

FY 2021 Indonesia Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



April 2021



Acknowledgements

The Indonesia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Indonesia country team and independent fielding agency SurveyMETER. In particular, PORG is grateful for the support from Megha Kapoor (Operations Officer), Lestari Handayani (Senior External Affairs Officer), and Nugroho Nurdikiawan Sunjoyo (External Affairs Officer) who coordinated the survey related activities from Jakarta, Indonesia.



Country **Opinion** Surveys
THE WORLD BANK GROUP



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INDONESIA





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Indonesia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February 2021 to March 2021, 761 stakeholders of the WBG in Indonesia 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; 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; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 294 stakeholders participated in the survey (39% response rate). Respondents received the questionnaire via a courier and returned it accordingly, or they filled out the questionnaire online.

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

As a rule, the results in this year's Country Survey are compared to the results of the previous cycle of the Country Survey. In FY'21, the sample differed significantly from the FY'18 one, so the year comparison for these two samples was not conducted as statistically unviable.

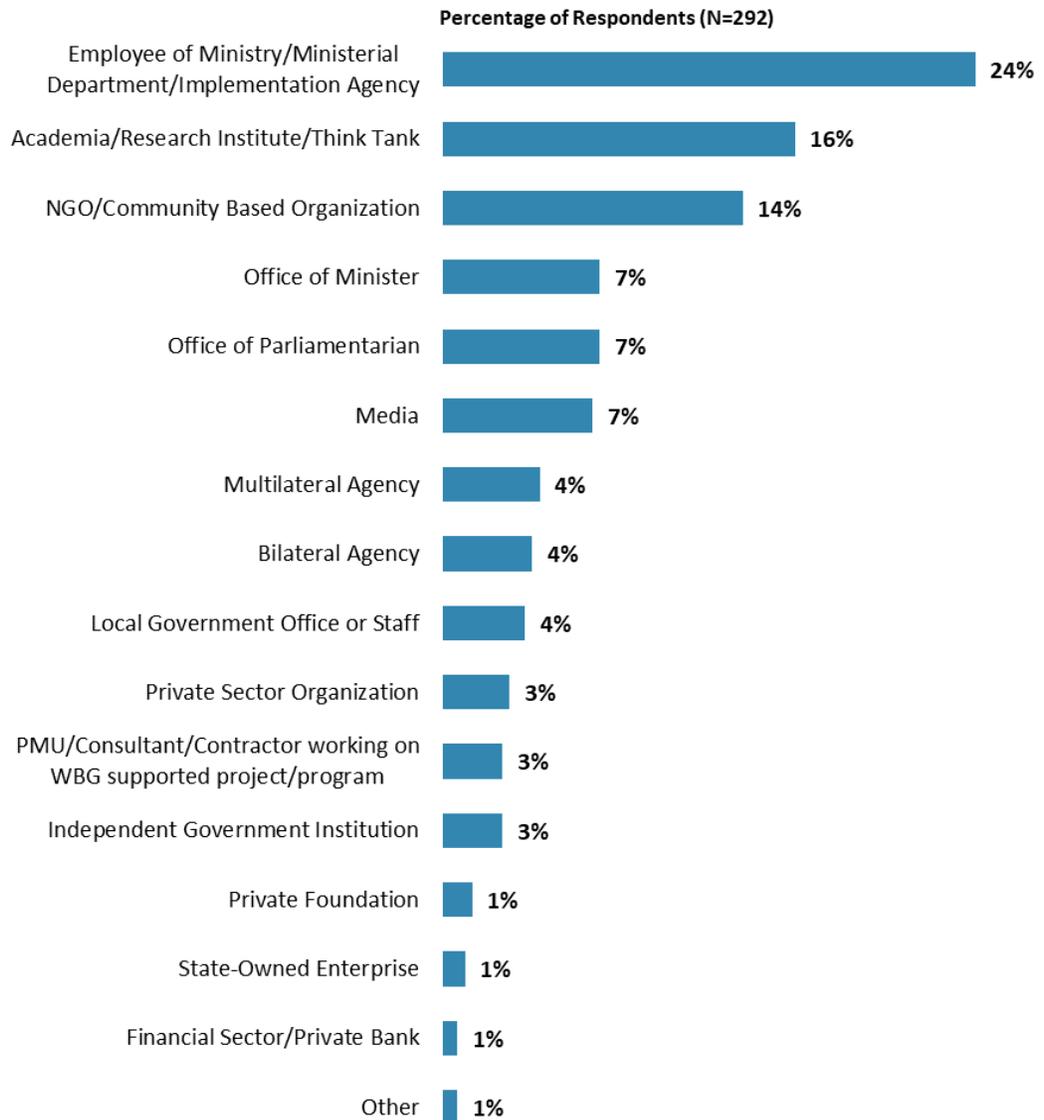
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, and D present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



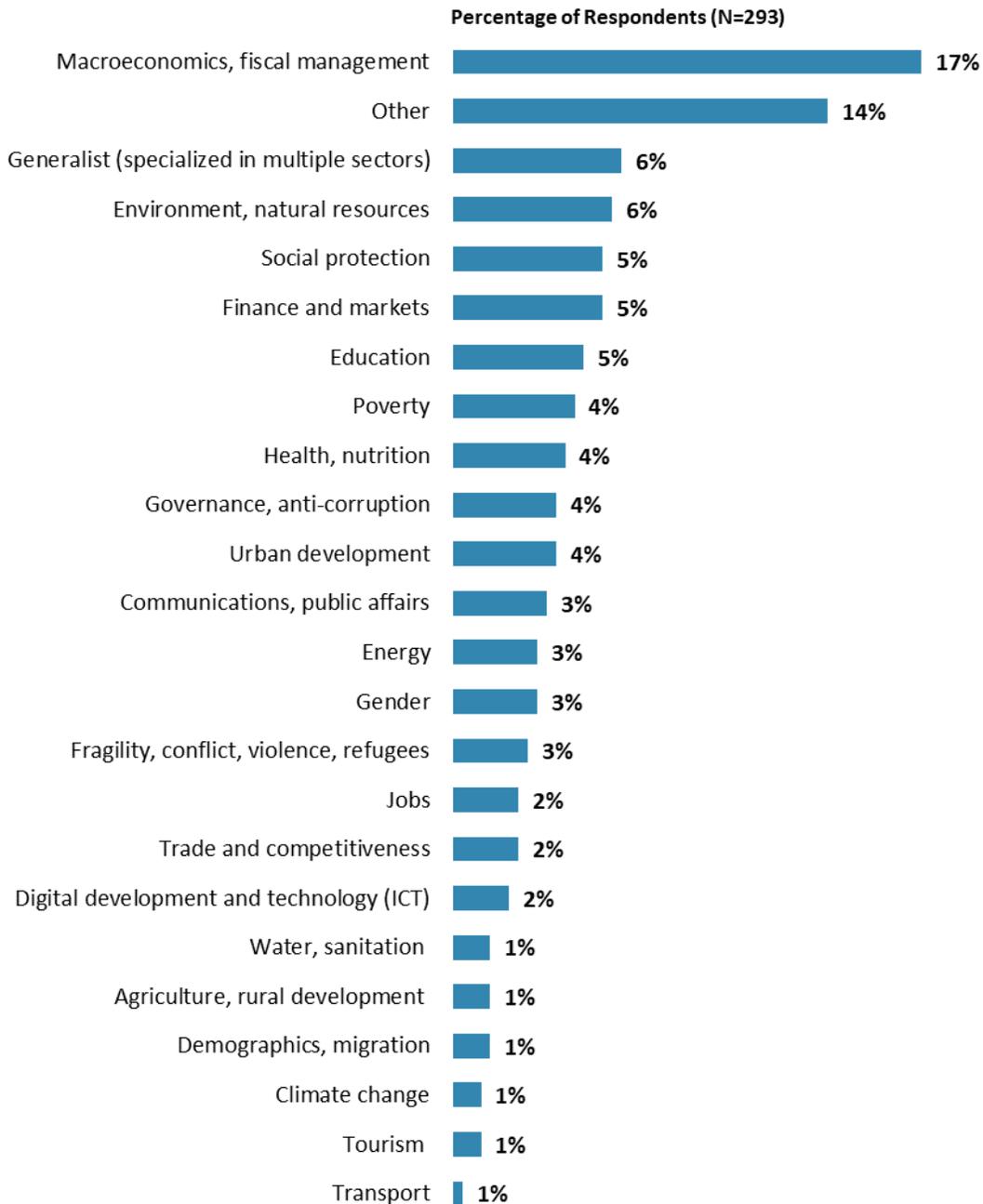
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors 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; respondents from private foundations and from NGOs/community-based organizations were combined in the “CSO” category. The small number of the respondents from independent government institutions and from state-owned enterprises were included in the “Other” category. There were no respondents from the office of the President, from the judicial system, from trade unions, faith-based groups, and from youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

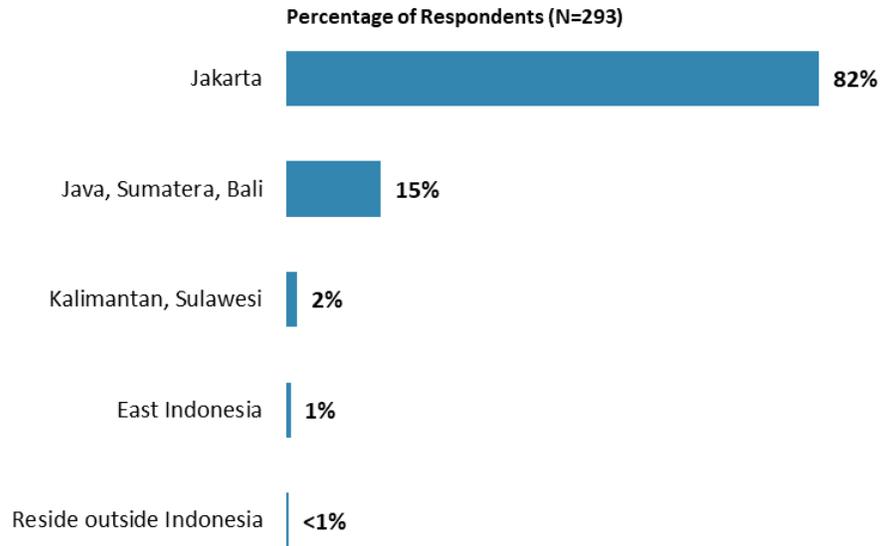


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



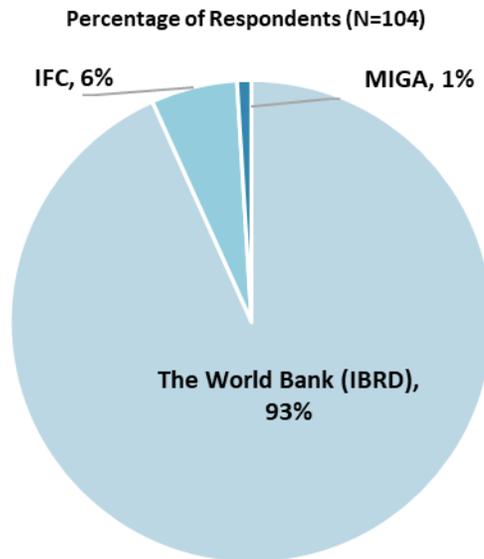
III. Demographics of the Sample (continued)

Geographic Locations



"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 Indonesia?"
(Respondents chose from a list.)

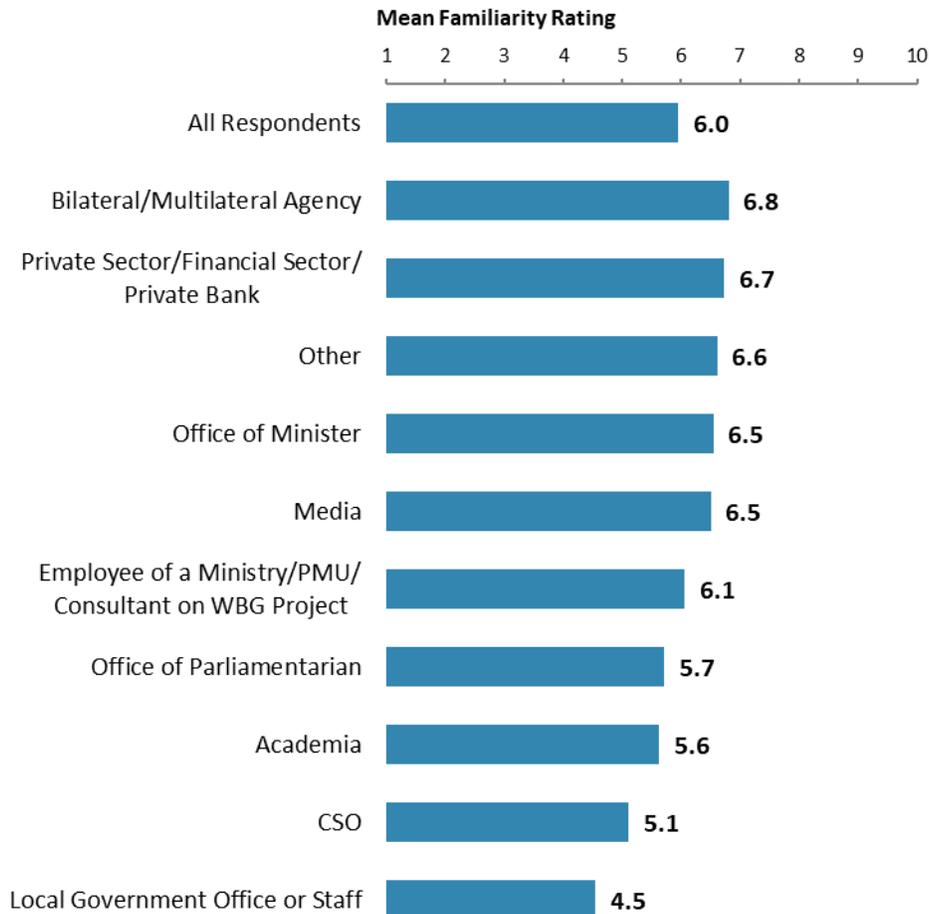
Note: no respondents selected ICSID response option



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Impact of familiarity²:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness³ in Indonesia and with their agreement that the WBG plays a relevant role in Indonesia's development, and significantly, moderately correlated with their ratings of the extent to which the WBG's work helps achieve development results in Indonesia.



"How familiar are you with the work of these organizations (IBRD and IFC) in Indonesia?" (1-"Not familiar at all", 10-"Extremely familiar")

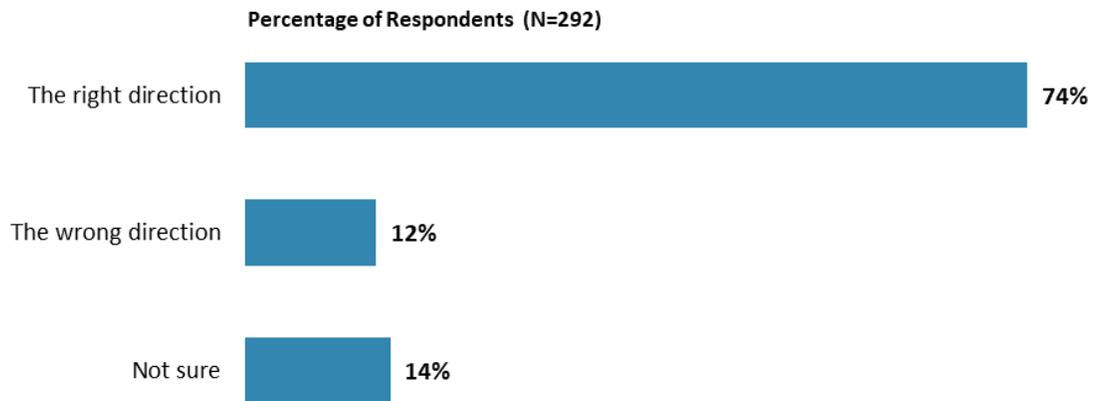
² In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). A mean score of responses provided to these two questions was used in this calculation and in the chart.

³ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). A mean score of responses provided to these two questions was used in this calculation.



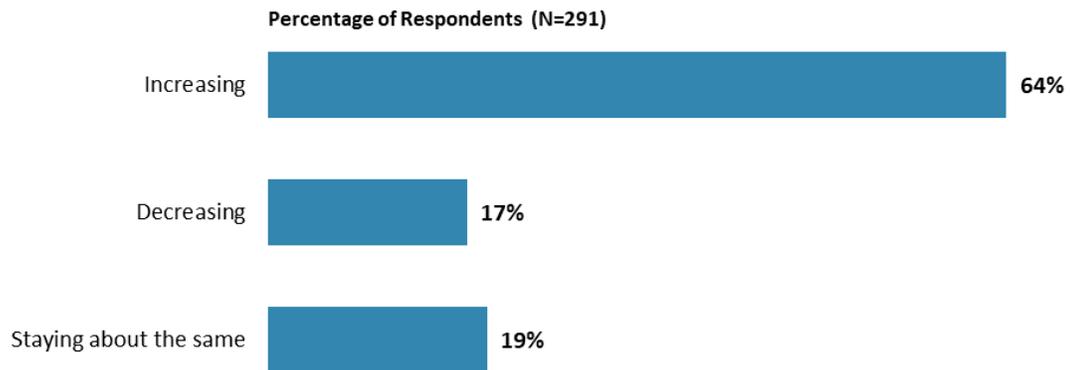
IV. Overall Context

Headed in the Right Direction



"In general, would you say that Indonesia is headed in ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity

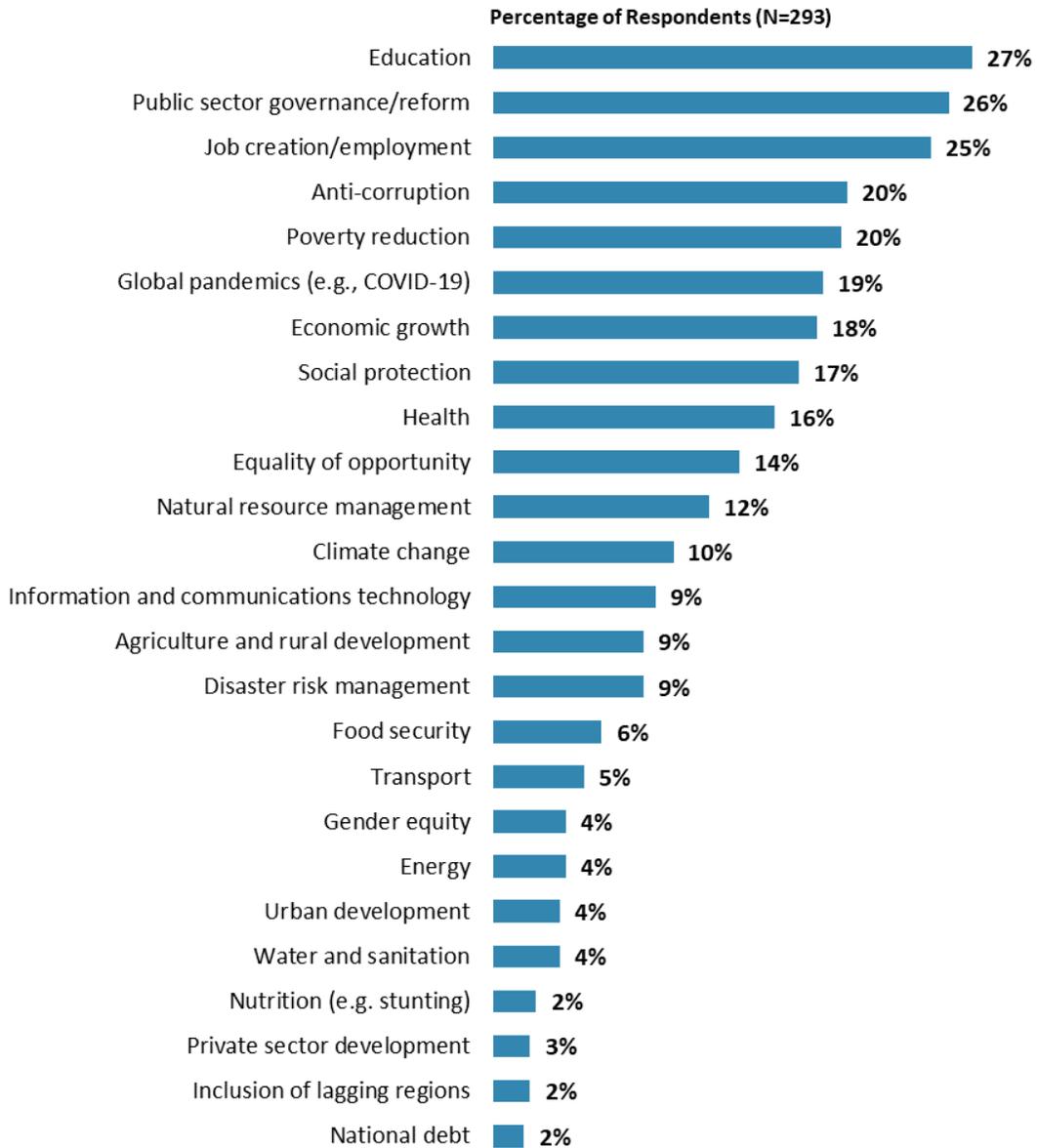


"Do you think that economic opportunity for citizens in Indonesia is ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

