

FY 2022 Thailand Country Opinion Survey Report

THE WORLD BANK GROUP

Business Intelligence



Acknowledgements

The Thailand Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by Jose De Buerba (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. BI acknowledges the significant contribution from the Thailand country team and independent fielding agency Infosearch. In particular, BI is grateful for the support from Kanitha Kongrukreatiyos (External Affairs Officer) and Suyin Matsumoto (Program Assistant), who coordinated the survey related activities from Bangkok, Thailand.



CountryOpinionSurveys
THE WORLD BANK GROUP



Table of Contents

| | |
|---|----|
| I. Objectives | 3 |
| II. Methodology..... | 3 |
| III. Demographics of the Sample..... | 5 |
| IV. Overall Context | 9 |
| V. Overall Attitudes Toward the World Bank Group | 13 |
| VI. World Bank Group’s Support in Development Areas..... | 17 |
| VII. World Bank Group’s Work and Engagement on the Ground | 20 |
| VIII. World Bank Group’s Knowledge and Instruments | 23 |
| IX. The Future Role of the WBG in Thailand..... | 26 |
| X. Communication and Outreach | 30 |
| XI. Appendices..... | 32 |

THAILAND





I. Objectives

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

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

II. Methodology

From March to May 2022, 693 stakeholders of the WBG in Thailand were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the office of the Prime Minister; office of a Minister; office of a member of parliament/legislative body; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community-based organizations; professional/trade associations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 261 stakeholders participated in the survey (38% response rate). Respondents received the questionnaire link via email and completed the questionnaire online.

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

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



II. Methodology (continued)

The results in this year’s Country Survey were compared to those in the Country Survey conducted in FY’19 (response rate was 52%, N=202). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. In interpreting the findings of the past-year comparison analyses, however, the differences in stakeholder group representation (in particular, there was a much larger sample of media respondents in FY’22) as well as in respondents’ specialization (i.e., respondents in FY’19 indicated their primary specializations as “*finance and markets*” (25%), “*macroeconomics and fiscal management*” (16%), and “*health, nutrition, and population*” (12%) whereas respondents in FY’22 indicated “*macroeconomics and fiscal management*” (22%), “*generalist*” (10%), and “*other*” (10%)) should be taken into consideration when interpreting the results. That is, some changes in ratings over time may be partially due to changes in the respondents who completed the survey in FY’22 versus those who responded in FY’19. The distribution of respondent samples from the FY’19 and FY’22 Country Surveys used in the year comparisons analyses are listed in the table below.

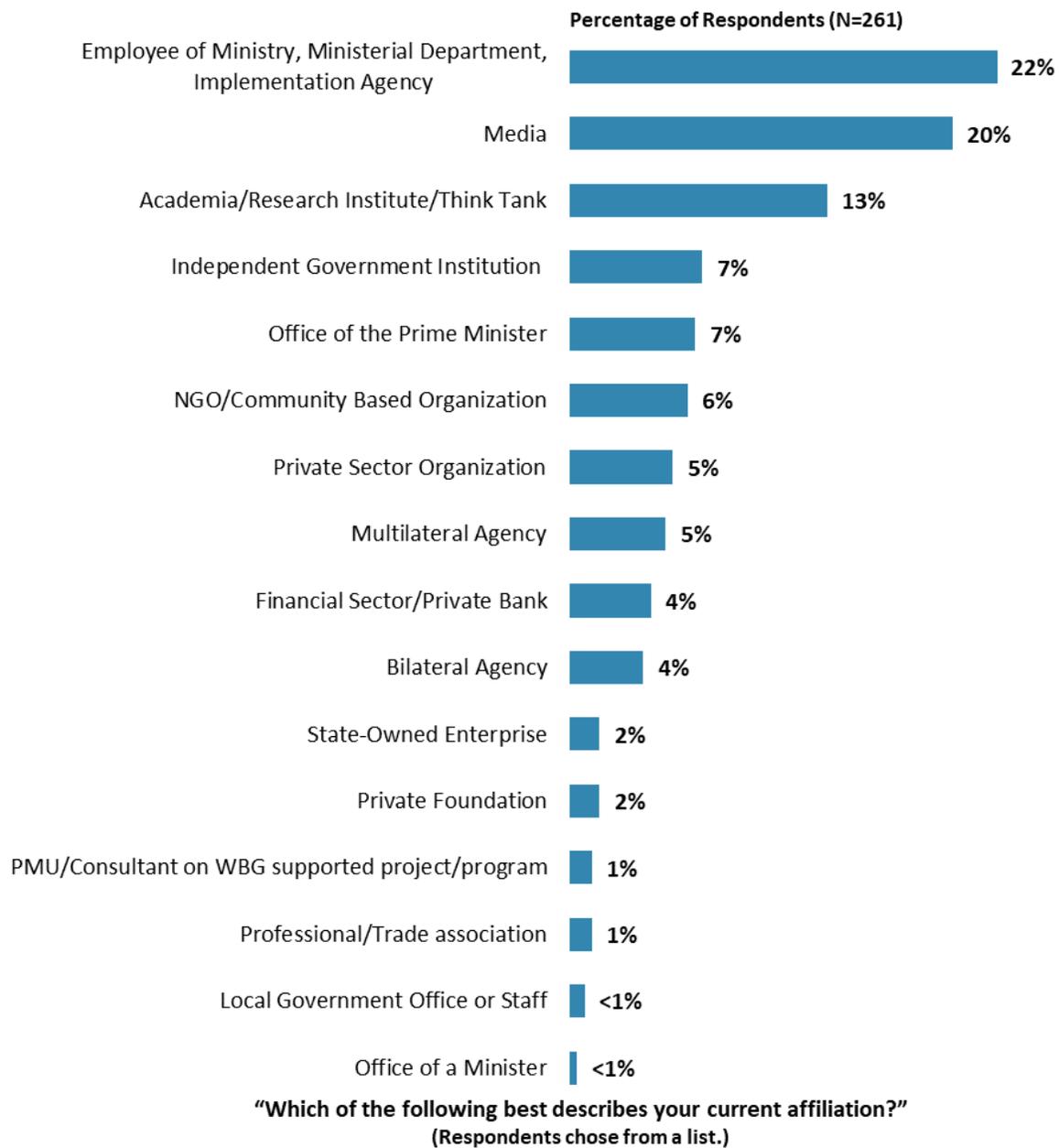
| Percentage of Respondents | Distribution | |
|--|--------------|------------|
| | FY 2019 | FY 2022 |
| Office of the Prime Minister; Office of Minister | 8.9% | 6.9% |
| Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, and state-owned enterprises) | 25.7% | 32.0% |
| Local Government Office or Staff | 0.0% | 0.8% |
| Bilateral/Multilateral Agency | 7.9% | 8.9% |
| Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade/professional associations, and faith-based groups) | 10.9% | 8.9% |
| Private Sector (includes private sector organization and financial sector/private banks) | 19.8% | 9.7% |
| Academia/Research Institute/Think Tank | 11.4% | 13.5% |
| Media | 9.9% | 20.1% |
| Other | 4.5% | 0.0% |
| Did not answer to the stakeholder question | 1.0% | 0.0% |
| Total Number of Respondents | 202 | 261 |



III. Demographics of the Sample

Current Affiliation

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

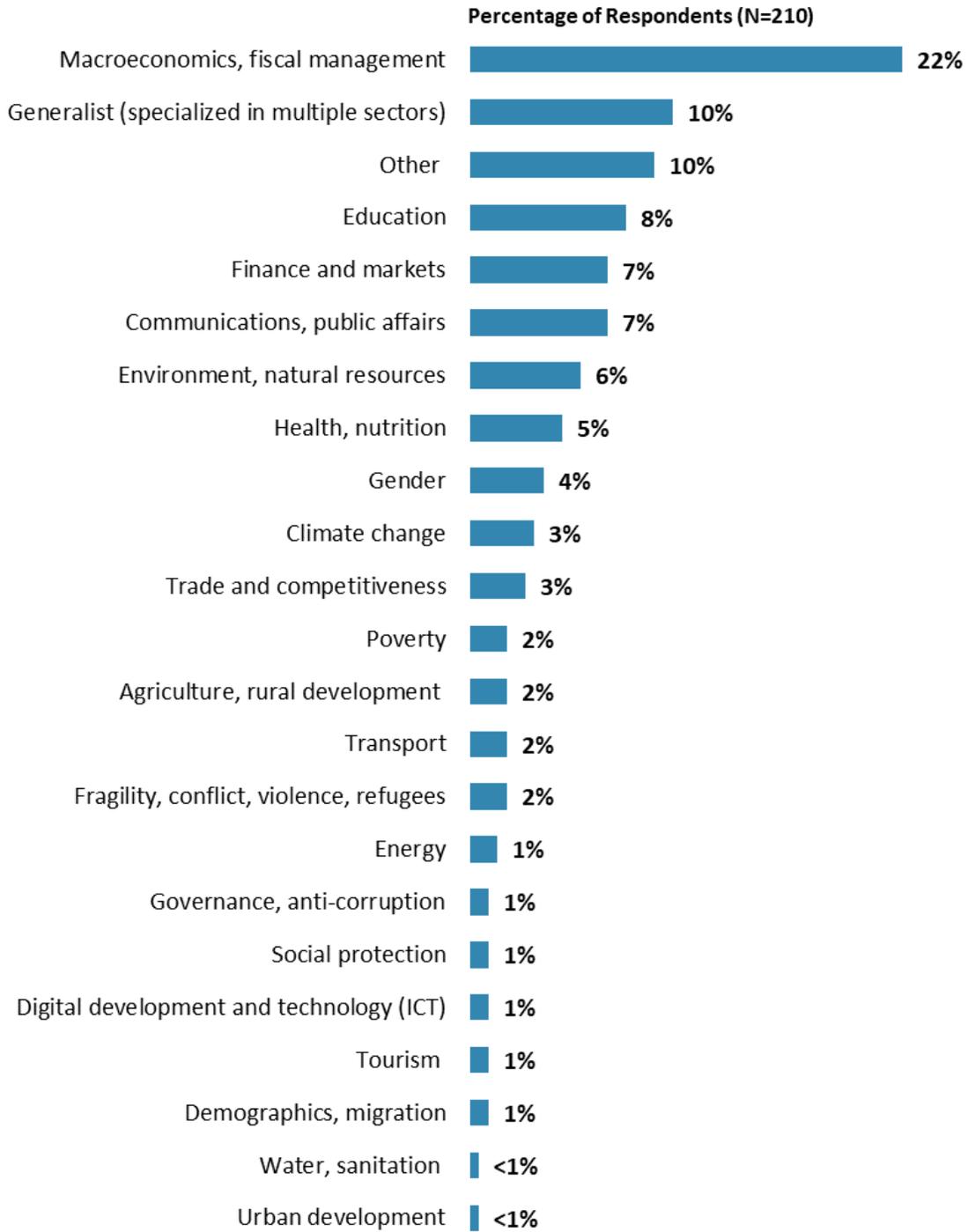


¹ Respondents from the office of the Prime Minister were combined with the respondents from the office of a Minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGO/community-based organization and professional/trade associations were included in the “civil society” category. The small number of the respondents from PMU/consultants/contractors working on WBG supported projects, local government and state-owned enterprise were included in the “Other” category. There were no respondents from the office of a member of parliament/legislative body, the judicial system, faith-based groups, or youth groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

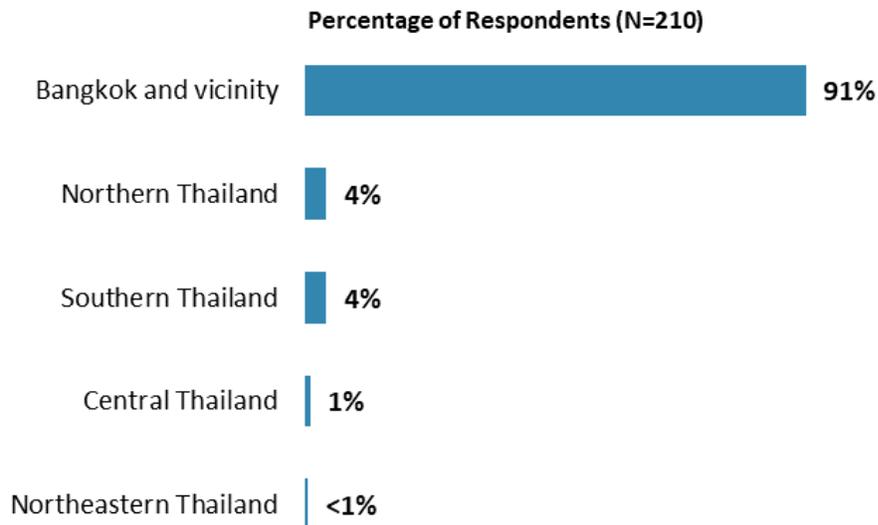


“Please identify the primary specialization of your work.”
(Respondents chose from a list.)
No respondent chose Jobs



III. Demographics of the Sample (continued)

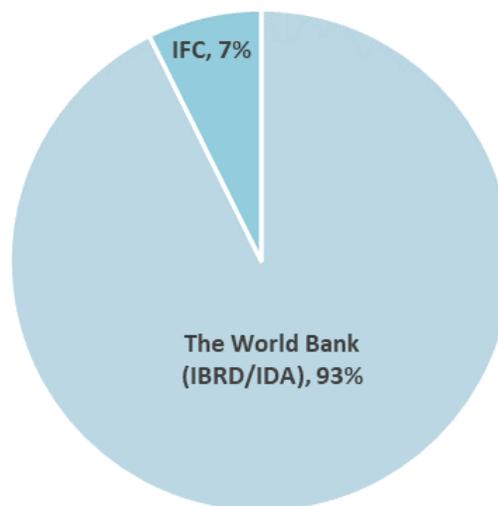
Geographic Locations



"Which best represents your geographic location?"
(Respondents chose from a list.)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=109)



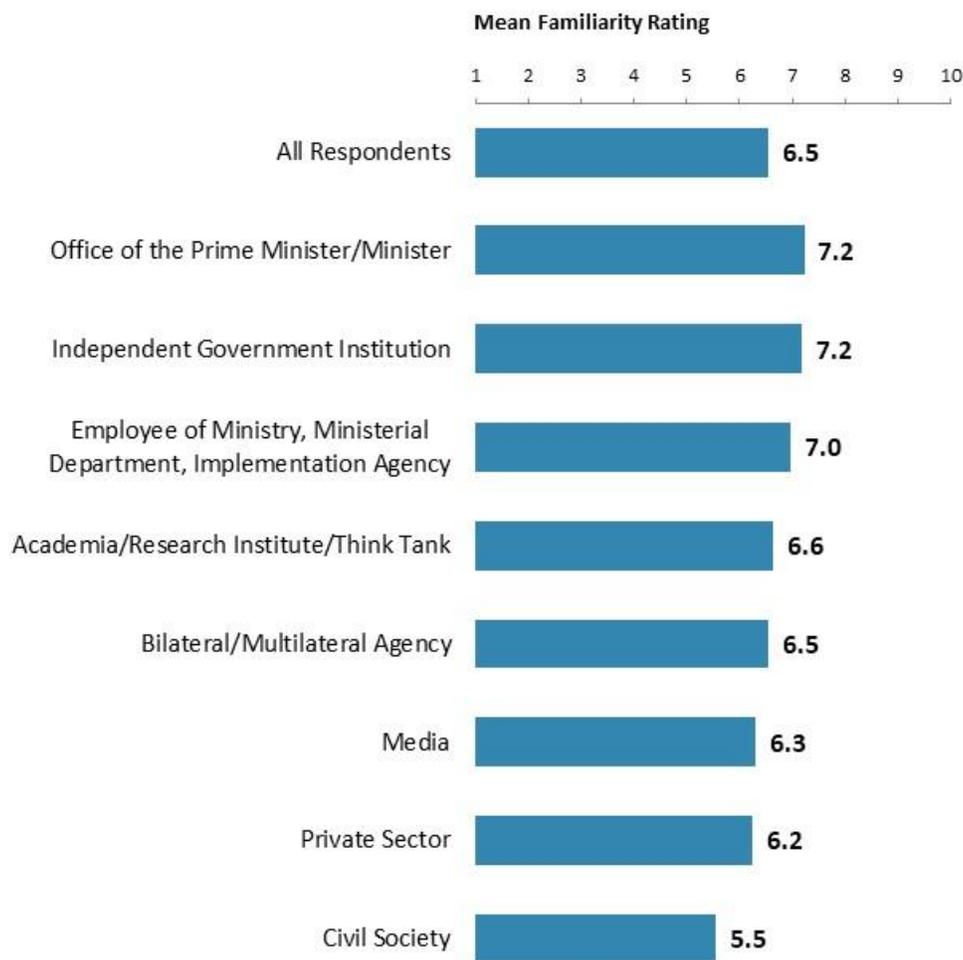
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had similar levels of familiarity with the WB compared to respondents in the FY'19 Country Survey (mean in FY'22 = 6.6; mean in FY'19 = 6.4).
- **Collaboration:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the work of the WB compared to respondents who do not collaborate (mean familiarity of collaborators = 7.3; mean familiarity of non-collaborators = 6.0).
- **Impact of familiarity:** Respondents' ratings of familiarity² with the WB were significantly, moderately correlated with their agreement that the WBG plays a relevant role in Thailand's development, their ratings for the WB's overall effectiveness, and with ratings of the extent to which the WBG's work helps to achieve development results.



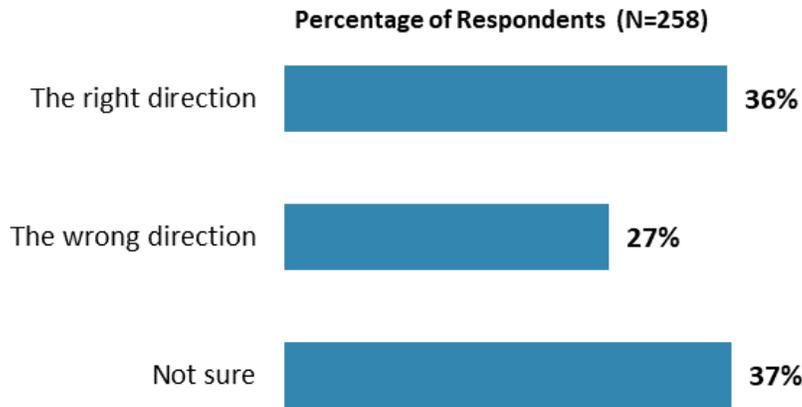
"How familiar are you with the work of the World Bank (IBRD/IDA) in Thailand?"
(1-"Not familiar at all", 10-"Extremely familiar")
(Statistically similar among stakeholder groups)

² In FY 2022, the questions about familiarity and effectiveness were asked separately about the World Bank (IBRD/IDA) and the IFC. Only the questions about the World Bank (IBRD/IDA) were used in these calculations.



