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FY 2016 Thailand Country Opinion Survey Report

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November 2016

Acknowledgements

The Thailand Country Opinion Survey is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Isabel Tepedino, Dania Mendoza, and Noreen Wambui provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the country team and the local fielding agency Nielsen. In particular, PORG is grateful for the support from Leonora Aquino Gonzales (Senior Communications Officer) and Kanitha Kongrukgreatiyos (Communications Officer), and Buntarika Sangarun (Program Assistant), who coordinated the survey related activities from Bangkok, Thailand.

Country Opinion Surveys
THE WORLD BANK GROUP

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I. Objectives

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

- *General Issues Facing Thailand*
- *Overall Attitudes toward the World Bank*
- *World Bank's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank*
- *The Future Role of the World Bank in Thailand*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From June to August 2016, 476 stakeholders of the WB in Thailand were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of Prime Minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; civil society organizations; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 108 stakeholders participated in the survey (23% response rate).

Some respondents received and returned the questionnaires via email. Others responded to the survey via a secure and independent online platform, Qualtrics. Respondents were asked about: general issues facing Thailand; their overall attitudes toward the WB; the WB's effectiveness and results; the WB's knowledge work and activities; working with the WB; the WB's future role in Thailand; and the WB's communication and information sharing.

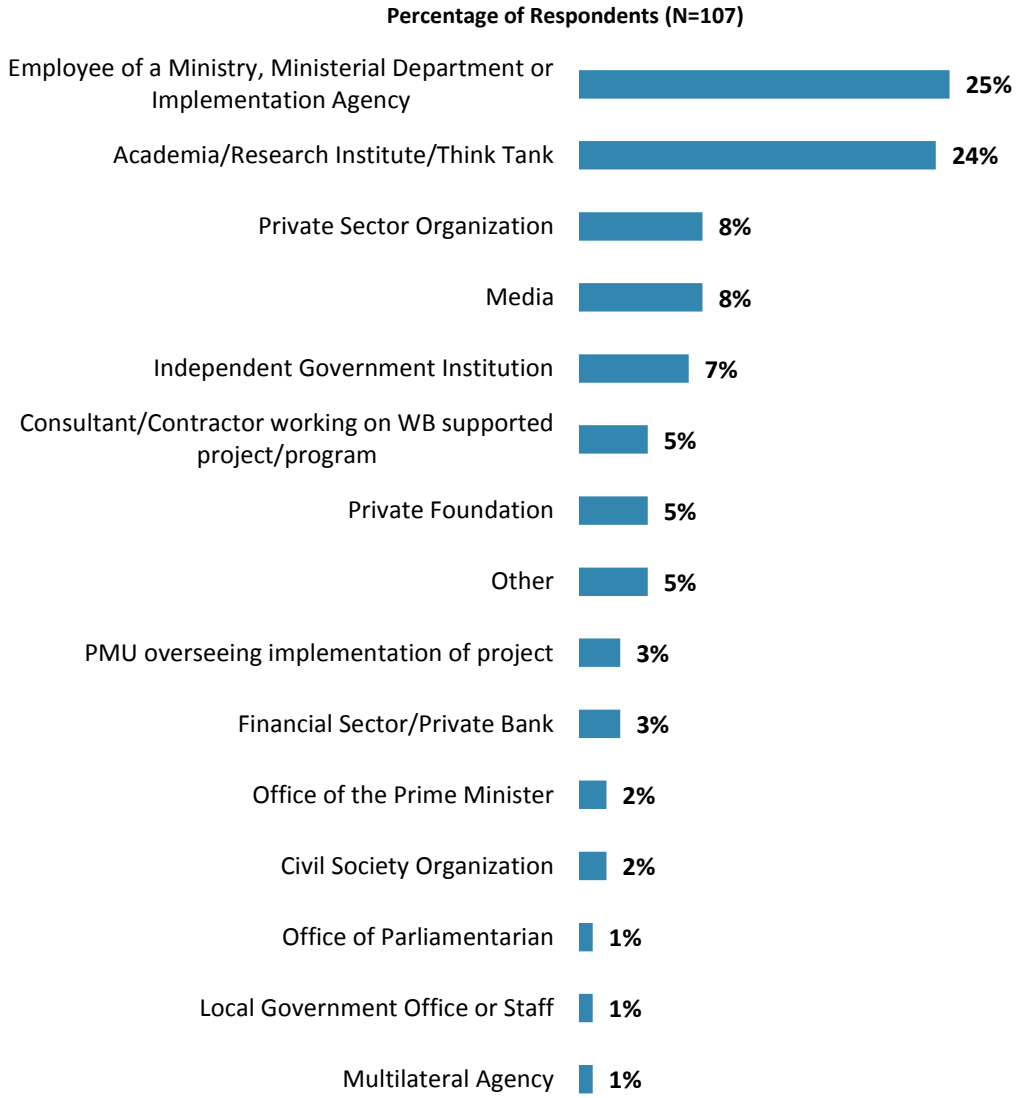
Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 35%, N=110). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 77).

III. Demographics of the Sample

Current Position

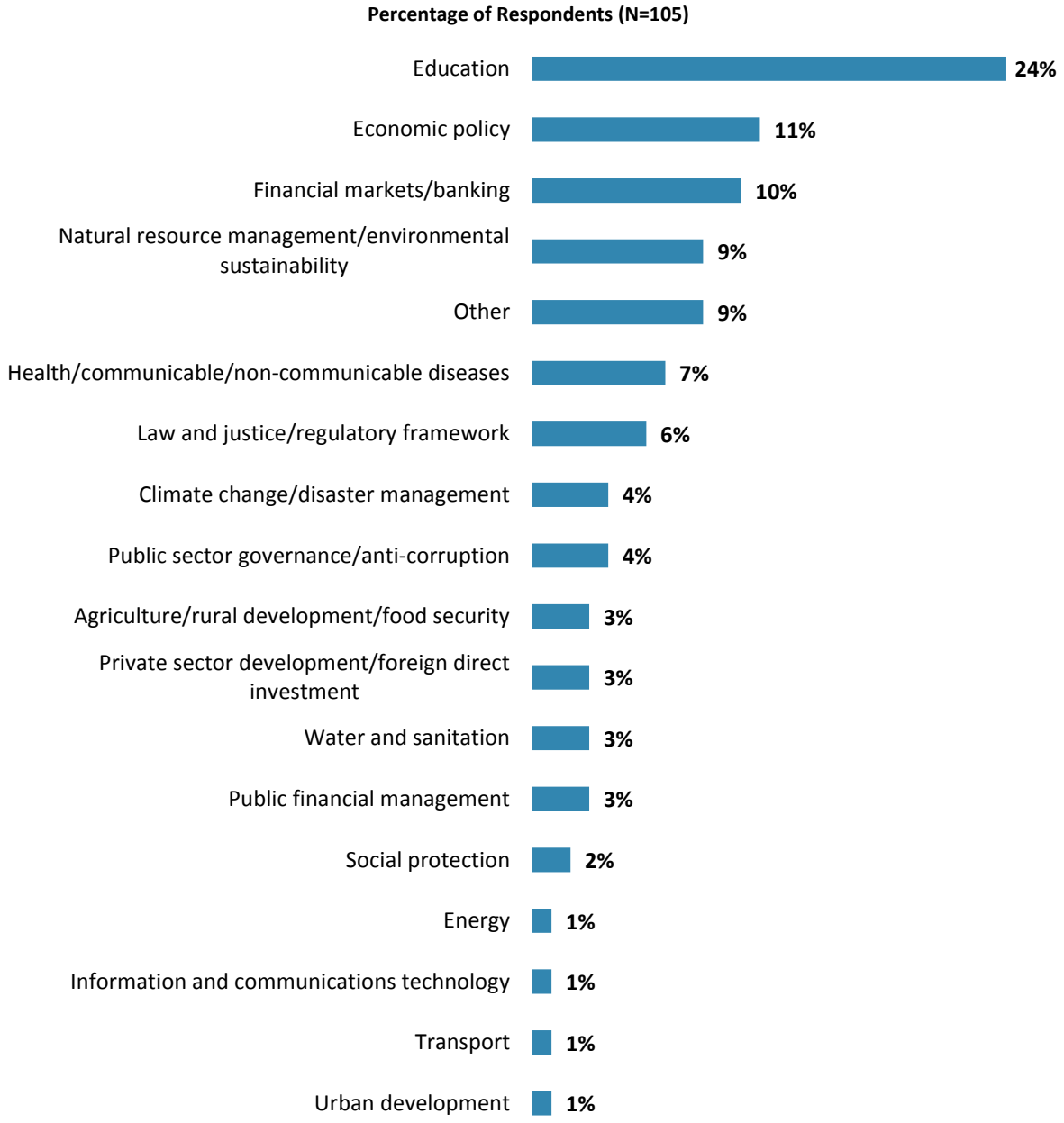
- For further analyses, respondents from PMUs and consultants/contractors working on WB projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from civil society organizations and private foundations were combined in the "CSO" category; and the small number of respondents from the Office of the Prime Minister, office of a parliamentarian, local governments, multilateral agencies, and other organizations were included in the "Other" category. There were no respondents from bilateral agencies, community based organizations, trade unions, faith-based groups and the judiciary branch.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

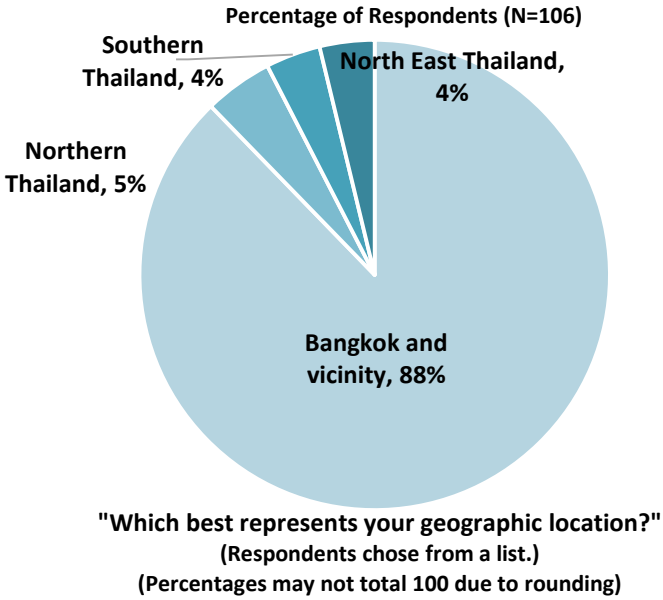


"Please identify the primary specialization of your work." **(Respondents chose from a list.)**

III. Demographics of the Sample (continued)

Geographic Locations

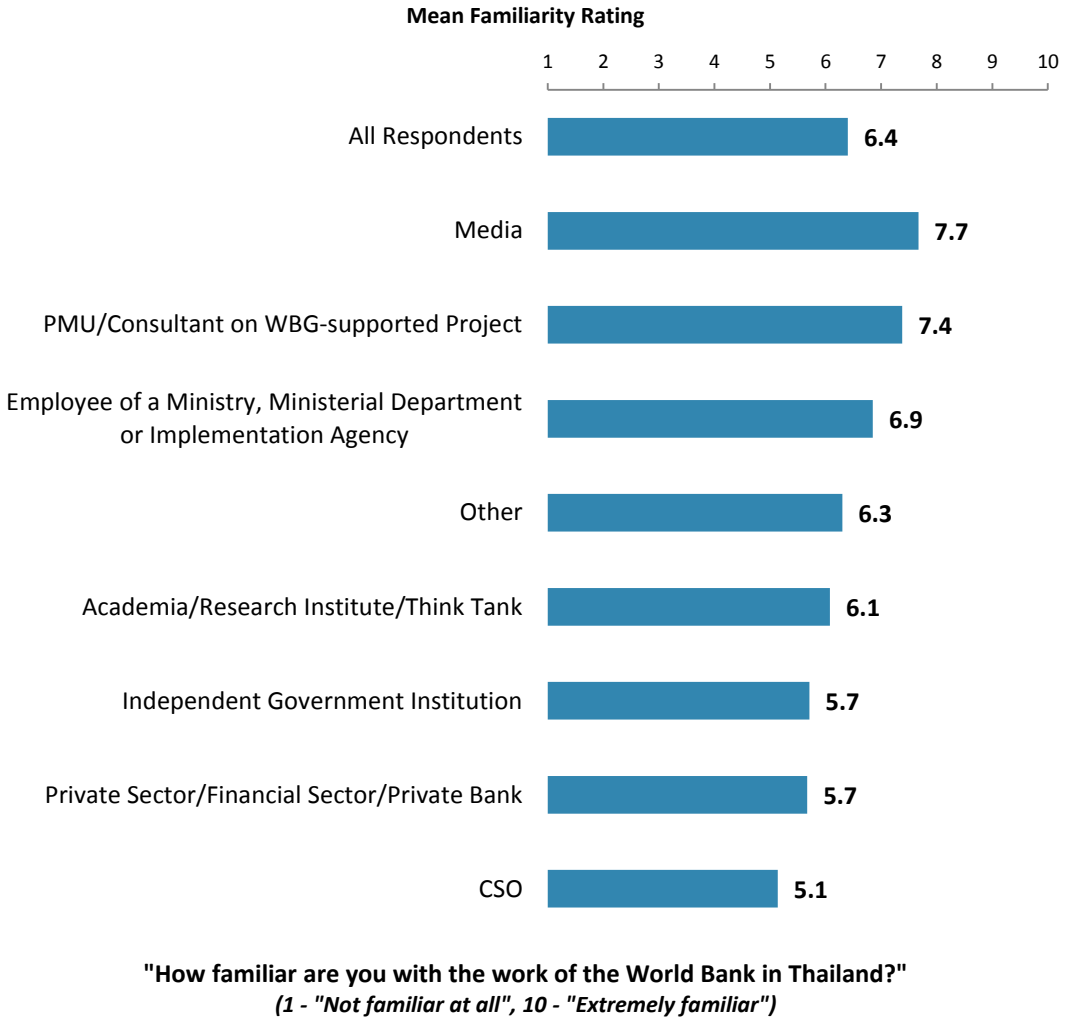
- For further analyses, the small number of respondents from "Northern Thailand," "Southern Thailand," "North East Thailand," "Central Thailand" were combined in the "Other" category. Geographic location comparisons can be found in Appendix C (page 70).



III. Demographics of the Sample (continued)

Familiarity with the World Bank

- **Year comparison:** Respondents in this year's Country Survey and respondents in the FY'13 Country Survey had statistically similar levels of familiarity with the WB (weighted mean in FY'16 = 6.4; weighted mean in FY'13 = 6.7)[1].
- Respondents' levels of familiarity with the WB were significantly, strongly correlated with their ratings of the WB's overall effectiveness in Thailand, and significantly, moderately correlated with the extent to which the WB plays a relevant role in development in Thailand, and the extent to which the WB contributes to the country's development results.

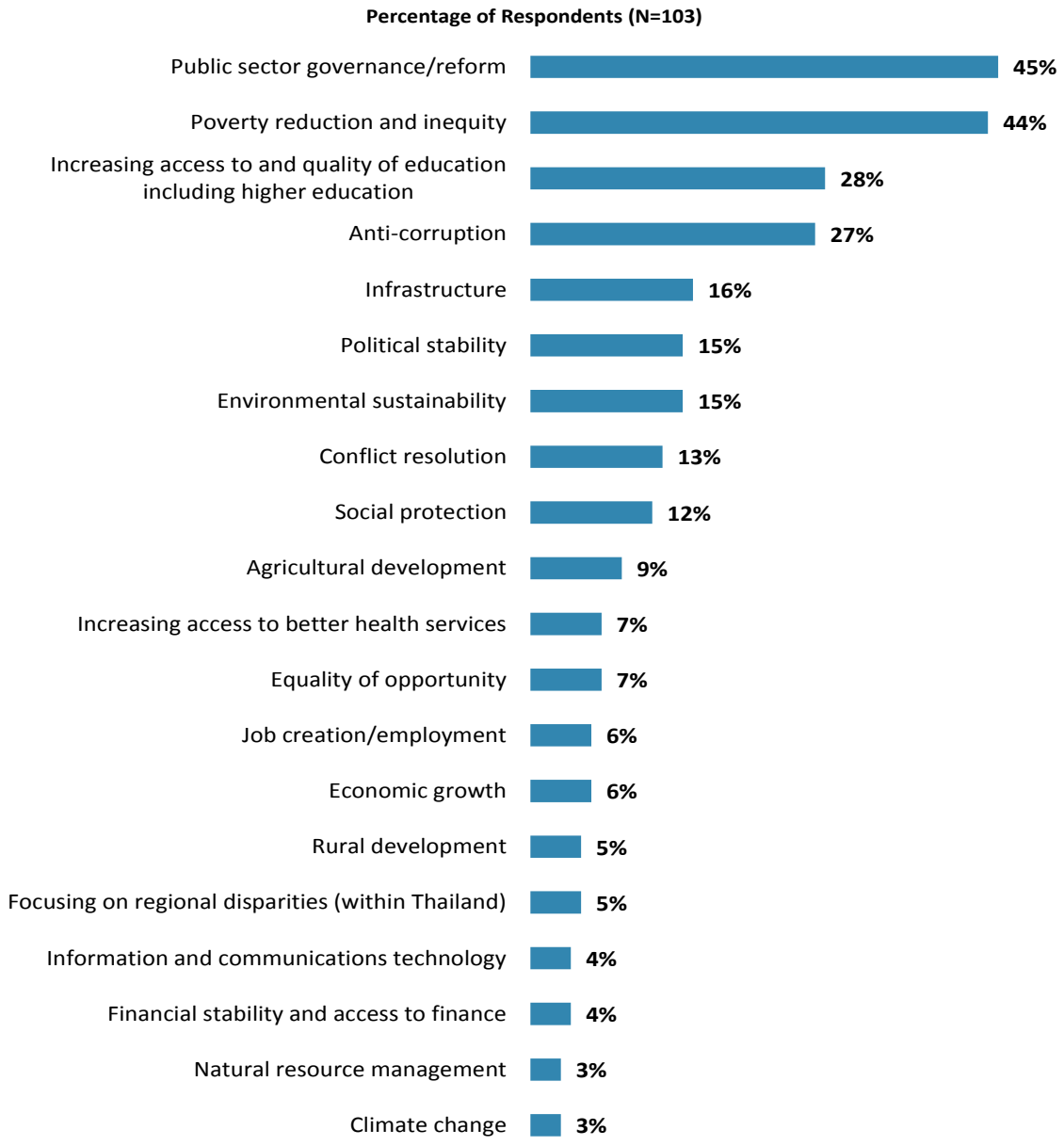


[1] Please refer to Appendix E (page 77) for more details on weighting. The means in the chart were calculated based on un-weighted data.

IV. General Issues Facing Thailand

Development Priority

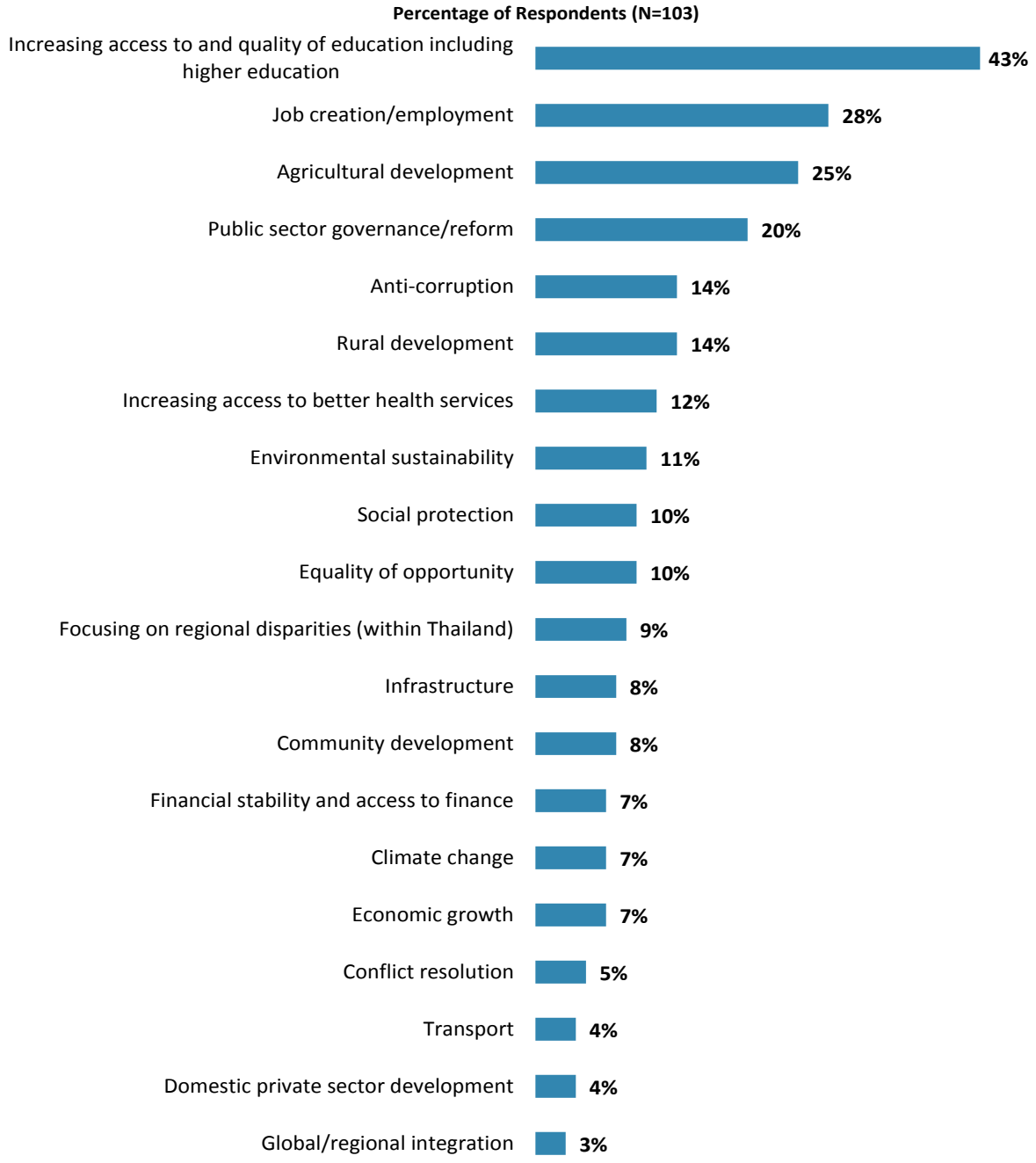
- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Thailand were "*public sector governance/reform*" (35%), "*anti-corruption*" (32%), and "*poverty reduction and inequity*" (30%).



"Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)

IV. General Issues Facing Thailand (continued)

What Would Contribute Most to Reducing Poverty



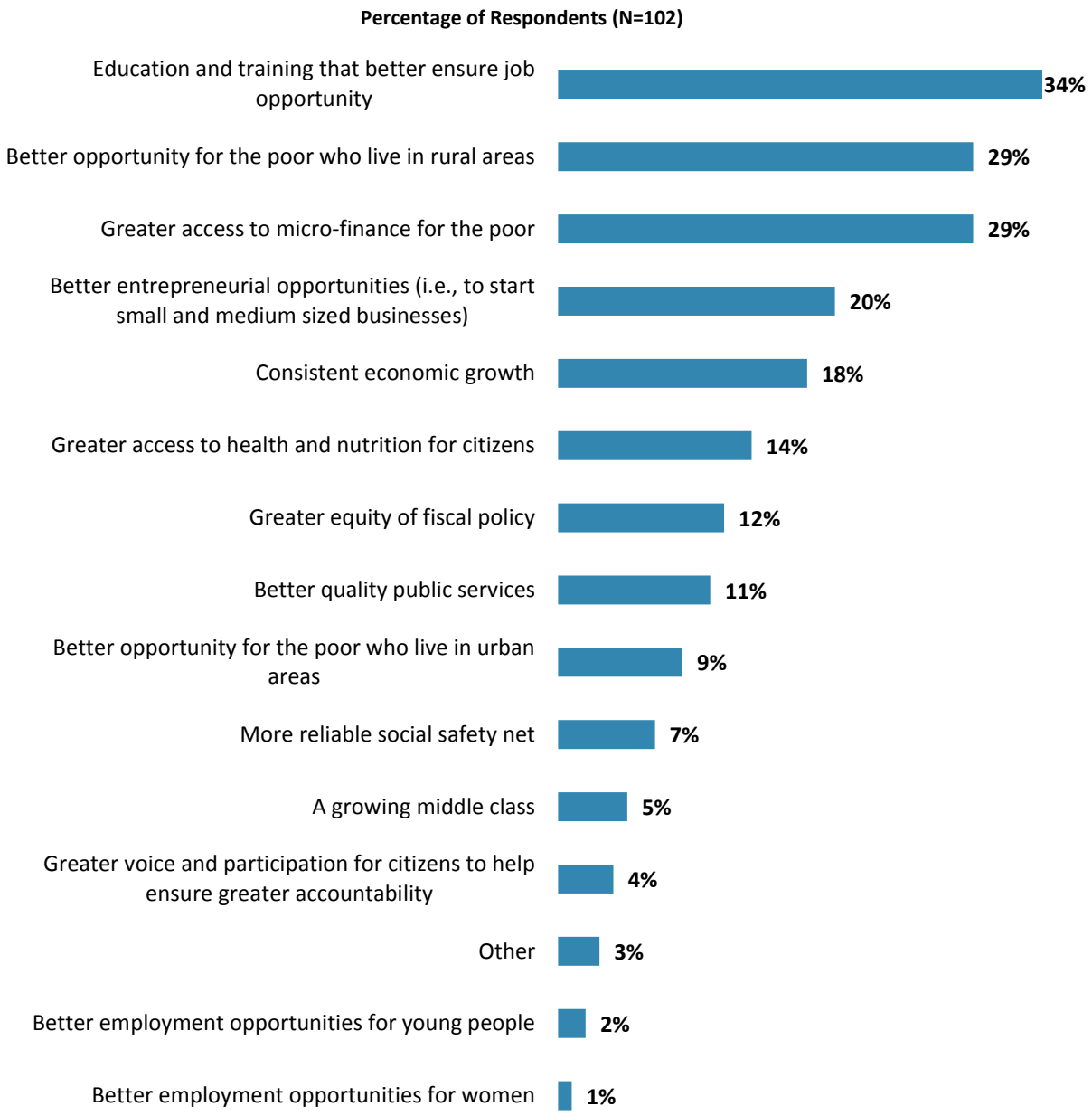
"The World Bank Group has committed itself to twin goals: helping countries end extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Thailand? (Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)

(Please note that response option "poverty reduction and inequity" was not included in the analysis of this question.)