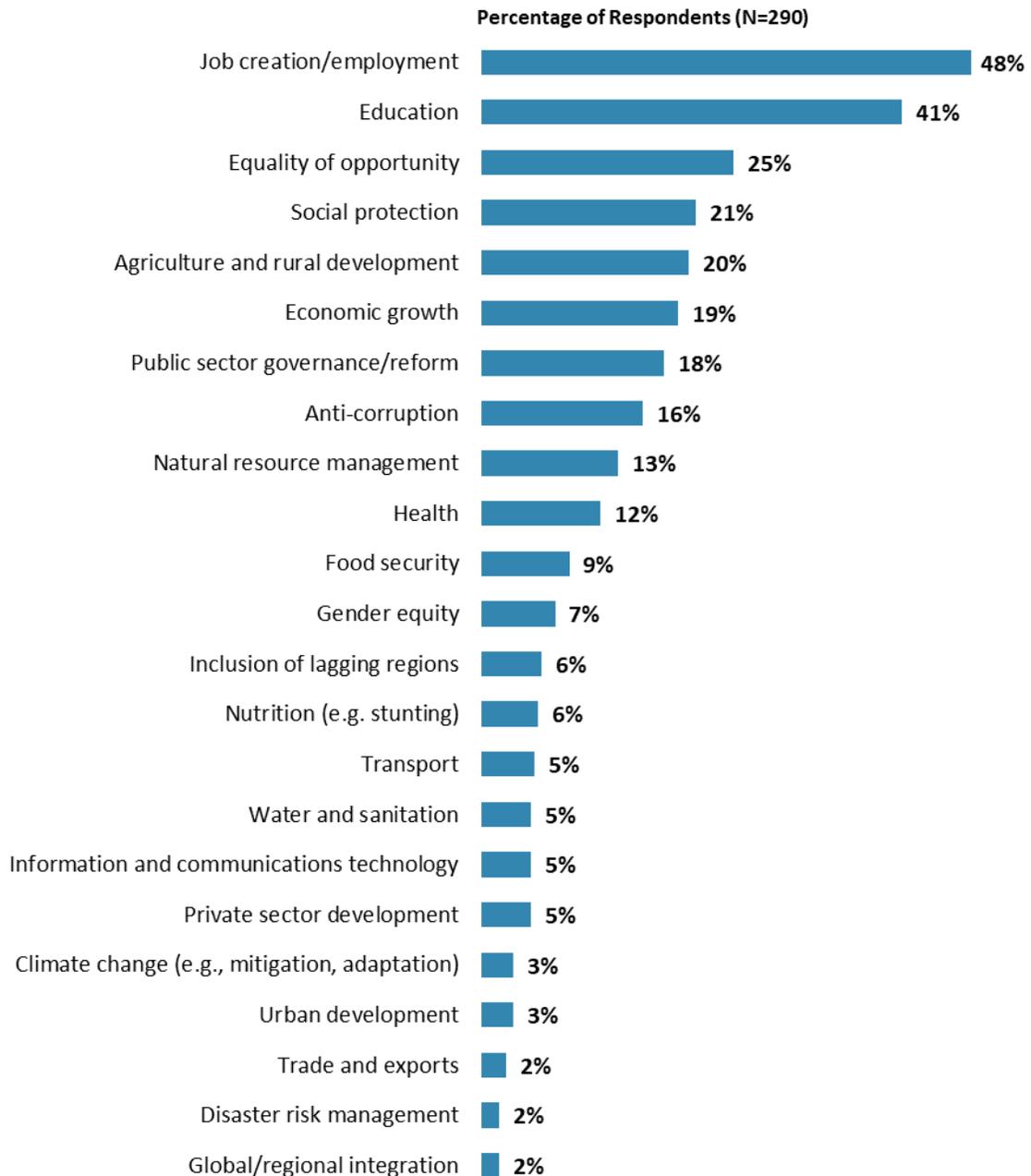


"Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 25 of 31 response options shown)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

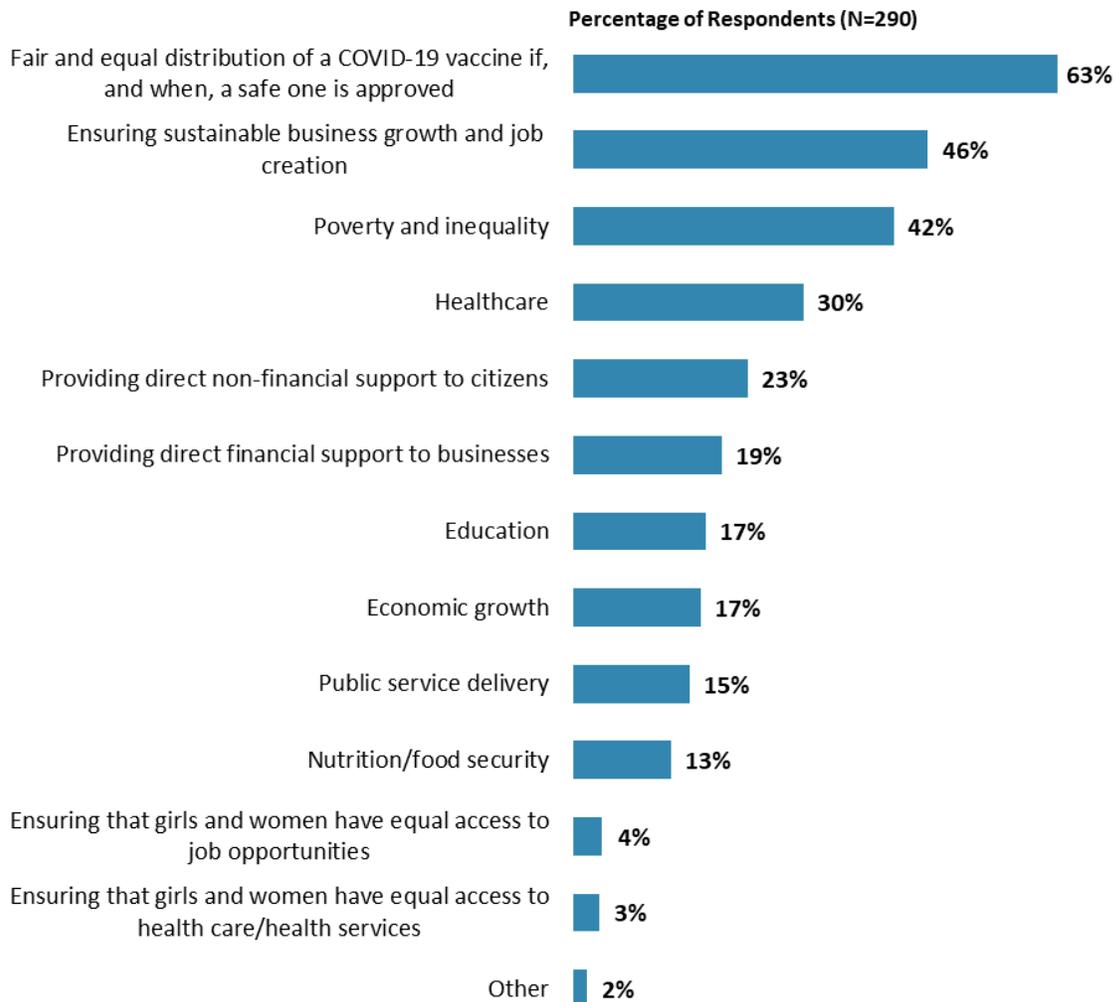


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Indonesia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 23 of 29 response options shown)



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of Indonesia Should Focus

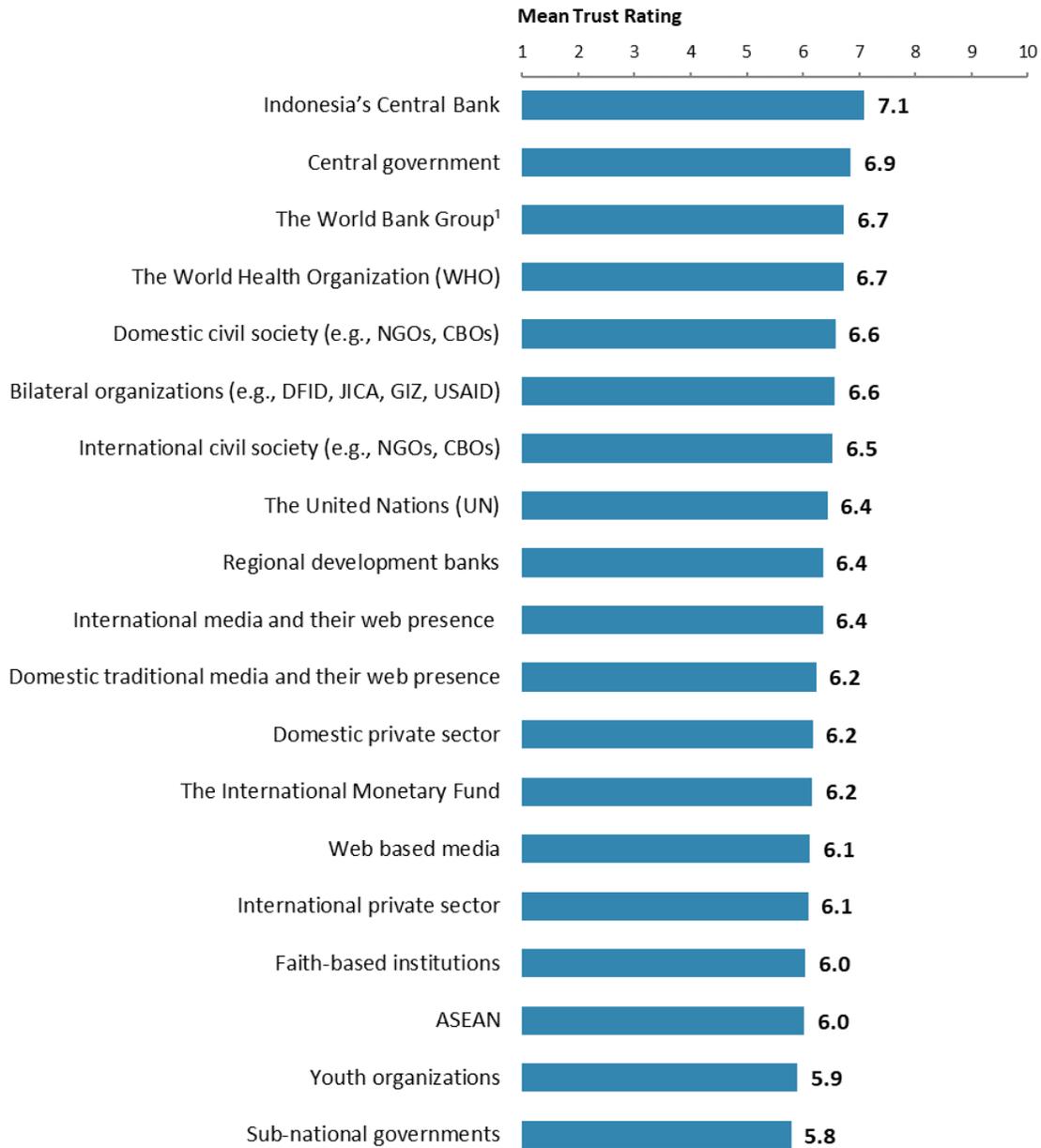


"The COVID-19 pandemic has stressed many aspects of Indonesia's growth and development. In which areas would you like to see the Indonesia government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



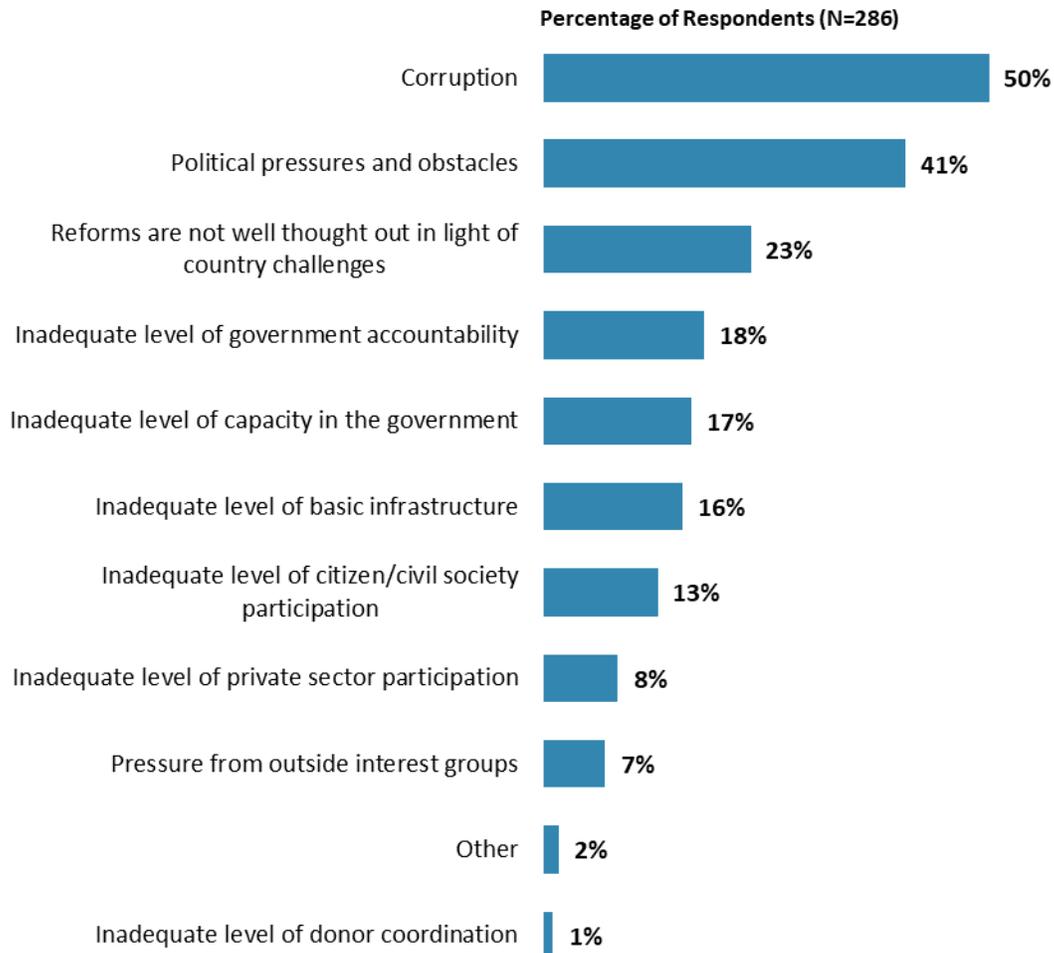
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

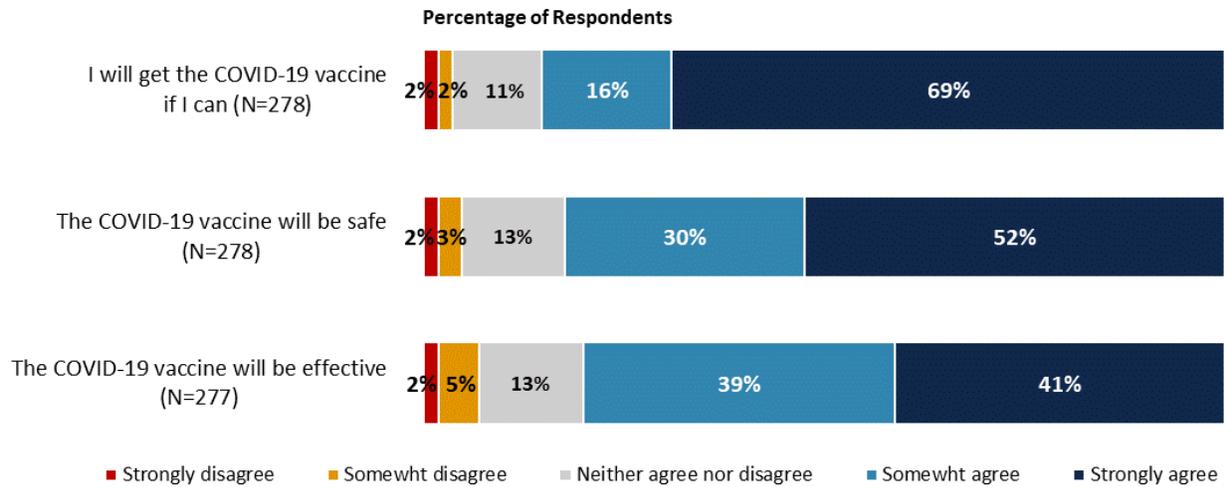


"When economic and/or social reform efforts fail or are slow to take place in Indonesia, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Attitudes to a COVID-19 Vaccine

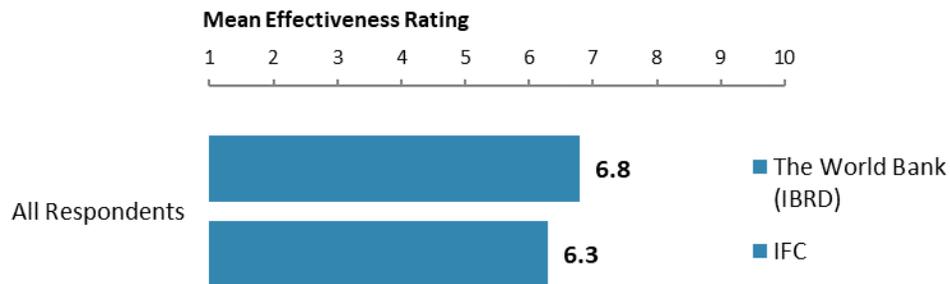


**"Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements."
(Respondents chose from a list.)**



V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness (*Indicator Question*)



"Overall, please rate your impression of the effectiveness of these organizations in Indonesia." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (*Indicator Question*)



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

Influence on Indonesia's Development Agenda (*Indicator Question*)

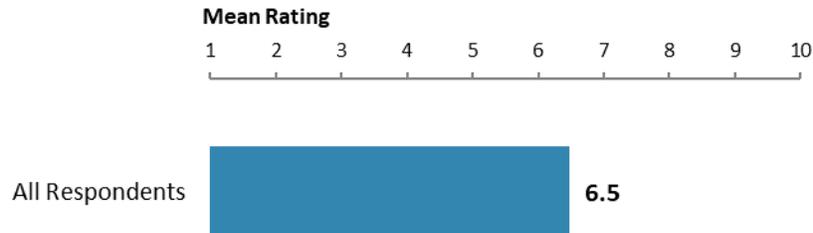


"To what extent does the World Bank Group influence the development agenda in Indonesia?" (1-"To no degree at all", 10-"To a very significant degree")



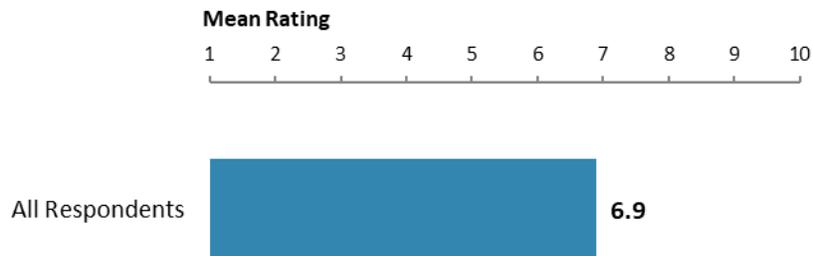
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Indonesia



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

WBG Staff Preparedness



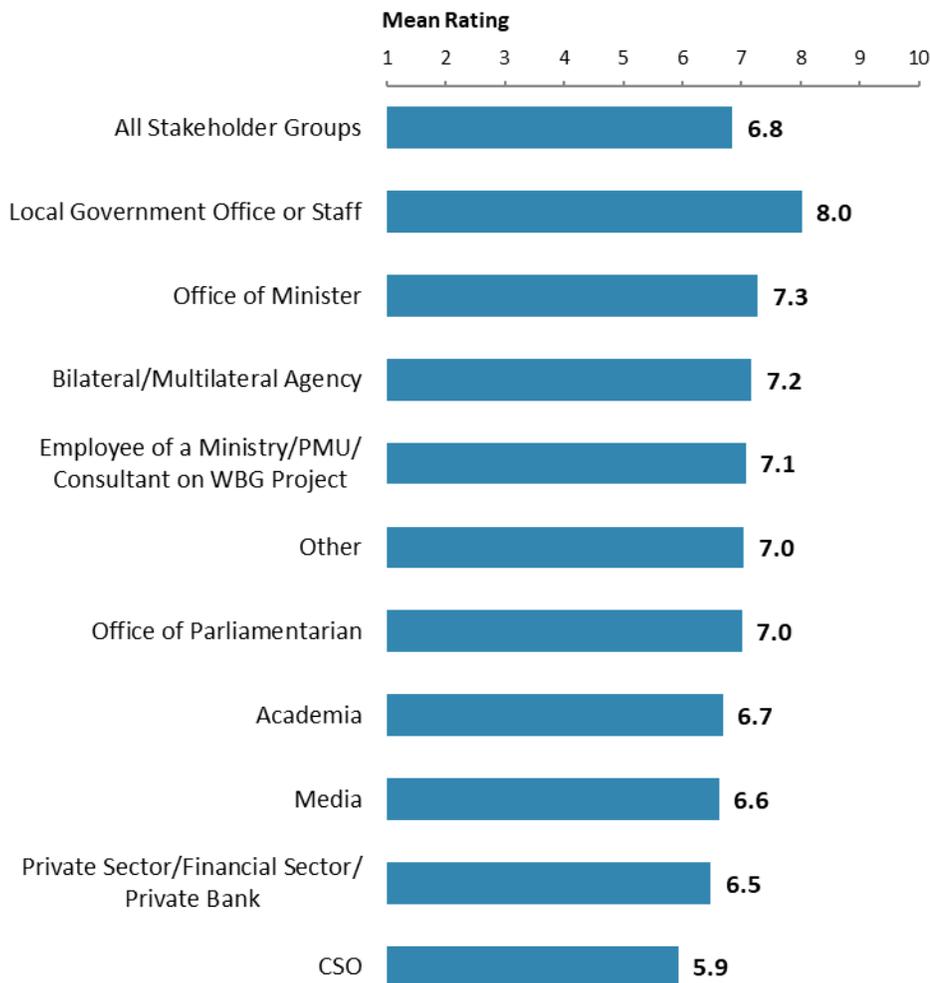
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Indonesia solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-nine COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (page 79).
- **Stakeholder groups:** Respondents from local governments had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from CSO had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 57).

