

Sri Lanka Country Opinion Survey Report

(July 2012 - June 2013)



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Sri Lanka perceive the Bank;
- Obtain systematic feedback from stakeholders in Sri Lanka regarding:
 - Their views regarding the general environment in Sri Lanka;
 - Their perceived overall value of the World Bank in Sri Lanka;
 - Overall impressions of the World Bank as related to programs, poverty reduction, personal relationships, effectiveness, knowledge base, collaboration, and its day-to-day operation; and
 - Perceptions of the World Bank's communication and outreach in Sri Lanka.
- Use data to help inform the Sri Lanka country team's strategy.

II. Methodology

In December 2011 and January 2012, 550 stakeholders of the World Bank in Sri Lanka were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President, Prime Minister, or Minister; employees of a ministry or ministerial department; the office of a Parliamentarian; Project Implementation Units (PIUs) or Project Management Units (PMUs); local government officials or staff; bilateral or multilateral agencies; private sector organizations; NGOs (including CBOs); the media; independent government institutions; trade unions; faith-based groups; academia or research institutes; and the judiciary. A total of 296 stakeholders participated in the country survey (54%).

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

II. Methodology (continued)

The questionnaire was broken into eight sections:

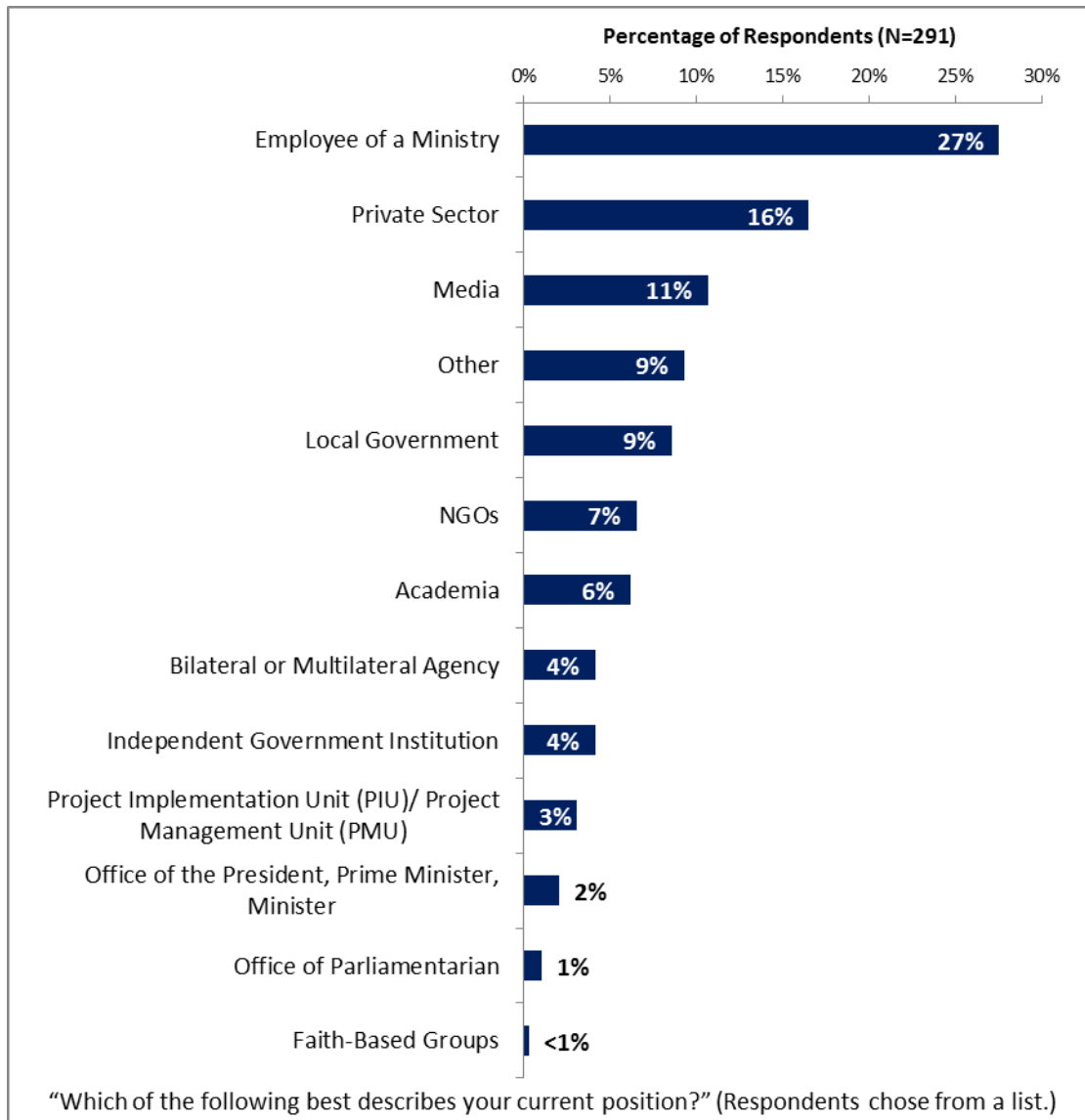
1. Background Information: The first section asked respondents for their current position; specialization; familiarity and involvement with the Bank; and geographic location.
2. General Issues facing Sri Lanka: Respondents were asked to indicate what they thought were the most important development priorities, and which areas would contribute most to poverty reduction and economic growth in Sri Lanka, as well as rating their perspective on the next generation in Sri Lanka.
3. Overall Attitudes toward the World Bank: Respondents were asked to rate the Bank's overall effectiveness in Sri Lanka and their agreement with various statements regarding the Bank's programs, poverty mission, relationships, and collaboration. Respondents were also asked to indicate the areas which they perceived as the Bank's top priorities, the areas it would be most productive for the Bank to focus its resources and research, what the Bank's level of involvement should be, the instrument most and least effective at reducing poverty in Sri Lanka, what they felt were the Bank's greatest values and greatest weaknesses in its work, and with which groups the Bank should work more.
4. The Work of the World Bank: Respondents were asked to rate their level of importance and the Bank's level of effectiveness across twenty-two areas in which the Bank was involved, such as helping to reduce poverty and encouraging greater transparency in governance.
5. The Way the World Bank does Business: Respondents were asked to rate the Bank's level of effectiveness in the way it does business, including the Bank's knowledge, personal relationships, collaborations, and poverty mission.
6. Project/Program Related Issues: Respondents were asked to rate their level of agreement with a series of statements regarding the Bank's programs, day-to-day operations, and collaborations in Sri Lanka.
7. The Future of the World Bank in Sri Lanka: Respondents were asked to rate how significant a role the Bank should play in Sri Lanka's development and to indicate what the Bank could do to make itself of greater value and to what reasons respondents attributed failed or slow reform efforts.
8. Communication and Outreach: Respondents were asked to indicate where they get information about development issues and the Bank's development activities in Sri Lanka, as well as how they prefer to receive information from the Bank. Respondents were also asked to indicate their awareness of the Bank's Access to Information policy, their past experience requesting information, their access to the Internet, and their usage of the Bank's website.

In addition, where possible, responses from respondents completing this year's country survey were compared to responses from the 301 respondents (59% response rate) who completed the country survey in FY 2007. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

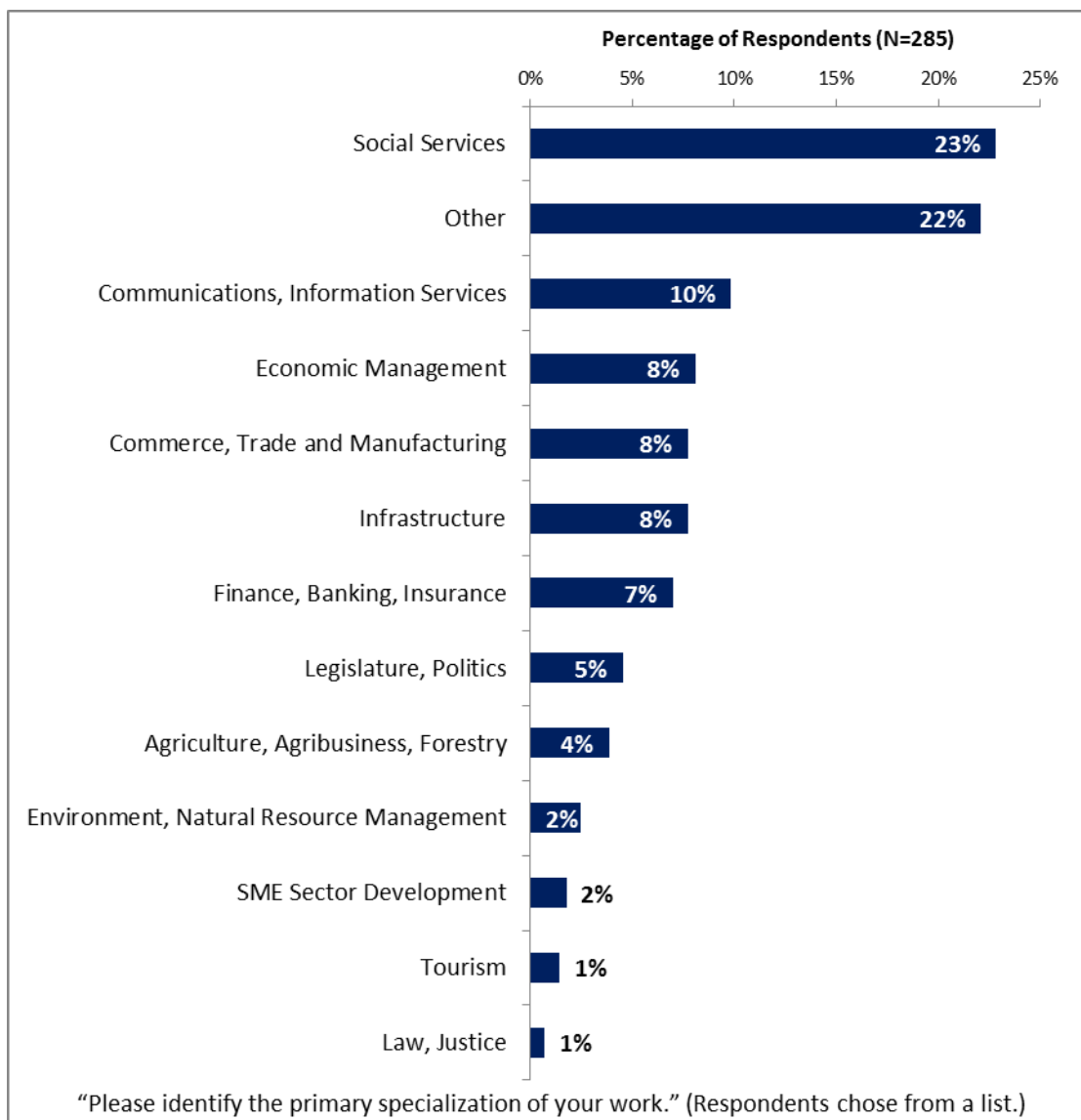
- Employees of ministries were the largest group of respondents. Because of the small number of respondents from Project Implementation Units (PIUs)/ Project Management Units (PMUs), the office of the President/Prime Minister/Minister¹, and the office of a Parliamentarian, responses from these stakeholder groups should be considered suggestive at best. Because there was just one respondent from a faith-based group, this respondent was included in the “Other” category for all further analyses. Note there were no respondents from trade unions or the judiciary.



¹ This stakeholder group will be labeled “Office of the President” in all graphs and discussed as respondents from “the office of the President/Prime Minister” in the text of this report.

III. Demographics of the Sample (continued)

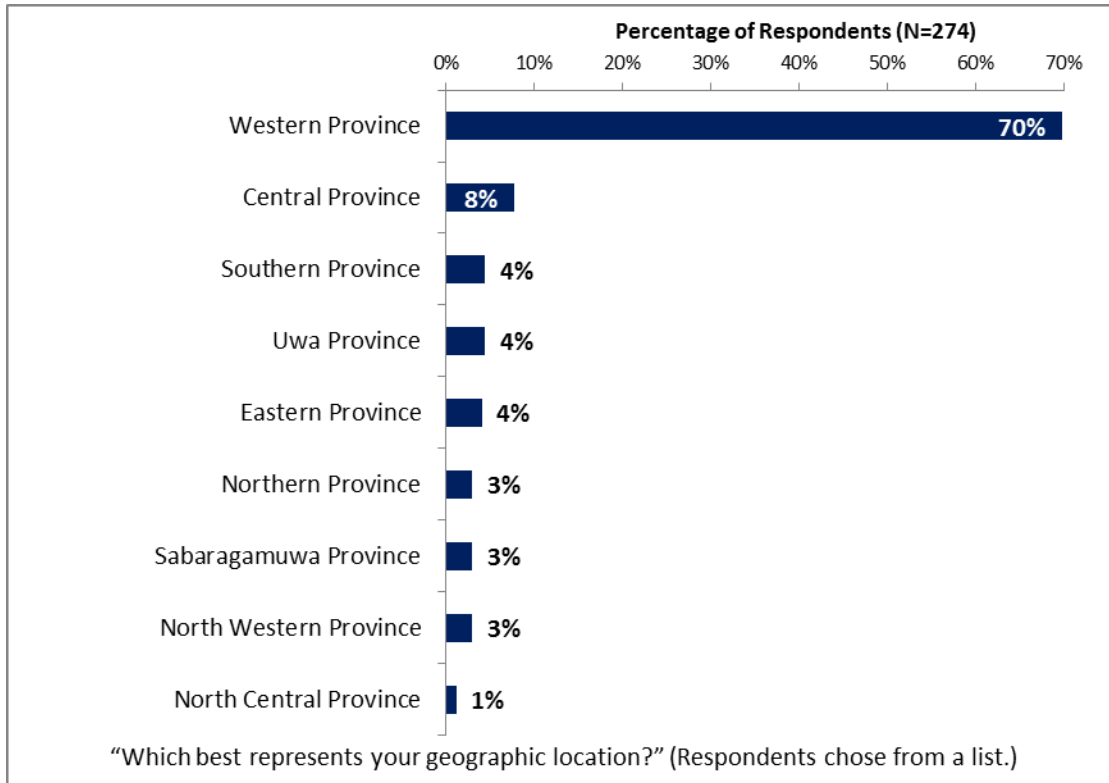
Area of Primary Specialization



III. Demographics of the Sample (continued)

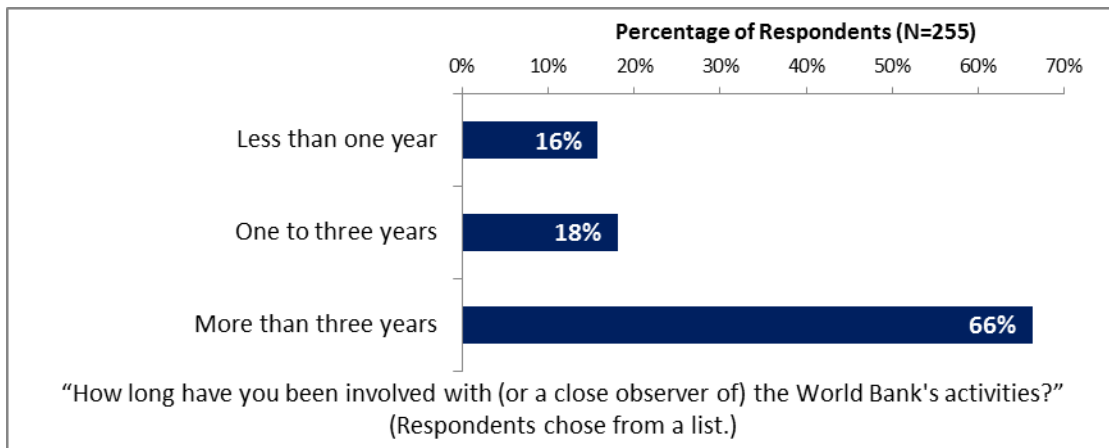
Geographic Location

- Nearly three-quarters of all respondents indicated that they were located in the Western Province. Because of the small number of respondents from other locations, these respondents were combined into one category, “Other Areas”, for all further analyses.



Involvement with the World Bank

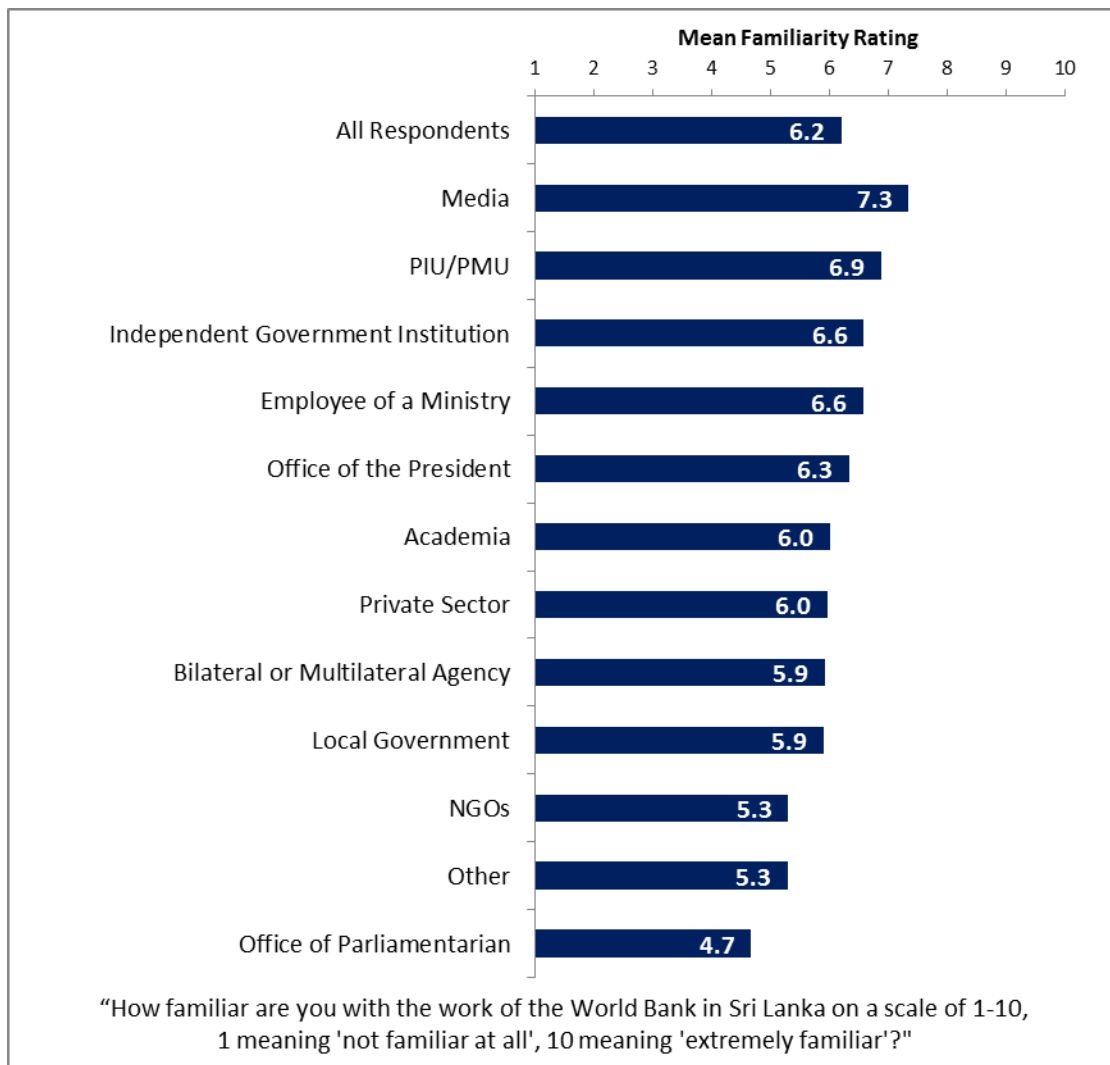
- Two-thirds of all respondents indicated that they have been involved with or a close observer of World Bank activities for more than three years.



III. Demographics of the Sample (continued)

Familiarity with the World Bank

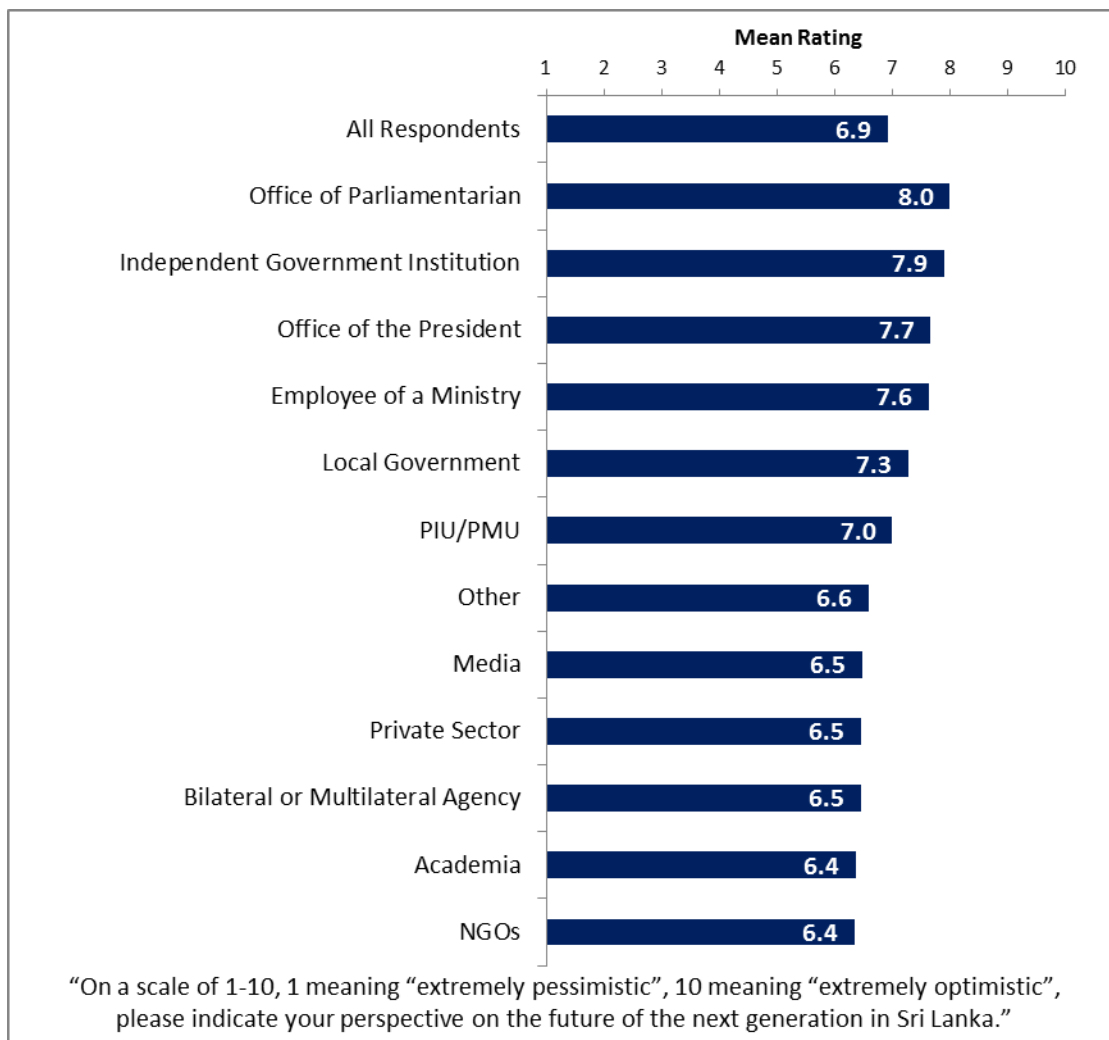
- Across all respondents, familiarity with the Bank received a mean rating of 6.2 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar. This was significantly higher than the FY '07 survey, in which familiarity with the Bank received a mean rating of 5.7 across all respondents.
 - Respondents from the media and PIUs/PMUs indicated the highest levels of familiarity with the Bank whereas respondents from NGOs, other organizations, and the office of a Parliamentarian had significantly lower levels of familiarity.
 - Respondents from the Western Province indicated significantly higher levels of familiarity with the Bank compared to respondents from other areas.



IV. The General Environment in Sri Lanka

Optimism

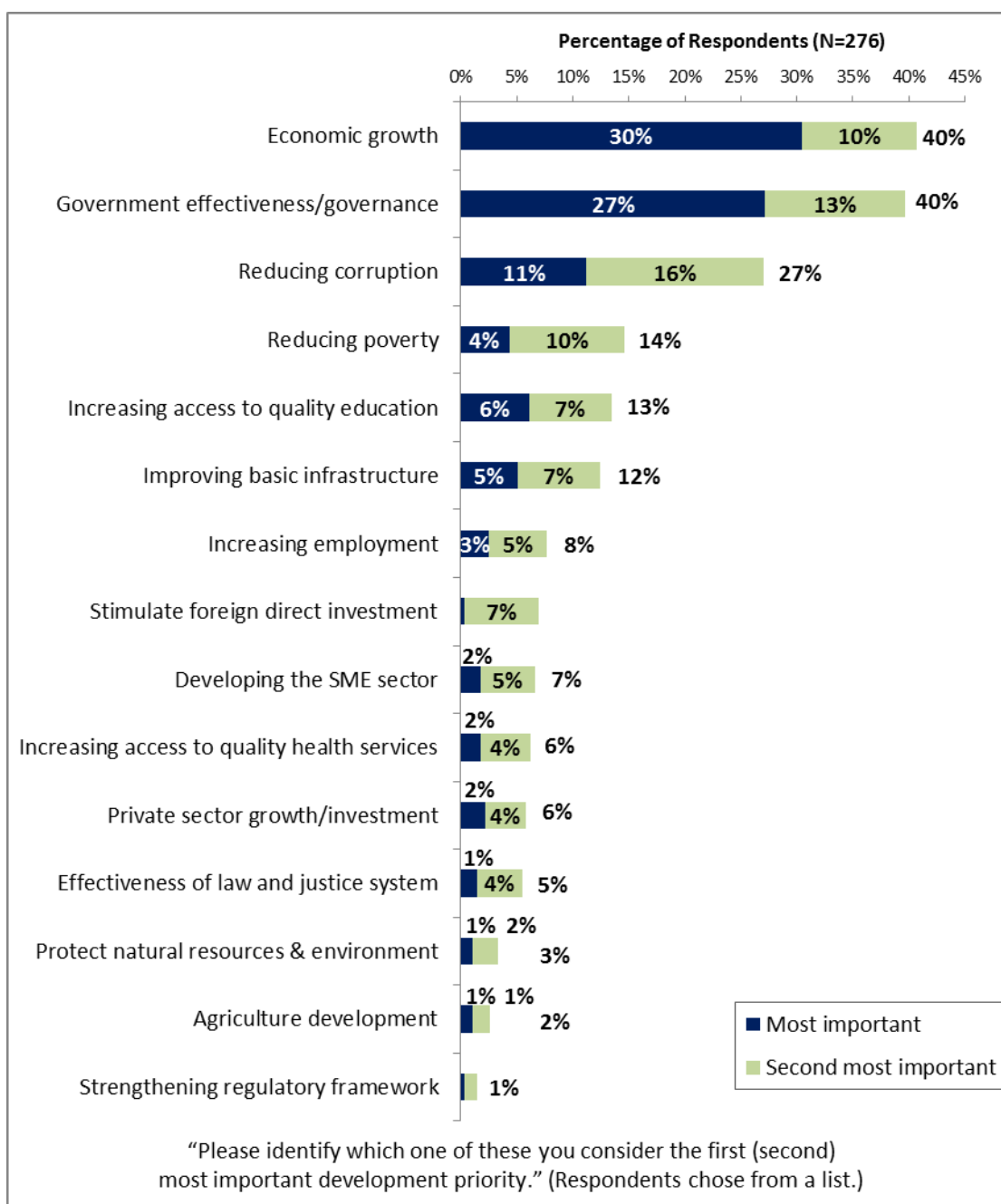
- When asked about perceptions of the future for the next generation in Sri Lanka, across all respondents, the overall mean rating was 6.9 on a 10-point scale of 1 being extremely pessimistic and 10 being extremely optimistic. This was significantly higher compared to the FY '07 survey, in which optimism for the next generation received a mean rating of 4.8 across all respondents.
 - Respondents from the office of a Parliamentarian, independent government institutions, the office of the President/Prime Minister, employees of ministries, local government, and PIUs/PMUs had significantly higher ratings of optimism compared to respondents from other stakeholder groups.
 - Respondents from the Western Province and other areas had statistically similar ratings of optimism for the next generation in Sri Lanka.



IV. The General Environment in Sri Lanka (continued)

Development Priority

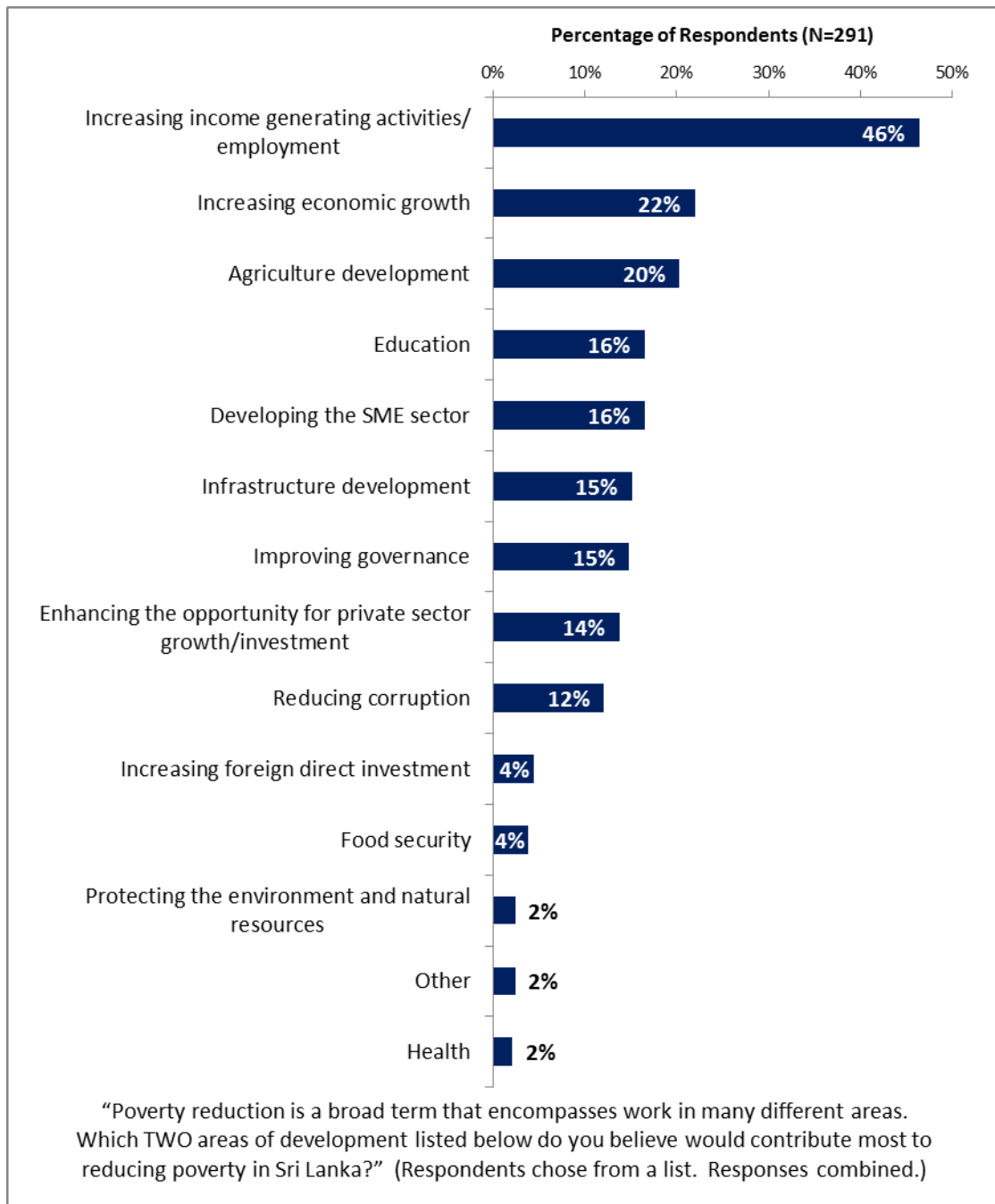
- Respondents indicated that economic growth and government effectiveness were the most important development priorities in Sri Lanka. Reducing corruption was also considered a top priority. In the FY '07 country survey, respondents indicated that the most important development priorities were promoting economic growth (41%) and addressing conflict resolution (32%).



IV. The General Environment in Sri Lanka (continued)

Poverty Reduction

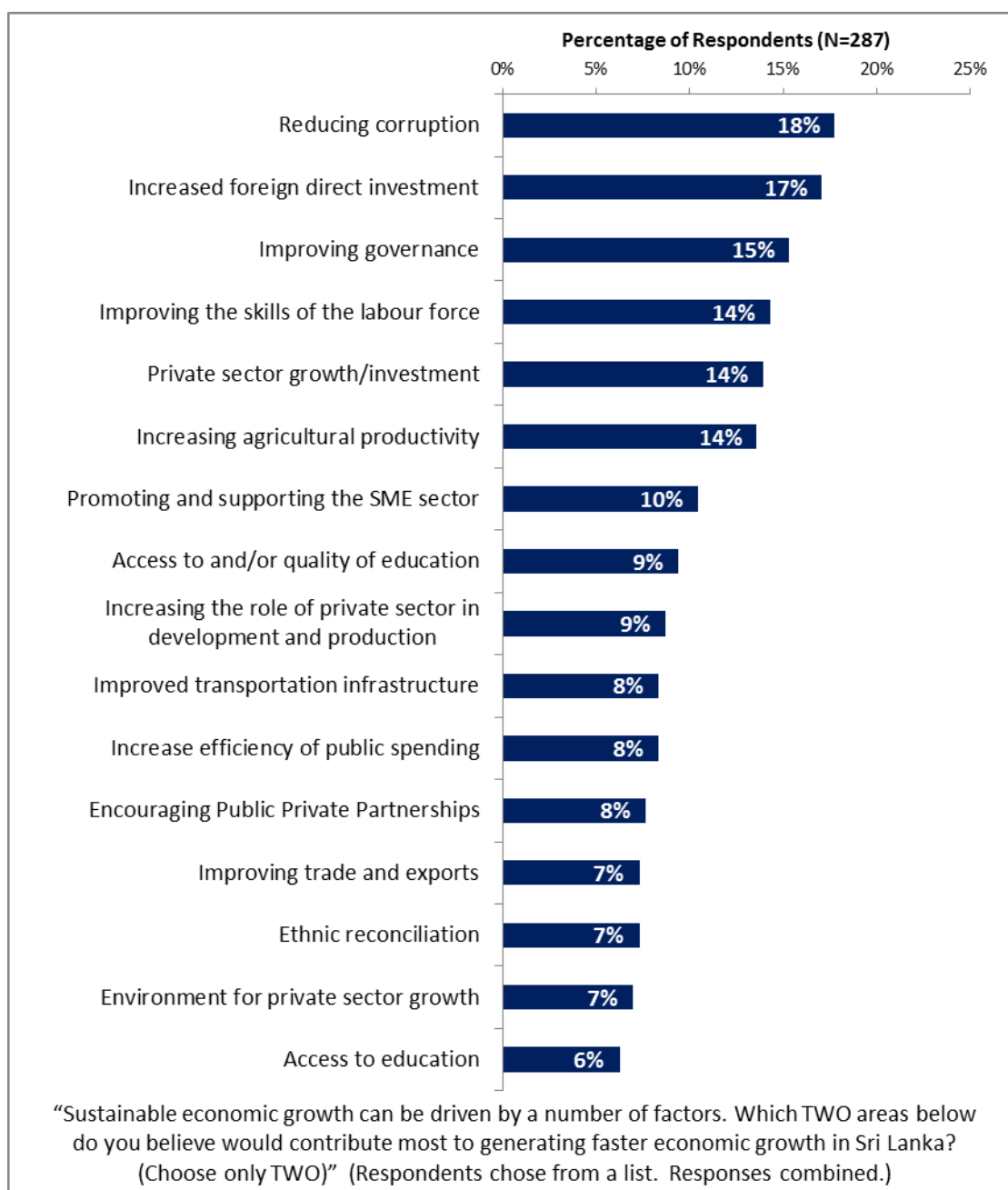
- Respondents indicated that increasing employment would contribute most to poverty reduction in Sri Lanka. Similarly, respondents in the FY '07 country survey indicated that increasing employment (55%) would contribute most to poverty reduction.
 - Respondents across most stakeholder groups and both geographic locations indicated that increasing employment would contribute most to poverty reduction, except respondents from the office of a Parliamentarian and PIUs/PMUs who were split between multiple development areas.



