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# I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Mongolia perceive the Bank;

- Obtain systematic feedback from stakeholders in Mongolia regarding:
  - Their views regarding the general environment in Mongolia;
  - Their perceived overall value of the World Bank in Mongolia;
  - Overall impressions of the World Bank as related to programs, poverty reduction, personal relationships, effectiveness, knowledge base, collaboration, and its day-to-day operation; and
  - Perceptions of the World Bank's communication and outreach in Mongolia.

- Use data to help inform the Mongolia country team's strategy.

# II. Methodology

In June and July, 2011, 538 stakeholders of the World Bank in Mongolia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President, Prime Minister, Minister, or Parliamentarian; employees of a ministry, ministerial department, or implementation agency; local government officials or staff; bilateral or multilateral agencies; private sector organizations; NGOs (including CBOs); the media; independent government institutions; trade unions; faith-based groups; academia or research institutes; and the judiciary. A total of 312 stakeholders participated in the country survey (58%).

Respondents received the questionnaire in the mail and mailed back the completed questionnaire. Respondents were asked to indicate: their overall attitudes toward the Bank; the importance of specific areas of the Bank's work and the Bank's effectiveness in those areas; and their level of agreement with a series of statements about the way the World Bank does business. Respondents were also asked about general issues facing Mongolia, the Bank's future role in Mongolia, and the Bank's communication and outreach efforts in Mongolia.

# II. Methodology (continued)

The questionnaire was broken into eight sections:

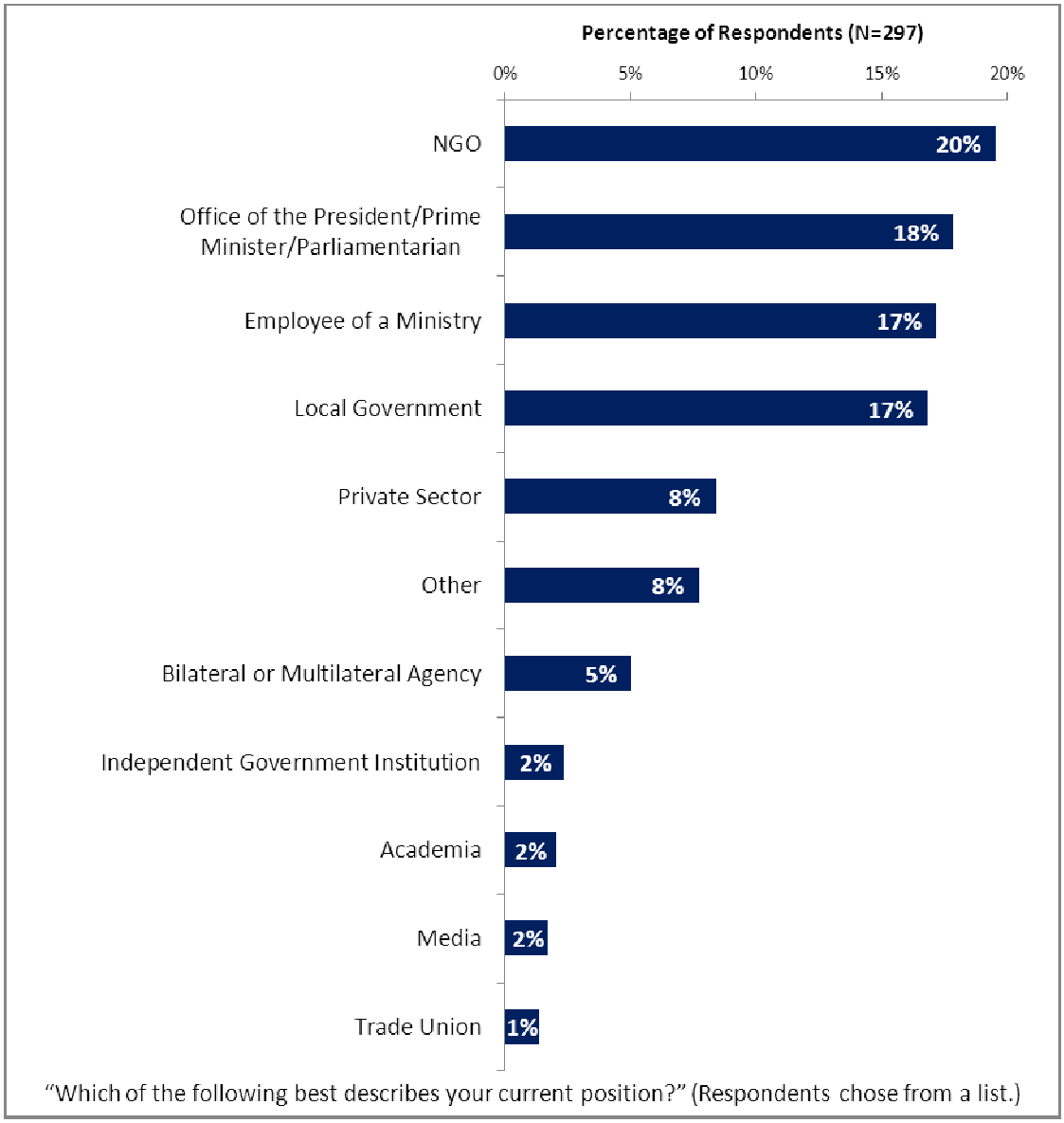
1. Background Information: The first section asked respondents for their current position, specialization, familiarity and involvement with the Bank, and geographic location.
2. General Issues facing Mongolia: Respondents were asked to indicate what they thought were the most important development priorities and which areas would contribute most to poverty reduction and economic growth in Mongolia, as well as rating their optimism for the next generation in Mongolia and their priority rating for a variety of development challenges facing Mongolia.
3. Overall Attitudes toward the World Bank: Respondents were asked to rate the Bank's overall effectiveness and their agreement with various statements regarding the Bank's programs, poverty mission, relationships, and collaborations in Mongolia. Respondents were also asked to indicate the areas they perceive as the Bank's priorities, the areas on which it would be most productive for the Bank to focus its resources and research, what the Bank's level of involvement should be, what they felt were the Bank's greatest values and greatest weaknesses in its work, and with which groups the Bank should work more.
4. The Work of the World Bank: Respondents were asked to rate their level of importance and the Bank's level of effectiveness across twenty-one areas in which the Bank was involved, such as helping to reduce poverty and encouraging greater transparency in governance.
5. The Way the World Bank does Business: Respondents were asked to rate the Bank's level of effectiveness in the way it does business, including the Bank's knowledge, personal relationships, collaborations, and poverty mission.
6. Project/Program Related Issues: Respondents were asked to rate their level of agreement with a series of statements regarding the Bank's programs, day-to-day operations, and collaborations in Mongolia.
7. The Future of the World Bank in Mongolia: Respondents were asked to indicate what actions would most improve Bank-supported programs.
8. Communication and Outreach: Respondents were asked to indicate where they get information about development issues and the Bank's development activities in Mongolia. Respondents were asked their awareness of the Bank's new Access to Information Policy and about their past information requests. Respondents were also asked to indicate their usage of the Bank's website and PICs and to evaluate the Bank's websites, PICs, and communication and outreach efforts.

In addition, where possible, responses from respondents completing this year's country survey were compared to responses from the 306 respondents (60% response rate) who completed the country survey in FY 2007 and the 282 respondents (58% response rate) who completed the country survey in FY 2003. Notations and/or charts are included when these comparisons were possible.

# III. Demographics of the Sample

## Current Position

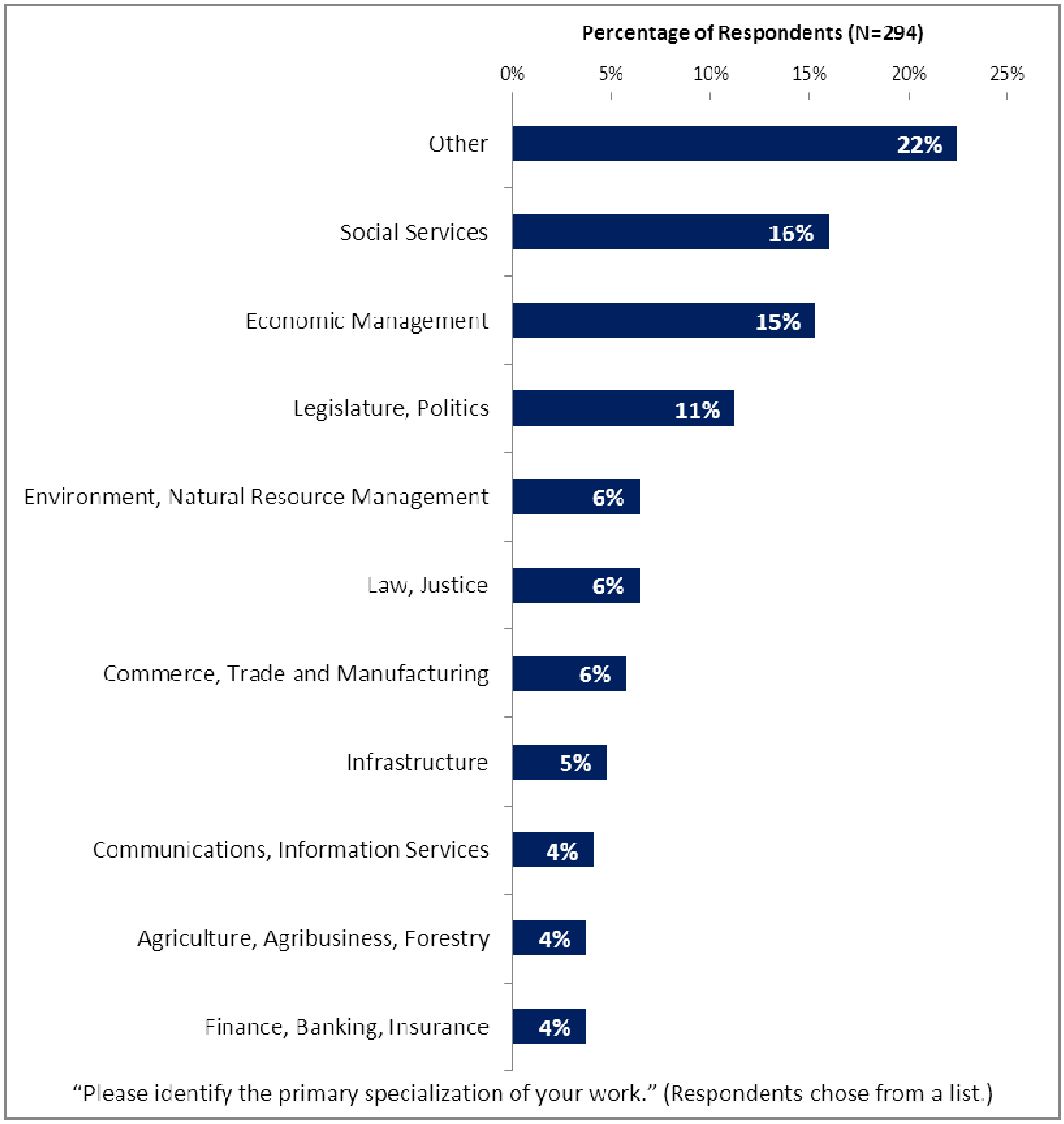
- The majority of respondents were from NGOs, the office of the President/Prime Minister/ Parliamentarian[1], ministries, and local government. Because of the small number of respondents from independent government institutions, academia, media, and trade unions, responses from these stakeholder groups are presented only in the Appendix[2]. Note there were no respondents from faith-based groups or the judiciary.




[1] Note throughout the remainder of this report and the Appendix this stakeholder group will be referred to as "Office of the President/Prime Minister" even though respondents from offices of Parliamentarians are also included.
[2] Whenever a stakeholder group has fewer than ten respondents, their responses are not included in the full report, but are presented in the Appendix.

# III. Demographics of the Sample (continued)

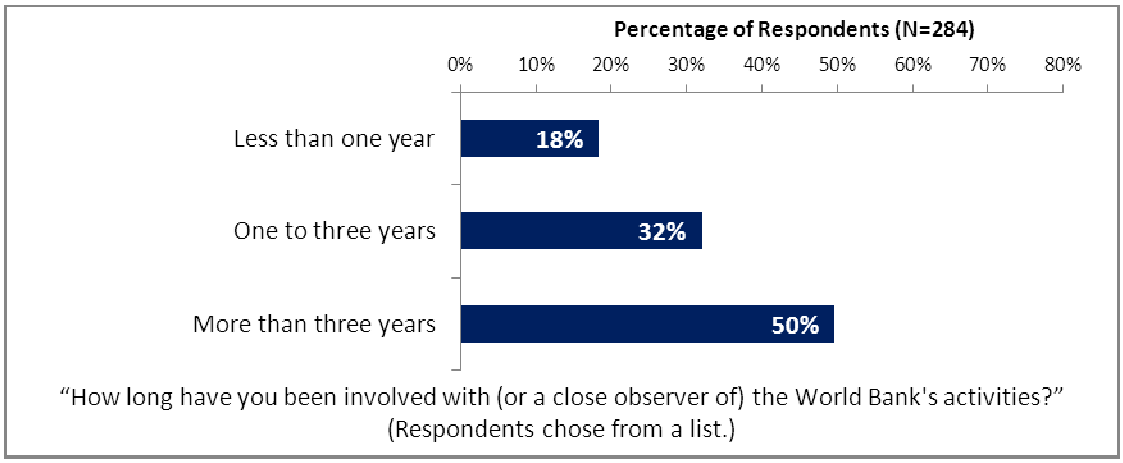
## Area of Primary Specialization



# III. Demographics of the Sample (continued)

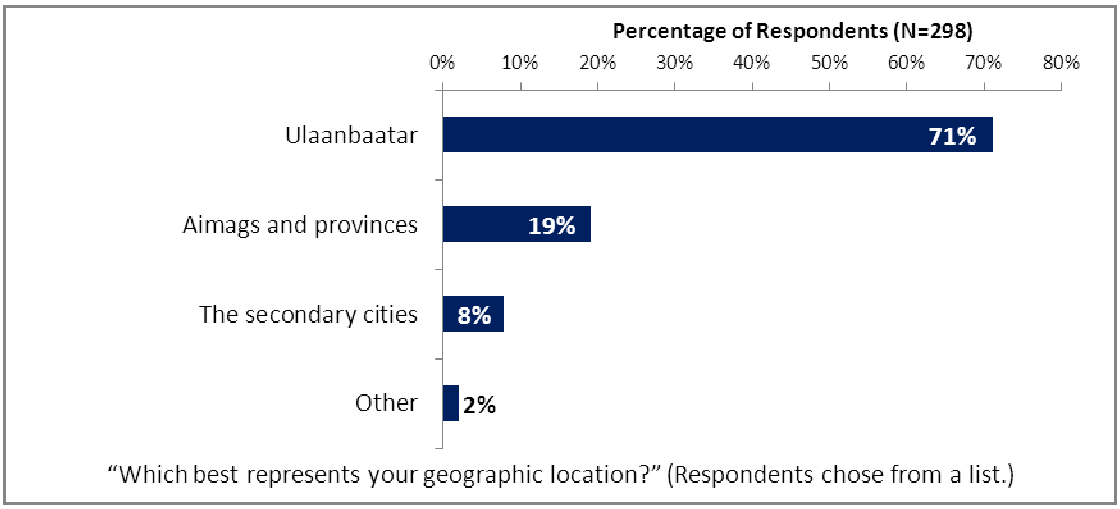
## Involvement with the World Bank

- Half of all respondents indicated that they have been involved with or a close observer of World Bank activities for more than three years.




## Geographic Location

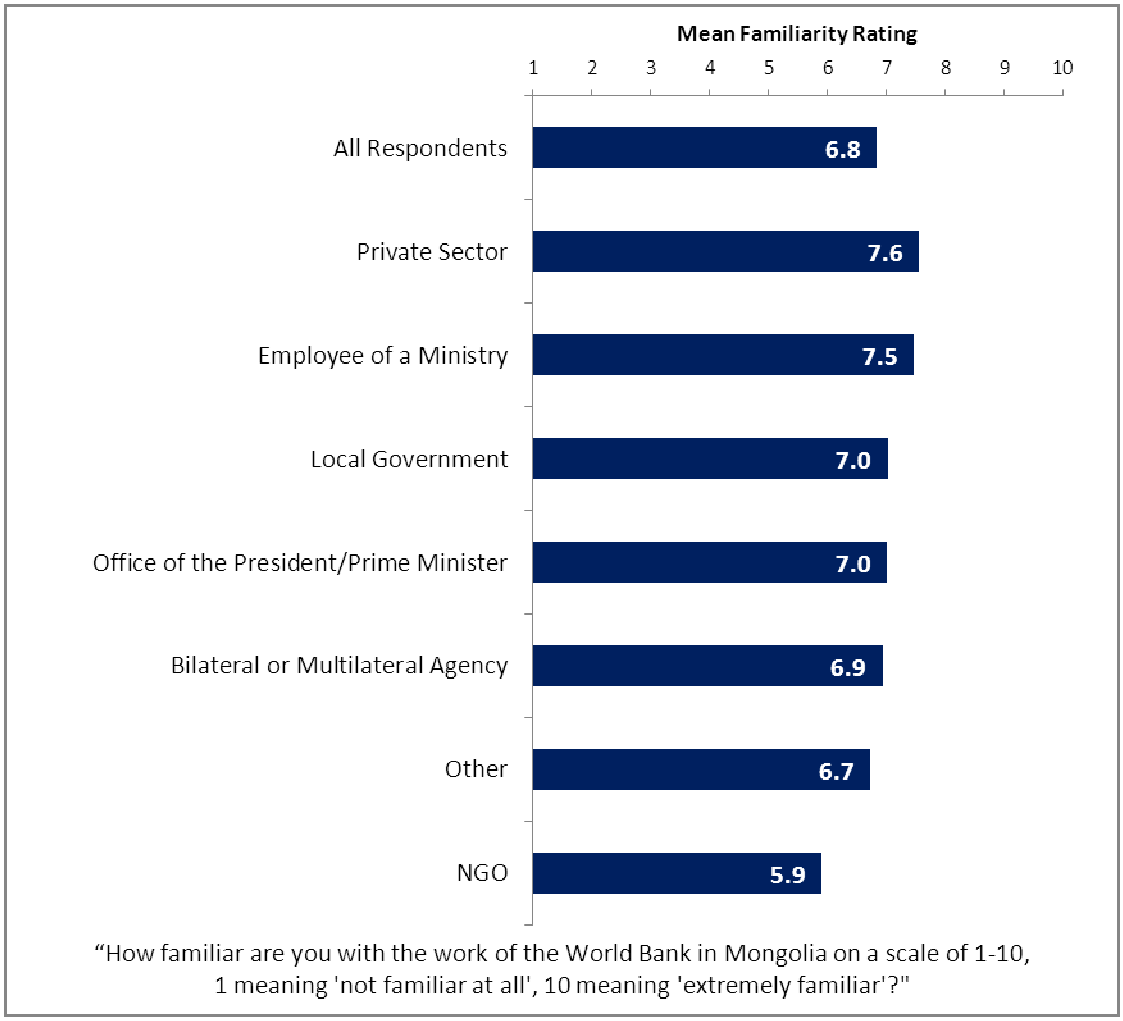
- Nearly three-quarters of all respondents indicated that they were located in Ulaanbaatar. Because of the small number of respondents from Aimags and provinces, the secondary cities, and other locations, these respondents were combined into an "Other Areas" category for all further analyses.



# III. Demographics of the Sample (continued)

## Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 6.8 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was statistically similar to the FY '07 survey, in which familiarity with the Bank received a mean rating of 6.6 across all respondents. Respondents in this year's country survey; however, indicated significantly higher levels of familiarity compared to respondents in the FY '03 country survey (6.0).
  - Respondents from private sector and employees of ministries indicated the highest levels of familiarity with the Bank whereas and respondents from NGOs indicated significantly lower levels of familiarity.
  - Respondents across all geographic locations indicated statistically similar levels of familiarity with the work of the Bank in Mongolia.



# IV. Summary of Overall Findings

The FY 11 Mongolia Country Survey demonstrates a number of interesting findings related to current development priorities in the country, where the World Bank fits into this context, and how views of the Bank's work in Mongolia have changed for the better (on the ground sectoral and knowledge work), and for the worse (collaboration, capacity building, priority alignment) since the last survey fielded in FY 07.

Overall ratings of the Bank remain in the very positive range (7 point rating on a 10 point scale). It is worth reflecting on where ratings have come down, and determine whether these can be attributed to certain activities, interactions, etc., or may require further exploration to better understand. At the same time it is worth looking at where ratings have improved to consider 'lessons learned' and continue moving forward in similar fashion.

*Overall context*

The Country Survey suggests that stakeholders in Mongolia consider governance/government effectiveness the key development priority in the country. Private sector growth and mining are also seen as critical elements when considering poverty reduction and economic growth. The survey suggests a link between employment opportunity and private sector growth. Throughout the survey results, there is also a suggestion that infrastructure (basic) is a critical aspect of development in Mongolia.

Within this context, there is far less optimism about government's efforts to take responsibility for development in the country amongst opinion leaders in Ulaanbaatar, than outside the city. This is an important finding for the government in terms of how and where it builds support for its efforts related to development and growth.

Within this country context, the Bank's perceived priorities are not viewed as fully aligned with what stakeholders think would be most useful for the Bank to prioritize. While stakeholders believe that the top Bank priorities in the country are growth, poverty, and government effectiveness, they would like to see the Bank focus more on, in Mongolia, government effectiveness, infrastructure, and then to a less degree, a number of areas at about the same level (private sector growth, education, poverty, growth).

It is important to note that 'mining for sustainable development' is an area that stakeholders do not believe the Bank should prioritize, necessarily. This finding is not to suggest that the Bank should NOT prioritize the mining sector; however, it might want to reflect on how it can better present the Bank's work in this area as critical (or at least linked to priorities such as governance, private sector development, etc.)

The question of Bank emphasis is particularly interesting because ratings on whether the Bank's priorities are aligned with the development priorities of the country went down significantly from FY 07 (7.2 – 6.5).

# IV. Summary of Overall Findings (continued)

*The World Bank's work in sectors*

The survey suggests, positively, that all sectorally related Bank effectiveness ratings have either remained the same or improved since FY 07. Often in country surveys we see many of these ratings diminish. Most interesting, ratings for the Bank's effectiveness in governance (noted above as the top priority) have increased significantly since FY 07. In addition, effectiveness ratings have gone up in priority areas such as private sector development and infrastructure development.

While "poverty reduction" is not identified as one of the top development priorities in Mongolia, it is viewed as an area where the Bank emphasizes (not surprising or unexpected considering the stated mission of the Bank). Survey results demonstrate that ratings of whether the Bank's work reflects its mission of poverty reduction and whether the Bank is an effective catalyst for discussion on poverty have gone down since FY 07.

*How the Bank operates in Mongolia*

Respondents value the Bank's advice (policy and economic) most in FY 11, followed by its technical assistance. Knowledge and financial resources are of much less importance. 'Knowledge' has appeared to have dropped in terms of its value to stakeholder since FY 07. It would be useful to better understand how stakeholders distinguish knowledge from advice; is the former (Bank 'knowledge') too cumbersome, too long, too theoretical? Whereas 'advice' which might be considered more real time, solution oriented, and perhaps, applicable and useful?

Views of how the Bank 'gets things done' have diminished since fy 07 in a number of ways worth considering. Ratings of the Bank's efficiency, the speed at which it disburses funds, and procurement requirements have all gone down significantly. In an environment where the World Bank is not the 'only development player' these findings are worth further discussion and exploration.

*Collaboration and capacity building*

The Bank's ratings on capacity building across groups (institutional, government, communities, etc) have gone down significantly since fy 07. If capacity building is a priority for the Bank in Mongolia, these findings are worth considering further.

*Openness, outreach and communication*

At a time when the Bank is promoting openness, a number of interesting findings emerge from this year's Country Survey. First, four out of ten respondents identify the Bank's greatest weakness (chosen from a list) as "not enough public disclosure of its work." Second, civil society itself believes very strongly that its 'voice' needs to play a larger role in the development discourse in the country (as do those in government, though to less of a degree).

# IV. Summary of Overall Findings (continued)

Third, a top priority for stakeholders related to the Bank improving its efforts on the ground continues to relate to **increasing dissemination and discussion** of findings from its own analytical work.

Having noted that, more than six out of ten respondents are not aware of the Bank's Access to Information policy, and only a quarter has requested information from the Bank in the past year (with 95% reporting that if they requested information, they were able to obtain it.)

In Mongolia, a far greater percentage of stakeholders have used/use the PIC (nearly four out of ten respondents) than in most countries where there is a much lower reported rate of useage/awareness.

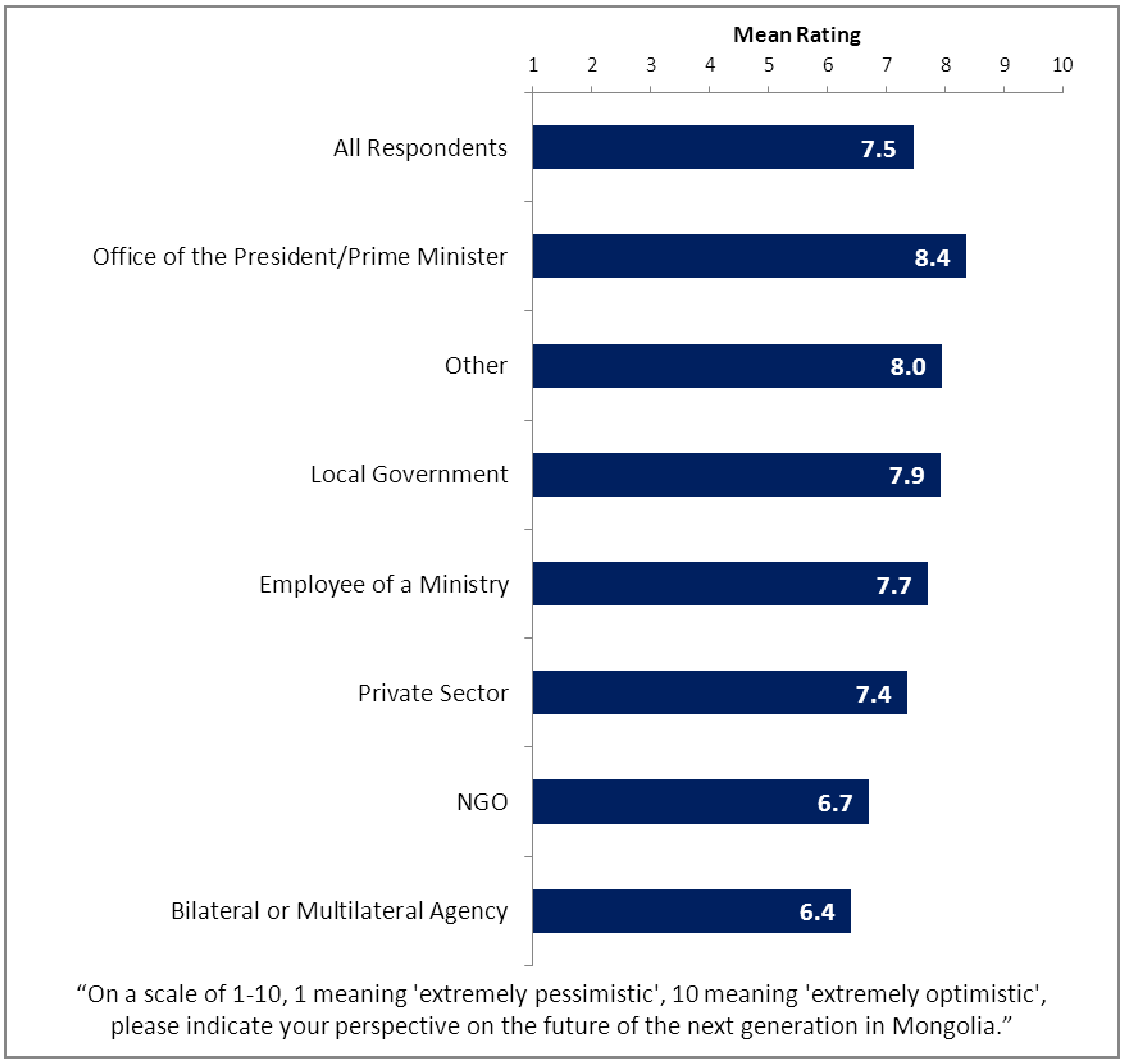
Finally, the survey findings demonstrate a clear shift among stakeholders to internet use for gathering information (not surprising), although a still significant number of respondents (more than a quarter) reported that they get their information about the World Bank activities from workshops and conferences.

It is useful for the web team to learn that while usage of the Bank's websites has increased significantly since fy 07, there is increased use of the Bank's website and decreased use of the country website. This may have an impact on how specific resources are spent. In addition, while virtually all respondents have internet access, 75% have used the Bank websites. There is opportunity for growth.

# V. The General Environment in Mongolia

## Optimism

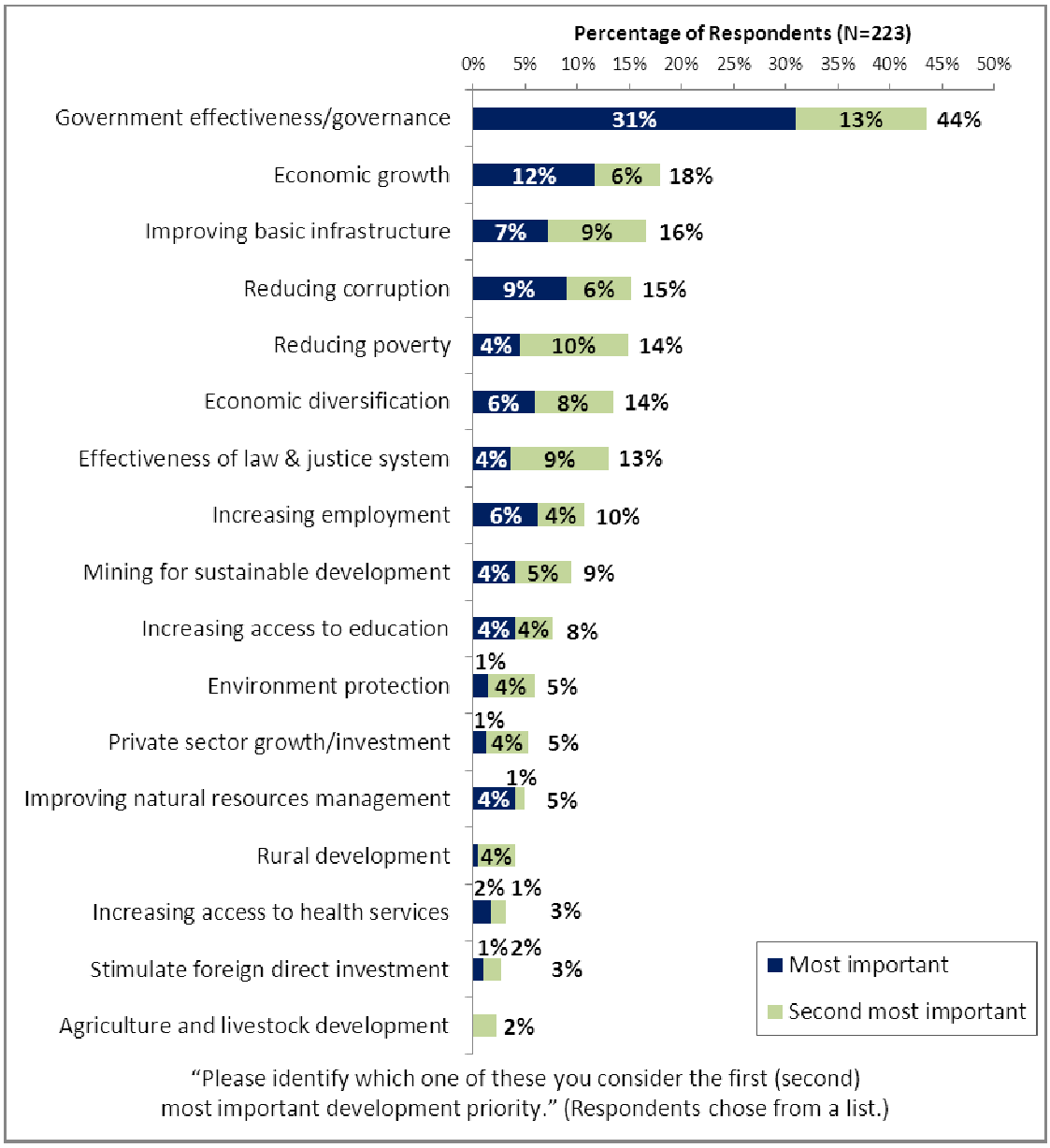
- When asked about perceptions of the future for the next generation in Mongolia, across all respondents, the overall mean rating was 7.5 on a 10-point scale of 1 being extremely pessimistic and 10 being extremely optimistic. This was statistically similar to the FY '07 survey, in which optimism for the next generation also received a mean rating of 7.5 across all respondents. However, mean ratings of optimism for the next generation in this year's country survey was significantly higher than in the FY '03 survey (6.9).
  - Respondents from the office of the President/Prime Minister had the highest ratings of optimism whereas respondents from NGOs and bilateral or multilateral agencies had significantly lower ratings.
  - Respondents across all geographic locations had statistically similar ratings of optimism for the next generation in Mongolia.



# V. The General Environment in Mongolia (continued)

## Development Priority

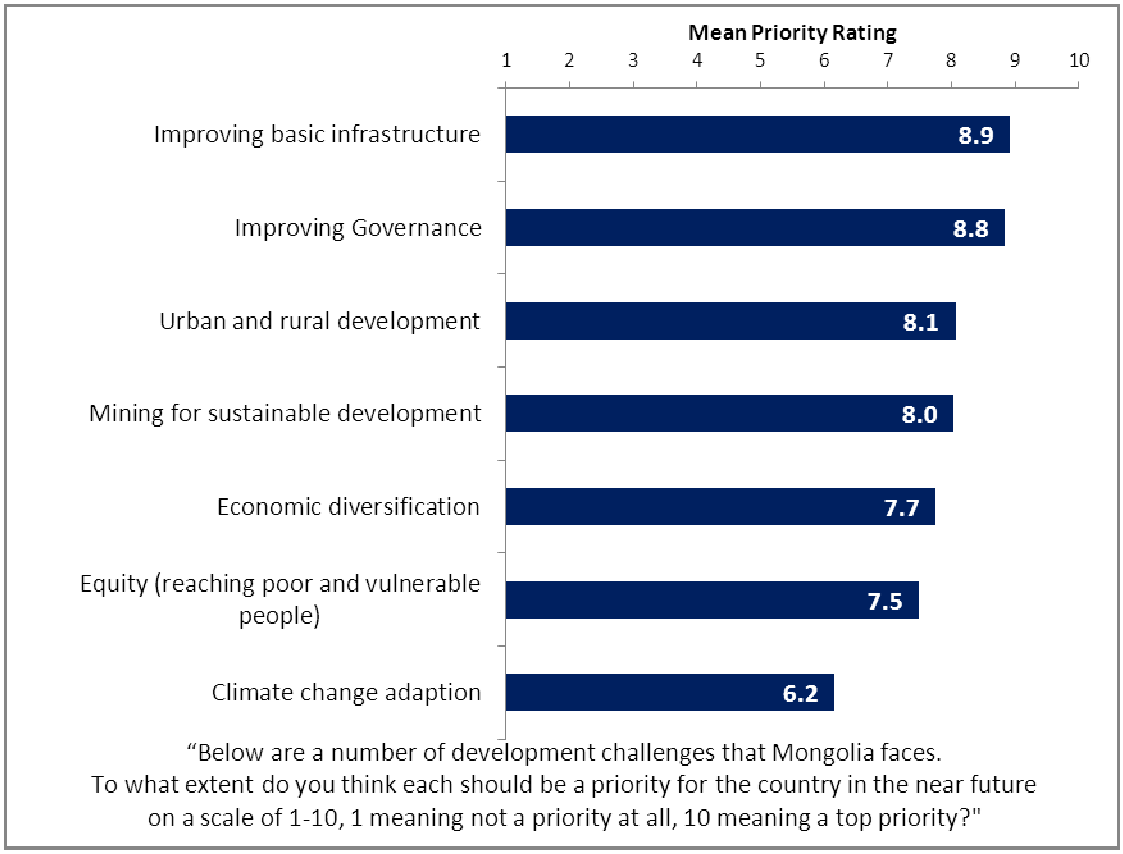
- Respondents indicated that government effectiveness was the most important development priority in Mongolia. In the FY '07 country survey, the most important development priority was also government effectiveness and policy (55%).
  - In the FY '03 country survey, respondents were asked to indicate what they felt were the greatest challenges facing Mongolia as well as the single most important development priority. These respondents felt that the economy, corruption, poverty, and education were the greatest challenges facing Mongolia. Reducing corruption and improving governance and strengthening the financial sector were considered the most important development priorities.



# V. The General Environment in Mongolia (continued)

## Development Priority (continued)

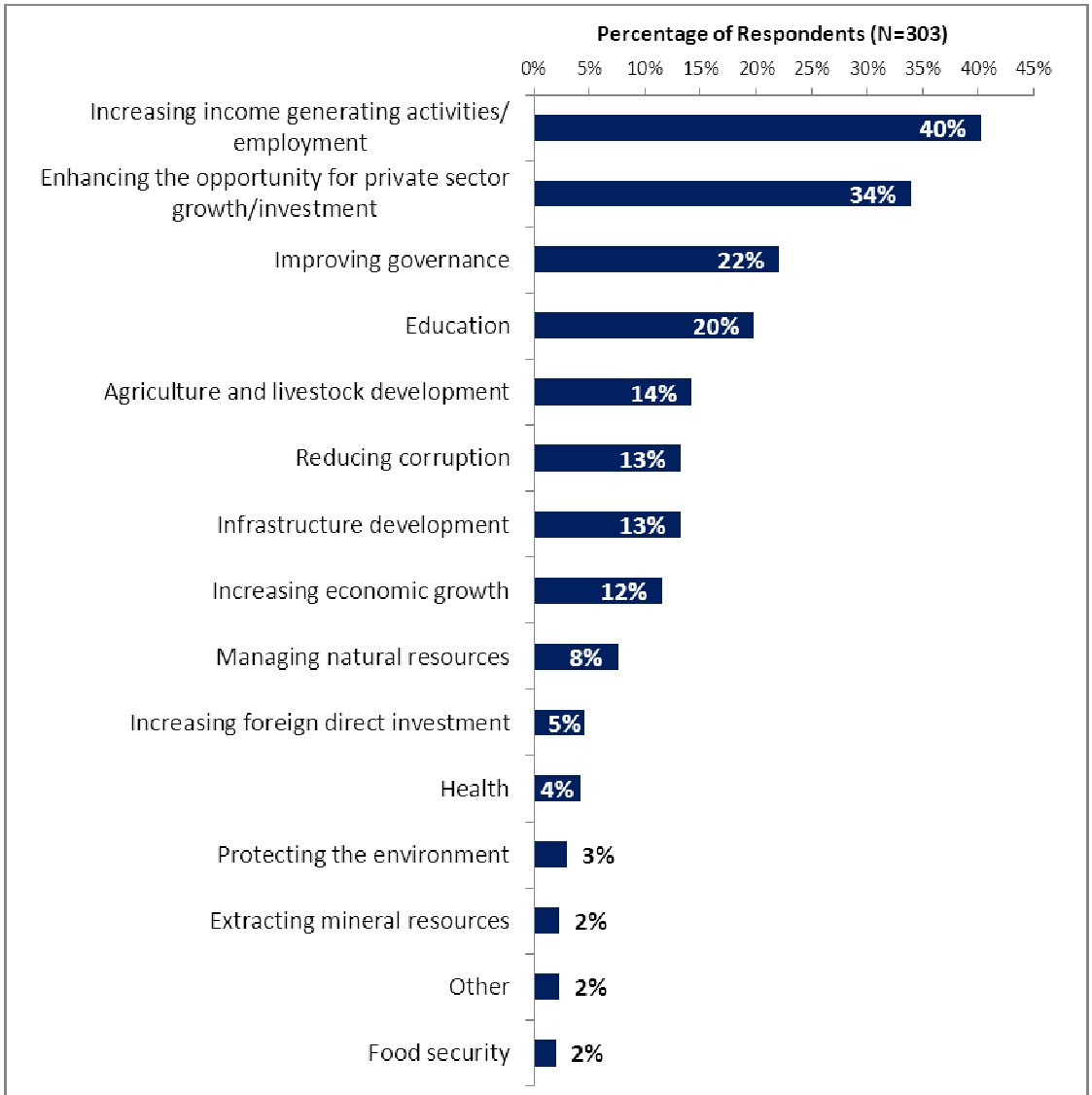
- When asked to give a priority rating for key development challenges facing Mongolia, improving basic infrastructure and improving governance received the highest mean priority ratings, 8.9 and 8.8, respectively, across all respondents on a 10-point scale of 1 being not a priority at all and 10 being a top priority.
  - Respondents from NGOs and bilateral or multilateral agencies had the highest priority ratings for equity whereas employees of ministries and respondents from private sector had significantly lower ratings. In addition, respondents from NGOs, local government, and other organizations had the highest priority ratings for urban and rural development whereas respondents from private sector had significantly lower ratings. Respondents across all stakeholder groups had statistically similar priority ratings for the other development challenges.
  - Respondents from Ulaanbaatar had significantly higher priority ratings for economic diversification compared to respondents from Other Areas. In contrast, respondents from Other Areas had significantly higher priority ratings for urban and rural development compared to respondents from Ulaanbaatar. Respondents across both geographic locations had statistically similar priority ratings for the other development challenges.



# V. The General Environment in Mongolia (continued)

## Poverty Reduction

- Respondents indicated that increasing employment and private sector growth would contribute most to poverty reduction in Mongolia. Improving governance and education were also considered key contributors to poverty reduction. In the FY '07 country survey, respondents identified increasing employment (55%), education and capacity building (38%), improving governance (33%), and private sector development (27%) as key contributors to poverty reduction in Mongolia.

