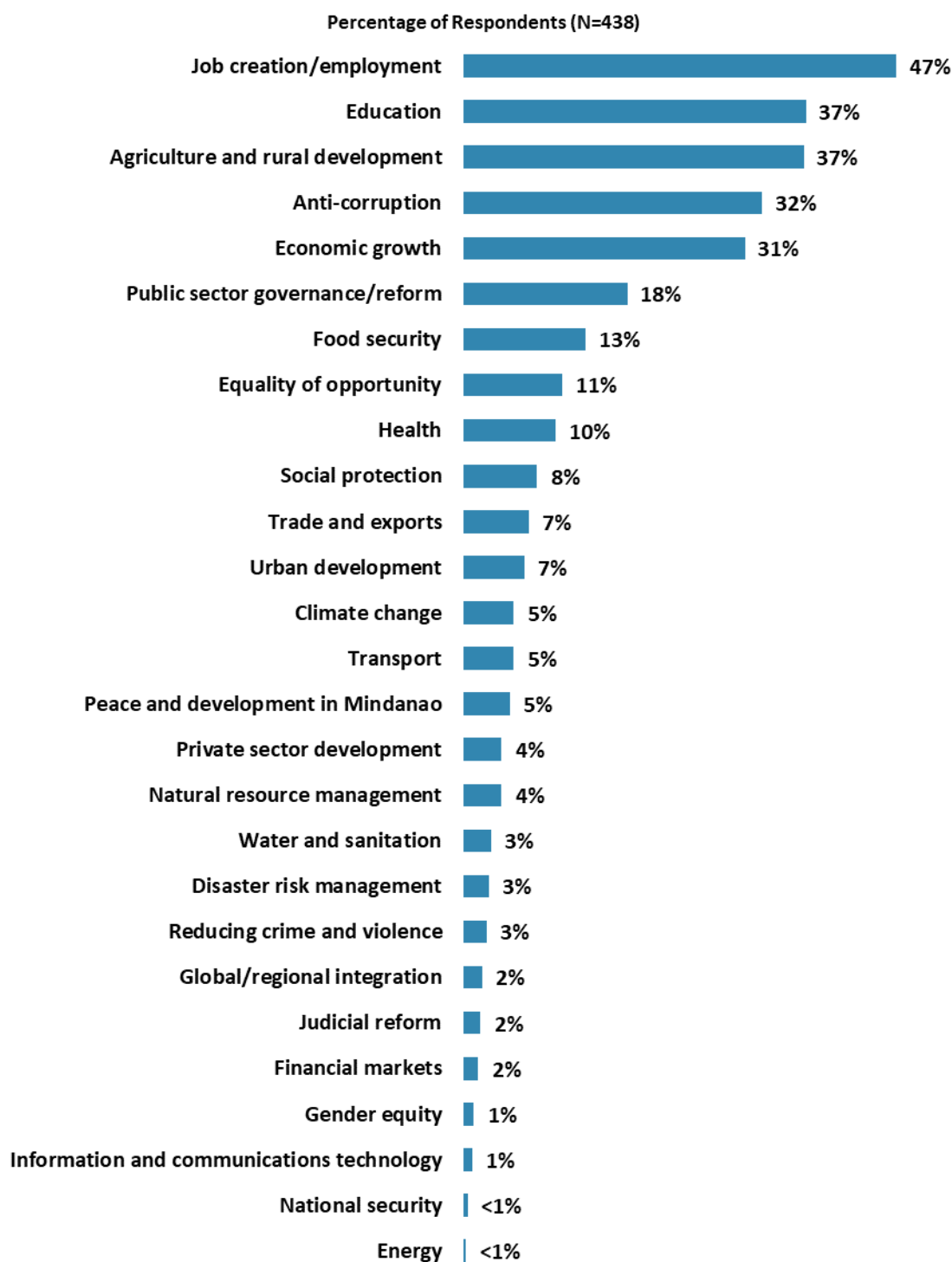


"Listed below are a number of development priorities in the Philippines. Please identify which of the following you consider the most important development priorities in the Philippines (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing the Philippines (continued)

Factors Contributing to Poverty Reduction

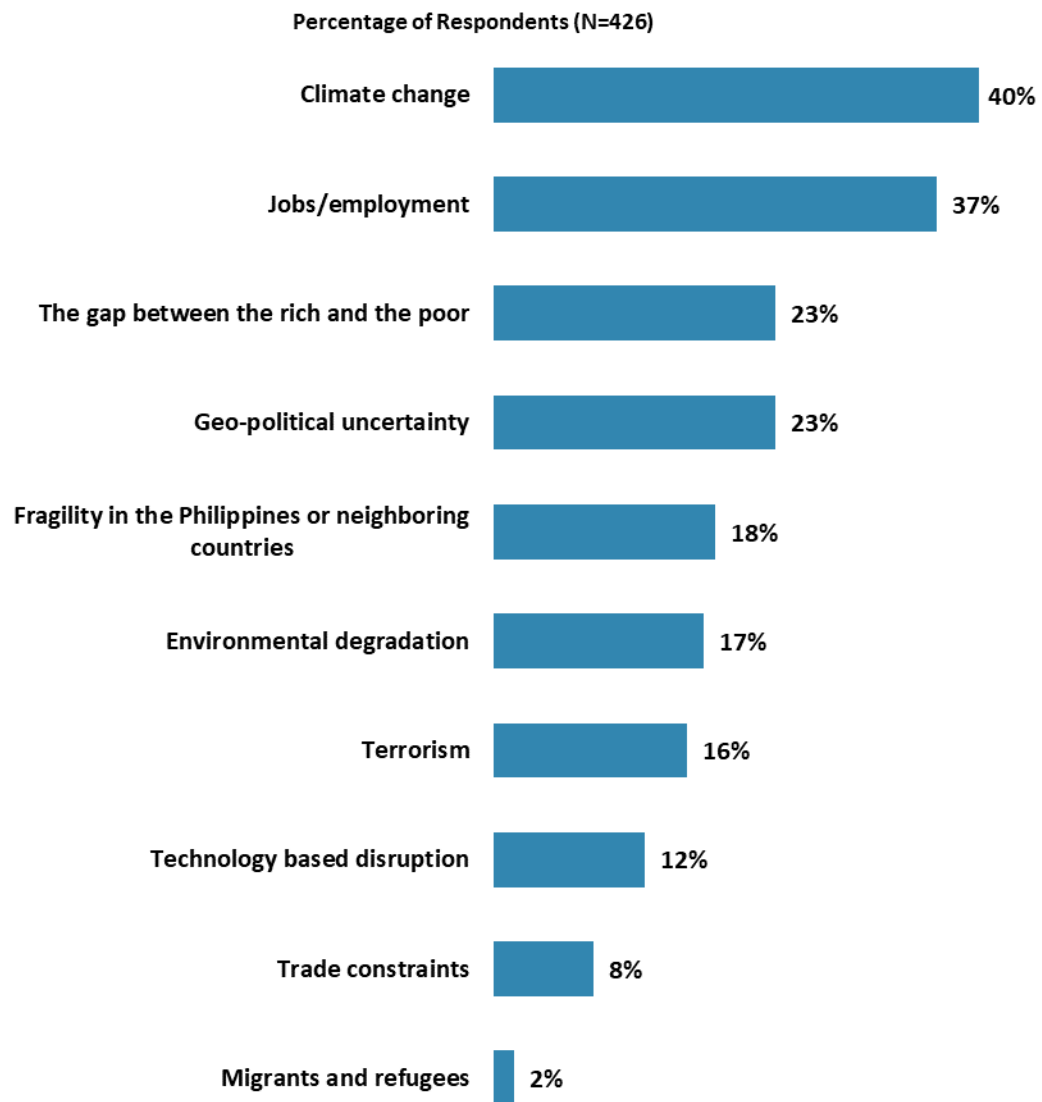


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing the Philippines (continued)

The Impact of Global Challenges on the Philippines



"Listed below are global challenges. Which do you think have the most serious impact on the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing the Philippines (continued)

Trust in Institutions

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and the financial sector/private banks gave the highest ratings for their trust in the WBG whereas respondents from the private sector gave significantly lower trust ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for their trust in the WBG (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 7.3).



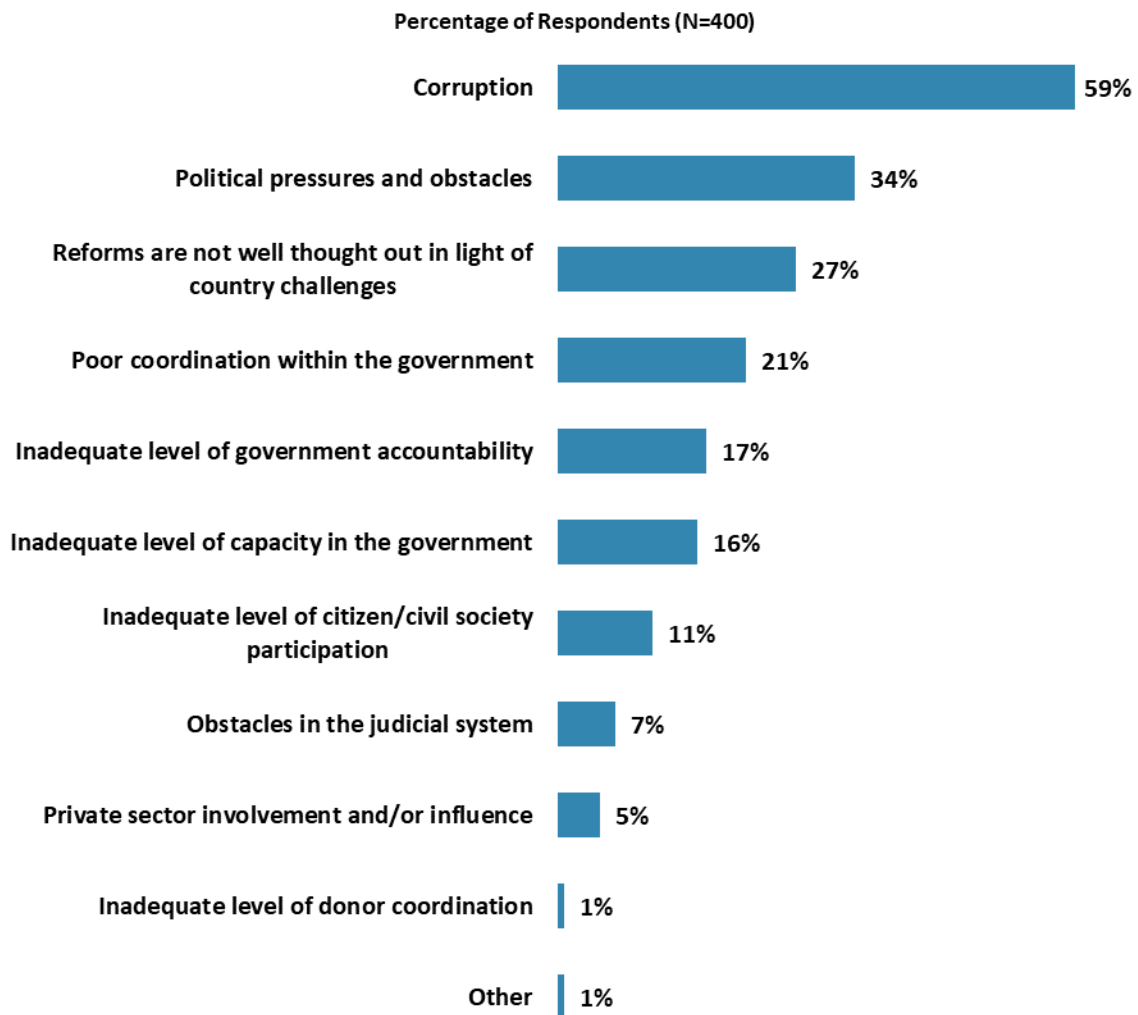
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question



IV. General Issues Facing the Philippines (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, when reform efforts fail or are slow to take place in the Philippines, they attribute it to a lack of/inadequate levels of capacity in Government (percentage of respondents = 40%), political pressures and obstacles (32%), the WBG not being sensitive enough to political/social realities on the ground (29%), and the Government working inefficiently (27%),.



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

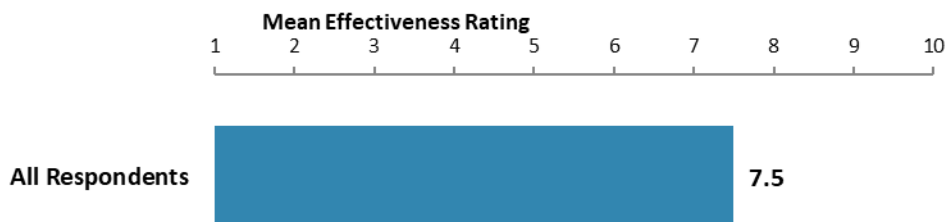


V. Overall Attitudes toward the World Bank Group

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

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

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s effectiveness in the Philippines (weighted mean rating = 7.5) compared to respondents from the FY ‘16 Country Survey (weighted mean rating = 7.0).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG’s effectiveness whereas respondents from civil society and the media gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness in the Philippines (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 6.3).



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



V. Overall Attitudes toward the World Bank Group

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 rating = 7.5) compared to respondents from the FY '16 Country Survey (weighted mean rating = 7.3).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the extent to which the WBG achieves development results whereas respondents from civil society, the financial sector/private banks, and the media gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results in the Philippines (mean rating = 7.9) compared to those who said that they do not collaborate with the WBG (mean rating = 7.2).



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



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

Influence on the Philippines's Development Agenda (*Indicator Question*)

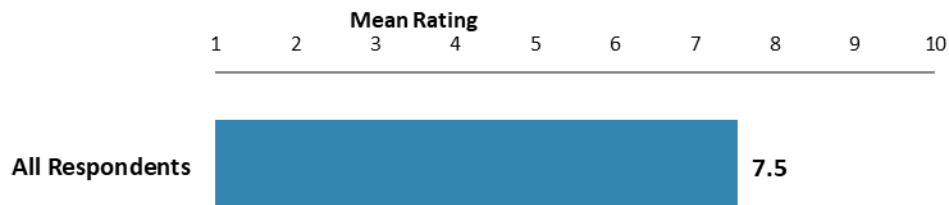
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG influences the development agenda in the Philippines (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 7.1).



"To what extent does the World Bank Group influence the development agenda in the Philippines?" (1 - "To no degree at all", 10 - "To a very significant degree")

WBG Staff Preparedness

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the extent to which the WBG's staff is well prepared whereas respondents from the media gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the extent to which the WBG's staff is well prepared (mean rating = 8.0) compared to those who said that they do not collaborate with the WBG (mean rating = 7.1).



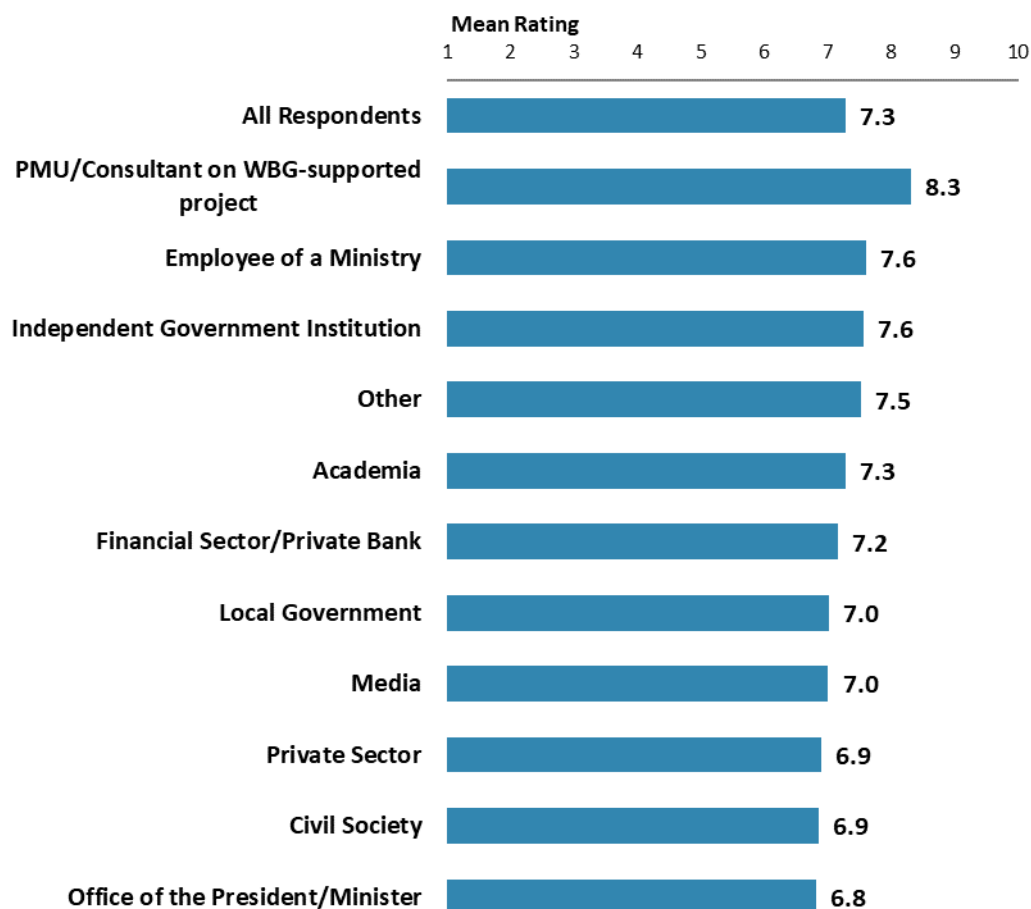
"To what extent do you believe the World Bank Group's staff is well prepared to help the Philippines solve its most complicated development challenges?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

Overall Ratings for Indicator Questions

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported programs gave the highest ratings for the aggregated responses to the twenty-eight COS indicator questions whereas respondents from local government, the media, private sector, civil society, and the office of the President/Minister gave significantly lower ratings. Comparisons for individual indicator questions as a function of stakeholder groups can be found in Appendix B (page 58).
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings to the twenty-eight COS indicator questions (mean rating = 7.8) compared to those who said that they do not collaborate with the WBG (mean rating = 6.9). Comparisons for individual indicator questions as a function of exposure to the WBG can be found in Appendix F (page 96).



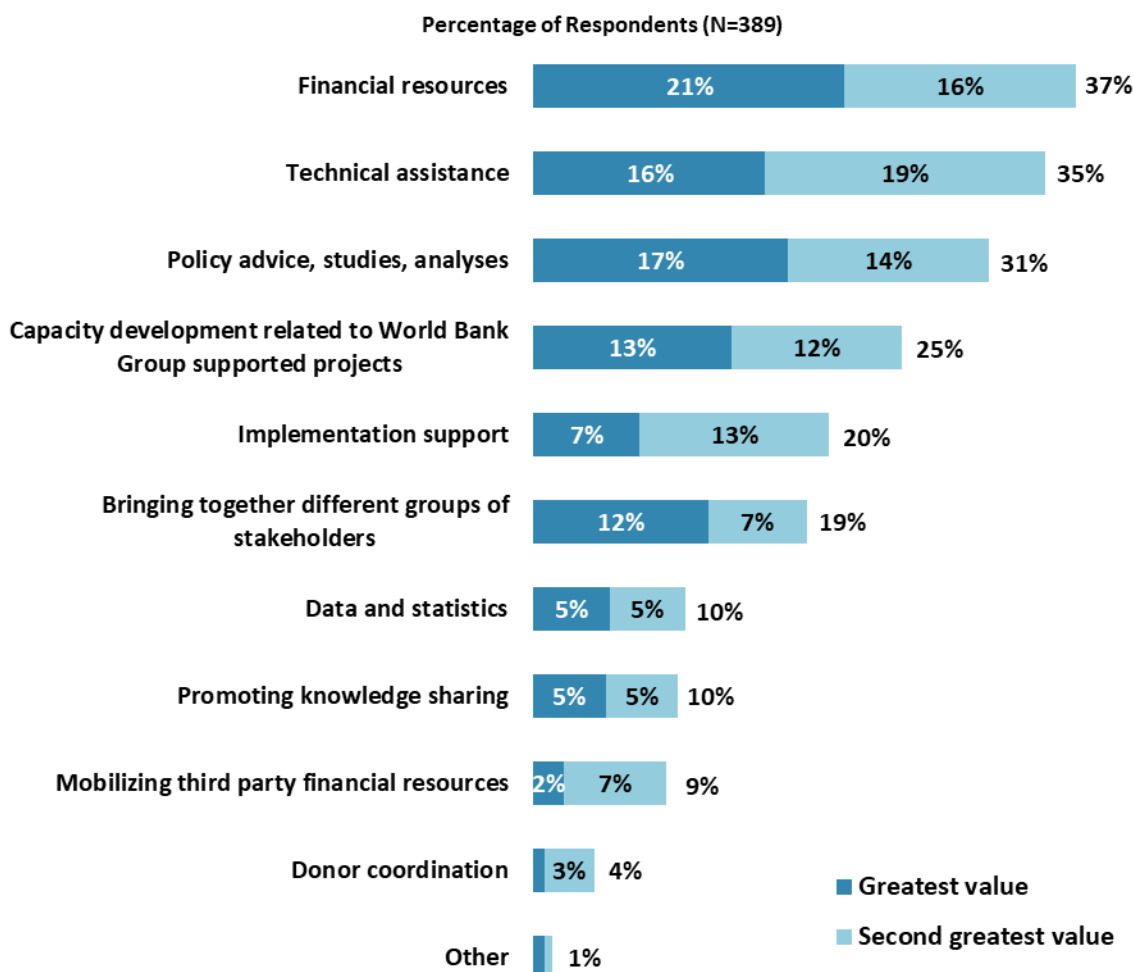
Mean Ratings for All Indicator Questions by Collaboration on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG's greatest values to the Philippines were its policy advice, studies, analyses (percentage of respondents = 47%), financial resources (40%), capacity development (32%), and technical assistance (29%).



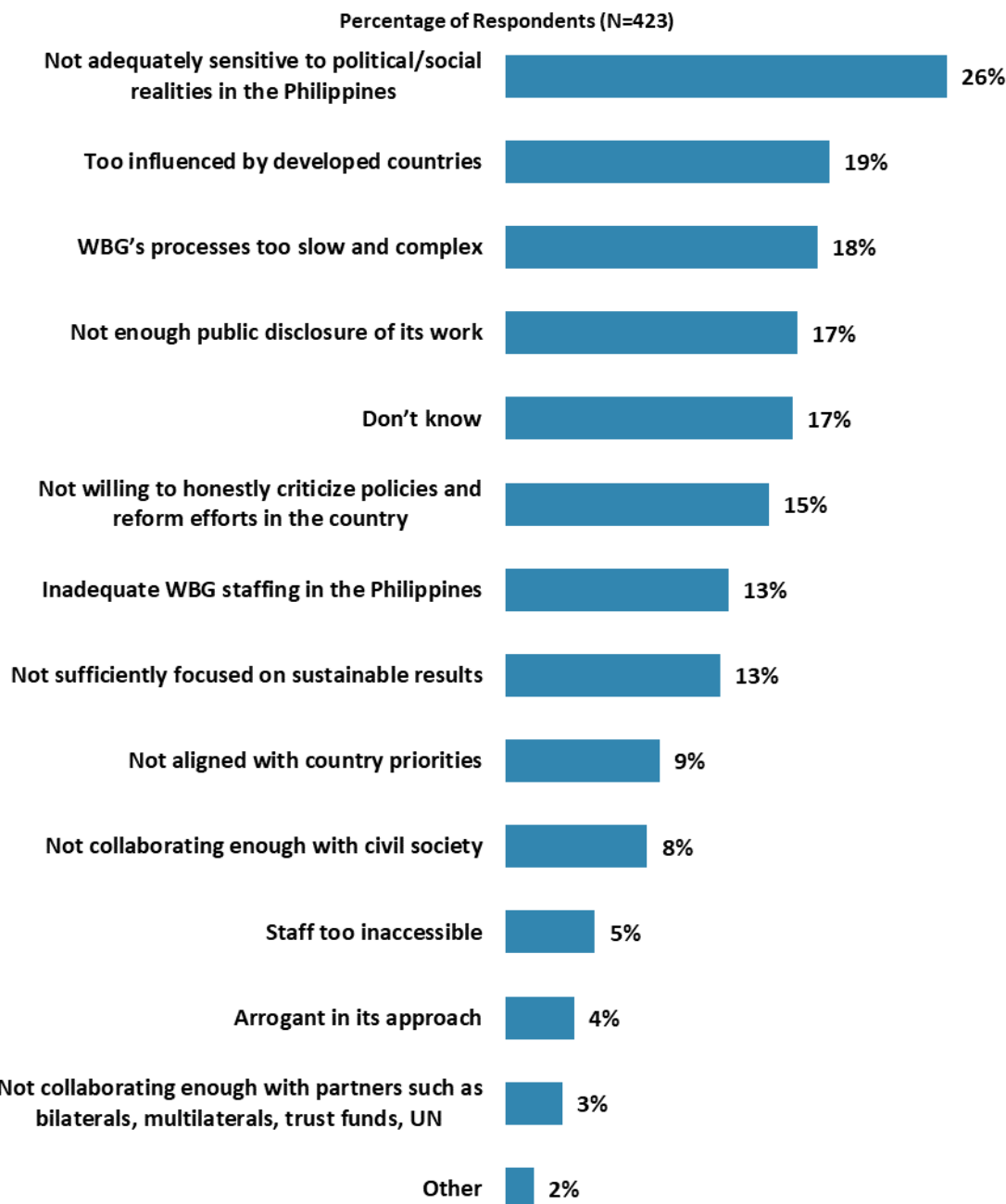
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Philippines?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG's greatest weaknesses in its work in the Philippines were being too influenced by developed countries (percentage of respondents = 23%), the WBG's processes being too complex (18%), not collaborating enough with stakeholders outside the Government (16%), and not being adequately sensitive to political/social realities (15%).