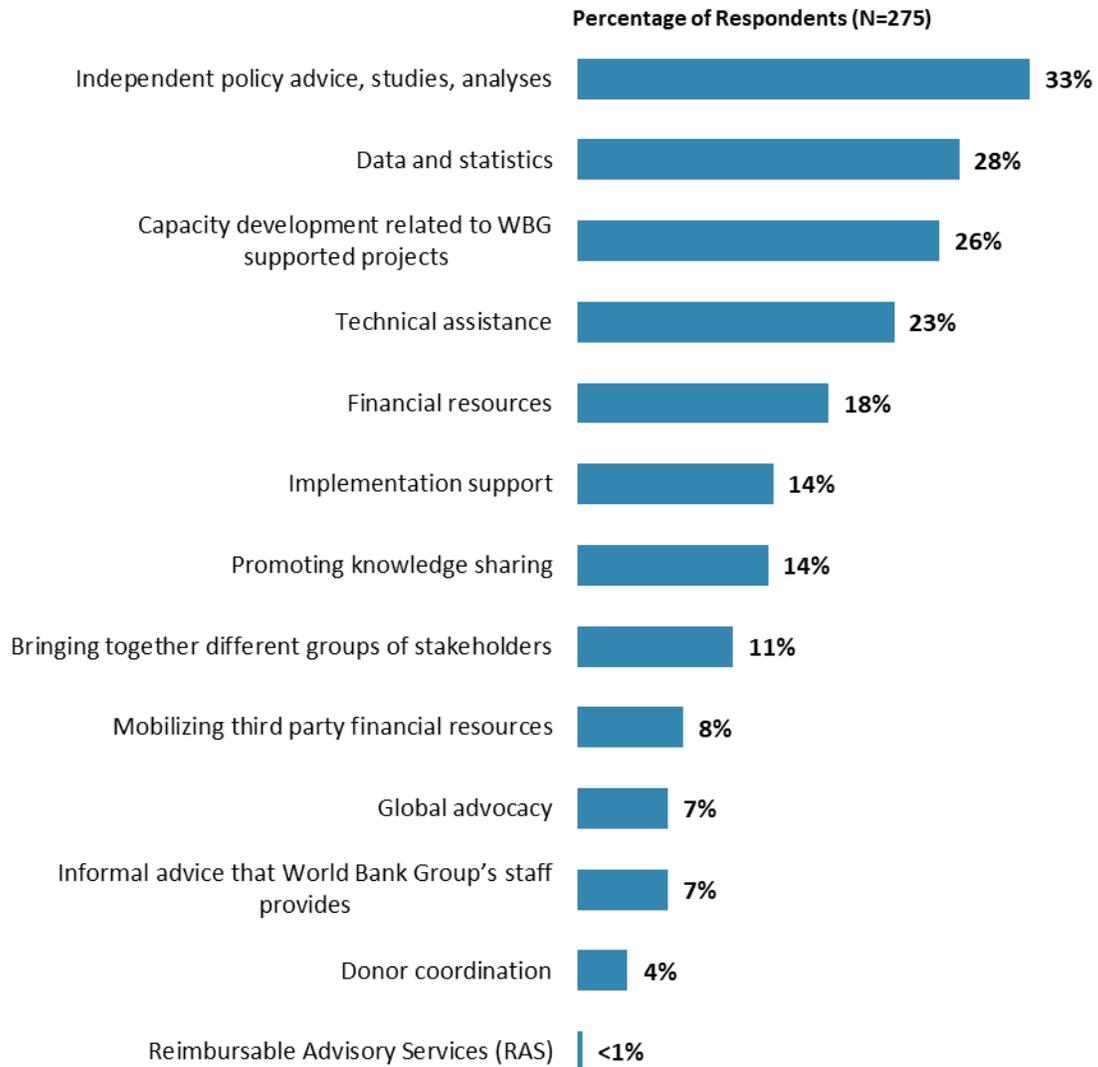


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

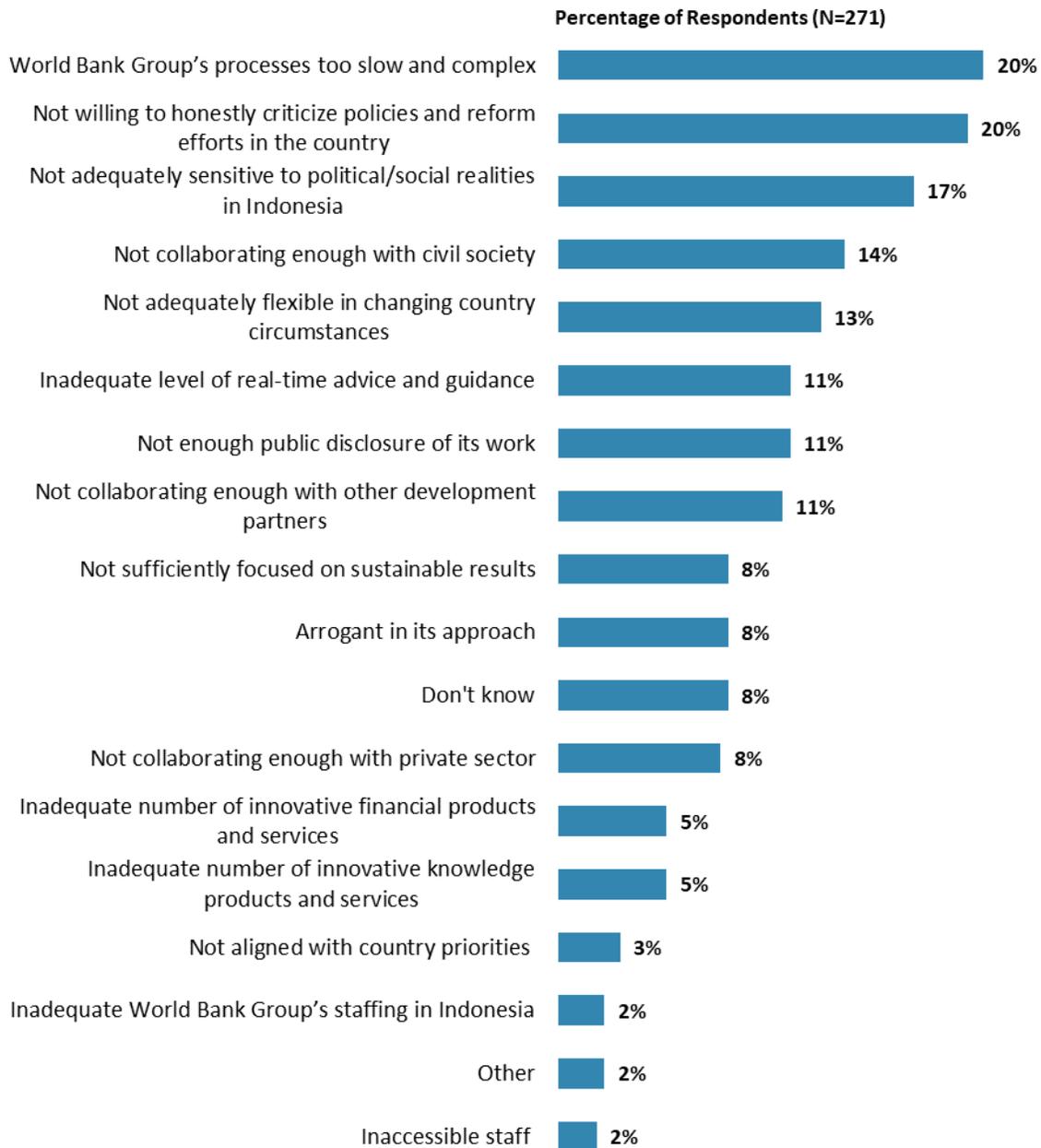


“When thinking about the World Bank Group’s role in Indonesia, which activity do you VALUE the most? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

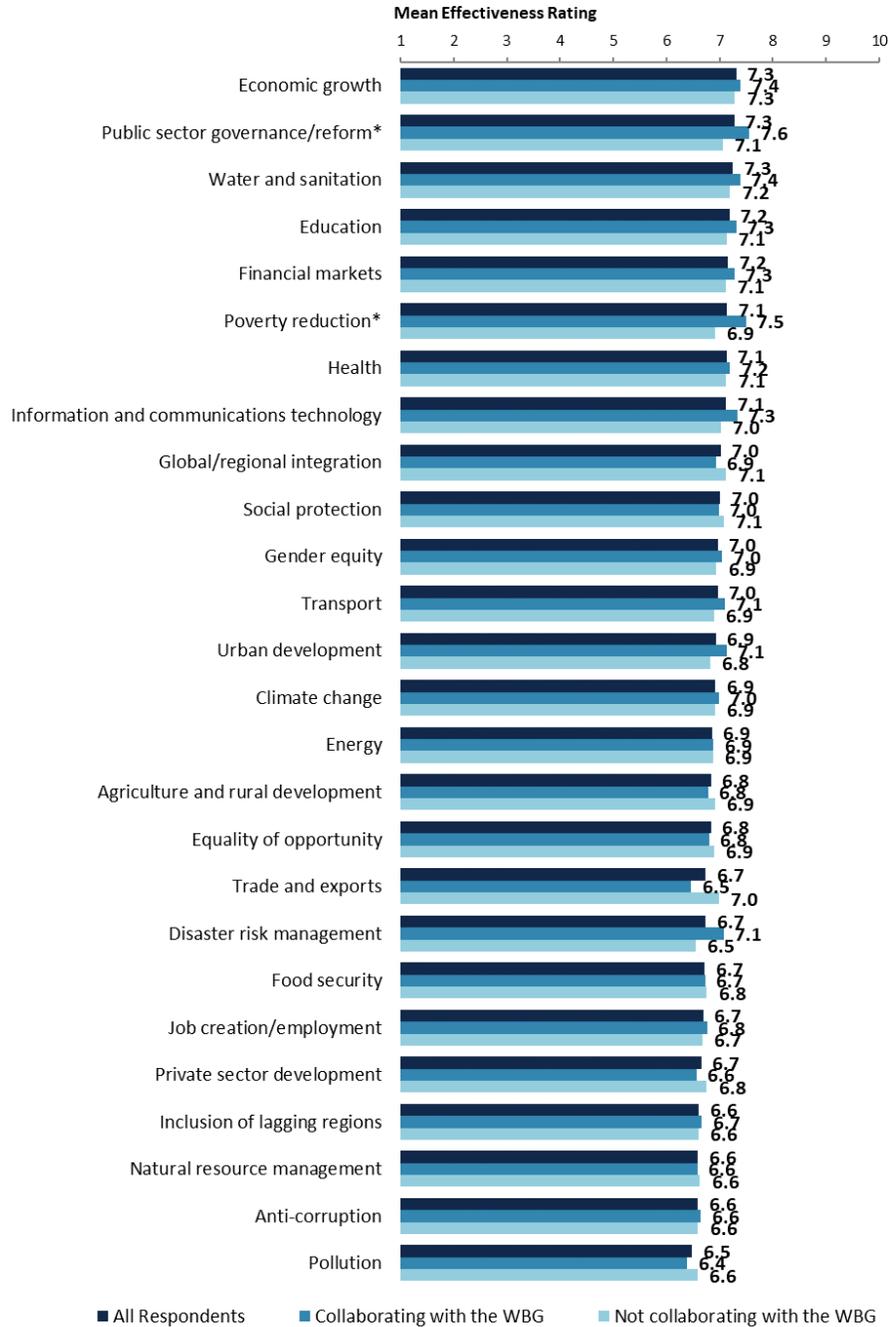


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group’s Support in Development Areas

Effectiveness of WBG’s Support in Sectoral Areas: Collaboration⁴



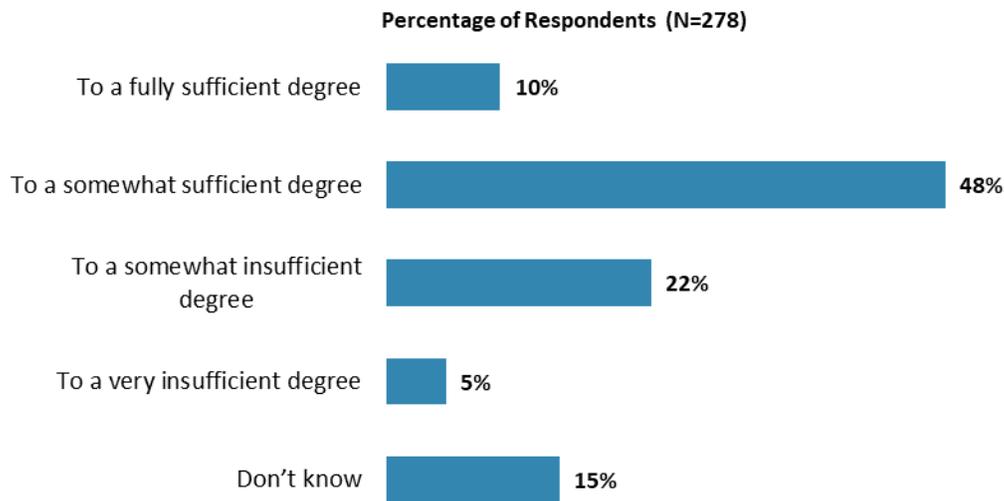
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia?"
(1-"No effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁴ Note in the Appendix on the sectoral effectiveness (Appendix A, page 38) 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.



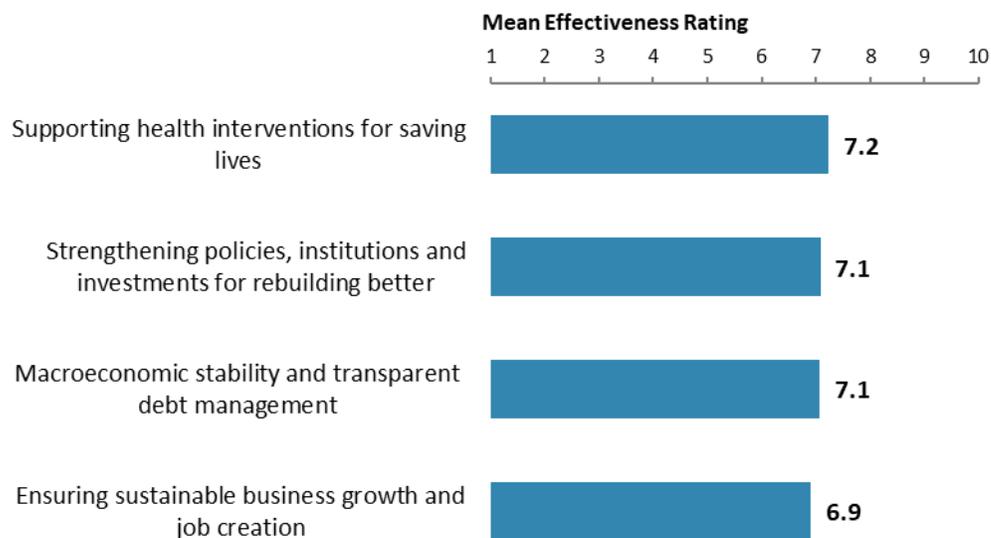
VI. WBG's Support in Development Areas (continued)

Helping the Poorest



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

Support related to COVID-19 outbreak

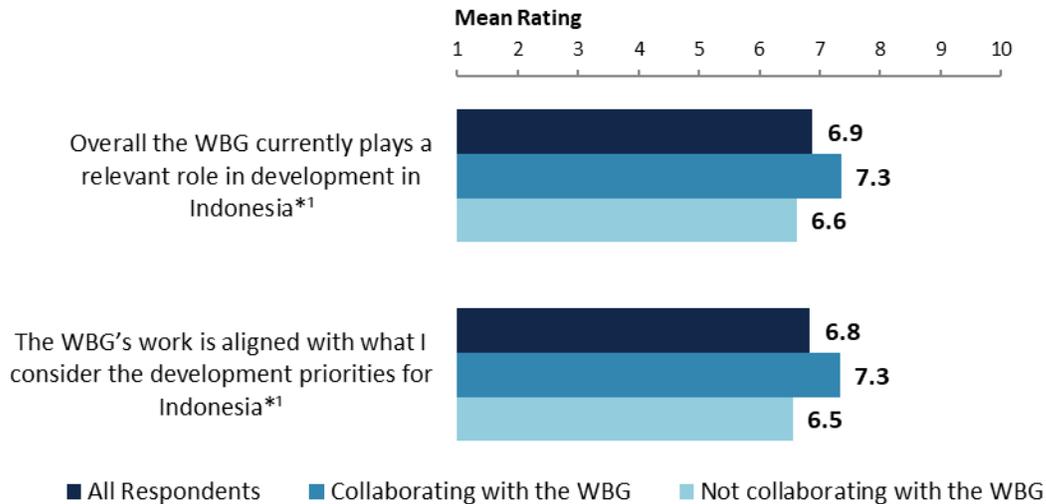


"The World Bank Group has provided fast track support to Indonesia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"
(1 - "Not effective at all", 10 - "Very effective")



VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Indonesia: Collaboration



"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Indonesia?"

