

# FY 2019 Thailand Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



November 2019



## Acknowledgements

The Thailand 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, Antonina Redko, Jessica Cameron, 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 Thailand country team and the independent fielding agency Infosearch. In particular, PORG is grateful for the support from Kanitha Kongrukreatiyos (Communications Officer) and Buntarika Sangarun (Program Assistant), who coordinated the survey related activities from Bangkok, Thailand.





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## THAILAND





## I. Objectives

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

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

## II. Methodology

From May to June 2019, 390 stakeholders of the WBG in Thailand were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; judiciary branch; and other organizations.

A total of 202 stakeholders participated in the survey (52% response rate). Mixed mode of data collection was used. Respondents received the questionnaires via email, mail, courier, online survey platform Qualtrics, or face-to-face from a representative of the fielding agency.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 23%, N=108). As a rule, the COS data are weighted for year comparisons in order to reach the same stakeholder composition in two fiscal years. However, in the case of Thailand, due to significant differences between compositions of the FY'19 and FY'16 samples, weighting would have been statistically unsound. Therefore, only basic comparisons of the unweighted data from the FY'19 and FY'16 Country Surveys are presented in the report and should be considered provisional. For the FY'19 and FY'16 stakeholder breakdown and year comparison results, please refer to Appendix E (page 74).

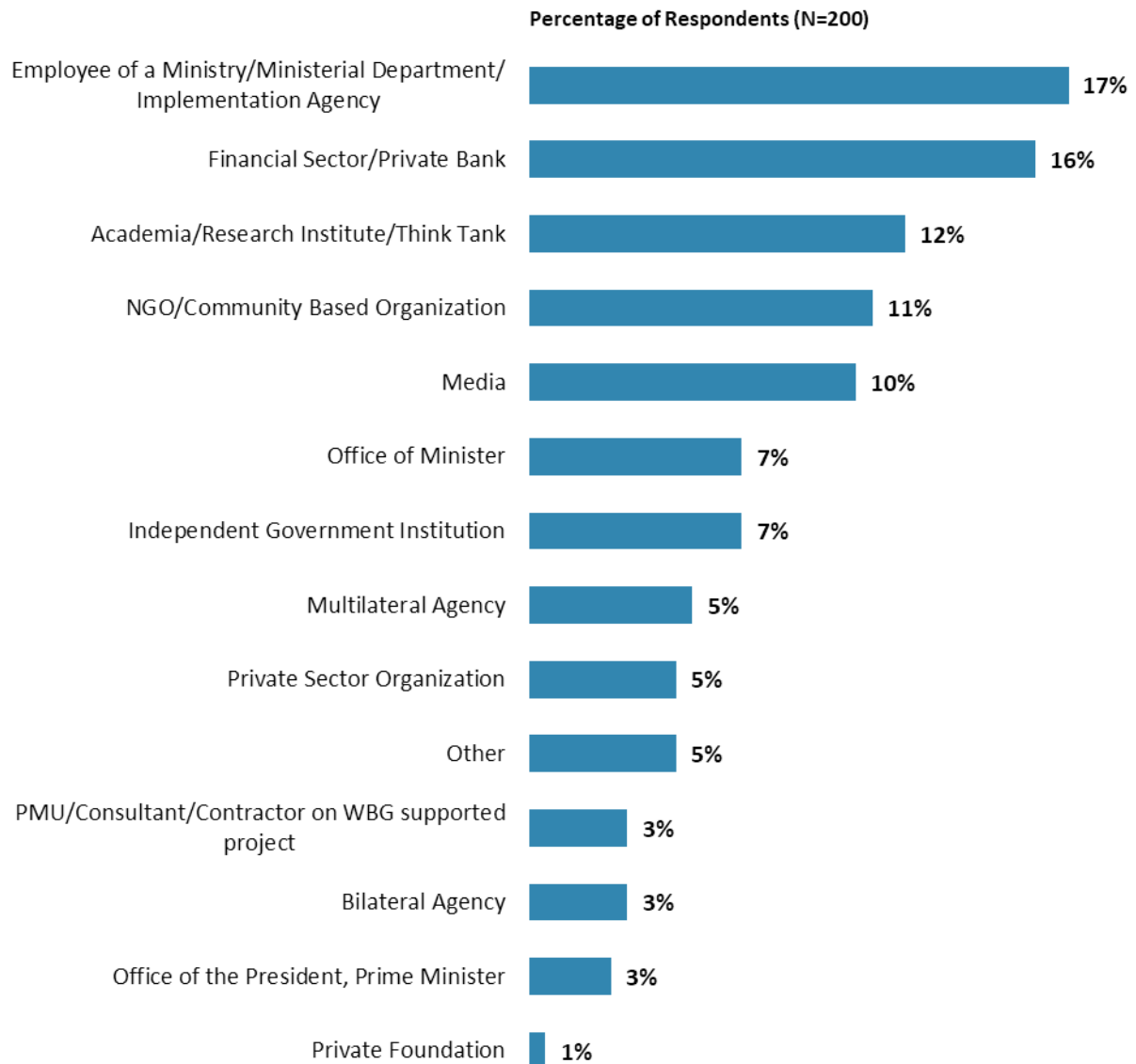
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Affiliation

- For further analyses, some respondent groups were combined<sup>1</sup>.



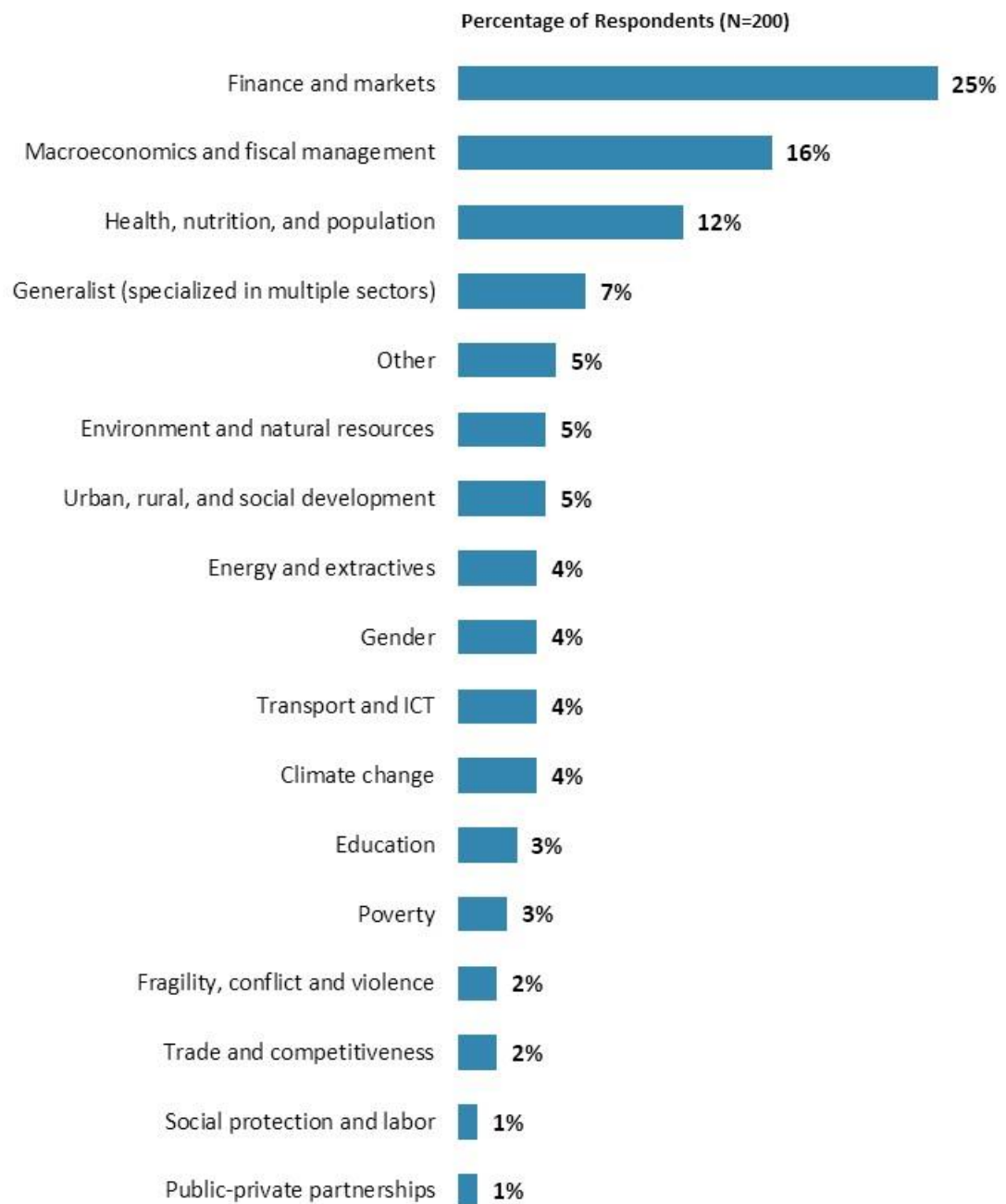
**“Which of the following best describes your current affiliation?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the Office of the President, Prime Minister were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs, and consultants working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; and respondents from private foundations and NGOs/community-based organizations were combined in the “CSO” category. There were no respondents from the office of a parliamentarian, local government, trade unions, faith-based groups, youth groups, and the judiciary branch.



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

#### Area of Primary Specialization



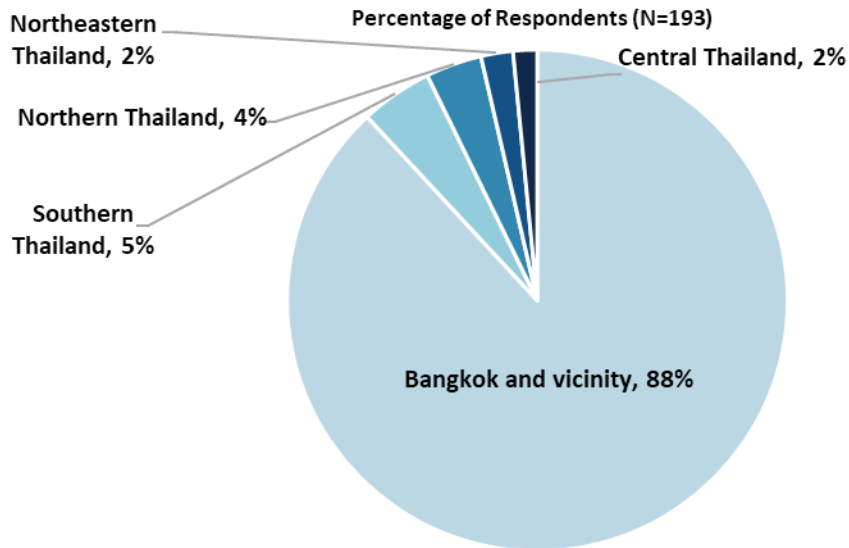
**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



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

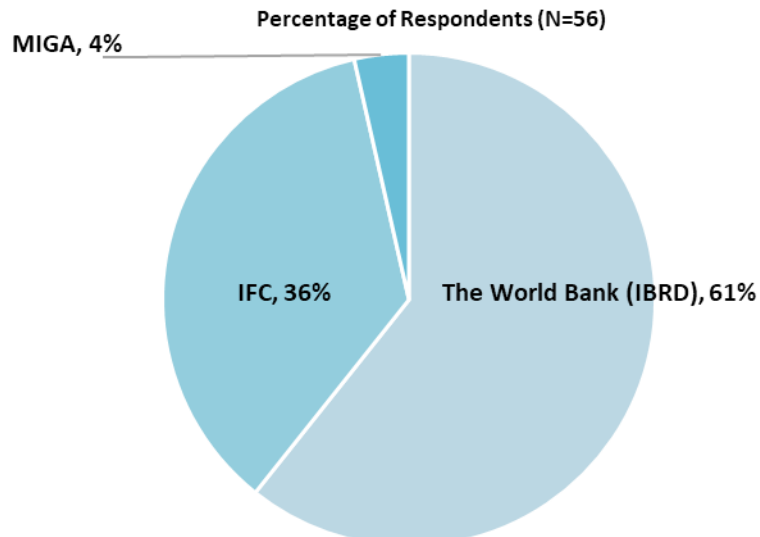
#### Geographic Locations

- Because of the small number of respondents from outside Bangkok and its vicinity, all other geographic locations were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 65).



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

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



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand?" (Respondents chose from a list.)

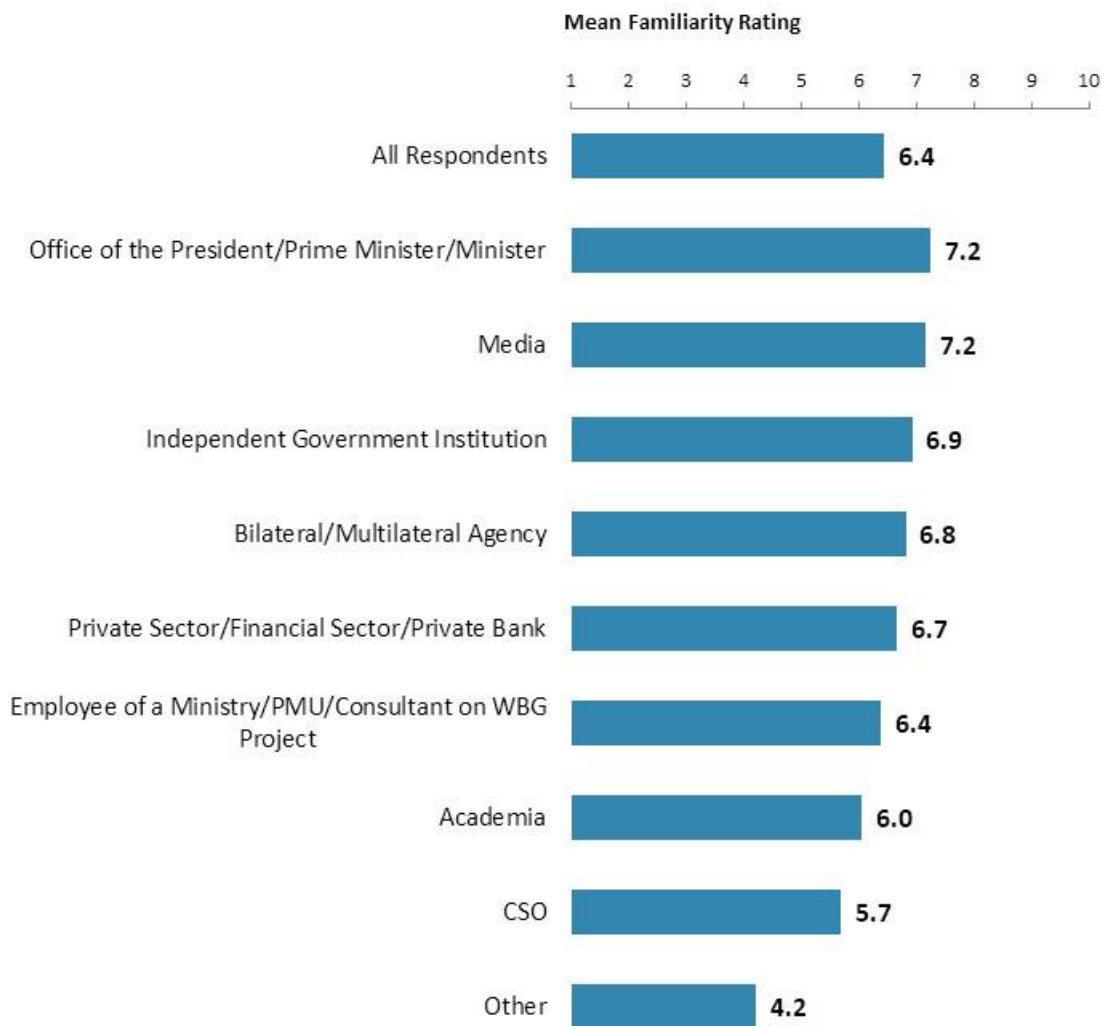
Note: No respondents selected "International Centre for Settlement of Investment Disputes (ICSID)" response option.



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'16 Country Survey had statistically similar levels of familiarity with the WBG (mean familiarity rating in FY'19 = 6.4, and mean familiarity rating in FY'16 = 6.4)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Thailand, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in development in Thailand.



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

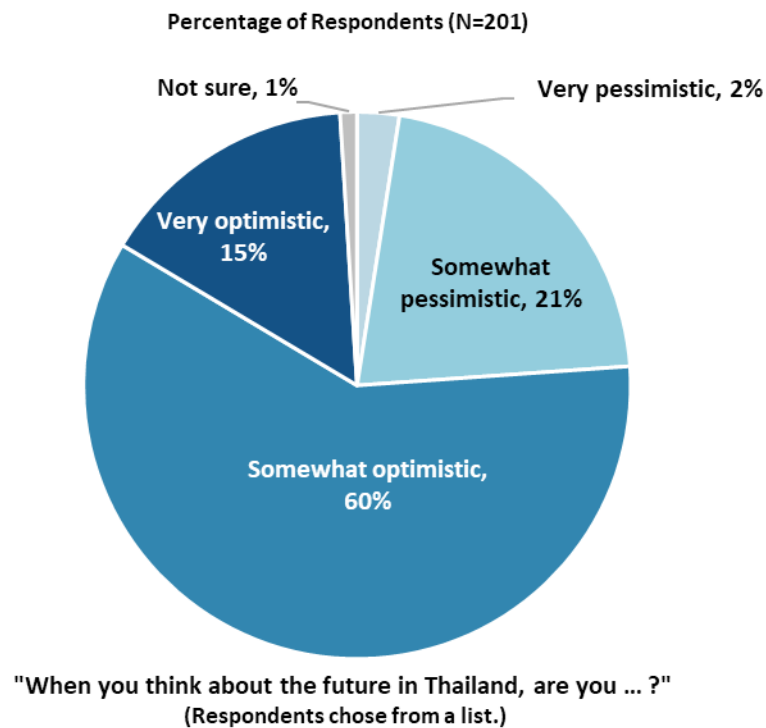
<sup>2</sup> Please refer to Appendix E (page 74) for more details on data comparisons across years.