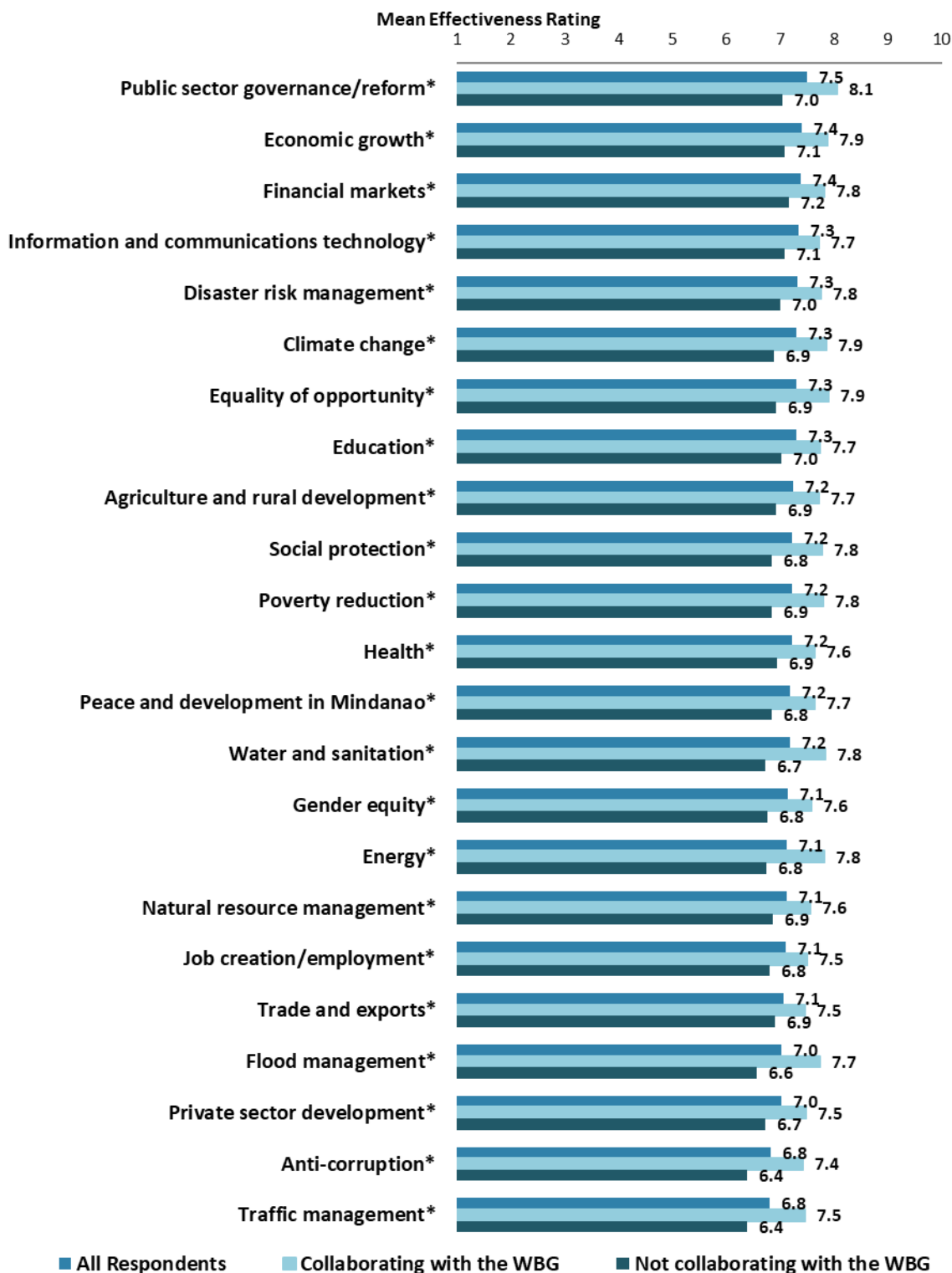


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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

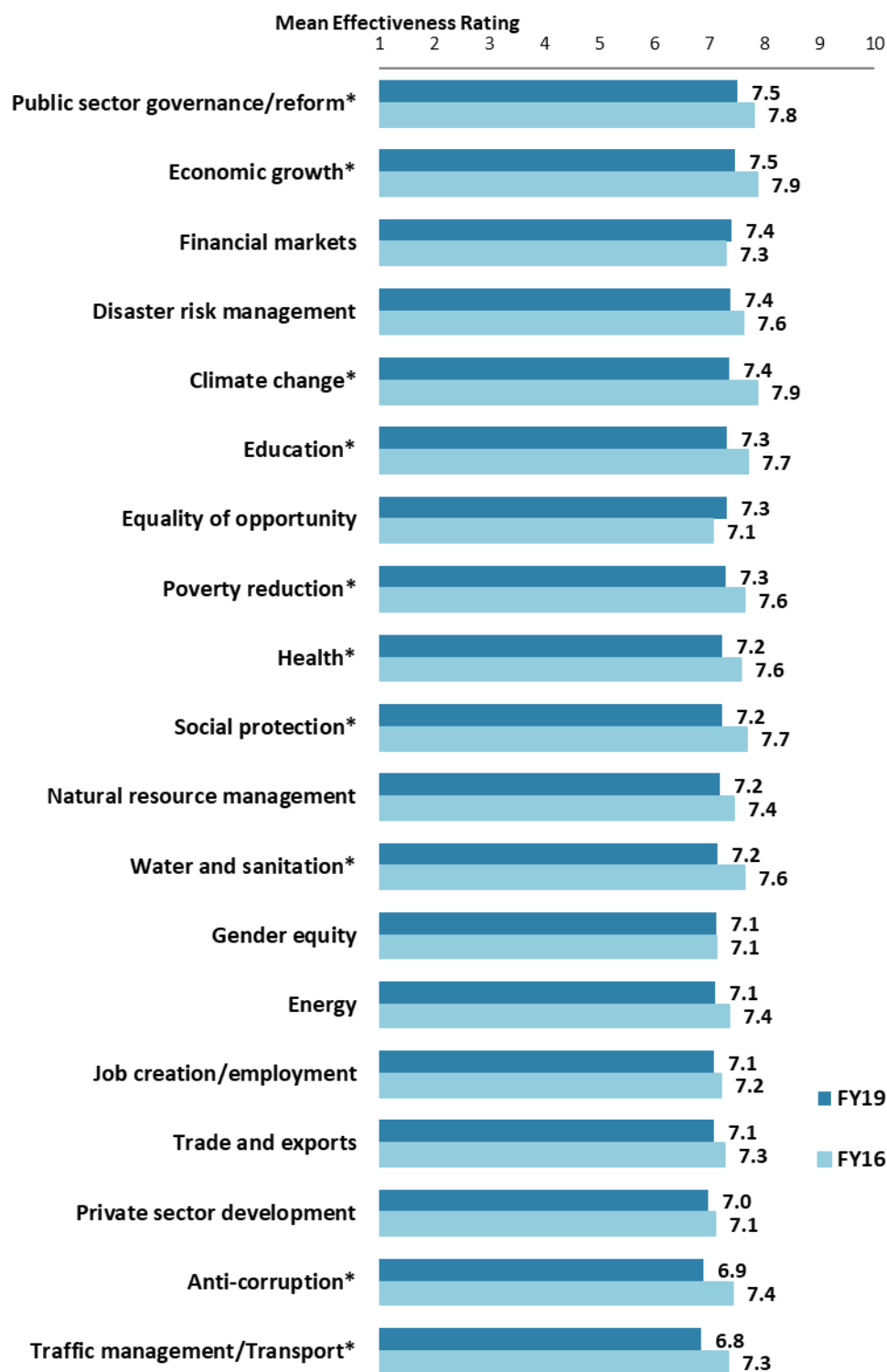


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Philippines?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)



VI. Sectoral Effectiveness (continued)

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

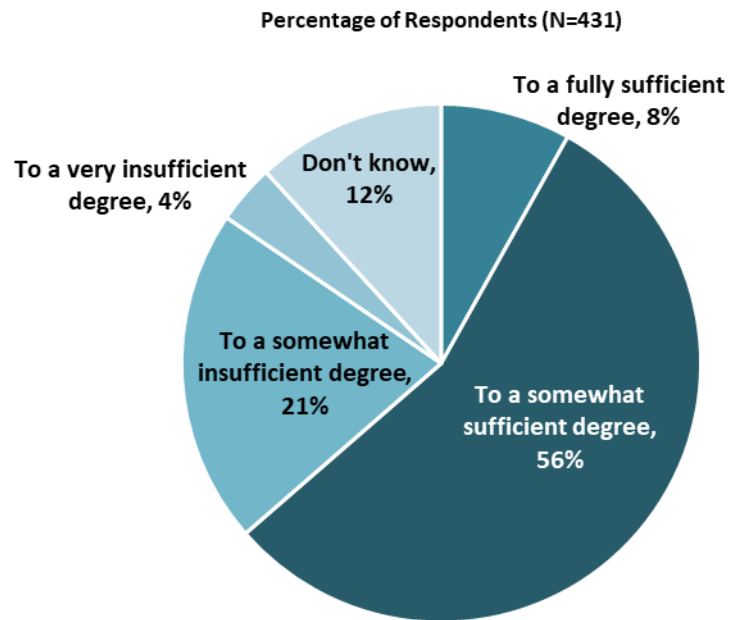


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Philippines?" (1-"Not effective at all", 10-"Very effective")
Means calculated using weighted data. (*Significantly different between FY19 and FY16)



VI. Sectoral Effectiveness (continued)

Helping the Poorest



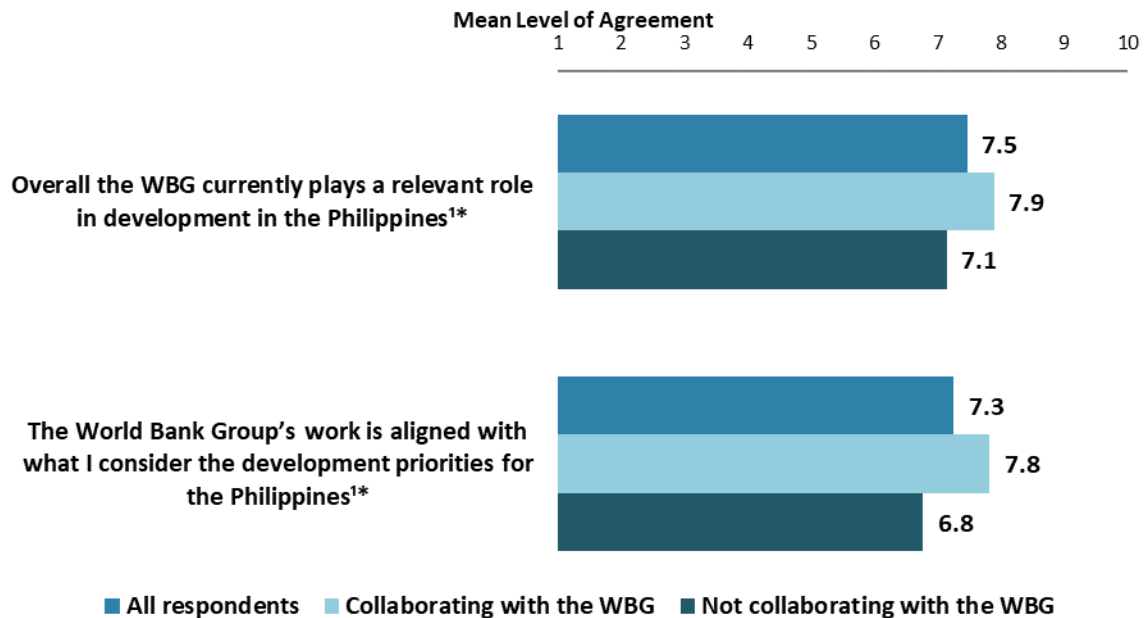
"To what extent do you believe that the World Bank Group's work and support help the poorest in the Philippines? (Select only ONE response)" (Respondents chose from a list.)



VII. How the World Bank Group Operates

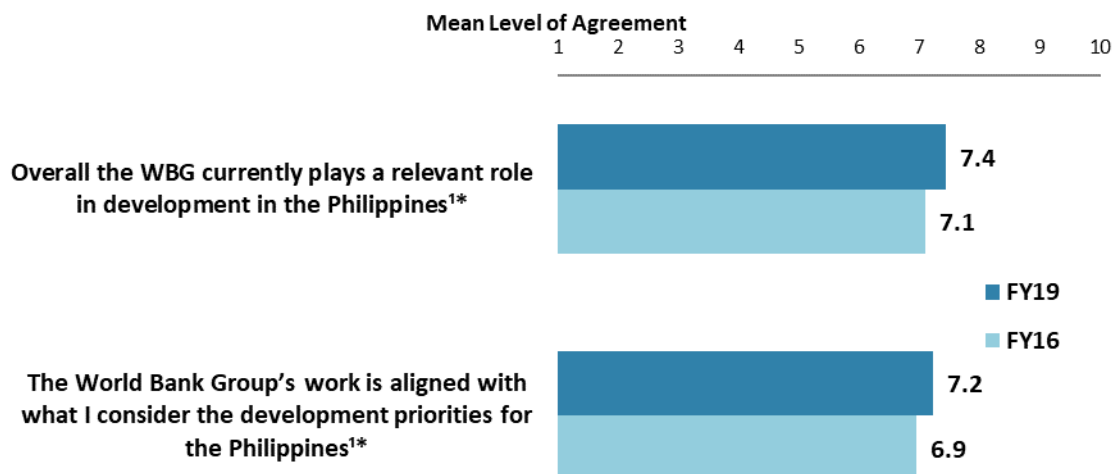
The World Bank Group's Work in the Philippines: Collaboration Comparison

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement for both of these aspects of the WBG's work whereas respondents from the financial sector/private banks had significantly lower levels of agreement.



"To what extent do you agree with the following statements about the World Bank Group's work in the Philippines?" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators) ¹Indicator Question

The World Bank Group's Work in the Philippines: Year Comparison



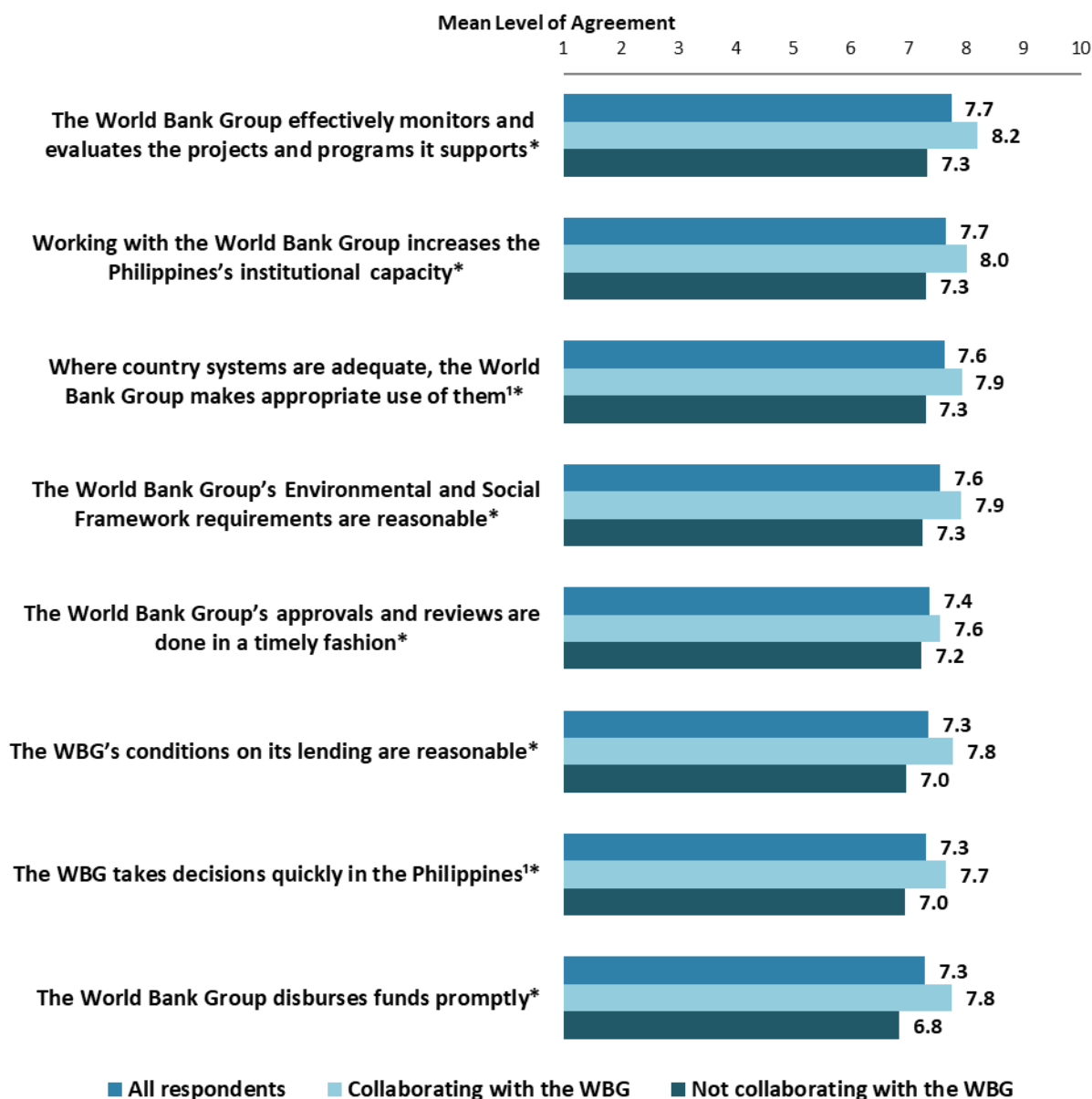
"To what extent do you agree with the following statements about the World Bank Group's work in the Philippines?" (1-"Strongly disagree", 10-"Strongly agree")
Means based on weighted data. (*Significantly different between FY19 and FY16) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration Comparison

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement for all of these aspects of the WBG's operations in the Philippines compared to respondents from the FY '16 Country Survey. For a complete breakdown, see Appendix E (page 90).
- **Location:** Respondents from Metro Manila had the highest levels of agreement that the WBG takes decisions quickly in the Philippines whereas respondents from Outside Metro Manila had significantly lower levels of agreement.



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

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

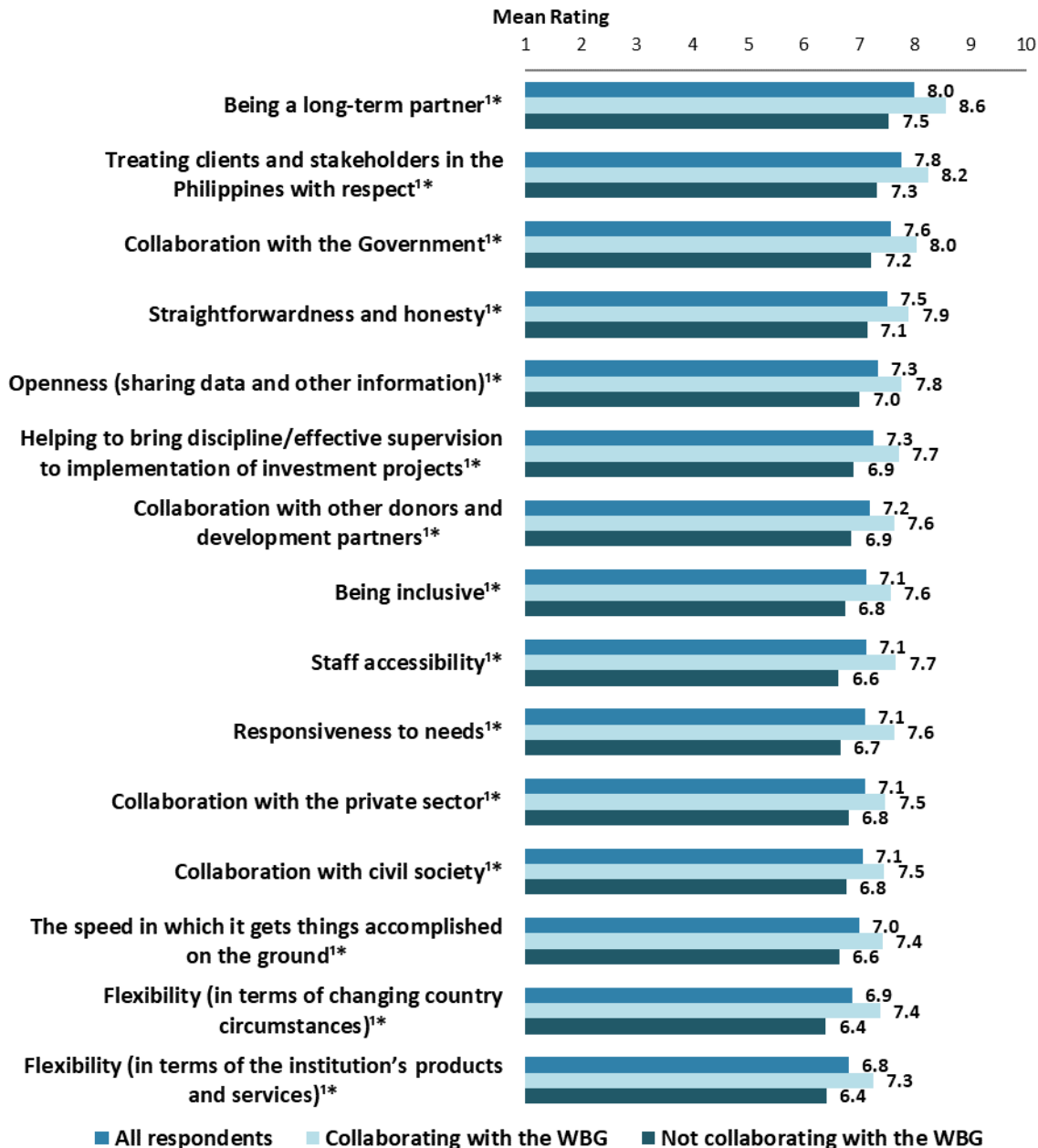
(*Significantly different between collaborators and non-collaborators)



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration Comparison

- **Stakeholders:** There were significant stakeholder group differences across all of these aspects of the WBG being an effective development partner. For the most part, respondents from PMUs/Consultants on WBG projects gave the highest ratings for these aspects whereas respondents from the office of the President/Minister, civil society, and private sector tended to give significantly lower ratings. For a complete breakdown, see Appendix B (page 58).