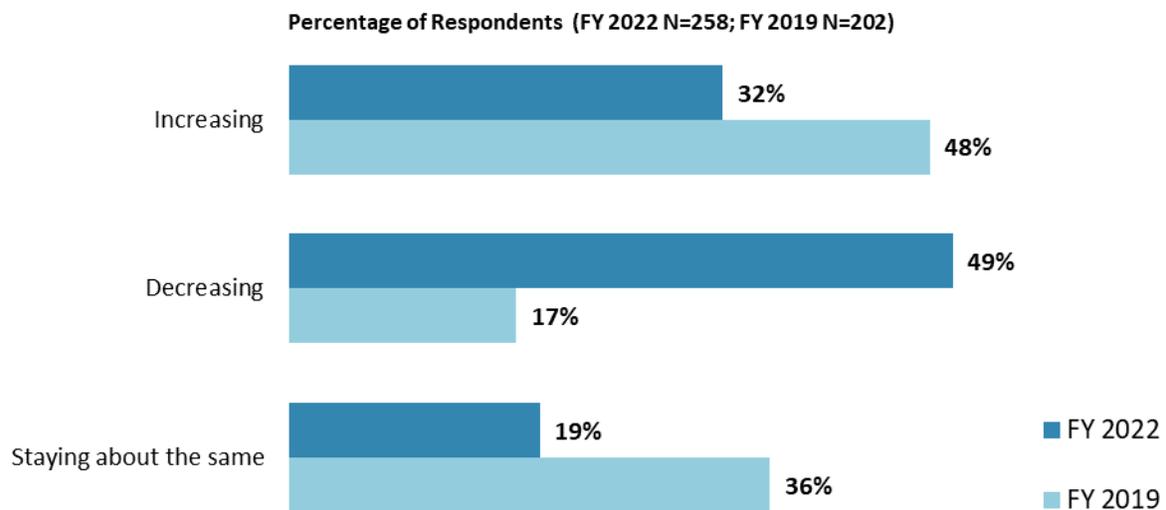
IV. Overall Context

Headed in the Right Direction



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

Perceptions of Economic Opportunity



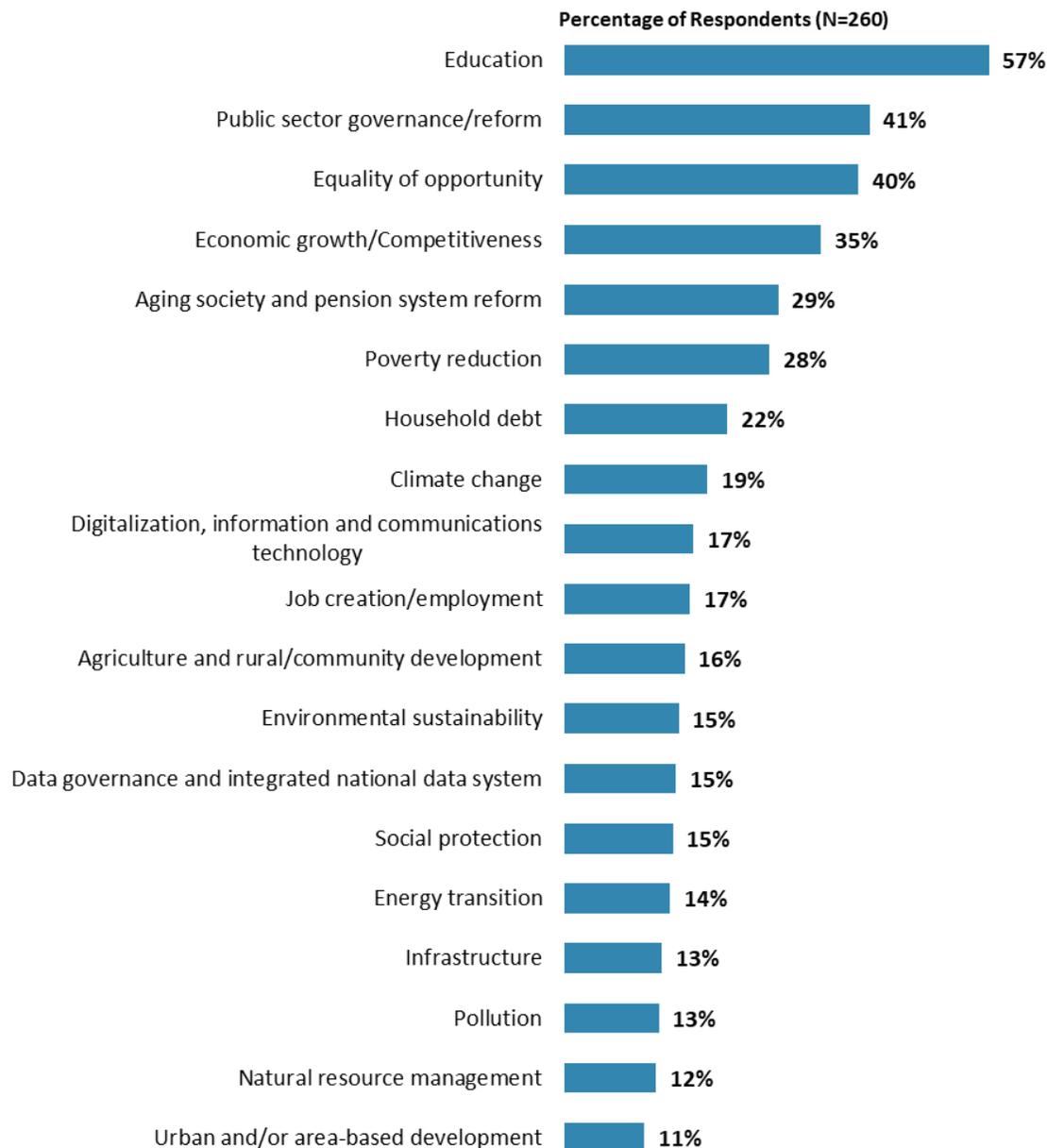
"Do you think that economic opportunity for citizens in Thailand is ... ?"
(Respondents chose from a list.)
(Significantly different between FY 2022 and FY 2019)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the most important development priority in Thailand was “*education*” (68%), followed by “*anti-corruption*” (30%), “*political stability*” (29%), and “*poverty reduction*” (29%). “*Public sector governance/reform*”, “*equality of opportunity*”, and “*economic growth*” were of significantly more concern to respondents in FY'22, increasing from 19%, 8%, and 17%, respectively, in FY'19. Also, “*aging society and pension system reform*”, a new response option in FY'22, emerged among the top 5 development priorities.



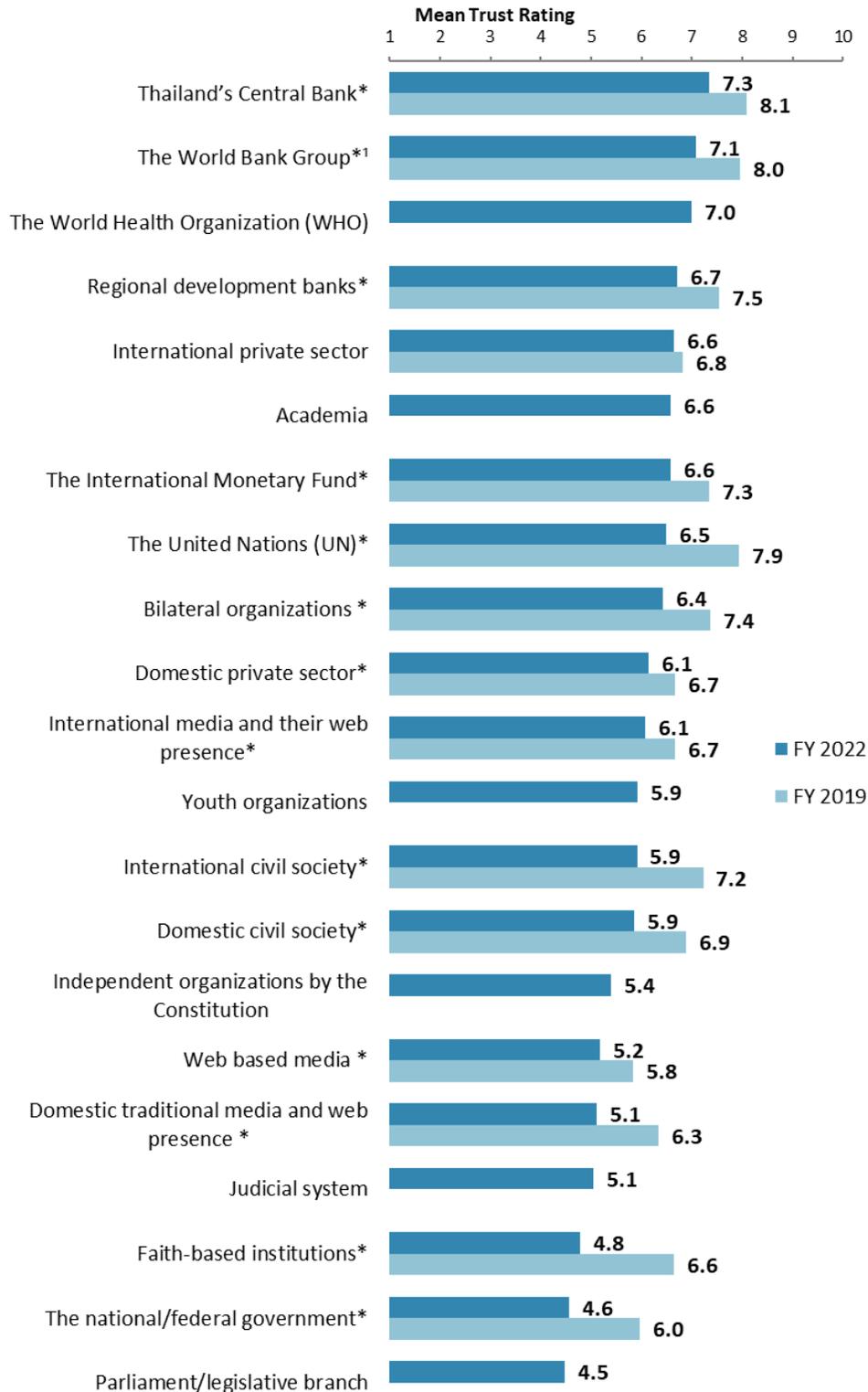
"Please identify which of the following development priorities you consider the most important in Thailand.
(Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 19 of 30 response options shown)



IV. Overall Context (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"

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

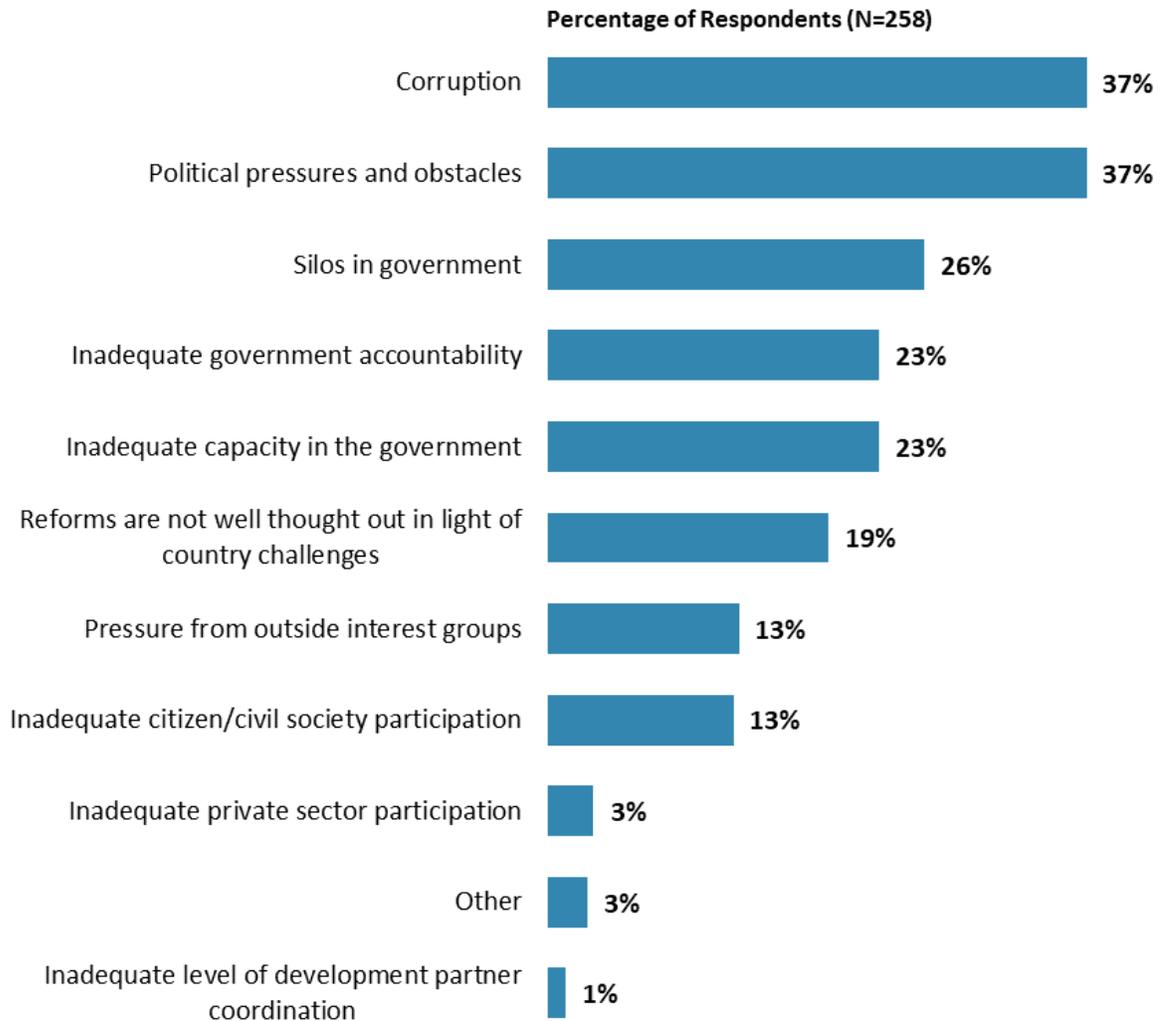
(*Significantly different between FY 2022 and FY 2019) ¹Indicator Question



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the primary reason for slow/failed reform efforts in Thailand was “*corruption*” (56%), followed by “*political pressures and obstacles*” (28%), “*inadequate level of capacity in the government*” (23%), “*poor coordination within the government*” (22%), and “*inadequate level of citizen/civil society participation*” (19%).

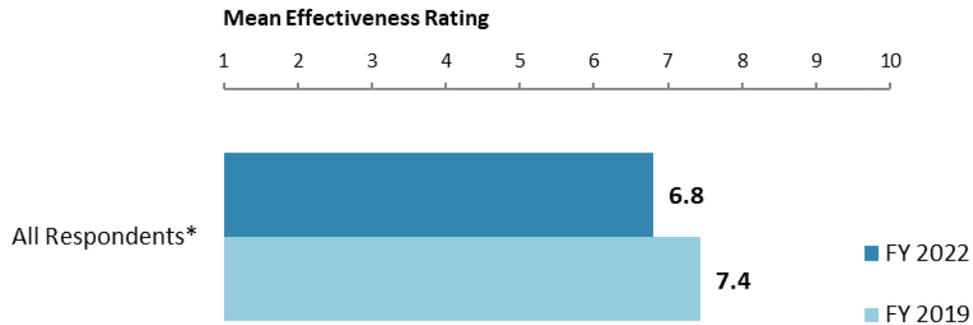


"When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



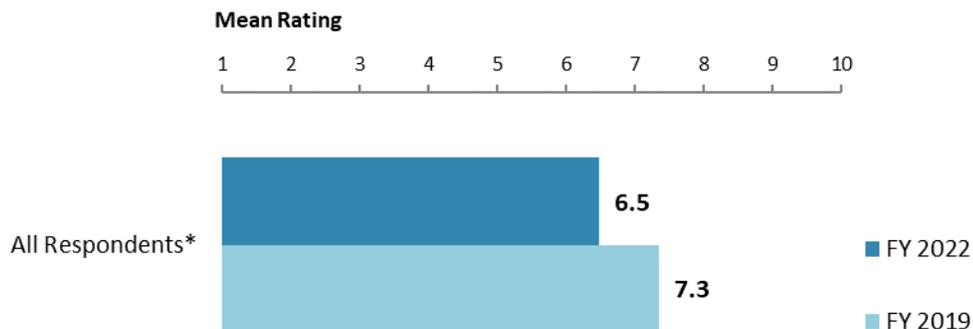
V. Overall Attitudes toward the World Bank Group

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



"Overall, please rate your impression of the World Bank Group's effectiveness in Thailand." (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2022 and FY 2019)*

Achieving Development Results (*Indicator Question*)

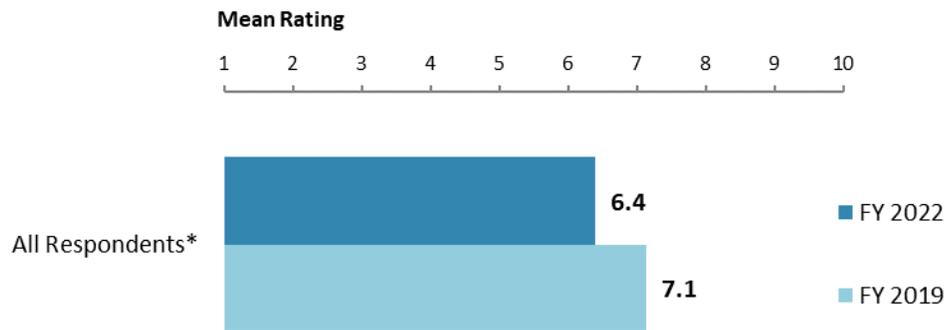


"To what extent does the World Bank Group's work help to achieve development results in Thailand?" (1-"To no degree at all", 10-"To a very significant degree")
*(*Significantly different between FY 2022 and FY 2019)*



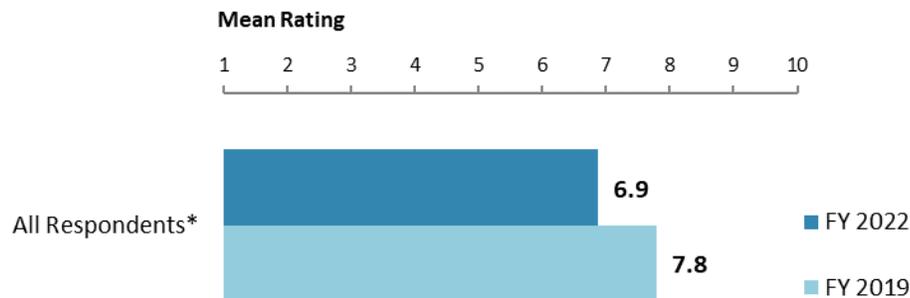
V. Overall Attitudes toward the World Bank Group (continued)

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



"To what extent does the World Bank Group influence the development agenda in Thailand?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019)

WBG Staff Preparedness³



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Thailand solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2022 and FY 2019)

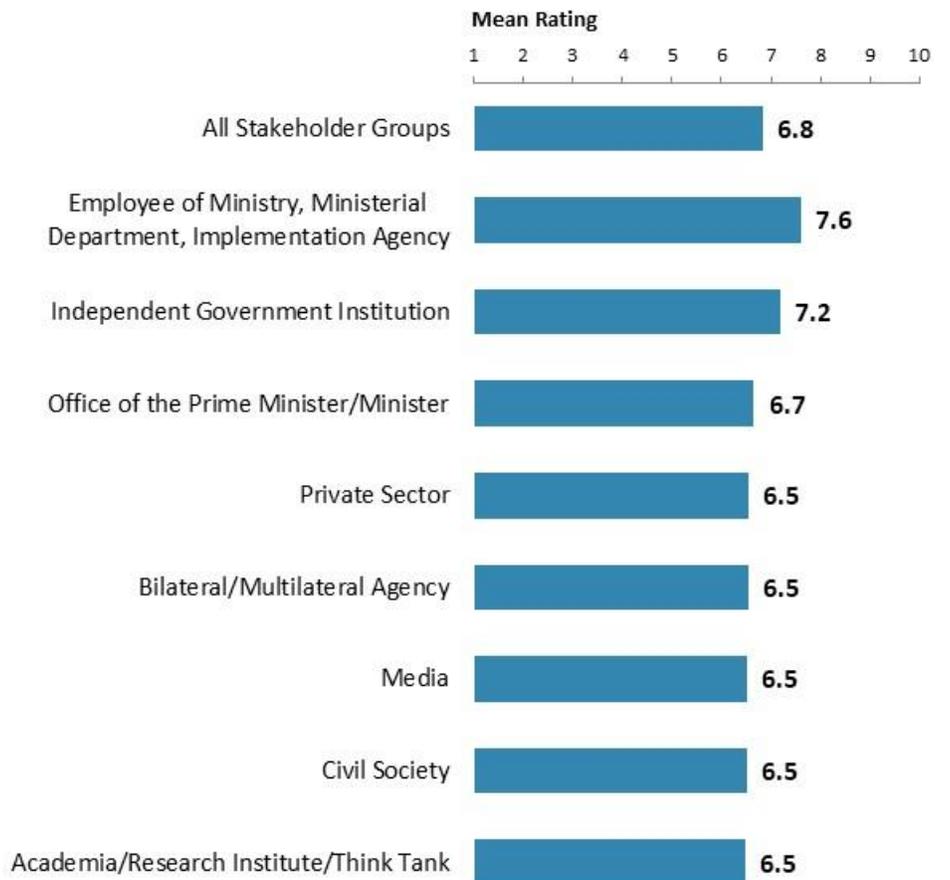
³ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-five COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.7). Responses for individual indicator questions by collaboration can be found in Appendix C (page 56).
- **Stakeholder groups:** Employees of ministries and respondents from independent government institutions had significantly higher mean ratings for the aggregated responses to the twenty-five COS indicator questions compared to respondents from other stakeholder groups. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 47).