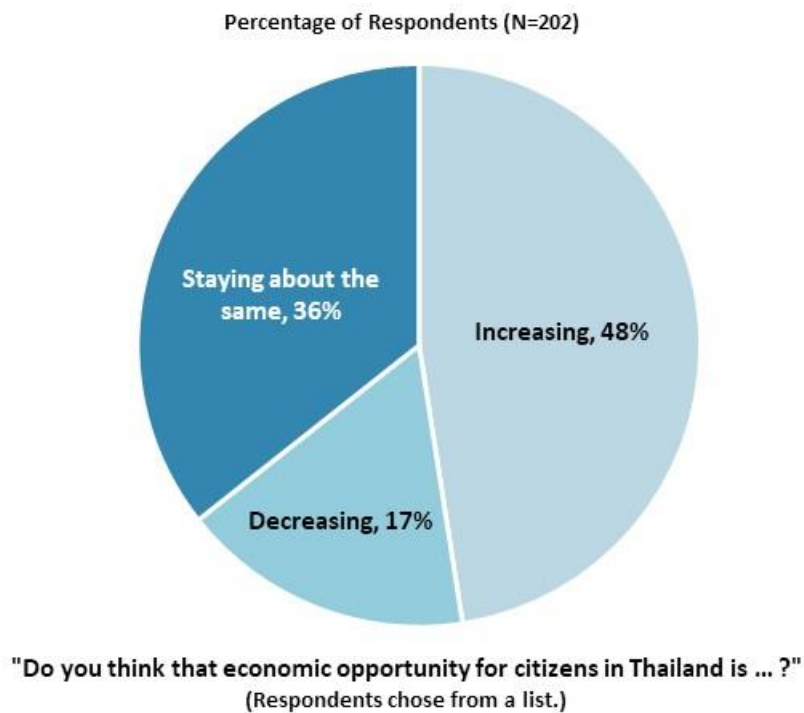


## IV. General Issues Facing Thailand

### Optimism for the Future of Thailand



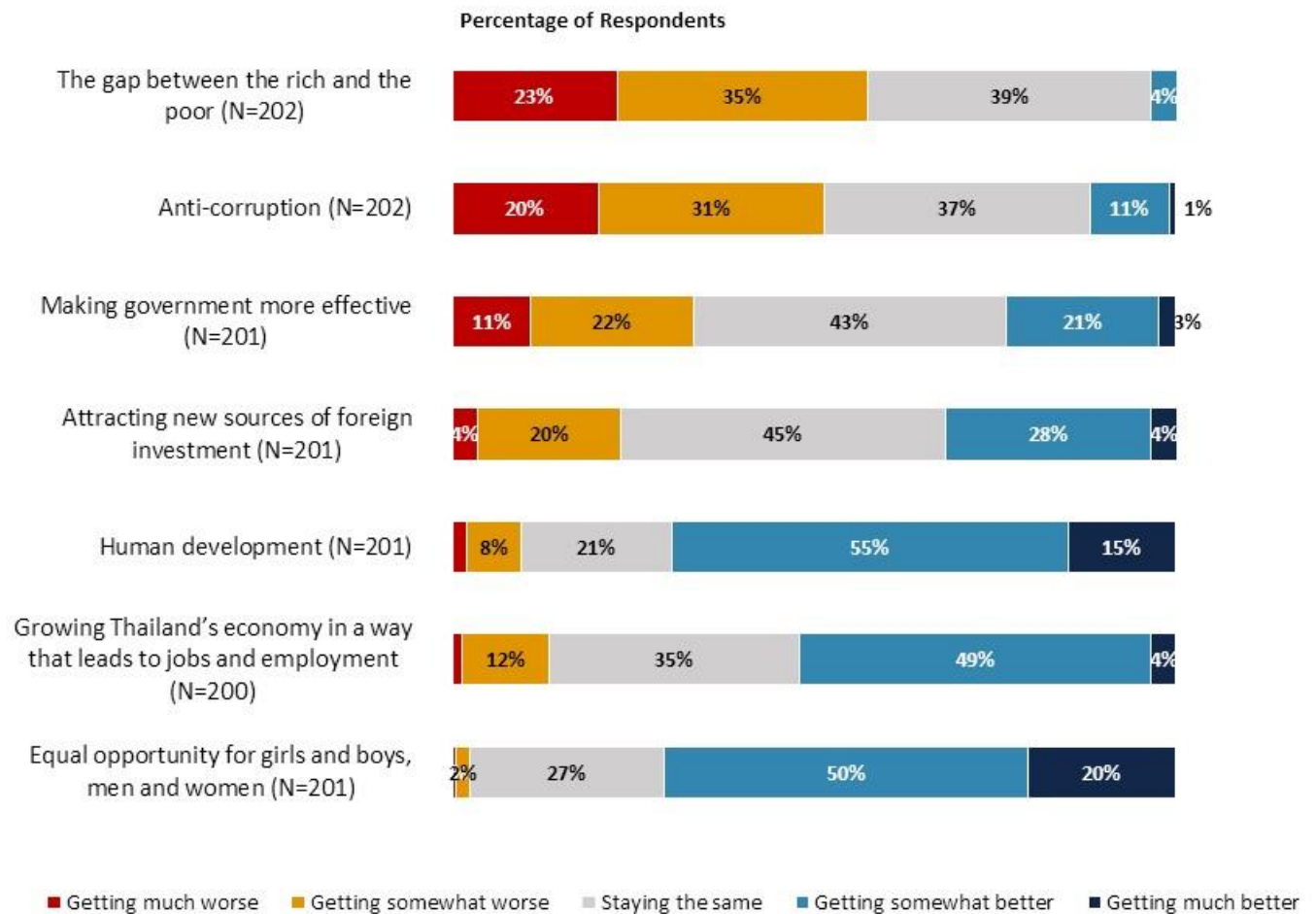
### Perceptions of Economic Opportunity





## IV. General Issues Facing Thailand (continued)

### Perceptions of Improvement and Decline in Specific Areas



**"Please describe the direction Thailand is moving in, when considering ... ?"**

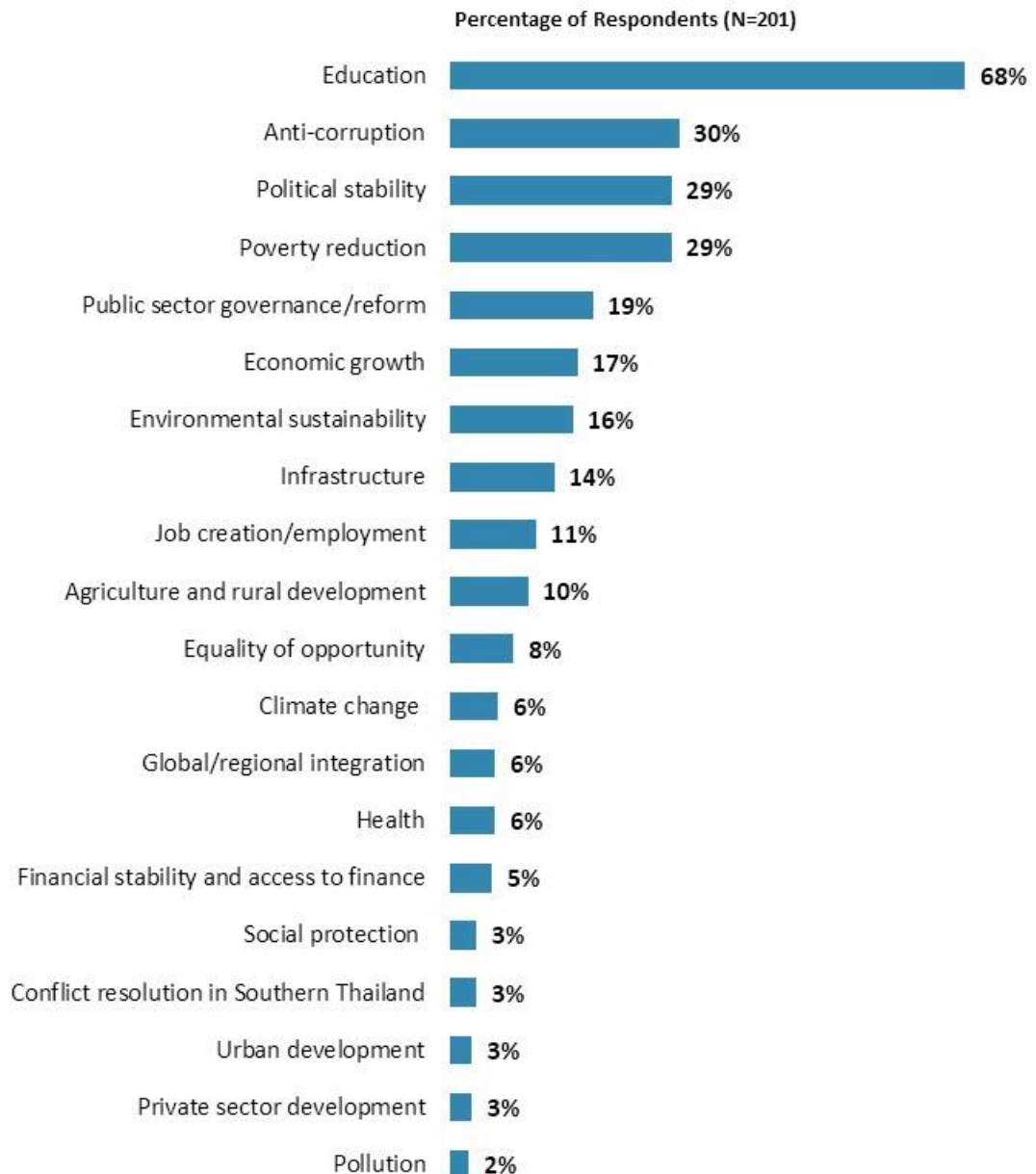
(Respondents chose from a list.)



## IV. General Issues Facing Thailand (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Thailand were “*public sector governance/reform*” (45%), “*poverty reduction and inequity*” (44%), “*increasing access to and quality of education including higher education*” (28%), and “*anti-corruption*” (27%).



"Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand.

(Choose no more than THREE)"

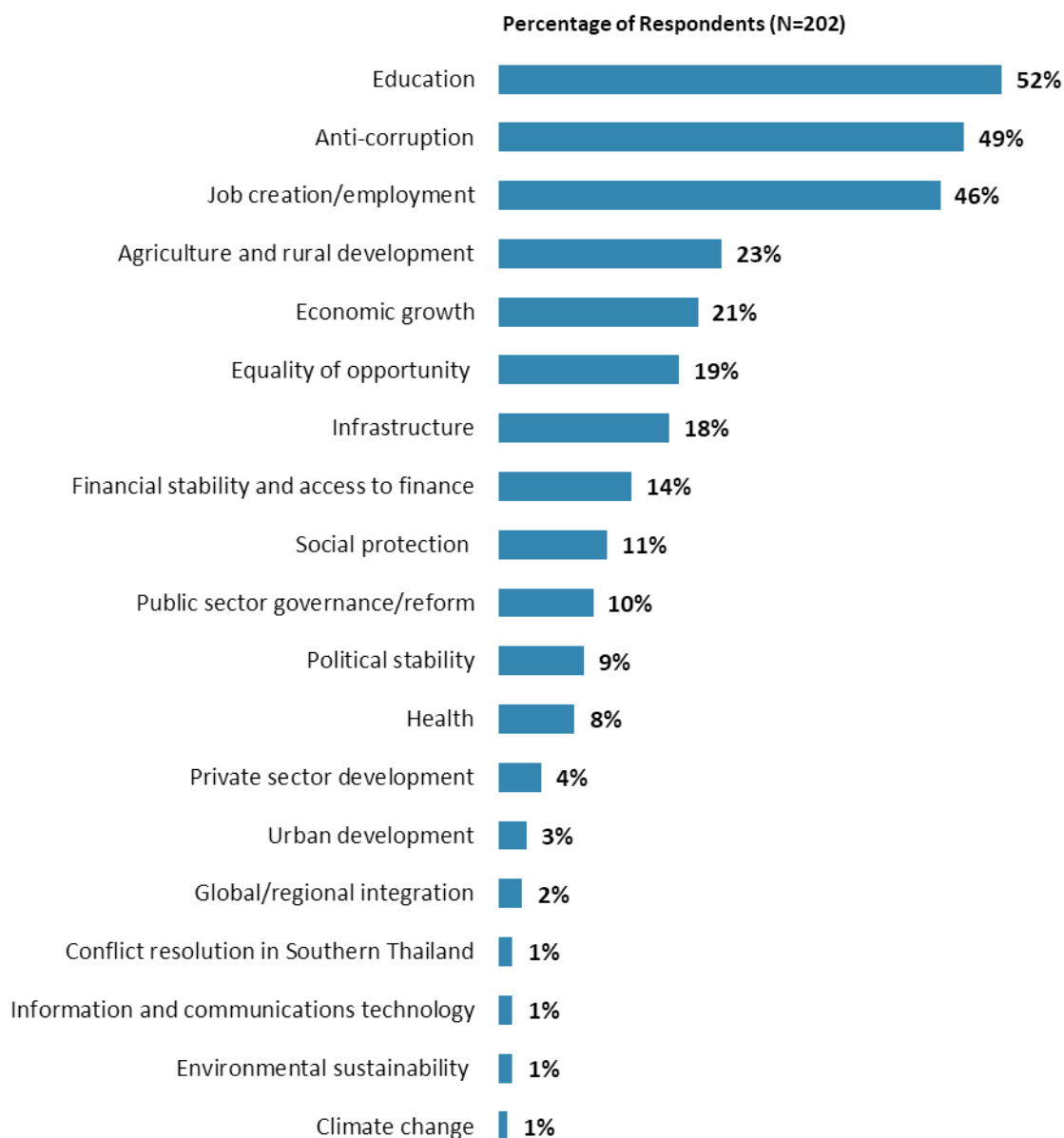
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



## IV. General Issues Facing Thailand (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Thailand were “*increasing access to and quality of education including higher education*” (43%), “*job creation/employment*” (28%), “*agricultural development*” (25%), and “*public sector governance/reform*” (20%).



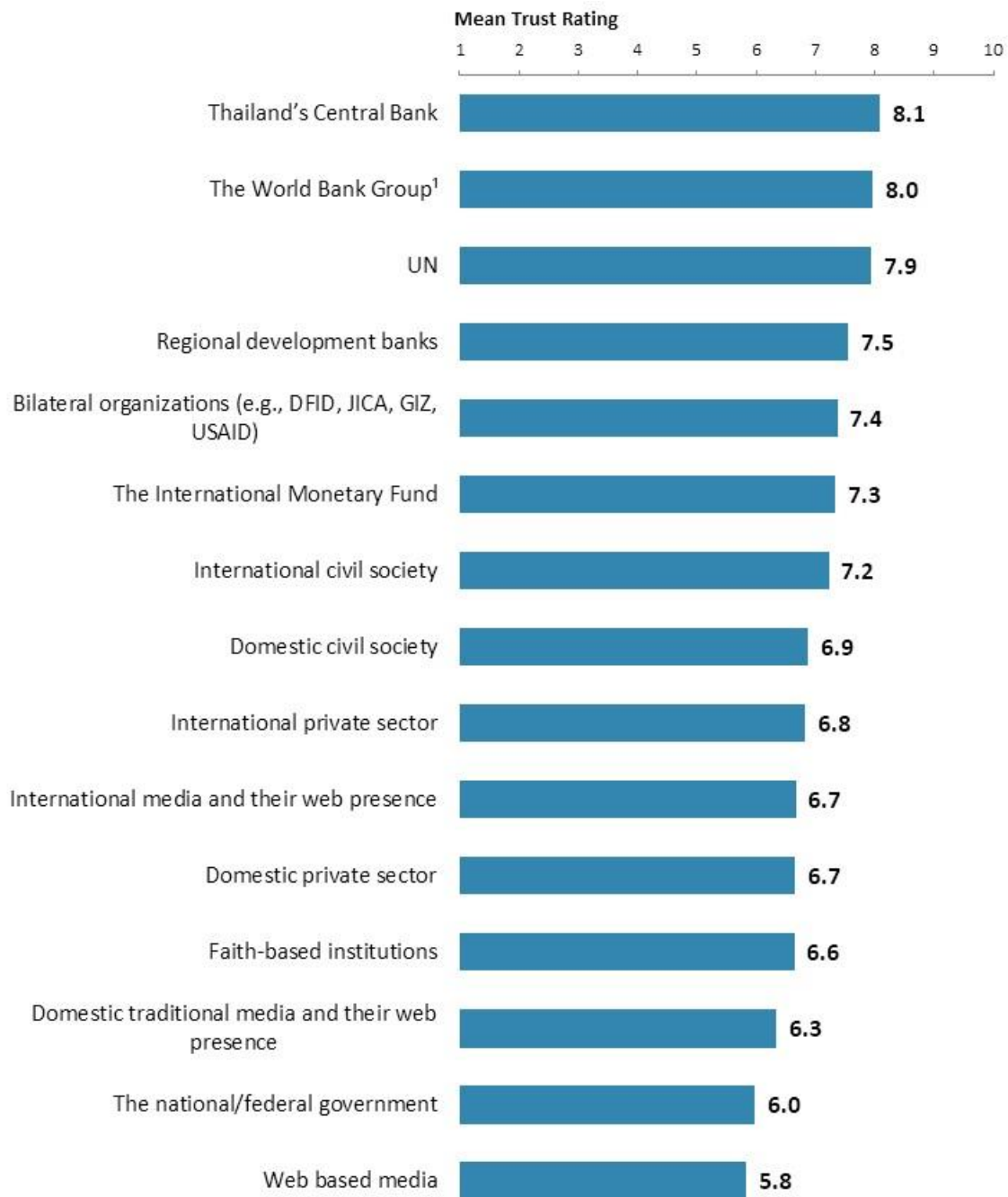
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Thailand?  
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 19 of 26 response options shown.)



## IV. General Issues Facing Thailand (continued)

### Trust in Institutions



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

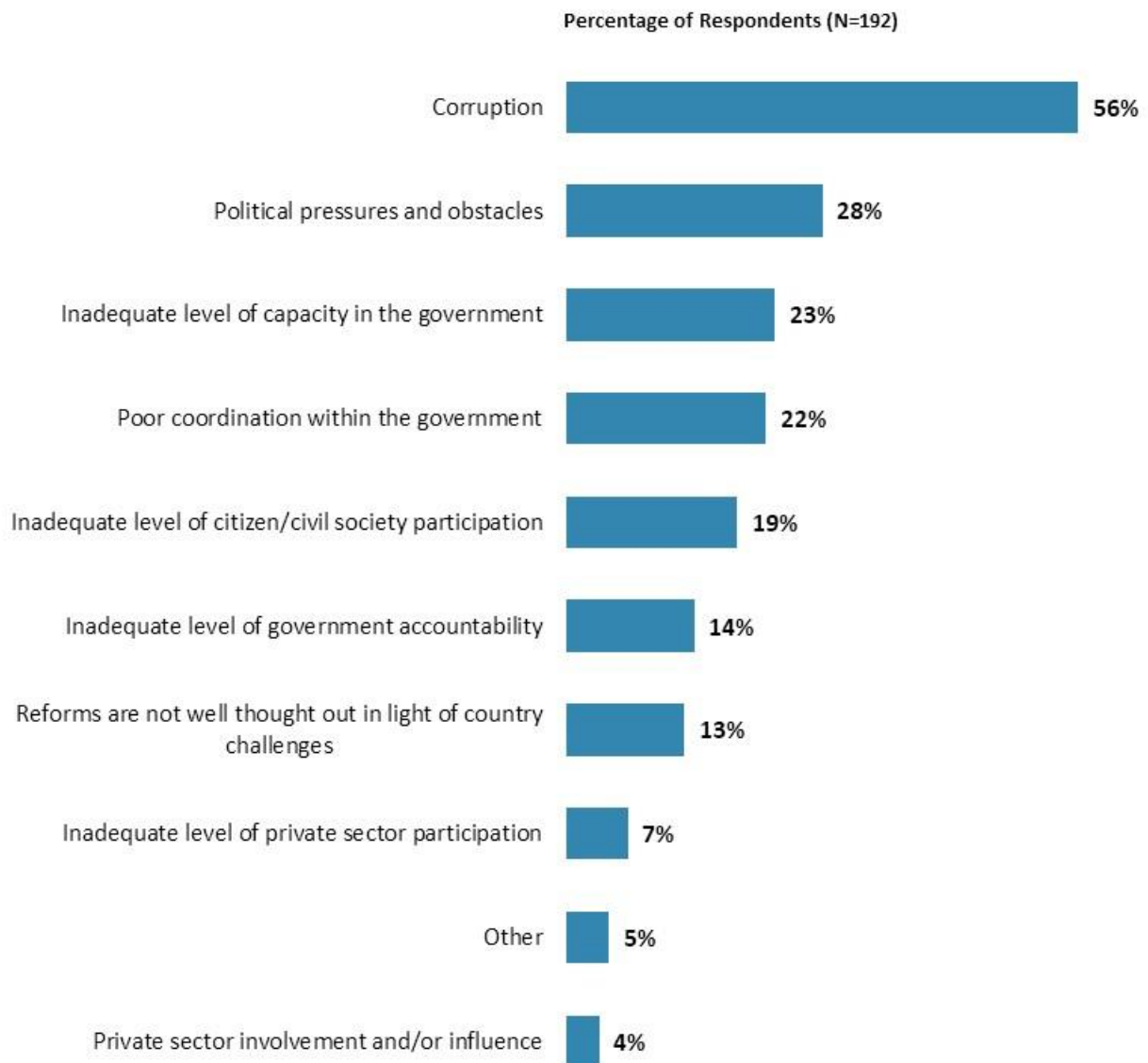
*(1-"To no degree at all ", 10-"To a very significant degree")*

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



## IV. General Issues Facing Thailand (continued)

### Attributions for Slow/Failed Reform Efforts

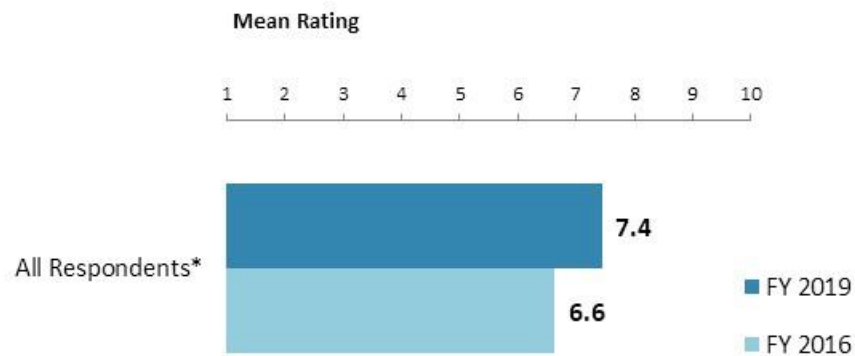


**"When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



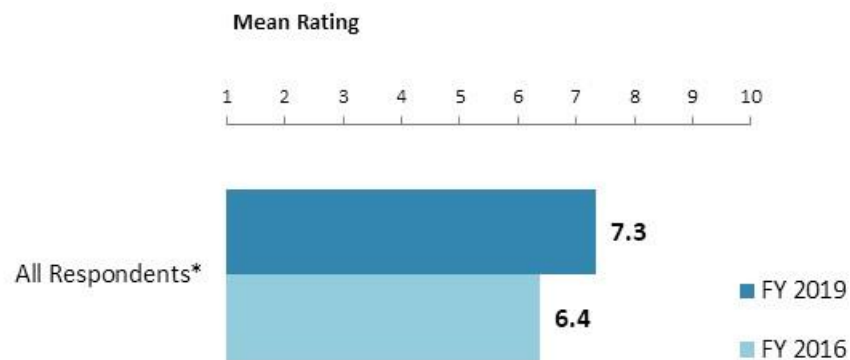
## V. Overall Attitudes toward the World Bank Group

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



**"Overall, please rate your impression of the World Bank Group's effectiveness in Thailand."**  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2019 and FY 2016)

### Achieving Development Results *(Indicator Question)*



**"To what extent does the World Bank Group's work help to achieve development results in Thailand?"** (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)

<sup>3</sup> Please refer to Appendix E (page 74) for details on data comparisons across FY 2019 and FY 2016.



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

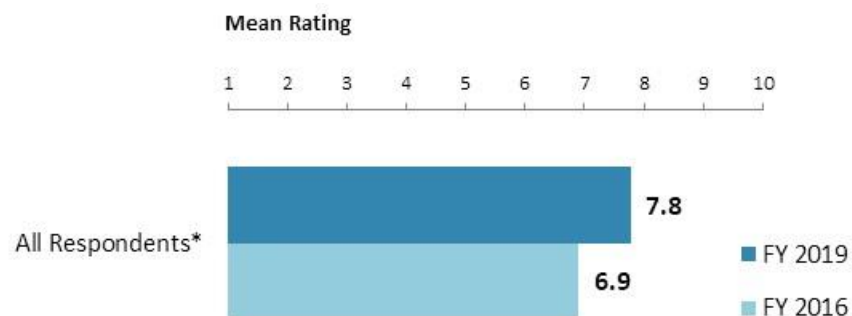
### Influence on Thailand's Development Agenda (*Indicator Question*)



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

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### WBG Staff Preparedness



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2019 and FY 2016)





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

### Overall Ratings for Indicator Questions by Stakeholder Groups



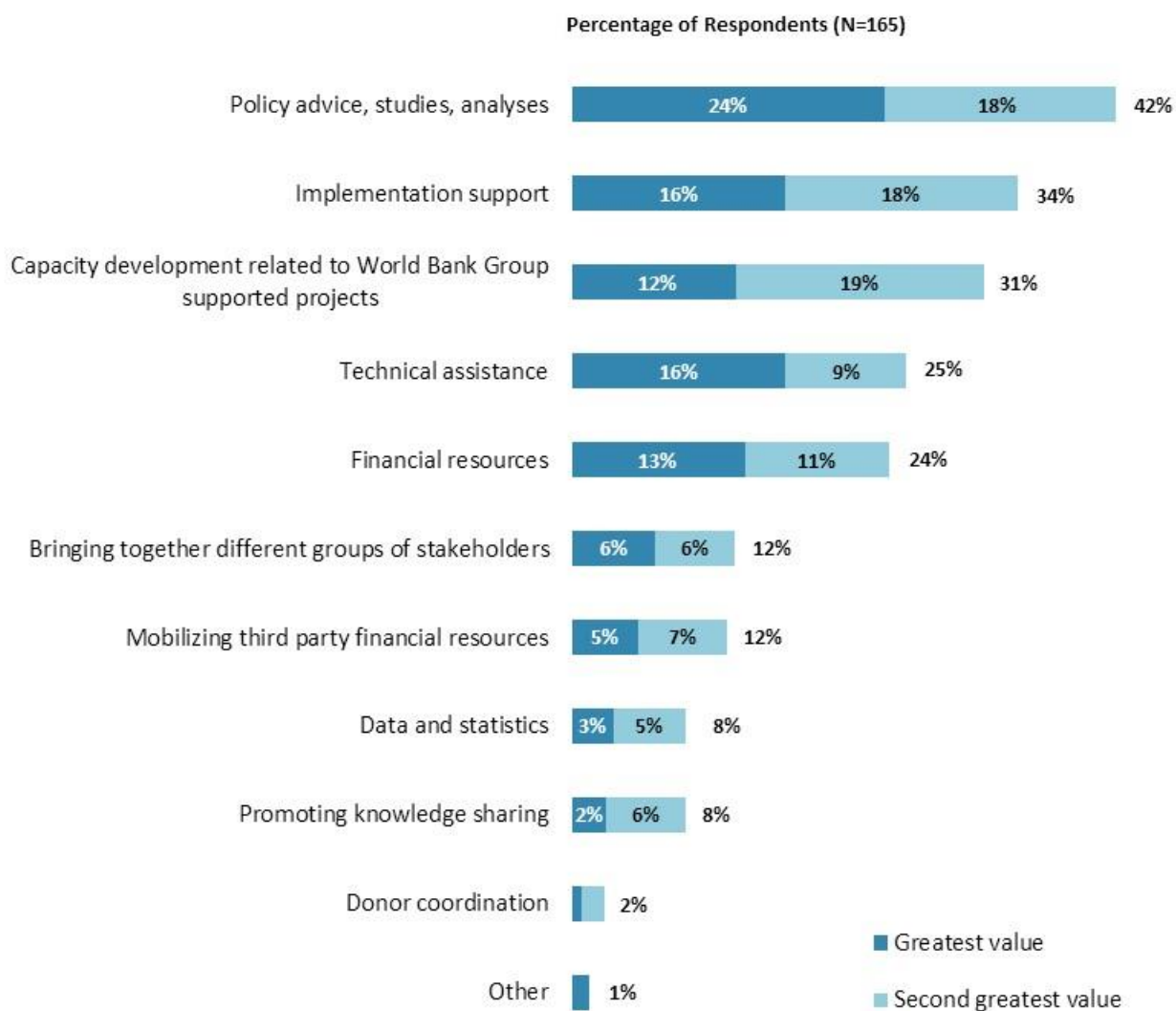
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Thailand were its "*financial resources: policy-based lending/budget support to the Government*" (32%) and "*policy advice*" (26%).