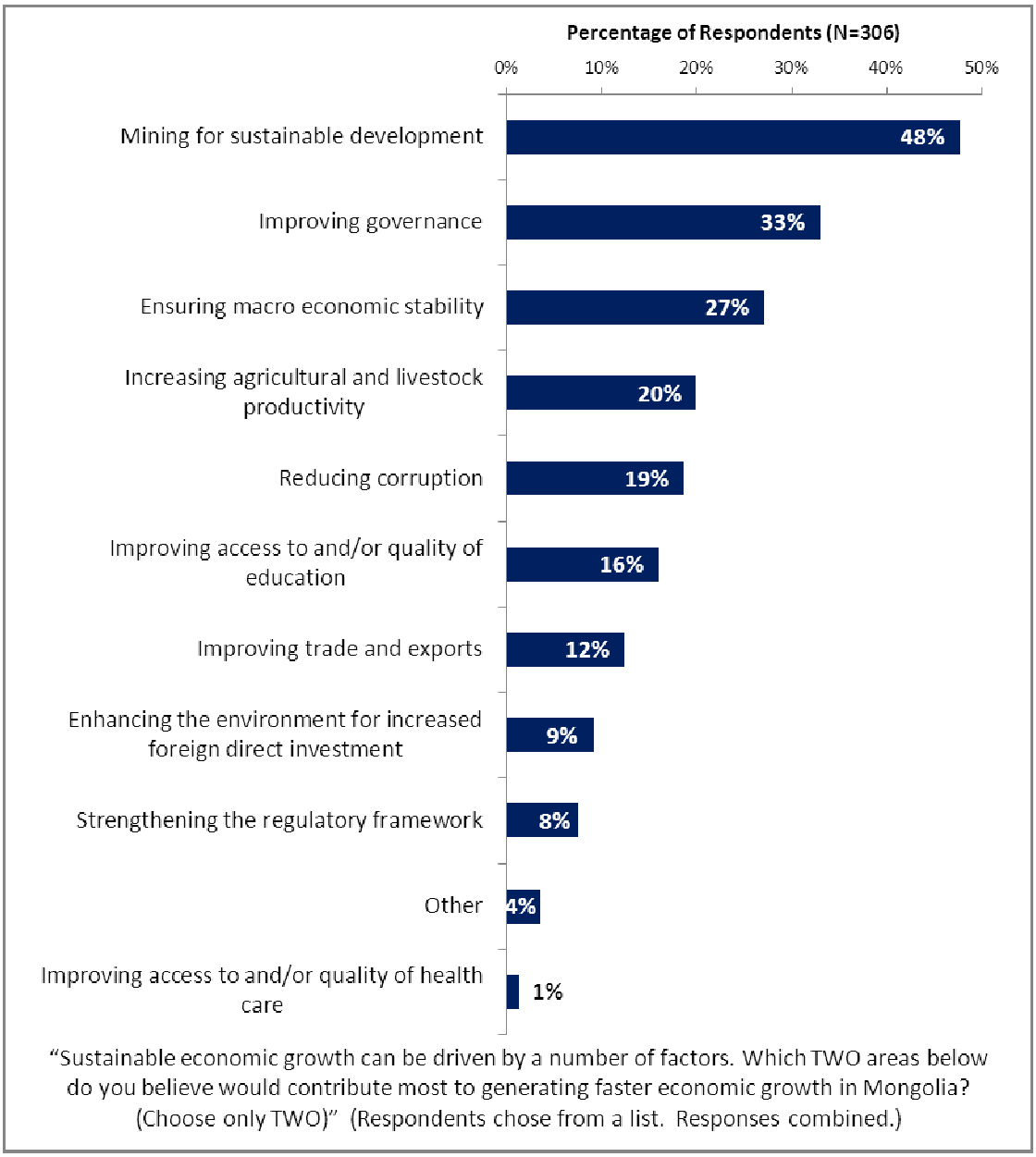



"Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mongolia?" (Respondents chose from a list. Responses combined.)

# V. The General Environment in Mongolia (continued)

## Economic Growth

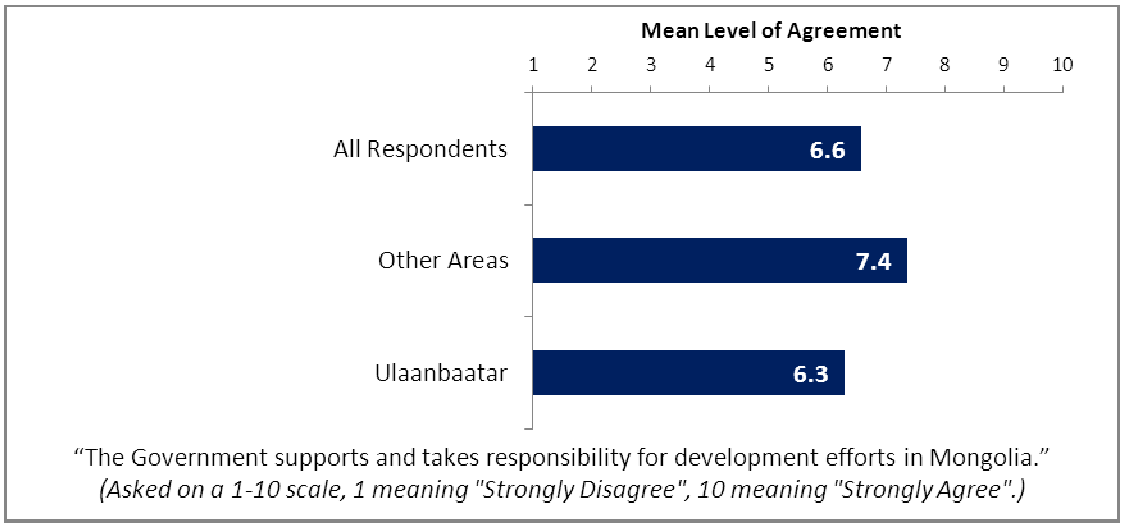
- Nearly half of all respondents indicated that increasing mining for sustainable development would contribute most to generating faster economic growth in Mongolia. Improving governance and ensuring macro-economic stability were also identified as key to economic growth.
  - Respondents across all stakeholder groups and all geographic locations indicated that mining for sustainable development and improving governance would contribute most to generating faster economic growth in Mongolia.



# V. The General Environment in Mongolia (continued)

## The Government Supports Development Efforts

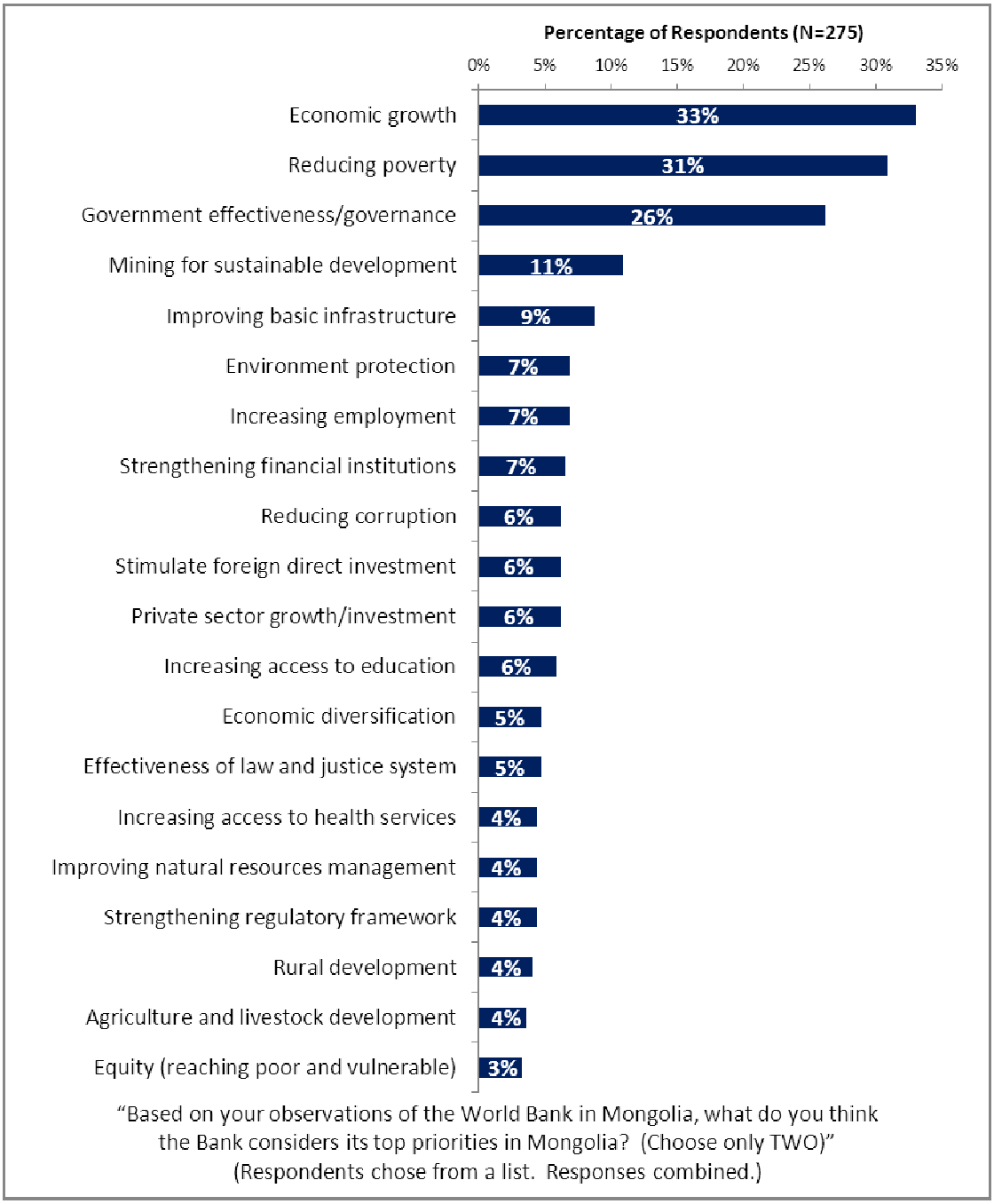
- Across all respondents, agreement that the government supports and takes responsibility for development efforts in Mongolia received a mean rating of 6.6 on a 10-point scale, with 1 being strongly disagree and 10 being strongly agree. This was significantly lower than the mean ratings received in the FY '07 and FY '03 country surveys (7.3 and 7.2, respectively).
  - Respondents from Other Areas had significantly higher levels of agreement that the government supports and takes responsibility for development efforts in Mongolia compared to respondents from Ulaanbaatar.
  - Respondents across all stakeholder groups had statistically similar levels of agreement that the government supports and takes responsibility for development efforts in Mongolia.



# VI. Perceived Overall Value of the World Bank

## Perceived Bank Priorities

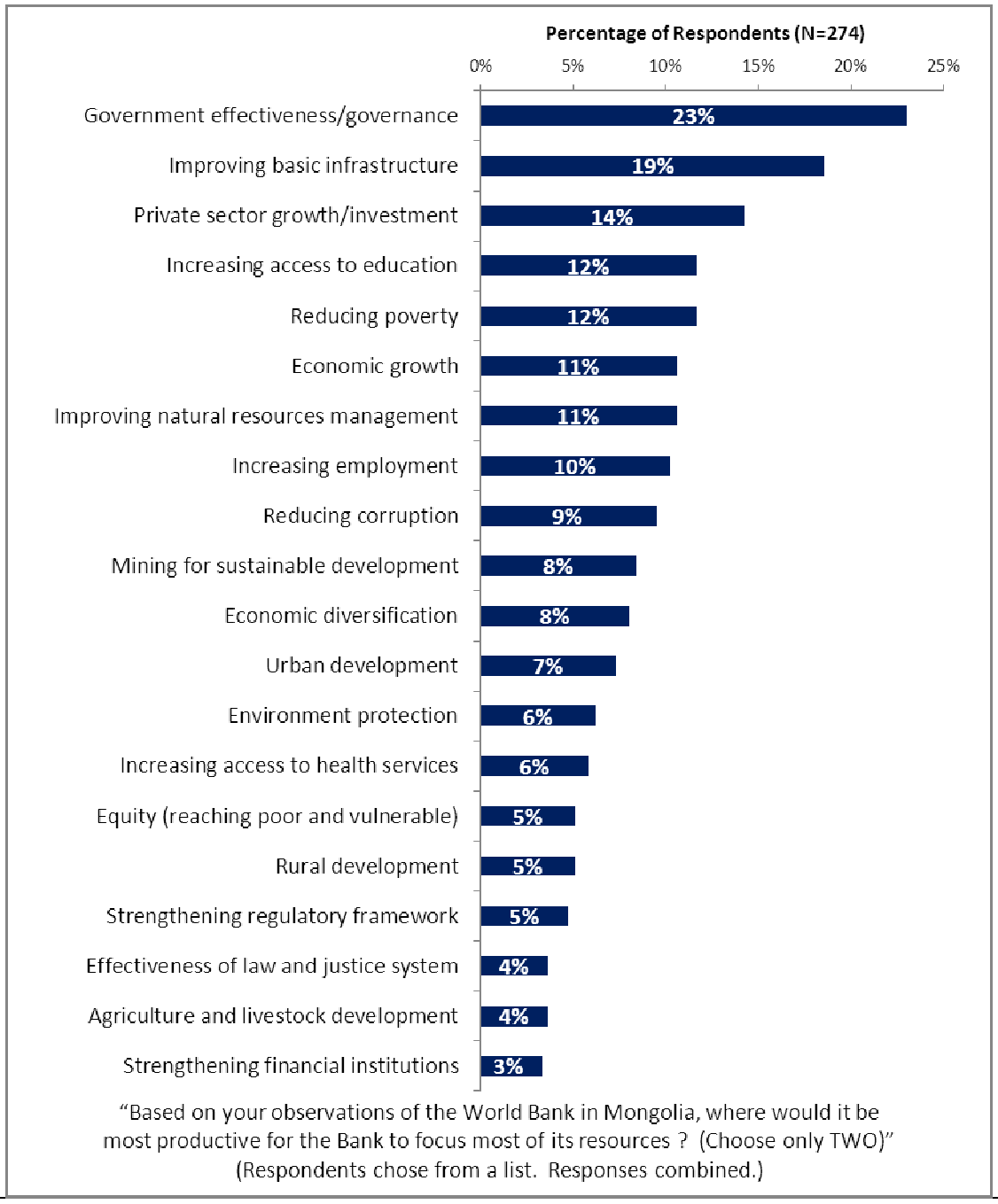
- Respondents indicated that they perceived the Bank's priorities in Mongolia to be economic growth, reducing poverty and government effectiveness.



# VI. Perceived Overall Value of the World Bank (continued)

## Focusing Bank Resources

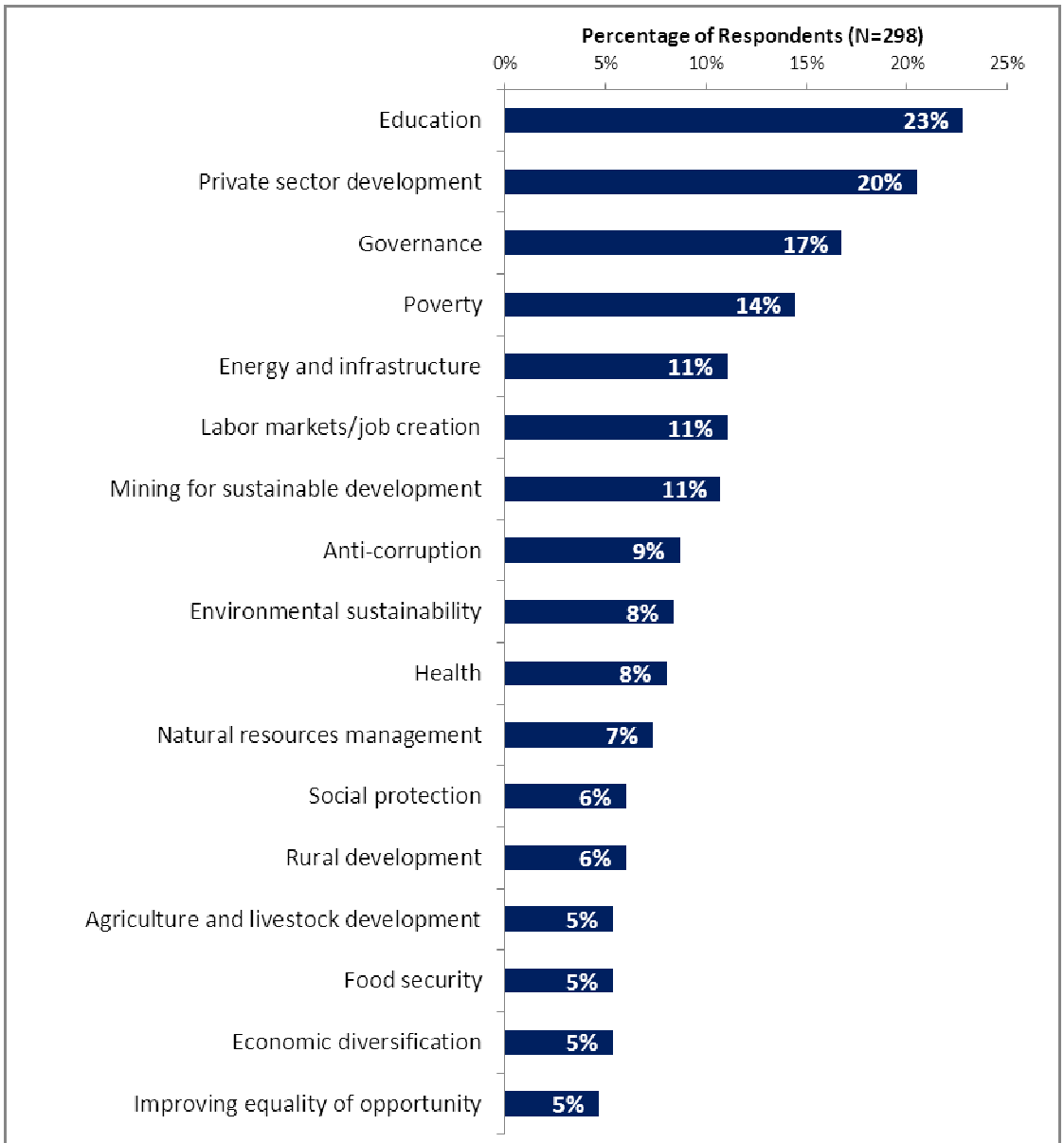
- Respondents indicated that it would be most productive for the Bank to focus most of its resources on government effectiveness, improving basic infrastructure, and private sector growth. In FY '07, respondents indicated that the Bank should focus on increasing employment (29%), economic growth (21%), education (20%), human development (19%), and government effectiveness (18%).



# VI. Perceived Overall Value of the World Bank (continued)

## Focusing Bank Research

- Respondents indicated that it would be most valuable for the Bank to focus its research efforts on education, private sector development, governance, and poverty. In FY '07, respondents indicated that the Bank should focus its research on education (43%), labor markets (41%), and private sector development (31%).

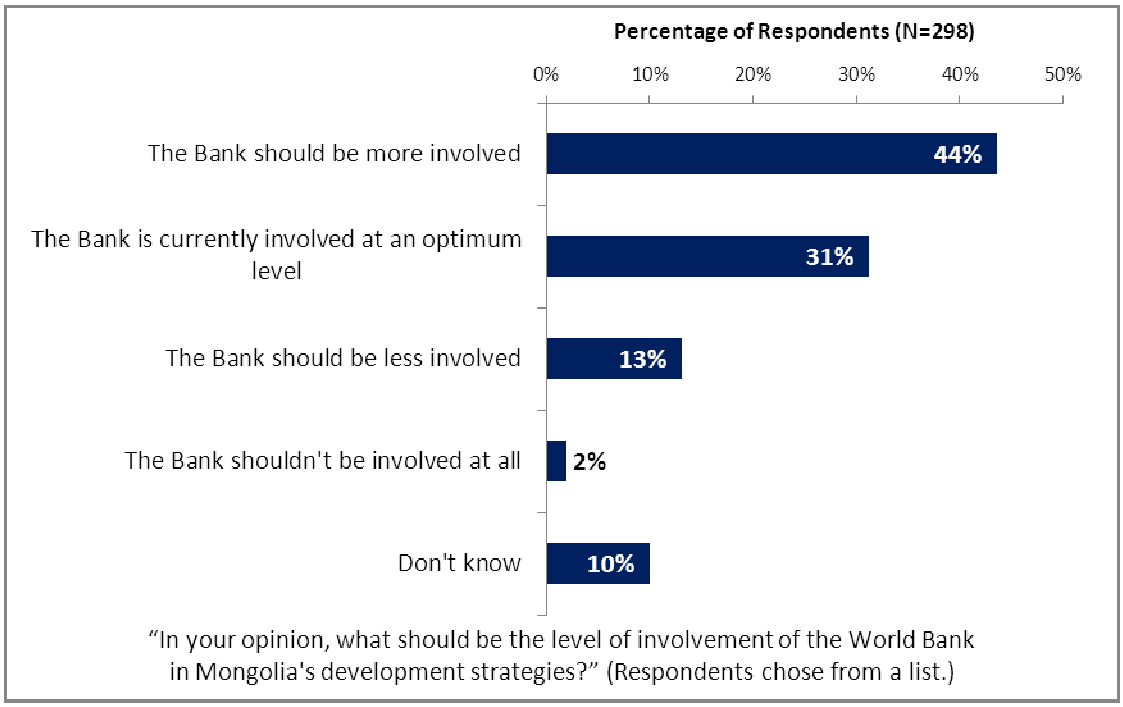



"The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think it would be most valuable for the Bank to focus its research efforts on in the next few years in Mongolia? (Chooe TWO only.)"
(Respondents chose from a list. Responses combined.)

# VI. Perceived Overall Value of the World Bank (continued)

## Level of Bank Involvement

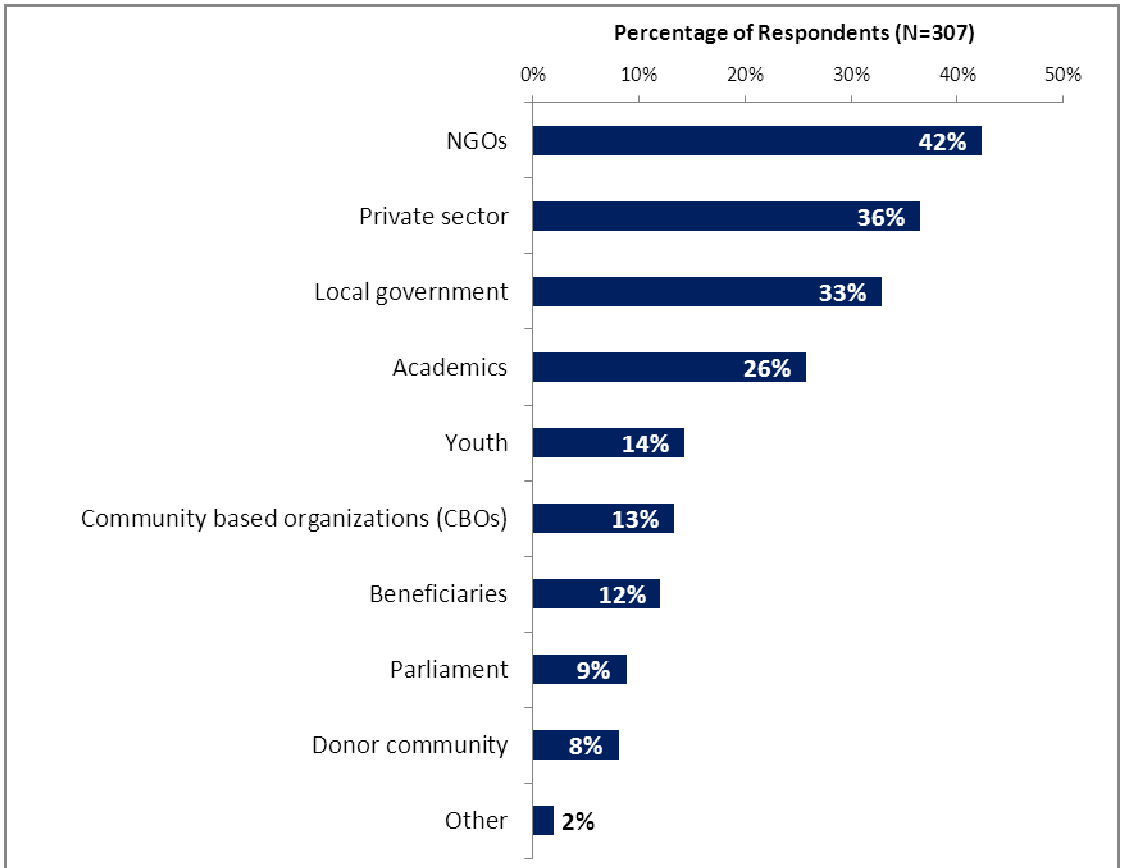
- Nearly half of all respondents indicated that the Bank should be more involved in Mongolia's development strategies; 31% indicated that the Bank is currently involved at an optimum level. In the FY '07 country survey, 41% of respondents indicated that the Bank should be more involved; 49% indicated that the Bank was currently involved at an optimum level.
  - A plurality of respondents across most stakeholder groups indicated that the Bank should be more involved in Mongolia's development strategies, except respondents from bilateral or multilateral agencies who were more likely to indicate that the Bank is currently involved at an optimum level.
  - A plurality of respondents from Ulaanbaatar and Other Areas indicated that the Bank should be more involved in Mongolia's development strategies.



# VI. Perceived Overall Value of the World Bank (continued)

## Collaborating in Mongolia

- Respondents indicated that the World Bank should work more closely with NGOs, private sector, local government, and academics to ensure better development results in Mongolia.

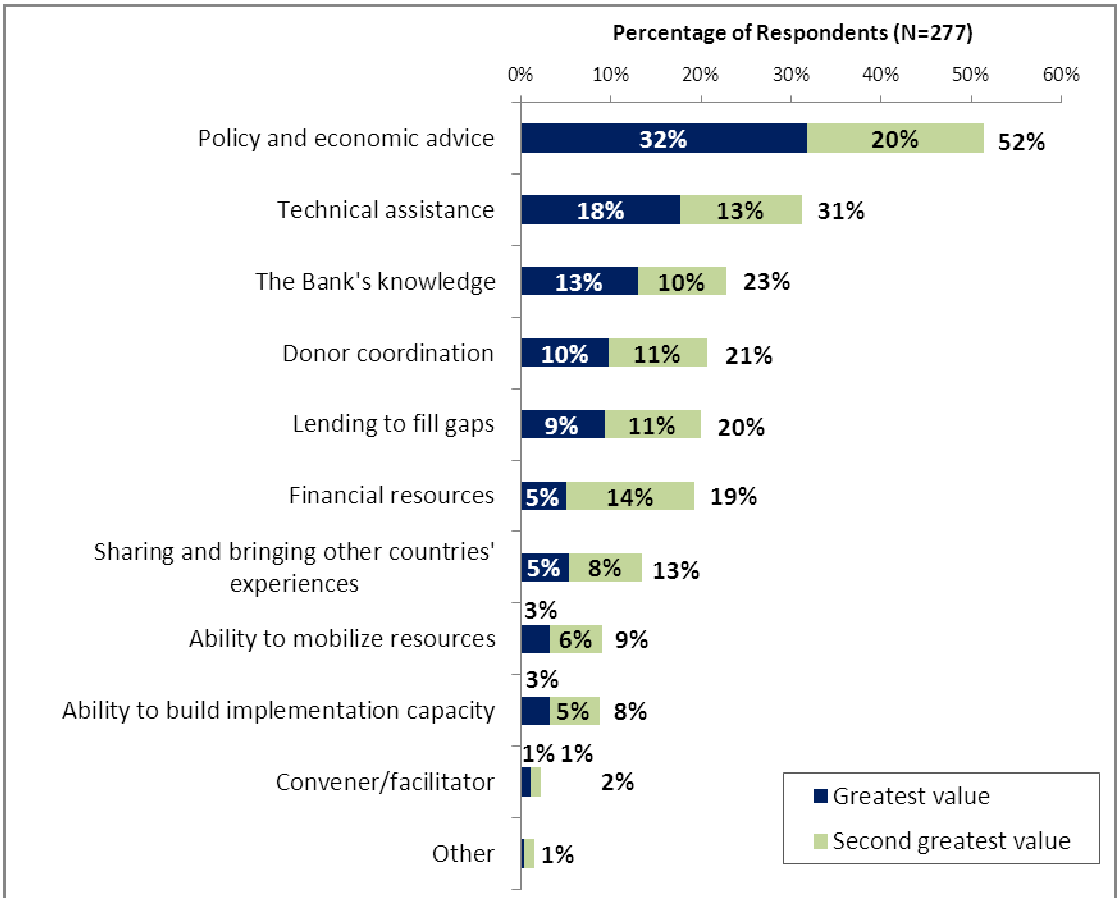



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

# VI. Perceived Overall Value of the World Bank (continued)

## Greatest Value

- Over half of all respondents indicated that the Bank's greatest value to Mongolia was its policy and economic advice. In the FY '07 country survey, respondents indicated that the Bank's technical advice (59%) and knowledge (55%) were its greatest values. In the FY '03 country survey, respondents indicated that policy advice (36%), financial resources (31%), donor coordination (28%), the Bank's knowledge (28%), ability to build implementation capacity (26%), and lending when others won't (23%) were the greatest values provided by the Bank to Mongolia.
  - Respondents across all stakeholder groups and geographic locations indicated that the Bank's policy and economic advice was its greatest value to Mongolia, except respondents from bilateral or multilateral agencies who indicated the Bank's knowledge was its greatest value.

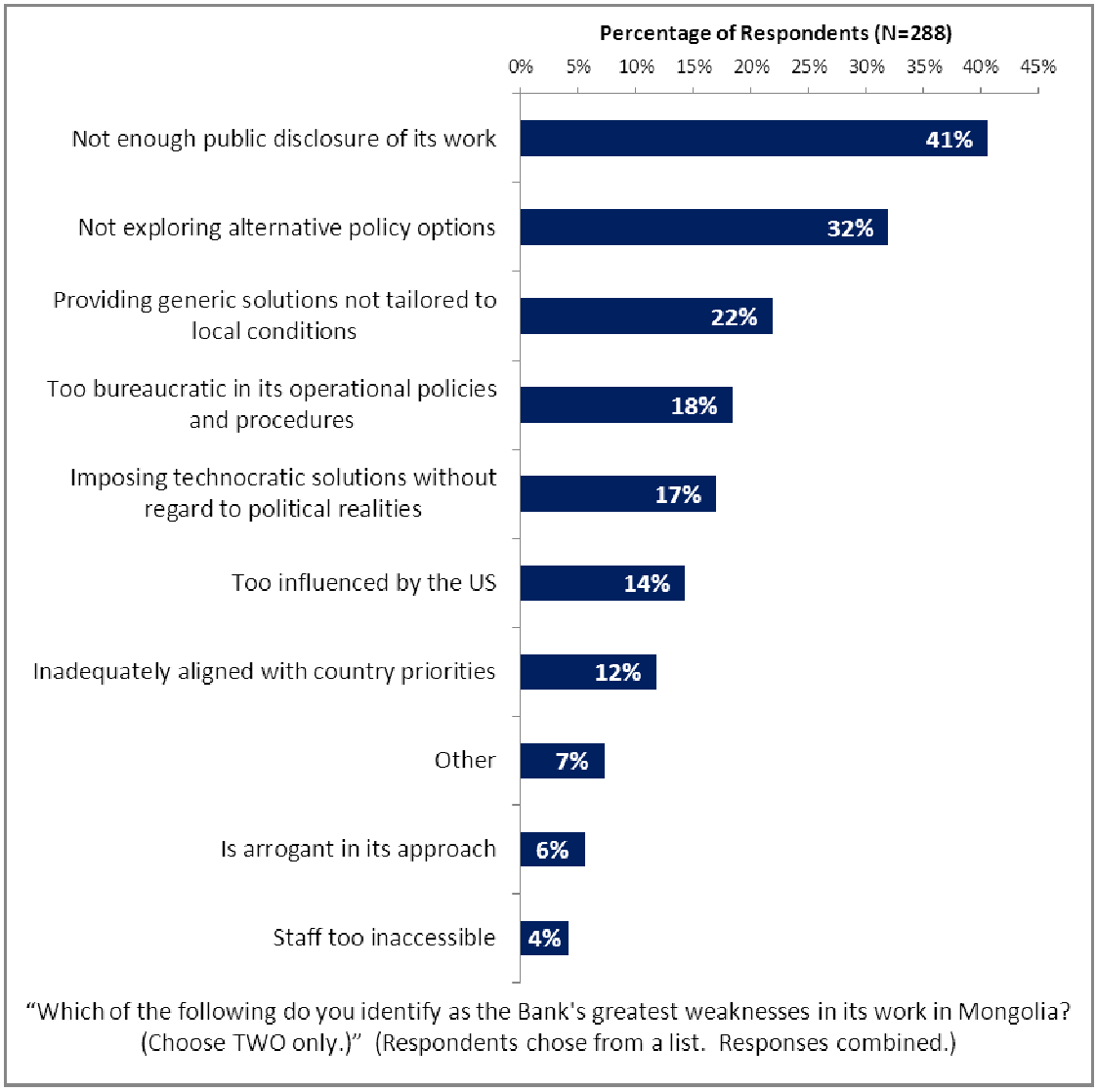



"In broad terms of economic and social development, what is the 'greatest' value brought by the World Bank to Mongolia? What is the 'second greatest' value?" (Respondents chose from a list.)

# VI. Perceived Overall Value of the World Bank (continued)

## Greatest Weakness

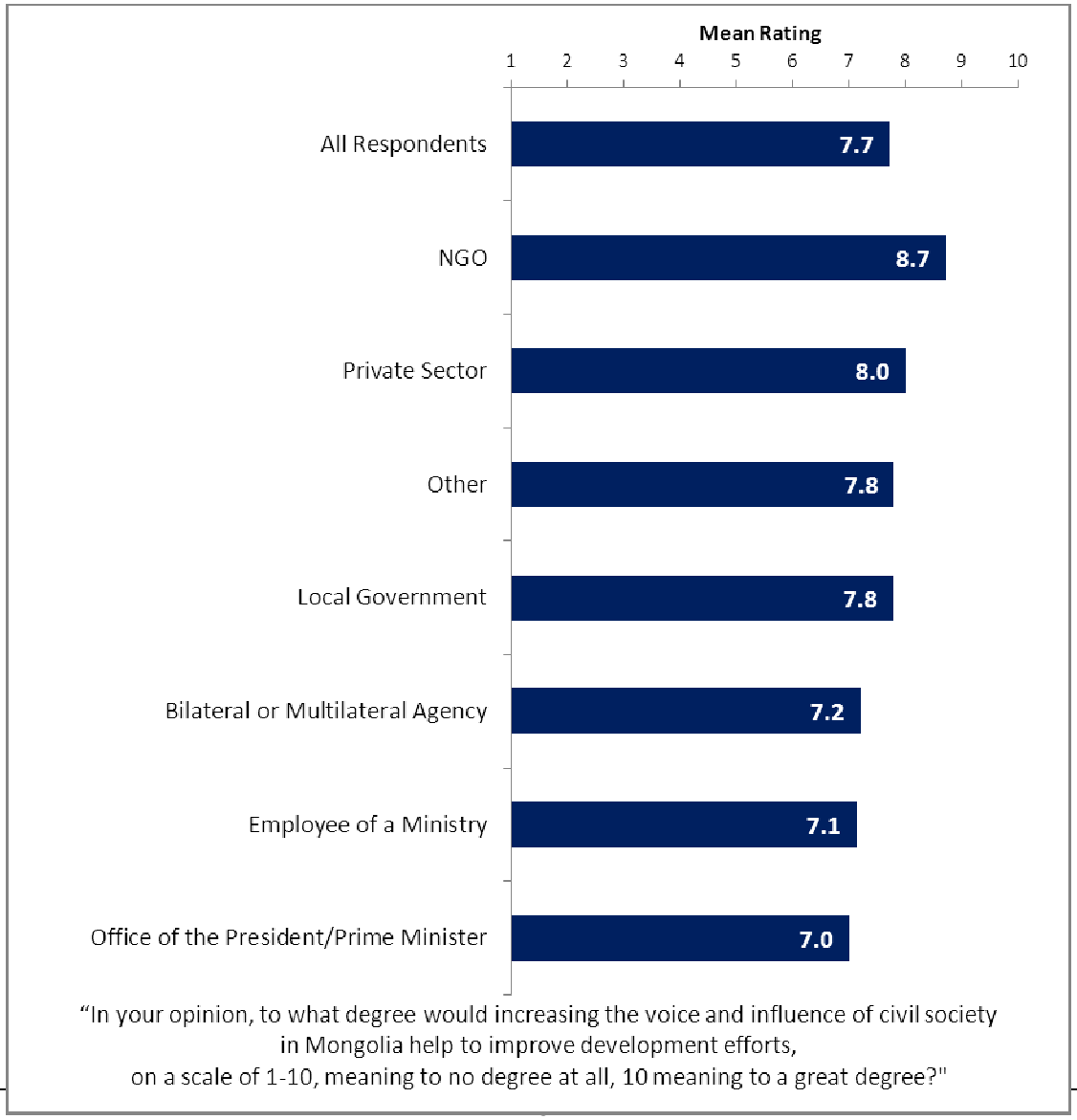
- Respondents indicated that the Bank's greatest weaknesses in its work in Mongolia were not enough public disclosure of its work and not exploring alternative policy options. In the FY '07 country survey, respondents were asked to indicate a single greatest weakness in the Bank's work. These respondents indicated that the Bank's greatest weakness was not exploring alternative policy options (30%).
  - Respondents across most stakeholder groups and all geographic locations identified not enough public disclosure of its work and not exploring alternative policy options as the Bank's greatest weaknesses in its work in Mongolia, except employees of ministries who identified being too bureaucratic in its operational policies and procedures and respondents from private sector who identified imposing technocratic solutions without regard to political realities and providing generic solutions not tailored to local conditions as the Bank's greatest weakness in Mongolia.



# VI. Perceived Overall Value of the World Bank (continued)

## Civil Society

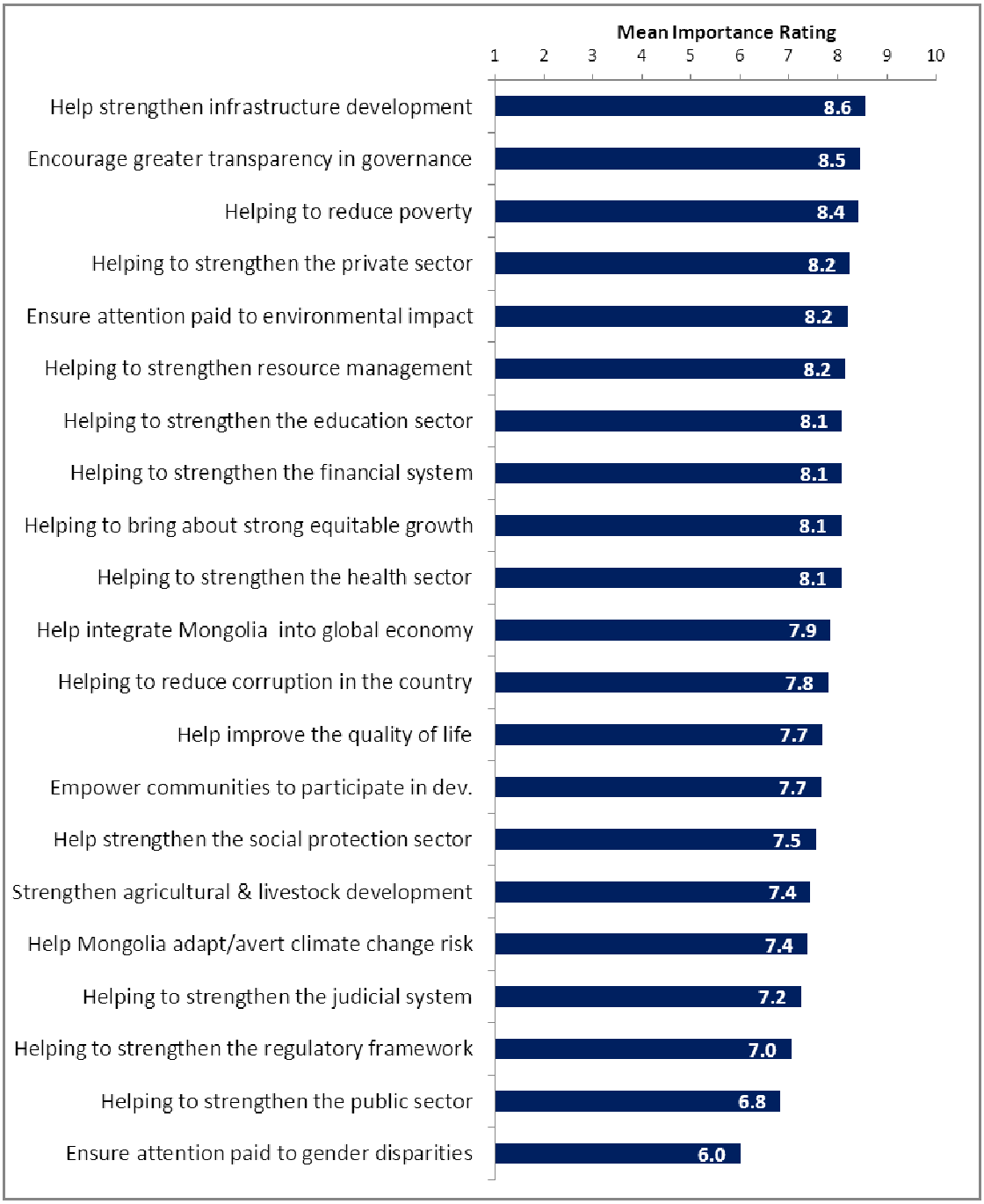
- Across all respondents, the extent to which raising the voice and influence of civil society would help improve development efforts received a mean rating of 7.7 on a 10-point scale with 1 being to no degree at all and 10 being to a great degree.
  - Respondents from NGOs indicated the highest ratings for the extent to which an improved civil society would influence development in Mongolia whereas employees of ministries and respondents from bilateral or multilateral agencies and the office of the President/Prime Minister indicated significantly lower ratings.
  - Respondents from Other Areas indicated significantly higher ratings for the extent to which an improved civil society would influence development in Mongolia compared to respondents from Ulaanbaatar.



