

# FY 2020 Timor-Leste Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**March 2021**



## Acknowledgements

The Timor-Leste 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 Timor-Leste country team and the independent fielding agency INSIGHT. In particular, PORG is grateful for the support from Maria Isabel Alda Da Silva (Operations Analyst) and Matthew David Wilkinson (Consultant) who coordinated the survey related activities from Dili, Timor-Leste.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## TIMOR-LESTE





## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Timor-Leste 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 Timor-Leste*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From July to September 2020, 210 stakeholders of the WBG in Timor-Leste were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/ contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judiciary 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 107 stakeholders participated in the survey (51% response rate). Respondents received the questionnaire via courier or via email and returned it accordingly, or they filled out the questionnaire via the online survey platform Qualtrics.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 50%, N=101). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 78).

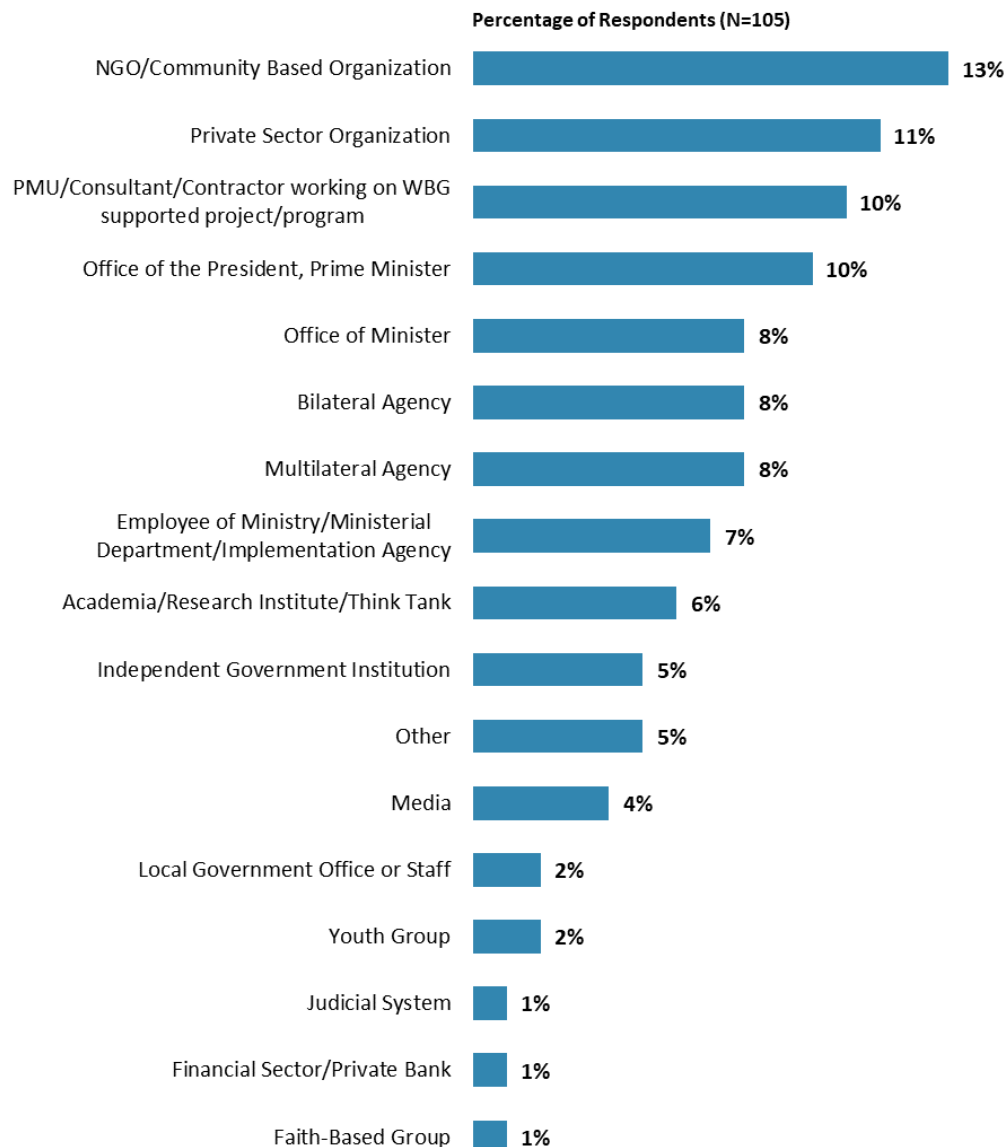
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



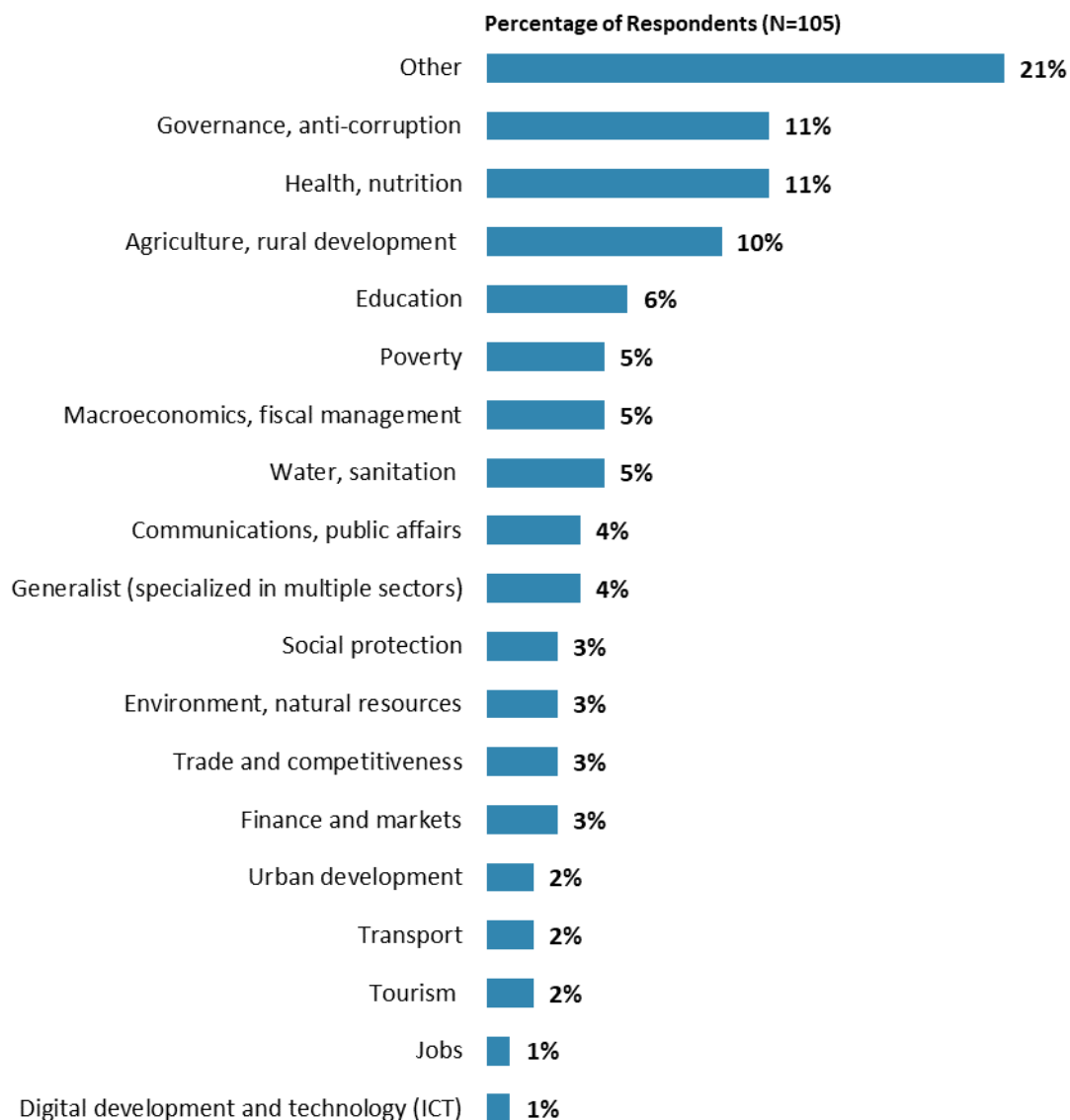
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a minister; 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 NGOs/community based organizations, faith-based groups, and youth groups were combined in the “CSO” category. A small number of respondents from local governments and from the judicial system were combined in the “Other” category. There were no respondents from the office of a parliamentarian, from state-owned enterprises, private foundations, and from trade unions.



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

#### Area of Primary Specialization

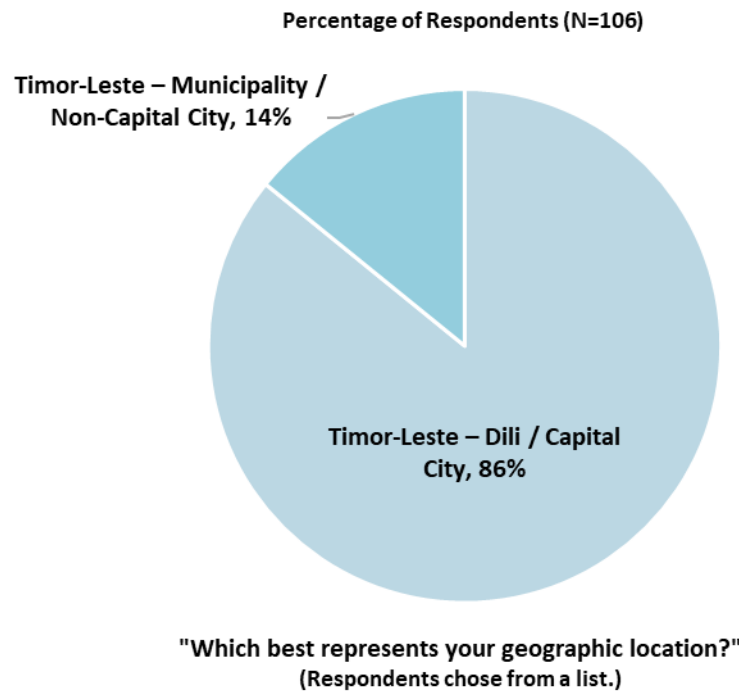


**“Please identify the primary specialization of your work.”**  
(Respondents chose from a list.)

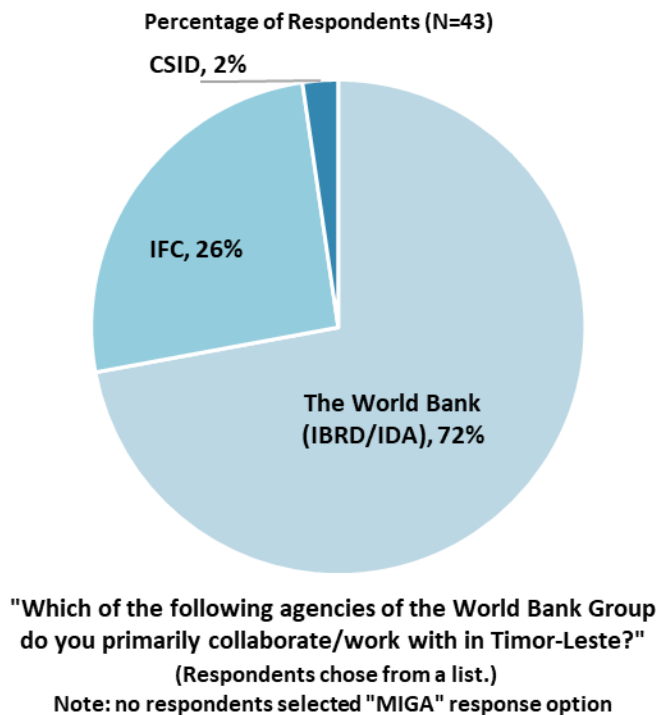


### III. Demographics of the Sample (continued)

#### Geographic Locations



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

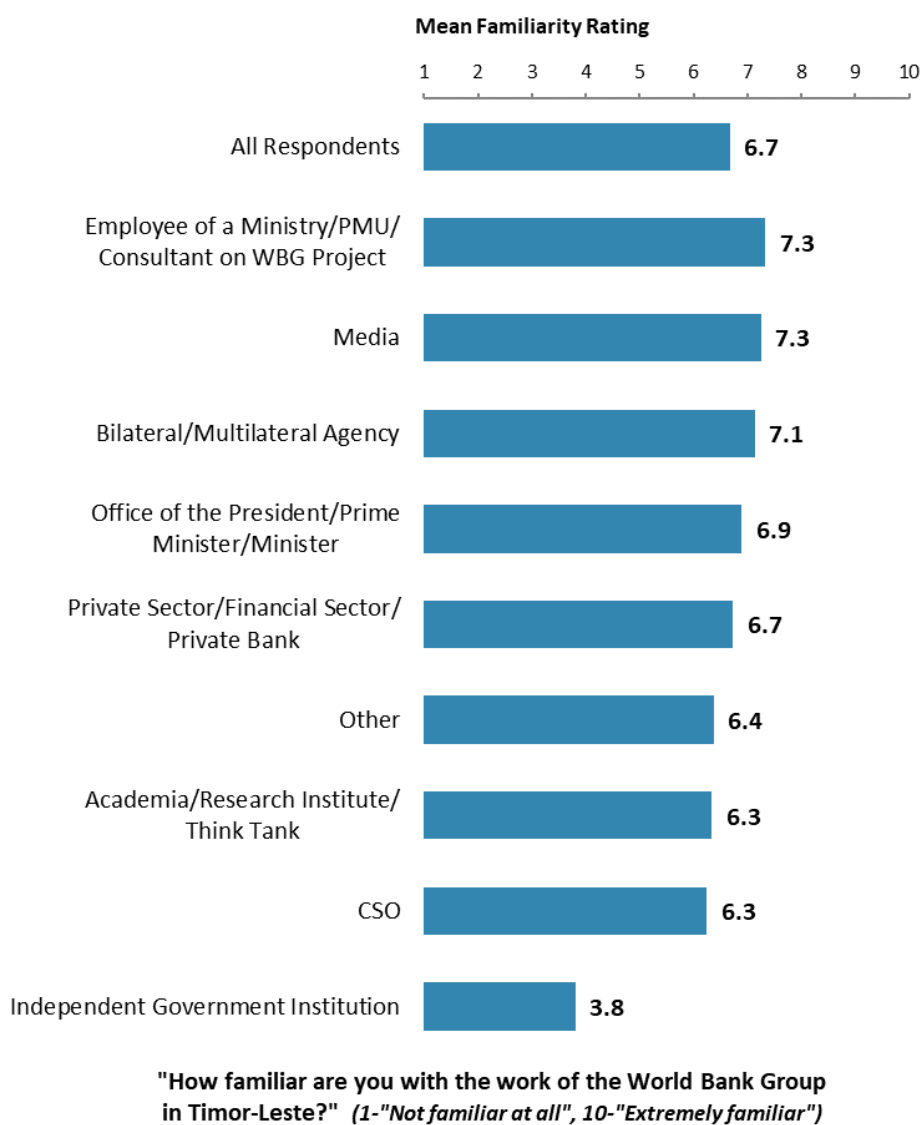




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 6.6; weighted mean in FY'17 = 6.0)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their agreement that the WBG plays a relevant role in Timor-Leste's development, with their ratings for the WBG's overall effectiveness in Timor-Leste, and with the ratings of the extent to which the WBG's work helps to achieve development results in Timor-Leste.

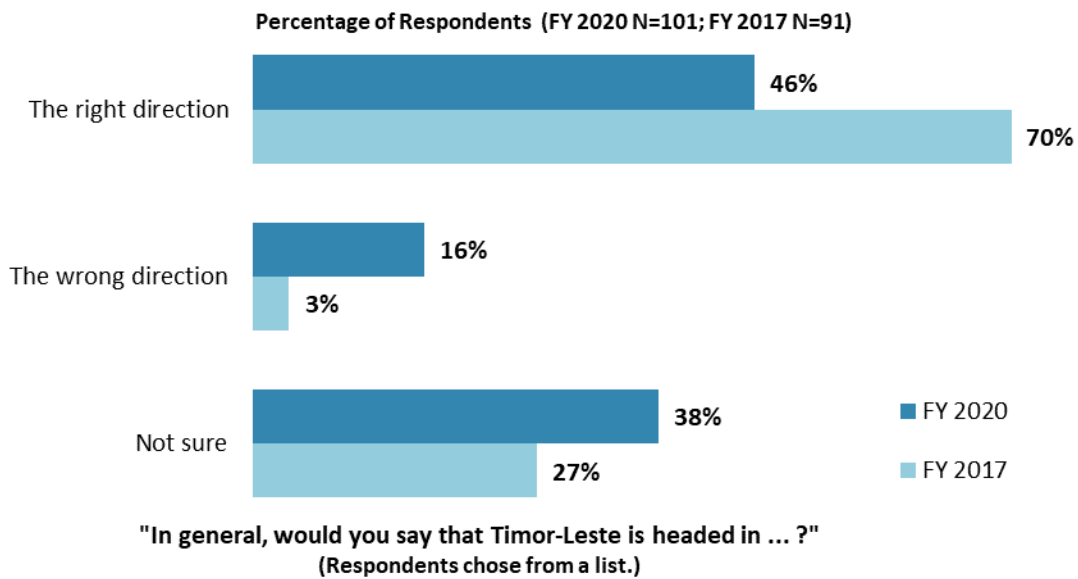


<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 78) for more details on weighting.

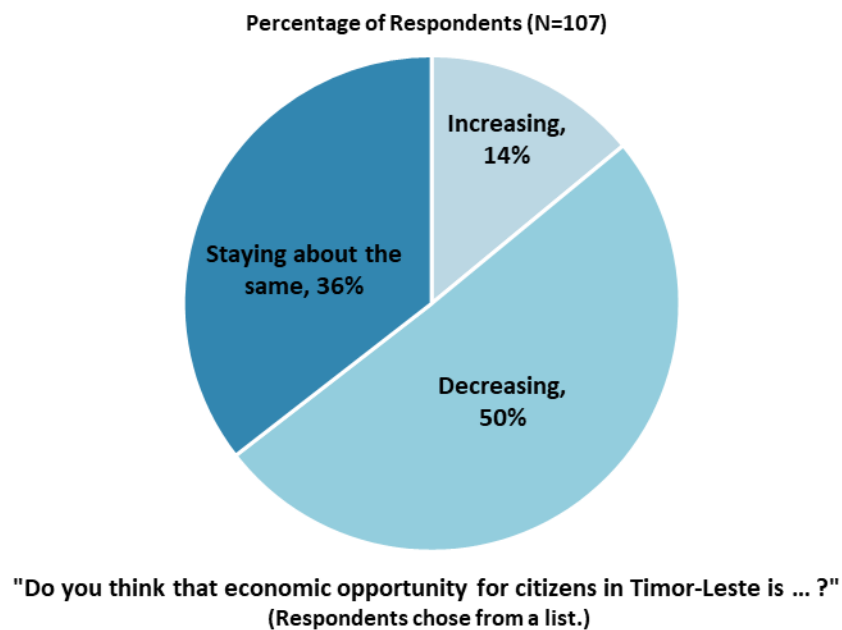


## IV. Overall Context

### Headed in the Right Direction<sup>3</sup>



### Perceptions of Economic Opportunity

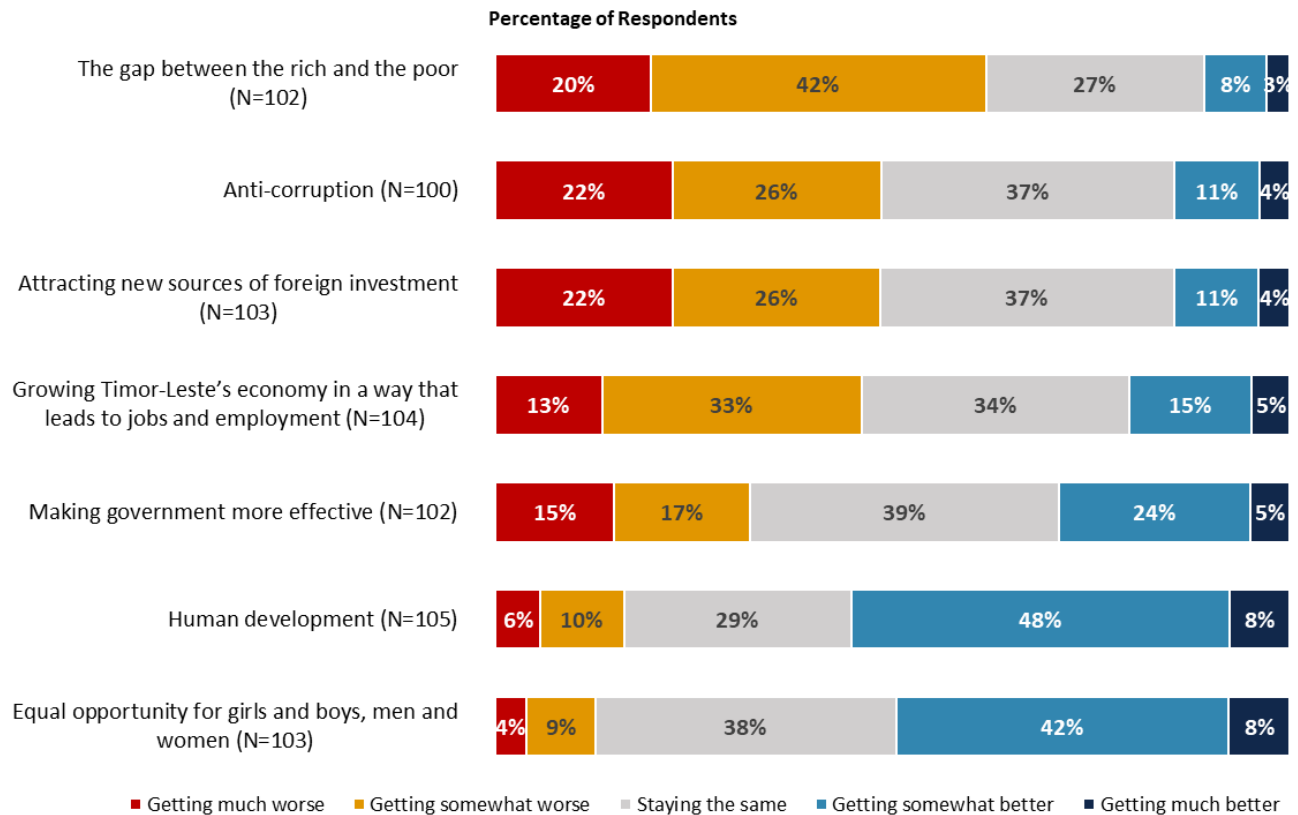


<sup>3</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Perceptions of Improvement and Decline in Specific Areas