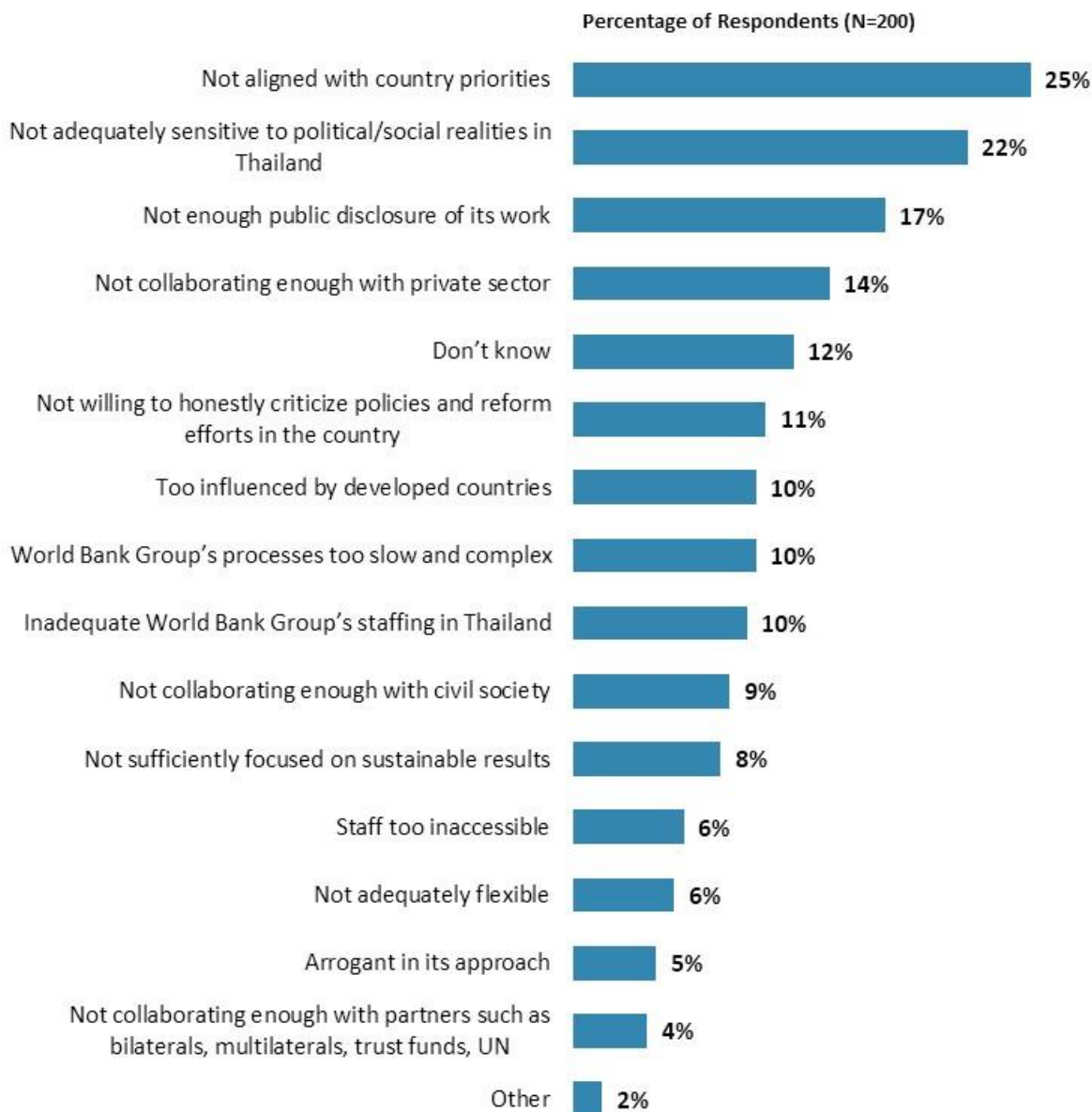
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Thailand were being "*too influenced by developed countries*" (31%), "*imposing technocratic solutions without regard to political realities*" (27%), and "*not adequately sensitive to political/social realities in Thailand*" (22%).

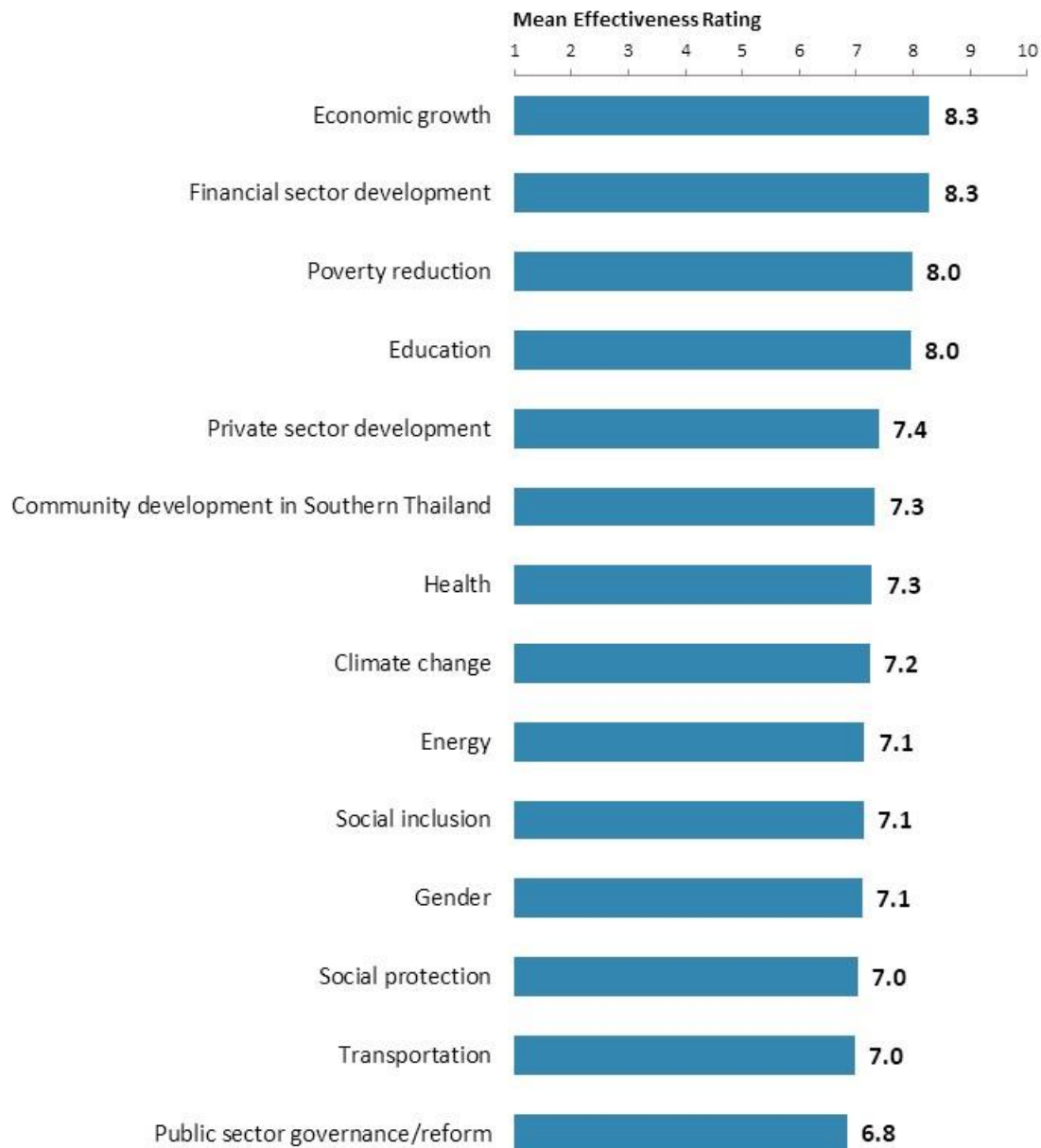


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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



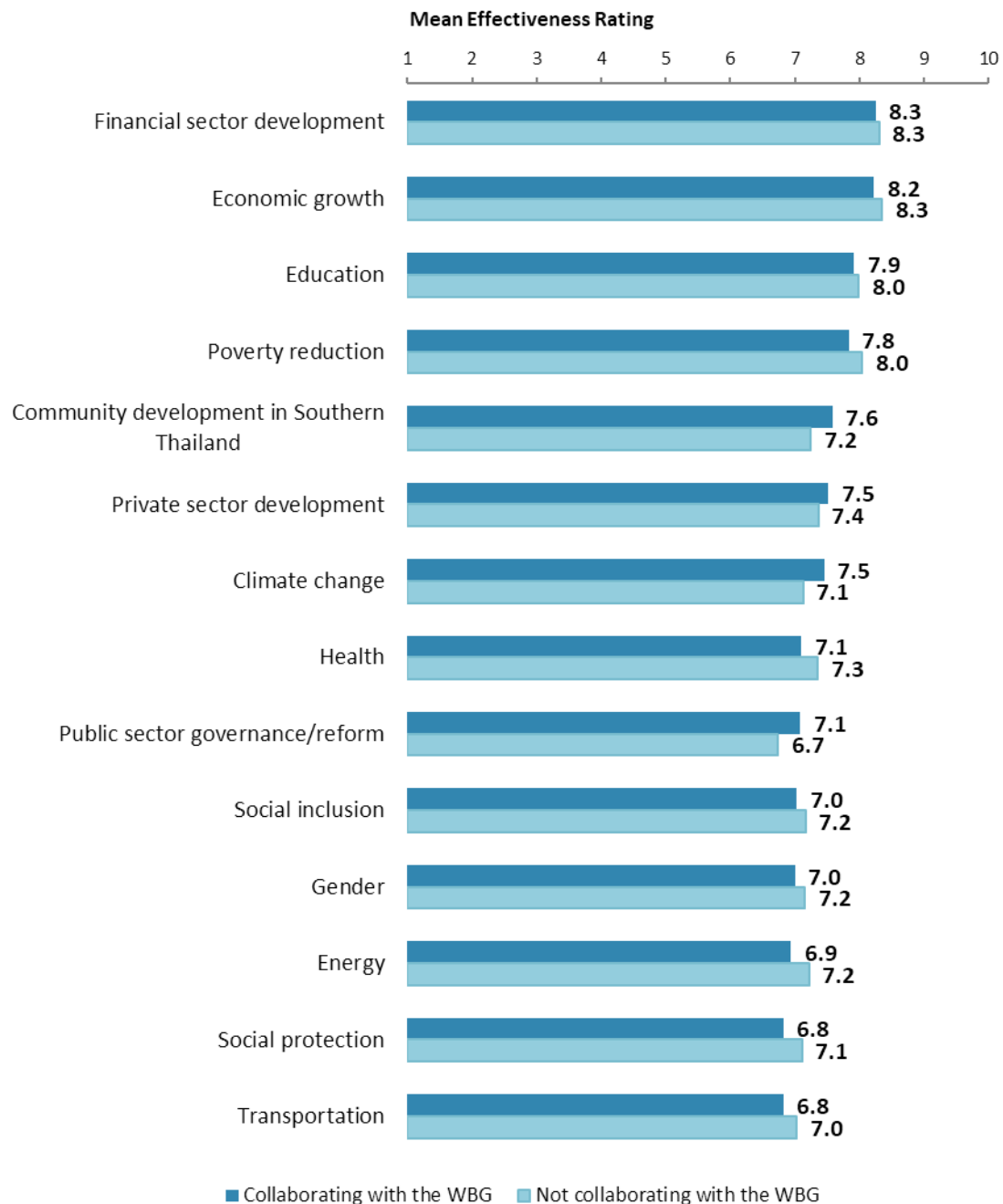
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand?"**  
(1-"Not effective at all", 10-"Very effective")

<sup>4</sup> Note in the question on the sectoral effectiveness (Appendix A, page 40) that primarily informed stakeholders responded to this question. Respondents were given the option of "Don't know" if they did not have exposure to the WBG's work in certain development areas.



## VI. Sectoral Effectiveness (continued)

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

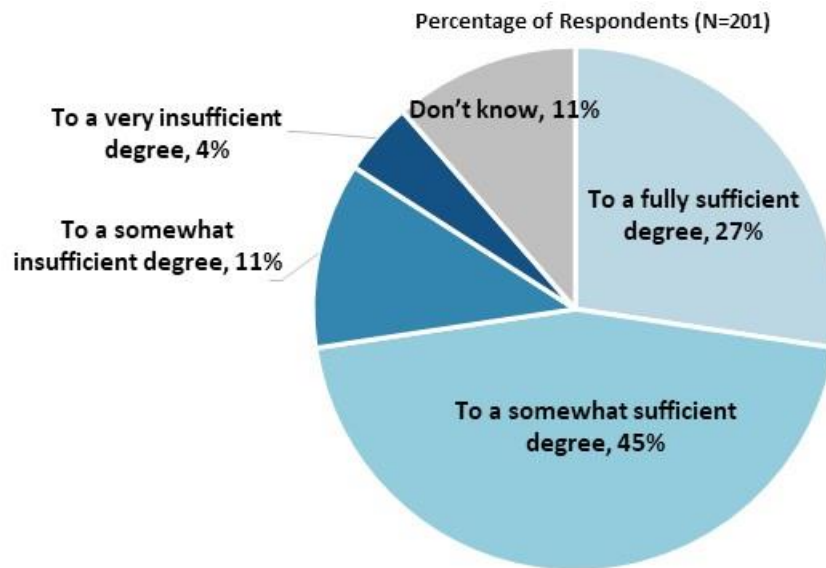


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand?"  
(1-"Not effective at all", 10-"Very effective")



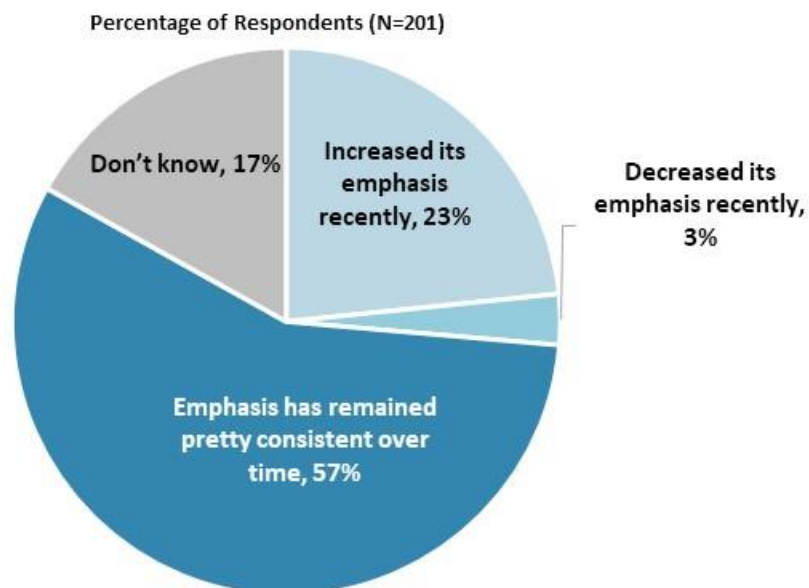
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest



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

### The WBG's Human Capital Investment

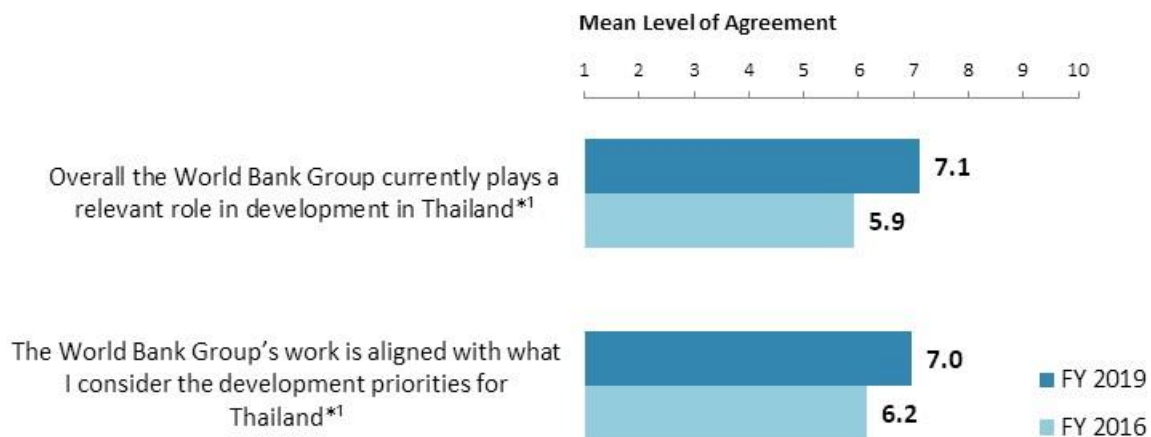


"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)



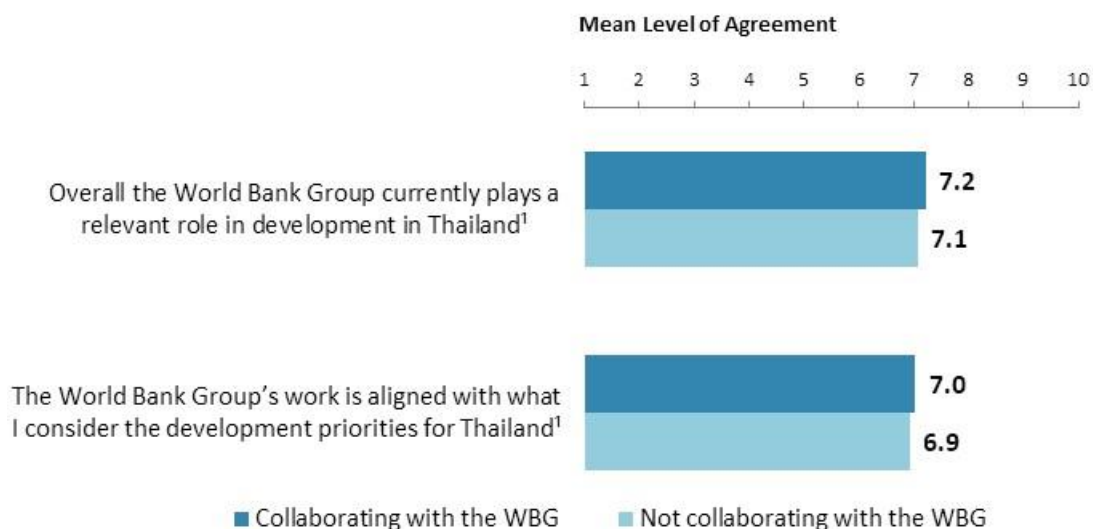
## VII. How the World Bank Group Operates

### The World Bank Group's Work in Thailand: Year Comparison



**"To what extent do you agree with the following statements about the World Bank Group's work in Thailand? (1-"Strongly disagree", 10-"Strongly agree")**  
*(\*Significantly different between FY 2019 and FY 2016)*  
*<sup>1</sup>Indicator Question*

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



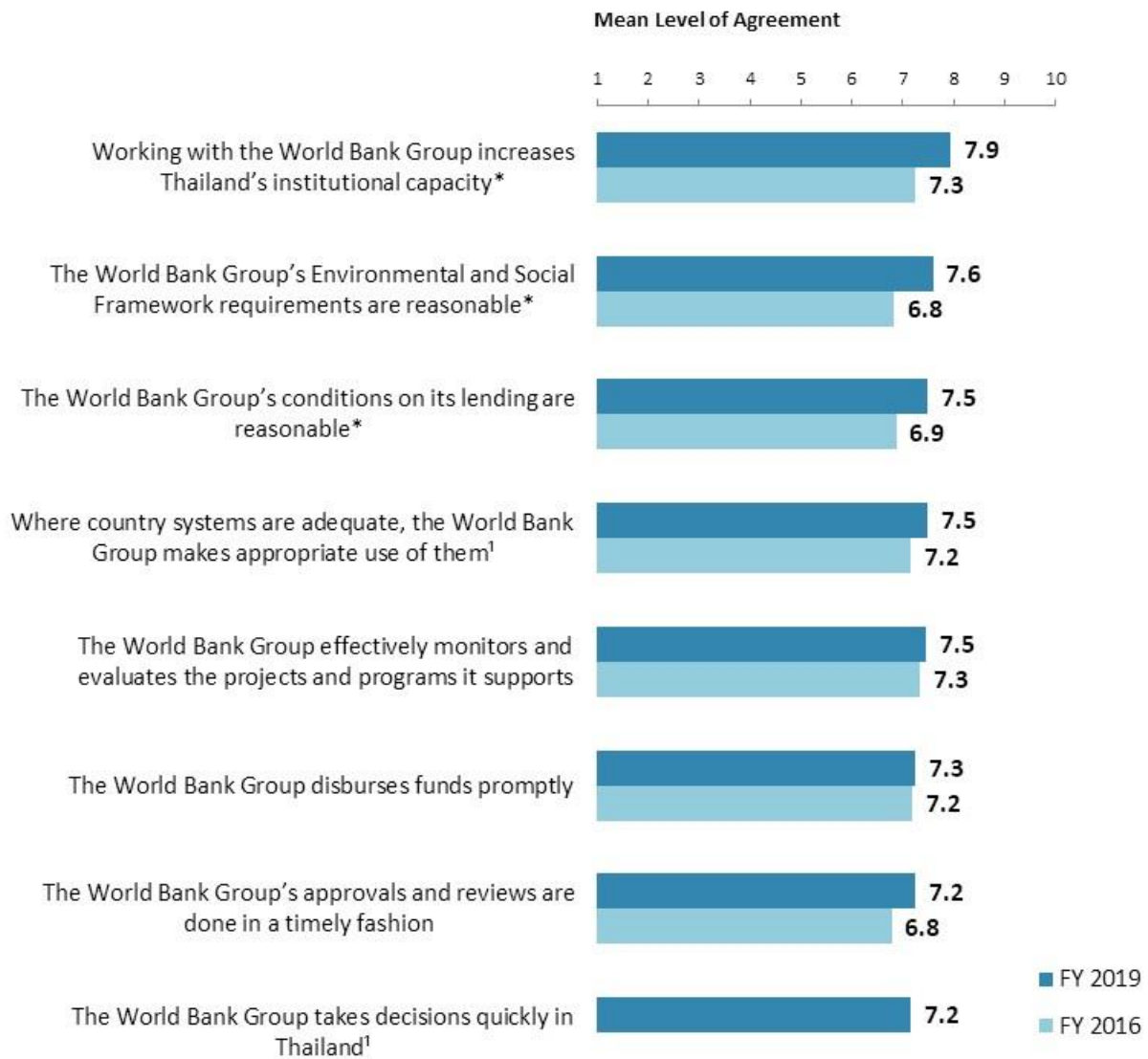
**"To what extent do you agree with the following statements about the World Bank Group's work in Thailand?" (1-"Strongly disagree", 10-"Strongly agree")**  
*<sup>1</sup>Indicator Question*