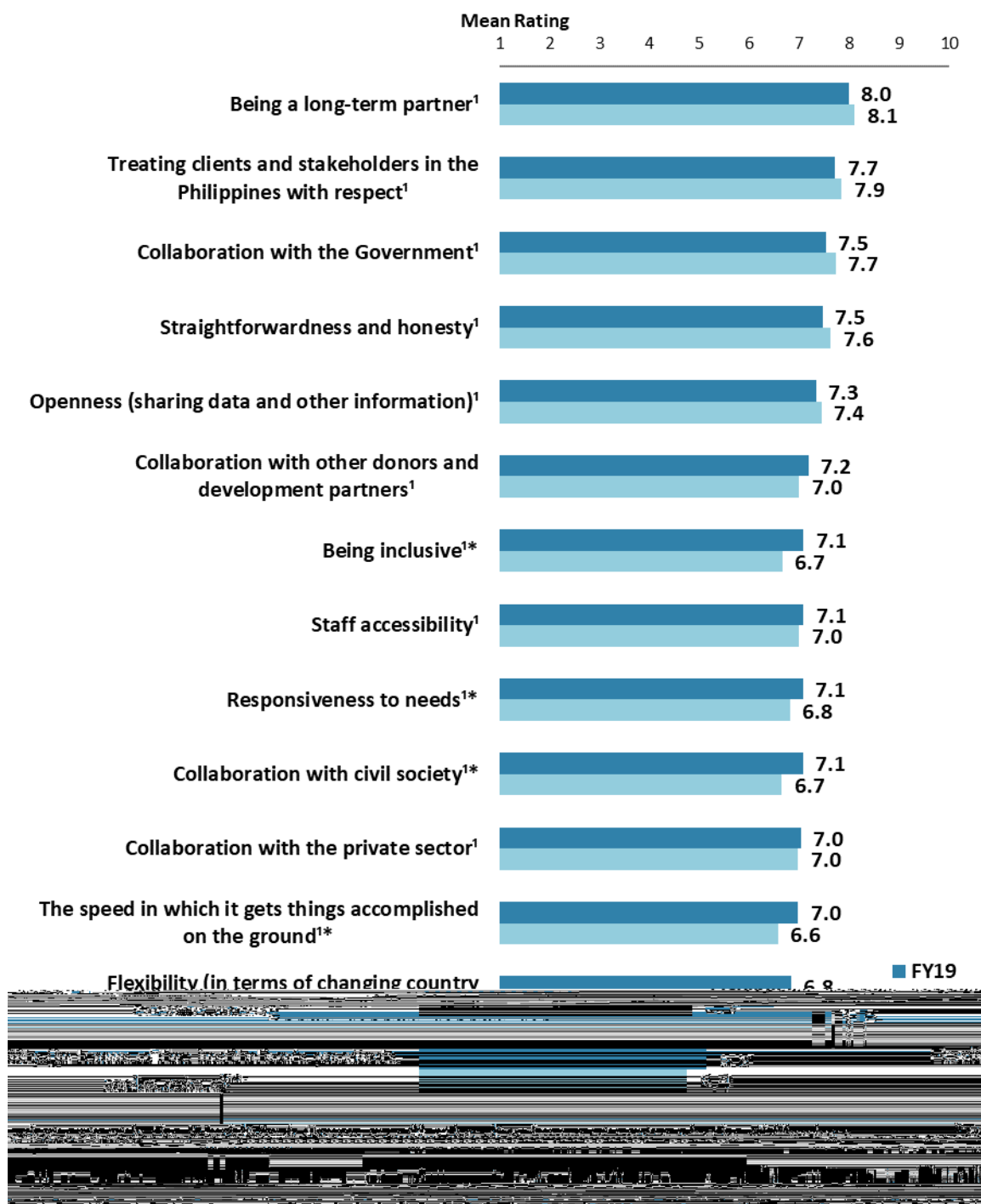
"To what extent is the World Bank Group an effective development partner in the Philippines, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Significantly different between collaborators and non-collaborators ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison

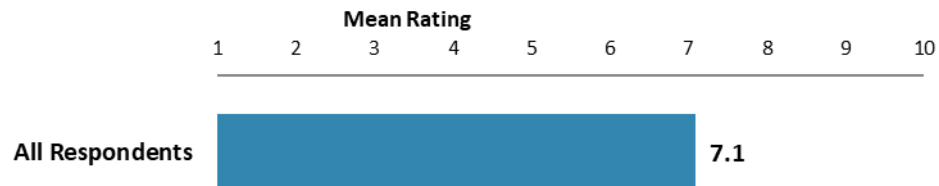




VII. How the World Bank Group Operates (continued)

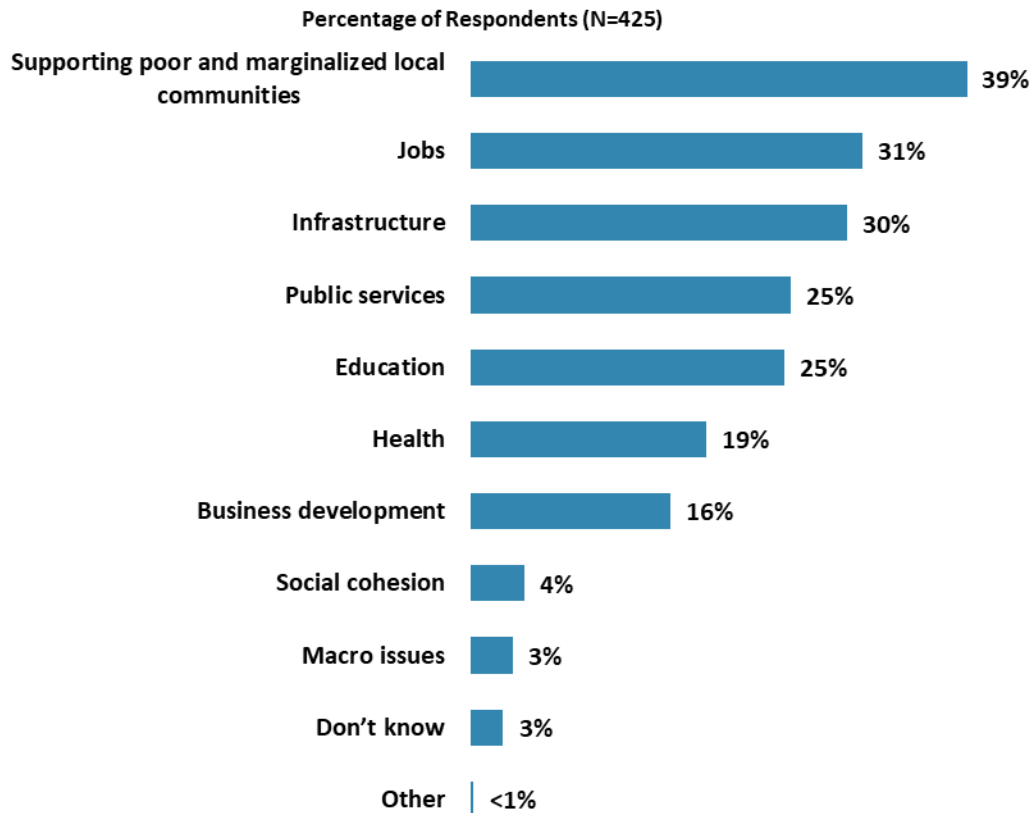
Supporting the Internally Displaced

- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the donor community's efforts at supporting the government's efforts to support the internally displaced (mean rating = 7.5) compared to those who said that they do not collaborate with the WBG (mean rating = 6.8).



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to internally displaced people in the Philippines?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG's Resources to Support the Internally Displaced

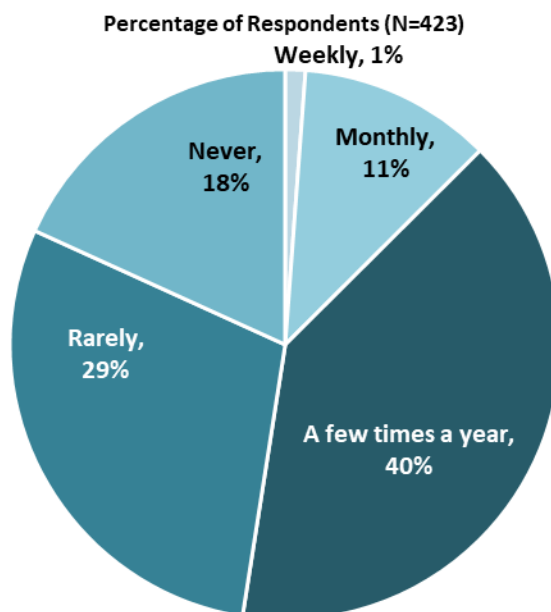


"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the internally displaced people crisis in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



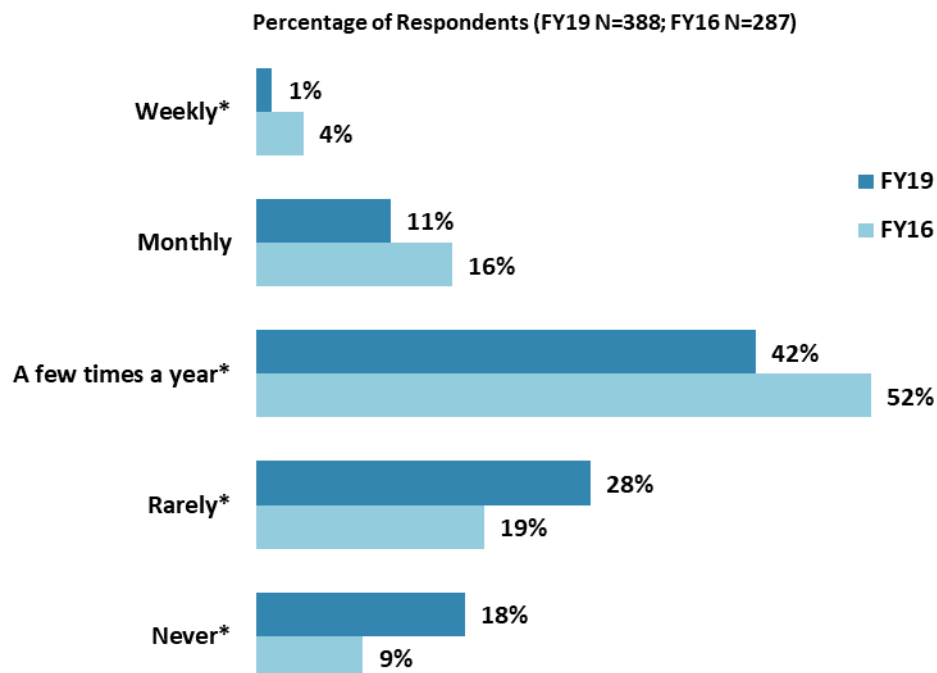
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

Frequency of Consulting WBG Knowledge Work and Activities: Year Comparison



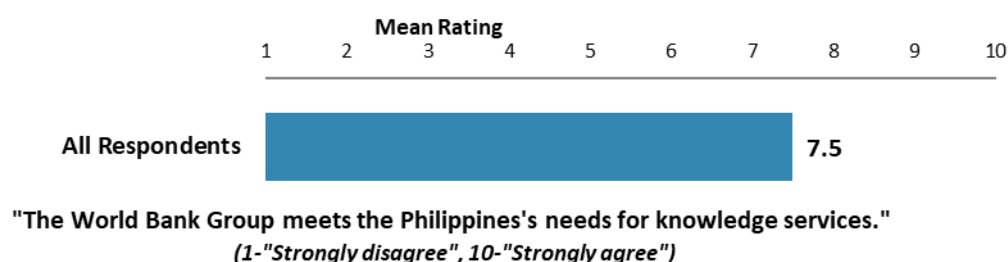
"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" Percentages based on weighted data. *Significantly different between FY19 and FY16



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

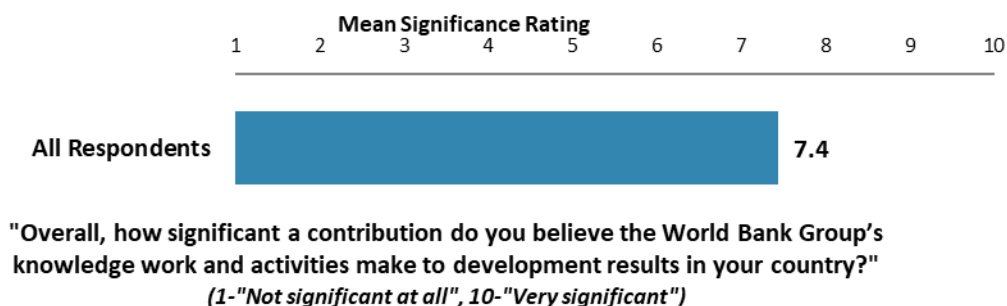
Meeting the Philippines's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets the Philippines' needs for knowledge services (weighted mean rating = 7.5) compared to respondents from the FY '16 Country Survey (weighted mean rating = 7.4).
- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG meets the Philippines' needs for knowledge services (mean rating = 7.9) compared to those who said that they do not collaborate with the WBG (mean rating = 7.1).



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 significance of the contribution of the WBG's knowledge work and activities (weighted mean rating = 7.4) compared to respondents from the FY '16 Country Survey (weighted mean rating = 7.4).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects gave the highest ratings for the significance of the contribution of the WBG's knowledge work and activities whereas respondents from the private sector gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 7.8) compared to those who said that they do not collaborate with the WBG (mean rating = 7.1).

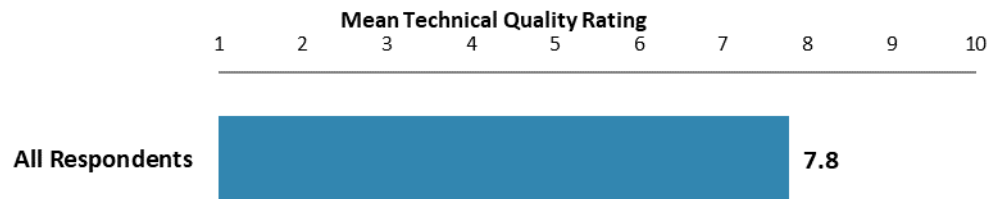




VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Stakeholders:** Respondents from PMUs/Consultants on WBG projects gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas respondents from the private sector gave significantly lower ratings.
- **Collaboration:** Respondents who said that they collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 8.2) compared to those who said that they do not collaborate with the WBG (mean rating = 7.5).

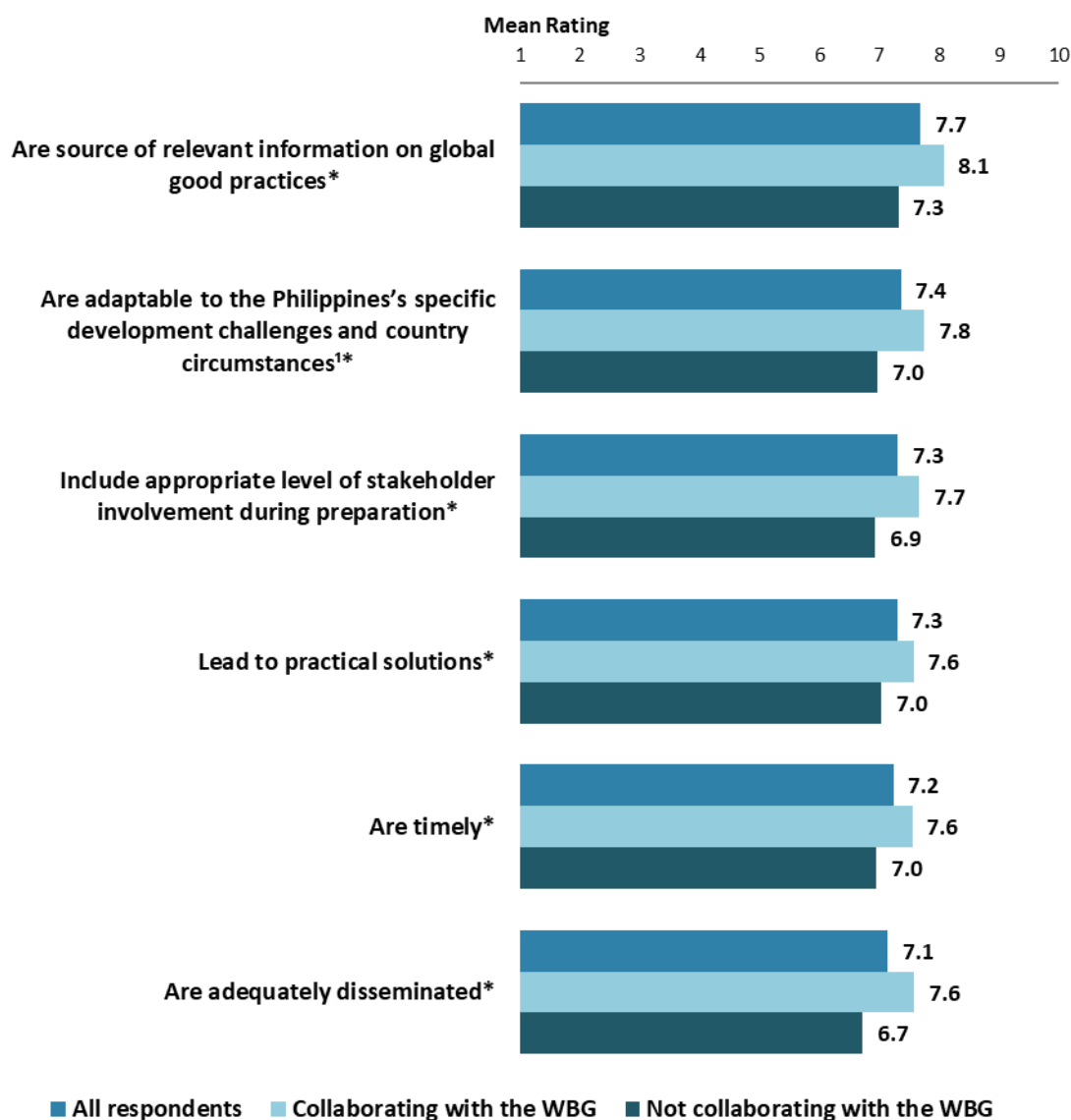


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities



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



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

Meeting the Philippines's Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's financial instruments meets the needs of the Philippines (weighted mean rating = 7.3) compared to respondents from the FY '16 Country Survey (weighted mean rating = 6.9).
- **Collaboration:** Respondents who said that they collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meets the needs of the Philippines (mean rating = 7.7) compared to those who said that they do not collaborate with the WBG (mean rating = 7.0).



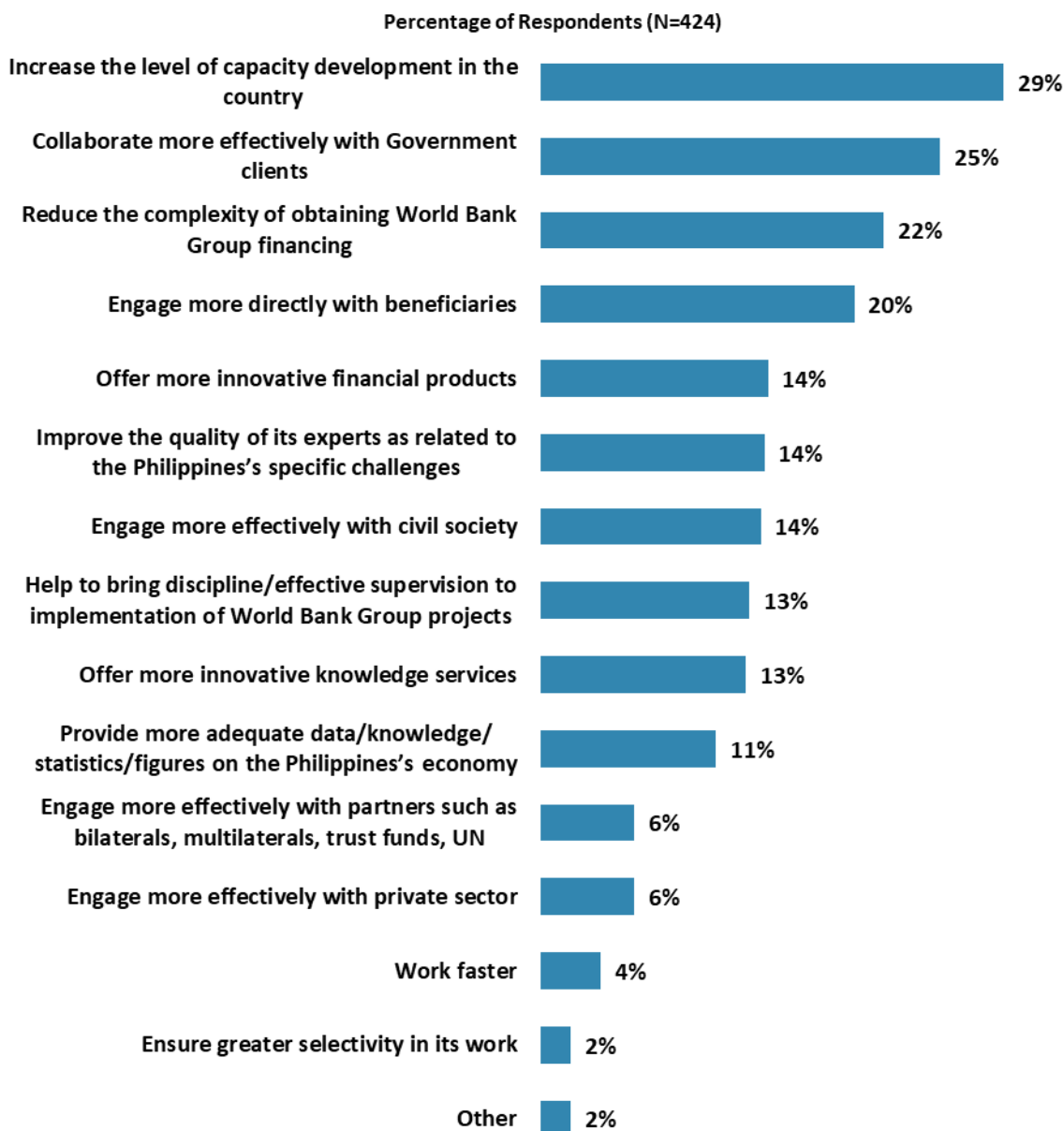
"The World Bank Groups's financial instruments meet the needs of the Philippines."
(1-"Strongly disagree", 10-"Strongly agree")



IX. The Future Role of the WBG in the Philippines

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, to make itself of greater value, the WBG should increase the level of capacity development in the country (percentage of respondents = 36%), reach out more to groups outside of Government (32%), and collaborate more effectively with Government clients (30%).