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

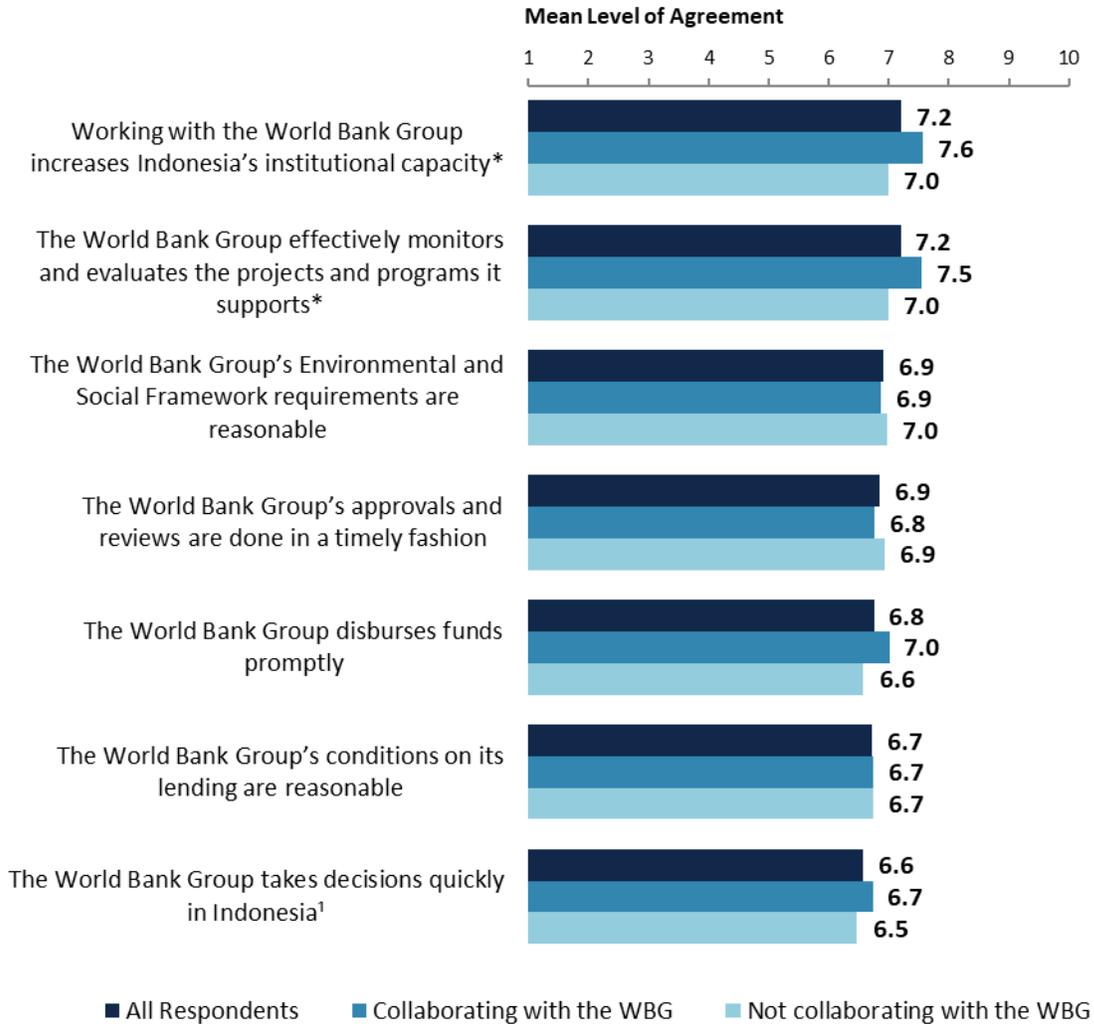
(*Significantly different between collaborators and non-collaborators)

'Indicator Question



VII. WBG’s Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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

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

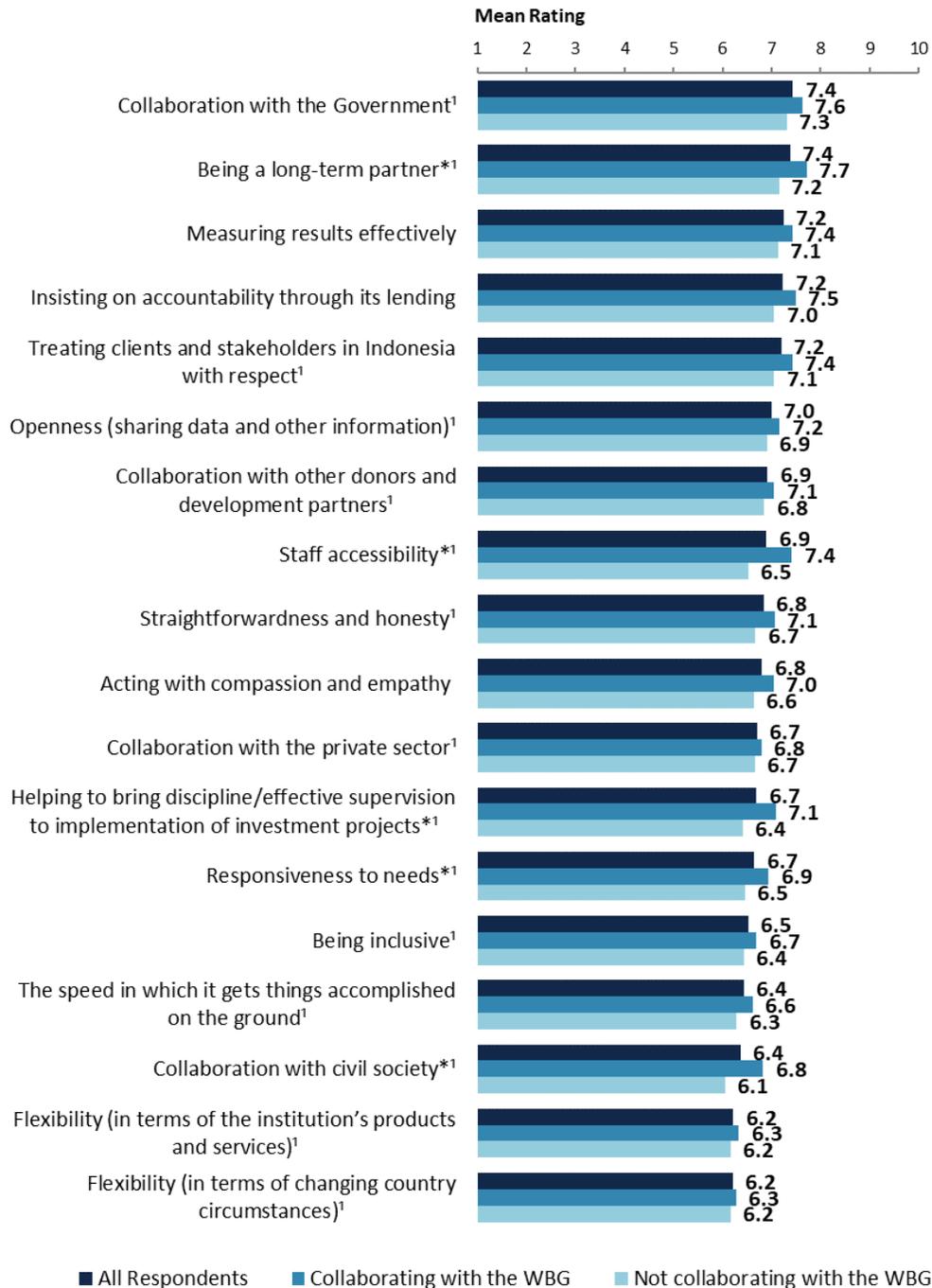
*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



VII. WBG’s Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

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

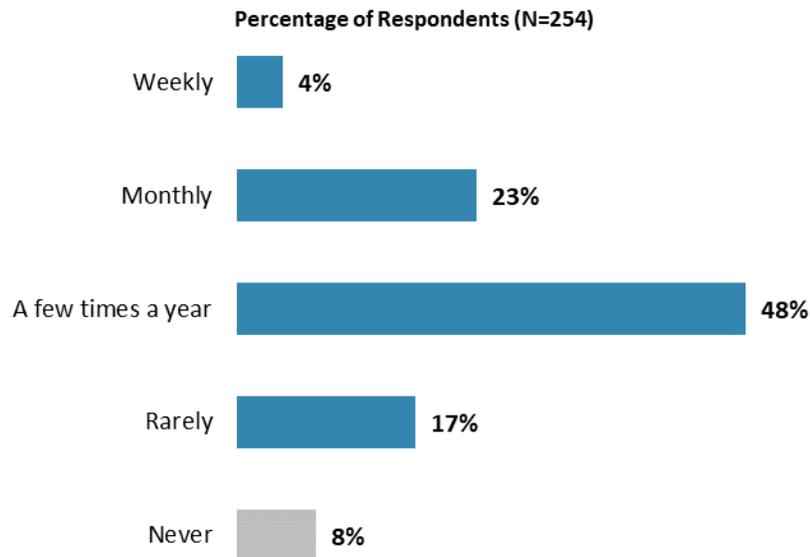
*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



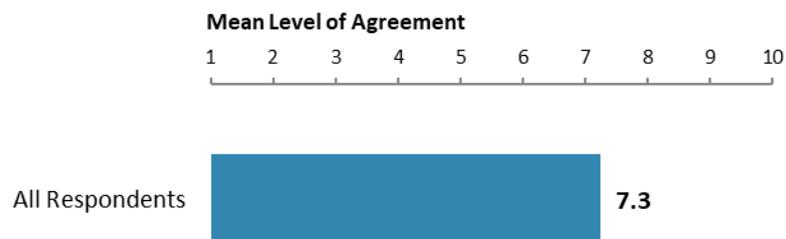
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

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



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



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

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



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

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



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



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

Qualities of the WBG's Knowledge Work and Activities



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

Usefulness of the COVID-19 "Approach Paper"

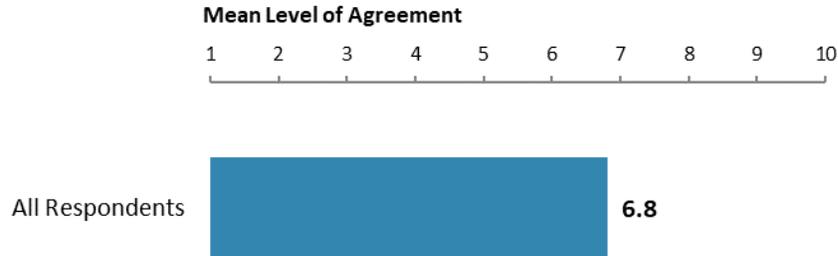


"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Indonesia government's efforts to support citizens throughout this crisis?"
(1-"Not usefull at all", 10-"Very usefull")



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

Meeting Indonesia'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 Indonesia"
(1-"Strongly disagree", 10-"Strongly agree")

WBG's Global Advocacy Role *(Indicator Question)*

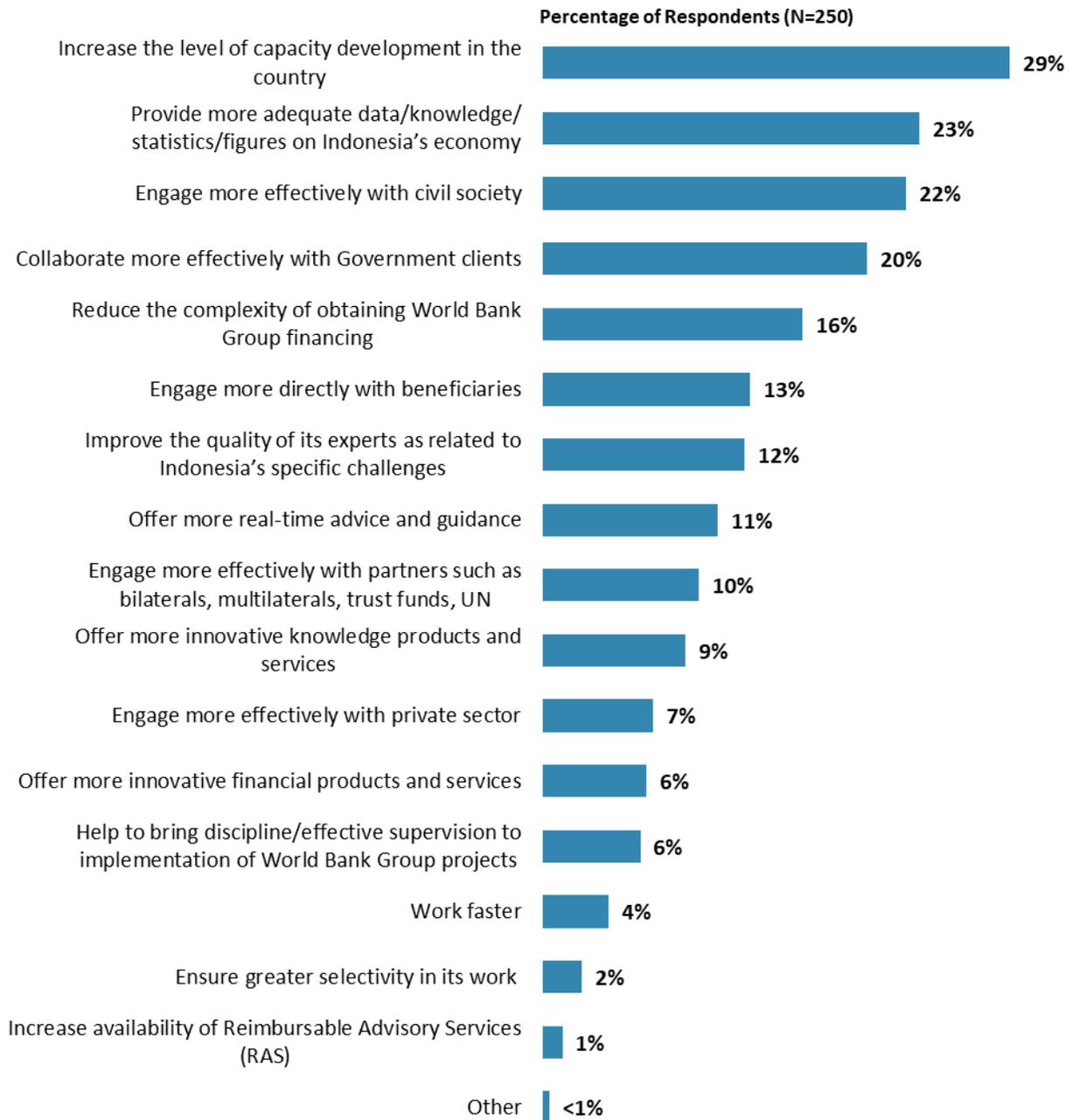


"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")



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

Making the World Bank Group of Greater Value

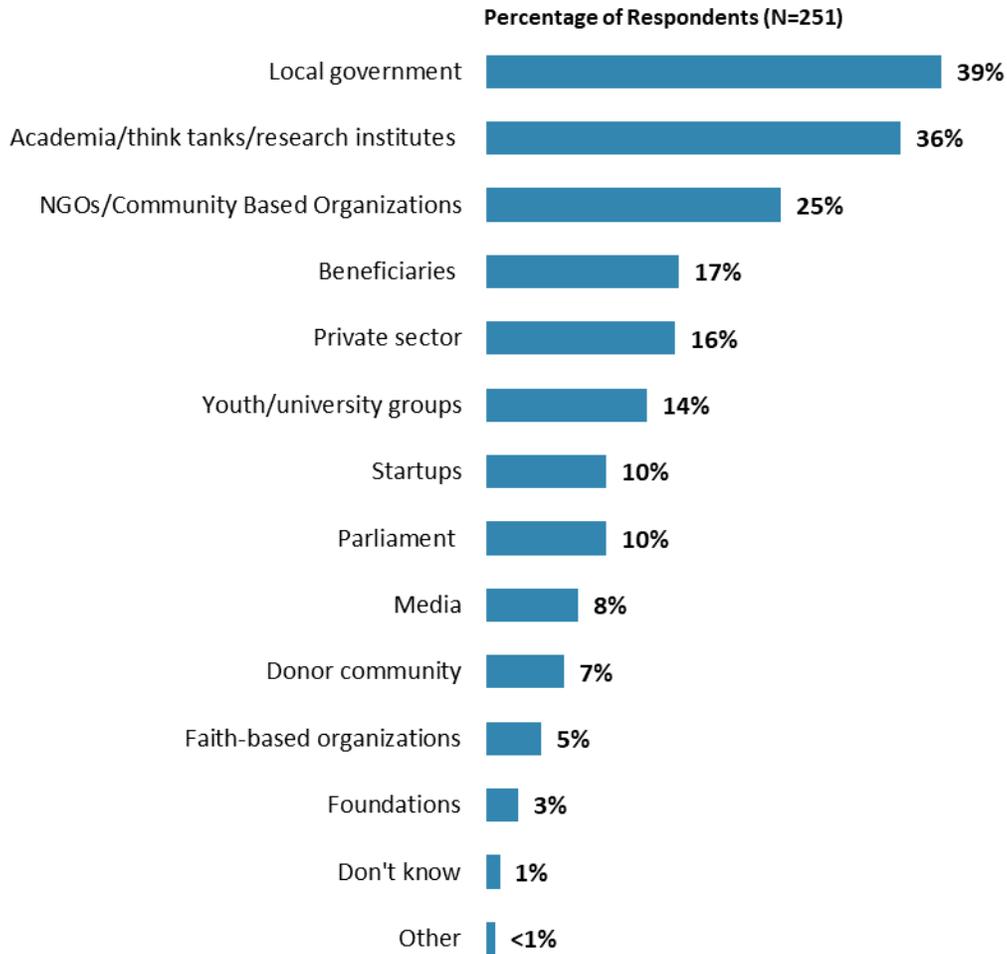


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

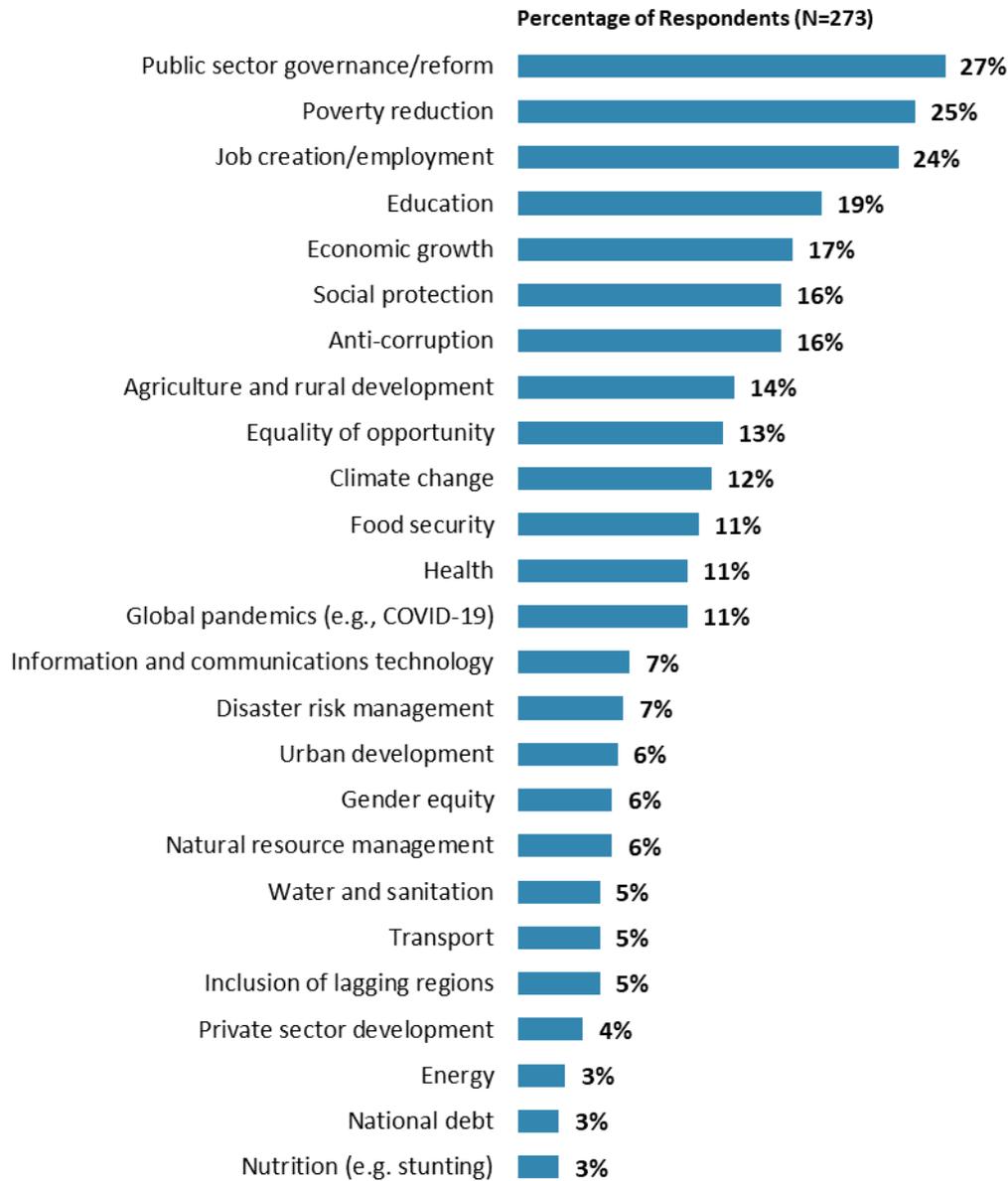


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

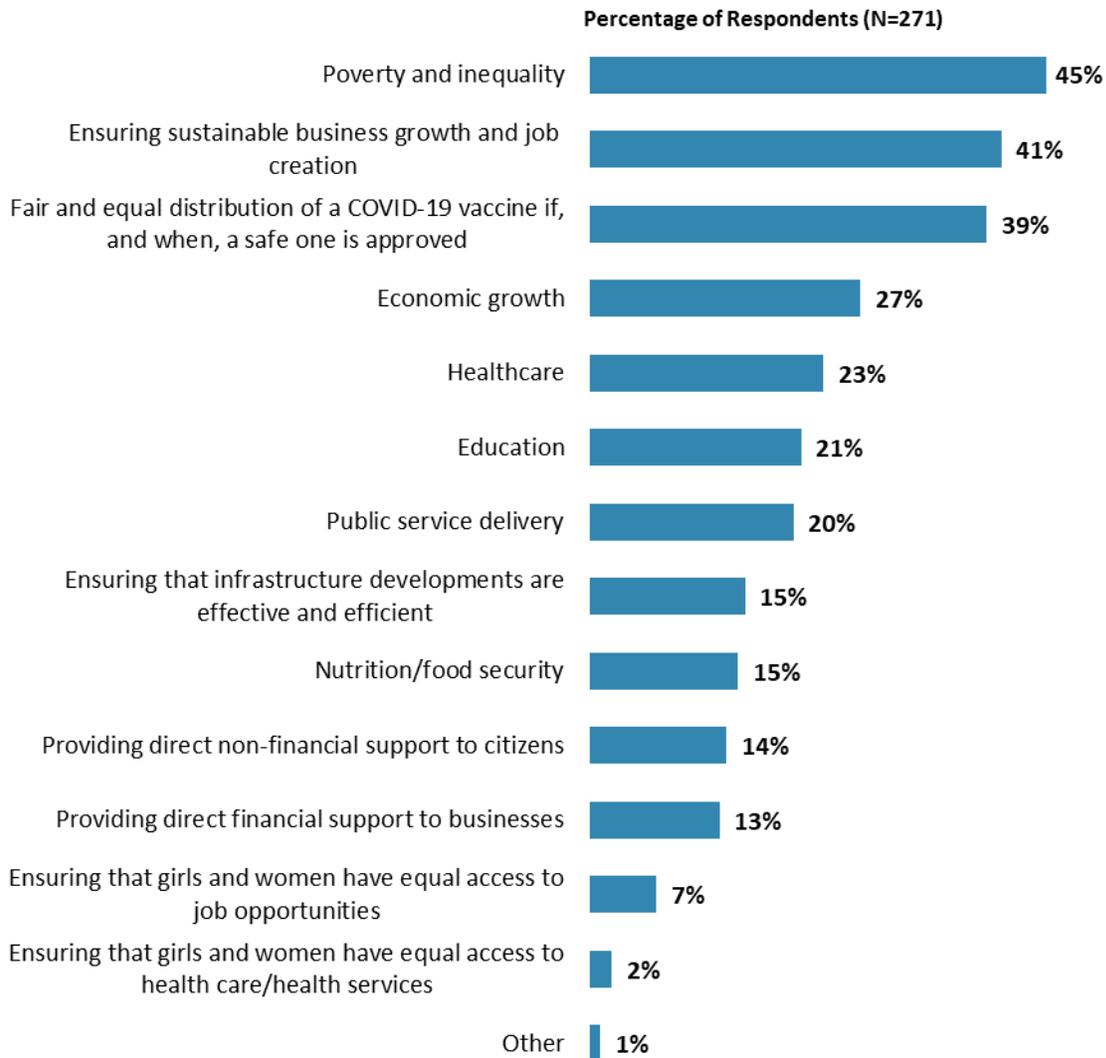


“When thinking about how the World Bank Group can have the most impact on development results in Indonesia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 25 of 31 response options shown)