IV. The General Environment in Sri Lanka (continued)

Economic Growth

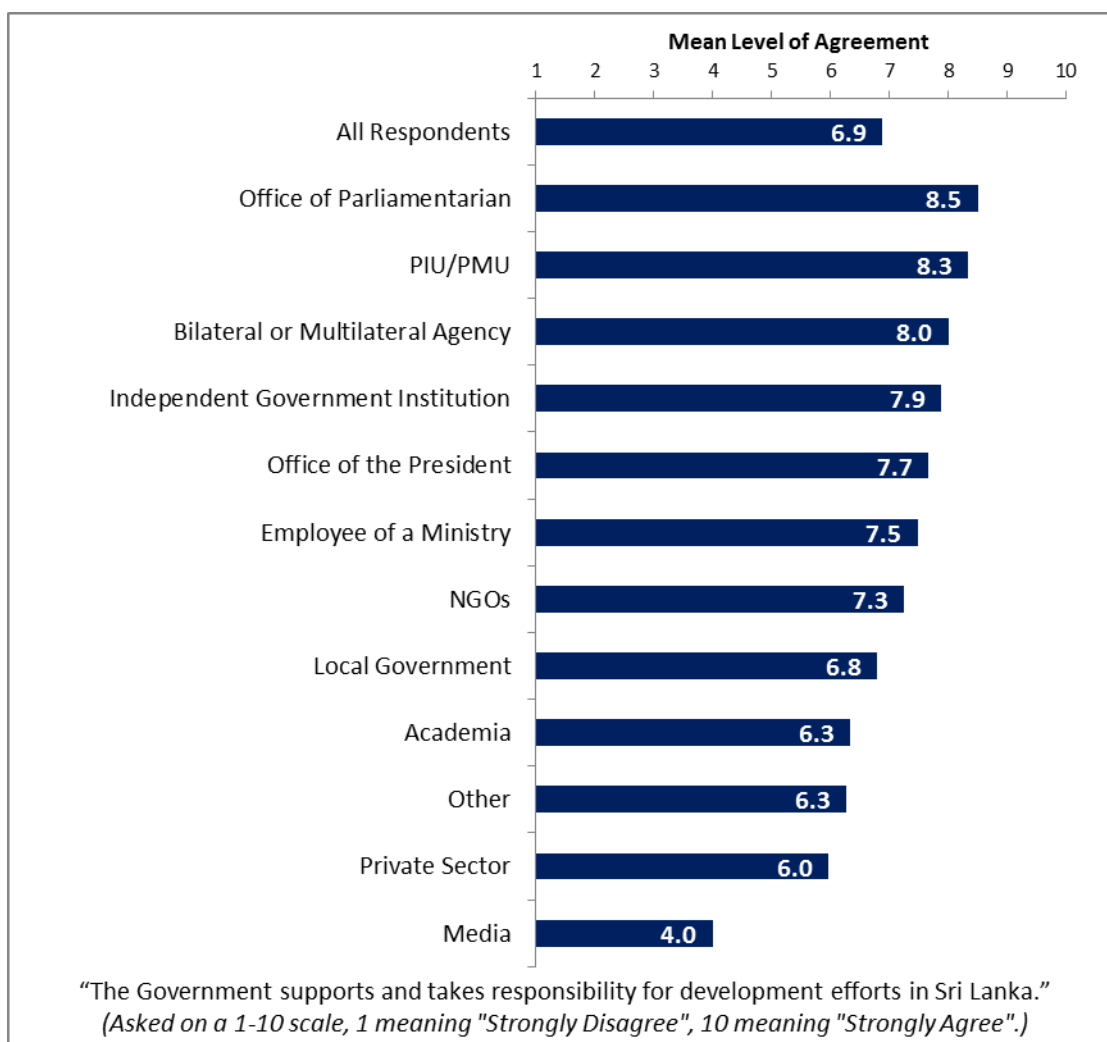
- Respondents indicated that reducing corruption, increasing foreign direct investment, improving governance, improving labor force skills, private sector growth, and increasing agricultural productivity would contribute most to generating faster economic growth in Sri Lanka.
 - Respondents across most stakeholder groups and both geographic locations indicated that these would contribute most to generating faster economic growth in Sri Lanka, except respondents from PIUs/PMUs who were more likely to say that access to education would contribute most to economic growth.



IV. The General Environment in Sri Lanka (continued)

Government Support of Development Efforts

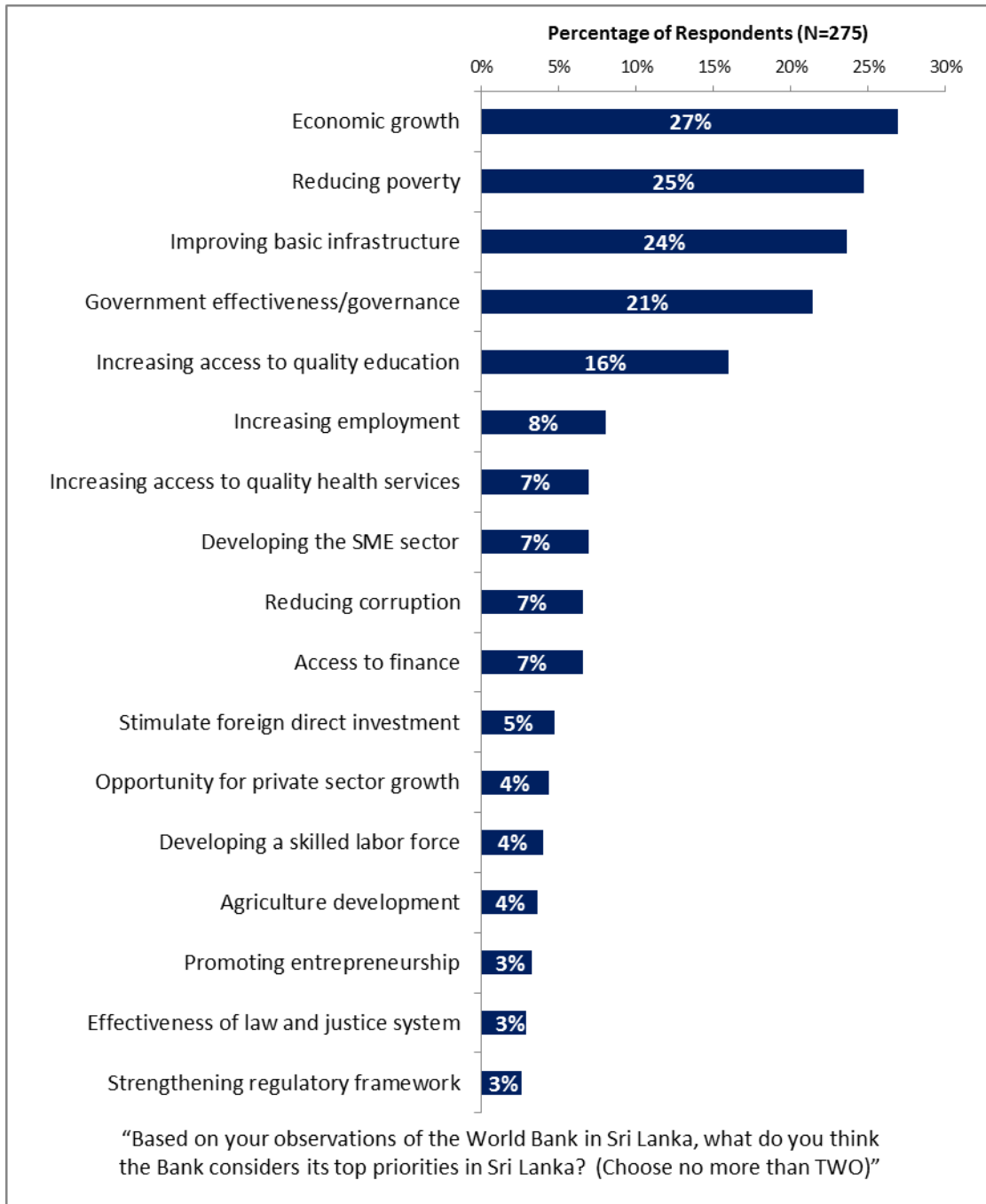
- Across all respondents, agreement that the government supports and takes responsibility for development efforts in Sri Lanka received a mean rating of 6.9 on a 10-point scale, with 1 being strongly disagree and 10 being strongly agree. This was significantly higher than the mean rating received in the FY '07 country survey (6.1).
 - Respondents from the office of a Parliamentarian and PIUs/PMUs had the highest levels of agreement that the government supports and takes responsibility for development efforts in Sri Lanka whereas respondents from the media had significantly lower levels of agreement.
 - Respondents from the Western Province and other areas had statistically similar levels of agreement that the government supports and takes responsibility for development efforts in Sri Lanka.



V. Perceived Overall Value of the World Bank

Perceived Bank Priorities

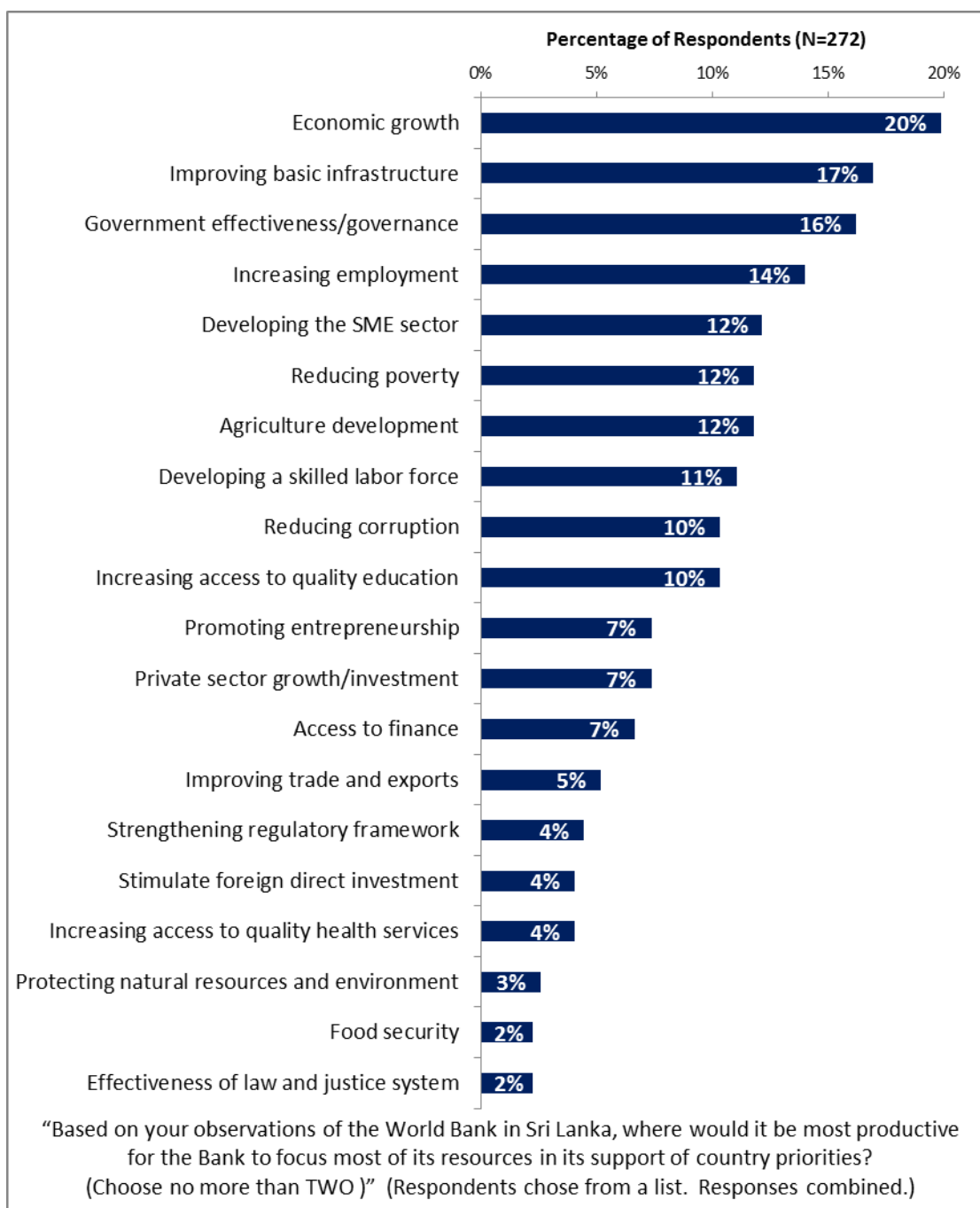
- Respondents indicated that they considered the Bank's top priorities in Sri Lanka to be economic growth, reducing poverty, improving basic infrastructure, government effectiveness/governance, and increasing access to quality education.



V. Perceived Overall Value of the World Bank (continued)

Focusing Bank Resources

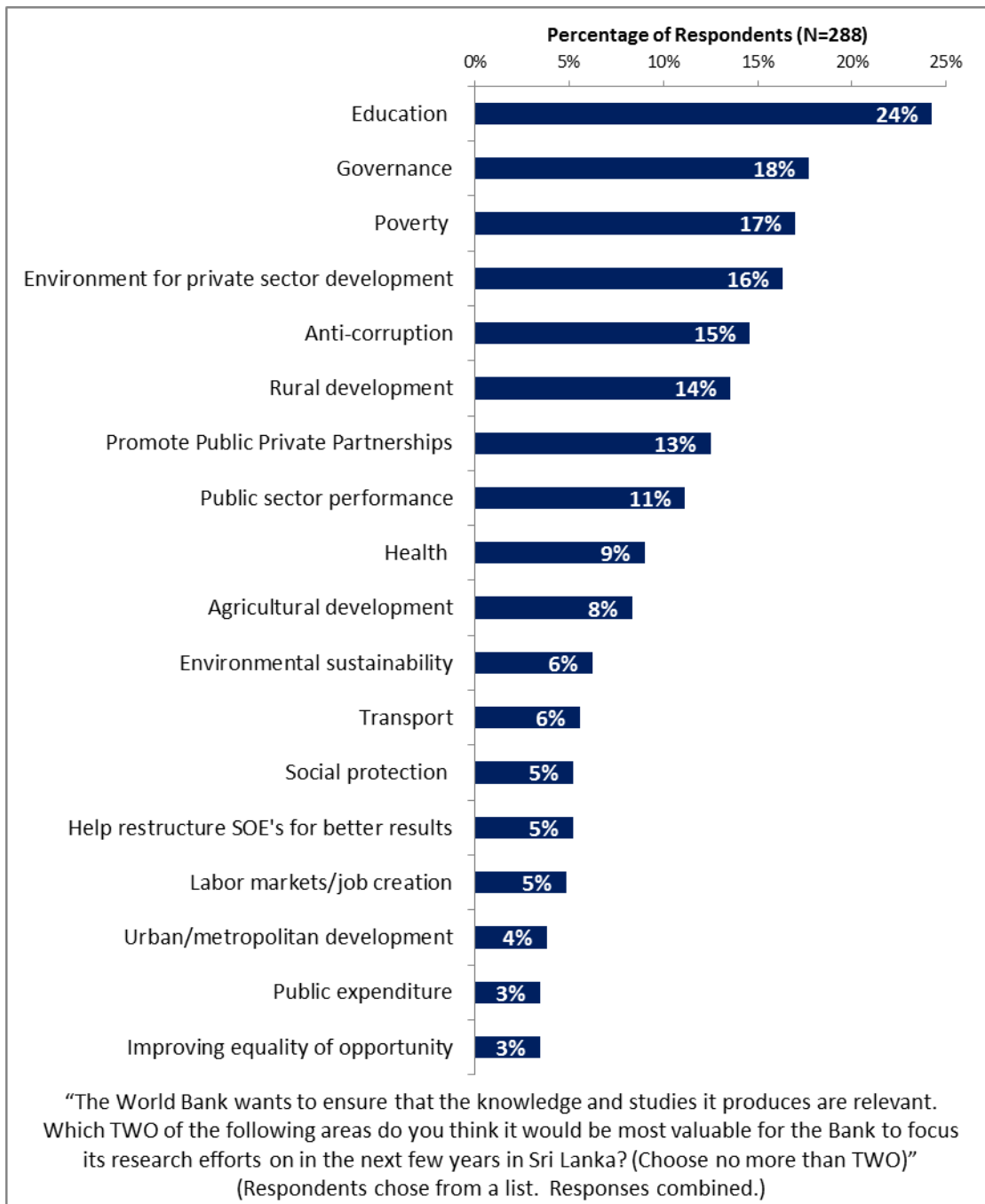
- Respondents indicated that it would be most productive for the Bank to focus most of its resources on economic growth, improving basic infrastructure, government effectiveness, and increasing employment. Developing the SME sector, reducing poverty, agriculture development, developing a skilled labor force, reducing corruption, and increasing access to quality education were also seen as key. In FY '07, respondents indicated that the Bank should focus on promoting economic growth (37%), improving basic infrastructure (32%), increasing employment (20%), improving government effectiveness (20%), and reducing poverty (20%).



V. Perceived Overall Value of the World Bank (continued)

Focusing Bank Research

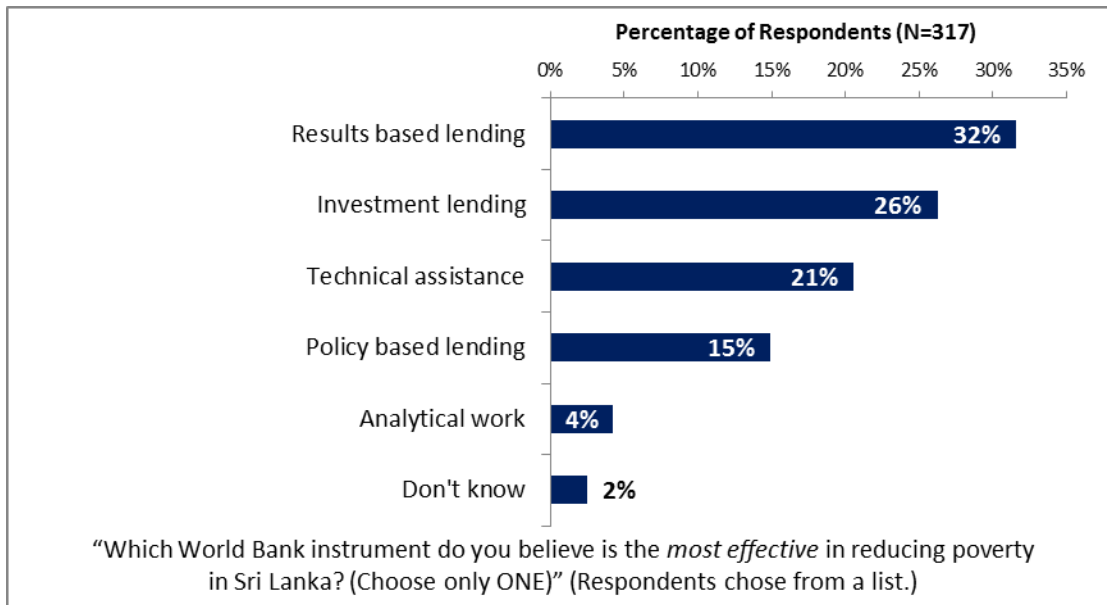
- Respondents indicated that it would be most valuable for the Bank to focus its research efforts on education. Research on governance, poverty, private sector development, anti-corruption, rural development, Public-Private Partnerships, and public sector performance was also considered valuable. Respondents in the FY '07 country survey indicated that it would be most valuable for the Bank to focus its research efforts on education (25%), poverty (25%), and governance (22%).



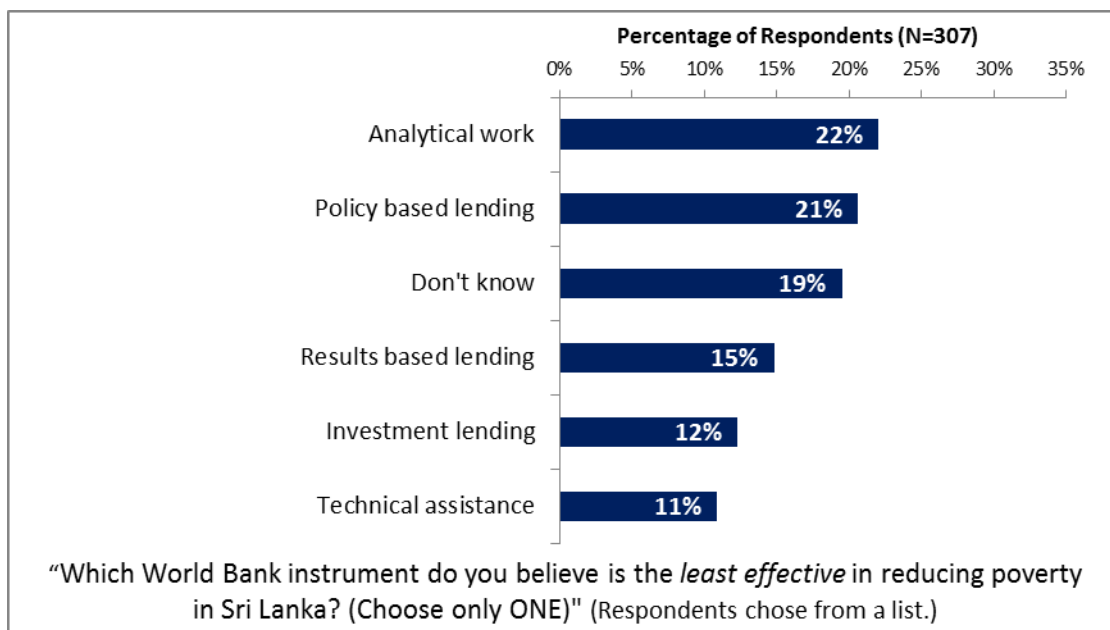
V. Perceived Overall Value of the World Bank (continued)

Bank Instruments

- When asked which Bank instrument was most effective at reducing poverty in Sri Lanka respondents indicated that the Bank's results-based lending, investment lending, technical assistance, and policy-based lending were most effective.



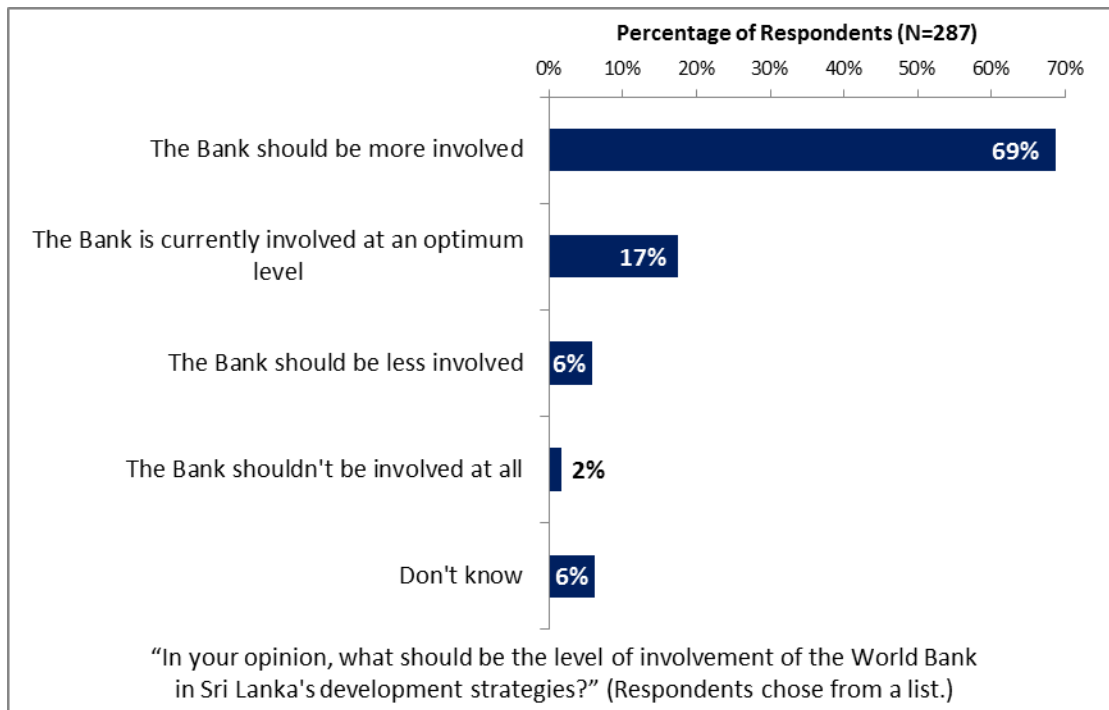
- When asked which Bank instrument was least effective at reducing poverty in Sri Lanka respondents indicated that the Bank's analytical work and policy-based lending were least effective, although 19% of respondents indicated that they didn't know.



V. Perceived Overall Value of the World Bank (continued)

Level of Bank Involvement

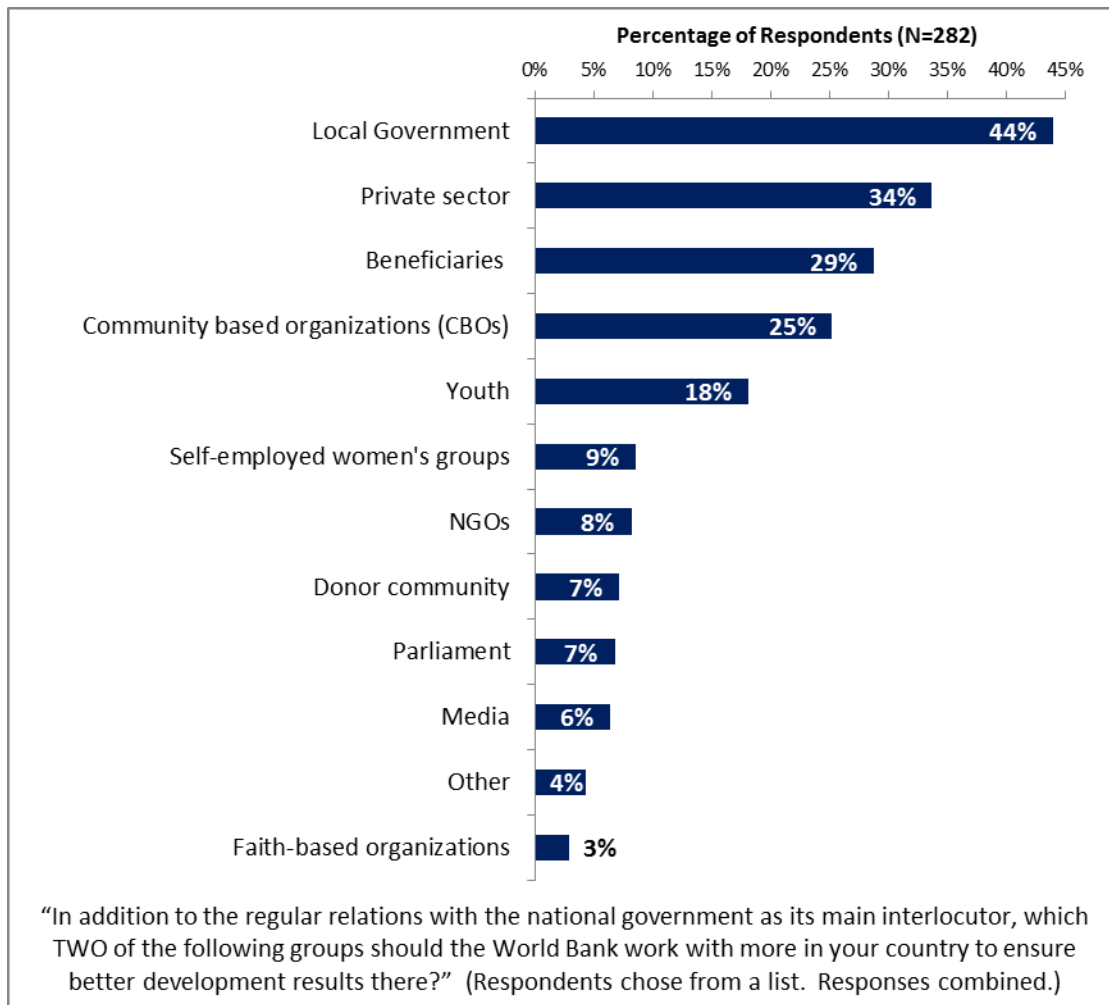
- Over two-thirds of all respondents indicated that the Bank should be more involved in Sri Lanka's development strategies; 17% indicated that the Bank is currently involved at an optimum level. Similarly, in the FY '07 country survey, 68% of respondents indicated that the Bank should be more involved; 17% indicated that the Bank was currently involved at an optimum level.
 - A majority of respondents across all stakeholder groups and both geographic locations indicated that the Bank should be more involved in Sri Lanka's development strategies



V. Perceived Overall Value of the World Bank (continued)

Collaborating in Sri Lanka

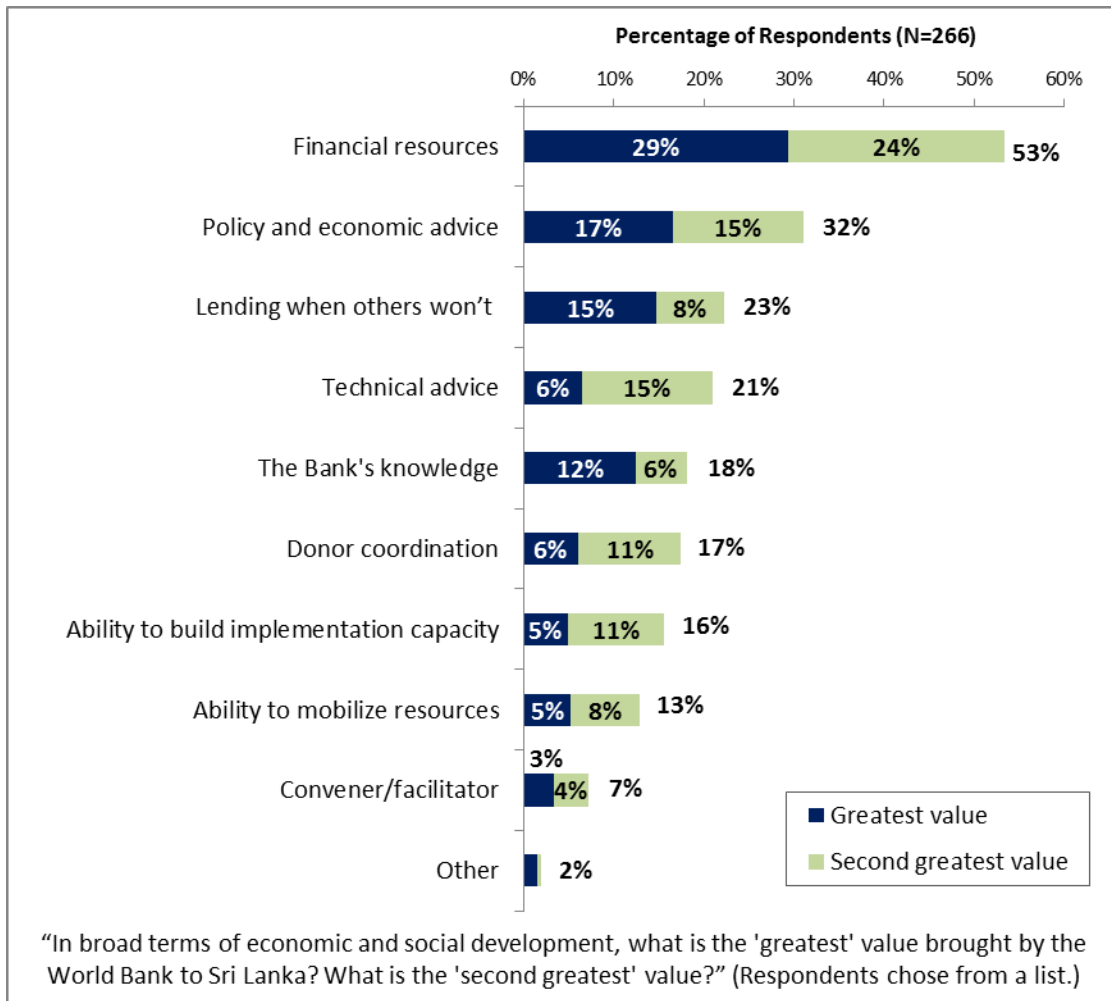
- Nearly half of all respondents indicated that the World Bank should work more closely with local government to ensure better development results in Sri Lanka. Respondents also indicated that the Bank should work more closely with private sector, beneficiaries, CBOs, and youth.
 - Respondents from most stakeholder groups and both geographic locations indicated that the Bank should work more closely with local government, private sector, or beneficiaries, except respondents from NGOs who were more likely to indicate that the Bank should work more closely with NGOs and respondents from the media who were more likely to indicate that the Bank should work more closely with the media.



V. Perceived Overall Value of the World Bank (continued)

Greatest Value

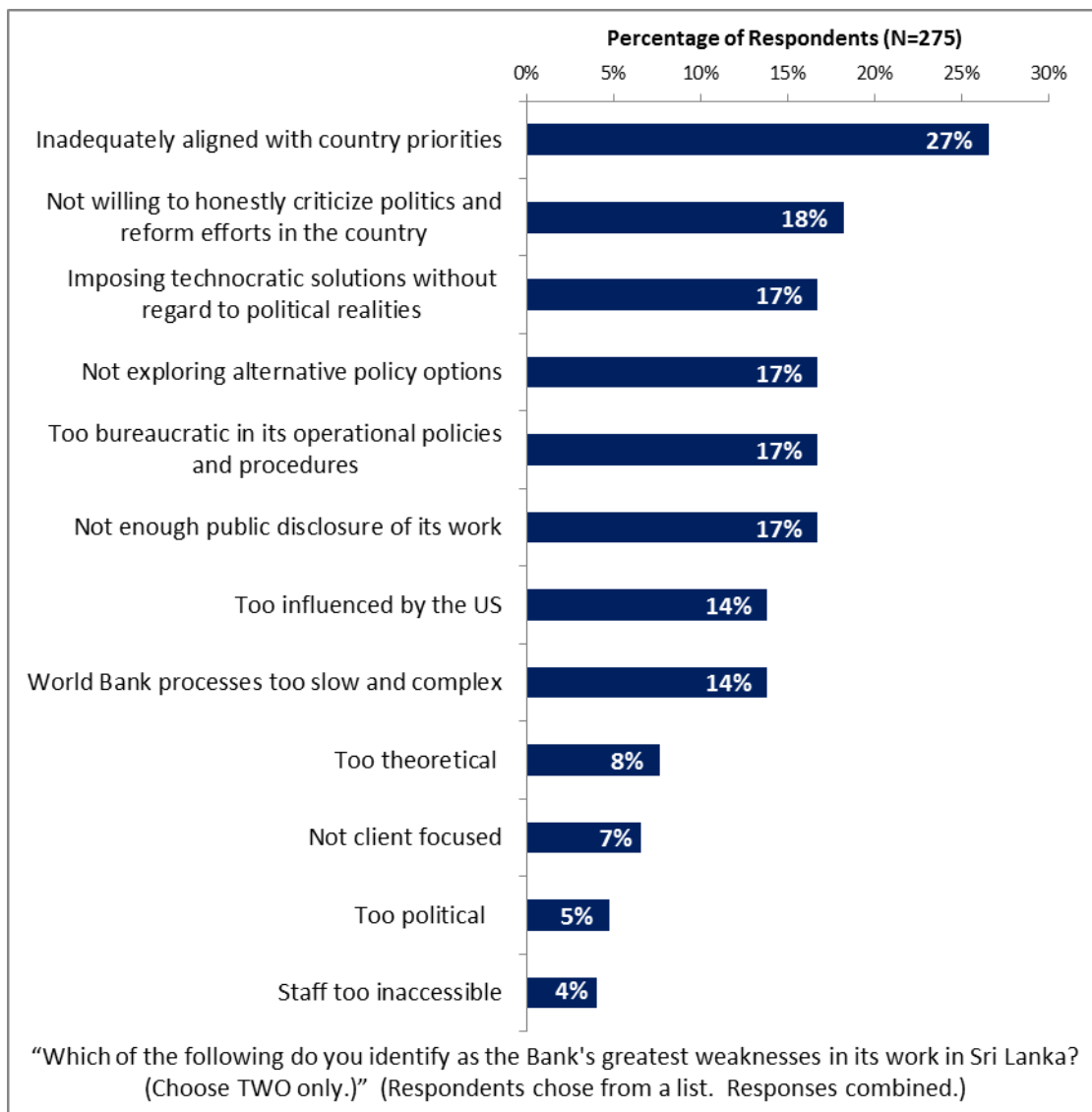
- Over half of all respondents indicated that the Bank’s greatest value to Sri Lanka was its financial resources. In the FY ’07 country survey, respondents also indicated that the Bank’s greatest value was its financial resources (62%).
 - Respondents from most stakeholder groups and both geographic locations indicated that the Bank’s greatest value was its financial resources, except respondents from bilateral or multilateral agencies who indicated that the Bank’s ability to mobilize resources was its greatest value.



V. Perceived Overall Value of the World Bank (continued)

Greatest Weakness

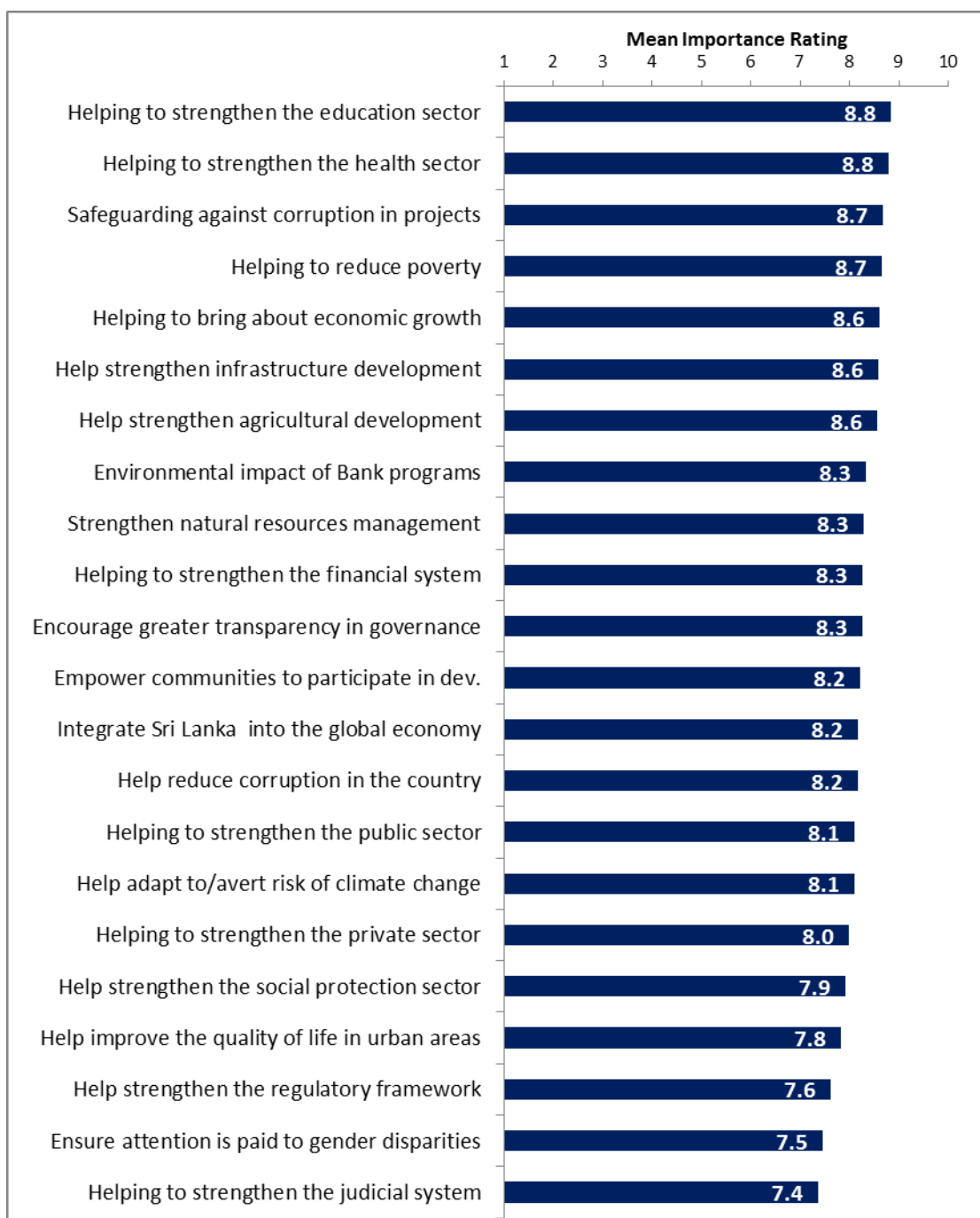
- Respondents indicated that the Bank's greatest weakness in its work in Sri Lanka was being inadequately aligned with country priorities. The Bank not willing to honestly criticize politics and reform efforts, imposing technocratic solution without regard to political realities, not exploring alternative policy options, being too bureaucratic in its operational policies and procedures, and not providing enough public disclosure of its work were also considered weaknesses.