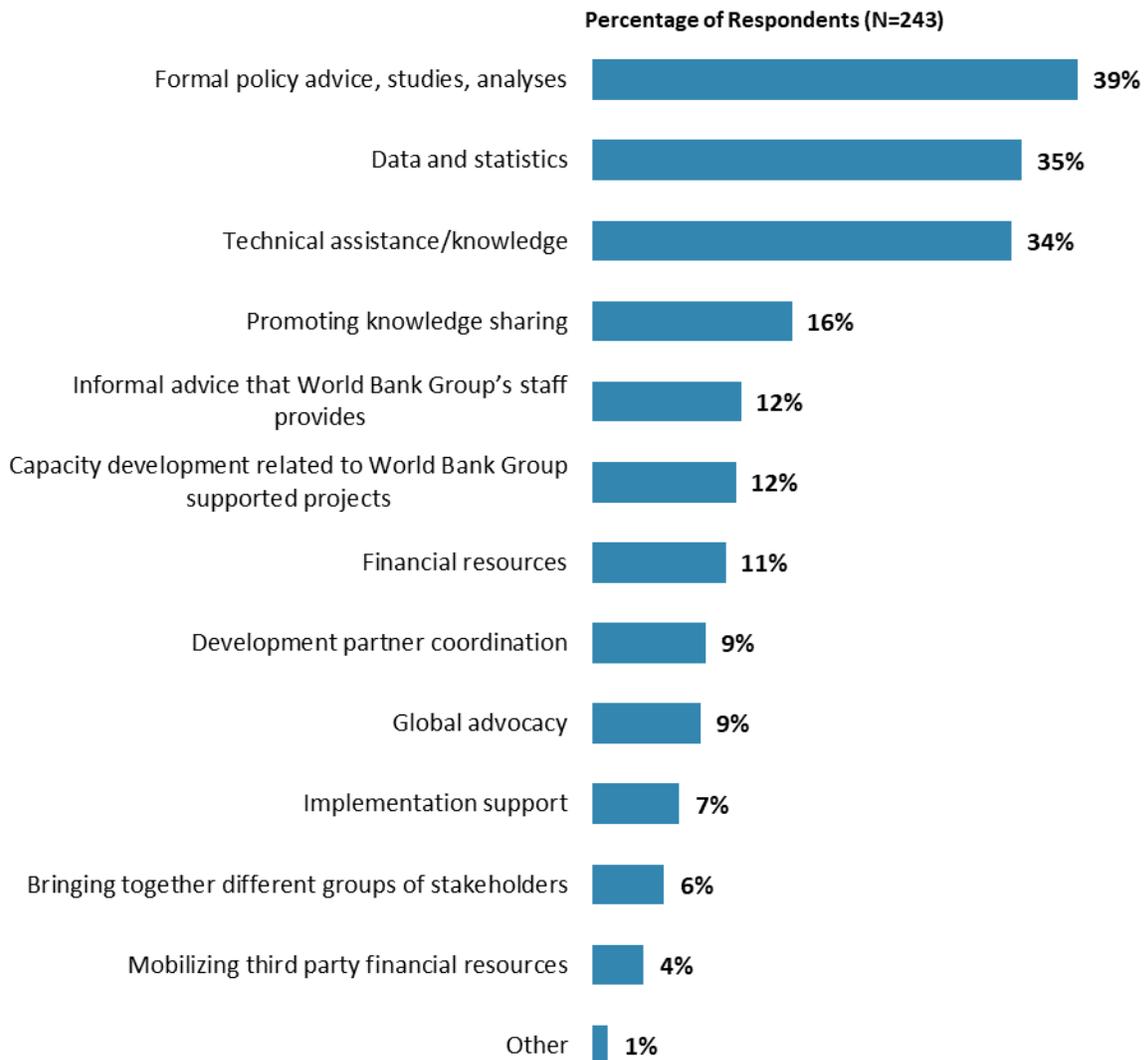
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG's greatest values to Thailand were "*policy advice, studies, analyses*" (42%), "*implementation support*" (34%), "*capacity development related to World Bank Group supported projects*" (31%), "*technical assistance*" (25%), and "*financial resources*" (24%). "*Data and statistics*" was significantly more valued in FY'22, increasing from just 8% in FY'19.

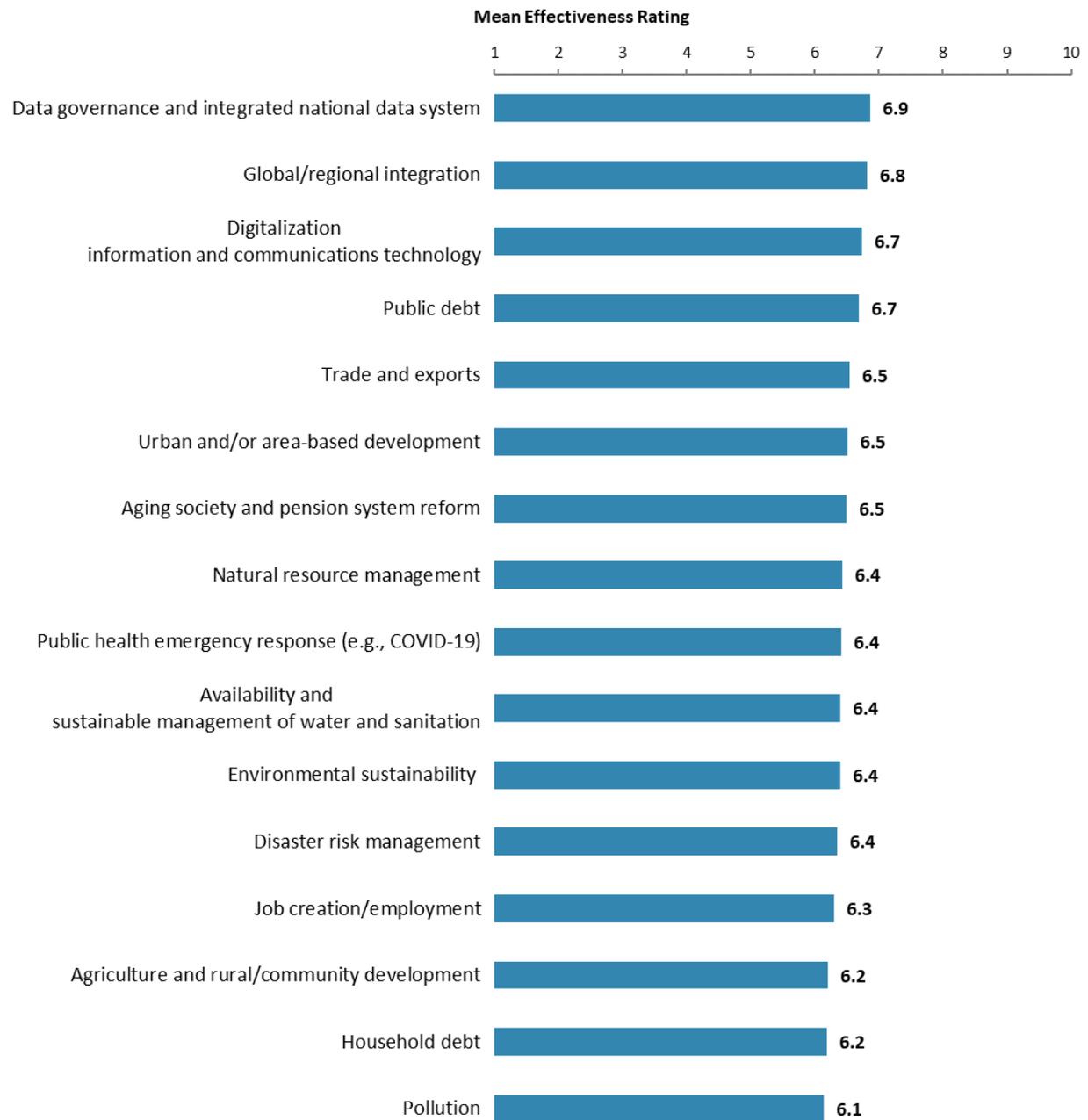


"When thinking about the World Bank Group's role in Thailand, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas⁴



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand?"

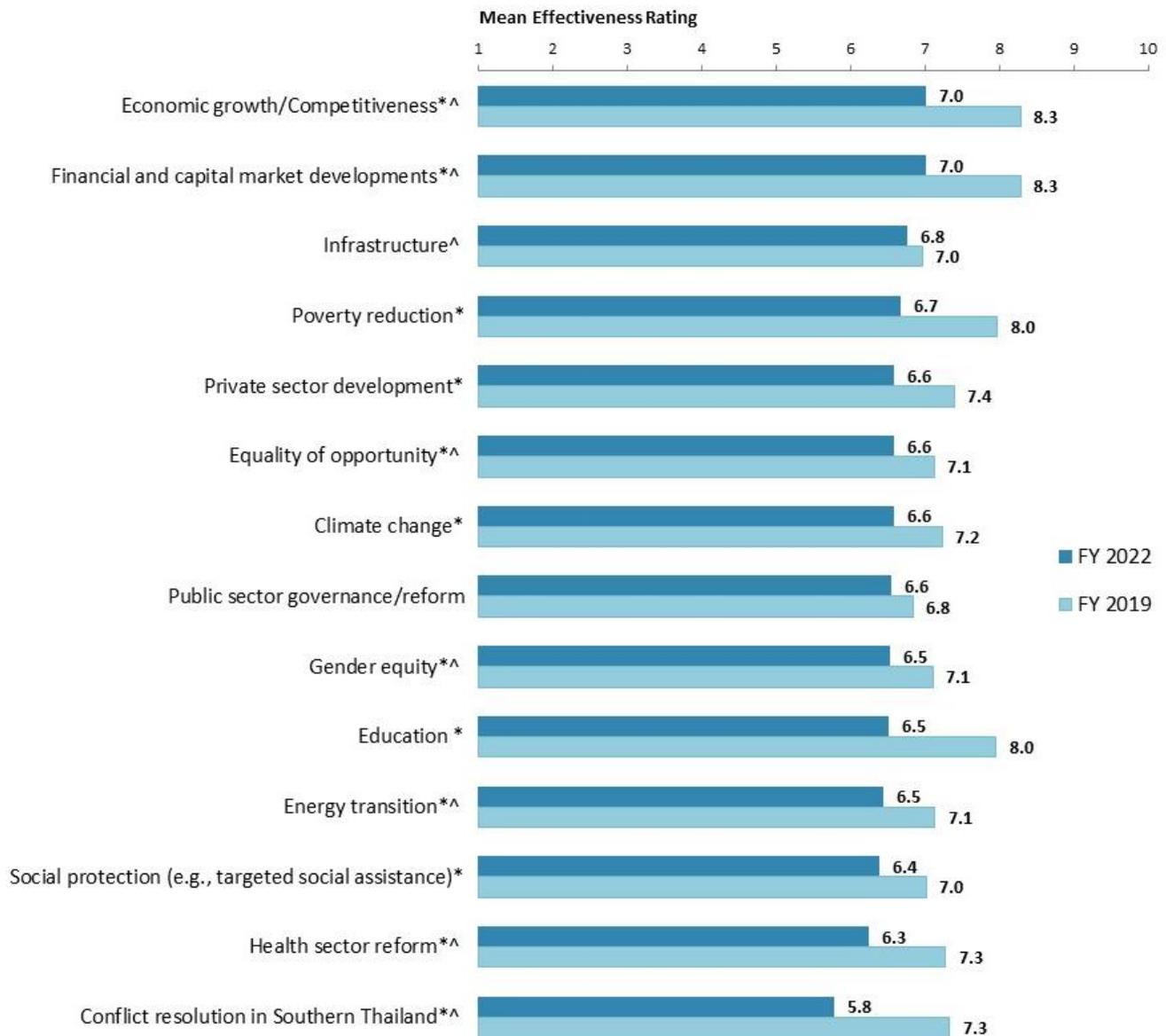
(1-"Not effective at all", 10-"Very effective")

⁴ Informed stakeholders primarily responded to this question. Respondents were given the option of "Don't Know" if they did not have exposure to the WBG's work in certain development areas (see Appendix A, page 33). In addition, responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand?" (1- "Not effective at all", 10- "Very effective")

(*Significantly different between FY 2022 and FY 2019)

^Note slight differences in wording between FY 2022 and FY 2019 COS.

⁵ ^Note, subtle wording differences between FY 2022 and FY 2019 COS:

Economic growth/Competitiveness was "Economic growth" in FY 2019.

Financial and capital market developments was "Financial sector development" in FY 2019.

Infrastructure was compared to "Transportation" in FY 2019.

Equality of opportunity was compared to "Social inclusion" in FY 2019.

Gender equity was compared to "Gender" in FY 2019.

Energy transition was compared to "Energy" in FY 2019.

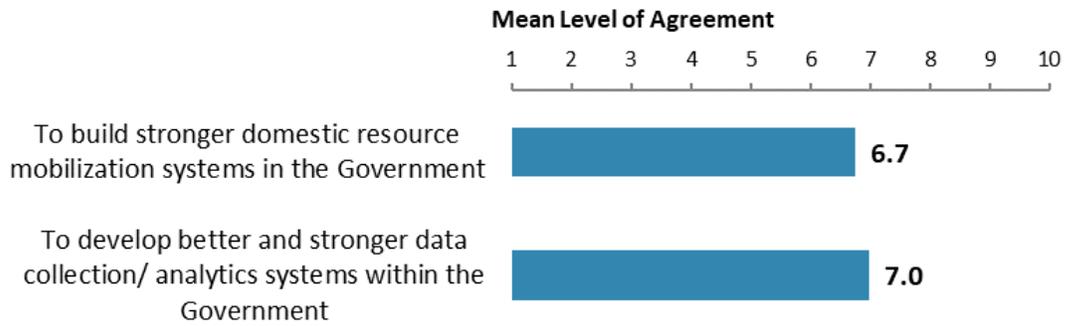
Health sector reform was "Health" in FY 2019.

Conflict resolution in Southern Thailand was compared to "Community development in Southern Thailand" in FY 2019.



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

Effectiveness of WBG's Support

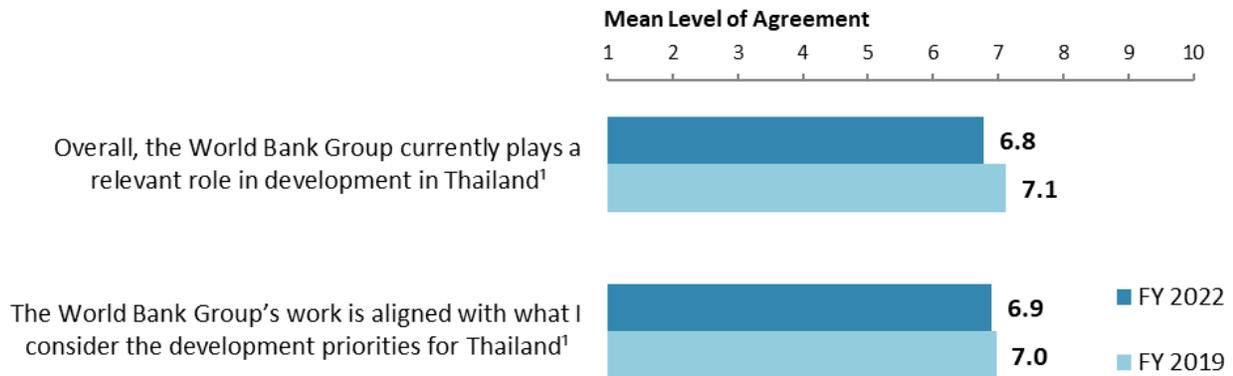


"How effectively does the World Bank Group support Thailand's efforts ... ?"
(1-"Not effective at all", 10-"Very effective")



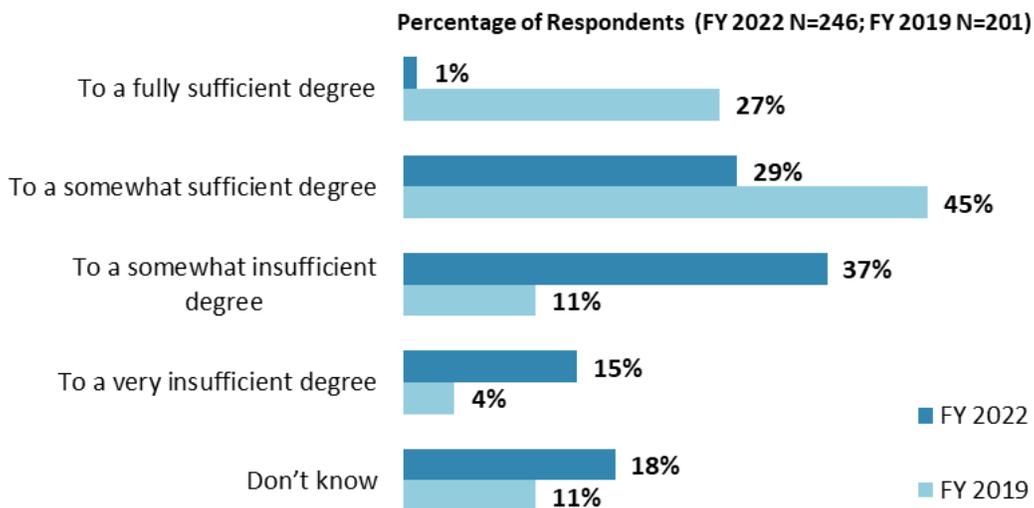
VII. World Bank Group’s Work and Engagement on the Ground

The World Bank Group’s Work in Thailand



"To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Thailand?" (1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question
(Statistically similar between FY 2022 and FY 2019)

Helping the Poorest

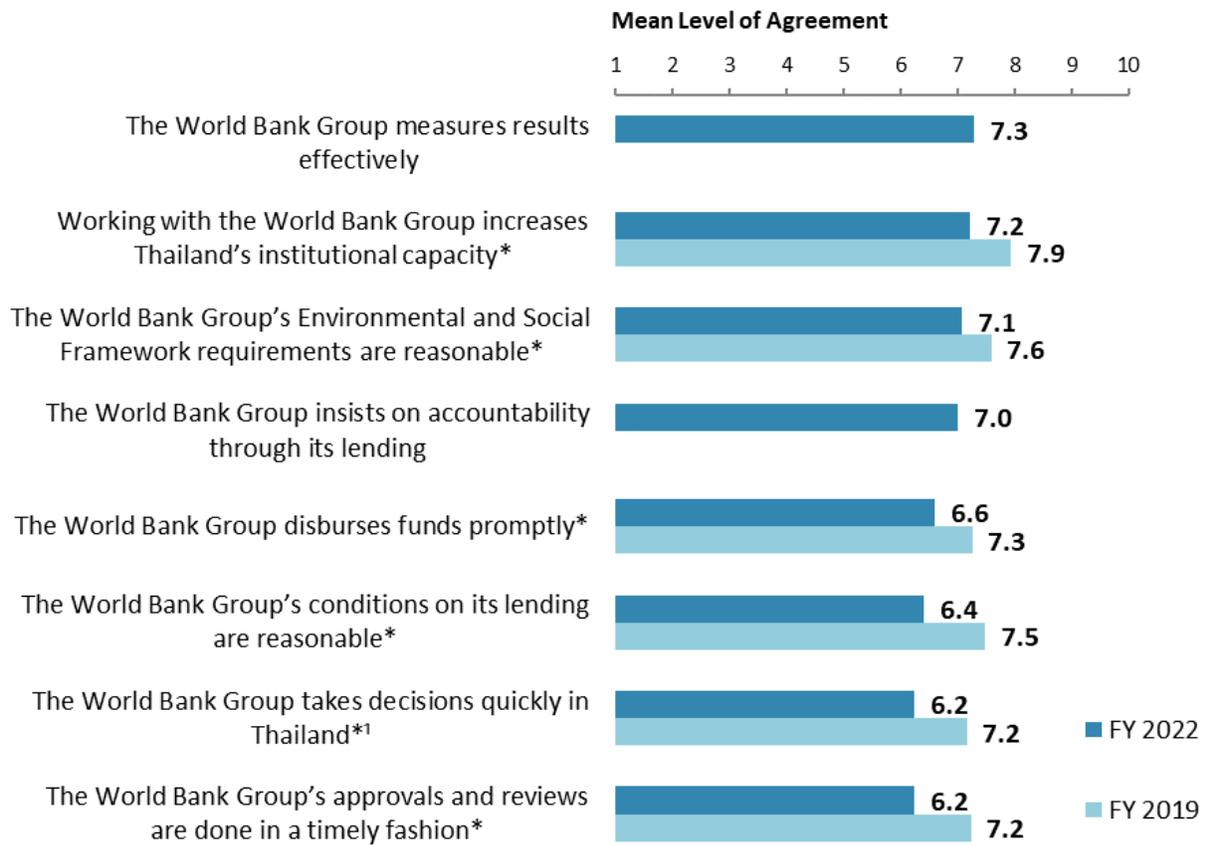


"To what extent do you believe that the World Bank Group’s work and support help the poorest in Thailand?"
 (Respondents chose from a list.)
(Significantly different between FY 2022 and FY 2019)