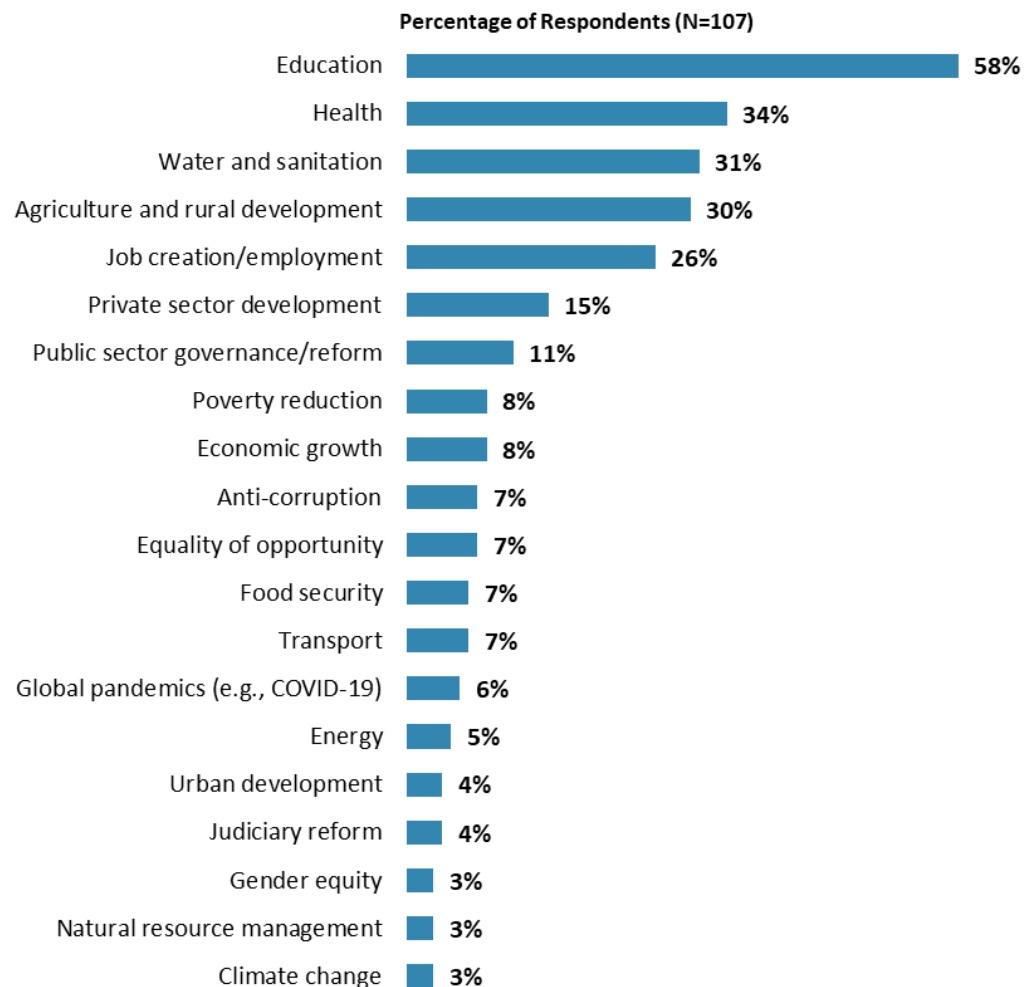
"Please describe the direction Timor-Leste is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Timor-Leste were “*education*” (57%), “*agriculture and rural development*” (39%), “*health*” (31%), “*public sector governance/reform*” (22%), and “*private sector development*” (18%).
- “*Water and sanitation*” emerged among the top three development priorities, with 31% of respondents selecting this option in FY'20, up from 15% in FY'17.
- **Specialization:** Respondents who identified their primary specialization of work as “*health, nutrition*” (11% of the sample) were significantly *more* likely to indicate that “*health*” was the most important development priority in Timor-Leste, compared to the rest of respondents in other areas of work (health specialists = 92%; others = 27%).<sup>4</sup>



"Listed below are a number of development priorities in Timor-Leste. Please identify which of the following you consider the most important development priorities in Timor-Leste. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 30 response options shown)

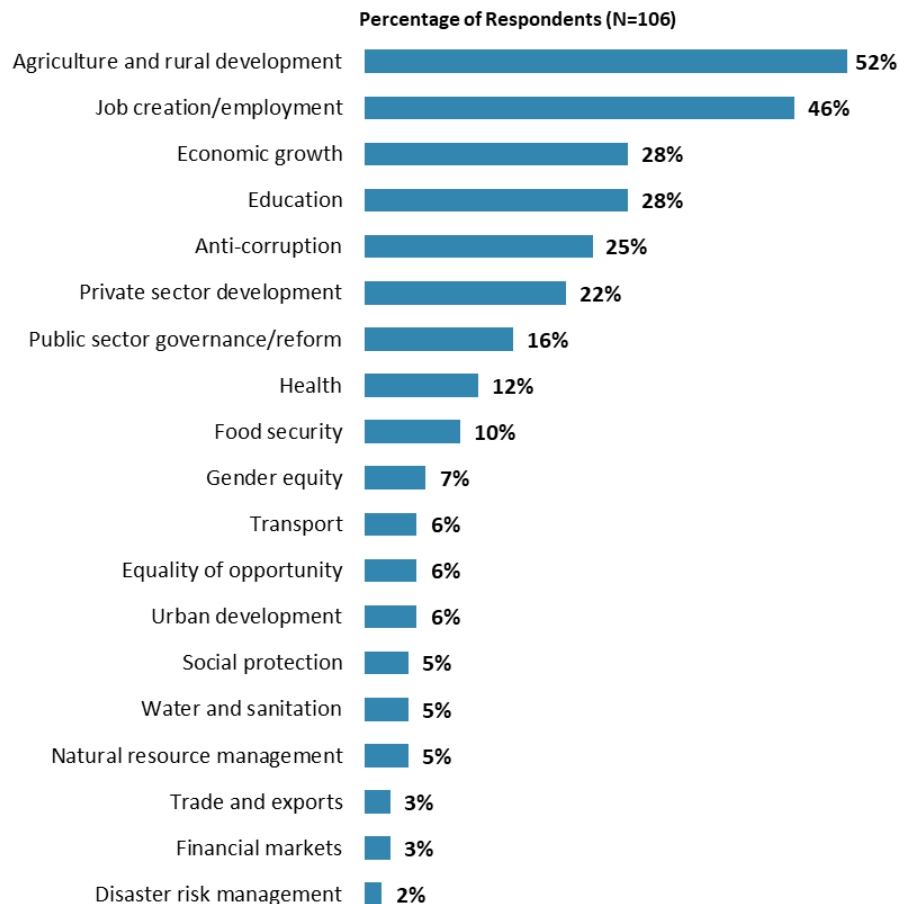
<sup>4</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Timor-Leste were “*agriculture and rural development*” (52%), “*economic growth*” (47%), “*job creation/employment*” (47%), “*education*” (34%), and “*private sector development*” (23%).
- **Specialization:** Respondents who identified their primary specialization of work as “*health, nutrition*” (11% of the sample) were significantly *more* likely to indicate that “*health*” would contribute the most to poverty reduction in Timor-Leste compared to the rest of respondents in other areas of work (health specialists = 42%; others = 9%).<sup>5</sup>



"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 Timor-Leste? (Choose no more than THREE)"

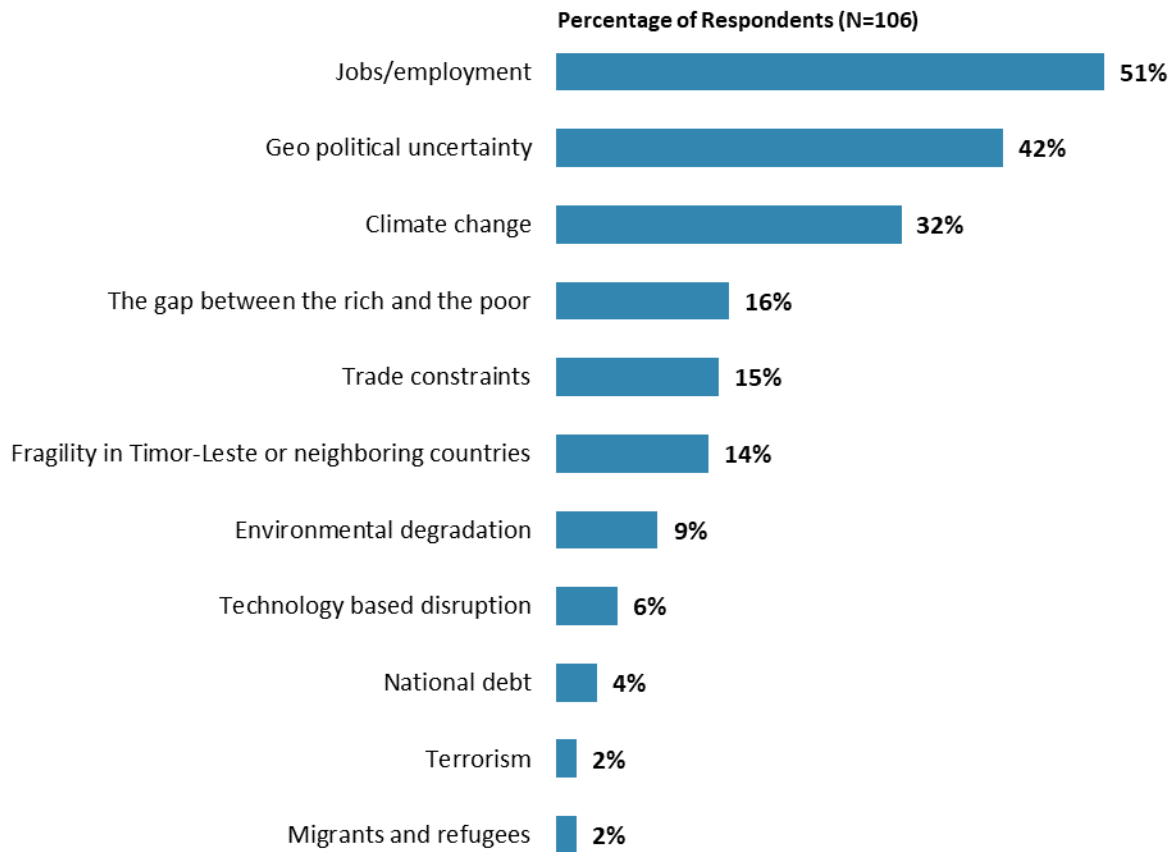
(Respondents chose from a list. Responses combined. Top 19 of 28 response options shown)

<sup>5</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



## IV. Overall Context (continued)

### The Impact of Global Challenges on Timor-Leste

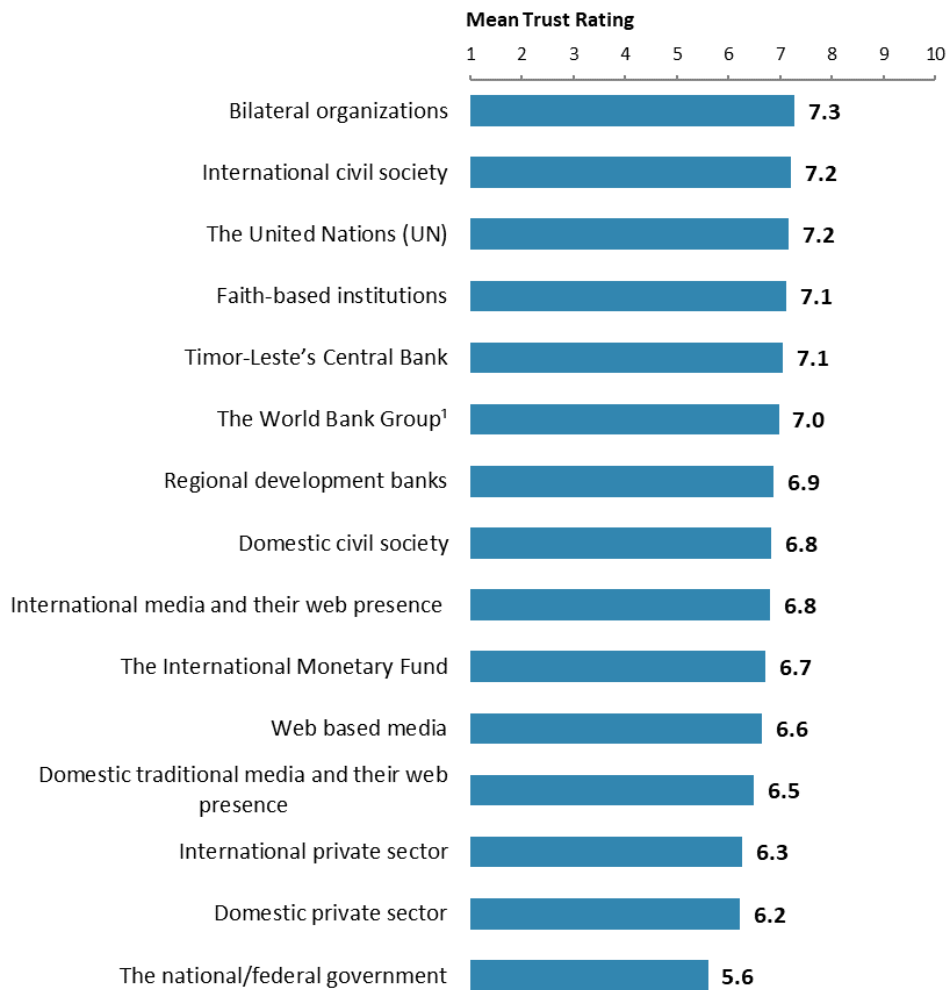


**"Listed below are global challenges. Which do you think have the most serious impact on Timor-Leste? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

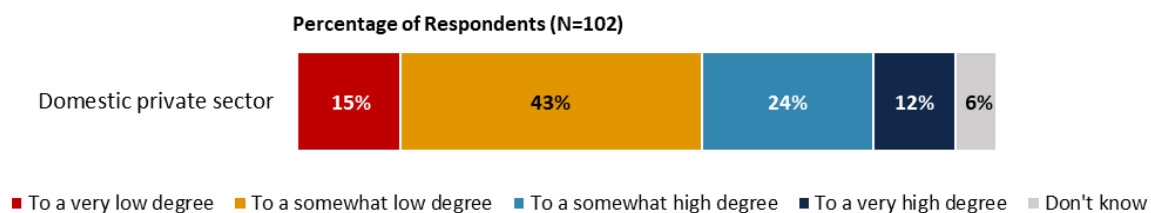
### Trust in Institutions



"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")

<sup>1</sup>Indicator Question

### Trust in the Private Sector

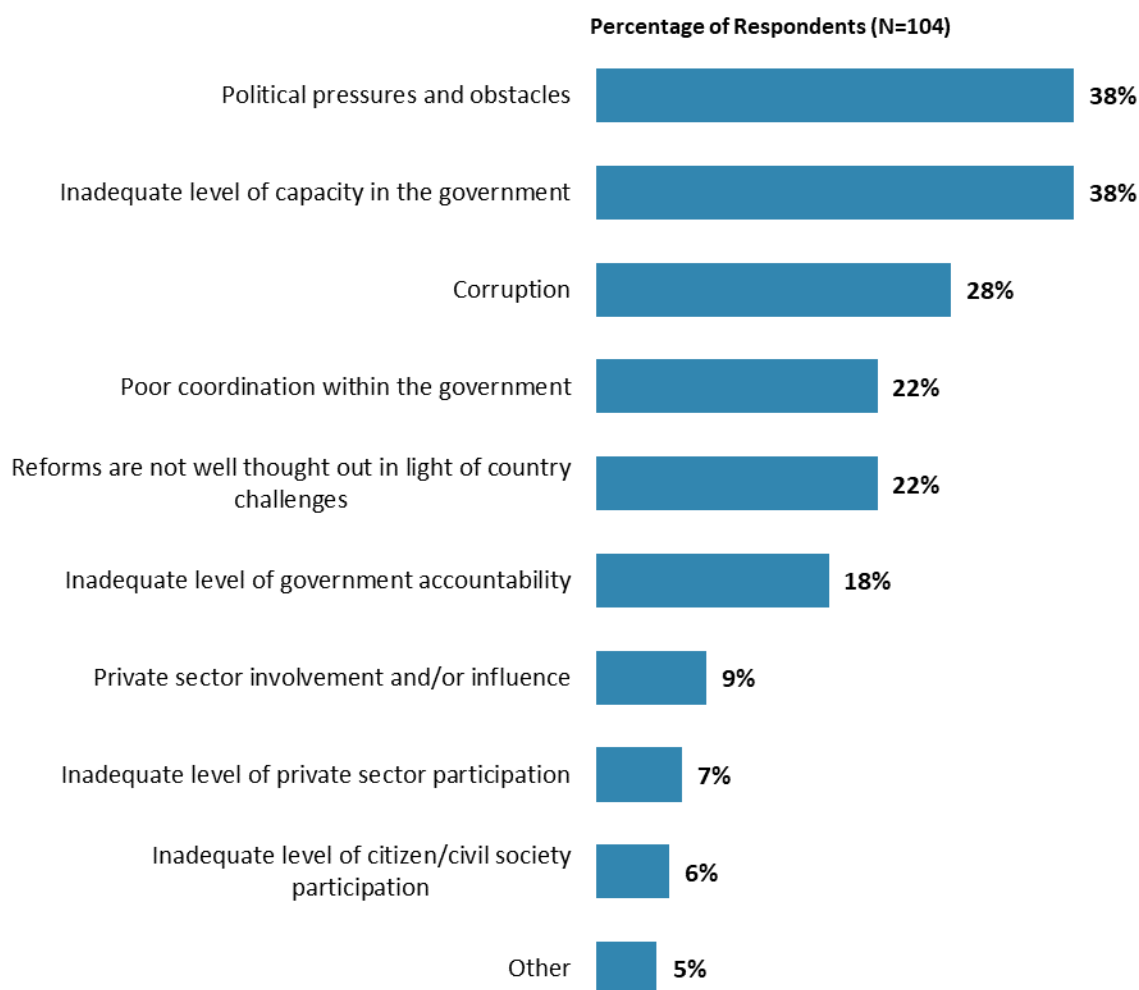


"To what extent do you trust domestic private sector to engage in  
public service delivery in Timor-Leste?"  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

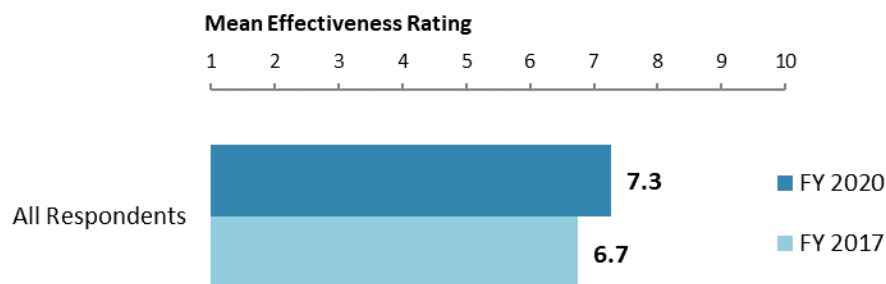


**"When economic and/or social reform efforts fail or are slow to take place in Timor-Leste, which of the following would you attribute this to?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes Toward the World Bank Group

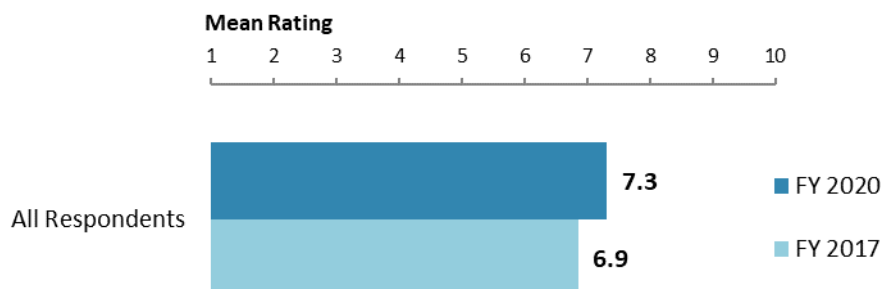
### The World Bank Group's Overall Effectiveness<sup>6</sup> (*Indicator Question*)



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

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



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

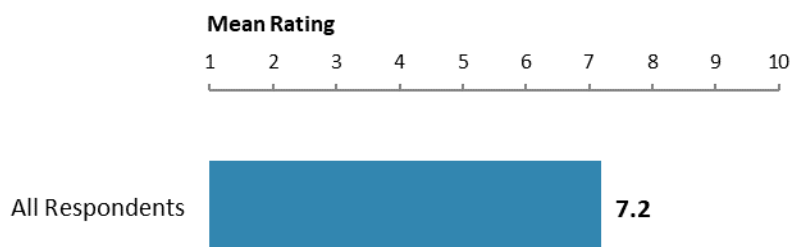
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<sup>6</sup> Means in the charts on this page were calculated based on weighted data.