V. Perceived Overall Value of the World Bank (continued)

Importance

- Respondents indicated that it was most important for the Bank to help strengthen the education and health sectors, both receiving mean ratings of 8.8 on a 10-point scale with 1 being not at all and 10 being very important.



V. Perceived Overall Value of the World Bank (continued)

Importance (continued)

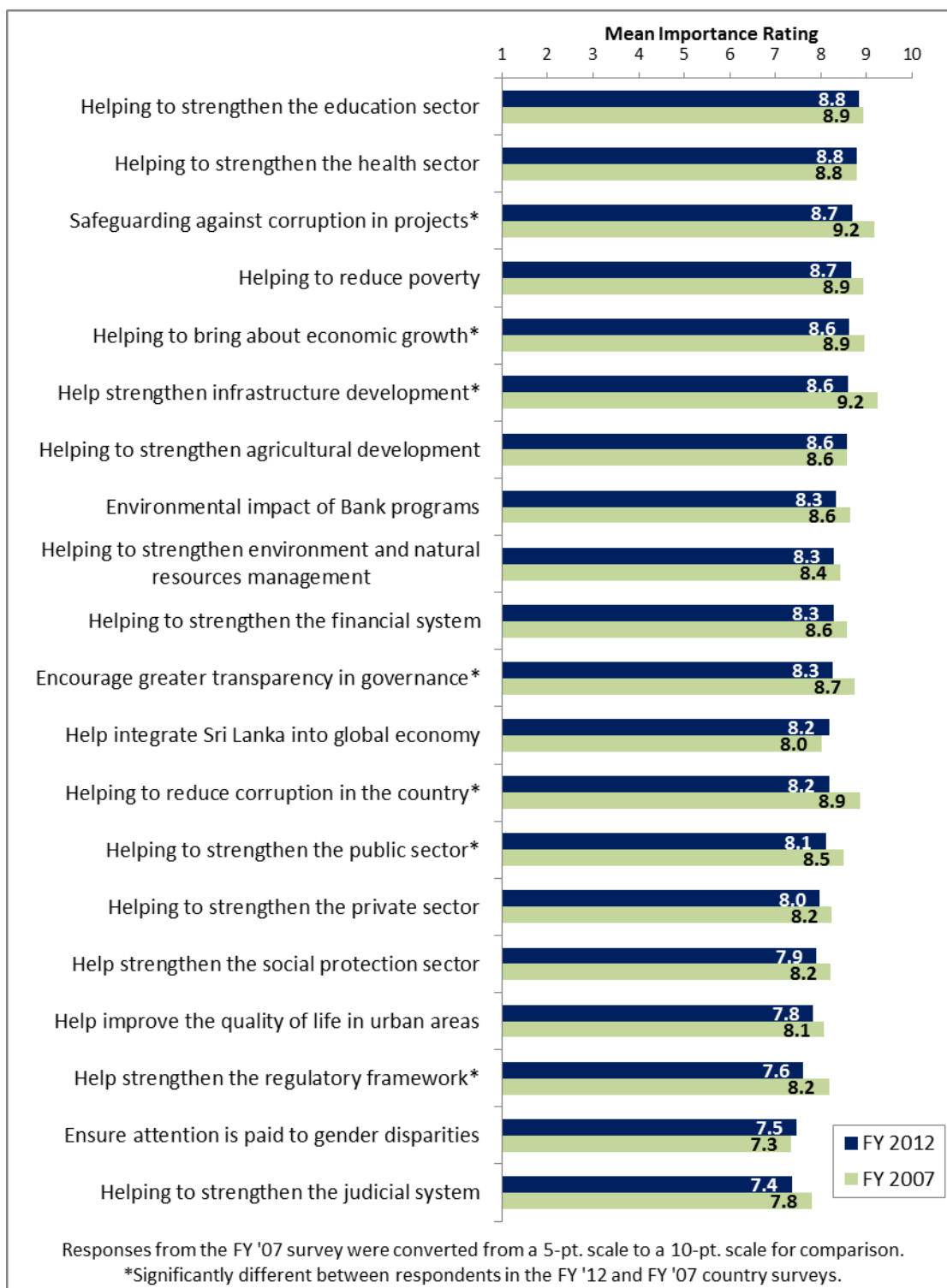
- There were four instances in which there were significant differences between stakeholder groups across these twenty-two areas. Those areas that had significant stakeholder group differences were:
 - Respondents from the office of a Parliamentarian and NGOs had the highest importance ratings for “Encouraging greater transparency in governance” whereas employees of a ministry and respondents from academia had significantly lower importance ratings.
 - Respondents from the office of a Parliamentarian, private sector, and the media had the highest importance ratings for “Safeguarding against corruption in projects/ programs that it funds with its procurement rules” whereas employees of a ministry and respondents from the office of the President/Prime Minister, independent government institutions, and academia had significantly lower importance ratings.
 - Respondents from the office of a Parliamentarian and NGOs had the highest importance ratings for “Helping to strengthen environment and natural resources management” whereas employees of a ministry and respondents from the office of the President/Prime Minister, local government, and academia had significantly lower importance ratings.
 - Respondents from the office of a Parliamentarian, private sector, and NGOs had the highest importance ratings for “Helping to reduce corruption in the country with its advice and support” whereas employees of a ministry and respondents from the office of the President/Prime Minister and academia had significantly lower importance ratings.

- Respondents from the Western Province and other areas had statistically similar ratings of importance across all twenty-two areas.

V. Perceived Overall Value of the World Bank (continued)

Importance (continued)

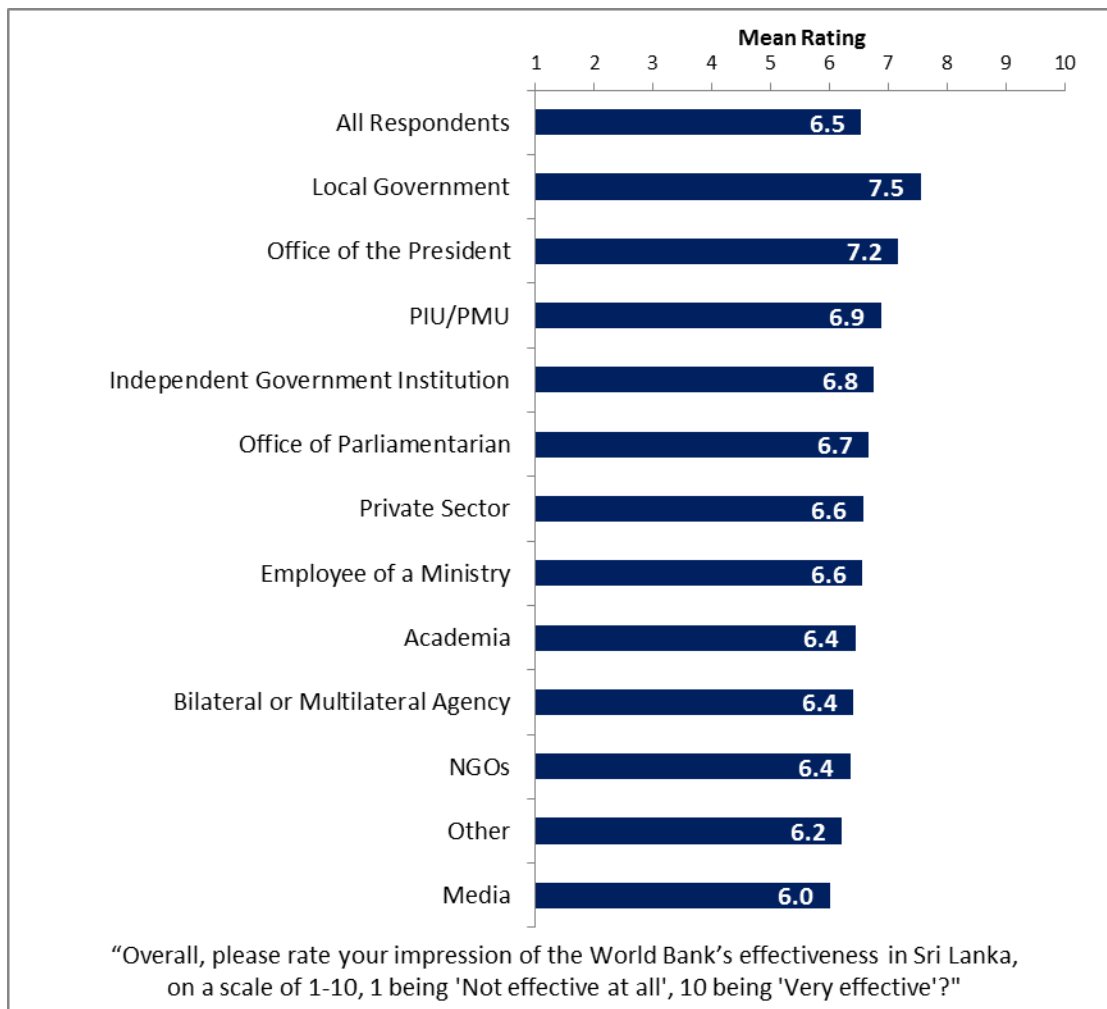
- Respondents in this year's survey tended to have lower importance ratings compared to respondents from the FY '07 country survey across most areas. Those areas with significantly different importance ratings are indicated in the graph.



VI. Overall Impressions of the World Bank

The Bank's Overall Effectiveness in Sri Lanka

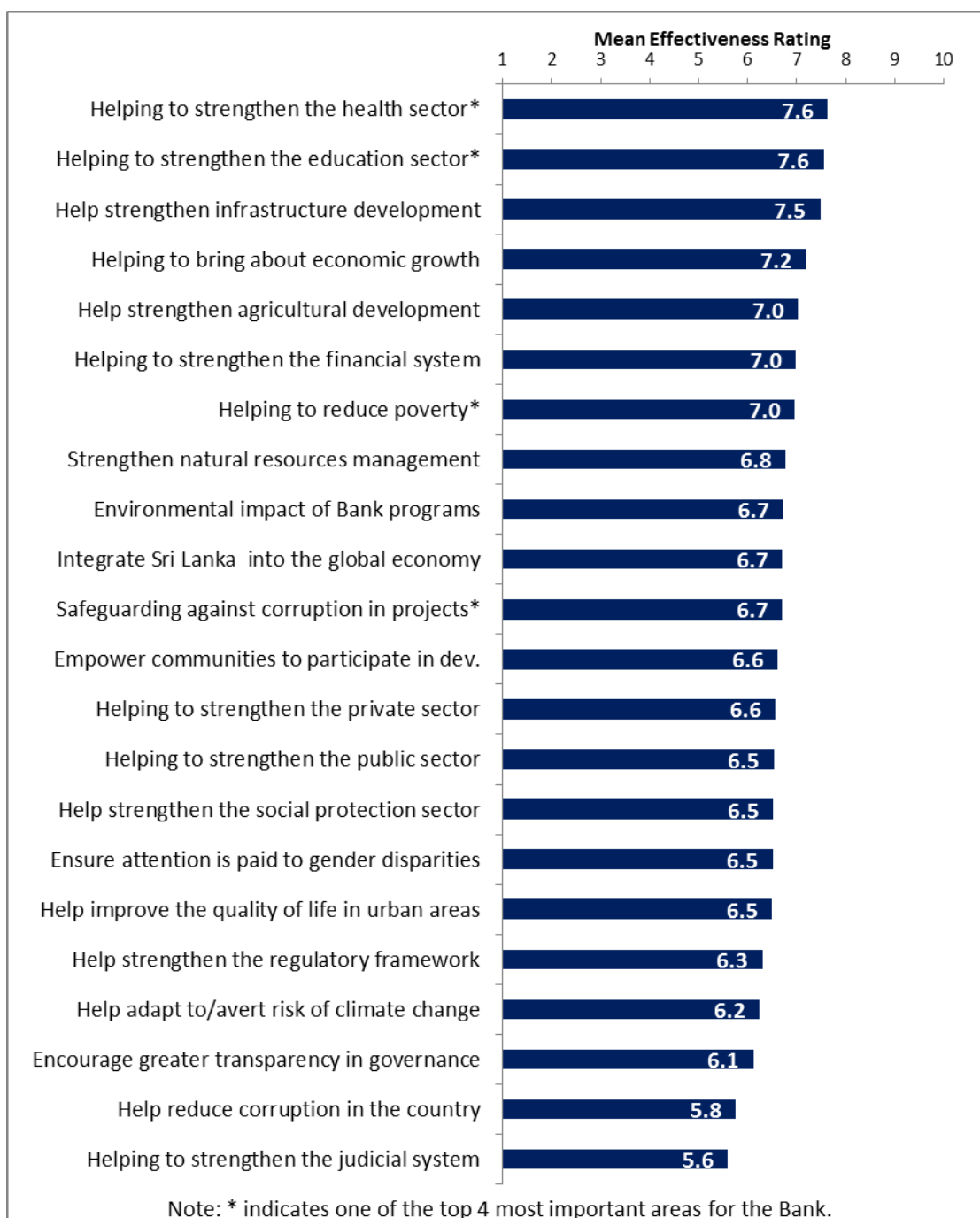
- Across all respondents, the Bank's overall effectiveness in Sri Lanka received a mean rating of 6.5 on a 10-point scale, with 1 being not effective at all and 10 being very effective. This was significantly higher than the mean rating received in the FY '07 country survey (6.1).
 - Respondents from local government and the office of the President/Prime Minister had the highest ratings for the Bank's overall effectiveness in Sri Lanka whereas respondents from the media and other organizations had significantly lower ratings for the Bank's overall effectiveness.
 - Respondents from the Western Province and other areas had statistically similar ratings for the Bank's overall effectiveness in Sri Lanka.



VI. Overall Impressions of the World Bank (continued)

Specific Areas of Effectiveness

- Respondents saw the Bank as most effective in helping to strengthen the health and education sectors, both receiving a mean rating of 7.6, across all respondents, on a 10-point scale with 1 being not effective at all and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Specific Areas of Effectiveness (continued)

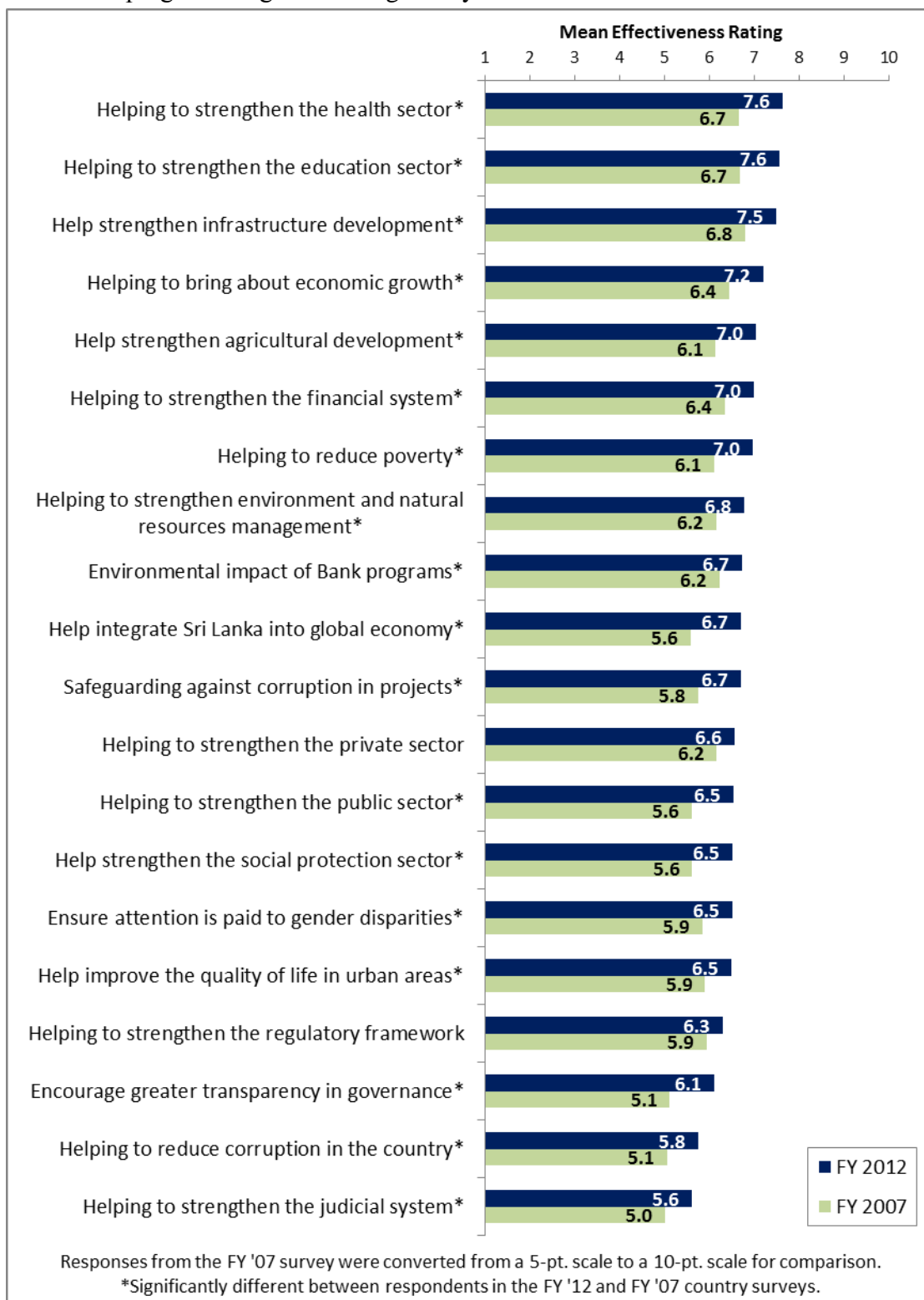
- There were significant stakeholder group differences in their ratings of the Bank's effectiveness across half of these twenty-two areas. For the most part, respondents from the office of a Parliamentarian, PIUs/PMUs, and local government tended to give the highest ratings for the Bank's effectiveness in these areas whereas respondents from private sector and the media tended to give significantly lower ratings for the Bank's effectiveness. Those areas for which there were significant stakeholder group differences were:
 - "Helping to bring about economic growth";
 - "Encouraging greater transparency in governance";
 - "Helping to strengthen the regulatory framework";
 - "Helping to strengthen the judicial system";
 - "Helping to strengthen the public sector";
 - "Helping to strengthen the education sector";
 - "Helping to strengthen the health sector";
 - "Safeguarding against corruption in projects/ programs that it funds with its procurement rules";
 - "Helping to strengthen agricultural development";
 - "Helping to reduce corruption in the country with its advice and support"; and
 - "Helping Sri Lanka adapt to/avert risk of climate change".

- Respondents from other areas had higher ratings for the Bank's effectiveness across all but one of these areas compared to respondents from the Western Province, significantly so for:
 - "Helping to reduce poverty";
 - "Helping to bring about economic growth";
 - "Encouraging greater transparency in governance";
 - "Helping to strengthen the financial system";
 - "Helping to strengthen the public sector";
 - "Helping to strengthen the education sector";
 - "Helping to strengthen the health sector";
 - "Helping to strengthen agricultural development";
 - "Helping to strengthen the social protection sector"; and
 - "Helping to reduce corruption in the country with its advice and support".

VI. Overall Impressions of the World Bank (continued)

Specific Areas of Effectiveness (continued)

- Ratings of the Bank's effectiveness in this year's survey were significantly higher than in the FY '07 country survey for all areas except "Helping to strengthen the private sector" and "Helping to strengthen the regulatory framework".

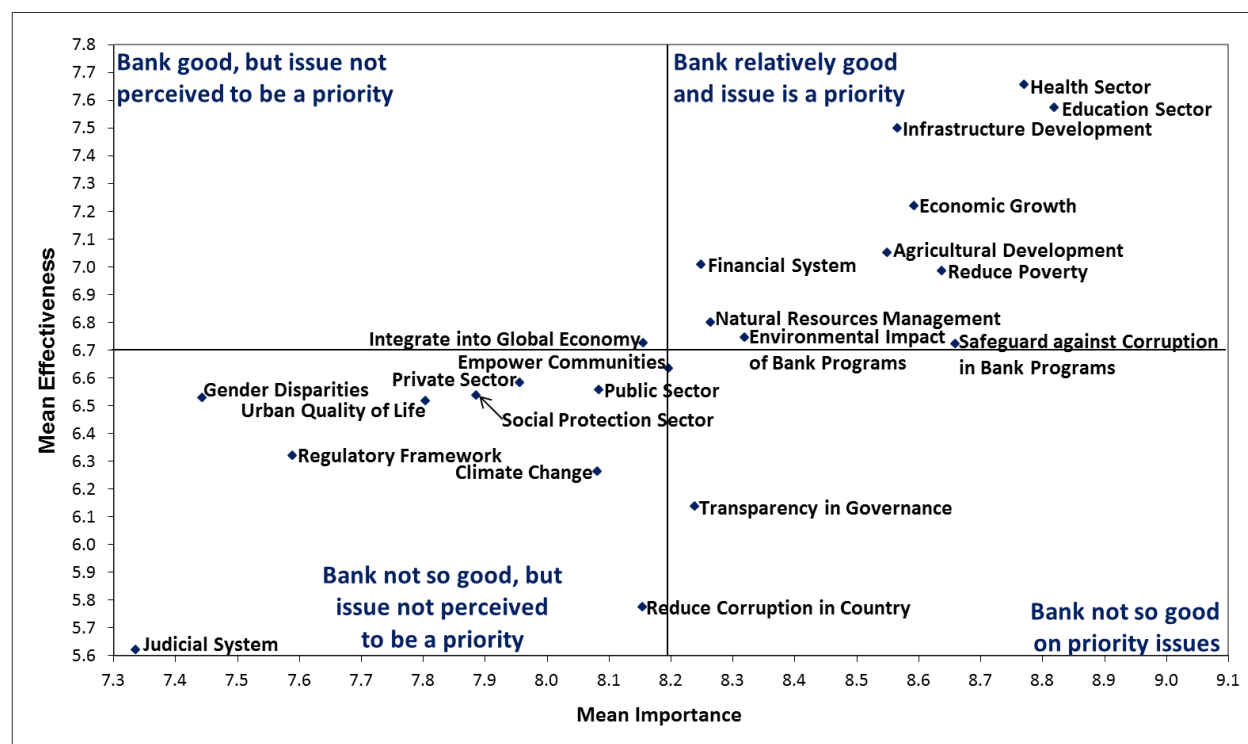


VI. Overall Impressions of the World Bank (continued)

Importance versus Effectiveness – Sector Analysis

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

- **Bank relatively good and issue is a priority:** Areas in this quadrant are those that respondents indicated a high level of importance and gave the Bank a *relatively* high rating of effectiveness (although it should be noted that ratings of effectiveness were more than a point lower than ratings of importance). It is important that the Bank continue to do well in these areas (in order of mean importance):
 - Helping to strengthen the education sector;
 - Helping to strengthen the health sector;
 - Safeguard against corruption in projects that it funds with its procurement rules (although this is on the borderline of the Bank being not so good);
 - Helping to reduce poverty;
 - Helping to bring about economic growth;
 - Helping to strengthen the infrastructure development;
 - Helping to strengthen agricultural development;



VI. Overall Impressions of the World Bank (continued)

Importance versus Effectiveness – Sector Analysis (continued)

- **Bank relatively good and issue is a priority: (continued)**
 - Ensuring that attention is paid to the environmental impact of Bank supported programs (although this is on the borderline of the Bank being not so good);
 - Helping to strengthen environment and natural resources management; and
 - Helping to strengthen the financial system.

- **Bank not so good on priority issues:** Areas in this quadrant were those for which respondents indicated a high level of importance, but gave the Bank a relatively low rating of effectiveness. There were just two areas in this quadrant (in order of mean importance):
 - Encouraging greater transparency in governance and
 - Helping to empower communities to participate in their own development (although this is on the borderline of being less of a priority).

- **Bank not so good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents gave the Bank a relatively low rating of effectiveness and a moderate level of importance. These areas were (in order of mean importance):
 - Helping to reduce corruption in the country with its advice and support (although this is on the borderline of becoming more of a priority);
 - Helping to strengthen the public sector;
 - Helping Sri Lanka adapt to/avert risk of climate change;
 - Helping to strengthen the private sector;
 - Helping to strengthen the social protection sector;
 - Helping to improve the quality of life in urban areas;
 - Helping to strengthen the regulatory framework;
 - Ensuring that attention is paid to gender disparities; and
 - Helping to strengthen the judicial system.

- **Bank good, but issue not perceived to be a priority:** Areas in this quadrant were those for which respondents indicated a moderate level of importance, but gave the Bank a relatively high rating of effectiveness. There was just one area in this quadrant:
 - Helping to integrate Sri Lanka into the global economy (although this is on the borderline of the Bank being not so good).

VI. Overall Impressions of the World Bank (continued)

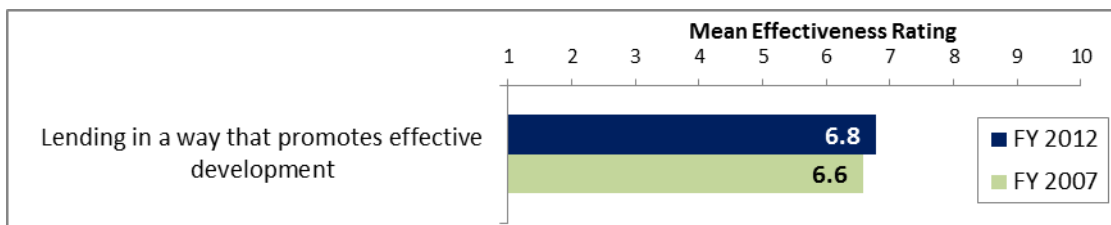
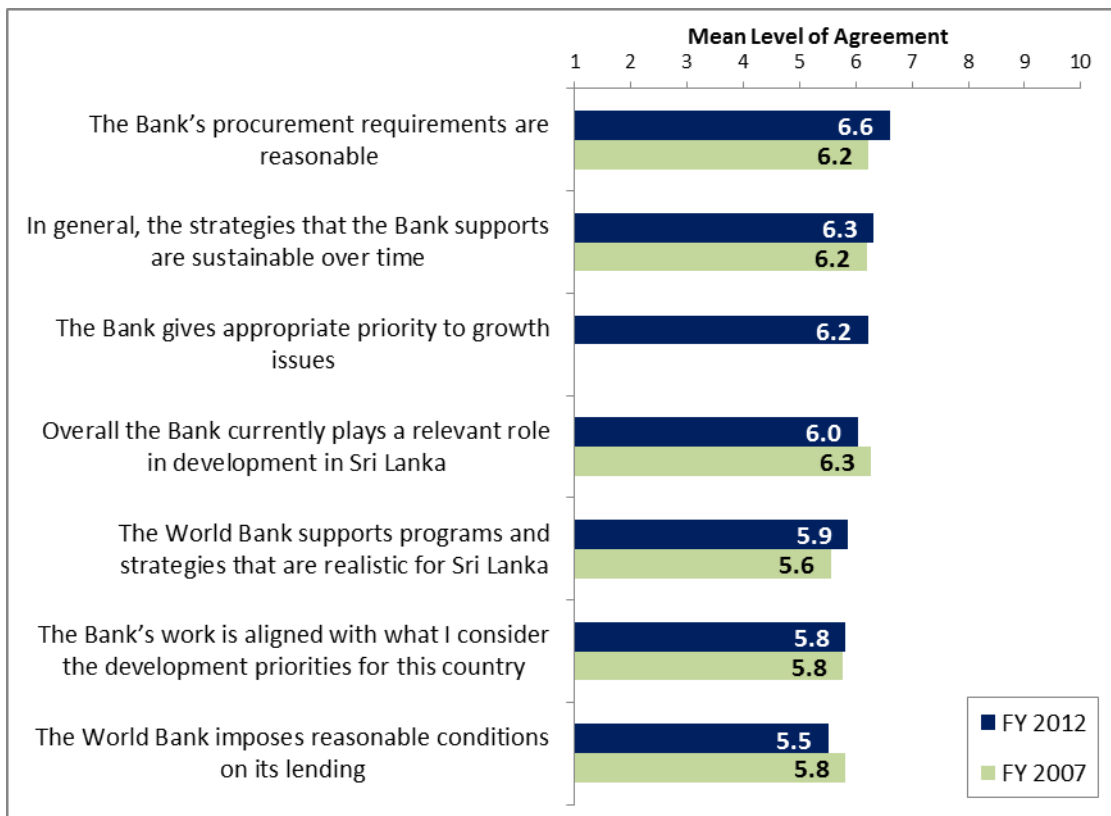
Respondents were asked a variety of questions regarding the Bank's programs, poverty mission, personal relationships, collaborations/partnerships, knowledge, and day-to-day operations.

- Respondents in this year's country survey had significantly higher levels of agreement that "The Bank and partners in government collaborate well together on Bank supported programs and projects in Sri Lanka" compared to respondents from the FY '07 survey.
- In contrast, respondents from the FY '07 country survey had significantly higher levels of agreement that "The World Bank collaborates well with other donors here" compared to respondents from this year's survey. Respondents from the FY '07 country survey also had significantly higher ratings for the Bank's effectiveness, compared to respondents from this year's survey, for:
 - "Technical competence";
 - "Producing knowledge and research that are useful";
 - "Making the results of studies and analyses readily available";
 - "Straightforwardness in its dealings with you";
 - "Maintaining consistent messages"; and
 - "Promoting the inclusion of private sector in the development of strategies".
- There were significant stakeholder differences in their ratings of the Bank across four of these areas.
 - Respondents from the office of a Parliamentarian and local government had the highest ratings for the Bank's effectiveness at "Providing sound policy and economic advice" whereas respondents from private sector, NGOs, and academia had significantly lower ratings.
 - Respondents from the office of a Parliamentarian and PIUs/PMUs had the highest ratings for the Bank's effectiveness at "Promoting the inclusion of private sector in the development of strategies" whereas respondents from private sector and academia had significantly lower ratings.
 - Respondents from the office of a Parliamentarian, PIUs/PMUs, and bilateral or multilateral agencies had the highest ratings for the Bank's effectiveness at "Lending in a way that promotes effective development" whereas respondents from private sector and academia had significantly lower ratings.
 - Respondents from the office of a Parliamentarian, local government, bilateral or multilateral agencies, and NGOs had the highest levels of agreement that "The Bank works efficiently" whereas respondents from the media and other organizations had significantly lower levels of agreement.
- Ratings for all stakeholder groups, both geographic locations, and across both country surveys can be found in the Appendix.

VI. Overall Impressions of the World Bank (continued)

Bank Programs in Sri Lanka

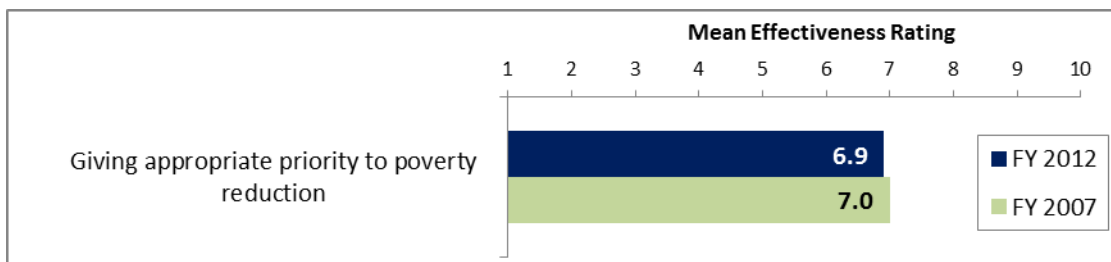
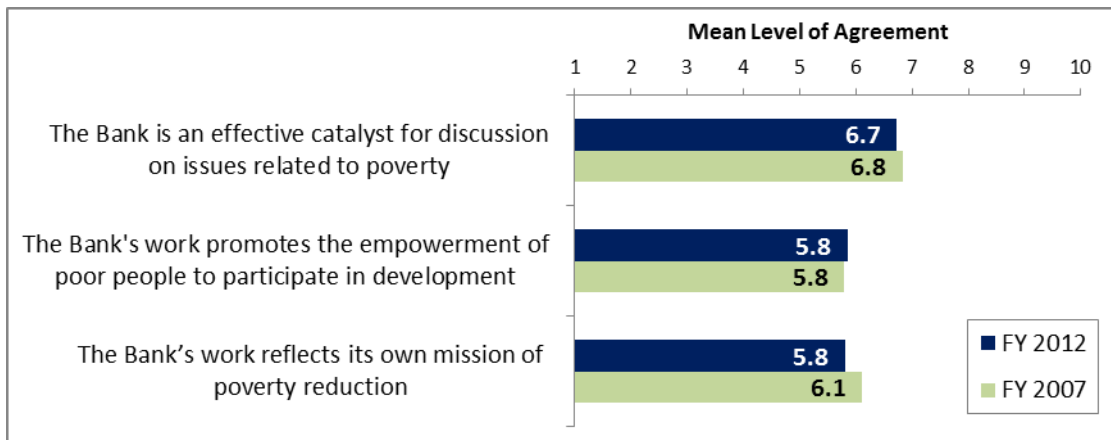
- In terms of the Bank’s programs in Sri Lanka, the Bank’s procurement requirements being reasonable received the highest mean level of agreement, 6.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank’s effectiveness at lending in a way that promotes effective development received a mean rating of 6.8 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Poverty Mission

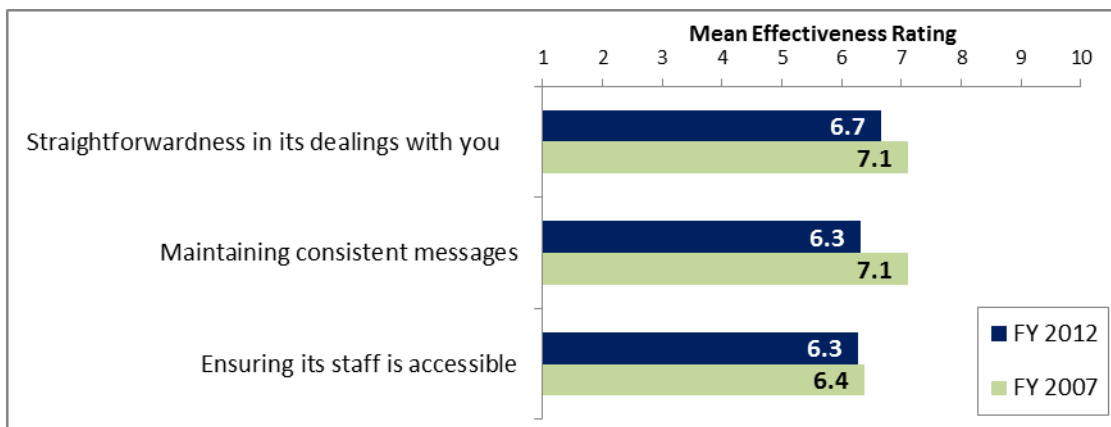
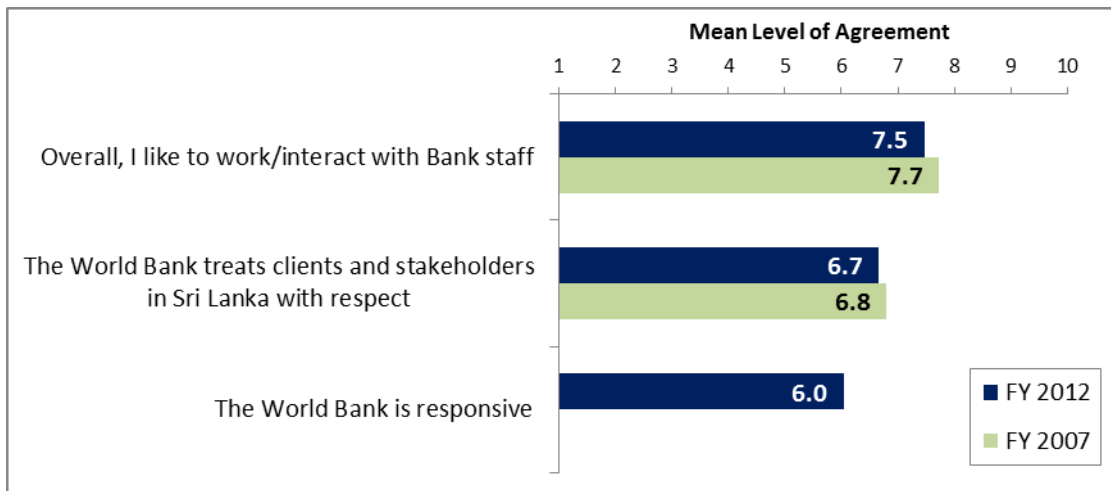
- In terms of the Bank’s poverty mission in Sri Lanka, the Bank being an effective catalyst for discussion on critical issues related to poverty received the highest mean level of agreement, 6.7, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank’s effectiveness at giving appropriate priority to poverty reduction received a mean rating of 6.9 across all respondents on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Personal Relationships