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

COVID-19 Pandemic: Where the World Bank Group Should Focus



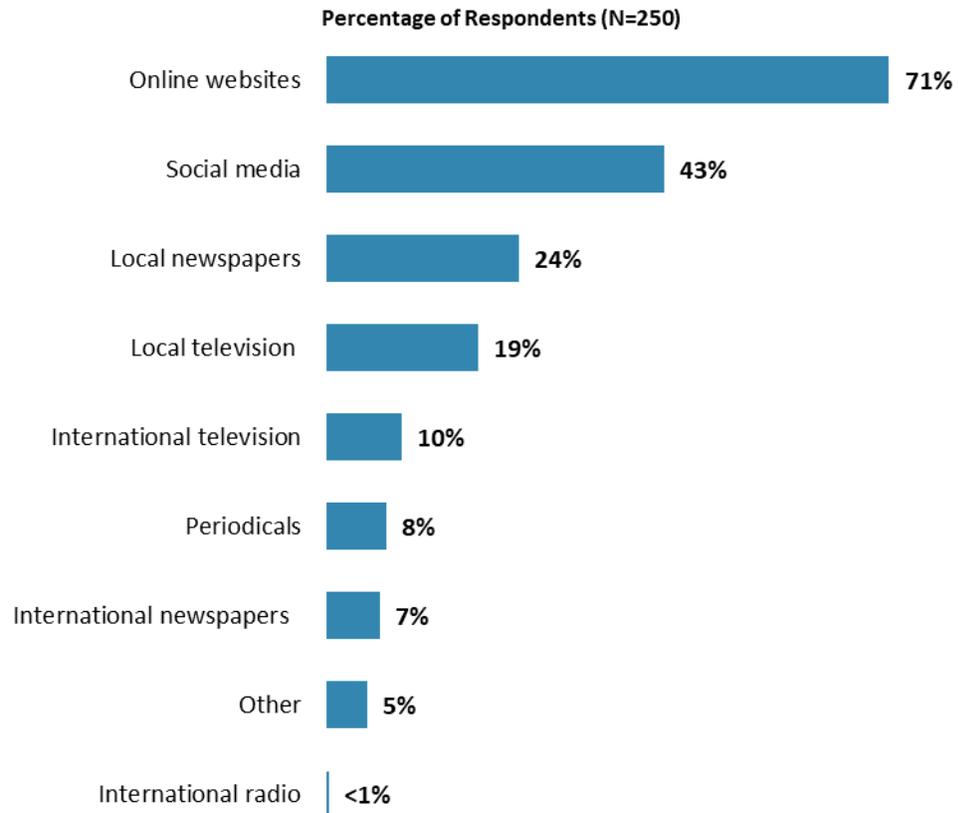
"The COVID-19 pandemic has stressed many aspects of Indonesia's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Indonesia over the next six months to a year? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach

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

General Information Sources

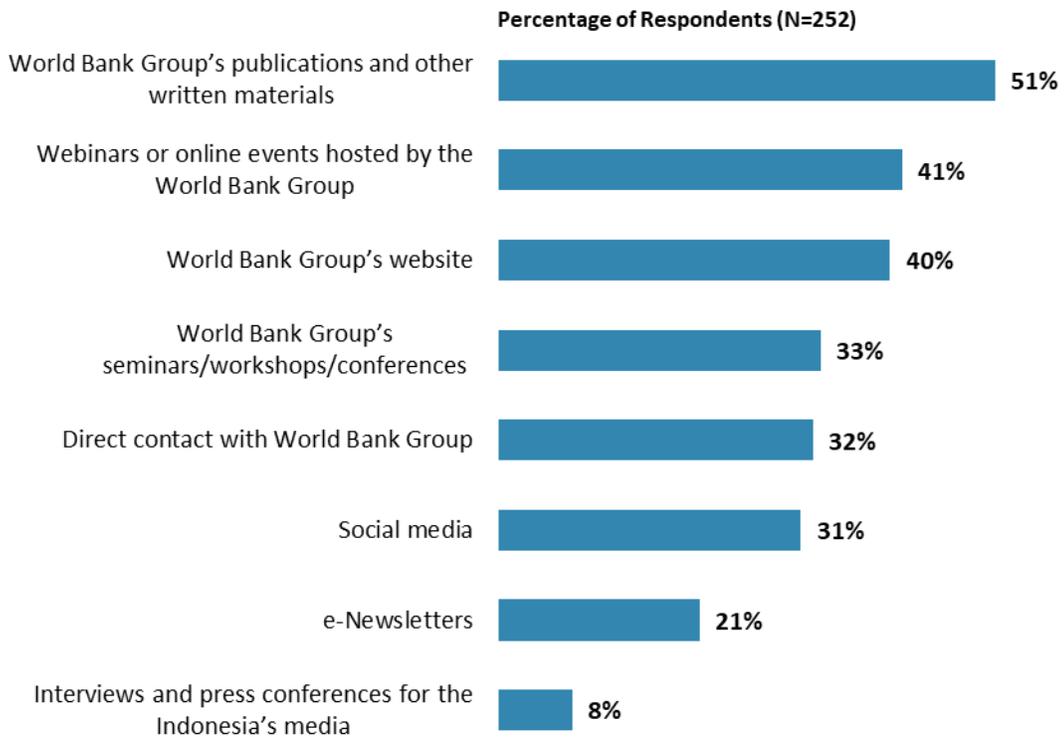


"How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



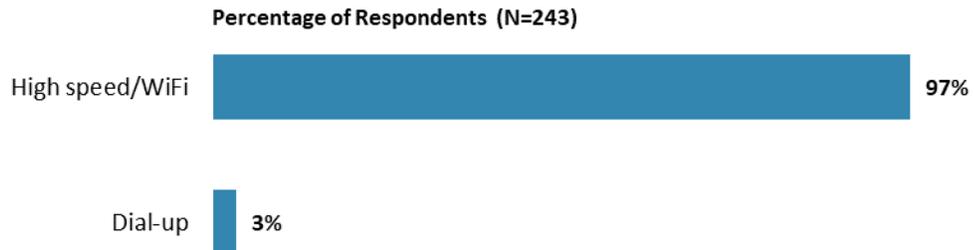
X. Communication and Outreach (continued)

Preferred Information Sources



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

Internet connection

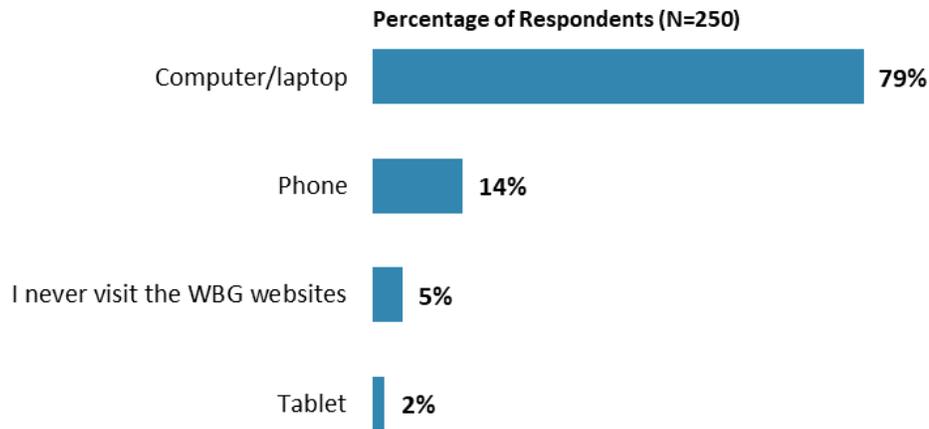


"Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)" (Respondents chose from a list.)



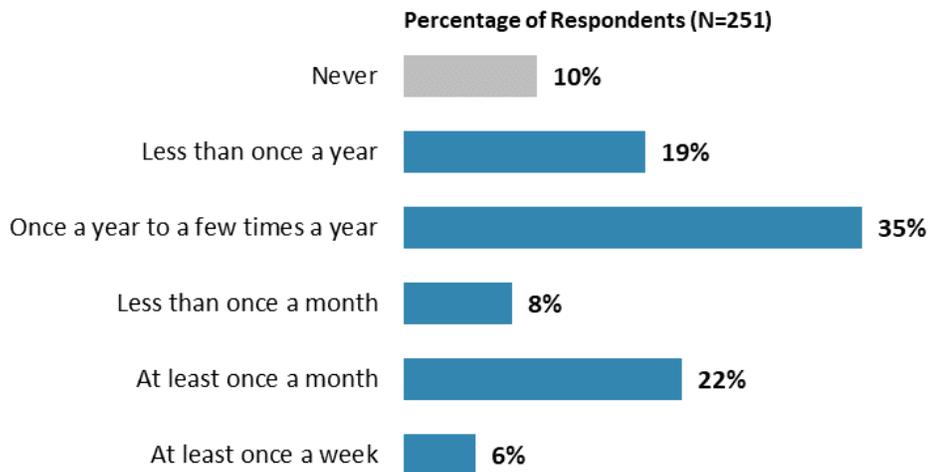
X. Communication and Outreach (continued)

Devices used to access WBG website



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

WBG Interaction Frequency

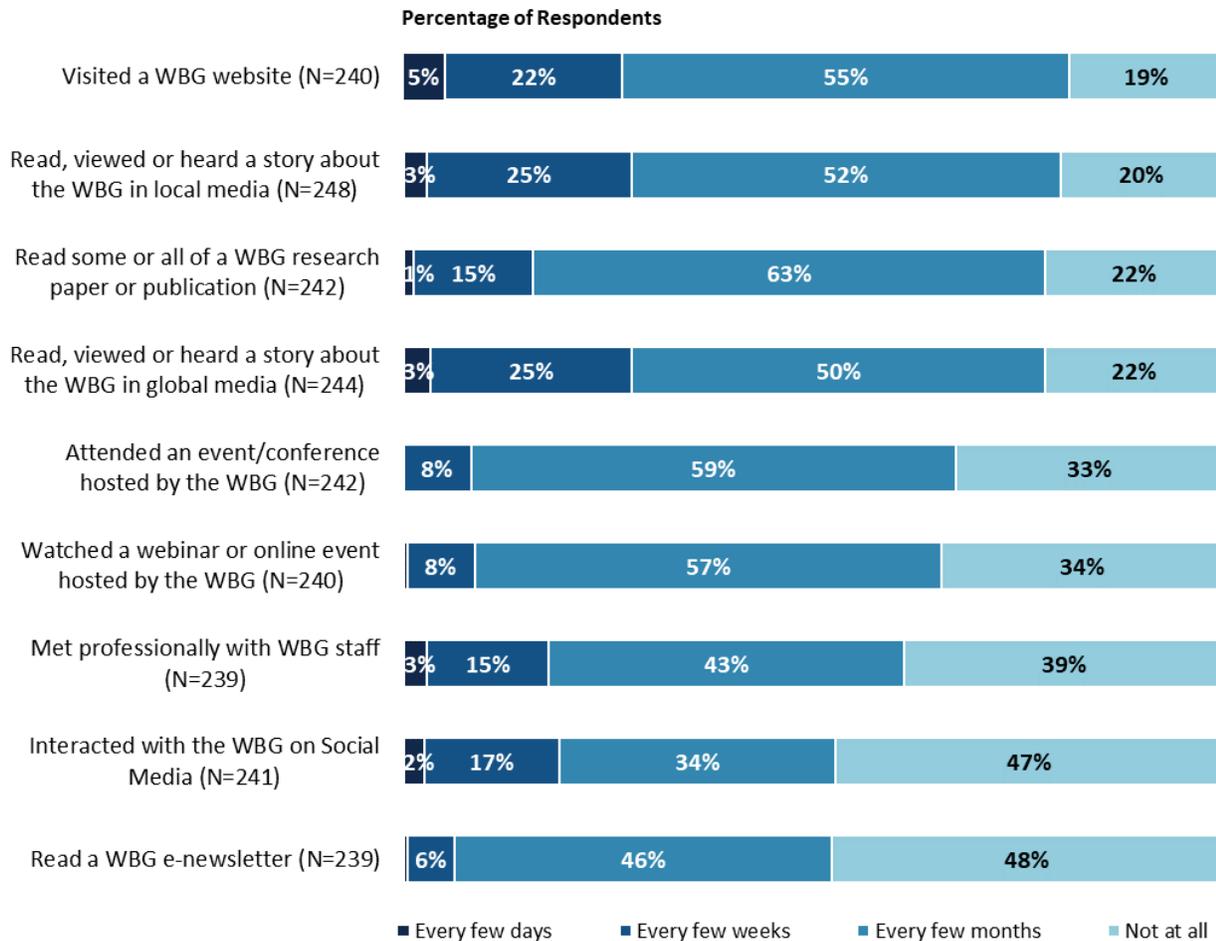


"How frequently do you interact with the World Bank Group now in Indonesia?"
(Respondents chose from a list.)



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.)



XI. Appendices

A. Responses to All Questions Across All Respondents	38
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Appendix A: Responses to All Questions across All Respondents (N=294)

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. Overall Context

1. In general, would you say that Indonesia is headed in ... ?	Percentage of Respondents (N=292)
The right direction	74.0%
The wrong direction	12.3%
Not sure	13.7%

2. Do you think that economic opportunity for citizens in Indonesia is ... ?	Percentage of Respondents (N=291)
Increasing	63.9%
Decreasing	17.2%
Staying about the same	18.9%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Indonesia. Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=293)
Education	27.3%
Public sector governance/reform (i.e. public financial management, public expenditure)	25.9%
Job creation/employment	24.9%
Anti-corruption	20.1%
Poverty reduction	19.8%
Global pandemics (e.g., COVID-19)	18.8%
Economic growth	18.4%
Social protection (e.g., pensions, targeted social assistance)	17.4%
Health	16.0%
Equality of opportunity (i.e., social inclusion)	14.0%
Natural resource management	12.3%
Climate change (e.g., mitigation, adaptation)	10.2%
Information and communications technology	9.2%
Agriculture and rural development	8.5%
Disaster risk management	8.5%
Food security	6.1%
Transport (e.g., roads, transportation, maritime connectivity)	5.1%
Gender equity (closing the gap between women and men, and boys and girls)	4.1%
Energy	4.1%
Urban development	3.8%
Water and sanitation	3.8%
Nutrition (e.g. stunting)	2.4%
Private sector development	2.0%
Inclusion of lagging regions	2.0%
National debt	1.7%
Global/regional integration	1.0%
Pollution	1.0%
Waste management	1.0%
Financial markets	1.0%
Trade and exports	1.0%
Crime and violence	0.3%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=290)
Job creation/employment	48.3%
Education	41.4%
Equality of opportunity (i.e., social inclusion)	24.8%
Social protection (e.g., pensions, targeted social assistance)	21.0%
Agriculture and rural development	20.3%
Economic growth	19.3%
Public sector governance/reform (i.e. public financial management, public expenditure)	17.9%
Anti-corruption	15.9%
Natural resource management	13.4%
Health	11.7%
Food security	8.6%
Gender equity (closing the gap between women and men, and boys and girls)	7.2%
Inclusion of lagging regions	5.9%
Nutrition (e.g. stunting)	5.5%
Transport (e.g., roads, transportation, maritime connectivity)	5.2%
Water and sanitation	4.8%
Information and communications technology	4.8%
Private sector development	4.8%
Climate change (e.g., mitigation, adaptation)	3.1%
Urban development	3.1%
Trade and exports	2.4%
Disaster risk management	1.7%
Global/regional integration	1.7%
National debt	1.0%
Energy	0.7%
Financial markets	0.7%
Crime and violence	0.3%
Waste management	0.3%
Pollution	0.0%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of Indonesia's growth and development. In which areas would you like to see the Government of Indonesia focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=290)
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	63.1%
Ensuring sustainable business growth and job creation	46.2%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	41.7%
Healthcare	30.0%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	22.8%
Providing direct financial support to businesses (business support packages)	19.3%
Education	17.2%
Economic growth	16.6%
Public service delivery (e.g., strengthening policies, institutions)	15.2%
Nutrition/food security	12.8%
Ensuring that girls and women have equal access to job opportunities	3.8%
Ensuring that girls and women have equal access to health care/health services	3.4%
Other	1.7%

6. When economic and/or social reform efforts fail or are slow to take place in Indonesia, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=286)
Corruption	50.3%
Political pressures and obstacles	40.9%
Reforms are not well thought out in light of country challenges	23.4%
Inadequate level of government accountability	18.2%
Inadequate level of capacity in the government	16.8%
Inadequate level of basic infrastructure	15.7%
Inadequate level of citizen/civil society participation	12.9%
Inadequate level of private sector participation	8.4%
Pressure from outside interest groups (e.g., private sector, unions)	7.0%
Other	1.7%
Inadequate level of donor coordination	1.0%

**A. Overall Context (continued)**

7. 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. Central government	278	3	6.85	1.98
2. Sub-national governments	272	4	5.79	1.76
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	234	41	6.57	1.74
4. The World Bank Group*	251	22	6.73	1.81
5. The International Monetary Fund	226	47	6.16	2.02
6. The United Nations (UN)	241	30	6.44	1.91
7. The World Health Organization (WHO)	259	15	6.72	1.81
8. Regional development banks	235	38	6.35	1.79
9. ASEAN	238	35	6.02	2.00
10. Indonesia's Central Bank	254	19	7.09	1.77
11. International private sector	229	43	6.09	1.77
12. Domestic private sector	247	24	6.17	1.64
13. International civil society (e.g., NGOs, CBOs)	241	31	6.53	1.66
14. Domestic civil society (e.g., NGOs, CBOs)	251	22	6.58	1.65
15. Youth organizations	249	23	5.90	1.90
16. Faith-based institutions	253	19	6.04	1.90
17. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	258	12	6.24	1.70
18. International media and their web presence	254	19	6.35	1.63
19. Web based media (i.e., blogs, social media, other web-based news and information sources)	256	17	6.12	1.90

8. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.	N	DK	Level of Agreement				
			Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The COVID-19 vaccine will be safe	278	5	1.8%	2.9%	12.9%	29.9%	52.5%
2. The COVID-19 vaccine will be effective	277	4	1.8%	5.1%	13.0%	39.0%	41.2%
3. I will get the COVID-19 vaccine if I can	278	1	1.8%	1.8%	11.2%	16.2%	69.1%

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

1. How familiar are you with the work of these organizations in Indonesia? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD)	281	n/a	6.65	2.23
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	278	n/a	5.22	2.51

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Indonesia? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Indonesia*	273	7	6.88	1.84
3. The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	266	10	6.83	1.83