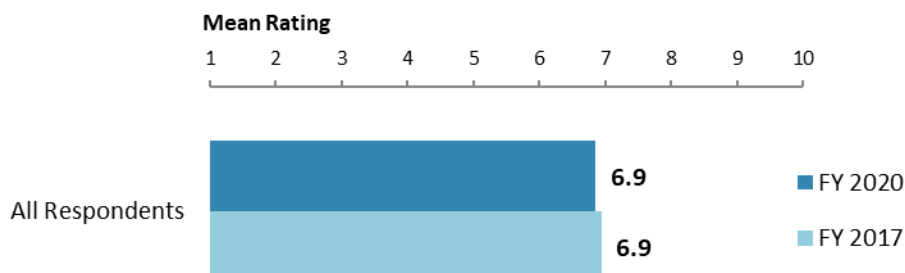
## V. Overall Attitudes Toward the World Bank Group (continued)

### Influence on Timor-Leste's Development Agenda (*Indicator Question*)



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

### WBG Staff Preparedness<sup>7</sup>



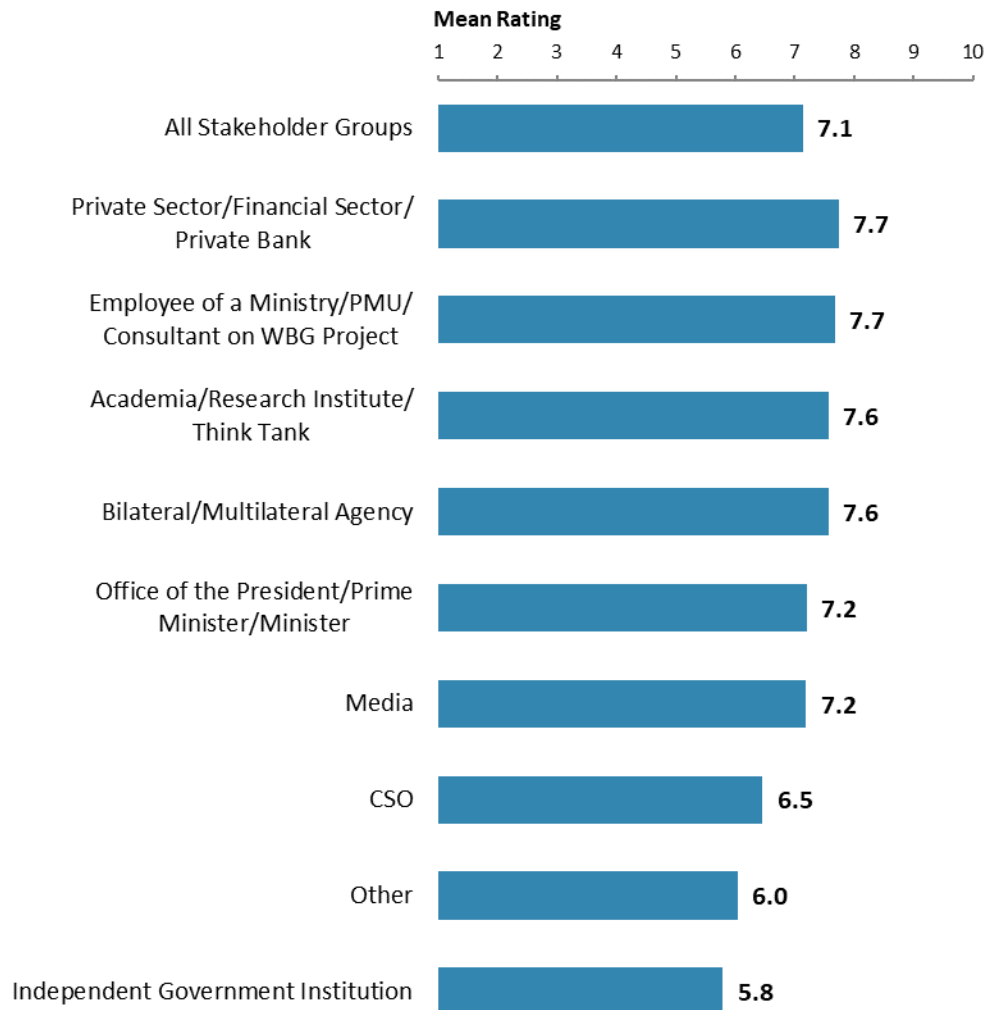
**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Timor-Leste solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")

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



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

### Overall Ratings for Indicator Questions by Stakeholder Groups



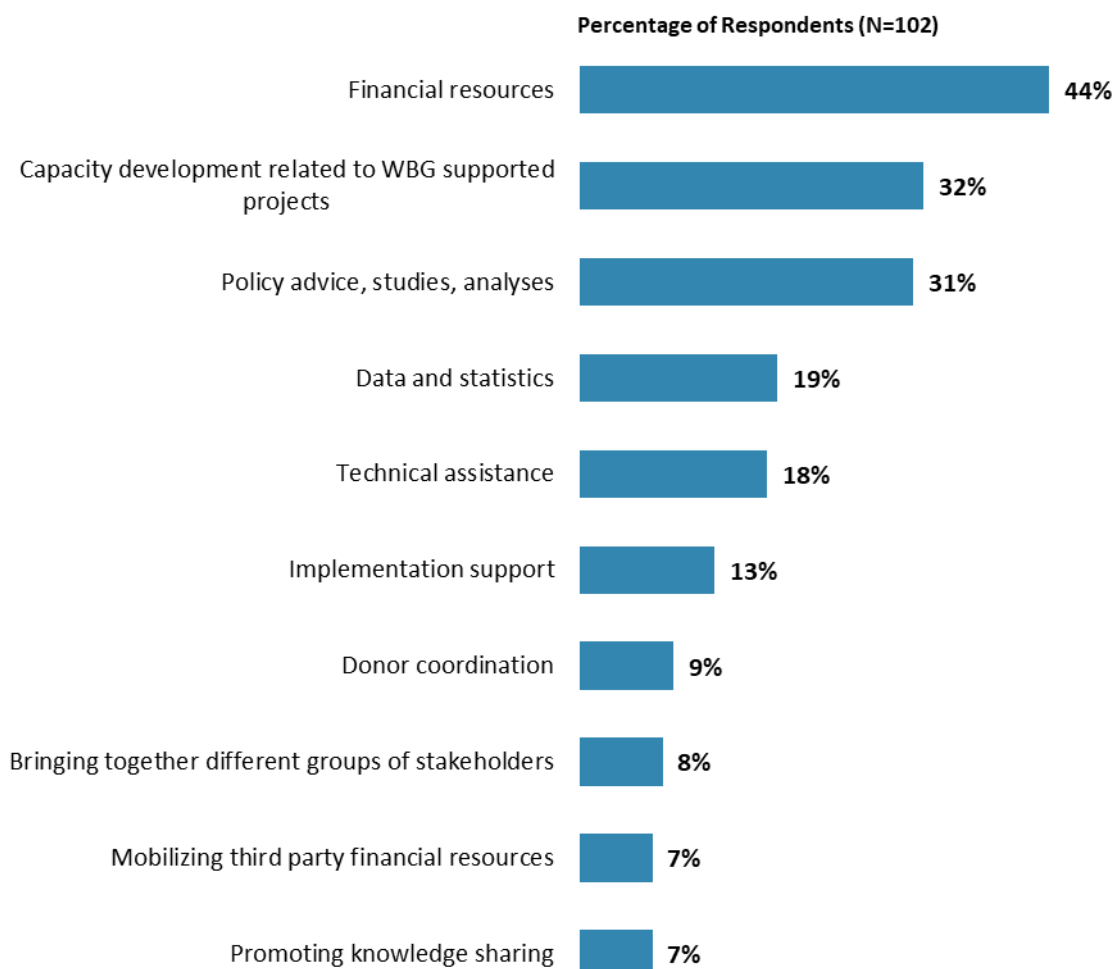
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Timor-Leste were "*capacity development related to WBG supported projects*" (44%), "*policy advice, studies, analyses*" (33%), "*financial resources*" (28%), and "*mobilizing third party financial resources*" (25%).



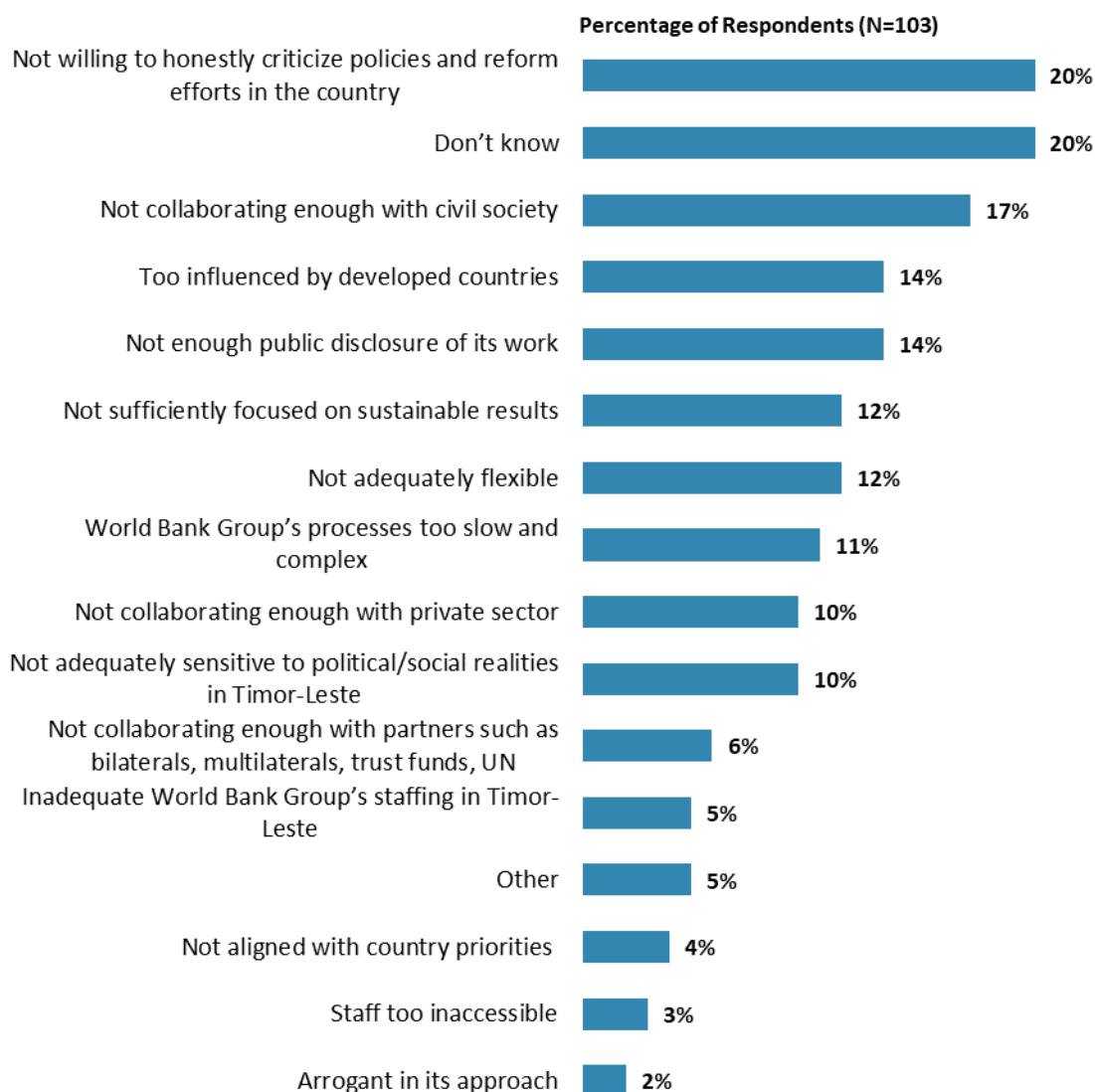
**"When thinking about the World Bank Group's role in Timor-Leste, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Timor-Leste were "*WBG's processes too slow*" (22%), "*WBG's processes too complex*" (19%), and "*too influenced by developed countries*" (17%).

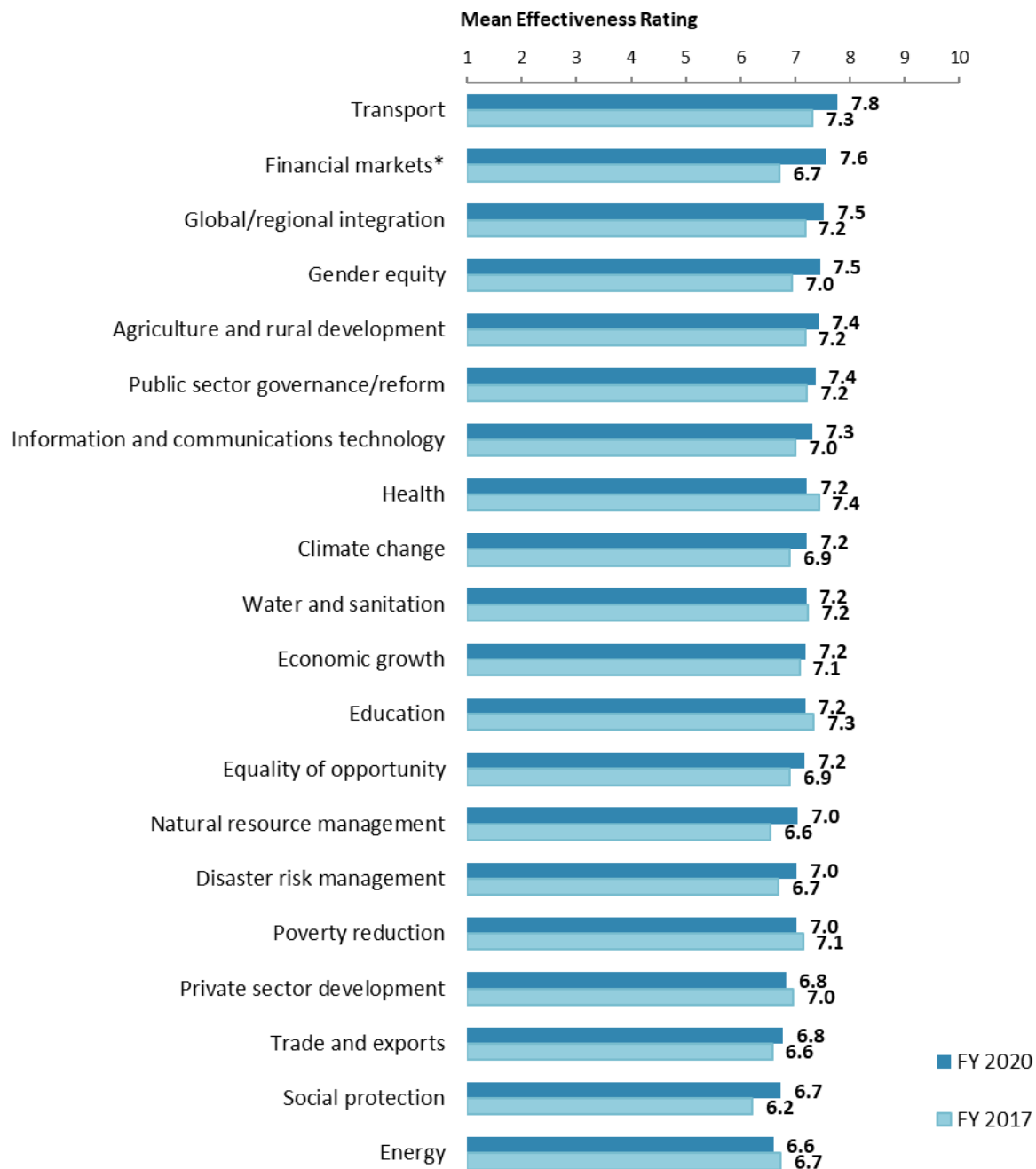


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>8</sup>



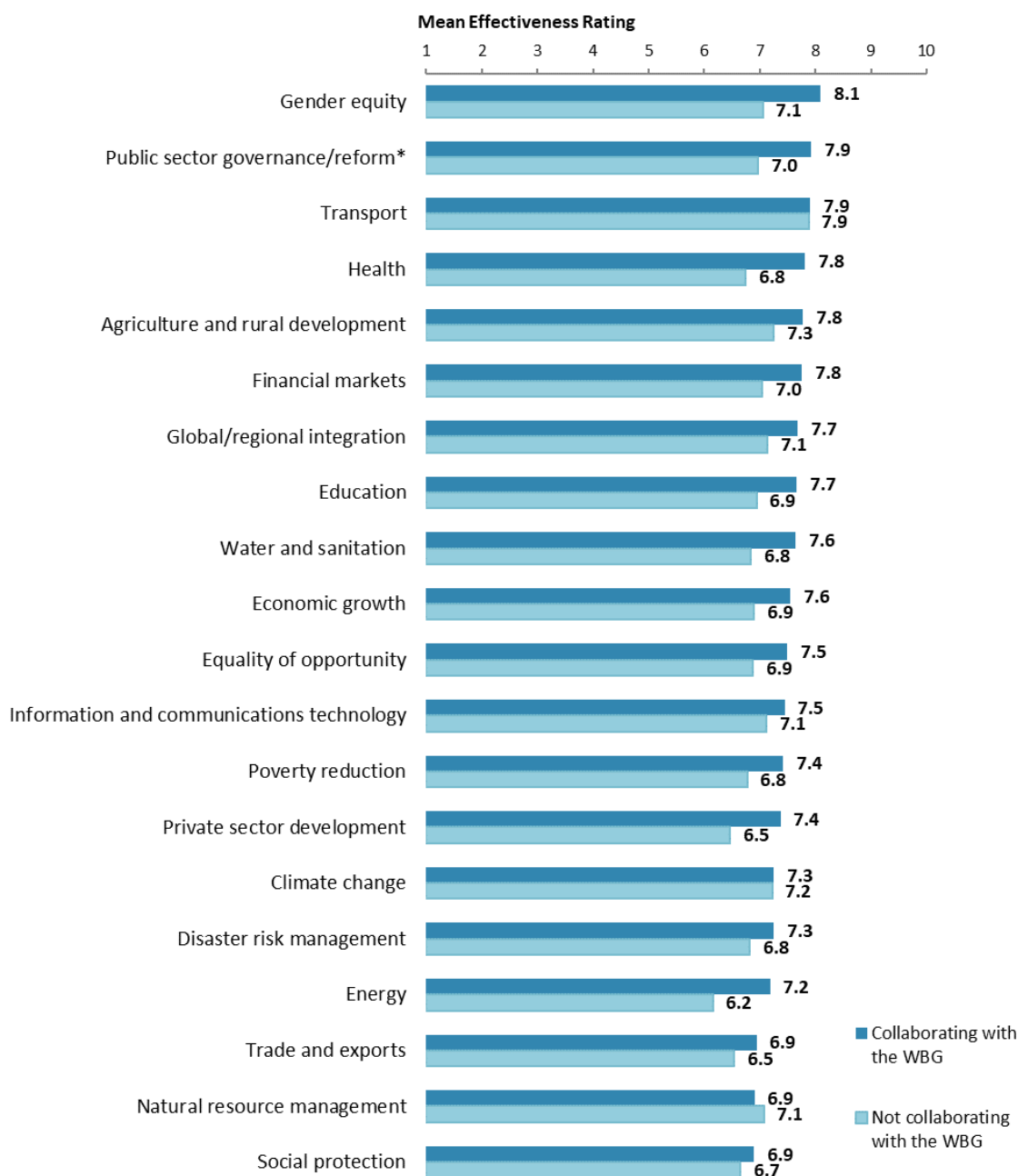
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste?"**  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2020 and FY 2017)

<sup>8</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details.



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

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>9</sup>



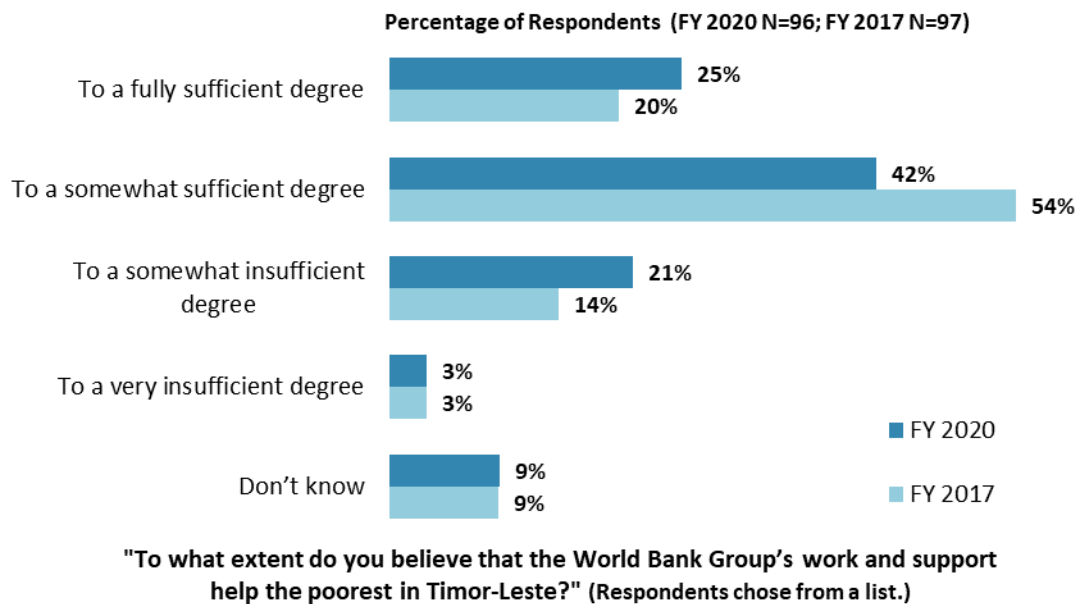
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Timor-Leste?"**  
*(1-"Not effective at all", 10-"Very effective")*  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>9</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 40) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

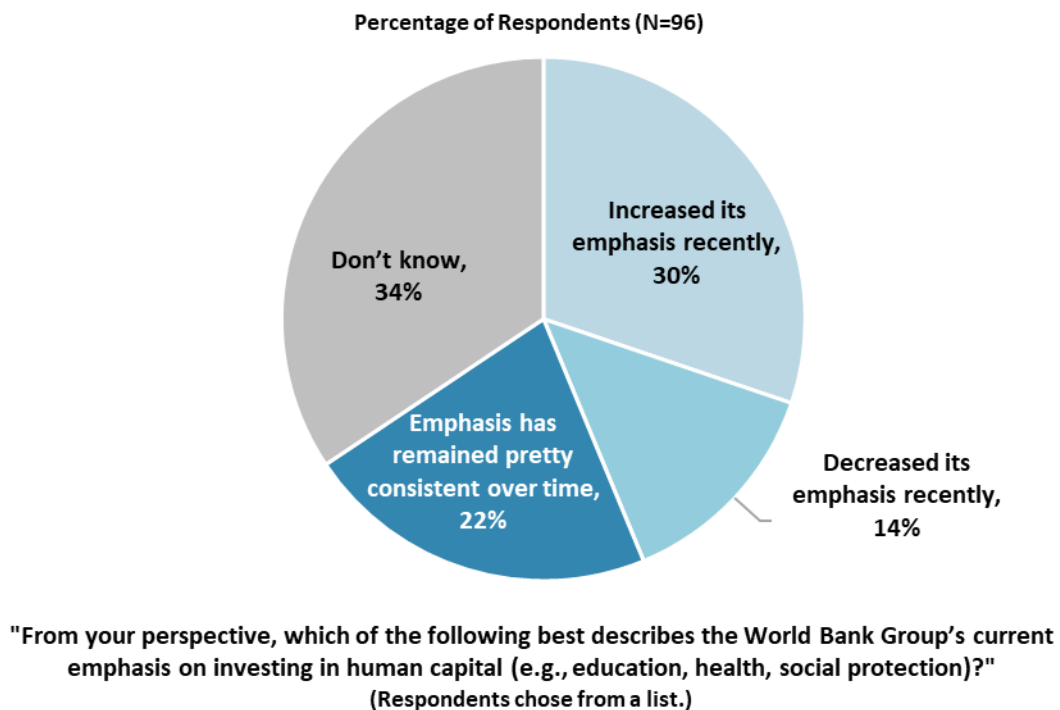


## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest<sup>10</sup>



### The WBG's Human Capital Investment

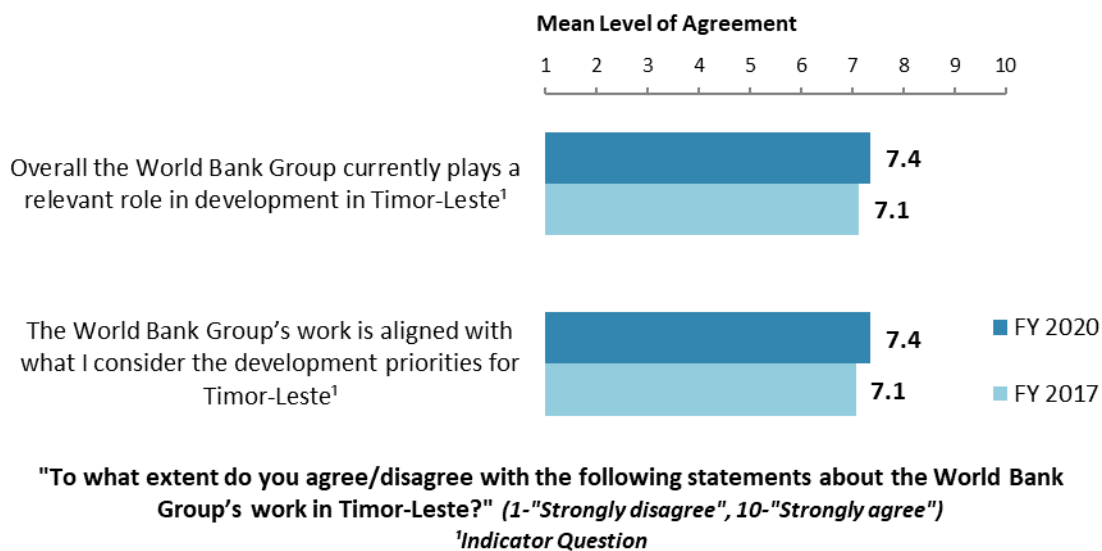


<sup>10</sup> Percentages presented in this chart were calculated based on weighted data.