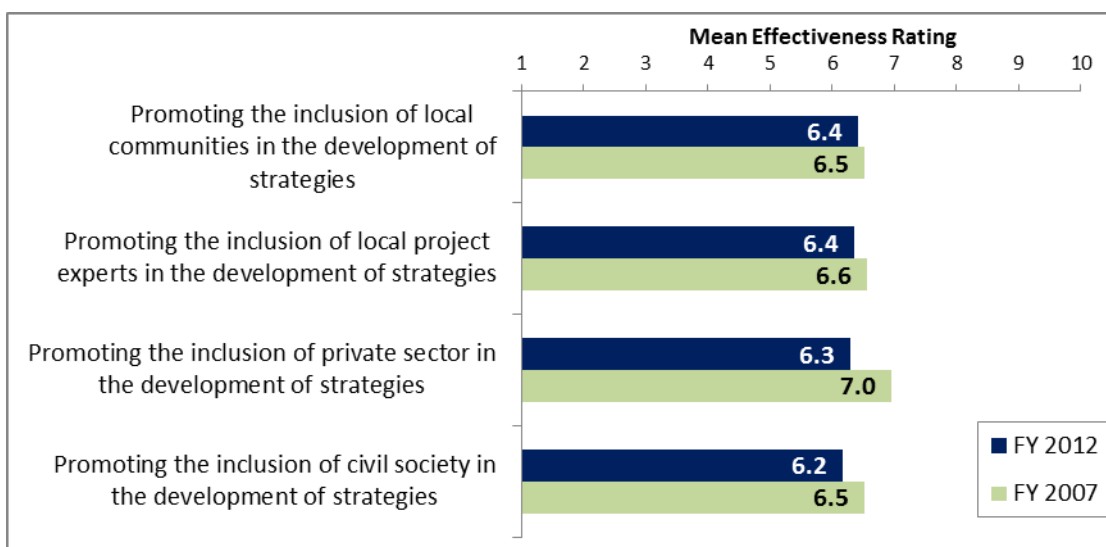
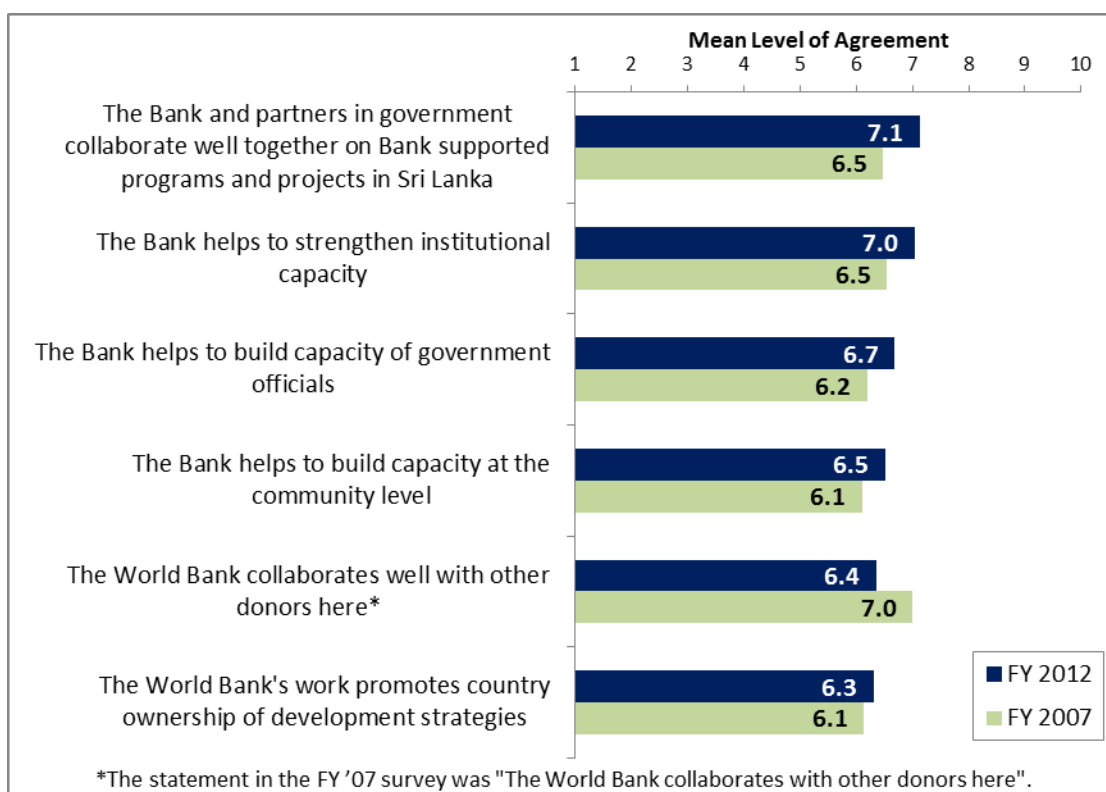
- In terms of the Bank’s personal relationships in Sri Lanka, respondents liking to work/interact with Bank staff received the highest mean level of agreement, 7.5, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- In terms of maintaining relationships with clients and stakeholders in Sri Lanka, the Bank’s effectiveness at being straightforward in its dealings received the highest mean rating, 6.7, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Collaboration/Partnerships

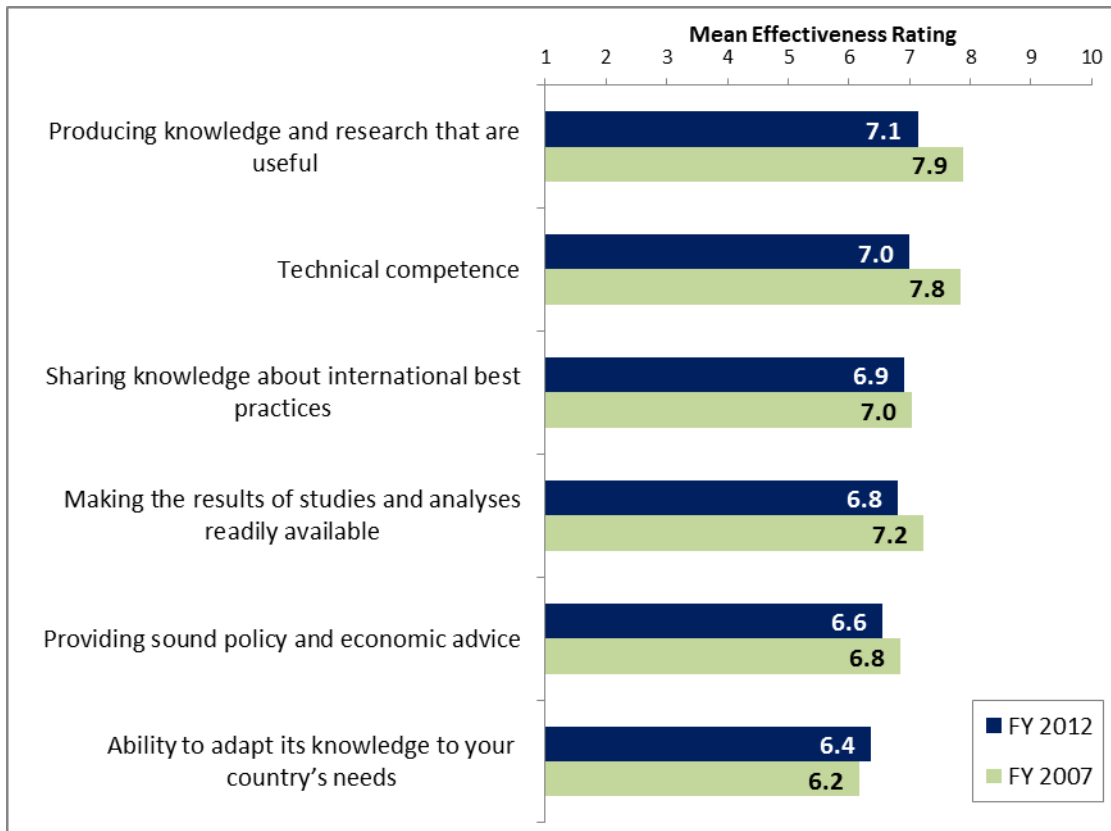
- In terms of the Bank's collaborations in Sri Lanka, the Bank and partners in government collaborating well together on Bank supported programs and projects in Sri Lanka received the highest mean level of agreement, 7.1, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
- The Bank's effectiveness at promoting the inclusion of local communities and local project experts in strategy development both received the highest mean rating of 6.4 on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Knowledge

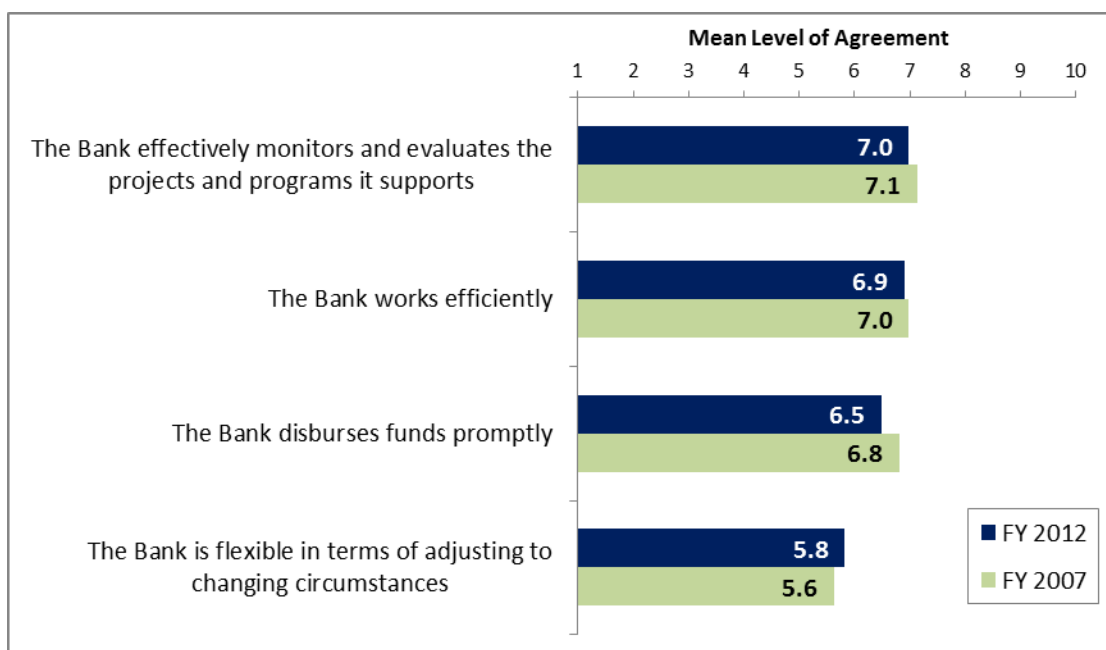
- In terms of the Bank's effectiveness at being a knowledge base in Sri Lanka, the Bank's ability to produce knowledge and research that are useful received the highest mean rating, 7.1, across all respondents, on a 10-point scale with 1 being not at all effective and 10 being very effective.



VI. Overall Impressions of the World Bank (continued)

Day-to-Day Operations

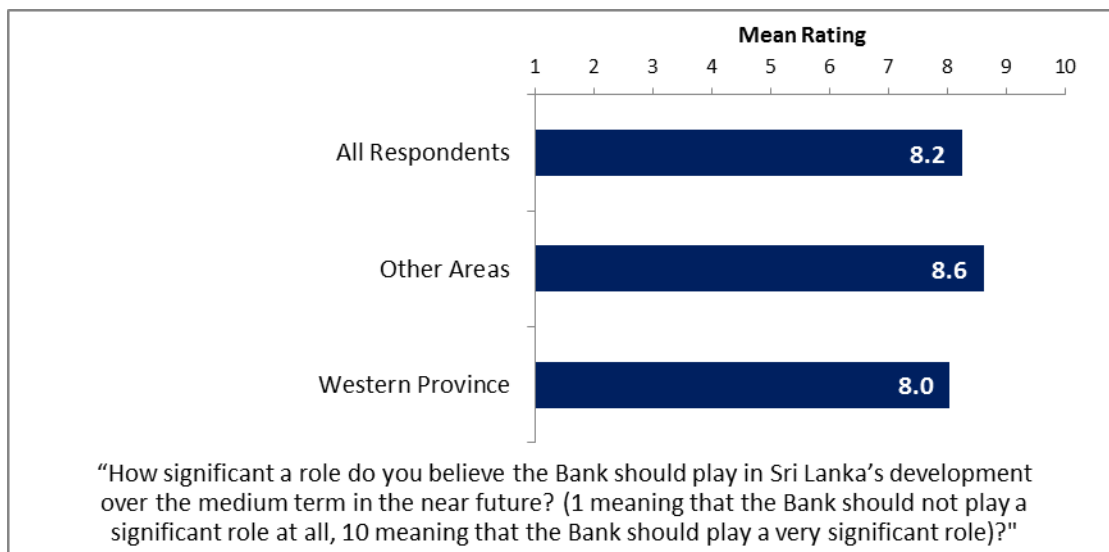
- In terms of the Bank's day-to-day operations in Sri Lanka, the Bank effectively monitoring and evaluating its projects received the highest mean level of agreement, 7.0, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.



VII. The Future Role of the World Bank in Sri Lanka

Role Significance

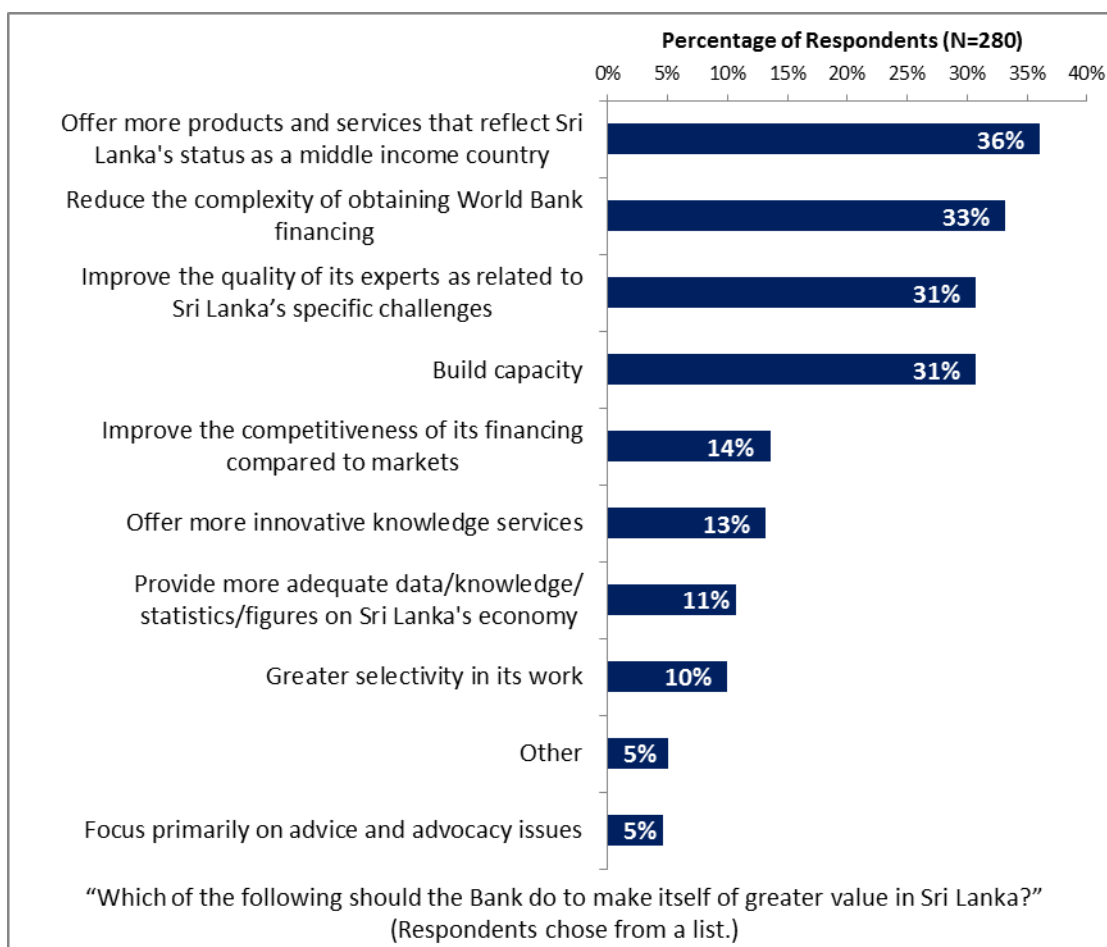
- The Bank was expected to play a quite significant role in Sri Lanka's development over the medium term, receiving a mean rating of 8.2 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.
 - Respondents from other areas gave significantly higher ratings for the Bank's role significance compared to respondents from the Western Province.
 - Respondents across all stakeholder groups had statistically similar ratings for the Bank's role significance.



VII. The Future Role of the World Bank in Sri Lanka (continued)

Making the Bank of Greater Value

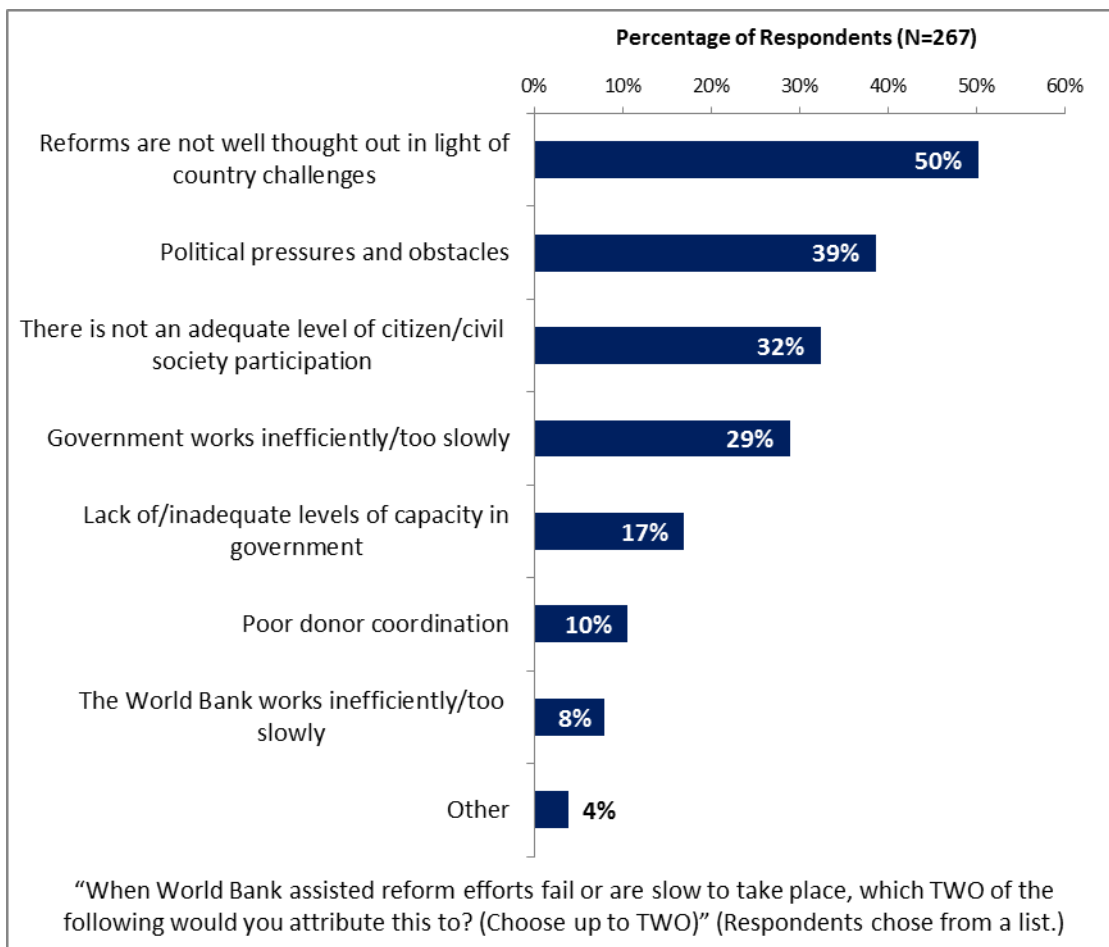
- Respondents indicated that the World Bank should offer more products and services that reflect Sri Lanka's status as a middle income country, reduce the complexity of obtaining Bank financing, improve the quality of its experts as related to Sri Lanka's specific challenges, and build capacity to make itself of greater value in Sri Lanka.



VII. The Future Role of the World Bank in Sri Lanka (continued)

Attributing Slow or Failed Reform Efforts

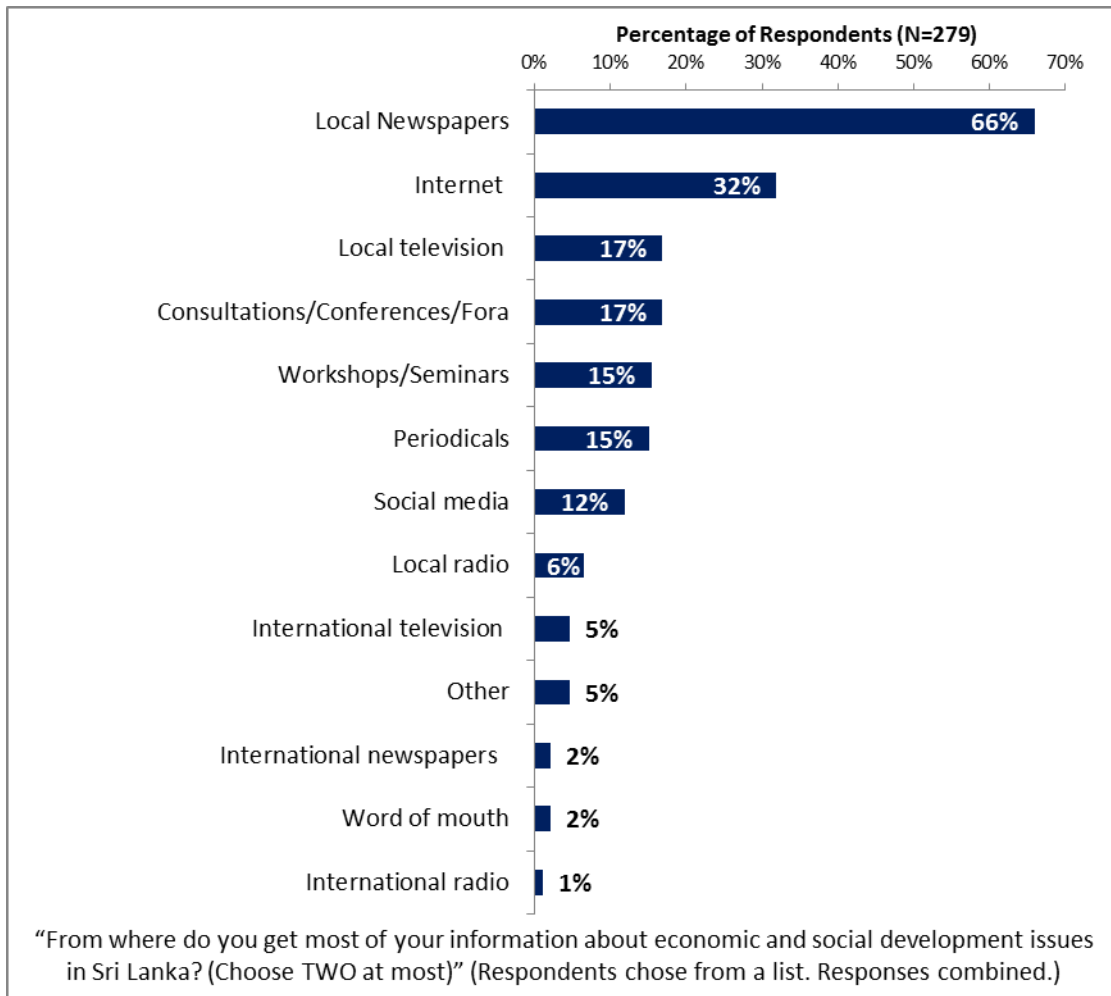
- When World Bank assisted reform efforts fail or are slow to take place, respondents indicated that they most often attribute this to reforms not being well thought out in light of country challenges. Respondents also indicated that political pressures/obstacles, an inadequate level of citizen/civil society participation, and the government working inefficiently or too slowly can also lead to Bank assisted reform efforts failing or taking place slowly.



VIII. Communication and Outreach

Information Sources

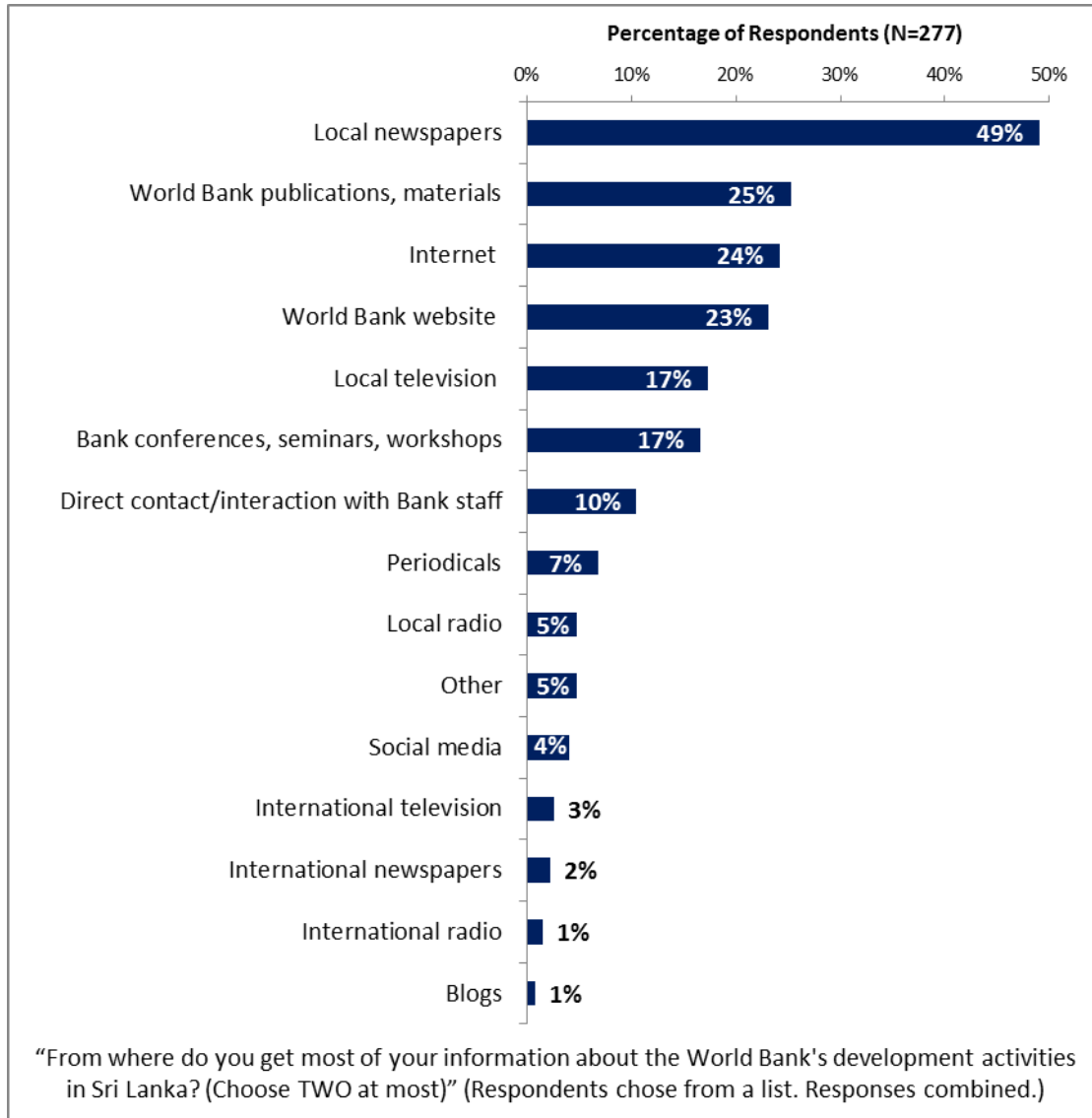
- Two-thirds of all respondents indicated that they got most of their information about economic and social development issues in Sri Lanka from local newspapers. The Internet was also a popular information source. In the FY '07 country survey, respondents indicated that they got most of their information about economic and social development issues from local newspapers (76%).



VIII. Communication and Outreach (continued)

Information Sources (continued)

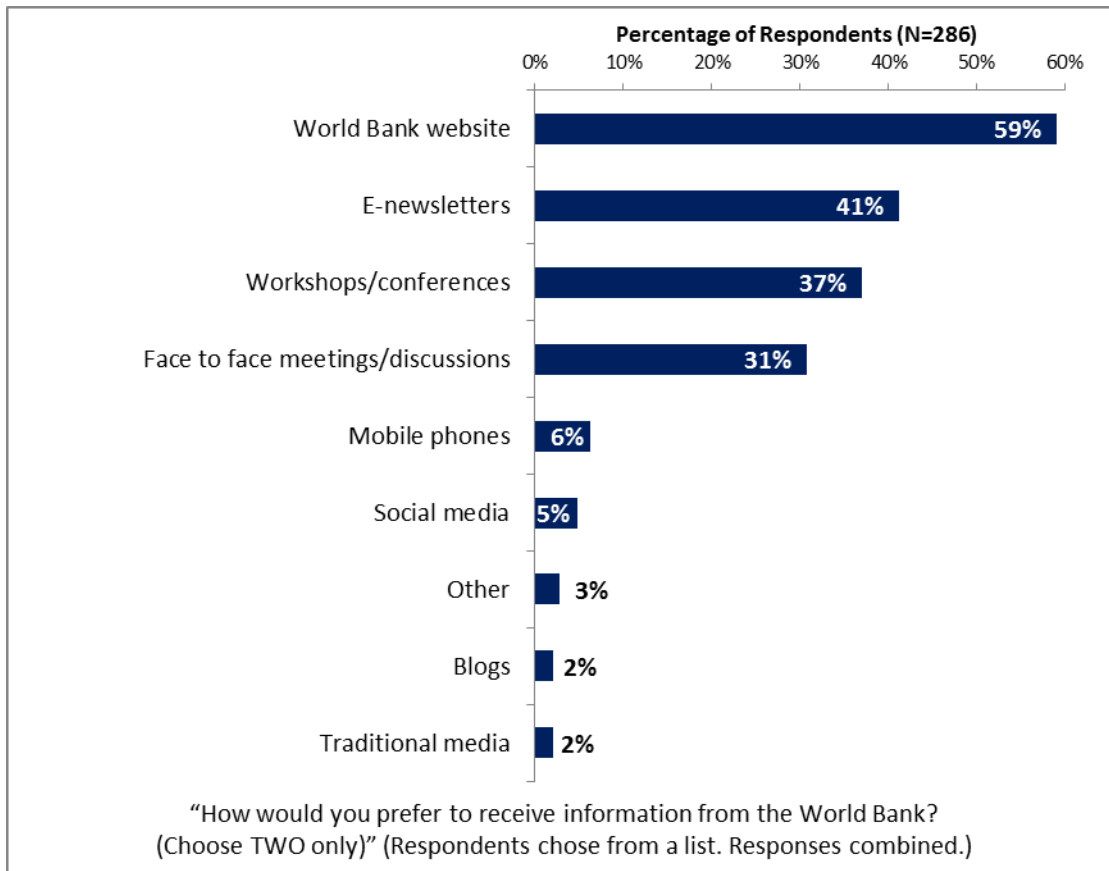
- Respondents were again most likely to utilize local newspapers for information about the Bank's development activities in Sri Lanka. World Bank publications/materials, the Internet, and the Bank's website were also popular information sources.



VIII. Communication and Outreach (continued)

Information Sources (continued)

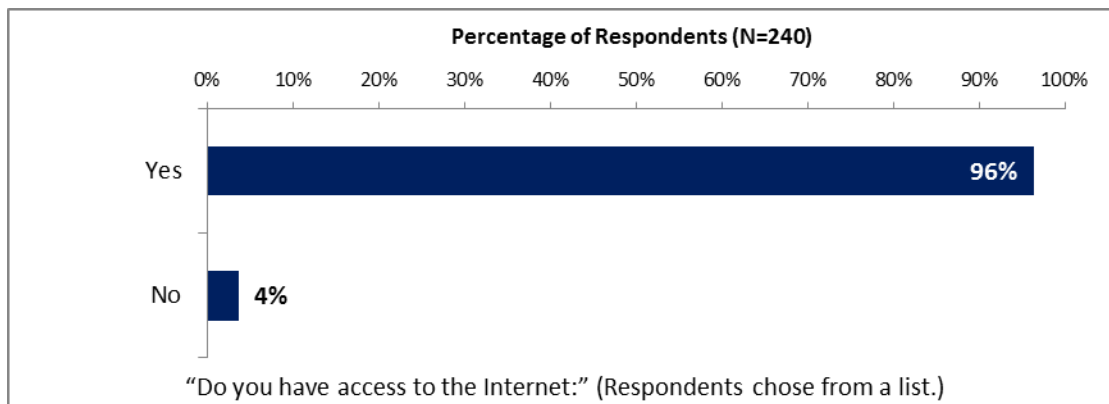
- When asked how they would prefer to receive information from the World Bank, over half of all respondents indicated that they preferred the World Bank website. E-newsletters, workshops/conferences, and face-to-face meetings/discussions were also popular preferred information sources.



VIII. Communication and Outreach (continued)

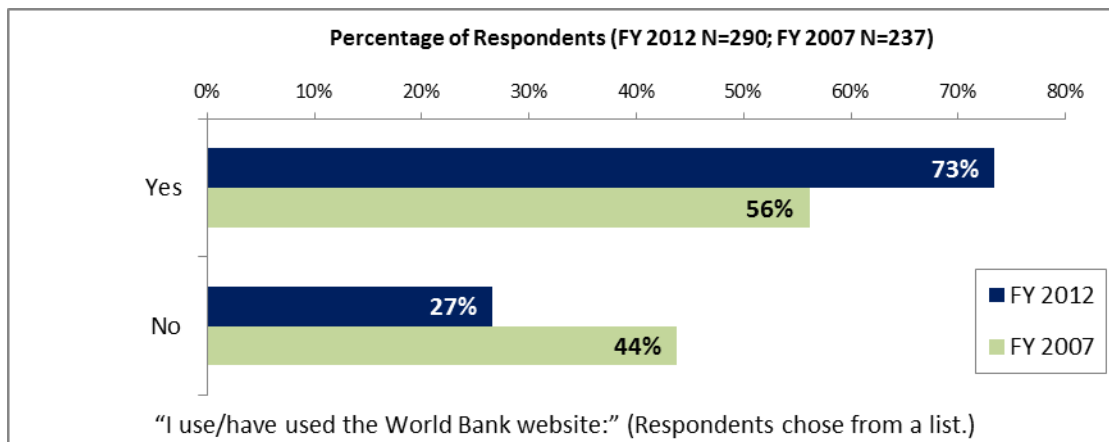
Internet Access

- The vast majority of all respondents indicated that they had access to the Internet.
 - Respondents from the Western Province had significantly higher rates of Internet access compared to those from other areas.
 - Respondents across all stakeholder groups had statistically similar rates of Internet access.



Website Usage

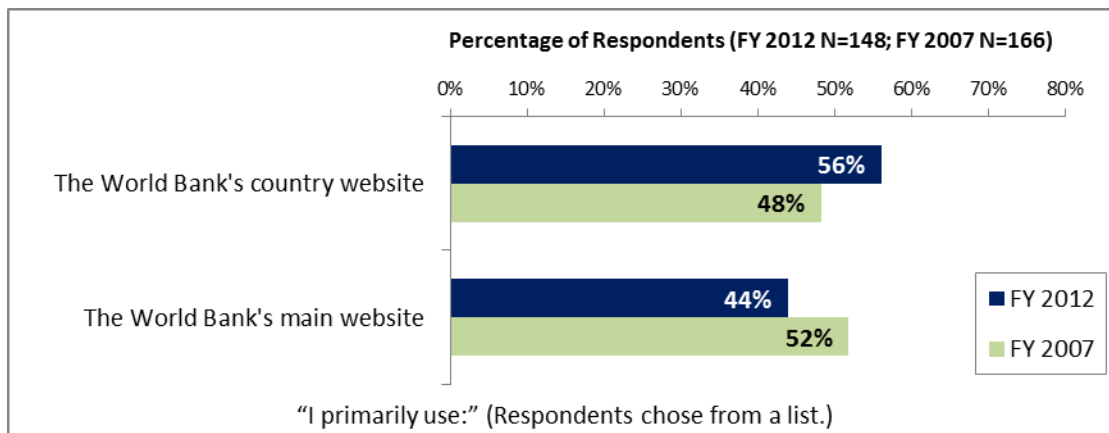
- Nearly three-quarters of all respondents indicated that they had used the Bank’s website, significantly more than respondents in the FY ’07 country survey.
 - Respondents from the office of the President/Prime Minister, the office of a Parliamentarian, and local government had significantly lower rates of usage for the World Bank’s website compared to those from other stakeholder groups.
 - Respondents from the Western Province were significantly more likely to have used the Bank’s website compared to respondents from other areas.



VIII. Communication and Outreach (continued)

Website Usage (continued)

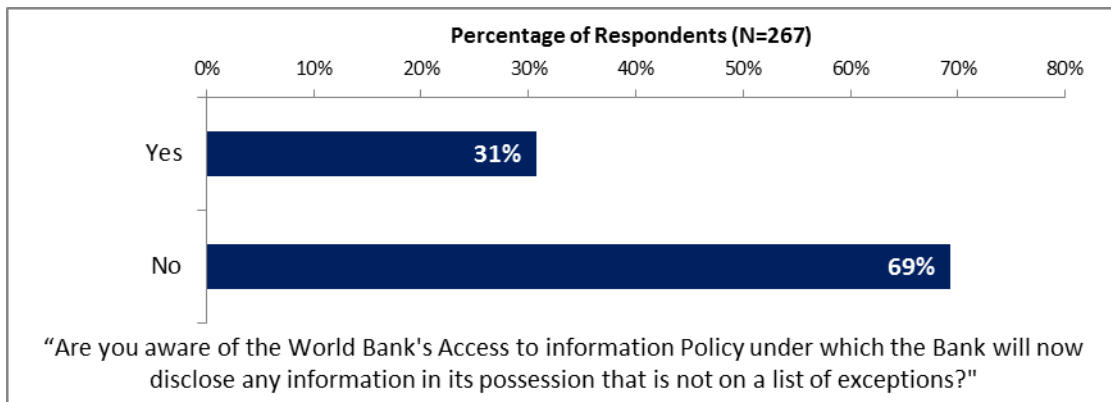
- Of those respondents who used the Bank's website, the majority indicated that they used the World Bank's country website. This is statistically similar to the website usage reported by respondents in the FY '07 country survey.
 - Respondents across all stakeholder groups and both geographic locations had statistically similar rates of usage for the World Bank's main and country websites.