4. Overall, please rate your impression of the effectiveness of these organizations in Indonesia. <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD)*	251	26	6.80	1.70
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	192	83	6.30	1.79

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Indonesia?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	263	16	6.87	1.69

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Indonesia?* <i>(1-To no degree at all, 10-To a very significant degree)</i>	262	16	6.98	1.62

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia? (Select only ONE response)	Percentage of Respondents (N=278)
To a fully sufficient degree	9.7%
To a somewhat sufficient degree	47.8%
To a somewhat insufficient degree	22.7%
To a very insufficient degree	5.0%
Don't know	14.7%

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

8. When thinking about the World Bank Group's role in Indonesia, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=275)
Independent policy advice, studies, analyses	32.7%
Data and statistics	27.6%
Capacity development related to World Bank Group supported projects	26.2%
Technical assistance	22.9%
Financial resources	18.2%
Implementation support	14.2%
Promoting knowledge sharing	13.8%
Bringing together different groups of stakeholders	11.3%
Mobilizing third party financial resources	7.6%
Global advocacy	6.5%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and advice)	6.5%
Donor coordination	3.6%
Reimbursable Advisory Services (RAS)	0.4%
Other	0.0%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=271)
World Bank Group's processes too slow and complex	20.3%
Not willing to honestly criticize policies and reform efforts in the country	19.6%
Not adequately sensitive to political/social realities in Indonesia	17.0%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	13.7%
Not adequately flexible in changing country circumstances	12.5%
Inadequate level of real-time advice and guidance	11.1%
Not enough public disclosure of its work	11.1%
Not collaborating enough with other development partners	10.7%
Not sufficiently focused on sustainable results	8.1%
Arrogant in its approach	8.1%
Don't know	8.1%
Not collaborating enough with private sector	7.7%
Inadequate number of innovative financial products and services	5.2%
Inadequate number of innovative knowledge products and services	5.2%
Not aligned with country priorities	3.0%
Inadequate World Bank Group's staffing in Indonesia	2.2%
Other	2.2%
Inaccessible staff	1.8%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Indonesia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=273)
Public sector governance/reform (i.e. public financial management, public expenditure)	26.7%
Poverty reduction	24.9%
Job creation/employment	23.8%
Education	19.0%
Economic growth	17.2%
Social protection (e.g., pensions, targeted social assistance)	16.5%
Anti-corruption	16.5%
Agriculture and rural development	13.6%
Equality of opportunity (i.e., social inclusion)	12.8%
Climate change (e.g., mitigation, adaptation)	12.1%
Food security	11.4%
Health	10.6%
Global pandemics (e.g., COVID-19)	10.6%
Information and communications technology	7.0%
Disaster risk management	6.6%
Urban development	6.2%
Gender equity (closing the gap between women and men, and boys and girls)	5.9%
Natural resource management	5.9%
Water and sanitation	5.1%
Transport (e.g., roads, transportation, maritime connectivity)	5.1%
Inclusion of lagging regions	5.1%
Private sector development	4.0%
Energy	2.9%
National debt	2.6%
Nutrition (e.g. stunting)	2.6%
Financial markets	2.2%
Global/regional integration	2.2%
Waste management	2.2%
Trade and exports	2.2%
Pollution	0.4%
Crime and violence	0.0%

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

11. The COVID-19 pandemic has stressed many aspects of Indonesia's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Indonesia over the next six months to a year? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=271)
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	45.4%
Ensuring sustainable business growth and job creation	41.0%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	39.5%
Economic growth	26.9%
Healthcare	23.2%
Education	21.0%
Public service delivery (e.g., strengthening policies, institutions)	20.3%
Ensuring that infrastructure developments are effective and efficient	15.5%
Nutrition/food security	14.8%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	13.7%
Providing direct financial support to businesses (business support packages)	12.9%
Ensuring that girls and women have equal access to job opportunities	6.6%
Ensuring that girls and women have equal access to health care/health services	2.2%
Other	1.1%

12. What do you immediately think of when you hear about the International Finance Corporation (IFC), the World Bank Group's private sector arm? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=267)
Multi-lateral financial institution	46.4%
Public-private partnerships	31.1%
World Bank	30.0%
Private Sector Solutions	19.9%
Investment Bank	17.2%
Innovation and Entrepreneurship	14.6%
Do not have enough information to say	13.9%
Financial Advisory Solutions	13.1%
Impact Investor	12.4%
Development institution	10.9%
Venture Capital	9.0%
Asset Manager	4.5%
Thought leader	1.1%
None of these	0.4%
Other	0.4%

**C. World Bank Group's Work and Engagement on the Ground**

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Indonesia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	247	20	6.89	1.77

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Indonesia? (1-To no degree at all, 10-To a very significant degree)	225	40	6.48	1.77

To what extent is the World Bank Group an effective development partner in Indonesia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	246	18	6.65	1.69
4. Flexibility (in terms of the institution's products and services)*	229	29	6.22	1.68
5. Flexibility (in terms of changing country circumstances)*	228	30	6.21	1.72
6. Being inclusive*	231	26	6.52	1.77
7. Openness (sharing data and other information)*	246	14	7.00	1.70
8. Collaboration with the Government*	248	11	7.43	1.58
9. The speed in which it gets things accomplished on the ground*	229	28	6.43	1.74
10. Helping to bring discipline/effective supervision to implementation of investment projects*	213	45	6.69	1.81
11. Collaboration with civil society*	227	31	6.36	1.89
12. Staff accessibility*	228	30	6.89	1.97
13. Collaboration with other donors and development partners*	226	33	6.92	1.75
14. Collaboration with the private sector*	201	56	6.70	1.75
15. Straightforwardness and honesty*	225	33	6.84	1.89
16. Treating clients and stakeholders in Indonesia with respect*	237	22	7.20	1.85
17. Being a long-term partner*	239	19	7.38	1.83
18. Acting with compassion and empathy	234	23	6.80	1.99
19. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	213	44	7.23	1.81
20. Measuring results effectively	230	27	7.24	1.71

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
21. The World Bank Group disburses funds promptly	175	84	6.76	1.80
22. The World Bank Group effectively monitors and evaluates the projects and programs it supports	213	43	7.20	1.63
23. The World Bank Group's approvals and reviews are done in a timely fashion	194	62	6.85	1.79
24. The World Bank Group's Environmental and Social Framework requirements are reasonable	187	69	6.91	1.80
25. The World Bank Group's conditions on its lending are reasonable	177	80	6.72	1.72
26. The World Bank Group takes decisions quickly in Indonesia*	193	63	6.58	1.74
27. Working with the World Bank Group increases Indonesia's institutional capacity	219	37	7.21	1.75

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree with the following statements about the World Bank Group in Indonesia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
28. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Indonesia*	204	54	6.82	1.69
29. The World Bank Group meets Indonesia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	235	20	7.25	1.59
COVID-19 "Approach Paper"				
30. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Indonesia government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	189	67	7.35	1.77
Global role of advocacy				
31. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	220	34	7.60	1.80

**D. World Bank Group's Support in Development Areas**

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 Indonesia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	123	128	7.01	1.61
2. Gender equity (closing the gap between women and men, and boys and girls)	146	104	6.97	1.76
3. Private sector development	121	129	6.65	1.64
4. Education	154	96	7.19	1.55
5. Public sector governance/reform (i.e. public financial management, public expenditure)	165	84	7.27	1.65
6. Global/regional integration	113	134	7.02	1.61
7. Food security	116	130	6.72	1.76
8. Urban development	143	106	6.93	1.71
9. Energy	124	127	6.85	1.70
10. Water and sanitation	141	108	7.25	1.65
11. Pollution	102	147	6.48	1.78
12. Job creation/employment	129	121	6.69	1.81
13. Health	140	110	7.13	1.64
14. Financial markets	118	131	7.16	1.57
15. Transport (e.g., roads, transportation, maritime connectivity)	121	128	6.96	1.61
16. Agriculture and rural development	129	120	6.84	1.64
17. Trade and exports	105	141	6.74	1.58
18. Natural resource management	109	138	6.59	1.77
19. Climate change (e.g., mitigation, adaptation)	136	112	6.92	1.66
20. Poverty reduction	161	85	7.14	1.80
21. Anti-corruption	117	130	6.59	2.00
22. Economic growth	160	85	7.31	1.60
23. Disaster risk management	128	118	6.74	1.88
24. Equality of opportunity (i.e., social inclusion)	134	114	6.84	1.82
25. Inclusion of lagging regions	122	124	6.61	1.90
26. Information and communications technology	118	128	7.12	1.67

2. The World Bank Group has provided fast track support to Indonesia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	139	2	2	7.24	1.77
2. Ensuring sustainable business growth and job creation	145	0	2	6.90	1.75
3. Strengthening policies, institutions and investments for rebuilding better	155	0	2	7.08	1.74
4. Macroeconomic stability and transparent debt management	147	0	3	7.07	1.65

**E. 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=254)
Weekly	4.3%
Monthly	22.8%
A few times a year	48.4%
Rarely	16.9%
Never	7.5%

In Indonesia, 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	198	50	7.04	1.69
3. Include appropriate level of stakeholder involvement during preparation	205	39	7.08	1.76
4. Lead to practical solutions	209	38	6.82	1.73
5. Are source of relevant information on global good practices	215	31	7.54	1.57
6. Are adequately disseminated	212	34	7.24	1.68
7. Are translated enough into local language	209	37	7.17	1.91
8. Are adaptable to Indonesia's specific development challenges and country circumstances*	208	37	7.19	1.70

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)	221	30	7.24	1.67
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)	215	36	7.49	1.59

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=250)
Increase the level of capacity development in the country	28.8%
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy	23.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	22.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	20.0%
Reduce the complexity of obtaining World Bank Group financing	16.0%
Engage more directly with beneficiaries	12.8%
Improve the quality of its experts as related to Indonesia's specific challenges	12.4%
Offer more real-time advice and guidance	10.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	9.6%
Offer more innovative knowledge products and services	8.8%
Engage more effectively with private sector	6.8%
Offer more innovative financial products and services	6.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.0%
Work faster	4.0%
Ensure greater selectivity in its work	2.4%
Increase availability of Reimbursable Advisory Services (RAS)	1.2%
Other	0.4%

2. 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=251)
Local government	39.4%
Academia/think tanks/research institutes	35.9%
NGOs/Community Based Organizations	25.5%
Beneficiaries	16.7%
Private sector	16.3%
Youth/university groups	13.9%
Startups	10.4%
Parliament	10.4%
Media	8.0%
Donor community	6.8%
Faith-based organizations	4.8%
Foundations	2.8%
Don't know	1.2%
Other	0.8%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in Indonesia?	Percentage of Respondents (N=251)
Never	10.4%
Less than once a year	18.7%
Once a year to a few times a year	35.5%
Less than once a month	8.4%
At least once a month	21.5%
At least once a week	5.6%

2. How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=250)
Online websites	71.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	42.8%
Local newspapers	24.4%
Local television	19.2%
International television	9.6%
Periodicals	7.6%
International newspapers	6.8%
Other	5.2%
International radio	0.4%
Local radio	0.0%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=252)
World Bank Group's publications and other written materials	50.8%
Webinars or online events hosted by the World Bank Group	41.3%
World Bank Group's website	40.1%
World Bank Group's seminars/workshops/conferences	32.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	31.0%
e-Newsletters	20.6%
Interviews and press conferences for the Indonesia's media	7.5%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=243)
High speed/WiFi	96.7%
Dial-up	3.3%

5. What do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=250)
Computer/laptop	78.8%
Phone	14.4%
I never visit the WBG websites	4.8%
Tablet	2.0%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	248	2.8%	25.0%	52.4%	19.8%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	244	3.3%	24.6%	50.4%	21.7%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	241	2.5%	16.6%	33.6%	47.3%
Visited a WBG website (e.g., read a blog, used data)	240	5.0%	21.7%	54.6%	18.8%
Attended an event/conference hosted by the WBG	242	0.0%	8.3%	59.1%	32.6%
Watched a webinar or online event hosted by the WBG	240	0.4%	8.3%	57.0%	34.3%
Read some or all of a WBG research paper or publication	242	1.3%	14.6%	62.5%	21.7%
Met professionally with WBG staff	239	2.9%	14.9%	43.4%	38.8%
Read a WBG e-newsletter	239	0.4%	5.9%	46.0%	47.7%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=292)
Employee of Ministry, Ministerial Department, Implementation Agency	24.3%
Academia/Research Institute/Think Tank	16.1%
NGO/Community Based Organization	13.7%
Office of Minister	7.2%
Office of Parliamentarian	7.2%
Media (press, radio, TV, web, etc.)	6.8%
Multilateral Agency (UN, regional development bank)	4.5%
Bilateral Agency (e.g., embassy, diplomatic, military)	4.1%
Local Government Office or Staff	3.8%
Private Sector Organization	3.1%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	2.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.7%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.4%
State-Owned Enterprise	1.0%
Financial Sector/Private Bank	0.7%
Other	0.7%
Office of the President	0.0%
Judicial System (e.g., courts)	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=293)
Macroeconomics, fiscal management	17.1%
Other	13.7%
Generalist (specialized in multiple sectors)	6.1%
Environment, natural resources	5.8%
Social protection	5.5%
Finance and markets	5.5%
Education	4.8%
Poverty	4.4%
Health, nutrition	4.1%
Governance, anti-corruption	3.8%
Urban development	3.8%
Communications, public affairs	3.4%
Energy	3.1%
Gender	3.1%
Fragility, conflict, violence, refugees	2.7%
Jobs	2.4%
Trade and competitiveness	2.4%
Digital development and technology (ICT)	2.0%
Water, sanitation	1.4%
Agriculture, rural development	1.4%
Demographics, migration	1.4%
Climate change	1.0%
Tourism	1.0%
Transport	0.3%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=292)
Yes	36.6%
No	63.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Indonesia? (Select only ONE response)	Percentage of Respondents (N=104)
The World Bank (IBRD)	93.3%
The International Finance Corporation (IFC)	5.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=105)
Yes	60.0%
No	40.0%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Indonesia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=287)
Engage in World Bank Group related/sponsored events/activities	40.1%
Use World Bank Group reports/data	36.9%
Collaborate as part of my professional duties	33.4%
Use World Bank Group website for information, data, research, etc.	31.0%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	17.8%

7. What's your gender?	Percentage of Respondents (N=292)
Female	42.1%
Male	57.9%

8. What's your age?	Percentage of Respondents (N=293)
25 and under	2.4%
26-35	19.5%
36-45	29.4%
46-55	34.1%
56 and above	14.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=293)
Jakarta	82.6%
Java, Sumatera, Bali	14.7%
Kalimantan, Sulawesi	1.7%
East Indonesia	0.7%
Reside outside Indonesia	0.3%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁵

- Office of Minister N=21 ● Office of Parliamentarian N=21 ● Employee of a Ministry/PMU/Consultant on WBG Project N=79 ● Local Government N=11
- Bilateral/Multilateral Agency N=25 ● Private Sector/Financial Sector/Private Bank N=11 ● CSO N=44 ● Academia/Research Institute/Think Tank (Academia) N=47 ● Media N=20
- Other⁶ N=13

A. Overall Context

In general, would you say that Indonesia is headed in ... ?

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The right direction	95.2%	71.4%	83.3%	90.9%	60.0%	72.7%	56.8%	70.2%	65.0%	84.6%
The wrong direction	4.8%	14.3%	7.7%	0.0%	8.0%	18.2%	25.0%	14.9%	15.0%	7.7%
Not sure	0.0%	14.3%	9.0%	9.1%	32.0%	9.1%	18.2%	14.9%	20.0%	7.7%

⁵ Only 292 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

⁶ Includes the following categories: Independent Government Institution (N=8), State-Owned Enterprise (N=3), and Other (N=2).


A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Job creation/employment*	47.6%	14.3%	25.3%	9.1%	28.0%	45.5%	9.1%	23.4%	30.0%	46.2%
Urban development*	0.0%	0.0%	7.6%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	0.0%	0.0%	1.3%	0.0%	12.0%	0.0%	13.6%	4.3%	0.0%	0.0%
Private sector development*	0.0%	0.0%	0.0%	0.0%	4.0%	18.2%	0.0%	2.1%	5.0%	7.7%
Education	23.8%	47.6%	26.6%	36.4%	24.0%	18.2%	27.3%	21.3%	35.0%	15.4%
Public sector governance/reform	9.5%	42.9%	29.1%	45.5%	28.0%	36.4%	29.5%	14.9%	15.0%	23.1%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Food security	0.0%	9.5%	7.6%	0.0%	0.0%	0.0%	6.8%	4.3%	10.0%	23.1%
Social protection	38.1%	19.0%	21.5%	0.0%	8.0%	0.0%	11.4%	21.3%	15.0%	15.4%
Energy	9.5%	4.8%	2.5%	0.0%	4.0%	18.2%	2.3%	0.0%	5.0%	15.4%
Pollution	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	2.1%	0.0%	0.0%
Waste management	0.0%	0.0%	1.3%	0.0%	4.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Health	14.3%	28.6%	10.1%	27.3%	12.0%	9.1%	9.1%	29.8%	10.0%	15.4%
Financial markets*	9.5%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global pandemics	23.8%	19.0%	15.2%	27.3%	12.0%	9.1%	22.7%	25.5%	15.0%	15.4%
Equality of opportunity	9.5%	14.3%	13.9%	0.0%	8.0%	9.1%	22.7%	17.0%	20.0%	0.0%
National debt*	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	15.4%
Economic growth*	23.8%	9.5%	27.8%	27.3%	24.0%	27.3%	2.3%	10.6%	15.0%	30.8%
Trade and exports	0.0%	4.8%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Water and sanitation	4.8%	0.0%	7.6%	9.1%	4.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Natural resource management*	4.8%	0.0%	10.1%	9.1%	20.0%	0.0%	29.5%	10.6%	0.0%	23.1%
Climate change	9.5%	4.8%	3.8%	9.1%	12.0%	18.2%	22.7%	6.4%	15.0%	15.4%
Poverty reduction	19.0%	33.3%	19.0%	27.3%	4.0%	9.1%	20.5%	23.4%	20.0%	15.4%
Anti-corruption*	4.8%	9.5%	12.7%	9.1%	16.0%	54.5%	34.1%	25.5%	30.0%	15.4%
Agriculture and rural development	9.5%	14.3%	6.3%	0.0%	8.0%	0.0%	9.1%	14.9%	10.0%	0.0%
Disaster risk management	4.8%	0.0%	8.9%	18.2%	12.0%	0.0%	11.4%	10.6%	5.0%	7.7%
Nutrition (e.g. stunting)	4.8%	4.8%	0.0%	9.1%	4.0%	0.0%	2.3%	2.1%	5.0%	0.0%
Transport*	0.0%	0.0%	12.7%	0.0%	0.0%	9.1%	0.0%	2.1%	15.0%	0.0%
Information and communications technology*	14.3%	4.8%	17.7%	18.2%	4.0%	18.2%	2.3%	2.1%	10.0%	0.0%
Inclusion of lagging regions*	9.5%	0.0%	0.0%	0.0%	12.0%	0.0%	2.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Inadequate level of basic infrastructure	23.8%	15.8%	23.1%	27.3%	13.0%	9.1%	9.5%	12.8%	5.0%	8.3%
Reforms are not well thought out in light of country challenges	28.6%	31.6%	32.1%	27.3%	30.4%	18.2%	14.3%	17.0%	10.0%	8.3%
Inadequate level of private sector participation	14.3%	0.0%	9.0%	18.2%	17.4%	27.3%	2.4%	6.4%	5.0%	0.0%
Inadequate level of donor coordination	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	2.4%	2.1%	0.0%	0.0%
Political pressures and obstacles	47.6%	52.6%	41.0%	36.4%	34.8%	36.4%	35.7%	42.6%	40.0%	41.7%
Inadequate level of government accountability*	4.8%	26.3%	10.3%	18.2%	17.4%	0.0%	33.3%	17.0%	25.0%	33.3%
Inadequate level of citizen/civil society participation	14.3%	15.8%	10.3%	36.4%	4.3%	18.2%	19.0%	12.8%	0.0%	16.7%
Corruption	47.6%	42.1%	43.6%	18.2%	43.5%	45.5%	64.3%	57.4%	75.0%	50.0%
Pressure from outside interest groups*	0.0%	0.0%	7.7%	0.0%	0.0%	9.1%	4.8%	4.3%	20.0%	33.3%
Inadequate level of capacity in the government	14.3%	10.5%	11.5%	18.2%	30.4%	36.4%	9.5%	25.5%	20.0%	8.3%
Other	0.0%	0.0%	2.6%	0.0%	4.3%	0.0%	4.8%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	19	6.74	15	6.67	63	6.90	10	7.30	21	7.29	11	7.82	36	6.06	43	6.42	19	6.53	12	7.08

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

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Indonesia?**

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	21	7.24	18	6.50	75	7.00	11	5.09	23	7.83	11	6.82	41	5.68	46	6.20	20	7.00	13	7.38
IFC, the World Bank Group's private sector arm	21	5.86	19	4.95	73	5.10	10	3.90	23	5.78	11	6.64	41	4.54	46	5.07	19	6.05	13	5.85

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

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Indonesia*	20	7.65	19	6.84	72	7.11	11	7.36	22	7.50	11	6.73	37	5.95	46	6.59	20	6.70	13	7.46
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	19	7.53	19	6.79	70	7.09	10	7.70	22	7.64	11	6.45	37	5.62	44	6.68	19	6.74	13	7.23

*Significantly different between stakeholder groups

Overall, please rate your impression of the effectiveness of these organizations in Indonesia.