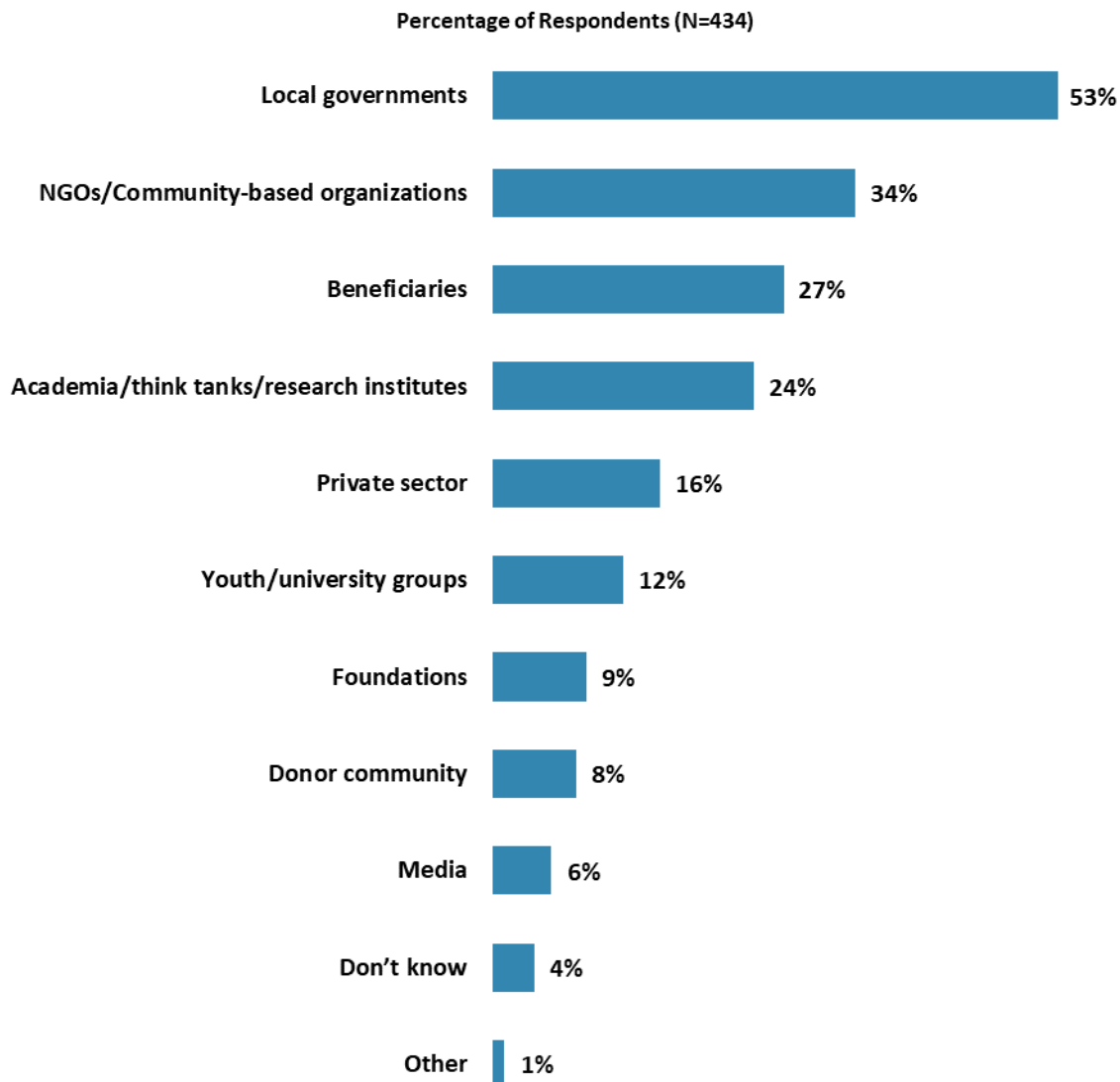
"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that, to ensure better development results in the Philippines, the WBG should collaborate more with local government (percentage of respondents = 50%), followed by NGOs/CBOs (34%), academia/think tanks/research institutes (29%), beneficiaries (23%), and the private sector (21%).



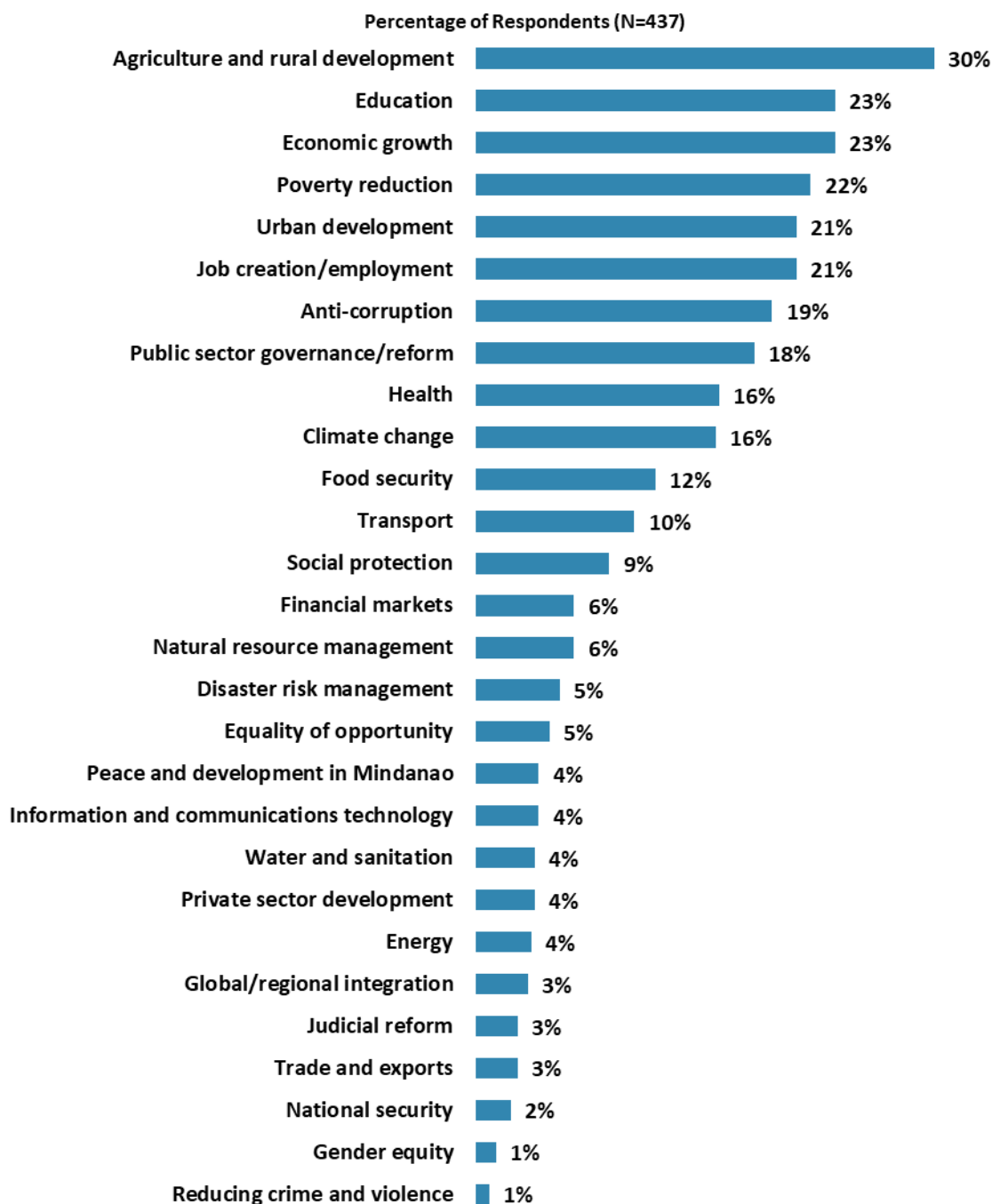
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that the WBG should focus its resources on public sector governance/reform (percentage of respondents = 28%), poverty reduction (27%), and agricultural development (26%).



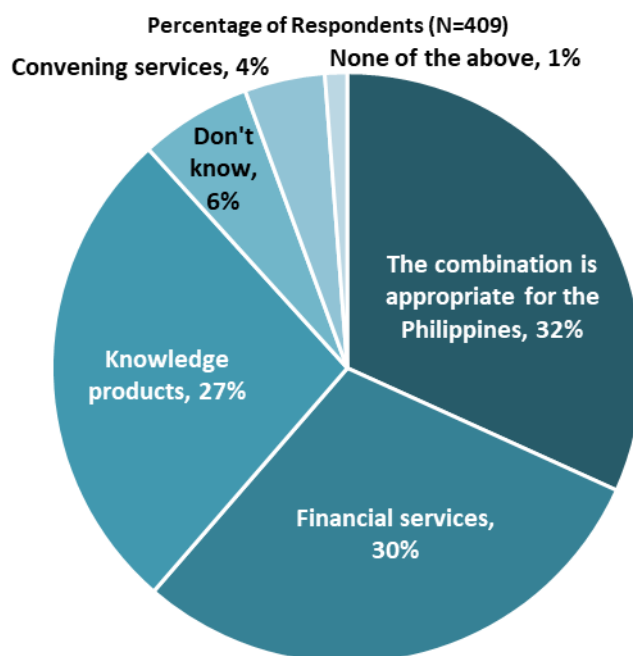
“When thinking about how the World Bank Group can have the most impact on development results in the Philippines, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Philippines? (Choose no more than THREE)”
(Respondents chose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



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

Future Combination of the WBG services

- **Year comparison:** Compared to respondents in this year's Country Survey, respondents in the FY '16 Country Survey indicated statistically similar combinations of services that the WBG should offer more of in the Philippines.



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

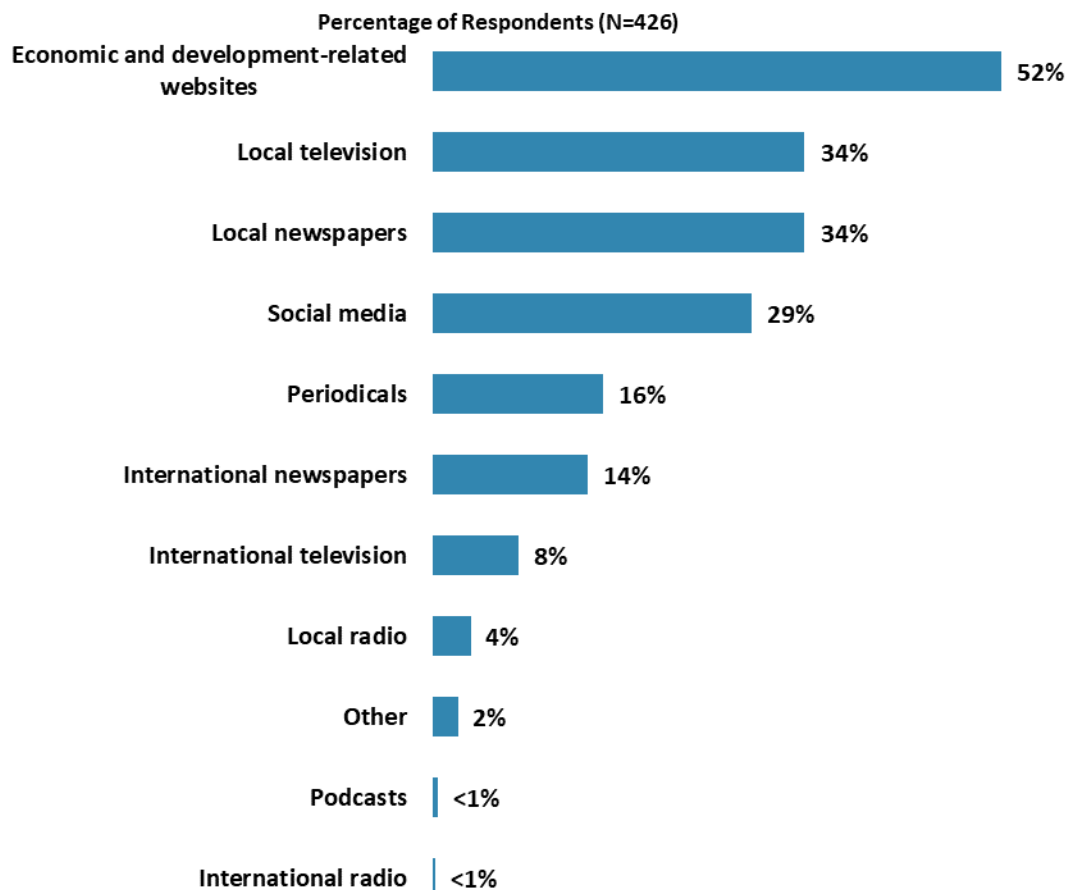


X. Communication and Outreach

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

Information Sources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 63%), followed by local newspapers (41%), local television (24%), social media (21%), and periodicals (17%).



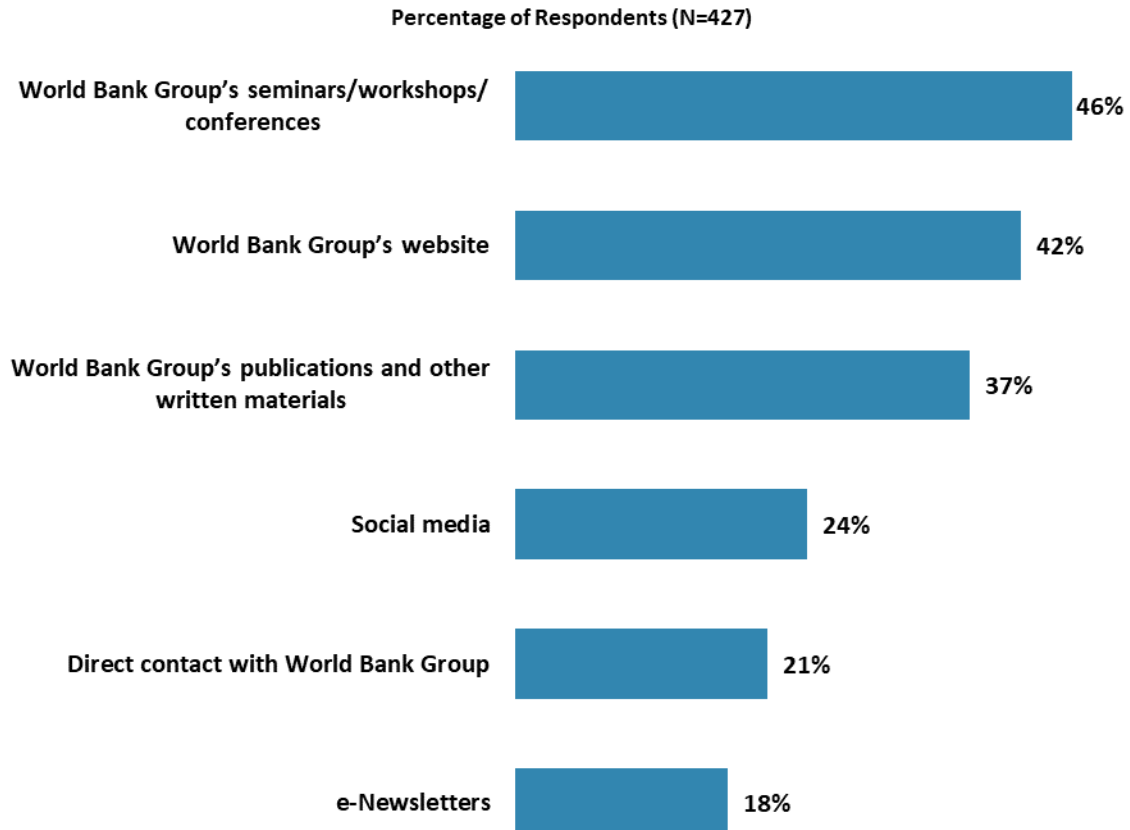
"How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '16 Country Survey indicated that they preferred to get their information from the WBG's seminars/workshops/conferences (percentage of respondents = 48%), the World Bank website (38%), the WBG's publications and other written materials (37%), and direct contact with the WBG (27%).

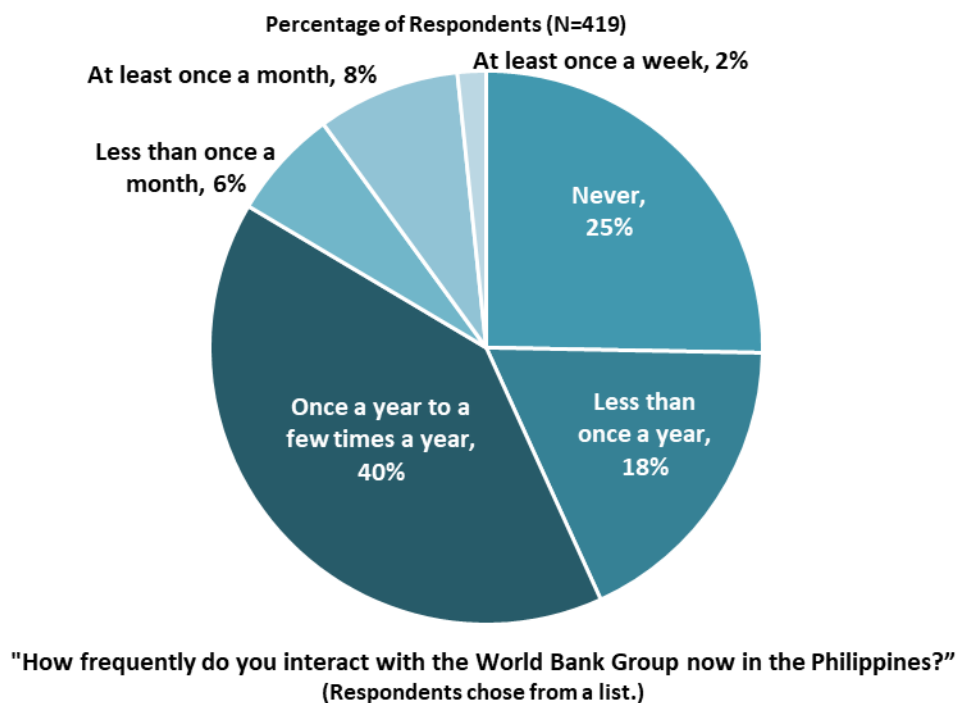


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

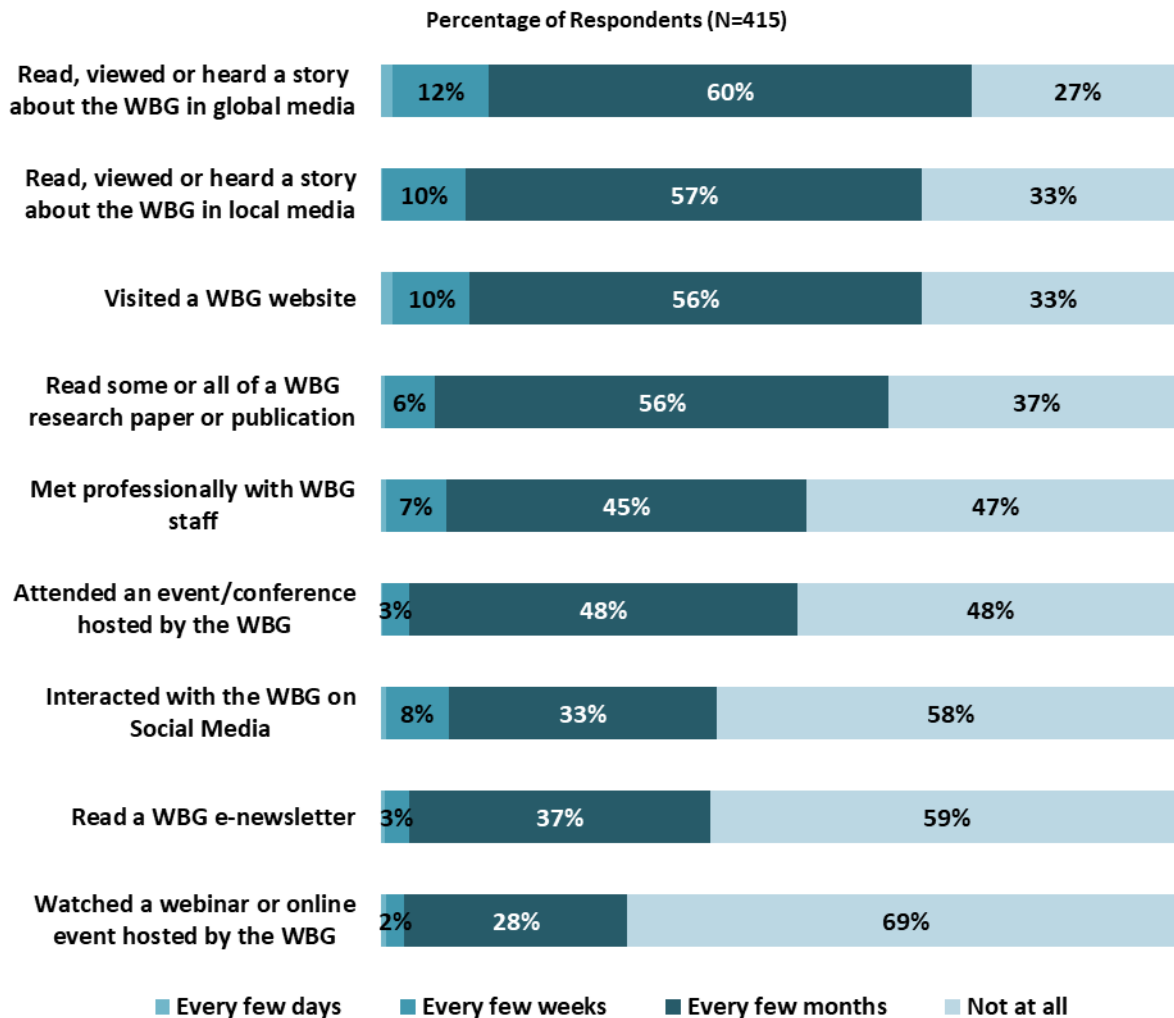
WBG Interaction Frequency





X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions across All Respondents.....	43
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THE PHILIPPINES





Appendix A: Responses to All Questions across All Respondents (N=443)

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 the Philippines

1. When you think about the future in the Philippines, are you ... ?	Percentage of Respondents (N=435)
Very pessimistic	4.8%
Somewhat pessimistic	13.3%
Somewhat optimistic	41.1%
Very optimistic	37.7%
Not sure	3.0%

2. Do you think that economic opportunity for citizens in the Philippines is ... ?	Percentage of Respondents (N=437)
Increasing	67.5%
Decreasing	14.4%
Staying about the same	18.1%

**A. General Issues Facing the Philippines (continued)**

3. Listed below are a number of development priorities in the Philippines. Please identify which of the following you consider the most important development priorities in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=439)
Poverty reduction	31.4%
Anti-corruption	28.2%
Urban development (including traffic, pollution, flood control)	27.8%
Education	23.9%
Agriculture and rural development	22.1%
Job creation/employment	20.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.0%
Food security	16.4%
Health	13.9%
Economic growth	12.8%
Climate change (e.g., mitigation, adaptation)	12.1%
Transport (e.g., roads, bridges, ports)	10.7%
Natural resource management (renewable/non-renewable)	7.1%
Disaster risk management	5.9%
Water and sanitation	5.5%
Equality of opportunity (i.e., social inclusion)	5.2%
Social protection (e.g., pensions, targeted social assistance)	5.0%
Energy	4.8%
Information and communications technology	4.1%
National security	3.4%
Private sector development	3.0%
Peace and development in Mindanao	3.0%
Global/regional integration	2.7%
Reducing crime and violence	2.1%
Judicial reform	1.6%
Trade and exports	1.4%
Financial markets	1.1%
Gender equity (closing the gap between women and men, and boys and girls)	1.1%

**A. General Issues Facing the Philippines (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=438)
Job creation/employment	47.0%
Education	37.2%
Agriculture and rural development	37.0%
Anti-corruption	32.4%
Economic growth	30.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.8%
Food security	13.2%
Equality of opportunity (i.e., social inclusion)	10.7%
Health	10.0%
Social protection (e.g., pensions, targeted social assistance)	8.0%
Trade and exports	7.1%
Urban development (including traffic, pollution, flood control)	6.6%
Climate change (e.g., mitigation, adaptation)	5.5%
Transport (e.g., roads, bridges, ports)	5.5%
Peace and development in Mindanao	5.0%
Private sector development	4.1%
Natural resource management (renewable/non-renewable)	4.1%
Water and sanitation	3.0%
Disaster risk management	2.7%
Reducing crime and violence	2.5%
Global/regional integration	2.1%
Judicial reform	1.8%
Financial markets	1.6%
Gender equity (closing the gap between women and men, and boys and girls)	1.1%
Information and communications technology	0.9%
National security	0.5%
Energy	0.2%

5. When economic and/or social reform efforts fail or are slow to take place in the Philippines, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=400)
Corruption	58.5%
Political pressures and obstacles	33.7%
Reforms are not well thought out in light of country challenges	27.0%
Poor coordination within the government	21.3%
Inadequate level of government accountability	16.8%
Inadequate level of capacity in the government	15.8%
Inadequate level of citizen/civil society participation	10.8%
Obstacles in the judicial system	6.5%
Private sector involvement and/or influence	4.8%
Inadequate level of donor coordination	0.8%
Other	0.8%