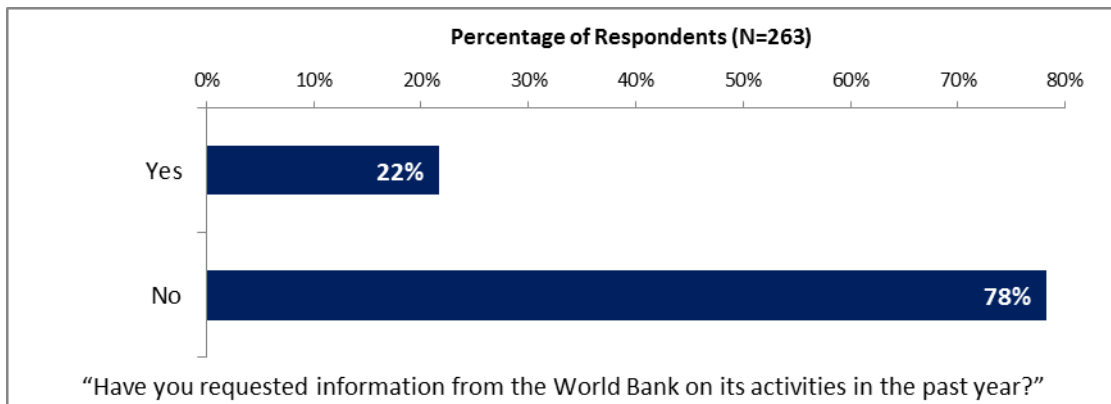
VIII. Communication and Outreach (continued)

Access to Information

- Less than a third of all respondents indicated that they were aware of the Bank's Access to Information Policy.
 - Respondents across all stakeholder groups and both geographic locations had statistically similar levels of awareness for the Bank's Access to Information Policy.



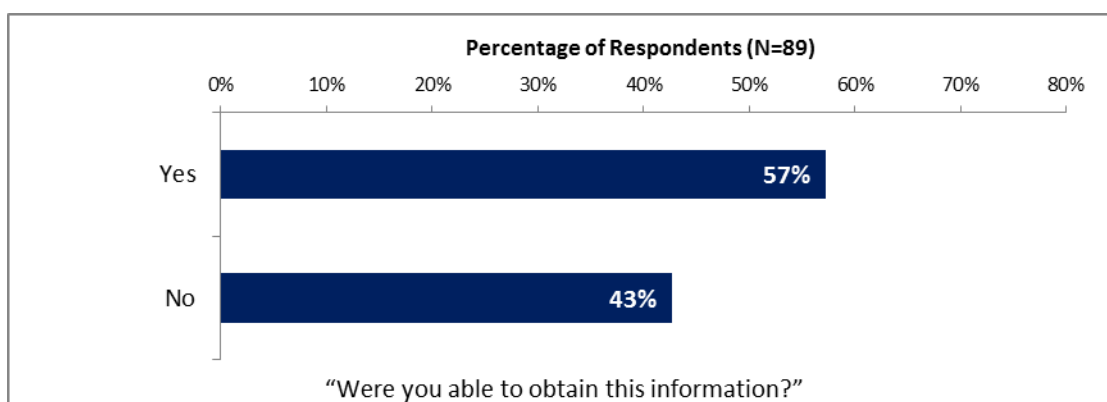
- Nearly a quarter of all respondents indicated that they had requested information from the Bank in the past year.
 - Respondents across all stakeholder groups and both geographic locations had statistically similar rates of requesting information.



VIII. Communication and Outreach (continued)

Access to Information (continued)

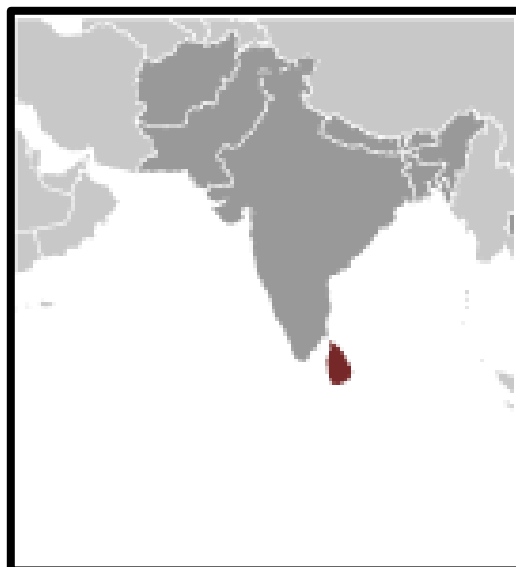
- Of those who had requested information from the Bank in the past year, over half indicated that they were able to obtain this information.
 - Respondents from the Western Province were significantly more likely to indicate that they were able to obtain this information from the Bank compared to respondents from other areas.
 - Respondents across all stakeholder groups had statistically similar rates of being able to obtain this information from the Bank.



IX. Appendices

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Appendix A: Responses to All Questions across All Respondents

Total Response Number = 296

A. Background Information

1. Which of the following best describes your current position?	Percentage of Respondents
Employee of a Ministry	27.5%
Private Sector	16.5%
Media	10.7%
Other	9.3%
Local Government	8.6%
NGOs	6.5%
Academia	6.2%
Bilateral or Multilateral Agency	4.1%
Independent Government Institution	4.1%
Project Implementation Unit (PIU)/ Project Management Unit (PMU)	3.1%
Office of the President, Prime Minister, Minister	2.1%
Office of Parliamentarian	1.0%
Faith-Based Groups	0.3%

2. Please identify the primary specialization of your work.	Percentage of Respondents
Social Services	22.8%
Other	22.1%
Communications, Information Services	9.8%
Economic Management	8.1%
Commerce, Trade and Manufacturing	7.7%
Infrastructure	7.7%
Finance, Banking, Insurance	7.0%
Legislature, Politics	4.6%
Agriculture, Agribusiness, Forestry	3.9%
Environment, Natural Resource Management	2.5%
SME sector development	1.8%
Tourism	1.4%
Law, Justice	0.7%

Familiarity with the World Bank	N	Mean	SD
3. How familiar are you with the work of the World Bank in Sri Lanka on a scale of 1-10, 1 meaning "not familiar at all", 10 meaning "extremely familiar"?	276	6.20	2.13

4. How long have you been involved with (or a close observer of) the World Bank's activities?	Percentage of Respondents
Less than one year	15.7%
One to three years	18.0%
More than three years	66.3%

A. Background Information (continued)

5. Which best represents your geographic location?	Percentage of Respondents
Western Province	69.7%
Central Province	7.7%
Southern Province	4.4%
Uwa Province	4.4%
Eastern Province	4.0%
Northern Province	2.9%
Sabaragamuwa Province	2.9%
North Western Province	2.9%
North Central Province	1.1%

B. General Issues facing Sri Lanka

Perspective on the Next Generation	N	Mean	SD
1. On a scale of 1-10, 1 meaning "extremely pessimistic", 10 meaning "extremely optimistic", please indicate your perspective on the future of the next generation in Sri Lanka.	257	6.93	1.96

2. Please identify which one of these you consider the <i>first (second) most important</i> development priority.	Percentage of Respondents		
	<i>Most Important</i>	<i>2nd Most Important</i>	<i>Combined</i>
Economic growth	30.4%	10.3%	40.7%
Government effectiveness/governance	27.2%	12.5%	39.7%
Reducing corruption	11.2%	15.8%	27.0%
Reducing poverty	4.3%	10.3%	14.6%
Increasing access to quality education	6.2%	7.4%	13.5%
Improving basic infrastructure	5.1%	7.4%	12.4%
Increasing employment/ income generating opportunities	2.5%	5.1%	7.7%
Promote policies to stimulate foreign direct investment	0.4%	6.6%	7.0%
Developing the SME sector	1.8%	4.8%	6.6%
Increasing access to quality health services	1.8%	4.4%	6.2%
Enhancing the opportunity for private sector growth/investment	2.2%	3.7%	5.9%
Improving the effectiveness of law and justice system	1.4%	4.0%	5.5%
Protecting natural resources and environment	1.1%	2.2%	3.3%
Agriculture development	1.1%	1.5%	2.6%
Strengthening regulatory framework	0.4%	1.1%	1.5%
HIV/AIDS and other communicable diseases	0.4%	0.7%	1.1%
Tourism	0.7%	0.4%	1.1%
Other	0.7%	0.4%	1.1%
Improving environmental quality	0.0%	0.7%	0.7%
Food security	0.4%	0.4%	0.7%
Improving trade and exports	0.0%	0.4%	0.4%
Climate change	0.4%	0.0%	0.4%
Access to finance	0.0%	0.0%	0.0%

B. General Issues facing Sri Lanka (continued)

16. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose only TWO)	Percentage of Respondents (Responses Combined)
Increasing income generating activities/ employment	46.4%
Increasing economic growth	22.0%
Agriculture development	20.3%
Education	16.5%
Developing the SME sector	16.5%
Infrastructure development	15.1%
Improving governance	14.8%
Enhancing the opportunity for private sector growth/investment	13.7%
Reducing corruption	12.0%
Increasing foreign direct investment	4.5%
Food security	3.8%
Protecting the environment and natural resources	2.4%
Other	2.4%
Health	2.1%

4. Which TWO areas below do you believe would contribute most to generating faster economic growth in Sri Lanka? (Choose only TWO)	Percentage of Respondents (Responses Combined)
Reducing corruption	17.8%
Enhancing the environment for increased foreign direct investment	17.1%
Improving governance	15.3%
Improving the skills of the labor force	14.3%
Enhancing the opportunity for private sector growth/investment	13.9%
Increasing agricultural productivity	13.6%
Promoting and supporting the SME sector	10.5%
Improving access to and/or quality of education	9.4%
Increasing the role of private sector in development and production	8.7%
Improved transportation infrastructure	8.4%
Increase efficiency of public spending	8.4%
Encouraging Public Private Partnerships	7.7%
Improving trade and exports	7.3%
Ethnic reconciliation	7.3%
Improve environment for doing business and private sector growth	7.0%
Access to education	6.3%
Access to finance	4.9%
Better managing State Owned Enterprise sector	4.2%
Improving access to and/or quality of health care	3.1%
Invest in tourism products and services	3.1%
Quality of education	3.1%
Improved power generation infrastructure	1.7%
Strengthening the regulatory framework	1.7%
Other	1.0%
Enhancing Colombo as an International city	0.7%

C. Overall Attitudes toward the World Bank

Overall Effectiveness	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Sri Lanka, on a scale of 1-10, 1 being "Not effective at all", 10 being "Very effective"?	260	6.54	1.81

2a. Based on your observations of the World Bank in Sri Lanka, what do you think the Bank considers its top priorities in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Economic growth	26.9%
Reducing poverty	24.7%
Improving basic infrastructure	23.6%
Government effectiveness/governance	21.5%
Increasing access to quality education	16.0%
Increasing employment/ income generating opportunities	8.0%
Increasing access to quality health services	6.9%
Developing the SME sector	6.9%
Reducing corruption	6.5%
Access to finance	6.5%
Promote policies and stimulate foreign direct investment	4.7%
Enhancing the opportunity for private sector growth/investment	4.4%
Developing a skilled labor force	4.0%
Agriculture development	3.6%
Promoting entrepreneurship	3.3%
Improving the effectiveness of law and justice system	2.9%
Strengthening regulatory framework	2.5%
Improving environmental quality	1.8%
Reducing non communicable diseases	1.8%
Improving trade and exports	1.8%
Tourism	1.5%
Food security	1.1%
Protecting natural resources and environment	1.1%
Managing HIV/AIDS and other communicable diseases	1.1%
Other	0.7%
Climate change	0.0%

C. Overall Attitudes toward the World Bank (continued)

2b. Based on your observations of the World Bank in Sri Lanka, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Economic growth	19.9%
Improving basic infrastructure	16.9%
Government effectiveness/governance	16.2%
Increasing employment/ income generating opportunities	14.0%
Developing the SME sector	12.1%
Reducing poverty	11.8%
Agriculture development	11.8%
Developing a skilled labor force	11.0%
Reducing corruption	10.3%
Increasing access to quality education	10.3%
Promoting entrepreneurship	7.4%
Enhancing the opportunity for private sector growth/investment	7.4%
Access to finance	6.6%
Improving trade and exports	5.1%
Strengthening regulatory framework	4.4%
Promote policies and stimulate foreign direct investment	4.0%
Increasing access to quality health services	4.0%
Protecting natural resources and environment	2.6%
Food security	2.2%
Improving the effectiveness of law and justice system	2.2%
Improving environmental quality	1.5%
Climate change	1.5%
Managing HIV/AIDS and other communicable diseases	1.1%
Other	1.1%
Tourism	0.7%
Reducing non communicable diseases	0.7%

3. In your opinion, what should be the level of involvement of the World Bank in Sri Lanka's development strategies?	Percentage of Respondents
The Bank should be more involved	68.6%
The Bank is currently involved at an optimum level	17.4%
The Bank should be less involved	5.9%
The Bank shouldn't be involved at all	1.7%
Don't know	6.3%

3a. Which World Bank instrument do you believe is the most effective in reducing poverty in Sri Lanka? (Choose only ONE)	Percentage of Respondents
Results based lending	31.6%
Investment lending	26.2%
Technical assistance	20.6%
Policy based lending	14.9%
Analytical work	4.3%
Don't know	2.5%

C. Overall Attitudes toward the World Bank (continued)

3b. Which World Bank instrument do you believe is the <i>least effective</i> in reducing poverty in Sri Lanka? (Choose only ONE)	Percentage of Respondents
Analytical work	22.0%
Policy based lending	20.6%
Don't know	19.5%
Results based lending	14.8%
Investment lending	12.3%
Technical assistance	10.8%

4. In broad terms of economic and social development, what is the “greatest value” brought by the World Bank to Sri Lanka? What is the “second greatest” value?	Percentage of Respondents		
	<i>Greatest Value</i>	<i>2nd Greatest Value</i>	<i>Combined</i>
Financial resources	29.3%	24.0%	53.4%
Policy and economic advice	16.5%	14.5%	31.0%
Lending when others won't	14.7%	7.6%	22.3%
Technical advice	6.4%	14.5%	20.9%
The Bank's knowledge	12.4%	5.7%	18.1%
Donor coordination	6.0%	11.5%	17.5%
Ability to build implementation capacity	4.9%	10.7%	15.6%
Ability to mobilize resources	5.3%	7.6%	12.9%
Convener/facilitator	3.4%	3.8%	7.2%
Other	1.5%	0.4%	1.9%

5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Sri Lanka? (Choose TWO only)	Percentage of Respondents (Combined Responses)
Inadequately aligned with country priorities	26.5%
Not willing to honestly criticize politics and reform efforts in the country	18.2%
Imposing technocratic solutions without regard to political realities	16.7%
Not exploring alternative policy options	16.7%
Too bureaucratic in its operational policies and procedures	16.7%
Not enough public disclosure of its work	16.7%
Too influenced by the US	13.8%
World Bank processes too slow and complex	13.8%
Too theoretical	7.6%
Not client focused	6.5%
Too political	4.7%
Staff too inaccessible	4.0%
Is arrogant in its approach	2.9%
Too detailed	2.9%
Other	2.9%
The credibility of its knowledge/data	1.1%

C. Overall Attitudes toward the World Bank (continued)

6. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Sri Lanka? (Choose no more than TWO)	Percentage of Respondents (Responses Combined)
Education	24.2%
Governance	17.7%
Poverty	17.0%
Enhanced business environment for private sector development	16.3%
Anti-corruption	14.6%
Rural development	13.5%
Promote Public Private Partnerships	12.5%
Public sector performance	11.1%
Health	9.0%
Agricultural development	8.4%
Environmental sustainability/ natural resources management	6.3%
Transport	5.6%
Social protection	5.2%
Help restructure SOE's for better results	5.2%
Labor markets/job creation	4.9%
Urban/metropolitan development	3.8%
Public expenditure	3.5%
Improving equality of opportunity	3.5%
Monitoring and evaluation	2.8%
Energy	2.4%
Financial markets	2.4%
Food security	2.4%
Other	1.7%
Water and sanitation	1.4%
Climate change	1.4%

7. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose TWO only)	Percentage of Respondents (Combined Responses)
Local Government	44.0%
Private sector	33.7%
Beneficiaries	28.7%
Community based organizations (CBOs)	25.2%
Youth	18.1%
Self-employed women's groups	8.5%
NGOs	8.2%
Donor community	7.1%
Parliament	6.7%
Media	6.4%
Other	4.3%
Faith-based organizations	2.8%

C. Overall Attitudes toward the World Bank (continued)

On a scale of 1-10, with 1 meaning you strongly disagree, 10 meaning you strongly agree, please respond to the following statements about the World Bank in Sri Lanka.	Level of Agreement		
	N	Mean	SD
8. Overall the Bank currently plays a relevant role in development in Sri Lanka	277	6.04	2.16
9. The Bank's work is aligned with what I consider the development priorities for this country	268	5.82	2.04
10. The Bank's work reflects its own mission of poverty reduction	259	5.81	2.19
11. The World Bank supports programs and strategies that are realistic for Sri Lanka	264	5.86	2.04
12. The World Bank treats clients and stakeholders in Sri Lanka with respect	253	6.66	2.07
13. The World Bank collaborates well with other donors here	224	6.36	2.05
14. The World Bank is responsive	252	6.04	2.14
15. Overall, I like to work/interact with Bank staff	268	7.47	2.13
16. The Bank is an effective catalyst for discussion on issues related to poverty	258	6.73	2.15
17. In general, the strategies that the Bank supports are sustainable over time	258	6.31	2.05
18. The World Bank's work promotes country ownership of development strategies	256	6.32	2.01
19. The Bank's work promotes the empowerment of poor people to participate in development	263	5.85	2.28
20. The World Bank imposes reasonable conditions on its lending	242	5.51	2.45
21. The Bank gives appropriate priority to growth issues	261	6.21	2.04

D. The Work of the World Bank

How important is it for the World Bank to be involved in that particular area of work in Sri Lanka? How effective do you believe the World Bank is in terms of having a positive impact on that area of development in Sri Lanka? (Asked on a 10-point importance/effectiveness scale, 1 being Not at all, 10 being Very.)	Importance			Effectiveness		
	N	Mean	SD	N	Mean	SD
1. Helping to reduce poverty	281	8.66	1.60	261	6.97	2.00
2. Helping to bring about economic growth	274	8.61	1.58	262	7.20	1.90
3. Encouraging greater transparency in governance	258	8.26	2.05	242	6.12	2.41
4. Helping to strengthen the private sector	261	7.98	2.01	240	6.56	2.26
5. Helping to strengthen the financial system	263	8.27	1.72	242	6.99	2.17
6. Helping to strengthen the regulatory framework	254	7.61	2.26	230	6.30	2.23
7. Helping to strengthen the judicial system	241	7.36	2.63	213	5.60	2.69
8. Helping to strengthen the public sector	266	8.11	2.11	242	6.54	2.48
9. Helping to strengthen the education sector	268	8.84	1.48	248	7.55	2.08
10. Helping to strengthen the health sector	269	8.79	1.49	252	7.63	2.02
11. Safeguarding against corruption in projects/ programs that it funds with its procurement rules	256	8.68	1.84	222	6.70	2.46
12. Helping to integrate Sri Lanka into the global economy	260	8.18	1.84	231	6.71	2.18
13. Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	256	8.34	1.83	236	6.72	2.27
14. Ensuring that attention is paid to gender disparities	252	7.46	2.33	226	6.51	2.30
15. Helping to strengthen agricultural development	256	8.57	1.60	235	7.03	2.17
16. Helping to strengthen infrastructure development	252	8.59	1.69	232	7.48	1.90
17. Helping to strengthen environment and natural resources management	260	8.28	1.87	235	6.78	2.22
18. Helping to strengthen the social protection sector	258	7.91	2.06	230	6.52	2.27
19. Helping to improve the quality of life in urban areas	252	7.83	1.95	223	6.50	2.15
20. Helping to reduce corruption in the country with its advice and support	256	8.18	2.44	231	5.75	2.92
21. Helping to empower communities to participate in their own development	262	8.22	1.92	240	6.61	2.34
22. Helping Sri Lanka adapt to/avert risk of climate change	253	8.10	2.05	227	6.24	2.60

E. The Way the World Bank does Business

Please rate the World Bank in terms of its effectiveness vis-à-vis the particular attribute/activity listed below using a 1-10 scale, 1 meaning “Not effective at all”, 10 meaning “Very effective”.	Level of Effectiveness		
	N	Mean	SD
1. Technical competence	262	6.99	2.03
2. Producing knowledge and research that are useful	263	7.14	1.89
3. Making the results of studies and analyses readily available	263	6.82	2.12
4. Sharing knowledge about international best practices	260	6.91	2.22
5. Ability to adapt its knowledge to your country’s needs	256	6.36	2.28
6. Ensuring its staff is accessible	243	6.28	2.39
7. Providing sound policy and economic advice	256	6.55	2.08
8. Straightforwardness in its dealings with you	240	6.66	2.40
9. Maintaining consistent messages	240	6.33	2.29
10. Promoting the inclusion of local communities in the development of strategies	243	6.42	2.31
11. Promoting the inclusion of civil society in the development of strategies	239	6.18	2.36
12. Promoting the inclusion of local project experts in the development of strategies	238	6.36	2.21
13. Promoting the inclusion of private sector in the development of strategies	236	6.29	2.24
14. Giving appropriate priority to poverty reduction	256	6.91	2.10
15. Lending in a way that promotes effective development	256	6.79	2.24

F. Project/Program Related Issues

Please rate how much you agree with the following statements on a 1-10 scale, 1 meaning you “Strongly Disagree”, 10 meaning you “Strongly Agree”.	Level of Agreement		
	N	Mean	SD
1. The Bank is flexible in terms of adjusting to changing circumstances	153	5.82	2.11
2. The Bank disburses funds promptly	155	6.48	2.34
3. The Bank works efficiently	151	6.90	2.08
4. The Bank effectively monitors and evaluates the projects and programs it supports	150	6.98	1.96
5. The Bank helps to build capacity at the community level	145	6.51	2.09
6. The Bank helps to build capacity of government officials	146	6.68	2.16
7. The Bank and partners in government collaborate well together on Bank supported programs and projects in Sri Lanka	152	7.13	1.94
8. The Bank helps to strengthen institutional capacity	148	7.03	2.10
9. The Government supports and takes responsibility for development efforts in Sri Lanka	147	6.88	2.16
10. The Bank’s procurement requirements are reasonable	137	6.61	2.24

G. The Future Role of the World Bank in Sri Lanka

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank should play in Sri Lanka's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)	259	8.24	1.93

2. Which of the following should the Bank do to make itself of greater value in Sri Lanka?	Percentage of Respondents
Offer more products and services that reflect Sri Lanka's status as a middle income country	36.1%
Reduce the complexity of obtaining World Bank financing	33.2%
Improve the quality of its experts as related to Sri Lanka's specific challenges	30.7%
Build capacity	30.7%
Improve the competitiveness of its financing compared to markets	13.6%
Offer more innovative knowledge services	13.2%
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	10.7%
Greater selectivity in its work	10.0%
Other	5.0%
Focus primarily on advice and advocacy issues	4.6%

3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose up to TWO)	Percentage of Respondents
Reforms are not well thought out in light of country challenges	50.2%
Political pressures and obstacles	38.6%
There is not an adequate level of citizen/civil society participation	32.3%
Government works inefficiently/too slowly	28.8%
Lack of/inadequate levels of capacity in government	16.9%
Poor donor coordination	10.5%
The World Bank works inefficiently/too slowly	7.9%
Other	3.7%

H. Communication and Outreach

1. Where do you get most of your information about economic and social development issues in Sri Lanka? (Choose TWO at most)	Percentage of Respondents (Combined Responses)
Local newspapers	65.9%
Internet	31.9%
Local television	16.8%
Consultations/Conferences/Fora	16.8%
Workshops/Seminars	15.4%
Periodicals	15.1%
Social media	11.8%
Local radio	6.5%
International television	4.7%
Other	4.7%
International newspapers	2.2%
Word of mouth	2.2%
International radio	1.1%

2. From where do you get most of your information about the World Bank's development activities in Sri Lanka? (Choose TWO at most)	Percentage of Respondents (Combined Responses)
Local newspapers	49.1%
World Bank publications, materials	25.3%
Internet	24.2%
World Bank website	23.1%
Local television	17.3%
World Bank conferences, seminars, workshops	16.6%
Direct contact/interaction with World Bank staff	10.5%
Periodicals	6.9%
Local radio	4.7%
Other	4.7%
Social media	4.0%
International television	2.5%
International newspapers	2.2%
International radio	1.4%
Blogs	0.7%

3. How you would prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Combined Responses)
World Bank website	51.1%
Face to face meetings/discussions	34.3%
Workshops/conferences	26.0%
Social media	15.6%
e-newsletters	14.0%
Mobile phones	9.2%
Blogs	3.8%
Other	0.0%

H. Communication and Outreach (continued)

4. Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents
Yes	30.7%
No	69.3%
5. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents
Yes	21.7%
No	78.3%
6. Were you able to obtain this information?	Percentage of Respondents
Yes	57.3%
No	42.7%
7. Do you have access to the Internet?	Percentage of Respondents
Yes	96.3%
No	3.7%
8. I use/have used the World Bank website:	Percentage of Respondents
Yes	73.4%
No	26.6%
9. I primarily use:	Percentage of Respondents
The World Bank's country website	56.1%
The World Bank's main website	43.9%

Appendix B: Responses to All Questions by Stakeholder Groups

A. Background Information

Background Information

	Which of the following best describes your current position?																																			
	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Sri Lanka?	6	6.33	1.21	74	6.57	2.05	3	4.67	1.53	8	6.88	1.64	19	5.89	2.18	12	5.92	1.38	47	5.96	2.20	17	5.29	2.26	29	7.34	2.07	12	6.58	1.83	17	6.00	1.77	28	5.29	2.42

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

B. General Issues facing Sri Lanka

General Issues facing Sri Lanka

	Which of the following best describes your current position?																																			
	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Sri Lanka	6	7.87	.52	66	7.64	1.70	2	8.00	.00	8	7.00	1.07	22	7.27	2.10	11	6.45	1.44	43	6.47	1.89	17	6.35	2.00	27	6.48	2.58	10	7.90	1.85	16	6.38	1.71	24	6.58	1.95

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/governance	16.7%	26.0%	33.3%	33.3%	13.0%	18.2%	20.0%	52.6%	40.7%	27.3%	17.6%	33.3%
HIV/AIDS and other communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Economic growth	50.0%	41.1%	33.3%	0.0%	30.4%	45.5%	33.3%	21.1%	22.2%	27.3%	11.8%	29.6%
Reducing corruption	0.0%	5.5%	33.3%	11.1%	0.0%	0.0%	11.1%	15.8%	29.6%	9.1%	23.5%	14.8%
Promote policies to stimulate foreign direct investment	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increasing access to quality education	16.7%	5.5%	0.0%	11.1%	8.7%	0.0%	11.1%	0.0%	0.0%	0.0%	23.5%	0.0%
Increasing access to quality health services	0.0%	1.4%	0.0%	11.1%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%
Reducing poverty	0.0%	5.5%	0.0%	22.2%	4.3%	0.0%	4.4%	0.0%	3.7%	9.1%	0.0%	3.7%
Developing the SME sector	0.0%	1.4%	0.0%	11.1%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Improving the effectiveness of law and justice system	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%	2.2%	0.0%	3.7%	0.0%	0.0%	0.0%
Improving basic infrastructure	0.0%	5.5%	0.0%	0.0%	21.7%	0.0%	2.2%	0.0%	0.0%	9.1%	0.0%	11.1%
Improving environmental quality	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Protecting natural resources and environment	0.0%	0.0%	0.0%	0.0%	4.3%	9.1%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Increasing employment/ income generating opportunities	0.0%	1.4%	0.0%	0.0%	4.3%	0.0%	0.0%	5.3%	0.0%	0.0%	5.9%	3.7%
Enhancing the opportunity for private sector growth/investment	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	8.9%	0.0%	0.0%	9.1%	0.0%	0.0%
Agriculture development	0.0%	2.7%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Access to finance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%
Food security	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	1.4%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. General Issues facing Sri Lanka (continued)Then identify which one you consider the *second* most important development priority.

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/governance	16.7%	12.7%	0.0%	0.0%	13.6%	27.3%	12.8%	11.1%	23.1%	0.0%	17.6%	3.7%
HIV/AIDS and other communicable diseases	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Economic growth	0.0%	9.9%	0.0%	22.2%	13.6%	0.0%	8.5%	11.1%	11.5%	10.0%	11.8%	14.8%
Reducing corruption	0.0%	11.3%	66.7%	22.2%	31.8%	0.0%	17.0%	16.7%	15.4%	0.0%	11.8%	22.2%
Promote policies to stimulate foreign direct investment	0.0%	2.8%	0.0%	0.0%	4.5%	9.1%	14.9%	5.6%	3.8%	20.0%	0.0%	11.1%
Increasing access to quality education	0.0%	8.5%	0.0%	11.1%	9.1%	9.1%	4.3%	5.6%	11.5%	10.0%	17.6%	0.0%
Increasing access to quality health services	0.0%	5.6%	0.0%	0.0%	9.1%	0.0%	4.3%	0.0%	3.8%	0.0%	11.8%	3.7%
Reducing poverty	16.7%	15.5%	0.0%	11.1%	0.0%	18.2%	8.5%	16.7%	0.0%	10.0%	5.9%	11.1%
Developing the SME sector	0.0%	8.5%	0.0%	0.0%	0.0%	9.1%	6.4%	0.0%	3.8%	0.0%	0.0%	7.4%
Improving the effectiveness of law and justice system	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	4.3%	5.6%	11.5%	20.0%	5.9%	3.7%
Improving basic infrastructure	16.7%	8.5%	0.0%	22.2%	4.5%	0.0%	4.3%	5.6%	7.7%	20.0%	0.0%	11.1%
Improving environmental quality	0.0%	1.4%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Protecting natural resources and environment	0.0%	1.4%	0.0%	0.0%	4.5%	0.0%	0.0%	11.1%	0.0%	0.0%	5.9%	0.0%
Increasing employment/ income generating opportunities	16.7%	9.9%	0.0%	0.0%	4.5%	9.1%	4.3%	5.6%	0.0%	0.0%	5.9%	0.0%
Enhancing the opportunity for private sector growth/investment	16.7%	2.8%	0.0%	0.0%	0.0%	9.1%	6.4%	0.0%	0.0%	0.0%	5.9%	0.0%
Agriculture development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	10.0%	0.0%	7.4%
Tourism	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Access to finance	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Strengthening regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	3.8%	0.0%	0.0%	3.7%
Improving trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Other	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Agriculture development	0.0%	21.8%	33.3%	33.3%	16.0%	25.0%	17.0%	21.1%	13.3%	25.0%	35.3%	17.9%
Improving governance	0.0%	14.1%	33.3%	11.1%	20.0%	16.7%	10.6%	21.1%	26.7%	8.3%	0.0%	14.3%
Enhancing the opportunity for private sector growth/investment	33.3%	16.7%	0.0%	0.0%	0.0%	8.3%	23.4%	21.1%	10.0%	16.7%	5.9%	10.7%
Infrastructure development	16.7%	14.1%	33.3%	22.2%	36.0%	33.3%	6.4%	5.3%	16.7%	25.0%	5.9%	10.7%
Education	33.3%	14.1%	0.0%	33.3%	8.0%	16.7%	17.0%	10.5%	13.3%	8.3%	35.3%	25.0%
Increasing economic growth	33.3%	21.8%	0.0%	33.3%	32.0%	8.3%	21.3%	10.5%	10.0%	33.3%	29.4%	28.6%
Developing the SME sector	0.0%	14.1%	33.3%	22.2%	8.0%	16.7%	31.9%	10.5%	20.0%	0.0%	5.9%	17.9%
Reducing corruption	0.0%	10.3%	33.3%	11.1%	8.0%	0.0%	6.4%	15.8%	26.7%	0.0%	11.8%	25.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	5.3%	6.7%	0.0%	11.8%	0.0%
Protecting the environment and natural resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	15.8%	3.3%	0.0%	0.0%	0.0%
Increasing income generating activities/ employment	66.7%	59.0%	0.0%	22.2%	56.0%	41.7%	44.7%	42.1%	33.3%	58.3%	35.3%	32.1%
Increasing foreign direct investment	0.0%	2.6%	0.0%	11.1%	0.0%	8.3%	6.4%	0.0%	10.0%	0.0%	0.0%	7.1%
Food security	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	2.1%	15.8%	3.3%	16.7%	11.8%	0.0%
Other	0.0%	2.6%	0.0%	0.0%	8.0%	0.0%	4.3%	0.0%	3.3%	0.0%	0.0%	0.0%

B. General Issues facing Sri Lanka (continued)

Which TWO areas below do you believe would contribute most to generating faster economic growth in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Access to education	0.0%	1.3%	0.0%	33.3%	0.0%	9.1%	8.3%	15.8%	3.4%	0.0%	31.3%	0.0%
Access to finance	0.0%	1.3%	0.0%	22.2%	4.3%	0.0%	4.2%	15.8%	6.9%	0.0%	0.0%	10.7%
Enhancing Colombo as an International city	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Enhancing the environment for increased foreign direct investment	0.0%	27.8%	0.0%	11.1%	17.4%	0.0%	18.8%	10.5%	20.7%	9.1%	12.5%	7.1%
Enhancing the opportunity for private sector growth/investment	16.7%	16.5%	0.0%	0.0%	13.0%	18.2%	25.0%	10.5%	3.4%	18.2%	0.0%	10.7%
Improving governance	16.7%	16.5%	33.3%	11.1%	13.0%	18.2%	14.6%	10.5%	17.2%	18.2%	18.8%	14.3%
Improve environment for doing business and private sector growth	16.7%	3.8%	0.0%	11.1%	0.0%	0.0%	14.6%	0.0%	13.8%	9.1%	6.3%	7.1%
Improved power generation infrastructure	0.0%	2.5%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	3.4%	9.1%	0.0%	0.0%
Improved transportation infrastructure	0.0%	8.9%	33.3%	22.2%	13.0%	9.1%	4.2%	0.0%	10.3%	18.2%	0.0%	10.7%
Promoting and supporting the SME sector	33.3%	8.9%	0.0%	11.1%	8.7%	9.1%	12.5%	10.5%	6.9%	9.1%	12.5%	14.3%
Reducing corruption	0.0%	12.7%	66.7%	11.1%	13.0%	0.0%	18.8%	36.8%	27.6%	9.1%	12.5%	28.6%
Improving access to and/or quality of education	0.0%	11.4%	0.0%	0.0%	4.3%	9.1%	8.3%	0.0%	10.3%	9.1%	18.8%	10.7%
Improving access to and/or quality of health care	16.7%	2.5%	0.0%	0.0%	8.7%	9.1%	2.1%	0.0%	6.9%	0.0%	0.0%	0.0%
Improving the skills of the labor force	66.7%	12.7%	0.0%	0.0%	39.1%	9.1%	2.1%	21.1%	3.4%	18.2%	31.3%	10.7%
Improving trade and exports	0.0%	5.1%	33.3%	11.1%	4.3%	27.3%	4.2%	10.5%	6.9%	27.3%	6.3%	0.0%
Better managing State Owned Enterprise sector	16.7%	5.1%	0.0%	0.0%	4.3%	0.0%	4.2%	5.3%	6.9%	0.0%	0.0%	3.6%
Increase efficiency of public spending	0.0%	7.6%	0.0%	11.1%	0.0%	18.2%	8.3%	5.3%	3.4%	9.1%	6.3%	21.4%
Increasing agricultural productivity	0.0%	19.0%	0.0%	22.2%	21.7%	9.1%	12.5%	15.8%	10.3%	0.0%	12.5%	3.6%
Invest in tourism products and services	0.0%	5.1%	33.3%	0.0%	8.7%	9.1%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%
Encouraging Public Private Partnerships	0.0%	10.1%	0.0%	0.0%	8.7%	9.1%	6.3%	5.3%	6.9%	9.1%	6.3%	10.7%
Quality of education	0.0%	2.5%	0.0%	0.0%	0.0%	0.0%	6.3%	5.3%	0.0%	0.0%	0.0%	7.1%
Ethnic reconciliation	0.0%	6.3%	0.0%	11.1%	8.7%	9.1%	6.3%	10.5%	3.4%	0.0%	25.0%	7.1%
Increasing the role of private sector in development and production	0.0%	5.1%	0.0%	0.0%	4.3%	0.0%	16.7%	10.5%	13.8%	9.1%	0.0%	10.7%
Strengthening the regulatory framework	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	0.0%	3.6%
Other	16.7%	1.3%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank

Overall Attitude toward the World Bank

Which of the following best describes your current position?