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

### Overall Perceptions: Year Comparison



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

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

*(\*Significantly different between FY 2019 and FY 2016)*

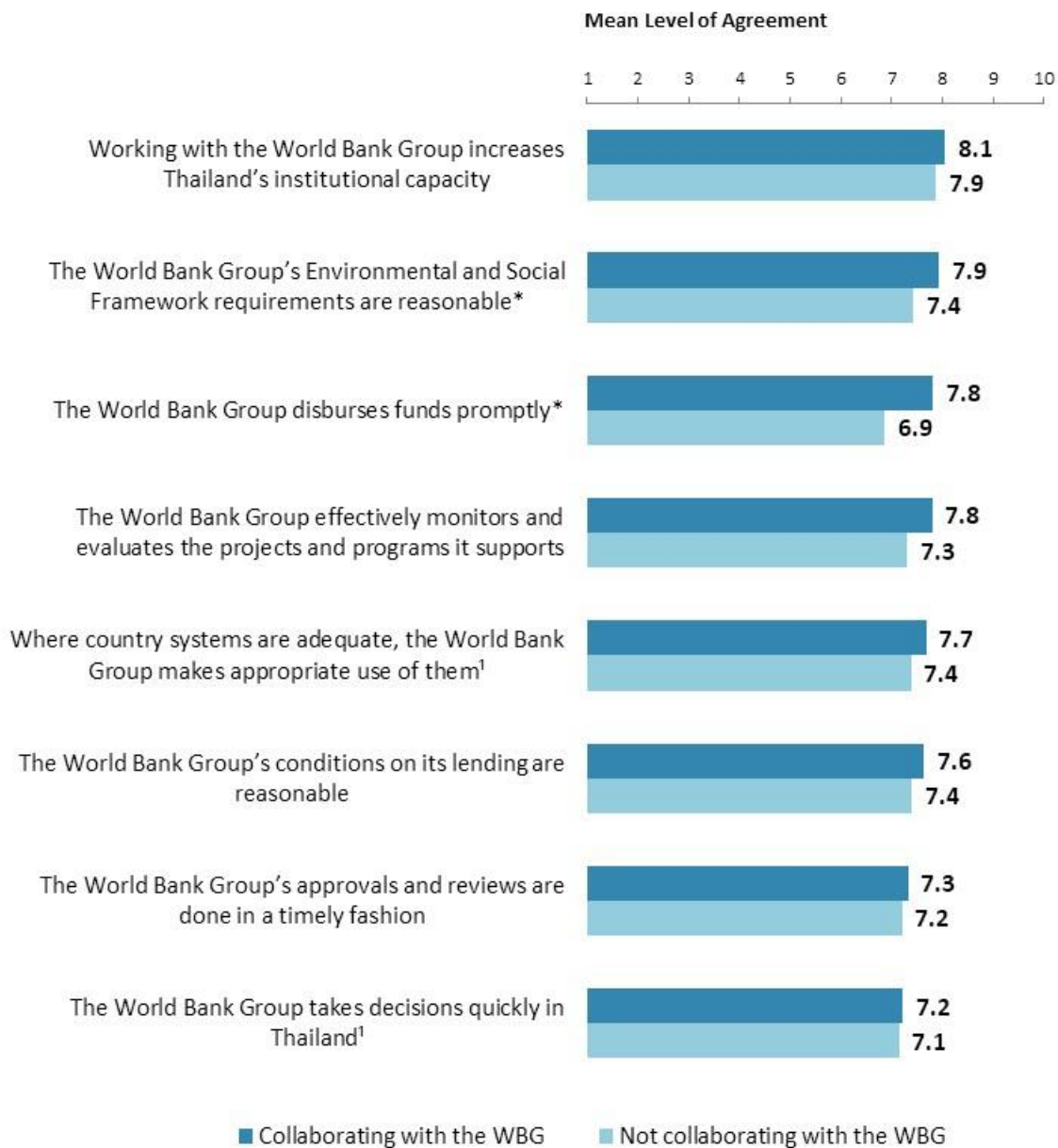
*<sup>1</sup>Indicator Question*





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

### Overall Perceptions: Collaboration



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

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

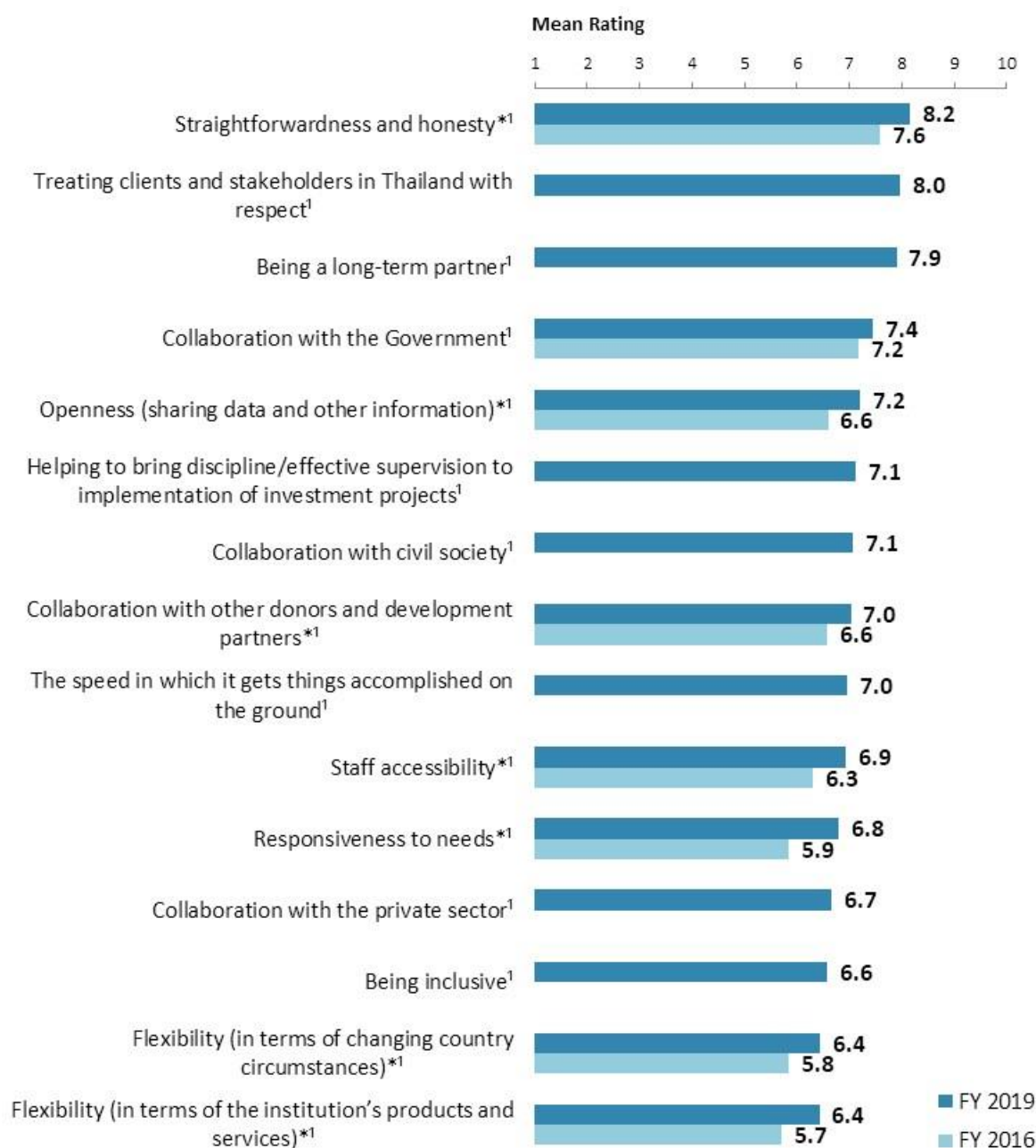
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison



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

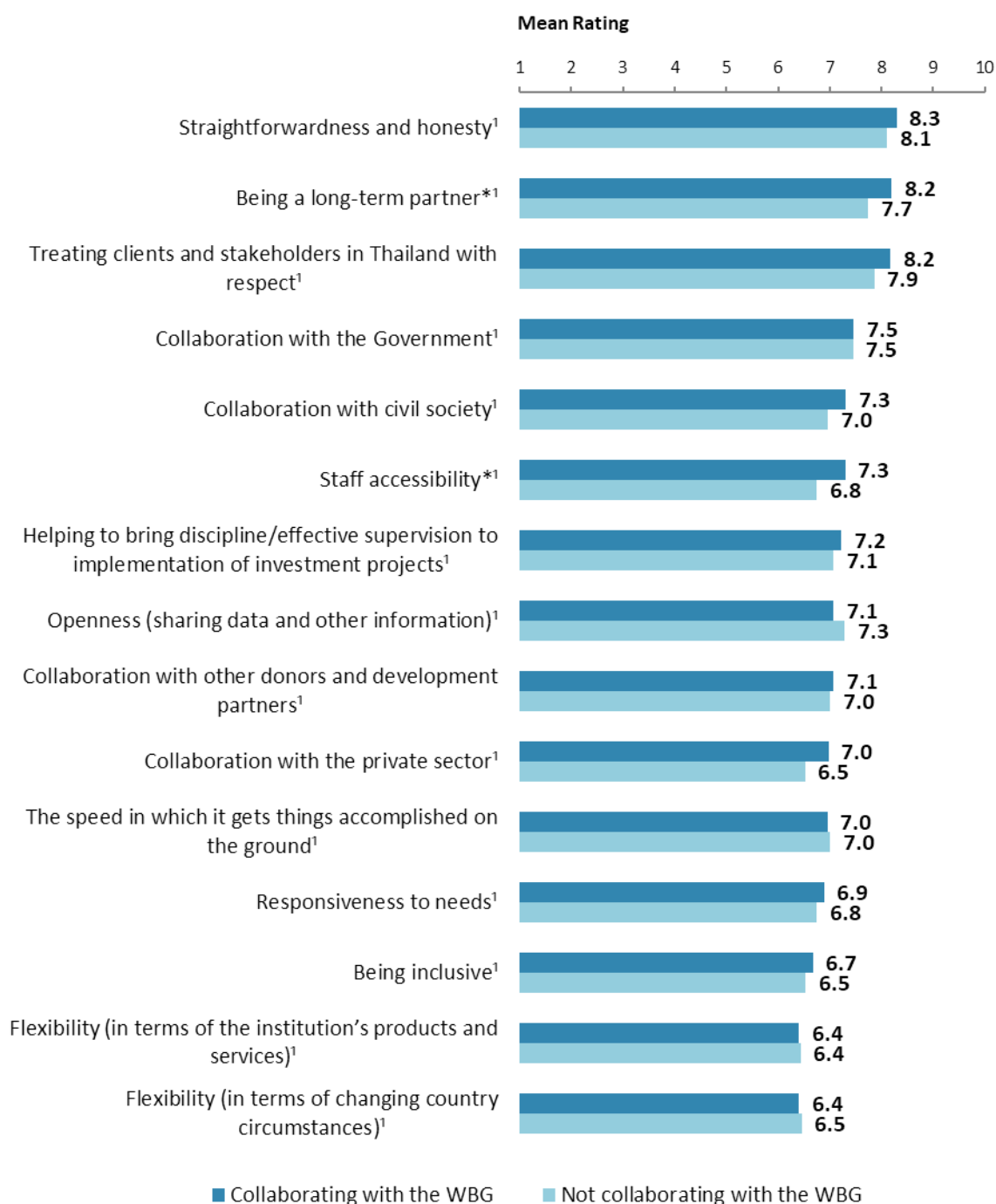
(\*Significantly different between FY 2019 and FY 2016)

<sup>1</sup>Indicator Question



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

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



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

(\*Significantly different between collaborators and non-collaborators)

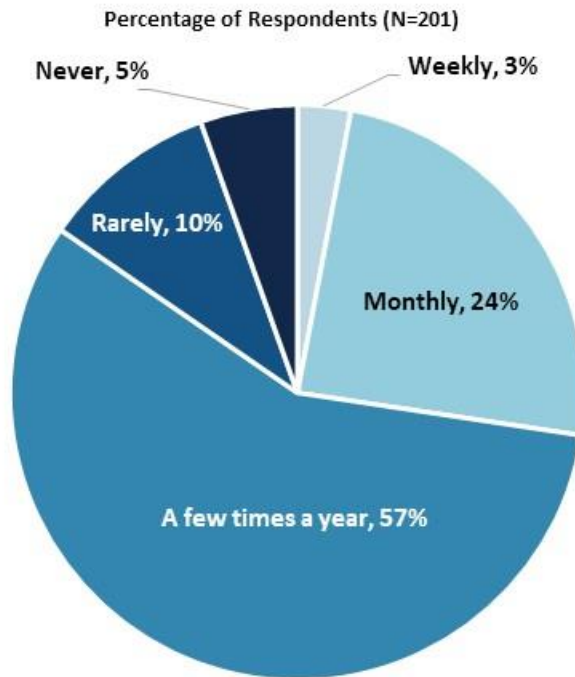
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** This year, respondents from the media indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

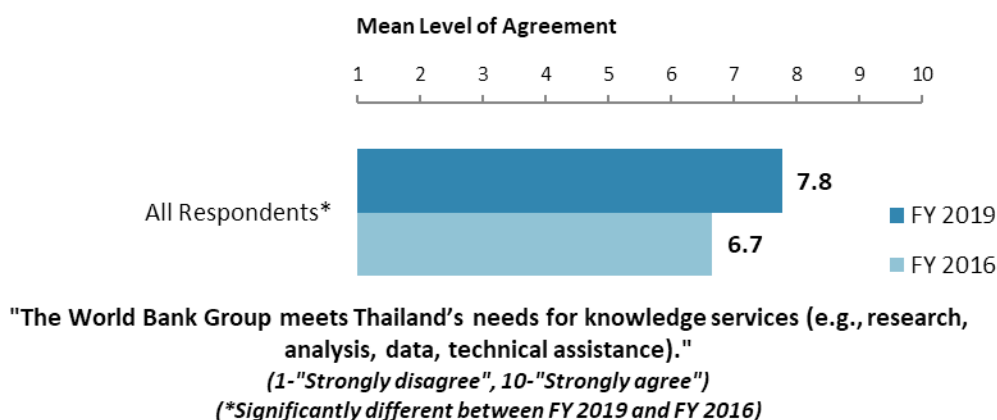


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

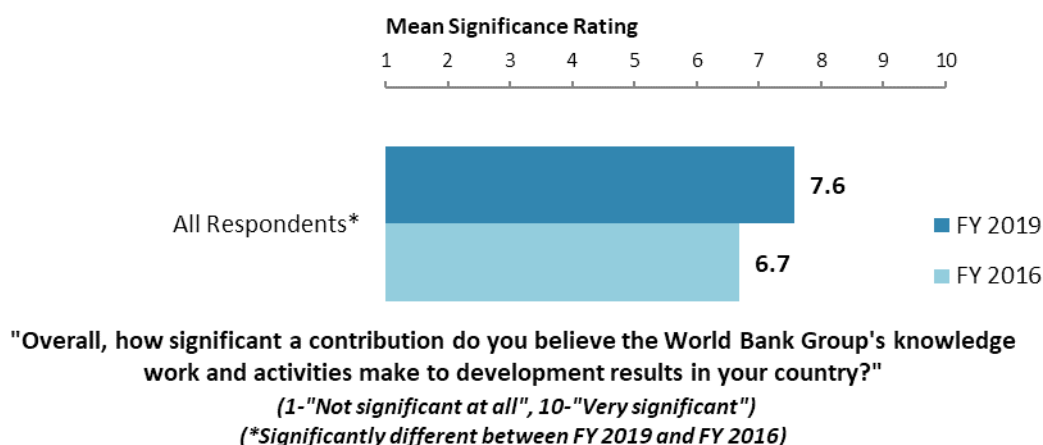


## VIII. World Bank Group's Knowledge and Instruments (continued)

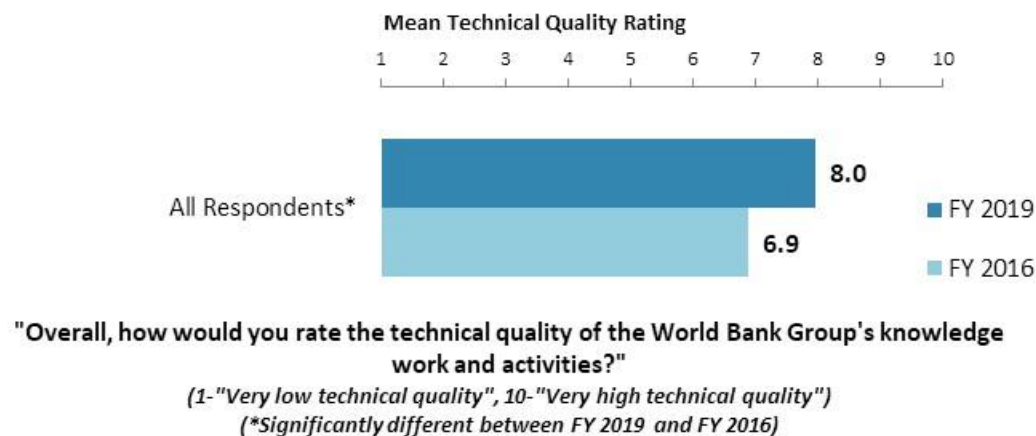
### Meeting Thailand's Knowledge Needs (*Indicator Question*)



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



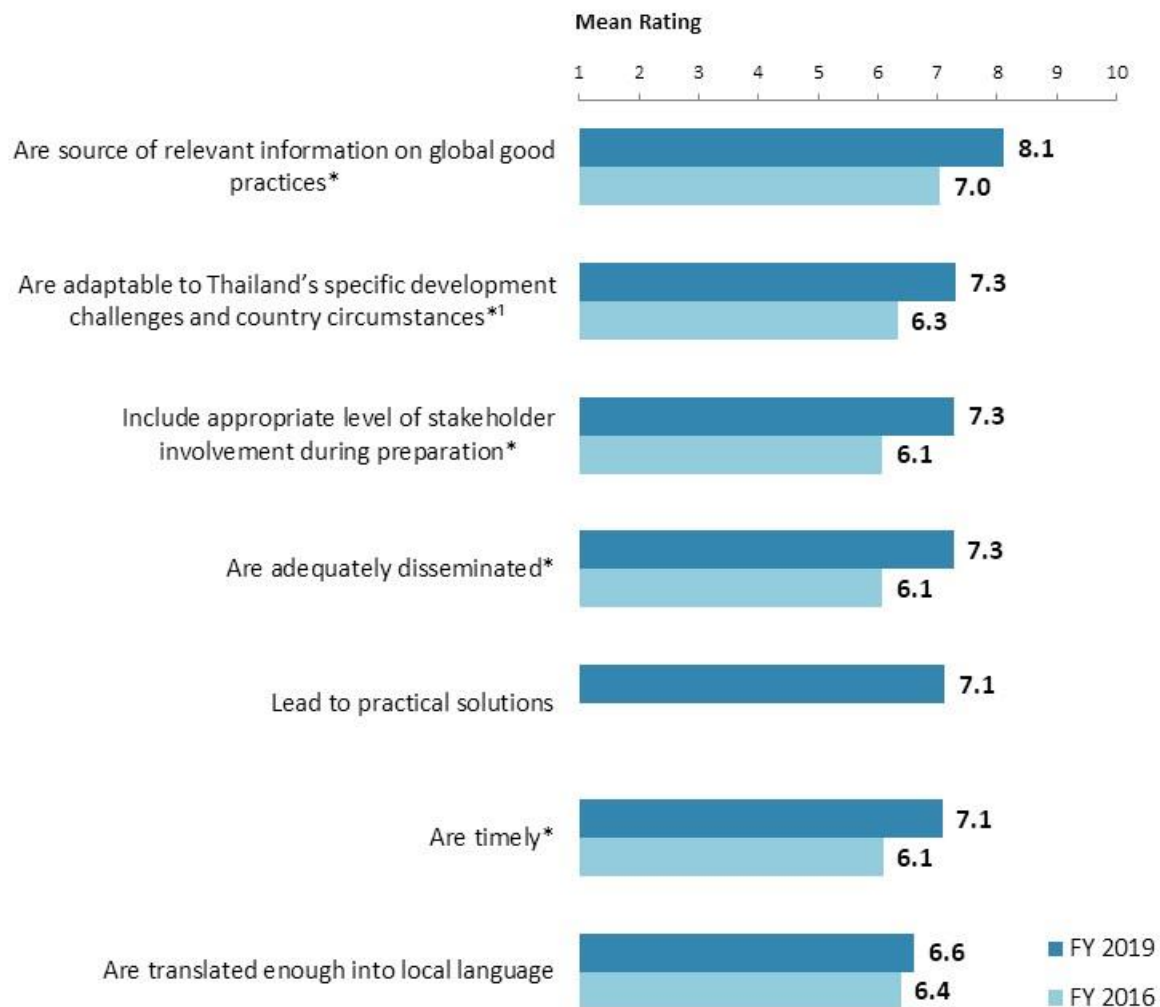
### Technical Quality of the WBG's Knowledge Work and Activities (*Indicator Question*)





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

### Qualities of the WBG's Knowledge Work and Activities



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

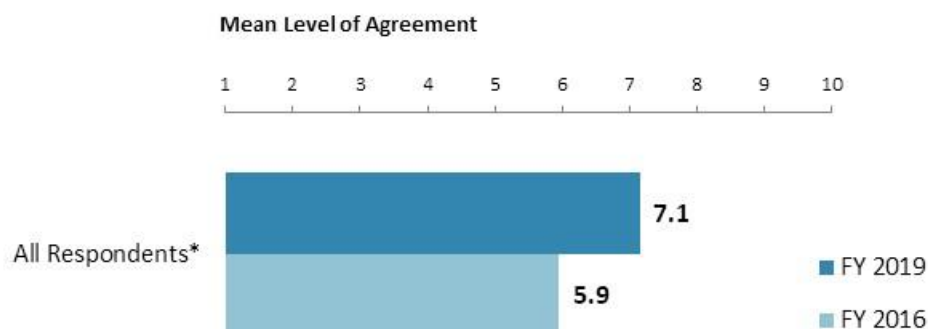
*(\*Significantly different between FY 2019 and FY 2016)*

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



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

### Meeting Thailand's Needs for Financial Instruments *(Indicator Question)*



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

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

*(\*Significantly different between FY 2019 and FY 2016)*

### WBG's Reimbursable Advisory Services



**"To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"**

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

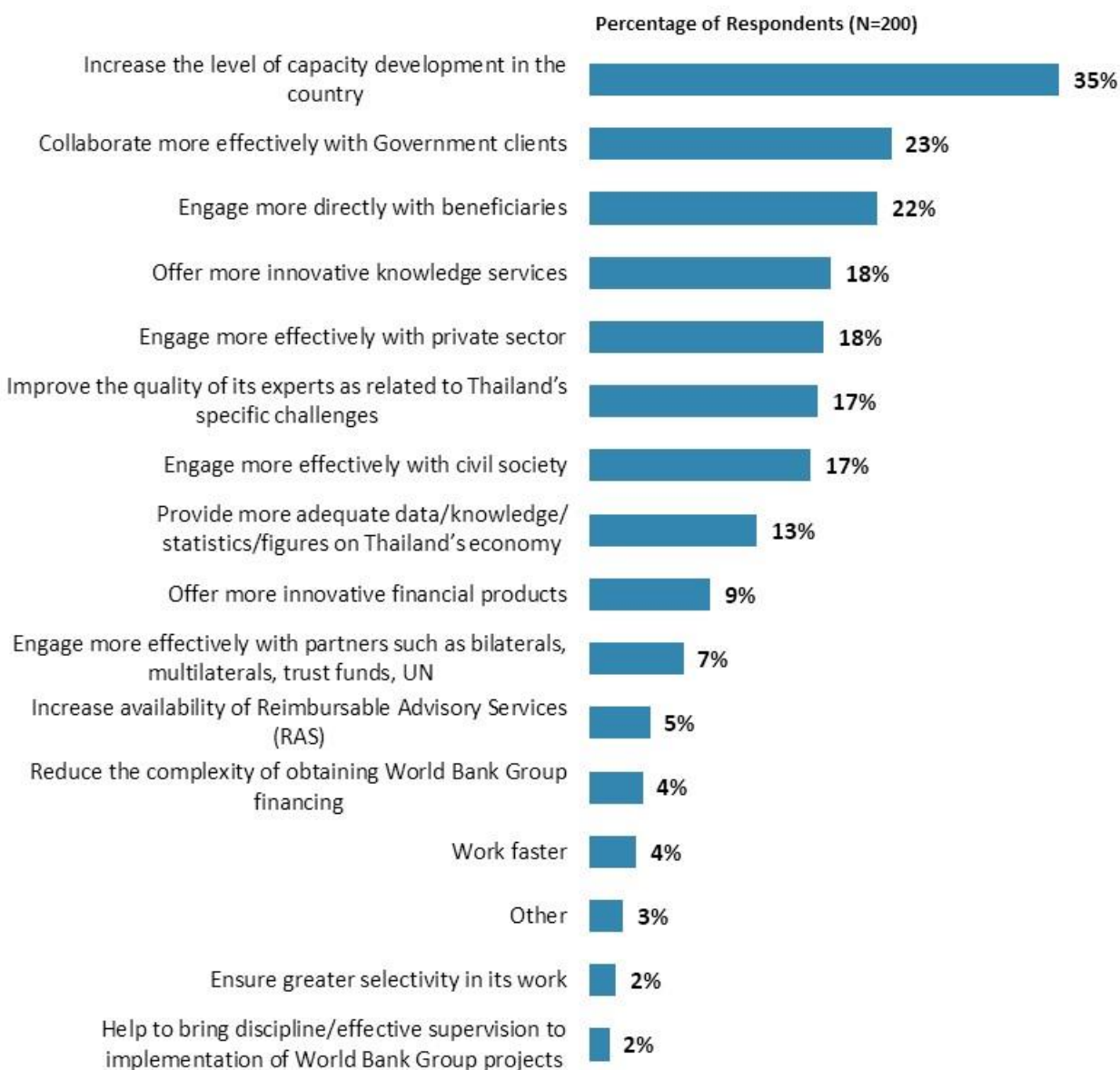




## IX. The Future Role of the WBG in Thailand

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*improve the quality of its experts as related to Thailand’s specific challenges*” (34%) and “*provide more adequate data/knowledge/statistics/figures on Thailand’s economy*” (33%) to make itself of greater value in Thailand.