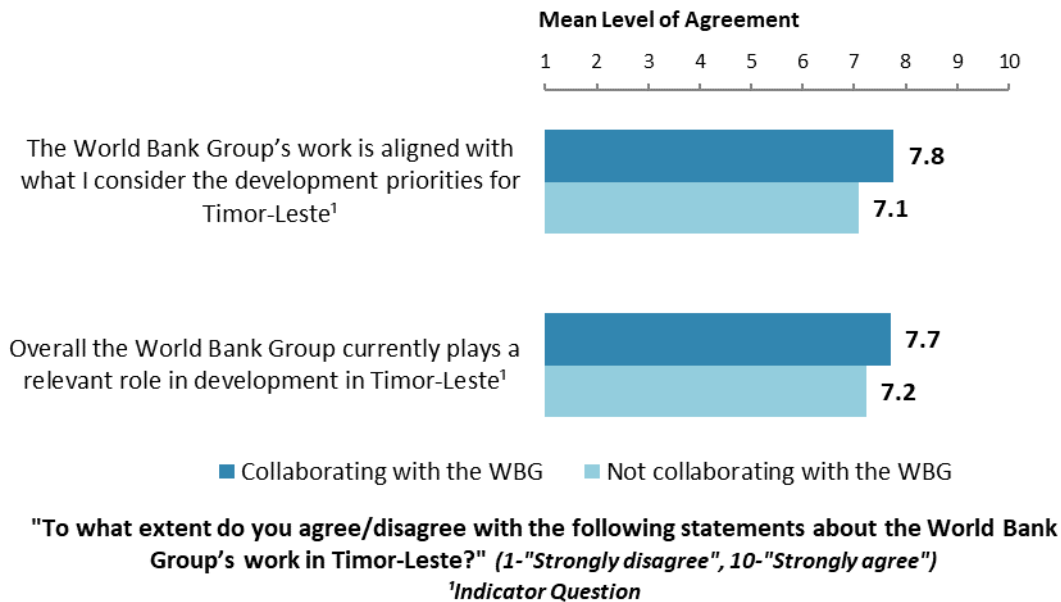


## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Timor-Leste: Year Comparison<sup>11</sup>



### The World Bank Group's Work in Timor-Leste: Collaboration

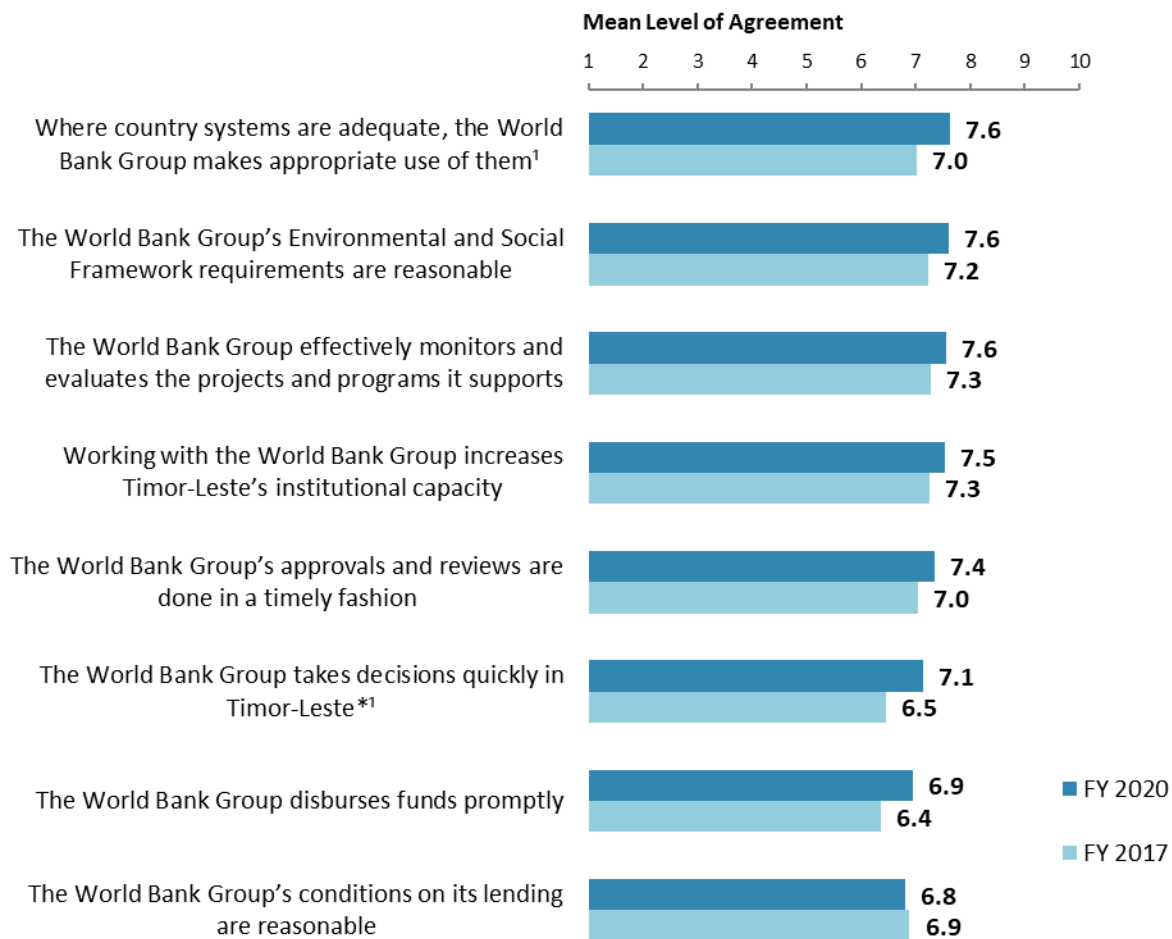


<sup>11</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>12</sup>



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

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

(\*Significantly different between FY 2020 and FY 2017)

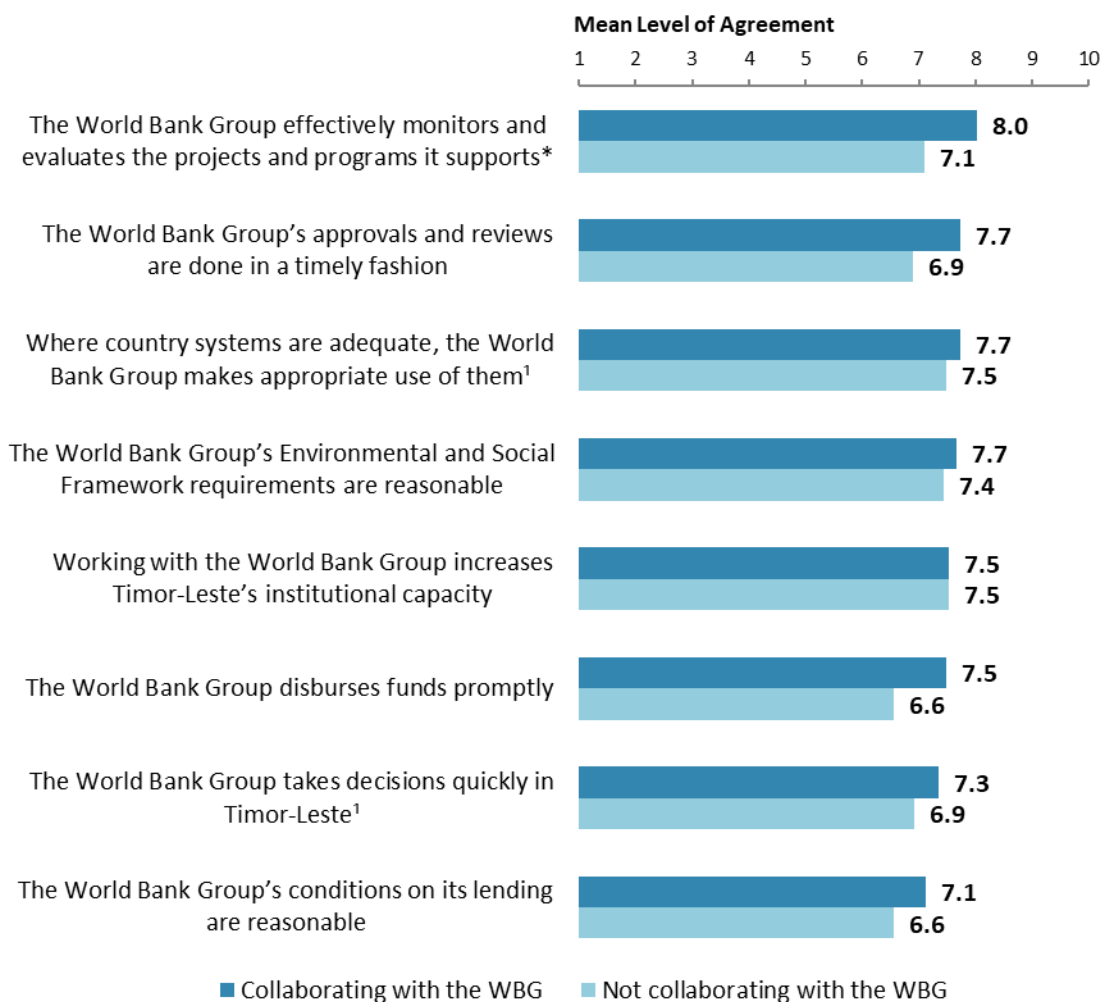
<sup>1</sup>Indicator Question

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



## 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")

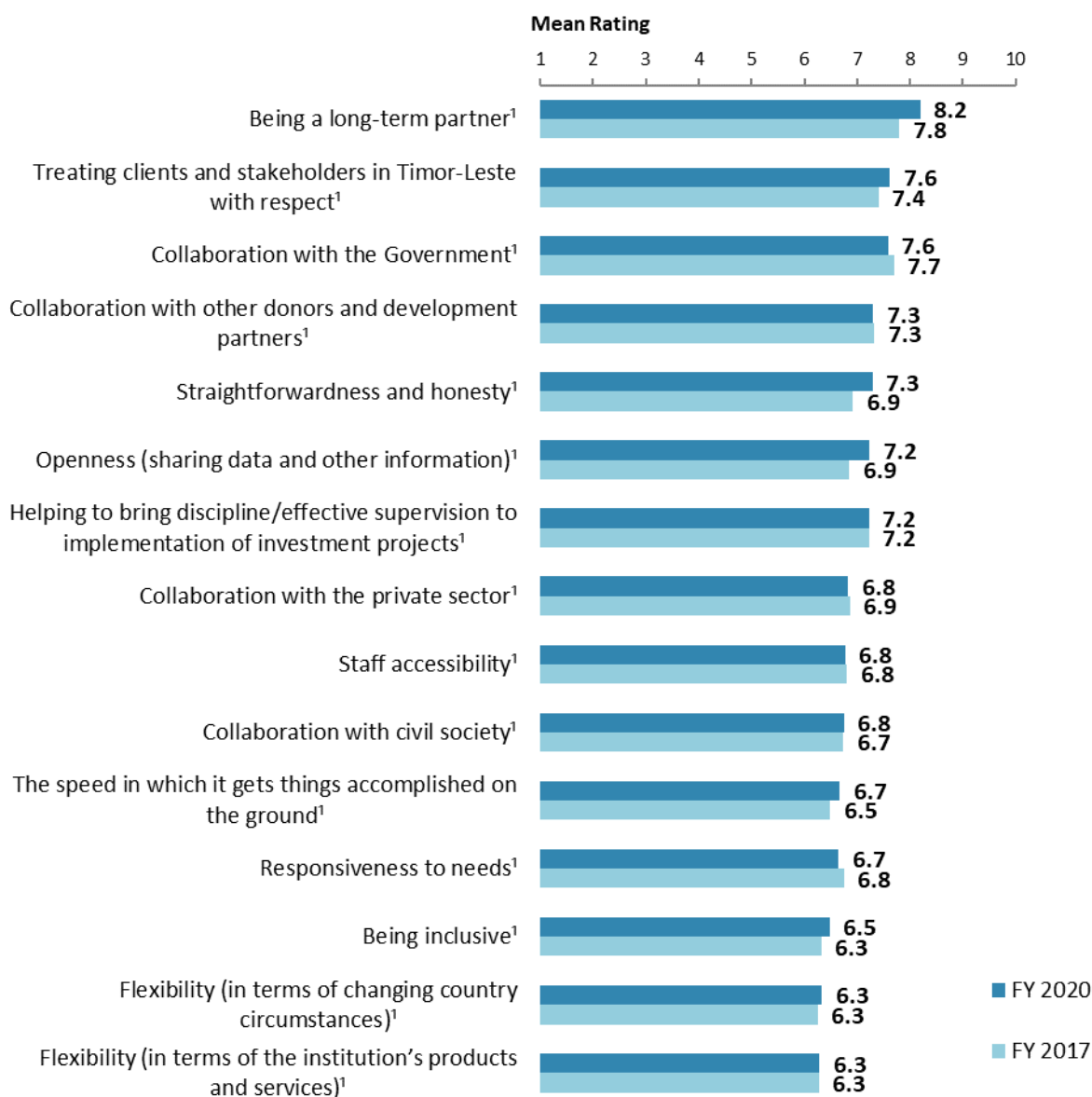
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>13</sup>



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

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

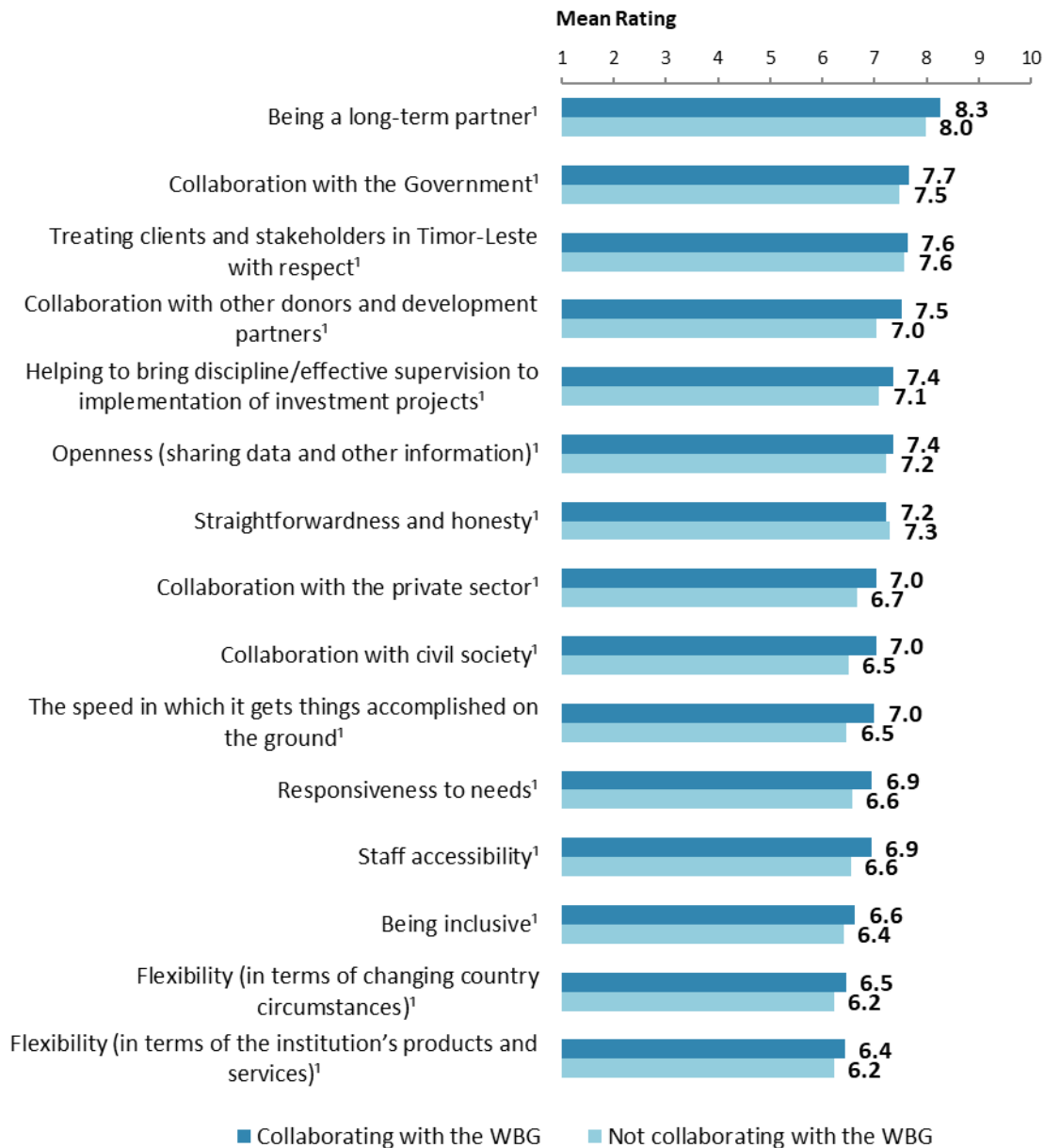
***<sup>1</sup>Indicator Question***

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



## 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 Timor-Leste, in terms of each of the following?"**

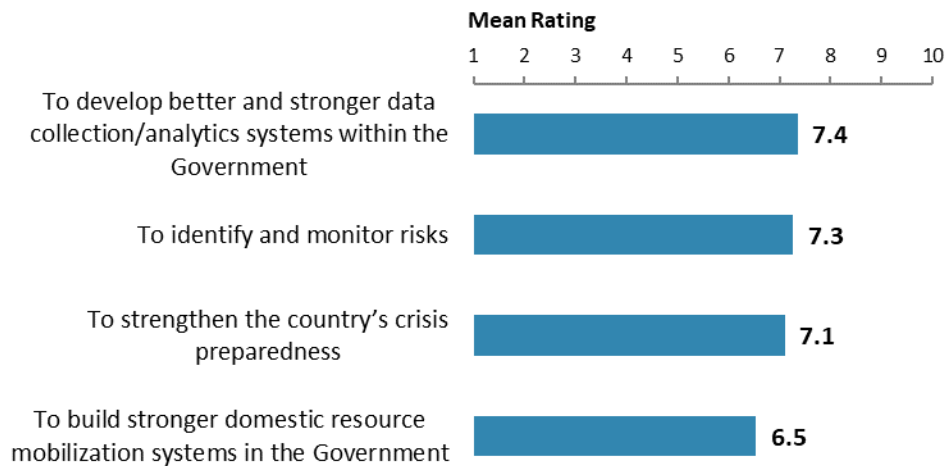
**(1-"To no degree at all", 10-"To a very significant degree")**

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



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

### Effectiveness of WBG's Support



**"How effectively does the World Bank Group support Timor-Leste's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")

### Effectiveness of WBG's Support for Management of Crisis Related Risks

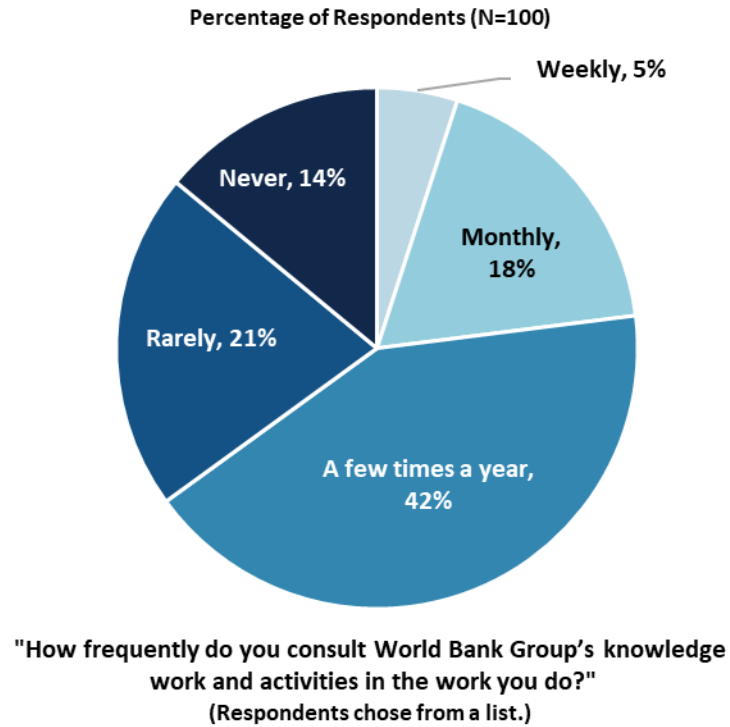


**"How effectively does the World Bank Group's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF) activities support Timor-Leste's efforts to manage crisis related risks?"**  
(1-"To no degree at all", 10-"To a very significant degree")



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

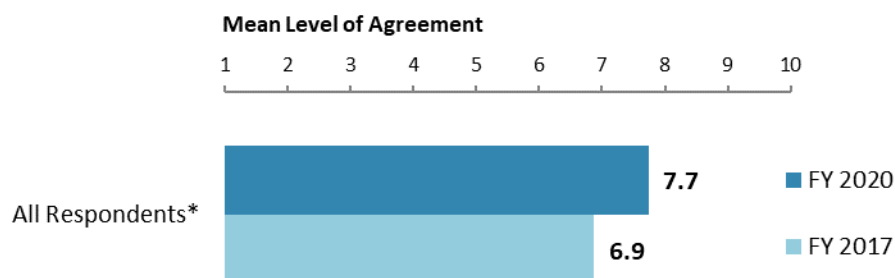
### Frequency of Consulting WBG Knowledge Work and Activities