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

Overall Perceptions⁶



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

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

*(*Significantly different between FY 2022 and FY 2019)*

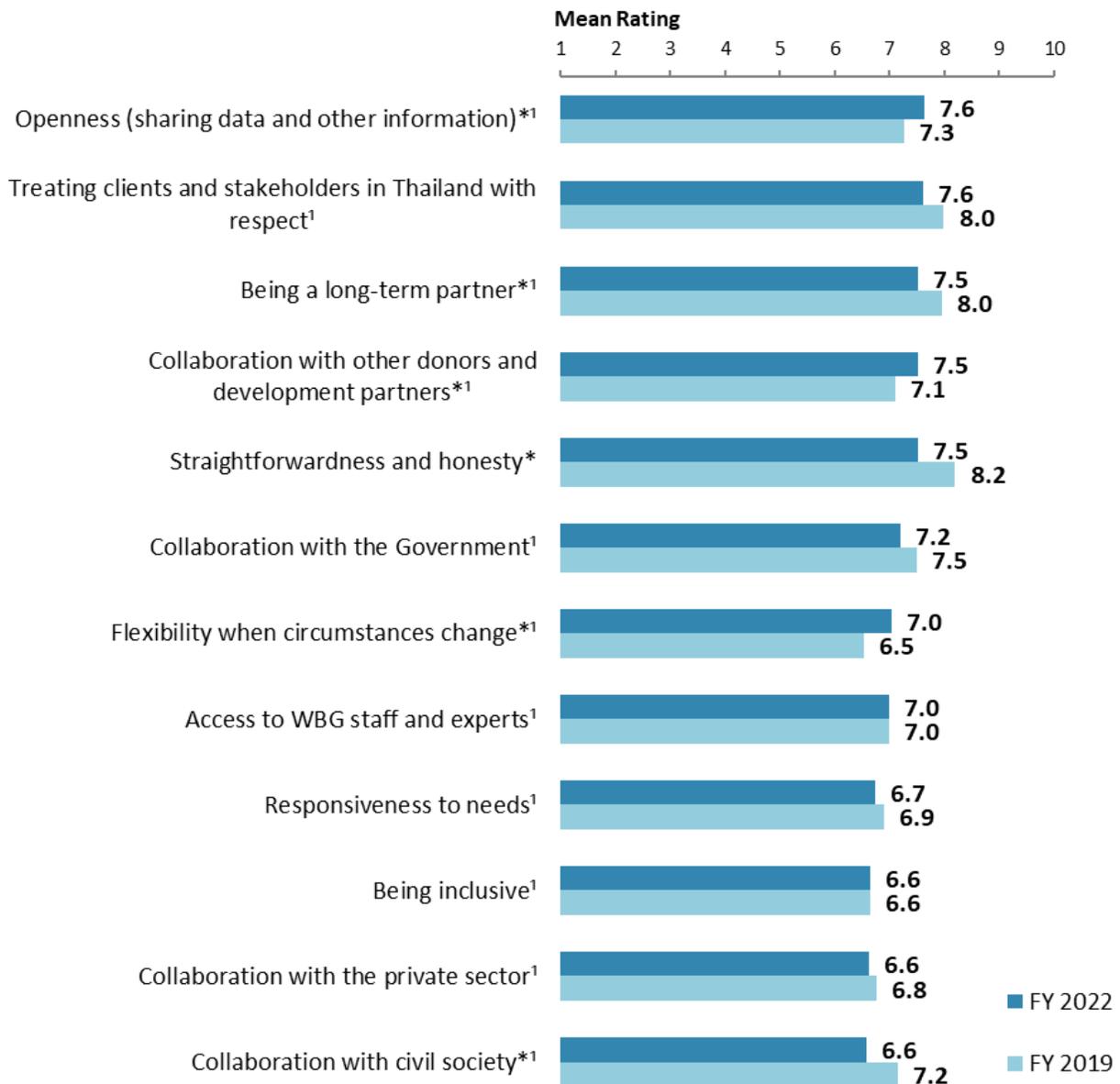
¹Indicator Question

⁶ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



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

The WBG as an Effective Development Partner⁷



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

(*Significantly different between FY 2022 and FY 2019)

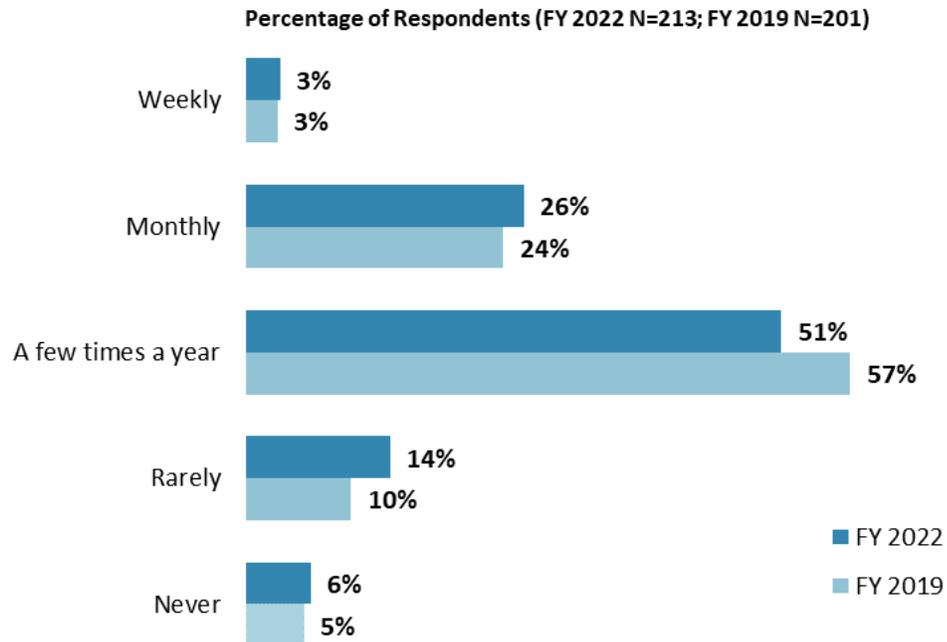
¹Indicator Question

⁷ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



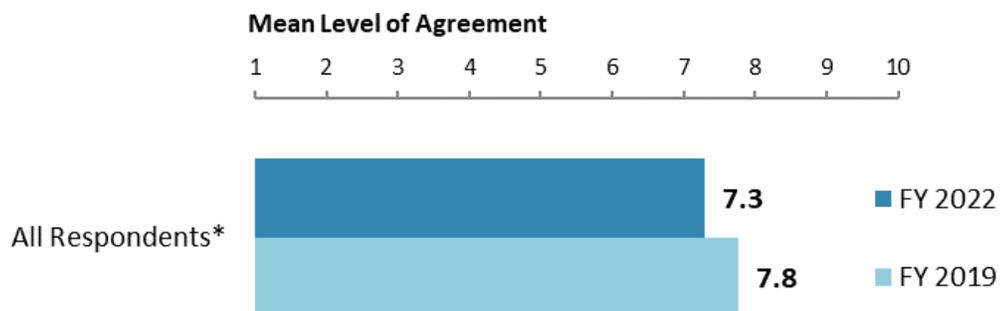
VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

Meeting Thailand’s Knowledge Needs (Indicator Question) ⁸



"The World Bank Group meets Thailand’s needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1- "Strongly disagree", 10- "Strongly agree")
(*Significantly different between FY 2022 and FY 2019)

⁸ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



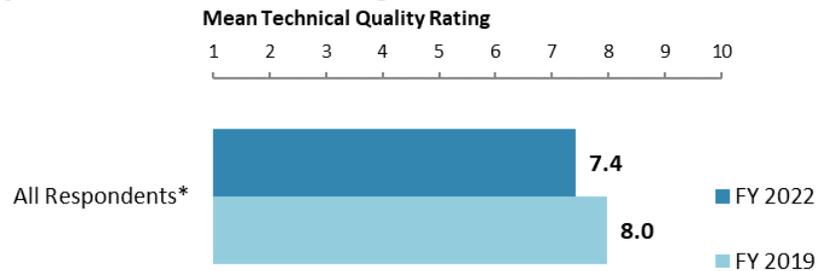
VIII. World Bank Group’s Knowledge and Instruments (continued)

Contribution of the WBG’s Knowledge Work and Activities (Indicator Question)⁹



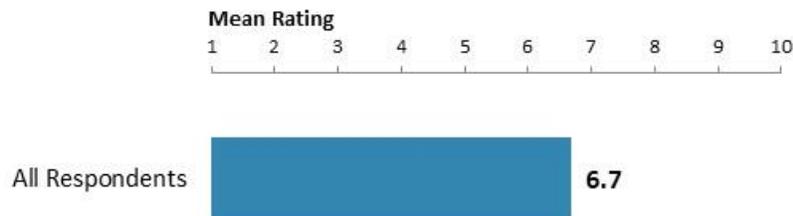
"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")
*(*Significantly different between FY 2022 and FY 2019)*

Technical Quality of the WBG’s Knowledge Work and Activities (Indicator Question)⁹



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")
*(*Significantly different between FY 2022 and FY 2019)*

Reimbursable Advisory Services (RAS)¹⁰



"To what extent do you believe that Thailand received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?"
(1-To no degree at all, 10-To a very significant degree)

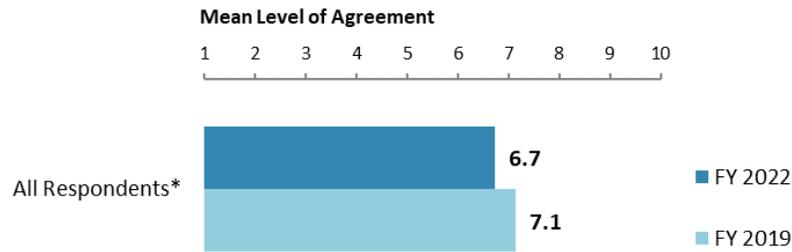
⁹ Responses from respondents who indicated that they “Never” consulted the WBG’s knowledge work were not included in the analyses.

¹⁰ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.



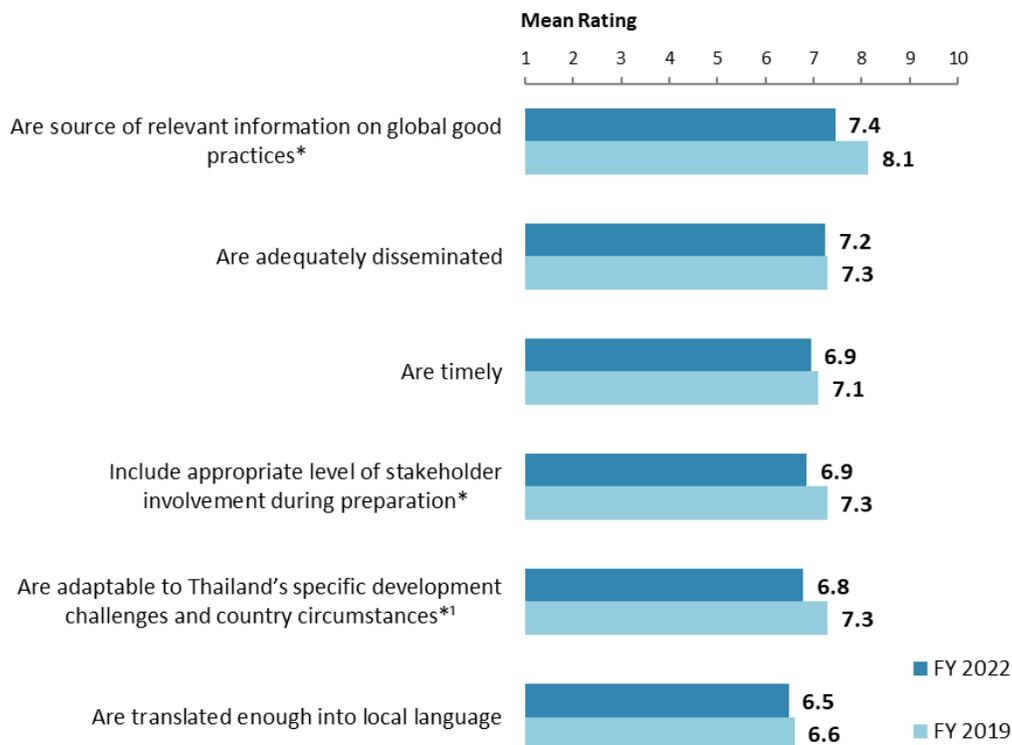
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Thailand’s Needs for Financial Instruments (Indicator Question) ¹¹



"The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Thailand"
(1-"Strongly disagree", 10-"Strongly agree")
*(*Significantly different between FY 2022 and FY 2019)*

Qualities of the WBG’s Knowledge Work and Activities¹²



"In Thailand, to what extent do you believe that the World Bank Group’s knowledge work and activities:" *(1-"To no degree at all", 10-"To a very significant degree")*
*(*Significantly different between FY 2022 and FY 2019)*
¹Indicator Question

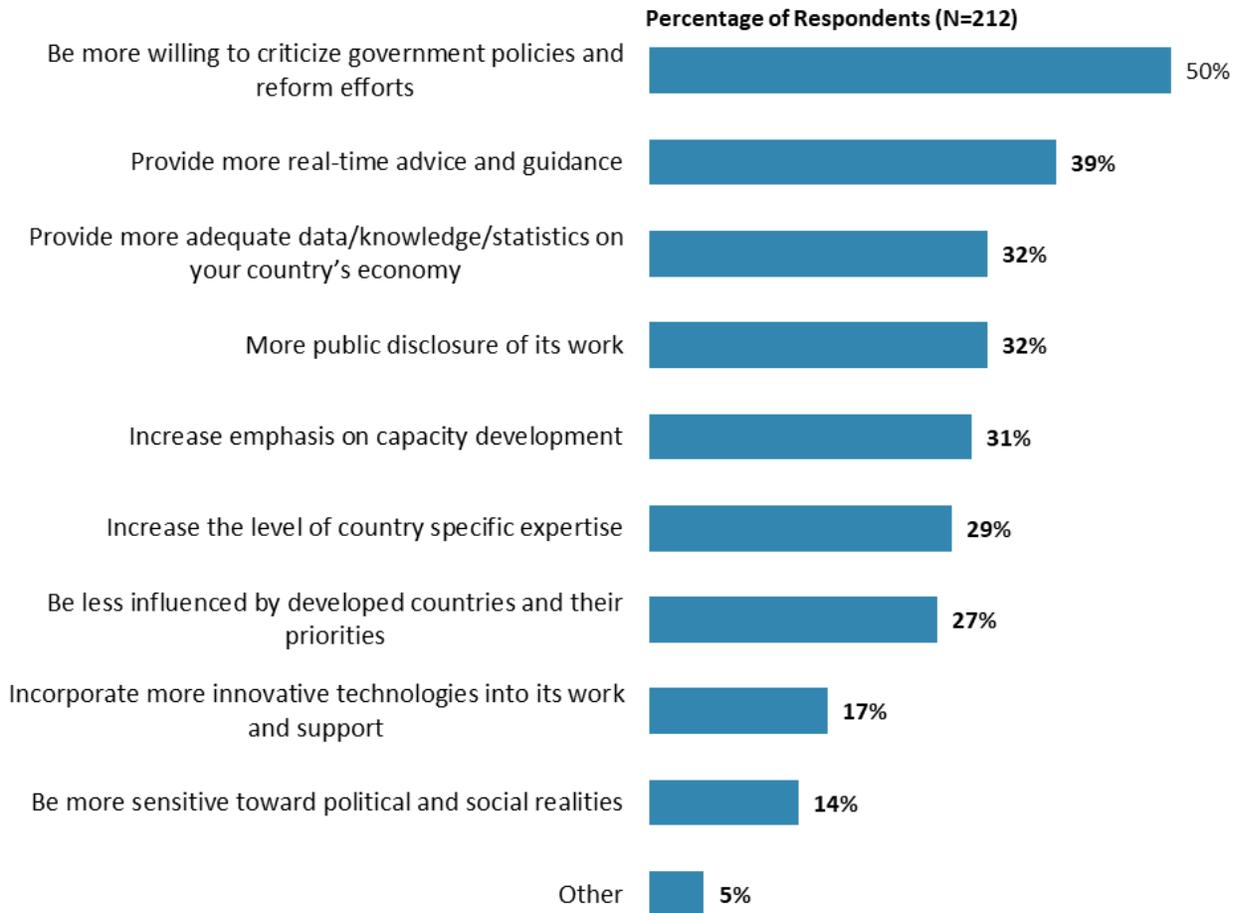
¹¹ Responses from respondents who indicated little or no familiarity with the WB (a rating of 1 or 2 out of 10) were not included in the analyses.

¹² Responses from respondents who indicated that they “Never” consulted the WBG’s knowledge work were not included in the analyses.



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

Making the World Bank Group of Greater Value



**"Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand?
(Choose no more than 3)"**

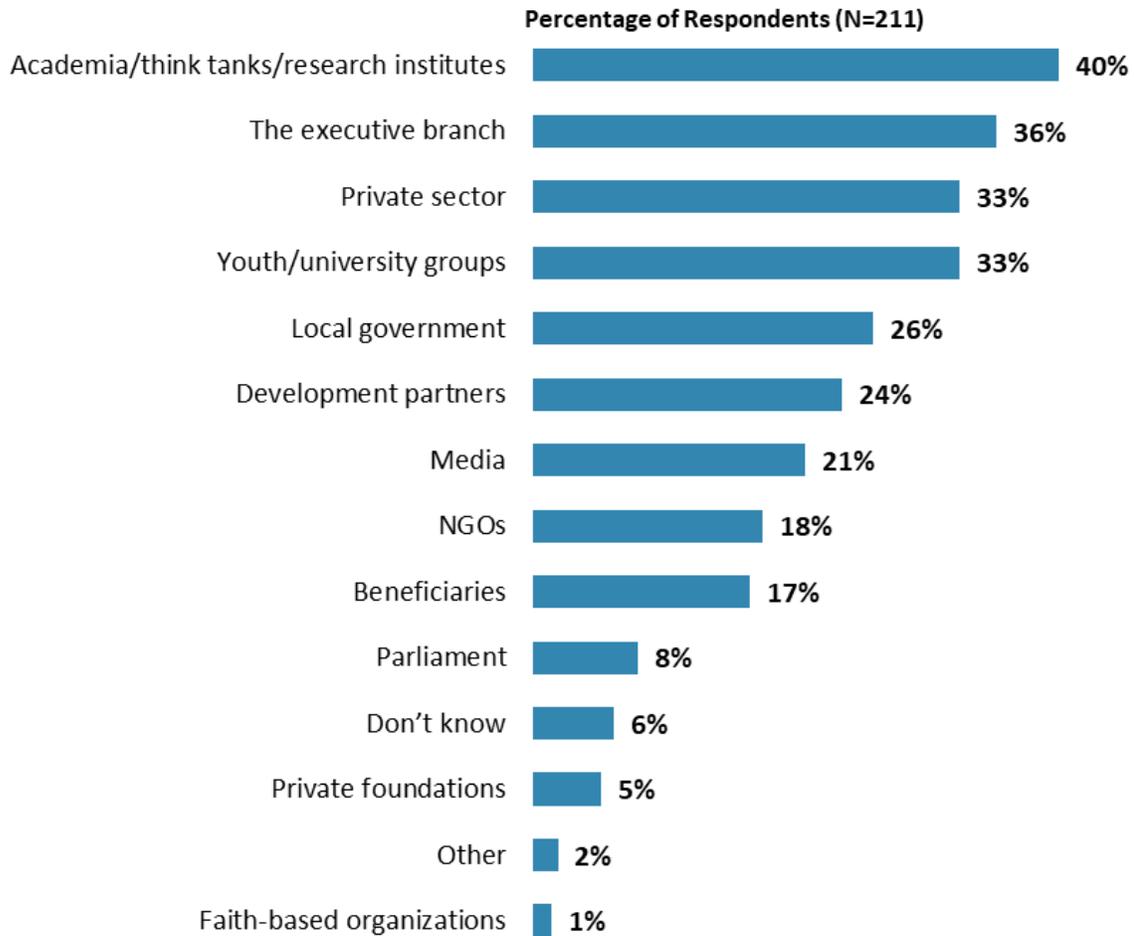
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (36%), “*private sector*” (29%), “*NGOs/community-based organizations*” (27%), “*local government*” (27%), and “*beneficiaries*” (27%) to ensure better development results in Thailand.



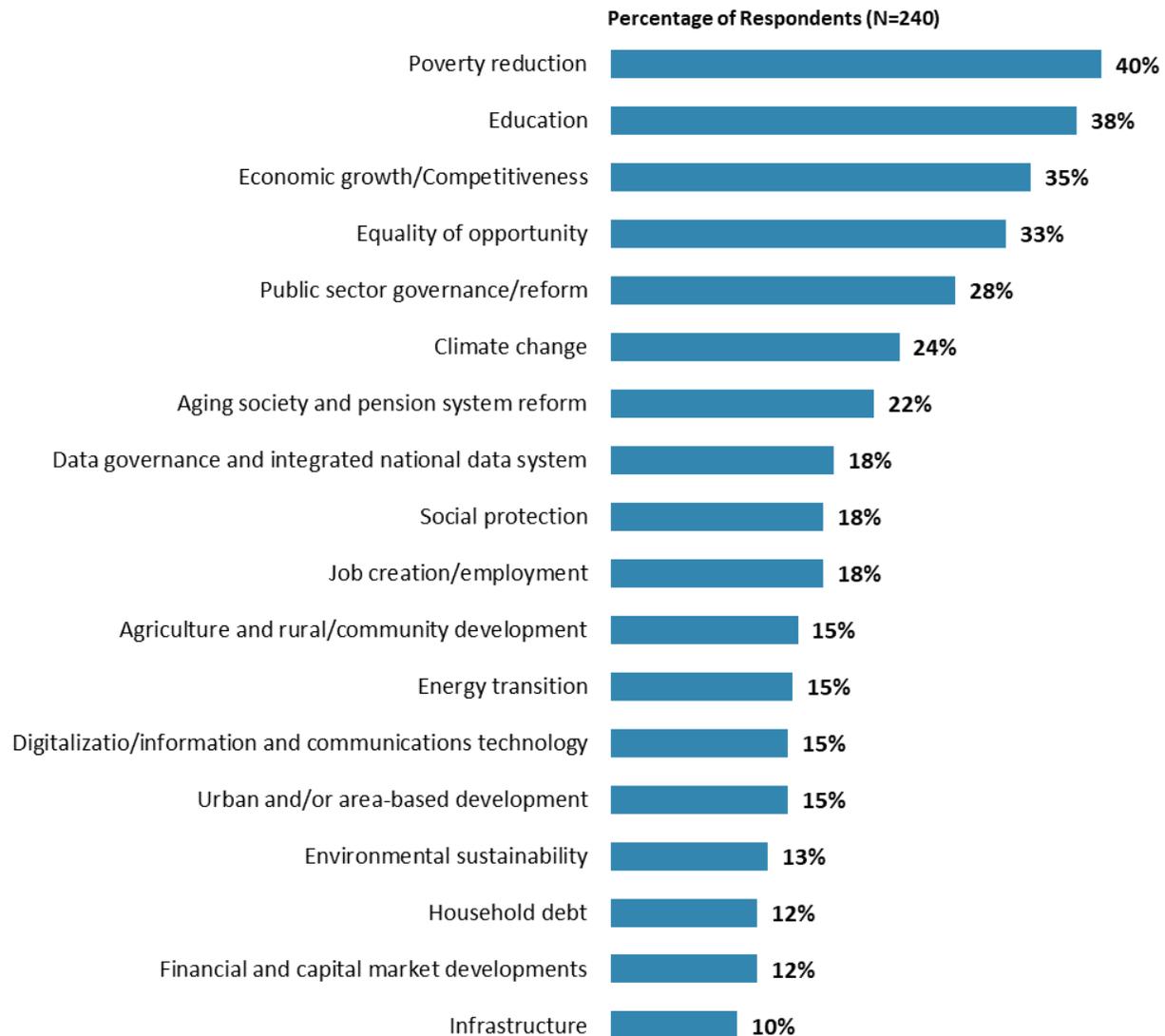
"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that the WBG should focus its resources on “*poverty reduction*” (51%) and “*education*” (43%), followed by “*economic growth*” (27%), and “*job creation/employment*” (23%). Respondents were significantly more likely to indicate “*Equality of opportunity*” as a priority in FY'22, increasing from just 9% in FY'19.