# VI. Perceived Overall Value of the World Bank (continued)

## Importance

- Respondents indicated that it was most important for the Bank to help strengthen infrastructure development and encourage greater transparency in governance, receiving mean ratings of 8.6 and 8.5, respectively, on a 10-point scale with 1 being not at all and 10 being very important.



# VI. Perceived Overall Value of the World Bank (continued)

## Importance (continued)

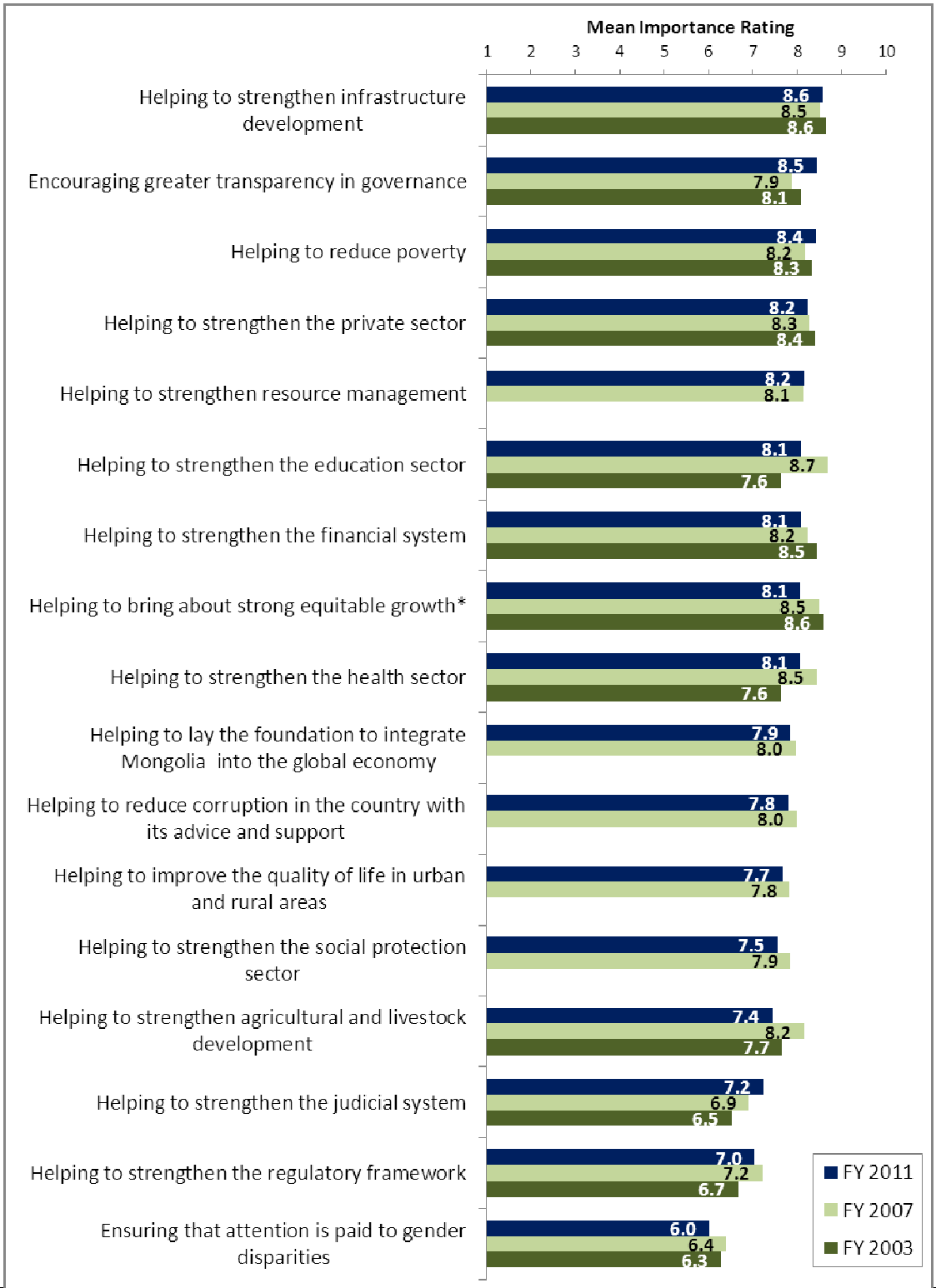
- Respondents across all stakeholder groups had statistically similar ratings of importance across all twenty-one areas.

- Respondents from Other Areas had higher importance ratings across all twenty-one areas compared to respondents from Ulaanbaatar, significantly so for:
    - "Helping to reduce poverty";
    - "Helping to strengthen the financial system";
    - "Helping to strengthen the education sector";
    - "Helping to strengthen the health sector";
    - "Helping to lay the foundation to integrate Mongolia into the global economy";
    - "Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies";
    - "Ensuring that attention is paid to gender disparities";
    - "Helping to strengthen agricultural and livestock development";
    - "Helping to strengthen infrastructure development";
    - "Helping to strengthen the social protection sector";
    - "Helping to improve the quality of life in urban and rural areas"; and
    - "Helping Mongolia adapt to/avert risk of climate change".

# VI. Perceived Overall Value of the World Bank (continued)

## Importance (continued)

- The chart below displays importance ratings from respondents in this year's survey compared to respondents from the FY '07 and FY '03 country surveys.




Responses from FY '03 & '07 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.
*Note in the FY '03 and FY '07 country surveys, this item was "Helping to bring about economic growth".

# VI. Perceived Overall Value of the World Bank (continued)

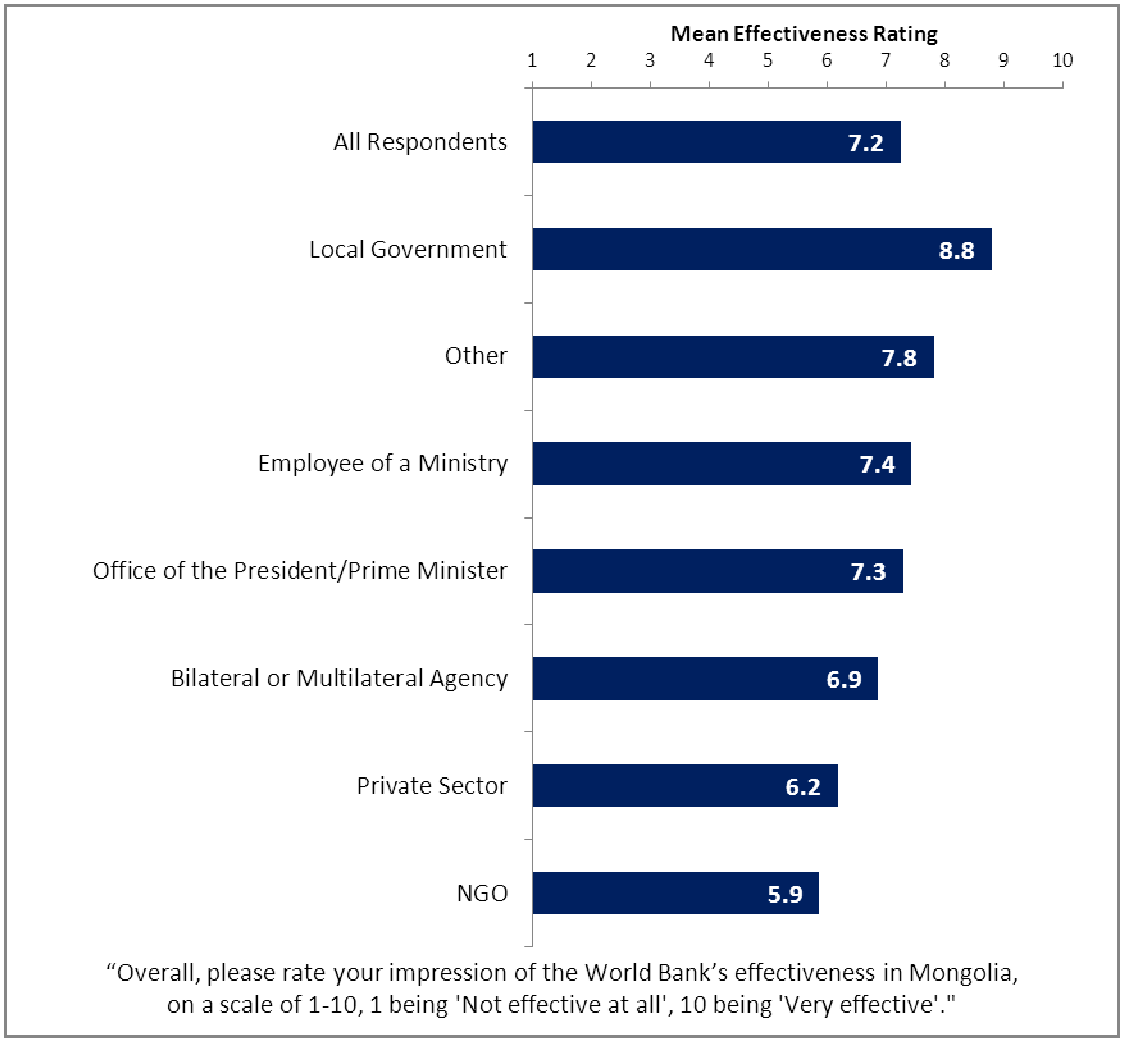
## Importance (continued)

- Respondents in this year's country survey had significantly higher importance ratings for "Encouraging greater transparency in governance" and "Helping to strengthen the judicial system" compared to respondents from the FY '07 and FY '03 country surveys.
- Respondents in this year's country survey had significantly *lower* importance ratings for "Helping to bring about strong equitable growth" compared to respondents from the FY '07 and FY '03 country surveys (note in the FY '03 and FY '07 country surveys, this item was "Helping to bring about economic growth").
- Respondents in the FY '07 country survey had significantly higher importance ratings for "Helping to strengthen the education sector", "Helping to strengthen the health sector", and "Helping to strengthen agricultural and livestock development" compared to respondents from this year's and the FY '03 country surveys.
- Respondents in the FY '03 country survey had significantly *lower* importance ratings for "Helping to strengthen the regulatory framework" compared to respondents from this year's and the FY '07 country surveys.

# VII. Overall Impressions of the World Bank

## The Bank's Overall Effectiveness in Mongolia

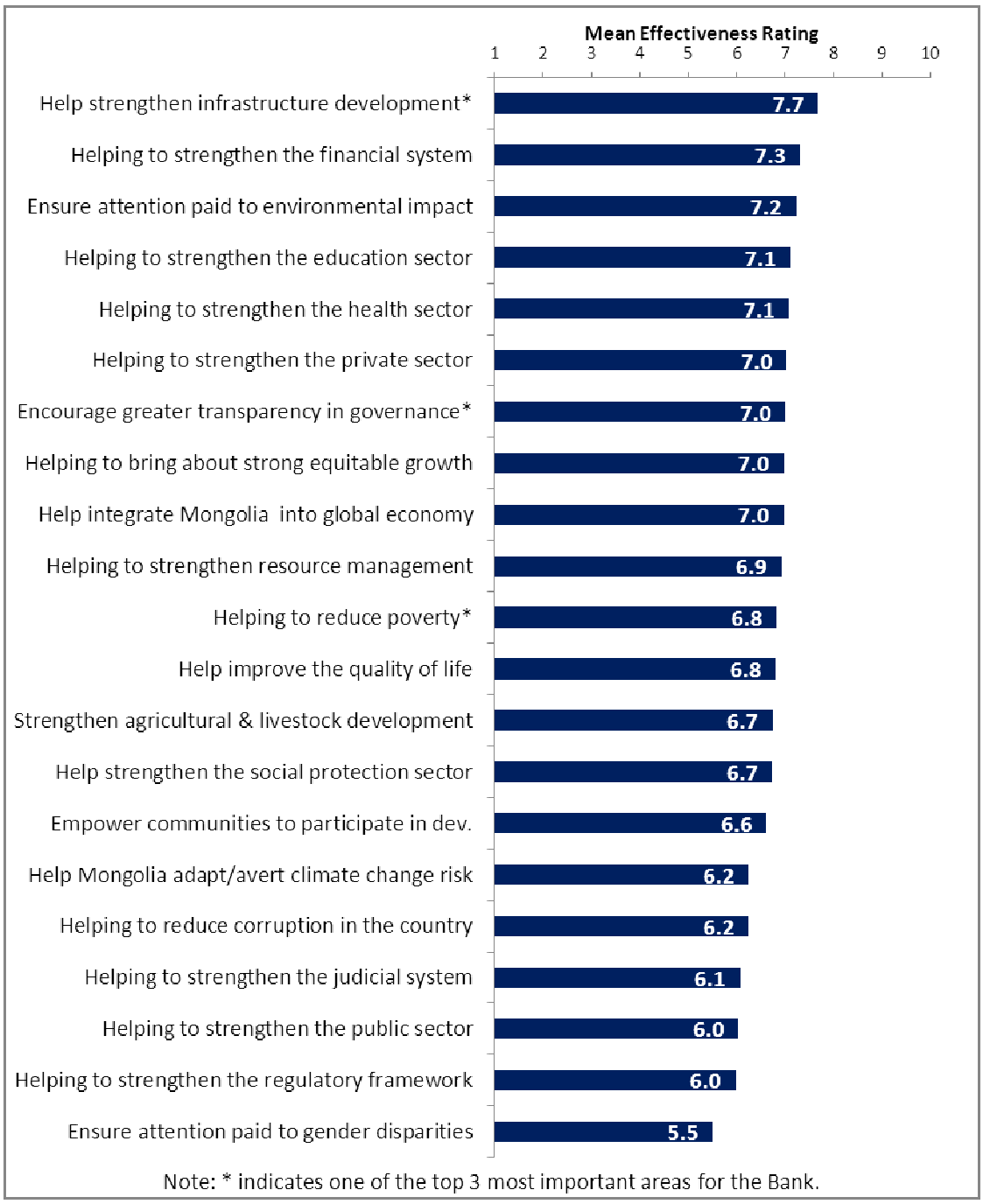
- Across all respondents, the Bank's overall effectiveness in Mongolia received a mean rating of 7.2 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This was statistically similar to the mean ratings received in the FY '07 and FY '03 country surveys (7.1 and 6.9, respectively).
  - Respondents from local government had the highest ratings for the Bank's overall effectiveness in Mongolia whereas respondents from private sector and NGOs had significantly lower ratings for the Bank's overall effectiveness.
  - Respondents from Other Areas had significantly higher ratings for the Bank's overall effectiveness compared to respondents from Ulaanbaatar.



# VII. Overall Impressions of the World Bank (continued)

## Specific Areas of Effectiveness

- Respondents saw the Bank as most effective in helping to strengthen infrastructure development, receiving a mean rating of 7.7on a 10-point scale with 1 being not effective at all and 10 being very effective.



# VII. Overall Impressions of the World Bank (continued)

## Specific Areas of Effectiveness (continued)

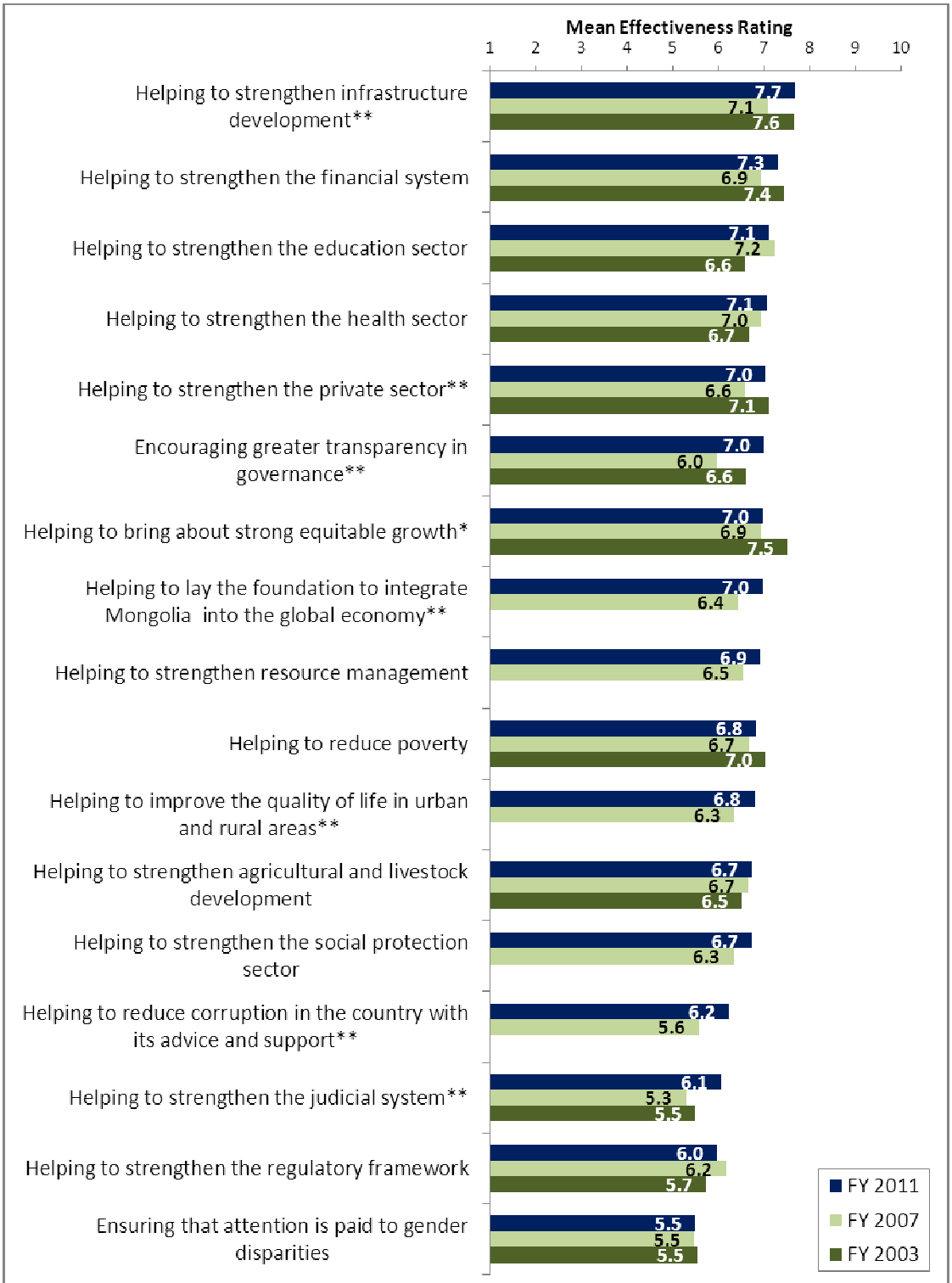
- There were ten instances in which there were significant stakeholder differences in their ratings of the Bank's effectiveness across these twenty-one areas. For the most part, respondents from local government tended to give the highest ratings for the Bank's effectiveness whereas respondents from NGOs, private sector, and bilateral or multilateral agencies tended to give significantly lower ratings for the Bank's effectiveness. Those areas for which there were significant stakeholder group differences were:
    - "Helping to reduce poverty";
    - "Helping to bring about strong equitable growth";
    - "Helping to strengthen the private sector";
    - "Helping to strengthen the public sector";
    - "Helping to strengthen the education sector";
    - "Helping to strengthen the health sector";
    - "Helping to strengthen agricultural and livestock development";
    - "Helping to strengthen resource management";
    - "Helping to reduce corruption in the country with its advice and support"; and
    - "Helping Mongolia adapt to/avert risk of climate change".

- Respondents from Other Areas gave higher ratings for the Bank's effectiveness across all twenty-one areas compared to respondents from Ulaanbaatar, significantly so for all but "Helping to reduce corruption in the country with its advice and support" and "Helping to empower communities to participate in their own development".

# VII. Overall Impressions of the World Bank (continued)

## Specific Areas of Effectiveness (continued)

- Effectiveness ratings in this year's survey either remained the same or were higher than in the FY '07 country survey (no ratings of the Bank's effectiveness declined significantly). Ratings which are significantly different between survey years are indicated in the chart.




Responses from FY '03 & '07 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.
*Note in the FY '03 and FY '07 country surveys, this item was "Helping to bring about economic growth".
**Effectiveness ratings significantly different between FY '07 and FY '11 country surveys.

# VII. Overall Impressions of the World Bank (continued)

## Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness in Mongolia, bivariate correlational analyses were conducted on respondents' ratings of the Bank's overall effectiveness in Mongolia with respondents' ratings of the twenty-one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness.

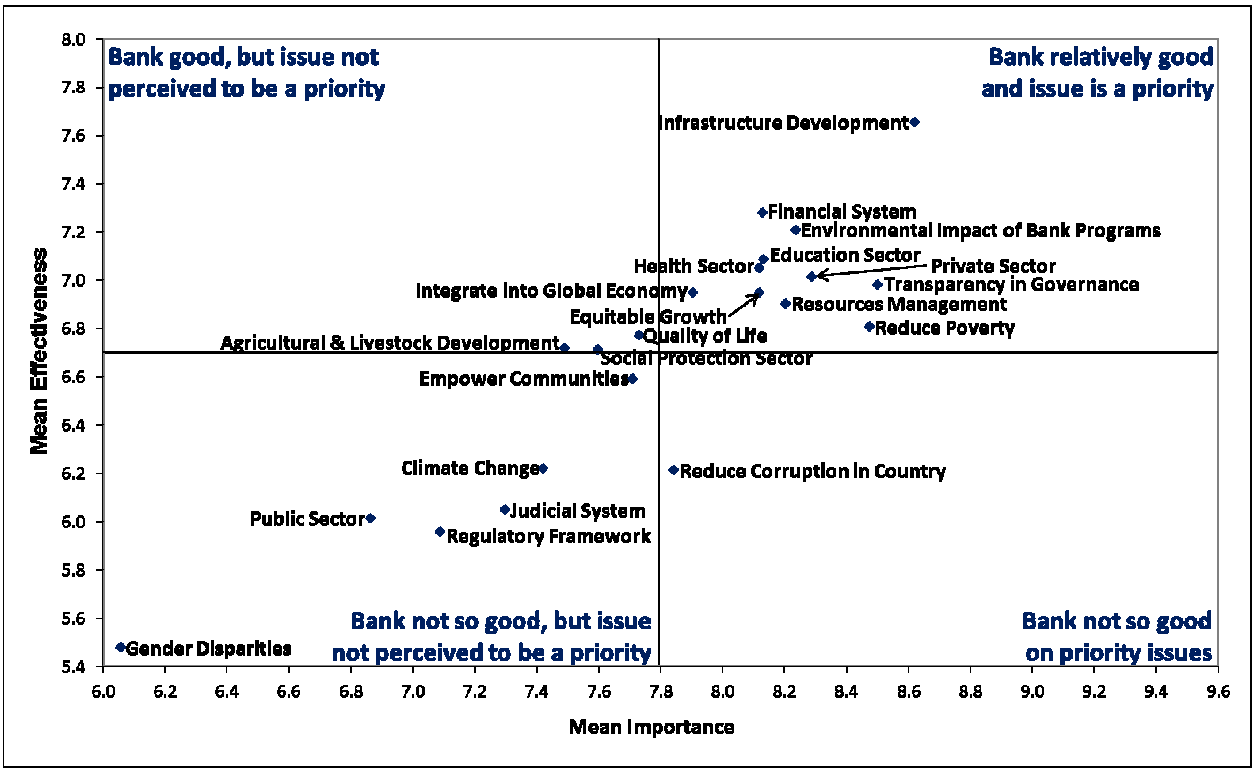
- Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness. The areas determined to be key drivers from these analyses were:
    - The Bank's effectiveness at helping to lay the foundation to integrate Mongolia into the global economy;
    - The Bank's effectiveness at encouraging greater transparency in governance; and
    - The Bank's effectiveness at helping to bring about strong equitable growth.

# VII. Overall Impressions of the World Bank (continued)

## Importance versus Effectiveness – Sector Analysis

By plotting respondents' ratings of importance versus effectiveness, one can assess where respondents perceived the Bank to be performing well on priority issues in Mongolia, as well as areas in which respondents perceived the Bank to not be performing so well on priority issues, areas in which respondents perceived the Bank was performing well, but on lower priority issues, and areas in which respondents perceived the Bank to not be performing so well on lower priority issues.

- **Bank relatively good and issue is a priority**: Areas in this quadrant are those that respondents indicated a high level of importance and gave the Bank a *relatively* high rating of effectiveness (although it should be noted that ratings of effectiveness were more than a point lower than ratings of importance). It is important that the Bank continue to do well in these areas (in order of mean importance):
  - Helping to strengthen the infrastructure development;
  - Encouraging greater transparency in governance;
  - Helping to reduce poverty;
  - Helping to strengthen the private sector;
  - Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies;
  - Helping to strengthen resource management;
  - Helping to strengthen the education sector;



# VII. Overall Impressions of the World Bank (continued)

## Importance versus Effectiveness – Sector Analysis (continued)

- **Bank relatively good and issue is a priority: (continued)**
  - Helping to strengthen the financial system;
  - Helping to bring about strong equitable growth;
  - Helping to strengthen the health sector; and
  - Helping to lay the foundation to integrate Mongolia into the global economy.

- **Bank not so good on priority issues**: Areas in this quadrant were those for which respondents indicated a high level of importance, but gave the Bank a relatively low rating of effectiveness. There was just one area in this quadrant:
  - Helping to reduce corruption in the country with its advice and support.

- **Bank not so good, but issue not perceived to be a priority**: Areas in this quadrant were those for which respondents gave the Bank a relatively low rating of effectiveness and a moderate level of importance. These areas were (in order of mean importance):
  - Helping to empower communities to participate in their own development;
  - Helping Mongolia adapt to/avert risk of climate change;
  - Helping to strengthen the judicial system;
  - Helping to strengthen the regulatory framework;
  - Helping to strengthen the public sector; and
  - Ensuring that attention is paid to gender disparities.

- **Bank good, but issue not perceived to be a priority**: Areas in this quadrant were those for which respondents indicated a moderate level of importance, but gave the Bank a relatively high rating of effectiveness. These areas were (in order of mean importance):
  - Helping to improve the quality of life in urban and rural areas (although this is on the borderline of becoming more of a priority);
  - Helping to strengthen the social protection sector (although this is on the borderline of the Bank being not so good); and
  - Helping to strengthen agricultural and livestock development (although this is on the borderline of the Bank being not so good).

# VII. Overall Impressions of the World Bank (continued)

Respondents were asked a variety of questions regarding the Bank's programs, poverty mission, personal relationships, collaborations/partnerships, knowledge, and day-to-day operations. Overall attitudes toward these aspects of the Bank were fairly positive. The Bank did best on items related to its knowledge.

- Respondents in this year's country survey had significantly higher ratings for "Producing knowledge and research that are useful" compared to respondents from the FY '07 country survey.

- Respondents in this year's country survey had significantly *lower* ratings compared to respondents from the FY '07 country survey for:
  - "The Bank's work is aligned with what I consider the development priorities for this country";
  - "The Bank's work reflects its own mission of poverty reduction";
  - "The World Bank treats clients and stakeholders in Mongolia with respect";
  - "The World Bank collaborates well with other donors here" (note in the FY '03 and FY '07 country surveys, the qualifier "well" was not included);
  - "The Bank is an effective catalyst for discussion on issues related to poverty";
  - "The Bank's work promotes the empowerment of poor people to participate in development";
  - "The World Bank imposes reasonable conditions on its lending";
  - "Promoting the inclusion of local communities in the development of strategies";
  - "Promoting the inclusion of local project experts in the development of strategies";
  - "Promoting the inclusion of private sector in the development of strategies";
  - "The Bank disburses funds promptly";
  - "The Bank works efficiently";
  - "The Bank helps to build capacity at the community level";
  - "The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia"; and
  - "The Bank helps to strengthen institutional capacity"; and
  - "The Bank's procurement requirements are reasonable".

# VII. Overall Impressions of the World Bank (continued)

- There were several instances in which there were significant differences between stakeholder groups in their ratings of the Bank across these areas. For the most part, respondents from local government tended to have the highest ratings across these areas whereas respondents from private sector tended to have the lowest ratings. Those areas for which there were significant differences between stakeholder groups were:
  - "Overall the Bank currently plays a relevant role in development in Mongolia";
  - "The Bank's work is aligned with what I consider the development priorities for this country";
  - "The Bank's work reflects its own mission of poverty reduction";
  - "The World Bank recommends programs and strategies that are realistic for Mongolia";
  - "The World Bank treats clients and stakeholders in Mongolia with respect";
  - "Overall I like to work/interact with Bank staff";
  - "In general, the strategies that the Bank recommends are sustainable over time";
  - "The World Bank's work promotes country ownership of development strategies";
  - "Sharing knowledge about international best practices";
  - "Straightforwardness in its dealings with you";
  - "Maintaining consistent messages";
  - "Promoting the inclusion of local project experts in the development of strategies";
  - "Promoting the inclusion of private sector in the development of strategies";
  - "Giving appropriate priority to poverty reduction";
  - "Lending in a way that promotes effective development across the country"
  - "The Bank is flexible in terms of adjusting to changing circumstances";
  - "The Bank effectively monitors and evaluates the projects and programs it supports";
  - "The Bank helps to build capacity at the community level"; and
  - "The Bank's procurement requirements are reasonable".

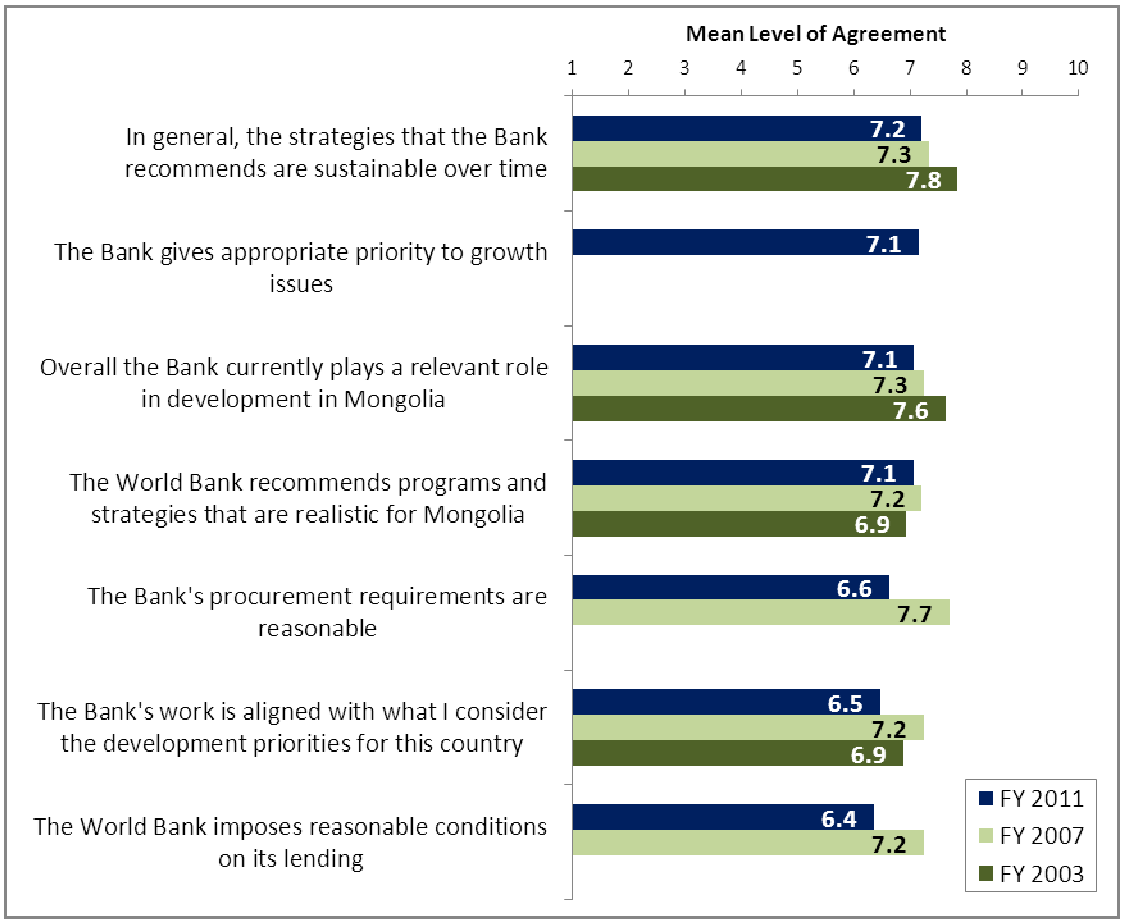
- Respondents from Other Areas had higher ratings of the Bank across nearly all of these areas compared to respondents from Ulaanbaatar, significantly so far all <u>but:</u>
  - "Sharing knowledge about international best practices";
  - "Promoting the inclusion of civil society in the development of strategies";
  - "Promoting the inclusion of private sector in the development of strategies";
  - "The Bank helps to build capacity of government officials";
  - "The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia"; and
  - "The Bank helps to strengthen institutional capacity".

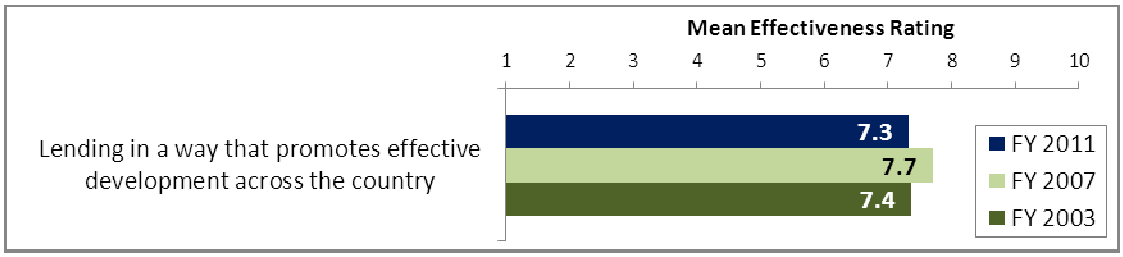
- Ratings for all stakeholder groups, both geographic locations, and across country surveys can be found in the appendix.

# VII. Overall Impressions of the World Bank (continued)

## Bank Programs in Mongolia

- In terms of the Bank's programs in Mongolia, the Bank's recommended strategies being generally sustainable over time received the highest mean level of agreement, 7.2, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at lending in a way that promotes effective development across Mongolia received a mean rating of 7.3 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.

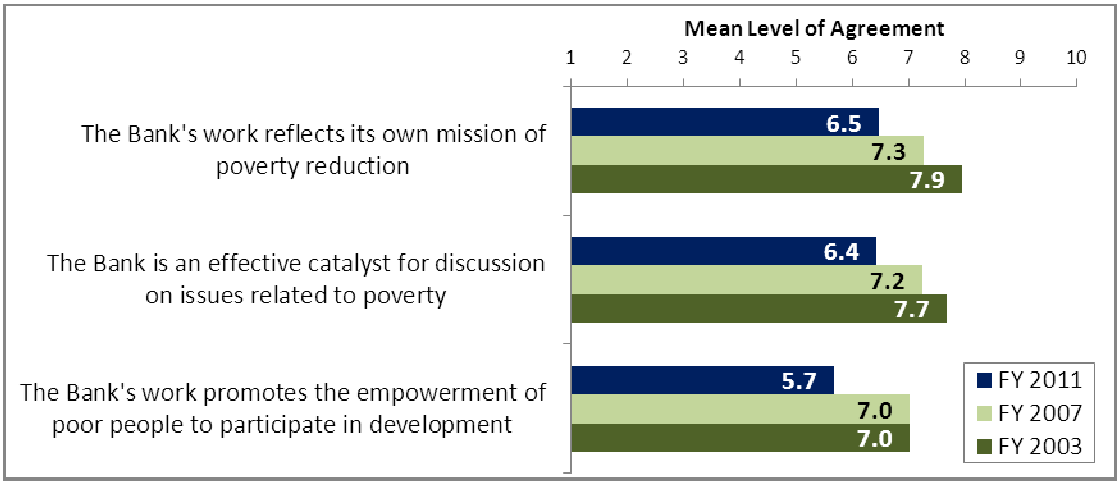


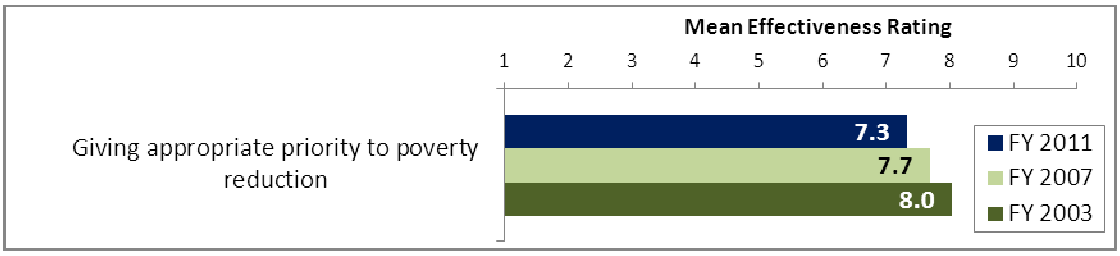



# VII. Overall Impressions of the World Bank (continued)

## Poverty Mission

- In terms of the Bank's poverty mission in Mongolia, the Bank's work reflecting its mission of poverty reduction received the highest mean level of agreement, 6.5, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at giving appropriate priority to poverty reduction received a mean rating of 7.3 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



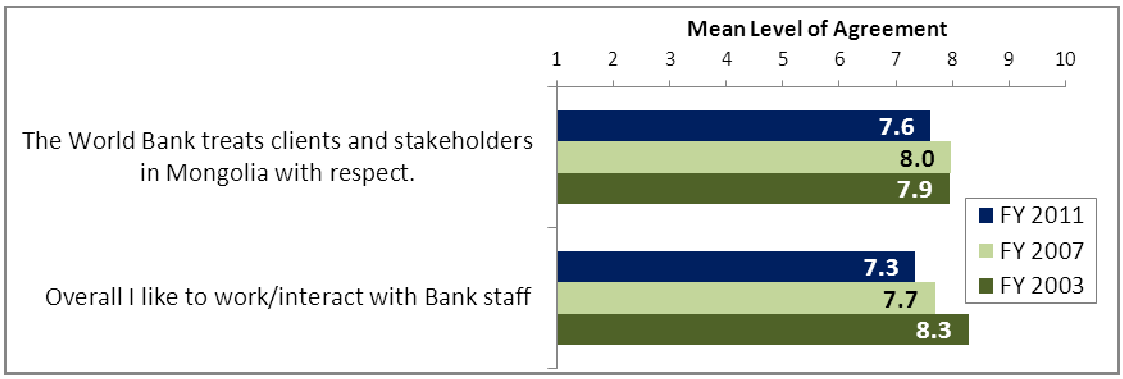



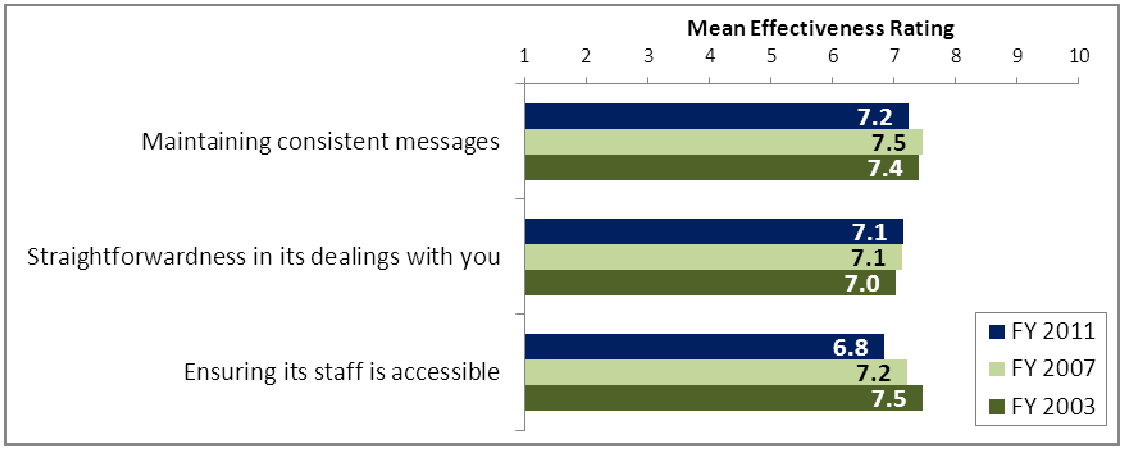
# VII. Overall Impressions of the World Bank (continued)

## Personal Relationships

- In terms of the Bank's personal relationships in Mongolia, the Bank treating clients and stakeholders in Mongolia with respect received the highest mean level of agreement, 7.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.

- In terms of maintaining relationships with clients and stakeholders in Mongolia, the Bank's effectiveness at maintaining consistent messages received the highest mean rating, 7.2, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.