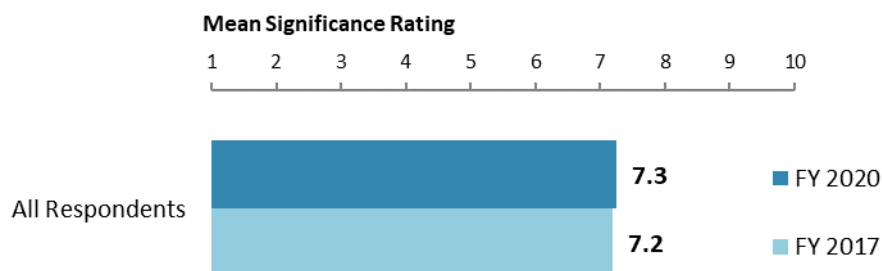
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Timor-Leste's Knowledge Needs<sup>14</sup> (Indicator Question)



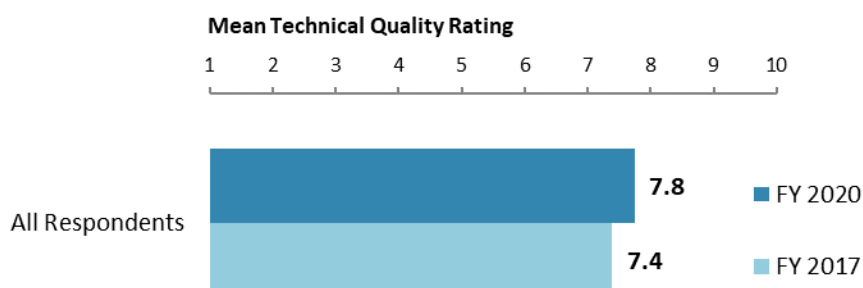
**"The World Bank Group meets Timor-Leste's needs for knowledge services (e.g., research, analysis, data, technical assistance)"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2020 and FY 2017)

### 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)



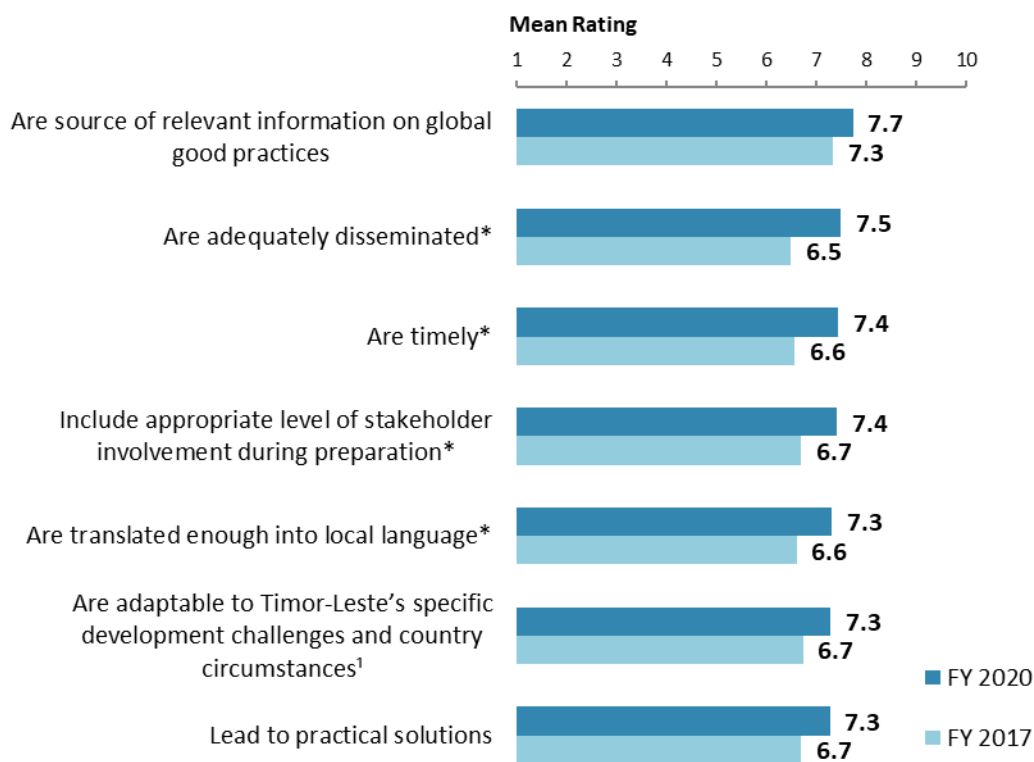
**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"**  
(1-"Very low technical quality", 10-"Very high technical quality")

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



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

### Qualities of the WBG's Knowledge Work and Activities<sup>15</sup>

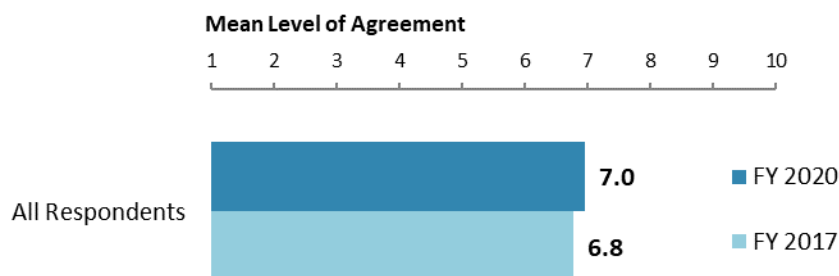


"In Timor-Leste, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")

(\*Significantly different between FY 2020 and FY 2017)

<sup>1</sup>Indicator Question

### Meeting Timor-Leste'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 Timor-Leste"

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

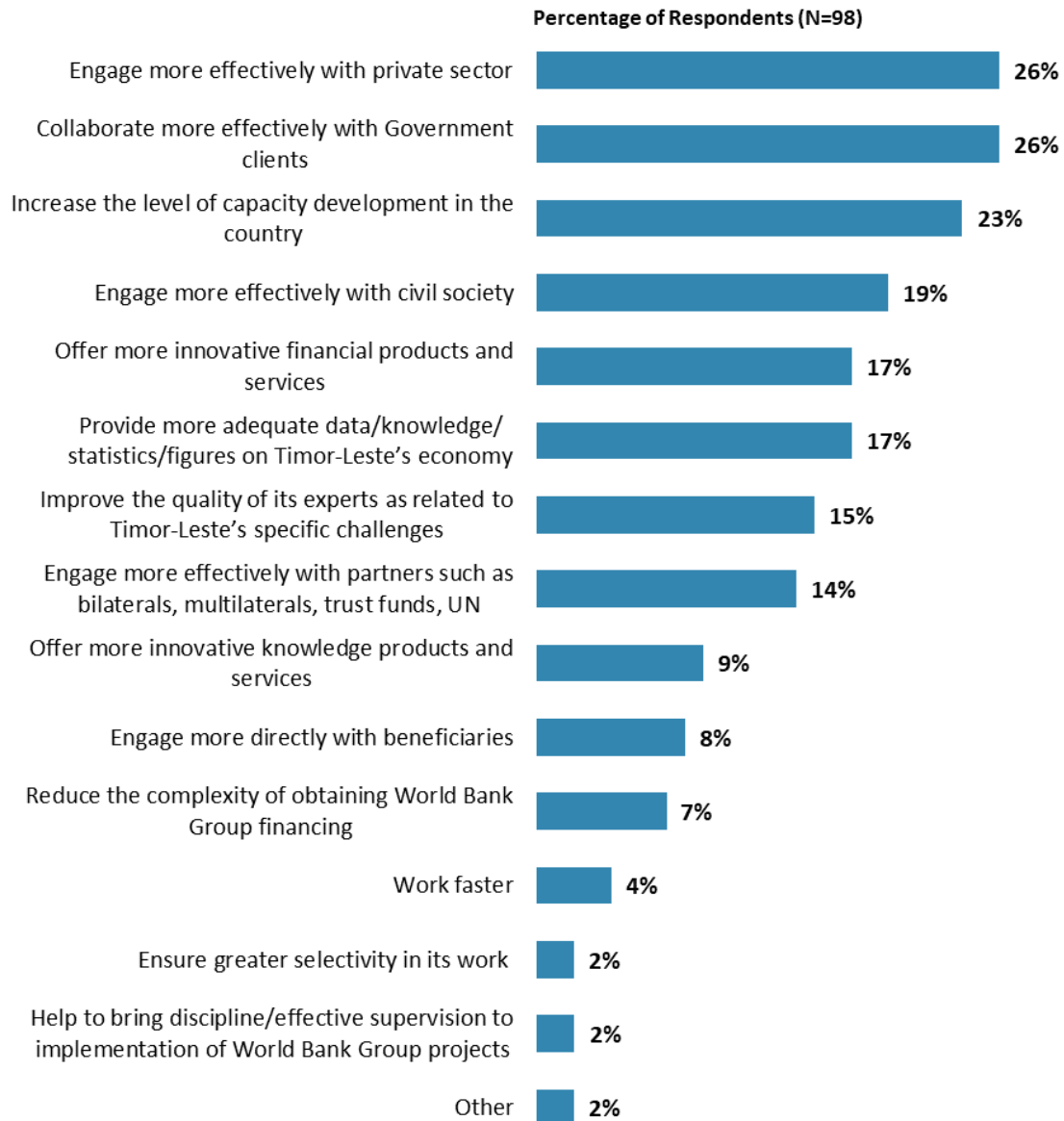
<sup>15</sup> Means in the charts on this page were calculated based on weighted data.



## IX. The Future Role of the WBG in Timor-Leste

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*collaborate more effectively with Government clients (e.g., national, state, local)*” (55%) to make itself of greater value in Timor-Leste.



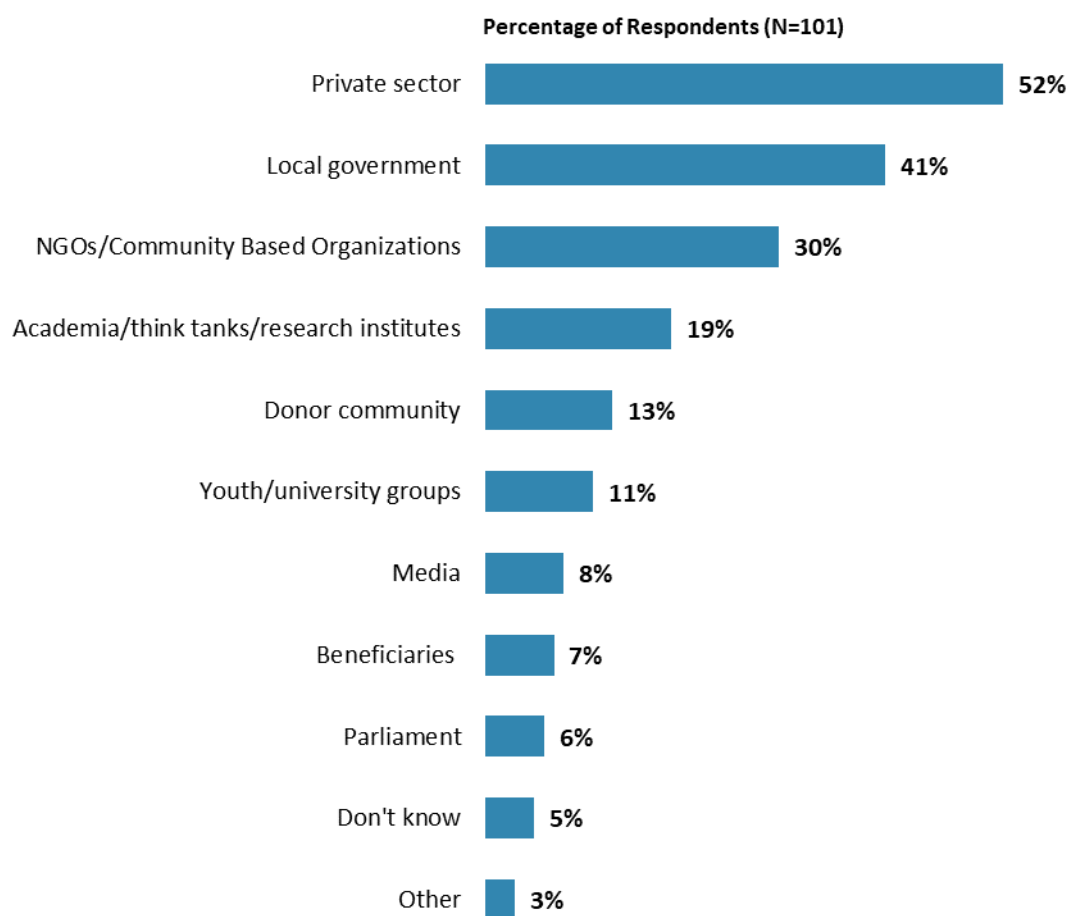
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Timor-Leste (continued)

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

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*private sector*” (33%), “*local government*” (33%), “*beneficiaries*” (29%), and “*NGOs/community based organizations*” (28%) to ensure better development results in Timor-Leste.



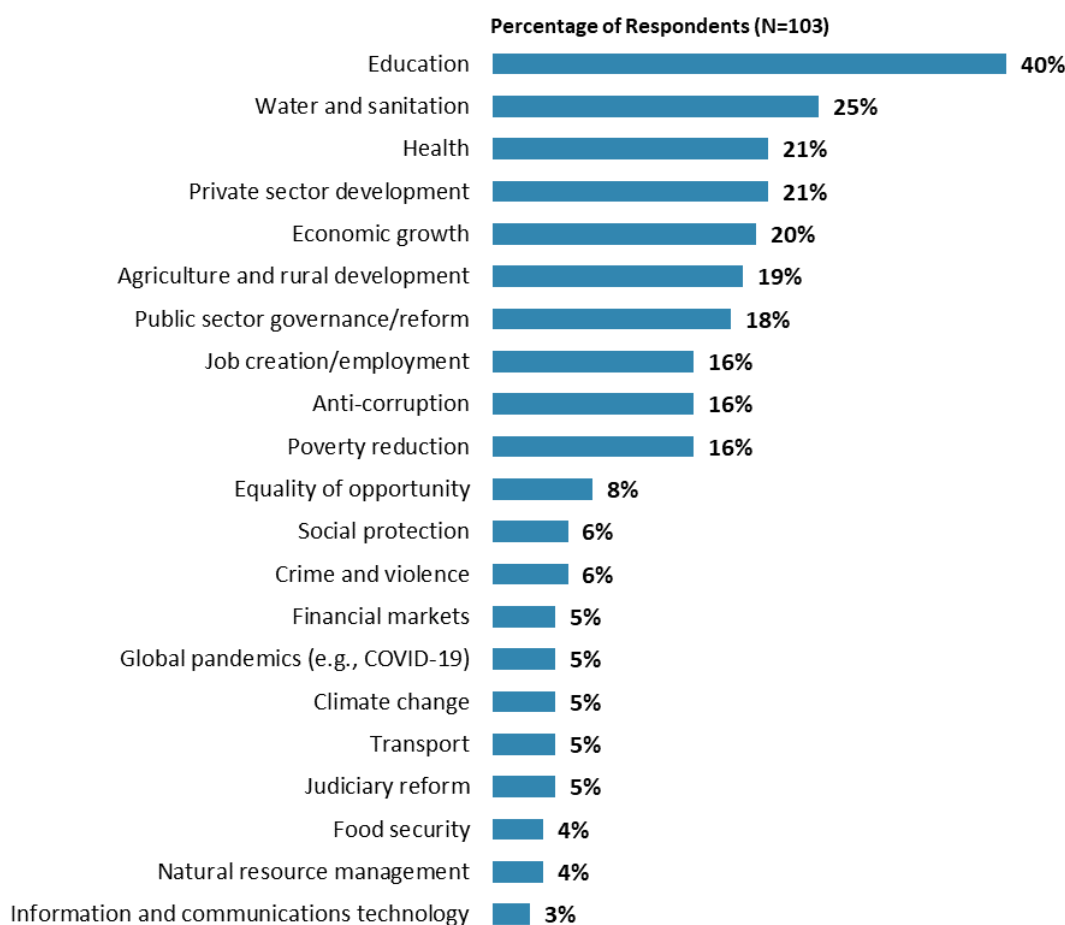
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Timor-Leste (continued)

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

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*education*” (36%), “*private sector development*” (26%), “*agriculture and rural development*” (25%), “*poverty reduction*” (24%), “*public sector governance/reform*” (23%), “*job creation/employment*” (22%), and “*economic growth*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*health, nutrition*” (11% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*health*,” compared to the rest of respondents in other areas of work (health specialists = 45%; others = 19%).<sup>16</sup>



**“When thinking about how the World Bank Group can have the most impact on development results in Timor-Leste, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 21 of 30 response options shown)

<sup>16</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.

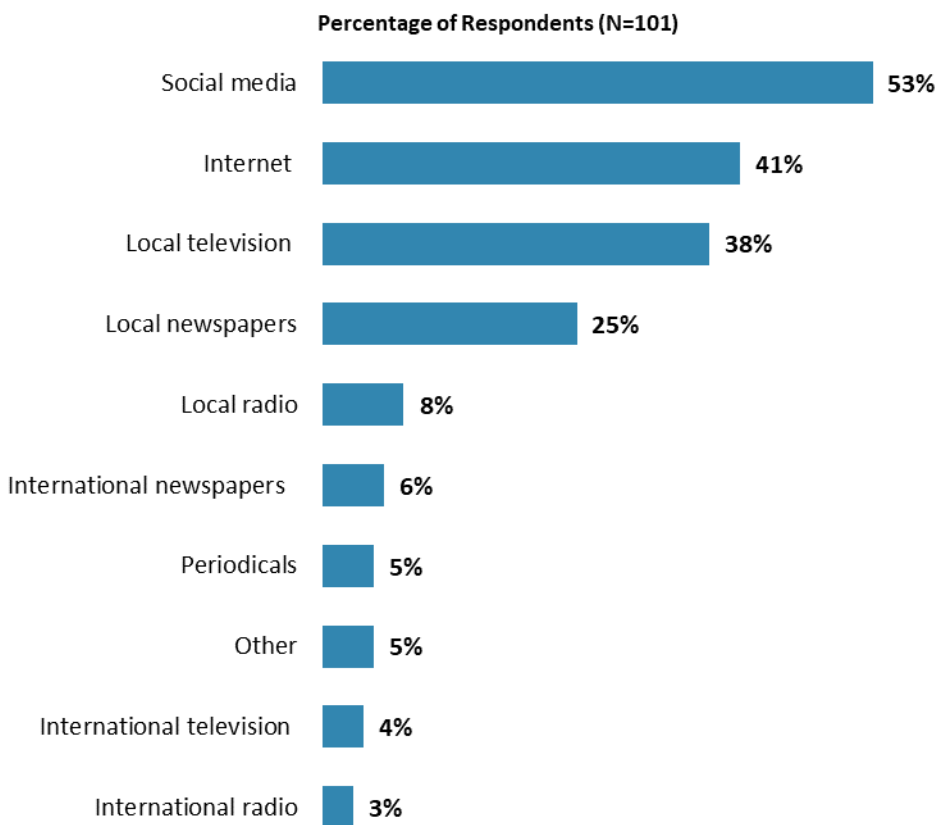


## X. Communication and Outreach

*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

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Timor-Leste from “local television” (55%), the “Internet” (38%), “local newspapers” (37%), and “social media” (33%).



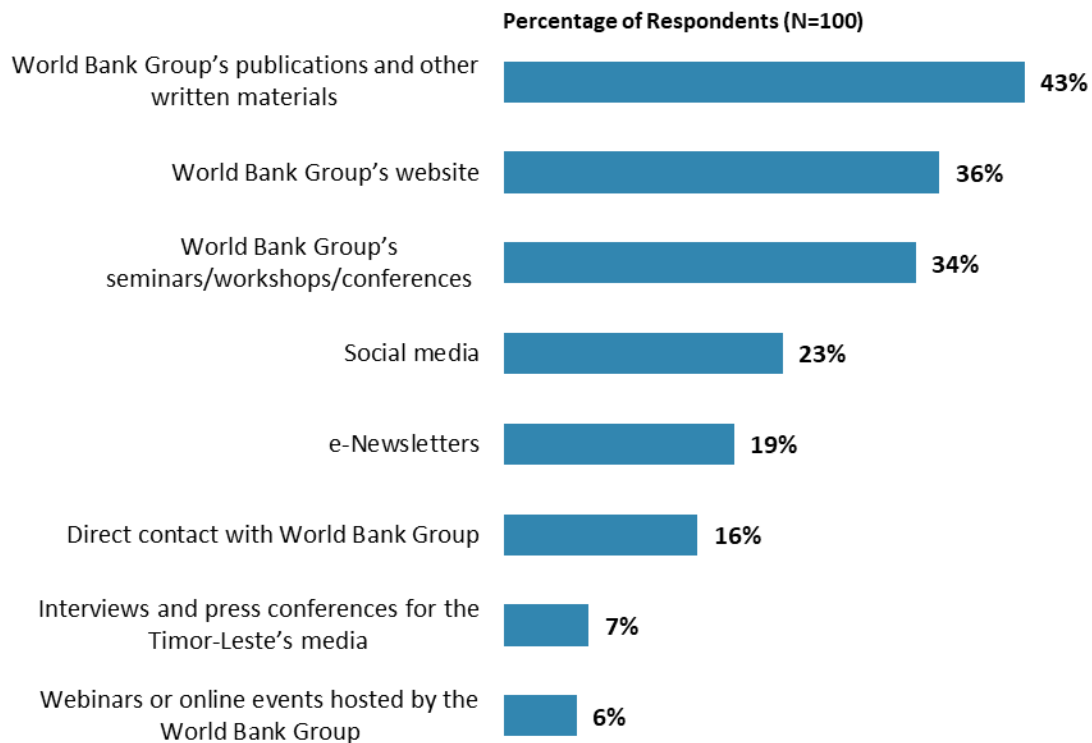
**"How do you get most of your information about economic and social development issues in Timor-Leste? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s seminars/workshops/conferences*” (45%), “*World Bank Group’s website*” (38%), and through “*World Bank Group’s publications and other written materials*” (37%).