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

(Respondents chose from a list. Responses combined.)

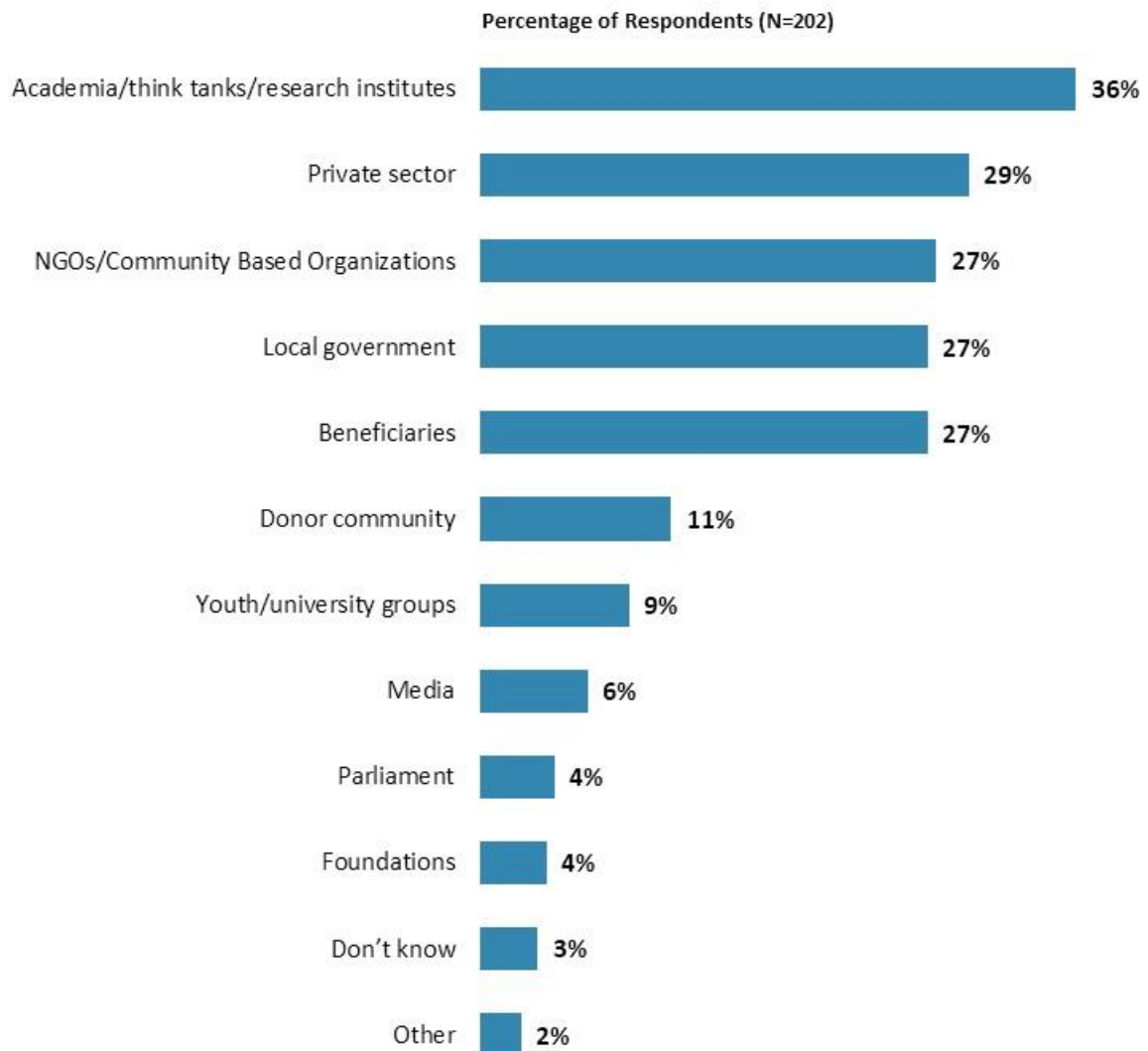




## IX. The Future Role of the WBG in Thailand (continued)

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

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (33%), “*civil society organizations*” (32%), and “*community-based organizations*” (30%).



**"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)"**

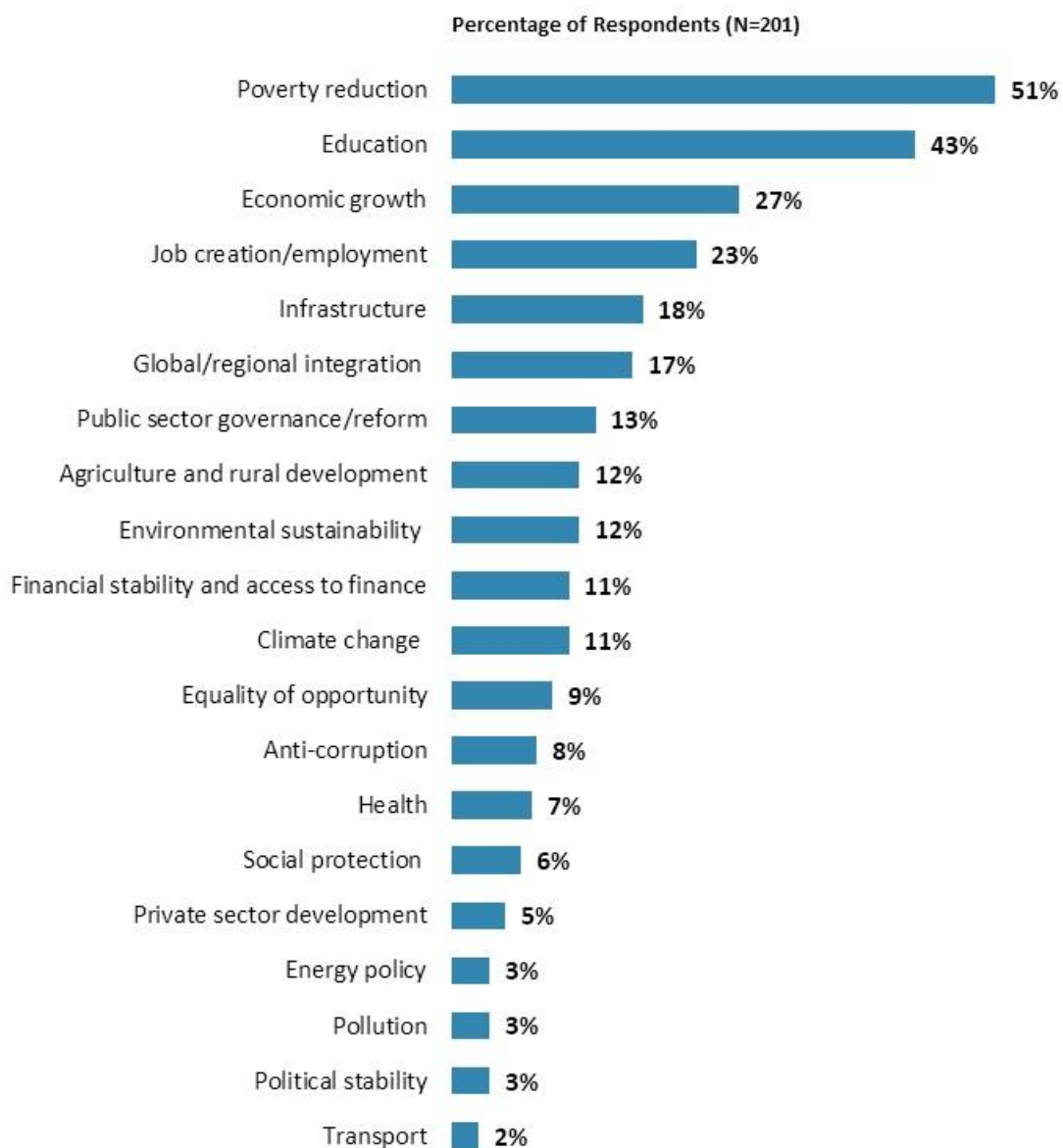
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*poverty reduction and inequity*” (38%), “*increasing access to and quality of education including higher education*” (31%), and “*public sector governance/reform*” (28%).

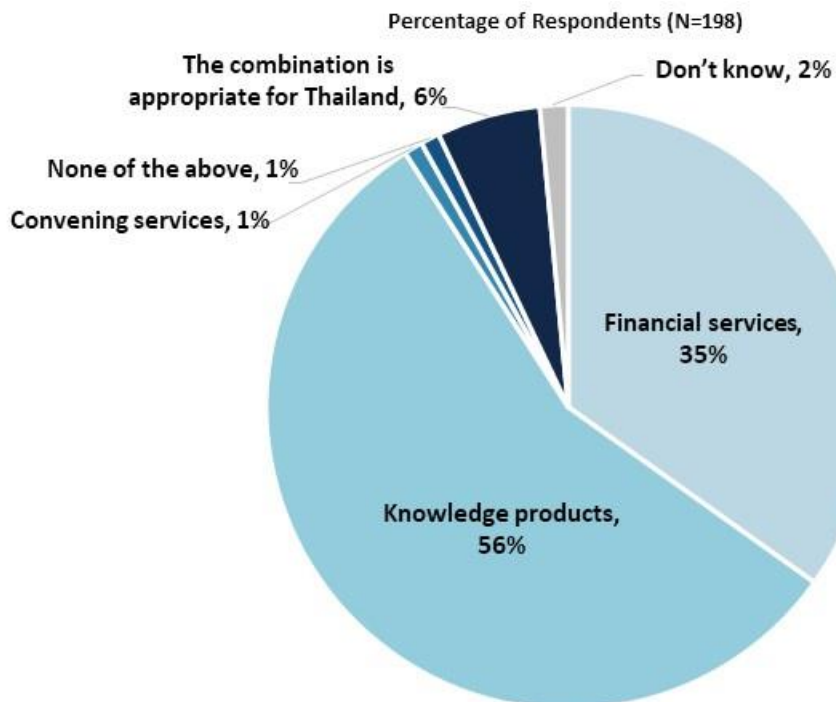


**“When thinking about how the World Bank Group can have the most impact on development results in Thailand, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Thailand? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 20 of 27 response options shown.)



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

### Future Combination of the WBG Services



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

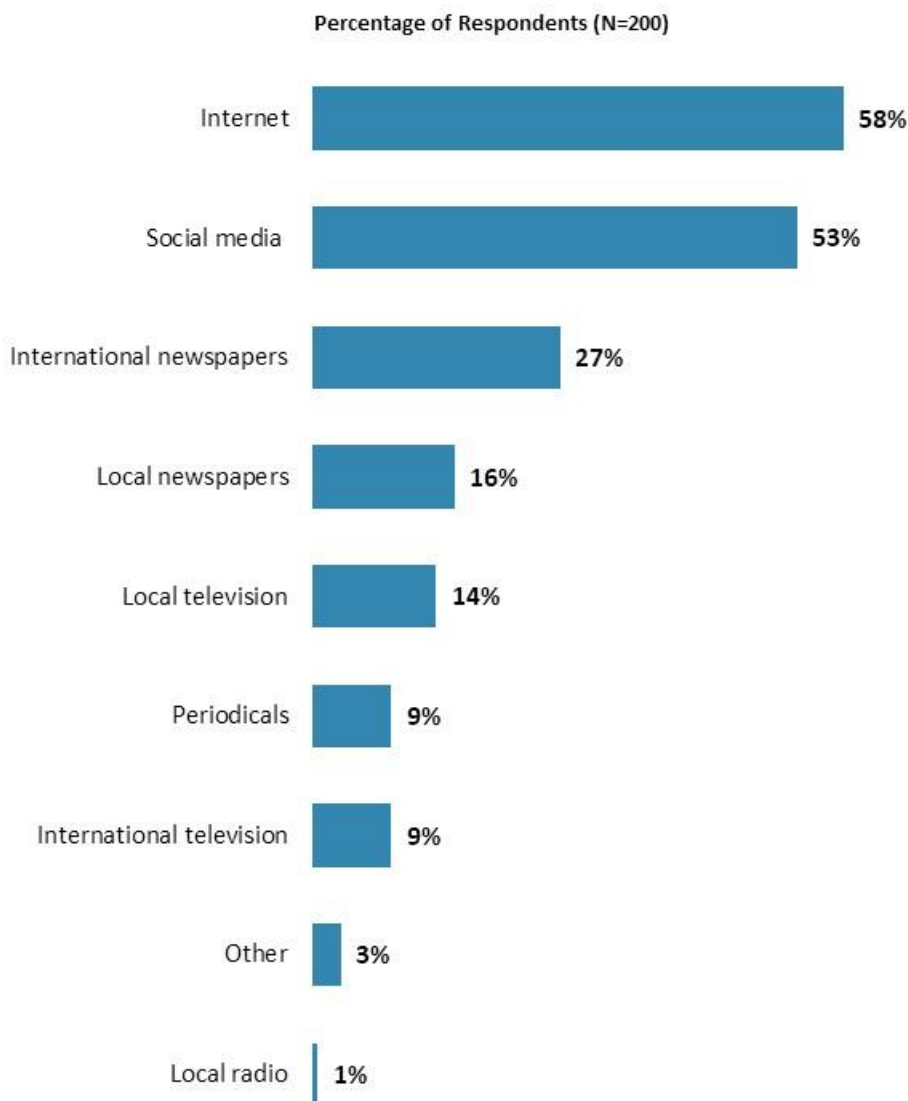


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 53) for responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Thailand from “Internet” (84%) and “local newspapers” (44%).



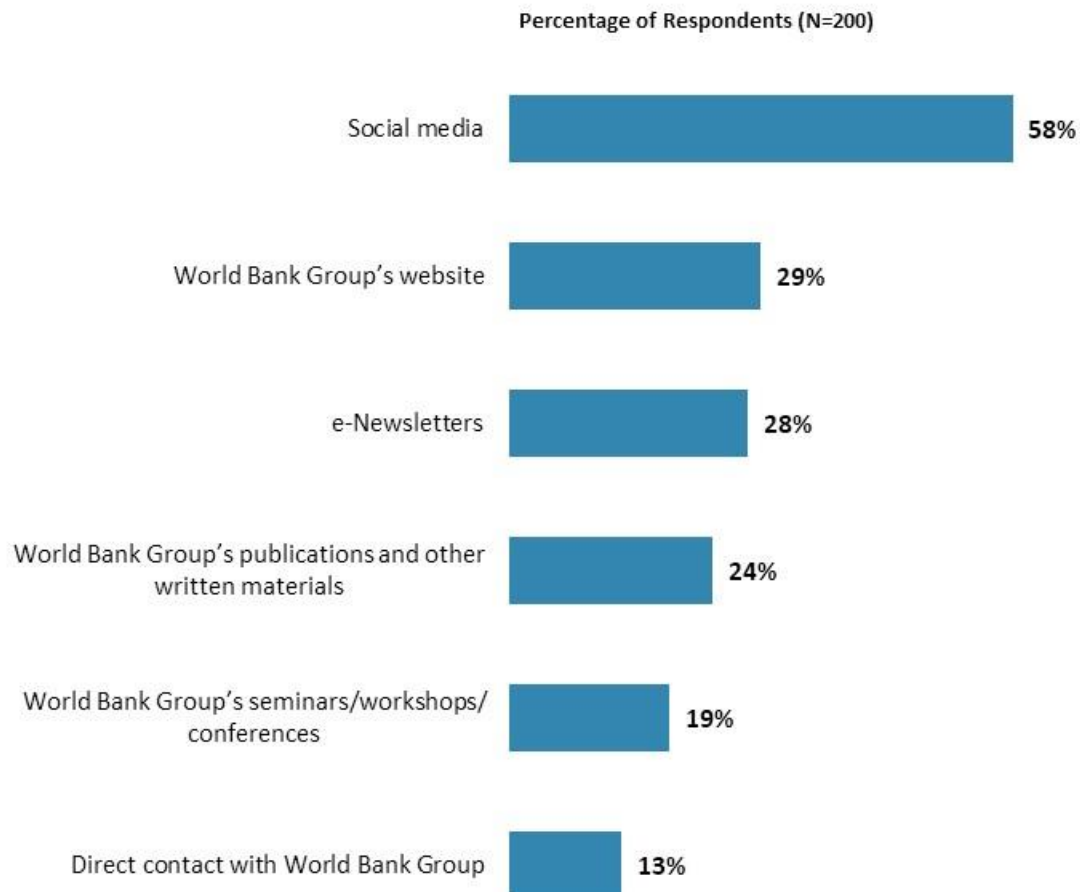
**"How do you get most of your information about economic and social development issues in Thailand?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank website*” (64%) and “*World Bank seminars/workshops/conferences*” (49%).

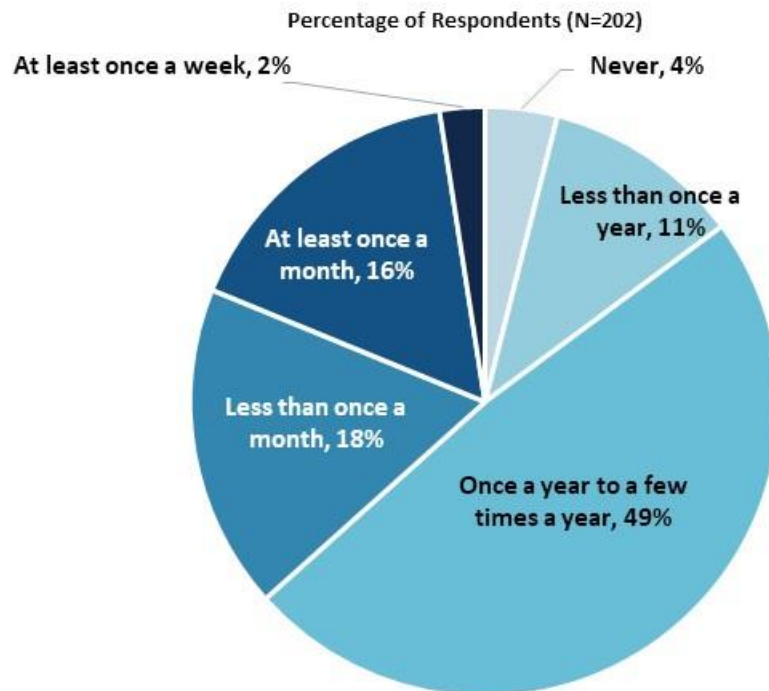


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### WBG Interaction Frequency

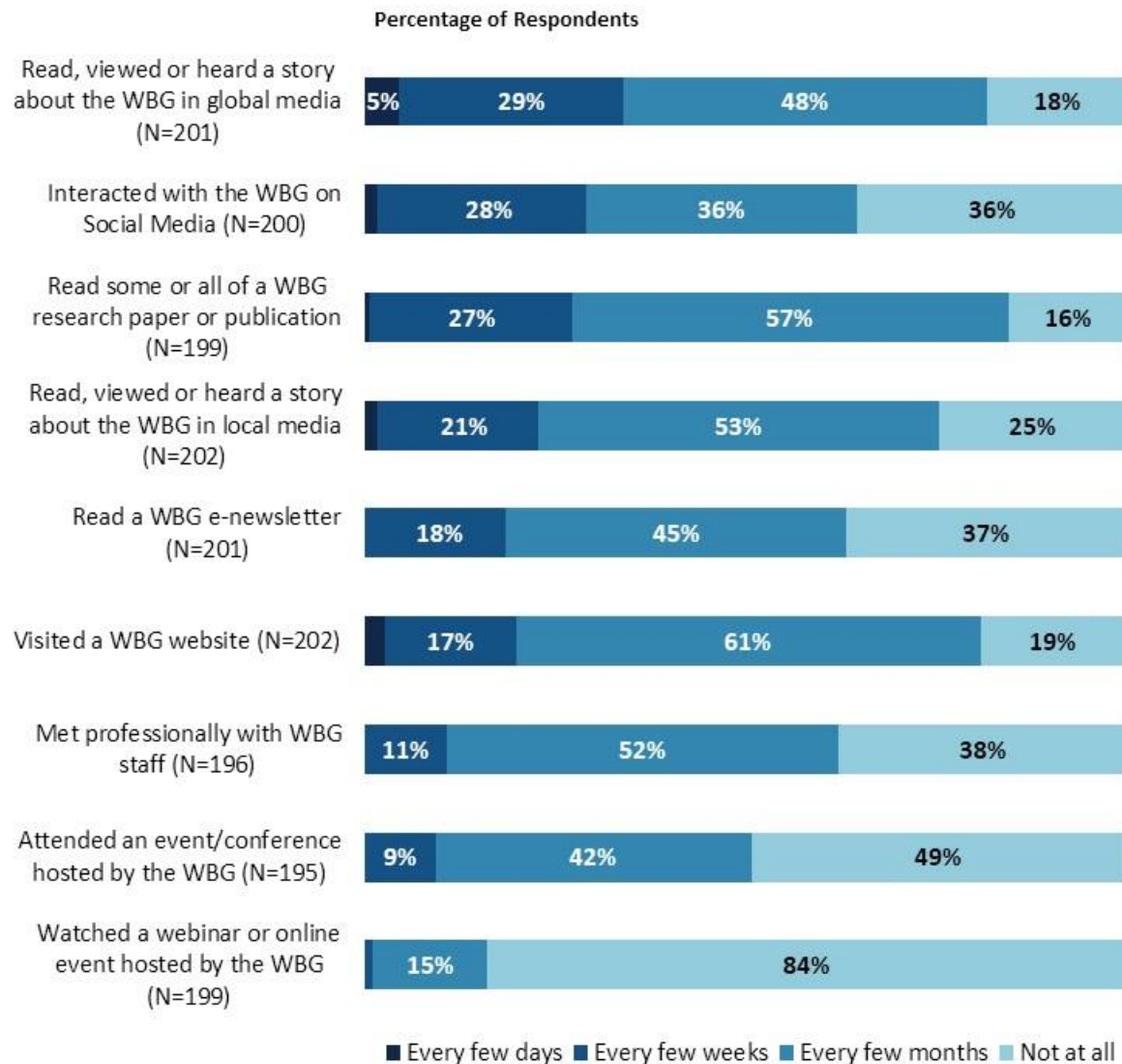


"How frequently do you interact with the World Bank Group now in Thailand?"  
(Respondents chose from a list.)