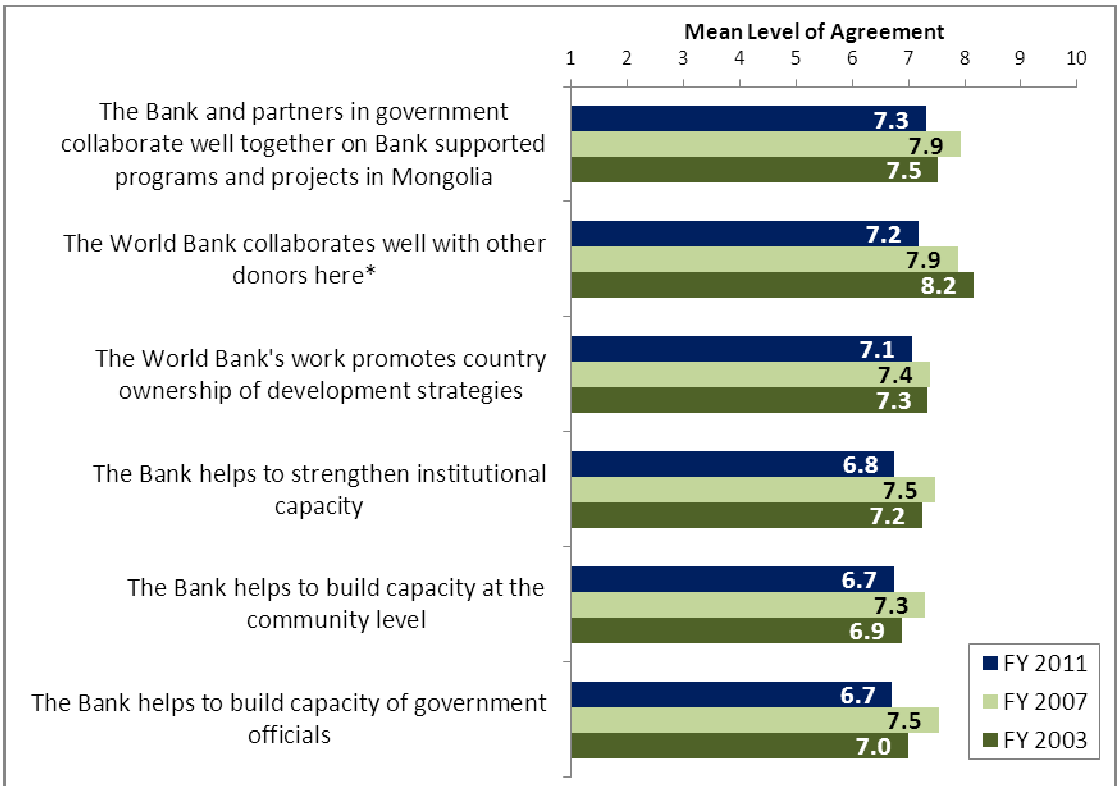


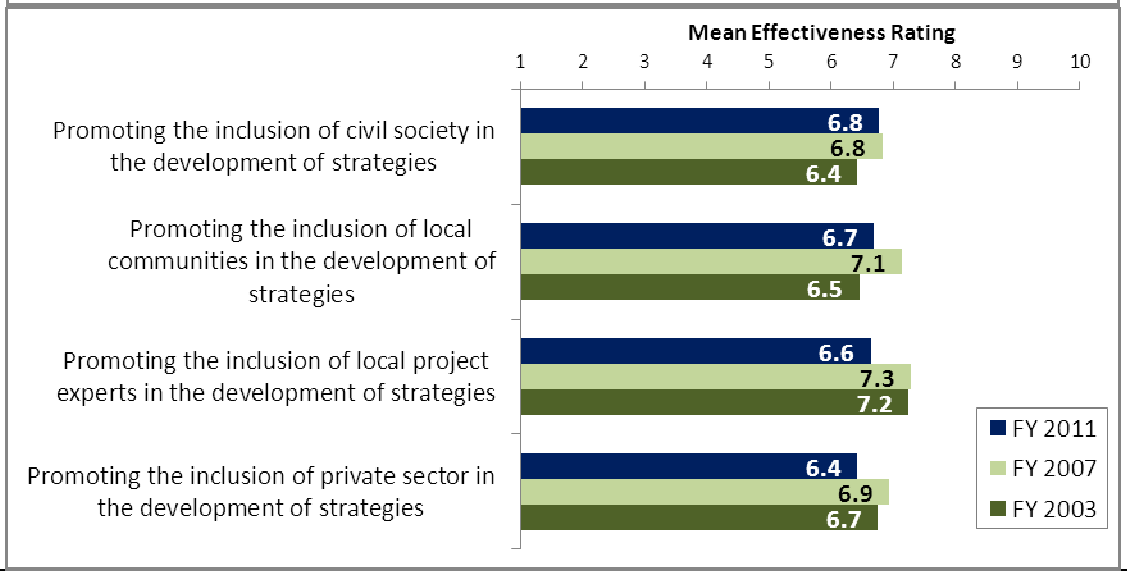
# VII. Overall Impressions of the World Bank (continued)

## Collaboration/Partnerships

- In terms of the Bank's collaborations in Mongolia, the Bank collaborating well with partners in government on Bank supported projects received the highest mean level of agreement, 7.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at promoting the inclusion of civil society in strategy development received the highest mean rating of 6.8 on a 10-point scale with 1 being not at all effective and 10 being very effective.



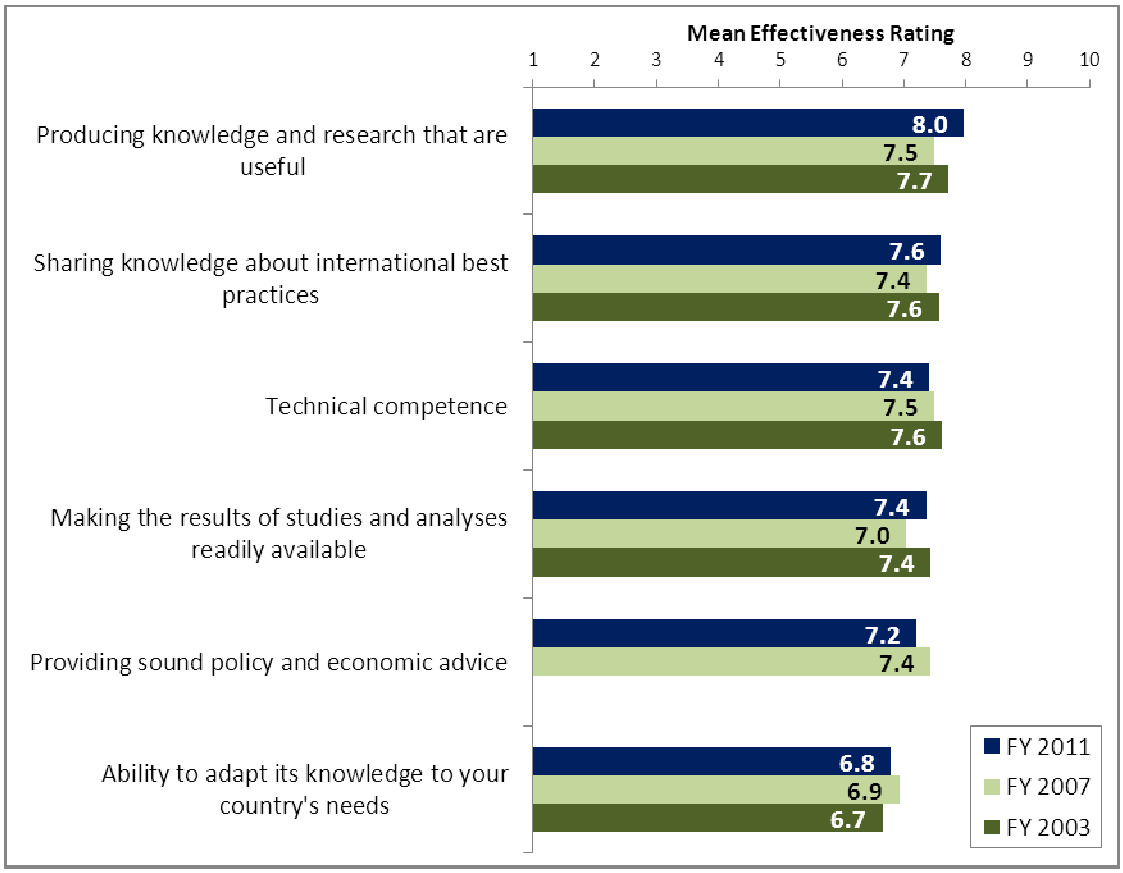

*The statement in the FY '03 and FY '07 surveys was "The World Bank collaborates with other donors here".



# VII. Overall Impressions of the World Bank (continued)

## Knowledge

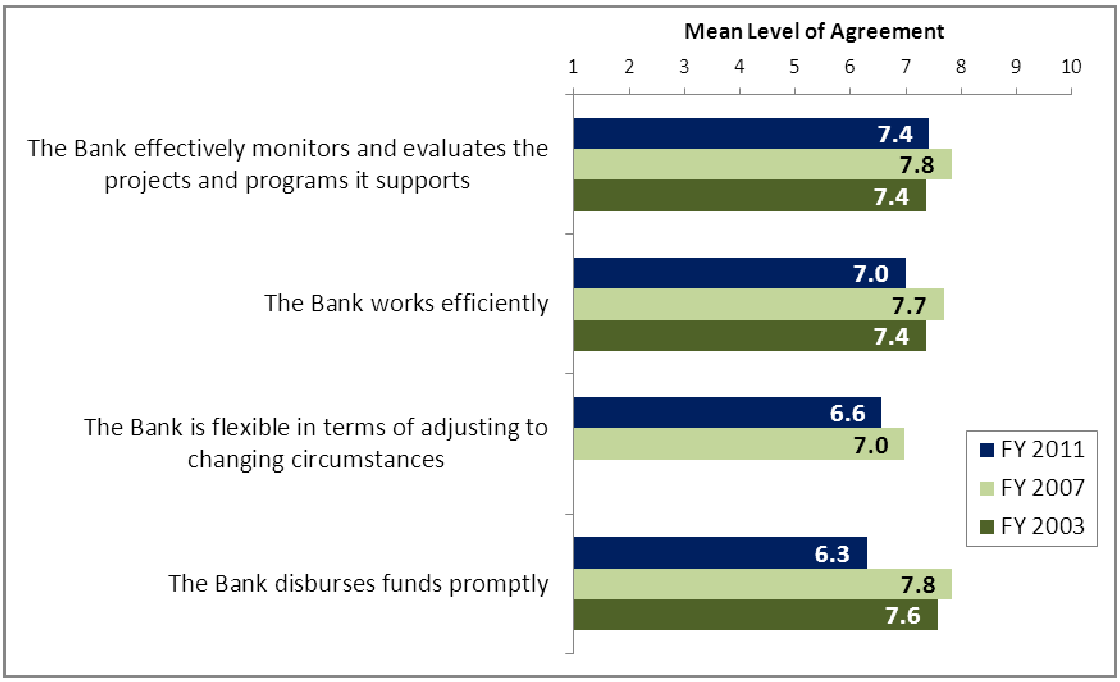
- In terms of the Bank's effectiveness at being a knowledge base in Mongolia, the Bank's ability to produce knowledge and research that are useful received the highest mean rating, 8.0, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.
  - The Bank's effectiveness at being able to adapt its knowledge to Mongolia's needs received the lowest mean rating, 6.8, across all respondents.



# VII. Overall Impressions of the World Bank (continued)

## Day-to-Day Operations

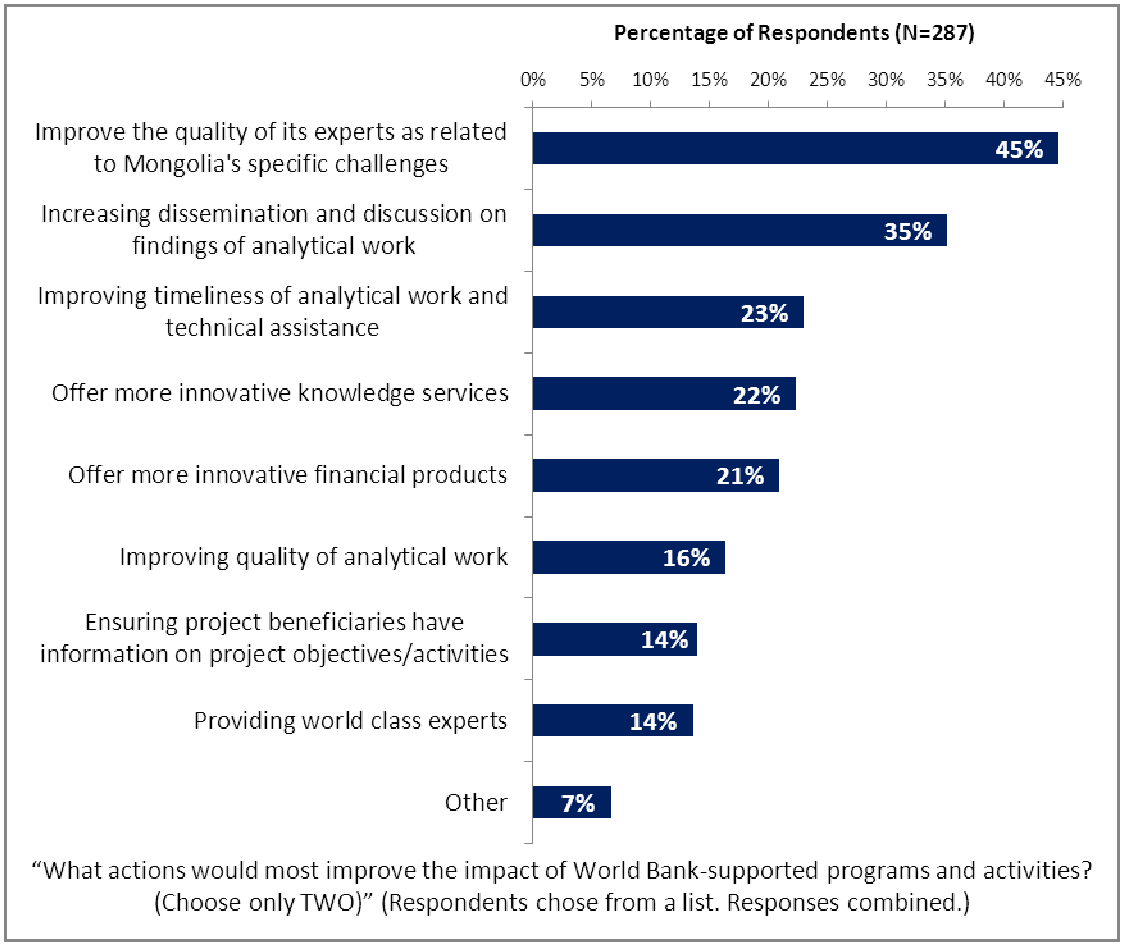
- In terms of the Bank's day-to-day operations in Mongolia, the Bank effectively monitoring and evaluating its projects received the highest mean level of agreement, 7.4, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



# VIII. The Future Role of the World Bank in Mongolia

## Improving the Bank's Impact

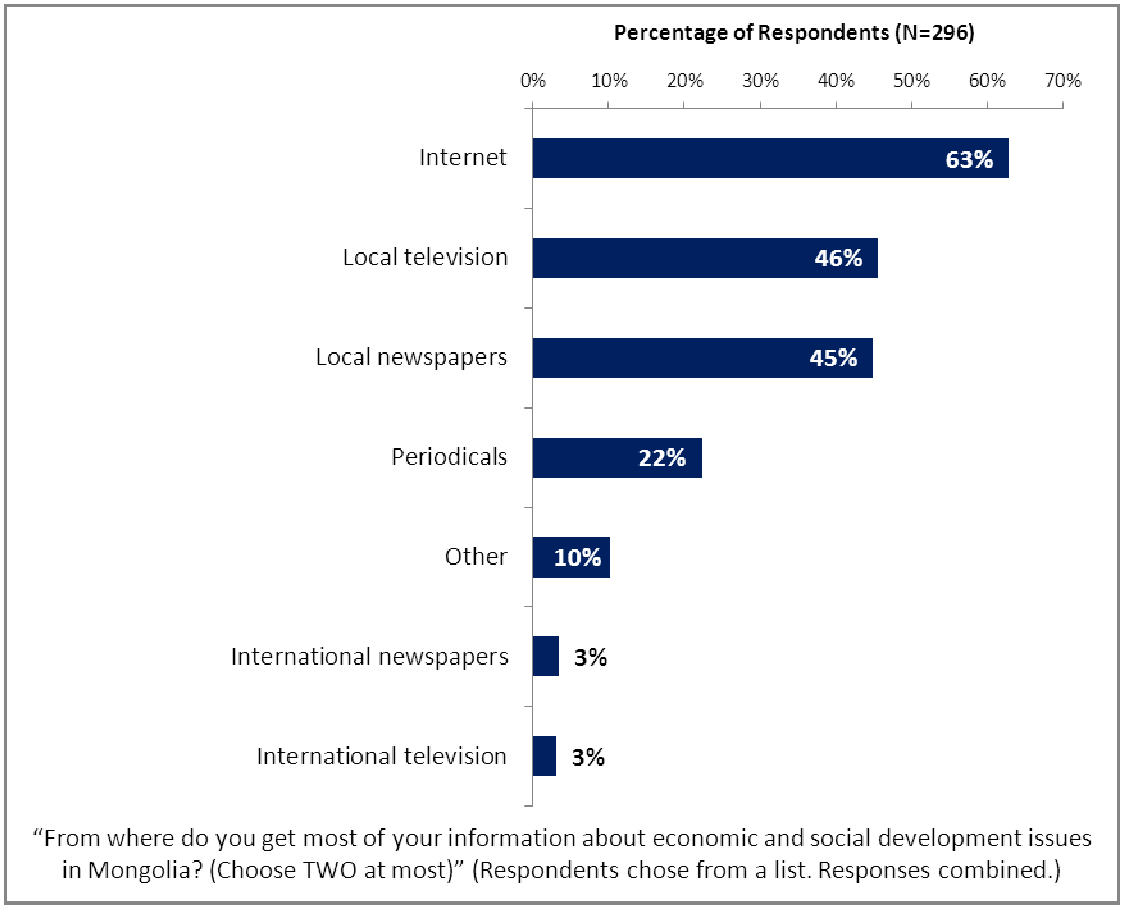
- Respondents indicated that World Bank's impact would be improved the most by improving the quality of its experts as related to Mongolia's specific challenges and by increasing dissemination/discussion on findings of its analytical work. Respondents in the FY '07 country survey indicated that the Bank's impact would be most improved by improving the quality of its analytical work (49%), increasing dissemination and discussion on the findings of its analytical work (44%), ensuring project beneficiaries have information on project objectives and activities (38%), and improving the timeliness of analytical work and technical assistance (36%).
    - Respondents across most stakeholder groups, as well as those from Ulaanbaatar and Other Areas, indicated that the Bank's impact would be most improved by improving the quality of its experts and by increasing dissemination of analytical findings, except respondents from bilateral or multilateral agencies who indicated that the Bank should offer more innovative knowledge services.



# IX. Communication and Outreach

## Information Sources

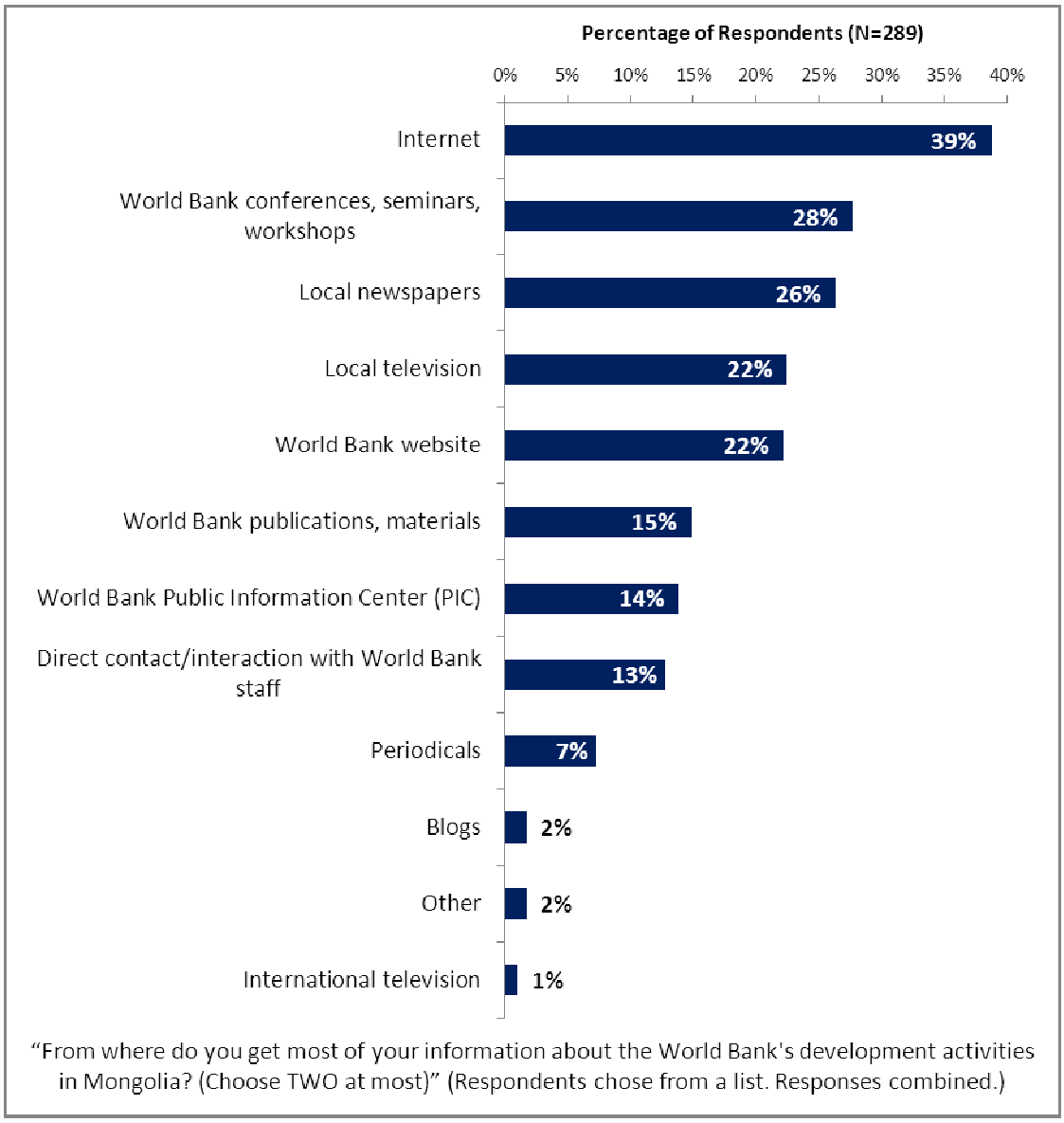
- Nearly two-thirds of all respondents indicated that they got most of their information about economic and social development issues in Mongolia from the Internet. Local television and local newspapers were also popular information sources. In the FY '07 country survey, respondents indicated that they were most likely to utilize local newspapers (77%), local television (68%), and the Internet (46%) for information about economic and social development issues in Mongolia.



# IX. Communication and Outreach (continued)

## Information Sources (continued)

- Respondents were again most likely to utilize the Internet for information about the Bank's development activities in Mongolia. World Bank conferences/seminars/ workshops, local newspapers, local television, and the World Bank website were also popular information sources.



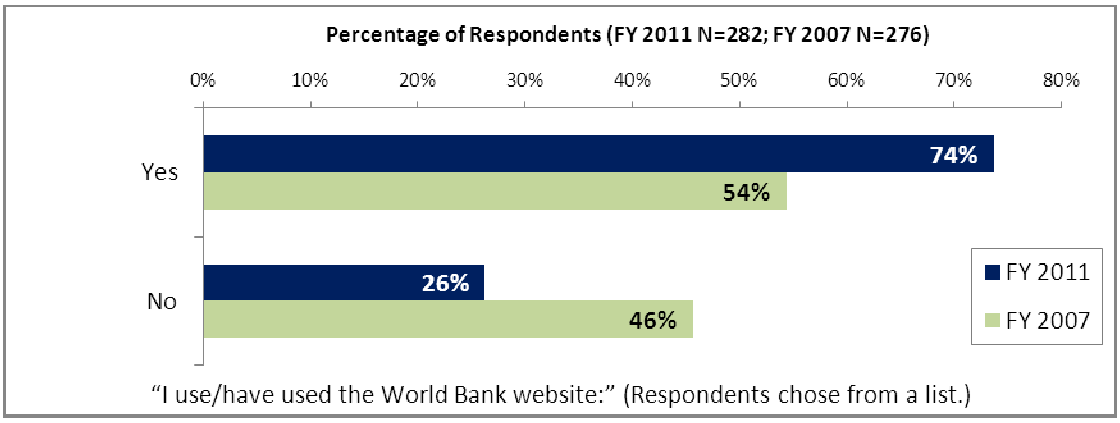
# IX. Communication and Outreach (continued)

## Internet Access

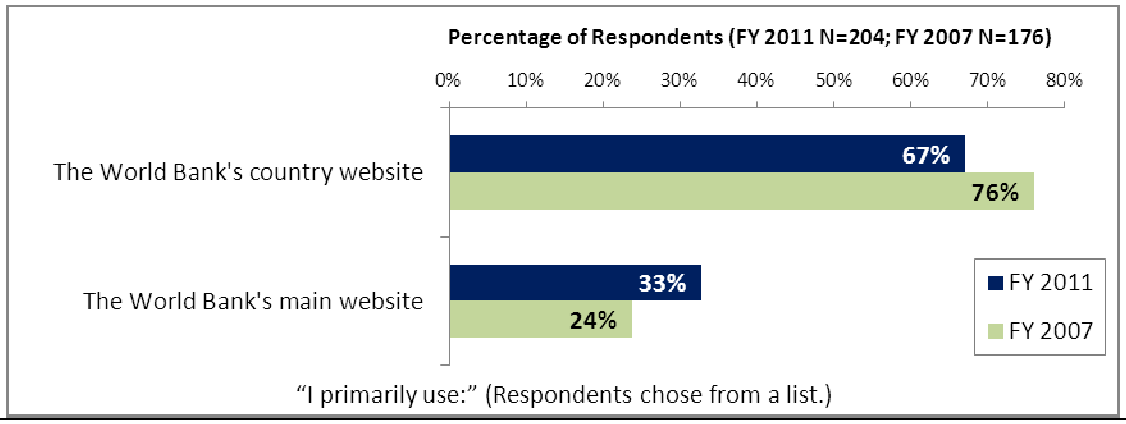
- The vast majority of all respondents indicated that they had access to the Internet (99%).

## Website Usage

- Nearly three-quarters of all respondents indicated that they had used the Bank's website, significantly more than respondents in the FY '07 country survey.
  - Respondents across all stakeholder groups and geographic locations had statistically similar rates of usage for the World Bank's website.



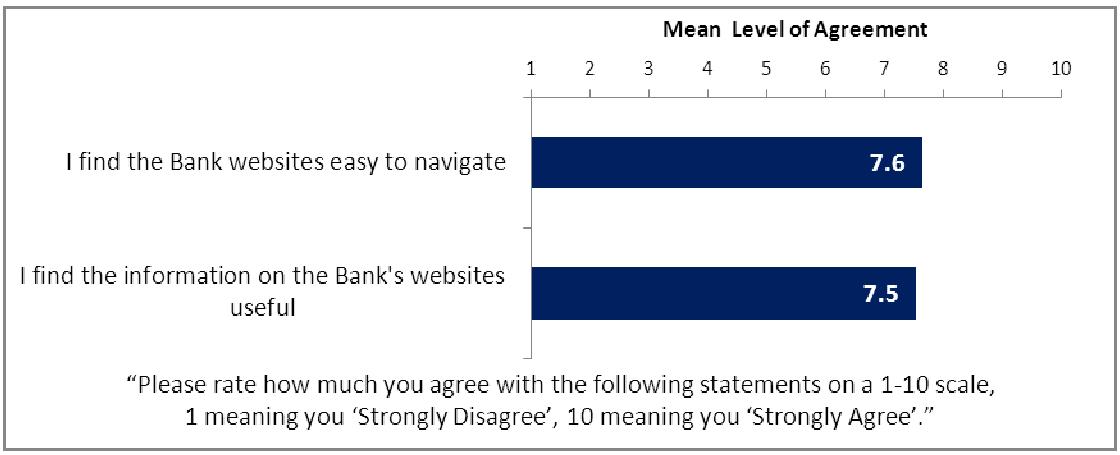

- Of those respondents who used the Bank's website, the majority indicated that they used the World Bank's country website. This is statistically similar to the website usage reported by respondents in the FY '07 country survey.
  - Employees of ministries and respondents from bilateral or multilateral agencies were significantly more likely to use the World Bank's main website compared to respondents from other stakeholder groups.
  - Respondents from Other Areas were significantly more likely to use the World Bank's country website compared to respondents from Ulaanbaatar.



# IX. Communication and Outreach (continued)

## Website Evaluation

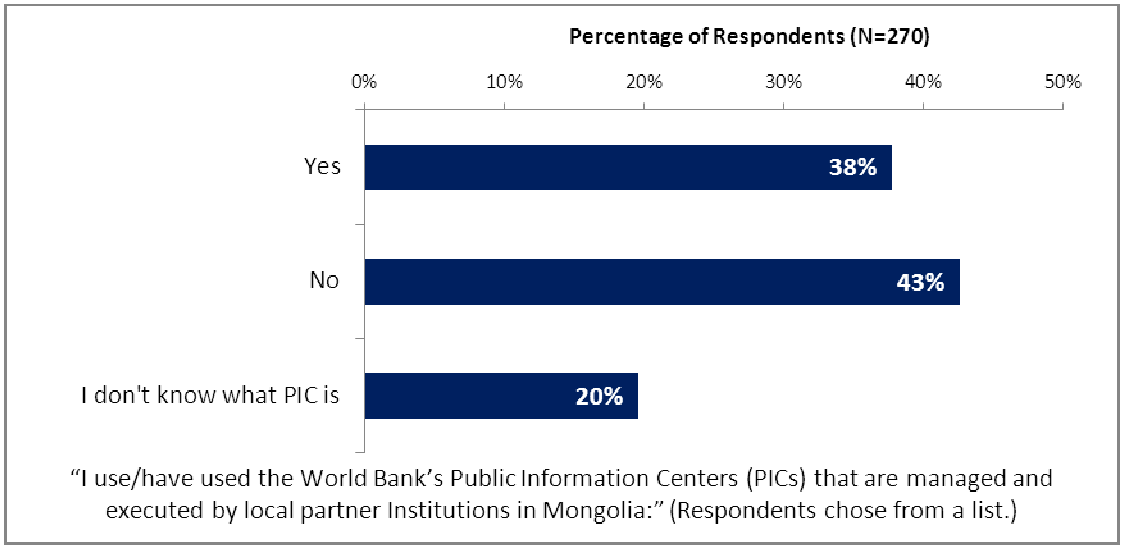
- Among those respondents who utilized the World Bank's websites, respondents finding the Bank websites easy to navigate received the highest mean level of agreement, 7.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents from Other Areas had significantly higher levels of agreement that they find the information on the Bank's websites useful compared to respondents from Ulaanbaatar. Respondents from Ulaanbaatar and Other Areas had statistically similar levels of agreement that they find the Bank websites easy to navigate.
  - Respondents across all stakeholder groups had statistically similar levels of agreement that they find the information on the Bank's websites useful and that they find the Bank websites easy to navigate.



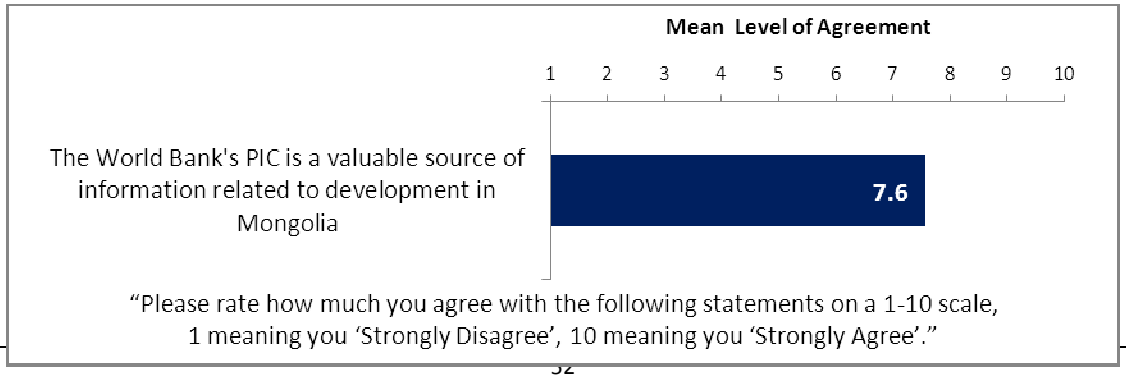
# IX. Communication and Outreach (continued)

## Public Information Centers (PICs)

- More than a third of all respondents indicated that they had used the Bank's PICs in Mongolia; however, 20% of all respondents were unaware of the Bank's PICs.
  - Respondents from local government and other organizations were significantly more likely to have used the Bank's PICs compared to respondents from other stakeholder groups.
  - Respondents from Other Areas were significantly more likely to have used the Bank's PICs compared to respondents from Ulaanbaatar.



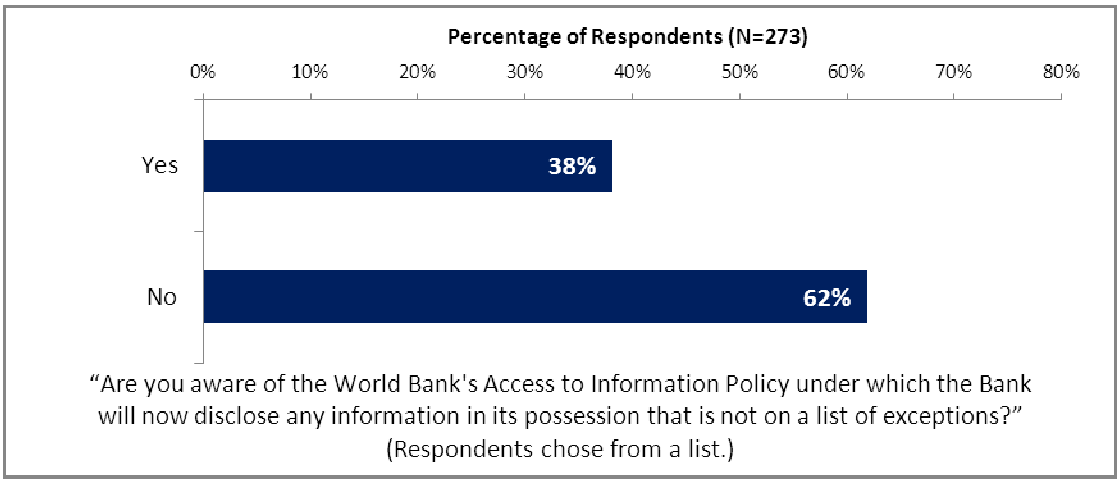

- Of those respondents who used the Bank's PICs, it being a valuable source of information related to development in Mongolia received a mean level of agreement of 7.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents from Other Areas had significantly higher levels of agreement that the Bank's PICs are a valuable source of information compared to respondents from Ulaanbaatar.
  - Respondents across all stakeholder groups had statistically similar levels of agreement regarding the value of the Bank's PICs.



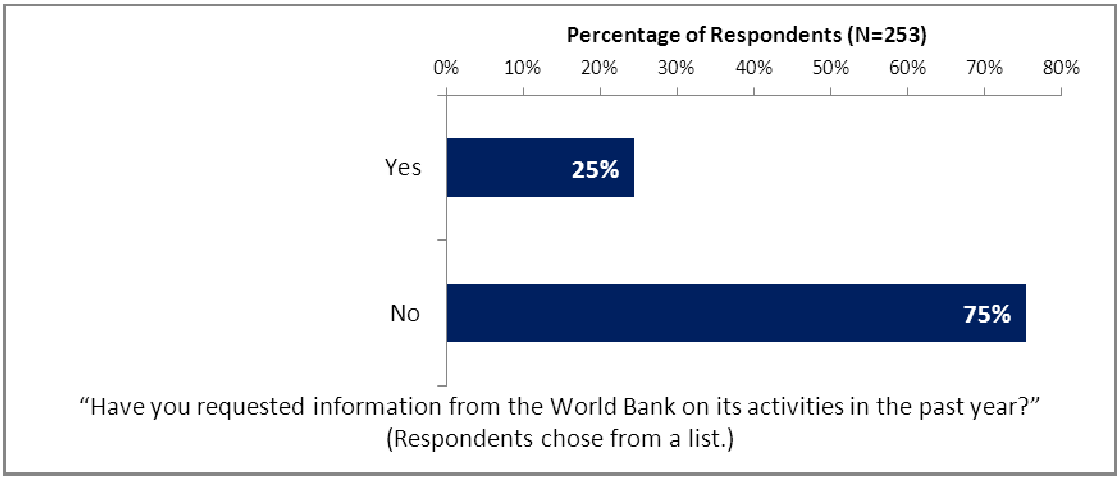
# IX. Communication and Outreach (continued)

## Access to Information

- Over half of all respondents indicated that they were not aware of the Bank's Access to Information Policy.
  - Respondents across all stakeholder groups and geographic locations had statistically similar rates of awareness for the Bank's Access to Information Policy.



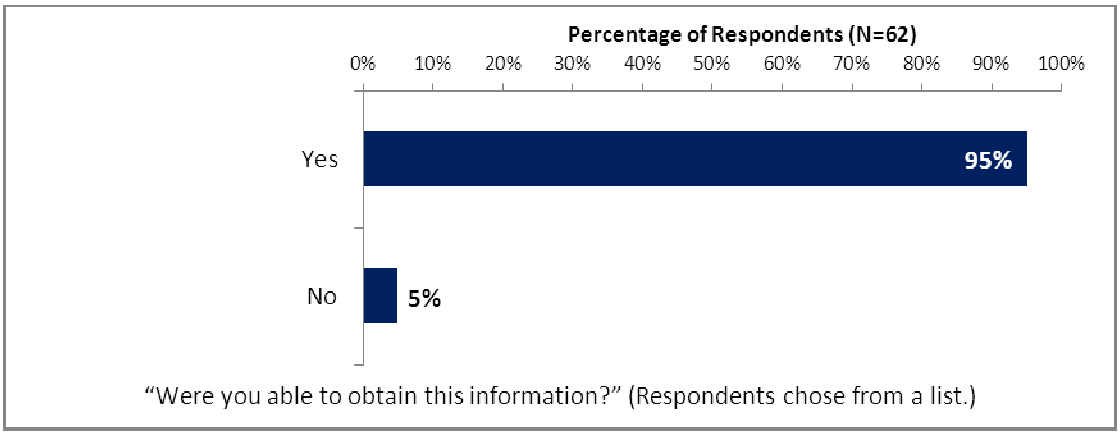

- A quarter of all respondents indicated that they had requested information from the Bank in the past year.
  - Respondents from bilateral or multilateral agencies were significantly more likely to have requested information from the Bank in the past year compared to respondents from other stakeholder groups.
  - Respondents from Other Areas were significantly more likely to have requested information from the Bank in the past year compared to respondents from Ulaanbaatar.



# IX. Communication and Outreach (continued)

## Access to Information (continued)

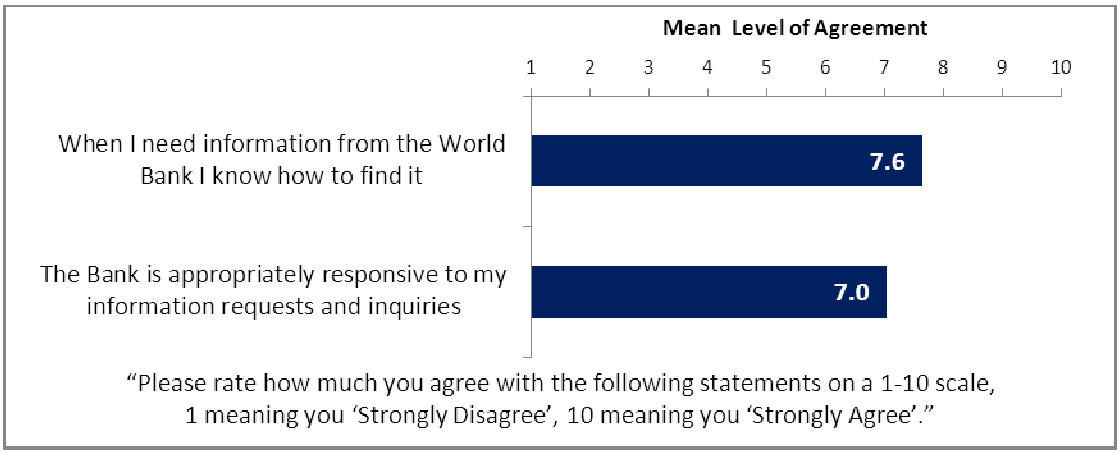
- Of those who had requested information from the Bank in the past year, nearly all indicated that they were able to obtain this information.
  - Respondents across all stakeholder groups and geographic locations had statistically similar likelihoods to have obtained their requested information from the Bank.



# IX. Communication and Outreach (continued)

## Communication and Outreach Efforts

- In terms of the Bank's communication and outreach efforts in Mongolia, respondents had the highest levels of agreement that "When I need information from the World Bank I know how to find it", receiving a mean rating of 7.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
  - Respondents across all stakeholder groups had statistically similar levels of agreement that "When I need information from the World Bank I know how to find it" and that "The Bank is appropriately responsive to my information requests and inquiries".
  - Respondents from Other Areas had higher levels of agreement regarding the Bank's communication and outreach efforts compared to respondents from Ulaanbaatar, significantly so for "When I need information from the World Bank I know how to find it".