**A. General Issues Facing the Philippines (continued)**

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	428	4	6.75	2.00
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	411	17	7.25	1.60
3. The World Bank Group	416	17	7.61	1.62
4. The International Monetary Fund	380	50	7.03	1.72
5. UN	402	24	7.48	1.64
6. Regional development banks	397	30	6.97	1.55
7. Central Bank of the Philippines	412	18	7.57	1.53
8. International private sector	388	35	6.88	1.56
9. Domestic private sector	405	21	6.88	1.59
10. International civil society (e.g., NGOs, CBOs)	405	23	7.18	1.50
11. Domestic civil society (e.g., NGOs, CBOs)	416	14	7.10	1.56
12. Faith-based institutions	406	19	6.93	1.77
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	417	11	6.61	1.73
14. International media and their web presence	414	16	6.84	1.67
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	420	12	6.20	1.87

7. Please describe the direction the Philippines is moving in, when considering ...					
	Percentage of Respondents				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection) (N=430)	2.6%	11.9%	20.2%	53.0%	12.3%
2. Equal opportunity for girls and boys, men and women (N=434)	0.50%	3.00%	24.00%	53.50%	19.10%
3. Growing Philippines's economy in a way that leads to jobs and employment (N=430)	1.4%	7.0%	28.6%	50.9%	12.1%
4. The gap between the rich and the poor (N=433)	8.1%	22.4%	42.7%	24.5%	2.3%
5. Making government more effective (N=431)	4.6%	12.1%	27.4%	47.3%	8.6%
6. Anti-corruption (N=430)	10.50%	14.90%	34.40%	34.00%	6.30%
7. Attracting new sources of foreign investment (N=430)	2.3%	9.8%	26.0%	52.3%	9.5%

**A. General Issues Facing the Philippines (continued)**

8. Listed below are global challenges. Which do you think have the most serious impact on the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=426)
Climate change	40.1%
Jobs/employment	36.6%
The gap between the rich and the poor	23.2%
Geo-political uncertainty	23.2%
Fragility in the Philippines or neighboring countries	18.3%
Environmental degradation	17.4%
Terrorism	16.0%
Technology based disruption	12.4%
Trade constraints	8.2%
Migrants and refugees	1.6%

B. Overall Attitudes toward the World Bank Group

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in the Philippines?	436	n/a	6.91	1.92

<i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.*	398	38	7.49	1.50

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help the Philippines solve its most complicated development challenges?	393	41	7.53	1.51

**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 the Philippines, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Philippines? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=437)
Agriculture and rural development	29.7%
Education	23.3%
Economic growth	23.3%
Poverty reduction	21.7%
Urban development (including traffic, pollution, flood control)	20.8%
Job creation/employment	20.8%
Anti-corruption	19.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.1%
Health	15.8%
Climate change (e.g., mitigation, adaptation)	15.6%
Food security	11.7%
Transport (e.g., roads, bridges, ports)	10.3%
Social protection (e.g., pensions, targeted social assistance)	8.7%
Financial markets	6.4%
Natural resource management (renewable/non-renewable)	6.4%
Disaster risk management	5.5%
Equality of opportunity (i.e., social inclusion)	4.8%
Peace and development in Mindanao	4.1%
Information and communications technology	4.1%
Water and sanitation	3.9%
Private sector development	3.9%
Energy	3.7%
Global/regional integration	3.4%
Judicial reform	2.7%
Trade and exports	2.7%
National security	2.3%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%
Reducing crime and violence	0.9%

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 the Philippines?	Percentage of Respondents (N=389)		
	Greatest Value	2nd Greatest Value	Combined
Bringing together different groups of stakeholders	11.8%	6.7%	18.5%
Capacity development related to World Bank Group supported projects	13.4%	11.5%	24.9%
Technical assistance	15.7%	19.0%	34.7%
Policy advice, studies, analyses	17.2%	13.6%	30.8%
Financial resources	21.1%	15.6%	36.7%
Data and statistics	5.1%	5.1%	10.3%
Promoting knowledge sharing	4.9%	4.9%	9.8%
Implementation support	7.2%	12.8%	20.0%
Mobilizing third party financial resources	2.1%	6.9%	9.0%
Donor coordination	0.8%	3.3%	4.1%
Other	0.8%	0.5%	1.3%

**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 the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=423)
Not adequately sensitive to political/social realities in the Philippines	25.8%
Too influenced by developed countries	18.9%
World Bank Group's processes too slow and complex	18.2%
Not enough public disclosure of its work	17.0%
Don't know	16.8%
Not willing to honestly criticize policies and reform efforts in the country	15.4%
Inadequate World Bank Group's staffing in the Philippines	13.0%
Not sufficiently focused on sustainable results	12.5%
Not aligned with country priorities	9.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	8.3%
Staff too inaccessible	5.2%
Arrogant in its approach	4.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.3%
Other	1.7%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in the Philippines? (Select only ONE response)	Percentage of Respondents (N=431)
To a fully sufficient degree	8.1%
To a somewhat sufficient degree	55.5%
To a somewhat insufficient degree	20.9%
To a very insufficient degree	3.7%
Don't know	11.8%

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=434)
Local governments	52.8%
NGOs/Community-based organizations	33.9%
Beneficiaries	27.2%
Academia/think tanks/research institutes	24.4%
Private sector	15.7%
Youth/university groups	12.2%
Foundations	8.8%
Donor community	7.8%
Media	5.5%
Don't know	3.9%
Other	1.2%

To what extent do you agree with the following statements about the World Bank Group's work in the Philippines? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in the Philippines*	408	25	7.47	1.64
10. The World Bank Group's work is aligned with what I consider the development priorities for the Philippines*	407	26	7.25	1.60

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

To what extent is the World Bank Group an effective development partner in the Philippines, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
11. Responsiveness to needs*	387	38	7.11	1.52
12. Flexibility (in terms of the institution's products and services)*	383	40	6.80	1.51
13. Flexibility (in terms of changing country circumstances)*	370	49	6.87	1.59
14. Being inclusive*	380	39	7.12	1.59
15. Openness (sharing data and other information)*	389	33	7.34	1.63
16. Collaboration with the Government*	400	22	7.57	1.52
17. The speed in which it gets things accomplished on the ground*	377	44	6.99	1.64
18. Helping to bring discipline/effective supervision to implementation of investment projects*	370	51	7.25	1.53
19. Collaboration with civil society*	351	69	7.07	1.64
20. Staff accessibility*	369	51	7.12	1.71
21. Collaboration with other donors and development partners*	366	56	7.19	1.50
22. Collaboration with the private sector*	337	85	7.10	1.50
23. Straightforwardness and honesty*	385	35	7.50	1.64
24. Treating clients and stakeholders in the Philippines with respect*	389	35	7.76	1.60
25. Being a long-term partner*	398	27	7.99	1.59

**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 the Philippines? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	252	173	7.23	1.61
2. Gender equity (closing the gap between women and men, and boys and girls)	262	160	7.15	1.58
3. Private sector development	236	180	7.02	1.41
4. Education	287	132	7.30	1.51
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	314	105	7.49	1.45
6. Peace and development in Mindanao	252	167	7.19	1.60
7. Flood management	228	190	7.02	1.62
8. Energy	219	200	7.13	1.55
9. Water and sanitation	244	175	7.18	1.66
10. Job creation/employment	263	156	7.10	1.47
11. Health	257	161	7.21	1.53
12. Financial markets	230	189	7.39	1.45
13. Traffic management	202	214	6.80	1.69
14. Agriculture and rural development	295	124	7.24	1.77
15. Trade and exports	208	208	7.07	1.60
16. Natural resource management (renewable/non-renewable)	248	173	7.13	1.62
17. Climate change (e.g., mitigation, adaptation)	289	132	7.31	1.68
18. Poverty reduction	305	115	7.23	1.72
19. Anti-corruption	253	170	6.83	1.81
20. Economic growth	297	124	7.40	1.56
21. Disaster risk management	272	148	7.32	1.59
22. Equality of opportunity (i.e., social inclusion)	255	163	7.30	1.64
23. Information and communications technology	241	179	7.34	1.53

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in the Philippines?*	391	38	7.48	1.37

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in the Philippines?	385	42	7.42	1.32

To what extent do you agree with the following statements about the World Bank Group in the Philippines? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the Philippines*	376	54	7.31	1.46
5. The World Bank Group meets the Philippines's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	388	42	7.49	1.53

**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=423)
Weekly	1.2%
Monthly	11.3%
A few times a year	40.0%
Rarely	29.3%
Never	18.2%

In the Philippines, 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	350	76	7.23	1.46
3. Include appropriate level of stakeholder involvement during preparation	348	80	7.30	1.50
4. Lead to practical solutions	363	64	7.30	1.48
5. Are source of relevant information on global good practices	376	52	7.68	1.48
6. Are adequately disseminated	357	69	7.14	1.61
7. Are adaptable to the Philippines's specific development challenges and country circumstances*	375	53	7.36	1.54

Overall Evaluations	N	DK	Mean	SD
8. 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)	395	35	7.45	1.42
9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	381	49	7.78	1.36

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	260	163	7.29	1.64
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	355	69	7.75	1.38
3. The World Bank Group's approvals and reviews are done in a timely fashion	326	96	7.37	1.42
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	322	99	7.56	1.38
5. The World Bank Group's conditions on its lending are reasonable	295	128	7.35	1.55
6. The World Bank Group takes decisions quickly in the Philippines*	310	114	7.32	1.49
7. Working with the World Bank Group increases the Philippines's institutional capacity	363	59	7.65	1.49
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	315	109	7.62	1.45

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to internally displaced people in the Philippines?	327	97	7.09	1.54

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

10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the internally displaced people crisis in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=425)
Supporting poor and marginalized local communities	39.1%
Jobs	30.8%
Infrastructure	29.6%
Public services	25.2%
Education	24.7%
Health	18.6%
Business development	15.8%
Social cohesion	4.2%
Macro issues (fiscal accounts, balance of payments, etc.)	3.3%
Don't know	2.6%
Other	0.2%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=424)
Increase the level of capacity development in the country	29.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.2%
Reduce the complexity of obtaining World Bank Group financing	21.7%
Engage more directly with beneficiaries	19.8%
Offer more innovative financial products	14.4%
Improve the quality of its experts as related to the Philippines's specific challenges	14.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	13.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	13.2%
Offer more innovative knowledge services	13.0%
Provide more adequate data/knowledge/statistics/figures on the Philippines's economy	11.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.9%
Engage more effectively with private sector	5.9%
Work faster	3.8%
Ensure greater selectivity in its work	1.9%
Other	1.9%

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

2. When considering the combination of services that the World Bank Group offers in the Philippines, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in the Philippines? (Select only ONE response)	Percentage of Respondents (N=409)
The combination is appropriate for the Philippines	31.8%
Financial services	29.6%
Knowledge products	26.9%
Don't know	6.1%
Convening services	4.4%
None of the above	1.2%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in the Philippines?	Percentage of Respondents (N=419)
Never	25.3%
Less than once a year	17.9%
Once a year to a few times a year	40.3%
Less than once a month	6.4%
At least once a month	8.4%
At least once a week	1.7%

2. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=426)
Economic and development-related websites	52.3%
Local television	34.3%
Local newspapers (including their websites)	34.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	29.3%
Periodicals	15.7%
International newspapers (including their websites)	14.3%
International television	8.0%
Local radio	3.5%
Other	2.3%
Podcasts	0.5%
International radio	0.2%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=427)
World Bank Group's seminars/workshops/ conferences	45.9%
World Bank Group's website	41.7%
World Bank Group's publications and other written materials	37.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	24.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	20.8%
e-Newsletters	17.6%

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

4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	Percentage of Respondents			
	Every few days	Every few weeks	Every few months	Not at all
1. Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=417)	.2%	10.3%	56.8%	32.6%
2. Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=415)	1.4%	12.0%	60.0%	26.5%
3. Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) (N=414)	.7%	7.7%	33.3%	58.2%
4. Visited a WBG website (e.g., read a blog, used data) (N=413)	1.5%	9.7%	56.2%	32.7%
5. Attended an event/conference hosted by the WBG (N=415)	.2%	3.4%	48.2%	48.2%
6. Watched a webinar or online event hosted by the WBG (N=413)	.7%	2.2%	27.8%	69.2%
7. Read some or all of a WBG research paper or publication (N=416)	.5%	6.3%	56.5%	36.8%
8. Met professionally with WBG staff (N=417)	.7%	7.4%	44.8%	47.0%
9. Read a WBG e-newsletter (N=415)	.5%	3.1%	37.3%	59.0%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=430)
Employee of a Ministry, Ministerial Department or Implementation Agency	27.0%
NGO/Community-Based Organization	11.4%
Private Sector Organization	10.9%
Local Government Office or Staff	8.1%
Academia/Research Institute/Think Tank	7.9%
Other	5.3%
Independent Government Institution	4.9%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	4.0%
Financial Sector/Private Bank	4.0%
Media	4.0%
Office of the President	3.0%
Office of Minister	2.8%
Office of Parliamentarian	1.6%
Bilateral Agency	1.4%
Youth Group	1.4%
Faith-Based Group	.9%
Private Foundation	.7%
Multilateral Agency	.5%
Judiciary Branch	.2%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=424)
Education	10.8%
Governance	10.6%
Finance and markets	9.9%
Other	8.7%
Agriculture	7.8%
Health, nutrition, and population	7.5%
Urban, rural, and social development	5.9%
Generalist (specialized in multiple sectors)	5.9%
Environment and natural resources	5.2%
Social protection and labor	4.5%
Transport and ICT	4.5%
Water	4.2%
Macroeconomics and fiscal management	4.2%
Trade and competitiveness	1.9%
Jobs	1.9%
Public-private partnerships	1.4%
Poverty	1.4%
Energy and extractives	1.2%
Climate Change	1.2%
Gender	0.7%
Fragility, conflict and violence	0.5%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=426)
Yes	43.2%
No	56.8%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in the Philippines? (Select only ONE response)	Percentage of Respondents (N=183)
The World Bank (IBRD)	92.3%
The International Finance Corporation (IFC)	7.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
International Centre for Settlement of Investment Disputes (ICSID)	-

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=179)
Yes	43.6%
No	56.4%

6. Which of the following describes most of your exposure to the World Bank Group in the Philippines? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=397)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	23.7%
Use World Bank Group reports/data	29.5%
Engage in World Bank Group related/sponsored events/activities	33.8%
Collaborate as part of my professional duties	44.6%
Use World Bank Group website for information, data, research, etc.	26.7%

**H. Background Information (continued)**

7. What's your gender?	Percentage of Respondents (N=435)
Female	56.8%
Male	43.2%

8. What's your age?	Percentage of Respondents (N=438)
25 and under	7.8%
26-35	12.8%
36-45	20.5%
46-55	29.7%
56 and above	29.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=437)
Metro Manila	80.8%
Luzon	15.3%
Mindanao	3.0%
Visayas	.9%



Appendix B: Responses to All Questions by Stakeholder Groups¹

Office of President/Minister N=25 ● Employee of a Ministry N=116 ● PMU/Consultant on WBG-supported project N=17 ●
 Local Government N=35 ● Private Sector N=47 ● Financial Sector/Private Bank N=17 ● Civil Society N=62 ●
 Media N=17 ● Independent Government Institution N=21 ● Academia N=34 ● Other N=39

A. General Issues Facing the Philippines

When you think about the future in the Philippines, are you ... ?*

Percentage of Respondents	Office of President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Very pessimistic	12.0%	2.6%		3.1%	8.9%	5.9%	4.9%	5.9%		11.8%	
Somewhat pessimistic		7.0%	5.9%	9.4%	13.3%	11.8%	24.6%	41.2%	19.0%	17.6%	13.2%
Somewhat optimistic	20.0%	47.8%	41.2%	15.6%	37.8%	29.4%	44.3%	41.2%	61.9%	41.2%	44.7%
Very optimistic	68.0%	42.6%	52.9%	53.1%	35.6%	52.9%	23.0%	11.8%	19.0%	26.5%	39.5%
Not sure				18.8%	4.4%		3.3%			2.9%	2.6%

*Significantly different between stakeholder groups

Do you think that economic opportunity for citizens in the Philippines is ... ?

Percentage of Respondents	Office of President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Increasing	84.0%	78.4%	75.0%	76.5%	69.6%	64.7%	55.7%	47.1%	57.1%	60.6%	59.0%
Decreasing		5.2%	6.3%	8.8%	15.2%	5.9%	31.1%	29.4%	28.6%	12.1%	17.9%
Staying about the same	16.0%	16.4%	18.8%	14.7%	15.2%	29.4%	13.1%	23.5%	14.3%	27.3%	23.1%

¹ 430 respondents indicated their current affiliation (H1). For these analyses, the few respondents from the office of the President were combined with the few from the office of a Minister; the few respondents from private foundations, faith-based groups, and youth groups were combined with those from NGOs/CBOs to create a "Civil Society" category; and the few respondents from the office of Parliamentarian, bilateral agencies, multilateral agencies, and the judiciary branch was combined with those who indicated "Other".

**A. General Issues Facing the Philippines (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Global/regional integration	0.0%	3.5%	0.0%	0.0%	2.2%	0.0%	1.6%	5.9%	4.8%	0.0%	10.3%
Food security*	24.0%	15.7%	41.2%	36.4%	2.2%	0.0%	14.5%	17.6%	19.0%	26.5%	5.1%
Urban development*	20.0%	29.6%	23.5%	33.3%	28.3%	47.1%	8.1%	29.4%	33.3%	14.7%	53.8%
Private sector development*	0.0%	0.9%	0.0%	0.0%	17.4%	0.0%	0.0%	0.0%	4.8%	0.0%	7.7%
Education	8.0%	23.5%	11.8%	33.3%	30.4%	11.8%	29.0%	23.5%	14.3%	41.2%	15.4%
Public sector governance/reform	32.0%	24.3%	17.6%	6.1%	23.9%	35.3%	16.1%	17.6%	9.5%	14.7%	20.5%
Peace and development in Mindanao	8.0%	3.5%	5.9%	0.0%	4.3%	0.0%	1.6%	0.0%	9.5%	2.9%	0.0%
Job creation/employment	36.0%	21.7%	23.5%	12.1%	19.6%	17.6%	17.7%	17.6%	19.0%	23.5%	15.4%
Health	12.0%	17.4%	11.8%	24.2%	6.5%	17.6%	17.7%	17.6%	4.8%	5.9%	10.3%
Financial markets	0.0%	1.7%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	4.0%	10.4%	5.9%	0.0%	0.0%	0.0%	9.7%	5.9%	0.0%	2.9%	0.0%
Gender equity*	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%
Energy*	0.0%	4.3%	0.0%	18.2%	0.0%	0.0%	3.2%	5.9%	4.8%	14.7%	2.6%
Water and sanitation	0.0%	5.2%	5.9%	9.1%	6.5%	0.0%	6.5%	0.0%	14.3%	2.9%	2.6%
Climate change	8.0%	12.2%	11.8%	12.1%	8.7%	5.9%	19.4%	5.9%	9.5%	8.8%	7.7%
Poverty reduction*	40.0%	27.0%	52.9%	6.1%	21.7%	88.2%	40.3%	29.4%	19.0%	29.4%	35.9%
Anti-corruption*	36.0%	22.6%	11.8%	39.4%	43.5%	17.6%	21.0%	35.3%	19.0%	32.4%	41.0%
Trade and exports	0.0%	0.0%	0.0%	3.0%	6.5%	0.0%	1.6%	0.0%	4.8%	0.0%	0.0%
Reducing crime and violence	0.0%	0.0%	0.0%	3.0%	0.0%	5.9%	3.2%	0.0%	9.5%	5.9%	2.6%
Natural resource management	4.0%	4.3%	5.9%	9.1%	4.3%	5.9%	4.8%	11.8%	19.0%	8.8%	2.6%
Disaster risk management	0.0%	6.1%	11.8%	6.1%	4.3%	0.0%	3.2%	5.9%	23.8%	2.9%	7.7%
Equality of opportunity	0.0%	6.1%	5.9%	0.0%	6.5%	5.9%	12.9%	0.0%	0.0%	2.9%	5.1%
National security	8.0%	6.1%	0.0%	3.0%	2.2%	0.0%	1.6%	11.8%	4.8%	0.0%	0.0%
Information and communications technology	12.0%	4.3%	5.9%	3.0%	2.2%	0.0%	1.6%	5.9%	0.0%	14.7%	0.0%
Transport	8.0%	10.4%	5.9%	9.1%	21.7%	5.9%	6.5%	5.9%	23.8%	5.9%	12.8%
Agriculture and rural development	20.0%	23.5%	29.4%	18.2%	15.2%	29.4%	27.4%	17.6%	14.3%	29.4%	17.9%
Judicial reform	4.0%	1.7%	0.0%	0.0%	4.3%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Economic growth	16.0%	13.9%	11.8%	12.1%	8.7%	0.0%	14.5%	23.5%	9.5%	8.8%	15.4%

*Significantly different between stakeholder groups

**A. General Issues Facing the Philippines (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Trade and exports	0.0%	7.0%	6.3%	8.8%	14.9%	0.0%	6.5%	6.3%	4.8%	2.9%	13.2%
Reducing crime and violence*	8.0%	0.0%	6.3%	11.8%	0.0%	5.9%	1.6%	0.0%	4.8%	0.0%	0.0%
Climate change*	0.0%	8.7%	6.3%	2.9%	14.9%	11.8%	4.8%	0.0%	0.0%	0.0%	0.0%
Anti-corruption*	12.0%	27.0%	18.8%	52.9%	31.9%	35.3%	27.4%	43.8%	23.8%	38.2%	50.0%
Peace and development in Mindanao	12.0%	10.4%	0.0%	0.0%	2.1%	0.0%	3.2%	6.3%	9.5%	2.9%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	2.9%	2.1%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Social protection	16.0%	10.4%	0.0%	5.9%	2.1%	17.6%	4.8%	6.3%	4.8%	8.8%	10.5%
Economic growth	44.0%	21.7%	43.8%	23.5%	42.6%	29.4%	24.2%	37.5%	47.6%	29.4%	39.5%
Disaster risk management	0.0%	4.3%	6.3%	0.0%	0.0%	0.0%	1.6%	12.5%	4.8%	2.9%	0.0%
Agriculture and rural development	40.0%	45.2%	43.7%	26.5%	27.7%	29.4%	30.6%	37.5%	33.3%	35.3%	36.8%
Transport	4.0%	7.0%	0.0%	8.8%	10.6%	11.8%	1.6%	0.0%	4.8%	2.9%	5.3%
Energy	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	20.0%	12.2%	6.3%	2.9%	6.4%	17.6%	12.9%	12.5%	4.8%	17.6%	5.3%
Urban development	8.0%	7.0%	0.0%	8.8%	10.6%	17.6%	8.1%	0.0%	0.0%	5.9%	2.6%
Private sector development*	0.0%	3.5%	0.0%	0.0%	17.0%	0.0%	1.6%	12.5%	0.0%	2.9%	5.3%
Education	32.0%	32.2%	18.8%	32.4%	34.0%	35.3%	48.4%	37.5%	38.1%	58.8%	36.8%
Global/regional integration	0.0%	3.5%	6.3%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	5.3%
Job creation/employment	48.0%	45.2%	56.3%	61.8%	42.6%	58.8%	38.7%	37.5%	42.9%	50.0%	50.0%
Health*	0.0%	11.3%	6.3%	8.8%	8.5%	0.0%	22.6%	6.3%	4.8%	2.9%	10.5%
Financial markets*	0.0%	0.9%	0.0%	5.9%	8.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	1.7%	6.3%	2.9%	0.0%	5.9%	9.7%	0.0%	19.0%	0.0%	0.0%
Water and sanitation	8.0%	6.1%	0.0%	0.0%	2.1%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
National security	0.0%	0.9%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%
Food security	28.0%	9.6%	31.3%	11.8%	6.4%	17.6%	14.5%	18.8%	9.5%	17.6%	10.5%
Judicial reform	0.0%	0.9%	0.0%	0.0%	2.1%	0.0%	3.2%	12.5%	0.0%	2.9%	0.0%
Public sector governance/reform	20.0%	22.6%	25.0%	11.8%	10.6%	5.9%	14.5%	12.5%	38.1%	17.6%	15.8%