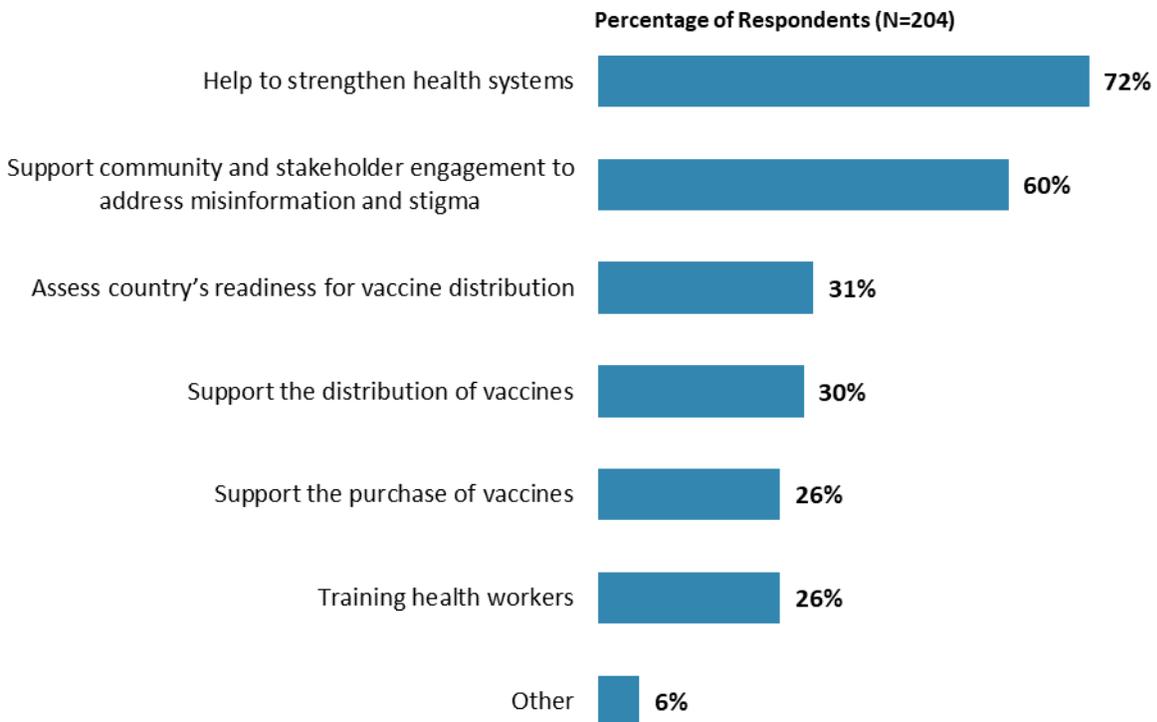


“When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5)”
(Respondents chose from a list. Responses combined. Top 18 of 30 response options shown)



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

Support related to COVID-19



"Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Thailand has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic?"

(Choose no more than 3)"

(Respondents chose from a list. Responses combined.)

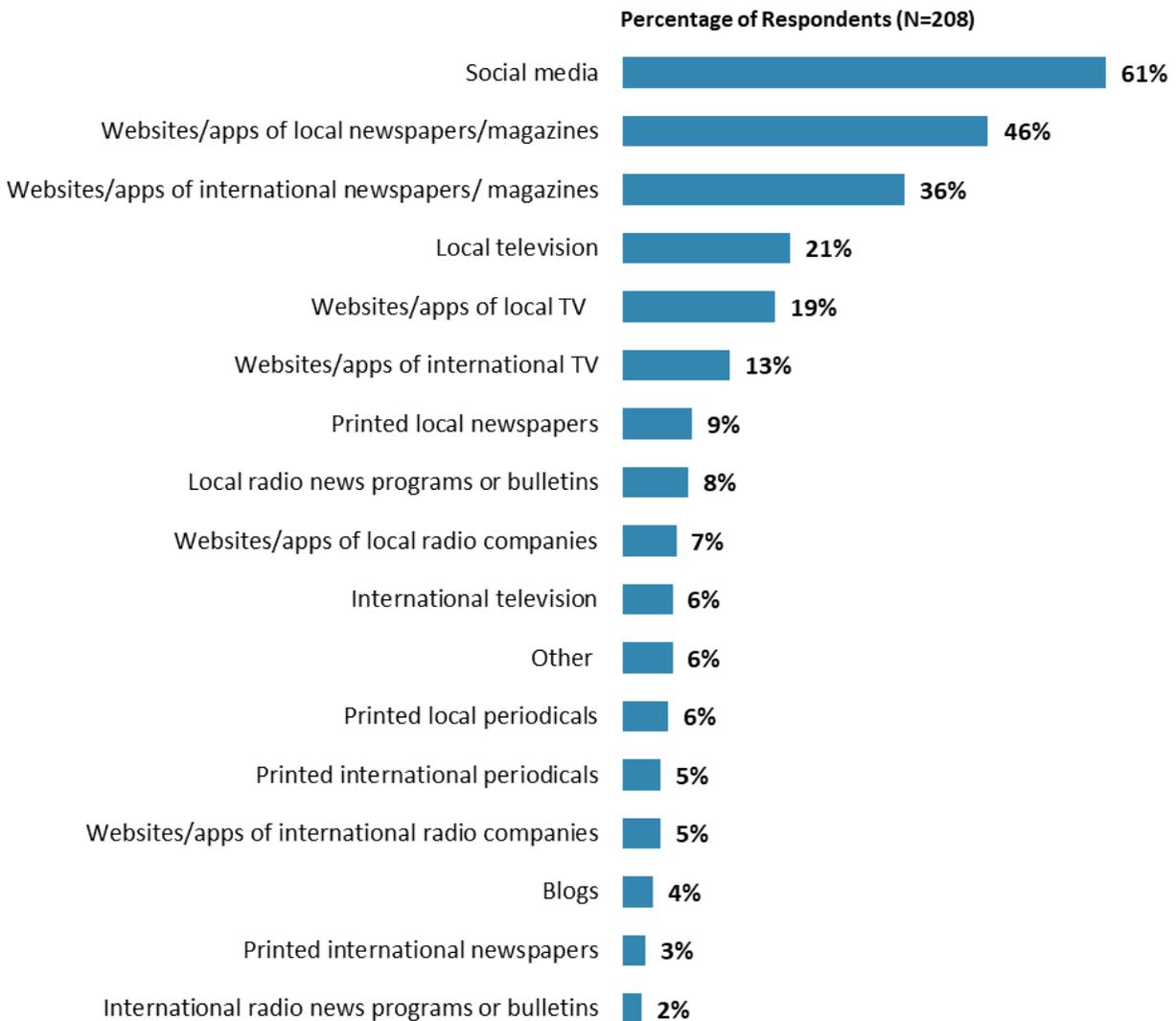


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see appendix B (page 47) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY’19 Country Survey indicated that they got most of their information about economic and social development issues in Thailand from the “*Internet*” (58%) and “*social media*” (53%), followed by “*international newspapers*” (27%).



"Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

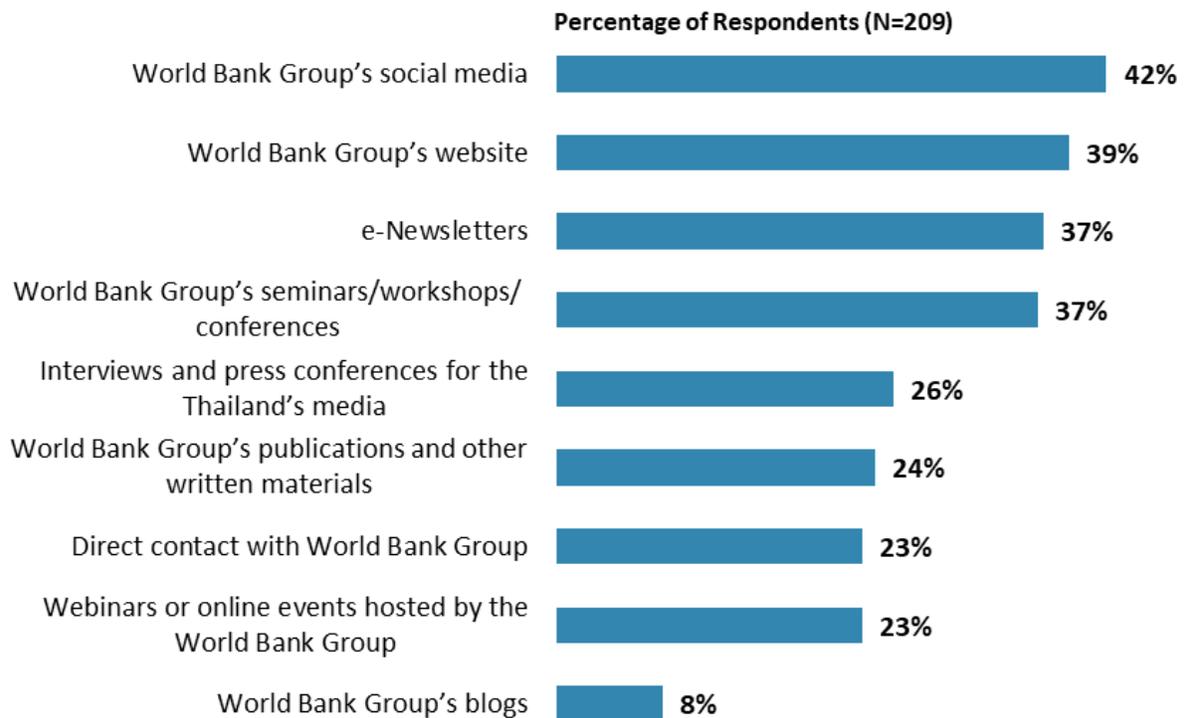


X. Communication and Outreach (continued)

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 33) for reported frequency of interactions with key forms of World Bank Group communications.

Preferred Information Sources

- **Year comparison:** Respondents in the FY'19 Country Survey indicated that they would prefer to receive information from the WBG through “social media” (58%), followed by “WBG’s website” (29%), “e-Newsletter” (28%), and “WBG’s publications and other written materials” (28%).



**"How would you prefer to obtain information about the World Bank Group and its work?
(Choose no more than 3)"**
(Respondents chose from a list. Responses combined.)



XI. Appendices

| | |
|---|----|
| A. Responses to All Questions Across All Respondents | 33 |
| B. Responses to Selected Questions by Stakeholder Groups | 47 |
| C. Indicator Questions as a Function of Exposure to the WBG | 56 |
| D. Thailand FY 2022 COS Questionnaire..... | 57 |

THAILAND





Appendix A: Responses to All Questions across All Respondents (N=261)

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

Background Information

| 1. Which of the following best describes your current affiliation? (Select only 1 response) | Percentage of Respondents (Responses Combined; N=261) |
|---|--|
| Employee of a Ministry, Ministerial Department, Implementation Agency | 22.2% |
| Media (press, radio, TV, web, etc.) | 19.9% |
| Academia/Research Institute/Think Tank | 13.4% |
| Independent Government Institution (i.e., regulatory agency, central bank/oversight institution) | 6.9% |
| Office of the Prime Minister | 6.5% |
| NGO/Community Based Organization | 6.1% |
| Private Sector Organization | 5.4% |
| Multilateral Agency (UN, regional development bank) | 5.0% |
| Financial Sector/Private Bank | 4.2% |
| Bilateral Agency (e.g., embassy, diplomatic, military) | 3.8% |
| State-Owned Enterprise | 1.5% |
| Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation) | 1.5% |
| Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program | 1.1% |
| Professional/Trade association | 1.1% |
| Local Government Office or Staff | 0.8% |
| Office of a Minister | 0.4% |
| Office of a member of Parliament/Legislative body | 0.0% |
| Judicial System (e.g., courts) | 0.0% |
| Faith-Based Group | 0.0% |
| Youth Group | 0.0% |
| Other | 0.0% |

| 2. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your Thailand? | Percentage of Respondents (N=261) |
|---|--|
| Yes | 41.8% |
| No | 58.2% |

| 3. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand? (Select only ONE response) | Percentage of Respondents (N=109) |
|--|--|
| The World Bank (IBRD/IDA) | 92.7% |
| The International Finance Corporation (IFC) | 7.3% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0% |

**A. Overall Context**

| 1. In general, would you say that Thailand is headed in ... ? | Percentage of Respondents (N=258) |
|--|--|
| The right direction | 36.4% |
| The wrong direction | 26.7% |
| Not sure | 36.8% |

| 2. Do you think that economic opportunity for citizens in Thailand is ... ? | Percentage of Respondents (N=258) |
|--|--|
| Increasing | 32.2% |
| Decreasing | 49.2% |
| Staying about the same | 18.6% |

| 3. Please identify which of the following development priorities you consider the most important in Thailand. (Choose no more than 5) | Percentage of Respondents (Responses Combined; N=260) |
|--|--|
| Education (e.g., quality of education) | 57.3% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 41.2% |
| Equality of opportunity (i.e., social inclusion) | 39.6% |
| Economic growth/Competitiveness | 34.6% |
| Aging society and pension system reform | 28.8% |
| Poverty reduction | 27.7% |
| Household debt | 21.9% |
| Climate change (e.g., mitigation, adaptation) | 19.2% |
| Digitalization, information and communications technology | 17.3% |
| Job creation/employment | 16.9% |
| Agriculture and rural/community development | 16.2% |
| Environmental sustainability (e.g., marine plastics) | 15.4% |
| Data governance (e.g., big data, open data) and integrated national data system | 15.0% |
| Social protection (e.g., targeted social assistance) | 14.6% |
| Energy transition (e.g., renewable energy) | 14.2% |
| Infrastructure (e.g., roads, bridges, transportation, road safety) | 13.1% |
| Pollution | 12.7% |
| Natural resource management (water, forest, etc.) | 12.3% |
| Urban and/or area-based development | 10.8% |
| Health sector reform | 8.8% |
| Public health emergency response (e.g., COVID-19) | 8.5% |
| Disaster risk management | 6.5% |
| Gender equity (closing the gap between women and men, and boys and girls) | 5.0% |
| Private sector development | 4.2% |
| Public debt | 3.8% |
| Financial and capital market developments | 3.8% |
| Global/regional integration (e.g., AEC, CLMVT, CPTPP) | 3.5% |
| Trade and exports | 3.1% |
| Conflict resolution in Southern Thailand | 2.7% |
| Availability and sustainable management of water and sanitation | 2.7% |

**A. Overall Context (continued)**

| 4. When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=258) |
|--|--|
| Corruption | 37.2% |
| Political pressures and obstacles | 37.2% |
| Silos in government | 26.0% |
| Inadequate government accountability | 22.9% |
| Inadequate capacity in the government | 22.9% |
| Reforms are not well thought out in light of country challenges | 19.4% |
| Pressure from outside interest groups (e.g., private sector, unions) | 13.2% |
| Inadequate citizen/civil society participation | 12.8% |
| Inadequate private sector participation | 3.1% |
| Other | 2.7% |
| Inadequate level of development partner coordination | 1.2% |

| 5. To what extent do you trust each of the following groups to do what is right? <i>*(1-To no degree at all, 10-To a very significant degree)</i> | Degree | | | |
|---|---------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 1. The national/federal government | 252 | 2 | 4.56 | 2.28 |
| 2. Parliament/legislative branch | 251 | 3 | 4.49 | 2.12 |
| 3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID) | 227 | 25 | 6.42 | 1.77 |
| 4. The World Bank Group * | 240 | 14 | 7.09 | 1.84 |
| 5. The International Monetary Fund | 218 | 35 | 6.58 | 1.89 |
| 6. The United Nations (UN) | 238 | 15 | 6.50 | 1.98 |
| 7. The World Health Organization (WHO) | 240 | 13 | 7.00 | 1.79 |
| 8. Regional development banks | 225 | 27 | 6.71 | 1.86 |
| 9. Thailand's Central Bank | 245 | 8 | 7.35 | 1.88 |
| 10. International private sector | 226 | 27 | 6.64 | 1.81 |
| 11. Domestic private sector | 244 | 6 | 6.14 | 1.88 |
| 12. International civil society (e.g., NGOs, CBOs) | 231 | 17 | 5.91 | 1.84 |
| 13. Domestic civil society (e.g., NGOs, CBOs) | 234 | 14 | 5.86 | 1.81 |
| 14. Youth organizations | 222 | 27 | 5.92 | 1.84 |
| 15. Faith-based institutions | 217 | 30 | 4.79 | 2.00 |
| 16. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio) | 243 | 4 | 5.12 | 1.99 |
| 17. International media and their web presence | 243 | 6 | 6.07 | 1.95 |
| 18. Web based media (i.e., blogs, social media, other web-based news, and information sources) | 245 | 4 | 5.17 | 2.07 |
| 19. Academia | 241 | 7 | 6.59 | 1.61 |
| 20. Independent organizations by the Constitution | 226 | 22 | 5.40 | 2.07 |
| 21. Judicial system | 240 | 8 | 5.05 | 2.38 |

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

| 1. How familiar are you with the work of these organizations in Thailand? <i>(1-Not familiar at all, 10-Extremely familiar)</i> | Familiarity | | | |
|--|-------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank (IBRD/IDA) | 248 | n/a | 6.55 | 2.15 |
| 2. The International Finance Corporation (IFC), the World Bank Group's private sector arm | 246 | n/a | 4.94 | 2.54 |

| To what extent do you agree/disagree with the following statements about the World Bank Group's work in Thailand? <i>(1-Strongly disagree, 10-Strongly agree)</i> | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 2. Overall, the World Bank Group currently plays a relevant role in development in Thailand* | 233 | 15 | 6.78 | 1.79 |
| 3. The World Bank Group's work is aligned with what I consider the development priorities for Thailand* | 229 | 19 | 6.90 | 1.77 |

| 4. Overall, please rate your impression of the effectiveness of these organizations in Thailand. <i>(1-Not effective at all, 10-Very effective)</i> | Effectiveness | | | |
|---|---------------|----|------|------|
| | N | DK | Mean | SD |
| 1. The World Bank (IBRD/IDA) * | 208 | 41 | 6.79 | 1.70 |
| 2. The International Finance Corporation (IFC), the World Bank Group's private sector arm* | 152 | 95 | 6.36 | 1.73 |

| Achieving Development Results | N | DK | Mean | SD |
|---|-----|----|------|------|
| 5. To what extent does the World Bank Group's work help to achieve development results in Thailand? * <i>(1-To no degree at all, 10-To a very significant degree)</i> | 210 | 38 | 6.49 | 1.71 |

| Influencing the Development Agenda | N | DK | Mean | SD |
|---|-----|----|------|------|
| 6. To what extent does the World Bank Group influence the development agenda in Thailand? * <i>(1-To no degree at all, 10-To a very significant degree)</i> | 213 | 35 | 6.39 | 1.80 |

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Thailand? (Select only 1 response) | Percentage of Respondents (N=246) |
|--|-----------------------------------|
| To a fully sufficient degree | 1.2% |
| To a somewhat sufficient degree | 28.9% |
| To a somewhat insufficient degree | 36.6% |
| To a very insufficient degree | 15.0% |
| Don't know | 18.3% |

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

| 8. When thinking about the World Bank Group's role in Thailand, which activity do you VALUE the most? (Choose no more than 2) | Percentage of Respondents (Responses Combined; N=243) |
|--|--|
| Formal policy advice, studies, analyses | 39.1% |
| Data and statistics | 34.6% |
| Technical assistance/knowledge | 33.7% |
| Promoting knowledge sharing | 16.0% |
| Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails) | 11.9% |
| Capacity development related to World Bank Group supported projects | 11.5% |
| Financial resources | 10.7% |
| Development partner coordination | 9.1% |
| Global advocacy | 8.6% |
| Implementation support | 7.0% |
| Bringing together different groups of stakeholders | 5.8% |
| Mobilizing third party financial resources | 4.1% |
| Other | 1.2% |