IV. General Issues Facing Thailand (continued)

Factors Contributing to "Shared Prosperity"



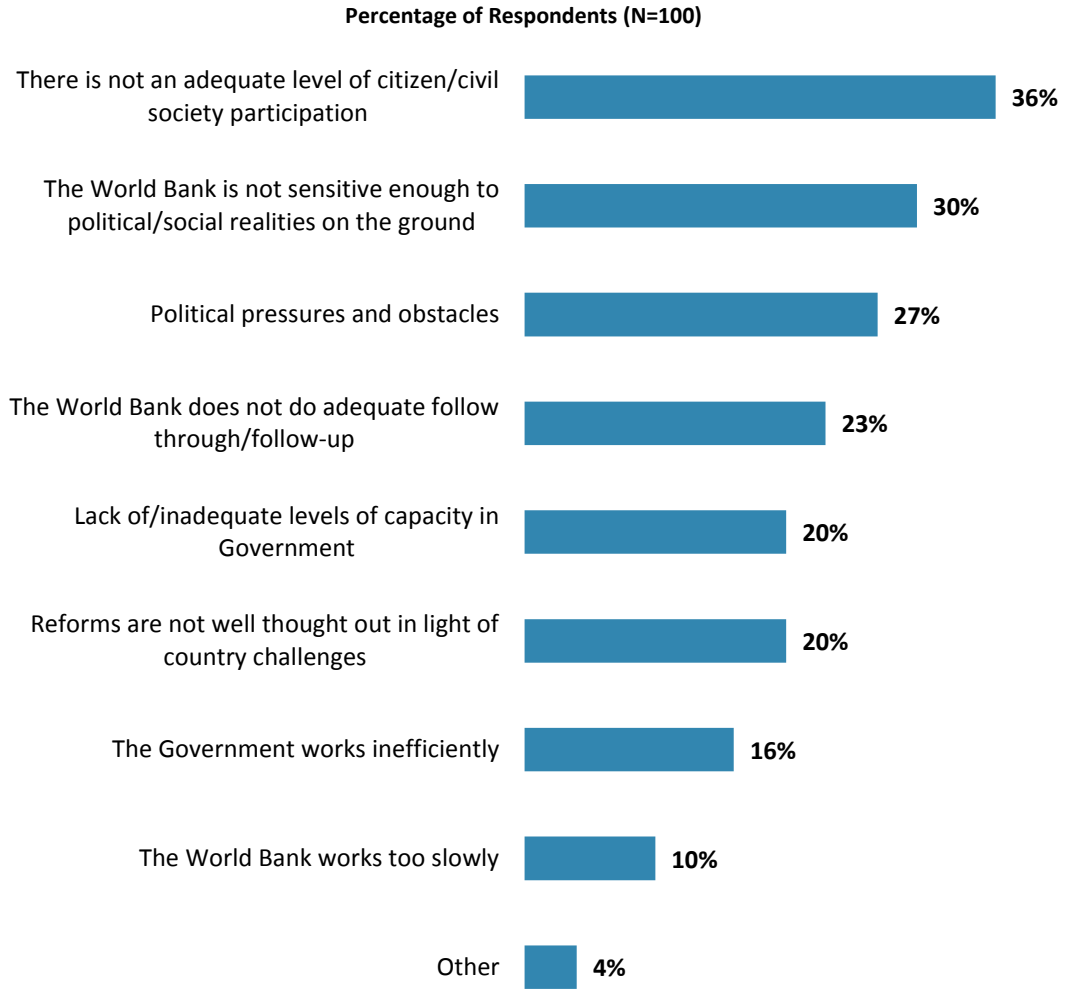
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Thailand? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

Attributing Failed/Slow Reform Efforts

- **Year comparison**: Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that "*there is not an adequate level of citizen/civil society participation*" (38%) and "*the World Bank is not sensitive enough to political/social realities on the ground*" (34%).

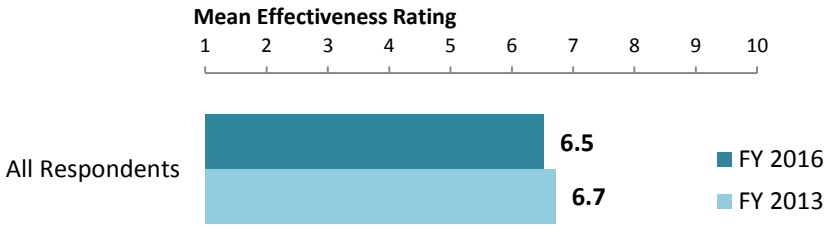


"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank (continued)

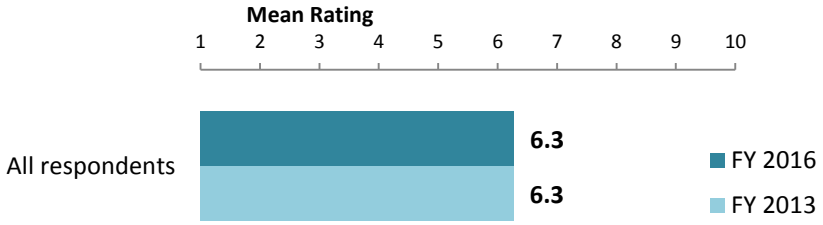
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank's annual Corporate Scorecard.

The World Bank's Overall Effectiveness[2] *(Indicator Question)*



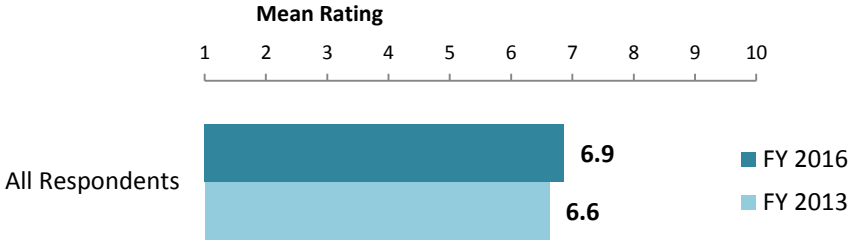
"Overall, please rate your impression of the World Bank's effectiveness in Thailand." ***(1 - "Not effective at all", 10 - "Very effective")***

Achieving Development Results *(Indicator Question)*



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

WB Staff Preparedness



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

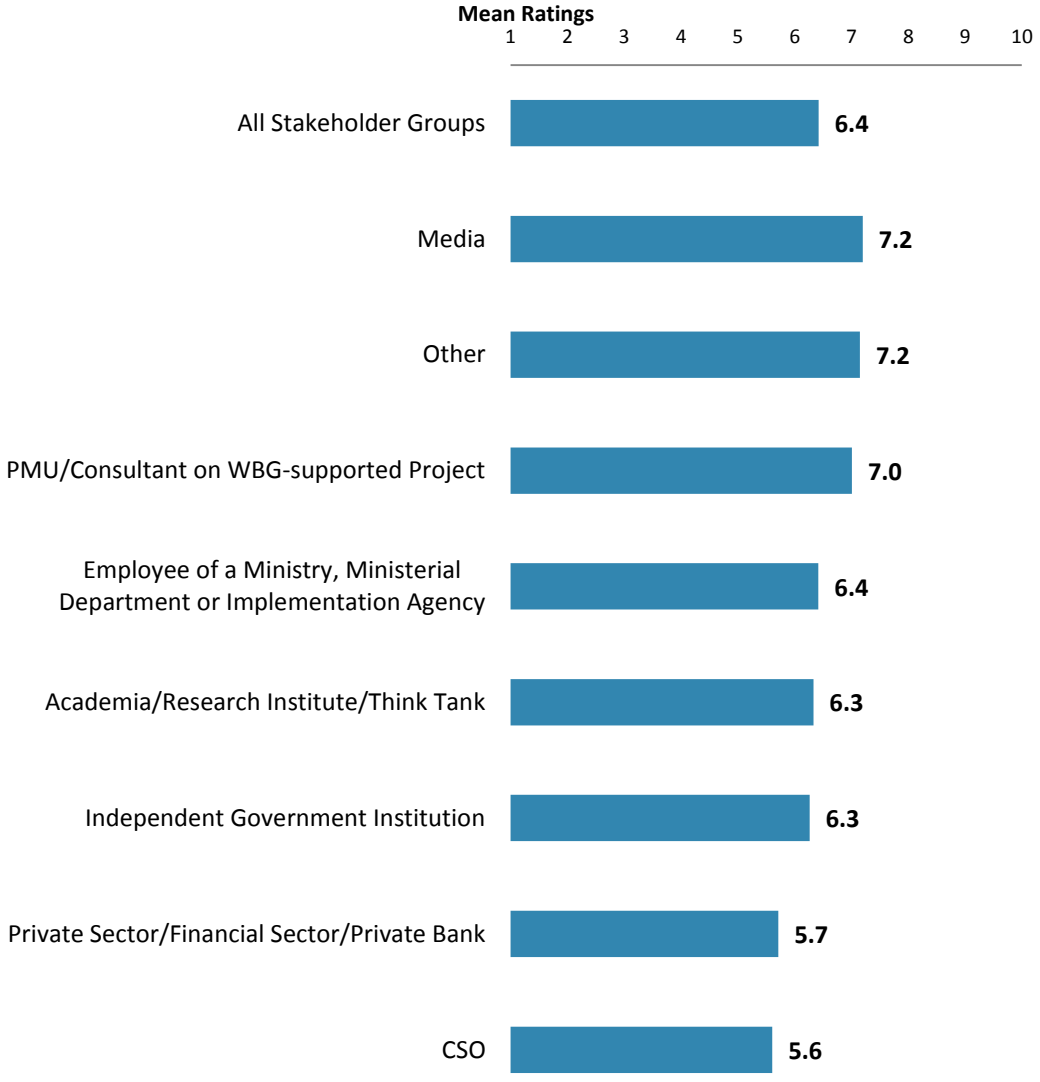
[2] Means presented in the charts on this page were calculated based on weighted data from FY'16 and FY'13.

V. Overall Attitudes toward the World Bank (continued)

Overall Ratings for Indicator Questions

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings to the twenty indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 52).

- **Collaboration:** However, respondents who collaborate with the WB tended to give significantly higher overall ratings for the twenty indicator questions than respondents who do not work with the organization (means are 7.0 and 5.9 respectively).

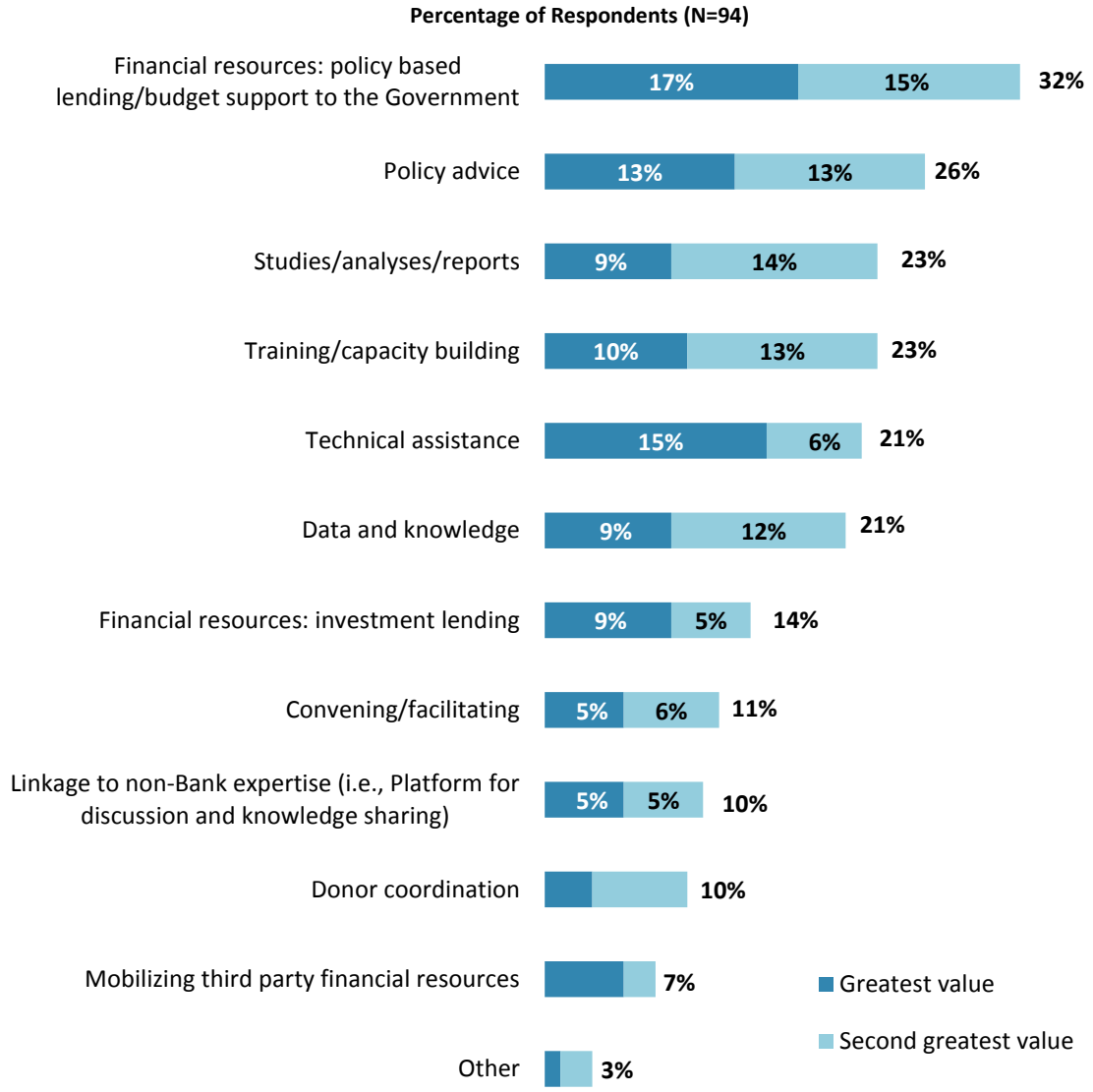


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Thailand was its "*technical assistance*" (47%) and "*financial resources: policy based lending/budget support to the Government*" (31%).

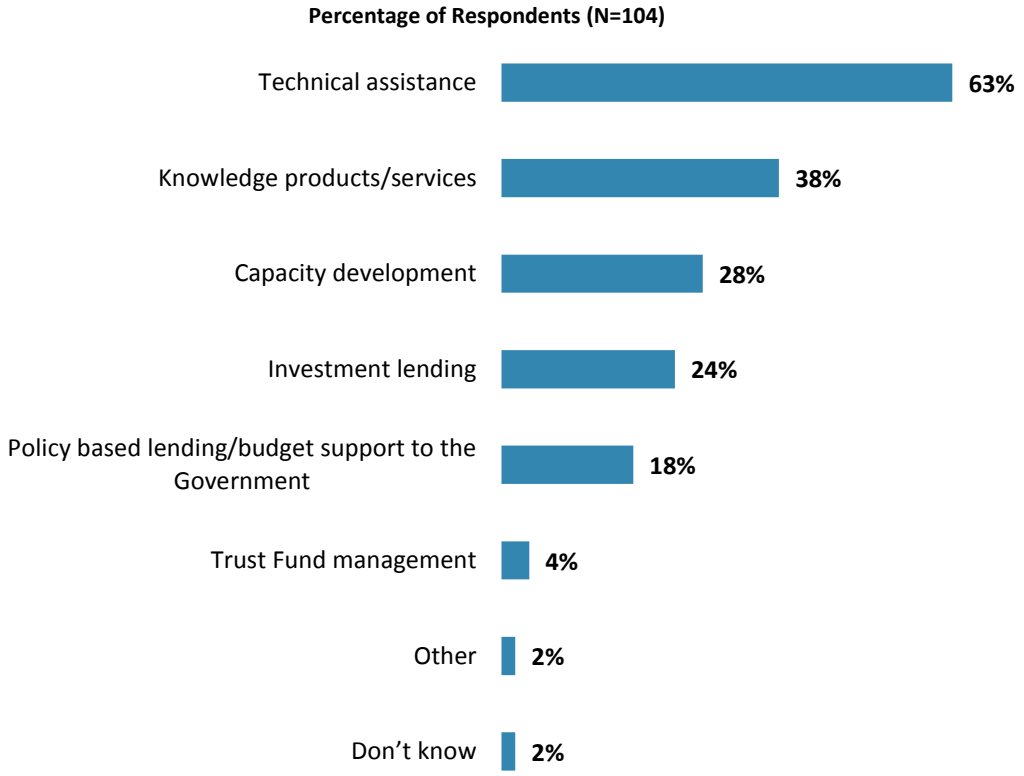


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?"
(Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

Most Effective Instruments in Reducing Poverty

- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Thailand were "*technical assistance*" (61%) and "*knowledge products/services*" (46%).

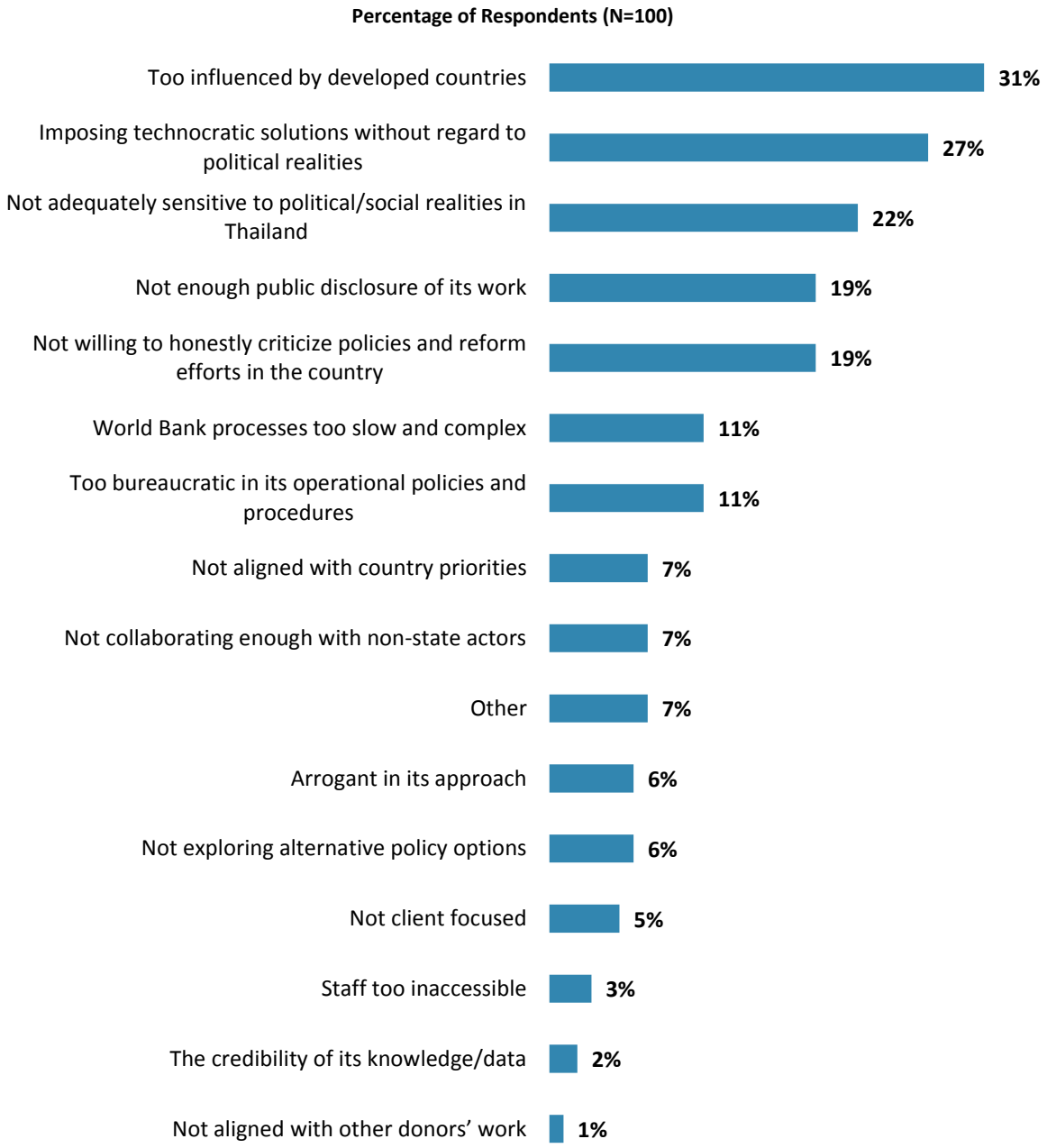


"Which World Bank's instruments do you believe are the MOST effective in reducing poverty in Thailand? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

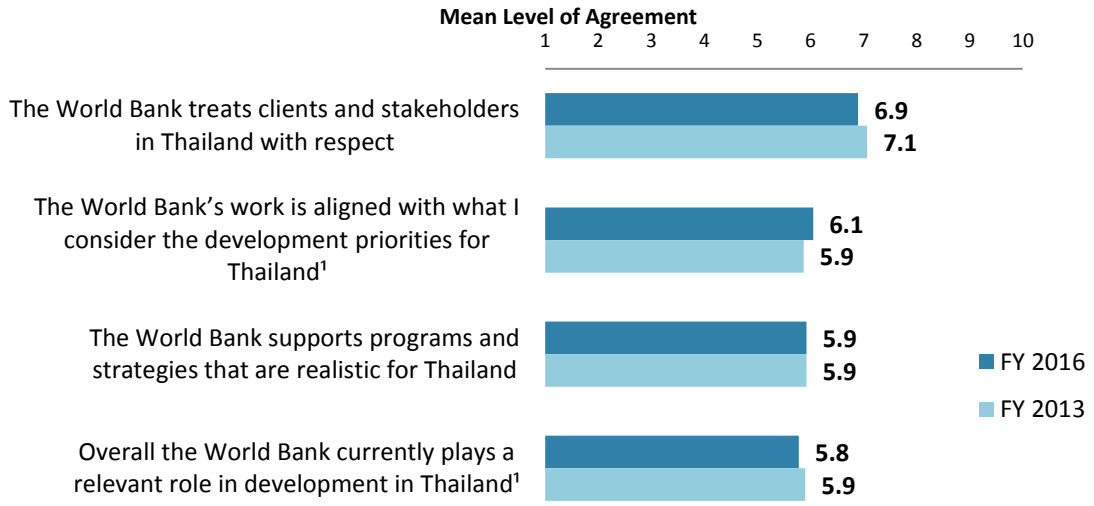
- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Thailand was "*being too influenced by developed countries*" (33%).