*Significantly different between stakeholder groups

**A. General Issues Facing the Philippines (continued)**

When economic and/or social reform efforts fail or are slow to take place in the Philippines, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Reforms are not well thought out in light of country challenges	22.2%	36.1%	31.3%	26.7%	26.8%	17.6%	24.1%	6.7%	23.8%	17.9%	22.9%
Poor coordination within the government	22.2%	24.1%	18.8%	20.0%	4.9%	11.8%	22.4%	26.7%	9.5%	32.1%	31.4%
Inadequate level of capacity in the government	0.0%	15.7%	6.3%	13.3%	7.3%	23.5%	17.2%	6.7%	33.3%	25.0%	17.1%
Corruption*	72.2%	40.7%	50.0%	70.0%	70.7%	58.8%	63.8%	73.3%	52.4%	64.3%	60.0%
Private sector involvement and/or influence*	0.0%	3.7%	6.3%	13.3%	9.8%	17.6%	0.0%	6.7%	4.8%	0.0%	0.0%
Political pressures and obstacles*	44.4%	51.9%	47.1%	13.3%	34.1%	29.4%	19.0%	20.0%	33.3%	14.3%	40.0%
Obstacles in the judicial system*	0.0%	3.7%	6.3%	13.3%	14.6%	5.9%	10.3%	20.0%	0.0%	0.0%	2.9%
Inadequate level of citizen/civil society participation	16.7%	7.4%	12.5%	3.3%	7.3%	5.9%	19.0%	13.3%	9.5%	17.9%	8.6%
Inadequate level of donor coordination	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%
Inadequate level of government accountability	27.8%	10.2%	18.8%	10.0%	22.0%	17.6%	20.7%	26.7%	23.8%	25.0%	14.3%
Other	0.0%	1.9%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues Facing the Philippines (continued)

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 national government*	25	7.68	113	7.65	16	6.81	34	7.26	46	5.43	17	6.47	59	5.83	16	5.63	21	6.29	33	6.85	36	6.83
Bilateral organizations*	25	7.16	113	7.73	15	8.20	27	6.44	45	6.29	17	7.59	59	6.90	15	7.07	19	7.95	31	6.94	35	7.71
The World Bank Group*	25	7.48	112	7.83	16	8.56	28	7.25	43	7.02	17	8.41	60	7.27	14	7.36	20	8.05	32	7.16	37	7.92
The International Monetary Fund*	25	6.76	93	7.44	12	7.58	27	6.41	42	6.36	16	7.69	55	6.31	14	7.14	20	7.80	29	6.79	36	7.69
UN*	25	7.40	103	7.76	13	8.15	29	6.59	41	6.68	16	8.06	60	7.30	14	7.50	19	7.89	33	7.36	37	8.05
Regional development banks*	25	6.68	103	7.45	12	7.75	26	6.42	45	6.27	16	6.94	59	6.49	13	7.08	19	7.32	31	7.06	38	7.39
Central Bank of the Philippines*	25	7.68	109	8.00	13	7.92	28	7.00	46	7.30	17	8.53	58	6.93	14	7.43	20	7.85	34	7.18	37	7.70
International private sector	25	6.76	94	7.10	10	7.00	28	6.86	45	6.78	16	7.19	58	6.31	15	6.93	17	7.12	33	6.67	36	7.33
Domestic private sector	25	6.80	106	7.14	10	6.50	30	6.63	44	6.82	15	7.20	59	6.47	16	7.06	18	7.17	33	6.76	38	7.03
International civil society*	25	7.04	106	7.34	12	7.42	32	7.16	43	6.37	14	7.71	59	7.27	16	7.50	17	7.00	33	6.88	37	7.54
Domestic civil society*	24	6.67	113	7.36	13	6.62	32	7.00	43	6.14	14	7.43	59	7.56	16	7.31	19	6.84	33	6.64	38	7.63
Faith-based institutions*	25	6.24	109	7.39	14	6.64	30	6.30	42	6.07	14	7.21	55	7.31	14	6.93	21	7.14	33	6.76	37	6.84
Domestic traditional media and their web presence	24	6.83	110	6.68	15	6.13	32	6.53	43	5.79	15	7.20	59	6.80	16	7.00	21	6.29	33	6.42	38	6.92
International media and their web presence	25	6.76	108	6.87	14	6.50	33	6.67	45	6.24	15	7.27	58	6.95	16	6.94	20	7.15	33	6.76	36	7.19
Web-based media	25	5.80	111	6.13	14	5.93	33	6.79	44	5.61	15	7.07	59	6.44	16	5.75	21	5.52	33	6.21	38	6.45

*Significantly different between stakeholder groups

**A. General Issues Facing the Philippines (continued)**

Please describe the direction the country is moving in, when considering ... (1-Getting much worse, 5-Getting much better)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Human development*	24	4.25	115	3.88	16	3.50	35	3.66	46	3.28	17	3.35	59	3.24	14	3.50	21	3.67	33	3.39	38	3.63
Equal opportunity for girls and boys, men and women*	25	4.24	115	4.14	16	3.81	35	3.94	46	3.59	17	3.82	62	3.53	14	3.71	21	4.14	33	3.82	38	3.76
Growing Philippines's economy in a way that leads to jobs and employment*	25	4.28	113	3.77	16	3.44	34	3.71	45	3.62	17	3.88	62	3.24	14	3.50	21	3.76	33	3.61	38	3.53
The gap between the rich and the poor*	25	3.04	115	3.17	16	2.63	34	2.82	46	2.87	17	3.06	62	2.58	14	2.79	21	2.90	33	2.67	38	2.97
Making government more effective*	24	4.17	115	3.63	16	3.37	35	3.57	45	3.22	17	3.47	61	3.10	14	2.79	21	3.38	33	3.27	38	3.34
Anti-corruption*	25	3.76	113	3.34	16	3.13	35	3.17	45	3.04	17	3.12	62	2.74	14	2.43	21	3.10	33	2.82	37	3.05
Attracting new sources of foreign investment*	25	3.96	113	3.68	16	3.38	34	3.74	46	3.54	17	3.41	62	3.29	14	3.43	21	3.81	33	3.33	37	3.59

*Significantly different between stakeholder groups

Listed below are global challenges. Which do you think have the most serious impact of the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Fragility in the Philippines or neighboring countries	8.7%	21.1%	15.4%	22.9%	17.4%	0.0%	16.4%	20.0%	23.8%	20.6%	25.0%
Technology based disruption*	0.0%	4.4%	15.4%	20.0%	19.6%	5.9%	13.1%	20.0%	4.8%	26.5%	13.9%
Migrants and refugees	0.0%	1.8%	0.0%	0.0%	2.2%	0.0%	1.6%	0.0%	0.0%	8.8%	0.0%
Jobs/employment	8.7%	36.0%	38.5%	48.6%	28.3%	35.3%	44.3%	26.7%	23.8%	47.1%	41.7%
Trade constraints	8.7%	10.5%	0.0%	5.7%	10.9%	5.9%	9.8%	0.0%	9.5%	0.0%	11.1%
Geo-political uncertainty	34.8%	25.4%	30.8%	14.3%	17.4%	47.1%	18.0%	6.7%	33.3%	20.6%	30.6%
Climate change	47.8%	42.1%	38.5%	40.0%	43.5%	35.3%	45.9%	40.0%	52.4%	29.4%	16.7%
Terrorism*	39.1%	16.7%	0.0%	14.3%	26.1%	0.0%	3.3%	26.7%	23.8%	11.8%	16.7%
The gap between the rich and the poor*	34.8%	21.9%	30.8%	5.7%	13.0%	47.1%	36.1%	46.7%	4.8%	11.8%	25.0%
Environmental degradation	17.4%	17.5%	23.1%	20.0%	19.6%	23.5%	11.5%	6.7%	19.0%	20.6%	19.4%

*Significantly different between stakeholder groups

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

	Office of President/ Minister		Employee of a Ministry		PMU/ Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 World Bank Group in the Philippines?*	25	7.60	115	7.40	17	7.71	34	5.79	46	6.72	17	6.59	62	6.76	16	4.88	21	6.90	33	6.88	38	7.18

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

	Office of President/ Minister		Employee of a Ministry		PMU/ Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 the Philippines.*	22	7.45	110	7.59	17	8.18	30	7.43	39	7.59	14	7.71	61	6.92	11	6.82	19	8.00	30	7.13	36	7.97

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

	Office of President/ Minister		Employee of a Ministry		PMU/ Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 the Philippines solve its most complicated development challenges?*	21	7.38	108	7.78	17	8.29	28	7.18	40	7.20	16	7.81	61	7.05	10	6.80	16	7.69	31	7.68	36	7.69

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



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

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Health*	0.0%	17.4%	11.8%	31.4%	8.7%	5.9%	22.6%	25.0%	9.5%	9.4%	15.8%
Financial markets	4.0%	3.5%	0.0%	8.6%	10.9%	11.8%	3.2%	6.3%	4.8%	6.3%	10.5%
Social protection	8.0%	9.6%	11.8%	2.9%	2.2%	5.9%	16.1%	12.5%	0.0%	6.3%	15.8%
Global/regional integration	4.0%	2.6%	5.9%	2.9%	4.3%	0.0%	4.8%	6.3%	4.8%	0.0%	5.3%
Food security*	24.0%	10.4%	29.4%	28.6%	6.5%	0.0%	11.3%	12.5%	4.8%	6.3%	2.6%
Urban development*	4.0%	30.4%	5.9%	22.9%	23.9%	35.3%	8.1%	0.0%	9.5%	25.0%	31.6%
Water and sanitation*	0.0%	3.5%	0.0%	0.0%	4.3%	5.9%	4.8%	0.0%	19.0%	0.0%	5.3%
Peace and development in Mindanao	8.0%	7.8%	0.0%	0.0%	0.0%	0.0%	3.2%	6.3%	9.5%	6.3%	0.0%
Job creation/employment	28.0%	20.0%	35.3%	20.0%	19.6%	23.5%	17.7%	18.8%	14.3%	18.8%	18.4%
Gender equity*	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	8.1%	0.0%	0.0%	0.0%	0.0%
Energy*	4.0%	0.9%	0.0%	2.9%	2.2%	0.0%	0.0%	6.3%	14.3%	12.5%	7.9%
Private sector development*	0.0%	0.9%	5.9%	0.0%	15.2%	0.0%	4.8%	6.3%	0.0%	6.3%	2.6%
Education*	20.0%	17.4%	5.9%	28.6%	23.9%	17.6%	38.7%	31.3%	23.8%	40.6%	7.9%
Public sector governance/reform	24.0%	27.0%	29.4%	8.6%	15.2%	5.9%	11.3%	6.3%	14.3%	25.0%	15.8%
National security	4.0%	0.9%	0.0%	5.7%	0.0%	0.0%	1.6%	6.3%	0.0%	3.1%	5.3%
Information and communications technology	12.0%	2.6%	0.0%	8.6%	2.2%	0.0%	4.8%	6.3%	0.0%	9.4%	2.6%
Transport*	20.0%	13.0%	11.8%	8.6%	23.9%	5.9%	1.6%	0.0%	4.8%	3.1%	13.2%
Climate change	0.0%	20.9%	17.6%	8.6%	8.7%	35.3%	19.4%	6.3%	9.5%	12.5%	13.2%
Poverty reduction	24.0%	20.0%	35.3%	8.6%	19.6%	35.3%	19.4%	18.8%	28.6%	21.9%	34.2%
Anti-corruption	24.0%	14.8%	5.9%	20.0%	32.6%	17.6%	19.4%	18.8%	23.8%	15.6%	18.4%
Economic growth	40.0%	16.5%	17.6%	34.3%	34.8%	23.5%	21.0%	31.3%	23.8%	9.4%	23.7%
Disaster risk management	4.0%	8.7%	0.0%	0.0%	4.3%	0.0%	1.6%	6.3%	19.0%	6.3%	5.3%
Equality of opportunity*	8.0%	3.5%	5.9%	0.0%	2.2%	5.9%	14.5%	6.3%	0.0%	6.3%	0.0%
Agriculture and rural development	32.0%	33.0%	52.9%	31.4%	23.9%	35.3%	19.4%	25.0%	28.6%	28.1%	34.2%
Judicial reform	0.0%	3.5%	0.0%	0.0%	4.3%	0.0%	8.1%	6.3%	0.0%	0.0%	0.0%
Trade and exports	0.0%	1.7%	0.0%	8.6%	4.3%	5.9%	0.0%	0.0%	9.5%	3.1%	2.6%
Reducing crime and violence	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.2%	0.0%	4.8%	0.0%	0.0%
Natural resource management*	0.0%	3.5%	0.0%	2.9%	0.0%	11.8%	9.7%	12.5%	19.0%	12.5%	7.9%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	21.7%	9.7%	6.7%	22.7%	4.4%	17.6%	20.0%	0.0%	5.3%	10.3%	8.8%
Capacity development related to World Bank Group supported projects	0.0%	12.6%	20.0%	9.1%	8.9%	5.9%	10.0%	33.3%	21.1%	17.2%	26.5%
Technical assistance	17.4%	18.4%	20.0%	4.5%	17.8%	0.0%	20.0%	8.3%	10.5%	24.1%	8.8%
Policy advice, studies, analyses	8.7%	21.4%	6.7%	0.0%	28.9%	23.5%	13.3%	8.3%	26.3%	10.3%	17.6%
Financial resources	39.1%	21.4%	13.3%	40.9%	24.4%	11.8%	16.7%	33.3%	10.5%	10.3%	20.6%
Data and statistics	4.3%	2.9%	13.3%	0.0%	8.9%	11.8%	3.3%	0.0%	0.0%	10.3%	8.8%
Promoting knowledge sharing*	0.0%	1.0%	6.7%	18.2%	2.2%	5.9%	5.0%	0.0%	0.0%	10.3%	8.8%
Implementation support	4.3%	11.7%	6.7%	4.5%	4.4%	11.8%	6.7%	16.7%	5.3%	3.4%	0.0%
Mobilizing third party financial resources*	0.0%	1.0%	0.0%	0.0%	0.0%	11.8%	3.3%	0.0%	10.5%	3.4%	0.0%
Donor coordination	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%
Other*	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	14.3%	7.8%	18.7%	4.3%	4.4%	11.8%	3.3%	16.7%	0.0%	3.3%	5.9%
Capacity development related to World Bank Group supported projects	9.5%	12.6%	6.3%	17.4%	13.3%	29.4%	11.7%	8.3%	5.3%	13.3%	2.9%
Technical assistance	0.0%	26.2%	18.7%	21.7%	11.1%	11.8%	18.3%	0.0%	21.1%	10.0%	26.5%
Policy advice, studies, analyses	4.8%	14.6%	25.0%	4.3%	15.6%	5.9%	15.0%	0.0%	26.3%	23.3%	5.9%
Financial resources*	4.8%	6.8%	12.5%	21.7%	26.7%	11.8%	28.3%	8.3%	5.3%	16.7%	23.5%
Data and statistics	0.0%	6.8%	0.0%	4.3%	2.2%	5.9%	3.3%	25.0%	10.5%	0.0%	5.9%
Promoting knowledge sharing	0.0%	6.8%	6.3%	0.0%	6.7%	0.0%	3.3%	0.0%	10.5%	10.0%	2.9%
Implementation support	28.6%	11.7%	0.0%	17.4%	13.3%	23.5%	5.0%	16.7%	15.8%	16.7%	8.8%
Mobilizing third party financial resources*	23.8%	4.9%	6.3%	8.7%	4.4%	0.0%	3.3%	25.0%	5.3%	3.3%	14.7%
Donor coordination	14.3%	1.9%	6.3%	0.0%	2.2%	0.0%	5.0%	0.0%	0.0%	3.3%	2.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	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 the Philippines? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
WBG's processes too slow and complex	20.8%	21.4%	17.6%	14.7%	26.1%	35.3%	13.3%	6.3%	15.0%	12.5%	14.7%
Not sufficiently focused on sustainable results	12.5%	9.8%	5.9%	14.7%	2.2%	11.8%	8.3%	12.5%	25.0%	25.0%	17.6%
Not aligned with country priorities*	16.7%	5.4%	0.0%	20.6%	17.4%	17.6%	5.0%	6.3%	5.0%	9.4%	0.0%
Not adequately sensitive to political/social realities in the Philippines*	37.5%	42.0%	29.4%	20.6%	8.7%	11.8%	20.0%	6.3%	40.0%	15.6%	23.5%
Too influenced by developed countries	20.8%	22.3%	23.5%	17.6%	26.1%	23.5%	18.3%	6.3%	0.0%	15.6%	17.6%
Staff too inaccessible*	0.0%	11.6%	5.9%	2.9%	4.3%	5.9%	0.0%	0.0%	0.0%	12.5%	0.0%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	12.5%	1.8%	0.0%	5.9%	2.2%	5.9%	6.7%	0.0%	0.0%	0.0%	2.9%
Not collaborating enough with civil society*	4.2%	1.8%	0.0%	5.9%	6.5%	0.0%	31.7%	0.0%	5.0%	6.3%	5.9%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	18.8%	17.6%	2.9%	10.9%	23.5%	23.3%	6.3%	15.0%	15.6%	11.8%
Not enough public disclosure of its work*	0.0%	10.7%	11.8%	26.5%	8.7%	11.8%	26.7%	37.5%	25.0%	9.4%	35.3%
Arrogant in its approach	0.0%	2.7%	5.9%	0.0%	4.3%	11.8%	6.7%	0.0%	0.0%	9.4%	5.9%
Inadequate World Bank Group's staffing in the Philippines	20.8%	16.1%	11.8%	11.8%	17.4%	11.8%	11.7%	0.0%	5.0%	6.3%	11.8%
Other*	12.5%	0.9%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%
Don't know*	0.0%	11.6%	29.4%	26.5%	21.7%	5.9%	8.3%	50.0%	20.0%	25.0%	17.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	4.0%	8.0%	29.4%	8.6%	15.2%		4.9%	13.3%	4.8%	9.1%	2.8%
To a somewhat sufficient degree	56.0%	61.1%	58.8%	51.4%	45.7%	41.2%	47.5%	53.3%	52.4%	60.6%	72.2%
To a somewhat insufficient degree	12.0%	21.2%		22.9%	19.6%	47.1%	29.5%	6.7%	19.0%	18.2%	11.1%
To a very insufficient degree	16.0%		5.9%	2.9%	6.5%	5.9%	6.6%	6.7%			2.8%
Don't know	12.0%	9.7%	5.9%	14.3%	13.0%	5.9%	11.5%	20.0%	23.8%	12.1%	11.1%



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

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Foundations*	4.0%	3.5%	0.0%	25.7%	17.4%	11.8%	8.3%	6.7%	0.0%	15.2%	5.3%
Media	16.0%	5.2%	0.0%	2.9%	2.2%	11.8%	3.3%	13.3%	4.8%	3.0%	7.9%
Youth/university groups*	4.0%	7.8%	11.8%	17.1%	10.9%	5.9%	8.3%	33.3%	14.3%	36.4%	7.9%
Private sector*	16.0%	18.3%	11.8%	0.0%	37.0%	41.2%	6.7%	13.3%	14.3%	3.0%	18.4%
Local governments*	68.0%	60.0%	64.7%	57.1%	47.8%	52.9%	33.3%	20.0%	76.2%	30.3%	63.2%
Beneficiaries	48.0%	29.6%	35.3%	14.3%	17.4%	17.6%	36.7%	20.0%	19.0%	21.2%	31.6%
Donor community*	8.0%	5.2%	5.9%	22.9%	13.0%	5.9%	11.7%	6.7%	4.8%	3.0%	0.0%
NGOs/Community-based organizations*	20.0%	30.4%	35.3%	22.9%	21.7%	11.8%	66.7%	40.0%	28.6%	21.2%	39.5%
Academia/think tanks/research institutes*	8.0%	31.3%	23.5%	8.6%	23.9%	41.2%	13.3%	13.3%	33.3%	57.6%	15.8%
Other	4.0%	0.9%	0.0%	0.0%	2.2%	0.0%	0.0%	6.7%	0.0%	0.0%	2.6%
Don't know	0.0%	2.6%	5.9%	8.6%	4.3%	0.0%	5.0%	13.3%	0.0%	3.0%	2.6%

*Significantly different between stakeholder groups

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

	Office of President/ Minister		Employee of a Ministry		PMU/ Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 the Philippines*	22	7.09	110	7.59	17	8.47	29	7.72	41	7.17	17	6.88	59	7.05	12	7.50	21	7.52	32	7.47	37	7.92
The WBG's work is aligned with what I consider the development priorities for the Philippines*	24	6.62	111	7.68	17	8.59	30	7.37	40	7.00	17	6.47	59	6.66	11	6.82	19	7.42	32	7.06	37	7.51

*Significantly different between stakeholder groups

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

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 to needs*	22	6.77	108	7.39	17	8.00	30	6.90	35	6.63	15	6.73	54	6.52	10	7.10	19	7.47	32	7.22	36	7.31
Flexibility (in terms of the institution's products and services)*	22	6.14	108	7.05	15	7.73	29	6.72	35	6.34	17	6.76	53	6.42	11	7.00	19	7.42	30	6.60	34	6.88
Flexibility (in terms of changing country circumstances)*	22	6.36	100	7.31	14	7.64	28	6.54	37	6.54	17	6.59	53	6.36	11	7.00	18	7.33	29	6.48	32	7.09
Being inclusive*	22	6.32	103	7.49	15	8.00	30	6.70	36	6.83	16	7.12	55	6.44	11	7.45	17	7.76	32	7.25	34	7.26
Openness (sharing data and other information)*	22	6.73	107	7.67	16	8.44	28	6.82	36	6.97	17	7.47	59	6.95	11	6.36	19	7.68	31	7.55	33	7.61
Collaboration with the Government*	23	7.26	110	7.97	16	8.75	30	7.20	38	6.92	17	7.29	59	7.17	11	6.82	20	7.90	32	7.50	35	7.74
The speed in which it gets things accomplished on the ground*	23	6.61	105	7.32	16	8.19	29	6.83	36	6.33	16	5.94	54	6.59	10	7.00	18	7.28	29	7.28	32	7.09
Helping to bring discipline/ effective supervision to implementation of investment projects*	19	6.89	105	7.68	15	8.40	29	6.76	36	6.58	15	7.07	54	6.69	11	7.00	18	7.56	27	7.33	33	7.52
Collaboration with civil society*	20	6.80	85	7.44	12	8.33	28	6.75	37	7.00	17	6.41	53	6.25	11	7.27	15	7.33	32	7.38	32	7.34
Staff accessibility*	20	6.50	106	7.58	15	8.07	29	6.52	33	6.85	17	7.29	50	6.38	11	7.27	19	7.74	27	6.81	32	7.16
Collaboration with other donors and development partners*	17	6.35	101	7.51	13	7.92	30	6.80	37	6.86	17	7.12	53	6.83	11	7.45	16	7.62	28	7.29	34	7.29
Collaboration with the private sector*	17	6.41	80	7.26	12	7.50	28	6.93	37	6.49	17	7.59	49	6.82	11	7.64	16	7.62	26	7.04	34	7.26
Straightforwardness and honesty*	22	7.23	105	7.68	16	8.25	29	7.21	38	7.08	17	7.65	54	6.85	11	7.36	19	8.16	29	7.69	36	7.72
Treating clients and stakeholders in the Philippines with respect*	22	7.68	109	7.95	16	8.69	30	7.40	37	7.19	17	7.59	55	7.25	9	7.44	19	8.21	30	7.87	35	8.06
Being a long-term partner*	23	8.22	109	8.33	16	8.81	32	7.34	38	7.39	17	7.76	58	7.48	9	8.22	20	8.35	31	7.90	35	8.17