## 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.)**



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### THAILAND







## Appendix A: Responses to All Questions across All Respondents (N=202)

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 Thailand

1. When you think about the future in Thailand, are you ... ?	Percentage of Respondents (N=201)
Very pessimistic	2.5%
Somewhat pessimistic	21.4%
Somewhat optimistic	59.7%
Very optimistic	15.4%
Not sure	1.0%

2. Do you think that economic opportunity for citizens in Thailand is ... ?	Percentage of Respondents (N=202)
Increasing	47.5%
Decreasing	16.8%
Staying about the same	35.6%

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

<b>3. Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=201)</b>
Education (e.g., quality of education)	68.2%
Anti-corruption	30.3%
Political stability	29.4%
Poverty reduction	29.4%
Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.9%
Economic growth (e.g., trade and exports)	16.9%
Environmental sustainability (e.g., marine plastics, natural resource management, renewable energy)	16.4%
Infrastructure	13.9%
Job creation/employment	11.4%
Agriculture and rural development	10.4%
Equality of opportunity (e.g., social inclusion)	8.5%
Climate change (e.g., mitigation, adaptation)	6.5%
Global/regional integration (e.g., AEC, CLMVT)	6.0%
Health	6.0%
Financial stability and access to finance	5.5%
Social protection (e.g., pensions, targeted social assistance)	3.5%
Conflict resolution in Southern Thailand	3.5%
Urban development	3.0%
Private sector development	3.0%
Pollution	2.5%
Transport (e.g., roads, bridges, transportation)	1.5%
Energy policy	1.0%
Gender equity (closing the gap between women and men, and boys and girls)	1.0%
Road safety	1.0%
Information and communications technology	1.0%
Water and sanitation	0.0%
Disaster risk management	0.0%

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

<b>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 Thailand? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Education (e.g., quality of education)	52.5%
Anti-corruption	48.5%
Job creation/employment	46.0%
Agriculture and rural development	23.3%
Economic growth (e.g., trade and exports)	20.8%
Equality of opportunity (e.g., social inclusion)	18.8%
Infrastructure	17.8%
Financial stability and access to finance	13.9%
Social protection (e.g., pensions, targeted social assistance)	11.4%
Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	9.9%
Political stability	8.9%
Health	7.9%
Private sector development	4.5%
Urban development	3.0%
Global/regional integration (e.g., AEC, CLMVT)	2.5%
Conflict resolution in Southern Thailand	1.5%
Information and communications technology	1.5%
Environmental sustainability (e.g., marine plastics, natural resource management, renewable energy)	1.5%
Climate change (e.g., mitigation, adaptation)	1.0%
Disaster risk management	0.5%
Road safety	0.5%
Transport (e.g., roads, bridges, transportation)	0.5%
Water and sanitation	0.5%
Gender equity (closing the gap between women and men, and boys and girls)	0.5%
Energy policy	0.0%
Pollution	0.0%

<b>5. When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=192)</b>
Corruption	56.3%
Political pressures and obstacles	28.1%
Inadequate level of capacity in the government	22.9%
Poor coordination within the government	21.9%
Inadequate level of citizen/civil society participation	18.8%
Inadequate level of government accountability	14.1%
Reforms are not well thought out in light of country challenges	13.0%
Inadequate level of private sector participation	6.8%
Other	4.7%
Private sector involvement and/or influence	3.6%
Inadequate level of donor coordination	0.0%

**A. General Issues Facing Thailand (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/federal government	186	4	5.97	1.76
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	182	9	7.37	1.40
3. The World Bank Group*	185	6	7.97	1.35
4. The International Monetary Fund	172	16	7.34	1.59
5. UN	182	9	7.95	1.47
6. Regional development banks	173	16	7.55	1.30
7. Thailand's Central Bank	183	5	8.09	1.37
8. International private sector	174	12	6.82	1.41
9. Domestic private sector	183	6	6.66	1.41
10. International civil society (e.g., NGOs, CBOs)	177	10	7.23	1.68
11. Domestic civil society (e.g., NGOs, CBOs)	180	10	6.88	1.60
12. Faith-based institutions	164	27	6.65	1.93
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	185	4	6.35	1.64
14. International media and their web presence	184	6	6.67	1.57
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	185	5	5.84	1.76

7. Please describe the direction Thailand is moving in, when considering ... ?	Direction				
	Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
Human development (e.g., health, education, and social protection) (N=201)	2.0%	7.5%	20.9%	54.7%	14.9%
Equal opportunity for girls and boys, men and women (N=201)	0.5%	2.0%	26.9%	50.2%	20.4%
Growing Thailand's economy in a way that leads to jobs and employment (N=200)	1.5%	12.0%	34.5%	48.5%	3.5%
The gap between the rich and the poor (N=202)	22.8%	34.7%	39.1%	3.5%	0.0%
Making government more effective (N=201)	10.9%	22.4%	43.3%	20.9%	2.5%
Anti-corruption (N=202)	20.3%	31.2%	36.6%	10.9%	1.0%
Attracting new sources of foreign investment (N=201)	3.5%	19.9%	44.8%	28.4%	3.5%

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

Familiarity		N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Thailand? (1-Not familiar at all, 10-Extremely familiar)		201	n/a	6.44	1.71
Effectiveness		N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Thailand.* (1-Not effective at all, 10-Very effective)		187	13	7.44	1.36
Staff Preparedness		N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)		191	11	7.79	1.39

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Thailand, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Thailand? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=201)</b>
Poverty reduction	50.7%
Education (e.g., quality of education)	43.3%
Economic growth (e.g., trade and exports)	26.9%
Job creation/employment	22.9%
Infrastructure	17.9%
Global/regional integration (e.g., AEC, CLMVT)	16.9%
Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.4%
Agriculture and rural development	11.9%
Environmental sustainability (e.g., marine plastics, natural resource management, renewable energy)	11.9%
Financial stability and access to finance	10.9%
Climate change (e.g., mitigation, adaptation)	10.9%
Equality of opportunity (e.g., social inclusion)	9.5%
Anti-corruption	8.0%
Health	7.5%
Social protection (e.g., pensions, targeted social assistance)	6.5%
Private sector development	5.0%
Energy policy	3.5%
Pollution	3.5%
Political stability	3.5%
Transport (e.g., roads, bridges, transportation)	2.5%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Urban development	2.0%
Road safety	2.0%
Conflict resolution in Southern Thailand	1.5%
Disaster risk management	1.5%
Information and communications technology	1.0%
Water and sanitation	0.5%

<b>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 Thailand?</b>	<b>Percentage of Respondents (N=165)</b>		
	<b>Greatest Value</b>	<b>Second Greatest Value</b>	<b>Combined</b>
Policy advice, studies, analyses	23.6%	17.6%	41.2%
Implementation support	16.1%	17.6%	33.7%
Capacity development related to World Bank Group supported projects	12.4%	18.8%	31.2%
Technical assistance	16.1%	9.1%	25.2%
Financial resources	13.0%	10.9%	24.0%
Bringing together different groups of stakeholders	6.2%	6.1%	12.3%
Mobilizing third party financial resources	5.0%	6.7%	11.6%
Data and statistics	3.1%	5.5%	8.6%
Promoting knowledge sharing	2.5%	6.1%	8.5%
Donor coordination	0.6%	1.8%	2.4%
Other	1.2%	0.0%	1.2%

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

<b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Not aligned with country priorities	25.0%
Not adequately sensitive to political/social realities in Thailand	21.5%
Not enough public disclosure of its work	17.0%
Not collaborating enough with private sector	14.0%
Don't know	12.0%
Not willing to honestly criticize policies and reform efforts in the country	10.5%
Too influenced by developed countries	10.0%
World Bank Group's processes too slow and complex	10.0%
Inadequate World Bank Group's staffing in Thailand	9.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	8.5%
Not sufficiently focused on sustainable results	8.0%
Staff too inaccessible	6.0%
Not adequately flexible	5.5%
Arrogant in its approach	4.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.0%
Other	1.5%

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Thailand? (Select only ONE response)</b>	<b>Percentage of Respondents (N=201)</b>
To a fully sufficient degree	27.4%
To a somewhat sufficient degree	45.3%
To a somewhat insufficient degree	11.4%
To a very insufficient degree	4.5%
Don't know	11.4%

<b>8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?</b>	<b>Percentage of Respondents (N=201)</b>
Increased its emphasis recently	23.4%
Decreased its emphasis recently	3.0%
Emphasis has remained pretty consistent over time	56.7%
Don't know	16.9%

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

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=202)
Academia/think tanks/research institutes	35.6%
Private sector	29.2%
NGOs/Community Based Organizations	27.2%
Local government	26.7%
Beneficiaries	26.7%
Donor community	11.4%
Youth/university groups	8.9%
Media	6.4%
Parliament	4.5%
Foundations	4.0%
Don't know	3.5%
Other	2.5%

To what extent do you agree with the following statements about the World Bank Group's work in Thailand? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Thailand*	195	7	7.11	1.40
11. The World Bank Group's work is aligned with what I consider the development priorities for Thailand*	188	13	6.97	1.21

To what extent is the World Bank Group an effective development partner in Thailand, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	175	27	6.79	1.34
13. Flexibility (in terms of the institution's products and services)*	152	50	6.43	1.47
14. Flexibility (in terms of changing country circumstances)*	153	49	6.44	1.43
15. Being inclusive*	169	33	6.58	1.47
16. Openness (sharing data and other information)*	193	9	7.21	1.40
17. Collaboration with the Government*	183	18	7.44	1.26
18. The speed in which it gets things accomplished on the ground*	150	51	6.97	1.60
19. Helping to bring discipline/effective supervision to implementation of investment projects*	153	49	7.12	1.40
20. Collaboration with civil society*	180	22	7.07	1.39
21. Staff accessibility*	172	28	6.94	1.64
22. Collaboration with other donors and development partners*	159	43	7.03	1.36
23. Collaboration with the private sector*	151	49	6.66	1.33
24. Straightforwardness and honesty*	186	16	8.17	1.25
25. Treating clients and stakeholders in Thailand with respect*	188	12	7.96	1.29
26. Being a long-term partner*	188	13	7.90	1.39

**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 Thailand? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	132	70	7.02	1.37
2. Poverty reduction	164	37	7.98	1.80
3. Private sector development	156	46	7.40	1.58
4. Education	165	36	7.96	1.59
5. Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	155	46	6.85	1.44
6. Transportation (e.g., railways)	134	67	6.97	1.51
7. Health	145	55	7.28	1.44
8. Social inclusion (e.g., LGBTI)	128	71	7.13	1.51
9. Gender	129	71	7.11	1.46
10. Climate change (e.g., mitigation, adaptation)	137	64	7.23	1.43
11. Energy	121	80	7.14	1.45
12. Community development in Southern Thailand	148	54	7.33	1.54
13. Financial sector development	164	37	8.29	1.47
14. Economic growth	173	29	8.29	1.55

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Thailand?* (1-To no degree at all, 10-To a very significant degree)	182	20	7.35	1.35

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Thailand?* (1-To no degree at all, 10-To a very significant degree)	179	22	7.15	1.39

To what extent do you agree with the following statements about the World Bank Group in Thailand? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Thailand*	172	29	7.15	1.64
5. The World Bank Group meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	186	12	7.77	1.45

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
6. To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	147	53	7.43	1.30



**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=201)
Weekly	3.0%
Monthly	24.4%
A few times a year	57.2%
Rarely	10.0%
Never	5.5%

In Thailand, 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	171	29	7.08	1.49
3. Include appropriate level of stakeholder involvement during preparation	172	29	7.28	1.31
4. Lead to practical solutions	182	19	7.12	1.51
5. Are source of relevant information on global good practices	187	13	8.12	1.37
6. Are adequately disseminated	177	24	7.27	1.52
7. Are translated enough into local language	149	52	6.62	2.00
8. Are adaptable to Thailand's specific development challenges and country circumstances*	180	20	7.31	1.38

Overall Evaluations	N	DK	Mean	SD
9. 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)	189	12	7.56	1.40
10. 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)	190	11	7.96	1.12

**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	95	104	7.25	1.65
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	129	72	7.47	1.37
3. The World Bank Group's approvals and reviews are done in a timely fashion	114	87	7.24	1.46
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	141	60	7.59	1.16
5. The World Bank Group's conditions on its lending are reasonable	119	81	7.48	1.21
6. The World Bank Group takes decisions quickly in Thailand*	130	68	7.16	1.39
7. Working with the World Bank Group increases Thailand's institutional capacity	179	22	7.93	1.36
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	138	62	7.48	1.22

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Increase the level of capacity development in the country	35.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.5%
Engage more directly with beneficiaries	21.5%
Offer more innovative knowledge services	18.0%
Engage more effectively with private sector	17.5%
Improve the quality of its experts as related to Thailand's specific challenges	17.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	16.5%
Provide more adequate data/knowledge/statistics/figures on Thailand's economy	12.5%
Offer more innovative financial products	9.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.0%
Increase availability of Reimbursable Advisory Services (RAS)	4.5%
Reduce the complexity of obtaining World Bank Group financing	4.0%
Work faster	3.5%
Other	2.5%
Ensure greater selectivity in its work	2.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	1.5%

<b>2. When considering the combination of services that the World Bank Group offers in Thailand, 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 Thailand? (Select only ONE response)</b>	<b>Percentage of Respondents (N=198)</b>
Financial services	34.8%
Knowledge products	56.1%
Convening services	1.0%
None of the above	1.0%
The combination is appropriate for Thailand	5.6%
Don't know	1.5%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Thailand?</b>	<b>Percentage of Respondents (N=202)</b>
Never	4.0%
Less than once a year	10.9%
Once a year to a few times a year	48.5%
Less than once a month	17.8%
At least once a month	16.3%
At least once a week	2.5%

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

<b>2. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Internet	58.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	53.0%
International newspapers	27.0%
Local newspapers	15.5%
Local television	13.5%
Periodicals	8.5%
International television	8.5%
Other	3.0%
Local radio	0.5%
International radio	0.0%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=200)</b>
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	58.0%
World Bank Group's website	29.0%
e-Newsletters	27.5%
World Bank Group's publications and other written materials	23.5%
World Bank Group's seminars/workshops/conferences	18.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	13.0%

<b>4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>Percentage of Respondents</b>			
	<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) (N=202)	1.5%	21.3%	52.5%	24.8%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) (N=201)	4.5%	29.4%	47.8%	18.4%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) (N=200)	1.5%	27.5%	35.5%	35.5%
Visited a WBG website (e.g., read a blog, used data) (N=202)	2.5%	17.3%	60.9%	19.3%
Attended an event/conference hosted by the WBG (N=195)	0.0%	9.2%	41.5%	49.2%
Watched a webinar or online event hosted by the WBG (N=199)	0.0%	1.0%	15.1%	83.9%
Read some or all of a WBG research paper or publication (N=199)	0.5%	26.6%	57.3%	15.6%
Met professionally with WBG staff (N=196)	0.0%	10.7%	51.5%	37.8%
Read a WBG e-newsletter (N=201)	0.0%	18.4%	44.8%	36.8%

**H. Background Information**

<b>1. Which of the following best describes your current affiliation? (Select only ONE response)</b>	<b>Percentage of Respondents (N=200)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	16.5%
Financial Sector/Private Bank	15.5%
Academia/Research Institute/Think Tank	11.5%
NGO/Community Based Organization	10.5%
Media (press, radio, TV, web, etc.)	10.0%
Office of Minister	6.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	6.5%
Multilateral Agency	5.0%
Private Sector Organization	4.5%
Other	4.5%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	3.0%
Bilateral Agency	3.0%
Office of the President, Prime Minister	2.5%
Private Foundation	0.5%
Office of Parliamentarian	0.0%
Local Government Office or Staff	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%
Judiciary Branch	0.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=200)</b>
Finance and markets	24.5%
Macroeconomics and fiscal management	16.0%
Health, nutrition, and population	11.5%
Generalist (specialized in multiple sectors)	6.5%
Other	5.0%
Environment and natural resources	4.5%
Urban, rural, and social development	4.5%
Energy and extractives	4.0%
Gender	4.0%
Transport and ICT	4.0%
Climate change	4.0%
Education	3.0%
Poverty	2.5%
Fragility, conflict and violence	2.0%
Trade and competitiveness	2.0%
Social protection and labor	1.0%
Public-private partnerships	1.0%
Water	0.0%
Governance	0.0%
Jobs	0.0%
Agriculture	0.0%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=201)</b>
Yes	30.8%
No	69.2%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand? (Select only ONE response)</b>	<b>Percentage of Respondents (N=56)</b>
The World Bank (IBRD)	60.7%
The International Finance Corporation (IFC)	35.7%
The Multilateral Investment Guarantee Agency (MIGA)	3.6%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=170)</b>
Yes	17.6%
No	82.4%

<b>6. Which of the following describes most of your exposure to the World Bank Group in Thailand? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=192)</b>
Use World Bank Group reports/data	52.6%
Use World Bank Group website for information, data, research, etc.	44.8%
Engage in World Bank Group related/sponsored events/activities	25.0%
Collaborate as part of my professional duties	18.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	13.5%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=193)</b>
Female	43.0%
Male	54.4%
Transwoman	0.5%
Transman	0.0%
Other	2.1%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=195)</b>
25 and under	0.0%
26-35	7.7%
36-45	26.7%
46-55	49.2%
56 and above	16.4%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=193)</b>
Bangkok and vicinity	88.1%
Southern Thailand	4.7%
Northern Thailand	3.6%
Northeastern Thailand	2.1%
Central Thailand	1.6%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>5</sup>

- Office of the President/Prime Minister/Minister N=18
- Private Sector/Financial Sector/Private Bank N=40
- Independent Government Institution N=13
- Employee of a Ministry/PMU/Consultant on WBG Project N=39
- CSO N=22
- Academia N=23
- Bilateral/Multilateral Agency N=16
- Media N=20
- Other N=9

### A. General Issues facing Thailand

When you think about the future in Thailand, are you ... ?

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Very pessimistic	0.0%	0.0%	0.0%	2.5%	9.1%	0.0%	0.0%	4.3%	11.1%
Somewhat pessimistic	23.5%	23.1%	18.8%	15.0%	22.7%	35.0%	23.1%	13.0%	33.3%
Somewhat optimistic	58.8%	61.5%	68.8%	62.5%	54.5%	55.0%	53.8%	69.6%	44.4%
Very optimistic	17.6%	12.8%	12.5%	20.0%	13.6%	5.0%	23.1%	13.0%	11.1%
Not sure	0.0%	2.6%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%

<sup>5</sup> Only 200 respondents provided information about their current affiliation (question H1 in the questionnaire). Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Education*	83.3%	66.7%	81.3%	60.0%	42.9%	55.0%	69.2%	91.3%	88.9%
Public sector governance/ reform	22.2%	15.4%	0.0%	22.5%	23.8%	25.0%	30.8%	13.0%	22.2%
Global/regional integration	5.6%	2.6%	12.5%	5.0%	9.5%	5.0%	0.0%	13.0%	0.0%
Political stability	44.4%	23.1%	18.8%	25.0%	52.4%	25.0%	46.2%	17.4%	22.2%
Urban development	0.0%	2.6%	0.0%	2.5%	4.8%	5.0%	0.0%	4.3%	11.1%
Energy policy	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	2.5%	4.8%	5.0%	7.7%	4.3%	0.0%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	4.3%	0.0%
Private sector development	0.0%	0.0%	12.5%	7.5%	0.0%	0.0%	0.0%	4.3%	0.0%
Job creation/employment	11.1%	10.3%	0.0%	20.0%	23.8%	5.0%	15.4%	0.0%	11.1%
Social protection	0.0%	2.6%	12.5%	2.5%	14.3%	0.0%	0.0%	0.0%	0.0%
Health	5.6%	10.3%	12.5%	2.5%	4.8%	0.0%	0.0%	8.7%	0.0%
Financial stability and access to finance	0.0%	5.1%	0.0%	15.0%	0.0%	5.0%	15.4%	0.0%	0.0%
Environmental sustainability	16.7%	28.2%	18.8%	12.5%	14.3%	5.0%	15.4%	13.0%	11.1%
Climate change*	16.7%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Poverty reduction*	11.1%	25.6%	50.0%	20.0%	28.6%	60.0%	46.2%	30.4%	0.0%
Anti-corruption	11.1%	38.5%	12.5%	32.5%	42.9%	45.0%	15.4%	30.4%	22.2%
Infrastructure	11.1%	28.2%	18.8%	15.0%	4.8%	10.0%	7.7%	4.3%	11.1%
Economic growth*	11.1%	10.3%	18.8%	37.5%	4.8%	0.0%	23.1%	21.7%	11.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	22.2%	7.7%	12.5%	5.0%	4.8%	5.0%	0.0%	8.7%	11.1%
Agriculture and rural development*	11.1%	0.0%	12.5%	7.5%	0.0%	35.0%	7.7%	17.4%	22.2%
Road safety	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%
Conflict resolution in Southern Thailand	0.0%	2.6%	6.3%	2.5%	4.8%	5.0%	0.0%	4.3%	11.1%
Transport	0.0%	5.1%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	4.3%	0.0%