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

VI. How the World Bank Operates

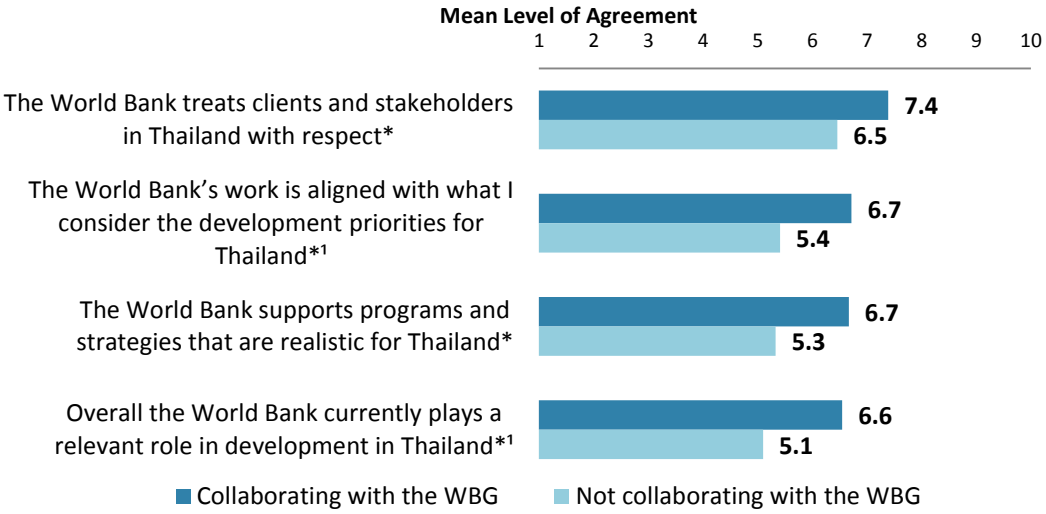
The World Bank's Work in Thailand: Year Comparison[3]



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

¹Indicator Question

The World Bank's Work in Thailand: Collaboration



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

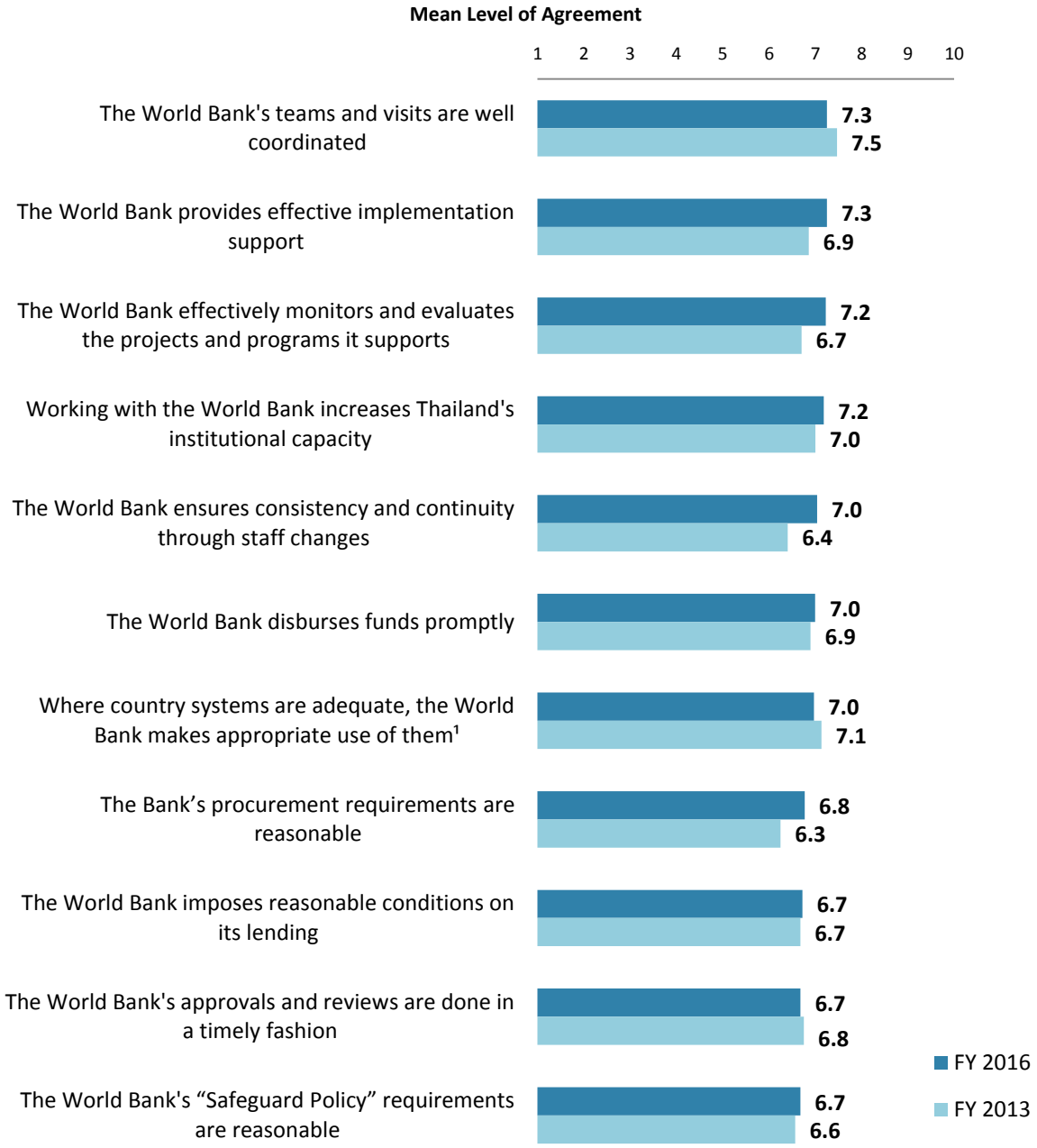
****Significantly different between collaborators and non-collaborators with the WBG***

¹Indicator Question

[3] Means in the chart were calculated based on weighted data.

VI. How the World Bank Operates (continued)

Overall Perceptions: Year Comparison[4]



[4] Means in the chart were calculated based on weighted data.

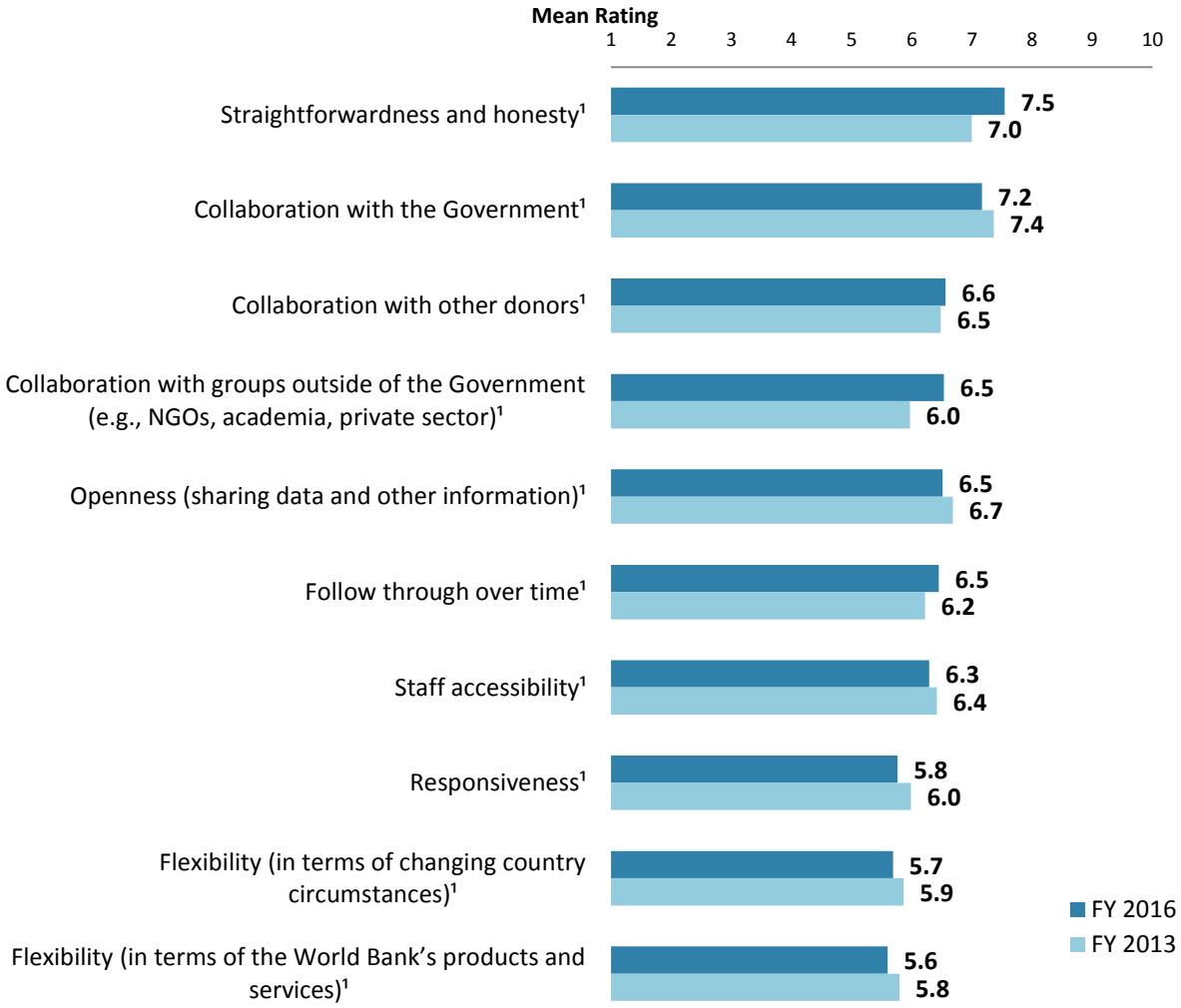
VI. How the World Bank Operates (continued)

Overall Perceptions: Collaboration

"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
¹Indicator Question

VI. How the World Bank Operates (continued)

The WB as an Effective Development Partner: Year Comparison[5]

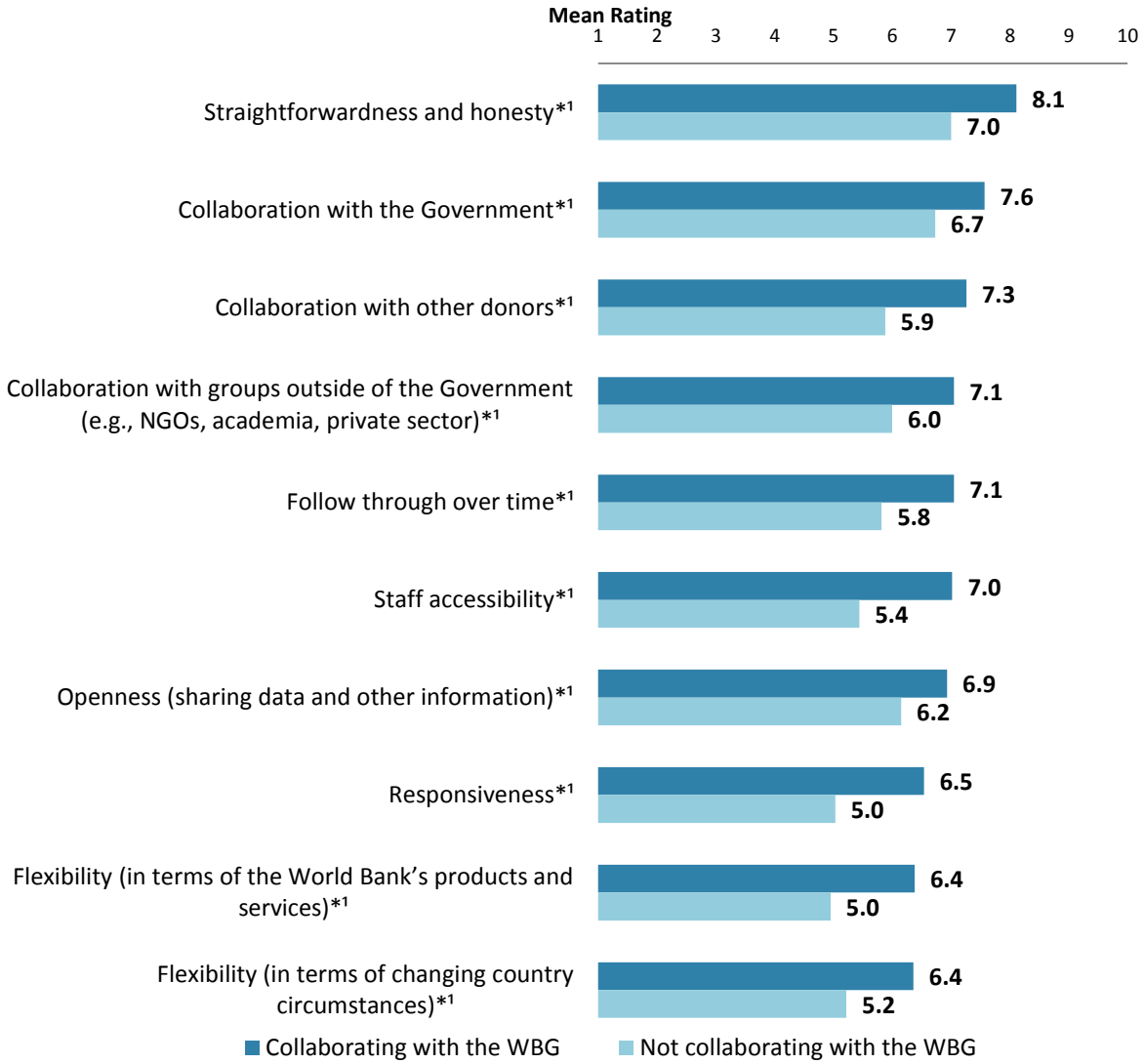


"To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following?" ***(1-"To no degree at all", 10-"To a very significant degree")***
¹Indicator Question

[5] Means in the chart were calculated based on weighted data.

VI. How the World Bank Operates (continued)

The WB as an Effective Development Partner: Collaboration

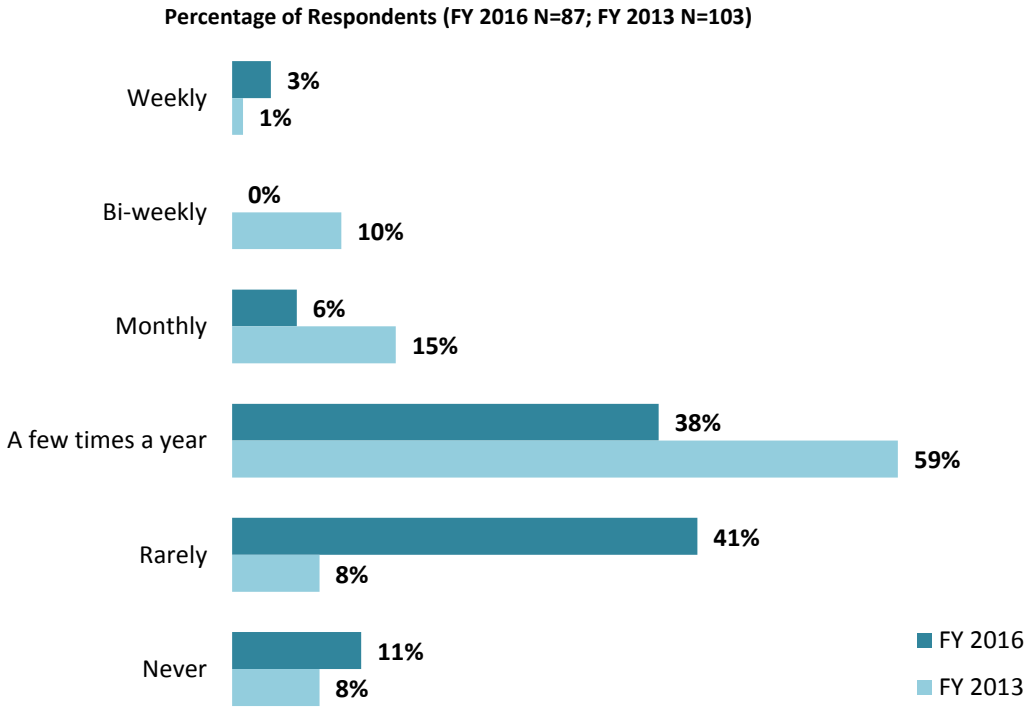


"To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following?" ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between collaborators and non-collaborators with the WBG)
[1]Indicator Question

VII. World Bank's Knowledge and Instruments

Frequency of Consulting WB Knowledge Work and Activities[6]

- **Year comparison**: This year's respondents were significantly less likely to consult the WB's knowledge work and activities compared to respondents in the previous FY'13 Country Survey.

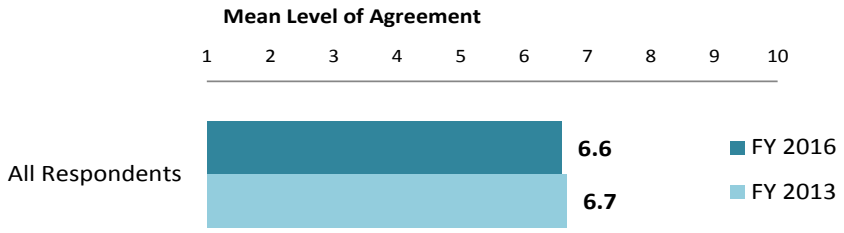


"How frequently do you consult World Bank knowledge work and activities in the work you do?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

[6] Percentages in the chart were calculated based on weighted data.

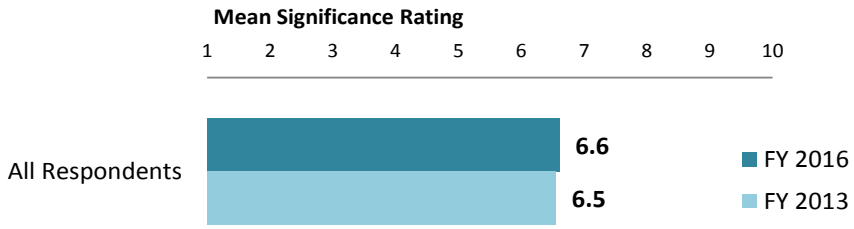
VII. World Bank's Knowledge and Instruments (continued)

Meeting Thailand' Knowledge Needs[7] *(Indicator Question)*



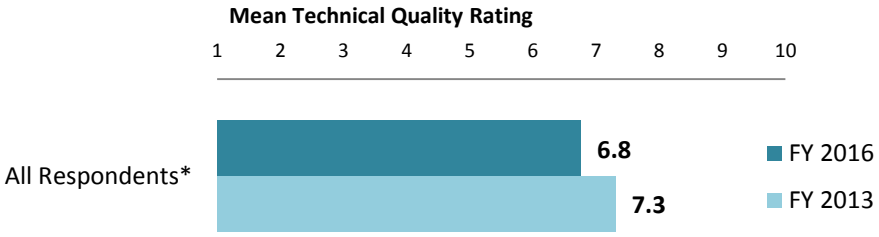
"The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)."
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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

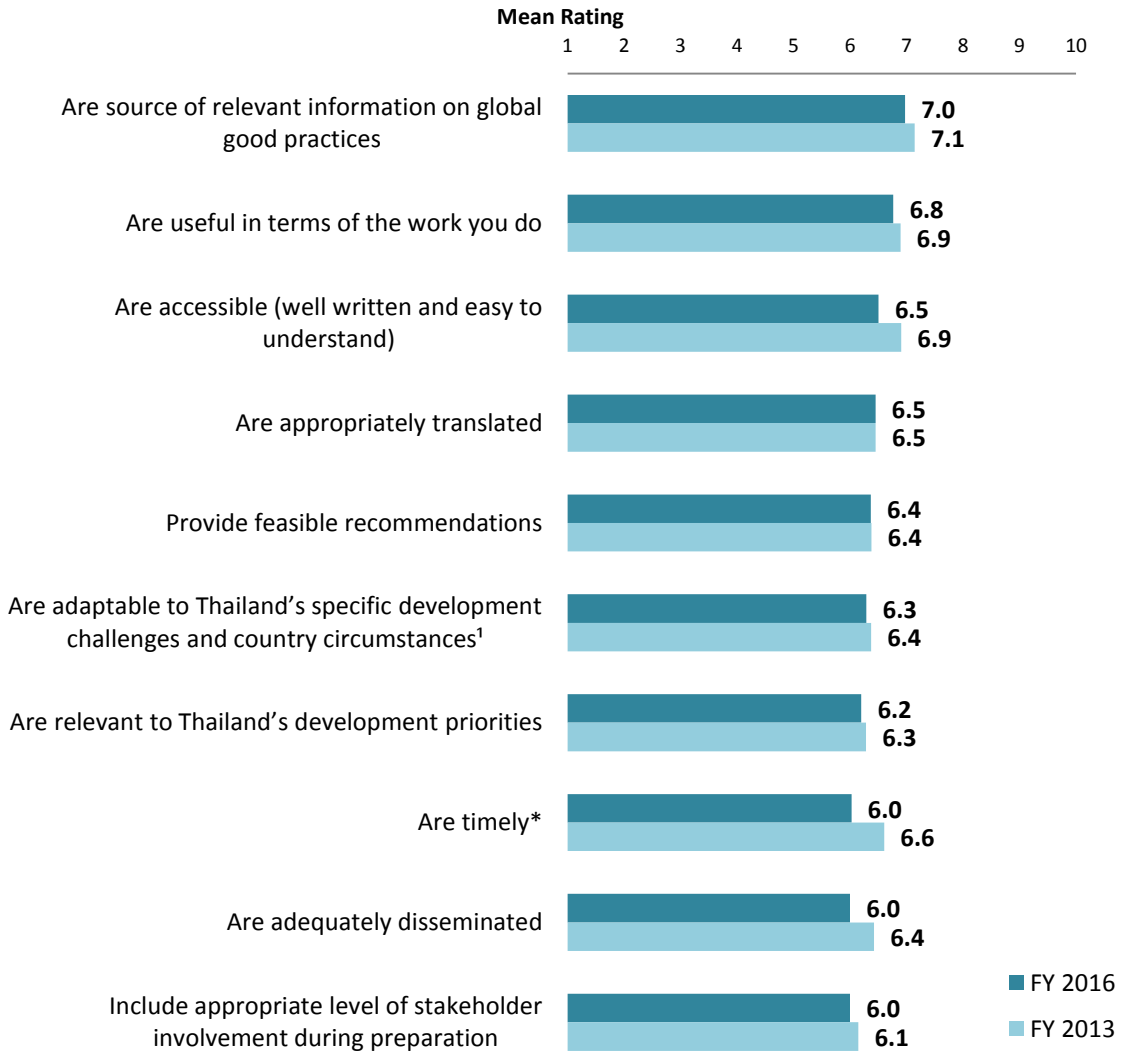


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?" ***(1-"Very low technical quality", 10-"Very high technical quality")***
(*Significantly different between FY 2016 and FY 2013)

[7] Means in the charts on this page were calculated based on weighted data.

VII. World Bank's Knowledge and Instruments (continued)

Qualities of the WB's Knowledge Work and Activities[8]

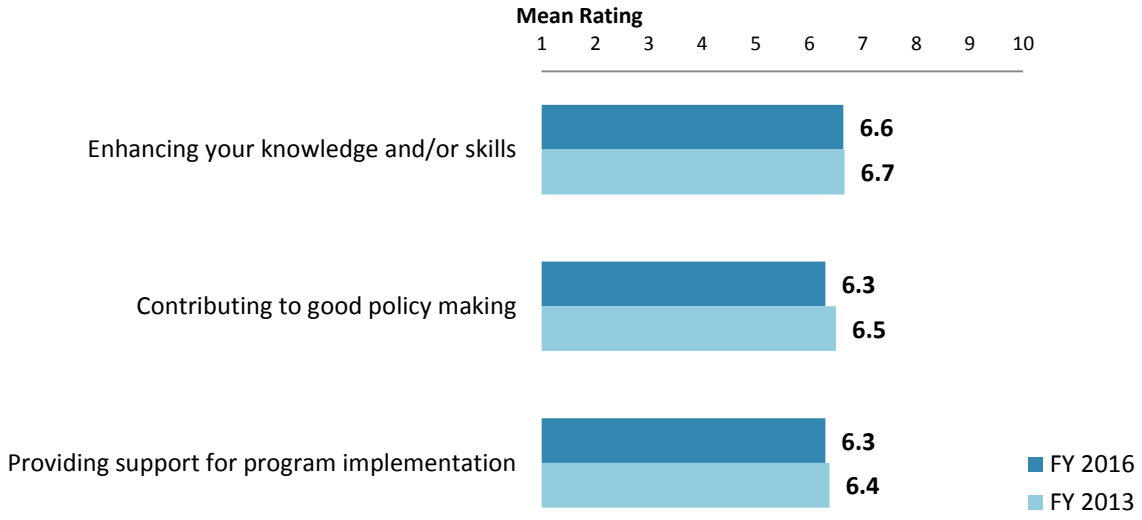


"In Thailand, to what extent do you believe that the World Bank's knowledge work and activities: ... " ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between FY 2016 and FY 2013)
[1]Indicator Question

[8] Means in the chart were calculated based on weighted data.

VII. World Bank's Knowledge and Instruments (continued)

Effectiveness of the WB's Knowledge Work and Activities[9]

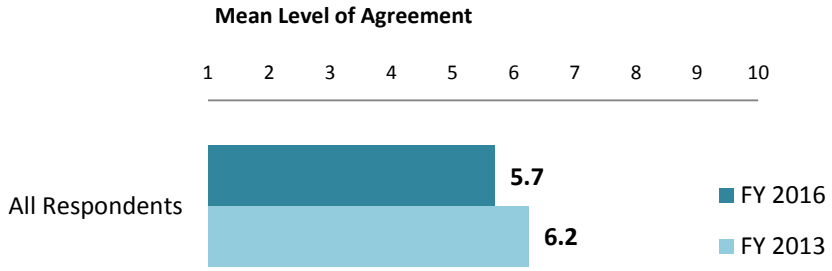


"In Thailand, how effective do you believe the World Bank's knowledge work and activities are:"
(1-"Not effective at all", 10-"Very effective")

[9] Means in the chart were calculated based on weighted data.