*Significantly different between stakeholder groups



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 the Philippines? (1-Not effective at all, 10-Very effective)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	19	7.21	59	7.61	8	8.13	17	7.18	26	6.92	11	6.45	46	6.89	5	6.80	12	7.25	17	7.06	25	7.56
Gender equity*	16	6.88	71	7.20	12	8.42	18	6.89	29	6.41	12	6.67	40	6.90	7	7.14	11	8.00	18	7.50	22	7.45
Private sector development	12	6.83	44	7.25	5	7.80	16	6.94	32	6.44	15	7.20	38	6.74	6	7.50	14	7.36	18	7.28	29	7.14
Education*	20	7.65	65	7.32	7	8.57	19	7.84	32	6.72	13	6.77	46	6.87	7	7.29	14	7.71	30	7.50	28	7.54
Public sector governance/reform*	20	7.70	87	7.77	15	8.20	21	7.48	32	6.91	8	6.25	46	7.48	7	6.86	15	7.80	27	7.07	30	7.80
Peace and development in Mindanao*	19	7.26	73	7.60	8	8.38	15	7.20	28	6.43	8	6.25	37	6.95	8	7.50	9	6.89	19	7.32	22	6.95
Flood management	12	6.83	54	7.56	7	8.43	19	6.84	28	6.75	11	6.55	40	6.83	7	6.71	7	6.86	12	6.58	25	6.96
Energy	13	6.85	46	7.67	4	8.50	18	7.39	31	6.90	13	7.31	37	6.68	6	6.67	6	6.50	17	6.94	22	7.14
Water and sanitation	15	6.67	56	7.62	7	8.43	19	7.32	31	7.06	13	7.00	38	6.71	6	6.50	10	6.60	17	7.35	26	7.27
Job creation/employment*	18	6.50	65	7.31	8	8.00	20	7.60	30	6.47	15	6.87	39	6.92	6	7.83	9	7.11	22	7.50	24	6.83
Health	15	6.93	64	7.58	9	8.22	17	7.35	27	6.59	13	7.00	42	7.05	6	7.00	14	7.36	20	7.30	25	6.96
Financial markets	14	7.00	45	7.71	5	8.60	18	7.67	28	6.96	16	7.56	38	7.08	6	7.67	10	7.80	22	7.64	22	6.95
Traffic management	10	6.70	44	7.14	7	7.71	17	7.24	24	6.38	13	6.62	35	6.86	6	6.33	7	7.00	13	6.54	20	6.20
Agriculture & rural development*	16	6.75	72	7.46	12	8.75	23	7.52	34	6.91	16	7.13	41	6.93	7	6.00	14	7.36	26	7.62	26	7.27
Trade and exports	15	6.87	39	7.21	3	8.00	18	7.56	26	6.81	13	7.15	37	7.19	5	6.20	9	7.56	16	7.12	20	6.70
Natural resource management	13	7.08	68	7.31	6	8.50	18	7.06	28	6.61	13	7.00	36	7.11	7	6.71	9	7.11	22	7.36	21	7.10
Climate change	15	7.20	81	7.72	10	8.20	19	6.95	33	6.79	14	7.57	44	7.09	8	6.75	12	7.58	23	7.39	23	7.00
Poverty reduction*	20	7.30	73	7.58	12	8.67	18	7.44	30	6.53	14	6.57	48	6.90	8	6.88	16	7.56	31	7.48	27	6.96
Anti-corruption*	15	7.07	58	7.22	9	8.11	19	7.26	26	6.15	13	6.31	43	6.70	7	5.43	9	6.78	24	7.17	23	6.48
Economic growth*	19	7.42	71	7.61	10	8.70	19	7.74	31	6.81	15	7.07	47	7.17	8	7.38	13	7.46	26	7.85	30	7.17
Disaster risk management	16	7.31	75	7.59	8	8.50	18	7.39	28	7.00	13	6.77	43	6.93	8	7.25	12	7.67	21	7.81	23	7.00
Equality of opportunity*	16	6.88	61	7.80	8	8.63	18	7.11	27	6.59	12	6.83	44	7.14	8	6.88	13	7.38	19	7.68	22	7.09
Information & comm. technology	16	7.13	50	7.30	7	8.43	17	7.47	27	7.26	13	6.62	43	7.33	7	6.57	11	7.91	20	7.80	23	7.22

*Significantly different between stakeholder groups

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 World Bank Group's work help to achieve development results in the Philippines?*	23	7.35	112	7.63	17	8.47	24	7.67	38	7.24	17	7.06	53	7.08	11	6.91	18	7.67	32	7.50	35	7.69

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 influence the development agenda in the Philippines?	23	7.17	111	7.50	17	8.12	23	7.48	37	7.16	15	6.80	54	7.35	11	6.82	18	7.56	30	7.50	36	7.58

(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 the Philippines? (1-Strongly disagree, 10-Strongly agree)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 the Philippines	22	6.73	107	7.37	15	8.27	28	7.25	38	7.26	17	7.29	49	7.00	12	6.75	17	7.53	29	7.34	32	7.63
The WBG meets the Philippines's needs for knowledge services	22	7.18	109	7.65	17	8.41	28	7.64	39	7.46	17	7.47	53	7.04	11	6.73	16	7.44	32	7.34	34	7.62



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 President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Weekly		3.6%						6.7%			
Monthly	12.5%	17.1%	41.2%	2.9%	8.7%	5.9%	5.2%	13.3%	4.8%	3.1%	10.8%
A few times a year	58.3%	52.3%	41.2%	8.8%	21.7%	41.2%	37.9%		52.4%	40.6%	56.8%
Rarely	8.3%	22.5%	11.8%	41.2%	34.8%	41.2%	37.9%	33.3%	33.3%	40.6%	18.9%
Never	20.8%	4.5%	5.9%	47.1%	34.8%	11.8%	19.0%	46.7%	9.5%	15.6%	13.5%

*Significantly different between stakeholder groups

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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	22	6.91	103	7.45	15	7.73	20	7.30	33	6.45	13	7.38	47	6.94	11	7.09	19	7.37	27	7.48	32	7.34
Include appropriate level of stakeholder involvement during preparation*	21	6.95	100	7.61	15	7.87	19	7.42	34	6.71	16	7.44	50	6.64	10	7.30	18	7.61	26	7.23	30	7.53
Lead to practical solutions*	22	7.23	104	7.45	15	7.93	20	7.65	36	6.78	14	7.00	52	6.85	10	7.30	17	7.53	30	7.17	34	7.74
Are source of relevant information on global good practices*	22	7.86	109	7.87	15	8.33	21	7.67	36	6.69	16	8.06	53	7.40	12	7.25	20	7.95	30	7.57	33	8.06
Are adequately disseminated	22	6.64	102	7.38	15	7.93	19	7.37	36	6.64	14	7.29	54	6.67	10	7.30	19	7.21	27	7.19	30	7.37
Are adaptable to the Philippines's specific development challenges and country circumstances	22	6.95	110	7.54	16	8.19	21	7.52	35	6.77	14	7.14	52	7.19	11	6.91	20	7.50	30	7.10	35	7.66

*Significantly different between stakeholder groups

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

	Office of President/ Minister		Employee of a Ministry		PMU/ Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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?*	21	7.24	110	7.55	17	8.41	28	7.79	40	6.73	17	7.06	56	7.00	12	7.67	20	7.80	31	7.48	35	7.83
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?*	21	7.62	105	7.96	17	8.71	26	8.00	39	7.05	17	7.71	55	7.40	10	7.60	19	8.11	30	7.90	34	7.97

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups



E. Working with the World Bank Group

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

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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	13	6.54	68	7.25	15	8.67	20	7.50	32	7.03	12	6.92	30	7.27	8	6.88	11	7.36	19	7.26	26	7.58
The WBG effectively monitors and evaluates the projects and programs it supports*	18	7.50	107	7.93	17	9.00	21	7.86	39	7.13	15	7.47	41	7.46	10	7.40	17	7.82	27	7.52	35	7.97
The World Bank Group's approvals and reviews are done in a timely fashion	19	7.05	100	7.42	17	8.41	20	7.60	36	6.92	13	7.15	36	7.22	9	6.89	14	7.57	22	7.73	33	7.30
The WBG's Environmental and Social Framework requirements are reasonable*	15	7.07	92	7.77	16	8.44	20	7.60	37	7.03	15	7.47	43	7.09	12	7.75	14	7.57	20	8.00	31	7.65
The WBG's conditions on its lending are reasonable	15	6.93	79	7.43	14	8.50	21	7.38	35	7.03	13	7.38	41	7.10	9	7.78	15	7.33	17	7.47	28	7.29
The WBG takes decisions quickly in the Philippines	19	6.89	84	7.58	17	7.82	20	7.50	36	7.00	13	7.00	38	7.32	10	6.70	17	7.53	20	6.70	28	7.50
Working with the WBG increases country's institutional capacity	21	7.43	104	7.75	17	8.53	22	7.64	38	7.26	17	7.82	47	7.49	10	7.30	20	7.70	24	7.92	35	7.63
Where country systems are adequate, the WBG makes appropriate use of them	18	7.33	94	7.66	16	8.31	19	7.89	32	7.19	13	7.69	38	7.55	10	7.60	15	7.53	22	7.77	30	7.50

*Significantly different between stakeholder groups

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		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 that the donor community is doing enough to support the government's efforts related to internally displaced people in the Philippines?*	19	6.21	80	7.65	12	7.58	24	7.13	36	6.86	12	6.50	51	7.00	12	6.67	16	6.69	23	6.91	35	7.00

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

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the internally displaced people crisis in the Philippines? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Business development*	4.0%	13.2%	18.8%	34.3%	22.2%	0.0%	10.2%	13.3%	33.3%	3.1%	24.3%
Infrastructure	24.0%	32.5%	31.3%	40.0%	33.3%	29.4%	22.0%	13.3%	38.1%	25.0%	29.7%
Supporting poor and marginalized local communities*	28.0%	48.2%	56.3%	31.4%	24.4%	17.6%	49.2%	20.0%	19.0%	37.5%	51.4%
Jobs	36.0%	30.7%	25.0%	34.3%	37.8%	52.9%	18.6%	53.3%	19.0%	34.4%	24.3%
Social cohesion*	8.0%	2.6%	0.0%	2.9%	0.0%	0.0%	15.3%	0.0%	4.8%	0.0%	2.7%
Public services	28.0%	21.9%	37.5%	8.6%	22.2%	29.4%	32.2%	6.7%	42.9%	28.1%	29.7%
Education*	16.0%	21.1%	6.3%	25.7%	33.3%	47.1%	27.1%	33.3%	23.8%	37.5%	8.1%
Health	20.0%	21.1%	12.5%	17.1%	20.0%	23.5%	13.6%	26.7%	19.0%	12.5%	18.9%
Macro issues	12.0%	0.9%	0.0%	0.0%	2.2%	0.0%	6.8%	6.7%	0.0%	9.4%	2.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%
Don't know	8.0%	0.9%	6.3%	2.9%	0.0%	0.0%	1.7%	13.3%	0.0%	3.1%	2.7%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Reduce the complexity of obtaining World Bank Group financing*	33.3%	26.1%	47.1%	14.3%	13.3%	35.3%	22.4%	6.7%	5.0%	9.1%	24.3%
Help to bring discipline/effective supervision to implementation of WBG projects	8.3%	13.0%	23.5%	5.7%	17.8%	23.5%	5.2%	13.3%	25.0%	9.1%	18.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	4.3%	0.0%	22.9%	8.9%	5.9%	3.4%	0.0%	0.0%	3.0%	5.4%
Offer more innovative financial products	20.8%	13.0%	0.0%	22.9%	20.0%	11.8%	8.6%	26.7%	15.0%	6.1%	21.6%
Offer more innovative knowledge services*	0.0%	12.2%	17.6%	2.9%	15.6%	17.6%	5.2%	33.3%	15.0%	30.3%	13.5%
Collaborate more effectively with Government clients	41.7%	31.3%	29.4%	34.3%	15.6%	23.5%	15.5%	6.7%	40.0%	21.2%	21.6%
Ensure greater selectivity in its work	0.0%	3.5%	0.0%	0.0%	2.2%	5.9%	0.0%	0.0%	5.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on the Philippines's economy*	8.3%	6.1%	5.9%	20.0%	20.0%	5.9%	3.4%	13.3%	15.0%	12.1%	21.6%
Engage more effectively with civil society*	0.0%	7.8%	5.9%	11.4%	2.2%	0.0%	55.2%	6.7%	0.0%	12.1%	13.5%
Improve the quality of its experts as related to the Philippines's specific challenges	8.3%	15.7%	11.8%	17.1%	15.6%	17.6%	13.8%	6.7%	5.0%	27.3%	2.7%
Engage more effectively with private sector*	4.2%	2.6%	0.0%	0.0%	26.7%	5.9%	1.7%	6.7%	5.0%	9.1%	2.7%
Increase the level of capacity development in the country*	41.7%	38.3%	29.4%	22.9%	20.0%	23.5%	15.5%	26.7%	55.0%	33.3%	21.6%
Engage more directly with beneficiaries	29.2%	18.3%	11.8%	14.3%	17.8%	17.6%	31.0%	33.3%	5.0%	24.2%	16.2%
Work faster	4.2%	3.5%	0.0%	5.7%	2.2%	5.9%	1.7%	13.3%	0.0%	0.0%	8.1%
Other	0.0%	1.7%	11.8%	0.0%	0.0%	0.0%	5.2%	0.0%	5.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Financial services	30.4%	21.2%	11.8%	35.3%	54.8%	47.1%	20.0%	23.1%	25.0%	40.6%	31.4%
Knowledge products	13.0%	28.3%	47.1%	26.5%	16.7%	29.4%	21.8%	23.1%	50.0%	34.4%	22.9%
Convening services	13.0%	6.2%		5.9%	2.4%	11.8%				6.3%	2.9%
None of the above		2.7%			2.4%		1.8%				
The combination is appropriate for the Philippines	43.5%	39.8%	29.4%	17.6%	21.4%		47.3%	30.8%	25.0%	15.6%	34.3%
Don't know		1.8%	11.8%	14.7%	2.4%	11.8%	9.1%	23.1%		3.1%	8.6%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in the Philippines?

Percentage of Respondents	Office of President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Never	20.0%	9.7%		48.5%	45.7%	29.4%	32.2%	60.0%	15.0%	25.8%	21.6%
Less than once a year	16.0%	14.2%	6.7%	21.2%	6.5%	11.8%	13.6%	20.0%	50.0%	35.5%	18.9%
Once a year to a few times a year	32.0%	50.4%	33.3%	21.2%	41.3%	52.9%	49.2%		30.0%	35.5%	37.8%
Less than once a month	12.0%	10.6%	13.3%	6.1%	4.3%		3.4%		5.0%		8.1%
At least once a month	20.0%	10.6%	40.0%		2.2%	5.9%	1.7%	20.0%		3.2%	13.5%
At least once a week		4.4%	6.7%	3.0%							

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Economic and development-related websites*	68.0%	55.7%	53.3%	22.9%	58.7%	47.1%	55.9%	20.0%	55.0%	75.0%	43.2%
Periodicals*	40.0%	12.2%	6.7%	14.3%	19.6%	23.5%	6.8%	6.7%	25.0%	6.3%	29.7%
International newspapers	24.0%	18.3%	0.0%	11.4%	17.4%	5.9%	11.9%	13.3%	20.0%	12.5%	5.4%
Local television*	20.0%	27.8%	60.0%	40.0%	23.9%	41.2%	44.1%	66.7%	20.0%	31.3%	37.8%
International television*	16.0%	8.7%	0.0%	17.1%	13.0%	17.6%	1.7%	13.3%	0.0%	0.0%	2.7%
Local newspapers*	24.0%	42.6%	40.0%	34.3%	26.1%	35.3%	40.7%	13.3%	50.0%	12.5%	32.4%
Local radio*	0.0%	4.3%	0.0%	11.4%	2.2%	0.0%	1.7%	20.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media*	4.0%	20.0%	33.3%	40.0%	34.8%	17.6%	27.1%	46.7%	30.0%	46.9%	40.5%
Podcasts	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%
Other	0.0%	5.2%	6.7%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	3.1%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Minister	Employee of a Ministry	PMU/ Consultant	Local Government	Private Sector	Financial Sector/ Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Direct contact with World Bank Group*	28.0%	31.9%	43.8%	11.4%	19.6%	17.6%	15.3%	20.0%	10.0%	9.4%	13.2%
World Bank Group's website	24.0%	42.5%	25.0%	40.0%	50.0%	29.4%	44.1%	40.0%	40.0%	46.9%	44.7%
Social media	8.0%	15.0%	12.5%	31.4%	30.4%	35.3%	27.1%	46.7%	25.0%	28.1%	26.3%
World Bank Group's publications and other written materials	36.0%	35.4%	43.8%	42.9%	23.9%	47.1%	37.3%	20.0%	45.0%	46.9%	50.0%
e-Newsletters*	40.0%	8.8%	18.8%	25.7%	23.9%	0.0%	13.6%	20.0%	20.0%	18.8%	23.7%
World Bank Group's seminars/workshops/conferences*	52.0%	58.4%	43.7%	31.4%	37.0%	58.8%	49.2%	13.3%	45.0%	46.9%	28.9%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? (1-Not at all, 4-Every few days)

	Office of President/Minister		Employee of a Ministry		PMU/Consultant		Local Government		Private Sector		Financial Sector/Private Bank		Civil Society		Media		Independent Government Institution		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Read, viewed or heard a story about the WBG in local media	25	1.96	113	1.82	14	2.00	34	1.68	46	1.67	17	1.71	57	1.70	14	1.93	20	1.60	30	1.57	38	1.92
Read, viewed or heard a story about the WBG in global media	25	1.96	113	1.90	13	1.92	34	1.62	46	1.85	15	1.93	58	1.91	14	2.14	20	1.70	30	1.90	38	1.87
Interacted with the WBG on Social Media	24	1.42	112	1.38	14	1.36	34	1.41	46	1.65	17	1.59	57	1.56	14	1.86	20	1.65	29	1.59	38	1.45
Visited a WBG website*	25	1.84	113	1.89	14	2.00	33	1.39	45	1.60	15	1.60	58	1.86	14	2.00	20	1.75	30	1.83	37	1.92
Attended an event/conference hosted by the WBG*	25	1.76	113	1.67	15	1.73	34	1.26	46	1.52	17	1.41	56	1.55	14	1.64	20	1.45	28	1.36	38	1.50
Watched a webinar or online event hosted by the WBG	25	1.28	112	1.33	14	1.29	34	1.26	46	1.28	15	1.33	57	1.49	14	1.29	20	1.40	30	1.23	37	1.35
Read some or all of a WBG research paper or publication	25	1.80	113	1.74	14	2.00	34	1.53	45	1.64	17	1.59	57	1.67	14	1.71	20	1.70	30	1.67	38	1.74
Met professionally with WBG staff*	25	1.92	113	1.82	15	2.20	34	1.41	46	1.43	17	1.47	56	1.52	14	1.50	20	1.65	30	1.37	38	1.42
Read a WBG e-newsletter	25	1.56	113	1.39	14	1.50	34	1.32	46	1.43	15	1.27	57	1.54	14	1.64	20	1.45	30	1.40	38	1.53

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents (Responses combined)	Office of President/Minister	Employee of a Ministry	PMU/Consultant	Local Government	Private Sector	Financial Sector/Private Bank	Civil Society	Media	Independent Government Institution	Academia	Other
Observer*	25.0%	9.7%	6.3%	50.0%	26.2%	42.9%	28.1%	69.2%	20.0%	30.0%	24.3%
Use World Bank Group reports/data*	25.0%	18.6%	31.3%	8.3%	45.2%	21.4%	29.8%	30.8%	60.0%	33.3%	40.5%
Engage in World Bank Group related/sponsored events/activities	37.5%	39.8%	50.0%	29.2%	21.4%	42.9%	42.1%	15.4%	25.0%	26.7%	24.3%
Collaborate as part of my professional duties*	66.7%	68.1%	87.5%	12.5%	40.5%	42.9%	24.6%	7.7%	35.0%	26.7%	27.0%
Use World Bank Group website for information, data, research, etc.*	12.5%	19.5%	12.5%	41.7%	33.3%	21.4%	28.1%	15.4%	15.0%	46.7%	43.2%

*Significantly different between stakeholder groups

Appendix C: Responses to Indicator Questions by Geographic Location²

Metro Manila N=353 • Outside Metro Manila N=84

A. General Issues Facing the Philippines

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
To what extent do you trust The World Bank Group to do what is right?	335	7.64	1.62	76	7.47	1.68

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

B. Overall Attitudes toward the World Bank Group

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Philippines?	348	6.97	1.91	82	6.72	1.92

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.	321	7.50	1.46	73	7.49	1.69

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help the Philippines solve its most complicated development challenges?	316	7.57	1.44	73	7.34	1.78

(1-To no degree at all, 10-To a very significant degree) *Significantly different geographic locations.

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines	330	7.50	1.55	73	7.37	2.00
The WBG's work is aligned with what I consider the development priorities for the Philippines	329	7.29	1.53	73	7.15	1.86

(1-Strongly disagree, 10-Strongly agree)

²All but six respondents provided their geographic location (H9). For all analyses, the few respondents from Luzon, Mindanao, and Visayas were combined into one "Outside Metro Manila" category.

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

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	309	7.12	1.45	75	7.01	1.81
Flexibility (in terms of the institution's products and services)	307	6.84	1.50	73	6.64	1.59
Flexibility (in terms of changing country circumstances)	298	6.91	1.59	69	6.64	1.60
Being inclusive	302	7.13	1.60	75	7.08	1.59
Openness (sharing data and other information)	313	7.39	1.59	73	7.07	1.80
Collaboration with the Government	321	7.59	1.51	76	7.43	1.58
The speed in which it gets things accomplished on the ground	303	6.94	1.66	71	7.18	1.56
Helping to bring discipline/effective supervision to implementation of investment projects	298	7.26	1.55	71	7.23	1.50
Collaboration with civil society	276	7.03	1.63	72	7.19	1.73
Staff accessibility	299	7.20	1.72	67	6.76	1.66
Collaboration with other donors and development partners	292	7.20	1.49	71	7.13	1.60
Collaboration with the private sector	270	7.07	1.48	64	7.16	1.62
Straightforwardness and honesty	312	7.47	1.62	70	7.57	1.75
Treating clients and stakeholders in the Philippines with respect	313	7.76	1.59	73	7.70	1.61
Being a long-term partner	319	8.03	1.59	76	7.79	1.59

C. World Bank Group's Sectoral Effectiveness and Results

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Philippines?	316	7.51	1.32	71	7.41	1.57

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the Philippines?	311	7.44	1.30	70	7.33	1.42

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

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

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Philippines	303	7.27	1.41	69	7.43	1.66
The World Bank Group meets the Philippines's needs for knowledge services	311	7.49	1.47	73	7.47	1.78

(1-Strongly disagree, 10-Strongly agree)

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

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
Are adaptable to the Philippines's specific development challenges and country circumstances	301	7.37	1.53	71	7.28	1.57

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

	Metro Manila			Outside Metro Manila		
	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?	318	7.45	1.40	74	7.38	1.51
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	305	7.81	1.33	73	7.64	1.49

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

E. Working with the World Bank Group

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

	Metro Manila			Outside Metro Manila		
	N	Mean	SD	N	Mean	SD
The WBG takes decisions quickly in the Philippines*	250	7.42	1.38	59	6.85	1.81
Where country systems are adequate, the World Bank Group makes appropriate use of them	253	7.62	1.39	62	7.65	1.66

*Significantly different between geographic locations



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

- Collaborating with the WBG N=184 ● Not collaborating with the WBG N=242

A. General Issues Facing the Philippines

To what extent do you trust each of the following groups to do what is right?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government*	181	7.32	1.79	230	6.37	2.06
Bilateral organizations*	174	7.67	1.39	220	6.95	1.70
The World Bank Group*	177	8.03	1.31	222	7.28	1.79
The International Monetary Fund*	157	7.47	1.45	206	6.76	1.85
UN	164	7.65	1.54	221	7.37	1.73
Regional development banks*	162	7.29	1.35	221	6.80	1.62
Central Bank of the Philippines*	170	8.01	1.19	226	7.26	1.67
International private sector*	155	7.11	1.47	216	6.76	1.61
Domestic private sector*	162	7.14	1.52	228	6.72	1.60
International civil society	167	7.28	1.30	222	7.13	1.63
Domestic civil society	173	7.26	1.35	227	7.01	1.71
Faith-based institutions*	168	7.14	1.58	222	6.78	1.88
Domestic traditional media and their web presence	174	6.70	1.65	227	6.53	1.80
International media and their web presence	170	6.89	1.57	228	6.81	1.74
Web-based media	174	6.29	1.83	230	6.10	1.90

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Philippines?*	183	7.74	1.23	236	6.28	2.12

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

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

	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 the Philippines.*	178	7.96	1.15	205	7.12	1.67

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

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

	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 the Philippines solve its most complicated development challenges?*	178	8.02	1.09	200	7.11	1.68