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD)*	20	7.40	17	6.65	67	7.07	9	7.00	21	7.57	11	6.55	33	5.76	42	6.57	17	6.88	13	6.85
IFC, the World Bank Group's private sector arm*	17	7.12	13	6.77	48	6.10	7	7.43	15	7.13	9	6.11	27	5.26	28	6.07	15	6.73	12	6.33

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

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Indonesia?*	20	7.45	19	6.84	69	7.12	11	8.18	21	7.62	11	6.45	35	5.91	44	6.57	19	6.63	13	6.85

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Indonesia?*	20	7.30	18	7.00	70	7.30	10	8.50	20	7.50	11	6.45	36	6.08	44	6.77	19	6.68	13	7.00

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

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Food security	15.0%	11.1%	9.9%	0.0%	0.0%	10.0%	12.8%	15.2%	20.0%	15.4%
Gender equity*	5.0%	0.0%	1.4%	0.0%	26.1%	0.0%	12.8%	4.3%	5.0%	0.0%
Water and sanitation*	10.0%	0.0%	8.5%	27.3%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%
Job creation/employment*	35.0%	27.8%	21.1%	54.5%	17.4%	10.0%	12.8%	21.7%	20.0%	53.8%
Health	25.0%	5.6%	11.3%	9.1%	13.0%	10.0%	5.1%	15.2%	0.0%	7.7%
Financial markets	5.0%	5.6%	1.4%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	7.7%
Social protection	30.0%	11.1%	15.5%	0.0%	30.4%	0.0%	17.9%	13.0%	25.0%	7.7%
Energy	5.0%	5.6%	0.0%	0.0%	4.3%	0.0%	2.6%	2.2%	10.0%	7.7%
Natural resource management	0.0%	0.0%	7.0%	0.0%	0.0%	20.0%	10.3%	8.7%	0.0%	7.7%
Public sector governance/reform	15.0%	38.9%	25.4%	36.4%	34.8%	40.0%	30.8%	21.7%	10.0%	38.5%
Global/regional integration	10.0%	5.6%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Waste management	0.0%	0.0%	2.8%	0.0%	0.0%	10.0%	2.6%	2.2%	0.0%	0.0%
Urban development*	0.0%	0.0%	5.6%	36.4%	17.4%	20.0%	0.0%	4.3%	0.0%	7.7%
Global pandemics	15.0%	11.1%	9.9%	9.1%	4.3%	10.0%	17.9%	8.7%	15.0%	0.0%
Education	5.0%	27.8%	22.5%	9.1%	26.1%	10.0%	17.9%	17.4%	25.0%	7.7%
National debt	0.0%	5.6%	1.4%	0.0%	4.3%	10.0%	0.0%	2.2%	10.0%	0.0%
Trade and exports	5.0%	5.6%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Economic growth	15.0%	16.7%	23.9%	27.3%	21.7%	0.0%	7.7%	8.7%	25.0%	30.8%
Disaster risk management	5.0%	0.0%	11.3%	0.0%	4.3%	0.0%	15.4%	2.2%	5.0%	0.0%
Equality of opportunity	5.0%	5.6%	18.3%	9.1%	4.3%	0.0%	20.5%	17.4%	10.0%	0.0%
Information and communications technology	10.0%	11.1%	8.5%	9.1%	4.3%	0.0%	2.6%	4.3%	15.0%	7.7%
Transport	10.0%	0.0%	7.0%	0.0%	0.0%	0.0%	7.7%	6.5%	0.0%	7.7%
Agriculture and rural development	10.0%	16.7%	12.7%	9.1%	0.0%	10.0%	20.5%	23.9%	5.0%	7.7%
Nutrition (e.g. stunting)*	5.0%	5.6%	0.0%	18.2%	0.0%	0.0%	5.1%	0.0%	5.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	10.0%	5.6%	5.6%	9.1%	21.7%	20.0%	15.4%	17.4%	5.0%	15.4%
Poverty reduction	20.0%	44.4%	26.8%	36.4%	8.7%	30.0%	15.4%	26.1%	25.0%	23.1%
Inclusion of lagging regions	0.0%	5.6%	1.4%	0.0%	13.0%	10.0%	7.7%	4.3%	15.0%	0.0%
Anti-corruption	10.0%	11.1%	7.0%	0.0%	17.4%	30.0%	25.6%	23.9%	20.0%	30.8%
Private sector development*	5.0%	5.6%	5.6%	0.0%	4.3%	30.0%	0.0%	0.0%	5.0%	0.0%

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground**

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	18	7.22	17	7.00	63	6.86	9	8.11	19	7.11	9	5.89	34	5.74	34	6.21	18	6.44	12	7.08
Flexibility (in terms of the institution's products and services)*	20	6.65	16	6.56	63	6.43	9	7.11	17	5.76	9	5.22	34	5.32	33	6.27	15	6.73	11	6.73
Flexibility (in terms of changing country circumstances)*	20	6.70	18	6.50	62	6.29	9	7.44	17	5.82	9	4.78	32	5.69	32	6.06	16	6.50	11	6.82
Being inclusive*	20	6.85	15	6.60	61	6.79	10	8.00	20	6.20	9	5.56	34	5.91	33	6.42	16	6.38	11	7.18
Openness (sharing data and other information)	20	7.15	17	7.12	63	7.11	10	8.00	21	7.24	9	6.00	35	6.29	38	7.00	19	7.42	12	7.17
Collaboration with the Government	20	7.85	18	7.00	66	7.64	9	8.67	19	7.63	9	6.67	35	6.91	39	7.41	19	7.53	12	7.33
The speed in which it gets things accomplished on the ground*	19	6.84	15	6.87	64	6.95	9	7.78	18	5.94	9	5.33	34	5.68	33	6.15	15	5.87	11	6.73
Helping to bring discipline/effective supervision to implementation of investment projects	20	7.20	14	6.64	55	6.91	9	7.56	16	7.19	9	6.67	31	5.77	31	6.65	16	6.19	10	7.00
Collaboration with civil society*	20	7.15	16	6.56	57	6.82	9	7.89	14	5.86	9	6.33	36	5.17	38	6.21	15	6.00	11	6.82
Staff accessibility*	20	7.50	15	6.87	62	7.71	9	8.67	18	6.17	9	6.11	34	5.88	32	6.63	16	5.75	12	7.33
Collaboration with other donors and development partners*	20	7.65	12	6.75	59	7.12	9	8.56	21	6.62	9	6.56	32	6.31	34	6.91	17	6.65	11	6.82
Collaboration with the private sector	20	7.15	12	6.83	52	6.75	7	7.71	13	6.31	9	6.11	29	6.52	30	6.87	17	6.18	10	7.10
Straightforwardness and honesty	19	7.21	17	6.65	62	6.97	10	8.40	17	6.94	9	7.11	31	5.94	32	6.81	15	6.53	11	7.27
Treating clients and stakeholders in Indonesia with respect	20	7.30	18	7.06	65	7.48	10	8.80	17	7.47	9	6.78	33	6.61	35	6.97	16	6.88	12	7.42
Being a long-term partner*	20	7.70	17	7.12	64	7.56	9	9.00	20	7.95	9	6.78	34	6.38	36	7.33	17	7.35	11	7.73
Acting with compassion and empathy*	20	7.40	17	6.88	63	7.22	10	8.80	17	6.41	9	6.00	34	6.00	33	6.36	17	6.65	12	7.00
Insisting on accountability through its lending	20	7.55	13	7.31	57	7.47	9	8.44	18	7.39	9	6.78	27	6.41	31	7.26	16	6.81	11	7.27
Measuring results effectively	20	7.65	15	7.27	62	7.24	10	8.40	19	7.63	9	6.89	31	6.61	33	7.33	17	6.88	12	7.50

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Indonesia*	17	6.82	13	7.38	54	6.74	9	8.11	13	6.46	8	5.25	25	5.68	27	6.56	14	6.29	12	6.92

*Significantly different between stakeholder groups

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Indonesia*	17	7.29	15	7.00	58	6.78	8	8.38	17	7.41	8	6.13	26	5.54	28	7.11	15	6.73	11	7.27
The World Bank Group meets Indonesia's needs for knowledge services	18	7.39	18	7.44	61	7.46	9	8.44	19	7.37	9	6.67	32	6.81	36	7.36	19	6.53	12	7.33

*Significantly different between stakeholder groups

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	16	7.63	16	8.19	51	7.10	7	9.00	21	8.10	9	8.11	35	7.40	35	7.91	18	6.94	10	7.80

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



E. 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 Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Weekly	5.9%	5.6%	3.1%	0.0%	13.6%	10.0%	0.0%	0.0%	0.0%	25.0%
Monthly	35.3%	44.4%	23.1%	11.1%	36.4%	10.0%	8.3%	15.9%	36.8%	8.3%
A few times a year	47.1%	44.4%	53.8%	88.9%	36.4%	40.0%	47.2%	50.0%	36.8%	50.0%
Rarely	11.8%	5.6%	10.8%	0.0%	4.5%	30.0%	27.8%	29.5%	21.1%	8.3%
Never	0.0%	0.0%	9.2%	0.0%	9.1%	10.0%	16.7%	4.5%	5.3%	8.3%

*Significantly different between stakeholder groups

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Indonesia’s specific development challenges and country circumstances*	14	7.79	17	7.71	55	7.16	6	8.83	19	7.68	8	5.63	28	6.29	35	7.34	15	7.00	9	7.44

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

	Office of Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?*	17	7.82	18	7.56	59	7.25	7	9.14	20	7.60	9	6.67	28	6.57	37	7.19	15	6.53	9	7.44
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?*	17	7.82	17	8.06	56	7.43	8	8.88	18	8.00	9	6.78	29	6.97	34	7.53	15	6.80	10	7.70

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



F. The Future Role of The World Bank Group in Indonesia

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Engage more effectively with private sector*	0.0%	0.0%	4.7%	0.0%	4.8%	55.6%	8.6%	6.8%	11.1%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	10.5%	5.9%	6.3%	22.2%	4.8%	11.1%	60.0%	43.2%	22.2%	8.3%
Collaborate more effectively with Government clients	21.1%	23.5%	21.9%	33.3%	19.0%	22.2%	17.1%	15.9%	16.7%	16.7%
Work faster	5.3%	0.0%	4.7%	0.0%	9.5%	11.1%	2.9%	0.0%	0.0%	16.7%
Reduce the complexity of obtaining World Bank Group financing*	26.3%	5.9%	17.2%	11.1%	14.3%	55.6%	20.0%	6.8%	0.0%	25.0%
Offer more real-time advice and guidance	26.3%	23.5%	14.1%	11.1%	4.8%	0.0%	2.9%	9.1%	5.6%	0.0%
Offer more innovative knowledge products and services	5.3%	5.9%	9.4%	11.1%	14.3%	11.1%	8.6%	4.5%	5.6%	25.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	5.3%	11.8%	6.3%	22.2%	0.0%	0.0%	2.9%	2.3%	16.7%	8.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	5.3%	0.0%	9.4%	0.0%	47.6%	0.0%	2.9%	2.3%	16.7%	16.7%
Ensure greater selectivity in its work	10.5%	0.0%	1.6%	0.0%	0.0%	0.0%	5.7%	2.3%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy*	15.8%	58.8%	18.8%	11.1%	23.8%	0.0%	14.3%	27.3%	33.3%	33.3%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	5.9%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of capacity development in the country	42.1%	17.6%	34.4%	55.6%	19.0%	11.1%	17.1%	34.1%	33.3%	8.3%
Engage more directly with beneficiaries	15.8%	11.8%	9.4%	0.0%	14.3%	0.0%	17.1%	15.9%	22.2%	8.3%
Improve the quality of its experts as related to Indonesia's specific challenges*	0.0%	17.6%	23.4%	0.0%	4.8%	0.0%	5.7%	13.6%	5.6%	25.0%
Offer more innovative financial products and services	0.0%	0.0%	6.3%	11.1%	4.8%	11.1%	2.9%	11.4%	11.1%	8.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local government*	47.4%	44.4%	59.4%	66.7%	47.6%	44.4%	22.9%	13.6%	16.7%	58.3%
Donor community*	10.5%	0.0%	9.4%	0.0%	28.6%	0.0%	2.9%	2.3%	5.6%	0.0%
Youth/university groups	21.1%	22.2%	10.9%	11.1%	9.5%	11.1%	8.6%	15.9%	22.2%	16.7%
Private sector*	21.1%	5.6%	21.9%	0.0%	42.9%	44.4%	2.9%	6.8%	11.1%	25.0%
Beneficiaries	0.0%	27.8%	18.8%	33.3%	14.3%	22.2%	11.4%	18.2%	16.7%	8.3%
NGOs/Community Based Organizations*	21.1%	0.0%	9.4%	11.1%	9.5%	11.1%	77.1%	43.2%	11.1%	8.3%
Academia/think tanks/research institutes*	36.8%	16.7%	32.8%	33.3%	9.5%	33.3%	31.4%	72.7%	11.1%	50.0%
Faith-based organizations	5.3%	0.0%	4.7%	0.0%	0.0%	22.2%	5.7%	9.1%	0.0%	0.0%
Startups	15.8%	16.7%	10.9%	22.2%	4.8%	11.1%	0.0%	6.8%	27.8%	8.3%
Foundations	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	11.4%	4.5%	0.0%	0.0%
Media*	5.3%	0.0%	3.1%	11.1%	0.0%	0.0%	11.4%	2.3%	61.1%	0.0%
Parliament*	10.5%	55.6%	7.8%	11.1%	0.0%	0.0%	5.7%	2.3%	11.1%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	2.9%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	1.6%	0.0%	4.8%	0.0%	2.9%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	5.3%	17.6%	4.8%	0.0%	4.5%	10.0%	19.4%	18.2%	11.1%	0.0%
Less than once a year	5.3%	41.2%	6.5%	0.0%	4.5%	30.0%	30.6%	34.1%	5.6%	16.7%
Once a year to a few times a year	42.1%	29.4%	27.4%	55.6%	36.4%	50.0%	41.7%	34.1%	44.4%	25.0%
Less than once a month	15.8%	5.9%	8.1%	11.1%	13.6%	0.0%	2.8%	4.5%	27.8%	0.0%
At least once a month	26.3%	5.9%	35.5%	33.3%	31.8%	10.0%	5.6%	9.1%	11.1%	58.3%
At least once a week	5.3%	0.0%	17.7%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Local newspapers	21.1%	50.0%	24.6%	25.0%	22.7%	30.0%	13.9%	29.5%	16.7%	8.3%
International newspapers	0.0%	0.0%	4.9%	0.0%	18.2%	20.0%	5.6%	6.8%	11.1%	8.3%
Local television	21.1%	11.1%	23.0%	37.5%	4.5%	20.0%	13.9%	18.2%	33.3%	25.0%
International television	10.5%	0.0%	4.9%	0.0%	18.2%	20.0%	5.6%	15.9%	0.0%	25.0%
Periodicals*	5.3%	0.0%	3.3%	0.0%	27.3%	10.0%	16.7%	4.5%	0.0%	8.3%
Social media*	52.6%	50.0%	47.5%	37.5%	13.6%	40.0%	52.8%	43.2%	16.7%	66.7%
Online websites	68.4%	77.8%	80.3%	62.5%	68.2%	50.0%	77.8%	63.6%	72.2%	50.0%
Other	0.0%	5.6%	1.6%	12.5%	13.6%	0.0%	0.0%	9.1%	16.7%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials*	38.9%	72.2%	39.7%	22.2%	54.5%	40.0%	62.9%	63.6%	52.6%	33.3%
e-Newsletters	27.8%	27.8%	15.9%	11.1%	31.8%	20.0%	25.7%	11.4%	10.5%	50.0%
World Bank Group's seminars/workshops/conferences	44.4%	22.2%	34.9%	44.4%	40.9%	50.0%	20.0%	29.5%	21.1%	50.0%
Social media*	27.8%	22.2%	23.8%	22.2%	4.5%	20.0%	57.1%	40.9%	21.1%	41.7%
Direct contact with World Bank Group*	27.8%	16.7%	50.8%	66.7%	50.0%	30.0%	14.3%	22.7%	15.8%	25.0%
World Bank Group's website	50.0%	55.6%	28.6%	33.3%	36.4%	10.0%	45.7%	52.3%	47.4%	25.0%
Webinars or online events hosted by the World Bank Group	38.9%	50.0%	47.6%	33.3%	31.8%	40.0%	28.6%	52.3%	42.1%	25.0%
Interviews and press conferences for the Indonesia's media*	5.6%	5.6%	3.2%	0.0%	0.0%	20.0%	2.9%	2.3%	57.9%	0.0%

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
High speed/WiFi	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	91.4%	95.3%	94.7%	100.0%
Dial-up	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	8.6%	4.7%	5.3%	0.0%

**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 Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Yes	42.9%	10.0%	64.6%	36.4%	68.0%	45.5%	11.4%	8.5%	10.0%	53.8%
No	57.1%	90.0%	35.4%	63.6%	32.0%	54.5%	88.6%	91.5%	90.0%	46.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
IBRD	100.0%	100.0%	100.0%	100.0%	82.4%	40.0%	100.0%	75.0%	100.0%	100.0%
IFC	0.0%	0.0%	0.0%	0.0%	11.8%	60.0%	0.0%	25.0%	0.0%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Observer*	20.0%	4.8%	11.5%	9.1%	4.0%	45.5%	39.0%	17.4%	30.0%	0.0%
Use World Bank Group reports/data*	30.0%	81.0%	26.9%	36.4%	56.0%	18.2%	22.0%	39.1%	70.0%	7.7%
Engage in World Bank Group related/sponsored events/activities*	60.0%	19.0%	57.7%	81.8%	28.0%	36.4%	29.3%	23.9%	25.0%	46.2%
Collaborate as part of my professional duties*	35.0%	4.8%	50.0%	36.4%	60.0%	18.2%	9.8%	23.9%	10.0%	76.9%
Use World Bank Group website for information, data, research, etc.*	15.0%	71.4%	11.5%	18.2%	24.0%	18.2%	41.5%	52.2%	45.0%	7.7%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group⁷

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 FY21 Indonesia COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

- Collaborating with the WBG, FY21 N=107
- Not collaborating with the WBG, FY21 N=185

A. Overall Context

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
Central government*	102	7.33	1.80	174	6.59	2.02
Sub-national governments	101	5.94	1.68	169	5.70	1.81
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	89	6.83	1.62	144	6.42	1.80
The World Bank Group*	96	7.14	1.61	154	6.49	1.89
The International Monetary Fund*	88	6.51	1.99	137	5.94	2.01
The United Nations (UN)	93	6.74	1.74	147	6.27	1.99
The World Health Organization (WHO)	96	6.95	1.64	162	6.60	1.89
Regional development banks*	94	6.71	1.68	140	6.12	1.84
ASEAN	90	6.22	2.04	147	5.90	1.99
Indonesia's Central Bank	96	7.24	1.78	156	7.01	1.77
International private sector	85	6.14	1.77	143	6.06	1.79
Domestic private sector	102	6.82	2.20	167	6.43	1.99
International civil society (e.g., NGOs, CBOs)	90	6.41	1.61	150	6.61	1.70
Domestic civil society (e.g., NGOs, CBOs)	93	6.38	1.55	157	6.70	1.70
Youth organizations	92	6.08	1.81	156	5.79	1.95
Faith-based institutions	96	6.11	1.86	156	6.00	1.94
Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	94	6.18	1.68	162	6.30	1.71
International media and their web presence	91	6.25	1.55	161	6.42	1.68
Web based media (i.e., blogs, social media, other web-based news and information sources)	95	6.11	1.88	159	6.15	1.92

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	104	7.57	1.65	175	6.13	2.37
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	105	5.66	2.61	171	4.96	2.43

*Significantly different between collaborators and non-collaborators

⁷ Only 292 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)**

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Indonesia?
(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 Indonesia*	103	7.35	1.69	168	6.61	1.87
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia*	102	7.33	1.63	162	6.55	1.87

*Significantly different between collaborators and non-collaborators

Overall, please rate your impression of the effectiveness of these organizations in Indonesia.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD)*	99	7.21	1.45	150	6.55	1.79
The International Finance Corporation (IFC), the World Bank Group's private sector arm	66	6.65	1.71	125	6.13	1.82

*Significantly different between collaborators and non-collaborators

	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 Indonesia?*	101	7.20	1.57	160	6.69	1.74