VII. World Bank's Knowledge and Instruments (continued)

Meeting Thailand's Needs for Financial Instruments[10] *(Indicator Question)*



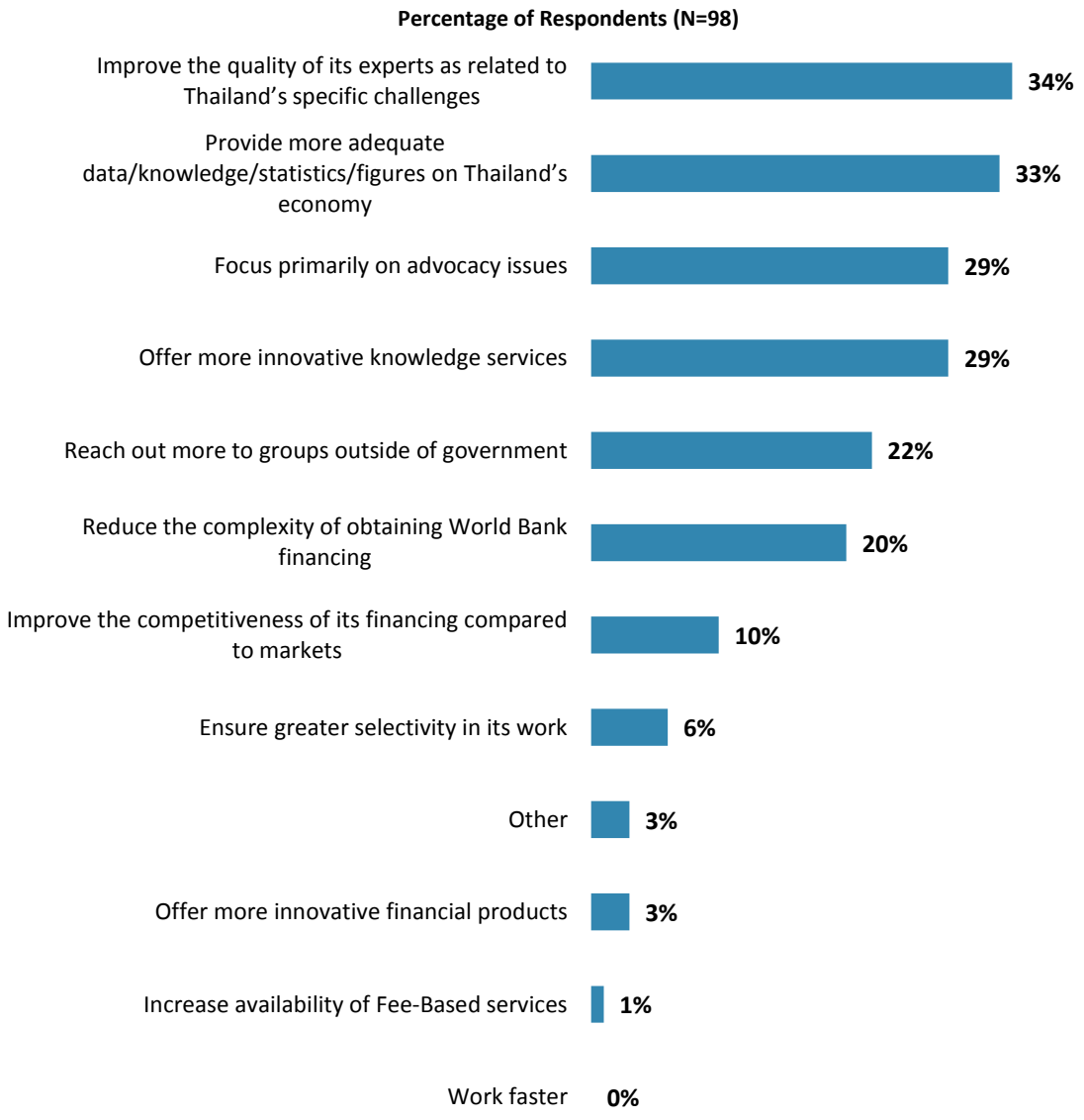
"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Thailand."
(1-"Strongly disagree", 10-"Strongly agree")

[10] Means in the chart were calculated based on weighted data.

VIII. The Future Role of the World Bank in Thailand

Making the World Bank of Greater Value

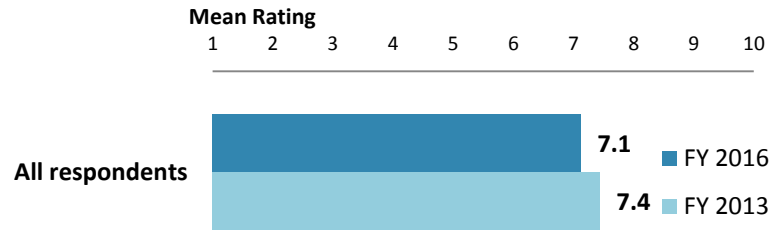
- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that the World Bank should "*offer more innovative knowledge services*" (36%) and "*improve the quality of its experts as related to Thailand's specific challenges*" (35%) to make itself of greater value in Thailand.



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

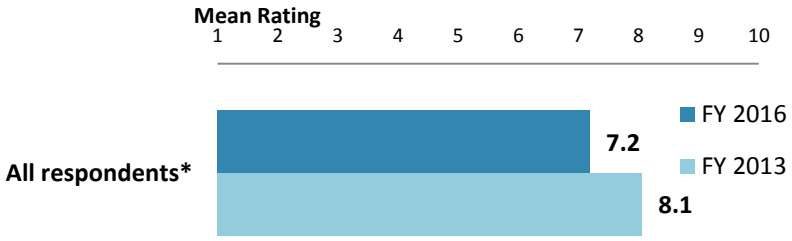
VIII. The Future Role of the WB in Thailand (continued)

Future Role of the World Bank[11]



"How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future?"
(1-"Not a significant role at all", 10-"Very significant role")

The World Bank's Influence on Global Development Agenda



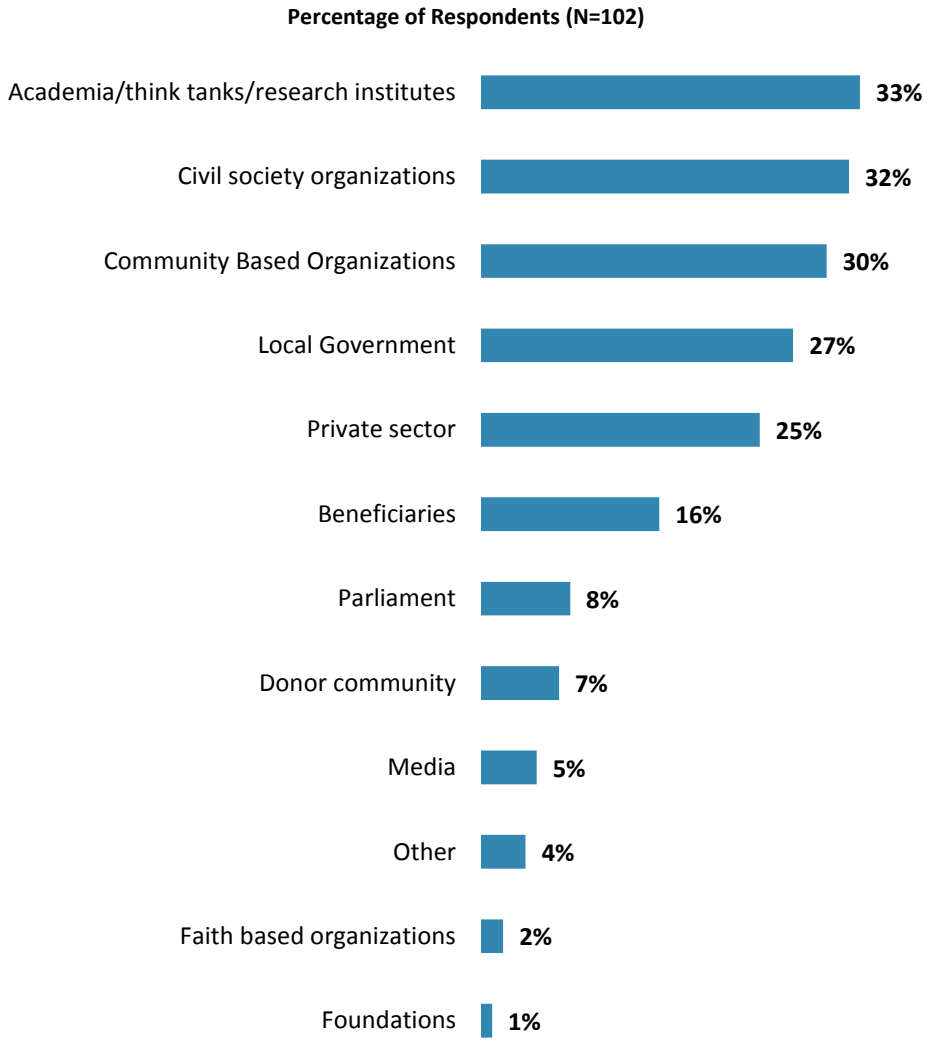
"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods", on a ten point scale?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2016 and FY 2013)

[11] Means in the charts on this page were calculated based on weighted data.

VIII. The Future Role of the WB in Thailand (continued)

The World Bank Should Collaborate More with …

- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with "*civil society organizations*" (36%), "*academia/think tanks/research institutes*" (35%), and "*local government*" (33%) to ensure better development results in Thailand.

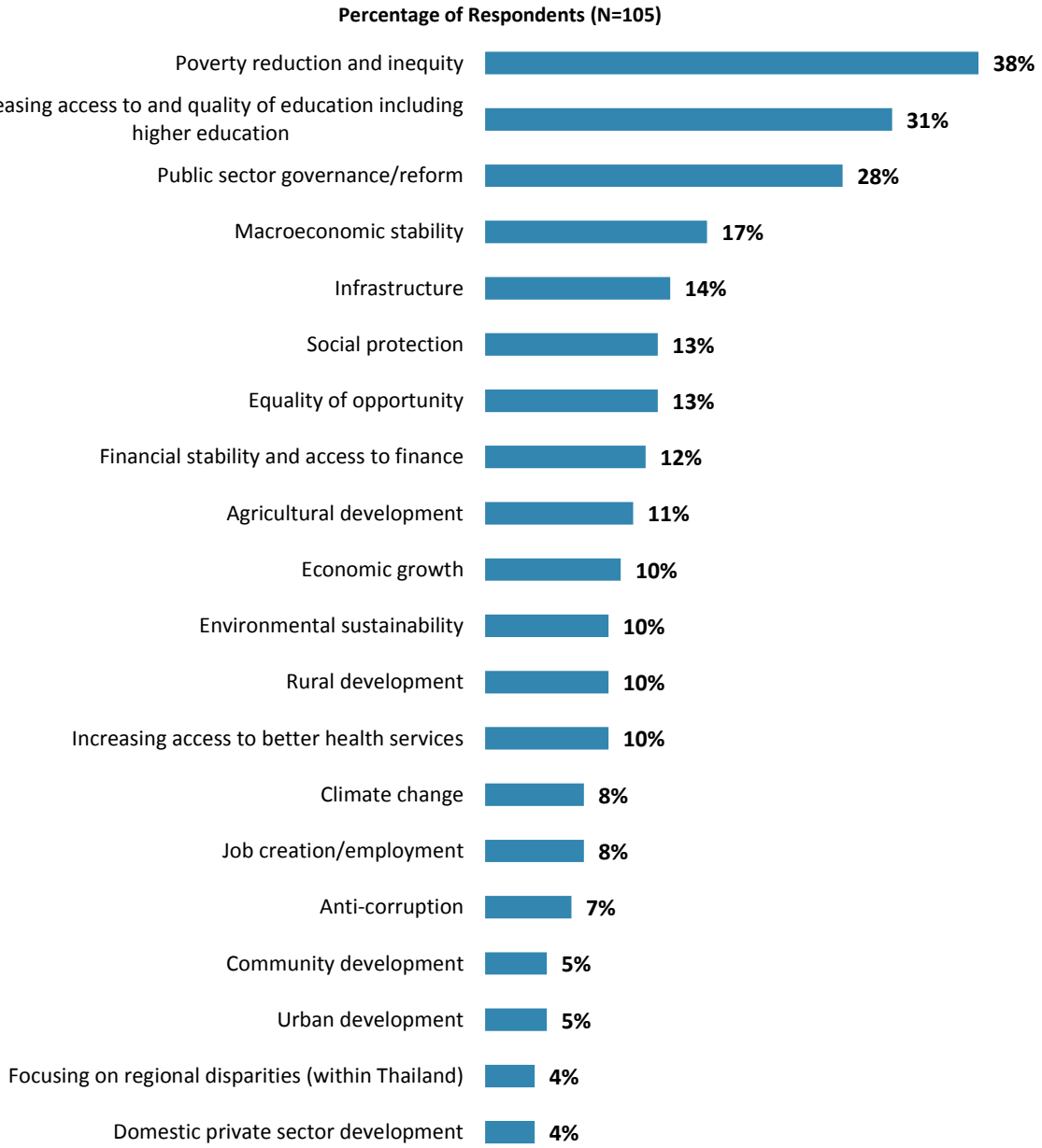


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)

VIII. The Future Role of the WB in Thailand (continued)

Where the World Bank Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on "*public sector governance/reform*" (43%), "*poverty reduction and inequity*" (35%), and "*increasing access to and quality of education including higher education*" (22%).

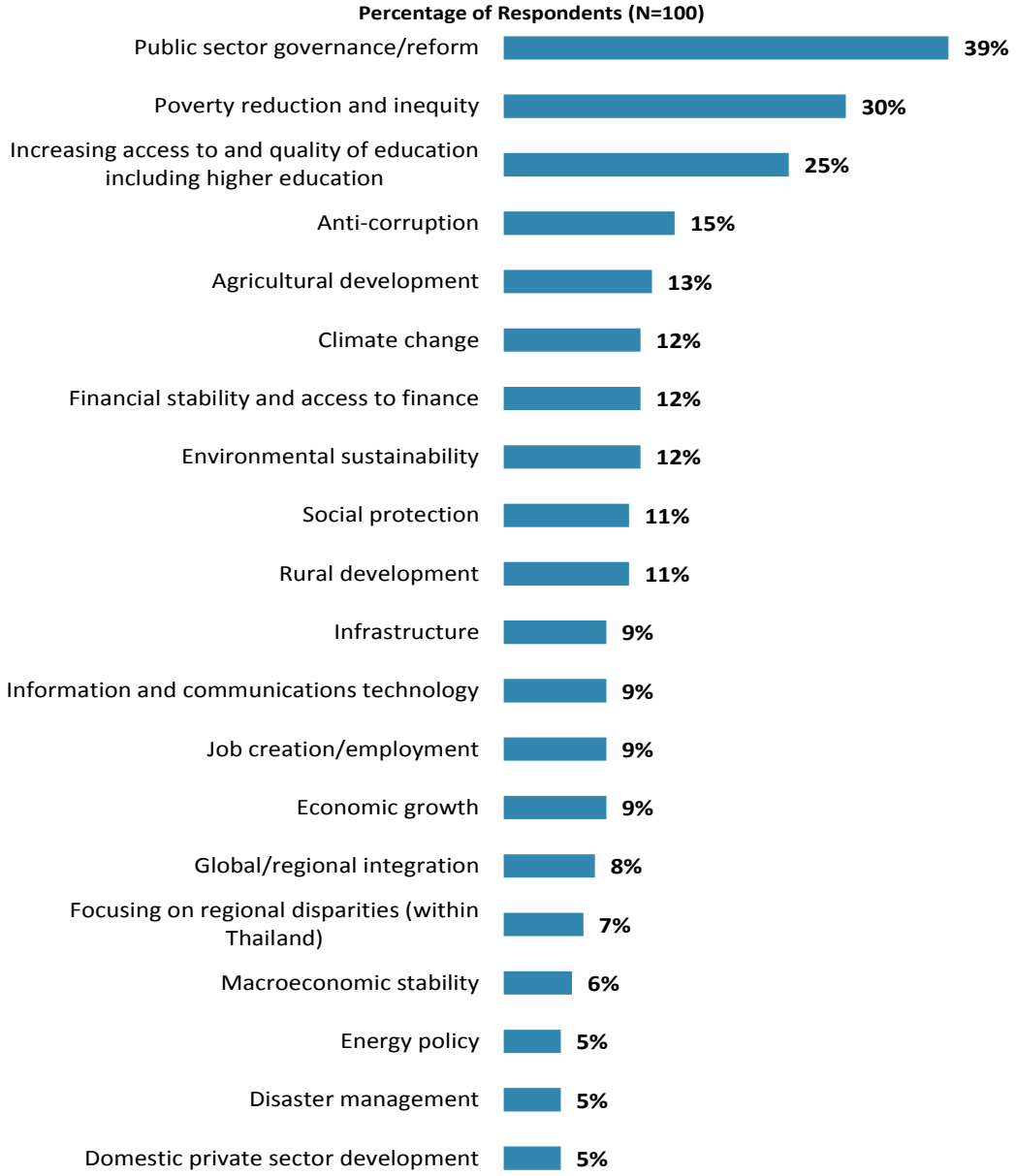


"When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the WB should focus most of its resources in Thailand? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)

VIII. The Future Role of the WB in Thailand (continued)

Where the World Bank Should Focus its Knowledge Work

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its knowledge work on "*public sector governance/reform*" (48%), "*anti corruption*" (31%), and "*increasing access to and quality of education including higher education*" (21%).



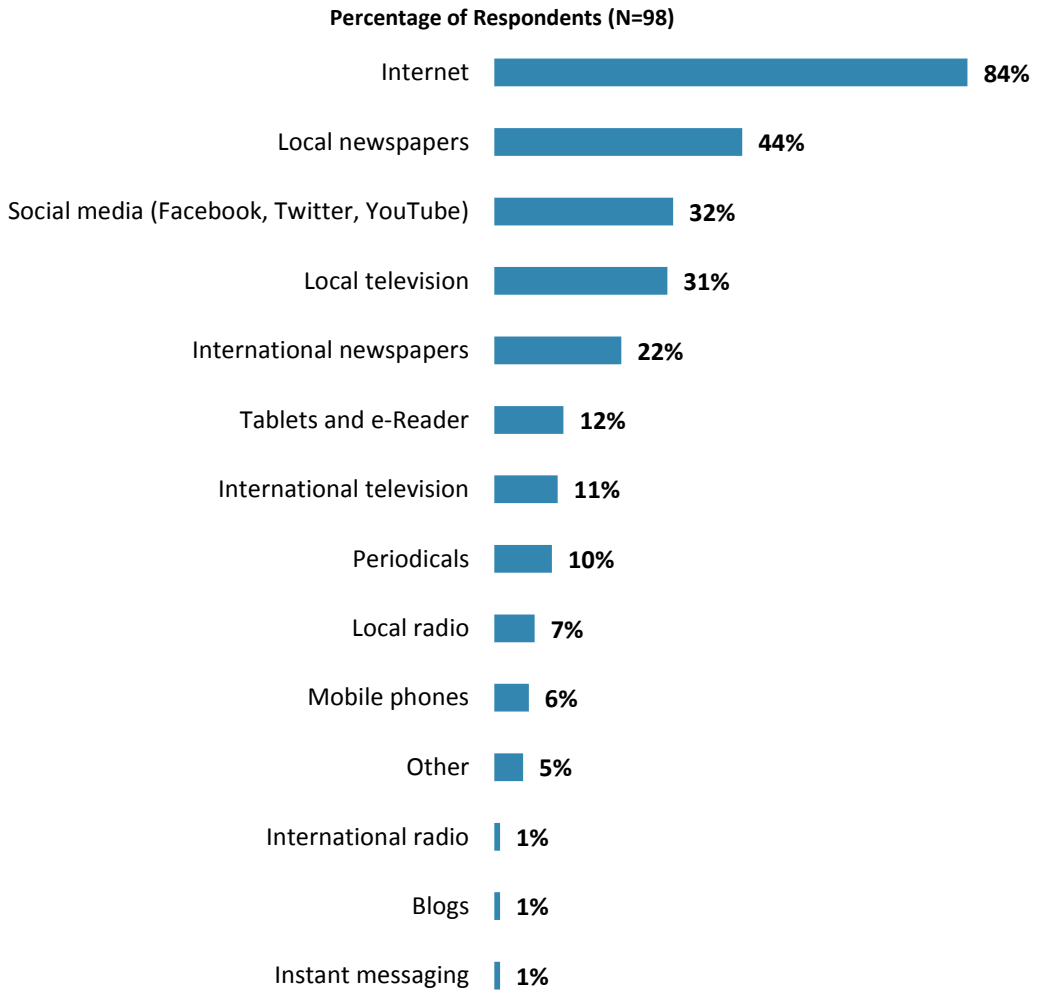
"When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 33 response options shown)

IX. Communication and Outreach

Note: When considering the World Bank's future outreach with key constituencies, please see Appendix B (page 52) for all responses by stakeholder groups.

General Information Sources

- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Thailand from "*the Internet*" (74%), "*local newspapers*" (70%), and "*local television*" (36%).

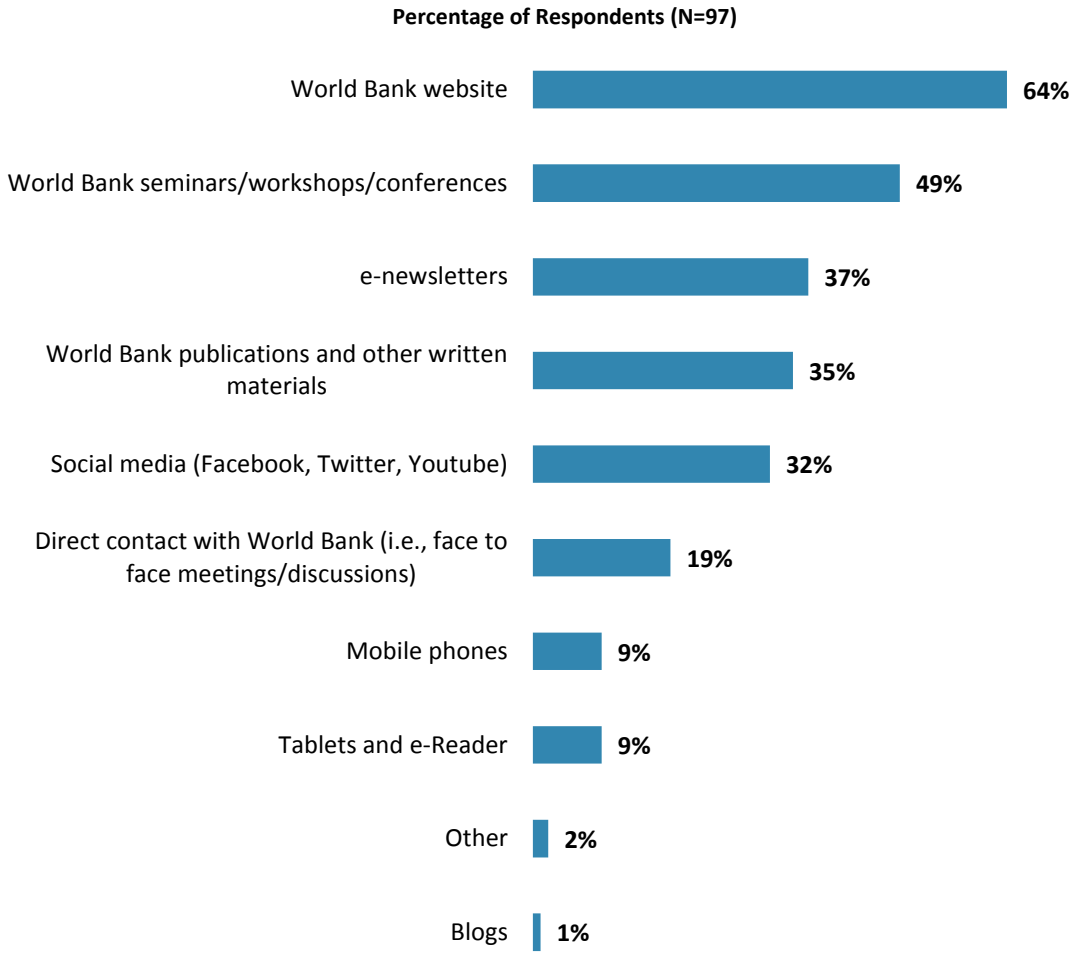


"How do you get most of your information about economic and social development issues in Thailand? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison**: Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its "*website*" (68%) and "*World Bank seminars/workshops/conference*" (57%).