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

| 9. When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5) | Percentage of Respondents (Responses Combined; N=240) |
|--|--|
| Poverty reduction | 40.4% |
| Education (e.g., quality of education) | 38.3% |
| Economic growth/Competitiveness | 34.6% |
| Equality of opportunity (i.e., social inclusion) | 32.5% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 28.3% |
| Climate change (e.g., mitigation, adaptation) | 23.8% |
| Aging society and pension system reform | 21.7% |
| Data governance (e.g., big data, open data) and integrated national data system | 18.3% |
| Social protection (e.g., targeted social assistance) | 17.5% |
| Job creation/employment | 17.5% |
| Agriculture and rural/community development | 15.4% |
| Energy transition (e.g., renewable energy) | 15.0% |
| Digitalization, information and communications technology | 14.6% |
| Urban and/or area-based development | 14.6% |
| Environmental sustainability (e.g., marine plastics) | 12.9% |
| Household debt | 12.1% |
| Financial and capital market developments | 12.1% |
| Infrastructure (e.g., roads, bridges, transportation, road safety) | 10.4% |
| Global/regional integration (e.g., AEC, CLMVT, CPTPP) | 7.9% |
| Public debt | 7.9% |
| Natural resource management (water, forest, etc.) | 7.1% |
| Private sector development | 6.7% |
| Pollution | 6.3% |
| Gender equity (closing the gap between women and men, and boys and girls) | 6.3% |
| Health sector reform | 5.8% |
| Disaster risk management | 4.2% |
| Public health emergency response (e.g., COVID-19) | 3.8% |
| Trade and exports | 3.8% |
| Conflict resolution in Southern Thailand | 3.3% |
| Availability and sustainable management of water and sanitation | 2.9% |

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

| 10. What do you immediately think of when you hear about the IFC? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=236) |
|--|--|
| World Bank | 30.5% |
| Investment bank | 29.7% |
| Multi-lateral financial institution | 22.9% |
| Don't know | 22.0% |
| Public-private partnerships | 20.8% |
| Development institution | 19.9% |
| Venture capital | 19.5% |
| Financial advisory solutions | 18.2% |
| Impact investor | 13.1% |
| Private sector solutions | 10.6% |
| Innovation and entrepreneurship | 5.9% |
| Asset manager | 4.2% |
| Thought leader | 1.3% |
| Other | 0.4% |
| None of the above | 0.0% |

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

| Staff Preparedness | N | DK | Mean | SD |
|--|-----|----|------|------|
| 1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Thailand solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 207 | 21 | 6.86 | 1.77 |

| To what extent is the World Bank Group an effective development partner in Thailand, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|----|------|------|
| | N | DK | Mean | SD |
| 2. Collaboration with the private sector* | 169 | 50 | 6.63 | 1.60 |
| 3. Being inclusive* | 186 | 32 | 6.64 | 1.70 |
| 4. Straightforwardness and honesty* | 200 | 19 | 7.51 | 1.80 |
| 5. Access to WBG staff and experts* | 200 | 17 | 6.98 | 1.95 |
| 6. Being a long-term partner* | 198 | 18 | 7.53 | 1.84 |
| 7. Responsiveness to needs* | 196 | 21 | 6.74 | 1.74 |
| 8. Collaboration with the Government* | 192 | 26 | 7.20 | 1.79 |
| 9. Flexibility when circumstances change* | 194 | 22 | 7.03 | 1.66 |
| 10. Collaboration with civil society* | 184 | 33 | 6.58 | 1.90 |
| 11. Treating clients and stakeholders in Thailand with respect* | 195 | 21 | 7.61 | 1.85 |
| 12. Openness (sharing data and other information) * | 208 | 9 | 7.63 | 1.84 |
| 13. Collaboration with other donors and development partners* | 188 | 29 | 7.51 | 1.72 |

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

| To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i> | Level of Agreement | | | |
|--|--------------------|-----|------|------|
| | N | DK | Mean | SD |
| 14. The World Bank Group takes decisions quickly in Thailand* | 148 | 69 | 6.24 | 1.90 |
| 15. The World Bank Group's approvals and reviews are done in a timely fashion | 139 | 77 | 6.24 | 1.94 |
| 16. The World Bank Group's conditions on its lending are reasonable | 116 | 100 | 6.41 | 1.81 |
| 17. The World Bank Group disburses funds promptly | 103 | 113 | 6.60 | 1.94 |
| 18. The World Bank Group's Environmental and Social Framework requirements are reasonable | 128 | 86 | 7.08 | 1.84 |
| 19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results) | 108 | 108 | 7.00 | 1.92 |
| 20. The World Bank Group measures results effectively | 142 | 74 | 7.30 | 1.78 |
| 21. Working with the World Bank Group increases Thailand's institutional capacity | 178 | 38 | 7.21 | 1.83 |

| To what extent do you agree/disagree with the following statements about the World Bank Group in Thailand? <i>(1-Strongly disagree, 10-Strongly agree)</i> | N | DK | Mean | SD |
|--|-----|----|------|------|
| | | | | |
| 23. The World Bank Group meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance) * | 186 | 29 | 7.30 | 1.93 |

| Value for Money | N | DK | Mean | SD |
|-----------------|---|----|------|----|
| | | | | |

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

| 1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Public health emergency response (e.g., COVID-19) | 89 | 126 | 6.42 | 1.74 |
| 2. Infrastructure (e.g., roads, bridges, transportation, road safety) | 104 | 109 | 6.77 | 1.63 |
| 3. Private sector development | 110 | 104 | 6.59 | 1.67 |
| 4. Energy transition (e.g., renewable energy) | 95 | 119 | 6.45 | 1.62 |
| 5. Job creation/employment | 93 | 120 | 6.30 | 1.51 |
| 6. Natural resource management (water, forest, etc.) | 90 | 124 | 6.43 | 1.64 |
| 7. Global/regional integration (e.g., AEC, CLMVT, CPTPP) | 96 | 117 | 6.82 | 1.61 |
| 8. Aging society and pension system reform | 96 | 118 | 6.49 | 1.57 |
| 9. Poverty reduction | 122 | 92 | 6.68 | 1.66 |
| 10. Public debt | 105 | 107 | 6.69 | 1.79 |
| 11. Urban and/or area-based development | 81 | 129 | 6.51 | 1.78 |
| 12. Health sector reform | 67 | 142 | 6.25 | 1.70 |
| 13. Pollution | 78 | 131 | 6.14 | 1.73 |
| 14. Agriculture and rural/community development | 87 | 120 | 6.21 | 1.86 |
| 15. Climate change (e.g., mitigation, adaptation) | 98 | 110 | 6.58 | 1.72 |
| 16. Conflict resolution in Southern Thailand | 64 | 145 | 5.78 | 2.10 |
| 17. Environmental sustainability (e.g., marine plastics) | 80 | 128 | 6.40 | 1.83 |
| 18. Availability and sustainable management of water and sanitation | 79 | 130 | 6.41 | 1.82 |
| 19. Education (e.g., quality of education) | 102 | 107 | 6.51 | 1.72 |
| 20. Digitalization, information and communications technology | 93 | 115 | 6.73 | 1.56 |
| 21. Economic growth/Competitiveness | 136 | 68 | 7.02 | 1.72 |
| 22. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 117 | 85 | 6.56 | 1.98 |
| 23. Trade and exports | 88 | 115 | 6.55 | 1.55 |
| 24. Social protection (e.g., targeted social assistance) | 88 | 114 | 6.40 | 1.72 |
| 25. Household debt | 88 | 114 | 6.19 | 1.79 |
| 26. Equality of opportunity (i.e., social inclusion) | 96 | 105 | 6.58 | 1.64 |
| 27. Gender equity (closing the gap between women and men, and boys and girls) | 75 | 128 | 6.53 | 1.65 |
| 28. Disaster risk management | 68 | 134 | 6.35 | 1.64 |
| 29. Data governance (e.g., big data, open data) and integrated national data system | 86 | 116 | 6.87 | 1.64 |
| 30. Financial and capital market developments | 97 | 105 | 7.01 | 1.65 |

| 2. How effectively does the World Bank Group support Thailand's efforts ...? (1-Not effective at all, 10-Very effective) | Effectiveness | | | | |
|--|---------------|-----|-----|------|------|
| | N | NA | DK | Mean | SD |
| 1. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 95 | n/a | 110 | 6.74 | 1.75 |
| 2. To develop better and stronger data collection/ analytics systems within the Government | 117 | n/a | 88 | 6.97 | 1.75 |

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

| 1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | Percentage of Respondents (N=213) |
|---|-----------------------------------|
| Weekly | 3.3% |
| Monthly | 26.3% |
| A few times a year | 50.7% |
| Rarely | 13.6% |
| Never | 6.1% |

| In Thailand, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|----|------|------|
| | N | DK | Mean | SD |
| 2. Are timely | 179 | 20 | 6.94 | 1.81 |
| 3. Include appropriate level of stakeholder involvement during preparation | 150 | 47 | 6.86 | 1.96 |
| 4. Are source of relevant information on global good practices | 183 | 15 | 7.45 | 1.76 |
| 5. Are adequately disseminated | 181 | 17 | 7.25 | 1.78 |
| 6. Are translated enough into local language | 158 | 42 | 6.48 | 2.07 |
| 7. Are adaptable to Thailand's specific development challenges and country circumstances* | 174 | 25 | 6.79 | 1.85 |

| Overall Evaluations | N | DK | Mean | SD |
|---|-----|----|------|------|
| 8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? * (1-Not significant at all, 10-Very significant) | 178 | 20 | 6.78 | 2.01 |
| 9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? * (1-Very low technical quality, 10-Very high technical quality) | 179 | 19 | 7.41 | 1.78 |

F. The Future Role of the World Bank Group in Thailand

| 1. Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=212) |
|---|---|
| Be more willing to criticize government policies and reform efforts | 49.5% |
| Provide more real-time advice and guidance | 38.7% |
| Provide more adequate data/knowledge/statistics on your country's economy | 32.1% |
| More public disclosure of its work | 32.1% |
| Increase emphasis on capacity development | 30.7% |
| Increase the level of country specific expertise | 28.8% |
| Be less influenced by developed countries and their priorities | 27.4% |
| Incorporate more innovative technologies into its work and support | 17.0% |
| Be more sensitive toward political and social realities | 14.2% |
| Other | 5.2% |

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

| 2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=211) |
|---|--|
| Academia/think tanks/research institutes | 40.3% |
| The executive branch | 35.5% |
| Private sector | 32.7% |
| Youth/university groups | 32.7% |
| Local government | 26.1% |
| Development partners | 23.7% |
| Media | 20.9% |
| NGOs | 17.5% |
| Beneficiaries | 16.6% |
| Parliament | 8.1% |
| Don't know | 6.2% |
| Private foundations | 5.2% |
| Other | 1.9% |
| Faith-based organizations | 1.4% |

| 3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Thailand has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=204) |
|---|--|
| Help to strengthen health systems | 71.6% |
| Support community and stakeholder engagement to address misinformation and stigma | 59.8% |
| Assess country's readiness for vaccine distribution | 31.4% |
| Support the distribution of vaccines | 29.9% |
| Support the purchase of vaccines | 26.5% |
| Training health workers | 26.5% |
| Other | 5.9% |

**G. Communication and Information Sharing**

| 1. Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=208) |
|---|--|
| Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok) | 61.1% |
| Websites/apps of local newspapers/magazines | 46.2% |
| Websites/apps of international newspapers/ magazines | 35.6% |
| Local television | 21.2% |
| Websites/apps of local TV | 19.2% |
| Websites/apps of international TV | 13.5% |
| Printed local newspapers | 8.7% |
| Local radio news programs or bulletins | 8.2% |
| Websites/apps of local radio companies | 6.7% |
| International television | 6.3% |
| Other | 6.3% |
| Printed local periodicals | 5.8% |
| Printed international periodicals | 4.8% |
| Websites/apps of international radio companies | 4.8% |
| Blogs | 3.8% |
| Printed international newspapers | 2.9% |
| International radio news programs or bulletins | 2.4% |

| 2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3) | Percentage of Respondents (Responses Combined; N=209) |
|---|--|
| World Bank Group's social media | 42.1% |
| World Bank Group's website | 39.2% |
| e-Newsletters | 37.3% |
| World Bank Group's seminars/workshops/ conferences | 36.8% |
| Interviews and press conferences for the Thailand's media | 25.8% |
| World Bank Group's publications and other written materials | 24.4% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 23.4% |
| Webinars or online events hosted by the World Bank Group | 23.4% |
| World Bank Group's blogs | 8.1% |

| 3. Which Internet connection do you use primarily when visiting a World Bank Group website? | Percentage of Respondents (N=206) |
|--|--|
| High speed/WiFi | 99.0% |
| Dial-up | 1.0% |

| 4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response) | Percentage of Respondents (N=209) |
|--|--|
| Mobile | 18.2% |
| Computer/laptop | 74.2% |
| I never visit the WBG websites | 7.7% |

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

| 5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | N | Percentage of Respondents | | | |
|--|-----|---------------------------|-----------------|------------------|------------|
| | | Every few days | Every few weeks | Every few months | Not at all |
| Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) | 210 | 1.4% | 17.6% | 56.7% | 24.3% |
| Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) | 208 | 2.4% | 20.2% | 51.4% | 26.0% |
| Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) | 207 | 2.9% | 12.1% | 33.3% | 51.7% |
| Visited a WBG website (e.g., read a blog, used data) | 207 | 1.9% | 18.8% | 50.2% | 29.0% |
| Attended an event/conference hosted by the WBG | 205 | 0.5% | 4.9% | 54.6% | 40.0% |
| Attended/participated in a webinar or online event hosted by the WBG | 206 | 1.0% | 3.4% | 47.6% | 48.1% |
| Read some or all of a WBG research paper or publication | 205 | 1.5% | 15.6% | 60.0% | 22.9% |
| Met professionally with WBG staff | 206 | 1.0% | 7.8% | 47.1% | 44.2% |
| Read a WBG e-newsletter | 206 | 1.0% | 18.0% | 38.8% | 42.2% |

H. Background Information

| 1. Please identify the primary specialization of your work. (Select only 1 response) | Percentage of Respondents (N=210) |
|--|-----------------------------------|
| Macroeconomics, fiscal management | 22.4% |
| Generalist (specialized in multiple sectors) | 10.5% |
| Other | 9.5% |
| Education | 8.1% |
| Finance and markets | 7.1% |
| Communications, public affairs | 7.1% |
| Environment, natural resources | 5.7% |
| Health, nutrition | 4.8% |
| Gender | 3.8% |
| Climate change | 3.3% |
| Trade and competitiveness | 2.9% |
| Poverty | 1.9% |
| Agriculture, rural development | 1.9% |
| Transport | 1.9% |
| Fragility, conflict, violence, refugees | 1.9% |
| Energy | 1.4% |
| Governance, anti-corruption | 1.0% |
| Social protection | 1.0% |
| Digital development and technology (ICT) | 1.0% |
| Tourism | 1.0% |
| Demographics, migration | 1.0% |
| Water, sanitation | 0.5% |
| Urban development | 0.5% |
| Jobs | 0.0% |

**H. Background Information (continued)**

| 2. What's your gender? | Percentage of Respondents (N=210) |
|-------------------------------|--|
| Female | 47.6% |
| Male | 52.4% |

| 3. Within your organization, would you describe yourself as | Percentage of Respondents (N=210) |
|---|--|
| Senior level | 37.1% |
| Mid-level staff | 31.9% |
| Mid-level decision-maker / manager | 22.4% |
| Junior level | 8.6% |

| 4. What's your age? | Percentage of Respondents (N=210) |
|----------------------------|--|
| 25 and under | 0.5% |
| 26-35 | 15.7% |
| 36-45 | 31.0% |
| 46-55 | 27.6% |
| 56 and above | 25.2% |

| 5. Which best represents your geographic location? | Percentage of Respondents (N=210) |
|---|--|
| Bangkok and vicinity | 91.0% |
| Northern Thailand | 3.8% |
| Northeastern Thailand | 0.5% |
| Southern Thailand | 3.8% |
| Central Thailand | 1.0% |



Appendix B: Responses to Selected Questions by Stakeholder Groups¹³

- Office of Prime Minister/a Minister N=18 ● Employee of a Ministry/Ministerial Department, Implementation Agency N=58
- Independent Government Institution N=18 ● Bilateral/Multilateral Agency N=23 ● Private Sector/Financial Sector/Private Bank (Private Sector) N=25
- Private Foundation/NGO/Community Based Organization/Professional/Trade association (Civil Society) N=23 ● Academia/Research Institute/Think Tank (Academia) N=35
- Media N=52 ● Other¹⁴ N=9 (Not included in the analyses)

Background Information

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

| Percentage of Respondents | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---------------------------|---------------------------------------|------------------------|------------------------------------|-------------------------------|----------------|---------------|----------|-------|
| Yes | 88.9% | 50.0% | 33.3% | 65.2% | 44.0% | 17.4% | 22.9% | 30.8% |
| No | 11.1% | 50.0% | 66.7% | 34.8% | 56.0% | 82.6% | 77.1% | 69.2% |

* Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Thailand?*(Select only 1 response)

| Percentage of Respondents | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|--|---------------------------------------|------------------------|------------------------------------|-------------------------------|----------------|---------------|----------|-------|
| The World Bank (IDA) | 100.0% | 96.6% | 100.0% | 100.0% | 45.5% | 100.0% | 100.0% | 93.8% |
| The International Finance Corporation (IFC) | 0.0% | 3.4% | 0.0% | 0.0% | 54.5% | 0.0% | 0.0% | 6.3% |
| The Multilateral Investment Guarantee Agency (MIGA) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| International Centre for Settlement of Investment Disputes (ICSID) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

* Significantly different between stakeholder groups

A. Overall Context

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

| Percentage of Respondents | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---------------------------|---------------------------------------|------------------------|------------------------------------|-------------------------------|----------------|---------------|----------|-------|
| The right direction* | 61.1% | 51.8% | 41.2% | 39.1% | 52.0% | 21.7% | 20.0% | 19.2% |
| The wrong direction* | 16.7% | 16.1% | 29.4% | 30.4% | 16.0% | 47.8% | 25.7% | 38.5% |
| Not sure | 22.2% | 32.1% | 29.4% | 30.4% | 32.0% | 30.4% | 54.3% | 42.3% |

* Significantly different between stakeholder groups

¹³ Only 261 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁴ Includes the following categories: PMU/Consultant working on WBG Project (N=3), Local Government Office or Staff (N=2) and State-Owned Enterprise (N=4). There is no response from the categories: Office of a member of Parliament, Judicial System, Faith-Based Group and Youth Group.