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Indonesia?*	98	7.36	1.39	162	6.78	1.69

(1-To no degree at all, 10-To a very significant degree) *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 Indonesia?
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	12.6%	8.1%
To a somewhat sufficient degree	51.5%	45.7%
To a somewhat insufficient degree	18.4%	24.9%
To a very insufficient degree	4.9%	5.2%
Don't know	12.6%	16.2%

**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 Indonesia?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not adequately flexible in changing country circumstances*	24.3%	4.8%
Inadequate number of innovative financial products and services	2.9%	6.6%
Not aligned with country priorities	1.0%	4.2%
Not adequately sensitive to political/social realities in Indonesia	15.5%	18.1%
World Bank Group's processes too slow and complex*	30.1%	13.9%
Inaccessible staff	1.9%	1.8%
Not sufficiently focused on sustainable results*	12.6%	5.4%
Not collaborating enough with civil society*	3.9%	19.9%
Not willing to honestly criticize policies and reform efforts in the country	14.6%	22.3%
Arrogant in its approach*	12.6%	5.4%
Inadequate World Bank Group's staffing in Indonesia	2.9%	1.8%
Inadequate level of real-time advice and guidance	8.7%	12.7%
Inadequate number of innovative knowledge products and services	3.9%	6.0%
Not enough public disclosure of its work	7.8%	13.3%
Not collaborating enough with private sector	6.8%	8.4%
Not collaborating enough with other development partners	10.7%	10.8%
Other	1.0%	3.0%
Don't know	8.7%	7.8%

*Significantly different between collaborators and non-collaborators

**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 Indonesia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
	Food security	7.7%
Gender equity	4.8%	6.6%
Water and sanitation*	9.6%	2.4%
Pollution	0.0%	0.6%
Job creation/employment	26.0%	22.8%
Health	10.6%	10.8%
Financial markets	1.9%	2.4%
Social protection	15.4%	17.4%
Energy	2.9%	3.0%
Natural resource management	8.7%	4.2%
Public sector governance/reform	26.9%	26.9%
Global/regional integration	2.9%	1.8%
Waste management*	3.8%	0.6%
Urban development*	12.5%	2.4%
Global pandemics (e.g., COVID-19)	7.7%	12.6%
Education	18.3%	19.8%
National debt	1.9%	3.0%
Trade and exports	2.9%	1.2%
Economic growth	22.1%	14.4%
Disaster risk management	8.7%	5.4%
Equality of opportunity (i.e., social inclusion)*	7.7%	16.2%
Information and communications technology	5.8%	7.2%
Transport	3.8%	6.0%
Agriculture and rural development	8.7%	16.2%
Nutrition (e.g. stunting)	1.0%	3.6%
Crime and violence	0.0%	0.0%
Climate change (e.g., mitigation, adaptation)	12.5%	11.4%
Poverty reduction	26.9%	23.4%
Inclusion of lagging regions	3.8%	6.0%
Anti-corruption	15.4%	17.4%
Private sector development	6.7%	2.4%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	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 Indonesia solve its most complicated development challenges?	100	7.14	1.52	145	6.72	1.90

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Indonesia?	92	6.71	1.67	132	6.34	1.82

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Indonesia, 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*	99	6.94	1.50	145	6.46	1.77
Flexibility (in terms of the institution's products and services)	97	6.33	1.72	131	6.16	1.65
Flexibility (in terms of changing country circumstances)	95	6.27	1.80	131	6.16	1.64
Being inclusive	97	6.69	1.73	133	6.43	1.78
Openness (sharing data and other information)	98	7.16	1.76	146	6.90	1.63
Collaboration with the Government	99	7.63	1.43	147	7.31	1.65
The speed in which it gets things accomplished on the ground	96	6.61	1.71	131	6.28	1.75
Helping to bring discipline/effective supervision to implementation of investment projects*	88	7.08	1.76	123	6.41	1.80
Collaboration with civil society*	89	6.83	1.85	136	6.05	1.85
Staff accessibility*	96	7.42	1.91	131	6.53	1.91
Collaboration with other donors and development partners	94	7.05	1.74	131	6.85	1.72
Collaboration with the private sector	79	6.80	1.88	120	6.66	1.64
Straightforwardness and honesty	95	7.06	1.93	128	6.67	1.84
Treating clients and stakeholders in Indonesia with respect	98	7.42	1.83	137	7.05	1.85
Being a long-term partner*	99	7.72	1.71	139	7.15	1.88
Acting with compassion and empathy	97	7.04	1.96	135	6.64	1.99
Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	91	7.49	1.69	121	7.05	1.86
Measuring results effectively	96	7.43	1.65	133	7.14	1.73

*Significantly different between collaborators and non-collaborators

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	76	7.01	1.89	97	6.58	1.70
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	88	7.55	1.67	124	6.98	1.55
The World Bank Group's approvals and reviews are done in a timely fashion	84	6.76	1.87	108	6.94	1.73
The World Bank Group's Environmental and Social Framework requirements are reasonable	79	6.87	1.87	107	6.97	1.73
The World Bank Group's conditions on its lending are reasonable	77	6.74	1.94	99	6.74	1.54
The World Bank Group takes decisions quickly in Indonesia	85	6.73	1.69	106	6.47	1.78
Working with the World Bank Group increases Indonesia's institutional capacity*	90	7.57	1.64	127	6.98	1.78

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	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 Indonesia*	83	7.22	1.55	119	6.56	1.73
The World Bank Group meets Indonesia's needs for knowledge services	92	7.40	1.49	141	7.16	1.64

*(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance to the Indonesia government's efforts to support citizens throughout this crisis?	71	7.31	1.79	117	7.41	1.75

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	81	7.64	1.87	137	7.58	1.76

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

**D. World Bank Group's Support in Development Areas**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia? (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	50	6.98	1.93	72	7.07	1.33
Gender equity	63	7.05	2.02	82	6.94	1.52
Private sector development	51	6.57	1.85	69	6.75	1.46
Education	64	7.31	1.55	89	7.13	1.52
Public sector governance/reform*	75	7.56	1.61	89	7.06	1.62
Global/regional integration	47	6.94	1.74	65	7.12	1.48
Food security	45	6.73	1.76	70	6.76	1.76
Urban development	61	7.13	1.83	81	6.81	1.60
Energy	51	6.88	1.84	72	6.88	1.58
Water and sanitation	58	7.38	1.64	82	7.20	1.63
Pollution	41	6.39	1.97	60	6.58	1.64
Job creation/employment	51	6.76	1.88	77	6.68	1.77
Health	56	7.20	1.58	83	7.12	1.66
Financial markets	53	7.28	1.57	64	7.11	1.54
Transport	52	7.10	1.64	68	6.90	1.57
Agriculture and rural development	50	6.78	1.61	78	6.91	1.65
Trade and exports	43	6.47	1.79	61	6.98	1.36
Natural resource management	43	6.58	1.84	65	6.63	1.72
Climate change	58	6.98	1.63	77	6.91	1.68
Poverty reduction*	68	7.50	1.75	92	6.91	1.79
Anti-corruption	45	6.64	2.20	71	6.59	1.88
Economic growth	68	7.40	1.63	91	7.29	1.55
Disaster risk management	52	7.08	1.98	75	6.55	1.77
Equality of opportunity	52	6.81	1.90	81	6.89	1.77
Inclusion of lagging regions	51	6.67	2.02	70	6.60	1.81
Information and communications technology	48	7.33	1.84	69	7.01	1.51

*Significantly different between collaborators and non-collaborators

The World Bank Group has provided fast track support to Indonesia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	51	7.29	1.62	86	7.21	1.87
Ensuring sustainable business growth and job creation	54	7.13	1.57	89	6.75	1.85
Strengthening policies, institutions and investments for rebuilding better	61	7.38	1.64	92	6.89	1.78
Macroeconomic stability and transparent debt management	58	7.09	1.51	87	7.06	1.74

**E. World Bank Group's Knowledge Work and Activities**

In Indonesia, 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	87	7.09	1.67	110	7.02	1.70
Include appropriate level of stakeholder involvement during preparation	84	7.32	1.54	120	6.93	1.88
Lead to practical solutions	89	6.99	1.59	118	6.69	1.83
Are source of relevant information on global good practices	91	7.70	1.47	122	7.43	1.62
Are adequately disseminated	88	7.38	1.59	122	7.15	1.74
Are translated enough into local language	81	7.32	1.85	126	7.07	1.95
Are adaptable to Indonesia's specific development challenges and country circumstances	83	7.37	1.59	123	7.07	1.76

	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?	91	7.44	1.56	128	7.10	1.71

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	92	7.62	1.51	121	7.40	1.62

(1- Very low technical quality, 10- Very high technical quality)

**F. The future role of the World Bank Group in Indonesia**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more effectively with private sector	6.3%	7.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	10.4%	30.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	24.0%	17.0%
Work faster*	8.3%	1.3%
Reduce the complexity of obtaining World Bank Group financing*	27.1%	8.5%
Offer more real-time advice and guidance	11.5%	10.5%
Offer more innovative knowledge products and services	10.4%	7.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	6.3%	5.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	12.5%	7.8%
Ensure greater selectivity in its work	1.0%	3.3%
Provide more adequate data/knowledge/statistics/figures on Indonesia's economy*	12.5%	30.1%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	2.0%
Increase the level of capacity development in the country	32.3%	26.8%
Engage more directly with beneficiaries*	7.3%	16.3%
Improve the quality of its experts as related to Indonesia's specific challenges	14.6%	11.1%
Offer more innovative financial products and services	6.3%	6.5%
Other	6.3%	7.2%

*Significantly different between collaborators and non-collaborators

**Appendix D: 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?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.49	7.14
Overall the World Bank Group currently plays a relevant role in development in Indonesia	6.61	7.35
The World Bank Group's work is aligned with what I consider the development priorities for Indonesia	6.55	7.33
Overall, please rate your impression of the World Bank's effectiveness in Indonesia.	6.55	7.21
Overall, please rate your impression of the IFC's effectiveness in Indonesia.	6.13	6.65
To what extent does the World Bank Group's work help to achieve development results in Indonesia?	6.69	7.20
To what extent does the World Bank Group influence the development agenda in Indonesia?	6.78	7.36
Responsiveness to needs	6.46	6.94
Flexibility (in terms of the institution's products and services)	6.16	6.33
Flexibility (in terms of changing country circumstances)	6.16	6.27
Being inclusive	6.43	6.69
Openness (sharing data and other information)	6.90	7.16
Collaboration with the Government	7.31	7.63
The speed in which it gets things accomplished on the ground	6.28	6.61
Helping to bring discipline/effective supervision to implementation of investment projects	6.41	7.08
Collaboration with civil society	6.05	6.83
Staff accessibility	6.53	7.42
Collaboration with other donors and development partners	6.85	7.05
Collaboration with the private sector	6.66	6.80
Straightforwardness and honesty	6.67	7.06
Treating clients and stakeholders in Indonesia with respect	7.05	7.42
Being a long-term partner	7.15	7.72
The World Bank Group takes decisions quickly in Indonesia	6.47	6.73
The World Bank Group's financial instruments meet the needs of Indonesia	6.56	7.22
The World Bank Group meets Indonesia's needs for knowledge services	7.16	7.40
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	7.58	7.64
In Indonesia, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Indonesia's specific development challenges and country circumstances	7.07	7.37
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.10	7.44
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.40	7.62

Yellow highlight indicates significant difference between Yes and No means.



Appendix E: Indonesia FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Indonesia

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

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. The survey should take less than 25 minutes to complete. 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: OVERALL CONTEXT**

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

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

A3. Listed below are a number of development priorities in Indonesia.			
Please identify which of the following you consider the most important development priorities in Indonesia. (Choose no more than THREE)			
1	Job creation/employment	17	National debt
2	Urban development	18	Economic growth
3	Gender equity (closing the gap between women and men, and boys and girls)	19	Trade and exports
4	Private sector development	20	Water and sanitation
5	Education	21	Natural resource management
6	Public sector governance/reform (i.e. public financial management, public expenditure)	22	Climate change (e.g., mitigation, adaptation)
7	Global/regional integration	23	Poverty reduction
8	Food security	24	Anti-corruption
9	Social protection (e.g., pensions, targeted social assistance)	25	Agriculture and rural development
10	Energy	26	Disaster risk management
11	Pollution	27	Nutrition (e.g. stunting)
12	Waste management	28	Transport (e.g., roads, transportation, maritime connectivity)
13	Health	29	Information and communications technology
14	Financial markets	30	Inclusion of lagging regions
15	Global pandemics (e.g., COVID-19)	31	Crime and violence
16	Equality of opportunity (i.e., social inclusion)		

**SECTION A: OVERALL CONTEXT**

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 Indonesia? (Choose no more than THREE)			
1	Crime and violence	16	Food security
2	Climate change (e.g., mitigation, adaptation)	17	Urban development
3	Anti-corruption	18	Inclusion of lagging regions
4	Equality of opportunity (i.e., social inclusion)	19	Financial markets
5	Nutrition (e.g. stunting)	20	Public sector governance/reform (i.e. public financial management, public expenditure)
6	Social protection (e.g., pensions, targeted social assistance)	21	Private sector development
7	Agriculture and rural development	22	Education
8	Trade and exports	23	Global/regional integration
9	Pollution	24	Waste management
10	Disaster risk management	25	Health
11	Transport (e.g., roads, transportation, maritime connectivity)	26	Natural resource management
12	Energy	27	National debt
13	Economic growth	28	Job creation/employment
14	Water and sanitation	29	Gender equity (closing the gap between women and men, and boys and girls)
15	Information and communications technology		

A5. The COVID-19 pandemic has stressed many aspects of Indonesia's growth and development. In which areas would you like to see the Indonesia government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)	
1	Ensuring that girls and women have equal access to job opportunities
2	Ensuring that girls and women have equal access to health care/health services
3	Healthcare
4	Economic growth
5	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
6	Nutrition/food security
7	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
8	Ensuring sustainable business growth and job creation
9	Providing direct financial support to businesses (business support packages)
10	Public service delivery (e.g., strengthening policies, institutions)
11	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
12	Education
13	Other (please specify): _____

**SECTION A: OVERALL CONTEXT**

A6. When economic and/or social reform efforts fail or are slow to take place in Indonesia, which of the following would you attribute this to? (Choose no more than TWO)	
1	Inadequate level of basic infrastructure
2	Reforms are not well thought out in light of country challenges
3	Inadequate level of private sector participation
4	Inadequate level of donor coordination
5	Political pressures and obstacles
6	Inadequate level of government accountability
7	Inadequate level of citizen/civil society participation
8	Corruption
9	Pressure from outside interest groups (e.g., private sector, unions)
10	Inadequate level of capacity in the government
11	Other (please specify): _____

A7. 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	Central government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Sub-national governments	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	ASEAN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Indonesia's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	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"/>
18	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	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"/>

**SECTION A: OVERALL CONTEXT**

A8. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.

		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine will be safe	1	2	3	4	5	<input type="checkbox"/>
2	The COVID-19 vaccine will be effective	1	2	3	4	5	<input type="checkbox"/>
3	I will get the COVID-19 vaccine if I can	1	2	3	4	5	<input type="checkbox"/>

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

B1. How familiar are you with the work of these organizations in Indonesia?											
		Not familiar at all								Extremely familiar	
1		1	2	3	4	5	6	7	8	9	10
1	The World Bank (IBRD)										
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm										

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Indonesia?												
		Strongly disagree								Strongly agree		Don't know
B2		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B2	Overall the World Bank Group currently plays a relevant role in development in Indonesia											<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for Indonesia											<input type="checkbox"/>

B4. Overall, please rate your impression of the effectiveness of these organizations in Indonesia.												
		Not effective at all								Very effective		Don't know
1		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
1	The World Bank (IBRD)											<input type="checkbox"/>
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm											<input type="checkbox"/>

B5. To what extent does the World Bank Group's work help to achieve development results in Indonesia?											
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

B6. To what extent does the World Bank Group influence the development agenda in Indonesia?											
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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Indonesia? (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

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B8. When thinking about the World Bank Group's role in Indonesia, which activity do you VALUE the most? (Choose no more than TWO)**

1	Bringing together different groups of stakeholders
2	Mobilizing third party financial resources
3	Capacity development related to World Bank Group supported projects
4	Financial resources
5	Independent policy advice, studies, analyses
6	Reimbursable Advisory Services (RAS)
7	Global advocacy
8	Data and statistics
9	Promoting knowledge sharing
10	Implementation support
11	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and advice)
12	Donor coordination
13	Technical assistance
14	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Indonesia? (Choose no more than TWO)

1	Not adequately flexible in changing country circumstances
2	Inadequate number of innovative financial products and services
3	Not aligned with country priorities
4	Not adequately sensitive to political/social realities in Indonesia
5	World Bank Group's processes too slow and complex
6	Inaccessible staff
7	Not sufficiently focused on sustainable results
8	Not collaborating enough with civil society (e.g., NGOs, CBOs)
9	Not willing to honestly criticize policies and reform efforts in the country
10	Arrogant in its approach
11	Inadequate World Bank Group's staffing in Indonesia
12	Inadequate level of real-time advice and guidance
13	Inadequate number of innovative knowledge products and services
14	Not enough public disclosure of its work
15	Not collaborating enough with private sector
16	Not collaborating enough with other development partners
17	Other (please specify): _____
18	Don't know

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

B10. When thinking about how the World Bank Group can have the most impact on development results in Indonesia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Indonesia? (Choose no more than THREE)

1	Food security	17	National debt
2	Gender equity (closing the gap between women and men, and boys and girls)	18	Trade and exports
3	Water and sanitation	19	Economic growth
4	Pollution	20	Disaster risk management
5	Job creation/employment	21	Equality of opportunity (i.e., social inclusion)
6	Health	22	Information and communications technology
7	Financial markets	23	Transport (e.g., roads, transportation, maritime connectivity)
8	Social protection (e.g., pensions, targeted social assistance)	24	Agriculture and rural development
9	Energy	25	Nutrition (e.g. stunting)
10	Natural resource management	26	Crime and violence
11	Public sector governance/reform (i.e. public financial management, public expenditure)	27	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	28	Poverty reduction
13	Waste management	29	Inclusion of lagging regions
14	Urban development	30	Anti-corruption
15	Global pandemics (e.g., COVID-19)	31	Private sector development
16	Education		

B11. The COVID-19 pandemic has stressed many aspects of Indonesia's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Indonesia over the next six months to a year? (Choose no more than THREE)

1	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
2	Ensuring that girls and women have equal access to job opportunities
3	Public service delivery (e.g., strengthening policies, institutions)
4	Economic growth
5	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
6	Ensuring that infrastructure developments are effective and efficient
7	Nutrition/food security
8	Education
9	Ensuring sustainable business growth and job creation
10	Healthcare
11	Providing direct financial support to businesses (business support packages)
12	Ensuring that girls and women have equal access to health care/health services
13	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
14	Other (please specify): _____

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

B12. What do you immediately think of when you hear about the International Finance Corporation (IFC), the World Bank Group’s private sector arm? (Choose no more than THREE)

1	Innovation and Entrepreneurship	9	World Bank
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Development institution
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	Impact Investor	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Indonesia solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

C2. To what extent do you believe the World Bank Group is adequately staffed in Indonesia?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

To what extent is the World Bank Group an effective development partner in Indonesia, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Treating clients and stakeholders in Indonesia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
C21	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	The World Bank Group takes decisions quickly in Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	Working with the World Bank Group increases Indonesia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Indonesia?												
		Strongly disagree								Strongly agree		Don't know
C28	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Indonesia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	The World Bank Group meets Indonesia'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"/>

C30. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Indonesia government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not useful at all								Very useful		Don't know		

C31. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all								Very important		Don't know		

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Indonesia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e. public financial management, public expenditure)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, transportation, maritime connectivity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Inclusion of lagging regions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D2. The World Bank Group has provided fast track support to Indonesia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

		Not effective at all										Very effective	N/A	Don't know
		1	2	3	4	5	6	7	8	9	10			
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
2	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
3	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	
4	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>	



SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Indonesia, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to Indonesia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN INDONESIA**

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

F2. 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	Local government	8	Faith-based organizations
2	Donor community	9	Startups
3	Youth/university groups	10	Foundations
4	Private sector	11	Media
5	Beneficiaries	12	Parliament
6	NGOs/Community Based Organizations	13	Other (please specify): _____
7	Academia/think tanks/research institutes	14	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How frequently do you interact with the World Bank Group now in Indonesia?**

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Indonesia? (Choose no more than TWO)

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Indonesia's media

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)

1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

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

**SECTION H: BACKGROUND INFORMATION**

H5. Do your projects involve both the World Bank and the International Finance Corporation (IFC)?	
1	Yes
2	No

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

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

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

H9. Which best represents your geographic location?	
1	Jakarta
2	Java, Sumatera, Bali
3	Kalimantan, Sulawesi
4	East Indonesia
5	Reside outside Indonesia

Thank you for completing the survey!