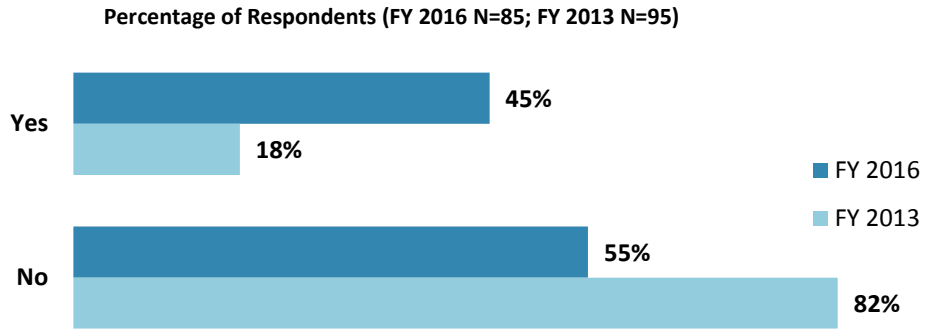


"How would you prefer to receive information from the World Bank? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. Communication and Outreach (continued)

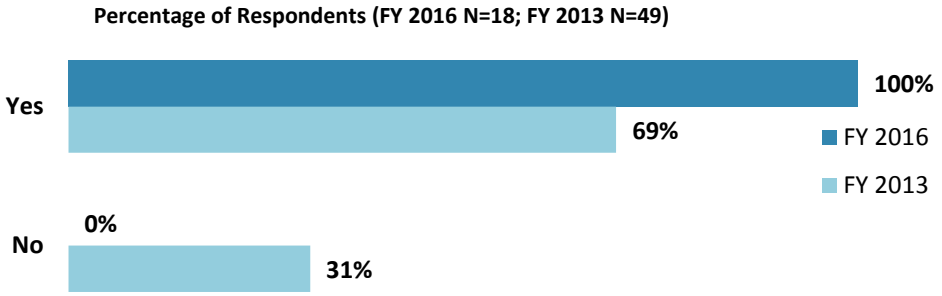
Access to Information[12]

- **Year comparison**: This year's respondents were significantly more aware of the WB's Access to Information Policy than the respondents in the previous FY'13 Country Survey.



"Are you aware of the World Bank's Access to Information Policy under which the Bank discloses any information in its possession that is not on a list of exceptions?"

- **Year comparison**: This year's respondents were significantly more likely to be able to identify a point of contact at the WB than the respondents in the previous FY'13 Country Survey.

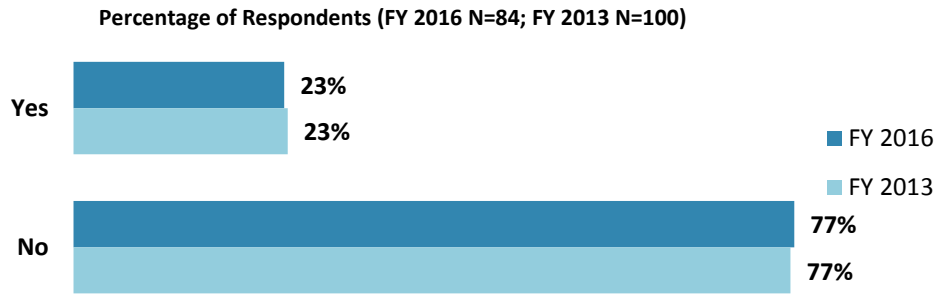


"Were you able to identify a point of contact at the World Bank?"

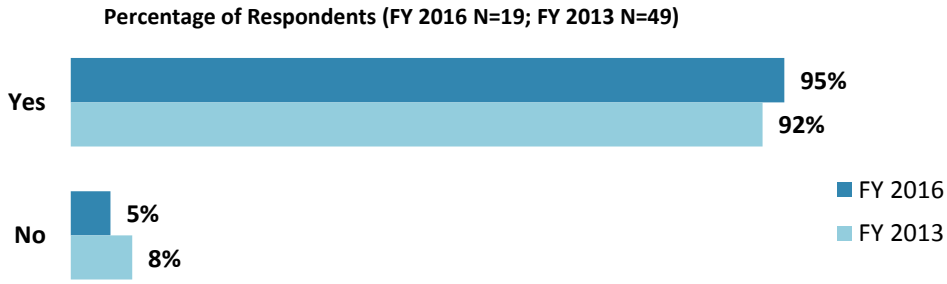
[12] Percentages presented in the charts on this page were calculated based on weighted data.

IX. Communication and Outreach (continued)

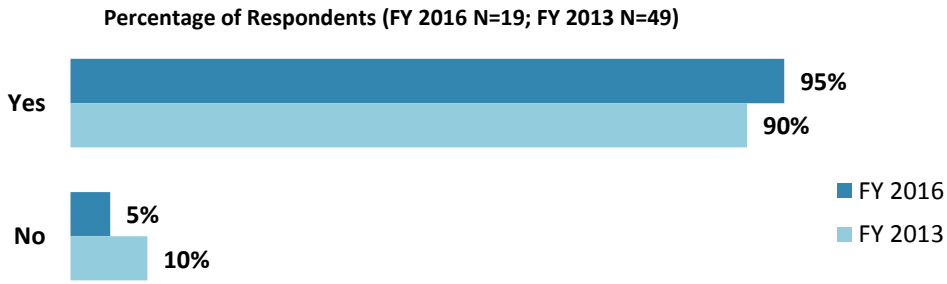
Access to Information[13]



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



"Were you able to obtain this information?"



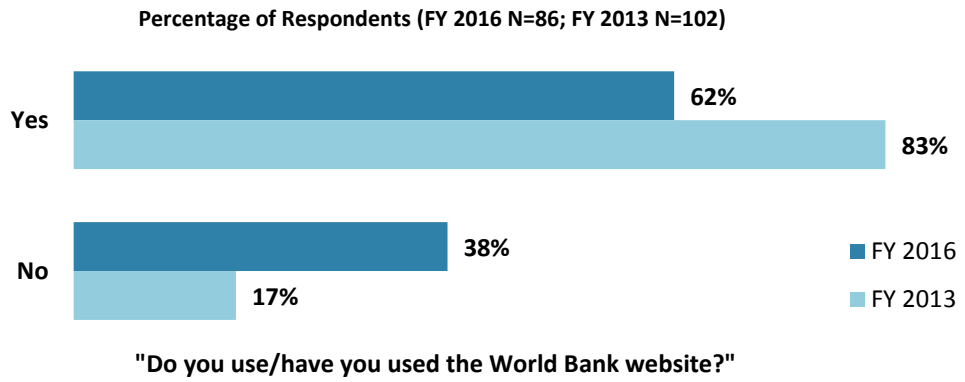
"Was the information useful?"

[13] Percentages presented in the charts on this page were calculated based on weighted data.

IX. Communication and Outreach (continued)

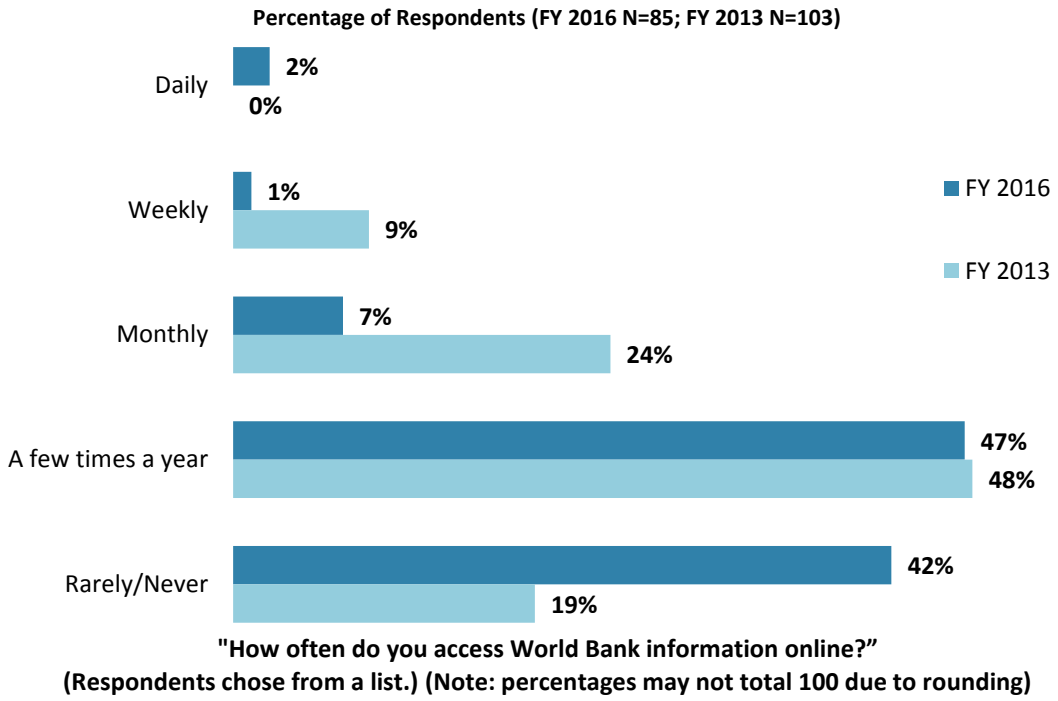
The WB Website Usage[14]

- **Year comparison**: This year's respondents were significantly less likely to use/have used the WB website than the respondents in the previous FY'13 Country Survey.



Frequency of Accessing WB Information Online

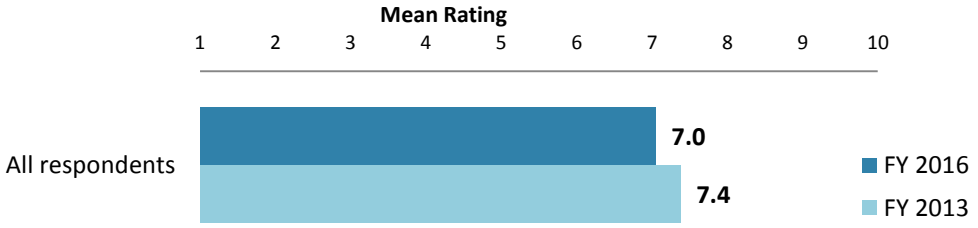
- **Year comparison**: This year's respondents accessed World Bank information online significantly less frequently than the respondents in the previous FY'13 Country Survey.



[14] Percentages presented in the charts on the page were calculated based on weighted data.

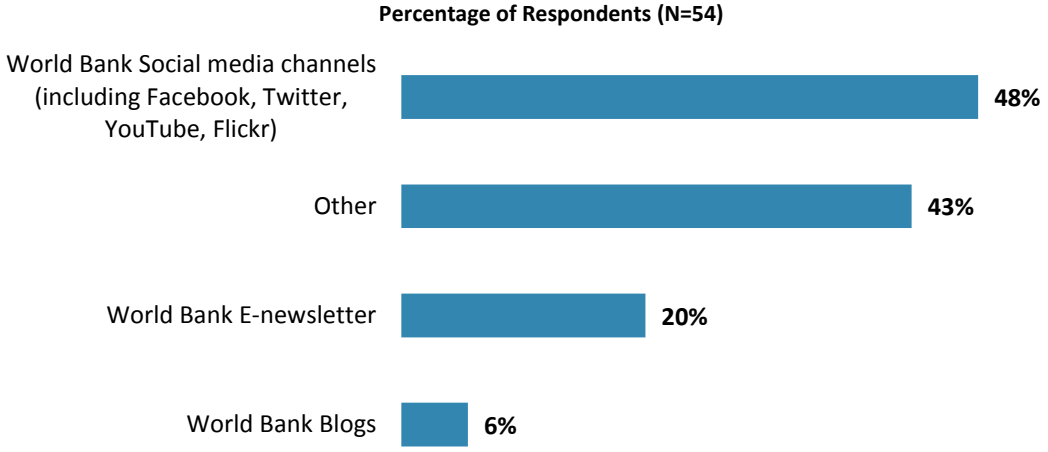
IX. Communication and Outreach (continued)

Value of the WB's Social Media Channels[15]



"How valuable do you consider the information you receive from the World Bank's social media channels?"
(1-"Not valuable at all", 10-"Extremely valuable")

- **Year comparison**: In the previous FY'13 Country Survey, respondents were most likely to subscribe to "*World Bank e-newsletters*" (54%). Only 16% of respondents then were subscribed to "*World Bank social media channels*."



"Which of the following World Bank e-services are you currently subscribed to (Choose all that apply)?" (Respondents chose from a list.)

[15] Means in the chart were calculated based on weighted data.

XI. Appendices

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Thailand

Appendix A: Responses to All Questions across All Respondents (N=108)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (*).

A. General Issues Facing Thailand

1. Listed below are a number of development priorities in Thailand. Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=103)**
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	44.7%
Poverty reduction and inequity	43.7%
Increasing access to and quality of education including higher education	28.2%
Anti-corruption	27.2%
Infrastructure	15.5%
Political stability	14.6%
Environmental sustainability	14.6%
Conflict resolution	12.6%
Social protection (e.g., pensions, targeted social assistance)	11.7%
Agricultural development	8.7%
Increasing access to better health services	6.8%
Equality of opportunity (i.e., equity)	6.8%
Job creation/employment	5.8%
Economic growth (trade and exports)	5.8%
Rural development	4.9%
Focusing on regional disparities (within Thailand)	4.9%
Information and communications technology	3.9%
Financial stability and access to finance	3.9%
Natural resource management (e.g., oil, gas, mining)	2.9%
Climate change (e.g., mitigation, adaptation)	2.9%
Disaster management	2.9%
Transport (e.g., roads, bridges, transportation)	1.9%
Global/regional integration	1.9%
Gender	1.9%
Water and sanitation	1.9%
Macroeconomic stability	1.9%
Domestic private sector development	1.9%
Urban development	1.9%
Energy policy	1.9%
Food security	1.0%
Regulatory framework	1.0%
HIV/AIDS and other communicable/non-communicable diseases	1.0%
Community development	1.0%

A. General Issues Facing Thailand (continued)

2. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Thailand? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=103)**
Increasing access to and quality of education including higher education	42.7%
Job creation/employment	28.2%
Agricultural development	25.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.4%
Anti-corruption	13.6%
Rural development	13.6%
Increasing access to better health services	11.7%
Environmental sustainability	10.7%
Social protection (e.g., pensions, targeted social assistance)	9.7%
Equality of opportunity (i.e., equity)	9.7%
Focusing on regional disparities (within Thailand)	8.7%
Infrastructure	7.8%
Community development	7.8%
Financial stability and access to finance	6.8%
Climate change (e.g., mitigation, adaptation)	6.8%
Economic growth (trade and exports)	6.8%
Conflict resolution	4.9%
Transport (e.g., roads, bridges, transportation)	3.9%
Domestic private sector development	3.9%
Global/regional integration	2.9%
Gender	2.9%
Macroeconomic stability	2.9%
Food security	2.9%
Water and sanitation	1.9%
Natural resource management (e.g., oil, gas, mining)	1.9%
Political stability	1.9%
Regulatory framework	1.0%
Information and communications technology	1.0%
Energy policy	1.0%
HIV/AIDS and other communicable/non-communicable diseases	1.0%
Urban development	0.0%
Disaster management	0.0%

Please note: response option “poverty reduction and inequity” was not included in the analysis of the answers to this question.

A. General Issues Facing Thailand (continued)

3. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Thailand? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=102)**
Education and training that better ensure job opportunity	34.3%
Better opportunity for the poor who live in rural areas	29.4%
Greater access to micro-finance for the poor	29.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	19.6%
Consistent economic growth	17.6%
Greater access to health and nutrition for citizens	13.7%
Greater equity of fiscal policy	11.8%
Better quality public services	10.8%
Better opportunity for the poor who live in urban areas	8.8%
More reliable social safety net	6.9%
A growing middle class	4.9%
Greater voice and participation for citizens to help ensure greater accountability	3.9%
Other	2.9%
Better employment opportunities for young people	2.0%
Better employment opportunities for women	1.0%

B. Overall Attitudes toward the World Bank

Familiarity	**N**	**DK**	**Mean**	**SD**
1. How familiar are you with the work of the World Bank in Thailand, on a ten point scale? *(1-Not familiar at all, 10-Extremely familiar)*	107	0	6.40	2.01

Effectiveness*	**N**	**DK**	**Mean**	**SD**
2. Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale? *(1-Not effective at all, 10-Very effective)*	96	11	6.62	1.91

Staff Preparedness	**N**	**DK**	**Mean**	**SD**
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	96	11	6.91	1.61

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=105)**
Poverty reduction and inequity	38.1%
Increasing access to and quality of education including higher education	31.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.6%
Macroeconomic stability	17.1%
Infrastructure	14.3%
Social protection (e.g., pensions, targeted social assistance)	13.3%
Equality of opportunity (i.e., equity)	13.3%
Financial stability and access to finance	12.4%
Agricultural development	11.4%
Economic growth (trade and exports)	10.5%
Environmental sustainability	9.5%
Rural development	9.5%
Increasing access to better health services	9.5%
Climate change (e.g., mitigation, adaptation)	7.6%
Job creation/employment	7.6%
Anti-corruption	6.7%
Community development	4.8%
Urban development	4.8%
Focusing on regional disparities (within Thailand)	3.8%
Domestic private sector development	3.8%
Disaster management	3.8%
Transport (e.g., roads, bridges, transportation)	3.8%
Food security	3.8%
Conflict resolution	3.8%
Political stability	2.9%
Water and sanitation	2.9%
Information and communications technology	2.9%
Gender	2.9%
Regulatory framework	1.9%
Natural resource management (e.g., oil, gas, mining)	1.9%
Global/regional integration	1.9%
Energy policy	1.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?	Percentage of Respondents (N=94)		
	Greatest Value	2nd Greatest Value	Combined
Financial resources: policy based lending/budget support to the Government	17.0%	14.9%	31.9%
Policy advice	12.8%	12.8%	25.5%
Studies/analyses/reports	8.5%	13.8%	22.3%
Training/capacity building	9.6%	12.8%	22.3%
Technical assistance	14.9%	6.4%	21.3%
Data and knowledge	8.5%	11.7%	20.2%
Financial resources: investment lending	8.5%	5.3%	13.8%
Convening/facilitating	5.3%	6.4%	11.7%
Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing)	5.3%	5.3%	10.6%
Donor coordination	3.2%	6.4%	9.6%
Mobilizing third party financial resources	5.3%	2.1%	7.4%
Other	1.1%	2.1%	3.2%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=100)
Too influenced by developed countries	31.0%
Imposing technocratic solutions without regard to political realities	27.0%
Not adequately sensitive to political/social realities in Thailand	22.0%
Not enough public disclosure of its work	19.0%
Not willing to honestly criticize policies and reform efforts in the country	19.0%
World Bank processes too slow and complex	11.0%
Too bureaucratic in its operational policies and procedures	11.0%
Not aligned with country priorities	7.0%
Not collaborating enough with non-state actors	7.0%
Other	7.0%
Arrogant in its approach	6.0%
Not exploring alternative policy options	6.0%
Not client focused	5.0%
Staff too inaccessible	3.0%
The credibility of its knowledge/data	2.0%
Not aligned with other donors' work	1.0%

7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=104)
Technical assistance (advice, best practice, international experience, etc.)	62.5%
Knowledge products/services (analytical work, reports, studies, surveys, etc.)	38.5%
Capacity development	27.9%
Investment lending (financing specific projects)	24.0%
Policy based lending/budget support to the Government	18.3%
Trust Fund management	3.8%
Other	1.9%
Don't know	1.9%

B. Overall Attitudes toward the World Bank (continued)

Influencing the Global Development Agenda	N	DK	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	100	2	7.24	1.65

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=102)**
Academia/think tanks/research institutes	33.3%
Civil society organizations	32.4%
Community Based Organizations (CBOs)	30.4%
Local Government	27.5%
Private sector	24.5%
Beneficiaries	15.7%
Parliament	7.8%
Donor community	6.9%
Media	4.9%
Other	3.9%
Faith based organizations	2.0%
Foundations	1.0%

To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
10. Overall the World Bank currently plays a relevant role in development in Thailand*	95	7	5.92	1.80
11. The World Bank's work is aligned with what I consider the development priorities for Thailand*	93	8	6.15	1.81
12. The World Bank supports programs and strategies that are realistic for Thailand	92	9	6.09	1.91
13. The World Bank treats clients and stakeholders in Thailand with respect*	88	12	6.99	2.08

To what extent is the World Bank an effective development partner in Thailand, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
14. Responsiveness*	88	10	5.85	1.88
15. Flexibility (in terms of the World Bank's products and services)*	89	11	5.71	1.81
16. Flexibility (in terms of changing country circumstances)*	89	11	5.83	1.71
17. Openness (sharing data and other information)*	90	10	6.59	1.84
18. Staff accessibility*	83	15	6.31	1.82
19. Straightforwardness and honesty*	87	12	7.59	1.83
20. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	83	16	6.54	1.80
21. Collaboration with the Government*	83	16	7.17	1.64
22. Collaboration with other donors*	70	30	6.59	1.63
23. Follow through over time	82	18	6.49	1.80

B. Overall Attitudes toward the World Bank (continued)

24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=100)**
There is not an adequate level of citizen/civil society participation	36.0%
The World Bank is not sensitive enough to political/social realities on the ground	30.0%
Political pressures and obstacles	27.0%
The World Bank does not do adequate follow through/follow-up	23.0%
Lack of/inadequate levels of capacity in Government	20.0%
Reforms are not well thought out in light of country challenges	20.0%
The Government works inefficiently	16.0%
The World Bank works too slowly	10.0%
Other	4.0%

C. World Bank's Effectiveness and Results

Achieving Development Results*	**N**	**DK**	**Mean**	**SD**
1. To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale? *(1-To no degree at all, 10-To a very significant degree)*	91	8	6.38	1.60

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**DK**	**Mean**	**SD**
2. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand*	78	24	5.95	1.94
3. The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	94	8	6.66	1.94

D. The World Bank's Knowledge Work and Activities

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	**Percentage of Respondents (N=100)**
Weekly	3.0%
Bi-weekly	3.0%
Monthly	6.0%
A few times a year	35.0%
Rarely	38.0%
Never	15.0%

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

2. When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=100)**
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	39.0%
Poverty reduction and inequity	30.0%
Increasing access to and quality of education including higher education	25.0%
Anti-corruption	15.0%
Agricultural development	13.0%
Climate change (e.g., mitigation, adaptation)	12.0%
Financial stability and access to finance	12.0%
Environmental sustainability	12.0%
Social protection (e.g., pensions, targeted social assistance)	11.0%
Rural development	11.0%
Infrastructure	9.0%
Information and communications technology	9.0%
Job creation/employment	9.0%
Economic growth (trade and exports)	9.0%
Global/regional integration	8.0%
Focusing on regional disparities (within Thailand)	7.0%
Macroeconomic stability	6.0%
Energy policy	5.0%
Disaster management	5.0%
Domestic private sector development	5.0%
Increasing access to better health services	5.0%
Community development	4.0%
Equality of opportunity (i.e., equity)	4.0%
Urban development	4.0%
Transport (e.g., roads, bridges, transportation)	3.0%
Political stability	3.0%
Food security	3.0%
Natural resource management (e.g., oil, gas, mining)	3.0%
Gender	2.0%
Conflict resolution	1.0%
Regulatory framework	1.0%
Water and sanitation	1.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%

In Thailand, how effective do you believe the World Bank's knowledge work and activities are: *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
3. Enhancing your knowledge and/or skills	88	11	6.67	1.86
4. Contributing to good policy making	86	13	6.41	1.92
5. Providing support for program implementation	83	15	6.41	1.80

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

In Thailand, to what extent do you believe that the World Bank's knowledge work and activities: *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
6. Are timely	83	11	6.08	1.75
7. Include appropriate level of stakeholder involvement during preparation	78	16	6.08	1.79
8. Are relevant to Thailand's development priorities	82	13	6.28	1.81
9. Provide feasible recommendations	88	9	6.47	1.77
10. Are accessible (well written and easy to understand)	85	11	6.54	1.96
11. Are source of relevant information on global good practices	88	9	7.05	1.90
12. Are useful in terms of the work you do	89	8	6.75	2.10
13. Are adequately disseminated	88	9	6.07	2.25
14. Are appropriately translated	75	22	6.39	2.05
15. Are adaptable to Thailand's specific development challenges and country circumstances*	84	13	6.33	1.95

Overall Evaluations	**N**	**DK**	**Mean**	**SD**
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?* *(1-Not significant at all, 10-Very significant)*	89	8	6.69	1.66
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?* *(1-Very low technical quality, 10-Very high technical quality)*	86	12	6.88	1.68

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
1. The World Bank disburses funds promptly	39	58	7.18	1.86
2. The World Bank effectively monitors and evaluates the projects and programs it supports	54	43	7.33	1.88
3. The World Bank's approvals and reviews are done in a timely fashion	49	48	6.78	1.93
4. The World Bank's "Safeguard Policy" requirements are reasonable	55	42	6.82	1.67
5. The Bank's procurement requirements are reasonable	43	54	6.98	1.93
6. The World Bank imposes reasonable conditions on its lending	46	49	6.87	1.88
7. Working with the World Bank increases Thailand's institutional capacity	72	25	7.25	1.65
8. The World Bank ensures consistency and continuity through staff changes	59	38	7.19	1.76
9. The World Bank's teams and visits are well coordinated	50	47	7.36	1.84
10. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	40	57	7.15	1.82
11. The World Bank provides effective implementation support (i.e., supervision of projects)	61	36	7.41	1.80