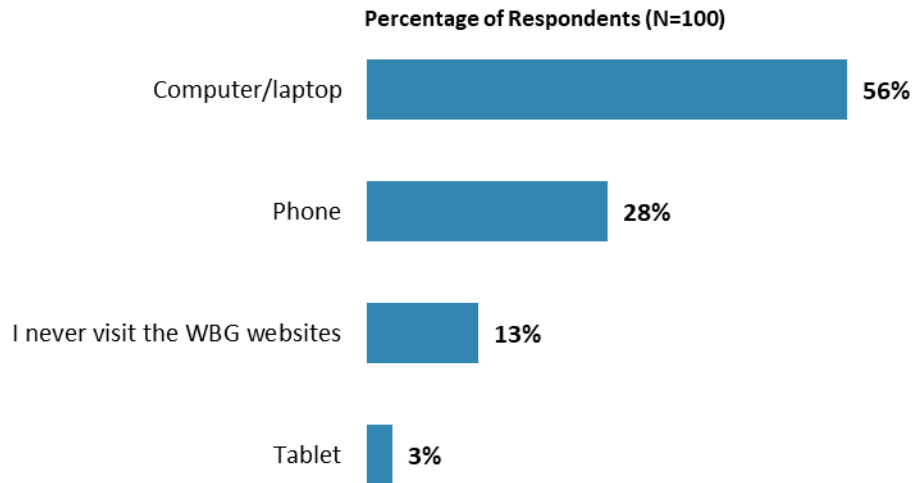
**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**

**(Respondents chose from a list. Responses combined.)**



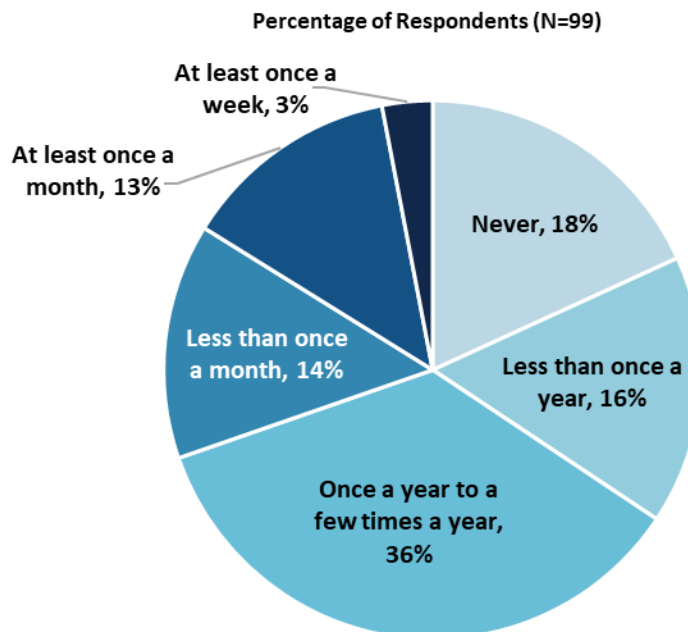
## X. Communication and Outreach (continued)

### 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

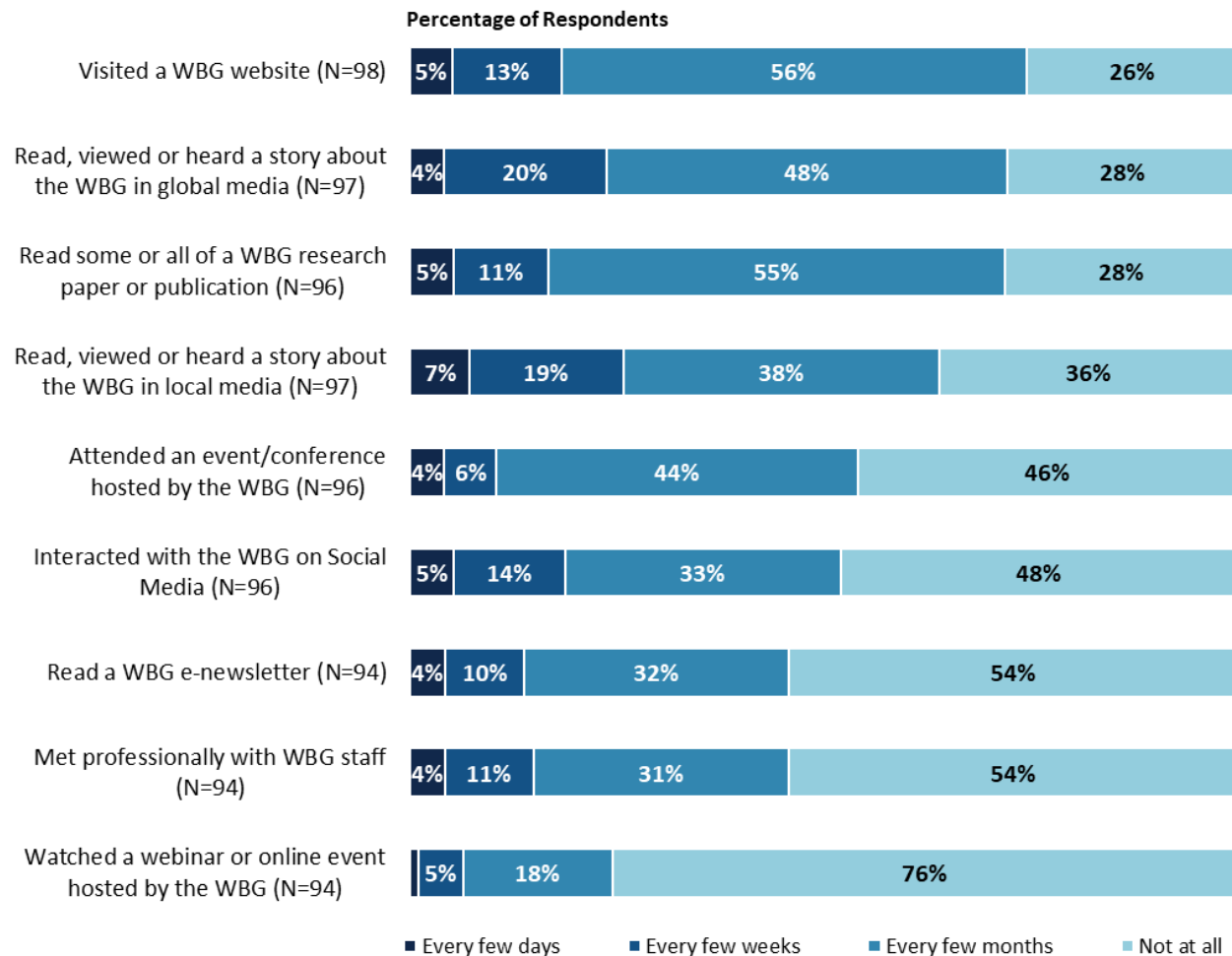


"How frequently do you interact with the World Bank Group now in Timor-Leste?"  
(Respondents chose from a list.)



## 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

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B. Responses to Selected Questions by Stakeholder Groups .....	57
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### TIMOR-LESTE





## Appendix A: Responses to All Questions across All Respondents (N=107)

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 Timor-Leste is headed in ... ?	Percentage of Respondents (N=107)
The right direction	44.9%
The wrong direction	17.8%
Not sure	37.4%

2. Do you think that economic opportunity for citizens in Timor-Leste is ... ?	Percentage of Respondents (N=107)
Increasing	14.0%
Decreasing	50.5%
Staying about the same	35.5%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Timor-Leste. Please identify which of the following you consider the most important development priorities in Timor-Leste. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Education	57.9%
Health	33.6%
Water and sanitation	30.8%
Agriculture and rural development	29.9%
Job creation/employment	26.2%
Private sector development	15.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.2%
Poverty reduction	8.4%
Economic growth	8.4%
Anti-corruption	7.5%
Equality of opportunity (i.e., social inclusion)	7.5%
Food security	6.5%
Transport (e.g., roads, bridges, transportation)	6.5%
Global pandemics (e.g., COVID-19)	5.6%
Energy	4.7%
Urban development	3.7%
Judiciary reform	3.7%
Gender equity (closing the gap between women and men, and boys and girls)	2.8%
Natural resource management	2.8%
Climate change (e.g., mitigation, adaptation)	2.8%
Social protection (e.g., pensions, targeted social assistance)	1.9%
Information and communications technology	1.9%
Disaster risk management	1.9%
Financial markets	0.9%
Crime and violence	0.9%
Trade and exports	0.9%
Global/regional integration	0.0%
National debt	0.0%
Pollution	0.0%
Disease	0.0%

**A. Overall Context (continued)**

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Timor-Leste? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Agriculture and rural development	51.9%
Job creation/employment	46.2%
Economic growth	28.3%
Education	28.3%
Anti-corruption	24.5%
Private sector development	21.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.0%
Health	12.3%
Food security	10.4%
Gender equity (closing the gap between women and men, and boys and girls)	6.6%
Transport (e.g., roads, bridges, transportation)	5.7%
Equality of opportunity (i.e., social inclusion)	5.7%
Urban development	5.7%
Social protection (e.g., pensions, targeted social assistance)	4.7%
Water and sanitation	4.7%
Natural resource management	4.7%
Trade and exports	2.8%
Financial markets	2.8%
Disaster risk management	1.9%
Disease	0.9%
Information and communications technology	0.9%
Crime and violence	0.9%
Energy	0.9%
Climate change (e.g., mitigation, adaptation)	0.9%
Judiciary reform	0.0%
National debt	0.0%
Pollution	0.0%
Global/regional integration	0.0%

**A. Overall Context (continued)**

5. Please describe the direction Timor-Leste is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	105	5.7%	10.5%	28.6%	47.6%	7.6%
2. Equal opportunity for girls and boys, men and women	103	3.9%	8.7%	37.9%	41.7%	7.8%
3. Growing Timor-Leste's economy in a way that leads to jobs and employment for the poor	104	13.5%	32.7%	33.7%	15.4%	4.8%
4. The gap between the rich and the poor	102	19.6%	42.2%	27.5%	7.8%	2.9%
5. Making government more effective	102	15.0%	17.0%	39.0%	24.0%	5.0%
6. Anti-corruption	100	22.3%	26.2%	36.9%	10.7%	3.9%
7. Attracting new sources of foreign investment	103	22.3%	26.2%	36.9%	10.7%	3.9%

6. Listed below are global challenges. Which do you think have the most serious impact on Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=106)
Jobs/employment	50.9%
Geo political uncertainty	41.5%
Climate change	32.1%
The gap between the rich and the poor	16.0%
Trade constraints	15.1%
Fragility in Timor-Leste or neighboring countries	14.2%
Environmental degradation	9.4%
Technology based disruption	5.7%
National debt	3.8%
Terrorism	1.9%
Migrants and refugees	1.9%

7. When economic and/or social reform efforts fail or are slow to take place in Timor-Leste, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Political pressures and obstacles	37.5%
Inadequate level of capacity in the government	37.5%
Corruption	27.9%
Poor coordination within the government	22.1%
Reforms are not well thought out in light of country challenges	22.1%
Inadequate level of government accountability	18.3%
Private sector involvement and/or influence	8.7%
Inadequate level of private sector participation	6.7%
Inadequate level of citizen/civil society participation	5.8%
Other	4.8%
Inadequate level of donor coordination	0.0%

**A. Overall Context (continued)**

8. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	81	15	5.60	1.94
2. Bilateral organizations (e.g., DFAT, JICA, GIZ, USAID)	89	11	7.28	1.91
3. The World Bank Group*	91	9	6.97	2.00
4. The International Monetary Fund	76	20	6.72	1.92
5. The United Nations (UN)	89	8	7.16	1.92
6. Regional development banks	76	20	6.86	1.85
7. Timor-Leste's Central Bank	86	11	7.05	1.76
8. International private sector	81	17	6.26	1.86
9. Domestic private sector	86	12	6.22	1.88
10. International civil society (e.g., NGOs, CBOs)	84	14	7.21	1.60
11. Domestic civil society (e.g., NGOs, CBOs)	84	13	6.82	1.75
12. Faith-based institutions	85	12	7.11	1.87
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	86	10	6.49	1.97
14. International media and their web presence	81	17	6.81	1.92
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	85	12	6.64	2.06

9. To what extent do you trust private sector to engage in public service delivery in Timor-Leste?	Percentage of Respondents (N=102)
To a very low degree	14.7%
To a somewhat low degree	43.1%
To a somewhat high degree	24.5%
To a very high degree	11.8%
Don't know	5.9%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Timor-Leste? (1-Not familiar at all, 10-Extremely familiar)	104	n/a	6.67	2.31

<b>To what extent do you agree/disagree with the following statements about the World Bank Group's work in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall the World Bank Group currently plays a relevant role in development in Timor-Leste*	95	5	7.41	2.17
3. The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste*	88	10	7.36	2.02

<b>Effectiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.* (1-Not effective at all, 10-Very effective)	94	10	7.31	2.19

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?*(1-To no degree at all, 10-To a very significant degree)	93	10	7.31	1.95

<b>Influencing the Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent does the World Bank Group influence the development agenda in Timor-Leste?*(1-To no degree at all, 10-To a very significant degree)	90	14	7.18	2.07

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest people in Timor-Leste? (Select only ONE response)</b>	<b>Percentage of Respondents (N=103)</b>
To a fully sufficient degree	22.3%
To a somewhat sufficient degree	42.7%
To a somewhat insufficient degree	21.4%
To a very insufficient degree	3.9%
Don't know	9.7%

<b>8. When thinking about the World Bank Group's role in Timor-Leste, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=102)</b>
Financial resources	44.1%
Capacity development related to World Bank Group supported projects	32.4%
Policy advice, studies, analyses	31.4%
Data and statistics	18.6%
Technical assistance	17.6%
Implementation support	12.7%
Donor coordination	8.8%
Bringing together different groups of stakeholders	7.8%
Mobilizing third party financial resources	6.9%
Promoting knowledge sharing	6.9%
Other	0.0%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Timor-Leste? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Not willing to honestly criticize policies and reform efforts in the country	20.4%
Don't know	20.4%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	17.5%
Too influenced by developed countries	13.6%
Not enough public disclosure of its work	13.6%
Not sufficiently focused on sustainable results	11.7%
Not adequately flexible	11.7%
World Bank Group's processes too slow and complex	10.7%
Not collaborating enough with private sector	9.7%
Not adequately sensitive to political/social realities in Timor-Leste	9.7%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.8%
Inadequate World Bank Group's staffing in Timor-Leste	4.9%
Other	4.9%
Not aligned with country priorities	3.9%
Staff too inaccessible	2.9%
Arrogant in its approach	1.9%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Timor-Leste, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Education	39.8%
Water and sanitation	25.2%
Health	21.4%
Private sector development	21.4%
Economic growth	20.4%
Agriculture and rural development	19.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.4%
Job creation/employment	15.5%
Anti-corruption	15.5%
Poverty reduction	15.5%
Equality of opportunity (i.e., social inclusion)	7.8%
Social protection (e.g., pensions, targeted social assistance)	5.8%
Crime and violence	5.8%
Financial markets	4.9%
Global pandemics (e.g., COVID-19)	4.9%
Climate change (e.g., mitigation, adaptation)	4.9%
Transport (e.g., roads, bridges, transportation)	4.9%
Judiciary reform	4.9%
Food security	3.9%
Natural resource management	3.9%
Information and communications technology	2.9%
National debt	1.9%
Urban development	1.9%
Trade and exports	1.9%
Gender equity (closing the gap between women and men, and boys and girls)	1.0%
Energy	1.0%
Disease	1.0%
Global/regional integration	1.0%
Pollution	0.0%
Disaster risk management	0.0%

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Timor-Leste solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	85	18	6.88	1.95

**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 Timor-Leste, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	82	15	6.77	1.77
3. Flexibility (in terms of the institution's products and services)*	79	17	6.35	1.78
4. Flexibility (in terms of changing country circumstances)*	77	18	6.35	1.85
5. Being inclusive*	75	20	6.52	1.81
6. Openness (sharing data and other information)*	85	10	7.32	1.83
7. Collaboration with the Government*	86	11	7.60	1.88
8. The speed in which it gets things accomplished on the ground*	75	19	6.73	1.80
9. Helping to bring discipline/effective supervision to implementation of investment projects*	84	13	7.25	1.78
10. Collaboration with civil society*	83	15	6.78	2.16
11. Staff accessibility*	72	22	6.75	1.76
12. Collaboration with other donors and development partners*	84	13	7.27	2.06
13. Collaboration with the private sector*	74	22	6.84	1.97
14. Straightforwardness and honesty*	78	17	7.28	1.88
15. Treating clients and stakeholders in Timor-Leste with respect*	81	14	7.62	1.89
16. Being a long-term partner*	80	18	8.14	1.64

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
17. The World Bank Group disburses funds promptly	60	39	7.02	2.08
18. The World Bank Group effectively monitors and evaluates the projects and programs it supports	81	19	7.57	1.91
19. The World Bank Group's approvals and reviews are done in a timely fashion	69	31	7.33	1.88
20. The World Bank Group's Environmental and Social Framework requirements are reasonable	69	30	7.57	1.79
21. The World Bank Group's conditions on its lending are reasonable	66	33	6.86	2.29
22. The World Bank Group takes decisions quickly in Timor-Leste*	67	31	7.13	1.98
23. Working with the World Bank Group increases Timor-Leste's institutional capacity	81	18	7.57	1.97
24. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	74	25	7.61	1.89

To what extent do you agree/disagree with the following statements about the World Bank Group in Timor-Leste? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
25. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Timor-Leste*	83	18	6.99	2.16
26. The World Bank Group meets Timor-Leste's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	92	8	7.76	1.77

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

27. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Timor-Leste? (Select only ONE response)	Percentage of Respondents (N=101)
Very familiar	19.8%
Somewhat familiar	10.9%
Somewhat unfamiliar	24.8%
Very unfamiliar	20.8%
Don't know	23.8%

How effectively does the World Bank Group support Timor-Leste's efforts ... ? (1- Not effectively at all, 10- Very effectively)	Level of Agreement			
	N	DK	Mean	SD
28. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	71	27	6.54	2.25
29. To develop better and stronger data collection/analytics systems within the Government	78	18	7.36	1.90
30. To strengthen the country's crisis preparedness	68	27	7.10	1.96
31. To identify and monitor risks	71	26	7.27	2.07

Systematic Country Diagnostic and Country Partnership Framework	N	DK	Mean	SD
32. How effectively does the World Bank Group's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF) activities support Timor-Leste's efforts to manage crisis related risks? (1- Not effectively at all, 10- Very effectively)	54	44	7.72	2.10

**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 Timor-Leste? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	42	58	6.76	1.91
2. Gender equity (closing the gap between women and men, and boys and girls)	56	44	7.52	2.04
3. Private sector development	61	37	6.90	1.91
4. Education	65	35	7.28	1.81
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	62	37	7.42	1.83
6. Global/regional integration	44	55	7.45	1.37
7. Energy	40	57	6.70	2.02
8. Water and sanitation	60	38	7.23	1.85
9. Health	55	42	7.20	2.21
10. Financial markets	43	53	7.44	1.92
11. Transport (e.g., roads, bridges, transportation)	66	32	7.91	1.36
12. Agriculture and rural development	60	38	7.52	1.78
13. Trade and exports	43	56	6.72	2.34
14. Natural resource management	46	52	7.00	2.14
15. Climate change (e.g., mitigation, adaptation)	43	55	7.28	1.75
16. Poverty reduction	54	45	7.11	1.89
17. Economic growth	58	40	7.22	1.96
18. Disaster risk management	42	53	7.02	2.02
19. Equality of opportunity (i.e., social inclusion)	46	53	7.17	1.70
20. Information and communications technology	46	52	7.28	1.77

2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=96)
Increased its emphasis recently	30.2%
Decreased its emphasis recently	13.5%
Emphasis has remained pretty consistent over time	21.9%
Don't know	34.4%

**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=100)
Weekly	5.0%
Monthly	18.0%
A few times a year	42.0%
Rarely	21.0%
Never	14.0%

In Timor-Leste, 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	79	20	7.32	2.02
3. Include appropriate level of stakeholder involvement during preparation	75	25	7.35	1.70
4. Lead to practical solutions	77	23	7.16	1.91
5. Are source of relevant information on global good practices	86	13	7.63	1.75
6. Are adequately disseminated and accessible	72	26	7.39	1.82
7. Are translated enough into local language	68	31	7.29	1.79
8. Are adaptable to Timor-Leste's specific development challenges and country circumstances*	82	17	7.20	1.94

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)	90	12	7.28	2.04
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)	88	13	7.80	1.48

**F. The Future Role of the World Bank Group in Timor-Leste**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=98)
Engage more effectively with private sector	25.5%
Collaborate more effectively with Government clients (e.g., national, state, local)	25.5%
Increase the level of capacity development in the country	23.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	19.4%
Offer more innovative financial products and services	17.3%
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	17.3%
Improve the quality of its experts as related to Timor-Leste's specific challenges	15.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	14.3%
Offer more innovative knowledge products and services	9.2%
Engage more directly with beneficiaries	8.2%
Reduce the complexity of obtaining World Bank Group financing	7.1%
Work faster	4.1%
Ensure greater selectivity in its work	2.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	2.0%
Other	2.0%

**F. The Future Role of the World Bank Group in Timor-Leste (continued)**

<b>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)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
Private sector	52.5%
Local government	40.6%
NGOs/Community Based Organizations	29.7%
Academia/think tanks/research institutes	18.8%
Donor community	12.9%
Youth/university groups	10.9%
Media	7.9%
Beneficiaries	6.9%
Parliament	5.9%
Don't know	5.0%
Other	3.0%
Foundations	0.0%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Timor-Leste?</b>	<b>Percentage of Respondents (N=99)</b>
Never	18.2%
Less than once a year	16.2%
Once a year to a few times a year	35.4%
Less than once a month	14.1%
At least once a month	13.1%
At least once a week	3.0%

<b>2. How do you get most of your information about economic and social development issues in Timor-Leste? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	53.5%
Internet	40.6%
Local television	37.6%
Local newspapers	24.8%
Local radio	7.9%
International newspapers	5.9%
Periodicals	5.0%
Other	5.0%
International television	4.0%
International radio	3.0%

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

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=100)</b>
World Bank Group's publications and other written materials	43.0%
World Bank Group's website	36.0%
World Bank Group's seminars/workshops/conferences	34.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	23.0%
e-Newsletters	19.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	16.0%
Interviews and press conferences for the Timor-Leste's media	7.0%
Webinars or online events hosted by the World Bank Group	6.0%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=100)</b>
High speed/WiFi	84.0%
Dial-up	16.0%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=100)</b>
Computer/laptop	56.0%
Phone	28.0%
I never visit the WBG websites	13.0%
Tablet	3.0%

<b>6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	97	7.2%	18.6%	38.1%	36.1%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	97	4.1%	19.6%	48.5%	27.8%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	96	5.2%	13.5%	33.3%	47.9%
Visited a WBG website (e.g., read a blog, used data)	98	5.1%	13.3%	56.1%	25.5%
Attended an event/conference hosted by the WBG	96	4.2%	6.3%	43.8%	45.8%
Watched a webinar or online event hosted by the WBG	94	1.1%	5.3%	18.1%	75.5%
Read some or all of a WBG research paper or publication	96	5.2%	11.5%	55.2%	28.1%
Met professionally with WBG staff	94	4.3%	10.6%	30.9%	54.3%
Read a WBG e-newsletter	94	4.3%	9.6%	31.9%	54.3%



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=105)
NGO/Community Based Organization	13.3%
Private Sector Organization	11.4%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	10.5%
Office of the President, Prime Minister	9.5%
Office of Minister	7.6%
Bilateral Agency (e.g., embassy, diplomatic, military)	7.6%
Multilateral Agency (UN, regional development bank)	7.6%
Employee of Ministry, Ministerial Department, Implementation Agency	6.7%
Academia/Research Institute/Think Tank	5.7%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	4.8%
Other	4.8%
Media (press, radio, TV, web, etc.)	3.8%
Local Government Office or Staff	1.9%
Youth Group	1.9%
Judicial System (e.g., courts)	1.0%
Financial Sector/Private Bank	1.0%
Faith-Based Group	1.0%
Office of Parliamentarian	0.0%
State-Owned Enterprise	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
Trade Union	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=105)</b>
Other	21.0%
Governance, anti-corruption	11.4%
Health, nutrition	11.4%
Agriculture, rural development	9.5%
Education	5.7%
Poverty	4.8%
Macroeconomics, fiscal management	4.8%
Water, sanitation	4.8%
Communications, public affairs	3.8%
Generalist (specialized in multiple sectors)	3.8%
Social protection	2.9%
Environment, natural resources	2.9%
Trade and competitiveness	2.9%
Finance and markets	2.9%
Urban development	1.9%
Transport	1.9%
Tourism	1.9%
Jobs	1.0%
Digital development and technology (ICT)	1.0%
Energy	0.0%
Climate change	0.0%
Gender	0.0%
Fragility, conflict, violence, refugees	0.0%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=105)</b>
Yes	41.9%
No	58.1%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Timor-Leste? (Select only ONE response)</b>	<b>Percentage of Respondents (N=43)</b>
The World Bank (IBRD/IDA)	72.1%
The International Finance Corporation (IFC)	25.6%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	2.3%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=67)</b>
Yes	43.3%
No	56.7%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Timor-Leste? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=104)</b>
Use World Bank Group reports/data	41.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	38.5%
Collaborate as part of my professional duties	33.7%
Use World Bank Group website for information, data, research, etc.	24.0%
Engage in World Bank Group related/sponsored events/activities	20.2%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=107)</b>
Female	31.8%
Male	68.2%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=107)</b>
25 and under	0.0%
26-35	15.0%
36-45	37.4%
46-55	29.0%
56 and above	18.7%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=106)</b>
Timor-Leste – Dili / Capital City	85.8%
Timor-Leste – Municipality / Non-Capital City	14.2%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>17</sup>

- Office of the President/Prime Minister/Minister N=18   ● Employee of a Ministry/PMU/Consultant on WBG Project N=18   ● Independent Government Institution N=8
- Bilateral/Multilateral Agency N=16   ● Private Sector/Financial Sector/Private Bank N=13   ● CSO N=17   ● Academia/Research Institute/Think Tank (Academia) N=6
- Media N=4   ● Other<sup>18</sup> N=8

### A. Overall Context

In general, would you say that Timor-Leste is headed in ... ?