# X. Appendices

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**MONGOLIA**

# Appendix A: Responses to All Questions across All Respondents

**Total Response Number = 312**

## *A. Background Information*

| 1. Which of the following best describes your current position? | Percentage of Respondents |
|---|---|
| NGO | 19.5% |
| Office of the President/Prime Minister | 17.8% |
| Employee of a Ministry | 17.2% |
| Local Government | 16.8% |
| Private Sector | 8.4% |
| Other | 7.7% |
| Bilateral or Multilateral Agency | 5.1% |
| Independent Government Institution | 2.4% |
| Academia | 2.0% |
| Media | 1.7% |
| Trade Union | 1.3% |

| 2. Please identify the primary specialization of your work. | Percentage of Respondents |
|---|---|
| Other | 22.4% |
| Social Services | 16.0% |
| Economic Management | 15.3% |
| Legislature, Politics | 11.2% |
| Environment, Natural Resource Management | 6.5% |
| Law, Justice | 6.5% |
| Commerce, Trade and Manufacturing | 5.8% |
| Infrastructure | 4.8% |
| Communications, Information Services | 4.1% |
| Agriculture, Agribusiness, Forestry | 3.7% |
| Finance, Banking, Insurance | 3.7% |

| Familiarity with the World Bank | N | Mean | SD |
|---|---|---|---|
| 3. How familiar are you with the work of the World Bank in Mongolia on a scale of 1-10, 1 meaning “not familiar at all”, 10 meaning “extremely familiar”? | 298 | 6.85 | 2.17 |

| 4. How long have you been involved with (or a close observer of) the World Bank's activities? | Percentage of Respondents |
|---|---|
| Less than one year | 18.3% |
| One to three years | 32.0% |
| More than three years | 49.6% |

| 5. Which best represents your geographic location? | Percentage of Respondents |
|---|---|
| Ulaanbaatar | 71.1% |
| Aimags and provinces | 19.1% |
| The secondary cities | 7.7% |
| Other | 2.0% |

### *B. General Issues facing Mongolia*

| Optimism | N | Mean | SD |
|---|---|---|---|
| 1. On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in Mongolia. | 296 | 7.46 | 2.17 |

| 2. Please identify which one of these you consider the *first (second) most important* development priority. | Percentage of Respondents | | |
|---|---|---|---|
| | *Most Important* | *2nd Most Important* | *Combined* |
| Government effectiveness/governance | 30.9% | 12.6% | 43.5% |
| Economic growth | 11.7% | 6.3% | 17.9% |
| Improving basic infrastructure | 7.2% | 9.4% | 16.6% |
| Reducing corruption | 9.0% | 6.3% | 15.2% |
| Reducing poverty | 4.5% | 10.3% | 14.8% |
| Economic diversification | 5.8% | 7.6% | 13.5% |
| Improving the effectiveness of law and justice system | 3.6% | 9.4% | 13.0% |
| Increasing employment/ income generating opportunities | 6.3% | 4.5% | 10.8% |
| Mining for sustainable development | 4.0% | 5.4% | 9.4% |
| Increasing access to education | 4.0% | 3.6% | 7.6% |
| Environment protection | 1.3% | 4.5% | 5.8% |
| Enhancing the opportunity for private sector growth/investment | 1.8% | 4.0% | 5.8% |
| Improving natural resources management | 4.0% | 0.9% | 4.9% |
| Rural development | 0.4% | 3.6% | 4.0% |
| Increasing access to health services | 1.8% | 1.3% | 3.1% |
| Promote policies to stimulate foreign direct investment | 0.9% | 1.8% | 2.7% |
| Agriculture and livestock development | 0.0% | 2.2% | 2.2% |
| Equity (reaching poor and vulnerable) | 0.9% | 0.9% | 1.8% |
| Food security | 0.0% | 1.3% | 1.3% |
| Urban development | 0.0% | 1.3% | 1.3% |
| HIV/AIDS and other communicable diseases | 0.0% | 0.9% | 0.9% |
| Improving trade and exports | 0.0% | 0.9% | 0.9% |
| Climate change | 0.9% | 0.0% | 0.9% |
| Other | 0.9% | 0.0% | 0.9% |
| Strengthening regulatory framework | 0.0% | 0.4% | 0.4% |
| Strengthening financial institutions | 0.0% | 0.4% | 0.4% |

### *B. General Issues facing Mongolia (continued)*

| 3. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose only TWO) | Percentage of Respondents (Responses Combined) |
|---|---|
| Increasing income generating activities/ employment | 40.3% |
| Enhancing the opportunity for private sector growth/investment | 34.0% |
| Improving governance | 22.1% |
| Education | 19.8% |
| Agriculture and livestock development | 14.2% |
| Reducing corruption | 13.2% |
| Infrastructure development | 13.2% |
| Increasing economic growth | 11.6% |
| Managing natural resources | 7.6% |
| Increasing foreign direct investment | 4.6% |
| Health | 4.3% |
| Protecting the environment | 3.0% |
| Extracting mineral resources | 2.3% |
| Other | 2.3% |
| Food security | 2.0% |

| 4. Which TWO areas below do you believe would contribute most to generating faster economic growth in Mongolia? (Choose only TWO) | Percentage of Respondents (Responses Combined) |
|---|---|
| Mining for sustainable development | 47.7% |
| Improving governance | 33.0% |
| Ensuring macro economic stability | 27.1% |
| Increasing agricultural and livestock productivity | 19.9% |
| Reducing corruption | 18.6% |
| Improving access to and/or quality of education | 16.0% |
| Improving trade and exports | 12.4% |
| Enhancing the environment for increased foreign direct investment | 9.2% |
| Strengthening the regulatory framework | 7.5% |
| Other | 3.6% |
| Improving access to and/or quality of health care | 1.3% |

| Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future on a scale of 1-10, 1 meaning not a priority at all, 10 meaning a top priority? | N | Mean | SD |
|---|---|---|---|
| Improving Governance | 288 | 8.84 | 1.82 |
| Climate change adaption | 255 | 6.16 | 2.39 |
| Mining for sustainable development | 271 | 8.03 | 1.92 |
| Equity (reaching poor and vulnerable people) | 266 | 7.48 | 2.19 |
| Economic diversification | 262 | 7.75 | 1.82 |
| Urban and rural development | 272 | 8.06 | 1.87 |
| Improving basic infrastructure | 277 | 8.92 | 1.45 |

### *C. Overall Attitudes toward the World Bank*

| Overall Effectiveness | N | Mean | SD |
|---|---|---|---|
| Overall, please rate your impression of the World Bank's effectiveness in Mongolia, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective". | 270 | 7.25 | 2.23 |

### *C. Overall Attitudes toward the World Bank (continued)*

| 2a. Based on your observations of the World Bank in Mongolia, what do you think the Bank considers its top priorities in Mongolia? (Choose only TWO) | Percentage of Respondents (Responses Combined) |
|---|---|
| Economic growth | 33.1% |
| Reducing poverty | 30.9% |
| Government effectiveness/governance | 26.2% |
| Mining for sustainable development | 10.9% |
| Improving basic infrastructure | 8.7% |
| Environment protection | 6.9% |
| Increasing employment/ income generating opportunities | 6.9% |
| Strengthening financial institutions | 6.5% |
| Reducing corruption | 6.2% |
| Promote policies to stimulate foreign direct investment | 6.2% |
| Enhancing the opportunity for private sector growth/investment | 6.2% |
| Increasing access to education | 5.8% |
| Economic diversification | 4.7% |
| Improving the effectiveness of law and justice system | 4.7% |
| Increasing access to health services | 4.4% |
| Improving natural resources management | 4.4% |
| Strengthening regulatory framework | 4.4% |
| Rural development | 4.0% |
| Agriculture and livestock development | 3.6% |
| Equity (reaching poor and vulnerable) | 3.3% |
| Food security | 1.8% |
| Urban development | 1.8% |
| HIV/AIDS and other communicable diseases | 1.5% |
| Improving trade and exports | 1.1% |
| Climate change | 0.7% |
| Other | 0.0% |

### *C. Overall Attitudes toward the World Bank (continued)*

| 2b. Based on your observations of the World Bank in Mongolia, where would it be most productive for the Bank to focus most of its resources? (Choose only TWO) | Percentage of Respondents (Responses Combined) |
|---|---|
| Government effectiveness/governance | 23.0% |
| Improving basic infrastructure | 18.6% |
| Enhancing the opportunity for private sector growth/investment | 14.2% |
| Increasing access to education | 11.7% |
| Reducing poverty | 11.7% |
| Economic growth | 10.6% |
| Improving natural resources management | 10.6% |
| Increasing employment/ income generating opportunities | 10.2% |
| Reducing corruption | 9.5% |
| Mining for sustainable development | 8.4% |
| Economic diversification | 8.0% |
| Urban development | 7.3% |
| Environment protection | 6.2% |
| Increasing access to health services | 5.8% |
| Equity (reaching poor and vulnerable) | 5.1% |
| Rural development | 5.1% |
| Strengthening regulatory framework | 4.7% |
| Improving the effectiveness of law and justice system | 3.6% |
| Agriculture and livestock development | 3.6% |
| Strengthening financial institutions | 3.3% |
| Promote policies to stimulate foreign direct investment | 2.6% |
| Improving trade and exports | 2.6% |
| Food security | 2.6% |
| Climate change | 2.2% |
| Other | 1.8% |
| HIV/AIDS and other communicable diseases | 0.7% |

| 3. In your opinion, what should be the level of involvement of the World Bank in Mongolia's development strategies? | Percentage of Respondents |
|---|---|
| The Bank should be more involved | 43.6% |
| The Bank is currently involved at an optimum level | 31.2% |
| The Bank should be less involved | 13.1% |
| The Bank shouldn't be involved at all | 2.0% |
| Don't know | 10.1% |

### *C. Overall Attitudes toward the World Bank (continued)*

| 4. In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to Mongolia? What is the "second greatest" value? | Percentage of Respondents | | |
|---|---|---|---|
| | *Greatest Value* | *2nd Greatest Value* | *Combined* |
| Policy and economic advice | 31.8% | 19.6% | 51.4% |
| Technical assistance | 17.7% | 13.5% | 31.1% |
| The Bank's knowledge | 13.0% | 9.8% | 22.8% |
| Donor coordination | 9.7% | 10.9% | 20.7% |
| Lending to fill gaps | 9.4% | 10.5% | 19.9% |
| Financial resources | 5.1% | 14.2% | 19.2% |
| Sharing and bringing other countries' experiences | 5.4% | 8.0% | 13.4% |
| Ability to mobilize resources | 3.2% | 5.8% | 9.1% |
| Ability to build implementation capacity | 3.2% | 5.5% | 8.7% |
| Convener/facilitator | 1.1% | 1.1% | 2.2% |
| Other | 0.4% | 1.1% | 1.5% |

| 5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Mongolia? (Choose TWO only) | Percentage of Respondents (Combined Responses) |
|---|---|
| Not enough public disclosure of its work | 40.6% |
| Not exploring alternative policy options | 31.9% |
| Providing generic solutions not tailored to local conditions | 21.9% |
| Too bureaucratic in its operational policies and procedures | 18.4% |
| Imposing technocratic solutions without regard to political realities | 17.0% |
| Too influenced by the US | 14.2% |
| Inadequately aligned with country priorities | 11.8% |
| Other | 7.3% |
| Is arrogant in its approach | 5.6% |
| Staff too inaccessible | 4.2% |

### *C. Overall Attitudes toward the World Bank (continued)*

| 6. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mongolia? (Choose TWO only) | Percentage of Respondents (Responses Combined) |
|---|---|
| Education | 22.8% |
| Enhanced business environment for private sector development | 20.5% |
| Governance | 16.8% |
| Poverty | 14.4% |
| Energy and infrastructure | 11.1% |
| Labor markets/job creation | 11.1% |
| Mining for sustainable development | 10.7% |
| Anti-corruption | 8.7% |
| Environmental sustainability | 8.4% |
| Health | 8.1% |
| Natural resources management | 7.4% |
| Social protection | 6.0% |
| Rural development | 6.0% |
| Agriculture and livestock development | 5.4% |
| Food security | 5.4% |
| Economic diversification | 5.4% |
| Improving equality of opportunity | 4.7% |
| Financial markets | 4.4% |
| Water and sanitation | 4.0% |
| Monitoring and evaluation | 4.0% |
| Public expenditure | 3.0% |
| Public sector performance | 2.7% |
| Other | 2.0% |
| Urban development | 1.3% |
| Transport | 0.3% |

| 7. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose TWO only) | Percentage of Respondents (Combined Responses) |
|---|---|
| NGOs | 42.3% |
| Private sector | 36.5% |
| Local government | 32.9% |
| Academics | 25.7% |
| Youth | 14.3% |
| Community based organizations (CBOs) | 13.4% |
| Beneficiaries | 12.1% |
| Parliament | 8.8% |
| Donor community | 8.1% |
| Other | 2.0% |

| Civil Society | N | Mean | SD |
|---|---|---|---|
| 8. In your opinion, to what degree would increasing the voice and influence of civil society in Mongolia help to improve development efforts, on a scale of 1-10, meaning to no degree at all, 10 meaning to a great degree. | 285 | 7.73 | 2.38 |

### *C. Overall Attitudes toward the World Bank (continued)*

| On a scale of 1-10, with 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mongolia. | Level of Agreement | | |
|---|---|---|---|
| | N | Mean | SD |
| 9. Overall the Bank currently plays a relevant role in development in Mongolia | 286 | 7.07 | 2.33 |
| 10. The Bank's work is aligned with what I consider the development priorities for this country | 266 | 6.47 | 2.11 |
| 11. The Bank's work reflects its own mission of poverty reduction | 267 | 6.48 | 2.28 |
| 12. The World Bank recommends programs and strategies that are realistic for Mongolia | 277 | 7.06 | 2.17 |
| 13. The World Bank treats clients and stakeholders in Mongolia with respect. | 261 | 7.62 | 2.12 |
| 14. The World Bank collaborates well with other donors here | 231 | 7.18 | 2.14 |
| 15. Overall I like to work/interact with Bank staff | 241 | 7.34 | 2.15 |
| 16. The Bank is an effective catalyst for discussion on issues related to poverty | 255 | 6.42 | 2.38 |
| 17. In general, the strategies that the Bank recommends are sustainable over time | 262 | 7.21 | 2.01 |
| 18. The World Bank's work promotes country ownership of development strategies | 237 | 7.06 | 2.36 |
| 19. The Bank's work promotes the empowerment of poor people to participate in development | 242 | 5.67 | 2.43 |
| 20. The World Bank imposes reasonable conditions on its lending | 223 | 6.36 | 2.41 |
| 21. The Bank gives appropriate priority to growth issues | 251 | 7.15 | 2.05 |

## *D. The Work of the World Bank*

| **How important is it for the World Bank to be involved in that particular area of work in Mongolia? How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mongolia?** *(Asked on a 10-point importance/effectiveness scale, 1 being Not at all, 10 being Very.)* | **Importance** | | | **Effectiveness** | | |
|---|---|---|---|---|---|---|
| | **N** | **Mean** | **SD** | **N** | **Mean** | **SD** |
| 1. Helping to reduce poverty | 277 | 8.43 | 2.04 | 259 | 6.83 | 2.48 |
| 2. Helping to bring about strong equitable growth | 258 | 8.07 | 1.95 | 233 | 6.97 | 2.30 |
| 3. Encouraging greater transparency in governance | 268 | 8.45 | 2.04 | 245 | 7.00 | 2.56 |
| 4. Helping to strengthen the private sector | 267 | 8.24 | 2.08 | 238 | 7.03 | 2.56 |
| 5. Helping to strengthen the financial system | 265 | 8.08 | 2.03 | 243 | 7.30 | 2.23 |
| 6. Helping to strengthen the regulatory framework | 256 | 7.04 | 2.68 | 231 | 5.98 | 2.70 |
| 7. Helping to strengthen the judicial system | 258 | 7.25 | 2.58 | 230 | 6.07 | 2.70 |
| 8. Helping to strengthen the public sector | 254 | 6.81 | 2.60 | 235 | 6.03 | 2.59 |
| 9. Helping to strengthen the education sector | 263 | 8.08 | 2.26 | 241 | 7.11 | 2.60 |
| 10. Helping to strengthen the health sector | 259 | 8.07 | 2.27 | 237 | 7.07 | 2.63 |
| 11. Helping to lay the foundation to integrate Mongolia into the global economy | 249 | 7.86 | 2.32 | 225 | 6.97 | 2.63 |
| 12. Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies | 262 | 8.19 | 1.98 | 241 | 7.23 | 2.53 |
| 13. Ensuring that attention is paid to gender disparities | 242 | 6.01 | 2.85 | 222 | 5.50 | 2.78 |
| 14. Helping to strengthen agricultural and livestock development | 258 | 7.44 | 2.41 | 235 | 6.74 | 2.56 |
| 15. Helping to strengthen infrastructure development | 256 | 8.57 | 1.75 | 234 | 7.68 | 2.21 |
| 16. Helping to strengthen resource management | 254 | 8.15 | 2.06 | 232 | 6.92 | 2.41 |
| 17. Helping to strengthen the social protection sector | 250 | 7.55 | 2.31 | 223 | 6.73 | 2.53 |
| 18. Helping to improve the quality of life in urban and rural areas | 253 | 7.68 | 2.40 | 230 | 6.79 | 2.58 |
| 19. Helping to reduce corruption in the country with its advice and support | 257 | 7.79 | 2.44 | 231 | 6.23 | 2.89 |
| 20. Helping to empower communities to participate in their own development | 248 | 7.66 | 2.24 | 223 | 6.61 | 2.56 |
| 21. Helping Mongolia adapt to/avert risk of climate change | 247 | 7.37 | 2.54 | 220 | 6.24 | 2.74 |

### *E. The Way the World Bank does Business*

| **Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".** | **Level of Effectiveness** | | |
|---|---|---|---|
| | **N** | **Mean** | **SD** |
| 1. Technical competence | 232 | 7.41 | 2.02 |
| 2. Producing knowledge and research that are useful | 262 | 7.96 | 1.90 |
| 3. Making the results of studies and analyses readily available | 252 | 7.36 | 2.26 |
| 4. Sharing knowledge about international best practices | 253 | 7.60 | 2.06 |
| 5. Ability to adapt its knowledge to your country's needs | 235 | 6.78 | 2.28 |
| 6. Ensuring its staff is accessible | 219 | 6.84 | 2.35 |
| 7. Providing sound policy and economic advice | 247 | 7.20 | 2.07 |
| 8. Straightforwardness in its dealings with you | 220 | 7.15 | 2.29 |
| 9. Maintaining consistent messages | 245 | 7.23 | 2.14 |
| 10. Promoting the inclusion of local communities in the development of strategies | 218 | 6.68 | 2.33 |
| 11. Promoting the inclusion of civil society in the development of strategies | 236 | 6.76 | 2.38 |
| 12. Promoting the inclusion of local project experts in the development of strategies | 208 | 6.63 | 2.29 |
| 13. Promoting the inclusion of private sector in the development of strategies | 210 | 6.41 | 2.30 |
| 14. Giving appropriate priority to poverty reduction | 246 | 7.33 | 2.28 |
| 15. Lending in a way that promotes effective development across the country | 226 | 7.33 | 2.18 |

### *F. Project/Program Related Issues*

**The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.**

| Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree". | Level of Agreement | | |
|---|---|---|---|
| | N | Mean | SD |
| 1. The Bank is flexible in terms of adjusting to changing circumstances | 190 | 6.56 | 2.26 |
| 2. The Bank disburses funds promptly | 167 | 6.31 | 2.56 |
| 3. The Bank works efficiently | 158 | 6.99 | 2.19 |
| 4. The Bank effectively monitors and evaluates the projects and programs it supports | 188 | 7.42 | 2.17 |
| 5. The Bank helps to build capacity at the community level | 176 | 6.74 | 2.30 |
| 6. The Bank helps to build capacity of government officials | 177 | 6.71 | 2.38 |
| 7. The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia | 197 | 7.31 | 2.15 |
| 8. The Bank helps to strengthen institutional capacity | 190 | 6.75 | 2.37 |
| 9. The Government supports and takes responsibility for development efforts in Mongolia | 180 | 6.58 | 2.46 |
| 10. The Bank's procurement requirements are reasonable | 162 | 6.63 | 2.36 |

### *G. The Future Role of the World Bank in Mongolia*

| 1. What actions would most improve the impact of World Bank-supported programs and activities? (Choose only TWO) | Percentage of Respondents |
|---|---|
| Improve the quality of its experts as related to Mongolia's specific challenges | 44.6% |
| Increasing dissemination and discussion on findings of analytical work | 35.2% |
| Improving timeliness of analytical work and technical assistance | 23.0% |
| Offer more innovative knowledge services | 22.3% |
| Offer more innovative financial products | 20.9% |
| Improving quality of analytical work | 16.4% |
| Ensuring project beneficiaries have information on project objectives and activities | 13.9% |
| Providing world class experts | 13.6% |
| Other | 7% |

### *H. Communication and Outreach*

| 1. Where do you get most of your information about economic and social development issues in Mongolia? (Choose TWO at most) | Percentage of Respondents (Combined Responses) |
|---|---|
| Internet | 62.8% |
| Local television | 45.6% |
| Local newspapers | 44.9% |
| Periodicals | 22.3% |
| Other | 10.1% |
| International newspapers | 3.4% |
| International television | 3.0% |
| Local radio | 0.0% |
| International radio | 0.0% |

| 2. From where do you get most of your information about the World Bank's development activities in Mongolia? (Choose TWO at most) | Percentage of Respondents (Combined Responses) |
|---|---|
| Internet | 38.8% |
| World Bank conferences, seminars, workshops | 27.7% |
| Local newspapers | 26.3% |
| Local television | 22.5% |
| World Bank website | 22.1% |
| World Bank publications, materials | 14.9% |
| World Bank Public Information Center (PIC) | 13.8% |
| Direct contact/interaction with World Bank staff | 12.8% |
| Periodicals | 7.3% |
| Blogs | 1.7% |
| Other | 1.7% |
| International television | 1.0% |
| International newspapers | 0.7% |
| Local radio | 0.3% |
| International radio | 0.0% |

| 3. Do you have access to the Internet? | Percentage of Respondents |
|---|---|
| Yes | 99.0% |

| | |
|---|---|
| No | 1.0% |

### *H. Communication and Outreach (continued)*

| 4. I use/have used the World Bank website: | Percentage of Respondents |
|---|---|
| Yes | 73.8% |
| No | 26.2% |

| 5. I primarily use: | Percentage of Respondents |
|---|---|
| The World Bank's country website | 67.2% |
| The World Bank's main website | 32.8% |

| 6. I use/have used the World Bank's Public Information Centers (PICs) that are managed and executed by local partner Institutions in Mongolia: | Percentage of Respondents |
|---|---|
| Yes | 37.8% |
| No | 42.6% |
| I don't know what PIC is | 19.6% |

| 7. Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions? | Percentage of Respondents |
|---|---|
| Yes | 38.1% |
| No | 61.9% |

| 8. Have you requested information from the World Bank on its activities in the past year? | Percentage of Respondents |
|---|---|
| Yes | 24.5% |
| No | 75.5% |

| 9. Were you able to obtain this information? | Percentage of Respondents |
|---|---|
| Yes | 62.5% |
| No | 37.5% |

| Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree" | Level of Agreement | | |
|---|---|---|---|
| | N | Mean | SD |
| 10. The World Bank's PIC is a valuable source of information related to development in Mongolia | 133 | 7.56 | 2.29 |
| 11. I find the Bank websites easy to navigate | 190 | 7.64 | 2.00 |
| 12. I find the information on the Bank's websites useful | 190 | 7.54 | 2.04 |
| 13. When I need information from the World Bank I know how to find it | 224 | 7.64 | 2.33 |
| 14. The Bank is appropriately responsive to my information requests and inquiries | 155 | 7.04 | 2.56 |

# Appendix B: Responses to All Questions by Stakeholder Groups

## *A. Background Information*

**Background Information**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Mongolia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"? | 52 | 7.02 | 2.03 | 51 | 7.47 | 1.93 | 45 | 7.02 | 2.15 | 15 | 6.93 | 1.94 | 25 | 7.56 | 2.12 | 55 | 5.91 | 2.33 | 5 | 6.00 | 2.74 | 7 | 6.71 | 1.89 | 3 | 4.67 | 3.06 | 6 | 7.00 | 1.41 | 22 | 6.73 | 2.37 |

## *B. General Issues facing Mongolia*

**General Issues facing Mongolia**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in Mongolia. | 49 | 8.37 | 1.72 | 49 | 7.71 | 1.78 | 44 | 7.93 | 2.20 | 15 | 6.40 | 1.24 | 25 | 7.36 | 1.50 | 57 | 6.70 | 2.50 | 5 | 9.20 | .84 | 7 | 7.00 | 2.38 | 3 | 6.33 | 3.21 | 6 | 7.17 | 2.32 | 21 | 7.95 | 1.69 |

## *B. General Issues facing Mongolia (continued)*

**Please identify which one of these you consider the *first most important* development priority.**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Government effectiveness/governance | 25.7% | 26.2% | 31.3% | 33.3% | 35.0% | 31.7% | 0.0% | 0.0% | 50.0% | 60.0% | 47.1% |
| HIV/AIDS and other communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 14.3% | 14.3% | 9.4% | 8.3% | 10.0% | 4.9% | 0.0% | 33.3% | 50.0% | 0.0% | 17.6% |
| Reducing corruption | 14.3% | 9.5% | 3.1% | 8.3% | 0.0% | 12.2% | 0.0% | 16.7% | 0.0% | 0.0% | 11.8% |
| Promote policies to stimulate foreign direct investment | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Increasing access to education | 2.9% | 4.8% | 9.4% | 0.0% | 0.0% | 4.9% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Increasing access to health services | 2.9% | 0.0% | 3.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% |
| Reducing poverty | 2.9% | 2.4% | 3.1% | 8.3% | 0.0% | 9.8% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Mining for sustainable development | 5.7% | 7.1% | 0.0% | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 20.0% | 5.9% |
| Economic diversification | 5.7% | 14.3% | 3.1% | 8.3% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% |
| Improving the effectiveness of law and justice system | 2.9% | 0.0% | 3.1% | 8.3% | 10.0% | 4.9% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Improving basic infrastructure | 5.7% | 11.9% | 12.5% | 8.3% | 10.0% | 2.4% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% |
| Environment protection | 0.0% | 0.0% | 9.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Improving natural resources management | 5.7% | 2.4% | 3.1% | 8.3% | 5.0% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% |
| Increasing employment/ income generating opportunities | 2.9% | 4.8% | 6.3% | 0.0% | 10.0% | 14.6% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Enhancing the opportunity for private sector growth/investment | 2.9% | 0.0% | 0.0% | 8.3% | 10.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Agriculture and livestock development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Strengthening regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Improving trade and exports | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Strengthening financial institutions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equity (reaching poor and vulnerable) | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 0.0% | 0.0% | 3.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

## *B. General Issues facing Mongolia (continued)*

**Then identify which one you consider the *second* most important development priority.**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Government effectiveness/governance | 17.1% | 9.5% | 6.3% | 16.7% | 25.0% | 9.8% | 0.0% | 0.0% | 50.0% | 20.0% | 5.9% |
| HIV/AIDS and other communicable diseases | 2.9% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 5.7% | 7.1% | 12.5% | 0.0% | 0.0% | 7.3% | 0.0% | 0.0% | 0.0% | 0.0% | 11.8% |
| Reducing corruption | 8.6% | 4.8% | 6.3% | 0.0% | 0.0% | 9.8% | 0.0% | 0.0% | 0.0% | 20.0% | 5.9% |
| Promote policies to stimulate foreign direct investment | 0.0% | 0.0% | 0.0% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 11.8% |
| Increasing access to education | 2.9% | 2.4% | 6.3% | 0.0% | 0.0% | 2.4% | 0.0% | 16.7% | 0.0% | 0.0% | 5.9% |
| Increasing access to health services | 0.0% | 2.4% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Reducing poverty | 5.7% | 7.1% | 9.4% | 25.0% | 10.0% | 14.6% | 100.0% | 16.7% | 0.0% | 0.0% | 5.9% |
| Mining for sustainable development | 5.7% | 7.1% | 3.1% | 8.3% | 5.0% | 2.4% | 0.0% | 0.0% | 0.0% | 20.0% | 11.8% |
| Economic diversification | 8.6% | 14.3% | 0.0% | 0.0% | 15.0% | 9.8% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% |
| Improving the effectiveness of law and justice system | 5.7% | 9.5% | 9.4% | 0.0% | 0.0% | 14.6% | 0.0% | 0.0% | 50.0% | 0.0% | 23.5% |
| Improving basic infrastructure | 8.6% | 11.9% | 15.6% | 0.0% | 15.0% | 2.4% | 0.0% | 33.3% | 0.0% | 0.0% | 5.9% |
| Environment protection | 2.9% | 9.5% | 0.0% | 8.3% | 5.0% | 0.0% | 0.0% | 33.3% | 0.0% | 0.0% | 0.0% |
| Improving natural resources management | 5.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Increasing employment/ income generating opportunities | 11.4% | 2.4% | 3.1% | 16.7% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% |
| Enhancing the opportunity for private sector growth/investment | 0.0% | 4.8% | 6.3% | 0.0% | 10.0% | 4.9% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% |
| Agriculture and livestock development | 2.9% | 2.4% | 3.1% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Strengthening regulatory framework | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Improving trade and exports | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Food security | 0.0% | 0.0% | 3.1% | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Strengthening financial institutions | 0.0% | 0.0% | 0.0% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equity (reaching poor and vulnerable) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 5.9% |
| Urban development | 2.9% | 0.0% | 0.0% | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 2.9% | 0.0% | 15.6% | 0.0% | 0.0% | 4.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Agriculture and livestock development | 19.2% | 18.0% | 14.9% | 0.0% | 12.5% | 10.7% | 0.0% | 28.6% | 50.0% | 0.0% | 4.3% |
| Reducing corruption | 21.2% | 6.0% | 6.4% | 20.0% | 12.5% | 17.9% | 0.0% | 14.3% | 0.0% | 16.7% | 17.4% |
| Improving governance | 15.4% | 16.0% | 17.0% | 40.0% | 8.3% | 42.9% | 0.0% | 14.3% | 25.0% | 0.0% | 26.1% |
| Enhancing the opportunity for private sector growth/investment | 30.8% | 38.0% | 38.3% | 33.3% | 50.0% | 25.0% | 60.0% | 42.9% | 25.0% | 33.3% | 26.1% |
| Infrastructure development | 11.5% | 14.0% | 10.6% | 13.3% | 25.0% | 8.9% | 0.0% | 28.6% | 25.0% | 33.3% | 13.0% |
| Education | 25.0% | 16.0% | 21.3% | 26.7% | 29.2% | 19.6% | 0.0% | 14.3% | 0.0% | 0.0% | 21.7% |
| Increasing economic growth | 19.2% | 20.0% | 10.6% | 0.0% | 4.2% | 7.1% | 0.0% | 14.3% | 0.0% | 33.3% | 4.3% |
| Health | 1.9% | 2.0% | 2.1% | 6.7% | 8.3% | 1.8% | 20.0% | 14.3% | 0.0% | 0.0% | 13.0% |
| Protecting the environment | 3.8% | 0.0% | 10.6% | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Managing natural resources | 15.4% | 4.0% | 8.5% | 13.3% | 4.2% | 1.8% | 0.0% | 0.0% | 0.0% | 0.0% | 17.4% |
| Increasing income generating activities/ employment | 28.8% | 48.0% | 40.4% | 26.7% | 33.3% | 42.9% | 60.0% | 28.6% | 25.0% | 83.3% | 39.1% |
| Increasing foreign direct investment | 0.0% | 4.0% | 6.4% | 0.0% | 4.2% | 1.8% | 40.0% | 0.0% | 0.0% | 0.0% | 13.0% |
| Food security | 0.0% | 2.0% | 4.3% | 6.7% | 0.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Extracting mineral resources | 1.9% | 4.0% | 2.1% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% | 25.0% | 0.0% | 4.3% |
| Other | 1.9% | 0.0% | 0.0% | 6.7% | 4.2% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

## *B. General Issues facing Mongolia (continued)*

**Which TWO areas below do you believe would contribute most to generating faster economic growth in Mongolia? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Mining for sustainable development | 48.1% | 52.0% | 65.3% | 33.3% | 48.0% | 24.6% | 60.0% | 57.1% | 75.0% | 50.0% | 59.1% |
| Ensuring macro economic stability | 34.6% | 24.0% | 28.6% | 26.7% | 12.0% | 24.6% | 0.0% | 42.9% | 50.0% | 33.3% | 18.2% |
| Increasing agricultural and livestock productivity | 25.0% | 18.0% | 28.6% | 6.7% | 4.0% | 21.1% | 40.0% | 14.3% | 50.0% | 16.7% | 9.1% |
| Reducing corruption | 13.5% | 14.0% | 16.3% | 20.0% | 28.0% | 29.8% | 0.0% | 14.3% | 0.0% | 33.3% | 18.2% |
| Improving governance | 36.5% | 32.0% | 14.3% | 40.0% | 44.0% | 47.4% | 40.0% | 42.9% | 0.0% | 33.3% | 27.3% |
| Improving access to and/or quality of education | 11.5% | 18.0% | 12.2% | 20.0% | 24.0% | 21.1% | 0.0% | 28.6% | 0.0% | 0.0% | 18.2% |
| Improving access to and/or quality of health care | 0.0% | 0.0% | 6.1% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Strengthening the regulatory framework | 7.7% | 14.0% | 4.1% | 6.7% | 8.0% | 10.5% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% |
| Enhancing the environment for increased foreign direct investment | 1.9% | 12.0% | 12.2% | 0.0% | 4.0% | 7.0% | 40.0% | 0.0% | 0.0% | 0.0% | 22.7% |
| Improving trade and exports | 17.3% | 6.0% | 10.2% | 26.7% | 24.0% | 5.3% | 20.0% | 0.0% | 0.0% | 0.0% | 13.6% |
| Other | 1.9% | 4.0% | 0.0% | 6.7% | 4.0% | 5.3% | 0.0% | 0.0% | 0.0% | 16.7% | 9.1% |

**Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future on a scale of 1-10, 1 meaning not a priority at all, 10 meaning a top priority?**

**General Issues facing Mongolia**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Improving Governance | 47 | 8.49 | 1.83 | 46 | 9.09 | 1.35 | 44 | 8.39 | 2.28 | 15 | 9.53 | .74 | 25 | 9.00 | 1.47 | 56 | 9.13 | 1.84 | 5 | 9.40 | .89 | 6 | 8.67 | 1.51 | 3 | 8.33 | 2.89 | 5 | 8.80 | 1.64 | 23 | 8.52 | 2.02 |
| Climate change adaption | 43 | 6.70 | 2.29 | 42 | 5.69 | 2.15 | 39 | 6.33 | 2.17 | 14 | 6.71 | 1.77 | 22 | 5.45 | 2.44 | 45 | 6.44 | 2.88 | 5 | 7.20 | 2.17 | 5 | 6.40 | 1.52 | 2 | 4.50 | .71 | 5 | 5.40 | 1.67 | 22 | 6.05 | 2.72 |
| Mining for sustainable development | 44 | 8.30 | 1.77 | 44 | 7.91 | 1.71 | 43 | 8.19 | 1.97 | 14 | 7.57 | 1.70 | 24 | 8.38 | 1.50 | 47 | 7.26 | 2.30 | 5 | 9.20 | .84 | 6 | 8.67 | 1.21 | 3 | 8.33 | 2.08 | 6 | 9.00 | 1.55 | 23 | 8.30 | 2.05 |
| Equity (reaching poor and vulnerable people) | 40 | 7.93 | 1.86 | 42 | 7.02 | 2.31 | 43 | 7.19 | 2.30 | 14 | 8.21 | 1.67 | 24 | 6.46 | 2.08 | 47 | 8.38 | 1.71 | 5 | 8.80 | 1.79 | 6 | 5.50 | .84 | 4 | 8.50 | 1.91 | 6 | 8.00 | 1.79 | 22 | 7.27 | 2.81 |
| Economic diversification | 41 | 7.98 | 1.41 | 46 | 7.98 | 1.94 | 43 | 6.98 | 1.78 | 14 | 8.21 | 1.48 | 25 | 7.96 | 1.70 | 43 | 7.86 | 2.05 | 5 | 8.40 | 1.52 | 6 | 7.17 | 1.72 | 3 | 8.33 | 1.53 | 5 | 8.80 | 1.30 | 20 | 7.65 | 1.87 |
| Urban and rural development | 40 | 7.90 | 1.88 | 44 | 8.07 | 1.95 | 47 | 8.32 | 1.75 | 14 | 7.64 | 1.74 | 24 | 7.25 | 1.75 | 49 | 8.37 | 1.79 | 5 | 10.00 | .00 | 7 | 6.00 | 2.31 | 3 | 7.67 | 2.52 | 4 | 7.25 | .96 | 23 | 8.30 | 1.77 |
| Improving basic infrastructure | 43 | 8.86 | 1.26 | 46 | 8.78 | 1.63 | 43 | 9.28 | 1.45 | 15 | 8.80 | 1.52 | 24 | 8.75 | 1.54 | 50 | 8.98 | 1.32 | 5 | 9.80 | .45 | 7 | 8.86 | 1.68 | 3 | 8.33 | 1.53 | 5 | 8.80 | 1.30 | 23 | 8.87 | 1.63 |

## *C. Overall Attitudes toward the World Bank*

**Overall Attitudes toward the World Bank**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Mongolia, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective". | 45 | 7.29 | 1.80 | 44 | 7.43 | 1.63 | 47 | 8.79 | 1.60 | 15 | 6.87 | 1.55 | 22 | 6.18 | 2.28 | 43 | 5.86 | 2.63 | 5 | 9.60 | .89 | 7 | 6.00 | 2.16 | 2 | 9.00 | 1.41 | 6 | 6.33 | 1.37 | 21 | 7.81 | 2.23 |

## *C. Overall Attitudes toward the World Bank (continued)*

**Based on your observations of the World Bank in Mongolia, what do you think the Bank considers its top priorities in Mongolia? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Government effectiveness/governance | 27.3% | 33.3% | 14.6% | 7.1% | 33.3% | 34.0% | 20.0% | 33.3% | 0.0% | 33.3% | 33.3% |
| HIV/AIDS and other communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 36.4% | 27.1% | 39.6% | 71.4% | 33.3% | 27.7% | 0.0% | 50.0% | 25.0% | 16.7% | 33.3% |
| Reducing corruption | 9.1% | 6.3% | 6.3% | 0.0% | 8.3% | 6.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Promote policies to stimulate foreign direct investment | 6.8% | 2.1% | 4.2% | 0.0% | 16.7% | 6.4% | 0.0% | 16.7% | 25.0% | 16.7% | 6.7% |
| Increasing access to education | 6.8% | 2.1% | 12.5% | 0.0% | 0.0% | 2.1% | 0.0% | 16.7% | 25.0% | 0.0% | 13.3% |
| Increasing access to health services | 2.3% | 2.1% | 10.4% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% |
| Reducing poverty | 29.5% | 29.2% | 31.3% | 50.0% | 33.3% | 31.9% | 40.0% | 33.3% | 0.0% | 66.7% | 13.3% |
| Mining for sustainable development | 11.4% | 10.4% | 8.3% | 14.3% | 0.0% | 14.9% | 0.0% | 16.7% | 25.0% | 16.7% | 20.0% |
| Economic diversification | 9.1% | 6.3% | 2.1% | 0.0% | 4.2% | 2.1% | 20.0% | 0.0% | 25.0% | 0.0% | 0.0% |
| Improving the effectiveness of law and justice system | 4.5% | 6.3% | 2.1% | 0.0% | 12.5% | 6.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Improving basic infrastructure | 6.8% | 14.6% | 8.3% | 0.0% | 12.5% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 33.3% |
| Environment protection | 4.5% | 4.2% | 6.3% | 7.1% | 8.3% | 12.8% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Improving natural resources management | 6.8% | 0.0% | 10.4% | 0.0% | 4.2% | 2.1% | 20.0% | 0.0% | 0.0% | 0.0% | 6.7% |
| Increasing employment/ income generating opportunities | 9.1% | 2.1% | 6.3% | 7.1% | 0.0% | 12.8% | 20.0% | 0.0% | 25.0% | 16.7% | 6.7% |
| Enhancing the opportunity for private sector growth/investment | 4.5% | 10.4% | 4.2% | 0.0% | 8.3% | 0.0% | 0.0% | 16.7% | 0.0% | 16.7% | 13.3% |
| Agriculture and livestock development | 0.0% | 4.2% | 6.3% | 0.0% | 4.2% | 4.3% | 0.0% | 0.0% | 25.0% | 0.0% | 6.7% |
| Strengthening regulatory framework | 4.5% | 4.2% | 0.0% | 14.3% | 0.0% | 4.3% | 40.0% | 0.0% | 0.0% | 16.7% | 0.0% |
| Improving trade and exports | 2.3% | 0.0% | 2.1% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% |
| Food security | 0.0% | 4.2% | 2.1% | 0.0% | 0.0% | 2.1% | 0.0% | 0.0% | 25.0% | 0.0% | 0.0% |
| Strengthening financial institutions | 4.5% | 14.6% | 2.1% | 7.1% | 0.0% | 6.4% | 40.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equity (reaching poor and vulnerable) | 4.5% | 4.2% | 2.1% | 0.0% | 4.2% | 6.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 2.1% | 6.3% | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 2.3% | 2.1% | 8.3% | 7.1% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

## *C. Overall Attitudes toward the World Bank (continued)*

**Based on your observations of the World Bank in Mongolia, where would it be most productive for the institution to focus most of its resources? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Government effectiveness/governance | 22.7% | 25.0% | 8.3% | 35.7% | 41.7% | 26.1% | 40.0% | 33.3% | 0.0% | 33.3% | 12.5% |
| HIV/AIDS and other communicable diseases | 0.0% | 0.0% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth | 9.1% | 14.6% | 14.6% | 0.0% | 0.0% | 8.7% | 40.0% | 16.7% | 0.0% | 16.7% | 12.5% |
| Reducing corruption | 13.6% | 0.0% | 2.1% | 28.6% | 8.3% | 19.6% | 0.0% | 0.0% | 0.0% | 16.7% | 12.5% |
| Promote policies to stimulate foreign direct investment | 6.8% | 2.1% | 4.2% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Increasing access to education | 15.9% | 12.5% | 10.4% | 0.0% | 12.5% | 13.0% | 20.0% | 33.3% | 0.0% | 0.0% | 6.3% |
| Increasing access to health services | 0.0% | 4.2% | 8.3% | 14.3% | 8.3% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% |
| Reducing poverty | 15.9% | 6.3% | 12.5% | 14.3% | 8.3% | 13.0% | 0.0% | 0.0% | 0.0% | 0.0% | 25.0% |
| Mining for sustainable development | 6.8% | 6.3% | 10.4% | 14.3% | 12.5% | 4.3% | 0.0% | 0.0% | 50.0% | 0.0% | 18.8% |
| Economic diversification | 6.8% | 10.4% | 2.1% | 14.3% | 16.7% | 4.3% | 0.0% | 0.0% | 25.0% | 0.0% | 18.8% |
| Improving the effectiveness of law and justice system | 2.3% | 6.3% | 0.0% | 14.3% | 0.0% | 6.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Improving basic infrastructure | 13.6% | 25.0% | 25.0% | 21.4% | 12.5% | 4.3% | 0.0% | 50.0% | 25.0% | 50.0% | 18.8% |
| Environment protection | 2.3% | 4.2% | 18.8% | 0.0% | 4.2% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% |
| Improving natural resources management | 15.9% | 8.3% | 4.2% | 21.4% | 8.3% | 6.5% | 40.0% | 16.7% | 0.0% | 16.7% | 6.3% |
| Increasing employment/ income generating opportunities | 15.9% | 8.3% | 12.5% | 0.0% | 12.5% | 13.0% | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% |
| Enhancing the opportunity for private sector growth/investment | 13.6% | 16.7% | 18.8% | 0.0% | 8.3% | 15.2% | 0.0% | 16.7% | 0.0% | 16.7% | 25.0% |
| Agriculture and livestock development | 4.5% | 2.1% | 4.2% | 0.0% | 0.0% | 4.3% | 20.0% | 0.0% | 50.0% | 0.0% | 0.0% |
| Strengthening regulatory framework | 6.8% | 6.3% | 0.0% | 7.1% | 4.2% | 6.5% | 0.0% | 0.0% | 0.0% | 16.7% | 0.0% |
| Improving trade and exports | 0.0% | 2.1% | 2.1% | 7.1% | 8.3% | 2.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Climate change | 2.3% | 0.0% | 6.3% | 0.0% | 4.2% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Food security | 4.5% | 0.0% | 2.1% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Strengthening financial institutions | 2.3% | 10.4% | 2.1% | 0.0% | 4.2% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 0.0% |
| Equity (reaching poor and vulnerable) | 4.5% | 8.3% | 2.1% | 0.0% | 0.0% | 8.7% | 20.0% | 0.0% | 25.0% | 0.0% | 0.0% |
| Urban development | 4.5% | 8.3% | 12.5% | 0.0% | 0.0% | 10.9% | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 4.5% | 6.3% | 10.4% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 12.5% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 8.3% | 6.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**In your opinion, what should be the level of involvement of the World Bank in Mongolia's development strategies?**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| The Bank should be more involved | 39.6% | 44.0% | 51.0% | 21.4% | 44.0% | 47.4% | 60.0% | 50.0% | 0.0% | 33.3% | 50.0% |
| The Bank is currently involved at an optimum level | 33.3% | 38.0% | 32.7% | 50.0% | 28.0% | 21.1% | 40.0% | 16.7% | 0.0% | 33.3% | 35.0% |
| The Bank should be less involved | 16.7% | 10.0% | 12.2% | 7.1% | 24.0% | 5.3% | 0.0% | 33.3% | 50.0% | 16.7% | 10.0% |
| The Bank shouldn't be involved at all | 2.1% | 2.0% | 0.0% | 7.1% | 0.0% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 8.3% | 6.0% | 4.1% | 14.3% | 4.0% | 21.1% | 0.0% | 0.0% | 50.0% | 16.7% | 5.0% |