F. The Future Role of the World Bank in Thailand

Future Role of the World Bank	**N**	**DK**	**Mean**	**SD**
1. How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale? *(1-Not a significant role at all, 10-Very significant role)*	92	3	7.18	1.70

F. The Future Role of the World Bank in Thailand (continued)

2. Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=98)
Improve the quality of its experts as related to Thailand's specific challenges	33.7%
Provide more adequate data/knowledge/statistics/figures on Thailand's economy	32.7%
Focus primarily on advocacy issues	28.6%
Offer more innovative knowledge services	28.6%
Reach out more to groups outside of government	22.4%
Reduce the complexity of obtaining World Bank financing	20.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)	10.2%
Ensure greater selectivity in its work	6.1%
Other	3.1%
Offer more innovative financial products	3.1%
Increase availability of Fee-Based services	1.0%
Work faster	0.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=98)
Internet	83.7%
Local newspapers	43.9%
Social media (Facebook, Twitter, YouTube)	31.6%
Local television	30.6%
International newspapers	22.4%
Tablets and e-Reader	12.2%
International television	11.2%
Periodicals	10.2%
Local radio	7.1%
Mobile phones	6.1%
Other	5.1%
International radio	1.0%
Blogs	1.0%
Instant messaging	1.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=97)
World Bank website	63.9%
World Bank seminars/workshops/conferences	49.5%
e-newsletters	37.1%
World Bank publications and other written materials	35.1%
Social media (Facebook, Twitter, Youtube)	32.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	18.6%
Mobile phones	9.3%
Tablets and e-Reader	9.3%
Other	2.1%
Blogs	1.0%

G. Communication and Information Sharing (continued)

3. 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 (N=98)
Yes	44.9%
No	55.1%

4. Do you use/have you used the World Bank website?	Percentage of Respondents (N=99)
Yes	60.6%
No	39.4%

5. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=97)
Yes	20.6%
No	79.4%

6. Were you able to identify a point of contact at the World Bank?	Percentage of Respondents (N=19)
Yes	100.0%
No	0.0%

7. Were you able to obtain the requested information?	Percentage of Respondents (N=20)
Yes	95.0%
No	5.0%

8. Was the information useful?	Percentage of Respondents (N=20)
Yes	95.0%
No	5.0%

9. How often do you access World Bank information online?	Percentage of Respondents (N=98)
Daily	2.0%
Weekly	1.0%
Monthly	8.2%
A few times a year	43.9%
Rarely/Never	44.9%

Please rate how much you agree with the following statements, on a ten point scale. *(1-Strongly disagree, 10-Strongly agree)*	Level of Agreement			
	N	DK	Mean	SD
10. I use/consult World Bank data more currently than I did a few years ago	82	14	4.76	2.64
11. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	83	15	5.54	2.76
12. The World Bank is responsive to my information requests and inquiries	62	33	5.89	2.74

G. Communication and Information Sharing (continued)

13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)	Percentage of Respondents (Responses Combined; N=54)
World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)	48.1%
Other	42.6%
World Bank E-newsletter	20.4%
World Bank Blogs	5.6%

Value of the World Bank's Social Media Channels	N	DK	Mean	SD
14. How valuable do you consider the information you receive from the World Bank's social media channels? *(1-Not valuable at all, 10-Extremely valuable)*	53	7	7.23	1.67

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=107)
Employee of a Ministry, Ministerial Department or Implementation Agency	25.2%
Academia/Research Institute/Think Tank	24.3%
Private Sector Organization	8.4%
Media (Press, Radio, TV, Web, etc.)	8.4%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	7.5%
Consultant/Contractor working on World Bank supported Project/Program	4.7%
Private Foundation	4.7%
Other	4.7%
Project Management Unit (PMU) overseeing implementation of project	2.8%
Financial Sector/Private Bank	2.8%
Office of the Prime Minister	1.9%
Civil Society Organization	1.9%
Office of Parliamentarian	0.9%
Local Government Office or Staff	0.9%
Multilateral Agency	0.9%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=105)
Education	23.8%
Economic policy	11.4%
Financial markets/banking	10.5%
Natural resource management/environmental sustainability	8.6%
Other	8.6%
Health/communicable/non-communicable diseases	6.7%
Law and justice/regulatory framework	5.7%
Climate change/disaster management	3.8%
Public sector governance/anti-corruption	3.8%
Agriculture/rural development/food security	2.9%
Private sector development/foreign direct investment	2.9%
Water and sanitation	2.9%
Public financial management	2.9%
Social protection	1.9%
Energy	1.0%
Information and communications technology	1.0%
Transport	1.0%
Urban development	1.0%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=104)
Yes	50.0%
No	50.0%

4. Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=103)
Use World Bank reports/data	47.6%
Engage in World Bank related/sponsored events/activities	38.8%
Use World Bank website for information, data, research, etc.	33.0%
Collaborate on knowledge products	22.3%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.4%
Implementing World Bank projects and trust funds	6.8%

5. Which best represents your geographic location?	Percentage of Respondents (N=106)
Bangkok and vicinity	87.7%
Northern Thailand	4.7%
Southern Thailand	3.8%
North East Thailand	3.8%
Central Thailand	0.0%

Appendix B: Responses to All Questions by Stakeholder Groups[16]

- **Employee of a Ministry N=27**
- **PMU/Consultant on WB-supported Project N=8**
- **Private Sector/Financial Sector/Private Bank N=12**
- **CSO N=7**
- **Media N=9**
- **Independent Government Institution N=8**
- **Academia/Research Institute/Think Tank N=26**
- **Other N=10**

[16] Only 107 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

A. General Issues facing Thailand

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	7.7%	42.9%	9.1%	0.0%	11.1%	12.5%	12.5%	10.0%
Transport	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Public sector governance/reform	26.9%	14.3%	54.5%	71.4%	44.4%	50.0%	62.5%	40.0%
Global/regional integration	3.8%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	9.1%	14.3%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Focusing on regional disparities (within Thailand)	3.8%	14.3%	0.0%	0.0%	0.0%	12.5%	8.3%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	10.0%
Anti-corruption	15.4%	28.6%	45.5%	28.6%	33.3%	25.0%	33.3%	20.0%
Job creation/employment	7.7%	14.3%	18.2%	0.0%	0.0%	0.0%	4.2%	0.0%
Rural development	3.8%	14.3%	0.0%	0.0%	22.2%	0.0%	4.2%	0.0%
Financial stability and access to finance*	3.8%	0.0%	0.0%	14.3%	0.0%	25.0%	0.0%	0.0%
Urban development	0.0%	14.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	19.2%	28.6%	0.0%	14.3%	22.2%	0.0%	12.5%	10.0%
Equality of opportunity	7.7%	0.0%	0.0%	0.0%	22.2%	12.5%	8.3%	0.0%
Increasing access to better health services	15.4%	0.0%	9.1%	0.0%	11.1%	12.5%	0.0%	0.0%
Increasing access to and quality of education including higher education	34.6%	0.0%	54.5%	42.9%	22.2%	37.5%	16.7%	20.0%
Poverty reduction and inequity	46.2%	57.1%	18.2%	28.6%	22.2%	37.5%	54.2%	60.0%
Energy policy	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Food security	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Agricultural development	7.7%	0.0%	0.0%	14.3%	0.0%	25.0%	16.7%	0.0%
Economic growth	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	20.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Infrastructure	19.2%	14.3%	36.4%	14.3%	11.1%	12.5%	12.5%	0.0%
Natural resource management	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%
Disaster management	7.7%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	18.2%	0.0%	0.0%	0.0%	4.2%	10.0%
Macroeconomic stability	0.0%	0.0%	0.0%	0.0%	11.1%	12.5%	0.0%	0.0%
Political stability	19.2%	14.3%	18.2%	0.0%	22.2%	0.0%	8.3%	30.0%
Community development	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Conflict resolution	3.8%	0.0%	9.1%	0.0%	33.3%	25.0%	12.5%	20.0%

**Significantly different between stakeholder groups*

A. General Issues facing Thailand (continued)

The World Bank Group has committed itself to twin goals: helping countries end extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Thailand? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Climate change	3.8%	0.0%	0.0%	28.6%	22.2%	0.0%	4.0%	11.1%
Transport	3.8%	0.0%	9.1%	0.0%	22.2%	0.0%	0.0%	0.0%
Conflict resolution	7.7%	14.3%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Global/regional integration	11.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	9.1%	14.3%	0.0%	0.0%	4.0%	0.0%
Domestic private sector development*	0.0%	28.6%	9.1%	0.0%	11.1%	0.0%	0.0%	0.0%
Focusing on regional disparities (within Thailand)	11.5%	14.3%	0.0%	0.0%	11.1%	0.0%	8.0%	22.2%
Water and sanitation*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%
Anti-corruption*	7.7%	0.0%	36.4%	42.9%	33.3%	0.0%	8.0%	0.0%
Job creation/employment	38.5%	57.1%	36.4%	14.3%	11.1%	12.5%	24.0%	11.1%
Rural development	11.5%	42.9%	0.0%	0.0%	22.2%	25.0%	12.0%	11.1%
Financial stability and access to finance	7.7%	0.0%	9.1%	14.3%	0.0%	0.0%	8.0%	11.1%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	15.4%	0.0%	0.0%	0.0%	22.2%	0.0%	16.0%	0.0%
Increasing access to better health services	19.2%	0.0%	9.1%	14.3%	22.2%	0.0%	12.0%	0.0%
Increasing access to and quality of education including higher education	46.2%	0.0%	63.6%	28.6%	33.3%	75.0%	44.0%	33.3%
Environmental sustainability	7.7%	14.3%	9.1%	14.3%	22.2%	0.0%	12.0%	11.1%
Energy policy	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Social protection	11.5%	14.3%	0.0%	0.0%	0.0%	0.0%	20.0%	11.1%
Agricultural development	15.4%	0.0%	27.3%	57.1%	11.1%	50.0%	32.0%	22.2%
Economic growth	3.8%	14.3%	9.1%	0.0%	11.1%	0.0%	8.0%	11.1%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Infrastructure	7.7%	14.3%	18.2%	0.0%	0.0%	12.5%	4.0%	11.1%
Natural resource management	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Macroeconomic stability	3.8%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	11.1%
Political stability	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Community development	3.8%	14.3%	9.1%	14.3%	11.1%	0.0%	4.0%	11.1%
Public sector governance/reform*	0.0%	0.0%	27.3%	42.9%	22.2%	75.0%	28.0%	0.0%

**Significantly different between stakeholder groups*

Please note: response option "poverty reduction and inequity" was not included in the analysis of the answers to this question.

A. General Issues facing Thailand (continued)

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It seeks to help countries foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Thailand? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	16.0%	28.6%	20.0%	0.0%	22.2%	12.5%	16.0%	20.0%
More reliable social safety net	0.0%	0.0%	10.0%	0.0%	22.2%	0.0%	12.0%	0.0%
Greater access to micro-finance for the poor	32.0%	57.1%	30.0%	42.9%	22.2%	12.5%	28.0%	20.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	14.3%	0.0%	0.0%	11.1%	0.0%	4.0%	10.0%
Greater access to health and nutrition for citizens	28.0%	0.0%	10.0%	0.0%	33.3%	12.5%	4.0%	10.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	16.0%	28.6%	30.0%	14.3%	0.0%	12.5%	32.0%	10.0%
A growing middle class	0.0%	0.0%	10.0%	0.0%	11.1%	12.5%	8.0%	0.0%
Better opportunity for the poor who live in rural areas	36.0%	28.6%	20.0%	42.9%	22.2%	25.0%	24.0%	40.0%
Better opportunity for the poor who live in urban areas	16.0%	0.0%	0.0%	28.6%	0.0%	12.5%	4.0%	10.0%
Better employment opportunities for young people	4.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Better employment opportunities for women	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Greater equity of fiscal policy	4.0%	14.3%	10.0%	14.3%	22.2%	12.5%	16.0%	10.0%
Education and training that better ensure job opportunity	28.0%	14.3%	40.0%	14.3%	22.2%	75.0%	36.0%	50.0%
Better quality public services	16.0%	0.0%	0.0%	14.3%	11.1%	12.5%	12.0%	10.0%
Other	0.0%	14.3%	0.0%	14.3%	0.0%	0.0%	4.0%	0.0%

B. Overall Attitudes toward the World Bank

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
How familiar are you with the work of the World Bank in Thailand, on a ten point scale?	27	6.85	1.94	8	7.38	1.30	12	5.67	1.97	7	5.14	2.61	9	7.67	1.50	7	5.71	2.36	26	6.08	2.02	10	6.30	1.89

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

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?	26	6.88	1.80	8	7.50	1.20	10	5.70	1.25	6	5.33	2.16	7	7.14	1.21	5	6.80	2.77	24	6.21	2.06	9	7.33	2.18

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

B. Overall Attitudes toward the World Bank (continued)

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale?	26	7.04	1.66	8	7.25	1.83	10	5.90	1.10	6	6.00	1.55	7	6.71	1.80	6	7.83	1.17	22	6.73	1.61	10	7.60	1.43

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	14.8%	12.5%	0.0%	16.7%	0.0%	25.0%	25.0%	0.0%
Public sector governance/reform	14.8%	25.0%	33.3%	33.3%	33.3%	37.5%	29.2%	40.0%
Macroeconomic stability	18.5%	25.0%	16.7%	0.0%	22.2%	12.5%	8.3%	40.0%
Transport	3.7%	0.0%	16.7%	0.0%	11.1%	0.0%	0.0%	0.0%
Poverty reduction and inequity	33.3%	50.0%	16.7%	33.3%	55.6%	25.0%	50.0%	40.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	10.0%
Gender	0.0%	0.0%	8.3%	16.7%	0.0%	0.0%	0.0%	10.0%
Domestic private sector development	11.1%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	11.1%	12.5%	0.0%	0.0%	11.1%	25.0%	8.3%	10.0%
Focusing on regional disparities (within Thailand)	3.7%	0.0%	0.0%	16.7%	0.0%	0.0%	4.2%	10.0%
Water and sanitation	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	4.2%	10.0%
Energy policy	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	7.4%	12.5%	8.3%	0.0%	11.1%	0.0%	8.3%	10.0%
Financial stability and access to finance	18.5%	0.0%	16.7%	16.7%	11.1%	12.5%	8.3%	10.0%
Conflict resolution	0.0%	12.5%	0.0%	0.0%	11.1%	12.5%	4.2%	0.0%
Urban development	3.7%	0.0%	8.3%	16.7%	0.0%	0.0%	8.3%	0.0%
Environmental sustainability	7.4%	25.0%	8.3%	16.7%	0.0%	0.0%	8.3%	10.0%
Political stability	0.0%	0.0%	0.0%	16.7%	11.1%	0.0%	4.2%	0.0%
Equality of opportunity	14.8%	12.5%	16.7%	0.0%	33.3%	0.0%	16.7%	0.0%
Increasing access to better health services	18.5%	0.0%	8.3%	0.0%	0.0%	25.0%	8.3%	0.0%
Increasing access to and quality of education including higher education	37.0%	12.5%	33.3%	33.3%	11.1%	62.5%	37.5%	10.0%
Food security	3.7%	0.0%	8.3%	0.0%	0.0%	0.0%	4.2%	10.0%
Climate change	7.4%	12.5%	8.3%	0.0%	22.2%	0.0%	4.2%	10.0%
Agricultural development	11.1%	0.0%	16.7%	16.7%	11.1%	25.0%	12.5%	0.0%
Economic growth	11.1%	0.0%	8.3%	0.0%	22.2%	0.0%	12.5%	20.0%
Regulatory framework	3.7%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Infrastructure	3.7%	12.5%	8.3%	16.7%	11.1%	12.5%	16.7%	40.0%
Natural resource management	3.7%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	12.5%	25.0%	0.0%	11.1%	0.0%	4.2%	10.0%
Information and communications technology	0.0%	0.0%	8.3%	16.7%	0.0%	0.0%	4.2%	0.0%
Disaster management	7.4%	0.0%	8.3%	16.7%	0.0%	0.0%	0.0%	0.0%
Community development	3.7%	25.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial resources: investment lending	0.0%	16.7%	10.0%	0.0%	0.0%	14.3%	12.5%	22.2%
Financial resources: policy based lending/budget support to the Government	16.7%	16.7%	10.0%	16.7%	12.5%	0.0%	20.8%	33.3%
Mobilizing third party financial resources	12.5%	16.7%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Technical assistance	20.8%	16.7%	10.0%	0.0%	12.5%	42.9%	8.3%	11.1%
Policy advice	16.7%	0.0%	20.0%	16.7%	12.5%	14.3%	8.3%	11.1%
Donor coordination	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data and knowledge	4.2%	0.0%	20.0%	0.0%	0.0%	0.0%	16.7%	11.1%
Training/capacity building	0.0%	16.7%	10.0%	16.7%	0.0%	14.3%	16.7%	11.1%
Studies/analyses/reports	4.2%	16.7%	0.0%	16.7%	37.5%	0.0%	8.3%	0.0%
Convening/facilitating	4.2%	0.0%	10.0%	0.0%	12.5%	14.3%	4.2%	0.0%
Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing)	8.3%	0.0%	0.0%	16.7%	12.5%	0.0%	4.2%	0.0%
Other	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial resources: investment lending	8.0%	0.0%	0.0%	0.0%	14.3%	0.0%	8.7%	0.0%
Financial resources: policy based lending/budget support to the Government	12.0%	33.3%	10.0%	16.7%	14.3%	28.6%	8.7%	22.2%
Mobilizing third party financial resources*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	22.2%
Technical assistance	8.0%	0.0%	20.0%	16.7%	14.3%	0.0%	0.0%	0.0%
Policy advice	8.0%	33.3%	10.0%	16.7%	14.3%	0.0%	13.0%	22.2%
Donor coordination	12.0%	16.7%	0.0%	0.0%	0.0%	14.3%	4.3%	0.0%
Data and knowledge	20.0%	0.0%	0.0%	0.0%	28.6%	14.3%	13.0%	0.0%
Training/capacity building	20.0%	0.0%	20.0%	16.7%	0.0%	14.3%	13.0%	0.0%
Studies/analyses/reports	4.0%	0.0%	30.0%	16.7%	14.3%	14.3%	17.4%	22.2%
Convening/facilitating	4.0%	0.0%	0.0%	16.7%	0.0%	14.3%	8.7%	0.0%
Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing)	4.0%	0.0%	10.0%	0.0%	0.0%	0.0%	8.7%	11.1%
Other	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Imposing technocratic solutions without regard to political realities	34.6%	25.0%	33.3%	0.0%	57.1%	25.0%	13.6%	30.0%
Not exploring alternative policy options	7.7%	0.0%	0.0%	0.0%	14.3%	0.0%	13.6%	0.0%
Too bureaucratic in its operational policies and procedures*	11.5%	25.0%	0.0%	42.9%	0.0%	0.0%	4.5%	20.0%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	9.1%	0.0%
Arrogant in its approach	3.8%	0.0%	16.7%	0.0%	0.0%	25.0%	4.5%	0.0%
Not client focused	11.5%	12.5%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
The credibility of its knowledge/data	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	25.0%	16.7%	42.9%	42.9%	0.0%	27.3%	30.0%
Too influenced by developed countries	23.1%	12.5%	41.7%	28.6%	28.6%	37.5%	36.4%	40.0%
Not enough public disclosure of its work	11.5%	12.5%	50.0%	14.3%	0.0%	12.5%	27.3%	10.0%
World Bank processes too slow and complex*	7.7%	50.0%	8.3%	0.0%	28.6%	0.0%	4.5%	10.0%
Not aligned with country priorities	11.5%	0.0%	25.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Not collaborating enough with non-state actors	7.7%	12.5%	0.0%	0.0%	0.0%	12.5%	13.6%	0.0%
Not adequately sensitive to political/social realities in Thailand	19.2%	25.0%	8.3%	28.6%	14.3%	50.0%	22.7%	20.0%
Other	11.5%	0.0%	0.0%	14.3%	0.0%	0.0%	9.1%	10.0%

**Significantly different between stakeholder groups*

Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Capacity development	22.2%	50.0%	36.4%	0.0%	22.2%	25.0%	37.5%	20.0%
Policy based lending/budget support to the Government	22.2%	25.0%	9.1%	16.7%	11.1%	12.5%	12.5%	40.0%
Knowledge products/services	33.3%	25.0%	36.4%	50.0%	33.3%	25.0%	54.2%	40.0%
Investment lending	11.1%	12.5%	27.3%	33.3%	33.3%	25.0%	29.2%	40.0%
Technical assistance	70.4%	50.0%	81.8%	50.0%	55.6%	87.5%	50.0%	50.0%
Trust Fund management	3.7%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Other	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Don't know	3.7%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?	27	6.93	1.41	7	7.14	1.21	12	6.42	1.62	7	7.57	1.72	8	8.25	1.58	6	7.83	0.75	24	7.38	1.97	9	7.44	1.94

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Civil society organizations	30.8%	42.9%	16.7%	71.4%	25.0%	28.6%	36.0%	22.2%
Local Government	23.1%	0.0%	58.3%	42.9%	25.0%	14.3%	20.0%	44.4%
Beneficiaries	23.1%	14.3%	0.0%	0.0%	12.5%	0.0%	24.0%	11.1%
Private sector*	23.1%	28.6%	58.3%	14.3%	12.5%	42.9%	0.0%	44.4%
Community Based Organizations	26.9%	28.6%	16.7%	28.6%	50.0%	42.9%	32.0%	33.3%
Donor community	7.7%	28.6%	0.0%	14.3%	0.0%	14.3%	4.0%	0.0%
Foundations	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	30.8%	57.1%	25.0%	14.3%	25.0%	28.6%	48.0%	22.2%
Parliament	7.7%	0.0%	0.0%	0.0%	12.5%	14.3%	12.0%	11.1%
Media*	3.8%	0.0%	8.3%	0.0%	37.5%	0.0%	0.0%	0.0%
Faith based organizations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%
Other	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	11.1%

**Significantly different between stakeholder groups*

To what extent do you agree with the following statements about the World Bank's work in Thailand, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Overall the World Bank currently plays a relevant role in development in Thailand	26	5.77	1.97	7	6.71	1.98	11	5.00	1.10	7	5.57	2.23	6	6.33	1.97	7	5.14	2.41	21	5.90	1.48	9	7.22	0.67
The World Bank's work is aligned with what I consider the development priorities for Thailand*	25	6.04	1.77	7	6.29	1.38	11	4.73	1.35	7	5.43	2.51	7	7.00	1.83	7	5.43	2.15	19	6.53	1.39	9	7.56	1.51
The World Bank supports programs and strategies that are realistic for Thailand*	26	5.69	2.26	6	7.33	1.37	11	4.64	1.12	7	5.86	2.34	6	6.33	1.03	7	5.57	2.44	19	6.42	1.26	9	7.67	1.32
The World Bank treats clients and stakeholders in Thailand with respect	25	7.08	2.31	6	7.83	1.17	11	5.64	1.86	6	6.17	2.32	6	6.83	1.60	7	5.86	3.34	17	7.65	1.37	9	7.78	1.20

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank (continued)

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

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Responsiveness*	23	6.52	2.02	6	6.17	2.56	11	4.18	0.87	6	5.00	1.90	6	6.50	1.87	7	5.43	2.07	19	5.68	1.29	9	6.56	1.88
Flexibility (in terms of the World Bank's products and services)	23	6.00	2.02	6	6.00	2.53	11	4.64	1.12	6	5.33	1.97	6	6.33	1.75	7	5.29	2.14	21	5.48	1.25	8	6.63	2.00
Flexibility (in terms of changing country circumstances)	23	6.09	1.83	6	5.67	2.07	11	4.55	0.82	6	5.67	1.86	6	6.00	2.53	7	5.43	1.72	21	5.81	1.29	8	7.13	1.55
Openness (sharing data and other information)	23	6.70	1.89	6	6.50	1.22	11	5.64	2.06	7	5.57	1.72	6	6.83	0.75	7	6.00	2.89	21	6.90	1.61	8	7.88	1.25
Staff accessibility	23	6.87	1.74	6	5.83	2.14	10	5.60	1.26	7	5.29	1.38	6	6.67	1.37	8	5.88	2.47	16	6.13	1.93	6	7.50	1.64
Straightforwardness and honesty	22	7.59	1.94	6	8.00	1.26	11	6.82	1.78	5	6.40	2.97	6	8.00	1.41	8	7.75	2.05	20	7.65	1.76	8	8.38	1.51
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	20	6.45	1.82	6	7.33	1.63	11	6.09	1.87	6	4.83	2.14	5	7.40	0.89	7	5.71	1.80	18	6.89	1.64	9	7.22	1.72
Collaboration with the Government	23	7.09	1.65	6	7.33	1.86	11	6.64	1.69	4	5.75	2.22	5	7.40	1.34	6	5.83	2.14	19	7.79	1.08	8	8.00	1.31
Collaboration with other donors	18	6.50	1.42	6	7.00	1.26	11	6.09	1.81	4	5.75	2.50	5	7.80	1.48	6	6.50	2.07	12	6.50	1.38	7	6.71	1.70
Follow through over time	22	6.68	1.78	6	6.83	1.83	11	5.82	1.83	6	5.33	2.25	5	7.40	0.89	8	5.88	2.30	15	6.67	1.54	8	6.88	1.55