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

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not Collaborating with the WBG
Health	14.2%	16.0%
Financial markets*	3.8%	8.8%
Social protection	9.8%	7.6%
Global/regional integration	2.7%	4.2%
Food security	8.2%	13.4%
Urban development	24.6%	17.6%
Water and sanitation*	6.6%	1.7%
Peace and development in Mindanao	3.3%	4.6%
Job creation/employment	21.3%	19.7%
Gender equity*	0.0%	2.5%
Energy	3.3%	4.2%
Private sector development	2.7%	4.6%
Education	23.0%	23.5%
Public sector governance/reform	20.2%	16.4%
National security	1.1%	2.9%
Information & communications technology*	1.6%	6.3%
Transport	13.1%	8.8%
Climate change	18.6%	12.2%
Poverty reduction	20.2%	23.1%
Anti-corruption	18.0%	20.6%
Economic growth	20.2%	25.6%
Disaster risk management*	8.7%	2.9%
Equality of opportunity*	2.2%	7.1%
Agriculture and rural development*	36.1%	26.1%
Judicial reform	2.7%	2.9%
Trade and exports	3.3%	2.5%
Reducing crime and violence	0.0%	1.7%
Natural resource management	4.9%	8.0%

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

**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 the Philippines?

	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 the Philippines*	178	7.89	1.31	214	7.14	1.79
The WBG's work is aligned with what I consider the development priorities for the Philippines*	182	7.82	1.20	209	6.77	1.74

(1-Strongly disagree, 10-Strongly agree)

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	174	7.62	1.04	201	6.66	1.72
Flexibility (in terms of the institution's products and services)*	174	7.25	1.18	194	6.41	1.67
Flexibility (in terms of changing country circumstances)*	168	7.38	1.18	187	6.40	1.78
Being inclusive*	170	7.57	1.35	195	6.75	1.68
Openness (sharing data and other information)*	172	7.76	1.32	202	7.01	1.78
Collaboration with the Government*	176	8.02	1.21	210	7.22	1.65
The speed in which it gets things accomplished on the ground*	172	7.42	1.36	190	6.64	1.77
Helping to bring discipline/effective supervision to implementation of investment projects*	165	7.71	1.25	192	6.90	1.61
Collaboration with civil society*	147	7.45	1.27	190	6.77	1.79
Staff accessibility*	173	7.66	1.44	181	6.63	1.79
Collaboration with other donors and development partners*	160	7.62	1.19	191	6.86	1.62
Collaboration with the private sector*	143	7.47	1.19	180	6.81	1.68
Straightforwardness and honesty*	176	7.89	1.43	195	7.14	1.73
Treating clients and stakeholders in the Philippines with respect*	176	8.24	1.26	198	7.32	1.74
Being a long-term partner*	176	8.55	1.19	207	7.53	1.72

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



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 the Philippines? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	104	7.79	1.18	139	6.84	1.78
Gender equity*	121	7.58	1.37	132	6.76	1.68
Private sector development*	97	7.48	1.06	129	6.73	1.54
Education*	117	7.74	1.25	159	7.03	1.58
Public sector governance/reform*	145	8.05	1.23	158	7.04	1.45
Peace and development in Mindanao*	114	7.65	1.22	129	6.84	1.76
Flood management*	95	7.74	1.25	121	6.57	1.65
Energy*	87	7.82	1.13	121	6.75	1.60
Water and sanitation*	102	7.84	1.31	132	6.73	1.71
Job creation/employment*	115	7.50	1.20	138	6.80	1.55
Health*	103	7.64	1.11	143	6.94	1.72
Financial markets*	91	7.82	1.01	128	7.17	1.61
Traffic management*	78	7.46	1.15	114	6.39	1.79
Agriculture and rural development*	127	7.72	1.52	157	6.93	1.78
Trade and exports*	77	7.47	1.10	120	6.90	1.69
Natural resource management*	103	7.57	1.17	134	6.87	1.76
Climate change*	132	7.86	1.25	145	6.88	1.84
Poverty reduction*	133	7.81	1.16	160	6.85	1.88
Anti-corruption*	110	7.43	1.18	132	6.39	2.04
Economic growth*	130	7.88	1.06	157	7.09	1.76
Disaster risk management*	123	7.76	1.16	137	7.00	1.78
Equality of opportunity*	105	7.90	1.19	140	6.92	1.75
Information and communications technology*	100	7.73	1.18	130	7.08	1.64

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Philippines?*	180	7.85	1.19	195	7.17	1.45

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in the Philippines?*	176	7.74	1.16	194	7.12	1.41

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Philippines*	172	7.68	1.15	188	6.98	1.63
The WBG meets the Philippines's needs for knowledge services*	177	7.91	1.17	195	7.09	1.72

(1-Strongly disagree, 10-Strongly agree)

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

D. The World Bank Group's Knowledge Work and Activities**In the Philippines, 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*	165	7.55	1.15	173	6.95	1.67
Include appropriate level of stakeholder involvement during preparation*	171	7.67	1.10	164	6.93	1.75
Lead to practical solutions*	172	7.57	1.10	178	7.04	1.74
Are source of relevant information on global good practices*	173	8.07	1.11	189	7.32	1.71
Are adequately disseminated*	170	7.58	1.22	173	6.72	1.81
Are adaptable to the Philippines's specific development challenges and country circumstances*	174	7.75	1.11	187	6.97	1.77

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	179	7.82	1.12	203	7.14	1.59
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	177	8.16	0.99	191	7.46	1.57

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

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

**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*	127	7.76	1.50	123	6.84	1.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	170	8.20	1.12	174	7.33	1.47
The WBG's approvals and reviews are done in a timely fashion*	160	7.56	1.27	155	7.23	1.52
The World Bank Group's Environmental and Social Framework requirements are reasonable*	158	7.92	1.08	153	7.25	1.53
The WBG's conditions on its lending are reasonable*	138	7.78	1.33	146	6.97	1.67
The WBG takes decisions quickly in the Philippines*	155	7.65	1.24	145	6.95	1.67
Working with the World Bank Group increases country's institutional capacity*	174	8.01	1.19	177	7.31	1.63
Where country systems are adequate, the World Bank Group makes appropriate use of them*	156	7.93	1.19	147	7.30	1.63

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to internally displaced people in the Philippines?*	144	7.45	1.43	171	6.81	1.57

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

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



Appendix E: Responses to Select Questions by Year³

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 FY16 and FY19 were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY16	FY19
Office of the President/Minister	14.4%	6.1%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG-supported projects, and judiciary)	35.3%	39.8%
Bilateral/Multilateral Agency	5.6%	2.0%
Private sector (includes financial sector/private banks)	11.5%	15.7%
Academia	12.4%	8.4%
Media	5.9%	4.2%
Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups)	11.8%	15.2%
Local Government	3.2%	8.6%
Total Number of Respondents (Un-Weighted)	340	407

Note, respondents who indicated “Other” in the stakeholder categories were excluded from these analyses.

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY16	FY19
Office of the President/Minister	10.6%	10.6%
Government institutions	38.5%	38.5%
Bilateral/Multilateral Agency	2.1%	2.1%
Private sector	13.8%	13.8%
Academia	10.6%	10.6%
Media	5.3%	5.3%
Civil society	13.8%	13.8%
Local Government	5.3%	5.3%
Total Number of Respondents (Weighted)	325	405

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 FY16 respondents and the total number of respondents indicated may differ from those reported in that COS report.

³ Only those questions that were asked in the FY '16 and FY '19 country opinion surveys, with similar response scales/options, are presented.

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Philippines?*	318	6.63	1.91	399	6.95	1.92

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY19 and FY16 respondents

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.*	292	6.98	1.72	363	7.45	1.46

(1-Not effective at all, 10-Very effective) *Significantly different between FY19 and FY16 respondents

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

Percentage of Respondents	FY16	FY19
To a fully sufficient degree	5.7%	8.6%
To a somewhat sufficient degree	57.7%	55.5%
To a somewhat insufficient degree	20.6%	19.7%
To a very insufficient degree	5.8%	4.3%
Don't know	10.2%	11.9%

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Philippines*	299	7.09	1.70	373	7.43	1.63
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines*	295	6.94	1.75	374	7.22	1.62

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY19 and FY16 respondents

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

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

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	287	6.82	1.62	356	7.08	1.51
Flexibility (in terms of the institution's products and services)*	262	6.37	1.69	353	6.76	1.50
Flexibility (in terms of changing country circumstances)*	262	6.47	1.69	342	6.84	1.58
Being inclusive*	274	6.67	1.79	351	7.09	1.59
Openness (sharing data and other information)	283	7.44	1.69	359	7.34	1.61
Collaboration with the Government	278	7.73	1.53	369	7.54	1.51
The speed in which it gets things accomplished on the ground*	254	6.57	1.79	348	6.98	1.62
Collaboration with civil society*	251	6.65	1.78	323	7.08	1.58
Staff accessibility	263	7.00	2.02	338	7.09	1.68
Collaboration with other donors and development partners	252	7.00	1.75	332	7.18	1.47
Collaboration with the private sector	242	6.98	1.63	304	7.03	1.48
Straightforwardness and honesty	271	7.63	1.68	353	7.47	1.64
Treating clients and stakeholders in the Philippines with respect	268	7.85	1.73	356	7.72	1.58
Being a long-term partner	279	8.11	1.72	365	7.99	1.55

*Significantly different between FY19 and FY16 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 the Philippines? (1-Not effective at all, 10-Very effective)

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
Social protection*	143	7.67	1.58	235	7.22	1.62
Gender equity	122	7.13	1.75	246	7.13	1.53
Private sector development	134	7.11	1.72	210	6.98	1.37
Education*	165	7.69	1.51	271	7.32	1.50
Public sector governance/reform*	201	7.81	1.51	295	7.50	1.43
Energy	131	7.35	1.53	200	7.11	1.49
Water and sanitation*	153	7.64	1.42	223	7.15	1.63
Job creation/employment	157	7.20	1.64	243	7.08	1.44
Health*	148	7.56	1.47	239	7.23	1.50
Financial markets	123	7.30	1.53	214	7.40	1.41
Traffic management/Transport*	145	7.33	1.62	182	6.84	1.61
Trade and exports	106	7.28	1.55	191	7.08	1.54
Natural resource management	141	7.43	1.62	232	7.18	1.54
Climate change*	183	7.86	1.49	270	7.35	1.62
Poverty reduction*	217	7.63	1.43	288	7.30	1.65
Anti-corruption*	164	7.41	1.67	234	6.89	1.74
Economic growth*	189	7.86	1.46	275	7.46	1.51
Disaster risk management	158	7.62	1.48	253	7.38	1.54
Equality of opportunity	132	7.05	1.60	237	7.32	1.58

*Significantly different between FY19 and FY16 respondents.

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Philippines?	257	7.27	1.50	360	7.47	1.36

(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 the Philippines?

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the country*	233	6.94	1.55	347	7.26	1.44
The WBG meets the country's needs for knowledge services	255	7.38	1.50	358	7.45	1.51

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY19 and FY16 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	FY16	FY19
Weekly*	4.0%	1.3%
Monthly	16.4%	11.3%
A few times a year*	51.5%	41.9%
Rarely*	19.1%	28.0%
Never*	8.9%	17.5%

*Significantly different between FY19 and FY16 respondents.

	FY16			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?	262	7.41	1.60	365	7.41	1.39

(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)

	FY16			FY19		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	173	7.50	1.74	235	7.24	1.60
The World Bank Group effectively monitors and evaluates the projects and programs it supports	234	7.81	1.52	326	7.71	1.38
The WBG's approvals and reviews are done in a timely fashion	207	7.31	1.74	300	7.37	1.39
The WBG's conditions on its lending are reasonable	171	7.08	1.69	267	7.33	1.56
The WBG takes decisions quickly in the Philippines	188	7.07	1.70	285	7.27	1.52
Working with the World Bank Group increases the Philippines's institutional capacity	238	7.80	1.55	334	7.66	1.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	199	7.70	1.53	289	7.60	1.46

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

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

Percentage of Respondents	FY16	FY19
Financial services	26.7%	29.0%
Knowledge products	28.4%	27.5%
Convening services	7.3%	4.8%
None of the above	0.4%	1.2%
The combination is appropriate for the Philippines	30.5%	32.4%
Don't know	6.7%	5.1%



H. Background Information

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

Percentage of Respondents	FY16	FY19
Yes	56.5%	42.9%
No	43.5%	57.1%

*Significantly different between FY19 and FY16 respondents.

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in the Philippines?

Percentage of Respondents	FY16	FY19
The World Bank (IBRD)	78.4%	93.0%
The International Finance Corporation (IFC)	10.2%	6.4%
The Multilateral Investment Guarantee Agency (MIGA)	0.7	0.6
Other (FY16)/International Centre for Settlement of Investment Disputes (ICSID; FY19)*	10.7%	-

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

Percentage of Respondents	FY16	FY19
Yes	19.8%	45.0%
No	80.2%	55.0%

*Significantly different between FY19 and FY16 respondents.

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

Percentage of Respondents (Responses combined)	FY16	FY19
Observer*	14.5%	36.7%
Use World Bank Group reports/data	42.0%	29.1%
Engage in World Bank Group related/sponsored events/activities	34.4%	25.0%
Collaborate as part of my professional duties	40.5%	35.8%
Use WBG website for information, data, research, etc.	27.7%	18.7%

What's your gender?

Percentage of Respondents	FY16	FY19
Female	50.5%	56.8%
Male	49.5%	43.2%

Which best represents your geographic location?

Percentage of Respondents	FY16	FY19
Metro Manila	82.4%	80.3%
Luzon	8.7%	15.9%
Visayas	4.6%	0.7%
Mindanao	4.3%	3.2%

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 the Philippines? (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
To what extent do you trust The World Bank Group to do what is right?	7.28	8.03	7.76	7.01	7.59	7.58	7.42	7.91	7.35	7.87	7.50	7.83
Overall, please rate your impression of the World Bank Group's effectiveness in the Philippines.	7.12	7.96	7.64	6.92	7.46	7.54	7.40	7.64	7.23	7.78	7.45	7.57
Overall the World Bank Group currently plays a relevant role in development in the Philippines	7.14	7.89	7.64	6.81	7.44	7.50	7.33	7.70	7.32	7.62	7.43	7.54
The World Bank Group's work is aligned with what I consider the development priorities for the Philippines	6.77	7.82	7.45	6.55	7.30	7.16	7.20	7.38	7.00	7.57	7.21	7.40
Responsiveness to needs	6.66	7.62	7.28	6.49	7.15	7.02	7.04	7.24	6.81	7.46	7.12	7.10
Flexibility (in terms of the institution's products and services)	6.41	7.25	6.95	6.13	6.84	6.67	6.69	6.97	6.53	7.07	6.75	6.91
Flexibility (in terms of changing country circumstances)	6.40	7.38	7.03	6.31	6.97	6.69	6.80	7.05	6.59	7.21	6.85	6.99
Being inclusive	6.75	7.57	7.33	6.56	7.25	6.96	7.07	7.36	6.89	7.48	7.15	7.23
Openness (sharing data and other information)	7.01	7.76	7.54	6.72	7.34	7.45	7.28	7.55	7.17	7.61	7.28	7.65
Collaboration with the Government	7.22	8.02	7.73	7.10	7.60	7.57	7.48	7.80	7.37	7.85	7.57	7.65
The speed in which it gets things accomplished on the ground	6.64	7.42	7.16	6.46	7.10	6.84	6.92	7.21	6.77	7.30	6.95	7.23
Helping to bring discipline/effective supervision to implementation of investment projects	6.90	7.71	7.42	6.77	7.31	7.24	7.14	7.57	7.08	7.53	7.24	7.42
Collaboration with civil society	6.77	7.45	7.20	6.66	7.12	6.99	7.04	7.15	6.87	7.34	7.08	7.09
Staff accessibility	6.63	7.66	7.36	6.29	7.19	7.04	7.00	7.42	6.76	7.55	7.20	7.00
Collaboration with other donors and development partners	6.86	7.62	7.39	6.51	7.17	7.26	7.07	7.45	6.93	7.53	7.19	7.23
Collaboration with the private sector	6.81	7.47	7.24	6.64	7.16	6.98	7.01	7.28	6.91	7.35	7.04	7.27
Straightforwardness and honesty	7.14	7.89	7.62	7.01	7.47	7.55	7.35	7.76	7.32	7.69	7.46	7.58
Treating clients and stakeholders in the Philippines with respect	7.32	8.24	7.89	7.15	7.77	7.66	7.59	8.02	7.43	8.08	7.72	7.79
Being a long-term partner	7.53	8.55	8.16	7.44	8.02	7.98	7.89	8.22	7.71	8.35	7.97	8.09
To what extent does the World Bank Group's work help to achieve development results in the Philippines?	7.17	7.85	7.60	6.96	7.50	7.39	7.40	7.59	7.25	7.72	7.44	7.56
To what extent does the World Bank Group influence the development agenda in the Philippines?	7.12	7.74	7.52	6.96	7.38	7.45	7.35	7.49	7.27	7.56	7.34	7.59
The WBG's financial instruments meet the needs of the Philippines	6.98	7.68	7.44	6.68	7.31	7.22	7.20	7.44	7.03	7.56	7.21	7.49
The WBG meets the Philippines's needs for knowledge services	7.09	7.91	7.70	6.58	7.44	7.53	7.33	7.72	7.23	7.74	7.38	7.72
Are adaptable to the Philippines's specific development challenges and country circumstances	6.97	7.75	7.48	6.74	7.32	7.37	7.23	7.53	7.12	7.58	7.27	7.52
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.14	7.82	7.52	7.19	7.46	7.45	7.37	7.61	7.29	7.65	7.46	7.45
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.46	8.16	7.91	7.24	7.77	7.81	7.68	7.95	7.59	7.99	7.76	7.84
The World Bank Group takes decisions quickly in the Philippines	6.95	7.65	7.41	6.84	7.37	7.16	7.18	7.53	7.05	7.56	7.30	7.30
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.30	7.93	7.75	7.03	7.63	7.55	7.48	7.83	7.32	7.91	7.59	7.66

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: The Philippines FY19 Questionnaire



World Bank Group Country Survey FY 2019 – Philippines

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING THE PHILIPPINES

A1. When you think about the future in the Philippines, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in the Philippines is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in the Philippines. Please identify which of the following you consider the most important development priorities in the Philippines. (Choose no more than THREE)			
1	Global/regional integration	15	Climate change (e.g., mitigation, adaptation)
2	Food security	16	Poverty reduction
3	Urban development (including traffic, pollution, flood control)	17	Anti-corruption
4	Private sector development	18	Trade and exports
5	Education	19	Reducing crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Natural resource management (renewable/non-renewable)
7	Peace and development in Mindanao	21	Disaster risk management
8	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
9	Health	23	National security
10	Financial markets	24	Information and communications technology
11	Social protection (e.g., pensions, targeted social assistance)	25	Transport (e.g., roads, bridges, ports)
12	Gender equity (closing the gap between women and men, and boys and girls)	26	Agriculture and rural development
13	Energy	27	Judicial reform
14	Water and sanitation	28	Economic growth

SECTION A: GENERAL ISSUES

A4. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Philippines? (Choose no more than THREE)			
1	Trade and exports	15	Private sector development
2	Reducing crime and violence	16	Education
3	Climate change (e.g., mitigation, adaptation)	17	Global/regional integration
4	Anti-corruption	18	Job creation/employment
5	Peace and development in Mindanao	19	Health
6	Information and communications technology	20	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	21	Natural resource management (renewable/non-renewable)
8	Economic growth	22	Water and sanitation
9	Disaster risk management	23	National security
10	Agriculture and rural development	24	Gender equity (closing the gap between women and men, and boys and girls)
11	Transport (e.g., roads, bridges, ports)	25	Food security
12	Energy	26	Judicial reform
13	Equality of opportunity (i.e., social inclusion)	27	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
14	Urban development (including traffic, pollution, flood control)		

A5. When economic and/or social reform efforts fail or are slow to take place in the Philippines, which of the following would you attribute this to? (Choose no more than TWO)	
1	Reforms are not well thought out in light of country challenges
2	Poor coordination within the government
3	Inadequate level of capacity in the government
4	Corruption
5	Private sector involvement and/or influence
6	Political pressures and obstacles
7	Obstacles in the judicial system
8	Inadequate level of citizen/civil society participation
9	Inadequate level of donor coordination
10	Inadequate level of government accountability
11	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?													
		To no degree at all					To a very significant degree					Don't know	
		1	2	3	4	5	6	7	8	9	10		
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Central Bank of the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

A7. Please describe the direction the Philippines is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Philippines's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on the Philippines? (Choose no more than TWO)			
1	Fragility in the Philippines or neighboring countries	6	Geo political uncertainty
2	Technology based disruption	7	Climate change
3	Migrants and refugees	8	Terrorism
4	Jobs/employment	9	The gap between the rich and the poor
5	Trade constraints	10	Environmental degradation

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Philippines? (Choose no more than TWO)	
1	World Bank Group's processes too slow and complex
2	Not sufficiently focused on sustainable results
3	Not aligned with country priorities
4	Not adequately sensitive to political/social realities in the Philippines
5	Too influenced by developed countries
6	Staff too inaccessible
7	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
8	Not collaborating enough with civil society (e.g., NGOs, CBOs)
9	Not willing to honestly criticize policies and reform efforts in the country
10	Not enough public disclosure of its work
11	Arrogant in its approach
12	Inadequate World Bank Group's staffing in the Philippines
13	Other (please specify): _____
14	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

B8. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

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

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

		Strongly disagree										Strongly agree	Don't know
B9	Overall the World Bank Group currently plays a relevant role in development in the Philippines	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 the Philippines	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in the Philippines, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B11	Responsiveness to needs											<input type="checkbox"/>
B12	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B13	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B14	Being inclusive											<input type="checkbox"/>
B15	Openness (sharing data and other information)											<input type="checkbox"/>
B16	Collaboration with the Government											<input type="checkbox"/>
B17	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B18	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B19	Collaboration with civil society											<input type="checkbox"/>
B20	Staff accessibility											<input type="checkbox"/>
B21	Collaboration with other donors and development partners											<input type="checkbox"/>
B22	Collaboration with the private sector											<input type="checkbox"/>
B23	Straightforwardness and honesty											<input type="checkbox"/>
B24	Treating clients and stakeholders in the Philippines with respect											<input type="checkbox"/>
B25	Being a long-term partner											<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

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 the Philippines? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Peace and development in Mindanao	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Flood management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Traffic management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Natural resource management (renewable/non-renewable)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in the Philippines?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C3. To what extent does the World Bank Group influence the development agenda in the Philippines?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

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

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

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

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to effective solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are adaptable to the Philippines's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to internally displaced people in the Philippines?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the internally displaced people crisis in the Philippines? (Choose no more than TWO)	
1	Business development
2	Infrastructure
3	Supporting poor and marginalized local communities
4	Jobs
5	Social cohesion
6	Public services
7	Education
8	Health
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Other (please specify): _____
11	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE PHILIPPINES

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Philippines? (Choose no more than TWO)	
1	Reduce the complexity of obtaining World Bank Group financing
2	Help to bring discipline/effective supervision to implementation of World Bank Group projects
3	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
4	Offer more innovative financial products
5	Offer more innovative knowledge services
6	Collaborate more effectively with Government clients (e.g., national, state, local)
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on the Philippines's economy
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Improve the quality of its experts as related to the Philippines's specific challenges
11	Engage more effectively with private sector
12	Increase the level of capacity development in the country
13	Engage more directly with beneficiaries
14	Work faster
15	Other (please specify): _____

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in the Philippines?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in the Philippines? (Choose no more than TWO)			
1	Economic and development-related websites	7	Local radio
2	Periodicals	8	International radio
3	International newspapers (including their websites)	9	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Local television	10	Podcasts
5	International television	11	Other (please specify): _____
6	Local newspapers (including their websites)		

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	4	World Bank Group's publications and other written materials
2	World Bank Group's website	5	e-Newsletters
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	World Bank Group's seminars/workshops/conferences

G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

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

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in the Philippines? (Select only ONE response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in the Philippines? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Metro Manila
2	Luzon
3	Visayas
4	Mindanao

Thank you for completing the survey!