## *C. Overall Attitudes toward the World Bank (continued)*

**In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to Mongolia?**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| The Bank's knowledge | 14.3% | 6.1% | 10.2% | 42.9% | 8.3% | 19.6% | 20.0% | 0.0% | 25.0% | 0.0% | 11.1% |
| Technical assistance | 21.4% | 22.4% | 6.1% | 7.1% | 20.8% | 21.7% | 0.0% | 28.6% | 0.0% | 16.7% | 16.7% |
| Policy and economic advice | 31.0% | 34.7% | 32.7% | 35.7% | 20.8% | 23.9% | 20.0% | 42.9% | 25.0% | 66.7% | 44.4% |
| Lending to fill gaps | 4.8% | 4.1% | 18.4% | 14.3% | 16.7% | 6.5% | 20.0% | 14.3% | 0.0% | 0.0% | 5.6% |
| Convener/facilitator | 2.4% | 0.0% | 2.0% | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Donor coordination | 7.1% | 14.3% | 18.4% | 0.0% | 4.2% | 8.7% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Ability to mobilize resources | 2.4% | 2.0% | 2.0% | 0.0% | 4.2% | 2.2% | 0.0% | 0.0% | 50.0% | 0.0% | 5.6% |
| Ability to build implementation capacity | 0.0% | 8.2% | 2.0% | 0.0% | 0.0% | 4.3% | 40.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial resources | 4.8% | 6.1% | 6.1% | 0.0% | 12.5% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Sharing and bringing other countries' experiences | 11.9% | 2.0% | 2.0% | 0.0% | 8.3% | 6.5% | 0.0% | 14.3% | 0.0% | 16.7% | 5.6% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**What is the "second greatest" value?**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| The Bank's knowledge | 9.8% | 10.2% | 6.1% | 21.4% | 8.3% | 10.9% | 0.0% | 14.3% | 0.0% | 16.7% | 11.1% |
| Technical assistance | 14.6% | 16.3% | 16.3% | 21.4% | 16.7% | 8.7% | 0.0% | 14.3% | 50.0% | 0.0% | 0.0% |
| Policy and economic advice | 12.2% | 26.5% | 14.3% | 21.4% | 37.5% | 15.2% | 40.0% | 28.6% | 0.0% | 0.0% | 11.1% |
| Lending to fill gaps | 14.6% | 8.2% | 14.3% | 0.0% | 8.3% | 10.9% | 0.0% | 0.0% | 0.0% | 50.0% | 11.1% |
| Convener/facilitator | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 20.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Donor coordination | 9.8% | 10.2% | 12.2% | 7.1% | 8.3% | 17.4% | 0.0% | 0.0% | 0.0% | 16.7% | 11.1% |
| Ability to mobilize resources | 2.4% | 8.2% | 10.2% | 0.0% | 8.3% | 2.2% | 0.0% | 0.0% | 0.0% | 0.0% | 5.6% |
| Ability to build implementation capacity | 2.4% | 2.0% | 6.1% | 0.0% | 0.0% | 4.3% | 20.0% | 14.3% | 25.0% | 0.0% | 16.7% |
| Financial resources | 17.1% | 12.2% | 12.2% | 28.6% | 4.2% | 17.4% | 0.0% | 28.6% | 25.0% | 0.0% | 16.7% |
| Sharing and bringing other countries' experiences | 12.2% | 6.1% | 8.2% | 0.0% | 8.3% | 8.7% | 20.0% | 0.0% | 0.0% | 16.7% | 11.1% |
| Other | 2.4% | 0.0% | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**Which of the following do you identify as the Bank's greatest weaknesses in its work in Mongolia? (Choose TWO only) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Imposing technocratic solutions without regard to political realities | 22.9% | 17.4% | 13.0% | 20.0% | 28.0% | 11.3% | 0.0% | 28.6% | 0.0% | 16.7% | 10.5% |
| Not exploring alternative policy options | 35.4% | 30.4% | 39.1% | 33.3% | 16.0% | 28.3% | 20.0% | 42.9% | 33.3% | 33.3% | 26.3% |
| Too bureaucratic in its operational policies and procedures | 16.7% | 34.8% | 2.2% | 13.3% | 12.0% | 30.2% | 0.0% | 14.3% | 0.0% | 16.7% | 15.8% |
| Staff too inaccessible | 2.1% | 2.2% | 2.2% | 20.0% | 8.0% | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 10.5% |
| Is arrogant in its approach | 6.3% | 6.5% | 4.3% | 13.3% | 8.0% | 3.8% | 0.0% | 14.3% | 0.0% | 0.0% | 5.3% |
| Too influenced by the US | 18.8% | 13.0% | 8.7% | 0.0% | 24.0% | 18.9% | 0.0% | 14.3% | 0.0% | 16.7% | 10.5% |
| Not enough public disclosure of its work | 33.3% | 26.1% | 63.0% | 33.3% | 24.0% | 45.3% | 100.0% | 14.3% | 100.0% | 16.7% | 42.1% |
| Providing generic solutions not tailored to local conditions | 20.8% | 23.9% | 21.7% | 33.3% | 28.0% | 11.3% | 40.0% | 0.0% | 0.0% | 50.0% | 21.1% |
| Inadequately aligned with country priorities | 16.7% | 8.7% | 6.5% | 6.7% | 20.0% | 15.1% | 0.0% | 28.6% | 0.0% | 0.0% | 15.8% |
| Other | 2.1% | 6.5% | 6.5% | 6.7% | 8.0% | 13.2% | 0.0% | 14.3% | 33.3% | 16.7% | 5.3% |

## *C. Overall Attitudes toward the World Bank (continued)*

**Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mongolia? (Choose TWO only) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Education | 28.6% | 24.5% | 27.1% | 13.3% | 20.0% | 25.0% | 0.0% | 0.0% | 0.0% | 16.7% | 19.0% |
| Health | 6.1% | 8.2% | 14.6% | 6.7% | 12.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% |
| Social protection | 4.1% | 2.0% | 6.3% | 20.0% | 4.0% | 8.9% | 0.0% | 0.0% | 0.0% | 0.0% | 9.5% |
| Transport | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poverty | 14.3% | 10.2% | 20.8% | 26.7% | 8.0% | 10.7% | 0.0% | 16.7% | 0.0% | 16.7% | 14.3% |
| Governance | 20.4% | 18.4% | 8.3% | 6.7% | 20.0% | 23.2% | 0.0% | 0.0% | 0.0% | 33.3% | 28.6% |
| Anti-corruption | 6.1% | 6.1% | 8.3% | 13.3% | 4.0% | 10.7% | 0.0% | 33.3% | 0.0% | 33.3% | 9.5% |
| Enhanced business environment for private sector development | 18.4% | 26.5% | 14.6% | 6.7% | 36.0% | 16.1% | 40.0% | 33.3% | 50.0% | 50.0% | 4.8% |
| Energy and infrastructure | 8.2% | 16.3% | 6.3% | 6.7% | 16.0% | 7.1% | 20.0% | 50.0% | 25.0% | 0.0% | 9.5% |
| Mining for sustainable development | 16.3% | 10.2% | 8.3% | 6.7% | 20.0% | 7.1% | 0.0% | 0.0% | 25.0% | 33.3% | 9.5% |
| Agriculture and livestock development | 10.2% | 4.1% | 6.3% | 6.7% | 4.0% | 5.4% | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Water and sanitation | 0.0% | 4.1% | 4.2% | 6.7% | 4.0% | 3.6% | 20.0% | 0.0% | 0.0% | 0.0% | 9.5% |
| Monitoring and evaluation | 2.0% | 4.1% | 4.2% | 6.7% | 0.0% | 5.4% | 0.0% | 33.3% | 25.0% | 0.0% | 0.0% |
| Public expenditure | 4.1% | 2.0% | 0.0% | 13.3% | 4.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% |
| Public sector performance | 0.0% | 4.1% | 4.2% | 6.7% | 0.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% |
| Labor markets/job creation | 12.2% | 6.1% | 16.7% | 0.0% | 12.0% | 14.3% | 20.0% | 0.0% | 25.0% | 0.0% | 9.5% |
| Financial markets | 4.1% | 4.1% | 2.1% | 6.7% | 4.0% | 0.0% | 0.0% | 0.0% | 25.0% | 0.0% | 14.3% |
| Urban development | 0.0% | 2.0% | 2.1% | 0.0% | 0.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 6.1% | 10.2% | 8.3% | 6.7% | 8.0% | 12.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Natural resources management | 10.2% | 6.1% | 2.1% | 6.7% | 4.0% | 5.4% | 60.0% | 0.0% | 0.0% | 16.7% | 19.0% |
| Improving equality of opportunity | 4.1% | 6.1% | 0.0% | 0.0% | 0.0% | 12.5% | 20.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Rural development | 4.1% | 6.1% | 18.8% | 6.7% | 4.0% | 1.8% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% |
| Food security | 2.0% | 4.1% | 8.3% | 6.7% | 0.0% | 8.9% | 0.0% | 0.0% | 0.0% | 0.0% | 9.5% |
| Economic diversification | 2.0% | 12.2% | 2.1% | 13.3% | 12.0% | 0.0% | 0.0% | 16.7% | 0.0% | 0.0% | 4.8% |
| Other | 2.0% | 0.0% | 2.1% | 0.0% | 4.0% | 3.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose TWO only) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| NGOs | 33.3% | 24.0% | 20.0% | 46.7% | 32.0% | 89.5% | 60.0% | 42.9% | 75.0% | 33.3% | 31.8% |
| Local government | 45.1% | 28.0% | 72.0% | 33.3% | 20.0% | 15.8% | 0.0% | 14.3% | 0.0% | 16.7% | 27.3% |
| Beneficiaries | 11.8% | 16.0% | 8.0% | 20.0% | 8.0% | 10.5% | 0.0% | 14.3% | 0.0% | 0.0% | 18.2% |
| Private sector | 39.2% | 38.0% | 18.0% | 33.3% | 72.0% | 42.1% | 0.0% | 42.9% | 50.0% | 33.3% | 22.7% |
| Community based organizations (CBOs) | 5.9% | 18.0% | 20.0% | 6.7% | 16.0% | 7.0% | 60.0% | 14.3% | 0.0% | 16.7% | 13.6% |
| Donor community | 5.9% | 18.0% | 6.0% | 13.3% | 0.0% | 0.0% | 0.0% | 14.3% | 25.0% | 16.7% | 18.2% |
| Parliament | 23.5% | 8.0% | 4.0% | 6.7% | 16.0% | 1.8% | 20.0% | 0.0% | 0.0% | 0.0% | 4.5% |
| Academics | 7.8% | 40.0% | 28.0% | 13.3% | 24.0% | 22.8% | 20.0% | 57.1% | 0.0% | 83.3% | 27.3% |
| Youth | 21.6% | 8.0% | 16.0% | 13.3% | 12.0% | 7.0% | 40.0% | 0.0% | 0.0% | 0.0% | 18.2% |
| Other | 2.0% | 0.0% | 2.0% | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 25.0% | 0.0% | 9.1% |

## *C. Overall Attitudes toward the World Bank (continued)*

**Overall Attitudes toward the World Bank**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| In your opinion, to what degree would increasing the voice and influence of civil society in Mongolia help to improve development efforts, on a scale of 1-10, meaning to no degree at all, 10 meaning to a great degree. | 46 | 7.00 | 2.39 | 49 | 7.14 | 2.40 | 48 | 7.79 | 2.48 | 15 | 7.20 | 2.40 | 21 | 8.00 | 2.39 | 52 | 8.73 | 1.88 | 5 | 9.40 | .89 | 6 | 6.83 | 3.49 | 3 | 9.33 | 1.15 | 6 | 8.00 | 1.41 | 20 | 7.80 | 2.09 |

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mongolia.**

**Overall Attitudes toward the World Bank**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the Bank currently plays a relevant role in development in Mongolia | 50 | 6.52 | 2.12 | 49 | 7.31 | 2.24 | 46 | 8.46 | 1.62 | 14 | 6.71 | 1.90 | 23 | 6.30 | 2.30 | 50 | 6.62 | 2.72 | 5 | 8.80 | 1.79 | 7 | 6.43 | 2.82 | 3 | 5.67 | 1.15 | 6 | 5.50 | 2.07 | 19 | 7.26 | 2.26 |
| The Bank's work is aligned with what I consider the development priorities for this country | 44 | 6.07 | 1.84 | 47 | 6.55 | 2.02 | 45 | 7.49 | 1.66 | 14 | 6.93 | 1.14 | 20 | 5.70 | 1.63 | 46 | 5.93 | 2.58 | 5 | 8.80 | 1.10 | 7 | 5.71 | 2.43 | 1 | 5.00 | . | 6 | 5.17 | 1.47 | 18 | 6.94 | 2.07 |
| The Bank's work reflects its own mission of poverty reduction | 42 | 7.05 | 2.21 | 45 | 5.76 | 2.08 | 44 | 7.52 | 1.84 | 13 | 6.69 | 1.18 | 23 | 5.96 | 2.50 | 49 | 5.84 | 2.48 | 4 | 6.00 | 4.69 | 6 | 6.50 | 1.76 | 3 | 9.67 | .58 | 6 | 6.17 | 1.83 | 19 | 7.05 | 1.84 |
| The World Bank recommends programs and strategies that are realistic for Mongolia | 46 | 7.11 | 2.07 | 48 | 7.00 | 2.01 | 45 | 8.04 | 1.82 | 14 | 6.86 | 1.66 | 23 | 5.96 | 2.34 | 45 | 6.33 | 2.38 | 5 | 9.20 | 1.79 | 7 | 7.14 | 2.19 | 3 | 6.67 | 1.53 | 6 | 6.17 | 1.47 | 21 | 7.71 | 1.87 |
| The World Bank treats clients and stakeholders in Mongolia with respect. | 45 | 7.47 | 1.78 | 47 | 6.96 | 2.56 | 45 | 8.69 | 1.56 | 13 | 7.77 | 1.24 | 22 | 6.64 | 2.01 | 41 | 7.39 | 2.13 | 4 | 10.00 | .00 | 6 | 8.67 | 1.97 | 3 | 6.00 | 1.00 | 4 | 5.75 | 2.50 | 21 | 8.14 | 2.06 |
| The World Bank collaborates well with other donors here | 40 | 6.93 | 1.70 | 43 | 7.37 | 2.53 | 39 | 7.69 | 1.70 | 13 | 6.69 | 2.36 | 15 | 6.33 | 1.68 | 38 | 6.71 | 2.50 | 5 | 9.20 | 1.10 | 5 | 7.40 | 2.30 | 3 | 6.67 | 2.89 | 5 | 6.00 | 2.00 | 17 | 7.88 | 1.65 |
| Overall I like to work/ interact with Bank staff | 43 | 6.98 | 1.96 | 45 | 6.87 | 2.50 | 39 | 8.23 | 1.56 | 14 | 7.64 | 2.27 | 17 | 6.41 | 2.09 | 38 | 7.24 | 2.32 | 4 | 9.50 | 1.00 | 6 | 7.83 | 2.32 | 3 | 6.00 | 1.73 | 5 | 6.80 | .84 | 18 | 8.06 | 2.10 |
| The Bank is an effective catalyst for discussion on issues related to poverty | 39 | 6.46 | 2.21 | 46 | 5.57 | 2.33 | 43 | 7.35 | 1.96 | 15 | 6.00 | 2.07 | 21 | 6.48 | 2.52 | 44 | 6.16 | 2.65 | 4 | 6.25 | 3.59 | 5 | 7.00 | 2.12 | 3 | 6.67 | 2.08 | 5 | 6.40 | 2.07 | 18 | 7.39 | 1.82 |
| In general, the strategies that the Bank recommends are sustainable over time | 40 | 6.50 | 2.04 | 50 | 7.24 | 2.04 | 44 | 8.27 | 1.53 | 13 | 6.54 | 1.56 | 21 | 6.38 | 1.99 | 46 | 6.98 | 2.26 | 4 | 8.75 | .96 | 7 | 7.71 | 1.70 | 3 | 7.00 | 2.65 | 5 | 5.80 | 1.48 | 18 | 8.00 | 1.41 |
| The World Bank's work promotes country ownership of development strategies | 41 | 6.49 | 2.17 | 44 | 6.57 | 2.50 | 42 | 8.29 | 1.84 | 12 | 6.67 | 2.46 | 22 | 6.50 | 2.35 | 34 | 6.56 | 2.22 | 4 | 8.50 | 1.29 | 7 | 7.86 | 1.95 | 3 | 7.00 | 2.65 | 2 | 5.00 | 1.41 | 17 | 8.47 | 1.81 |
| The Bank's work promotes the empowerment of poor people to participate in development | 39 | 5.77 | 2.19 | 43 | 4.95 | 2.44 | 39 | 6.59 | 2.17 | 15 | 5.47 | 1.46 | 22 | 5.32 | 2.06 | 42 | 5.50 | 2.84 | 3 | 6.67 | 4.93 | 6 | 6.00 | 1.26 | 3 | 4.33 | 3.06 | 3 | 6.00 | 3.46 | 16 | 6.00 | 1.83 |
| The World Bank imposes reasonable conditions on its lending | 43 | 5.81 | 2.05 | 41 | 6.51 | 2.55 | 40 | 6.65 | 2.68 | 11 | 7.64 | 1.86 | 21 | 6.62 | 2.33 | 26 | 5.69 | 2.24 | 3 | 8.67 | 1.15 | 5 | 6.60 | 2.07 | 2 | 6.50 | 2.12 | 4 | 4.75 | 1.71 | 16 | 6.31 | 2.15 |
| The Bank gives appropriate priority to growth issues | 43 | 6.70 | 1.95 | 45 | 7.24 | 1.97 | 44 | 7.59 | 2.28 | 12 | 7.50 | 1.51 | 22 | 6.68 | 1.94 | 40 | 6.90 | 1.98 | 4 | 9.25 | .96 | 6 | 7.83 | 1.94 | 2 | 6.00 | 1.41 | 5 | 6.80 | 1.79 | 18 | 7.56 | 1.82 |

## *D. The Work of the World Bank*

**How important is it for the World Bank to be involved in that particular area of work in Mongolia?** *(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)*

**The Work of the World Bank: Importance**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Helping to reduce poverty | 44 | 8.39 | 1.67 | 49 | 8.14 | 1.99 | 46 | 8.59 | 1.69 | 12 | 8.17 | 1.95 | 22 | 8.64 | 2.40 | 51 | 8.59 | 2.23 | 5 | 8.80 | 2.68 | 7 | 7.43 | 2.70 | 3 | 9.33 | 1.15 | 6 | 7.33 | 2.50 | 20 | 8.60 | 2.28 |
| Helping to bring about strong equitable growth | 38 | 7.84 | 1.78 | 45 | 8.11 | 1.92 | 44 | 8.05 | 1.83 | 12 | 8.17 | 1.53 | 21 | 7.48 | 2.48 | 50 | 8.66 | 1.66 | 5 | 8.60 | 2.61 | 7 | 8.00 | 1.91 | 3 | 9.67 | .58 | 6 | 7.33 | 2.34 | 18 | 7.67 | 2.14 |
| Encouraging greater transparency in governance | 39 | 7.95 | 2.33 | 50 | 8.40 | 2.23 | 43 | 8.67 | 1.60 | 12 | 8.17 | 1.80 | 22 | 8.41 | 2.22 | 52 | 8.67 | 1.91 | 5 | 8.60 | 2.61 | 7 | 8.43 | 2.57 | 4 | 8.75 | 2.50 | 5 | 8.80 | 2.17 | 19 | 8.42 | 2.09 |
| Helping to strengthen the private sector | 38 | 7.50 | 2.32 | 50 | 8.26 | 2.07 | 45 | 8.56 | 1.65 | 11 | 6.73 | 1.95 | 20 | 8.80 | 1.51 | 50 | 8.26 | 2.18 | 5 | 8.80 | 2.68 | 7 | 8.43 | 2.57 | 4 | 9.00 | 2.00 | 5 | 9.60 | .89 | 19 | 8.05 | 2.07 |
| Helping to strengthen the financial system | 39 | 7.79 | 1.95 | 49 | 8.06 | 2.05 | 44 | 8.16 | 2.03 | 13 | 7.77 | 1.64 | 21 | 8.10 | 2.17 | 47 | 8.00 | 2.21 | 5 | 8.80 | 2.68 | 7 | 7.86 | 2.73 | 4 | 8.75 | 1.89 | 5 | 8.00 | 1.22 | 20 | 8.10 | 2.07 |
| Helping to strengthen the regulatory framework | 36 | 7.00 | 2.59 | 47 | 7.26 | 2.64 | 43 | 6.93 | 2.55 | 12 | 7.42 | 2.15 | 22 | 7.18 | 2.91 | 46 | 6.93 | 3.07 | 4 | 9.00 | 1.15 | 7 | 6.14 | 3.24 | 3 | 6.67 | 4.93 | 6 | 6.50 | 2.43 | 19 | 7.00 | 2.45 |
| Helping to strengthen the judicial system | 40 | 7.38 | 2.57 | 47 | 7.02 | 2.57 | 42 | 6.76 | 2.46 | 11 | 6.18 | 1.66 | 20 | 7.90 | 2.05 | 48 | 7.56 | 2.92 | 4 | 7.50 | 3.70 | 7 | 7.29 | 2.93 | 3 | 7.00 | 5.20 | 6 | 7.50 | 2.43 | 18 | 7.56 | 2.36 |
| Helping to strengthen the public sector | 38 | 7.21 | 2.21 | 47 | 6.70 | 2.57 | 43 | 6.84 | 2.53 | 12 | 7.25 | 1.66 | 19 | 6.89 | 2.54 | 45 | 6.64 | 2.96 | 4 | 7.75 | 2.06 | 6 | 6.00 | 4.00 | 4 | 6.50 | 4.36 | 6 | 5.00 | 2.45 | 20 | 7.45 | 2.37 |
| Helping to strengthen the education sector | 38 | 7.82 | 2.17 | 47 | 7.94 | 2.47 | 43 | 8.84 | 1.53 | 10 | 7.80 | 1.62 | 22 | 8.59 | 1.92 | 49 | 8.04 | 2.41 | 5 | 8.60 | 2.07 | 7 | 6.14 | 3.44 | 3 | 7.00 | 5.20 | 5 | 8.00 | 2.00 | 21 | 8.29 | 1.93 |
| Helping to strengthen the health sector | 35 | 7.69 | 2.53 | 47 | 7.66 | 2.54 | 44 | 8.84 | 1.57 | 10 | 8.30 | 1.49 | 21 | 8.67 | 2.18 | 49 | 7.94 | 2.19 | 4 | 7.75 | 2.63 | 7 | 7.14 | 2.79 | 3 | 7.00 | 5.20 | 5 | 8.20 | 1.79 | 21 | 8.24 | 2.00 |
| Helping to lay the foundation to integrate Mongolia into the global economy | 35 | 7.46 | 2.05 | 45 | 7.53 | 2.62 | 43 | 8.16 | 2.22 | 13 | 7.54 | 1.20 | 20 | 8.10 | 3.06 | 42 | 8.07 | 2.00 | 5 | 7.80 | 2.28 | 7 | 7.14 | 2.54 | 4 | 9.00 | 2.00 | 6 | 9.50 | .55 | 17 | 8.24 | 2.54 |
| Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies | 38 | 7.66 | 1.96 | 48 | 7.98 | 2.38 | 43 | 8.47 | 1.71 | 13 | 7.85 | 1.46 | 21 | 7.86 | 2.48 | 47 | 8.68 | 1.40 | 4 | 8.75 | 1.89 | 7 | 8.71 | 2.63 | 3 | 9.67 | .58 | 6 | 8.83 | 2.04 | 19 | 7.53 | 2.17 |
| Ensuring that attention is paid to gender disparities | 34 | 6.47 | 2.33 | 44 | 5.68 | 2.69 | 42 | 6.29 | 2.74 | 12 | 6.42 | 3.06 | 18 | 5.44 | 2.83 | 45 | 6.07 | 3.39 | 3 | 6.33 | 3.79 | 7 | 4.29 | 2.43 | 3 | 7.00 | 5.20 | 5 | 6.60 | 1.95 | 17 | 6.35 | 2.26 |
| Helping to strengthen agricultural and livestock development | 38 | 7.53 | 2.04 | 45 | 6.82 | 2.93 | 43 | 7.93 | 2.26 | 13 | 7.15 | 1.86 | 22 | 7.50 | 2.41 | 47 | 7.34 | 2.49 | 5 | 7.60 | 3.29 | 5 | 7.80 | 3.35 | 3 | 10.00 | .00 | 5 | 8.00 | .71 | 20 | 7.40 | 2.23 |
| Helping to strengthen infrastructure development | 36 | 8.56 | 1.21 | 46 | 8.52 | 1.86 | 44 | 8.93 | 1.62 | 13 | 7.62 | 1.66 | 21 | 8.76 | 1.61 | 48 | 8.69 | 1.61 | 4 | 7.00 | 2.58 | 6 | 8.33 | 3.20 | 3 | 10.00 | .00 | 5 | 9.60 | .55 | 20 | 8.55 | 1.82 |
| Helping to strengthen resource management | 36 | 8.06 | 1.62 | 45 | 8.49 | 1.95 | 43 | 7.91 | 2.07 | 14 | 7.86 | 1.96 | 20 | 7.70 | 2.87 | 48 | 8.40 | 2.00 | 4 | 7.75 | 2.06 | 6 | 6.83 | 2.71 | 4 | 8.75 | 2.50 | 6 | 8.33 | 3.14 | 20 | 8.75 | 1.55 |
| Helping to strengthen the social protection sector | 36 | 7.33 | 2.16 | 46 | 7.59 | 2.44 | 44 | 7.89 | 1.96 | 13 | 7.85 | 2.03 | 18 | 7.00 | 2.95 | 45 | 7.78 | 2.33 | 2 | 7.50 | 2.12 | 6 | 5.17 | 2.48 | 4 | 8.75 | 1.89 | 6 | 7.00 | 3.03 | 19 | 7.47 | 2.06 |
| Helping to improve the quality of life in urban and rural areas | 37 | 7.51 | 1.89 | 45 | 7.87 | 2.49 | 44 | 8.23 | 2.32 | 12 | 7.83 | 1.11 | 20 | 6.75 | 3.09 | 45 | 7.62 | 2.44 | 4 | 7.50 | 2.38 | 7 | 6.57 | 3.05 | 3 | 10.00 | .00 | 6 | 7.67 | 2.73 | 20 | 7.90 | 2.34 |
| Helping to reduce corruption in the country with its advice and support | 40 | 7.80 | 2.13 | 45 | 8.04 | 2.06 | 43 | 7.53 | 2.73 | 13 | 7.77 | 2.71 | 20 | 7.75 | 2.95 | 46 | 7.80 | 2.48 | 5 | 7.80 | 2.68 | 7 | 8.00 | 2.89 | 4 | 8.75 | 2.50 | 6 | 9.17 | .98 | 19 | 7.37 | 2.63 |
| Helping to empower communities to participate in their own development | 37 | 7.59 | 1.95 | 43 | 7.81 | 2.30 | 42 | 7.48 | 2.30 | 12 | 7.33 | 1.92 | 20 | 7.15 | 3.01 | 47 | 7.91 | 2.02 | 3 | 9.00 | 1.00 | 7 | 6.57 | 3.26 | 3 | 10.00 | .00 | 5 | 8.80 | .84 | 17 | 7.18 | 2.27 |
| Helping Mongolia adapt to/avert risk of climate change | 37 | 7.81 | 1.75 | 45 | 6.69 | 2.97 | 45 | 8.04 | 1.89 | 10 | 7.30 | 2.54 | 20 | 6.55 | 3.19 | 46 | 7.46 | 2.38 | 3 | 8.33 | 2.08 | 7 | 7.86 | 2.27 | 3 | 7.00 | 5.20 | 6 | 8.17 | 2.64 | 14 | 7.29 | 2.67 |

## *D. The Work of the World Bank (continued)*

**How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mongolia?** *(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)*

**The Work of the World Bank: Effectiveness**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Helping to reduce poverty | 39 | 6.64 | 1.94 | 47 | 6.19 | 2.56 | 46 | 8.11 | 1.88 | 11 | 5.36 | 2.11 | 21 | 6.10 | 2.84 | 47 | 6.74 | 2.89 | 5 | 8.60 | 3.13 | 7 | 6.57 | 2.70 | 3 | 9.33 | 1.15 | 6 | 5.17 | 1.72 | 16 | 6.69 | 1.58 |
| Helping to bring about strong equitable growth | 35 | 6.60 | 2.09 | 45 | 6.62 | 2.20 | 41 | 7.85 | 2.06 | 10 | 6.90 | 1.79 | 19 | 5.68 | 2.50 | 41 | 7.07 | 2.60 | 5 | 7.80 | 2.86 | 6 | 7.67 | 2.58 | 2 | 10.00 | .00 | 5 | 5.80 | 1.10 | 16 | 7.38 | 1.78 |
| Encouraging greater transparency in governance | 37 | 6.30 | 2.36 | 48 | 6.77 | 2.70 | 40 | 8.03 | 1.85 | 12 | 6.50 | 2.11 | 20 | 6.70 | 2.23 | 44 | 6.30 | 3.11 | 5 | 8.20 | 2.49 | 7 | 7.00 | 3.42 | 3 | 8.33 | 2.89 | 4 | 7.00 | 2.16 | 16 | 7.88 | 1.93 |
| Helping to strengthen the private sector | 31 | 6.61 | 2.38 | 48 | 6.58 | 2.66 | 40 | 8.20 | 1.60 | 10 | 5.50 | 1.72 | 19 | 6.47 | 2.76 | 45 | 6.56 | 2.97 | 5 | 9.00 | 2.24 | 6 | 7.67 | 3.01 | 3 | 8.67 | 2.31 | 4 | 7.00 | 2.00 | 15 | 7.07 | 2.40 |
| Helping to strengthen the financial system | 36 | 6.78 | 2.13 | 46 | 6.91 | 2.35 | 44 | 8.02 | 1.72 | 12 | 6.83 | 2.44 | 20 | 7.25 | 2.20 | 41 | 7.02 | 2.50 | 5 | 8.00 | 2.45 | 6 | 7.83 | 2.99 | 2 | 10.00 | .00 | 4 | 6.75 | .96 | 17 | 7.35 | 2.12 |
| Helping to strengthen the regulatory framework | 33 | 5.73 | 2.34 | 47 | 5.96 | 2.64 | 37 | 6.59 | 2.66 | 10 | 6.00 | 2.11 | 21 | 5.90 | 2.30 | 40 | 5.10 | 3.07 | 4 | 9.00 | 1.15 | 6 | 5.67 | 3.83 | 3 | 6.33 | 4.73 | 5 | 5.40 | 2.70 | 15 | 6.27 | 2.89 |
| Helping to strengthen the judicial system | 33 | 6.00 | 2.75 | 47 | 5.77 | 2.46 | 38 | 6.24 | 2.59 | 10 | 5.50 | 1.58 | 19 | 5.47 | 2.57 | 42 | 5.71 | 3.13 | 4 | 7.50 | 3.70 | 5 | 6.40 | 3.36 | 2 | 5.50 | 6.36 | 5 | 6.40 | 2.88 | 14 | 7.57 | 2.06 |
| Helping to strengthen the public sector | 33 | 6.39 | 2.22 | 46 | 5.67 | 2.41 | 40 | 6.85 | 2.53 | 11 | 6.18 | 1.40 | 18 | 5.56 | 2.87 | 42 | 4.88 | 2.66 | 4 | 8.25 | 2.22 | 5 | 6.80 | 3.42 | 3 | 6.33 | 4.73 | 6 | 6.00 | 2.76 | 17 | 7.06 | 2.19 |
| Helping to strengthen the education sector | 32 | 6.59 | 2.47 | 47 | 6.55 | 2.76 | 40 | 8.53 | 1.80 | 10 | 6.60 | 2.17 | 21 | 6.76 | 2.55 | 45 | 6.40 | 2.88 | 5 | 8.20 | 2.05 | 5 | 7.80 | 3.90 | 3 | 6.33 | 4.73 | 4 | 7.25 | 2.22 | 17 | 8.18 | 1.47 |
| Helping to strengthen the health sector | 32 | 6.50 | 2.59 | 46 | 6.30 | 2.76 | 41 | 8.46 | 1.89 | 10 | 6.70 | 2.67 | 20 | 6.80 | 2.57 | 41 | 6.44 | 2.99 | 4 | 8.00 | 2.16 | 5 | 8.40 | 2.30 | 3 | 6.33 | 4.73 | 5 | 7.20 | 1.92 | 17 | 8.06 | 1.52 |
| Helping to lay the foundation to integrate Mongolia into the global economy | 29 | 6.79 | 2.29 | 44 | 6.34 | 2.74 | 38 | 7.76 | 2.24 | 12 | 6.33 | 2.10 | 19 | 6.32 | 3.27 | 36 | 7.06 | 2.74 | 5 | 7.80 | 2.28 | 5 | 8.00 | 2.12 | 4 | 9.00 | 2.00 | 6 | 6.83 | 1.83 | 15 | 8.00 | 2.67 |
| Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies | 35 | 7.20 | 2.11 | 48 | 6.58 | 2.83 | 40 | 7.85 | 2.11 | 11 | 6.64 | 1.91 | 20 | 6.25 | 2.84 | 43 | 7.00 | 2.88 | 4 | 9.00 | 2.00 | 5 | 9.20 | 1.79 | 3 | 9.67 | .58 | 4 | 7.50 | 3.00 | 15 | 7.67 | 1.63 |
| Ensuring that attention is paid to gender disparities | 31 | 5.65 | 2.32 | 44 | 5.32 | 2.62 | 37 | 6.22 | 2.60 | 11 | 5.45 | 2.54 | 17 | 5.35 | 2.62 | 42 | 4.93 | 3.40 | 3 | 6.33 | 3.79 | 5 | 4.60 | 2.07 | 3 | 7.00 | 5.20 | 4 | 7.25 | 2.22 | 14 | 6.07 | 2.27 |
| Helping to strengthen agricultural and livestock development | 35 | 7.03 | 1.96 | 44 | 6.27 | 2.87 | 38 | 7.74 | 2.11 | 13 | 6.77 | 2.13 | 21 | 5.52 | 2.58 | 43 | 5.74 | 2.80 | 5 | 8.20 | 3.49 | 4 | 8.75 | 1.50 | 2 | 10.00 | .00 | 3 | 8.00 | 2.00 | 15 | 7.13 | 2.07 |
| Helping to strengthen infrastructure development | 32 | 7.53 | 1.80 | 46 | 7.65 | 2.42 | 39 | 8.54 | 1.77 | 11 | 7.27 | 1.62 | 21 | 6.76 | 2.26 | 43 | 7.21 | 2.68 | 4 | 7.50 | 2.38 | 5 | 9.00 | 2.24 | 2 | 10.00 | .00 | 4 | 8.25 | 1.71 | 17 | 8.18 | 1.63 |
| Helping to strengthen resource management | 34 | 7.03 | 1.87 | 45 | 7.02 | 2.46 | 39 | 7.31 | 2.21 | 13 | 6.85 | 1.91 | 19 | 5.37 | 2.48 | 41 | 6.27 | 2.84 | 4 | 7.75 | 2.06 | 4 | 7.75 | 2.06 | 3 | 8.33 | 2.89 | 5 | 6.60 | 3.44 | 17 | 8.29 | 1.57 |
| Helping to strengthen the social protection sector | 33 | 6.67 | 2.31 | 44 | 6.36 | 2.78 | 41 | 7.54 | 1.94 | 12 | 7.17 | 1.85 | 18 | 5.89 | 3.08 | 38 | 6.08 | 2.93 | 2 | 8.00 | 2.83 | 4 | 8.00 | 2.16 | 3 | 8.33 | 2.89 | 4 | 5.25 | 2.99 | 15 | 6.73 | 1.75 |
| Helping to improve the quality of life in urban and rural areas | 33 | 6.79 | 1.98 | 44 | 6.52 | 2.47 | 41 | 7.73 | 2.49 | 12 | 6.33 | 2.27 | 19 | 5.63 | 2.61 | 41 | 6.37 | 3.04 | 4 | 8.25 | 2.36 | 5 | 7.20 | 2.59 | 2 | 10.00 | .00 | 4 | 6.75 | 3.59 | 16 | 7.19 | 2.40 |
| Helping to reduce corruption in the country with its advice and support | 33 | 6.39 | 2.40 | 43 | 6.40 | 2.76 | 40 | 6.98 | 2.75 | 12 | 5.42 | 2.31 | 18 | 4.61 | 3.11 | 44 | 5.36 | 3.27 | 5 | 7.40 | 3.44 | 5 | 8.00 | 2.12 | 2 | 10.00 | .00 | 5 | 6.40 | 2.61 | 15 | 6.80 | 2.40 |
| Helping to empower communities to participate in their own development | 33 | 6.79 | 2.22 | 42 | 6.62 | 2.74 | 39 | 7.18 | 2.16 | 12 | 6.08 | 1.98 | 18 | 5.39 | 3.05 | 42 | 6.10 | 2.84 | 3 | 8.67 | 2.31 | 5 | 7.20 | 1.92 | 2 | 10.00 | .00 | 4 | 7.25 | 1.50 | 14 | 6.79 | 2.26 |
| Helping Mongolia adapt to/avert risk of climate change | 32 | 7.19 | 1.87 | 45 | 5.64 | 2.69 | 41 | 7.63 | 2.07 | 10 | 5.00 | 1.76 | 18 | 5.11 | 2.95 | 41 | 5.20 | 3.04 | 3 | 9.00 | 1.00 | 5 | 7.40 | 1.95 | 2 | 5.50 | 6.36 | 4 | 8.00 | 1.83 | 10 | 6.60 | 2.59 |