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The right direction	61.1%	55.6%	40.0%	31.3%	30.8%	41.2%	50.0%	50.0%	37.5%
The wrong direction	11.1%	5.6%	0.0%	18.8%	30.8%	29.4%	33.3%	0.0%	25.0%
Not sure	27.8%	38.9%	60.0%	50.0%	38.5%	29.4%	16.7%	50.0%	37.5%

<sup>17</sup> Only 105 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>18</sup> Includes the following categories: Local government office or staff (N=2), Judicial system (N=1), and Other (N=5).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Water and sanitation	44.4%	27.8%	0.0%	31.3%	15.4%	29.4%	33.3%	0.0%	62.5%
Energy*	22.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Gender equity	11.1%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	6.3%	0.0%	5.9%	16.7%	0.0%	12.5%
Education	44.4%	61.1%	40.0%	62.5%	69.2%	64.7%	50.0%	100.0%	37.5%
Public sector governance/reform	22.2%	0.0%	40.0%	6.3%	15.4%	5.9%	16.7%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	5.6%	0.0%	12.5%	0.0%	17.6%	0.0%	25.0%	0.0%
Health	38.9%	50.0%	20.0%	25.0%	23.1%	41.2%	50.0%	25.0%	12.5%
Social protection	0.0%	0.0%	20.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	27.8%	38.9%	0.0%	25.0%	15.4%	35.3%	16.7%	25.0%	25.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Private sector development	5.6%	11.1%	0.0%	25.0%	23.1%	5.9%	16.7%	0.0%	37.5%
Information and communications technology	5.6%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Agriculture and rural development	22.2%	33.3%	40.0%	31.3%	15.4%	41.2%	33.3%	25.0%	25.0%
Anti-corruption*	0.0%	0.0%	20.0%	6.3%	30.8%	5.9%	16.7%	0.0%	0.0%
Crime and violence	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.6%	5.6%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	6.3%	0.0%	5.9%	16.7%	0.0%	0.0%
Poverty reduction	11.1%	11.1%	20.0%	6.3%	0.0%	0.0%	0.0%	25.0%	25.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	16.7%	0.0%	6.3%	0.0%	11.8%	0.0%	0.0%	12.5%
Global pandemics (e.g., COVID-19)	5.6%	5.6%	20.0%	12.5%	7.7%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	5.6%	5.6%	20.0%	0.0%	7.7%	11.8%	0.0%	25.0%	12.5%
Economic growth*	0.0%	0.0%	0.0%	6.3%	38.5%	11.8%	0.0%	0.0%	12.5%

\*Significantly different between stakeholder groups



## A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Inadequate level of government accountability	22.2%	5.9%	0.0%	6.7%	25.0%	35.3%	0.0%	50.0%	25.0%
Corruption	22.2%	47.1%	40.0%	13.3%	33.3%	11.8%	16.7%	25.0%	37.5%
Political pressures and obstacles	27.8%	47.1%	80.0%	60.0%	33.3%	23.5%	16.7%	50.0%	25.0%
Inadequate level of citizen/civil society participation	11.1%	5.9%	0.0%	0.0%	8.3%	5.9%	16.7%	0.0%	0.0%
Inadequate level of donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poor coordination within the government	27.8%	11.8%	0.0%	33.3%	8.3%	35.3%	33.3%	25.0%	12.5%
Private sector involvement and/or influence	5.6%	0.0%	20.0%	6.7%	8.3%	17.6%	0.0%	0.0%	25.0%
Inadequate level of capacity in the government	33.3%	52.9%	20.0%	46.7%	33.3%	35.3%	33.3%	25.0%	37.5%
Inadequate level of private sector participation	5.6%	17.6%	0.0%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges*	33.3%	5.9%	20.0%	26.7%	8.3%	11.8%	66.7%	0.0%	37.5%
Other	0.0%	5.9%	0.0%	0.0%	16.7%	0.0%	16.7%	25.0%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
To what extent do you trust the World Bank Group to do what is right?	14	6.43	17	7.06	5	5.80	14	7.79	11	7.55	16	7.00	3	5.33	3	7.00	7	6.57

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
How familiar are you with the work of the World Bank Group in Timor-Leste?	18	6.89	18	7.33	5	3.80	15	7.13	11	6.73	16	6.25	6	6.33	4	7.25	8	6.38

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	18	7.50	17	8.35	4	5.00	15	7.73	10	7.80	14	7.07	5	6.20	2	7.50	8	6.50
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	14	7.07	17	8.24	3	6.67	14	7.57	10	7.90	14	7.29	4	5.25	2	7.50	8	6.75

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.*	15	7.33	16	8.38	5	4.20	15	7.73	10	7.80	15	7.00	6	7.00	3	7.67	8	6.25

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

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	14	7.43	17	8.00	3	6.33	15	7.40	11	8.36	14	6.86	5	6.40	4	6.75	8	6.13

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
To what extent does the World Bank Group influence the development agenda in Timor-Leste?	13	7.31	17	7.71	3	5.00	14	7.36	10	7.80	14	6.57	6	7.00	4	8.50	8	6.13

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Social protection	16.7%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Education	55.6%	44.4%	40.0%	40.0%	27.3%	37.5%	16.7%	75.0%	25.0%
Water and sanitation*	38.9%	11.1%	0.0%	20.0%	9.1%	18.8%	50.0%	0.0%	62.5%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	33.3%	22.2%	20.0%	13.3%	9.1%	25.0%	33.3%	50.0%	0.0%
Financial markets	0.0%	5.6%	20.0%	6.7%	9.1%	0.0%	0.0%	25.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	12.5%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Private sector development	0.0%	22.2%	20.0%	33.3%	36.4%	18.8%	0.0%	0.0%	37.5%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Public sector governance/reform	22.2%	5.6%	0.0%	20.0%	27.3%	43.8%	16.7%	0.0%	0.0%
Global pandemics (e.g., COVID-19)	11.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Job creation/employment	16.7%	27.8%	20.0%	26.7%	0.0%	12.5%	16.7%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	12.5%
Urban development	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Climate change	11.1%	5.6%	0.0%	6.7%	0.0%	6.3%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	20.0%	13.3%	0.0%	6.3%	0.0%	0.0%	12.5%
Crime and violence	5.6%	5.6%	0.0%	6.7%	18.2%	0.0%	16.7%	0.0%	0.0%
Economic growth*	5.6%	11.1%	0.0%	46.7%	54.5%	25.0%	0.0%	0.0%	12.5%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.6%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Anti-corruption	11.1%	16.7%	20.0%	6.7%	0.0%	18.8%	16.7%	50.0%	25.0%
Agriculture and rural development	11.1%	27.8%	40.0%	26.7%	0.0%	25.0%	16.7%	0.0%	25.0%
Trade and exports	0.0%	5.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Judiciary reform	11.1%	11.1%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	5.6%	0.0%	20.0%	0.0%	9.1%	0.0%	16.7%	0.0%	0.0%
Equality of opportunity	5.6%	5.6%	20.0%	6.7%	9.1%	6.3%	16.7%	25.0%	0.0%
Poverty reduction	5.6%	33.3%	20.0%	6.7%	9.1%	18.8%	50.0%	0.0%	0.0%
Global/regional integration	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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 Timor-Leste, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
Responsiveness to needs	12	6.33	16	6.88	2	5.50	13	7.08	8	7.38	13	6.38	3	7.67	3	6.00	6	6.33
Flexibility (in terms of the institution's products and services)	12	5.67	15	6.27	2	8.00	13	7.00	5	6.00	13	6.23	3	7.00	3	6.33	7	5.71
Flexibility (in terms of changing country circumstances)	10	5.20	16	6.69	2	6.50	12	6.92	8	6.88	14	6.36	4	6.25	3	6.33	7	5.71
Being inclusive	11	5.27	15	7.07	2	6.00	11	7.09	9	7.44	14	6.21	4	6.00	3	6.33	5	6.20
Openness (sharing data and other information)	14	6.86	17	7.29	3	7.67	14	7.50	10	7.70	12	7.75	4	8.50	3	5.67	7	6.57
Collaboration with the Government	12	7.33	17	8.24	4	6.25	14	7.79	9	7.33	13	7.46	4	9.50	4	7.25	7	6.86
The speed in which it gets things accomplished on the ground	9	6.00	16	7.50	2	7.00	14	6.93	8	6.38	13	6.31	4	7.50	4	6.75	4	5.75
Helping to bring discipline/effective supervision to implementation of investment projects	13	7.23	17	7.53	3	8.33	14	7.21	9	7.67	13	6.77	4	7.50	3	7.67	7	6.29
Collaboration with civil society	11	6.91	16	7.44	3	7.67	14	7.21	9	6.44	13	6.00	5	7.00	4	6.75	7	5.57
Staff accessibility	9	6.56	14	7.29	2	7.00	13	7.08	8	7.13	13	5.38	4	8.00	3	7.33	5	6.20
Collaboration with other donors and development partners	13	7.00	16	7.94	2	8.50	14	7.79	10	7.10	15	6.07	3	9.00	4	8.25	6	6.50
Collaboration with the private sector	12	7.17	12	7.67	2	7.00	14	6.71	9	6.56	11	6.18	3	8.33	4	7.25	6	5.50
Straightforwardness and honesty	10	7.00	17	7.88	2	7.50	13	7.54	9	8.11	14	6.43	4	8.00	3	6.67	5	5.80
Treating clients and stakeholders in Timor-Leste with respect	12	7.17	17	8.12	3	8.00	14	7.43	8	8.13	13	7.77	4	8.00	4	7.25	5	6.20
Being a long-term partner	12	8.00	17	8.71	3	9.00	13	8.15	9	8.11	12	7.83	4	9.00	3	7.67	6	6.83

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements?** (1- Strongly disagree, 10- Strongly agree)

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
The World Bank Group takes decisions quickly in Timor-Leste	11	7.18	14	7.86	1	8.00	9	7.00	8	6.75	12	6.33	3	8.67	3	8.33	5	6.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	13	7.31	15	8.33	2	7.50	12	7.92	8	7.75	12	7.17	2	9.50	4	7.00	5	6.40

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
The World Bank Group's financial instruments meet the needs of Timor-Leste	15	7.27	15	7.73	3	6.33	13	6.77	9	6.89	12	6.50	5	6.80	4	7.25	6	6.33
The World Bank Group meets Timor-Leste's needs for knowledge services	16	8.00	16	7.94	4	8.25	14	8.14	9	7.89	14	7.21	6	7.83	4	8.00	7	6.71



## 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 the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Weekly	5.6%	17.6%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	22.2%	35.3%	0.0%	14.3%	20.0%	12.5%	16.7%	25.0%	0.0%
A few times a year	33.3%	29.4%	20.0%	78.6%	60.0%	43.8%	33.3%	0.0%	50.0%
Rarely	11.1%	11.8%	60.0%	0.0%	10.0%	31.3%	16.7%	75.0%	37.5%
Never	27.8%	5.9%	20.0%	0.0%	10.0%	12.5%	33.3%	0.0%	12.5%

\*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
are adaptable to Timor-Leste's specific development challenges and country circumstances	14	7.14	17	7.76	2	7.50	14	7.86	6	6.83	15	6.53	4	7.00	3	7.00	6	6.33

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

	Office of the President/Prime Minister/Minister		Employee of a Ministry/PMU/Consultant on WBG Project		Independent Government Institution		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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	13	7.92	17	8.06	5	5.20	14	7.86	9	7.89	14	6.21	5	7.20	4	7.50	8	5.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	14	8.00	17	8.00	4	7.00	14	8.36	9	8.33	14	7.14	5	8.00	3	7.00	7	7.00

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Engage more effectively with private sector	47.1%	12.5%	0.0%	15.4%	36.4%	18.8%	33.3%	50.0%	25.0%
Offer more innovative financial products and services	29.4%	12.5%	20.0%	0.0%	0.0%	25.0%	16.7%	25.0%	25.0%
Collaborate more effectively with Government clients	29.4%	43.8%	20.0%	23.1%	18.2%	18.8%	0.0%	25.0%	25.0%
Reduce the complexity of obtaining World Bank Group financing	5.9%	0.0%	0.0%	7.7%	9.1%	6.3%	16.7%	25.0%	12.5%
Work faster	0.0%	0.0%	0.0%	7.7%	18.2%	0.0%	0.0%	0.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	17.6%	18.8%	0.0%	38.5%	9.1%	12.5%	0.0%	0.0%	0.0%
Offer more innovative knowledge products and services	5.9%	12.5%	0.0%	7.7%	9.1%	6.3%	0.0%	25.0%	12.5%
Ensure greater selectivity in its work	0.0%	6.3%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	12.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	11.8%	0.0%	40.0%	23.1%	9.1%	43.8%	33.3%	0.0%	25.0%
Increase the level of capacity development in the country	17.6%	31.3%	40.0%	30.8%	9.1%	12.5%	33.3%	25.0%	37.5%
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy	23.5%	25.0%	20.0%	23.1%	27.3%	0.0%	0.0%	25.0%	12.5%
Improve the quality of its experts as related to Timor-Leste's specific challenges	0.0%	18.8%	40.0%	15.4%	18.2%	25.0%	33.3%	0.0%	0.0%
Engage more directly with beneficiaries	11.8%	12.5%	0.0%	0.0%	9.1%	12.5%	16.7%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	16.7%	0.0%	0.0%

**F. The Future Role of The World Bank Group in Timor-Leste (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 the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Media	11.1%	5.6%	20.0%	15.4%	9.1%	0.0%	0.0%	25.0%	0.0%
Private sector	50.0%	38.9%	40.0%	53.8%	54.5%	56.3%	33.3%	75.0%	87.5%
Beneficiaries	11.1%	11.1%	0.0%	7.7%	9.1%	0.0%	0.0%	0.0%	12.5%
Local government*	44.4%	72.2%	20.0%	30.8%	27.3%	18.8%	33.3%	75.0%	50.0%
Youth/university groups	16.7%	0.0%	20.0%	0.0%	18.2%	6.3%	33.3%	0.0%	12.5%
NGOs/Community Based Organizations*	22.2%	27.8%	20.0%	30.8%	9.1%	68.8%	33.3%	0.0%	25.0%
Donor community	11.1%	11.1%	20.0%	23.1%	18.2%	12.5%	0.0%	0.0%	12.5%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	11.1%	22.2%	40.0%	23.1%	9.1%	12.5%	66.7%	25.0%	0.0%
Parliament	11.1%	5.6%	0.0%	0.0%	0.0%	18.8%	0.0%	0.0%	0.0%
Other	0.0%	5.6%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	5.6%	0.0%	20.0%	0.0%	18.2%	0.0%	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 Timor-Leste?\*

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	27.8%	5.9%	60.0%	7.7%	0.0%	18.8%	33.3%	50.0%	0.0%
Less than once a year	11.1%	5.9%	20.0%	0.0%	9.1%	12.5%	33.3%	50.0%	71.4%
Once a year to a few times a year	44.4%	35.3%	20.0%	53.8%	36.4%	37.5%	0.0%	0.0%	28.6%
Less than once a month	11.1%	17.6%	0.0%	23.1%	9.1%	18.8%	33.3%	0.0%	0.0%
At least once a month	5.6%	23.5%	0.0%	15.4%	36.4%	12.5%	0.0%	0.0%	0.0%
At least once a week	0.0%	11.8%	0.0%	0.0%	9.1%	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 Timor-Leste? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio	22.2%	11.1%	0.0%	0.0%	0.0%	6.3%	16.7%	0.0%	0.0%
International radio	0.0%	5.6%	20.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	33.3%	61.1%	60.0%	61.5%	72.7%	56.3%	50.0%	50.0%	37.5%
International newspapers	16.7%	0.0%	0.0%	7.7%	0.0%	6.3%	0.0%	0.0%	12.5%
Local television	50.0%	50.0%	40.0%	30.8%	27.3%	12.5%	33.3%	75.0%	25.0%
Internet	44.4%	33.3%	0.0%	38.5%	54.5%	50.0%	16.7%	25.0%	62.5%
Periodicals	0.0%	11.1%	20.0%	0.0%	0.0%	6.3%	16.7%	0.0%	0.0%
International television	11.1%	0.0%	0.0%	7.7%	0.0%	0.0%	16.7%	0.0%	0.0%
Local newspapers	11.1%	22.2%	40.0%	23.1%	27.3%	31.3%	33.3%	50.0%	25.0%
Other	0.0%	0.0%	0.0%	7.7%	0.0%	12.5%	16.7%	0.0%	12.5%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	55.6%	33.3%	40.0%	30.8%	27.3%	53.3%	50.0%	75.0%	50.0%
e-Newsletters	16.7%	22.2%	20.0%	15.4%	27.3%	33.3%	0.0%	25.0%	0.0%
World Bank Group's seminars/workshops/confer ences	38.9%	33.3%	40.0%	53.8%	27.3%	26.7%	16.7%	0.0%	50.0%
World Bank Group's website	38.9%	44.4%	20.0%	30.8%	27.3%	33.3%	33.3%	25.0%	37.5%
Direct contact with World Bank Group*	11.1%	0.0%	40.0%	38.5%	9.1%	6.7%	33.3%	50.0%	12.5%
Social media	22.2%	44.4%	20.0%	15.4%	18.2%	20.0%	0.0%	25.0%	12.5%
Webinars or online events hosted by the World Bank Group	0.0%	5.6%	0.0%	7.7%	9.1%	13.3%	16.7%	0.0%	0.0%
Interviews and press conferences for the Timor- Leste's media	5.6%	11.1%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	25.0%

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Yes	50.0%	55.6%	40.0%	56.3%	30.8%	23.5%	25.0%	25.0%	37.5%
No	50.0%	44.4%	60.0%	43.8%	69.2%	76.5%	75.0%	75.0%	62.5%

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

Percentage of Respondents	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
The World Bank (IBRD/IDA)	77.8%	77.8%	50.0%	66.7%	25.0%	100.0%	100.0%	100.0%	66.7%
The International Finance Corporation (IFC)	11.1%	22.2%	50.0%	33.3%	75.0%	0.0%	0.0%	0.0%	33.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant on WBG Project	Independent Government Institution	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Observer*	47.1%	22.2%	20.0%	18.8%	75.0%	31.3%	66.7%	25.0%	37.5%
Use World Bank Group reports/data	29.4%	44.4%	60.0%	62.5%	33.3%	31.3%	50.0%	0.0%	62.5%
Engage in World Bank Group related/sponsored events/activities	11.8%	16.7%	20.0%	37.5%	16.7%	37.5%	0.0%	25.0%	0.0%
Collaborate as part of my professional duties	41.2%	44.4%	20.0%	56.3%	16.7%	31.3%	16.7%	25.0%	12.5%
Use World Bank Group website for information, data, research, etc.*	41.2%	16.7%	0.0%	0.0%	8.3%	25.0%	33.3%	75.0%	37.5%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>19</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY20 Timor-Leste COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

● Collaborating with the WBG N=44

● Not collaborating with the WBG N=61

### 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
The national/federal government	37	5.84	1.77	43	5.37	2.08
Bilateral organizations (e.g., DFAT, JICA, GIZ, USAID)	40	7.23	1.95	49	7.33	1.90
The World Bank Group	40	7.23	1.98	51	6.76	2.02
The International Monetary Fund	33	7.12	1.83	43	6.42	1.94
The United Nations (UN)	38	7.45	1.83	50	6.92	1.99
Regional development banks	35	6.83	2.06	41	6.88	1.66
Timor-Leste's Central Bank*	38	7.47	1.74	47	6.68	1.72
International private sector	32	6.19	1.96	48	6.29	1.82
Domestic private sector	36	6.08	2.14	49	6.29	1.68
International civil society (e.g., NGOs, CBOs)	34	7.12	1.53	49	7.27	1.67
Domestic civil society (e.g., NGOs, CBOs)	36	6.89	1.77	47	6.74	1.76
Faith-based institutions	39	7.15	2.36	56	7.82	2.02
Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	38	6.66	2.11	47	6.30	1.84
International media and their web presence	35	7.03	1.99	45	6.62	1.87
Web based media (i.e., blogs, social media, other web-based news and information sources)	37	6.78	1.93	47	6.49	2.18