**A. Overall Context (continued)**

Please identify which of the following development priorities you consider the most important in Thailand. (Choose no more than 5)

| Percentage of Respondents (Responses combined) | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/ Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---|--|---------------------------|---------------------------------------|-----------------------------------|-------------------|---------------|----------|-------|
| Agriculture and rural/community development | 11.1% | 21.1% | 11.1% | 8.7% | 8.0% | 13.0% | 31.4% | 13.5% |
| Infrastructure | 5.6% | 17.5% | 5.6% | 4.3% | 12.0% | 21.7% | 14.3% | 15.4% |
| Private sector development* | 0.0% | 5.3% | 0.0% | 17.4% | 12.0% | 0.0% | 0.0% | 1.9% |
| Energy transition | 16.7% | 22.8% | 11.1% | 17.4% | 20.0% | 4.3% | 14.3% | 7.7% |
| Climate change* | 16.7% | 24.6% | 33.3% | 30.4% | 24.0% | 13.0% | 2.9% | 9.6% |
| Urban and/or area-based development | 27.8% | 5.3% | 16.7% | 8.7% | 16.0% | 8.7% | 14.3% | 3.8% |
| Job creation/employment | 16.7% | 17.5% | 11.1% | 13.0% | 20.0% | 34.8% | 8.6% | 17.3% |
| Natural resource management | 5.6% | 15.8% | 0.0% | 13.0% | 16.0% | 13.0% | 14.3% | 7.7% |
| Global/regional integration | 0.0% | 0.0% | 5.6% | 13.0% | 4.0% | 0.0% | 5.7% | 3.8% |
| Conflict resolution in Southern Thailand | 0.0% | 0.0% | 5.6% | 4.3% | 4.0% | 8.7% | 2.9% | 0.0% |
| Public health emergency response | 11.1% | 12.3% | 0.0% | 8.7% | 12.0% | 13.0% | 5.7% | 5.8% |
| Household debt | 11.1% | 22.8% | 33.3% | 13.0% | 20.0% | 13.0% | 17.1% | 30.8% |
| Poverty reduction | 27.8% | 31.6% | 5.6% | 17.4% | 40.0% | 26.1% | 28.6% | 32.7% |
| Public debt | 5.6% | 10.5% | 0.0% | 0.0% | 0.0% | 0.0% | 2.9% | 3.8% |
| Pollution | 5.6% | 8.8% | 5.6% | 13.0% | 12.0% | 21.7% | 11.4% | 21.2% |
| Aging society and pension system reform | 27.8% | 19.3% | 38.9% | 26.1% | 32.0% | 30.4% | 42.9% | 26.9% |
| Environmental sustainability | 16.7% | 12.3% | 11.1% | 30.4% | 20.0% | 17.4% | 8.6% | 15.4% |
| Availability and sustainable management of water and sanitation | 0.0% | 5.3% | 0.0% | 0.0% | 4.0% | 4.3% | 2.9% | 1.9% |
| Education | 61.1% | 57.9% | 72.2% | 47.8% | 40.0% | 52.2% | 65.7% | 57.7% |
| Financial and capital market developments* | 0.0% | 3.5% | 5.6% | 4.3% | 20.0% | 4.3% | 0.0% | 0.0% |
| Equality of opportunity | 38.9% | 40.4% | 38.9% | 47.8% | 44.0% | 39.1% | 37.1% | 36.5% |
| Digitalization, information and communications technology | 38.9% | 15.8% | 33.3% | 17.4% | 20.0% | 13.0% | 14.3% | 7.7% |
| Economic growth/Competitiveness | 33.3% | 28.1% | 55.6% | 47.8% | 32.0% | 30.4% | 22.9% | 38.5% |
| Public sector governance/reform | 61.1% | 31.6% | 61.1% | 43.5% | 32.0% | 34.8% | 51.4% | 34.6% |
| Trade and exports | 0.0% | 3.5% | 0.0% | 4.3% | 8.0% | 0.0% | 0.0% | 5.8% |
| Data governance and integrated national data system | 5.6% | 15.8% | 0.0% | 0.0% | 20.0% | 17.4% | 17.1% | 23.1% |
| Disaster risk management* | 33.3% | 3.5% | 5.6% | 0.0% | 4.0% | 0.0% | 5.7% | 7.7% |
| Social protection* | 16.7% | 8.8% | 27.8% | 34.8% | 4.0% | 21.7% | 11.4% | 11.5% |
| Health sector reform* | 0.0% | 7.0% | 5.6% | 0.0% | 0.0% | 8.7% | 11.4% | 21.2% |
| Gender equity* | 0.0% | 1.8% | 0.0% | 4.3% | 0.0% | 34.8% | 2.9% | 3.8% |

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2)

| Percentage of Respondents | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---|---------------------------------------|------------------------|------------------------------------|-------------------------------|----------------|---------------|----------|-------|
| Inadequate private sector participation | 0.0% | 7.1% | 11.1% | 0.0% | 8.0% | 0.0% | 0.0% | 0.0% |
| Silos in government* | 44.4% | 21.4% | 55.6% | 30.4% | 40.0% | 13.0% | 20.0% | 15.4% |
| Corruption | 27.8% | 23.2% | 38.9% | 43.5% | 28.0% | 39.1% | 34.3% | 53.8% |
| Inadequate government accountability | 16.7% | 14.3% | 11.1% | 26.1% | 16.0% | 43.5% | 25.7% | 30.8% |
| Inadequate level of development partner coordination | 0.0% | 5.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Inadequate capacity in the government | 27.8% | 23.2% | 16.7% | 4.3% | 20.0% | 21.7% | 40.0% | 23.1% |
| Reforms are not well thought out in light of country challenges | 11.1% | 26.8% | 11.1% | 8.7% | 32.0% | 26.1% | 17.1% | 13.5% |
| Political pressures and obstacles | 50.0% | 41.1% | 44.4% | 39.1% | 20.0% | 43.5% | 37.1% | 32.7% |
| Pressure from outside interest groups | 11.1% | 19.6% | 5.6% | 17.4% | 12.0% | 4.3% | 5.7% | 17.3% |
| Inadequate citizen/civil society participation | 5.6% | 12.5% | 5.6% | 26.1% | 20.0% | 4.3% | 11.4% | 11.5% |
| Other | 5.6% | 1.8% | 0.0% | 4.3% | 4.0% | 4.3% | 5.7% | 0.0% |

*Significantly different between stakeholder groups

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent do you trust the World Bank Group to do what is right? | 18 | 7.28 | 52 | 7.46 | 17 | 7.24 | 20 | 6.90 | 24 | 7.08 | 20 | 6.90 | 35 | 6.71 | 47 | 6.96 |

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

B. Overall Attitudes Toward the World Bank Group

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank (IBRD/IDA) | 18 | 7.22 | 52 | 6.96 | 16 | 7.19 | 22 | 6.55 | 25 | 6.24 | 22 | 5.55 | 34 | 6.65 | 52 | 6.31 |
| The International Finance Corporation (IFC), the World Bank Group's private sector arm* | 18 | 4.28 | 51 | 5.39 | 16 | 6.19 | 21 | 3.81 | 25 | 6.28 | 22 | 4.09 | 34 | 4.53 | 52 | 4.83 |

*Significantly different between stakeholder groups



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

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Overall, the World Bank Group currently plays a relevant role in development in Thailand | 18 | 6.72 | 51 | 7.22 | 16 | 6.75 | 20 | 6.90 | 24 | 6.46 | 20 | 6.05 | 33 | 6.64 | | |
| The World Bank Group's work is aligned with what I consider the development priorities for Thailand | 18 | 6.78 | 51 | 7.31 | 15 | 7.20 | 19 | 6.58 | 25 | 6.60 | 19 | 6.37 | 33 | 6.79 | 43 | 6.79 |

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|--|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank (IBRD/IDA) | 18 | 6.78 | 47 | 7.19 | 15 | 7.00 | 17 | 6.65 | 22 | 6.45 | 19 | 6.26 | 26 | 6.35 | 39 | 6.82 |
| The International Finance Corporation (IFC), the World Bank Group's private sector arm | 12 | 6.75 | 35 | 6.57 | 11 | 6.64 | 5 | 6.00 | 24 | 6.29 | 13 | 5.85 | 22 | 5.95 | 28 | 6.50 |

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|--|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent does the World Bank Group's work help to achieve development results in Thailand? | 17 | 6.29 | 46 | 6.96 | 16 | 6.50 | 15 | 6.27 | 24 | 6.08 | 20 | 6.25 | 28 | 6.21 | 40 | 6.47 |

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|--|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent does the World Bank Group influence the development agenda in Thailand* | 18 | 6.39 | 46 | 7.15 | 16 | 6.38 | 16 | 5.31 | 23 | 6.04 | 18 | 6.11 | 29 | 6.21 | 42 | 6.17 |

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

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

When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5)

| Percentage of Respondents (Responses combined) | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/ Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---|--|---------------------------|---------------------------------------|-----------------------------------|-------------------|---------------|----------|-------|
| Agriculture and rural/community development | 5.6% | 13.7% | 12.5% | 23.8% | 13.0% | 9.5% | 14.7% | 22.4% |
| Infrastructure | 11.1% | 9.8% | 12.5% | 4.8% | 17.4% | 9.5% | 17.6% | 6.1% |
| Digitalization, information and communications technology | 11.1% | 13.7% | 18.8% | 19.0% | 21.7% | 14.3% | 11.8% | 10.2% |
| Pollution | 0.0% | 11.8% | 0.0% | 9.5% | 8.7% | 4.8% | 5.9% | 4.1% |
| Household debt | 5.6% | 5.9% | 25.0% | 14.3% | 8.7% | 9.5% | 8.8% | 20.4% |
| Urban and/or area-based development* | 11.1% | 9.8% | 18.8% | 9.5% | 21.7% | 0.0% | 38.2% | 8.2% |
| Private sector development | 0.0% | 5.9% | 0.0% | 4.8% | 13.0% | 14.3% | 5.9% | 6.1% |
| Equality of opportunity | 38.9% | 29.4% | 31.3% | 38.1% | 39.1% | 33.3% | 41.2% | 24.5% |
| Energy transition | 5.6% | 19.6% | 6.3% | 14.3% | 26.1% | 9.5% | 14.7% | 12.2% |
| Natural resource management | 5.6% | 13.7% | 0.0% | 4.8% | 4.3% | 9.5% | 2.9% | 4.1% |
| Global/regional integration* | 16.7% | 5.9% | 0.0% | 9.5% | 26.1% | 4.8% | 5.9% | 4.1% |
| Aging society and pension system reform | 11.1% | 17.6% | 43.8% | 14.3% | 30.4% | 14.3% | 35.3% | 16.3% |
| Health sector reform | 0.0% | 3.9% | 6.3% | 0.0% | 0.0% | 0.0% | 14.7% | 10.2% |
| Public health emergency response | 0.0% | 5.9% | 0.0% | 4.8% | 0.0% | 14.3% | 0.0% | 4.1% |
| Climate change | 27.8% | 29.4% | 31.3% | 28.6% | 26.1% | 23.8% | 11.8% | 14.3% |
| Data governance | 16.7% | 17.6% | 12.5% | 14.3% | 17.4% | 28.6% | 20.6% | 20.4% |
| Environmental sustainability | 5.6% | 21.6% | 18.8% | 9.5% | 17.4% | 4.8% | 11.8% | 8.2% |
| Social protection* | 44.4% | 13.7% | 12.5% | 23.8% | 4.3% | 33.3% | 17.6% | 12.2% |
| Disaster risk management | 5.6% | 7.8% | 6.3% | 0.0% | 0.0% | 4.8% | 2.9% | 2.0% |
| Poverty reduction | 55.6% | 35.3% | 43.8% | 28.6% | 34.8% | 47.6% | 35.3% | 46.9% |
| Gender equity* | 0.0% | 2.0% | 0.0% | 4.8% | 4.3% | 47.6% | 2.9% | 2.0% |
| Availability and sustainable management of water and sanitation | 11.1% | 5.9% | 0.0% | 4.8% | 0.0% | 0.0% | 0.0% | 2.0% |
| Public debt | 11.1% | 7.8% | 0.0% | 4.8% | 4.3% | 19.0% | 8.8% | 6.1% |
| Education | 50.0% | 39.2% | 37.5% | 33.3% | 26.1% | 28.6% | 35.3% | 46.9% |
| Economic growth/Competitiveness | 33.3% | 31.4% | 62.5% | 38.1% | 43.5% | 23.8% | 23.5% | 40.8% |
| Public sector governance/reform* | 44.4% | 17.6% | 43.8% | 52.4% | 21.7% | 19.0% | 41.2% | 20.4% |
| Trade and exports | 0.0% | 3.9% | 0.0% | 0.0% | 8.7% | 4.8% | 0.0% | 8.2% |
| Job creation/employment | 11.1% | 19.6% | 6.3% | 14.3% | 13.0% | 23.8% | 14.7% | 20.4% |
| Conflict resolution in Southern Thailand | 5.6% | 3.9% | 0.0% | 9.5% | 0.0% | 4.8% | 2.9% | 0.0% |
| Financial and capital market developments | 5.6% | 11.8% | 18.8% | 19.0% | 26.1% | 14.3% | 8.8% | 4.1% |

*Significantly different between stakeholder groups

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

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Collaboration with the private sector* | 14 | 6.00 | 38 | 7.16 | 12 | 6.83 | 10 | 5.40 | 16 | 6.50 | 18 | 7.17 | 22 | 6.68 | 35 | 6.20 |
| Being inclusive | 16 | 6.31 | 41 | 7.24 | 15 | 6.47 | 14 | 5.50 | 16 | 6.62 | 17 | 6.53 | 27 | 6.67 | 37 | 6.68 |
| Straightforwardness and honesty | 17 | 6.71 | 45 | 8.16 | 16 | 7.44 | 16 | 7.25 | 17 | 7.41 | 18 | 7.22 | 27 | 7.67 | 40 | 7.15 |
| Access to WBG staff and experts* | 17 | 6.24 | 46 | 7.91 | 16 | 7.19 | 16 | 6.88 | 16 | 6.50 | 17 | 6.29 | 27 | 6.41 | 41 | 6.95 |
| Being a long-term partner | 17 | 7.53 | 45 | 8.07 | 16 | 7.81 | 16 | 6.75 | 16 | 7.31 | 17 | 7.00 | 28 | 7.18 | 39 | 7.59 |
| Responsiveness to needs* | 17 | 6.24 | 46 | 7.52 | 16 | 6.69 | 14 | 6.71 | 16 | 6.06 | 17 | 6.29 | 28 | 6.54 | 38 | 6.68 |
| Collaboration with the Government* | 17 | 6.88 | 46 | 8.15 | 15 | 7.07 | 15 | 7.20 | 14 | 6.64 | 16 | 7.19 | 26 | 6.88 | 38 | 6.74 |
| Flexibility when circumstances change* | 16 | 7.06 | 47 | 7.79 | 16 | 6.50 | 15 | 6.87 | 16 | 6.38 | 17 | 6.88 | 26 | 6.92 | 37 | 6.81 |
| Collaboration with civil society* | 14 | 6.64 | 41 | 7.49 | 15 | 6.40 | 13 | 5.00 | 15 | 6.60 | 18 | 6.50 | 27 | 6.19 | 38 | 6.45 |
| Treating clients and stakeholders in Thailand with respect* | 17 | 6.82 | 45 | 8.60 | 16 | 7.81 | 17 | 7.24 | 16 | 7.19 | 15 | 7.27 | 27 | 7.15 | 38 | 7.37 |
| Openness (sharing data and Media information)* | 16 | 7.12 | 47 | 8.47 | 16 | 7.81 | 19 | 7.00 | 16 | 7.06 | 17 | 7.18 | 29 | 7.72 | 44 | 7.41 |
| Collaboration with Media donors and development partners* | 14 | 7.71 | 42 | 8.29 | 14 | 7.43 | 19 | 6.63 | 16 | 6.94 | 17 | 7.41 | 26 | 7.27 | 35 | 7.40 |

*Significantly different between stakeholder groups

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank Group takes decisions quickly in Thailand* | 14 | 5.43 | 38 | 7.18 | 12 | 5.92 | 6 | 5.17 | 17 | 5.76 | 9 | 6.33 | 19 | 6.11 | 29 | 6.00 |

*Significantly different between stakeholder groups

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| The World Bank Group's financial instruments meet the needs of Thailand | 10 | 6.90 | 36 | 7.11 | 7 | 6.00 | 5 | 4.80 | 17 | 5.94 | 10 | 7.00 | 19 | 6.74 | 28 | 6.93 |
| The World Bank Group meets Thailand's needs for knowledge services | 14 | 6.29 | 43 | 7.86 | 15 | 7.87 | 13 | 6.77 | 17 | 6.59 | 14 | 7.07 | 25 | 7.16 | 40 | 7.22 |



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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?* | 15 | 5.47 | 32 | 7.53 | 8 | 7.12 | 4 | 5.00 | 10 | 5.90 | 9 | 7.22 | 19 | 6.37 | 27 | 6.67 |

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

E. World Bank Group's Knowledge Work and Activities

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

| Percentage of Respondents | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---------------------------|---------------------------------------|------------------------|------------------------------------|-------------------------------|----------------|---------------|----------|-------|
| Weekly | 7.1% | 4.3% | 6.7% | 0.0% | 5.6% | 0.0% | 3.3% | 2.3% |
| Monthly | 21.4% | 34.0% | 20.0% | 22.2% | 22.2% | 14.3% | 30.0% | 29.5% |
| A few times a year | 57.1% | 42.6% | 53.3% | 55.6% | 66.7% | 38.1% | 43.3% | 56.8% |
| Rarely | 14.3% | 14.9% | 20.0% | 16.7% | 0.0% | 33.3% | 13.3% | 6.8% |
| Never | 0.0% | 4.3% | 0.0% | 5.6% | 5.6% | 14.3% | 10.0% | 4.5% |

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

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|---|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Are adaptable to Thailand's specific development challenges and country circumstances | 14 | 5.86 | 38 | 7.32 | 14 | 6.71 | 15 | 6.87 | 17 | 6.65 | 15 | 7.00 | 25 | 6.56 | 32 | 6.75 |

| | Office of the Prime Minister/Minister | | Employee of a Ministry | | Independent Government Institution | | Bilateral/Multilateral Agency | | Private Sector | | Civil Society | | Academia | | Media | |
|--|---------------------------------------|------|------------------------|------|------------------------------------|------|-------------------------------|------|----------------|------|---------------|------|----------|------|-------|------|
| | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean | N | Mean |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 14 | 6.29 | 42 | 7.45 | 14 | 7.00 | 12 | 6.17 | 17 | 5.76 | 17 | 6.94 | 25 | 6.72 | 32 | 6.59 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 14 | 6.29 | 41 | 7.95 | 14 | 8.00 | 14 | 8.29 | 16 | 6.69 | 17 | 7.29 | 25 | 7.16 | 33 | 6.97 |

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

**F. The Future Role of The World Bank Group in Thailand**

Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/ Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|--|--|---------------------------|---------------------------------------|-----------------------------------|-------------------|---------------|----------|-------|
| Provide more real-time advice and guidance | 57.1% | 44.7% | 43.8% | 27.8% | 38.9% | 28.6% | 43.3% | 33.3% |
| Provide more adequate data/knowledge/statistics on your country's economy* | 28.6% | 42.6% | 18.8% | 16.7% | 11.1% | 19.0% | 50.0% | 40.5% |
| Be more sensitive toward political and social realities | 21.4% | 17.0% | 6.3% | 33.3% | 5.6% | 9.5% | 20.0% | 7.1% |
| Incorporate more innovative technologies into its work and support | 14.3% | 23.4% | 18.8% | 11.1% | 22.2% | 23.8% | 16.7% | 7.1% |
| Increase the level of country specific expertise* | 50.0% | 38.3% | 50.0% | 11.1% | 27.8% | 19.0% | 20.0% | 19.0% |
| More public disclosure of its work | 14.3% | 25.5% | 18.8% | 38.9% | 38.9% | 47.6% | 20.0% | 42.9% |
| Be more willing to criticize government policies and reform efforts* | 50.0% | 25.5% | 62.5% | 44.4% | 55.6% | 57.1% | 63.3% | 64.3% |
| Increase emphasis on capacity development | 0.0% | 34.0% | 50.0% | 33.3% | 44.4% | 28.6% | 26.7% | 21.4% |
| Be less influenced by developed countries and their priorities | 35.7% | 21.3% | 31.3% | 27.8% | 38.9% | 38.1% | 16.7% | 23.8% |
| Other | 14.3% | 4.3% | 0.0% | 11.1% | 0.0% | 4.8% | 6.7% | 2.4% |

*Significantly different between stakeholder groups

In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/ Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---|--|---------------------------|---------------------------------------|-----------------------------------|-------------------|---------------|----------|-------|
| Parliament | 14.3% | 6.4% | 0.0% | 22.2% | 5.6% | 9.5% | 6.7% | 4.9% |
| Beneficiaries | 21.4% | 19.1% | 18.8% | 22.2% | 16.7% | 23.8% | 13.3% | 7.3% |
| The executive branch* | 28.6% | 53.2% | 37.5% | 16.7% | 38.9% | 9.5% | 30.0% | 36.6% |
| Media* | 7.1% | 14.9% | 6.3% | 0.0% | 11.1% | 23.8% | 13.3% | 56.1% |
| Local government* | 42.9% | 27.7% | 12.5% | 66.7% | 16.7% | 9.5% | 30.0% | 19.5% |
| Academia/think tanks/research institutes* | 50.0% | 42.6% | 62.5% | 11.1% | 27.8% | 33.3% | 80.0% | 19.5% |
| NGOs* | 14.3% | 12.8% | 6.3% | 22.2% | 11.1% | 61.9% | 16.7% | 9.8% |
| Faith-based organizations | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 0.0% | 4.9% |
| Development partners | 35.7% | 21.3% | 43.8% | 27.8% | 33.3% | 23.8% | 23.3% | 9.8% |
| Private sector | 28.6% | 27.7% | 56.3% | 22.2% | 55.6% | 19.0% | 23.3% | 34.1% |
| Youth/university groups | 21.4% | 27.7% | 37.5% | 27.8% | 22.2% | 33.3% | 50.0% | 39.0% |
| Private foundations* | 0.0% | 0.0% | 0.0% | 0.0% | 11.1% | 33.3% | 3.3% | 2.4% |
| Other | 0.0% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 4.9% |
| Don't know | 7.1% | 6.4% | 0.0% | 11.1% | 11.1% | 4.8% | 0.0% | 7.3% |