**Significantly different between stakeholder groups*

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	**Employee of a Ministry**	**PMU/Consultant on WB-supported Project**	**Private Sector/ Financial Sector/ Private Bank**	**CSO**	**Media**	**Independent Government Institution**	**Academia/ Research Institute/ Think Tank**	**Other**
The World Bank works too slowly	4.0%	14.3%	25.0%	0.0%	14.3%	12.5%	4.2%	22.2%
The Government works inefficiently	0.0%	0.0%	8.3%	14.3%	28.6%	25.0%	33.3%	22.2%
There is not an adequate level of citizen/civil society participation	40.0%	71.4%	16.7%	71.4%	42.9%	25.0%	20.8%	33.3%
The World Bank does not do adequate follow through/ follow-up	20.0%	28.6%	41.7%	0.0%	14.3%	12.5%	20.8%	33.3%
Lack of/inadequate levels of capacity in Government	28.0%	14.3%	16.7%	14.3%	0.0%	12.5%	33.3%	0.0%
Political pressures and obstacles	28.0%	28.6%	33.3%	14.3%	14.3%	37.5%	25.0%	33.3%
Reforms are not well thought out in light of country challenges	12.0%	14.3%	16.7%	14.3%	42.9%	12.5%	29.2%	22.2%
The World Bank is not sensitive enough to political/social realities on the ground	28.0%	28.6%	25.0%	42.9%	28.6%	37.5%	29.2%	33.3%
Other	8.0%	0.0%	8.3%	0.0%	0.0%	0.0%	4.2%	0.0%

C. World Bank's Effectiveness and Results

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?	24	6.54	1.67	6	6.67	1.37	11	5.82	1.33	7	6.14	1.95	5	6.20	0.45	6	5.83	2.14	22	6.27	1.64	9	7.22	1.56

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

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale? *(1-Strongly disagree, 10-Strongly agree)*

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
The World Bank's financial instruments meet the needs of Thailand	17	6.00	2.06	6	6.67	2.07	11	5.09	1.14	6	6.50	2.35	6	5.17	2.14	4	5.75	2.99	17	5.53	1.59	10	7.10	1.91
The World Bank meets Thailand's needs for knowledge services	23	6.87	1.98	7	6.71	2.21	11	5.55	1.51	7	6.14	1.57	6	8.17	1.72	6	6.17	2.79	23	6.57	1.85	10	7.20	1.81

D. The World Bank's Knowledge Work and Activities

How frequently do you consult World Bank knowledge work and activities in the work you do?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	28.6%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Bi-weekly	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%
Monthly	4.3%	14.3%	0.0%	14.3%	28.6%	0.0%	0.0%	10.0%
A few times a year	43.5%	42.9%	16.7%	0.0%	57.1%	37.5%	40.0%	30.0%
Rarely	47.8%	14.3%	50.0%	42.9%	14.3%	62.5%	36.0%	20.0%
Never	4.3%	0.0%	25.0%	42.9%	0.0%	0.0%	24.0%	20.0%

**Significantly different between stakeholder groups*

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

When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Public sector governance/reform	26.1%	14.3%	33.3%	42.9%	42.9%	62.5%	48.0%	50.0%
Gender	0.0%	0.0%	8.3%	14.3%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	8.7%	14.3%	0.0%	0.0%	14.3%	0.0%	0.0%	10.0%
Food security	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	10.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Economic growth	17.4%	14.3%	16.7%	14.3%	14.3%	0.0%	0.0%	0.0%
Energy policy	13.0%	14.3%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster management	8.7%	0.0%	8.3%	14.3%	0.0%	0.0%	4.0%	0.0%
Social protection	17.4%	0.0%	0.0%	14.3%	0.0%	25.0%	8.0%	20.0%
Climate change	13.0%	42.9%	16.7%	0.0%	0.0%	12.5%	4.0%	10.0%
Poverty reduction and inequity	26.1%	28.6%	33.3%	28.6%	42.9%	12.5%	36.0%	30.0%
Anti-corruption	4.3%	28.6%	16.7%	14.3%	28.6%	0.0%	28.0%	0.0%
Financial stability and access to finance*	13.0%	28.6%	8.3%	42.9%	0.0%	25.0%	0.0%	10.0%
Conflict resolution	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Equality of opportunity	8.7%	0.0%	0.0%	0.0%	14.3%	0.0%	4.0%	0.0%
Urban development	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	8.0%	10.0%
Increasing access to and quality of education including higher education	21.7%	14.3%	50.0%	0.0%	42.9%	37.5%	20.0%	20.0%
Focusing on regional disparities (within Thailand)	4.3%	0.0%	8.3%	0.0%	0.0%	0.0%	16.0%	10.0%
Global/regional integration	4.3%	14.3%	0.0%	0.0%	0.0%	12.5%	8.0%	30.0%
Information and communications technology	13.0%	0.0%	0.0%	14.3%	0.0%	12.5%	8.0%	20.0%
Transport	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Political stability	0.0%	14.3%	8.3%	0.0%	0.0%	0.0%	4.0%	0.0%
Agricultural development	4.3%	0.0%	16.7%	14.3%	0.0%	25.0%	24.0%	10.0%
Natural resource management	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Macroeconomic stability	4.3%	14.3%	8.3%	14.3%	14.3%	12.5%	0.0%	0.0%
Job creation/employment	4.3%	14.3%	16.7%	14.3%	14.3%	0.0%	8.0%	10.0%
Increasing access to better health services	4.3%	0.0%	8.3%	14.3%	14.3%	0.0%	4.0%	0.0%
Rural development	17.4%	14.3%	0.0%	0.0%	14.3%	12.5%	8.0%	20.0%
Environmental sustainability	13.0%	14.3%	0.0%	28.6%	14.3%	12.5%	8.0%	10.0%
Community development	0.0%	14.3%	8.3%	0.0%	0.0%	0.0%	8.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Infrastructure	4.3%	0.0%	16.7%	0.0%	0.0%	12.5%	20.0%	0.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

In Thailand, how effective do you believe the World Bank's knowledge work and activities are: *(1-Not effective at all, 10-Very effective)*

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Enhancing your knowledge and/or skills	20	6.85	1.76	7	7.43	2.70	12	5.50	1.45	6	5.83	0.98	6	7.67	2.07	6	6.33	2.50	20	6.65	1.46	10	7.20	2.10
Contributing to good policy making	19	6.63	2.01	7	6.43	2.30	12	6.17	1.80	6	5.67	1.37	5	5.40	2.51	6	5.83	2.32	20	6.40	1.57	10	7.40	2.12
Providing support for program implementation	20	6.25	1.92	7	7.00	2.71	12	5.67	1.30	6	5.83	2.14	4	6.25	0.50	5	6.60	1.52	18	6.44	1.58	10	7.30	2.00

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

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Are timely	18	6.17	2.26	7	6.29	2.21	11	5.45	1.13	6	5.00	1.79	5	5.80	1.30	5	5.80	1.30	22	6.23	1.57	9	7.22	1.39
Include appropriate level of stakeholder involvement during preparation	18	6.39	1.82	6	6.00	1.41	11	5.45	1.44	5	5.00	2.12	5	6.00	1.22	5	5.60	1.95	19	6.11	2.00	9	7.11	1.76
Are relevant to Thailand's development priorities	18	6.61	1.85	6	6.50	1.97	10	5.50	1.18	6	5.00	2.00	6	7.00	1.67	5	5.60	2.30	21	6.10	1.64	10	7.40	1.84
Provide feasible recommendations	20	6.65	1.90	7	7.00	2.31	12	5.75	1.14	6	5.67	2.07	6	6.33	1.97	6	6.00	2.76	21	6.43	1.33	10	7.50	1.51
Are accessible (well written and easy to understand)	19	6.89	2.00	7	6.57	2.70	12	5.17	1.11	6	5.83	2.04	6	7.00	1.67	6	6.17	2.71	19	6.89	1.56	10	7.20	2.15
Are source of relevant information on global good practices	19	7.11	2.05	7	6.86	2.12	12	6.08	1.08	6	6.33	2.07	6	7.50	1.38	6	7.50	1.64	22	7.14	2.25	10	7.90	1.60
Are useful in terms of the work you do	20	6.75	2.17	7	7.29	2.21	11	5.55	1.86	7	5.29	1.80	6	8.17	1.60	6	6.17	2.32	22	7.14	1.81	10	7.40	2.41
Are adequately disseminated	20	6.40	2.04	7	6.57	2.64	11	4.64	1.75	7	5.29	2.06	5	6.00	1.58	6	6.33	2.73	22	6.05	2.57	10	7.10	2.02
Are appropriately translated	17	6.18	2.24	6	6.67	2.66	10	6.20	1.23	6	4.50	1.87	6	7.17	1.60	5	7.60	2.07	16	6.56	2.13	9	6.56	2.01
Are adaptable to Thailand's specific development challenges and country circumstances	20	6.30	2.34	7	7.00	2.00	11	5.27	1.10	6	5.17	1.60	6	6.67	1.86	6	6.33	2.25	18	6.50	1.82	10	7.30	1.77

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?	22	6.59	2.02	7	7.14	1.68	11	6.00	1.26	7	6.71	1.38	5	7.00	0.71	6	6.83	2.40	22	6.64	1.43	8	7.12	1.96
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?	20	7.05	1.67	7	7.43	0.79	11	6.09	1.30	5	6.60	1.52	4	6.00	1.41	6	7.50	2.74	23	6.61	1.73	9	7.67	1.66

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

E. Working with the World Bank

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

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
The World Bank disburses funds promptly	14	7.43	1.83	4	8.00	1.41	5	5.80	0.84	2	6.50	2.12	1	5.00	-	1	7.00	-	6	7.83	1.17	5	7.00	3.39
The World Bank effectively monitors and evaluates the projects and programs it supports	16	7.69	1.82	5	7.60	1.67	8	6.13	1.64	4	6.75	1.71	1	9.00	-	3	6.00	3.61	8	8.00	1.41	8	7.38	2.07
The World Bank's approvals and reviews are done in a timely fashion	16	6.75	1.98	4	7.75	1.71	8	5.50	1.20	3	6.33	1.53	1	9.00	-	2	7.00	1.41	7	7.86	1.46	7	6.29	2.81
The World Bank's "Safeguard Policy" requirements are reasonable	18	7.22	1.44	5	6.80	2.59	10	6.00	1.05	4	5.75	1.50	3	6.00	1.00	1	7.00	-	7	7.57	1.40	6	6.83	2.56
The Bank's procurement requirements are reasonable	15	6.73	2.25	3	8.33	0.58	5	6.00	0.71	4	5.75	1.50	1	9.00	-	1	7.00	-	7	7.57	1.40	6	7.33	2.80
The World Bank imposes reasonable conditions on its lending	13	7.38	1.89	4	7.50	1.73	7	5.29	1.38	4	6.25	2.06	2	8.00	1.41	1	5.00	-	6	7.50	1.97	8	6.75	1.98
Working with the World Bank increases Thailand's institutional capacity	19	7.32	1.77	5	8.00	2.00	11	6.64	0.92	5	6.60	1.82	3	8.33	0.58	4	6.50	1.91	14	7.43	1.45	10	7.30	2.16
The World Bank ensures consistency and continuity through staff changes*	17	7.59	1.50	4	8.25	0.96	10	6.20	1.14	4	6.50	2.38	2	8.00	1.41	2	4.00	2.83	10	7.60	1.58	9	7.22	2.05
The World Bank's teams and visits are well coordinated	18	7.28	1.84	3	9.33	0.58	8	6.50	1.60	3	6.33	1.53	1	7.00	-	3	6.00	2.65	7	8.14	1.95	6	7.83	1.60
Where country systems are adequate, the World Bank makes appropriate use of them	15	6.87	1.68	3	8.67	0.58	7	6.29	2.06	3	6.00	1.73	1	9.00	-	1	6.00	-	5	7.80	1.64	4	8.25	2.36
The World Bank provides effective implementation support	19	7.53	1.81	3	9.00	0.00	10	6.50	1.96	4	6.50	2.38	3	7.67	1.15	4	6.25	2.36	8	7.88	1.36	9	7.89	1.62

**Significantly different between stakeholder groups*

F. The Future Role of the World Bank in Thailand

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?	22	7.27	1.75	6	7.83	1.47	12	7.83	1.34	7	6.14	1.68	5	7.40	1.14	7	6.14	2.48	23	6.91	1.59	9	7.78	1.79

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

F. The Future Role of the World Bank in Thailand (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Improve the quality of its experts as related to Thailand's specific challenges	36.4%	14.3%	25.0%	28.6%	33.3%	37.5%	28.0%	70.0%
Reduce the complexity of obtaining World Bank financing	22.7%	57.1%	25.0%	28.6%	0.0%	12.5%	16.0%	0.0%
Focus primarily on advocacy issues	36.4%	42.9%	33.3%	14.3%	16.7%	37.5%	24.0%	10.0%
Improve the competitiveness of its financing compared to markets	4.5%	0.0%	16.7%	0.0%	16.7%	0.0%	12.0%	30.0%
Reach out more to groups outside of government	9.1%	14.3%	16.7%	42.9%	16.7%	25.0%	40.0%	10.0%
Ensure greater selectivity in its work	13.6%	14.3%	8.3%	0.0%	0.0%	0.0%	0.0%	10.0%
Provide more adequate data/knowledge/statistics/figures on Thailand's economy*	18.2%	14.3%	41.7%	57.1%	83.3%	12.5%	32.0%	40.0%
Offer more innovative financial products	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	10.0%
Offer more innovative knowledge services	31.8%	42.9%	16.7%	28.6%	33.3%	37.5%	32.0%	10.0%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Work faster	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local newspapers	40.9%	14.3%	66.7%	71.4%	14.3%	50.0%	36.0%	55.6%
International newspapers	4.5%	28.6%	25.0%	14.3%	42.9%	12.5%	24.0%	55.6%
Local radio	4.5%	14.3%	8.3%	28.6%	0.0%	0.0%	8.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Local television	31.8%	57.1%	16.7%	57.1%	14.3%	12.5%	36.0%	11.1%
International television	9.1%	28.6%	25.0%	0.0%	0.0%	0.0%	8.0%	22.2%
Periodicals	13.6%	0.0%	8.3%	0.0%	14.3%	0.0%	16.0%	11.1%
Internet	90.9%	100.0%	75.0%	57.1%	85.7%	100.0%	76.0%	88.9%
Social media (Facebook, Twitter, YouTube)	40.9%	42.9%	41.7%	0.0%	42.9%	37.5%	28.0%	11.1%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Mobile phones	0.0%	0.0%	8.3%	14.3%	0.0%	12.5%	12.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Tablets and e-Reader	13.6%	0.0%	8.3%	14.3%	14.3%	25.0%	16.0%	0.0%
Other	4.5%	0.0%	16.7%	14.3%	14.3%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank website	63.6%	71.4%	75.0%	42.9%	57.1%	87.5%	52.0%	75.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)*	13.6%	14.3%	25.0%	14.3%	71.4%	12.5%	16.0%	0.0%
e-newsletters	27.3%	42.9%	41.7%	28.6%	42.9%	37.5%	32.0%	75.0%
World Bank seminars/workshops/conferences	54.5%	42.9%	41.7%	14.3%	57.1%	25.0%	64.0%	62.5%
World Bank publications and other written materials	27.3%	28.6%	66.7%	71.4%	14.3%	37.5%	32.0%	12.5%
Mobile phones	4.5%	14.3%	0.0%	14.3%	0.0%	0.0%	16.0%	12.5%
Social media (Facebook, Twitter, Youtube)	31.8%	28.6%	33.3%	28.6%	28.6%	25.0%	32.0%	50.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Tablets and e-Reader	13.6%	0.0%	16.7%	0.0%	0.0%	0.0%	12.0%	0.0%
Other	4.5%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

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	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	57.1%	25.0%	33.3%	42.9%	50.0%	44.0%	60.0%
No	50.0%	42.9%	75.0%	66.7%	57.1%	50.0%	56.0%	40.0%

Do you use/have you used the World Bank website?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	71.4%	66.7%	42.9%	85.7%	62.5%	60.0%	60.0%
No	50.0%	28.6%	33.3%	57.1%	14.3%	37.5%	40.0%	40.0%

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	23.8%	28.6%	9.1%	14.3%	28.6%	37.5%	16.0%	20.0%
No	76.2%	71.4%	90.9%	85.7%	71.4%	62.5%	84.0%	80.0%

Were you able to identify a point of contact at the World Bank?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

Were you able to obtain the requested information?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%

Was the information useful?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%

How often do you access World Bank information online?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Daily	0.0%	16.7%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%
Weekly	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	4.5%	0.0%	8.3%	14.3%	42.9%	0.0%	0.0%	20.0%
A few times a year	50.0%	33.3%	33.3%	28.6%	28.6%	50.0%	56.0%	40.0%
Rarely/Never	45.5%	33.3%	58.3%	57.1%	14.3%	50.0%	44.0%	40.0%

**Significantly different between stakeholder groups*

Please rate how much you agree with the following statements, on a ten point scale. *(1-Strongly disagree, 10-Strongly agree)*

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
I use/consult World Bank data more currently than I did a few years ago	20	4.80	2.50	7	6.57	2.23	11	4.27	2.57	5	4.00	2.24	6	5.50	2.51	6	5.50	2.81	19	3.89	2.60	8	5.13	3.52
When I need information from the World Bank I know how to find it	20	6.20	2.17	7	6.71	1.80	10	4.60	1.96	5	5.20	3.35	6	5.33	3.50	6	6.50	3.45	19	4.84	3.06	9	5.00	3.39
The World Bank is responsive to my information requests and inquiries	18	6.50	2.50	6	6.83	1.94	7	5.29	2.06	5	4.80	2.77	5	6.80	3.35	5	6.00	2.74	7	4.71	3.35	8	5.00	3.46

Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank E-newsletter	18.2%	20.0%	20.0%	33.3%	33.3%	33.3%	20.0%	0.0%
World Bank Blogs	0.0%	40.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%
World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)	54.5%	40.0%	80.0%	100.0%	66.7%	0.0%	33.3%	33.3%
Other	45.5%	40.0%	20.0%	33.3%	16.7%	66.7%	46.7%	66.7%

G. Communication and Information Sharing (continued)

	Employee of a Ministry			PMU/Consultant on WB-supported Project			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			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
How valuable do you consider the information you receive from the World Bank's social media channels?	12	6.92	1.24	5	8.80	1.10	8	6.50	1.85	5	6.80	1.30	5	6.60	2.30	2	5.50	3.54	9	7.67	0.87	7	8.14	1.77

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

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?*

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	74.1%	62.5%	33.3%	33.3%	88.9%	50.0%	24.0%	25.0%
No	25.9%	37.5%	66.7%	66.7%	11.1%	50.0%	76.0%	75.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/Consultant on WB-supported Project	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	15.4%	12.5%	41.7%	66.7%	0.0%	25.0%	8.3%	22.2%
Use World Bank reports/data*	26.9%	37.5%	50.0%	33.3%	88.9%	75.0%	50.0%	55.6%
Engage in World Bank related/sponsored events/activities	57.7%	62.5%	25.0%	33.3%	22.2%	0.0%	37.5%	33.3%
Collaborate on knowledge products	30.8%	0.0%	16.7%	0.0%	0.0%	37.5%	25.0%	44.4%
Use World Bank website for information, data, research, etc.	26.9%	12.5%	33.3%	16.7%	44.4%	50.0%	50.0%	11.1%
Implementing World Bank projects and trust funds	7.7%	25.0%	8.3%	0.0%	0.0%	0.0%	0.0%	11.1%

**Significantly different between stakeholder groups*

Appendix C: Responses to Indicator Questions by Geographic Location[17]

- **Bangkok and vicinity N=93**
- **Other N=13**

B. Overall Attitudes toward the World Bank

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?*	83	6.82	1.86	12	5.08	1.56

*(1-Not effective at all, 10-Very effective) *Significantly different between geographic locations*

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Thailand	82	6.01	1.82	11	4.91	1.38
The World Bank's work is aligned with what I consider the development priorities for Thailand	82	6.16	1.86	9	5.67	1.22
The World Bank treats clients and stakeholders in Thailand with respect	78	7.14	1.98	8	6.50	1.77

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness	77	5.94	1.98	9	5.00	0.71
Flexibility (in terms of the World Bank's products and services)	76	5.78	1.85	11	5.00	1.41
Flexibility (in terms of changing country circumstances)	76	5.89	1.75	11	5.18	1.47
Openness (sharing data and other information)	79	6.61	1.88	10	6.20	1.32
Staff accessibility	73	6.40	1.81	9	5.33	1.58
Straightforwardness and honesty	76	7.64	1.79	9	6.89	2.15
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	73	6.51	1.83	8	6.88	1.81
Collaboration with the Government	73	7.21	1.63	9	6.78	1.79
Collaboration with other donors	62	6.63	1.64	7	6.00	1.53

[17] 106 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

C. World Bank's Effectiveness and Results

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?	78	6.49	1.54	13	5.77	1.83

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

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?
(1-Strongly disagree, 10-Strongly agree)

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Thailand	66	5.97	1.98	10	5.60	1.84
The World Bank meets Thailand's needs for knowledge services	81	6.73	1.96	11	5.91	1.76

D. The World Bank's Knowledge Work and Activities

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Thailand's specific development challenges and country circumstances	74	6.34	1.99	8	5.75	1.39

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?	76	6.72	1.66	12	6.25	1.54
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?	73	6.95	1.72	12	6.33	1.30

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

E. Working with the World Bank

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

	Bangkok and vicinity			Other		
	N	Mean	SD	N	Mean	SD
Where country systems are adequate, the World Bank makes appropriate use of them	37	7.24	1.82	3	6.00	1.73

Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank[18]

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WB vs. those respondents who do not collaborate with the WB and covers the following selected questions from the FY16 Thailand COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand?"