	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Sri Lanka	6	7.17	1.17	75	6.56	1.94	3	6.67	1.53	8	6.88	1.13	22	7.55	1.68	10	6.40	.97	39	6.56	1.77	17	6.35	2.00	29	6.00	2.07	8	6.75	2.12	16	6.44	1.71	24	6.21	1.61

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in Sri Lanka, what do you think the Bank considers its top priorities in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/governance	16.7%	16.0%	0.0%	12.5%	21.7%	18.2%	32.6%	11.8%	27.6%	50.0%	13.3%	19.2%
Food security	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	3.4%	0.0%	0.0%	0.0%
Reducing corruption	0.0%	5.3%	33.3%	0.0%	8.7%	0.0%	2.2%	11.8%	10.3%	0.0%	13.3%	11.5%
Reducing poverty	16.7%	26.7%	0.0%	37.5%	26.1%	9.1%	28.3%	29.4%	24.1%	16.7%	13.3%	26.9%
Economic growth	33.3%	24.0%	66.7%	25.0%	21.7%	63.6%	26.1%	35.3%	20.7%	25.0%	26.7%	19.2%
Promote policies and stimulate foreign direct investment	16.7%	2.7%	0.0%	0.0%	4.3%	18.2%	10.9%	5.9%	0.0%	0.0%	0.0%	3.8%
Increasing access to quality education	33.3%	18.7%	0.0%	62.5%	17.4%	0.0%	13.0%	5.9%	6.9%	16.7%	26.7%	15.4%
Increasing access to quality health services	16.7%	16.0%	0.0%	12.5%	8.7%	0.0%	0.0%	5.9%	0.0%	0.0%	6.7%	3.8%
Access to finance	16.7%	5.3%	33.3%	0.0%	4.3%	0.0%	2.2%	5.9%	13.8%	16.7%	0.0%	7.7%
Developing the SME sector	16.7%	6.7%	0.0%	0.0%	0.0%	9.1%	13.0%	5.9%	3.4%	8.3%	6.7%	0.0%
Improving the effectiveness of law and justice system	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	6.9%	8.3%	0.0%	7.7%
Improving basic infrastructure	16.7%	26.7%	33.3%	12.5%	21.7%	45.5%	23.9%	11.8%	24.1%	25.0%	20.0%	19.2%
Improving environmental quality	0.0%	0.0%	0.0%	12.5%	8.7%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	3.8%
Agriculture development	0.0%	2.7%	0.0%	0.0%	4.3%	0.0%	8.7%	0.0%	3.4%	0.0%	6.7%	0.0%
Tourism	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	8.3%	0.0%	3.8%
Protecting natural resources and environment	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	2.2%	0.0%	0.0%	0.0%	0.0%	3.8%
Managing HIV/AIDS and other communicable diseases	0.0%	1.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Promoting entrepreneurship	0.0%	4.0%	0.0%	0.0%	4.3%	0.0%	4.3%	5.9%	0.0%	0.0%	6.7%	3.8%
Reducing non communicable diseases	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	6.7%	0.0%
Increasing employment/ income generating opportunities	0.0%	6.7%	0.0%	12.5%	21.7%	0.0%	6.5%	17.6%	6.9%	0.0%	6.7%	7.7%
Improving trade and exports	0.0%	1.3%	0.0%	0.0%	4.3%	0.0%	2.2%	5.9%	0.0%	8.3%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Developing a skilled labor force	0.0%	2.7%	0.0%	0.0%	13.0%	9.1%	0.0%	5.9%	6.9%	0.0%	13.3%	0.0%
Strengthening regulatory framework	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	6.5%	5.9%	0.0%	0.0%	6.7%	3.8%
Enhancing the opportunity for private sector growth/investment	16.7%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	17.6%	13.8%	0.0%	0.0%	3.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in Sri Lanka, where would it be most productive for the Bank to focus most of its resources in its support of country priorities?

(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Government effectiveness/governance	0.0%	15.3%	66.7%	12.5%	8.7%	54.5%	8.3%	27.8%	21.4%	0.0%	13.3%	16.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	5.6%	3.6%	10.0%	0.0%	0.0%
Reducing corruption	0.0%	4.2%	0.0%	12.5%	17.4%	0.0%	12.5%	22.2%	17.9%	10.0%	20.0%	4.0%
Reducing poverty	16.7%	13.9%	0.0%	12.5%	17.4%	27.3%	8.3%	11.1%	7.1%	10.0%	13.3%	8.0%
Economic growth	0.0%	22.2%	0.0%	12.5%	21.7%	18.2%	18.8%	16.7%	10.7%	30.0%	33.3%	20.0%
Promote policies and stimulate foreign direct investment	0.0%	5.6%	0.0%	0.0%	0.0%	18.2%	6.3%	0.0%	0.0%	10.0%	0.0%	4.0%
Increasing access to quality education	0.0%	9.7%	0.0%	37.5%	13.0%	0.0%	12.5%	0.0%	7.1%	10.0%	6.7%	12.0%
Increasing access to quality health services	16.7%	4.2%	33.3%	12.5%	8.7%	0.0%	2.1%	0.0%	3.6%	0.0%	0.0%	4.0%
Access to finance	16.7%	2.8%	0.0%	0.0%	4.3%	0.0%	14.6%	0.0%	3.6%	10.0%	13.3%	8.0%
Developing the SME sector	16.7%	9.7%	0.0%	0.0%	13.0%	9.1%	16.7%	11.1%	17.9%	0.0%	13.3%	16.0%
Improving the effectiveness of law and justice system	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	5.6%	7.1%	10.0%	0.0%	0.0%
Improving basic infrastructure	16.7%	19.4%	33.3%	50.0%	17.4%	9.1%	12.5%	0.0%	25.0%	40.0%	6.7%	12.0%
Improving environmental quality	0.0%	0.0%	0.0%	12.5%	4.3%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	4.0%
Agriculture development	0.0%	11.1%	0.0%	12.5%	17.4%	9.1%	10.4%	11.1%	14.3%	20.0%	13.3%	12.0%
Tourism	0.0%	1.4%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Protecting natural resources and environment	0.0%	1.4%	0.0%	0.0%	4.3%	0.0%	0.0%	11.1%	7.1%	10.0%	0.0%	0.0%
Managing HIV/AIDS and other communicable diseases	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	6.7%	0.0%
Promoting entrepreneurship	16.7%	2.8%	0.0%	0.0%	13.0%	18.2%	8.3%	16.7%	0.0%	0.0%	13.3%	8.0%
Reducing non communicable diseases	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increasing employment/ income generating opportunities	33.3%	20.8%	0.0%	0.0%	4.3%	9.1%	12.5%	11.1%	10.7%	0.0%	6.7%	20.0%
Improving trade and exports	0.0%	5.6%	0.0%	0.0%	8.7%	0.0%	4.2%	5.6%	0.0%	20.0%	0.0%	12.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	5.6%	0.0%	0.0%	6.7%	4.0%
Developing a skilled labor force	33.3%	16.7%	0.0%	12.5%	8.7%	0.0%	4.2%	22.2%	17.9%	0.0%	6.7%	0.0%
Strengthening regulatory framework	0.0%	5.6%	0.0%	0.0%	4.3%	0.0%	8.3%	5.6%	0.0%	0.0%	0.0%	8.0%
Enhancing the opportunity for private sector growth/investment	16.7%	6.9%	0.0%	12.5%	8.7%	0.0%	14.6%	0.0%	3.6%	0.0%	13.3%	4.0%
Other	16.7%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank should be more involved	100.0%	75.3%	66.7%	77.8%	80.0%	58.3%	60.9%	68.4%	60.0%	66.7%	56.3%	59.3%
The Bank is currently involved at an optimum level	0.0%	15.6%	33.3%	11.1%	8.0%	25.0%	23.9%	21.1%	16.7%	16.7%	18.8%	22.2%
The Bank should be less involved	0.0%	5.2%	0.0%	0.0%	8.0%	8.3%	6.5%	5.3%	6.7%	16.7%	6.3%	3.7%
The Bank shouldn't be involved at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	6.7%	0.0%	6.3%	3.7%
Don't know	0.0%	3.9%	0.0%	11.1%	4.0%	8.3%	8.7%	0.0%	10.0%	0.0%	12.5%	11.1%

Which World Bank instrument do you believe is the most effective in reducing poverty in Sri Lanka?

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Investment lending	20.0%	26.3%	0.0%	33.3%	33.3%	25.0%	31.3%	22.2%	16.7%	36.4%	6.3%	38.5%
Policy based lending	20.0%	15.8%	33.3%	11.1%	20.8%	25.0%	12.5%	16.7%	20.0%	18.2%	0.0%	7.7%
Analytical work	0.0%	1.3%	0.0%	11.1%	0.0%	0.0%	4.2%	5.6%	10.0%	9.1%	18.8%	0.0%
Technical assistance	20.0%	17.1%	0.0%	11.1%	20.8%	25.0%	22.9%	27.8%	20.0%	27.3%	37.5%	11.5%
Results based lending	40.0%	35.5%	66.7%	33.3%	25.0%	25.0%	27.1%	27.8%	33.3%	9.1%	31.3%	34.6%
Don't know	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	6.3%	7.7%

C. Overall Attitudes toward the World Bank (continued)

Which World Bank instrument do you believe is the least effective in reducing poverty in Sri Lanka?

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Investment lending	16.7%	8.1%	0.0%	11.1%	21.7%	9.1%	13.0%	17.6%	6.7%	16.7%	21.4%	14.8%
Policy based lending	16.7%	14.9%	66.7%	11.1%	21.7%	36.4%	21.7%	23.5%	30.0%	16.7%	21.4%	14.8%
Analytical work	16.7%	23.0%	0.0%	33.3%	8.7%	9.1%	21.7%	17.6%	20.0%	33.3%	35.7%	29.6%
Technical assistance	16.7%	14.9%	0.0%	11.1%	8.7%	9.1%	13.0%	0.0%	3.3%	8.3%	7.1%	14.8%
Results based lending	16.7%	20.3%	0.0%	11.1%	30.4%	0.0%	8.7%	23.5%	20.0%	0.0%	0.0%	3.7%
Don't know	16.7%	18.9%	33.3%	22.2%	8.7%	36.4%	21.7%	17.6%	20.0%	25.0%	14.3%	22.2%

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank's knowledge	0.0%	10.1%	0.0%	28.6%	4.5%	16.7%	6.5%	17.6%	21.4%	8.3%	31.3%	8.0%
Technical advice	0.0%	5.9%	0.0%	0.0%	9.1%	0.0%	4.3%	11.8%	10.7%	8.3%	6.3%	8.0%
Policy and economic advice	0.0%	15.9%	0.0%	14.3%	13.6%	8.3%	23.9%	23.5%	21.4%	16.7%	12.5%	8.0%
Lending when others won't	0.0%	15.9%	33.3%	0.0%	31.8%	16.7%	13.0%	11.8%	17.9%	8.3%	6.3%	12.0%
Convener/facilitator	0.0%	2.9%	0.0%	0.0%	9.1%	0.0%	2.2%	5.9%	3.6%	0.0%	0.0%	8.0%
Donor coordination	0.0%	7.2%	0.0%	0.0%	4.5%	16.7%	6.5%	0.0%	3.6%	8.3%	6.3%	8.0%
Ability to mobilize resources	0.0%	2.9%	0.0%	0.0%	4.5%	0.0%	6.5%	5.9%	10.7%	16.7%	0.0%	8.0%
Ability to build implementation capacity	20.0%	8.7%	0.0%	14.3%	0.0%	0.0%	4.3%	0.0%	0.0%	8.3%	6.3%	4.0%
Financial resources	80.0%	30.4%	66.7%	28.6%	22.7%	33.3%	30.4%	23.5%	10.7%	25.0%	31.3%	36.0%
Other	0.0%	0.0%	0.0%	14.3%	0.0%	8.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%

What is the "second greatest" value?

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The Bank's knowledge	0.0%	5.8%	0.0%	0.0%	4.5%	9.1%	8.9%	11.8%	3.7%	9.1%	6.3%	0.0%
Technical advice	20.0%	21.7%	33.3%	57.1%	18.2%	9.1%	0.0%	17.6%	3.7%	9.1%	6.3%	16.0%
Policy and economic advice	0.0%	13.0%	33.3%	0.0%	13.6%	27.3%	11.1%	23.5%	7.4%	18.2%	31.3%	12.0%
Lending when others won't	20.0%	8.7%	0.0%	0.0%	4.5%	0.0%	13.3%	0.0%	3.7%	9.1%	0.0%	16.0%
Convener/facilitator	20.0%	0.0%	0.0%	0.0%	13.6%	0.0%	6.7%	0.0%	3.7%	0.0%	12.5%	0.0%
Donor coordination	20.0%	7.2%	0.0%	14.3%	9.1%	0.0%	13.3%	5.9%	29.6%	18.2%	12.5%	8.0%
Ability to mobilize resources	0.0%	5.8%	0.0%	0.0%	9.1%	45.5%	8.9%	5.9%	3.7%	0.0%	6.3%	8.0%
Ability to build implementation capacity	0.0%	11.6%	0.0%	0.0%	9.1%	0.0%	13.3%	11.8%	14.8%	18.2%	6.3%	8.0%
Financial resources	20.0%	26.1%	33.3%	28.6%	18.2%	9.1%	24.4%	23.5%	29.6%	18.2%	18.8%	32.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Imposing technocratic solutions without regard to political realities	16.7%	12.2%	33.3%	0.0%	24.0%	20.0%	19.1%	21.1%	14.3%	25.0%	25.0%	11.5%
Not exploring alternative policy options	33.3%	18.9%	0.0%	0.0%	36.0%	20.0%	14.9%	15.8%	14.3%	0.0%	18.8%	7.7%
Too bureaucratic in its operational policies and procedures	50.0%	17.6%	0.0%	55.6%	4.0%	10.0%	19.1%	10.5%	10.7%	25.0%	12.5%	15.4%
Staff too inaccessible	0.0%	1.4%	0.0%	0.0%	8.0%	0.0%	6.4%	5.3%	7.1%	0.0%	6.3%	0.0%
Is arrogant in its approach	0.0%	1.4%	0.0%	11.1%	0.0%	10.0%	0.0%	0.0%	7.1%	12.5%	0.0%	3.8%
Not client focused	0.0%	9.5%	33.3%	0.0%	8.0%	0.0%	4.3%	5.3%	0.0%	12.5%	6.3%	7.7%
The credibility of its knowledge/data	0.0%	1.4%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Not willing to honestly criticize politics and reform efforts in the country	0.0%	8.1%	0.0%	22.2%	4.0%	40.0%	25.5%	21.1%	35.7%	0.0%	25.0%	26.9%
Too influenced by the US	16.7%	16.2%	0.0%	11.1%	12.0%	20.0%	19.1%	5.3%	10.7%	0.0%	12.5%	15.4%
Not enough public disclosure of its work	33.3%	12.2%	0.0%	22.2%	20.0%	20.0%	8.5%	21.1%	25.0%	0.0%	18.8%	23.1%
World Bank processes too slow and complex	0.0%	13.5%	0.0%	33.3%	12.0%	0.0%	23.4%	15.8%	10.7%	37.5%	6.3%	3.8%
Inadequately aligned with country priorities	33.3%	43.2%	33.3%	11.1%	28.0%	10.0%	17.0%	15.8%	17.9%	37.5%	6.3%	30.8%
Too political	0.0%	0.0%	0.0%	0.0%	4.0%	10.0%	10.6%	0.0%	7.1%	0.0%	18.8%	3.8%
Too theoretical	0.0%	14.9%	0.0%	11.1%	4.0%	0.0%	6.4%	0.0%	0.0%	25.0%	6.3%	7.7%
Too detailed	0.0%	5.4%	33.3%	11.1%	0.0%	0.0%	2.1%	5.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	2.7%	33.3%	0.0%	0.0%	10.0%	2.1%	15.8%	0.0%	0.0%	0.0%	0.0%

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Education	33.3%	21.5%	0.0%	25.0%	28.0%	9.1%	27.1%	5.3%	34.5%	9.1%	41.2%	32.1%
Health	0.0%	12.8%	0.0%	0.0%	20.0%	0.0%	8.3%	5.3%	10.3%	9.1%	5.9%	3.6%
Social protection	16.7%	6.4%	0.0%	12.5%	0.0%	0.0%	0.0%	21.1%	0.0%	9.1%	11.8%	0.0%
Transport	0.0%	9.0%	33.3%	25.0%	4.0%	0.0%	2.1%	0.0%	3.4%	18.2%	0.0%	3.6%
Poverty	0.0%	15.4%	0.0%	25.0%	12.0%	9.1%	12.5%	15.8%	13.8%	45.5%	11.8%	32.1%
Governance	0.0%	12.8%	33.3%	12.5%	20.0%	18.2%	18.8%	21.1%	24.1%	9.1%	23.5%	17.9%
Anti-corruption	0.0%	5.1%	66.7%	0.0%	12.0%	9.1%	16.7%	26.3%	41.4%	9.1%	11.8%	10.7%
Enhanced business environment for private sector development	16.7%	16.7%	0.0%	12.5%	16.0%	27.3%	22.9%	10.5%	13.8%	27.3%	5.9%	10.7%
Energy	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	7.1%
Promote Public Private Partnerships	16.7%	12.8%	33.3%	25.0%	4.0%	18.2%	20.8%	10.5%	6.9%	0.0%	5.9%	14.3%
Agricultural development	16.7%	7.7%	0.0%	0.0%	16.0%	9.1%	12.5%	0.0%	3.6%	9.1%	11.8%	7.1%
Water and sanitation	0.0%	1.3%	0.0%	12.5%	4.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	16.7%	1.3%	0.0%	0.0%	4.0%	0.0%	2.1%	15.8%	0.0%	9.1%	0.0%	0.0%
Help restructure SOE's for better results	16.7%	7.7%	0.0%	0.0%	8.0%	0.0%	4.2%	5.3%	6.9%	0.0%	5.9%	0.0%
Public expenditure	33.3%	3.8%	0.0%	0.0%	0.0%	9.1%	2.1%	0.0%	3.4%	9.1%	0.0%	3.6%
Public sector performance	0.0%	12.8%	0.0%	0.0%	4.0%	27.3%	16.7%	5.3%	10.3%	9.1%	11.8%	10.7%
Labor markets/job creation	0.0%	6.4%	0.0%	0.0%	0.0%	9.1%	4.2%	5.3%	0.0%	0.0%	17.6%	0.0%
Financial markets	0.0%	3.8%	0.0%	0.0%	8.0%	9.1%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban/metropolitan development	16.7%	6.4%	0.0%	0.0%	0.0%	27.3%	0.0%	0.0%	0.0%	0.0%	5.9%	3.6%
Environmental sustainability/ natural resources management	0.0%	6.4%	0.0%	0.0%	12.0%	0.0%	4.2%	21.1%	6.9%	0.0%	5.9%	0.0%
Improving equality of opportunity	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	2.1%	5.3%	3.4%	9.1%	5.9%	7.1%
Rural development	16.7%	14.1%	33.3%	25.0%	16.0%	0.0%	8.3%	5.3%	13.8%	9.1%	17.6%	25.0%
Food security	0.0%	2.6%	0.0%	0.0%	8.0%	0.0%	4.2%	0.0%	0.0%	9.1%	0.0%	0.0%
Climate change	0.0%	1.3%	0.0%	12.5%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	1.3%	0.0%	12.5%	4.0%	9.1%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%

C. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
NGOs	0.0%	2.6%	0.0%	0.0%	4.0%	0.0%	4.3%	57.9%	3.6%	0.0%	25.0%	3.6%
Local Government	50.0%	53.9%	66.7%	55.6%	88.0%	40.0%	23.9%	21.1%	21.4%	45.5%	25.0%	50.0%
Beneficiaries	16.7%	39.5%	0.0%	22.2%	8.0%	30.0%	21.7%	26.3%	17.9%	27.3%	43.8%	35.7%
Private sector	16.7%	21.1%	33.3%	33.3%	28.0%	20.0%	71.7%	5.3%	32.1%	36.4%	31.3%	46.4%
Youth	16.7%	13.2%	33.3%	22.2%	12.0%	10.0%	32.6%	10.5%	17.9%	18.2%	18.8%	17.9%
Self-employed women's groups	16.7%	7.9%	0.0%	11.1%	8.0%	0.0%	8.7%	5.3%	10.7%	9.1%	12.5%	7.1%
Community based organizations (CBOs)	33.3%	34.2%	0.0%	11.1%	32.0%	30.0%	10.9%	36.8%	25.0%	27.3%	18.8%	17.9%
Donor community	0.0%	7.9%	0.0%	22.2%	0.0%	30.0%	6.5%	10.5%	3.6%	0.0%	0.0%	10.7%
Parliament	33.3%	5.3%	66.7%	11.1%	0.0%	10.0%	4.3%	5.3%	7.1%	18.2%	6.3%	3.6%
Media	0.0%	0.0%	0.0%	11.1%	4.0%	0.0%	4.3%	5.3%	42.9%	0.0%	0.0%	3.6%
Faith-based organizations	0.0%	1.3%	0.0%	0.0%	12.0%	0.0%	2.2%	0.0%	0.0%	0.0%	12.5%	3.6%
Other	0.0%	5.3%	0.0%	0.0%	0.0%	20.0%	6.5%	5.3%	3.6%	9.1%	0.0%	0.0%

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

Overall Attitudes toward the World Bank

Which of the following best describes your current position?

	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Overall the Bank currently plays a relevant role in development in Sri Lanka	5	6.40	1.14	75	6.05	1.96	3	7.33	2.52	9	7.11	1.54	22	6.59	2.50	11	6.27	2.00	44	6.09	1.81	18	4.94	2.73	29	6.03	2.46	12	6.92	2.43	17	5.65	1.66	27	5.44
The Bank's work is aligned with what I consider the development priorities for this country	6	5.50	1.05	74	5.99	2.04	2	5.00	2.83	8	7.13	.83	22	6.27	2.75	11	6.45	1.21	43	5.65	1.84	18	5.33	2.30	29	5.48	2.43	11	6.18	2.48	17	5.59	1.58	22	5.45	1.84
The Bank's work reflects its own mission of poverty reduction	5	5.80	.84	72	5.50	1.96	2	5.00	1.41	7	7.00	1.63	22	6.32	2.71	10	6.50	1.43	43	5.63	2.38	18	5.89	2.85	27	5.89	2.38	12	7.75	1.86	16	5.12	1.41	21	5.48	2.11
The World Bank supports programs and strategies that are realistic for Sri Lanka	5	6.00	1.22	73	5.79	1.94	1	3.00	.	6	6.83	.75	21	6.52	1.91	10	6.10	1.29	44	5.52	1.89	18	5.56	2.36	28	5.82	2.82	11	6.73	2.00	17	5.76	1.56	25	5.88	2.40
The World Bank treats clients and stakeholders in Sri Lanka with respect	5	7.00	1.41	71	6.62	1.87	2	6.50	3.54	8	7.50	2.00	19	7.53	1.71	10	6.80	1.48	43	6.63	2.23	16	6.63	2.78	26	6.31	2.57	12	6.83	2.33	16	6.31	1.89	20	6.40	1.90
The World Bank collaborates well with other donors here	5	7.20	1.48	64	6.58	1.82	2	6.50	2.12	8	6.63	1.69	15	6.47	2.17	10	6.20	1.55	33	5.88	2.22	14	6.43	2.44	26	6.31	2.90	11	6.27	1.79	13	6.46	1.76	18	6.17	1.89
The World Bank is responsive	5	6.40	1.52	70	5.96	2.03	3	6.67	3.21	8	7.25	1.39	19	5.95	2.27	9	6.11	1.27	42	5.74	2.13	18	5.44	2.81	26	6.23	2.70	12	7.25	1.54	15	6.20	1.90	21	5.95	2.06
Overall, I like to work/interact with Bank staff	6	7.50	.84	76	7.67	1.88	3	6.67	4.93	8	8.38	1.69	22	7.18	2.99	11	6.91	1.30	42	7.62	2.19	18	7.28	2.24	27	7.11	3.02	12	8.50	1.73	16	6.50	1.63	23	7.61	1.85
The Bank is an effective catalyst for discussion on issues related to poverty	6	7.00	1.26	70	6.56	1.92	2	5.00	.00	7	7.00	1.29	20	6.45	2.46	11	6.55	1.63	42	7.00	2.25	16	6.81	2.29	28	6.57	3.00	12	7.67	1.30	17	6.41	1.77	24	6.96	2.33
In general, the strategies that the Bank supports are sustainable over time	6	6.67	1.03	72	6.40	1.73	2	4.00	2.83	8	7.50	1.07	19	6.84	2.24	9	6.00	1.22	44	6.27	1.93	17	6.35	2.18	27	6.00	2.87	12	7.00	2.26	15	6.00	1.77	24	5.71	2.49
The World Bank's work promotes country ownership of development strategies	6	7.67	1.03	71	6.35	1.78	2	4.50	2.12	8	7.50	1.31	19	6.63	2.03	11	5.45	1.44	42	6.36	1.83	16	6.25	2.18	28	6.43	2.64	12	6.25	2.38	16	5.75	1.77	21	6.05	2.54
The Bank's work promotes the empowerment of poor people to participate in development	6	6.83	1.17	71	5.90	1.85	2	3.50	2.12	8	7.25	1.48	22	6.73	2.47	11	5.09	1.45	44	5.18	2.47	17	5.12	2.96	26	6.00	2.73	11	6.36	2.80	17	6.00	1.66	24	6.08	2.48
The World Bank imposes reasonable conditions on its lending	6	4.83	1.17	66	5.03	2.17	2	6.00	1.41	7	7.00	1.63	19	5.47	2.57	8	5.00	1.85	44	5.77	2.48	14	5.43	2.77	25	6.00	3.29	10	6.80	2.62	15	5.87	2.07	23	5.13	2.70
The Bank gives appropriate priority to growth issues	6	6.50	2.07	72	6.11	1.89	2	6.00	1.41	7	7.43	.98	21	6.95	2.38	10	6.00	1.05	42	6.14	1.93	16	5.94	2.29	28	5.75	2.80	12	7.17	1.03	17	6.24	2.08	24	6.04	2.56

D. The Work of the World Bank

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

The Work of the World Bank: Importance

	Which of the following best describes your current position?																																			
	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	6	8.50	.84	78	8.36	1.80	3	9.33	1.15	9	8.44	1.51	23	8.65	1.43	12	8.75	1.36	45	9.13	1.44	19	8.79	2.10	27	8.44	2.50	11	8.55	1.04	16	8.44	.96	27	9.07	1.11
Helping to bring about economic growth	6	8.50	1.05	75	8.61	1.50	2	9.50	.71	8	8.50	1.31	24	8.58	1.38	12	8.33	1.44	45	8.91	1.29	17	8.76	1.75	26	8.15	2.85	11	8.82	1.17	17	8.29	.92	26	8.85	1.35
Encouraging greater transparency in governance	5	8.00	1.00	71	7.55	2.12	2	9.50	.71	9	8.00	1.41	18	8.39	1.50	12	8.67	1.61	44	8.80	1.55	17	9.41	1.00	25	8.24	2.96	9	8.44	1.88	17	7.35	2.98	24	8.83	1.63
Helping to strengthen the private sector	5	8.60	.55	70	7.54	2.14	2	8.00	2.83	9	8.22	1.56	18	8.06	1.73	11	8.18	1.25	44	8.66	1.94	18	8.17	2.36	27	7.96	2.38	11	7.91	1.76	17	7.35	1.84	25	8.16	1.82
Helping to strengthen the financial system	5	8.40	.89	72	7.81	2.05	2	9.00	1.41	8	8.00	1.77	20	8.45	1.39	11	8.55	.93	44	8.66	1.49	18	8.39	1.75	23	8.43	2.31	11	8.64	1.36	17	7.71	1.45	27	8.63	1.33
Helping to strengthen the regulatory framework	5	7.40	1.34	68	7.04	2.33	2	4.50	4.95	9	8.22	1.79	17	7.41	2.29	11	9.00	1.00	43	8.16	1.77	18	8.17	1.72	24	7.17	2.78	11	7.45	2.38	17	7.35	2.42	24	7.92	2.47
Helping to strengthen the judicial system	5	6.00	1.58	59	6.47	2.51	2	5.00	5.66	7	7.57	2.70	18	6.89	2.56	11	7.55	2.07	42	8.02	2.33	18	8.22	2.73	26	7.54	3.17	9	8.11	1.62	16	7.81	2.40	23	7.65	2.77
Helping to strengthen the public sector	5	7.60	1.82	76	7.67	2.13	2	9.50	.71	8	8.50	.93	20	8.55	1.61	10	8.80	1.14	42	8.21	2.18	18	8.17	2.48	25	7.92	3.08	11	8.09	2.21	17	7.88	1.83	27	8.78	1.48
Helping to strengthen the education sector	5	9.00	1.41	74	8.65	1.59	2	9.50	.71	9	8.67	1.94	21	8.67	1.46	11	8.27	1.19	45	9.04	1.41	18	9.28	1.18	26	9.15	1.52	11	8.27	2.00	16	8.63	1.54	25	9.40	.87
Helping to strengthen the health sector	5	9.00	1.73	74	8.70	1.49	2	9.50	.71	8	8.50	2.07	22	8.50	1.85	11	8.00	1.00	44	8.82	1.57	18	9.17	1.04	26	9.12	1.45	11	8.09	2.26	17	8.71	1.36	26	9.42	.81
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	5	7.20	1.64	71	7.97	2.32	2	9.50	.71	9	8.89	1.69	18	8.94	1.43	11	8.82	1.08	42	9.38	.91	18	8.94	1.76	27	9.30	1.51	9	8.22	1.99	17	8.12	2.45	22	9.05	1.29
Helping to integrate Sri Lanka into the global economy	5	8.80	1.64	73	7.75	2.07	2	8.00	2.83	8	9.00	.93	17	7.82	1.81	10	8.30	1.49	44	8.43	1.68	18	9.00	1.37	26	8.00	2.33	11	7.82	1.40	17	8.06	1.78	24	8.83	1.17
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	5	7.40	.89	70	8.03	2.03	2	9.00	1.41	9	8.89	1.27	19	7.95	1.61	10	8.70	1.34	43	8.79	1.61	19	9.05	1.58	24	8.21	2.52	10	7.70	1.06	17	8.18	2.01	23	8.39	1.78
Ensuring that attention is paid to gender disparities	5	7.00	1.87	70	7.10	2.22	2	9.50	.71	8	7.88	1.25	16	6.81	2.29	10	7.30	2.54	41	7.73	2.27	18	8.28	2.65	25	7.72	2.75	10	6.90	1.60	16	8.13	1.86	26	7.00	2.84
Helping to strengthen agricultural development	5	8.40	1.14	66	8.24	1.85	2	8.50	2.12	9	8.89	.93	22	8.32	1.43	9	8.22	1.56	43	8.77	1.46	18	9.17	1.15	24	9.08	1.47	11	8.55	1.13	16	8.25	2.21	26	8.62	1.77
Helping to strengthen infrastructure development	5	8.20	.84	63	8.40	1.88	2	8.50	2.12	8	8.63	.74	18	8.33	1.68	11	8.27	1.42	45	8.84	1.54	17	9.00	1.41	24	8.96	1.46	11	8.91	1.30	17	7.53	2.45	27	8.96	1.70
Helping to strengthen environment and natural resources management	5	7.80	1.10	69	7.71	2.03	2	9.50	.71	9	8.67	1.66	18	7.61	2.23	11	8.64	.92	44	8.77	1.46	18	9.28	1.18	26	8.46	2.27	10	8.30	1.06	17	7.53	2.37	26	8.77	1.66
Helping to strengthen the social protection sector	5	7.00	1.41	69	7.32	2.23	2	9.50	.71	8	7.88	1.96	17	7.71	1.93	11	7.91	1.76	43	8.23	1.52	18	8.67	2.28	25	8.76	1.96	11	7.36	1.75	17	7.94	2.25	27	7.89	2.31
Helping to improve the quality of life in urban areas	5	7.80	1.79	69	7.61	2.14	2	9.50	.71	8	7.63	1.41	17	7.47	1.70	10	8.10	1.29	42	7.69	1.70	18	8.61	1.65	24	8.38	2.37	10	6.80	2.15	16	7.44	2.37	26	8.31	1.67
Helping to reduce corruption in the country with its advice and support	5	7.00	1.41	67	7.10	2.79	2	9.50	.71	9	8.56	2.07	19	8.05	2.20	11	8.64	1.21	43	9.14	1.67	18	9.17	2.01	25	8.88	2.28	9	8.22	1.39	17	7.00	3.46	26	8.62	2.32
Helping to empower communities to participate in their own development	5	7.20	.84	71	7.89	2.08	2	8.00	2.83	9	8.67	1.58	20	7.70	2.47	10	8.30	1.64	42	8.38	1.46	18	8.78	2.18	26	8.77	1.50	11	7.91	1.58	17	8.06	2.51	26	8.58	1.70
Helping Sri Lanka adapt to/avert risk of climate change	5	7.40	1.52	66	7.53	2.38	2	9.50	.71	9	8.00	1.66	18	8.44	1.65	9	8.00	1.22	42	8.40	2.08	18	9.11	1.18	26	8.15	2.39	9	8.22	.83	17	7.65	2.55	27	8.48	1.72

D. The Work of the World Bank (continued)

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

The Work of the World Bank: Effectiveness

Which of the following best describes your current position?

	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Helping to reduce poverty	5	5.60	1.52	73	6.99	2.04	3	7.33	2.52	9	7.56	1.33	22	8.09	1.44	9	7.22	1.30	45	6.67	2.09	17	6.76	2.14	24	6.33	2.14	10	7.90	1.73	15	7.00	1.56	24	6.67
Helping to bring about economic growth	6	7.00	1.26	73	7.68	1.72	2	9.00	1.41	8	8.13	.99	22	7.64	1.79	10	7.20	1.40	44	6.82	1.90	18	7.22	1.93	26	6.19	2.47	9	7.56	1.74	16	7.50	1.10	23	6.48	2.15
Encouraging greater transparency in governance	5	7.20	2.05	68	6.47	2.27	2	9.00	1.41	9	7.56	1.88	18	7.78	1.59	9	6.00	1.66	41	5.07	2.43	16	5.56	2.71	24	5.13	2.72	9	7.11	2.26	16	5.38	2.00	20	5.90	2.27
Helping to strengthen the private sector	5	6.40	2.51	66	6.88	2.17	1	10.0	.	9	8.22	1.64	17	7.24	2.05	9	6.78	1.79	41	5.59	2.58	18	6.11	2.61	25	6.52	2.24	9	7.00	2.35	15	6.20	2.08	21	6.48	1.66
Helping to strengthen the financial system	6	7.33	1.63	68	7.04	2.33	2	9.00	1.41	8	8.00	1.60	16	7.75	1.81	9	7.33	1.41	44	6.55	2.24	16	6.56	2.31	21	6.71	2.47	9	7.56	2.30	16	6.75	1.91	23	6.65	2.10
Helping to strengthen the regulatory framework	5	6.20	1.79	67	6.54	2.19	2	9.00	1.41	9	7.78	1.64	14	7.00	2.48	8	6.50	1.77	39	5.59	1.90	15	7.00	1.93	21	5.38	2.46	9	6.11	2.26	16	5.81	2.32	21	5.86	2.46
Helping to strengthen the judicial system	4	5.25	1.89	56	5.96	2.48	2	9.50	.71	7	7.86	2.67	15	6.60	2.53	8	6.00	1.93	39	4.26	2.59	16	5.38	3.14	22	5.18	2.87	7	7.29	2.21	14	5.50	2.38	19	4.84	2.43
Helping to strengthen the public sector	4	6.50	2.65	70	6.93	2.30	2	9.50	.71	8	8.38	1.41	18	8.11	1.53	8	7.13	1.46	38	5.37	2.75	16	5.75	2.59	25	6.04	2.98	9	7.44	1.33	16	5.81	2.23	23	5.96	2.50
Helping to strengthen the education sector	5	7.40	1.82	71	7.94	1.85	2	9.50	.71	8	8.00	2.00	19	8.63	1.34	9	7.00	1.32	43	6.72	2.35	17	7.29	2.28	24	6.96	2.54	9	8.22	1.20	15	7.33	2.38	22	7.59	2.09
Helping to strengthen the health sector	5	7.60	2.07	72	8.22	1.69	2	9.00	1.41	8	7.75	2.05	21	8.33	1.71	9	7.67	1.12	42	6.52	2.46	17	7.24	1.95	24	7.12	2.29	9	8.56	.88	16	7.25	2.08	23	7.57	1.97
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	5	6.40	2.07	67	7.04	2.28	2	9.00	1.41	9	8.22	1.48	17	8.47	1.91	6	6.83	1.72	37	5.35	2.63	14	6.57	2.41	20	6.50	2.87	7	7.00	2.58	16	5.81	2.04	18	6.11	2.40
Helping to integrate Sri Lanka into the global economy	5	6.20	3.27	66	6.88	2.19	2	8.50	2.12	8	8.50	1.20	17	7.12	1.87	6	6.83	1.72	40	6.18	2.04	16	7.25	1.84	23	6.09	2.89	8	7.50	1.77	15	5.93	1.91	21	6.52	2.02
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	5	7.20	1.30	69	7.19	2.12	2	8.50	2.12	9	8.22	1.56	19	6.95	1.68	7	6.43	2.23	41	6.32	2.64	16	5.50	2.50	19	5.95	3.05	8	7.00	1.31	16	6.56	1.79	21	6.24	2.10
Ensuring that attention is paid to gender disparities	5	6.00	2.00	66	6.53	2.10	2	8.50	2.12	7	8.00	1.41	15	5.80	2.83	6	5.67	2.42	37	6.30	2.21	16	7.13	2.39	21	6.24	2.91	8	6.88	1.55	14	6.93	1.73	24	5.96	2.63
Helping to strengthen agricultural development	5	6.80	1.64	63	7.29	2.04	2	8.50	2.12	8	8.38	1.19	19	8.00	1.86	7	7.14	1.46	41	6.17	2.27	18	6.67	2.40	20	7.10	2.45	8	8.00	1.31	16	5.75	2.08	24	6.92	2.28
Helping to strengthen infrastructure development	5	7.00	.71	60	7.72	1.98	2	8.50	2.12	8	8.25	1.28	18	8.33	1.53	8	7.88	1.36	43	7.26	1.84	16	7.19	1.91	20	7.15	2.13	9	8.11	1.36	16	6.19	2.17	24	7.21	2.00
Helping to strengthen environment and natural resources management	5	6.80	1.79	66	6.97	1.96	2	8.50	2.12	8	8.50	1.20	17	7.24	2.14	8	6.88	2.10	40	6.50	1.97	18	5.56	2.59	21	6.33	2.89	8	7.75	1.28	15	5.87	2.47	23	6.96	2.42
Helping to strengthen the social protection sector	5	5.80	1.48	65	6.54	2.21	2	8.50	2.12	8	7.63	1.69	16	7.44	1.59	8	6.38	2.26	37	5.92	2.48	17	6.41	2.55	20	6.70	2.60	9	6.67	1.87	15	5.60	2.47	24	6.58	2.15
Helping to improve the quality of life in urban areas	5	6.20	1.64	65	6.68	2.08	2	8.50	2.12	7	7.43	1.40	17	7.29	1.49	7	6.57	1.72	36	5.64	2.61	17	6.00	2.15	19	6.53	2.65	8	6.75	1.83	14	5.86	2.11	22	6.73	1.80
Helping to reduce corruption in the country with its advice and support	5	5.80	1.67	65	5.86	2.84	2	9.50	.71	8	7.63	2.00	17	7.76	2.39	7	6.00	2.38	39	4.56	2.62	17	4.12	3.04	23	5.30	3.44	7	6.57	2.07	16	5.13	2.85	21	6.14	2.71
Helping to empower communities to participate in their own development	5	5.60	1.52	68	6.75	2.47	2	8.00	2.83	9	7.67	1.80	18	7.06	2.58	6	6.33	1.86	38	6.03	2.38	17	6.18	2.30	23	6.65	2.52	9	6.89	1.27	16	5.75	2.24	24	6.96	2.37
Helping Sri Lanka adapt to/avert risk of climate change	5	5.40	1.82	62	6.31	2.73	2	7.50	3.54	9	7.33	1.66	17	8.24	1.95	6	6.17	2.71	37	5.00	2.58	18	5.33	2.83	21	6.29	2.57	7	7.29	2.14	16	5.69	2.44	23	6.70	2.27