*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/ Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---|--|---------------------------|---------------------------------------|-----------------------------------|-------------------|---------------|----------|-------|
| Local television | 7.1% | 31.9% | 12.5% | 18.8% | 16.7% | 33.3% | 10.3% | 17.1% |
| International television | 0.0% | 6.4% | 18.8% | 12.5% | 5.6% | 9.5% | 3.4% | 0.0% |
| Local radio news programs or bulletins | 14.3% | 8.5% | 0.0% | 18.8% | 11.1% | 9.5% | 0.0% | 7.3% |
| International radio news programs or bulletins | 0.0% | 0.0% | 0.0% | 6.3% | 5.6% | 0.0% | 3.4% | 2.4% |
| Printed local newspapers | 0.0% | 6.4% | 6.3% | 18.8% | 16.7% | 0.0% | 3.4% | 14.6% |
| Printed international newspapers | 0.0% | 0.0% | 0.0% | 12.5% | 0.0% | 4.8% | 3.4% | 4.9% |
| Printed local periodicals | 7.1% | 6.4% | 0.0% | 6.3% | 5.6% | 0.0% | 10.3% | 7.3% |
| Printed international periodicals | 7.1% | 0.0% | 12.5% | 6.3% | 0.0% | 0.0% | 13.8% | 4.9% |
| Websites/apps of local TV | 14.3% | 25.5% | 25.0% | 0.0% | 38.9% | 14.3% | 13.8% | 17.1% |
| Websites/apps of international TV | 14.3% | 14.9% | 12.5% | 12.5% | 16.7% | 14.3% | 24.1% | 2.4% |
| Websites/apps of local radio companies | 7.1% | 2.1% | 0.0% | 6.3% | 5.6% | 19.0% | 6.9% | 9.8% |
| Websites/apps of international radio companies | 0.0% | 6.4% | 6.3% | 6.3% | 5.6% | 9.5% | 0.0% | 4.9% |
| Websites/apps of local newspapers/magazines | 64.3% | 38.3% | 37.5% | 37.5% | 50.0% | 47.6% | 37.9% | 56.1% |
| Websites/apps of international newspapers/magazines | 50.0% | 36.2% | 50.0% | 37.5% | 27.8% | 33.3% | 48.3% | 19.5% |
| Social media | 64.3% | 61.7% | 68.8% | 50.0% | 50.0% | 57.1% | 75.9% | 61.0% |
| Blogs | 0.0% | 6.4% | 12.5% | 0.0% | 5.6% | 4.8% | 0.0% | 2.4% |
| Other | 7.1% | 2.1% | 6.3% | 12.5% | 5.6% | 9.5% | 3.4% | 9.8% |

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

| Percentage of Respondents (Responses combined) | Office of the Prime Minister/Minister | Employee of a Ministry | Independent Government Institution | Bilateral/ Multilateral Agency | Private Sector | Civil Society | Academia | Media |
|---|--|---------------------------|---------------------------------------|-----------------------------------|-------------------|---------------|----------|-------|
| World Bank Group's publications and other written materials | 35.7% | 23.4% | 25.0% | 29.4% | 11.1% | 14.3% | 34.5% | 24.4% |
| e-Newsletters | 57.1% | 23.4% | 43.8% | 29.4% | 33.3% | 61.9% | 34.5% | 34.1% |
| World Bank Group's seminars/workshops/conferences | 57.1% | 23.4% | 43.8% | 29.4% | 33.3% | 61.9% | 34.5% | 34.1% |
| World Bank Group's blogs | 7.1% | 10.6% | 18.8% | 11.8% | 16.7% | 0.0% | 10.3% | 0.0% |
| World Bank Group's social media | 35.7% | 48.9% | 43.8% | 17.6% | 33.3% | 61.9% | 41.4% | 39.0% |
| Direct contact with World Bank Group* | 14.3% | 8.5% | 25.0% | 47.1% | 27.8% | 28.6% | 17.2% | 31.7% |
| World Bank Group's website | 35.7% | 44.7% | 31.3% | 29.4% | 55.6% | 38.1% | 51.7% | 24.4% |
| Webinars or online events hosted by the World Bank Group | 21.4% | 23.4% | 31.3% | 29.4% | 22.2% | 19.0% | 24.1% | 19.5% |
| Interviews and press conferences for the Thailand's media* | 14.3% | 31.9% | 18.8% | 5.9% | 27.8% | 4.8% | 6.9% | 58.5% |

**Appendix C: Indicator Questions as a Function of Exposure to the World Bank Group**

| Indicator Question | Currently, do you professionally collaborate/work with the World Bank Group in your country? | |
|---|--|----------------------------|
| | Not collaborating with the WBG | Collaborating with the WBG |
| To what extent do you trust the World Bank Group to do what is right? | 6.83 | 7.43 |
| Overall, the World Bank Group currently plays a relevant role in development in Thailand | 6.57 | 7.05 |
| The World Bank Group's work is aligned with what I consider the development priorities for Thailand | 6.65 | 7.21 |
| Overall, please rate your impression of the effectiveness of the World Bank (IBRD/IDA) in Thailand. | 6.54 | 7.09 |
| Overall, please rate your impression of the effectiveness of the IFC in Thailand. | 6.15 | 6.65 |
| To what extent does the World Bank Group's work help to achieve development results in Thailand? | 6.39 | 6.61 |
| To what extent does the World Bank Group influence the development agenda in Thailand? | 6.25 | 6.56 |
| Collaboration with the private sector | 6.64 | 6.61 |
| Being inclusive | 6.53 | 6.77 |
| Straightforwardness and honesty | 7.47 | 7.56 |
| Access to WBG staff and experts | 6.85 | 7.14 |
| Being a long-term partner | 7.38 | 7.70 |
| Responsiveness to needs | 6.67 | 6.82 |
| Collaboration with the Government | 7.00 | 7.44 |
| Flexibility when circumstances change | 6.97 | 7.10 |
| Collaboration with civil society | 6.51 | 6.67 |
| Treating clients and stakeholders in Thailand with respect | 7.42 | 7.82 |
| Openness (sharing data and other information) | 7.43 | 7.88 |
| Collaboration with other donors and development partners | 7.35 | 7.71 |
| The World Bank Group takes decisions quickly in Thailand | 6.19 | 6.31 |
| The World Bank Group's financial instruments (i.e., investment lending, Development Policy Credit, Trust Funds, Program-for-Results) meet the needs of Thailand | 6.72 | 6.75 |
| The World Bank Group meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance, advisory services) | 7.17 | 7.46 |
| Are adaptable to Thailand's specific development challenges and country circumstances | 6.86 | 6.69 |
| Overall, how significant a contribution do you believe the World Bank Groups knowledge work and activities make to development results in your country? | 6.76 | 6.81 |
| Overall, how would you rate the technical quality of the World Bank Groups knowledge work and activities? | 7.23 | 7.66 |

Yellow highlight indicates significant difference between Yes and No means.



Appendix D: Thailand FY22 COS Questionnaire



World Bank Group Country Survey FY 2022 – Thailand

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Thailand or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in Thailand, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Thailand.

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

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

To complete the survey, please circle/check the response that most accurately reflects your opinion. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.

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

**BACKGROUND INFORMATION**

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

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)

| | |
|---|-----|
| 1 | Yes |
| 2 | No |

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

**SECTION A: OVERALL CONTEXT**

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

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

| A3. Please identify which of the following development priorities you consider the most important in Thailand. (Choose no more than 5) | | | |
|---|--|----|---|
| 1 | Agriculture and rural/community development | 16 | Aging society and pension system reform |
| 2 | Infrastructure (e.g., roads, bridges, transportation, road safety) | 17 | Environmental sustainability (e.g., marine plastics) |
| 3 | Private sector development | 18 | Availability and sustainable management of water and sanitation |
| 4 | Energy transition (e.g., renewable energy) | 19 | Education (e.g., quality of education) |
| 5 | Climate change (e.g., mitigation, adaptation) | 20 | Financial and capital market developments |
| 6 | Urban and/or area-based development | 21 | Equality of opportunity (i.e., social inclusion) |
| 7 | Job creation/employment | 22 | Digitalization, information and communications technology |
| 8 | Natural resource management (water, forest, etc.) | 23 | Economic growth/Competitiveness |
| 9 | Global/regional integration (e.g., AEC, CLMVT, CPTPP) | 24 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 10 | Conflict resolution in Southern Thailand | 25 | Trade and exports |
| 11 | Public health emergency response (e.g., COVID-19) | 26 | Data governance (e.g., big data, open data) and integrated national data system |
| 12 | Household debt | 27 | Disaster risk management |
| 13 | Poverty reduction | 28 | Social protection (e.g., targeted social assistance) |
| 14 | Public debt | 29 | Health sector reform |
| 15 | Pollution | 30 | Gender equity (closing the gap between women and men, and boys and girls) |

**SECTION A: OVERALL CONTEXT**

| A4. When economic and/or social reform efforts fail or are slow to take place in Thailand, which of the following would you attribute this to? (Choose no more than 2) | |
|---|--|
| 1 | Inadequate private sector participation |
| 2 | Silos in government |
| 3 | Corruption |
| 4 | Inadequate government accountability |
| 5 | Inadequate level of development partner coordination |
| 6 | Inadequate capacity in the government |
| 7 | Reforms are not well thought out in light of country challenges |
| 8 | Political pressures and obstacles |
| 9 | Pressure from outside interest groups (e.g., private sector, unions) |
| 10 | Inadequate citizen/civil society participation |
| 11 | Other (please specify): _____ |

| A5. To what extent, do you trust each of the following groups to do what is right? | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
|---|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| 1 | The national/federal government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 2 | Parliament/legislative branch | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 3 | Bilateral organizations (e.g., DFID, JICA, GIZ, USAID) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 4 | The World Bank Group | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 5 | The International Monetary Fund | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 6 | The United Nations (UN) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 7 | The World Health Organization (WHO) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 8 | Regional development banks | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 9 | Thailand's Central Bank | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 10 | International private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 11 | Domestic private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 12 | International civil society (e.g., NGOs, CBOs) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 13 | Domestic civil society (e.g., NGOs, CBOs) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 14 | Youth organizations | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 15 | Faith-based institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 16 | Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 17 | International media and their web presence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 18 | Web based media (i.e., blogs, social media, other web-based news, and information sources) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 19 | Academia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 20 | Independent organizations by the Constitution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| 21 | Judicial system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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

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

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

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

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

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

| B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Thailand? (Select only 1 response) | |
|--|-----------------------------------|
| 1 | To a fully sufficient degree |
| 2 | To a somewhat sufficient degree |
| 3 | To a somewhat insufficient degree |
| 4 | To a very insufficient degree |
| 5 | Don't know |

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

| B8. When thinking about the World Bank Group’s role in Thailand, which activity do you VALUE the most? (Choose no more than 2) | |
|---|---|
| 1 | Implementation support |
| 2 | Bringing together different groups of stakeholders |
| 3 | Mobilizing third party financial resources |
| 4 | Global advocacy |
| 5 | Formal policy advice, studies, analyses |
| 6 | Development partner coordination |
| 7 | Financial resources |
| 8 | Data and statistics |
| 9 | Capacity development related to World Bank Group supported projects |
| 10 | Technical assistance/knowledge |
| 11 | Informal advice that World Bank Group’s staff provides (e.g., memos, short evidence notes, informal discussions and emails) |
| 12 | Promoting knowledge sharing |
| 13 | Other (please specify): _____ |

| B9. When thinking about how the World Bank Group can have the most impact on development results in Thailand, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Thailand? (Choose no more than 5) | | | |
|---|--|----|---|
| 1 | Agriculture and rural/community development | 16 | Data governance (e.g., big data, open data) and integrated national data system |
| 2 | Infrastructure (e.g., roads, bridges, transportation, road safety) | 17 | Environmental sustainability (e.g., marine plastics) |
| 3 | Digitalization, information and communications technology | 18 | Social protection (e.g., targeted social assistance) |
| 4 | Pollution | 19 | Disaster risk management |
| 5 | Household debt | 20 | Poverty reduction |
| 6 | Urban and/or area-based development | 21 | Gender equity (closing the gap between women and men, and boys and girls) |
| 7 | Private sector development | 22 | Availability and sustainable management of water and sanitation |
| 8 | Equality of opportunity (i.e., social inclusion) | 23 | Public debt |
| 9 | Energy transition (e.g., renewable energy) | 24 | Education (e.g., quality of education) |
| 10 | Natural resource management (water, forest, etc.) | 25 | Economic growth/Competitiveness |
| 11 | Global/regional integration (e.g., AEC, CLMVT, CPTPP) | 26 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 12 | Aging society and pension system reform | 27 | Trade and exports |
| 13 | Health sector reform | 28 | Job creation/employment |
| 14 | Public health emergency response (e.g., COVID-19) | 29 | Conflict resolution in Southern Thailand |
| 15 | Climate change (e.g., mitigation, adaptation) | 30 | Financial and capital market developments |

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

| B10. What do you immediately think of when you hear about the IFC? (Choose no more than 3) | | | |
|---|-------------------------------------|----|-------------------------------|
| 1 | Investment bank | 9 | Thought leader |
| 2 | World Bank | 10 | Financial advisory solutions |
| 3 | Public-private partnerships | 11 | Venture capital |
| 4 | Impact investor | 12 | Asset manager |
| 5 | Innovation and entrepreneurship | 13 | None of the above |
| 6 | Private sector solutions | 14 | Don't know |
| 7 | Multi-lateral financial institution | 15 | Other (please specify): _____ |
| 8 | Development institution | | |

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

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

| To what extent is the World Bank Group an effective development partner in Thailand, in terms of each of the following? | | | | | | | | | | | | |
|--|--|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| C2 | Collaboration with the private sector | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C3 | Being inclusive | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C4 | Straightforwardness and honesty | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C5 | Access to WBG staff and experts | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C6 | Being a long-term partner | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C7 | Responsiveness to needs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C8 | Collaboration with the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C9 | Flexibility when circumstances change | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C10 | Collaboration with civil society | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C11 | Treating clients and stakeholders in Thailand with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C12 | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C13 | Collaboration with other donors and development partners | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| To what extent do you agree/disagree with the following statements? | | | | | | | | | | | | |
|--|--|-------------------|---|---|---|---|----------------|---|---|---|----|--------------------------|
| | | Strongly disagree | | | | | Strongly agree | | | | | Don't know |
| C14 | The World Bank Group takes decisions quickly in Thailand | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C15 | The World Bank Group's approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C16 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C17 | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C18 | The World Bank Group's Environmental and Social Framework requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C19 | The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C20 | The World Bank Group measures results effectively | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| C21 | Working with the World Bank Group increases Thailand's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

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

| To what extent do you agree/disagree with the following statements about the World Bank Group in Thailand? | | | | | | | | | | | | |
|---|---|--------------------------|---|---|---|---|---|---|---|-----------------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| C22 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Thailand | | | | | | | | | | | <input type="checkbox"/> |
| C23 | The World Bank Group meets Thailand's needs for knowledge services (e.g., research, analysis, data, technical assistance) | | | | | | | | | | | <input type="checkbox"/> |

| C24. To what extent do you believe that Thailand received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|-------------------------------------|--------------------------|-------------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | |
| To no degree at all | | | | | | | | | To a very significant degree | | Don't know | |
| | | | | | | | | | | <input type="checkbox"/> | | |

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

| D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Thailand? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know") | | Not effective at all | | | | | | | | | | Very effective | Don't know |
|--|---|-----------------------------|---|---|---|---|---|---|---|---|----|-----------------------|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| 1 | Public health emergency response (e.g., COVID-19) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 2 | Infrastructure (e.g., roads, bridges, transportation, road safety) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 3 | Private sector development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 4 | Energy transition (e.g., renewable energy) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 5 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 6 | Natural resource management (water, forest, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 7 | Global/regional integration (e.g., AEC, CLMVT, CPTPP) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 8 | Aging society and pension system reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 9 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 10 | Public debt | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 11 | Urban and/or area-based development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 12 | Health sector reform | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 13 | Pollution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 14 | Agriculture and rural/community development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 15 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 16 | Conflict resolution in Southern Thailand | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 17 | Environmental sustainability (e.g., marine plastics) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 18 | Availability and sustainable management of water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 19 | Education (e.g., quality of education) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 20 | Digitalization, information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 21 | Economic growth/Competitiveness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 22 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 23 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 24 | Social protection (e.g., targeted social assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 25 | Household debt | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 26 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 27 | Gender equity (closing the gap between women and men, and boys and girls) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 28 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 29 | Data governance (e.g., big data, open data) and integrated national data system | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 30 | Financial and capital market developments | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |



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

| D2. How effectively does the World Bank Group support Thailand's efforts ... ? | | | | | | | | | | | | |
|---|---|-------------------------------|---|---|---|---|---|---|---|-------------------------|----|--------------------------|
| | | Not effectively at all | | | | | | | | Very effectively | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | | | | | | | | | | | <input type="checkbox"/> |
| 2 | To develop better and stronger data collection/ analytics systems within the Government | | | | | | | | | | | <input type="checkbox"/> |



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

| E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do? | |
|---|--------------------|
| 1 | Weekly |
| 2 | Monthly |
| 3 | A few times a year |
| 4 | Rarely |
| 5 | Never |

| In Thailand, to what extent do you believe that the World Bank Group's knowledge work and activities: | | | | | | | | | | | | |
|--|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| E2 | Are timely | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E3 | Include appropriate level of stakeholder involvement during preparation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E4 | Are source of relevant information on global good practices | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E5 | Are adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E6 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| E7 | Are adaptable to Thailand's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

| E8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------|--------------------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| Not significant at all | | | | | | | | | Very significant | Don't know | |

| E9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|-----------------------------|--------------------------|--|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| Very low technical quality | | | | | | | | | Very high technical quality | Don't know | |

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

| F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Thailand? (Choose no more than 3) | |
|---|---|
| 1 | Provide more real-time advice and guidance |
| 2 | Provide more adequate data/knowledge/statistics on your country's economy |
| 3 | Be more sensitive toward political and social realities |
| 4 | Incorporate more innovative technologies into its work and support |
| 5 | Increase the level of country specific expertise |
| 6 | More public disclosure of its work |
| 7 | Be more willing to criticize government policies and reform efforts |
| 8 | Increase emphasis on capacity development |
| 9 | Be less influenced by developed countries and their priorities |
| 10 | Other (please specify): _____ |

| F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Thailand? (Choose no more than 3) | | | |
|--|--|----|-------------------------------|
| 1 | Parliament | 8 | Faith-based organizations |
| 2 | Beneficiaries | 9 | Development partners |
| 3 | The executive branch | 10 | Private sector |
| 4 | Media | 11 | Youth/university groups |
| 5 | Local government | 12 | Private foundations |
| 6 | Academia/think tanks/research institutes | 13 | Other (please specify): _____ |
| 7 | NGOs | 14 | Don't know |

| F3. Which THREE areas below would benefit most from the World Bank Group's support to help ensure that Thailand has fair and equitable access to the vaccines necessary to alter the course of the COVID-19 pandemic? (Choose no more than 3) | |
|--|---|
| 1 | Support the distribution of vaccines |
| 2 | Support community and stakeholder engagement to address misinformation and stigma |
| 3 | Assess country's readiness for vaccine distribution |
| 4 | Help to strengthen health systems |
| 5 | Support the purchase of vaccines |
| 6 | Training health workers |
| 7 | Other (please specify): _____ |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| G1. Which would you say are your MAIN sources of news about economic and social development issues in Thailand? (Choose no more than 3) | | | |
|--|--|----|---|
| 1 | Local television | 10 | Websites/apps of international TV |
| 2 | International television | 11 | Websites/apps of local radio companies |
| 3 | Local radio news programs or bulletins | 12 | Websites/apps of international radio companies |
| 4 | International radio news programs or bulletins | 13 | Websites/apps of local newspapers/magazines |
| 5 | Printed local newspapers | 14 | Websites/apps of international newspapers/magazines |
| 6 | Printed international newspapers | 15 | Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok) |
| 7 | Printed local periodicals | 16 | Blogs |
| 8 | Printed international periodicals | 17 | Other (please specify): _____ |
| 9 | Websites/apps of local TV | | |

| G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3) | | | |
|--|---|---|--|
| 1 | World Bank Group's publications and other written materials | 6 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) |
| 2 | e-Newsletters | 7 | World Bank Group's website |
| 3 | World Bank Group's seminars/workshops/conferences | 8 | Webinars or online events hosted by the World Bank Group |
| 4 | World Bank Group's blogs | 9 | Interviews and press conferences for the Thailand's media |
| 5 | World Bank Group's social media | | |

| G3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response) | |
|--|-----------------|
| 1 | High speed/WiFi |
| 2 | Dial-up |

| G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response) | |
|---|--------------------------------|
| 1 | Mobile |
| 2 | Computer/laptop |
| 3 | I never visit the WBG websites |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)? | | Every few days | Every few weeks | Every few months | Not at all |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Visited a WBG website (e.g., read a blog, used data) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Attended an event/conference hosted by the WBG | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Attended/participated in a webinar or online event hosted by the WBG | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Read some or all of a WBG research paper or publication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Met professionally with WBG staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Read a WBG e-newsletter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**SECTION H: BACKGROUND INFORMATION**

| H1. Please identify the primary specialization of your work. (Select only 1 response) | | | |
|--|-----------------------------------|----|--|
| 1 | Poverty | 13 | Agriculture, rural development |
| 2 | Macroeconomics, fiscal management | 14 | Urban development |
| 3 | Governance, anti-corruption | 15 | Transport |
| 4 | Education | 16 | Digital development and technology (ICT) |
| 5 | Health, nutrition | 17 | Tourism |
| 6 | Social protection | 18 | Fragility, conflict, violence, refugees |
| 7 | Jobs | 19 | Demographics, migration |
| 8 | Energy | 20 | Trade and competitiveness |
| 9 | Environment, natural resources | 21 | Finance and markets |
| 10 | Climate change | 22 | Communications, public affairs |
| 11 | Water, sanitation | 23 | Generalist (specialized in multiple sectors) |
| 12 | Gender | 24 | Other (please specify): _____ |

| H2. What's your gender? | |
|--------------------------------|--------|
| 1 | Female |
| 2 | Male |

| H3. Within your organization, would you describe yourself as | |
|--|------------------------------------|
| 1 | Junior level |
| 2 | Mid-level staff |
| 3 | Mid-level decision-maker / manager |
| 4 | Senior level |

| H4. What's your age? | |
|-----------------------------|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

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

Thank you for completing the survey!