## *E. The Way the World Bank does Business*

**Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".**

**The Way the World Bank does Business**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Technical competence | 38 | 7.05 | 2.24 | 45 | 7.04 | 2.09 | 36 | 8.06 | 1.94 | 12 | 7.75 | 1.71 | 19 | 7.16 | 1.68 | 40 | 7.53 | 2.01 | 3 | 7.00 | 1.73 | 6 | 7.50 | 1.76 | 3 | 7.33 | 2.52 | 4 | 7.25 | 1.71 | 16 | 7.75 | 1.48 |
| Producing knowledge and research that are useful | 38 | 7.50 | 1.59 | 49 | 7.61 | 1.93 | 44 | 8.45 | 1.84 | 13 | 8.08 | 1.44 | 20 | 7.75 | 2.36 | 47 | 7.79 | 2.25 | 5 | 9.00 | 1.00 | 7 | 7.57 | 2.23 | 4 | 7.75 | 2.22 | 6 | 8.67 | .82 | 18 | 8.67 | 1.24 |
| Making the results of studies and analyses readily available | 39 | 6.77 | 2.36 | 47 | 7.21 | 2.16 | 44 | 8.30 | 1.89 | 13 | 7.23 | 2.52 | 21 | 7.29 | 2.35 | 42 | 6.95 | 2.34 | 3 | 9.00 | 1.00 | 5 | 6.20 | 2.77 | 4 | 8.25 | 2.36 | 6 | 8.17 | 1.17 | 18 | 7.72 | 2.11 |
| Sharing knowledge about international best practices | 38 | 7.16 | 2.06 | 47 | 8.04 | 1.52 | 46 | 8.22 | 1.71 | 11 | 7.73 | 1.49 | 21 | 6.81 | 2.52 | 41 | 7.12 | 2.29 | 5 | 7.20 | 3.11 | 7 | 7.29 | 2.43 | 4 | 9.50 | 1.00 | 6 | 8.67 | .82 | 17 | 7.82 | 1.81 |
| Ability to adapt its knowledge to your country's needs | 35 | 6.34 | 1.78 | 47 | 6.79 | 2.28 | 41 | 7.71 | 2.19 | 10 | 7.10 | 1.79 | 21 | 5.81 | 2.23 | 40 | 6.45 | 2.64 | 3 | 6.67 | 2.31 | 6 | 7.00 | 2.19 | 3 | 7.00 | 2.65 | 6 | 5.83 | 2.04 | 14 | 7.86 | 1.46 |
| Ensuring its staff is accessible | 33 | 6.76 | 1.97 | 45 | 6.93 | 2.35 | 34 | 7.38 | 2.13 | 10 | 6.70 | 2.45 | 19 | 5.89 | 2.42 | 38 | 6.53 | 2.58 | 3 | 9.33 | .58 | 6 | 6.50 | 2.43 | 2 | 10.00 | .00 | 5 | 6.60 | 1.95 | 16 | 7.19 | 2.14 |
| Providing sound policy and economic advice | 40 | 6.80 | 1.90 | 48 | 7.25 | 1.97 | 41 | 7.80 | 1.71 | 12 | 7.08 | 1.83 | 19 | 6.63 | 2.69 | 39 | 6.85 | 2.35 | 5 | 8.60 | 1.67 | 6 | 7.17 | 2.48 | 4 | 9.00 | 1.15 | 6 | 6.67 | 1.21 | 17 | 7.59 | 1.94 |
| Straightforwardness in its dealings with you | 33 | 7.21 | 1.71 | 43 | 6.74 | 2.19 | 35 | 8.11 | 1.83 | 12 | 6.42 | 1.98 | 17 | 6.06 | 2.56 | 38 | 6.63 | 2.70 | 3 | 9.67 | .58 | 7 | 7.43 | 2.37 | 3 | 8.67 | 2.31 | 5 | 6.40 | 2.19 | 15 | 7.93 | 2.49 |
| Maintaining consistent messages | 37 | 6.81 | 1.93 | 47 | 7.06 | 1.94 | 44 | 7.86 | 1.76 | 13 | 6.92 | 2.06 | 17 | 6.00 | 2.81 | 40 | 6.90 | 2.38 | 2 | 10.00 | .00 | 7 | 6.43 | 2.51 | 4 | 9.00 | 2.00 | 6 | 8.00 | 1.41 | 17 | 8.24 | 1.60 |
| Promoting the inclusion of local communities in the development of strategies | 33 | 6.58 | 2.19 | 43 | 6.37 | 2.30 | 38 | 7.50 | 2.02 | 11 | 6.00 | 2.00 | 19 | 6.37 | 2.34 | 39 | 6.23 | 2.67 | 2 | 8.00 | 2.83 | 5 | 6.60 | 2.30 | 2 | 7.50 | 3.54 | 3 | 6.33 | 1.15 | 14 | 8.07 | 1.90 |
| Promoting the inclusion of civil society in the development of strategies | 38 | 7.13 | 1.92 | 45 | 6.38 | 2.17 | 35 | 7.11 | 2.17 | 11 | 6.00 | 2.10 | 19 | 6.37 | 2.69 | 48 | 6.52 | 2.91 | 4 | 8.25 | 2.06 | 4 | 7.00 | 2.45 | 2 | 10.00 | .00 | 5 | 6.40 | .89 | 15 | 7.40 | 2.53 |
| Promoting the inclusion of local project experts in the development of strategies | 34 | 6.82 | 2.02 | 42 | 6.36 | 2.18 | 39 | 7.31 | 2.13 | 9 | 6.00 | 2.18 | 18 | 5.72 | 2.35 | 29 | 6.31 | 2.36 | 3 | 8.00 | 2.00 | 6 | 7.17 | 1.94 | 2 | 10.00 | .00 | 4 | 5.75 | 1.26 | 12 | 7.83 | 2.33 |
| Promoting the inclusion of private sector in the development of strategies | 31 | 7.06 | 1.91 | 43 | 6.51 | 2.20 | 36 | 6.83 | 1.99 | 8 | 5.50 | 1.85 | 18 | 4.89 | 2.42 | 36 | 5.89 | 2.56 | 2 | 8.00 | 2.83 | 6 | 6.83 | 1.94 | 2 | 10.00 | .00 | 3 | 6.33 | 2.52 | 14 | 7.07 | 2.20 |
| Giving appropriate priority to poverty reduction | 38 | 7.58 | 1.76 | 45 | 7.47 | 1.94 | 43 | 8.28 | 1.84 | 13 | 6.31 | 2.53 | 19 | 6.84 | 2.52 | 42 | 6.29 | 2.88 | 4 | 8.75 | 2.50 | 7 | 7.57 | 2.51 | 4 | 8.75 | 1.89 | 5 | 8.00 | 1.58 | 16 | 7.75 | 1.61 |
| Lending in a way that promotes effective development across the country | 35 | 7.31 | 2.01 | 44 | 6.86 | 2.15 | 41 | 8.32 | 1.85 | 7 | 7.57 | 1.90 | 19 | 6.47 | 2.72 | 38 | 6.74 | 2.39 | 5 | 8.00 | 2.12 | 4 | 7.50 | 2.08 | 4 | 8.75 | 2.50 | 3 | 7.00 | 1.73 | 16 | 7.88 | 1.71 |

## *F. Project/Program Related Issues*

*The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.*

**Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

**Project/Program Related Issues**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The Bank is flexible in terms of adjusting to changing circumstances | 34 | 6.09 | 1.99 | 38 | 6.45 | 2.18 | 31 | 7.61 | 1.98 | 8 | 6.88 | 1.55 | 14 | 5.29 | 2.76 | 32 | 6.06 | 2.55 | 2 | 10.00 | .00 | 4 | 5.50 | 1.29 | 1 | 10.00 | . | 4 | 6.50 | 1.29 | 14 | 7.21 | 2.01 |
| The Bank disburses funds promptly | 32 | 5.75 | 2.38 | 37 | 6.05 | 2.40 | 29 | 6.93 | 2.37 | 6 | 6.50 | 1.64 | 12 | 5.50 | 2.58 | 27 | 5.81 | 3.06 | 3 | 9.67 | .58 | 4 | 5.50 | 3.11 | 1 | 10.00 | . | 2 | 7.50 | .71 | 8 | 7.50 | 2.45 |
| The Bank works efficiently | 31 | 6.74 | 1.83 | 32 | 6.81 | 1.96 | 29 | 7.83 | 1.97 | 7 | 6.86 | 1.57 | 13 | 5.77 | 2.77 | 23 | 6.57 | 2.76 | 3 | 8.67 | 1.15 | 4 | 6.75 | 2.75 | 2 | 8.50 | 2.12 | 1 | 7.00 | . | 8 | 8.13 | 1.36 |
| The Bank effectively monitors and evaluates the projects and programs it supports | 31 | 7.03 | 1.82 | 39 | 7.21 | 2.10 | 34 | 8.29 | 2.05 | 8 | 6.13 | 1.25 | 14 | 6.79 | 1.81 | 30 | 7.17 | 2.60 | 3 | 9.33 | 1.15 | 4 | 7.00 | 2.58 | 2 | 9.00 | 1.41 | 3 | 8.00 | 1.00 | 11 | 8.36 | 1.75 |
| The Bank helps to build capacity at the community level | 29 | 6.34 | 2.04 | 38 | 6.42 | 2.14 | 31 | 7.68 | 2.29 | 6 | 6.17 | 1.60 | 13 | 5.92 | 2.50 | 32 | 6.38 | 2.71 | 2 | 9.00 | 1.41 | 3 | 5.67 | 2.08 | 1 | 10.00 | . | 4 | 6.75 | .50 | 11 | 8.55 | 1.37 |
| The Bank helps to build capacity of government officials | 30 | 6.73 | 1.86 | 38 | 7.05 | 2.30 | 30 | 6.37 | 2.67 | 9 | 6.67 | 1.80 | 14 | 5.79 | 2.08 | 26 | 6.62 | 2.77 | 3 | 9.00 | 1.00 | 6 | 4.50 | 3.83 | 1 | 10.00 | . | 3 | 8.33 | 1.53 | 10 | 8.00 | 1.33 |
| The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia | 35 | 7.43 | 1.61 | 41 | 7.27 | 2.12 | 33 | 7.67 | 2.38 | 8 | 7.63 | 1.19 | 15 | 6.60 | 1.76 | 32 | 6.91 | 2.58 | 2 | 8.50 | .71 | 6 | 5.33 | 3.27 | 2 | 8.00 | 2.83 | 3 | 8.33 | 1.53 | 11 | 8.45 | 1.69 |
| The Bank helps to strengthen institutional capacity | 34 | 6.62 | 2.24 | 37 | 6.89 | 2.37 | 32 | 6.91 | 2.44 | 8 | 7.13 | 1.81 | 14 | 5.71 | 1.94 | 31 | 6.06 | 2.69 | 2 | 9.00 | 1.41 | 6 | 5.83 | 3.06 | 1 | 10.00 | . | 4 | 7.25 | 1.71 | 13 | 8.08 | 1.85 |
| The Government supports and takes responsibility for development efforts in Mongolia | 31 | 6.48 | 2.47 | 37 | 6.59 | 2.27 | 32 | 7.03 | 2.36 | 8 | 7.50 | 2.14 | 15 | 5.80 | 2.46 | 28 | 5.57 | 2.99 | 3 | 9.33 | 1.15 | 5 | 5.40 | .55 | 1 | 10.00 | . | 3 | 7.33 | 2.52 | 10 | 7.80 | 1.87 |
| The Bank's procurement requirements are reasonable | 30 | 5.97 | 2.08 | 35 | 5.97 | 2.66 | 30 | 7.90 | 2.07 | 6 | 7.33 | 1.51 | 11 | 4.91 | 2.34 | 22 | 6.50 | 2.20 | 3 | 9.33 | 1.15 | 5 | 7.40 | 2.07 | 1 | 10.00 | . | 2 | 3.50 | .71 | 11 | 7.55 | 1.13 |

## *G. The Future Role of the World Bank in Mongolia*

**What actions would most improve the impact of World Bank-supported programs and activities? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Improving quality of analytical work | 15.2% | 22.0% | 18.4% | 14.3% | 16.7% | 5.9% | 20.0% | 0.0% | 0.0% | 33.3% | 0.0% |
| Providing world class experts | 13.0% | 18.0% | 8.2% | 28.6% | 16.7% | 11.8% | 0.0% | 33.3% | 0.0% | 0.0% | 10.5% |
| Increasing dissemination and discussion on findings of analytical work | 28.3% | 34.0% | 32.7% | 28.6% | 25.0% | 41.2% | 20.0% | 50.0% | 66.7% | 50.0% | 47.4% |
| Ensuring project beneficiaries have information on project objectives and activities | 10.9% | 14.0% | 10.2% | 14.3% | 12.5% | 21.6% | 40.0% | 0.0% | 0.0% | 0.0% | 10.5% |
| Improving timeliness of analytical work and technical assistance | 32.6% | 28.0% | 26.5% | 14.3% | 12.5% | 9.8% | 20.0% | 33.3% | 0.0% | 66.7% | 26.3% |
| Improve the quality of its experts as related to Mongolia's specific challenges | 54.3% | 46.0% | 49.0% | 14.3% | 54.2% | 39.2% | 60.0% | 66.7% | 66.7% | 0.0% | 42.1% |
| Offer more innovative financial products | 17.4% | 12.0% | 32.7% | 21.4% | 25.0% | 21.6% | 40.0% | 0.0% | 33.3% | 16.7% | 26.3% |
| Offer more innovative knowledge services | 23.9% | 22.0% | 22.4% | 35.7% | 16.7% | 21.6% | 0.0% | 16.7% | 33.3% | 33.3% | 26.3% |
| Other | 2.2% | 4.0% | 0.0% | 21.4% | 12.5% | 17.6% | 0.0% | 0.0% | 0.0% | 0.0% | 5.3% |

## *H. Communication and Outreach*

**From where do you get most of your information about economic and social development issues in Mongolia? (Choose TWO at most) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Local newspapers | 37.3% | 50.0% | 46.0% | 42.9% | 45.8% | 50.0% | 25.0% | 42.9% | 66.7% | 16.7% | 55.0% |
| International newspapers | 3.9% | 6.0% | 2.0% | 14.3% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| International radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local television | 29.4% | 44.0% | 60.0% | 28.6% | 54.2% | 42.3% | 50.0% | 71.4% | 0.0% | 33.3% | 75.0% |
| International television | 3.9% | 0.0% | 4.0% | 0.0% | 4.2% | 1.9% | 25.0% | 0.0% | 33.3% | 0.0% | 5.0% |
| Periodicals | 33.3% | 16.0% | 32.0% | 21.4% | 4.2% | 15.4% | 25.0% | 28.6% | 0.0% | 50.0% | 10.0% |
| Internet | 58.8% | 64.0% | 50.0% | 78.6% | 75.0% | 67.3% | 75.0% | 57.1% | 100.0% | 100.0% | 40.0% |
| Other | 19.6% | 12.0% | 2.0% | 14.3% | 8.3% | 9.6% | 0.0% | 0.0% | 0.0% | 0.0% | 10.0% |

**From where do you get most of your information about the World Bank's development activities in Mongolia? (Choose TWO at most) (Combined Responses)**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Local newspapers | 27.7% | 20.8% | 37.5% | 0.0% | 34.8% | 29.6% | 20.0% | 28.6% | 0.0% | 16.7% | 21.1% |
| International newspapers | 0.0% | 0.0% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| International radio | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Local television | 8.5% | 16.7% | 43.8% | 7.1% | 21.7% | 20.4% | 40.0% | 57.1% | 0.0% | 16.7% | 26.3% |
| International television | 2.1% | 0.0% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% | 0.0% |
| Periodicals | 8.5% | 6.3% | 10.4% | 0.0% | 0.0% | 7.4% | 0.0% | 28.6% | 33.3% | 0.0% | 5.3% |
| Blogs | 0.0% | 0.0% | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 0.0% | 33.3% | 0.0% | 0.0% |
| Internet | 31.9% | 35.4% | 45.8% | 42.9% | 34.8% | 37.0% | 60.0% | 0.0% | 100.0% | 50.0% | 31.6% |
| World Bank conferences, seminars, workshops | 29.8% | 45.8% | 12.5% | 35.7% | 34.8% | 35.2% | 0.0% | 42.9% | 0.0% | 16.7% | 0.0% |
| World Bank publications, materials | 29.8% | 10.4% | 4.2% | 35.7% | 13.0% | 13.0% | 20.0% | 0.0% | 0.0% | 50.0% | 15.8% |
| World Bank website | 25.5% | 27.1% | 14.6% | 21.4% | 21.7% | 20.4% | 0.0% | 14.3% | 0.0% | 33.3% | 36.8% |
| World Bank Public Information Center (PIC) | 6.4% | 6.3% | 22.9% | 21.4% | 17.4% | 7.4% | 0.0% | 0.0% | 0.0% | 16.7% | 36.8% |
| Direct contact/interaction with World Bank staff | 14.9% | 25.0% | 4.2% | 35.7% | 4.3% | 9.3% | 60.0% | 14.3% | 0.0% | 0.0% | 5.3% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**Do you have access to the Internet:**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 100.0% | 100.0% | 97.7% | 100.0% | 100.0% | 96.2% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 0.0% | 2.3% | 0.0% | 0.0% | 3.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**I use/have used the World Bank website:**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 64.6% | 79.2% | 65.1% | 92.9% | 87.0% | 66.7% | 80.0% | 66.7% | 75.0% | 100.0% | 85.0% |
| No | 35.4% | 20.8% | 34.9% | 7.1% | 13.0% | 33.3% | 20.0% | 33.3% | 25.0% | 0.0% | 15.0% |

**I primarily use:**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| The World Bank's country website | 58.1% | 47.5% | 80.6% | 42.9% | 61.1% | 84.4% | 100.0% | 60.0% | 100.0% | 75.0% | 80.0% |
| The World Bank's main website | 41.9% | 52.5% | 19.4% | 57.1% | 38.9% | 15.6% | 0.0% | 40.0% | 0.0% | 25.0% | 20.0% |

## *H. Communication and Outreach (continued)*

**I use/have used the World Bank's Public Information Centers (PICs) that are managed and executed by local partner Institutions in Mongolia:**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 34.0% | 33.3% | 58.5% | 21.4% | 20.8% | 21.3% | 80.0% | 28.6% | 66.7% | 50.0% | 68.4% |
| No | 53.2% | 48.9% | 36.6% | 28.6% | 45.8% | 46.8% | 0.0% | 28.6% | 33.3% | 50.0% | 15.8% |
| I don't know what PIC is | 12.8% | 17.8% | 4.9% | 50.0% | 33.3% | 31.9% | 20.0% | 42.9% | 0.0% | 0.0% | 15.8% |

**Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 35.4% | 42.9% | 52.3% | 21.4% | 27.3% | 34.0% | 40.0% | 28.6% | 25.0% | 50.0% | 44.4% |
| No | 64.6% | 57.1% | 47.7% | 78.6% | 72.7% | 66.0% | 60.0% | 71.4% | 75.0% | 50.0% | 55.6% |

**Have you requested information from the World Bank on its activities in the past year?**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 20.0% | 23.1% | 33.3% | 46.2% | 12.5% | 15.2% | 100.0% | 16.7% | 33.3% | 16.7% | 33.3% |
| No | 80.0% | 76.9% | 66.7% | 53.8% | 87.5% | 84.8% | 0.0% | 83.3% | 66.7% | 83.3% | 66.7% |

**Were you able to obtain this information?**

| Percentage of Respondents | Office of the President/ Prime Minister | Employee of a Ministry | Local Government | Bilateral or Multilateral Agency | Private Sector | NGO | Media | Independent Government Institution | Trade Union | Academia | Other |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Yes | 100.0% | 90.9% | 100.0% | 100.0% | 66.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| No | 0.0% | 9.1% | **0.0%** | **0.0%** | 33.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

**Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

**Communication and Outreach**

| | Which of the following best describes your current position? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Office of the President/Prime Minister | | | Employee of a Ministry | | | Local Government | | | Bilateral or Multilateral Agency | | | Private Sector | | | NGO | | | Media | | | Independent Government Institution | | | Trade Union | | | Academia | | | Other | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank's PIC is a valuable source of information related to development in Mongolia | 25 | 7.44 | 1.96 | 23 | 6.83 | 2.33 | 29 | 8.41 | 2.10 | 2 | 10.00 | .00 | 8 | 7.50 | 2.56 | 18 | 6.67 | 2.66 | 2 | 8.50 | .71 | 2 | 5.00 | 2.83 | 1 | 5.00 | . | 4 | 6.75 | 1.89 | 11 | 8.18 | 2.18 |
| I find the Bank websites easy to navigate | 32 | 6.88 | 2.01 | 30 | 7.57 | 2.19 | 26 | 7.62 | 2.00 | 13 | 7.85 | 1.68 | 18 | 8.06 | 1.86 | 32 | 7.72 | 2.11 | 3 | 9.00 | 1.00 | 5 | 7.80 | 1.48 | 1 | 10.00 | . | 6 | 7.67 | 1.51 | 14 | 7.64 | 2.13 |
| I find the information on the Bank's websites useful | 32 | 6.72 | 1.82 | 29 | 7.38 | 2.34 | 25 | 8.16 | 2.19 | 14 | 8.00 | 1.47 | 17 | 8.24 | 1.79 | 35 | 7.06 | 2.31 | 3 | 8.33 | .58 | 5 | 7.20 | 2.05 | 1 | 8.00 | . | 6 | 7.33 | 1.37 | 13 | 8.23 | 1.54 |
| When I need information from the World Bank I know how to find it | 40 | 7.50 | 2.16 | 38 | 7.79 | 2.12 | 32 | 8.41 | 2.20 | 14 | 7.50 | 1.65 | 19 | 7.32 | 2.33 | 37 | 7.41 | 2.49 | 4 | 7.50 | 3.00 | 6 | 8.17 | 2.14 | 2 | 10.00 | .00 | 6 | 7.17 | 1.83 | 15 | 8.07 | 2.46 |
| The Bank is appropriately responsive to my information requests and inquiries | 35 | 6.83 | 2.38 | 28 | 7.18 | 2.23 | 20 | 7.65 | 2.50 | 12 | 7.17 | 2.86 | 11 | 5.82 | 2.82 | 24 | 6.54 | 2.59 | 3 | 9.00 | 1.00 | 4 | 6.50 | 4.04 | | | | 2 | 4.50 | 3.54 | 11 | 8.45 | 2.34 |

# Appendix C: Responses to All Questions by Geographic Location

## *A. Background Information*

**Background Information**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Mongolia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"? | 208 | 6.77 | 2.17 | 80 | 7.23 | 1.96 |

## *B. General Issues facing Mongolia*

**General Issues facing Mongolia**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in Mongolia. | 206 | 7.35 | 2.13 | 81 | 7.75 | 2.27 |

**Please identify which one of these you consider the *first most important* development priority.**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Government effectiveness/governance | 32.7% | 26.3% |
| HIV/AIDS and other communicable diseases | 0.0% | 0.0% |
| Economic growth | 12.6% | 10.5% |
| Reducing corruption | 9.4% | 7.0% |
| Promote policies to stimulate foreign direct investment | 0.6% | 0.0% |
| Increasing access to education | 3.1% | 5.3% |
| Increasing access to health services | 1.3% | 3.5% |
| Reducing poverty | 3.8% | 7.0% |
| Mining for sustainable development | 4.4% | 3.5% |
| Economic diversification | 6.9% | 1.8% |
| Improving the effectiveness of law and justice system | 3.8% | 3.5% |
| Improving basic infrastructure | 7.5% | 7.0% |
| Environment protection | 0.0% | 5.3% |
| Improving natural resources management | 2.5% | 7.0% |
| Increasing employment/ income generating opportunities | 6.3% | 7.0% |
| Enhancing the opportunity for private sector growth/investment | 1.9% | 1.8% |
| Agriculture and livestock development | 0.0% | 0.0% |
| Strengthening regulatory framework | 0.0% | 0.0% |
| Improving trade and exports | 0.0% | 0.0% |
| Climate change | 0.6% | 1.8% |
| Food security | 0.0% | 0.0% |
| Strengthening financial institutions | 0.0% | 0.0% |
| Equity (reaching poor and vulnerable) | 1.3% | 0.0% |
| Urban development | 0.0% | 0.0% |
| Rural development | 0.0% | 1.8% |
| Other | 1.3% | 0.0% |

## *B. General Issues facing Mongolia (continued)*

**Then identify which one you consider the *second* most important development priority.**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Government effectiveness/governance | 13.8% | 10.5% |
| HIV/AIDS and other communicable diseases | 1.3% | 0.0% |
| Economic growth | 3.8% | 12.3% |
| Reducing corruption | 5.7% | 8.8% |
| Promote policies to stimulate foreign direct investment | 1.3% | 3.5% |
| Increasing access to education | 3.1% | 5.3% |
| Increasing access to health services | 1.3% | 1.8% |
| Reducing poverty | 9.4% | 12.3% |
| Mining for sustainable development | 7.5% | 0.0% |
| Economic diversification | 10.1% | 0.0% |
| Improving the effectiveness of law and justice system | 9.4% | 7.0% |
| Improving basic infrastructure | 8.8% | 12.3% |
| Environment protection | 5.7% | 0.0% |
| Improving natural resources management | 1.3% | 0.0% |
| Increasing employment/ income generating opportunities | 5.0% | 3.5% |
| Enhancing the opportunity for private sector growth/investment | 3.1% | 7.0% |
| Agriculture and livestock development | 2.5% | 1.8% |
| Strengthening regulatory framework | 0.6% | 0.0% |
| Improving trade and exports | 1.3% | 0.0% |
| Climate change | 0.0% | 0.0% |
| Food security | 0.6% | 3.5% |
| Strengthening financial institutions | 0.6% | 0.0% |
| Equity (reaching poor and vulnerable) | 1.3% | 0.0% |
| Urban development | 1.3% | 0.0% |
| Rural development | 1.3% | 10.5% |
| Other | 0.0% | 0.0% |

**Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Agriculture and livestock development | 14.5% | 14.3% |
| Reducing corruption | 14.0% | 9.5% |
| Improving governance | 23.7% | 16.7% |
| Enhancing the opportunity for private sector growth/investment | 32.4% | 36.9% |
| Infrastructure development | 14.5% | 11.9% |
| Education | 21.7% | 14.3% |
| Increasing economic growth | 12.6% | 9.5% |
| Health | 4.3% | 4.8% |
| Protecting the environment | 1.4% | 7.1% |
| Managing natural resources | 7.2% | 8.3% |
| Increasing income generating activities/ employment | 37.7% | 45.2% |
| Increasing foreign direct investment | 2.9% | 9.5% |
| Food security | 1.4% | 3.6% |
| Extracting mineral resources | 2.4% | 2.4% |
| Other | 2.9% | 1.2% |

**Which TWO areas below do you believe would contribute most to generating faster economic growth in Mongolia? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Mining for sustainable development | 44.0% | 58.1% |
| Ensuring macro economic stability | 27.5% | 24.4% |
| Increasing agricultural and livestock productivity | 15.9% | 29.1% |
| Reducing corruption | 17.4% | 24.4% |
| Improving governance | 39.1% | 18.6% |
| Improving access to and/or quality of education | 17.4% | 11.6% |
| Improving access to and/or quality of health care | 0.5% | 3.5% |
| Strengthening the regulatory framework | 9.7% | 3.5% |
| Enhancing the environment for increased foreign direct investment | 7.2% | 14.0% |
| Improving trade and exports | 12.6% | 10.5% |
| Other | 4.3% | 1.2% |

## *B. General Issues facing Mongolia (continued)*

**Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future on a scale of 1-10, 1 meaning not a priority at all, 10 meaning a top priority?**

**General Issues facing Mongolia**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| Improving Governance | 196 | 8.94 | 1.66 | 80 | 8.68 | 1.96 |
| Climate change adaption | 170 | 6.18 | 2.42 | 73 | 6.22 | 2.43 |
| Mining for sustainable development | 181 | 7.90 | 1.96 | 78 | 8.27 | 1.80 |
| Equity (reaching poor and vulnerable people) | 174 | 7.49 | 2.09 | 79 | 7.59 | 2.33 |
| Economic diversification | 174 | 7.92 | 1.81 | 74 | 7.35 | 1.72 |
| Urban and rural development | 177 | 7.84 | 1.91 | 83 | 8.53 | 1.67 |
| Improving basic infrastructure | 185 | 8.87 | 1.41 | 79 | 9.11 | 1.48 |

## *C. Overall Attitudes toward the World Bank*

**Overall Attitudes toward the World Bank**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Mongolia, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective". | 181 | 6.61 | 2.15 | 77 | 8.62 | 1.72 |

**Based on your observations of the World Bank in Mongolia, what do you think the Bank considers its top priorities in Mongolia? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Government effectiveness/governance | 31.2% | 15.2% |
| HIV/AIDS and other communicable diseases | 0.5% | 2.5% |
| Economic growth | 32.3% | 32.9% |
| Reducing corruption | 7.0% | 5.1% |
| Promote policies to stimulate foreign direct investment | 7.0% | 5.1% |
| Increasing access to education | 3.2% | 12.7% |
| Increasing access to health services | 2.7% | 8.9% |
| Reducing poverty | 29.0% | 34.2% |
| Mining for sustainable development | 12.9% | 6.3% |
| Economic diversification | 6.5% | 1.3% |
| Improving the effectiveness of law and justice system | 5.9% | 1.3% |
| Improving basic infrastructure | 10.8% | 5.1% |
| Environment protection | 5.4% | 11.4% |
| Improving natural resources management | 2.7% | 8.9% |
| Increasing employment/ income generating opportunities | 5.9% | 7.6% |
| Enhancing the opportunity for private sector growth/investment | 6.5% | 3.8% |
| Agriculture and livestock development | 2.7% | 6.3% |
| Strengthening regulatory framework | 3.8% | 5.1% |
| Improving trade and exports | 1.1% | 1.3% |
| Climate change | 0.0% | 2.5% |
| Food security | 2.2% | 1.3% |
| Strengthening financial institutions | 8.1% | 2.5% |
| Equity (reaching poor and vulnerable) | 3.2% | 3.8% |
| Urban development | 0.5% | 5.1% |
| Rural development | 3.2% | 6.3% |
| Other | 0.0% | 0.0% |

## *C. Overall Attitudes toward the World Bank (continued)*

**Based on your observations of the World Bank in Mongolia, where would it be most productive for the institution to focus most of its resources? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Government effectiveness/governance | 25.4% | 13.9% |
| HIV/AIDS and other communicable diseases | 0.0% | 2.5% |
| Economic growth | 10.3% | 10.1% |
| Reducing corruption | 7.6% | 13.9% |
| Promote policies to stimulate foreign direct investment | 2.7% | 2.5% |
| Increasing access to education | 14.6% | 5.1% |
| Increasing access to health services | 3.2% | 11.4% |
| Reducing poverty | 9.7% | 13.9% |
| Mining for sustainable development | 8.6% | 8.9% |
| Economic diversification | 9.7% | 5.1% |
| Improving the effectiveness of law and justice system | 4.9% | 1.3% |
| Improving basic infrastructure | 18.9% | 19.0% |
| Environment protection | 4.3% | 11.4% |
| Improving natural resources management | 11.4% | 7.6% |
| Increasing employment/ income generating opportunities | 10.8% | 10.1% |
| Enhancing the opportunity for private sector growth/investment | 13.0% | 17.7% |
| Agriculture and livestock development | 3.2% | 5.1% |
| Strengthening regulatory framework | 5.9% | 2.5% |
| Improving trade and exports | 2.7% | 2.5% |
| Climate change | 1.6% | 3.8% |
| Food security | 3.2% | 1.3% |
| Strengthening financial institutions | 3.8% | 2.5% |
| Equity (reaching poor and vulnerable) | 4.9% | 5.1% |
| Urban development | 5.9% | 8.9% |
| Rural development | 3.2% | 10.1% |
| Other | 2.7% | 0.0% |

**In your opinion, what should be the level of involvement of the World Bank in Mongolia's development strategies?**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| The Bank should be more involved | 39.2% | 51.8% |
| The Bank is currently involved at an optimum level | 32.4% | 30.1% |
| The Bank should be less involved | 14.2% | 10.8% |
| The Bank shouldn't be involved at all | 2.5% | 1.2% |
| Don't know | 11.8% | 6.0% |

**In broad terms of economic and social development, what is the "greatest value" brought by the World Bank to Mongolia?**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| The Bank's knowledge | 15.1% | 8.6% |
| Technical assistance | 21.0% | 11.1% |
| Policy and economic advice | 30.1% | 35.8% |
| Lending to fill gaps | 7.0% | 16.0% |
| Convener/facilitator | 1.1% | 1.2% |
| Donor coordination | 7.5% | 12.3% |
| Ability to mobilize resources | 2.7% | 4.9% |
| Ability to build implementation capacity | 3.2% | 3.7% |
| Financial resources | 5.9% | 2.5% |
| Sharing and bringing other countries' experiences | 5.9% | 3.7% |
| Other | 0.5% | 0.0% |

**What is the "second greatest" value?**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| The Bank's knowledge | 9.8% | 8.6% |
| Technical assistance | 14.7% | 8.6% |
| Policy and economic advice | 20.7% | 18.5% |
| Lending to fill gaps | 10.9% | 11.1% |
| Convener/facilitator | 0.5% | 2.5% |
| Donor coordination | 10.9% | 9.9% |
| Ability to mobilize resources | 3.8% | 11.1% |
| Ability to build implementation capacity | 5.4% | 4.9% |
| Financial resources | 14.7% | 14.8% |
| Sharing and bringing other countries' experiences | 7.1% | 9.9% |
| Other | 1.6% | 0.0% |

## *C. Overall Attitudes toward the World Bank (continued)*

**Which of the following do you identify as the Bank's greatest weaknesses in its work in Mongolia? (Choose TWO only) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Imposing technocratic solutions without regard to political realities | 16.8% | 15.9% |
| Not exploring alternative policy options | 30.1% | 35.4% |
| Too bureaucratic in its operational policies and procedures | 24.5% | 6.1% |
| Staff too inaccessible | 3.6% | 6.1% |
| Is arrogant in its approach | 7.1% | 2.4% |
| Too influenced by the US | 15.3% | 11.0% |
| Not enough public disclosure of its work | 33.2% | 57.3% |
| Providing generic solutions not tailored to local conditions | 23.0% | 19.5% |
| Inadequately aligned with country priorities | 14.8% | 6.1% |
| Other | 7.7% | 7.3% |

**Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mongolia? (Choose TWO only) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Education | 22.4% | 21.4% |
| Health | 7.0% | 10.7% |
| Social protection | 6.0% | 4.8% |
| Transport | 0.0% | 0.0% |
| Poverty | 12.9% | 16.7% |
| Governance | 19.4% | 10.7% |
| Anti-corruption | 7.0% | 14.3% |
| Enhanced business environment for private sector development | 22.4% | 17.9% |
| Energy and infrastructure | 11.9% | 9.5% |
| Mining for sustainable development | 12.4% | 7.1% |
| Agriculture and livestock development | 5.5% | 6.0% |
| Water and sanitation | 3.0% | 6.0% |
| Monitoring and evaluation | 4.5% | 3.6% |
| Public expenditure | 4.0% | 1.2% |
| Public sector performance | 3.0% | 1.2% |
| Labor markets/job creation | 10.4% | 13.1% |
| Financial markets | 5.0% | 2.4% |
| Urban development | 1.5% | 1.2% |
| Environmental sustainability | 7.5% | 10.7% |
| Natural resources management | 6.5% | 8.3% |
| Improving equality of opportunity | 5.5% | 3.6% |
| Rural development | 3.0% | 14.3% |
| Food security | 4.5% | 8.3% |
| Economic diversification | 6.5% | 2.4% |
| Other | 2.5% | 1.2% |

**In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose TWO only) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| NGOs | 43.1% | 41.2% |
| Local government | 27.3% | 47.1% |
| Beneficiaries | 13.4% | 10.6% |
| Private sector | 38.8% | 31.8% |
| Community based organizations (CBOs) | 12.0% | 18.8% |
| Donor community | 10.0% | 4.7% |
| Parliament | 10.5% | 3.5% |
| Academics | 27.8% | 18.8% |
| Youth | 11.5% | 17.6% |
| Other | 1.9% | 2.4% |

**Overall Attitudes toward the World Bank**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| In your opinion, to what degree would increasing the voice and influence of civil society in Mongolia help to improve development efforts, on a scale of 1-10, meaning to no degree at all, 10 meaning to a great degree. | 191 | 7.58 | 2.29 | 82 | 8.20 | 2.45 |

## *C. Overall Attitudes toward the World Bank (continued)*

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mongolia.**

**Overall Attitudes toward the World Bank**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| Overall the Bank currently plays a relevant role in development in Mongolia | 194 | 6.61 | 2.21 | 81 | 8.12 | 2.20 |
| The Bank's work is aligned with what I consider the development priorities for this country | 180 | 6.16 | 2.02 | 76 | 7.11 | 2.14 |
| The Bank's work reflects its own mission of poverty reduction | 181 | 6.19 | 2.19 | 75 | 7.12 | 2.30 |
| The World Bank recommends programs and strategies that are realistic for Mongolia | 185 | 6.63 | 2.07 | 80 | 7.84 | 2.17 |
| The World Bank treats clients and stakeholders in Mongolia with respect. | 172 | 7.11 | 2.16 | 77 | 8.55 | 1.71 |
| The World Bank collaborates well with other donors here | 158 | 6.91 | 2.21 | 63 | 7.81 | 1.83 |
| Overall I like to work/interact with Bank staff | 165 | 6.93 | 2.21 | 65 | 8.14 | 1.76 |
| The Bank is an effective catalyst for discussion on issues related to poverty | 169 | 6.05 | 2.36 | 75 | 7.13 | 2.22 |
| In general, the strategies that the Bank recommends are sustainable over time | 176 | 6.78 | 1.98 | 76 | 8.04 | 1.87 |
| The World Bank's work promotes country ownership of development strategies | 159 | 6.40 | 2.33 | 69 | 8.46 | 1.80 |
| The Bank's work promotes the empowerment of poor people to participate in development | 162 | 5.20 | 2.32 | 70 | 6.61 | 2.39 |
| The World Bank imposes reasonable conditions on its lending | 150 | 6.04 | 2.24 | 66 | 7.11 | 2.61 |
| The Bank gives appropriate priority to growth issues | 171 | 6.78 | 1.90 | 72 | 7.86 | 2.23 |

## *D. The Work of the World Bank*

**How important is it for the World Bank to be involved in that particular area of work in Mongolia?**
*(Asked on a 10-point importance scale, 1 being Not at all, 10 being Very.)*

**The Work of the World Bank: Importance**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| Helping to reduce poverty | 186 | 8.25 | 2.17 | 81 | 8.84 | 1.58 |
| Helping to bring about strong equitable growth | 174 | 8.03 | 1.96 | 73 | 8.05 | 1.99 |
| Encouraging greater transparency in governance | 183 | 8.32 | 2.19 | 76 | 8.67 | 1.69 |
| Helping to strengthen the private sector | 177 | 8.12 | 2.13 | 79 | 8.49 | 1.95 |
| Helping to strengthen the financial system | 178 | 7.86 | 2.10 | 77 | 8.44 | 1.91 |
| Helping to strengthen the regulatory framework | 172 | 6.97 | 2.78 | 74 | 7.04 | 2.50 |
| Helping to strengthen the judicial system | 178 | 7.17 | 2.69 | 73 | 7.44 | 2.37 |
| Helping to strengthen the public sector | 171 | 6.69 | 2.65 | 75 | 7.00 | 2.56 |
| Helping to strengthen the education sector | 175 | 7.72 | 2.46 | 78 | 8.95 | 1.41 |
| Helping to strengthen the health sector | 172 | 7.64 | 2.45 | 78 | 9.01 | 1.52 |
| Helping to lay the foundation to integrate Mongolia into the global economy | 164 | 7.61 | 2.34 | 74 | 8.31 | 2.26 |
| Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies | 174 | 7.89 | 2.13 | 78 | 8.79 | 1.54 |
| Ensuring that attention is paid to gender disparities | 161 | 5.67 | 2.78 | 73 | 6.58 | 2.96 |
| Helping to strengthen agricultural and livestock development | 170 | 7.08 | 2.54 | 77 | 8.12 | 1.94 |
| Helping to strengthen infrastructure development | 171 | 8.42 | 1.81 | 76 | 8.96 | 1.43 |
| Helping to strengthen resource management | 170 | 8.06 | 2.13 | 74 | 8.35 | 1.92 |
| Helping to strengthen the social protection sector | 167 | 7.29 | 2.46 | 74 | 8.05 | 1.93 |
| Helping to improve the quality of life in urban and rural areas | 170 | 7.34 | 2.46 | 73 | 8.41 | 2.09 |
| Helping to reduce corruption in the country with its advice and support | 173 | 7.64 | 2.42 | 75 | 8.09 | 2.50 |
| Helping to empower communities to participate in their own development | 167 | 7.52 | 2.28 | 72 | 7.89 | 2.21 |
| Helping Mongolia adapt to/avert risk of climate change | 164 | 7.02 | 2.64 | 75 | 8.11 | 2.15 |

## *D. The Work of the World Bank (continued)*

**How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mongolia?**
*(Asked on a 10-point effectiveness scale, 1 being Not at all, 10 being Very.)*

**The Work of the World Bank: Effectiveness**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| Helping to reduce poverty | 170 | 6.34 | 2.51 | 79 | 7.80 | 2.13 |
| Helping to bring about strong equitable growth | 156 | 6.65 | 2.25 | 67 | 7.52 | 2.35 |
| Encouraging greater transparency in governance | 167 | 6.59 | 2.63 | 70 | 7.83 | 2.25 |
| Helping to strengthen the private sector | 157 | 6.65 | 2.56 | 71 | 7.73 | 2.47 |
| Helping to strengthen the financial system | 159 | 6.92 | 2.24 | 73 | 7.90 | 2.07 |
| Helping to strengthen the regulatory framework | 154 | 5.58 | 2.69 | 68 | 6.66 | 2.58 |
| Helping to strengthen the judicial system | 157 | 5.76 | 2.72 | 66 | 6.68 | 2.65 |
| Helping to strengthen the public sector | 158 | 5.66 | 2.58 | 70 | 6.74 | 2.51 |
| Helping to strengthen the education sector | 160 | 6.39 | 2.72 | 73 | 8.60 | 1.54 |
| Helping to strengthen the health sector | 157 | 6.41 | 2.69 | 71 | 8.44 | 2.00 |
| Helping to lay the foundation to integrate Mongolia into the global economy | 149 | 6.50 | 2.57 | 66 | 7.89 | 2.46 |
| Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies | 157 | 6.76 | 2.60 | 74 | 8.08 | 2.19 |
| Ensuring that attention is paid to gender disparities | 148 | 5.14 | 2.66 | 67 | 6.09 | 2.95 |
| Helping to strengthen agricultural and livestock development | 156 | 6.17 | 2.61 | 68 | 7.88 | 2.01 |
| Helping to strengthen infrastructure development | 155 | 7.34 | 2.25 | 70 | 8.43 | 1.92 |
| Helping to strengthen resource management | 153 | 6.61 | 2.42 | 69 | 7.54 | 2.27 |
| Helping to strengthen the social protection sector | 147 | 6.36 | 2.67 | 67 | 7.45 | 2.05 |
| Helping to improve the quality of life in urban and rural areas | 154 | 6.34 | 2.53 | 67 | 7.70 | 2.49 |
| Helping to reduce corruption in the country with its advice and support | 155 | 5.95 | 2.82 | 68 | 6.66 | 3.03 |
| Helping to empower communities to participate in their own development | 151 | 6.39 | 2.57 | 64 | 7.05 | 2.61 |
| Helping Mongolia adapt to/avert risk of climate change | 148 | 5.76 | 2.70 | 64 | 7.25 | 2.61 |

## *E. The Way the World Bank does Business*

**Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".**

**The Way the World Bank does Business**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| Technical competence | 160 | 7.19 | 2.01 | 64 | 7.95 | 1.96 |
| Producing knowledge and research that are useful | 174 | 7.63 | 1.92 | 77 | 8.66 | 1.64 |
| Making the results of studies and analyses readily available | 166 | 6.86 | 2.29 | 75 | 8.33 | 1.79 |
| Sharing knowledge about international best practices | 167 | 7.43 | 2.04 | 75 | 7.91 | 2.04 |
| Ability to adapt its knowledge to your country's needs | 155 | 6.35 | 2.23 | 71 | 7.56 | 2.19 |
| Ensuring its staff is accessible | 152 | 6.54 | 2.34 | 58 | 7.52 | 2.23 |
| Providing sound policy and economic advice | 166 | 6.77 | 2.07 | 71 | 8.11 | 1.78 |
| Straightforwardness in its dealings with you | 153 | 6.64 | 2.26 | 58 | 8.40 | 1.90 |
| Maintaining consistent messages | 161 | 6.72 | 2.11 | 74 | 8.27 | 1.79 |
| Promoting the inclusion of local communities in the development of strategies | 144 | 6.15 | 2.21 | 65 | 7.69 | 2.23 |
| Promoting the inclusion of civil society in the development of strategies | 160 | 6.53 | 2.38 | 67 | 7.16 | 2.39 |
| Promoting the inclusion of local project experts in the development of strategies | 138 | 6.33 | 2.26 | 61 | 7.25 | 2.29 |
| Promoting the inclusion of private sector in the development of strategies | 140 | 6.21 | 2.31 | 61 | 6.80 | 2.27 |
| Giving appropriate priority to poverty reduction | 165 | 6.93 | 2.34 | 71 | 8.10 | 1.97 |
| Lending in a way that promotes effective development across the country | 149 | 6.79 | 2.13 | 69 | 8.46 | 1.78 |