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?*	43	7.60	1.90	59	6.00	2.39

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

\*Significantly different between collaborators and non-collaborators

<sup>19</sup> Only 105 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 Timor-Leste?***(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 Timor-Leste	40	7.70	2.04	53	7.23	2.28
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	35	7.77	1.61	52	7.08	2.24

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	42	7.71	2.14	50	7.00	2.18

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?*	40	7.80	1.52	52	6.98	2.16

*(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 Timor-Leste?	39	7.56	1.89	49	6.88	2.13

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Timor-Leste?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	28.6%	15.3%
To a somewhat sufficient degree	45.2%	42.4%
To a somewhat insufficient degree	19.0%	23.7%
To a very insufficient degree	2.4%	5.1%
Don't know	4.8%	13.6%

**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 Timor-Leste?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country	18.6%	20.7%
Arrogant in its approach	4.7%	0.0%
Staff too inaccessible	2.3%	3.4%
Not collaborating enough with private sector	4.7%	12.1%
Not aligned with country priorities	0.0%	6.9%
World Bank Group's processes too slow and complex	9.3%	12.1%
Too influenced by developed countries	11.6%	13.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.0%	5.2%
Inadequate World Bank Group's staffing in Timor-Leste	7.0%	3.4%
Not sufficiently focused on sustainable results	7.0%	15.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	14.0%	20.7%
Not enough public disclosure of its work	14.0%	12.1%
Not adequately flexible	11.6%	12.1%
Not adequately sensitive to political/social realities in Timor-Leste*	18.6%	3.4%
Other	7.0%	3.4%
Don't know	18.6%	22.4%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection (e.g., pensions, targeted social assistance)	7.0%	5.2%
Education	39.5%	41.4%
Water and sanitation	30.2%	19.0%
Pollution	0.0%	0.0%
Health	20.9%	22.4%
Financial markets	4.7%	5.2%
National debt	0.0%	3.4%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%	0.0%
Private sector development	18.6%	24.1%
Energy	0.0%	0.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.0%	20.7%
Global pandemics (e.g., COVID-19)*	0.0%	8.6%
Job creation/employment	16.3%	15.5%
Food security	4.7%	3.4%
Urban development	0.0%	3.4%
Climate change (e.g., mitigation, adaptation)	7.0%	3.4%
Transport (e.g., roads, bridges, transportation)	2.3%	6.9%
Crime and violence	9.3%	1.7%
Economic growth	14.0%	25.9%
Disaster risk management	0.0%	0.0%
Disease	0.0%	1.7%
Information and communications technology	2.3%	3.4%
Anti-corruption	18.6%	12.1%
Agriculture and rural development	23.3%	17.2%
Trade and exports	2.3%	1.7%
Judiciary reform	9.3%	1.7%
Natural resource management	7.0%	1.7%
Equality of opportunity (i.e., social inclusion)	11.6%	5.2%
Poverty reduction	18.6%	13.8%
Global/regional integration	0.0%	0.0%

\*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 Timor-Leste solve its most complicated development challenges?	37	6.92	1.69	46	6.78	2.14

(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 Timor-Leste, 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	37	6.95	1.72	44	6.57	1.81
Flexibility (in terms of the institution's products and services)	37	6.43	1.74	41	6.22	1.81
Flexibility (in terms of changing country circumstances)	35	6.46	1.77	41	6.22	1.93
Being inclusive	32	6.63	1.86	42	6.40	1.80
Openness (sharing data and other information)	40	7.35	1.46	44	7.23	2.10
Collaboration with the Government	38	7.66	1.76	46	7.48	1.99
The speed in which it gets things accomplished on the ground	33	7.00	1.66	41	6.46	1.89
Helping to bring discipline/effective supervision to implementation of investment projects	39	7.36	1.87	43	7.09	1.73
Collaboration with civil society	35	7.03	2.13	46	6.50	2.17
Staff accessibility	31	6.94	1.67	40	6.55	1.81
Collaboration with other donors and development partners	35	7.51	1.69	48	7.04	2.28
Collaboration with the private sector	32	7.03	2.06	41	6.66	1.92
Straightforwardness and honesty	36	7.22	1.68	41	7.29	2.06
Treating clients and stakeholders in Timor-Leste with respect	38	7.63	1.84	42	7.57	1.96
Being a long-term partner	38	8.26	1.46	41	7.98	1.80

**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	27	7.48	2.12	32	6.56	1.98
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	36	8.03	1.59	43	7.09	2.06
The World Bank Group's approvals and reviews are done in a timely fashion	31	7.74	1.61	36	6.89	2.04
The World Bank Group's Environmental and Social Framework requirements are reasonable	30	7.67	1.86	38	7.45	1.75
The World Bank Group's conditions on its lending are reasonable	33	7.12	2.38	32	6.56	2.21
The World Bank Group takes decisions quickly in Timor-Leste	29	7.34	1.90	37	6.92	2.06
Working with the World Bank Group increases Timor-Leste's institutional capacity	40	7.53	1.92	39	7.54	2.06
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	31	7.74	1.73	42	7.48	2.02

\*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 Timor-Leste?***(1- Strongly disagree, 10- Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Timor-Leste	34	7.47	1.91	48	6.63	2.29
The World Bank Group meets Timor-Leste's needs for knowledge services*	39	8.21	1.52	51	7.33	1.84

*\*Significantly different between collaborators and non-collaborators***How effectively does the World Bank Group support Timor-Leste's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	29	6.59	2.73	41	6.44	1.86
To develop better and stronger data collection/analytics systems within the Government	33	7.48	1.86	44	7.23	1.95
To strengthen the country's crisis preparedness	27	7.63	1.64	41	6.76	2.08
To identify and monitor risks	29	7.72	2.00	42	6.95	2.08

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF) activities support Timor-Leste's efforts to manage crisis related risks?	24	8.08	1.79	28	7.57	1.97

*(1-Not effectively at all, 10-Very effectively)*

**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 Timor-Leste?** (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	19	6.89	2.05	23	6.65	1.82
Gender equity	21	8.10	1.76	33	7.06	2.15
Private sector development	29	7.38	1.74	32	6.47	1.98
Education	30	7.67	1.88	35	6.94	1.70
Public sector governance/reform*	27	7.93	1.52	34	6.97	1.98
Global/regional integration	22	7.68	1.36	21	7.14	1.35
Energy	21	7.19	1.83	19	6.16	2.12
Water and sanitation	28	7.64	1.64	31	6.84	2.00
Health	22	7.82	2.08	32	6.75	2.24
Financial markets	21	7.76	1.92	21	7.05	1.91
Transport	32	7.91	1.20	33	7.88	1.52
Agriculture and rural development	27	7.78	1.78	32	7.25	1.78
Trade and exports	19	6.95	2.37	24	6.54	2.36
Natural resource management	21	6.90	2.23	25	7.08	2.10
Climate change	20	7.25	1.62	22	7.23	1.90
Poverty reduction	26	7.42	1.81	27	6.78	1.97
Economic growth	27	7.56	1.85	30	6.90	2.06
Disaster risk management	20	7.25	2.00	22	6.82	2.06
Equality of opportunity	20	7.50	1.73	25	6.88	1.69
Information and communications technology	20	7.45	1.93	25	7.12	1.69

\*Significantly different between collaborators and non-collaborators

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

**In Timor-Leste, 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	39	7.36	2.27	40	7.28	1.77
Include appropriate level of stakeholder involvement during preparation	35	7.29	1.74	38	7.32	1.68
Lead to practical solutions	37	7.19	1.79	40	7.13	2.04
Are source of relevant information on global good practices	38	7.68	1.74	47	7.55	1.78
Are adequately disseminated	33	7.64	1.48	39	7.18	2.06
Are translated enough into local language	29	7.62	1.74	38	7.00	1.80
Are adaptable to Timor-Leste's specific development challenges and country circumstances	37	7.24	1.88	44	7.11	2.01

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

	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?*	42	7.74	1.91	46	6.85	2.12

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

	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?*	40	8.10	1.37	46	7.46	1.50

(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators

**F. The Future Role of the World Bank Group in Timor-Leste**

Which of the following SHOULD the World Bank Group do to make itself of greater value in Timor-Leste?

(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	22.5%	26.8%
Offer more innovative financial products and services	20.0%	14.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.5%	28.6%
Reduce the complexity of obtaining World Bank Group financing*	0.0%	12.5%
Work faster	5.0%	3.6%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	17.5%	12.5%
Offer more innovative knowledge products and services	12.5%	7.1%
Ensure greater selectivity in its work	0.0%	3.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	2.5%	1.8%
Engage more effectively with civil society (e.g., NGOs, CBOs)	12.5%	23.2%
Increase the level of capacity development in the country	22.5%	25.0%
Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy*	30.0%	8.9%
Improve the quality of its experts as related to Timor-Leste's specific challenges	10.0%	17.9%
Engage more directly with beneficiaries	7.5%	8.9%
Other	5.0%	0.0%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>20</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.*

- FY 2017 Number of comparable respondents = 98
- FY 2020 Number of comparable respondents = 100

*By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:*

Percentage of Respondents	FY 2017	FY 2020
Office of the President/Prime Minister/Minister	16.0%	16.0%
Government Institutions	28.5%	28.5%
Local Government	4.0%	4.0%
Bilateral/Multilateral Agency	13.5%	13.5%
Civil Society	15.5%	15.5%
Private Sector	12.5%	12.5%
Academia/Research Institute/Think Tank	5.0%	5.0%
Media	5.0%	5.0%

### A. Overall Context

**In general, would you say that Timor-Leste is headed in ... ?\***

Percentage of Respondents	FY 2017	FY 2020
The right direction	70.3%	46.5%
The wrong direction	3.3%	15.8%
Not sure	26.4%	37.6%

*\*Significantly different between FY2017 and FY2020*

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Timor-Leste?	93	5.96	2.66	97	6.55	2.37

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

**To what extent do you agree/disagree with the following statements about the World Bank Group's work in Timor-Leste?**

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	88	7.14	1.68	88	7.36	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	84	7.07	1.81	81	7.36	2.02

<sup>20</sup> Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	83	6.74	1.77	88	7.27	2.23

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	74	6.85	1.74	87	7.31	1.96

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

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

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	19.6%	25.0%
To a somewhat sufficient degree	53.6%	41.7%
To a somewhat insufficient degree	14.4%	20.8%
To a very insufficient degree	3.1%	3.1%
Don't know	9.3%	9.4%

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Timor-Leste solve its most complicated development challenges?	75	6.94	1.76	81	6.85	2.01

(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 Timor-Leste, in terms of each of the following?**  
(1-To no degree at all, 10-To a very significant degree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	72	6.75	1.76	77	6.65	1.80
Flexibility (in terms of the institution's products and services)	70	6.27	1.90	74	6.29	1.82
Flexibility (in terms of changing country circumstances)	69	6.26	1.70	73	6.33	1.88
Being inclusive	68	6.32	1.97	72	6.48	1.84
Openness (sharing data and other information)	80	6.85	1.87	81	7.24	1.99
Collaboration with the Government	79	7.70	1.53	81	7.59	1.94
The speed in which it gets things accomplished on the ground	69	6.49	1.75	72	6.67	1.89
Helping to bring discipline/effective supervision to implementation of investment projects	73	7.22	1.69	80	7.22	1.80
Collaboration with civil society	77	6.74	1.82	79	6.75	2.22
Staff accessibility	72	6.81	1.71	67	6.77	1.74
Collaboration with other donors and development partners	76	7.33	1.64	80	7.30	2.03
Collaboration with the private sector	69	6.86	1.70	69	6.83	2.07
Straightforwardness and honesty	69	6.92	1.68	73	7.29	1.90
Treating clients and stakeholders in Timor-Leste with respect*	76	7.41	1.65	76	7.62	1.89
Being a long-term partner	78	7.80	1.64	75	8.20	1.60

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	56	6.37	1.97	55	6.94	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports	75	7.27	1.86	77	7.55	1.94
The World Bank Group's approvals and reviews are done in a timely fashion	68	7.04	1.90	65	7.35	1.89
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	63	7.24	1.62	65	7.60	1.77
The World Bank Group's conditions on its lending are reasonable	59	6.89	2.08	62	6.81	2.43
The World Bank Group takes decisions quickly in Timor-Leste*	65	6.46	1.82	63	7.14	2.04
Working with the World Bank Group increases Timor-Leste's institutional capacity	75	7.26	1.70	75	7.53	2.04
Where country systems are adequate, the World Bank Group makes appropriate use of them	70	7.01	2.00	70	7.62	1.88

<sup>i</sup> In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

\*Significantly different between FY2017 and FY2020

**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 Timor-Leste?

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Timor-Leste	78	6.76	2.21	78	6.95	2.19
The World Bank Group meets Timor-Leste's needs for knowledge services*	75	6.87	2.07	86	7.74	1.79

\*Significantly different between FY2017 and FY2020

**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 Timor-Leste? (1-Not effective at all, 10-Very effective)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection (e.g., pensions, targeted social assistance)	45	6.21	2.118	39	6.73	1.992
Gender equity	53	6.95	2.07	55	7.45	2.08
Private sector development	57	6.97	1.79	60	6.83	2.05
Education	64	7.34	2.02	63	7.18	1.89
Public sector governance/reform	61	7.21	1.81	60	7.37	1.85
Global/regional integration	46	7.18	1.78	41	7.52	1.37
Energy	51	6.73	1.99	38	6.60	2.13
Water and sanitation	60	7.24	2.04	57	7.20	1.95
Health	63	7.43	1.95	54	7.21	2.22
Financial markets*	55	6.71	1.83	40	7.57	1.74
Transport (e.g., roads, bridges, transportation)	58	7.32	1.79	63	7.78	1.47
Agriculture and rural development	63	7.18	1.99	59	7.43	1.87
Trade and exports	49	6.58	1.95	41	6.77	2.34
Natural resource management	51	6.55	2.07	44	7.04	2.17
Climate change (e.g., mitigation, adaptation)	52	6.90	2.00	41	7.21	1.85
Poverty reduction	56	7.14	1.88	53	7.02	1.93
Economic growth	54	7.08	1.97	56	7.19	1.92
Disaster risk management	48	6.70	2.01	39	7.03	2.06
Equality of opportunity (i.e., social inclusion)	46	6.90	1.95	44	7.17	1.71
Information and communications technology	51	7.01	1.77	44	7.31	1.74

\*Significantly different between FY2017 and FY2020

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

Percentage of Respondents	FY 2017	FY 2020
Weekly	6.8%	5.4%
Monthly	10.2%	19.4%
A few times a year	44.3%	38.7%
Rarely	25.0%	22.6%
Never	13.6%	14.0%

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely	70	6.56	1.95	75	7.44	1.99
Include appropriate level of stakeholder involvement during preparation*	69	6.70	1.68	68	7.41	1.65
Lead to practical solutions	71	6.70	1.64	70	7.27	1.79
Are source of relevant information on global good practices	76	7.33	1.52	80	7.73	1.69
Are adequately disseminated*	70	6.49	1.74	66	7.49	1.68
Are translated enough into local language*	73	6.60	2.02	65	7.30	1.76
Are adaptable to Timor-Leste's specific development challenges and country circumstances	76	6.73	2.01	77	7.28	1.87

*\*Significantly different between FY2017 and FY2020*

	FY 2017			FY 2020		
	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?	83	7.20	1.85	85	7.26	2.01
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	81	7.39	1.62	83	7.75	1.51

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



## Appendix E: 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?	6.76	7.23
Overall the World Bank Group currently plays a relevant role in development in Timor-Leste	7.23	7.70
The World Bank Group's work is aligned with what I consider the development priorities for Timor-Leste	7.08	7.77
Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.	7.00	7.71
To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?	6.98	7.80
To what extent does the World Bank Group influence the development agenda in Timor-Leste?	6.88	7.56
Responsiveness to needs	6.57	6.95
Flexibility (in terms of the institution's products and services)	6.22	6.43
Flexibility (in terms of changing country circumstances)	6.22	6.46
Being inclusive	6.40	6.62
Openness (sharing data and other information)	7.23	7.35
Collaboration with the Government	7.48	7.66
The speed in which it gets things accomplished on the ground	6.46	7.00
Helping to bring discipline/effective supervision to implementation of investment projects	7.09	7.36
Collaboration with civil society	6.50	7.03
Staff accessibility	6.55	6.94
Collaboration with other donors and development partners	7.04	7.51
Collaboration with the private sector	6.66	7.03
Straightforwardness and honesty	7.29	7.22
Treating clients and stakeholders in Timor-Leste with respect	7.57	7.63
Being a long-term partner	7.98	8.26
The World Bank Group takes decisions quickly in Timor-Leste	6.92	7.34
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.48	7.74
The World Bank Group's financial instruments meet the needs of Timor-Leste	6.63	7.47
The World Bank Group meets Timor-Leste's needs for knowledge services	7.33	8.21
In Timor-Leste, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Timor-Leste's specific development challenges and country circumstances	7.11	7.24
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.85	7.74
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.46	8.10

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Timor-Leste FY20 COS Questionnaire



### **World Bank Group Country Survey FY 2020 – Timor-Leste**

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

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

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

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

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

## SECTION A: OVERALL CONTEXT

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

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

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

**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 Timor-Leste? (Choose no more than THREE)**

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

**A5. Please describe the direction Timor-Leste is moving in, when considering ... ?**

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

**A6. Listed below are global challenges. Which do you think have the most serious impact on Timor-Leste? (Choose no more than TWO)**

1	Geo political uncertainty	7	Migrants and refugees
2	Jobs/employment	8	Technology based disruption
3	Terrorism	9	Environmental degradation
4	Climate change	10	The gap between the rich and the poor
5	National debt	11	Fragility in Timor-Leste or neighboring countries
6	Trade constraints		

## SECTION A: OVERALL CONTEXT

**A7. When economic and/or social reform efforts fail or are slow to take place in Timor-Leste, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate level of government accountability
2	Corruption
3	Political pressures and obstacles
4	Inadequate level of citizen/civil society participation
5	Inadequate level of donor coordination
6	Poor coordination within the government
7	Private sector involvement and/or influence
8	Inadequate level of capacity in the government
9	Inadequate level of private sector participation
10	Reforms are not well thought out in light of country challenges
11	Other (please specify): _____

**A8. To what extent do you trust each of the following groups to do what is right?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFAT, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Timor-Leste's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**A9. To what extent do you trust private sector to engage in public service delivery in Timor-Leste?**

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

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

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

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

<b>B4. Overall, please rate your impression of the World Bank Group's effectiveness in Timor-Leste.</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not effective at all									Very effective		Don't know

<b>B5. To what extent does the World Bank Group's work help to achieve development results in Timor-Leste?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

<b>B6. To what extent does the World Bank Group influence the development agenda in Timor-Leste?</b>											
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know

<b>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Timor-Leste? (Select only ONE response)</b>	
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 Timor-Leste, which activity do you VALUE the most? (Choose no more than TWO)**

1	Financial resources
2	Technical assistance
3	Capacity development related to World Bank Group supported projects
4	Bringing together different groups of stakeholders
5	Policy advice, studies, analyses
6	Mobilizing third party financial resources
7	Data and statistics
8	Implementation support
9	Promoting knowledge sharing
10	Donor coordination
11	Other (please specify): _____

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

1	Not willing to honestly criticize policies and reform efforts in the country
2	Arrogant in its approach
3	Staff too inaccessible
4	Not collaborating enough with private sector
5	Not aligned with country priorities
6	World Bank Group's processes too slow and complex
7	Too influenced by developed countries
8	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
9	Inadequate World Bank Group's staffing in Timor-Leste
10	Not sufficiently focused on sustainable results
11	Not collaborating enough with civil society (e.g., NGOs, CBOs)
12	Not enough public disclosure of its work
13	Not adequately flexible
14	Not adequately sensitive to political/social realities in Timor-Leste
15	Other (please specify): _____
16	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 Timor-Leste, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Timor-Leste? (Choose no more than THREE)**

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

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

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

<b>To what extent is the World Bank Group an effective development partner in Timor-Leste, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C2</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in Timor-Leste with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Being a long-term partner	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
		1	2	3	4	5	6	7	8	9	10	
<b>C17</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>
<b>C18</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>C19</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
<b>C20</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>
<b>C21</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
<b>C22</b>	The World Bank Group takes decisions quickly in Timor-Leste											<input type="checkbox"/>
<b>C23</b>	Working with the World Bank Group increases Timor-Leste's institutional capacity											<input type="checkbox"/>
<b>C24</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Timor-Leste?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C25</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Timor-Leste											<input type="checkbox"/>
<b>C26</b>	The World Bank Group meets Timor-Leste's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

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

**C27. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Timor-Leste? (Select only ONE response)**

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

**How effectively does the World Bank Group support Timor-Leste's efforts ... ?**

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>C28</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C29</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C30</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C31</b>	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C32. How effectively does the World Bank Group's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF) activities support Timor-Leste's efforts to manage crisis related risks?**  
*[Please only respond if you are familiar with the WBG's SCD and CPF]*

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effectively at all									Very effectively	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 Timor-Leste?** (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

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

**D2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?**

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

## 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 Timor-Leste, 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 Timor-Leste'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 TIMOR-LESTE

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

1	Engage more effectively with private sector
2	Offer more innovative financial products and services
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Reduce the complexity of obtaining World Bank Group financing
5	Work faster
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Offer more innovative knowledge products and services
8	Ensure greater selectivity in its work
9	Help to bring discipline/effective supervision to implementation of World Bank Group projects
10	Engage more effectively with civil society (e.g., NGOs, CBOs)
11	Increase the level of capacity development in the country
12	Provide more adequate data/knowledge/statistics/figures on Timor-Leste's economy
13	Improve the quality of its experts as related to Timor-Leste's specific challenges
14	Engage more directly with beneficiaries
15	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	Media	7	Donor community
2	Private sector	8	Foundations
3	Beneficiaries	9	Academia/think tanks/research institutes
4	Local government	10	Parliament
5	Youth/university groups	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Timor-Leste?	
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 Timor-Leste? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website	8	Interviews and press conferences for the Timor-Leste'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

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
1	Office of the President, Prime Minister	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)		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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): _____

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

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

**SECTION H: BACKGROUND INFORMATION**

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

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

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	Timor-Leste – Dili / Capital City
2	Timor-Leste – Municipality / Non-Capital City

**Thank you for completing the survey!**