E. The Way the World Bank does Business

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

The Way the World Bank does Business

	Which of the following best describes your current position?																																			
	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Technical competence	5	7.20	.45	76	7.20	1.71	2	8.50	.71	9	7.67	1.32	23	7.87	1.66	9	7.33	1.41	44	6.59	1.88	18	7.00	2.17	23	6.65	2.81	11	6.73	2.33	14	5.93	2.27	26	6.92	2.56
Producing knowledge and research that are useful	6	7.50	1.38	74	7.28	1.68	2	8.50	.71	8	8.25	1.39	23	7.87	1.55	10	7.60	1.17	43	6.72	1.61	19	6.79	2.20	22	6.64	2.56	11	6.73	2.37	16	6.38	2.28	26	7.42	2.08
Making the results of studies and analyses readily available	5	7.00	1.22	74	6.85	1.79	2	8.50	.71	8	8.00	1.41	24	7.92	1.79	10	7.30	1.25	43	6.40	2.17	18	6.28	2.47	24	6.25	2.75	11	6.55	2.34	16	6.44	2.53	25	6.88	2.35
Sharing knowledge about international best practices	6	7.00	1.26	74	7.03	2.08	2	9.00	.00	9	7.89	1.36	21	7.90	2.23	10	7.50	1.43	42	6.57	2.19	18	6.17	2.60	24	6.21	2.90	11	6.64	2.11	16	6.69	2.41	24	7.04	2.10
Ability to adapt its knowledge to your country's needs	6	6.17	1.72	74	6.77	2.02	2	6.00	1.41	8	7.25	1.58	22	7.23	2.56	10	6.80	1.55	43	5.58	1.85	17	6.00	2.65	23	6.09	2.95	10	6.00	2.54	15	5.87	2.23	23	6.26	2.82
Ensuring its staff is accessible	4	6.00	1.41	73	6.59	2.24	1	7.00	.	9	7.22	1.39	21	7.48	2.25	10	7.20	1.62	38	5.34	2.32	18	5.61	2.81	25	6.00	2.71	8	6.25	2.76	13	5.62	2.36	20	6.15	2.52
Providing sound policy and economic advice	6	6.83	1.47	74	6.43	2.07	2	8.50	2.12	9	7.67	1.12	23	8.09	1.50	8	7.25	1.49	43	6.05	1.77	17	6.06	1.95	24	6.58	2.55	10	6.00	2.87	15	5.87	2.00	23	6.43	2.35
Straightforwardness in its dealings with you	5	7.20	1.30	74	6.65	2.12	2	9.50	.71	9	7.89	1.36	20	7.55	2.04	9	7.78	1.30	38	6.26	2.41	17	5.65	3.08	22	6.50	3.22	10	7.10	1.91	12	5.17	2.62	20	6.85	2.50
Maintaining consistent messages	5	7.20	.84	69	6.19	2.04	2	9.00	1.41	8	7.50	1.69	19	6.63	2.27	8	7.25	1.58	41	6.02	2.12	18	5.67	2.87	23	6.48	2.97	11	6.73	1.90	13	5.23	2.68	20	6.65	2.54
Promoting the inclusion of local communities in the development of strategies	5	6.20	.45	70	6.80	1.83	2	8.50	2.12	8	7.88	1.64	19	7.37	1.98	10	6.60	1.71	39	5.62	2.29	17	5.76	2.91	22	5.95	3.08	10	6.00	2.05	15	6.13	2.77	23	6.57	2.59
Promoting the inclusion of civil society in the development of strategies	5	6.80	.84	70	6.30	2.20	2	9.00	1.41	7	7.43	1.90	18	6.33	2.81	10	5.70	2.26	38	5.55	2.05	18	5.72	3.03	22	6.05	2.70	11	6.82	1.94	15	6.07	2.76	20	6.30	2.36
Promoting the inclusion of local project experts in the development of strategies	5	6.60	1.82	71	6.56	2.06	2	8.50	2.12	8	7.88	1.46	18	7.33	1.97	9	7.00	1.22	38	6.13	1.79	16	5.63	3.10	20	5.65	2.80	11	6.55	1.97	16	5.81	2.34	21	5.62	2.54
Promoting the inclusion of private sector in the development of strategies	5	6.80	1.92	70	6.27	1.88	2	9.00	1.41	8	7.75	1.16	19	6.84	2.19	8	7.13	1.25	40	5.30	2.50	15	6.40	2.87	21	6.38	2.56	11	6.00	2.05	14	5.50	2.21	20	6.80	2.42
Giving appropriate priority to poverty reduction	5	6.40	.89	74	7.19	1.84	2	8.50	2.12	8	7.13	1.96	22	8.14	1.61	10	7.00	1.25	41	6.27	2.18	17	6.24	2.56	24	6.79	2.77	10	7.10	1.66	16	6.31	2.15	23	6.83	2.41
Lending in a way that promotes effective development	5	6.80	1.30	75	7.04	2.07	2	8.50	2.12	8	7.25	1.67	22	8.36	1.62	7	7.43	1.51	42	5.98	1.99	18	6.72	2.49	22	6.18	2.91	11	6.36	2.58	16	5.94	2.17	25	6.96	2.44

F. Project/Program Related Issues

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

Project/Program Related Issues

	Which of the following best describes your current position?																																			
	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	3	5.33	2.52	46	5.76	1.91	2	8.00	2.83	9	5.89	2.32	14	5.79	2.49	4	6.50	2.38	26	5.69	1.78	11	6.91	1.81	5	5.60	3.21	8	5.88	2.75	8	5.00	2.07	15	5.40	2.32
The Bank disburses funds promptly	3	6.67	.58	48	6.50	2.41	2	8.50	2.12	9	7.56	1.59	14	6.57	2.44	4	7.00	2.45	27	6.07	2.50	10	7.30	2.83	5	4.80	3.35	8	7.00	2.00	9	5.56	2.13	15	6.27	1.98
The Bank works efficiently	3	7.00	.00	48	7.23	1.85	2	7.50	2.12	9	6.89	1.62	11	7.91	1.22	4	8.00	1.41	26	6.54	2.16	10	7.70	2.36	5	4.20	4.09	8	7.13	2.10	9	6.67	1.66	15	5.73	2.15
The Bank effectively monitors and evaluates the projects and programs it supports	3	7.00	.00	47	7.19	1.94	2	8.00	1.41	9	8.00	1.00	12	6.50	1.78	4	7.75	1.50	26	6.85	1.87	10	7.30	2.11	4	5.75	3.77	7	6.71	2.36	9	6.78	1.79	15	6.40	2.44
The Bank helps to build capacity at the community level	2	6.50	.71	43	6.63	1.79	2	8.00	.00	9	7.89	1.17	13	6.23	2.35	4	6.50	2.38	25	6.56	1.87	10	6.50	3.14	5	6.60	3.97	8	6.13	2.03	9	5.78	1.72	13	6.00	2.52
The Bank helps to build capacity of government officials	3	6.67	.58	48	7.04	2.14	2	8.00	1.41	9	8.11	1.17	13	6.38	2.02	3	7.00	2.65	23	6.52	2.17	8	6.38	2.50	5	7.00	3.32	8	6.50	2.33	9	5.78	2.17	13	5.85	2.15
The Bank and partners in government collaborate well together on Bank supported programs and projects in Sri Lanka	3	7.00	1.00	48	7.21	1.99	2	8.00	.00	9	7.89	1.27	14	7.50	1.95	2	8.50	2.12	26	6.85	1.97	8	6.25	2.38	5	7.20	3.11	8	7.50	1.60	9	6.67	1.58	17	6.88	2.18
The Bank helps to strengthen institutional capacity	3	7.33	1.15	46	7.35	2.11	2	8.50	.71	9	8.11	1.05	12	7.08	2.15	4	7.25	1.89	24	6.75	2.15	9	7.00	2.00	5	5.80	4.09	8	7.13	2.17	9	6.11	2.20	15	6.60	1.96
The Government supports and takes responsibility for development efforts in Sri Lanka	3	7.67	.58	44	7.48	2.11	2	8.50	2.12	9	8.33	.71	14	6.79	2.12	2	8.00	2.83	26	5.96	1.97	8	7.25	2.25	5	4.00	3.74	8	7.88	1.46	9	6.33	1.94	15	6.27	1.83
The Bank's procurement requirements are reasonable	3	6.67	1.53	44	6.52	2.33	1	8.00	.	9	7.22	1.99	13	6.31	2.43	4	7.25	1.89	20	6.55	2.19	9	6.89	2.62	5	5.60	4.28	6	6.33	2.34	8	7.50	1.41	14	6.36	1.95

G. The Future Role of the World Bank in Sri Lanka

The Future Role of the World Bank in Sri Lanka

	Which of the following best describes your current position?																																			
	Office of the President			Employee of a Ministry			Office of Parliamentarian			PIU/PMU			Local Government			Bilateral or Multilateral Agency			Private Sector			NGOs			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in Sri Lanka's development over the medium term in the near future?	5	8.40	.89	69	8.20	1.80	2	9.00	1.41	8	8.00	1.85	20	8.55	1.57	10	7.30	1.42	46	8.13	1.96	18	9.22	1.26	25	8.16	2.53	9	8.33	2.92	16	8.31	1.70	26	8.12	2.20

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

Which one of the following should the Bank do to make itself of greater value in Sri Lanka?

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Improve the quality of its experts as related to Sri Lanka's specific challenges	16.7%	29.9%	100.0%	55.6%	31.8%	16.7%	21.3%	23.5%	42.9%	16.7%	37.5%	37.0%
Reduce the complexity of obtaining World Bank financing	33.3%	39.0%	0.0%	33.3%	31.8%	16.7%	36.2%	29.4%	35.7%	8.3%	25.0%	44.4%
Focus primarily on advice and advocacy issues	0.0%	5.2%	0.0%	0.0%	0.0%	0.0%	8.5%	0.0%	3.6%	0.0%	6.3%	11.1%
Improve the competitiveness of its financing compared to markets	16.7%	7.8%	0.0%	33.3%	18.2%	8.3%	19.1%	23.5%	3.6%	41.7%	12.5%	3.7%
Build capacity	50.0%	29.9%	50.0%	11.1%	13.6%	33.3%	23.4%	35.3%	46.4%	33.3%	31.3%	33.3%
Greater selectivity in its work	16.7%	7.8%	0.0%	0.0%	13.6%	16.7%	4.3%	11.8%	14.3%	8.3%	12.5%	11.1%
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	0.0%	13.0%	0.0%	11.1%	18.2%	16.7%	10.6%	11.8%	7.1%	8.3%	6.3%	7.4%
Offer more innovative knowledge services	33.3%	11.7%	0.0%	22.2%	9.1%	16.7%	12.8%	11.8%	10.7%	8.3%	18.8%	18.5%
Offer more products and services that reflect Sri Lanka's status as a middle income country	33.3%	45.5%	50.0%	11.1%	45.5%	33.3%	40.4%	29.4%	21.4%	41.7%	31.3%	25.9%
Other	0.0%	1.3%	0.0%	0.0%	0.0%	8.3%	12.8%	5.9%	0.0%	16.7%	6.3%	3.7%

G. The Future Role of the World Bank in Sri Lanka (continued)

When Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose up to TWO)

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The World Bank works inefficiently/too slowly	0.0%	8.1%	0.0%	22.2%	4.3%	0.0%	11.9%	5.3%	10.7%	0.0%	6.3%	8.7%
Government works inefficiently/too slowly	0.0%	20.3%	50.0%	44.4%	13.0%	36.4%	50.0%	21.1%	42.9%	10.0%	37.5%	21.7%
There is not an adequate level of citizen/civil society participation	33.3%	32.4%	50.0%	33.3%	34.8%	36.4%	21.4%	63.2%	25.9%	20.0%	25.0%	30.4%
Poor donor coordination	16.7%	8.1%	0.0%	22.2%	17.4%	9.1%	4.8%	10.5%	10.7%	20.0%	12.5%	13.0%
Lack of/inadequate levels of capacity in government	50.0%	17.6%	0.0%	0.0%	0.0%	36.4%	23.8%	10.5%	10.7%	20.0%	18.7%	13.0%
Political pressures and obstacles	33.3%	31.1%	50.0%	33.3%	47.8%	9.1%	45.2%	47.4%	46.4%	30.0%	43.8%	47.8%
Reforms are not well thought out in light of country challenges	66.7%	59.5%	50.0%	22.2%	73.9%	63.6%	38.1%	36.8%	35.7%	60.0%	50.0%	47.8%
Other	0.0%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	6.3%	8.7%

H. Communication and Outreach

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Local newspapers	50.0%	59.0%	100.0%	55.6%	73.9%	58.3%	75.6%	55.6%	74.1%	72.7%	62.5%	74.1%
International newspapers	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	4.4%	0.0%	7.4%	0.0%	0.0%	3.7%
Local radio	0.0%	7.7%	0.0%	11.1%	8.7%	0.0%	6.7%	5.6%	7.4%	0.0%	6.3%	7.4%
International radio	0.0%	2.6%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	33.3%	12.8%	33.3%	22.2%	30.4%	0.0%	13.3%	33.3%	14.8%	9.1%	6.3%	22.2%
International television	16.7%	3.8%	0.0%	0.0%	4.3%	8.3%	6.7%	0.0%	0.0%	0.0%	12.5%	7.4%
Periodicals	16.7%	21.8%	0.0%	11.1%	13.0%	16.7%	11.1%	11.1%	11.1%	9.1%	18.8%	11.1%
Internet	33.3%	24.4%	66.7%	44.4%	13.0%	58.3%	35.6%	22.2%	33.3%	54.5%	43.8%	29.6%
Social media	0.0%	12.8%	0.0%	11.1%	26.1%	0.0%	4.4%	22.2%	22.2%	0.0%	6.3%	7.4%
Word of mouth	0.0%	1.3%	0.0%	0.0%	0.0%	8.3%	4.4%	5.6%	3.7%	0.0%	0.0%	0.0%
Consultations/Conferences/Fora	16.7%	19.2%	0.0%	33.3%	8.7%	33.3%	20.0%	16.7%	11.1%	18.2%	12.5%	11.1%
Workshops/Seminars	33.3%	17.9%	0.0%	0.0%	4.3%	16.7%	13.3%	5.6%	11.1%	27.3%	31.3%	18.5%
Other	0.0%	7.7%	0.0%	11.1%	4.3%	0.0%	0.0%	11.1%	3.7%	18.2%	0.0%	0.0%

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Local newspapers	50.0%	35.1%	100.0%	44.4%	66.7%	33.3%	65.1%	38.9%	65.4%	41.7%	31.3%	57.7%
International newspapers	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	4.7%	0.0%	3.8%	0.0%	0.0%	7.7%
Local radio	0.0%	5.2%	0.0%	0.0%	12.5%	0.0%	11.6%	0.0%	3.8%	0.0%	0.0%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	2.3%	0.0%	3.8%	0.0%	6.3%	0.0%
Local television	16.7%	16.9%	33.3%	0.0%	25.0%	0.0%	16.3%	22.2%	19.2%	16.7%	12.5%	26.9%
International television	0.0%	2.6%	0.0%	0.0%	8.3%	8.3%	2.3%	0.0%	0.0%	0.0%	6.3%	0.0%
Periodicals	33.3%	6.5%	0.0%	11.1%	4.2%	0.0%	9.3%	5.6%	3.8%	0.0%	6.3%	7.7%
Blogs	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%
Internet	0.0%	18.2%	0.0%	11.1%	12.5%	33.3%	27.9%	38.9%	26.9%	25.0%	43.8%	30.8%
World Bank conferences, seminars, workshops	50.0%	14.3%	0.0%	22.2%	16.7%	8.3%	20.9%	11.1%	15.4%	41.7%	6.3%	15.4%
World Bank publications, materials	33.3%	33.8%	33.3%	44.4%	20.8%	33.3%	7.0%	44.4%	19.2%	8.3%	31.3%	19.2%
World Bank website	0.0%	28.6%	33.3%	22.2%	4.2%	16.7%	18.6%	27.8%	19.2%	25.0%	50.0%	15.4%
Social media	0.0%	9.1%	0.0%	0.0%	4.2%	0.0%	4.7%	5.6%	0.0%	0.0%	0.0%	0.0%
Direct contact/interaction with World Bank staff	16.7%	14.3%	0.0%	44.4%	0.0%	41.7%	4.7%	0.0%	7.7%	16.7%	0.0%	7.7%
Other	0.0%	6.5%	0.0%	0.0%	4.2%	16.7%	2.3%	0.0%	7.7%	0.0%	6.3%	0.0%

H. Communication and Outreach (continued)**How would you prefer to receive information from the World Bank? (Choose TWO only) (Combined Responses)**

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
World Bank website	0.0%	64.1%	66.7%	55.6%	66.7%	45.5%	47.8%	63.2%	53.6%	66.7%	83.3%	55.6%
Face to face meetings/discussions	66.7%	33.3%	0.0%	33.3%	41.7%	54.5%	26.1%	31.6%	32.1%	33.3%	11.1%	18.5%
E-newsletters	16.7%	34.6%	0.0%	55.6%	25.0%	45.5%	58.7%	47.4%	46.4%	16.7%	44.4%	51.9%
Workshops/conferences	66.7%	41.0%	66.7%	44.4%	33.3%	45.5%	26.1%	15.8%	28.6%	66.7%	38.9%	37.0%
Blogs	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	4.3%	0.0%	7.1%	0.0%	0.0%	0.0%
Mobile phones	16.7%	7.7%	0.0%	11.1%	8.3%	0.0%	6.5%	10.5%	0.0%	8.3%	0.0%	7.4%
Social media	0.0%	2.6%	0.0%	0.0%	4.2%	0.0%	13.0%	5.3%	3.6%	0.0%	11.1%	3.7%
Traditional media	16.7%	1.3%	0.0%	0.0%	0.0%	0.0%	2.2%	5.3%	7.1%	0.0%	0.0%	0.0%
Other	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	7.1%	0.0%	0.0%	7.4%

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	33.3%	26.1%	0.0%	33.3%	33.3%	45.5%	29.3%	38.9%	40.7%	25.0%	27.8%	28.0%
No	66.7%	73.9%	100.0%	66.7%	66.7%	54.5%	70.7%	61.1%	59.3%	75.0%	72.2%	72.0%

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

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	0.0%	23.3%	0.0%	28.6%	28.6%	27.3%	7.1%	38.9%	35.7%	40.0%	12.5%	12.0%
No	100.0%	76.7%	100.0%	71.4%	71.4%	72.7%	92.9%	61.1%	64.3%	60.0%	87.5%	88.0%

Were you able to obtain this information?

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	0.0%	57.7%	-	66.7%	41.7%	100.0%	50.0%	62.5%	50.0%	71.4%	50.0%	66.7%
No	100.0%	42.3%	-	33.3%	58.3%	0.0%	50.0%	37.5%	50.0%	28.6%	50.0%	33.3%

Do you have access to the Internet:

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	100.0%	100.0%	66.7%	100.0%	85.0%	100.0%	95.0%	94.7%	95.7%	100.0%	94.1%	100%
No	0.0%	0.0%	33.3%	0.0%	15.0%	0.0%	5.0%	5.3%	4.3%	0.0%	5.9%	0.0%

I use/have used the World Bank website:

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
Yes	50.0%	76.2%	33.3%	100.0%	45.0%	66.7%	67.5%	89.5%	78.3%	75.0%	93.8%	71.4%
No	50.0%	23.8%	66.7%	0.0%	55.0%	33.3%	32.5%	10.5%	21.7%	25.0%	6.3%	28.6%

I primarily use:

Percentage of Respondents	Office of President	Employee of a Ministry	Office of Parliamentarian	PIU/PMU	Local Government	Bilateral or Multilateral Agency	Private Sector	NGO	Media	Independent Government Institution	Academia	Other
The World Bank's country website	50.0%	56.5%	0.0%	22.2%	83.3%	85.7%	65.0%	80.0%	50.0%	50.0%	33.3%	40.0%
The World Bank's main website	50.0%	43.5%	100.0%	77.8%	16.7%	14.3%	35.0%	20.0%	50.0%	50.0%	66.7%	60.0%

Appendix C: Responses to All Questions by Geographic Location

A. Background Information

Background Information

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Sri Lanka?	186	6.34	2.10	68	5.57	2.21

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

B. General Issues facing Sri Lanka

General Issues facing Sri Lanka

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Sri Lanka	172	6.92	1.87	67	6.91	2.11

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

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

Percentage of Respondents	Western Province	Other Areas
Government effectiveness/governance	28.2%	28.4%
HIV/AIDS and other communicable diseases	0.0%	1.4%
Economic growth	32.6%	24.3%
Reducing corruption	12.2%	6.8%
Promote policies to stimulate foreign direct investment	0.6%	0.0%
Increasing access to quality education	5.5%	9.5%
Increasing access to quality health services	1.7%	2.7%
Reducing poverty	3.3%	5.4%
Developing the SME sector	2.2%	1.4%
Improving the effectiveness of law and justice system	2.2%	0.0%
Improving basic infrastructure	2.8%	10.8%
Improving environmental quality	0.0%	0.0%
Protecting natural resources and environment	0.6%	2.7%
Increasing employment/ income generating opportunities	2.2%	4.1%
Enhancing the opportunity for private sector growth/investment	2.2%	0.0%
Agriculture development	1.1%	1.4%
Tourism	0.6%	1.4%
Access to finance	0.0%	0.0%
Strengthening regulatory framework	0.6%	0.0%
Improving trade and exports	0.0%	0.0%
Climate change	0.6%	0.0%
Food security	0.6%	0.0%
Other	0.6%	0.0%

B. General Issues facing Sri Lanka (continued)

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

Percentage of Respondents	Western Province	Other Areas
Government effectiveness/governance	12.4%	10.8%
HIV/AIDS and other communicable diseases	0.6%	1.4%
Economic growth	9.6%	12.2%
Reducing corruption	16.4%	18.9%
Promote policies to stimulate foreign direct investment	8.5%	2.7%
Increasing access to quality education	7.9%	5.4%
Increasing access to quality health services	3.4%	8.1%
Reducing poverty	10.2%	8.1%
Developing the SME sector	5.1%	2.7%
Improving the effectiveness of law and justice system	5.6%	1.4%
Improving basic infrastructure	5.6%	9.5%
Improving environmental quality	0.6%	1.4%
Protecting natural resources and environment	1.7%	4.1%
Increasing employment/ income generating opportunities	4.5%	5.4%
Enhancing the opportunity for private sector growth/investment	3.4%	4.1%
Agriculture development	1.7%	1.4%
Tourism	0.0%	1.4%
Access to finance	0.0%	0.0%
Strengthening regulatory framework	1.1%	1.4%
Improving trade and exports	0.6%	0.0%
Climate change	0.0%	0.0%
Food security	0.6%	0.0%
Other	0.6%	0.0%

Which **TWO** areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than **TWO**) (Combined Responses)

Percentage of Respondents	Western Province	Other Areas
Agriculture development	18.9%	27.8%
Improving governance	13.7%	17.7%
Enhancing the opportunity for private sector growth/investment	15.3%	8.9%
Infrastructure development	13.2%	19.0%
Education	17.4%	16.5%
Increasing economic growth	22.1%	21.5%
Developing the SME sector	17.4%	13.9%
Reducing corruption	12.6%	11.4%
Health	2.1%	2.5%
Protecting the environment and natural resources	3.2%	1.3%
Increasing income generating activities/ employment	48.4%	39.2%
Increasing foreign direct investment	5.3%	2.5%
Food security	2.6%	5.1%
Other	1.6%	3.8%

B. General Issues facing Sri Lanka (continued)

Which TWO areas below do you believe would contribute most to generating faster economic growth in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Western Province	Other Areas
Access to education	6.0%	7.3%
Access to finance	5.4%	1.2%
Enhancing Colombo as an International city	1.1%	0.0%
Enhancing the environment for increased foreign direct investment	17.4%	17.3%
Enhancing the opportunity for private sector growth/investment	13.6%	14.8%
Improving governance	17.9%	13.6%
Improve environment for doing business and private sector growth	8.7%	3.7%
Improved power generation infrastructure	2.7%	0.0%
Improved transportation infrastructure	7.1%	9.9%
Promoting and supporting the SME sector	12.5%	7.4%
Reducing corruption	16.8%	19.8%
Improving access to and/or quality of education	10.3%	7.4%
Improving access to and/or quality of health care	2.2%	4.9%
Improving the skills of the labor force	11.4%	23.5%
Improving trade and exports	9.2%	3.7%
Better managing State Owned Enterprise sector	2.2%	7.4%
Increase efficiency of public spending	10.9%	2.5%
Increasing agricultural productivity	10.9%	18.5%
Invest in tourism products and services	1.6%	6.2%
Encouraging Public Private Partnerships	6.5%	9.9%
Quality of education	3.3%	3.7%
Ethnic reconciliation	6.0%	8.6%
Increasing the role of private sector in development and production	9.8%	6.2%
Strengthening the regulatory framework	2.2%	1.2%
Other	0.5%	0.0%

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

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Sri Lanka	169	6.42	1.71	70	6.81	2.11

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

Based on your observations of the World Bank in Sri Lanka, what do you think the Bank considers its top priorities in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Western Province	Other Areas
Government effectiveness/governance	23.2%	18.9%
Food security	1.1%	1.4%
Reducing corruption	6.6%	6.8%
Reducing poverty	26.5%	20.3%
Economic growth	28.2%	21.6%
Promote policies and stimulate foreign direct investment	4.4%	5.4%
Increasing access to quality education	14.9%	20.3%
Increasing access to quality health services	5.5%	10.8%
Access to finance	7.7%	4.1%
Developing the SME sector	8.3%	2.7%
Improving the effectiveness of law and justice system	3.9%	0.0%
Improving basic infrastructure	18.8%	29.7%
Improving environmental quality	1.1%	1.4%
Agriculture development	3.3%	5.4%
Tourism	0.6%	4.1%
Protecting natural resources and environment	0.6%	2.7%
Managing HIV/AIDS and other communicable diseases	0.6%	1.4%
Promoting entrepreneurship	3.3%	4.1%
Reducing non communicable diseases	0.0%	5.4%
Increasing employment/ income generating opportunities	8.3%	9.5%
Improving trade and exports	2.2%	1.4%
Climate change	0.0%	0.0%
Developing a skilled labor force	4.4%	4.1%
Strengthening regulatory framework	3.3%	0.0%
Enhancing the opportunity for private sector growth/investment	5.5%	2.7%
Other	0.6%	1.4%

C. Overall Attitudes toward the World Bank (continued)

Based on your observations of the World Bank in Sri Lanka, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Western Province	Other Areas
Government effectiveness/governance	15.7%	17.6%
Food security	2.2%	2.7%
Reducing corruption	10.1%	10.8%
Reducing poverty	8.4%	17.6%
Economic growth	20.8%	16.2%
Promote policies and stimulate foreign direct investment	5.1%	0.0%
Increasing access to quality education	9.6%	14.9%
Increasing access to quality health services	4.5%	4.1%
Access to finance	6.7%	6.8%
Developing the SME sector	13.5%	9.5%
Improving the effectiveness of law and justice system	2.8%	1.4%
Improving basic infrastructure	16.3%	17.6%
Improving environmental quality	1.1%	1.4%
Agriculture development	9.0%	17.6%
Tourism	0.6%	1.4%
Protecting natural resources and environment	3.4%	1.4%
Managing HIV/AIDS and other communicable diseases	1.1%	1.4%
Promoting entrepreneurship	6.2%	5.4%
Reducing non communicable diseases	0.6%	1.4%
Increasing employment/ income generating opportunities	14.0%	10.8%
Improving trade and exports	6.2%	4.1%
Climate change	1.7%	1.4%
Developing a skilled labor force	11.2%	12.2%
Strengthening regulatory framework	5.6%	2.7%
Enhancing the opportunity for private sector growth/investment	7.3%	8.1%
Other	1.7%	0.0%

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

Percentage of Respondents	Western Province	Other Areas
The Bank should be more involved	65.6%	70.0%
The Bank is currently involved at an optimum level	19.9%	13.8%
The Bank should be less involved	5.4%	8.8%
The Bank shouldn't be involved at all	1.6%	2.5%
Don't know	7.5%	5.0%

Which World Bank instrument do you believe is the most effective in reducing poverty in Sri Lanka?

Percentage of Respondents	Western Province	Other Areas
Investment lending	25.8%	22.8%
Policy based lending	13.2%	19.0%
Analytical work	5.5%	2.5%
Technical assistance	18.7%	27.8%
Results based lending	34.6%	26.6%
Don't know	2.2%	1.3%

Which World Bank instrument do you believe is the least effective in reducing poverty in Sri Lanka?

Percentage of Respondents	Western Province	Other Areas
Investment lending	12.7%	13.3%
Policy based lending	22.1%	18.7%
Analytical work	23.2%	17.3%
Technical assistance	11.6%	9.3%
Results based lending	11.6%	24.0%
Don't know	18.8%	17.3%

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

Percentage of Respondents	Western Province	Other Areas
The Bank's knowledge	15.6%	5.4%
Technical advice	6.4%	8.1%
Policy and economic advice	16.2%	16.2%
Lending when others won't	14.5%	14.9%
Convener/facilitator	1.2%	8.1%
Donor coordination	6.4%	6.8%
Ability to mobilize resources	5.8%	5.4%
Ability to build implementation capacity	4.6%	5.4%
Financial resources	28.3%	29.7%
Other	1.2%	1.4%

C. Overall Attitudes toward the World Bank (continued)

What is the "second greatest" value?

Percentage of Respondents	Western Province	Other Areas
The Bank's knowledge	7.1%	2.7%
Technical advice	12.4%	16.4%
Policy and economic advice	13.5%	19.2%
Lending when others won't	7.6%	9.6%
Convener/facilitator	3.5%	5.5%
Donor coordination	11.8%	9.6%
Ability to mobilize resources	7.6%	8.2%
Ability to build implementation capacity	11.2%	8.2%
Financial resources	25.3%	20.5%
Other	0.6%	0.0%

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

Percentage of Respondents	Western Province	Other Areas
Imposing technocratic solutions without regard to political realities	17.5%	14.1%
Not exploring alternative policy options	14.7%	20.5%
Too bureaucratic in its operational policies and procedures	19.2%	9.0%
Staff too inaccessible	4.0%	5.1%
Is arrogant in its approach	4.5%	0.0%
Not client focused	6.2%	6.4%
The credibility of its knowledge/data	0.6%	2.6%
Not willing to honestly criticize politics and reform efforts in the country	20.9%	12.8%
Too influenced by the US	14.7%	14.1%
Not enough public disclosure of its work	15.8%	20.5%
World Bank processes too slow and complex	14.7%	7.7%
Inadequately aligned with country priorities	26.0%	29.5%
Too political	4.5%	6.4%
Too theoretical	5.6%	11.5%
Too detailed	3.4%	2.6%
Other	2.3%	5.1%

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	Western Province	Other Areas
Education	21.0%	35.4%
Health	7.5%	13.4%
Social protection	4.3%	7.3%
Transport	6.5%	3.7%
Poverty	17.2%	14.6%
Governance	18.3%	17.1%
Anti-corruption	16.1%	11.0%
Enhanced business environment for private sector development	16.1%	12.2%
Energy	2.2%	2.4%
Promote Public Private Partnerships	13.4%	8.5%
Agricultural development	8.1%	9.9%
Water and sanitation	1.1%	2.4%
Monitoring and evaluation	3.2%	2.4%
Help restructure SOE's for better results	3.8%	8.5%
Public expenditure	4.3%	2.4%
Public sector performance	11.8%	11.0%
Labor markets/job creation	5.9%	2.4%
Financial markets	2.2%	2.4%
Urban/metropolitan development	5.4%	0.0%
Environmental sustainability/ natural resources management	6.5%	6.1%
Improving equality of opportunity	3.8%	2.4%
Rural development	11.3%	17.1%
Food security	2.7%	2.4%
Climate change	2.2%	0.0%
Other	1.6%	2.4%

C. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents	Western Province	Other Areas
NGOs	7.7%	8.8%
Local Government	34.8%	57.5%
Beneficiaries	32.0%	26.3%
Private sector	37.6%	23.8%
Youth	19.9%	13.8%
Self-employed women's groups	10.5%	5.0%
Community based organizations (CBOs)	23.8%	27.5%
Donor community	9.4%	3.8%
Parliament	7.7%	6.3%
Media	6.1%	7.5%
Faith-based organizations	1.1%	7.5%
Other	4.4%	2.5%

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

Overall Attitudes toward the World Bank

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Sri Lanka	183	6.05	2.10	72	5.93	2.46
The Bank's work is aligned with what I consider the development priorities for this country	176	5.81	1.89	72	5.72	2.49
The Bank's work reflects its own mission of poverty reduction	167	5.89	2.11	70	5.60	2.46
The World Bank supports programs and strategies that are realistic for Sri Lanka	172	5.80	2.03	71	5.90	2.20
The World Bank treats clients and stakeholders in Sri Lanka with respect	168	6.60	2.04	65	6.72	2.31
The World Bank collaborates well with other donors here	148	6.43	2.00	60	6.15	2.28
The World Bank is responsive	167	6.08	2.14	65	5.88	2.38
Overall, I like to work/interact with Bank staff	174	7.49	2.04	72	7.31	2.53
The Bank is an effective catalyst for discussion on issues related to poverty	169	6.69	2.14	70	6.79	2.35
In general, the strategies that the Bank supports are sustainable over time	168	6.35	1.97	69	6.28	2.39
The World Bank's work promotes country ownership of development strategies	169	6.36	1.97	67	6.18	2.28
The Bank's work promotes the empowerment of poor people to participate in development	170	5.80	2.27	73	5.85	2.49
The World Bank imposes reasonable conditions on its lending	161	5.48	2.45	63	5.48	2.69
The Bank gives appropriate priority to growth issues	171	6.15	2.05	69	6.22	2.22

D. The Work of the World Bank

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

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

The Work of the World Bank: Importance

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	182	8.64	1.64	77	8.65	1.60
Helping to bring about economic growth	179	8.63	1.62	74	8.50	1.59
Encouraging greater transparency in governance	170	8.36	2.01	69	7.84	2.23
Helping to strengthen the private sector	173	7.99	2.03	68	7.96	2.08
Helping to strengthen the financial system	172	8.26	1.72	70	8.30	1.84
Helping to strengthen the regulatory framework	169	7.69	2.16	65	7.09	2.59
Helping to strengthen the judicial system	163	7.42	2.55	60	6.93	2.95
Helping to strengthen the public sector	174	8.05	2.20	71	8.14	2.09
Helping to strengthen the education sector	175	8.83	1.48	72	8.97	1.51
Helping to strengthen the health sector	173	8.77	1.45	75	9.00	1.55
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	171	8.67	1.78	67	8.69	2.08
Helping to integrate Sri Lanka into the global economy	173	8.28	1.78	66	7.95	2.07
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	170	8.31	1.78	68	8.41	2.05
Ensuring that attention is paid to gender disparities	168	7.45	2.30	65	7.52	2.48
Helping to strengthen agricultural development	166	8.47	1.69	71	8.83	1.45
Helping to strengthen infrastructure development	166	8.58	1.72	66	8.68	1.76
Helping to strengthen environment and natural resources management	173	8.26	1.74	69	8.29	2.27
Helping to strengthen the social protection sector	171	7.84	2.04	67	8.03	2.18
Helping to improve the quality of life in urban areas	167	7.93	1.72	67	7.52	2.51
Helping to reduce corruption in the country with its advice and support	169	8.17	2.37	69	8.17	2.75
Helping to empower communities to participate in their own development	171	8.23	1.80	71	8.17	2.25
Helping Sri Lanka adapt to/avert risk of climate change	169	8.14	1.94	68	8.01	2.45

D. The Work of the World Bank (continued)

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

The Work of the World Bank: Effectiveness

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	170	6.66	1.98	71	7.61	1.97
Helping to bring about economic growth	172	6.97	1.94	71	7.82	1.71
Encouraging greater transparency in governance	159	5.94	2.36	66	6.55	2.52
Helping to strengthen the private sector	162	6.44	2.20	61	6.90	2.47
Helping to strengthen the financial system	164	6.82	2.15	62	7.50	2.20
Helping to strengthen the regulatory framework	156	6.15	2.15	60	6.57	2.45
Helping to strengthen the judicial system	146	5.42	2.66	53	6.00	2.79
Helping to strengthen the public sector	158	6.23	2.55	68	7.22	2.34
Helping to strengthen the education sector	162	7.34	2.12	69	8.16	1.98
Helping to strengthen the health sector	163	7.34	2.06	73	8.36	1.78
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	145	6.48	2.40	62	7.19	2.57
Helping to integrate Sri Lanka into the global economy	153	6.57	2.22	61	6.98	2.13
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	157	6.59	2.22	64	7.16	2.34
Ensuring that attention is paid to gender disparities	149	6.50	2.29	60	6.43	2.51
Helping to strengthen agricultural development	155	6.70	2.21	65	7.78	1.99
Helping to strengthen infrastructure development	153	7.35	1.89	62	7.79	2.06
Helping to strengthen environment and natural resources management	156	6.70	2.16	64	7.05	2.39
Helping to strengthen the social protection sector	152	6.29	2.27	62	7.06	2.30
Helping to improve the quality of life in urban areas	146	6.41	2.13	62	6.71	2.24
Helping to reduce corruption in the country with its advice and support	152	5.44	2.90	64	6.52	2.91
Helping to empower communities to participate in their own development	157	6.54	2.26	66	6.91	2.58
Helping Sri Lanka adapt to/avert risk of climate change	152	6.12	2.52	61	6.52	2.87

E. The Way the World Bank does Business

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

The Way the World Bank does Business

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
Technical competence	169	6.90	2.01	73	7.16	2.25
Producing knowledge and research that are useful	168	7.05	1.87	74	7.32	2.05
Making the results of studies and analyses readily available	170	6.72	2.07	74	7.09	2.32
Sharing knowledge about international best practices	171	6.82	2.17	70	7.11	2.54
Ability to adapt its knowledge to your country's needs	168	6.28	2.21	68	6.65	2.60
Ensuring its staff is accessible	158	6.23	2.34	66	6.36	2.70
Providing sound policy and economic advice	168	6.38	2.04	69	6.94	2.28
Straightforwardness in its dealings with you	157	6.66	2.35	64	6.75	2.71
Maintaining consistent messages	158	6.42	2.17	63	6.11	2.77
Promoting the inclusion of local communities in the development of strategies	156	6.37	2.31	68	6.68	2.49
Promoting the inclusion of civil society in the development of strategies	156	6.33	2.24	63	6.13	2.80
Promoting the inclusion of local project experts in the development of strategies	154	6.32	2.14	66	6.58	2.54
Promoting the inclusion of private sector in the development of strategies	155	6.32	2.22	65	6.32	2.49
Giving appropriate priority to poverty reduction	165	6.84	2.02	73	7.22	2.41
Lending in a way that promotes effective development	168	6.64	2.21	72	7.26	2.37

F. Project/Program Related Issues

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

Project/Program Related Issues

	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	93	5.83	2.13	45	5.89	2.23
The Bank disburses funds promptly	94	6.34	2.26	46	6.63	2.64
The Bank works efficiently	93	6.66	2.12	43	7.40	2.09
The Bank effectively monitors and evaluates the projects and programs it supports	92	6.99	1.85	44	6.93	2.34
The Bank helps to build capacity at the community level	89	6.40	2.08	42	6.55	2.28
The Bank helps to build capacity of government officials	88	6.77	2.11	44	6.52	2.36
The Bank and partners in government collaborate well together on Bank supported programs and projects in Sri Lanka	96	7.06	1.93	42	7.29	2.06
The Bank helps to strengthen institutional capacity	91	6.92	2.06	43	7.47	2.29
The Government supports and takes responsibility for development efforts in Sri Lanka	93	6.71	2.24	40	7.25	2.06
The Bank's procurement requirements are reasonable	86	6.51	2.28	37	6.92	2.31

G. The Future Role of the World Bank in Sri Lanka

The Future Role of the World Bank in Sri Lanka

Variables	Which best represents your current location?					
	Western Province			Other Areas		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank should play in Sri Lanka's development over the medium term in the near future?	167	8.04	2.04	72	8.61	1.71

(Asked on a 10-pt. scale, 1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

Which one of the following should the Bank do to make itself of greater value in Sri Lanka?