\*Significantly different between stakeholder groups



# A. General Issues facing Thailand (continued)

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Inadequate level of donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	23.5%	15.8%	6.3%	11.4%	14.3%	5.0%	7.7%	13.0%	14.3%
Inadequate level of private sector participation	0.0%	10.5%	6.3%	14.3%	4.8%	0.0%	7.7%	4.3%	0.0%
Inadequate level of citizen/civil society participation*	29.4%	28.9%	18.8%	0.0%	33.3%	15.0%	15.4%	13.0%	28.6%
Poor coordination within the government*	41.2%	18.4%	18.8%	17.1%	0.0%	20.0%	53.8%	26.1%	28.6%
Political pressures and obstacles	35.3%	23.7%	31.3%	31.4%	23.8%	30.0%	23.1%	26.1%	42.9%
Inadequate level of government accountability	5.9%	15.8%	31.3%	11.4%	23.8%	15.0%	0.0%	8.7%	0.0%
Inadequate level of capacity in the government	23.5%	21.1%	18.8%	34.3%	14.3%	25.0%	23.1%	26.1%	0.0%
Corruption*	11.8%	52.6%	56.3%	62.9%	66.7%	70.0%	69.2%	56.5%	57.1%
Private sector involvement and/or influence*	17.6%	2.6%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	28.6%
Other	5.9%	0.0%	6.3%	5.7%	4.8%	0.0%	0.0%	17.4%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	17	7.41	1.91	39	8.31	1.00	12	8.67	0.49	37	8.24	1.09	21	7.57	1.66	16	8.00	1.51	13	8.00	1.15	22	7.77	1.38	6	6.50	1.64

(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**

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Thailand?*	17	7.24	1.71	39	6.38	1.66	16	6.81	1.64	40	6.65	1.73	22	5.68	1.59	20	7.15	1.09	13	6.92	1.04	23	6.04	1.36	9	4.22	2.68

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

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Thailand.*	18	7.72	1.81	36	7.92	1.36	15	7.73	1.03	37	7.38	1.11	20	6.65	1.46	18	7.56	0.98	13	7.92	0.86	21	6.86	1.46	7	6.43	1.51

(1-Not effective at all, 10-Very effective) \*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 Thailand, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Thailand? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Health	16.7%	12.8%	0.0%	5.0%	9.1%	0.0%	0.0%	9.1%	11.1%
Job creation/employment	5.6%	30.8%	31.3%	20.0%	31.8%	35.0%	23.1%	9.1%	11.1%
Financial stability and access to finance	5.6%	2.6%	6.3%	22.5%	22.7%	5.0%	15.4%	9.1%	0.0%
Energy policy*	5.6%	12.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Water and sanitation	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	16.7%	2.6%	6.3%	2.5%	18.2%	10.0%	0.0%	4.5%	0.0%
Pollution	11.1%	2.6%	0.0%	0.0%	0.0%	5.0%	0.0%	4.5%	11.1%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%	2.6%	0.0%	0.0%	9.1%	0.0%	0.0%	4.5%	0.0%
Private sector development	0.0%	2.6%	6.3%	12.5%	9.1%	0.0%	0.0%	4.5%	0.0%
Education	50.0%	35.9%	62.5%	40.0%	27.3%	30.0%	53.8%	59.1%	44.4%
Public sector governance/ reform	27.8%	10.3%	12.5%	12.5%	18.2%	10.0%	30.8%	4.5%	0.0%
Global/regional integration	16.7%	28.2%	0.0%	22.5%	9.1%	5.0%	7.7%	22.7%	22.2%
Political stability	5.6%	2.6%	6.3%	2.5%	0.0%	5.0%	7.7%	0.0%	11.1%
Urban development	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	7.7%	9.1%	0.0%
Conflict resolution in Southern Thailand	0.0%	0.0%	0.0%	2.5%	9.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	7.7%	0.0%	7.5%	18.2%	10.0%	30.8%	4.5%	11.1%
Information and communications technology	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	11.1%
Infrastructure*	38.9%	20.5%	31.3%	10.0%	9.1%	25.0%	23.1%	0.0%	11.1%
Economic growth*	11.1%	7.7%	43.8%	57.5%	18.2%	20.0%	7.7%	40.9%	11.1%
Transport	11.1%	5.1%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	2.6%	6.3%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Agriculture and rural development	5.6%	7.7%	6.3%	10.0%	4.5%	35.0%	15.4%	18.2%	11.1%
Road safety	5.6%	2.6%	0.0%	0.0%	0.0%	0.0%	7.7%	4.5%	0.0%
Environmental sustainability	22.2%	20.5%	12.5%	2.5%	0.0%	10.0%	7.7%	13.6%	22.2%
Climate change*	22.2%	25.6%	0.0%	2.5%	0.0%	0.0%	0.0%	9.1%	55.6%
Poverty reduction*	5.6%	43.6%	62.5%	52.5%	68.2%	65.0%	61.5%	63.6%	33.3%
Anti-corruption	0.0%	7.7%	6.3%	7.5%	18.2%	20.0%	0.0%	0.0%	11.1%

\*Significantly different between stakeholder groups

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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Increased its emphasis recently	41.2%	23.1%	31.3%	17.5%	40.9%	20.0%	7.7%	21.7%	0.0%
Decreased its emphasis recently	11.8%	5.1%	0.0%	0.0%	0.0%	5.0%	0.0%	4.3%	0.0%
Emphasis has remained pretty consistent over time	29.4%	48.7%	50.0%	65.0%	50.0%	60.0%	76.9%	69.6%	55.6%
Don't know	17.6%	23.1%	18.8%	17.5%	9.1%	15.0%	15.4%	4.3%	44.4%

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

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Parliament	0.0%	0.0%	0.0%	5.0%	9.1%	10.0%	0.0%	13.0%	0.0%
Foundations*	5.6%	0.0%	0.0%	2.5%	4.5%	20.0%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	11.1%	28.2%	37.5%	20.0%	72.7%	30.0%	23.1%	8.7%	0.0%
Academia/think tanks/ research institutes*	44.4%	48.7%	18.8%	12.5%	18.2%	15.0%	61.5%	73.9%	44.4%
Youth/university groups	5.6%	10.3%	0.0%	7.5%	9.1%	15.0%	7.7%	13.0%	11.1%
Private sector*	11.1%	20.5%	6.3%	67.5%	9.1%	10.0%	38.5%	43.5%	22.2%
Local government*	66.7%	23.1%	43.8%	22.5%	4.5%	20.0%	30.8%	26.1%	11.1%
Donor community	5.6%	20.5%	18.8%	12.5%	18.2%	5.0%	0.0%	0.0%	11.1%
Media*	11.1%	2.6%	0.0%	2.5%	4.5%	25.0%	15.4%	4.3%	0.0%
Beneficiaries*	11.1%	35.9%	56.3%	30.0%	31.8%	20.0%	15.4%	8.7%	22.2%
Other*	0.0%	0.0%	0.0%	5.0%	0.0%	15.0%	0.0%	0.0%	0.0%
Don't know	5.6%	2.6%	6.3%	0.0%	4.5%	5.0%	0.0%	0.0%	22.2%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in Thailand? (1-Strongly disagree, 10-Strongly agree)**

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Thailand*	18	7.50	2.01	39	7.69	1.42	14	7.07	1.33	40	6.68	1.33	21	6.76	1.61	20	7.15	0.99	13	7.15	0.80	22	6.95	0.95	6	6.33	1.21
The World Bank Group's work is aligned with what I consider the development priorities for Thailand	18	7.39	1.65	35	7.40	1.26	14	7.21	0.97	40	6.60	0.98	20	6.70	1.26	20	6.90	1.02	13	7.00	0.91	20	6.60	0.99	6	6.50	1.52

\*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	18	7.00	1.91	35	7.40	1.44	12	6.83	1.11	37	6.57	1.07	20	6.35	1.18	16	7.00	1.10	13	6.85	1.07	17	6.29	1.36	5	5.60	0.89
Flexibility (in terms of the institution's products and services)*	18	6.50	2.01	31	7.10	1.64	10	6.00	1.56	29	6.48	1.02	17	5.71	1.21	13	6.00	1.08	12	6.83	0.72	14	6.00	1.57	7	6.00	1.29
Flexibility (in terms of changing country circumstances)	18	6.56	1.89	29	7.07	1.53	10	6.40	0.70	32	6.50	1.14	17	6.12	1.45	14	5.93	1.00	12	6.58	0.67	13	5.85	1.77	7	5.57	1.72
Being inclusive	18	6.56	1.72	33	7.00	1.37	13	6.62	1.33	35	6.60	1.14	18	6.33	1.75	17	6.76	1.25	12	6.42	0.79	16	6.25	1.84	6	5.17	2.14
Openness (sharing data and other information)	18	7.06	1.00	38	7.53	1.35	14	7.64	1.39	39	6.97	1.27	22	6.77	1.88	20	7.25	1.33	13	7.31	0.63	21	7.57	1.54	6	6.67	2.16
Collaboration with the Government	18	7.44	1.58	38	7.95	1.37	12	7.58	0.51	38	7.13	1.07	18	7.28	1.53	17	7.29	0.77	12	7.58	0.67	22	7.41	1.22	6	6.83	1.94
The speed in which it gets things accomplished on the ground	17	7.12	2.20	34	7.50	1.73	12	6.83	1.47	27	6.78	1.19	16	6.69	1.45	12	7.17	0.94	10	7.00	1.05	14	6.79	1.42	6	5.67	2.25
Helping to bring discipline/effective supervision to implementation of investment projects	17	7.35	1.77	30	7.40	1.71	10	7.00	0.82	35	7.14	0.94	17	6.71	1.53	13	6.92	1.12	8	7.13	0.83	16	6.88	1.71	5	6.80	1.92
Collaboration with civil society*	17	7.00	1.73	34	7.50	1.38	12	7.75	0.45	39	7.15	0.93	21	6.48	1.89	17	6.82	1.24	12	7.33	1.30	20	6.80	1.24	7	5.86	1.46
Staff accessibility*	18	7.78	1.26	37	7.24	1.62	10	7.30	1.25	32	7.03	1.23	19	6.00	2.13	20	6.50	1.54	13	7.38	1.26	16	6.25	1.73	5	6.00	2.45
Collaboration with other donors and development partners	15	7.00	1.25	29	7.48	1.27	14	7.00	1.88	35	7.17	1.07	17	6.35	1.37	15	6.20	1.61	10	7.20	0.79	17	7.24	0.83	6	6.67	2.07
Collaboration with the private sector*	15	6.93	1.10	25	7.24	1.36	10	7.00	0.47	39	6.44	1.25	15	6.33	1.72	15	6.20	1.37	9	7.00	0.71	16	6.75	0.86	6	5.17	1.72
Straightforwardness and honesty*	16	8.50	0.89	38	8.45	1.37	13	8.31	1.11	38	8.03	0.75	18	8.06	1.06	19	7.95	1.08	13	8.46	0.78	23	8.09	1.76	6	6.33	2.25
Treating clients and stakeholders in Thailand with respect	17	8.29	0.99	38	8.37	1.38	14	7.71	1.68	38	7.76	0.91	19	7.32	1.57	19	8.00	0.88	12	8.17	0.83	23	8.00	1.48	6	7.17	1.83
Being a long-term partner	18	8.28	0.89	37	8.27	1.47	13	7.62	1.61	39	7.64	1.01	21	7.10	2.00	19	8.16	1.12	12	8.33	0.89	21	7.81	1.47	6	7.67	1.37

\*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Thailand?	18	7.22	1.59	35	7.69	1.37	13	7.54	1.51	38	7.26	1.35	19	6.74	1.33	19	7.53	1.12	12	7.67	1.07	19	7.21	1.08	7	6.57	1.51

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

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Thailand?	17	7.24	1.09	35	7.37	1.29	13	7.23	1.64	36	7.19	1.35	19	6.89	1.37	18	7.17	1.15	11	7.27	1.35	21	6.95	1.72	7	5.86	1.57

(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 Thailand? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Thailand	15	6.53	2.50	32	7.56	1.58	13	7.15	1.52	37	7.41	1.01	20	6.35	1.87	15	7.27	1.75	10	6.80	1.32	22	7.27	1.52	6	6.83	1.83
The World Bank Group meets Thailand's needs for knowledge services*	17	8.18	1.47	35	8.11	1.59	14	8.07	1.38	36	7.56	1.21	21	6.81	1.63	19	8.11	1.52	12	7.83	0.83	23	7.78	1.13	7	6.86	1.77

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	0.0%	0.0%	0.0%	0.0%	4.5%	25.0%	0.0%	0.0%	0.0%
Monthly	33.3%	17.9%	31.3%	25.0%	9.1%	35.0%	30.8%	26.1%	12.5%
A few times a year	55.6%	69.2%	56.3%	60.0%	54.5%	30.0%	61.5%	69.6%	37.5%
Rarely	5.6%	2.6%	12.5%	10.0%	22.7%	5.0%	7.7%	4.3%	37.5%
Never	5.6%	10.3%	0.0%	5.0%	9.1%	5.0%	0.0%	0.0%	12.5%

\*Significantly different between stakeholder groups

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

In Thailand, 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 the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Thailand's specific development challenges and country circumstances	18	7.22	1.48	34	7.68	1.25	12	7.67	0.98	37	7.35	1.32	20	6.60	2.16	18	7.44	0.98	11	7.09	0.94	22	7.27	1.20	6	6.67	1.21

	Office of the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	17	7.29	1.72	37	7.89	1.22	14	7.86	1.46	39	7.49	1.30	21	6.76	1.84	18	8.06	1.00	11	8.00	1.00	23	7.30	1.26	7	7.00	1.15
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	8.06	1.11	37	8.16	1.14	15	7.93	1.16	38	7.89	0.83	20	7.25	1.74	19	8.11	1.15	12	8.08	1.08	23	8.09	0.73	6	8.00	0.00

(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 the President/ Prime Minister/Minister			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Thailand	16	6.88	1.86	33	7.67	1.36	10	7.30	0.67	26	6.73	1.48	15	6.87	0.99	8	7.50	1.07	8	6.88	0.99	9	7.11	1.69	3	7.00	1.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.53	1.25	33	7.61	1.71	11	7.55	0.69	30	7.17	1.02	14	6.86	0.77	11	8.09	0.54	7	7.71	0.76	12	7.67	1.23	3	7.33	1.15

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

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	5.6%	5.1%	31.3%	2.5%	9.1%	0.0%	0.0%	4.3%	14.3%
Offer more innovative financial products	5.6%	5.1%	0.0%	22.5%	9.1%	0.0%	7.7%	8.7%	14.3%
Engage more effectively with civil society*	5.6%	5.1%	12.5%	12.5%	68.2%	10.0%	23.1%	8.7%	0.0%
Increase the level of capacity development in the country*	44.4%	43.6%	31.3%	32.5%	13.6%	60.0%	46.2%	17.4%	28.6%
Engage more directly with beneficiaries*	5.6%	17.9%	18.8%	12.5%	45.5%	35.0%	23.1%	17.4%	42.9%
Work faster	5.6%	2.6%	6.3%	5.0%	4.5%	5.0%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	0.0%	15.4%	0.0%	2.5%	0.0%	0.0%	0.0%	4.3%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)*	16.7%	5.1%	0.0%	2.5%	0.0%	0.0%	7.7%	0.0%	28.6%
Help to bring discipline/ effective supervision to implementation of World Bank Group projects	5.6%	0.0%	0.0%	2.5%	0.0%	5.0%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	5.6%	0.0%	6.3%	0.0%	4.5%	5.0%	0.0%	0.0%	0.0%
Offer more innovative knowledge services	11.1%	15.4%	25.0%	12.5%	13.6%	10.0%	38.5%	34.8%	0.0%
Collaborate more effectively with Government clients	33.3%	30.8%	25.0%	22.5%	9.1%	25.0%	23.1%	8.7%	28.6%
Provide more adequate data/knowledge/statistics/ figures on Thailand's economy	5.6%	23.1%	6.3%	10.0%	4.5%	25.0%	0.0%	17.4%	0.0%
Improve the quality of its experts as related to Thailand's specific challenges	38.9%	17.9%	12.5%	7.5%	13.6%	5.0%	15.4%	30.4%	28.6%
Engage more effectively with private sector*	5.6%	0.0%	12.5%	45.0%	4.5%	5.0%	15.4%	39.1%	0.0%
Other	5.6%	2.6%	0.0%	2.5%	0.0%	0.0%	0.0%	4.3%	14.3%

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Thailand?\*

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Never	0.0%	2.6%	6.3%	2.5%	9.1%	5.0%	0.0%	0.0%	11.1%
Less than once a year	16.7%	10.3%	6.3%	12.5%	9.1%	0.0%	15.4%	17.4%	11.1%
Once a year to a few times a year	44.4%	46.2%	31.3%	52.5%	59.1%	35.0%	53.8%	52.2%	77.8%
Less than once a month	5.6%	17.9%	37.5%	30.0%	13.6%	5.0%	7.7%	21.7%	0.0%
At least once a month	27.8%	23.1%	12.5%	2.5%	9.1%	45.0%	23.1%	8.7%	0.0%
At least once a week	5.6%	0.0%	6.3%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Periodicals	16.7%	5.1%	6.3%	10.0%	13.6%	0.0%	15.4%	8.7%	0.0%
International television	5.6%	12.8%	12.5%	5.0%	0.0%	20.0%	0.0%	8.7%	14.3%
Local newspapers	0.0%	12.8%	18.8%	22.5%	13.6%	35.0%	0.0%	8.7%	14.3%
Local radio	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	38.9%	61.5%	37.5%	47.5%	63.6%	50.0%	69.2%	56.5%	42.9%
International newspapers*	11.1%	12.8%	50.0%	45.0%	13.6%	35.0%	23.1%	34.8%	0.0%
Local television	16.7%	20.5%	12.5%	7.5%	27.3%	5.0%	0.0%	13.0%	14.3%
Internet*	88.9%	61.5%	43.8%	52.5%	54.5%	30.0%	61.5%	69.6%	57.1%
Other*	5.6%	0.0%	6.3%	0.0%	4.5%	5.0%	0.0%	0.0%	28.6%

\*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 the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's website*	55.6%	35.9%	12.5%	15.0%	19.0%	10.0%	61.5%	31.8%	44.4%
e-Newsletters	33.3%	23.1%	12.5%	35.0%	33.3%	35.0%	15.4%	27.3%	22.2%
WBG's seminars/workshops/ conferences	27.8%	17.9%	18.8%	10.0%	23.8%	10.0%	15.4%	31.8%	22.2%
Direct contact with World Bank Group	16.7%	5.1%	18.8%	12.5%	4.8%	30.0%	15.4%	9.1%	22.2%
WBG's publications and other written materials*	22.2%	20.5%	56.3%	22.5%	4.8%	45.0%	7.7%	18.2%	11.1%
Social media*	27.8%	66.7%	50.0%	67.5%	76.2%	40.0%	46.2%	68.2%	44.4%





## H. Background Information

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

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	50.0%	28.2%	31.3%	37.5%	9.1%	55.0%	38.5%	13.0%	0.0%
No	50.0%	71.8%	68.8%	62.5%	90.9%	45.0%	61.5%	87.0%	100.0%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand?\* (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	71.4%	100.0%	25.0%	20.0%	100.0%	100.0%	20.0%	66.7%	0.0%
The International Finance Corporation (IFC)	14.3%	0.0%	50.0%	80.0%	0.0%	0.0%	80.0%	33.3%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	14.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the President/ Prime Minister/Minister	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer	12.5%	5.3%	6.3%	12.8%	20.0%	20.0%	0.0%	22.7%	37.5%
Use World Bank Group reports/data	25.0%	47.4%	62.5%	53.8%	35.0%	75.0%	66.7%	63.6%	50.0%
Engage in World Bank Group related/sponsored events/activities*	50.0%	34.2%	0.0%	7.7%	40.0%	20.0%	33.3%	27.3%	12.5%
Collaborate as part of my professional duties*	31.3%	36.8%	12.5%	23.1%	5.0%	5.0%	25.0%	0.0%	0.0%
Use World Bank Group website for information, data, research, etc.	18.8%	31.6%	50.0%	48.7%	55.0%	65.0%	41.7%	59.1%	25.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>6</sup>

- Bangkok and vicinity N=170    ● Other<sup>7</sup> N=23

### A. General Issues Facing Thailand

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?	156	8.00	1.33	20	7.85	1.27

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

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Thailand.	157	7.42	1.38	21	7.48	1.21

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

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

(1-Strongly disagree, 10-Strongly agree)

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Thailand	163	7.04	1.43	23	7.48	1.04
The World Bank Group's work is aligned with what I consider the development priorities for Thailand	156	6.90	1.23	23	7.22	0.95

<sup>6</sup> Only 193 respondents provided information about their geographic location (question H9 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

<sup>7</sup> Includes the following categories: Northern Thailand (N=7), Southern Thailand (N=9), Northeastern Thailand (N=4), Central Thailand (N=3)

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

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

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	146	6.81	1.37	20	6.80	1.20
Flexibility (in terms of the institution's products and services)	125	6.44	1.50	19	6.32	1.06
Flexibility (in terms of changing country circumstances)	126	6.37	1.48	19	6.63	1.07
Being inclusive	141	6.55	1.42	20	6.80	1.36
Openness (sharing data and other information)	163	7.26	1.40	21	7.05	1.16
Collaboration with the Government	153	7.41	1.25	22	7.73	1.03
The speed in which it gets things accomplished on the ground	127	6.96	1.54	14	7.07	1.49
Helping to bring discipline/effective supervision to implementation of investment projects	129	7.05	1.39	17	7.41	1.28
Collaboration with civil society	152	7.05	1.33	21	7.29	1.55
Staff accessibility	142	6.95	1.60	21	6.81	1.66
Collaboration with other donors and development partners	140	7.03	1.37	13	6.85	1.14
Collaboration with the private sector	128	6.66	1.27	17	6.88	1.27
Straightforwardness and honesty	155	8.15	1.28	22	8.32	1.04
Treating clients and stakeholders in Thailand with respect	158	7.97	1.31	22	7.82	1.22
Being a long-term partner	159	7.89	1.43	21	8.00	1.14

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Thailand?	153	7.40	1.34	20	6.80	1.47

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Thailand?	149	7.15	1.43	21	7.05	1.32

(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 Thailand?