## *F. Project/Program Related Issues*

*The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.*

**Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

**Project/Program Related Issues**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| The Bank is flexible in terms of adjusting to changing circumstances | 130 | 6.20 | 2.22 | 53 | 7.42 | 2.20 |
| The Bank disburses funds promptly | 112 | 5.84 | 2.47 | 50 | 7.20 | 2.59 |
| The Bank works efficiently | 112 | 6.63 | 2.14 | 39 | 8.03 | 2.08 |
| The Bank effectively monitors and evaluates the projects and programs it supports | 123 | 6.98 | 2.05 | 56 | 8.29 | 2.16 |
| The Bank helps to build capacity at the community level | 119 | 6.28 | 2.21 | 51 | 7.76 | 2.21 |
| The Bank helps to build capacity of government officials | 123 | 6.81 | 2.33 | 47 | 6.30 | 2.56 |
| The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia | 135 | 7.28 | 2.06 | 54 | 7.33 | 2.41 |
| The Bank helps to strengthen institutional capacity | 127 | 6.54 | 2.40 | 53 | 6.98 | 2.28 |
| The Government supports and takes responsibility for development efforts in Mongolia | 123 | 6.30 | 2.43 | 51 | 7.35 | 2.37 |
| The Bank's procurement requirements are reasonable | 111 | 6.19 | 2.36 | 44 | 7.64 | 2.10 |

## *G. The Future Role of the World Bank in Mongolia*

**What actions would most improve the impact of World Bank-supported programs and activities? (Choose only TWO) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Improving quality of analytical work | 16.2% | 15.5% |
| Providing world class experts | 16.8% | 2.4% |
| Increasing dissemination and discussion on findings of analytical work | 33.0% | 38.1% |
| Ensuring project beneficiaries have information on project objectives and activities | 13.1% | 17.9% |
| Improving timeliness of analytical work and technical assistance | 22.5% | 25.0% |
| Improve the quality of its experts as related to Mongolia's specific challenges | 46.6% | 41.7% |
| Offer more innovative financial products | 16.8% | 29.8% |
| Offer more innovative knowledge services | 23.0% | 22.6% |
| Other | 7.9% | 4.8% |

## *H. Communication and Outreach*

**From where do you get most of your information about economic and social development issues in Mongolia? (Choose TWO at most) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Local newspapers | 45.5% | 43.4% |
| International newspapers | 4.0% | 2.4% |
| Local radio | 0.0% | 0.0% |
| International radio | 0.0% | 0.0% |
| Local television | 35.5% | 71.1% |
| International television | 3.5% | 2.4% |
| Periodicals | 19.5% | 27.7% |
| Internet | 70.0% | 45.8% |
| Other | 13.0% | 3.6% |

## *H. Communication and Outreach (continued)*

**From where do you get most of your information about the World Bank's development activities in Mongolia? (Choose TWO at most) (Combined Responses)**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Local newspapers | 24.0% | 33.8% |
| International newspapers | 0.0% | 2.5% |
| Local radio | 0.5% | 0.0% |
| International radio | 0.0% | 0.0% |
| Local television | 13.3% | 45.0% |
| International television | 1.5% | 0.0% |
| Periodicals | 6.1% | 7.5% |
| Blogs | 1.5% | 1.3% |
| Internet | 37.2% | 38.8% |
| World Bank conferences, seminars, workshops | 36.2% | 10.0% |
| World Bank publications, materials | 19.9% | 2.5% |
| World Bank website | 26.0% | 15.0% |
| World Bank Public Information Center (PIC) | 7.1% | 31.3% |
| Direct contact/interaction with World Bank staff | 14.8% | 7.5% |
| Other | 2.6% | 0.0% |

**Do you have access to the Internet:**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Yes | 99.5% | 97.5% |
| No | .5% | 2.5% |

**I use/have used the World Bank website:**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Yes | 74.6% | 71.1% |
| No | 25.4% | 28.9% |

**I primarily use:**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| The World Bank's country website | 60.4% | 84.2% |
| The World Bank's main website | 39.6% | 15.8% |

**I use/have used the World Bank's Public Information Centers (PICs) that are managed and executed by local partner Institutions in Mongolia:**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Yes | 24.9% | 69.3% |
| No | 50.3% | 24.0% |
| I don't know what PIC is | 24.9% | 6.7% |

**Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Yes | 34.2% | 46.8% |
| No | 65.8% | 53.2% |

**Have you requested information from the World Bank on its activities in the past year?**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Yes | 20.8% | 32.9% |
| No | 79.2% | 67.1% |

**Were you able to obtain this information?**

| Percentage of Respondents | Ulaanbaatar | Other Areas |
|---|---|---|
| Yes | 94.3% | 95.7% |
| No | 5.7% | 4.3% |

**Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

**Communication and Outreach**

| | Which best represents your current location? | | | | | |
|---|---|---|---|---|---|---|
| | Ulaanbaatar | | | Other Areas | | |
| | N | Mean | SD | N | Mean | SD |
| The World Bank's PIC is a valuable source of information related to development in Mongolia | 77 | 6.86 | 2.28 | 50 | 8.46 | 1.98 |
| I find the Bank websites easy to navigate | 133 | 7.58 | 1.97 | 49 | 7.69 | 2.01 |
| I find the information on the Bank's websites useful | 135 | 7.36 | 2.05 | 47 | 8.13 | 1.88 |
| When I need information from the World Bank I know how to find it | 154 | 7.42 | 2.28 | 58 | 8.16 | 2.33 |
| The Bank is appropriately responsive to my information requests and inquiries | 111 | 6.81 | 2.58 | 37 | 7.73 | 2.29 |

# Appendix D: Responses to All Questions by Year[3]

**FY '03 Response Number = 282 • FY '07 Response Number = 306 • FY '11 Response Number = 312**

## *A. Background Information*

**Which of the following best describes your current position?**

| Percentage of Respondents | FY 2007 | FY 2011 |
|---|---|---|
| Office of the President/Prime Minister | 2.4% | 17.8% |
| Employee of a Ministry | 22.1% | 17.2% |
| Local Government | 21.1% | 16.8% |
| Bilateral or Multilateral Agency | 8.5% | 5.1% |
| Private Sector | 9.2% | 8.4% |
| NGO | 7.5% | 19.5% |
| Media | 3.7% | 1.7% |
| Independent Government Institution | 5.8% | 2.4% |
| Trade Union | .7% | 1.3% |
| Faith-based Group | .7% | 0.0% |
| Academia | 3.7% | 2.0% |
| Judiciary | 1.4% | 0.0% |
| Other | 13.3% | 7.7% |

**Please identify the primary specialization of your work.**

| Percentage of Respondents | FY 2007 | FY 2011 |
|---|---|---|
| Agriculture, Agribusiness, Forestry | .3% | 3.7% |
| Commerce, Trade and Manufacturing | 2.7% | 5.8% |
| Communications, Information Services | 6.1% | 4.1% |
| Economic Management | 13.1% | 15.3% |
| Environment, Natural Resource Management | 3.4% | 6.5% |
| Finance, Banking, Insurance | 8.4% | 3.7% |
| Infrastructure | 9.4% | 4.8% |
| Law, Justice | 5.1% | 6.5% |
| Legislature, Politics | 1.0% | 11.2% |
| Social Services | 42.8% | 16.0% |
| Other | 7.7% | 22.4% |

**Background Information**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank in Mongolia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"? | 279 | 6.04 | 2.25 | 295 | 6.57 | 2.14 | 298 | 6.85 | 2.17 |

**How long have you been involved with (or a close observer of) the World Bank's activities?**

| Percentage of Respondents | FY 2003 | FY 2007 | FY 2011 |
|---|---|---|---|
| Less than one year | 14.1% | 23.2% | 18.3% |
| One to three years | 38.3% | 34.0% | 32.0% |
| More than three years | 47.7% | 42.8% | 49.6% |

[3] Only those questions that were asked in the FY '03, FY '07 and FY '11 country surveys, with similar response scales/options, are presented.

**Which best represents your geographic location?**

| Percentage of Respondents | FY 2007 | FY 2011 |
|---|---|---|
| Ulaanbaatar | 62.5% | 71.1% |
| Aimags and provinces | 35.1% | 19.1% |
| The secondary cities | 2.1% | 7.7% |
| Other | .4% | 2.0% |

## *B. General Issues facing Mongolia*

**General Issues facing Mongolia**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in Mongolia. | 247 | 6.89 | 2.11 | 286 | 7.52 | 1.91 | 296 | 7.46 | 2.17 |

## *C. Overall Attitudes toward the World Bank*

**Overall Attitudes toward the World Bank**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank's effectiveness in Mongolia, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective". | 259 | 6.88 | 1.78 | 255 | 7.05 | 1.82 | 270 | 7.25 | 2.23 |

**In your opinion, what should be the level of involvement of the World Bank in Mongolia's development strategies?**

| Percentage of Respondents | FY 2007 | FY 2011 |
|---|---|---|
| The Bank should be more involved | 41.4% | 43.6% |
| The Bank is currently involved at an optimum level | 49.2% | 31.2% |
| The Bank should be less involved | 8.6% | 13.1% |
| The Bank shouldn't be involved at all | .8% | 2.0% |
| Don't know | 0.0% | 10.1% |

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mongolia.**

**Overall Attitudes toward the World Bank**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Overall the Bank currently plays a relevant role in development in Mongolia | 266 | 7.62 | 2.12 | 285 | 7.26 | 1.98 | 286 | 7.07 | 2.33 |
| The Bank's work is aligned with what I consider the development priorities for this country | 253 | 6.88 | 2.37 | 283 | 7.24 | 2.06 | 266 | 6.47 | 2.11 |
| The Bank's work reflects its own mission of poverty reduction | 261 | 7.94 | 2.11 | 286 | 7.26 | 2.14 | 267 | 6.48 | 2.28 |
| The World Bank recommends programs and strategies that are realistic for Mongolia | 252 | 6.93 | 2.28 | 275 | 7.20 | 2.02 | 277 | 7.06 | 2.17 |
| The World Bank treats clients and stakeholders in Mongolia with respect. | 240 | 7.94 | 2.21 | 277 | 7.97 | 1.77 | 261 | 7.62 | 2.12 |
| The World Bank collaborates well with other donors here* | 234 | 8.16 | 1.99 | 254 | 7.89 | 1.78 | 231 | 7.18 | 2.14 |
| Overall I like to work/interact with Bank staff | 237 | 8.28 | 2.19 | 260 | 7.69 | 2.08 | 241 | 7.34 | 2.15 |
| The Bank is an effective catalyst for discussion on issues related to poverty | 241 | 7.68 | 2.18 | 260 | 7.24 | 2.12 | 255 | 6.42 | 2.38 |
| In general, the strategies that the Bank recommends are sustainable over time | 240 | 7.84 | 2.04 | 259 | 7.34 | 1.88 | 262 | 7.21 | 2.01 |
| The World Bank's work promotes country ownership of development strategies | 234 | 7.35 | 2.38 | 260 | 7.38 | 1.94 | 237 | 7.06 | 2.36 |
| The Bank's work promotes the empowerment of poor people to participate in development | 232 | 7.01 | 2.47 | 264 | 7.02 | 2.21 | 242 | 5.67 | 2.43 |
| The World Bank imposes reasonable conditions on its lending | | | | 244 | 7.24 | 2.01 | 223 | 6.36 | 2.41 |

** In the FY '03 and FY '07 surveys, this statement read "The World Bank collaborates with other donors here".*

## *D. The Work of the World Bank: Importance*

**How important is it for the World Bank to be involved in that particular area of work in Mongolia?**

*(Asked on a 10-point** importance scale, 1 being Not at all, 10 being Very.)*

**The Work of the World Bank: Importance**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Helping to reduce poverty | 265 | 8.34 | 1.61 | 276 | 8.17 | 1.92 | 277 | 8.43 | 2.04 |
| Helping to bring about strong equitable growth* | 263 | 8.59 | 1.56 | 270 | 8.50 | 1.70 | 258 | 8.07 | 1.95 |
| Encouraging greater transparency in governance | 241 | 8.08 | 1.78 | 261 | 7.88 | 2.16 | 268 | 8.45 | 2.04 |
| Helping to strengthen the private sector | 260 | 8.41 | 1.71 | 259 | 8.29 | 2.11 | 267 | 8.24 | 2.08 |
| Helping to strengthen the financial system | 252 | 8.46 | 1.68 | 266 | 8.24 | 1.83 | 265 | 8.08 | 2.03 |
| Helping to strengthen the regulatory framework | 231 | 6.66 | 2.36 | 238 | 7.21 | 2.05 | 256 | 7.04 | 2.68 |
| Helping to strengthen the judicial system | 220 | 6.51 | 2.49 | 245 | 6.91 | 2.39 | 258 | 7.25 | 2.58 |
| Helping to strengthen the education sector | 243 | 7.62 | 2.00 | 271 | 8.70 | 1.90 | 263 | 8.08 | 2.26 |
| Helping to strengthen the health sector | 243 | 7.62 | 1.86 | 270 | 8.45 | 2.05 | 259 | 8.07 | 2.27 |
| Helping to lay the foundation to integrate Mongolia into the global economy | | | | 243 | 7.96 | 2.08 | 249 | 7.86 | 2.32 |
| Ensuring that attention is paid to gender disparities | 224 | 6.27 | 2.19 | 252 | 6.41 | 2.42 | 242 | 6.01 | 2.85 |
| Helping to strengthen agricultural and livestock development | 246 | 7.66 | 2.02 | 260 | 8.16 | 1.98 | 258 | 7.44 | 2.41 |
| Helping to strengthen infrastructure development | 254 | 8.64 | 1.50 | 258 | 8.52 | 1.80 | 256 | 8.57 | 1.75 |
| Helping to strengthen resource management | | | | 251 | 8.14 | 2.00 | 254 | 8.15 | 2.06 |
| Helping to strengthen the social protection sector | | | | 258 | 7.85 | 1.94 | 250 | 7.55 | 2.31 |
| Helping to improve the quality of life in urban and rural areas | | | | 263 | 7.83 | 2.11 | 253 | 7.68 | 2.40 |
| Helping to reduce corruption in the country with its advice and support | | | | 260 | 7.98 | 2.14 | 257 | 7.79 | 2.44 |

**In the FY '03 and FY '07 surveys, this item was "Helping to bring about economic growth".*

*** Responses from the FY '03 and FY '07 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.*

## *D. The Work of the World Bank: Effectiveness*

**How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mongolia?**
*(Asked on a 10-point** effectiveness scale, 1 being Not at all, 10 being Very.)*

**The Work of the World Bank: Effectiveness**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Helping to reduce poverty | 252 | 7.04 | 2.08 | 259 | 6.67 | 2.23 | 259 | 6.83 | 2.48 |
| Helping to bring about strong equitable growth* | 245 | 7.52 | 1.96 | 254 | 6.94 | 1.93 | 233 | 6.97 | 2.30 |
| Encouraging greater transparency in governance | 226 | 6.62 | 2.30 | 249 | 5.97 | 2.39 | 245 | 7.00 | 2.56 |
| Helping to strengthen the private sector | 247 | 7.12 | 2.23 | 244 | 6.59 | 2.29 | 238 | 7.03 | 2.56 |
| Helping to strengthen the financial system | 232 | 7.45 | 2.02 | 247 | 6.95 | 2.16 | 243 | 7.30 | 2.23 |
| Helping to strengthen the regulatory framework | 210 | 5.74 | 2.43 | 214 | 6.17 | 2.02 | 231 | 5.98 | 2.70 |
| Helping to strengthen the judicial system | 192 | 5.50 | 2.39 | 215 | 5.29 | 2.45 | 230 | 6.07 | 2.70 |
| Helping to strengthen the education sector | 219 | 6.59 | 2.30 | 247 | 7.24 | 2.36 | 241 | 7.11 | 2.60 |
| Helping to strengthen the health sector | 219 | 6.67 | 2.30 | 245 | 6.95 | 2.35 | 237 | 7.07 | 2.63 |
| Helping to lay the foundation to integrate Mongolia into the global economy | | | | 221 | 6.44 | 2.43 | 225 | 6.97 | 2.63 |
| Ensuring that attention is paid to gender disparities | 206 | 5.54 | 2.26 | 221 | 5.48 | 2.28 | 222 | 5.50 | 2.78 |
| Helping to strengthen agricultural and livestock development | 232 | 6.52 | 2.28 | 239 | 6.66 | 2.25 | 235 | 6.74 | 2.56 |
| Helping to strengthen infrastructure development | 241 | 7.65 | 2.04 | 238 | 7.09 | 2.11 | 234 | 7.68 | 2.21 |
| Helping to strengthen resource management | | | | 225 | 6.54 | 2.46 | 232 | 6.92 | 2.41 |
| Helping to strengthen the social protection sector | | | | 233 | 6.34 | 2.31 | 223 | 6.73 | 2.53 |
| Helping to improve the quality of life in urban and rural areas | | | | 236 | 6.35 | 2.27 | 230 | 6.79 | 2.58 |
| Helping to reduce corruption in the country with its advice and support | | | | 231 | 5.58 | 2.60 | 231 | 6.23 | 2.89 |

**In the FY '03 and FY '07 surveys, this item was "Helping to bring about economic growth".*
*** Responses from the FY '03 and FY '07 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.*

## *E. The Way the World Bank does Business*

**Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below.**
*(Asked on a 10-point* effectiveness scale, 1 being Not at all, 10 being Very.)*

**The Way the World Bank does Business**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Technical competence | 245 | 7.62 | 1.94 | 265 | 7.50 | 1.64 | 232 | 7.41 | 2.02 |
| Producing knowledge and research that are useful | 253 | 7.71 | 1.89 | 275 | 7.50 | 1.63 | 262 | 7.96 | 1.90 |
| Making the results of studies and analyses readily available | 243 | 7.44 | 2.08 | 261 | 7.04 | 1.86 | 252 | 7.36 | 2.26 |
| Sharing knowledge about international best practices | 242 | 7.56 | 2.07 | 266 | 7.36 | 1.81 | 253 | 7.60 | 2.06 |
| Ability to adapt its knowledge to your country's needs | 242 | 6.65 | 2.11 | 258 | 6.92 | 1.99 | 235 | 6.78 | 2.28 |
| Ensuring its staff is accessible | 246 | 7.47 | 2.17 | 249 | 7.22 | 2.04 | 219 | 6.84 | 2.35 |
| Providing sound policy and economic advice | | | | 254 | 7.43 | 1.77 | 247 | 7.20 | 2.07 |
| Straightforwardness in its dealings with you | 241 | 7.03 | 2.37 | 237 | 7.13 | 1.92 | 220 | 7.15 | 2.29 |
| Maintaining consistent messages | 237 | 7.40 | 1.87 | 244 | 7.46 | 1.81 | 245 | 7.23 | 2.14 |
| Promoting the inclusion of local communities in the development of strategies | 225 | 6.45 | 2.26 | 251 | 7.14 | 2.12 | 218 | 6.68 | 2.33 |
| Promoting the inclusion of civil society in the development of strategies | 219 | 6.42 | 2.29 | 240 | 6.82 | 2.13 | 236 | 6.76 | 2.38 |
| Promoting the inclusion of local project experts in the development of strategies | 238 | 7.24 | 2.15 | 250 | 7.29 | 2.00 | 208 | 6.63 | 2.29 |
| Promoting the inclusion of private sector in the development of strategies | 220 | 6.75 | 2.31 | 248 | 6.93 | 2.01 | 210 | 6.41 | 2.30 |
| Giving appropriate priority to poverty reduction | 250 | 8.02 | 2.03 | 280 | 7.69 | 2.02 | 246 | 7.33 | 2.28 |
| Lending in a way that promotes effective development across the country | 232 | 7.36 | 2.22 | 246 | 7.70 | 2.08 | 226 | 7.33 | 2.177 |

** Responses from the FY '03 and FY '07 surveys were converted from a 5-pt. scale to a 10-pt. scale for comparison.*

## *F. Project/Program Related Issues*

*The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.*

**Please rate how much you agree with the following statements on 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

**Project/Program Related Issues**

| | year | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | FY 2003 | | | FY 2007 | | | FY 2011 | | |
| | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The Bank is flexible in terms of adjusting to changing circumstances | | | | 205 | 6.98 | 2.17 | 190 | 6.56 | 2.26 |
| The Bank disburses funds promptly | 179 | 7.56 | 2.10 | 191 | 7.84 | 1.94 | 167 | 6.31 | 2.56 |
| The Bank works efficiently | 191 | 7.36 | 1.77 | 180 | 7.69 | 2.01 | 158 | 6.99 | 2.19 |
| The Bank effectively monitors and evaluates the projects and programs it supports | 188 | 7.37 | 1.94 | 201 | 7.82 | 1.86 | 188 | 7.42 | 2.17 |
| The Bank helps to build capacity at the community level | 187 | 6.89 | 2.13 | 203 | 7.30 | 2.16 | 176 | 6.74 | 2.30 |
| The Bank helps to build capacity of government officials | 188 | 6.99 | 2.18 | 179 | 7.54 | 1.94 | 177 | 6.71 | 2.38 |
| The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia | 185 | 7.53 | 1.78 | 193 | 7.93 | 1.85 | 197 | 7.31 | 2.15 |
| The Bank helps to strengthen institutional capacity | 186 | 7.24 | 1.90 | 194 | 7.46 | 1.96 | 190 | 6.75 | 2.37 |
| The Government supports and takes responsibility for development efforts in Mongolia | 190 | 7.24 | 2.15 | 190 | 7.34 | 1.94 | 180 | 6.58 | 2.46 |
| The Bank's procurement requirements are reasonable | | | | 181 | 7.69 | 1.90 | 162 | 6.63 | 2.36 |

## *H. Communication and Outreach*

**I use/have used the World Bank website:**

| Percentage of Respondents | FY 2007 | FY 2011 |
|---|---|---|
| Yes | 54.3% | 73.8% |
| No | 45.7% | 26.2% |

**I primarily use:**

| Percentage of Respondents | FY 2007 | FY 2011 |
|---|---|---|
| The World Bank's country website | 76.1% | 67.2% |
| The World Bank's main website | 23.9% | 32.8% |

# Appendix E: Mongolia Questionnaire

## World Bank Country Survey FY11 – Mongolia

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Mongolia or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Mongolia, more in-depth insight into how the Bank's work is perceived. This is one tool the Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Mongolia.

The World Bank commissioned an independent firm to oversee the logistics of this effort in Mongolia. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

### SECTION A: BACKGROUND

| **A1. Which of the following best describes your current position?** (Please mark only one response) | |
|---|---|
| 1 | Office of the President, Prime Minister, Minister, Parlimentarian |
| 2 | Employee of a Ministry, Ministerial Department or Implementation Agency |
| 3 | Local Government Office or Staff |
| 4 | Bilateral or Multilateral Agency |
| 5 | Private Sector Organization |
| 6 | NGOs (including CBOs) |
| 7 | Media (Press, Radio, TV, Web etc.) |
| 8 | Independent Government Institution (i.e., Regulatory Agency, Central Bank) |
| 9 | Trade Union |
| 10 | Faith-Based Groups |
| 11 | Academia or Research Institute |
| 12 | Judiciary |
| 13 | Other (please specify): _____ |

| **A2. Please identify the primary specialization of your work.** (Please mark only one response) | |
|---|---|
| 1 | Agriculture, Agribusiness, Forestry |
| 2 | Commerce, Trade and Manufacturing |
| 3 | Communications, Information Services |
| 4 | Economic Management |
| 5 | Environment, Natural Resource Management |
| 6 | Finance, Banking, Insurance |
| 7 | Infrastructure (e.g., Transport, Water, Energy, Telecommunications) |
| 8 | Law, Justice |
| 9 | Legislature, Politics |
| 10 | Social Services (e.g., Education, Health) |
| 11 | Other (please specify): _____ |

| A3. How familiar are you with the work of the World Bank in Mongolia on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"? | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Not familiar at all | | | | | | | | | Extremely familiar |

| A4. How long have you been involved with (or a close observer of) the World Bank's activities? | |
|---|---|
| 1 | Less than one year |
| 2 | One to three years |
| 3 | More than three years |

| A5. Which best represents your geographic location? | |
|---|---|
| 1 | Ulaanbaatar |
| 2 | Aimags and provinces |
| 3 | The secondary cities |
| 4 | Other (please specify): _____ |

## SECTION B: GENERAL ISSUES FACING MONGOLIA

**B1. On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in Mongolia?**

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
|---|---|---|---|---|---|---|---|---|---|---|
| Extremely Pessimistic | | | | | | | | | Extremely Optimistic | Don't Know |

**B2. Listed below are a number of development priorities in Mongolia.**

| | **Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority.** | **Most** Important Development priority (Choose ONE) | **Second Most** Important Development priority (Choose ONE) |
|---|---|---|---|
| 1 | Government effectiveness/governance | ☐ | ☐ |
| 2 | HIV/AIDS and other communicable diseases | ☐ | ☐ |
| 3 | Economic growth | ☐ | ☐ |
| 4 | Reducing corruption | ☐ | ☐ |
| 5 | Promote policies to stimulate foreign direct investment | ☐ | ☐ |
| 6 | Increasing access to education | ☐ | ☐ |
| 7 | Increasing access to health services | ☐ | ☐ |
| 8 | Reducing poverty | ☐ | ☐ |
| 9 | Mining for sustainable development | ☐ | ☐ |
| 10 | Economic diversification | ☐ | ☐ |
| 11 | Improving the effectiveness of law and justice system | ☐ | ☐ |
| 12 | Improving basic infrastructure | ☐ | ☐ |
| 13 | Environment protection | ☐ | ☐ |
| 14 | Improving natural resources management | ☐ | ☐ |
| 15 | Increasing employment/ income generating opportunities | ☐ | ☐ |
| 16 | Enhancing the opportunity for private sector growth/investment | ☐ | ☐ |
| 17 | Agriculture and livestock development | ☐ | ☐ |
| 18 | Strengthening regulatory framework | ☐ | ☐ |
| 19 | Improving trade and exports | ☐ | ☐ |
| 20 | Climate change | ☐ | ☐ |
| 21 | Food security | ☐ | ☐ |
| 22 | Strengthening financial institutions | ☐ | ☐ |
| 23 | Equity (reaching poor and vulnerable) | ☐ | ☐ |
| 24 | Urban development | ☐ | ☐ |
| 25 | Rural development | ☐ | ☐ |
| 26 | Other (please specify): _____ | ☐ | ☐ |

## SECTION B: GENERAL ISSUES FACING MONGOLIA (CONTINUED)

| **B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Mongolia? (Choose only TWO)** | |
|---|---|
| 1 | Agriculture and livestock development |
| 2 | Reducing corruption |
| 3 | Improving governance |
| 4 | Enhancing the opportunity for private sector growth/investment |
| 5 | Infrastructure development |
| 6 | Education |
| 7 | Increasing economic growth |
| 8 | Health |
| 9 | Protecting the environment |
| 10 | Managing natural resources |
| 11 | Increasing income generating activities/ employment |
| 12 | Increasing foreign direct investment |
| 13 | Food security |
| 14 | Extracting mineral resources |
| 15 | Other (please specify): _____ |

| **B4. Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in Mongolia? (Choose only TWO)** | |
|---|---|
| 1 | Mining for sustainable development |
| 2 | Ensuring macro economic stability |
| 3 | Increasing agricultural and livestock productivity |
| 4 | Reducing corruption |
| 5 | Improving governance |
| 6 | Improving access to and/or quality of education |
| 7 | Improving access to and/or quality of health care |
| 8 | Strengthening the regulatory framework |
| 9 | Enhancing the environment for increased foreign direct investment |
| 10 | Improving trade and exports |
| 11 | Other (please specify): _____ |

## SECTION B: GENERAL ISSUES FACING MONGOLIA (CONTINUED)

**Below are a number of development challenges that Mongolia faces. To what extent do you think each should be a priority for the country in the near future on a scale of 1-10, 1 meaning not a priority at all, 10 meaning a top priority.**

| | | Not a Priority | | | | | | | | | Top Priority | Don't Know |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| B5. | Improving Governance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| B6. | Climate change adaption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| B7. | Mining for sustainable development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| B8. | Equity (reaching poor and vulnerable people) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| B9. | Economic diversification | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| B10. | Urban and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| B11. | Improving basic infrastructure | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |

## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

**C1. Overall, please rate your impression of the World Bank's effectiveness in Mongolia, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective".**

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
|---|---|---|---|---|---|---|---|---|---|---|
| Not effective at all | | | | | | | | | Very effective | Don't Know |

**C2. Based on your observations of the World Bank in Mongolia...**
**1. What do you think the Bank considers its top priorities in Mongolia? (Choose only TWO)**
**2. Where would it be most productive for the Bank to focus most of its resources? (Choose only TWO)**

| | | **What do you think the Bank considers its top priorities?** (Choose TWO) | **Where would it be most productive for the Bank to focus most of its resources?** (Choose TWO) |
|---|---|---|---|
| 1 | Government effectiveness/governance | ☐ | ☐ |
| 2 | HIV/AIDS and other communicable diseases | ☐ | ☐ |
| 3 | Economic growth | ☐ | ☐ |
| 4 | Reducing corruption | ☐ | ☐ |
| 5 | Promote policies to stimulate foreign direct investment | ☐ | ☐ |
| 6 | Increasing access to education | ☐ | ☐ |
| 7 | Increasing access to health services | ☐ | ☐ |
| 8 | Reducing poverty | ☐ | ☐ |
| 9 | Mining for sustainable development | ☐ | ☐ |
| 10 | Economic diversification | ☐ | ☐ |
| 11 | Improving the effectiveness of law and justice system | ☐ | ☐ |
| 12 | Improving basic infrastructure | ☐ | ☐ |
| 13 | Environmental protection | ☐ | ☐ |
| 14 | Improving natural resources management | ☐ | ☐ |
| 15 | Increasing employment/ income generating opportunities | ☐ | ☐ |
| 16 | Enhancing the opportunity for private sector growth/investment | ☐ | ☐ |
| 17 | Agriculture and livestock development | ☐ | ☐ |
| 18 | Strengthening regulatory framework | ☐ | ☐ |
| 19 | Improving trade and exports | ☐ | ☐ |
| 20 | Climate change | ☐ | ☐ |
| 21 | Food security | ☐ | ☐ |
| 22 | Strengthening financial institutions | ☐ | ☐ |
| 23 | Equity (reaching poor and vulnerable) | ☐ | ☐ |
| 24 | Urban development | ☐ | ☐ |
| 25 | Rural development | ☐ | ☐ |
| 26 | Other (please specify): _____ | ☐ | ☐ |

## SECTION C: OVERALL ATTITUDES TOWARDS THE WORLD BANK (CONTINUED)

| **C3. In your opinion, what should be the level of involvement of the World Bank in Mongolia's development strategies?** | |
|---|---|
| 1 | The Bank should be more involved |
| 2 | The Bank is currently involved at an optimum level |
| 3 | The Bank should be less involved |
| 4 | The Bank shouldn't be involved at all |
| 5 | Don't know |

**C4. In broad terms of economic and social development, what is the "greatest" value brought by the World Bank to MONGOLIA? What is the "second greatest" value?**

| | | **Greatest Value** (Choose ONE) | **Second Greatest Value** (Choose ONE) |
|---|---|---|---|
| 1 | The Bank's knowledge (studies and analyses) | ☐ | ☐ |
| 2 | Technical assistance | ☐ | ☐ |
| 3 | Policy and economic advice | ☐ | ☐ |
| 4 | Lending to fill gaps | ☐ | ☐ |
| 5 | Convener/facilitator | ☐ | ☐ |
| 6 | Donor coordination | ☐ | ☐ |
| 7 | Ability to mobilize resources (from private sector, government, etc.) | ☐ | ☐ |
| 8 | Ability to build implementation capacity | ☐ | ☐ |
| 9 | Financial resources | ☐ | ☐ |
| 10 | Sharing and bringing other countries' experiences | ☐ | ☐ |
| 11 | Other (please specify): _____ | ☐ | ☐ |

| **C5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Mongolia? (Choose TWO only)** | |
|---|---|
| 1 | Imposing technocratic solutions without regard to political realities |
| 2 | Not exploring alternative policy options |
| 3 | Too bureaucratic in its operational policies and procedures |
| 4 | Staff too inaccessible |
| 5 | Is arrogant in its approach |
| 6 | Too influenced by the US |
| 7 | Not enough public disclosure of its work |
| 8 | Providing generic solutions not tailored to local conditions |
| 9 | Inadequately aligned with country priorities |
| 10 | Other (please specify): _____ |

## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONTINUED)

| **C6. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Mongolia? (Choose TWO only)** | |
|---|---|
| 1 | Education |
| 2 | Health |
| 3 | Social protection |
| 4 | Transport |
| 5 | Poverty |
| 6 | Governance |
| 7 | Anti-corruption |
| 8 | Enhanced business environment for private sector development |
| 9 | Energy and infrastructure |
| 10 | Mining for sustainable development |
| 11 | Agriculture and livestock development |
| 12 | Water and sanitation |
| 13 | Monitoring and evaluation |
| 14 | Public expenditure |
| 15 | Public sector performance |
| 16 | Labor markets/job creation |
| 17 | Financial markets |
| 18 | Urban development |
| 19 | Environmental sustainability |
| 20 | Natural resources management |
| 21 | Improving equality of opportunity |
| 22 | Rural development |
| 23 | Food security |
| 24 | Economic diversification |
| 25 | Others (please specify): _____ |

| **C7. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there?** (Choose TWO only) | |
|---|---|
| 1 | NGOs |
| 2 | Local Government |
| 3 | Beneficiaries |
| 4 | Private sector |
| 5 | Community Based Organizations (CBOs) |
| 6 | Donor community |
| 7 | Parliament |
| 8 | Academics |
| 9 | Youth |
| 10 | Other (please specify): _____ |

## SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONTINUED)

**C8. In your opinion, to what degree would increasing the voice and influence of civil society in Mongolia help to improve development efforts, on a scale of 1-10, meaning to no degree at all, 10 meaning to a great degree.**

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|
| No degree at all | | | | | | | | | To a great degree |

**On a scale of 1-10, 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Mongolia.**

| | | Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| C9. | Overall the Bank currently plays a relevant role in development in Mongolia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C10. | The Bank's work is aligned with what I consider the development priorities for this country | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C11. | The Bank's work reflects its own mission of poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C12. | The World Bank supports programs and strategies that are realistic for Mongolia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C13. | The World Bank treats clients and stakeholders in Mongolia with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C14. | The World Bank collaborates well with other donors here | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C15. | Overall, I like to work/interact with Bank staff | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C16. | The Bank is an effective catalyst for discussion on issues related to poverty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C17. | In general, the strategies that the Bank supports are sustainable over time | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C18. | The World Bank's work promotes country ownership of development strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C19. | The Bank's work promotes the empowerment of poor people to participate in development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C20. | The World Bank imposes reasonable conditions on its lending | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| C21. | The Bank gives appropriate priority to growth issues | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |

## SECTION D: THE WORK OF THE WORLD BANK

**For each item in the following section, please provide two responses: first, importance, meaning, in your opinion, how important it is for the Bank to be involved in that particular area of work in Mongolia. Second, effectiveness, meaning, how effective do you believe the World Bank is in terms of having a positive impact on that area of development in Mongolia.**

| | | Level of Importance | | | | | | | | | | | Level of Effectiveness | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Not important at all | | | | | | | | Very important | | Don't Know | Not effective at all | | | | | | | | Very effective | | Don't Know |
| D1. | Helping to reduce poverty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D2. | Helping to bring about strong equitable growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D3. | Encouraging greater transparency in governance | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D4. | Helping to strengthen the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D5. | Helping to strengthen the financial system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D6. | Helping to strengthen the regulatory framework | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D7. | Helping to strengthen the judicial system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D8. | Helping to strengthen the public sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D9. | Helping to strengthen the education sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D10. | Helping to strengthen the health sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D11. | Helping to lay the foundation to integrate Mongolia into the global economy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D12. | Ensuring that attention is paid to the environmental impact (the physical | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D13. | Ensuring that attention is paid to gender disparities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D14. | Helping to strengthen agricultural and livestock development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D15. | Helping to strengthen infrastructure development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D16. | Heping to strengthen resource management.(e.g., mining) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D17. | Helping to strengthen the social protection sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D18. | Helping to improve the quality of life in urban and rural areas | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D19. | Helping to reduce corruption in the country with its advice and support | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D20. | Helping to empower communities to participate in their own development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| D21. | Helping Mongolia adapt to/avert risk of climate change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |

## SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

**Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/ activity listed below using a 1-10 scale, 1 meaning "Not effective at all", 10 meaning "Very effective".**

| | | Not effective at all | | | | | | | | | Very effective | Don't Know |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| E1. | Technical competence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E2. | Producing knowledge and research (studies, analyses) that are useful | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E3. | Making the results of studies and analyses readily available | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E4. | Sharing knowledge about international best practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E5. | Ability to adapt its knowledge to your country's needs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E6. | Ensuring its staff is accessible | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E7. | Providing sound policy and economic advice | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E8. | Straightforwardness in its dealings with you | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E9. | Maintaining consistent messages | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E10. | Promoting the inclusion of local communities (beneficiaries) in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E11. | Promoting the inclusion of civil society (NGOs, academics, religious groups, interest groups) in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E12. | Promoting the inclusion of local project experts in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E13. | Promoting the inclusion of private sector in the development of strategies | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E14. | Giving appropriate priority to poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| E15. | Lending in a way that promotes effective development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |

## SECTION F: PROJECT/PROGRAM RELATED ISSUES

*The following section should be filled out only by respondents who have/have had direct experience and/or involvement in the implementation of World Bank programs and/or projects.*

**Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

| | | Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| F1. | The Bank is flexible in terms of adjusting to changing circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F2. | The Bank disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F3. | The Bank works efficiently | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F4. | The Bank effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F5. | The Bank helps to build capacity at the community level | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F6. | The Bank helps to build capacity of government officials | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F7. | The Bank and partners in government collaborate well together on Bank supported programs and projects in Mongolia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F8. | The Bank helps to strengthen institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F9. | The Government supports and takes responsibility for development efforts in Mongolia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| F10. | The Bank's procurement requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |

## SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN MONGOLIA

| **G1. What actions would most improve the impact of World Bank-supported programs and activities? (choose only TWO )** | |
|---|---|
| 1 | Improving quality of analytical work |
| 2 | Providing world class experts |
| 3 | Increasing dissemination and discussion on findings of analytical work |
| 4 | Ensuring project beneficiaries have information on project objectives and activities |
| 5 | Improving timeliness of analytical work and technical assistance |
| 6 | Improve the quality of its experts as related to Mongolia's specific challenges |
| 7 | Offer more innovative financial products |
| 8 | Offer more innovative knowledge services |
| 9 | Other (please specify): _____ |

## SECTION H: COMMUNICATION AND OUTREACH

| **H1. Where do you get most of your information about economic and social development issues in Mongolia? (Choose TWO at most)** | |
|---|---|
| 1 | Local newspapers |
| 2 | International newspapers |
| 3 | Local radio |
| 4 | International radio |
| 5 | Local television |
| 6 | International television |
| 7 | Periodicals |
| 8 | Internet |
| 9 | Other (please specify): _____ |

## SECTION H: COMMUNICATION AND OUTREACH (CONTINUED)

| H2. Where do you get most of your information about the World Bank's development activities in Mongolia? (Choose TWO at most) | |
|---|---|
| 1 | Local newspapers |
| 2 | International newspapers |
| 3 | Local radio |
| 4 | International radio |
| 5 | Local television |
| 6 | International television |
| 7 | Periodicals |
| 8 | Blogs |
| 9 | Internet |
| 10 | World Bank conferences, seminars, workshops |
| 11 | World Bank publications, materials |
| 12 | World Bank website |
| 13 | World Bank Public Information Centers that are managed and executed by local partner institutions (OSF - DIRC, Central Library of NUM, Darkhan public library, Dalanzagad public library and the Parliament library) |
| 14 | Direct contact/interaction with World Bank staff |
| 15 | Other (please specify): _____ |

| H3. Do you have access to the internet? | | H4. I use/have used the World Bank website: | |
|---|---|---|---|
| 1 | Yes | 1 | Yes |
| 2 | No | 2 | No |

| H5. I primarily use: | |
|---|---|
| 1 | The World Bank's country website (www.worldbank.org/mn) |
| 2 | The World Bank's main website (www.worldbank.org) |

| H6. I use/have used the World Bank's Public Information Centers (PICs) that are managed and executed by local partner institutions in Mongolia: | |
|---|---|
| 1 | Yes (OSF - DIRC, Central library of NUM, Darkhan public library, Dalanzagad public library and the Parliament library) |
| 2 | No |
| 3 | I don't know what PIC is |

| H7. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions? | |
|---|---|
| 1 | Yes |
| 2 | No |

| H8. Have you requested information from the World Bank on its activities in the past year? If so, Please go to Question H8-A. If not go to Question H9. | |
|---|---|
| 1 | Yes |
| 2 | No |

## SECTION H: COMMUNICATION AND OUTREACH (CONTINUED)

| H8-A. Were you able to obtain this information? | |
|---|---|
| 1 | Yes |
| 2 | No |

**Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you "Strongly Disagree", 10 meaning you "Strongly Agree".**

| | | Strongly Disagree | | | | | | | | | Strongly Agree | Don't Know |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H9. | The World Bank's PIC is a valuable source of information related to development in Mongolia. (Only answer if you have used the PIC) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| H10. | I find the Bank websites easy to navigate. *(Only answer if you have used a Bank website)* | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| H11. | I find the information on the Bank's websites useful. *(Only answer if you have used a Bank website)* | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| H12. | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |
| H13. | The Bank is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ☐ |

**Thank you for completing the survey!**