Percentage of Respondents	Western Province	Other Areas
Improve the quality of its experts as related to Sri Lanka's specific challenges	27.1%	44.2%
Reduce the complexity of obtaining World Bank financing	36.5%	24.7%
Focus primarily on advice and advocacy issues	5.5%	2.6%
Improve the competitiveness of its financing compared to markets	13.3%	13.0%
Build capacity	32.0%	31.2%
Greater selectivity in its work	9.9%	9.1%
Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy	11.6%	7.8%
Offer more innovative knowledge services	12.2%	13.0%
Offer more products and services that reflect Sri Lanka's status as a middle income country	35.4%	36.4%
Other	5.5%	2.6%

When Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose up to TWO)

Percentage of Respondents	Western Province	Other Areas
The World Bank works inefficiently/too slowly	7.6%	6.4%
Government works inefficiently/too slowly	32.7%	19.2%
There is not an adequate level of citizen/civil society participation	29.4%	38.5%
Poor donor coordination	10.5%	12.8%
Lack of/inadequate levels of capacity in government	18.7%	12.8%
Political pressures and obstacles	40.9%	33.3%
Reforms are not well thought out in light of country challenges	46.8%	60.3%
Other	2.3%	6.4%

H. Communication and Outreach

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

Percentage of Respondents	Western Province	Other Areas
Local newspapers	67.2%	64.1%
International newspapers	2.2%	1.3%
Local radio	4.4%	10.3%
International radio	0.6%	1.3%
Local television	13.9%	23.1%
International television	3.9%	7.7%
Periodicals	15.6%	12.8%
Internet	32.8%	34.6%
Social media	11.1%	11.5%
Word of mouth	1.7%	1.3%
Consultations/Conferences/Fora	18.3%	14.1%
Workshops/Seminars	16.7%	10.3%
Other	6.1%	2.6%

H. Communication and Outreach (continued)

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

Percentage of Respondents	Western Province	Other Areas
Local newspapers	51.9%	50.0%
International newspapers	2.8%	1.4%
Local radio	2.8%	10.8%
International radio	1.7%	1.4%
Local television	14.4%	28.4%
International television	1.7%	2.7%
Periodicals	7.7%	6.8%
Blogs	0.6%	1.4%
Internet	24.9%	20.3%
World Bank conferences, seminars, workshops	16.0%	16.2%
World Bank publications, materials	22.1%	28.4%
World Bank website	26.5%	13.5%
Social media	4.4%	4.1%
Direct contact/interaction with World Bank staff	12.2%	1.4%
Other	5.0%	4.1%

How you would prefer to receive information from the World Bank? (Choose TWO only) (Combined Responses)

Percentage of Respondents	Western Province	Other Areas
World Bank website	58.1%	58.2%
Face to face meetings/discussions	28.5%	35.4%
E-newsletters	47.8%	30.4%
Workshops/conferences	34.4%	41.8%
Blogs	2.2%	2.5%
Mobile phones	4.3%	8.9%
Social media	4.3%	6.3%
Traditional media	2.7%	1.3%
Other	3.8%	1.3%

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	Western Province	Other Areas
Yes	33.1%	24.0%
No	66.9%	76.0%

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

Percentage of Respondents	Western Province	Other Areas
Yes	23.7%	16.2%
No	76.3%	83.8%

Were you able to obtain this information?

Percentage of Respondents	Western Province	Other Areas
Yes	66.7%	30.8%
No	33.3%	69.2%

Do you have access to the Internet:

Percentage of Respondents	Western Province	Other Areas
Yes	98.1%	91.2%
No	1.9%	8.8%

I use/have used the World Bank website:

Percentage of Respondents	Western Province	Other Areas
Yes	80.9%	54.4%
No	19.1%	45.6%

I primarily use:

Percentage of Respondents	Western Province	Other Areas
Yes	56.8%	53.8%
No	43.2%	46.2%

Appendix D: Responses to All Questions by Year²

FY '07 Response Number = 306 • FY '11 Response Number = 312

A. Background Information

Which best represents your geographic location?

Percentage of Respondents	FY 2007	FY 2012
Agriculture, Agribusiness, Forestry	4.4%	3.9%
Commerce, Trade and Manufacturing	12.2%	7.7%
Communications, Information Services	12.9%	9.8%
Economic Management	5.1%	8.1%
Environment, Natural Resource Management	4.4%	2.5%
Finance, Banking, Insurance	4.4%	7.0%
Infrastructure	7.1%	7.7%
Law, Justice	2.0%	.7%
Legislature, Politics	2.7%	4.6%
Social Services (e.g., Education, Health)	18.6%	22.8%
Tourism*	26.1%	1.4%
SME sector development*	-	1.8%
Other	-	22.1%

Background Information

	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Sri Lanka?	290	5.70	2.25	276	6.20	2.13

(Asked on a scale of 1-10, 1 meaning "Not familiar at all", 10 meaning "Extremely familiar")

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

Percentage of Respondents	FY 2007	FY 2012
Less than one year	14.0%	15.7%
One to three years	26.9%	18.0%
More than three years	59.0%	66.3%

B. General Issues facing Sri Lanka

General Issues facing Sri Lanka

	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Please indicate your perspective on the future of the next generation in Sri Lanka	277	4.82	2.29	257	6.93	1.96

(Asked on a scale of 1-10, 1 meaning "Extremely pessimistic", 10 meaning "Extremely optimistic")

² Only those questions that were asked in the FY '07 and FY '12 country surveys, with similar response scales/options, are presented.

B. General Issues facing Sri Lanka (continued)

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

Percentage of Respondents	FY 2007	FY 2012
Government effectiveness/governance	9.1%	27.2%
HIV/AIDS and other communicable diseases	0.0%	0.4%
Economic growth	26.8%	30.4%
Reducing corruption	8.4%	11.2%
Promote policies to stimulate foreign direct investment	0.3%	0.4%
Increasing access to quality education	4.0%	6.2%
Increasing access to quality health services	0.7%	1.8%
Reducing poverty	8.1%	4.3%
Developing the SME sector*	-	1.8%
Improving the effectiveness of law and justice system	2.3%	1.4%
Improving basic infrastructure	6.4%	5.1%
Improving environmental quality	1.3%	0.0%
Protecting natural resources and environment	0.0%	1.1%
Increasing employment/ income generating opportunities	4.0%	2.5%
Enhancing the opportunity for private sector growth/investment	0.7%	2.2%
Agriculture development	1.3%	1.1%
Tourism*	-	0.7%
Access to finance*	-	0.0%
Strengthening regulatory framework	0.7%	0.4%
Improving trade and exports	0.3%	0.0%
Climate change*	-	0.4%
Food security*	-	0.4%
Other	25.2%	0.7%

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

Percentage of Respondents	FY 2007	FY 2012
Government effectiveness/governance	10.7%	12.5%
HIV/AIDS and other communicable diseases	2.4%	0.7%
Economic growth	14.1%	10.3%
Reducing corruption	10.7%	15.8%
Promote policies to stimulate foreign direct investment	2.4%	6.6%
Increasing access to quality education	3.4%	7.4%
Increasing access to quality health services	1.0%	4.4%
Reducing poverty	12.0%	10.3%
Developing the SME sector*	-	4.8%
Improving the effectiveness of law and justice system	5.5%	4.0%
Improving basic infrastructure	8.6%	7.4%
Improving environmental quality	1.0%	0.7%
Protecting natural resources and environment	1.0%	2.2%
Increasing employment/ income generating opportunities	5.8%	5.1%
Enhancing the opportunity for private sector growth/investment	2.7%	3.7%
Agriculture development	2.4%	1.5%
Tourism*	-	0.4%
Access to finance*	-	0.0%
Strengthening regulatory framework	1.4%	1.1%
Improving trade and exports	1.4%	0.4%
Climate change*	-	0.0%
Food security*	-	0.4%
Other	13.4%	0.4%

*This response option not offered in FY 2007 country survey.

Which **TWO** areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka?
(Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2007	FY 2012
Agriculture development	25.0%	20.3%
Improving governance	25.0%	14.8%
Enhancing the opportunity for private sector growth/investment	15.7%	13.7%
Infrastructure development	28.0%	15.1%
Education	19.0%	16.5%
Increasing economic growth*	-	22.0%
Developing the SME sector*	-	16.5%
Reducing corruption	21.0%	12.0%
Health	0.7%	2.1%
Protecting the environment and natural resources	1.3%	2.4%
Increasing income generating activities/ employment	54.3%	46.4%
Increasing foreign direct investment	6.3%	4.5%
Food security*	-	3.8%
Other	2.7%	2.4%

C. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Sri Lanka	278	6.05	2.10	260	6.54	1.81

(Asked on a scale of 1-10, 1 meaning "Not effective at all", 10 meaning "Very effective")

Based on your observations of the World Bank in Sri Lanka, where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2007	FY 2011
Government effectiveness/governance	19.5%	16.2%
Food security*	-	2.2%
Reducing corruption	10.1%	10.3%
Reducing poverty	19.1%	11.8%
Economic growth	36.9%	19.9%
Promote policies and stimulate foreign direct investment	7.0%	4.0%
Increasing access to quality education	11.4%	10.3%
Increasing access to quality health services	2.0%	4.0%
Access to finance*	-	6.6%
Developing the SME sector*	-	12.1%
Improving the effectiveness of law and justice system	4.4%	2.2%
Improving basic infrastructure	31.5%	16.9%
Improving environmental quality	2.0%	1.5%
Agriculture development	4.7%	11.8%
Tourism*	-	0.7%
Protecting natural resources and environment	1.3%	2.6%
Managing HIV/AIDS and other communicable diseases	0.0%	1.1%
Promoting entrepreneurship*	-	7.4%
Reducing non communicable diseases	0.7%	0.7%
Increasing employment/ income generating opportunities	19.5%	14.0%
Improving trade and exports	2.7%	5.1%
Climate change*	-	1.5%
Developing a skilled labor force*	-	11.0%
Strengthening regulatory framework	3.0%	4.4%
Enhancing the opportunity for private sector growth/investment	8.1%	7.4%
Other	12.8%	1.1%

*This response option not offered in FY 2007 country survey.

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

Percentage of Respondents	FY 2007	FY 2011
The Bank should be more involved	68.4%	68.6%
The Bank is currently involved at an optimum level	17.0%	17.4%
The Bank should be less involved	6.1%	5.9%
The Bank shouldn't be involved at all	0.0%	1.7%
Don't know	8.5%	6.3%

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

Percentage of Respondents	FY 2007	FY 2011
The Bank's knowledge	11.3%	12.4%
Technical advice	5.5%	6.4%
Policy and economic advice	12.7%	16.5%
Lending when others won't*	-	14.7%
Convener/facilitator	2.7%	3.4%
Donor coordination	13.7%	6.0%
Ability to mobilize resources	4.8%	5.3%
Ability to build implementation capacity	4.8%	4.9%
Financial resources	43.2%	29.3%
Other	1.4%	1.5%

*This response option not offered in FY 2007 country survey.

C. Overall Attitudes toward the World Bank (continued)**What is the "second greatest value"?**

Percentage of Respondents	FY 2007	FY 2011
The Bank's knowledge	12.2%	5.7%
Technical advice	12.2%	14.5%
Policy and economic advice	20.1%	14.5%
Lending when others won't*	-	7.6%
Convener/facilitator	4.3%	3.8%
Donor coordination	13.3%	11.5%
Ability to mobilize resources	6.1%	7.6%
Ability to build implementation capacity	11.8%	10.7%
Financial resources	19.0%	24.0%
Other	1.1%	0.4%

*This response option not offered in FY 2007 country survey.

Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Sri Lanka? (Choose no more than TWO) (Combined Responses)

Percentage of Respondents	FY 2007	FY 2011
Education	24.6%	24.2%
Health	5.6%	9.0%
Social protection	7.0%	5.2%
Transport	3.7%	5.6%
Poverty	24.6%	17.0%
Governance	22.3%	17.7%
Anti-corruption	15.3%	14.6%
Enhanced business environment for private sector development	17.3%	16.3%
Energy	8.0%	2.4%
Promote Public Private Partnerships*	-	12.5%
Agricultural development	7.6%	8.4%
Water and sanitation	3.3%	1.4%
Monitoring and evaluation	3.7%	2.8%
Help restructure SOE's for better results*	-	5.2%
Public expenditure	7.0%	3.5%
Public sector performance	13.6%	11.1%
Labor markets/job creation	17.3%	4.9%
Financial markets	3.3%	2.4%
Urban/metropolitan development	6.0%	3.8%
Environmental sustainability/ natural resources management	7.6%	6.3%
Improving equality of opportunity*	-	3.5%
Rural development*	-	13.5%
Food security*	-	2.4%
Climate change*	-	1.4%
Other	1.7%	1.7%

*This response option not offered in FY 2007 country survey.

C. Overall Attitudes toward the World Bank (continued)

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

Report	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the Bank currently plays a relevant role in development in Sri Lanka	283	6.27	2.20	277	6.04	2.16
The Bank's work is aligned with what I consider the development priorities for this country	276	5.78	2.34	268	5.82	2.04
The Bank's work reflects its own mission of poverty reduction	275	6.11	2.34	259	5.81	2.19
The World Bank supports programs and strategies that are realistic for Sri Lanka	271	5.56	2.45	264	5.86	2.04
The World Bank treats clients and stakeholders in Sri Lanka with respect	256	6.79	2.36	253	6.66	2.07
The World Bank collaborates well with other donors here*	249	7.00	2.09	224	6.36	2.05
Overall, I like to work/interact with Bank staff	272	7.73	2.33	268	7.47	2.13
The Bank is an effective catalyst for discussion on issues related to poverty	270	6.83	2.35	258	6.73	2.15
In general, the strategies that the Bank supports are sustainable over time	275	6.20	2.34	258	6.31	2.05
The World Bank's work promotes country ownership of development strategies	266	6.14	2.30	256	6.32	2.01
The Bank's work promotes the empowerment of poor people to participate in development	270	5.80	2.64	263	5.85	2.28
The World Bank imposes reasonable conditions on its lending	256	5.82	2.71	242	5.51	2.45

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

D. The Work of the World Bank: Importance

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

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

The Work of the World Bank: Importance	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	281	8.94	1.81	281	8.66	1.60
Helping to bring about economic growth	280	8.95	1.84	274	8.61	1.58
Encouraging greater transparency in governance	268	8.74	2.10	258	8.26	2.05
Helping to strengthen the private sector	272	8.24	2.05	261	7.98	2.01
Helping to strengthen the financial system	270	8.56	1.88	263	8.27	1.72
Helping to strengthen the regulatory framework	264	8.18	2.09	254	7.61	2.26
Helping to strengthen the judicial system	261	7.79	2.54	241	7.36	2.63
Helping to strengthen the public sector	266	8.49	2.17	266	8.11	2.11
Helping to strengthen the education sector	274	8.94	1.79	268	8.84	1.48
Helping to strengthen the health sector	275	8.78	1.83	269	8.79	1.49
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	266	9.16	1.61	256	8.68	1.84
Helping to integrate Sri Lanka into the global economy	260	8.01	2.45	260	8.18	1.84
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	266	8.63	1.87	256	8.34	1.83
Ensuring that attention is paid to gender disparities	264	7.34	2.66	252	7.46	2.33
Helping to strengthen agricultural development	271	8.57	2.01	256	8.57	1.60
Helping to strengthen infrastructure development	277	9.24	1.44	252	8.59	1.69
Helping to strengthen environment and natural resources management	276	8.43	1.95	260	8.28	1.87
Helping to strengthen the social protection sector	265	8.21	2.01	258	7.91	2.06
Helping to improve the quality of life in urban areas	271	8.07	2.24	252	7.83	1.95
Helping to reduce corruption in the country with its advice and support	272	8.85	2.13	256	8.18	2.44

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

D. The Work of the World Bank: Effectiveness

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

The Work of the World Bank: Effectiveness

	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Helping to reduce poverty	266	6.11	2.41	261	6.97	2.00
Helping to bring about economic growth	264	6.44	2.33	262	7.20	1.90
Encouraging greater transparency in governance	256	5.12	2.87	242	6.12	2.41
Helping to strengthen the private sector	252	6.17	2.42	240	6.56	2.26
Helping to strengthen the financial system	256	6.35	2.34	242	6.99	2.17
Helping to strengthen the regulatory framework	239	5.93	2.44	230	6.30	2.23
Helping to strengthen the judicial system	234	5.02	2.92	213	5.60	2.69
Helping to strengthen the public sector	250	5.61	2.61	242	6.54	2.48
Helping to strengthen the education sector	257	6.67	2.59	248	7.55	2.08
Helping to strengthen the health sector	256	6.66	2.50	252	7.63	2.02
Safeguarding against corruption in projects/ programs that it funds with its procurement rules	251	5.76	2.98	222	6.70	2.46
Helping to integrate Sri Lanka into the global economy	237	5.59	2.53	231	6.71	2.18
Ensuring that attention is paid to the environmental impact of Bank supported programs and strategies	251	6.24	2.45	236	6.72	2.27
Ensuring that attention is paid to gender disparities	231	5.85	2.27	226	6.51	2.30
Helping to strengthen agricultural development	248	6.14	2.55	235	7.03	2.17
Helping to strengthen infrastructure development	265	6.81	2.46	232	7.48	1.90
Helping to strengthen environment and natural resources management	250	6.16	2.44	235	6.78	2.22
Helping to strengthen the social protection sector	239	5.62	2.47	230	6.52	2.27
Helping to improve the quality of life in urban areas	243	5.91	2.45	223	6.50	2.15
Helping to reduce corruption in the country with its advice and support	248	5.07	3.08	231	5.75	2.92

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

E. The Way the World Bank does Business

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

The Way the World Bank does Business

	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
Technical competence	249	7.85	1.94	262	6.99	2.03
Producing knowledge and research that are useful	260	7.89	1.98	263	7.14	1.89
Making the results of studies and analyses readily available	255	7.24	2.20	263	6.82	2.12
Sharing knowledge about international best practices	255	7.04	2.35	260	6.91	2.22
Ability to adapt its knowledge to your country's needs	269	6.18	2.27	256	6.36	2.28
Ensuring its staff is accessible	245	6.38	2.35	243	6.28	2.39
Providing sound policy and economic advice	257	6.85	2.27	256	6.55	2.08
Straightforwardness in its dealings with you	243	7.10	2.45	240	6.66	2.40
Maintaining consistent messages	249	7.11	2.33	240	6.33	2.29
Promoting the inclusion of local communities in the development of strategies	250	6.53	2.57	243	6.42	2.31
Promoting the inclusion of civil society in the development of strategies	256	6.53	2.40	239	6.18	2.36
Promoting the inclusion of local project experts in the development of strategies	260	6.56	2.49	238	6.36	2.21
Promoting the inclusion of private sector in the development of strategies	252	6.96	2.21	236	6.29	2.24
Giving appropriate priority to poverty reduction	269	7.00	2.45	256	6.91	2.10
Lending in a way that promotes effective development	264	6.57	2.45	256	6.79	2.24

* Responses from the FY '06 survey were converted from a 5-pt. scale to a 10-pt. scale for comparison.

F. Project/Program Related Issues

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

Project/Program Related Issues

	year					
	FY 2007			FY 2012		
	N	Mean	SD	N	Mean	SD
The Bank is flexible in terms of adjusting to changing circumstances	123	5.63	2.40	153	5.82	2.11
The Bank disburses funds promptly	115	6.81	2.19	155	6.48	2.34
The Bank works efficiently	120	6.98	1.97	151	6.90	2.08
The Bank effectively monitors and evaluates the projects and programs it supports	120	7.13	2.13	150	6.98	1.96
The Bank helps to build capacity at the community level	119	6.10	2.37	145	6.51	2.09
The Bank helps to build capacity of government officials	123	6.20	2.36	146	6.68	2.16
The Bank and partners in government collaborate well together on Bank supported programs and projects in Sri Lanka	121	6.48	2.42	152	7.13	1.94
The Bank helps to strengthen institutional capacity	126	6.55	2.37	148	7.03	2.10
The Government supports and takes responsibility for development efforts in Sri Lanka	120	6.07	2.52	147	6.88	2.16
The Bank's procurement requirements are reasonable	115	6.23	2.35	137	6.61	2.24

H. Communication and Outreach**I use/have used the World Bank website:**

Percentage of Respondents	FY 2007	FY 2012
Yes	56.2%	73.4%
No	43.8%	26.6%

I primarily use:

Percentage of Respondents	FY 2007	FY 2012
The World Bank's country website	48.2%	56.1%
The World Bank's main website	51.8%	43.9%

Appendix D: Sri Lanka Questionnaire



World Bank Client Survey FY11 – Sri Lanka

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Sri Lanka or who observe activities related to social and economic development. The following survey is meant to give the Bank's team that works in Sri Lanka, more in-depth insight into how the Bank's work is perceived. This is one tool the Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Sri Lanka. The World Bank commissioned an independent firm to oversee the logistics of this effort in Sri Lanka. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

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: BACKGROUND INFORMATION

A1. Which of the following best describes your current position? (Please mark only one response)

1	Office of the President, Prime Minister, Minister
2	Employee of a Ministry, Ministerial Department
3	Office of Parliamentarian
4	Project Implementation Unit (PIU)/Project Management Unit (PMU)
5	Local Government Office or Staff
6	Bilateral or Multilateral Agency
7	Private Sector Organization
8	NGOs (including CBOs)
9	Media (Press, Radio, TV, Web etc.)
10	Independent Government Institution (i.e., Regulatory Agency, Central Bank)
11	Trade Union
12	Faith-Based Groups
13	Academia or Research Institute
14	Judiciary
15	Other (please specify): _____

SECTION A: BACKGROUND INFORMATION (CONT..)

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

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

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

A5. Which best represents your current location?	
1	Northern Province
2	Southern Province
3	Western Province
4	Eastern Province
5	Uva Province
6	Sabaragamuwa Province
7	North western Province
8	Central Province
9	North Central Province

SECTION B: GENERAL ISSUES FACING SRI LANKA

B1. On a scale of 1-10, 1 meaning “extremely pessimistic”, 10 meaning “extremely optimistic”, please indicate your perspective on the future of the next generation in Sri Lanka

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Extremely Pessimistic									Extremely Optimistic	Don't Know

B2. Listed below are a number of development priorities in Sri Lanka.

Please identify which one of these you consider the first Most Important Development Priority. Then identify which one you consider the Second Most Important Development Priority.		Most Important Development priority (Choose only ONE)	Second Most Important Development priority (Choose only ONE)
1	Government effectiveness/governance	<input type="checkbox"/>	<input type="checkbox"/>
2	HIV/AIDS and other communicable diseases	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
4	Reducing corruption	<input type="checkbox"/>	<input type="checkbox"/>
5	Promote policies to stimulate foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>
6	Increasing access to quality education	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to quality health services	<input type="checkbox"/>	<input type="checkbox"/>
8	Reducing poverty	<input type="checkbox"/>	<input type="checkbox"/>
9	Developing the SME sector	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving the effectiveness of law and justice system	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving environmental quality	<input type="checkbox"/>	<input type="checkbox"/>
13	Protecting natural resources and environment	<input type="checkbox"/>	<input type="checkbox"/>
14	Increasing employment/ income generating opportunities	<input type="checkbox"/>	<input type="checkbox"/>
15	Enhancing the opportunity for private sector growth/investment	<input type="checkbox"/>	<input type="checkbox"/>
16	Agriculture development	<input type="checkbox"/>	<input type="checkbox"/>
17	Tourism	<input type="checkbox"/>	<input type="checkbox"/>
18	Access to finance	<input type="checkbox"/>	<input type="checkbox"/>
19	Strengthening regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>
20	Improving trade and exports	<input type="checkbox"/>	<input type="checkbox"/>
21	Climate change	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>
23	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: GENERAL ISSUES FACING SRI LANKA (CONT..)

B3. Poverty reduction is a broad term that encompasses work in many different areas. Which TWO areas of development listed below do you believe would contribute most to reducing poverty in Sri Lanka? (Choose no more than TWO)

1	Agriculture development
2	Improving governance
3	Enhancing the opportunity for private sector growth/investment
4	Infrastructure development
5	Education
6	Increasing economic growth
7	Developing the SME sector
8	Reducing corruption
9	Health
10	Protecting the environment and natural resources
11	Increasing income generating activities/ employment
12	Increasing foreign direct investment
13	Food security
14	Other (please specify): _____

SECTION B: GENERAL ISSUES FACING SRI LANKA (CONT..)

B4. Sustainable economic growth can be driven by a number of factors. Which TWO areas below do you believe would contribute most to generating faster economic growth in Sri Lanka? (Choose no more than TWO)

1	Access to education
2	Access to finance
3	Enhancing Colombo as an International city
4	Enhancing the environment for increased foreign direct investment
5	Enhancing the opportunity for private sector growth/investment
6	Improving governance
7	Improve environment for doing business and private sector growth
8	Improved power generation infrastructure
9	Improved transportation infrastructure
10	Promoting and supporting the SME(small medium sized enterprise) sector
11	Reducing corruption
12	Improving access to and/or quality of education
13	Improving access to and/or quality of health care
14	Improving the skills of the labour force
15	Improving trade and exports
16	Better managing State owned enterprise Sector (SOE's)
17	Increase efficiency of public spending
18	Increasing agricultural productivity
19	Invest in Tourism products and services
20	Encouraging Public Private Partnerships (PPP's)
21	Quality of education
22	Ethnic reconciliation
23	Increasing the role of Private sector in development and production
24	Strengthening the regulatory framework
25	Other (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK

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

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't Know

C2. Based on your observations of the World Bank in Sri Lanka...

1. What do you think the Bank considers its top priorities in Sri Lanka? (Choose no more than TWO)

2. Where would it be most productive for the Bank to focus most of its resources in its support of country priorities? (Choose no more than TWO)

	What do you think the Bank considers its top priorities? (Choose no more than TWO)	Where would it be most productive for the Bank to focus most of its resources? (Choose no more than TWO)
1	Government effectiveness/governance	<input type="checkbox"/>
2	Food security	<input type="checkbox"/>
3	Reducing corruption	<input type="checkbox"/>
4	Reducing poverty	<input type="checkbox"/>
5	Economic growth	<input type="checkbox"/>
6	Promote policies to stimulate foreign direct investment	<input type="checkbox"/>
7	Increasing access to quality education	<input type="checkbox"/>
8	Increasing access to quality health services	<input type="checkbox"/>
9	Access to finance	<input type="checkbox"/>
10	Developing the SME sector	<input type="checkbox"/>
11	Improving the effectiveness of law and justice system	<input type="checkbox"/>
12	Improving basic infrastructure	<input type="checkbox"/>
13	Improving environmental quality	<input type="checkbox"/>
14	Agriculture development	<input type="checkbox"/>
15	Tourism	<input type="checkbox"/>
16	Protecting natural resources and environment	<input type="checkbox"/>
17	Managing HIV/AIDS and other communicable diseases	<input type="checkbox"/>
18	Promoting entrepreneurship	<input type="checkbox"/>
19	Reducing NCD's (Non communicable diseases)	<input type="checkbox"/>
20	Increasing employment/ income generating opportunities	<input type="checkbox"/>
21	Improving trade and exports	<input type="checkbox"/>
22	Climate change	<input type="checkbox"/>
23	Developing a skilled labour force	<input type="checkbox"/>
24	Strengthening regulatory framework	<input type="checkbox"/>
25	Enhancing the opportunity for private sector growth/investment	<input type="checkbox"/>
26	Other (please specify): _____	<input type="checkbox"/>

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**C3. In your opinion, what should be the level of involvement of the World Bank in Sri Lanka's development strategies?**

1	The Bank should be more involved
2	The Bank is currently involved at an optimum level
3	The Bank should be less involved
4	The Bank shouldn't be involved at all
5	Don't know

C3.1. Which World Bank instrument do you believe is the most effective in reducing poverty in Sri Lanka? (Choose only ONE)

1	Investment lending (financing specific projects)
2	policy based lending (providing financing directly to the Government budget based on policy reforms)
3	Analytical work (studies, surveys, etc.,)
4	Technical Assistance (advice, best practice, international experience)
5	Results based lending
6	Don't know

C3.2. Which World Bank instrument do you believe is lease effective in meeting the needs of poverty in Sri Lanka? (Choose only ONE)

1	Investment lending (financing specific projects)
2	policy based lending (providing financing directly to the Government budget based on policy reforms)
3	Analytical work (studies, surveys, etc.,)
4	Technical Assistance (advice, best practice, international experience)
5	Results based lending
6	Don't know

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

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	The Bank's knowledge (studies and analyses)	<input type="checkbox"/>	<input type="checkbox"/>
2	Technical advice	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy and economic advice	<input type="checkbox"/>	<input type="checkbox"/>
4	Lending when others won't	<input type="checkbox"/>	<input type="checkbox"/>
5	Convener/facilitator	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Ability to mobilize resources (from private sector, government, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
8	Ability to build implementation capacity	<input type="checkbox"/>	<input type="checkbox"/>
9	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)**C5. Which of the following do you identify as the Bank's greatest weaknesses in its work in Sri Lanka? (Choose TWO only)**

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Is arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize politics and reform efforts in the country
9	Too influenced by the US
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Inadequately aligned with country priorities
13	Too political
14	Too theoretical
15	Too detailed
16	Other (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

C6. The World Bank wants to ensure that the knowledge and studies it produces are relevant. Which TWO of the following areas do you think would be most valuable for the Bank to focus its research efforts on in the next few years in Sri Lanka? (Choose no more than TWO)

1	Education
2	Health
3	Social protection
4	Transport
5	Poverty
6	Governance
7	Anti-corruption
8	Enhanced business environment for private sector development
9	Energy
10	Promote PPP's (Public Private Partnerships)
11	Agricultural development
12	Water and sanitation
13	Monitoring and evaluation
14	Help restructure SOE's for better results
15	Public expenditure
16	Public sector performance
17	Labor markets/job creation
18	Financial markets
19	Urban/metropolitan development
20	Environmental sustainability/ natural resources management
21	Improving equality of opportunity
22	Rural development
23	Food security
24	Climate change
25	Other (please specify): _____

SECTION C: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT..)

C7. In addition to the regular relations with the national Government as its main interlocutor, which TWO of the following groups should the World Bank work with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Youth
6	Self employed womens' groups
7	Community Based Organizations (CBOs)
8	Donor community
9	Parliament
10	Media
11	Faith based organizations
12	Other (please specify): _____

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

		Strongly Disagree										Strongly Agree		Don't Know								
		1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8.	Overall the Bank currently plays a relevant role in development in Sri Lanka	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9.	The Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10.	The Bank's work reflects its own mission of poverty reduction	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11.	The World Bank supports programs and strategies that are realistic for Sri Lanka	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12.	The World Bank treats clients and stakeholders in Sri Lanka with respect	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13.	The World Bank collaborates well with other donors here	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14.	The World Bank is responsive	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15.	Overall, I like to work/interact with Bank staff	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16.	The Bank is an effective catalyst for discussion on issues related to poverty	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17.	In general, the strategies that the Bank supports are sustainable over time	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18.	The World Bank's work promotes country ownership of development strategies	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19.	The Bank's work promotes the empowerment of poor people to participate in development	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20.	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21.	The Bank gives appropriate priority to growth issues	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION D: THE WORK OF THE WORLD BANK

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

		Level of Importance										Level of Effectiveness																									
		Not important at all										Very important	Don't know	Not effective at all										Very effective	Don't know												
		1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D1.	Helping to reduce poverty	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D2.	Helping to bring about economic growth	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D3.	Encouraging greater transparency in governance	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D4.	Helping to strengthen the private sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D5.	Helping to strengthen the financial system	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D6.	Helping to strengthen the regulatory framework	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D7.	Helping to strengthen the judicial system	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D8.	Helping to strengthen the public sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D9.	Helping to strengthen the education sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D10.	Helping to strengthen the health sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D11.	Safeguarding against corruption in projects/ programs that it funds with its procurement rules	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D12.	Helping to integrate Sri Lanka into the global economy	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D13.	Ensuring that attention is paid to the environmental impact (the physical environment – land, water, air) of Bank supported programs and strategies	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D14.	Ensuring that attention is paid to gender disparities	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D15.	Helping to strengthen agricultural development	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D16.	Helping to strengthen infrastructure development	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D17.	Helping to strengthen environment and natural resources management	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D18.	Helping to strengthen the social protection sector	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D19.	Helping to improve the quality of life in urban areas	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D20.	Helping to reduce corruption in the country with its advice and support	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D21.	Helping to empower communities to participate in their own development	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		
D22.	Helping Sri Lanka adapt to/avert risk of climate change	1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10			1	2	3	4	5	6	7	8	9	10		

SECTION E: THE WAY THE WORLD BANK DOES BUSINESS

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

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

SECTION F: PROJECT/PROGRAM RELATED ISSUES

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

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

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

SECTION G: THE FUTURE ROLE OF THE WORLD BANK IN SRI LANKA

G1. How significant a role do you believe the World Bank should play in Sri Lanka's development over the medium term in the near future? (1 meaning that the Bank should not play a significant role at all, 10 meaning that the Bank should play a very significant role)

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't Know

G2. Which of the following should the World Bank do to make itself of greater value in Sri Lanka?

1	Improve the quality of its experts as related to Sri Lanka's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advice and advocacy issues
4	Improve the competitiveness of its financing (e.g., cost, timeliness and other terms) compared to markets
5	Build capacity
6	Greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Sri Lanka's economy
8	Offer more innovative knowledge services
9	Offer more products and services that reflect Sri Lanka's status as a middle income country
10	Other (please specify): _____

G3. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose upto TWO)

1	The World Bank works inefficiently/too slowly
2	Government works inefficiently/too slowly
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
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	Other (please specify): _____

SECTION H: COMMUNICATION AND OUTREACH**H1. Where do you get most of your information about economic and social development issues in Sri Lanka? (Choose TWO at most)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media
10	Word of mouth
11	Consultations/Conferences/Fora
12	Workshops/Seminars
13	Other (please specify): _____

H2. Where do you get most of your information about the World Bank's development activities in Sri Lanka? (Choose TWO at most)

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Blogs
9	Internet
10	World Bank conferences, seminars, workshops
11	World Bank publications, materials
12	World Bank website
13	Social media
14	Direct contact/interaction with World Bank staff
15	Other (please specify): _____

SECTION H: COMMUNICATION AND OUTREACH (CONT..)**H3. How you would prefer to receive information from the World Bank? (Choose TWO only)**

1	World Bank website
2	Face to face meetings/discussions
3	E-newsletters
4	Workshops/conferences
5	Blogs
6	Mobile phones
7	Social media (Facebook, twitter, youtube)
8	Traditional media (music, theatre, etc)
9	Others (please specify): _____

H4. Are you aware of the World Bank's Access to information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?

1	Yes
2	No

H5. Have you requested information from the World Bank on its activities in the past year? (IF YES PLEASE GOTO QUESTION H6)

1	Yes
2	No

H6. Were you able to obtain this information?

1	Yes
2	No

H7. Do you have access to the internet?

1	Yes
2	No

H8. I use/have used the World Bank website:

1	Yes
2	No

H9. I primarily use:

1	The World Bank's country website (www.worldbank.org/srilanka)
2	The World Bank's main website (www.worldbank.org)

Thank you for completing the survey!