(1-Strongly disagree, 10-Strongly agree)

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Thailand	146	7.12	1.66	19	7.42	1.02
The World Bank Group meets Thailand's needs for knowledge services	156	7.80	1.47	22	7.64	1.05

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

**In Thailand, 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)*

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Thailand's specific development challenges and country circumstances	152	7.30	1.39	19	7.68	0.95

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	158	7.57	1.46	22	7.45	1.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	158	7.96	1.14	23	7.96	1.02

*(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)*

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Thailand	106	7.17	1.42	16	6.88	1.20
Where country systems are adequate, the World Bank Group makes appropriate use of them	119	7.48	1.25	12	7.17	1.03



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>8</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY19 Thailand COS questionnaire: All 10-point scale questions and questions B4, B6, B7 and F1 from the questionnaire.*

- Collaborating with the WBG N=62      ● Not collaborating with the WBG N=139

### A. General Issues Facing Thailand

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national/federal government	55	6.18	1.84	130	5.90	1.73
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	53	7.36	1.72	128	7.38	1.26
The World Bank Group	53	8.06	1.34	131	7.94	1.37
The International Monetary Fund	49	7.39	1.64	122	7.33	1.58
UN	50	7.72	1.81	131	8.03	1.32
Regional development banks	49	7.53	1.42	123	7.56	1.26
Thailand's Central Bank	54	8.06	1.50	128	8.12	1.32
International private sector	52	6.79	1.63	121	6.84	1.32
Domestic private sector	55	6.80	1.46	127	6.62	1.37
International civil society	50	7.20	1.95	126	7.26	1.55
Domestic civil society	51	6.82	1.80	128	6.91	1.52
Faith-based institutions	47	6.64	1.94	116	6.66	1.94
Domestic traditional media and their web presence	53	6.47	1.76	131	6.31	1.59
International media and their web presence	53	6.75	1.79	130	6.65	1.47
Web based media	53	6.00	1.93	131	5.79	1.69

### 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 Thailand?*	61	6.89	1.45	139	6.25	1.79

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Thailand.	59	7.61	1.25	127	7.35	1.42

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

<sup>8</sup> Only 201 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	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 Thailand solve its most complicated development challenges?	59	7.78	1.35	131	7.79	1.42

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

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

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	6.5%	8.0%
Job creation/employment	21.0%	23.9%
Financial stability and access to finance	9.7%	11.6%
Energy policy	1.6%	4.3%
Water and sanitation	1.6%	0.0%
Social protection*	12.9%	3.6%
Pollution	6.5%	2.2%
Gender equity (closing the gap between women and men, and boys and girls)	1.6%	2.2%
Private sector development	4.8%	5.1%
Education	38.7%	44.9%
Public sector governance/reform	16.1%	12.3%
Global/regional integration	19.4%	15.9%
Political stability	6.5%	2.2%
Urban development	1.6%	2.2%
Conflict resolution in Southern Thailand	3.2%	0.7%
Equality of opportunity	11.3%	8.0%
Information and communications technology	1.6%	0.7%
Infrastructure*	25.8%	13.8%
Economic growth	22.6%	29.0%
Transport	1.6%	2.9%
Disaster risk management	1.6%	1.4%
Agriculture and rural development	8.1%	13.8%
Road safety	0.0%	2.9%
Environmental sustainability	11.3%	12.3%
Climate change	9.7%	11.6%
Poverty reduction	48.4%	52.2%
Anti-corruption	4.8%	9.4%

\*Significantly different between collaborators and non-collaborators



### 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 Thailand?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Not adequately flexible*	11.3%	2.9%
Not sufficiently focused on sustainable results	4.8%	9.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.8%	3.6%
Not willing to honestly criticize policies and reform efforts in the country	12.9%	9.5%
Staff too inaccessible	6.5%	5.8%
Not collaborating enough with private sector	17.7%	12.4%
Not aligned with country priorities	27.4%	24.1%
Inadequate World Bank Group's staffing in Thailand	9.7%	8.8%
Not adequately sensitive to political/social realities in Thailand	14.5%	24.8%
Too influenced by developed countries	6.5%	11.7%
World Bank Group's processes too slow and complex	12.9%	8.0%
Not collaborating enough with civil society	8.1%	8.8%
Not enough public disclosure of its work	17.7%	16.8%
Arrogant in its approach	3.2%	5.1%
Other	0.0%	2.2%
Don't know	12.9%	11.7%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	32.3%	25.4%
To a somewhat sufficient degree	54.8%	41.3%
To a somewhat insufficient degree	4.8%	14.5%
To a very insufficient degree	3.2%	5.1%
Don't know	4.8%	13.8%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Thailand	61	7.21	1.51	133	7.07	1.36
The World Bank Group's work is aligned with what I consider the development priorities for Thailand	58	7.03	1.31	129	6.92	1.16

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

To what extent is the World Bank Group an effective development partner in Thailand, 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	53	6.89	1.38	121	6.75	1.34
Flexibility (in terms of the institution's products and services)	47	6.40	1.66	105	6.44	1.38
Flexibility (in terms of changing country circumstances)	45	6.40	1.47	108	6.45	1.42
Being inclusive	55	6.67	1.41	114	6.54	1.49
Openness (sharing data and other information)	59	7.07	1.10	133	7.29	1.51
Collaboration with the Government	56	7.46	1.04	126	7.45	1.33
The speed in which it gets things accomplished on the ground	44	6.95	1.66	105	7.01	1.55
Helping to bring discipline/effective supervision to implementation of investment projects	46	7.22	1.50	106	7.07	1.37
Collaboration with civil society	54	7.31	1.50	126	6.97	1.33
Staff accessibility*	57	7.30	1.35	114	6.75	1.75
Collaboration with other donors and development partners	46	7.07	1.27	113	7.01	1.40
Collaboration with the private sector	46	6.98	1.22	105	6.52	1.35
Straightforwardness and honesty	58	8.29	1.11	127	8.10	1.31
Treating clients and stakeholders in Thailand with respect	58	8.17	0.99	129	7.86	1.40
Being a long-term partner*	60	8.20	1.05	127	7.75	1.50

\*Significantly different between collaborators and non-collaborators

**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 Thailand? (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	39	6.82	1.27	93	7.11	1.41
Poverty reduction	47	7.83	1.79	116	8.04	1.81
Private sector development	48	7.52	1.57	107	7.36	1.59
Education	49	7.92	1.61	115	7.98	1.59
Public sector governance/reform	47	7.09	1.56	108	6.74	1.38
Transportation	39	6.82	1.85	95	7.03	1.36
Health	42	7.10	1.72	103	7.35	1.30
Social inclusion	37	7.03	1.77	91	7.16	1.39
Gender	36	7.00	1.62	93	7.15	1.41
Climate change	40	7.45	1.43	96	7.13	1.42
Energy	32	6.94	1.66	88	7.22	1.37
Community development in Southern Thailand	45	7.58	1.41	102	7.25	1.58
Financial sector development	48	8.25	1.48	116	8.30	1.47
Economic growth	50	8.22	1.46	122	8.34	1.57



**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's work help to achieve development results in Thailand?	54	7.44	1.41	127	7.30	1.33

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Thailand?	51	7.29	1.35	127	7.08	1.41

(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 Thailand?**

(1- Strongly disagree, 10- Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Thailand	51	7.06	1.71	120	7.18	1.61
The World Bank Group meets Thailand's needs for knowledge services	55	7.85	1.22	130	7.72	1.54

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	44	7.43	1.28	103	7.43	1.32

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	55	7.38	1.35	115	6.96	1.54
Include appropriate level of stakeholder involvement during preparation	53	7.36	1.36	118	7.25	1.30
Lead to practical solutions	55	7.13	1.60	126	7.11	1.48
Are source of relevant information on global good practices	56	8.21	1.20	130	8.08	1.44
Are adequately disseminated	52	7.38	1.54	124	7.22	1.52
Are translated enough into local language	47	6.85	2.10	101	6.54	1.93
Are adaptable to Thailand's specific development challenges and country circumstances	54	7.20	1.47	125	7.36	1.35

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	59	7.64	1.45	129	7.51	1.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	58	8.07	1.07	131	7.92	1.14

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	37	7.81	1.71	57	6.86	1.51
The World Bank Group effectively monitors and evaluates the projects and programs it supports	39	7.79	1.28	89	7.30	1.39
The World Bank Group's approvals and reviews are done in a timely fashion	38	7.32	1.60	75	7.20	1.40
The World Bank Group's Environmental and Social Framework requirements are reasonable*	42	7.93	1.05	98	7.43	1.18
The World Bank Group's conditions on its lending are reasonable	39	7.64	1.27	80	7.40	1.19
The World Bank Group takes decisions quickly in Thailand	42	7.21	1.62	87	7.14	1.29
Working with the World Bank Group increases Thailand's institutional capacity	57	8.05	1.37	121	7.88	1.36
Where country systems are adequate, the World Bank Group makes appropriate use of them	46	7.67	1.19	91	7.38	1.24

\*Significantly different between collaborators and non-collaborators

**F. The Future Role of the World Bank Group in Thailand****Which of the following SHOULD the World Bank Group do to make itself of greater value in Thailand?****(Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.5%	6.6%
Offer more innovative financial products	9.7%	8.8%
Engage more effectively with civil society	16.1%	16.8%
Increase the level of capacity development in the country	38.7%	33.6%
Engage more directly with beneficiaries	19.4%	22.6%
Work faster	6.5%	2.2%
Reduce the complexity of obtaining World Bank Group financing	8.1%	2.2%
Increase availability of Reimbursable Advisory Services (RAS)	6.5%	3.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	3.2%	0.7%
Ensure greater selectivity in its work	4.8%	0.7%
Offer more innovative knowledge services	11.3%	20.4%
Collaborate more effectively with Government clients	27.4%	20.4%
Provide more adequate data/knowledge/statistics/figures on Thailand's economy	9.7%	13.9%
Improve the quality of its experts as related to Thailand's specific challenges	11.3%	19.7%
Engage more effectively with private sector	12.9%	19.7%
Other	0.0%	3.6%



## Appendix E: Responses to Selected Questions by Year<sup>9</sup>

*Comparing responses across Country Opinion Surveys (COS) reflect changes in attitudes over time, but also changes to the survey instrument itself and changes in respondent samples. Unfortunately, respondent samples for FY 2016 and FY 2019 were very different, and the data could not be weighted. Hence, the comparisons presented here should be considered provisional.*

Respondent Distribution	FY 2016		FY 2019	
	N	%	N	%
Office of the President/Prime Minister/Minister	2	1.9%	18	8.9%
Office of Parliamentarian	1	0.9%	0	0.0%
Government Institutions	43	39.8%	52	25.7%
Local Government	1	0.9%	0	0.0%
Bilateral/Multilateral Agency	1	0.9%	16	7.9%
Civil Society	7	6.5%	22	10.9%
Private Sector	12	11.1%	40	19.8%
Academia	26	24.1%	23	11.4%
Media	9	8.3%	20	9.9%
Other	5	4.6%	9	4.5%
Respondents who did not provide their affiliation	1	0.9%	2	1.0%
<b>Total Number of Respondents</b>	<b>108</b>	<b>100.0%</b>	<b>202</b>	<b>100.0%</b>

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Thailand? <sup>1</sup>	107	6.40	2.01	201	6.44	1.71

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

<sup>1</sup> In FY 2016, the question was "How familiar are you with the work of the World Bank in Thailand, on a ten point scale?"

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Thailand. <sup>2</sup>	96	6.63	1.91	187	7.44	1.36

(1-Not effective at all, 10-Very effective) \*Significantly different between FY 2016 and FY 2019

<sup>2</sup> In FY 2016, the question was "Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?"

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges? <sup>3</sup>	96	6.91	1.61	191	7.79	1.39

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

<sup>3</sup> In FY 2016, the question was "To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale?"

<sup>9</sup> Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix. Please note that FY 2016 questions compared in this appendix referred to "the World Bank," while FY 2019 questions referred to "the World Bank Group."

**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 Thailand?'***(1-Strongly disagree, 10-Strongly agree)*

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Thailand*	95	5.92	1.80	195	7.11	1.40
The World Bank Group's work is aligned with what I consider the development priorities for Thailand*	93	6.15	1.81	188	6.97	1.21

\*Significantly different between FY 2016 and FY 2019

' In FY 2016, the question was "To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale?"

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs**	88	5.85	1.88	175	6.79	1.34
Flexibility (in terms of the institution's products and services)*	89	5.71	1.81	152	6.43	1.47
Flexibility (in terms of changing country circumstances)*	89	5.83	1.71	153	6.44	1.43
Being inclusive"				169	6.58	1.47
Openness (sharing data and other information)*	90	6.59	1.84	193	7.21	1.40
Collaboration with the Government	83	7.17	1.64	183	7.44	1.26
The speed in which it gets things accomplished on the ground"				150	6.97	1.60
Helping to bring discipline/effective supervision to implementation of investment projects"				153	7.12	1.40
Collaboration with civil society"				180	7.07	1.39
Staff accessibility*	83	6.31	1.82	172	6.94	1.64
Collaboration with other donors and development partners***	70	6.59	1.63	159	7.03	1.36
Collaboration with the private sector"				151	6.66	1.33
Straightforwardness and honesty*	87	7.59	1.83	186	8.17	1.25
Treating clients and stakeholders in Thailand with respect"				188	7.96	1.29
Being a long-term partner"				188	7.90	1.39

\*Significantly different between FY 2016 and FY 2019

' In FY 2016, the category was "Responsiveness."

" Only FY 2019 questionnaire had these response options.

\*\*\* In FY 2016, the category was "Collaboration with other donors."

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Thailand?*	91	6.38	1.60	182	7.35	1.35

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2016 and FY 2019

' In FY 2016, the question was "To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?"

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Thailand*	78	5.95	1.94	172	7.15	1.64
The World Bank Group meets Thailand's needs for knowledge services*	94	6.66	1.94	186	7.77	1.45

\*Significantly different between FY 2016 and FY 2019

' In FY 2016, the question was "To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?"

**D. The World Bank Group's Knowledge Work and Activities****In Thailand, 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)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely*	83	6.08	1.75	171	7.08	1.49
Include appropriate level of stakeholder involvement during preparation*	78	6.08	1.79	172	7.28	1.31
Lead to practical solutions'				182	7.12	1.51
Are source of relevant information on global good practices*	88	7.05	1.90	187	8.12	1.37
Are adequately disseminated*	88	6.07	2.25	177	7.27	1.52
Are translated enough into local language"	75	6.39	2.05	149	6.62	2.00
Are adaptable to Thailand's specific development challenges and country circumstances*	84	6.33	1.95	180	7.31	1.38

\*Significantly different between FY 2016 and FY 2019

' Only FY 2019 questionnaire had this response option.

" In FY 2016, the category was "Are appropriately translated."

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? <sup>**</sup>	89	6.69	1.66	189	7.56	1.40
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? <sup>***</sup>	86	6.88	1.68	190	7.96	1.12

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

<sup>\*</sup>Significantly different between FY 2016 and FY 2019

<sup>\*</sup> In FY 2016, the question was "Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?"

<sup>\*\*\*</sup> In FY 2016, the question was "Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?"

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	39	7.18	1.86	95	7.25	1.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports	54	7.33	1.88	129	7.47	1.37
The World Bank Group's approvals and reviews are done in a timely fashion	49	6.78	1.93	114	7.24	1.46
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>***</sup>	55	6.82	1.67	141	7.59	1.16
The World Bank Group's conditions on its lending are reasonable <sup>****</sup>	46	6.87	1.88	119	7.48	1.21
The World Bank Group takes decisions quickly in Thailand <sup>****</sup>				130	7.16	1.39
Working with the World Bank Group increases Thailand's institutional capacity <sup>*</sup>	72	7.25	1.65	179	7.93	1.36
Where country systems are adequate, the World Bank Group makes appropriate use of them	40	7.15	1.82	138	7.48	1.22

<sup>\*</sup>Significantly different between FY 2016 and FY 2019

<sup>1</sup> In FY 2016, the question was "To what extent do you agree/disagree with the following statements, on a ten point scale?"

<sup>\*\*</sup> In FY 2016, the category was "The World Bank's "Safeguard Policy" requirements are reasonable."

<sup>\*\*\*</sup> In FY 2016, the category was "The World Bank imposes reasonable conditions on its lending."

<sup>\*\*\*\*</sup> Only FY 2019 questionnaire had this response option.



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Thailand? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	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?	7.94	8.06	8.03	7.76	7.48	8.44	8.23	7.32	8.03	7.87	7.98	8.02
Overall, please rate your impression of the World Bank Group's effectiveness in Thailand.	7.35	7.61	7.49	6.95	7.37	7.47	7.43	7.42	7.29	8.03	7.64	7.18
Overall the World Bank Group currently plays a relevant role in development in Thailand	7.07	7.21	7.17	6.65	7.01	7.19	7.04	7.29	7.03	7.44	7.24	6.95
The World Bank Group's work is aligned with what I consider the development priorities for Thailand	6.92	7.03	7.03	6.57	6.93	7.00	6.93	7.07	6.88	7.36	7.11	6.80
Responsiveness to needs	6.75	6.89	6.92	5.95	6.45	7.11	6.85	6.67	6.74	7.09	6.87	6.74
Flexibility (in terms of the institution's products and services)	6.44	6.40	6.51	5.89	6.15	6.72	6.54	6.17	6.33	6.78	6.54	6.29
Flexibility (in terms of changing country circumstances)	6.45	6.40	6.53	5.67	6.21	6.63	6.47	6.31	6.30	6.90	6.62	6.18
Being inclusive	6.54	6.67	6.55	6.67	6.29	6.83	6.81	5.91	6.54	6.66	6.55	6.58
Openness (sharing data and other information)	7.29	7.07	7.31	6.43	6.94	7.42	7.34	6.78	7.15	7.42	7.08	7.35
Collaboration with the Government	7.45	7.46	7.52	6.90	7.41	7.48	7.32	7.86	7.37	7.79	7.63	7.24
The speed in which it gets things accomplished on the ground	7.01	6.95	7.04	6.43	6.81	7.14	7.02	6.88	6.82	7.63	7.11	6.80
Helping to bring discipline/effective supervision to implementation of investment projects	7.07	7.22	7.18	6.41	6.78	7.37	7.12	7.00	7.03	7.33	7.19	6.99
Collaboration with civil society	6.97	7.31	7.14	6.57	6.64	7.42	7.23	6.58	7.04	7.19	7.13	7.00
Staff accessibility	6.75	7.30	7.06	5.90	6.77	7.05	6.92	6.91	6.77	7.48	7.15	6.61
Collaboration with other donors and development partners	7.01	7.07	7.08	6.36	6.54	7.35	7.13	6.62	6.98	7.15	7.09	6.93
Collaboration with the private sector	6.52	6.98	6.82	5.63	6.45	6.84	6.70	6.54	6.60	6.96	6.64	6.69
Straightforwardness and honesty	8.10	8.29	8.22	7.86	8.09	8.24	8.06	8.55	8.14	8.32	8.37	7.95
Treating clients and stakeholders in Thailand with respect	7.86	8.17	8.02	7.48	7.85	8.04	7.88	8.18	7.90	8.19	8.03	7.87
Being a long-term partner	7.75	8.20	8.01	7.19	7.74	8.05	7.83	8.13	7.82	8.33	8.06	7.73
To what extent does the World Bank Group's work help to achieve development results in Thailand?	7.30	7.44	7.48	6.43	6.99	7.63	7.51	6.80	7.29	7.58	7.27	7.44
To what extent does the World Bank Group influence the development agenda in Thailand?	7.08	7.29	7.27	6.37	6.69	7.50	7.30	6.61	7.16	7.07	7.04	7.26
The World Bank Group's financial instruments meet the needs of Thailand	7.18	7.06	7.24	6.67	6.72	7.54	7.33	6.64	7.19	7.07	7.18	7.16
The World Bank Group meets Thailand's needs for knowledge services	7.72	7.85	7.92	6.96	7.47	8.04	7.77	7.82	7.77	7.87	7.77	7.80
The World Bank Group's knowledge work and activities are adaptable to Thailand's specific development challenges and country circumstances	7.36	7.20	7.47	6.45	7.09	7.54	7.45	7.02	7.33	7.44	7.26	7.44
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.51	7.64	7.71	6.70	7.14	7.95	7.72	7.13	7.56	7.65	7.47	7.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.92	8.07	8.03	7.65	7.79	8.14	8.00	7.93	7.97	8.03	7.94	8.04
The World Bank Group takes decisions quickly in Thailand	7.14	7.21	7.28	6.08	7.03	7.28	7.15	7.17	7.01	7.62	7.26	7.02
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.38	7.67	7.51	6.91	7.28	7.62	7.54	7.17	7.36	7.86	7.55	7.37

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: Thailand FY 2019 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Thailand**

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

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 THAILAND

<b>A1. When you think about the future in Thailand, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in Thailand is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Thailand.</b>			
<b>Please identify which of the following you consider the most important development priorities in Thailand. (Choose no more than THREE)</b>			
1	Education (e.g., quality of education)	15	Environmental sustainability (e.g., marine plastics, natural resource management, renewable energy)
2	Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Climate change (e.g., mitigation, adaptation)
3	Global/regional integration (e.g., AEC, CLMVT)	17	Poverty reduction
4	Political stability	18	Anti-corruption
5	Urban development	19	Infrastructure
6	Energy policy	20	Economic growth (e.g., trade and exports)
7	Water and sanitation	21	Disaster risk management
8	Pollution	22	Equality of opportunity (e.g., social inclusion)
9	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
10	Private sector development	24	Road safety
11	Job creation/employment	25	Conflict resolution in Southern Thailand
12	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
13	Health	27	Information and communications technology
14	Financial stability and access to finance		

## 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 Thailand? (Choose no more than THREE)**

1	Anti-corruption	14	Urban development
2	Infrastructure	15	Environmental sustainability (e.g., marine plastics, natural resource management, renewable energy)
3	Conflict resolution in Southern Thailand	16	Health
4	Information and communications technology	17	Financial stability and access to finance
5	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Economic growth (e.g., trade and exports)	19	Water and sanitation
7	Disaster risk management	20	Pollution
8	Equality of opportunity (e.g., social inclusion)	21	Job creation/employment
9	Agriculture and rural development	22	Gender equity (closing the gap between women and men, and boys and girls)
10	Road safety	23	Private sector development
11	Climate change (e.g., mitigation, adaptation)	24	Education (e.g., quality of education)
12	Transport (e.g., roads, bridges, transportation)	25	Global/regional integration (e.g., AEC, CLMVT)
13	Energy policy	26	Political stability

**A5. When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate level of donor coordination
2	Reforms are not well thought out in light of country challenges
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Poor coordination within the government
6	Political pressures and obstacles
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Corruption
10	Private sector involvement and/or influence
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/federal 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	Thailand's Central Bank	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 Thailand 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 Thailand'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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Thailand, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Thailand? (Choose no more than THREE)</b>			
1	Health	15	Conflict resolution in Southern Thailand
2	Job creation/employment	16	Equality of opportunity (e.g., social inclusion)
3	Financial stability and access to finance	17	Information and communications technology
4	Energy policy	18	Infrastructure
5	Water and sanitation	19	Economic growth (e.g., trade and exports)
6	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
7	Pollution	21	Disaster risk management
8	Gender equity (closing the gap between women and men, and boys and girls)	22	Agriculture and rural development
9	Private sector development	23	Road safety
10	Education (e.g., quality of education)	24	Environmental sustainability (e.g., marine plastics, natural resource management, renewable energy)
11	Public sector governance/reform (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration (e.g., AEC, CLMVT)	26	Poverty reduction
13	Political stability	27	Anti-corruption
14	Urban development		

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

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

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)</b>	
1	Not adequately flexible
2	Not sufficiently focused on sustainable results
3	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not aligned with country priorities
8	Inadequate World Bank Group's staffing in Thailand
9	Not adequately sensitive to political/social realities in Thailand
10	Too influenced by developed countries
11	World Bank Group's processes too slow and complex
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Other (please specify): _____
16	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 Thailand? (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. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Thailand												<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Thailand												<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 Thailand, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Thailand with respect											<input type="checkbox"/>
<b>B26</b>	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 Thailand?** *(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	Poverty reduction	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 (e.g., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Transportation (e.g., railways)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Social inclusion (e.g., LGBTI)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Community development in Southern Thailand	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

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

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

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

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

## 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 Thailand, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are 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 translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adaptable to Thailand's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D9. 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		

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality								Very high technical quality		Don't know		

## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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

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

<b>F2. When considering the combination of services that the World Bank Group offers in Thailand, 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 Thailand? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Thailand
6	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in Thailand?</b>	
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

<b>G2. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)</b>			
1	Periodicals	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
2	International television	7	International newspapers
3	Local newspapers	8	Local television
4	Local radio	9	Internet
5	International radio	10	Other (please specify): _____

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

<b>G4. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>					
		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

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
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): _____

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

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

## SECTION H: BACKGROUND INFORMATION

**H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand? (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)

**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 Thailand? (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? (Select only ONE response)**

1	Female
2	Male
3	Transwoman
4	Transman
5	Other

**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	Bangkok and vicinity
2	Northern Thailand
3	Southern Thailand
4	Northeastern Thailand
5	Central Thailand

**Thank you for completing the survey!**