- **Collaborating with the WB N=52**
- **Not collaborating with the WB N=52**

B. Overall Attitudes toward the World Bank

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Thailand, on a ten point scale?*	51	7.24	1.78	52	5.60	1.95

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

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?*	49	7.24	1.59	45	5.87	1.98

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

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale?*	49	7.27	1.54	44	6.48	1.65

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

[18] Only 104 respondents provided information about their level of collaboration with the World Bank (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses combined)	Collaborating with the WB	Not collaborating with the WB
Social protection	11.5%	16.3%
Public sector governance/reform	32.7%	22.4%
Macroeconomic stability	13.5%	20.4%
Transport	3.8%	4.1%
Poverty reduction and inequity	40.4%	36.7%
Global/regional integration	1.9%	2.0%
Gender	0.0%	6.1%
Domestic private sector development*	7.7%	0.0%
Rural development	9.6%	10.2%
Focusing on regional disparities (within Thailand)	1.9%	6.1%
Water and sanitation	5.8%	0.0%
Energy policy	1.9%	0.0%
Job creation/employment	9.6%	4.1%
Financial stability and access to finance	11.5%	14.3%
Conflict resolution	3.8%	4.1%
Urban development	3.8%	6.1%
Environmental sustainability*	15.4%	2.0%
Political stability	3.8%	2.0%
Equality of opportunity	13.5%	14.3%
Increasing access to better health services	7.7%	10.2%
Increasing access to and quality of education including higher education	28.8%	34.7%
Food security	5.8%	2.0%
Climate change	7.7%	6.1%
Agricultural development	11.5%	10.2%
Economic growth	5.8%	14.3%
Regulatory framework	1.9%	2.0%
HIV/AIDS and other communicable/non-communicable diseases	0.0%	0.0%
Infrastructure	9.6%	18.4%
Natural resource management	1.9%	2.0%
Anti-corruption	5.8%	8.2%
Information and communications technology	0.0%	4.1%
Disaster management	3.8%	4.1%
Community development	7.7%	2.0%

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?	48	7.31	1.32	49	7.18	1.94

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

B. Overall Attitudes toward the World Bank (continued)

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

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Thailand*	49	6.55	1.68	42	5.10	1.65
The World Bank's work is aligned with what I consider the development priorities for Thailand*	50	6.72	1.73	39	5.41	1.70
The World Bank supports programs and strategies that are realistic for Thailand*	49	6.67	1.84	39	5.33	1.80
The World Bank treats clients and stakeholders in Thailand with respect*	49	7.39	2.16	37	6.46	1.92

**Significantly different between collaborators and non-collaborators*

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

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Responsiveness*	46	6.54	1.91	40	5.03	1.56
Flexibility (in terms of the World Bank's products and services)*	45	6.38	1.83	41	4.95	1.55
Flexibility (in terms of changing country circumstances)*	45	6.36	1.73	41	5.22	1.54
Openness (sharing data and other information)*	46	6.93	1.74	41	6.15	1.92
Staff accessibility*	45	7.02	1.62	36	5.44	1.68
Straightforwardness and honesty*	45	8.11	1.61	40	7.00	1.95
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	42	7.05	1.55	39	6.00	1.96
Collaboration with the Government*	42	7.57	1.38	40	6.73	1.80
Collaboration with other donors*	35	7.26	1.42	34	5.88	1.57
Follow through over time*	43	7.05	1.63	38	5.82	1.78

**Significantly different between collaborators and non-collaborators*

C. World Bank's Effectiveness and Results

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?*	43	7.00	1.25	45	5.89	1.63

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

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?
(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Thailand*	35	6.43	2.02	40	5.50	1.84
The World Bank meets Thailand's needs for knowledge services*	46	7.24	1.75	44	6.05	2.02

**Significantly different between collaborators and non-collaborators*

D. The World Bank's Knowledge Work and Activities

In Thailand, how effective do you believe the World Bank's knowledge work and activities are:
(1-Not effective at all, 10-Very effective)

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills*	43	7.51	1.45	41	5.78	1.90
Contributing to good policy making*	41	7.02	1.64	41	5.80	2.02
Providing support for program implementation*	40	7.13	1.52	39	5.77	1.77

**Significantly different between collaborators and non-collaborators*

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

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Are timely*	38	6.61	1.72	41	5.56	1.66
Include appropriate level of stakeholder involvement during preparation*	39	6.56	1.55	38	5.55	1.90
Are relevant to Thailand's development priorities*	39	7.08	1.35	39	5.44	1.80
Provide feasible recommendations*	42	7.00	1.61	42	5.90	1.85
Are accessible (well written and easy to understand)*	42	7.14	1.80	39	5.85	1.98
Are source of relevant information on global good practices*	41	7.51	1.75	43	6.51	1.98
Are useful in terms of the work you do*	42	7.45	1.78	43	6.05	2.24
Are adequately disseminated*	41	6.88	1.82	43	5.26	2.36
Are appropriately translated	38	6.71	2.05	34	6.06	2.06
Are adaptable to Thailand's specific development challenges and country circumstances*	42	6.95	1.86	38	5.58	1.83

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?*	43	7.19	1.48	43	6.14	1.68
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?*	41	7.46	1.43	43	6.33	1.76

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

E. Working with the World Bank

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

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	26	7.58	1.50	12	6.17	2.25
The World Bank effectively monitors and evaluates the projects and programs it supports*	30	8.00	1.49	23	6.43	2.04
The World Bank's approvals and reviews are done in a timely fashion*	30	7.23	1.76	18	5.94	2.01
The World Bank's "Safeguard Policy" requirements are reasonable*	33	7.24	1.52	21	6.14	1.74
The Bank's procurement requirements are reasonable	25	7.28	1.93	16	6.44	2.00
The World Bank imposes reasonable conditions on its lending*	23	7.74	1.63	21	5.86	1.74
Working with the World Bank increases Thailand's institutional capacity*	38	7.79	1.45	30	6.63	1.65
The World Bank ensures consistency and continuity through staff changes*	33	7.82	1.33	24	6.25	1.94
The World Bank's teams and visits are well coordinated*	32	7.88	1.52	17	6.35	2.06
Where country systems are adequate, the World Bank makes appropriate use of them*	24	7.75	1.67	15	6.13	1.68
The World Bank provides effective implementation support*	36	7.97	1.59	23	6.43	1.78

**Significantly different between collaborators and non-collaborators*

F. The Future Role of the World Bank in Thailand

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?*	43	7.93	1.35	46	6.54	1.75

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

G. Communication and Information Sharing

Please rate how much you agree with the following statements, on a ten point scale. *(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago*	42	5.93	2.37	37	3.49	2.40
When I need information from the World Bank I know how to find it*	42	6.71	2.30	37	4.11	2.66
The World Bank is responsive to my information requests and inquiries*	37	7.16	2.13	22	3.77	2.51

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WB			Not collaborating with the WB		
	N	Mean	SD	N	Mean	SD
How valuable do you consider the information you receive from the World Bank's social media channels?*	30	7.57	1.57	20	6.55	1.73

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

Appendix E: Responses to Selected Questions by Year[19]

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 104 • FY 2016 Number of comparable respondents = 95

By weighting, the FY 2013 and FY 2016 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2013
Office of the Prime Minister	2.1%	2.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	28.4%	28.4%
Consultant/Contractor working on WB supported project/program	5.3%	5.3%
PMU overseeing implementation of project	3.2%	3.2%
Multilateral Agency	1.1%	1.1%
Private Sector Organization	9.5%	9.5%
Financial Sector/Private Bank	3.2%	3.2%
Civil Society Organization	2.1%	2.1%
Media	9.5%	9.5%
Independent Government Institution	8.4%	8.4%
Academia/Research Institute/Think Tank	27.4%	27.4%

B. Overall Attitudes toward the World Bank

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Thailand, on a ten point scale?	94	6.40	2.03	101	6.72	1.95

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?	84	6.52	1.87	98	6.71	1.75

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Thailand solve its most complicated development challenges, on a ten point scale?	83	6.87	1.59	96	6.63	2.00

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods", on a ten point scale?*	89	7.19	1.63	101	8.06	1.80

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013*

[19] Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

B. Overall Attitudes toward the World Bank (continued)

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Thailand	82	5.78	1.78	98	5.90	1.91
The World Bank's work is aligned with what I consider the development priorities for Thailand	80	6.05	1.78	99	5.87	1.79
The World Bank supports programs and strategies that are realistic for Thailand	79	5.92	1.85	97	5.92	1.56
The World Bank treats clients and stakeholders in Thailand with respect	76	6.89	2.09	96	7.07	1.98

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness	76	5.76	1.88	93	5.98	1.76
Flexibility (in terms of the World Bank's products and services)	77	5.60	1.77	93	5.79	1.62
Flexibility (in terms of changing country circumstances)	77	5.69	1.67	90	5.86	1.74
Openness (sharing data and other information)	78	6.51	1.84	98	6.68	1.49
Staff accessibility	72	6.29	1.81	96	6.42	1.91
Straightforwardness and honesty	75	7.55	1.77	91	7.00	1.88
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	71	6.54	1.74	84	5.97	2.06
Collaboration with the Government	72	7.17	1.60	96	7.36	1.37
Collaboration with other donors	59	6.56	1.56	63	6.48	1.65
Follow through over time	71	6.45	1.77	89	6.22	2.00

C. World Bank's Effectiveness and Results

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?	79	6.28	1.52	99	6.27	1.54

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Thailand	66	5.68	1.83	87	6.23	1.84
The World Bank meets Thailand's needs for knowledge services	81	6.59	1.97	98	6.67	1.70

D. The World Bank's Knowledge Work and Activities

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

Percentage of Respondents	FY 2016	FY 2013
Weekly	3.4%	1.0%
Bi-weekly	0.0%	9.7%
Monthly	5.7%	14.6%
A few times a year	37.9%	59.2%
Rarely	41.4%	7.8%
Never	11.5%	7.8%

**Significantly different between FY2016 and FY2013*

In Thailand, how effective do you believe the World Bank's knowledge work and activities are:
(1-Not effective at all, 10-Very effective)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	75	6.64	1.84	99	6.66	1.70
Contributing to good policy making	73	6.30	1.88	94	6.50	1.58
Providing support for program implementation	70	6.30	1.71	94	6.38	1.89

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely*	72	6.03	1.72	96	6.61	1.48
Include appropriate level of stakeholder involvement during preparation	68	6.00	1.72	89	6.15	1.75
Are relevant to Thailand's development priorities	70	6.20	1.71	93	6.29	1.54
Provide feasible recommendations	76	6.37	1.73	96	6.38	1.51
Are accessible (well written and easy to understand)	73	6.51	1.89	97	6.91	1.30
Are source of relevant information on global good practices	76	6.97	1.87	92	7.14	1.39
Are useful in terms of the work you do	77	6.77	2.02	97	6.90	1.50
Are adequately disseminated	76	6.00	2.27	96	6.43	1.56
Are appropriately translated	64	6.45	2.02	92	6.46	1.53
Are adaptable to Thailand's specific development challenges and country circumstances	72	6.29	1.91	93	6.37	1.57

**Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?	78	6.60	1.62	98	6.55	1.63
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?*	75	6.76	1.66	100	7.31	1.23

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)
**Significantly different between FY2016 and FY2013*

E. Working with the World Bank

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	33	7.00	1.85	58	6.90	2.35
The World Bank effectively monitors and evaluates the projects and programs it supports	44	7.23	1.92	79	6.71	1.99
The World Bank's approvals and reviews are done in a timely fashion	41	6.68	1.93	75	6.75	1.80
The World Bank's "Safeguard Policy" requirements are reasonable	47	6.68	1.66	62	6.57	1.84
The Bank's procurement requirements are reasonable	35	6.77	1.96	65	6.25	1.97
The World Bank imposes reasonable conditions on its lending	36	6.72	1.97	58	6.68	1.57
Working with the World Bank increases Thailand's institutional capacity	60	7.18	1.58	82	7.00	1.79
The World Bank ensures consistency and continuity through staff changes	49	7.04	1.76	63	6.41	2.03
The World Bank's teams and visits are well coordinated	43	7.26	1.88	76	7.47	1.48
Where country systems are adequate, the World Bank makes appropriate use of them	34	6.97	1.78	61	7.14	1.30
The World Bank provides effective implementation support	51	7.25	1.82	77	6.86	1.75

F. The Future Role of the World Bank

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?	80	7.13	1.72	101	7.44	2.00

(1-Not a significant role at all, 10-A very significant role)

G. Communication and Information Sharing

Are you aware of the World Bank's Access to Information Policies under which the WB discloses any information in its possession that is not a list of exceptions?*

Percentage of Respondents	FY 2016	FY 2013
Yes	44.7%	17.9%
No	55.3%	82.1%

**Significantly different between FY2016 and FY2013*

Do you use/have you used the World Bank website?*

Percentage of Respondents	FY 2016	FY 2013
Yes	61.6%	83.3%
No	38.4%	16.7%

**Significantly different between FY2016 and FY2013*

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

Percentage of Respondents	FY 2016	FY 2013
Yes	22.6%	23.0%
No	77.4%	77.0%

G. Communication and Information Sharing (continued)

Were you able to identify a point of contact at the World Bank?*

Percentage of Respondents	FY 2016	FY 2013
Yes	100.0%	69.4%
No	0.0%	30.6%

**Significantly different between FY2016 and FY2013*

Were you able to obtain the requested information?

Percentage of Respondents	FY 2016	FY 2013
Yes	94.7%	91.8%
No	5.3%	8.2%

Was the information useful?

Percentage of Respondents	FY 2016	FY 2013
Yes	94.7%	89.8%
No	5.3%	10.2%

How often do you access World Bank information online?*

Percentage of Respondents	FY 2016	FY 2013
Daily	2.4%	0.0%
Weekly	1.2%	8.7%
Monthly	7.1%	24.3%
A few times a year	47.1%	47.6%
Rarely/Never	42.4%	19.4%

**Significantly different between FY2016 and FY2013*

Please rate how much you agree with the following statements. *(1-Strongly disagree, 10-Strongly agree)*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	74	4.74	2.54	96	5.12	2.46
When I need information from the World Bank I know how to find it*	73	5.49	2.65	95	6.74	2.07
The World Bank is responsive to my information requests and inquiries	52	5.98	2.59	65	6.68	1.54

**Significantly different between FY2016 and FY2013*

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How valuable do you consider the information you receive from the World Bank's social media channels?	45	7.04	1.64	49	7.38	1.66

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

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Thailand? (Choose no more than TWO)											
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website		Implement WB projects	
	Not collaborating with the WB	Collaborating with the WB	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?	5.87	7.24	6.79	5.69	6.65	6.55	6.20	7.15	6.59	6.64	6.83	6.13	6.52	7.57
Overall the World Bank currently plays a relevant role in development in Thailand	5.10	6.55	6.12	5.00	5.94	5.89	5.71	6.22	5.67	6.71	6.00	5.74	5.87	6.43
The World Bank's work is aligned with what I consider the development priorities for Thailand	5.41	6.72	6.49	4.81	6.07	6.32	5.98	6.51	6.03	6.75	6.25	6.09	6.15	6.71
The World Bank treats clients and stakeholders in Thailand with respect	6.46	7.39	7.14	6.38	7.17	6.80	6.60	7.62	6.86	7.43	7.35	6.31	6.91	8.00
Responsiveness	5.03	6.54	6.14	4.71	6.14	5.57	5.43	6.49	5.68	6.45	6.22	5.11	5.71	7.57
Flexibility (in terms of the World Bank's products and services)	4.95	6.38	5.99	4.65	5.83	5.60	5.43	6.14	5.57	6.19	5.97	5.21	5.59	7.14
Flexibility (in terms of changing country circumstances)	5.22	6.36	6.03	5.17	5.87	5.83	5.59	6.23	5.73	6.25	6.12	5.29	5.75	7.00
Openness (sharing data and other information)	6.15	6.93	6.87	5.41	6.59	6.58	6.53	6.66	6.45	7.00	6.59	6.57	6.54	7.00
Staff accessibility	5.44	7.02	6.50	5.57	6.45	6.21	6.00	6.84	6.26	6.61	6.60	5.86	6.29	6.86
Straightforwardness and honesty	7.00	8.11	7.71	7.19	7.59	7.64	7.32	8.03	7.58	7.70	7.84	7.14	7.56	8.14
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	6.00	7.05	6.77	5.60	6.88	6.21	6.10	7.21	6.60	6.43	6.72	6.25	6.42	8.00
Collaboration with the Government	6.73	7.57	7.32	6.63	7.36	6.97	6.73	7.88	7.18	7.20	7.28	7.00	7.15	7.57
Collaboration with other donors	5.88	7.26	6.80	5.86	6.76	6.42	6.39	6.93	6.56	6.75	6.78	6.26	6.49	7.57
To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?	5.89	7.00	6.57	5.94	6.69	6.13	6.00	7.09	6.28	6.91	6.73	5.78	6.34	7.57
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand	5.50	6.43	6.02	5.73	6.26	5.64	5.71	6.33	5.75	6.75	6.33	5.17	5.84	7.14
The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.05	7.24	6.89	5.69	6.70	6.65	6.46	7.00	6.62	6.86	6.69	6.65	6.58	7.86
The World Bank's knowledge work and activities are adaptable to Thailand's specific development challenges and country circumstances	5.58	6.95	6.66	4.79	6.33	6.33	6.12	6.64	6.15	6.90	6.24	6.54	6.32	6.50
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?	6.14	7.19	6.80	6.00	6.74	6.58	6.47	6.97	6.55	7.00	6.75	6.50	6.57	7.71
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?	6.33	7.46	7.10	5.87	6.89	6.87	6.54	7.44	6.77	7.18	6.96	6.71	6.81	7.71
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	6.13	7.75	7.32	5.80	7.30	6.75	6.39	7.76	7.17	7.00	7.50	5.89	6.85	8.67

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Thailand FY 2016 Questionnaire

World Bank Country Survey FY16 – Thailand

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Thailand or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Thailand, greater insight into how the Bank's work is perceived. This is one tool the World 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 Thailand. The World Bank commissioned an independent firm to oversee the logistics of this effort in Thailand. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES

A1. Listed below are a number of development priorities in Thailand.			
Please identify which of the following you consider the most important development priorities in Thailand? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	18	Poverty reduction and inequity
2	Transport (e.g., roads, bridges, transportation)	19	Energy policy
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20	Food security
4	Global/regional integration	21	Climate change (e.g., mitigation, adaptation)
5	Gender	22	Agricultural development
6	Domestic private sector development	23	Economic growth (trade and exports)
7	Focusing on regional disparities (within Thailand)	24	Regulatory framework
8	Water and sanitation	25	HIV/AIDS and other communicable/non-communicable diseases
9	Anti-corruption	26	Infrastructure
10	Job creation/employment	27	Natural resource management (e.g., oil, gas, mining)
11	Rural development	28	Disaster management
12	Financial stability and access to finance	29	Information and communications technology
13	Urban development	30	Macroeconomic stability
14	Environmental sustainability	31	Political stability
15	Equality of opportunity (i.e., equity)	32	Community development
16	Increasing access to better health services	33	Conflict resolution
17	Increasing access to and quality of education including higher education		

SECTION A: GENERAL ISSUES

A2. The World Bank Group has committed itself to twin goals: helping countries end extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Thailand? (Choose no more than THREE)

1	Climate change (e.g., mitigation, adaptation)	18	Environmental sustainability
2	Transport (e.g., roads, bridges, transportation)	19	Energy policy
3	Conflict resolution	20	Food security
4	Global/regional integration	21	Social protection (e.g., pensions, targeted social assistance)
5	Gender	22	Agricultural development
6	Domestic private sector development	23	Economic growth (trade and exports)
7	Focusing on regional disparities (within Thailand)	24	Regulatory framework
8	Water and sanitation	25	HIV/AIDS and other communicable/non-communicable diseases
9	Anti-corruption	26	Infrastructure
10	Job creation/employment	27	Natural resource management (e.g., oil, gas, mining)
11	Rural development	28	Disaster management
12	Financial stability and access to finance	29	Information and communications technology
13	Urban development	30	Macroeconomic stability
14	Poverty reduction and inequity	31	Political stability
15	Equality of opportunity (i.e., equity)	32	Community development
16	Increasing access to better health services	33	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
17	Increasing access to and quality of education including higher education		

SECTION A: GENERAL ISSUES

A3. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It seeks to help countries foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Thailand? **(Choose no more than TWO)**	
1	Consistent economic growth
2	More reliable social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify):_____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Thailand, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									**Extremely familiar**

B2. Overall, please rate your impression of the World Bank's effectiveness in Thailand, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									**Very effective**	Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Thailand solve its most complicated development challenges, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

B4. When thinking about how the World Bank can have the most impact on development results in Thailand, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Thailand? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	18	Political stability
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Equality of opportunity (i.e., equity)
3	Macroeconomic stability	20	Increasing access to better health services
4	Transport (e.g., roads, bridges, transportation)	21	Increasing access to and quality of education including higher education
5	Poverty reduction and inequity	22	Food security
6	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
7	Gender	24	Agricultural development
8	Domestic private sector development	25	Economic growth (trade and exports)
9	Rural development	26	Regulatory framework
10	Focusing on regional disparities (within Thailand)	27	HIV/AIDS and other communicable/non-communicable diseases
11	Water and sanitation	28	Infrastructure
12	Energy policy	29	Natural resource management (e.g., oil, gas, mining)
13	Job creation/employment	30	Anti corruption
14	Financial stability and access to finance	31	Information and communications technology
15	Conflict resolution	32	Disaster management
16	Urban development	33	Community development
17	Environmental sustainability		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Thailand?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	☐	☐
2	Financial resources: policy based lending / budget support to the Government	☐	☐
3	Mobilizing third party financial resources	☐	☐
4	Technical assistance	☐	☐
5	Policy advice	☐	☐
6	Donor coordination	☐	☐
7	Data and knowledge	☐	☐
8	Training/capacity building	☐	☐
9	Studies/analyses/reports	☐	☐
10	Convening/facilitating	☐	☐
11	Linkage to non-Bank expertise (i.e., Platform for discussion and knowledge sharing)	☐	☐
12	Other (please specify):_____	☐	☐

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Thailand? (Choose no more than TWO)

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	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in Thailand
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in addressing development priorities in Thailand? (Choose no more than TWO)	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, reports, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	Civil society organizations
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

		Strongly disagree									Strongly agree	Don't know
B10	Overall the World Bank currently plays a relevant role in development in Thailand	1	2	3	4	5	6	7	8	9	10	☐
B11	The World Bank's work is aligned with what I consider the development priorities for Thailand	1	2	3	4	5	6	7	8	9	10	☐
B12	The World Bank supports programs and strategies that are realistic for Thailand	1	2	3	4	5	6	7	8	9	10	☐
B13	The World Bank treats clients and stakeholders in Thailand with respect	1	2	3	4	5	6	7	8	9	10	☐

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

		To no degree at all									To a very significant degree	Don't know
B14	Responsiveness	1	2	3	4	5	6	7	8	9	10	☐
B15	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10	☐
B16	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐
B17	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
B18	Staff accessibility	1	2	3	4	5	6	7	8	9	10	☐
B19	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
B20	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	☐
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
B22	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	☐
B23	Follow through over time	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B24. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	The World Bank does not do adequate follow through/follow-up
5	Lack of/inadequate levels of capacity in Government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	The World Bank is not sensitive enough to political/social realities on the ground
9	Other (please specify): _____

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

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C1. To what extent does the World Bank's work help to achieve development results in Thailand, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

To what extent do you agree with the following statements about the World Bank in Thailand, on a ten point scale?												
		Strongly disagree									**Strongly agree**	**Don't know**
C2	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Thailand	1	2	3	4	5	6	7	8	9	10	☐
C3	The World Bank meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

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

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
1	Weekly
2	Bi-weekly
3	Monthly
4	A few times a year
5	Rarely
6	Never

D2. When thinking about the development challenges in Thailand, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years?
(Choose no more than THREE)

1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Focusing on regional disparities (within Thailand)
2	Gender	19	Global/regional integration
3	Domestic private sector development	20	Information and communications technology
4	Food security	21	Transport (e.g., roads, bridges, transportation)
5	Water and sanitation	22	Political stability
6	Economic growth (trade and exports)	23	Agricultural development
7	Energy policy	24	Natural resource management (e.g., oil, gas, mining)
8	Disaster management	25	Macroeconomic stability
9	Social protection (e.g., pensions, targeted social assistance)	26	Job creation/employment
10	Climate change (e.g., mitigation, adaptation)	27	Increasing access to better health services
11	Poverty reduction and inequity	28	Rural development
12	Anti corruption	29	Environmental sustainability
13	Financial stability and access to finance	30	Community development
14	Conflict resolution	31	Regulatory framework
15	Equality of opportunity (i.e., equity)	32	Infrastructure
16	Urban development	33	HIV/AIDS and other communicable/non-communicable diseases
17	Increasing access to and quality of education including higher education		

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

In Thailand, how effective do you believe the World Bank's knowledge work and activities are:

		Not effective at all									Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	☐
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	☐
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	☐

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

		To no degree at all									To a very significant degree	Don't know
D6	Are timely	1	2	3	4	5	6	7	8	9	10	☐
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
D8	Are relevant to Thailand's development priorities	1	2	3	4	5	6	7	8	9	10	☐
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	☐
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	☐
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	☐
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	☐
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	☐
D15	Are adaptable to Thailand's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									**Very significant**	Don't know

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	☐
Very low technical quality									**Very high technical quality**	Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree									**Strongly agree**	**Don't know**
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	☐
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E5	The Bank's procurement requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
E6	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	☐
E7	Working with the World Bank increases Thailand's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐
E8	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	☐
E9	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	☐
E10	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	☐
E11	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	☐

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

F1. How significant a role do you believe the World Bank SHOULD play in Thailand's development in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	☐
Not a significant role at all									**Very significant role**	Don't know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Thailand? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Thailand's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Thailand's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Thailand? (Choose no more than THREE)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, YouTube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Tablets and e-Reader
14	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than THREE)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	World Bank seminars/workshops/conferences
5	World Bank publications and other written materials
6	Mobile phones
7	Social media (Facebook, Twitter, Youtube)
8	Blogs
9	Tablets and e-Reader
10	Other (please specify): _____

G3	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?	**Yes**	**No**
G4	Do you use/have you used the World Bank website?	**Yes**	**No**
G5	Have you requested information from the World Bank on its activities in the past year? **(If YES please go to Question G6; if NO please go to G9)**	**Yes**	**No**
G6	Were you able to identify a point of contact at the World Bank?	**Yes**	**No**
G7	Were you able to obtain the requested information?	**Yes**	**No**
G8	Was the information useful?	**Yes**	**No**

SECTION G: COMMUNICATION AND INFORMATION SHARING

G9. How often do you access World Bank information online?	
1	Daily
2	Weekly
3	Monthly
4	A few times a year
5	Rarely / Never

Please rate how much you agree with the following statements, on a ten point scale.												
		Strongly disagree									**Strongly agree**	**Don't know**
G10	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10	☐
G11	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	☐
G12	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	☐

G13. Which of the following World Bank e-services are you currently subscribed to? (Choose all that apply)	
1	World Bank E-newsletter
2	World Bank Blogs
3	World Bank Social media channels (including Facebook, Twitter, YouTube, Flickr)
4	Other (please specify): _____

G14. How valuable do you consider the information you receive from the World Bank's social media channels?											
1	2	3	4	5	6	7	8	9	10	☐	☐
Not valuable at all									**Extremely valuable**	Don't know	I do not use social media for information on World Bank

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SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Economic policy
9	Job creation/employment	19	Public financial management
10	Law and justice / regulatory framework	20	Other (Please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Thailand? **(Choose no more than TWO)**	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate on knowledge products
5	Use World Bank website for information, data, research, etc.
6	Implementing World Bank projects and trust funds

H5. Which best represents your geographic location?	
1	Bangkok and vicinity
2	Northern Thailand
3	Southern Thailand
4	North East Thailand
5	Central Thailand

Thank you for completing the survey!